2003 EDUCAUSE Core Data Survey

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When responding to the survey questions, please enter data that describe your current IT environment unless a question specifically requests data for the fiscal year 2002-2003.

Please note that for any term in the survey that is underlined there is a corresponding definition or explanation for that term in the glossary of terms which appears at the end of the printable version of the survey. When working with the survey online, simply clicking on the term will bring up its definition/explanation from the glossary.

IT Organization, Staffing, and Planning

1. What is the title of the highest ranking technology administrator / officer on your campus?

Director CNS and Associate CITO

2. To whom does the highest ranking technology administrator / officer on your campus report?

○ President / chancellor / CEO
○ Highest ranking academic officer (Provost, Academic VP, Dean)
○ Highest ranking administrative officer (Administrative VP, Executive VP)
○ Highest ranking business officer (Business Officer, CFO)
○ Second level academic officer (Assistant / Associate Provost or Assistant / Associate VP)
○ Second level administrative officer (Assistant / Associate Administrative VP)
● Reports jointly to president / chancellor / CEO *and* chief academic officer
○ Reports jointly to chief academic officer *and* chief administrative or financial officer
○ Other Second level academic officer and second level administrative o

3. What functions report to the highest ranking information technology administrator / officer on your campus? (Check all that apply.)

☑ Academic Computing / Research Computing

☑ Administration of IT Organization

☑ Administrative Information Systems

☐ Computer Store

☑ Desktop Support / User Support Services / Training

☑ Distance Education

☐ Instructional Technology

☐ Information Technology Policy

☑ Information Technology Security

☐ Library

☐ Mailroom

☑ Multimedia Services

☑ Network Infrastructure and Services

☑ Operations / Data Center

☐ Print / Copier Services

☐ Technology R&D / Advanced Technology

☑ Telephony

☑ Web Support Services

Other [_____]

4. Is the highest ranking information technology administrator / officer a member of your president's or chancellor's cabinet?

○ Yes

◉ No

5. Please enter the number of full-time equivalent (FTE) staff (including clerical, support , and management staff) and students employed by the central IT organization of your campus in each of the functional areas listed below for fiscal year 2002-2003. Please do not include employees who supported a hospital or who supported IT for other campuses if your campus is part of a multi-campus system or district. If your campus has contracted with an external supplier to provide all IT services through an outsource arrangement, please include the supplier's employees as staff for the purposes of this question. If your campus has merged the library and IT organizations, please see the glossary term Library / IT Staff for directions.

If you had no employees in a functional area, enter 0. If you had less than 1 FTE in an area, use a decimal number rather than a fraction to indicate what portion of an FTE employee supported that area. NOTE that the total of the numbers that you enter in each of these columns should be equal to the total number of FTE staff and students employed by your central IT organization for FY 2002-03. Please use "other" to enter the number of FTE staff and/or students who do not fit into any of the functional areas listed and describe the functions these employees support in the box provided.

Click on or pass your cursor over the underlined functional area to see how we have defined these areas for survey reporting purposes. Even if you do not use this taxonomy on your campus, please re-distribute your FTE numbers according to these definitions to ensure comparable data comparisons across all campuses. These definitions are also found in the full glossary available by clicking on Survey Help.

Function	Staff FTE	Student FTE
1. Academic Computing, Research Computing	11	0
2. Administration of IT Organization	28	0
3. Administrative Information Systems	43	0
4. Desktop Computing Support, User Services, Training, Computer Store	18	5
5. Help Desk	8	2
6. Information Technology Policy	2	0
7. Information Technology Security	4	0
8. Instructional Technology, Student Computing	44	0
9. Network Infrastructure and Services	15	0
10. Operations, Data Center	10	0

11. Telephony	9	0
12. Web Support Services	9	00
Other Function Test Scoring and Questionaire Se	3	0

Total central IT unit FTE: 204   7

6. Please **estimate** the number of full-time equivalent (FTE) information technology personnel who were employed by departments or offices **outside the central IT organization** of your campus for fiscal year 2002-2003 (for example, employed by administrative offices or academic departments), including limited term employees. (Your campus HR office may be able to provide this number. If no IT personnel were employed outside the central IT organization, enter 0. If you cannot estimate this number, please check that response below.)

400   FTE

☐ We are unable to estimate this number.

7. Does your campus have a separate salary scale for information technology professionals?

○ Yes

◉ No

8. Does your campus use *either* a separate set of information technology (IT) job titles *or* a broadband IT classification and compensation system?

