



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

Index

- Administrative information systems. *See* Information systems
- Advisory groups
 - for IT planning, 11–12
 - for security policy development, 46
- Antispam tools, 44
- Antivirus software, 42–43
- Bandwidth
 - available to Internet, 37–38
 - available to high-performance networks, 37–38
 - shaping and tracking, 38–39
- Barone, C. A., ix–x
- Benchmarking, v, ix
- Biometric technology, 41–42
- Carnegie classification. *See* Appendix E, 101–102
 - data presented by, vii–viii, 2
 - groupings used, 12–13
- CAUSE, 63–64
- Classroom technology, 30–31
- Compensation
 - for central IT personnel, 17–20
 - for central IT personnel as percentage of campus IT personnel, 21
 - for central IT staff as percentage of central IT funding, 19–20
 - for decentralized IT personnel, 20–21
 - separate salary scales, 10
- Computers
 - campus-owned/leased per FTE student, 24
 - in classroom, 31
 - numbers of, on campus, 23–24
 - policy on student purchasing requirements, 33–34
 - replacement cycles, 24–26
 - student-owned, 32–33
- Contractors
 - compensation paid to, 19
 - employed through outsourcing, 27–28
 - percentage of schools employing, 19
- Core Data Service (CDS)
 - appropriate use policy, v–vi
 - authorization for access to, vi
 - goal of, v, x, 64
 - groups invited to participate in, vi
 - interactive database component of, viii
 - multicampus system/district participation in, vi
 - principles and policy of, v–vi
 - research assessment of, vii, ix
 - survey for (*see* Core data survey)
 - trend analyses, viii
- Core data survey
 - methodology for, vi–vii
 - participation levels for 2004, viii
 - terms and conditions, vi–vii
 - Web-based application, vi–vii
- COSTS Project, 63–64
- Council of Independent Colleges, vi
- Course management systems
 - deployment and practices, 36
 - faculty use of, 36
 - percentage at system/district level, 54, 56
 - percentage of schools with, 52
 - vendors for, 58
 - year of implementation of, 53
- Department of Education, vii
- Development systems
 - percentage at system/district level, 54, 56
 - percentage of schools with, 52
 - vendors for, 57
 - year of implementation of, 53
- Document projectors in classroom, 31
- EDUCAUSE
 - Center for Applied Research (ECAR), 63
 - Current Issues Survey, 49, 63
 - Research Task Force, iii, 64
- Educom, 63–64
- Electronic signatures, 43
- E-mail
 - availability for all students, 30
 - policy on student accounts, 30
- Enterprise directory technology, 41–42

- Enterprise resource planning (ERP) systems
 - implementation status, 49
 - percentage of costs by area of expenditure, 50
 - staffing for, 5–8
- Faculty
 - technological support for, 31–32
 - use of course management systems, 36
- Financial information systems,
 - percentage at system/district level, 54, 56
 - percentage of schools with, 52
 - vendors for, 55
 - year of implementation, 53
- Firewalls
 - effectiveness of, 44
 - percentage of schools with, 45
- Full-time equivalent (FTE) staff. *See* IT staffing.
- Full-time-equivalent (FTE) student employees. *See* Student employees.
- Funding. *See* IT funding.
- Grants management systems,
 - percentage at system/district level, 54, 56
 - percentage of schools with, 52
 - vendors for, 59
 - year of implementation, 53
- Green, K. C., 63
- Hawkins, B. L., ix–x
- Help desk
 - availability of, 29–30
 - staffing for, 5–8
- Human resources systems,
 - percentage at system/district level, 54, 56
 - percentage of schools with, 52
 - vendors for, 56
 - year of implementation, 53
- Identity management, staffing for, 5–8
- Information systems
 - course management systems (*see* Course management systems)
 - development systems (*see* Development systems)
 - ERP systems, 49–50
 - financial information systems (*see* Financial information systems)
 - grants management systems (*see* Grants management systems)
 - human resources systems (*see* Human resources systems)
 - library systems (*see* Library systems)
 - modification of commercial packages, 50–51
 - strategies for implementing, 50–51
 - student information systems (*see* Student information systems)
 - at system/district level, 54, 56
 - types of, 52–53
 - vendors of (*see* Vendors)
 - year of implementation, 53–54
- Information technology (IT)
 - advisory groups for, 11–12, 46
 - campus support for, 29
 - functional areas, 3–4
 - funding for (*see* IT funding)
 - leadership for (*see* IT administrators)
 - organization (*see* IT organization)
 - personnel compensation (*see* Compensation)
 - planning (*see* IT planning)
 - security (*see* Security)
 - staffing (*see* IT staffing)
 - use of external suppliers for, 27 (*see also* Outsourcing)
 - use of service level agreements for, 28
- Instructional technology
 - staffing for, 5–8
 - support for faculty using, 31–32
- Internet
 - access from campus to, 37, 39–40
 - classroom connectivity to, 31
 - growth of wireless access to, 39
 - high-speed, 37
 - providing remote access to, 39–40
 - residence-hall connectivity, 33–34
- IPEDS, v–vii, x, 10, 13, 17, 28
- IT. *See* Information technology (IT)
- IT administrators
 - functions reporting to, 3–4
 - highest ranking, 1–2
 - percentage of various titles, 1–2
 - reporting relationships, 2
 - sitting on the cabinet, 2–3

