I. MINUTES

Finance and Facilities Committee Meeting of April 19, 2012

II. ADMINISTRATION AND FINANCE

A. Designer Selection in process for Women’s and Children’s Clinic Programming Study

B. SODM Service Learning Center Robeson County (Lumberton)

C. Ahoskie Dental Site Electrical Easement(Dominion Power)

D. Lumberton Dental Clinic Site(SLC)

E. Distributed Antenna System Agreement

F. Lease Approx. 4,600SF of Office Space for Financial Services

G. Belk Residence Hall Demolition and Replacement
   1. Severance Approval
   2. Designer Selection
   3. Construction Manager at Risk Selection
   4. Project Discussion

H. ITCS Year End Review 2012

I. Student center update

J. Capital Projects Update

K. Alumni center update

H. Other
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<tr>
<td>Responsible Person</td>
<td>Vice Chancellor for Administration and Finance Frederick Niswander</td>
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<tr>
<td>Agenda Item</td>
<td>I.A.</td>
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<tr>
<td>Item Description</td>
<td>Minutes of April 19, 2012 Meeting</td>
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<tr>
<td>Comments</td>
<td>N/A</td>
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<tr>
<td>Action Requested</td>
<td>Committee approval</td>
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<td>Disposition</td>
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<td>Notes</td>
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Committee Members Attending: Carol Mabe, Chair, Joel Butler, Ken Chalk, Edwin Clark, and Josh Martinkovic.

Others Attending: Robert Brinkley, Rick Niswander, Bill Bagnell, John Fields, Scott Buck, Bill Koch, Jackie Drake, Chrystal Baity, Tim Wiseman, Laurie Textor, John Fletcher, Greg Chadwick, Donna Payne, and Kay Hill.

The Finance and Facilities Committee meeting was called to order at 1:10 p.m. by Ms. Mabe who read the conflict of interest statement. No conflicts were identified. The minutes of the February 24, 2012 Facilities and Resources Committee meeting were approved.

Property Purchases

The Committee reviewed a request to purchase +/- 1.46 acres of land for $1.00 to site a proposed dental clinic in Lillington, NC. Mr. Buck was available for questions. The Committee approved a motion to recommend that the full Board approve the request.

The committee reviewed a request to purchase +/- 1.06 acres of land to site a proposed dental clinic in Spruce Pine, NC, including a 30-foot access easement across the hospital parking lot. Mr. Buck was available for questions. The Committee approved a motion to recommend that the full Board approve the request.

The committee reviewed a request to purchase +/- 1.20 acres of land to site a proposed dental clinic and accept a +/- 0.20 acres parking easement in Sylva, NC. Mr. Buck was available for questions. The Committee approved a motion to recommend that the full Board approve the request.
**Designer Selection**

The Committee reviewed a designer selection for residence halls coordinator apartments and guest apartments upgrades as an information item. Mr. Bagnell was available for questions.

**Capital Projects Update**

Mr. Bagnell presented an update of the current major capital projects. Current information for major capital projects is available on the ECU website at [http://www.ecu.edu/cs-admin/bot/majorcapitalprojects.cfm](http://www.ecu.edu/cs-admin/bot/majorcapitalprojects.cfm)

**University Hospitality Facilities Committee**

Mr. Chalk presented an update on the purpose, scope and work of the University Hospitality Facilities Committee.

**Other**

Mr. Niswander presented the Employment of Related Persons report which the Chancellor submits yearly to the Board. Ms. Textor was available for questions.

Mr. Niswander mentioned the addition of Stephanie Coleman as an Assistant Vice Chancellor for Operations filling the position vacated by Dr. Ron Newton.

Mr. Niswander gave a brief summary of the status of BOG budget planning for the current year.

The meeting was adjourned at 1:50 p.m.
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| Responsible Person | Vice Chancellor for Administration and Finance
| | Frederick Niswander
| | Associate Vice Chancellor for Campus Operations
<p>| | Bill Bagnell |
| Agenda Item | II.A. |
| Item Description | Designer Selection in process for Women’s and Children’s Clinic Programming Study |
| Comments | N/A |
| Action Requested | Committee approval |
| Disposition | |
| Notes | |</p>
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<tr>
<th>Session</th>
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</table>
| Responsible Person    | Vice Chancellor for Administration and Finance  
                        Frederick Niswander  
                        Associate Vice Chancellor for Campus Operations  
                        Bill Bagnell                                           |
| Agenda Item           | II.B.                                                                  |
| Item Description      | SODM Service Learning Center Robeson County  
                        (Lumberton)                                             |
<p>| Comments              | N/A                                                                    |
| Action Requested      | Committee approval                                                    |
| Disposition           |                                                                        |
| Notes                 |                                                                        |</p>
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<td>Responsible Person</td>
<td>Vice Chancellor for Administration and Finance Frederick Niswander Associate Vice Chancellor for Business Services Scott Buck</td>
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<tr>
<td>Agenda Item</td>
<td>II.C.</td>
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<tr>
<td>Item Description</td>
<td>Ahoskie Dental Site Electrical Easement(Dominion Power)</td>
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<tr>
<td>Comments</td>
<td>N/A</td>
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<tr>
<td>Action Requested</td>
<td>Committee approval</td>
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<td>Disposition</td>
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<td>Notes</td>
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MEMORANDUM

TO: Rick Niswander

FROM: Scott Buck

DATE: June 20, 2012

SUBJECT: Request ECU Board of Trustees Approval to Grant an Underground Utilities Easement to Dominion Power (VEPCO) at the Ahoskie Dental Clinic Site

Request ECU Board of Trustees approval to grant an underground utilities easement to Dominion Power (VEPCO) at the Ahoskie Dental Clinic site in Ahoskie, NC for the sum of $1.00.

The easement is for the electrical infrastructure for the new dental clinic.

Attached please find a survey depicting a twenty (20) foot wide by seventy (70) foot long utility easement.

Granting this easement shall be contingent on approvals from UNC-General Administration, State Property Office and the Council of State.

