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ACUTA Newsletters


ACUTA: Association for College and University  
Technology Advancement

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8-2011

## ACUTA eNews August 2011, Vol 40, No. 8

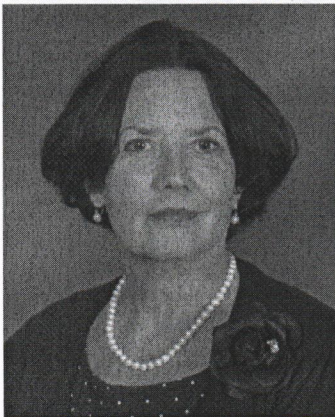
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"ACUTA eNews August 2011, Vol 40, No. 8" (2011). *ACUTA Newsletters*. 45.  
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**Corinne Hoch**  
Interim Executive Director

We've just returned, energized, from Baltimore where we attended the last ACUTA summer seminar. The tracks took us To Eternity and Beyond with Emerging ICT Technologies and foretold how to get there with ICT Funding, admitting that there is No Free Lunch. It was one of the best seminars I've ever attended from a program/content point of view as the soon-to-be released member evaluations will validate. There were new discoveries awaiting us in the exhibit hall, revealing case studies, a Gartner financial report, a WTC-tailored technology management study for small schools, Vantage Technology techniques to extend equipment life, a Delphi hosting and cloud discussion, new apps, video integration, FMC, right sourcing, strategic planning, UC ... and much more. You may have even noticed that ACUTA is doing some new things, such as launching a Buddy Program for First Time Attendees and using a credit card app on an iPad.

It was my first seminar "on the other side," as Interim Executive Director, which I found to be a lot more work than attending for over 20 years as a representative of Columbia University. Amid instruction from the ACUTA professional staff and along with our host school, Coppin State, I tried to welcome all our members, institutional and corporate affiliates, speakers and exhibitors, certain that an engaging time awaited all of us. As Dr. Ahmed El-Haggan, CIO, Coppin State University, exclaimed when asked which track he would like to attend, "How can I attend them both? I wish to learn as much as possible!"

I felt the same way, yet my job was to do whatever needed to be done, such as closing the large doors after all participants gathered inside so that neither audience nor speaker was disturbed. To my surprise, I found that someone else had closed the doors before I arrived where Dr. Tracey Wilen-Daugenti from the University of Phoenix Research Institute Online was speaking on the Technological Transformation of Education. As I fumbled at the door, it was graciously opened for me by David Cooper, a first-time attendee from the University of Maryland at College Park. How appropriate the door would be opened for me by someone who was also discovering ACUTA from the "other side," and we both walked into a session that transported us from the real to the surreal as we learned about Google Goggles, virtual choirs, the power of the community in social networking, the necessity of finding what engages our students in order to open doors and much, much more.

Come see what we have planned for you in Boston at our Fall Seminar, October 9 - 12.

Track 1. Emergency Communications Management

Track 2. Supporting Users Communicating on the Move

President Joe Harrington, Boston College, promises that you won't be disappointed!

Thanks to the sponsor  
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# Hosted/Cloud Provider Checklist

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Independent of the technology concerns, a number of business questions need to be answered when considering a particular hosted/cloud service provider.

