

ACUTA Survey on Voice and Emergency Systems

Developed by the ACUTA Corporate Liaison Committee

The ACUTA Corporate Liaison Committee (CLC) developed this survey on voice and emergency systems to obtain a current view of ACUTA's institutional members' status in these areas. The survey was sent to institutional primary/voting members on May 4, 2010 and the results were compiled on May 21, 2010. A 19% response rate was received. The raw data from the survey is below. Please contact Amy Burton, ACUTA's Manager of Membership Marketing and Corporate Relations, at aburton@acuta.org or (859) 278-3338 x240 with any questions.

Voice Services

1) What model do you currently use to deliver telecom/voice services?

Centrex: 15 (12%)
IP Hosted: 1 (1%)
Premise based VoIP: 26 (21%)
Premise based TDM: 46 (37%)
Premise based hybrid: 50 (40%)

Follow-Up: What is the approximate % that is currently VoIP? (*individual answers were grouped into the following parameters for reporting purposes*)

- 1) 1-5%: 20
- 2) 6-10%: 9
- 3) 11-15%: 5
- 4) 16-20%: 2
- 5) 21-30%: 4
- 6) 31-40%: 1
- 7) 41-50%: 3
- 8) 51-100%: 4

2) Who is your current telecom/voice services vendor?

- 1) Avaya (includes Avaya/Nortel and Avaya/NACR answers): 21
- 2) Cisco: 16
- 3) Nortel: 13
- 4) Verizon: 13
- 5) AT&T: 13
- 6) NEC: 13
- 7) Siemens: 6
- 8) PAETEC: 4
- 9) Mitel: 4
- 10) Aastra: 4
- 11) Qwest: 3
- 12) Shared Technologies: 3
- 13) Black Box: 3
- 14) Integra Telecom: 3
- 15) Time Warner Telecom: 2
- 16) Bell Canada: 2
- 17) CenturyLink: 2

Companies answered by single individual: TriNet Systems, Ericsson, ADVIA Comm., Primus Canada, TELUS, Rogers, I.T., TDS Metrocom, Alcatel-Lucent, Tadiran, Altura Comm., Hawaiian Telcom, Sprint, Broadview, IPC, Liquidspoke, ShoreTel, IPCelerate, Frontier, Level 3, Telcomve, Asterisk, Windstream Comm., Interactive Intelligence, TAC Centre

3) Are you planning any changes to your current telecom/voice service offerings?

No changes Planned: 64 (51%)
Yes - Rebid service/system: 14 (11%)
Yes - Other changes planned: 48 (38%)

Follow-Up: Please note other changes here:

- 1) Upgrade software to current release
- 2) Hybrid service, primarily to off-campus locations.
- 3) Migrating to unified messaging, unified communications, and VoIP

- 4) Investigating cellular charges and ways to control
- 5) Looking at piloting VoIP solutions
- 6) Upgrades to support call center applications
- 7) Currently migrating to VoIP
- 8) Upgrade PBX, Upgrade ACD
- 9) Moving inbound from Verizon to PAETEC
- 10) Looking at a pilot VoIP program
- 11) Migrating from Centrex to open source VoIP
- 12) Move to a VoIP system
- 13) Building mixed Avaya PBX & MC OCS system
- 14) Will look at other vendors when it is time to upgrade the PBX
- 15) Plan to move forward with Avaya and change out other voice services upon requests
- 16) Continuing roll out of VoIP
- 17) VoIP migration and voice mail
- 18) Continued VoIP conversion
- 19) Second demarcation point on campus
- 20) Microsoft OCS, low end SIP devices, mobility
- 21) Migrate to VoIP, Fixed Mobility Convergence
- 22) Upgrading fiber switch to VoIP backbone
- 23) Migrate to Cisco IPT over the next 5-7 years
- 24) Gradual migration to Cisco VoIP
- 25) Upgrade systems/replace VM
- 26) Small carrier circuit reduction resulting from removing residence hall phones
- 27) SIP trunking
- 28) Major upgrade to Aastra MD110
- 29) Develop hybrid approach
- 30) Upgrade, replacement, linking office
- 31) Beginning VoIP planning
- 32) Conversion from Centrex nearly complete, enhanced services to follow conversion project
- 33) VoIP
- 34) Some UC and IP
- 35) Replace legacy system with open source IP
- 36) Expansion to handle additional buildings
- 37) Systematic migration from NEC to Cisco
- 38) New acquisition
- 39) Upgrade system and add VoIP
- 40) Investigating options
- 41) Migrating to VoIP services with Interactive Intelligence
- 42) Eliminate NEC (end of life) and replace with Cisco
- 43) Increase VoIP penetration
- 44) Slow transition to cellular
- 45) Continuing to displace Ericsson with Cisco
- 46) Replace Octel with unified messaging we own
- 47) Move to VoIP

4) If changes are planned, what is the timeframe?

