

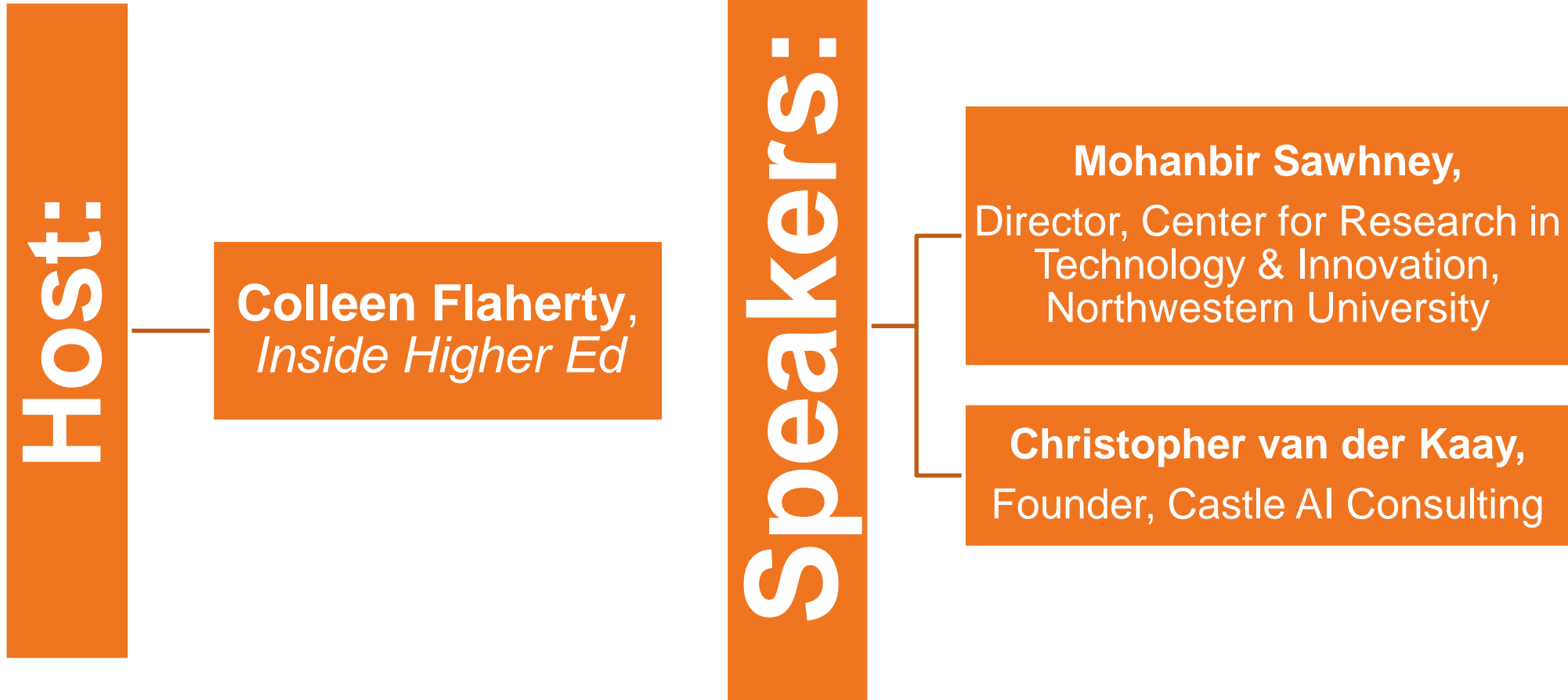


**Inside
Higher
Ed**

Keeping Up With Tech: Leaders Weigh in on Higher Ed's Readiness

11.13.2024, 2 p.m. Eastern

Webcast| Keeping Up With Tech: Leaders Weigh in on Higher Ed's Readiness



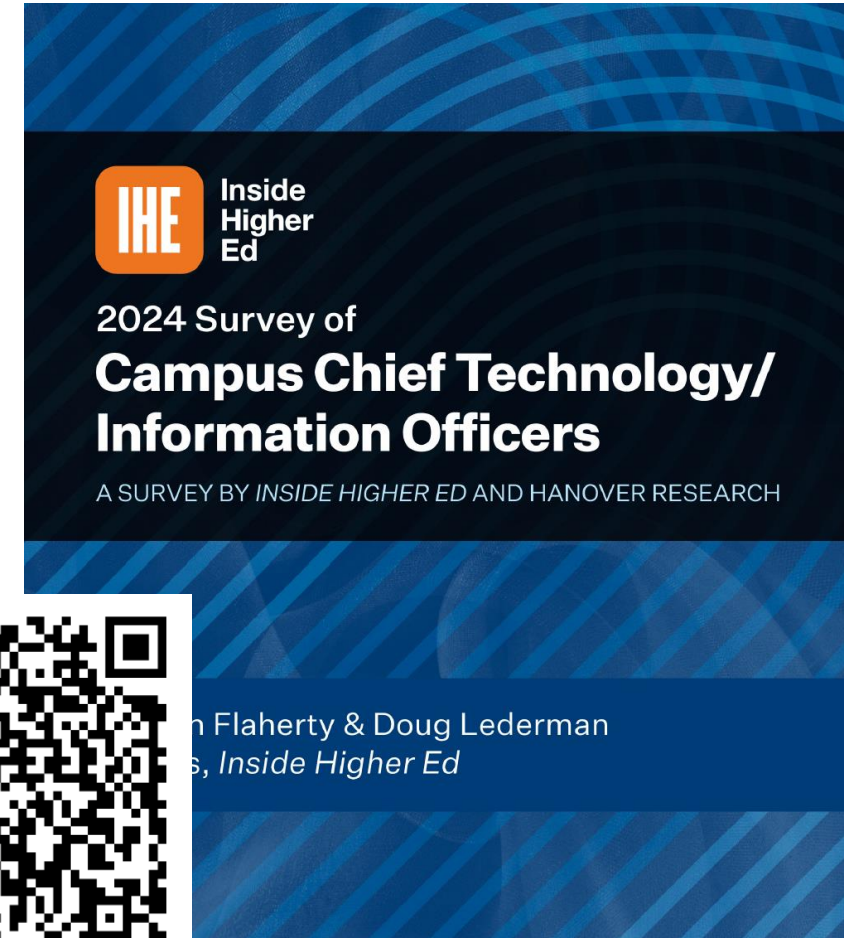
About the Survey

IHE's 3rd annual CTO survey

- Partnered with Hanover Research
- Fielded summer 2024
- 82 responses (2-yr, 4-yr)
- 5% response rate

Sponsors:

- ❖ HelioCampus
- ❖ Jenzabar
- ❖ Grammarly



Key Findings

CTOs on: Budget + Investments

