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# eNews

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Web  
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Phone  
859.278.3338

eMail  
[jprofitt@acuta.org](mailto:jprofitt@acuta.org)

## Board of Directors for 2014–15

With the elections behind us, a new Board of Directors will begin working together at the end of the Conference on April 2. This year we elected a President-elect and two Directors-at-Large.

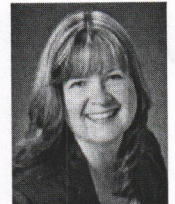
Current President Ron Kovac of Ball State University will assume his new position as Immediate Past President. President-elect Mark Reynolds, University of New Mexico, will step into the role of President for 2014–15. The new President-elect is Michele Morrison, British Columbia Institute of Technology, who has most recently served as Chair of the Membership Experience Committee. Riny Ledgerwood, San Diego State, will serve the second year of her two-year term as Secretary/Treasurer.

Adrienne Geraldts, from Rutgers, and Simeon Ananou, from Salisbury University, will serve the second year of their first terms as Directors-at-Large. Sharon Moore from Smith College was reelected to a second two-year term. Cathy O'Bryan from Indiana University won a run-off election to serve her first term as Director-at-Large. The Board-appointed Director-at-Large will be announced soon.

Congratulations to all those who were elected, and thanks to all who sought an opportunity to serve. Board service requires commitment and dedication, but also offers an excellent leadership experience. ACUTA's volunteer Board is very active and plays a vital role in the success of the organization.



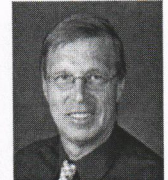
Reynolds



Morrison



Ledgerwood



Kovac



Ananou



Esposito



Moore

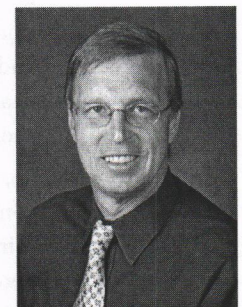


O'Bryan

## Learning Analytics

We hope your year has started out well and that your personal and professional goals are being met! The ICT field is a fascinating one; one that is constantly evolving and changing our goals and objectives. One of the fields that is coming of age is that of learning analytics.

Learning analytics has evolved from the larger field of Big Data, and since we are all in the “teaching and learning” vertical, we need to be concerned and involved with it. Learning analytics involves the ability to collect, measure, analyze, and present data (information) in order to evaluate learning. Learning in this sense means the improvement of academic progress. Learning

*continued*

**Ron Kovac, Ph.D.**  
Ball State University  
ACUTA President  
2013–2014

analytics will lead to early detection of potential problems, which will improve future performance and enhance learning outcomes. One framework is that of Open Learning Analytics, which collects and displays data from three points of view: student, professor, and administrator. The importance of Big Data, a frequent topic in the context of education, is often focused on areas such as gamification, massive open online courses (MOOCs), custom environments on demand, and course capsules. Some expect these initiatives to accelerate learning progress and improve educational processes through the use of Big Data. Data is the key to reaching personalized learning.

Data gives us a sense of “digital intuition.” Data analysis converts what might otherwise be simply predications into informed decisions. Ultimately, this information enables the personalization of learning processes, which helps the individual learner. Software programs collect personal data (educational background, commitment efforts, performance, and other elements), and combine them to generate signals. The signals, like traffic lights, provide early warning about performance of programs, courses, and, of course, students. Learning analytic tools are often installed in our learning management system platforms (Blackboard, Moodle, Angel, Desire to learn, etc.) to allow decision makers (professors and administrators) to visualize the network of interactions between students and distinguish behavior patterns. Following up on clues this provides can improve teaching and learning.

For example, SNAPP is one such learning analytic tool that integrates common commercial and open-source virtual learning environments, including the standard version of Moodle. With SNAPP, the University of British Columbia can provide real-time views of student activity in forums and online discussions, allowing decision makers to identify students who are disconnected and, therefore, at risk. Administrators can select the main corridors of information within a class or find high and low performers so that professors can better plan interventions. They can also support the concept of “reflection,” where the professor has focused attention on certain groups or individuals when they have mastered course interaction.

The recent introduction of virtual learning environments (online classes) has allowed large volumes of data to be brought to the field of learning analytics. Unlike the traditional classroom, the VLEs of today collect this data automatically and seamlessly. This has led to the emergence of educational data mining (EDM) and, therefore, to the fields of statistical computing and learning analytics. All this is being done to extract value from the datasets and make learners more successful. This relies on well-established data-mining techniques to harvest and prepare the data. Cluster analysis and classification is also brought to bear to allow users to distinguish between novices and experts in learning situations by analyzing course completion and performance. Sequential patterning is then used to identify routes taken by the students as they made their way through course content.

