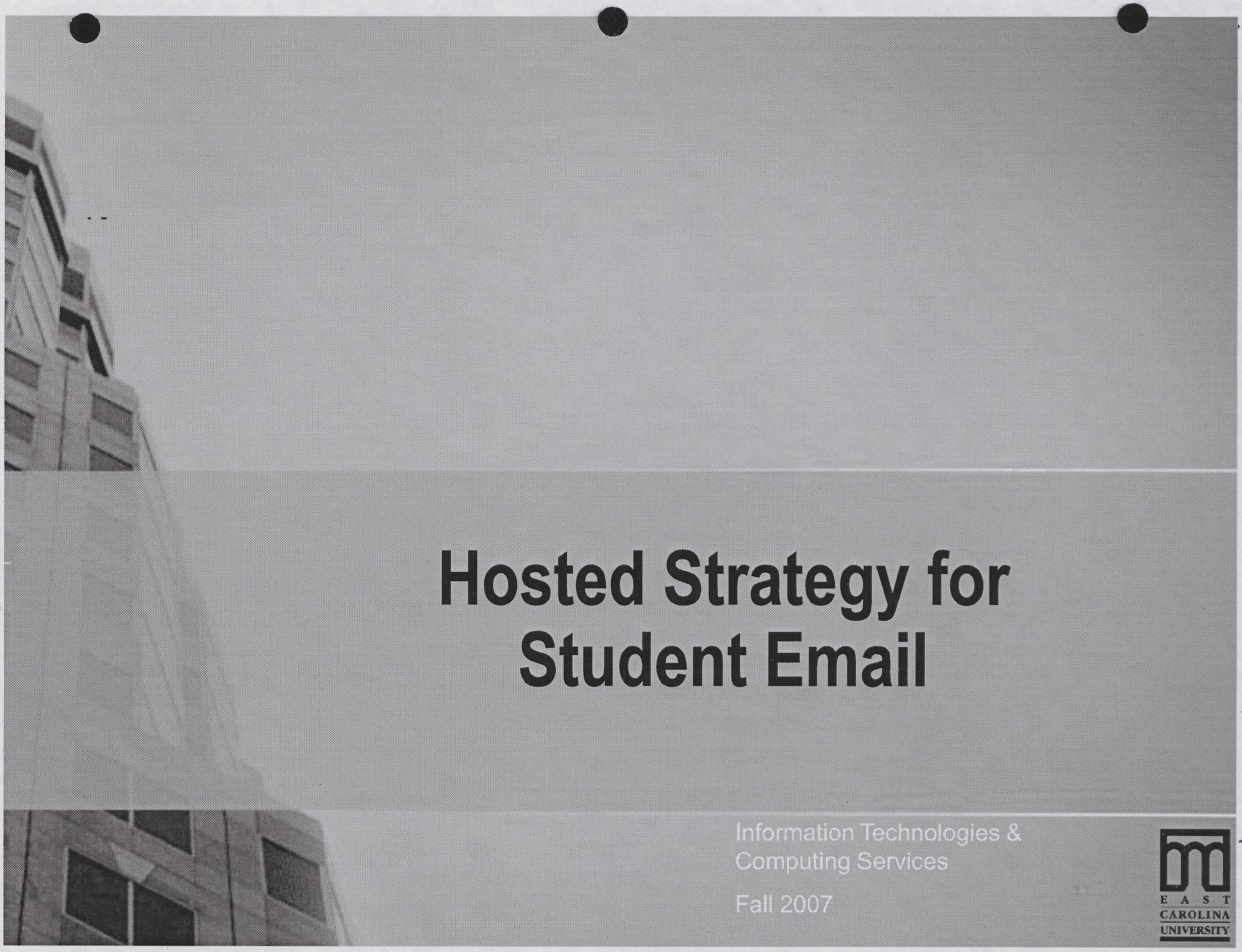


Hosted Strategy for Student Email

Information Technologies &
Computing Services

Fall 2007

EAST CAROLINA UNIVERSITY

14-67

Current Student Email Offering

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

EAST CAROLINA UNIVERSITY

Senior Survey Spring 2006

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

Inbox – 97%
Contacts – 41%
Personal Folders – 26%
Web-based – 23%
Calendar – 19%
Public Folder – 11%
Tasks – 9%
Rules – 5%
IMAP – 5%

