



Fiscal Year 2004 Summary Report

Brian L. Hawkins, Julia A. Rudy, and Robert Nicolich

September 2005





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 2005 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

APPENDIX C

2004 Core Data Survey Questionnaire



2004 EDUCAUSE Core Data Survey

When responding to the survey questions, please enter data that describe your current IT environment unless a question specifically requests data for the fiscal year 2003-2004.

Please note that for any term in the survey that is underlined there is a corresponding definition or explanation for that term in the glossary of terms which appears at the end of the printable version of the survey. When working with the survey online, simply clicking on the term will bring up its definition/explanation from the glossary.

IT Organization, Staffing, and Planning

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

2. To whom does the highest ranking technology administrator / officer on your campus report?

- President / chancellor / CEO
- Highest ranking academic officer (Provost, Academic VP, Dean)
- Highest ranking administrative officer (Administrative VP, Executive VP)
- Highest ranking business officer (Business Officer, CFO)
- Second level academic officer (Vice Provost, Assistant or Associate Provost / Academic VP)
- Second level administrative officer (Assistant or Associate Administrative VP)
- Reports jointly to president / chancellor / CEO *and* chief academic officer
- Reports jointly to chief academic officer *and* chief administrative or financial officer
- Other

3. What functions report to the highest ranking information technology administrator / officer on your campus? (Check all that apply.) You may click on or pass your cursor over an underlined functional area to see how we have defined it for survey reporting purposes.

- Academic Computing
- Administration of IT Organization
- Administrative / Enterprise Information Systems
- Computer Store
- Desktop Computing Support / User Support Services / Training / Help Desk
- Enterprise Infrastructure / Identity Management
- Distance Education
- Instructional Technology

- [Information Technology Policy](#)
- [Information Technology Security](#)
- Library
- Mailroom
- Multimedia Services
- [Network Infrastructure and Services](#)
- Operations / Data Center
- Print / Copier Services
- Research Computing
- Student Computing
- Technology R&D / Advanced Technology
- [Telephony](#)
- [Web Support Services](#)

Other

4. Is the highest ranking information technology administrator / officer a member of your president's or chancellor's cabinet?

- Yes
- No

5. Please enter the number of full-time equivalent (FTE) staff (including clerical, support, and management staff) and students employed by the central IT organization of your campus in each of the functional areas listed below for fiscal year 2003-2004. Please include part-time, temporary, and limited-term employees in your count. Please do *not* include employees who supported a hospital or who supported IT for other campuses if your campus is part of a multi-campus system or district.

If your campus has contracted with an external supplier to provide all or nearly all IT services through an outsource arrangement, please include the supplier's employees as staff for the purposes of this question. If your campus has merged the library and IT organizations, please see the glossary term [Library / IT Staff](#) for directions.

If you had no employees in a functional area, enter 0. If you had less than 1 FTE in an area, use a decimal number rather than a fraction to indicate what portion of an FTE employee supported that area. NOTE that the total of the numbers that you enter in each of these columns should be equal to the total number of FTE staff and students employed by your central IT organization for FY 2003-04. Please use "other" to enter the number of FTE staff and/or students who do not fit into any of the functional areas listed and describe the functions these employees support in the box provided. Please do not use the "other" area to report that you have 0 other staff.

Click on or pass your cursor over the underlined functional area to see how we have defined these areas for survey reporting purposes. **Note that there is an additional functional area this year (line 4) and several of the functional area descriptions have changed, so you will need to reevaluate how you have distributed your FTE numbers!** Even if you do not use this taxonomy on your campus, please re-distribute your FTE 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 FTE	Student FTE
1. <u>Administration of IT Organization, Clerical Support</u>	<input type="text"/>	<input type="text"/>
2. <u>Administrative / Enterprise Information Systems</u>	<input type="text"/>	<input type="text"/>

