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Nominees for ACUTA Board of Directors for 2007-2008

The Board of Directors has approved a slate of nominees to present to the membership for election to the Board for 2007-08. The new officers' terms begin at the close of the Annual Conference August 2.

The election is conducted electronically using Web-based survey software to verify and count results. All primary (voting) institutional representatives will receive an e-mail announcement containing instructions. You can review candidates and their platforms online before casting your vote. Ballots must be cast electronically or postmarked by Friday, June 1. Vote only once as duplicates will be disqualified.

If you have questions about eligibility to vote, or if the person designated as your campus's primary representative has left his or her position during the past year and no new voting rep has been named, please contact Kellie Adkins at 859/278-3338, ext. 222, or kellie@acuta.org. The candidates are:

President-Elect:
- Corinne Hoch, Columbia University

Secretary/Treasurer:
- George Denbow, Univ. of Texas at Austin
- Riny Ledgerwood, San Diego State Univ.

Director-at-Large:
- Matt Arthur, Washington Univ. in St. Louis
- Jim Cross, Longwood University
- Matt Fuoco, Univ. of Kansas Medical Center
- Randy Hayes, Univ. of Northern Iowa
- Sandy Roberts, Wellesley College

Serving on ACUTA's Board of Directors provides opportunities for professional and personal growth. It requires a commitment on the part of the individual as well as the institution for which he or she works. All of these nominees are to be commended for their willingness to serve the Association as Board members.

In This Issue

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Are You Prepared?

ACUTA members joined the entire world in expressing shock and sadness regarding the tragic events of April 16 at Virginia Tech. These events (and other incidents in the following days) have caused campuses to reexamine their emergency preparedness plans and think deeply about how they would react if faced with a similar situation.

While it is exceedingly difficult to anticipate every emergency situation, communications technology plays a central role in preparing for and responding to emergencies on any scale. E-911 capabilities, emergency notification systems, text messaging, broadcast e-mail, broadcast phone messages, cell phone coverage, and other technologies are critical tools.

In addition, policies developed and implemented jointly by senior leadership, communications and information technology departments, campus safety and police departments, housing, student affairs, local law enforcement agencies, and a variety of other entities are essential to proper use of the technology. The combination of the right technologies and an effective decision-making process is essential.

As communications professionals, ACUTA members must be knowledgeable about the technologies that are needed for emergency response and able to advise their campus on appropriate use. Through our listserv, educational programs, vendor information, on-line resources, and publications we try to provide the latest information in order to keep you informed and ready to respond.

In response to the events at Virginia Tech, ACUTA is planning the following steps:
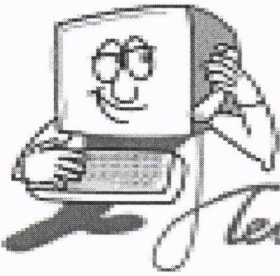
• We have created a new category, "Emergency Notification Systems," in our Products and Services Database, and invited vendors who supply these systems to list their products. This will make it easier for members to research these products. You can access the database at http://www.acuta.org/dynamic/members/Corporate_Search_Step3.cfm?categories=products.

• We have responded to several media inquiries about communications technology for emergency response.

• We have asked our Program Committee to include a focus on emergency response systems in the ACUTA Fall Seminar, scheduled for October 14-17 in Minneapolis. The previously planned track, "Business Continuity Planning and Disaster Recovery," will be the focus of this information.

• We have also asked our program planning team to develop an audio or web seminar on emergency notification systems and related topics that can be delivered in the near future, because we know that members are undertaking an urgent review of their campus' capabilities in light of the Virginia Tech incidents.

• As always, the ACUTA telecom listserv has been a ready and immediate source of information and knowledge among the membership.

We will all remember the events that transpired in Virginia for a long time, and hope that nothing like that happens again anywhere. Meanwhile, there are lessons we can learn. ACUTA is ready to be a conduit of information that will help you serve your campus more effectively.

Staff Changes at ACUTA Headquarters

When you call the ACUTA office, there's a good chance you'll hear a new voice—or maybe a voice you haven't heard for a long time! Lori Dodson, who left us several years ago, has returned part time as Accounts Receivable Analyst. Lori also answers the phone on Monday and Wednesday. On Tuesday, Thursday, and Friday, Patti West answers the phone. She is our new part-time Accounting Administrative Assistant. We are so happy to welcome (or welcome back) these two ladies, who are both very energetic, wonderfully efficient, and just plain nice.

