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Technology Advancement

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eNews

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Dan McCarriar Is Appointed Director at-Large

Last month we announced the Board of Directors for 2012-13. This month we are happy to introduce Dan McCarriar, who will be joining the Board as the appointed Director-at Large for the year that begins at the end of the Annual Conference.

Dan is currently Director of Network and Production Services for Carnegie Mellon University's Computing Services division. He is responsible for infrastructure and operations in the areas of networking, communications, and data centers at Carnegie Mellon's Pittsburgh campus and at branch campus sites in the U.S. and around the world.

As a member of Computing Services' senior management team, he plays a key role in setting the strategic direction of the organization, helping Carnegie Mellon remain flexible in response to a host of emerging technology needs.

Before joining Carnegie Mellon, Dan was the Director of Network Services at Duke University. Prior to that, he held a number of technology leadership positions at both Duke and Carnegie Mellon in the areas of web development, systems development, media technologies, and customer support. He has served on customer advisory boards for Cisco and Aruba Networks.

Dan earned an M.B.A. from Duke University's Fuqua School of Business, and a Bachelor of Science degree in Computer Science from Carnegie Mellon University.

Dan has served on ACUTA's Program/Content committee for the past year, but this will be his first term on the Board of Directors.

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Great Opportunities at the Conference!

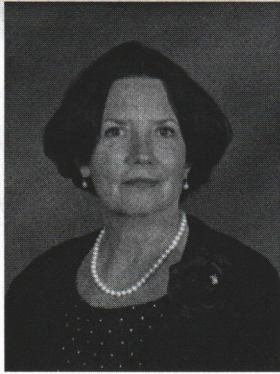
What do you need to know more about:
DAS? Security? Emergency Notification?
BYOD? Cloud Computing?

Come! Learn!

41st Annual Conference & Exhibition
Indianapolis
April 29-May 2
JW Marriott



Register Today! www.acuta.org



Corinne Hoch, PMP
Executive Director

The Year in Review

This time last year the final annual conference planning activities were reaching the point of completion as the doors of the Hilton Bonnet Creek opened to welcome us to Orlando and to the 40th ACUTA Annual Conference. Under the capable leadership of a very talented and dedicated group of elected and volunteer leaders—our Board of Directors, committee and subcommittee chairs and committee members—and with the support of a very talented and dedicated group of remarkable staff members, we are pleased to highlight some of the accomplishments that prove that the organization is moving in the right direction, aligned with the needs of the information communications technology professional:

- The Legislative/Regulatory Affairs Committee co-endorsd with EDUCAUSE Wally Czerniak as a member of the Open Internet Advisory Committee, spoke with the FCC and filed comments on DAS, and continued monitoring issues for colleges and universities with the help of Dow Lohnes, LLC.
- The Environmental Scanning and Publications/Media Committees provided oversight for the 5-year ACUTA Residential Networking Study with Forward Analytics to establish benchmarking for trends and practices across higher ed.
- ACUTA staff worked closely with the following external organizations: EDUCAUSE, SHLB, ITERA, CHEMA, ATIS, NACUA, Internet2, and others.
- The Program/Content Committee provided synchronized video and slide streaming as well as 2 free webinars so far, in accordance with the Education Strategic Plan.
- The Environmental Scanning survey found that our professional development/educational offerings are in synch with what IT leaders in higher education want.
- The Higher Ed Advisory Panel developed the outstanding 16th Forum for Strategic Leadership in Information Communications Technology: “Leading for the Future ... How to Connect the Dots.”
- The Publications Committee provided a new look for the monthly *ACUTA eNews*, integrated a new column written by the Young Professionals Subcommittee, and focused on ways to increase member involvement in the publications program.
- The Membership Experience Committee conducted a Member Needs Assessment survey and initiated the Buddy Program at events—an idea that came from the Mentoring/Career Development Subcommittee.
- Six Past Presidents from the Ambassadors Task Force reached out to more than 300 institutions to provide information on often over-looked member benefits.
- The Corporate Liaison Committee developed a Corporate Code of Ethics.
- The ACUTA Staff developed exciting tools/resources: the Conference App, iPads that allow remote credit card registration for seminars and the annual conference, an Electronic Bulletin Board, and a stand-alone Tweet Station—an idea that came from the Social Networking, New Media and Web Resources Subcommittee.

