Information Technology in Higher Education:
2011 Survey of Chief Information Officers

Executive Summary
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INTRODUCTION

The Leadership Board for CIO’s in Higher Education (LBCIO) survey is a project of LBCIO which was started by Dr. Michael Zastrocky and The Chronicle of Higher Education in 2009. The first LBCIO survey was administered by The Chronicle of Higher Education and LBCIO in 2010. This survey was developed as a global survey to provide CIO’s with key metrics to help them do the work of managing and planning IT for their institutions.

To get a full picture of information technology on campuses today, the Leadership Board for CIO’s surveyed a broad range of colleges and universities in May/June 2011 to collect strategic and tactical information on major issues that face chief information officers in higher education globally. Survey questions included financial and budget information for IT, organizational and governance questions, personnel and staffing questions, infrastructure and networking questions (including security issues), and questions concerning consumerization, administrative computing plans, strategic planning for IT, academic uses of information technologies, and plans for new and emerging technology. Dr. Michael Zastrocky, Executive Director of LBCIO was assisted by LBCIO board member, Jerry DeSanto, CIO at the University of Scranton and doctoral candidate at the University of Pennsylvania in the creation and analysis of this year’s survey.

The 2011 LBCIO survey added a few questions to look at several issues that were listed high on the LBCIO list of top issues facing CIO’s in higher-education in 2010. One of the most daunting issues that CIO’s must grapple with is consumerization. CIO’s are expected to provide infrastructure and support for any and all technologies that faculty, staff, students and others bring to campus or use to connect to the network. Another area for attention this year focused attention on IT organization and governance.

What we found is that while budgets are still tight and CIO’s are concerned about the future, they are cautiously optimistic and their planning reflects both optimism and concern. While the issues of consumerization are large and real, CIO’s are planning and adjusting their organizations to deal with the issues surrounding support for devices students, faculty, staff and others bring which are varied and new to IT. CIO’s are concerned about their organization and work is continuing on how best to build a governance model. Security remains an issue that is not isolated but tied to consumerization, cloud computing and future technologies being considered.

This executive summary is provided only to those institutions that completed the survey. Additional information and cross-tabbed results are available to all Leadership Board Members. If you have any questions concerning the survey or wish to inquire about membership in LBCIO, please contact Dr. Michael Zastrocky, LBCIO Executive Director at mzastrocky@lbcio.org or go to the LBCIO web site at www.lbcio.org for further information.
Financial and Budget Planning

Overall Institutional Budgets
Institutional budgets for 2011 were somewhat better off than what was reported in 2010. While a greater number of institutions reported increases and fewer reported decreases, the budget situation is precarious and most CIO’s are cautiously optimistic about the future.

- While almost twenty-nine percent of institutions reported they had lower overall budgets in 2011, this is considerably better than the forty-three percent of the institutions who reported they had lower overall operating budgets 2010.

- More than forty percent reported increases in 2011 compared with thirty-one percent reporting increases in the overall institutional budgets in 2010.

- The remaining thirty-one percent of institutions reported that their overall budgets remained the same compared with twenty-six percent in 2010.

- Cautious optimism still reigns at many institutions as almost two thirds of institutions expect budgets to either grow (38%) or stay the same (25%) next year.

Budgets for Information Technology
IT spending continues to follow closely overall institutional spending patterns with some exceptions.

In 2011, 24.6% of institutions reported their IT budgets decreased compared with overall budget decreases reported at 29%. This compares favorably over 2010 when 43 percent of the colleges and universities experienced decreases in IT budgets. Thirty-four percent reported IT budget growth for 2011 and 41.5% reported IT budgets stayed the same as the prior budget year.

- Two-year institutions were most likely to report growth in IT budgets for 2011, 45.5% compared with 26% for 4-year institutions, 41.7% for 4-year with master’s degree programs, 24.1% for doctoral granting institutions and 30.2% for research universities.

