2020 Top 10 Issues
Simplify, Sustain, Innovate: The Drive to Digital Transformation Begins

- Farhat (Meena) J. Lakhavani, State University of New York – Erie
- Sharyne Miller, UNC Wilmington
- Ernie Perez, Boston University
- Beth Schaefer, University of Wisconsin, Milwaukee
- David Weil, Ithaca College
- Susan Grajek, EDUCAUSE

Today’s Panelists

Farhat (Meena) J. Lakhavani
CIO and Vice Provost, Information Technology, State University of New York - Erie

Sharyne Miller
Associate Vice Chancellor of Technology and CIO, UNC Wilmington

Ernie Perez
Director, Educational Technology, Digital Learning & Innovation, Boston University

Beth Schaefer
Chief Operating Officer, ITS, University of Wisconsin, Milwaukee

David Weil
Associate Vice President and CIO, Ithaca College

Susan Grajek
Vice President, Partnerships, Communities and Research, EDUCAUSE
Poll question
(select the answer that best applies)

What kind of organization do you represent?

- Community college
- Bachelors institution
- Masters institution
- Doctoral institution
- Non-US college or university
- Other non-profit
- Corporation/for-profit organization
- None: I’m retired or otherwise unaffiliated with an organization

Outline for Today

- Introduction to the Top 10 IT Issues
- Panelist Perspectives
- Lightening Round
- Q and A
- Closing
Introduction to the 2020 Top 10 Issues
Susan Grajek
EDUCAUSE

Setting the Stage: Higher Education’s Grand Challenges

- **Student success**
  - Persistence, retention, completion
  - Engagement
  - Outcomes

- **Financial health**
  - Enrollment
  - Costs
  - Funding
  - Natural disasters

- **Reputation and relevance**
  - Affordability
  - Political climate
  - Teaching
  - Academic programs
  - Research

- **External competition**
  - Alternative credentials
  - Employer-based learning
  - Talent
  - Global HE
The Vote

- Administrative Simplification
- Community and Industry Partnerships
- Digital Integrations
- Disaster Recovery and Business Continuity
- Engaged Learning
- Future IT Workforce
- Higher Education Affordability
- Holistic Student Success
- Improved Enrollment
- Improved Teaching
- Information Security Strategy
- Market-Responsive Higher Education
- Privacy
- Resilient IT Strategy
- Student Retention and Completion
- Student-Centric Higher Education
- Sustainable Funding
- Technology as an Investment
- The Integrative CIO
- Workforce of the Future
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1. **Information Security Strategy**: Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges.

2. **Privacy**: Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data.

3. **Sustainable Funding**: Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints.

4. **Digital Integrations**: Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms.

5. **Student Retention and Completion**: Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support.

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6. **Student-Centric Higher Education**: Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education.

7. **Improved Enrollment**: Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences.

8. **Higher Education Affordability**: Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future.

9. **Administrative Simplification**: Applying user-centered design, process improvement, and system reengineering to reduce redundant or unnecessary efforts and improve end-user experiences.

10. **The Integrative CIO**: Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions.
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Simplify
4. Digital Integrations
9. Administrative Simplification

Sustain
1. Information Security Strategy
2. Privacy
3. Sustainable Funding
8. Higher Education Affordability

Innovate
5. Student Retention and Completion
6. Student-Centric Higher Education
7. Improved Enrollment

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Simplify
4. Digital Integrations: Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms
9. Administrative Simplification: Applying user-centered design, process improvement, and system reengineering to reduce redundant or unnecessary efforts and improve end-user experiences
Simplify: Hopes in 3-5 Years

- We develop standards and tools to simplify out of the box integrations and facilitate better analytics
- Institutional services are as easy to use as consumer apps
- Institutions direct more of their efforts toward students’ needs, from student mental health, to retention, to recruitment, to debt avoidance, to job placement.

Simplify: Takeaways

- Break down the silos
- If the whole is more than the sum of the parts, there needs to be a whole in the first place.
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**Sustain**

1. Information Security Strategy: Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges
2. Privacy: Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data
3. Sustainable Funding: Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints
8. Higher Education Affordability: Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

Sustain: Hopes in 3-5 Years

- We adopt a data common framework
- Privacy is as important as information security
- Institutions understand IT’s value to business models and missions, and fund it accordingly.
- Other parts of the higher education ecosystem share accountability for affordability as a societal good
Sustain: Takeaways

- Data is the currency of the institution
- We have to have a sustainable strategy for both our currencies

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**Innovate**

5. Student Retention and Completion: Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support

6. Student-Centric Higher Education: Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education

7. Improved Enrollment: Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences
Innovate: Hopes in 3-5 Years

- Institutions begin to see how many of their credentials, or “products,” need to be refactored, why, and how
- Different institutions focus on different types of students and thereby differentiate their offerings
- Today’s rudimentary success metrics give way to measures that capture the contribution of HE to people’s ability to thrive in life, however they define it

Innovate: Takeaways

- People, process, technology, product
- From doing things differently to doing different things
What is Digital Transformation (Dx)?

