


8-2006

ACUTA eNews August 2006, Vol. 35, No. 8

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"ACUTA eNews August 2006, Vol. 35, No. 8" (2006). *ACUTA Newsletters*. 103.
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Report from the 35th Annual ACUTA Conference

Hundreds of ACUTA members gathered in San Diego July 23-27 for the 35th Annual ACUTA Conference and Exhibition. We enjoyed the great networking that always takes place at ACUTA events, many interesting educational presentations, and one of the best exhibit hall experiences ever. If you missed it, you need to make plans now to join us for the 36th Conference next year in Hollywood, Florida!

Futurist Thornton May's presentation at the general session on Monday was both enjoyable and thought-provoking, and Tuesday's report from Nancy Victory (Wiley, Rein and Fielding) and Brian Voss (LSU) on Hurricane Katrina and the aftermath was very enlightening. Victory provided extensive details and insights into the communications needs that resulted from the hurricane, and what succeeded and what failed. Voss described responses from those providing support from the fringes.

On Wednesday, Mark Luker from EDUCAUSE and Jeff Linder, Wiley Rein & Fielding, presented some very timely information on legislative and regulatory issues. This presentation and the presentation by Voss and Victory were videotaped and are available on the ACUTA website. (See page 4 for other sessions available online.)

In many ways we recognized the contributions of individuals during the past year, including some very important honors. Former President Tamara Closs, Duke University, was named the recipient of the Bill D. Morris Award, and Buck Buchanan of Florida State University was honored with the ACUTA Ruth A. Michalecki Leadership Award.

Sinclair Community College won the Institutional Excellence Award, and honorable mentions went to The Naval Postgraduate School and Wake Forest University. Look for details of their award-winning projects in future issues of the *ACUTA Journal*. The September issue of the *ACUTA eNews* will include photos taken at the Conference.

Plenty of people took home some great prizes—laptop computers, iPods, monitors, and lots more—courtesy of our generous vendors. But everybody wins at ACUTA events. The networking and exchange of ideas is unsurpassed. If you haven't attended an ACUTA event for a while, join us for our Fall Seminars in Portland in October. We *guarantee* you'll be glad you came!

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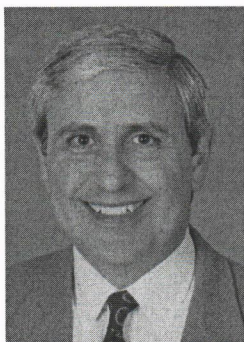
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From the President



Carmine Piscopo
Providence College

Generations X and Y: ACUTA Is Ready for You

Shortly after becoming President-Elect a year ago, I decided that, as a member of the baby-boom generation, one of my goals would be to help increase the participation of the so-called members of generation X (born between 1965 and 1975) or generation Y (born after 1975) in ACUTA. After all, it won't be too many years before the "torch will be passed to a new generation" of our association's leadership.

As I have attended ACUTA conferences and seminars over the last several years, I have made it a practice to note the number of attendees at the orientation for first-time attendees held on Sunday afternoon at each event. Most of the time, it seemed that members of the baby-boom generation (born between 1946 and 1964) outnumbered both generation X and Y attendees. I normally made a special effort to introduce myself to the younger generation, and often casually mentioned that they can volunteer to participate in the ACUTA committee that they may be interested in. More often than not, they would politely thank me for my time and insight then move on. Needless to say, I began to wonder about how to involve members of these generations in ACUTA's future.

Much of my concern abruptly changed last month as I had the opportunity to attend the annual two-day CHEMA (Council of Higher Education Management Associations) meeting in Albuquerque, New Mexico, along with President Pat Todus and Executive Director Jeri Semer. CHEMA is an association that brings together all the higher education associations to allow us to compare issues and determine how we can effectively collaborate for the good of our institutions.

One of the most interesting presentations was by Arthur Brooks, an associate professor of public administration at Syracuse University, who led a research project that was recently presented to the William E. Smith Institute for Association Research. As I would have predicted, it stated that in the year 2000 "baby boomers were significantly more likely than younger workers to belong to an association" and presented credible data to support this claim.

