TELECOMMUNICATIONS
I. Unit Title: Telecommunications

Unit Administrator: Charles Boyles

II. Data and information for department:

* Long distance rates were decreased twice in 99-00FY (8th consecutive year of decreases), and even lower rates can be expected for next year. Rates for interstate calls were decreased as much as 5 cents per minute.

* Telecommunications is rerouting and relocating cables, pedestals and other communications facilities for the highway #8 fence project.

* A Mini-Carrier Remote Shelf has been installed at the Physical Plant, and is connected by T1 link to the Meridian PBX in Bailey Hall. This has reduced the number of required cable pairs, and also permits the use of digital phones in that area of the campus.

* BellSouth conducted a traffic study to determine the volume of traffic on Delta State’s trunk lines. The study indicated that the number of trunk lines is adequate for current traffic patterns.

* This department has rerouted or placed new fiber-optic and telephone cables in many areas, and provided data and telephone access to all offices and labs in the Library (these are continuous relocations of service for the Library renovation and expansion).

* A large number of departments have relocated throughout the campus, resulting in daily changes to the telephone and data fiber-optic, cabling and wiring networks.

* Telecommunications has expanded the fiber-optic network from Bailey Hall to the Cafeteria. A 24-strand cable was placed, which will provide the capacity needed to expand fiber-optic access from the Cafeteria hub to dormitories.

* Long Distance combined yearly income (departments, employees, students) is as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>94-95FY</td>
<td>$203,150</td>
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<td>95-96FY</td>
<td>$206,295</td>
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<td>$290,358</td>
</tr>
<tr>
<td>98-99FY</td>
<td>$317,631</td>
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</table>

* Local Service combined yearly income (departments, dormitories, special services) is as follows:

<table>
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<th>Year</th>
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<td>98-99FY</td>
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III. Personnel:

**Noteworthy activities and accomplishments:**
* In August, 1999, Pam Sample and Sarah Mosley completed several TRU Call Accounting and related seminars while attending Telco Research's Annual Forum in Nashville.
* Pam Sample, Sarah Mosley and Margaret Deters are enrolled in Delta State classes, and have completed other job related classes and seminars.
* Sarah Mosley or Charles Boyles attended all regular and special Board meetings of MTMA (MS Telecommunications Manager's Association), and both attended the annual meeting and BellSouth's Major Client Association meeting.
* In July, 1999, Charles Boyles attended several seminars and training sessions during the ACUTA (Association for Telecommunications Professionals in Higher Education) annual conference and exposition, held in Nashville.

**New position(s) requested, with justification**
* Justification for a Telecommunications Technical Supervisor position has been submitted for approval.

**Recommended change of status (such as promotion/tenure/change in responsibilities)**
* None

IV. Department Goals for 2000-2001:
* See following pages
A. **Goal #1:**
To continue to negotiate lower rates for the long distance service that DSU purchases, and continue to lower the rates that Telecommunications charges.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Delta State will pay less for local and long distance services.

The Telecommunications Department will charge less for these services.

D. **Evaluation Procedure(s):**
The Telecommunications Department will know immediately when lower rates are negotiated with long distance vendors.

The Delta State community will be paying less per minute for long distance calls.

E. **Actual Results of Evaluation:**

F. **Use of Evaluation Results:**
A. **Goal #2:**
   To extend the fiber-optic cable network to the Alumni Building, and other areas, by placing conduits and handholes north of Highway #8.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   Fiber-optic access to the data network (Banner, Internet, etc.) will provide much faster speeds, more reliable service and more features.

   Expansion of fiber-optic to other areas north of highway #8 will be much easier and less expensive after the initial installation is complete.

D. **Evaluation Procedure(s):**
   Suggestions and comments will be solicited as users become familiar with the improved services.

   Results will be assessed through the increased use of the facilities.

E. **Actual Results of Evaluation:**

F. **Use of Evaluation Results:**

A. **Goal #3:**
To continue to expand the LAN network and offer full access for the DSU community to Internet, Banner, local E-Mail, library services, etc., through either direct fiber-optic cable and Category 5 wiring, or modem links through the Telecommunications Department.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
All Delta State employees and students will be able to use these services from anywhere on campus.

  Familiarity with available services, along with easier access, will result in increased usage.

D. **Evaluation Procedure(s):**
The goal will be met for each area of the University, as these services are provided.

  Suggestions and comments will be solicited as users become familiar with the services.