Attachments (2)

cc: P. Horns
    G. Chadwick
    G. Vanderpool
    T. Feravich
    B. Bagnell
    T. Walton
LYING AND BEING IN THE TOWN OF AHOSKIE, AHOSKIE TOWNSHIP, HERTFORD COUNTY, ON THE SOUTH SIDE OF NCSR 1223 AND ON THE WEST SIDE OF HEALTH CENTER DRIVE AND BEING MORE PARTICULARLY DESCRIBED AS FOLLOWS:

BEGINNING AT AN EXISTING IRON PIPE, SAID POINT BEING THE SOUTHWEST PROPERTY CORNER OF LOT ONE AND THE NORTHWEST PROPERTY CORNER OF LOT TWO AS SHOWN IN PLAT CABINET ONE SLIDE 1861 IN THE HERTFORD COUNTY REGISTER OF DEEDS; THENCE N21°25'35"E 36.01 FEET TO A POINT, SAID POINT HAVING NAD 83 GRID COORDINATES N (Y) = 932,842.39 E (X) = 2,591,631.28 AND BEING THE TRUE POINT OF BEGINNING FOR A NEW 20 FOOT WIDE UTILITY EASEMENT; THENCE N12°18'35"W 20.03 FEET TO A POINT; THENCE N81°00'01"E 83.11 FEET TO A POINT; THENCE S08°59'59"E 20.00 FEET TO A POINT; THENCE S81°00'01"W 81.95 FEET TO THE POINT AND PLACE OF BEGINNING CONTAINING 1,651 SQUARE FEET MORE OR LESS.

WILL B. HILLARD
6/12/12
<table>
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<th>Session</th>
<th>Finance and Facilities Committee</th>
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</table>
| Responsible Person | Vice Chancellor for Administration and Finance Frederick Niswander  
Associate Vice Chancellor for Business Services Scott Buck |
| Agenda Item  | II.D.                            |
| Item Description | Lumberton Dental Clinic Site(SLC) |
| Comments     | N/A                              |
| Action Requested | Committee approval               |
| Disposition  |                                  |
| Notes        |                                  |
MEMORANDUM

TO: Rick Niswander

FROM: Scott Buck

DATE: June 20, 2012

SUBJECT: Request ECU Board of Trustees Approval to Purchase ± 2.2 Acres of Land for $1.00 to Site Dental Clinic in Lumberton, NC

Request ECU Board of Trustees approval to purchase ± 2.2 acres of land to site the proposed ± 7,700 SF dental clinic on the north side of N.C. Highway 711, just east of Nigel Road in Lumberton, NC located in Robeson County as shown on the attached survey map.

The land shall be purchased from Robeson County for $1.00.

A Phase I Environmental Report was performed and showed no recognized environmental conditions.

Subsequent to ECU Board of Trustees approval, purchase is contingent on approvals from UNC-General Administration, Joint Commission of Governmental Operations and the Council of State

Attachments (2)

cc: P. Horns
G. Chadwick
T. Feravich
G. Vanderpool
B. Bagnell
T. Walton
Legal Description
Portion of 937199875770
(Robeson County-DB 1699, PG 447)

LYING in Lumberton Township, Robeson County, in the city limits of Lumberton, North Carolina, this subject property being bounded on the north, east, and west by lands deeded and conveyed to the County of Robeson in Deed Book 1699, Page 447 (of which this subject property is a part), and on the south by the northern right of way margin of NC Highway 711 (having an 80 foot public right of way). All referenced materials located in the Robeson County Registry.

COMMENCING from a North Carolina Right of Way Disk, said disk being located at the point of intersection of the northern right of way margin of NC Highway 711 and the eastern right of way margin of Nigel Road (SR 1548—having a 60 foot public right of way), and runs thence with the northern right of way margin of NC Highway 711. North 75 degrees 54 minutes 47 seconds East for a distance of 139.95 feet to a point, said point being the true point and place of BEGINNING.

THENCE leaving the northern right of way margin of NC Highway 711, a new line, North 13 degrees 13 minutes 11 seconds West for a distance of 315.59 feet to a point, said point being located on the southern right of way margin of a 60 foot CP&L Powerline Easement.

THENCE with the southern right of way margin of the CP&L Powerline Easement, South 81 degrees 16 minutes 06 seconds East for a distance of 341.84 feet to a point, said point being at the intersection of the southern right of way margin of the 60 foot CP&L Powerline Easement and the western right of way margin of a 60 foot Access Easement (as recorded in Deed Book 1703, Page 398).

THENCE with the western right of way margin of the 60 foot Access Easement, South 59 degrees 23 minutes 29 seconds East for a distance of 260.41 feet to a point, said point being located on the northern right of way margin of NC Highway 711.

THENCE with the northern right of way margin of NC Highway 711. South 75 degrees 58 minutes 49 seconds West for a distance of 143.47 feet to a 3/8" iron rebar.

THENCE continuing with the northern right of way margin of NC Highway 711. South 75 degrees 54 minutes 47 seconds West for a distance of 361.50 feet to a point, said point being the true point and place of BEGINNING, and being a portion of the property deeded and conveyed to the County of Robeson in Deed Book 1699, Page 447

Subject property contains 96,228 square feet / 2.209 acres

Together with and subject to any easements, restrictions, and covenants of record.

This description was prepared this 8th day of June, 2012 under the direct supervision of Michael J. Adams, PLS L-4491/CFS NC-075 and is based on a physical survey performed by M A P S Surveying, Inc.
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<tr>
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</table>
| Responsible Person | Vice Chancellor for Administration and Finance  
|                  | Frederick Niswander               
|                  | Associate Vice Chancellor for Business Services  
|                  | Scott Buck                        |
| Agenda Item      | II.E.                             |
| Item Description | Distributed Antenna System Agreement |
| Comments         | N/A                               |
| Action Requested | Committee approval                |
| Disposition      |                                   |
| Notes            |                                   |
MEMORANDUM

TO: Rick Niswander
FROM: Scott Buck
DATE: June 20, 2012
SUBJECT: Request ECU Board of Trustees Approval to Enter into a Lease Agreement for a Distributed Antenna System

In an effort to improve ECU’s emergency notification network and campus cellular communication, the ECU Board of Trustees approved a lease agreement with American Towers for a Distributed Antenna System at their April 15, 2010 meeting. Unfortunately, American Towers changed the agreed upon revenue sharing model and the contract negotiations failed.

Subsequently a new proposal has been solicited by the State Property Office and is deemed acceptable in accordance with ECU’s technical and financial requirements.

We request ECU Board of Trustees approval to enter into a lease agreement with Crown Castle Solutions Corporation to place cellular antennas and signal booster nodes on university approved locations and connecting to specific electrical and fiber optic connections.

The agreement shall be for ten (10) years with four (4), five (5) year mutually agreeable renewal options. Revenue share to the university for vendor subletting to cellular providers shall be 25% per each antenna node. The agreement shall allow for ± twenty-one (21) outdoor multi-carrier nodes prior approved by ECU and use of select space in the Joyner Library basement for vendors’ server racks. The contractor shall provide all necessary rooftop equipment, cell booster nodes to areas on both campuses with weak or no cellular coverage.

