EDUCAUSE 2019 十大 IT 議題

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最近收到*EDUCAUSE Review*一篇報導，列舉出有關2019年的十大IT議題，此份報導指出的IT議題，先由一群來自IT與非IT的領導者、CEO、教職員所提出，後經*Educause* 小組成員年度投票而出，此十大新鮮的議題如後列：

1. 資訊安全策略（Information Security Strategy）
2. 學生成功（Student Success）
3. 隱私（Privacy）
4. 以學生為主的機構（Student-Centered Institution）
5. 數位整合（Digital Integrations）
6. 可持數據機構（Data-Enabled Institution）
7. 持續資金（Sustainable Funding）
8. 資料管理與治理（Data Management and Governance）
9. 整合型的資訊長（Integrative CIO）
10. 高教的負擔能力（Higher Education Affordable）

報導指出，2019的IT重點是促成學生成功的基因組（見圖1），因此高教要聚焦的是資料的排序（sequence），所以要組織、標準化與保護資料後方能促成學生成功。此方面有三重點：

首先是活化學生，提高學生成績時注意學生個人，留意其生活環境與整個學術學習歷程，對應議題2及4。其次是可信的資料，此為學生基因組計畫正進行中的排序，機構要蒐集、保全、整合與標準化資料，之後機構可以有意義與合乎倫理的使用資料，對應議題1、3、5、6及8。最後是21世紀的企業策略，此為機構的領導歷程，機構要應對資金挑戰與為未來的競爭生態做準備，技術要嵌進教學、學習、研究與機構的運作，所以必需深植入機構的策略與企業模式內，對應議題為7、9及10。

此外報導中也製作了一張資訊圖表（見圖2）提供參考，讓大家更瞭解十大議題內容與教師與學生的參與度。

此文章後，*Educause* 正著手有關圖書館對於這些科技的看法（*Library Perspectives on the 2019 Top 10 IT Issues*），且讓我們拭目以待持續閱讀吧！
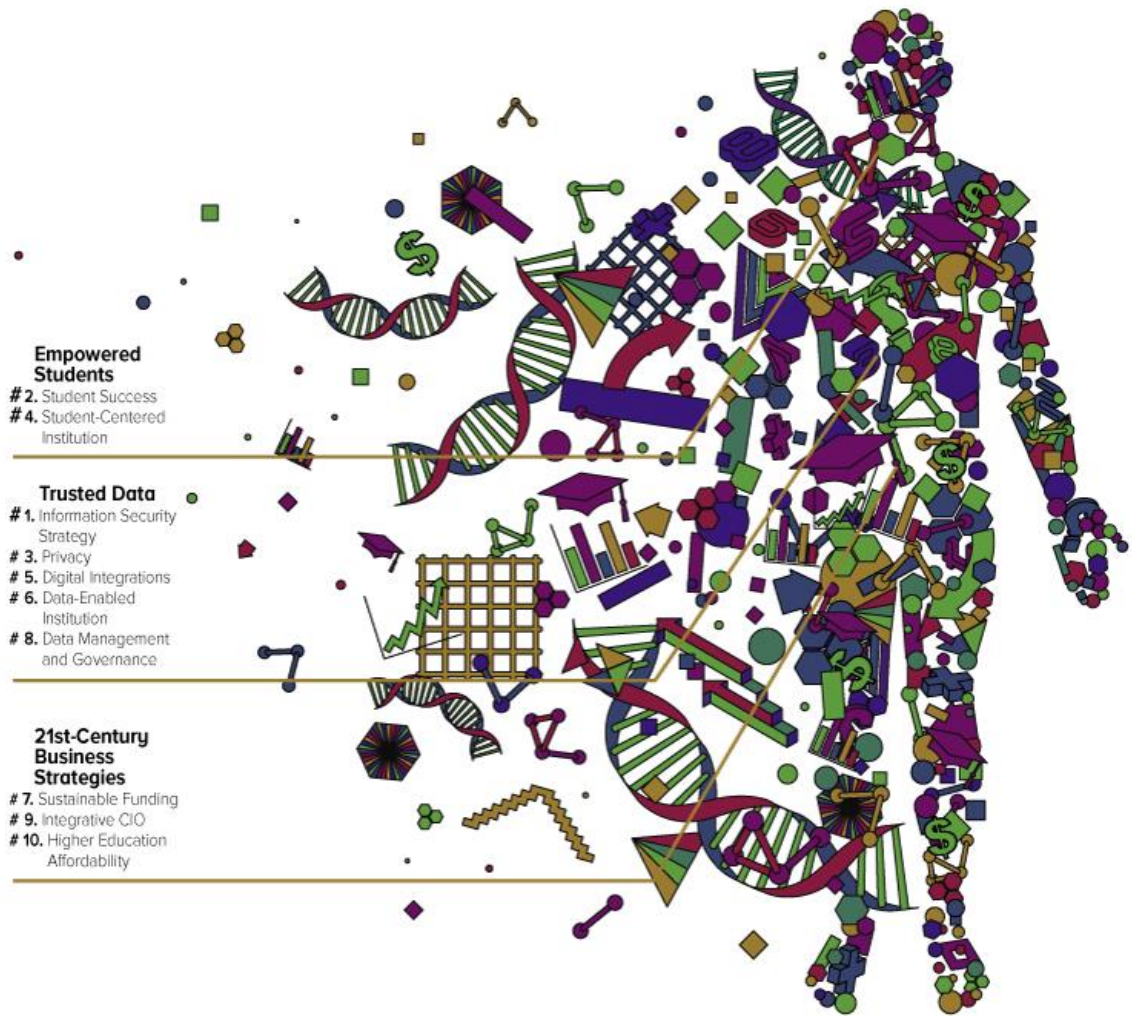
Empowered Students
#**2.** Student Success
#**4.** Student-Centered Institution

