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 collaborative communities; awards for leadership and exemplary practices; and extensive online information services. The current membership comprises more than 1,900 colleges, universities, and educational organizations, including 200 corporations, with 14,000 active members. EDUCAUSE has offices in Boulder, Colorado, and Washington, D.C.; www.educause.edu, e-mail info@educause.edu.

© Copyright 2005 EDUCAUSE

All rights reserved. No part of this monograph may be reproduced in any form without permission in writing from EDUCAUSE.

Art direction by Joseph Daigle, Studio Productions
Index

Administrative information systems. See Information systems
Advisory groups
for IT planning, 11–12
for security policy development, 46
Antispam tools, 44
Antivirus software, 42–43
Bandwidth
available to Internet, 37–38
available to high-performance networks, 37–38
shaping and tracking, 38–39
Barone, C. A., ix–x
Benchmarking, v, ix
Biometric technology, 41–42
Carnegie classification. See Appendix E,
101–102
data presented by, vii–viii, 2
groupings used, 12–13
CAUSE, 63–64
Classroom technology, 30–31
Compensation
for central IT personnel, 17–20
for central IT personnel as percentage of campus IT personnel, 21
for central IT staff as percentage of central IT funding, 19–20
for decentralized IT personnel, 20–21
separate salary scales, 10
Computers
campus-owned/leased per FTE student, 24
in classroom, 31
numbers of, on campus, 23–24
policy on student purchasing requirements, 33–34
replacement cycles, 24–26
student-owned, 32–33
Contractors
compensation paid to, 19
employed through outsourcing, 27–28
percentage of schools employing, 19
Core Data Service (CDS)
appropriate use policy, v–vi
authorization for access to, vi
goal of, v, x, 64
groups invited to participate in, vi
interactive database component of, vii
multicampus system/district participation in, vi
principles and policy of, v–vi
research assessment of, vii, ix
survey for (see Core data survey) trend analyses, viii
Core data survey
methodology for, v–vii
participation levels for 2004, viii
terms and conditions, vi–vii
Web-based application, vi–vii
COSTS Project, 63–64
Council of Independent Colleges, vi
Course management systems
deployment and practices, 36
faculty use of, 36
percentage at system/district level, 54, 56
percentage of schools with, 52
vendors for, 58
year of implementation of, 53
Department of Education, vii
Development systems
percentage at system/district level, 54, 56
percentage of schools with, 52
vendors for, 57
year of implementation of, 53
Document projectors in classroom, 31
EDUCAUSE
Center for Applied Research (ECAR), 63
Current Issues Survey, 49, 63
Research Task Force, iii, 64
Educom, 63–64
Electronic signatures, 43
E-mail
availability for all students, 30
policy on student accounts, 30
Enterprise directory technology, 41–42

103
Enterprise resource planning (ERP) systems
implementation status, 49
percentage of costs by area of expenditure, 50
staffing for, 5–8

Faculty
  technological support for, 31–32
  use of course management systems, 36

Financial information systems,
percentage at system/district level, 54, 56
percentage of schools with, 52
vendors for, 59
year of implementation, 53

Firewalls
  effectiveness of, 44
  percentage of schools with, 45

Full-time equivalent (FTE) staff. See IT staffing.

Full-time-equivalent (FTE) student employees. See Student employees.

Funding. See IT funding.

Grants management systems,
percentage at system/district level, 54, 56
percentage of schools with, 52
vendors for, 59
year of implementation, 53

Green, K. C., 63

Hawkins, B. L., ix–x

Help desk
  availability of, 29–30
  staffing for, 5–8

Human resources systems,
percentage at system/district level, 54, 56
percentage of schools with, 52
vendors for, 56
year of implementation, 53

Identity management, staffing for, 5–8

Information systems
course management systems (see Course management systems)
development systems (see Development systems)
ERP systems, 49–50
financial information systems (see Financial information systems)
grants management systems (see Grants management systems)
human resources systems (see Human resources systems)
library systems (see Library systems)
modification of commercial packages, 50–51
strategies for implementing, 50–51
student information systems (see Student information systems)
at system/district level, 54, 56
types of, 52–53
vendors of (see Vendors)
year of implementation, 53–54

Information technology (IT)
  advisory groups for, 11–12, 46
  campus support for, 29
  functional areas, 3–4
  funding for (see IT funding)
  leadership for (see IT administrators)
  organization (see IT organization)
  personnel compensation (see Compensation)
  planning (see IT planning)
  security (see Security)
  staffing (see IT staffing)
  use of external suppliers for, 27 (see also Outsourcing)
  use of service level agreements for, 28