Within the next year: 23 (31%)
 Within 1-3 years: 35 (47%)
 More than 3 years: 17 (23%)

5) Please let us know what messaging application your institution offers/supports:

Standard Voicemail

Currently Have - 118	(95%)
Plan to Purchase w/in 1 yr - 2	(2%)
Plan to Purchase 1-3 yrs - 2	(2%)
Plan to Purchase in more than 3 yrs - 1	(1%)
No Plans to Purchase - 1	(1%)

Voicemail to E-mail

Currently Have - 68	(58%)
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Plan to Purchase w/in 1 yr - 11	(9%)
Plan to Purchase 1-3 yrs - 13	(11%)
Plan to Purchase in more than 3 yrs - 5	(4%)
No Plans to Purchase - 21	(18%)

Instant Messaging

Currently Have - 54	(47%)
Plan to Purchase w/in 1 yr - 4	(3%)
Plan to Purchase 1-3 yrs - 12	(10%)
Plan to Purchase in more than 3 yrs - 3	(3%)
No Plans to Purchase - 42	(37%)

Presence

Currently Have - 22	(20%)
Plan to Purchase w/in 1 yr - 16	(14%)
Plan to Purchase 1-3 yrs - 18	(16%)
Plan to Purchase in more than 3 yrs - 6	(5%)
No Plans to Purchase - 50	(45%)

Messaging Web Interface

Currently Have - 32	(29%)
Plan to Purchase w/in 1 yr - 15	(14%)
Plan to Purchase 1-3 yrs - 13	(12%)
Plan to Purchase in more than 3 yrs - 8	(7%)
No Plans to Purchase - 43	(39%)

6) Please let us know what other applications your institution offers/supports:

Fixed Mobile Convergence

Currently Have - 17	(16%)
Plan to Purchase w/in 1 yr - 7	(7%)
Plan to Purchase 1-3 yrs - 24	(23%)
Plan to Purchase in more than 3 yrs - 7	(7%)
No Plans to Purchase - 51	(48%)

Soft Phones on Campus

Currently Have - 45	(40%)
Plan to Purchase w/in 1 yr - 13	(12%)
Plan to Purchase 1-3 yrs - 15	(13%)
Plan to Purchase in more than 3 yrs - 5	(4%)
No Plans to Purchase - 35	(31%)

Soft Phones Remote

Currently Have - 36	(33%)
Plan to Purchase w/in 1 yr - 14	(13%)
Plan to Purchase 1-3 yrs - 15	(14%)
Plan to Purchase in more than 3 yrs - 3	(3%)
No Plans to Purchase - 41	(38%)

Desktop Video Conferencing

Currently Have - 50	(45%)
Plan to Purchase w/in 1 yr - 11	(10%)
Plan to Purchase 1-3 yrs - 15	(14%)
Plan to Purchase in more than 3 yrs - 9	(8%)
No Plans to Purchase - 25	(23%)

Video on Demand to Student Rooms

Currently Have - 10	(10%)
Plan to Purchase w/in 1 yr - 3	(3%)
Plan to Purchase 1-3 yrs - 14	(13%)
Plan to Purchase in more than 3 yrs - 6	(6%)

No Plans to Purchase - 72 (69%)

Audio Conferencing

Currently Have - 109 (91%)

Plan to Purchase w/in 1 yr - 3 (2%)

Plan to Purchase 1-3 yrs - 2 (2%)

Plan to Purchase in more than 3 yrs - 1 (1%)

No Plans to Purchase - 5 (4%)

Emergency Systems

7) What methods of emergency notification do you currently use?

