Charting the Path Ahead for the **EDUCAUSE Core Data Service** and **Analytics Services**
EDUCAUSE Analytics Services Future

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?*
EDUCAUSE Analytics Services Future

User Needs Assessments
What are my users experiencing?

Key Metrics Benchmarking
How do my resources compare?

Peer Wayfinding
Who are my technology peers?
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?
Redesign Goals

- **Less items with higher impact**
  - *The CDS has a lot of information and many items are “interesting,” “nice to know,” and “helpful” but those attributes do not mean they are critical for planning. We need to refine focus and be highly selective, allowing only the most relevant data.*

- **Explain the value**
  - *Rather than providing only raw data where the manner in which the data is interpreted may vary widely from user to user, we want to explain the data not by definition but instead by user context.*

- **Contextualize data**
  - *Single data elements for important attributes are not sufficient. It isn’t enough to compare staffing or budgeting data, more resolution is needed on supporting elements to ensure a comparison is valid.*
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
Where are my peers located?

Peer Locations: EDUCAUSE - AA (CC2017)-6888

College of Southern Nevada
Carnegie Class:
Student FTE:

Too many institutions to show labels

Carnegie Class
- AA
- BA Priv
- BA Pub
- For-Profit
- Specialized

Student FTE
- 7.7k
- 7k
What solutions do my peers use?

Peer Group Details:

<table>
<thead>
<tr>
<th>Name</th>
<th>Solution</th>
<th>Plans to Replace</th>
<th>Implementation</th>
<th>Contact Institution</th>
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Leah Lang
Director of Analytics Services at EDUCAUSE
Pittsburgh, Pennsylvania · 500+ connections · Contact info

Show recruiters you're open to work — you control who sees this
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 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 Goals & Focus

Core Metrics dashboards
Outline of the new CDS

Goals:
- Peer review rather than aggregate data
- Data with nuance and context
- Focus on data accuracy and simplicity

Areas of focus:
- Spending
- Staffing
- Services
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.

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### Expected central IT administration and management of IT spending range

- **My institution**: $135,196.46
- **Within range**: $84,055.99 - $177,969.96

- **Based on spending data from 9 out of 9 peers**

<table>
<thead>
<tr>
<th>Description</th>
<th>My institution</th>
<th>Min</th>
<th>25th Percentile</th>
<th>Median</th>
<th>75th Percentile</th>
<th>Max</th>
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</thead>
<tbody>
<tr>
<td>IT central IT administration and management of IT spending per institutional FTE</td>
<td>$147.19</td>
<td>$57</td>
<td>$92</td>
<td>$167</td>
<td>$194</td>
<td>$394</td>
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<tr>
<td>IT central IT administration and management of IT spending as a percentage of total central IT spending</td>
<td>15%</td>
<td>5%</td>
<td>10%</td>
<td>14%</td>
<td>17%</td>
<td>36%</td>
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### Central IT administration and management of IT

- **Plan to increase spending**
- **Plan to keep spending as is**
- **Plan to decrease spending**

- **Based on spending data from 9 out of 9 peers**

- **Accuracy of estimate:**
  - Extremely accurate (+/- 0–5%)
  - Somewhat accurate (+/- 5–10%)
  - A little accurate (+/- 10–20%)
  - Not at all accurate (+/- more than 20%)

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Total central IT staff

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.

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What are my users experiencing?

Fall 2020 Student and Faculty study
User Needs Assessment service design
Thank You

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