On May 11, Business Manager Margaret Riley will be officially leaving ACUTA. Margaret will be in the office from time to time over the next several weeks to help make the transition to a new business manager happen smoothly. Assisting in that transition, and keeping things running smoothly until a new Business Manager can be found, will be Eleanor Smith, who retired from ACUTA in 2003. We wish Margaret well in her new position, and look forward to catching up on Eleanor's travels since her retirement!

Two years ago, the highly respected Medical Center at the University of California at San Francisco implemented a Gigabit Ethernet metropolitan area network to improve connectivity among the clinical, academic, and research programs throughout the medical center and the school of medicine. The medical center's network serves three hospitals plus some 75 offices and clinical locations across three campuses.

UCSF Medical Center Keeps Legacy Equipment Alive in New Network

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Known as the "Unified Network" project, the network was designed to handle high-powered data traffic such as medical imaging files. It was also intended to carry voice traffic among the numerous sites, and to do that, was originally designed to include 35 point-to-point T1 lines.

This architecture for the voice portion of the network turned out to be one of the only negatives. It performed so poorly that Stephen Sproul, manager of IT Infrastructure Operations for UCSF Medical Center, described it as "a nightmare."

"We wanted to save the cost of the leased lines by also sending the voice traffic over Gigabit Ethernet," Sproul said. However, that wasn't as easy as it may have sounded.

The UCSF medical center tested a number of VoIP solutions, but nothing was satisfactory. The medical center then turned to pseudowire, or TDM over IP, technology, a RAD Data Communications-developed solution that handles traditional voice traffic over packet networks in a much more efficient way.

The problem that arises when an organization decides to implement a VoIP or other packet-based network is the inability of the installed base of voice and legacy data to interface with and communicate over the packet network. That means traditional TDM equipment, such as PBXs, T1/E1 multiplexers, channel banks, and digital cross-connects are simply incompatible with the new network. An institution with a significant amount of this equipment in place understandably wants to leverage its investment in it.

"Pseudowire offers an evolutionary path to network convergence for institutions that must deal with traditional voice and other TDM equipment. It allows them to take advantage of packet network efficiencies without the costs and dislocation of a complete equipment replacement," said Eitan Schwartz, RAD's vice president of pseudowire and carrier Ethernet technologies.

Pseudowire is the emulation of a native service (such as ATM, frame relay, SONET/SDH, or TDM) formed by tunneling that service's data through a packet network. Implementing pseudowire in a packet network environment involves the installation of gateways between the traditional TDM equipment and the packet network.

These gateways segment the TDM traffic and add an MPLS or IP header to convert the segments into packet streams. The packet network handles this just as it does any other packet data. At the receiving end, the original bitstream is reconstructed by removing the headers, concatenating the segments in sequence, and regenerating the synchronous clock.

The medical center deployment uses RAD IPmux-8 gateways at eight main network locations, and keeps backup units in place to assure full redundancy. As a result, voice, fax, modem, and data services are delivered over the Ethernet network without any compromises in traffic quality.

"The UCSF Medical Center was a relatively smooth installation," said Lisa Martin, regional sales director for Western Data Group, the company that installed the pseudowire equipment. She added that when this equipment goes in, "Users do not notice a change. There's no training and no complaints about voice quality. They just install the equipment and start saving money."

Implementation of the pseudowire solution saves the UCSF Medical Center some $200,000 annually in T1 line costs. As a result, the installation of the pseudowire equipment paid for itself in eight months.

"We happily disconnected the 35 T1 lines we were using for voice," said Sproul. "All our voice traffic is running over our high-speed Gigabit Ethernet MAN. Performance has been outstanding."

Panic Button Quick Fix

A member recently posted a message to the ACUTA listserv stating he had had a request for a "panic button" to be installed at several locations. Rob McCray at Delaware Technical and Community College responded with a creative solution. Here's his reply:

"Cheap is the name of the game here, so I bought some mini boxes and push-on/push-off switches. I programmed the PBX for ARDs and sent the calls to the emergency number and the name display with PANIC plus the location. When they push the button, it shorts the tip and ring, which seizes the line and makes a blind call to Public Safety. The dispatcher sees the panic+location on the name display and sends help. When the guard gets there, he/she pushes the button again to clear the circuit. The dispatcher can't hang up on it because it just repeats the cycle until the guard gets there to clear it.

