

**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:

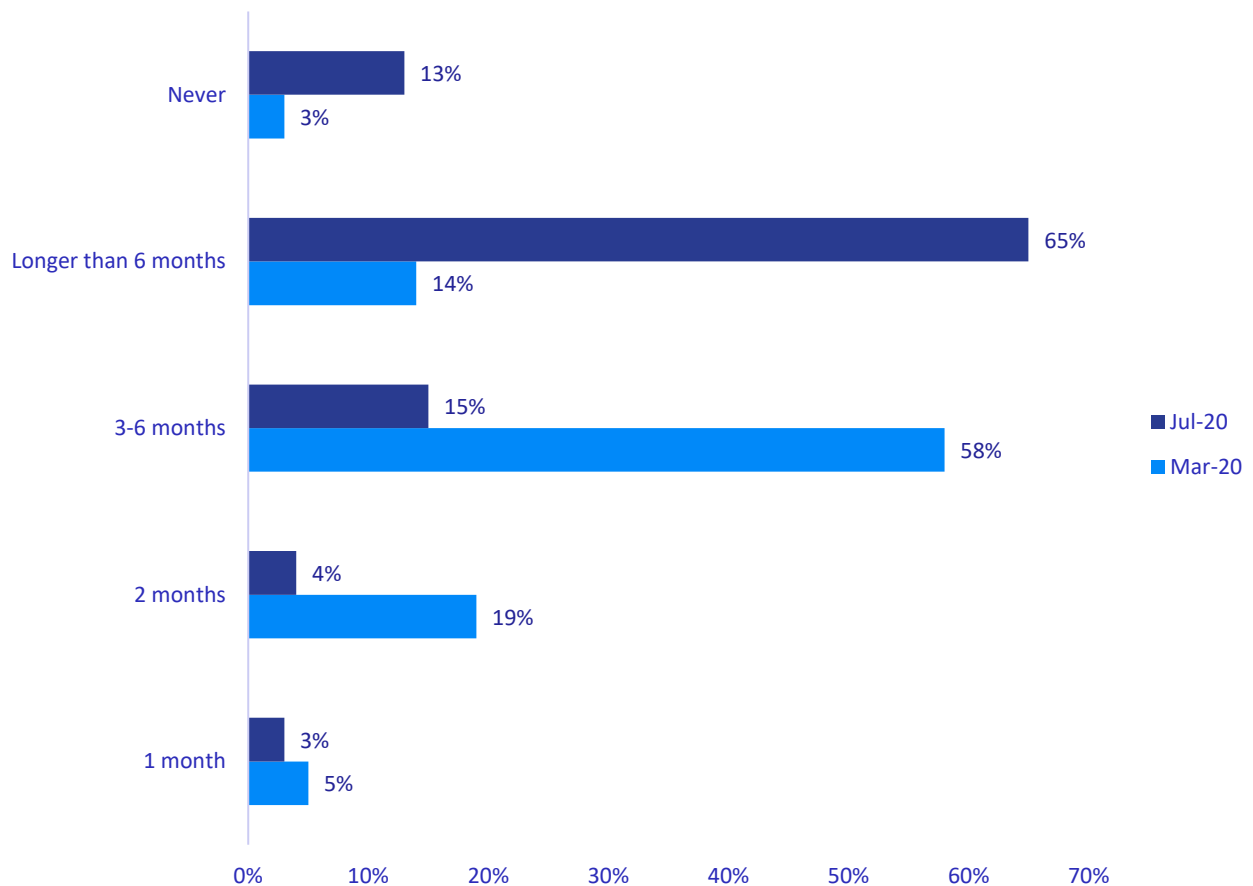
https://lbcio.org/?page_id=226

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.

