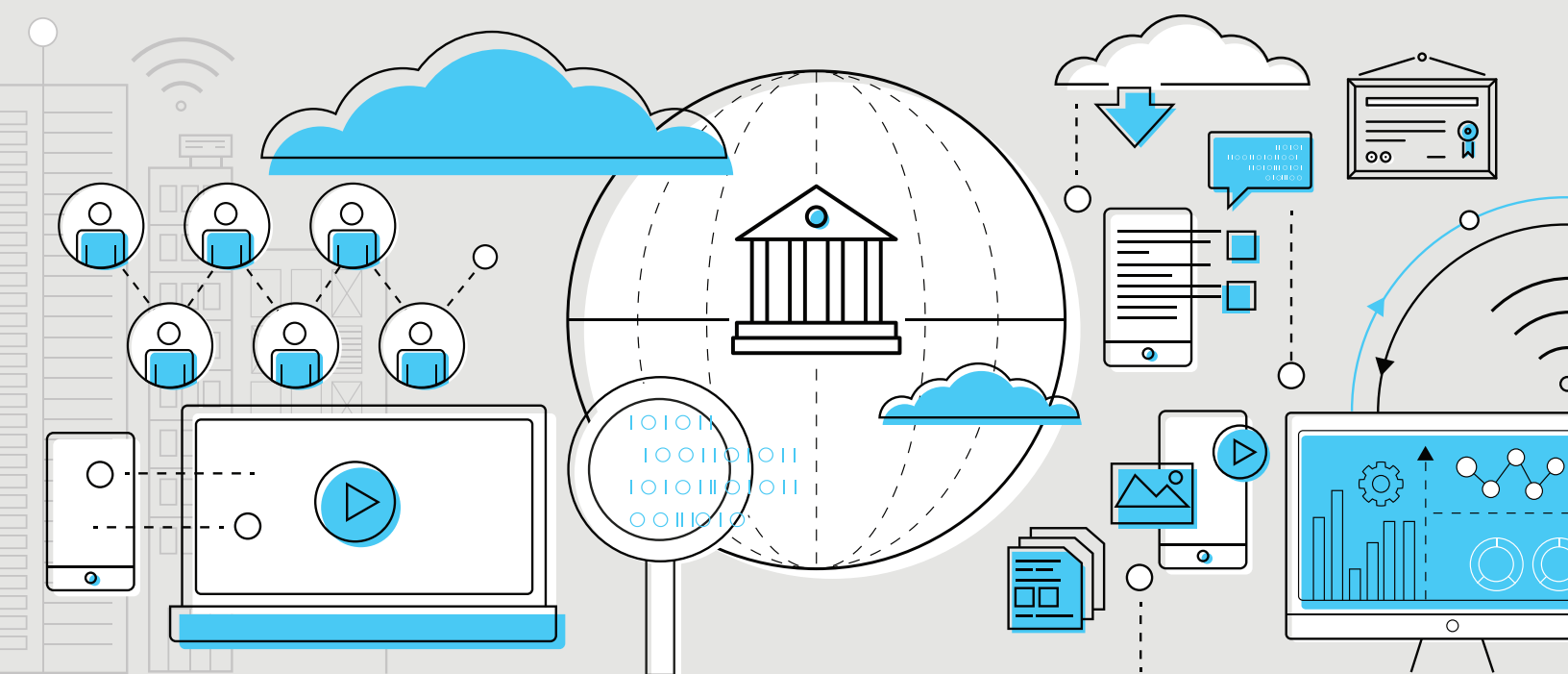# 2011
CAMPUS COMPUTING

The 22nd National Survey of Computing and Information Technology in American Higher Education

Kenneth C. Green

THE CAMPUS COMPUTING PROJECT

CAMPUS COMPUTING 2011

**The 22nd National Survey of Computing and
Information Technology in American Higher Education**

Kenneth C. Green

December, 2011

THE CAMPUS COMPUTING PROJECT

Begun in 1990, The Campus Computing Project is the largest continuing study of the role of computing and information technology in American higher education.

CAMPUS COMPUTING, 2011

The 26th National Survey of Computing and Information Technology in American Higher Education

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The 2011 National Survey of Information Technology in U.S. Higher Education

Big Gains in Going Mobile; Slow Movement to Cloud Computing

Colleges and universities made significant gains in deploying mobile apps over the past year according to new data from the 2011 Campus Computing Survey. However, the new survey reveals that campuses have been slow to move key operational and research functions to Cloud Computing. The data also document the continuing consequences of the IT budget cuts that have affected many institutions in recent years.

Across all sectors of higher education, the 2011 survey documents big gains in the proportion of campuses that have activated mobile apps. More than half (53.4 percent) of public universities have activated mobile apps as of fall 2011, or will do so in the coming academic year, compared to a third (32.5 percent) in fall 2010. Public four-year colleges posted also large gains, rising to 43.6 percent, up from 17.8 percent in 2010) as did community colleges (40.9 percent this fall vs. 12.4 percent in 2011).

Private institutions also posted big gains on going mobile. For private universities, the number deploying mobile apps rose to 71.5 percent, up from 42.2 percent in 2010; among private four-year colleges, the numbers more than doubled, from 25.2 percent in 2010 to 60.3 percent in 2011.

"Several factors explain these dramatic gains," says Kenneth C. Green, director of The Campus Computing Project. "Colleges and universities are playing catch-up

with the consumer experience. Students come to campus with their smartphones and tablets expecting to use mobile apps to navigate campus resources and use campus services. Also important is that compared to a year ago, more firms - both ERP and LMS providers - now offer mobile options for their campus clients." Green adds that some technology pro-

viders also offer free mobile apps and services, which means that the options for and cost of going mobile have changed dramatically in the past year.

Despite much discussion in both the campus and the corporate sectors about the operational and financial benefits of Cloud Computing, the 2011 survey reveals that colleges and universities have been slow to move mission-critical operations to the Cloud. Just 4.4 percent of the survey participants report that their campus has moved or is converting to Cloud Computing for ERP (administrative system) services (range: from 1.3 among public universities to 7.1 percent for private universities). Similarly, just 6.5 percent have moved to Cloud Computing for storage, archiving, or business continuity services. And although Cloud Computing should offer significant benefits for research and high performance computing (HPC) activities, just 2.4 percent of public universities and 6.6 percent of private universities report migrating these activities to Cloud Computing.

Other Cloud services post slightly higher numbers. For example, more than fourth (27.8 percent) of the survey participants report that they have moved or are migrating LMS services to Cloud Computing, and a tenth (10.9 percent) indicate that their institution is using Cloud-based CRM (Customer Relationship Management) services.

"The campus ERP providers have been slow to offer Cloud Services to their clients," says

Big Gains on Going Mobile

percentage of campsues that have deployed mobile apps, fall 2010 vs. 2011

Slow Movement to Cloud Computing

percentage of institutions deploying Cloud services, fall 2011
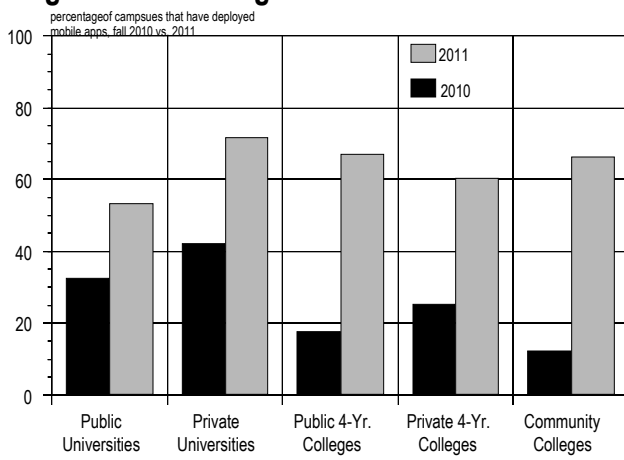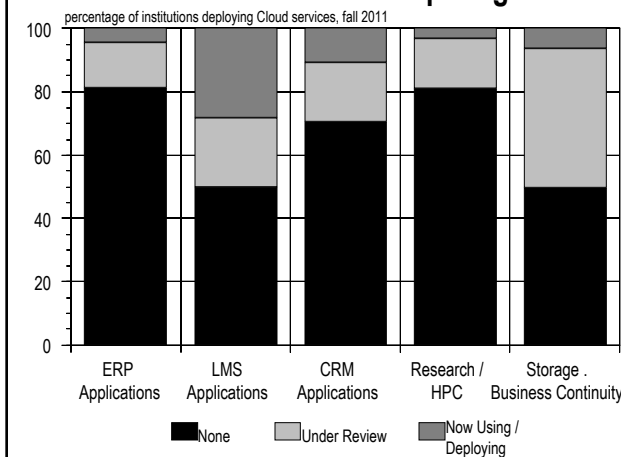
Green. "Although the cost savings may seem compelling, trust really is the coin of the realm: many campus IT officers are not ready to migrate mission-critical data, resources, and services to the Cloud Services offered by their IT providers."

New data from institutions participating in the annual survey reveal that a third (35.8 percent) of colleges and universities experienced a budget cut in central IT services for the current academic year, down from 41.6 percent last year and half (50.0 percent) in fall 2009.

The proportion of public institutions reporting budget cuts fell slightly in fall 2011, although the number that experienced budget cuts still remains significant. For example, just over half (54.7 percent) of public universities suffered budget cuts for central IT services for fall 2011, compared to three-fifths (59.8 percent) for fall 2010 and two-thirds (67.1 percent) in fall 2009. Among public four-year colleges, budget cuts declined slightly to 43.6 percent in 2011, compared to 45.8 percent a year ago and 56.9 percent in fall 2009. Two-fifths (39.0 percent) of community colleges experienced cuts in their budget for central IT services for the current academic year, compared to 46.2 percent in 2010 and 37.0 percent in fall 2009.

Private/non-profit institutions generally fared better than their public counterparts: one-fourth (24.9 percent) of private universities report IT budget cuts for fall 2011, about the same as a year ago (24.4 percent) but still well below the 56.9 percent posted in 2009. Among private four-year colleges, the percentage reporting budget cuts fell to 24.7 percent this fall, compared to 31.9 percent in 2010 and 41.9 percent in 2009.

"As was the case last fall, the new survey data provide a only modicum of good news about IT budgets: yes, fewer institutions experienced budget reductions this year than last," says Kenneth C. Green, founding director of The Campus Computing Project. "But the budget cuts continue for many institutions and the proportion of public campuses experiencing IT budget reductions remains high. The consequences are particularly daunting for community colleges where en-

rollments are exploding while the financial resources for IT services to support online and on-campus courses are eroding."

The 2011data also document an increasingly competitive campus market for Learning Management Systems (LMS). The proportion of survey partici-

IT Budget Cuts, 2006-2011

percentage of institutions reporting a budget cut in central IT services, 2006-2011

Public Universities · Private Universities · Public 4-Yr. Colleges · Private 4-Yr. Colleges · Community Colleges

2006 · 2007 · 2008 · 2009 · 2010 · 2011

pants reporting that their institution uses versions of Blackboard (including Angel and WebCT) as the campus-standard LMS fell to 50.6 percent in 2011, compared to 57.1 percent last year and down from 71.0 percent in fall 2006. Concurrently, Blackboard's major LMS competitors – Desire2Learn, Moodle, and Sakai - have all gained share during this period. Additionally, several new LMS providers, including Epsilen, Instructure, and Loudcloud, among others, are generating significant interest and beginning to sign some interesting campus clients.

"The campus LMS market remains a textbook example of a mature market

with immature, or evolving, technologies, and that's a prescription for a volatile market," says Green. "Blackboard's plans to retire legacy LMS products have been a catalyst for many institutions to review the campus LMS strategy and to evaluate other LMS applications."

Senior campus IT officers remain upbeat for the future of eBooks. Nine-tenths (90.1 percent) of the survey participants agree or strongly agree that "eBook content will be an important source for instructional resources in five years," up from 86.5 percent in 2010 and 76.3 percent in 2009.

"The platform options, market opportunities, and enabling technologies for eBooks continue to improve," says Green. But he notes that for most students, eBooks and eTextbooks do not yet offer a competitive alternative to used textbooks. He cites a recent survey by *Student Monitor* in which a fifth of undergraduates opted for a used book priced the same as a new textbook, a rented textbook, or digital textbook, suggesting that many students see real added-value in a textbook that others have already annotated.

The 2011 Campus Computing Survey is based on data provided by CIOs, CTOs, or other senior campus IT officials representing 496 two- and four-year colleges and universities. Survey participants completed the online questionnaire in Septermber and early October, 2010.

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The 22st National Survey of Computing and Information Technology in US Higher Education

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Methodology

- **498 survey respondents**

- **Web-based data collection**

- **Survey period: Sept 16 – Oct 13**

- **80 pct of the 2011 participating campuses also participated in the 2010 survey**

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2011 Survey Participants

Category	Dept of Ed N (adjusted)	Survey N	Participation Rate (pct)
Public Research & Doctoral Universities	168	76	45%
Private Research & Doctoral Universities	92	42	46%
Public 4-Year Colleges (Baccalaureate & Masters)	374	94	25%
Private 4-Year Colleges (Baccalaureate & Masters)	824	174	21%
Associate Degree/ Public Community Colleges	1018	110	11%

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Why Survey Researchers Send (lots of) Annoying eMail Reminders

BEFORE THE DEADLINE
267 Questionnaires

AFTER THE DEADLINE
236 Questionnaires
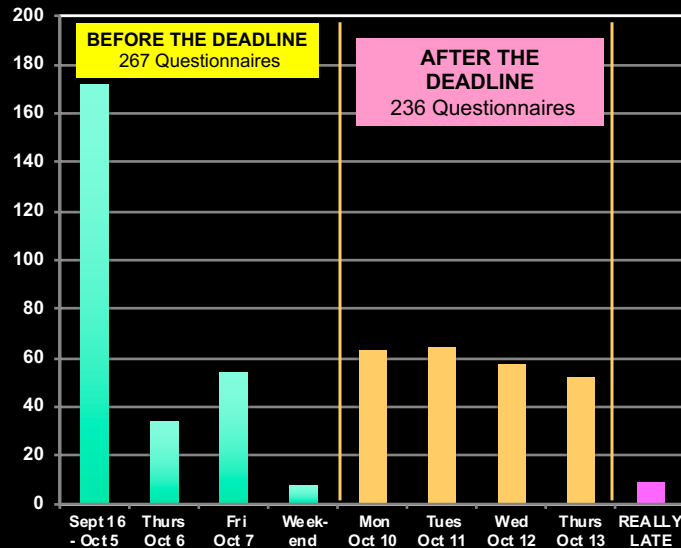
- 47 pct. of the surveys were submitted AFTER the initial deadline

Sept 16 - Oct 5 | Thurs Oct 6 | Fri Oct 7 | Week-end | Mon Oct 10 | Tues Oct 11 | Wed Oct 12 | Thurs Oct 13 | REALLY LATE

2011 Highlights

- **Big gains in deployment of mobile apps**

- **Budget cuts not as bad as two years ago, but still common, especially for public institutions**

- ***Where are the Clouds?*** **Little Cloud deployment, save for student email**

- **Transitions continue in the the LMS market**

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Single Most Important IT Issue, 2000-2008

Trends, 2000-2008

2000	2001	2002	2003	2004	2005	2006	2007	2008
Instructional Integration (40.5%)	Instructional Integration (31.5%)	Instructional Integration (24.3%)	Instructional Integration (21.4%)	Network & Data Security (21.1%)	Network & Data Security (30.0%)	Network & Data Security (29.5%)	Network & Data Security (25.5%)	Network & Data Security (20.3%)
User Support (22.3%)	User Support (15.4%)	Upgrade/ Replace ERP (18.9%)	Upgrade/ Replace ERP (17.6%)	Instructional Integration (18.5%)	Instructional Integration (17.9%)	Instructional Integration (17.3%)	Upgrade// Replace ERP (13.0%)	Hiring/ Retaining IT Staff (16.7%)
Financing IT (14.6%)	Upgrade/ Replace ERP (12.6%)	Financing IT (15.1%)	Financing IT (16.1%)	Upgrade/ Replace ERP (17.2%)	Upgrade/ Replace ERP (16.1%)	Upgrade/ Replace ERP (16.3%)	Hiring/ Retaining IT Staff (12.3%)	Instructional Integration (11.9%)

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Single Most Important IT Issue, 2011

There is no "Single Most Important" IT Issue!
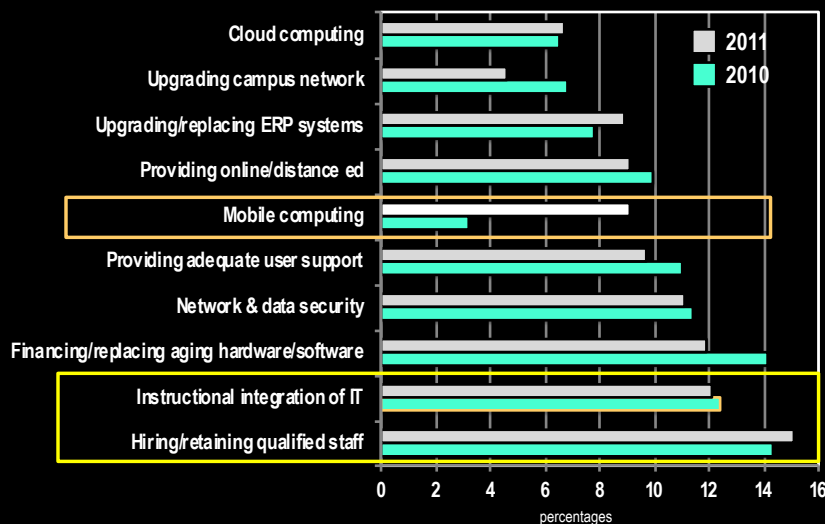
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Single Most Important Issue – By Sector, 2011