- Research universities were most likely to report decreased budgets for 2011 with 32.1% reporting budget decreases, compared with 27.6% of doctoral granting institutions, 20.8% of 4-year with masters degree programs, 15.8% of 4-year institutions and 18.2% of two-year institutions.
For those colleges and universities that reported cuts in their IT budget from the previous year, the cuts came in the following areas:

- Delayed maintenance or replacements: 60.7% compared with 80 percent in 2010
- Personnel: 58.7% compared to 61 percent in 2010
- Services: 49% compared to 53 percent in 2010
- Software licenses: 24% compared to 27 percent in 2010
- other: 13.3% compared to 18 percent in 2010

The positive movement away from delayed maintenance is a good sign but still leaves a great number of institutions needing to make up that delay from the past few years sometime in the future.

Respondents who said they were planning for no growth or a decrease in their IT operating budgets said they would be likely to follow these strategies:

- Renegotiating contracts with vendors: 60 percent same as 2010
- Cutbacks in services and support: 63.3% up from 57 percent in 2010
- Non-replacement of staff leaving the institution: 45.8% compared to 49 percent in 2010
- Elimination of staff positions: 29.2% compared to 25 percent in 2010
- Increased use of chargebacks for services and support: 22.5% compared to 20 percent in 2010
- Increased student fees: 25% compared with 18 percent in 2010

Capital expenditures are most often included in the IT budget (56.4% compared with 16.9% who indicated that capital expenditures are not included in the IT budget). Another twenty-six percent indicated some capital expenditures are included in the IT budget while other capital expenditures are not included.

The overall picture for budgets appears to be somewhat better than in 2010, but not much better and more than half indicate there are no new funding sources in sight.
IT Organization and Governance

The Role of the CIO

When asked if the role of the CIO has become more or less strategic in recent years 67.7% said more strategic while 12.4% said the role was more operational and 19.9% said there was no change in the role.

When asked where the CIO adds value to the institution the following responses were provided:

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Process Improvement</td>
<td>90.6%</td>
</tr>
<tr>
<td>Strategic Planning at the Institutional Level</td>
<td>82.5%</td>
</tr>
<tr>
<td>Teaching and Learning Innovation</td>
<td>80.0%</td>
</tr>
<tr>
<td>Modeling and Leading Project Management Initiatives</td>
<td>65.0%</td>
</tr>
<tr>
<td>Managing non-IT Functions</td>
<td>25.0%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>8.1%</td>
</tr>
</tbody>
</table>

35.2% percent reported directly to the CEO (president, rector, or vice-chancellor), 24.7 percent to the chief academic officer, 19.1 percent to the chief operating officer (executive vice president or administrative vice president), 18.5 percent to the chief financial/business officer, and 2.5 percent to a person two levels or more below the CEO.
When asked what relationships need to be nurtured, the following table indicates that most CIO’s are concerned about improving relationships with peers and others in leadership. Note that some relationships seem to have a high comfort level while others need more nurturing.

Reflecting on your prospects for continuing success as a higher education CIO, what key institutional relationships do you need to nurture more intensely? (Check all that apply)

- Chief Academic Officer: 75.6%
- Chief Financial Officer: 72.5%
- CEO (President, Rector, Vice-Chancellor…): 71.3%
- Academic Deans: 53.1%
- Students: 40.0%
- Head of Research: 37.5%
- Chief Enrollment Officer: 33.8%
- Chief Advancement Officer: 33.8%
- Dean of Library: 25.0%
- Head of Human Resources: 23.8%
- Head of Physical Plant: 17.5%
- Other: 6.3%

**IT Governance**

IT Governance is important for most CIO’s and improvement of the governance model is on the agenda of many CIO’s in higher education as indicated by the following questions:

- How important is IT governance to you as CIO?
  - Very Important: 65.4%
  - Somewhat Important: 27.2%
  - Of Minimal Importance: 6.2%
  - Not Used: 1.2%

- How do you view the relative importance of assessing and improving IT governance at your institution?
  - Very high priority: 24.8%
  - Moderately high priority: 47.8%
  - Moderately low priority: 14.3%
  - Low priority: 13%
The following chart indicates that most CIO's rate their governance model as somewhat less than “very effective”.

