

East Carolina University, 4-Year in Greenville, NC

Faculty Time Savings through Email Automation via the ECU Connect Progress Survey

East Carolina University deploys an early alert strategy designed to help faculty “flag” signs of student risk in the classroom and better target support services to those in need. By leveraging the ECU Connect Progress Surveys for both undergraduate and graduate student populations, instructors can provide feedback for multiple students at once during key points in the term. This feedback is delivered via automated communication when the alert, kudo, or referral is raised, which results in time and cost-savings.



Survey Name	Surveys Completed	Tracking Items Created with Automated Emails
Fall 2023 Progress Survey Mid Semester Grade Feedback 60% response rate	2,654	52,189
Spring 2024 Roster Verification Supporting Students and Connecting to ECU Resources Serving and Succeeding at ECU	3,455	42,920
Total	6,109	95,109

Impact Highlight

\$309,075

Average salary of Post-Secondary Teachers = \$80,840 per year (\$39 per hour)
<https://www.bls.gov/ooh/education-training-and-library/postsecondary-teachers.htm>

95,109

Number of automated emails sent to students via the Progress Survey feature in Fall 2023 and Spring 2024

5

Average time spend creating an individual email message

475,545

Number of minutes that would have been spent emailing students in courses

7,925

Number of hours saved by leveraging automated emails sent through the ECU Connect Progress Survey