



E D U C A U S E

CORE DATA SERVICE



2002 Summary Report

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APPENDIX B:

2002 EDUCAUSE Core Data Survey



2002 EDUCAUSE Core Data Survey

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IT Organization, Staffing, Planning

1. What is the title of the highest ranking technology administrator/officer on your campus?

2. To whom does this individual report?

- Chancellor/President/CEO
 Highest Ranking Academic Officer (Provost, Academic VP, Dean)
 Highest Ranking Administrative Officer (Administrative/Executive VP)
 Highest Ranking Business Officer
 Second Level Academic Officer (Assistant/Associate Provost or VP)
 Second Level Administrative Officer (Assistant/Associate VP)
 Other

3. What functions report to the highest ranking technology officer on your campus? (Check all that apply.)

- Academic/Research Computing
 Administration of IT Organization
 Administrative Systems
 Computer Store
 Desktop/User Support Services
 Distance Education
 Instructional Technology
 IT Policy
 IT Security
 Library
 Mailroom
 Media Services
 Network Infrastructure and Services
 Operations/Data Center
 Print Services
 Technology R&D
 Telephony
 Web Support Services

Other

4. Is this individual a member of your president's or chancellor's cabinet?

- Yes
 No

5. Please **estimate** the number of FTE staff (including support staff and managers) and students employed by the central IT organization of your campus in each of the functional areas listed below. (Please do not include staff who support a hospital or who support IT for other campuses if your campus is part of a multicampus system or district. If you have no staff or students in a functional area, enter 0. If less than a whole number, use decimals rather than fractions. Click on or pass your cursor over the underlined functional area to see how we have defined these areas for survey reporting purposes. Even if you do not use this taxonomy on your campus, please re-distribute your staff and student numbers according to these definitions to ensure comparable data comparisons across all campuses. These definitions are also found in the full glossary available by clicking on Survey Help.)

Function	Staff	Students
1. Academic/Research Computing	<input type="text"/>	<input type="text"/>
2. Administration of IT Organization	<input type="text"/>	<input type="text"/>
3. Administrative Systems	<input type="text"/>	<input type="text"/>
4. Desktop Support/User Support Services/Computer Store	<input type="text"/>	<input type="text"/>
5. Instructional Technology	<input type="text"/>	<input type="text"/>
6. IT Policy	<input type="text"/>	<input type="text"/>
7. IT Security	<input type="text"/>	<input type="text"/>
8. Network Infrastructure and Services	<input type="text"/>	<input type="text"/>
9. Operations/Data Center	<input type="text"/>	<input type="text"/>
10. Public Help Desk	<input type="text"/>	<input type="text"/>
11. Telephony	<input type="text"/>	<input type="text"/>
12. Web Support Services	<input type="text"/>	<input type="text"/>
Other Function <input type="text"/>	<input type="text"/>	<input type="text"/>

Total central IT unit FTE:

6. How many FTE staff classified as IT professionals are employed **outside the central IT organization** of your campus, including limited term employees? (If no such staff are employed outside the central IT organization, enter 0. If less than a whole number, use decimals rather than fractions. This number should be available from your campus HR office.)

FTE Staff

This number is unknown.

7. Does your campus have a separate salary scale for IT professionals?

Yes

No

8. Does your campus use either a separate set of IT job titles or a broadband IT classification and compensation system?

Yes

No

9. Please answer the following questions regarding strategic planning for IT at your campus.

Does your campus strategic plan include strategies and directions for IT?

Yes

No

Does your campus have a stand-alone IT strategic plan?

Yes

No

10. Which of the following group(s) at your campus provide(s) advice about IT strategies? (Check all that apply.)

Trustee Committee

Administrative Committee

Faculty Committee

General Technology Committee

Other

(e.g., separate student advisory group, state-level group)

None of the above — we do not have any IT advisory groups.

11. In developing campus policy with regard to IT security and privacy, what parties are involved? (Check all that apply.)

- IT policy/security officer
- Central IT organization
- Auditor
- General counsel
- Board of trustees
- Chief financial officer
- Chief academic officer
- President's cabinet
- Campus task force
- State agency or system office
- Other
- None of the above — we are not engaged in policy development.

IT Financing and Management

1. Please enter the actual campus dollar appropriations/revenues for IT for fiscal year 2001-2002 for each of the funding sources listed. (If you have no appropriations/revenues in a category, enter 0. Enter the dollar amount in U.S. Dollars, rounded to the nearest whole dollar, without commas, e.g., \$5,499.51 would be entered as 5500.)

