Charting the Path Ahead for the EDUCAUSE Core Data Service and Analytics Services
How familiar are you with Core Data Service?

- What’s Core Data Service?
- I’ve heard of it, but haven’t used it.
- I’d consider myself a novice user
- I’d consider myself an intermediate user
- I’d consider myself a power user
Peer Wayfinding

Who are my technology peers?
EDUCAUSE Analytics Services Future

Key Metrics Benchmarking
*How do my resources compare?*

Peer Wayfinding
*Who are my technology peers?*
Peer Wayfinding
Who are my technology peers?

User Needs Assessments
What are my users experiencing?

Key Metrics Benchmarking
How do my resources compare?
EDUCAUSE Analytics Services Future

Organizational Assessment Tools
What should I do to improve?

User Needs Assessments
What are my users experiencing?

Key Metrics Benchmarking
How do my resources compare?

Peer Wayfinding
Who are my technology peers?
Which of these questions do you find yourself wondering most often?

- Who are my technology peers?
- How do my resources compare?
- What are my users experiencing?
- What should I do to improve?
- Something else
Who are my technology peers?

Peer Grouping +

Technology and Solutions Hub =

Institutional Profile
How do you identify peer institutions?

- **Institutional characteristics** - type of institution, urban/rural, residential character, hospital

- **Curriculum** - types of degrees granted

- **Finances** - endowment, institutional expenditures, research expenditures

- **People** - number of staff and students, pell grant recipients, applicants to admitted students, distance education students

- **IT Characteristics** - IT spending and staffing (generally), degree of centralization, IT services

- **Technologies** - CRM, ERP, LMS, SIS
## What solutions do my peers use?

**EDUCAUSE ACCENG**

### Peer Group Details

<table>
<thead>
<tr>
<th>Institution</th>
<th>Solution</th>
<th>Plans to Replace</th>
<th>Implementation</th>
<th>Contact Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>State University of Health Sciences</td>
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<tr>
<td>AYU University</td>
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<td>AYU Medical College</td>
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<td>AYU Dental School</td>
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<td>AYU School of Business</td>
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<td>AYU School of Law</td>
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<td>AYU School of Engineering</td>
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<td>AYU School of Education</td>
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<td>AYU School of Architecture</td>
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<td>AYU School of Journalism</td>
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<td>AYU School of Social Work</td>
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</tbody>
</table>

### Graph 1: Backup and Disaster Recovery Primary Product - 2019

- Solution: Veeam
- Plans to Replace: Veeam
- Implementation: Veeam
- Contact Institution: HECVAT
Leah Lang
Director of Analytics Services at EDUCAUSE
Pittsburgh, Pennsylvania · 500+ connections · Contact info

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Get started

Strengthen your profile

Is Director of Analytics Services at EDUCAUSE your current position?
Keep your profile updated to be discovered and grow your network

- [ ] No
- [x] Yes

About
Leah Lang leads EDUCAUSE Analytics Services, a suite of data services, products, and tools that can be used to inform decision-making about IT in higher education. Over the past six years, Leah has re-imagined EDUCAUSE's
How do my resources compare?

- Core Data Service survey
- Core Metrics dashboards
Central IT spending by area

Is my area spending within an expected range based on peer spending?
Analyzing your spending in the context of peer spending can help you identify potential areas for cost reduction or investment.

How does my area spending compare to my peers?
Not all institutions are able to provide detailed estimates of spending in particular areas. Use the accuracy of estimate filter to adjust your analysis according to the level of accuracy you require for benchmarking.
Total central IT staff

<table>
<thead>
<tr>
<th></th>
<th>My institution</th>
<th>Min</th>
<th>25th Percentile</th>
<th>Median</th>
<th>75th Percentile</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT staff FTEs as a percentage of total employee FTEs</td>
<td>3.2%</td>
<td>2%</td>
<td>2.8%</td>
<td>3%</td>
<td>3.4%</td>
<td>4%</td>
</tr>
<tr>
<td>Central IT staff FTEs per 1,000 institutional FTEs</td>
<td>9.1</td>
<td>5.9</td>
<td>6.9</td>
<td>8.1</td>
<td>9.6</td>
<td>14.1</td>
</tr>
<tr>
<td>Student worker FTEs as a percentage of IT FTEs</td>
<td>7%</td>
<td>5%</td>
<td>12%</td>
<td>19%</td>
<td>24%</td>
<td>32%</td>
</tr>
</tbody>
</table>

How does my central IT staffing compare to my peers?
- Fifty percent of my peers have central IT staffing levels between 2.8% and 3.4% of total employee FTEs. At 3.2% of total employee FTEs, my institution has more staff than 56% of its peers.
- Fifty percent of my peers have central IT staffing levels between 6.9 and 9.6 FTEs per 1,000 institutional FTEs. At 9.1 central IT FTEs per 1,000 institutional FTEs, my institution has more staff than 60% of its peers.
- Fifty percent of my peers have central IT student worker levels between 12% and 24% of total central IT FTEs. At 7% of central IT FTEs, my institution has more student workers than 35% of its peers.

Is my total central IT staffing within an expected range based on peer staffing?
- Central IT staffing at my institution during the last fiscal year was 8.4.
- My institution has 918.5 institutional FTE and total employee FTEs were 264.3
- Based on central IT staffing per institutional FTE at peer institutions, a practical range for my staff size is between 6.4 and 8.8 FTEs.
- Based on central IT staffing as a percentage of total employee FTEs at peer institutions, a practical range for my staff size is between 6.7 and 8.9 FTEs.
What are my users experiencing?

Fall 2020 Student and Faculty study

User Needs Assessment service design
What should I do to improve?

Digital Transformation Maturity Assessment
Action items:

Now
- Become an EDUCAUSE member

September 2020
- Complete your institutional profile

October 2020
- Start your CDS 2020 survey
- Sign up for Fall 2020 student and faculty studies
- Complete DX self-assessment

November 2020
- Deploy Fall 2020 student and faculty studies

December 2020
- Complete CDS 2020 survey
Thank You

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