All Campuses	Public Universities	Private Universities	Public 4-Yr. Colleges	Private 4-Yr. Colleges	Community Colleges
Hiring/Retaining IT Staff (15.1%)	Hiring/Retaining IT Staff (15.8%)	Data & Network Security (21.4%)	Hiring/Retaining IT Staff (17.0%)	Hiring/Retaining IT Staff (14.9%)	IT Staffing & Mobile Computing (Tie: 14.6%)
Instructional Integration of Info Tech. (12.1%)	Financing /Replacing Aging IT (13.2%)	Instructional Integration, IT Financing, IT Staffing, & ERP Systems (4-way Tie: 11.9%)	Online Ed & Instructional Integration (Tie: 12.8%)	Instructional Integration of Info Tech. (14.4%)	Financing / Replacing of Aging IT & IT Integration (13.6%)
Financing Replacing of Aging IT (11.9%)	Network & Data Security (11.8%)		IT Security & Financing /Replacing Aging IT (Tie: 11.7%)	Adequate User Support (11.5%)	Hiring/Retaining IT Staff (10.9%)

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Budget Cuts, 2006-2011

percentage of institutions reporting budget reductions for central IT services over prior year funding, 2006-2010
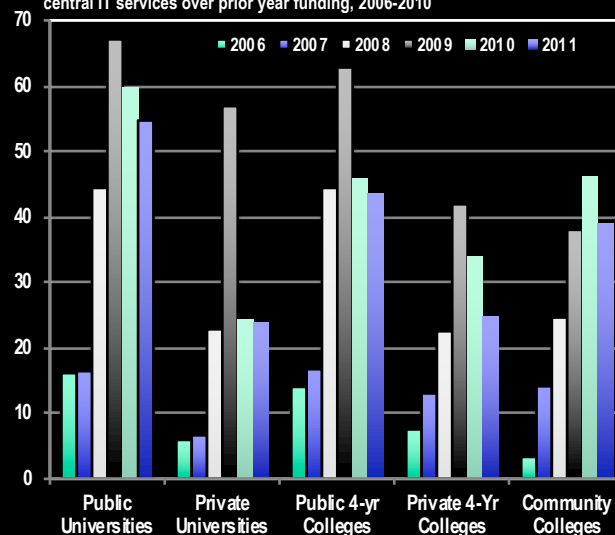
- **Compounding consequences of continuing budget cuts**

- **Privates fare better than publics**

- **One-fifth experienced additional mid-year cuts, averaging 2 pct.**

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Budgets Trends by IT Function, 2011

percentage of institutions reporting budget increases or budget cuts, by IT budget function

Legend: ■ Increase ■ Cut

	Central IT Services	ERP Software & Services	Wireless Networking	IT Security	Mobile Computing	Business Analytics
Increase label	N/C	+10%	+8%	+10%	+10%	+4%

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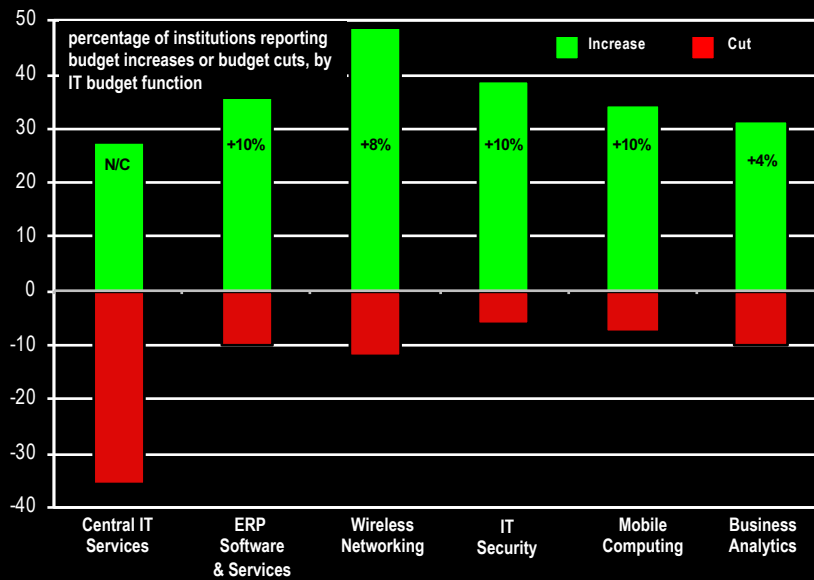
Reorganizing IT Units, Fall 2011

Organizational structures for many IT units are in transition.

34 pct have reorganized academic computing units in the past two years

15 percent who have reorganized academic computing expect to do it again in the next two years!.

29 pct expect to restructure academic computing the next two years.
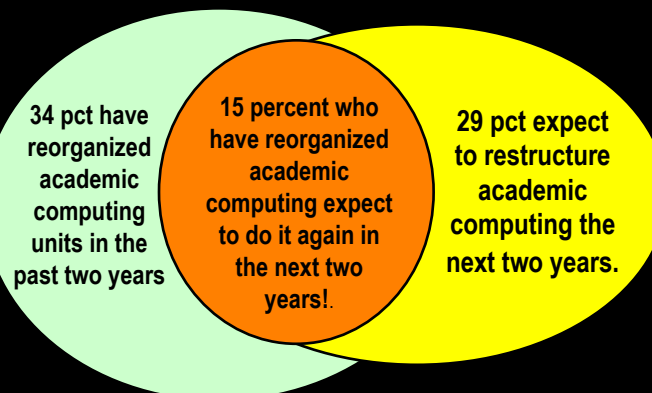
Little change in these numbers in recent years

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IT Security Incidents, A/Y 2006 - 2011

IT Security

percentages by sector — 2006, 2007, 2008, 2009, 2010, 2011

Categories: Computer Theft w/Confidential Data, Hack/Attack on the Campus Network, Identity Management, Computer Virus, Spyware, Social Networking Issues

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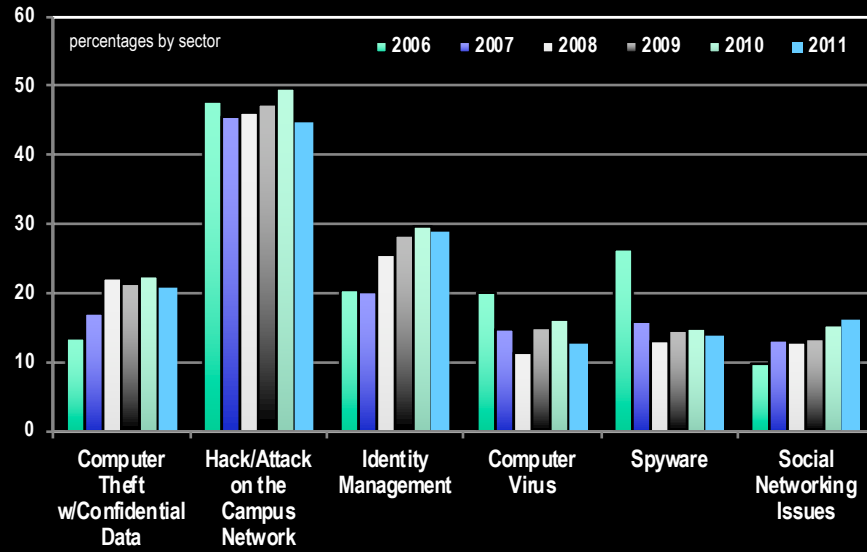
Updating Campus Strategic Plans

Last Update for IT Security

percentages, fall 2011 — past 13-24 months, past 12 months

Public Universities, Private Universities, Public 4-Yr. Colleges, Private 4-Yr. Colleges, Community Colleges
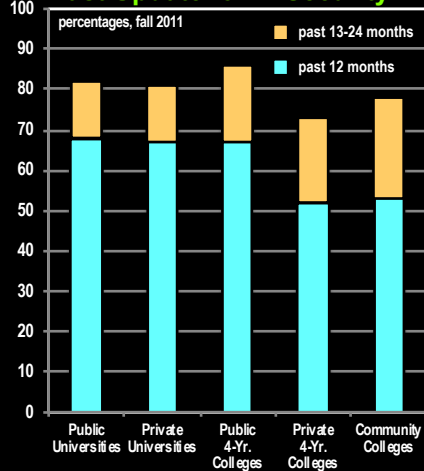
Last Update for IT Disaster Recovery

percentages, fall 2011 — past 13-24 months, past 12 months

Public Universities, Private Universities, Public 4-Yr. Colleges, Private 4-Yr. Colleges, Community Colleges

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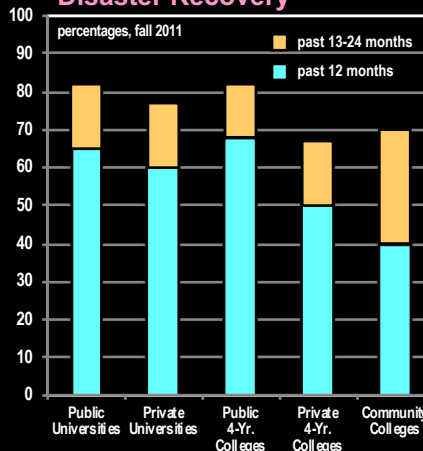
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Emergency Notification
Participation Strategy: "Opt-In" (Must Register)

percentages by sector, 2008-2011

Legend: 2008, 2009, 2010, 2011
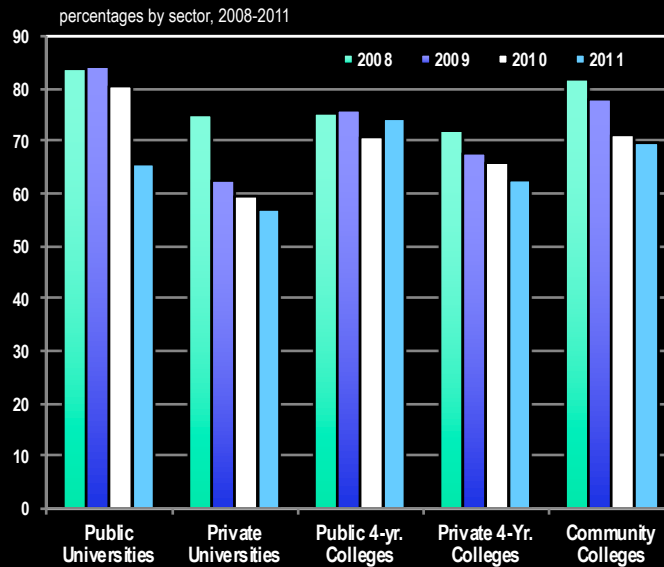
- Notification systems are of limited value if large numbers of campus users have no access

- Lower numbers are better; more users pre-registered

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Emergency Notification
Deploying the Notification System

percentage who agree/strongly agree, fall 2010 vs. 2011
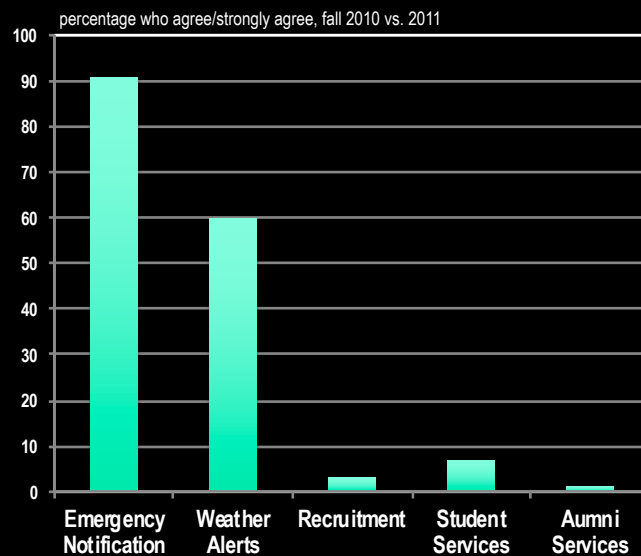
- Seeking new opportunities to extract value from the notification system

- More use increases the risk of text spam

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Let's Talk About Clouds

Where are the Clouds?

High Clouds
ERP & HPC

A fifth of campuses (21 pct) have a strategic plan for Cloud Computing, up from 15 pct in 2010 and 9 pct in 2009.

Middle Clouds
CRM & LMS

Low Clouds
mail & calendar

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The Cloud
Outsourced eMail Services

percentages, by campus type, fall 2011

Legend: Students, Faculty
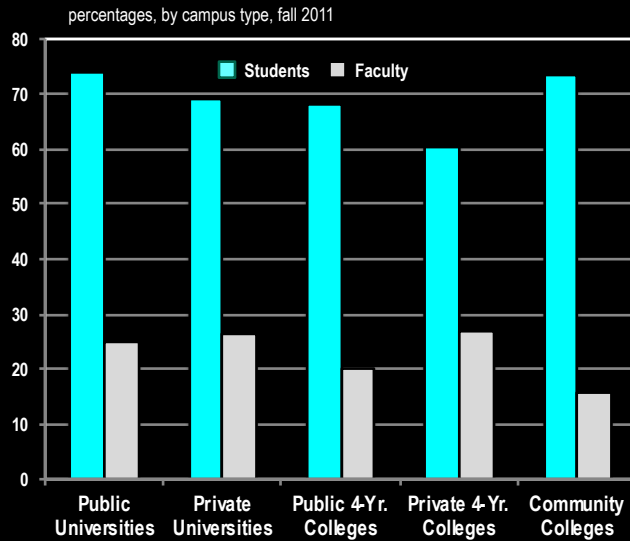
- **About two-thirds of survey participants now outsource student email vs. a fifth for faculty email**

- **Just seventh of campuses (15 pct) are using/converting to cloud-based office apps.**

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The Cloud
Outsourced eMail Services

percentages, by campus type, fall 2011

Legend: Google, Microsoft, Zimbra
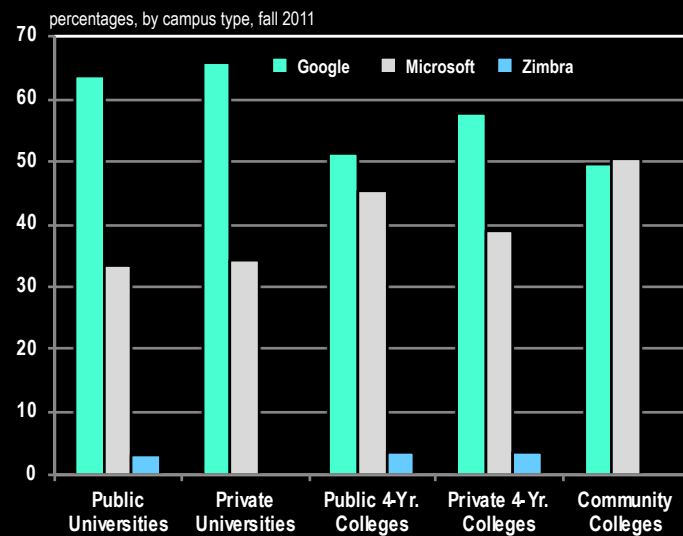
- **Google leads as the provider of outsourced /cloud-based campus email services**

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The Cloud
Little Migration to Cloud Computing
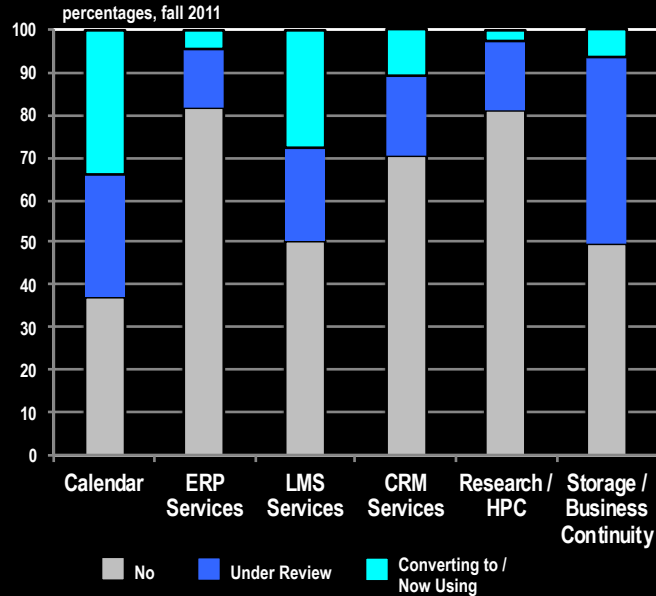
Little Movement to the Cloud for the "Big" Tasks

- **Risk**
- **Limited Options from Providers**
- **Trust**
- **Control**

percentages, fall 2011

Categories (x-axis): Calendar, ERP Services, LMS Services, CRM Services, Research / HPC, Storage / Business Continuity

Legend: No (gray), Under Review (blue), Converting to / Now Using (cyan)

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LMS Moves to the Clouds
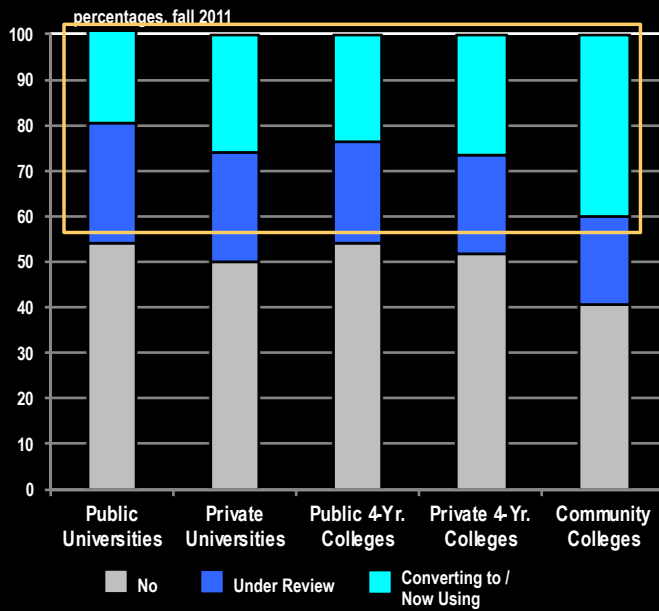
LMS as the "toe in the Cloud" experience for higher education?

percentages, fall 2011

Categories (x-axis): Public Universities, Private Universities, Public 4-Yr. Colleges, Private 4-Yr. Colleges, Community Colleges

Legend: No (gray), Under Review (blue), Converting to / Now Using (cyan)

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ERP Moves (Slowly) to the Cloud

percentages, fall 2011
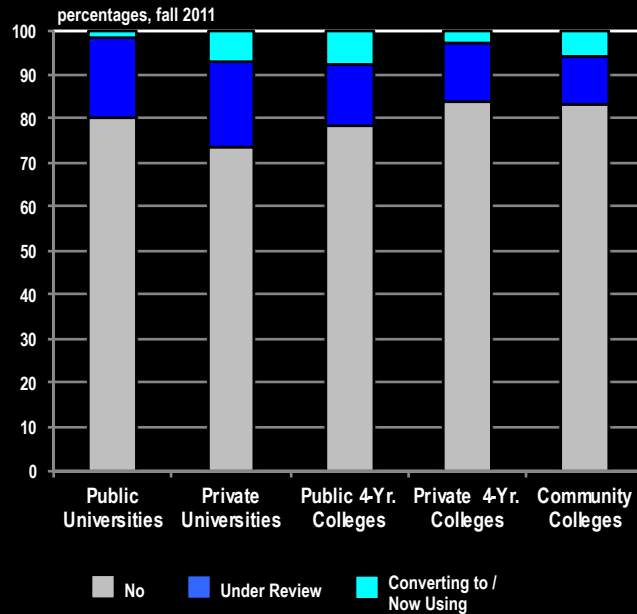
Do Multi-Campus System Structures Foster Migration to the Cloud for ERP?