Join us in Indianapolis for the Annual Conference April 29–May 2 to experience the ACUTA energy and to find out the winner of our first Volunteer Recognition Award honoring Jeri Semer, Executive Director 1994–2011. Hope to see you soon!



“Given today’s innovative and demanding technology climate, I think every IT/telecom professional who cares about success should be at the ACUTA Annual Conference. The information that will be shared and the professional networking that will happen make this event one of the greatest values anywhere. I hope to see you there!” —Joe Harrington, Boston College

“Going to the ACUTA conference each year is a highlight for me! I can’t wait to get together with colleagues and exchange “war” stories. It is amazing how much you can glean from each other.” —Carolyn Trail, Roanoke College

“The Annual ACUTA Conferences have been an invaluable resource for exposing me to exciting technologies and relevant vendors, and building relationships with colleagues around the nation.” —Adrienne Gerald, Rutgers University

Standards, Best Practices Coming for UC Cloud Interoperability

Gary Audin, Delphi, Inc.

No matter how warmly users embrace a new technology, they always have a wish list of improvements they'd like to see. In the case of cloud-based unified communications (UC), interoperability and cloud standards top that list.

Interoperability between multiple UC clouds will become critical, for example, when states want to share information with cities and counties; enterprises try to improve business-to-business communications; and multiple IT departments within conglomerates attempt to work together. Toward that end, two Institute of Electrical and Electronics Engineers (IEEE) working groups are developing standards that will resolve cloud portability and interoperability issues:

- The IEEE Cloud Profiles Working Group/2301 is working on a standard, "Draft Guide for Cloud Portability and Interoperability Profiles," for enabling a workload—say, a set of UC functions—operating in one cloud to be moved into another cloud.
- The IEEE Intercloud Working Group/P2302 is developing a standard, "Intercloud Interoperability and Federation," for enabling a system in one cloud to work with a system in a different cloud.

Cloud standards will likely be a matter of some dispute because other standards bodies might feel entitled to jurisdiction over some of the cloud elements. Depending on whether the cloud environment is viewed from the subscriber's or provider's viewpoint, it might be considered within the scope of different organizations. The Cloud Security Alliance (CSA), which in December 2009 published "Security Guidance for Cloud Areas of Focus in Cloud Computing V2.1," for example, might want to exclusively oversee security aspects of the cloud.

Let's hope the situation doesn't slow things down too much. If the standards process takes too long, we might never see them implemented or the providers might adopt only the most minimal set of those standards needed to differentiate themselves in the market.

Other Improvements You Should Expect

Beyond the standards debates are many other UC cloud issues of potential concern to users. Some of the issues listed below deal with the prospect that a hybrid solution—part public cloud, part premise-based system—will, at least in the near term, be a common implementation. Users should press cloud providers to address the following best practices in their service offerings:

- Many enterprises have their own PBX or IP PBX. UC cloud services should be able to interoperate with the various functions of existing systems, including dial plans, voice mail, contact centers, help-desk features and user profiles and privileges.
- UC clouds should support multiple vendors' IP phones and standard Session Initiation Protocol (SIP) phones to let customers move easily among cloud providers and take advantage of the lowest IP-phone prices.
- The cloud should support not just one but a number of popular mobile device operating systems for UC clients/applications.
- The cloud should support connections to enterprise systems supporting such applications as Microsoft Outlook without imposing barriers to their full use.
- If the cloud provider uses a third-party platform such as Amazon EC2, it should shield the enterprise from problems related to that platform. The provider should also guarantee that, in the case of a financial or other dispute with the third party, the enterprise's services will not be curtailed, and information stored on the third-party platform will be retrievable and usable without undue delay.
- When the cloud provider is acquired or merged into another organization, the enterprise should be protected from service changes and pricing changes for some defined period (e.g., 12 months). If the enterprise does not like the changes, it should have the option to change providers without cost or service penalties.

continued on page 4

New Feature

ACUTA welcomes Webtorials' TechNotes as a regular contributor to the *ACUTA eNews*.