Agreement execution is contingent on UNC General Administration and Council of State approvals.

cc: A. Blinson
    D. Sweet
    T. Lamb
    B. Bagnell
    R. Hill
    B. Koch
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<td><strong>Agenda Item</strong></td>
<td>II.F.</td>
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<tr>
<td><strong>Item Description</strong></td>
<td>Lease Approx. 4,600SF of Office Space for Financial Services</td>
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<tr>
<td><strong>Comments</strong></td>
<td>N/A</td>
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<tr>
<td><strong>Action Requested</strong></td>
<td>Committee approval</td>
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<td><strong>Disposition</strong></td>
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<td><strong>Notes</strong></td>
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MEMORANDUM

TO: Rick Niswander

FROM: Scott Buck

DATE: June 26, 2012

SUBJECT: Request ECU Board of Trustees Approval to Lease ± 4,600 SF of Office Space for ECU Financial Services

Request ECU Board of Trustees approval to lease ± 4,600 SF of office space to relieve overcrowding and growth needs for ECU Financial Services.

While subject to the competitive bid process to be conducted by the State Property Office, your advance approval is requested to expedite obtaining a lease agreement. It is anticipated the lease will be between $15.00 to $17.00/SF/YR or $70,000 to $78,200/YR contingent on bid results. ECU will pay for janitorial and utilities. Lease term shall be for two (2) years with a one (1) year renewal option.

Source of funds shall be state funds.

Subsequent to ECU Board of Trustees approval, the lease agreement is contingent on UNC-General Administration and the Council of State approvals.

cc: A. Jenkins
    T. Feravich
    J. Webb
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<th>Finance and Facilities Committee</th>
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</table>
| Responsible Person | Vice Chancellor for Administration and Finance Frederick Niswander  
Associate Vice Chancellor for Business Services Scott Buck |
| Agenda Item      | II.G.                            |
| Item Description | Belk Residence Hall Demolition and Replacement  
a. Severance Approval  
b. Designer Selection  
c. Construction Manager at Risk Selection |
| Comments         | N/A                              |
| Action Requested | Committee approval               |
| Disposition      |                                  |
| Notes            |                                  |
MEMORANDUM

TO: Rick Niswander

FROM: Scott Buck

DATE: June 20, 2012

SUBJECT: Request ECU Board of Trustees Approval to Sever by Demolition Belk Residence Hall

Request ECU Board of Trustees approval to sever by demolition Belk Residence Hall located on College Hill.

Belk Residence Hall is an 80,950 GSF masonry building built in 1966. The structure is very dated and in declining condition. The floor to ceiling height does not allow for mandatory fire sprinkler system to be installed. Upon demolition, the site will be reused to construct two new residence halls that will provide an additional 250 beds.

This project is part of ECU’s Master Plan and the source of funds shall be debt financing repaid by Housing receipts.

Demolition is contingent on approval from UNC General Administration and Council of State.

cc: Bill Bagnell
    Virginia Hardy
    William McCartney
    Gina Shoemaker
    Terrance Feravich
    Tim Walton
To assure ECU’s leadership in IT we strive to improve teaching, research, learning, and productivity for faculty, students, and staff through the effective use of information technology.

—ITCS Mission
A Message to the ECU Community

On November 1, 2011, I was honored to be appointed the university’s Interim Chief Information Officer and lead the Information Technology and Computing Services unit. I have been employed at ECU for the past 12 years and throughout my career I have never worked with such a wonderful group of people who are highly skilled, dedicated to their work and to the success of this university and all it stands for – especially our students! ITCS is not and cannot be successful without the help and support of the constituents we serve. I take great pride in seeing firsthand how well ITCS works collaboratively with units across campus to meet the university’s mission and goals.

EDUCAUSE, a non-profit leader promoting IT in higher education, recently published its Top-Ten IT Issues, 2012, and I’m pleased to note that ITCS currently is or has already tackled many of the listed issues. For example,

• In support of integrating information technology into institutional decision-making and establishing IT governance throughout ECU, we’ve implemented the university’s first formal IT governance process that will foster partnerships across campus, create efficiencies, define clear roles, and align the goals of ITCS to support the goals of the university.

• In support of ECU’s research mission, we continue to work with faculty to meet their high performance computing needs. In 2010-2011, we acquired an IBM Blade server cluster solution that expanded the existing research technology infrastructure for the Chemistry, Physics, and Biology Departments. This cluster environment is hosted, supported, and monitored in the ITCS Data Center.

• ECU is using detailed analytics to support critical institutional outcomes. In partnership with Institutional Planning, Assessment, and Research (IPAR), ITCS developed a University Dashboard that presents a wide variety of core Key Performance Indicators (KPIs). This is part of a larger Strategic Analytics Initiative providing information to measure, monitor, and continuously improve the performance of ECU with the goal of achieving optimal institutional effectiveness. In addition, we implemented a combined hardware/database machine (called Exadata) that has improved report processing throughput by an average of 85%. Exadata is presently processing ecuBIC reports in a fraction of the time, allowing our customers more time to spend on other pressing priorities.

• We employ aggressive methods to protect user information and information systems, and meet compliance requirements. This past year, ITCS adopted a university-wide, internationally-supported information security framework (known as ISO 27002) that will provide a comprehensive set of security safeguards needed to meet complex state, federal, and compliance requirements.

• We’ve begun developing an institution-wide cloud strategy and regulation. Cloud computing has the potential to greatly reduce waste, increase data center efficiency and utilization rates, and lower operating costs.

As we look forward to the new fiscal year, ITCS will continue to seek and implement innovative technologies to generate additional efficiencies throughout the campus. At this time, I invite you to take a few moments and look back at the accomplishments this past fiscal year that have had a positive effect on all students, faculty, and staff.

Don Sweet
• Interim Chief Information Officer
East Carolina University
ECU’s IT expenditures in 2011 were 4.7% of the university’s expenditures, up slightly from 4.5% in 2007. Gartner, a nationally recognized research organization, tracked Higher Education IT spending as a percent of operating expenses and found IT spending increased from 4.8% in 2010 to 5.2% in 2011. Comparatively, ECU is behind the national average calculated by Gartner. Although we continue to expand services such as business intelligence reporting, mobile applications, student retention tools, among many others, we are not adding human and financial resources at the same rate. For example, if we do not include a merger of staff from another unit into ITCS in 2010, our FTE (Full-Time Equivalent) has been reduced 1.7% from 2007 to 2011.

