ACUTA eNews May 2004, Vol. 33, No. 5
The Board of Directors has approved a slate of nominees to present to the membership for election to the Board for 2004-05. The new officers' terms begin at the close of the Annual Conference August 5.

Once again the election will be 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 June 11. 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 Bowman at 859/278-3338, ext. 222, or kbowman@acuta.org.

The candidates are:

**President-Elect:**
- Patricia Todus, Northwestern University

**Director-at-Large:**
- George Denbow, University of Texas at Austin
- Joe Harrington, Boston College
- Diane McNamara, Union College
- Paul Petroski, University of Maryland, Baltimore

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.

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9. Welcome New Members
The 2004 ACUTA Forum for Strategic Leadership in Communications Technology, scheduled for August 2-3 in Chicago in conjunction with the ACUTA Annual Conference, will focus on "The Mobile Campus."

Mobility is certainly not a new concept in college and university communications technologies, but it does seem to be increasing in both demand and complexity as students, faculty and staff are seeking more mobile voice and data solutions. Institutions that may have previously piloted mobile technologies on a limited basis are finding the need for campuswide plans and strategies.

Senior level administrators at both large and small institutions are grappling with issues such as investment strategies and business cases for wireless technologies, integration of wireless with existing (and future) communications systems, security and authentication for mobile data users, privacy of sensitive data, and many other strategic issues.

Ideally, institutions would develop plans for communications technology implementations that incorporate wireless and wired technologies in a manner that anticipates and supports user needs while advancing the mission and goals of the institution. In reality, such a controlled and methodical approach is not always possible. This year’s Strategic Leadership Forum is designed to provide information and opportunities for peer networking to assist in that sometimes daunting task!

We have assembled an outstanding group of expert consultants and campus technology leaders to address mobile voice and data strategies, technologies, applications, security, business plans and financial issues including the following:

- New and emerging technology capabilities
- Management best practices to maximize return on investment
- How mobility fits into the strategic technology plan and existing technology infrastructure
- Cost, life-cycle, funding sources, rate development, financial models and business implications of mobile technologies
- Security, control, and operational issues with widespread deployment
- Privacy issues, controlling access to confidential data through wireless connections
- Wireless access issues in the classroom
- Wireless voice financial/revenue models
- Vendor selection and negotiation
- Planning for wireless/integrated communications systems

The Forum is a cost-effective way to access the knowledge and experience of senior consultants from Gartner, WTC, and campus technology professionals who have faced challenges similar to your's. For more information about the program content, feel free to contact me at jsemer@acuta.org or 859/278-3338, ext. 225. The complete agenda is also posted on the ACUTA Web site at http://www.acuta.org/relation/downloadfile.cfm?docnum=900.

Nominate Now for ACUTA Ruth A. Michalecki Leadership Award

The Awards Committee is accepting nominations for the ACUTA Ruth A. Michalecki Award, a program to recognize outstanding leadership among our members.

To nominate someone whom you feel meets the criteria, complete the nomination form online at http://www.acuta.org/relation/downloadfile.cfm?DocNum=436 or contact Lisa Cheshire at 859/278-3338 ext. 226 for a fax version.

Deadline for nominations is May 21. Nominees must be ACUTA institutional members, associate members, or corporate affiliates.

*ACUTA extends appreciation to PAETEC Communications for sponsoring this award.*
Back in my all-too-innocent youth, when someone would say he had a "blade," it was usually a veiled threat and we knew enough to back off. Of course, those were the days before all adolescents were armed, so we were understandably intimidated by sharp objects.

Now, however, when someone tells you he has a blade, you know he's on the forefront of server technology. If you haven't heard the term "blade" in reference to a server, it's kind of surprising. Heck, IBM's even advertising blades on network television, apparently to reach that portion of the IT audience that's riveted to "American Idol" or similar intellectually challenging fare.

What is a blade? And why is it hot stuff?

Well, as we all know, computers of all types continue to get smaller and smaller even as they get increasingly powerful. A few years ago, a given amount of server capacity could fit into a certain volume of space. Now it fits into a tiny fraction of that space.

A blade is the next step in that evolution. It is essentially a server on a card, or circuit board. It consists of numerous microprocessors and memory and is usually intended for a single-task clustering application (such as web page caching, file sharing, streaming audio, etc.), in which the blades share a common high-speed bus.

Larger data centers and Internet service providers are the organizations most likely to do the buying when it comes to blades.

