

The new standard in higher education

While the COVID-19 pandemic forced a quick pivot to a broader online learning environment, it also illuminated the need for engaging, secure, and seamless experiences online and on-campus.



Taking steps in the right direction

Many institutions that weren't previously pursuing a digital transformation (DX) strategy have needed to quickly shift their priorities but may need to implement with reduced budgets.

45%

of IT leaders are developing or have a DX strategy¹

83%

of education CIOs both understand and support DX, compared to only 32% of presidents¹

72%

of IT leaders are preparing for budget cuts in light of COVID-19²

Sources:
1. EDUCAUSE, Driving Digital Transformation in Higher Education 2020
2. EDUCAUSE, COVID-19 Quick Poll: IT Budgets 2020-2021, 2020

Evolving the teaching experience

COVID-19 has changed how students are required to learn and faculty are required to deliver curriculum. A lot of those changes could be here to stay. As a result, IT is going to have an increasing role to play.



Top three predictions for the future of teaching and learning:

1

Blended learning will dramatically increase

2

Online education will be a strategic priority for every institution

3

Existing and potential online program management partnerships will be rethought

Source: Inside Higher Ed, Teaching and Learning after COVID-19, 2020

Prioritizing the student

DX can serve many student experience and engagement goals that were important before the pandemic and continue to be mission critical.



85%

of IT leaders believe DX can improve the student experience

64%

of IT leaders believe DX can decrease student dropout rate or improve retention

62%

of IT leaders believe DX can help attract more students

Source: EDUCAUSE, FAQ of DX, 2020

Information security is more important than ever

With the shift of people, data, and devices away from campus, there are new challenges for managing, monitoring, and mitigating security risks.



Based on a recent survey, these cybersecurity tasks have become somewhat or far more important, compared to pre-pandemic conditions:

71%

Security awareness training, outreach, communication

49%

Email filtering (spam, phishing)

49%

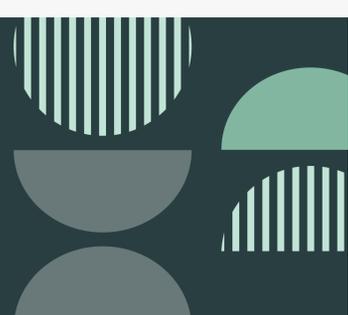
Data loss prevention (ex. scanning user devices for PII)

1/2 of the respondents felt that most of these tasks were at least a little more difficult
1/5 felt some of these tasks were now difficult or very difficult

Source: EDUCAUSE, COVID-19 Quick Poll: Information Security During the Pandemic, 2020

Aligning IT with institution goals

In the midst of it all, IT leaders must keep an eye on serving faculty, staff, the administration, and students.



Some of the top uses of technology that are planned or deployed to support return to campus are:

1

Health screenings

2

Surveys about faculty and staff readiness and return to campus

3

Workplace safety management

Source: EDUCAUSE, COVID-19 Quick Poll: Early Technology Practices to Support Campus Health, 2020

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