From 2007 to 2011, we have experienced significant growth in:

- Data storage - 493%
- Video streaming of course lectures - 350%
- Blackboard courses - 83%
- Technology-enhanced classrooms/spaces - 60%
- Servers - 38.5%
- E-mail accounts - 26.4%
- Network ports - 39%
- ECU-owned desktop computers - 18.9%

It is evident through the analysis of a cross section of measures that the ITCS workload continues to increase. Conversely, personnel and fiscal resources have not increased to the same degree or at the same rate resulting in increased workloads with fewer staff.
IT Governance and Assessment

IT GOVERNANCE

As part of a strong governance structure, ITCS staff meet with distributed IT staff and the Student Government Association (SGA) to obtain feedback and solicit participation in technology. In addition, senior ITCS management meets regularly with various committees including the Technology Steering Committee (TSC) and the Information Resources Coordinating Council (IRCC) for direction on new and existing technologies and IT initiatives. ITCS staff serve on the Staff Senate and participate in critical cross-campus committees such as Faculty Senate – Distance Education and Learning Technologies; Identity Theft Management; Deans and Directors; ECU Physicians Electronic Health Record (previously HealthSpan) Oversight Group; Emergency Management; Web Oversight; and many more. In addition to providing governance for IT decision-making, these meetings develop an understanding of campus technology needs.

This year, key IT initiatives were presented to the TSC and the IRCC. These committees provided input and leadership on initiatives such as the network redesign planning, major changes to the ECU default passphrase, PiratePort (the new student portal), new Blackboard collaborative tools, and the ECU Web site redesign. At the forefront of these discussions were the UNC Security Framework implementation, cloud computing regulation, and the IT security gap analysis and risk assessment resulting from the adoption of the ISO 27002 Security Framework.

“Just checking the ‘Excellent’ button does not seem adequate to say thank you for the courteous and helpful manner in which my request was answered.”

—ECU User
ASSESSMENT

ITCS employs multiple measures to regularly analyze the quality and appropriateness of services with the goal of continually improving our services offered to faculty, staff, and students. ITCS administers surveys and small group discussions, and uses institutional data collection to obtain feedback.

Annual Technology Surveys

The annual technology surveys focus on (1) satisfaction with ITCS services, systems, and applications; (2) use of technology tools and systems; and (3) technology and training needs, and incorporates this feedback into future planning and implementation of technologies to support academic, research, and business needs.

In 2012, the faculty and staff technology survey received 1,301 responses. Five percent of the respondents were administrators, 44% faculty, and 51% staff. The student technology survey distributed this year received 1,491 responses.

Below is the overall percentage of satisfaction with selected core services from the results of these two surveys. “Satisfaction” includes “very satisfied” and “satisfied” responses.

In response to suggestions received from faculty, staff, and students through the 2011 assessments, a few of the steps ITCS has taken this past year include:

- Providing greater Macintosh support – Macintosh computers were purchased for the IT Help Desk staff so they can become more familiar with these systems and provide more in-depth assistance through first-line Help Desk support. Additionally, after comprehensive testing, ITCS announced support for Lion (OS X.7), Apple’s latest operating system.
- Improving the ECU Web site – The university Web site underwent a major redesign this year, offering a wider page, a new level of personalization for the site through MyLinks, and links to social media sites throughout the ECU Web site.
- Implementing Blackboard Mobile – Blackboard Mobile Learn is now available. It allows students and instructors to interact with Blackboard on their Android, Blackberry, iPod Touch, iPhone, and iPad devices.
- Providing students with Microsoft Office software – Microsoft Office software is now available to students, free of charge, through a download or media received through the mail.
- Providing additional after hours IT Help Desk staff – An additional after-hours IT Help Desk full-time staff member was added to increase the scope of questions and problems that can be solved in the evening.

High Availability of Core Services

We strive to provide technology resources with a high availability and minimal disruption to services. Our goal is to ensure that unplanned downtime does not exceed 0.01% of scheduled availability. This year, we monitored all servers providing university services using enterprise system monitoring software. Our percentage of up time for each of the critical systems measured is (a) University Network: 99.97%, (b) Blackboard: 99.54%, (c) E-mail: 99.95%, and (d) Main ecu.edu Web site: 99.6%.

Customer Satisfaction Survey

Faculty, staff, and students who submit IT Help Desk requests are sent a Customer Satisfaction Survey after their technical

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<th>Overall Satisfaction with IT Services and Resources</th>
<th>Faculty/Staff</th>
<th>Students</th>
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<tr>
<td>Respondents who think ECU’s technology services and resources are important</td>
<td>85%</td>
<td>91%</td>
</tr>
<tr>
<td>Satisfied with e-mail</td>
<td>93%</td>
<td>90%</td>
</tr>
<tr>
<td>Satisfied with Piratedrive</td>
<td>81%</td>
<td>84%</td>
</tr>
<tr>
<td>Satisfied with computer labs</td>
<td>84%</td>
<td>89%</td>
</tr>
<tr>
<td>Satisfied with wireless networking</td>
<td>82%</td>
<td>94%</td>
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Table 1: Core selected services from the 2012 technology survey
problem(s) is resolved. In 2011-2012, the IT Help Desk received an overall satisfaction average of 4 or higher for timeliness, ability, knowledge, and other service criteria (scale of 1 to 5), where 5 is excellent. We read every customer comment submitted.

“...IT support people are pleasant, professional and knowledgeable, and my requests are quickly forwarded to the appropriate department... ECU’s is among the very best! Thanks for a job well done.”

—ECU User

(Top left, above) ITCS Operations closely monitors the ECU network and approximately 475 university servers. Operations staff are also able to view Cotanche building entrances via security cameras to help provide safety for our employees and visitors. (Top right) ACE staff provide full-service, on-campus hardware, software, and troubleshooting support for all currently-enrolled ECU students.
 EFFICIENCY AND EFFECTIVENESS IN DEVELOPMENT

ITCS has aligned its portfolio of projects and initiatives to closely support the university’s strategic plan and overall goals. This past year, we made significant progress on several initiatives. For example:

ITCS collaborated with several campus departments to create a photo course roster system accessible through OneStop that provides faculty with 1 Card photos of students enrolled in their courses. The course roster system allows faculty to verify students in their courses and assists with attendance tracking.