- **Public 4-Yr Colleges**
- **Community Colleges**

Legend: No (gray), Under Review (blue), Converting to / Now Using (cyan)

Categories: Public Universities, Private Universities, Public 4-Yr. Colleges, Private 4-Yr. Colleges, Community Colleges

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Research and HPC Move (Slowly) to the Cloud

percentages, fall 2011
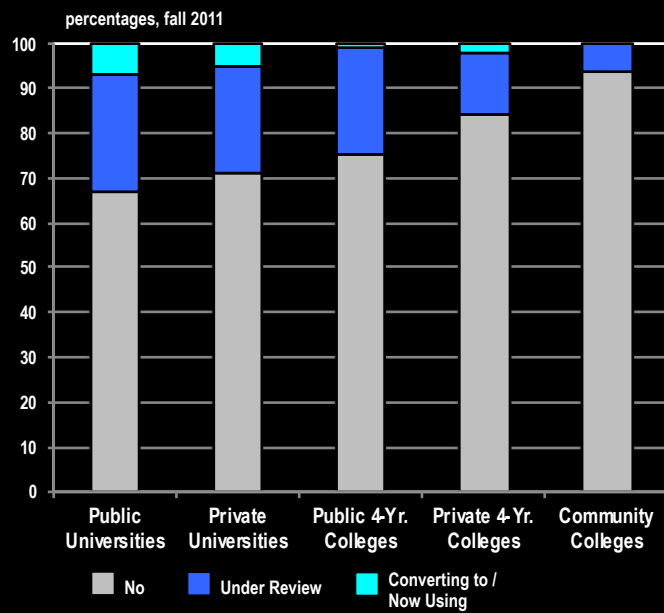
Departmental vs. institutional strategies, initiatives, and deployment?

Legend: No (gray), Under Review (blue), Converting to / Now Using (cyan)

Categories: Public Universities, Private Universities, Public 4-Yr. Colleges, Private 4-Yr. Colleges, Community Colleges

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"Lecture Capture is an Important Part of Our Campus Plan for Developing & Delivering Instructional Content"

percentage who agree/strongly agree, fall 2010 vs. 2011
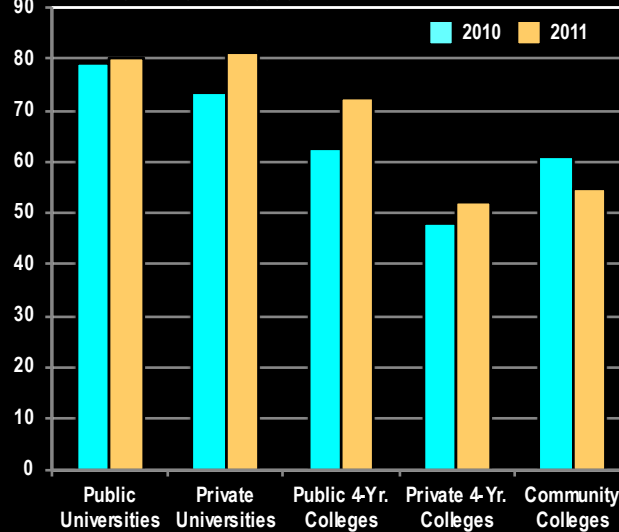
- Slight gains in the importance of Lecture Capture?

- Deployment remains low – about 5 pct
  - 8.3 pct Pub Univ
  - 3.9 pct pvt 4-Yr. Colleges

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Lecture Capture and Podcasting

Rising Use of Lecture Capture
(percentage of classes by sector, 2008-2011)
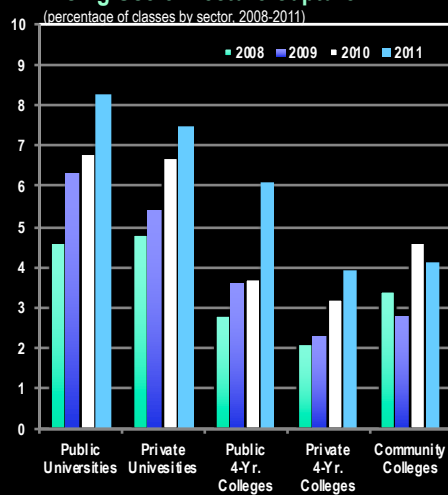
Steady Gains in Podcasting
(percentage of classes by sector, 2007-2011)

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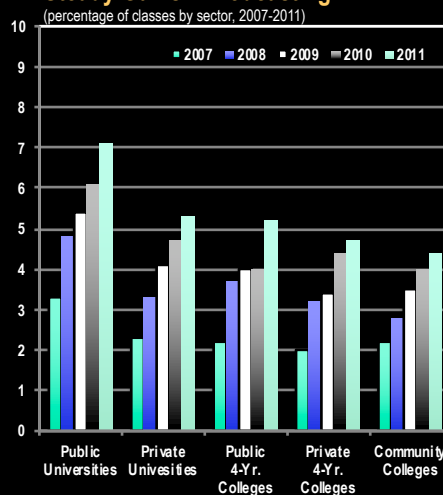
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The Future Bodes Well for eBooks!

eBook Content Will be an Important Source for Instructional Resources in Five Years
(pct who agree/strongly agree, 2009 - 2011)
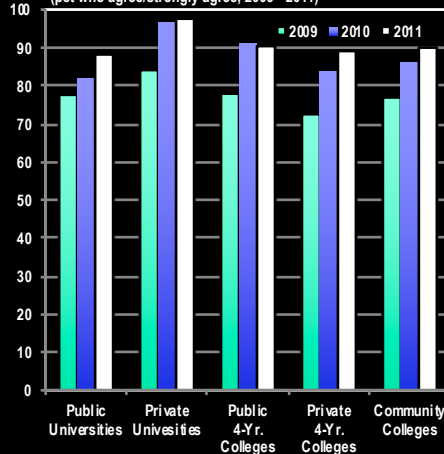
eBook Readers Will be an Important Platform for Instructional Content in Five Years
(pct who agree/strongly agree, 2009 - 2011)
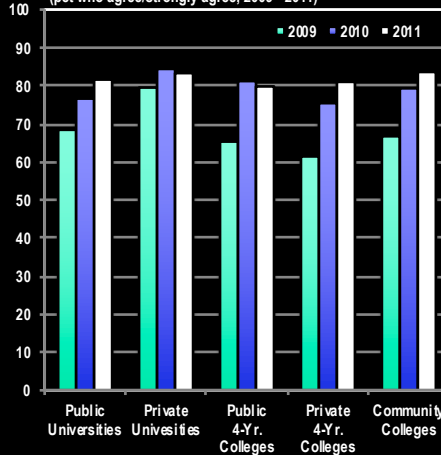
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Encouraging the Use of the Creative Commons License for Digital Content
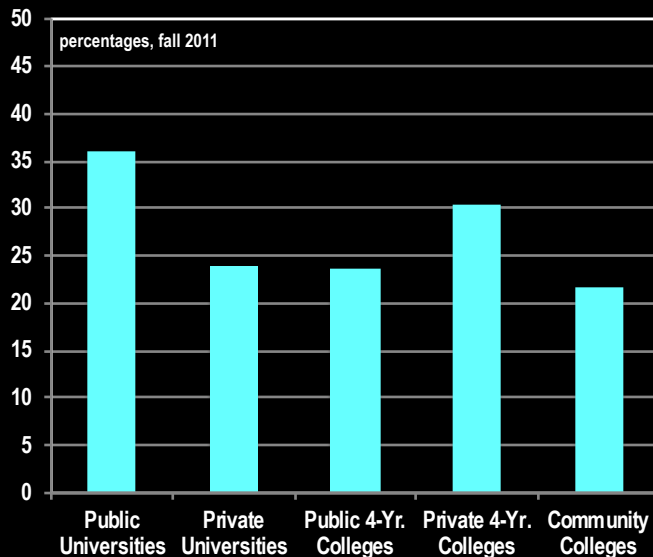
- Survey question focuses on the faculty as producers of digital content

- Uncertain impact on the faculty prerogative to select course materials

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A Profile of the LMS Market, Fall 2011

Does your campus have a single [campus-wide] LMS?
(percentages, all institutions)

Pie chart:
- Blackboard (including Angel & WebCT) 51%
- Desire2Learn 11%
- Instructure: 1%
- eCollege: 1%
- Jenzabar: 2%
- Moodle 19%
- Sakai: 7%
- Other: 2%
- No Std LMS 7%
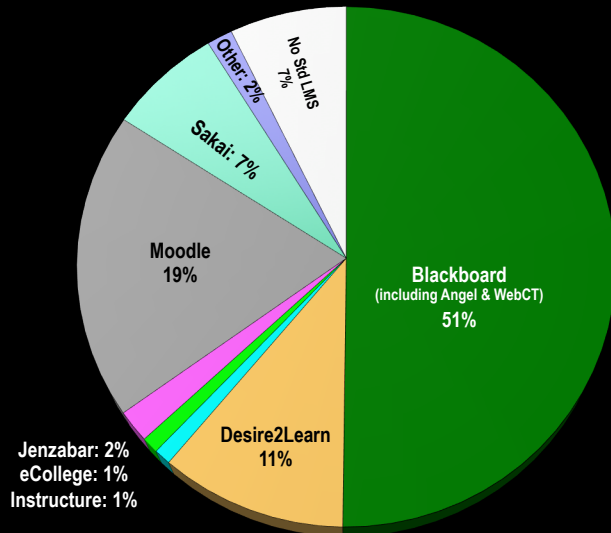
- **Slow but continuing gains in the pct. of classes using the LMS: 59 pct in 2010, up from 17 pct in 2000.**
  - **Public U: 67%**
  - **Comm Colleges: 51 %**

- **Blackboard share down from 57 pct in 2010, 71 pct in 2006.**

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"Mobile Apps are an Important Part of Our Campus Plan to Enhance Instr. Resources & Campus Services"

percentage who agree/strongly agree, fall 2010 vs. 2011

Bar chart with legend: 2010, 2011

Categories (x-axis): Public Universities, Private Universities, Public 4-Yr. Colleges, Private 4-Yr. Colleges, Community Colleges

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19
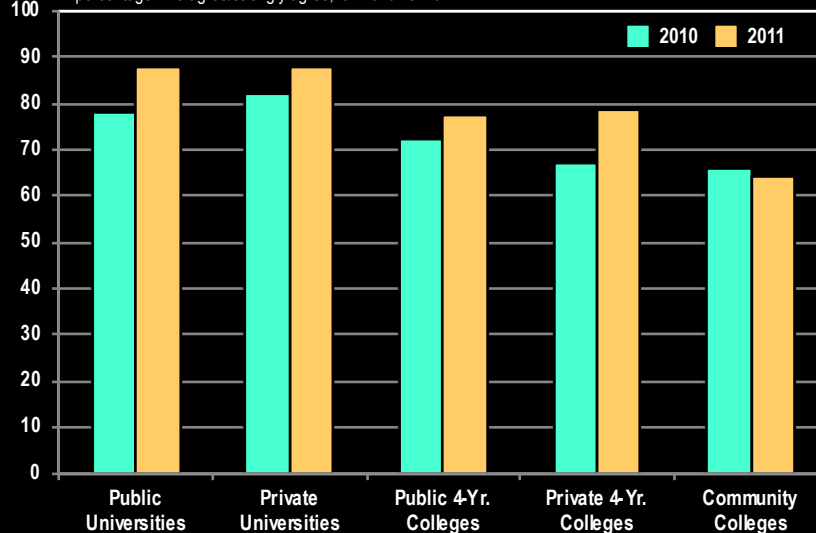
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Activating Mobile Apps, Fall 2010 vs. 2011

percentages reporting mobile apps are now active or will be deployed during the current academic year

Legend: 2010, 2011

Categories: Public Universities, Private Universities, Public 4-Yr. Colleges, Private 4-Yr. Colleges, Community Colleges
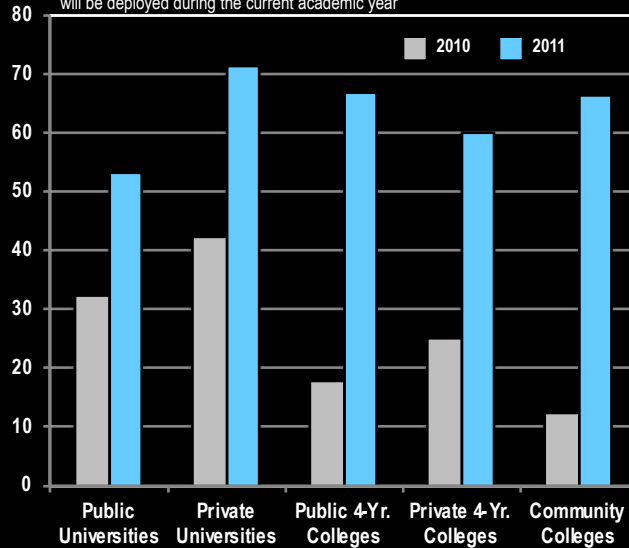
- Big gains in 12 months
- Impact of student expectations and consumer market experience
- More (LMS & ERP) mobile app & service providers means a wide range of costs for deployment

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Campus License for Antiplagarism Software

percentages by sector, 2008-2011

Legend: 2008, 2009, 2010, 2011

Categories: Public Universities, Private Universities, Public 4-Yr. Colleges, Private 4-Yr. Colleges, Community Colleges

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Campus Projects to Assess the Impact of IT on Instructional Services and Academic Programs

percentages by sector, 2001-2011

Public Universities	Private Universities
Public 4-Year Colleges	Private 4-Year Colleges
Community Colleges	

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Some Key IT Issues

Continuing Impact of Budget Cuts

◆ **Impact on resources, services, and infrastructure**

◆ **Compounding consequences of cuts early in decade, new cuts, plus mid-year cuts.**

◆ **Struggling to meet rising expectations and demand with fewer resources**

◆ **Rising stress on units and individuals**

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Two Views About the Value of IT for Instruction

◆ **Faculty:** 85 pct. of CIOs/survey respondents agree "faculty view technology is a critical resource for instruction."

◆ **Presidents:** Less than half (45 pct) report that investments in technology to support on-campus instruction have been "very effective."

Pct. of Presidents Who Assess the Campus Investment in IT to Support Instruction as "Very Effective"

Source: Presidential Perspectives Survey, *INSIDE HIGHER ED*, March 2011

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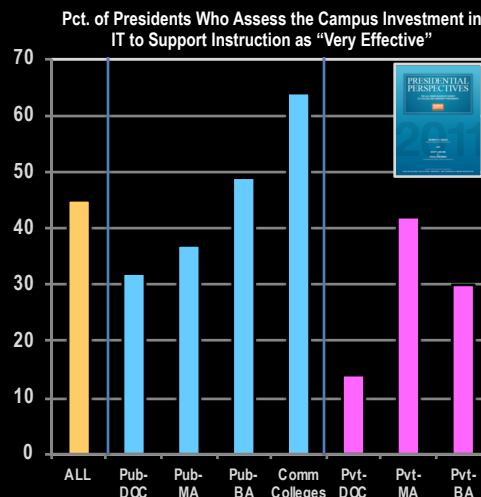
www.campuscomputing.net

Transitions in the LMS Market

◆ "a mature market with immature technology. . ."

◆ More campuses using hosted services

◆ Time certain retirement of legacy Blackboard LMS applications a catalyst for campus review and many migrations

◆ Increased competition – and options for campuses – as new companies and applications enter the campus LMS market.

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Where Are The Clouds?

◆ Low levels of deployment for core ERP and research services.