Cellular Text: 118 (94%)

Cellular Voice: 76 (61%)

E-mail: 119 (95%)

Campus Voicemail: 79 (63%)

Electronic Signage: 36 (29%)

Loud Speakers/Paging: 56 (45%)

Sirens: 42 (34%)

Instant Messaging: 19 (15%)

Campus Phones: 71 (57%)

Webpage: 85 (68%)

Call-In Hotline: 41 (33%)

On-Screen Pop-Up: 17 (14%)

Other:

- 1) Hosted mass notification system
- 2) Home phones
- 3) IPTV message
- 4) Text to IP phone displays
- 5) Will begin cellular text soon
- 6) Building runner to notify those present
- 7) EAS over cable TV - scrolling text and voice
- 8) Twitter
- 9) Looking into on-screen pop-up
- 10) Text and audio on campus IP phones
- 11) Scroll on TV
- 12) Reverse 911 - ConnectED
- 13) Lite web page
- 14) CATV messaging
- 15) Building coordinators-assist in notification/evacuation
- 16) Emergency Alert System (EAS) on cable television
- 17) CATV

8) What type of emergency messaging system does your campus currently use?

Hosted: 107 (86%)

On-Site: 33 (26%)

No Current System: 1 (1%)

Other:

- 1) Combination of hosted and on-site
- 2) Combination hosted and on-site (multiple systems)
- 3) ConnectED
- 4) We host digital signage and beacons, but SMS is hosted offsite.

9) Who is your current emergency messaging/notification vendor?

- 1) Blackboard (aka Blackboard Connect & ConnectED): 30
- 2) e2Campus (aka Omnilert): 19
- 3) Rave Mobile Safety (aka Rave Wireless): 8
- 4) Everbridge: 6
- 5) MIR3: 6
- 6) NYS Alert (NY State): 6
- 7) In-House: 4

- 8) Send Word Now: 3
- 9) Inspiron: 3
- 10) Singlewire: 3
- 11) Alertus: 2
- 12) WARN: 2
- 13) Cooper Notification: 2
- 14) CityWatch: 2
- 15) Twenty-First Century: 2
- 16) Federal Signal: 2
- 17) WENS: 2
- 18) Verizon: 2
- 19) Monroe: 2
- 20) InformaCast: 2

Companies answered by single individual: Dell AlertFind, Datatel, DPS, School Messenger, CampusEd, Alert Now, Extreme Mobile, High Ground Solutions, Amcom, Campus Call, MIS, Informz, SIREN, Code Red, Visix, Varolii, First Call, Ramtel, Avaya, NotiFind, Bradford, Alert U, Communicator NXT, Telserv, Fourwinds, EsnaTech, Aastra

10) Are you planning any changes to your emergency notification system?

- | | |
|--|-------|
| No changes Planned: 70 | (56%) |
| Yes - Rebid service/system: 11 | (9%) |
| Yes - Planning to add notification methods: 30 | (24%) |
| Yes - Other changes planned: 14 | (11%) |

Follow-Up: Please note other changes here:

- 1) Expansion
- 2) Integration of existing systems
- 3) Expansion of SIP speakers on campus
- 4) Working to add cellular texting
- 5) Moving to Rave 0 ties to Banner
- 6) Set-up emergency operations center
- 7) Paging using key fops via American Paging - trial only for now
- 8) Possible rebid of SMS and unification of notification methods
- 9) Subject to review at all times
- 10) Redundant servers
- 11) Adding digital signage and pop-ups
- 12) Adding IP speakers
- 13) RSS feeds to main college website, possible voice calling to cell phones and loud speaker system

11) If you marked “Yes: Planning to add notification methods” above, please indicate below what you are planning to add:

- | | |
|----------------------------|-------|
| Cellular Text: 5 | (11%) |
| Cellular Voice: 4 | (9%) |
| E-mail: 6 | (13%) |
| Campus Voicemail: 2 | (4%) |
| Electronic Signage: 13 | (28%) |
| Loud Speakers/Paging: 16 | (35%) |
| Sirens: 4 | (9%) |
| Instant Messaging: 8 | (17%) |
| Campus Phones: 9 | (20%) |
| Webpage: 2 | (4%) |
| Call-In Hotline: 1 | (2%) |
| On-Screen Pop-Up: 13 | (28%) |
| Reviewing Alternatives: 14 | (30%) |

Other:

- 1) Investigating options to see what makes sense
- 2) Audio broadcasting via IP speakers and speakerphones
- 3) Cable TV emergency alert system
- 4) Set-up emergency operations center
- 5) Radio paging - key fops
- 6) Exterior strobe lights
- 7) Desktop messenger

- 8) Subject to review at all times
- 9) RSS feeds to main campus website
- 10) CATV

12) If changes are planned to your emergency notification system, what is the timeframe?