◉ Yes

○ No

9. Please answer the following questions regarding strategic planning for information technology at your campus.

Does your campus strategic plan include strategies and directions for information technology?

◉ Yes

○ No

Does your campus have a stand-alone information technology strategic plan?

○ Yes

◉ No

10. Which of the following group(s) at your campus provide(s) advice about information technology strategies? (Check all that apply.)

☐ Trustee Committee

☐ President's Cabinet / Council

☑ Administrative Committee

☑ Academic / Faculty Committee

☑ Technology Advisory Committee

☑ Student Committee

☐ State Agency or System / District Office

Other [   ]

☐ None of the above — we do not have any IT advisory groups.

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11. In developing campus policy with regard to information technology security and privacy, what parties are involved? (Check all that apply.)

☑ IT policy and/or security officer

☑ CIO / central IT organization representative

☑ Auditor

☑ General counsel

☑ Chief financial officer

☑ Chief academic officer

☑ Campus police

☐ President's cabinet

☐ Board of trustees

☑ Campus task force

☑ Technology advisory committee

☐ Faculty committee

☐ State agency or system office

Other [   ]

☐ None of the above — we are not engaged in policy development.

IT Financing and Management

1. Please enter the actual dollar amounts your central information technology organization received in fiscal year 2002-2003 from each of the funding categories listed.

If you had no funding in a category, enter 0. Enter the dollar amount in whole U.S. Dollars without commas or decimals, e.g., $588,499.41 would be entered as 588499. NOTE that the total of all of the dollars entered should represent the total actual funding your central IT organization received in FY 2002-2003. Click on the underlined terms for an explanation of what these funding sources are meant to include. If you had a category of funding not listed, please describe it in the "other" category and enter the dollar amount.

Category of Revenue	Dollar Amount
Operating appropriation to central IT organization	$ 17500000
Capital appropriation to the central IT organization (other than those amortized through rates)	$ 3350000
Appropriation to the central IT organization from revenue generated from student technology fees (if not included above in line 1, operating appropriation)	$ 0
Revenue from sale (chargeback) of central services (e.g., network or phone services, computer repairs) to campus departments, students, staff, and others	$ 0
Revenue from sale of central services (e.g., computer store sales) to entities external to the campus	$ 0
Net revenue from resale of products (e.g., computer store sales) to campus departments, students, staff, and others	$ 115400
Net revenue from resale of products (e.g., computer store sales) to entities external to the campus	$ 0

| Other Funding | | $ | |

Total Central IT Funding for FY 2002-2003:   **$20,965,400**

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2. Please **estimate** what percent of funding for each central IT function came from these various funding sources for fiscal year 2002-2003.

Enter percentages as whole numbers, e.g., 70% would be entered as 70. If a function is not applicable, **leave the entire row blank**. Otherwise, please ensure that your percentages for a **functional row** add up to 100%. Click on or pass your cursor over the underlined functional area to see how we have defined each area for survey reporting purposes to ensure comparable data comparisons across all campuses. These definitions are also found in a full glossary available by clicking on Survey Help.

Central IT Function	Appropriation from Campus Operating Budget	Appropriation from Campus Capital Budget	Student Tech Fee	Cost Recovery (Chargeback)	Other Sources	Total
1. Academic Computing, Research Computing	100 %	0 %	0 %	0 %	0 %	100%
2. Administration of IT Organization	100 %	0 %	0 %	0 %	0 %	100%
3. Administrative Information Systems	100 %	0 %	0 %	0 %	0 %	100%
4. Desktop Computing Support, User Services, Training, Computer Store	100 %	0 %	0 %	0 %	0 %	100%
5. Help Desk	100 %	0 %	0 %	0 %	0 %	100%
6. Information Technology Policy	100 %	0 %	0 %	0 %	0 %	100%
7. Information Technology Security	100 %	0 %	0 %	0 %	0 %	100%
8. Instructional Technology, Student Computing	80 %	20 %	0 %	0 %	0 %	100%
9. Network Infrastructure and Services	80 %	20 %	0 %	0 %	0 %	100%
10. Operations, Data Center	80 %	20 %	0 %	0 %	0 %	100%
11. Telephony	0 %	0 %	0 %	100 %	0 %	100%
12. Web Support Services	100 %	0 %	0 %	0 %	0 %	100%
13. Other Function	%	%	%	%	%	

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3. What dollar amount, if any, does the central IT organization of your campus annually budget **per IT staff member** (on average) for training or professional development?

