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ACUTA

Association of College & University
Telecommunications Administrators

Annual Conference

25th. Annual Conference - Silver Anniversary - July 14-18, 1996 - Chicago Hilton & Towers.

Click [HERE](#) to print the 25th. Annual Conference Registration Form!

Best results are obtained using the Netscape web browser.



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- [Schedule & Program Information](#) NEW
- [Exhibitors & Sponsors](#) NEW
- [Registration & Hotel Information](#)
- [Surf the Internet for more information about Chicago!](#)

Registration & Hotel Information

● Registration if postmarked by June 24, 1996. (Extended from June 14)

- Member Institution/Associate Member - \$525
- Corporate Affiliate - \$525
- Non-Member - \$650

● Registration if postmarked after June 24, 1996.

- Member Institution/Associate Member - \$575
- Corporate Affiliate - \$575
- Non-Member - \$700

Hotel: Chicago Hilton & Towers

312-922-4400. Rates are \$118 Single or Double. Be sure and mention the ACUTA rate! **Cut off date for hotel is June 19, 1996!**

Due to the popularity of this event and the Chicago destination, the hotel is full on some nights. However, the ACUTA rate of \$118 single/double per night at the Hilton will apply for available rooms. A list of downtown Chicago accommodations is available from [Chicago's Home Page](#), or try [A Room With A View](#) which specializes in finding hotel rooms for clients during soldout situations free of charge.

Registration packets will be mailed to ACUTA members in May. If you are not a current member and wish to receive this information, please leave your mailing address in an e-mail message to kbowman@acuta.org or call **Kellie Bowman** at **606-278-3338**.

If you wish to exhibit and/or sponsor at the conference e-mail your name, title, address, telephone and fax number to kadkins@acuta.org or call **Kevin Adkins** at **606-278-3338**.

Surf the Internet for more Chicago Information!

[Click here for a Yahoo Search of Chicago](#)



ACUTA Conference Schedule- Chicago

"Telecommunications: Technology for a Changing World"

QUICK INDEX - (Hit the Print Button in your web browsing software for a hard copy - 4 pages).

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- [Pre-Conference Seminars - Overview](#)
- [Special Events](#)
- [Exhibitors & Sponsors](#)
- [PRINT the Conference & Pre-Conference Seminar Registration Form](#)

Sunday, July 14

- 8:30 am - 4:00 pm
[Intro to Telecom Pre-Conference Seminar - Barry Spillberg, Advanced TeleConsulting](#)
- 8:30 am - 11:45 am
[Intro to World Wide Web Pre-Conference Seminar - Robert Aylward, MCI](#)
- 1:00 pm - 4:15 pm
[Creating a Home Page Pre-Conference Seminar - Robert Aylward, MCI](#)
- 5:00 pm - 5:45 pm
[First Timers' Reception](#)
- 6:00 pm
Exhibit Hall Official Ribbon Cutting Ceremony
- 6:00 pm - 9:00 pm
[Opening Reception in Exhibit Hall](#)
- 6:00 pm - 9:30 pm
[Exhibits Open](#)
- 9:00 pm - 11:00 pm
Hospitality Suite

Monday, July 15

- 7:00 am - 7:50 am
Breakfast
- 8:00 am - 8:30 am
Welcome
- 8:00 am - 10:00 am
[Spouse/Guest Program & Coffee](#)
- 8:30 am - 9:30 am
[Keynote Address - John Naber - "Gold Medal Performance: Seeing Your Dreams Come True" -](#)
***Spouses/companions/exhibitors invited
- 9:30 am - 10:45 am
[Exhibits / Coffee](#)
- 10:45 am - 11:45 am
Breakout Sessions
 - **New Technologies**
[Internet Phones: Point/Counterpoint - Dan Fine, Fine.com and Ray Horak, The Context Corporation](#)
 - **Networks & Infrastructure**
["Cable Television Service at Michigan Technological University" - Dr. James Cross and](#)

Charles Sieders, Michigan Technological University

□ **Student Services**

"Enhancing Student Services at Duquesne University" - Cynthia Vinarski, Duquesne University

□ **Management**

"New Telecom Legislation & Its Effect on Campus Communications" - Panel - Jim Bilello-Films Inc., Barry Orton-Univ. of Wisconsin Madison, John Pellegrin-Attorney at Law

□ **Professional Development**

"Negotiating Skills" - Dr. Judy Di Mattia, American Management Systems, Inc.

□ **Corporate Presentation**

"Merging Voice and Data Management in College & University Environments" Telco Research, David Lidyard - Director of Technologies

- Noon - 1:00 pm

Lunch - 'Birds of a Feather' tables

- 1:15 pm - 2:15 pm

Breakout Sessions

□ **New Technologies**

"Interactive Multimedia Distribution System" - Darrow Neves, Indiana University, Purdue University Indianapolis

□ **Networks & Infrastructure**

"Network and Architectural Alternatives for Colleges and Universities" - Peter Berry and Charles Santangelo, RAM Communications Consultants

□ **Student Services**

"FSU Card and Chip Cards" - Bill Norwood, Florida State University

□ **Management**

"Transforming the Beast to a Beauty: Telecom as a Revenue Generator, Productivity Enhancer and Technology Springboard" - Neal Masterson, Intecom

□ **Professional Development**

"Strategic Planning: A UCLA Case Study" - Janice Bundy, University of California Los Angeles

□ **Corporate Presentation**

"Unmanaged Cable Networks Cost You Money" IntegraTRAK, Nancy Gates - Director of Marketing

- 2:00 pm - 4:00 pm

Exhibits Open

- 2:15 pm - 3:15 pm

Coffee Break in Exhibit Hall

- 3:45 pm - 4:45 pm

Breakout Sessions

□ **New Technologies**

"Desktop Video at Univ. of NC-Charlotte" - Mike Long, UNC-Charlotte

□ **Networks & Infrastructure**

"Networking Issues Overview" - Ray Horak, The Context Corporation

□ **Student Services**

"Cable Television Service at Michigan Technological University" REPEAT - Dr. James Cross and Charles Sieders, Michigan Technological University

□ **Management**

"High Tech Crimes: Has Your Institution Been a Victim?" - Jack Wiles, Ortronics

□ **Professional Development**

"Making Effective Presentations" - Anne Apicella, University of New Mexico

□ **Corporate Presentation**

"NetPlus Telecommunications Management System" ACE*COMM, Tom Murphy - Strategic Accounts Manager

- 6:00 pm

Estimated departure time for Monday Night Event - "Safari At The Field"

Tuesday, July 16

- 7:00 am - 7:50 am
Breakfast - 'Birds of a Feather' tables
- 8:00 am - 9:00 am
General Session - Jeff Linder - "Legislative & Regulatory Update From Washington"
- 9:00 am - 10:30 am
Exhibits / Coffee
- 10:30 am - Noon
Breakout Sessions
 - **New Technologies**
"New Learning Models and Their Effect on Telecommunications" Panel - Jeanne Jansenius, Univ. of South -Moderator
 - **Networks & Infrastructure**
"Connections: Tying It All Together" Panel - Ron Pointer, St. Louis Univ.-Moderator
 - **Student Services**
"Revenue Opportunities With Off-Campus Students" Panel - Tom Walsh, Miami University -Moderator
 - **Professional Development**
"Business Plan Development and Presentation" - Dr. Judy Di Mattia, American Management Systems Inc.
 - **Corporate Presentation**
"Computer Telephony Architectures" Mitel Corporation, Marty Bourke - Manager, Product Marketing
- Noon - 1:00 pm
Lunch
- 1:15 pm - 2:15 pm
Breakout Sessions
 - **New Technologies**
"ATM" - Jim Serenbetz, Anixter
 - **Networks & Infrastructure**
"Interactive Multimedia Distribution System" REPEAT - Darrow Neves, Indiana University, Purdue University Indianapolis
 - **Student Services**
"Enhancing Student Services at Duquesne University" REPEAT - Cynthia Vinarski, Duquesne University
 - **General Interest**
"Legislative Hot Topics" - Jeff Linder
 - **Corporate Presentation**
"CTI For The Small Department And/Or Workgroup Behind Centrex" Dees Communications, Garry Shearer - Director of Marketing for CTI Products
- 2:00 pm - 4:00 pm
Exhibits Open
- 2:15 pm - 3:15 pm
Coffee Break in Exhibit Hall
- 3:45 pm - 4:45 pm
Breakout Sessions
 - **Networks & Infrastructure**
"UCLA's Housing Program: Connecting to the Future" - Michael Schilling, University of California Los Angeles
 - **Student Services**
"Starting Student Resale at a Small School" - Craig Dunton, St. Olaf and Carleton Colleges
 - **Management**
"Cross Functional Teams" - Fredrick Clock, Indiana University Purdue University Indianapolis
 - **New Technologies**

"Desktop Video at Univ. of NC-Charlotte" REPEAT - Mike Long, UNC-Charlotte

□ **Corporate Presentation**

"Managing the Technology: NEC's Campus Telemanagement Solutions" NEC Business Communications Systems East, John Turner - Manager of Product Development

- 9:00 pm - 11:00 pm
Hospitality Suite

Wednesday, July 17

- 7:00 am - 7:50 am
Breakfast
- 8:00 am - 9:00 am
General Session - Jennifer James - "The Impact of Technology on Education"
- 9:15 am - 10:15 am

Breakout Sessions

- **General Interest**
"Legislative Hot Topics" - Jeff Linder
- **Networks & Infrastructure**
"Optimizing Multimedia Technologies in Educational Applications" - Bob Threlkeld, California State University Fresno State and Mike Albers, Fujitsu
- **Management**
"The Re-Integration of Information Services" - Tom Epley, The University of Texas Medical Branch
- **Professional Development**
"Customer Focused Organizations" - Patricia Todus, Northwestern University
- **Corporate Presentation**
"Campuslink's Approach to Delivering New Technology" Campuslink, Robert Schwartz - President
- 10:30 am - 11:30 am
Coffee in Exhibit Hall
- 10:30 am - Noon
Exhibits Open
- Noon - 1:00 pm
Lunch
- 1:15 pm - 2:15 pm

Breakout Sessions

- **New Technologies**
"Network and Infrastructure Theory" - Edward Lamont, Campus TeleVideo
- **Student Services**
"UCLA's Housing Program: Connecting to the Future" REPEAT - Michael Schilling, University of California Los Angeles
- **Management**
"Outsourcing and Financing Alternatives" Panel - Drew Daly, AT&T Capital; John Turner, NEC; Jack Babbit, Univ. of Connecticut; Harbara Bradham, Medical Univ. of South Carolina
- **Corporate Presentation**
"On and Off Campus - Internet Access at T1 Speeds Using Your Existing Copper Infrastructure" PairGain Technologies, Perry Lindberg - VP, National Accounts Sales
- 2:15 pm - 2:45 pm
Coffee Break
- 3:00 pm - 4:30 pm
User Group Meetings
- 6:00 pm - 7:00 pm
President's Reception
- 6:30 pm - 7:30 pm
Banquet Reception
- 7:30 pm - Midnight

Banquet**Thursday, July 18**

- 7:45 am- 8:30 am
Breakfast
- 8:45 am - 9:45 am
Business Meeting
- 9:45 am - 10:30 am
General Session - Compass Consulting - "Things We No Longer Need To Know: Reflections on 25 Years"
- 10:30 am - 11:00 am
Coffee Break
- 11:00 am - Noon
Closing General Session - Michael Broome - "A Humorous Look At Success"
***Spouses/companions invited

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General Sessions - ACUTA 25th Annual Conference & Expo.**Jeff Linder**

Attorney, Wiley, Rein & Fielding

Tuesday, July 16, 8:00 a.m.**Legislative and Regulatory Update from Washington**

Passage of major telecom legislation has ushered in a new era in telecommunications. Jeff Linder, an acknowledged expert in telecom law, will provide an overview and analysis of the new legislation and its implications for campuses today and in the future, plus look at major regulatory actions expected from the FCC.

**Jennifer James**

Cultural Anthropologist, Author, Public Television Personality

Wednesday, July 17, 8:00 a.m.**The Impact of Technology on Education**

A specialist in the areas of cultural change, diversity, and marketing intelligence, Jennifer James is widely respected as an author (*Success Is the Quality of Your Journey*, *Thinking in the Future Tense*, more), TV personality, lecturer, and commentator. Well known for her innovative ideas, she involves her audiences in an exploration of the dynamics of change and the development of thinking skills.

**Compass Consulting**

Geoff Tritsch, Dave Metz, Mal Reader

Thursday, July 18, 9:45 a.m.**Things We No Longer Need to Know: Reflections on 25 Years**

The past 25 years have seen rapid advancement in technology and continual shifts in time-management priorities. This presentation will provide a light-hearted overview of things that once were important and are all but forgotten today...a bit of nostalgia for "seasoned" telecom managers, and an historical perspective for those too young to remember when digital meant fingers and time-sharing didn't mean condominiums.

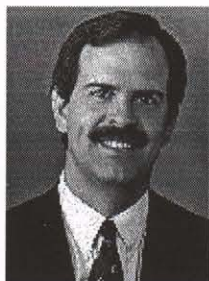
**Michael Broome**

Humorist

Thursday, July 18, 11:00 a.m.**A Humorous Look at Success**

"Enthusiastic...inspiring...insane!" That's how audiences have described our final speaker, Michael Broome. His delightful presentation will increase your faith in the system and teach you how to make that system work for you as he speaks up for the qualities that made America great: hard work, self-reliance, and service to others. Bring your significant other and enjoy this final presentation at the close of our 25th Annual Conference.

Keynote Address - ACUTA 25th Annual Conference & Expo.



Monday, July 15, 8:30 a.m.

John Naber

Olympic Gold Medalist, ABC Sports Commentator

Gold Medal Performance: Seeing Your Dreams Come True

Few people achieve more of their goals than John Naber: four Olympic Gold Medals and one Silver; four World Records; 25 national AAU titles; 10 NCAA individual titles; U.S. Olympic Committee Hall of Fame. You'll enjoy hearing this outstanding athlete share behind-the-scenes stories of athletes and their accomplishments. You'll appreciate hearing his individual goal-setting methods. And you'll be inspired as he describes the process of seeing dreams come true.

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Exhibitors

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A

ACC Long Distance Corp - Booth # 814

Roseann K. Bomysoad
Asst. Vice President
400 West Avenue
Rochester, NY 14611
(716) 987-3151 - Fax: (716) 987-3495

ACE*COMM - Booth # 527

Julia Bowser
209 Perry Pkwy
Gaithersburg, MD 20877
(301) 258-4337 - Fax: (301) 921-0434

AMP Incorporated - Booth # 401

Kate Tiller
3700 Reidsville Rd.
Winston-Salem, NC 27103
(910) 727-5577 - Fax: (910) 727-5043

Anixter, Inc. - Booth # 705

Bill McFarland
VP, Marketing
4711 Golf Road
Skokie, IL 60047
847/677-2600 x2381 - Fax: (847) 673-9053

AT&T College & University Solutions - Booth # 301

Mike Magnini
Exhibit Manager

201 Town Acres Lane
Roselle, IL 60172
(708) 582-2127 - Fax: (708) 582-2324

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

B

Belden Wire and Cable - Booth # 302

Nickolas Paladino
PO Box 1980, 2200 US Hwy 27 S.
Richmond, IN 47374
(317) 983-5235 - Fax: (317) 983-5257

Bell Atlantic - Booth # 601

Fred Dorsey
13100 Columbia Pike, C-39
Silver Spring, MD 20904
(301) 236-2393 - Fax: (301) 236-2966

Benner-Nawman Inc. - Booth # 218

Jeff Jarvella
Sales Mgr.
4747 N. Josey Lane, #306
Carrollton, TX 75010
(214) 492-3208 - Fax: (214) 394-6752

Bitek, Inc. - Booth # 415

Duane F. Newton
Vice President
19443 Laurel Pk. Rd., Suite 101
Rancho Dominguez, CA 90220
(310) 631-7170 - Fax: (310) 631-7437

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

C

Campus Phone - Booth # 911

Gary Zagha
1750 Brielle Avenue, Bldg 6
Wanamassa, NJ 07712
(908) 493-8500 - Fax: (908) 493-9720

Campuslink Comm. Systems - Booth # 325

Liza A. Lovallo
Marketing Manager
1100 Summer St.
Stamford, CT 06905
(203) 358-9800 - Fax: (203) 358-8555

CEECO - Booth # 201

Maureen Jacolucci
1580 NW 65th Avenue
Plantation, FL 33313
(305) 587-5430 - Fax: (305) 587-5440

Centigram Communications Corp. - Booth # 316

Jacqueline Casalegno
Sales Program Mgr.
91 E. Tasman Drive
San Jose, CA 95134
(408) 428-3657 - Fax: (408) 428-3733

CMS Communications, Inc. - Booth # 611

Bernie Nilges
National Acct. Mgr.
715 Goddard Ave
Chesterfield, MO 63005
(314) 530-2690 - Fax: (314) 530-2650

Code Blue Corporation - Booth # 512

Mitch Winden
40 E. 64th St.
Holland, MI 49423
(616) 392-8296 - Fax: (616) 392-8391

Commonwealth Communications - Booth # 504

Sharon Augustine
Marketing Coordinator
256 North Sherman Street
Wilkes-Barre, PA 18702-5392
(717) 820-5089 - Fax: (717) 820-5135

CommScope-Network Cable Div. - Booth # 514

Joelle Buckner
Mkt. Comm. Specialist
3642 US Hwy 70 East
Claremont, NC 28610
(704) 459-5000 - Fax: (704) 459-5099

Compco, Inc. - Booth # 202

Randy Burns
5120 Virginia Way
Brentwood, TN 37027
(615) 373-3636 - Fax: (615) 377-6965

Consolidated Communications, Inc. - Booth # 213

Steven Timm

540 Maryville Centre Drive, Suite 400
St. Louis, MO 63141-5833
(314) 434-9009 - Fax: (314) 434-7218

Conveyant Systems, Inc. - Booth # 524

Becky Renzi
Marketing Mgr.
2332 McGaw Avenue
Irvine, CA 92714
(714) 756-7118 - Fax: (714) 756-7129

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D

Dees Communications, Ltd. - Booth # 203

Audrey Ple
6415 64th St.
Delta, BC V4K 4E2
(604) 946-8433 - Fax: (604) 946-8315
Email: audple@dees.com

Digital Sound Corporation - Booth # 216

Sandra Austin
6307 Carpinteria Avenue
Carpinteria, CA 93013
(805) 566-2064 - Fax: (805) 566-2065

