ACUTA eNews April 1991, Vol. 20, No. 4
Unblocking of 1-0-XXX remains possibility in proposed rule making

For what is apparently the first time in its public releases, the U.S. Federal Communications Commission has grouped universities along with hotels, hospitals and airports as examples of call "aggregators."

This reference occurs in the "Discussion" portion of a Notice of Proposed Rule Making (Docket 91-53) released by the FCC on March 11. This rule making process deals only with issues of access to operator service and long distance carriers as mandated by the Telephone Operator Consumer Services Improvement Act of 1990.

The Act itself does not list colleges and universities as examples of telephone aggregators – citing only "airports, hotels and hospitals." But, the reports of hearings by committees from both houses of Congress do list colleges and universities as examples of aggregators.

If the FCC relies on the reports of Congressional committees which conducted hearings on the Act for the legal definition of telephone aggregator, then colleges and universities are likely to end up in that category.

The narrative of the House Energy and Commerce Committee’s report describes “call aggregators” as "businesses and institutions such as hotels, State University in Starkville, Mississippi University for Women in Columbus, or the Mississippi Educational Television Network studio in Jackson, to conduct a class simultaneously in each of four secondary schools.

A partnership between state government and five information technology firms, Mississippi 2000 is the first distance learning network to use the public communications infrastructure.

The network serves secondary schools in Clarksdale, Corinth, Philadelphia and West Point. The Mississippi School for Math and Science in Columbus also participates by providing instructors for some of the courses.

Classes currently being taught via the network include German, creative writing, statistics and probability, oral communications and computer applications.
Mizzou saves money with staff calling cards

By Beverly Blackwell
University of Missouri-Columbia
Midwest Region

There are numerous and often outrageously expensive ways to call your university or college when you are away on business. You might use a calling card, call collect, charge a third party number, shove coins into a payphone, or (heaven forbid!) use a hotel's long distance carrier. In most cases, you are subject to surcharges in addition to per-minute usage.

The University of Missouri-Columbia provides its faculty and staff another alternative. Using a much less expensive 800 number, faculty/staff members may access the university's DMSD-100 switch via direct inward system access (DISA) lines. For security reasons, DISA access is permitted only after the caller inputs an authorization code. Thereafter, the caller can dial university and local telephone numbers. The call is charged to the account under which the authorization code was issued.

While DISA is a very workable and cost-effective alternative, there is the challenge of publicizing its availability. Newsletters, policy manuals and other publicity might prompt the faculty/staff member to write the 800 number on a piece of scratch paper and file it in a wallet or purse. There is no certainty, however, that they would also write down the dialing instructions.

Here at the Columbia campus, we came up with an idea to ensure faculty and staff would be able to use the university's 800 number correctly. We directed staff to design and produce a travel card listing both the 800 number and detailed dialing instructions.

Designed like a standard plastic credit card, the Mizzou Telecom Travel Card fits easily in wallets and purses. The double-sided card lists instructions for making long distance calls to the university and for accessing long distance service from local telephone numbers. The instructions also include how to access the university's voice mail system. The card is eye-catching too. Done in school colors, it has gold print on a black background.

In February, we distributed a travel card to each of the approximately 7,000 faculty and staff members, who possessed a long distance authorization code. The card is now automatically issued to new faculty and staff when they receive their auth codes. Since its introduction, the card has earned an overwhelmingly positive response.

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**ACUTA Forum**

I would like to thank all the great people I met at ACUTA's January seminar in Ft. Lauderdale. It was my first ACUTA event, and I found it an extremely enlightening and pleasant experience. I was able to start building a network of people who experience the same challenges and problems that I do.

Speaking of challenges . . . .

I would like some input from those of you who offer voice mail to students. What strategy did you use to market this service? Who on campus is most likely to be interested? How do you bill students?

Any information that you would like to share would be greatly appreciated. You can reach me via U.S. mail, electronic mail, phone or fax as listed below.

Jan Brown, Project Coordinator, Cornell University, 200 CCC, Ithaca, NY 14853; Bitnet: JAN@CORNELL; Phone 607-255-5502; Fax 607-255-8761.