Enter the dollar amount in whole U.S. Dollars, without commas or decimals, e.g., $1,250.78 would be entered as 1251. Enter 0 if you do not allocate funds for this purpose.

Note: Please be sure that the amount you enter is per IT staff member, not your entire training / professional development budget.

$ | 2250 |

4. What was the total compensation for fiscal year 2002-2003 (including fringe benefits even if benefits are paid elsewhere on campus and not charged to the central IT organization) for the following categories of personnel employed by or through the central IT organization of your campus?

If a category does not apply, enter 0. Enter the dollar amount in whole U.S. Dollars, without commas or decimals, e.g., $58,499.41 would be entered as 58499. NOTE that the total of all the numbers entered should reflect the total compensation expended for all central IT personnel for FY 2002-03. If your central IT organization compensated personnel that do not fall into any of the categories listed, please include this information in the "other" category and enter the dollar amount of total compensation for these personnel. Click on the underlined term for an explanation of that category of personnel.

Staff	$ 8446814
Students	$ 161500
Consultants	$ 4750000
Contractors	$ 0
Other	$

Total Central IT Personnel Compensation for FY 2002-2003: $13,358,314

5. Please enter your best **estimate** of the total spent on salaries (including benefits) for fiscal year 2002-2003 for IT personnel who are employed in departments or offices **outside the central IT organization** of your campus (for example, employed by administrative offices or academic departments), including limited term employees.

Enter the dollar amount in whole U.S. Dollars, without commas or decimals. Your campus HR office may be able to provide this figure. If no IT personnel are employed outside the central IT organization, enter 0. If you cannot estimate this amount, please check the box to indicate that.

$

☑ We cannot estimate this amount.

6. Please enter your best **estimate** of the total spent in fiscal year 2002-2003 on information technology (other than salaries and benefits) in departments or offices outside the central IT organization of your campus.

These expenditures would include hardware, software, licenses, and so forth, that is, non-personnel expenditures. The operative phrase here is "best estimate." We do not expect this figure to be an exact calculation of actual dollars spent. Enter the estimated dollar amount in whole U.S. Dollars without commas or decimals.

$

☑ We cannot reasonably estimate this amount.

7. Does your campus charge a general student technology fee, that is, a general fee levied by the institution on all students, regardless of major or school (as opposed to specific, individual technology fees that might be charged based on academic major or other criteria)?

○ Yes

◉ No

If you answered yes to the question above, please answer the following four questions...

On what basis is the fee charged and what is the amount of the fee per FTE student? (Select only one and enter the amount in U.S. dollars.)

Basis for charge: **Amount of fee:**

○ Flat fee per year $ [＿＿＿＿＿＿＿＿]

○ Flat fee per semester $ [＿＿＿＿＿＿＿＿]

○ Flat fee per quarter $ [＿＿＿＿＿＿＿＿]

○ Flat fee per credit hour $ [＿＿＿＿＿＿＿＿]

○ Percentage of tuition   [＿＿＿＿＿＿] %

○ Other [＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿]   [＿＿＿＿＿＿＿]

What were the total dollars generated by this fee for fiscal year 2002-2003? (Enter amount in whole U.S. dollars without commas or decimals.)

$ [＿＿＿＿＿＿＿＿＿＿]

Who determines how these dollars are spent? (Check all that apply)

☐ Students

☐ IT administration

☐ Campus committee

☐ Senior administration

☐ State agency or system office

☐ Funds are earmarked or restricted by policy

Other [＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿]

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8. Do students pay a separate fee for residence-hall network connections at your campus?

◉ Yes
○ No
○ There are no residence-hall network connections
○ There are no residence halls

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9. **Estimate** how many computers your campus owns/leases. (Enter a whole number.)

[25000] computers

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10. What is the planned replacement cycle for the computers owned or leased by your campus?

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Varies by Department and Faculty
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11. What percent of the computers owned or leased by your campus are on a replacement cycle for which dollars are funded in the budget? (Enter percentages as whole numbers, e.g., 70% would be entered as 70.)

[10] %

12. What percent of the computers owned or leased by your campus were replaced in fiscal year 2002-2003? (Enter percentages as whole numbers, e.g., 70% would be entered as 70. NOTE that replacement refers to replacing with new computers rather than repurposing machines.)

`20` %

13. Regardless of how your campus network is financed, does the current funding model include renewal of the capital plant including wiring, electronics, and so forth?

○ Yes

● No

14. Please indicate which of the following information technology services are covered by written service level agreements. (Check all that apply.)