E. **Actual Results of Evaluation:**

F. **Use of Evaluation Results:**
A. **Goal #4:**
To provide a full range of communications services to the new Men’s Residence, Baseball Practice Facility, Physical Education Center, and renovated areas of the Performing Arts Center.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
The Telecommunications Department will provide a full range of Telecommunications services (telephones, local and long distance service, etc.), and LAN access (Internet, Banner, etc.) to all new and renovated buildings.

The Performing Arts Center will not have to curtail any activities due to inability to access Telecommunications services.

Construction and renovation projects will not be delayed by Telecommunications requirements.

D. **Evaluation Procedure(s):**
The results of the provision of Telecommunications and data services will be assessed by examining records of usage.

The goal will be reached for each of these buildings, when all communications services are provided.

E. **Actual Results of Evaluation:**

F. **Use of Evaluation Results:**
A. **Goal #5:**
To continue the on-going process of replacing all defective Telecommunications cables and wiring to increase line quality and services.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Better line quality will be achieved for clearer telephone connections and computer links (faster, error-free movement of data).

A more efficient use of manpower will result, since trouble reports will decrease.

D. **Evaluation Procedure(s):**
Results will be assessed through the expected decrease in trouble reports from the effected areas.

A representative telephone survey will be conducted to solicit the opinions of users.

E. **Actual Results of Evaluation:**

F. **Use of Evaluation Results:**
A. Goal #6:
To send the Telecommunications Data Base Manager to Nashville for training on Telco Research TRU Call Accounting Software.

B. Institutional Goal which was supported by this goal:
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. Expected Results:
Formal training will give the Data Base Manager more thorough knowledge of the software used for Delta State's call accounting.

A better understanding of the TRU Call Accounting system will enable the Data Base Manager to access and customize valuable reports.

Productivity will increase as a direct result of additional training.

D. Evaluation Procedure(s):
Changes in productivity levels will be determined by making comparisons with pre-training levels.

Ability to access, generate and change complex reports will be a valuable means of assessment.

The ability of the Data Base Manager to communicate with Telco Research, and resolve software problems, will be observed.

E. Actual Results of Evaluation:

F. Use of Evaluation Results:
A. **Goal #7:**
To have BellSouth conduct a traffic study to determine volume of traffic, periods of peak usage and recommended number of lines for each of Delta State’s trunk groups.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Documented records will clearly indicate if there is blockage on any trunk group, and when the blockage occurred.

The traffic study will be a valuable aid when deciding whether the number of trunk lines in any group should be increased or decreased.

When decisions are made not to make changes to trunk groups, the study will provide important supporting documents.

D. **Evaluation Procedure(s):**
Additional studies will be conducted to determine when traffic patterns or other changes occur.

Any report of blockage will be investigated to determine if the problem was caused by not having enough trunk lines.

E. **Actual Results of Evaluation:**

F. **Use of Evaluation Results:**
A. **Goal #8:**
   To upgrade the Telecommunications Department accounting software to include an "inactive" file, and other needed features.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   An "inactive" file will allow the retention of delinquent, dormant accounts in the database, without the necessity of having them included in current accounts and reports.

   By including "collection" and "uncollectible" files, accounts that are below a specified amount could be "written off", while collection efforts could be pursued for all other delinquent accounts.

D. **Evaluation Procedure(s):**
   Upon conversion from manual to computer based maintenance of "inactive" files, time savings will be calculated.

   Reports containing current accounts will be generated and compared to "inactive" files to determine accuracy.

E. **Actual Results of Evaluation:**

F. **Use of Evaluation Results:**
A. Goal #9:
To convert the campus Directory Assistance operation from a manual system of searching through lists of names, numbers, addresses, etc., to a computer based method.

B. Institutional Goal which was supported by this goal:
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. Expected Results:
Computer based directory assistance should result in immediate productivity improvement for all console attendants.

A computer database will make it easier for callers to obtain more accurate information on Delta State employees and students.

D. Evaluation Procedure(s):
The number of calls waiting in queue will be compared to previous busy periods.

A study will be conducted to determine if fewer calls are being made from the switchboard to other departments to obtain employee and student information.

