EDUCAUSE is a nonprofit association whose mission is to advance higher education by promoting the intelligent use of information technology. Membership is open to institutions of higher education, corporations serving the higher education information technology market, and other related associations and organizations. Resources include professional development activities; print and electronic publications, including books, monographs, and the magazines *EDUCAUSE Quarterly* and *EDUCAUSE Review*; strategic policy advocacy; teaching and learning initiatives; applied research; special interest collaboration communities; awards for leadership and exemplary practices; and extensive online information services. The current membership comprises nearly 1,900 colleges, universities, and education organizations, including 200 corporations. EDUCAUSE has offices in Boulder, Colorado, and Washington, D.C.; www.educause.edu, e-mail info@educause.edu.
APPENDIX B:

2002 EDUCAUSE Core Data Survey

2002 EDUCAUSE Core Data Survey
9/13/2003 7:49:17 PM GMT

IT Organization, Staffing, Planning

1. What is the title of the highest ranking technology administrator/officer on your campus?

2. To whom does this individual report?

- Chancellor/President/CEO
- Highest Ranking Academic Officer (Provost, Academic VP, Dean)
- Highest Ranking Administrative Officer (Administrative/Executive VP)
- Highest Ranking Business Officer
- Second Level Academic Officer (Assistant/Associate Provost or VP)
- Second Level Administrative Officer (Assistant/Associate VP)
- Other

3. What functions report to the highest ranking technology officer on your campus? (Check all that apply.)

- Academic/Research Computing
- Administration of IT Organization
- Administrative Systems
- Computer Store
- Desktop/User Support Services
- Distance Education
- Instructional Technology
- IT Policy
- IT Security
- Library
- Mailroom
- Media Services
- Network Infrastructure and Services
- Operations/Data Center
- Print Services
- Technology R&D
- Telephony
- Web Support Services
- Other

4. Is this individual a member of your president's or chancellor's cabinet?

- Yes
- No

5. Please estimate the number of FTE staff (including support staff and managers) and students employed by the central IT organization of your campus in each of the functional areas listed below. (Please do not include staff who support a hospital or who support IT for other campuses if your campus is part of a multicampus system or district. If you have no staff or students in a functional area, enter 0. If less than a whole number, use decimals rather than fractions. Click on or pass your cursor over the underlined functional area to see how we have defined these areas for survey reporting purposes. Even if you do not use this taxonomy on your campus, please redistribute your staff and student numbers according to these definitions to ensure comparable data comparisons across all campuses. These definitions are also found in the full glossary available by clicking on Survey Help.)
<table>
<thead>
<tr>
<th>Function</th>
<th>Staff</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Academic/Research Computing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Administration of IT Organization</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Administrative Systems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Desktop Support/User Support Services/Computer Store</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Instructional Technology</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. IT Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. IT Security</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Network Infrastructure and Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Operations/Data Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Public Help Desk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Telephony</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Web Support Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Function</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total central IT unit FTE:**

6. How many FTE staff classified as IT professionals are employed outside the central IT organization of your campus, including limited term employees? (If no such staff are employed outside the central IT organization, enter 0. If less than a whole number, use decimals rather than fractions. This number should be available from your campus HR office.)

7. Does your campus have a separate salary scale for IT professionals?

8. Does your campus use either a separate set of IT job titles or a broadband IT classification and compensation system?

9. Please answer the following questions regarding strategic planning for IT at your campus.

Does your campus strategic plan include strategies and directions for IT?

- Yes
- No

Does your campus have a stand-alone IT strategic plan?

- Yes
- No

10. Which of the following group(s) at your campus provide(s) advice about IT strategies? (Check all that apply.)

- Trustee Committee
- Administrative Committee
- Faculty Committee
- General Technology Committee
- Other (e.g., separate student advisory group, state-level group)

- None of the above — we do not have any IT advisory groups.
11. In developing campus policy with regard to IT security and privacy, what parties are involved? (Check all that apply.)

☐ IT policy/security officer
☐ Central IT organization
☐ Auditor
☐ General counsel
☐ Board of trustees
☐ Chief financial officer
☐ Chief academic officer
☐ President's cabinet
☐ Campus task force
☐ State agency or system office
☐ Other

☐ None of the above — we are not engaged in policy development.