☐ Academic and/or research support

☑ Administrative information systems support

☐ Data center services

☐ Desktop support services / user support services

☐ Instructional technology support

☐ Multimedia services

☑ Network services

☐ Print services

☑ Telephone services

☐ Web support services

Other [   ]

☐ None of the above — we have no written service level agreements.

15. Please indicate which if any of the following are run either partially or entirely by an external supplier (that is, a non-affiliated entity such as a corporation or other organization) with whom your campus has contracted through an outsource or ASP arrangement. (NOTE that if your campus is part of a multi-campus system or district, the district or system office should not be considered an external supplier.)

☑ Administrative system(s) — transaction systems operation (e.g., payroll, grants, admissions, etc.)

☑ Administrative systems — application development

☑ Administrative systems — project management for implementations

☐ All central IT staff and services

☐ CIO / top IT administrator

☐ Computer operations

☐ Data center

☐ Desktop computer installation, maintenance, and/or repair services

☐ Distance education

☐ Help desk

☐ Instructional / course management system

☐ Multimedia services

☐ Network services on campus

☐ Portal

☑ Print services

☐ Remote access to network services

☐ Telephone services

☐ User support services

☐ Web development and/or hosting

Other [_____]

☐ None of the above — we do not outsource or use ASPs.

Faculty and Student Computing

1. How many hours a week does the public help desk service provided by your central IT organization operate during the academic year? (Enter a whole number, e.g., 24 x 7 support would be entered as 168, 24 x 5 support would be entered as 120, and so forth. NOTE that this number cannot exceed 168.)

[45_____] hours

☐ We do not have a public help desk.

2. **Estimate** what percent of undergraduate students at your institution use their own personal computers. (NOTE that this includes students using computers they already owned before enrolling or using computers that your campus has provided or leased to them or required them to purchase after enrollment. Enter the percentage as a whole number, e.g., 70% would be entered as 70.)

[80] %

3. Check the one statement below that best describes the student computer policy of your campus?

○ All students are provided a personal computer.

○ Students in general are required to purchase/lease a personal computer.

○ Students in some departments or majors are required to purchase/lease a personal computer.

○ Personal computer purchase/lease is recommended but not required for all students.

◉ Personal computer purchase/lease is recommended but not required for students in some departments or majors.

○ There are no requirements or recommendations regarding personal computer purchase or lease.

○ Other [_____]

4. Does your campus offer high-speed network connections to students in residence halls?

◉ Yes
○ No
○ There are no residence halls

If you answered yes to the question above, please answer the following two questions...

Which is the most prevalent speed offered?

○ 10 mbps
○ 10-11 mbps
○ 10/100 mbps
○ 100 mbps
○ > 100 mbps

What is the most prevalent technology? (Select only one.)

◉ Ethernet
○ Cable Modem
○ DSL
○ Wireless
○ Other [   ]

5. Does your campus issue an e-mail account to each student for the purpose of receiving official communications?

◉ Yes

○ No

6. Because students arrive with e-mail addresses of their own, some campuses have stopped providing universal student e-mail. Please select the one statement below that best describes your practice.

○ We have never offered universal student e-mail.

◉ We offer universal student e-mail and have no plans to discontinue this service.

○ We offer universal student e-mail but are seriously considering discontinuing this service.

○ We have already stopped offering universal student e-mail.

7. Please check all the statements below that describe your campus' support for faculty in the use of technology in teaching and learning.

☑ We have a designated instructional technology center available to all campus faculty.

☑ Our campus faculty teaching / excellence center works closely with IT and has a strong emphasis on technology.

☑ We have instructional designers available to work with instructional technologists to help faculty develop courses that use technology.

☑ We employ instructional technologists who are discipline specialists to work in academic departments.

☑ We offer intensive support for faculty who are heavy users of technology in teaching.

☑ We offer faculty training in scheduled seminars.

☑ We offer faculty training upon request.

☑ We offer activities and opportunities for faculty who use technology in innovative ways to share their experiences (e.g., technology fairs, brown bags, etc.).

☑ We offer special grants or awards to faculty to support innovative use of technology in teaching and learning.

Other [   ]

8. Please check the one statement that most accurately describes your campus's practice regarding course management systems.

○ We have not deployed a course management system and do not plan to.

○ We are planning to deploy one or more course management systems.

○ We are currently reviewing options, considering deploying a course management system or changing our current course management system approach.