◆ Trust is the "coin of the realm"

◆ LMS – "a toe in the clouds"

The Campus
Computing Project

www.campuscomputing.net

CAMPUS COMPUTING 2011

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
Number of Institutions	496	76	42	94	174	110
GENERAL CAMPUS POLICIES ABOUT DESKTOP COMPUTERS						
Does your institution have a written policy / code of conduct / acceptable or appropriate use policy for: *(percentages)*						
Campus e-mail accounts?	93.8	96.1	95.2	93.6	93.7	91.8
Campus-hosted individual / personal Web pages?	69.2	77.6	81.0	73.4	69.5	54.5
Duplication of copyrighted software / software piracy?	95.2	98.7	100.0	93.6	93.1	95.5
Fair use of copyrighted content (books, articles, etc.)?	89.9	90.8	88.1	88.3	90.2	90.9
Downloading commercial music / videos from the Web?	86.9	97.4	88.1	86.2	87.9	78.2
Student use of social networking sites (Facebook, MySpace, etc.)?	23.4	21.1	16.7	24.5	22.4	28.2
Does your institution have a special computer use / technology fee or annual / term computer use charge for all students? *(percentages)*	55.6	77.6	33.3	74.5	36.2	63.6
Average total annual (full-time) student fee or charge for A / Y 2011-12	$ 219	$ 215	$ 208	$ 212	$ 286	$ 172
Operating systems recommended / supported*						
Mac OS X	89.7	93.4	88.1	94.7	89.7	83.6
UNIX	40.3	64.5	45.2	38.3	27.0	44.5
Linux	58.9	78.9	64.3	58.5	54.0	50.9
Windows 2000 / XP	74.2	71.1	69.0	72.3	75.9	77.3
Windows Vista	35.5	52.6	38.1	35.1	34.5	24.5
Windows System 7	94.8	89.5	95.2	95.7	96.0	95.5
Open VMS	8.7	11.8	9.5	11.7	5.2	9.1
Sun / Open Solaris	24.6	50.0	31.0	25.5	13.8	20.9
Novell	12.9	13.2	7.1	13.8	10.9	17.3
None (No O / S recommendation)	2.2	3.9	4.8	1.1	1.7	1.8
Do you require or strongly recommend:						
Computers for all undergraduate students						
No	46.0	44.7	28.6	44.7	27.6	83.6
Recommend	46.6	44.7	57.1	48.9	63.2	15.5
Require	7.5	10.5	14.3	6.4	9.2	0.9
Computers for all undergraduates in specific disciplines or academic programs						
No	37.9	15.8	23.8	28.7	37.4	67.3
Recommend	40.3	40.8	40.5	50.0	46.0	22.7
Require	21.8	43.4	35.7	21.3	16.7	10.0
iPods or other multi-media devices for all undergraduates						
No	90.5	84.2	85.7	89.4	92.5	94.6
Recommend	8.1	13.2	9.5	8.5	6.9	5.5
Require	1.4	2.6	4.8	2.1	0.6	-
iPods or other multi-media devices for undergraduates in specific disciplines / academic programs						
No	87.5	79.0	81.0	90.4	90.8	88.2
Recommend	9.1	18.4	9.5	5.3	6.3	10.0
Require	3.4	2.6	9.5	4.3	2.9	1.8
Cell phones for all undergraduates						
No	88.5	90.8	92.9	89.4	81.6	95.5
Recommend	11.5	9.2	7.1	10.6	18.4	4.6
Require	-	-	-	-	-	-
Smart phones for all undergraduates						
No	94.2	96.1	92.9	94.7	93.7	93.6
Recommend	5.7	4.0	7.1	5.3	5.8	6.4
Require	0.2	-	-	-	0.6	-
Smart phones for undergraduates in specific disciplines / academic programs						
No	93.8	93.4	90.5	93.6	94.8	93.6
Recommend	5.2	2.6	9.5	6.4	4.0	6.4
Require	1.0	4.0	-	-	1.2	-
Tablet devices (iPads, etc.) for all students						
No	95.6	97.4	100.0	95.7	94.3	94.6
Recommend	4.2	2.6	-	4.3	5.2	5.5
Require	0.2	-	-	-	0.6	-
Tablet devices (iPads, etc.) for students in specific disciplines / academic programs						
No	86.9	85.5	78.6	84.0	89.1	90.0
Recommend	9.1	11.8	7.1	12.8	6.9	8.2
Require	4.0	2.6	14.3	3.2	4.0	1.8
As of Fall 2011, will your campus have "preferred provider" agreements with technology companies that include online hardware and software resale programs linked to your campus web site?						
No	71.8	81.6	88.1	71.3	77.0	50.9
Yes, hardware						
Acer	0.6	1.3	-	-	1.1	-
Apple	60.5	78.9	85.7	60.6	63.8	32.7
Dell	57.5	84.2	73.8	58.5	52.3	40.0
Gateway	1.6	5.3	-	1.1	1.1	0.9
Hewlett Packard	25.8	43.4	28.6	29.8	19.0	20.0
Lenovo	16.5	18.4	38.1	14.9	16.1	9.1
Sony	2.0	5.3	2.4	4.3	0.6	-
Toshiba	3.0	2.6	-	4.3	4.0	1.8
Yes, software						
Adobe	53.2	65.8	78.6	47.9	51.7	41.8
Apple	49.8	68.4	71.4	55.3	47.1	28.2
Microsoft	72.0	86.8	81.0	71.3	73.6	56.4
Statistical software	43.3	75.0	73.8	42.6	42.0	12.7
Virus protection / spyware products	58.3	82.9	71.4	61.7	55.7	37.3
percentages						

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
Has your institution established a specific single product standard for any of the following (i.e., your campus supports only one product)?						
Desktop / notebook computer operating system						
No	84.3	100.0	95.2	89.4	86.2	61.8
Macintosh	0.4	-	-	-	1.2	-
Windows 2000 / XP	2.4	-	-	1.1	1.7	7.3
Windows Vista	-	-	-	-	-	-
Windows System 7	-	-	-	-	-	-
Linux	12.9	-	4.8	9.6	10.9	30.9
Desktop / notebook product						
No	75.4	96.1	92.9	84.0	77.0	44.6
Acer	-	-	-	-	-	-
Apple	0.8	-	-	-	1.7	0.9
Dell	13.5	4.0	2.4	6.4	12.1	32.7
Gateway	-	-	-	-	-	-
Hewlett Packard	6.3	-	-	4.3	5.8	15.5
Lenovo	3.2	-	4.8	4.3	2.9	4.6
Other	0.8	-	-	1.1	0.6	1.8
Sony	-	-	-	-	-	-
Toshiba	-	-	-	-	-	-
Course / learning management system						
No	7.3	11.8	14.3	5.3	7.5	2.7
Blackboard (including Angel & WebCT)	50.6	59.2	64.3	57.5	38.5	52.7
CampusCruiser	-	-	-	-	-	-
Desire2Learn	10.1	7.9	2.4	12.8	1.2	26.4
eCollege	1.2	1.3	-	1.1	1.2	1.8
Epsilen	-	-	-	-	-	-
Instructure	1.2	4.0	-	2.1	-	0.9
Jenzabar	1.8	-	-	-	5.2	-
Moodle	19.2	4.0	9.5	13.8	37.9	8.2
Sakai	7.1	10.5	9.5	7.5	8.1	1.8
Other	1.6	1.3	-	-	0.6	5.5
Lecture capture system						
No	66.3	57.9	54.8	59.6	73.0	71.8
Accordant	1.0	2.6	2.4	-	1.2	-
Echo360	9.1	17.1	28.6	11.7	2.9	3.6
Matterhorn	0.4	1.3	-	1.1	-	-
Panopto	3.8	4.0	-	7.5	4.0	1.8
Sonic Foundry (Mediasite)	3.6	1.3	7.1	3.2	4.0	3.6
TechSmith (Camtasia)	6.5	2.6	2.4	7.5	8.6	6.4
Tegrity	5.9	10.5	4.8	7.5	4.0	4.6
Vbrick	-	-	-	-	-	-
Other	3.4	2.6	-	2.1	2.3	8.2
As of Fall 2011, has your institution activated mobile apps (or mobile interfaces) for campus resources and services?						
No	37.1	25.0	28.6	40.4	38.5	43.6
Yes	27.6	39.5	42.9	26.6	21.8	23.6
Planned for later this academic year (2011-12)	14.9	15.8	7.1	17.0	13.8	17.3
Currently under review	20.4	19.7	21.4	16.0	25.9	15.5
Current / anticipated Mobile App Provider:						
Blackboard (including Angel & WebCT)	28.0	31.7	43.3	31.2	26.2	19.3
CampusCruiser	0.3	-	-	-	-	1.2
Datatel (MOX)	8.7	-	-	3.9	15.9	12.0
Desire2Learn	6.3	-	6.7	6.5	1.6	18.1
eCollege	0.5	-	-	-	1.6	-
Epsilen	-	-	-	-	-	-
Instructure	1.3	3.2	-	1.3	-	2.4
Jenzabar	2.9	-	-	-	7.9	1.2
Moodlerooms	4.5	1.6	-	3.9	9.5	1.2
rSmart	0.5	-	3.3	-	0.8	-
SunGard	9.2	4.8	10.0	11.7	7.1	13.3
Other	17.4	31.7	20.0	18.2	11.1	14.5
USES OF INFORMATION TECHNOLOGY						
How strongly do you agree or strongly agree:*						
Faculty have unreasonable expectations about user support.	45.2	39.5	40.5	50.0	46.6	44.5
Technology has improved instruction on my campus.	92.9	93.4	88.1	94.7	90.2	97.3
We plan to require all students to own a computer by fall 2012.	9.7	11.8	14.3	8.5	13.2	1.8
We are experiencing major cost over-runs / unexpected costs in our ERP deployment activities.	16.7	10.5	11.9	26.6	13.8	19.1
Open Source offers a viable alternative for key campus ERP applications.	32.5	39.5	33.3	37.2	31.0	25.5
Open Source will play an increasingly important role in our campus IT strategy.	62.1	72.4	71.4	66.0	62.6	47.3
eBook content will be an importance source for instructional resources in five years.	90.1	88.2	97.6	90.4	89.1	90.0
eBook readers (hardware) will be important platforms for instructional content in five years.	81.7	81.6	83.3	79.8	81.0	83.6
Lecture capture is an important part of our campus plan for developing and delivering instructional content.	63.3	80.3	81.0	72.3	52.3	54.5
Mobile apps are an important part of our campus plan to enhance instructional resources and campus services.	79.8	88.2	88.1	77.7	78.7	74.5
Most faculty at my campus view technology as a critical resource for their teaching activities.	84.9	85.5	78.6	88.3	82.2	88.2

percentages

CAMPUS COMPUTING 2011

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
The single most important IT issue confronting my campus over the next 2 or 3 years is:						
Providing online / distance education via the web	9.1	9.2	7.1	12.8	9.2	6.4
Providing adequate user support	9.7	5.3	2.4	8.5	11.5	13.6
Assisting faculty integrate technology into instruction	12.1	10.5	11.9	12.8	14.4	9.1
Financing replacement of aging hardware / software	11.9	13.2	11.9	11.7	10.3	13.6
Integrating academic and administrative IT services	1.4	2.6	2.4	1.1	1.2	0.9
Upgrading / enhancing network and data security	11.1	11.8	21.4	11.7	8.1	10.9
Hiring / retaining qualified IT staff	15.1	15.8	11.9	17.0	14.9	14.6
Upgrading / replacing administrative IT / ERP systems	8.9	10.5	11.9	5.3	9.2	9.1
Upgrading / replacing campus network	4.6	7.9	2.4	4.3	4.6	3.6
Upgrading / replacing emergency communications	0.4	-	-	1.1	-	0.9
Cloud computing	6.7	6.6	9.5	4.3	9.8	2.7
Mobile Computing	9.1	6.6	7.1	9.6	6.9	14.6
percentages						
CURRENT IT / COMPUTER FACILITIES AND RESOURCES						
Headcount enrollment on campus as of May 2011	11,391	26,383	10,307	10,979	3,118	14,885
Number of institution owned desktop or notebook computers and workstations						
Desktop / notebook computers	4,058	12,422	5,754	3,586	1,456	2,149
Unix Workstations	143	688	257	54	11	8
Number of personally owned desktop and network computers	5,472	17,835	7,682	5,517	2,009	1,489
Proportion of individuals who own desktop or notebook computers						
Students						
Desktops	30.5	31.3	17.0	36.3	14.9	55.0
Notebooks	69.7	72.3	83.6	70.6	83.9	39.1
Smartphones	56.0	54.0	63.3	57.6	57.5	50.8
Tablets	15.1	18.2	15.6	15.4	14.1	14.1
Faculty						
Desktops	59.1	65.5	47.2	62.1	48.1	74.1
Notebooks	47.4	51.0	55.1	47.6	50.3	36.9
Smartphones	48.6	50.2	50.7	49.4	46.3	49.7
Tablets	14.7	18.7	15.1	14.6	13.3	14.0
Total number of desktop computer labs, clusters and classrooms as of May 2011	109	214.0	127.6	124.7	55.1	101.0
How many dedicated to departments or units?	43	96.2	45.1	44.8	18.5	40.8
Total number of desktop computers / workstations in all labs / classrooms / clusters						
Notebook / Desktop Computers	1,126	2,265	1,046	1,224	421	1,404
Unix Workstations	38	164	40	27	8	6
Total number of network servers on your campus	252	855	505	163	88	70
Percentage of campus servers managed by						
Central IT services	88.3	65.8	79.8	89.6	96.3	93.5
Individual departments / labs / units	10.1	34.4	17.8	8.5	3.3	2.5
Percentage of operating systems installed on institutionally-owned computers and servers						
Computers / clients						
Mac	17.3	18.5	22.2	16.1	22.2	7.8
Windows 2000 / XP	37.5	33.9	32.5	40.9	34.8	43.2
Windows Vista	4.3	7.7	6.1	6.0	3.0	2.2
Windows System 7	38.2	31.7	31.1	35.4	39.3	45.8
Unix	1.4	3.1	2.7	1.6	0.8	0.7
Linux	2.8	5.1	4.4	2.3	2.8	1.2
Network servers						
Mac	3.1	4.3	2.5	2.9	2.9	2.9
Windows	61.6	44.4	49.9	61.8	64.5	73.2
Solaris / Open Solaris	5.1	11.2	8.5	7.0	2.4	2.1
Unix (non-Solaris)	4.9	9.4	7.0	2.6	4.8	3.1
Linux	18.1	26.6	26.3	18.4	18.2	8.8
Novell	2.6	1.4	1.2	2.3	2.1	4.8
Total number (FTE) of IT help desk / technical support personnel	35.3	113.7	70.1	24.4	10.9	15.2
User Support Ratio (enrollment / FTE help desk personnel)	322.7	232.0	147.0	450.0	286.0	979.3
Percentage of faculty with individual / personal Web page	28.8	36.6	34.6	32.7	26.5	21.6
Percentage of your faculty have taught an online course (80 pct of content online):						
Full-time faculty	19.8	19.8	19.8	19.8	19.8	19.8
Part-time faculty	18.2	18.5	12.8	22.2	12.8	25.2
Percentage of classes that use:						
Computer-based classrooms / labs	41.8	39.1	32.7	47.4	39.8	45.4
Computer-based simulations / exercises	19.7	18.2	14.9	20.9	19.3	22.1
Presentation handouts	58.8	60.7	56.6	60.8	56.6	60.0
Web pages for class materials & resources	49.2	53.9	51.9	50.7	45.8	49.1
Wikis / blogs	9.4	11.9	10.2	8.4	11.1	5.4
Online video resources	18.9	19.0	16.2	17.9	20.9	17.6
Commercial courseware / instructional resources	31.4	29.8	27.4	29.8	33.1	33.0
Internet resources (from off-campus resources)	65.3	64.4	65.1	61.7	71.8	58.6
Course management tools for online course resources	58.9	62.7	67.3	57.5	60.9	51.3
"Clickers" / classroom response system	8.1	12.2	6.9	8.2	7.1	7.4
Anti-plagiarism software for written assignments	15.2	13.6	14.1	14.9	17.5	13.3
Podcasting	5.1	7.1	5.3	5.2	4.7	4.4
eBooks and electronic textbooks	5.9	7.3	4.0	7.0	5.9	4.7
Lecture capture	5.3	8.3	7.5	6.1	3.9	4.1

