



2008 EDUCAUSE Core Data Survey for Kenyon College

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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 2007-2008.

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?

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 (Vice Provost, Assistant or Associate Provost / Academic VP)

Second level administrative officer (Assistant or 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

3. What functions report to or are included in the responsibilities of the highest ranking information technology administrator / officer on your campus? (Check all that apply.) Note: these categories are not intended to match the functional areas into which you are asked to place numbers of FTE staff or to report sources of funding; this question is intended to identify organizational areas for which the top technology administrator has responsibility to help identify colleagues with similar organizational responsibilities when using the interactive database service.

Academic Computing

Administration of IT Organization

Administrative Information Systems

Computer Store

Desktop Computing, User Support Services, Training, Help Desk

Enterprise Infrastructure and Services, Identity Management

Distance Education

Institutional Research

Instructional Technology

Information Technology in an Affiliated Hospital

Information Technology Planning and Budgeting

Information Technology Policy

Information Technology Security

Library

Mailroom

Multimedia Services

Network Infrastructure and Services

Operations, Data Center

Print / Copier Services

Research Computing

Student Computing

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 centralized IT organization of your campus in each of the functional areas listed below for FY 2007-2008. Please include part-time, temporary, and limited-term employees in your count. Please do *not* include employees who supported a hospital or who supported IT for other campuses if your campus is part of a multicampus system or district.

If your campus has contracted with an external supplier to provide all or nearly all IT services through an outsource arrangement, please include the supplier's employees as staff for the purposes of this question and check the box below the table to report this outsourcing arrangement. 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 centralized IT organization for FY 2007-2008. 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. **Please do not use the "other function" line to report that you do not have other functions or that you have 0 other staff. If you have no other functional areas and no other staff, leave the boxes for line 14 blank.**

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. Administration of IT Organization, IT Planning, Technology R&D		
2. Administrative / Enterprise Information Systems		
3. Desktop Computing, User Support Services, Training, Computer Store		
4. Enterprise Infrastructure and Services, Identity Management		
5. Help Desk		
6. Information Technology Policy		
7. Information Technology Security		
8. Instructional Technology, Multimedia Services, Student Computing		
9. Network Infrastructure and Services		
10. Operations, Data Center, Print/Copier Services, Mailroom		
11. Research Computing, Academic Computing		
12. Telephony		
13. Web Support Services		
14. Other Function		
Total centralized IT unit FTE:	24.75	4.98

Please check this box if all or nearly all of your IT staff were provided through an outsourcing arrangement with an external supplier (other than your system or district office if your campus is part of a multicampus system or district).

Please check this box if your campus is part of a multicampus system or district that provided staffing support from the centralized system or district office that is not reflected in the numbers you have entered above.

6. Please **estimate** the number of full-time equivalent (FTE) information technology personnel who were employed by departments or offices **outside the centralized IT organization** of your campus for FY 2007-2008 (for example, employed by administrative offices or academic departments), including part-time, temporary, and limited term employees. Your campus HR office may be able to provide this number. If no IT personnel were employed outside the centralized IT organization, enter 0. If you cannot estimate this number, please check the box below to report that.

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 types of 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 committee / faculty senate

Technology advisory committee

Student committee

State agency

System or district office in multicampus system or district

Other

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

IT Financing and Management

1. Please enter the dollar amounts your centralized information technology organization received in FY 2007-2008 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 funding your centralized IT organization received in FY 2007-2008. 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 received from that source. **Please do not use the "other funding" category to report 0 other funding; if you have no other funding sources, simply leave both of the boxes on line 10 blank.**

NOTE that we are asking campuses in a multicampus system or district to enter a best estimate of their share of the dollar equivalent for systems or services that were provided at no charge by the central system or district office to its campuses. We urge you to contact your system or district office for help in calculating this estimate. For examples of these calculations, click here. EDUCAUSE has contacted system and district offices to alert them that their campuses may be in touch with them for help with this data point. Note also that you should not report an amount that your campus actually paid to your system or district office for systems or services provided, as those dollars are assumed to

be included in the expenditures from your centralized IT organization's operating appropriation. If, however, you have not included those dollars on line 1, you may enter them on line 8.

