The 2016 EDUCAUSE Top 10 IT Issues offer a clear plan for today's changing landscape: divest, reinvest, and differentiate.

DIVEST

Moving away from methods whose effectiveness is waning and adopting practices that better fit new world

STUDENT SUCCESS TECHNOLOGIES

#3 ISSUE

Improving student outcomes through an institutional approach that strategically leverages technology

In 2017, 80% of institutions have student learning management systems

Percentage of students who use these...%
  - LMS
  - Online collaboration tools
  - Capstone during class
  - E-books or e-textbooks
  - Smartphones during class

0% 20 40 60 80 100%

OPTIMIZING EDUCATIONAL TECHNOLOGY

#2 ISSUE

Collaborating with faculty and academic leadership to understand and support innovations and changes in education and to optimize the use of technology in teaching and learning, including understanding the appropriate level of technology to use

Percentage of students who feel faculty and these tools...
  - LMS
  - Online collaboration tools
  - Capstone during class
  - E-books or e-textbooks
  - Smartphones during class

0% 20 40 60 80 100%

DIFFERENTIATE

Identifying areas where standardized IT practices versus specialized IT practices add value to the institution

E-LEARNING AND ONLINE EDUCATION

#10 ISSUE

Providing scalable and well-supported e-learning services, facilities, and staff to support increased access to and expansion of online education

Percentage of students interested in...
  - Online class
  - Online degree
  - Online certificate

0% 20 40 60 80 100%

ENTERPRISE APPLICATION INTEGRATIONS

#8 ISSUE

Integrating enterprise applications and services to deliver systems, services, processes, and analytics that are scalable and compliant centered

PRICING MODELS

#7 ISSUE

Developing IT funding models that sustain core services, support innovation, and facilitate growth

Percentage of central IT budget spent in...
  - Teaching the institution 79%
  - Growing the institution 13%
  - Transforming the institution 6%

IT ORGANIZATIONAL DEVELOPMENT

#9 ISSUE

Creating IT organizational structures, staff roles, and staff development strategies that are flexible enough to support innovation and accommodate ongoing changes in higher education, IT service delivery, technology, analytics, and so forth

Percentage of institutions have a BI reporting system...
  - 96%
  - 84%

BI AND ANALYTICS

#6 ISSUE

Developing effective methods for business intelligence, reporting, and analytics to ensure they are relevant to institutional priorities and decision making and can be easily accessed and used by administrators, faculty, and students

Percentage of institutions...%
  - Have implemented IaaS cloud solutions
  - Have implemented PaaS cloud solutions
  - Have implemented SaaS cloud solutions

REINVEST

Laying the groundwork for using IT to deliver meaningful value to higher education

IT WORKFORCE HIRING AND RETENTION

#4 ISSUE

Ensuring adequate staffing capacity and staff retention as budgets shrink or remain flat and as external competition grows

Our data are standardized across areas within the institution.

Percentage of institutions that have...
  - Deployed risk management
  - Adopted IT acceptance plan
  - Developed IT security review process
  - Deployed multi-factor authentication

0% 20 40 60 80 100%

INSTITUTIONAL DATA MANAGEMENT

#5 ISSUE

Improving the management of institutional data through data standards, integration, protection, and governance

Percentage of institutions that have...
  - Data governance
  - Data privacy
  - Data security

0% 20 40 60 80 100%

INFORMATION SECURITY

#1 ISSUE

Developing a holistic, agile approach to information security to create a secure network, develop security policies, and reduce institutional exposure to information security threats

Percentage of institutions that have...
  - Adopted an IT acceptance plan
  - Developed IT security review process
  - Deployed multi-factor authentication

0% 20 40 60 80 100%

TOP 10 IT ISSUES 2016

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