Learning analytics really has its place with MOOCs. Being totally open and massive (no restrictions on the size of the class) and self-managed allows this field to use large amounts of data towards its end. This can provide a framework based on “badge” recognition and can support the ad-hoc opportunistic commitment to individual resources or activities as well as a disciplined commitment to the course as a whole.

MOOCs and on-line learning are great places to exploit learning analytics based on the learning and teaching of detailed data sets that have accumulated over many years. Researchers at the Open University are taking the lead in areas related to social learning analysis, visual analysis, and learning analysis for accessibility and sharing of open and linked data. The challenge now is to garner data sets and knowledge within and outside the institution in order to implement powerful analysis tools that have a positive and measurable impact on the learning environment.

Of course, there is no such thing as a free lunch, and learning analytics comes with some caveats. These caveats are probably all familiar to us as IT professionals but do need to be brought up again to keep them in the forefront of our implementation of learning analytics. These concerns focus on data ownership, data privacy, sharing of data between organizations and stakeholders, and human feedback provided (in self reports) and the effort of corrections that may be provided in the Learning analytics systems. This is all surrounded by the continuing debates over what role learning analytics could, and should, provide in our educational systems and the ethics of data collection—a continually evolving discussion.

So, where does this leave us? We are all familiar with the computing environments of our institutions. We mostly know the concept of using data sets to create and present information for decision making (statistical computing, data analysis, data mining), and we know (albeit slightly) the learning environment or the traditional and flipped classroom. The biggest areas here to come to grips with are: (1) the tools that are being promulgated to provide learning analytics, (2) the integration of these tools within our own LMS environment, and (3) a true understanding of the teaching and learning environment of our universities. This last element will be the most difficult to understand and will take some “bridging” people who can

*continued*

truly walk the chasm between Information Technology and the learning environment (students and professors). This element is not to be taken lightly as it will be the key element in the success of learning analytics.

So, where do we go for help in this? ACUTA can be one of your biggest sources of support for understanding, implementing successfully, and excelling in the area of learning analytics. We share information freely (our signature culture) and we provide information in various ways—the *Journal*, *eNews*, seminars, the Annual Conference (coming up shortly in Dallas Texas), and various other venues. Please participate in helping others grow by sharing your knowledge or by learning from others by attending a conference or reading about others experiences. Only a few organizations focus on the deployment of Information Technology in the vertical of higher education and ACUTA is certainly one of the leaders.

I hope you enjoy this edition of the *eNews*, I hope you enjoy the environment you work in, and I hope you make a positive difference to those around you.

## Annual Conference 2014!

Are you coming? If you haven't made plans already, just grab your boots and your hat and come on! It starts Sunday, March 30, and ends Wednesday, April 2, with lots of information, some superlative interaction, and a little relaxation in between.

Congratulations to **Kurt Smith from Michigan Tech** whose name was selected from those who participated in our 2014 ACUTA Environmental Scanning Survey. He won a complimentary registration for the 2014 ACUTA Annual Conference!

Congratulations also to **Mark Deuell of SUNY-Buffalo**, who was the winner of the free Dallas hotel stay for booking his hotel room and registering by the cut-off.

Get all the information at [www.acuta.org/sc14](http://www.acuta.org/sc14). You can register when you get to Dallas, but you should book your room at the Hyatt Regency ([www.acuta.org/sc14hotel](http://www.acuta.org/sc14hotel)) **today!** (Be sure to mention ACUTA.)

### Download the MobileApp

The app enhances your Conference experience before, during, and after the event by providing easy-to-use interactive capabilities such as a dashboard of up-to-the-minute info, maps, social media links, an alphabetical list of exhibitors, photo gallery for photo sharing, and lots more.

Downloading the 2014 Conference app is easy, and you should do it now to begin connecting with the Conference experience before it begins on March 30. It is a native application for smartphones and tablets (iOS and Android) and a hybrid web-based app for Blackberry. There's also a web-based version of the application for all other web browser-enabled phones.

For all iOS and Android devices, search Google Play and the App Store for ACUTA 2014.

For all other phone types (including BlackBerry and all other web browser-enabled devices):

- Point your mobile browser to <http://m.core-apps.com/acuta2014>.
- From there you will be directed to the proper version of the app for your device. Bookmark this page for future reference.

### Be a Moderator at the Annual Conference

We still have openings for a few volunteers to serve as session moderators in Dallas. Moderating a session (or multiple sessions) is a great way to contribute to the success of the Conference and to meet presenters and other attendees. Moderators make brief announcements and introduce the presenter (aided by a script prepared by the ACUTA staff), and keep the session on time.

Review the descriptions of educational sessions, then check out the Moderator Schedule and Signup to see which sessions are still available. To volunteer, send an e-mail today to [mwest@acuta.org](mailto:mwest@acuta.org) with the session title, and we'll get you signed up. For more information, contact Michele West, Professional Development Manager, at [mwest@acuta.org](mailto:mwest@acuta.org) or (859) 721-1655.