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**Association of College and University Telecommunications Administrators — ACUTA NEWS, Volume 20, No. 4**

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MESSAGE
FROM
THE PRESIDENT

F. William Orrick,
Washington University
in St. Louis

The first elections of ACUTA's Regional Directors is now history, and I would like to congratulate the winners.

From the Northeast, Region 1, returning to the board is Don Hoover from Villanova University;

From the Southeast, Region 2, continuing on the board is Jim DronsfieId from Duke University;

From the Midwest, Region 3, Randy Collett from Central Missouri State University joins the board;

From the West, Region 4, Bob Aylward from the University of Wyoming comes to the board, and

From Canada, Region 5, Bruce McCormick of Brock University remains on the board.

And to those not elected, I would like to thank you for your interest in serving this fine organization. Don't let this stop you from seeking other ways to help assist the work of ACUTA. We are always looking for good, hard working, energetic people to serve in various capacities, so don't be surprised to find us ringing your phone with an opportunity to serve from time to time.

Call for Presentations

The Call for Presentations for our 20th Annual Conference still has a couple of open slots. If you haven't had the time to organize your thoughts on a topic that you feel is worthy of presentation, it might not be too late to grab a pencil and jot down some thoughts. Contact Executive Director Del Combs at the ACUTA Office in Lexington, KY, or Program Director Mal Reader at the University of Calgary if you are interested and have something you'd like to share.

Two Monographs in the Works

Two monographs will soon be going to the printer. The topics include teleconferencing and distance learning via digital, compressed video by Coley Burton of University of Missouri and a guide for selecting features when purchasing a PBX by Sara Knaggs of Intecom Inc. These should be mailed to primary members before summer and will be available for purchase by the general membership at the St. Louis conference in July 7-11.

If you are still pondering an idea for a monograph yourself, please contact Bill Robinson, our Publications Editor in Lexington and let him help you get started.

St. Louis Just Over the Horizon

Keep your eyes peeled for the summer conference brochure. If you haven't received it yet, you will shortly. The program includes some "hot" topics such as Distance Learning, pending Regulatory Issues, Power Negotiating and interpersonal communication. Such "standard" features as the Understanding Telecommunications, Basic Data Communications and Advanced Computer Communications courses also are on the program.

You will also see some new faces in front of the sessions too. All in all the conference is shaping up to be an exciting event, one you will not want to miss. Start your planning early and don't miss out.

Joyce Jones nominated as UNLV Employee of the Year

Joyce Jones, Chief Communications Officer at the Univ. of Nevada-Las Vegas, has been nominated for the university's Employee of the Year Award by L.N. Dean, UNLV Director of Management Services.

Jones has been "a catalyst for positive change in the telecommunications service area," Dean said in his nomination. "Her enthusiasm and helpfulness extends to each department of the university as she assists them with the telecommunications needs."

Specifically, Jones organized the campus telephone committee in 1990 when the university determined that becoming a leader in state-of-the-art communications was essential to the attraction of gifted faculty to UNLV. The committee's presentation to the local public officials, corporate vendors and professional staff helped procure funding for the PBX upgrade now in progress, Dean noted.

One of Jones' strongest points is her "positive attitude, which allows her to be a leader" for her staff, Dean continued. "She relates to the public intuitively." One of her ideas was to have university operators greet callers with "Welcome to UNLV, home of the NCAA champions" all last April. This resulted in some good coverage by the media and a positive response from the public, he added.

"Even after the 25th trouble call of the day, Joyce is always cheerful and helpful, going the extra mile to provide phone service. With more than 200 new phones installed on campus each year, sometimes she has to 'pull a rabbit out of a hat' to obtain a phone with only limited resources," Dean commented.
Univ. of Chicago reorganizes staff, installs new switch

A major reorganization of The University of Chicago Dept. of Telecommunications – designed to place new emphasis on serving customers and upgrading technology – has taken place over the past few months.

“A reorganization of staff functions and internal promotions, coupled with the introduction of new technology, are all part of an effort to improve efficiency within the department so that we may upgrade service to our customers,” says Steve Carnilla, Director of the university's Telecommunications Department.

