## CORE METRICS

- **$917** Total central IT spending per institutional FTE (students, faculty, and staff)
- **$5,902** Total central IT spending per institutional employee FTE (faculty and staff)
- **$1,085** Total central IT spending per student FTE
- **4.2%** Total central IT spending as a percentage of institutional expenses
- **35%** Percentage of institutions with a 5% or greater increase in central IT spending
- **20%** Percentage of institutions with a 5% or greater decrease in central IT spending
- **34%** Central IT noncompensation operating spending as a percentage of total central IT spending
- **53%** Central IT compensation spending as a percentage of total central IT spending
- **8%** Central IT capital spending as a percentage of total central IT spending
- **$1,105** Central IT training spending per central IT staff FTE
- **2%** Central IT outsourcing spending as a percentage of total central IT spending

## INSTITUTIONAL IT STRATEGY

- **57%** Institutions whose highest-ranking IT officer is on presidential cabinet
- **57%** Institutions with a designated student technology fee
- **$255** Median student technology fee (annualized)
- **80%** Percentage of total central IT spending on running the institution
- **13%** Percentage of total central IT spending on growing the institution
- **5%** Percentage of total central IT spending on transforming the institution

## SUPPORT SERVICES

- **15%** Central IT support services spending as a percentage of total central IT spending
- **2.3** Central IT support services FTEs per 1,000 institutional FTEs
- **1.0** Desktop computing FTEs per 1,000 institutional FTEs
- **0.9** IT help desk FTEs per 1,000 institutional FTEs
- **92%** 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
- **55%** Institutions with full deployment of private-cloud storage
- **49%** Institutions with full deployment of virtual desktop infrastructure
- **52%** Institutions with full deployment of application virtualization

## EDUCATIONAL TECHNOLOGY SERVICES

- **9%** Central IT educational technology services spending as a percentage of total central IT spending
- **1.0** Central IT educational technology services FTEs per 1,000 institutional FTEs
- **17 Student FTEs per lab/cluster workstation provided by central IT**
- **494 Student FTEs per kiosk workstation provided by central IT**
- **100 Student FTEs per virtual lab/cluster workstation provided by central IT**
- **191 Student FTEs per laptop/tablet provided by central IT for checkout or loan**
- **89%** Institutions with collaborative spaces
- **65%** Institutions with team-based classrooms
- **25%** Institutions with makerspaces

### Most common teaching and learning support services:
- Classroom technology and support for faculty (100%)
- Learning management training and support for faculty (100%)
- Technology-enhanced spaces (100%)

### Most commonly deployed e-learning technologies:
- Full-function online learning delivery system (91%)
- Student evaluation of teaching effectiveness (88%)
- Collaboration tools for learning (87%)
**RESEARCH TECHNOLOGY SERVICES**

- 0% Central IT research technology services spending as a percentage of total central IT spending
- 0.0 Central IT research technology services FTEs per 1,000 institutional FTEs
- 21% Institutions providing integrated IT support for research computing
- 32% Institutions planning to provide integrated IT support for research computing
- 71.5 TFLOPS capacity among institutions with high-performance computing

**Most common IT-related research consulting and support services:**
- Review and/or approval of other technical aspects of research projects (95%)
- Review and/or approval of information security plans for research involving sensitive data (93%)
- Assistance in preparing research grant applications (92%)

**Services most commonly made available to external entities:**
- High-performance computing (27%)
- Access to specialized scientific apparatus (27%)
- Storage resources (22%)

**Most commonly deployed research computing systems and technologies:**
- High-performance local area network (68%)
- High-performance computing (67%)
- Specialized software support (61%)

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**DATA CENTERS**

- 3% Central IT data center spending as a percentage of total central IT spending
- 0.2 Central IT data center FTEs per 1,000 institutional FTEs
- 31% Institutions using commercial data center services
- 52% Institutions participating in cross-institutional data center hosting
- 76% Institutions using SaaS to provide data center services
- 24% Institutions using PaaS to provide data center services
- 32% Institutions using IaaS to provide data center services
- 35% Institutions that tested data center disaster recovery plans in past year
- 6% Institutions with no data center disaster recovery plans in place

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**COMMUNICATIONS INFRASTRUCTURE**

- 11% Central IT communications infrastructure spending as a percentage of total central IT spending
- 0.6 Central IT communications infrastructure FTEs per 1,000 institutional FTEs
- 64% Proportion of access points that are 802.11n
- 8% Proportion of access points that are 802.11ac
- 48% Ports that are PoE capable
- 7.0 Expected service lifetime of core/backbone network access layer (years)
- 0.4 Wired network hosts per wired network port
- 8.2 Wireless network hosts per wireless port
- 52% Institutions that provide ubiquitous cell service

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**INFORMATION SECURITY**

- 2% Central IT information security spending as a percentage of total central IT spending
- 0.1 Central IT information security FTEs per 1,000 institutional FTEs
- 74% Institutions with mandatory information security training for faculty or staff
- 27% Institutions with mandatory information security training for students
- 50% Institutions that are members of an authentication federation (e.g., InCommon)
- 81% Institutions that have conducted any sort of IT security risk assessment

**Most commonly deployed information security systems and technologies:**
- Malware protection (95%)
- Secure remote access (90%)
- Secure wireless access (88%)

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**INFORMATION SYSTEMS AND APPLICATIONS**

- 17% Central IT information systems spending as a percentage of total 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%)
- Learning management (9%)
- Customer relationship management (CRM) (7%)

**Systems most commonly vendor managed (PaaS):**
- E-mail: student (5%)
- Web content management (4%)
- Learning management (4%)

**Systems most commonly vendor managed (SaaS):**
- E-mail: student (63%)
- Customer relationship management (CRM) (39%)
- E-mail: faculty/staff (36%)

**Systems most likely to be replaced in the next three years:**
- Customer relationship management (CRM) (26%)
- E-mail: faculty/staff (23%)
- IT service desk management (23%)

**Systems most commonly mobile friendly:**
- E-mail: student (62%)
- E-mail: faculty/staff (58%)
- Learning management (56%)