CTOs say whether central IT at their institution saw budget cutbacks during 2023-24:



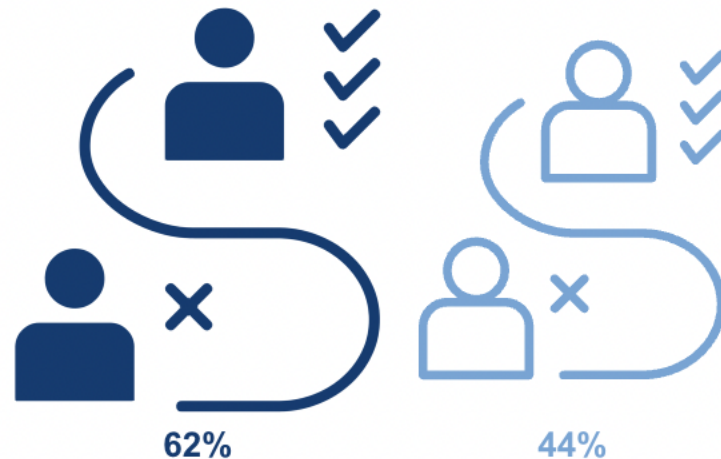
CTOs who say their institution has already made meaningful investments in the following technologies:

- Quantum computing/high-performance computing: 15%
- Machine learning: 13%
- AI: 10%
- Adaptive learning: 7%
- Virtual reality/immersive learning: 7%

CTOs on: Digital Transformation

CTOs who say the following about digital transformation at their institution:

- They view it as essential or a high priority.
- Other senior leaders view it as essential or a high priority.