### Don't Forget—Discounted Dallas Mavericks Tickets

Come to Dallas on Saturday March 29 so you can watch some great basketball in person as the Dallas Mavericks take on the Sacramento Kings at the American Airlines Center at 7:30 p.m. Secure your **discounted** tickets today by logging onto [on.mavs.com/mavs13](http://on.mavs.com/mavs13) (no www or http needed) and selecting the Sacramento Kings game on 3/29. The special offer code is mavs13. If you have any questions or prefer to order tickets by phone, please contact Deanna Rothberg at (214) 658-7120 or by email at [Deanna.Rothberg@dallasmavs.com](mailto:Deanna.Rothberg@dallasmavs.com).



# Members Celebrate ACUTA Anniversaries

ACUTA is pleased to recognize the following individuals who have represented their institutions or companies in ACUTA for a number of years. We congratulate you, and we appreciate your contribution to ACUTA.

If you expect to see your name on this list and do not, please contact Joanie Proffitt at [jproffitt@acuta.org](mailto:jproffitt@acuta.org).

If you are attending this year's Annual Conference in Dallas, please be sure to come to the front of the room at the end of Tuesday's general session to have your picture taken. Anniversary pins are placed in portfolios for those in attendance at the Conference and are mailed to those who cannot attend.

## 30 Years

Nancy Girling, College of New Rochelle  
Dr. Roy J. Simon, Michigan State Univ.  
Patricia H. Todus, Retired from Northwestern Univ.  
Kia Malott, Retired: IL Video Educ. Network/SIUC  
Jo Kaelin, Univ. of Louisville

## 25 Years

Michael F. Bonafair, Shippensburg Univ.  
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Margaret A. Fischel, Middlebury College  
Lora L. Fleener, Harding Univ.  
Doyle N. Friskney, Univ. of Kentucky  
Randal J. Hayes, Univ. of Northern Iowa  
Ann L. Hogan, Washington Univ. in St. Louis  
Richard Huddleston, Rhodes College  
Colleen Lommel, College of Saint Benedict  
Mark F. McDonald, Central Michigan Univ.  
Anthony J. Mordosky, Rowan Univ.  
Doris A. Stock, Virginia Tech  
Frank Viola, NEC Corporation of America

## 20 Years

William L. Aust, Jr., Connecticut State Univ. System  
Patty Benton, Univ. of Alabama  
Amy L. Berg, SUNY at Cortland  
Rebecca Collins Biser, West Virginia Univ.  
Virginia Brady, Lane Comm. College  
Adalee Brenner, Kansas State Univ.  
Janice Bundy, Univ. of California, Los Angeles  
EllenSue Cameron, Univ. of IL at Urbana-Champaign  
Beth Chancellor, Univ. of Missouri - Columbia  
Sara Coapstick, Purdue Univ.  
Patricia Druid, Merrimack College  
Kim Erickson, Northern Michigan Univ.  
James Ezell, Univ. of Arkansas  
James Feld, California Polytechnic State Univ.  
Larry Fisk, Univ. of North Dakota  
Todd D. Foreman, SUNY College at Oneonta  
John H. Foster, Illinois State Univ.  
John Frattone, Binghamton Univ.  
David Gabrovich, Loyola Univ. Chicago  
Randy Gaines, Idaho State Univ.  
Debbie Gere, Missouri State Univ.  
Daniel J. Grim, II, PhD, Univ. of Delaware  
James Hart, Stony Brook Univ.  
Robert Hartland, Baylor Univ.  
John Helms, Auburn Univ.  
Paul Hernandez, Wright State Univ.  
Ann Hill, Georgia Southern Univ.  
Judith Howell, Univ. of Georgia  
Andrew Hulsey, Univ. of Central Florida  
Patricia Jacobs, Univ. of Illinois at Chicago  
William T. Jensen, Drake Univ.