- Provider lock-in: Is this the only acceptable provider? If so, then the enterprise is basically owned by the provider. Make sure there are at least three acceptable providers.
- Financial strength: Is this provider venture-capital backed or profit making?
- Is the provider going through any financial difficulties?
- Delivery in North American market: Can delivery be made anywhere in the U.S. and Canada?
- Is the solution a combination of vendors and providers? Is the final solution made up of more than one vendor's products and services? If so, who is the prime solution provider, and how do the other partners integrate their products and services?
- Where does hosted service fit in the overall vendor product and service strategies? Is the primary product/service an addition to an IP-telephony solution, or a small part of the vendor/provider's portfolio?
- Is the provider reorganizing its structure? Reorganization can mean some discontinuity in service deployment and support as well as delaying service enhancements.
- Is the solution really a partnership? Is the service offered really a collection of separate products and services combined under an umbrella service?
- Is the solution a set of recent acquisitions? Recently acquired components (software and hardware) may not interoperate well. The solution support may be fragmented.
- Is the product delivery direct or indirect? When subscribing to a solution from a third party, then that third party's capabilities may be just as important as the primary provider's.
- Is the provider's focus on all elements? The focus may be more on IT or telecom, not the full range of communications capabilities.
- Does the provider have an established record in your vertical market? Experience counts for a lot of confidence in the provider. New services will almost always have some initial deployment problems.
- Does the provider have IT as well as telecom and contact center experience? The broader the experience, the more likely that the provider will be able to deliver the range of communications features and functions successfully.
- Is the service a recent announcement? The newer the service, the less stability that service can deliver. You do not want to be the provider's test lab.

*If you'd like to know more about this, read the "2011 Sourcebook of Hosted and Cloud-Based VoIP and UC Services" at <http://www.webtutorials.com/content/2011/05/2011-uc-services.html>.*

ACUTA Webinar  
Wednesday  
August 17, 2011  
1:30-2:30 pm EDT

## "Transitioning to IPv6 on Your Campus"

From this presentation, you will learn why IPv6 is necessary for the future. You will also become familiar with the structure of an IPv6 address, including differences between IPv4/v6 as well as various ways of writing addresses. Finally, you will gain an understanding of various transition mechanisms between IPv4/v6, as well as address deployment and potential issues to expect.

Presenter Michael Fazely is a network analyst with the design team for University Networking and Infrastructure at Louisiana State University. Since he joined the team in 2008, his primary responsibilities have included general network maintenance and upgrades, equipment evaluation, IPv6, and searching for a new means of network authentication. His work on IPv6 has encompassed everything from architecture of the network through troubleshooting client issues.

This ACUTA webinar is sponsored by Carousel Industries: [www.carouselindustries.com](http://www.carouselindustries.com).

For more information, please direct questions regarding content to Donna Hall, ACUTA Manager of Professional Development, [dhall@acuta.org](mailto:dhall@acuta.org), or phone 859/278-3338. Questions regarding registration should be directed to Michele West, [mwest@acuta.org](mailto:mwest@acuta.org), or phone 859/278-3338.



## In My Opinion: Connecting in the Digital Age

Buck Bayliff  
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ACUTA Past President  
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My latest Wake Forest University Alumni Magazine contained an interesting article on “Habits of the Digital Age” in which four WFU professors wrote about “The Future of the Letter,” “The Future of Conversation,” “The Future of the Book,” and “The Future of the Handshake.” As a former employee who brought telephones and cable TV to the campus living environment, oversaw the University Bookstore, and was project manager responsible for bringing a laptop computer to every student as a part of the tuition package 14 years ago, I was very interested in how these scholars interpreted the social effects of technology on both the campus environment and society in general.

Dr. Anne Boyle, professor of English, said that her students have difficulty reading cursive. A recent national news story talked about how the teaching of cursive writing skills has been dropped from the curriculum in many states. My own elementary school-age grandchildren, who are limited in their typing skills, submit their “written” assignments via Dragon Speech Recognition software. What has this *Digital Age* done to the handwritten word? A whole new language of TLAs has evolved as the norm in both writing and conversation. (What’s a TLA? A three-letter acronym...)

Don’t we need handwriting that can be analyzed to determine initiative, ambition, aggression, optimism, and many other mood traits?

Is the annual visit with an elderly relative to help “hand address” the holiday greetings lost?

Will there be no more written letters that chronicle family histories, loves, sorrows, and traditions?

Wikipedia defines conversation as “interactive, more-or-less spontaneous communication between two or more conversants. Conversation is indispensable for the successful accomplishment of almost all activities between people, especially the coordination of work, the formation of friendship, and for learning.”

