

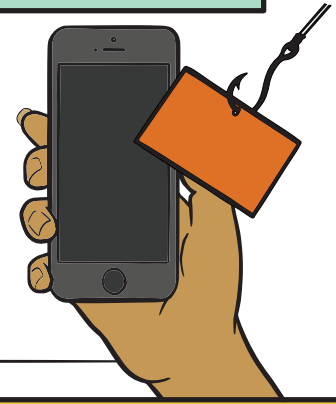
TOP 10 IT ISSUES 2018

The 2018 Top 10 IT Issues show how digital technology is remaking higher education through four key themes: institutional adaptiveness, improved student outcomes, improved decision-making, and IT adaptiveness.

The top IT issue for 2018 is #1 INFORMATION SECURITY

Developing a risk-based security strategy that keeps pace with security threats and challenges

69% of all U.S. institutions that have conducted a risk assessment did so for planning and prioritizing institutional information security work.

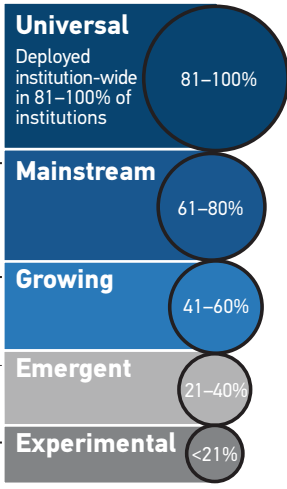


#2 STUDENT SUCCESS

Managing the system implementations and integrations that support multiple student success initiatives

The digital capabilities deployment of student success technologies among U.S. institutions in 2016:

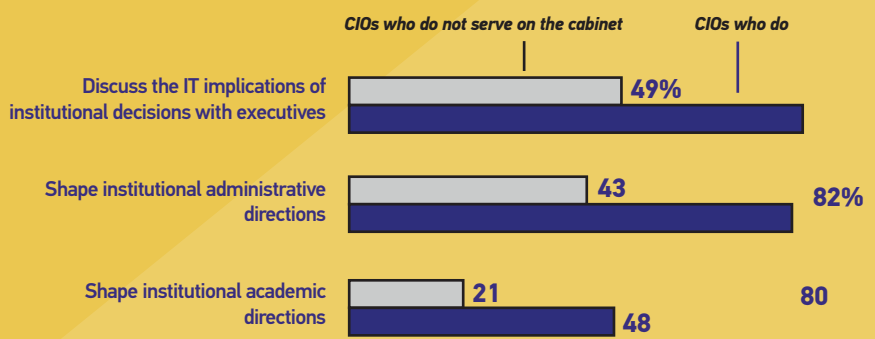
- Degree audit
- Credit transfer/articulation system
- Course/program recommendation system
- Advising center management
- Education plan creation/tracking system
- Academic early alert system
- Advising case management system for student interaction tracking
- Student extracurricular activities management system
- Student co-curricular activities management system
- Student success data warehouse/operational data store
- Student self-service referral to social/community resources
- Student success analytics dashboards



#3 INSTITUTION-WIDE IT STRATEGY

Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in achieving institutional missions

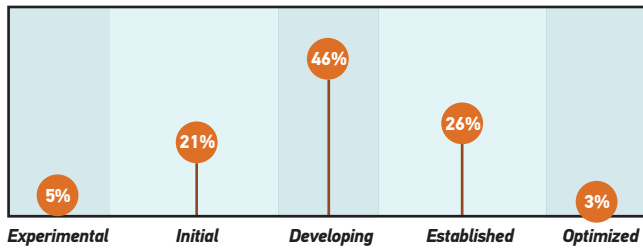
In a survey of CIOs, ECAR found that 42% of respondents serve as members of the president's or chancellor's cabinet. Those who do are positioned to have a significant impact on institutional strategy.



#4 DATA-ENABLED INSTITUTIONAL CULTURE

Using BI and analytics to inform the broad conversation and answer big questions

The EDUCAUSE Maturity Index for analytics shows that most institutions are developing a decision-making culture.