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
ACADEMIC & INSTRUCTIONAL COMPUTING POLICIES AND PROCEDURES & RESOURCES						
Does your campus / institution						
Provide any formal support or assistance (e.g., funding release time technical assistance) to help faculty who wish to develop instructional software / courseware	75.7	81.3	73.8	79.6	69.0	80.0
Provide any formal support or assistance (e.g., funding release time technical assistance) to help faculty who wish to develop software to assist their research	43.3	61.3	66.7	49.5	39.7	22.7
Provide any formal support or assistance (e.g., funding release time technical assistance) to help faculty who wish to develop online courses	72.9	85.3	69.0	80.6	56.9	84.5
Have a policy or program for rewarding courseware development or providing incentives for faculty to develop instructional software / courseware	41.5	45.3	45.2	50.5	31.0	46.4
Have a technology resource center that focuses on the instructional use of information technology	82.8	92.0	85.7	90.3	74.1	82.7
Have a formal program to recognize and reward the use of information technology as part of the routine faculty review and promotion process	19.8	13.3	7.1	25.8	19.0	25.5
Have a formal program to assess the impact of IT on instruction and learning outcomes	25.3	29.3	23.8	26.9	20.1	30.0
Have a formal policy regarding ownership of Web-based curriculum resources and intellectual property developed by faculty	60.7	81.3	71.4	71.0	44.3	60.0
Assess the impact of IT on instructional services and academic programs	40.5	46.7	50.0	40.9	32.8	44.5
Charge students for access to digital content (online reserve readings, course packets, recorded content, etc.)	6.1	8.0	11.9	8.6	3.4	4.5
Recycle most (60 pct or more) of the institution's used / obsolete computers	92.3	89.3	97.6	91.4	94.8	89.1
Inform / counsel students about privacy issues related to social networking sites (Facebook, MySpace,	66.4	73.3	78.6	62.4	78.2	41.8
Maintain a campus page on Facebook	90.9	90.7	92.9	88.2	93.1	89.1
Have institutional presence on Second Life	26.9	48.0	42.9	31.2	11.5	27.3
Have an institutional presence on YouTube	76.9	89.3	85.7	74.2	80.5	61.8
Have an institutional presence on iTunesU	57.5	84.0	83.3	59.1	49.4	40.9
Maintain a public campus Wiki	24.3	33.3	35.7	28.0	21.8	14.5
Maintain an institutional account on Twitter	77.5	90.7	81.0	78.5	79.9	62.7
Have a campus / department license for antiplagiarism software (e.g., Glatt, Plagiarism-Finder, Turnitin)	63.6	74.7	69.0	74.2	56.9	55.5
Encourage the use of the Creative Commons license on digital works	27.5	36.0	23.8	23.7	30.5	21.8
percentages						
Does your institution have a strategic plan for:						
Information technology?						
no	5.0	5.3	4.8	4.3	5.8	4.6
currently preparing a plan	23.0	25.0	21.4	26.6	25.3	15.5
yes	72.0	69.7	73.8	69.2	69.0	80.0
Instructional technology / instruction integration						
no	18.6	18.4	14.3	16.0	23.0	15.5
currently preparing a plan	26.4	23.7	23.8	28.7	29.9	21.8
yes	55.0	57.9	61.9	55.3	47.1	62.7
Deploying course / learning management tools?						
no	17.5	7.9	11.9	16.0	16.7	29.1
currently preparing a plan	15.3	15.8	9.5	14.9	16.1	16.4
yes	67.1	76.3	78.6	69.2	67.2	54.6
Online / distance education?						
no	24.0	15.8	21.4	12.8	42.0	11.8
currently preparing a plan	24.0	34.2	21.4	27.7	22.4	17.3
yes	52.0	50.0	57.1	59.6	35.6	70.9
Campus portal services?						
no	28.0	18.4	26.2	28.7	24.7	40.0
currently preparing a plan	19.4	18.4	9.5	22.3	17.8	23.6
yes	52.6	63.2	64.3	48.9	57.5	36.4
Wireless networks?						
no	7.5	4.0	-	9.6	6.9	11.8
currently preparing a plan	12.7	13.2	2.4	11.7	11.5	19.1
yes	79.8	82.9	97.6	78.7	81.6	69.1
Network security						
no	7.5	5.3	2.4	5.3	9.2	10.0
currently preparing a plan	19.4	19.7	7.1	20.2	20.7	20.9
yes	73.2	75.0	90.5	74.5	70.1	69.1
IT disaster recovery						
no	5.4	1.3	4.8	2.1	8.1	7.3
currently preparing a plan	31.5	29.0	19.1	24.5	37.4	34.6
yes	63.1	69.7	76.2	73.4	54.6	58.2
Administrative systems / ERP upgrade / replacement						
no	14.7	6.6	9.5	8.5	14.9	27.3
currently preparing a plan	12.7	11.8	14.3	9.6	14.9	11.8
yes	72.6	81.6	76.2	81.9	70.1	60.9
Digital content management						
no	34.5	26.3	21.4	26.6	33.3	53.6
currently preparing a plan	35.9	42.1	40.5	31.9	36.2	32.7
yes	29.6	31.6	38.1	41.5	30.5	13.6
Data warehousing						
no	30.2	14.5	14.3	26.6	35.1	42.7
currently preparing a plan	30.2	32.9	26.2	22.3	35.6	28.2
yes	39.5	52.6	59.5	51.1	29.3	29.1
Business intelligence / analytics						
no	41.3	31.6	21.4	43.6	40.2	55.5
currently preparing a plan	30.2	29.0	31.0	23.4	35.6	28.2
yes	28.4	39.5	47.6	33.0	24.1	16.4
percentages						

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
Does your institution have a strategic plan for:						
Open Source deployment and development						
no	63.3	54.0	59.5	58.5	58.1	83.6
currently preparing a plan	16.5	23.7	19.1	17.0	17.2	9.1
yes	20.2	22.4	21.4	24.5	24.7	7.3
Lecture capture / podcasting course lectures / resources						
no	34.5	25.0	21.4	22.3	36.8	52.7
currently preparing a plan	33.1	30.3	33.3	34.0	39.1	24.6
yes	32.5	44.7	45.2	43.6	24.1	22.7
Emergency communications / notification						
no	4.4	1.3	4.8	3.2	2.9	10.0
currently preparing a plan	7.7	7.9	2.4	4.3	7.5	12.7
yes	87.9	90.8	92.9	92.6	89.7	77.3
Digital preservation / data archiving						
no	32.1	32.9	14.3	29.8	29.9	43.6
currently preparing a plan	37.5	39.5	42.9	38.3	38.5	31.8
yes	30.4	27.6	42.9	31.9	31.6	24.6
Cellular phones / mobile devices						
no	37.9	35.5	35.7	36.2	36.2	44.6
currently preparing a plan	22.4	30.3	26.2	18.1	21.3	20.9
yes	39.7	34.2	38.1	45.7	42.5	34.6
"Web 2.0" resources and services						
no	46.4	39.5	42.9	48.9	40.8	59.1
currently preparing a plan	35.5	48.7	38.1	26.6	36.2	31.8
yes	18.2	11.8	19.1	24.5	23.0	9.1
Cloud computing						
no	38.9	25.0	31.0	45.7	35.6	50.9
currently preparing a plan	39.7	52.6	42.9	30.9	41.4	34.6
yes	21.4	22.4	26.2	23.4	23.0	14.6
Server virtualization						
no	8.7	4.0	4.8	9.6	9.2	11.8
currently preparing a plan	16.5	19.7	7.1	10.6	16.1	23.6
yes	74.8	76.3	88.1	79.8	74.7	64.6
508 accessibility / compliance for Web pages / resources						
no	30.4	18.4	35.7	18.1	44.3	25.5
currently preparing a plan	31.1	34.2	45.2	16.0	33.3	32.7
yes	38.5	47.4	19.1	66.0	22.4	41.8
Email and document archiving to address eDiscovery						
no	34.7	27.6	26.2	26.6	40.2	40.9
currently preparing a plan	33.1	38.2	31.0	31.9	31.0	34.6
yes	32.3	34.2	42.9	41.5	28.7	24.6
Mobile applications, resources and services						
no	41.3	29.0	33.3	35.1	42.0	57.3
currently preparing a plan	42.1	46.1	38.1	44.7	45.4	33.6
yes	16.5	25.0	28.6	20.2	12.6	9.1
percenatges						
When did your institution develop / last update the campus plan for the IT issues listed below?						
Overall campus IT plan						
past 12 months	47.0	50.0	47.6	50.0	45.1	45.0
13 to 24 months ago	19.6	17.1	9.5	19.2	20.2	24.8
more than 24 months ago	33.4	32.9	42.9	30.9	34.7	30.3
IT security						
past 12 months	58.9	68.4	66.7	67.0	52.0	53.2
13 to 24 months ago	19.8	14.5	14.3	19.2	20.8	24.8
more than 24 months ago	21.3	17.1	19.1	13.8	27.2	22.0
IT disaster recovery						
past 12 months	54.5	64.5	59.5	68.1	50.3	40.4
13 to 24 months ago	19.4	17.1	16.7	13.8	17.3	30.3
more than 24 months ago	26.1	18.4	23.8	18.1	32.4	29.4
Cloud computing						
past 12 months	58.9	60.5	64.3	64.9	60.7	47.7
13 to 24 months ago	12.6	13.2	14.3	14.9	9.8	13.8
more than 24 months ago	28.5	26.3	21.4	20.2	29.5	38.5
Mobile Computing						
past 12 months	63.4	72.4	71.4	71.3	62.4	48.6
13 to 24 months ago	10.3	6.6	9.5	10.6	8.7	15.6
more than 24 months ago	26.3	21.1	19.1	18.1	28.9	35.8
percentages						
FUTURE ISSUES AFFECTING CAMPUS COMPUTING						
How important are the following to campus computing and IT planning over the next 2-3 years?						
Operating system / interface / development tools						
Windows Vista	1.7	2.3	1.7	1.6	1.6	1.5
Windows 7	6.5	6.2	6.5	6.6	6.5	6.6
Windows Server	6.3	6.2	6.1	6.6	6.4	6.4
Macintosh OS X (client)	5.6	5.9	6.0	5.9	5.8	4.8
Macintosh OS X (server)	3.7	3.8	3.4	3.7	3.7	3.6
Solaris / Open Solaris	2.5	3.8	2.7	2.8	2.0	2.3
UNIX	3.6	4.8	4.1	3.4	3.3	3.4
Linux (client)	3.4	4.4	3.5	3.5	3.1	2.9
Linux (server)	5.3	6.1	6.0	5.5	5.1	4.7
Android	4.3	4.5	4.3	4.6	4.4	3.8
mean ratings scale from 1="not important" to 7="very important".						

CAMPUS COMPUTING 2011

	All Institutions	Universities		4-Year Colleges		Community Colleges
		Public	Private	Public	Private	
How important are the following to campus computing and IT planning over the next 2-3 years?						
Hardware						
Notebook computers	6.2	5.9	6.4	6.3	6.2	5.9
Netbook computers	4.4	4.5	3.8	4.4	4.4	4.5
Thin client computers	4.8	5.0	4.6	4.9	4.8	4.7
UNIX workstations	2.3	3.3	2.7	2.4	2.0	1.6
Cellular / mobile phones	5.3	5.6	5.4	5.3	5.3	5.0
Smart phones	6.0	6.2	6.2	6.1	6.0	5.6
iPods / MP3 players	4.1	4.5	3.9	4.0	4.1	4.1
Tablet devices (iPads, etc.)	5.9	5.9	6.0	5.8	5.9	5.7
Instructional applications and resources						
Developing instructional software	4.2	4.4	4.5	4.4	4.0	4.1
Using instructional software in classes	6.1	6.2	5.9	6.3	6.0	6.2
Using instructional software as a supplement to classes	6.3	6.4	6.0	6.3	6.3	6.3
Computer-based classroom presentation facilities	6.5	6.4	6.2	6.5	6.5	6.6
Internet resources for instruction	6.5	6.5	6.3	6.6	6.6	6.4
Web-based tutorials	5.7	5.8	5.4	5.9	5.5	6.0
e-Books (e-textbooks)	5.6	5.3	5.6	5.7	5.6	5.8
Learning management systems	6.6	6.6	6.5	6.6	6.6	6.7
Online course evaluation	6.0	6.1	6.2	6.1	5.9	6.1
Classroom "clickers"	4.7	5.3	4.6	4.6	4.6	4.7
Lecture capture	5.2	5.9	5.7	5.2	5.0	5.1
Wireless access in campus classrooms	6.5	6.6	6.6	6.4	6.6	6.3
Administrative software / ERP						
Accounting / financial management	5.8	5.9	5.8	5.6	5.7	5.9
Admissions / recruitment	6.3	6.3	6.1	6.3	6.4	6.1
Alumni	5.2	5.3	5.5	5.0	5.7	4.6
CRM software	5.2	5.2	4.9	5.2	5.6	4.9
Development	5.4	5.6	5.4	5.1	5.6	4.9
eProcurement / purchasing	5.3	5.8	5.1	5.5	4.9	5.4
Human resources	5.6	5.8	5.3	5.4	5.5	5.7
Student financial aid management	5.9	6.0	5.8	5.8	5.8	6.0
Student Information Systems (SIS)	6.0	6.2	5.9	6.0	5.9	6.1
Business intelligence / analytics	5.8	6.1	6.0	5.8	5.7	5.6
Degree audit	5.7	5.9	5.4	5.9	5.5	5.8
Student retention / early warning systems	5.9	6.0	5.4	6.1	5.9	6.2
Analyzing student academic progress / outcomes	5.9	5.9	5.4	6.1	5.8	6.2
User support services / campus IT services						
Online IT training	5.5	5.6	5.2	5.7	5.4	5.7
Online technical support	5.9	6.1	5.8	6.2	5.7	6.0
Computer resale program	2.8	3.1	2.9	3.0	2.8	2.3
Computer repair services	4.2	4.0	4.6	4.4	4.2	3.8
Help desk services	6.6	6.5	6.5	6.7	6.6	6.6
Alumni e-mail accounts	4.4	4.9	4.8	4.2	4.7	3.6
Alumni services via the campus Web site	5.1	4.8	5.7	4.9	5.6	4.2
Student ePortfolios	5.1	5.1	5.2	5.3	5.3	4.4
Networking & Internet / Web issues & resources						
Wi-Max networks	4.1	4.4	3.9	4.2	3.9	4.1
Migrating to 802.11n	6.0	6.3	6.1	5.9	6.0	5.8
Voice over IP	5.9	5.9	5.9	5.8	5.8	6.3
Microsoft Exchange	5.1	5.3	5.4	5.2	4.6	5.6
Java	5.3	5.9	5.3	5.1	5.0	5.3
XML (SOAP)	5.2	5.7	5.5	5.3	4.9	5.2
Microsoft.net	4.6	4.5	4.3	4.5	4.6	4.8
Microsoft Sharepoint	4.7	4.7	4.8	4.9	4.4	5.2
Open Net / Java Enterprise	3.8	4.6	3.7	3.8	3.3	4.1
10 Gigabit Ethernet	5.1	5.7	5.5	4.9	4.9	5.1
100 Gigabit Ethernet	4.4	4.6	4.8	4.5	4.0	4.8
Grid computing	3.8	5.1	4.6	3.8	3.2	3.4
Adobe Acrobat	5.5	5.6	5.2	5.6	5.6	5.4
Internet videoconferencing	6.0	6.3	6.2	6.0	5.9	6.1
VPN / Virtual Private Networks	6.0	6.2	6.1	5.9	5.9	5.9
Identity management	6.5	6.6	6.5	6.6	6.5	6.5
Open Source software	5.0	5.4	5.2	5.1	5.2	4.5
Student portal services	6.0	5.9	5.8	5.9	6.1	6.1
SCORM standards	3.9	4.3	3.4	3.9	3.7	4.0
Data encryption	6.2	6.3	6.4	6.2	6.0	6.2
Content management systems	6.2	6.1	6.1	6.1	6.3	6.1
Instant messaging	4.8	5.0	4.9	4.7	4.7	4.9
Wikis	4.7	5.1	4.5	4.5	4.8	4.4
Podcasting	4.9	5.2	4.8	4.7	4.9	4.8
Blogging	4.8	4.9	4.8	4.6	5.0	4.6
Web conferencing	5.8	5.9	5.7	5.8	5.6	5.8
Video streaming	5.7	5.7	5.9	5.7	5.8	5.7
Server virtualization	6.5	6.6	6.5	6.6	6.5	6.5
Desktop virtualization	5.4	5.5	5.5	5.7	5.2	5.5
Network virtualization	4.8	4.9	4.3	4.9	4.6	5.1
Cloud computing	5.6	5.8	5.9	5.6	5.6	5.5
Mobile computing	5.9	6.1	6.0	6.0	6.0	5.7

mean ratings   scale from 1="not important" to 7="very important".

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
How important are the following to campus computing and IT planning over the next 2-3 years?						
Vendor Services / Outsourcing						
Data back-up or data storage	4.2	3.9	4.8	4.1	4.4	4.0
ERP services	2.9	2.4	3.3	3.1	2.8	3.3
Instructional technology services	2.8	2.4	2.6	2.7	2.8	3.2
User support	2.8	2.7	2.6	2.6	2.6	3.2
ResNet services	2.5	2.5	2.3	3.2	2.6	1.9
Network ervices	2.5	2.0	2.4	2.5	2.5	2.8
eProcurement	2.9	3.0	3.2	3.0	2.8	2.7
Student / campus portal	3.0	2.3	2.6	3.3	2.9	3.3
Web hosting services	3.7	3.0	4.2	3.5	4.1	3.3
Video streaming	4.0	3.2	4.2	3.8	4.5	3.8
Student email services	5.9	5.9	6.3	5.8	5.8	5.9

mean ratings   Scale from 1="not important" to 7="very important".

RATING THE TECHNOLOGY INFRASTRUCTURE

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
Computer networks and data communication	6.1	6.1	6.0	6.1	6.1	6.0
Telecommunications and phone system	5.6	5.6	5.6	5.6	5.5	5.6
Wireless networks	5.8	5.6	5.8	5.8	5.9	5.6
User support services	5.6	5.4	5.8	5.6	5.6	5.6
On-line reference resources in campus library / library system	5.8	5.7	5.9	5.9	5.9	5.7
Research computing	3.9	4.8	4.6	3.9	3.7	3.4
Instructional computing	5.2	5.3	5.2	5.3	5.1	5.3
Enterprise systems	5.4	5.6	5.5	5.4	5.4	5.4
Web resources to support instruction	5.3	5.3	5.0	5.1	5.3	5.3
Multimedia / AV enabled classrooms	5.6	5.5	5.5	5.6	5.7	5.6
Campus web site services / student portal	5.1	5.3	4.9	5.0	5.3	5.1
Overall assessment of IT security (network attacks, secure data bases, identity mgmt., etc.)	5.3	5.3	5.4	5.3	5.4	5.2
Disaster planning	4.5	4.5	4.7	4.6	4.5	4.4
IT training for faculty	4.6	4.6	4.6	4.6	4.7	4.5
IT training for students	3.8	3.9	4.0	3.8	3.9	3.7
Campus portal	4.4	4.7	4.4	4.2	4.6	4.1
Data warehousing	4.0	4.4	4.4	4.0	3.7	3.9
Digital dashboards / ERP analytics	3.3	3.5	3.6	3.1	3.2	3.2
Emergency communications / notification system(s)	5.6	5.9	5.6	5.5	5.6	5.2
Cellular coverage across the campus	5.2	5.1	5.1	5.1	5.4	4.9
Mobile apps / services for students, faculty & staff	3.2	3.6	3.6	3.2	3.3	2.8

mean ratings   scale from 1="poor" to 7="excellent".