E. Actual Results of Evaluation:

F. Use of Evaluation Results:
A. **Goal #10:**
   To have several computer programs written to assist in compiling and maintaining
   information on: calling cards, local and long distance billing, cable pairs, phone numbers
   and locations, terminal numbers, etc.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore,
   food services, etc.) which are effective and efficient in the support of the institutional
   mission.

C. **Expected Results:**
   Productivity should increase immediately, since manually maintained
   Telecommunications records are extremely labor intensive.

   Access to records for provision of Telecommunications services would be much easier,
   and records would be more accurate.

D. **Evaluation Procedure(s):**
   During test periods, both manual and computer based records will be maintained, so that
   productivity comparisons can be made.

   Since finding adequate records necessary to respond to trouble reports has always been
difficult, a study will be done to determine the level of improvement provided by
computer based records.

E. **Actual Results of Evaluation:**

F. **Use of Evaluation Results:**
A. **Goal #11:**
To provide expanded telephone system capabilities, including remote shelf access, by upgrading the NORTEL Meridian PBX to release 21.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
The upgrade will provide software features and reports not currently available.

   The telephone system will be capable of supporting T1 links when remote peripheral equipment is installed.

D. **Evaluation Procedure(s):**
New features available with the release 21 upgrade will be tested when the installation is complete.

   As opportunities arise, the capability of the telephone system to support remote peripheral equipment will be used.

E. **Actual Results of Evaluation:**

F. **Use of Evaluation Results:**
A. **Goal #12:**
To begin wiring dormitories with fiber-optic cable and category 5 wiring to provide direct ethernet access to the campus computer network.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Fiber-optic and Category 5 installations in the dormitory will provide much faster speeds and more reliable service.

Fast and reliable access to advanced technology will be a valuable marketing tool for attracting students to Delta State.

Fiber-optic access will permit students to stop using telephone lines and modems for data services.

D. **Evaluation Procedure(s):**
Suggestions and comments will be solicited as students begin using data ports for internet access, and telephone lines for voice traffic.

Traffic studies will be conducted on the modem bank to determine level of usage and availability.

E. **Actual Results of Evaluation:**

F. **Use of Evaluation Results:**
GOALS
00-01FY

1. To continue to negotiate lower rates for the long distance service that DSU purchases, and continue to lower the rates that Telecommunications charges.

2. To extend the fiber-optic cable network to the Alumni Building, and other areas, by placing conduits and handholes north of Highway #8.

3. To continue to expand the LAN network and offer full access for the DSU community to Internet, Banner, local E-Mail, library services, etc., through either direct fiber-optic cable and Category 5 wiring, or modem links through the Telecommunications Department.

4. To provide a full range of communications services to the new Men’s Residence, Baseball Practice Facility, Physical Education Center, and renovated areas of the Performing Arts Center.

5. To continue the on-going process of replacing all defective Telecommunications cables and wiring to increase line quality and services.

6. To send the Telecommunications Data Base Manager to Nashville for training on Telco Research TRU Call Accounting Software.

7. To have BellSouth conduct a traffic study to determine volume of traffic, periods of peak usage and recommended number of lines for each of Delta State’s trunk groups.

8. To upgrade the Telecommunications Department accounting software to include an “inactive” file, and other needed features.

9. To convert the campus Directory Assistance operation from a manual system of searching through lists of names, numbers, addresses, etc., to a computer based method.

10. To have several computer programs written to assist in compiling and maintaining information on: calling cards, local and long distance billing, cable pairs, phone numbers and locations, terminal numbers, etc.

11. To provide expanded telephone system capabilities, including remote shelf access, by upgrading the NORTEL Meridian PBX to release 21.

12. To begin wiring dormitories with fiber-optic cable and category 5 wiring to provide direct ethernet access to the campus computer network.
### Delta State University

**Unit Budget Plan**  
**FY 2001 Budget**  
**AS OF 07-MAR-2000**

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Justification:
TELECOMMUNICATIONS
APRIL, 2000

The Telecommunications Department is responsible for operating and maintaining the NORTEL Meridian Telephone System, which provides local service for approximately 2,000 telephones, faxes, modems and numerous special circuits. This system is owned by Delta State, and is completely independent of any other telephone company. The Meridian is the top rated PBX available, and includes such features as: call forward, call pickup, call transfer, conference, ring again, speed call, redial, auto dial, intercom and many others. While there are many types of telephones available that can be used exclusively with the Meridian switch, any standard telephone or answering machine can also be used with the system. At DSU, we normally furnish either a standard telephone, or a digital multi-button premier set. There is no deposit or installation charge for telephone service in the dorms.

