The EDUCAUSE 2018 Top Higher Education Issues and the Role of the IT Leader

EDUCAUSE Corporate Learning Series
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Vanessa Hammler Kenon
Assistant Vice Provost for IT
UTSA Office of Information Technology
vanessa.kenon@utsa.edu

Chris McCoy
CIO
University of Arkansas
cam@uark.edu
Today’s Discussion

▪ The impact of the Top IT issues on the role of the technology leader in higher education.
▪ How the technology leadership role has changed over the last 10 - 15 years.
▪ How campus priorities influence IT organizations and how these challenges influence the Top IT issues.

Discussion: How has the IT leader role evolved over the last 10 years?
TOP TEN IT ISSUES OF 2018: Remaking Higher Education

Higher Education, Remade

4 Themes

…very interconnected

Institutional adaptiveness

3. Institution-wide IT strategy
6. Higher education affordability
10. Change leadership

IT adaptiveness

1. Information security
7. IT staffing and organizational models

Student outcomes

2. Student success
5. Student-centered institution

Decision-making

4. Data-enabled institutional culture
8.(tie) Data management and governance
8.(tie) Digital integrations

Institutional Adaptiveness

3. Institution-wide IT strategy
6. Higher education affordability
10. Change leadership

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### Trends Related to Institutional Adaptiveness

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<tr>
<th>Most influential</th>
<th>Taking hold</th>
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<td><strong>Influencing IT strategy at &gt;60% of institutions</strong></td>
<td><strong>Influencing IT strategy at 41-60%</strong></td>
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<td>• Contributions of IT to institutional operational excellence</td>
<td>• Business process redesign</td>
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<td>• IT as an agent of institutional transformation and innovation</td>
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<td>• Shared services</td>
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3. **Institution-wide IT strategy**  
6. **Higher education affordability**  
10. **Change leadership**

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**Discussion:** How does considering institutional adaptiveness influence how you lead?
TOP TEN IT ISSUES OF 2018

IT Adaptiveness

1. Information security
7. IT staffing and organizational models

Trends and Emerging Technologies Related to IT Adaptiveness

**Taking hold**

*Influencing IT strategy at 41-60%*

- Compliance environment
- Strategic relationships with vendors
- Campus safety
- Diversity, equity, and inclusion
- Incorporating risk-management approaches into IT strategy and service delivery
- Service management (ITSM, ITIL)
- Managing mobility (of people, data, institutional resources)

**Most influential**

*Influencing IT strategy at >60% of institutions*

- Increasing complexity of technology, architecture, and data
- Complexity of security threats

1. Information security    7. IT staffing and organizational models
Discussion: How does considering “IT adaptiveness” impact how you lead?

TOP TEN IT ISSUES OF 2018

Student Outcomes

2. Student-centered outcomes
5. Student success
Trends and Emerging Technologies Related to Student Outcomes

Top 10 Strategic Technologies

2. Active learning classrooms
3. Incorporation of mobile devices in teaching and learning
6. Technologies for planning and mapping student educational plans
8. Predictive analytics for student success (institutional level)
10. Student success planning systems

Most influential Trend

Influencing IT strategy at >60% of institutions

- Student success focus/imperatives

Discussion: How does considering student outcomes impact your IT leadership role?
TOP TEN IT ISSUES OF 2018

Decision-Making

4. Data-enabled institutional culture
8.(tie) Data management and governance
8.(tie) Digital integrations

Trends and Emerging Technologies Related to Decision-Making

**Most influential**

*Influencing IT strategy at >60% of institutions*
- Increasing complexity of technology, architecture, and data
- Data-driven decision making

**Top 10 Strategic Technologies**

1. Uses of APIs
5. Technologies for improving analysis of student data
8. Predictive analytics for student success (institutional level)

**Taking hold**

*Influencing IT strategy at 41-60%*
- Institution-wide data management and integrations
- Changing enterprise system architectures, integrations, and workflows

4. Data-enabled institutional culture 8.(tie) Data management and governance 8.(tie) Digital integrations
Discussion: How does the use of technology in decision-making activities across the institution impact how you partner with campus stakeholders?

Questions
TOP TEN IT ISSUES OF 2018

Thank you!