ADDRESSING BUDGET ISSUES BY:

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
Reducing purchases of computer technology						
Doing this already	40.5	45.3	38.1	47.9	32.4	44.6
Beginning in 2011-12	4.7	5.3	7.1	1.1	4.6	6.4
Reviewing for 2011-12	13.2	13.3	14.3	18.1	12.1	10.0
Decided not to do	41.7	36.0	40.5	33.0	50.9	39.1
Charging fees to departments and service units (networking, printing, etc.)						
Doing this already	27.1	64.0	35.7	24.5	19.7	12.7
Beginning in 2011-12	1.6	1.3	4.8	2.1	1.2	0.9
Reviewing for 2011-12	13.8	13.3	9.5	20.2	12.7	11.8
Decided not to do	57.5	21.3	50.0	53.2	66.5	74.6
Requiring a computer / IT fee for all students						
Doing this already	57.7	80.0	38.1	77.7	36.4	66.4
Beginning in 2011-12	0.8	2.7	-	-	1.2	-
Reviewing for 2011-12	5.1	5.3	-	8.5	3.5	6.4
Decided not to do	36.4	12.0	61.9	13.8	59.0	27.3
Leasing rather than buying hardware						
Doing this already	20.9	22.7	33.3	11.7	26.6	13.6
Beginning in 2011-12	1.6	1.3	-	2.1	2.3	0.9
Reviewing for 2011-12	11.7	21.3	4.8	13.8	9.3	10.0
Decided not to do	65.8	54.7	61.9	72.3	61.9	75.5
Reducing hours in public access facilities						
Doing this already	22.1	30.7	14.3	26.6	11.0	32.7
Beginning in 2011-12	4.5	5.3	2.4	4.3	4.6	4.6
Reviewing for 2011-12	8.5	9.3	16.7	6.4	7.5	8.2
Decided not to do	65.0	54.7	66.7	62.8	76.9	54.6
Reducing services (e.g., less consulting, training)						
Doing this already	26.3	36.0	14.3	28.7	20.8	30.9
Beginning in 2011-12	5.3	8.0	2.4	5.3	5.8	3.6
Reviewing for 2011-12	16.6	25.3	21.4	16.0	13.3	14.6
Decided not to do	51.8	30.7	61.9	50.0	60.1	50.9
Phasing out public computer labs						
Doing this already	10.3	14.7	14.3	16.0	8.7	3.6
Beginning in 2011-12	2.2	4.0	-	4.3	2.3	-
Reviewing for 2011-12	22.9	33.3	33.3	26.6	20.2	12.7
Decided not to do	64.6	48.0	52.4	53.2	68.8	83.6
Reorganizing operations (e.g., combining IT units)						
Doing this already	56.7	62.7	61.9	67.0	48.0	55.5
Beginning in 2011-12	7.5	6.7	9.5	8.5	10.4	1.8
Reviewing for 2011-12	17.4	21.3	14.3	14.9	16.2	20.0
Decided not to do	18.4	9.3	14.3	9.6	25.4	22.7

percentages

	All Institutions	Universities Public	Private	4-Year Colleges Public	Private	Community Colleges
ADDRESSING BUDGET ISSUES BY: (continued)						
Reducing staff						
Doing this already	32.2	50.7	26.2	31.9	20.8	40.0
Beginning in 2011-12	3.6	1.3	7.1	4.3	4.6	1.8
Reviewing for 2011-12	8.9	14.7	4.8	12.8	5.2	9.1
Decided not to do	55.3	33.3	61.9	51.1	69.4	49.1
Using information technology to reduce instructional costs						
Doing this already	49.6	61.3	47.6	52.1	37.6	59.1
Beginning in 2011-12	2.4	2.7	2.4	1.1	3.5	1.8
Reviewing for 2011-12	22.9	21.3	11.9	28.7	22.5	23.6
Decided not to do	25.1	14.7	38.1	18.1	36.4	15.5
Making greater use of student assistants for user support services						
Doing this already	77.1	85.3	78.6	88.3	76.9	61.8
Beginning in 2011-12	3.0	2.7	-	1.1	5.8	1.8
Reviewing for 2011-12	7.5	2.7	7.1	3.2	8.1	13.6
Decided not to do	12.4	9.3	14.3	7.5	9.3	22.7
Outsourcing computing / IT services to commercial providers						
Doing this already	23.5	20.0	42.9	22.3	21.4	22.7
Beginning in 2011-12	3.6	10.7	4.8	2.1	1.7	2.7
Reviewing for 2011-12	17.4	24.0	19.1	17.0	13.3	19.1
Decided not to do	55.5	45.3	33.3	58.5	63.6	55.5
Outsourcing student portal services to commercial providers						
Doing this already	7.5	9.3	4.8	9.6	5.8	8.2
Beginning in 2011-12	0.8	1.3	-	1.1	0.6	0.9
Reviewing for 2011-12	10.9	6.7	9.5	16.0	10.4	10.9
Decided not to do	80.8	82.7	85.7	73.4	83.2	80.0
Outsourcing user support services to commercial providers						
Doing this already	10.7	10.7	14.3	5.3	7.5	19.1
Beginning in 2011-12	1.0	-	-	2.1	1.2	0.9
Reviewing for 2011-12	13.4	16.0	19.1	10.6	11.6	14.6
Decided not to do	74.9	73.3	66.7	81.9	79.8	65.5
Outsourcing ERP services						
Doing this already	10.9	6.7	4.8	18.1	9.3	12.7
Beginning in 2011-12	0.6	-	4.8	1.1	-	-
Reviewing for 2011-12	11.1	14.7	16.7	10.6	9.3	10.0
Decided not to do	77.3	78.7	73.8	70.2	81.5	77.3
Outsourcing ResNet services						
Doing this already	8.1	8.0	2.4	18.1	6.9	3.6
Beginning in 2011-12	0.4	-	-	1.1	-	0.9
Reviewing for 2011-12	9.3	9.3	7.1	13.8	9.8	5.5
Decided not to do	82.2	82.7	90.5	67.0	83.2	90.0
Outsourcing student email services						
Doing this already	53.6	60.0	52.4	52.1	45.1	64.6
Beginning in 2011-12	7.9	8.0	9.5	7.5	8.1	7.3
Reviewing for 2011-12	19.8	18.7	28.6	18.1	23.7	12.7
Decided not to do	18.6	13.3	9.5	22.3	23.1	15.5
Delaying / deferring ERP deployment / replacement / upgrades						
Doing this already	14.2	16.0	26.2	18.1	9.8	11.8
Beginning in 2011-12	2.2	5.3	2.4	1.1	1.7	1.8
Reviewing for 2011-12	10.1	13.3	9.5	9.6	7.5	12.7
Decided not to do	73.5	65.3	61.9	71.3	80.9	73.6
Deferring / reducing use of consultants on IT projects						
Doing this already	44.7	44.0	54.8	46.8	41.6	44.6
Beginning in 2011-12	3.0	1.3	4.8	2.1	4.1	2.7
Reviewing for 2011-12	14.2	14.7	16.7	17.0	12.1	13.6
Decided not to do	38.1	40.0	23.8	34.0	42.2	39.1
Reviewing options for the campus standard Learning Management System						
Doing this already	40.3	37.3	28.6	50.0	38.2	41.8
Beginning in 2011-12	7.1	5.3	9.5	6.4	8.1	6.4
Reviewing for 2011-12	25.9	36.0	31.0	22.3	24.3	22.7
Decided not to do	26.7	21.3	31.0	21.3	29.5	29.1
Migrating to Software as a Service (SaaS) / ERP applications						
Doing this already	14.4	18.7	16.7	16.0	13.3	10.9
Beginning in 2011-12	3.2	2.7	2.4	5.3	2.3	3.6
Reviewing for 2011-12	25.7	32.0	42.9	26.6	23.1	18.2
Decided not to do	56.7	46.7	38.1	52.1	61.3	67.3
Migrating to Open Source ERP software and services						
Doing this already	5.7	9.2	7.1	5.3	4.0	5.5
Beginning in 2011-12	0.2	-	-	1.1	-	-
Reviewing for 2011-12	11.7	13.2	9.5	16.0	10.9	9.1
Decided not to do	82.5	77.6	83.3	77.7	85.1	85.5
Migrating to Open Source Learning management systems						
Doing this already	30.4	23.7	28.6	27.7	47.7	10.9
Beginning in 2011-12	2.4	1.3	-	1.1	3.5	3.6
Reviewing for 2011-12	24.6	27.6	31.0	26.6	20.1	25.5
Decided not to do	42.5	47.4	40.5	44.7	28.7	60.0
Migrating to Open Source Digital content for the library, curriculum, etc.						
Doing this already	24.2	21.1	26.2	31.9	27.6	13.6
Beginning in 2011-12	2.8	1.3	-	2.1	4.0	3.6
Reviewing for 2011-12	27.0	35.5	28.6	27.7	23.6	25.5
Decided not to do	46.0	42.1	45.2	38.3	44.8	57.3

percentages

CAMPUS COMPUTING 2011

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
ADDRESSING BUDGET ISSUES BY: (continued)						
Migrating to Open Source Desktop application software						
Doing this already	10.3	6.6	9.5	10.6	12.1	10.0
Beginning in 2011-12	1.4	1.3	-	-	2.3	1.8
Reviewing for 2011-12	22.8	32.9	14.3	34.0	19.0	15.5
Decided not to do	65.5	59.2	76.2	55.3	66.7	72.7
percentages						
STRATEGIC, BUDGET AND PERSONNEL ISSUES						
Assessing the benefits of existing investments in computing and technology resources	6.1	6.0	6.3	6.3	6.1	6.2
Clarifying goals and campus plans for technology resources	6.5	6.4	6.5	6.6	6.5	6.5
Providing incentives and rewards for faculty to support technology integration into the curriculum	4.5	4.9	4.3	4.7	4.4	4.3
Faculty concerns about the benefits of computing in the curriculum	4.8	4.9	4.7	4.9	4.7	4.6
Administrative concerns about the benefits of computing in the curriculum	4.5	4.6	4.5	4.4	4.4	4.6
Establishing / maintaining campus-wide standards for hardware	5.7	4.9	5.6	5.9	5.7	6.2
Establishing / maintaining campus-wide standards for software	5.9	5.2	5.9	6.0	5.9	6.2
Developing budget mechanisms to replace aging equipment on a routine basis	6.3	6.0	6.3	6.5	6.3	6.4
Using technology-based commercial curriculum products	4.6	4.4	4.3	4.8	4.5	4.9
Using technology resources to enhance our distance / online education program	5.5	6.0	5.5	6.1	4.6	6.1
Negotiating site licensing agreements with textbook publishers	4.5	4.3	4.4	4.9	4.1	4.8
Negotiating site licensing agreements with academic publishers	4.7	4.6	4.7	5.0	4.3	4.9
Sharing digital resources with other campuses / institutions	5.2	5.5	5.1	5.7	4.8	5.0
Developing / updating campus policies for Web-based intellectual property	5.3	5.2	5.5	5.2	5.3	5.2
Helping our IT personnel stay current with new technologies	6.4	6.1	6.1	6.6	6.4	6.5
Retaining current IT personnel given off-campus competition	5.9	5.9	5.7	6.1	5.9	5.9
Moving more of our user support services to the Web	5.9	5.8	6.0	6.2	5.8	5.8
Surveying students and faculty about IT issues and services	5.8	5.8	5.7	6.0	5.9	5.7
Assessing the return on investment for IT spending / resources	5.6	5.7	5.3	5.9	5.5	5.7
Researching the total cost of ownership (TCO) for our IT purchases	5.4	5.5	5.1	5.4	5.3	5.6
Migrating administrative / ERP services to the Cloud	3.2	3.4	3.6	3.1	3.1	3.2
Migrating instructional computing resources to the Cloud	4.0	4.0	4.0	4.1	4.0	3.9
Using Open Source tools and applications	4.5	4.9	4.6	4.6	4.7	3.8
Supporting smart phones	5.4	5.7	5.7	5.3	5.4	5.0
Managing / distributing digital learning resources	5.3	5.6	5.5	5.5	5.1	5.1
Controlling / restricting file sharing of commercial content	5.3	5.3	5.3	5.5	5.2	5.4
Data warehousing	5.5	5.8	5.8	5.7	5.3	5.4
Storage management	6.0	6.2	6.2	5.9	6.0	5.8
Server consolidation	6.2	6.3	6.2	6.2	6.0	6.2
IT Business Continuity	6.1	6.1	6.3	6.1	5.9	6.1
Identity Management	6.2	6.4	6.2	6.3	6.0	6.1
Business analytics / intelligence	5.5	5.9	5.6	5.5	5.5	5.3
Environmental ("green") issues in the acquisition and disposal of IT hardware	5.4	5.6	5.2	5.3	5.4	5.5
Hosted applications / Software as a Service (SaaS)	4.6	4.9	4.8	4.5	4.6	4.5
Providing mobile services (apps) for our ERP / administrative systems	4.7	4.7	4.7	4.6	4.9	4.4
Providing mobile services (apps) for our LMS / learning management system	5.3	5.5	5.5	5.4	5.3	4.9
Federated Identity Management	5.0	5.6	5.2	5.3	4.6	4.8
mean ratings scale from 1="not important" to 7="very important".						
THIS YEAR'S COMPUTING BUDGET COMPARED TO LAST YEAR'S BUDGET						
Total computing budget for central IT services						
Reduced >5%	11.1	12.0	-	18.1	6.3	16.4
Reduced 3-5%	10.7	18.7	4.8	14.9	7.5	9.1
Reduced 1-3%	14.1	24.0	19.1	10.6	10.9	13.6
No change	36.2	28.0	38.1	34.0	36.8	41.8
Increased 1-3%	20.2	10.7	31.0	16.0	27.0	15.5
Increased 3-5%	4.0	2.7	7.1	1.1	6.9	1.8
Increased >5%	3.6	4.0	-	5.3	4.6	1.8
Purchases of computers by academic computing units						
Reduced >5%	9.5	5.3	-	18.1	4.6	16.4
Reduced 3-5%	6.9	14.7	-	8.5	4.0	7.3
Reduced 1-3%	12.7	24.0	11.9	16.0	8.1	10.0
No change	54.8	48.0	66.7	46.8	62.1	50.0
Increased 1-3%	11.5	8.0	19.1	5.3	14.4	11.8
Increased 3-5%	2.6	-	2.4	-	4.6	3.6
Increased >5%	2.0	-	-	5.3	2.3	0.9
Purchases of computers by administrative computing units						
Reduced >5%	10.3	4.0	2.4	18.1	5.2	19.1
Reduced 3-5%	9.1	18.7	7.1	10.6	3.5	10.9
Reduced 1-3%	11.9	25.3	7.1	17.0	7.5	7.3
No change	54.8	49.3	66.7	44.7	63.2	49.1
Increased 1-3%	10.5	2.7	14.3	7.5	13.2	12.7
Increased 3-5%	1.6	-	2.4	-	4.0	-
Increased >5%	1.8	-	-	2.1	3.5	0.9
Purchases of computers by academic departments						
Reduced >5%	9.9	8.0	-	18.1	4.0	17.3
Reduced 3-5%	6.9	16.0	2.4	7.5	1.7	10.0
Reduced 1-3%	12.7	17.3	11.9	19.2	10.3	8.2
No change	55.2	52.0	61.9	45.7	63.8	49.1
Increased 1-3%	12.1	5.3	19.1	6.4	14.9	14.6
Increased 3-5%	2.2	1.3	4.8	1.1	3.5	0.9
Increased >5%	1.0	-	-	2.1	1.7	-
percentages						

CAMPUS COMPUTING 2011

	All Institutions	Universities		4-Year Colleges		Community Colleges
		Public	Private	Public	Private	
THIS YEAR'S COMPUTING BUDGET COMPARED TO LAST YEAR'S BUDGET (continued)						
All institutional purchases of desktop / notebook computers						
Reduced >5%	9.7	5.3	-	13.8	5.8	19.1
Reduced 3-5%	8.7	13.3	7.1	10.6	4.0	11.8
Reduced 1-3%	11.9	20.0	11.9	18.1	8.1	7.3
No change	45.7	52.0	54.8	39.4	48.3	39.1
Increased 1-3%	18.6	6.7	21.4	11.7	27.6	17.3
Increased 3-5%	3.4	2.7	4.8	2.1	3.5	4.6
Increased >5%	2.0	-	-	4.3	2.9	0.9
Institutional support for public computer labs						
Reduced >5%	6.9	5.3	-	14.9	3.5	9.1
Reduced 3-5%	5.1	6.7	7.1	4.3	4.0	5.5
Reduced 1-3%	12.7	25.3	9.5	11.7	11.5	8.2
No change	61.4	56.0	78.6	54.3	62.6	62.7
Increased 1-3%	10.3	4.0	4.8	9.6	14.4	10.9
Increased 3-5%	2.4	1.3	-	4.3	2.9	1.8
Increased >5%	1.2	1.3	-	1.1	1.2	1.8
Network servers						
Reduced >5%	5.9	2.7	4.8	12.8	2.9	7.3
Reduced 3-5%	4.4	4.0	4.8	7.5	2.3	5.5
Reduced 1-3%	10.1	12.0	9.5	12.8	9.8	7.3
No change	53.5	56.0	64.3	42.6	56.3	52.7
Increased 1-3%	17.2	17.3	11.9	16.0	17.8	19.1
Increased 3-5%	5.5	4.0	2.4	3.2	9.2	3.6
Increased >5%	3.4	4.0	2.4	5.3	1.7	4.6
Server software and related products						
Reduced >5%	5.3	4.0	2.4	13.8	2.9	3.6
Reduced 3-5%	4.2	4.0	9.5	5.3	2.9	3.6
Reduced 1-3%	7.7	9.3	11.9	10.6	6.3	4.6
No change	56.8	52.0	54.8	50.0	56.9	66.4
Increased 1-3%	18.4	25.3	9.5	14.9	23.0	12.7
Increased 3-5%	5.3	2.7	7.1	2.1	6.9	6.4
Increased >5%	2.4	2.7	4.8	3.2	1.2	2.7
Wireless networks						
Reduced >5%	4.7	4.0	-	8.5	3.5	5.5
Reduced 3-5%	3.2	1.3	-	7.5	2.3	3.6
Reduced 1-3%	4.0	4.0	7.1	7.5	2.3	2.7
No change	39.4	34.7	38.1	37.2	38.5	46.4
Increased 1-3%	24.4	40.0	28.6	17.0	23.6	20.0
Increased 3-5%	12.5	6.7	14.3	10.6	16.7	10.9
Increased >5%	11.7	9.3	11.9	11.7	13.2	10.9
User training and support						
Reduced >5%	5.5	6.7	-	12.8	1.7	6.4
Reduced 3-5%	3.8	5.3	4.8	6.4	1.2	4.6
Reduced 1-3%	9.9	18.7	7.1	8.5	8.6	8.2
No change	64.4	60.0	71.4	58.5	66.7	66.4
Increased 1-3%	12.3	8.0	9.5	10.6	16.7	10.9
Increased 3-5%	2.2	-	2.4	2.1	3.5	1.8
Increased >5%	1.8	1.3	4.8	1.1	1.7	1.8
Professional development for IT personnel						
Reduced >5%	8.1	8.0	7.1	14.9	4.6	8.2
Reduced 3-5%	6.9	12.0	2.4	10.6	3.5	7.3
Reduced 1-3%	12.7	20.0	14.3	8.5	10.3	14.6
No change	52.9	44.0	52.4	47.9	59.2	53.6
Increased 1-3%	14.8	8.0	21.4	11.7	18.4	13.6
Increased 3-5%	2.6	5.3	2.4	3.2	2.3	0.9
Increased >5%	2.0	2.7	-	3.2	1.7	1.8
Campus portal services						
Reduced >5%	4.0	4.0	2.4	9.6	1.7	3.6
Reduced 3-5%	2.2	2.7	-	2.1	1.7	3.6
Reduced 1-3%	5.3	5.3	9.5	6.4	4.0	4.6
No change	67.1	69.3	73.8	66.0	66.1	65.5
Increased 1-3%	12.7	13.3	7.1	11.7	13.8	13.6
Increased 3-5%	4.0	1.3	2.4	2.1	6.9	3.6
Increased >5%	4.7	4.0	4.8	2.1	5.8	5.5
ERP software and services						
Reduced >5%	2.6	2.7	-	8.5	0.6	1.8
Reduced 3-5%	2.0	4.0	-	3.2	0.6	2.7
Reduced 1-3%	5.3	9.3	9.5	5.3	2.3	5.5
No change	53.1	46.7	47.6	56.4	51.7	59.1
Increased 1-3%	22.6	29.3	28.6	19.2	24.1	16.4
Increased 3-5%	6.3	2.7	7.1	3.2	9.2	6.4
Increased >5%	8.1	5.3	7.1	4.3	11.5	8.2
Cloud computing resources / services / migration						
Reduced >5%	1.8	-	-	5.3	1.2	1.8
Reduced 3-5%	1.8	2.7	-	4.3	-	2.7
Reduced 1-3%	3.4	1.3	2.4	5.3	1.7	6.4
No change	62.4	58.7	47.6	55.3	69.0	66.4
Increased 1-3%	19.8	29.3	35.7	14.9	17.2	15.5
Increased 3-5%	6.7	5.3	7.1	8.5	6.9	5.5
Increased >5%	4.0	2.7	7.1	6.4	4.0	1.8