Category of Revenue	Dollar Amount
Operating appropriation to central IT organization	\$ <input type="text"/>
Capital appropriations for central IT organization (other than those amortized through rates)	\$ <input type="text"/>
Resale of central services (chargeback) to departments (e.g., network, repair)	\$ <input type="text"/>
Resale of central services to external entities (e.g., network, repair)	\$ <input type="text"/>
Resale of products to departments (e.g., computer store) net revenue	\$ <input type="text"/>
Resale of products to external entities (e.g., computer store) net revenue	\$ <input type="text"/>

2. Please **estimate** the percent from the various sources of funding used to support central IT functions at your campus for fiscal year 2001-2002. (Enter percentages as whole numbers, e.g., 70% would be entered as 70. If a function is not applicable, **leave the entire row blank**. Otherwise, please ensure that your percentages for a functional row add up to 100%. Click on or pass your cursor over the underlined functional area to see how we have defined each area for survey reporting purposes to ensure comparable data comparisons across all campuses. These definitions are also found in a full glossary available by clicking on Survey Help.)

Central IT Function	Campus Operating Budget	Campus Capital Budget	Student Tech Fee	Cost Recovery	Other Sources	Total
Academic/Research Computing	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	
Administration of IT Organization	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	
Administrative Systems	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	
Desktop/User Support Services/Computer Store	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	
Instructional Technology	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	
IT Policy	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	
IT Security	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	
Network Infrastructure and Services	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	
Operations/Data Center	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	
Public Help Desk	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	
Telephony	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	
Web Support Services	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	

Other Function % % % % %

3. What dollar amount, if any, does the central IT organization of your campus annually budget per IT staff member (on average) for training or professional development? (Enter the dollar amount in U.S. Dollars, rounded to the nearest whole dollar, without commas, e.g., \$5,499.51 would be entered as 5500. Enter 0 if you do not allocate funds for this purpose.)

\$

4. What was the total compensation for fiscal year 2001-2002 (including fringe benefits even if benefits are paid elsewhere on campus and not charged to the central IT organization) for the following categories of individuals paid by or through the central IT organization of your campus? (If a category does not apply, enter 0. Enter the dollar amount in U.S. Dollars, rounded to the nearest whole dollar, without commas, e.g., \$5,499.51 would be entered as 5500.)

Staff (both technical and non-technical) \$
Students \$
Consultants \$
Contractors \$
Other \$

5. Please enter your best **estimate** of the total spent on salaries (including benefits) for fiscal year 2001-2002 for staff who are classified as IT professionals employed in departments **outside the central IT organization** of your campus. (Enter the dollar amount in U.S. Dollars, rounded to the nearest whole dollar, without commas, e.g., \$5,499.51 would be entered as 5500. Your campus HR office may be able to provide this figure. If no such staff are employed outside the central IT organization, enter 0.)

\$

This amount is unknown.

6. Please enter your best **estimate** of the total spent in fiscal year 2001-2002 on information technology (other than salaries and benefits) in departments outside the central IT organization of your campus. (Note: The operative phrase here is "best estimate." We do not expect this figure to be an exact calculation of actual dollars spent. Enter the estimated dollar amount in U.S. Dollars, rounded to the nearest whole dollar, without commas, e.g., \$5,499.51 would be entered as 5500.)

\$

We cannot reasonably estimate this amount.

7. Does your campus charge a **general student technology fee**?

Yes
 No

If you answered yes to the question above, please answer the following four questions...

How much is this fee per FTE student? (Enter amount in whole U.S. dollars.)

\$

On what basis is it charged?

Flat fee per year
 Flat fee per semester/quarter
 Percentage of tuition
 Based on credit hours
 Other

What were the total dollars generated by this fee for fiscal year 2001-2002? (Enter amount in whole U.S. dollars.)

\$

Who determines how these dollars are spent? (Check all that apply)

Students
 IT administration

- Campus committee
- Senior administration
- State agency or system office
- Funds are earmarked or restricted by policy

Other

8. Do students pay a separate fee for residence-hall network connections at your campus?

- Yes
- No
- There are no residence-hall network connections
- There are no residence halls

Estimate how many computers your campus owns/leases. (Enter a whole number.)

computers

10. What is your campus' planned replacement cycle for these computers?

11. What percent of the computers owned or leased by your campus are on a replacement cycle for which dollars are fully funded in the budget? (Enter percentages as whole numbers, e.g., 70% would be entered as 70.)

%

12. What percent of the computers owned or leased by your campus have been replaced in fiscal year 2001-2002? (Enter percentages as whole numbers, e.g., 70% would be entered as 70.)

%

13. Regardless of how your campus network is financed, does the current funding model include renewal of the capital plant including wiring, electronics, and so forth?

- Yes
- No

14. Please indicate which of the following IT services are covered by written service level agreements. (Check all that apply.)

- Academic/research support
- Administrative Systems Support
- Data center services
- Desktop/user support services
- Instructional technology support
- Media services
- Network services
- Print services
- Telephone services
- Web support services

Other

None of the above — we have no written service level agreements.