"It is *really* hoaky but the total cost, other than ports, was less than $10 per copy. I use ports that have issues like bad coils so they don't send ringing voltage to the analog set, which serves a dual purpose. It ties up an otherwise bad port so I don't accidentally assign it to a normal station, and it lets me get the panic button without tying up a perfectly good port."

Reach Rob at rmccray@dtcc.edu.

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Board Report
April

Riny Ledgerwood
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The Board of Directors met on March 31 in Baltimore and approved the following:

• The reappointment of Dave Ostrom as Chair, Legislative/Regulatory Affairs Committee, completing his term at the close of the 2009 Annual Conference

• The 2007 Slate of Candidates

• The proposed 2007-08 budget

The Board discussed the proposed 2008 Seminar Topics, which will be finalized in April and published in the 2008 Planning Guide.

The Board is looking to update ACUTA's Strategic Plan. It has been three years since the last major revisions and many action items have been accomplished.

In collaboration with ITERA, Mr. Piscopo was selected as one of six judges to evaluate the "Crisis Florida Student Paper Competition." ACUTA is exploring the idea of doing something similar in the future and perhaps in conjunction with ITERA. The winning student would receive an award and the winning paper published by ACUTA.

A few board members will attend the American Distance Education Consortium Conference in April to find out if there is anything ACUTA can do to assist the tribal colleges.

ATIS has accepted ACUTA's invitation to present their draft document on a "Hurricane Preparedness Check List" at the Annual Conference in Hollywood, Florida. We plan to adapt this list by making some adjustments for ACUTA members' use in conjunction with university emergency preparedness plans.

The Board discussed the Member Needs Assessment Analysis conducted by Association Laboratory and reviewed the recommendations that apply to the various committees for possible future implementation.

ACUTA is exploring the feasibility and costs of enhancing the Member Database for future implementation.

Respectfully submitted,
Riny Ledgerwood, Director
Communications and Computing Services
San Diego State University
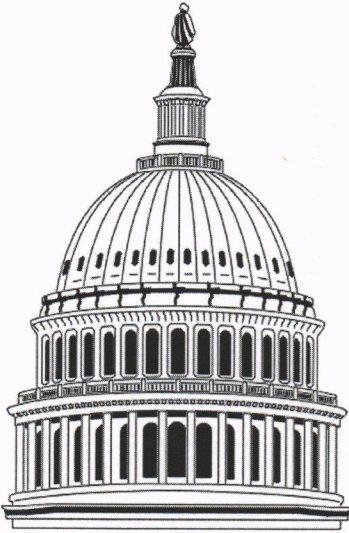
D C Update

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Verizon vs. Vonage Settlement Continues

According to *Information Week*, 3/8/07, Verizon was awarded $58 million in damages and a 5.5% royalty on the use of their patented technology going forward if Vonage is allowed to continue using them. In a recent statement, CEO Mike Snyder assured Vonage Stockholders and customers, "Our financial reserves would allow us to continue normal operations regardless of the outcome. In addition, we are confident that regardless of how this litigation is ultimately decided, Vonage's customers will see no change whatsoever to any aspect of their phone service."

On April 7, 2007, U.S. District Judge Claude Hilton ordered Vonage to provide service only to existing customers and to post a $66 million bond stating that Verizon would be injured if Vonage was completely free to continue infringing the patents. This freed Vonage to take the case to the U.S. Court of Appeals for the Federal Circuit, which specializes in patent cases.

On April 24, 2007, Vonage presented its case before the Federal Appeals Court which ruled that Vonage may continue to sign up new customers while appealing a patent infringement loss to Verizon. Obviously, we will be hearing about this case for quite some time, and Vonage's future is somewhat blurry.

According to Rebecca Arbogast, an analyst with Stifel Nicolaus Research Team, "Even though legally they can sign up new customers, I think they're still going to be kind of swimming upstream over the next couple of months in terms of marketing and commercial appeal."

AT&T, Quest, and Verizon Awarded Federal Government Telecom Contract

According to *Telecommunications Reports* (4/15/07), three Bell companies were awarded ten-year Networx Universal contracts. These are the largest telecom pacts ever doled out by the federal government. General Services Administrator Lurita Doan stated, "Award of the Networx Universal contracts is a historic moment at GSA, and it reflects our goal of providing transformational products and services to our federal customers at the best prices available in the marketplace."

