



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

Welcome, Leah Lang. EDUCAUSE | CDS Manager

CDS Dashboard

2019 SURVEY TIMELINE

January 10, 2020

2019 deadline extension period ends

Survey Closed ▾

January 2020

Official 2019 data released

Use 2019 Data ▾

July 13, 2020

2020 survey opens

ETRAC Dashboard

FAVORITE REPORTS

ITOSFQ1 - All CDS eligible

January 11, 2030

[Analyze Data](#)



host-based IPS deployment

January 11, 2030

[Analyze Data](#)

All CDS eligible



SURVEY STATS



Authors Assigned
[Manage role assignments](#)



Modules Completed
By your institution for 2019



Days Remaining
Until CDS 2020 survey launch

ITOSFQ6

January 11, 2030

[Analyze Data](#)

service portfolio



InfoSec Risk

January 11, 2030

[Analyze Data](#)

Saved 2/12/19 - regulatory going up





i'm allergic to basic

Google

Google Search

I'm Feeling Lucky

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
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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?

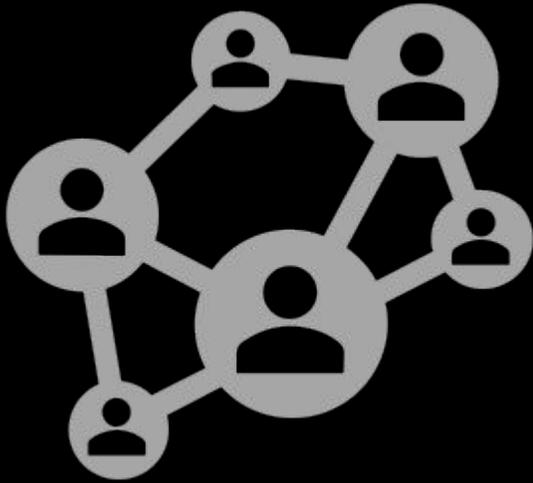


Peer Wayfinding
Who are my technology peers?

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?

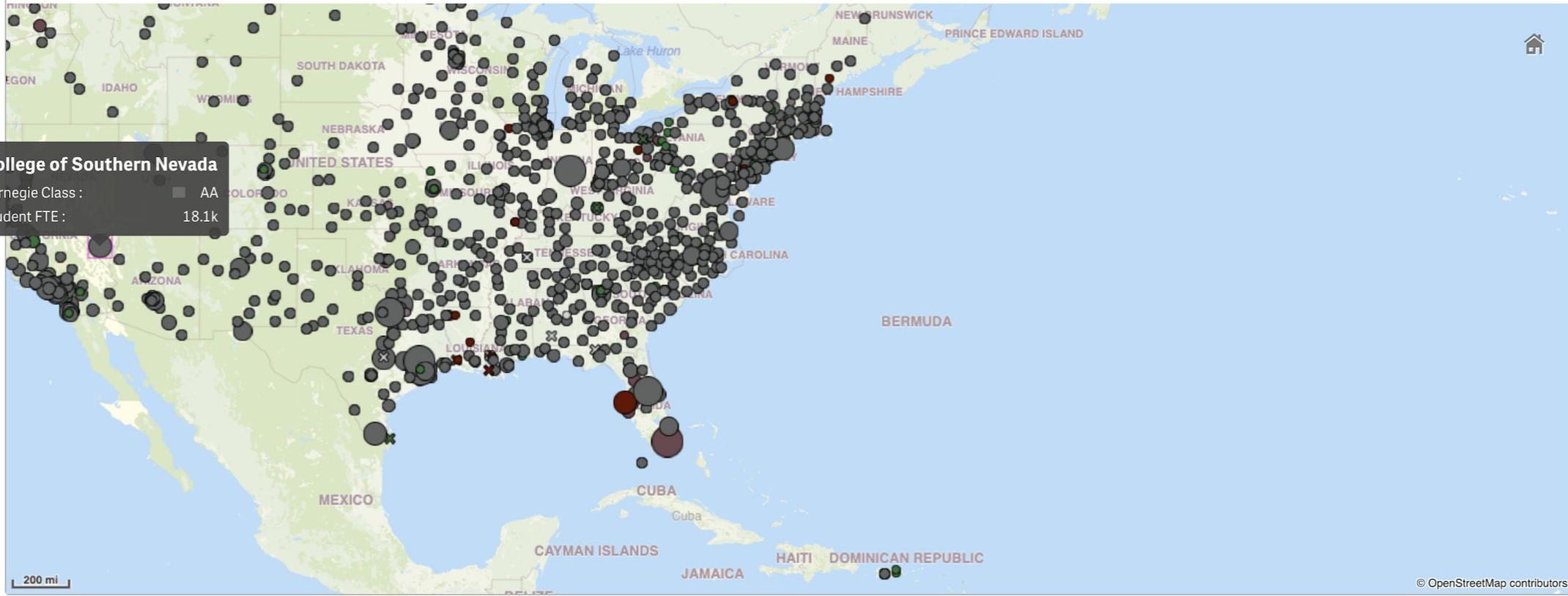
- **Institutional characteristics** - *type of institution, urban/rural, residential character, hospital*
- **Curriculum** - *types of degrees granted*
- **Finances** - *endowment, institutional expenditures, research expenditures*
- **People** - *number of staff and students, pell grant recipients, 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?