15. Please indicate which if any of the following are run by an external supplier (that is, a non-affiliated entity such as a corporation or other organization) with whom your campus has contracted through an outsource or ASP arrangement.

Administrative systems — transaction systems operation (e.g., payroll, grants, etc.)

- Administrative systems — transaction systems operation (e.g., payroll, grants, etc.)
- Administrative systems — application development
- Administrative systems — project management for implementations
- Data center / computer operations
- Desktop / user support services
- Instructional management system
- Media services
- Network services
- Print services
- Telephone services
- Web development / hosting
- All central IT staff and services
- Other
- None of the above — we do not outsource or use ASPs.

Faculty and Student Computing

1. How many hours a week does the public help desk at your campus operate during the academic year? (Enter a whole number, e.g., 24 x 7 support would be entered as 168, 24 x 5 support would be entered as 120, and so forth.)

hours

2. **Estimate** what percent of your students use their own computers on campus. (This includes students using computers they already owned or that your campus has provided or leased to them or required them to purchase. Enter percentage as a whole number, e.g., 70% would be entered as 70.)

%

3. Check the one statement below that best describes the student computer policy of your campus?

- All students are provided a personal computer.
- Students in general are required to purchase/lease their own personal computers.
- Students in some departments or majors are required to purchase/lease their own PCs.
- Personal computer purchase/lease is recommended but not required for all students.
- Personal computer purchase/lease is recommended but not required for students in some departments or majors.
- There are no requirements or recommendations regarding personal computers.

4. Does your campus offer high-speed network connections to students in residence halls?

- Yes
- No
- There are no residence halls

If you answered yes to the question above, please answer the following two questions...

Which is the most common speed offered?

- 10 mbs
- 10-11 mbs
- 10/100 mbs
- 100 mbs
- > 100 mbs

What is the primary technology? (Select only one.)

- Ethernet
- Cable Modem
- DSL
- Wireless
- Other

5. Does your campus issue an e-mail account to each student for the purpose of receiving official communications?

Yes

No

6. Because students arrive with e-mail addresses of their own, some campuses have stopped providing universal student e-mail. Please select the one statement below that best describes your practice.

We have never offered universal student e-mail.

We offer universal student e-mail and have no plans to discontinue this service.

We offer universal student e-mail but are seriously considering discontinuing this service.

We have already stopped offering universal student e-mail.

7. Please check all the statements below that describe your campus' support for faculty in the use of technology in teaching and learning.

We have a designated instructional technology center available to all campus faculty.

Our campus faculty teaching / excellence center works closely with IT and has a strong emphasis on technology.

We have instructional designers available to work with instructional technologists to help faculty develop courses that use technology.

We employ instructional technologists who are discipline specialists to work in academic departments.

We offer intensive support for faculty who are heavy users of technology in teaching.

We offer faculty training in scheduled seminars.

We offer faculty training upon request.

We offer activities and opportunities for faculty who use technology in innovative ways to share their experiences (e.g., technology fairs, brown bags, etc.).

Other

8. Please check the statement that most accurately describes your campus' practice regarding course management systems.

We have not deployed a course management system and do not plan to.

We are planning to deploy one or more course management systems.

We support a single commercial-product course management system.

We support more than one commercial-product course management system.

We support a single homegrown course management system.

We support more than one homegrown course management system.

We employ a hybrid approach (support both homegrown and commercial).

Other

9. Please select the statement that most accurately describes faculty use of a course management system at your campus.

Our course management system(s) is ubiquitous, employed for all or nearly all courses.

Our course management system(s) is used selectively by faculty.

Faculty at our campus do not use course management systems.

10. Please indicate the percent of campus classrooms that are centrally scheduled that are permanently equipped with the technologies listed. (Enter percentages as whole numbers, e.g., 70% would be entered as 70. If a technology is not applicable, enter 0.)

Wired Internet connections %

Wireless Internet connectivity %

LCD projectors %

Computers %

Televisions %

Other technology %

Network and Security

1. What is the total bandwidth available (capacity in megabits, e.g., a T1 would be entered as 1.5) from your campus? (If no bandwidth, enter 0.)

to the commodity internet
 Mb (megabits per second)

to high-performance networks such as Abilene, vBNS, etc.
 Mb (megabits per second)

2. Please check all statements that apply regarding tracking or shaping bandwidth utilization on your campus Internet connection.

- We do not track or shape bandwidth utilization.
- We only track utilization.
- We shape by time of day.
- We shape by location on campus (for example, residence halls).
- We shape by type of traffic (e.g., Napster, KaZaA, Instant Messaging).
- We shape by direction (incoming versus outgoing).

