ACUTA eNews January 1996, Vol. 25, No. 1
Fall Seminars Get High Marks from Attendees

ACUTA’s Fall Seminars held at The Worthington Hotel in Fort Worth, Texas addressed two key issues facing telecom administrators on today’s campuses: Strategic Planning and Budgeting for Telecom Infrastructure and The Telecom Department: Rx for Change.

Featured speaker for the Prescription for Change track was Dr. Tom Stevenin of Schuster, Kane and Stevenin, a recognized authority on quality, productivity, and continuous improvement in the workplace. Attendees called Stevenin’s presentation “truly superior” and “inspirational.” One person commented, “...excellent material, advice, observations and handouts for interactive learning applications.”

Stevenin’s presentation was supplemented by a panel discussion entitled Managing Change on Campus, with Jan Weller (University of Kansas), Buck Bayliff (Wake Forest University), Jim Cross (Michigan Technological University), Kurt Look (University of Kansas), Margie Milone (Kent State University), and Dave O’Neill (Washington State University).

Leading the track discussing Strategic Planning and Budgeting was Paul Kreager, RCDD, a professional electrical engineer who consults and specializes in the strategic planning and design of telecommunications infrastructure for commercial buildings. Kreager’s experience as an author and on several committees instrumental in the development of national telecom infrastructure standards prepared him to focus his audience squarely on the issues on Monday. Track II also featured the presentation Washington State University Infrastructure Upgrade Project by Dave O’Neill, of Washington State University and Doug Preszler, Johnson Controls. In addition, a panel consisting of Eric Hiebert, Kurt Look, and Larry Lovell of the University of Kansas discussed Managing the Infrastructure and its Processes at KU.

Another panel, consisting of Randy Collett, (Central Missouri State University), Linda Bogden-Stubbbs (SUNY Health Science Center, Syracuse), Ruth Michalecki (University of Nebraska, Lincoln), and Slyck Pecena (Texas A & M University) rounded out the seminar with their consideration of Planning & Budgeting for Capital Projects, Renovations & Improvements.

For the second time at an ACUTA event, Corporate Affiliates were invited to purchase a time slot for an in-depth presentation. Those who took advantage of this opportunity to relate to attendees in a setting other than the exhibit area included Eldon Anderson, PairGain Technologies Inc., who discussed Copper-Optics™: A Cost-Effective Technology for High Speed Digital Service, and Intecom’s Hal Denton, whose topic was Conversational Media: The Calm before the Storm.
Welcome New Members

December, 1995
Institutional Members
• Otterbein College, Westerville, OH. Kevin Miner, ph. 614/823-1300;
  Tier 2
Corporate Affiliates
BRONZE LEVEL
• Code Blue Corp., Holland, MI. Mike Morin, ph. 616/392-8296
COOPER LEVEL
• Strategic Telecommunications Consulting, Allentown, PA. Terrence O'Donnell, ph. 610/434-9494

University of the Virgin Islands Needs Help

Hurricane Marilyn tore through St. Thomas and St. Croix on Sept. 16, devastating the island and the University of the Virgin Islands with winds of 116+ mph. A generator has been installed to restore power to the campus, and classes were scheduled to resume early in November. As reported in inside APPA (November 1995), UVI is seeking help from the higher ed community. Urgent needs initially included power generation equipment, communications equipment, building materials, tools, and books. Restoration efforts are being coordinated through Facilities Resource Management Co. If you are in a position to help this school in any way, you are urged to contact Flo Brasser at 203/245-9600.

The Future Is Wireless

John Naisbitt, author, speaker, and businessman, cites four activities critical to the growth of the global economy: blending of technologies, forming of strategic alliances, creation of a global network, and widespread ownership of personal "telecomputers."

In 1989, experts predicted 900,000 cellular telephone users by the year 2000. In fact, there are already more than 25 million users.

[Source: Missouri Telecom CONNECTIONS, October/November 1995]
Happy New Year! This year marks the twenty-fifth year of ACUTA. And not unlike any other silver anniversary we shall celebrate!

Mal Reader, past President, charter member, and all around ACUTA kind of a guy, has, at my request (it didn’t take much persuasion—trust me on this one) taken on the responsibility of chairing the ad hoc Silver Anniversary Committee. Mal has amassed an outstanding group of loyal enthusiasts for the purpose of drawing attention to our Silver Anniversary. This creative group of wizards (I use the term wizards because of what seems to be a never ending profusion of innovative ideas and, I suppose, my own perceived creative shortcomings) has been meeting the past few months and forwarding exciting proposals to the Board.