Within the next year: 34 (58%)
 Within 1-3 years: 23 (39%)
 More than 3 years: 2 (3%)

Future Projects

13) Please list the top three projects that you hope to implement, in any area, and please state timeframes, if available (1 yr, 2-3 yrs, 3+ yrs):?

****Broken down first by individual responses and then by timeframe**

- 1) Email archive (2-3 yrs); Exchange 2010 (1 yr); Storage upgrade (1 yr)
- 2) E-911 PS/ALI (1 yr); SIP trunking & stations (2-3 yrs); UC (3 yrs)
- 3) VoIP to off-campus locations this year; Just installed AVST CallXpress - roll out unified messaging, presence, fax server this fiscal year; Upgrade telephone system (3+ yrs)
- 4) Upgrade voice system; SIP trunking; Modular messaging
- 5) Elimination of student voice and voice mail services (1yr); Additions to emergency notification system (1yr)
- 6) Replace 911 system (1yr); Replace voice mail system (1-2 yrs); Telecommuter environment (1 yr)
- 7) Broadcast over speaker phones (1 yr)
- 8) Contact center replacement (6 mths); Centralized fax services (1-2 yrs); Identity management (ongoing)
- 9) Core network upgrade to 10gig; Gig to desktop in research areas
- 10) Virtual labs for our students (1-3 yrs); Design and build SIP infrastructure (1 yr); Unified communications (1-3 yrs)
- 11) Redundancy of servers (2-3 yrs); Call center applications (2-3 yrs); Video conferencing (3+ yrs)
- 12) VoIP; Unified mail; Message web interface
- 13) Complete VoIP migration
- 14) Continued VoIP rollout; Switchboard auto attendant
- 15) Presence (1 yr); Mobility (1 yr)
- 16) More automated notifications to more devices (1 yr); Unified messaging (1 yr)
- 17) SIP trunking (1 yr); SIP phone applications (1 yr); Upgrade more lines to VoIP
- 18) Windows 7 - college wide (6 mths); VMWare view (4-6 mths); Hybrid phone system replace/upgrade (1 yr)
- 19) Campus phones/speakers (2-3 yrs); Signage (3-4 yrs); Other vectors (4-5 yrs)
- 20) Security camera expansion (1 yr); Wireless 802.11n upgrades (1 yr); VoIP upgrades (2-3 yrs)
- 21) Complete VoIP rollout in Providence (3+ yrs); Upgrade call manager in Charlotte (1 yr); Move to stipend model for cellular devices (1 yr)
- 22) Voice mail (2-3 yrs); VoIP (1 yr); Unified messaging (2-3 yrs)
- 23) Network upgrades (1 yr); VoIP conversions (1 yr); Student information system reimplementation (1 yr)
- 24) Microsoft OCS; Rave; New calendaring system
- 25) Digital signage (1 yr); Microsoft Exchange e-mail (hosted for students, premise for employees) (1 yr); Fixed mobile convergence (1 yr)
- 26) Refresh station cable in 3 buildings; Install new work order and inventory database; Upgrade network firewall and wireless controller
- 27) Set-up emergency operations center (1 yr); Assign staff to handle emergency communications (1 yr); Add sirens, public address (1 yr)
- 28) Implement UC options (1 yr); Offer mobility or FMC to faculty/staff (1 yr)
- 29) Replacement of our Nortel CS1000 PBX (1-2 yrs); Conversion of remainder of TDM lines to VoIP (2-5 yrs); Fixed Mobile Convergence (2-3 yrs)
- 30) Hybrid PBX/VoIP (3+ yrs)
- 31) More wireless
- 32) Integrated messaging; SIP trunking
- 33) Continued expansion of VoIP (3 yrs); DAS - in phased process (3 yrs); Improved power, network, and fiber backbone redundancy (ongoing)
- 34) Upgrade PBX; Replace VM; Add to in-building cellular service
- 35) "n" wireless upgrade (2 yrs); Emergency notification system replacement (1 yr); Dorm jack preventive maintenance program (1 yr)
- 36) New SMS system (1-2 yrs); Unification of notification methods
- 37) Outdoor strobe lights (1 yr); On-screen pop-up message (1 yr)