Please note also that line 9 allows you to report separately the amount of compensation and/or benefits for centralized IT staff that might have been paid from an institutional budget rather than included in your centralized IT organization's operating appropriation / budget. If you enter an amount here, please be sure to also report this amount on line 1a of Section 2 Question 4 of the survey.

Category of Funding	Dollar Amount
1. Operating appropriation to centralized IT organization	\$
2. Capital appropriation to the centralized IT organization (other than those amortized through rates)	\$
3. Appropriation to the centralized IT organization from revenue generated from student technology fees (if not included above in line 1, operating appropriation)	\$
4. Revenue from sale (chargeback) of centralized services (e.g., network or phone services, computer repairs) to campus departments, students, staff, and others	\$
5. Revenue from sale of centralized services (e.g., computer store sales) to entities external to the campus	\$
6. Net revenue from resale of products (e.g., computer store sales) to campus departments, students, staff, and others	\$
7. Net revenue from resale of products (e.g., computer store sales) to entities external to the campus	\$
8. If your campus is part of a multicampus system or district, enter your best estimate for your campus's proportional share of the dollar equivalent for systems or services provided at the system or district level for which the campus is not charged.	\$
9. If compensation or fringe benefits for centralized IT staff were paid from an institutional budget (that is, not included in your centralized IT organization's funding or budget), please enter the amount here (if you have not already accounted for this equivalent funding in line 1 above).	\$
10. Other Funding	\$
Total centralized IT Funding for FY 2007-2008:	\$2,776,556

2. Please **estimate** what percent of funding for each centralized IT function came from these various funding sources for FY 2007-2008.

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.

NOTE that we are requesting that you estimate what percent of equivalent funding came from the system/district office for each function if your campus is part of a multicampus system that provides IT functionality at the system/district level.

Centralized Campus IT Function	Appropriation from Campus Operating Budget	Appropriation from Campus Capital Budget	Student Tech Fee	Cost Recovery (Chargeback)	Provided at the System / District Level	Other Sources	Total
1. Administration of IT Organization, IT Planning, Technology R&D	%	%	%	%	%	%	100%
2. Administrative / Enterprise Information Systems	%	%	%	%	%	%	100%

3. Desktop Computing, User Support Services, Training, Computer Store	%	%	%	%	%	%	100%
4. Enterprise Infrastructure and Services, Identity Management	%	%	%	%	%	%	100%
5. Help Desk	%	%	%	%	%	%	100%
6. Information Technology Policy	%	%	%	%	%	%	100%
7. Information Technology Security	%	%	%	%	%	%	100%
8. Instructional Technology, Multimedia Services, Student Computing	%	%	%	%	%	%	100%
9. Network Infrastructure and Services	%	%	%	%	%	%	100%
10. Operations, Data Center, Print / Copier Services, Mailroom	%	%	%	%	%	%	100%
11. Research Computing, Academic Computing	%	%	%	%	%	%	100%
12. Telephony	%	%	%	%	%	%	100%
13. Web Support Services	%	%	%	%	%	%	100%
14. Other Function	%	%	%	%	%	%	

3. What dollar amount, if any, does the centralized 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 that this question does not refer specifically to the past fiscal year, but is a request for the average amount per IT staff member that is usually budgeted annually. **Please be sure that the amount you enter is per IT staff member, not your entire organizational training / professional development budget.**

\$

4. What was the total compensation for FY 2007-2008 (including fringe benefits even if benefits were paid elsewhere on campus and not charged to the centralized IT organization) for the following categories of personnel employed by or through the centralized IT organization of your campus? If for question 5 of section 1 of this survey you counted as "staff" individuals employed through an IT service outsource arrangement, please enter compensation for those individuals in the "staff" rather than "contractors" category below. If you reported FTE student employees, there is an expectation that you will enter congruent compensation for this category. If you enter \$0 because you did not compensate your student employees from centralized IT funding, or if the compensation amount entered was subsidized by work study or other funding external to your IT organization, please check the appropriate box below the question to indicate this arrangement.