Are Cellphones Safe? To Be Determined

According to the Food and Drug Administration, March 29, 2007, news release, the FDA has contracted the National Academy of Science to conduct a symposium related to the possible associated health effects from the exposure to radio frequency. "The National Academy of Sciences will organize an open meeting of national and international experts to discuss the research conducted to date, knowledge gaps, and additional research needed to fill those gaps. The workshop will consider the scientific literature and ongoing research from an international perspective in order to avoid duplication and in recognition of the international nature of the scientific community and of the wireless industry." http://www.fda.gov/cellphones/. Just about the time I get comfortable with that battery brick to my ear, something like this makes headlines.

Cellular Phones Usage Aboard Airplanes

In a decision issued on April 3, 2007, the FCC released a memorandum opinion stating, "Given the lack of technical information in the record upon which we may base a decision, we have determined at this time that this proceeding should be terminated." The FCC also stated, "Further, because airlines, manufacturers, and wireless providers are still researching the use of cell phones and other PEDs onboard aircraft, the FCC found that it would be premature to seek further comment at this juncture." (http://www.fcc.gov/cgb/consumerfacts/cellonplanes.html)

Guess it's back to reading your sky mall magazines and having a face-to-face conversation with your buddy sitting beside you instead of having to listen to six or seven conversations going on around you. Not sure this is a bad thing, as I am one who likes to read a good book while flying.

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 Wiley Rein. Access this newsletter at http://www.acuta.org/relation/DownloadFile.cfm?docNum=309

Universal Service Fund Talks Continue

The FCC's announcement of an increase in the contribution factor to 11.7% from the previous 9.7% has reignited calls for change. The USF by Numbers Coalition, rural telephone companies, and the wireless telecommunications companies are all battling for an opportunity to be heard. On April 16, 2007, the FCC issued a Notice of Inquiry which stated, "This Notice of Inquiry (Notice) begins our fifth inquiry under section 706 of the Telecommunications Act of 1996 (the 1996 Act) into whether advanced telecommunications capability is being deployed to all Americans in a reasonable and timely fashion. We seek comment on various market, investment, and technological trends in order for the Commission to analyze and assess whether infrastructure capable of supporting advanced services is being made available to all Americans."

Also, another USF bill has been introduced in the House of Representatives. There will be more information forthcoming from the Legislative Regulatory Committee as the committee continues to keep an eye on USF happenings and the potential impact on universities and colleges.

Things To Watch

Verizon launches FiOS 1: This is their first Verizon owned/operated TV channel in the U. S. They will provide local news, weather, high school and college sports as well as traffic information.

Best Buy Co. acquires Speakeasy, Inc.: Speakeasy is a broadband and VoIP services provider targeting small-business customers.

Canadian News: The CRTC (Canadian Radio-Television and Telecommunications Commission) adopted a wireless portability (WNP) requirement allowing wireless service customers the ability to retain their phone numbers when changing carriers.

ATIS Releases Standard on Surveillance for Internet Access and Services

March 22, 2007, Washington, DC. ATIS (Alliance for Telecommunications Industry Solutions) announced today the release of its Standard on Lawfully Authorized Electronic Surveillance (LAES) for Internet Access and Services (ATIS-PP-1000013.2007).

The standard supports the ability of Internet access providers and Internet service providers to assist law enforcement agencies in intercepting Internet broadband data, and it defines the communication-identifying information and content to be intercepted and reported, as well as the delivery format.

Additionally, the standard provides for a "safe harbor" as specified in Section 107 of the Communications Assistance for Law Enforcement Act (CALEA). http://www.atis.org/PRESS/pressreleases2007/032207.htm

Dues Notices Mailed May 1

Invoices for membership dues for the 2007-08 fiscal year were mailed May 1. New this year, you can avoid any lapse in benefits by paying securely online using a credit card. Just follow the link printed at the bottom of your paper invoice. Change of information forms are also included for you to return with any updates.

What are the benefits of membership? Networking...Discounts at events... Leg/Reg Updates...Listserv...Journal...eNews...Professional Development...and more!

ACUTA has a tiered dues structure based on a school's Carnegie classification and the number of students enrolled in a degree program according to the Higher Education Directory. Corporate affiliates choose their level of membership based on the benefits offered at four different levels.

For details, contact Kellie Adkins, Membership Development Manager, at kellie@acuta.org.