Because of its compact size, a blade server can be placed in a rack with dozens, even hundreds, of similar modules. Many of these servers are a mere 1.75 inches high, or one unit (1U) high for rack mounting purposes. For point of reference, that's nearly as thin as some of the models on the covers of women's fashion magazines.

The whole idea is to save space, consume less electricity, and generate less heat than the traditional server configuration. However, it seems that while the incredible shrinking server may save space, for its size it is turning out to consume a fair amount of power, and correspondingly throw off a good bit of heat. A recent interesting article in Network World notes that when blades first hit the market in 2000, they tended to be low-power products aimed at service providers. But as blades came into the enterprise market, faster processors were added, which boosted power consumption and heat production.

One industry analyst firm sees blades capable of running 80 percent of enterprise applications by the end of next year, although their adoption rate isn't tremendously high yet. Industry figures show that blade servers accounted for about two percent of the server market in 2003, and should grab about eight percent of the market this year.

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

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**Tech Talk**

by Kevin Tanzillo

*Dux Public Relations*

** Blades Are, Indeed, on the Cutting Edge**

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**Dues Notices to Mail May 3**

As mandated in the bylaws of the association, invoices for dues for the 2004-05 fiscal year will be mailed May 3. Dues have not been increased this year. Everyone is encouraged to pay dues as soon as possible to avoid a lapse in benefits.

**What are those benefits?** Networking...Discounts at events... Leg/Reg Updates...Listserv...Journal...eNews...Professional Development...and more!
Securing Your Wireless Network

Stephen Cobb, CISSP
Chey Cobb, CISSP

For many computer users, wireless networks are the greatest thing since sliced bread. No longer are you tied to a desk; you can compute and browse from the comfort of your living room, your bed, or even while you cook dinner. The ease with which most wireless access points install is astounding, too. No wonder wireless networking has become so hot so quickly.

There's only one problem: by default, most wireless installations offer no security. None. Nil. Zilch.

This means that your next door neighbor or the business in the next office can surf for free off your connection and can probably access some of your hard drives as well. The good news is that this can be fixed. The bad news is that you'll definitely need the user manual as not all wireless access points are the same.

The first thing you'll have to do is to turn off the SSID "broadcasts." The SSID is the Service Set Identifier, otherwise known as the name of the network. By default this name is continually shouted over the airwaves and anyone with a wireless card in their laptop can walk by your office and pick up this broadcast. The default names of the SSIDs are also generally known, so this makes it easier for people to hop on to your network. If you think we're kidding, just visit http://www.pasadena.net/apmap/ - for maps of Southern California showing over 1,500 available wireless networks.

The next thing you need to do is to change the default SSID name. For example, the default SSID for Linksys wireless access points is "linksys" (as though all the imagination was expended on product design, before the time came to choose a name). The new name should be meaningful to you, but not to the potential hacker as they will frequently try to guess names of networks. Frequently used names are "accounting," the business name, or the street address. Remember that you're only obscuring your network from casual viewers right now. You haven't actually done anything to prevent them from finding you and hopping on.

Your next task is to change the default password for maintenance and changes to the wireless access point. Again, the default passwords are widely known in the hacking community and many wireless users do forget this simple change. It's of no use to make other security changes to your wireless network if someone else can simply use an unchanged default password to change everything back to the way it was.

After you've changed the password to something strong and unguessable, you'll want to turn off "remote management" if your system allows it. Frequently the wireless access points will have a Web interface that allows you to log on to the access point from outside of your network. This is set by default for ease of maintenance and a big security vulnerability, but turning off remote management will mean you can only make changes to the access point from inside your own network.

The most difficult task is really not all that difficult, enabling WEP: Wired Equivalent Privacy. This is a weak encryption scheme that scrambles the data passing over the network. It's not perfect by any means, but as long as you're aware that it is not perfect, it's much better than nothing. You'll definitely need your users manual for this change. The vendors all have different methods of enabling WEP and you'll want to make sure you're doing it correctly. You'll need to either enter a passphrase that will generate a shared key or the keys will be already coded for you. Remember the passphrase because you may need it later.

You'll also want to make WEP "required" for all connections, too. Just because you've enabled it doesn't mean that everyone will need to use it yet. After you've made WEP required, you'll have to go around to all the machines using the wireless connection to make sure that they are WEP enabled. If you have Windows XP, the job is made simpler by using their Wireless Connection Manager.
Part of the problem with wireless security is that the authentication required to get on to the network is very weak. There are a couple of ways to strengthen this weakness.