Note the ability to report an amount for compensation and/or benefits for centralized IT staff that was paid from an institutional budget rather than from your centralized IT organization's operating appropriation / budget. Please note that if you include such an amount on line 1 it should NOT also be reported on line 1a. If you enter an amount on line 1a, please be sure that you have also reported this amount on line 9 of Section 2 Question 1 of the survey.

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 centralized IT personnel for FY 2007-2008. If your centralized IT organization compensated personnel that did 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. **Please do not use the "other" category to report \$0 for no other kinds of staff compensation;** if you had no other kind of staff compensation, simply leave both of the boxes on that line blank. Click

on the underlined term for an explanation of that category of personnel.

1. Staff	\$
1a. If staff compensation and/or fringe benefits were paid from an institutional budget rather than from your centralized IT funding / budget, and you have reported those dollars on line 9 of Section 2 Question 1, please enter the amount here.	\$
2. Students	\$
3. Consultants	\$
4. Contractors	\$
5. Other	\$
Total centralized IT Personnel Compensation for FY 2007-2008:	\$1,432,373

Please check this box if your student employees were compensated in whole or part by Work Study or other funding that you did not report as part of your centralized IT organization's funding in Section 2, Question 1 or that you did not include in line 2 above.

Please check this box if all or nearly all of your IT staff were provided through an outsourcing arrangement with an external supplier (other than your system or district office if your campus is part of a multicampus system or district).

5. Please enter your best **estimate** of the total spent on salaries (including benefits) for FY 2007-2008 for IT personnel who are employed in departments or offices **outside the centralized IT organization** of your campus (for example, employed by administrative offices or academic departments), including part-time and 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 were employed outside the centralized 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 FY 2007-2008 on information technology (other than salaries and benefits) in departments or offices outside the centralized 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. If your campus had no IT expenditures (other than salaries and benefits) outside the centralized IT organization, enter 0. If you cannot estimate this amount, please check the box to indicate that.

\$

We cannot reasonably estimate this amount.

7. In FY 2007-2008, did your campus charge a general student technology fee, that is, a fee designated wholly for IT that was levied on all students, regardless of major or school (as opposed to specific, individual technology fees that might have been 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 was the fee charged and what was the amount of the fee per FTE student? (Select only one and enter the amount in U.S. dollars. NOTE that decimals **are** permitted here.)

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? (Enter amount in whole U.S. dollars without commas or decimals.)

\$

Who determined how these dollars were spent? (Check all that apply)

- Students
- IT administration
- Campus committee
- Senior administration
- State agency
- System or district office in a multicampus system or district
- Funds are earmarked or restricted by policy

Other

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

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

computers

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

Less than every three years

Three years

Between three and four years

Four years

More than every four years

We have different replacement cycles for different types of computers.

We have no formal replacement plan.

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.)

%

12. What percent of the computers owned or leased by your campus were replaced in FY 2007-2008? (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.)

%

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 internal information technology services are covered by written service level agreements between the centralized IT organization and departments. (Check all that apply.)

Academic and/or research support

Administrative / enterprise information systems support

Computer and network security

Data center services

Desktop services / user support services / help desk

Instructional technology support

Multimedia services

Network services

Print services

Telephone services

Training

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 vendor or other organization) with whom your campus has contracted through an outsource or ASP arrangement. (NOTE that if your campus is part of a multicampus 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 or nearly all centralized IT staff and services

CIO / top IT administrator

Computer and network security

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

Resnet (student residential networks)

Telephone services

User support services

Web development and/or hosting

Other

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

16. Enter in the box below the total number of *headcount employees* (including faculty) that your campus last reported to IPEDS. Your Institutional Research Office should be able to provide you with this number.

NOTE that this question is included in the EDUCAUSE Core Data Service survey by an agreement with the leaders of the COSTS Project, whose survey was merged with the CDS survey in 2006. Any campus that has participated in the COSTS Project and any campus that is a member of the Consortium of Liberal Arts Colleges (CLAC) will need to complete this question in order for benchmarks that have been available through the COSTS Project to continue to be available through the CDS interactive database service.

