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/) 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; non-participants can access other CDS resources at this site.

### CORE METRICS

$599 Total central IT spending per institutional FTE (students, faculty, and staff)

$4,090 Total central IT spending per institutional employee (faculty and staff)

$666 Total central IT spending per student FTE

6% Total central IT spending as a percentage of institutional expenses

0% Total central IT spending as percentage change from previous year

35% Central IT noncompensation operating spending as a percentage of total central IT spending

50% Central IT compensation spending as a percentage of total central IT spending

10% Central IT capital spending as a percentage of total central IT spending

$620 Central IT training spending per central IT staff FTE

1% Central IT outsourcing spending as a percentage of total central IT spending

3% Central IT staff as a percentage of institutional employees (faculty and staff)

7% Student workers as a percentage of total central IT FTE

4.7 Central IT FTEs per 1,000 institutional FTEs

### INSTITUTIONAL IT STRATEGY

66% Institutions whose highest-ranking IT officer is on presidential cabinet

70% Institutions with a designated student technology fee

$221 Student technology fee (annualized)

79% Percentage of central IT spending on running the institution

15% Percentage of central IT spending on growing the institution

5% Percentage of central IT spending on transforming the institution

3.6 Organizational capacity to deliver analytics services (1 = low, 5 = high)

2.6 Organizational capacity to govern IT (1 = low, 5 = high)

3.1 Organizational capacity to manage IT risk (1 = low, 5 = high)

### SUPPORT SERVICES

19% Support services spending as a percentage of central IT spending

1.5 Central IT support services FTEs per 1,000 institutional FTEs

0.9 Desktop computing FTEs per 1,000 institutional FTEs

0.7 IT help desk FTEs per 1,000 institutional FTEs

78% Institutions offering self-service options for central IT help desk services

60% Institutions offering tier 2/level 2 service or higher for central IT help desk

33% Institutions with full deployment of private-cloud storage

35% Institutions with full deployment of virtual desktop infrastructure

36% 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 (0.0)
- Phone tickets (0.9)
- E-mail tickets (0.4)
- Chat, text, or instant message (*)
- Social media tickets (*)

### EDUCATIONAL TECHNOLOGY SERVICES

11% Educational technology services spending as a percentage of central IT spending

0.5 Central IT educational technology services FTEs per 1,000 institutional FTEs

14 Student FTE per lab/cluster workstation provided by central IT

504 Student FTE per kiosk workstation provided by central IT

51 Student FTE per virtual lab/cluster workstation provided by central IT

183 Student FTE per laptop/tablet provided by central IT for checkout or loan

67% Institutions with collaborative spaces

37% Institutions with team-based classrooms

10% Institutions with makerspaces

3.8 Organizational capacity to deliver e-learning services (1 = low, 5 = high)

3.8 Organizational capacity to deliver student success technologies (1 = low, 5 = high)

Most common teaching and learning support services:

- Classroom technology and support for faculty and students (100%)
- Online learning technology and support for faculty and students (100%)
- Technology-enhanced spaces (100%)

Most commonly deployed e-learning technologies:

- Full-function online learning delivery system (97%)
- Student evaluation of teaching effectiveness (83%)
- Collaboration tools for learning (75%)

Most commonly deployed student success technologies:

- Degree audit (69%)
- Academic early-alert system (60%)
- Advising center management (52%)
- Credit transfer/articulation system (52%)

Classroom technologies most likely to be deployed soon:

- Wireless projection (31%)
- Automatic lecture-capture systems (audio and video) (25%)
- Remote monitoring for technical support (18%)
### RESEARCH TECHNOLOGY SERVICES

- **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
- **5%** Institutions providing integrated IT support for research computing
- **12%** Institutions planning to provide integrated IT support for research computing
  - *TFLOPS capacity among institutions with high-performance computing*
  - *Organizational capacity to deliver research computing services (1 = low, 5 = high)*

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

<table>
<thead>
<tr>
<th>Services most commonly made available to external entities:</th>
<th>*</th>
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</thead>
<tbody>
<tr>
<td>Most commonly deployed research computing systems and technologies:</td>
<td>*</td>
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</tbody>
</table>

### DATA CENTERS

- **5%** Data center spending as a percentage of central IT spending
- **0.1** Central IT data center FTEs per 1,000 institutional FTEs
- **16%** Institutions using commercial data center services
- **47%** Institutions hosting or participating in cross-institutional data center services
- **60%** Institutions using SaaS to provide data center services
- **13%** Institutions using PaaS to provide data center services
- **11%** Institutions using IaaS to provide data center services
- **33%** Institutions that tested data center disaster recovery plans in past year
- **13%** Institutions with no data center disaster recovery plans in place

### COMMUNICATIONS INFRASTRUCTURE

- **7%** Communications infrastructure spending as a percentage of central IT spending
- **0.2** Central IT communications infrastructure FTEs per 1,000 institutional FTEs
- **62%** Access points that are 802.11n
- **0%** Access points that are 802.11ac
- **65%** Ports that are PoE capable
  - 7.0 Expected service lifetime of core/backbone network access layer (years)
  - 0.6 Wired network hosts per wired network port
  - 10.3 Wireless network hosts per wireless port
  - 21% Institutions that provide ubiquitous cell service

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

- Landlines in some or all rooms (59%)
- Managed streaming services (29%)

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

- Network capacity planning and management tools (26%)
- IPv6 (25%)
- Session initiation protocol (SIP) (25%)

### INFORMATION SECURITY

- **1%** Information security spending as a percentage of central IT spending
- **0.1** Central IT information security FTEs per 1,000 institutional FTEs
- **3.1** Organizational capacity to provide information security (1 = low, 5 = high)
- **83%** Institutions with mandatory information security training for faculty or staff
- **38%** Institutions with mandatory information security training for students
- **5%** Institutions that are members of an authentication federation (e.g., InCommon)
- **83%** Institutions that have conducted any sort of IT security risk assessment

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

- Malware protection (94%)
- Secure remote access (90%)
- Secure wireless access (80%)

### INFORMATION SYSTEMS AND APPLICATIONS

- **9%** Information systems spending as a percentage of central IT spending
- **0.6** Central IT information systems FTEs per 1,000 institutional FTEs

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

- E-mail: student (20%)
- Learning (course) management (13%)
- Customer relationship management (CRM) (12%)

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

- E-mail: student (6%)
- Web content management (4%)
- E-mail: faculty/staff (4%)
- Learning (course) management (4%)
- Library (3%)

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

- E-mail: student (42%)
- Learning (course) management (35%)
- Customer relationship management (CRM) (34%)
- Library (34%)

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

- IT service desk management (26%)
- E-mail: faculty/staff (24%)
- Customer relationship management (CRM) (22%)
- Web content management (22%)

**Systems most commonly mobile friendly**

- Learning (course) management (66%)
- E-mail: student (62%)
- E-mail: faculty/staff (58%)

* Sample size of fewer than 15 institutions