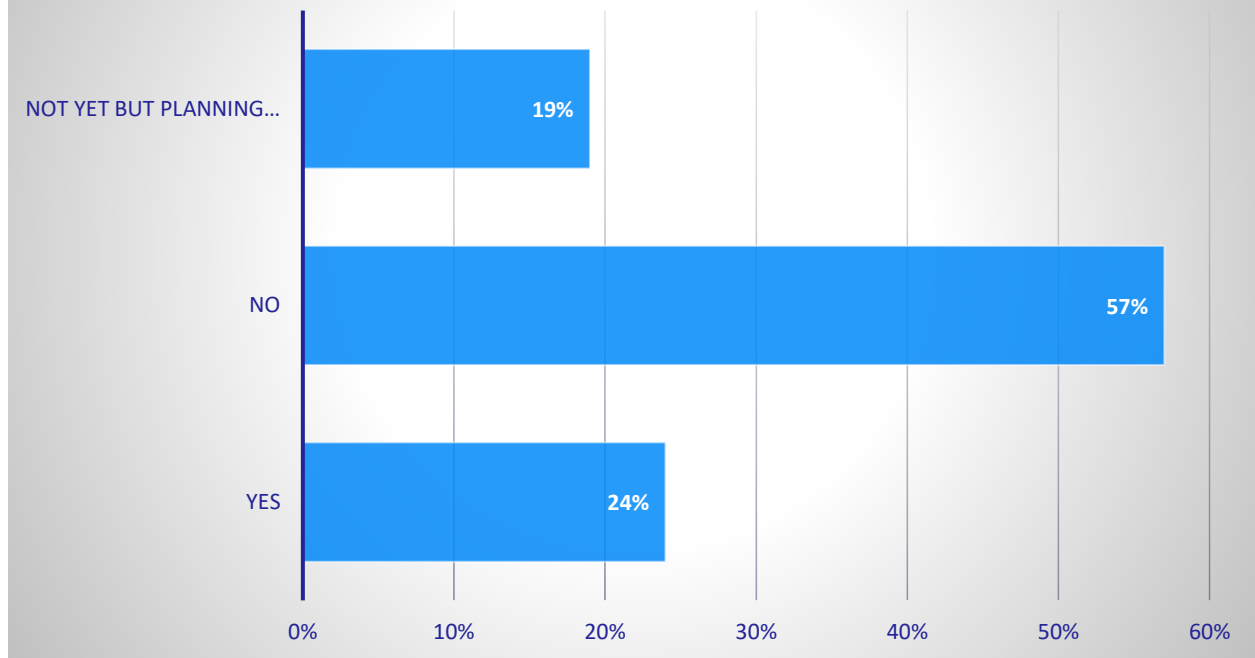
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When do you expect your institution to get back to pre-pandemic work and behavior?



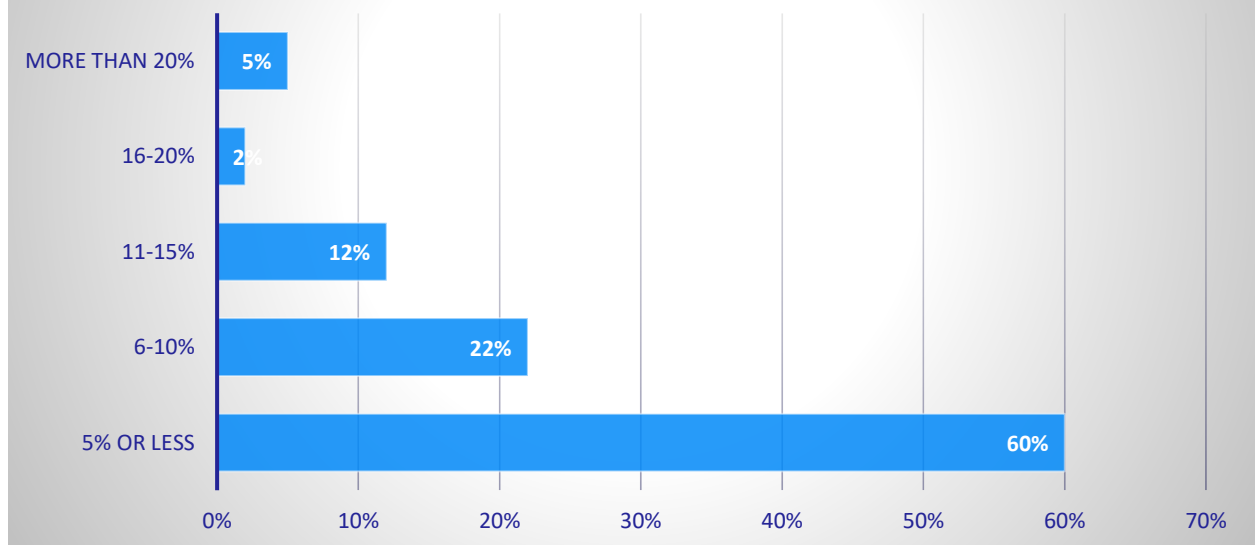
This question is an example of how attitudes and plans are changing as we move further into the pandemic crisis. What was hoped to be short-lived and finishing out a semester in March is turning into a long-running and possible game-changing experience. In March, 82% believed it would be resolved and 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?



