In the summer of 2015, 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

- **$968** Total central IT spending per institutional FTE (students, faculty, and staff)
- **$5,427** Total central IT spending per institutional employee FTE (faculty and staff)
- **$1,155** Total central IT spending per student FTE
- **3.3%** Total central IT spending as a percentage of institutional expenses
- **39%** Percentage of institutions with a 5% or greater increase in central IT spending
- **19%** Percentage of institutions with a 5% or greater decrease in central IT spending
- **36%** Central IT noncompensation operating spending as a percentage of total central IT spending
- **55%** Central IT compensation spending as a percentage of total central IT spending
- **7%** Central IT capital spending as a percentage of total central IT spending
- **$1,295** Central IT training spending per central IT staff FTE
- **1%** Central IT outsourcing spending as a percentage of total central IT spending
- **3.4%** Central IT staff FTEs as a percentage of institutional employee FTEs
- **16%** Central IT student worker FTEs as a percentage of total central IT FTEs
- **7.0** Central IT FTEs per 1,000 institutional FTEs

INSTITUTIONAL IT STRATEGY

- **61%** Institutions whose highest-ranking IT officer is on presidential cabinet
- **77%** Institutions with a designated student technology fee
- **$233** Median student technology fee (annualized)
- **78%** Percentage of total central IT spending on running the institution
- **12%** Percentage of total central IT spending on growing the institution
- **6%** Percentage of total central IT spending on transforming the institution

SUPPORT SERVICES

- **12%** Central IT support services spending as a percentage of total central IT spending
- **1.4** Central IT support services FTEs per 1,000 institutional FTEs
- **0.6** Desktop computing FTEs per 1,000 institutional FTEs
- **0.6** IT help desk FTEs per 1,000 institutional FTEs
- **98%** Institutions offering self-service options for central IT help desk services
- **86%** Institutions offering tier 2/level 2 service or higher for central IT help desk
- **76%** Institutions with full deployment of private-cloud storage
- **63%** Institutions with full deployment of virtual desktop infrastructure
- **60%** 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 tickets (0.1)**
- **Phone tickets (0.9)**
- **E-mail tickets (0.3)**

EDUCATIONAL TECHNOLOGY SERVICES

- **10%** Central IT educational technology services spending as a percentage of total central IT spending
- **0.9** Central IT educational technology services FTEs per 1,000 institutional FTEs
- **35** Student FTEs per lab/cluster workstation provided by central IT
- **768** Student FTEs per kiosk workstation provided by central IT
- **123** Student FTEs per virtual lab/cluster workstation provided by central IT
- **333** Student FTEs per laptop/tablet provided by central IT for checkout or loan
- **96%** Institutions with collaborative spaces
- **75%** Institutions with team-based classrooms
- **32%** Institutions with makerspaces

Most common teaching and learning support services:

- **Classroom technology and support for faculty (100%)**
- **Faculty individual training in use of educational technology (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 (96%)**
- **Real-time web- or videoconferencing online learning environment (95%)**
- **Collaboration tools for learning (92%)**

Most commonly deployed student success technologies:

- **Degree audit (90%)**
- **Credit transfer/articulation system (76%)**
- **Advising center management (70%)**

Classroom technologies most likely to be deployed soon:

- **Wireless projection (36%)**
- **Automated lecture capture systems (audio and video) (16%)**
- **Automated lecture capture systems (audio only) (13%)**
- **Interactive external monitor (e.g., SMART Podiums) (13%)**
RESEARCH TECHNOLOGY SERVICES

1% Central IT research technology services spending as a percentage of total 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
45% Institutions planning to provide integrated IT support for research computing
106.0 TFLOPS capacity among institutions with high-performance computing

Most common IT-related research consulting and support services:
- Consulting/support for storage solutions and data access (97%)
- Assistance in preparing research grant applications (95%)
- Review and/or approval of other technical aspects of research projects (95%)

Services most commonly made available to external entities:
- High-performance computing (41%)
- Access to specialized scientific apparatus (38%)
- Storage resources (36%)

Most commonly deployed research computing systems and technologies:
- High-performance computing (87%)
- High-performance wide area network (76%)
- High-performance local area network (75%)

DATA CENTERS

4% 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
28% Institutions using commercial data center services
76% Institutions participating in cross-institutional data center hosting
82% Institutions using SaaS to provide data center services
26% Institutions using PaaS to provide data center services
36% Institutions using IaaS to provide data center services
46% Institutions that tested data center disaster recovery plans in past year
2% Institutions with no data center disaster recovery plans in place

COMMUNICATIONS INFRASTRUCTURE

21% Central IT communications infrastructure spending as a percentage of total central IT spending
0.9 Central IT communications infrastructure FTEs per 1,000 institutional FTEs
61% Proportion of access points that are 802.11n
19% Proportion of access points that are 802.11ac
39% Ports that are PoE capable
6.0 Expected service lifetime of core/backbone network access layer (years)
0.5 Wired network hosts per wired network port
10.5 Wireless network hosts per wireless port
73% Institutions that provide ubiquitous cell service

Services provided in student housing with data networks:
- Landlines in some or all rooms (63%)
- Managed streaming services (28%)

Communications infrastructure technologies most likely to be deployed soon:
- IPv6 (47%)
- Softphones (41%)
- Session Initiation Protocol (SIP) (36%)

INFORMATION SECURITY

3% Central IT information security spending as a percentage of total central IT spending
0.2 Central IT information security FTEs per 1,000 institutional FTEs
79% Institutions with mandatory information security training for faculty or staff
21% Institutions with mandatory information security training for students
82% Institutions that are members of an authentication federation (e.g., InCommon)
88% 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 (91%)
- Secure wireless access (89%)

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 (10%)
- Customer relationship management (CRM) (10%)
- Learning management (7%)

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

Systems most commonly vendor managed (SaaS):
- E-mail: student (66%)
- E-mail: faculty/staff (40%)
- Learning management (35%)

Systems most likely to be replaced in the next three years:
- Customer relationship management (CRM) (35%)
- E-mail: faculty/staff (24%)
- IT service desk management (23%)

Systems most commonly mobile friendly:
- E-mail: student (57%)
- Learning management (56%)
- E-mail: faculty/staff (55%)