Topics they cover, such as unified communications, will be of interest to ACUTA members. You are invited to browse the TechNotes archive and subscribe to receive TechNotes directly via email by clicking here.

www.webtorials.com/content/acuta.html

- The cloud service data centers should be able to be located anywhere in the world without impeding enterprises' ability to satisfy domestic regulations or provide information in response to legal or government inquiries.
- Many UC cloud services focus on the small and medium-sized business (SMB) market. The most attractive service would be able to scale to 10,000 or more users without requiring any changes by the users or IT organization other than managing the increased user population.
- One of the ways providers compete is through pricing. Providers historically seem to have gone out of their way to make price comparisons difficult. The basic UC cloud service should be described clearly so enterprises can make reasonable comparisons among providers.
- Consistent service-level agreements (SLAs) among providers should be available from all UC cloud vendors.



Mona Brennan-Coles
Telecommunications Business
Solutions Manager
Info Technology Services
Western University

What's on Your Desk Today?

We continue to maintain operations and deliver multi-year and smaller projects while responding to new opportunities/technologies, accommodating conference attendance and vacations.

We are working to minimize the impact of mobile devices and BYOD (Bring Your Own Device) and maximize their contribution to the productivity of students, faculty, and staff while protecting the university community. Since Western, like many higher ed institutions, is a collection of "city states," we are not in a position to force behavior and/or restrict devices and/or applications. In response to the recognition that these city states are facing the same (or very similar challenges), we formed a mobile working group with technical, business, and academic representation from across campus. Subgroups have been formed to investigate mobile device management and digital rights management, assess applications, and collate information

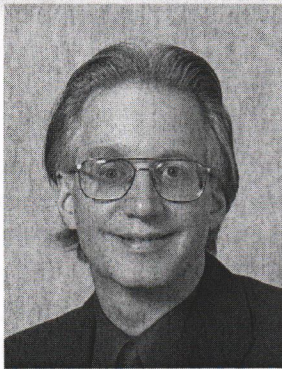
about devices that are most commonly used on campus. There is significant interest in how our new learning management system (Sakai) can be used from mobile devices. We are using corporate wiki space for the mobile working group communications and will be changing our pda.uwo.ca website to mobile.uwo.ca to reflect the variety of mobile devices.

Our developers are working with computer science students to add functionality to our mobile app (iWestern) for Android, BlackBerry and IOS devices. The students are working on the Android code so that the app will run on WiFi-only Android devices. Not surprisingly, the students are reluctant to work on the BlackBerry app.

We are nearing the end of our four-year project to migrate from TDM to VoIP. The power work (UPS, building generator) and network upgrade (PoE switches) are complete. We are planning to move Campus Police and Facilities Management in April. To do this we are installing VoIP recording capabilities to the Campus Police Eventide Recording system, adding a Contact Centre solution for Facilities Management, and moving elevator phones which ring down to Facilities Management during business hours and Campus Police after hours.

To ensure good cellular service in a cost-effective manner, we issued an RFP for cellular services last summer. We anticipated that it would be followed by an RFP for a distributed antenna system (DAS) to improve in-building cellular service (capacity, coverage). In the cellular services RFP, we stated our intention to issue the second RFP and asked responders to say how they could/would improve capacity and coverage on campus. We were rather surprised (albeit pleasantly) that the responses included proposals for enhancing campus capacity and coverage. We have selected a preferred (not exclusive) vendor and are in the final stages of negotiating two contracts—one for devices, plans, and billing and the other for improved campus capacity and coverage.

We are beginning the RFP process for PSTN services which will include local, long distance, single lines, etc. We will be considering SIP services and are looking forward to learning about the SIP offerings in London, Canada.



