AGENDA
ECU Board of Trustees
Facilities and Resources Committee
ECHI Conference Room
July 22, 2010

I. MINUTES
   A. Facilities and Resources Committee Meeting of April 15, 2010  Action

II. ADMINISTRATION AND FINANCE
   A. Property  Action
       Request to purchase land for Dental Clinic site in Ahoskie, NC
   B. ITCS Year in Review  Action
   C. Master Plan Update  Information
   D. Major Capital Projects Update  Information
   E. Chancellor’s Residence Update  Information
   F. Designer Selections Since Last Meeting  Information
   G. Changes in Credit Card Policies  Information
   H. Other  Information
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| Responsible Person          | Vice Chancellor for Administration and Finance  
                              | Kevin Seitz                       |
| Agenda Item                 | I. A.                             |
| Item Description            | Minutes of April 15, 2010          |
| Comments                    | N/A                               |
| Action Requested            | Committee approval                |
| Disposition                 |                                   |
| Notes                       |                                   |
Trustees present included David Redwine, Chair, Robert Brinkley, Bill Bodehamer, David Brody, Ken Chalk, Bob Greczyn, Steve Jones, Carol Mabe and David Redwine (by phone). Others attending were Bill Bagnell, Chancellor Ballard, Scott Buck, Mickey Dowdy, Virginia Hardy, Bill Koch, Ron Newton, Donna Payne, and Kevin Seitz.

Mr. Redwine was delayed so the meeting was called to order at 10:15 a.m. by Mr. Tipton. He read the Conflict of Interest statement required by the State Government Ethics Act; no conflicts were reported.

University Advancement

At its February 25th meeting, the Facilities and Resources Committee approved four (4) naming proposals listed below. Having met the 30-day time delay required by policy, the Committee presents the proposals for full Board approval:

The Boddie-Noell Foundation Pediatric Cardiology Center at the East Carolina Heart Institute

The Nicholas B. and Lucy Mayo Boddie Foundation Cardiac Diagnostic Center at the East Carolina Heart Institute

Dorothy Marshall Cummings Conference Room used by nurse anesthesia students, often referred to as the anesthesia library, in the College of Nursing (room 3144)

Robert L. Jones – large classroom on 1st floor in the College of Nursing (room 1120)

The Alumni Association continues to provide great service with strong programming while making modifications to meet the changing needs and interests of our alumni. Some of the more popular events currently are net-working breakfasts and lunches.

Approximately 18 months ago the Committee granted permission to explore eventual funding for an alumni-conference center. While still a long ways from funding this project, concept plans were developed with the help of Bill Bagnell, his staff and an architect. The preliminary concept plans/drawings suggest a 30,000 sq. ft alumni-conference center including meeting rooms and a ballroom and also addressing needs of the Association and the University. Project cost of the project is $10M.
Knowing there will be no state dollars appropriated for this project, the group has been encouraged to stay in the feasibility mode, to begin working on a prospective donor list and to address the needs the facility will fulfill. The project has not yet been placed on the non-appropriated university list as a $3 - $4M gift will be needed to move the project forward.

Recent marketing ads that parallel with ECU’s five (5) strategic directions have been placed in regional periodicals including Newsweek, Time and Sports Illustrated. Also, an ad has run in The Chronicle of Higher Education providing good exposure for the university as faculty continue to be recruited. ECU will continue to get the most from its advertising and future advertising is planned for Our State, Business North Carolina, and other periodicals where greater visibility is desired.

At the end of February, campaign total crossed $166M. As of the end of the quarter, the total surpassed $170M. The Pirate Club had an exceptionally good quarter while the academic side was a bit slower.

Dr. Paul Walker who is on the Brody School of Medicine faculty and his wife Katherine are making a $500,000 gift – the largest gift in ECU’s history from a faculty member. Dr. Walker is an oncology professor and their gift will benefit the new Department of Oncology by establishing a professorship in oncology and by creating a research fund that supports clinical trials.

Mr. Dowdy asked committee members to note that Lisa Overman, his executive assistant with over 30 years of ECU service, who has worked with the committee many of those years, would be retiring May 1. Members acknowledged this achievement with a round of applause.

Administration and Finance

The Committee reviewed a request to purchase six parcels of property from the ECU Real Estate Foundation. The Foundation will purchase the property on behalf of the University. The Foundation will be reimbursed for all expenses. Mr. Buck was available for questions. Mr. Buck stated that all environmental issues were being carefully examined before a purchase was finalized. The Committee approved a motion to recommend that the full Board approve the purchase of the six parcels.

The Committee reviewed changes to the previously approved disposition of two vacant parcels located at 115 East Ninth Street and 205 East Ninth Street to the city of Greenville. The City will purchase a Fourth Street property owned by the ECU Foundation. The properties will be traded to assist the City with the development of the Intermodal Transportation Center. Mr. Buck was available for clarification. The Committee approved a motion to recommend that the full Board approve the changes.

The Committee reviewed a lease agreement for a distributed antenna system which will improve cell phone reception on campus and facilitates emergency messages
to be sent from campus to cells phones. Mr. Buck was available for questions. The Committee approved a motion to recommend that the full Board approve the lease.

The Committee reviewed elevations of the north recreation fields Phase II – boathouse. Mr. Bagnell was present for questions. The design of the boathouse was the same as the lavatory facility already on the property. The Committee approved a motion to recommend that the full Board approve the elevations.

The committee reviewed elevations of the team building at the Athletic Fields. The facility will support teams using the new complex. Mr. Bagnell was present for questions. The Committee approved a motion to recommend that the full Board approve the elevations.

