

**All U.S. Institutions with Classification AA, BA, MA, or DR**  
*(Carnegie Basic Classification 2010)*  
 Number of 2014 CDS participants: 720

In the summer of 2014, 3,500 institutions were invited to contribute data 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/](http://www.nces.ed.gov/ipeds/)) are used in calculating metrics. Reported statistics are either an estimated proportion of the population or an estimated median (rather than a mean). CDS participants can access data at [www.educause.edu/coredata](http://www.educause.edu/coredata); non-participants can access other CDS resources at this site.

## CORE METRICS

- \$ 906 Total central IT spending per institutional FTE (students, faculty, and staff)
- \$ 5,102 Total central IT spending per institutional employee (faculty and staff)
- \$ 1,124 Total central IT spending per student FTE
  - 4% Total central IT spending as percentage of institutional expenses
  - 0% Total central IT spending as percentage change from previous year
- 34% Central IT noncompensation operating spending as a percentage of total central IT spending
  - 54% Central IT compensation spending as a percentage of total central IT spending
  - 9% Central IT capital spending as a percentage of total central IT spending
- \$ 1,076 Central IT training spending per central IT staff FTE
  - 2% Central IT outsourcing spending as a percentage of total central IT spending
  - 4% Central IT staff as a percentage of institutional employees (faculty and staff)
  - 17% Student workers as a percentage of total central IT FTE
  - 7.7 Central IT FTEs per 1,000 institutional FTEs

## INSTITUTIONAL IT STRATEGY

- 57% Institutions whose highest-ranking IT officer is on presidential cabinet
- 56% Institutions with a designated student technology fee
- \$ 246 Student technology fee (annualized)
- 79% Percentage of central IT spending on running the institution
- 13% Percentage of central IT spending on growing the institution
- 6% Percentage of central IT spending on transforming the institution
  - 3.2 Organizational capacity to deliver analytics services (1 = low, 5 = high)
  - 2.4 Organizational capacity to govern IT (1 = low, 5 = high)
  - 2.9 Organizational capacity to manage IT risk (1 = low, 5 = high)

## SUPPORT SERVICES

- 15% Support services spending as a percentage of central IT spending
  - 2.2 Central IT support services FTEs per 1,000 institutional FTEs
  - 0.9 Desktop computing FTEs per 1,000 institutional FTEs
  - 0.9 IT help desk FTEs per 1,000 institutional FTEs
- 89% Institutions offering self-service options for central IT help desk services
- 75% Institutions offering tier 2/level 2 service or higher for central IT help desk
- 44% Institutions with full deployment of private-cloud storage
- 42% Institutions with full deployment of virtual desktop infrastructure
- 46% Institutions with full deployment of application virtualization

## Annual number of tickets per institutional FTE among institutions with a central IT help desk that offers each mode:

- Walk-in (0.2)
- Phone tickets (0.9)
- E-mail tickets (0.5)
- Chat, text, or instant message (0.0)
- Social media tickets (0.0)

## EDUCATIONAL TECHNOLOGY SERVICES

- 10% Educational technology services spending as a percentage of central IT spending
  - 1.0 Central IT educational technology services FTEs per 1,000 institutional FTEs
  - 18 Student FTE per lab/cluster workstation provided by central IT
  - 519 Student FTE per kiosk workstation provided by central IT
  - 101 Student FTE per virtual lab/cluster workstation provided by central IT
  - 184 Student FTE per laptop/tablet provided by central IT for checkout or loan
- 81% Institutions with collaborative spaces
  - 54% Institutions with team-based classrooms
  - 16% Institutions with makerspaces
    - 3.6 Organizational capacity to deliver e-learning services (1 = low, 5 = high)
    - 3.6 Organizational capacity to deliver student success technologies (1 = low, 5 = high)

## Most common teaching and learning support services:

- Classroom technology and support for faculty (100%)
- Technology-enhanced spaces (100%)
- Learning (course) management training and support for faculty (99%)

## Most commonly deployed e-learning technologies:

- Full-function online learning delivery system (90%)
- Student evaluation of teaching effectiveness (83%)
- Collaboration tools for learning (80%)
- Real-time web- or videoconferencing online learning environment (80%)

## Most commonly deployed student success technologies:

- Degree audit (80%)
- Credit transfer/articulation system (53%)
- Academic early-alert system (52%)