By filtering on the MAC (Media Access Control) addresses of your computers, you can restrict access to only the MAC addresses you've listed. The MAC address is a unique number associated with the network card and, if you have a small network, it's an easy way to keep outsiders out. You simply enter all the MAC addresses of the computers on your network into the appropriate area of your wireless access point. Again, you'll need your manual to find out how to make these changes. You'll also need to keep the list up to date when you change or add computers. MAC addresses can be spoofed, so this measure isn't foolproof, but it is effective against casual hacks.

If you have a large network, keeping track of MAC addresses might be judged too cumbersome. In that case you may want to upgrade your wireless access points and cards to use EAP, or Enhanced Authentication Protocol. Enabling this will require more work and sophistication on your part because you'll have to have a strong authentication scheme to go along with it. You'll need a server that can handle digital certificates and/or security tokens for authentication. In addition, you'll need to upgrade all the wireless cards to make sure they can handle EAP. This is one protocol that's not backwards compatible and older wireless network cards may not work. All of this represents an outlay of some capital to implement so you should have a serious commitment to it before you begin.

More serious security solutions for wireless networks are coming, and we may even have some security included in the default settings before long! Until then, you're on your own, so it's up to you to do the best you can.

This article first appeared in the online newsletter NewsScan. It is reprinted here with permission from the authors (who can be reached at chey@aug.com).

Board Report
April

The Board of Directors met on April 17 at the ACUTA Spring Seminars. After careful review by the Finance Committee and the full Board, the 2004-05 budget was approved. The budget includes some restructuring to college and university membership categories, including adding a fifth tier for very large institutions and differentiation among various institution types. The changes will not become effective until May, 2005, and will be fully explained to the membership prior to implementation. The goal of these changes is to achieve a better balance between dues and meeting-related revenues, which are more subject to fluctuation during a difficult economy.

The Board also approved a recommendation for password protection of certain Legislative/Regulatory resources on the ACUTA website, since members' dues are utilized for the development of these documents. In addition, the Board approved entering into negotiations with a marketing consulting firm which will assist in membership recruitment efforts. An excellent program of seminar tracks for 2005 was approved, and the Board thanked the Program Committee for their work in developing the program.

The Board also approved a proposal to revise the listserv usage policies to discourage use of the listserv to announce non-ACUTA conferences and events, based on several complaints received from listserv subscribers regarding excessive usage for this purpose. The online Press Room will be encouraged as a more appropriate forum for such announcements, and the length of time for posting press releases in the Press Room will be extended to 90 days.

Finally, the Publications Committee reported that beginning with Spring 2004, the full text of the ACUTA Journal will be available online, in a fully searchable format. The committee is currently reviewing whether it will be feasible to also include past issues.

Respectfully submitted,
Carmine Pisocopo, RCDD
Providence College
ACUTA Secretary/Treasurer

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More About the Telecom Act of 1996 Update

Last month I noted that this is becoming an active topic in Congress and the FCC. Members of both the Senate and the House are beginning to talk about the need for a new Telecommunications Act. Industry groups are also beginning to work on plans for recommendations that will be the best for the industry, and they plan to get their desires passed on to Congress.

Steve Largent, CEO of the Cellular Telecommunications & Internet Association (CTIA), has indicated that CTIA "wants to position the wireless industry this year so it is ready for expected congressional efforts next year to rewrite the 1996 Telecommunications Act." Largent said recently, "CTIA wants to get the word out to lawmakers and policy-makers that the industry has flourished because of the light regulatory touch imposed on it, and that additional regulations would only drive up prices and make it more difficult for some sectors of society to get wireless services, including lower-income people. One of the things that the '96 Act got right was wireless in creating this competitive landscape."

According to Largent, a former Congressman himself, the general feeling in Congress is that there will not be much happening relative to the telecom industry during the current congressional year. Some members of Congress have said that bills involving the telecom industry are not likely to be acted upon this year. (Telecommunications Reports 3/15/04, 4/1/04)

Triennial Review Order

The TRO got much more press coverage this past month than it has since it was first introduced in August 2003. A number of issues in the order had timelines, and many of the items related to the timelines have not been acted upon. Much of this seems to be due to the fact that appeals have been made through the courts, and many of these have not been settled yet.

