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

- **Total central IT spending per institutional FTE (students, faculty, and staff):** $1,629
- **Total central IT spending per institutional employee (faculty and staff):** $6,193
- **Total central IT spending per student FTE:** $2,246
- **Central IT noncompensation operating spending as a percentage of total central IT spending:** 4%
- **Central IT compensation spending as a percentage of total central IT spending:** 3%
- **Central IT capital spending as a percentage of total central IT spending:** 25%
- **Central IT training spending per central IT staff FTE:** $1,371
- **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):** 12%
- **Student workers as a percentage of total central IT FTE:** 9.7
- **Central IT FTEs per 1,000 institutional FTEs:** 9.7

### Institutional IT Strategy

- **Institutions whose highest-ranking IT officer is on presidential cabinet:** 61%
- **Institutions with a designated student technology fee:** 34%
- **Student technology fee (annualized):** $300
- **Percentage of central IT spending on running the institution:** 80%
- **Percentage of central IT spending on growing the institution:** 13%
- **Percentage of central IT spending on transforming the institution:** 7%
- **Organizational capacity to deliver analytics services (1 = low, 5 = high):** 3.1
- **Organizational capacity to govern IT (1 = low, 5 = high):** 2.7
- **Organizational capacity to manage IT risk (1 = low, 5 = high):** 3.0

### Support Services

- **Support services spending as a percentage of central IT spending:** 13%
- **Central IT support services FTEs per 1,000 institutional FTEs:** 2.4
- **Desktop computing FTEs per 1,000 institutional FTEs:** 0.9
- **IT help desk FTEs per 1,000 institutional FTEs:** 0.9
- **Institutions offering self-service options for central IT help desk services:** 98%
- **Institutions offering tier 2/level 2 service or higher for central IT help desk:** 82%
- **Institutions with full deployment of private-cloud storage:** 58%
- **Institutions with full deployment of virtual desktop infrastructure:** 38%
- **Institutions with full deployment of application virtualization:** 56%

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

- **Walk-in (0.3)**
- **Phone tickets (1.2)**
- **E-mail tickets (0.7)**

### Educational Technology Services

- **Educational technology services spending as a percentage of central IT spending:** 9%
- **Central IT educational technology services FTEs per 1,000 institutional FTEs:** 0.9
- **Student FTE per lab/cluster workstation provided by central IT:** * 
- **Student FTE per kiosk workstation provided by central IT:** 625
- **Student FTE per laptop/tablet provided by central IT:** 147
- **Student FTE per virtual lab/cluster workstation provided by central IT:** * 
- **Institutions with collaborative spaces:** 90%
- **Institutions with team-based classrooms:** 73%
- **Institutions with makerspaces:** 33%
- **Organizational capacity to deliver e-learning services (1 = low, 5 = high):** 3.5
- **Organizational capacity to deliver e-learning services (1 = low, 5 = high):** 3.6

### Most Common Teaching and Learning Support Services:

- **Classroom technology and support for faculty (100%)**
- **Faculty individual training in use of educational technology (100%)**
- **Learning (course) management training and support for faculty (100%)**
- **Online learning technology and support for faculty (100%)**
- **Technology-enhanced spaces (100%)**

### Most Commonly Deployed E-Learning Technologies:

- **Full-function online learning delivery system (92%)**
- **Real-time web- or videoconferencing online learning environment (90%)**
- **Collaboration tools for learning (88%)**
- **Lecture capture (88%)**
- **Student evaluation of teaching effectiveness (88%)**

### Classroom Technologies Most Likely to Be Deployed Soon:

- **Wireless projection (33%)**
- **Automatic lecture-capture systems (audio and video) (17%)**
- **Accessibility technologies (e.g., JAWS reader, signing support) (13%)**
- **Interactive external monitor (e.g., SMART podiums) (13%)**
- **Remote monitoring for technical support (13%)**
RESEARCH TECHNOLOGY SERVICES

1% Research technology services spending as a percentage of central IT spending
0.0 Central IT research technology services FTEs per 1,000 institutional FTEs
43% Institutions providing integrated IT support for research computing
27% Institutions planning to provide integrated IT support for research computing
* TFLOPS capacity among institutions with high-performance computing
3.2 Organizational capacity to deliver research computing services (1 = low, 5 = high)

Most common IT-related research consulting and support services:
- Assistance in preparing research grant applications (98%)
- Review and/or approval of other technical aspects of research projects (95%)
- Consulting/support for storage solutions and data access (93%)
- Review and/or approval of information security plans for research involving sensitive data (93%)

Services most commonly made available to external entities:
- Access to specialized scientific apparatus (34%)
- High-performance computing (32%)
- Storage resources (29%)

Most commonly deployed research computing systems and technologies:
- Specialized software (88%)
- High-performance computing (83%)
- Videoconferencing (83%)

DATA CENTERS

5% Data center spending as a percentage of central IT spending
0.2 Central IT data center FTEs per 1,000 institutional FTEs
40% Institutions using commercial data center services
48% Institutions hosting or participating in cross-institutional data center services
78% Institutions using SaaS to provide data center services
24% Institutions using PaaS to provide data center services
45% Institutions using Iaas to provide data center services
41% Institutions that tested data center disaster recovery plans in past year
2% Institutions with no data center disaster recovery plans in place

COMMUNICATIONS INFRASTRUCTURE

13% Communications infrastructure spending as a percentage of central IT spending
0.9 Central IT communications infrastructure FTEs per 1,000 institutional FTEs
81% Access points that are 802.11n
3% Access points that are 802.11ac
36% Ports that are PoE capable
6.0 Expected service lifetime of core/backbone network access layer (years)
0.7 Wired network hosts per wired network port
8.2 Wireless network hosts per wireless port
76% Institutions that provide ubiquitous cell service

Services provided in student housing with data networks:
- Landlines in some or all rooms (78%)
- Managed streaming services (18%)

Communications infrastructure technologies most likely to be deployed soon:
- IPv6 (40%)
- Unified communications and collaboration (30%)
- Session initiation protocol (SIP) (30%)

INFORMATION SECURITY

2% Information security spending as a percentage of central IT spending
0.2 Central IT information security FTEs per 1,000 institutional FTEs
2.9 Organizational capacity to provide information security (1 = low, 5 = high)
82% Institutions with mandatory information security training for faculty or staff
37% Institutions with mandatory information security training for students
71% 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 (98%)
- Secure wireless access (90%)
- Secure remote access (88%)

INFORMATION SYSTEMS AND APPLICATIONS

20% Information systems spending as a percentage of central IT spending
1.8 Central IT information systems FTEs per 1,000 institutional FTEs

Systems most commonly vendor hosted (IaaS):
- E-mail: student (8%)
- Learning (course) management (8%)
- Facilities management (4%)
- IT service desk management (4%)
- Library (4%)
- Advancement/fundraising (4%)
- E-mail: faculty/staff (4%)

Systems most commonly vendor managed (PaaS):
- E-mail: student (8%)
- Learning (course) management (8%)
- Web content management (4%)

Systems most commonly vendor managed (SaaS):
- E-mail: student (69%)
- Customer relationship management (CRM) (50%)
- E-mail: faculty/staff (38%)

Systems most likely to be replaced in the next three years:
- IT service desk management (33%)
- Customer relationship management (CRM) (30%)
- Facilities management (28%)

Systems most commonly mobile friendly
- E-mail: student (73%)
- E-mail: faculty/staff (67%)
- Learning (course) management (60%)

* Sample size of fewer than 15 institutions