## Classroom technologies most likely to be deployed soon:

- Wireless projection (33%)
- Automatic lecture-capture systems (audio and video) (21%)
- Remote monitoring for technical support (18%)

## RESEARCH TECHNOLOGY SERVICES

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- 0% Research technology services spending as a percentage of central IT spending
- 0.0 Central IT research technology services FTEs per 1,000 institutional FTEs
- 22% Institutions providing integrated IT support for research computing
- 30% Institutions planning to provide integrated IT support for research computing
- 48.8 TFLOPS capacity among institutions with high-performance computing
- 2.9 Organizational capacity to deliver research computing services (1 = low, 5 = high)

### Most common IT-related research consulting and support services:

- Review and/or approval of other technical aspects of research projects (92%)
- Assistance in preparing research grant applications (91%)
- Consulting/support for storage solutions and data access (90%)

### Services most commonly made available to external entities:

- High-performance computing (25%)
- Access to specialized scientific apparatus (24%)
- Storage resources (22%)

### Most commonly deployed research computing systems and technologies:

- Videoconferencing (78%)
- Specialized software (74%)
- Specialized scientific apparatus (64%)

## DATA CENTERS

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- 4% Data center spending as a percentage of central IT spending
- 0.2 Central IT data center FTEs per 1,000 institutional FTEs
- 27% Institutions using commercial data center services
- 50% Institutions hosting or participating in cross-institutional data center services
- 68% Institutions using SaaS to provide data center services
- 20% Institutions using PaaS to provide data center services
- 28% Institutions using IaaS to provide data center services
- 30% Institutions that tested data center disaster recovery plans in past year
- 8% Institutions with no data center disaster recovery plans in place

## COMMUNICATIONS INFRASTRUCTURE

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- 13% Communications infrastructure spending as a percentage of central IT spending
- 0.6 Central IT communications infrastructure FTEs per 1,000 institutional FTEs
- 74% Access points that are 802.11n
- 0% Access points that are 802.11ac
- 39% Ports that are PoE capable
- 6.0 Expected service lifetime of core/backbone network access layer (years)
- 0.5 Wired network hosts per wired network port
- 8.3 Wireless network hosts per wireless port
- 51% Institutions that provide ubiquitous cell service

### Services provided in student housing with data networks:

- Landlines in some or all rooms (64%)
- Managed streaming services (15%)

### Communications infrastructure technologies most likely to be deployed soon:

- Unified communications and collaboration (34%)
- IPv6 (31%)
- Session initiation protocol (SIP) (28%)

## INFORMATION SECURITY

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- 2% Information security spending as a percentage of central IT spending
- 0.1 Central IT information security FTEs per 1,000 institutional FTEs
- 2.9 Organizational capacity to provide information security (1 = low, 5 = high)
- 71% Institutions with mandatory information security training for faculty or staff
- 29% Institutions with mandatory information security training for students
- 44% Institutions that are members of an authentication federation (e.g., InCommon)
- 78% Institutions that have conducted any sort of IT security risk assessment

### Most commonly deployed information security systems and technologies:

- Malware protection (92%)
- Secure remote access (90%)
- Secure wireless access (85%)

## INFORMATION SYSTEMS AND APPLICATIONS

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- 18% Information systems spending as a percentage of central IT spending
- 1.2 Central IT information systems FTEs per 1,000 institutional FTEs

### Systems most commonly vendor hosted (IaaS):

- E-mail: student (13%)
- Learning (course) management (8%)
- Customer relationship management (CRM) (7%)
- E-mail: faculty/staff (7%)
- Web content management (7%)

### Systems most commonly vendor managed (PaaS):

- E-mail: student (5%)
- Learning (course) management (4%)
- Web content management (4%)
- Library (4%)
- Customer relationship management (CRM) (3%)

### Systems most commonly vendor managed (SaaS):

- E-mail: student (55%)
- Customer relationship management (CRM) (36%)
- Learning (course) management (31%)

### Systems most likely to be replaced in the next three years:

- Customer relationship management (CRM) (27%)
- IT service desk management (25%)
- E-mail: faculty/staff (22%)

### Systems most commonly mobile friendly

- E-mail: student (63%)
- Learning (course) management (60%)
- E-mail: faculty/staff (59%)