Agenda

• Project Review Board Update
  – K. Smith

• Cellular Contracts and Support
  – D. Vonder Heide

• Technology Briefing
  – S. Malisch
## ITS Major Initiatives Calendar (as of 1/21/10)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Category</th>
<th>Project/Program</th>
<th>Target: Complete This Period</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>POR - &quot;A&quot;</td>
<td>LOCUS Enhancements (11)</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>POR - &quot;A&quot;</td>
<td>ECM (7)</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>POR - &quot;A&quot;</td>
<td>DW/BI (4)</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>POR - &quot;A&quot;</td>
<td>Online/Electronic Applications for Study Abroad</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>POR - &quot;A&quot;</td>
<td>Information Security Program (2)</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>POR - &quot;A&quot;</td>
<td>Enhancements to Immunization Page/Data Mgmt</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>POR - &quot;A&quot;</td>
<td>Online UGRAD Application Enhancements</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>POR - &quot;A&quot;</td>
<td>Training/Development of Point &amp; Click Rpts</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>POR - &quot;A&quot;</td>
<td>Novell (Non-email) Component Migraton</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Defer</td>
<td>Illinois Articulation Initiative</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Defer</td>
<td>Information Security Program (5)</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Defer</td>
<td>Cell Phone Coverage</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Defer</td>
<td>Electronic Outbound Transcripts Feasibility</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Defer</td>
<td>Redesign of Non-Affiliated Persons Request</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Defer</td>
<td>Enterprise Portal (Student Portion)</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Defer</td>
<td>Placement Testing In-House</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FY11</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FY12</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
LUC ITS Rings of Excellence
Major Initiatives, FY11 Q3-Q4

**Academic and Faculty Support**
- LOCUS Enhancements (11)
- Recruitment Plus System Selection/Replacement
- Blackboard v9 Upgrade Preparation

**Administrative Initiatives**
- PNC Bank Interfaces
- SSOM Salary Planning
- Campus Reservations Interfaces (1)
- Online UGRAD Apps Enhancements
- Online Apps for Study Abroad
- Conflict of Interest Disclosure Process Automation

**Student Technology Support**
- Rambler Bucks Off Campus
- Online Courses Initiative
- RMS Housing Application Improvements
- Support for ePortfolio Pilot and Assessment

**Infrastructure**
- Information Security Program (2)
- Campus Construction Initiatives (14)
- Loyola Alert - Phase II
- Infrastructure Component Strategy
- Research Data Center

**Continuous Service Development**
- R25 Live
- Enhancements to Immunizations Page/Data Management
- Enterprise Content Management (7)
- Business Intelligence/Data Warehouse
- Training and Development of Point and Click Reports
Project Review Board

Chair: Kevin Smith

<table>
<thead>
<tr>
<th>Function/Area</th>
<th>Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration &amp; Records</td>
<td>Clare Korinek</td>
</tr>
<tr>
<td>Enrollment Management</td>
<td>Tim Heuer</td>
</tr>
<tr>
<td>Advancement</td>
<td>Stacie Hughes</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>Eric Weems</td>
</tr>
<tr>
<td>Marketing &amp; Comm.</td>
<td>John Drevs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Function/Area</th>
<th>Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Financials</td>
<td>John Campbell</td>
</tr>
<tr>
<td>Student Development</td>
<td>Cliff Golz</td>
</tr>
<tr>
<td>Financial Systems</td>
<td>Rebecca Gomez</td>
</tr>
<tr>
<td>Graduate Admissions</td>
<td>Paul Roberts</td>
</tr>
</tbody>
</table>

**Charter:** The Project Review Board (PRB) is charged with the responsibility of reviewing and prioritizing all work requests that are presented to ITS for application review, installation, development, enhancement or customization. This includes but is not limited to the Student Information Systems.
Agenda

• Project Review Board Update
  – K. Smith

• Cellular Contracts and Support
  – D. Vonder Heide

• Technology Briefing
  – S. Malisch
Cellular Contracts and Support

• Current Environment

**Number of Mobile Lines on AT&T**
Cellular Contracts and Support

• Recent Inquires
  – Athletics
  – Residence Life

• Other Contracts
  – Purchasing for Conference Services (Verizon)
  – Security (Sprint)
  – IRU’s and Other Contracts