Instructional technology
  staffing for, 5–8
  support for faculty using, 31–32

Internet
  access from campus to, 37, 39–40
  classroom connectivity to, 31
  growth of wireless access to, 39
  high-speed, 37
  providing remote access to, 39–40
  residence-hall connectivity, 33–34

IPEDS, v–vii, x, 10, 13, 17, 28

IT. See Information technology (IT)

IT administrators
  functions reporting to, 3–4
  highest ranking, 1–2
  percentage of various titles, 1–2
  reporting relationships, 2
  sitting on the cabinet, 2–3
IT funding
for capital plant, 26–28
for central IT, 15–18
for central IT versus total campus IT, 21
for computer replacement, 25–26
for decentralized IT expenditures, 20–21
for decentralized personnel expenses, 20–21
for staff professional development, 11
sources and amounts of, 15–17

IT organization
average number of FTE staff in, 5
functional areas reporting to central unit, 3–4
numbers of FTE student employees in, 6
percentage of FTE staff in functional areas, 7
percentage of FTE student employees in
functional areas, 8
staffing of (see IT staffing)
summary statistics of FTE staff in, 9

IT personnel compensation
central compensation as percentage of
total central IT funding, 19–20
central compensation as percentage of
campus total, 21
for centralized personnel, 17–20
for decentralized personnel, 20–21

IT planning
advisory groups, 11–12
for equipment replacement, 23–27

IT policy
for security, 46
staffing for, 4–8

IT security. See Security

IT staffing
centralized versus decentralized, 9–10
compensation (see IT personnel compensation)
numbers of staff by functional area in
central IT organization, 5–8
percentage of staff by functional area in
central IT organization, 5–8
practices, 10
ratios, 10
summary statistics for, 9

King, P., 61
Kvavik, R. B., 61

LCD projection in classroom, 31

Leach, K., 63
League for Innovation in the Community
College, vi
Learning objects, 44
Libraries, wireless access in, 39–40
Library systems,
percentage at system/district level, 54, 56
percentage of schools with, 52
vendors for, 58
year of implementation, 53

McClure, P. A., x

National Center for Higher Education
Management Systems, vii

Network infrastructure and services,
access to online movies and music, 34–35
bandwidth (see Bandwidth)
fees for residence-hall connections, 23
internal modem pool access, 39
remote access, 39–40
residence-hall connections, 23, 35
speed of, 37
staffing for, 5–8
wireless access, 31, 39–40

Nicolich, R., x

Outsourcing, 27–28
administrative systems, 28
consultants, employment of, 19
consulting fees, as part of ERP costs, 50
contractors, compensation of, 19
contractors, employment of, 19
percentage of campuses outsourcing
various functions, 27

Professional development, 11
Public key infrastructure (PKI) technology, 41

Remote access, 39
Replacement cycles, 24–27
Residence halls
charging for network connections, 23
high-speed access, 34–35
network connections, 34
wireless access in, 39–40
Security
- antispam tools, 44
- antivirus software, 42–43
- firewalls, 44–45
- policy development for, 46
- risk assessment, 46–47
- security-related practices, 45–46
- software patches and upgrades, 45–46
- staffing for, 5–8
- wireless security technologies, 43–44

Service level agreements, 28

Smallen, D., 63

Smart boards in classroom, 31

Smart card technology, 42

Student computing
- access to online movies and music, 34–35
- percentage of student computer ownership, 33
- policy on computer purchasing requirement, 33–34
- staffing for, 5–8

Student employees
- need to employ, 4
- number employed in functional areas, 5–6
- percentage employed in functional areas, 6–8

Student information systems
- percentage at system/district level, 54, 56
- percentage of schools with, 52
- vendors for, 55
- year of implementation, 53

Support
- availability of e-mail, 30
- for faculty use of technology, 31–32
- help desk availability, 29
- staffing for, 5–8

Technology fees
- basis for charging general fee, 22
- percentage of institutions charging for residence-hall network connections, 23
- percentage of institutions charging general fee, 21
- total revenues collected from general fee, 22
- who decides how general fees are spent, 22–23

Training programs for faculty, 31–32

Vendors
- data about use of, 56
- developing systems in partnership with, 51
- of course management systems, 58
- of development systems, 57
- of financial information systems, 55
- of grants management systems, 59
- of human resources systems, 56
- of library systems, 58
- of student information systems, 55
- relationships with EDUCAUSE, vi

Videoconferencing, 40

Video over IP technology, 40–41

Voice over IP (VoIP) technology, 40–41

Warlick, C., 63

Web portals
- characteristics of, 59–60
- deployment status, 57, 59
- development and procurement strategies for, 59
- integration of, 60–61

Web services technology, 42–43

Web support services, staffing for, 5–8

Wireless network access
- growth of, 39–40
- in classroom, 31

Wireless security technologies, 43–44