EDUCAUSE 2020 Top 10 IT Issues Lists

The EDUCAUSE 2020 Top 10 IT Issues reflect the expertise of both the EDUCAUSE IT Issues Panel and EDUCAUSE membership. For 2020, IT Issues Panel members identified an initial set of 20 priority issues, and EDUCAUSE members were invited to rate these issues on their importance in 2020 in a survey administered during August and September of 2019. More than 400 individuals participated, and the final selection and rankings are based on their prioritization. This methodology has enabled us to better validate the issue prioritization and to examine variations among institutional types and individual roles.

This data almanac shares the results of that survey, organized by all US institutions (overall rank order), Carnegie Classification and control, institutional approach to technology (early, mid, or late adopter), and institution size (based on student FTE). View additional resources at the 2020 Top 10 IT Issues page.

All US Respondents *(n = 303)*

1. **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

2. **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

3. **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

4. **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

5. **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

6. **Student retention and completion:** Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

7. **Improved enrollment:** Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

8. **Higher education affordability:** Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

9. **Administrative simplification:** Applying user-centered design, process improvement, and system reengineering to reduce redundant or unnecessary efforts and improve end-user experiences

10. **Integrative CIO:** Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

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Associate's Institutions *(n = 25)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Student retention and completion:** Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Disaster recovery and business continuity:** Developing options for the continued delivery of core institutional services in light of the growing risks of operational disruptions*

- **Holistic student success:** Applying technology and data, including artificial intelligence, to understand and address the numerous contributors to student success, from finances to health and wellness to academic performance and degree planning*

- **Improved enrollment:** Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

- **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Higher education affordability:** Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

* Not part of the overall top 10

Bachelor's Institutions *(n = 38)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

- **Technology as an investment:** Focusing on technology as a pathway to efficiency, effectiveness, and new value to optimize its impact on the institution*

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Improved teaching:** Strengthening engagement among faculty, technologists, and researchers to achieve the true and expanding potential of technology to improve teaching*

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Engaged learning:** Incorporating technologies that enable students to create content and engage in active learning in course curricula*

- **Higher education affordability:** Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

- **Improved enrollment:** Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

* Not part of the overall top 10

Master's Institutions, Public *(n = 48)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Student retention and completion:** Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Higher education affordability:** Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

- **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

- **Improved enrollment:** Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Holistic student success:** Applying technology and data, including artificial intelligence, to understand and address the numerous contributors to student success, from finances to health and wellness to academic performance and degree planning*

- **Integrative CIO:** Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

* Not part of the overall top 10

Master's Institutions, Private *(n = 46)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Improved enrollment:** Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

- **Student retention and completion:** Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Disaster recovery and business continuity:** Developing options for the continued delivery of core institutional services in light of the growing risks of operational disruptions*

- **Administrative simplification:** Applying user-centered design, process improvement, and system reengineering to reduce redundant or unnecessary efforts and improve end-user experiences

- **Higher education affordability:** Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

- **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

* Not part of the overall top 10

Doctoral Institutions, Public *(n = 73)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Student retention and completion:** Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

- **Integrative CIO:** Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

- **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Improved enrollment:** Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

- **Administrative simplification:** Applying user-centered design, process improvement, and system reengineering to reduce redundant or unnecessary efforts and improve end-user experiences

- **Higher education affordability:** Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

- **Resilient IT strategy:** Developing a strategic plan that balances strong foundations with sufficient agility to persist/succeed while adapting to changing institutional circumstances*

* Not part of the overall top 10

Doctoral Institutions, Private *(n = 34)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Holistic student success:** Applying technology and data, including artificial intelligence, to understand and address the numerous contributors to student success, from finances to health and wellness to academic performance and degree planning*

- **Integrative CIO:** Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

- **Future IT workforce:** Deploying a broad array of modern recruitment, retention, and employment practices to develop a resilient IT talent pipeline for the institution*