• Current ITS Support Activity

• Other Institutions

• Policy / Guidelines / Centralization
Agenda

• Project Review Board Update  
  – K. Smith

• Cellular Contracts and Support  
  – D. Vonder Heide

• Technology Briefing  
  – S. Malisch
FY11 Technology Briefing

January 2011
Industry Issues and Priorities

January 2011
Overall Industry Issues and Priorities

• Resources
  – Educause
    • ELI Horizon Report
    • ECAR Study of Undergraduate Students and IT
    • Core Data Service
    • Listservs
  – Gartner
    • Magic Quadrants
    • Hype Cycles
    • Specialized Analysts and Reports
  – Other
    • AJCU; peer and aspirational comparisons
    • The Campus Computing Project
    • CDW-G 21st Century Campus Report
    • Campus Technology
    • Chronicle of Higher Education
Figure 2. Higher Education CIO Institutional/Business Priorities, 2010 and 2013

<table>
<thead>
<tr>
<th>Ranking</th>
<th>2010</th>
<th>Change</th>
<th>2009</th>
<th>2008</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improving business processes</td>
<td>1</td>
<td></td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Increasing the use of information/analytics</td>
<td>2</td>
<td></td>
<td>2</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Cutting institution costs</td>
<td>3</td>
<td></td>
<td>3</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>Attracting and retaining new customers (students, partnerships and research)</td>
<td>4</td>
<td>↑</td>
<td>5</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Creating new products or services (innovation)</td>
<td>5</td>
<td>↑</td>
<td>7</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>Improving institution workforce effectiveness</td>
<td>6</td>
<td>↓</td>
<td>4</td>
<td>9</td>
<td>4</td>
</tr>
<tr>
<td>Managing institution change initiatives</td>
<td>7</td>
<td>↑</td>
<td>8</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Creating new sources of competitive advantage (new capabilities)</td>
<td>8</td>
<td>↑</td>
<td>9</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>Consolidating business operations</td>
<td>9</td>
<td>↑</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>Expanding into new markets or geographies</td>
<td>10</td>
<td>↑</td>
<td>*</td>
<td>*</td>
<td>10</td>
</tr>
<tr>
<td>Targeting customers and markets more effectively</td>
<td>*</td>
<td>↓</td>
<td>6</td>
<td>4</td>
<td>*</td>
</tr>
<tr>
<td>Expanding current customer relationships</td>
<td>*</td>
<td>↓</td>
<td>10</td>
<td>7</td>
<td>*</td>
</tr>
<tr>
<td>Managing your environmental impact (green IT and carbon footprint)</td>
<td>*</td>
<td></td>
<td>*</td>
<td>*</td>
<td>9</td>
</tr>
</tbody>
</table>

*Reflects that the priority was not ranked in the top 10.
The top three priorities are highlighted in yellow and demonstrate consistency in 2009 and 2010 and some anticipated changes in 2013.

Source: Gartner CIO Survey, November 2010
Figure 4. Higher Education CIO Technologies: Ranking of CIO Technologies Selected as One of Their Top Five Priorities in 2010

<table>
<thead>
<tr>
<th>Ranking</th>
<th>2010</th>
<th>Change</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Servers and storage technologies (including virtualization)</td>
<td>1</td>
<td>⇐</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Cloud computing</td>
<td>2</td>
<td>↑</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Networking, voice and data communications (includes VoIP)</td>
<td>3</td>
<td>↑</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Mobility</td>
<td>4</td>
<td>↑</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social computing (Web 2.0 technologies)</td>
<td>5</td>
<td>↑</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Security technologies (access control, authentication, etc.)</td>
<td>6</td>
<td>↓</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Business intelligence (BI) applications (analysis and mining)</td>
<td>7</td>
<td>↓</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Data storage and management</td>
<td>8</td>
<td>↑</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical infrastructure management and development (IT management)</td>
<td>9</td>
<td>↓</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Service-oriented applications and architecture (SOA and SOBA)</td>
<td>10</td>
<td>↑</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Enterprise applications (ERP, supply chain, CRM, etc.)</td>
<td></td>
<td>↓</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Collaboration technologies</td>
<td></td>
<td>↓</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Legacy application modernization, upgrade or replacement</td>
<td></td>
<td>↓</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Document management</td>
<td></td>
<td>↓</td>
<td>10</td>
<td>8</td>
</tr>
</tbody>
</table>

