

9-2008

## ACUTA eNews September 2008, Vol. 37, No. 9

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## From ACUTA Headquarters



**Jeri Semer, CAE**  
ACUTA Executive Director  
jsemer@acuta.org

## A New ACUTA Year Brings Exciting Challenges and a Ramped-Up Schedule

Each year, the close of the Annual Conference brings both a new leadership team and the anticipation of new projects and events. This year is unique due to a compressed planning cycle, as the 2009 Annual Conference moves from summer to spring. In addition to “springing” the Annual Conference on you a little earlier this year, the new dates will affect several other programs and deadlines. Here is a summary of the major changes that you as members need to know about:

### Annual Conference

With the conference moving to April 19-22, 2009, several key dates will change in anticipation of the earlier conference:

- August 29, 2008: Deadline for responses to the Call for Presenters (available at <http://www.acuta.org/?2193>)
- Oct.-Nov., 2008: Program Committee finalizes the agenda and speakers are notified
- February 26, 2009: Handouts are due
- March 6, 2009: Early registration and hotel reservation cutoff
- April 19, 2009: Conference begins—welcome to a beautiful springtime in Atlanta!

### Strategic Leadership Forum

The Forum will take place on Monday and Tuesday, April 20-21, at the Annual Conference. Here are some of the key dates for the Forum:

- August-Sept., 2008: Higher Education Advisory Panel selects theme
- Sept. - Oct., 2008: Sessions, presenters, and panelists are selected
- November, 2008: Agenda finalized
- February 26, 2009: Handouts due
- March 6, 2009: Early registration and hotel reservation cutoff

Watch [www.acuta.org](http://www.acuta.org) “What’s New” for more details as they become available.

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## Awards

Since all of the ACUTA awards are presented at the Annual Conference, the nomination and selection process will be moved up approximately four months. Now is the time to identify nominees for the Institutional Excellence in Information Communications Technology Awards and the ACUTA Ruth A. Michalecki Leadership Award.

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in Higher Education

- Institutional Excellence in Information Communications Technology Awards

November 14, 2008: Deadline for Round One nominations (See all of the information at <http://www.acuta.org/relation/downloadfile.cfm?document=437> and remember, you can nominate your own institution for this award.)

January 16, 2009: Deadline for receipt of Round Two materials

April 21, 2009: Awards presented at the Awards Luncheon, Atlanta

- ACUTA Ruth A. Michalecki Leadership Award

January 23, 2009: Deadline for nominations

April 21, 2009: Award presented at the Awards Luncheon, Hyatt Regency Atlanta

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## Elections

All new officers and members of the Board of Directors for 2009-10 will take office at the close of the Annual Conference on April 22, 2009. Therefore, the schedule for nominations and elections will also be moved up approximately four months. Nominating Committee Chair Walt Magnussen will begin accepting nominations in October of this year, so this is the time to consider nominating a colleague to one of these important posts. Here is the election calendar:

October 1, 2008: Call for Nominations will appear in the October eNews

November 17, 2008: Deadline for receipt of nominations

February, 2009: Electronic voting will take place

April 22, 2009: New Officers and Directors introduced at the Annual Business Meeting

As you can see, it will be a busy and exciting year as we all adjust to the new schedules for many familiar activities. Hopefully, by the time the 2010 Annual Conference in San Antonio rolls around it will all be second nature again! If you have any questions about these or other aspects of the transition to an earlier Annual Conference in 2009, feel free to contact me at 859-278-3338, ext. 225, or [jsemer@acuta.org](mailto:jsemer@acuta.org).



## New Section on ACUTA Website

Check out the new section on the ACUTA homepage to find out how to get more involved in ACUTA and increase the value of your membership in our professional organization. The new section includes information on committee and board service, state/province coordinators, speaking, writing, and much more. It is located in the middle column of the homepage under the information about the Annual Conference. We have also placed a new link in the same location titled "Nonmembers: Join ACUTA Today!" The direct link is: <http://www.acuta.org/?2153>.