Technology Policies and User Expectations Focus of 2007 Strategic Leadership Forum

The 11th ACUTA Forum for Strategic Leadership in Communications Technology will focus on timely and important topics that campuses are dealing with today:

• Policies and practices for personal use of university-owned technology, and business use of personally-owned technology—human resource issues, employee benefit and tax implications.

• What are the implications for security of networks, devices, information and user privacy?

• Are user and employer technology expectations and needs changing?

• How are colleges and universities of varying sizes adapting to meet user expectations for 24X7 access?

• What new developments are on the technology horizon to help us meet increasing expectations from both institutions and users?

• What are the unique technology expectations of Boomers, Gen Xers and Millennials in the workforce, and how can communications and IT departments be prepared to meet them?

The Strategic Leadership Forum takes place on Monday and Tuesday July 30-31 at the Annual Conference. It is an ideal setting for individuals with strategic and leadership responsibilities to learn from their peers and expert panelists. In response to feedback from past participants, we have nearly tripled the amount of time devoted to round table discussion and interaction with panels.

Complete program information and registration are available on the Web at http://www.acuta.org/?1778. Register by June 15 to save $50 off the registration fee. Any employee of a member institution qualifies for the member rate.

If there is a senior communications/information technology manager or another administrator on your campus who could benefit from this program, feel free to pass this information along to them or send us their name and contact information and we will add them to our mailing list. Contact Kellie Adkins at ACUTA, kellie@acuta.org or phone 859-278-3338, for assistance.

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WEB TIP

Aaron Fuehrer
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Search for Emergency/Event Notification Vendors

http://www.acuta.org

Due to the increased interest in emergency notification systems within our industry and on the listserv, ACUTA has added a new category to our online Company Products and Services search. This allows all members to search for ACUTA corporate members that provide this type of service.

If you are interested, you can do a search for all ACUTA corporate members that have selected our new "Emergency/Event Notification" category as one of their services.

Go to our online Member Search at http://www.acuta.org/Dynamic/Members/Index.cfm. Select *Company Products & Services* and click *Next Step*.

In the pull-down menu, select the appropriate search request, such as Emergency/Event Notification, and click *Next Step*. This will bring up all the corporate affiliates of ACUTA that have told us they provide emergency/event notification systems.

This can also be used to search in over 120 different categories, so we recommend that you bookmark this webpage so that you can search for any needed products and services in the future.

Corporate Members: If you would like to be added to the new Emergency/Event Notification category or would like to update your listing of products and services, the form is available online: http://www.acuta.org/html/prodsvc.pdf.

If you have any questions feel free to contact me at afuehrer@acuta.org.

Be a Moderator or Monitor at the Conference

If you're planning to come to the Annual Conference in Hollywood, please think about signing up now to be a session moderator or monitor. It's a great way to contribute to the Conference's success and to get more actively involved. A moderator introduces the presenter, and the monitor distributes and collects evaluation forms. If you're ready to volunteer, your first step is to review the Conference agenda either in the printed brochure or online.

The URL for the online brochure is http://www.acuta.org/events/annual_conference/sce07.cfm. You can review the moderator sign-up page at that same URL or at http://www.acuta.org/donna2/moderator.pdf.

Your final step is to e-mail Donna Hall at dhall@acuta.org with the title or the number of the session(s) for which you'd like to help. You will receive a confirmation and instructions in July. It's as simple as that!

Please call Donna Hall at the ACUTA office at 859/278-3338 x 231 if you have any questions.

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.

- Internet Security Threat Report/Key Points/Flash Presentation:
  http://www.symantec.com/enterprise/theme.jsp?themeid=threatreport
- FBI and iC3 Internet Crime Report 2006:
  http://www.ic3.gov/media/annualreport/2006_IC3Report.pdf
- Potential Economic Impact of Pandemic on States:
  http://healthyamericans.org/reports/flurecession/
- World Economic Forum Global IT Report:
  http://www.weforum.org/en/initiatives/gcp/Global%20Information%20Technology%20Report/index.htm
- Telework Exchange Survey of Telework Coordinators:
  http://www.teleworkexchange.com/teleworkcoordinatorstudy/
- I2010—Annual EU Information Society ICT Report:
  http://ec.europa.eu/information_society/eeurope/i2010/annual_report/index_en.htm
- NASCIO Disaster Recovery Planning Video (Online/Free DVD):
  http://www.nascio.org/committees/disasterRecovery/DRvideo.cfm
- Shoretel IP Telephony Pocket Guide:
  http://zdcustom.ziffdavis.com/ShoreTel_EN/index.htm
- VOIP Fault Tolerance Using Multiple WAN Links:
  http://www.aspennetworks.com/WhitePaper.html
- NASUCA Letter to FCC on 11.7% USF Fee & Options:
  http://www.neca.org/wawatch/wwpdf/041007_10.pdf
- How to Realize the Full Potential of Enterprise Mobility:
  http://www.pwc.com/extweb/pwcpublications.nsf/docid/E3E51336D276FF338525729D006CCAA8
- NASCIO Brief on Insider Security Threats:
  http://www.nascio.org/publications/documents/NASCIO-InsiderSecurityThreats.pdf