35%:

CTOs who say their institution has set specific digital transformation goals

CTOs on: AI

CTOs indicate their level of agreement with the following about AI readiness in higher education and at their institution:

● Strongly disagree ● Somewhat disagree
● Neither agree nor disagree ● Somewhat agree ● Strongly agree

Higher education is prepared to handle the rise of AI.



My institution is prepared to handle the rise of AI.



I am prepared to handle my institution's increased reliance on AI.



CTOs who say the following about AI:



24%

Investing in AI is a high priority or essential for their institution.



46%

They are very or extremely enthusiastic about AI's potential to boost their institutions's capabilities.

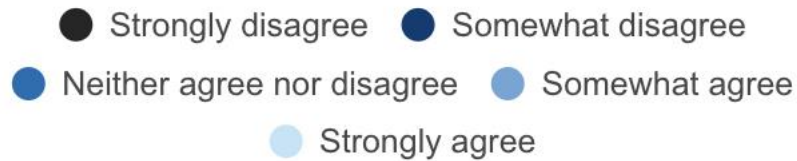


28%

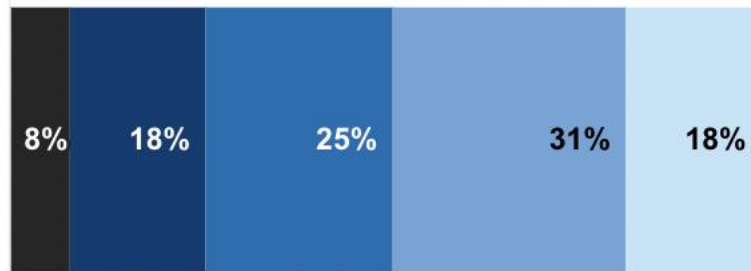
They are very or extremely concerned about AI's growing impact on higher education.

CTOs on: AI (cont.)

CTOs indicate their level of agreement with the following statement about their institution's approach to AI:



My institution places more emphasis on thinking about AI for individual use cases than on thinking about AI at enterprise scale.

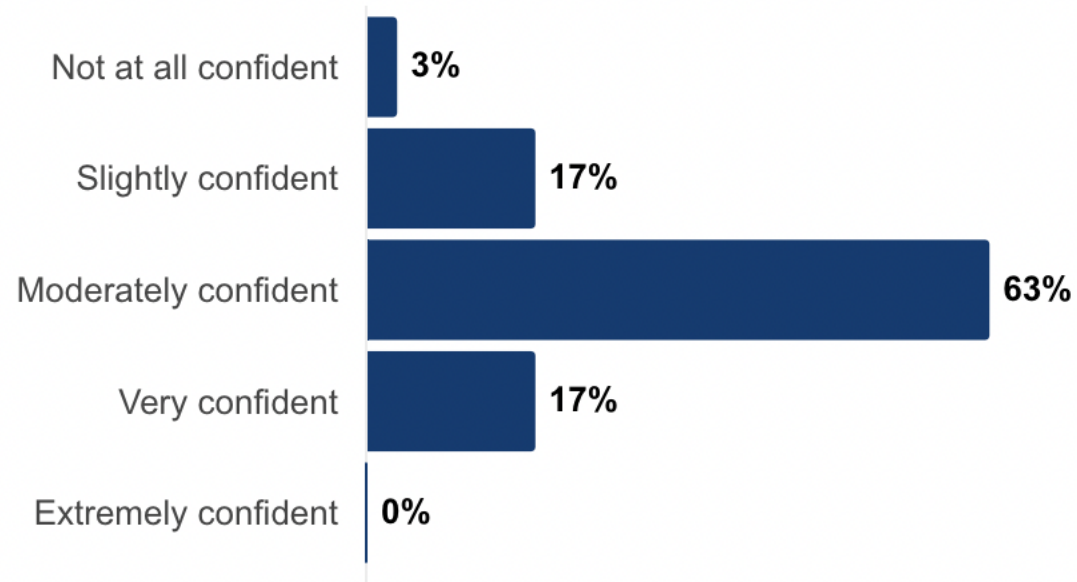


CTOs who say their institution has purchased or developed AI tools for the following:

- Simple administrative tasks: 31%
- Instructional purposes: 23%
- Adv. administrative tasks, e.g. predictive student success modeling: 18%
- Student services: 17%
- Research assistance: 6%
- Other: 6%
- None of these: 46%

CTOs on: Cybersecurity

CTOs express their level of confidence in their institution's ability to prevent cyberattacks:



MOST common steps CTOs have taken in the last 12 months to boost cybersecurity:

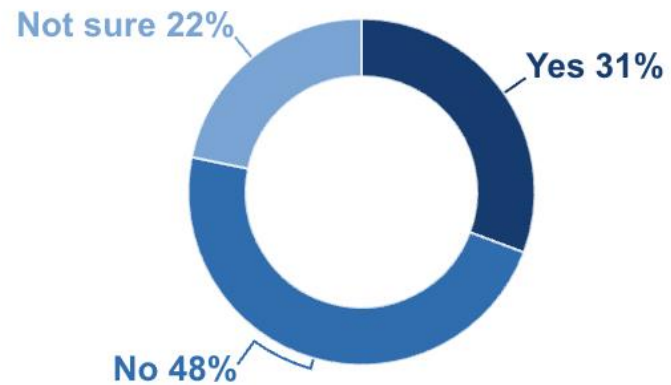
- Updated software: 94%
- Required multi-factor authentication for all employee accounts: 88%
- Updated hardware: 82%

LEAST common steps taken:

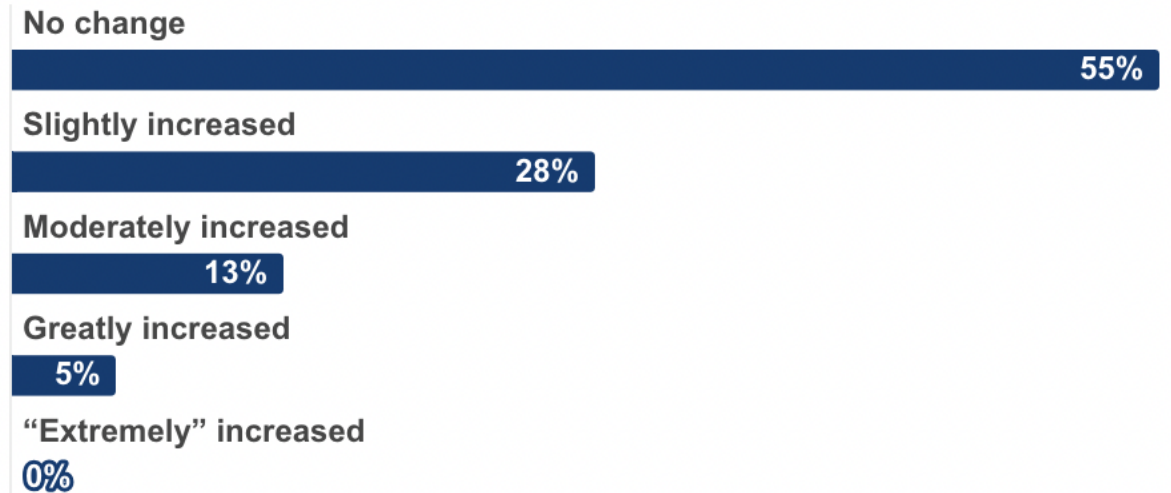
- Archived all data: 34%
- Employed a “White Hat” hacker: 20%
- Required cybersecurity training of students: 18%

CTOs on: Sustainability

CTOs say whether their institution has sustainability goals related to its technology use:



CTOs say how their institution's use of AI has impacted its carbon footprint/electricity use:



CTOs on: Hiring + Retention

CTOs indicate their level of agreement with the following about recruiting and retaining technology employees at their college or university. The institution is struggling:



To hire new technology employees.



To retain its current technology employees.