3. <u>Desktop Computing Support, User Support Services, Training, Computer Store</u>	<input type="text"/>	<input type="text"/>
4. <u>Enterprise Infrastructure and Services, Identity Management</u>	<input type="text"/>	<input type="text"/>
5. <u>Help Desk</u>	<input type="text"/>	<input type="text"/>
6. <u>Information Technology Policy</u>	<input type="text"/>	<input type="text"/>
7. <u>Information Technology Security</u>	<input type="text"/>	<input type="text"/>
8. <u>Instructional Technology, Multimedia Services, Student Computing</u>	<input type="text"/>	<input type="text"/>
9. <u>Network Infrastructure and Services</u>	<input type="text"/>	<input type="text"/>
10. <u>Operations, Data Center, Print Services</u>	<input type="text"/>	<input type="text"/>
11. <u>Research Computing, Academic Computing</u>	<input type="text"/>	<input type="text"/>
12. <u>Telephony</u>	<input type="text"/>	<input type="text"/>
13. <u>Web Support Services</u>	<input type="text"/>	<input type="text"/>
Other Function	<input type="text"/>	<input type="text"/>

Total central IT unit FTE:

6. Please **estimate** the number of full-time equivalent (FTE) information technology personnel who were employed by departments or offices **outside the central IT organization** of your campus for fiscal year 2003-2004 (for example, employed by administrative offices or academic departments), including part-time, temporary, and limited term employees. (Your campus HR office may be able to provide this number. If no IT personnel were employed outside the central IT organization, enter 0. If you cannot estimate this number, please check that response below.)

FTE

We are unable to estimate this number.

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

- Yes
- No

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

- Yes
- No

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

Does your campus strategic plan include strategies and directions for information technology?

- Yes

No

Does your campus have a stand-alone information technology strategic plan?

Yes

No

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

- Trustee committee
- President's cabinet / council
- Administrative committee
- Academic committee / faculty senate
- Technology advisory committee
- Student committee
- State agency or system / district office

Other

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

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

- IT policy and/or security officer
- CIO / central IT organization representative
- Auditor
- General counsel
- Chief administrative or financial officer
- Chief academic officer
- Campus police
- President's cabinet
- Board of trustees
- Campus task force
- Technology advisory committee
- Faculty committee
- 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 dollar amounts your central information technology organization received in fiscal year 2003-2004 from each of the funding categories listed.

If you had no funding in a category, enter 0. Enter the dollar amount in whole U.S. Dollars without commas or decimals, e.g., \$588,499.41 would be entered as 588499. NOTE that the total of all of the dollars entered should represent the total actual funding your central IT organization received in FY 2003-2004. Click on the underlined terms for an explanation of what these funding sources are meant to include. If you had a category of funding not listed, please describe it in the "other" category and enter the dollar amount. Please do not use the "other" category to report 0 other funding.

NOTE: New this year is a request for campuses in a multicampus system or district that provides its campuses systems or services to enter a best estimate for your campus's proportional share of the dollar equivalent for those systems and services. (For example, if you estimate your system or district overall provides \$10,000,000 in IT systems and services, and there are ten campuses in the system or district, your share would probably be an estimated \$1,000,000, assuming equal allocation among all campuses of those systems and services.) EDUCAUSE has contacted system and district offices to alert them that their campuses may be in touch with them for assistance in estimating this amount.

Category of Revenue	Dollar Amount
<u>Operating appropriation</u> to central IT organization	\$ <input type="text"/>
<u>Capital appropriation</u> to the central IT organization (other than those amortized through rates)	\$ <input type="text"/>
Appropriation to the central IT organization from revenue generated from student technology fees (if not included above in line 1, operating appropriation)	\$ <input type="text"/>
Revenue from sale (chargeback) of central services (e.g., network or phone services, computer repairs) to campus departments, students, staff, and others	\$ <input type="text"/>
Revenue from sale of central services (e.g., computer store sales) to entities external to the campus	\$ <input type="text"/>
<u>Net revenue</u> from resale of products (e.g., computer store sales) to campus departments, students, staff, and others	\$ <input type="text"/>
<u>Net revenue</u> from resale of products (e.g., computer store sales) to entities external to the campus	\$ <input type="text"/>
If your campus is part of a multicampus system or district, enter your best estimate for your campus's proportional share of the dollar equivalent for systems or services provided at the system or district level.	\$ <input type="text"/>
Other Funding <input type="text"/>	\$ <input type="text"/>

Total Central IT Funding for FY 2003-2004:

2. Please **estimate** what percent of funding for each central IT function came from these various funding sources for fiscal year 2003-2004.