Other

3. Please check the way(s) in which remote access is provided at your institution for the following campus constituents. (Check all that apply. If you have no modem pool lines, leave the "Total Number of Lines" box empty and check "Not Provided.")

	Total Number of Lines	For Faculty	For Students	For Staff	For Alumni	Not Provided
Modem pool	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outsourced modem pool	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Institutionally arranged discount with ISP		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subsidized ISP accounts		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State academic network		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regional academic network		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other <input type="text"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Please indicate the percentage of the following areas that have wireless access at your campus.

Area	Not Applicable	1-25%	26-50%	51-75%	76-100%
Classrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Labs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residence Halls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administration Buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open Spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Area <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. From how many campus sites (not counting individual desktops) can an interactive videoconference be initiated? (Enter a whole number. If you have no such sites, enter 0.)

sites

6. **Estimate** how many desktops at your campus can deploy desktop videoconferencing? (Enter a whole number. If you have none, enter 0.)

desktops

7. Please indicate the status at your campus of the following technologies.

Technology	Deployed	Piloting	In progress	Considering	Not planned
Voice over IP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video over IP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PKI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LDAP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Biometrics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smart Cards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Please check all of the following that apply at your campus regarding firewalls.

My campus has:

- a firewall at our external Internet connection
- firewalls around certain high-security servers or networks
- firewalls deployed by or on behalf of individual departments
- a requirement that all clients use personal firewalls
- no firewalls

Other

9. Please check all of the following that apply at your campus regarding security-related software patches and updates.

- We require all of our critical systems to be expeditiously patched or updated.
- We require some of our critical systems to be expeditiously patched or updated.
- We require all campus owned computers connected to our network to have known security holes fixed.
- We conduct proactive scans to detect known security exposures in our critical systems.
- We conduct proactive scans to detect known security exposures in all campus owned computers connected to our network.
- Our security system includes an intrusion detection system.

Other

Information Systems

1. Please complete the following grid regarding the major information systems at your campus. (For campuses within systems or districts, if an information system is or soon will be provided at the system/district level, please enter the information requested for your campus but also check "provided at system/district level" for that system. If you have not implemented or do not plan to implement a specified system, please check N/A for that system. If a commercial product, please enter the name(s) of the vendor(s) or, if developed internally, please enter "homegrown.")

System	Not Applicable	Year Implemented (yyyy)	Vendor Names or "Homegrown"	Will Implement or Replace in the Next 3 Years	Provided at System/District Level
Student	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Course Management	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grants Management	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Check the strategies below that your campus (or system/district office if information systems are provided at that level) employs for implementing or converting information systems. (Check all that apply.)

- Develop systems in house (homegrown)
- Develop systems in partnership with a vendor
- Purchase a commercial product without customization
- Purchase a commercial product and customize

- Buy best-of-breed applications
- Buy a package of integrated systems
- Enhance legacy systems and provide Web interfaces
- Outsource administrative systems
- Other

3. If one of your strategies is to buy a commercial package and modify, please indicate the usual extent of modification. (Check all that apply.)

- Underlying code
- Configuration
- External modules
- Other
- None of the above — we do not buy and modify commercial software.

4. Please check the appropriate statement for your campus (or system/district office if systems are provided at that level) regarding enterprise resource planning (ERP) systems.

- We have no plans for an ERP implementation.
- We are considering an ERP implementation.
- We are in the RFP stage of an ERP implementation.
- We have an ERP implementation in process.
- We have completed an ERP implementation or completed the segments we have chosen to implement.

5. If your campus (or system/district office if systems are provided at that level) has an ERP implementation or conversion project planned, in process, or completed, please **estimate** the percent of the total cost of the project that was or will be spent on the following. (Enter percentages as whole numbers, e.g., 70% would be entered as 70.)

	% of Total Cost
Software and software licenses	<input type="text"/> %
Software maintenance	<input type="text"/> %
Training	<input type="text"/> %
In-house staff costs	<input type="text"/> %
Consulting fees	<input type="text"/> %
Hardware	<input type="text"/> %
Other <input type="text"/>	<input type="text"/> %

We do not have an ERP project planned, in-process, or completed

6. Please check the one statement that is most appropriate regarding a Web portal at your campus (or system/district office if this functionality is provided at that level).

- We have implemented a Web portal.
- We are in the process of implementing a Web portal.
- We are planning to implement a Web portal.
- We have no plans to implement a Web portal.

If you selected one of the first three choices above, please check all of the following characteristics that apply or will apply to your Web portal.

- Our portal is or will be:**
- developed in-house
 - a purchased product
 - based on open source (e.g., JavaSIG)
 - customizable by the individual
 - customized to the individual
 - for current students
 - for prospective students
 - for faculty
 - for staff
 - for the external community
 - for alumni
 - integrated with campus administrative systems
 - Other