- ⦿ We support a single commercial-product course management system.
- ○ We support more than one commercial-product course management system.
- ○ We support a single homegrown course management system.
- ○ We support more than one homegrown course management system.
- ○ We employ a hybrid approach (support both homegrown and commercial course management systems).
- ○ Other [   ]

9. Please select the one statement that most accurately describes faculty use of a course management system at your campus.

- ⦿ Our course management system(s) is ubiquitous, employed for all or nearly all courses.
- ○ Our course management system(s) is used selectively by faculty.
- ○ Faculty at our campus do not use course management systems.

10. Please indicate the percent of campus classrooms that are centrally scheduled that are permanently equipped with the technologies listed. (Enter percentages as whole numbers, e.g., 70% would be entered as 70. If a technology is not applicable, enter 0.)

Wired Internet connections	20	%
Wireless Internet connectivity	15	%
LCD projectors	10	%
Computers	10	%
Televisions	3	%
Smart boards	5	%
Document projectors / systems / cameras	3	%
Other technology [ ]		%

Networking and Security

1. What is the total bandwidth available (capacity in megabits, e.g., a T1 would be entered as 1.5) from your campus? (If no bandwidth, enter 0.)

...to the commodity internet

[200] Mbps (megabits per second)

...to high-performance networks such as Abilene, vBNS, etc.

[4000] Mbps (megabits per second)

2. Please check all statements that apply regarding tracking or shaping bandwidth utilization on your campus Internet connection.

- ☐ We do not track or shape bandwidth utilization.
- ☑ We track utilization.
- ☐ We shape by time of day.
- ☑ We shape by location on campus (for example, residence halls).
- ☑ We shape by type of traffic (e.g., P2P file sharing).

☑ We shape by direction (inbound versus outbound).

Other [_____]

3. Please check the way(s) in which remote access is provided at your institution for the following campus constituents. (Check all that apply. If you have no modem pool lines, leave the "Total Number of Lines" box empty and check "Not Provided.")

	Total Number of Lines	For Faculty	For Students	For Staff	For Alumni	Not Provided
Modem pool	250	☑	☑	☑	☐	☐
Outsourced modem pool	[____]	☐	☐	☐	☐	☑
Institutionally arranged discount with ISP		☐	☐	☐	☐	☑
Subsidized ISP accounts		☑	☐	☑	☐	☐
State academic network		☑	☑	☑	☐	☐
Regional academic network		☑	☐	☑	☐	☐
Other [_____]		☐	☐	☐	☐	☐

4. Please indicate the percentage of the following areas that have wireless access at your campus.

Area	Not Applicable	0%	1-25%	26-50%	51-75%	76-100%	
Classrooms	○	○	◉	○	○	○	
Public Labs	○	○	○	◉	○	○	
Library	○	○	○	○	○	◉	
Residence Halls	○	○	◉	○	○	○	
Research Facilities	○	○	○	○	◉	○	
Administration Buildings	○	○	◉	○	○	○	
Open Spaces	○	○	◉	○	○	○	
Other Area [_____]	○	○	○	○	○	○	**Clear Row**

5. From how many campus sites (not counting individual desktops) can an interactive videoconference be initiated? (NOTE that this question relates to designated sites that are set up with permanent equipment for conducting interactive videoconferencing. Enter a whole number. If you have no such sites, enter 0.)

[____5] sites

6. **Estimate** the percentage of personal computers owned or leased by your campus that can deploy videoconferencing from the desktop. (Enter the percentage as a whole number, e.g., 20% would be entered as 20. If you have no desktop computers with this capability, enter 0.)

[____3] %

7. Please indicate the status at your campus of the following technologies.

Technology	Deployed	Piloting	In progress	Considering	Not planned
Antivirus software	◉	○	○	○	○

System					
Biometrics	○	○	○	○	◉
Electronic signatures	○	○	○	◉	○
Enterprise Directory	◉	○	○	○	○
PKI	○	○	○	○	◉
Smart Cards	○	○	○	○	◉
Video over IP	○	◉	○	○	○
Voice over IP	○	◉	○	○	○
Web Services	◉	○	○	○	○
Wireless security technologies	◉	○	○	○	○

8. Please check all of the following that apply at your campus regarding firewalls.

My campus has:

☐ a firewall at our external Internet connection

☑ firewalls around certain high-security servers or networks

☑ firewalls deployed by or on behalf of individual departments

☑ a site license for a personal firewall product

☑ a plan in place to implement one or more firewalls

☐ no firewalls

Other [   ]

9. Please check all of the following that apply at your campus regarding security-related software patches and updates.

☑ We require all of our critical systems to be expeditiously patched or updated.