A presentation on the health sciences campus way find signage was delayed until a future meeting.

The designer selection for the Dowdy Ficklen Stadium field lighting replacement and south side power upgrade design was reviewed as an information item.

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

Mr. Redwine stated his desire to have the Master Plan process to include a review and recommendation regarding the location, design and program scope for a new Chancellor’s residence. Mr. Brody asked for this project to move forward now rather than waiting for the Master Plan process. Mr. Redwine agreed and asked Mr. Seitz to provide him with the list of participants of the ad hoc committee.

The meeting was adjourned at noon.
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| Responsible Person      | Vice Chancellor for Administration and Finance  
                          | Kevin Seitz  
                          | Associate Vice Chancellor for Business Services  
                          | Scott Buck |
| Agenda Item             | II. A. Property |
| Item Description        | Purchase of land for Dental Clinic site in Ahoskie, NC |
| Comments                | N/A |
| Action Requested        | Committee approval and Board approval |
| Disposition             | |
| Notes                   | |
MEMORANDUM  
(Revised 7/16/10)

TO:  Kevin Seitz

FROM:  Scott Buck

DATE:  June 23, 2010

SUBJECT:  Request ECU Board of Trustees Approval to Purchase +/- 1.4 Acres of Land for the Dental Clinic Site in Ahoskie, N.C.

Request ECU Board of Trustees approval to purchase +/- 1.4 acres of land for the proposed +/- 7,500 SF Dental Clinic to be sited on the Roanoke Chowan Hospital campus in Ahoskie, N.C.

The land shall be purchased from the Roanoke Chowan Alliance, Inc (RCA) for the sum of $1.00. The deed is contingent on a restriction of continuous use by ECU Dental School or its assigns or subleases of the property for the provision of public, nonprofit health services or teaching purposes that are not in competition with certain services offered by RCH, its subsidiaries, successors, or assigns and for dental clinical services and dental education. Prior to closing, the property will be rezoned and a subdivision created. Adjacent to dental clinic site, it is contemplated land will be deeded to the Roanoke-Chowan Community Health Center (RCCA), a FQHC, by RCA providing synergy in dental patient referrals.

A Phase I Environmental Report revealed no environmental issues with the property.

Approvals from the State Property Office and Council of State are also required.

cc:  James Hupp, DMD, MD
    Terrance Ferovich
    Joy Wayman
    Gary Vanderpool
    Greg Chadwick
    Bill Bagnell
    Donna Gooden Payne

Bcc:  Chris Bullock (PCMH)

Attachment (Survey)
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| Responsible Person | Vice Chancellor for Administration and Finance  
| | Kevin Seitz  
| | Interim Chief Information Officer  
| | Joe Norris |
| Agenda Item | II. B |
| Item Description | ITCS Year in Review |
| Comments | N/A |
| Action Requested | Committee and Board Approval |
| Disposition | |
| Notes | |
A Message to the ECU Community

Last year proved to be a success for Information Technology and Computing Services (ITCS). We continued our strong tradition of positioning East Carolina University as one of the foremost technology leaders in our state. This Year in Review not only documents our successes but also provides insight into the challenges we face in support of a rapidly evolving and expanding university. Throughout the year, we have consciously operated in a collaborative manner to gather support for our institutional efforts to ensure alignment with the university’s vision.

The restrictive financial environment of the past year did not impede our progress. To demonstrate our value as a strategic partner, our report highlights key technology initiatives within each of the university’s five strategic goals:

- **Education for a New Century**
- **The Leadership University**
- **Economic Prosperity in the East**
- **Health Care and Medical Innovation**
- **The Arts, Culture, and the Quality of Life**

A few of our most noteworthy successes include:

- **Merging Academic Outreach with Information Technology and Computing Services**, which brought together the valuable services of both Academic Outreach and Academic Computing within ITCS, creating a cohesive team of information technology specialists. Consolidating these areas offers a centralized resource for the support of technology at ECU.

- **Upgrading student e-mail to Microsoft Outlook Live** that equips our students with an improved all-in-one e-mail system. Students now have a much larger inbox, more personalized e-mail addresses, built-in chat, and integrated “Skydrive” space for storing and sharing files.

- **Equipping the campus with an emergency-notification system** vital to communicating emergency information to students, faculty, and staff in a variety of methods over the already existing VoIP network infrastructure.

We will build upon our foundation of operational excellence by focusing on the following strategic priorities in the coming year:

- Implementation of the IT funding model
- Completion of the campus IT strategic plan
- Implementation of the new IT governance model
- Review of distributed IT resources to identify potential synergy opportunities

These strategic priorities will pave the way for the organization to focus on the following operational priorities this year:

- Integration of social networking technologies into academic and administrative services
- Faculty and staff e-mail system upgrade
- Implementation of enrollment management and student recruitment and retention applications
- Distribution of an antenna system for improved mobile services to enhance emergency notifications

With innovative technology and efficient use of resources, ITCS continues to be a driving force in meeting the goals of ECU’s strategic directions. We are looking forward to a new academic year, during which we can continue to build campus and external partnerships to support the excellence of East Carolina University.

Interim Chief Information Officer
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4 Education for a New Century
Information Technology and Computing Services plays an integral role in enabling ECU students to move up the value chain and lead a new era of global cooperation as twenty-first-century learners.

6 The Leadership University
Through our on-the-job training of student employees, online learning opportunities, faculty and staff seminars, and partnerships with fellow higher education institutions, ITCS prepares strong leaders for our state and nation.

