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Meet the Board for 2004-05

The votes are in, and we have a new Board of Directors ready to begin a new year and plan for the future of ACUTA.

Stepping into the President's role is Tamara Closs. Tammy has served as Program Committee Chair, Director-at-Large, and President-Elect. "The Board focuses on bringing valuable insights and information to you to provide the tools you need in order to be successful. This year the Board will continue these efforts with an eye to the future by developing a new strategic plan, revising the policy and procedures manual, and implementing a membership recruitment plan. We look forward to working with you to accomplish these goals."

Patricia Todus will serve as President-Elect for the coming year in anticipation of assuming the presidency for 2005-06.

Carmine Piscopo will complete his second year as Secretary/Treasurer, and President Wally Czerniak will remain on the Board as Immediate Past President.

Newly elected Directors-at-Large are George Denbow and Diane McNamara. Phillip Beidelman will serve as the Board-appointed Director-at-Large. Returning Directors include John Bradley and Corinne Hoch.

All of these individuals are to be commended for their commitment of time and energy. If this kind of leadership role is of interest to you, contact any Board member or Executive Director Jeri Semer about how you can get involved.

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Aust, Bill/Connecticut State University System
Babbitt, Jack/University of Connecticut
Bardsley, Barbara/Widener University
Bartlett, Kathryn/University of Arkansas
Benton, Patty/University of Alabama
Berg, Amy/Ball State University
Best, Sara/Purdue University
Blasinski, Ed/Brock University, Canada
Blizzard, Peggy/College of the Mainland
Boatman, Joan/Cleveland State University
Boh, Michael/University of Illinois At Springfield
Bottis, Paul/Clark University
Brady, Virginia/Lane Community College
Brannen, Edward/Univ.of Massachusetts, Boston
Brenner, Adalee/Kansas State University
Bundy, Janice/University of California, Los Angeles
Butler, Stephen/Auburn University at Montgomery
Cameron, Sue/Univ. of Illinois at Urbana - Champaign
Chambers, Charles/University of Houston
Chancellor, Beth/University of Missouri-Columbia
Christian, Marty/Monroe Community College
Collins, Rebecca/West Virginia University
Cronin, Pat/Bridgewater State College
Crowell, Douglas/Gordon College
Dawson, Tony/Wheaton College, Illinois
Doddgon, Don/Rollins College
Drescher, Stephen/University of Massachusetts - Lowell
Druid, Patti/Merrimack College
Dugan, Mike/University of the Pacific
Dunham, Dennis/University of Southern Maine
Dunton, Craig/Carleton College
Durcan, Peter/Stony Brook University
Easley, Tom/Oregon State University
Enhorn, Bob/College of Lake County
Erickson, Kim/Northern Michigan University
Essenpreis, Jerry/Seattle Pacific University
Ezelle, James/University of Arkansas
Feld, James/California Polytechnic State University
Felker, Jan/Grand Valley State University
Fisher, Jon/Auburn University at Montgomery
Fisk, Larry/University of North Dakota
Fletschacker, Glen/ECCI
Foreman, Todd/SUNY College At Oneonta
Foster, John/Illinois State University
Foster, Susan/University of Delaware
Frank, Mike/Southern Baptist Theological Seminary
Frattone, John/Binghamton University
Froman, Carolyn/Missouri Western State College
Gabrovich, Dave/Wheaton University Chicago
Gaines, Randy/Idaho State University
Gamboa, Yoll/University of Illinois at Chicago
Gere, Debbie/Southwest Missouri State University
Gettys, Geanna/University of Missouri-Kansas City
Gloster, Art/Bryant College
Goto, Steve/University of Hawaii at Manoa
Grim, Daniel/University of Delaware