**Our IT governance model is:**

- Very Effective: 16.4%
- Somewhat Effective: 42.8%
- Moderately Effective: 29.6%
- Has No Effect: 11.3%

**IT Staff Size and Personnel Issues**

IT staff size is beginning to show some gains as the percentage of institutions reporting IT staff increases went from 16% in 2010 to 30.9% in 2011. Correspondingly, 43.2% indicated their staff size stayed the same compared with 56 percent in 2010 and 25.9 percent indicated their IT staff size decreased compared to 28% in 2010.

**Has your Full Time IT staff**

- Stayed the same: 43.2%
- Decreased in the past 12 months: 25.9%
- Increased in the past 12 months: 30.9%
Expectations for 2012 showed little optimism with only 29 percent expecting the size of the IT staff to grow and 55% indicating the size would stay the same. The smallest proportion—16 percent—expected a decrease.

**Outsourcing**

One area where many CIO’s expect to see growth is in outsourcing. More than two-thirds of CIO’s surveyed (67.5%) expect to see outsourcing grow in the next two years while only 3.1% expect to see outsourcing arrangements decreased. Currently 76.5% of institutions utilize outsourcing while 23.5% indicated no use of outsourcing in IT.

Overall, most CIO’s are pleased with outsourcing agreements. For those that are using outsourcing services, 76.5% said that services met expectations while 14.7% indicated that outsourcing services were less than expected. Almost 9% indicated that outsourcing services actually exceeded expectations.

For those institutions that brought back outsourcing services. The following reasons were given:

*If you have brought back service/support that was previously outsourced, what reasons were used to bring the service back inhouse? (please check all that apply)*

- **Other (please specify)**: 31.3%
- **Delay in implementations (time sensitivities not met)**: 15.6%
- **Services did not meet expectations**: 53.1%
- **Costs were greater than expected**: 46.9%

**Consumerization of IT**

The consumerization of Information Technology (IT) in higher education, defined as the rapid introduction of a plethora of mostly mobile, consumer grade technologies onto the
college campus, is significantly impacting the continually evolving role of the higher education Chief Information Officer (CIO). Consumer technologies such as smartphones and tablets are beginning to redefine teaching, learning, and recreation. They are also beginning to creep into the administrative functions of the college enterprise. Secondarily, but a very critical component of this movement is the user familiarity and knowledge development that accompanies these devices and solutions. No longer are such devices considered “black boxes”, foreign to everyone but IT professionals. The users of these technologies have become quite sophisticated in a relatively brief period of time, and the learning curve is shortening.

As we drill down into the perspectives of the CIO’s about this phenomenon you begin to see how CIO’s are beginning to develop their strategies about leveraging this unstoppable movement. The table below assesses the CIOs’ views on the potential benefits of IT consumerization, which are numerous. Although the top two benefits listed (freedom of choice, and more competitive positioning for the institution) are difficult to tangibly measure, the next three benefits (less need for community labs, financial savings, and less IT staff needed) get to very tangible and measurable benefits.

**What are the potential benefits of the consumerization movement? (Check all that apply)**

- None: 6.4%
- Less need for community labs: 35.3%
- More competitive positioning for your institution: 52.6%
- Less IT staff needed: 9.0%
- Freedom of choice: 75.0%
- Financial savings: 31.4%
However, the CIO’s are very quick to delineate their opinions about the potential pitfalls associated with the IT consumerization movement. Chief among these concerns is the ever-present IT security issue at 91.8%. This worry mainly centers around the prospect for lost or stolen devices that may have confidential information stored on them. This problem is closely followed by integration issues at 86.8% and bandwidth concerns at 62.3%. The former issue deals with the diversity of devices appearing on the scene lacking interoperability because of the wide variety of vendors and standards. The latter matter regards the amount of network resource required to support untold number of WiFi enabled devices on campus. It’s very difficult to predict how much network bandwidth will be enough to meet demand when it’s impossible to know how many devices need to be supported and the extent of usage these devices will see.