DuPont Fluoroproducts - Booth # 909

David Van Goor
Chestnut Run Plaza, Bldg 711
Wilmington, DE 19808
(302) 999-3278 - Fax: (302) 999-3921

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E

Electroline Equipment, Inc. - Booth # 106

Bess Leve
Director of Communications
8265 St. Michel Blvd.
Montreal, Quebec H1Z 3E4
(514) 374-6335 - Fax: (514) 374-9370

Electronic Tele-Communications, Inc. - Booth # 522

Ann Finn
Communications Analyst
1915 Mac Arthur Drive
Waukesha, WI 53188
(414) 542-5600 - Fax: (414) 542-1524

Enclosures Inc. / NCN - Booth # 908

Sam Giannakopoulos
2300 N. 17th. Ave.
Franklin Park, IL 60131
(847) 451-0955 - Fax: (847) 451-7878

Ericsson Inc., Business Systems - Booth # 111

Sandy Gonzolas
Marketing Coordinator
5757 Plaza Drive
Cypress, CA 90630-0046
(714) 236-6814 - Fax: (714) 236-6802

EXFO Electro-Optical Engineering - Booth # 510

Natalie Duquette
Trade Show Coordinator
465 Godin Ave.
Vanier, PQ G1M 3G7
(418) 683-0211 - Fax: (418) 683-2170

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F

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G

Gai-Tronics Corporation - Booth # 613

Gerry Gobright
P.O. Box 31
Reading, PA 19603
(610) 856-5800 - Fax: (610) 856-5855

GNWC - Booth # 219

Laura Scott
Dir. of Mkting.
1401 Brook Drive
Downers Grove, IL 60515
(708) 627-1777 - Fax: (708) 432-4342

Graybar Electric - Booth # 312

Jan Meyer
34 N Meramec Ave
Clayton, MO 63105
(314) 727-3900 - Fax: (314) 727-8355

GTE - Booth # 912

Jan Doutre
1800 41st. Street, Dept. WA0102MS
Everette, WA 98201
(206) 261-6776 - Fax: (206) 259-2311

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H

Henkels & McCoy, Inc. - Booth # 520

Lowell Van Zandt
Marketing Mgr.
985 Jolly Road (Mail Code 06R)
Blue Bell, PA 19422
(215) 283-7929 - Fax: (215) 283-7568

Homaco Inc. - Booth # 913

Gary A. Gunther
V. P., Sales
1875 W. Fullerton Avenue
Chicago, IL 60614
(312) 384-5575 - Fax: (312) 384-6080

Home Box Office - Booth # 314

Dara Lurie
Asst. To Director
1100 Ave. of the Americas, G-8-26
New York, NY 10036
(212) 512-7363 - Fax: (212) 512-1039

Hot Line Home - Booth # 812

Nicolas Hollis
P.O. Box 15646
San Antonio, TX 78212-9898
(800) 777-6577 - Fax: (512) 495-1555

ABCDEFGHIJKLMNOPQRSTUVWXYZ

I

INFONXX, Inc. - Booth # 525

Christopher Doyle
2906 William Penn Highway
Easton, PA 18045
(610) 923-1023 - Fax: (610) 559-0214

InteCom Inc. - Booth # 313

Carol Farrell
5057 Keller Springs Road
Dallas, TX 75248

(214) 447-8473 - Fax: (214) 447-8533

IntegraTRAK - Booth # 411

Nancy Gates
146 N Canal St., STE 300
Seattle, WA 98103
(319) 365-3737 - Fax: (319) 365-6792

ISI Infortext - Booth # 222

Shelly Cornelius
Product Manager
1050 N. National Parkway
Schaumburg, IL 60173
(847) 519-3344 - Fax: (847) 490-0485

ABCDEFGHIJKLMNOPQRSTUVWXYZ

J

ABCDEFGHIJKLMNOPQRSTUVWXYZ

K

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L

LCI, Int. - Booth # 526

Noelle Sicuro
Communications Specialist
4650 Lakehurst Ct
Dublin, OH 43016
(614) 798-6920 - Fax: (614) 798-6093

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M

Matsch Systems - Booth # 518

Bob Matthews
900 Ionia NW
Grand Rapids, MI 49503
(616) 459-0782 - Fax: (616) 459-3609

MCI - Booth # 319, 322

Jayme Inman
1650 Tysons Blvd.
McLean, VA 22102
(703) 506-6280 - Fax: (703) 506-6687

MER Communication Systems - Booth # 703

Doris Schwartzblat
420 Fifth Ave., 3rd FL
New York, NY 10018-2702
(212) 719-5959 - Fax: (212) 719-4588

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N

NEC BCS (East), Inc. - Booth # 501

Company **WEB Site Available!**
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Brian May
Sr. Marketing Specialist
5890 Enterprise Parkway
East Syracuse, NY 13057
(315) 446-2400 - Fax: (315) 449-5494

Network System Solutions - Booth # 114

Stephen F. Walters
V.P. - Business Development
1873 South Bellaire St., Suite 1525
Denver, CO 80222
(303) 757-6771 - Fax: (303) 757-0601

NorTel, Inc. - Booth # 804

Mark J. Milton
Exhibit Manager
2920 Matheson Blvd. E.
Mississauga, ON L4W 4M7
(905) 238-7215 - Fax: (905) 238-7205

Noyes Fiber Systems - Booth # 112

Mary Noyes
Director, Mkting & Sales
PO Box 398
Laconia, NH 03247
(603) 528-7780 - Fax: (603) 528-2025

NYNEX - Booth # 903

Mike Fallo
1166 Ave. of the Americas - RM 3117
New York, NY 10036
(212) 395-3327 - Fax: (212) 840-1108

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O

Octel Communications - Booth # 419

Su Aros

ACUTA		Association of College & University Telecommunications Administrators	
MISSION:		ACUTA is dedicated to enabling college and university telecommunications professionals to contribute to the achievement of their institution's mission through: (i) the development of leadership, management, and technical abilities; (ii) peer networking; (iii) the exploration of key issues; and (iv) access to quality information.	
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	<u>Job Postings</u>	<u>What's New</u>	
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[Legislation/Regulation](#) - Browse Legislation and Regulatory issues.

[Organization](#) - ACUTA Strategic Plan & Board of Directors.

[Staff](#) - Our responsibilities & who to contact for specific information.

[Jobs Posting](#) - Positions available through our members.

[Resource Library](#) - Request materials from our Resource Library

[Search Engine](#) - Search our site by keyword or concept.

[What's New](#) - What's new on the ACUTA home page.

Contact Phone Numbers: Office (606) 278-3338 - FAX (606) 278-3268

Address: ACUTA - 152 W. Zandale Dr. - Suite 200, Lexington, KY 40503-2486.

Updated 1/29/96. For more information or if you have comments, contact afuehrer@acuta.org



The committee's mission is to monitor and report to the ACUTA Board and Membership on telecommunication legislative and regulatory activities affecting higher education.

You are visitor number **1 2 2 3** to the Leg/Reg page since July 1, 1995

*Items marked with **NEW** are new additions to this page as of 6-25-96*

Give Us Your Topic!

Mr Jeff Linder will be a featured speaker at ACUTA's Chicago conference this July. He will address Legislative & Regulatory issues in telecommunications. Please suggest topics you would like to see covered by sending an e-mail message to [Jeri Semer \(jsemer@acuta.org\)](mailto:jsemer@acuta.org).

Legislation

- Implications of the Telecom Act of 1996 for Schools, Colleges and Universities. - Dow, Lohnes & Albertson - Ken Salomon (May. 96)
- Analysis of Telecommunications Act of 1996 for Colleges & Universities. - Wiley, Rein + Fielding (Mar. 96)
- "Indecent Materials" Prohibition - Telecommunications Act of 1996 - Bob Butler, Esq. of Wiley, Rein and Fielding (Mar. 96)
- Telecommunications Act of 1996 Text, Index + Summary - Blumenfeld + Cohen (Mar. 96)
- Legislative + Regulatory Update: July 1995 - Jeff S. Linder of Wiley, Rein + Fielding.

Regulation

- **800# Shortage**
 - Report + Order on Toll Free Service Access Codes, FCC DA 96-69 (Jan. 96)
 - ACUTA Issue Alert: Protect Your Vanity Numbers(Dec. 95)
 - NPRM Toll Free Service Access Codes, FCC 95-419(Oct. 95)
 - FCC Emergency Assignment Rules(Aug. 95)
 - FCC 800# Q+A(June 95)
 - FCC 800# Factsheet(June 95)
- 10XXX
- **Access Charges**
 - ACUTA Issue Alert: Private Network Access Charges (Dec. 95)
 - Download FCC FNPRM 95-406 (Sept. 95)
- Billed Party Preference
- **Caller ID**
 - ACUTA Comments on FCC Docket No. 91-281(Aug. 95)
 - FCC 95-187 - CC Docket No. 91-281 (May 95)
- **911**
 - Compatibility With Enhanced RM-8143 911 Emergency Calling Systems (Oct. 94)
 - Proposed FCC Rules for Wireless E911 **NEW** (June 96)
- E-Mail Policy/Privacy
- **Fraud Prevention**

- ☐ [ACUTA Issue Alert: 500# Fraud Potential](#)(Dec. 95)
 - ☐ [Slamming:FCC Report & Order CC Docket No. 94-129](#)(June 95)
 - ☐ [FCC Letter of Admonition to Oncor Comm.](#) (March 95)
 - ☐ [Calling Card Co., Inc. 800#'s to Block](#) (March 95)
 - ☐ [FCC Response Letter to ACUTA 6/15/94](#) (June 94)
 - ☐ [E-Mail Request for List of Fraudulently Billed 800#'s](#)
- **Hearing Aid Compatibility (HAC)**
 - ☐ [ACUTA Comments on FCC Docket No. 87-124](#)(Jan. 96)
 - ☐ [NPRM News Release](#) (Nov. 95)
 - ☐ [FCC NPRM 95-474](#) (Nov. 95)
 - ☐ [FCC Advisory Agreement](#) (June 95)
- **ISDN**
 - ☐ [FCC Press Release - ISDN Charges](#) (May 95)
 - ☐ [FCC NPRM CC Docket No. 95-72](#) (May 95)
 - ☐ [FCC Public Notice Suspending SLC Enforcement](#) (May 95)
- **Instructional Television Fixed Service (ITFS)**
 - ☐ [Petition for Reconsideration.](#) (Aug. 95)
 - ☐ [Issue Alert from ACUTA.](#) (Aug. 95)
- **Internet Phones**
 - ☐ [ACUTA Comments to the FCC](#) (May 96)
 - ☐ [ACTA FCC Petition](#) (May 96)
 - ☐ [c/net Review of Web Phones](#) (May 96)
- **Local Number Portability (LNP)**
 - ☐ [LNP Regulatory Monitor, National + State-by-State - Nortel - \(Current\)](#)
 - ☐ [FCC NPRM 95-284 on Telephone Number Portability](#) (Jul. 95)
 - ☐ [Canadian RTC Proceedings on Number Portability](#) (Current)
- **North American Numbering Plan (NANP)**
 - ☐ [FCC Fact Sheet](#) (Fall/Winter 95)
 - ☐ [Bellcore's New Area Code List](#) (Current)
- **Payphones**
 - ☐ [ACUTA Summary of FCC 95-374 Payphone Compensation](#)(Sept. 95)
 - ☐ [FCC Press Release on Pay-Per-Call Compensation.](#) (Sept. 95)
 - ☐ [FCC 95-374 on Payphone Per-Call Compensation.](#) (Sept. 95)
 - ☐ [FCC Press Release on Telecom Relay Services \(TRS\) for Payphone Calls.](#) (Aug. 95)
 - ☐ [FCC MO&O DA95-1874 TRS for Payphone Calls](#) (Aug. 95)
- **Taxes**

Other Web Resources

If you want to explore for yourself, below are generic links to some of the sites we monitor.

<http://bell.com> (Alliance for Competitive Communications)
<http://fcc.gov/ccb.html>(Federal Communications Commission, Common Carrier Bureau)
<http://thomas.loc.gov>(US Congress)
<http://thorplus.lib.purdue.edu/gpo/> (Purdue University GPO Access)
http://www-far.npr.gov/VDOB/Regs_dev.html (Unified Agenda of Federal Regulations)

Legislation & Regulation Listserve NEW

A listserve has been set up to offer ACUTA members the opportunity to discuss Legislation and Regulation issues. To subscribe send an e-mail message to majordomo@acuta.org with the following in the BODY of the message: **SUBSCRIBE LEGREG** Leave the subject line blank and turn off any signature lines that may get attached to your message.

Majordomo will respond by sending you a message telling you that your request is waiting to be approved by the list manager. Once your subscription request is approved you will receive an e-mail

with a welcome message and listserve guidelines. To send a message to the Legislation & Regulation listserve use the address: **legreg@acuta.org**

If you no longer want to receive e-mail from the listserve send a message to **majordomo@acuta.org** with the following in the BODY of the message: **UNSUBSCRIBE LEGREG** Leave the subject line blank and turn off any signature lines that may get attached to your message.

How to Contact Us

To pose a question or alert the committee to pertinent issues, you may e-mail any of the committee members below:

ferrell@byu.edu (Ferrell Mallory, Committee Chair),
eanppt@ritvax.isc.rit.edu (Beth Nolan Beal),
wczerniak@niu.edu (Walter Czerniak),
wjohnson@nmu.edu (Whitney Johnson),
hkk@okway.okstate.edu (Harry Kyle),
lowell@lamar.colostate.edu (Howard Lowell),
fwood@ubvms.cc.buffalo.edu (Fred Wood),
doneill@wsuvm1.csu.wsu.edu (David O'Neill),
stockd@vtvm1.cc.vt.edu (Doris Stock),
kadkins@acuta.org (Kevin Adkins),
jsemer@acuta.org (Jeri Semer)

If you have suggestions for additional services or resources for this page, please e-mail them to kadkins@acuta.org (Kevin Adkins).

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ACUTAAssociation of College & University
Telecommunications Administrators**Meetings**

Annual Conference

- **25th. Annual Conference - Silver Anniversary - July 14-18, 1996 - Chicago Hilton & Towers.**

NEW*Complete Conference Program and Schedule NOW AVAILABLE!*

Fall Seminar

- **Call for Presentations - Print and return this form by JUNE 21, 1996**
- **1996 Fall Seminar - October 27-30, 1996 - Radisson Plaza Hotel at Mark Center - Alexandria, VA.** **NEW**

*Track 1: Desktop Video**Track 2: Internet & Intranet: The Good, the Bad & the Ugly*

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ACUTAAssociation of College & University
Telecommunications Administrators
Membership

Introducing ACUTA

The Association of College and University Telecommunications Administrators (ACUTA) is an international non-profit educational association serving nearly 800 colleges and universities. ACUTA also has 120 corporate affiliate members, representing all categories of vendors who serve the educational market, including equipment manufacturers, Regional Bell Operating Companies (RBOCs), long distance carriers, software providers, and consultants.

A Global Network of Telecommunications Colleagues

As the global infrastructure becomes a reality, colleges are being required to expand higher education beyond the walls of the traditional campus. ACUTA positions its members at the forefront of this technological revolution. ACUTA recognizes that, in order to meet the evolving needs of the university, global alliances among educational institutions, business, government, research organizations, and industry are essential.

Member Profile

University members are typically Director level or higher, and are responsible for data, video communications, and networks in addition to traditional telephony. New technologies, such as distance learning, present opportunity as well as challenge. As universities increasingly rely on telecommunications to meet these challenges, ACUTA has emerged as a partner in success in today's environment of exponential change.

● [Click here for information on College & University Membership](#)

● [Click here for information on Corporate Affiliate Membership](#)

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ACUTA College & University Membership

Institutional memberships will be granted to an accredited college or university and represented by the full-time employee of said institution who has the primary responsibility for the control or direction of its telecommunications services and budgets. Membership tier levels and annual dues are as follows:

- **Tier 1** - \$145 - Institutions with enrollments of up to 2,499
- **Tier 2** - \$215 - Institutions with enrollments of 2,500-5,999
- **Tier 3** - \$285 - Institutions with enrollments of 6,000-11,999
- **Tier 4** - \$355 - Institutions with enrollments of 12,000 and over
- **Associate** - \$145 - Individuals involved in any phase of telecommunications services at institutions that do not qualify for institutional membership, such as hospitals; federal, provincial or state agencies; research institutes; college consortia; or other associations of college and university administrators which act directly on behalf of college and university telecommunications services and interest.
- **Emeritus** - \$72.50 - Retired individuals who have held membership in the association and are no longer receiving a salary from the field of telecommunications.

NOTE: Enrollment as listed in the Higher Education Directory published by Higher Education Publications, Inc for U.S. schools or the Directory of Canadian Universities published by the Association of Universities and Colleges of Canada for Canadian schools.

For More Information

Contact **Kellie Bowman**, Membership Services Coordinator, via e-mail at kbowman@acuta.org or call 606-278-3338.

Updated 1/4/96. For more information or if you have comments, contact afuehrer@acuta.org

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ACUTA Corporate Affiliate Membership

What We Offer Corporate Members

Exposure

To telecommunications managers who control telecommunications purchasing budgets averaging in excess of \$1.2 million per campus.

Exhibit Booth Priority

Your company will receive priority selection opportunities for exhibit booth space at ACUTA events.

Marketing Tools

Access to ACUTA mailing labels at the reduced member rate, the ACUTA Membership Directory listing contact information for all school members, the ability to advertise in the Membership Directory, the opportunity to increase visibility by sponsoring events at ACUTA meetings, and many other marketing tools are available to Corporate Affiliate Members.

Information

You and other designated company representatives will receive the monthly newsletter, brochures on seminars and annual conference, and other mailings regarding ACUTA activities and events. ACUTA's staff in our Lexington headquarters office is also available to assist you by providing information about ACUTA members and the higher education telecommunications market.

Opportunities to Meet Customers


At ACUTA's quarterly Seminars and Annual Conference and Expo, you will have the opportunity to meet and network with hundreds of university telecommunications managers - your current and potential customers. Attendance at ACUTA events is the single most cost-effective method to meet customers in the higher education market. Corporate members receive substantial discounts on registration fees for these events.

Levels of Corporate Affiliate Membership

ACUTA offers four levels of Corporate Affiliate Membership, based on the number of company representatives you would like to participate in events at member discounts and receive mailings. The annual membership dues investment ranges from \$2,200 for the corporate representative plus up to eleven employees, to \$400 for the corporate representative plus one employee. There is a level of membership to fit every company size and budget.