8 Economic Prosperity in the East
Information Technology and Computing Services plays a leading role in the economic prosperity of eastern North Carolina. Infrastructure improvements of all kinds are being made to meet the needs of ECU’s education, research, and business partners.

10 Health Care and Medical Innovation
ITCS works diligently with ECU’s Division of Health Sciences and surrounding eastern North Carolina health care providers to assist with identifying, implementing, and maintaining the most effective technology solutions.

12 The Arts, Culture, and the Quality of Life
To ensure that ITCS is properly aligned to capture growth opportunities, we made important organizational changes this past year to further promote the university as an arts and cultural center, and continually enhance the quality of life of our faculty, staff, students, and alumni.

14 Information Technology by the Numbers
Globalization is making the world a more intimate place and challenging the higher education system as never before. Information Technology and Computing Services plays an integral role in enabling ECU students to move up the value chain and lead a new era of global cooperation as twenty-first-century learners. Our broad technology services, resources and tools reach all students, faculty and staff, regardless of location.

1) We administer learning platforms that provide a vehicle to deliver high quality education.

Our learning platforms – Blackboard, Moodle, Centra and Mediasite – increase access while ensuring a collaborative, interactive, and engaging learning experience for students on campus and at a distance. Both Blackboard and Mediasite were upgraded this past year to newer versions that provide additional and improved features. ECU manages the largest Blackboard system of all the UNC campuses with 6,800 course sites. Recent investments in disaster recovery and business continuity solutions provide 24x7 access with minimal disruption to students and faculty.

2) We continue to enhance our current classroom technologies and provide additional spaces that accommodate digital connections to support newer technology.

ECU boasts approximately 400 technology-enhanced rooms and spaces, including the Golden Corral Culinary Center, a state-of-the-art kitchen lab in the College of Human Ecology. We are integrating additional technologies in enhanced classrooms to further our ability to monitor and track usage of equipment. The School of Dental Medicine and Family Medicine / Monk Geriatrics Center are slated to receive technology enhancements this upcoming year.

3) We drive the Global Classroom, a state-of-the-art teaching and learning center that supports Internet-based video conferencing and other collaborative tools.

The Global Classroom expands our distance education programs and increases access to course content. The Global Classroom also provides experiences for students to interact with diverse cultures and backgrounds, to prepare students to compete in the global economy. This past year, we linked ECU’s Global Understanding Initiative with 24 partner universities in 18 different countries via video teleconference.

4) We equip students, faculty, and staff – both near and far – with Internet-based tools and software products they need to accomplish their academic, research, and business goals.

ECU’s Software Download Center provides our university community secure quick access to licensed software packages, such as the Microsoft Office suite, SPSS and SAS statistical software, and Camtasia screen-recording software, among many others. More than 14,000 software products/licenses were downloaded through the Software Download Center this past year.
Our Virtual Computing Lab (VCL) provides students access to a variety of software needed for class assignments and projects at no cost. Students choose to make a reservation or log on immediately to the VCL from any location, 24 hours a day, 7 days a week. This past year, more than 13,000 software reservations were made by ECU’s students using the Virtual Computing Lab, logging nearly 24,600 hours. Students, faculty and staff rely on our Web publishing, survey, collaboration, and file storage/sharing tools to facilitate group exchange of ideas, research, and academic work.

5) We offer ECU students reliable hardware, software, and support services through the ACE Student Computing Support Center in two locations – Main Campus and the Health Sciences Campus – throughout the academic year.

“The ACE Initiative is a collaborative effort among ITCS, Dowdy Student Stores and campus colleges and schools to aid in students’ computer selection and configuration process. ACE specializes in both Lenovo (formerly IBM) and Apple warranty repair. Students who purchase Lenovo and Apple computers through ECU Dowdy Student Stores receive special educational discount pricing. Each year during residence hall move-in weekend, ACE supplements its staff, locations, and hours of operation to provide adequate coverage for students connecting to the university network and to ensure student computers meet university security requirements to protect our network and its community of users. This past year, ACE serviced over 6,000 computer repairs.”
Today’s graduates enter an increasingly globalized world in which technology plays a vital role. They must be good communicators, as well as great collaborators. The new work environment requires responsibility and self-management, as well as interpersonal and project-management skills that demand teamwork and leadership. Through our on-the-job training of student employees, online learning opportunities, faculty and staff seminars, and partnerships with fellow higher education institutions, ITCS prepares strong leaders for our state and nation.

1) We provide our dedicated student employees with valuable educational experiences in specialized technology fields and prepare them for meaningful careers.

ITCS currently employs students in programming, hardware diagnostics and repair, Student Help Desk, administrative, and classroom technology and computer lab support positions. In these roles, our students gain valuable on-the-job experience and project-management skills they apply to future careers. In return, ITCS benefits from their shared expertise and time assisting staff in the development of Web-based applications; equipment distribution, maintenance, and repair; and customer support. Notably, one such student employee who recently earned a Bachelor of Arts in Computer Science while working with our Software Development Services team, accepted a full-time staff position with ITCS earlier this year. During his student employment, he contributed to, or developed single-handedly, several significant ecuBIC solutions that are in production today.

2) We offer flexible online learning opportunities to supplement classroom instruction and strengthen and extend staff skills.

Through our partnership with Microsoft, we are able to offer ECU students, faculty, and staff more than 1,400 hours of in-depth official Microsoft E-Learning. The course collections available focus on Applications (Word, Excel, Project), Systems (Windows XP, Windows Vista), and Servers (Windows Server, Exchange, SQL), and prepare individuals for certification exams. Our partnership with SAS enables us to enroll individuals in face-to-face courses, instructor-led Live Web sessions, or e-courses that accommodate busy schedules.