EAST CAROLINA UNIVERSITY

Hosted Offering
Microsoft Live @ edu

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

EAST CAROLINA UNIVERSITY

Hosted Offering
Microsoft Live @ edu

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

EAST CAROLINA UNIVERSITY

Hosted Offering
Microsoft Live @ edu

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

EAST CAROLINA UNIVERSITY

Windows Live @ edu

- Additional Features

Windows Live - Microsoft Internet Explorer provided by East Carolina University

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

Yahoo! Search

File Edit View Favorites Tools Help

Google Go Bookmarks Check Settings

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

Windows Live

Page Tools

East Carolina by Windows Live

Home Mail Spaces OneCare Contacts Web

draker@alumni.e... Sign out

Save Cancel

Options

You

All contacts (2)

Today

Mail

Contacts

Calendar

Stay in touch

Switch to classic

Privacy Statement

Edit contact details

First name

Last name

Nickname

Personal Information

Personal e-mail

Windows Live ID

Use this address with Windows Live Messenger

Home phone

Mobile phone

Home address

City

State/Province

ZIP/Postal code

Country

Business Information

Company

Work e-mail

Work phone

Pager

Fax

Work address

City

Contacts

Internet

100%

Windows Live - Microsoft Internet Explorer provided by East Carolina University

http://by111w.bay111.mail.live.com/mail/calendar.aspx

Yahoo! Search

File Edit View Favorites Tools Help

Google Go Bookmarks Check Settings

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

Windows Live

Page Tools

East Carolina

Home Mail Spaces OneCare

draker@alumni.e... Sign out

Options

New Print View 1 Day 7 Week 31 Month 365 Year Day View

Mail
Contacts
Calendar
Today

October, 2007

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

Today is: Monday, Oct 22

Sharing
Share your calendar with friends and family!

Manage Shared Calendars

Tasks

Reminders

Notes

Monday, October 22

My calendar **Shared calendars**

All Day

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

© 2006 Microsoft | Privacy | Legal

Help Central | Account | Feedback

Internet 100%

Windows Live - Microsoft Internet Explorer provided by East Carolina University

http://www.live.com/?wa=wsignin1.0

Yahoo! Search

File Edit View Favorites Tools Help

Google Go Bookmarks Check Settings

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

Windows Live

Page Tools

Windows Live

ECU Email

Ray (Start over) | Sign out

Add stuff

Options | What's new | Search only

Basics | Entertainment | News | Sports | New page | + Add a page | Share

Weather Forecasts Edit

Greenville, NC: 63°F, Clear

Monday	Tuesday	Wednesday	Thursday
83° / 65°	85° / 65°	83° / 59°	78° / 63°

Powered by: Foreca

Mail Edit

Compose | Inbox | Calendar | Contacts

Xing Xing: Your access details	Today 9:37 AM
Xing Your personal Xing newsletter on 19 Oct 2007	Oct 18 7:59 PM
David Cottle Re: FW: LDAP Implementation on project list	Oct 18 10:00 AM
Windows Live Spaces Welcome to Windows Live Spaces	Oct 4 11:29 PM
Xing Xing: Your platform for successful networking	Oct 4 11:07 PM
mywebsummary@zoominfo.com Welcome To ZoomInfo!	Oct 4 11:07 PM
Alumni Welcome ECU Alumni Account	Apr 10 3:22 PM

Alamance Live Scanner RSS...

USATODAY.com College Sp... Edit

- Former Duke lacrosse coach Pressler sues school [more]
- Yoculan to retire in '09 after 25 years with Georgia gymnastics [more]
- Ball State gets two-year probation for NCAA violations [more]
- Nebraska turns to ex-coach Osborne as interim AD [more]
- Faculties examine role in big-school athletics [more]

Read all

MSNBC.com: U.S. News Edit

- Cheney: 'We will not allow' Iran nukes [more]
- Winds whip Southern Calif. fires [more]
- Republicans clash: Who is most conservative? [more]
- Overconfidence worries Democrats [more]
- Warming killing New England's fall hues? [more]

Read all

CNET News.com Edit

- US Army orders more PackBots [more]
- Gossip sheet: Should we expect news from Facebook this week? [more]

User configurable

http://mail.live.com/?rru=getmsg?msg=3d608889-e1b8-4c27-afe2-00d8a23ebe7a

Internet 100%

East Carolina
by Windows Live

Mail | Web

draker@alumni.e...
Sign ou

Home | Mail | Spaces | OneCare

New | Reply | Reply all | Forward | Delete | Junk | Move to | Options

Check mail

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

- Today
- Mail
- Contacts
- Calendar

get your e-mail to go
Try it today.