What was startling to me was that Dr. Brooks compared this year 2000 data with more current 2004 data, he concluded that "the difference between generations is largely a function of age, not generation *per se*." Therefore, the study indicates that as younger workers progress in their careers, their incomes rise, and their responsibilities are taken more seriously, these workers show every indication that being members of a professional association will be even more prevalent than with the baby boomers.

The study goes into great detail too lengthy to be discussed in the limited space of this column, but its findings underscore the need to get generation X and generation Y communications employees interested in the benefits of ACUTA membership and involvement. As voting members of this association, we must reach out to mentor those who have the knowledge and ambition to keep ACUTA's programs and services relevant in the coming years as technological advancements move forward. After all, our communications industry is going through so many changes, it seems only logical that the generation(s) who will live and thrive in this industry should lead ACUTA through it.

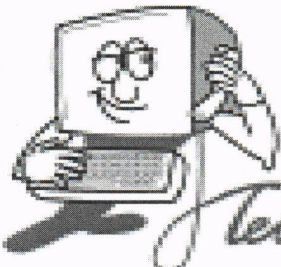
ACUTA Coming Events

Fall Seminars
Oct. 22-25, 2006
Portland, OR

- New & Evolving Technologies
- Chargeback & Cost Models

Winter Seminars
January 21-24, 2007
Austin, TX

- Best Practices for Communications Technology Professionals
- Convergence & Infrastructure



Regular readers of this column know that there are few things we enjoy more than a good acronym. So as soon as we encountered TWAMP, we knew it was a topic we had to cover.

We've addressed SIP, SALT, SOAP, and CAPWAP, among others, over the course of writing this column, but from the acronym standpoint alone, TWAMP has to be our favorite so far. It has an Elmer Fudd charm about it. Can't you just picture Elmer yelling, "Don't twamp on my pwopewty, you wascally wabbit!"

It'll be tough to shake that Elmer Fudd image as we get serious now, but we'll try. TWAMP is actually the Two-Way Active Measurement

Protocol, and it is aimed at accurately measuring the performance of devices in an IP network. It is, at this point, a draft standard of the Internet Engineering Task Force, so it is a bit uncertain when standard TWAMP-compliant products might be available.

TWAMP sets out to solve a problem that its cousin, OWAMP (seriously - it's the One-Way Active Measurement Protocol) doesn't quite address. TWAMP is designed as a means of measuring the round-trip performance between devices in a network. As its name implies, OWAMP is limited to addressing one-way metrics between network elements.

As a standard, TWAMP would assure interoperability and give network managers greater visibility into the performance of their network equipment. Just as with any equipment, with standards in place, the result is a greater choice of equipment from a wider range of manufacturers. This, we imagine, would be especially appealing for those with larger campus or enterprise networks.

In its operation, TWAMP defines a control protocol for establishing performance measurement sessions, and a transmission and reception protocol for the session probes themselves. The control protocol enables the network devices to start a session, while the other protocol defines the packet formats to be used in measuring the round-trip performance. The standard defines elements such as "session reflectors" and "fetch clients" that not only have interesting names, but play key roles in monitoring the journeys and performance of test packets.

An additional aspect of the standard is TWAMP Light (the low-calorie version?), which offers a simpler architecture that may be helpful in certain situations. It eliminates the need for the TWAMP control protocol, setting up the tests on the assumption that the session reflector is configured appropriately.

As IP networking evolves and matures, more advances such as TWAMP are likely, as the need grows for effective, comprehensive monitoring and analysis tools. Currently available solutions have generally been mainly aimed at simple network troubleshooting, but as we all know, there's much more to the story than that.

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.

TWAMP Will Help Track IP Network Performance

or

TWAMP Will Help Twack IP Network Performance

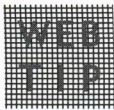
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Info Links

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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, both often contain valuable information. Below are links to selected documents of interest.