3) We collaborate with the Center for Faculty Excellence and other campus entities to offer engaging seminars on business applications and teaching and learning technologies to produce leaders in a range of fields.

Our technology specialists partner with faculty and departmental technology consultants to offer seminars demonstrating the effective use of technology to promote interactive student learning, richer classroom and research collaborations, and greater productivity in the workplace. This past year, our sessions focused on using blogs in education, building course materials in Second Life, using Centra to communicate in online courses, capturing course content using Camtasia and Mediasite, virtual computing, survey solutions, social media tools, mobile devices, using Microsoft Outlook effectively, and Web accessibility. In addition, 100 faculty from various colleges and departments attended 2009 – 2010 Quick Start to Online Teaching workshops.

“We are able to offer ECU students, faculty, and staff more than 1,400 hours of in-depth official Microsoft E-Learning.”
The 2009 Technology Think-in provided an interactive and exciting environment for faculty to network and present the latest and greatest teaching with technology techniques, while encouraging other faculty to think about ways they can enhance their courses. The 2009 Think-In featured 40 presentations given by over 80 faculty, with a total of just over 300 participants.

4) We partner with UNC General Administration (GA) and fellow higher education institutions and external organizations across the state and nation to share our expertise and collaborate on technology development.

We developed a prototype proctoring system for UNC General Administration (GA) that will allow proctor registration and a student proctor search for all UNC campuses. Furthermore, over the past year, we consulted with nine fellow universities and external agencies to provide guidance on topics including implementing VoIP technologies, specifically IP call centers; emergency response systems; and disaster recovery strategies.

We hosted visits from several North Carolina universities during which ITCS provided demonstrations and shared information about the core deployment/design and staffing of ECU’s Help Desk call center, our Mediasite implementation, technology-enhanced classroom equipment and management, Citrix, and our Centricity application. Through representation on committees such as the NCREN Member Advisory Council (MAC) Committee, NCREN Network Services Operations Committee (NSOC), MCNC Collaborative, and UNC General Administration Netstudy Committee, our highly-skilled staff share their expertise through collaborative meetings and discussion forums, contributing to statewide technology advancements.

5) We sponsor service activities that connect our university community and surrounding eastern North Carolina communities with non-profit organizations.

The ITCS Leadership Committee recently coordinated a successful Community Fair and Blood Drive that introduced ECU and the Greenville community to more than 25 non-profit organizations, including the American Cancer Society, Children’s Home Society of North Carolina, Greenville Community Shelters, Pitt County Council on Aging, Family Support Network, and the Ronald McDonald House of Eastern North Carolina at Greenville. Over 75 faculty, staff and students attended and donated 50 pints of blood. The Leadership Committee also sponsored two “Eat Smart, Move More, Weigh Less” sessions for ITCS staff this past spring. Twenty-three individuals attended each motivational session that encouraged them to make smarter choices about eating and physical activity.

“ITCS prepares strong leaders for our state and nation.”
Information Technology and Computing Services plays a leading role in the economic prosperity of eastern North Carolina. Infrastructure improvements of all kinds are being made to meet the needs of ECU’s education, research, and business partners. We stand committed to making our technology resources available to support and strengthen K-20 education in Greenville and its surrounding communities. These resources include our network, communications technologies, programs, and the expertise of our highly-skilled staff and administration.

1) We empower our university community and eastern North Carolina partners with a secure and reliable network that connects users collaborating on educational, outreach, and research initiatives.

This past year, the university network underwent software upgrades to strengthen the barrier against security attacks and provide better capabilities for end-to-end quality of service (QoS) support. Cisco Clean Access has been upgraded to the latest version to support new operating systems and provide security posture assessment to enable a more secure networking environment. Furthermore, ITCS implemented next generation fibre connectivity in the technology data center. A modular plug and play design was installed so that new server connections can easily be made with standard inexpensive cables.

2) We invest in innovative technologies that mitigate risk.

Using a Universal Volume Manager product, ITCS expanded our implementation of storage virtualization to create a multi-tiered storage system. Virtualization of storage allows ITCS to migrate data from extremely costly high performance storage to less expensive mid-tier storage when appropriate. Using storage virtualization for secondary copies of mission-critical data can potentially save the university $500k through cost avoidance. Furthermore, we are in the process of transitioning to an improved enterprise backup solution using Symantec PureDisk that will allow us to continue to protect critical university data in a cost effective manner by minimizing multiple copies of the same data.

3) We create a strong, sustainable future for the East by sharing best practices with our peers who lead, manage, and use information resources to shape strategic decisions at every level.
Through representation on conference committees such as EDUCAUSE and UNC CAUSE, we promote the intelligent use of information technology in the K-20 community, in research endeavors, and behind the scenes. This past year, our staff submitted proposals accepted for presentation at a variety of conferences, including the 2009 EDUCAUSE National Conference, 2009 Saba Summit, 2009 North Carolina Distance Learning Association Conference, and 2009 SIEC-ISBE (International Society for Business Education) Conference in Colchester England. Furthermore, in support of ECU’s leading role in distance education, our technology specialists collaborate with North Carolina’s community college system, the university system, NC Virtual Public Schools and the private sector to share best practices in online learning environments.

4) We provide the technology infrastructure to host online conferences both on the ECU campus and beyond.

