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eNEWS

December 2005

Vol. 34, No. 12

Supporting higher education communications technology professionals in contributing to the achievement of the strategic mission of their institutions



From the President

Patricia H. Todus

Northwestern University

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In my first column for the newsletter I focused on "Managing Change in a Changing Environment." Change in our personal lives for the most part occurs in a relatively steady or on a sporadic basis. This allows us the opportunity to react to the change, understand its impact, and handle the change in a usually cloistered environment in which we have some level of control. Managing the rapid changes in technology in our educational institutions coupled with the impact of change is much more challenging.

A change that affects our institutions can be generated from an external or internal entity. In either case it equates to an unknown whose impact must be dealt with in a responsible manner. This is not the easiest thing to accomplish. Let me share with you an important component of making a technology change more acceptable to those we serve in an educational institution. The component is communication.

Earlier this year we made a change in our recharge pricing in conjunction with our planned implementation of VoIP. With this convergence of voice, data, and video, we also planned to include collaborative services such as email and calendaring in the converged services "rate." We felt confident that this was for the "good of the order," providing our users with a package of services for one price that would increase their use of communication services. It was also a model that embodied the external pricing patterns that our users were accustomed to seeing in their homes—one price for entertainment television, high-speed data, an email account, and voice services.

For over two years, we had been communicating to our users that VoIP was "coming" to the university. We had been communicating to our users about the convergence of technologies and the positive impact it would have on our institution. We also communicated the fact that a new pricing model was inevitable because of the convergence of technology. What we failed to realize is that although we felt we were communicating these changes in a variety of venues, it was not really clear to the user that it was a reality until the actual pricing was announced with a start date.

As a result, we spent a great deal of time responding to the pushback on the introduction of this new technology concept. The lesson learned is twofold: (1) It is important to be a leader and introduce new technology to provide your institution's staff, faculty, and students with new and more effective tools and the institution with a competitive advantage as a

continued on page 2

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of the December eNews



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In This Issue

- 1 From the President Patricia H. Todus, Northwestern University
- 2 Two Audio Seminars
- 2 Institutional Excellence Award Deadline
- 3 Tech Talk: Adjusting the Carburetor on Your Network Engine Kevin Tanzillo, Dux PR
- 4 FYI: Useful Information from the Campus Student Monitor
- 4 Web Tip: Resource for Legislative/Regulatory Info Aaron Fuehrer, ACUTA Information Tech. Mgr.
- 5 Member Sites to See
- 5 Info Links Randy Hayes, Univ. of Northern Iowa
- 5 Board Report Riny Ledgerwood, San Diego State Univ., ACUTA Sec./Treasurer
- 6 Thanks to Exhibitors for 2005
- 7 D C Update Whitney Johnson, Retired, No. Michigan Univ.
- 9 Welcome New Members
- 9 ACUTA Online Press Room
- 9 Remembering Sue Fisher

President's Message

Continued from page 1

result of the new technology. (2) It is equally important to communicate a technology change to the end user in a collaborative and continuous way before, during, and after the change. We have all heard the mantra "communicate, communicate, communicate." What we must also remember is communication means listening and talking.

Change equates to the unknown. The unknown creates fear. By listening to our users' concerns and explaining the value of the change, we have a pretty good chance of mitigating their concerns. There will never be a time when everyone is happy with the change. If, through effective communications, the majority of our users become less apprehensive about the change and begin to understand the positive aspects of the change, we have combined the technical aspects of technology change with the human aspects of a technology change.

Communication is not a simple process. It is one that takes time and thought. It takes planning and an understanding of the people who will be affected by the change. It should be a part of every technology change we make in our institutions.

Two Audio Seminars

ACUTA audio seminars are a very good value: An unlimited number of colleagues at your institution may listen in via speakerphone at no extra charge.

Tuesday, December 13, 2005, 1:30 - 3:00 p.m. EST

TOPIC: FCC Update: CALEA, VoIP, Universal Service

Presenters: Jeff Linder and Brad Gillen are attorneys with the law firm of Wiley, Rein and Fielding in Washington, DC, who work very closely with ACUTA's Legislative and Regulatory Affairs Committee.