This question is optional for other survey respondents, so you may elect not to provide this information. If that is the case, please check the box below to indicate this. **NOTE** that if you do provide this number, your data will be included in the related benchmark ratios in the CDS interactive database service.

We have elected not to provide this number.

17. Enter in the box below *total campus expenses* (not including financial aid expenses) last reported to IPEDS. Enter a whole number, without commas or decimals, in U.S. dollars. This number comes from the audited financial statement for your institution and should be available from your campus business office.

NOTE that this question is included in the EDUCAUSE Core Data Service survey by an agreement with the leaders of the COSTS Project, whose survey was merged with the CDS survey in 2006. Any campus that has participated in the COSTS Project and any campus that is a member of the Consortium of Liberal Arts Colleges (CLAC) will need to complete this question in order for benchmarks that have been available through the COSTS Project to continue to be available through the CDS interactive database service.

This question is optional for other survey respondents, so you may elect not to provide this information. If that is the case, please check the box below to indicate this. **NOTE** that if you do provide this number, your data will be included in the related benchmark ratios in the CDS interactive database service.

\$

We have elected not to provide this number.

If you have elected to provide total campus expenses (net financial aid) in the box above, please check below which accounting standards are followed by your campus. Again, your business office should be able to provide this information.

GASB (Governmental Accounting Standards Board)

FASB (Financial Accounting Standards Board)

Faculty and Student Computing

1. How many hours a week does the public help desk service provided by your centralized 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.)

hours

We do not have a public help desk.

2. **Estimate** what percent of undergraduate students at your institution use their own personal computers on campus. (NOTE that this includes students using computers they already owned before enrolling that they brought with them or using computers that your campus has provided or leased to them or required them to purchase after enrollment. **If your campus does not have resident students, please do not include computers that students use at home for which your staff are not responsible for support.** Enter the percentage as a whole number, e.g., 70% would be entered as 70.)

%

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. Please select the statement below that best describes your campus with regard to providing students a campus-negotiated service to access online music and/or movie services.

We are already offering such a service.

We are planning to offer such a service.

We are considering offering such a service.

We have no plans to offer such a service.

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

Yes

No

7. 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.

8. 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 provide student technology assistants who help faculty use technology.

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

If you checked either one or both of the first two options above, please estimate what percent of the faculty are using the center(s). Enter the estimate as a whole number without a percent sign.

%

9. 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 support a single open source course management system or a commercial product based on open source.

We support more than one open source course management system or commercial product based on open source.

We employ a hybrid approach (support a combination of homegrown, open source, and/or commercial course management systems).

Other

If you checked that you currently support one or more course management systems, please select the statement that most accurately describes faculty use of the system(s) at your campus:

Our course management system(s) is (are) ubiquitous, employed for all or nearly all courses.

Our course management system(s) is (are) used selectively by faculty.

10. Please indicate the status at your campus of the following learning technologies or practices, whether at the campus or individual departmental level.

Technology or Practice	Deployed	Experimenting with	Considering	Not planned
Blogs				

E-learning

E-portfolios

Hybrid courses

Information literacy requirement

Interactive learning

Learning objects

Wikis

11. 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	%
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Wireless Internet connectivity	%
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LCD projectors	%
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Computers	%
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Televisions	%
-------------	---

Smart boards	%
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Document projectors / systems / cameras	%
---	---

Clickers (personal response systems)	%
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Other technology	%
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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

Mbps (megabits per second)

...to high-performance networks such as Abilene

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						
Outsourced modem pool						
Institutionally arranged discount with ISP						
Subsidized ISP accounts						
State academic network						
Virtual Private Network (VPN)						
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						
Student Union						
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.)

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.

%

7. Please indicate the status at your campus of the following technologies, whether campuswide or in individual departments.