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Info Links

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

- FCC – Proposed 2nd Quarter USF Contribution Factor:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0313/DA-12-396A1.pdf
- FCC – USAC 2nd Qtr USF Contribution Base :
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/3112usac.pdf>
- Antenna -- Mobile Business Forecast:
<http://www.antennasoftware.com/resources/request.aspx?d=Business-Mobile-Forecast-whitepaper.pdf&cid=7018000000MIV7>
- FCC – Advisory that Cellular Jammers are Illegal in the U.S.:
http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0306/DA-12-347A1.pdf
- Palo Alto Nets – Bandwidth Needed for Students - Updated:
http://www.paloaltonetworks.com/literature/higherEd_report.php
- NHMC – Trends in Latino Mobile Phone Usage/T-Com Policy:
http://nhmc.org/sites/default/files/mobile_policy_report.pdf
- FCC – Report on Cable Industry Prices:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/da12377.pdf>
- J.D. Power – Wireless Net Problems Incidence Increase:
<https://pictures.dealer.com/jdpower/cc70fc7f0a0d02b7009e0c2d980af017.pdf>
- USC Annenberg – Is America at a Digital Turning Point?:
http://www.digitalcenter.org/pdf/10_year_report_final_release.pdf
- Pew – Internet Trend Data (Ten Years):
<http://www.pewinternet.org/Home/Static%20Pages/Trend%20Data.aspx>
- Pew – Teens, Smartphones, & Texting (March 2012):
www.pewinternet.org/~media/Files/Reports/2012/PIP_Teens_Smartphones_and_Texting.pdf
- Teens, Kindness & Cruelty on Social Network Sites (2011):
www.pewinternet.org/~media/Files/Reports/2011/PIP_Teens_Kindness_Cruelty_SNS_Report_Nov_2011_FINAL_110711.pdf
- Teens and Mobile Phones (2010):
<http://www.pewinternet.org/~media/Files/Reports/2010/PIP-Teens-and-Mobile-2010-with-topline.pdf>
- Teens and Sexting (2009):
http://www.pewinternet.org/~media/Files/Reports/2009/PIP_Teens_and_Sexting.pdf
- Teens & Mobile Phones over the Past Five Years (2009):
<http://www.pewinternet.org/~media/Files/Reports/2009/PIP%20Teens%20and%20Mobile%20Phones%20Data%20Memo.pdf>
- Aspen Institute – Updating Rules of the Digital Road:
http://www.aspeninstitute.org/sites/default/files/content/docs/pubs/Updating_Rules_of_the_Digital_Road.pdf
- Aspen Institute –Spectrum for the Next Generation of Wireless:
www.aspeninstitute.org/sites/default/files/content/docs/pubs/Spectrum_for_the_next_generation_of_wireless.pdf
- FCC – Small Entity ADA Compliance Guide for ACS Services:
<https://prodnet.www.neca.org/publicationsdocs/wwpdf/da12418.pdf>

Cognitive Load Management: Navigating the Coming Data Flood

James M. Fraleigh, Apollo Research Institute

As if the daily deluge of email, help tickets, and IMs weren't enough to send today's workers running for shelter, they may soon endure a new storm of information. Broader data harvesting via sensors, search engine alerts, and other inexpensive feedback systems will enable continuous information capture from unexpected sources. Online purchasing trends, company social media accounts, and even factory equipment at customers' facilities could soon vie for workers' attention.

Those who can transform these data into successful sales, inspired customer service, and proactive safety measures without becoming overwhelmed will give their organization a profound edge. Cognitive load management—the ability to filter information for importance, while wisely maximizing cognitive functioning using various tools and techniques—will help workers adapt to this new reality. It's one of 10 crucial workforce proficiencies revealed in *Future Work Skills 2020*, a report by the Institute for the Future for Apollo Research Institute. (Link for report title: <http://apolloresearchinstitute.com/node/52>)

Researchers tell us that a distraction-plagued workplace—where we now switch tasks every three minutes, on average—inhibits efficiency and progress. To stay on task, we will rely on community tagging of content, inclusion of metadata for easier filtering, and curation by trusted network members. New online media tools like Gapminder, Wordle, and Visual.ly will enable us to visualize masses of data as custom infographics that reveal patterns, convey meaning, and captivate viewers. And when electronic distractions become too profound, we can install software like RescueTime to prevent access to tempting websites and quantify how long we spend using various applications.

Future developments will include automatic monitoring of our cognitive workloads, as our computers and other devices match the volume and content of incoming data to what we are capable of processing at a given moment. Using monitoring equipment and software, stock traders can learn to recognize the distinct physical and psychological responses that good or bad market moves can provoke, and improve their performance accordingly. Tufts University has taken the next step: a brain-computer interface that measures an investor's emotional reactions to financial data and automatically moderates the flow of information to suit the user's attention level. Such neuro-mechanical feedback systems will help anyone who must prioritize, process, and respond to multiple data streams under conditions of varying stress. Consumer and office applications of these prototypes will become vital for efficient workflow—and for keeping our personal priorities orderly, as the endless tide of texts and “likes” swamps us at home, too.

