9-2007

ACUTA eNews September 2007, Vol.36, No. 9

From ACUTA Headquarters

Jeri Semer, CAE
ACUTA Executive Director
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This eNews will find ACUTA members throughout the world focused on the beginning of a new school year, with many ambitious technology projects completed over the summer and many new programs and services being offered to incoming and returning students. I am always amazed at the scope and complexity of the projects our members take on and complete over the course of a brief break in regular classes, simultaneously providing for the unique needs of groups using the campus over the summer months.

In the midst of this intense activity, the strategic and tactical planning for long-term growth and enhancements to communications technology and customer service must continue. Many campuses are undergoing significant new construction and renovation of existing facilities, and communications technology is an integral part of these projects.

ACUTA educational programs offer a unique opportunity to think about these long-term plans in the company of peers who have successfully faced similar challenges and who are more than willing to share their experiences and lessons-learned. In addition to issues of long-term importance, our programs address immediate needs and are responsive to current developments.

Please take a moment to place the following on your planning calendar for 2007-08, and encourage others in your department who are involved with these activities to consider attending as well. More information is available prior to these events on the ACUTA website at www.acuta.org.

ACUTA 2007 Fall Seminars, October 14-17, Minneapolis Hilton in Minneapolis, MN

Tracks: "Business Continuity Planning and Disaster Recovery" and "Supporting Converged Mobile Communications"

ACUTA 2008 Winter Seminars, January 27-30, Disneyland Hotel in Anaheim, CA

Tracks: "Chargebacks and Cost Models for Communications Technology" and "User Communications & Support"

In This Issue

ACUTA 2008 Spring Seminars, April 6-9, Sheraton St. Louis in St. Louis, MO

Tracks: "VoIP: Costs, Challenges, Opportunities" and "Staffing in a Converged IT World"

ACUTA 2008 Annual Conference, July 13-17, Caesar's Palace in Las Vegas, NV

Timely keynote presentations, breakout sessions, user groups, and peer networking events and the ACUTA Forum for Strategic Leadership in Communications Technology (July 14-15)

ACUTA 2008 Fall Seminars, October 5-8, Boston Park Plaza Hotel in Boston, MA

Tracks: "Data and Voice Mobility" and "What's New in Communications Technologies"

In addition to these planned events, we will be offering at least six web and audio seminars during the next year, focused on very timely and important topics of interest to technology professionals in higher education. The first of these will be September 27, on "Best Practices in VoIP." Watch your e-mail and the ACUTA website for more details.

The ACUTA Program Committee, Board of Directors, and professional staff work throughout the year to ensure that our educational programs are on target with your needs. We base these programs on your expressed desires for specific topics, so I encourage your continued suggestions, feedback, and participation.
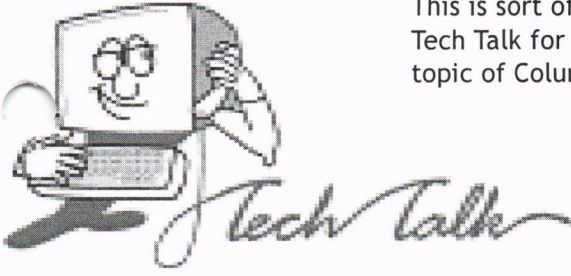
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Info Links

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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.

- CFI Group Call Center Customer Satisfaction Index Reports:
  http://cfigroup.com/callsat/ccsi_reports.htm
- PFF Comments to FCC on Broadband Industry Practices:
  http://www.pff.org/issues-pubs/filings/2007/
  070614LenardFCCBroadbandIndustryPractices.pdf
- PFF Paper on Effective U.S. Broadband Policies:
  http://www.pff.org/issues-pubs/pops/pop14.7usbroadbandpolicy.pdf
- Pew's "Don't Blame Me, It's the Phone's Fault:"
  http://www.pewinternet.org/pdfs/Typology.ObDeck.Final.pdf
- NASCIO IT Disaster Recovery/Business Continuity Toolkit:
  http://www.nascio.org/publications/documents/NASCIO-DRToolKit.pdf
- Technology CEO "Great Nation" Report:
  http://www.cspp.org/documents/TCC-A_Great_Nation_Final.pdf
- Spectrum/Public Safety/National Wireless Network Paper:
  http://www.freedomworks.org/uploads/20070628.pdf
- Effects of Broadband on Output and Employment in the U.S.:
  http://www3.brookings.edu/views/papers/crandall/200706litan.pdf
- FTC Broadband Connectivity Competition Policy Paper:
  http://www.ftc.gov/reports/broadband/v070000report.pdf
- GAO Report on Data Breaches:
  http://www.gao.gov/new.items/d07737.pdf
- Penn State Research Paper on Women in IT Work Force:
  http://delivery.acm.org/10.1145/1240000/1235030/p122-
  quesenberry.pdf?key1=1235030&key2=9495704811&coll=GUIDE&dl=GUIDE&CFID=27996399&CFTOKEN=26672298
- Infonetics Paper on In-Building Cellular/Dual Mode Phones:
  http://www.infonetics.com/services/whitepapers/Infonetics%20In-
  Building%20Wireless%20white%20paper.pdf
- Phoenix Center Paper on Global Broadband Adoption:
  http://www.phoenix-center.org/pcpp/PCPP29Final.pdf
- ADC publication, "The Book on FTTX"
  http://www.adc.com/productsandservices/productsolutions/fttp/book/index.jsp

