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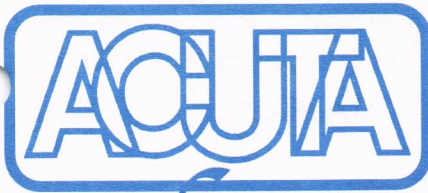
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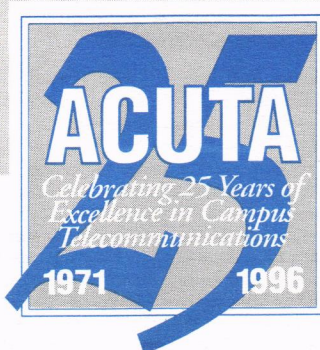
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News

May 1996

Association of College & University
Telecommunications Administrators



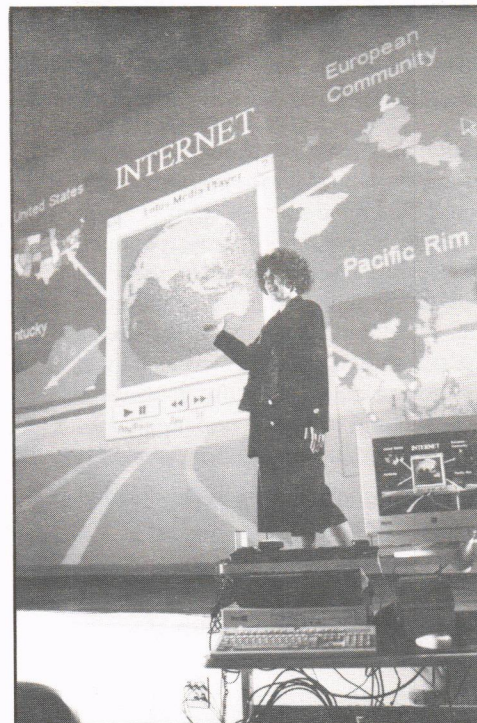
THE VOICE OF
TELECOMMUNICATIONS
IN HIGHER EDUCATION

Western Kentucky Introduces WKUNET

Charles Anderson, Asst. Vice President for Finance & Administration
Western Kentucky University

The University president promptly responds to electronic mail from the campus community. A biology professor downloads an animated model of viruses from the Internet for use in class and on the course's Web page. In a computer lab across campus, a freshman English major accesses the library's catalog and CD-ROM reference collection to begin her research for a paper on southern writers. From his residence hall room, a senior communications student browses the Internet for the latest developments in advanced television, writes his report and submits it to his professor via electronic mail. All are becoming commonplace at Western Kentucky University as a result of the completion of WKUNET in February 1996.

Universal network access is provided at Western Kentucky University as a basic educational utility. The University's commitment to its development was catalyzed and intensified by two strategic planning processes beginning with a comprehensive 1989 communications planning process and continuing in the University's 1990 strategic planning process, Western XXI. The latter identified communications infrastructure and increased access to computing resources as critical to enhancing communications, increasing access to information, and improving instruction.



Dr. Linda Johnson uses a lecture hall large screen projection system in her class.

All aspects of WKUNET, including servers, fiber and wiring, and network electronics card, have been centrally funded based on an institutional value that the entire University community, regardless of budget resources, should have access to computing resources.

Continued on page 8

ACUTA Offers Four Pre-Conference Seminars in Chicago

For our 25th Annual Conference, ACUTA introduces optional Pre-Conference Seminars on four topics of importance to telecommunications managers and their staffs.

Two full-day seminars—"Introduction to Telecommunications" and "Introduction to Networking"—provide an excellent opportunity for those who are new to the field to reach a more comfortable level of understanding of the technology. Those who have been in telecommunications for years, but aren't up to speed on the Information Highway, will benefit from the half-day "Introduction to the World Wide Web" presentation, and may want to consider the other half-day session, "Creating a Homepage."

The information will be up-to-the-minute, and we know you'll agree this is time well spent.

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Board Report
April

The March 30 Board meeting in Seattle was long and productive. ACUTA's Board reviewed requests from each of the ACUTA committees for program consid-

eration and financial support. These requests form the platform from which the Board and headquarters' staff prepare the budget for ACUTA for the upcoming fiscal year. The Board also reviewed ACUTA's Strategic Plan with committee chairs and tied back each committee's goals for the current and upcoming fiscal year to the plan. All of the goals were reviewed and adjusted, updating target completion dates and priority levels.

Other items on the agenda included committee reports and:

- * An update from the Nominations Committee on the candidates for ACUTA's general offices and Director-at-Large positions.
- * More discussion of the 1996 Annual Conference in Chicago. The Program Committee continues to do an excellent job of putting together what appears to be an educational and informative conference.
- * Approval of the publication of the ACUTA Journal, a high level publication that includes contributions from many sources.
- * Approval of the proposed 1997 seminar locations and topics.

Submitted by:

Anthony R. Tanzi

Anthony R. Tanzi, RCDD
Brown University
ACUTA Secretary/Treasurer



"None of you would accept from your suppliers what public education sends you. You would fire them, or you would sue them, or you would insist on a new standard."

*Speaker of the House Newt Gingrich to a group of university presidents, suggesting that the quality of K-12 education is dragging down the quality of higher education
Atlanta Journal-Constitution 3/19/96*

Dues Notices Will Arrive Soon

From professional development and peer networking to listserves and publications, the value of ACUTA membership to telecommunications professionals in higher ed continually increases.

Early in May you should receive your notice for 1996-97 dues indicating payment due by July 1. Please check the information shown on your dues notice carefully, making corrections before returning it with your payment.

With technology changing rapidly and responsibilities in telecommunications departments on our campuses increasing, you can't afford not to participate in ACUTA. It's the *only* association dedicated to helping you do a better job in meeting the telecommunications needs of your campus.

For more information about dues or invoices, contact Eleanor Smith, ACUTA Business Manager, at (606) 278-3338.

Members Invited to Participate in Annual Conference Session

In a General Session at the 25th Annual Conference in Chicago, Compass Consulting will present a humorous look at how a Telecom Manager's life has evolved over the last quarter-century...how some of the things that we used to have to know and do have become obsolete, how the tools of the trade have changed, how the expectations and demands of the end user have evolved, etc.

