

**2020 LBCIO Survey of Higher Education
CIOs on the impact of the global Covid19
pandemic**

**July 2020
Part 2**

**LBCIO Survey of
Chief Information Officers in Higher Ed**



Leadership Board for CIO's

**Dr. Michael Zastrocky
Executive Director of LBCIO**



Leadership Board for CIO's

The Leadership Board for CIOs in Higher Education (LBCIO) decided to replace the annual global CIO survey outlining major IT activities and planning for IT on college and university campuses with several short surveys dealing with the global pandemic and how higher education institutions are handling the Covid19 crisis and orders to close campuses. We wanted an early picture of what CIOs are doing and think about the crisis and what actions are important to them and their institutions in the early stages of the pandemic. We also wanted to monitor change in plans and attitudes as the crisis progressed.

This report is a quick view of the results from the second LBCIO Survey of Higher Education CIOs on the impact of the global Covid19 Pandemic. The survey was sent out June 24, 2020 and closed the evening of July 18, 2020. The questions and the charts and graphs are a compilation of the results from the survey gathered on July 22 - 28, 2020. CIOs from North America, Europe, Australasia, and South Africa participated in the survey. We will follow up with a final short survey in September 2020 to see how plans, technical and security issues and attitudes may have changed as time passes and hopefully as the crisis begins to wane. This report follows the first report and will provide the summaries of results in graph/chart form with the question at the top of each chart.

The first report may be downloaded from the LBCIO web site. The URL for the report is:

