Digital transformation (Dx) is a series of deep and coordinated culture, workforce, and technology shifts that enable new business models, disrupt internal and external processes, and create value in entirely new ways. Dx can produce benefits for those who have a head start today and those that are already falling behind.

But do key stakeholders understand and support Dx? What are the drivers for those who have already made meaningful progress with Dx? Where are the gaps in Dx among those who are using them and in their leadership and support?

In our FAQ of Dx, we are answering these types of questions. Answers to these questions can be found here, in our FAQ of Dx!

**WHO understands Dx, and what is their disposition toward it?**

Students, alumni, faculty, and institutional members are perceived as understanding Dx.

Faculty are considered the main drivers for Dx.

CIOs are perceived as the most understanding and supportive of Dx.

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**WHAT is driving current institutional planning and investment in Dx?**

**WHEN will we get to Dx?**

The importance of Dx has increased over time. An array of influences is driving current institutional planning and investment in Dx. These potential benefits of Dx align well with the Innovation theme of EDUCAUSE’s 2020 Student success initiatives. Based on the answers to these questions, we can begin the last part of the journey, moving institutional functions to digital transformation.

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**WHERE are different institutional functions on the path to Dx?**

Most institutional functions are already moving past a focus on digitization of processes, but only five functions have established strong footing in the digitalization processes.

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**WHY are institutions doing Dx?**

Do we care very many institutional goals, but the most important ones are related to the mission of student success, as well as to the business models, strategic directions, and value propositions. Dx can produce substantial gains in student retention and completion, and improved enrollment. Dx is thought to be comparatively less beneficial to educational and operating models and transform an institution’s culture, workforce, and technology shifts that enable new business models, disrupt internal and external processes, and create value in entirely new ways.

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**HOW will higher education navigate the obstacles to Dx?**

The greatest barriers to Dx are related to change management and costs, while the greatest barriers to digitalization and digitization are considered too proliferate, information obsolescence causes the least concerns among student success initiatives. According to several factors, they are attracting and retaining students while articulating the potential benefits of Dx.