*Reflects that the priority was not ranked in the top 10.
The top three technology priorities highlighted in yellow provide insights on how CIOs can generate new sources of value for the institution.

Source: Gartner CIO Survey, November 2010
EDUCASE 2010 Top 10 IT Issues

1. Leverage Technology Fee; Prioritization; Incr. Outsourcing
2. Expanding use of SIS modules; Increased integration
3. Action phases of security program; PII/PCI stable
4. Distance Learning Initiative; iTunes; Clickers; FOT
5. Novell migration; Federated model
6. Consulting with CDW to mature plan
7. Tech Briefings; Conference Engagement; Governance
8. Mobile access; open source strategy
9. Tools include scorecards, roadmap, TAC’s; more to do
10. Internet2; Federated Identity; Mobile; Policies
# FY10 LUC Technology Scorecards

## ITS FY10 Academic & Faculty Support Scorecard

<table>
<thead>
<tr>
<th>Technology / Operation</th>
<th>Health Index</th>
<th>Current State</th>
<th>Healthy Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>

## ITS FY10 Infrastructure Scorecard

<table>
<thead>
<tr>
<th>Technology / Operation</th>
<th>Health Index</th>
<th>Current State</th>
<th>Healthy Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>

## ITS FY10 Administrative Technology Scorecard

<table>
<thead>
<tr>
<th>Technology / Operation</th>
<th>Health Index</th>
<th>Current State</th>
<th>Healthy Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>

## ITS FY10 Continuous Service Improvement Scorecard

<table>
<thead>
<tr>
<th>Technology / Operation</th>
<th>Health Index</th>
<th>Current State</th>
<th>Healthy Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>

## ITS FY10 Student Technology Scorecard

<table>
<thead>
<tr>
<th>Technology / Operation</th>
<th>Health Index</th>
<th>Current State</th>
<th>Healthy Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>

## ITS FY10 Governance & Funding Scorecard

<table>
<thead>
<tr>
<th>Technology / Operation</th>
<th>Health Index</th>
<th>Current State</th>
<th>Healthy Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>...</td>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>

### ITS FY10 Academic & Faculty Support Scorecard

- **Technology: Econometrics Software Verification Team**
  - **Health Index:** 5
  - **Current State:** ... (details)
  - **Healthy Definition:** ... (details)

### ITS FY10 Infrastructure Scorecard

- **Technology: Service Desks**
  - **Health Index:** 4.5
  - **Current State:** ... (details)
  - **Healthy Definition:** ... (details)

### ITS FY10 Administrative Technology Scorecard

- **Technology: Admin Support Services**
  - **Health Index:** 4
  - **Current State:** ... (details)
  - **Healthy Definition:** ... (details)

### ITS FY10 Continuous Service Improvement Scorecard

- **Technology: Service Desks**
  - **Health Index:** 4
  - **Current State:** ... (details)
  - **Healthy Definition:** ... (details)

### ITS FY10 Student Technology Scorecard

- **Technology: Teaching Assistant Management System**
  - **Health Index:** 4.5
  - **Current State:** ... (details)
  - **Healthy Definition:** ... (details)

### ITS FY10 Governance & Funding Scorecard

- **Technology: Strategic Planning and Budgeting**
  - **Health Index:** 4
  - **Current State:** ... (details)
  - **Healthy Definition:** ... (details)
Targeted Technology Trends

January 2011
Technology Maturity: Gartner Hype Cycles

Source: Gartner (July 2009)
Campus Computing 2010

Single Most Important IT Issue for Private Universities:

1. Network & Data Security (17.8%)
2. Supporting Online/Distance Education (15.6%)
3. Financing Replacement of Aging IT (13.3%)

Figure 2: Single Most Important IT Issue, 2009 vs. 2010 (percentages)

Source: Campus Computing Survey 2010
Emergency Notification Services

Figure 9: Opt-In (Voluntary) Registration Policy for Emergency Notification Services (percentages by sector, 2008-2010)

Source: Campus Computing Survey 2010
Learning Management Systems (LMS)

- Across sectors in Fall 2010, Blackboard ranges 47.8% - 68.8% market share
- Open Source LMS’s (Moodle and Sakai) now account for a fifth (21%) of campus standard LMS’s (up from 13.3% in 2008)
- Blackboard’s share of the higher ed. LMS market continues to decline
- Almost three-fourths (73.4 percent) report their institutions are “reviewing options for the campus standard LMS” in response to budget pressures

Source: Campus Computing Survey 2010
• Usage does not indicate depth of deployment, how many features, how much functionality used
• “80/20 rule”; activity to functionality

Figure 15: Rising Use of CMS/LMS in Instruction (percentage of courses using the CMS/LMS, by sector, selected years 2000-2010)

Source: Campus Computing Survey 2010
Mobile Applications

- Over 70% respondents “agree/strongly agree” that mobile (LMS) apps are important to enhance instructional services/campus resources.
- Mobile apps viewed as new campus portal
- Blackboard is early entry vendor
- According to Student Monitor 2010 survey of undergrads, students increasingly expect their universities to provide the kinds of “app-based” resources and services they enjoy as consumers

![Mobile App Deployment Chart](image)

Figure 20: Mobile App Deployment (percentages by sector, fall 2010)

Source: Campus Computing Survey 2010
ePortfolios

• Attention and traction growing in recent years as part of the increased campus discussions about assessment and student outcomes.
• LUC pilot of eSymplicity last two years.
• Selection of enterprise solution scheduled for March 2011.
• Rollout planned for Summer 2011.

Figure 32: ePortfolio Resources Are Available on the Campus Portal (percentages by sector, 2005-2009)
Source: Campus Computing Survey 2010
Web 2.0 Tools (Social Media)

Beyond Facebook and YouTube adoption is slower.

Figure 33: Web 2.0 Activities (percentages by sector, fall 2010)

Source: Campus Computing Survey 2010
What Did Loyola Students Say?
Student Technology Survey – August 2010

“3 Things ITS Can Improve On”

“The DML needs way more computers.”

“More laptops to check out.”

“Push teachers to use all of our technological services and programs!”

“Please make Blackboard and LOCUS available on mobile phones.”

“Make an iPhone App for the ITS department.”

“Make duplex printing the standard printing option.”

“Better WiFi.”

“Better printing services, More Mac options, Better registration process.”

“GroupWise.”

“More computer labs in WT Campus.”

“More computers in the labs on both campuses.”
ECAR STUDENT STUDY TRENDS, 2007–2010

- Ownership of an Internet-capable handheld device increased (51% in 2009, 63% in 2010).
- For owners of an Internet-capable handheld device, daily use of the Internet with that device increased (29% in 2009, 43% in 2010).
- Daily use of text messaging increased (53% in 2008, 66% in 2009, 73% in 2010).
- Daily use of instant messaging decreased (48% in 2007, 33% in 2008, 28% in 2009, 24% in 2010).
- Daily use of social networking websites increased (49% in 2007, 57% in 2008, 61% in 2009, 59% in 2010).
- Students enrolled in at least one entirely online course increased (15% in 2008, 20% in 2010).
- Daily use of course or learning management systems increased (21% in 2008, 23% in 2009, 35% in 2010).
Observations
ECAR Study of Undergraduate Students and Information Technology, 2010

1. Web-based technologies’ use in courses has arrived.
2. Mobile web use is growing.
3. Instructors continue to need training in effective use of technology.
4. Students also need training in technology.
5. With more online courses, IT services need to be reliable.
Mobile Device Use
ECAR Study of Undergraduate Students and Information Technology, 2010