This timely audio seminar will provide the latest information and insight from Washington on the FCC's recent policy decisions that could significantly impact campus operation and design.

The presenters will examine the FCC's recent decisions to extend CALEA obligations to broadband networks, and to extend E911 requirements to interconnected VoIP providers. They will also address potential reforms of the universal service contribution methodology.

We encourage you to invite interested individuals on your campus from IT, finance, public safety, and other departments interested in CALEA, VoIP, E911, or USF to participate.

Please register no later than Friday, December 9, at: <http://www.acuta.org/?1414>

Audio tapes may be purchased online at: <http://www.acuta.org/dynamic/store/store.cfm?CategoryID=73&do=list>

Tuesday, January 24, 2006, 1:30 - 3:00 p.m. EST

TOPIC: Creative Cost Savings in Communications Technology

Presenter: Jack Babbitt, Asst. Director of Networking, Univ. of Connecticut

UConn's Telecom staff looked deep into their organization and identified areas that might produce cost savings. What resulted was seven-digit savings for fiscal year 2005 with half of that becoming a recurring yearly savings. The savings came from billing reviews, renewed contract negotiations, and changed business processes. There was also a chance for UConn and other Connecticut State agencies to develop synergistic opportunities which contributed to the savings.

Check the ACUTA website December 5 for online registration, or contact Amy White, awhite@acuta.org, at 859/278-3338.

Direct questions regarding content to Donna Hall, ACUTA Manager of Professional Development, dhall@acuta.org or phone 859/278-3338.

Institutional Excellence Award Deadline Is February 4

Has your campus undertaken a project that you feel exemplifies excellence in communications technology and deserves special recognition? If so, you should enter the competition for the ACUTA Award for Institutional Excellence in Communications Technology.

Winners receive a beautiful crystal award and 2 complimentary registrations for an ACUTA Annual Conference. Details and an application form are available at www.acuta.org.

ACUTA thanks PAETEC Communications for sponsoring this award.

Traffic congestion isn't pretty, whether you're talking about your daily commute or the situation on your network. Each of them represents a frustrating waste of important resources.

We can't offer much hope for the streets and highways around your campus, but we do have some good news about the network. There is an emerging protocol enhancement that can improve the efficiency of network data handling, and it will probably be incorporated into the equipment you buy before long.

Right now, High-Speed TCP, or HSTCP, is considered "experimental," but as it is proven to accomplish its potential, it will become part of the TCP (Transmission Control Protocol) standard.

What's it do? Well, it helps alleviate a bit of a shortcoming in the way TCP deals with network congestion. While well-designed TCP networks can cruise along at up to 100 megabits per second, when you move past the 100 Mbps milepost, the performance suffers, particularly in high-latency (high delay) environments.

HSTCP is sort of the equivalent of adjusting the carburetor for better performance on your old '69 Pontiac GTO. Yes, that was back in the days when cars weren't loaded up with intimidating electronics, and guys like me could confidently open the hood and tinker with stuff.

Now, at the first hint of a problem, it's off to the dealer. We're not even sure if cars HAVE carburetors anymore. But we digress.

HSTCP's power is in its ability to adjust the carburetor - make that the "congestion window" - of TCP. You see, TCP maintains a window that will handle only a certain amount of unacknowledged data in transit in the network at any one time. In the face of congestion, TCP will cut that window in half to solve the traffic jam. Then, as the situation improves, TCP gradually builds the window back up, but by only one packet at a time.

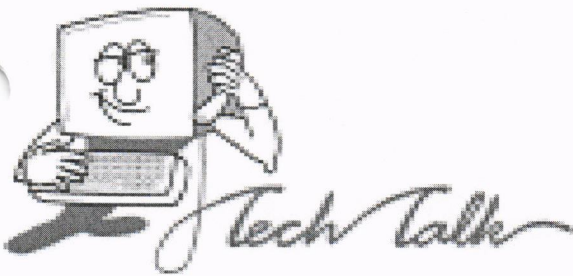
The result of this response is that after an incident of congestion, it takes a long time, perhaps several minutes, to get the network back up to the performance levels that you were seeing prior to the congestion. That's downright inefficient.