Guy, Karen/Northeast Community College
Hart, Jim/Stony Brook University
Hartland, Bob/Baylor University
Helm, John/Auburn University
Henry, Steve/University of Montana
Hernandez, Paul/Wright State University
Hickerson, Leo/University of Missouri-Kansas City
Hines, Anna/University of Kansas
Howell, Judy/University of Georgia
Hulsey, Andy/University of Central Florida
Iannantuoni, John/University of Chicago
Jacobs, Patrick/University of Illinois at Chicago
Jensen, Bill/Drake University
Johnson, Kit/University of British Colombia, Canada
Jones, Barb/Purdue University
Jorgensen, Mary/Portland State University
Kendrick, Mark/Longwood College
Kinchla, Nancy/Harvard University
Kind, Lou/Chipola Junior College
Kinneen, Sean/Boston University
Kirstein, Frank/Canisius College
Klingensmith, Dell/Case Western Reserve University
Kowluk, Stacy/Connecticut State University System
Kreimer, Caroline/Frederick Community College
Krueger, James/University of Missouri-Saint Louis
Kurtz, Mary/University of Toledo
Lake, Gene/Emporia State University
Larkin, Pam/George Mason University
Law, Bill/Campus Communications, Inc.
Lea, Lucinda/Middle Tennessee State University
LeDuc, Barbara/Weber State University
Lehto, Susan/Boston University
Lindsay, Tom/Mississippi State University
Luis, John/University of Kansas
Lovel, Larry/University of Kansas
Lucius, Richard/University of Saint Thomas
MacGregor, Lois/University of North Dakota
Mahler, Steve/University of Louisiana At Lafayette
Malick, Dan/Bucknell University
Marefat, Daryoush/University of Kentucky
Martinson, David/University of Arkansas
Matthews, Robert/California State University - Sacramento
McDowell, Sherri/University of Oregon
McGlarry, Matt/Northern Arizona University
McLaughlin, Don/University of California, San Diego
McMahon, Bernadette/Columbia College, Illinois
Meinweissner, Pat/University of Connecticut
Mize, Jeff/University of Alabama at Birmingham
Moon, Steve/University of Northern Iowa
Morrison, Jim/University of Massachusetts, Boston
Mouton, Jeanette/University of Louisiana At Lafayette
Nanee, Lisa/Portland State University
Nickell, Steve/Wright State University
North, Kathy/University of Utah
O'Roark, Sheryl/Metropolitan Comm. Colleges Sys Ofc
Ostrom, Dave/Washington State University
Overholt, Otha/Washington University in St. Louis
Palmer, Edna/Bowie State University
Paulsen, Karen/University of Northern Iowa
Peres, Albert/Smith College
Pettus, Karl/Columbia University
Pfeiffer, Dan/Fort Hays State University
Phillips, Amy/Louisiana State Univ Health Science Ctr
Pierce, Carl/Widener University
Pierce, Jeff/Iowa State University
Potter, Adam/Tompkins - Cortland Community College
Presinger, George/Oakland University
Rahman, Malik/Central Piedmont Community College
Rauschmeier, Don/Binghamton University
Reavis, Mark/University of Memphis
Renner, Barb/University of Cincinnati
Rhoades, Bernie/Ithaca College
Rickman, Jon/Northwest Missouri State University
Rizzo, Vito/New York University
Roane, Robin/Virginia Commonwealth University
Roberts, Sandy/Welesley College

30 Years
Kaelin, Jo Ann/University of Louisville

25 Years
Duffy, Pat/University of Iowa Healthcare
Johnson, Ken/MCTA
Keth, Jim/Eastern Kentucky University
Mallory, Ferrell/Bingham Young University
Nolan Beal, Beth/Rochester Institute of Technology

20 Years
Barron, Tony/Bradley University
Cleland, Terry/McMaster University, Canada
Girling, Nancy/College of New Rochelle
Jefferson, Bob/Indiana State University
Kingsland, John/Indiana State University
Prewitt, John/Transylvania University
Simon, Roy/Michigan State University
Smith, Alan/York University, Canada
Todus, Pat/Northwestern University
Watters, Mark/Hunter College, City Univ. of New York
Wood, Fred/State University of New York at Buffalo