Texting and tweets have rapidly replaced face-to-face contacts with relationships that exist almost entirely in the digital domain. Under the flags of convenience and economics, we are building a society that is more comfortable listening to a presentation than interacting with a live person. Yes, there is real value in “opening up” the conversation across broad areas and cultures with instant feedback and results, but what have we done to the value of putting ourselves on the line in a live conversation? Dr. David Phillips, professor of Humanities, asks the question, “How are we being changed by these advances?”

Here in Phoenix most all of the Border’s Bookstores as well as a lot of smaller private bookstores have closed. Our family is part of this problem—with both a Nook and an iPad, we have become avid digital readers. In fact, we probably are reading more books these days than ever (TV offers little besides reality shows).

Dr. Melissa Jenkins, professor of English, offers these statistics from the National Endowment of the Arts. The average American, aged 15-24, watches TV for 2 hours per day but reads only 7 minutes per day. Twenty percent of 17-year-olds categorized themselves as “non-readers” in 2004, and in 2005, only 35 percent of high school seniors were “proficient” in reading. Even college graduates have shown marked declines in the quality and amount of daily reading. Many daily newspapers now no longer exist.

While this Digital Age has brought us many wonderful experiences—the ability to carry our entire library of required and leisure readings on a tablet, interactive and graphic presentations with our text, and more—lost is the pleasure of curling up with a good book by a fire. Our children who “tap and turn” will not know what a marked page is, and they don’t understand “don’t touch that dial!”

And then there’s the handshake. Dr. John Llewellyn, professor of Communications, poses a very interesting question: “Is Steve Jobs hunkered down somewhere in Silicon Valley developing the iHand so that we might replace this venerable mode of exchange with something shiny from Apple?”

While the Digital Age has altered initial contacts, the human interaction of the handshake will never change. World leaders and politicians still gauge events on the power of a simple handshake and face-to-face communication. Athletes acknowledge various degrees of success through many variations of the handshake: knocking closed fists, banging chests together, banging helmets, etc. Texting and tweeters cannot replace these—or will they?

So while the wonders of the Digital Age have brought us some “wow” moments, the human connection, I hope, will never go away. I embrace and use all this wonderful technology, but a kiss is a kiss and a hug a hug, and the feeling from both cannot digitally be replaced. I’ll toss you the iPad and take my grandkids running up to me for a “live hug” any day.



## Campus Tech a Top Factor in College Selection and Perceived Career Success

Despite the fact that 98 percent of college administrators say that learning and mastering technology skills will improve their students' educational and career opportunities, far fewer—just 22 percent—say that using technology to enhance the learning process is one of their top priorities, according to CDW-G's 2011 21st-Century Campus Report. Even further down on administrators' priority list, at just 12 percent, is improving and enhancing campus Information Technology (IT).

The annual report, released by CDW Government LLC (CDW-G), a leading provider of technology solutions to government, education, and healthcare customers, is based on a survey of more than 1,200 college students, faculty, IT staff, and administrators about the role of technology in higher education. For the first time, CDW-G surveyed administrators and found an underlying disconnect between their priorities and the importance of campus technology for students and faculty.

One reason for this disconnect is budget, according to administrators and IT staff. Administrators say that their top priorities for the 2011-2012 school year are attracting and retaining students and addressing funding shortfalls. IT staff report that the biggest challenge to technology on campus is also budget. Though many administrators believe technology adds value for students, budget is hindering the expansion of campus technology.

"Administrators have to continue to attract and retain students, even amid a tough economic landscape and harsh budget cuts in higher education," said Andy Lausch, vice president for higher education at CDW-G. "Technology can be the differentiator for administrators looking to meet current students' expectations and capture the attention of future students."

Eighty-seven percent of college students surveyed said they considered their institution's technology when selecting their college. This finding is also reflected in report, which looked at educational technology in K-12 and found that 92 percent of current high school students say technology is an important consideration as they evaluate colleges.