Technology	Deployed	Piloting	In progress	Considering	Not planned
Antispam tools					
Antispyware software					
Antivirus software					
IPTV					
Personal firewall software					
Video over IP					
Voice over IP					
Web Services					
Wireless security technologies					
Emergency notification system					

8. Please indicate the status at your campus of the following identity management technologies.

Technology	Deployed	Piloting	In progress	Considering	Not planned
Biometrics					
Electronic signatures					
Enterprise directory					
PKI					
Smart cards					
Tokens					
Two-factor authentication					

9. Please check the statement that most accurately describes the status of end-user authentication for network (wired and wireless) access on your campus.

We currently require end-user authentication for all network access.

We are in the process of implementing an end-user authentication requirement for all network access.

We are planning to require end-user authentication for all network access.

We are considering an end-user authentication requirement for all network access.

We have no plans for requiring end-user authentication for all network access.

Other

10. 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

11. Please check all of the following that apply at your campus regarding security-related practices.

- 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

12. Has your campus undertaken an IT security risk assessment?

Yes

No

Information Systems

1. Please complete the following grid regarding the major information systems at your campus.

For campuses within multicampus 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 your campus (or system/district office on behalf of your campus) plans to implement a system in the next three years, check the box for that option. If the system is or will be a commercial product, please enter the name(s) of the vendor(s) and product(s); if open source, please enter "open source" and the product name(s); if developed in house, please enter "homegrown." NOTE that you cannot enter a year in the future for the "year implemented." If the system is in the process of being implemented, enter the year in which the implementation was begun.

System	Not Applicable	Year Implemented (yyyy)	Enter Vendor and Product Name, Open Source and Product Name, and/or "Homegrown"	Will Implement or Replace in the Next 3 Years	Provided at System/District Level
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Student

Financial

HR

Development

Library

Course
Management

Grants
Management

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 with customization

Use an open source product, with or without customization

Buy best-of-breed applications

Buy a package of integrated systems

Enhance legacy systems and provide Web interfaces

Outsource administrative systems

Other

3. Do you modify commercial or open source products that you implement?

Yes

No

If you answered yes, please indicate the usual extent of modification. (Check all that apply.)

Underlying code

Configuration

External modules

Other

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 at the time of implementation. (Enter percentages as whole numbers, e.g., 70% would be entered as 70.)

	% of Total Cost
Software and software licenses	%
Software maintenance	%
Training	%
In-house staff costs	%
Consulting fees	%
Hardware	%
Other	%

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 commercial product

an open source product

Other

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

Yes

No

Is your portal (or will your portal be) customized for target audiences?

Yes

No

For what audience is your portal (or will your portal be) customized? (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

Administration of IT Organization, IT Planning, Technology R&D

For the purposes of our survey, please include the following in this area if applicable:

- Financial planning and management for IT
- Campus IT planning
- IT communications and publications
- Human resource management for the IT organization
- Facilities management for the IT organization
- Advanced technology, technology R&D
- Staff who support these functions (administrative and clerical)
- CIO or CTO position

Administrative / Enterprise Information Systems

Administrative / enterprise information systems include legacy administrative systems or enterprise resource planning (ERP) systems such as student administration (admissions, financial aid, registration, etc.), financial information systems, procurement systems, human resource systems, payroll, research administration (grants and contracts), and library systems (if supported by the IT organization). For the purpose of our survey, please include the following in this area if applicable:

- Development and implementation of these systems
- Maintenance of these systems
- Training of users of these systems
- Programming support related to these systems
- Database / data administration
- Hardware, software, staff, and other infrastructure needed to support these systems

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.

Blogs

Refers to Web logs that are analogous to personal online diaries in which individuals share their observations and opinions.

Broadband

In the human resources context, 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.

Calculating the Estimate of Dollar Equivalent for Systems and Services

There is no one formula for calculating the dollar equivalent of systems and services provided at no direct charge to its campuses by the central office in a multicampus system or district. One simple, straightforward methodology might be to estimate the system or district office's total cost in providing system-wide or district-wide IT systems and services, then allocate an estimated cost for each campus in the system or district based on campus FTE or other means of estimating usage. EDUCAUSE has set up a Web site providing examples from system offices that worked with their campuses to provide estimates for the core data survey. See http://net.educause.edu/coredata/s2q1_calculation.asp.