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## Technology-Related Implications of the 2008 Higher Education Opportunities Act

Thursday, September 25, 2008  
1:30 - 3:00 p.m. Eastern Daylight Time

### What You Will Learn

The recently-signed Higher Education Opportunities Act of 2008 contains several important provisions that will affect college and university information communications technology (ICT) professionals. This seminar will cover what ICT professionals on campus need to know about the new requirements imposed by this legislation in the areas of illegal peer-to-peer file sharing, emergency notification, and distance education student verification.

Participants in this seminar will learn about the policies, procedures, and technologies your campus will be required to implement to prevent illegal P2P; new legal requirements for notifying the campus in the event of an emergency; and what you must do to verify the identity of students enrolled in distance learning courses.

### Presenters

Kenneth D. (Ken) Salomon is head of Dow Lohnes Government Relations Practice Group. He works with clients in the areas of government relations and public policy, as well as on issues involving commercial and public broadcasting and distributed learning. He was one of the principal negotiators for the higher education community in developing, with the content community, the statutory language adopted by Congress in the Technology, Education, and Copyright Enhancement Act of 2002.

Michael Goldstein is head of Dow Lohnes Higher Education Practice Group. He is chair of the Committee on Legal Education of the National Association of College Attorneys and presently serves as a director of the American Association for Higher Education. He has written and lectured extensively on issues involving the uses of technology in delivering education, including accreditation and licensure, interstate and international policy issues involving telecommunications and higher education, the financing of non-traditional delivery systems, and more.

### Registration and More

Via convenient conference call technology, you will be able to listen to the presenters, ask questions, and interact with ACUTA members at participating sites. All you need is a phone. An unlimited number of colleagues at your institution may listen in via speakerphone at no extra charge.

Registration fee: \$69 for ACUTA members; \$109 for nonmembers

Register no later than **Tuesday, September 23** at <http://www.acuta.org/?2104> or by e-mail, fax or mail.

The seminar will also be recorded and an audio CD will be available for purchase.

Questions regarding content? Contact Donna Hall, ACUTA Manager of Professional Development at [dhall@acuta.org](mailto:dhall@acuta.org) or phone 859/278-3338 x231.

Questions regarding registration? Contact Michele West at [mwest@acuta.org](mailto:mwest@acuta.org), 859/278-3338 x222.

ACUTA would like to acknowledge the sponsorship of this audio seminar by 3Com Corporation. Visit <http://www.3com.com> for more information.

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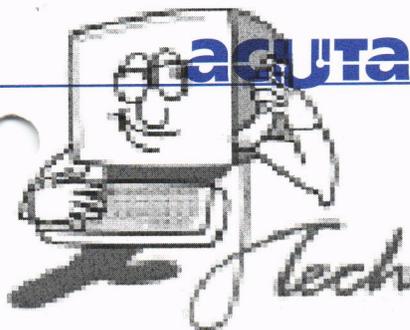
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## ACUTA Member Schools Are Mostly in the Green

Based on a survey taken at the ACUTA Annual Conference, two out of three member schools have gone, or are in the process of going “green.” And most of the ones who haven’t say they really want to. So for that, we tip our hat (our organic, earth-friendly fair trade hat) to you. We were going to say “more power to you,” but it’s actually about “less power” these days.

By the way, we appreciate those of you who took the time at the conference to fill out the survey form. The more people who do that, the more accurate our surveys are.

With that said, 65 percent of survey respondents reported that their schools have bought new equipment, launched distance learning and online education programs, instituted energy saving policies, and are otherwise moving to reduce energy usage and aid the environment.

Among the 35 percent who haven’t yet gone green, three out of four of them are looking into ways to save energy, operate more cleanly, and cut waste out of their information communications technology operations. They’re just being held back by budget limitations, difficulty in finding energy-efficient equipment, and proving future cost savings, among other obstacles.

The single most widespread pro-environment step taken by the already “green” schools is to recycle computer and networking equipment, diverting it away from landfills. Eighty percent of the “green” schools are doing this. Seventy-three percent reported that they have purchased more efficient, energy-saving equipment, and 63 percent said they have implemented a policy of reducing the amount of printing.