Change May Be Constant, But at Least It's Gradual

Kevin Tanzillo
Dux PR
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This is sort of a landmark column for me, as it marks five years since I began writing Tech Talk for the ACUTA eNews. Just out of curiosity, I went back and looked at the topic of Column *Numero Uno* in September 2002, which was a technology called Resilient Packet Ring, or RPR.

As near as I could figure, very little of what was said in that column is much different today. That means one of two things: first, I have far more ability to peer into the technology future than anyone ever noticed, or second, some things just don't move that quickly. (Hint: it's the second one.)

This all got me thinking, and it seems that despite all the hype about the rapid pace of change in communications technology – on campus, in corporate America, and among service providers – the whole process is actually pretty incremental.

Sure, a lot of things have changed from 2002 to 2007, but the big changes have been in the applications. We've seen the ascendance of social networking, downloading of massive volumes of music and videos, the YouTube phenomenon, the move to the cellphone as the primary (often the only) voice device, and increased use of wireless computing and networking. Yet the communications foundations underlying these applications haven't radically changed. The Internet, cellular networks, and wireless networks have all been much improved in terms of capacity and bandwidth, but they're still essentially the same networks that we've known for years.

Even our core networking technology, Ethernet, is now in its 30s. It has gone from its conceptual three megabits per second of the 1970s to 10 Mbps, 100 Mbps, Gigabit Ethernet, and now 10G and 100G Ethernet. But it's still Ethernet.

If you read the communications and computer industry trade press, you have no doubt encountered the term "disruptive technology." That's something that shakes things up so much that it causes a fundamental change in the way we view and use technology. What we used to call a "paradigm shift" before that became a cliché.

Our contention here today, based on this eye-opening look back to 2002 and the current status of the topics we covered in those earliest monthly columns, is that it isn't really the technology that disrupts or is disrupted, but rather the applications.

Web 2.0, which we discussed back in June, is a good example. There is no argument that it is disruptive, with its transfer of so much control over content and usage into the hands of Web users. But the communications technology behind the Internet is essentially unchanged. It's like if we all made the move to electric cars. That would be a major (and welcome) shift, yes, but our roads and streets would be the same.

Maybe these things are incremental for a reason. If communications technology was indeed changing as rapidly or significantly as the applications, who would have the budget to keep up? How many times could you dig up campus or rewire historic campus buildings? Yes, it's better this way.
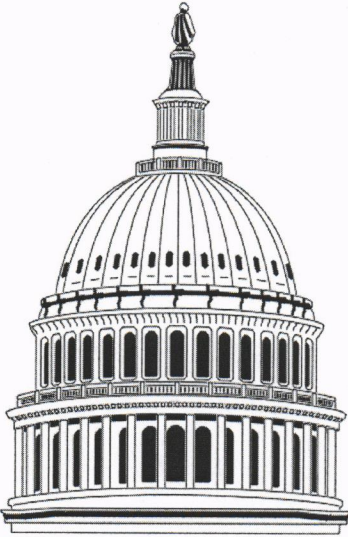
*As always, if there are specific topics you would like to see covered in this space, please let me know via e-mail at **kevin@duxpr.com**.*

Be a Good Neighbor: Invite a colleague on another campus to join ACUTA today!

D C Update

Jeanne Jansenius
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Anticramming Agreements Reached in Florida

Florida's Attorney General Bill McCollum (R) stated recently that the settlement between Verizon Communication and the State of Florida will require billing and collection clearinghouses and merchants to forward all consumer complaints referencing "cramming" to the phone company. Verizon then will take action against the company to protect telephone consumers. Similar agreements were reached with Embarq Florida and AT&T Florida. The attorney general pointed out that this "is the final step in resolving the issue of how telephone companies with Florida customers will address cramming and what steps will be taken to proactively protect telephone consumers from the illegal practice." These agreements stemmed from a lawsuit by the attorney general's office against Email Discount Network, LLC. (*Telecommunications Reports* 8/1/07)

Consumer Electronic Association Broadband Report

Broadband has now reached 51% of U.S. households, up 21% from last year. Those of us that house the student environment during 9 months of the year will not be surprised that Shawn DuBravac, CEA economist, noted that broadband subscribers' use of video and other digital entertainment continues to increase. DuBravac noted that video content was the primary driver for increasing demand for broadband. (TR 8/1/07)

Will the Digital TV Transition Be a Disaster?