2010
(N = 36,950)

Nonusers
24.6% of all respondents

Don't own, and don't plan to purchase in next 12 months, 24.6%

Don't own, but plan to purchase in next 12 months, 11.3%

Own but don't use Internet from handheld device, 13.9%

Potential Users
25.2% of all respondents

Own and use Internet from handheld device, 48.8%

Power Users
41.8% of all respondents

Weekly or several times a week, 30.8%

Monthly or less, 14.5%

Daily, 54.9%

Occasional Users
7.1% of all respondents

Preparing people to lead extraordinary lives
Loyola Mobile

- Over 3,500 iPhone downloads since Fall 2010
- Over 16,000 information requests to the student system for grades, holds, and schedules
- AND….

* With the creation of a Loyola University Chicago iPhone app in 2010 and the inclusion of the Alumni Association shortcut, our iPhone pages saw a significant traffic boost.

Source: LUC Alumni Association 2010 Summary Report
Social Networking Use
ECAR Study of Undergraduate Students and Information Technology, 2010

Figure 1-3. Percentage of Students Who Have Used Social Networking Websites, by Age, 2007 to 2010

- 2007 (N = 27,604)
  - 18-24 years old: 30.4%
  - 25-29 years old: 17.7%
  - 30-39 years old: 10.3%
- 2008 (N = 25,901)
  - 18-24 years old: 57.6%
  - 25-29 years old: 26.0%
  - 30-39 years old: 20.2%
- 2009 (N = 30,450)
  - 18-24 years old: 82.4%
  - 25-29 years old: 54.2%
  - 30-39 years old: 40.8%
- 2010 (N = 36,950)
  - 18-24 years old: 85.7%
  - 25-29 years old: 69.2%
  - 30-39 years old: 58.1%

Preparing people to lead extraordinary lives
Rapid growth in examples of engaging alumni using Social Media tools

Source: LUC Alumni Association 2010 Summary Report
Use of Technology in Coursework
ECAR Study of Undergraduate Students and Information Technology, 2010

Table 6-1. Core Technologies Used in Courses the Quarter/Semester of the Survey, by Class Standing and Overall

<table>
<thead>
<tr>
<th>Used by Many Students</th>
<th>Seniors (N = 15,586)</th>
<th>Freshmen (N = 12,408)</th>
<th>Students from Two-Year Institutions (N = 4,559)</th>
<th>All Students (N = 36,950)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>College/university library website</td>
<td>73.4%</td>
<td>68.7%</td>
<td>59.6%</td>
<td>69.7%</td>
</tr>
<tr>
<td>Presentation software (PowerPoint, etc.)</td>
<td>75.0%</td>
<td>61.9%</td>
<td>52.6%</td>
<td>66.8%</td>
</tr>
<tr>
<td>Course or learning management system</td>
<td>70.9%</td>
<td>61.5%</td>
<td>61.4%</td>
<td>66.5%</td>
</tr>
<tr>
<td>Spreadsheets (Excel, etc.)</td>
<td>52.0%</td>
<td>38.2%</td>
<td>36.5%</td>
<td>44.9%</td>
</tr>
</tbody>
</table>

Figure 6-4. Change in Use of Course Management System from 2008 to 2010

Percentage of Students

- 2008 (N = 26,257)
  - Never: 48.7%
  - Monthly or less often: 21.2%
  - Weekly or several times per week: 22.7%
  - Daily: 8.4%

- 2009 (N = 29,494)
  - Never: 51.8%
  - Monthly or less often: 22.7%
  - Weekly or several times per week: 22.7%
  - Daily: 3.8%

- 2010 (N = 36,950)
  - Never: 44.4%
  - Monthly or less often: 35.2%
  - Weekly or several times per week: 10.7%
  - Daily: 9.7%
Convenience is leading factor in using technology in coursework over Student Engagement, Learning, and Workplace Preparedness.
Significant Technology Changes Underway at LUC