percentages

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
THIS YEAR'S COMPUTING BUDGET COMPARED TO LAST YEAR'S BUDGET (continued)						
Mobile computing resources / services						
Reduced >5%	2.4	1.3	-	7.5	0.6	2.7
Reduced 3-5%	1.4	1.3	-	2.1	-	3.6
Reduced 1-3%	3.8	5.3	4.8	4.3	2.9	3.6
No change	57.8	48.0	47.6	51.1	64.4	63.6
Increased 1-3%	23.4	29.3	28.6	20.2	24.7	18.2
Increased 3-5%	7.7	10.7	16.7	9.6	6.3	2.7
Increased >5%	3.4	4.0	2.4	5.3	1.2	5.5
Tech resources for smart classrooms						
Reduced >5%	3.4	1.3	-	7.5	2.3	4.6
Reduced 3-5%	2.6	2.7	2.4	3.2	0.6	5.5
Reduced 1-3%	6.1	5.3	7.1	8.5	5.8	4.6
No change	51.7	56.0	52.4	41.5	55.2	51.8
Increased 1-3%	24.4	20.0	26.2	21.3	27.0	25.5
Increased 3-5%	8.5	9.3	11.9	10.6	7.5	6.4
Increased >5%	3.2	5.3	-	7.5	1.7	1.8
External service providers						
Reduced >5%	5.7	6.7	4.8	11.7	2.3	5.5
Reduced 3-5%	4.4	4.0	2.4	5.3	2.9	7.3
Reduced 1-3%	7.5	9.3	9.5	9.6	6.9	4.6
No change	65.5	64.0	61.9	62.8	67.2	67.3
Increased 1-3%	12.3	16.0	11.9	6.4	14.4	11.8
Increased 3-5%	3.4	-	9.5	2.1	4.0	3.6
Increased >5%	1.2	-	-	2.1	2.3	-
Security issues						
Reduced >5%	2.4	1.3	-	6.4	1.2	2.7
Reduced 3-5%	1.6	1.3	-	3.2	-	3.6
Reduced 1-3%	2.2	2.7	4.8	2.1	2.9	-
No change	55.0	49.3	52.4	50.0	60.3	55.5
Increased 1-3%	24.9	28.0	19.1	24.5	25.3	24.6
Increased 3-5%	6.9	9.3	9.5	5.3	5.8	7.3
Increased >5%	7.1	8.0	14.3	8.5	4.6	6.4
Identity management						
Reduced >5%	2.6	1.3	-	8.5	0.6	2.7
Reduced 3-5%	1.6	2.7	-	-	1.2	3.6
Reduced 1-3%	3.2	5.3	4.8	2.1	3.5	1.8
No change	62.4	42.7	59.5	61.7	71.8	62.7
Increased 1-3%	18.2	33.3	11.9	12.8	16.7	17.3
Increased 3-5%	6.1	4.0	11.9	8.5	3.5	7.3
Increased >5%	5.9	10.7	11.9	6.4	2.9	4.6
Consultants for IT projects and services						
Reduced >5%	11.1	9.3	11.9	20.2	7.5	10.0
Reduced 3-5%	8.7	9.3	4.8	9.6	7.5	10.9
Reduced 1-3%	10.3	16.0	11.9	8.5	8.6	10.0
No change	46.9	41.3	45.2	46.8	50.0	46.4
Increased 1-3%	14.6	16.0	19.1	6.4	16.1	16.4
Increased 3-5%	3.8	5.3	4.8	2.1	3.5	4.6
Increased >5%	4.7	2.7	2.4	6.4	6.9	1.8
Data warehousing						
Reduced >5%	3.0	1.3	-	7.5	2.3	2.7
Reduced 3-5%	2.8	4.0	2.4	2.1	1.2	5.5
Reduced 1-3%	5.1	6.7	9.5	6.4	4.0	2.7
No change	65.9	65.3	50.0	57.5	72.4	69.1
Increased 1-3%	14.3	14.7	23.8	13.8	12.1	14.6
Increased 3-5%	4.0	4.0	11.9	5.3	2.3	2.7
Increased >5%	4.9	4.0	2.4	7.5	5.8	2.7
CRM services / software						
Reduced >5%	3.2	2.7	-	6.4	2.3	3.6
Reduced 3-5%	3.2	2.7	2.4	6.4	0.6	5.5
Reduced 1-3%	4.9	9.3	11.9	3.2	4.0	1.8
No change	69.5	58.7	59.5	66.0	74.1	76.4
Increased 1-3%	11.1	14.7	19.1	8.5	10.9	8.2
Increased 3-5%	4.2	8.0	2.4	4.3	4.6	1.8
Increased >5%	3.8	4.0	4.8	5.3	3.5	2.7
Supporting Open Source projects / applications						
Reduced >5%	4.2	5.3	2.4	8.5	1.7	4.6
Reduced 3-5%	4.0	2.7	-	6.4	2.3	7.3
Reduced 1-3%	6.5	6.7	11.9	5.3	5.2	7.3
No change	72.7	69.3	66.7	68.1	78.2	72.7
Increased 1-3%	9.9	13.3	11.9	9.6	10.9	5.5
Increased 3-5%	1.6	1.3	4.8	1.1	1.2	1.8
Increased >5%	1.0	1.3	2.4	1.1	0.6	0.9
Business Continuity						
Reduced >5%	2.4	1.3	-	5.3	1.2	3.6
Reduced 3-5%	1.6	1.3	-	2.1	0.6	3.6
Reduced 1-3%	5.1	6.7	9.5	4.3	4.0	4.6
No change	65.1	60.0	64.3	66.0	69.0	61.8
Increased 1-3%	17.2	20.0	14.3	14.9	17.2	18.2
Increased 3-5%	5.5	6.7	9.5	5.3	4.0	5.5
Increased >5%	3.2	4.0	2.4	2.1	4.0	2.7

percentages

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
THIS YEAR'S COMPUTING BUDGET COMPARED TO LAST YEAR'S BUDGET (continued)						
Business analytics / Business Intelligence products						
Reduced >5%	2.4	1.3	-	4.3	1.7	3.6
Reduced 3-5%	2.2	2.7	-	3.2	-	5.5
Reduced 1-3%	5.3	8.0	11.9	6.4	2.9	3.6
No change	60.8	52.0	50.0	57.5	64.9	67.3
Increased 1-3%	18.0	22.7	26.2	14.9	17.8	14.6
Increased 3-5%	6.3	8.0	7.1	6.4	8.1	1.8
Increased >5%	5.1	5.3	4.8	7.5	4.6	3.6
Emergency communication / notification services						
Reduced >5%	2.0	1.3	-	4.3	1.7	1.8
Reduced 3-5%	1.4	-	2.4	2.1	-	3.6
Reduced 1-3%	3.2	5.3	4.8	3.2	1.7	3.6
No change	72.5	69.3	71.4	72.3	79.9	63.6
Increased 1-3%	12.9	18.7	16.7	6.4	11.5	15.5
Increased 3-5%	5.5	2.7	2.4	9.6	3.5	8.2
Increased >5%	2.4	2.7	2.4	2.1	1.7	3.6
percentages						
THE TECHNOLOGY BUDGET						
Percentage of campuses experiencing a mid-year cut in the computing budget cut, 2010-11	19.6	23.7	11.9	23.4	12.6	27.3
Percentage of budget that was cut	2.0	1.3	0.8	2.5	1.3	3.8
Average central IT services budget for 2011-12	$ 8,162,195	$ 22,716,860	$ 18,288,870	$ 5,510,627	$ 3,796,186	$ 3,343,905
Percent of budget allocated to:						
Hardware	17.7	12.3	15.3	17.3	19.8	19.4
Software	13.6	11.0	11.9	13.4	15.8	12.8
Personnel	52.3	57.6	56.5	55.6	45.1	55.8
Content licenses	5.8	4.9	3.8	5.4	6.0	7.1
User support	14.9	17.3	11.7	16.0	13.3	16.2
Network service / support	13.8	15.5	10.4	13.7	14.1	13.6
Note: numbers may not equal 100% because of overlapping budget categories						
Central IT services as an estimated percentage of total institutional computing / IT expenditures	64.2	45.5	61.1	62.2	75.6	62.1
Total institutional computing / IT expenditures as an estimated percentage of the total institutional	6.0	4.5	4.7	6.3	5.6	7.9
Current replacement cycle for desktop / notebook computers (years)						
Student labs						
1 year	0.2	-	-	-	0.6	-
2 years	3.8	1.3	7.1	2.1	5.8	2.7
3 years	35.6	39.5	47.6	36.2	35.8	27.3
4 years	44.2	47.4	40.5	42.6	45.1	43.6
5 years	16.2	11.8	4.8	19.2	12.7	26.4
Faculty offices						
1 year	-	-	-	-	-	-
2 years	1.6	-	2.4	2.1	1.7	1.8
3 years	19.2	22.4	26.2	23.4	19.1	10.9
4 years	57.6	56.6	64.3	44.7	65.3	54.6
5 years	21.6	21.1	7.1	29.8	13.9	32.7
Administrative offices						
1 year	-	-	-	-	-	-
2 years	0.2	-	-	-	0.6	-
3 years	13.1	19.7	16.7	10.6	12.7	10.0
4 years	57.8	63.2	71.4	53.2	60.7	48.2
5 years	28.9	17.1	11.9	36.2	26.0	41.8
percentages						
Does your institution have a financial plan to upgrade / enhance / replace the campus network (including wireless network?)						
No current plan / policy	9.1	6.6	2.4	12.8	8.1	11.8
Under discussion / development	26.1	27.6	16.7	30.9	24.3	27.3
Currently funded network replacement / upgrade plan	64.9	65.8	81.0	56.4	67.6	60.9
EMERGENCY NOTIFICATION						
As of September 2011, will your institution have an operational campus-wide (emergency) notification						
No	2.4	-	2.4	1.1	1.8	6.4
If yes, indicate elements of the notification system that are functional as of September 2011:						
Sirens	44.6	56.6	57.1	48.4	39.8	35.8
PA system	49.9	51.3	64.3	57.0	35.7	59.6
Electronic signs / displays	44.8	43.4	47.6	57.0	33.3	52.3
Notice on campus web site / portal	89.0	93.4	95.2	96.8	85.4	82.6
Email	95.7	100.0	97.6	96.8	96.5	89.9
SMS / text messaging	94.5	97.4	97.6	96.8	97.7	84.4
RSS	21.8	38.2	35.7	19.4	19.9	10.1
Twitter	24.6	35.5	26.2	19.4	19.9	28.4
Voice mail to campus phones (offices / dorms)	74.9	71.1	90.5	83.9	76.6	61.5
Voice mail to off-campus land lines (homes / apartments)	55.8	61.8	66.7	67.7	57.3	34.9
Voice mail to mobile phones	64.0	68.4	85.7	74.2	66.1	40.4
Campus policy for emergency notification services assumes an "opt in" default for students	66.4	65.8	57.1	74.2	62.6	69.7
As of September 2011, will your institution use a third party provider for notification software or						
No	12.4	13.2	9.5	11.8	5.8	23.9
If yes, indicate the name of the company that your campus uses for notification services:						
Blackboard Connect	28.3	23.9	31.6	27.9	36.0	15.7
CampusCruiser	-	-	-	-	-	-
E2Campus	18.7	13.4	10.5	12.8	28.1	14.5
MIR3	2.3	4.5	10.5	3.5	-	-
3n / Everbridge	5.0	7.5	15.8	4.7	4.3	-
percentages						

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
If yes, indicate the name of the company that your campus uses for notification services: (con't)						
Rave	13.2	23.9	7.9	7.0	12.2	15.7
SchoolMessenger	1.4	-	-	2.3	-	4.8
Send Word Now	2.1	3.0	5.3	1.2	2.4	-
Swifttreach Networks	-	-	-	-	-	-
Other	29.0	23.9	18.4	40.7	17.1	49.4
Over the past year (2010-11), how did you use your notification service?						
Emergency notification	90.7	93.4	85.7	93.5	91.3	87.2
Student recruitment (contacting prospective students)	3.2	3.9	-	2.2	1.7	7.3
Student services (academic services for current students)	6.9	5.3	-	8.6	3.5	14.7
Alumni contact / services	1.4	2.6	-	1.1	1.2	1.8
Severe weather alerts	59.8	67.1	59.5	57.0	65.3	48.6
percentages						

WEB AND NETWORKING ISSUES

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
How important are the following issues on your campus?*						
Supporting instructional labs and clusters	6.0	5.8	5.5	6.2	5.8	6.4
Addressing the rapidly growing demand for network bandwith	6.1	6.1	6.0	6.0	6.1	6.0
Digital image libraries / archives	4.9	5.1	5.1	4.9	5.0	4.7
Video / rich media streaming	5.4	5.4	5.6	5.4	5.4	5.3
Disaster recovery	6.0	6.0	6.2	6.1	5.9	6.0
Virtual private networks (VPN)	5.5	5.9	6.0	5.4	5.3	5.4
Network security	6.6	6.6	6.8	6.7	6.5	6.6
10Gb ethernet	5.7	6.3	5.7	5.9	5.5	5.4
Grid computing	3.1	4.5	3.9	3.2	2.6	2.5
Cloud computing	4.9	5.1	5.2	4.9	5.0	4.6
Wi-Max wireless networks	3.6	4.2	3.4	3.6	3.4	3.6
Making campus networks accessible to Smart Phones	4.8	5.1	5.0	4.8	4.9	4.2
Quality of cellular coverage that commercial services provide for your campus	4.6	5.3	5.2	4.6	4.7	3.9
Guest access / services on the campus network	5.0	5.1	5.1	5.2	5.0	4.5
Data Encryption	5.7	5.8	5.9	5.7	5.5	5.6
Replacement cycle for network infrastructure	6.0	6.2	6.0	6.1	5.9	6.0
Identity management	5.9	6.2	5.8	6.1	5.7	5.9
Bandwidth for Software as a Service / SaaS applications	4.3	4.4	4.5	4.4	4.3	4.1
Internet2	3.7	5.5	4.8	3.7	3.1	3.0
National Lambda Rail	2.8	4.6	3.0	2.8	2.2	2.4
Statenets / Statenet services	3.0	4.3	2.8	3.2	2.4	2.8
Spyware / malware	5.7	5.6	5.6	5.7	5.6	5.9
IT Disaster Communications Capacity	5.7	6.0	5.8	5.9	5.5	5.6
P-20 Education Continuum / Services	3.1	3.8	2.7	3.0	2.6	3.6
mean ratings scale from 1="not important" to 7="very important".						
How well developed are network connections and the instructional infrastructure?						
Percentage of classrooms connected to the campus network / have Internet access	97.1	94.1	97.3	96.8	99.1	96.4
Percentage of classrooms with fixed / permanent computer projection capacity	81.1	75.6	81.0	79.3	84.7	80.7
Percentage of classrooms with permanent / embedded lecture capture capacity	11.3	14.5	12.0	14.1	8.8	10.3
Percentage of classrooms covered / served by wireless network access / services	86.0	84.9	88.6	88.3	91.1	75.9
Average number of wireless nodes (access points) on the campus network	539.8	1,364.9	1,473.5	384.3	296.3	129.6
Does your institution limit the size of email documents / attachments	87.1	92.1	92.9	85.1	87.9	81.8
Maximum file size (Mbytes)	28.5	34.5	29.5	29.8	29.1	21.3
Does your institution charge students for printing?						
No	28.4	14.5	19.1	18.1	35.1	40.0
Annual / term fee for all printing	2.0	2.6	-	4.3	1.7	0.9
Annual / term fee for specifice number of pages	14.1	11.8	14.3	17.0	16.1	10.0
Pay for use / individual page charges	38.3	60.5	50.0	44.7	23.6	36.4
Other payment plan for printing services	17.1	10.5	16.7	16.0	23.6	12.7
Storage capacity for email						
Student maximum file size (Gbytes)	3,128.4	3,677.3	3,335.0	3,824.2	3,377.0	1,679.8
Faculty maximum file size (Gbytes)	2,973.4	3,330.9	2,219.7	4,911.3	2,614.0	1,937.0
Does your institution limit the size of student web sites (pct yes)	49.7	69.7	66.7	60.2	45.4	27.3
Maximum size (Mbytes)	329	356	1,205	345	188	132
Is your institution reviewing or converting to Cloud Services for the following applications:						
Email						
No	22.6	22.4	7.1	27.7	21.3	26.4
Under review	31.1	25.0	47.6	33.0	29.9	29.1
Converting to / now using	46.4	52.6	45.2	39.4	48.9	44.6
Calendaring						
No	37.1	34.2	26.2	45.7	31.0	45.5
Under review	29.0	23.7	33.3	25.5	32.2	29.1
Converting to / now using	33.9	42.1	40.5	28.7	36.8	25.5
Administrative computing / ERP services						
No	81.5	80.3	73.8	78.7	83.9	83.6
Under review	14.1	18.4	19.1	13.8	13.2	10.9
Converting to / now using	4.4	1.3	7.1	7.5	2.9	5.5
CRM services						
No	70.4	65.8	64.3	64.9	69.5	81.8
Under review	18.8	23.7	19.1	21.3	19.0	12.7
Converting to / now using	10.9	10.5	16.7	13.8	11.5	5.5
Learning management systems / LMS services						
No	50.0	54.0	50.0	54.3	51.7	40.9
Under review	22.2	26.3	23.8	22.3	21.8	19.1
Converting to / now using	27.8	19.7	26.2	23.4	26.4	40.0
percentages						

