IT managers and CIOs rate the traditional functions of human resources favorably, such as supporting hiring, retention, and DEI efforts. However, IT professionals continue to rate the support of HR for specialized activities related to IT comparatively lower than these traditional functions.

HR is a resource that supports diversity, equity, and inclusion efforts in IT. 68% of respondents who “almost always” engage in a strategic activity. CIOs who hold cabinet posts are three to five times as likely to almost always engage in strategic activities than their counterparts without cabinet appointments. A majority of cabinet-level CIOs are often or almost always involved with discussing the implications of IT decisions with senior leadership and shaping or influencing institutional administrative, strategic, and academic decisions.

Eighty percent of the higher ed IT workforce are in or would like to be in a mentoring relationship. Seventy-one percent of higher education IT mentors and 86% of mentees reported that mentoring had made a moderate or great contribution to their professional development. Buy-in for mentoring is high, even among those who have yet to participate.

The median salary in the higher education IT workforce was $90,000. There was a significant pay gap between male and female staff but not between genders in higher management levels. Multiple factors influenced salary in each level, but the common predictor of salary among all levels in the workforce was type of institution.