1. Learning Outcomes and Assessment (ePortfolio)
2. Enrollment Management (Recruitment Plus Replacement)
3. Online Classroom Tool (Adobe Connect)
4. Infrastructure Components (Novell Product Replacements)
5. Web Content Management (Terminal 4)
6. Data Warehouse/Business Intelligence Tools (IBI Analytics Packages)
Budget and Strategic Investments

January 2011

Technology@Loyola

INFORMATION TECHNOLOGY AND SERVICES
LOYOLA UNIVERSITY CHICAGO
Figure 8. IT Spending as a Percent of Operating Expense, by Industry, 2010

Database Average: 4.3%
Government—National/International: 8.5%
Banking and Financial Services: 7.3%
Software Publishing and Internet Services: 6.3%
Media and Entertainment: 6.0%

Education: 4.8%
Professional Services: 4.7%
Telecommunications: 4.4%
Healthcare Providers: 3.7%
Pharmaceuticals, Life Sciences and Medical Products: 3.6%
Insurance: 3.5%
Transportation: 3.3%
Government—State/Local: 3.2%
Utilities: 3.0%
Industrial Electronics and Electrical Equipment: 2.8%
Consumer Products: 2.4%
Industrial Manufacturing: 2.2%
Chemicals: 1.6%
Retail and Wholesale: 1.6%
Food and Beverage Processing: 1.4%
Construction, Materials and Natural Resources: 1.4%
Energy: 0.8%

Source: Gartner ITKMD (January 2011)

LUC is Here: FY11 = 4.6%
# LUC ITS Budget Benchmarking

<table>
<thead>
<tr>
<th></th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>FY11 estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>LUC Expense Budget</td>
<td>$154.8</td>
<td>$144.5</td>
<td>$142.2</td>
<td>$163.8</td>
<td>$208.0</td>
<td>$249.7</td>
<td>$297.5</td>
<td>$313.8</td>
<td>$327.4</td>
<td>$343.2</td>
</tr>
<tr>
<td>ITS BUDGET</td>
<td>$10.3</td>
<td>$9.9</td>
<td>$7.3</td>
<td>$9.5</td>
<td>$10.3</td>
<td>$11.5</td>
<td>$12.5</td>
<td>$14.1</td>
<td>$15.5</td>
<td>$15.8</td>
</tr>
<tr>
<td>ITS as % of LUC</td>
<td>6.55%</td>
<td>6.83%</td>
<td>5.16%</td>
<td>5.80%</td>
<td>4.94%</td>
<td>4.62%</td>
<td>4.21%</td>
<td>4.49%</td>
<td>4.72%</td>
<td>4.60%</td>
</tr>
</tbody>
</table>

### ITS % of total LUC Budget

![Graph showing ITS % of total LUC Budget over years from 2002 to 2010 with an estimate for FY11.]

*Note: ITS Budget includes $2.7 million revenue from the Technology Fee*
## CIO IT budgets vary by industry and geography

<table>
<thead>
<tr>
<th>Industry</th>
<th>2011 CIO IT budget change</th>
<th>Percentage of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Weighted</td>
<td>Unweighted</td>
</tr>
<tr>
<td>Consumer, retail, media</td>
<td>+2.3%</td>
<td>+5.5%</td>
</tr>
<tr>
<td>Education</td>
<td>+0.6%</td>
<td>+0.9%</td>
</tr>
<tr>
<td>Energy and commodities</td>
<td>-2.9%</td>
<td>+3.7%</td>
</tr>
<tr>
<td>Financial services</td>
<td>+1.0%</td>
<td>+3.9%</td>
</tr>
<tr>
<td>Government</td>
<td>+1.0%</td>
<td>+1.2%</td>
</tr>
<tr>
<td>Healthcare</td>
<td>+1.0%</td>
<td>+2.9%</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>+3.7%</td>
<td>+4.9%</td>
</tr>
<tr>
<td>Professional services</td>
<td>+1.0%</td>
<td>+4.4%</td>
</tr>
<tr>
<td>Telecom and technology</td>
<td>-0.1%</td>
<td>+4.1%</td>
</tr>
<tr>
<td>Transportation and wholesale</td>
<td>+5.2%</td>
<td>+7.1%</td>
</tr>
<tr>
<td>Utilities</td>
<td>-2.9%</td>
<td>+5.5%</td>
</tr>
<tr>
<td>Geography</td>
<td></td>
<td></td>
</tr>
<tr>
<td>North America</td>
<td>+2.0%</td>
<td>+3.3%</td>
</tr>
<tr>
<td>Europe, Middle East and Africa</td>
<td>-0.3%</td>
<td>+3.8%</td>
</tr>
</tbody>
</table>