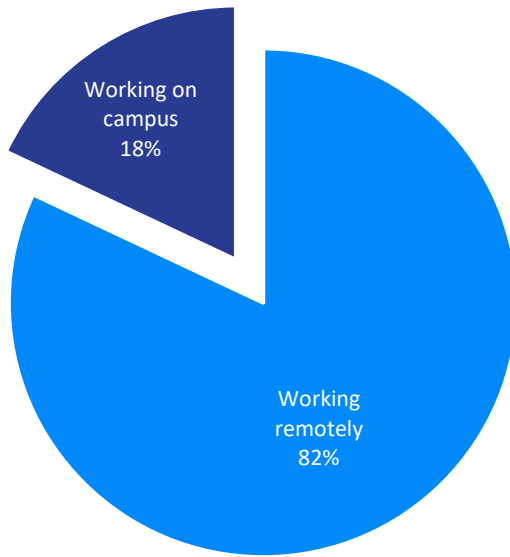
What is your greatest security threat during this time?



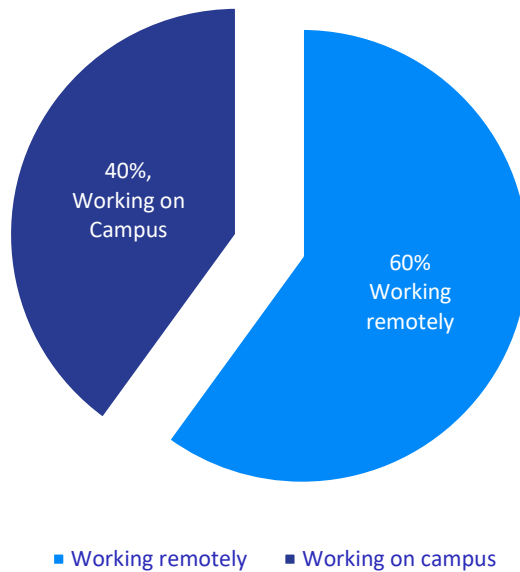
Insights from Daniel Aracena, CIO at Teachers College Columbia University:
Pre-COVID security concerns revolved around Data Loss Prevention (DLP). We were trying to get a handle on data exfiltration. We have identified and protected our data stored centrally and it has been a challenge educating staff on the proper access and distribution of sensitive data. Most understand proper use of the data, but we still must educate all to understand how that data is shared.
Post-COVID concerns continue to revolve around DLP but increasing even more. Now with the entire campus working remotely, and not having policies and procedures in place for using personal equipment and storing sensitive data on those personal computers, we are introducing a new level of exposure to the College that needs to be addressed.

Overall security exposure of unmanaged personal equipment at home, will help to introduce another data risk pathway into our Campus network. The need to either eliminate the use of personal equipment or provide college managed equipment to all remote workers will help address that concern.

What percentage of your IT staff is currently working remotely?