Replacement costs for the Meridian switch, call accounting system, telephones, computers, outside telephone plant, etc. is approximately $1,300,000.

Telecommunications provides long distance access by purchasing the service from vendors, and reselling to students, faculty, staff and DSU administration. We operate and maintain a Telco Research TRU Call Accounting System that permits the printing of bills that contain information on all long distance calls, such as: name and authorization code of user, department, date, time of call, duration, length of call, dialed number and destination, calling station, charges, taxes, etc. Numerous reports are provided that assist in identifying abuse and assigning responsibility for all long distance calls. We also provide cellular phones and calling cards on a limited basis for official use. All billing and collection services are the responsibility of this department.

Delta State owns all cables, manholes, conduits, wiring, telephones and related telephone equipment located on the campus. Telecommunications is responsible for all construction, to include: engineering, installation, cable splicing, testing, repair and maintenance of everything related to providing telephone service.

Telecommunications is also responsible for all construction related to the campus local area network and internet access for student residence halls and administration buildings. This includes: engineering, installation, termination, testing, repair and maintenance of all fiber-optic cables, category 5 wiring and termination equipment.

Buildings currently under construction, that Telecommunications will provide facilities for, include: Physical Education Building, Baseball Practice Facility and the New Men’s Residence. We are placing telephone and fiber-optic cables to these buildings, and will wire them for telephone and ethernet access. The New Men’s Residence will have a computer outlet for each student.

Telecommunications has also begun the process of placing fiber-optic cabling to all dormitories. We are installing category 5 computer wiring in Brumby-Castle now, with plans to move to Fugler-Hammett and Cain-Tatum next.

Delta State has requested a permit from MS Department of Transportation that will allow the placing of conduits under Highway #8. This access will provide a means of extending the campus fiber-optic network to areas north of the highway.
We do not offer voice mail services, but encourage departments to install answering machines as needed.

The capability to use any type telephone with the Meridian PBX, is very beneficial to students. Many of them bring their own telephones and answering machines, and service is immediately available by simply plugging the devices into a wall outlet.

Current local service rates are $18/month for student phones and $26/month for administrative phones, compared to Bellsouth rates of approximately $30 & $50. We are proposing raising local service rates to $21 & $28.

This estimated replacement cost does not include any inside wiring, or any labor costs that would be involved. Neither does it include any fiber-optic, equipment or computer wiring infrastructure.

We have lowered long distance rates 16 times over the last few years, and we are now proposing another decrease to $.15 day rate, and $.10 nights/weekends/holidays.
DELA STATE UNIVERSITY: ANNUAL REPORT
for the Previous Year
and Budget Request FY 2000

I. Unit Title: Telecommunications

Unit Administrator: Charles Boyles

II. Data and information for department:

* Long distance rates were decreased twice in 98-99FY (7th consecutive year of decreases), and even lower rates can be expected for next year.
* Telecommunications is now charging a flat rate of $.12 per minute for all night, weekend and holiday long distance calls.
* A comprehensive Delta State Directory was published this year, and 4,000 copies were provided at no cost to the University.
* The Telco Research TRU Call Accounting System and customized student resale programs were upgraded to the latest release, Windows 95 and year 2000 compliance.
* There have been no reports of blockage, since the number of trunks has been increased to 60 COT (41 local & 19 toll), and 58 DID (56 regular and 2 Wats).
* This department has rerouted or placed new fiber-optic and telephone cables in many areas, and provided data and telephone access to all offices and labs in the Library (these are continuous relocations of service for the Library renovation and expansion).
* Procedures for student long distance services continue to be revised, resulting in increased revenue and additional student customers.
* A large number of departments have relocated throughout the campus, resulting in daily changes to the telephone and data fiber-optic, cabling and wiring networks.
* Long Distance combined yearly income (departments, employees, students) is as follows:

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III. Personnel:

Noteworthy activities and accomplishments:
* In May, 1998, Sarah Mosley completed several TRU Call Accounting and related seminars while attending Telco Research's Annual Forum in Nashville.
* Pam Sample, Marshall Cole and Sarah Mosley are enrolled in Delta State classes, and have completed other job related classes and seminars.
* Sarah Mosley or Charles Boyles attended all regular and special Board meetings of MTMA, and both attended the annual meeting and Bellsouth's Major Client Association meeting.
* Sarah Mosley was promoted to Telecommunications Services Manager, and Pam Sample was hired to fill the Telecommunications Data Base Manager's position.