“Powering off” whatever equipment they can whenever possible is a practice at 55 percent of the green schools, while 29 percent have revamped their data centers and 20 percent have simplified their networks, both with energy savings in mind.

Surprisingly, 27 percent of the “green” schools say alternative energy sources are providing some of the power on campus (impressive figure!) and 25 percent say there is at least some telecommuting going on among faculty or staff. Also, 22 percent and 18 percent have implemented or expanded their distance learning and online education programs, respectively.

The survey indicates that while energy and cost savings aren’t easy to document, most schools do believe their efforts have provided or will soon provide a return on investment; also, 35 percent of the “green” schools say they have already seen a payoff in the form of an enhanced environmental image.

Growing up, I always dismissed my late mother’s Depression-era philosophy of “use it up, wear it out, make it do, or do without” as mere cheapness. She’d be most pleased to see we’re all coming back around to her way of thinking at least when it comes to energy. Excuse me while I go open some windows and turn off the air conditioning.

As always, if there are specific topics you would like to see covered in this space, please let me know via e-mail at kevin@duxpr.com.



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## D C Update

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### E911 Legislation

The New and Emerging Technologies 911 Improvement Act Of 2008 has been signed into law. This act will allow VoIP providers access to the same databases that wire-line providers use to supply E911 data to PSAPs, thus giving the VoIP providers parity with the wire-line providers. The act also sets the stage for migration to a national IP-enabled emergency network that would be “capable of receiving and responding to all citizen-activated emergency communications and improving information sharing among all emergency response entities.” It is envisioned that PSAPs would be capable of receiving and responding to IP communications. There will be more on this next spring when the mandated national plan to implement such a system is submitted to congress.

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### The Comcast Order

The FCC came down very hard on Comcast for blocking and/or shaping peer-to-peer traffic, labeling its practice “discriminatory and arbitrary” and calling Comcast’s conduct “unreasonable.” They seem most bothered by the fact that Comcast did not disclose its network practices and misled its customers. The order states that Comcast changed its story multiple times as the evidence mounted. The order acknowledges the need to engage in reasonable network management practices and states “we do not adopt here an inflexible framework micromanaging providers’ network management practices.”

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It does state in the footnotes, “Some commenters cite supposedly similar, or more restrictive, policies regarding peer-to-peer traffic of other entities, such as colleges and universities.” Out of all this it will be interesting to see what impact, if any, the order will have on higher education. It is also ironic that in the same time frame the Higher Education Opportunity Act was passed, which encourages us to do more to control peer-to-peer file sharing—including the use of technological deterrents such as bandwidth shaping and traffic monitoring.

### Higher Education Opportunity Act

As stated above, The Higher Education Opportunity Act has been signed into law and includes requirements to address illegal file sharing and emergency notification. The most onerous language was removed, but we will still face new requirements. It is anticipated that the U.S. Department of Education will be further defining what will actually be required, and we will be monitoring that.

### Early Termination Fees for Cell Phone Service Ruled Illegal

In a preliminary ruling a California court ruled that Sprint Nextel must refund and/or cancel early termination fees stating that “Sprint did no damage analysis that considered the lost revenue from contracts, the avoidable costs and Sprint’s expected lost profits from contract terminations.” This ruling might cause similar lawsuits in other states and might also invite action by the FCC to reduce such fees. Hopefully we can expect a future where we see the end of the unreasonably large termination fees being charged by all carriers.

For More In-Depth Coverage of Legislative & Regulatory Issues:  
ACUTA members may read about the latest developments in telecommunications- and Internet-related issues in the most recent Legislative and Regulatory Update, an electronic newsletter prepared monthly by Dow Lohnes. Access this newsletter at <http://www.acuta.org/relation/DownloadFile.cfm?docNum=309>

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# IP PBX Will Reign Converged PBX Will Slowly Fade Away

Gary Audin  
Delphi, Inc.