For More Information

Contact **Kellie Bowman**, Membership Services Coordinator, via e-mail at kbowman@acuta.org or call 606-278-3338.

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Newsletters provided on-line contain the same information as our printed version but includes active links to all electronic references including other web sites and e-mail addresses. Job postings are also included in each newsletter and may include jobs not in the printed version due to printing schedules.

ACUTA Newsletters 1996

- January.
Includes Milestones Silver Anniversary Photo Section
- February.
- March.
Includes Milestones Silver Anniversary Photo Section
- April
- May
Includes Milestones Silver Anniversary Photo Section
- June **NEW**
NEW format with easy index!

ACUTA Newsletters 1995

- July.
- August.
- September.
Includes photo selections from the Annual Conference in Orlando!
- October.
- November.
- December.

Updated 6/19/96. For more information or if you have comments, contact afuehrer@acuta.org

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ACUTA News

Association of College & University Telecommunications
Administrators
June 1996

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- [ACUTA Board Report - May](#)
- [ACUTA President's Message](#)
- [Virtual LANs at University of Mississippi - Robert Olsen, Vide President, marketing; Agile Networks](#)
- [See you in Chicago! - Mal Reader, Compass Consulting, 25th Anniversary Committee Chair](#)
- [DC at a Glance - Whitney Johnson, \(Retired\) Northern Michigan University](#)
- [Internet Phone May Disconnect Revenue Stream - Whitney Johnson, \(Retired\) Northern Michigan University](#)
- [Host School Needed for ACUTA Fall Seminar](#)
- [Membership Drives Continue to Expand ACUTA Network - Kellie Bowman, ACUTA Membership Development Manager](#)
- [Welcome New Members](#)
- [Scam Artist Attempts \(Unsuccessfully\) to Steal University Dial Tone](#)
- [Campus News Briefs](#)
- [Industry Insights](#)
- [Spotlight - Welcome to ACUTA's Most Recent Corporate Affiliate Members](#)
- [From ACUTA Headquarters - Jeri Semer, ACUTA Executive Director](#)
- [Bulletin Board - Job Postings](#)

Seminar addresses PBX technologies



ACUTA's Spring Seminar was held in Seattle, Washington March 31-April 3. Our topic was PBX Technologies, with a feature presentation by Alan Sulkin, President of TEQConsult Group. Mr. Sulkin covered the basics of PBX technology and Centrex, comparing the two approaches in terms of features and functions, terminals, installation and management, pricing, and benefits. In addition, Sulkin provided an overview of leading PBX systems and discussed system procurement, emerging system capabilities, and standard communications system options. Attendees found Sulkin knowledgeable and his presentation to be informative.

PICTURE ON LEFT - Alan Sulkin answered questions one-on-one after his presentation

The schedule also included a well-received presentation which described some of the advantages and disadvantages of Centrex and PBX on four campuses. Participating in this panel discussion were: Linda Bogden-Stubbs, SUNY Health Sciences Center; Margie Milone, Kent State University; Paul Petroski, University of Maryland; and Tony Tanzi, Brown University.

Reporting that Brown uses both Centrex and PBX, Tony Tanzi described five core requirements identified as Brown tried to minimize uncertainty and plan for flexibility: control, capabilities, support, financial stability, and future considerations.

Tanzi stated, "We wanted the kind of control that would make our lives easier and be better for our end user. We also wanted to be able to make real time changes.

"We went very deeply into the capabilities of a PBX-not just voice and entry-level digital services. We knew this would be an 8-10 year ride...we wanted it to be planned, sensible, supportable, and affordable. We looked at a full line of analog digital and ISDN services and sets. It was infinitely easier to deal within ourselves and this was one of the decision-making variables. Unfortunately, because of tariff issues and regulatory concerns, the vendor from the local operating company could not be as responsive as the PBX vendors. The PBX vendors offered us a full range of services; we paid for them, but they were available, supportable and consistent in their rollout."

Tanzi identified support services as the core issue in the evaluation criteria. "If we didn't continue to provide consistent support across the University, the purpose of the PBX would be defeated. ...With Centrex, we didn't have the control, the ability to pick and choose the type of people that we thought were necessary to give us credibility to the user and to continue to provide a level of support service that we thought the community needed.

to provide a level of support service that we thought the community needed.

"As for future considerations: Looking at what we thought was on the horizon, it appeared to us that a PBX vendor had more flexibility in introducing some of the features we're all talking about. CTI, ISDN, desktop video, etc."

Paul Petroski "inherited Centrex" when he came to the University of Maryland. With about another year on a 10-year contract, he must soon make a decision to stay with Centrex or go to a PBX. Some conditions that made Centrex the right decision then have changed in the past nine years. "In 1988, the University infrastructure was inadequate for PBX. There was no fiber in the ground; now that has changed. We have fiber to all 45 buildings, so we can go either way.

"We also did not have adequate environmentally controlled space. In 1988 we had one computer operations room on campus that had several large mainframe computers and we had no place to put a switch. So the cost of making an environmentally controlled room was a consideration...."

Petroski acknowledged a benefit in knowing what costs are each month: line charges, equipment, etc. And with technicians on staff who retired from Bell Atlantic and AT&T, Centrex was a familiar road to travel.

SUNY Health Science Center shares many characteristics with University of Maryland. Linda Bogden-Stubbs described, in addition, such considerations as environmental concerns and costs, staffing needs, projected income possibilities, add-ons, code issues, cabling codes, and political issues which could complicate the decision-making process.

Margie Milone also inherited Centrex at Kent State, and is looking at renewing in 1998. While there was no outside plant then, it is now in process. She expects to complete the fiber backbone in the next 18 months, so outside plant is no longer a deciding factor. With Centrex, monthly costs are guaranteed by contract; there are no additional costs for upgrades on software, and area code changes were relatively painless.

"Control is a factor-we are at the mercy of the contractor; but they react to our needs because we are a large customer," Milone told the audience.

Other Seattle presentations included:

- Implementation and Management of the Small Campus Telecommunications Office, Stephen Flora, Bridgewater College
- PBX Procurement and Upgrade Strategies, Panel: Patricia Chang, The Claremont Colleges; Ellen Falduto, Hartwick College; Matt McGlamery, Northern Arizona University; Anthony Mordosky, Millersville University; Ron Pointer, Saint Louis University
- Using PBX Technology to Further the University without Walls, Carol Pochardt, Washington State Univ.

To obtain tapes of this seminar, contact Kellie Bowman at 606/278-3338 or e-mail kbowman@acuta.org.

ACUTA Board Report - May

The May Board meeting focused on reviewing recommendations from committees.

ACUTA's Board reviewed proposals from the **Marketing Committee** regarding programs to stimulate interest in ACUTA, the **Vendor Liaison Committee** to increase vendor support, and the **Legislative/Regulatory Affairs Committee** regarding supporting Canadian member institutions in efforts to address regulatory issues. The Board also reviewed methods of access to ACUTA's Policy & Procedure Manual by members. Several options, including on-line access, were discussed. The Board decided to accept the Executive Director's recommendation to have the manual available on request in diskette form for members.

Other items on the agenda included:

- Committee reports
- A discussion of use of the InterNet to make voice calls and the possible impact on schools. Several Board members expressed concerns regarding the possible negative financial impact to schools and problems with network management.

Submitted by:

Anthony R. Tanzi, RCDD
Brown University
ACUTA Secretary/Treasurer



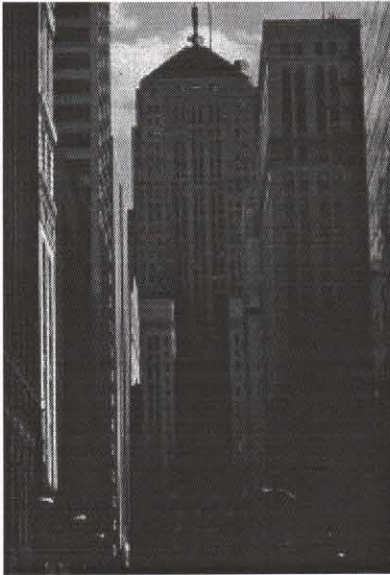
President's Message

President's Message



Dave O'Neill, Eastern Washington University, ACUTA President

Chicago Nears...



Within the next thirty days this association will celebrate its 25th Anniversary and will return for the first time to the site of its first Annual Conference - Chicago. I suspect the sixty-two people attending that original Annual Conference would be surprised as well as pleased with what has grown from that beginning. The Association now represents more than 800 institutions throughout the U.S., Canada, Australia, and New Zealand and has more than 100 corporate affiliates. This translates to nearly 2000 participating individuals.

I'm not so naive as to believe all will be able to join us in Chicago, but I'd like to believe all will make an effort to join us. I also look forward to seeing new faces.

This year we're introducing something new. In an attempt to provide the best and most up-to-date information, we will be offering Pre-Conference Seminars. These sessions will occur on Sunday as half- or full-day sessions. Although there will be a \$99 fee for the half-day sessions and \$175 for the full-day sessions, these can, for most of us, be off-set by the savings in air fare for staying over the Saturday night before. Topics include Introduction to Networks, Introduction to Telecommunications, Introduction to the World Wide Web, and Creating a Homepage. All will be presented by the best and most knowledgeable available. Check your registration materials for more details or call the Lexington office.

The Conference program this year is a real whiz bang. There are outstanding general sessions, and tracks with better-than-ever presentations of new technologies, networks and infrastructures, student services, and management techniques and skills. There are also a number of professional development sessions that should not be missed. And don't forget the corporate presentations. These are where the real inside stories, new product offerings and enhancements should come to light. Oh, and there will be appearances from an appropriate number of dignitaries though out the week. (Again, thanks to the Program Committee Chair and the Program Committee. Like I said, it looks like a real whiz bang of a program.)

In addition to the program there will be the Wednesday evening gala celebration of our 25th Anniversary. There will be magic and music in the air, elegance and friends to surround us, and outstanding memories for the making. This will be an evening you won't soon forget. So for those of you who have not yet made that effort I spoke of to join us, please do so. I look forward to seeing all of you at this our Silver Anniversary Conference.

'til next month...

Virtual LANs at University of Mississippi

Robert Olsen

Vice President, Marketing; Agile Networks

Long before there were virtual LANs, the network visionaries at the University of Mississippi set a firm objective-to build a backbone network that allowed students, faculty, even entire departments "...to easily relocate at a moment's notice..." without administrative intervention-anytime, to any location around the campus. Although some vendors said it simply wasn't possible, Ole Miss now has an intelligent network with a backbone that's now the "fastest learner" on campus.

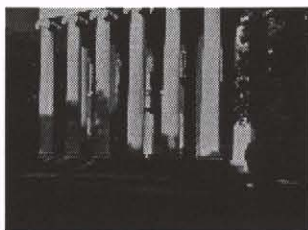
With 10,000 students and 3,000 faculty and staff, the University of Mississippi is one of the South's largest and most well-established educational institutions. Founded in 1848, this nearly 150-year-old institution prides itself on the national recognition it receives for its academic excellence and bold vision for the future. It is this vision that has ingeniously positioned the university for the 21st century.



PICTURE ON LEFT - The Lyceum at the University of Mississippi

Traditional University-Untraditional Network

With resourcefulness and vision, Dr. Jim Shankle, Associate Vice Chancellor of Computing and Information Systems, has been steadily implementing his goal for a 21st-century campus



and Information Systems, has been steadily implementing his goal for a 21st-century campus backbone. Years ago, on a tight budget, before today's switching technologies were ever a consideration, backbone construction at the University of Mississippi broke ground, so to speak.

"We began implementing the backbone's cable plant long before there was a need," Dr. Shankle explains. "Anytime a trench was dug on campus, our department would take advantage of the construction and throw in conduit to carry fiber optic cables. Eventually the University had enough fiber optic segments in the ground to connect into a campus-wide backbone, and today, a very capable backbone."

The University is currently running TCP/IP over 36 Ethernet point-to-point fiber links interconnected by routers. The fiber network ties together eight strategic campus buildings and provides connectivity for 62 of the school's 131 departments. Major network applications include Web browsing, e-mail, file transfer, telnet and NFS files access. In addition, the University has an assortment of networked machines including PCs, Macs, mid-range computers, mainframes and even Cray supercomputers.

This range of devices is matched only by the array of protocols being used such as IP, IPX, Appletalk and DECnet, with more on the way such as IP multicast. As the Network Support Group describes, "If it's out there, we'll have it here sooner or later."

This year, the University will extend the fiber network with Cat-5 UTP wiring into every dormitory room, faculty office, staff office, and classroom on campus. In total, more than 8500 10BASE-T connections are being installed.

Enabling Full Freedom of Movement

As at most large schools, the dynamic, nearly turbulent university environment experiences routine movement of network users. Students, faculty, and staff are constantly moving between floors and buildings. Renovation and construction and the resulting movement of users is perhaps the one constant on a university campus.

With this fact in mind, Dr. Shankle saw the primary objective of his network was to enable full mobility of users. "Long before it was considered possible, we put mobility at the top of our requirements list when talking to network equipment vendors. We knew we had to have a backbone network that let any user move anywhere on campus at any time, without administrative intervention.

Currently, only 10% to 15% of the network users at the University of Mississippi move every year; however, Dr. Shankle believes these moves are the source of 90% of his problems.

"A particular kind of move we've targeted from the onset has traditionally been our most difficult. When the school year starts, all 10,000 students hit at one time. We often face the situation where one office is completely overloaded and we need to relocate several individuals immediately. Another example is when we have to relocate on the spur of the moment due to events beyond our control. More than once, during registration, it has been necessary to relocate one of the administrative departments when flooding conditions occurred."

The University of Mississippi was determined to find a connectivity solution that would not only work with all of their existing equipment, but would provide them with complete mobility around the clock.

Automated Virtual LANs

Agile's ATMizer switches were used to build local backbone networks in the University campus environment. Based on the union of ATM and ethernet switching, these switches create and maintain automated virtual LANs (VLANs) that automatically interconnect related endstations of the same protocol type and, if it's a routable protocol, subnetwork address. Automated virtual LANs simplify the administration of endstation moves, adds and changes since they are automatically created and maintained by the network, not manually by an administrator.

The University also takes full advantage of distributed switching architecture which eliminates single points of failure on the network. Since the switches are fault tolerant and self-learning, users receive uninterrupted service day and night. Dr. Shankle notes, "We not only gain communications bandwidth but, more importantly, link redundancy."

The Agile network transforms complex, bottlenecked router networks into self-configuring, high-performance local ATM backbones. The network, not the administrator, automatically identifies endstations of the same protocol and subnetwork address (e.g., IP Subnet, IPX, Network) and connects them to a common virtual LAN. Since virtual LANs are auto-configuring, endstation moves, adds, and changes are accomplished automatically without operator intervention.

A Secure Campus Network

In addition to complete user mobility, the University recognized network security and control as a top priority. "We wanted to let our students pick up their laptops and go, connecting into the network from any location, such as the library or student center," said Dr. Shankle. "However, we wanted to ensure our network administrators still had overall control of the network, preventing users from tapping into the administration department, for example."

preventing users from tapping into the administration department, for example."

The new system lets administrators know exactly who and where users are on the network. Administrators know of each user's location, MAC address, protocol types, network addresses, virtual LAN memberships, and network names-information that historically has never been readily available to the administrator. In addition, the network system logs all user moves, adds, and changes, and lets the administrator implement policies to prevent, for example, unsanctioned users or protocols from appearing on the network. Of particular interest to the University, administrators are being alerted of all new, changed, and duplicated IP addresses on the network.

Enabling Distance Learning and Real-Time Multimedia Applications

The University currently supports desktop-to-desktop video conferencing and is discussing the deployment of several new real-time multimedia applications based on the IP multicast protocol for point-to-point communications.

According to Dr. Shankle, "We now have a backbone network that will let us deploy real-time applications that, for example, allow students to listen and watch live lectures from a web browser on their PC." The ATM switches contain multicast traffic by automatically creating a virtual LAN for each IP class D address detected on the network. Students can easily surf between different IP multicast channels without the backbone network getting clogged up with multicast traffic.

Gambling on a Vision

According to Dr. Shankle, "We gambled by embarking on this vision years ago, not knowing what technologies would be available in the 1990s to make it all happen the way we planned. It's like throwing a football where the intended receiver is supposed to be."

Looking toward the 21st century, Dr. Shankle can't predict the future, but this new automated virtual LAN technology can help him prepare for it.

ACUTA representative at the University of Mississippi is Roland (Buster) Clark, Assoc. Dir. of Telecommunications.

Agile Networks can be reached at 508/263-3000; visit our homepage at <http://www.agile.com>.

See you in Chicago!

Mal Reader, Compass Consulting
25th Anniversary Committee Chair

Every year at this time we all have to decide whether or not we can afford the time and expense associated with attending the annual ACUTA Conference and Exposition. We look at the program, and the location; we look at what we have on our plates at work and rationalize the likely benefits of attending against the probable catchup or cleanup that will be required when we return. We ponder the compromise of sending someone else in our place, and struggle with the realities of workloads and the effects of annual vacations on our staffing levels. It is a tough call to make-that is, until you examine the potential benefits...

Just one good idea brought back from the event can pay for the trip. Just one desperately needed product or service discovered in the exhibit hall can make it all worthwhile. There's no better forum for the free exchange of information between peers, or for the knowledge imparted by the industry's movers and shakers. ACUTA offers it all, and nobody does it better!

In case word hasn't reached you yet, this year marks the 25th Anniversary of the Association and we are going back to Chicago-the site of ACUTA's very first annual conference. As befits the occasion, this conference has been designed as a celebration of our silver anniversary. Everyone involved in the organization of the educational programs, exhibit hall activities, and, of course, the social activities has entered into the spirit of making this an event to remember. This will be evident from the moment you arrive until the time that you leave.

After 25 years of successfully meeting the changing needs of its members, ACUTA has cause to be proud of its accomplishments and optimistic about its future. We invite you to join us July 14-18 at the Chicago Hilton and Towers to celebrate this special milestone, and to experience for yourself a renewal of ACUTA's commitment to excellence.