Dots - PointLayer



Peer Locations: EDUCAUSE - AA (CC2017)-6808



College of Southern Nevada
Carnegie Class : AA
Student FTE : 18.1k

Too many institutions to show labels

Dots
Point layer

Carnegie Class

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

Student FTE

- 37.8k
- 7



Technology and Solutions Hub

Veeam



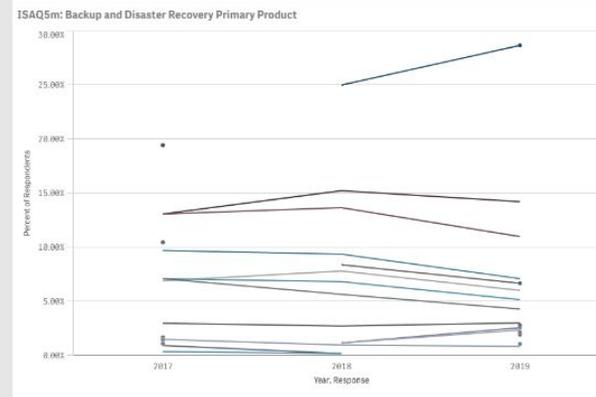
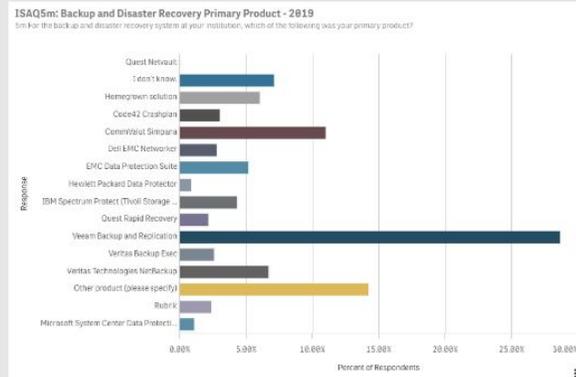
What solutions do my peers use?

EDUCAUSE - All CDS eligible



Key Contact Name/email

[HECVAT](#)



Peer Group Details

Name	Solution	Plans to Replace	Implementation	Contact Institution
A.T. Still University of Health Sciences				
Aalto University				
Aarnith Nakoda College				
Ablene Christian University				
ABO Akademi University				
Abraham Baldwin Agricultural College				
Academy of Art University				
Acadia University				
Adams State University				
Adelphi University				
Adler Graduate School				
Adler University				
Adrian College				



Add profile section ▾

More...



Leah Lang

Director of Analytics Services at EDUCAUSE

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EDUCAUSE



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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**