Despite the administrator-technology disconnect, many colleges are moving in the right direction, with 23 percent of IT staff reporting that their institution's technology is cutting edge, up from just 9 percent in 2010.

Other key findings from the report include:

- **Tech use is up:** Students are using technology more often while in class. Thirty-one percent use technology as a learning tool every day, up from 19 percent last year.
- **Mobility makes an impact:** Faculty and IT staff report that e-readers, media tablets and smartphones are essential technologies for the 21st-century campus.
- **Faculty still struggle with technology:** Students, faculty and administrators all report that the biggest challenge to campus technology is that faculty do not know how to use it. Campuses should consider discipline-specific technology professional development and having tech-savvy faculty teach their peers.

The report provides the following recommendations:

- **Consider the students:** Today's students are accustomed to anytime, anywhere access, and they want technology that enables "always-on" access on campus. Consider current and incoming students' expectations for campus technology, and make meeting those expectations a priority.
- **Keep it current:** Institutions should plan and budget for the technology refresh cycle so that technology is up to date and working at its full capacity.
- **Sometimes "select all" isn't the answer:** Cutting-edge technology isn't a cure all. In fact, in some learning environments and specific courses, it may not improve teaching or learning. Institutions should first identify their desired learning outcomes before implementing new technology.

For more information on the report and to download the complete study, please visit [www.cdwg.com/21stCenturyCampus](http://www.cdwg.com/21stCenturyCampus).



## Info Links

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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 -Update to 2009 FCC Rural Broadband Report:  
[http://transition.fcc.gov/Daily\\_Releases/Daily\\_Business/2011/db0622/DOC-307877A1.pdf](http://transition.fcc.gov/Daily_Releases/Daily_Business/2011/db0622/DOC-307877A1.pdf)
- Save Our GPS - Benefits of GPS & Potential Cost of Disruption:  
Press Release: [http://www.saveourgps.org/pdf/Economic\\_Study\\_News\\_Release\\_June\\_22.pdf](http://www.saveourgps.org/pdf/Economic_Study_News_Release_June_22.pdf)  
Full Report: <http://www.saveourgps.org/pdf/GPS-Report-June-22-2011.pdf>  
Related Technical Report Citing Strong Interference Potential:  
[www.saveourgps.org/pdf/Wide\\_Area\\_GPS\\_Jamming\\_Caused\\_by\\_LightSquared\\_Proposed\\_System.pdf](http://www.saveourgps.org/pdf/Wide_Area_GPS_Jamming_Caused_by_LightSquared_Proposed_System.pdf)
- FCC - R & O/Report to Congress on CallerID "Spoofing": Report and Order:  
[http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/FCC-11-100A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-11-100A1.pdf)  
Report to Congress: [http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/DA-11-1089A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/DA-11-1089A1.pdf)
- NRDC - Energy Consumption of TV Set-Top Boxes:  
<http://www.nrdc.org/energy/files/settopboxes.pdf>
- OECD - Compare Nat'l BB Plans in OECD Countries:  
<http://www.oecd-ilibrary.org/docserver/download/fulltext/5kg9sr5fmqwd.pdf?expires=1309592183&id=id&accname=guest&checksum=13E238BEA49E6059BA2EB42978A6129F>
- OECD - FTTH/B Development in OECD Countries:  
<http://www.oecd-ilibrary.org/docserver/download/fulltext/5kg9sqz9m1x.pdf?expires=1309592376&id=id&accname=guest&checksum=F5FC279F3BBC1200DFB2A292482D86C2>
- OECD - Special Access/Net Neutrality in OECD Countries:  
<http://www.oecd-ilibrary.org/docserver/download/fulltext/5kg9qgnr866g.pdf?expires=1309592483&id=id&accname=guest&checksum=2913D05FE167646CB909AE21FAF64BED>
- Pew - Smartphone Adoption and Usage:  
[http://pewinternet.org/~media/Files/Reports/2011/PIP\\_Smartphones.pdf](http://pewinternet.org/~media/Files/Reports/2011/PIP_Smartphones.pdf)
- Pew - College Students and Technology:  
<http://pewinternet.org/Reports/2011/College-students-and-technology/Report.aspx>
- Pew - Social Networking Sites and our Lives:  
<http://pewinternet.org/~media/Files/Reports/2011/PIP%20-%20Social%20networking%20sites%20and%20our%20lives.pdf>
- Duke U - Econ Report on AT&T/T-Mobile Proposed Merger:  
<https://prodnet.www.neca.org/publicationsdocs/wwwpdf/7811cwa.pdf>
- Pub Knowledge - Prelim Analysis of AT&T/T-Mobile Merger:  
<https://prodnet.www.neca.org/publicationsdocs/wwwpdf/7711pk.pdf>
- Columbia Inst. - Broadband in America-2nd Edition:  
<https://prodnet.www.neca.org/publicationsdocs/wwwpdf/7611bb.pdf>