DC at a glance

Whitney Johnson

(Retired)
Northern Michigan University

The Telecommunications Act of 1996

According to *Telecommunications Reports* (April 22, 1996), the FCC is buried with Universal Service Comments. These will be considered by the Federal/ State Joint Board set up by the FCC to make recommendations on implementing the Universal Service mandates of the Act. At the first meeting of the Joint Board, held a few weeks ago, Secretary of Education Richard W. Riley made a recommendation that the Board should accept the concept of free access to all advanced telecom services for schools and libraries, or at least accept the concept of access at very low rates, as reported in *State and Local Communications Report* (April 19, 1996). Let us all hope that Mr. Riley and the Joint Board intend to include college and universities and their libraries when they talk about "schools and libraries."

Many divisive issues require resolution by the joint board as it drafts recommendations for new universal service rules, which must be submitted to the FCC by November. Among the most pressing questions are whether local exchange service resellers should receive support funds, whether a measurement of actual costs or a "proxy" model should be used to determine subsidy levels, how large the newly constituted Universal Service Fund (USF) should be, and how obligations for contribution to any new universal service support mechanism will be assessed. (TR 4-22) An additional item of interest for the Board is that some members of Congress are planning to monitor the Board activity to be sure that they "follow the letter and spirit" of the provisions of the Act.

As indicated last month there is a proposed merger of two Regional Holding Companies (RHC) in the west and another in the east. Several members of the Senate are concerned and have requested a hearing "at the earliest convenient time" to consider the implications of the proposed mergers. (TR 5-6) They fear that these mergers would create enormous new telecom companies with great market power and a hearing to understand the potential benefits and pitfalls is necessary. The May 6 issue of *411* indicates that these mergers will mean lower pricing for business services within a year.

The FCC

According to TR (4/22, 5/13), members of Congress continue to express concern about the financial resources required to fund the agency. At the same time, there are others who are urging that the Commission be given "breathing room" to focus on carrying out the mandates of the Act. Those who want to see the agency downsized or even eliminated are also still active in the legislature. Some propose that much of the activity of the Commission should be turned over to the states.

Senator Pressler, Chairman of the Senate Commerce, Science, and Transportation Committee, has suggested that the Commissioners be brought before the Committee to check up on the FCC's implementation of the Act.

What about 2000?

Telecommunications Reports (4/22) and *Telecom & Network Security Review* (May) both indicate that many computer systems are running with programs that cannot make the transition into the year 2000. Is this also a potential problem with the computer-driven telephone systems colleges and universities are using? Maybe vendors should be asking now so that their recommendations can be carefully tested the next two or three years.

Mobile Phones vs Pacemakers

There appears to be clinical evidence that some types of handheld cellular phones do interfere with cardiac pacemakers. No pacemaker malfunction has been reported as yet, but experimental research indicates that interference could pose a public health problem. Of the 975 patients in the study, nearly 54% experienced some type of interference. An independent company, Wireless Technology Research L. L. C. (WTR) is working with the U. S. Food and Drug Administration and scientists at the University of Oklahoma on this study. WTR will be issuing a full report on the results of this study in the future. (TR 5/20)

FCC address change affects you

For the past five years colleges and universities that make long distance telephone service available to students have been required by the FCC to post certain consumer information on or near telephones. The notice must identify the operator service provider, state that rates are available upon request, notify consumers of the right to use their preferred interstate carrier, and provide the address of the FCC's Common Carrier Bureau's Enforcement Division.

The address of the Enforcement Division has changed. The new address is: FCC Enforcement Division, CCB, Mail Stop 1600A2, Washington, DC 20554. Existing notices do not have to be modified to reflect this change until the next time that the institution updates its signage for another reason, such as a change to its operator service provider.

Internet Phone May Disconnect Revenue Stream

Whitney Johnson, Retired
Northern Michigan University

Several companies are beginning to offer computer hardware and software that will allow voice communication between two, or possibly more locations, over the Internet. The voice quality is expected to be comparable to a regular telephone call. As a result of the introduction of this equipment, on March 4, 1996, America's Carriers Telecommunication Association (ACTA) filed a Petition for Declaratory Ruling, Special Relief, and Institution of a Rulemaking relating to the provision of interstate and international interexchange telecommunications service via the "Internet" by non-tariffed, uncertified entities.

In response to this filing by ACTA, the Federal Communications Commission (FCC) has issued a request for comment on the petition. ACUTA has filed comments suggesting that the issues raised in the ACTA petition are very complex, and do not lend themselves to simple answers.

Our comments identified a need for the Commission to clarify the regulatory status of voice communication devices that use the Internet. ACUTA believes that regulation of voice communication via the Internet is within the purview of the Commission under existing law and that Internet phone service falls within the definition of "telecommunications" and "telecommunications services" contained in the Telecommunications Act of 1996. "Further," we stated, "it can be argued that FCC oversight of this emerging use of technology is consistent with the consumer protection responsibilities of the Commission." ACUTA suggested that the FCC "consider the formation of a negotiated rulemaking committee, similar to the process used to develop a consensus on the Hearing Aid Compatibility matter earlier this year."

Educom, an education group representing primarily Academic Computing interests on University Campuses, has also submitted comments strongly urging the Commission to deny the ACTA petition describing the Internet as inherently a multimedia form of communication with "great potential economic, educational and social benefits which should be encouraged by the Commission." In addition they indicate that "Additional regulation of the Internet under the Communications Act ... is neither necessary nor desirable."

Obviously ACUTA members have to be concerned about FCC action on this issue. If Internet phone usage becomes popular, it will have a very negative impact on revenue from long distance resale. Often this revenue stream is used to enhance the campus network and access to the Internet by the entire University community. Campus telecom management must make sure that University Administrators understand the potential impact of the reduced revenue.

Host School Needed for ACUTA Fall Seminar

If your school is in the vicinity of Alexandria, Virginia, and you'd like to be more involved in ACUTA activities, the Fall Seminar, October 27-30 could be your opportunity! Host schools make a valuable contribution to ACUTA events, providing information about the area and making attendees aware of local attractions and opportunities.

The host school staffs a table at the Sunday evening reception and during coffee breaks on Monday and Tuesday. Some of our hosts have held drawings for mugs, umbrellas, and other items.

The host also works with the ACUTA staff to produce two letters prior to the seminar. The Board provides one complimentary registration to the event for which a school serves as a host.

If you're interested in being a host in Alexandria, contact Lisa Cheshire by June 28.

Membership Drives Contribute to Expanding ACUTA Network

Kellie Bowman
ACUTA Membership Development Manager

Recognizing the importance of strong lines of communication between industry and education, ACUTA is conducting-for the first time ever-an organized membership drive to recruit corporate affiliates. Efforts have already resulted in 15 new companies joining ACUTA since January.

Over and over, *peer networking* is cited as one of the most significant benefits of ACUTA membership. Knowing and interacting with others who face the same challenges and seek answers to the same questions you have makes your job more manageable. As Membership Development Manager, I consider extending this network to be one of my most important goals.

We're also gearing up for our annual membership drive to institutions. We want to have a strong representation of colleges and universities in order to make your network of telecom professionals as effective as possible. Growing from the small group that gathered originally in 1971, ACUTA now represents nearly 2000 individuals at more than 800 institutions and 100 corporations.

After writing several letters for ACUTA's membership drives and composing justification for schools to use in paying renewal dues, I've concluded that ACUTA fills a very specific niche. Ours is the *only* association designed specifically to

assist college and university telecommunications professionals in the struggle to operate successfully in this rapidly changing environment. Whether you reap the most benefit from your interaction with other members, depend on ACUTA's resource library or listserv, or place the highest value on the training and information you receive at our conferences and seminars, ACUTA is where you can find the answers you need. Our association is diverse enough to meet your individual needs.

If you would like to share the benefits of membership with a company or school who is not a member of ACUTA, let us know who we should contact. Getting our information into the right hands is sometimes difficult, so your participation is very valuable.

Whether you're reading this as one of our newest members or you've been a part of ACUTA for 25 years, you are an important link in our chain. We hope your affiliation with ACUTA will always contribute to your success.

Welcome New Members May, 1996

Institutional Members

- California State University, Fullerton, CA. Dick Bednar, ph. 714/773-2601; Tier 4
- College of Saint Elizabeth, Morristown, NJ. Neil Sachnoff, ph. 201/605-7477; Tier 1
- Indiana Wesleyan Univ., Marion, IN. Vicki Rudicel, ph. 317/677-2123; Tier 2
- University of the Virgin Islands, St. Thomas, VI. Cherie Wheatley, ph. 809/693-1541; Tier 2

Corporate Affiliates

BRONZE LEVEL

- Digital Link Corp., Sunnyvale, CA. Melissa Egusa, ph. 408/745-4276
 - COPPER LEVEL
 - Campuslink Communications, Stamford, CT. Robert Schwartz, ph. 203/358-9800
 - ECCI-NACUBO, Charleston, WV. Sherry Manning, ph. 304/925-1147
 - Superior Modular Products, Swannanoa, NC. Paul Valliere, ph. 704/298-2260
-

Scam Artist Attempts (Unsuccessfully) to Steal University Dial Tone

A scam artist operating out of New York recently attempted to trick one of the switchboard operators at University of Missouri-Columbia's University Hospital and Clinics into transferring him to an outside line. The con man attempted to pass himself off as an "AT&T technician doing some routine testing." Fortunately, the MU operator suspected that something was amiss and transferred the caller to a Mizzou Telecom manager. After a quick question or two, the "technician" abruptly terminated the call.

Scam artists will try literally anything to trick people into giving them unfettered access to dial tone. They will pose as doctors who "must be transferred" in order to save the life of their patient, phone company technicians, even fraud protection officers! Their latest scheme is to call in after regular office hours or on weekends in the hope of catching part-time workers (who likely don't have instant access to their managers or supervisors) off guard. In fact, the con man mentioned above called the hospital switchboard on a Saturday night.

Bottom Line: Never, ever transfer an outside caller to a local number or any other outside line! Legitimate phone company technicians do not need your help to test their lines. Callers needing to convey vital information should be more than willing to provide you with a number and allow you to call them back (or relay the message). If a caller ever asks you to transfer their call and begins giving you dialing instructions to do so, your alarm bells should begin ringing immediately.

Reprinted with permission from Mizzou Telecom CONNECTIONS, March, 1996. Call (573) 882-2177 for information or to be added to the CONNECTIONS mailing list.

Campus News Briefs

Thanks to CAUSE's electronically delivered Campus Watch for some of the information on this page.

University of Michigan "Smart Card" accepted for bus fares

Students, faculty, and staff at the University of Michigan will soon be able to use the "electronic purse" on their Mcard ID to pay bus fare on Ann Arbor's city bus system. In May, ten Ann Arbor Transportation Authority buses will be equipped with smart-card readers to deduct fares from the Mcard CashChip, which stores up to \$50 and can be replenished at CashChip machines across the campus. The entire fleet will be equipped within a year. The new system, believed to be the first of its kind in the U.S., will also be used during Ann Arbor's annual art fair, when 120,000 people are transported from remote parking areas into the city. Contact: mcard@umich.edu or <http://www.umich.edu/~busfin/mcard.htm>

University of Michigan's ACUTA rep is Stephen Mayo.

Making voicemail a friend, not a foe

It has taken several years, but faculty and staff at Curtin University in Western Australia are at last thankful that voicemail has come to their campus. Originally installed as a time-saving, cost-effective alternative to hard-copy note taking, voicemail actually became a source of frustration to many staffers. Some even requested that their mailboxes be deleted because they were creating more work. With 80% of the messages coming from students, who were seldom available for a return call, some staff members were spending 1-1.5 hours a day clearing messages and "chasing" students. The solution lay in extended greetings, which now contain answers to the most frequently-asked questions, and an additional mailbox just for students, with an immediate reply capability. Students call back for responses left in answer to their specific inquiries, saving staff time and money.

Curtin Univ.'s ACUTA rep is Michael Tkacz.

Survey of faculty activities goes online at Rutgers

Computing Services at Rutgers University has written a new, Web-based application to replace a 15-year-old paper survey collecting data about faculty publications, research interests, community and public services, grants, etc. The application allows faculty to update information any time and provides an accessible, integrated database from which several administrative offices can report on faculty activities and expertise. The Faculty Survey Project was a joint effort of the Office of Institutional Research, Administrative Computing Services, the Laboratory for Computer Science Research, and other divisions. Netscape Navigator and Netscape Commerce Server, with the Kerberos authentication system, were used for a secure "channel" between the user and the server. Contact: Nadine Stern, stern@ots-mail-gate.rutgers.edu

John Whyte is Rutgers' ACUTA rep.

Duke University uses Web to gather housing assignment information

Duke University has implemented a new Web system to collect the student information necessary for undergraduate housing assignments. The system, developed by the Division of Student Affairs in collaboration with the Housing Management Office and the Office of Information Technology, uses custom PERL scripts and a secure server running WebSTAR Secure on a Macintosh 8100. In its first implementation the system reached over 94 percent of on-campus students. Contact: Peter Brauer, pbrauer@server1.stuaff.duke.edu

Jim Dronsfield represents Duke University at ACUTA events.

Industry Insights

Free E-Mail

Several companies have recently devised ways to provide free e-mail service for users who don't mind sifting through a little advertising while they're reading their messages. One of these companies, Softronic (Colorado Springs, Colorado), provides "FreeMail" through the local TV station. Another, Juno Online Services LB, has lined up 16 advertisers, including Quaker Oats, Okidata, and Miramax Films, according to *Investor's Business Daily* (4/22/96). Advertisers will pay 10 cents for every PC reached. Juno is working on deals with PC makers to bundle its software into the pre-installation package they offer computer buyers. Freemark Communications also offers its own free e-mail service.

USTA outlines plan for wiring schools

The United States Telephone Association proposes to give schools and libraries free access to the Internet and advanced telecommunications services, paid for through a universal service fund that would collect revenues generated through interstate telecommunications services. Providers of the services would pay an amount based on their interstate retail revenues; subscribers would pay a 4% to 5% surcharge on their calls. The USTA estimates it will cost between \$930 million and \$1 billion to link all the facilities over four years. *Source: BNA Daily Report for Executives 5/8/96*

Computer (R)evolution

Next-generation computers may look and act radically different from computers we have today. In response to customers' environmental concerns, Dell Computer will introduce this summer a **computer chassis made of materials that are fully recyclable**. (The Gartner Group predicts that nearly 25 million obsolete computers will end up in landfills in 1996, says the *St. Petersburg Times* 4/29/96.)

Functionality is evolving, also, with the boundaries separating television, telephone, and computer fading. Zenith Electronics is planning a television set that will incorporate a microprocessor and modem, as well as technology that allows viewers to **surf the Web via a remote control device**. And MicroUnity Systems Engineering has spent the last seven years developing a microprocessor that uses parallel processing to **zip through video, audio, and data streams at speeds a thousand times faster than today's chips**. If all predictions come true, the MicroUnity chip will not only be super-fast - it will also be super-cheap. As technology changes, the chips will upgrade easily, simply by loading new software. (*Business Week* 5/13/96)

For those with physical limitations, carpal tunnel syndrome, or just poor typing skills, life may be easier with IBM's next version of its OS/2 operating system. Code-named Merlin, it will **include voice-recognition capabilities** and should hit the market this fall, at a price below \$100.

Internet appliance

According to *Broadcasting & Cable* (4/15/96), TransPhone, a U.S.- and Canadian-based start-up company, has come up with a low-cost interactive appliance, which combines the functions of a full Web browser, two-line phone, fax machine, and answering machine into one unit. The company also plans to offer an interactive TV version that can plug into a TV equipped with a cable modem. "One of the targets is the (large) percentage of people who do not have computers," says TransPhone's president. The appliance will be available in June and subscriptions will run about \$20 a month.

Spotlight

Welcome to ACUTA's most recent Corporate Affiliate members:

AAC Corp., Account-A-Call provides telemanagement and billing solutions. Products include Profit Plus for universities, colleges and network resellers to provide billing for network, equipment, and other services. We also provide information on cost allocation, fraud control, and network analysis. *Kevin Young, (818) 303-7333*.

ACE*COMM develops software and systems used in the operation and management of voice and data communications networks. *Tom Murphy, Strategic Accounts Dir., 301/258-9850*

Broadband Networks Inc. (BNI) is a manufacturer of fiber optic transmission equipment and switching electronics for video and data applications such as campus networking, distance learning, and security monitoring. *Sandy Howe, 814/237-4073*.

Carrier Access Corporation develops and manufactures low-cost T1 accessing solutions that help you increase campus network capacity while enabling you to use existing campus facilities and equipment. *Gerry Sutton, 303/442-5455*.

ECCI-NACUBO Long Distance Consortium is a leading collaborative purchasing organization for colleges and universities, providing institutions with wholesale prices and student billing services. *Sherry Manning, 800/YES-ECCI*

Micro-Tel, Inc. is one of the leading providers of call accounting systems. We have manufactured Microcall Call Accounting/Toll Fraud Alarm software for 17 years with over 30,000 installations nationwide. *Paula Cady, 800/622-2285*.

From ACUTA Headquarters

Jeri A.Semer, CAE

ACUTA Executive Director

In Just 30 Minutes or Less...

Time. We never seem to have enough of it. The demands of family and increasingly complex careers leave us in a constant juggling act. Often, the time to volunteer for a professional association like ACUTA seems difficult to fit in. And when we do volunteer some of our precious time, we want to feel that our contributions make a difference.

However, those who do volunteer report overwhelmingly that they gain much more than they give. ACUTA cannot be

successful without the meaningful participation of volunteer members. Even if you have **30 minutes or less** every month to give to the Association, here are a few ideas that can make a real difference!

Membership Marketing:

- Call or e-mail one or two new members and make them feel welcome.
- Call one or two prospective members and talk with them about ACUTA. Ask them to join. (You can get names from Kellie Bowman at the ACUTA office.) Ask if they're planning to attend the next Seminar, and send them a copy of the brochure.
- Call two of your key vendors and ask if they belong to ACUTA. If not, ask them to join.
- Send a copy of the *ACUTA News* or a conference brochure with a handwritten note to a prospective member or exhibitor, saying "I thought this would interest you."

Information Sharing:

- Make an electronic or paper copy of documents from your institution that you feel should be in the ACUTA Resource Library, and send them to the Lexington office.
- Send us an e-mail if you find an Internet resource that you feel would be valuable to other members. Let us know if your department has its own Home Page, so we can link to it.
- Call Pat Scott at the ACUTA office regarding a story idea for the *ACUTA News*, either one you can contribute or one you'd like to read.
- Call two colleagues and ask each to write an article on their project for the *ACUTA News*.