One of the big issues was the unbundled network element platform (UNE-P) provisions. A Federal Appeals Court rejected these provisions of the TRO. The three members of the FCC that voted for the TRO are seeking an appeal with the Supreme Court.

You may recall that FCC Chairman Powell was one of the two that voted against the TRO, and he has pledged to lead an effort at the FCC to craft rules for an 18-month "moratorium and transition" period that would be aimed at protecting existing customers of UNE-P-centric services from "sudden changes" in their service. He did not offer specific details about what those rules might entail. The UNE-P part of TRO has also been a problem for the ILECs and the CLECs, who are on opposite sides of the issue. (TR 3/15/04)

According to Telecommunications Reports, all eyes in the telecom industry are on the Office of the Solicitor General to see if the federal government will ask the U. S. Supreme Court to reconsider a Federal Appeals Court decision to overturn significant portions of the FCC's "triennial review" decision, most notably the provisions that had essentially given state commissions the right to determine the future of the UNE-P. Groups representing both sides of the issue have been "peppering the solicitor general with letters and pushing their cases any way they can." (TR 4/1/04)

Other issues in the TRO are also being challenged by industry companies and combined groups. Line-sharing in the TRO is to be phased out, but several groups want the FCC to reconsider that idea. (TR 4/1/04)
The chairman of the House Energy and Commerce Committee is contemplating a bill that would provide the FCC with additional time, possibly 180 days, to implement the triennial review decision of the Court of Appeals for the District of Columbia. Currently the decision would go into effect May 3 without a stay. (TR 4/1/04)

On March 2 a three-judge panel of the Appeals Court of Washington vacated the FCC’s delegation of authority under the TRO to state commissions, ruling that it was unlawful to punt to the states the power to play such a major role in determining which network elements competitive carriers should continue to have access to and whether they’ll continue to be able to provide local exchange service using the UNE-P. The same court upheld the TRO’s provisions that exempt broadband loops from unbundling obligations. (TR 3/15/04)

A Look at State Activity

UTAH: The Public Service Commission (PSC) has granted a suspension of the intermodal local number portability (LNP) to a number of rural telephone companies, extending the fulfillment of the LNP deadline until May 24, 2005. (TR 4/1/04)

FLORIDA: The Attorney General has asked the PSC to make available the confidential documents and testimony filed by three large carriers in the pending reconsideration of a local rate increase approved by the PSC in December 2003. "In a state that prides itself on open government, the public has a right to know how these rate increases were determined." The state Supreme Court is also involved in this issue. (TR 4/1/04)

NEW HAMPSHIRE: The Public Utilities Commission (PUC) is unhappy with the continued decline of Verizon New England, Inc.’s service performance in the state, and has opened an investigation of the company and scheduled a preliminary hearing for this month to look into the matter. (TR 4/1/04)

NEW YORK: Verizon New York is in danger of missing two of the five service-quality objectives outlined in its improvement plan, and as a result might have to dole out $40 million in consumer rebates. (TR 4/1/04)

MISSOURI: The PSC has approved an agreement with Time Warner to allow the Cable Information Service part of Time Warner to provide VoIP. Time Warner Cable will also be able to provide basic local service in the state, but they must meet the minimum basic local service standards required, including quality of service and billing standards. (TR 3/15/04)

Consumers Union

Consumers Union (CU) has a website (http://www.EscapeCellHell.org) where people can report the problems they are having with their mobile phone service. From information collected from the site, they have received at least 8,000 letters from consumers who are upset about their wireless service. The letters were delivered to the wireless carriers as part of the EscapeCellHell.org campaign.

CU advocates better contract terms, details about coverage, and an end to the practice of “locking down” usable phones so they won’t operate on other compatible networks. Customers of Verizon Wireless wrote the most letters followed by AT&T Wireless and Sprint PCS. Since Verizon is the largest wireless carrier, one would expect the higher number; however, AT&T and Sprint both had a slightly higher complaint rate per customer than Verizon. (TR 3/15/04)
Each year, the College and University Professional Association for Human Resources (CUPA-HR) conducts a position-by-position analysis of salary information from hundreds of institutions. According to the latest of these surveys, the largest median pay raises for 2003-04 were for positions in information systems and external affairs, which climbed 2.5 percent. Copies of the complete survey, excerpted below, can be purchased through the CUPA-HR website at http://cupahr.org.