Mark Kendrick, Longwood Univ.  
Sean Kinneen, Boston Univ.  
Frank Kirstein, Canisius College  
Mary B. Kurtz, Univ. of Toledo  
Carolyn Long, Missouri Western State Univ.  
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Stephen Mahler, Univ. of Louisiana at Lafayette  
Dan Malick, Bucknell Univ.  
Daniel Malone, New York Univ.  
Daryoush Marefat, Univ. of Kentucky  
David Martinson, Univ. of Arkansas  
Matthew F. McGlamery, Fort Lewis College  
Don R. McLaughlin, Univ. of California, San Diego  
Patricia A. Meinweiser, Univ. of Connecticut  
Pam Miller, George Mason Univ.  
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James Morrison, Univ. of Massachusetts, Boston  
Lisa Naanee, Portland State Univ.  
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Edna L. Palmer, Bowie State Univ.  
Albert Perez, Smith College  
Jeff Pierce, Iowa State Univ.  
Barbara Renner, Univ. of Cincinnati  
Vito Rizzo, New York Univ.  
Robin Roane, Virginia Commonwealth Univ.  
Sandra E. Roberts, Framingham State Univ.  
Kathie J. Ruther, Univ. of Akron  
Jan Seppa, Northern Michigan Univ.  
Ric Simmons, Louisiana State Univ / A&M College  
Ron Smith, Bucks County Comm. College  
Sharon Stille, Illinois State Univ.  
Cindy Sundberg, Univ. of Saint Thomas  
Michael E. Taylor, Temple Univ.  
James W. Trietsch, Abilene Christian Univ.  
Jeanette Van Galder, Univ. of Northern Colorado  
Elizabeth Van Gordon, Indiana Univ. Northwest  
Daniel Vonder Heide, Loyola Univ. Chicago  
Terry Wieland, North Dakota State Univ.  
Clifford D. Wiles, Mansfield Univ.  
Michael Yonko, Rochester Institute of Technology  
Lyle Zimmerman, Univ. of Washington

## 15 Years

Charles Allen, Ball State Univ.  
Ife Azikiwe, Rowan Univ.  
Gerald R. Barnes, Campus Televideo  
Bruce Barrett, Comm. College of Rhode Island  
Kelley Bradder, Simpson College  
Tom Branam, Utah Valley Univ.  
Mary Bucy, Purdue Univ. North Central Campus  
Penny D. Cox, Univ. of Kentucky  
Bob Crowley, Hampshire College  
Kate Crowley, Univ. of Rochester  
Frank De Los Reyes, Univ. of Southern California

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Mike Frazier, Univ. of Mary Hardin-Baylor  
Susan Gardner, Central Washington Univ.  
Phillip Garofolini, Comm. College of Rhode Island  
James Gessner, Bloomsburg Univ. of Pennsylvania  
Joseph E. Harrington, Boston College  
Karl Hassler, Univ. of Delaware  
Christine Hayes, Purdue Univ. No. Central Campus  
Mark Herro, Texas A&M Univ.  
William Hurley, Le Moyne College  
Dave J. Johnson, Edinboro Univ. of Pennsylvania  
Wayne Jones, Old Dominion Univ.  
Winfred R. Jones, Grambling State Univ.  
Debby Katz, Towson Univ.  
Holly King, Northwestern Univ.  
Bruce Klein, Rowan Univ.  
Jim Koutsoumpas, Rose-Hulman Inst. of Technology  
Ron J. Kovac, Ph.D., Ball State Univ.  
Dwight Lemky, Mount Royal Univ.  
Melissa Long, Auburn Univ.  
Neil Mack, Univ. of Wisconsin - Madison  
John P. Madey, Univ. of Florida  
Johanna Madjedi, California Polytechnic State Univ.  
Mike Marcinkevicz, California State Univ., Fullerton  
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Angie Mosby, Southern Illinois Univ. Edwardsville  
Janet Niswonger, Indiana Univ. - Purdue Univ.  
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Debbie A. Smith, Monroe Comm. College  
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Richard VandeVrede, Concordia Univ. Wisconsin  
Douglas Wahl, Univ. of Wisconsin - Stout  
Rusty Waterfield, Old Dominion Univ.  
Wayne Williamson, Southeastern Okla. State Univ.

## 10 Years

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 Iris Davis, Marymount Univ.  
 Graham Doig, Rensselaer Polytechnic Institute  
 Maria Rosa Drake, Florida International Univ.  
 Janice Flier, Oregon Health & Science Univ.  
 Sandy Fromeyer, Northern Kentucky Univ.  
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 Rick Garcia, Humboldt State Univ.  
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 Richard Mazon, Cent. New Mexico Comm. College  
 Brad Morton, College of Saint Elizabeth  
 Michele Narcavage, Univ. of Pennsylvania  
 Ibukun Oyewole, Illinois Institute of Technology  
 Armand Ramirez, Northern Arizona Univ.  
 David L. Rotman, Ph.D, Cedarville Univ.  
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 David Wood, Univ. of Colorado, Boulder  
 Daniel Zukowski, Bentley Univ.

