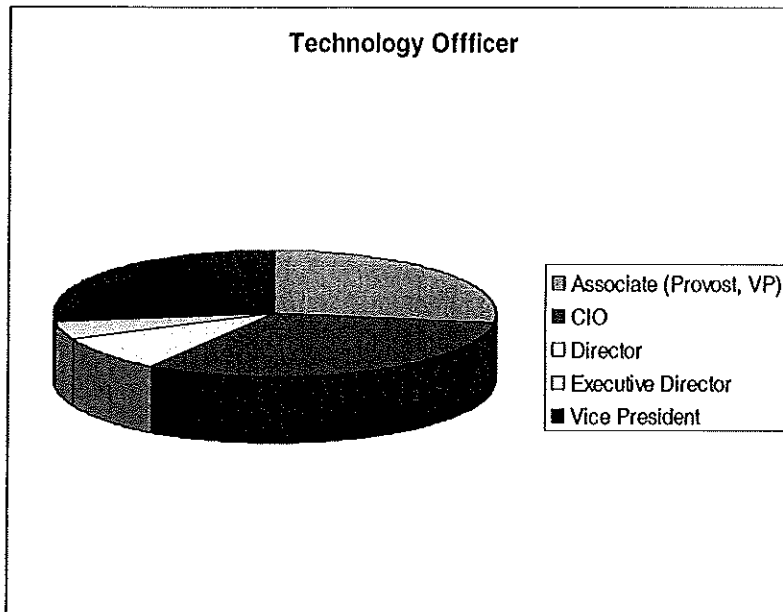# AJCU Benchmarking Summary

Bob Clapp
April 2004

Governance

What is the highest-ranking technology administrator/officer?

6 are Associate (Provost, VP)
7 are CIO
2 are Director
1 are Executive Director
6 are Vice President

Technology Offficer

- Associate (Provost, VP)
- CIO
- Director
- Executive Director
- Vice President

To whom does the CIO report? (Numbers indicates school that report to.)

8 Chancellor/President
9 Highest Ranking Academic Officer (Provost, Academic VP, Dean)
4 Highest Ranking Administrative Officer (Administrative/Executive VP)
1 Highest Ranking Business Officer
0 Second Level Academic Officer (Assistant/Associate VP)
1 Second Level Administrative Officer (Assistant/Associate VP)

Member of president's cabinet?

68% Of the CIO are not members of the president's cabinet.

Does your campus have a strategic plan that includes strategies and direction for IT?

50%   Of the campuses have a strategic plan.

Does your campus have a stand-alone IT strategic Plan?

81%   Of the campuses have an IT plan.

Does your campus have a general student technology fee?

60%   Have a fee.

- $100/ semester
- $150
  $150/semester
  $150/semester
  $75/year
  $225
  $250 per year
  $70

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

90%   Do not have a fee.

What function are part of IT – staffing level

	Area	IT Staff	Decentralized Staff	Outsourced Staff
17	Administration of IT Organization	147.55	33	20
17	Desktop/User Support Services	119.5	27	0
17	Help Desk	57	13	5
16	Administrative Computing	128.5	3	11
16	Network Infrastructure and Service	102.5	1	2
16	Systems Administration	45	1	2
15	Telephony	58	2	3
14	Instructional management system	19.25	20.5	1
14	Administrative systems - project management for implementations	30	4	5
14	Instructional Technology (Classroom Services, Media Center)	83.25	13	1
13	IT Security	14	0	0
13	Operations/Data Center/Computer operators	74.75	0	3
13	Web Development	28.5	9.5	0
12	Administrative systems - application development	87	4	3
11	Academic/Research Computing	45	40	1
11	IT Policy	2.7	0	0
11	Web Support Services	14	9.5	0
10	Desktop repair/ technology repair	30.5	6	7+
9	Web Hosting	0.25	1	0.25
6	Faculty evaluations	1.45	1	0
5	Library	112.5	99.5	
5	Technology R&D	6.5	0	0
4	Card Access/Security	4.5	7	0
3	Mailroom	7	11.5	1
3	Printing (distributed printers and copiers)	1	1	1
2	Computer Store	1	.25	
2	Distance Education	3.5	5	0
2	Cell phone service	2	0	0
1	Print Shop (Centralized printing or copy center)	5		

FACULTY AND STUDENT COMPUTING

Help desk for administrative and faculty activities form Student activities?

80%	Have one integrated help desk	19 yes	5 no
91%	Do not have separate Faculty and Staff help desk	2 yes	22 no
91%	Do not outsourced Help Desk	2 yes	22 no
91%	Do not integrate the Help Desk(s) with the (i.e. Library)	2 yes	22 no

Help Desk Hours of Operation:

41%   8 or 9 am till 4:30 or 5:00 pm   Business hours
35%   7:00 or 8:00 am till 7:00 or 8:00 pm   Class hours

Longest   9am to 12 am   (Student)
Shortest   8:00 to 4:30   8:30 to 5:00

Resident Hall Network

Does your campus offer connections to students in residence halls?

83% provide Ethernet.
No one reported using Cable Modem or DSL.

EMAIL

85%   Of the campuses, issue an email account to each student, for the purpose of receiving official communications?   17 yes   3 no

85%   Of the campuses, do not allow students to select their own "official" e-mail account?
100%   Are not planning or thinking about eliminating student e-mail accounts?

We are using a Course Management system:

15   Blackboard
 3   WebCT
 1   Homegrown
 2   Other (Prometheus & Angel)

Bandwidth management for your campus:

Everyone shapes bandwidth.