IT Financing and Management

1. Please enter the actual campus dollar appropriations/revenues for IT for fiscal year 2001-2002 for each of the funding sources listed. (If you have no appropriations/revenues in a category, enter 0. Enter the dollar amount in U.S. Dollars, rounded to the nearest whole dollar, without commas, e.g., $5,499.51 would be entered as 5500.)

<table>
<thead>
<tr>
<th>Category of Revenue</th>
<th>Dollar Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating appropriation to central IT organization</td>
<td>$</td>
</tr>
<tr>
<td>Capital appropriations for central IT organization (other than those amortized through rates)</td>
<td>$</td>
</tr>
<tr>
<td>Resale of central services (chargeback) to departments (e.g., network, repair)</td>
<td>$</td>
</tr>
<tr>
<td>Resale of central services to external entities (e.g., network, repair)</td>
<td>$</td>
</tr>
<tr>
<td>Resale of products to departments (e.g., computer store) net revenue</td>
<td>$</td>
</tr>
<tr>
<td>Resale of products to external entities (e.g., computer store) net revenue</td>
<td>$</td>
</tr>
</tbody>
</table>

2. Please estimate the percent from the various sources of funding used to support central IT functions at your campus for fiscal year 2001-2002. (Enter percentages as whole numbers, e.g., 70% would be entered as 70. If a function is not applicable, leave the entire row blank. Otherwise, please ensure that your percentages for a functional row add up to 100%. Click on or pass your cursor over the underlined functional area to see how we have defined each area for survey reporting purposes to ensure comparable data comparisons across all campuses. These definitions are also found in a full glossary available by clicking on Survey Help.)

<table>
<thead>
<tr>
<th>Central IT Function</th>
<th>Campus Operating Budget</th>
<th>Campus Capital Budget</th>
<th>Student Tech Fee</th>
<th>Cost Recovery</th>
<th>Other Sources</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic/Research Computing</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Administration of IT Organization</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Administrative Systems</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Desktop/User Support Services/Computer Store</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Instructional Technology</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>IT Policy</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>IT Security</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Network Infrastructure and Services</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Operations/Data Center</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Public Help Desk</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Telephony</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Web Support Services</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
</tbody>
</table>
Other Function

3. What dollar amount, if any, does the central IT organization of your campus annually budget per IT staff member (on average) for training or professional development? (Enter the dollar amount in U.S. Dollars, rounded to the nearest whole dollar, without commas, e.g., $5,499.51 would be entered as 5500. Enter 0 if you do not allocate funds for this purpose.)

$ __________

4. What was the total compensation for fiscal year 2001-2002 (including fringe benefits even if benefits are paid elsewhere on campus and not charged to the central IT organization) for the following categories of individuals paid by or through the central IT organization of your campus? (If a category does not apply, enter 0. Enter the dollar amount in U.S. Dollars, rounded to the nearest whole dollar, without commas, e.g., $5,499.51 would be entered as 5500.)

<table>
<thead>
<tr>
<th>Category</th>
<th>Dollars</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff (both technical and non-technical)</td>
<td>$ _______</td>
</tr>
<tr>
<td>Students</td>
<td>$ _______</td>
</tr>
<tr>
<td>Consultants</td>
<td>$ _______</td>
</tr>
<tr>
<td>Contractors</td>
<td>$ _______</td>
</tr>
<tr>
<td>Other</td>
<td>$ _______</td>
</tr>
</tbody>
</table>

5. Please enter your best estimate of the total spent on salaries (including benefits) for fiscal year 2001-2002 for staff who are classified as IT professionals employed in departments outside the central IT organization of your campus. (Enter the dollar amount in U.S. Dollars, rounded to the nearest whole dollar, without commas, e.g., $5,499.51 would be entered as 5500. Your campus HR office may be able to provide this figure. If no such staff are employed outside the central IT organization, enter 0.)

$ _______

☐ This amount is unknown.

6. Please enter your best estimate of the total spent in fiscal year 2001-2002 on information technology (other than salaries and benefits) in departments outside the central IT organization of your campus. (Note: The operative phrase here is "best estimate." We do not expect this figure to be an exact calculation of actual dollars spent. Enter the estimated dollar amount in U.S. Dollars, rounded to the nearest whole dollar, without commas, e.g., $5,499.51 would be entered as 5500.)

