



## AJCU CITM Benchmarking Question Results

### Section 3 – Top Ten Issues

Mirrored from the annual EDUCAUSE survey, results from this section may lend AJCU-specific supporting information to campus conversations that we all have and will become possible topics for some of the Cracker Barrel discussions at the annual meeting.

## AJCU CITM 2009 Benchmarking Data - Top Issues Section

### Survey Summary

#### Survey Information

Survey Open Date	March 5th, 2009
Survey Close Date	April 6th, 2009
Number of questions	3
Data points captured	71

#### Response Summary

Total Responses: 17      Response Rate: 61%

Institution	Submitted By	Contact
Boston College	Mary Corcoran	mary.corcoran@bc.edu
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John Carroll University	Michael Bestul	mbestul@jcu.edu
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Loyola University Chicago	Susan Malisch	smalisc@luc.edu
Loyola University New Orleans	Bret L. Jacobs	bljacobs@loyno.edu
Marquette University	Kathy Lang	kathy.lang@marquette.edu
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## AJCU CITM 2009 Benchmarking Data - Top Issues Section

### Question 1 - Top Issues for Your Campus to Resolve for Strategic Success

	Issue to Resolve for Strategic Success	Vote Count	Percent of Total	Rankings		
				CITM 2009	Educause 2008	Educause 2007
T o p 1 0	Security	11	69%	1	1	2
	Funding IT	8	50%	2	3	1
	Governance, org. mgmt & leadership	6	38%	3	7	10
	Identity/access management	5	31%	T4	5	4
	Strategic planning	5	31%	T4		8
	Collaboration/partnerships/relationships	4	25%	T6		
	E-learning/distributed teaching and learning	4	25%	T6	9	
	Emerging technologies	4	25%	T6		
	Infrastructure	4	25%	T6	4	7
	Web systems and services	4	25%	T6		
O t h e r  V o t e s	Administrative/ERP/information systems	3	19%	11	2	3
	Data administration/DW/BI	3	19%	11		
	Disaster recovery/business continuity	3	19%	11	6	5
	Change management	2	13%	14	8	
	Outsourcing/insourcing/cosourcing	2	13%	14		
	Research Support	2	13%	14		
	Staffing/HR management/training	2	13%	14	10	
	Advanced networking	1	6%	18		
	Communications/public relations for IT	1	6%	18		
	Compliance and policy development	1	6%	18		
	Course/learning management systems	1	6%	18		9
	Digital library/digital content	1	6%	18		
	Digital records management	1	6%	18		
	Faculty development, support, and training	1	6%	18		6
	Intellectual property and copyright mgmt	1	6%	18		
	Portals	1	6%	18		
Support services/service delivery models	1	6%	18			
	<b>Total</b>	<b>82</b>				

#### Quick Facts:

- 67% of all votes cast went towards a top 10 item (we have similar concerns amongst us)
- 60% of items within the top 10 align with Educause
- #1 item is Security, 11 of 17 institutions selected
- #2 item, Funding IT, consistently in Educause top 3 over past 3 years
- Substantial differences as compared to Educause (2008):

#### Ranked Higher

Strategic planning  
 Collaboration/partnerships/relationships  
 Emerging technologies  
 Web systems and services

#### Ranked lower

Administrative/Erp/Information Systems  
 Disaster Recovery/Business Continuity

#### Legend:

- Top 10 item for this question only
- Top 10 item for all 3 questions in this section
- Top 10 item in 2 of the 3 questions in this section

## AJCU CITM 2009 Benchmarking Data - Top Issues Section

### Question 2 - Top Issues With Potential to Become Significant

	Potential for Significance	Vote Count	Percent of Total	Rankings		
				CITM 2009	Educause 2008	Educause 2007
T O P 1 0	Funding IT	11	69%	2	3	3
	Security	7	44%	3	2	1
	Outsourcing/insourcing/cosourcing	6	38%	3		
	Compliance and policy development	5	31%	T4	7	
	Data administration/DW/BI	5	31%	T4		
	Emerging technologies	4	25%	5		
	Administrative/ERP/information systems	3	19%	T6	5	5
	Course/learning management systems	3	19%	T6		7
	Digital records management	3	19%	T6		
	Disaster recovery/business continuity	3	19%	T6	4	4
O t h e r  V o t e s	Governance, org. mgmt & leadership	3	19%	T6	9	
	Identity/access management	3	19%	T6	1	2
	Web systems and services	3	19%	T6		10
	Change management	2	13%	15	10	
	Collaboration/partnerships/relationships	2	13%	15		
	Commercial/external online services	2	13%	15		
	E-learning/distributed teaching and learning	2	13%	15		
	Research Support	2	13%	15		
	Staffing/HR management/training	2	13%	15		
	Advanced networking	1	6%	21		
Communications/public relations for IT	1	6%	21			
Digital library/digital content	1	6%	21			
Faculty development, support, and training	1	6%	21		6	
Portals	1	6%	21		9	
Strategic planning	1	6%	21			
Support services/service delivery models	1	6%	21			
<b>Total</b>		<b>78</b>				

