

All Non-Specialized U.S. Institutions

(Carnegie Basic Classification 2000)

Number of respondents for each item (n) ranges from 637 to 686, except as noted.

In the spring of 2011, 2,420 institutions were invited to contribute data from the 2009–2010 fiscal year to the EDUCAUSE Core Data Service (CDS). This almanac summarizes data from a subset of responding institutions. Some publicly available data from the Integrated Postsecondary Education Data System (IPEDS, www.nces.ed.gov/ipeds/) are also included. Reported statistics are either an estimated proportion of the population or an estimated median (rather than a mean). CDS participants can download data at www.educause.edu/coredata. Non-participants can access other CDS resources at this site.

IT FUNDING, BUDGET, AND COSTS

- 5% Total central IT funding as percentage of institutional budget
- \$4,363 Total central IT funding per institutional FTE (faculty and staff)
- \$ 678 Total central IT funding per institutional FTE (students, faculty, and staff)
- 8% Institutional IT spending outside central IT (n = 409)

THE IT ORGANIZATION

- 52% Institutions at which highest-ranking IT officer is on presidential cabinet
- 70% Institutions with a stand-alone IT strategic plan
- 78% Institutional strategic plans that include IT
- 94% Central IT staff as a percentage of total institutional IT staff
- 14% Student workers as a percentage of IT FTEs
- 5% IT staff as a percentage of total institutional FTEs
- 4% Institutions that have outsourced most of their IT staff
- \$ 647 Spending per IT staff on training/conferences/seminars and travel (n = 604)

Functions most commonly owned primarily by central IT

- Network infrastructure and services (96%)
- Administration of central IT organization (95%)
- Data center, operations (94%)
- IT security (88%)
- Desktop computing, user support, training, computer store (85%)

Functions most commonly shared by central IT with another unit

- Web support services (39%)
- Faculty instructional technology/CMS/LMS support (38%)
- Distance education (35%)
- Print/copier services (35%)
- Project management/business process/systems analysis (28%)

Functions most commonly owned primarily by another unit

- Mailroom (78%)
- Institutional research (63%)
- Library (62%)
- Print/copier services (37%)
- Distance education (32%)

Functions most commonly outsourced

- Print/copier services (6%)
- Admin. info. systems/ERP—HR (4%)
- Admin. info. systems/ERP—alumni/advancement/fundraising (4%)
- Mailroom (4%)
- Help desk (4%)

IT IN SUPPORT OF STUDENTS (n ranges from 609 to 614)

- \$ 200 Annualized student technology fee (n = 331)
- 62% Institutions with a designated student technology fee
- 2% Institutions providing all students with a desktop or laptop computer
- 57% Student housing with wireless in “all” or “some” rooms
- 45% Student housing with landlines in “all” or “some” rooms
- 35% Student housing buildings with computer labs
- 11% Institutions providing ubiquitous cell service
- 40% Institutions encouraging students to register cell phones

IT IN SUPPORT OF TEACHING AND LEARNING (n ranges from 589 to 594)

Most common teaching and learning support services

- Faculty individual training in use of education technology (99%)
- LMS training and support for faculty (98%)
- Course/learning management system operation (98%)

Least common teaching and learning support services

- Student technology assistants to help faculty use technology (48%)
- Special grants or awards for innovative use of instructional technology (65%)
- Special facilities for distance education (66%)
- 8% Institutions supporting more than one CMS/LMS
- 69% Institutions supporting a commercial CMS/LMS
- 1% Institutions supporting a homegrown CMS/LMS
- 16% Institutions supporting an open-source CMS/LMS

Learning technologies most commonly deployed broadly

- Hybrid courses (49%)
- E-learning (47%)
- Document management tools (46%)
- Distance learning: local instructor and remote students (45%)
- Information literacy requirement (32%)

Learning technologies most commonly being considered, being planned, or deployed sparsely

- Mobile apps (77%)
- E-textbooks (77%)
- Lecture capture (74%)
- E-books (73%)
- Blogs (72%)

Most common capabilities in centrally scheduled classrooms:

- Wired Internet connection to instructor station (87%)
- Wireless Internet connectivity (82%)
- Video projector(s) (82%)
- Computer(s) for instructor (75%)
- Instructor docking station/connectors for laptop (62%)

IT IN SUPPORT OF RESEARCH (n = 425)

- 12% Institutions providing cyberinfrastructure
- 4% Institutions planning to provide cyberinfrastructure
- 92% Institutions providing some form of research and education networking