- **Resilient IT strategy:** Developing a strategic plan that balances strong foundations with sufficient agility to persist/succeed while adapting to changing institutional circumstances*

- **Student retention and completion:** Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

* Not part of the overall top 10

By Institutional Approach to Technology

Early Adopters *(n = 145)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Administrative simplification:** Applying user-centered design, process improvement, and system reengineering to reduce redundant or unnecessary efforts and improve end-user experiences

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Holistic student success:** Applying technology and data, including artificial intelligence, to understand and address the numerous contributors to student success, from finances to health and wellness to academic performance and degree planning*

- **Integrative CIO:** Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

- **Student retention and completion:** Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

- **Improved enrollment:** Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

* Not part of the overall top 10

Mainstream Adopters *(n = 139)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Resilient IT strategy:** Developing a strategic plan that balances strong foundations with sufficient agility to persist/succeed while adapting to changing institutional circumstances*

- **Improved enrollment:** Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

- **Student retention and completion:** Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

- **Technology as an investment:** Focusing on technology as a pathway to efficiency, effectiveness, and new value to optimize its impact on the institution

- **Engaged learning:** Incorporating technologies that enable students to create content and engage in active learning in course curricula*

* Not part of the overall top 10

Late Adopters *(n = 66)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Higher education affordability:** Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

- **Student retention and completion:** Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

- **Improved enrollment:** Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

- **Integrative CIO:** Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

- **Improved teaching:** Strengthening engagement among faculty, technologists, and researchers to achieve the true and expanding potential of technology to improve teaching*

* Not part of the overall top 10

Institutions with fewer than 2,000 student FTEs *(n = 37)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Disaster recovery and business continuity:** Developing options for the continued delivery of core institutional services in light of the growing risks of operational disruptions*

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Improved teaching:** Strengthening engagement among faculty, technologists, and researchers to achieve the true and expanding potential of technology to improve teaching*

- **Administrative simplification:** Applying user-centered design, process improvement, and system reengineering to reduce redundant or unnecessary efforts and improve end-user experiences

- **Resilient IT strategy:** Developing a strategic plan that balances strong foundations with sufficient agility to persist/succeed while adapting to changing institutional circumstances*

- **Integrative CIO:** Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

- **Technology as an investment:** Focusing on technology as a pathway to efficiency, effectiveness, and new value to optimize its impact on the institution*

* Not part of the overall top 10

Institutions with 2,000–3,999 student FTEs *(n = 52)*

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Improved enrollment:** Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Student retention and completion:** Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

- **Higher education affordability:** Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

- **Improved teaching:** Strengthening engagement among faculty, technologists, and researchers to achieve the true and expanding potential of technology to improve teaching*

- **Engaged learning:** Incorporating technologies that enable students to create content and engage in active learning in course curricula*

* Not part of the overall top 10

Institutions with 4,000–7,999 student FTEs *(n = 60)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Student retention and completion:** Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

- **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Improved enrollment:** Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Holistic student success:** Applying technology and data, including artificial intelligence, to understand and address the numerous contributors to student success, from finances to health and wellness to academic performance and degree planning*

- **Administrative simplification:** Applying user-centered design, process improvement, and system reengineering to reduce redundant or unnecessary efforts and improve end-user experiences

- **Higher education affordability:** Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

* Not part of the overall top 10

Institutions with 8,000–14,999 student FTEs *(n = 53)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Improved enrollment:** Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

- **Student-centric higher education:** Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

- **Digital integrations:** Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Student retention and completion:** Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

- **Higher education affordability:** Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

- **Integrative CIO:** Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

- **Holistic student success:** Applying technology and data, including artificial intelligence, to understand and address the numerous contributors to student success, from finances to health and wellness to academic performance and degree planning*

* Not part of the overall top 10

Institutions with 15,000+ student FTEs *(n = 78)*

- **Information security strategy:** Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

- **Privacy:** Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

- **Sustainable funding:** Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

- **Integrative CIO:** Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

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