Conferences and Seminars:

- Respond to the Call for Presentations for the next ACUTA seminar.
- If you hear an exceptional speaker that you feel would be great for an ACUTA event, send us their name.
- Route an ACUTA Seminar or Conference brochure to someone new on your campus-perhaps in a related department-and suggest that they attend.
- Call two of your key vendors and ask if they are exhibiting or sponsoring at the next ACUTA event. If not, encourage them to participate. Send their contact information to the Lexington office, and we will follow up.

Legislative/Regulatory Affairs:

- Write us a note about any important legislative or regulatory developments in your state. Let us know how they will affect colleges and universities.
- Send us a copy of important legal opinions from your institution on information technology issues, that we may have permission to share with other members through the Resource Library.

These are just a few ideas, but any one of them would be a great help to the Association. If all 2,000 member representatives picked only one of these activities a month, the results would be truly amazing.

Of course, there are still many more traditional opportunities for service on ACUTA committees. New committees will be forming after the Annual Conference. If you have an interest, contact me at the ACUTA office.

See you in Chicago...

Thanks to Stephen Ingram, CAE of Practical Solutions in Carmel, Indiana, for suggesting some of the ideas in this month's column.)

Bulletin Board

Position Available

Southern Illinois University

Assoc. Director, Info Technology (Telecom)

Responsibilities: Manage staff resp. for designing/supporting campus of 22,000+ students, 6,900 faculty; GTE-provided DMS 100, Centrex phone system, voice mail, voice/data cable plant, inter-exchange services, & access to outside networks.

Qualifications: Min. B.S. plus 5+ years increasing responsibility managing similar services of at least 3000 stations in educ., healthcare, govt., or industry. Must demonstrate mgmt. & technical aptitude with current & future telecom technologies & industry direction. Exc. managerial skills incl. exp. in budget planning & project planning/mgmt. Exc. oral/written

communication skills, be able to work effectively in a team environment, work effectively with internal/external customers. Must be flexible, highly motivated, self-starter. Must understand requirements of academic environment for provision of telecom svcs to meet & satisfy a diverse admin., faculty & student population. Knowledge of TQM principles & practice is desirable.

To apply: Submit letter of application, resume, 3 current letters of ref., & salary history by July 29, 1996 to: Office of Executive Director for Budgeting & Info Resources, SIUC, Anthony Hall, Rm. 11, Carbondale, IL 62901-4339 AA/EOE

Position Available

University of California, Berkeley

Director, Info Systems & Technology: Communication & Network Services

Responsibilities: Manage approximately 80 FTE with approx. 10 direct reports & annual budget of about \$17M. Complete merger of Data Communication and Network Services and Telecommunications into a new entity. Manage new unit, responsible for infrastructures needed in support of voice, data, video, & special purpose systems. Provide fiscal mgmt of recharge, state, & other funding sources, ensuring responsible budget allocations/expenditures consistent with campus goals. Develop, propose, & implement policy & plans for current/future communications services. Serve as representative of campus administration in communications matters.

Qualifications: Knowledge of existing & emerging communications hardware/software technologies. Demonstrated exp. leading a complex communications organization with large staff incl. highly trained specialists. Ability to communicate openly & effectively. In-depth knowledge of data networking, including LANs/WANs; Internet; voice networking; video networking; wireless communications; management of large end-user service organizations; financial mgmt in public univ. environment; negotiation/mgmt of contracts; regulatory/policy issues. Exp. in higher ed. desired.

Salary: \$76,900 - 115,300

Closing date: 6/21/96

Questions/applications to: Berkeley Campus Employment Office, Rm 7-G (Ground Floor), 2200 University Avenue, Berkeley, CA 94720-3540. (510) 642-1011 general line; (510) 643-9421 TTY for disabled

Position Available

Central Missouri State University

Manager of Telecommunications

Responsibilities: Manages operational, financial, & personnel activities of telecomm unit. Responsible for LANs/WANs to support interactive voice, data, & video exchanges throughout intracampus network.

Qualifications: B.S. deg or equiv. plus min. 3 yrs exp in telecom/data processing. Relevant mgmt. exp. necessary. Familiarity with Northern Telecom DMS-100 & assoc. Customer Data Change software & eqpt. processing svcs orders is a plus.

To apply: Position now open. Salary commensurate with qualif/ exp. Formal review of apps begins Sept. 1; search remains open until position filled. Apply to Corey Wedel., Human Resources, Admin. 190, Central Missouri State Univ., Warrensburg, MO 64093.

Women/minorities encouraged/AA/EEO

Position Available

Michigan State University

Broadband Networks Engineer IV

Responsibilities: Include engineering and operation of data and CATV networks running on baseband, broadband RF, and fiber optic media. Coordinates data, video, and CATV activities with other campus technical managers.

Qualifications: BSEE plus 5+ years exp. in planning, design, installation, testing, training, & operation of state-of-the-art networks, & PE registration required. Technical knowledge of digital, analog, RF, & fiber optic systems, communication protocols & systems (TCP/IP, Ethernet, FDDI, ATM) is desired.

To apply: Call 517/432-1662 by June 30 to request application. Ref. posting S60183.

MSU is an AA/EO institution.

Position Available**North Carolina State University**

Director Telecommunication Services

Responsibilities: Manage Univ. telephone systems & plant & wiring systems which support voice, data, video, environmental control, & alarm communications. Resources to be managed for acad/admin units incl. approx. 5,800 centrex lines, cellular service, pagers, long distance service, two PBXs, numerous key systems. Student resources to be managed incl. approx. 4,000 centrex lines, long distance, cable TV outlets, data outlets connected to student data network in student housing system. Plant mgmt. incl. two Main Distribution Frames & campuswide network. Wiring mgmt. incl. 5-yr plan to install University's standard wiring complement in 156 major bldgs. Responsible for annual budget of approx. \$10 million.

Qualifications: B.S. in Bus. Ad., EE, Telecom or related; 5 yrs relevant managerial exp. in large communications organization req. Additional exp in telephone operating company, eqpt/services sales organization, or communications org. within another institution of higher educ. is preferred.

Salary: Commensurate with educ./exp.

To apply: Submit letter of applications, resume, salary requirements and names, addresses & phone numbers of 3 prof. ref. to Stephen W. Keto., Assoc. Vice Chancellor of Finance and Information Systems, NCSU, P. O. Box 7206, Raleigh, NC 27695-7206

Application deadline is July 1, 1996 with a preferred starting date of October 1, 1996.

MSU is an AA/EO institution.

Association of College and University Telecommunications Administrators**ACUTA NEWS, Vol. 25, No. 6**

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Strategic Plan

ACUTA's Strategic Plan was first developed in 1992, and was reviewed and updated by the Board of Directors, Committee Chairs, and Staff in Spring, 1995, after results of the Member Needs Assessment were received. The plan includes a Mission Statement that defines ACUTA's purpose, five major goals, and many objectives, strategies, and action steps to be followed in accomplishing our goals. The complete document is available upon request from Lisa Cheshire lcheshire@acuta.org.

● [Click to read a summary of the ACUTA Strategic Plan](#)

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Linda Bogden-Stubbs - SUNY Health-Science Center, Syracuse - Director of Telecommunications - bogdenst@vax.cs.hcsyr.edu

Marianne Landfair - Indiana University System - Telecommunications Analyst - landfair@ucs.indiana.edu

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Updated 6/7/96. For more information or if you have comments, contact afuehrer@acuta.org

Statement of Vision and Direction

● Mission Statement

ACUTA is dedicated to enabling college and university telecommunications professionals to contribute to the achievement of their institution's mission through (i) the development of leadership, management, and technical capabilities; (ii) peer networking; (iii) the exploration of key issues and (iv) access to quality information.

● Goals

The following five goals have been developed based on the work of the Strategic Planning Committee, the ACUTA Board, and staff. These goals will provide a foundation for the continued strategic planning process of ACUTA, and through that process the goals will influence committee objectives, policy resolutions, strategic relationships and alliances, and the annual planning and budgeting of the association.

Members

Goal 1: Telecommunications departments will be recognized and respected by their institutions for professional expertise and technological leadership in support of the institution's mission.

Association

Goal 2: ACUTA will be viewed as the organization of choice and advocate for college and university telecommunications professionals.

Access to Market-Driven Programs and Services

Goal 3: Members will have easy access to quality information, programs, services, and peer networking opportunities designed to meet their changing needs.

Goal 4: ACUTA programs and services will:

- Be responsive to changing trends in technology and its application to higher education.
- Relate the broad spectrum of telecommunications technologies to the higher education environment.
- Incorporate leading-edge ideas and applications.
- Address various experience levels.
- Respond to the common self-interests and needs of members.
- Address needs of various sizes of institutions.
- Educate telecommunications professionals in telecommunications managerial and technical skills.

Industry Relations

Goal 5: ACUTA will be recognized by vendors as an influential and effective facilitator of collaboration and information exchange to develop and/or implement the effective application of telecommunications technology in partnership with educational institutions.

**Executive Director, Jeri A. Semer, CAE**

As Executive Director of the association, I am responsible for managing the professional staff in the Lexington headquarters office. I implement policies approved by the Board of Directors, and ensure that the Board and committees have staff support. Other responsibilities include representing ACUTA with higher education and telecommunications associations, developing programs and member services consistent with the Strategic Plan, and working with staff on all ACUTA programs. I also work on legislative and regulatory matters. E-Mail at jsemer@acuta.org

Membership Development Manager, Kellie Bowman

As Membership Development Manager I maintain member records, promote the benefits of membership and recruit new members, coordinate member services, and fill member requests. I also serve as a central contact for ACUTA events, registration and general information. E-Mail at kbowman@acuta.org

Telecommunications Resource Manager, L. Kevin Adkins, RCDD

As Telecommunications Resource Manager I am responsible for collection, organization and dissemination of ACUTA's telecommunications information resources. I also manage ACUTA's Exhibit & Sponsorship program, and act as ACUTA's liaison to industry vendors. E-Mail at kadkins@acuta.org

Meetings Manager, Lisa Cheshire

As Meeting Manager I am responsible for the overall management of ACUTA's conferences, seminars, and events. E-Mail at lcheshire@acuta.org

Communications Manager, Pat Scott



As Communications Manager I am responsible for all aspects of the newsletter, conference and seminar publicity materials, the Membership Directory, and all other communications to the membership and the public at large. E-Mail at pscott@acuta.org

Business Manager, Eleanor Smith



As Business Manager I am responsible for the overall financial reporting and management of ACUTA. E-Mail at esmith@acuta.org

Administrative Secretary, Shannon Campbell



As the Administrative Secretary for ACUTA my job includes a variety of activity from answering the telephone to bulk mailings. I think my most important job at ACUTA is providing support to the staff whenever needed in order to accomplish the goals of ACUTA. E-Mail at scampbell@acuta.org

Computer Services Manager, Aaron Fuehrer



As Computer Services Manager I am responsible for ACUTA's Novell network and SUN Netra Internet server. Duties include web page design, Windows PC & Power Mac hardware/software support, iMIS/Omnis7 Association Database support, and Internet E-Mail support. E-Mail at afuehrer@acuta.org

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Updated 11/27/95. For more information or if you have comments, contact afuehrer@acuta.org



Database description: Everything in the ACUTA Home Page

Enter ☒ words describing a concept or ☐ keywords you wish to find information about:

Search

Documentation about [making queries](#) is available.

TIP: If you plan on making multiple queries, you might wish to make a bookmark for this page.

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ACUTAAssociation of College & University
Telecommunications Administrators**Job Postings**

Jobs listed here are posted sequentially as they appeared monthly in the ACUTA Newsletter beginning with the most current month. You may also find job listings here that do not appear in the newsletter because of the printing schedule.

June/July 1996 - Updated 6-25-96***Product Manager, University of California, Los Angeles, CA.***

- **Responsibilities:** Product managers develop, initiate, and monitor comprehensive implementation plans for telecommunications products and services including business plans and support systems. Evaluate product/service life cycle for utility and cost effectiveness; recommend enhancements, modifications, or rate adjustments. Conduct market research regarding customer product/service needs and satisfaction. Recommend vendor pools and monitor performance.
- **Qualifications:** The successful candidate must demonstrate ability to assess the application potential of the range of leading-edge telecommunications technologies, products, and services. Must have working knowledge of telecommunications industry trends. Working knowledge of current principles/practices for product development including pricing, market research, product planning, vendor relations. Written, oral communications and presentation skills meeting professional standards. Ability to work effectively in a complex organization involving rapidly changing priorities, heavy workloads, physical disruptions and highly fluid authority structures.
- **To apply:** Salary: \$32,604-\$48,900. Two positions available. Send resume to: Sharon Schwartz, Personnel Manager, UCLA Telecommunications, Box 951363, Los Angeles, CA. 90095-1363. Indicate job#4925 & #4926 on envelope. We are enthusiastically an AA/EEO employer.

Telecommunications Manager, University of Vermont, Burlington, VT.

- **Responsibilities:** Person needed to manage operations of the University's phone system to include office operations, budgeting, training and coordination/monitoring of projects.
- **Qualifications:** B.S. in Business Administration or Computer Science and at least 3 years experience required. Experience with relational databases, Unix, NT and data communications are all plusses.
- **To apply:** Send cover letter and resume including social security number to: UVM Employment Office, 232 Waterman Building, Burlington, VT. 05405 - Affirmative Action Equal Opportunity Employer.

Network Operations Center Manager, University of California, Davis, CA.

- **Responsibilities:** UC Davis seeks experienced and highly motivated Manager for a 20,000 node campus ATM network and Operations Center.
- **Qualifications:** Requires expert knowledge of network architectures and technologies including ATM, Ethernet, FDDI, backbone networks, High Speed Serial Links, wireless technologies, cable television systems; strong business, human resources and financial management skills to operate effectively in a dynamic, leading edge environment and to facilitate a high involvement workplace; excellent knowledge of SNMP, HP OpenView, configuring and maintaining routers, switches, and hubs; strong UNIX networking and applications background; knowledge of telephony industry to assist in the integration of voice, video, and data technologies in a campus environment.
- **To apply:** Salary commensurate with experience. Apply to job #6-1102. OTF. Send detailed resume to UC Davis Employment Office, TB 122, Davis CA 95616. For additional information see <http://hr.ucdavis.edu/emp/eob.htm>

Assoc. Director, Info Technology (Telecom), Southern Illinois University, Carbondale, IL.

- **Responsibilities:** Manage staff resp. for designing/supporting campus of 22,000+ students, 6,900 faculty; GTE-provided DMS 100, Centrex phone system, voice mail, voice/data cable plant, inter-exchange services, & access to outside networks.
- **Qualifications:** Min. B.S. plus 5+ years increasing responsibility managing similar services of at least 3000 stations in educ., healthcare, govt., or industry. Must demonstrate mgmt. & technical aptitude with current & future telecom technologies & industry direction. Exc. managerial skills incl. exp. in budget planning & project planning/mgmt. Exc. oral/written communication skills, be able to work effectively in a team environment, work effectively with internal/external customers. Must be flexible, highly motivated, self-starter. Must understand requirements of academic environment for provision of telecom svcs to meet & satisfy a diverse admin., faculty & student population. Knowledge of TQM principles & practice is desirable.
- **To apply:** Submit letter of application, resume, 3 current letters of ref., & salary history by July 29, 1996 to: Office of Executive Director for Budgeting & Info Resources, SIUC, Anthony Hall, Rm. 11, Carbondale, IL 62901-4339 AA/EOE

Director Telecommunication Services, North Carolina State University, Raleigh, NC.

- **Responsibilities:** Manage Univ. telephone systems & plant & wiring systems which support voice, data, video, environmental control, & alarm communications. Resources to be managed for acad/admin units incl. approx. 5,800 centrex lines, cellular service, pagers, long distance service, two PBXs, numerous key systems. Student resources to be managed incl. approx. 4,000 centrex lines, long distance, cable TV outlets, data outlets connected to student data network in student housing system. Plant mgmt. incl. two Main Distribution Frames & campuswide network. Wiring mgmt. incl. 5-yr plan to install UniversityOs standard wiring complement in 156 major bldgs. Responsible for annual budget of approx. \$10 million.
- **Qualifications:** B.S. in Bus. Ad., EE, Telecom or related; 5 yrs relevant managerial exp. in large communications organization req. Additional exp in telephone operating company, eqpt/services sales organization, or communications org. within another institution of higher educ. is preferred. Salary: Commensurate with educ./exp.
- **To apply:** Submit letter of applications, resume, salary requirements and names, addresses & phone numbers of 3 prof. ref. to Stephen W. Keto., Assoc. Vice Chancellor of Finance and Information Systems, NCSU, P. O. Box 7206, Raleigh, NC 27695-7206 Application deadline is July 1, 1996 with a preferred starting date of October 1, 1996. MSU is an AA/EO institution.

Director, Information Systems & Technology, University of California, Berkeley, CA.

- **Responsibilities:** Management position. Manage approximately 80 FTE with approximately 10 direct reports and an annual budget of about \$17M. Complete merger of 2 large, complex organizations (Data Communication and Network Services and Telecommunications) into a new entity integrating current and new services. Manage this new unit, which is responsible for the physical/logical communication infrastructures needed in support of voice, data, video, and special purpose systems such as alarms and access systems. Provide fiscal management of a mixture of recharge, state, and other funding sources, ensuring responsible budget allocations and expenditures consistent with campus goals. Develop, propose, and implement policy and plans for current/future campus communications services. Responsible for routine and exceptional reporting in a timely manner. As assigned, serve as a representative of the campus administration in communications matters.
- **Qualifications:** Knowledge of existing and emerging communications hardware/software technologies. Demonstrated experience leading a complex communications organization with a large staff including many highly trained specialists. Ability to communicate openly and effectively with staff and many diverse constituencies. In-depth knowledge required in data networking, including local area networks, wide area networks, and the Internet; voice networking; video networking; wireless communications; management of large end-user service organizations; financial management in a public university environment; negotiation and

management of contracts with communications carriers and other entities; regulatory and policy issues. Experience in higher education desired.

- **Contact:** Salary - \$76,900 - 115,300 - Please direct questions and submit applications to the Berkeley Campus Employment Office, Room 7-G (Ground Floor), 2200 University Avenue, Berkeley, CA 94720-3540. - (510) 642-1011 general line (510) 643-9421 TTY for disabled - Closing date: 6/21/96

Manager of Telecommunications, Central Missouri State University, Warrensburg, MO.