New position(s) requested, with justification
* None

Recommended change of status (such as promotion/tenure/change in responsibilities)
* None

IV. Department Goals for 1999-2000:
* See following pages
A. **Goal #1:**
To continue to negotiate lower rates for the long distance service that DSU purchases, and continue to lower the rates that Telecommunications charges.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Delta State will pay less for local and long distance services.

   The Telecommunications Department will charge less for these services.

D. **Evaluation Procedure(s):**
The Telecommunications Department will know immediately when lower rates are negotiated with long distance vendors.

   The Delta State community will be paying less per minute for long distance calls.

E. **Actual Results of Evaluation:**
The “per minute” charge for long distance services was lowered twice, and the rate for all intrastate and interstate night, weekend and holiday traffic was lowered to $.12.

   The opportunity to lower overall rates on two occasions, and to set rates for all night, weekend and holiday traffic at $.12, was better than expected.

F. **Use of Evaluation Results:**
By paying lower rates for long distance services, the DSU Administration is able to use the funds in other areas.

   With lower rates, individual departments can distribute savings to other critical areas of their budgets.

   This goal will continue to be a part of this department’s planning process.
A. **Goal #2:**
To extend the fiber-optic network to the Alumni Building by placing conduits and handholes north of Highway #8.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Fiber-optic access to the data network (Banner, Internet, etc.) will provide much faster speeds, more reliable service and more features.

   Expansion of fiber-optic to other areas north of highway #8 will be much easier and less expensive after the initial installation is complete.

D. **Evaluation Procedure(s):**
Suggestions and comments will be solicited as users become familiar with the improved services.

   Results will be assessed through the increased use of the facilities.

E. **Actual Results of Evaluation:**
This project has been postponed until the MS Highway Department completes installation of a fence, and other related enhancements, along the section of Highway #8 that borders Delta State.

F. **Use of Evaluation Results:**
There are no results to be reported at this time.

   This goal will continue to be a part of this department’s planning process until completed.
A. **Goal #3:**
To continue to expand the LAN network and offer full access for the DSU community to Internet, Banner, local E-Mail, library services, etc., through either direct fiber-optic cable and Category 5 wiring, or modem links through the Telecommunications Department.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
All Delta State employees and students will be able to use these services from anywhere on campus.

Familiarity with available services, along with easier access, will result in increased usage.

D. **Evaluation Procedure(s):**
The goal will be met for each area of the University, as these services are provided.

Suggestions and comments will be solicited as users become familiar with the services.

E. **Actual Results of Evaluation:**
Most faculty and staff now have direct access from their offices.

Delta State computer labs now offer direct access to these services, and dial-up access is also available from any telephone line on campus through modems located in the Telecommunications Department.

F. **Use of Evaluation Results:**
Direct access will continue to be expanded.

Dial-up access will continue to be a vital element of the network, until direct access is expanded to all areas of the campus.

This goal will remain a part of the Telecommunications planning process until completed.
A. Goal #4:
To provide a full range of communications services to the proposed Men's Residence and Physical Education Center buildings, and to continue uninterrupted telephone and data (Internet, Banner, etc.) access to the Library by relocating fiber-optic, telephone and data cables and wiring as necessary to accommodate all phases of construction.

B. Institutional Goal which was supported by this goal:
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. Expected Results:
The Telecommunications Department will provide a full range of Telecommunications services (telephones, local and long distance service, etc.), and LAN access (Internet, Banner, etc.) to the Library and all newly constructed buildings.

The Library will not have to curtail any activities due to inability to access Telecommunications services.

Construction and renovation projects will not be delayed by Telecommunications requirements.

D. Evaluation Procedure(s):
The results of the provision of Telecommunications and data services will be assessed by examining records of usage.

The goal will be reached for each of these buildings, when all communications services are provided.

E. Actual Results of Evaluation:
A full range of Telecommunications services is now provided to all new or remodeled Library offices and labs.

Engineering of required Telecommunications facilities and access methods for new buildings is nearing completion.

F. Use of Evaluation Results:
Telephone and computer conduits and cables are being installed and expanded to provide direct access to all services when the new Physical Education Center and Men's Residence are completed.