- 38) Voice system refresh (1 yr); Voice recognition (2 yrs); Outgoing caller ID for long distance (1 yr)
- 39) VoIP mobility: Smartphone application; Presence; Video Telephony
- 40) VoIP deployment (1-3 yrs)
- 41) Upgrade voice mail system (1 yr)
- 42) Upgrade Aastra MD110 phone system (1-2 yrs); Upgrade Cisco phone system SW (less than 1 yr); Replace Telemanagement/billing system (2-3 yrs)
- 43) VoIP (1 yr); Unified messaging (1 yr); Presence (1 yr)
- 44) Complete VoIP migration; Implement enhanced IP call center functions such as call recording; CRM integration with IP call center
- 45) Develop voice hybrid system (1 yr)
- 46) Unified messaging (2-3 yrs); VoIP (3+ yrs); Switch upgrade (1 yr)
- 47) Campus telephone system replacement (less than 1 yr); Unified communications strategy (less than 1 yr); Intercampus 5-digit dialing (less than 1 yr)
- 48) SMS text notification (1 yr); VoIP out to our last remaining non-VoIP remote site
- 49) DAS (1-2 yrs); 10 gig core upgrade (1-2 yrs); 100% wireless in the dorms (6 mths)
- 50) Pinnacle upgrade to V6 (1 yr); Octel VM replacement (1 yr); Network infrastructure upgrade (3+ yrs)
- 51) Network upgrade (6 mths); PBX upgrade (6 mths); Wireless upgrade (6 mths)
- 52) Fixed Mobile Convergence (2 yrs); DAS install (1 yr); Presence
- 53) Wireless broadband (1 yr); Disaster recovery; (1 yr); Print Management (1 yr)
- 54) Cellular reinforcement for dorms (1 yr); Continue WiFi coverage expansion (1-3 yrs); ResNet upgrade (2-4 yrs)
- 55) Speakers, paging (1-3 yrs); Digital signage (1-3 yrs)
- 56) New PBX (2-3 yrs)
- 57) Voice mail (2-3 yrs)
- 58) VoIP (1 yr)
- 59) UC (less than 1 yr); Other data projects
- 60) Disaster recovery (1 yr); Data center improvements (2-3 yrs); Network electronics refresh (2-3 yrs)
- 61) Campus phones (1 yr); Instant messaging (1 yr); Loud speaker/paging (2-3 yrs)
- 62) Change of emergency notification vendor (less than 1 yr); Expand unified messaging offering (1-2 yrs); Reduce phones in residence halls (1-2 yrs)
- 63) Radio integration; Multi-site communications backup; Shelter communications systems
- 64) Fax server (less than 1 yr)
- 65) Core/Aggregation switch refresh (6 mths); Wireless refresh to 802.11n (6 mths); Network management additions
- 66) Video on demand (3 yrs); Desktop Video Conference (3 yrs); Lecture Capture (2 yrs)
- 67) Unity voice mail upgrade
- 68) Full institution IP telephony (1-3 yrs); IPTV (3+ yrs); SM fiber in residence halls (1 yr)
- 69) Migrate faculty/staff to hosted e-mail (1 yr); Pilot unified communications (1 yr); Upgrade network in research buildings (1 yr)
- 70) Remove dial tone from student rooms (1 yr); VoIP to a new building under construction; IP cameras
- 71) VoIP (2-3 yrs); Fiber to remote locations; Remote shelves
- 72) Upgrade network infrastructure for VoIP; Replace Nortel TDM system with VoIP system; Replace voicemail and call center software
- 73) Replace phone system (1-3 yrs); E-911 (1-2 yrs); Redundancy - emergency backup site (1-2 yrs)
- 74) Screen pop-ups (less than 1 yr); Digital signage (1-2 yrs)
- 75) VoIP full deployment (1-2 yrs); Identity management (1-2 yrs); Virtual desktop
- 76) Add IP speakers in residence halls; Add emergency ring down phones in residence hall hallways
- 77) Emergency notification (1 yr); Speech server (1-3 yrs)
- 78) Upgrade fire alarm system to do emergency notification (now-5 yrs); Upgrade wireless (now-2 yrs); Research computing/storage support (1 yr)
- 79) ACD/Contact center (1 yr)
- 80) Completion of portal roll out to constituencies (ongoing); Conversion of ERP operating system to Linux from HP-UX (1-2 yrs); Replacement of bandwidth shaping and firewall products
- 81) Digital signage (1 yr); Telepresence (1 yr); Additional VoIP (1 yr)
- 82) Replacement voice mail (1 yr); Complete distributed antenna system (1-2 yrs); Incorporate cellular into electronic billing (1 yr)
- 83) VOIP system (1 yr); Voice Messaging (1 yr); Unified messaging (2 yrs)
- 84) Test network for IP solutions; Upgrade switch to IP; Softphones remote
- 85) VoIP; Voicemail to e-mail; Better videoconferencing
- 86) Replace telephone system (1-2 yrs); Update 65xx series routers (3 yrs); SNMP v3, QoS, IPv6 (1-2 yrs)
- 87) Upgrade PBX; UC; New network core
- 88) Additional emergency notification (1 yr); VoIP (1-3 yrs); Expand internet access (ongoing)