- Weighted CIO IT budget changes incorporate the size of the budget into the overall figure.
- Unweighted CIO IT budget changes are the average of each company regardless of budget size.
IT Budget by Major Activity

Table 3. Run-, Grow- and Transform-the-Business IT Spending, by Industry, 2010

<table>
<thead>
<tr>
<th>Industry</th>
<th>Run</th>
<th>Grow</th>
<th>Transform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>76%</td>
<td>14%</td>
<td>10%</td>
</tr>
</tbody>
</table>

Source: Gartner ITKMD (January 2011)
ITS FY09 Annual Summary
“Game Changers”

1. Electronic document management projects (ECM) (LUC SP Strategy 1,5)
   - 12 Areas Live in 2010, 17 total
   - Average 75% process improvement on key user metrics
   - 10+ areas scheduled for 2011
   - Featured Case Study with Fujitsu targeted for Spring 2011

2. Expand Mobile Access to Student Services (LUC SP Strategy 5)
   - LUC Featured Case Study in EDUCAUSE Quarterly Review Spring 2011

3. Data Warehousing/Business Intelligence (LUC SP Strategy 1,2)
   - 1st Deliverable Faculty Workload; Summer 2011

4. Enterprise ePortfolio Selection (LUC SP Strategy 1)
   - Target Summer 2011 Availability

5. Summer Online 2011 (LUC SP Strategy 4,5)
   - 15 faculty trained; 15 courses; Evaluate next steps

6. Build and Promote Research Data Center Services (LUC SP Strategy 3,6)
   - Governance Committee established; Funding and Services TBD
Strategic Planning/Investment Opportunities

- IT security
- IT disaster plans
- Open Source LMS; long-term strategy
- IT financial plan for investing and supporting research computing needs
- Student portal services/university portal services
- Email and document archiving for eDiscovery requirements
- Role of cellular and smart phones in the larger campus IT plan
- Cloud Computing
- Network redesign
- Online/distance education strategy
- Assisting faculty in integrating technology into instruction
- Remote access and file sharing
- Expansion of self service and browser-based access to information
**FY11-FY12 ITESC Schedule**

- **February 17, 2011 - Thursday, 1:30-3:30 PM**
  - Project Review Board Update
  - Student Portal
  - Cellular Contracts & Support
  - Technology Briefing

- **April 7, 2011 - Thursday, 1:30-3:30 PM**
  - System Proposal - ePortfolio & Assessment
  - System Proposal - Recruitment CRM

- **May 26, 2011 - Thursday, 1:30-3:30 PM**
  - Project Portfolio Prioritization
  - Major Projects Status Reviews
  - Subcommittee Reports

- **July 7, 2011 - Thursday, 1:30-3:30 PM**
  - Project Portfolio Prioritization Results
  - LUMC Update

- **August 11, 2011 – Thursday, 1:30-3:30 PM**
  - FY13 Budget Input from Subcommittees

- **September 22, 2011 - Thursday, 1:30-3:30 PM**
  - Subcommittee Reports
  - Major Projects Status Reviews

- **November 10, 2011 - Thursday, 1:30-3:30 PM**
  - Technology Briefing & Scorecards
  - LUMC Update
  - Project Portfolio Prioritization

- **January 5, 2012 - Thursday, 1:30-3:30 PM**
  - Project Portfolio Prioritization Results
  - Major Projects Status Reviews