In the spirit of the occasion, Compass is inviting institutional and corporate members to participate by submitting ideas, anecdotes, obsolete equipment and tools of the trade, documents, photographs and other memorabilia for inclusion in this session.

Please contact Geoff Tritsch at 508/359-4150 if you have anything to contribute.

Association of College and University
Telecommunications Administrators

ACUTA NEWS, Vol. 25, No. 5

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Eastern Washington University

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Dr. James S. Cross
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Lexington, KY 40503-2486; ph. (606) 278-3338; fax (606) 278-3268; E-mail pscott@acuta.org.

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Vision Actualized

A central theme in my year as President has been to exercise the governance structure put in place during the last administration but envisioned and planned for by Board members over the past number of years. This governance structure is the result of a vision and a great deal of strategic and operational planning over the years. My statement of direction related to governance last July was to "kick the crutches out from under it and make it stand." I read through all past planning documents and Board minutes to assure myself I knew the intent of the new governance structure. I then, with some trepidation, began supporting only those actions, initiatives, and proposals true to that intent. There have been a few bumps but too few to be significant. The true test came last month in Seattle.

The Seattle spring Board meeting agenda was to cover 1) strategic plan and accomplishment review, 2) FY97 budget requests, and 3) general Board business. This could be conservatively labeled as an aggressive agenda and was scheduled for a day and a half. As the agenda unfolded, Committee Chair by Committee Chair presented realistic evaluations of the past year's accomplishments, recommended priorities for ensuing year key events from the Strategic Plan, and skillfully advanced budget requests to support those recommendations. I sat at the end of the table that Saturday morning a bit wide mouthed interrupted only by moments of uncontrolled grinning. I was witnessing a coming of age. I wished the many predecessors responsible could have been there to see first hand the rewards of their efforts.

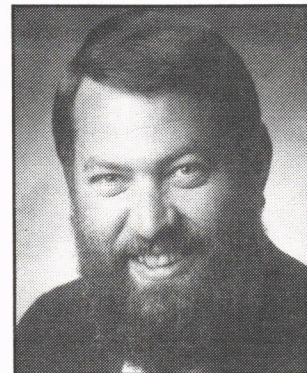
By noon the Board had heard from each Committee Chair. Having evaluated results and heard proposals, the Board's path was clear. It was to again set direction, prioritize tasks, and allocate the necessary resources. (This path was envisioned, clearly intended and one I as-

sure you has now been trodden and with promise.) When the Board adjourned that evening, direction had been reaffirmed, tasks prioritized, and a preliminary budget approved.

I'd like to extend my thanks to the Lexington staff for their work accumulating the planning and budgeting materials from the Committee Chairs and especially to our Business Manager for rolling the budget materials together into a cohesive preliminary budget. I'd like to thank the Committee Chairs for their insight, preparedness, and willingness to stick to my script, it having been ever so time restrictive. And to the Board Members I extend my appreciation for your patience. But most of all I'd like to thank all of you who are ultimately responsible. Rarely are such visions actualized. I have had the good fortune to experience it first hand. The rewards will be reaped by all members for years to come.

'til next month

President's Message



Dave O'Neill
Eastern Washington
University

ACUTA President

Slate of Nominees Approved

The Board of Directors has approved a slate of nominees to present to the membership for election to the Board. Their terms begin at the Annual Conference in Chicago this July.

Ballots will be mailed to voting members May 20 with instruction to return a written vote postmarked by June 7. Ballots postmarked after that date will be disqualified. Fax, e-mail, and phone votes will not be accepted.

The candidates are:

- President-elect: Margie Milone, Kent State University, and Anthony Tanzi, Brown University
- Secretary-Treasurer: Buck Bayliff, Wake Forest University, and Maureen Trimm, Stanford University
- Directors-at-Large: Pat Billeter, Charles County Community College; Linda Bogden-Stubbs, SUNY Health Science Center Syracuse; Mike Bonafair, Shippensburg University; Donna Borden, University of Delaware (From this field of candidates, two Directors-at-Large will be elected to serve two-year terms.)

Serving on ACUTA's Board of Directors provides opportunity for professional and personal growth. It requires a commitment on the part of the individual as well as the institution for which he or she works. All of these nominees are to be commended for their willingness to serve the Association as Board members.

DC at a glance

Whitney Johnson

(Retired)

Northern Michigan University

Whitney L. Johnson

The Telecommunications Act of 1996

Everyone is apparently developing their own interpretation of the Act and how it may impact their organization. One of the major Inter Exchange Carriers (IXCs) has offered to discuss their interpretation with ACUTA's Leg/Reg Committee. The telcos, cable TV, utilities and many other companies are all involved with some of them even sending documents to the FCC in the format of a Notice of Proposed Rule Making (NPRM) so the FCC will not have to spend time and money getting the proposal ready to issue.

Two mergers have been announced involving Regional Bell Operating Companies (RBOCs). The first was between SBC Communications and the Pacific Telesis Group covering ten states in the South West and South Central part of the country. They include, according to *Telecommunications Reports* (4/8/96), 7 of the 10 largest metro areas and 16 of the top 50 markets.

The second one came about 2 weeks later between NYNEX and Atlantic Bell covering several more of the top metro areas and markets. If these mergers are approved both new companies will be almost as large as AT&T and together will cover almost half of the continental states. That leaves U. S. West, Ameritech, and Bell South for future speculation.

An important issue for companies interested in providing local service is that of resale discounts and interconnection fees. The IXCs are working to get large dis-

counts, and the Local Exchange Carriers (LECs) are not interested in giving the service away. According to 411 (4/1/96), the California PUC has set wholesale discounts in the range of 7 to 17%, depending on the type of service being provided. The IXCs were after discounts in the range of 25 to 50%, maintaining that they cannot enter the market at these rates and make a profit. In the same issue, 411 noted that U. S. West has filed to withdraw its Centrex service in all 14 of the states it serves. Some of the states have said no, others have said okay and some are still thinking. The proposal would allow existing Centrex contracts to continue but no new agreements and possibly no enhancements to existing contracts would be allowed. ACUTA member institutions with Centrex must watch what happens since the idea could quickly spread.

