



2003 Summary Report

Brian L. Hawkins, Julia A. Rudy, and Joshua W. Madsen





www.educause.edu • 303-449-4430

EDUCAUSE is a nonprofit association whose mission is to advance higher education by promoting the intelligent use of information technology. Membership is open to institutions of higher education, corporations serving the higher education information technology market, and other related associations and organizations. Resources include professional development activities; print and electronic publications, including books, monographs, and the magazines *EDUCAUSE Quarterly* and *EDUCAUSE Review*; strategic policy advocacy; teaching and learning initiatives; applied research; special interest collaborative communities; awards for leadership and exemplary practices; and extensive online information services. The current membership comprises more than 1,900 colleges, universities, and educational organizations, including 200 corporations, with 14,000 active members. EDUCAUSE has offices in Boulder, Colorado, and Washington, D.C.; www.educause.edu, e-mail info@educause.edu.

© Copyright 2004 EDUCAUSE

All rights reserved. No part of this monograph may be reproduced in any form without permission in writing from EDUCAUSE.

Art direction by Joseph Daigle, Studio Productions

Index

- Advisory groups
 - for IT planning, 11
 - for security policy development, 45–46
- Antivirus software, 43
- Bandwidth
 - shaping, 37–39
- Barone, C.A., x
- Biometric technology, 42
- Budget overruns, 48
- Compensation
 - for IT personnel, 17–18
 - paid to IT professionals outside central organization, 18–19
 - ratios for comparison of, 19–20
- Computers
 - campus-owned/leased, 23
 - campus-owned/leased, for FTE students, 23
 - numbers of, on campus, 23–24
 - replacement cycles, 23–26
 - student-owned, 33–34
- Contractors. *See* Outsourcing
- Core Data Service (CDS)
 - authorization for access to, vi
 - goal of, v, x
 - groups invited to participate in, vi
 - philosophy for, v
 - policy of, vi
 - research assessment of, vii, ix
 - survey for (*see* Core data survey)
 - survey terms and conditions, vi–vii
- Core data survey
 - Carnegie classifications in, vii–ix
 - groups invited to participate in, vi
 - interactive database service component of, viii
 - methodology of, vi–vii
 - section five of, 47
 - section four of, 37
 - section one of, 1
 - section three of, 29
 - section two of, 13
 - statistical test of, ix
 - submission of, viii
 - terms and conditions for, vi
 - Web-based version of, vi–vii
- Course management systems, 34–36, 50–52, 57
 - faculty use of, 35–36
 - percentage at system/district level, 52
 - practices, 35
 - vendors for, 57
 - years of implementation of, 51
- Development systems, 50–53
 - percentage at system/district level, 52
 - vendors for, 55
 - years of implementation of, 51
- EDUCAUSE
 - Current Issues Survey, 47
 - Research Task Force, iii
- Electronic signatures, 43
- Enterprise resource planning (ERP) systems, 47–48

- Faculty, technological support for, 32–33
- Financial information systems, 50–53
 - percentage at system/district level, 52
 - vendors for, 53
 - years of implementation of, 51
- Firewalls
 - characteristics of, 44
 - effectiveness of, 44
- FTE staff
 - numbers of, in central IT organizations, 5
 - percentage of, in IT areas, 7
 - staffing practices, 9–10
 - staffing ratios, 8–9
 - summary statistics of total, 8
- Full-time equivalent (FTE) staff. *See* FTE staff
- Funding
 - for central IT versus total campus IT, 19
 - sources of, 13–16
- Grant management system, 50–54, 57
 - percentage at system/district level, 52
 - vendors for, 57
 - years of implementation of, 51
- Hawkins, Brian, x
- Human resources systems, 50–54
 - percentage at system/district level, 52
 - vendors for, 54
 - years of implementation of, 51
- Information systems
 - course management systems (*see* Course management systems)
 - development systems (*see* Development systems)
 - ERP systems, 47–48
 - financial systems (*see* Financial information systems)
 - grant management systems (*see* Grant management systems)
 - human resources systems (*see* Human resources systems)
 - library systems (*see* Library systems)
 - strategies for acquiring, 49
 - strategies for implementing, 48–50
 - student information systems (*see* Student information systems)
 - at system/district level, 52
 - types of, 50–54
 - vendors for (*see* Vendors)
 - years of implementation for, 51
- Information technology (IT)
 - Advisory groups for, 11
 - biometric technology, 42
 - campus information systems (*see* Campus information systems)
 - campus support for, 29–31
 - course management systems for, 34–36
 - demand for research on, v
 - expenditures for, decentralized, 18–20
 - faculty support, 32–33
 - functions involved in, 4
 - funding for, 13–16
 - leadership (*see* IT administrators)
 - Light Directory Application Protocol (LDAP) technology, 41–42
 - and network speed, 37–39
 - organizations (*see* IT organizations)
 - personnel for (*see* IT personnel)
 - planning, 10–11
 - public key infrastructure technology, 41–42
 - security of, 44–46
 - smart card technology, 42
 - and student computing, 33–34
 - systems of (*see* Campus information systems)
 - use of external suppliers for, 26–28 (*see also* Outsourcing)
 - use of service level agreements for, 26–28
 - videoconferencing capabilities, 40
 - video-over-IP technology, 41
 - voice-over-IP (VoIP) technology, 40–41
 - Web portals, 55–59
 - Web services technology, 42–43
- Internal modem pool access, 39
- Internet
 - growth of wireless access, 39
 - high-speed, 37
 - providing remote Internet access, 39–40
 - in residence halls, 34, 39–40
- IPEDS, v–vii, x–xi, 9, 11, 16, 28
- IT. *See* Information technology (IT)
- IT administrators
 - communication among, 2
 - functions reporting to, 2, 4
 - highest ranking, 1–2
 - percentage of various titles, 1–2
- IT expenditures, decentralized, 18–20