Most common IT-related research consulting and support services:

- Assistance in preparing research grant applications (69%)
- Consulting/support for storage solutions and data access (64%)
- Review and approval of other technical aspects of research projects (64%)

Most common operational IT services for researchers:

- Videoconferencing services (73%)
- Management of research servers owned by academic units (64%)
- Provision of data center facilities for academic units to operate their servers (59%)

IT SUPPORT (n ranges from 610 to 614)

- 333 Computers per IT support staff FTE (n = 676)
- 2.6 Computers per institutional FTE (faculty and staff) (n = 681)
- 90% Institutions offering walk-in help desk services
- 69% Institutions offering help desk services via web form
- 19% Institutions offering help desk services via instant message
- 5% Institutions offering help desk services via text message
- 82% Institutions offering full support for Windows systems
- 58% Institutions offering full support for Macintosh systems
- 11% Institutions offering full support for Linux systems
- 25% Institutions offering full support for smartphones (any type)
- 26% Institutions offering full support for iPads or other tablets
- 2% Institutions offering full support for e-book readers

Systems most often *not* supported by help desk

- E-book readers (42%)
- Linux- or UNIX-based systems (38%)

Services most often *not* provided by help desk

- Tablet checkout/loan (66%)
- Laptop checkout/loan (36%)

IT OPERATIONS AND INFRASTRUCTURE (n ranges from 539 to 545)

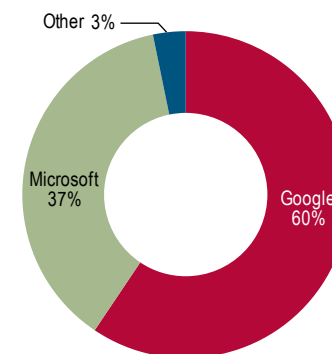
- 13% Institutions using commercial data center services
- 30% Institutions participating in cross-institutional data center hosting
- 650 Square footage in use for data centers
- 50% Servers that are virtualized
- 92% Data centers using public-grid as a primary power source
- 4% Data centers using on-site power as a primary power source
- 20% Institutions testing data center disaster recovery plans in past year
- 23% Institutions with no data center disaster recovery plans in place
- 120 MB/sec commodity Internet capacity
- 95% Institutions using some method to shape bandwidth
- 79% Institutions with Wi-Fi access in over 75% of classroom areas
- 84% Institutions with Wi-Fi access in over 75% of student computer lab areas
- 94% Institutions with Wi-Fi access in over 75% of library areas
- 79% Institutions with Wi-Fi access in over 75% of student union areas
- 40% Institutions with Wi-Fi access in over 75% of open spaces

- 40 Hours per week network operations center (NOC) is staffed (n = 544)
- 7% Faculty and staff with voice over IP (VoIP) service (n = 432)
- 0% Faculty and staff with no desk or landline phone (n = 498)
- 80% Institutions with dedicated videoconferencing or TV-quality studio

E-MAIL

- 43% Institutions outsourcing student e-mail (n = 532)
- 18% Institutions planning to outsource student e-mail (n = 613)
- 96% Institutions using e-mail as an official form of communication to students (n = 613)

Outsourced E-Mail Providers (n = 386)



INFORMATION SECURITY (n ranges from 492 to 538)

- 851 Institutional FTEs (faculty and staff) per information security staff
- 5,536 Institutional FTEs (students, faculty, and staff) per information security staff
- 66% Institutions requiring end-user authentication for all institutional wireless
- 64% Institutions requiring end-user authentication for guest wireless
- 12% Institutions that are members of an authentication federation (e.g., InCommon)
- 74% Institutions that have conducted any sort of IT security risk assessment

Most common information security practices and policies:

- Require all critical systems to be expeditiously patched and updated (83%)
- IT security personnel have the authority and ability to disable a network (81%)
- Require all institutionally owned or leased computers to be expeditiously patched and updated (77%)

Least common information security practices and policies:

- Domain name system security extensions (DNSSEC) (5%)
- Require all institutionally owned portable devices to be encrypted (15%)
- Conduct proactive scans to detect known security exposures in all personally owned computers connected to network (16%)

IT ORGANIZATIONAL RELATIONSHIPS (n = 361)

Most common services provided beyond central IT

- Support for faculty use of educational technology (57%)
- Classroom support (50%)
- Desktop support (49%)

Departments most likely to provide distributed IT services

- Library (49%)
- VP/VC for academic affairs (35%)
- Computing (34%)