Media Access Project (MAP) President Andrew Jay Schwartzman stated at a recent conference in Washington, "I am not a psychic...but I fear this won't work. It's not the fault of NTIA (National Telecommunication and Information Administration, which is responsible for a digital TV converter box voucher program)...millions of notices are needed in bodegas and laundromats to reach people who are too old, too poor, who don't speak English as a first language, who for these reasons are the hardest to reach...I don't know if appropriation right now would be soon enough. I don't know if major stepping up by industry will be enough." Guess time will tell if they have missed the boat on this transition. The NTIA will hold a meeting September 25, 2007 at 9:00 A.M.

Look for an FCC one-day workshop on digital TV consumer education to take place September 26, 2007. The Commission stated in a public notice "[T]he purpose of the workshop is to provide an opportunity for all interested parties to jointly discuss the challenges associated with the upcoming transition and explore ways to develop coordinated consumer education initiative." (TR 8/15/07)

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

Number Porting Process

During the July 12 Senate Commerce, Science, and Transportation hearing, numerous lawmakers and telecom experts expressed displeasure with the time it takes for wireline carriers to port numbers. Rumors have it that it takes some carriers 30 days to complete the process while the time to process a request is estimated to be 4 days. Senator Ted Stevens (R-Alaska) and Senator Daniel Inouye (D-Hawaii) recently introduced the Same Number Act of 2007 (S. 1769). This would assist consumers who seek to keep the same phone number when switching between wireless carriers. S.1769 would cover all voice services in order to help consumers take advantage of the competitive choices available in the communications marketplace. In summary, Senator Stevens stated, "Technology advances and innovations generate constant change in the communications marketplace, and Congress must ensure consumers are not hampered by delays or protracted procedures which arise when they change services." Senator Stevens avowed that "this legislation would require the FCC to revisit its number portability rules and extend them to all applicable voice communications services, not just telecom services." (http://stevens.senate.gov/public/index.cfm?FuseAction=NewsRoom.PressReleases&ContentRecord_id=bbe62752-1321-0e36-baa1-639c40c4de17&Region_id=&Issue_id=)

WiMAX Network Coming To Your Area Soon?

Sprint Nextel Corp. and Clearwire Corp. have teamed up to jointly construct the first nationwide mobile WiMAX broadband network. According to *Telecommunications Reports* (8/1/07), Sprint Nextel plans to build out to a geographical area that will cover about 185 million consumers and Clearwire plans to cover about 115 million

people. They expect to finalize definitive agreements in 60 days with the initial term of the alliance being 20 years. Of course, the Department of Justice and the FCC will have to approve the license transfers as they will be exchanging some 2.5 gigahertz band licenses. Gary Forsee, Sprint Nextel Chairman and Chief Executive Officer, stated that "this arrangement will result in stronger competition in the rapidly growing market for broadband services, and will provide consumer, national enterprises and other business, educator, and public safety agencies greater choice and faster access to a revolutionary mobile broadband technology." (TR, August 1, 2007)

Spectrum Auction Proceeds...Where's the Money Being Spent?

The Public Safety Interoperability Implementation Act (HR 3116) introduced by Reps. Bart Stupak (D. Mich.) and Vito Fossella (R., N.Y.) have proposed that the funds from the sale of the FCC's 700 megahertz band auction and future sales be dedicated to an interoperability grant program. This bill would establish a Public Safety Communication Trust Fund in the U.S. Treasury. It is estimated that the sales will bring in $12.5 billion, with some suggesting $20 billion, thus allowing for the establishment of a trust fund that would distribute $500 million a year from 2008 to 2010; after that, giving 50% of net proceeds from the FCC auctions. (http://www.house.gov/list/press/ny13_fossella/070726_interoperable.html)

Canadian News

For the first time, the Canadian Radio-television and Telecommunications Commission has set the stage for allowing deregulation of residential phone service in certain Canadian markets. According to *Telecommunications Report*, the CRTC has received applications to deregulate local phone service for areas covering more than 60% of the nation's telephones providing they meet the criteria set by CRTC. New areas that will introduce new services or packages are Alberta, New Brunswick, Nova Scotia, and Prince Edward Island. (TR 8/1/07)

Tots Get Internet Domain Name

I just had to share this one out of the August 21, 2007 Washington Post. "A small but growing number of parents are getting domain names for their young kids, long before they can do more than peck aimlessly at a keyboard...they worry that the name of choice might not be available by the time their babies become teens or adults." Must admit that I love this: "$9 a year is cheap compared with the cost of diapers and college tuition." (http://www.washingtonpost.com/wp-dyn/content/article/2007/08/21/AR2007082101198_pf.html)

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Board Report

August

Riny Ledgerwood
San Diego State Univ.
ACUTA Secretary/Treasurer
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The Board of Directors met immediately after the Annual Conference in Hollywood, Florida.

