The Numbers Behind the Issues
What higher education stakeholders say about the 2019 Top 10 IT Issues

1. Information Security Strategy
   What's Working: Developing a multi-faceted security strategy that effectively detects, responds to, and prevents security threats and challenges
   Security Training Participation

2. Student Success
   Collaboration for Success
   Our institution supports collaboration among people from different departments and units to effectively support student success initiatives

3. Privacy
   Progress on Privacy
   In protecting student academic, health, and financial information, institutions respect student privacy rights

4. Student-Centered Institution
   Moving toward the Mainstream, with Room to Grow
   Mainstream
   - Degree auditing
   - Advising on graduation application or class attendance
   - Advising on course management
   - Education plan completion tracking
   - Academic plan, class schedule
   - Counseling/program recommendation
   - Placement and course override management
   - Student success data warehouse developed as part of new platform

5. Digital Integrations
   What's Working: Improving system interoperability, security, compliance, and governance across multiple applications and platforms
   The State of Integration
   - Integration does not collect sensitive data
   - Does not exchange data with external systems
   - Data is aggregated and integrated

6. Data-Enabled Institution
   Data and Decision-Making
   For initiatives to make use of data, realistic timelines are accepted throughout
   Data Management and Governance
   Transparent Technology and Community Understanding
   The Activities of IT Professionals
   Higher Education Affordability
   On the Way to Alignment

7. Sustainable Funding
   What's Working: Developing funding priorities that aim to maintain quality and add value to both new and existing programs in a way that maximizes resources and meets existing and future needs
   What IT Spending Does for Institutions

8. Integrative CIO
   What's Working: Proactively analyzing the role of IT leadership as an integrative strategic partner of institutional leadership in supporting institutional mission

To learn more about the Top 10 Issues, visit educe.org/Issues. To access the latest publications from the EDUCAUSE Center for Analysis and Research, visit educe.org/era.