The Graduate School Admissions Management Application system was enhanced to allow prospective graduate students to submit resumes and statements of purpose with their online applications. Campus departments can retrieve these supplemental documents in PDF format. Within one month following the addition of this new feature, 460 students had submitted resumes and statements of purpose.

Beginning summer 2012, parents have the option of staying on campus with their student(s) attending summer orientation. Parents can register through a new feature in the Orientation Registration system indicating the number of beds they will need and length of stay. More than 160 of the 1,400 registered students indicated in the registration system that their parents will be staying on campus with them during orientation.

ECU’s TouchNet uPay system enables departments across the university to set up e-Commerce sites to create, manage, and operate online storefronts and (Payment Card Industry) PCI-compliant payment systems. This year, ITCS assisted the Graduate School, School of Dental Medicine, College of Business, and Campus Dining in establishing their own TouchNet storefronts to sell merchandise, tickets, registrations for events, and much more.

With a new emphasis on completion rates and time to degree, finding improved ways to support our students’ academic plans is more important than ever. With Banner's DegreeWorks, which ITCS and the Registrar’s Office has fully
integrated with the university’s Banner student information systems, ECU can now provide:

- Real-time advice and counsel to students
- Interactive “what if” scenario planning
- More transparent course and credit transfer
- More personalized advising
- More timely degree certification
- Better retention and improved transfer recruitment

ECU’s OneStop portal now offers a Delegation of Authority application through which divisions can document signature authority on transactions such as direct payments, journal entries, budget forms, position change forms, pre-travel forms, and post-travel forms. The Delegation of Authority is based on the organization structure in Banner. Since mid-January 2012, 150 submissions have been received through the application.

Banner Relationship Management (BRM) is a Web-based customer relationship management (CRM) tool that is used to communicate with prospective students through campaigns developed by the Admissions offices and manage relationships from the initial prospect inquiry to the time of registration. The data for the prospects or recruits resides in Banner and contacts are created each time a prospect is contacted through a campaign or through an individualized communication. Undergraduate Admissions has seen the following benefits:

- BRM allows counseling staff to see all relevant constituent information in a much more user-friendly environment.
- Admissions staff now have the ability to respond to prospect questions from within BRM for tracking purposes.
- Undergraduate Admissions staff is now able to remind applicants of missing checklist items via e-mail through scheduled campaigns.
- E-mail communication campaigns are generated and managed through BRM instead of using listservs for one-off communication (e.g., reminders to students who have holds). BRM allows us to track who received those messages and when.
- Personalized acknowledgment of receipt of application from ECU.
- Personalized welcome e-mail goes out from ECU to each prospective student who creates a Pirate Port account.
- Counselors are able to manage their own population lists and can communicate directly with their assigned prospects from within BRM. Allows tracking of counselor communication.

ITCS and Undergraduate Admissions rolled out a new portal named PiratePort that includes an event management system that allows prospective students to sign up for campus tours as well as fall and spring Open Houses. The event management system offers an exciting feature that allows event attendees to generate and print e-tickets that contain QR codes. When the participant scans the QR code using a mobile device, they are taken to event information within the portal for more details. Undergraduate
Admissions staff can scan the QR codes and mark the registered student with an ‘attended’ status within the portal. Previously, attendee information was captured on paper and hand-entered into a system. The new QR code functionality greatly reduces the time and effort needed to capture attendee information. More than 5,300 people have registered for campus tours and over 4,600 have registered for ECU’s Open House events through this system.

**EFFICIENCY AND EFFECTIVENESS IN OPERATIONAL DELIVERY OF SERVICES**

ITCS provides the essential technological infrastructure that enables students, faculty, and staff to accomplish a substantial proportion of what they do every day. Services range from providing e-mail enhancements, IT security technologies and policies, Web infrastructure and support, server maintenance, campus-wide data and voice infrastructure, and VoIP (Voice over IP) phones to running the Banner and Blackboard systems to providing data storage, software development, software licensing, desktop support, and much, much more.

Through ongoing improvements, ITCS provides the campus community with a growing robust, reliable network infrastructure, including an expanding wireless network. For example:

University network coverage in locations such as the School of Dental Medicine’s Ross Hall; North Recreational Complex on Highway 264 East; and the newly-renovated Joyner Library, among several others was expanded, bringing our total data port count to 49,000. To meet future network growth and capacity needs necessitated by more technology-enhanced classrooms, wireless units, and emergency alarms (fire and burglary), we deployed additional network equipment in campus locations including the Brody School of Medicine Data Center and Health Sciences Campus Steam Plant.

We also upgraded the core wireless infrastructure and installed new technology that will allow us to monitor all aspects of ECU’s enterprise wireless network and review historical data. To increase coverage, wireless access points were installed in Joyner East, Bate Building, and the new Family Medicine Center. In response to requests from students for wireless connectivity in the residence halls, ITCS partnered with Campus Living to outfit Garrett Residence Hall with wireless access points, providing full coverage for students residing there.
Additional noteworthy accomplishments this past year include:

The ECU Web site, redesigned this past year, receives 75 million visits each year and is the “front door” to the university's 110,000 individual pages. The Web site had not been redesigned since 2004.

The Web site redesign team – comprised of representatives from ITCS and other departments on both Main Campus and Health Sciences Campus – developed a completely new Web page format. In January 2012, the redesigned site was launched with a fresh look and accompanied by several new features including:

- Recent News for more readily available campus activities
- A new level of personalization through MyLinks
- Links to social media sites added for instant connections

In addition, new templates were developed that will enable departments to create and update their Web sites easier and faster in the university’s content management system (CommonSpot).

This past year, ITCS upgraded two major e-mail systems—the primary faculty and staff e-mail system as well as the alumni e-mail system. The faculty and staff e-mail system, upgraded to Microsoft Exchange 2010, gives our users a larger 1GB mailbox and a new Web access interface that nearly mirrors the full version, and enhances the Web experience for Macintosh users. Enhanced mobile and security capabilities allow ITCS staff to “remote-wipe” a lost or stolen mobile device. Furthermore, students, faculty, and staff can now view the busy/free status of all users.

ITCS also transitioned ECU alumni e-mail from the Microsoft Hotmail service to the Microsoft Live @ edu service, the university’s student e-mail system. This will allow for a seamless transition for students upon graduation when they move from their current e-mail system to one offered to all ECU alumni.

As part of a phased integrated communications project, all VoIP accounts were transitioned to a new, more convenient voicemail system in fall 2011. Microsoft Exchange Unified Messaging allows users to manage e-mail, voicemail, and calendars through their telephone, mobile device, or the Outlook and Piratemail (Windows) interface.