The FCC

The budget for Federal Departments for 1996-97 is now set. I have not yet seen any detail to indicate what happened to the FCC.

The various auctions that the FCC has been promoting have paid off. The total is now in excess of \$20 billion. Some legislators and others are still promoting the idea of an auction for 888 vanity numbers and some have even hinted at all 888 numbers.

Local Number Portability

AT&T has a proposal out that seems to be well received. According to the April 15 issue of 411 number portability would only apply within an area code. It will undoubtedly add to the phone bill, but speculation is the added cost will be in the range of 25-30¢ per month. However some have indicated that it may be as high as 60¢ per month. I have seen nothing to indicate that this service will go behind a PBX since all of the numbers belong to the college or university.

Long Distance Tariffs

411 (4/1) indicated that "You may soon say goodbye to long distance tariffs. After 60 years of scrutinizing rate tables for price gouging, the FCC has proposed abolishing IXC rate filings." The Act of 1996 makes this possible so we will all

DoJ May Retain Documents

In an order issued April 11, 1996, U.S. District Judge Harold H. Greene formally terminated the 1982 AT&T anti-trust consent decree as of Feb. 8. That's the date President Clinton signed into law the Telecommunications Act of 1996, opening the door for the seven Bell regional holding companies (RHCs) eventually to enter interLATA (local access and transport area) long distance and manufacturing markets.

Judge Greene ruled against a request by four RHCs that had sought return of documents filed with the Justice Department in connection with DoJ's investigation of their 1994 motion to vacate the decree. He granted DoJ's request to retain the documents and also said Justice may pass them on for use by the FCC, stipulating that "the use of the documents by the department should be related to the use for which they were originally obtained." DoJ may use the documents only to investigate "any activities that would have previously been prohibited by the decree," or in connection with DoJ's role under the new telecom law "as an adviser" when the FCC considers Bell operating company applications to enter interLATA long distance markets.

The judge ruled that the FCC may use the documents as needed to implement provisions of the new law governing BOC interLATA market entry or other provisions of the Act that require the agency "to undertake a competitive analysis," but the documents may not be used "to investigate wholly unrelated activity that might be in violation of other antitrust laws, unless otherwise authorized by law."

see what happens before too long. ACUTA members will have to watch and be sure they have good agreements with their long distance provider.

ACUTA Letter to FCC

The following letter regarding the auction of 800 MHz channels was sent to the FCC.

April 24, 1996

Michele C. Farquhar, Esq.
Chief, Wireless Telecomm Bureau
Federal Communications Commission
2025 M. Street, N.W., Room 5002
Washington, DC 20554

Re: PR Docket No. 93-144 — Amendment of Part 90 of the Commission's Rules to Facilitate Future Development of SMR Systems in the 800 MHz Frequency Band
Ex Parte Presentation

Dear Ms. Farquhar:

The Association of College and University Telecommunications Administrators (ACUTA) is the professional association representing managers of telecommunications services on over 800 college and university campuses. Our members are responsible for providing voice, data and video communications services to the students, faculty and staff of higher education institutions, including the use of Specialized Mobile Radio services. For this reason, we would appreciate the Commission's consideration of the following comments regarding the above-referenced proceeding.

In this proceeding, the Federal Communications Commission has reallocated 150 General Category channels in the 800 MHz frequency band for commercial land mobile (Specialized Mobile Radio) communications. The Commission also proposes to require applicants for these channels to pay for them through spectrum auctions.

The 150 General Category channels have been shared jointly by both private, non-profit licensees, such as colleges and universities, and commercial licensees for more than twenty years.

The Commission's earlier actions in this proceeding, coupled with the pending proposal for auctions, will deprive private licensees of the access to these critical channels. This is particularly true of institutions of higher education, that are in no position to bid against commercial entities. These commercial bidders would quite likely recover costs by re-selling services on these frequencies. Colleges and universities have no interest in this business, and yet are highly dependent on these frequencies for internal uses. In justification for its actions in this proceeding, the FCC states that the overwhelming majority of General Category channels are currently being used for commercial radio systems. However, there are over 3,400 non-commercial licensees, including institutions of higher education.

Colleges and universities, particularly those with students residing in institution-controlled housing, are significant users of mobile radio services. These institutions will have a campus police department that is responsible for the security of all students, faculty, and staff. These campus safety personnel are highly dependent upon mobile radio services to accomplish their tasks. They must also coordinate with services provided by non-university groups such as fire and emergency medical services. Maintenance workers in both academic and student housing areas are also dispatched and monitored using mobile radio services. All of these activities require use of mobile radio service, and are best accomplished by that means.

The higher education community is very concerned about the proposal for spectrum auctions, and urges the Commission to avoid that method of allocation. As an alternative, we ask you to consider setting aside a portion of these frequencies for non-commercial users, such as colleges, universities, and local government agencies.

Thank you for your consideration of these comments.

Sincerely,

David E. O'Neill
President

Association of College and University Telecommunications Administrators

cc: Mr. William F. Caton, Secretary, Federal Communications Commission

411 Tells How to Influence the FCC

In the December 18 issue of *411*, editor Reed Miller offers some practical advice in an article entitled "Mad? Clamp the Brakes on Runaway FCC Decisions."

Miller suggests that the red tape produced by the FCC raises our phone bills, and asks if we are tired of never having our "opinion heard on rulings, but having to weather the consequences." Several recent FCC rulings could impact telecom budgets: LEC price caps (Docket 94-1), toll-free numbers (Docket 95-155) and subscriber line charges for ISDN (Docket 95-71).

Quoting FCC secretary Bill Caton, the article points out, "First, you've got to find out what is on the commission's agenda. When the FCC wants to change federal regulations, it issues a NPRM that contains suggested revisions....But, you've got to know the Docket number of the NPRM to get a copy of it. To get the number, simply call up the FCC public affairs office at (202) 418-1500 or visit the FCC Internet site at <http://fcc.gov>."