As a service to the university, we managed multiple online conferences using the NING platform combined with Centra or the Global Classroom for live presentations. These online conferences provided a venue to host events that would not have otherwise been possible given our current budget situation. During the 2009-2010 year we designed and managed the conference platforms, as well as provided technical assistance. Our online conference services provided high quality, interactive conference experiences to over 500 faculty and staff on our campus and into our surrounding region. The conferences included the ECU Drive-In Conference for NACADA; ECU Community College Transfer Conference; Healing Traditions and Nursing Conference; and E-Safety Symposium.

5) We strengthen our relationships with the community and business partners

As a resource in the development and showcasing of collaborative tools and historical achievements.

This past year, we developed an online system for the Volunteer and Service Learning Center enabling administrators to manage the volunteer work of their volunteers with partner agencies. This system helps administrators report volunteer hours and manage their resources more effectively, creating strong relationships and greater value in the community.

Using technology to highlight and create learning tools centered on regional historical achievements, our multimedia specialists provided multimedia support for the WORLD ALOFT website (http://core.ecu.edu/umc/wrights), which contains a rich array of photographs, and other materials on the experiences of the Wright brothers in 1908.
Technology is a vital tool in the pursuit to deliver the best possible patient care. ITCS works diligently with ECU’s Division of Health Sciences and surrounding eastern North Carolina health care providers to assist with identifying, implementing and maintaining the most effective technology solutions. From strengthening the core infrastructure, to installing and servicing equipment, to providing timely information, ITCS has the knowledge, experience, and staff to support our region’s medical systems.

1) We collaborate with ECU’s Division of Health Sciences and surrounding eastern North Carolina health care providers to implement state-of-the-art medical technology systems to improve patient care.

We assisted Pitt County Memorial Hospital’s Health Information Services with implementing the HealthSpan electronic medical record system this past year that is improving doctors’ ability to treat and track their patients. HealthSpan is valuable in myriad ways for ECU. It improves patient care by giving doctors instant access to information about any care patients have received at UHS hospitals. The system also makes registration and scheduling easier and more efficient. HealthSpan’s educational value is also evident – the hundreds of medical students at Brody and residents training at ECU and PCMH need exposure to the latest technology available to clinicians, which the advanced HealthSpan system provides. HealthSpan allows physicians to see records of all care administered in user facilities, including prescriptions, procedures, diagnostic images and test results, and is designed to alert clinicians when they’re prescribing drugs their patients are allergic to or ordering duplicate procedures.

2) We build upon our partnerships with ECU’s Division of Health Sciences to provide advanced, unified communications technologies.

A recent telephony agreement with Health Sciences senior leadership is paving the way for a seamless voice network with a consistent dialing plan that will span the entire campus. As part of this agreement, we will leverage the Main Campus Voice over IP (VoIP) phone system, which routes an average of 38,000+ calls per day, to eliminate duplicative operations. The resulting campus voice network will be built upon the most recent software production equipment as the Communication Manager Servers, IPCC Servers (Call Centers), Meeting Place Express server, Emergency Responder, and Fax Servers were all upgraded to the latest version of their respective software suites over the past year.
Notably, once a unified campus voice network is in place, the Health Sciences campus will be able to participate fully in the university’s emergency notification system.

3) We upgrade core infrastructure equipment and install data ports in established and new medical clinics and buildings on the Health Sciences campus.

We recognize the vital need for a robust and reliable network, and consistently research and implement infrastructure upgrades and improved processes to ensure network integrity and improve network uptime. As ECU grows its enrollment and expands its campuses, ITCS equips newly-constructed buildings and clinics with data ports to provide network connectivity. This past year, we installed data ports in multiple locations – the Neurosurgical and Spine Clinic, Golden Living Center, Dental School Modular Unit, 1914 West Arlington Boulevard, and Dermatology Clinic (Washington) – on the Health Sciences Campus and in our neighboring town of Washington. These additions, along with other upgrades, have increased our deployed port count by approximately 800 ports, which brings ECU’s total data port count to approximately 33,000 for Main Campus and the Health Sciences Campus. Furthermore, we reconfigured mission-critical technology equipment – and installed 484 new workstations – in ECU’s relocated medical clinics and centers, including Brody Module C, the Golden Living Center, and Neurosurgery, accomplishing our goal of minimizing disruption to services and staff productivity.

4) We rigorously evaluate and invest in products that strengthen the university’s privacy processes and technologies.

This past year, we evaluated e-mail encryption products to identify the most effective tool to guard confidential information exchanged among our community of users, primarily those in the medical field, against the ever-increasing number of malicious attacks and privacy invasions. We purchased a product that provides a security solution that is easy for physicians and other medical personnel to use, and that facilitates the sharing of information among Brody School of Medicine doctors, ECU Physicians’ staff, patients, and external business partners through encrypted e-mail channels.

5) We deliver an exceptional level of technology support to Health Sciences Campus faculty, staff, and medical students.

“Our technology specialists respond quickly to assistance requests from faculty and staff teaching in technology-enhanced classrooms to minimize interruptions to integral instruction time. ECU medical students rely on our assistance configuring mobile devices to connect to the university network and learning the many features of these devices. We manage the Medical Student Technology Center equipped with computers and printing stations that students take advantage of to access needed software and complete coursework. Our staff also manage training facilities equipped with wireless laptops and desktop computers in the Brody School of Medicine in which thousands of health care practitioners learn the HealthSpan system and other essential technologies. We provide hardware and software troubleshooting support through in-person field visits and the use of remote connection software. Through faculty, staff and student orientations, we deliver information about our technology services, resources and tools most vital to the success of the medical community.

