In the summer of 2012, more than 2,400 institutions were invited to contribute data to the EDUCAUSE Core Data Service (CDS). This almanac summarizes data from a subset of responding institutions. Some publicly available data from the Integrated Postsecondary Education Data System (IPEDS, www.nces.ed.gov/ipeds/) are used in calculating metrics. Reported statistics are either an estimated proportion of the population or an estimated median (rather than a mean). CDS participants can download data at www.educause.edu/coredata; non-participants can access other CDS resources at this site.

**IT FINANCING**

- 4% Total central IT spending as percentage of institutional budget
- $5,004 Total central IT spending per institutional employee (faculty and staff)
- $985 Total central IT spending per institutional FTE (students, faculty, and staff)
- 36% Percentage of institutional IT spending outside central IT
- 63% Institutions with a designated student technology fee
- $240 Annualized student technology fee

**SUPPORT SERVICES**

- 428 Institutionally owned computers per IT support staff FTE
- 2.2 Institutionally owned computers per institutional employee (faculty and staff)
- 1% Institutions providing all students with a desktop or laptop computer
- 72% Institutions providing computer labs in student housing
- 79% Institutions offering assistance with mobile apps for faculty and staff
- 26% Institutions offering tablet checkout for faculty and staff
- 69% Institutions offering hardware repair for faculty and staff
- 77% Institutions offering assistance with mobile apps for students
- 19% Institutions offering tablet checkout for students
- 49% Institutions offering hardware repair for students
- 95% Institutions offering walk-in help desk services
- 91% Institutions offering help desk services via web form
- 43% Institutions offering help desk services via instant message
- 8% Institutions offering help desk services via text message
- 99% Institutions offering full support for smartphones (any type)
- 100% Institutions offering full support for iPads or other tablets
- 5% Institutions offering full support for e-book readers

**EDUCATIONAL TECHNOLOGY SERVICES**

**Most common teaching and learning support services:**
- Faculty individual training in use of educational technology upon request (100%)
- Course/learning management system operation (99%)
- LMS training and support for faculty (99%)

**Least common teaching and learning support services:**
- Special grants or awards for innovative use of instructional technology (78%)
- Faculty teaching/excellence center provides expertise on IT (83%)
- Student technology assistants available to help faculty use technology (84%)

- 24% Institutions supporting more than one CMS/LMS
- 60% Institutions supporting a commercial CMS/LMS
- 3% Institutions supporting a homegrown CMS/LMS
- 17% Institutions supporting an open-source CMS/LMS

**IT STAFFING**

- 54% Institutions whose highest-ranking IT officer is on presidential cabinet
- 63% Central IT staff as a percentage of total institutional IT staff
- 16% Student workers as a percentage of central IT staff
- 4% Central IT staff as a percentage of institutional employees (faculty and staff)
- 0% Institutions that have outsourced most of their IT staff

**Functions most commonly owned primarily by central IT**

- Administration of central IT organization (98%)
- Enterprise infrastructure and services, identity management (96%)
- Network infrastructure and services (94%)
- Telephony (93%)
- Data center, operations (93%)

**Functions most commonly shared by central IT with another unit**

- Web support services (61%)
- Desktop computing, user support, training, computer store (54%)
- Research technology services (54%)
- Student technology (labs, training, support, etc.) (46%)
- Admin. info. systems/ERP—other (facilities, grants management, etc.) (37%)

**Functions most commonly owned primarily by another unit**

- Mailroom (82%)
- Institutional research (74%)
- Library (67%)
- Print/copier services (51%)
- Distance education (45%)

**Functions most commonly outsourced**

- Print/copier services (11%)
- Help desk (3%)
- Admin. info. systems/ERP—alumni/advancement/fundraising (2%)
- Admin. info. systems/ERP—finance (2%)
- Admin. info. systems/ERP—HR (2%)

**Departments most likely to provide distributed IT services**

- Business management (82%)
- Library (81%)
- Engineering (74%)
<table>
<thead>
<tr>
<th>Learning technologies most commonly deployed</th>
<th>Learning technologies most commonly being considered or planned</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Clickers (personal response systems) (95%)</td>
<td>• E-books (39%)</td>
</tr>
<tr>
<td>• Blogs (95%)</td>
<td>• E-textbooks (39%)</td>
</tr>
<tr>
<td>• Distance learning: local instructor and remote students (95%)</td>
<td>• Open content (38%)</td>
</tr>
<tr>
<td>• Wikis (92%)</td>
<td>• E-portfolios (33%)</td>
</tr>
<tr>
<td>• Document management tools (91%)</td>
<td>• Gaming (32%)</td>
</tr>
</tbody>
</table>