#5 STUDENT-CENTERED INSTITUTION

Understanding and advancing technology's role in defining the student experience on campus (from applicants to alumni)

25% of U.S. institutions have a system to track co-curricular activities

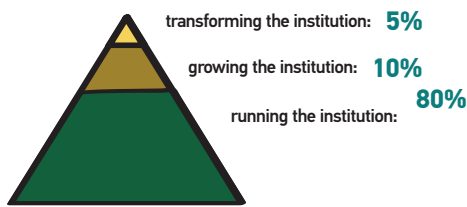


27% of U.S. institutions have a system to track/manage extracurricular activities

#6 HIGHER EDUCATION AFFORDABILITY

Balancing and rightsizing IT priorities and budget to support IT-enabled institutional efficiencies and innovations in the context of institutional funding realities

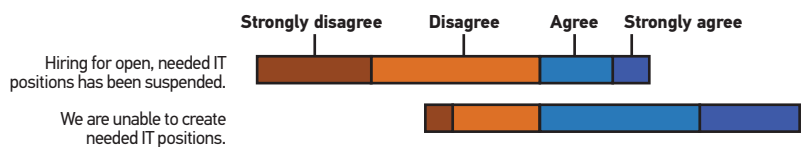
Among U.S. institutions reporting to the EDUCAUSE Core Data Service, the median percentage of total central IT spending on...



#7 IT STAFFING AND ORGANIZATIONAL MODELS

Ensuring adequate staffing capacity and staff retention in the face of retirements, new sourcing models, growing external competition, rising salaries, and the demands of technology initiatives on both IT and non-IT staff

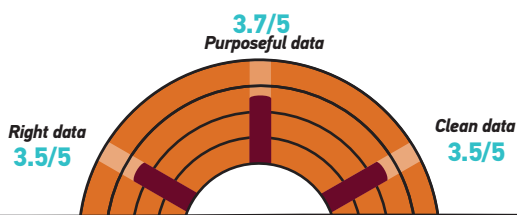
ECAR workforce research found that there is demand for IT professionals in higher education, but there are obstacles to creating new IT positions.



#8 (TIE) DATA MANAGEMENT AND GOVERNANCE

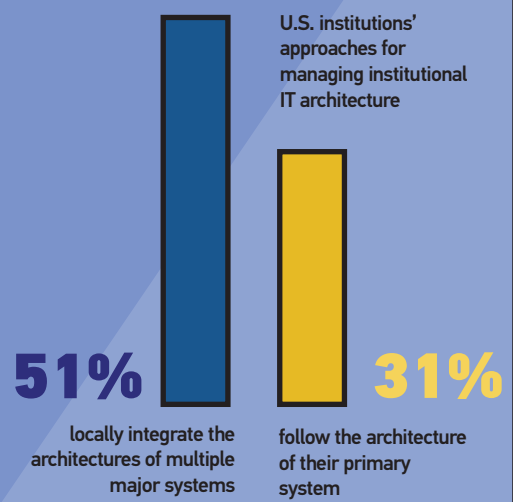
Implementing effective institutional data governance practices

The maturity levels of analytics data efficacy at the median U.S. institution are still developing.



#8 (TIE) DIGITAL INTEGRATIONS

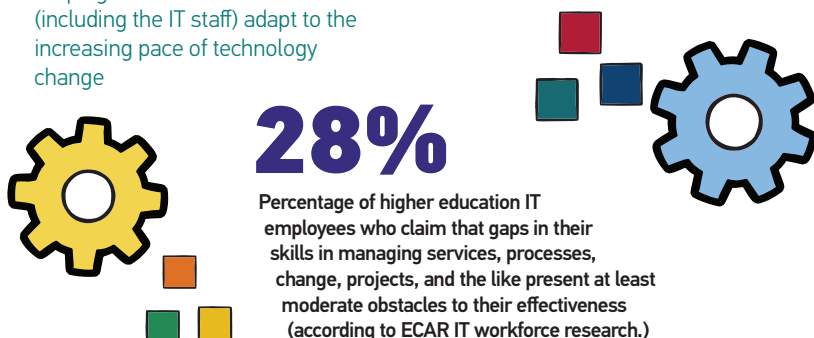
Ensuring system interoperability, scalability, and extensibility, as well as data integrity, standards, and governance, across multiple applications and platforms



TO LEARN MORE about the Top 10 IT Issues, visit educause.edu/issues. To access the latest publications, including reports and infographics, from the EDUCAUSE Center for Analysis and Research, visit educause.edu/ecar.

#10 CHANGE LEADERSHIP

Helping institutional constituents (including the IT staff) adapt to the increasing pace of technology change



THANKS TO THE 2018 EDUCAUSE TOP 10 IT ISSUES SPONSOR



uses the EDUCAUSE Top 10 IT issues report to develop and deliver innovative technology solutions that help higher education institutions solve complex IT challenges and improve student outcomes.