

In 2012 and 2013, EDUCAUSE IT Issues Panel members both identified and prioritized the top-ten lists. For 2014, the EDUCAUSE membership was added to the process. Panel members identified an initial set of 18 priority issues, and EDUCAUSE members were invited to select their top ten in an October–November 2013 survey. A total of 443 members participated, and the final selection and ranking is based on their prioritization. This addition to the methodology has enabled us to better validate the issue prioritization and to examine variations among institutional types and roles.

What is perhaps most striking about the 2014 EDUCAUSE Top-10 IT Issues is how widespread they are, despite the great variability in educational systems and IT organizations. The top-five issues made everyone's list, regardless of institutional type, the survey respondent's role, whether the IT organization was centralized or distributed, or the IT organization's approach to innovation. Nonetheless, some differences remain between categories of institutions. The following tables show the top IT issues for all U.S. respondents and by Carnegie Classification and institutional technology approach.

All U.S. Respondents ($n = 397$)

1. Improving student outcomes through an institutional approach that strategically leverages technology
2. Establishing a partnership between IT and institutional leadership to develop a collective understanding of what IT can deliver
3. Assisting faculty with the instructional integration of information technology
4. Developing an IT staffing and organizational model to accommodate the changing IT environment and facilitate openness and agility
5. Using analytics to help drive critical institutional outcomes
6. Changing IT funding models to sustain core service, support innovation, and facilitate growth.
7. Addressing access demand and the wireless and device explosion
8. Sourcing technologies and services at scale to reduce costs (via cloud, greater centralization of IT, cross-institutional collaborations, and so forth)
9. Determining the role of online learning and developing a strategy for that role
10. Implementing risk management and information security practices to protect institutional IT resources/data and respond to regulatory compliance mandates (*tie*)
10. Developing an enterprise IT architecture that can respond to changing conditions and new opportunities (*tie*)

By Carnegie Classification

Associate's Institutions (n = 34)

1. Improving student outcomes through an institutional approach that strategically leverages technology
2. Establishing a partnership between IT and institutional leadership to develop a collective understanding of what IT can deliver
3. Assisting faculty with the instructional integration of information technology
4. Addressing access demand and the wireless and device explosion
5. Developing an IT staffing and organizational model to accommodate the changing IT environment and facilitate openness and agility
6. Developing an enterprise IT architecture that can respond to changing conditions and new opportunities
7. Using analytics to help drive critical institutional outcomes
8. Competing for IT talent when higher education compensation is lower than market rates
9. Harnessing the trends toward IT consumerization and bring-your-own-device
10. Establishing and implementing IT governance throughout the institution to prioritize institutional IT investments (*tie*)
10. Implementing risk management and information security practices to protect institutional IT resources/data and respond to regulatory compliance mandates (*tie*)

Bachelor's Institutions (n = 76)

1. Establishing a partnership between IT and institutional leadership to develop a collective understanding of what IT can deliver
2. Assisting faculty with the instructional integration of information technology
3. Addressing access demand and the wireless and device explosion
4. Harnessing the trends toward IT consumerization and bring-your-own-device
5. Improving student outcomes through an institutional approach that strategically leverages technology
6. Determining the role of online learning and developing a strategy for that role
7. Implementing risk management and information security practices to protect institutional IT resources/data and respond to regulatory compliance mandates
8. Sourcing technologies and services at scale to reduce costs (via cloud, greater centralization of IT, cross-institutional collaborations, and so forth)
9. Changing IT funding models to sustain core service, support innovation, and facilitate growth.
10. Developing an IT staffing and organizational model to accommodate the changing IT environment and facilitate openness and agility

Master's Institutions, Public (n = 51)

1. Improving student outcomes through an institutional approach that strategically leverages technology
2. Using analytics to help drive critical institutional outcomes
3. Establishing a partnership between IT and institutional leadership to develop a collective understanding of what IT can deliver
4. Developing an IT staffing and organizational model to accommodate the changing IT environment and facilitate openness and agility
5. Addressing access demand and the wireless and device explosion
6. Changing IT funding models to sustain core service, support innovation, and facilitate growth.
7. Assisting faculty with the instructional integration of information technology
8. Optimizing IT efficiency and excellence (via frameworks such as ITIL, strategic sourcing, service life cycle management, metrics, and so forth)
9. Harnessing the trends toward IT consumerization and bring-your-own-device
10. Implementing risk management and information security practices to protect institutional IT resources/data and respond to regulatory compliance mandates

Master's Institutions, Private (n = 37)

