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 strategy

83% of CIOs both understand and support DX, compared to only 56% of presidents

72% of IT leaders are preparing for budget cuts in light of COVID-19

ServiceNow gives education institutions the tools they need to transform their operations and create great experiences for students, faculty, and staff. As the platform of platforms, ServiceNow enables institutions to connect legacy tools and systems in one place, unifying operational and data siloes. Ultimately, this increases resiliency and helps the entire institution to deliver on its mission.

Evolving the teaching experience

COVID-19 has changed how students are required to learn and faculty are required to deliver curriculum. A lot of these 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 partnerships will be rethought

Prioritizing the student

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

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

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.

49% of the respondents felt that most of the tasks were at least a little more difficult
1/5 felt some of the tasks were now difficult or very difficult
1/2 of the respondents felt that most of the tasks were at least a little more difficult
1/5 felt some of the tasks were now difficult or very difficult

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

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Prioritizing the student

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

Information security is more important than ever

71% Security awareness training, communication
49% Email filtering (spam, phishing)
49% Data loss prevention (ex. scanning user devices for PII)

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

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

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