The department serves more than 15,000 customers throughout the university and hospital system with phone, data-line and paging services.

Technology upgrades have included the installation of a new S-80 switch to replace the university's old mechanical PBXs. The S-80, switched over at the end of March, increases telephone service capacity and enables the department to offer or extend local area networks or connect multiple LAN sites.

With more than twice the capacity of the old switches, the S-80 can handle almost 2,000 call connections per minute. Despite its increased power, the new switch takes up only one-fourth as much space as the old equipment and requires far less electrical power and air conditioning.

A second S-80 will be added later this year, completing modernization of the systems, Carnilla adds.

In addition to the new equipment, two new associate director positions were created to help the department focus more directly on its two main functions – operations and planning administration, the director explains.

Many areas of the department have been restructured and several new managers have been appointed. Especially notable is the former Customer Service Department, which has been redefined and renamed Consulting Services. This more accurately reflects the function of analyzing customer needs and finding solutions for them, Carnilla points out.

A computerized telecommunications management system has been installed to manage and coordinate various routine chores such as order taking, installation scheduling, repair orders, database management, directory information and billing. “Until now, most of these tasks were performed manually, or required a great deal of individual input and tracking,” according to Carnilla.

The TMS will further enhance the capabilities of the S-80 switches freeing valued staff to concentrate on solving customers’ problems, he adds.

The second year of Chicago's CONNECT student phone service has seen the number of student subscribers rise from 70 to 80 percent, Carnilla reports. (See July 1990 ACUTA News.) CONNCT's “Big Three” features are abbreviated dialing, call-waiting and three-way calling.

Next workshop is set for Atlanta, Oct. 23-25

ACUTA's introductory workshop, "Understanding Telecommunications," will next be offered Oct. 23-25 in Atlanta, GA. For information, contact Lisa McLemore, Lexington Financial Center, Suite 2420, Lexington, KY 40507. Phone (606) 252-2882.

ACUTA Calendar

- **20th Annual Conference**
  St. Louis, MO
  July 7-11, 1991
  HOTEL: The Adam's Mark
  TOPIC: Management, Regulatory Issues, Professional Growth, Voice, Data and Video

- **Fall Seminar**
  Denver, CO
  Sept. 15-18, 1991
  HOTEL: Hyatt Denver
  TOPIC: Student Services

- **Winter Seminar**
  Tucson, AZ
  Jan. 9-11, 1992
  HOTEL: The Westin La Paloma
  TOPIC: To be announced

- **Spring Seminar**
  Lexington, KY
  April 26-29, 1992
  HOTEL: Radisson Plaza
  TOPIC: To be announced
Two new faces are among five newly-elected Regional Directors

There will be two new faces on the ACUTA Board when newly elected Regional Directors begin their terms in July.

Two incumbent Directors will remain and one former Director will rejoin the Board.

Robert Aylward of the University of Wyoming, representing the West (Region 4), and Randy Collett of Central Missouri State, from the Midwest (Region 3), were the two newcomers chosen in the first direct election of Regional Directors by the ACUTA membership. Former Director Don Hoover of Villanova University, representing the Northeast (Region 1), is returning to the board as a result of the election. Also returning are Jim Dronsfield of Duke University, representing the Southeast (Region 2), who was re-elected and Bruce McCormack, Brock University, representing Canada, who was unopposed on the ballot.

Candidates were nominated “at large” by members with no nominations originating from the nominating committee, according to Immediate Past President Mike Grunder, chair of the committee.

Ballots cast totalled 207 or 29 percent of the ACUTA’s 712 primary (voting) members. Region 3 had the highest participation with 40 percent of its voting members casting ballots.

Contests were fairly close. The widest margin, which occurred in two races, was no more than nine votes. Only two votes separated the candidates in one race.

The slate of candidates included: Beth Nolan Beal, Rochester Institute of Technology, Region 1; Buck Bayliff, Wake Forest University, Region 2; JoEllen Schmitt, Carleton College, Region 3, and David O’Neill, Washington State, Region 4.

Candidates were notified of the results by ACUTA President Bill Orrick. Any candidate had five days to request an official recount. The ballots are being held by the ACUTA office in Lexington, KY.