- 89) Unified Communications (1-3 yrs); Enterprise hosting of other universities (1-3 yrs); Data center/redundant facilities & survivability (3+ yrs)
- 90) Digital signage; Hybrid IP-PBX; Some UC features
- 91) Unified Messaging; FMC; VoIP

Breakdown of Projects by Timeframe

Less Than 1 Yr

- 100% wireless in the dorms
- Campus telephone system replacement
- Change of emergency notification vendor
- Contact center replacement
- Core/Aggregation switch refresh
- Fax server
- Intercampus 5-digit dialing
- Network upgrade
- PBX upgrade
- Screen pop-ups
- UC
- Unified communications strategy
- Upgrade Cisco phone system SW
- VMWare view
- Windows 7 - college wide
- Wireless refresh to 802.11n
- Wireless upgrade

1 Year

- ACD/Contact center
- Add sirens, public address
- Additional emergency notification
- Additional VoIP
- Additions to emergency notification system
- Assign staff to handle emergency communications
- Broadcast over speaker phones
- Campus phones
- Cellular reinforcement for dorms
- DAS install
- Design and build SIP infrastructure
- Develop voice hybrid system
- Digital signage
- Digital signage
- Disaster recovery
- Disaster recovery
- Dorm jack preventive maintenance program
- E-911 PS/ALI
- Elimination of student voice and voice mail services
- Emergency notification
- Emergency notification system replacement
- Exchange 2010
- Fixed mobile convergence
- Hybrid phone system replace/upgrade
- Implement UC options
- Incorporate cellular into electronic billing
- Instant messaging
- Microsoft Exchange e-mail (hosted for students, premise for employees)

- Migrate faculty/staff to hosted e-mail
- Mobility
- More automated notifications to more devices
- Move to stipend model for cellular devices
- Network upgrades
- Octel VM replacement
- Offer mobility or FMC to faculty/staff
- On-screen pop-up message
- Outdoor strobe lights
- Outgoing caller ID for long distance
- Pilot unified communications
- Pinnacle upgrade to V6
- Presence
- Presence
- Print Management
- Remove dial tone from student rooms
- Replace 911 system
- Replacement voice mail
- Research computing/storage support
- Security camera expansion
- Set-up emergency operations center
- SIP phone applications
- SIP trunking
- SM fiber in residence halls
- SMS text notification
- Storage upgrade
- Student information system reimplementation
- Switch upgrade
- Telecommuter environment
- Telepresence
- Unified messaging
- Unified messaging
- Upgrade call manager in Charlotte
- Upgrade network in research buildings
- Upgrade voice mail system
- Voice Messaging
- Voice system refresh
- VoIP
- VoIP
- VoIP
- VoIP conversions
- VoIP system
- Wireless 802.11n upgrades
- Wireless broadband

1-2 Years

- 10 gig core upgrade
- Centralized fax services
- Complete distributed antenna system
- Conversion of ERP operating system to Linux from HP-UX
- DAS

