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**

- $941 Total central IT spending per institutional FTE (students, faculty, and staff)
- $4,807 Total central IT spending per institutional employee (faculty and staff)
- $1,176 Total central IT spending per student FTE
- 3% Total central IT spending as a percentage of institutional expenses
- 2% Total central IT spending as percentage change from previous year
- 35% Central IT noncompensation operating spending as a percentage of total central IT spending
- 56% Central IT compensation spending as a percentage of total central IT spending
- 6% Central IT capital spending as a percentage of total central IT spending
- $1,095 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
- 7.1 Central IT FTEs per 1,000 institutional FTEs

**Institutional IT Strategy**

- 56% Institutions whose highest-ranking IT officer is on presidential cabinet
- 78% Institutions with a designated student technology fee
- $243 Student technology fee (annualized)
- 80% 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
- 3.1 Organizational capacity to deliver analytics services (1 = low, 5 = high)
- 2.4 Organizational capacity to govern IT (1 = low, 5 = high)
- 3.0 Organizational capacity to manage IT risk (1 = low, 5 = high)

**Support Services**

- 13% Support services spending as a percentage of central IT spending
- 1.5 Central IT support services FTEs per 1,000 institutional FTEs
- 0.5 Desktop computing FTEs per 1,000 institutional FTEs
- 0.5 IT help desk FTEs per 1,000 institutional FTEs
- 97% Institutions offering self-service options for central IT help desk services
- 78% Institutions offering tier 2/level 2 service or higher for central IT help desk
- 60% Institutions with full deployment of private-cloud storage
- 54% Institutions with full deployment of virtual desktop infrastructure
- 59% 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 (0.1)
- Phone tickets (0.9)
- E-mail tickets (0.3)
- Chat, text, or instant message (0.0)
- Social media tickets (*)

**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
- 41 Student FTE per kiosk/workstation provided by central IT
- 661 Student FTE per kiosk/workstation provided by central IT
- 335 Student FTE per laptop/tablet provided by central IT
- 88% Institutions with collaborative spaces
- 65% Institutions with team-based classrooms
- 23% Institutions with makerspaces
- 3.7 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%)
- Learning (course) management training and support for faculty (100%)
- Technology-enhanced spaces (100%)

**Most commonly deployed e-learning technologies:**

- Full-function online learning delivery system (94%)
- Full-time web- or videoconferencing online learning environment (91%)
- Collaboration tools for learning (87%)

**Most commonly deployed student success technologies:**

- Degree audit (89%)
- Credit transfer/articulation system (73%)
- Advising center management (63%)

**Classroom technologies most likely to be deployed soon:**

- Wireless projection (32%)
- Automatic lecture-capture systems (audio and video) (19%)
- Automatic lecture-capture systems (audio only) (13%)
- Remote monitoring for technical support (13%)

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RESEARCH TECHNOLOGY SERVICES

1% Research technology services spending as a percentage of central IT spending
0.1 Central IT research technology services FTEs per 1,000 institutional FTEs
34% Institutions providing integrated IT support for research computing
41% Institutions planning to provide integrated IT support for research computing
69.7 TFLOPS capacity among institutions with high-performance computing
3.0 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 (96%)
- Consulting/support for storage solutions and data access (96%)
- Consulting/support for high-performance computing configuration and operation (94%)
- Review and/or approval of other technical aspects of research projects (94%)

Services most commonly made available to external entities:
- High-performance computing (42%)
- Storage resources (37%)
- Access to specialized scientific apparatus (34%)

Most commonly deployed research computing systems and technologies:
- Specialized software (83%)
- High-performance computing (82%)
- Videoconferencing services (82%)

DATA CENTERS

4% Data center spending as a percentage of central IT spending
0.2 Central IT data center FTEs per 1,000 institutional FTEs
23% Institutions using commercial data center services
77% Institutions hosting or participating in cross-institutional data center services
74% Institutions using SaaS to provide data center services
26% Institutions using PaaS to provide data center services
31% Institutions using IaaS to provide data center services
48% Institutions that tested data center disaster recovery plans in past year
1% Institutions with no data center disaster recovery plans in place

COMMUNICATIONS INFRASTRUCTURE

23% Communications infrastructure spending as a percentage of central IT spending
0.8 Central IT communications infrastructure FTEs per 1,000 institutional FTEs
69% Access points that are 802.11n
3% Access points that are 802.11ac
31% Ports that are PoE capable
5.0 Expected service lifetime of core/backbone network access layer (years)
0.6 Wired network hosts per wired network port
10.7 Wireless network hosts per wireless port
74% Institutions that provide ubiquitous cell service

Services provided in student housing with data networks:
- Landlines in some or all rooms (69%)
- Managed streaming services (14%)

Communications infrastructure technologies most likely to be deployed soon:
- Unified communications and collaboration (45%)
- IPv6 (37%)
- Session initiation protocol (SIP) (37%)

INFORMATION SECURITY

3% Information security spending as a percentage of central IT spending
0.2 Central IT information security FTEs per 1,000 institutional FTEs
3.1 Organizational capacity to provide information security (1 = low, 5 = high)
75% Institutions with mandatory information security training for faculty or staff
23% Institutions with mandatory information security training for students
81% Institutions that are members of an authentication federation (e.g., InCommon)
86% Institutions that have conducted any sort of IT security risk assessment

Most commonly deployed information security systems and technologies:
- Malware protection (95%)
- Secure wireless access (89%)
- Secure remote access (89%)

INFORMATION SYSTEMS AND APPLICATIONS

17% 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 (11%)
- E-mail: faculty/staff (6%)
- Customer relationship management (6%)
- Procurement (6%)
- Learning (course) management (5%)

Systems most commonly vendor managed (PaaS):
- E-mail: student (8%)
- E-mail: faculty/staff (5%)
- Learning (course) management (5%)

Systems most commonly vendor managed (SaaS):
- E-mail: student (62%)
- Customer relationship management (CRM) (36%)
- E-mail: faculty/staff (35%)

Systems most likely to be replaced in the next three years:
- Customer relationship management (CRM) (29%)
- IT service desk management (27%)
- Business intelligence reporting (25%)
- E-mail: faculty/staff (25%)

Systems most commonly mobile friendly
- E-mail: student (61%)
- Learning (course) management (60%)
- E-mail: faculty/staff (59%)

* Sample size of fewer than 15 institutions