The first face-to-face meeting of the new board will take place at Lexington in June.
The intent of the FCC is to ensure that consumers may choose freely among services.

If institutions of higher learning are classified as aggregators, the new law will require them immediately to unblock 800 and 950 access to alternative operator service providers.

The stated intent of the FCC is to "ensure that consumers have the opportunity to choose freely among the available interstate operator services."

The legislation gives the FCC latitude to require 1-0-XXX access as long as it does not expose aggregators to fraud. An alternative, albeit a "temporary" one, would be to require all operator service providers to make themselves accessible via 800 or 950 numbers. The commission is also free to require both methods.

Since many aggregators' equipment is not capable of providing 1-0-XXX access, at least not without the danger of fraud, such access is referred to in FCC proposal and the committee reports as a "goal" to be achieved in three years. In the interim, any new equipment installed would have to provide 1-0-XXX-0 access, with all equipment replaced or retrofitted to do so after three years.

The FCC has expressed confidence that 1-0-XXX access can be maintained without undue risk of fraud but has invited comments to the contrary. The Commission has expressed interest "in evidence regarding the technical and operational complexities of implementing the proposed rules." The agency is also interested "in the economic impact of implementation in terms of costs to or burdens on consumers, OSPs and call aggregators."

"In Colorado, the issue of relationship of students to the university with regard to telephone service was resolved during discussions with US West and the Colorado Public Utilities Commission concerning 'Shared Tenant Users' of the university's telephone system," ACUTA Treasurer Howard Lowell has pointed out. "In formal comment on the issue, Lowell, Director of Telecommunications at Colorado State University, wrote:

"The same line of reasoning should be applied for purposes of FCC Docket 91-35. Students are in residence for a period of several months to several years and are, therefore, not transients. That being true, colleges and universities should not be considered 'Call Aggregators' providing telephone access to a transient population."

Colorado State "rebills all users, be they faculty, staff or students, for local service as well as long distance calls. In order to rebill for long distance, the PBX stores all dialed digits, including an authorization code. Once the code is validated, the dialed digit string is pulsed into the public network. In order to accommodate 1-0-XXX access, our system would have to store four more digits in the dialed string than it does now. This capacity does not exist. Compliance would require a change of PBX at a cost of $3.5 to $5 million."

"In order to treat our end users fairly in a rebilling environment, we would have to create and maintain computer-based rating capability for each carrier. This implies a one-time cost of $15,000 to $24,000 per carrier, as well as an annual operating cost of approximately $5,000 per carrier. It also would require a data processing capacity upgrade at some additional, unknown cost."

While pointing out that he could not speak, even in generalities for the entire membership, ACUTA Vice President Coleman Burton noted that the proposed rules do "not represent any significant hardship" for his institution, the University of Missouri. "All four campuses have fairly new telephone systems capable of complying."

The FCC is interested in the economic impact of implementing these rules.

"The only action necessary" at the Missouri campuses, would be "to program our four systems to allow the 1-0-XXX-0 access while blocking the 1-0-XXX-1 sequence. In terms of direct costs, the only cost we will incur will be the programming cost, which should be under $1,000. There is the potential for lost of revenue from the commission currently paid by the selected operator service provider for each campus. With 1-0-XXX-0 unblocked, there will be a certain amount of dial-around, which will result in lower commission revenue. However, trying to quantify this is impossible."
Emergency phones enhance safety at Guelph

The 15 tall blue columns that have sprung up on the University of Guelph campus do not represent the inspiration of an eccentric in the art department, says Garry Tatum, Assistant Director of Operations and Communications.

They are emergency telephone Help Lines that were installed after a review of campus security requested by the university president's executive group last year.

The word "Emergency" stands out in white letters on the blue background of each post. In case of emergency, a passer-by can press the red button on a unit and be connected immediately with the university police.

A strobe light is activated when the button is pushed and continues to flash for some minutes. The light will alert others in the vicinity to come to the assistance.

Four regular pay phones on campus also have been equipped for emergency aid. When a caller dials 911 from one of these phones, flashing blue lights are activated and the Guelph police will respond, relaying the message to the campus police.