Learn more at www.apolloresearchinstitute.org.

Add Names from Your Campus to Your ACUTA Roster



LOOK!

Do you have new employees who would benefit from access to ACUTA resources? Would people in other departments like to know what's new in technology, emergency notification systems, or legislation? Consider adding these names to your campus' ACUTA roster.

In the past, the number of personnel from each member campus who received full benefits of the institution's ACUTA membership was limited, based on the enrollment. Now, school members may name an unlimited number of campus personnel to their membership rosters. All newly named members will receive full benefits of membership, including access to members-only sections of the ACUTA website, subscriptions to the *ACUTA Journal*, *eNews*, and *Leg/Reg Update Newsletter*, and access to the online ACUTA Community.

Each member school still has just one primary voting member who is authorized to add new individuals to the roster. To add new people or to see a list of the current named members for your institution, e-mail Amy Burton at aburton@acuta.org or call 859/278-3338 x240.

NOTE: This policy applies only to schools, not company members. Companies choose their level of participation (Copper, Bronze, Silver, and Gold), which determines the number of named members.

E911 Challenges

Alan Fuks, 911 Enable

Like many large institutions of higher education, the College of William and Mary decided to implement an IP phone system to take advantage of the advanced capabilities enabled by IP telephony, while enjoying the cost-savings it delivers. However, implementing IP telephony poses several unique challenges when it comes to ensuring accurate and reliable E911 service for an entire deployment. The College of William and Mary knew that with IP telephony users spread out across its seven campuses, they faced some new E911 obstacles that needed to be addressed.

The first key challenge was to pinpoint the precise location of an emergency caller when 911 was dialed. A single network provides IP telephony capabilities across all of the college's campuses, and IP phones could be moved from one location to another without the intervention of a telephony administrator. The college needed the ability to determine the exact location of the IP phone placing the 911 call, at the precise moment the call was made. Otherwise, emergency responders might waste valuable time searching for the emergency, or may even be dispatched to an incorrect location.

In addition to knowing the exact location of the emergency caller, the college also needed to send the call and location information to its own on-site public safety answering point (PSAP) while alerting the closest campus security personnel to the emergency. This was critical to reduce emergency response times and ensure the safety of students, faculty, and staff.

Finally, the college needed a resilient and reliable way to log, manage, and report all emergency incidents, for both legal and investigative purposes. This included detailed call records, call recording capabilities, and more—securely stored but easily accessible by authorized personnel.

IPC Technologies and 911 Enable partnered to help The College of William and Mary meet all of their E911 requirements. To learn how the college addressed these challenges—which are faced by many higher education organizations using IP telephony—read the Partner Case Study at http://www1.911enable.com/documents/pdf/IPC_WandM_partner_study.pdf.

Alan Fuks is Marketing and Partner Relations Manager at E911 Enable. Reach him at alan@connexon.com.

Committee Corner

ACUTA committees and subcommittees are tremendously important in planning and implementing ACUTA's various programs. Below are reports from some of the groups that met during the previous month. If you would like to be a part of the work that goes on behind the scenes, talk to any Board or staff member about committee membership.

The **Social Networking, New Media and Web Resources Subcommittee** is pleased that there will be both a mobile app and digital display with a twitter feed for the Annual Conference.

The **Ambassadors Task Force** is exploring ways to reach out more effectively to members and to grow membership.

The **Young Professionals Committee** discussed their plans for the reception at the Conference.

The **Online Learning Subcommittee** discussed results of recent webinars and topics and plans for future webinars.

The **Program/Content Committee** is busy developing the program for the fall seminar in Houston and selecting topics for seminars in 2013.

The **Legislative and Regulatory Affairs Committee** is pleased to have Henning Schulzrinne, FCC CTO, as a special guest during its meeting at the Annual Conference. Henning will join via conference call.

ACUTA Member Benefit of the Month: Volunteer Opportunities

Welcome to the April 2012 issue of the ACUTA Member Benefit of the Month. Each month we spotlight one of our many member benefits and provide information on how all members can get the most from their participation. This month we will be focusing on the myriad of volunteer opportunities available to all members.