## 5 Years

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 Don Cole, Andrews Univ.  
 Gregory Crary, Eastern Washington Univ.  
 Michael Jeffery Cunningham, Cedarville Univ.  
 Marlon O. Davis, Brady Corporation  
 Donna Delay, Georgetown Univ.  
 Danah Ditzig, TE Connectivity  
 Jon Dolan, Oregon State Univ.  
 Kenneth Dwyer, Quinsigamond Comm. College  
 Jeremy Eilts, California State Univ., Chico  
 Gene Fields, Univ. of Louisiana, Lafayette  
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 Jimmy Holland, Texas Tech Univ.  
 Holly Horner, The Chronicle of Higher Education  
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 Gina Jacobs, ShoreTel, Inc.  
 Kevin Kelly, Whitman College  
 Tom Ku, Hawaii Pacific Univ.  
 Deepa Kurup, Univ. of South Florida  
 Scott A. Lent, Texas A&M Univ, Texarkana  
 Bruce Lorenzen, Univ. of California, Berkeley  
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 Joshua Luttig, DePaul Univ.  
 Nicholas Maier, RedSky Technologies, Inc.  
 Joseph Mailander, Univ. of Oregon  
 Derek Masseth, Univ. of Arizona  
 James McNabb, Truman State Univ.  
 Jan Melville, St. John's Univ.  
 Sandra Miles, Univ. of Alabama  
 Paula Miner, Univ. of Texas System  
 Parrish Nnambi, Univ. of California, San Diego  
 Matthew Nocifore, Drexel Univ.  
 Michael O'Connor, Kankakee Comm. College  
 Ola Olowolafe, Univ. of California, Riverside  
 Brett Pelphrey, San Diego State Univ.  
 Frank Piscitello, Jr., West Chester Univ.  
 Tony Quigg, Texas A&M Univ., Galveston  
 Mark Redican, Univ. of California, Davis  
 Ronald D. Rio, PWR, LLC  
 Ken Rothhaar, Florida Atlantic Univ.  
 Jose Santiago, Columbia Univ.  
 Steve R. Schafer, Matsch Systems  
 Brian Schmidt, Corban Univ.  
 Lon Schmidt, San Diego State Univ.  
 Robert Shanes, Talkaphone  
 Jack Sharer, Louisville Presbyt. Theo. Seminary  
 Joseph Sincavage, West Chester Univ.  
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 Peggy Straub, Bucknell Univ.  
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 Daniel Thames, Illinois State Univ.  
 Robyn Thompson, Aastra  
 Javier Torner, California State Univ., San Bernardino  
 Daniel Uetrecht, Missouri Univ. of Science and Tech.  
 Dragana Vasic, Univ. of Arizona  
 Ken Voss, Univ. of Missouri - Saint Louis  
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 Grant Weed, Princeton Univ.  
 Rita Weighill, Park Univ.  
 Douglas Wells, Northern Kentucky Univ.  
 Cindy Wertz, Univ. of Pittsburgh  
 David Whipp, Southern Oregon Univ.  
 Jim Whitfield, M.Sc., Hi Country Wire & Telephone  
 Tim Whittington, Aastra  
 Andrew Wolf, Linfield College  
 Christina Yanez, California State Univ., Fullerton

*Grow the Network: Tell a Colleague about ACUTA today!*

# WebRTC: DTMF and 911

Gary Audin, Delphi, Inc.

Two critical elements of traditional telephony will have to be supported in the new voice-on-the-Web technology.

I was at a conference without my cell phone, and I wanted to access my voice mail through Skype. It did not work. According to the Skype website, it does not support Dual Tone Multiple Frequency (DTMF) signaling. That means I am blocked from accessing any IVR system, my bank, voice mail, credit card companies, and others that have DTMF signaling capabilities. This not terrible, but it is inconvenient.

Some of the services I access by phone are much easier to work with because I can speak to a person. Eventually I will be able to do this with WebRTC, but I have to wait until the contact center vendors deliver the applications at both ends of the connections.

Then I thought about 911. Skype does not support 911 or E911 service; the Skype website states, "Skype Software is not a replacement for your ordinary mobile or fixed line telephone. In particular, apart from in very limited circumstances, the Software does not allow you to make emergency calls to emergency services. You must make alternative communication arrangements to ensure you can make emergency calls if necessary."

These limitations prompted me to consider WebRTC working with IVR systems using DTMF signaling, as well as WebRTC support of 911 and E911.

There is a WebRTC DTMF procedure. This is an absolute must-have function for Auto Attendant navigation and IVR menu selection. If the IVR is designed to accept WebRTC connections, then the DTMF signaling can be translated into data so there is no block to the Auto Attendant and IVR access. WebRTC integration offers developers an API to handle DTMF tones. This assumes that all the WebRTC applications that perform this function are the same or that there very few versions to implement--a standard implementation is very desirable.

When the WebRTC user has to access the PSTN (where DTMF works), then the WebRTC-to-PSTN gateways have to generate the DTMF tones for the IVR access. Again, this should be standardized or limited to a very few discrete implementations. In either case, WebRTC DTMF through a gateway needs to be consistent across virtually all the vendors. See my blog [WebRTC-to-Legacy Gateway Announced by Genband](#).