15 Years
Barr, Bill/Occidental College
Barta, Dave/University of Oregon
Badnar, Dick/California State University-Fullerton
Berry, Peter/RCC Consultants, Inc.
Bertucci, Jay/Loyola University of New Orleans
Bonafair, Mike/Shippensburg University
Breier, William/University of South Alabama
Cooker, John/Messiah College
Decker, Henry/Delaware Technical & Community College
Dunton, Craig/Saint Olaf College
Fleener, Lora/Harding University
Friskeney, Doyle/University of Kentucky
Gaine, Calen/Simon Fraser University, Canada
Haldorsen, Deanie/Univ. of Illinois at Urbana-Champaign
Hayes, Randy/University of Northern Iowa

Jeri Semer, CAE
ACUTA Executive Director

From ACUTA Headquarters

On behalf of the association, I am pleased to recognize the following individuals who have been ACUTA members for a number of years. We congratulate you and we appreciate your contribution to ACUTA.

If you expected to see your name on this list and do not, please contact Kellie Bowman at kbowman@acuta.org.

ACUTA Newsletter July 2004

Hodgdon, Richard/Rhodes College
Lommel, Colleen/College of Saint Benedict
McDonald, Mark/Central Michigan University
Mordosky, Tony/Rowan University
Pretz-Lawson, Mary L./Carnegie-Mellon University
Reid, Tom/Ohio University
Risen, Dennis/Case Western Reserve University
Schline, Peter/The American University
Stewart, Debbie/University of Toronto, Canada
Stock, Dory/Virginia Tech
Vinarski, Cindy/Duquesne University
Viola, Frank/NEC America Inc.

Whyte, John/Rutgers University

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Dixon, Mary/Mississippi College
Duhigg, Mike/Directory Network Services
Duncan, Michael/New England College
Estep, Eva/Southwest Virginia Community College
Estrella, Fred/Northern Arizona University
Fontaine, Richard/Community College of Rhode Island
Frazer, Teena/SCNet Inc. dba Spirit Telecom
Frazier, Mike/University of Mary Hardin-Baylor
Fuoco, Matt/University of Kansas Medical Center
Gardner, Susan/Central Washington University
Gareofoni, Philip/Community College of Rhode Island
Gessner, James/Bloomburg University of Pennsylvania
Grandwitz, Denny/AT&T
Green, Gary/MICTA
Greer, Joan/Radford University
Gregory, John/University of Maine
Hamrick, Robin/Gardner-Webb University
Harrington, Joe/Boston College
Hasler, Karl/University of Delaware
Hatch, Joy/Bellarmine University
Hayden, Fablan/Creighton University
Hayes, Chris/Purdue University North Central Campus
Hayes, Denise/Creighton University
Herro, Mark/Texas A&M University
Hobbs, Nancy/Indiana University-Purdue University
Horgan, Lurene/Bowdoin College
Howard, Ken/University of Victoria, Canada
Hull, Elwyn/University of Texas - Southwestern Medical Center at Dallas
Hurley, Bill/Le Moyne College
Hutchins, Joe/University of Miami
Jackson, Mary/Purdue University North Central Campus
Jensent, Lynn/Iowa State University
Johnson, Dave/Edinboro University of Pennsylvania
Jones, Wayne/Old Dominion University
Kalish, Ken/Saint Mary's University of Minnesota
Kane, Carolyn/University of New Mexico
Katz, Debby/Towson University
Kelley, Patricia/Eastern Washington University
Ketchum, Herb/Old Dominion University
King, Holly/Northern Kentucky University
Klein, Bruce/Rowan University
Kliewer, Wayne/Colorado Christian University
Koutsoumpas, Jim/Rose-Hulman Institute of Technology
Kovac, Ron/Ball State University
Kuhn, Bob/Simmons College
Lambert, David/Georgetown University
LaPonte, Nydia/University of Pennsylvania
LaPointe, Chuck/Michigan Technological University
Leathy, June/Apsomption College
Lenky, Dwight/Mount Royal College, Canada
Lim, Pheton/University of San Francisco
Logel, Mark/University of Evansville
Long, Misky/Auburn University
Mack, Neil/University of Wisconsin - Madison
Madey, John/University of Florida
Madjedi, Javad/California Polytechnic State University
Majak, Julie/SUNY at New Paltz
Marcinekvicz, Mike/California State University-Fullerton
Martin, Teri/University of Alabama in Huntsville
McDevitt, Brian/Bristol State University
McGovern, Phil/Vanderbilt University
McKay, Mike/Rutgers University
McQuiston, Mike/Iowa State University
Mohler, Dave/GraceLand University
Montgomery, Lesley/Georgia Institute of Technology
Moore, Sharon/Marion College
Mosby, Annie/Southern Illinois Univ. at Edwardsville
Muly, Faye/University of Tennessee at Knoxville
Nations, Dawn/Millsaps College
Nidislo, Kate/University of South Florida
Niswonger, Janet/Indiana University-Purdue University
Norton, Karlene/Portland Community College
Nostrant, Heather/MICTA