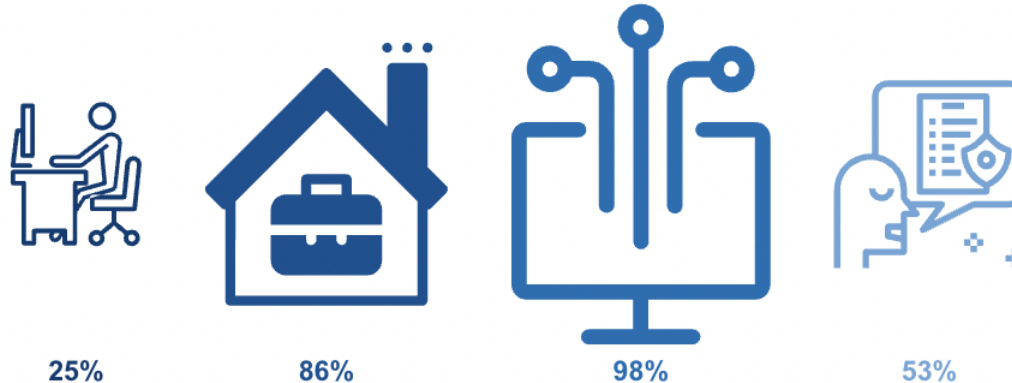
86%:

CTOs who attribute IT recruitment and retention challenges to better salaries and/or benefits at other organizations outside higher education

CTOs on: Remote Work

CTOs who somewhat or strongly agree with the following statements about remote/flexible work at their institution:

- Employees are less interested now in remote/flexible work than they were during the pandemic.
- Employees expect more flexibility to work when and where they want now than before the pandemic.
- The institution has technology that makes remote/flexible work viable.
- The institution has policies that encourage remote/flexible work.