A Silver Anniversary logo has been adopted and our Association letterhead has been redesigned to recognize this special occasion. The media and press are being alerted, Association members are being asked to contribute to a time capsule that will be sealed and held for the next twenty-five years, and the program committee and staff are hard at work preparing for an upscale gala event at this year’s annual convention in Chicago. Watch for details in the ACUTA News during the months to follow.

Although I’m not a charter member, and there are a good number of them still active who would be able to out-recall me hands down, I do have a number of recollections from my early days with the Association. I was new to the business and looking for answers and directions. I’ll not attempt to exhibit my mental prowess here, but will simply say that times have changed and with them so has the industry and our needs as administrators of the resources. In this publication over the next few months, Mal and company will provide brief recaps of the leading issues of days gone by and how ACUTA has assisted its members in addressing them. It should prove to be interesting reading as well as a bit nostalgic. We can take pride knowing how far we’ve come and how much we’ve grown.

Times have not yet stood still, and I suspect they won’t in this business. Technological change and expectations of those who administer technological change are never ending. For these reasons and because of the nature of people in this business, this Association shall continue to provide value and insight to all its members. I look forward to celebrating our anniversary, but more importantly I’m enthusiastic about what the next twenty-five years will bring.

‘til next month . . . . .

Spring Seminar
March 31—April 3, 1996
Sheraton Seattle Hotel & Towers
Seattle, Washington
“PBX Technology”
Principal Speaker:
Allan Sulkin, TeQConsult Group

Nationally known PBX expert Allan Sulkin will explore the evolution of PBX technology; examine the strategy and direction of typical and atypical PBX suppliers; compare PBX and Centrex; identify the requirements of high bandwidth and wireless technologies; consider how the PBX will interface to ATM or higher speed networks; and look at procurement strategies and upgrade techniques.

Topical presentations by ACUTA members:
• Implementation and Management of the Small Campus PBX & Telecommunications Operation
• Using PBX Technology to Further the University Without Walls
• Centrex: The Way for Today
• Strategies for Presenting & Selling the Alternative to Centrex: PBX/Switch
• Member Panel: PBX Procurement Issues & Strategies
• Vendor Panel: Future Directions in the Evolution of PBX Technologies
• Structured opportunities for roundtables on common interests, including budget size, enrollment, type of PBX equipment, Centrex users, etc.

Save $50
Register by March 1
Call Kellie Bouman for details
(606) 278-3338

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SIUE Phone Scam Costs $1.1 Million

Mike Fitzgerald
Belleville News-Democrat

A student-operated scam that allowed telephone users to short-circuit the campus telephone security system has left Southern Illinois University at Edwardsville with a backlog of long-distance phone bills amounting to $1.1 million.

The situation has one campus official fuming, not only at the student fraud involved but at the laxity of campus officials assigned to oversee telephone service.

"There was substantial misfeasance," SIUE Vice President Kenneth Neher said.

Overseas calls to China, Korea, India and a six-hour call to Panama went undetected for nearly two years on campus.

The free calls came to an abrupt end only after a new department head noticed the campus's May phone bill was $175,000. The September bill plummeted sharply to $2,500 after the fraud was halted.

Administrators are blaming the negligence of two SIUE employees for allowing the fraud to prosper for so long. One resigned after being confronted with the problem and the university has begun discharge proceedings against the other.

What's more, the two employees had failed to pay the school's phone bills for the year before the rip-off was uncovered.

Central Management Services, the state's central purchasing agency, failed to notify SIUE it was a year behind in its phone bills, Neher said.

Fraudulent long-distance phone bills were racked up by students living in the residence halls between October 1993 and September 1995.

The rip-off sprang from a sophisticated method of circumventing SIUE's phone security system. By hitting phone keys in the proper sequence, students made long-distance calls across the country and around the globe, charging them to the SIUE account rather than to their personal accounts, Neher said.

To recover some of the $1.1 million, SIUE administrators on December 5 began an amnesty period that will run until February 29. In return for agreeing to pay their share of the phone bill, students will receive a release from SIUE on all claims.

Letters were sent out Dec. 5 to 2,700 current and former residents of Tower Lake Housing and the Residence Hall informing them of the amnesty program and the university's intention to prosecute those who fail to pay up.

"I cannot emphasize enough how serious this fraudulent behaviour is," Neher wrote. "We have already indentified several hundred suspects through cross referencing."

More than 100 people have already come forward to work out a payment plan, Neher said. SIUE police are overseeing the investigation into the fraud, the first of its kind on the SIUE campus.