Roebuck, Terry/University of Saskatchewan, Canada
Ruther, Kathie/University of Akron
Seppa, Jan/Northern Michigan University
Shackelford, Judy/West Virginia University
Sharp, Paul/University of Northern Colorado
Shaw, Les/University of Maine
Shuck, Richard/DePauw University
Simmons, Ric/Louisiana State Univ and A & M College
Smith, Ron/Bucks County Community College
Steward, Don/Indiana University Northwest
Stille, Sharon/Illinois State University
Strang, David/Ohio University
Stubbs, Bert/Stanford University
Sullivan, Kathy/University of Louisville
Sumberg, Cindy/University of Saint Thomas
Taylor, Mike/Temple University
Thein, Orv/Kirkwood Community College
Thompson, David/Shepherd College
Tolman, Lesley/Tufts University
Tom, Jim/University of British Columbia, Canada
Troyer, Gary/Emporia State University
Tuma, Ginny/Saint Olaf College
Van Galder, Jeannette/University of Northern Colorado
Vazquez, Joe/San Diego State University
Vonder Heide, Dan/Yale University Chicago
Wellner, Arlene/University of Guelph, Canada
Westphal, Jeff/The University of Chicago
White, Judy/Collin County Community College District
Wieland, Kerry/North Dakota State University
Wiles, Clifford/Mansfield University
Williams, James/University of Oklahoma
Wiltrakis, Frank/Schoolcraft College
Yonko, Mike/Rochester Institute of Technology
Zimmerman, Lyle/University of Washington

5 Years
Abbott, Andy/Capital University
Allen, Charles/Ball State University
Allen, Kim/Lamar University
Anderson, Lori/ wesminster College, Missouri
Armwood, Beverly/North Carolina State University
Arroyo, Cristina/California State Univ. - Dominguez Hills
Arikiwe, Ille/Rowan University
Barbour, Wendell/California State University, Bakersfield
Barnes, Jerry/Falls Church Station, Inc.
Barr, Jody/Connecticut State University System
Barrett, Bruce/Community College of Rhode Island
Basso, Michael/Birmingham-Southern College
Bowden, Leslie/University of California at Berkeley
Boyd, Chris/University of Otago, New Zealand
Bradder, Kelley/Simpson College
Branam, Tom/Utah Valley State College
Brasher, Scott/University of Texas at Arlington
Broden, Jim/Radford University
Brown, Stephen/Bellevue Business Systems
Brunelli, Perry/University of Wisconsin - Madison
Budnick, Gary/University of Wyoming
Carabajal, Amy/Pepperdine University
Carriaga, Cat/California State University - Northridge
Cherubino, Thomas/Union County College
Cook, Dave/University of Guelph, Canada
Cox, Penny/University of Kentucky
Craft, Edwin/Western Kentucky University
Cronin, Ed/SUPERIOR ESSEX
Crowley, Bob/Hampshire College
Cunningham, Barry/Westmont College
Daly, John/Manhattan College
David, George/CICM
De Los Reyes, Frank/University of Southern California
DeLong, Clancy/MICTA
Denbow, George/University of Texas at Austin
DeRegnery, Mary/Ripon College
Deuell, Mark/State University of New York at Buffalo

News: ACUTA Newsletter July 2004
As we know—sometimes all too well—we live in the Information Age. Information of every imaginable type gushes into and through our heads and our networks daily. Much of that information is completely unneeded and unwanted, and dies a quick and well-deserved death by deletion.