New methods, developed for providing telephone and computer services to the Library, will be used when expanding these services to the new buildings under construction.
A. **Goal #5:**
To continue the on-going process of replacing all defective Telecommunications cables and wiring to increase line quality and services.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Better line quality will be achieved for clearer telephone connections and computer links (faster, error-free movement of data).

A more efficient use of manpower will result, since trouble reports will decrease.

D. **Evaluation Procedure(s):**
Results will be assessed through the expected decrease in trouble reports from the affected areas.

A representative telephone survey will be conducted to solicit the opinions of users.

E. **Actual Results of Evaluation:**
Telephone line quality continues to improve.

The replacement of existing data wiring with Category 5 wiring for computer access has enhanced the transfer of data.

F. **Use of Evaluation Results:**
The process of replacing/upgrading cables and wiring has proven effective and will continue.

The results of these findings will be used within the Telecommunications Department to determine future upgrade requirements.

This goal will continue to be a part of this department’s planning process.
A. **Goal #6:**
To send the Telecommunications Data Base Manager to Nashville for training on Telco Research TRU Call Accounting Software.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Formal training will give the Data Base Manager more thorough knowledge of the software used for Delta State’s call accounting.

A better understanding of the TRU Call Accounting system will enable the Data Base Manager to access and customize valuable reports.

Productivity will increase as a direct result of additional training.

D. **Evaluation Procedure(s):**
Changes in productivity levels will be determined by making comparisons with pre-training levels.

Ability to access, generate and change complex reports will be a valuable means of assessment.

The ability of the Data Base Manager to communicate with Telco Research, and resolve software problems, will be observed.

E. **Actual Results of Evaluation:**
Due to scheduling difficulties, the Data Base Manager has not attended the required training.

F. **Use of Evaluation Results:**
This goal will continue to be a part of this department’s planning process until training is completed.
A. **Goal #7:**
To install a telephone system Remote Peripheral Equipment (RPE) shelf with T1 link at the Physical Plant to provide improved service for the Physical Plant and Center for Community Development.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
The NORTEL RPE shelf will offer a means of providing telephone service to remote areas of the campus.

The T1 link will provide a means of connecting the RPE shelf to the primary common equipment cabinet in Bailey Hall.

Premier telephone equipment with advanced features will be available to areas that currently do not have that option.

D. **Evaluation Procedure(s):**
Testing will be accomplished by transferring existing Physical Plant and Development Center telephone service to the new RPE shelf.

Digital telephones with advanced features will be installed in the Development Center to assess the capabilities of the shelf and T1 link.

E. **Actual Results of Evaluation:**
Several Physical Plant and Development Center telephones have been transferred to the T1 and RPE shelf.

A digital telephone, with 22-button add-on module, has been installed at the Development Center.

The transfer of phones to the T1 circuit has resulted in the availability of several vacant cable pairs.

F. **Use of Evaluation Results:**
Additional telephones will be transferred to the RPE shelf as available space and upgrades permit.

If this technology proves to be reliable, additional T1s and RPE shelves will be installed at other campus locations.
A. **Goal #8:**
   To upgrade the Telecommunications Department accounting software to allow printing of receipts and labels, provide a "Daily Transaction Report", include an "inactive" file, and other needed features.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   It is expected that the automatic printing of receipts from accounting software will double productivity.

   A "Daily Transaction Report" will provide more accuracy and reduce the time needed for balancing and depositing.

   An "inactive" file will allow the retention of delinquent, dormant accounts in the database, without the necessity of having them included in current accounts and reports.

D. **Evaluation Procedure(s):**
   Immediately upon conversion from manual to automatic printing of receipts, time differences will be calculated.

   When the "Daily Transaction Report" feature is available, accuracy and productivity comparisons will be made.

E. **Actual Results of Evaluation:**
   The automatic printing of receipts has resulted in tremendous savings of time, and improved productivity.

   The Daily Transaction Report is convenient for balancing, and has also improved productivity.

   The "inactive" file, and other requested features, are not yet available.

F. **Use of Evaluation Results:**
   Additional accuracy and productivity comparisons will continue to be made.

   Telecommunications will continue to seek necessary upgrades that will provide an "inactive" file, and other needed features.
A. **Goal #9:**
To convert the campus Directory Assistance operation from a manual system of searching through lists of names, numbers, addresses, etc., to a computer based method.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Computer based directory assistance should result in immediate productivity improvement for all console attendants.