Once you have the number, you can download the NPRM from the Internet site (free) or purchase it for 15¢ per page from ITS, the FCC's duplicating contractor, at (202) 857-3800. Send your comments, double-spaced on 8.5" by 11" paper, to the secretary of the FCC at 1919 M St. NW, Washington, D.C. 20554.

Reed offers five tips to design your comments so that they get noticed:

1. Use budget numbers. The comments that have the biggest impact tell the FCC exactly how much money is at stake, says Caton.
2. Write a crystal-clear opening statement.
3. File five copies of your remarks.
4. Send extra copies of your comments to FCC commissioners.
5. Use anecdotes to catch the eye of the reader.

High-Tech Crime: Have You Been a Victim?

Jack Wiles, Dir., Information Security
Oltronics Telecommunications Svcs.

Some sources say that 97% of all high-tech crimes go undetected. That's *undetected*, not unreported. Have you been a victim of high-tech crime?

What are the crimes?

Computers are susceptible to more types of crime than just about anything else in your home or office. They face routine crimes of physical theft, destruction, and vandalism, but the newer more high-tech crimes may be even more damaging to you as the computer owner.

Any risk assessment performed today will probably reveal that your most valuable asset resides somewhere on a hard drive rather than in a company safe. The actual crimes include software piracy, stealing source code, stealing credit card numbers, stealing passwords and login IDs, industrial espionage, PBX fraud, and intentional insider damage.

Who are the criminals?

We used to blame this problem on *hackers*—those who actually break into computers; but these are far from the only threat. Just about every other type of criminal out there has now figured out that what you have on your hard drive (frequently wide open for the taking) is an easy mark. You need to ask

yourself "if all of the information on my computer were printed out on paper, who would like to have a copy?" Who would like to sell it to your competitors? Who would like to destroy it so that you wouldn't even have access to it? Would any of your employees be disgruntled enough to get involved with criminals? When was the last time that you took an inventory to see exactly what you do have on those hard drives? Has an employee put something there that could hurt you?

Perhaps most shocking is the type of people who become high-tech criminals. Some are professionals with advanced degrees from some of the best schools. Hopefully, one of them is not sitting in your office today.

Where to go for help

Since laws that address high-tech crime are so new, most people don't know who to call for which type of crime. Call your local law enforcement agency first if you become a victim. They know you and your neighborhood better than anyone else, and they will know which federal agency to call for your particular situation. If you do call a federal agency first, at least let your local agency know about your situation as well as the fact that a federal agency is working on the case.

Good Books

I recommend two books which specifically address computer and network security. *Computer Crime, A Crime Fighter's Handbook* (published by O'Reilly & Associates, written by David Icove, Karl Seger and William VonStorch) provides an excellent overview of the topics and issues associated with preventing, investigating and prosecuting high-tech crimes. (Retail price is \$24.95.)

High-Technology Crime, Investigating Cases Involving Computers is an in-the-trenches, nuts-and-bolts book, written by Ken Rosenblatt, a Deputy District Attorney for Santa Clara County, California. As head of the High Technology Crime Unit for four years and a graduate of Stanford Law School, Rosenblatt packs a lot of front-line experience into his book. It provides step-by-step procedures for investigating cases involving computers. This book must be ordered directly from the publisher (\$69.95): KSK Publications, P.O. Box 934, San Jose, CA 95108-0934.

Jack Wiles is ACUTA Corporate Affiliate rep at Oltronics Telecommunications Services, Inc. He can be reached at 803/328-2753 or jwiles@interpath.com.

Be a Moderator/Monitor

Anne Apicella
ACUTA Program Committee
University of New Mexico

One reason for the continuing success of ACUTA's Annual Conference is the willingness of our members to pitch in and make it happen.

You can be a part of this success by serving as a moderator or monitor. A moderator introduces the speaker for a breakout session and makes him or her feel comfortable. (We try to match your duties with presentations you want to attend.) Biographical information is provided so your introduction can be personal, informative, and accurate. In Chicago, we'll have a get-acquainted breakfast for speakers and moderators.

As a monitor, you will distribute, collect, and tally evaluation forms; count attendees; and report any facility or audio/visual problems so they can be resolved quickly.

If you would like to volunteer:

- Review conference information as soon as you receive it (to be mailed mid-May).
- Call Lisa Cheshire (606) 278-3338 and choose the session you prefer.
- Await confirmation of your assignment.

It's a great way to get involved with ACUTA!

Preconference...

Continued from page 1

At \$99 for half days and \$175 for full days, cost for these seminars is minimal; but if your budget is tight, remember you'll save a substantial amount by flying in for an overnight Saturday stay. The savings in airfare may more than pay for your attendance at one of these seminars. It's an excellent way to increase the value of your time away from the office.

To register for any of these Pre-Conference Seminars, see the Conference Registration Form in the folder you'll be receiving soon, or call Kellie Bowman at 606/278-3338. A registration form is also available on the ACUTA homepage at <http://www.acuta.org>. (It is not necessary to register for the full conference in order to attend these seminars.)

ACUTA Mid-Atlantic & New England Area Local Event

Will Cover Hot Topics

Plans are well underway for the ACUTA Mid-Atlantic and New England Area Local Event to be hosted by Princeton University in Princeton, New Jersey, on June 10 and 11.

Most of us are experiencing budget constraints on our campuses in regard to travel and seminars. The Local Event is designed to minimize expenses and time away from the office. This is an excellent way to attend an ACUTA event, obtain some valuable information, and network with colleagues.

The planning committee has put together an outstanding program of timely "Hot Topics in Telecommunications."

We would like to thank our participating sponsors: Bell Atlantic, LDDS/Wiltel, Octel, GTE, MCI, Ericsson, and AT&T for all their support in helping to underwrite this event. Special thanks must also be given to our host Frank Ferrara and the planning committee: Tony Mordosky, Tony Tanzi, Dave Wirth, and Linda Bogden-Stubbs. Feel free to call any one of them for additional information.

A registration form and further details can be obtained by calling Kellie Bowman at the ACUTA office at 606/278-3338 or e-mail kbowman@acuta.org. Overnight accommodation reservations should be made directly with the Nassau Inn at 609/921-7500. Be sure you ask for the special ACUTA rate.