Incoming ACUTA President Walt Magnussen reported that we expect 100% attendance at the strategic planning retreat November 15-16 in Lexington. He expects to devote substantial time to discussion of certification in addition to the general strategic planning discussion.

- The Board approved the appointment of George Denbow to a two-year term on the Program Committee.
- New Board Liaisons to Committees include:

Legislative/Regulatory Affairs: Sandy Roberts

Membership: Buck Buchanan

Program: Diane McNamara

Publications: Jim Cross

Vendor Liaison: Randy Hayes

The Board members heard only positive comments about the annual conference from attendees. The exhibit hall had a good mix of products and services. Corporate presentations were well attended in comparison with past events. There was a sense of excitement and satisfaction with the educational sessions, exhibit hall, and networking events.

Respectfully submitted,
Riny Ledgerwood, Director, Communications & Computing Services
San Diego State University

Telecommunications Enhancing School Safety

Gerard Shallo
XTEND Communications Corp.
www.xtend.com

School safety is an issue that concerns us all. We are constantly reminded that schools are plagued with the threat of violence. This epidemic is not limited to one geographic or socioeconomic area.

Vendors who provide solutions for today's campus environment must understand the issues at hand and work with campus safety officials to develop applications that enhance the levels of safety. Solution providers must empower safety officials with the tools to respond to any emergency that may arise by working within existing communications infrastructure, while expanding the school's reach to parents and students via home, dorm and cellular phones and SMS messaging.

The ideal solution is based on 4 components:

- *Interactive Emergency Notification*
- *Victim 911 Caller Location*
- *On-site Security and Administrator Alerts*
- *Call Recording and Logging*

Interactive Emergency Notification

An emergency notification tool provides a centralized command center for alerting and notifying school security or emergency personnel, campus staff, students and parents—in multiple languages when necessary. Emergency broadcast must be to a wide variety of end points. For colleges, this may mean registered students' cell phones either via voice call or SMS/text messages. SMS messaging has become the preferred method of contact for many, as students will typically not answer incoming cell phone calls while in class. A text-based SMS message can easily be received at anytime. Universities may also distribute alerts to networked LCD display panels on campus or to any wireless devices.

Victim 911 Caller Location

Typically when a 911 call is placed, the 911 call-taker at the public safety answering point (PSAP) receives only basic information on the location of the caller. That may include a local street address with little else. This poses a serious threat if the caller is unable to tell emergency personnel exactly where they are located.

Many campuses have upgraded to Enhanced 911. Detailed information about the exact location on campus where the call was initiated is delivered to the local PSAP dispatcher, and emergency service personnel—as well as school safety officials—are able to respond to the exact location of the victim caller. This is a service that has become law in some states, and it is expected that others will follow.

On-site Security and Administrator Alerts

On a large campus, administrators often do not know that 911 has been called until emergency first responders arrive at the scene or they are notified by local police.

From a health crisis to a bomb scare, a school's reaction to a situation varies depending upon the circumstances. In the case of a sick or injured student, both school officials and emergency personnel need to rush toward the situation to offer assistance. However, in a situation that threatens student safety, the reaction is the opposite; students and faculty need to be rushed away from the scene. A safe campus must be equipped with the tools to most quickly and accurately assess the situation and respond accordingly.

Immediate alerts of a 911 emergency call enable safety officials and administrators to evaluate the situation in real time and to react before EMS, firefighters, or police arrive on the scene. Administrators can act as crowd control, or safety personnel can direct public first responders right to the scene.

Call Recording and Logging

When a threatening or questionable call is answered, the person answering the call should have the ability to quickly and easily initiate a recording of the call. Some systems allow the person taking the threatening call to simply press a key on their telephone set or PC to trigger a chain of events that includes recording the entire call (even if the threat was made before the key was pressed), sending the audio portion of that call or the live call to school safety officials, and performing a malicious call trace for the source and location of the caller. In many cases, a short message up front, such as "All calls are subject to recording," has the power to eliminate a large percentage of false alarms and unnecessary worry. Call recording works to deter, track, identify and prosecute those who make bomb threats and other threatening calls to administrators, teachers, and staff within the school.

Making Safety a Priority for All

Telecom-based safety solutions continue to protect an untold number of students on campuses across the United States. Solutions providers are committed to working with institutions of learning as we develop better technologies to address times of need. We are proud of the fact that we have seen the desire to maintain a safe environment expand beyond schools and into businesses and other private organizations. This is a trend we all hope to see continue, with the increasing implementations of solutions for Enhanced 911 and interactive mass messaging. The proudest moments for any solutions provider are the reports received from users when applications we've provided have been credited with saving a life at their facility.

Gerard A. Shallo is Marketing Director at XTEND Communications Corp. Visit their website at www.xtend.com.