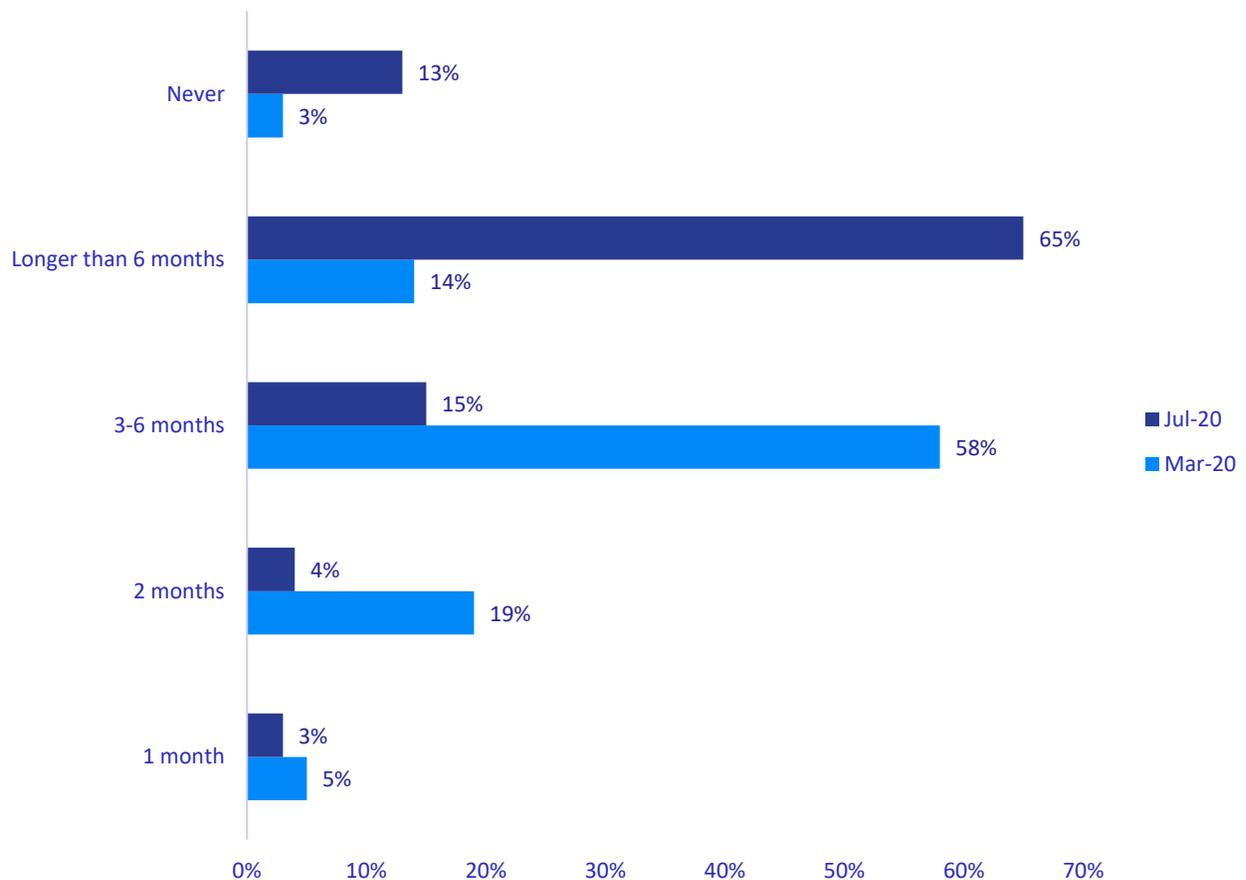
https://lbcio.org/?page_id=226

As with all LBCIO surveys, all information provided is used for research purposes only. None of the personal responses will be identified with the CIO's name or institution's name. We thank all the CIO's who took time out during their busy schedule to complete the short survey.

I especially want to thank the following LBCIO members for their help and assistance with the survey and this report. Daniel Aracena, Teacher's College Columbia University; Paul Czarapata, Kentucky Community and Technical College System, Tim Ferguson; University of Northern Kentucky; Jan Fox, Marshall University; Doyle Friskney, University of Kentucky; Don Mihulka, Missouri Southern State University, and Annette Ready, University of Cincinnati.

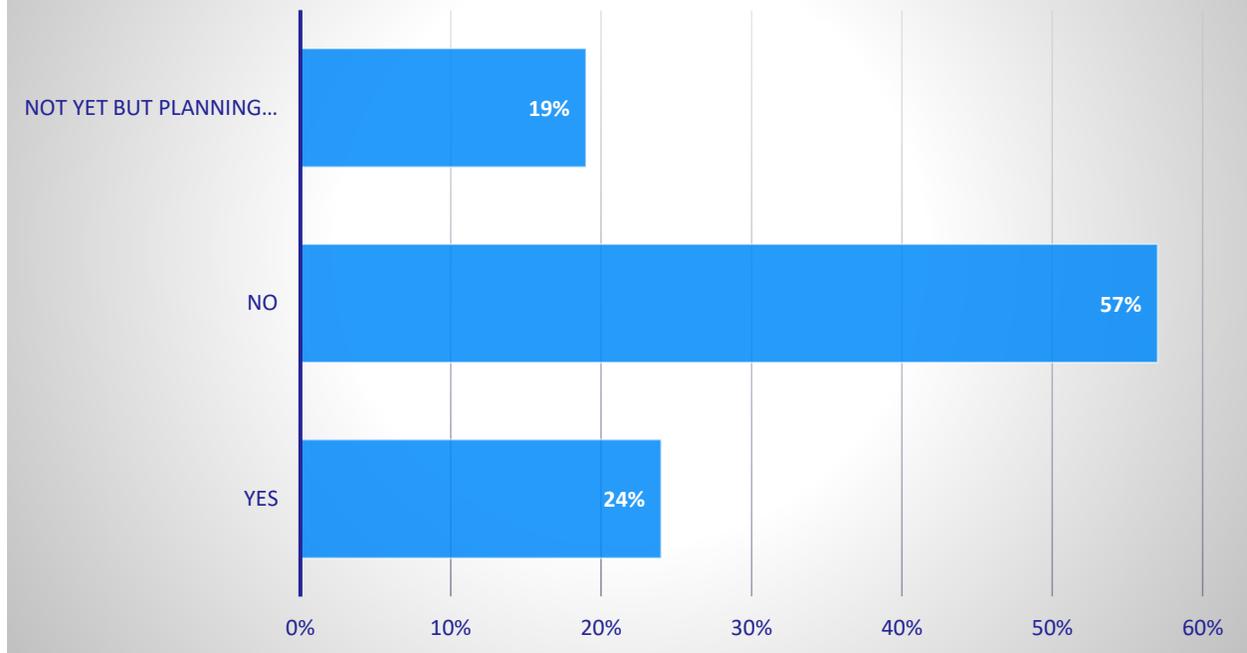
Dr. Michael Zastrocky
Executive Director
LBCIO

When do you expect your institution to get back to pre-pandemic work and behavior?