Further drilling down into CIO concerns about IT consumerization a stratification by institution type reveals some interesting results. CIO’s from research universities have the greatest concerns about consumerization and these concerns center around security and integration issues. This would appear to reflect on greater decentralization and diminishment of CIO control in larger, more complex institutions. Smaller institution CIO’s seem to have less concerns about consumerization which may be a result of their greater control over all institutional IT expenditures and policies. Interestingly, bandwidth issues are most evident among 4-year institutions with masters programs. These schools likely feel the financial and overall resource squeeze most acutely and therefore express concerns that consumerization will drive up their need for bandwidth, which will increase their costs. The table below illustrates some of the discrepancies between types of institutions.
What are the potential problems that come from the consumerization movement? (Check all that apply)

<table>
<thead>
<tr>
<th>Problem</th>
<th>Research University</th>
<th>Doctoral Granting institution</th>
<th>4-Year with Masters Degree Programs</th>
<th>4-Year Institution Only</th>
<th>2-Year Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greater security issues/problems</td>
<td>46.2%</td>
<td>44.0%</td>
<td>56.8%</td>
<td>50.0%</td>
<td></td>
</tr>
<tr>
<td>Integration with existing systems</td>
<td>50.0%</td>
<td>64.0%</td>
<td>68.2%</td>
<td>63.8%</td>
<td></td>
</tr>
<tr>
<td>More bandwidth needed</td>
<td>90.4%</td>
<td>96.0%</td>
<td>85.9%</td>
<td>90.9%</td>
<td></td>
</tr>
<tr>
<td>Data integrity and consistency</td>
<td>50.0%</td>
<td>59.1%</td>
<td>55.3%</td>
<td>54.5%</td>
<td></td>
</tr>
<tr>
<td>More staff needed for training and support</td>
<td>90.4%</td>
<td>88.0%</td>
<td>88.0%</td>
<td>83.3%</td>
<td></td>
</tr>
<tr>
<td>Less control</td>
<td>38.5%</td>
<td>40.0%</td>
<td>47.7%</td>
<td>47.0%</td>
<td></td>
</tr>
<tr>
<td>Greater cost</td>
<td>27.3%</td>
<td>50.0%</td>
<td>47.7%</td>
<td>40.0%</td>
<td>27.3%</td>
</tr>
<tr>
<td>Greater need for community labs</td>
<td>32.7%</td>
<td>36.0%</td>
<td>29.5%</td>
<td>18.2%</td>
<td>5.8%</td>
</tr>
<tr>
<td>None</td>
<td>1.9%</td>
<td>4.0%</td>
<td>1.9%</td>
<td>3.3%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

The next table is the most telling of the charts about the IT consumerization movement and its impact on the CIO. With almost 90% of the CIO’s saying that IT consumerization is either moderately or significantly impacting the planning of the CIO’s, there is little doubt that the movement is significantly having an impact on many CIO’s planning for the future.
Administrative Computing

Institutions reported that software for administrative applications overwhelmingly comes from enterprise-resource planning vendors (ERP). While Open Source is touted by many CIO’s at conferences and journal articles, the evidence is that when it comes to administrative applications, the move to Open Source is not a rapid move.

2011 Survey Results

<table>
<thead>
<tr>
<th></th>
<th>ERP/vendor</th>
<th>Open source</th>
<th>Homegrown</th>
<th>Outsourced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financials (GL, AP, AR…)</td>
<td>93.5%</td>
<td>1.3%</td>
<td>3.2%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Student Registration, grading, transcripting</td>
<td>86.4%</td>
<td>0.0%</td>
<td>11.0%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>91.9%</td>
<td>0.0%</td>
<td>6.7%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Human Resources</td>
<td>90.2%</td>
<td>1.3%</td>
<td>4.6%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Payroll</td>
<td>89.6%</td>
<td>0.6%</td>
<td>3.9%</td>
<td>5.8%</td>
</tr>
</tbody>
</table>

Data warehousing still seems to be a goal at many institutions as the data indicates when asked if you have data warehousing in place, 56% indicated they had data warehousing in place, 14.5% indicated they didn’t have it in place, 27% are planning on doing something in the future and 2.6% have no plans for data warehousing.