*This information comes from  
nojitter.com, a site created  
by Business Communications  
Review. Used here with per-  
mission from the author.*

Not soon, but I believe that the IP PBX will eventually become the dominant PBX architecture, sometime after 2010. I am sure there is no single compelling factor that will make my opinion become fact. There are many factors that all appear to be pushing the industry and their customers in this direction. Part of the value of the converged PBX is its support of legacy phones and trunks. As the legacy support requirements diminish, the converged PBX is less attractive.

Some surveys I have seen point out that about 60% of the present telephony market is controlled by the converged PBX vendors. The IP PBX has about 20+% of the PBX market, with the rest of the market being traditional PBX and key system products. By 2010, the converged PBX is estimated to still have 60% of the market with the IP PBX growing to about 30+% of the market. My opinion is that 60% will be the peak market share for the converged PBX. It will decline over the next decade with the IP PBX gaining the market share and becoming the dominate technology.

I have 11 observations that contributed to my prediction that the IP PBX will eventually reign in the PBX market. None of these will be the one factor to push the market to the IP PBX. They are listed in no particular order.

1. Cisco's growth to #1 worldwide: Cisco is reported to have shipped 1.6 million lines, slightly more than Avaya or Nortel for 1Q08. This acceptance of the IP PBX approach is gaining favor. I do not believe that Cisco will cause the shift to the IP PBX by itself. Others factors are cited below.
2. The data center becomes populated by commodity server: More vendors of the IP PBX and some converged PBX vendors are using off-the-shelf servers, servers that are also supporting other IT applications. This means that the TDM processor is slowly disappearing from the scene. These vendors are also moving to a software model that clearly signals the demise of the hardware-based PBX. I think we are very close to VoIP/IPT working in a virtualized server environment.
3. Open-source growth: The open-source PBX, although not commonly used by the large enterprise, is gaining market share, especially for small and medium businesses (SMBs). This is an IP PBX design, not converged.
4. The growth of SIP trunking support: SIP trunking to the PSTN is growing in support from both the PBX vendors and the carriers. This will significantly reduce the legacy trunking and may eliminate the need completely. SIP trunking support is available for systems as small as Microsoft's Response Point all the way to the largest Avaya and Nortel systems. This also means that legacy trunk gateways will become obsolete in the next few years.
5. The increasing network size of the key system replacement: Toshiba just announced that their system can now support 1000 lines. It is like other systems based on an IP PBX design. So the SMB market will most likely be all IP PBXs in a few years. Many key system vendors are expanding their products, IP PBX based, into markets that were traditionally that of the larger legacy vendors.
6. The slow retirement of the telecom professional: The telecom professionals who worked in the TDM world are retiring. I have noticed in my VoIP/IPT seminars that more data people are attendees because their organization's telecom staff has been absorbed by IT organizations. Telephony still needs support, and these attendees are more inclined to an IP PBX solution.
7. Legacy vendors moving to server platform: Siemens 8000, Intecom, and NEC all have IP PBX products in their portfolios. If these vendors believed that the converged system is the ultimate winner, then they would not offer the IP PBX models. They are hedging their bets to insure they will stay in business.
8. Data finally embracing IPT: My contacts with data staff have shown me that they are inclined toward the IP model for just about anything they intend to support. A converged system is a difficult sell. The converged system does fit into their concept of a converged IT environment.

9. Legacy phone life is not infinite: Most converged systems are procured because they allow the customer to remain the investment in phones. A Voice Report survey determined that 83% of the phones on IP-based systems, IP PBX or converged, were legacy phones. This will continue for a number of years. Eventually the enterprise will have to replace obsolete legacy phones. There will be fewer available on the market, except possibly on e-Bay. Phones will break; new models will be less common or will be not offered at all. The legacy phone in the enterprise should be almost entirely gone by 2015.

10. New companies won't buy converged: When a new company is established, it is usually with a younger staff that looks for advanced communications features and is very PC confident. These new companies are much more likely to select the IP PBX.

11. Greenfield installations = an IP PBX installation, not a converged system. My clients have a hard time justifying the installation of legacy telephony phones and cabling in a new or refurbished building. They prefer data cabling alone, which forces the acquisition of the IP PBX. The converged products just look too limiting for long term use.