13%   Shape by time of day.
23%   Shape by location on campus (for example, residence halls).
34%   Shape by type of traffic (e.g., KaZaA).
25%   Shape by direction (incoming versus outgoing).

Bandwidth Management Tool

- 17 School are using Packeteer
- 1 School is using Cisco
- 1 School is using Open Source

Wireless Access at Your Campus

Area	All	Most	Some	None
Classrooms	1	2	16	2
Public Labs	1	3	11	5
Library	10	2	8	1
Resident Halls	2		12	6
Research Facilities	1		8	9
Administrative Building	1	2	12	4
Open Spaces	1		16	4

Information System

We are using for:	Vendor
Student System	1 Apecs 3 Datatel 1 IA/SCT 4 PeopleSoft 5 SCT 7 Banner
Financial System	1 Apecs 3 Datatel 1 IA/SCT 1 Lawson 2 Oracle 3 PeopleSoft 3 SCT 7 Banner
Fixed Assets Tracking	2 Datatel 1 Genesys 1 KPMG 1 PeopleSoft 3 Banner
Purchasing	1 Apecs 1 Custom 2 Datatel 1 IA/SCT 1 Lawson 2 Oracle 2 PeopleSoft 2 SCT 6 Banner
Human Research	3 Datatel 1 IA/SCT 2 Oracle 3 PeopleSoft 1 SCT 5 Banner
Payroll	1 Ceridian 3 Datatel 1 IA/SCT 1 Lawson 3 Oracle 1 Outsourced 2 PeopleSoft 3 SCT 5 Banner

We are using for:	Vendor
Development	1 Blackbaud 4 BSR 4 Datatel 1 IA/SCT 1 Lawson 2 JSI Millenium 1 SCT ADS+ 6 Banner 1 Viking
Library	3 Endeavor 1 Horizon 11 Innovative Interface 1 Mobeus State Cinsortium 3 Sirsi
Course Management (Blackboard, WebCT)	1 Apecs 3 Datatel 1 IA/SCT 1 Lawson 2 Oracle 3 PeopleSoft 3 SCT 7 Banner
Grant Management	1 Datatel 1 InfoEd 1 Lawson 1 PeopleSoft 2 SCT 3 Banner
Principal DBMS for Admin. Support	1 DB2 1 DMS 11 Oracle 3 Unidata
Room Management	3 Ad Aster 1 In House 9 Resource 25 2 SCT
Portal (Pipeline, Campus Cruser)	1 Blackboard 7 Campus Pipeline/Luminus 1 Custom 2 PeopleSoft

Desktop computing

Number of computers

	MacOS	Windows 9X/ME	Windows NT/2000	Windows XP	Linux	Other
Classrooms	307	127	1,302	2,112	46	23
Department/School Controlled Labs	766	347	2,371	1,250	389	157
IT/General Purpose Student Labs	766	113	1,976	2,554	2	13
Resident Hall Lab Computers	44	12	190	142	0	0
Faculty Computers	1,420	940	6,133	2,767	36	26
Staff Computers	1,409	1,160	10,868	5,404	28	3
Totals	*4,712*	*2,699*	*22,840*	*14,229*	*501*	*222*
Per Cents	*10%*	*6%*	*50%*	*31%*	*1%*	*½%*

50%   Are using a Desktop management system? (e.g. ZenWorks)

85%   Have a policy in place, to regularly replace desktop computer equipment?

Number of years in replacement cycle

41%   3 year cycle
61%   4-year cycle
11%   5-year cycle

70%   Of the campus cascade their computers.
61%   Of the campus, have centralized hardware and software purchases.
86%   Of the campuses, do not lease computers.

What is the estimated percentage of students that have personally owned computers?

1   80%
2   85%   Most school have student ownership in the 90% range
6   90%
1   93%
4   95%
4   98%

Services you offered to faculty, staff, and students?

Feature	Provide Faculty	Provide Staff	Provide Students	Product
E-mail	95%	95%	95%	Unix Sun1 5 Exchange/Outlook 1 Marapoint 1 Lotus Notes 6 GroupWise 1 Communicator 1 Campus Pipeline
Electronic Calendaring	85%	90%	57%	1 Campus Pipeline 3 Corporate Time 6 Exchange/Outlook 6 GroupWise 1 Lotus Notes 1 On Time
Office Suite software	90%	95%	33%	MS Office
Free Laser Printing	80%	80%	52%	
Pay-for-Print Laser Printing	4%	4%	52%	1 Go Print 4 Pharos 3 Uniprint
PDA E-mail of Central E-mail System	19%	24%	14%	1 Marapoint 1 GroupWise
Card Access for Buildings	61%	61%	67%	6 Blackboard 2 Diebold 1 OneCard 1 RS2
Smart Cards	28%	28%	34%	Blackboard
Parking Cards	76%	76%	76%	Blackboard
Personal Web Sites	90%	81%	76%	
PDA Central Support	29%	29%	19%	
Cell Phones	34%	52%	24%	

Services	Sell Direct	Free	Outsource
Long distance	28%	0%	57%
TV Basic Channels campus owned antennas	4%	43%	0%
Cable TV Basic Channels	5%	67%	29%
Cable Premier Channels (Movie Channels)	14%	14%	38%
Ethernet	0%	95%	0%

All data is available at the AJCU Benchmarking Web Site: www.lemoyne.edu/ajcu