$ _______

☐ We cannot reasonably estimate this amount.

7. Does your campus charge a general student technology fee?

☐ Yes
☐ No

If you answered yes to the question above, please answer the following four questions...

How much is this fee per FTE student? (Enter amount in whole U.S. dollars.)

$ _______

On what basis is it charged?

☐ Flat fee per year
☐ Flat fee per semester/quarter
☐ Percentage of tuition
☐ Based on credit hours
☐ Other

What were the total dollars generated by this fee for fiscal year 2001-2002? (Enter amount in whole U.S. dollars.)

$ _______

Who determines how these dollars are spent? (Check all that apply)

☐ Students
☐ IT administration
8. Do students pay a separate fee for residence-hall network connections at your campus?

- [ ] Yes
- [ ] No
- [ ] There are no residence-hall network connections
- [ ] There are no residence halls

9. Estimate how many computers your campus owns/leases. (Enter a whole number.)

10. What is your campus' planned replacement cycle for these computers?

11. What percent of the computers owned or leased by your campus are on a replacement cycle for which dollars are fully funded in the budget? (Enter percentages as whole numbers, e.g., 70% would be entered as 70.)

12. What percent of the computers owned or leased by your campus have been replaced in fiscal year 2001-2002? (Enter percentages as whole numbers, e.g., 70% would be entered as 70.)

13. Regardless of how your campus network is financed, does the current funding model include renewal of the capital plant including wiring, electronics, and so forth?

- [ ] Yes
- [ ] No

14. Please indicate which of the following IT services are covered by written service level agreements. (Check all that apply.)

- [ ] Academic/research support
- [ ] Administrative Systems Support
- [ ] Data center services
- [ ] Desktop/user support services
- [ ] Instructional technology support
- [ ] Media services
- [ ] Network services
- [ ] Print services
- [ ] Telephone services
- [ ] Web support services
- [ ] Other ________________________________

15. Please indicate which if any of the following are run by an external supplier (that is, a non-affiliated entity such as a corporation or other organization) with whom your campus has contracted through an outsource or ASP arrangement.

- [ ] Administrative systems — transaction systems operation (e.g., payroll, grants, etc.)
- Administrative systems — transaction systems operation (e.g., payroll, grants, etc.)
- Administrative systems — application development
- Administrative systems — project management for implementations
- Data center / computer operations
- Desktop / user support services
- Instructional management system
- Media services
- Network services
- Print services
- Telephone services
- Web development / hosting
- All central IT staff and services
- Other

None of the above — we do not outsource or use ASPs.

### Faculty and Student Computing

1. How many hours a week does the public help desk at your campus operate during the academic year? (Enter a whole number, e.g., 24 x 7 support would be entered as 168, 24 x 5 support would be entered as 120, and so forth.)

   |
   |

2. Estimate what percent of your students use their own computers on campus. (This includes students using computers they already owned or that your campus has provided or leased to them or required them to purchase. Enter percentage as a whole number, e.g., 70% would be entered as 70.)

   |
   |

3. Check the one statement below that best describes the student computer policy of your campus?

   - All students are provided a personal computer.
   - Students in general are required to purchase/lease their own personal computers.
   - Students in some departments or majors are required to purchase/lease their own PCs.
   - Personal computer purchase/lease is recommended but not required for all students.
   - Personal computer purchase/lease is recommended but not required for students in some departments or majors.
   - There are no requirements or recommendations regarding personal computers.

4. Does your campus offer high-speed network connections to students in residence halls?

   - Yes
   - No
   - There are no residence halls

If you answered yes to the question above, please answer the following two questions...

Which is the most common speed offered?

- 10 mbs
- 10-11 mbs
- 10/100 mbs
- 100 mbs
- > 100 mbs

What is the primary technology? (Select only one.)

- Ethernet
- Cable Modem
- DSL
- Wireless
- Other
5. Does your campus issue an e-mail account to each student for the purpose of receiving official communications?

☐ Yes
☐ No

6. Because students arrive with e-mail addresses of their own, some campuses have stopped providing universal student e-mail. Please select the one statement below that best describes your practice.