- PFF Primer on Net Neutrality:
http://www.pff.org/issues-pubs/pops/pop13.14primer_netneut.pdf
- PFF Paper on Copyright Term Extensions:
http://www.pff.org/issues-pubs/pops/pop13.15copyright_term_lengths.pdf
- EU Regulatory Framework Review/Reg-De-Reg Document:
http://ec.europa.eu/information_society/policy/ecomms/index_en.htm
(*Comment Cycle thru October 27th.....feel free to comment to the EU!*)
- Introduction to Quality of Service:
<http://www.kentrox.com/library/04-16-002%20Intro%20to%20QoS.pdf>
- Why QoS is Critical for VOIP Networks:
<http://www.kentrox.com/library/04-16-001%20Why%20QoS%20for%20VoIP%20networks.pdf>



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Conference Audio/Video Available on ACUTA Website

Again this year, some of the most popular breakout and general sessions from the Annual Conference will be available on the Web for viewing. In addition to the Real Video streaming, the audio from these sessions will also be available in MP3 format for convenient download to your portable player or computer. Recorded sessions are listed below:

General Sessions:

- Lessons Learned from Hurricane Katrina
- Legislative & Regulatory Update from Washington

Breakout Sessions:

- New Federal E911 Laws for VoIP
- Lessons Learned in the Implementation of VoIP
- VoIP - Can we Talk?
- Unified Messaging Tips and Traps
- CALEA Issues
- Strategic Approach to Information Security

Expect to see the video and audio posted to the website at <http://www.acuta.org/?1531> after August 7. If you would like to order a CD-ROM of the handouts from all the sessions at the Conference, it can be purchased online at <http://www.acuta.org/dynamic/store/store.cfm?CategoryID=80&do=list>.

If you have any questions, please contact me at afuehrer@acuta.org.



ACUTA One-Day Workshop: Making Convergence Work Philadelphia, PA September 12

ACUTA is offering a one-day workshop in Philadelphia on "Making Convergence Work" on Tuesday, September 12, from 8:00 a.m.-4:00 p.m. at the Loews Philadelphia Hotel, in Philadelphia, Pa.

Topic: Making Convergence Work

Voice, video, and data technologies are converging more and more everyday. Although some of the hype makes everything appear seamless and inexpensive, communications technology managers who want to offer their campuses flawless use of technologies, 24/7 customer service, and reliable security know there's a price to pay. At this seminar, you will learn how to identify and overcome potential challenges in the new converged environment. The instructor will describe ways to address space planning, power, and air conditioning. He'll also suggest methods of improving your networks to provide the QoS and bandwidth needed. A whole new menu of security issues will be presented as will ideas for organizing and training IT and communications technology staffs.

Instructor: Gary Audin is President of Delphi, Inc., a consulting firm based in New Jersey. With more than 40 years of computer and communications experience, he has planned, designed, specified, implemented, and operated data and telephone networks. Audin has a BSEE from New Jersey Institute of Technology and has done graduate work in computer science at Syracuse University.

Location: The Loews Philadelphia Hotel is conveniently located in the heart of Philadelphia, steps away from the historic district, shopping, restaurants, and sports arenas, and just minutes from Philadelphia International Airport and Amtrak's 30th Street Station.

Guest rooms at the Loews are available at the ACUTA rate of \$159 through August 21. Please make your hotel reservation by calling 215/627-1200.

More detailed descriptions and online registration are available at: <http://www.acuta.org/?1505>. For more information contact: ACUTA, 859/278-3338, www.acuta.org, Donna Hall, Manager of Professional Development.

FYI

Useful Information from the Campus

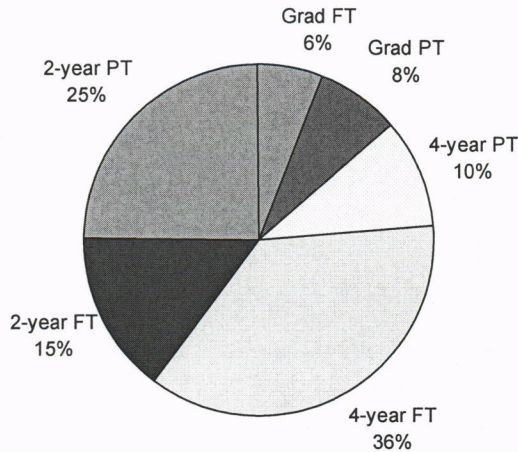
<http://www.studentmonitor.com>

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In the spring of 2006, Student Monitor of Ridgewood, NJ, conducted extensive research into how students are using communications technology on campus today. *ACUTA eNews* is pleased once again to feature selected results of that 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, at weil@studentmonitor.com, or visit their website at <http://www.studentmonitor.com>.