- **Responsibilities:** Manages the operational, financial, and personnel activities of the telecommunications unit. Responsibilities include LANS/WANS to support interactive voice, data, and video exchanges throughout the intercampus network.
- **Qualifications:** A B.S. degree or equivalent and a minimum of three years experience in telecommunications and data processing. Relevant management experience necessary. Familiarity with Northern Telecom DMS-100 and its associated Customer Data Change software and equipment processing services orders is a plus.
- **Contact:** Salary commensurate with qualifications and experience. Formal review of applications will begin September 1 and the search will remain open until the position is filled. Send applications to: Mr. Corey Wedel, Human resources, Administration 190, Central Missouri State University, Warrensburg, MO. 64093. Women and minorities are encouraged to apply. AA/EEO.

Hardware Technician 2, University of Cincinnati, Cincinnati, OH.

- **Responsibilities:** The Center for Information Technology Services is seeking a qualified professional for the Engineering Support Services area. Job responsibilities are troubleshooting, repair, installation, and upgrades to personal computers of all makes and models. Duties include but are not limited to the troubleshooting and repair of Memorex/Telex 3270 and VAX terminals and Hewlett Packard LaserJet II series printers..
- **Qualifications:** An Associates' Degree in Electronic Engineering or Electronic Technology, or an equivalent combination of education and experience. At least one year experience in troubleshooting, installation, upgrading and repairing of all makes and models of personal computer, printers, and terminals is necessary. The salary range for this position is \$23,275 to \$34,923.
- **Contact:** Please send cover letter and resume by June 3, 1996 to Professional Recruitment, University of Cincinnati, Mail Location 0566, Cincinnati, OH 45267-0566.

Broadband Networks Engineer IV, Michigan State University, East Lansing, MI

- **Responsibilities:** Include engineering and operation of data and CATV networks running on baseband, broadband RF, and fiber optic media. Coordinates data, video, and CATV activities with other campus technical managers.
- **Qualifications:** BSEE and 5+ years experience in planning design, installation, testing, training, and operation of state-of-the-art networks, and PE registration requires. Technical knowledge of digital, analog, RF, and fiber optic systems, communication protocols and systems (TCP/IP, Ethernet, FDDI, ATM) is desired.
- **Contact:** Call 517/432-1662 to request an application by 6/30/96. Refer to posting S60183. MSU is an affirmative action/equal opportunity institution.

Technical Director, Abilene Christian University, Abilene, TX.

- **Responsibilities:** Principal responsibility for developing architecture for services campus-wide, plus technical oversight of its implementation; technical supervision, training of support staff; planning, delivery of network services; planning for upgrades, purchases of new equipment, work with faculty to support innovative use of computing/communication in learning.
- **Qualifications:** BA/BS. Min. 5 years exp. in administration of networked Unix systems, 3 yrs. exp. in an Internet environment. Thorough understanding of Internet services, security a must. Substantial exp. or MS in CS or related field required. Prior exp. in academics highly desirable.

- **Contact:** Jim Trietsch, Dir., Info. Tech., Abilene Christian Univ., ACU Station, Box 8460, Abilene, TX 79699-8460

Business Manager, New Mexico State University, Las Cruces, NM.

- **Responsibilities:** Manage Telecommunications department accounting, financial planning, internal telemanagement system, and student services operations; develop new products, services, marketing strategies.
- **Qualifications:** BS, Business Admin., MIS or related with emphasis in finance and accounting and/or telecommunications. Four years related exp.; proficiency in spreadsheet, word processing, & database programs; prefer previous university & supervisory exp.
- **Salary:** Depending on qualifications
- **To apply:** Send application letter, resume & 3 refs to Paula Loendorf, c/o Isela Herrera, New Mexico State Univ., Dept. 3AA, Box 30001, Las Cruces, NM 88003 Review of applications will begin May 31; position will remain open till filled.

Telecommunications Facilities Engineer, New Mexico State University, Las Cruces, NM.

- **Responsibilities:** Provide technical innovation and support, planning, system design, and project management for telecom network to include inside and outside cable plant, PBX enhancements, custom applications such as videoconferencing and multimedia, and integration of new technology.
- **Qualifications:** BA/BS in engineering, computer sci., telecom, or related field. Min. 8 yrs. extensive experience in PBX and network systems required.
- **Salary:** Depending on qualifications
- **To apply:** Review of applications will begin May 31; position will remain open till filled. Send application letter, resume & 3 refs to Paula Loendorf, c/o Isela Herrera, New Mexico State Univ., Dept. 3AA, Box 30001, Las Cruces, NM 88003

Network Manager, GMI Engineering & Mgmt. Institute, Flint MI.

- **Responsibilities:** GMI Eng. and Mgmt. Inst., Flint, seeks qualified candidate to participate in estab. of growth plan for expansion/upgrade of overall computer network, be responsible for documenting network design and operation. Responsible for smooth, efficient network operation by monitoring and fine tuning TCP/IP and IPX network traffic, analyze failures & disruptions in operation and performance. Manage day-to-day operation of network using SNMP tools, recommend configuration for best performance.
- **Requirements:** BS, related field; min. 2 yrs network mgmt. exp.; proficiency with configuration/maintenance of variety of network eqpt.; exp. with SNMP network mgmt. tools, config/maintaining routers and bridges, familiarity of Ethernet switches, firewalls, modem pools and communication servers, and networking protocols, specifically TCP/IP and IPX/SPX plus detailed understanding of routing protocols; demonstrated ability to troubleshoot at network level in Unix, Novell environment; work independently as well as working effectively with others; effective verbal/ written communication skills.
- **To apply:** Send 2 copies of: letter of application, resumes, names/addresses/phone numbers of 3 prof. refs to: Human Resources, GMI Engineering & Management Institute, 1700 W. Third Avenue, Flint, MI 48504-4898. EOE. Women /minorities encouraged to apply. GMI is a smoke free facility.

Assoc. Director, Telecommunications, Portland State University, Portland, OR.

- **Responsibilities:** Manage dept. responsible for voice network including on-campus PBX and wiring plant. Perform strategic/tactical planning, financial, technical and usage forecasting; engineering and all operations and maintenance req. for telephone system, premises plant distribution system (incl. data connections), long distance, automated telecom mgmt., counselor training, and other related systems. (More details can be found at <http://www-adm.pdx.edu/oit/jobs>)

- **Qualifications:** BA/BS; 5-7 yrs progressive mgmt. exp. in telecom; demonstrate strong orientation to customer service; sound financial mgmt. exp., knowledge of strategic planning; exc. oral/written comm. skills; ability to manage diverse group of people providing support to the University.
- **Contact:** Cover letter, resume and names and addresses of 3 refs to Chair, Telecom Search Committee, Box 751-COMP, Portland, OR 97207. Review begins 5/1/96

Network Support Specialist 3, University of Cincinnati, Cincinnati, OH.

- **Responsibilities:** The Center for Information Technology Services has an opening for a Network Support Specialist 3 in the Network Operations area. This position will be responsible for planning, maintenance, installation, and troubleshooting support of complex network based systems. Additional responsibilities include but are not limited to collection and summary report creation of network traffic statistics for use in capacity planning, determining network availability, potential problem areas, and for resource allocation. Research of network management/network statistic software as well as new network equipment and technologies is an ongoing responsibility of this position.
- **Qualifications:** A Bachelor's degree in a computer related field or an equivalent combination of education and experience. A minimum of three (3) years experience in a network environment using multiple hardware platforms, including familiarity with wide-area-networks and at least one (1) year of supervisory experience. This position may require "on call" and some late night/weekend scheduled work.
- **Contact:** Resumes accepted until position is filled, review of resumes to begin May 15, 1996. Send resume and salary requirements to Professional Recruitment, University of Cincinnati, Mail Location 0566, Cincinnati, OH 45267-0566.

Director of Tele/Video Communications, Duke University, Durham NC.

- **Responsibilities:** The Director of Tele/Video Communications will be responsible for creating a vision and focus for voice and video communications at Duke University and will provide leadership in the effective use of these technologies and their integration into the University community.
The Director reports to the Associate Chief Information Officer for Operations in the Office of Information Technology (OIT) and has direct responsibility for 85 employees who provide telecommunications, Cable-TV, and related information technology services at Duke. The University owns and operates a #5ESS telephone switch with 18,800 lines in service and a Cable TV system with 2,700 customers.
- **Qualifications:** The successful candidate will be service-oriented, display vision and expertise in voice and video communications, have proven management ability and leadership experience at the institutional level, and will understand effective communication within the higher education environment. A four-year degree in a related field is expected (Master's or Doctoral-level preferred).
- **Contact:** Review of applications will begin immediately and will continue until the position is filled. Interested individuals should send a cover letter, resume, and the names and addresses of three references to: Tele/Video Communications Director Advisory Committee, P.O. Box 90138, Duke University, Durham, NC 27708. Duke University is an Equal Opportunity/Affirmative Action Employer. We encourage applications from women and members of minority groups.

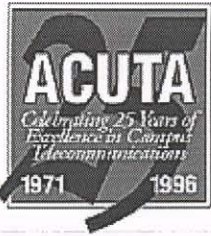
Director of Network Services, Pima County Community College, Tucson, AZ.

- **Responsibilities:** Leadership, direction and management of college networks, including voice, video and data; implementing new network backbone across 5 campuses and central office; providing strategic direction and tactical implementation of appropriate networking for management and educational applications.
- **Qualifications:** Experience in voice, video and data networks and the integration of the 3 technologies; experience in the management of major project implementation; at least 2 years of management responsibility; equivalent of Bachelor's degree in computer science, management

information systems or a related field.

- **Contact:** For more information and application, contact Barbara Encinas, Human Resources, voice: 520-748-4624, e-mail: bencinas@pimacc.pima.edu Closing Date: May 17, 1996

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Milestones

A special feature celebrating our Silver Anniversary

January, 1996

Association Is Built on A Firm Foundation

The Association of College and University Telecommunications Administrators-ACUTA- was formally founded in July, 1972 following two years of informal discussion and planning. As Dorothy Heinecke wrote years later, "The whole idea of an association for university and college personnel came into being in a room on the third floor of the Kellogg Center at Michigan State University the night of October 4, 1971. October 4 happened to be the middle night of the three-day Second Annual Telecommunications Planning Workshop to be held there."

The Planning Committee (Luther R. Robb, Pennsylvania State University; Gerald L. Johnson, University of Chicago; Robert W. Devenish, University of Wisconsin; Dorothy Heinecke, Illinois State University; Larry Alchin, Michigan State University; and William Turner, University of Michigan) had participated in the first two telecommunications planning workshops held at Michigan State University in 1970 and 1971. At these workshops informal discussions indicated a need for a national association to provide the same types of learning experiences across the country, and the Association was conceived.



A number of goals were developed, including: to define the position of Telecommunications Manager in institutions of higher education and to develop professional standards; to improve the competence of telecom managers through regional workshops and seminars and an annual conference; to provide a clearinghouse for studies, research, and exchange of information; and to provide a resource organization from which members could seek assistance in solving telecommunications problems.

On December 7, 1971, a letter was mailed to telecom managers on 200 campuses posing three questions:

- Who is controlling telecommunications at your college or university-you or the telephone company?
- What special services are other colleges and universities receiving from the telephone company? Are you possibly not getting equal treatment?
- What are other schools doing about security of telecommunications facilities and equipment, toll fraud, campus telephone directories, operator information listings, and operator staffing?

Charter membership was offered at a cost of \$10 per year. As a result of this mailing, the first ACUTA Annual Conference-an organizational meeting as well as an educational gathering-was held in Chicago, July 17-20, 1972, with sixty-two people in attendance.

(Photo top right) Charles L. Brown, President of Illinois Bell, delivered the keynote address at the first annual ACUTA conference in Chicago in July, 1972. Seated at the head table were Luther Robb, Gerald Johnson, Dorothy Heinecke, Robert Devenish, and William Turner.

ACUTA Trivia

ACUTA Trivia

Blue was chosen for ACUTA's first logo because all of the early printing was done on the campus of Pennsylvania State University, and their colors were blue and white.

1971-72

- ACUTA was conceived and established to be the voice of telecommunications in higher education.
- An invitation was sent to 200 schools to become charter members

1972-73

- Luther Robb, President (**Photo on right**). *"On many campuses twenty-five years ago, telecommunications was regarded as a kind of collateral assignment. Technology has brought tremendous opportunities for individuals, but ACUTA has provided a framework for the development of the position as a profession and created respect among high level administrators for the role that the Telecommunications Administrator plays in higher education today."* Luther Robb is now retired and living in Santa Fe, New Mexico where he is captain of the volunteer emergency rescue squad.
- Keynote speaker at ACUTA's first Annual Conference was Charles L. Brown, President, Illinois Bell.
- Bruce Howatt, Publisher, *Communications News*, told attendees, "If it is to be, it is up to me."



1973-74

- Gerald Johnson, President
- Impact of Interconnect creates significant interest in ACUTA and increase in membership

1974-75

- Robert Devenish, President
- ACUTA attracts interest from vendors and service providers

1975-76

- Dorothy Heinecke, President (**Photo on right**). *"That first year was devoted to getting the membership built up, helping members on a person-to-person basis with problems, and cajoling our institutions into providing additional help on printing, art work, postage, long distance calls, secretarial help, etc. The Board of Directors did such a good selling job that the institutions supported the work for a number of years."* Dorothy Heinecke, one of the founders, first Secretary, and fourth President of ACUTA, passed away in the spring of 1993, after years of dedicated service to the Association.
- A highlight of the Annual Conference was the "Great Debate" with the telecommunications administrator on trial.
- Associate and Industry Memberships were established.
- Annual Conference held in Toronto, first time ACUTA met outside the United States.



Diversity Characterizes Membership

Mal Reader

Compass Consulting

Charter Member & Past President

Chair, 25th Anniversary Committee

The college and university telecommunications administrator has never fit one specific mold in terms of education, background and experience, and there were certainly great disparities in this regard among ACUTA's earliest members.

Some had evolved from running the campus switchboard operations, some from managing campus mail services. Many had collateral duties, managing telephone service operations and handling auxiliary services, purchasing, or accounting duties, too. Some were ex-telco employees; and there was also, from some small school in the northeast, an assistant math professor who looked after telephony matters.

In those early years, managing telephony involved acting as liaison between "the phone company" and the campus community. The telco monopoly provided the equipment, labor, and maintenance services in return for monthly rental and installation fees. It was a world of black, rotary-dial telephones; buttons, buzzers, intercoms, and signal lights. Voice communication over copper cable pairs stretched throughout the confines of the campus, and beyond.

It was a world in which one of the primary roles of the telecom administrator was to interpret client needs and translate them into the jargon used by the phone company. The measures of success were how well you could work with the phone company to keep your campus clients happy, and how vigilant you were in the reconciliation of bills which monstrous computers generated each month. Strategic planning focused on extrapolation in response to growth, cost control in response to tariff increases.

The leading edge of data transmission at that time was painfully slow by today's standards, and data was administered, installed, and maintained by special groups of beings who talked in bits, bytes, and hexadecimal. Video communication was full motion and went nowhere near the telephone switch. Voice mail and other problem-solving/revenue-producing tools that we take for granted today did not exist.

Some colleges and universities, and some telcos, were more progressive than others, and as early ACUTA members became exposed to the world outside their own campus, the first steps were taken toward removing the considerable inconsistencies that existed from one school to another.

Soon it became reasonable to expect the local service provider to offer the same solutions as one in another part of the U.S.-or even in Canada, and ACUTA events became the place where the special needs and concerns of the higher education telecommunications marketplace were identified and discussed. The industry came to listen, to participate, and to see what we were up to! They still do...

"The history of ACUTA is a success story because, despite the logistical changes which became necessary as the Association grew, many people have worked hard over the years to preserve the basic ideals of ACUTA and to keep it vibrant, relevant, and responsive to the changing needs of its members. We salute the pioneers, the visionaries, the workers, and the believers."

-Mal Reader
Chair, 25th Anniversary Committee

Planners Commit to Providing Professional Programs

While ACUTA today offers three seminars and one conference annually, ACUTA founders focused on one meeting, although four regional workshops did take place from Fall, 1972 to Fall, 1974. In the letter which invited schools to become charter members, they defined as its purpose: "To study, discuss, share and resolve the telecommunications issues and problems facing the administrator in higher education."



ACUTA's founders pledged to "provide a professional program, standards and training to assist the college and university telecommunications manager in finding the knowledge and assistance needed to competently and fairly do the job" while believing that "one of the most important results of the ACUTA programs will be the sharing of knowledge, experience and wisdom, among the members."

Comsat's Dan Karaski calls Earth stations in remote countries via satellite at the second Annual Conference held in Rochester, NY in 1973. (Photo on left courtesy of Communications News.)

Expert instruction in the conference and seminar classroom, plus exposure to the latest products and services on a national/international scale on the exhibit floor were absolutely essential. As first President Luther Robb recalls, "From the outset, ACUTA would decide on a multi-track process as the most effective and least intimidating way of addressing the inconsistency in the knowledge level of its members. It would make events meaningful and affordable. Events would be hosted by a local school, and there was no expectation of making more than a modest profit at each one. There would be presentations on the next year's proposed conference sites, and those in attendance at the presentations would select the sites. It would be a member-driven association, and annual conferences would include spouse/family activities."

During the first five years, ACUTA conferences addressed such as: Campus Security, Interconnection and Data Communications; Obtaining and Using the Resources of the Operating Companies; Educational Video; Satellite Communications; Coaxial Cable; WATS, FX and FTS Decision Making; and Telecommunications Security.

ACUTA Has 20-21 Vision:

Time Capsule to Be Opened at Golden Anniversary Celebration

The 25th Anniversary Committee has announced plans for a time capsule to be filled by ACUTA members and sealed at this year's Annual Conference in Chicago.

The concept is that the capsule should contain items that represent either campus telecommunications in 1996 or the Association in some way, so that when the capsule is opened at the Golden Anniversary in 2021, members will have a better understanding of who we are, where we came from, and what we were dealing with at the end of the 20th century.

Suggestions have already been received for appropriate items, including: historical information, Membership Directory, event brochures, photographs, and descriptive items such as "A day in the life of the telecom administrator." Members are urged to think creatively about items they would like to donate for the capsule, for example: a summary of a significant campus project, memorabilia, everyday tools or even small equipment.

Size, of course, must be a consideration. While the actual container has not yet been selected, it will be representative of campus telecommunications in some way. To suggest or donate items for the time capsule, contact Pat Scott at the ACUTA office (606) 278-3338. Look for updates on this exciting project in the *ACUTA News* in the months to come.