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%. **Note that there is an additional functional area this year (line 4)**. 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.

NOTE: New this year is a column that allows a campus in a multicampus system that benefits from systems or services provided at the system/district level to estimate what percent of equivalent funding came from the system/district office for each function.

Central IT Function	Appropriation from Campus Operating Budget	Appropriation from Campus Capital Budget	Student Tech Fee	Cost Recovery (Chargeback)	Provided at the System / District Level	Other Sources	Total
1. <u>Administration of IT Organization.</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	

<u>Clerical Support</u>						
2. <u>Administrative / Enterprise Information Systems</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
3. <u>Desktop Computing Support, User Support Services, Training, Computer Store</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
4. <u>Enterprise Infrastructure and Services, Identity Management</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
5. <u>Help Desk</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
6. <u>Information Technology Policy</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
7. <u>Information Technology Security</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
8. <u>Instructional Technology, Multimedia Services, Student Computing</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
9. <u>Network Infrastructure and Services</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
10. <u>Operations, Data Center, Print Services</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
11. <u>Research Computing, Academic Computing</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
12. <u>Telephony</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
13. <u>Web Support Services</u>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %
14. <u>Other Function</u> <input type="text"/>	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	<input type="text"/> %

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 whole U.S. Dollars, without commas or decimals, e.g., \$1,250.78 would be entered as 1251. Enter 0 if you do not allocate funds for this purpose.

Note that this question does not refer specifically to the past fiscal year, but is a request for the average amount per IT staff member that is usually budgeted annually. Please be sure that the amount you enter is per IT staff member, not your entire organizational training / professional development budget.

\$

4. What was the total compensation for fiscal year 2003-2004 (including fringe benefits even if benefits are paid elsewhere on campus and not charged to the central IT organization) for the following categories of personnel employed by or through the central IT organization of your campus? If for question 5 of section 1 of this survey you counted as "staff" individuals employed through an IT service outsource arrangement, please enter compensation for those individuals in the "staff" rather than "contractors" category below. If you reported FTE student employees, there is an expectation that you will enter congruent compensation for this category. If you enter \$0 because you do not compensate your student employees from central IT funding, or if the compensation amount entered is subsidized by work study or other funding external to your IT organization,

please check the box on the last line of the question to indicate this arrangement.

Enter the dollar amount in whole U.S. Dollars, without commas or decimals, e.g., \$58,499.41 would be entered as 58499. NOTE that the total of all the numbers entered should reflect the total compensation expended for all central IT personnel for FY 2003-04. If your central IT organization compensated personnel that do not fall into any of the categories listed, please include this information in the "other" category and enter the dollar amount of total compensation for these personnel. Click on the underlined term for an explanation of that category of personnel.

<u>Staff</u>	\$	<input type="text"/>
Students*	\$	<input type="text"/>
<u>Consultants</u>	\$	<input type="text"/>
<u>Contractors</u>	\$	<input type="text"/>
Other	\$	<input type="text"/>

*Please check here if your student employees are compensated in whole or part by Work Study or other funding that is not included in your central IT organization's funding. Please report above only the compensation paid from your IT funding.

Total Central IT Personnel Compensation for FY 2003-2004:

5. Please enter your best **estimate** of the total spent on salaries (including benefits) for fiscal year 2003-2004 for IT personnel who are employed in departments or offices **outside the central IT organization** of your campus (for example, employed by administrative offices or academic departments), including limited term employees.