Digital transformation (Dx) is a series of deep and coordinated culture, workforce, and technology shifts that enable new educational and operating models and transform an institution’s operations, strategic directions, and value proposition.
Drive to Dx: Hopes in 3-5 Years

- CIOs have the transformation skills and strategic mindset to provide solutions to propel institutions and our sector forward.
- Institutions recognize the value CIOs bring, even for discussions that don’t directly involve IT
- Innovation is a common capability of higher education institutions

Digital Transformation in context

**Digitization**
- Changing from analog or physical to digital form
  - Digitize information
  - Organize information

**Digitalization**
- Using digital technologies and information to transform individual institutional operations
  - Automate processes
  - Streamline processes

**Digital Transformation**
- Transform the Institution

Digital transformation
- A series of deep and coordinated culture, workforce, and technology shifts that enable new educational and operating models and transform an institution’s operations, strategic directions, and value proposition
Digital Transformation Signals: Is Your Institution on the Journey?

by Malcolm Brown, Betsy Reinsel and Karen Wetzel  Wednesday, October 9, 2019  Enterprise Connections

Technology Shifts
Do leaders have collaborative processes and create digital environments that provide unparalleled agility and flexibility? At the same time, they must also manage a complex and ever-changing technology ecosystem in a way that allows the institution and its academic and business units to rapidly and efficiently achieve their strategic aims. New technologies do not stand alone but interact with each other. A new approach that results in focus on institutional strategic aims, in-depth analysis of change management, and an increase in institutional agility and flexibility is required. Are these changes in your institution?

Culture Shifts
Do leaders have shared understanding and alignment of strategy? Are leaders focusing on institutional strategic aims, alignment of key stakeholders, and vertical alignment of institutional priorities? How do leaders use data and analytics to adjust institutional course?

Workforce Shifts
Changes related to DX not only are having an inexorable impact on the day-to-day work of higher education professionals but also are creating the need for new skills and competencies across the institutional community. These changes are creating new opportunities and threats and demand a re-examination of human resource management. Are these changes in your institution?

Is Your Institution Driving to Digital Transformation?

Driving to Digital Transformation
Which changes first: the CIO or the institution?
Poll: Who do you plan to share the 2020 Top 10 IT issues on your campus? (check all that apply)

- The IT organization
- Colleagues beyond the IT organization
- Institutional leadership
- Students and/or faculty
- Customers
- Colleagues outside my institution

Panelist Perspectives: Higher Education Affordability

8. Higher Education Affordability: Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

Ernie Perez
Director, Educational Technology, Digital Learning & Innovation
Boston University

David Well
Associate Vice President and CIO
Ithaca College
Panelist Perspectives: Information Security

1. Information Security Strategy: Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

Sharyne Miller
Associate Vice Chancellor of Technology and CIO, UNC Wilmington

Beth Schaefer
Chief Operating Officer, ITS University of Wisconsin, Milwaukee

Panelist Perspectives: Improved Enrollment

5. Improved Enrollment: Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences

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CIO and Vice Provost, Information Technology, State University of New York - Erie

Beth Schaefer
Chief Operating Officer, ITS University of Wisconsin, Milwaukee
Poll: How do you plan to use the 2020 Top 10 IT issues?  
(check all that apply)

- Incorporate it into our strategic planning process
- Budget justifications
- To help others learn
- To help justify the value of IT in higher education
- To promote a product or service
- Use it for my own personal development

Panelist Perspectives: Privacy

2. Privacy: Safeguarding institutional constituents’ privacy rights and maintaining accountability for protecting all types of restricted data

Sharyne Miller  
Associate Vice Chancellor of Technology and CIO, UNC Wilmington

Ernie Perez  
Director, Educational Technology, Digital Learning & Innovation, Boston University
Panelist Perspectives: The Integrative CIO

10. The Integrative CIO: Repositioning or reinforcing the role of IT leadership as an integral strategic partner in institutional leadership in supporting institutional missions

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Lightening Round

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QUESTIONS??

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Thank you!

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