

Hosted Strategy for Student Email

Information Technologies &
Computing Services

Fall 2007



Current Student Email Offering

- PIRATEMAIL - Microsoft Exchange (web-based)
- 50MB mailbox (Average mailbox size 14MB)
- Over 50K student accounts (includes ~14K admitted students)
 - 8% increase in enrolled student mailboxes (06-07)
 - 33% increase in admitted student mailboxes (06-07)

Senior Survey Spring 2006

- 73% of respondents use their ECU e-mail account for everything – personal, professional and for school-related communications.
- Survey respondents indicated the e-mail features most valuable to them:

Inbox – 97%

Contacts – 41%

Personal Folders – 26%

Web-based – 23%

Calendar – 19%

Public Folder – 11%

Tasks – 9%

Rules – 5%

IMAP – 5%

Hosted Offering

Microsoft Live @ edu

- Suite of FREE hosted communications services for students, alumni, and admitted students
 - **Live HotMail** (web-based) – Addressbook, Calendar (w/iCal support), Rules, Tasks, Personal Folders
 - **Live Spaces** – Social Networking (i.e., FaceBook, MySpace)
 - **Live Messenger** – IM capabilities
 - **Other ‘LIVE’ features** – Live Portal, SkyDrive, etc.

Hosted Offering

Microsoft Live @ edu

- 5GB mailbox
- Your e-mail, your domain
(ex. pirateid@students.ecu.edu)
- Anti-spam and anti-virus protection
- Shared calendars
- One-click control over spam and scam e-mail
- Co-branded Web interface
(ECU look & feel)

Hosted Offering

Microsoft Live @ edu

- Improved service for users – web based hosted email features can be continuously updated and enhanced with the latest technologies
- Low TCO – software and support are managed offsite by the vendor

Windows Live @ edu

- [Additional Features](#)



Check mail

- Inbox
- Junk
- Drafts
- Sent
- Deleted
- Subscriptions

Today

Mail

Contacts

Calendar

get your
e-mail to go
[Try it today.](#)



Switch to classic

Privacy Statement

Sort by Date ▾

<input type="checkbox"/>	Windows Live Spaces Welcome to Windows Live Spaces	10/05/07
	Xing Xing: Your platform for successful n...	10/05/07
	mywebsummary@zoominf... Welcome To ZoomInfo!	10/05/07
	Alumni Welcome ECU Alumni Account	4/10/07

Messages 1 - 4 of 4



Welcome to Windows Live Spaces

[Full message view](#)

From: **Windows Live Spaces**
(WindowsLiveSpaces@microsoft.com)
Sent: Fri 10/05/07 3:29 AM
To: draker@alumni.ecu.edu

Windows Live™ Spaces

Welcome to Windows Live(tm) Spaces! Here's the 0003400183d26feb:

<http://cid-0003400183d26feb.spaces.live.com>

You can also access your space from a mobile device:

<http://cid-0003400183d26feb.mobile.spaces.live.com>

You can share these addresses with your friends and family to keep everyone up to date on what's happening in your life.

If you haven't fully customized your space yet, it's time to get started!

- **Change the look**
Select the colors, layout, and theme for your space.
[Customize your space](#)
- **Add what you want**
Add lists, photos, a blog, and more, and then reposition them on your space.
[Add to your space](#)



http://by111w.bay111.mail.live.com/mail/mail.aspx?&ip=10.1.106.209&d=d3452&mf=0&rru=contact

File Edit View Favorites Tools Help

Google Go Bookmarks Check Settings

Links Backup Information Customer Service Survey Data Dell Premier Dell Support Dell WPD DHCP ECU EMC Powerlink Google ECU

Windows Live

East Carolina by Windows Live

Home Mail Spaces OneCare Contacts Web draker@alumni.e... Sign out

Save Cancel Options

You

All contacts (2)

Edit contact details

First name

Last name

Nickname

Personal Information

Personal e-mail

Windows Live ID Use this address with Windows Live Messenger

Home phone

Mobile phone

Home address

City

State/Province

ZIP/Postal code

Country

Business Information

Company

Work e-mail

Work phone

Pager

Fax

Work address

City

Today

Mail

Contacts

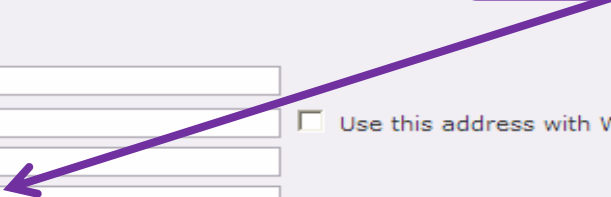
Calendar

Stay in touch

Switch to classic

Privacy Statement

Contacts



Mail
Contacts
Calendar
Today

October, 2007

S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Today is: Monday, Oct 22

Sharing
Share your calendar with friends and family!
[Manage Shared Calendars](#)

Tasks

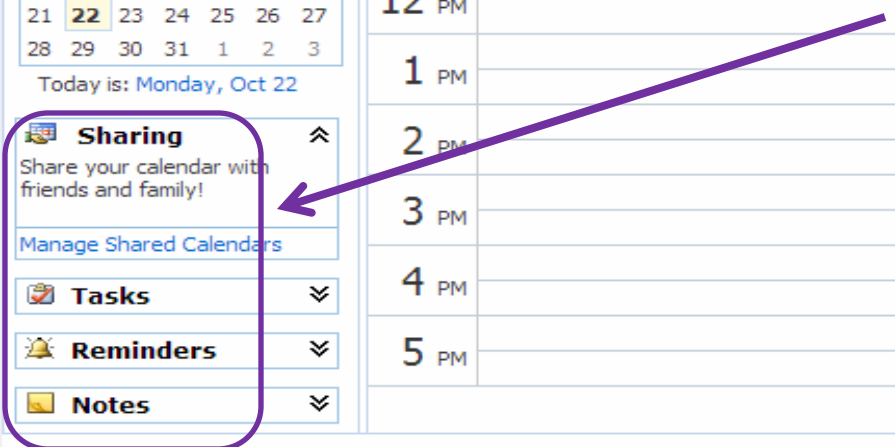
Reminders

Notes

Monday, October 22

My calendar << **Shared calendars**

All Day	
9 AM	
10 AM	
11 AM	
12 PM	
1 PM	
2 PM	
3 PM	
4 PM	
5 PM	



University Exchange Account

Pros

- Familiar Interface (PirateMail)
- Access to ECU educational service portals (ONESTOP) with one userid/passphrase
- Reliable mechanism for communication

Cons

- **~\$1.5M to match hosted offering of 5GB mailboxes***
- Increasing Costs
 - Licensing
 - Staffing
 - Equipment
- Staff overhead to maintain additional infrastructure
- High user maintenance

* Based on Thin Provisioning model where entire 5GB is not actually allocated for every mailbox upon creation.



Microsoft Live @ edu

Pros

- **F-R-E-E!**
- Larger mailboxes
- Web-based
- No advertising on email portal
- ECU branding of portal
- Local control – ECU creates, deletes & manages userids
- Continuity with existing ECU Alumni offering
- Proven technology - MS Hotmail
- Spam & Anti-Virus

Cons

- Must login every 120 days to keep inbox messages
- Multiple/separate accounts
 - 1 - Email ID
 - 2 - PirateID
- Student email address changes

To be done...

- Discussions with SGA, IRCC
- Letter of support from SGA
- Support from IRCC
- Implementation Committee
(SGA, Faculty, Admissions, Registrar, BSOM, Technical Staff-ITCS/Distributed IT)
- Commitment by November 2007

Questions / Comments...