ECU’s instant messaging software, Microsoft Office Communicator, was upgraded to Microsoft Lync 2010. Instant Messaging is a quick and effective way for faculty and staff to communicate with each other and students. In addition to instant messaging (IM) and online presence information, this upgrade offers several new features: users can request an impromptu online meeting; schedule an online video or audio meeting through

“As technology evolves, we carefully plan and implement upgrades to our infrastructure and systems to meet the teaching and learning, research, and communication needs of our community of users.”

— Thom Lamb, Infrastructure Services

The ITCS Change Management Committee, comprised of representatives across the department, meets weekly to discuss and plan upgrades and changes to ECU systems to ensure minimal disruption to critical technology services.
their email; meet online with off-campus colleagues, non-ECU users and students; share a computer desktop, a program or a PowerPoint presentation during a meeting; brainstorm on the whiteboard; record a meeting and play it back; and forward documents through an IM window.

Students will soon be able to send documents to a printing kiosk that will be located in the lobby of the Austin building, next to the heavily-visited Austin 104 computer lab, for quick on-the-go retrieval. At the conclusion of the second Summer Session, we will evaluate the success of the printing station to determine whether additional kiosks would benefit our students in other locations across campus.

ITCS collaborated with E-Academy to provide eligible students the latest version of Microsoft products free of charge and downloadable through a Web site. Eligible students can now download and install the latest version of Microsoft products. Programs such as Microsoft4Students (www.ecu.edu/microsoft4students) allow ECU to provide direct value and benefits to our most important asset - our students!

In an effort to minimize labor-intensive timecard tracking and data entry while improving timekeeping efficiency, several locations on the Health Sciences Campus are participating in an automated timekeeping project using the Kronos solution. As part of this project, directed by Human Resources, ITCS installed Kronos time clocks in the Family Medicine Center, Firetower Medical Office, Brody Outpatient Center, ECU Women’s Physicians, Health Sciences Campus Steam Plant, and Human Resources.

In an ongoing effort to convert the Health Sciences Campus telephony environment to VoIP, several locations received VoIP installations, including the Health Sciences Building, Warren Life Sciences Building, Hardy Building, Health Sciences Campus Steam Plant, and Lakeside Annex 5 and 6.

**EFFICIENCY AND EFFECTIVENESS IN THE DELIVERY OF LEARNING TECHNOLOGIES**

ITCS continues to provide Blackboard services and support that adds to the efficiency and effectiveness to the platform, as well as enhance the overall experience. For example:

When asked if they were more likely to use a printing station or a computer lab, 52% of the survey respondents chose a printing station.

— 2012 IT Student Survey

The spring 2012 Centra upgrade added new features to enhance the Web-conferencing experience, including the ability to display eight live videos simultaneously, better video size and quality, and increased speed when sharing information.

When asked if they were more likely to use a printing station or a computer lab, 52% of the survey respondents chose a printing station.

— 2012 IT Student Survey

The ITCS Web site (www.ecu.edu/itcs) is continually updated with helpful information on learning technologies, software products for the campus community, business productivity tools, training opportunities, and more.
To meet the growing demand for lecture capture in the classrooms, Tegrity Lecture Capture launched in 18 classrooms during the spring semester. Each room is now equipped with a ceiling-mounted camera, instructor microphone and audience microphones. The Tegrity @ ECU pilot launched in five colleges.

Tegrity allows faculty to record their desktop activity, audio, and Web-cam video. Tegrity is integrated with Blackboard and offers a simple upload and sharing process. Faculty can record anything from a full lecture in a classroom to a few minutes of test preparation to a 3-minute syllabus overview. Students can access recordings on any computer with an Internet connection, iPad, iPhone, or Android device.

The Pirate Tutoring Center’s lead Physics tutors used Tegrity during the spring semester to record weekly chapter summaries and walk students through homework problems. The Physics tutors narrated PowerPoint presentations that ranged from three to ten minutes. Physics 1250 students who visited the Pirate Tutoring Center were enrolled in a Physics Blackboard course that provided access to these helpful recordings. Using Tegrity, students were able to view recordings, bookmark where they had questions, and take personalized notes.

In an effort to provide faculty with just-in-time training and documentation, we have significantly increased our learning platform online support sites. Faculty and students can visit the Blackboard Blog, Centra Resource Center, Tegrity Blog, and WordPress Tutorials sites to access over 100 helpful tutorials. Many of these tutorials are concise, targeted “nuggets” that instructors can review in a minute or two and grab just the information they need, when they need it.

This past year’s Think-In was a great success! In fall 2011, ITCS hosted the seventh annual Think-In featuring more than 33 poster presentations, with 54 presenters representing each college across the ECU campus. Some of the hot topics this year included pencasts, online binders, QR codes, WiiMote Whiteboards, and collaborative tools.

ITCS coordinated the technology implementation for the new state-of-the-art 118-seat student math lab designed to serve all MATH 1065 students.

ITCS continues to provide assistance to faculty to support the planning, design, and development of high-quality multimedia and virtual components in course projects. For example:

Using virtual and multimedia environments, we established a collaboration space for Biology faculty and several other universities; created an Honors College presence for recruitment and orientations; project management space for simulations and real world case studies for coursework; a Villa for Spanish instruction where students can experience music, art, and history from around the world; and courses across the colleges including Sociology, English, Education, Anthropology, Political Science, and English.
This year, we received staff funding to provide support for the Family Life Educator project in Second Life, a virtual environment, where military service personnel will receive classes and participate in exercises to help them understand stress management, pre-deployment, and post-deployment as well as participate in a financial management exercise.

To increase teaching effectiveness, we have updated technologies in 43 classrooms. The upgrade of ECU’s technology-enhanced classrooms impacts classrooms throughout campus including the Bate Building, Minges Coliseum, Ward Sports Medicine, Howell Science Complex, Science and Technology Building and the Rivers Building.

**EFFICIENCY AND EFFECTIVENESS IN COMPLIANCE**

Due to the ever-increasing and complex state and federal regulatory compliance requirements, the university is adopting a UNC System Information Security Framework (ISO 27002). The Framework will (a) establish a university-wide managed approach to securing information, (b) facilitate compliance with current and future regulations, and c) build a foundation for the ECU Information Security Manual. The resulting outcome will be the development of a comprehensive information security program that articulates university management support and expectations for information security, defines responsibilities for information security management throughout the university, establishes individual accountability for information security, and creates a framework for integrating information security into university decision, planning, and reporting processes. All UNC Schools have adopted this internationally-supported information security framework.