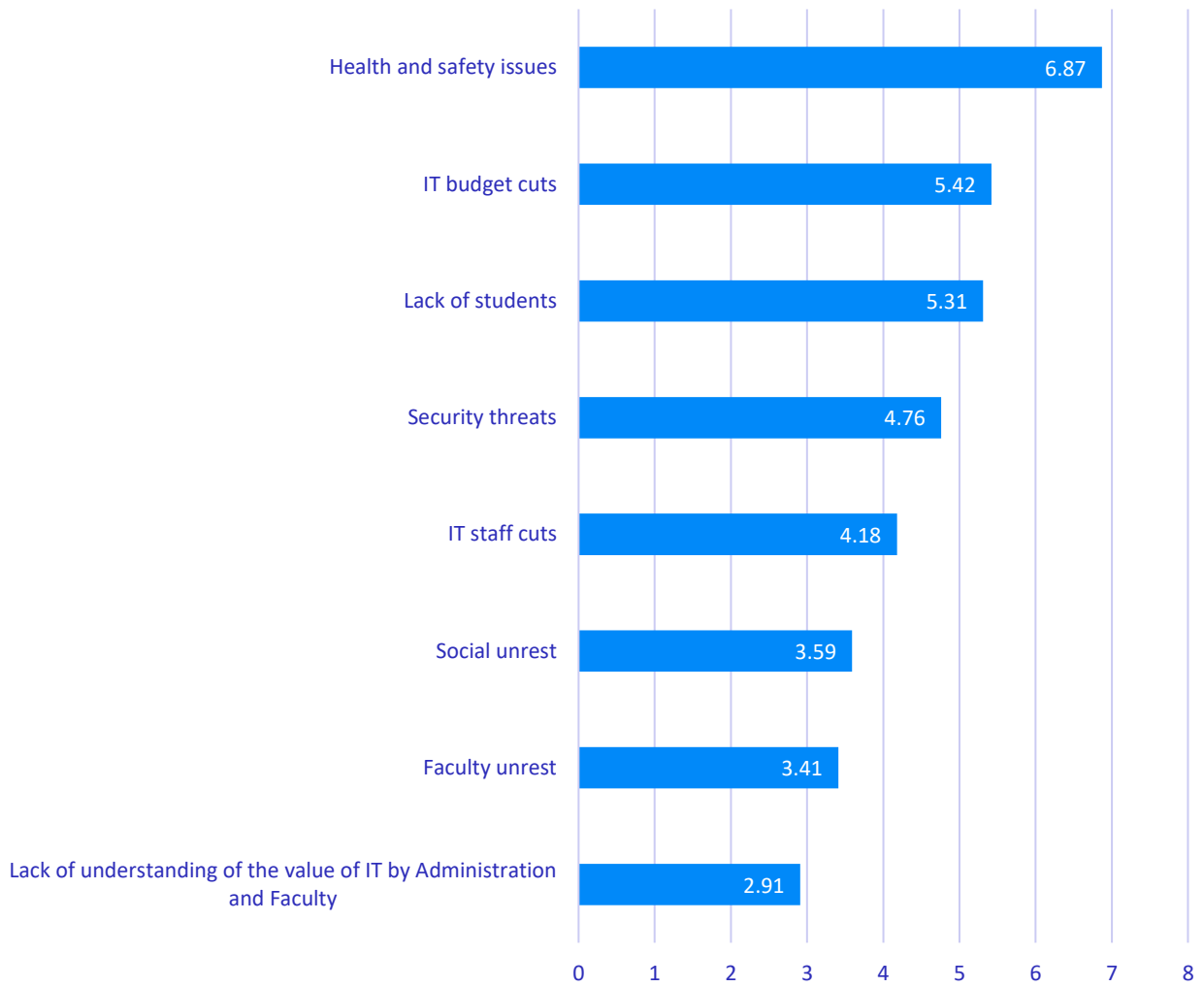


What percentage of your IT staff will work remotely this fall?

