1. INFORMATION SECURITY

Like the physical and intellectual assets that an institution maintains, information assets are highly valuable.

81% of institutions have conducted an IT security risk assessment to help protect institutional data.

GREATEST STRENGTHS
- Leadership commitment and involvement
- Use of data in strategic plan

BIGGEST GAPS
- Sufficient staffing and expertise
- Sufficient investment
- Sufficient training

2. STUDENT SUCCESS AND COMPLETION

Applying data and predictive analytics is critical to effective student success and completion strategies.

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<th>Current</th>
<th>2018–’19</th>
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Planning and mapping students’ educational plans
Triggering interventions based on student behavior or faculty input
Offering self-service resources that reduce advisor workload
Improving analysis of student data

3. DATA-INFORMED DECISION MAKING

Data can inform resource allocations to reduce or contain costs and improve institutional value, enhance classroom and learning experiences to improve student outcomes, and help students understand how to attain their degree most efficiently.

4. STRATEGIC LEADERSHIP

The first IT leadership challenge is getting invited to the executive leadership table; the second challenge is staying at the table. In 2015, 57% of CIOs were part of their institution’s executive cabinet, and varies by institution type.

Percentage of CIOs in the cabinet of their institution

- AA
- BA PUB.
- BA PRIV.
- MA PUB.
- MA PRIV.
- DR PUB.
- DR PRIV.

0% 50% 100%

5. SUSTAINABLE FUNDING

IT services and infrastructure are moving outside the institution, generally to the cloud, and cloud funding depends on ongoing expenditures rather than one-time investments.

Approaches to changing service delivery models
The 2017 Top 10 IT Issues support higher education’s focus on student outcomes through four key themes: IT foundations, data foundations, effective leadership, and successful students.

**DATA MANAGEMENT AND GOVERNANCE**

- Our data are standardized to support comparisons across areas within the institution.
- Reports are in the right format and show the right data to inform decisions.
- Our data are of the right quality/are clean.
- We have the right kinds of data.

Institutional data reside in different offices and systems, with formats and standards optimized for each context. A coordinated approach is necessary to use data for student success.

**HIGHER EDUCATION AFFORDABILITY**

Sharing services is one way to distribute the cost of delivering IT. Medium-sized institutions (student FTE of 3,000–7,999) lead other colleges and universities in sharing major IT services.

**SUSTAINABLE STAFFING**

As higher education increasingly incorporates technology, IT organizations depend on the knowledge and expertise of their staff. New hires need to be great hires, and great staff need to want to stay.

**NEXT-GEN ENTERPRISE IT**

Some of higher education’s enterprise application systems are 15 years old, and many are based on design principles from the 1980s and 1990s. These systems—which are often highly customized and idiosyncratic—can’t keep pace with demands for interoperability, data integration, and modern interfaces.

On average, 65% of these systems are customized to meet the specific campus needs.

**DIGITAL TRANSFORMATION OF LEARNING**

Digital transformation begins with faculty, helping them understand the ways students benefit from technology-enhanced teaching and partnering innovative faculty members with IT, educational technology staff, teaching and learning centers, and other key units to share and apply success stories.