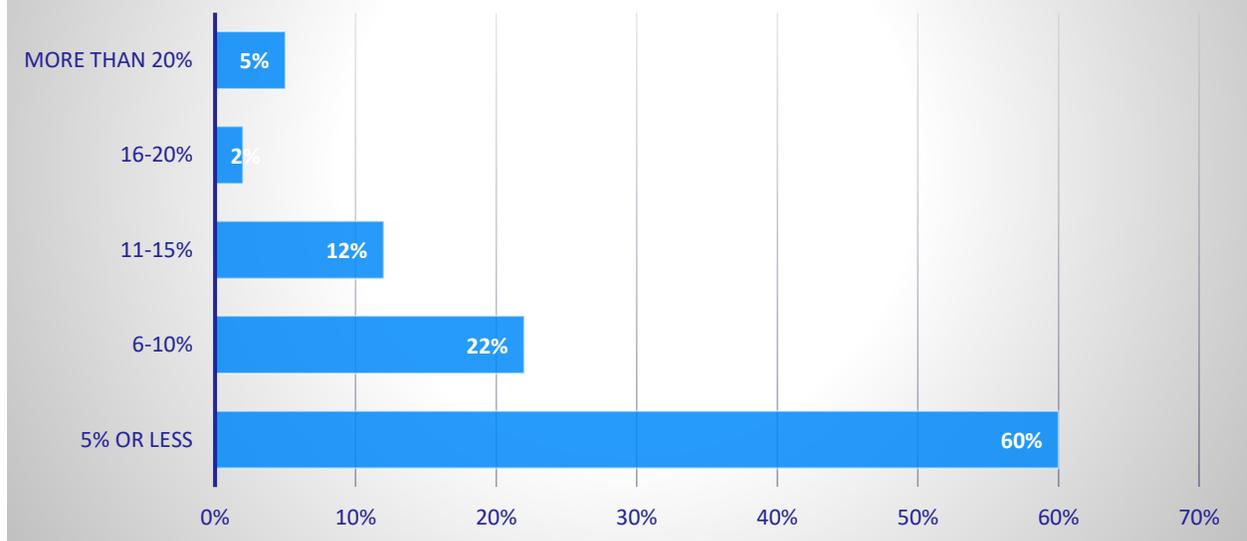
This question is an example of how attitudes and plans are changing as we move further into the pandemic crisis. What was hoped to be short-lived and finishing out a semester in March is turning into a long-running and possible game-changing experience. In March, 82% believed it would be resolved and business as usual in 6 months or less. In July, 78% indicated it would be longer than 6 months and in July those who said their institution would never go back to pre-pandemic work and behavior was 13% up from 3% in March.

Have you had to furlough or lay off IT staff during the current crisis?

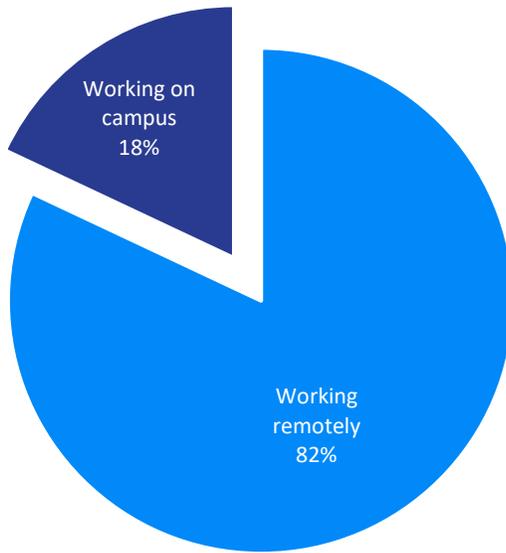


Note: One of the CIOs who responded suggested we ask a follow-up question concerning furloughs to determine the length of furloughs and if they will lead to lay-off. We will do that on the next short survey.