Trusted Data
#**1.** Information Security Strategy
3. Privacy
5. Digital Integrations
6. Data-Enabled Institution
8. Data Management and Governance

21st-Century Business Strategies
7. Sustainable Funding
9. Integrative CIO
10. Higher Education Affordability

圖1 學生基因組

資料來源：http://er.educause.edu/articles/2019/1/top-10-it-issues-2019-the-student-genome-project
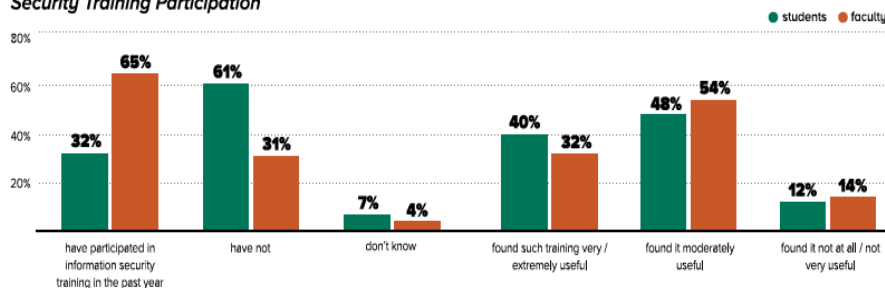
The Numbers Behind the Issues

What higher education stakeholders say about the 2019 Top 10 IT Issues

1 Information Security Strategy

What It Means: Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges
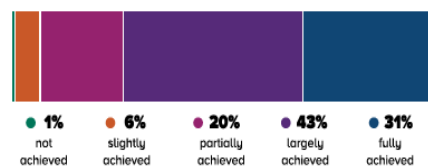
Security Training Participation

● students ● faculty

	students	faculty
have participated in information security training in the past year	32%	65%
have not	61%	31%
don't know	7%	4%
found such training very / extremely useful	40%	32%
found it moderately useful	48%	54%
found it not at all / not very useful	12%	14%

2 Student Success

What It Means: Serving as a trusted partner with other campus units to drive and achieve student success initiatives

Collaboration for Success

Our institution supports collaboration among people from different departments and units to effectively support student success initiatives:

- ● 1% not achieved
- ● 6% slightly achieved
- ● 20% partially achieved
- ● 43% largely achieved
- ● 31% fully achieved

3 Privacy

What It Means: Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

Progress on Privacy

In conducting student success studies, institutions respect privacy rights:

5% 1%
94%

- ● Strongly agree or agree
- ● Are neutral
- ● Strongly disagree or disagree

4 Student-Centered Institution

What It Means: Understanding and advancing technology's role in optimizing the student experience (from applicants to alumni)

Moving toward the Mainstream, with Room to Grow

Mainstream

61%–80%

- Degree auditing

Growing

41%–60%

- Advising center management
- Credit transfer / articulation system / dual enrollment