Enter the dollar amount in whole U.S. Dollars, without commas or decimals. Your campus HR office may be able to provide this figure. If no IT personnel are employed outside the central IT organization, enter 0. If you cannot estimate this amount, please check the box to indicate that.

\$

We cannot estimate this amount.

6. Please enter your best **estimate** of the total spent in fiscal year 2003-2004 on information technology (other than salaries and benefits) in departments or offices outside the central IT organization of your campus.

These expenditures would include hardware, software, licenses, and so forth, that is, non-personnel expenditures. 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 whole U.S. Dollars without commas or decimals. If your campus has no IT expenditures (other than salaries and benefits) outside the central IT organization, enter 0. If you cannot estimate this amount, please check the box to indicate that.

\$

We cannot reasonably estimate this amount.

7. Does your campus charge a general student technology fee, that is, a general fee levied by the institution on all students, regardless of major or school (as opposed to specific, individual technology fees that might be charged based on academic major or other criteria)?

- Yes
- No

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

On what basis is the fee charged and what is the amount of the fee per FTE student? (Select only one and enter the amount in U.S. dollars.)

Basis for charge:

- Flat fee per year
- Flat fee per semester
- Flat fee per quarter
- Flat fee per credit hour
- Percentage of tuition
- Other

Amount of fee:

\$	<input type="text"/>
\$	<input type="text"/>
\$	<input type="text"/>
\$	<input type="text"/>
	<input type="text"/> %
	<input type="text"/>

What were the total dollars generated by this fee for fiscal year 2003-2004? (Enter amount in whole U.S. dollars without commas or decimals.)

\$

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

9. **Estimate** how many computers your campus owns or leases. (Enter a whole number.)

computers

10. What is the planned replacement cycle for the computers owned or leased by your campus?

- Less than every three years
- Three years
- Between three and four years
- Four years

- More than every four years
- We have different replacement cycles for different types of computers.
- We have no formal replacement plan.

11. What percent of the computers owned or leased by your campus are on a replacement cycle for which dollars are 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 were replaced in fiscal year 2003-2004? (Enter percentages as whole numbers, e.g., 70% would be entered as 70. NOTE that replacement refers to replacing with new computers rather than repurposing machines.)

%

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 internal information technology services are covered by written service level agreements between the IT organization and departments. (Check all that apply.)

- Academic and/or research support
- Administrative / enterprise information systems support
- Data center services
- Desktop support services / user support services / help desk
- Instructional technology support
- Multimedia 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 either partially or entirely 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. (NOTE that if your campus is part of a multi-campus system or district, the district or system office should not be considered an external supplier.)

- Administrative system(s) — transaction systems operation (e.g., payroll, grants, admissions, etc.)
 - Administrative systems — application development
 - Administrative systems — project management for implementations
 - All or nearly all central IT staff and services
 - CIO / top IT administrator
 - Computer operations
 - Data center
 - Desktop computer installation, maintenance, and/or repair services
 - Distance education
 - Help desk
 - Instructional / course management system
 - Multimedia services
 - Network services on campus
 - Portal
 - Print services
 - Remote access to network services
 - Telephone services
 - User support services
 - Web development and/or hosting
- 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 service provided by your central IT organization 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. NOTE that this number cannot exceed 168.)

hours

- We do not have a public help desk.

2. **Estimate** what percent of undergraduate students at your institution use their own personal computers. (NOTE that this includes students using computers they already owned before enrolling or using computers that your campus has provided or leased to them or required them to purchase after enrollment. Enter the 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 a personal computer.
- Students in some departments or majors are required to purchase/lease a personal computer.
- 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 computer purchase or lease.
- Other

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 prevalent speed offered?

- 10 mbps
- 10-11 mbps
- 10/100 mbps
- 100 mbps
- > 100 mbps

What is the most prevalent technology? (Select only one.)

- Ethernet
- Cable Modem
- DSL
- Wireless
- Other

5. Please select the statement below that best describes your campus with regard to providing students a campus-negotiated service to access online music and/or movie services.

- We are already offering such a service.
- We are planning to offer such a service.
- We are considering offering such a service.
- We have no plans to offer such a service.