#### Quick Facts:

- 76% of votes cast went towards a top 10 item (we have similar concerns amongst us)
- 54% of items within the top 10 align with Educause
- #1 item is Funding IT, 11 of 17 institutions selected
- #2 item, Security, consistently in Educause top 3 over past 3 years
- Substantial differences as compared to Educause (2008):

#### Ranked Higher

Outsourcing/insourcing/cosourcing  
 Data administration/DW/BI  
 Emerging technologies  
 Course/learning management systems  
 Digital records management  
 Web systems and services

#### Ranked lower

Infrastructure (Zero AJCU votes in 2009, #6 for Educause in 2008)

#### Legend:

- Top 10 item for this question only
- Top 10 item for all 3 questions in this section
- Top 10 item in 2 of the 3 questions in this section

## AJCU CITM 2009 Benchmarking Data - Top Issues Section

### Question 3 - Top Issues Taking Most of Your Time

	Issues Taking Your Time	Vote Count	Percent of Total	Rankings		
				CITM 2009	Educause 2008	Educause 2007
T o p 1 0	Funding IT	14	88%	1	1	1
	Governance, org. mgmt & leadership	9	56%	2	2	4
	Administrative/ERP/information systems	7	44%	T3	3	2
	Collaboration/partnerships/relationships	7	44%	T3	8	
	Security	7	44%	T3	7	5
	Strategic planning	7	44%	T3	4	3
	Communications/public relations for IT	4	25%	T7	9	
	Compliance and policy development	4	25%	T7	10	
	Staffing/HR management/training	4	25%	T7	6	6
	Change management	3	19%	10	T5	
O t h e r  V o t e s	Data administration/DW/BI	2	13%	11		
	Web systems and services	2	13%	11		
	Advanced networking	1	6%	13		
	Course/learning management systems	1	6%	13		
	Disaster recovery/business continuity	1	6%	13		8
	Electronic classrooms/technology buildings	1	6%	13		T10
	Emerging technologies	1	6%	13		
	Infrastructure	1	6%	13	T5	7
	Portals	1	6%	13		
	Research Support	1	6%	13		
<b>Total</b>		<b>78</b>				

#### Quick Facts:

- 85% of votes cast went towards a top 10 item  
(we have similar concerns amongst us)
- 91% of items within the top 10 align with Educause
- #1 item is Funding IT, 14 of 17 institutions selected
- #2 item, Governance, consistently in Educause top 4 over past 3 years
- Substantial differences as compared to Educause:

#### Ranked lower

Infrastructure

#### Legend:

- Top 10 item for this question only
- Top 10 item for all 3 questions in this section
- Top 10 item in 2 of the 3 questions in this section

# AJCU CITM 2009 Benchmarking Data - Top Issues Section

## Summary - Top and Bottom Concerns

	Importance	Issue	Total Votes	Percent of Total
HOT	In the Top 10 for all 3 questions	Funding IT	33	14%
		Security	25	11%
		Governance, org. mgmt & leadership	18	8%
		<b>Total</b>	<b>76</b>	<b>32%</b>
	In the Top 10 for 2 of 3 questions	Administrative/ERP/information systems	13	5%
		Collaboration/partnerships/relationships	13	5%
		Strategic planning	13	5%
		Compliance and policy development	10	4%
		Emerging technologies	9	4%
		Web systems and services	9	4%
	<b>Total</b>	<b>67</b>	<b>28%</b>	
	Other top vote recipient	Data administration/DW/BI	10	4%
			<b>153</b>	<b>64%</b>
COLD	Zero votes in 2 of 3 questions	Commercial/external online services	2	0.8%
		Electronic classrooms/technology buildings	1	0.4%
		Intellectual property and copyright mgmt	1	0.4%
	Zero votes in all 3 questions	Assessment/benchmarking	0	0%
		Student computing	0	0%

### Quick Facts:

- 32% of votes were cast on just 3 of the 31 items
- 64% of votes were cast on 10 of the 31 items
- 4 items had 1 vote or less
- 2 items had no votes

### Legend:

- Top concerns
- Consistent concerns
- Bottom concerns
- No concern