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Milestones

A special feature celebrating our Silver Anniversary

March, 1996

Building on the Vision

Mal Reader, Compass Consulting
ACUTA President, 1978-80

From 1976-1981 ACUTA built on the strength of its first five years and on the vision of its founders, attracting new members in the process. The character of the Association emerged as members faced new technological and regulatory challenges. With success came the realization that telecommunications professionals would deal more effectively with the future if they could help shape it.

Providing a framework for professional growth—in a period when telephony was perceived as having no magic at all—was a bold undertaking. It was one thing to know that telecommunications could enhance and expand academic and administrative goals; it was quite another to sell the notion, particularly at a time when new ways of doing business were not actively being sought.

(PICTURE ON RIGHT) - Being a member of the ACUTA Board of Directors is a time-consuming but rewarding experience. This Board included Jackie Larson, Jack Brown, Elwyn Hull, Mal Reader, Connie Gentry, John Wright, Doug Brummell, and Jim Dronsfield.



As a young organization, ACUTA relied solely on the efforts of volunteers and the support of their institutions to accomplish its mission. Some were long-serving, going through extensive periods of Board and committee service. Others contributed in their own special ways for shorter periods of time but long enough to have a positive influence on a maturing organization.

In 1972 ACUTA boasted 62 charter members. By 1981 that number had more than doubled as the word spread that in an environment of rapid change, ACUTA provided a unique opportunity to learn and grow. Through association with their peers, members acquired the confidence to sell their ideas to their institutions and to gain new respect from their local suppliers and service providers. Along the way, they gave something back to the Association through active participation; others gained from the perpetually replenished source of information and expertise, and the cycle was established that continues today.

At the end of the first decade, ACUTA could reflect proudly on its accomplishments and look forward with confidence to the next ten years.

"Visions of the Future" Contest Announced

In 1945 Vannevar Bush, a former Massachusetts Institute of Technology president and Director of the Wartime Office of Scientific Research and Development, urged scientists to consider how to make the vast store of human knowledge accessible and useful. The "info-structure" Bush described—including a proposal for what is now known as hypertext—has been realized in what we call the Internet.

In "The Computers of Tomorrow" (*Atlantic Monthly*, May, 1964), Martin Greenberger, a computer scientist at MIT's School of Industrial Management, suggested the possibility of an "information utility," predicting electronic banking and computer-managed financial markets. Greenberger envisioned online services offering home shopping, library research, publishing capabilities, and even computerized "communities."

Now it's your turn to predict what the future holds. ACUTA's 25th Anniversary Committee has announced a contest inviting members to submit their description of campus telecommunications in the year 2021. We all know advances in technology have virtually restructured campus telecommunications over the past 25 years. What changes will the next quarter century bring? What will be obsolete? What can we only imagine today that will be commonplace tomorrow?

Put your ideas in writing (about 500-1000 words) and mail, fax, or e-mail (pscott@acuta.org) them to Pat Scott at the ACUTA office. Winners will be chosen by the 25th Anniversary Committee based on originality, clarity, and vision. Dead-line for entries is May 15. Winners will be announced at the Annual Conference and published in the ACUTA

newsletter.

It's the People That Have Always Made the Difference"

It is wonderful to have this opportunity to send this message to all of my friends in ACUTA. It is hard to believe that 24 years have rolled by since I hosted the 2nd Annual Conference in 1973 here in Rochester, NY.

What an exciting time that was, and what a relief it was to learn that Rochester University was behind me all the way in doing so, despite the fact that ACUTA—with only sixty or so members and one annual conference under its belt—was hardly a high profile organization. Also that telecommunications itself was rather low key on campus at the time, until, of course, something went wrong with the telephone system or rate increases threatened university budgets.

I remember one incident from the Snowbird Conference in 1978 when I was President of the Association. We decided to establish a relaxed atmosphere by opening up the conference with a pie-in-the-face-for-the-President (me). Reflecting on the incident at the conference de-briefing, it was decided that we should not continue with this undignified tradition! The pie did taste good, though.

(PICTURE ON RIGHT) - Doug Brummell and Mal Reader in St. Louis in 1977

Also at the Snowbird Conference, Mal Reader and his guitar provided the Monday night after-dinner entertainment and, as was customary at the time, Mal, Connie Gentry, and Tom Miller (three Past Presidents) kept the hospitality suite hopping with their music and singing.

(PICTURE ON RIGHT) - Doug Brummell, Don Latuk and Elwyn Hull share a laugh at Doug's expense. The presidential pie-in-the-face tradition failed to catch on.

My fondest memories of ACUTA are the people that Nancy and I had the pleasure

to meet and enjoy over the years. We have had some tireless workers, and people who helped me survive my terms as Region Director, Secretary, Vice President, President, and more, all in the 1972-78 era. People like Lu Robb, Bob Devenish, Mal, Elwyn Hull, as well as those who have since passed away (Dorothy Heinecke, Jack Brown, and Jim McGrady, to name a few). And, of course, Ruth Michalecki who took on the job of ACUTA Newsletter Editor and Publisher for many years (using the Nebraska colors of red and white, of course).

Congratulations to ACUTA on reaching this 25 year milestone. I consider it an honor to have been actively involved for 15 of those years, and I can assure you that the memories of the times, the events, and most especially ACUTA people will always be with me.

Divestiture Looms on the Horizon

Ferrell Mallory, Brigham Young University
Chair, Legislative & Regulatory Affairs Committee

For more than one hundred years, the American Bell Telephone Company ("One system, one policy, universal service") was unchallenged as the phone company: vertically-integrated supply, a network of licenses owned substantially by Bell, heavy emphasis on research and development, and strong supervision of the entire system by the parent corporation. Becoming AT&T in 1897, they applied standardization, deciding financial policies, services, and practices for every operating company in the entire Bell System.

In 1934 the Communications Act created the FCC, and the government began investigating Bell System corporate affairs. Challenges, lawsuits, and judgments followed. A lengthy Justice Department investigation begun in 1974 determined that Bell's interference with competition was causing technological stagnation.

Events over the next five years ushered in a new era:

- 1974 Justice Dept. filed an anti-trust suit against AT&T. DOJ requested divestiture of Western Electric and separation of some or all of AT&T Long Lines from some or all Bell Operating Companies.



- 1978 U.S. Court of Appeals, Judge Skelly Wright ruled that the FCC had established no grounds for barring MCI from offering its Execunet service in competition with MTS and WATS. Thus MCI's switched long distance service was legal and could proceed.
- 1978 FCC rejected the telephone industry's proposed "Primary Instrument" concept in which the telephone companies would be required to provide at least one telephone to single-line customers.
- 1980 Jury awarded MCI \$1.8 billion in damages in anti-trust suit.
- 1981 AT&T removed a tariff provision that prohibited resale and sharing of MTS/WATS service, leading to an explosion in long distance resale carrier business. After many delays and 18 months of hearings, the trial which led to the Modification of Final Judgment—divestiture—finally began.

In 1976 campus telecommunications administrators were barely aware of the possibility of divestiture. Even in 1981 we did not know how far-reaching would be the effect. But we recognized that change was on the horizon, and ACUTA was positioned to respond to challenges that were sure to come.

Vendors Contribute through the Years

At the beginning, a cautious attitude prevailed regarding inclusion of representatives of the telecom-in-higher-education industry as members of the Association, although they were well represented at the first Annual Conference. The institutional membership was split on the question of whether to include the providers of telecommunications products and services as full-fledged members. The issue was addressed in 1974 and again in 1979 when a special task force re-established that the kind and quality of information the members of the telecom industry could bring to the Association was an essential component of the learning process.

Vendors as exhibitors was another issue which elicited mixed reaction at first, but which finally resulted in the vibrant and well attended exhibit hall component that we see at ACUTA events today.

Time Capsule Needs Your Input

Although we live with change in our lives every day, pausing to reflect on the past can have practical as well as sentimental value. Distancing ourselves from a problem often gives us a new perspective, and frequently illuminates a path to a better solution. Perhaps, when our counterparts in campus telecommunications twenty-five years from now open the time capsule we will seal in Chicago this July, they will find something that will help them understand why they are where they are at that time. Will it be *your* contribution that sparks an idea or provides some insight?

The 25th Anniversary Committee encourages you to consider what you would like to contribute to our time capsule and send your ideas, or the actual items, to the ACUTA office as soon as possible. Are you replacing some (small) outdated equipment? Do you have photographs or documentation of a work in progress?

We'll include items that depict the year for the Association: Membership Directory, brochures, and so on. But we'd like the contents to reflect what was actually happening on campus as well, and for that, we need your help!

Whatever your idea, we want to hear it. Nothing is too insignificant; no contribution too small. Call any committee member (listed on the back page of this piece) or the ACUTA office if you have any questions. It's a way to touch the future—where will *you* be in 2021?

Silver Anniversary Souvenirs



Let your mouse scurry along on a genuine ACUTA anniversary mouse pad, or get into the spirit of celebration with a T-shirt, sweatshirt, or cap that proclaims ACUTA's 25th Anniversary. Perfect for casual day at the office, travel to and from ACUTA events, or any occasion when you want others to know there's a whole association dedicated to campus telecommunications—and you're a part of it!

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[Click here to print the order form](#)

Questions? Call [Eleanor Smith](#) ACUTA (606) 278-3338.

Mouse Pad

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Cap

White cap made of cotton twill with a matching braid adjusts to fit any size **\$11.00**

A dark rectangular button with the text "Return to the previous page" in a light-colored font. There are small square icons on the left side of the button.[Return to the previous page](#)



Milestones

A special feature celebrating our Silver Anniversary
May, 1996

The Pivotal Years: 1982-87

Mal Reader, Compass Consulting International Inc.
ACUTA President, 1978-80

Ten years had elapsed since the first gathering in Chicago. Divestiture had been agreed to in principle between the government and AT&T, and now one of the most significant events in regulatory history was about to influence almost every aspect of the way that telecommunications administrators and the providers of telecommunications products and services conducted business.

It was 1982, and the ACUTA membership was wondering what lay ahead. They were already experiencing the effects of Interconnect: the freedom to buy your own telephone switch and operate your own telephone company on campus. This was being hailed as the way to go by the vendors and distributors of PBX equipment, and their sales talk clearly defined the future of data transmission as being "through the switch." The debates raged: blocking vs non-blocking, analog vs electronic/digital sets, time division multiplexing vs frequency division multiplexing, monolithic vs distributed switch architectures, and the debate which has never gone away...Centrex vs PBX.

Telecomm professionals in higher education braced for an incredible learning curve—and turned to ACUTA for help. The next five years would set the pattern for dealing with the effects of technological evolution and unending change in the telecomm environment. These were crucial years for ACUTA: a period which could make or break the Association. I think of them as the pivotal years. Fortunately, our Presidents were equal to the challenges of the times.



Connie Gentry, Emory University, President '81-'82: Famous for her newsletter column *Potpourri* in which she spoke outrageously yet affectionately about some of her associates who obviously had difficulty living up to her expectations. Also famous for her down-to-earth, sound Southern logic in leadership matters. (PHOTO ON LEFT - Connie and Mal share a laugh in 1984.)

Steve Harward, University of North Carolina, Chapel Hill, President '82-'83: Took over at the 11th Annual Conference in Maryland, hosted by Peter Wrike of Univ. of Maryland, College Park. Steve's methodical assessment of the Association's needs culminated in a proposal to the Board to hire professional staff in 1983, making it several years ahead of its time.

Mike Toner became the second member from University of Wisconsin, Madison to become President (the first was Robert Devenish in 1974), taking over at the Boulder, Colorado Conference in 1983, hosted by U of C's Joyce Dodson. One of Mike's contributions was the production of a comprehensive guidebook on *How to Host and Organize an ACUTA Event*, which he and Jim Shea of Boston University put to good use when they organized the 1984 Conference.

Ruth Michalecki, University of Nebraska, Lincoln, President '84-'85: Ruth's contribution is second to none in ACUTA. Originally known affectionately as the official "bag lady" for her work at securing sponsorships at our events, she spent many years as editor of *ACUTA News* and applied her inestimable talents and teaching ability to developing and presenting the popular *Introduction to Telecommunications* workshop for members who were new to the industry.

John Sleasman, Case Western Reserve University, President '85-'86: At the 1985 Conference in Banff "Queen Ruth" had to be deposed by "King Sleasman" at the Medieval banquet.... The Banff Conference, which the late Gordon Morrison and I from University of Calgary hosted, was different in many ways, and most members who were fortunate enough to be there to enjoy the majestic scenery and the Scottish-castle-like Banff Springs Hotel still talk about it today.



(PHOTO ON LEFT - Bill Morris, John Sleasman, Mal Reader, Jack Curry, and Kia Malott in 1986)

During his tenure, John Sleasman produced a document entitled *A Modest Proposal for ACUTA* which addressed all of the unfinished Board business accumulated over several years that still awaited action plans. The proposal had a prologue which read: "The time has come, the prexy said, to talk of many things; of strategy and past reports, of Regions and like things. Of what to do with Canadians, and what the future brings." It was a timely and

to do with Canadians, and what the future brings." It was a timely and constructive discussion document which resolved many outstanding issues.

Jack Curry, Thomas Jefferson University, Philadelphia, President '86-'87: Most famous for chairing the Association's shortest Annual General Meeting on record (less than 5 minutes), Jack did not believe in prolonging a meeting unnecessarily; so once the brief reports had been given and there was no response to "any other business," he closed the meeting. Not coincidentally, the fleet of "Tall Ships" moored at the quayside beside the hotel waited to set sail for New York to join in the Bicentennial celebrations! One of ACUTA's unsung heroes was unquestionably Jack's wife Lori, who was the official coordinator of spousal activities for many years.

I served as Program Chairman throughout this period and witnessed the fine leadership, volunteer participation, and commitment that took the Association from strength to strength. Through self-assessment initiatives, and consistently taking the pulse of its membership, the Association succeeded in finding the formula to remain relevant and responsive to its members. Our events were popular because we combined good educational programming with good social interaction and enjoyment. ACUTA events were regarded as unique, an excellent value for the conference and seminar dollar. Our attendance figures grew accordingly, and we learned to play successfully to bigger audiences on a bigger stage.

At the 1987 Annual Conference in Minneapolis the Exhibit Hall was re-introduced, and the sponsorship and exhibitor interest changed the scale of our events to the point where the need for a professional staff to handle logistical matters, and to put into action plans aimed at addressing the expressed needs of an increasingly demanding and sophisticated membership was inevitable. The pivotal years ended with ACUTA stronger than ever, and with future directions more clearly defined.

Member Profile Reflects Technology and Territory Issues

Margie Milone

Manager, Telephone Communications, Kent State University

In addition to the regulatory changes that were happening between 1982 and 1987, ACUTA members were faced with a rapidly evolving technological environment which brought a merging of traditionally distinct technologies.

1982: ACUTA President Steve Harward, comparing the benefits of the "new" digital PBXs as a common switch for voice, data, and even video traffic to "old" technology broadband LANs over coax, cautioned ACUTA members to claim responsibility for and educate themselves on data- and video-related services or risk losing the opportunities to others in the university environment.

1983: ACUTA members eagerly sought networking opportunities for sharing information and planning strategies. Questions arose about leasing or buying phones, dialing four extra digits for long distance calls, a "primary" carrier designation and/or access to a non-primary carrier, long distance "resellers," touch-tone and rotary issues, flat rate or local measured service, paying telco installers or hiring your own technicians, answer campus management concerns on trends and future needs.

ACUTA rose to the challenge with a comprehensive conference agenda that included baseband and broadband LANs, e-mail and voicemail, teleconferencing, trends in digital PBX and key systems, future of Centrex, developing role of women in telecomm, personal computers on a college campus, and resale of long distance services.

1984: Some top administrators were beginning to realize the importance of including telecommunications in the overall strategic planning process of the institution, and were eyeing telecomm as a potential source of *revenue*.

Some other main issues in 1984 included pre-subscription; twisted pair, coax and optical fiber wiring technologies; switching data communications in the PBX environment; equipment financing issues; and the demand for data speeds of up to 64K!

Sale of digital Central Office switches were projected to increase from 13,400 to 23,200 by 1991, driving vendor marketing to a frenzy. Digital PBXs were cutting edge at many campuses.

The shortage of skilled, experienced telecom professionals was apparent in both industry and education. Top earners were skilled technically with business backgrounds. They were the most sought after group to be responsible for designing, overseeing, implementing, and managing the telecom equipment and network. ACUTA members were pleased to finally get professional recognition for their skills.

1985: AT&T proposed to "unbundle" the long distance and local portions of private-line offerings to provide customers with new options. Thus the era of *bypass* was born and became the hottest topic and the latest telecom buzz word.

1986: 1986 saw several member institutions deploying IVR technology (so new it wasn't even called IVR yet!) on campus for such things as dial-in registration.

The growing interest in ACUTA was reflected by record attendance of 325 at the 15th Annual Conference. Student Services such as dialtone, voice mail, CATV, etc., became hot topics, followed closely by the integration of voice and data services which predictably led to turf wars and organizational restructuring in many campus environments.

which predictably led to turf wars and organizational restructuring in many campus environments.

We began to see more MIS people involved with ACUTA as the responsibilities for administering voice and data services began to merge in unison with the convergence of the technologies. These were indeed exciting times!

"Visions of the Future" Contest

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Changing the Face of Campus Communications

Maureen Trimm

Asst. Dir., Communication Services, Stanford University

The period of 1982 to 1987 was most clearly defined for college telecommunications administrators by the divestiture of AT&T. This milestone event provided a major opportunity for colleges to take control of their own telecommunications destiny.

In 1982, the telecom shop in most schools was composed of the campus operators, a group responsible for passing telephone orders to the local Bell Operating Company (BOC), and an accounting group responsible for recharging the BOC bill. In some places a separate data communications group handled point-to-point switched data services. Although the 1968 Carterphone decision allowed end users to access the public telephone network with their own equipment, not much was available or deployed in colleges other than a WATSBOX to switch long distance calls over dedicated circuits. Telephone sets were "rented" from the BOC. If a switch was on the campus, it was most commonly a CU Centrex, owned and maintained by the BOC. Conduit placement was frequently done by a utilities group, with any interbuilding cable run by BOC technicians, who also installed and repaired interbuilding wiring.