## View 8 Sessions from the Summer Seminar at Your Desktop

Order today:  
[www.acuta.org](http://www.acuta.org)

Eight sessions from the Summer Seminar are available as Windows media files on CD/DVD—great information you can review yourself or share with coworkers.

Sessions include:

1. Eight Small Schools Face the Future to Manage Technology (Phillip Beidelman)
2. Business Models to Future-Proof the IT Organization (Dennis Gendron)
3. Advancing IT through Managing Technology Investments (Barry MacDougall)
4. Clouds on the Horizon—Emerging Technologies to Track (Jack Sues)
5. Technological Transformation of Education (Tracey Wilen-Daugenti)
6. Video Becoming Increasingly Integrated (Tom Marentette)
7. IT Strategic Planning in Financially Challenging Times (Patricia Todus)
8. A Methodology for Establishing Charges for Voice & Data (Brenda Helminen)

**Sessions from other events are also available** as CD/DVDs from the ACUTA e-store at [www.acuta.org/store](http://www.acuta.org/store). The CD/DVD comes in a high-quality Windows Media video format that can play on your laptop or desktop computer. The cost is \$189/members or \$219/nonmembers. Benefits include:

- More than 8 hours of high-quality video and audio on a single CD/DVD disc
- Handouts of several sessions included on same disc in Adobe Acrobat PDF format
- No Internet connection required for viewing video
- Portable and archivable for long-term viewing and review
- Can be copied to any portable device that accepts Windows Media video files



# Come to Boston!

Emergency Communications  
Management  
&  
Supporting Users  
Communicating on the Move

October 9-12  
Boston Park Plaza Hotel

What can you expect to learn if you attend the Fall Seminar in Boston? Look at this list of topics we'll be discussing:

- Implementation of a new personal computing model that accommodates extensive virtual access
- How to utilize social media as a technology support system
- Transition from physical computer lab to the cloud lab
- How the expansion of mobility will affect the critical mission and competitive advantage of the central IT organization
- Ways to work with carriers to provide converged mobility communications
- The role of social media and cell phone WPS service in a layered emergency communications strategy
- How to effectively integrate mobile devices into curricular and co-curricular activities
- Regulatory impacts on mobile learning
- Addressing security concerns with mobile devices

Register today at [www.acuta.org/fs11](http://www.acuta.org/fs11). We guarantee you'll be glad you came!

## Board Report July 2011

Riny Ledgerwood  
San Diego State University  
ACUTA Secretary/Treasurer  
[rlledgerw@mail.sdsu.edu](mailto:rlledgerw@mail.sdsu.edu)

The Board met in Baltimore on July 16, 2011, and approved the following items:

- 5/31/11 & 6/30/11 financial statements
- Monthly committee minutes and reports
- Membership recruitment & retention reports
- Appointment of Giselle Collins to the Journal/eNews Subcommittee
- Task force on committee collaboration process
- Creation of a new task force to update the ATIS Hurricane Check List
- Working group to review the strategic plan
- 2012 Fall Seminar location in Houston, TX
- 2011 - 2012 budget

Mr. Campbell reviewed the 2011-2012 draft budget and year-end budget projection. Overall we are projecting a balanced budget for this coming year, which is a great improvement over the last couple of years.