“Technology is a vital tool in the pursuit to deliver the best possible patient care.”
To ensure that ITCS is properly aligned to capture growth opportunities, we made important organizational changes this past year—merging Academic Outreach and Academic Computing to fully integrate technology solutions that better position ECU as a technology leader promoting the university as an arts and cultural center, and continually enhancing the quality of life of our faculty, staff, students, and alumni. Through this merger, ITCS gained management of the Global Classroom, as well as highly-skilled technology staff specializing in the development of multimedia instructional resources to complement a broad range of ECU course curricula.

1) We invest in solid technologies and strategies that ensure the safety of our faculty, staff, and students.

ITCS is committed to determining and implementing the most effective technologies and processes to improve campus safety. Most recently, we completed the indoor and outdoor notification system of 195 internal speakers located throughout all of the student residence halls and 12 strategically-placed outdoor speakers. We also installed courtesy phones in the student residence halls. The Emergency Notification Portal System was developed to provide administrators a central portal to send out campus emergency alerts. Administrators can send messages targeted to outdoor speakers, e-mail lists, LCD displays located in buildings, office IP phones, and the ECU Web site. This significantly reduces the amount of time it takes administrator’s to send out messages to each of the systems. With the full emergency-notification system now in place, the university has the ability to communicate emergency information throughout campus in a variety of methods over the already existing VoIP network infrastructure.

2) We develop high-quality multimedia resources to complement faculty instruction of future teachers and leaders.

In collaboration with instructors in ECU’s College of Allied and Health Sciences, our technology specialists are developing a series of videos demonstrating training techniques for teaching the principles needed for properly training elderly drivers. These videos highlight the Carfit Training program, which shows actual ECU students in training, and the Elderly Evaluation process, and will be integrated into two distance education courses that also feature multimedia modules based on federal highway guidelines, laws, regulations, and current research. In addition to the two distance education courses, we are developing a Web site for the Research for the Older Adult Driver Initiative (ROADI). A second multimedia project, Modules Addressing Special Education and Teacher Education (MAST), focuses on important topics in special education

“ITCS is committed to determining and implementing the most effective technologies and processes to improve campus safety.”
courses and professional development activities for teachers. These modules will include a variety of activities including videos, simulations, as well as textual information. The first module on Universal Design in Learning will serve as a prototype for approximately 40 other modules.

3) We develop tools to enhance the quality of life of our students by increasing learner access to education.

OneStop Mobile was released in early November 2009 as the first mobile-specific campus portal in the UNC system, gaining momentum during early 2010 when students returned for the spring 2010 term. Since that time, over 3,000 students regularly use OneStop Mobile to check their course grades, course schedules, schedule appointments with their adviser, access Self Service Banner, and more. This access increases the availability of information and services, thus enabling students greater flexibility and improved quality of life.

4) We promote cultural experiences for students, faculty, and staff through the availability of collaborative tools.

We offer a rich array of tools to increase collaboration and promote communication among our campus constituents and around the world. Video conferencing on the desktop and in technology-enhanced classrooms, and Web conferencing tools such as Centra increase access to people and information around the globe. Through the use of blogs, wikis, and other video streaming solutions, we are able to create an environment where communication is easy and the tools are transparent, enabling users to focus on learning and collaboration rather than the technology.

5) We inspire nontraditional and distance education students through our support of technology to enhance online teaching and learning.

We reach out to ECU’s online learning community through multiple multimedia resources that introduce students to the campus virtually and highlight the wide range of technologies available through our distance education programs. From the university’s new student e-mail system with a larger inbox and built-in chat, to lecture and presentation recordings available for viewing 24x7, to our Virtual Computing Laboratory that offers software needed to complete course projects, to our learning platforms that deliver course materials and facilitate communication between students and instructors, ITCS provides the technology our students need, when they need it, for academic success.
Information Technology by the Numbers

- Our student computer lab technicians completed more than 6,500 tickets assisting students with their computing and printing needs.
- We equipped twenty-four classrooms with new technology and we will complete twenty-six more new rooms by the beginning of the fall semester.
- The ECU Web site (www.ecu.edu) averaged 70 million page views this past year from more than 33 million visitors in 207 countries.
- During the 2009-2010 academic year, approximately 2,450 new Mediasite presentations were captured and viewed over 55,000 times by multiple colleges across campus, including College of Allied Health Sciences, College of Business, College of Nursing, College of Human Ecology, Thomas Harriot College of Arts and Sciences, and College of Education.
- ITCS trained and supported more than 50 faculty using Camtasia screen-recording software to capture course content and supplemental material during the 2009-2010 year.
- ITCS supports an average of 472 sessions monthly through Centra, the university’s virtual classroom environment, with 470 faculty accounts and approximately 10,000 students.
- ITCS is currently supporting nearly 1,000 WordPress blog users. Five hundred blogs have been created for courses, projects, and departments as a way to share information with others. ITCS technology specialists deliver information to campus through blogs focused on mobile computing, technology tips, and classroom technologies.

ITCS is currently collaborating on several pilot projects:

- **iWebfolio**, a software platform that allows students to create their own electronic portfolios. Since spring 2010, more than 800 students began using this tool, and many other units are in the process of adopting iWebfolio for electronic portfolio purposes.
- **Yammer**, a microblogging tool used by many .edu’s and fortune 500 companies around the world. ECU’s current Yammer network has 1,928 messages, 266 members and 23 groups. https://www.yammer.com/ecu.edu
- **Polleverywhere**, an Audience Response System used by students carrying cell phones for their classes at ECU. During spring semester 2010, the College of Arts and Sciences decided to make recommendations for a one clicker system to help reduce cost to the students.
- We have created a campus-wide policy Web site that will enumerate and track policies, rules and regulations through the approval, implementation and change process.
• ITCS replaced its original online survey solution with Qualtrics in March 2010. Since then, 382 surveys have been created by more than 258 users.

