



Inspiring New Connections: Connected Learning

Effective Communications and Collaboration for 21st Century Learning

Learning is critical to success in the 21st century economy, and Cisco is a change agent in enabling quality education. Cisco works closely with colleges and universities to anticipate and respond to the demand for new teaching and learning approaches that promote employability and social equity. Cisco® Unified Communications uses your existing data network to deliver secure, seamless communications and collaboration with real-time interaction that students, faculty, and staff expect—while enabling a safe environment, improved administrative efficiency, and access to engaging, next generation learning opportunities.

Consider the communications tools you currently use to address your 21st century challenges. How are you filling the gaps created by budget cuts? How well do your administrators, faculty, and staff collaborate? What pressures are you experiencing to improve security?

Instructors need technologies to help them adapt their lessons for a generation of savvy, online students. Your students, faculty, and staff require effective communications and collaboration tools to coordinate their efforts, disseminate information, and streamline processes.

You need immediate access to first responders to improve security response time in the event of an incident. College and university safety officers and administrators also need to be able to quickly react when a threat occurs.

Communication and Collaboration Are Core to Effective Learning

West Virginia University

Located in Morgantown, West Virginia, West Virginia University (WVU) has a faculty of 1800 and more than 27,000 students. The university has 57 buildings on three separate campuses spanning 90 miles. Previously, some buildings received Centrex voice services over an ISDN network, while others had their own private branch exchange (PBX) systems, maintained by the university IT staff. Costs were high: The Centrex services cost US\$200,000 annually, and maintenance costs for the aging PBX services were increasing.

Challenge

- Reduce voice costs
- Simplify network management
- Improve voice services

Solution

- Upgraded network to support new services
- Deployed Cisco Unified Communications

Benefit

- Eliminated US\$200,000 in annual Centrex costs
- Eliminated US\$100,000 in annual costs for moves, adds, and changes
- Increased employee mobility and flexibility

Administrative Efficiency

Your administrators can benefit from converged communications that enable seamless, simplified collaboration within and between colleges and universities.

You can also improve productivity and reduce costs by using video and web conferencing for face-to-face meetings, sharing of best practices, and training — all without travel.

Improve communications by using video on demand for staff notifications, campus updates, training, and course work.

Safety and Security

Address new and growing security risks and respond appropriately to safety incidents and detect security threats with IP cameras, video surveillance, access control, and incident response solutions.

Digital maps can be updated as necessary for various events and can also provide instant, scalable notification and evacuation information. This helps ensure everyone knows how to respond to various incidents. You can also distribute emergency information across school grounds through digital media systems and mass notifications.

Network and physical security threats are real. You can prevent cyber attacks, keep school and student records safe, and protect students from harmful online sites or predators with identity-based network security.

Next Generation Learning

Next generation learning is collaborative — engaging students, teachers, parents, and the community in the education process. For example, using Cisco WebEx™ and MeetingPlace® conferencing solutions, students from multiple colleges and universities can collaborate on projects and share learning experiences. Cisco Unified Communications allows you to create dynamic, media-rich environments that attract the best and brightest students and faculty.

Educational content can be delivered to classroom computers, digital signage screens in common areas, and even to students' computers and mobile devices. Students can work on projects and consult with teachers using collaborative tools like instant messaging, online meetings, video, and shared team spaces.

University of North Carolina at Charlotte

One of the fastest growing campuses in the University of North Carolina system, University of North Carolina (UNC) at Charlotte enrolls more than 23,300 students and has 1000 full-time faculty and staff. The university expects to add 7000 students and 150 faculty members by 2012.

Challenge

- Prepare for more students and faculty
- Improve callers' experience
- Accelerate innovation

Solution

- Replaced PBX system with Cisco Unified Communications

Benefit

- Increased contact center answer rate from 82 to 93 percent while handling 25 percent more calls
- Reduced average wait time for undergraduate admissions by 40 percent
- Made it easier for faculty members to collaborate
- Prepared the university to easily add more communications services in the future

It All Begins with the Network

Unified Communications are the foundation that provides effective and efficient communications, enables safety and security, and facilitates next generation learning. The network is the platform upon which access, presence, mobility, data centers, security, and policy management operate.

Improving Administrative Efficiency

Cisco Unified Communications provides greater flexibility, which can lead to improved productivity. For example, advanced conferencing solutions enable virtual training and remote access to administrative meetings. And with one consolidated system for all your communication needs, you can:

- Enhance connections between staff members, who can converse privately and access resources with the touch of a button
- Receive voicemail, email, and faxes all from one inbox, prioritize your messages, and improve your responsiveness
- Enable campuswide broadcast messaging that allows office staff to record a message once and send it to multiple voicemail boxes and/or directly to phone displays
- Reduce the operating and maintenance costs that you accrue with separate networks for voice, video, and data
- Get more out of your phone system than ever before, through added functionality and IP applications

Improving Safety and Security

With a Cisco Unified IP Phone in every classroom, it is easy for a teacher to get help if a problem occurs. There is no need to leave students unattended in order to contact another teacher or security. In the event of an emergency, each teacher can access first responders with the touch of a button. The system supports dynamic tracking of user and phone locations for E911 safety and security purposes, helping first responders get to a classroom, office, or other area as quickly as possible.

Cisco Unified Communications enhances safety by enabling staff to:

- Accelerate emergency response
- Share emergency messages
- Expedite communications with first responders
- Notify students and faculty within minutes of an incident
- Broadcast immediate mass notifications of emergency, academic, and administrative messages



Improving Next Generation Learning

Cisco Unified Communications solutions provide a powerful communications and collaboration platform that can enhance the learning experience. For example:

- Cost-efficient, IP-based phone services help improve communication and collaboration anytime, anywhere
- Media-rich audio, web, and video communications enable collaborative learning environments
- Educational opportunities expand to 24-hour availability
- Students and faculty gain access to global learning resources
- Students engage in the learning process to develop 21st century skills
- Student-faculty-administrator communication is enhanced

Start Improving Your Communications Today

Find out more about Cisco Unified Communications and how it can enhance the effectiveness and efficiency of operations, improve safety and security, and establish a foundation for next generation learning. Call your Cisco representative or certified Cisco reseller, or visit: www.cisco.com/go/education.




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