

East Carolina University

Tomorrow starts here.

ABOUT ECU

Established: 1907

Location: Greenville, NC

By the numbers

(Fall 2007)

Total enrollment: 25,990

Undergraduate: 19,767

Graduate: 5,932

Medical: 291

ECU offers 104 undergraduate degrees, 111 graduate degrees, and 63 certificates.

Highlights

ECU's newly approved dental school will admit its first class in 2011.

The East Carolina Heart Institute opened its doors in 2009. The facility contains offices and research labs for cardiologists, cardiothoracic surgeons, vascular surgeons, and scientists—as well as exam rooms, a rehabilitation center, and a 250-seat auditorium. The six-story cardiovascular tower at PCMH is the inpatient facility with operating rooms for robotic surgery, interventional labs, and 120 patient beds.

Technology Distinctions

- In June 2008, **ECU received a ComputerWorld Laureate award for its “green IT” strategies.** Through consolidation and virtualization of its information infrastructure, ECU has saved nearly \$2 million in system expenses and cost avoidance, and built a foundation for reliable, secure, cost-effective growth. In addition, the university **cut energy consumption by over 600 megawatts per year.**
- The ECU **Web site receives 5 million page views monthly.**
- ECU now **offers faculty, staff and students nearly 350 technology-enhanced classrooms** equipped with technologies such as laptops, projectors and screens, touch-screen panels, and symposiums. **High definition video conferencing and video-recording capabilities is currently being integrated** into some technology-enhanced classrooms.
- During fall 2008, **1,250 course presentations were captured and streamed using Mediasite** — a rich media recording system — **and viewed 30,270 times.**
- The **University IT Help Desk handled more than 53,624 service calls** during 2007-2008.
- During 2008-2009, the **ACE Student Computing Support Center has handled more than 5,000 service calls** thus far, providing students hardware and software support, guidance on connecting to the ECU network and general troubleshooting support.
- The university has **deployed 567 analog and IP security cameras campus wide**, with plans to add as many as 105 additional cameras.
- To better protect critical ECU computing assets, our **IT Security system identified and quarantined nearly 150 million e-mails containing identifiable triggers** that represented potentially malicious content such as spam and/or viruses.
- ECU has **expanded its wireless access points to more than 627 campus wide.** This includes all academic classrooms and many student common areas.
- ITCS has moved to a tiered storage model, **increasing total storage capacity to approximately half a petabyte.** As part of our continuing business continuity plan, this storage system is fully replicated between our two data centers.
- An **ECU YouTube channel recently launched** that houses instructional and marketing videos.



Empowering faculty and staff.

- ECU has **implemented a full-featured emergency notifications system**. In addition, ECU implemented and is expanding InformaCast, which is used as an Outdoor Emergency Notification Center.
- ITCS is **leading and participating in a number of campus-wide pilot projects** and exploring new communications technologies, such as:
 - **VideoUp**: video uploading, conversion and sharing
 - **Citrix**: provides 24x7 access to university-licensed software
 - **PiratePanel**: users request secure and non-secure Web space, manage files effectively, and set permissions to public or private (password protected)
 - **Google Local** (Google Maps): displays interactive maps with information on student computer labs and Smart Classrooms
 - **Office Communications Server 2007**: synchronous communications including instant messaging, VoIP, audio and video conferencing
 - **WordPress, Facebook, Twitter, RSS feeds and other Web 2.0 tools**: collaboration, social networking and communications
 - **Second Life**: development of a virtual ITCS Help Desk
- ECU's Blackboard environment was upgraded to 7.3. ECU now runs the **largest Blackboard system of all the UNC campuses with nearly 90,000 credit hours delivered each year**. Recent investments in disaster recovery and business continuity solutions provide 24x7 access with minimal disruption to students and faculty. Estimated Blackboard usage is at or higher than 75% for faculty and 85% for students.
- During the 2007-2008 academic year, ECU **piloted the Virtual Computing Lab (VCL) in more than 33 classes**. As a result of the very successful pilot, the VCL **infrastructure was doubled and is now in production and offered to all students**.
- ECU currently **captures approximately 250 sessions monthly through Centra** by many colleges across campus. During the spring semester of 2008, ECU provided more than 950 courses through this online environment. Currently, approximately **275 faculty members are using this tool**.
- ECU completed the implementation of all administrative systems (including Financial Systems, Human Resources, Student System and Student Financial Aid) with the SunGard Banner suite and is considered the **most comprehensive Banner implementation in the UNC system**. **More than 300,000 Banner Self Service sessions are completed monthly**.
- ECU is the **first and presently only UNC institution that has implemented an e-procurement solution** known internally as PORT (Purchase Order and Requisition Tracking).