Switch to classic

Privacy Statement

Sort by Date

Windows Live Spaces Welcome to Windows Live Spaces	10/05/07
Xing Xing: Your platform for successful n...	10/05/07
mywebsummary@zoominf... Welcome To ZoomInfo!	10/05/07
Alumni Welcome ECU Alumni Account	4/10/07

Messages 1 - 4 of 4

Welcome to Windows Live Spaces

Full message view

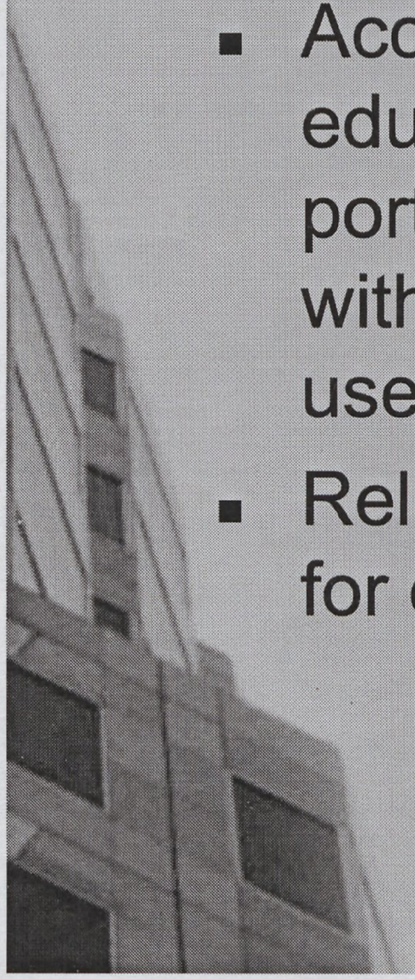
From: **Windows Live Spaces**
(WindowsLiveSpaces@microsoft.com)
Sent: Fri 10/05/07 3:29 AM
To: draker@alumni.ecu.edu

Windows Live™ Spaces

Welcome to Windows Live(tm) Spaces! Here's the
0003400183d26feb:
http://cid-0003400183d26feb.spaces.live.com
You can also access your space from a mobile dev
http://cid-0003400183d26feb.mobile.spaces.li
You can share these addresses with your friends a
happening in your life.
If you haven't fully customized your space yet, it's

- **Change the look**
  Select the colors, layout, and theme for yo
  Customize your space
- **Add what you want**
  Add lists, photos, a blog, and more, and th
  reposition them on your space.
  Add to your space