No coins are needed to make any of the calls. "These phones won't necessarily prevent an assault, but they may help deter them," says Ron McCormick, head of university security services. "They should also make people feel safer and more comfortable on the campus at night."

"I think the phones are a positive step," said university Women's Commissioner Laurie Hall. "In the past, off-campus students had nowhere to go in case of an emergency after midnight, by which time all buildings are locked."

Any emergency can be reported from the new phones, Tatum explains, anything from physical assault to just locking your keys in your car at an isolated parking lot. Once a phone is activated, it is sensitive enough for an emergency dispatcher to hear most anything within the vicinity. And only the police can terminate a call.

The cost of each emergency phone unit averaged about $5,000 each, says Tatum, but individual costs varied according to whether communication lines already existed at the site.

Add your voice to "The Voice of Telecommunications in Higher Education." ACUTA members may use the pages of the ACUTA News to comment on issues facing the association or college telecommunications in general. Letters to the editor, as well as member-written items, are encouraged. You also may submit questions or state problems for publication so that readers may suggest answers. Write to Bill Robinson, ACUTA Publications Editor, Suite 2420, Lexington Financial Center, Lexington, KY. 40507-1739.

Two students check out one of the 19 new emergency telephones on the University of Guelph campus.

Similar Help Lines have been installed at numerous campuses in the United States as well as Canada with varying degrees of success, McCormick points out. Some universities have had to remove their emergency phones because of vandalism and pranksters "crying wolf."

Abuse of the emergency phones is a crime, he points out.
Mississippi 2000 network

(Continued from page 1)

Each participating school has an electronic classroom equipped with transmitting and receiving equipment and personal computers with advanced educational software linked via a local area network. The system allows interactive audio, video and data communications between teachers and students at each school. Teachers and students at the different locations are able to see and hear each other at the same time.

Use of existing public infrastructure, instead of a dedicated private network, saves money and adds versatility. For example, if new schools are added to the network, additional equipment is required only at the new schools, instead of throughout the system. Fiber optics in the public network allow simultaneous video and audio communications to every classroom.

The success of the partnership demonstrates how barriers to a superior education, such as distance or limited resources can be overcome by using today’s telecommunications and computing technology.

At a March 6 press conference in Jackson, the Mississippi 2000 partners – the state of Mississippi, South Central Bell, Northern Telecom, IBM, Apple Computer and ADC Telecommunications – hailed the network’s initiation. Each partner contributed technology and other resources to complete the Mississippi 2000 network.

“Mississippi 2000 is an example of the innovative steps our state is taking in partnership with these progressive corporations, said Gov. Ray Mabus. “This network sends a message to the country and the world that Mississippi is committed to providing the best education possible to its children, in order to prepare them for the challenges of the 21st century.”

“Mississippi 2000 represents a significant achievement in the effort to offer expanded educational opportunities to students in isolated, small and predominantly rural schools,” said A.J Jaeger, Executive Director of the Mississippi Educational Network. “In addition to secondary school classes, the electronic classrooms may also be used for in-service teacher training, adult literacy courses, specialized industry training and/or any basic courses not currently offered by the participating schools.”

For its contribution to Mississippi 2000, South Central Bell made available all of its network architecture as well as network-associated products and services. This included deployment of fiber-optic cable to schools and universities.

The regional Bell operating company also is providing manpower to assist in the planning and implementation of the entire project.

Northern Telecom is providing central office software and video switching equipment for two-way interactive video. In addition to manpower for planning and implementation of the entire project, Northern is providing educational consultants to assist in project design and in the writing of grant applications.

Teachers and students at all sites are using 119 Personal System/2 computers and filesavers donated by IBM. These are networked with IBM’s Classroom LAN Administration System. Technical support for planning and installation as well as the training of teachers in the productive use of technology comes from IBM. The computer giant is also providing technical support for the wide area network which connects all sites.

Apple Computer is donating Macintosh workstations to act as classroom video controllers at all distance learning sites along with additional software and student workstations. Training of teachers and other project personnel as well as support for the technological planning and development for both the instructional and administrative components of the project is also being provided by Apple.