Another issue is the caller's need to hear the tone feedback from IVR DTMF signaling. I am used to getting this feedback, to confirm my entry. This seems to be an issue. I found a blog on the problem of generating DTMF tones through WebRTC with tone feedback. The blog says there are problems with tone feedback so we may see a text feedback mechanism created instead of tone feedback.

## 911 and E-911

I looked into the question of 911 support by WebRTC applications. The Public Safety Answer Point (PSAP) is where the 911 call has to be delivered. The PSAPs are designed for the analog PSTN, but they are slowly moving to the next generation on 911 access. See my blogs, [NG911: On the Horizon](#) and [Impacts of NG911](#) for further information on NG 911.

I did a Google search on "WebRTC 911" that generated only 4 results. This was not much help. So I contacted Mark Fletcher, Business Development Manager for Avaya's Public Safety Solutions to gain some insight into the WebRTC 911 issue. Mark commented:

Regardless of the endpoint technology someone uses to make a 911 call today, the connection between the Central Office 911 Tandem switch and the PSAP is downgraded to basic analog signaling. The "location data" (and I use that term VERY loosely) is conveyed by MF [multi-frequency] tone generation by the Central Office and sent to the PSAP as in-band audio. These tones are then decoded at the PSAP. It is at this point where they are used to construct a query into the Automatic Location Information (ALI) databases, which then return the location information out of band on a separate path, most often a frame relay-type X.25 connection.

This is why the connection to 911 has never been an issue, even for VoIP telephones. The VoIP problem is one of mobility and nomadic behavior of the user, and the fact that no real "information" is generated from the origination point; it is derived based on the Automatic Number Identification (ANI) assigned by the Central Office. WebRTC will be a technology enabler that finally allows the disassociation of a telephone number and location, but [this won't happen until] the [public] network is ready. Until that point, it is business as usual and something will convert New to Old in the path of the call, probably through a gateway.

*continued*

Next Generation 911 networks will have the ability to carry real-time data as a packet of information in the SIP header. This will allow the massive amounts of information available from origination networks and devices to be delivered to Public Safety. To prevent overloading an agency with too much information, the location information is delivered in the header while "additional data" such as building plans, environmental sensor data, or even data from an individual's personal health monitor can be presented as a SIP URI that the PSAP will query only if they want, and can receive the available information.

*This article was written by Gary Audin and appeared on nojitter.com on September 19, 2013. It is reprinted here with permission from the author.*



Riny Ledgerwood  
Secretary/Treasurer  
San Diego State Univ.  
rledgerw@mail.sdsu.edu

## Board Report

The Board met via a conference call on February 5, 2014, and approved the following:

- November 2013 financial report
- December 2013 and January 2014 strategic plan dashboard
- Monthly committee minutes and reports
- Membership reports
- Committee nominations
  1. Ambassadors Task Force: Carmine Piscopo, Providence College, nomination for another 2-year term as Chair
  2. Higher Ed Advisory Panel: Joanne Kossuth, Franklin W. Olin College of Engineering, nomination for 2-year term as Chair
  3. Environmental Scanning Committee : Melody Childs, Univ. of Alabama, Huntsville, nomination for another 2-year term as Chair
  4. Membership Experience Committee: Jana McDonald, Texas A&M, nomination for her first 2-year term as chair

The 2013 ACUTA Financial Audit was presented to the Board members by an independent auditor.

President Kovac discussed the Board and committee chairs' activities at the 2014 Annual Conference in Dallas.

CEO Corinne Hoch commented that the 2014 Winter Seminar in Phoenix went well. The program content was excellent.

Respectfully Submitted,

Riny Ledgerwood

ACUTA Secretary/Treasurer



### It's a Girl!

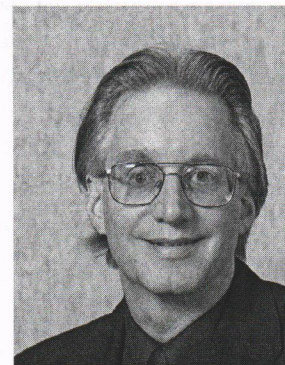
Rory Olivia Hoch, Corinne's first grandchild, was born March 1, weighing in at a respectable 9 lb., 4 oz. Proud parents are Dan and Alison Hoch, who live "not close enough" to our own CEO, Corinne, and her husband, Greg. So when you see a big smile on Corinne's face in Dallas, you will know one more good reason why it's there!



## Info Links

Frequently, vendors, associations, governmental bodies, and others provide white papers and other informational documents which are announced through a variety of media sources. While some admittedly have a certain slant or opinion, others are quite objective; however, they often contain valuable information. Below are links to selected documents.