☐ We require campus-owned or -leased computers to be expeditiously patched or updated.

☐ We require all personally owned computers to be expeditiously patched or updated.

☑ We conduct proactive scans to detect known security exposures in our critical systems.

☑ We conduct proactive scans to detect known security exposures in all campus owned computers connected to our network.

☑ We conduct proactive scans to detect known security exposures in all personally owned computers connected to our network.

☐ Our security system includes an intrusion detection system.

Other [   ]

Information Systems

1. Please complete the following grid regarding the major information systems at your campus.
For campuses within systems or districts, if an information system is or soon will be provided at the system or district level, please enter the information requested for your campus but also check "provided at system or district level" for that system. If you have not implemented or do not plan to implement a specified system, please check "Not Applicable" for that system and do not check any other boxes for that system. If the system is a commercial product, please enter the name(s) of the vendor(s) or, if developed internally, please enter "homegrown."

System	Not Applicable	Year Implemented	Vendor Names or "Homegrown"	Will Implement or	Provided at System/

		(yyyy)		Replace in the Next 3 Years	District Level
Student	☐	1999	PeopleSoft	☐	☐
Financial	☐	1998	PeopleSoft	☐	☐
HR	☐	1999	PeopleSoft	☐	☐
Development	☑			☐	☐
Library	☐	2003	Circe	☐	☐
Course Management	☐	1999	WebCT	☐	☐
Grants Management	☐	2004	PeopleSoft	☐	☐

2. Check the strategies below that your campus (or system or district office if information systems are provided at that level) employs for implementing or converting information systems. (Check all that apply.)

☑ Develop systems in house (homegrown)

☑ Develop systems in partnership with a vendor

☑ Purchase a commercial product without customization

☑ Purchase a commercial product and customize

☐ Buy best-of-breed applications

☑ Buy a package of integrated systems

☐ Enhance legacy systems and provide Web interfaces

☑ Outsource administrative systems

Other [   ]

3. If one of your strategies is to buy a commercial package and modify it, please indicate the usual extent of modification. (Check all that apply.)

☐ Underlying code

☑ Configuration

☐ External modules

Other [   ]

☐ None of the above — we do not buy and modify commercial software.

4. Please check the appropriate statement for your campus (or system or district office if systems are provided at that level) regarding enterprise resource planning (ERP) systems.

○ We have no plans for an ERP implementation.
○ We are considering an ERP implementation.
○ We are in the RFP stage of an ERP implementation.
○ We have an ERP implementation in process.
◉ We have completed an ERP implementation or completed the segments we have chosen to implement.

If you selected one of the last three choices above...

Please **estimate** the percent of the total cost of the project that was or will be spent on the following ERP project components. (Enter percentages as whole numbers, e.g., 70% would be entered as 70.)

	% of Total Cost
Software and software licenses	8 %
Software maintenance	2 %
Training	5 %
In-house staff costs	15 %
Consulting fees	65 %
Hardware	5 %
Other [ ]	[ ] %

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5. Please check the one statement that is most appropriate regarding a Web portal at your campus (or system or district office if this functionality is provided at that level).

- ○ We have implemented a Web portal.
- ○ We are in the process of implementing a Web portal.
- ● We are planning to implement a Web portal.
- ○ We have no plans to implement a Web portal.

If you selected one of the first three choices above, please answer the following five questions...

Our portal is or will be:

- ○ developed in-house
- ○ a purchased product
- ○ based on open source
- ● Other [Not determined]

Is your portal (or will your portal be) customizable by the individual?

- ● Yes
- ○ No

Is your portal (or will your portal be) customized to the individual?

- ● Yes
- ○ No

For what audience is your portal (or will your portal be) designed? (Check all that apply.)

- ☑ for current students
- ☐ for prospective students
- ☑ for faculty
- ☑ for staff
- ☐ for the external community
- ☐ for alumni
- Other [   ]

Is your portal (or will your portal be) integrated with campus administrative systems?