The broadband switch used to route video signals through the network under control of the instructor is coming from ADC Telecommunications. The firm also is providing cable management and cross-connect patch fields for high-speed network components.
Voice mail vital part of Drew’s Knowledge Initiative

Subscribers to the Drew University voice mail system may send messages—recorded in their own voices—to anyone on the system, at any time, from any location. Subscribers also can receive messages from any other subscriber as well as callers from outside the system.

Drew’s Aspen voice processing system from Octel Communications is part of the advanced telecommunications network that the university calls its “Knowledge Initiative.”

Working with Octel, Bell Atlanticcom, Digital Equipment, New Jersey Bell and consultant Elliott Halpern, Drew has replaced its old PBX with a fully integrated data and voice communications network.

“We are the model,” says Drew Vice President Richard Detweller, who is responsible for technology operations and strategic planning at the Madison, NJ, institution. “We are excited about the fact that we are linking every student, every faculty member and every staff member with our voice mail system.

Before selecting the ASPEN (Automated Speech Exchange Network) system from Octel, Detweller took the university through an exhaustive selection process scrutinizing the technical capabilities of a variety of systems from a number of vendors.

“We wanted the power and features that could meet our current requirements and give us creative room to grow and explore,” he explained. “And we wanted a long-term commitment by a system vendor who would take a genuine interest in the way we used the equipment. Being able to count on continuing technical and non-technical advice that would help us optimize use of the system in an educational environment was crucial for us.”

Personal Communication

Residence Hall Director Joe Stampe uses the systems group distribution list feature regularly to contact the students in his dorm and to respond to their needs promptly.

“I am fascinated by how easy it is to communicate with Aspen,” says Stampe. “I can get a message out to all 116 residents of my building instantly. All I do is hit two buttons, and off it goes. Then I can check anytime to see who has listened to the message and who hasn’t.”

With 3,000 mailboxes or users on the system, including off-campus commuter students, Drew’s voice mail system provides an easy-to-use vehicle for exchanging detailed information quickly and easily. For example, Stampe is responsible for collecting certain dormitory-related fees. As payment deadlines approach, he draws up a list of those students who still have unpaid balances, and in a matter of minutes, sends them a reminder via voice mail. Follow-up messages to individuals are just as easy.

As building monitor, he can quickly reply to messages regarding room repairs or questions about dorm policies and procedures. Because the system delivers the message in the person’s own voice, communication is more personal.

“It’s a lot better than sliding notes under doors or putting up posters to announce a meeting,” says Stampe.

Faculty, Staff More Productive

Faculty members use the system to distribute assignments and exercise updates, and to alert students to timely events like TV broadcasts or late-breaking news that is course-related. Distribution lists also allow departments to send a message to every major within that department in a matter of seconds. Drew’s student government (Please continue on page 10)

ACUTA members form Octel users group

ACUTA members who have participated in the Octel Communications sponsored user groups at the past two ACUTA annual conferences have chartered an organization and elected officers.

Dubbed AEIOU for Association of Educational International Octel Users, the group promotes the exchange of information between institutions of higher learning that are users of Octel voice messaging products.

“We promote the sharing of ideas on applications, administrative, technical and system management tips, as well as service implementations among users,” explains Joel Kinderman of Stanford University, a member of the board.

A newsletter with articles written by members is the primary vehicle of exchange. The group also serves as a conduit between the users and Octel to promote the development of products and support that best suit the needs of higher education. Annual meetings are to be held in conjunction with the ACUTA summer conference.

AEIOU, with international aspirations, already has members from Australia as well as North America.

For more information contact AEIOU President Richard Bull of East Stroudsburg (Penn.) University at (717) 424-3500 or Vice President Collette Desmond of the Massachusetts Institute of Technology at (617) 258-7822.
To dial Univ. of British Columbia, begin with UBC

A nice lady in Vancouver, a Mrs. Abrahams, was getting annoying phone calls. They weren’t obscene, but they were ear-splitting.

It seemed that her phone number resembled that of a fax line at the University of British Columbia. That’s not hard to understand, since her prefix was one of three that residential customers have shared with the university.