Emergent

21%–40%

- Advising case management
- Education plan creation/tracking
- Academic early alert
- Course/program recommendation
- Extracurricular and co-curricular activities management
- Student success data warehouse / operational data store
- Applications for students to access their data
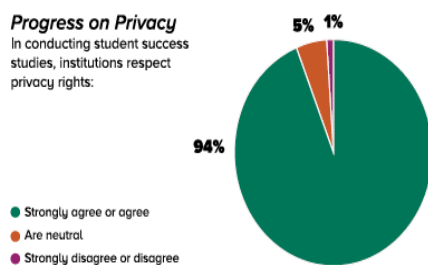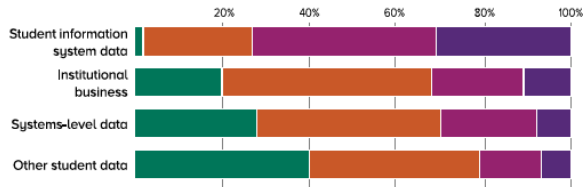
Experimental

<21%

- Self-service referral to social/community resources
- Student success analytics dashboards
- Student success analytics system (e.g., predictive modeling)
- Consent platform for opt-in/opt-out

5 Digital Integrations

What It Means: Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

The State of Integration
- Institution does not collect usable data
- Data is collected but not integrated
- Data is systematically collected and integrated
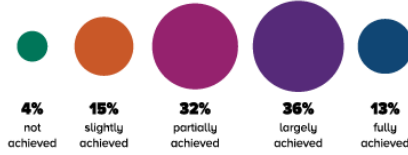- Data is systematically collected, integrated, and used

Student information system data
Institutional business
Systems-level data
Other student data

20% 40% 60% 80% 100%

6 Data-Enabled Institution

What It Means: Taking a service-based approach to data and analytics to reskill, retool, and reshape a culture to be adept at data-enabled decision-making

Data and Decision-Making
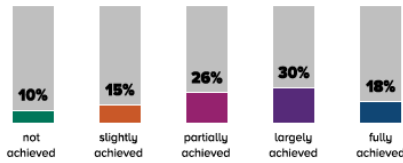Our institution makes sure the use of data to make decisions is accepted throughout:

| 4% not achieved | 15% slightly achieved | 32% partially achieved | 36% largely achieved | 13% fully achieved |

7 Sustainable Funding

What It Means: Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

What IT Spending Does for Institutions

80% Run   **10%** Grow   **8%** Transform

8 Data Management and Governance

What It Means: Implementing effective institutional data-governance practices and organizational structures

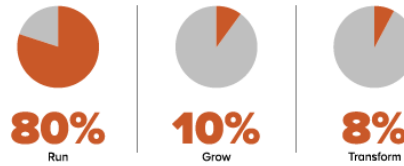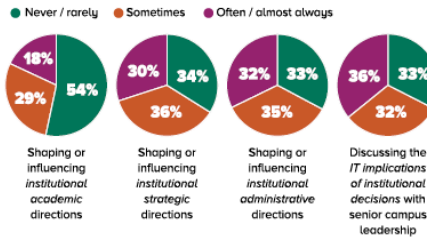### Transparent Technology and Community Understanding
Our IT governance process makes decisions in a transparent manner that builds community understanding and creates a campus-wide view of technology standards and services:

| 10% not achieved | 15% slightly achieved | 26% partially achieved | 30% largely achieved | 18% fully achieved |

9 Integrative CIO

What It Means: Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

The Activities of IT Professionals
- Never / rarely
- Sometimes
- Often / almost always

Shaping or influencing *institutional academic* directions
18% / 29% / 54%

Shaping or influencing *institutional strategic* directions
30% / 36% / 34%

Shaping or influencing *institutional administrative* directions
32% / 35% / 33%

Discussing the *IT implications of institutional decisions* with senior campus leadership
36% / 32% / 33%

10 Higher Education Affordability

What It Means: Aligning IT organizations' priorities and resources with institutional priorities and resources to achieve a sustainable future

On the Way to Alignment
Our IT governance process prioritizes IT investment in accordance with institutional goals

| 10% not achieved | 16% slightly achieved | 21% partially achieved | 32% largely achieved | 21% fully achieved |

To learn more about the Top 10 IT Issues, visit educause.edu/issues. To access the latest publications from the EDUCAUSE Center for Analysis and Research, visit educause.edu/ecar.

圖2 十大議題資訊圖表

資料來源：https://er.educause.edu/articles/2019/1/the-numbers-behind-the-issues

參考書目：

2019 Top 10 IT Issues (2019). EDUCASEReview. Retrieved Jan. 29, 2019 from
https://www.educause.edu/research-and-publications/research/top-10-it-issues-technologies-and-trends/2019

Grajek, Susan, & the 2018–2019 EDUCAUSE IT Issues Panel. (2019). The Student
Genome Project. Retrieved Jan. 28, 2019, from
https://er.educause.edu/~/media/files/articles/2019/1/er19sr105.pdf

任何問題，歡迎聯繫

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