HSTCP solves this problem by being less extreme in its reaction to congestion. Rather than slam the window halfway closed in its reaction phase, HSTCP reduces it by a smaller amount, maybe 20 percent or so. Then, in the recovery phase, rather than grow the window at a painstakingly slow packet-at-a-time pace, it increases it by several packets at a time. The result is a much faster return to the "normal" high-speed performance of an efficient network.

The exact size of the reduction and recovery rates can be selected based on the needs of the network and the values involved in the operative congestion window.

Now, if it was only this easy to deal with vehicle traffic.

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.



Adjusting the Carburetor on Your Network Engine

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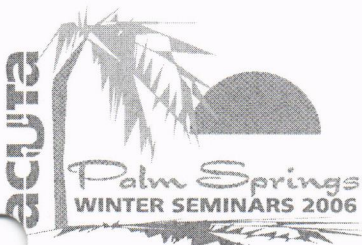
Winter Seminars • January 8-11, 2006 • Palm Springs, CA

Track 1. Mobility and Wireless Issues

At this seminar, you'll learn about higher education best practices, paradigms, and funding models that can guide you. Specifically, you'll hear about keeping up with wireless standards, placing and maintaining access points, monitoring wireless activity, providing customer support and securing wireless devices, networks and physical security systems.

Track 2. Best Practices in Telecom Management

Although it sometimes seems that wireless and IP have eclipsed traditional telephony, ACUTA members know that there are plenty of challenges involved in operating a campus phone system in a converged environment. This seminar will address modern telecom issues such as cabling buildings in a converged environment, unified help desks, online phone request systems, software-based continuity planning, IP call centers, updated voicemail systems, migration from PBX to VoIP, and cable TV installations.



FYI

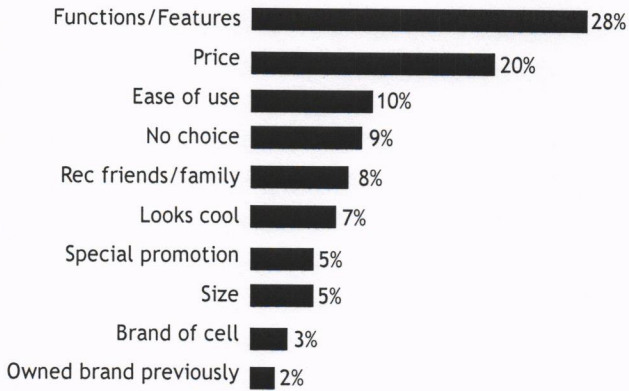
Useful Information from the Campus

<http://www.studentmonitor.com>

In March 2005, Student Monitor of Ridgewood, NJ, conducted extensive research into how students are using communications technology on campus today. ACUTA eNews is pleased to feature selected results of that survey. We appreciate Student Monitor's assistance as we strive to provide the most useful and up-to-date information to our readers.

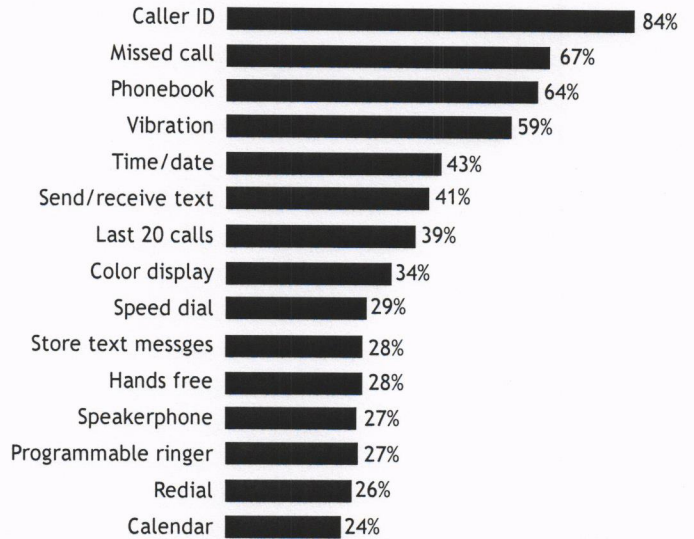
If you would like to know more about the survey, contact Eric Weil, managing partner at Student Monitor, at weil@studentmonitor.com, or visit their website at <http://www.studentmonitor.com>.