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Check It Out: Press Releases Job Postings RFIs/RFPs

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
- Mapcom Systems Introduces M4® to Campus Telecommunications Departments

Job Postings
- Systems Administrator, Ohio University, Information Technology, Athens, OH.
- Principal Project Manager, UCLA Communications Technology Services, Los Angeles, CA
- Help Desk Consultant, Indiana State University, Terre Haute, IN.
- Telephone Engineer, Ohio University, Information Technology, Athens, OH.
- Systems Programmer Analyst 3, Ohio University, Information Technology, Athens, OH.
- Director, Systems and Operations, Ohio University, Information Technology, Athens, OH.

RFIs/RFPs
- IT Tactical Plan RFQ, Amarillo College, Amarillo, TX

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ACUTA Resources Make Membership a Great Value

I receive so much valuable information and resources from the ACUTA listserv. It always amazes me how ACUTA members are so willing to share answers and suggestions after a question is posted on the listserv. Whether I post a question or not, I always read the listserv responses. Many times ideas or additional questions will come to mind after reading responses. The listserv is a valuable tool and is a quick and easy way to assimilate information on the most recent and critical topics.

I have also used the listserv archives recently to provide upper administration with a list of schools that are providing cell phone stipends or schools that are removing dial tone from the residential halls. I collected this information promptly from the archives and did not have to spend valuable time calling or emailing colleagues from other schools.

Patty Benton, Director Telecommunications
*The University of Alabama*

FYI

Useful Information from the Campus

http://www.studentmonitor.com

In the spring of each year, Student Monitor of Ridgewood, NJ, conducts extensive research into how students are using communications technology on campus. *ACUTA eNews* is pleased once again to feature selected results of the 2007 survey. We appreciate Student Monitor's assistance as we strive to provide the most useful and up-to-date information. If you would like to know more about the survey, contact Eric Weil, managing partner at Student Monitor (weil@studentmonitor.com).

How Many Students Have a Non-cellular Phone?

The shares of students with a non-cellular phone continues to decline rapidly. This year, fewer than four in ten students (39%) have a non-cellular phone, down from slightly more than half (54%) of students last year, 63% two years ago, 73% three years ago and 85% four years ago.
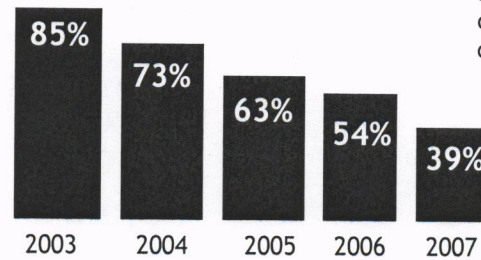
Sign of the Times: More students own a digital camera or notebook computer than have a non-cellular telephone.

2003	2004	2005	2006	2007
85%	73%	63%	54%	39%

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Treasure Chest Winners

If you've ever attended an ACUTA Conference, you know that many people take home some fabulous gifts, prizes that are given away in the Exhibit Hall, or on special occasions. One of those special occasions is the Treasure Chest drawing at the very end of the Conference. Thanks to the generosity of some of our vendors, we have some wonderful prizes for lucky winners. Listed below are the names of the people who took home the prizes listed, which were donated by the companies indicated in parentheses.

In addition, one final winner is Erich Matola, CIO at Alliant International University, who won the drawing for ACUTA logo items for turning in his conference evaluation.

1. Kaye Libby Davis, Purdue University
   - Sprint Mobile Broadband USB Modem (Sprint-Nextel)
   - 500-piece Poker Set (Superior Essex)
2. Nora Santiago, University of South Florida
   - 2 GB iPod Nano (Campus TeleVideo)
   - Plantronics Cordless Headset Telephone (Telesource Services)
3. Barbara Patrick, Indiana Univ. at Bloomington
   - 3Com OfficeConnect Wireless Travel Router (3Com Corporation)
   - Sony Portable DVD Player (AFL Telecommunications)
4. John Stier, Stony Brook University
   - 2 GB iPod Nano (MessageOne)
   - Portable Laptop Accessory Kit (Ciena Corp.)
5. Dan Malick, Bucknell University
   - Rhino 5000 Hard Case Kit (DYMO)
   - iPod Shuffle (Parlance Corporation)
6. Elizabeth Eaton, Eastern Oregon University
   - Digital Camera (1Call, A Division of AMTELCO)
   - $50 Wal-Mart Gift Card (Mohawk)
7. Stephanie Ross, California State Univ - San Bernardino
   - iPod Shuffle (Connect-ED)
   - $75 Best Buy Gift Card (Cortelco)
8. André Jones, Columbia University
   - 30 GB iPod (IPUnity Glenayre)
9. Darrell Martin, California State University - Fresno
   - TomTom GPS Navigation System (ISI Telemanagement Solutions)
10. Joe Adamo, University of North Texas
    - $150 Legal Seafood Gift Certificate (SDC Solutions)
11. James A. Pampinella, Syracuse University
    - 80 GB Video iPod (AT&T)
12. Carolyn Trail, Roanoke College
    - BlackBerry 8800 Smartphone (Research in Motion/ BlackBerry)
13. Stan Harris, The University of Montana
    - Complimentary registration to the 2008 ACUTA Annual Conference in Las Vegas

Welcome New Members

Corporate Affiliate Members

GOLD MEMBER

Cisco Systems, Inc., San Jose, CA .... http://www.cisco.com/go/education
John Tuohy, Education Industry Marketing Mgr., 408/525-7370
Networks are essential to education, and Cisco solutions are the foundation of these networks. By combining our core strength (IP) with intelligence, Cisco offers a powerful platform for the convergence of data, voice, video & mobile communications in a secure, integrated architecture.