The scam came to light in early September, when SIUE's new director of Office Information Technology, Cheryl Strackeljahn, noticed the May phone bill for $175,000. A group of SIUE department heads met Sept. 11 to devise a plan of action, Neher said.

To avert future phone scams, SIUE administrators installed new routing switches, new codes and new computers to keep track of billings, Neher said. The bill for the new security system: $22,000.

SIUE President Nancy Belck said SIUE is negotiating with Central Management Services and American Telephone and Telegraph Co. to forgive part of the $1.1 million debt.

Reprinted with permission from Belleville News-Democrat 12/13/95. ACUTA rep at SIUE is Cheryl Strackeljahn.
NIU Implements ADSI Technology

Ian Buchanan
New Business Development, Nortel

Students at Northern Illinois University (NIU) aren't just learning about advanced communications technology; they're living with it every day, thanks to the school's recent adoption of Analog Display Services Interface (ADSI) technology and roll out of display-based telephones and services.

The school's implementation of ADSI this past spring enables the delivery of a host of call-management, information, transaction, and entertainment services, while making everyday phone calling more convenient, intuitive, and productive. ADSI is part of NIU's plan to enhance its competitiveness by providing technologically advanced student services. This strategy began when the school upgraded its PBX and connected it to the public SS7 network, enabling NIU to become a trial site for internodal CLASS (Custom Local Area Signaling Services), and providing a wider range of telephone features to users.

"We found that many features were rarely used because staff members and students often found them confusing and difficult," says Wally Czerniak, NIU Director of Computer and Telecommunications Operations. "The codes were difficult to remember, and users were impatient with the learning process. ADSI helps solve this."

In the first phase of the roll out, NIU provided 200 PowerTouch phones to its administrative staff, who tested 14 features, including Call Forwarding, Three-Way Calling, Automatic Callback, Customer Originated Trace, Calling Line ID, and Message Waiting. Says Czerniak, "With this solution, feature activation codes are a thing of the past, replaced by context-sensitive soft keys and a display screen much like that on a bank's automated teller machine."

The second phase of the roll out began this fall, with the school adding another 200 to 250 display-based phones and introducing additional advanced features such as Call Waiting Display and Deluxe Call Waiting Display. With these services, the incoming caller is identified on the phone's display screen whenever a Call Waiting tone is heard. Deluxe Call Waiting also provides several options for handling the second caller, such as forwarding to voice mail, and sending a "wait-a-minute" message.

The final phase of the roll out will extend a host of new capabilities that will improve access to existing student services and enhance the school's competitiveness. For example, students will be able to use their ADSI phones to conduct electronic transactions with the registration and bursar's offices. Students will also have convenient access to grade postings, cafeteria menus, and voice mail—all communicated on their phone's display screen.

The school began developing these applications this fall, with the long-term goal of providing ADSI services to each student dormitory room. NIU is considering a "security package" with a selection of easy-to-use features for handling obscene or harassing calls, with screen-based access to: Automatic Call Return to respond directly to the caller; Customer Originated Trace to trace the call and forward the number to the police department; Call Block to automatically intercept calls from that number; and Anonymous Caller Rejection to refuse all calls that block delivery of their number via Calling Line ID.

Says Czerniak, "Convenient transaction services and features such as the security option will be a real advantage for us as we try to attract more students to the NIU dorms over private housing and apartments. Eventually, we'd also like to add entertainment options such as pay-per-view movie selections, which could be a revenue generator for us."

"Voice recognition technology also has the potential to help us in our fund-raising efforts," Czerniak continues. "One capability we're excited about is Voice-Activated Premier Dialing (VAPD). With VAPD, students simply pick up their phone and speak the name of a business or department to place their call. This could serve as an incentive for local businesses during fund-raising drives. Businesses who donate at a certain level, for example, could have their names added to the school's VAPD directory. So in the case of the local pizza restaurant, students would simply have to pick up their phones and say 'Pizza Palace' for immediate connection. That's quite an advantage for the many types of businesses in our area that cater to our student population."

For more information, contact Nortel at 1-800-4-Nortel.

ACUTA rep at NIU is Hank Brooks.
Sewanee Campus hooked up to information superhighway

Nearly ten years ago, a decision to make the University of the South an all-Apple-computer campus opened the door for possibilities that, today, are fast becoming an integral part of day-to-day life in Sewanee. This commitment to computer technology is one of the goals expressed in The Campaign for Sewanee’s effort to enhance academic support for students and faculty.

In the classroom, professor of religion Gerald Smith has embraced the technology as a way to enhance his teaching and to reduce the reams of paper that he previously used to provide his students with various handouts ranging from syllabi to exams.