First, here's an update on the student full-time/part-time, graduate/undergrad population, then a look at who leads in market share. Next month, and for subsequent months, we will feature other graphs.



Market share shifts:

- 1% of students use VoIP. About one in five students (22%) are "Very" or "Somewhat interested" in using VoIP.
- At 35%, Verizon ranks 1st in top-of-mind awareness as a cell provider (followed by Cingular at 21% and Sprint/Nextel and T-Mobile each at 15%).
- With a 33% share of market (up from 29% last year), Verizon also ranks 1st (followed by Cingular at 24% while Sprint/Nextel and T-Mobile are tied at 17%) as the leading providers.
- Motorola is the leading brand of cell phone owned by students (29%, up from 24% last year) followed by Samsung at 21% (unchanged from last year).

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Board Report July

Riny Ledgerwood

San Diego State Univ.

ACUTA Secretary/Treasurer

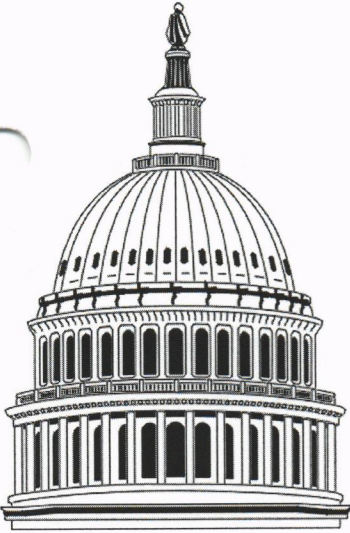
rlledgerw@mail.sdsu.edu

The Board of Directors met at the Annual Conference in San Diego on Saturday, July 22. A full agenda included the following items:

- Approval of committee appointments:
 1. Higher Education Advisory Panel: Wendell Barbour, Longwood Univ.; Tamara Closs, Duke Univ.; and Michael Palladino, Univ. of Pennsylvania
 2. Program Committee: Cindy Phillips, University of Northern Illinois
 3. Publications Committee: George Denbow, Univ. of Texas, Austin; Lee Badman, Syracuse Univ.; Les Shaw, Univ. of Maine; Dave Wirth, Princeton Univ.; Janice Bundy, UCLA; Bill Brichta, Delaware Valley College
- Acceptance of the Disneyland Hotel in Anaheim, CA, as the location of Winter 2008 Seminars
- Ms. Semer and Ms. Todus gave an update on the ACUHO-I 21st Century Project. Ms. Todus had represented ACUTA at this summit.
- In the Executive Director's Report, Ms. Semer provided an update on the Sept. 12 One-Day Workshop in Philadelphia and a report on APPA/NACUBO/SCUP Annual Conference at which she represented ACUTA.
- Ms. Semer also highlighted some findings from the Member Needs Assessment.
- The Board discussed and approved shortening the Annual Conference by 1/2 day in 2009, and there was discussion of ways to reach out to other interest groups who work in the area of communications technology on campus.
- Committees delivered year-end reports, and progress on various strategic plan action items was discussed.

Respectfully submitted,

Riny Ledgerwood, Secretary/Treasurer



D C Update

Jeanne Jansenius
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The Good and Bad News on USF

Beginning July 1, 2006, the fees for Universal Service funds charged to the carriers will decrease from 10.9% to 10.5%, but the “safe harbor” for wireless carriers will substantially increase from 28.5% to 37.1%. You might want to start looking for this increase on your next corporate wireless bill. This could be a substantial increase for those institutions with large cellular accounts. This ruling also settles the ongoing dispute with AT&T by clarifying that certain prepaid calling-card services must also begin contributing to the Universal Service funds. (http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-06-79A1.pdf). Those of you who sell prepaid cards might want to check with your vendor to see if this will increase your costs or how it will be passed along to your prepaid customers.