ACUTA is member-driven, and we rely on volunteers to keep the association strong and relevant. There are a variety of ways to get involved, and all members are encouraged to participate in as many of the following as possible:

1. **Present at an ACUTA event:** For information on current presentation opportunities and to view our available Calls for Presenters, please click [HERE](#). For more information on speaking at one of our events, please contact Donna Hall, Director of Professional Development.
2. **Write for the *ACUTA Journal* and/or *eNews*:** Tell your story; share information with peers; get published! For information on submitting an article for the *ACUTA Journal*, please click [HERE](#). For more information on writing for the monthly *ACUTA eNews*, please contact our editor Pat Scott.
3. **Serve on a committee or task force:** ACUTA operates with the help of volunteer members serving on a variety of committees and task forces. Please click [HERE](#) for information on the current committees and task forces as well as contact information for the committee chairs and staff liaisons.
4. **Serve as a member of the Board of Directors:** Each year a call for nominations is sent to our membership in search of the next member of the Board of Directors. The Call for Nominations for the 2013/14 Board of Directors will be available in October 2012. To view the current Board of Directors, click [HERE](#).
5. **Become a State/Province Coordinator:** Being a State or Province Coordinator is an easy way to participate in ACUTA and reap personal benefits without a major time commitment. State/Province Coordinators serve as a central contact for members and nonmembers in their area and help ACUTA know what is happening at schools or what hot issues need to be addressed. For a list of states and provinces in need of a Coordinator as well as a list of duties, please click [HERE](#).
6. **Moderate sessions at the ACUTA Annual Conference:** Moderators assist the ACUTA staff, presenters, and Program/Content Committee at the Annual Conference by introducing presenters, facilitating question-and-answer sessions, and more. For more information on how to become a Moderator, please contact Donna Hall, Director of Professional Development.
7. **Suggest a topic and/or presenter for an ACUTA event, session, or discussion forum:** ACUTA hosts two national seminars and one conference each year plus webinars and other educational programs. If you have a topic or know of a speaker that you would like to recommend for an upcoming ACUTA event, please contact Donna Hall, Director of Professional Development. To review our current Calls for Presenters, please click [HERE](#).
8. **Monitor important legislative/regulatory trends in your state or province and advise the Legislative/Regulatory Affairs Committee:** The Legislative/Regulatory Affairs Committee monitors and reviews FCC regulatory activity, information communications technology related court decisions, and U.S. Congressional legislative actions and provides information to the membership monthly through the Leg/Reg Update and *eNews* as well as through email broadcasts as necessary. The Legislative/Regulatory Affairs Committee invites you to monitor and share important leg/reg trends in your area. To share news, please contact the Chairperson for the Legislative/Regulatory Affairs Committee, Eric Breese, or ACUTA's Executive Director, Corinne Hoch.
9. **Submit documents, RFPs, etc., for sharing on the ACUTA website:** One of the greatest benefits of ACUTA membership is the access to information from your colleagues. You are invited to share sample documents, press releases, RFPs, and other pertinent information with your peers through the ACUTA website.
 - RFI/RFP Webpage: Submit current RFIs and RFPs so that other members may access them.
 - Resource Library: The Resource Library includes reference materials and sample documents that can be used by ACUTA members.
 - Press Room: Read and submit press releases online.
10. **Share information about ACUTA with colleagues when you attend/present at other events:** If you will be attending or presenting at a user group or other telecom/IT meeting and would like to share information about ACUTA membership with those attending, please contact Michele West, Director of Membership Services, or Amy Burton, Director of Strategic Relationships, to receive information on ACUTA.

11. **Become a user group leader:** User groups are held each year at the ACUTA Annual Conference. The user groups are selected based on interest from our school members. User group leaders are school members who use a particular company's products or services and who are willing to work with the user group coordinator before and during the conference on their user group. If you are interested in suggesting a company or would like to be a user group leader at our next conference, please contact the User Group Coordinator, Diane McNamara, Union College.
12. **Submit the name and contact information for an institution or company that could benefit from ACUTA membership:** The ACUTA community grows stronger with each new member. If you know of a school or company person that you feel would benefit from participation in ACUTA, please submit the name and contact information to Amy Burton, Director of Strategic Relationships.