“Our goal in the liberal arts cannot be simply to hope that by limited exposure students will acquire the rudiments of literacy,” says Smith. “They must feel comfortable with the technology. . . . We must also learn new habits by which we can reduce our dependence upon paper. Not only must we learn to do without ‘hard copy’, but we must also learn to trust electronic information and the devices that provide it.”

Helping Smith to achieve that goal is a campus network that connects all of the campus computers to each other and to the ever expanding Internet and the World Wide Web. Tapping into the local campus network, students can find, in faculty members’ electronic drop boxes, course outlines, syllabi, lectures and even some supplementary reading material. When the time comes to hand in papers or take exams in Smith’s class, students do so on the computer screen exclusively. After class, students can continue their discussion of the day’s topic through a computer discussion net known as Tiger Forum.

Smith says the computer-based courses, while they have created some additional work for him, have enhanced the students’ classroom experience. Class discussions have been more substantive, he says, and those who are reluctant to speak in class have found that the after-hours forum allows them to get into the fray more comfortably.

“What I discovered in the first paperless course was that the amount of time in class for discussion went up dramatically over my other courses. This was the result of putting all of my teaching materials on an electronic file so that students could access them at any time—and so that they did not have to take script notes in class. They could listen, interact, comment,” says Smith.

Elsewhere on campus, a computer lab on the newly renovated third floor of Woods Laboratories is having a similar effect on psychology students and teachers. Using computers linked together not by wires but through infrared signals, like those sent out by a television remote control, professors in the lab can review students’ work and project various individual reports upon a wall screen for discussion purposes. The Woods computer lab, made possible by the Campaign, is the first of three “Classrooms of the Future” which will fully integrate computers in the classroom experience.

ACUTA rep at University of the South is Jeanne Jansenius.

Host Needed for Annual Conference in Chicago

If you’re a school in the Chicago area and you’d like to get more involved in ACUTA activities, maybe you’d like to be the host for the Annual Conference July 14–18. Here’s how:

Submit a letter to our office before February 7 indicating your desire to be a host school and describe what you would plan for your host table at the Conference. Tell us, also, where you’re located relative to Chicago.

If selected as a host or co-host, you will be asked to draft a letter to potential attendees encouraging them to attend and promoting area attractions. ACUTA will duplicate and mail this letter.

About two weeks before the event, you will be asked to draft another letter for attendee portfolios welcoming attendees and inviting them to stop by your table. You may describe additional local attractions, or what activities you will be conducting as host.

You will need to assign staff to work at your table which will be located near the Conference registration area on Sunday, Monday, and Tuesday at predetermined times. We recommend you furnish brochures of local interest, maps, activity schedules, campus literature, and perhaps have small giveaways and a door prize or two.

In appreciation for your contribution to the success of this event, ACUTA will provide one complimentary full registration for the Conference.

For more information, contact Lisa Cheshire in the ACUTA office: 606/278-3338 or e-mail lcheshire@acuta.org by February 7.
Telecommunications Legislation

During the months of November and December this has been a hot topic in and around the Capitol. Each of the last 6 issues of Telecommunications Reports (TR) has had from two to six full pages of information, progress reports, and speculation on the status of the telecom legislation and the activity of the Conference Committee at work. Almost every week there has been a new "deadline" for completion of the assignment to merge HR1555 and S 652 into a compromise bill for presentation to both the House and the Senate. One week there would be an indication of some issues being resolved and the next week some of these same issues would be back on the table along with reference to tough items still to be considered.

On December 28 a note showed up on the World Wide Web from the Alliance for Competitive Communications (ACC) indicating that "A supposedly 'final' version of the Conference Report—the reconciliation of the House- and Senate-passed bills—was prepared, but not in time to get the necessary signatures that would place the bill in queue for floor action in the Senate or House." The note also indicated signing of the report and formal filing with the Senate and House 'freezes' the language of the report. This "almost final version" of the Conference Report was lauded by Vice President Gore, perhaps signaling the Clinton Administration's agreement to sign the bill once it is passed.

Now speculation moves toward when the bill will go to the floor of the Senate and House. If they get the budget problems settled early in January they may go home again and come back as scheduled on January 22nd which is just in time for President Clinton's big State of the Union speech.

What might this legislation cost? The June ACUTA News referred to Congressional Budget Office speculation that if enacted, compliance with S 652 could cost industry an additional $7.1 billion over the next five years. So far I have not seen projections relating to the compromise bill. In the last month I have seen indications of a growing concern over what it will cost, and most seem to expect it to end up being several billion out of the consumers' pocket during the next four or five years. Part of this is based on what the bill and/or the FCC does with price and rate flexibility. One Telecom lawyer expects that prices will drop in the short run and when competition can/does not develop, prices will go up a lot.