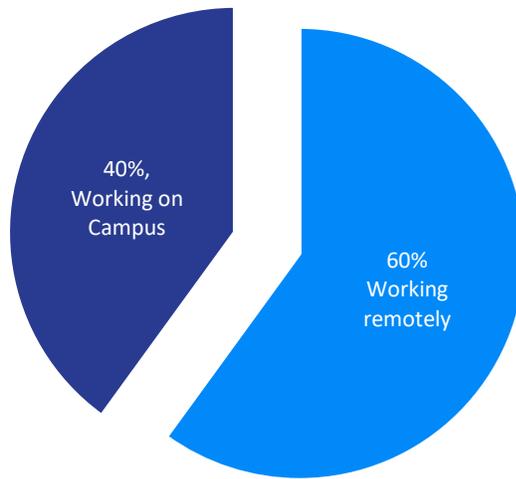
If you have had to furlough or lay off IT staff, what percentage of your total IT staff have been let go?



What percentage of your IT staff is currently working remotely?



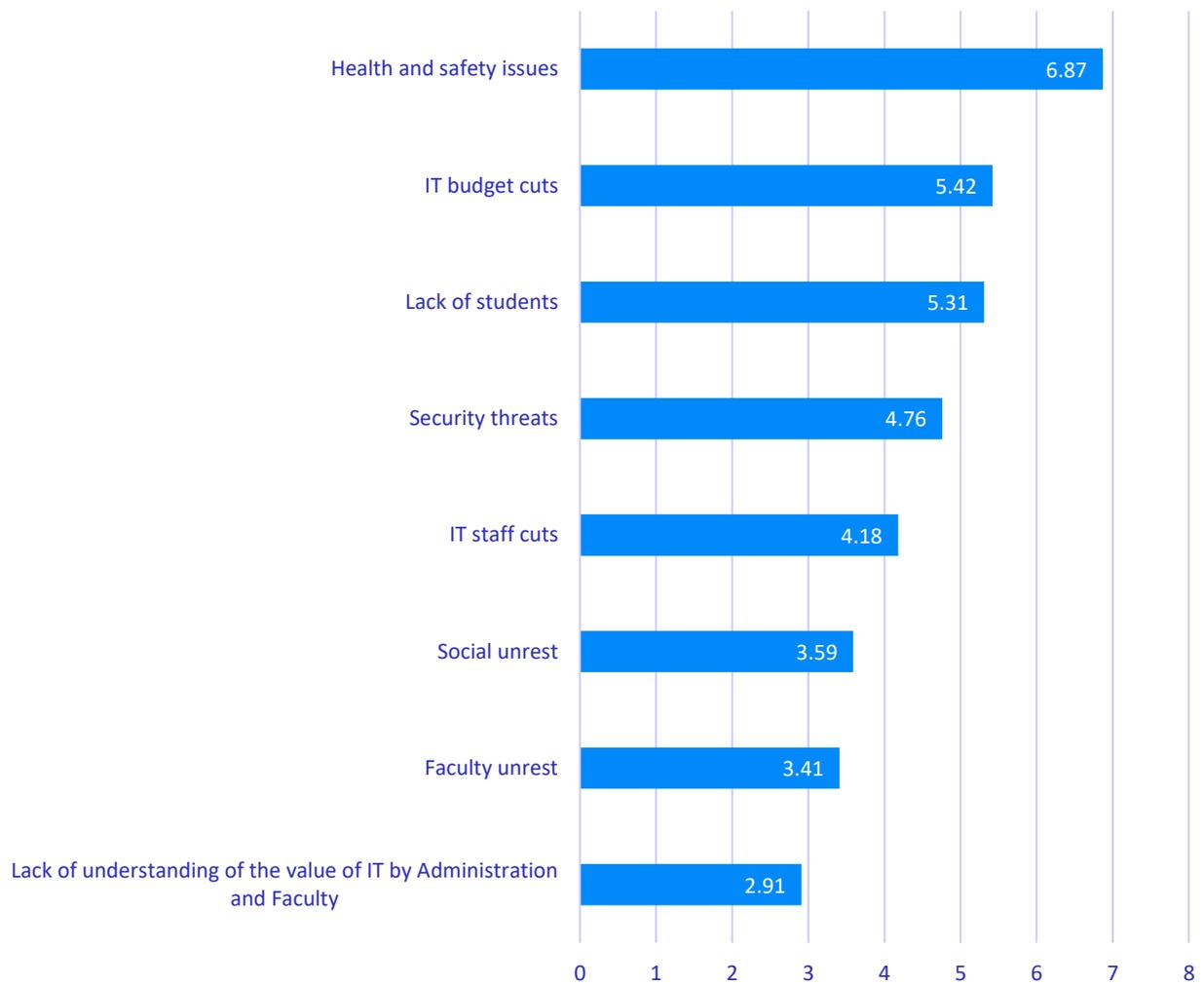
What percentage of your IT staff will work remotely this fall?