When asked when the institution would likely upgrade administrative applications, there is an expectation that upgrades or replacements are in process or on the near horizon (less than 6 years) for almost two-thirds of institutions as shown in the table below:

Upgrading or Replacing Administrative Applications

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Application

<table>
<thead>
<tr>
<th>Application</th>
<th>In Process</th>
<th>Next 2-3 years</th>
<th>4-6 years</th>
<th>More than 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financials (GL, AP, AR…)</td>
<td>18.6%</td>
<td>25.5%</td>
<td>19.3%</td>
<td>36.6%</td>
</tr>
<tr>
<td>Student Registration, Grading, Transcripting</td>
<td>15.3%</td>
<td>28.5%</td>
<td>20.8%</td>
<td>35.4%</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>15.9%</td>
<td>28.3%</td>
<td>19.6%</td>
<td>36.2%</td>
</tr>
<tr>
<td>Human Resources</td>
<td>18.2%</td>
<td>26.6%</td>
<td>21.0%</td>
<td>34.3%</td>
</tr>
<tr>
<td>Payroll</td>
<td>14.4%</td>
<td>27.3%</td>
<td>21.6%</td>
<td>36.7%</td>
</tr>
<tr>
<td>Advancement</td>
<td>16.5%</td>
<td>31.6%</td>
<td>20.3%</td>
<td>31.6%</td>
</tr>
<tr>
<td>Grants Management</td>
<td>17.1%</td>
<td>34.1%</td>
<td>18.7%</td>
<td>30.1%</td>
</tr>
</tbody>
</table>

Academic Computing

Vendors supply 61 percent of the current course-management systems on the campuses in the survey but that is significantly lower than the 70% indicated in last year’s survey. Open-source solutions continue to make inroads, accounting for 25.3 percent of the systems compared with 21% in 2011. Over 9 percent of the campuses outsource their course-management systems in 2011 compared to 6% in 2010, and 3.2 percent have developed their own systems compared to 2% in 2010.

A smaller number of campuses—30 percent of the respondents—are currently considering replacements for their course-management systems compared with 39% in 2010. An additional 22 percent say they will consider a replacement within two to five years which is the same as for 2010, and 18 percent report they will likely consider replacement in more than three years. The remaining 31 percent said they did not know when they would consider a new system compared with 20% in 2010.

Instructional design, course design and the management of on-line learning more often reports either to an academic area (Provost or Chief Academic Officer 34.4% of the time and Dean level 11.3%) of the time than to the CIO where it reports 33.1% of the time. A separate unit for on-line education is responsible for instructional and course design 18% of the time. On the other hand, the responsibility for the maintenance and infrastructure for course management resides with central IT 66.7% of the time, academic computing 5.2% of the time, a separate unit for on-line education 7.8% of the time and is outsourced 17% of the time.

One area that seems to hold promise for some institutions is in the area of shared services. In our survey for 2011 the following responses were given to the question asking if the institution was considering the use of a shared services model for support of their course management system:
Desktop Virtualization was listed as an important area for the future in 2010 and continues to be important in our 2011 survey. Almost 70% are either currently utilizing desktop virtualizations or are in the planning stages with Citrix and VMWare the leading tools currently being utilized.

Have you considered a shared services model for support of your course management system?

<table>
<thead>
<tr>
<th>Currently using a shared services model</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes (43.5%)</td>
<td>9.7%</td>
</tr>
<tr>
<td>No (40.3%)</td>
<td>6.5%</td>
</tr>
</tbody>
</table>

Outsourcing of email for students continues to rise up from 50% in 2010 to more than 63% in 2011. Outsourcing of email for faculty and staff grew from just over 11% in 2010 to almost 23% in 2011. This seems to indicate that some of the fear over the privacy and protection of faculty and staff email is not as great as in the past.

Support for community labs continues to be important for most institutions and in spite of tight budgets the number of labs is not decreasing at most institutions.
If you support community labs, which best describes your support and plans:

- We continue to increase the numbers of labs available for general use: 16.0%
- We have about the same as we had five years ago: 35.1%
- We are not increasing the numbers of labs but increasing the availability of...: 27.5%
- We are decreasing the number of community labs: 21.4%

Infrastructure and Security

IT support for security continues to be a problem that requires a lot of attention at most institutions. Most institutions are reporting an increase in support efforts over the past two years and few are reporting decreased efforts as indicated in the chart below. While two-year institutions and research universities were most likely to report increases, more than 55% of all institutions reported increased support efforts.