- IT organization
 - average number of staff in, 5
 - numbers of FTE student employees in, 6
 - percentage of FTE staff in IT areas, 7
 - percentage of FTE student employees in, 8
 - staffing of (see IT staffing)
 - summary statistics of FTE staff in, 8
- IT personnel, compensation for, 17–18, 19
- IT planning, 10–11
- IT staffing. *See also* FTE staff
 - levels of, 5–8
 - practices, 9–10
 - ratios of, 8–9
- Libraries, wireless access in, 39–40
- Library systems, 50–53
 - percentage at system/district level, 52
 - vendors for, 56
 - years of implementation of, 51
- Lightweight Directory Application Protocol (LDAP) technology, 41–42
- Network connection fees, 22, 23
- Network connections, in residence halls, 34
- Networks
 - shaping bandwidth, 37–39
 - speed of, 37–39
- Outsourcing, 26–28
 - administrative systems, 48–49
 - consulting fees, as part of ERP costs, 48
 - contractors, compensation of, 17
 - contractors, use of, 17
 - percentage of campuses using, 27
- Public key infrastructure (PKI) technology, 41
- Remote access, 39–40
- Replacement cycles
 - adherence to, 25–26
 - for campus computers, 24–26
 - for various institutions, 24
- Residence halls
 - network connections, 34–35
 - wireless access in, 39–40
- Security
 - with firewalls, 44
 - policy development for, 45–46
 - and software patches, 44
 - wireless technologies for, 43–44
- Service level agreements, 26–28
- Smart card technology, 42
- Software patches, 44
- Student information systems, 50–52
 - age of, 50–51
 - percentage at system/district level, 52
 - vendors for, 52
 - years of implementation of, 51
- Students, and computer ownership, 33–34
- Support. *See* Technological support
- System configuration, extent of modification of, 49–50
- Technological support
 - availability in classroom, 31
 - availability of assistance, 29
 - availability of e-mail, 30–31
 - for faculty, 32–33
 - help desk availability, 29
- Technology fees, 20–23
 - money collected from, 21
 - for residence-hall network connection, 22, 23
 - schools that charge, 21
 - spending of, 22
- Training programs, for faculty, 32–33
- Vendors
 - administrative systems, 50
 - course management systems, 57
 - data about, use of, 48–49
 - developing systems in partnership with, 48
 - development systems, 55
 - financial information systems, 53
 - grant management systems, 57
 - human resources systems, 54
 - library systems, 56
 - relationships with EDUCAUSE, vi
 - student information systems, 52
- Videoconferencing, 40
- Video over IP technology, 41
- Voice over IP (VoIP) technology, 40–41

- Web portals
 - customizable, 56, 58
 - deployment status, 55, 58
 - development and procurement strategies
 - for, 55–56, 58
 - importance of, 59
 - integration of, 59
- Web services technology, 42–43
- Wireless network access, 37–38
- Wireless security technologies, 43–44