Special call processing applications could consist of a call sequencer. About the only user features on telephone sets were intercom buttons on key sets, and switchhook manipulation to transfer a call to an operator console. Telex and TWX were the common means of hard copy messaging. E-mail was just getting started, mostly proprietary on a single campus with terminals on the desks of managers. Operators in many schools still typed telephone numbers on paper strips to insert into large metal racks located between their desks for updated directory information. Satellite circuits for cross country long distance calls had an annoying half-second delay, but the cost of these circuits made it worthwhile to put up with the poor quality. Video on the campus often meant the AV group who rolled around carts with TV sets and video tape decks. Some schools were getting involved with video distance learning via microwave or satellite uplinks, and in distribution of CATV and broadband signals.

The theme at the beginning of this period was one of cost control by the telecom department. Price negotiation points were few, so costs were controlled by access to services. Another theme that emerged was *uncertainty*. While the AT&T divestiture was seen as a tremendous opportunity for local control by a college, only a crystal ball could foresee what this might mean in terms of resource allocation.

Many colleges beefed up their staffs, hired consultants, and began the process of writing RFIs and then RFPs to procure their own switches. The ongoing staff needed to maintain these new systems, the dollars needed to purchase annual or more frequent software updates, and the change from reactive to proactive interactions with the users meant new positioning for the telecom group and its budget. Other colleges were finally able to get favorable pricing to stay on Centrex, but with local control of facilities, telephone sets, and long distance carrier negotiations. The decision each college faced was based on a substantial cost and service analysis of what it could mean to become its own telephone company.

The Bell Operating Companies' restructuring put many of their employees on the job market. These former "bellheads" had a wealth of experience and frequently the only records about the real way wires were run on the campus, and often became new employees of the colleges where they previously were assigned.

The confusion about who owned what on each campus meant substantial time in telephone set inventories, major billing errors, movable policy decisions, and legal battles in front of the state public utilities commissions.

By 1987, the world of telecom had changed drastically. Miles of copper cable were being replaced or augmented by fiber

By 1987, the world of telecom had changed drastically. Miles of copper cable were being replaced or augmented by fiber optic backbones on campuses. Many schools had installed new telephone switches which brought end users control of their own feature sets for the first time. The new communications equipment meant that end users had to learn to help themselves: transferring calls to one another, learning a variety of feature codes with "star" and "pound", using authorization codes to make long distance calls, and coping with new call management tools such as voice mail.

The fallout from all these changes meant that the telecomm department became a more desirable entity. Consolidation with data departments followed the trendy glamour of "voice, data, video." The substantial cost savings which telecommunications administrators were able to develop and sustain for their schools made the telecomm department a target for cross subsidizing other college programs. Or the telecomm cost savings got reinvested in the many new productivity enhancing systems coming onto the marketplace, to make communications easier and more customized. Of course, there was also the opportunity for the final product of a major new switch installation being the "search for the guilty" who had the nerve to make the faculty suffer through a telephone system cutover!

Learning how to deal with this changing environment was made easier for many colleges by the network of colleagues they made through ACUTA. Generously shared advice from the early adopters of new telecom technology for their campuses made the path easier for all. And the knowledge that one wasn't alone in dealing with their problems was beneficial; something always appeared worse elsewhere!

Looking Back

During '82-'83 we began to consider the need for a "home office" and professional staff for ACUTA, an idea that, at first, met with reluctant acceptance.... I introduced a motion at one of our Board meetings to consider hiring an executive director, and failed even to get a second. Ironically, this Board meeting was held in Lexington, Ky.... We soon recognized the advantage of having a capable staff to manage ACUTA in the same professional manner we all attempt to manage our own organizations. I like to think that this success grew from those tough deliberations during my term as President.

Steve Harward
Univ. of North Carolina, Chapel Hill
ACUTA President 1982-1983

ACUTA Accounting: from Abacus to Apples

Mike Grunder, Dir. of Telecom, Yale Univ.
ACUTA President, 1989-90

1982 through 1987 were hugely significant years in telecom generally but also for ACUTA as a maturing Association. The technological revolution that had been brewing hit with a vengeance as a result of divestiture and deregulation. The power to develop a telecom strategy for our campuses was at last a reality. ACUTA thrived during this period also, attracting increasing numbers to events, building a solid financial history, and establishing itself as the nationally recognized "Voice of Telecommunications in Higher Education."

Having done just about every volunteer job that ACUTA had to offer, I served as Finance Chair from 1981 until being elected Treasurer in 1986. The Finance Chair was a second set of eyes that oversaw the expenditure of ACUTA funds. My job was to track the outlay of every nickel and dime we had. It was always a challenge to get the various Board members to submit their expenses for reimbursement in a timely manner. And truth be known, a lot of expenses never got reimbursed. Such was the dedication of the folks who ran ACUTA in those days.

Along with tracking expenditures, and with the help of other Board Members (but with hardly any computer support), I developed ACUTA's annual operating budgets and all the seminar and conference budgets, using handwritten spread sheets. It wasn't until 1986, in my first year as Treasurer, that we set up our financials for the first time on Macintosh computers. Back in the early '80s ACUTA's total expense budget, including seminars and the conference, ran about \$25,000. The memories of reimbursement forms and spreadsheets spread all over my office in preparation for the next Board meeting are still vivid.

The ACUTA Spring Seminar in 1987 was held at Yale. It was a two-and-a-half day case study on how we converted to our Central Campus system. (In 1982 we cut over our Medical Center telecom system (6,000 lines) and between 1982 and 1986 we planned, implemented and cutover (Halloween night, 1986) our 10,000 line PBX for the Central Academic Campus.) We were extremely pleased that 125 people from all over the country showed up to learn about what we'd done and to see Yale first hand. Yale Telecom has always been proud of our contribution to ACUTA's success, and grateful for ACUTA's contribution to our success as well!

Don't Forget:

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ACUTA

Association of College & University
Telecommunications Administrators

Resource Library

The ACUTA Resource Library includes a collection of documents donated by member schools, comprising Requests for Information/Proposal/Quotation, specifications, position descriptions, directory samples, policies and plans. These resources can serve as valuable boilerplates and cross-checks in developing your own documents. To request documents place a checkmark or dot (depending on your web browser) at the left side of the document. When you are finished scroll to the bottom of this page and give us information on where to send the documents.

To help us maintain reasonable expenses and staff allocation, we suggest that requests be limited to the lesser of 10 documents or 500 pages. These documents are available to ACUTA members by request and at no charge.

Documents are listed by ID number, Title, Source, Date, and # of Pages.

- ☐ ADL0001 - "Fradulent 800 Number Listing" - ACUTA - Current - 4 pages.
- ☐ ADL0002 - "Telecom Consultant Listing" - ACUTA - Current - 3 pages .
- ☐ ADL0003 - "Vendor Contact Listing" (Specify Product/Service below) - ACUTA - Current - 1 page.

- ☐ ADL0004 - "Index Listing of Library Resources (this listing)" - ACUTA - Current - 2 pages.
- ☐ ADL0005 - "School Contact Listing (Specify the School Contact below)" - ACUTA - Current - 1 page.

- ☐ ASD0001 - "Campus Directory Samples" - Franklin Pierce College - 6/1/93 - 14 pages.
- ☐ ASD0002 - "RFP: PBX Communications System" - Miami University of Ohio - 10/15/84 - 114 pages.
- ☐ ASD0003 - "RFP: Cabling of Civitan Building" - Univ. of Alabama at Birmingham - 2/1/92 - 88 pages.
- ☐ ASD0004 - "RFP: Fiber Optic Cable Network" - Univ. of Alabama at Birmingham - 6/1/92 - 122 pages.
- ☐ ASD0005 - "RFP: Integrated Voice Processing System" - SUNY Health Sci. Ctr. at Syracuse - 8/1/94 - 8 pages .
- ☐ ASD0006 - "RFP: Computer Equipment & Connectivity Project" - Univ. of North Alabama - 8/1/93 - 35 pages.
- ☐ ASD0007 - "RFP: Long Distance Services" - Carnegie Mellon University - 1/1/94 - 54 pages.
- ☐ ASD0008 - "Cellular Telephone Service at UAB" - Univ. of Alabama at Birmingham - 12/1/90 - 4 pages.
- ☐ ASD0009 - "RFP: Long Distance Services" - Univ. of Alabama at Birmingham - 10/1/91 - 23 pages.
- ☐ ASD0010 - "Position Description: Telecom Director" - University of North Alabama - 11/1/92 - 10 pages .
- ☐ ASD0011 - "Position Description: Console Operator" - University of North Alabama - 4/1/92 - 2 pages.
- ☐ ASD0012 - "Position Description: Telecom Coordinator" - Memphis State University - 2/1/93 - 3 pages.
- ☐ ASD0013 - "Internal Disaster Plan - Communications" - Univ. of Alabama at Birmingham - 8/1/92 - 5 pages.
- ☐ ASD0014 - "RFP: 0+ Long Distance Services" - Univ. of North Alabama - 2/1/91 - 15 pages.
- ☐ ASD0015 - "Student Dialing Instructions" - Franklin & Marshall College - 8/1/92 - 2 pages .
- ☐ ASD0016 - "Student Dialing Instructions" - Ohio Wesleyan University - 8/1/92 - 8 pages .
- ☐ ASD0017 - "RFP: 0+ Long Distance Services" - University of Missouri - 2/1/94 - 24 pages.
- ☐ ASD0018 - "RFP for Key Telephone System" - University of Missouri-Columbia - 1/1/94 - 28 pages.
- ☐ ASD0019 - "Study: Student Revenue & VMX" - Univ. of North Alabama - 2/1/91 - 114 pages.
- ☐ ASD0020 - "RFP: Videoconferencing System" - College of the Desert - 10/1/93 - 68 pages.
- ☐ ASD0021 - "RFP: Telemanagement System" - Indiana University - 10/1/93 - 43 pages .

- ☐ ASD0022 - "RFP: Facilities Management System" - University of Michigan - 7/1/93 - 27 pages .
- ☐ ASD0023 - "RFP: Facilities Management System" - Univ. of Alabama at Birmingham - 5/1/92 - 50 pages.
- ☐ ASD0024 - "RFP: Telemanagement System" - University of Missouri-Columbia - 7/1/94 - 33 pages.
- ☐ ASD0025 - "Voice Processing System RFI" - University of Missouri-Columbia - 12/1/92 - 54 pages.
- ☐ ASD0026 - "Managing of Construction Expansion" - Univ. of South Florida - 10/1/92 - 19 pages.
- ☐ ASD0027 - "Comm. Specs. for new Bldgs., Additions & Renovations" - CA. St. Univ. - Northridge - 10/1/92 - 37 pages .

- ☐ ASD0028 - "RFP: Voice Processing Systems" - Carnegie Mellon University - 10/1/92 - 56 pages .
- ☐ ASD0029 - "RFP: IVR System" - University of Missouri-Columbia - 9/1/93 - 26 pages.
- ☐ ASD0030 - "Cabling Bid for Campuses" - Oakton Community College - 3/1/94 - 77 pages.
- ☐ ASD0031 - "RFP: Telecom Maintenance Services" - SUNY Health Sci. Ctr./Syracuse - 3/1/94 - 43 pages.
- ☐ ASD0032 - "Campus Directory Samples" - Ohio Wesleyan - 6/1/92 - 30 pages.
- ☐ ASD0033 - "Campus Directory Samples" - Dalhousie University - 6/1/91 - 22 pages .
- ☐ ASD0034 - "Campus Directory Samples" - Manhattan College - 6/1/92 - 12 pages .
- ☐ ASD0035 - "Campus Directory Samples" - Central Missouri State Univ. - 6/1/92 - 21 pages.
- ☐ ASD0036 - "Campus Directory Samples" - Univ. of Alabama at Birmingham - 6/1/91 - 26 pages.
- ☐ ASD0037 - "Campus Directory Samples" - Univ. of Pennsylvania - 6/1/92 - 53 pages.
- ☐ ASD0038 - "Coin Telephone Bid" - Univ. of North Alabama - 3/1/94 - 20 pages.
- ☐ ASD0039 - "Application for Univ. Telephone Connect/Disconnect" - Univ. of Alabama at Birmingham - 6/1/92 - 2 pages.
- ☐ ASD0040 - "On-Call Procedures Book" - Yale University - 10/1/91 - 71 pages .
- ☐ ASD0041 - "Guide to Computing and Communications Services" - University of Guelph - 9/1/93 - 36 pages.
- ☐ ASD0042 - "Business Procedure, Div. of Communications" - University of Kentucky - 4/1/89 - 150 pages.
- ☐ ASD0043 - "Univ. E-Mail Monitoring Policy" - Brigham Young University - 9/1/94 - 18 pages.
- ☐ ASD0044 - "Video Conferencing RFP" - Idaho State University - 3/1/95 - 16 pages.
- ☐ ASD0045 - "Ethics & Etiquette for E-Mail" - University of Calgary - 9/23/93 - 21 pages .
- ☐ ASD0046 - "Campus Infrastructure Map - Fiber Backbone" - Univ. of Alabama at Birmingham - 2/20/91 - 2 pages .
- ☐ ASD0047 - "University Organizational Charts" - Univ. of Alabama at Birmingham - 3/1/92 - 2 pages.
- ☐ ASD0048 - "InfoFair Qualifications for Telecom Vendor Reps." - Brigham Young University - 2/22/95 - 2 pages.
- ☐ ASD0049 - "Telecom Guidelines for Structured Bldg. Wiring Systems" - State of Wisconsin - 9/12/94 - 129 pages.
- ☐ ASD0050 - "Statewide Information Technology Plan" - State of Wisconsin - 9/19/94 - 74 pages.
- ☐ ASD0051 - "RFP doe Voice & Data Network" - Potsdam College - 9/15/89 - 60 pages .
- ☐ ASD0052 - "Request for IRS Tax Ruling on Federal Excise Tax" - Cornell University - 2/13/87 - 4 pages .
- ☐ ASD0053 - "Communications Standards" - University of Kentucky - 2/1/93 - 48 pages.
- ☐ ASD0054 - "Disaster Recovery Plan" - University of Miami - 3/1/93 - 188 pages.
- ☐ ASD0055 - "Facilities Management RFP for Network Systems" - Univ. of Michigan - 7/1/93 - 20 pages.

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Let's Celebrate!



Having proclaimed 1996 a year of celebration, the Anniversary Committee invites you to get involved in any-or all-of the special activities we've planned for this occasion. On this page we've described all the plans we've made so far. We hope you find something that sparks your imagination or catches your eye. If you have any suggestions for additional ways to make our 25th Anniversary meaningful, please contact any committee member:

25th Anniversary Committee

Chair, Mal Reader, Compass Consulting - (403) 247-0874 - compassmr@aol.com

Pat Scott, ACUTA Communications Manager - (606) 278-3338 - psscott@acuta.org

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"Visions of the Future" Contest Announced

ACUTA's 25th Anniversary Committee has announced a contest inviting members to submit their description of campus telecommunications in the year 2021. We all know advances in technology have virtually restructured campus telecommunications over the past 25 years. What changes will the next quarter century bring? What will be obsolete? What can we only imagine today that will be commonplace tomorrow?

Put your ideas in writing (about 500-1000 words) and mail, fax, or e-mail them to Pat Scott at the ACUTA office. Winners will be chosen by the 25th Anniversary Committee based on originality, clarity, and vision. Dead-line for entries is May 15. Winners will be announced at the Annual Conference and published in the ACUTA newsletter.

Time Capsule Needs Your Input

Although we live with change in our lives everyday, pausing to reflect on the past can have practical as well as sentimental value. Distancing ourselves from a problem often gives us a new perspective, and frequently illuminates a path to a better solution. Perhaps, when our counterparts in campus telecommunications twenty-five years from now open the time capsule we will seal in Chicago this July, they will find something that will help them understand why they are where they are at that time. Will it be *your* contribution that sparks an idea or provides some insight?

The 25th Anniversary Committee encourages you to consider what you would like to contribute to our time capsule and send your ideas, or the actual items, to the ACUTA office as soon as possible. Are you replacing some (small) outdated equipment? Do you have photographs or documentation of a work in progress?

We'll include items that depict the year for the Association: Membership Directory, brochures, and so on. But we'd like the contents to reflect what was actually happening on campus as well, and for that, we

need your help!

Whatever your idea, we want to hear it. Nothing is too insignificant; no contribution too small. Call any committee member or the ACUTA office if you have any questions. It's a way to touch the future-where will *you* be in 2021?

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Silver Anniversary Souvenirs



Let your mouse scurry along on a genuine ACUTA anniversary mouse pad, or get into the spirit of celebration with a T-shirt, sweatshirt, or cap that proclaims ACUTA's 25th Anniversary. Perfect for casual day at the office, travel to and from ACUTA events, or any occasion when you want others to know there's a whole association dedicated to campus telecommunications—and you're a part of it!

To order any of the items described on this page, duplicate and return the form below. Enclose check or money order.

[Click here to print the order form](#)

Questions? Call [Eleanor Smith](#) ACUTA (606) 278-3338.

Mouse Pad

Velvet-textured, mar-resistant plastic surface allows your mouse to glide quickly and easily. Sub-surface printing protects the logo from wear and tear. Pad measures 7 1/2" by 8 1/2"; 1/8" white foam backing. **\$6.50**

T-shirt

Good quality Jerzees brand T-shirt is made of 100% pre-shrunk cotton. Comes in white only with ACUTA anniversary logo in silver and blue. Machine wash and dry. Sizes: L, XL, 2XL, 3XL **\$12.00**

Sweatshirt

Fruit of the Loom brand sweatshirt is made of 90/10 cotton poly, 9 oz. Comes in white only with ACUTA anniversary logo in silver and blue. Machine wash and dry. Sizes: L, XL, 2XL, 3XL **\$25.00**

Cap

White cap made of cotton twill with a matching braid adjusts to fit any size **\$11.00**

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25th Annual Conference

The ACUTA 25th Annual Conference will be July 14-18, 1996 at the Chicago Hilton & Towers, Chicago Illinois. - *Full Program and Schedule Information NOW AVAILABLE!*

Call for Presentations

Fall Seminar - October 27-30, 1996 - Alexandria, VA..
Tracks are *Desktop Video* and *Internet/Intranet*

June 96 - ACUTA Newsletter

New format with easy index!

Let's Celebrate! - 25th. Anniversary Update

Everything you ever wanted to know about our special anniversary year!

Legislation & Regulation

New Legislative Information on the Telecommunications Act of 1996 and ACUTA Comments on Internet Phone - Updated 5/8/96

Resource Library Documents

An on-line listing & order form of ACUTA's resource library documents is now available for ACUTA members.