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<tr>
<th>Position</th>
<th>All</th>
<th>Doctoral</th>
<th>Master's</th>
<th>Baccalaureate</th>
<th>2-year</th>
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* Not enough data is available to report this figure

©2004 College and University Professional Association for Human Resources. Published in the 2003-04 Mid-Level Administrative and Professional Salary Survey.

Have you been looking for an opportunity to be on stage with a microphone? Do you like to meet friends as they enter the room for a presentation? Do you want to contribute to a successful ACUTA Annual Conference? Once again we are looking for a few good men and women to serve as moderators or monitors.

A moderator introduces the presenter, moderates question-and-answer sessions, and thanks the presenter at the end of the session. A moderator distributes evaluation forms, counts attendance, and reports any facility or audiovisual problems to the staff.

The list of sessions needing moderators and monitors is updated regularly at http://www.acuta.org/donna2/moderator.pdf. All you need to do is check the conference agenda in your brochure or on the Web and send an e-mail to dhall@acuta.org with the names of the sessions where you would be willing to help out.

Please sign up soon!

### ACUTA Calendar

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<th>2005</th>
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<td><strong>Regional Workshop</strong></td>
<td><strong>Winter Seminars</strong></td>
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<tr>
<td>June 17</td>
<td>Jan. 30-Feb. 2</td>
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<tr>
<td>Kerhonkson, NY</td>
<td>San Antonio, TX</td>
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<td>Hudson Valley Resort</td>
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<td><strong>Annual Conference</strong></td>
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<td>April 3-6</td>
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<td>Chicago, IL</td>
<td>Philadelphia, PA</td>
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<td>Sheraton Hotel &amp; Towers</td>
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<td>October 24-27</td>
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- **ACUTA Regional Workshops**
  - **2004:** June 17, Kerhonkson, NY (Hudson Valley Resort)
  - **2005:** Jan. 30-Feb. 2, San Antonio, TX (Hyatt Regency)

- **ACUTA Seminars**
  - **2004:**
    - August 1-5, Chicago, IL (Sheraton Hotel & Towers)
    - Fall Seminars: October 24-27, St. Louis, MO (Hyatt Regency)
  - **2005:**
    - Winter Seminars: Jan. 30-Feb. 2, San Antonio, TX (Hyatt Regency)
    - Spring Seminars: April 3-6, Philadelphia, PA (Wyndham Franklin Plaza)
Welcome New Members

Institutional Members

Florida Gulf Coast University, Fort Myers, FL. T2
http://www.fgcu.edu
Duncan McBride, Assoc. Vice Pres., Admin. Services; 239/590-1199

West Texas A & M University, Canyon, TX. T3
http://wwwwtamu.edu
Mario Berry, Director of Systems Support, 806/651-2161

Corporate Affiliate Members

COPPER MEMBERS

MobileSphere, Boston, MA
http://www.mobilosphere.com
Mark Allen, Marketing Director, 617/399-9980
MobileSphere provides university telecommunications solutions for domestic and international long-distance calling from a dorm, cellular and off-campus phones at highly competitive rates. Our web-based service requires minimal implementation as MobileSphere handles all provisioning, billing, payment, and customer service.

ShoreTel, Inc., Sunnyvale, CA
http://www.shoretel.com
Janet Gregory, Vice President, Sales, 408/331-3399
Intelligent phone systems just got smarter. ShoreTel is the innovation leader in delivering IP telephony solutions to the enterprise. ShoreTel Smart(tm) technology opens up a whole new world of productivity and collaboration in business communications.

If you live in or near New York, please join us on June 17 at the Hudson Valley Resort and Spa in Kerhonkson to hear about "The Challenges of VoIP."
The primary instructor will be Gary Audin, whose educational sessions at ACUTA meetings are always well-received. A panel of ACUTA members will share their experiences with VoIP on their campuses. We'll also have a corporate presentation sponsored by Bluesocket.
The regional workshops are being piloted this year to serve the educational needs of more members, especially those with limited travel budgets. The New York workshop will follow immediately after the SUNY Technology Conference, at the same hotel, allowing you to participate in both meetings with additional travel expense.

More information about the agenda and registration is available on the ACUTA website at http://www.acuta.org/relation/downloadfile.cfm?docnum=869

Post Positions Online

Take advantage of ACUTA's website to post communications technology positions open at your institution—a free service to ACUTA members. Visit the website at http://www.acuta.org/dynamic/jobs/jobpost.cfm. Complete and submit the form, and your listing will be available for at least 30 days.

If you are looking for a position or know someone who is, consider the website a potential resource and check it regularly.