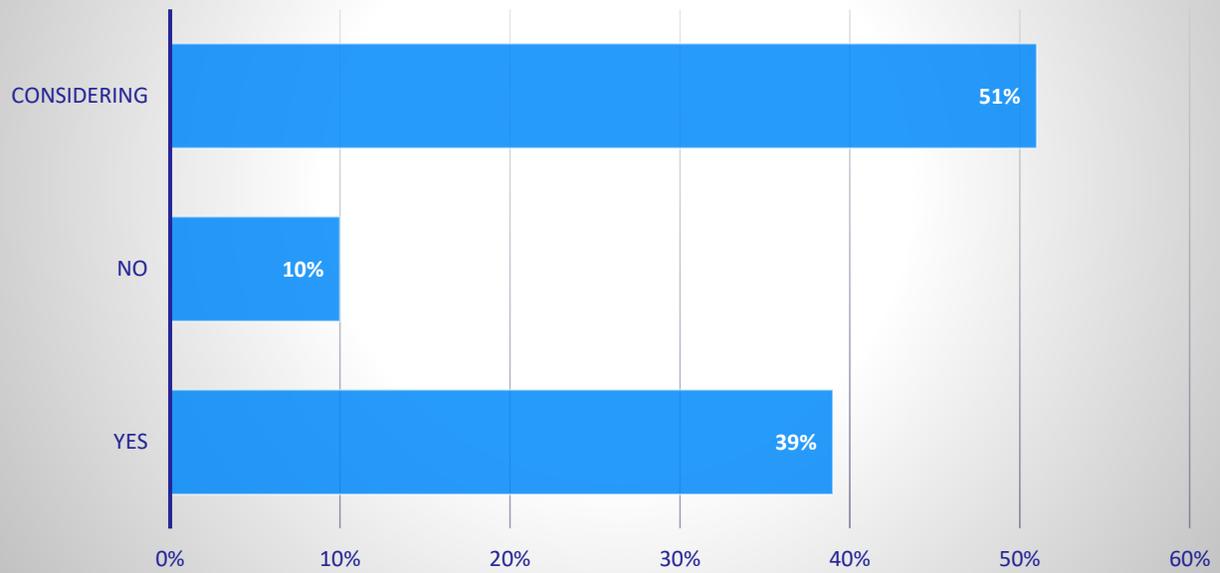
■ Working remotely ■ Working on campus

One of the major changes that will likely have long-term implications is that much of the traditional campus work force will be working remotely and some may never return to campus full-time.