On-site registration begins:
10:00 a.m., June 10

To pre-register:
Call Kellie Bowman at ACUTA
(606) 278-3338

Registration Fee:
Schools - \$50, Companies - \$75

Hotel: Nassau Inn at Palmer Square, \$99 single/double. Ask for ACUTA rate (609) 921-7500
Hotel cut-off: May 10

Meeting ends:
1:00 p.m. Tues., June 11

Schedule

Monday, June 10

"Network Technologies at the Millennium"
IBM

"Business Process Reengineering"
The Gartner Group
Interactive Panel

A panel of your peers will moderate a discussion open to all attendees to share common concerns, problems, and initiatives we are experiencing on our campuses.

Evening reception
Great opportunity to network with colleagues

Tuesday, June 11

"Future ACUTA Events & Update"
Jeri Semer, ACUTA Exec. Director

"Wireless/PCS Technologies Overview"
Ericsson Inc.

ATM I: "What is ATM?"
II: "What ATM Means to My Institution"
Anixter

General Member Meeting

'96-'97 ACUTA Events

25th Annual Conference

July 14-18
Chicago, Illinois
Chicago Hilton & Towers

Fall Seminars

October 27-30
Alexandria, Virginia
Radisson Plaza/Mark Center
Topics: Desktop Video
Internet/Intranet

Winter Seminars

January 19-22, 1997
Ponte Vedra Beach, Florida
Topics: Integrating Networks
Negotiation in a New Era of Competition

Welcome New Members

April, 1996

Institutional Members

- Edmonds Community College, Lynnwood, WA. Dr. D. Zarlengo, ph. 206/640-1006. Tier 3
- Cornell College, Mt. Vernon, IA. Sam Scoma, ph. 319/895-4219. Tier 1
- Fairleigh Dickinson University, Teaneck, NJ. Melanie Scarpa, ph. 201/692-7390. Tier 3
- Oregon Institute of Technology, Klamath Falls, OR. Lynn Kubeck, ph. 541/885-1728. Tier 2
- Salisbury State University, Salisbury, MD. John Morris, ph. 410/543-6217. Tier 2
- University of Wisconsin, Madison, WI. Jerry O'Reilly, ph. 608/263-4805. Tier 4
- Whitman College, Walla Walla, WA. Peter Harvey, ph. 509/527-5172. Tier 1

Corporate Affiliates

COPPER LEVEL

- AAC Corporation Account-A-Call, Monrovia, CA. Kevin Young, ph. 818/303-7333
- Adtran, Huntsville, AL. Danny Windham, ph. 205/971-8756
- Broadband Networks, Inc., State College, PA. Robert Beaury, ph. 814/237-4073
- Carrier Access Corporation, Boulder, CO. Gerry Sutton, ph. 303/442-5455
- Micro-Tel Incorporated, Norcross, GA. Paula Cady, ph. 770/447-5408

Be sure to check next month's **Spotlight** for an introduction to these five new Corporate Affiliates.



WKUNET...

Continued from page 1

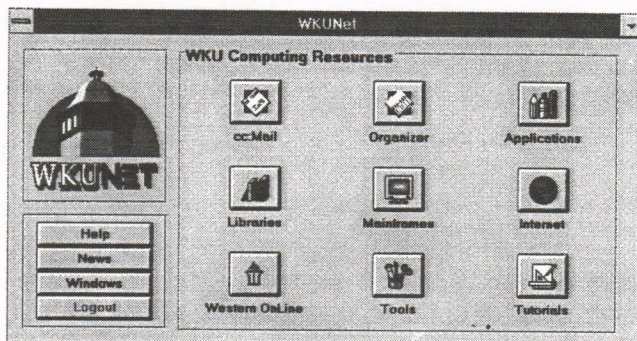
Its development was also facilitated by adding backbone installation to other underground projects and utilizing creative financing. Over half of the total network cost was financed at terms of three to ten years through a masterlease/purchase program established in large measure to fund information technology initiatives with debt serviced from existing budgets.

WKUNET provides connectivity from every residence hall room, office, laboratory, and classroom. All but a few University buildings are connected with multimode fiber optic cable and coaxial hard line for RF distribution. Two buildings at the edge of campus are connected through wireless RF links. The Community College building and an off-campus conference center are connected through T-1 circuits. Most premise wiring is enhanced category 5 unshielded twisted pair and RG-6 coax. Residence halls were wired in 1992 with category 3, although four of the 18 buildings not wired with twisted pair now receive data service through Zenith cable modems. A total of 44 buildings are wired.

The fiber backbone operates at 100 Mbs utilizing the FDDI protocol and all intra-building connections currently operate in 10 BaseT ethernet. WKUNET appears to the user and operates for all practical purposes as one large local area network. A group of Compaq Proliant 4500 centralized servers operating with Novell Netware 4.02 provide LAN services to approximately 1500 faculty and staff and more than 500 student lab and residence hall machines. Some smaller servers are utilized for off-campus locations and other specialized groups.

WKUNET aggregates all computing applications on a single network with an easy-to-use graphical front end. Developed by University computing staff, its icons link users to electronic mail (Lotus

cc:Mail and Vax Mail for students); the library's NOTIS circulation system and CD-ROM reference collection; mainframe applications, including student, financial, and human resources systems for authorized users; the Internet; and a standard suite of microcomputer applications: Word Perfect, Lotus 1-2-3, Approach, and FreeLance Graphics. GUI front ends have also been developed for several legacy mainframe applications.



A recently implemented data warehouse, based on Microsoft's SQL Sequel Server database and Focus for Windows client, provides routine reports and ad hoc analyses of student data.

Video networking includes Western Cable, a University-owned and operated cable system serving all 18 residence halls, a campus-wide academic RF distribution system connecting all classrooms and laboratories, and an eleven-site interactive video system utilizing VideoTelecomm equipment. An early adopter of distance learning, the University has been offering courses at extended campus locations since 1984 with a current annual enrollment of more than 1500 students at distant sites. Telephone service is provided by a University-owned and operated AT&T Definity G2.2 digital switch serving 5,000 lines. Western also operates a public radio network and a local public television station. Although it is too early to conduct a formal assessment, the anecdotal evidence is overwhelmingly positive. The impact of electronic mail as a means of speeding and improving communications and decisions on routine matters is quite evident. Impact on instruction is also increasingly evident.

