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**

- 6% Total central IT funding as percentage of institutional budget
- $4,071 Total central IT funding per institutional FTE (faculty and staff)
- $534 Total central IT funding per institutional FTE (students, faculty, and staff)
- 8% Institutional IT spending outside central IT (n = 90)

**THE IT ORGANIZATION**

- 55% Institutions at which highest-ranking IT officer is on presidential cabinet
- 75% Institutions with a stand-alone IT strategic plan
- 86% Institutional strategic plans that include IT
- 97% Central IT staff as a percentage of total institutional IT staff
- 7% Student workers as a percentage of IT FTEs
- 4% IT staff as a percentage of total institutional FTEs
- 5% Institutions that have outsourced most of their IT staff
- 6% Institutions providing ubiquitous cell service
- 25% Institutions encouraging students to register cell phones

**Functions most commonly owned primarily by central IT**

- Network infrastructure and services (95%)
- Data center, operations (93%)
- Administration of central IT organization (92%)
- Desktop computing, user support, training, computer store (87%)
- IT security (83%)

**Functions most commonly owned primarily by another unit**

- Mailroom (74%)
- Library (59%)
- Institutional research (58%)
- Distance education (37%)
- Print/copier services (32%)

**Functions most commonly shared by central IT with another unit**

- Faculty instructional technology/CMS/LMS support (44%)
- Distance education (40%)
- Print/copier services (38%)
- Classroom and learning space support (32%)
- Project management/business process/systems analysis (30%)

**Functions most commonly outsourced**

- Print/copier services (7%)
- Admin. info. systems/ERP—HR (5%)
- Help desk (5%)
- Admin. info. systems/ERP—alumni/advancement/fundraising (5%)
- Mailroom (5%)

**IT IN SUPPORT OF STUDENTS**

- $191 Annualized student technology fee (n = 78)
- 69% Institutions with a designated student technology fee
- 0% Institutions providing all students with a desktop or laptop computer
- 21% Student housing with wireless in “all” or “some” rooms
- 13% Student housing with landlines in “all” or “some” rooms
- 13% Student housing buildings with computer labs
- 6% Institutions providing ubiquitous cell service
- 25% Institutions encouraging students to register cell phones

**IT IN SUPPORT OF TEACHING AND LEARNING**

**Most common teaching and learning support services**

- Faculty individual training in use of educational technology upon request (99%)
- LMS training and support for faculty (97%)
- Course/learning management system operation (96%)

**Least common teaching and learning support services**

- Student technology assistants available to help faculty use technology (30%)
- Special grants or awards for innovative use of instructional technology (69%)
- Faculty teaching/excellence center provides expertise on IT (73%)

**Learning technologies most commonly deployed broadly**

- E-learning (wholly online courses) (64%)
- E-textbooks (79%)
- Mobile apps (77%)
- Blogs (76%)
- E-books (75%)
- Lecture capture (74%)

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

- Distance learning: local instructor and remote students (63%)
- Hybrid courses (60%)
- Document management tools (42%)
- Information literacy requirement (36%)

**Most common capabilities in centrally scheduled classrooms:**

- Wired Internet connection to instructor station (87%)
- Video projector (80%)
- Computer for instructor (79%)
- Wireless Internet connectivity (79%)
- Instructor docking station/connectors for laptop computer (56%)
IT IN SUPPORT OF RESEARCH \( (n = 53) \)
- 4% Institutions providing cyberinfrastructure
- 2% Institutions planning to provide cyberinfrastructure
- 89% Institutions providing some form of research and education networking

Most common IT-related research consulting and support services:
- Assistance in preparing research grant applications (53%)
- Consulting/support for storage solutions and data access (51%)
- Statistical consulting (49%)

Most common operational IT services for researchers:
- Videoconferencing services (60%)
- Data management, storage, and curation services (49%)
- Provision of data center facilities for academic units to operate their servers (47%)

IT SUPPORT \( (n \text{ ranges from 112 to 114}) \)
- 333 Computers per IT support staff FTE \( (n = 128) \)
- 2.7 Computers per institutional FTE (faculty and staff) \( (n = 132) \)
- 84% Institutions offering walk-in help desk services
- 65% Institutions offering help desk services via web form
- 16% Institutions offering help desk services via instant message
- 4% Institutions offering help desk services via text message
- 83% Institutions offering full support for Windows systems
- 49% Institutions offering full support for Macintosh systems
- 12% Institutions offering full support for Linux systems
- 19% Institutions offering full support for smartphones (any type)
- 27% Institutions offering full support for iPads or other tablets
- 1% Institutions offering full support for e-book readers

Systems most often not supported by help desk:
- Linux- or UNIX-based systems (50%)
- E-book readers (47%)

Services most often not provided by help desk:
- Tablet checkout (60%)
- Laptop checkout (38%)

IT OPERATIONS AND INFRASTRUCTURE \( (n \text{ ranges from 96 to 102}) \)
- 11% Institutions using commercial data center services
- 42% Institutions participating in cross-institutional data center hosting
- 475 Square footage in use for data centers
- 56% Servers that are virtualized
- 94% Data centers using public-grid as a primary power source
- 0% Data centers using on-site power as a primary power source
- 21% Institutions testing data center disaster recovery plans in past year
- 28% Institutions with no data center disaster recovery plans in place
- 100 MB/sec commodity Internet capacity
- 94% Institutions using some method to shape bandwidth
- 77% Institutions with Wi-Fi access in over 75% of classroom areas
- 85% Institutions with Wi-Fi access in over 75% of student computer lab areas
- 93% Institutions with Wi-Fi access in over 75% of library areas
- 71% Institutions with Wi-Fi access in over 75% of student union areas
- 52% Institutions with Wi-Fi access in over 75% of open spaces
- 40 Hours per week network operations center (NOC) is staffed
- 28% Faculty and staff with voice over IP (VoIP) service \( (n = 68) \)
- 0% Faculty and staff with no desk or landline phone \( (n = 92) \)
- 83% Institutions with dedicated videoconferencing or TV-quality studio

E-MAIL
- 47% Institutions outsourcing student e-mail \( (n = 95) \)
- 12% Institutions planning to outsource student e-mail \( (n = 114) \)
- 94% Institutions using e-mail as an official form of communication to students \( (n = 114) \)

Outsourced E-Mail Providers \( (n = 88) \)
- Google 61%
- Microsoft 38%

INFORMATION SECURITY \( (n \text{ ranges from 88 to 98}) \)
- 706 Institutional FTEs (faculty and staff) per information security staff
- 5,471 Institutional FTEs (students, faculty, and staff) per information security staff
- 56% Institutions requiring end-user authentication for all institutional wireless
- 59% Institutions requiring end-user authentication for guest wireless
- 2% Institutions that are members of an authentication federation (e.g., InCommon)
- 80% 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 or updated (80%)
- IT security personnel have the authority and ability to disable a network (77%)
- Institutionally owned or leased computers to be expeditiously patched or updated (76%)

Least common information security practices and policies:
- Domain name system security extensions (DNSSEC) (3%)
- Conduct proactive scans to detect known security exposures in all personally owned computers connected to network (13%)
- Require all personally owned computers to be expeditiously patched or updated (17%)

IT ORGANIZATIONAL RELATIONSHIPS \( (n = 51) \)

Most common services provided beyond central IT:
- Support for faculty use of educational technology (45%)
- Classroom support (41%)
- Desktop support (33%)

Departments most likely to provide distributed IT services:
- VP/VC for academic affairs (35%)
- Library (33%)
- Computing (24%)