The rest of it, however, needs to be dealt with. Not just today, but for tomorrow, next week, next year, and beyond.

Your college or university uses some method of storing data and making it available. Maybe it’s online disks, tape jukeboxes, storage area networks, offsite or outsourced storage, or even RAIN (see the April 2004 column). Data needs to be kept available for users; but while some data may be needed frequently, other data may rarely, if ever, be summoned from its storage limbo.

That concept—in essence, All Data is Not Created Equal—is at the heart of a technology approach that is gathering steam. You may have heard the term: Information Lifecycle Management, or ILM. Its roots actually go back some 25 years, back to the IBM mainframe era, but it has returned now to address the very real problem of information/data overload that organizations must deal with.

ILM will be slightly different for every institution that implements it, because it reflects all the policies and preferences of each department of the institution. It identifies how data is created internally and acquired from external sources, how it is kept available for use, and how it is retained. It also identifies what (if any) data can be disposed of.

Not only are departmental and institutional preferences involved, but there are also governmental rules and regulations. The relatively recent and challenging HIPAA regulations affect a university health center’s data, for instance—from who can view that particular data to retention considerations.

The vast majority of any organization’s data will do little more than gather dust after 90 days. One challenge that ILM aims to meet is to determine which data that is, how to keep it available just in case it is needed, and how to store it most cost-effectively both in its first 90 days and, well, perhaps forever.

An effective ILM strategy puts a tremendous initial burden on an institution’s IT organization. Until the IT department understands the value of the data it deals with, it can’t make the best decisions about how to store it. That means the IT people must meet with representatives of each department to determine their data preferences and priorities, then implement an ILM approach that reflects those needs and serves each department effectively.

Many companies are talking up ILM these days, and you will have little trouble finding a vendor. Problem is, with no real standards existing for ILM, current vendor approaches are very proprietary. Implementing one vendor’s solution could mean ripping out at least some of your existing equipment and limiting your equipment and software choices going forward.

So your best current forecast for ILM may be caution. Until there is an industry standard for data naming and assessment that makes management less labor-intensive, ILM may be a topic you should study and prepare for, rather than rush to implement.

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.

Do Your Colleagues a Favor:
Invite Them to Become a Part of the ACUTA Network!
VoIP

There have been several items in both Telecommunications Reports (TR) and The Telecom Manager’s Voice Report (VR) about things that have happened in the area of voice-over-Internet-protocol (VoIP) during the last month.

Qwest announced that it would not impose access charges on “true” VoIP services that terminate on the public switched telephone network (PSTN). Qwest plans to offer local phone service to VoIP providers, but it will be specifically primary rate ISDN circuits (ISDN-PRI). "True" VoIP only includes enhanced services that require a broadband connection—such as DSL or cable modem—and an IP conversion of the underlying transmission, they say.

Qwest indicated that they would adopt the policy within their service area and were encouraging the FCC to adopt a similar policy nationwide. (TR 5/15/04)

Nortel announced a cable VoIP service in conjunction with Nuera Networks of San Diego. Nortel will integrate and support Nuera’s VoIP gateways in a solution qualified by PacketCable, a not-for-profit R&D consortium. (VR 5/17/04)

A company in Boca Raton, FL, i2 Telecom International, is developing a device that will let telecom managers provide VoIP services over cell phones. The device is referred to as InternetTalker and is a portable box that acts as a bridge between a user’s cell phone and the enterprise’s Internet connection. (TR 5/17/04)

BellSouth has "extended IP Centrex service throughout its 9-state Southeast region. The service boasts traditional Centrex calling functionality, housed in BellSouth’s network, along with browser-based call management software, find/ follow features, incoming and outgoing call history logs, click-to-dial and click-to-conference applications, and instant messaging, chat, polling, and document transfer functionality. Ultimately, BellSouth plans to bolster its IP offering with nationwide VoIP service." (VR 5/31/04)