- ○ Yes
- ● No

GLOSSARY of terms used in this survey

Academic Computing, Research Computing

For the purposes of our survey, please include the following in this area if applicable:
- Research computing hardware and software
- Research computing cycles from remote sites
- Staff for research computing consulting and technical assistance
- Academic hardware and software (not instructional technology)
- Discipline-specific applications development and support (not instructional)
- General statistical support
- Academic programming support
- Staff for academic computing consulting and technical assistance

Administration of IT Organization

For the purposes of our survey, please include the following in this area if applicable:
- Financial planning and management
- Communications and publications
- Human resource management
- Facilities management
- Technology R&D
- Administrative Staff
- CIO or CTO

Administrative Information Systems

For the purposes of our survey, please include in this area, if applicable, the hardware, software, staff, and other supporting infrastructure to develop, implement, maintain, and support legacy or enterprise resource planning (ERP) systems (e.g., PeopleSoft, SCT, Datatel, etc.) such as:
- Student administration (admissions, financial aid, registration, etc.)
- Financial information systems
- Procurement systems
- Human resource systems
- Payroll
- Research administration (grants and contracts)
- Library (if applicable)

Biometrics

In computer security, biometrics refers to authentication techniques that rely on measurable physical characteristics that can be automatically checked. Examples include retinal scans, computer analysis of fingerprints or speech, or other physiological means of user identification for security purposes.

Broadband

Refers to an approach to job classification and pay structure that is broader and flatter than traditional systems, characterized by wider salary ranges and fewer job titles and vertical levels.

Capital Appropriation

Refers to appropriation to the central IT organization from the campus capital budget to fund major purchases and implementations such as networks, ERP systems, and buildings. Do not include capital appropriations amortized through rates; an example of a capital appropriation amortized through rates would be funds derived from taking out a loan or drawing on the institution's endowment for an initiative such as a major network enhancement or a phone switch. Such special funds require payback and are usually repaid through a fee structure.

Computers

Refers to all devices that have the basic functionality of a microcomputer (e.g., desktops, laptops, servers). It does not refer to Palm devices or personal digital assistants.

Consultants

Refers to individuals or a firm that advises or consults with the institution about information technology plans or directions, either in general or with regard to a specific technology implementation or project.

Contractors

Refers to employees with whom the institution contracts to provide IT infrastructure and/or specific IT services that might otherwise be delivered by IT staff. For the purposes of our survey, consultants are not to be included in the "contractors" category. If your campus outsources all IT services and the outsourcer provides all staff on site, please count these employees as staff as opposed to contractors.

Desktop Computing Support, User Services, Training, Computer Store

For the purposes of our survey, please include the following in this area if applicable:
- Desktop computer technical analysis and consulting
- Computer resale activities
- Computer installation, maintenance, and repair
- Technicians
- Computer repair staff
- User training and education
- User documentation and general informational publication
- Infrastructure support for departmental IT support providers
- User support staff
- Reference desk (if you wish to distribute library/IT staff in a merged organization)

ERP

Refers to an integrated suite of administrative information systems designed to support and automate business processes through a centralized database system. In higher education, these systems usually include student systems, financial systems, and human resources (payroll/personnel) systems, as well as warehouse and planning tools.

Electronic Signatures

Refers to data appended to a message or document that authenticates the identity of the message sender or document signer to ensure that the message or document content has not been changed in the transmission process.

Enterprise Directory

Refers to a database where different types of identifiers are correlated to support identity management, authentication, authorization, and other services.

External Modules

Refers to modules that are not part of the core application suite, that is, a module that you create or purchase that allows you more functionality than the core application.

FTE

Refers to full-time-equivalent personnel, not number of individuals employed. For the purposes of our survey, please calculate FTE based on a 40-hour work week over the course of the full fiscal year (or approximately 2,000 hours per year). For student FTE, a simple formula for calculating total FTE might be to take the number of students employed times the number of hours per week they work times the number of weeks a year they work and divide that total by 2000. The total FTE number derived can then be distributed across the 12 functional areas listed in Question 5 of Section 1.

Firewalls

Refers to a set of related programs and policies that protects the resources of a private network from users on other networks. A firewall can also control what outside resources users of the private network can access.

Help Desk

For the purposes of our survey, please include the following in this area if applicable:
- Walk-in support for students, faculty, and staff
- Call-in support for students, faculty, and staff
- Knowledge base
- Specialized support centers
- Help desk staff

Information Technology Policy

For the purposes of our survey, please include the following in this area if applicable:
- IT policy development, dissemination, and education
- Information usage/management policy development and education
- Interpretation of current policy related to specific issues, situations, and incidents
- Coordinating response to incidents of inappropriate use of information or information technology
- Policy staff

Information Technology Security

For the purposes of our survey, please include the following in this area if applicable:
- Vulnerability analysis
- Security planning and design and implementation
- Security policy and process development
- User education and guidance programs
- Incident response
- Security staff