- ALA – Public Library Funding & Technology Access Study:  
[http://www.ala.org/research/plftas/2011\\_2012](http://www.ala.org/research/plftas/2011_2012)
- White House – Four Years of Broadband Growth:  
[http://www.whitehouse.gov/sites/default/files/broadband\\_report\\_final.pdf](http://www.whitehouse.gov/sites/default/files/broadband_report_final.pdf)
- WEF – Global Competitive Report 2013 - 2014:  
[http://www3.weforum.org/docs/WEF\\_GlobalCompetitivenessReport\\_2013-14.pdf](http://www3.weforum.org/docs/WEF_GlobalCompetitivenessReport_2013-14.pdf)
- U.S. ITC – Digital Trade in the U.S & Global Economies:  
<http://www.usitc.gov/publications/332/pub4415.pdf>
- Princeton – Epidemiological Modeling of Online Social Networks:  
<http://arxiv.org/pdf/1401.4208v1.pdf>
- Benton – The New Network Compact (PSTN-to-IP Transition):  
Executive Summary: <http://benton.org/ip-transition/executive-summary>  
Full Report: <http://benton.org/sites/default/files/the-new-network-compact-ip-transition.pdf>
- GWLR – Privacy in Europe- Governance Choices/Corp Practices:  
<http://www.gwlr.org/wp-content/uploads/2013/09/Bamberger.pdf>
- SSRN – Reconciling Personal Information in the U.S. and the EU:  
[http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=2271442](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=2271442)
- SLR – Public vs. NonPublic Data-Benefits of Admin Controls:  
[http://www.stanfordlawreview.org/sites/default/files/online/topics/66\\_StanLRevOnline\\_103\\_LagosPolonetsky.pdf](http://www.stanfordlawreview.org/sites/default/files/online/topics/66_StanLRevOnline_103_LagosPolonetsky.pdf)
- Cisco – Global Mobile Data Traffic Forecast 2013 - 2018:  
[http://www.cisco.com/en/US/solutions/collateral/ns341/ns525/ns537/ns705/ns827/white\\_paper\\_c11-520862.html](http://www.cisco.com/en/US/solutions/collateral/ns341/ns525/ns537/ns705/ns827/white_paper_c11-520862.html)
- TekSavvy – Infographic – Internet Survey -- Canada:  
<http://www.go-teksavvy.com/infographic.html>
- BoxTone – Mobile Cost of Ownership (MCO) Analyzer:  
<http://boxtone.com/resources/mobile-cost-of-ownership-analyzer.aspx>
- CRTC – Comm. Monitoring Report 2013 (Canada):  
<http://www.crtc.gc.ca/eng/publications/reports/policymonitoring/2013/cmr.htm>
- Pew – Couples, the Internet, & Social Media:  
[http://www.pewinternet.org/files/2014/02/PIP\\_Couples\\_and\\_Technology-FIN\\_021114.pdf](http://www.pewinternet.org/files/2014/02/PIP_Couples_and_Technology-FIN_021114.pdf)
- Stroz-Friedberg – On the Pulse—InfoSec Risk In U.S. Business:  
[http://www.strozfriedberg.com/wp-content/uploads/2014/01/Stroz-Friedberg\\_On-the-Pulse\\_Information-Security-in-American-Business.pdf](http://www.strozfriedberg.com/wp-content/uploads/2014/01/Stroz-Friedberg_On-the-Pulse_Information-Security-in-American-Business.pdf)
- Europa – Increased Marketing Base in EU When Roaming Ends:  
[http://europa.eu/rapid/press-release\\_IP-14-152\\_en.htm](http://europa.eu/rapid/press-release_IP-14-152_en.htm)
- ITU – Telecom World 2012 Outcomes:  
<http://world2012-outcomes.itu.int/download-report/>
- Televate – Business Modeling of Nationwide PS FirstNet:  
<http://www.televate.com/library/whitepapers/70-firstnet-whitepaper>
- AEI – The European Union's Broadband Challenge:  
[http://www.aei.org/files/2014/02/18/-the-european-unions-broadband-challenge\\_175900142730.pdf](http://www.aei.org/files/2014/02/18/-the-european-unions-broadband-challenge_175900142730.pdf)



**Randy Hayes**  
Leg/Reg Affairs Committee  
Univ. of Northern Iowa  
[randal.hayes@uni.edu](mailto:randal.hayes@uni.edu)

## Board of Directors 2013–14

### BOARD OF DIRECTORS

|                           |   |
|---------------------------|---|
| President .....           | Ron Kovac, Ball State Univ.   |
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### COMMITTEE/SUBCOMMITTEE CHAIRS