• ECU faculty and staff are using more than 360 SharePoint sites to organize and exchange information, share research, and collaborate on committees.

• Approximately 1,912 Web sites have been developed in ECU’s content management system, CommonSpot, by 585 contributors across the university.

• ITCS’s “Video Up” tool was used in 40 classes with more than 400 videos being converted.

• Three hundred seventy-seven technology specialists at ECU responded to approximately 45,262 Help Desk service requests through the university’s online system, TechExcel.

• This past year, IT Help Desk customer service ratings averaged 4.4 and higher on a scale of 1-5.

• 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 gas in state vehicles. Sixty percent of Tier 2 (non-Help Desk resolved) desktop support calls were resolved through remote control, phone, e-mail, or client walk-in.

• ITCS, Academic Affairs, Brody School of Medicine, Materials Management, Dell, Apple and a large number of campus departments worked collaboratively to provide ECU faculty, staff, clinics and student labs with a standardized state-of-the-art desktop workstation. Through this collaboration, approx 1780 desktop and laptop systems were acquired, installed, and configured for use at an overall cost savings of $654,073 to the university.

• To further our “green computing” efforts, we are using new technologies this year that enable us to turn off classroom systems at 11:00pm to cut down on rooms being left on while not in use overnight.

• We completed 13 Second Life projects for courses ranging a number of programs, including Business and Information Technologies Education, Sociology, Hospitality Management, and Counselor and Adult Education, among several others.

• We completed 13 Second Life projects for courses ranging a number of programs, including Business and Information Technologies Education, Sociology, Hospitality Management, and Counselor and Adult Education, among several others.

• When using the online ECU phonebook, you can find the location of a person or department by selecting the “map” icon. We have created a Google map database that includes technology-enhanced classrooms, computer labs, buildings on campus, and the location of departments and employees. Future enhancements will include directions from here to there, emergency blue lights, dining locations, parking and other important information.
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</table>
| Responsible Person | Vice Chancellor for Administration and Finance  
Kevin Seitz  
Associate Vice Chancellor for Campus Operations  
Bill Bagnell |
<p>| Agenda Item | II. C. |
| Item Description | Master Plan Update |
| Comments | N/A |
| Action Requested | No action required; information only |
| Disposition | |
| Notes | |</p>
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| Responsible Person      | Vice Chancellor for Administration and Finance  
                          | Kevin Seitz  
                          | Associate Vice Chancellor for Campus Operations  
<pre><code>                      | Bill Bagnell |
</code></pre>
<p>| Agenda Item             | II. D.                            |
| Item Description        | Major Capital Projects Update     |
| Comments                | N/A                               |
| Action Requested        | No action required; information only |
| Disposition             |                                   |
| Notes                   |                                   |</p>
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</table>
| Responsible Person | Vice Chancellor for Administration and Finance  
|                   | Kevin Seitz  
|                   | Associate Vice Chancellor for Campus Operations  
|                   | Bill Bagnell |
| Agenda Item       | II. F. |
| Issue Description | Designer Selections Since Last Meeting |
| Comments          | N/A |
| Action Requested  | No action required; information only |
| Disposition       | |
| Notes             | |
MEMORANDUM

TO: Lloyd Nobles
FROM: Kevin Seitz
DATE: April 5, 2010
SUBJECT: Bate Building Replace Steam Condensate System Designer Selection

The selection committee in Facilities Engineering and Architectural Services conducted a qualifications based selection of a Design firm for the Bate Building Replace Steam Condensate System. Three firms were recommended in prioritized order:

- AEI Affiliated Engineers, Chapel Hill, NC
- RMF Engineering, Inc., Durham, NC
- Polytech, Durham, NC

You may proceed with the next step in the process.

cc: William E. Bagnell
MEMORANDUM

TO: Mr. Kevin Seitz, Vice Chancellor Administration & Finance
FROM: Lloyd B. Nobles, Interim Director
DATE: March 31, 2010
SUBJ: Bate Building Replace Steam Condensate System Designer Selection

The selection committee in Facilities Engineering and Architectural Services conducted a qualifications based selection of a Design firm for the Bate Building Replace Steam Condensate System. The selection team recommends the following three firms in prioritized order:

AEI Affiliated Engineers
RMF Engineering, Inc.
Polytech

Chapel Hill, NC
Durham, NC
Durham, NC

The committee consisted of Mr. Gerald Stein – Project Manager, Facilities Engineering and Architectural Services, Mr. Robert Still – Utilities Project Manager, Facilities Engineering and Architectural Services and Mr. Royce Thigpen, Steam Operations Manager – Utility Services.

To the best of our knowledge and belief, all steps in this selection were conducted in accordance with requirements of the State Building Commission as they apply to the institutions of the University of North Carolina.

The existing condensate system consists of piping, valves, receiver tanks and pumps that are beyond normal equipment life expectancy and requires replacement. The system requires constant maintenance to remain operational. Any serious rupture or failure in this system would have the potential of affecting HVAC operations to the entire main campus.

If you have any questions or need additional information, please do not hesitate to call.