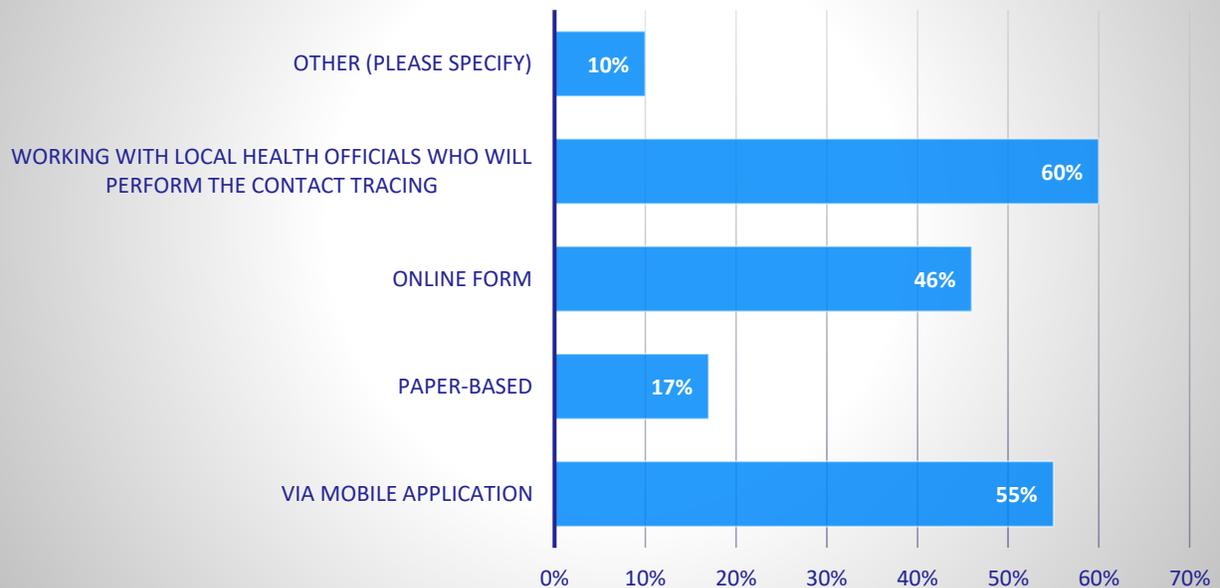
What are your greatest threats or problems facing IT for the next academic year, beginning September, 2020?



Will your institution use contact tracing solutions to track students in the event of positive cases identified on campus?



If you are planning for contact tracing, what is being considered (check all that apply)



What has been your greatest obstacle/barrier to getting everyone online today?

work internet access change instruction lack equipment access Learning
 staff internet use tools training support faculty
 training faculty online teaching students need home move
 time limited courses familiar remote



Insights from Tim Ferguson, CIO at Northern Kentucky University:

As the world of higher education pivoted in response to the Covid-19 Pandemic, there were several obstacles that had to be overcome. Some were immediate such as getting faculty, staff, and students the proper technology to connect from home and the inherent training that some required. Other barriers became a reality over time as the

prospects for either a Fall 2020 100% work/teach/learn remotely or at least a hybrid model became a reality.

With regards to the immediate barriers HE CIOs faced back in March, most of these dealt directly with access – access to mobile technology, access to the necessary tools, access to virtual training, and consistently the lack of quality internet access at the employee or student remote location. Many CIOs were able to start the efforts to provide loaner based mobile equipment and to deal with the training problem as we all had some ability to address these concerns. But for individuals that had poor connectivity from their remote location, this became a key issue that continues to affect higher education. Many institutions provided loaner hotspots, but this ultimately did not address the quality of remote learning or working as this was simply a stop gap. There were other immediate challenges in March such as licensing issues with vendors for work/learn at home, virtual access to computer labs and assisting faculty that had not taught online before but ultimately HE made it through the abrupt change with perseverance and using the agility skills already developed due to changing business requirements.