This year the Office of State Auditors (OSA) initiated a comprehensive review of IT General Controls as part of the annual Financial System Audit. Due to the comprehensiveness of the IT General Controls Audit, ITCS resources devoted over 170 hours researching and providing supporting documentation to OSA to satisfy audit requests.

In support of the growing compliance requirements in Research, we are implementing REDCap, an open source application developed by Vanderbilt University. The software is designed to capture research data and provides a secure Web application to build and manage research databases and online surveys. The software enables de-identification of sensitive data and implementation of controls to ensure compliance with FDA guidelines.

In preparation for ECU’s SACS reaccreditation, ITCS collaborated with Institutional Planning, Assessment, and Research (IPAR) on the development of the Faculty Certification System. This online system is accessible through OneStop and is used by all department chairs, deans, and Academic Affairs staff to review and modify faculty credentials to ensure that the necessary documentation is in place for our upcoming SACS review. Currently, more than 2,500 faculty records are housed in the Faculty Certification System.

We support research by providing IT Security reviews and approvals of human subject study protocols to ensure that sensitive information is protected and

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86% of respondents indicate technology better prepares them for the workforce.

— 2012 IT Student Survey
studies containing protected health information (PHI) adhere to federal HIPAA requirements.

ITCS is a member of a workgroup that is reviewing the entire ePIRATE process to expedite reviews and provide necessary resources to researchers in their IRB submission and approval process. The workgroup assessed requirements for industry-sponsored research programs that eliminated the need for in-depth information security review, reviewed current researchers’ training programs and policies, and is recommending changes to training programs and policies. We have performed over 129 information security reviews of IRB submitted research studies since the launch of ePIRATE in August 2011. These information security reviews assist the IRB in ensuring that federal, state, and university security requirements for the protection of human subjects in university research protocols is maintained.

In a continued effort to educate the ECU community on IT Security, we have developed research sensitive data tips to assist researchers on the appropriate handling and storage of sensitive research information. The tips contained information on secure Piratedrive data storage, data encryption options, secure transmission of sensitive data, data backup options, de-identification PHI requirements, and other information on securing sensitive data. We conducted information security awareness sessions for the IRB Lunch and Learn series, Clinical/Academic Departmental Administrators, and for faculty in the College of Education and College of Nursing addressing research data security.

The federal government instituted more stringent information security requirements for protection of PHI and penalties for HIPAA, violations can now be in excess of 1.5 million dollars. In response to these new requirements, ITCS developed a HIPAA Administrator’s Checklist and training course to assist those responsible for managing computer systems that store and transmit PHI.

Software-as-a-service (SaaS) via external-hosted systems has experienced unprecedented growth. To ensure ECU data is protected, we collaborated with the following tools, a rigorous campus education program, and responsible users – we can all work together to protect university systems and personal information from threats and compromise.”

— Margaret Umphrey, IT Security
Materials Management in the update of compliance language required for IT purchases and in contractual agreements for hosted computer services. The modified compliance language addressed information security, unfettered legal access, right to audit, and medical fraud. To further assist the ECU community, we developed an Application Security Review Checklist to guide ITCS staff in assessing security controls for new and existing applications. The checklist is also used in the security review of all requests for new application purchases by university employees to ensure the applications meet state and federal compliance requirements (FERPA, HIPAA, Privacy, PCI, etc.) and protect personal information that may be stored or transmitted within the applications.

To avoid duplication of service and ensure IT assessment of ECU IT purchases, we review and approve purchases over $5,000. We perform an assessment of these requests prior to approval to ensure the IT purchase is in alignment with university’s strategic IT goals and meets minimum-security requirements. The new process provides the campus an IT Project Request option via the IT Help Desk to request consultation prior to submitting a requisition to Materials Management.

ITCS worked closely with departments across campus to develop a social media regulation that will serve to educate and advise faculty, staff, and students about the importance of responsible online communication, while minimizing risks associated with the use of social media.

“ECU’s social media regulation serves to educate and advise faculty, staff, and students about the importance of responsible online communication, while minimizing risks associated with the use of social media.”
—Wendy Creasey, Academic Computing

In spring 2012, ITCS implemented a PirateID self-activation system. This system requires faculty, staff, and students hired or admitted after May 7, 2012 to activate their PirateID and create a unique passphrase through the updated Passphrase Maintenance system. This process allows for improved security and quicker, easier access to ECU’s online systems, as well as enables university admissions offices to send only one mailing to newly admitted students rather than two or more.

Using Cisco Anytime Connect, a Virtual Private Network (VPN) software, ECU faculty and staff can securely connect to ECU’s network from off campus using a department-issued laptop, which means they have off-campus access to the same mapped drives and resources they use on campus when connected to the INTRA domain. Faculty and staff only have to log in with their ECU PirateID and passphrase.

ITCS’s invaluable Student Help Desk and Austin Computer Lab staff provide technology troubleshooting support and safe computing tips to ECU students.
In partnership with Institutional Planning, Assessment, and Research (IPAR), ITCS developed a high-level view of organizational performance for the university. The University Dashboard solution provides a collection of metric visualizations from which key performance indicators are being selected for inclusion in a series of balanced scorecards. These scorecards will be used to evaluate and continuously improve the institution’s effectiveness in realizing its mission, goals, and objectives contained in the university’s strategic action plans.

The University Dashboard project is one of several efforts being undertaken as part of a larger, overarching Strategic Analytics Initiative.

“Beyond higher education, research is showing that organizations using analytics are more efficient and effective.”

—EDUCAUSE Top Ten IT Issues, 2012
Behind the scenes, significant changes have occurred to improve the stability of ECU’s core infrastructure services.

- This past year, ITCS added over 167 servers to our server environment; each of these required server assessments and provisioning of hardware.

- To increase the robustness of hardware associated with Banner, Blackboard, and the new School of Dental Medicine systems, we refreshed the Quorum Cluster environment. This system enables Oracle (formerly Sun) Clusters to be distributed across multiple data centers in the case of a catastrophic event.

- Over 40 critical ECU systems received hardware replacements this year. Migrating critical services located on aging infrastructure and maintaining high availability of the services was a massive undertaking. Users experienced minimal impact, and new virtualization and blade infrastructure was leveraged to minimize the replacement cost.

- Data Center monitoring migrated from analog hardware to digital infrastructure. These new Keyboard, Video, Mouse (KVM) devices enable a user to control multiple computers from a single keyboard, video monitor, and mouse.