BRONZE MEMBER

Mistletoe Technologies, Cupertino, CA .... http://www.mistletoetech.com
Robert Ellison, Director of Sales; 408/200-5762
Mistletoe's Slimline product family offers the fastest, most cost-effective way to protect and optimize existing network and security infrastructure through the combination of its unique slim design, low power consumption, and high performance.

COPPER MEMBER

posTrack Technologies, Inc., Joliet, IL .... http://www.postrack.net
Tony Brncich, Vice President; 815/462-4200
posTrack is rooted in CenterPoint's 20+ years of technology development, consulting, and management experience, including Web-based application software engineering, applying our experience to the emerging standard for voice communications—VoIP, and more.

Important Information...
Useful Resources...
The Best in Professional Networking:
Invite a Colleague to join ACUTA today!

Farewell to Kellie

After 19 years with ACUTA, Kellie Adkins has taken a position with Asbury College in Wilmore, Kentucky. On September 17, Kellie will begin a new career—just her second job since her days as a student at the University of Kentucky.

In 1988, Kellie was a UK student working in the office of UK Telecom Director Del Combs. When the ACUTA Board of Directors made the decision to establish an office with a paid staff and hired Combs as ACUTA's first Executive Director, he offered Kellie the position of Administrative Assistant. Since then, she has handled just about every kind of duty required of ACUTA staff, serving for the last 15 years as Membership Development Manager.

"Kellie has played an important and unique role in ACUTA's history," said Jeri Semer, CAE, Executive Director. "Her memories of ACUTA span so many important milestones in the association's growth and development, and to many of our members she is the face and voice of ACUTA headquarters. She has been a dedicated employee for all these years, and has helped ACUTA to grow into the vital organization it is today. Besides missing her personally, we will miss her expertise and her dedication, but we certainly wish her well."

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36th Annual Conference & Exhibition