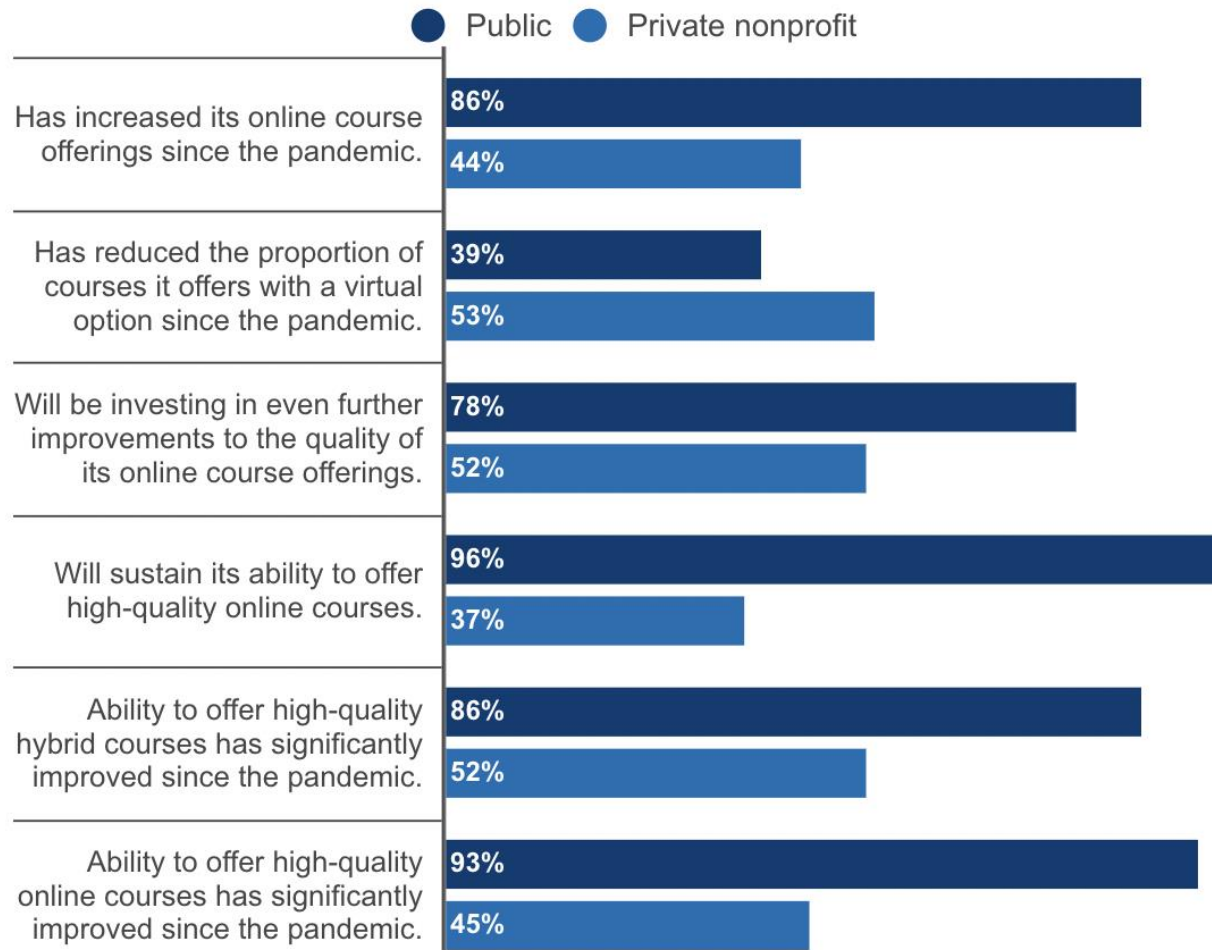


63% vs. 41%:

Private nonprofit versus public institution CTOs who say their institution has policies encouraging remote work

CTOs on: Digital Learning + IT Infrastructure

CTOs who somewhat or strongly agree with the following regarding digital learning, by sector. Their institution/institution's:



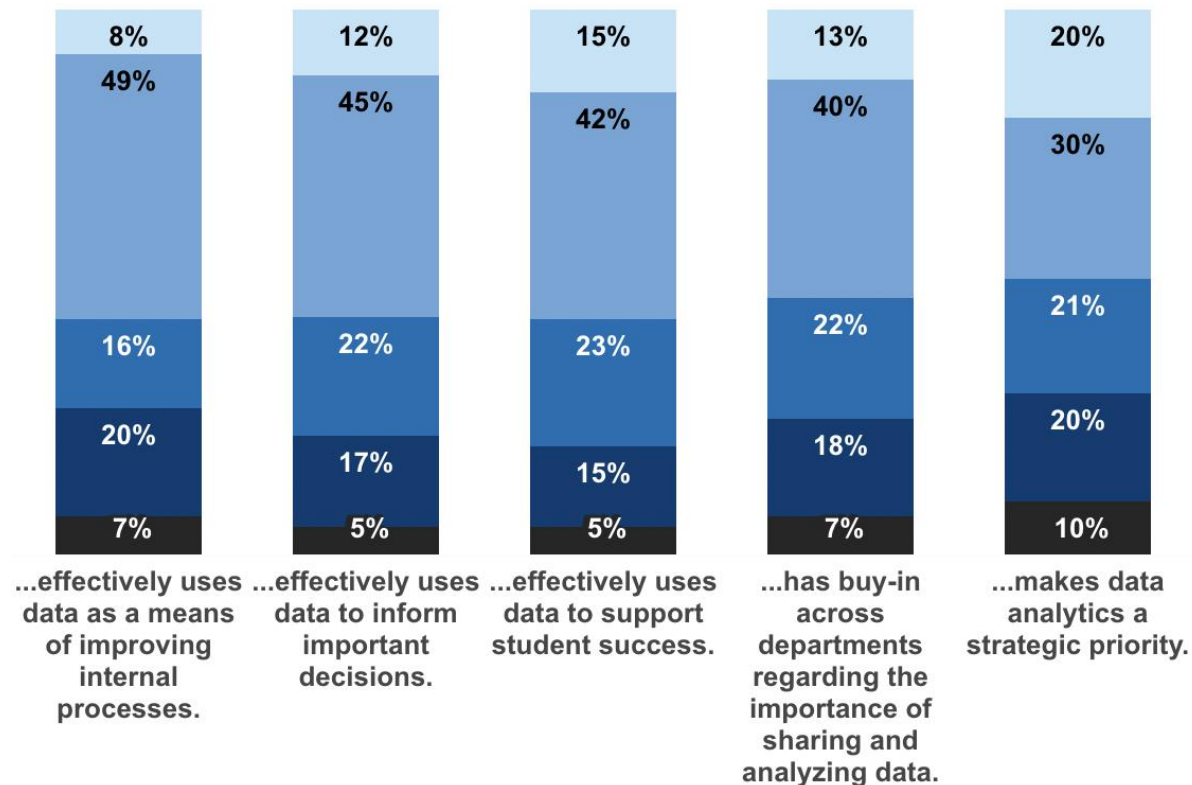
21%:

CTOs who say their institution's IT training for students is good or excellent

CTOs on: Use of Institutional Data

CTOs indicate their level of agreement with these statements about their institution's use of and culture around data. The institution:

● Strongly disagree ● Somewhat disagree ● Neither agree nor disagree
● Somewhat agree ● Strongly agree

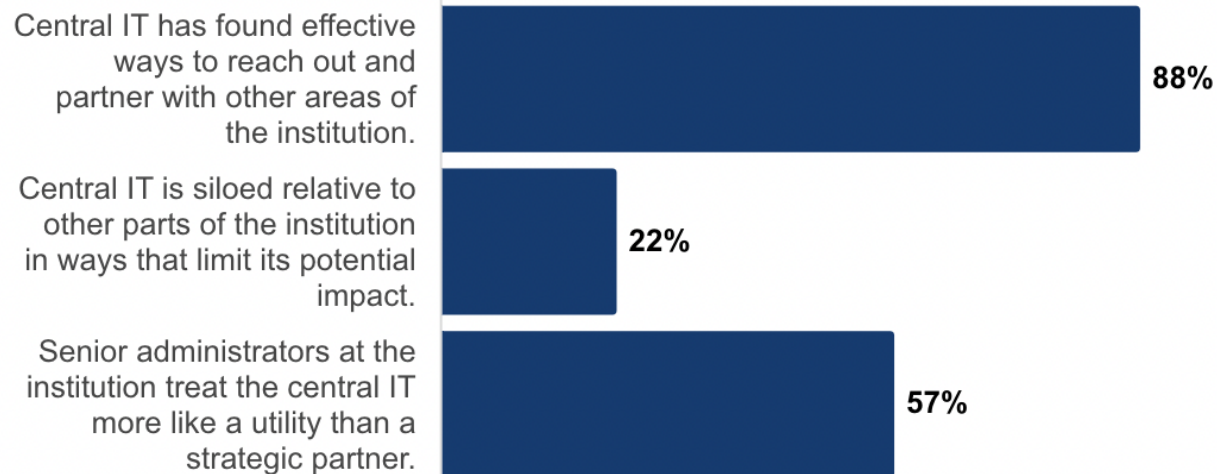


52%:

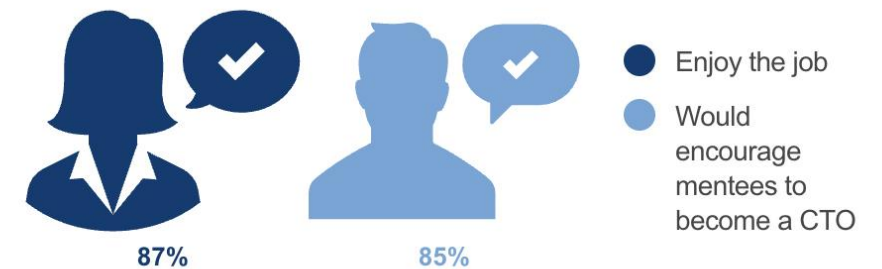
CTOs who say their institution has a centralized warehouse to store institutional data

CTOs on: IT as Strategic Partner + Being a CTO

CTOs who somewhat or strongly agree with the following statements about their institution's central IT office and how it's perceived:



CTOs who somewhat or strongly agree that they like the job, and who somewhat or strongly agree they'd encourage mentees to pursue this career path:



Panel Discussion



Mohanbir Sawhney,
Director, Center for Research in Technology &
Innovation, Northwestern University



Christopher van der Kaay,
Founder, Castle AI Consulting

Audience Q & A

Thank you!

Read more here:

<https://www.insidehighered.com/news/tech-innovation/artificial-intelligence/2024/10/16/campus-tech-leaders-say-higher-ed>