You may disagree, but do not dismiss my 11 factors. I think that by 2013/15 converged sales will be less than IP PBX sales. In the long term, 2018/20, I do not see any market for the converged PBX. What's your opinion?

*Gary Audin is president of consulting firm Delphi Inc., and a frequent contributor to ACUTA publications. Reach him at [delphi-inc@att.net](mailto:delphi-inc@att.net).*

## Get Your ACUTA Logo Here

ACUTA school and corporate member logos can be used to identify you and your institution as an ACUTA member. They can be used on press releases, email signatures, websites, marketing materials, and more.

The logos can be downloaded from the ACUTA website (you must have a member login account) or by emailing Amy Burton at [aburton@acuta.org](mailto:aburton@acuta.org).



### Look on the Light Side

After having dug to a depth of 10 feet last year, some New York scientists found traces of copper wire dating back 100 years and came to the conclusion that their ancestors already had a telephone network more than 100 years ago.

Not to be outdone by the New Yorkers, in the weeks that followed, in California an archaeologist dug to a depth of 20 feet, and shortly after, headlines in the LA Times read: "California archaeologists have found traces of 200 year old copper wire and have concluded that their ancestors already had an advanced high-tech communications network a hundred years earlier than the New Yorkers."

One week later, the campus newspaper at a college in rural Missouri (the Show Me State), reported the following: After digging to a depth of 30 feet in an isolated area on the north side of campus, the telecom staff reported finding absolutely nothing. They have therefore concluded that 300 years ago, Missouri had already gone wireless.

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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.

- NGA Center - State Efforts to Expand Broadband Access:  
<http://www.nga.org/Files/pdf/0805BROADBANDACCESS.PDF>
- DHS - National Emergency Communications Plan (NECP):  
[http://www.dhs.gov/xlibrary/assets/national\\_emergency\\_communications\\_plan.pdf](http://www.dhs.gov/xlibrary/assets/national_emergency_communications_plan.pdf)
- Carphone Warehouse -- Mobile Life Report 2008:  
<http://www.lse.ac.uk/collections/pressAndInformationOffice/PDF/MobileLife2008.pdf>
- BSA - 2007 State Software Piracy Study:  
<http://www.bsa.org/country/Research%20and%20Statistics/statestudy.aspx>
- NASCIO - Governance of Geospatial Resources:  
<http://www.nascio.org/committees/EA/download.cfm?id=103>
- FTTH Council - 2008 Primer:  
[http://www.ftthcouncil.org/UserFiles/File/BBP\\_Apr08\\_FTTHPrimer.pdf](http://www.ftthcouncil.org/UserFiles/File/BBP_Apr08_FTTHPrimer.pdf)
- Computer Economics - IT Spending/Staffing-Exec Summary:  
<http://www.computereconomics.com/page.cfm?name=IT%20Spending%20and%20Staffing%20Study>
- Shoretel - IP Telephony E-Book:  
[http://www.shoretel.com/resources/guides/voip\\_book.html?utm\\_source=google&utm\\_medium=cpm&utm\\_campaign=pt\\_telecomweb&gclid=CKrA0PaJ3JQCfQRJFQodayuPSg](http://www.shoretel.com/resources/guides/voip_book.html?utm_source=google&utm_medium=cpm&utm_campaign=pt_telecomweb&gclid=CKrA0PaJ3JQCfQRJFQodayuPSg)
- Polycom - Scalable Infrastructure for Distributed Video:  
[http://www.polycom.com/common/documents/whitepapers/wp\\_scalable\\_architecture\\_for\\_distributed\\_video.pdf](http://www.polycom.com/common/documents/whitepapers/wp_scalable_architecture_for_distributed_video.pdf)
- GAO - Fed Agencies Must Strengthen Email Management:  
<http://oversight.house.gov/documents/20080708093459.pdf>
- GAO - FTS 2001 to Network Transition:  
<http://www.gao.gov/new.items/d08759.pdf>
- GAO - FCC Must Better Mgmt/Support of USF High-Cost Pgm :  
<http://www.gao.gov/new.items/d08633.pdf>
- GAO - Supplement Survey for High-Cost Report (above):  
<http://www.gao.gov/special.pubs/gao-08-662sp/index.html>
- Microsoft - "Six Degrees of Separation" Study Using IM:  
[http://arxiv.org/PS\\_cache/arxiv/pdf/0803/0803.0939v1.pdf](http://arxiv.org/PS_cache/arxiv/pdf/0803/0803.0939v1.pdf)
- USDL - Employment Statistics for July 2008 (ICT top of Page 4):  
<http://www.bls.gov/news.release/pdf/empsit.pdf>
- CDT - Privacy Risks in Telecommuting:  
[http://www.cdt.org/privacy/20080729\\_riskathome.pdf](http://www.cdt.org/privacy/20080729_riskathome.pdf)
- EU - International Roaming Benchmark Report (10/07-03/08):  
[http://erg.ec.europa.eu/doc/publications/erg\\_08\\_36\\_intern\\_roam\\_rep\\_080812.pdf](http://erg.ec.europa.eu/doc/publications/erg_08_36_intern_roam_rep_080812.pdf)
- CAP - Online Fraud & Abuse Risks/Government Inaction:  
[http://erg.ec.europa.eu/doc/publications/erg\\_08\\_36\\_intern\\_roam\\_rep\\_080812.pdf](http://erg.ec.europa.eu/doc/publications/erg_08_36_intern_roam_rep_080812.pdf)
- CWA - 2nd Annual "Speed Matters" Internet Access Report:  
Full Report: [http://www.speedmatters.org/document-library/sourcematerials/cwa\\_report\\_on\\_internet\\_speeds\\_2008.pdf](http://www.speedmatters.org/document-library/sourcematerials/cwa_report_on_internet_speeds_2008.pdf)  
50-State Chart: [http://files.cwa-union.org/speedmatters/state\\_reports\\_2008/CWA\\_Report\\_on\\_Internet\\_Speeds\\_2008\\_Ranking.pdf](http://files.cwa-union.org/speedmatters/state_reports_2008/CWA_Report_on_Internet_Speeds_2008_Ranking.pdf)
- NSF - Birth of the Internet (Multimedia):  
[http://www.nsf.gov/news/special\\_reports/nsf-net/](http://www.nsf.gov/news/special_reports/nsf-net/)
- FCC - MO&O on Comcast Net Discrimination Issue:  
[http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/FCC-08-183A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-08-183A1.pdf)

