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THE CHRONICLE OF HIGHER EDUCATION

Past Chronicle Issues

From the issue dated June 9, 1993

ONLINE

White House Gets Advice on Electronic Communications

The White House has received free advice from professors and students at Arizona State University and the University of Illinois at Urbana-Champaign about how to communicate electronically with citizens.

Noshir S. Contractor, assistant professor of speech at Illinois, and Steven R. Corman, assistant professor of communication at Arizona, presented a report to the Clinton Administration last month that outlined ways to use -- and to avoid abuse -- of a direct Internet link to the White House.

The White House announced last week that it had established such a connection to supplement the accounts it maintains on commercial services such as America Online and CompuServe. The new White House system apparently incorporated suggestions found in the report from Arizona and Illinois, which got its start as part of a voluntary project involving a class on each campus.

One piece of advice in the report that the White House has heeded is that electronic-mail senders should get an immediate, automated acknowledgment when their mail reaches the White House.

The addresses for President Clinton and Vice-President Gore are PRESIDENT@WHITEHOUSE.GOV and VICE.PRESIDENT@WHITEHOUSE.GOV.

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