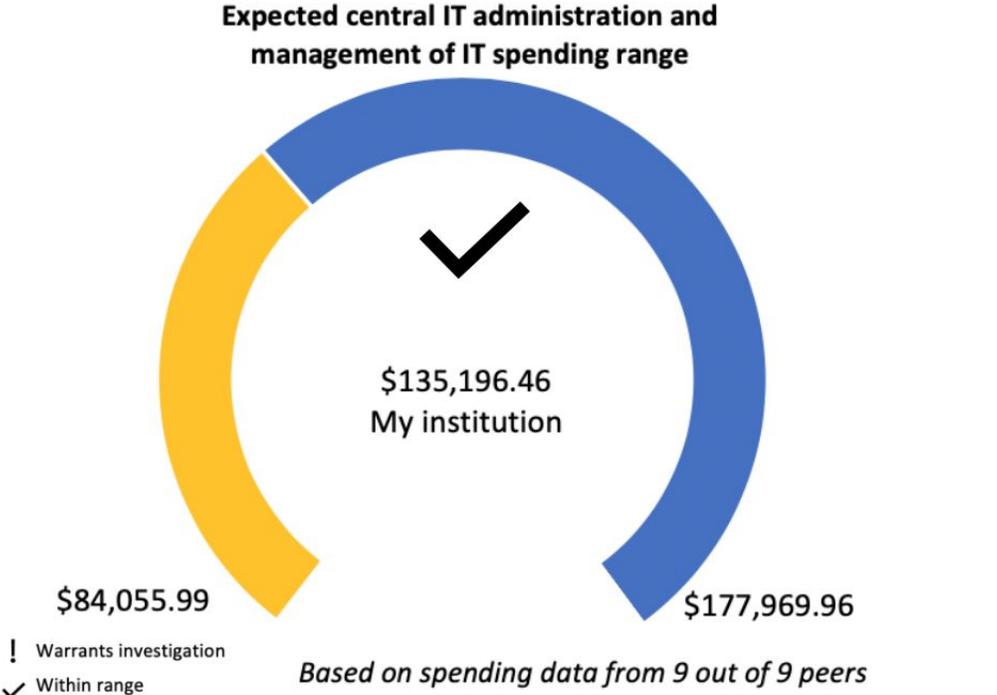
Areas of focus:

- **Spending**
- **Staffing**
- **Services**

Central IT spending by area

Is my area spending within an expected range based on peer spending?

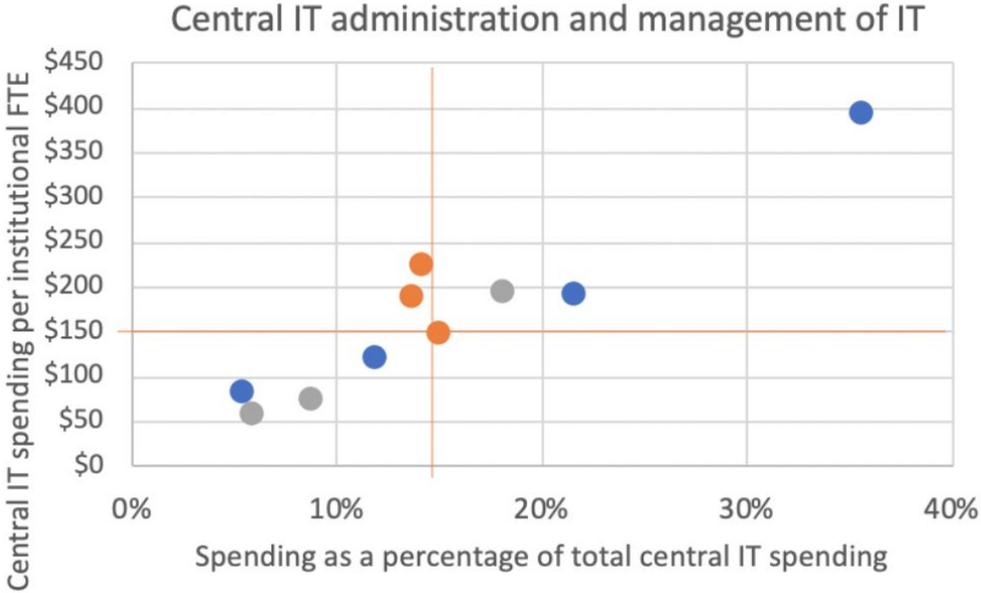
Analyzing your spending in the context of peer spending can help you identify potential areas for cost reduction or investment.



	My institution	Min	25 th Percentile	Median	75 th Percentile	Max
IT central IT administration and management of IT spending per institutional FTE	\$147.19	\$57	\$92	\$167	\$194	\$394
IT central IT administration and management of IT spending as a percentage of total central IT spending	15%	5%	10%	14%	17%	36%

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.



● 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%)

Total central IT staff

	My institution	Min	25 th Percentile	Median	75 th Percentile	Max
IT staff FTEs as a percentage of total employee FTEs	3.2%	2%	2.8%	3%	3.4%	4%
Central IT staff FTEs per 1,000 institutional FTEs	8.4	5.9	6.9	8.1	9.6	14.1
Student worker FTEs as a percentage of IT FTEs	7%	5%	12%	19%	24%	32%

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.



- ! Warrants investigation
- ✓ Within range

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

Thank You

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