Most Important Attribute in Selecting Cell Phone

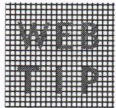


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Most Important Feature of Cell Phone



Valuable Resource for Legislative/Regulatory Information



Aaron Fuehrer
ACUTA Information
Technology Manager
afuehrer@acuta.org

If your responsibilities include knowing what is happening in Washington that might affect your campus communications technology department, ACUTA's website is a very valuable resource. Look at the homepage and see what topics have been discussed most recently on the listserv. Check the archive for listserv messages from the past. A list of legislative/regulatory "hot topics" is posted on the homepage, and you can click on any topic to see the complete posting.

On the menu bar, click on *Legislation and Regulation* and access the latest news and issues, the convenient issues matrix, or the most recent in-depth analysis from the Washington law firm of Wiley Rein and Fielding.

ACUTA is very active on the legislative/regulatory front, with a dedicated Legislative and Regulatory Affairs Committee (chaired by Dave Ostrom of Washington State University), a working relationship with Wiley Rein and Fielding, and our own representative on the FCC CAC, Tammy Closs from Duke University.

Take advantage of this resource to learn what you need to know about important issues facing campuses today. If you have questions, contact Dave Ostrom (ostrom@wsu.edu) or ACUTA Executive Director Jeri Semer (jsemmer@acuta.org).



Happy Holidays and Peace in the New Year from the ACUTA Staff

Jeri * Kellie * Amy B * Lisa * Aaron * Donna * Margaret * Pat * Amy W



Congratulations to three schools whose websites were selected as exceptional examples of Supporting Student Use of Technology. See for yourself why these sites were chosen:

- University of Georgia: <http://www.sts.uga.edu>
- Simmons College: <http://www.my.simmons.edu/services/technology/students/>
- Fort Hays State University: <http://www.fhsu.edu/ctc/helpdesk/>

The topic for the next quarter (1st Q 06) will be Use of the Web for Service Ordering. If you would like to submit your site or a site you have visited for recognition, visit the ACUTA website at <http://www.acuta.org/html/wsrp.cfm>.

Info Links

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Frequently, vendors, associations, governmental bodies, and others provide white papers and other informational documents which are announced through a variety of media sources. While some admittedly have a certain slant or opinion, others are quite objective; however, both often contain valuable information. Below are links to selected documents of interest.

- Broadband Adoption: http://www.pewinternet.org/report_display.asp?r=164
- DNC Registry: <http://web.si.umich.edu/tprc/papers/2005/494/do-not-call.pdf>
- Lobbying by Carriers/Providers: <http://www.publicintegrity.org/telecom/report.aspx?aid=744#>
- Anti-Slamming Rules Report: http://www.voicelog.com/state_rules.html
- Relationship of R&D Spending and Business Results: <http://extfile.bah.com/livlink/livlink/151786/?func=doc.Fetch&nodeid=151786>
- VOIP Security Taxonomy: http://www.voipsa.org/Activities/VOIPSA_Threat_Taxonomy_0.1.pdf
- Universal Service Reform: <http://www.pff.org/issues-pubs/books/051024DACAUSF1.pdf>
- Computer/Internet Use in 2003: <http://www.census.gov/prod/2005pubs/p23-208.pdf>

Board Report November

Riny Ledgerwood
San Diego State Univ.
Secretary/Treasurer
rlledgerw@mail.sdsu.edu

The Board of Directors met at the Fall Seminars in Denver on October 29. The following actions were taken:

- Approval of the proposal to allow non-university members who are deemed to be subject experts to serve on the Legislative/Regulatory Affairs Committee.
- Approval of publishing the membership directory online beginning this year and discontinuing the printed version.
- Discussion of the best approach for ACUTA members to donate used computers to help schools affected by the Katrina disaster.
- Approval of reallocation of \$50,000 within ACUTA's reserve accounts.