- Data storage continues to increase with the expectation that data results will be provided instantaneously. This year, we upgraded the infrastructure that holds the Banner hardware and database with Oracle Exadata. This machine is an all-in-one package that includes servers, storage, networking, and software that is massively scalable, secure, and redundant. No other machine provides such extreme performance for both data warehousing and applications, making this choice the ideal platform for consolidating onto private clouds. With our Oracle Exadata, we have reduced IT costs through consolidation; we now store up to ten times more data and have tremendously improved performance of all applications!

- Identification of vulnerabilities and security risks is a high priority for ITCS. This year, we implemented a Software-as-a-Service (SaaS) tool that identifies risks and provides compliance-management solutions. We are using Qualys, a world leader in vulnerability management. This tool provides system scanning, leading to the identification of system vulnerabilities, recommended solutions, and ultimately increased security.

- The ITCS Data Center chillers, which provide dedicated cooling for the many heat-generating servers we support, were upgraded to prevent failure during natural disasters. The upgraded components allow the chillers to reset themselves automatically within 5 minutes, thus assuring continued cooling and preventing the corruption of mission-critical data and destruction of hardware.

- Power capacity is the biggest external risk to our IT systems and their uptime. The Data Center has manually managed power usage, requirements, and costs for years, while VM servers and blade systems are consuming more power with each new generation. There are as many as 10 metrics necessary to understand capacity from the Power Distribution Unit level to the IT hardware and, if mismanaged, every component has the ability to limit support for new projects. Our solution was NORLINX Global Site Management (GSM), which now protects our IT power supply chain. GSM is a tracking solution that uses current and historical data to provide real-time intelligence needed to manage capacity, increase efficiency, and avoid risk while preserving valuable business resources.
In addition to nearly 180 full-time staff members, ITCS employs approximately 112 students who support ITCS’s various teams or are embedded across campus in colleges to work with distributed information technology specialists.

ITCS refreshed approximately 533 desktop and laptop systems for staff and faculty.

In its first year of existence, the ECU Mobile App – available as a free download in the iTunes Store, Google Play Store, and Blackberry App World Store – has been downloaded and installed approximately 20,000 times.

ITCS continues to make great strides in reducing the need to dispatch desktop support staff to faculty and staff offices, thus minimizing client downtime, saving staff time and fuel in state vehicles. Fifty-eight percent of Tier 2 (non-Help Desk resolved) desktop support calls were resolved via remote control, phone, e-mail, or client walk-in. Nearly one-half of all calls not requiring a field visit were resolved via remote control from staff to the user.

PiratePort, ECU’s Web portal for prospective students, allows individuals to create their own account, register for campus tours and Open House, and check the status of their admissions application to determine any material they still need to submit to the university. Since August 2011, more than 29,000 users have registered with PiratePort.

More than 400 student submissions were received through the Research Week and Creative Activity Submission System, which was completely rewritten this past year.

ECU offers alumni e-mail accounts through a partnership with Microsoft, which makes the transition between school and professional accounts seamless. To date, nearly 8,300 alumni e-mail accounts have been created.

Currently, over 7,000 students used audience response products in their fall 2011 courses to increase engagement and interaction.

ECU runs the largest Blackboard system among the UNC campuses with 9,196 course sites in May 2012.

During the 2011-2012 academic year, 296 faculty and staff and 216 student users have created 2,070 Qualtrics surveys resulting in 134,545 responses.

ECU offers faculty, staff, and students over 400 technology-enhanced spaces; 96% of all centrally-scheduled rooms have base-line technologies.

Currently, ITCS supports two WordPress blog servers with 2,607 sites and 4,424 users.
ECU’s data storage capacity totals 1.1 petabytes, equivalent to roughly 51,200,000 trees.

Over 5,000 travel requests have been submitted through ECU’s online Travel Request System this year.

ITCS’s reporting and analysis environment, ecuBIC, contains more than 5,200 reports and over 4,100 supported users. As of spring 2012, attendance in ecuBIC courses has leveled off at just over 700.

In 2011-2012, over 500 faculty and staff attended face-to-face training led by ITCS. More than 100 sessions were offered on 18 topics including Blackboard; Respondus; Centra; Tegrity; Yammer; TurningPoint Audience Response System; WordPress/Blogs; and many more. ITCS also offers many free online training opportunities.

As a designated Microsoft IT Academy, we are able to provide the ECU community access to more than 1,400 Microsoft E-Learning modules focusing on Applications (Word, Excel, Project), Systems (Windows XP, Windows Vista), and Servers (Windows Server, Exchange, SQL). Furthermore, through the university’s grant with SAS, ECU participates in the Academic Professional Training Offer discount training program, which provides free training credits annually that can be used for hundreds of SAS courses in various formats - Live Web, face-to-face, and/or online self-paced e-learning.

During the 2011-2012 academic year, the Virtual Computing Lab (VCL) served over 6,800 reservations and over 46,000 hours. Citrix VCL servers hosted 42 applications for a total of 10,350 sessions.

Since its inception in 2004, the ACE Student Computing Support Center has received over 42,000 requests for service or support for student computers. In 2011-2012, ACE resolved approximately 5,486 service requests from students.

In 2011-2012, Centra hosted over 4,488 meetings, webinars, and discussion groups including 404 ECU courses. Centra was actively used by more than 500 of ECU’s faculty and staff members each semester, as well as more than 4,500 of its students each semester.

In 2011, 3,271 students attended the ITCS orientation “Technology-at-a-Glance” sessions, and 1,797 parents attended ITCS orientation “Computer Requirements and Recommendations” sessions.

As of summer 2012, ECU’s Yammer network had 2,500+ members and 232 groups.

In 2011, ITCS linked ECU’s Global Understanding Initiative with 42 partner universities in 28 countries via video teleconference in the Global Classroom.

During the 2011-2012 academic year, approximately 5,426 Mediasite course presentations were captured and viewed 111,368 times by multiple colleges across campus.

We refreshed over 430 campus computer lab computers in 2011-2012.

ECU has expanded its wireless access points from 670 in 2011 to currently 810 campus wide.

The IT Help Desk handled more than 51,442 service calls (via phone and online requests) during 2011-2012.

Since its launch in 2009, the Software Download Center has processed approximately 37,500 software downloads.

ITCS continues to install data ports in multiple locations bringing ECU’s total data port count near 49,475.

The ECU Web site (www.ecu.edu) averaged nearly 70 million page views this past year.