AWS Auction

There were 81 applications submitted for the right to participate in the upcoming AWS spectrum license. According to the FCC’s Wireless Telecommunication Bureau, as of July 7, 2006, 252 entries filled out the short form, of which 166 claimed Designated Entity (DE) status, but 171 of those that filed were incomplete and must refile. Some of the major carriers participating included T-Mobile USA, Inc.; Verizon Wireless; Sprint Nextel Corp.; and Cingular Wireless. Those who did not file included Alltel Corp.; Microsoft Corp.; Google, Inc.; and Yahoo. (*Telecommunications Reports* [TR], July 15, 2006)

President Bush Orders Department of Homeland Security to Expand EAS Coverage

On July 26, President Bush directed the Department of Homeland Security to “establish or adopt, as appropriate, common alerting and warning protocols, standards, terminology, and operating procedures for the public alert and warning system to enable interoperability and the secure delivery of coordinated messages to the American people through as many communication pathways as practicable, taking account of Federal Communications Commission rules as provided by law.” According to *Telecommunications Reports*, the White House was to make sure EAS (Emergency Alert System) is available on pagers, wire-line phones, wireless phones, PDAs, and handheld computers. The DHS has 90 days to come up with an implementation plan and then submit a yearly progress report. This is expected to make the August FCC meeting. It is also anticipated that the FCC will take a two-phased approach. They will mandate a short message service (SMA) within 90 days and an ESA approach by the end of 2008. (TR, July 15, 2006)

National Infrastructure Protection Plan (NIPP) Released

The 196-page report identified the goal of the National Infrastructure Protection Plan (NIPP) as: *Build a safer, more secure, and more resilient America by enhancing protection of the Nation’s CI/KR to prevent, deter, neutralize, or mitigate the effects of deliberate efforts by terrorists to destroy, incapacitate, or exploit them; and to strengthen national preparedness, timely response, and rapid recovery in the event of an attack, natural disaster, or other emergency.*

The Department of Homeland Security will release sector-specific plans within 180 days intended to provide guidance on how each sector’s plan will be developed. DHS Secretary Michael Chertoff stated that

“the NIPP provides the coordinated approach that will be used to establish national priorities, goals, and requirements for CI/KR protection so that Federal funding and resources are applied in the most effective manner to reduce vulnerability, deter threats, and minimize the

consequences of attacks and other incidents.” For a complete review of the report visit: (http://www.dhs.gov/interweb/assetlibrary/NIPP_Plan.pdf)

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 & Fielding. Access this newsletter at <http://www.acuta.org/relation/DownloadFile.cfm?docNum=309>

Network Redundancy Options

Rick Cunningham
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Planning for an event you hope never occurs is not the easiest job, especially when it involves the fast-changing world of telecommunications. But developing and updating an effective disaster recovery plan is one of the most important jobs within any institution. When developing your disaster recovery plan, it is important to take into account what network redundancy options are currently in place within your institution as well as how your services are provisioned by your carrier. In many disaster recovery plans, institutions have strategies for every internal situation that can occur but fail to take into account the need for external network redundancy. Here are some available and yet commonly overlooked redundancy options that can ensure your telecommunications services are properly diversified from end to end.

- **Provision several demarcation points for voice and data services**

When designing the network infrastructure for your institution, attempt to provision your services through diverse demarcation points. By using multiple, unrelated points of demarcation, you reduce the chance of being completely out of service as a result of a last mile outage.

- **Diversify Local Loops paths to multiple Points of Presences**

Point of Presence (POP) diversity is a strategy that protects your institution from any disruptions in the connectivity between your location and the service provider's central office. When discussing local loop connectivity with your carrier, be sure to split your services between multiple points of presences. This will protect you from losing all your services in the event of malfunction.