☐ We have never offered universal student e-mail.
☐ We offer universal student e-mail and have no plans to discontinue this service.
☐ We offer universal student e-mail but are seriously considering discontinuing this service.
☐ We have already stopped offering universal student e-mail.

7. Please check all the statements below that describe your campus’ support for faculty in the use of technology in teaching and learning.

☐ We have a designated instructional technology center available to all campus faculty.
☐ Our campus faculty teaching / excellence center works closely with IT and has a strong emphasis on technology.
☐ We have instructional designers available to work with instructional technologists to help faculty develop courses that use technology.
☐ We employ instructional technologists who are discipline specialists to work in academic departments.
☐ We offer intensive support for faculty who are heavy users of technology in teaching.
☐ We offer faculty training in scheduled seminars.
☐ We offer faculty training upon request.
☐ We offer activities and opportunities for faculty who use technology in innovative ways to share their experiences (e.g., technology fairs, brown bags, etc.).

Other

8. Please check the statement that most accurately describes your campus’ practice regarding course management systems.

☐ We have not deployed a course management system and do not plan to.
☐ We are planning to deploy one or more course management systems.
☐ We support a single commercial-product course management system.
☐ We support more than one commercial-product course management system.
☐ We support a single homegrown course management system.
☐ We support more than one homegrown course management system.
☐ We employ a hybrid approach (support both homegrown and commercial).

Other

9. Please select the statement that most accurately describes faculty use of a course management system at your campus.

☐ Our course management system(s) is ubiquitous, employed for all or nearly all courses.
☐ Our course management system(s) is used selectively by faculty.
☐ Faculty at our campus do not use course management systems.

10. Please indicate the percent of campus classrooms that are centrally scheduled that are permanently equipped with the technologies listed. (Enter percentages as whole numbers, e.g., 70% would be entered as 70. If a technology is not applicable, enter 0.)

<table>
<thead>
<tr>
<th>Technology</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wired Internet connections</td>
<td></td>
</tr>
<tr>
<td>Wireless Internet connectivity</td>
<td></td>
</tr>
<tr>
<td>LCD projectors</td>
<td></td>
</tr>
<tr>
<td>Computers</td>
<td></td>
</tr>
<tr>
<td>Televisions</td>
<td></td>
</tr>
<tr>
<td>Other technology</td>
<td></td>
</tr>
</tbody>
</table>

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Network and Security

1. What is the total bandwidth available (capacity in megabits, e.g., a T1 would be entered as 1.5) from your campus? (If no bandwidth, enter 0.)

   - to the commodity Internet
     Mb (megabits per second)
   - to high-performance networks such as Abilene, vBNS, etc.
     Mb (megabits per second)

2. Please check all statements that apply regarding tracking or shaping bandwidth utilization on your campus Internet connection.

   - [ ] We do not track or shape bandwidth utilization.
   - [ ] We only track utilization.
   - [ ] We shape by time of day.
   - [ ] We shape by location on campus (for example, residence halls).
   - [ ] We shape by type of traffic (e.g., Napster, KaZaA, Instant Messaging).
   - [ ] We shape by direction (incoming versus outgoing).

   Other

3. Please check the way(s) in which remote access is provided at your institution for the following campus constituents. (Check all that apply. If you have no modem pool lines, leave the "Total Number of Lines" box empty and check "Not Provided.")

<table>
<thead>
<tr>
<th>Total Number of Lines</th>
<th>For Faculty</th>
<th>For Students</th>
<th>For Staff</th>
<th>For Alumni</th>
<th>Not Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modern pool</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outsourced modem pool</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Institutionally arranged discount with ISP</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subsidized ISP accounts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State academic network</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional academic network</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Please indicate the percentage of the following areas that have wireless access at your campus.

<table>
<thead>
<tr>
<th>Area</th>
<th>Not Applicable</th>
<th>1-25%</th>
<th>26-50%</th>
<th>51-75%</th>
<th>76-100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classrooms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Labs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residence Halls</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Research Facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration Buildings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open Spaces</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Area</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. From how many campus sites (not counting individual desktops) can an interactive videoconference be initiated? (Enter a whole number. If you have no such sites, enter 0.)

   sites

6. Estimate how many desktops at your campus can deploy desktop videoconferencing? (Enter a whole number. If you have none, enter 0.)

   desktops

7. Please indicate the status at your campus of the following technologies.
8. Please check all of the following that apply at your campus regarding firewalls.