Cc: Mr. William E. Bagnell – AVC Campus Operations
MEMORANDUM

TO: Lloyd B. Nobles
FROM: Kevin R. Seitz [Signature]
DATE: April 23, 2010
SUBJECT: Science and Technology Building 3rd and 5th Floors Upfit Designer Selection

The Facilities Engineering and Architectural Services selection committee has recommended the following three firms in prioritized order for the Science and Technology Building 3rd and 5th Floors Upfit designer selection:

- Perkins & Will
  Research Triangle Park, NC
- SmithGroup
  Durham, NC
- BBH Design
  Research Triangle Park, NC

You may proceed with the next steps in the process.

cc: Bill Bagnell
MEMORANDUM

TO: Mr. Kevin Seitz, Vice Chancellor Administration & Finance
FROM: Lloyd B. Nobles, Interim Director
DATE: April 22, 2010
SUBJ: Science and Technology Building 3rd and 5th floor Upfit Designer Selection

The selection committee in Facilities Engineering and Architectural Services conducted a qualifications based selection of a Design firm for the Bate Building Replace Steam Condensate System. The selection team recommends the following three firms in prioritized order:

- Perkins & Will
- SmithGroup
- BBH Design
- Research Triangle Park, NC
- Durham, NC
- Research Triangle Park, NC

The committee consisted of Mr. Robert Brown – Project Manager, Facilities Engineering and Architectural Services, Mr. Lloyd Nobles –Interim Director, Facilities Engineering and Architectural Services and Mr. Ricky Hill, Interim Executive Director – Facilities Services.

To the best of our knowledge and belief, all steps in this selection were conducted in accordance with requirements of the State Building Commission as they apply to the institutions of the University of North Carolina.

The Up-fit renovation of approximately 1,600 square feet of shell space on the third floor and 3,600 square feet of shell space located on the fifth floor of the existing Science and Technology Building are to be designed and constructed into modern wet laboratories for scientific research.

If you have any questions or need additional information, please do not hesitate to call.

Cc: Mr. William E. Bagnell – AVC Campus Operations
MEMORANDUM

TO: Lloyd Nobles
FROM: Kevin Seitz
DATE: April 30, 2010
SUBJECT: Designer Selection
          Building 214 – Storage Facility

The selection committee in Facilities Engineering and Architectural Services conducted a qualifications-based review and selected the following three firms in prioritized order:

Hite Associates                            Greenville, NC
Oakley Collier Architects                 Rocky Mount, NC
MHA Works                                  Greenville, NC

You may proceed with the next steps of the process.

cc: Bill Bagnell
MEMORANDUM

TO: Mr. Kevin Seitz, Vice Chancellor
   Administration & Finance
FROM: Lloyd B. Nobles, Interim Director
DATE: April 28, 2010
SUBJ: Building 214- Storage Facility
       Designer Selection

The selection committee in Facilities Engineering and Architectural Services conducted a qualifications based selection of a Design firm for the Building 214 Storage Facility. The selection team recommends the following three firms in prioritized order:

Hite Associates
Oakley Collier Architects
MHA Works

Greenville, NC
Rocky Mount, NC
Greenville, NC

The committee consisted of Mr. Gerry Gable – Project Manager, Facilities Engineering and Architectural Services, Mr. Robert Brown – Project Manager, Facilities Engineering and Architectural Services and Mr. Ricky Hill, Interim Executive Director – Facilities Services.

To the best of our knowledge and belief, all steps in this selection were conducted in accordance with requirements of the State Building Commission as they apply to the institutions of the University of North Carolina.

Building 214 is a pre-engineered building that replaces the old Hatteras Hammocks building that burned down in May of 2007. This building is being paid for from insurance proceeds.

If you have any questions or need additional information, please do not hesitate to call.

Cc: Mr. William E. Bagnell – AVC Campus Operations
MEMORANDUM

TO: Lloyd Nobles
FROM: Kevin Seitz
DATE: June 2, 2010
SUBJECT: Designer Selection
Berk, Unstead and White Fire Sprinklers & Belk Fire Alarm

The designer pre-selection committee conducted interviews and selected the following three firms in prioritized order:

Stanford White
Sutton-Kennerly Associates, Inc.
RDK Engineers
Raleigh, NC
Greensboro, NC
Durham, NC

You may proceed with the next steps of the process.

cc: Bill Bagnell
MEMORANDUM

TO: Mr. Kevin Seitz, Vice Chancellor Administration & Finance
FROM: Lloyd B. Nobles, Interim Director
DATE: May 21, 2010

SUBJ: Designer Selection
Belk, Umstead and White Fire Sprinklers & Belk Fire Alarm
(Design)
Code: 40936 Item: 308

The designer pre-selection committee, after conducting interviews on May 20, 2010, recommends the following three firms in prioritized order:

Stanford White, Raleigh, NC
Sutton-Kennerly Associates, Inc., Greensboro, NC
RDK Engineers, Durham, NC

The committee consisted of Mr. Nicholas McKinley; Facilities Services – Engineering and Architectural Services, Mr. Paul Carlson; Facilities Services and Mr. Mark Kimball; Facilities Services.

To the best of our knowledge and belief, all steps in this selection were conducted in accordance with requirements of the State Building Commission as they apply to the institutions of the University of North Carolina.

This project is a continuation of ECU's program to provide fire sprinklers and addressable fire alarm systems in all Campus residence halls.

If you have any questions or need additional information, please do not hesitate to call.

Enclosure: Designer Advertisement Memo

Cc: William E. Bagnell
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| Responsible Person | Vice Chancellor for Administration and Finance  
Kevin Seitz  
Student Service Financial Director  
Dee Bowling |
<p>| Agenda Item | II. G. |
| Item Description | Changes in Credit Card Policies |
| Comments | N/A |
| Action Requested | No action requested; information only |
| Disposition | |
| Notes | |</p>
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