1. Improving student outcomes through an institutional approach that strategically leverages technology
2. Assisting faculty with the instructional integration of information technology
3. Developing an IT staffing and organizational model to accommodate the changing IT environment and facilitate openness and agility
4. Using analytics to help drive critical institutional outcomes
5. Addressing access demand and the wireless and device explosion
6. Determining the role of online learning and developing a strategy for that role
7. Establishing a partnership between IT and institutional leadership to develop a collective understanding of what IT can deliver
8. Developing an enterprise IT architecture that can respond to changing conditions and new opportunities
9. Implementing risk management and information security practices to protect institutional IT resources/data and respond to regulatory compliance mandates
10. Establishing and implementing IT governance throughout the institution to prioritize institutional IT investments
(tie)
10. Harnessing the trends toward IT consumerization and bring-your-own-device. (tie)

Doctoral Institutions, Public *(n = 107)*

1. Improving student outcomes through an institutional approach that strategically leverages technology
2. Establishing a partnership between IT and institutional leadership to develop a collective understanding of what IT can deliver
3. Changing IT funding models to sustain core service, support innovation, and facilitate growth.
4. Developing an IT staffing and organizational model to accommodate the changing IT environment and facilitate openness and agility
5. Using analytics to help drive critical institutional outcomes
6. Assisting faculty with the instructional integration of information technology
7. Sourcing technologies and services at scale to reduce costs (via cloud, greater centralization of IT, cross-institutional collaborations, and so forth)
8. Determining the role of online learning and developing a strategy for that role
9. Identifying and optimizing new models and business processes (such as rebalancing central vs. decentralized IT services) to reduce complexity and improve operational efficiency
10. Competing for IT talent when higher education compensation is lower than market rates

Doctoral Institutions, Private (n = 54)

1. Developing an IT staffing and organizational model to accommodate the changing IT environment and facilitate openness and agility
2. Changing IT funding models to sustain core service, support innovation, and facilitate growth.
3. Using analytics to help drive critical institutional outcomes
4. Determining the role of online learning and developing a strategy for that role
5. Balancing innovation with execution
6. Assisting faculty with the instructional integration of information technology
7. Establishing a partnership between IT and institutional leadership to develop a collective understanding of what IT can deliver
8. Implementing risk management and information security practices to protect institutional IT resources/data and respond to regulatory compliance mandates
9. Developing an enterprise IT architecture that can respond to changing conditions and new opportunities
10. Improving student outcomes through an institutional approach that strategically leverages technology

By Institutional Approach to Technology

Early Adopters (*n* = 140)

1. Improving student outcomes through an institutional approach that strategically leverages technology
2. Assisting faculty with the instructional integration of information technology
3. Developing an IT staffing and organizational model to accommodate the changing IT environment and facilitate openness and agility
4. Establishing a partnership between IT and institutional leadership to develop a collective understanding of what IT can deliver
5. Using analytics to help drive critical institutional outcomes
6. Balancing innovation with execution
7. Determining the role of online learning and developing a strategy for that role
8. Developing an enterprise IT architecture that can respond to changing conditions and new opportunities
9. Sourcing technologies and services at scale to reduce costs (via cloud, greater centralization of IT, cross-institutional collaborations, and so forth)
10. Changing IT funding models to sustain core service, support innovation, and facilitate growth.

Mainstream Adopters (n = 164)

1. Improving student outcomes through an institutional approach that strategically leverages technology
2. Establishing a partnership between IT and institutional leadership to develop a collective understanding of what IT can deliver
3. Developing an IT staffing and organizational model to accommodate the changing IT environment and facilitate openness and agility
4. Sourcing technologies and services at scale to reduce costs (via cloud, greater centralization of IT, cross-institutional collaborations, and so forth)
5. Addressing access demand and the wireless and device explosion
6. Using analytics to help drive critical institutional outcomes
7. Assisting faculty with the instructional integration of information technology
8. Developing an enterprise IT architecture that can respond to changing conditions and new opportunities
9. Changing IT funding models to sustain core service, support innovation, and facilitate growth.
10. Determining the role of online learning and developing a strategy for that role

Late Adopters (*n* = 132)

1. Establishing a partnership between IT and institutional leadership to develop a collective understanding of what IT can deliver
2. Assisting faculty with the instructional integration of information technology
3. Changing IT funding models to sustain core service, support innovation, and facilitate growth.
4. Developing an IT staffing and organizational model to accommodate the changing IT environment and facilitate openness and agility
5. Improving student outcomes through an institutional approach that strategically leverages technology
6. Addressing access demand and the wireless and device explosion
7. Using analytics to help drive critical institutional outcomes
8. Competing for IT talent when higher education compensation is lower than market rates
9. Establishing and implementing IT governance throughout the institution to prioritize institutional IT investments
10. Developing an enterprise IT architecture that can respond to changing conditions and new opportunities (*tie*)
10. Determining the role of online learning and developing a strategy for that role (*tie*)