Position Available New Mexico State University

Business Manager

Responsibilities: Manage Telecommunications department accounting, financial planning, internal telemanagement system, and student services operations; develop new products, services, marketing strategies.

Qualifications: BS, Business Admin., MIS or related with emphasis in finance and accounting and/or telecommunications. Four years related exp.; proficiency in spreadsheet, word processing, & database programs; prefer previous university & supervisory exp.

Salary: Depending on qualifications

To apply: Send application letter, resume & 3 refs to Paula Loendorf, c/o Isela Herrera, New Mexico State Univ., Dept. 3AA, Box 30001, Las Cruces, NM 88003 Review of applications will begin May 31; position will remain open till filled.

NMSU is an EEO/AA employer

Position Available GMI Engineering & Mgmt. Institute

Network Manager

Responsibilities: GMI Eng. and Mgmt. Inst., Flint, seeks qualified candidate to participate in estab. of growth plan for expansion/upgrade of overall computer network, be responsible for documenting network design and operation. Responsible for smooth, efficient network operation by monitoring and fine tuning TCP/IP and IPX network traffic, analyze failures & disruptions in operation and performance. Manage day-to-day operation of network using SNMP tools, recommend configuration for best performance.

Requirements: BS, related field; min. 2 yrs network mgmt. exp.; proficiency with configuration/maintenance of variety of network eqpt.; exp. with SNMP network mgmt. tools, config/maintaining routers and bridges, familiarity of Ethernet switches, firewalls, modem pools and communication servers, and networking protocols, specifically TCP/IP and IPX/SPX plus detailed understanding of routing protocols; demonstrated ability to troubleshoot at network level in Unix, Novell environment; work independently as well as working effectively with others; effective verbal/written communication skills.

To apply: Send 2 copies of: letter of application, resumes, names/addresses/phone numbers of 3 prof. refs to: Human Resources, GMI Engineering & Management Institute, 1700 W. Third Avenue, Flint, MI 48504-4898.

EOE. Women /minorities encouraged to apply. GMI is a smoke free facility.

More positions
ads on page 12

Directory Link Blocking

Many RBOCs and IXC's offering directory assistance also offer a *directory link*. This feature connects a caller to the number just received from directory assistance—for an additional fee.

For AT&T SDN facilities, directory link blocking is handled by the Atlanta Provisioning Center (800-452-8512). There is no charge for blocking the feature; just provide the Listed Directory Number(s) of the trunks to be blocked.

With the Directory Link feature blocked, callers are not offered an automated option to complete the call after getting directory assistance, and the operator will not complete the call based on the display screen seen without alternate billing (i.e., credit card or valid third number to bill).

Southwestern Bell also provides a means of blocking this feature called "Directory Assistance Call Completion."

Cyberspace Law

FREE e-mail Internet seminar

Learn the basic principles of—and unlearn some common myths about—laws regarding copyrights, free speech, libel, privacy, contracts, and trademarks as they apply on the Net, from three top experts in the law of cyberspace.

Low on legalese and Latin, this seminar is aimed at educated laypeople, not primarily at lawyers. This is a low-traffic distribution list, NOT a discussion list. Subscribers will get one message (a few paragraphs long) every few days.

To sign up, send a message with the text SUBSCRIBE CYBERSPACE-LAW yourfirstname yourlastname to listproc-request@counsel.com.

Free Subscription

As a benefit of ACUTA membership, *Public Communications* magazine is offering a free one-year subscription (\$39 value) to ACUTA members. Content of this magazine has previously focused on payphone products and services, but is expanding to cover long distance and operator services areas. To subscribe, call Jill Miller at *Public Communications*, 800/717-7469.

Chip Card at CMU

Central Michigan University is partnering with First of America Bank to offer students, faculty, and staff the option of using their CMU picture ID cards for financial transactions. The new Chip Card, to be implemented next fall, will combine magnetic stripe and computer chip technology to support banking transactions on campus and purchase of products and services at participating University and off-campus stores. The card will be the official CMU ID card, with other services optional. Users will be able to link the card to their checking account, or will have the option of putting money on their card's computer chip at any of five electronic "CashChip" machines on campus.

Kenneth Johnson is CMU's ACUTA rep.

Students Networked Via Ethernet Adapters

At Bentley College in Massachusetts, all 3,100 full-time, on-campus undergraduates own or rent notebook computers and are connected to a DEC Pathworks network offering access to e-mail, faculty communications, and a wealth of library reference material. Dorm rooms and apartments are wired to the network, and a pool of Xircom Pocket and CreditCard Ethernet Adapters—loaned to students and used by faculty—gives instant access to applications stored on an Alpha VAX cluster file server. For twelve years Bentley has required all full-time students to rent personal computers; the rental program is now being phased out in favor of student ownership.

Bentley's ACUTA rep is Joe Emmanuele.

Used Textbooks on Web

A marketing and finance junior at San Jose State Univ., Oren Milgram, decided there had to be an easier way to market used textbooks than bulletin boards, flyers, and bookstore lines. He has developed a free Web service searchable by keyword, title, and author. After two months of operation, the Student Market site hosts textbook services for more than 1,400 colleges and universities. Contact: omilgram@studentmkt.com, <http://www.studentmkt.com>

San Jose State's ACUTA rep is Karen McCarty.

Campus News Briefs

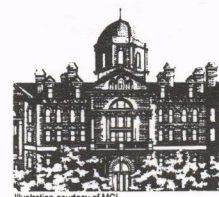


Illustration courtesy of MCI

Boston College Agora Provides New Services

Last fall Boston College implemented Agora, a comprehensive package of communications services delivered to all undergraduates. The package includes Internet access, voice mail, e-mail, cable television, and phone service, available directly from all campus residence halls. Innovative aspects include use of cable modems to deliver data services, a pilot program for access from local homes, and self-activation of student phone lines using a voice response unit. Because of the high level of interest in Agora, the College has developed an informational program providing an overview and technical specifics. Contact: agora@bc.edu
ACUTA rep at Boston is Patricia Tobin.