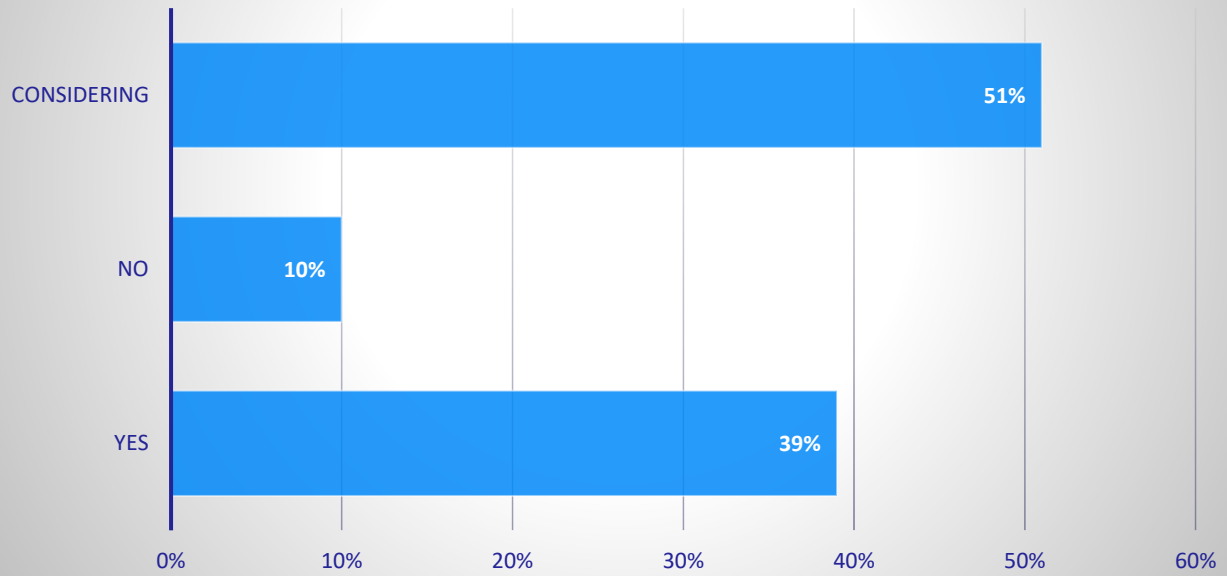


One of the major changes that will likely have long-term implications is that much of the traditional campus work force will be working remotely and some may never return to campus full-time.

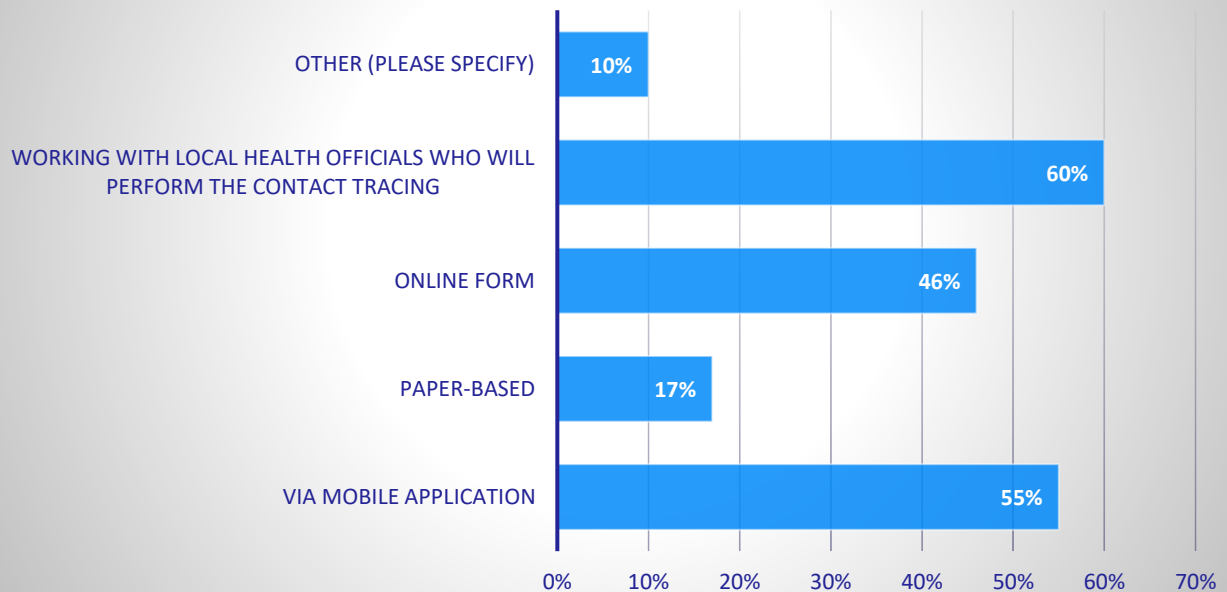
What are your greatest threats or problems facing IT for the next academic year, beginning September, 2020?



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

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