- IT funding
 - for capital plant, 26–28
 - for central IT, 15–18
 - for central IT versus total campus IT, 21
 - for computer replacement, 25–26
 - for decentralized IT expenditures, 20–21
 - for decentralized personnel expenses, 20–21
 - for staff professional development, 11
 - sources and amounts of, 15–17
- IT organization
 - average number of FTE staff in, 5
 - functional areas reporting to central unit, 3–4
 - numbers of FTE student employees in, 6
 - percentage of FTE staff in functional areas, 7
 - percentage of FTE student employees in functional areas, 8
 - staffing of (*see* IT staffing)
 - summary statistics of FTE staff in, 9
- IT personnel compensation
 - central compensation as percentage of total central IT funding, 19–20
 - central compensation as percentage of campus total, 21
 - for centralized personnel, 17–20
 - for decentralized personnel, 20–21
- IT planning
 - advisory groups, 11–12
 - for equipment replacement, 23–27
- IT policy
 - for security, 46
 - staffing for, 4–8
- IT security. *See* Security
- IT staffing
 - centralized versus decentralized, 9–10
 - compensation (*see* IT personnel compensation)
 - numbers of staff by functional area in central IT organization, 5–8
 - percentage of staff by functional area in central IT organization, 5–8
 - practices, 10
 - ratios, 10
 - summary statistics for, 9
- King, P., 61
- Kvavik, R. B., 61
- LCD projection in classroom, 31
- Leach, K., 63
- League for Innovation in the Community College, vi
- Learning objects, 44
- Libraries, wireless access in, 39–40
- Library systems,
 - percentage at system/district level, 54, 56
 - percentage of schools with, 52
 - vendors for, 58
 - year of implementation, 53
- McClure, P. A., x
- National Center for Higher Education Management Systems, vii
- Network infrastructure and services,
 - access to online movies and music, 34–35
 - bandwidth (*see* Bandwidth)
 - fees for residence-hall connections, 23
 - internal modem pool access, 39
 - remote access, 39–40
 - residence-hall connections, 23, 35
 - speed of, 37
 - staffing for, 5–8
 - wireless access, 31, 39–40
- Nicolich, R., x
- Outsourcing, 27–28
 - administrative systems, 28
 - consultants, employment of, 19
 - consulting fees, as part of ERP costs, 50
 - contractors, compensation of, 19
 - contractors, employment of, 19
 - percentage of campuses outsourcing various functions, 27
- Professional development, 11
- Public key infrastructure (PKI) technology, 41
- Remote access, 39
- Replacement cycles, 24–27
- Residence halls
 - charging for network connections, 23
 - high-speed access, 34–35
 - network connections, 34
 - wireless access in, 39–40

- Security
 - antispam tools, 44
 - antivirus software, 42–43
 - firewalls, 44–45
 - policy development for, 46
 - risk assessment, 46–47
 - security-related practices, 45–46
 - software patches and upgrades, 45–46
 - staffing for, 5–8
 - wireless security technologies, 43–44
- Service level agreements, 28
- Smallen, D., 63
- Smart boards in classroom, 31
- Smart card technology, 42
- Student computing
 - access to online movies and music, 34–35
 - percentage of student computer ownership, 33
 - policy on computer purchasing requirement, 33–34
 - staffing for, 5–8
- Student employees
 - need to employ, 4
 - number employed in functional areas, 5–6
 - percentage employed in functional areas, 6–8
- Student information systems
 - percentage at system/district level, 54, 56
 - percentage of schools with, 52
 - vendors for, 55
 - year of implementation, 53
- Support
 - availability of e-mail, 30
 - for faculty use of technology, 31–32
 - help desk availability, 29
 - staffing for, 5–8
- Technology fees
 - basis for charging general fee, 22
 - percentage of institutions charging for residence-hall network connections, 23
 - percentage of institutions charging general fee, 21
 - total revenues collected from general fee, 22
 - who decides how general fees are spent, 22–23
- Training programs for faculty, 31–32
- Vendors
 - data about use of, 56
 - developing systems in partnership with, 51
 - of course management systems, 58
 - of development systems, 57
 - of financial information systems, 55
 - of grants management systems, 59
 - of human resources systems, 56
 - of library systems, 58
 - of student information systems, 55
 - relationships with EDUCAUSE, vi
- Videoconferencing, 40
- Video over IP technology, 40–41
- Voice over IP (VoIP) technology, 40–41
- Warlick, C., 63
- Web portals
 - characteristics of, 59–60
 - deployment status, 57, 59
 - development and procurement strategies for, 59
 - integration of, 60–61
- Web services technology, 42–43
- Web support services, staffing for, 5–8
- Wireless network access
 - growth of, 39–40
 - in classroom, 31
- Wireless security technologies, 43–44