PAETEC Provides Calling Service

If you serve on an ACUTA committee or on the Board, you have noticed a new procedure when you call in for your meeting in recent weeks. PAETEC is now the official service provider for ACUTA's internal committee conference calls. This system will make our calls more secure and facilitate proper accounting procedures. We thank PAETEC for working with us to provide this service and help us serve our members more efficiently.

Welcome New Members

Corporate Affiliate Members

COPPER MEMBERS

911 ETC, Inc., Everett, WA www.911etc.com
Timothy Smith, Regional Director; 202/365-4948
911 ETC is a professional services enterprise that seeks to improve the safety and security of corporations' and government facilities' most important assets by developing and implementing Enhanced 911 Database Management and On-site Emergency Notification Strategies.

ADTRAN, Huntsville, AL .... www.adtran.com
Ron Wicks, Marketing Manager; 256/963-8000
IADTRAN, Inc., is a leading global provider of networking and communications equipment, with an 18-year history of profitability and a portfolio of more than 1,400 solutions for use in the last mile of today's telecommunications networks.

Alertus Technologies/Emergency AV, Potomac, MD .... www.alertustech.com
Jason Volk, CEO; 866/425-3788
Alertus Technologies is your source for the most innovative all-hazards emergency alert notification systems. Originally developed at the University of Maryland, Alertus has pioneered the most reliable and informative emergency notification system ever available.

BlueNote Networks, Tewksbury, MA .... www.bluenotenetworks.com
Etta McCarthy, Senior Mgr., Marcomm; 978/863-3515
With the SessionSuite family of Business Communications Platforms, enterprises, ISVs and partners can quickly and easily embed interactive real-time communication services into a range of commercial or custom software applications, websites and internal business processes using industry-standard interfaces and technology.

Interstate Powercare, Dallas, TX .... www.powercare.com
Sammy Duke, Vice President, Sales; 770/329-6545
Interstate Powercare, a division of Interstate Battery USA, offers our newest line of batteries, "The Concerto" line. These are high quality, sealed-valve regulated lead acid batteries for telecom and stand-by applications.

MessageOne, Austin, TX .... www.messageone.com
Autumn Moss, Marketing Prog. Mgr.; 512/652-4500
MessageOne is rewriting the rules of business continuity by providing affordable applications and services that reduce risk, eliminate complexity, and provide enterprise control over business continuity.

Voice Plus, Inc., Roseville, CA .... www.voiceplus.com
Suzette Anderson, Dir., Marketing; 916/787-5600
VoicePlus provides integrated call processing systems and custom applications that deliver superior messaging services and communication solutions to various types and sizes of business.

The Book Is in the Mail

ACUTA is very pleased to provide each member campus with two complimentary copies of the just published book, *Campus Communications Systems: Converging Technologies*.

This book was written by ACUTA members who are actively involved in the field of communications technology on college campuses, experts who are well respected by their peers and who will be familiar to other ACUTA members.

The book is not written for the seasoned professional, but rather should be useful as a primer for someone new to your staff, for someone in another department who must quickly understand the basics of the new communications technology arena, or for someone who is experiencing firsthand the convergence of voice and data technologies and needs a fresh perspective.

Thanks to the current Publications Committee and Ron Kovac, Chair; to former Publications Committee members; and to former Publications Committee Chair Walt Magnussen, ACUTA President-Elect, for their considerable effort in bringing this publication to you.

Special thanks to **Verizon Business** for their generous sponsorship of the book which helped defray the cost of production, printing, and postage.

Members may purchase additional copies of the book for $15 each (plus $2 shipping/handling). Contact Kellie Adkins at kellie@acuta.org for more information or to order.