Instructional Technology, Student Computing

For the purposes of our survey, please include the following in this area if applicable:
- Classroom technology (physical renovation and maintenance; provision of fixed and mobile technology)
- Course management systems (homegrown or purchased)
- Specialized training and support for faculty
- Specialized training and support for students
- Instructional support staff (including technologists and designers)
- Multimedia services (audio, video, graphics, and so forth)
- Public student lab support
- Teaching and technology center staff

Library / IT Staff

If your campus IT organization has merged with the campus library, please include in your staff count only the library FTE personnel who perform IT-related functions. Do not include library FTE who support traditional library functions that do not relate to technology. You may distribute your library/IT FTE among the various twelve functional areas listed or you may enter the total FTE for this category of staff in the "other" category and describe them as "library/IT staff." If your IT organization has not merged with the library but you have staff supporting library systems, please include these staff in your count for Administrative Information Systems.

Net Revenue

Refers to revenue remaining after accounting for expenditures for products and the cost of doing business.

Network Infrastructure and Services

For the purposes of our survey, please include the following in this area if applicable:
- Wire and cable infrastructure for data and video networks
- Campus data network
- Remote access (modem pools, ISP)
- Commodity Internet
- High-performance research network (e.g., Abilene)
- Video network
- Converged network
- Wireless network
- E-mail
- Network staff, hardware, and software

Operating Appropriation

Refers to the allocation to the central IT organization from the campus operating budget that is generally used to cover all non-capital IT operations costs such as staff compensation and benefits, operating expenses, equipment (including maintenance and repair), software licenses, and so forth.

Operations, Data Center

For the purposes of our survey, please include the following in this area if applicable:
- Systems administration and operation
- System backups
- Data center environmental support systems such as HVAC, UPS and backup power supply, and systems monitor
- Operations staff, hardware, and software
- Print services
- Mail room

Outsource or ASP

Outsource in this context refers to contracting with an external entity or vendor to provide IT services or infrastructure that you might otherwise have employed your IT staff to perform. It does not refer to an arrangement with another part of your institution or with a system office. ASP refers to an arrangement with an application service provider to provide services remotely using high-speed private networks. A common example is a Web site that other Web sites use for accepting payment by credit card as part of their online ordering systems.

PKI

Public Key Infrastructure refers to a system of public key encryption using digital certificates from Certificate Authorities and other registration authorities that verify and authenticate the validity of each party involved in an electronic transaction.

Portal

Refers to an approach to an institution's Web site that aims to leverage investments in enterprise information systems, data warehouses, and infrastructure by providing a seamless and easy-to-navigate Web interface to an integrated set of information services for various campus constituents.

Shaping

"Shaping" bandwidth refers to adjusting parameters on the campus Internet connection to limit use through various means, such as type of connection, location of connection, direction of traffic, time of day, or other specific characteristics.

Smart Cards

Refers to a small electronic device about the size of a credit card that contains electronic memory, and possibly an embedded integrated circuit. Smart Cards are used for a variety of purposes, including storing information, storing digital cash, and providing a means to access computer networks.

Staff

Refers to all staff employed by the central IT organization, including clerical, technical, and management staff and limited-term or temporary employees, who were employed for fiscal year 2002-2003. For the purposes of our survey, if your campus contracted with a vendor or external organization to provide all IT services during that period, including all IT staff on site, please count the employees of the outsourcer as staff rather than contractors. If your IT organization has merged with the library, please include in your staff count only the library FTE personnel who perform IT-related functions (see Library/IT Staff).

Telephony

For the purposes of our survey, please include the following in this area if applicable:
- Wire and cable infrastructure for voice network
- Dial tone (including services to student housing)

- Voice mail
- Long distance resale
- Cellular and paging services
- Telephony staff, hardware, software, etc.

Web Services

Refers to a standardized way of integrating Web-based applications using the XML, SOAP, WSDL, and UDDI open standards over an Internet protocol backbone. XML is used to tag the data, SOAP is used to transfer the data, WSDL is used for describing the services available, and UDDI is used for listing what services are available. Used primarily as a means for businesses to communicate with each other and with clients, Web services allow organizations to communicate data without intimate knowledge of each other's IT systems behind the firewall. Web Services are sometimes referred to as application services.

Web Support Services

For the purposes of our survey, please include the following in this area if applicable:
- Web server support
- Content design and publication
- Web-based applications development or interface
- Web staff, hardware, and software

Wireless Security

Refers to technologies used to prevent unauthorized access, ensure the confidentiality of data, and detect misuse of wireless networks.