Has IT support for security

- Research University
- Doctoral Granting institution
- 4-Year with Masters Degree Programs
- 4-Year Institution Only
- 2-Year Institution

- Increased
- Stayed the same
- Decreased
Institutions are also holding fast to performing security audits (75% have performed a security audit in 2011 vs. 71% in 2010). One bright spot is that in 2011 almost 44% plan on performing the security audit annually while in 2010 only 35% planned on repeating the audit annually.

**How often do you plan to do a security audit?**

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annually or more often</td>
<td>43.6%</td>
</tr>
<tr>
<td>Every two years or longer</td>
<td>45.0%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>11.4%</td>
</tr>
</tbody>
</table>

Penetration testing by an outside firm has been done at more than half the institutions:

**Have you done penetration testing using an outside firm?**

<table>
<thead>
<tr>
<th>Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>55.3%</td>
</tr>
<tr>
<td>No</td>
<td>30.3%</td>
</tr>
<tr>
<td>Considering</td>
<td>14.5%</td>
</tr>
</tbody>
</table>
And more than half of the institutions have a formal security plan:

**Do you have a formal IT Security plan?**

- Yes: 51.3%
- No: 28.3%
- Working on one: 20.4%

Most institutions have a plan to restore mission critical applications in case of a crisis (74% have a plan and 19% are working on a plan and only 7% don’t have a plan and aren’t working on one). That’s the good news. The bad news is that 30% have never tested the plan and 32% have tested the plan less frequently than annually. This leaves lots of room for improvement.

Fully redundant data centers where an institution can get their systems up and running in less than a week are still the exception and not the rule:

**Does your institution have a fully redundant data center, where you could get all your systems up and running in less than a week?**

- Yes: 33.3%
- No: 47.7%
- Planning stage: 19.0%

**Cloud Computing**

Most institutions are doing something in the cloud:
While institutions are reporting a mix of academic and administrative applications in the cloud as evidenced by the following chart:

**Are You Using Cloud Computing?**

- Yes: 56.6%
- No: 19.1%
- Considering for the future: 24.3%

...the use of cloud computing for major administrative applications is still a very small portion of the activities currently taking place in the cloud:

**If you are using cloud computing, which best describes the cloud computing activities?**

- Mostly academic (teaching and learning): 22.0%
- Mostly management needs (administrative information): 16.0%
- Community service or outreach: 1.0%
- Mix of academic and administrative and community service: 57.0%
- Not sure: 4.0%
Outlook for the future...

The survey asked CIO's to list the top three new and emerging technologies they are considering for the future. The responses included a wide range of comments and technologies and applications. We have clustered them together and the following represents what CIO's are concerned about and planning for the future:

- Mobile technologies and applications including tablets and smart phones: 30%
- Cloud computing issues: 20%
- Virtualization/Desktop Virtualization: 16%
- Identity Management: 5%
- Lecture capture and video: 3%

Summary and Methodology
The 2011 survey was sent to almost 1,000 CIO’s globally and the response rate was almost 20%. The survey was sent to a diverse group of institutions globally and was conducted the last week of April, 2011 and completed the second week of May, 2011. More than 61% of respondents were from public institutions while just over 38% were from private institutions and 1% were from proprietary institutions. Research universities comprised 31.5% of respondents, 4-year with master’s degree programs 28.2%, doctoral-granting institutions 17.7%, two-year institutions 12.2%, and four-year institutions with no graduate programs 10.5%. The proportion of respondents by institution sized, based on full-time equivalent enrollment:

- Fewer than 3,000 students: 19.9%
- 3,000 to 4,999 students: 13.3%
- 5,000 to 9,999 students: 16.0%
- 10,000 to 24,999 students: 29.8%
- More than 25,000 students: 21.0%

While budgets are still tight and many institutions are in cutback mode, CIO’s are cautiously optimistic about the future and are planning for changes in IT to ensure that the institution’s IT and information needs are not only be met but are secure.

If you would like more information about the survey and/or would like more information about The Leadership Board for CIO’s in Higher Education please contact:
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