Comcast has indicated that they will be rolling out VoIP service during the next two years. They expect to have about a 40-million-user deployment this year. The announcement only makes reference to residential service, but it is expected that it may also include small businesses. (VR 5/31/04)

A Wireless Directory

A directory of mobile phone numbers is in the making under the direction of the Cellular Telecommunications and Internet Association. It is expected to be published later this year and should include listings for about 75% of all U. S. mobile phones. Privacy advocates have expressed concerns that the directory will expose users to spam, but wireless carriers stand to rake in as much as $3 billion per year in fees and additional minutes. (VR 5/3/04)

Is Broadband Becoming Political?

Speaking at the annual convention of the American Association of Community Colleges recently in Minneapolis, President Bush called for the rollout of broadband services to all Americans and a permanent moratorium on taxes on Internet services. He also highlighted the potential benefits of BPL technology, giving the fledgling technology a high-profile mention. He also said that the use of broadband has tripled since 2000 from 7 million subscriber lines to 24 million. He indicated that the U. S. ranks 10th amongst the industrialized world in broadband technology and its availability. He also mentioned some "smart things" that the administration is doing to help more Americans

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
to have access to high-speed Internet. He indicated that the administration is making federal land more available to towers and fiber-optic cables. (TR 5/15/04)

The Kerry campaign countered that "the Bush broadband policies don’t do anything to provide the new resources that will be needed to deploy broadband in rural and urban areas, and they are not addressing the regulatory barriers that prevent deployments." (TR 5/15/04)

Intercarrier Compensation Forum

A few months ago the FCC created the Intercarrier Compensation Forum (ICF) to help reform the intercarrier compensation regime. The ICF was made up of a number of industry heavyweights, and the group was widely regarded as the best shot for a consensus plan since it was composed of all key sector players, according to a Goldman Sachs specialist. He also indicated that all industry was looking forward to the ICF proposal because being signed by so many "heavyweights," it was likely to have a big impact on the FCC’s proposal.

Unfortunately the ICF has fallen apart. Several key players have withdrawn, including leaders from BellSouth, Verizon, T-Mobile, Nextel, Citizens Communications, and CenturyTel. The companies remaining include AT&T, MCI, Sprint, and SBC. Those remaining may not still be supportive of the plan but remain on board to influence the proposal’s outcome, according to Telecom Reports. FCC representatives have indicated that they will go ahead with their proposal regardless of whether or not the industry could come to an agreement. It is expected that the ICF failure will likely delay the FCC’s proposal. (TR 6/1/04)

Fines and Refunds

The Securities and Exchange Commission has fined Lucent $25 million for what the agency called the equipment maker’s "lack of cooperation" in the government’s investigation of securities law violations that allegedly led Lucent to overstate fiscal year 2000 revenues by $1.14 billion and pre-tax income by $470 million. Lucent and three former employees have agreed to settle the allegations without admitting or denying them. (TR 6/1/04)

The investment banking giant, Citigroup, has agreed to pay $2.65 billion to settle class action suits alleging that the company’s Salomon Smith Barney brokerage operation played a role in WorldCom, Inc.'s 2002 financial collapse and subsequent bankruptcy proceedings. (TR 6/1/04)

Verizon is required to issue about $40 million in discounts to consumers in New York after missing two annual service quality targets outlined in its retail service quality plan during 2003. The rebates will be in the form of credits on bills starting with the June billing cycle. (TR 6/1/04)

In Florida, AT&T has been ordered by the court to refund to customers erroneously charged long distance services fees on their local phone bills. (TR 6/1/04)

Avaya has agreed to pay as much as $110 million to parties in a Y2K-related class action lawsuit. The claim indicates that some of Avaya’s products might not process date functions correctly. Plaintiffs in the case could receive credits on bills or cash alternatives. Avaya has denied any wrongdoing or liability in the case. (VR 5/31/04)

The industry seems to be open for all kinds of financial problems. Everyone must watch their bills very carefully for excessive or illegal charges.
Recapturing Long-Distance Revenue on Campus

by Mark Allen
MobilSphere

Today university telecommunication departments are facing difficult decisions on how to provide long-distance service to students in a cost-efficient manner. The vast increase in cellular phone use on campuses has caused a considerable decline in landline utilization among on-campus residents, resulting in significant reductions in long-distance revenue.