In addition, ACUTA hired Attendance Marketing to conduct a survey to examine the ACUTA annual conference in an effort to increase future participation.

The Board also discussed the draft agreement submitted by MICTA, a proposal to create an elite status to increase vendor sponsorship participation, and the most cost-effective method to conduct the ACUTA Member Needs Assessment. Finally, the Board discussed ACUTA's possible participation in the EDUCAUSE Net@edu "Integrated Communication Strategy Committee" to take the lead in E-911 issues.

Respectfully submitted,

Riny Ledgerwood
Secretary/Treasurer

Thanks to Exhibitors for 2005

ACUTA thanks the following companies for exhibiting at our 2005 national events. In addition to providing attendees with the latest information on products and services, the exhibit hall generates revenue which helps keep registration fees low.

As you choose the companies with whom you will do business, we hope you will remember these ACUTA supporters.

★★★★ 4 Events ★★★★★

1Call, A Division of AMTELCO
ACE*COMM
Amcom Software Inc.
AVST: Applied Voice & Speech
Technologies

Compco, Inc.
DuPont
Interactive Intelligence, Inc.
Lyrix, Inc.
MiCTA
Nuance Communications

PAETEC Communications
Professional Computing Resources, Inc.
Qwest Communications
ReadyTalk
WTC

★★★ 3 Events ★★★

ADC
Bitek, Inc.
Campus TeleVideo
MobileSphere

Mutare Software
NetWolves Corp.
Network Engines
NextG Networks

The Northridge Group, Inc.
Ruckus Network
T-Metrics, Inc.

★★ 2 Events ★★

3Com Corporation
ADTRAN
Allot Communications
Belden CDT
Bluesocket, Inc.

ISI Telemanagement Solutions
MCI
Parlance Corp.
Sprint Nextel Corp.
System Development Co of New
Hampshire

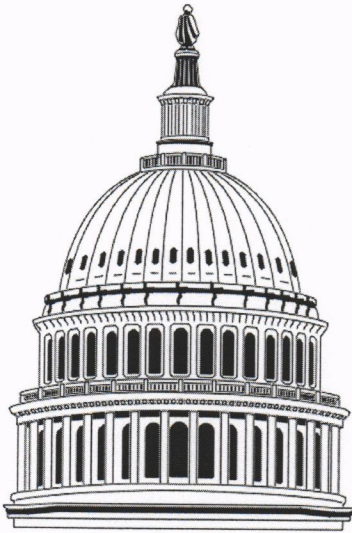
Tadiran Telecom, Inc.
Telecom Technology Resellers LLC
Teltronics
US LEC Corporation
XTEND Communications Corp.

★ 1 Event ★

1 Nation Technology
5G Wireless Communications, Inc.
Aastra Telecom
Alcatel
Allied Telesyn
Alltel Communications Products, Inc.
Altec Datacom
APconnections
Archi-Technology, LLC
Ascendent Systems
BearCom/Motorola
Beast Cabling Systems, Inc.
Black Box Resale Services
The Bluenote Group, Inc.
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CEECO
Cellular One/Dobson Cellular Systems
Cingular Wireless
Code Blue Corporation
CommuniTech Services, Inc.
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RMS Telecommunications LLC
Roving Planet
Ruckus Network
Scitec, Inc.
Sencommunications, Inc.
Siemens
South Supply, LLC
SUPERIOR ESSEX
System Engineering International
Talk-A-Phone Co.
Tech Depot/Office Depot
Teledata Technologies, Inc.
Teledex L.L.C.
TeleMatrix
Telephony@Work, Inc.
TeleSphere Software, Inc.
Tone Commander Systems, Inc.
UniversityLease
Video Furnace, Inc.
VSGi