My campus has:
- a firewall at our external Internet connection
- firewalls around certain high-security servers or networks
- firewalls deployed by or on behalf of individual departments
- a requirement that all clients use personal firewalls
- no firewalls

Other

9. Please check all of the following that apply at your campus regarding security-related software patches and updates.

- We require all of our critical systems to be expeditiously patched or updated.
- We require some of our critical systems to be expeditiously patched or updated.
- We require all campus owned computers connected to our network to have known security holes fixed.
- We conduct proactive scans to detect known security exposures in our critical systems.
- We conduct proactive scans to detect known security exposures in all campus owned computers connected to our network.
- Our security system includes an intrusion detection system.

Other

Information Systems

1. Please complete the following grid regarding the major information systems at your campus. (For campuses within systems or districts, if an information system is or soon will be provided at the system/district level, please enter the information requested for your campus but also check "provided at system/district level" for that system. If you have not implemented or do not plan to implement a specified system, please check N/A for that system. If a commercial product, please enter the name(s) of the vendor(s) or, if developed internally, please enter "homegrown".)

<table>
<thead>
<tr>
<th>System</th>
<th>Not Applicable</th>
<th>Year Implemented (YYYY)</th>
<th>Vendor Names or &quot;Homegrown&quot;</th>
<th>Will Implement or Replace in the Next 3 Years</th>
<th>Provided at System/District Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Development</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Library</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Course Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Check the strategies below that your campus (or system/district office if information systems are provided at that level) employs for implementing or converting information systems. (Check all that apply.)

- Develop systems in house (homegrown)
- Develop systems in partnership with a vendor
- Purchase a commercial product without customization
- Purchase a commercial product and customize
1. Buy best-of-breed applications
2. Buy a package of integrated systems
3. Enhance legacy systems and provide Web interfaces
4. Outsource administrative systems

Other ________________

3. If one of your strategies is to buy a commercial package and modify, please indicate the usual extent of modification. (Check all that apply.)

- Underlying code
- Configuration
- External modules
- Other

- None of the above — we do not buy and modify commercial software.

4. Please check the appropriate statement for your campus (or system/district office if systems are provided at that level) regarding enterprise resource planning (ERP) systems.

- We have no plans for an ERP implementation.
- We are considering an ERP implementation.
- We are in the RFP stage of an ERP implementation.
- We have an ERP implementation in process.
- We have completed an ERP implementation or completed the segments we have chosen to implement.

5. If your campus (or system/district office if systems are provided at that level) has an ERP implementation or conversion project planned, in process, or completed, please estimate the percent of the total cost of the project that was or will be spent on the following. (Enter percentages as whole numbers, e.g., 70% would be entered as 70.)

<table>
<thead>
<tr>
<th>% of Total Cost</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Software and software licenses</td>
<td>%</td>
</tr>
<tr>
<td>Software maintenance</td>
<td>%</td>
</tr>
<tr>
<td>Training</td>
<td>%</td>
</tr>
<tr>
<td>In-house staff costs</td>
<td>%</td>
</tr>
<tr>
<td>Consulting fees</td>
<td>%</td>
</tr>
<tr>
<td>Hardware</td>
<td>%</td>
</tr>
<tr>
<td>Other</td>
<td>%</td>
</tr>
</tbody>
</table>

- We do not have an ERP project planned, in-process, or completed

6. Please check the one statement that is most appropriate regarding a Web portal at your campus (or system/district office if this functionality is provided at that level).

- We have implemented a Web portal.
- We are in the process of implementing a Web portal.
- We are planning to implement a Web portal.
- We have no plans to implement a Web portal.

If you selected one of the first three choices above, please check all of the following characteristics that apply or will apply to your Web portal.

Our portal is or will be:

- developed in-house
- a purchased product
- based on open source (e.g., JavaSIG)
- customizable by the individual
- customized to the individual
- for current students
- for prospective students
- for faculty
- for staff
- for the external community
- for alumni
- integrated with campus administrative systems

Other ________________

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