Wrong numbers, however, were not the only problem associated with UBC’s prefixes. With a growing faculty and staff, demand for new lines was running from 25 to 40 a month. The university—with 400 buildings and almost 7,000 telephone lines—was simply running out of phone numbers.

“UBC is really a small town,” says Brian Morris of B.C. Tel. The university owns all its own telecommunications facilities on campus, from switches to cable and copper wire—even the first leg of a fiber optic backbone. The university’s switch, “one of the largest in captivity” acts more like a central than a private branch exchange, he points out.

“When a town or a city experiences growth, you simply add new prefixes,” Morris continues. “But just adding a fourth prefix in the UBC area would have created more problems that it solved. It seemed more logical to accord UBC its own separate prefix. That’s 10,000 numbers.”

The idea was unprecedented among B.C. Tel customers with privately owned switches. Federal government numbers in Vancouver have their own prefix, but the government uses a B.C. Tel-owned switch.

The single prefix idea was given a preliminary evaluation among affected B.C. Tel departments to identify possible hurdles. “It proved feasible,” Morris says, “but we didn’t know if UBC would go for it. Aside from the financial impact, it would mean culture shock for the administration and faculty. Many of them have had the same number for more than 20 years.”

The university was receptive, however.

Voice mail aids faculty, staff, students

(Continued from page 9)

broadcasts campus-wide messages about special events and meetings. They no longer have to rely on students reading a calendar of events in the newspaper or hearing about it through word-of-mouth. The student committee uses its listen-and-reply mailbox to solicit suggestions from the student body.

Sophomore and economics major Jennifer Carberry says that unlike electronic mail, voice processing is easy to use. Carberry, who is also a Residence Hall Assistant, frequently uses voice processing features to manage her dorm floor more effectively.

“One feature I find particularly helpful is the ability to take a detailed message from a student that warrants further action to my Residence Hall Director along with my questions or comments. Then he can respond with suggestions.”

While the list of educational applications grows steadily, students are not unaware of the system’s social value. “It’s great for your social life,” admits Carberry with a laugh. “I’ve actually had several guys leave messages asking me out.”

New Educational Applications

Although the immediate advantages are clear, the ways in which the system will facilitate radically new education applications excites veterans like Jensen and Detweiler.

“We are looking at a creative process,” says Detweiler. “We are developing and adding new dimensions to learning through the daily use of voice mail. The students, faculty and staff are creating and utilizing applications as well.”

Applications allowing students to access financial-aid information, providing admission application status checks or updating faculty course assignments wait off-stage, their entrance anticipated and timed. Other uses that would let a student receive current registration information and register for classes without leaving his room will evolve in the future.

The personnel office expects to add job listings to the current voice mail information center, including a personnel mailbox that will be accessible to callers both on and off campus. Callers can phone into the system and hear information on job openings. Pre-screening of job applicants by voice mail may also be developed to secure basic background information and facilitate recording an applicant’s initial information manually.

“Colleges grow people,” says Jensen thoughtfully, “and that means training people for life.”

Drew University’s primary objective is to provide education for responsible citizenship and leadership, he explained. By harnessing communications technology to serve its high academic standards, the university can better fulfill its strong commitment to ethical values, its global awareness and belief that all knowledge is interrelated.

“We are limited only by the imagination of our people,” says Detweiler, “and we are really excited about that.”
As the non-profit sector of our economy continues to grow (currently more than eight million employees and more than 80 million volunteers), the need for guidelines and expert advice on how to manage a diverse group of non-profit associations becomes ever more important.

His book presents - clearly and directly - the tasks, responsibilities and practices that must be followed to manage these organizations effectively. He gives examples and explanations regarding mission, leadership, resources, marketing, goals, people development, decision making and much more.

Congratulations to the newly-elected Regional Directors: Don Hoover, Villanova University, Region 1; Jim Dronsfeld, Duke University, Region 2; Randy Collett, Central Missouri State, Region 3; Bob Alyward, University of Wyoming, Region 4, and Bruce McCormack, Brock University, Region 5.

They will each be rewarded with a challenging two-year term providing innovative ideas and recommendations for the continued growth and popularity of ACUTA.