D C Update

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Tax Fraud

MCI has agreed to settle tax-fraud claims with 15 states and the District of Columbia that total about \$315 million. The states involved are Alabama, Arkansas, Connecticut, Florida, Georgia, Iowa, Kentucky, Maryland, Massachusetts, Michigan, Missouri, New Jersey, Ohio, Pennsylvania, and Wisconsin. Attorney Generals (AGs) from several, if not all, of the states have been involved in the investigation of this problem that dates from about 1999 until MCI filed for bankruptcy in 2002.

The AG from Pennsylvania explained that MCI had engaged in a royalty scheme to avoid payment of state taxes from 1999 to 2002. He also said "the scheme, devised for MCI by accounting firm KPMG, was designed to shift income that MCI received from its subsidiaries in various states to other states where the income would not be subject to taxes."

MCI charged subsidiaries over \$20 billion in royalty fees during the four-year period. The subsidiaries then deducted the fees from state taxes as a business expense, and by doing that, reduced their tax liability to those states. MCI then reported the royalty income in the state where the income was not taxable.

The state of New Jersey is expected to get the largest settlement payment of about \$53 million, with Pennsylvania second at \$46.5 million. Some states, in addition to the 15 listed, are also following up on these investigations and one of them, North Carolina, will be getting about \$16 million. South Carolina has entered into negotiations and will most likely receive some funding. [Telecommunications Reports (TR) 10/15/05]

Broadband-Over-Power-Lines (BPL)

Manassas, VA continues in the development of broadband service over the city electrical power network. The city has joined hands with Communication Technologies, Inc. (CTI) to provide cable TV service. At a press conference on Oct. 5 in Manassas, state and local officials widely praised the new BPL system, which is available to 12,500 households in the city of 37,000 people and which has already attracted 700 customers with another 500 service requests being processed.

The Manassas Mayor indicated that the BPL service deployment was "a major enhancement of what our city-owned utility provides to its customers." A CTI official indicated that what has been demonstrated at Manassas could be rolled out and put in place by literally scores of city power companies within the next year or two, particularly in small communities that have no other broadband services being offered. (TR 10/15/05)

Verizon and Texas

Early in October Verizon applied to the Texas Public Utility Commission (PUC) for a statewide cable franchise and permission to offer its FiOS TV service in 21 communities in the Dallas/Fort Worth area. (TR 10/15/05) By the end of October, the PUC approved Verizon's statewide video franchise. Verizon has indicated that the statewide franchise will expand the service area to include at least 21 North Texas communities where they will be providing digital TV to subscribers over their fiber-to-the-premises (FTTP) network. Verizon expects to hire about 150 technicians by the end of the year and have the service available to over 400,000 North Texas households by the end of 2006.

Verizon has also indicated that they will be expanding the FiOS TV service into California, Florida, New York, and Virginia in the not too distant future. (TR 11/1/05)

Capitol Hill Telecom Activity

The following is a list of what is going on in Washington that may have an impact on ACUTA members. All of these topics were described in recent issues of *Telecommunications Reports* (dates indicated in parentheses).

- Senate, House Panels Plan DTV Legislation Markups. (TR 10/15/05)

