EDUCAUSE Live! Participant Chat: Links and Abbreviated Transcript

**What You Need to Know about Today's Higher Education IT Workforce**

December 17, 2013: 1:00 p.m. ET (UTC-5; 12:00 p.m. CT, 11:00 a.m. MT, 10:00 a.m. PT)

**Session Links:**
- Today's Higher Education IT Workforce: [http://www.educause.edu/library/resources/today%E2%80%99s-higher-education-it-workforce](http://www.educause.edu/library/resources/today%E2%80%99s-higher-education-it-workforce)

**Abbreviated Session Chat:**

Larry Bryant: (13:08) Isn't that because age correlates to experience level?

Tom Scavo: (13:11) I'm surprised database experts take a hit

Charlie Giannetto: (13:13) What about geographic location?

Pam Arroway, EDUCAUSE: (13:13) @Charlie, we didn't have enough data to also slice by geographic location.

Vlad (Univ. of Michigan): (13:19) Questions 3 and 4 are identical, yet with slightly different answers...

Robin Hartman: (13:19) Thanks!

Joan Cheverie: (13:20) Some other resources:

Joan Cheverie: (13:20) • The Higher Education CIO: Portrait of Today, Landscape of Tomorrow, 2011

Joan Cheverie: (13:20) • IT Career Development of the Future – EDUCAUSE Review, June 2013

Tom Scavo: (13:21) Database Admin is in short supply, yet database experts take a salary hit

Pam Arroway, EDUCAUSE: (13:21) @Tom, chicken? egg?

Judith Tabron: (13:21) I noticed that too, Tom. Database admins are underpaid across the board? Is it just in higher ed?
Tom Scavo: (13:21) What's the difference between "programmer" and "engineer"

Pam Arroway, EDUCAUSE: (13:21) This study is only on higher ed IT.

Pam Arroway, EDUCAUSE: (13:22) @Tom, that was an open-ended question. We didn't pre-define the positions.

Tom Scavo: (13:23) @Pam I see, thanks

TAMU Engineering: (13:26) Were there only 5 skills to rank?

Dan Jacobsohn (UW-Madison): (13:27) there's Gartner research that shows that job descriptions don't highlight these (interpersonal) skills, even though we say we want them

Pam Arroway, EDUCAUSE: (13:27) @TAMU, no a long list. You can see this in the report when it comes out.


Tom Scavo: (13:27) Wow, this is fascinating info

Pam Arroway, EDUCAUSE: (13:27) sloppy list, but good for a quick view, i hope.

Tom Scavo: (13:28) Not one mention of technology


Nancy Hays: (13:29) @Tom Scavo item e is technical proficiency...

Tom Scavo: (13:30) @Nancy Oh, I think I missed that, thanks

TAMU Engineering: (13:30) This result is from the perspective of CIOs, right?

NC State OIT: (13:32) The slide shows what keeps you in your position, but it doesn't indicate what would motivate you to depart.

guest 4: (13:33) Doesnt quality of life have to do with compensation?

Pam Arroway, EDUCAUSE: (13:34) again, a sloppy list, but here are the factors we asked about keeping them in their jobs: a. Monetary compensationb. Benefits. Geographic locationd. Reputation of the institution for academic excellencee. Reputation of the institution for technological excellence.

TAMU Engineering: (13:35) Can you explain what meeting annual performance goals means within the context of professional development?

Pam Arroway, EDUCAUSE: (13:36) @TAMU, we didn't define it. It said "Meeting my annual performance goals", no additional explanation.

Sharon Blanton: (13:39) When facing budget troubles, PD is often the first thing cut. Terribly short sighted.

S. Franklin: (13:41) People can work elsewhere than in higher Ed and yet contribute to Higher Ed and Education in general.

NC State IT community: (13:43) Leaving higher education or leaving that particular position?

Pam Arroway, EDUCAUSE: (13:44) leaving current position.

Kristen: (13:44) leaving their position? Maybe they are ambitious and are seeking advancement?

Nancy Hays: (13:47) Wow -- HR doesn't provide help with repurposing or retaining IT staff? Given the costs of hiring and training, this is a big weakness.

Joe Czyz: (13:49) Were there any questions that asked about involvement in enterprise IT changes and their personal perception of value in their department?

Robin Hartman: (13:50) Is outsourcing seen as a good trend or a problem for HE?

Robin Hartman: (13:51) Outsourcing = cloud solutions.

Bob Smith 2: (13:51) A common perception is that HED Institutions do not Promote into higher levels from within. Easier to higher for the position, than develop and promote staff.

Greg Alstad (MacEwan University): (13:51) Perhaps there is a tendency for those in IT to feel there may be entrepreneurial opportunities out there that may pay off more than a job in HE.

Joe Kmiech (UW-Superior): (13:53) Does the full report show data split between public and private institutions?

Pam Arroway, EDUCAUSE: (13:53) @Robin, we did ask if outsourcing will reduce the number of IT positions. One-third of managers agreed with that.

Joe Kmiech (UW-Superior): (13:54) Yes, that's the point of my question.

guest: (13:55) Is there a link to the full report?
guest 11: (13:55) What about Institutions that don't have an actual CIO role? How successful can the IT department be without that lead role in place?

N. Stern: (13:55) It could be interesting to see the number if the questions were flipped to ask "HR is unsupportive..or HR is actively discouraging fo..." Sometimes the neutral action from HR an be hard to explain.

Pam Arroway, EDUCAUSE: (13:55) also, about one-third of managers agree that outsourcing systems and services is important to maintaining an adequate IT workforce.

Robin Hartman: (13:55) Did they indicate that outsourcing is a positive thing?

Robin Hartman: (13:56) Thanks, Pam

Pam Arroway, EDUCAUSE: (13:56) we didn't really ask positive/negative. Those are the only items we asked about outsourcing.

Pam Arroway, EDUCAUSE: (13:56) 75% of respondents were from Central IT.

Robin Hartman: (13:57) Okay.

guest: (13:57) is the full report available electronically - what is URL

Pam Arroway, EDUCAUSE: (13:57) the full report is not yet available.

guest: (13:58) will availability of full report be advertised via educatue links

Pam Arroway, EDUCAUSE: (13:58) some materials are posted here and the report will be here in January: http://www.educause.edu/library/resources/today%E2%80%99s-higher-education-it-workforce

guest: (13:58) Thanks!