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|--------------------------------------|---|
| Ambassadors Task Force .....         | Carmine Piscopo, Providence College           |
| Corporate Liaison .....              | Wendi Lisso, Apogee                           |
| Environmental Scanning .....         | Melody Childs, Univ. of Ala., Huntsville      |
| Higher Ed Advisory Panel .....       | Anne Agee, UMass., Boston (Retired)           |
| Legislative/Regulatory Affairs ..... | Eric Breese, Illinois Inst. of Tech.          |
| Membership Exp. .....                | Michele Morrison, Brit. Col. Inst. of Tech.   |
| Online Learning Subcommittee .....   | Christopher Waters, Elon Univ.                |
| Program/Content .....                | Arthur Brant, Abilene Christian University    |
| Publications/Media .....             | Jeanne Jansenius, Sewanee: Univ. of the South |
| Social Media Subcommittee .....      | Janice Bundy, UCLA                            |

### STAFF

|   |                    |
|---|--------------------|
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| Chief Financial Officer .....             | Tom Campbell, CPA  |
| Finance & Accounting Specialist .....     | Lori Dodson        |
| Chief Technology Officer .....            | Aaron Fuehrer      |
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| Director, Communications .....            | Pat Scott          |
| Chief Strategy Officer .....              | Lisa Thornton, CMP |
| Director, Professional Development .....  | Michele West       |

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## Welcome New Members

### Corporate Affiliate

#### BRONZE MEMBER

- **WESCO CSC**, Carol Stream, IL ..... [www.gocsc.com](http://www.gocsc.com)

*Carey McWilliams, Dir., State/Local Education (830/302-0330) [cmcwilliams@wesco.com](mailto:cmcwilliams@wesco.com)*

Wesco and Communications Supply Corporation supply electrical data communications, security, and maintenance products to our valued education customers. Our massive inventory of IT products from premiere manufacturers, coupled with value-added services and experienced personnel are offered nationwide.

#### COPPER MEMBERS

- **Z-Band, Inc.**, Carlisle, PA ..... [www.z-band.com/education.html](http://www.z-band.com/education.html)

*Lori Smeigh, Educ. Sales Dir. (717/249-2606) [loris@z-band.com](mailto:loris@z-band.com)*

Z-Band sells an innovative RF Broadband Video Distribution System that distributes CATV/HDTV, satellite, internally generated video, and other video-on-demand (VOD) services over twisted pair/category cable.

- **RRT**, Portland, OR ..... [www.rrtna.com](http://www.rrtna.com)

*James Logsdon, VP Business Development (214/280-8200) [jmlogsdon@gmail.com](mailto:jmlogsdon@gmail.com)*

RRT is a service-based, project-management company providing a turnkey asset-recovery solution to clients' obsolete communications and congested plant infrastructure. RRT's proven reclamation projects include universities, US government installations, telephone companies, and private utilities.

## Check It Out

### Press Releases, Job Postings, & Corporate Webinars

The ACUTA website lets you communicate with other members—share some exciting news, fill a position, or find just the right vendor. Check the website for the latest postings frequently. Here are items that have been posted since our last eNews.

**PRESS RELEASES:** [www.acuta.org/wcm/acuta/pressroom/pr.pdf](http://www.acuta.org/wcm/acuta/pressroom/pr.pdf)

Send press releases to Amy Burton ([aburton@acuta.org](mailto:aburton@acuta.org))

- SOLiD Chooses Graybar to Open New Distribution Channel for In-Building Wireless Solutions
- Talkaphone Releases a New Interactive Emergency Notification Platform
- Talkaphone Adds a Surveillance Option to the Award-Winning ECO TOWER

**JOB POSTINGS:** [www.acuta.org/jobs](http://www.acuta.org/jobs)

Help your colleagues who are looking for work! To send job postings, go to [www.acuta.org](http://www.acuta.org). Click on one of the jobs listed there and you will link to the jobs listed now and a link where you can post a job.

- Manager of Network and Telecommunication Services, Fort Lewis College, Durango, CO
- Network Support Specialist, Rose-Hulman Institute of Technology, Terre Haute, IN
- Chief Information Officer (CIO), Wichita State University, Wichita, KS
- Director of Telecommunications, University of Connecticut, Storrs, CT
- 2 Positions: Senior Network Technician, Network Technician, SUNY Cortland, Cortland NY
- Service Supervisor, Wichita State University, Wichita, KS
- Information Technology Analyst 2, Louisiana State University, Baton Rouge, LA
- Chief Information Officer - University of Illinois at Urbana-Champaign, Champaign, IL
- 2 positions: Network Administrator, University of Minnesota Duluth, Duluth, MN

**FREE WEBINARS HOSTED BY ACUTA CORPORATE MEMBERS:**

[www.acuta.org/corporatewebinars](http://www.acuta.org/corporatewebinars)

Many free webinars are available through ACUTA Corporate Members. Check the website at [www.acuta.org/corporatewebinars](http://www.acuta.org/corporatewebinars) to see what is currently available. (Corporate members e-mail Amy Burton at [aburton@acuta.org](mailto:aburton@acuta.org) to get your free webinars listed.)