EDUCAUSE Live! Webinar
Find Your Answer Here:
Using Core Data Service to Get Connected

Leah Lang - Ilang@edcause.edu
Director, Analytics Services

Mark McCormack - mmccormack@edcause.edu
Senior Director, Analytics & Research

Open-ended poll

Hollywood is making a movie about data practices at your institution. What type of movie is it (comedy, horror, science fiction, inspirational true story), and what would the title of the movie be?
Roadmap for Today

- Introduction - What have we been up to?
- Use cases - What can you do with CDS?
  - Common Applications
  - Real-Life Use Cases
- Q&A - What else should we address?

Introduction - What have we been up to?
What have we been up to?

From our 2018 Membership Satisfaction Survey:

90%  
% of IT leaders who reported benchmarking capabilities as an important EDUCAUSE benefit.

69%  
% of IT leaders who reported satisfaction with those EDUCAUSE benchmarking benefits.

What have we been up to?

CDS 3.0 released last year:

- User experience design, navigability
- New desired features (e.g., favorite reports, portal guides)
- Portal speed and performance
What have we been up to? (cont’d)

Ongoing changes since last year:

- Bug fixes and release notes
- Data literacy
- Peer recommender updates
- New Digital Capabilities dashboard
What have we been up to? (cont’d)

Member feedback:

- 2018 Membership Satisfaction Survey
- CDS Design Panel
- A&R Advisory Group
- Post-survey surveys
- In-portal feedback tool

CDS In-Portal Feedback
What have we been up to? (cont’d)

- User engagement metrics have shown improvements:
  - Increases in total logins to the portal
  - Increases in unique portal users
  - Decreases in the number of user support tickets

- Follow-up poll of return users found:
  - 64% of users found the new portal to be a definite or much improved experience
  - Only 9% of users expressed disappointment with the new portal experience

CDS Use Cases - What can you do?
CDS Use Cases

Common applications:

- Communicating a decision to leadership
- Making a decision on a new tool or service
- Right-sizing staff, budget, or services
- Benchmarking against peers and/or aspirations
- Connecting with other institutions

The stories you are about to hear are true. Only the names have been changed to protect the innocent.
CDS Use Cases (cont’d)

Real-life case #1:

What are others using for course planning? Right now our solutions are sporadic, and we’re only planning semester-to-semester.

Solution: 37% of institutions are using Ellucian Degree Works ...
CDS Use Cases (cont’d)

Real-life case #2:

Is anyone using multi-factor authentication (MFA) for staff, or using MFA for any student applications?

Solution: Less than 10% of institutions using MFA for students ...
CDS Use Cases (cont’d)

Real-life case #3:

We’re exploring new fundraising and donor management software solutions. Does anyone have any experience with Blackbaud Raiser’s Edge?

Solution: 36% of institutions are using Blackbaud Raiser’s Edge ...
CDS Use Cases (cont’d)

Real-life case #4:

We’re a community college looking for options on a new student success platform. What are other community colleges using?

Solution: 10% of community colleges are using EAB ...
CDS Use Cases (cont’d)

Real-life case #5:

What’s the ratio of support staff to institutional staff?

Solution: 2.38 support staff per 1,000 staff FTE.

Real-life case #6:

For small-medium colleges, how many are using just 1 CRM?

Solution: 87% of institutions are using just 1 CRM.

CDS Use Cases (cont’d)

Group chat - let us hear from you!

• What solutions are you needing to build?
• What questions is your leadership asking?
• What benchmarking capabilities do you need?
Q&A - What else should we discuss?

Thank you!

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