And let's not forget the other candidates: Beth Nolan Beal, Rochester Institute of Technology; Buck Bayliff, Wake Forest University; JoEllen Schmitt, Carellton College, and David O'Neil, Washington State.

They deserve a lot of credit for their efforts in the nomination process. I'm sure each will find a way to put their skills and talents to use for ACUTA in some other capacity. ACUTA appreciates all the support assistance that can be provided by our members.

And last but not least of all, the current Regional Directors who will be completing their terms of office on June 1, 1991, deserve recognition for their long-standing service to ACUTA.

I and the ACUTA staff wish to thank Joseph Mantione, SUNY Buffalo, Region 1; Kenneth Leverington, Univ. of Arkansas, and Dino Pezzuti of Ohio State, Region 3, and Andrew Pearson, Univ. of California-San Francisco, Region 4, for their support cooperation and assistance in performing our joint tasks.

Many times the efforts of Regional Directors are not in full view of the general membership, but never-the-less, they're usually plugging away on membership drives, providing information to members, pleading for newsletter articles, etc.

As their duties as Regional Directors wind down, take a moment to give them a call or a "pat on the back" this summer in St. Louis for a job well done.

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**FCC rule making**

(Continued from page 6)

"The potential for fraud is the 1-0-XXX-0 access sequence, which results in the caller speaking with an operator. This presents the potential for placing an operator-assisted call and having the call charged to the originating station, i.e., sent paid. I am not aware of any telephone equipment that can distinguish between a 1-0-XXX-0+ call, direct credit card billing and a 1-0-XXX-0 operator-assisted call."

The University of Missouri has "call screening established with (its) operator service provider to prevent sent-paid, operator-assisted calls. If we are required to allow 1-0-XXX-0 calls, we will probably implement one of two approaches," Burton explained. "The first would be simply to refuse to pay for any sent-paid calls, based upon our call screening parameters established with our operator service provider. The second approach would be to notify all operator service providers that we do not allow sent paid, operator assisted calls for our campuses, and that we will refuse to pay for any such calls."

In conclusion, Burton pointed out that "Forcing colleges and universities to adhere to the proposed regulations will cause varying degrees of hardship and expense, and varying loss of commission revenue. Whatever small relief that may accrue to the public by encumbering us with these regulations will more than be offset by the expense and loss of revenue we will be subject to."

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FCC rule making

(Continued from page 11)

The National Association of College and University Business Officers has added its voice to that of ACUTA and the International Communications Association in arguing to the FCC that institutions of higher learning do not falling into the general category of "call aggregators."

CAUSE, The Association for the Management of Information Technology in Higher Education, as well as the Association of State Colleges and Universities (ASCU) also have taken an interest in the issue.

Comments on the FCC 91-53 Docket were being accepted until April 5 with the deadline for reply comments April 19. "All relevant and timely comments" would be considered before action is taken, the Commission notice said. Written comments should be accompanied by four copies. An additional five copies should be submitted if commentators want each member of the Commission to have a copy of their own.

To file comments with the FCC, write: Federal Communications Commission, Office of the Secretary, 1919 M Street, Washington, DC 20554.

To dial Univ. of British Columbia, begin with UBC

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"We think it's a good solution to our current and future communications needs," says Dr. Fiorenza Albert-Howard, Network Communications Manager at UBC. "Not only does this give us more numbers, but it also allows us to use our switch to its full capacity for the first time."

A short way into the planning stage, a "digital" idea made the proposal even more appealing.

ACUTA welcomes new members

The following joined ACUTA between Feb. 21 and March 15.

Region 1 – Northeast
John Metiano, Quinnipiac College
(Conn.)

Region 2 – Southeast
Robert Chaouls Jr. – Univ. of Tenn. at Chattanooga
Mary E. Chairs – Harford (Md.) Community College

Region 4 – West
Dr. John Lawson – Lewis and Clark State College (Idaho)
Patrick Schwab – Chemeketa (Okla.) Community College
Kim Longdin-Prisk – Univ. of Auckland (New Zealand)

Region 5 – Canada
N. Bruce Kelloway – Tech. Univ. of Nova Scotia

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