	All Institutions	Universities Public	Universities Private	4-Year Colleges Public	4-Year Colleges Private	Community Colleges
Is your institution reviewing or converting to Cloud Services for the following applications: (con't)						
Research and HPC activities						
No	81.1	67.1	71.4	75.5	84.5	93.6
Under review	16.5	26.3	23.8	23.4	13.2	6.4
Converting to / now using	2.4	6.6	4.8	1.1	2.3	-
Storage / archiving / business continuity						
No	49.4	47.4	28.6	45.7	43.1	71.8
Under review	44.2	48.7	61.9	46.8	48.3	25.5
Converting to / now using	6.5	4.0	9.5	7.5	8.6	2.7
Is your institution reviewing or converting to outsourced / hosted applications:						
Hosted / outsourced email						
Students						
No	10.9	11.8	-	10.6	13.2	10.9
Under review	21.6	14.5	31.0	21.3	26.4	15.5
Converting to / now using	67.5	73.7	69.1	68.1	60.3	73.6
Faculty						
No	50.8	46.1	40.5	57.5	44.3	62.7
Under review	26.4	29.0	33.3	22.3	28.7	21.8
Converting to / now using	22.8	25.0	26.2	20.2	27.0	15.5
Provider						
Google	56.3	63.6	65.9	51.2	57.8	49.5
Microsoft	41.4	33.3	34.2	45.2	38.8	50.5
Zimbra	2.3	3.0	-	3.6	3.4	-
Hosted / outsourced "office" applications						
No	55.7	46.1	45.2	57.5	59.8	58.2
Under review	29.2	26.3	31.0	28.7	30.5	29.1
Converting to / now using	15.1	27.6	23.8	13.8	9.8	12.7
Product						
Google Applications	52.0	66.7	65.2	50.0	50.8	36.4
Microsoft Office Live	48.0	33.3	34.8	50.0	49.2	63.6
percentages						
ORGANIZATION, PLANNING AND IMPACT ISSUES						
Campus is part of a multicampus system with shared computing resources:	51.8	71.1	33.3	74.5	24.1	70.0
Academic and administrative computing are:						
Separate units	23.4	26.3	31.0	21.3	22.4	21.8
One single unit	76.6	73.7	69.1	78.7	77.6	78.2
Has your institution reorganized IT units in the past 2 years?*						
Academic computing	34.3	48.7	40.5	41.5	31.6	20.0
Administrative computing	31.9	44.7	38.1	34.0	30.5	20.9
Libraries	15.1	15.8	11.9	19.1	17.8	8.2
Telecom	27.2	43.4	23.8	25.5	24.7	22.7
Do you anticipate a reorganization of IT units in the next 2 years?*						
Academic computing	28.8	36.8	31.0	30.9	25.3	26.4
Administrative computing	27.4	35.5	26.2	24.5	27.0	25.5
Libraries	15.9	13.2	14.3	17.0	17.8	14.5
Telecom	26.6	27.6	26.2	24.5	25.9	29.1
Percentage of campuses that reorganized IT units in the past two years						
Academic computing	14.9	25.0	21.4	18.1	12.1	7.3
Administrative computing	13.9	23.7	14.3	11.7	13.8	9.1
Libraries	4.8	3.9	2.4	7.4	6.3	1.8
Telecom	10.9	21.1	7.1	8.5	9.2	10.0
The heads of the academic and administrative units report to:						
Academic computing						
President	5.5	1.3	-	7.5	1.7	14.6
Provost	13.6	11.8	14.3	9.7	17.9	10.9
CIO or CTO	65.4	76.3	69.1	71.0	67.6	48.2
Other vice provost / vice president	13.2	7.9	11.9	7.5	12.1	23.6
Dean	2.4	2.6	4.8	4.3	0.6	2.7
Administrative computing						
President	6.5	1.3	-	5.4	2.3	20.0
Provost	6.3	7.9	4.8	4.3	7.5	5.5
CIO or CTO	72.3	82.9	81.0	82.8	72.8	51.8
Other vice provost / vice president	14.6	7.9	14.3	6.5	17.3	21.8
Dean	0.4	-	-	1.1	-	0.9
Libraries						
President	0.6	-	-	-	0.6	1.8
Provost	62.8	77.6	76.2	68.8	68.8	32.7
CIO or CTO	10.5	2.6	4.8	11.8	15.0	10.0
Other vice provost / vice president	13.0	11.8	4.8	7.5	8.7	28.2
Dean	13.2	7.9	14.3	11.8	6.9	27.3
Does institution have a chief information / technology officer (CIO / CTO)?						
No	10.3	5.3	11.9	5.4	13.3	12.7
Currently under discussion	2.8	-	-	1.1	5.2	3.6
Yes	86.8	94.7	88.1	93.6	81.5	83.6
What academic and operational units report to the CIO / CTO?*						
Academic computing	86.1	92.1	87.2	90.0	86.1	77.9
Administrative computing	94.6	96.1	97.4	97.8	93.7	91.3
Libraries	12.0	2.6	7.7	13.3	19.0	8.7
Media center	63.8	51.3	64.1	66.7	75.3	52.9
Telecommunications	89.5	94.7	97.4	93.3	84.8	86.5
Distance / online education programs	19.7	14.5	15.4	26.7	18.4	21.2
percentages						

CAMPUS COMPUTING 2011

	All Institutions	Universities		4-Year Colleges		Community Colleges
		Public	Private	Public	Private	
The CIO reports to:						
President	33.9	30.3	17.5	37.8	31.9	42.7
Provost / vice president for academic affairs	28.4	40.8	40.0	33.3	26.9	12.6
CFO / vice president for business / admin affairs	30.3	23.7	30.0	23.3	33.1	36.9
Other	7.5	5.3	12.5	5.6	8.1	7.8
Is the CIO (or senior institutional computing / IT officer) a member of the president's cabinet / executive committee?	57.2	57.9	55.0	62.6	53.1	59.2
Does your institution have a board / trustee committee on computing / information technology?						
No	65.3	60.5	66.7	57.5	70.1	67.3
Under discussion	6.9	6.6	9.5	3.2	6.9	9.1
To begin in A / Y 2011-12	1.4	2.6	-	2.1	1.2	0.9
Yes, current board committee on computing / IT issues	26.4	30.3	23.8	37.2	21.8	22.7
Which unit provides tech support for most departmental computer labs?						
Individual department	6.9	23.7	16.7	7.5	-	1.8
Central IT service unit	69.6	25.0	35.7	72.3	83.9	88.2
Both	23.6	51.3	47.6	20.2	16.1	10.0
How does your institution deal with the "life cycle" of desktop computers for faculty, classrooms, clusters, and labs?						
One time allocation	8.3	14.5	7.1	10.6	4.6	8.2
Developing budget	19.8	30.3	11.9	26.6	10.9	23.6
Have budget	72.0	55.3	81.0	62.8	84.5	68.2
What types of security incidents did your campus experience in the past year?						
Theft of computer(s) containing confidential data files	21.0	38.2	45.2	19.1	14.4	11.8
Hack / attack on the campus network	44.8	68.4	59.5	47.9	29.3	44.5
Hack / attack on student / personnel / alumni data files	9.7	23.7	11.9	10.6	4.0	7.3
Hack / attack on administrative / financial files	6.3	17.1	7.1	6.4	2.3	4.5
Hack / attack on research data files	4.8	11.8	14.3	2.1	1.7	3.6
Other attack on institutional data files	9.7	26.3	16.7	8.5	2.3	8.2
Identity management issues	28.8	50.0	33.3	29.8	20.7	24.5
Major computer virus infestation	12.7	18.4	11.9	10.6	8.0	18.2
Major spyware infestation	13.9	18.4	11.9	12.8	10.3	18.2
Student security "incident" related to social networking sites	16.1	28.9	11.9	20.2	12.6	10.9
Exposure / loss of sensitive data in distributed environment (server not managed by central services)	15.7	46.1	28.6	14.9	6.3	5.5
Intentional employee transgressions affecting IT security	8.7	11.8	11.9	12.8	1.7	12.7
percentages						
How concerned are you about the following security issues for your institution in the coming year?						
Theft of computer(s) containing confidential data files	4.0	4.3	4.5	3.9	4.1	3.7
Hack / attack on the campus network	3.9	4.0	4.1	3.9	3.8	4.0
Hack / attack on student / personnel / alumni data files	3.7	4.0	4.1	3.6	3.6	3.7
Hack / attack on administrative / financial files	3.8	3.9	4.0	3.8	3.6	3.8
Hack / attack on research data files	2.9	3.8	3.6	3.1	2.6	2.6
Other attack on institutional data files	3.5	3.9	3.7	3.5	3.4	3.6
Identity management issues	3.9	4.1	4.0	3.7	3.8	4.0
Major computer virus infestation	3.4	3.5	3.4	3.4	3.3	3.6
Major spyware infestation	3.5	3.5	3.3	3.4	3.5	3.7
Student security "incident" related to social networking sites	3.2	3.1	3.2	3.3	3.3	3.2
Exposure / loss of sensitive data in distributed environment (server not managed by central services)	3.6	4.5	4.3	3.7	3.2	3.1
Intentional employee transgressions affecting IT security	3.2	3.4	3.5	3.2	2.9	3.2
mean ratings scale from 1="low" to 5="high".						
How would you characterize the campus strategy on Open Source tools for central IT infrastructure services?						
None: little if any interest in or deployment of Open Source tools in Central IT Services	9.1	2.6	2.4	6.4	9.2	18.2
Observing: watching other institution with interest, but no active deployment or development	8.7	5.3	9.5	11.7	9.2	7.3
Limited use: some Open Source tool activity, primarily backroom / infrastructure tools	41.3	31.6	38.1	40.4	40.2	51.8
Operational: significant Open Source deployment, focused on key operations	17.5	25.0	21.4	19.2	16.1	11.8
Mission critical: using a number of Open Source academic, administrative, and research resources for "mission critical" central IT operations	19.6	29.0	23.8	20.2	20.7	9.1
Contributing: strong support for Open Source tools plus a commitment and campus strategy to develop new / enhance current Open Source tools for central IT operations	3.8	6.6	4.8	2.1	4.6	1.8
How would you characterize your campus strategy on / engagement with Open Source applications?						
None: little if any interest in or deployment of Open Source applications	11.7	10.5	9.5	7.5	8.1	22.7
Observing: watching other institution with interest, but no testing or interest in deployment	26.0	22.4	19.1	27.7	20.1	39.1
Limited use: some Open Source activity, primarily testing or deployment in selected programs / departments	29.0	29.0	35.7	39.4	21.3	30.0
Operational: selective Open Source deployment, focused on key applications (LMS, portal, portfolio, portal, etc.)	16.7	14.5	14.3	12.8	27.6	5.5
Mission critical: now using or plan to deploy this year a number of Open Source academic, administrative, and research applications (LMS, content mgmt, portal, portfolio, etc.)	12.1	15.8	14.3	5.3	20.1	1.8
Contributing: strong support for Open Source applications plus a commitment and campus strategy to develop new / enhance current Open Source applications	4.4	7.9	7.1	7.5	2.9	0.9
percentages						
Open Source projects and personnel at your institution						
Current / active Open Source support / development projects in central IT services	2.7	4.2	3.8	3.1	2.4	1.4
FTE personnel allocated to Open Source support or development activities in central IT services	1.6	4.5	2.0	1.2	1.0	0.7
Looking ahead, what's the likelihood that your institution will migrate (or has already migrated) to one or more Software as a Service (SaaS) or Open Source ERP modules by fall 2016?						
Percent with high level of migrating (scale score 6 or 7 on a 1-7 scale; 1=low; 7=high)						
Software as a Service (SaaS) Apps						
Course / Learning Management System	33.3	25.0	31.0	28.7	36.2	39.1
Content Mangement System	18.1	10.5	19.0	19.1	21.8	16.4
Research Management System	4.6	6.6	-	6.4	5.2	2.7
Development System	5.0	6.6	2.4	6.4	4.6	4.5

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	All Institutions	Universities Public	Private	4-Year Colleges Public	Private	Community Colleges
Looking ahead, what's the likelihood that your institution will migrate (or has already migrated) to one or more Software as a Service (SaaS) or Open Source ERP modules by fall 2016? (con't)						
Percent with high level of migrating (scale score 6 or 7 on a 1-7 scale; 1=low; 7=high)						
Software as a Service (SaaS) Apps						
Financial System	6.3	3.9	9.5	12.8	2.3	7.3
HR System	11.7	3.9	16.7	18.1	10.9	10.9
Student Information System	5.6	3.9	7.1	10.6	2.9	6.4
CRM services	14.7	14.7	19.0	20.2	14.4	9.1
Student ePortfolio System	24.6	14.5	23.8	33.0	28.2	19.1
Collaboration Platforms / Applications	21.6	19.7	14.3	24.5	28.2	12.7
Lecture Capture	18.3	13.2	16.7	18.1	20.7	19.1
Open Source ERP Apps						
Course / Learning Management System	33.9	26.3	31.0	28.7	50.6	18.2
Content Mangement System	17.9	6.6	19.0	23.4	23.0	12.7
Research Management System	5.4	11.8	9.5	7.4	2.9	1.8
Development System	1.8	2.6	-	4.3	1.1	0.9
Financial System	4.2	10.5	-	8.5	2.3	0.9
HR System	2.8	6.6	-	5.3	1.7	0.9
Student Information System	3.2	3.9	7.1	5.3	1.7	1.8
CRM services	3.8	2.7	4.8	6.4	4.0	1.8
Student ePortfolio System	15.3	15.8	19.0	18.1	16.1	10.0
Collaboration Platforms / Applications	12.3	10.5	14.3	13.8	16.1	5.5
Lecture Capture	10.1	10.5	19.0	11.7	6.9	10.0
How does your institution address the problem of P2P digital piracy on campus computer networks?						
Mandatory user education program	23.7	38.2	21.4	32.3	22.0	10.0
Sanction students for copyright, P2P or DCMA violations	68.4	78.9	83.3	73.1	71.7	46.4
Students can lose campus network / email access or privileges for P2P violations	90.7	97.4	95.2	91.4	91.9	81.8
Student financial penalty or fine paid to college / university for P2P violations	10.5	18.4	11.9	14.0	9.2	3.6
The Higher Education Opportunity Act passed by the Congress and signed by the president in August 2008 imposes new requirements on colleges and universities to address illegal P2P filesharing. What's the status of compliance with these mandates at your institution as of Fall 2011?						
My institution has "developed plans to effectively combat the unauthorized distribution of copyrighted material"						
Doing this already	82.5	90.8	92.9	86.2	82.2	70.0
Beginning in 2011-12	5.9	2.6	4.8	5.3	7.5	6.4
Reviewing for 2011-12	10.3	6.6	2.4	7.5	9.2	20.0
Previously decided not to do this	1.4	-	-	1.1	1.2	3.6
Plans include "the use of a variety of technology-based deterrents"						
Doing this already	57.9	68.4	50.0	63.8	60.9	43.6
Beginning in 2011-12	3.8	1.3	2.4	4.3	2.9	7.3
Reviewing for 2011-12	18.4	14.5	14.3	14.9	14.4	31.8
Previously decided not to do this	20.0	15.8	33.3	17.0	21.8	17.3
My institution currently "offers alternatives to illegal downloading or peer-to-peer distribution of intellectual property"						
Doing this already	33.1	52.6	38.1	35.1	32.8	16.4
Beginning in 2011-12	2.0	-	-	2.1	1.2	5.5
Reviewing for 2011-12	16.3	13.2	14.3	14.9	13.2	25.5
Previously decided not to do this	48.6	34.2	47.6	47.9	52.9	52.7
Estimated costs of compliance with the provisions of the HEOA for A / Y 2011-12	$ 25,525	$ 59,701	$ 40,230	$ 30,806	$ 11,160	$ 13,212
percentages						

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