A computer database will make it easier for callers to obtain more accurate information on Delta State employees and students.

D. **Evaluation Procedure(s):**
The number of calls waiting in queue will be compared to previous busy periods.

A study will be conducted to determine if fewer calls are being made from the switchboard to other departments to obtain employee and student information.

E. **Actual Results of Evaluation:**
The Delta State ITS department has not developed the software required for completion of this goal.

F. **Use of Evaluation Results:**
The Telecommunications Department will continue to seek development of the necessary software.

This goal will continue to be a part of this department’s planning process until completed.
A. **Goal #10:**
To have several computer programs written to assist in compiling and maintaining information on: WATS usage, calling cards, local and long distance billing, cable pairs, phone numbers and locations, terminal numbers, etc.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Productivity should increase immediately, since manually maintained Telecommunications records are extremely labor intensive.

Access to records for provision of Telecommunications services would be much easier, and records would be more accurate.

D. **Evaluation Procedure(s):**
During test periods, both manual and computer based records will be maintained, so that productivity comparisons can be made.

Since finding adequate records necessary to respond to trouble reports has always been difficult, a study will be done to determine the level of improvement provided by computer based records.

E. **Actual Results of Evaluation:**
A WATS program was developed that resulted in a reduction of time from 4 hours down to 30 minutes for daily record updates.

Other computer programs required for completion of this goal have not been developed.

F. **Use of Evaluation Results:**
The drastic increase in productivity, resulting from use of the WATS program, has shown the need to continue to seek development of additional software.

This goal will continue to be a part of this department’s planning process until completed.
A. **Goal #11:**
To revise the Delta State University Telephone Directory to include changes recommended by faculty, staff and students.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
The directory will contain information that was not included in the first directory, such as: retiree and emeriti listings, fax numbers, quick reference list, etc.

More directories will be made available to faculty, staff and Student Housing.

Faculty, staff and students will have an opportunity to choose not to have personal information (home address and telephone number) appear in the directory.

D. **Evaluation Procedure(s):**
Comments about the directories (timeliness, content, appearance, etc.) will be solicited.

Based on demands for the directory, a determination will be made about the quantity that Delta State should have published.

E. **Actual Results of Evaluation:**
Telecommunications received only positive comments about the latest printing of the DSU Telephone Directory.

Some suggestions for minor changes to the directory were received.

Delta State receives enough directories (4,000) for faculty, staff and student requirements.

F. **Use of Evaluation Results:**
Telecommunications will continue to have the directory published, and will incorporate any changes recommended by the Directory Committee.

Delta State will continue to request 4,000 directories until current requirements change.
GOALS
99-00FY

1. To continue to negotiate lower rates for the long distance service that DSU purchases, and continue to lower the rates that Telecommunications charges.

2. To extend the fiber-optic cable network to the Alumni Building by placing conduits and handholes north of Highway #8.

3. To continue to expand the LAN network and offer full access for the DSU community to Internet, Banner, local E-Mail, library services, etc., through either direct fiber-optic cable and Category 5 wiring, or modem links through the Telecommunications Department.

4. To provide a full range of communications services to the proposed Men's Residence and Physical Education Center buildings, and to continue uninterrupted telephone and data (Internet, Banner, etc.) access to the Library by relocating fiber-optic, telephone and data cables and wiring as necessary to accommodate all phases of construction.

5. To continue the on-going process of replacing all defective Telecommunications cables and wiring to increase line quality and services.

6. To send the Telecommunications Data Base Manager to Nashville for training on the Telco Research TRU Call Accounting Software.

7. To install a telephone system Remote Peripheral Equipment (RPE) shelf with T1 link at the Physical Plant to provide improved service for the Physical Plant and Center for Community Development.

8. To upgrade the Telecommunications Department accounting software to allow printing of receipts and labels, provide a "Daily Transaction Report", include an "inactive" file, and other needed features.

9. To convert the campus Directory Assistance operation from a manual system of searching through lists of names, numbers, addresses, etc., to a computer based method.

10. To have several computer programs written to assist in compiling and maintaining information on: WATS usage, calling cards, local and long distance billing, cable pairs, phone numbers and locations, terminal numbers, etc.

11. To revise the Delta State University Telephone Directory to include changes recommended by faculty, staff and students.