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 in-house IT staff. For the purposes of our survey, consultants are not to be included in the "contractors" category. If your campus outsources all or nearly all IT services and the outsourcer provides staff on site, please count these employees as staff as opposed to contractors.

Desktop Computing, User Support 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 staff
- Computer resale activities and staff
- Computer installation, maintenance, and repair
- Technicians and technical support for desktop computing
- Computer repair staff
- Support for knowledge bases, self-help tools
- General user training and education and related staff
- User documentation and general informational publications and related staff
- Infrastructure support for departmental IT support providers
- User support staff (other than help desk staff)
- Reference desk and staff (if you wish to distribute library/IT staff in a merged organization)
- Hardware and software to support desktop computing

E-Portfolios

An e-portfolio is a digitized collection of artifacts used to document accomplishments of an individual or institution. The collection may contain text-based, graphic, or multimedia elements archived on a Web site or on other electronic media such as a CD-ROM or DVD. E-portfolios can be used as a tool in student advising, to document learning outcomes and institutional quality for accreditation, or to demonstrate accomplishments for career searches.

E-learning

Refers to learning content or interaction that is facilitated electronically, such as delivery of digital content or use of threaded online discussion.

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.

Enterprise Infrastructure and Services, Identity Management

For the purposes of our survey, please include the following in this area if applicable:

- Portal development and support
- Middleware development and support
- Security infrastructure development and support
- Service-oriented architecture (Web Services) development and support
- Identity management
- E-mail
- Staff, hardware, and software to support enterprise infrastructure

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 FY (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 thirteen 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
- Call centers
- Support for knowledge bases, self-help tools
- Specialized support centers
- Help desk staff

Hybrid Course

Refers to a course in which part of the course is delivered online and part is delivered in face-to-face class meetings. Hybrid courses typically reduce the number of days of face-to-face class meetings (for example, from three to two meetings).

IPEDS

The Integrated Postsecondary Education Data Systems (IPEDS) is a single, comprehensive, data collection program designed to capture data for the National Center for Education Statistics (NCES) for all U.S. institutions and educational organizations whose primary purpose is to provide postsecondary education. IPEDS collects institution-level data in such areas as enrollments, program completions, faculty staff, and finances. IPEDS data reporting requires the extensive effort of a variety of offices on any campus, and this is the "official" information the college or university stands behind, used by the federal government.

IPTV (Internet Protocol Television)

Refers to a system where a digital television service is delivered to subscribing consumers using the Internet Protocol over a broadband connection.

Information Literacy Requirement

Refers to a requirement to prove the student knows how to find relevant information resources online, but also can evaluate the quality of the resource, use technology appropriately for search, categorization, retrieval, and analysis, as well as understand the ethics associated with the use of intellectual property.

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 administration staff

Instructional Technology, Multimedia Services, 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 (support for audio, video, graphics, and so forth)
- TV, broadcasting
- Public student lab support
- Teaching and technology center staff

Interactive Learning

Refers to learning environments that involve interaction between the student and (a) faculty, (b) other students, or (c) resources. Interactive learning can involve Q&A, simulations, games, role playing, experimentation, and so forth.

Learning Objects

Refers to reusable digital learning material, such as a simulation, data set, or glossary. Learning objects include metadata, which allows them to be categorized and searched.

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 thirteen 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 / Enterprise 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
- Staff, hardware, and software for network infrastructure

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, Print / Copier Services, Mailroom

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
- Print services
- Copier services
- Mail room services
- Staff, hardware, and software affiliated with these functions

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.

Research Computing, Academic 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 that does not relate to instruction
- Discipline-specific applications development, programming, and support not related to instruction
- General statistical support

Shaping

"Shaping" bandwidth utilization 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 FY 2007-2008. For the purposes of our survey, if your campus contracted with a vendor or external organization to provide all or nearly 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.

Token

Refers to a small physical device used to authenticate the holder to a computer system or network. Tokens can hold cryptographic keys or provide one-time passwords. Tokens typically require a user-entered PIN and therefore can directly implement two-factor authentication.