**Most common capabilities in centrally scheduled classrooms:**
- Wireless Internet connectivity (88%)
- Wired Internet connection to instructor station (87%)
- Video projector(s) (85%)
- Instructor docking station/ connectors for laptop computer (76%)
- Integrated control and switching system (71%)

**RESEARCH TECHNOLOGY SERVICES**
- 47% Institutions providing integrated IT support for research computing
- 25% Institutions planning to provide integrated IT support for research computing
- 99% Institutions providing some form of research and education networking

**Most common IT-related research consulting and support services:**
- Assistance in preparing research grant applications (96%)
- Review and/or approval of info. security plans for research involving sensitive data (96%)
- Consulting/Support for storage solutions and data access, including those mandated by federal grants (96%)

**Most common operational IT services for researchers:**
- Management of research servers owned by academic units (99%)
- Provision of data center facilities for academic units to operate their servers (97%)
- Videoconferencing services (97%)

**DATA CENTERS**
- 26% Institutions using commercial data center services
- 25% Institutions participating in cross-institutional data center hosting
- 65% Data center occupancy based on square footage
- 63% Data center occupancy based on cooling capacity
- 47% Servers that are virtualized
- 83% Institutions using public-grid power as a primary power source for data centers
- 3% Institutions using on-site power as a primary power source for data centers
- 36% Institutions that tested data center disaster recovery plans in past year
- 5% Institutions with no data center disaster recovery plans in place

**COMMUNICATIONS INFRASTRUCTURE**
- 1600 MB/sec commodity Internet capacity
- 95% Institutions using some method to shape bandwidth
- 97% Student housing with wireless in some or all rooms
- 49% Proportion of wireless access points that are 802.11n
- 60% Institutions that have deployed or are planning to deploy IPv6

<table>
<thead>
<tr>
<th>55 Hours per week the network operations center (NOC) is staffed</th>
<th>0.1 Voice over IP (VoIP) stations per institutional employee (faculty and staff)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0% Institutional employees (faculty and staff) with no desk or landline phone</td>
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</tr>
<tr>
<td>70% Student housing with landlines in some or all rooms</td>
<td></td>
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<tr>
<td>59% Institutions that encourage students to register cell phones</td>
<td></td>
</tr>
<tr>
<td>70% Institutions that provide ubiquitous cell service</td>
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<tr>
<td>97% Institutions with dedicated videoconferencing or TV-quality studio</td>
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</tbody>
</table>

**INFORMATION SECURITY**
- 948 Institutional employees (faculty and staff) per information security staff
- 4,553 Institutional FTEs (students, faculty, and staff) per information security staff
- 68% Institutions requiring end-user authentication for all institutional wireless connections
- 67% Institutions requiring end-user authentication for guest wireless access
- 74% Institutions that are members of an authentication federation (e.g., InCommon)
- 92% Institutions that have conducted any sort of IT security risk assessment

**Most common information security practices and policies:**
- Our IT security personnel have the authority and ability to disable a network port (96%)
- We require all of our critical systems to be expeditiously patched or updated (85%)
- We conduct proactive scans to detect known security exposures in our critical systems (82%)

**Least common information security practices and policies:**
- We require mobile device management for personally owned devices such as laptops, smartphones, tablets, or portable storage devices (9%)
- We require written agreements for faculty/staff use of personal cloud services to house student or institutional records (10%)
- We require all institutionally owned mobile devices to be encrypted (12%)

**INFORMATION SYSTEMS/ERP**

- **Systems most commonly outsourced**
  - Student e-mail (44%)
  - Customer relationship management (CRM) (16%)
  - Staff/faculty e-mail (11%)

- **Systems most commonly vendor implementations**
  - Customer relationship management (CRM) (97%)
  - Alumni/advancement/development (96%)
  - Library (94%)

- **Systems most commonly open-source implementations**
  - Web content management (19%)
  - Learning management (19%)
  - Grants management (pre-award) and portal (15%)

- **Systems most commonly homegrown implementations**
  - Grants management (pre-award) (37%)
  - Grants management (post-award) (27%)
  - Administrative data warehouse/business intelligence and student (16%)

- **Systems most likely to be replaced in the next three years**
  - IT service/help desk trouble ticket (29%)
  - Grants management (pre-award) (28%)
  - Staff/faculty e-mail (26%)