- Digital signage
- E-911
- Expand unified messaging offering
- Identity management
- New SMS system
- Reduce phones in residence halls
- Redundancy - emergency backup site
- Replace telephone system
- Replace voice mail system
- Replacement of our Nortel CS1000 PBX
- SNMP v3, QoS, IPv6
- Upgrade Aastra MD110 phone system
- VoIP full deployment

1-3 Years

- Continue WiFi coverage expansion
- Digital signage
- Enterprise hosting of other universities
- Full institution IP telephony
- Replace phone system
- Speakers, paging
- Speech server
- Unified communications
- Unified Communications
- Virtual labs for our students
- VoIP
- VoIP deployment

2 Years

- “n” wireless upgrade
- Fixed Mobile Convergence
- Lecture Capture
- Unified messaging
- Upgrade wireless
- Voice recognition

2-3 Years

- Call center applications
- Campus phones/speakers
- Data center improvements
- Email archive
- Fixed Mobile Convergence
- Loud speaker/paging
- Network electronics refresh
- New PBX
- Redundancy of servers
- Replace Telemanagement/billing system
- SIP trunking & stations
- Unified messaging
- Unified messaging
- Voice mail
- Voice mail
- VoIP
- VoIP upgrades

2-4 Years

- ResNet upgrade

2-5 Years

- Conversion of remainder of TDM lines to VoIP

3 or More Years

- Complete VoIP rollout in Providence
- Continued expansion of VoIP
- DAS - in phased process
- Data center/redundant facilities & survivability
- Desktop Video Conference
- Hybrid PBX/VoIP
- IPTV
- Network infrastructure upgrade
- Other vectors
- Signage
- UC
- Update 65xx series routers
- Upgrade fire alarm system to do emergency notification
- Upgrade telephone system
- Video conferencing
- Video on demand
- VoIP

No Stated Time Period

- Add emergency ring down phones in residence hall hallways
- Add IP speakers in residence halls
- Add to in-building cellular service
- Better videoconferencing
- Complete VoIP migration
- Complete VoIP migration
- Continued VoIP rollout
- Core network upgrade to 10gig
- CRM integration with IP call center
- Digital signage
- Fiber to remote locations
- FMC
- Gig to desktop in research areas
- Hybrid IP-PBX
- Implement enhanced IP call center functions such as call recording
- Install new work order and inventory database
- Integrated messaging
- IP cameras
- Just installed AVST CallXpress - roll out unified messaging, presence, fax server this fiscal year
- Message web interface
- Microsoft OCS
- Modular messaging
- More wireless
- Multi-site communications backup
- Network management additions
- New calendaring system
- New network core
- Other data projects
- Presence
- Presence

- Radio integration
- Rave
- Refresh station cable in 3 buildings
- Remote shelves
- Replace Nortel TDM system with VoIP system
- Replace VM
- Replace voicemail and call center software
- Replacement of bandwidth shaping and firewall products
- Shelter communications systems
- SIP trunking
- SIP trunking
- Smartphone application
- Softphones remote
- Some UC features
- Switchboard auto attendant
- Test network for IP solutions
- UC
- Unification of notification methods
- Unified mail
- Unified Messaging
- Unity voice mail upgrade
- Upgrade more lines to VoIP
- Upgrade network firewall and wireless controller

- Upgrade network infrastructure for VoIP
- Upgrade PBX
- Upgrade PBX
- Upgrade switch to IP
- Upgrade voice system
- Video Telephony
- Virtual desktop
- Voicemail to e-mail
- VoIP
- VoIP
- VoIP
- VoIP mobility
- VoIP out to our last remaining non-VoIP remote site
- VoIP to a new building under construction
- VoIP to off-campus locations this year

Ongoing

- Completion of portal roll-out to constituencies
- Expand internet access
- Identity management
- Improved power, network, and fiber backbone redundancy

Demographics

14) What is your institution's full-time enrollment?

Less than 2,499 students:	26	(21%)
2,500-5,999 students:	30	(24%)
6,000-11,999 students:	19	(15%)
12,000-19,999 students:	17	(14%)
More than 20,000 students:	33	(26%)

15) Please indicate if your institution is Public or Private:

Public:	73	(58%)
Private:	53	(42%)

16) Please indicate if your institution has one or multiple locations:

Single Location:	57	(46%)
Multi Location:	68	(54%)