Thanks to CAUSE's electronically delivered Campus Watch for some of the information on this page.

Industry Insights



Cyberspace Bad for Social Skills?

Remember Ned Ludd? He was the technology hater who opposed the Industrial Revolution. You may or may not know there is a group of Ludd devotees today. The *New York Times* (4/15/96) reports that at the Second Luddite Congress held in Barnesville, Ohio (attended by 350 people), author and computer security expert Clifford Stoll attacked "Internet hucksters" and derided the notion that people without computer skills will be unemployable in the future: "Jobs, as they always have, will go to people who can get along with others. Now, how do you avoid developing those skills? By standing at a keyboard and staring off into cyberspace for hours."

Recycle Technology!

Duke University has implemented an excellent recycling program for its old computers. Refurbishing and donating them to a local high school has resulted in a 60-computer network connected to the high school's existing server. Out west, Boise State University has shipped more than 1,000 used computers to Idaho schools during the past year. Quoted in the *Chronicle of Higher Education* (4/5/96), the dean of Boise's College of Education and Instructional Technology calls it a "win-win deal" for the community.

Russia to Get Wired

Some 30 universities in Russia will be linked to the Internet over the next five years thanks to a pledge of \$100 million from philanthropist and financier George Soros. "Internet centers" will be established at each of the universities, with equipment, software and training at each site. The Russian government will fund the satellite or fiber optic hookups. Quoted in the *Chronicle of Higher Education* (3/29/96), Soros says, "Universities in Russia traditionally have been a center of intellectual life in each region."

Technology Leaps into Tomorrow

Whether you regard the Internet as a bane or a boon, you must admit it is changing the way we work and play, and, more and more, the way we live. *Financial Times* (3/25/96) reports a study by the Cambridge (U.K.)-based consulting group Analysys that describes the Internet as "a disruptive technology that will force the convergence of telecommunications, information technology, publishing and broadcasting, and asserts that it has 'usurped elegantly engineered plans for expensive networks put forward by the telecoms operators to become the focus of development and innovation for advanced services.'" The study further characterizes the Net as a miniature model of the communications industry in the next century.

Skeptical? Don't doubt it. Motorola recently announced a new service that will check your e-mail and convert it into a voice message you can hear over the phone. The service will also be able to send and receive faxes, and by next year should be able to turn a voice message into e-mail and send it for you. In Finland, you can buy a Nokia "smart phone" with a handset that flips open to reveal a small keyboard and screen that does much the same thing as Motorola's service. (Sorry, because Nokia's model is based on GSM technology, it won't be available in the U.S., where the technology seems to interfere with hearing aids.)

Computer—or TV?

The lines between TV and PC are indeed blurring. Gateway 2000's new PC looks like a TV, and it comes complete with a 31-inch screen plus a remote keyboard and mouse that can be operated from up to 15 feet away. The system is ideal for use in making presentations, or great for playing interactive games, cruising the Net or just watching TV. Prices should range from \$3,500 to \$4,700.

If your computer speaker isn't sophisticated enough, be patient. According to *Financial Times* (4/2/96), Microsoft is planning to integrate Dolby Laboratories' six-speaker Surround Sound technology into personal computer software. Microsoft also says it will use the OnNow standard to allow PCs to turn on instantly and be immediately available (like many small consumer appliances). Microsoft executive Jim Allchin says: "Users are demanding that PCs become more convenient to access and use. They want their PC to be instantly available to answer the phone, display new e-mail, browse the Internet or run an application."

The *Wall Street Journal* (3/29/96) reports that Microsoft plans to develop a Simply Interactive PC, or SIPC, designed to move from the home office to the living room to perform functions such as controlling the stereo, video disk player, household security system, etc. while enabling family members to surf the Net or play interactive games. Microsoft has been working on the SIPC idea since last summer and specifications include a proposed standard cable connection that could send data among the various components at speeds 30 times faster than today's typical PC connections, and a boot-up sequence that would take only three to five seconds.

Thanks to EDUPAGE for this information.

Silver Anniversary Reminder

- √ Contribute to our time capsule
- √ Enter the *Visions of the Future* contest

Details in *Milestones*
insert with this newsletter.

Technology Upgrade: One Year Later

Seeking inspiration for the subject of this month's column, I decided to look at the "From ACUTA Headquarters" page from one year ago. At that time, we were in the midst of installation and training on a complete new computer network for the Lexington office. We were replacing a network of geriatric Mac SE's, and software that didn't even include a relational database. They had served staff and members well, but it was definitely time for a quantum leap into the current decade! We were also about to install a communications server and telecommunications facilities that would create an ACUTA presence on the Internet for the first time.

Looking back over the past year, we are excited about the technological progress we've made, and I hope you are, too. The new software and hardware have enabled us to improve the level of service to members, as well as increasing efficiency in the office. Let's take a look at some of the things I promised in last May's column, and the progress that we've made.

I promised a membership database that would enable instant access to your complete record by any staff member. It would allow quick answers to questions regarding membership dues, institutional and company representatives, meeting registrations, and other important information. That promise has been fulfilled with our new association management software package. Even a non-techie Executive Director can easily access the information and answer your questions! And the amount of data entry has been cut by 2/3, by going from several independent databases to just one.

We said we'd be able to store demographic information about your institution, to enhance networking opportunities among schools with similar interests. We custom-designed our software to be capable of storing this information for both institutional and corporate affiliate members. The information is now in the system and available upon request. The next step will be to survey members, to

collect updated information on your facilities and services, and plug the information into the new system.

We promised to create an ACUTA Home Page on the World Wide Web, and our Web site debuted at the 1995 Annual Conference last July. This is perhaps the most-used new service ever introduced by ACUTA, with over 5700 "visitors" since the page was introduced. With information on membership, legislative/regulatory affairs, seminars and conferences, publications, resource library documents, and other association services, this has become an invaluable resource to ACUTA members.