We hope this information on the variety of ACUTA volunteer opportunities has been helpful. Please contact Amy Burton with any questions. (aburton@acuta.org, 859/278-3338 x240)

Board Report

The Board met via conference call on March 7, 2012, and approved the following items:

- December 2011 and January 2012 financial statements
- Monthly Committee minutes and reports
- President-appointed Director-at-Large: Dan McCarriear, Carnegie Mellon Institute
- Committee appointments:
 1. Corporate Liaison Committee: Connie Grimes, College of William & Mary; Tamara Closs, Verizon; Kurt Faszholz, Aastra; Terry O'Brien, Windstream; Brian Benjamin, NextG Networks
 2. Membership Experience Committee: Ed White, NC Ag & Tech State University; Michael Scarpellino, Rutgers, the State University of New Jersey
 3. Higher Education Advisory Committee: Steve Vieira, Community College of Rhode Island; Dilawar Grewal, Wagner College
 4. Environmental Scanning Committee: Frank Cervone, Purdue University
- Membership Recruitment Report
- The Ambassador Task Force recommendation to allow any former Board of Directors member to be eligible to serve on this task force.
- Election Results: President Elect: Ron Kovac, Director/Professor, Ball State University; Directors-at-Large: Walt Magnussen, Director, Telecom, Texas A&M University; Sharon Moore, Director of Telecom, Smith College



Riny Ledgerwood
Secretary/Treasurer
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The following awards will be presented at the 41st Annual Conference in Indianapolis:

1. Institutional Excellence in Information Communications Technology Awards
2. Ruth A. Michalecki Leadership Award
3. Jeri Semer Volunteer Recognition. Award recipient will be announced at the opening general session of the 41st Annual Conference.

The board is preparing for the upcoming Annual Conference in Indiana. A business meeting will be held on Wednesday to highlight past year accomplishments and future plans. Small group discussions will also be held to solicit input from members.

Covenant Development will facilitate the strategic plan retreat in June. They will meet with the board at the Annual Conference to identify the ACUTA target market.

The board discussed the Environmental Scanning and ResNet survey results, which will be shared with various committees so they can formulate their use as appropriate. This information will also be used for other purposes, such as journal articles, webinar topics, future marketing, etc.

Respectfully submitted,
Riny Ledgerwood
ACUTA Secretary/Treasurer

Board of Directors 2011-12

BOARD OF DIRECTORS

President..... Joe Harrington, Boston College
Pres.-Elect.....Jennifer Van Horn, Indiana Univ., Bloomington
Sec./Treas. Riny Ledgerwood, San Diego State Univ.
Imm. Past Pres..... Matt Arthur, Washington Univ. in St. Louis
Directors-at-Large.....Matt Fuoco, Univ. of Kansas Med. Ctr.;
Randy Hayes, Univ. of Northern Iowa;
Walt Magnussen, Texas A&M; Michael Palladino,
Univ. of Penn.; Mark Reynolds, Univ. of New Mexico

COMMITTEE CHAIRS

Ambassadors Task Force..... Carmine Piscopo, Providence College
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The ACUTA website is a useful tool for communicating with other members, whether you've got some exciting news to share, a position to fill, or a project for which you need a vendor. Check the website for the latest postings frequently. Here are items that have been posted since our last eNews.

PRESS RELEASES

- New Aastra BlueStar Client Empowers Enterprise-Wide Collaboration
- Campus Televideo Releases 2012 Bandwidth and ResNet Services Survey Results
- giSTT Speech to Provides Voicemail Access for the Hearing-Impaired
- Oberon Inc. Model 1066 Provides Physical Security for Aruba Networks Access Points
- 911 Enable and IPC Technologies to Help The College of William and Mary Meet Their E911 Needs
- 911 ETC Solutions Now Available through Avaya DevConnect Select Product Program
- Talk-A-Phone Introduces a Radius Emergency Tower with Dual CCTV Arm
- Never Log Into Voicemail Again - Greeting Changer Feature for EVM Mobile App Coming Soon from Mutare

JOB POSTINGS

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

- Network Administrator, Samford University, Birmingham, AL
- Network Engineer, University of California - Riverside, Riverside CA
- Senior Application Systems Analyst, Spring Hill College, Mobile, AL
- Applications Systems Analyst/Programmer Lead, University of Central Florida, Orlando, FL
- IT Director of Service Assurance and Relationship Management, Univ. of Wyoming, Laramie, WY

RFIs/RFPs: Submit your RFI/RFP today!

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