Equipping students.

- ITCS offers CommonSpot, a content management system, campus wide for all department Web sites. Over **90% of the university's departments are using CommonSpot for Web needs, and approximately 80,000 Web pages have been created.** In fall 2008, CommonSpot was upgraded to the latest version, which includes blogs, wikis and RSS feeds.
- ITCS recently upgraded to the latest version of SharePoint, which improves integration with Office 2007. SharePoint is a well- used resource at ECU, where external **researchers can collaborate with faculty.** New **tools will enable senior leadership dashboards** and executive reporting tools.
- ITCS upgraded Perseus, its online survey research tool. Over the past year, **263 surveys have been deployed from over 176 researchers.**
- ECU's **Global Classroom currently captures 52 Mediasite recordings per week** by multiple colleges across the campus. To date, ECU's Global Classroom is **Web casting more than 853 hours of classroom content per semester.**
- In fall 2009, **ECU will outsource more than 27,000 student e-mail accounts.**
- A collaborative effort between ECU, Dell and Apple provides ECU faculty, staff, clinics and student labs with a standardized state-of-the-art desktop workstation. Last year, this **collaboration resulted in an overall cost savings of \$479,556 to the university.**
- ECU **offers Alumni e-mail accounts through a partnership with Microsoft,** which makes the transition between school and professional accounts seamless. This also provides ongoing affiliation with the university, which simplifies the reenrollment process for returning students.
- The **ECU Brody School of Medicine has partnered with Pitt County Memorial Hospital and University Health Systems to jointly implement EPIC's suite of products:** electronic medical record system (Ambulatory EMR) along with patient registration (Prelude), patient scheduling (Cadence) and patient billing (Resolute). The first ECU clinic to go into production status with the Ambulatory EMR was the Fire Tower Clinic in early February 2009. ECU's remaining clinics will be brought online over a phased approach beginning in fall 2009. The Revenue Cycle of products (Cadence, Prelude and Resolute) is scheduled for implementation in May 2009.
- In January 2009, **faculty and staff e-mail systems were upgraded** to the latest version of Microsoft Exchange, which offers the latest enterprise messaging technologies necessary for effective communication.
- ECU was the **first university in the state to implement e-mail journaling and archiving** to meet e-discovery requirements.
- ECU's Web portal, **OneStop, receives 1.7 million page views monthly.** The portal **houses more than 100 actively-used applications.**

Fulfilling our motto, “to serve.”

- During summer 2008, ITCS contracted with an external security vendor to **scan various enterprise and departmental servers as well as 2,500 workstations** to locate and identify sensitive data stored on those systems. ITCS continues to work diligently with administrators and users of these systems to remediate the identified data so that inadvertent or malicious exposure is minimized.
- ECU was the **first to implement the Banner Document Management System (BDMS; formally known as XTENDER)**, and has provided support for other UNC universities.
- **All ITCS-supported eCommerce solutions were successfully converted to a third party tool, Touchnet uPay.** ECU is no longer responsible for PCI Compliance for these solutions, significantly reducing ECU's risk and investment in support and maintenance.
- **ITCS developed a prototype proctoring system for UNC-GA** that will allow proctor registration and a student proctor search for all UNC campuses.
- **A OneStop ASK Survey System was created for surveys** that target faculty, staff, and students. The system offers the ability to create custom groups or select from a predefined list of groups derived from Banner data. The system contains integration with Banner to allow post-processing such as removing hold tags after a survey has been completed.
- **ITCS implemented a reporting environment, *ecuBIC*, that houses more than 2,400 reports and boasts nearly 2,400 distinct users.** University cost savings are significant due to no licensing costs for viewing or developing *ecuBIC* reporting and analysis solutions and no cost for in-house training. As of spring 2009, approximately 300 ECU employees have attended at least one course in the *ecuBIC* 100 – 300 curriculum. A number of others chose a course of self study via *ecuBIC* training materials—manuals, videos, etc.
- **In October 2008, ECU became a finalist in the “Best Practices in Storage” award from Storage Networking World** for “Planning, Designing, and Building a Strategic Storage Infrastructure”.
- **ITCS is working with the UNC-campus system schools on a pilot project that uses PureDisk data duplication software** to back up and replicate critical university data to an offsite facility.
- In collaboration with UNC-GA, **ITCS is implementing Shibboleth**, a multi-institutional authentication capability that allows single sign-on access across organizational boundaries. This will ultimately allow users at ECU to access resources hosted by other UNC entities via their PirateID, thus eliminating the need for an additional userid/password for those resources.