

East Carolina University

Tomorrow starts here.

ABOUT ECU

Established: 1907

Location: Greenville, NC

By the numbers (2008-2009)

Fall enrollment: 27,677

Undergraduate: 20,974

Graduate: 6,417

Medical: 286

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 **offers faculty, staff and students over 300 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 are currently being integrated** into some technology-enhanced classrooms.
- During 2008-2009, **1,250 course presentations were captured and streamed using Mediasite** — a rich media recording system — **and viewed 60,500 times.**
- The **University IT Help Desk handled more than 59,350 service calls** (via phone and online requests) during 2009-2010.
- During 2009-2010, the **ACE Student Computing Support Center has handled more than 6,000 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 academic classrooms and 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.
- ECU was the **first university in the state to implement e-mail journaling and archiving** to meet e-discovery requirements.



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 a campus-wide pilot project to explore new communications technologies, such as Office Communications Server 2007** (synchronous communications including instant messaging and audio and video conferencing) **and Live Meeting**.
- In fall 2009, ITCS **implemented PiratePanel, an application that allows users to request secure and non-secure Web space**, manage files effectively, set permissions to public or private (password protected), and even create a WordPress blog. Through PiratePanel, **more than 500 student Web sites and nearly 700 blogs were created during the 2009-2010 academic year**.
- ECU's Blackboard environment was upgraded to version 8 in December 2009. ECU runs 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. During spring semester 2010, ECU's Blackboard site received on average 1.5 million page views weekly.
- 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. **In 2009, the VCL infrastructure moved to ECU's data center. During the 2009-2010 academic year, the VCL served over 12,800 reservations and over 24,000 hours.**
- ECU is currently supporting, on average, **472 sessions monthly through Centra**, ECU's virtual Classroom environment. During the spring semester of 2010, 174 courses were held in this online environment. Currently, approximately **470 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 the only UNC institution that has implemented an e-procurement solution** known internally as PORT (Purchase Order and Requisition Tracking).
- ECU has **updated its Google map** to show the location of all campus buildings on both Main Campus and Health Sciences Campus (including photographs), as well as computer lab and technology-enhanced classrooms location and availability, and location of emergency "blue lights" on campus.
- ECU's Web portal, **OneStop**, receives **1.7 million page views monthly**. The portal **houses more than 100 actively-used applications. ECU's Sophomore Survey, available via OneStop, recently concluded with almost 92% of eligible students taking the survey**. Two key OneStop technologies helped reach that mark, an easy-to-use survey, and a message center that allows administrators to post pop-up messages within OneStop to targeted groups of students. **OneStop's new Travel System (currently in pilot mode) will replace the current paper-based travel forms.**

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 **implemented a new SharePoint tool, Nintex Workflow, that can simplify and speed workflow** processes. Users can set up workflows easily through a Web browser and aren't required to know any programming languages or install any additional software. An **integrated LazyApproval feature allows users to reply to workflow e-mails that will cause the workflow to continue on without users having to visit the SharePoint site**. SharePoint is a well-used resource at ECU, where external researchers can collaborate with faculty.
- ITCS recently **replaced its online survey research tool with Qualtrics**, a more advanced tool that now allows all ECU faculty, staff, and students to develop and administer online surveys. Since March 2010, more than 500 surveys have been created using Qualtrics.
- ECU's **Global Classroom currently captures 60 Mediasite recordings per week** by multiple colleges across the campus. To date, ECU's Global Classroom is **Web casting more than 900 hours of classroom content per semester**.
- In summer 2010, **ECU will outsource more than 42,000 student e-mail accounts including currently enrolled and prospective students**.
- 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 re-enrollment process for returning students. To date, **nearly 4,800 alumni e-mail accounts have been created**.
- 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.
- ECU **implemented iWebfolio, an electronic portfolio management system, in spring 2010**. Approximately 800 students have created an online portfolio using this newly-adopted tool with more students coming on board in fall 2010.
- In October 2007, **ECU launched its virtual campus in Second Life (SL)**, the 3-D virtual reality program, to enhance communication and academic experiences for students and faculty. This initiative has been well received – **in April 2010, nearly 185 ECU SL members participated in online events, and five new class sections were added**.
- In spring 2009, ECU **digitized its previously printed phone book**, making departmental phone numbers quicker and easier to find. Mailstop and fax numbers were also recently added.
- During 2009-2010, ECU **supported more than 2,100 Moodle users in approximately 100 courses**. Moodle also integrates into the 3-D virtual environment Second Life through a module known as Sloodle, which intertwines two different software packages. ITCS is investigating immersive environments as a solution for interactive course material delivery.

Fulfilling our motto, “to serve.”

- As part of an ongoing effort to embrace the university’s mission of “service,” ITCS **sponsored a Community Service Fair and Blood Drive** in April 2010 for ECU students, faculty, staff and the community. More than 20 local volunteer service agencies provided volunteer opportunity information to over 80+ participants.
- 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; formerly known as XTENDER)**, and has provided support for other UNC universities.
- ITCS is **collaborating with UNC schools to create and implement a UNC School System Information Security Policy Manual** to provide unified security standards across the UNC System.
- **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’s reporting and analysis environment, *ecuBIC*, houses more than 3,400 reports and boasts nearly 3,000 supported users.** In April 2010, the number of executions exceeded 765,000, and returned nearly 36,000,000 rows of information as input to decision-making processes at all levels of the university. As of spring 2010, approximately 365 ECU employees have attended at least one in-house training course in the *ecuBIC* 100 – 300 curriculum. A number of others chose a course of self study via 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.