Whether you're the one doing the talking or the listening,
the conference is all about networking and learning
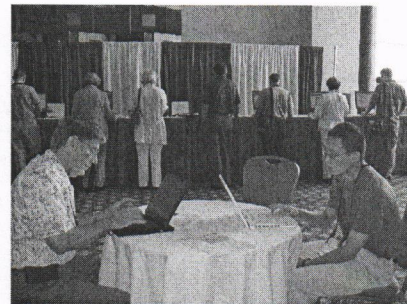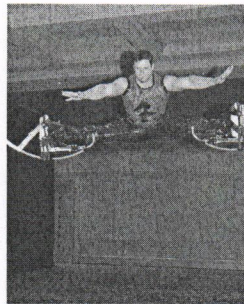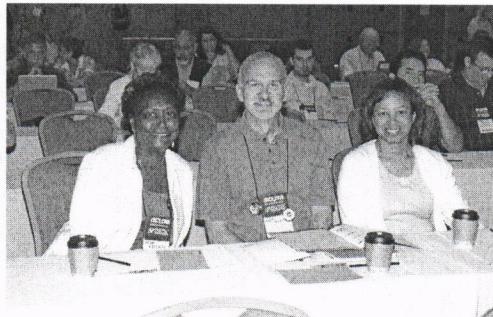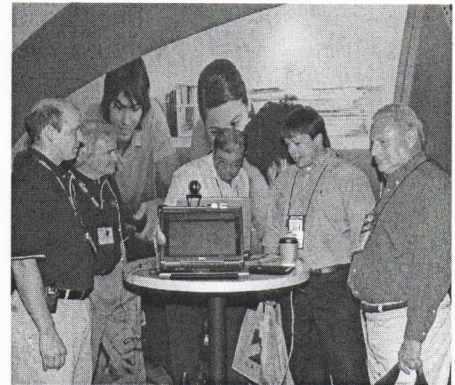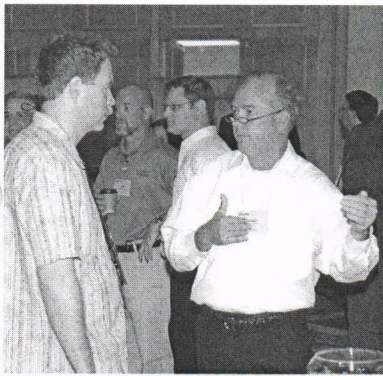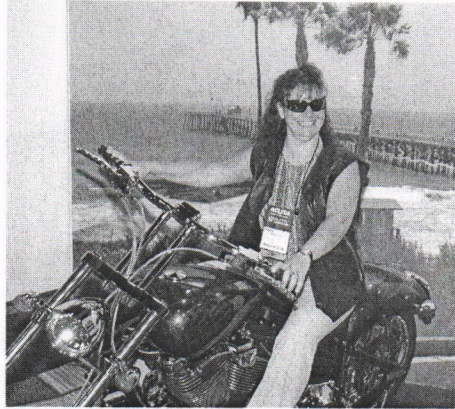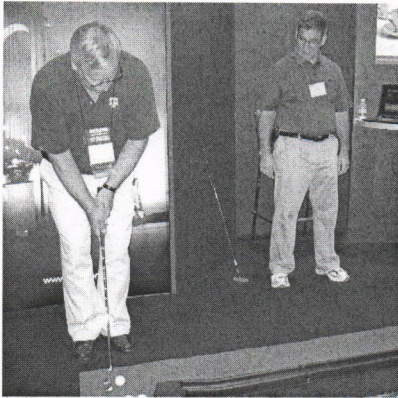(plus a moment or two of fun!).
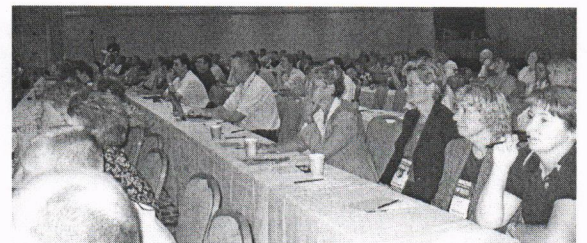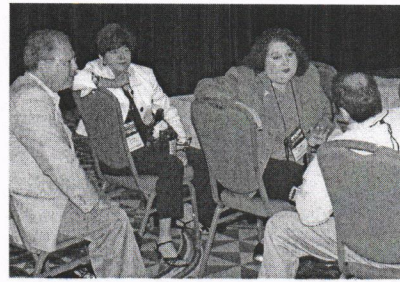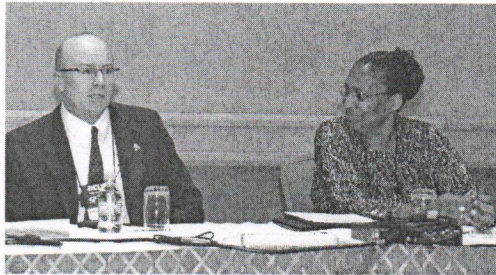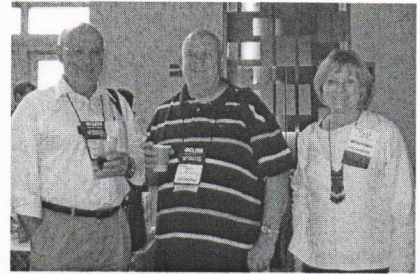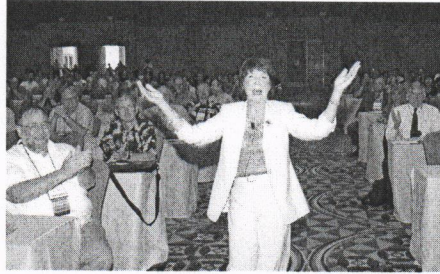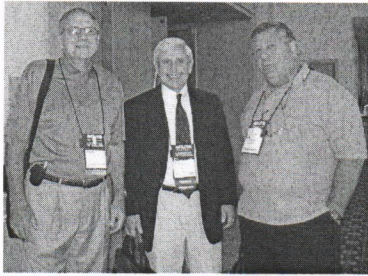
Exhibit Hall