However, even with the proliferation of cell phones on campus, universities still need to maintain a residence-hall phone and provide long-distance service to students. How do you provide this service without incurring huge overhead costs, liabilities, expenses, and headaches?

Currently, several long-distance options exist:

Traditional One-Plus. With this option, which has been the preferred choice for many universities, the university telecom department provides 1+ long-distance service for student use from residence halls. This is convenient for students, but may not be cost-effective for universities as they are typically required to manage billing and customer service (or outsource it at further expense). In addition, the university is responsible for tracking down delinquent accounts for payment.

One-plus service usually involves long-term contracts with carriers. A vendor partnership alleviates the concerns of maintaining a system on campus, and there is something to be said for predictability. Good negotiators make sure that rates are competitive and no extraneous fees exist. Unfortunately, many outside vendors request a minimum revenue commitment from university telecommunication departments. These can prove to be daunting as market conditions change. Vendor partnerships can be successful, but generally have higher rates, and students ultimately leave for cheaper alternatives. Traditional one-plus may be the solution of choice for colleges and universities that have their own infrastructure and support services, but revenues will not always offset costs.

Prepaid Phone Cards. Some universities have opted to provide students with prepaid, credit-card-style calling cards as an alternative to one-plus. Most prepaid cards offer lower per-minute rates than traditional one-plus, and mitigate university involvement in terms of eliminating billing and collection functions. This solution may seem like a good short-term fix, but administering prepaid card programs can require significant university resources. Most programs have substantial upfront costs related to inventory, and distribution can be very labor-intensive. In addition, it is difficult to estimate student usage from semester to semester, and ultimately, the university may be left with an inventory of expired cards.

Virtual, Web-based Prepaid Calling Solutions. These services enable students and staff to purchase prepaid calling time, both domestically and internationally, from a reputable carrier via a Web-based transaction platform that resides on the university’s housing or student telecom website. Web-based solutions often offer advanced calling features that allow users to place calls from cell phones and off-campus phones as well. Some vendors have virtual calling cards built-in, enabling network access from any phone throughout the continental U.S. All calls, regardless of origination (cell, residence hall, other), are typically billed to the same prepaid account. Most vendors provide lucrative revenue-sharing programs as well. Through an interface on the university’s telecom website, students can directly purchase long-distance using a debit/credit card, effectively eliminating storage and distribution hassles.

Although the current long-distance landscape is bleak as revenues continue to decline, providing long-distance service is and will continue to be a necessity on campus. While some of the solutions listed above can alleviate current problems, the real answer is simple: technology. The advent of the Internet and technology has created innovative options for campus telecom managers to consider when reviewing their long-distance alternatives.

To learn more about how a virtual, web-based prepaid calling solution may work for your college or university, please visit www.Mobile-Sphere.com or contact Gavin Macomber, EVP Sales & Marketing, at gavin@mobile-sphere.com.
ACUTA 2005 Seminar Topics Announced

Register Today for the
2004 Fall Seminars
October 24-27, 2004
Hyatt Regency St. Louis
St. Louis, MO

Track 1: Campus Wireless Networks
Track 2: Cost Savings and Revenue Ideas

Winter Seminars • January 30 - February 2, 2005 • San Antonio, TX

Track 1: What's New in Telecom Technologies?
Phone services and technologies are evolving very quickly. This seminar will offer case studies of innovative campus uses of IP telephony, cell phones, speech recognition, unified messaging, ACD, auto attendant, and other evolving voice technologies. Technology developments, implementation challenges, security, and financial implications will be explored as well.

