EDUCAUSE Live! Attendee Chat Transcript

Session Title: [Top Issues Facing Today's Business and Financial Officers](http://net.educause.edu/live1122)

August 10, 2011: 1:00 p.m. EDT/GMT-4; 12:00 p.m. CDT; 11:00 a.m. MDT; 10:00 a.m. PDT

NOTE: The below time stamps are in Mountain Time.

\_EDUCAUSE Help, Victoria Fanning: (8/10/2011 11:00) Thanks again for your participation!

Shannon Smith, EDUCAUSE: (11:00) Feel free to introduce yourself in the chat! Where are you logging in from?

\_EDUCAUSE Help, Victoria Fanning: (11:00) If you have any technical difficulties, please write to EDUCAUSE Help.

\_EDUCAUSE Help, Victoria Fanning: (11:00) If you are experiencing audio difficulties, please click on the Audio Issues Link in the lower right hand corner. This page will open in your browser, using a new tab or window.

\_EDUCAUSE Help, Victoria Fanning: (11:00) Chat with attendees or ask the speaker a question using this chat pod or tweet using this hashtag: #EDULIVE

\_EDUCAUSE Help, Victoria Fanning: (11:01) The audio recording, slides, and transcript will be available from the EDUCAUSE Live! archive later today: http://net.educause.edu/Archives/2719

Bret Ingerman: (11:03) http://www.educause.edu/EDUCAUSE+Review/EDUCAUSEReviewMagazineVolume46/TopTenITIssues2011/228654

Shannon Smith, EDUCAUSE: (11:03) Thanks Bret!

Shannon Smith, EDUCAUSE: (11:07) Inside Higher Ed Survey of Business Officers: http://www.insidehighered.com/news/survey/business\_officer\_2011

Bret Ingerman: (11:15) The challenge should be finding out how to do less with less (that is which services are still essential)

Diana Oblinger: (11:16) We are starting to talk about doing better with less.

Lori MacMullen: (11:16) I have referred ot it as making the most of current investments

Diana Oblinger: (11:17) As you have questions or comments please feel free to type them into the chat space.

Fred Miller: (11:31) How does the rise in tuition discounting offset the rising "sticker price". Doesn't this mean that real tuitition hasn't really tripled since 81.

Bret Ingerman: (11:31) What is the alternative to discounting, if people are struggling with paying the discounted rate now?

Shannon Smith, EDUCAUSE: (11:35) Earlier mentioned state-by-state support chart can be found here: http://www.aascu.org/uploadedFiles/AASCU/Content/Root/PolicyAndAdvocacy/PolicyPublications/AASCU-StateOutlook-July2011.pdf

Lisa Brown: (11:39) Our cuts were across the board, not just IT.

Rick: (11:40) Our cuts were across the board. However, IT took a larger share of personnel cuts through layoffs and early retirements.

Louise Finn - Loyola Md: (11:41) across the board. IT took 20% cut in capital projects

Fred Miller: (11:41)We had cuts, but now the money is coming back due to recent strategic initiatives

Bret Ingerman: (11:41) However, virtually no reduction in servoces to match the reductions in budget

Rick: (11:43) We have attempted to reduce services to match our reduced budget/personnel but that is next to impossible to actually do.

Diana Oblinger: (11:49) If you have questions for John, please let us know.

\_EDUCAUSE Help, Victoria Fanning: (11:50) Don’t sign off yet! We still have time for Q&A. Just FYI that we’d like to hear from you; please fill out our evaluation at: http://survey.educause.edu/live/live1122/

Rick: (11:50) Our CIO and CFO are the same person.

Fred Miller: (11:51) How about we face-to-face regularly, and are also in regular email communication?

MacEwan - Greg Alstad: (11:53) Just as it is a responsibility for CIOs to be more financially literate, it is equally important that those in CFO roles as well as Executive need to be more literate from a technology perspective.

MacEwan - Greg Alstad: (11:53) No longer acceptable to say "I'm not a techie type..."

Mark Askren: (11:54) A question ...how successful have the early adopter universities been that have made a major move to Shared Services?

Steve Burrell: (11:55) Mark- suggest you research the Univesity System of Georgia for HR shared services information.

Shannon Smith, EDUCAUSE: (11:56) Great blog post by GJackson on collab/mergers/acquisitions in HigherEd http://gjackson.us/ruminations/?p=282

Shannon Smith, EDUCAUSE: (11:57) The Innovative University by Clayton Christensen and Henry Eyring: http://highereducationmanagement.wordpress.com/2011/07/31/the-innovative-university-by-clayton-christensen-and-henry-eyring-author-interview-series/

\_EDUCAUSE Help, Victoria Fanning: (11:57) Thanks again for attending! Don’t forget to fill out our evaluation: http://survey.educause.edu/live/live1122/ We really appreciate your comments!

\_EDUCAUSE Help, Victoria Fanning: (11:57) The audio recording, slides, and transcript will be available from the EDUCAUSE Live! archive later today: http://net.educause.edu/Archives/2719

\_EDUCAUSE Help, Victoria Fanning: (11:59) Join us for our next EDUCAUSE Live! and feel free to share this archive with your colleagues. Archives and upcoming events are available at: http://net.educause.edu/live

Rick: (11:59) With limited resources our agenda is to improve efficiencies but the institution is continually pushing us to increase capabilities. We can't get both done.

Bret Ingerman: (11:59) Thank you, John and Diana

CatherineY: (11:59) Thank yoU!

Cindy Hadden (LSU): (11:59) Thank You!!

Steve Rholl - St. Olaf College: (11:59) Thank you very much.

Fred Miller: (11:59) Thanks John. Very much appreciated.

Wes: (11:59) Thanks to all!

Shannon Smith, EDUCAUSE: (11:59) Great seeing you all!

Fred Miller: (11:59) Diana, good job as always. Thanks.

Susan Henderson: (11:59) Very well done.