As institutions have shifted focus towards the reality of our situation for the remainder of 2020 - having to be prepared for any scenario and to provide either full remote learning access or at least hybrid classroom models, CIOs started the process of acquiring the technology to enable the flexibility that was required for this changing environment. The reality sunk in quickly that webcams, cameras for classrooms, a/v equipment, laptops and other necessary equipment including plexiglass were in high demand not just within the HE marketplace but also across all industries. HE CIOs were now competing with corporate America in many cases for the equipment and vendors to assist us with preparations for the remainder for 2020. If you were one of the proactive and nimble CIOs, you may have placed orders early on before you were really ready and this enabled some to be ahead of the game. But for many, it is difficult working through the supply chain issues to get the equipment needed in order to be prepared for fall and uncertainty that we all face. Inevitably, these issues will be resolved with time and many HE CIOs have been agile to pivot quickly to plan b, plan c, etc. Many of the obstacles that surfaced in March around training and adapting to the new “norm” continue to be challenges at varying levels depending upon the institution and their overall preparedness for this emergency.

In summary, the access to technology that everyone was hit with immediately in March has gotten better other than the remote internet access for students and staff. This may be somewhat less needed this fall, but that barrier as well as the others will continue to be on top of the mind for CIOs in HE as we move forward. Budget cuts, furloughs and quarantines for staff will continue to face HE but we will overcome.

Current LBCIO Members

Daniel Aracena
CIO, Teachers College, Columbia University

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CIO, William and Mary

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CIO, Adelphi University

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CIO, John Carroll University

Patrick Burns
Dean of Libraries. VP for IT, Colorado State University

Michael Cato
Senior VP and CIO, Bowdoin College

Reid Christenberry
CIO Emeritus, Tennessee Tech

Brian Cohen
Vice Chancellor for Technology and University CIO
City University of New York

Micah Cooper
Associate VP and CIO, Cedarville University

Paul Czarapata
VP/CIO, Kentucky Community & Technical College System

Mitchel Davis
Vice President and CIO, Dartmouth College

Leonard De Botton
Sr. Vice President /CIO, Berkeley College

Arturo de los Santos
Director, Trinity University

Loretta Early
VP and CIO, George Washington University

Tim Ferguson
CIO, Northern Kentucky University

Jan Fox
Sr. Vice President/CIO Emeritus, Marshall University

Doyle Friskney
University of Kentucky

Chris Gill
CIO, Drake University

Peter Greco
CIO, Westminster College

Bret Ingerman
Vice President for Information Technology
Tallahassee Community College

Attie Juyn
Senior Director of IT, University of Stellenbosch (South Africa)

Vince Kellen
CIO, University of California San Diego

Kendra Ketchum
Vice President/CIO, University of Texas at San Antonio

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CIO, Seton Hall University

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Vice Provost/CIO, University of Rochester

Ed Mahon
CIO Emeritus, Kent State University

Zareh Marselian
CIO, California Lutheran University

Keith McIntosh
Vice President/CIO, University of Richmond

Don Mihulka
CIO, Missouri Southern State University

David Sanchez
CIO, Austin Peay State University

Allan Morris
Senior VP and CIO, Southern Cross University (Australia)

John Murphy
CIO/Director of Digital Technologies
Nottingham Trent University (UK)

Brian Nichols
CIO, University of Kentucky

John Rathje
CIO, Kent State University

Annette Ready
CIO
University of Cincinnati

Lígia Maria Ribeiro
CIO Emeritus
Universidade do Porto (Portugal)

David Rotman
CIO Emeritus, Cedarville University

Jenn Stringer
CIO, University of California Berkeley

Tina Stuchell
Executive Director of IT/CIO, University of Mount Union

Neal Sturm
Vice President/CIO, Fairleigh Dickinson University

Allen Taylor/Jon Cutler/Michael McGuffey
Interim CIOs/Marshall University

M. Lewis Tames
VP/CIO, Dean of Engineering Emeritus, University of Miami

Rodney Tosten
Vice President for Information Technology
Gettysburg College

Walter Weir
CIO Emeritus, University of Nebraska

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If you would like more information about the survey or The Leadership Board for CIOs in Higher Education or would like to become a member of LBCIO, please contact —

Dr. Michael Zastrocky
Executive Director, LBCIO
1271 Cedar Street
Broomfield, CO 80020
+1 720 242 5150
mzastrocky@lbcio.org

Or visit the LBCIO Web site at: www.lbcio.org