The Board is forming a working group to review completed strategic plan action items and create metrics to measure success. This information will be useful as we are preparing another 5-year strategic planning process this coming year.

The Board reviewed the status of the International Task Force.

The Board is continuing to review ideas to memorialize the late Jeri Semer.

A task force on committee collaboration process was created to provide a formal process by which valuable ACUTA learning content and other informational assets will be shared among the various committees.

A new task force will be created to review and update the ATIS Hurricane Check List for posting on the ACUTA website.

ACUTA is continuing to enhance on-line learning as a way to deliver educational content. Beginning in October, school members will have access to four free webinars per year as part of their annual dues.

Both Mr. Harrington and Ms. Hoch shared their activities and accomplishments for the past few months. Committee/task force chairs also presented their progress reports and activities this past year.

Respectfully submitted,  
Riny Ledgerwood  
ACUTA Secretary/Treasurer



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## Welcome New Member

### Institutional Members

**DePauw University**, Greencastle, IN. T1  
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### Emerita Member

**Sandra Roberts**, Ashland, MA ..... sroberts@wellesley.edu

### Corporate Affiliate

#### SILVER MEMBER

**InfoPlus, Montvale, NJ** ..... www.infoplusonline.com  
Richard Cabelo, VP, Sales. 210/746-7206 (rcabelo@infoplusonline.com)

For over 20 years, InfoPlus has led the communications industry in providing Avaya/Nortel users with hosted, information-driven reporting solutions that address the key areas of communications management such as inventory, configuration, performance, security, and backup.



## Check It Out:

### Press Releases, Job Postings, RFIs/RFPs, Special Deals, and Corporate Webinars

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

- Superior Essex Releases New 6-, 12-, 24-Single Mode Fiber Breakout Cables and 12-Fiber Ribbon Interconnect Cable for Data Centers
- TeleMate.Net Software Deploys Revenue Management Solution for Global Offshore Oil and Gas Communications Service Provider
- Oberon Presents Wireless & Telecom Enclosures for Use with Cisco Access Points
- Superior Essex Multi-Dwelling Unit Cables Meet ICEA-730 Draft Specification
- Oberon Wireless Infrastructure Products Play Support Role for Military Health Systems

#### JOB POSTINGS

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

- Network Technician, State University of New York at Oswego, Oswego, NY
- 2 Positions: Univ. of Iowa Hospitals & Clinics, Iowa City, IA.: Assoc. Communication Infrastructure Engineer - Network/Communication Engineer I and Network Engineer I
- Windows System Administrator, Abilene Christian University, Abilene, Texas
- Chief Information Officer, Spring Hill College, Mobile, AL
- Telecommunications Account Manager, The George Washington University, Washington, DC.
- 2 Postions - University of Central Florida, Orlando, FL: Software Systems Engineer Sr. and Database Administrator
- Communications Network Analyst, Senior/Principal - Voice, Univ. of Arizona, Tucson, AZ
- Telecommunications and Video Manager, University of Idaho, Moscow ID
- Project Manager, Miami University, Oxford, OH
- Info. Technology Analyst 1 (Unified Applications), Louisiana State Univ., Baton Rouge, LA

RFIs/RFPs: Submit your RFI/RFP today!

SPECIAL DEALS!: Special 10% Discount for Educational Institutions from Microsemi

#### FREE WEBINARS HOSTED BY ACUTA CORPORATE MEMBERS

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

## PAETEC Provides Calling Service

For the fourth year, PAETEC has been selected as the official service provider for ACUTA's internal committee conference calls. This system makes our calls secure and facilitates proper accounting procedures. We thank PAETEC for working with us to provide this service and help us serve our members efficiently.