Area Code Overlays

This topic continues to come up as a way to expand the number of telephone lines that exist in a given area. Generally the area of the outgrown area code is divided geographically and a new area code is assigned to part of the area covered by the old code. An overlay is a new area code assigned in the same geographic area, and will be used at the same time as the old code.

Earlier proposals for overlays have been denied in several states, (California, Illinois, Minnesota, and Missouri in 1995), even if they were only to be used for a special purpose like cellular phones.

The Maryland Public Service Commission has approved two new overlay area codes in the state according to TR 11/27. When the numbers in the existing codes are exhausted, new numbers will be issued in the new area codes. It is likely that a family requesting installation of a second line in their home will find it is out of the new overlay area code. As soon as the new area codes are activated, a ten digit dial plan will likely have to be implemented in order to call home. One of the reasons given in support of the overlay plan was that people want to keep their old number which they most likely could not do under a geographic separation plan.

In Texas a plan just approved calls for a geographic split in the Dallas area and an overlay in the Houston area.

ACUTA members need to be aware of the implications of ten-digit dialing for all off-campus calls and maybe for some on-campus.

Hearing Aid Compatibility

There was a Notice of Proposed Rulemaking issued by the FCC on November 28, 1995. The Legislative/Regulatory Affairs Committee is in the process of a careful review to determine what action ACUTA should take. The comment date is January 12, 1996 with a response date of February 16, 1996. Overall the document looks like it will have very little impact on colleges and universities. If ACUTA sends comments to the FCC, you will be advised.

Telemarketing Fraud

The December 11 issue of Telecommunications Reports indicates that "Federal officials last week arrested more than 400 people in 14 states for telemarketing fraud aimed at the elderly. In a Las Vegas news conference Dec. 7, Attorney General Janet Reno said that telephone pitches from 'illicit boiler room operations' cost Americans $40 billion a year. " Unfortunately, it is not just the elderly that get sucked in on some of these deals. ACUTA members have to be careful all of the time.

Let me hear from you: If you hear of something that you think will be of interest to others, please let me and/or other Leg./Reg. Committee members know. E-mail: wjohnson@nmu.edu.

Have a good year!
ACUTA members now have the opportunity to discuss issues, ask questions, or get general information using the newly installed Majordomo listserv software. Initially, you may subscribe to two different listserves. The first, called LEGREG, will be used to discuss legislative and regulatory issues. The second listserv, called TELECOM, will be used to cover the broad scope of telecommunications issues and questions.

For those of you unfamiliar with listserves, a listserv is basically a quick way to route an e-mail message to a specific group of people. In this case, the specific group is made up of individuals who have subscribed to a particular listserv based on its topic. For example, if you are interested in general telecommunications issues, you would subscribe to the TELECOM listserv. Once subscribed, you would automatically begin to receive via e-mail any messages regarding telecommunications that were sent to the e-mail address TELECOM@ACUTA.ORG.

You can also send e-mail to TELECOM@ACUTA.ORG and it will be routed automatically to all individuals who have subscribed to the list. Additional information and instructions are included in the initial e-mail message you receive from Majordomo once you have successfully subscribed.

To subscribe to either of the listserves, send an e-mail message to MAJOROMO@ACUTA.ORG. In the body of the message, type either of the following: subscribe telecom or subscribe legreg. Do not put anything in the subject line, and, if possible, turn off the signature line if you use one in your e-mail messages.

Once a subscription request is received, Majordomo will send you an e-mail message to let you know that your request has been received and is waiting to be approved by the listserv manager (Aaron Fuehrer). Because the listserves are for ACUTA members only, each subscription request must be verified before a user is subscribed. After approval, Majordomo will send you a welcome message via e-mail along with information about the listserv and guidelines for proper use.

To send mail to the listserv once you have subscribed to it, use one of the following addresses: LEGREG@ACUTA.ORG or TELECOM@ACUTA.ORG. You may at any time unsubscribe from either listserv by sending a message to MAJORDOMO@ACUTA.ORG. In the body of the message type unsubscribe telecom or unsubscribe legreg depending on the listserv you want to unsubscribe from. Once again, leave the subject line blank and, if possible, eliminate any signature that may appear at the bottom of your e-mail message.

In the future, as usage and interest grows, additional listserv topics will be added. If you have any questions, contact me by e-mail at AFUEHRER@ACUTA.ORG or call 606-278-3338.

Are your e-mail messages reaching the ACUTA staff?