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## Corporate Affiliate Members

### COPPER MEMBERS

- 2sms; Schaumburg, IL** ..... [www.2sms.com](http://www.2sms.com)  
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Clinton Davies, Principal, (207/541-2322)  
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Larry West, CEO (760/683-7011)  
Voiplink is one of the largest ecommerce web-based resellers of VoIP equipment. We sell equipment from Cisco, Trixbox, Polycom, Sangoma, Aastra, Linksys, Digium, Plantronics, and more. Our extensive website features comprehensive product descriptions with competitive low pricing.

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

- KU Medical Center installs new campus emergency alert system

### JOB POSTINGS

- LEARN Executive Director, LoneStar Education and Research Network, San Marcos, TX  
*The Association for Information Communications Technology Professionals in Higher Education*
- Financial Planning Manager, Cornell University - Info Tech Admin & Finance, Ithaca, NY  
*Information Communications Technology Professionals in Higher Education*
- Communications Planner, University of California, Riverside, CA  
*Information Communications Technology Professionals in Higher Education*
- Project Coordinator, redLantern, Miami University, Oxford, OH.  
*Information Communications Technology Professionals in Higher Education*
- Senior Systems Engineer, Tarleton State University, Stephenville, TX.  
*Information Communications Technology Professionals in Higher Education*
- Sr. Voice Engineer, Virginia Commonwealth University, Richmond, VA.  
*Information Communications Technology Professionals in Higher Education*

### RFIs/RFPs

No new RFIs/RFPs have been submitted since our previous issue. Remember to post your RFIs/RFPs on our website!

Check It Out:  
Press Releases  
Job Postings  
RFIs/RFPs