- **Use several types of transport media for last mile connectivity**

Transport media diversity helps protect you against outages that can interrupt service along many terrestrial lines in a city. In addition to wireline services, your institution can provision part of its network over redundant wireless local loops.

- **Terminate network services to redundant carrier central offices**

Your institution may consider provisioning their voice services through multiple central office switching centers. In the event a disaster occurs incapacitating one of the switching centers, local service would still be available from the redundant central office. For further diversification, ask your carrier if they can provision your services in multiple switching modules (SMs) within their central office.

- **Use multiple carriers for added redundancy**

Finally, one of the easiest ways to increase your network diversification is to receive your local and long-distance services through multiple carriers. In the event there is a service-affecting issue with one of the providers, you will still be able to send traffic over the redundant carrier.

In summary, developing a better understanding of the network diversity options that are available from your carrier is a critical component for creating a solid disaster recovery plan. A well-structured disaster recovery plan will allow your institution's critical business infrastructure to stay intact and operational.

Reach Rick Cunningham at rick.cunningham@paetec.com.

acUTA Help Us Grow the ACUTA Network...
Invite a Colleague to join ACUTA today!

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Welcome New Members

Institutional Members

Northwestern Michigan College, Traverse City, MI. T2

Don Shikoski, Information Tech. Services Dir.; 231/995-1094 don@message.nmc.edu

UNC General Administration, Chapel Hill, NC. T1

Robyn Render, VP for Info. Resources & CIO; 919/962-4908 rrr@northcarolina.edu

Corporate Affiliate Members

COPPER MEMBER

Cedar Point Communications, Derry, NH www.cedarpointcom.com

Jim Gayton, Dir. of Marketing; 603/216-3124

Cedar Point Communications is first in the development of Cable Media Switching Systems (CMSS), a new category of voice switching equipment, designed to be PacketCable compliant and tailored exclusively to the needs of the broadband cable operator.

SS8 Networks, San Jose, CA www.ss8.com

Scott Coleman, Dir., Product Mgmt.; 408/834-4676

SS8 Networks offers Xcipio, a CALEA-compliant, lawful-intercept solution capable of working in broadband, VoIP, and Wi-Fi environments. It has been tested with law enforcement and deployed in hundreds of networks worldwide over the last ten years.

Tech Knowledge Consulting Corp., Houston, TX www.techknlg.com

Dave Jacobs, President; 713/840-7800

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Committee Profile: Publications Committee

Committee Members

2006-2007

Ron Kovac, Ball State Univ., Chair

Lee Badman, Syracuse Univ.

Bill Brichta, Del Valley Comm. College

Janice Bundy, UCLA

Rick Cunningham, PAETEC Comm.

George Denbow, Univ. of Texas

Peggy Fischell, Middlebury College

Les Shaw, Univ. of Maine

Dave Wirth, Princeton Univ.

Ex Officio

Carmine Piscopo, Providence College

Jeri Semer, ACUTA Exec. Director

Board Liaison

John Bradley, Rensselaer Polytech. (retired)

Staff Liaison

Pat Scott, ACUTA Communications Mgr.

In each issue of the eNews for the next several months, we will feature one of ACUTA's hardworking committees so that you will see some of the work that goes on behind the scenes. ACUTA is a volunteer organization, and your participation makes the association stronger. We appreciate all of our committee members and are happy to give them some much deserved recognition.

The Publications Committee plans and oversees all of the materials, printed and electronic, that ACUTA publishes. The committee generates ideas for new publications and evaluates old ones, making recommendations for changes as they seem appropriate.

In addition to this, the "Pubs" Committee determines themes for the *ACUTA Journal* and writes descriptions of each issue so that advertisers and potential authors will know what direction the content will take. Occasionally, committee members are asked to review articles that are submitted for the Journal.

This year, the committee will complete a total rewrite of the Campus Communications book and distribute it in the fall. This has involved a significant effort on the part of the whole committee plus other selected individuals.

The committee has also devoted time and energy to developing a process for the publication of both white papers and monographs and expects to begin delivery of some additional excellent resources in the coming months.