Last fall, ACUTA upgraded our office computers and systems. Among the changes were new e-mail addresses for all ACUTA staff members. Please be sure your records reflect the correct addresses as our previous e-mail addresses will be discontinued at the end of January.

Jeri Semer .................. jsemer@acuta.org
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Why do employees leave?

Human resources people may be right: A company’s most valuable asset may be its employees. If this is common knowledge, why is the employee turnover rate as high or higher than it’s ever been? And is this something you, as a manager, need to consider?

Here are several common reasons for on-the-job dissatisfaction:

1. Thrift for variety and more exciting technical possibilities are high on the list of reasons for seeking a new position. “Folks who are capable of handling the newest gizmos are, by their own accounts, an easily distracted lot... a restless subclass constantly on the prowl for new opportunities,” writes William Spain in Computerworld (8/7/95).

2. Money is still an important consideration, but it is only a part of the picture today. Perks—vacation, investment opportunities, health care, on-site child care, etc.—also weigh heavily in the decision to change jobs.

3. Lack of loyalty on the part of employer as well as employee has created a mindset that emphasizes the bottom line like never before. So, (a) if goals are not being met, few companies consider length of service a good enough reason to retain an employee. And (b) few employees look back when a better offer comes along.

4. Job turnover can also be attributed to the relentless recruiting of people with specialized skills, says Don Serpico of the Chicago Mercantile Exchange, quoted in Computerworld.

5. Many people move on because they are unchallenged. Companies with a reputation for hanging onto valuable employees offer training and professional development. Ideally, they make an investment in their people, and it is rewarded with dedicated service. (But, see reason 3b.)

So, is the turnover in your office healthy, or is there something happening that needs a closer look?
Carnegie Mellon builds wireless data network

Carnegie Mellon University’s Computing Services, working with the Information Networking Institute (INI), is creating an experimental wireless data network, the first step toward ubiquitous mobile computing with wireless network access. The 2 Mbps network, conceived to support research activities within the INI, uses AT&T WaveLAN equipment installed over five buildings, and should be offered to researchers and "lead users" for experimental use later this school year. Computing Services hopes to offer full service in and around 12 buildings in the 1996-97 school year. [CMU Cursor, Nov/Dec 1995]

Mary Pretz-Lawson is ACUTA rep at Carnegie Mellon.

Marquette parents fund campuswide access

The Marquette University Parents Association has pledged to help the University libraries extend electronic access to the entire campus community, empowering them to site licenses for major research databases and acquire 16 workstations for in-building access and instruction. The library will cover the continuing costs of maintaining the licenses. In a similar campaign in 1989-91, the parents group raised over $200,000 to help with the costs of MARQCAT, the library online catalog. [MarqConnections, Nov 1995]

Marquette University is represented at ACUTA events by Dawn Lotz.

Calvin students to play Internet "Where's Waldo"

During this year’s three-week Interim session, 45 Calvin College students will be learning about Web-based information through an Internet version of "Where’s Waldo." Computer whiz Matt Roberts, a Calvin junior, will take a laptop computer and a digital camera with him to France, and will file frequent reports and send pictures to students back home.

His activities will feed into the course "ONLINE!" taught by father-son team Larry and Jeff Nyhoff which is intended to help students understand how to distribute information on the Web, what it is, and where it’s headed.

Brian Baas represents Calvin College at ACUTA events.

Univ. of Arizona puts academic records online

A new student academic record system at the University of Arizona allows students to match their current transcripts with degree requirements for their declared programs. The online "road map," On Course!, tells them what requirements remain to be completed and which courses would meet them, which courses they've taken that don't apply to their degree or need to be discussed with their advisor, which courses their advisor has agreed to accept in lieu of specific required courses. The project was managed by the Office of Curriculum, with computing resources provided by CCIT. See http://www.arizona.edu/uainfo [U of A Computing & Communications News, Oct/Nov 1995]

ACUTA rep at University of Arizona is Amelia Tynan.

Johns Hopkins gives new students a ‘jumpstart’ into computing

At Johns Hopkins University, new students can sign up for their choice of 18 JumpStart sessions held over nine days early in the fall to learn about computing facilities and equipment, available services, and staff responsible for daily operations—and sign up for e-mail accounts and connections. Staff members from every unit of Homewood Academic Computing participated last fall. Introductory packets containing buying guides and an overview of HAC resources were sent to all incoming freshmen and sophomores over the summer, with brochures from vendors. [JHU Checkbits, Nov/Dec 1995]

Johns Hopkins’ ACUTA rep is Murray Ryan.