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

- Yes
- No

7. 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.

8. 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.).
- We offer special grants or awards to faculty to support innovative use of technology in teaching and learning.

Other

9. Please check the one statement that most accurately describes your campus's 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 are currently reviewing options, considering deploying a course management system or changing our current course management system approach.
- 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 course management systems).
- Other

10. Please select the one 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.

11. 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	<input type="text"/>	%	
Wireless Internet connectivity	<input type="text"/>	%	
LCD projectors	<input type="text"/>	%	
Computers	<input type="text"/>	%	
Televisions	<input type="text"/>	%	
Smart boards	<input type="text"/>	%	
Document projectors / systems / cameras	<input type="text"/>	%	
Other technology	<input type="text"/>	<input type="text"/>	%

Networking 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

Mbps (megabits per second)

...to high-performance networks such as Abilene, vBNS, etc.

Mbps (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 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., P2P file sharing).
- We shape by direction (inbound versus outbound).

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.")

	Number of Lines	Faculty	Students	Staff	Alumni	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	0%	1-25%	26-50%	51-75%	76-100%	
Classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Public Labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Residence Halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Student Union	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Research Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Administration Buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Open Spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Other Area	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Clear Row

5. From how many campus sites (not counting individual desktops) can an interactive videoconference be initiated? (NOTE that this question relates to designated sites that are set up with permanent equipment for conducting interactive videoconferencing. Enter a whole number. If you have no such sites, enter 0.)

sites

6. **Estimate** the percentage of personal computers owned or leased by your campus that can deploy videoconferencing from the desktop. (Enter the percentage as a whole number, e.g., 20% would be entered as 20. If you have no desktop computers with this capability, enter 0.)

%

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

Technology	Deployed	Piloting	In progress	Considering	Not planned
Antispam tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Antivirus software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Biometrics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic signatures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enterprise directory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<u>Learning objects</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>PKI</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Smart cards</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Video over IP</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Voice over IP</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Web Services</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Wireless security technologies</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 site license for a personal firewall product
- a plan in place to implement one or more firewalls
- no firewalls

Other

9. Please check all of the following that apply at your campus regarding security-related practices.

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

Other

10. Has your campus undertaken an IT security risk assessment?

- Yes
- No

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 or district level, please enter the information requested for your campus but also check "provided at system or district level" for that system. If you have not implemented or do not plan to implement a specified system, please check "Not Applicable" for that system and do not check any other boxes for that system. If the system is 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 or 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. Do you buy commercial packages and modify them?

- Yes
- No

If you answered yes, please indicate the usual extent of modification. (Check all that apply.)

- Underlying code
- Configuration
- External modules

Other

4. Please check the appropriate statement for your campus (or system or 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.

If you selected one of the last three choices above...

Please **estimate** the percent of the total cost of the project that was or will be spent on the following ERP project components. (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"/> %

5. Please check the one statement that is most appropriate regarding a Web portal at your campus (or system or 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 answer the following five questions...

Our portal is or will be:

- developed in-house
- a purchased product
- based on open source
- Other

Is your portal (or will your portal be) customizable by the individual?

- Yes
- No

Is your portal (or will your portal be) customized to the individual?

- Yes
- No

For what audience is your portal (or will your portal be) designed? (Check all that apply.)

- for current students
- for prospective students
- for faculty
- for staff
- for the external community
- for alumni

Other

Is your portal (or will your portal be) integrated with campus administrative systems?

- Yes
- No



© Copyright EDUCAUSE 2004. Data contributed to the Core Data Service by a participating institution remains the property of that institution. Otherwise, the contents of the Core Data Service database, survey, and Web site are the copyrighted property of EDUCAUSE and may not be reproduced, republished, distributed, sold, transferred, downloaded, or modified without the express written permission of EDUCAUSE. EDUCAUSE claims copyright to data captured through the Core Data Service to protect data confidentiality on behalf of contributors, not for commercial gain.