Two-factor Authentication

Refers to any authentication protocol that requires two forms of authentication to access a system. This contrasts with traditional password authentication, which requires only one factor (knowledge of a password) in order to gain access to a system. Three standard kinds of authentication factors are recognized: something you know (such as a password or PIN), something you have (such as a credit card or a hardware token), or something you are (such as a fingerprint, a retinal pattern, or other biometrics).

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:

- Content management support
- Web server support
- Content design and Web-based publication
- Web-based applications development or interface
- Web support staff, hardware, and software

Wiki

Refers to an editable Web page that can be edited by anyone with access to the wiki.

Wireless Security Technologies

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

GLOSSARY of terms used in this survey

Administration of IT Organization, IT Planning, Technology R&D

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- Human resource management for the IT organization
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- CIO or CTO position

Administrative / Enterprise Information Systems

Administrative / enterprise information systems include legacy administrative systems or enterprise resource planning (ERP) systems such as student administration (admissions, financial aid, registration, etc.), financial information systems, procurement systems, human resource systems, payroll, research administration (grants and contracts), and library systems (if supported by the IT organization). For the purpose of our survey, please include the following in this area if applicable:

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- Maintenance of these systems
- Training of users of these systems
- Programming support related to these systems
- Database / data administration
- Hardware, software, staff, and other infrastructure needed to support these systems

Biometrics

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- Computer installation, maintenance, and repair
- Technicians and technical support for desktop computing
- Computer repair staff
- Support for knowledge bases, self-help tools
- General user training and education and related staff
- User documentation and general informational publications and related staff
- Infrastructure support for departmental IT support providers
- User support staff (other than help desk staff)
- Reference desk and staff (if you wish to distribute library/IT staff in a merged organization)
- Hardware and software to support desktop computing

E-Portfolios

An e-portfolio is a digitized collection of artifacts used to document accomplishments of an individual or institution. The collection may contain text-based, graphic, or multimedia elements archived on a Web site or on other electronic media such as a CD-ROM or DVD. E-portfolios can be used as a tool in student advising, to document learning outcomes and institutional quality for accreditation, or to demonstrate accomplishments for career searches.

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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.

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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.

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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 FY (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 thirteen 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
- Call centers
- Support for knowledge bases, self-help tools
- Specialized support centers
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- 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 administration staff

Instructional Technology, Multimedia Services, 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 (support for audio, video, graphics, and so forth)
- TV, broadcasting
- Public student lab support
- Teaching and technology center staff

Interactive Learning

Refers to learning environments that involve interaction between the student and (a) faculty, (b) other students, or (c) resources. Interactive learning can involve Q&A, simulations, games, role playing, experimentation, and so forth.

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- Campus data network
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- Commodity Internet
- High-performance research network (e.g., Abilene)
- Video network
- Converged network
- Wireless network
- Staff, hardware, and software for network infrastructure

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, Print / Copier Services, Mailroom

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
- Print services
- Copier services
- Mail room services
- Staff, hardware, and software affiliated with these functions

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.

Research Computing, Academic 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 that does not relate to instruction
- Discipline-specific applications development, programming, and support not related to instruction
- General statistical support

Shaping

"Shaping" bandwidth utilization 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 FY 2007-2008. For the purposes of our survey, if your campus contracted with a vendor or external organization to provide all or nearly 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.

Token

Refers to a small physical device used to authenticate the holder to a computer system or network. Tokens can hold cryptographic keys or provide one-time passwords. Tokens typically require a user-entered PIN and therefore can directly implement two-factor authentication.

Two-factor Authentication

Refers to any authentication protocol that requires two forms of authentication to access a system. This contrasts with traditional password authentication, which requires only one factor (knowledge of a password) in order to gain access to a system. Three standard kinds of authentication factors are recognized: something you know (such as a password or PIN), something you have (such as a credit card or a hardware token), or something you are (such as a fingerprint, a retinal pattern, or other biometrics).

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:

- Content management support
- Web server support
- Content design and Web-based publication
- Web-based applications development or interface
- Web support staff, hardware, and software

Wiki

Refers to an editable Web page that can be edited by anyone with access to the wiki.

Wireless Security Technologies

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

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