Univ. of Massachusetts implements statewide fiber-optic network

The University of Massachusetts is activating a fiber-optic network granted to it by the State for use in new and advanced services. The network, running along the Massachusetts Turnpike for 125 miles west from Boston, will support video-based and other high-bandwidth information services, and will deliver educational services and degree and non-degree programs to students in homes, schools, businesses, hospitals, and medical centers. UMASS has organized regional consortia to develop and distribute network services, and has invested $1 million to activate the Massachusetts Information Turnpike Initiative (MITI) in March. Contact MITI@dpc.umassp.edu, http://www.umassp.edu/miti/miti.html

ACUTA rep at University of Massachusetts/Boston is Forrest J. Speck.

Thanks to CAUSE’s electronically delivered Campuswatch for information on this page.

ACUTA News • January 1996
Industry Insights

Digital Versatile Disks
The next generation of compact disks will hold seven to fourteen times the amount of data or music as today's CDs. The electronics industry has dubbed them "digital versatile disks" (DVDs), according to the New York Times (12/9/95). Toshiba will begin selling DVD players in the US by next fall for $500-700, and Time Warner will introduce 250 movie titles once DVD players are available.

Virtual University
New alliances among regional educational institutions are paving the way for increased cooperation when it comes to distance learning. Early in December the Western Governors Association met to discuss ways to promote distance education, including the possible establishment of a degree-granting "virtual university." (See the story in the Chronicle of Higher Education 12/9/95)

Computers for Ontario Classrooms
From the Ottawa Citizen (12/12/95): Ontario will invest $4-billion over the next six years to put a computer at each student's desk. The Education Minister says the program will ensure that an unfair competitive gap does not develop between students who have access to computers and those who do not.

Learner Online
A new World Wide Web site called Learner Online has been launched by the Annenberg/CPB Project. In addition to a catalog of educational resources (videos, videodiscs, and CD-ROMs), the site provides research articles on educational strategies and technology, reports on recently-funded projects, information on how to offer a telecourse, and opportunities to try out some of their CD-ROMs.

Each month the site will "spotlight" parts of the Annenberg/CPB Project educational resources series. The first spotlight was a tour of Pompeii, part of their history series, "The Western Tradition." The URL for the site is http://www.learner.org/

21st Century Education
The report is in from a year-long study by a panel of educational experts from academe, industry, and government sponsored by Jostens Learning Education Forum. "Educating Jessica's Generation: Learning, Technology, and the Future of K-12 Education" is a long range, in-depth analysis of the issues shaping education in the 21st century.

The purpose of the study was to "create a catalyst to help national and local leaders, educators, parents, taxpayers, business people, and people engaged in technology developments enrich their dialog about the purposes, practices and possibilities of education to help our communities and nation toward achieving their visions." The report follows a hypothetical student, Jessica, born in 1990, beginning school in 1995. The scenario continues, comparing Jessica's experiences with those of her daughter born twenty years later. While the report's title refers to the K-12 level, much of the information is useful to those involved in higher education. A free copy of the 63-page report can be downloaded from the Jostens' World Wide Web page at URL http://www.jlc.com/edures/teachers/edforum.html or by calling 800-244-0575.

Canadian Internet Access
According to the Toronto Globe & Mail (12/20/95), Canada's government has authorized $6-million in grants to 271 communities for the development of free, community-based Internet service providers that will assure universal and affordable access in rural areas. Meanwhile, the Montreal Gazette reports (12/18/95) that toll-free Internet access service is being provided for Montrealers by the Libertel Free-Net, with a grant from the Quebec government. Montreal joins a community of 20 other Free-Nets across Canada.

British Ban Calculators
The Times [London] (12/7/95) reports that the British School Curriculum and Assessment Authority will ban calculators from use during one of two math exams to be administered to 11-year-olds in 1996, and is urging the country's Education Secretary to introduce a similar ban for 14-year-olds by 1997. Citing widespread confusion over decimal places and incompetence with fractions, the Authority raised fears that overuse of calculators in the classroom has eroded the teaching of basic mathematical concepts. The move was applauded by the London Mathematical Society, which had charged that schools were failing to teach the basics, forcing universities to provide remedial training.

Free ISDN from PacBell
The FCC has cleared the way for Pacific Bell to offer integrated services digital network (ISDN) telephone lines to California public and private schools, libraries, and community colleges without assessing interstate subscriber line charges (SLCs). The waiver will permit the telco to provide ISDN lines to educational users for one year. As part of a special Education First promotion, Pacific Bell intends to provide as many as four ISDN lines—free of intrastate and interstate access charges—to eligible institutions in California that enroll in the program for one year.
**Give Yourself a New Year's Present**

The holidays are often a time for reflection and goal-setting, as we review the past and plan for the future. However, sometimes I think we concentrate a bit too much on the things that fell short of perfection during the past year, and not enough time focusing on our accomplishments.