University Exchange Account



Pros

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

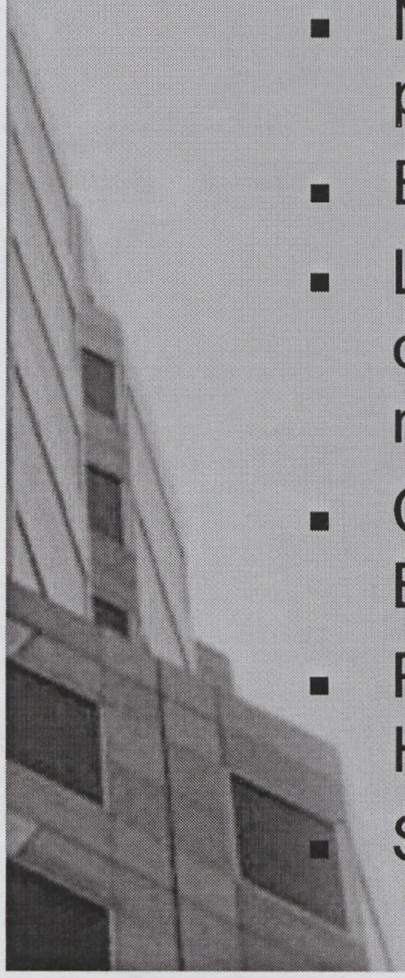
Cons

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

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

EAST CAROLINA UNIVERSITY

Microsoft Live @ edu



Pros

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

Cons

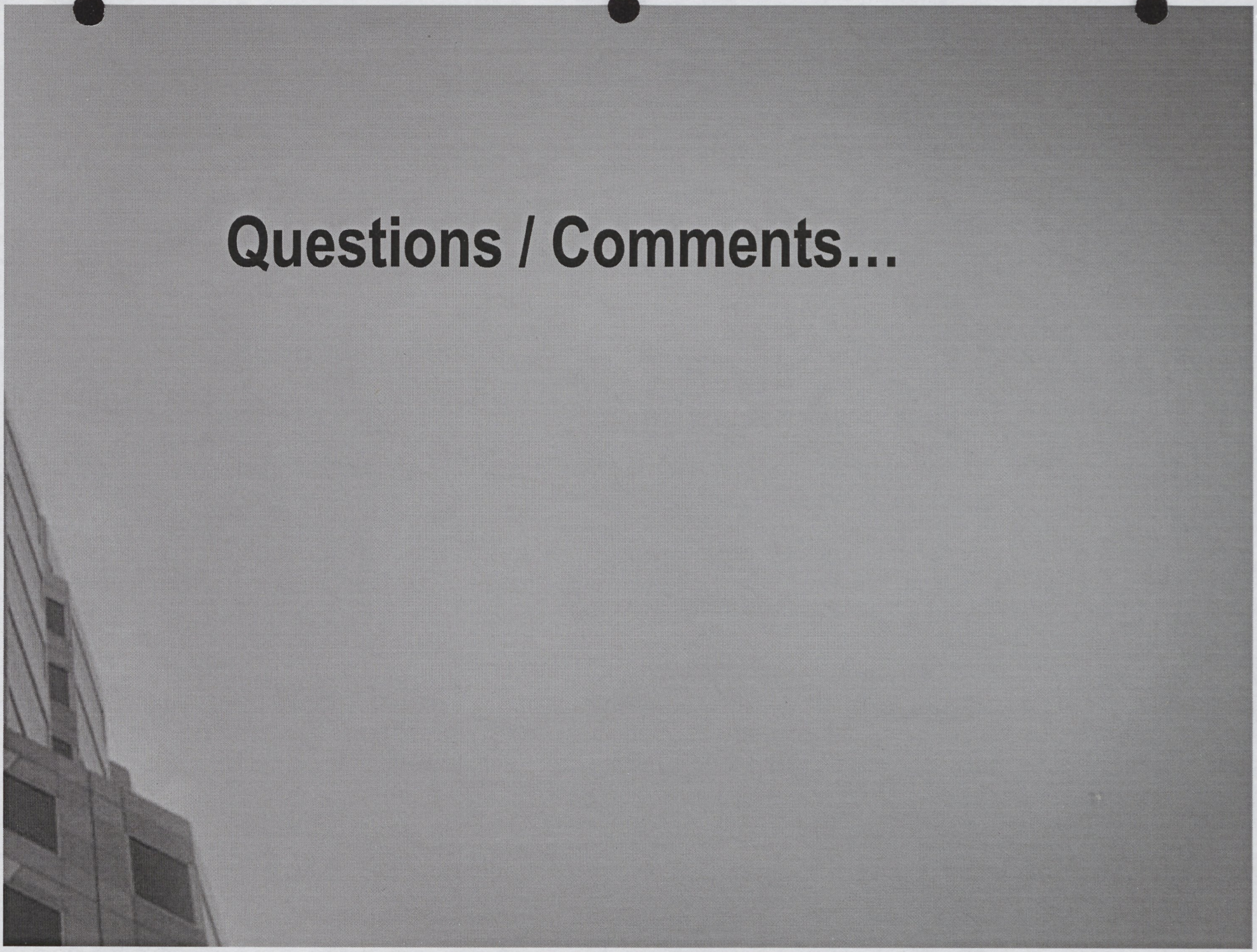
- Must login every 120 days to keep inbox messages
- Multiple/separate accounts
  - 1 - Email ID
  - 2 - PirateID
- Student email address changes

EAST CAROLINA UNIVERSITY

To be done…

- Discussions with SGA, IRCC
- Letter of support from SGA
- Support from IRCC
- Implementation Committee

  (SGA, Faculty, Admissions, Registrar, BSOM, Technical Staff-ITCS/Distributed IT)
- Commitment by November 2007

EAST CAROLINA UNIVERSITY

Questions / Comments...