Track 2: Security, Risk Management and Disaster Planning
Threats to telecom and IT services can come from natural causes such as fire or weather as well as from people involved in hacking, spamming, or terrorist activities. This seminar will address a variety of planning, preventive, and responsive approaches that campuses can take to protect both voice and data resources. Specific topics might include risk assessment, 911, business continuity, power issues, and network security.

Spring Seminars • April 3 - 6, 2005 • Philadelphia, PA

Track 1: Next Generation Billing for IT & Telecom Services
This seminar will offer campus case studies about billing solutions for communications technology services. In addition to the traditional challenges involved in reviewing telecom bills and resolving billing problems, the presenters will cover web-based billing, billing for cell phone or VoIP service, and outsourcing billing. The seminar will also cover developing rates and billing users for network utilization.

Track 2: Planning For a Converged Campus
Migrating to an environment where voice, data, and video technologies are seamlessly converged requires a good deal of non-technical preparation. This seminar will cover the business, organizational, human, and strategic aspects of convergence. Sessions will cover migration strategies, business plans, financial models, university re-organizations, staff training, convergence-readiness assessment, security implications, and strategic positioning of IT within the institution.

Fall Seminars • Oct. 30 - November 2, 2005 • Denver, CO

Track 1: Assessing the Value of New Technology Projects
It is important for communications technology managers to be able to evaluate the merits of major technology implementations, especially in times when resources are tight. At this seminar, attendees will learn to evaluate competing projects and select those that maximize strategic business value to the institution. Campus case studies will provide examples of financial analyses, strategic technology plans, migration strategies, and business plans.

Track 2: Supporting Student Use of Technology
Attendees in this track will learn about the telecom and IT services students are demanding and cost-effective ways in which to deliver them. Presenters will explore services (both traditional and non-traditional) such as cell phones, IM, PDAs, cable TV, and IP video, and other killer apps. Techniques to manage student use of bandwidth, virus protection, patch management, spam filtering, and acceptable uses of technologies will also be explored.

The Board of Directors met by conference call on June 2, 2004. The Board reviewed and approved monthly financial statements.

In addition, the Board approved a recommendation from President-Elect Tamara Closs to appoint Phillip Beidelman of WTC, Inc. as the Appointed Director-at-Large for 2004-05.

Committee member appointments to the Program Committee and Higher Education Advisory Panel were also approved.

The Board also approved a change in policy for the ACUTA listserv which states that the listserv should not be used for announcement of non-ACUTA events. Members will be encouraged to use the Press Room on the ACUTA website for that purpose.

Respectfully submitted,
Carmine Piscopo
Providence College
ACUTA Secretary/Treasurer
Welcome New Members

Corporate Affiliate Members

**BRONZE MEMBER**

**Network Installation Corp., Irvine, CA**
http://www.networkinstallationcorp.net

Michael G. Cummings, CEO, President; 949/753-7551

Network Installation provides a single-source, total communications solution. Network Installation is dedicated to providing its clients with the tools that can generate a quantifiable return on investment.

**COPPER MEMBERS**

**ECI Conferencing Services, LLC, Washington, D.C.**
http://www.calleci.com

Susan Borer, National Account Manager; 202/327-5401

ECI Conference Call Services is a premier provider of innovative and cost-effective collaborative conferencing solutions. ECI offers a broad range of easy-to-use conferencing services including audio and web conferencing, e-learning services, digital replay, web streaming, broadcast fax/email/voicemail.

**US LEC, Charlotte, NC**
http://www.uslec.com

Tammie Young, Marketing Comm. Mgr.; 704/319-6693

Founded in 1996, US LEC is a telecommunications carrier providing voice, data, and Internet services to business customers and enterprise organizations throughout the Eastern United States.

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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.

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ACUTA Online Press Room

The following press releases have been posted to the ACUTA website for the month of June:

- PAETEC Communications will acquire selected customers and facilities of Covista
- PAETEC launches audio and web-based Conference Calling
- Mirapoint Provides Email Protection for More Than 26,000 Users at Case Western Reserve University
- Shaw University Leaps Into A New Age of Communications Using Avaya Internet Protocol Technology
- Korea University Deploys TippingPoint’s UnityOne Intrusion Prevention System