Colorful booths, fun things to do, inter-
esting "give-aways," and a terrific op-
portunity to talk about communications
technology with the people who design
it, supply it, maintain it, and advise you
how to implement it on your campus:
That's the ACUTA Exhibit Hall!
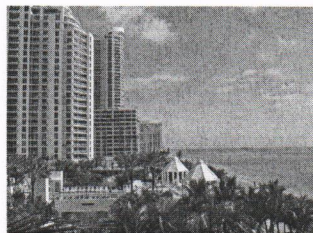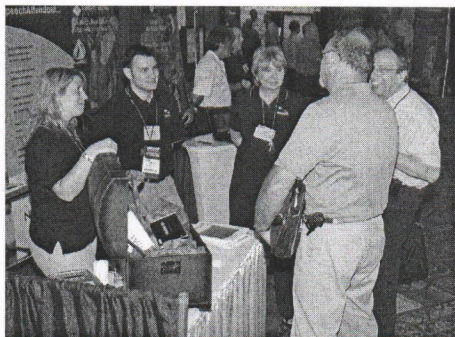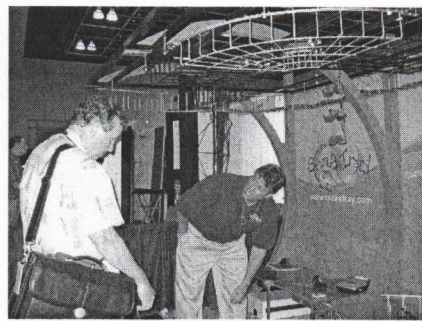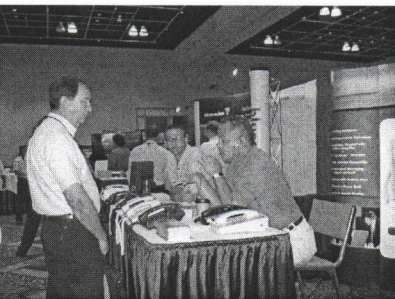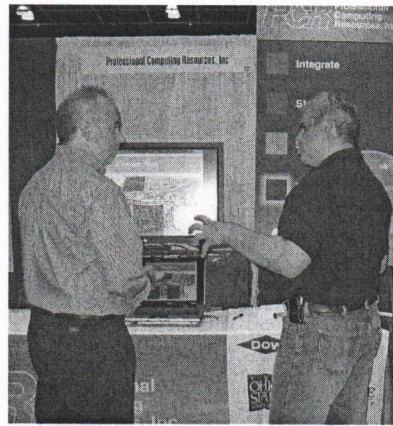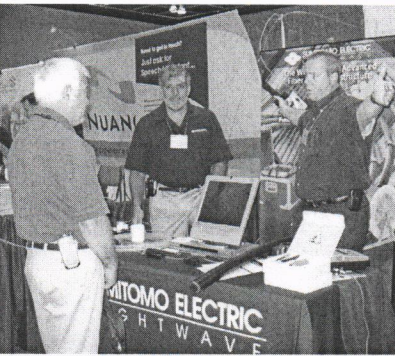
Awards Recognize Hard Work

Institutional Excellence Award winners included an Honorable Mention for the University of Cincinnati (left), the University of Notre Dame (center), and an Honorable Mention for the University of Idaho (right). Thanks to PAETEC, sponsor of this award and the Awards Luncheon which was held on Wednesday.

Sandra Roberts of Wellesley College is this year's winner of the ACUTA Ruth A. Michalecki Leadership Award.
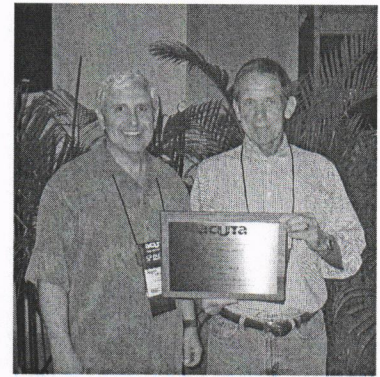
John Bradley, retired from Rennselaer Polytechnic Institute, was named the winner of the Bill D. Morris Award.
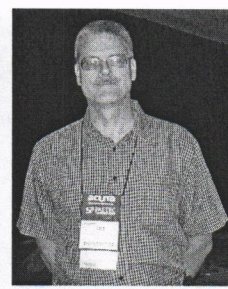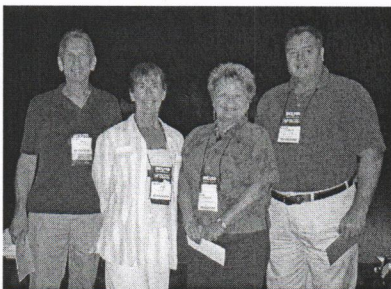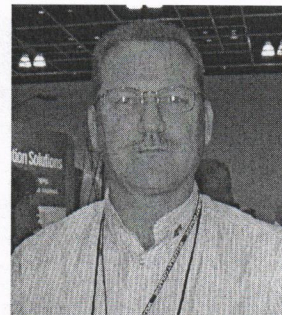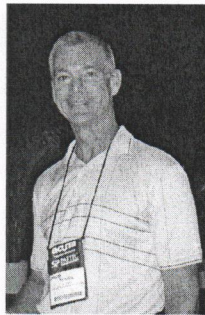
.CUTA recognizes members who celebrate anniversaries in increments of 5 years. Top from left: Claire McNicholas, Temple Univ., 25 years; Mark Mabe, Missouri Western State Univ., 20 years; Elwyn Hull, UT Southwestern Med. Ctr., Dallas, 15 years; Buck Buchanan, FSU, 15 years. Bottom from left: 10-year members: Mike Williamson, Deb Duncan, Connie Grimes, and Terry Meredith. 5-year members: Carolyn Trail, Ted Krupicka, Dana Camper, Bob Perreira, Bev Hubley, Patti Sellers, and Mary Reimer. Pictured by himself is Art Leible, also a 5-year member.

Monday Night Event
International Game Fishing Hall of Fame and Museum

The Annual Banquet

Great Fun for Everyone!