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>

- Senate, House Commerce Committees Approve DTV Legislation Despite Clashes.
They have agreed to a firm deadline for the end of the transition as Dec. 31, 2008. (TR 11/1/05)
- Lawmakers Slam Officials Over E-Rate Plans for Gulf Coast. (TR 10/15/05)
The FCC estimated that it would offer \$132 million of the E-rate funds to help schools and libraries get back on schedule due to Katrina.
- Barton Suggests Telecom Bill Include 'Smart' Radio Provisions. (TR 10/15/05)
This would help Public Safety Communications in times like 9/11 & Katrina.
- DeWine: Telecom Act Rewrite Should Maximize Competition. (TR 11/1/05)
As far as I have seen there has not been a bill introduced in either the House or Senate for the new Telecom Act, but there is a lot of discussion about what it may end up doing to the telecom industry.
- Groups Form Coalition to Fight for USF in Congress. (TR 10/15/05)
Four groups representing small and rural independent telcos have come together and created the "Coalition to Keep America Connected," and the Coalition will lobby Congress to keep federal USF fund issues on the front burner as lawmakers discuss revamping the nation's telecommunication laws.
- Senate Commerce Committee OKs Emergency Alert Legislation. (TR 11/1/05)
- Hill Proposals Would Keep UN Away from Internet. (TR 11/1/05)
This comes in the wake of a United Nations group's report suggesting a more multinational approach to the role of Internet governance.
- Ensign: Modernizing Laws Will Encourage Investment. (TR 11/1/05)
Congress needs to revise the telecom laws if it wants the U. S. to catch up with other countries that already have faster broadband options and kick start the technology sector.
- Ensign: Broadband Bill Likely To Change, Be Delayed a Year. (TR 11/1/05)
- House Panel Backs Report Blasting E-rate Fraud. (TR 11/1/05)
A House Energy and Commerce subcommittee has unanimously endorsed a bipartisan staff report on the E-rate that blisters the telecom E-rate program.

Only 11 items are listed above, but that gives you some idea of how much is going on in the House and Senate that involves the telecom industry—and all of it is most likely to have an impact on the budgets of all ACUTA member institutions. As we are moving closer to the end of the year, I think it is most likely that there will not be anything passed in Congress that relates to telecom until well into 2006.

E911 Mandate

The FCC has established the E911 Mandate which requires that 95% of the wireless handsets sold by a carrier be location-enabled by December 31, 2005. These phones must provide the PSAP with a location from which the call is being made. Some of the carriers have determined that they will not be able to meet the requirement.

Sprint Nextel Corp. has asked the FCC for a two-year extension. As part of the merger process between Sprint and Nextel, Nextel told the FCC that at the time of the merger in August their handset penetration rate was about 50% and that they expected the rate to be about 70% by Dec. 31. Alltel has asked for an 18-month extension. They expect to be at about 85% by the end of the year. Verizon has also told the FCC that they hope to be at an 88% level by the due date. Most likely there are other carriers that will not be able to meet the date. (TR 10/15/05, 11/1/05)

This will be interesting to watch and important to all cell phone users that might have to be cut off on December 31.

ACUTA NEWS, Vol. 34, No. 12

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Welcome New Members

Institutional Members

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Brian Ratliff, Dir. of Information Services bratliff@asl.edu

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Rod Sampson, Marketing Manager; 803/802-1441

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Paul Corrairie, Principal; 410/532-2395

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West Penn Wire, Washington, PA <http://www.westpenn-cdt.com>
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West Penn Wire is a leading manufacturer of low voltage electronic cables. Our featured campus cables include our *Aquaseal Cables*. *Aquaseal Water Resistant Cables* are used for multiple indoor/outdoor communication and fire-alarm installations.

ACUTA Online Press Room

The following press release has been posted to the ACUTA website since the November *eNews*. We encourage you to visit the ACUTA website frequently for the latest information from a variety of sources, including our corporate affiliates.

- Alcatel Delivers Higher Education Solutions to Improve Education Experience for Students, Faculty, and Employees

Remembering Sue Fisher

Susan J. Fisher passed away November 6, 2005. During her 20 years as an ACUTA member, she attended 25 seminars/conferences; served as State Coordinator, speaker, moderator/monitor; and was a tremendous supporter of ACUTA.

Sue was Director of Communication and Information Technology at the University of Connecticut in Storrs until she retired in January, 2004.

Jack Babbit of the University of Connecticut expressed his personal thanks as her friend for the many expressions of concern during Sue's last several months. "The cards, calls, thoughts, and prayers were much appreciated by Sue. She really couldn't get over the number of people who cared about her. Your personal touches brought much joy to Sue at a time she really needed it."