Since the Web site was introduced, we have worked constantly to keep it current and relevant. Improvements during the year have included interactive forms, searchable databases, posting of the newsletter complete with photos (before it hits the mail), and the posting of registration forms for our events. (For the Spring, 1996 seminar, nearly 25% of registrations were from the Web!) We have even added listings of our event exhibitors and sponsors, with optional "hot links" to their Web sites.

Enhancements scheduled for the near future include an on-line ACUTA Membership Directory, eventually with "hot links" to the Web sites of member schools and companies. We will also be adding resources on graduate and undergraduate telecommunications education programs. And with ACUTA scheduled to begin accepting credit cards for payment soon, you will be able to complete registrations and purchases 100% via the Web.

Finally, we introduced two ACUTA List Serves in 1996: *telecom@acuta.org* for the discussion of general telecommunications subjects, and *legreg@acuta.org* for legislative and regulatory discussions. Members have embraced this new service, subscribing and using it enthusiastically! On most days 20-30 messages fly between ACUTA members seeking advice from their peers on challenges they face on their campuses. We have even heard from a few people that the list serves were the main reason they joined or renewed their memberships.

From ACUTA Headquarters



Jeri A. Semer, CAE

ACUTA
Executive Director



ACUTA's leadership is committed to continual expansion of our electronic information resources, as we believe they are helping our members to survive and succeed in an increasingly challenging environment. I would welcome your suggestions for additional electronic services to meet your needs.

Position Available

Florida State University

Coordinator, Telecommunications

Responsibilities: Establishes and interprets policy and procedures regarding telecommunications. Must maintain state-of-the-art knowledge in such areas as local area networks (LANs), fiber optics, digital services, wireless technology, industry standards, and video applications. Responsible for managing Florida State University's telecommunications projects to include planning, scheduling, and implementation and development efforts, and provides technical support in design, location, and maintenance of said telecommunications project. Occasional supervision of OPS employees and contracted service provider on an as needed basis. Other related duties as contracted.

Requirements: BA,BS related field

Salary: \$31,000 - \$35,000

To apply: Send cover letter and resume to Brenda Moore, Office Mgr., Office of Telecom, FSU, Tallahassee, FL 32306-2035.

Position Available

Pima County Community College

Director of Network Services

Responsibilities: Leadership, direction & management of college networks, incl. voice, video and data; implement new network backbone across 5 campuses and central office; provide strategic direction and tactical implementation of appropriate networking for mgmt. and educational applications.

Qualifications: Exp. in voice, video and data networks and the integration of the 3 technologies; exp. in mgmt. of major project implementation; 2 yrs. + mgmt. responsibility; equiv. of BS in comp. sci., mgmt. info systems, or related field.

Closing Date: 5/17/96

Requirements: BA,BS related field

Contact: Barbara Encinas, Human Resources, Pima Community College, Tucson AZ. Phone 520/748-4624; e-mail bencinas@pimacc.pima.edu

Position Available

Portland State University

Assoc. Director, Telecommunications

Responsibilities: Manage dept. responsible for voice network including on-campus PBX and wiring plant. Perform strategic/tactical planning, financial, technical and usage forecasting; engineering and all operations and maintenance req. for telephone system, premises plant distribution system (incl. data connections), long distance, automated telecom mgmt., counselor training, and other related systems. (More details can be found at <http://www-adm.pdx.edu/oit/jobs>)

Qualifications: BA/BS; 5-7 yrs progressive mgmt. exp. in telecom; demonstrate strong orientation to customer service; sound financial mgmt. exp., knowledge of strategic planning; exc. oral/written comm. skills; ability to manage diverse group of people providing support to the University.

To apply: Cover letter, resume and names and addresses of 3 refs to Chair, Telecom Search Committee, Box 751-COMP, Portland, OR 97207. Review begins 5/1/96.

Position Available

New Mexico State University

Telecommunications Facilities Engineer

Responsibilities: Provide technical innovation and support, planning, system design, and project management for telecom network to include inside and outside cable plant, PBX enhancements, custom applications such as videoconferencing and multimedia, and integration of new technology.

Qualifications: BA/BS in engineering, computer sci., telecom, or related field. Min. 8 yrs. extensive experience in PBX and network systems required.

Salary: Depending on qualifications

To apply: Review of applications will begin May 31; position will remain open till filled. Send application letter, resume & 3 refs to Paula Loendorf, c/o Isela Herrera, New Mexico State Univ., Dept. 3AA, Box 30001, Las Cruces, NM 88003

NMSU is an EEO/AA employer

Position Available

Duke University

Director of Tele/Video Communications

Responsibilities: Create vision and focus for voice and video communications; provide leadership in effective use of technologies and their integration into Univ. community.

Direct responsibility for 85 employees who provide telecommunications, cable-TV, and related info technology services. Duke owns and operates a #5ESS telephone switch with 18,800 lines in service and a cable TV system with 2,700 customers.

Qualifications: Service-oriented; vision and expertise in voice and video communications; proven mgmt ability and leadership exp. at the institutional level; understand effective communication within higher ed. Four-year deg. in related field expected; Master's or Doctoral-level pref.

To apply: Send cover letter, resume, names & addresses of 3 refs to: Tele/Video Communications Dir. Advisory Comm., P.O. Box 90138, Duke Univ., Durham, NC 27708.

EO/AA We encourage applications from women and members of minority groups.

Position Available

Abilene Christian University

Technical Director

Responsibilities: Principal responsibility for developing architecture for services campus-wide, plus technical oversight of its implementation; technical supervision, training of support staff; planning, delivery of network services; planning for upgrades, purchases of new equipment, work with faculty to support innovative use of computing/communication in learning.

Qualifications: BA/BS. Min. 5 years exp. in administration of networked Unix systems, 3 yrs. exp. in an Internet environment. Thorough understanding of Internet services, security a must. Substantial exp. or MS in CS or related field required. Prior exp. in academics highly desirable.

Contact: Jim Trietsch, Dir., Info. Tech., Abilene Christian Univ., ACU Station, Box 8460, Abilene, TX 79699-8460



Association of College & University
Telecommunications Administrators
152 W. Zandale Dr., Suite 200
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