We all know that telecommunications management is a highly demanding profession. The need for improvement is never-ending, and the financial pressure on higher education institutions is growing as well. Most ACUTA members demand near-perfection in their own performance, and expect the same level of commitment from co-workers. Our annual goals include higher revenue, introduction of new services, increased customer satisfaction, introduction of the latest and greatest technology, improved efficiency with fewer staff, and the list goes on. And of course, we must accomplish all of this while keeping our bosses, students, their parents, faculty, and staff happy!

On the personal side, we resolve to eat healthier, exercise more, spend more time with family and friends, undertake some meaningful volunteer work, and of course to learn new skills by attending as many ACUTA educational programs as possible! Above all, we must show an improvement over last year in all of our endeavors, both professional and personal. Does this sound familiar?

I would like to suggest that you take a few minutes this month to think about your many SUCCESSES this past year. The new switch cut-over that went without a hitch. The Interactive Voice Response system that made the registration process far easier for students and staff. The data networks and cable TV systems you brought to campus housing, resulting in happy customers, increased learning opportunities, and a new revenue stream. The telecommunications links you forged with surrounding elementary and secondary schools, opening up your campus resources to students and educators. The distance learning programs you made possible. The infrastructure you planned and installed, ensuring the capability for cutting-edge communications for many years to come. Or the World Wide Web site you created for your department. If you think about it, your list of accomplishments is pretty impressive!

At the same time, it might be a good idea to take notice of other people's successes. The co-workers who transformed your plans into reality. The front-line workers who were responsible for customer satisfaction and quality service. The family members and friends who understood the long nights and frequent weekends. They need to be reminded and thanked for their successes as well, and honest praise is a tremendous reward.

Yes, it is important to continuously strive for improvement, because our environment demands it. However, I hope you will take a few moments this New Year for well-deserved reflection on how far you've come, and how your institution, students, your associates, and even the community have benefitted from your contributions. Take time to savor your accomplishments, and focus on how well you have done. You deserve it!

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**1996 ACUTA Events**

**Winter Seminars**
- January 21–24
- Phoenix, Arizona
- Sheraton San Marcos
- Topics:
  - I. Wireless Technologies Tutorial
  - II. Student Services

**Spring Seminar**
- March 31–April 3
- Seattle, Washington
- Sheraton Seattle Hotel & Towers
- Topic: PBX Technology

**25th Annual Conference**

**Silver Anniversary Celebration**
- July 14–18
- Chicago, Illinois
- Chicago Hilton & Towers

**Fall Seminars**
- October 27–30
- Alexandria, Virginia
- Radisson Plaza Hotel at Mark Center
- Topic: Desktop Video
- I. Management Issues & Applications
- II. Technical Issues

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**From ACUTA Headquarters**

Jeri A. Semer, CAE
ACUTA Executive Director

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ACUTA News • January 1996
Position Available
Telecommunications Technician
Utah State University

Responsibilities: Installation, operation, & maintenance of voice and data networks. Operate & maintain Intecom EIBX, station eqpt., Octel voice mail, T1 circuits, & fiber optic multiplexing.

Qualifications: Strong working knowledge in telephony, inc. switching, outside/inside plant, voice/data networks & RS6000 computers. Physically required to pull wire/cable in difficult locations & lift up to 60 lbs. Must work well in a team environment; exc. interpersonal skills.

Salary: $25–30,000.

Address inquiries to: Scott D. Wells, Assoc. Director, Telecommunications, Utah State Univ., Logan, UT 84322-4420. Accepting apps until 1/19/96. Women/minorities encouraged to apply. AA/EOE.

Position Available
Asst. Director, Telecommunications Services
Indiana State University

Responsibilities: Manage business operations of dept; market long dist & value-added telecom services to students; manage billing/collections; manage dept. budget control efforts inc. telecom construction project cost acct.

Required: B.S., supervisory exp. Proficient in use of word processing, spreadsheet, db programs. Ability to interact with students, faculty & staff. Fluent spoken & written English. pref. 2 yrs supervisory exp. in position where direct customer contact was a key element of function supervised.

Salary: DOE; exc. benefits. Review begins 1/15/96; position to be filled ASAP.

To apply: Letter, resume & 3 refs to Tamara Stultz, Search Committee Chair, Telecom Services, Indiana State Univ., Terre Haute, IN 47809.