

Six takeaways from The Chronicle of Higher Education report

At Ellucian, we are 100 percent focused on using technology to support higher education success, and we were proud to partner with [The Chronicle of Higher Education](#) to sponsor a new report that explored how technology was used during the pandemic. In normal circumstances, higher education institutions are working to solve increasingly complex problems with ever-tightening budgets, but during the pandemic those challenges increased exponentially. The solutions developed didn't just fit the specific needs of each institution, but also enabled them to accelerate future innovation.

Below are six takeaways we're excited about.

1 HyFlex could be the way of the future

Students aren't willing to let go of the flexibility that came with online learning. To be certain, in-person learning is still a critical part of higher education – but hybrid models that utilize in-person and online instruction will become part of the “new traditional” way of learning.

HyFlex

the ability to learn in the classroom, online, or both

“ I anticipate that the number of instructional modalities we'll be discussing will be much, much larger than it was the last time we looked at a contract. We'll need to talk about synchronous online learning, asynchronous online learning, hybrid learning, and HyFlex learning, as well as remote instruction, which I think I would like to retain as an emergency option.”

Mary Ann Rafoth, Provost of Robert Morris University

2 The CIO has a bigger seat at the table

The CIO has always had an important voice in technology discussions, but now they play a larger role in informing the technological strategy that keeps institutions competitive. They are true thought partners for presidents and other institutional leaders.

“ We are seen as the ‘connective tissue’ of the institution, a key partner in making the pivot to remote teaching, learning, and administration.”

Survey respondent

56%

said that the strategic influence of IT (informing key business decisions and “shaping academic directions”) increased greatly

And...

3

Collaboration among campus leaders is key

When institution-wide decisions were needed, more faculty members, administrators, and other stakeholders were brought into the conversation. With varied opinions and needs being expressed beneath one clear objective, challenges were circumvented earlier, leading to quicker wins overall.

86%
of higher education administrators agreed the pandemic increased collaboration among campus leaders in their strategic approach to technology adoption

75%
expect closer collaboration to continue post-pandemic



4

The integration of technology is key to campus operations

When the pandemic hit, business as normal wasn't an option. It took a dramatic shift from the traditional way of doing things as institutions leaned on technology to support students in the new normal. Now, as we move forward, the benefits that the cloud, automation, and artificial intelligence bring have been proven, and they will be implemented on a wider scale.

76%
of institutions believe that technology has changed enrollment and recruitment

“**Technology can no longer be seen as a utility working quietly in the background. Now more than ever, technology is a strategic asset that is vital to the success of every higher-education institution.**”

John O'Brien, President of Educause

And...

5 The time for cloud is now

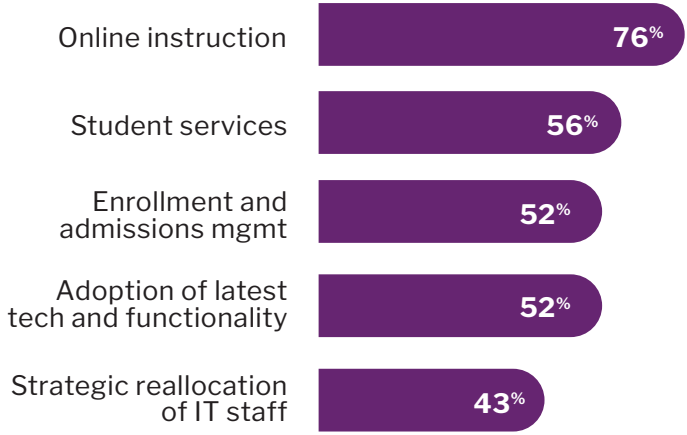
The pandemic brought about digital transformation on a massive scale. The cloud was a key part of that. Institutions saw firsthand how the cloud improves student outcomes, increases security, enhances operational efficiency, and enables business continuity. When products work in the cloud, your institution can make better decisions and your IT staff can focus on the most critical priorities. In short, the cloud gives you the agility and space to innovate.

96%
of senior leaders said cloud-computing services have been valuable in responding to institutional needs

68%
of applications will be cloud-based within 2 years – up 25% from today

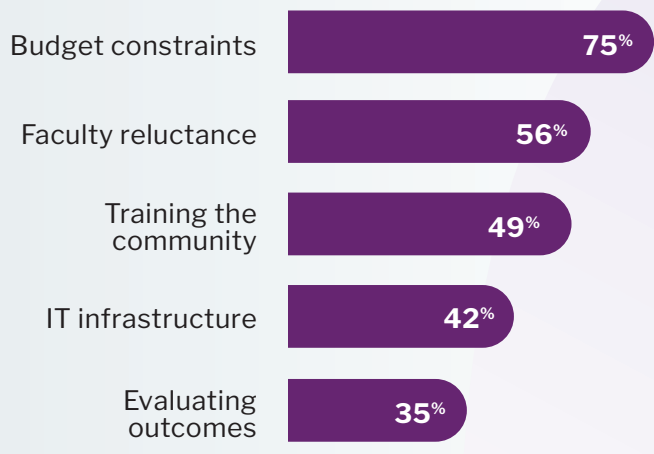
“ Cloud is fundamental and really important to a more manageable and more cost-effective and less complicated technology infrastructure.”
Susan Grajek, Educause

Where cloud services will most benefit college operations:



But...

Top 5 challenges for adopting academic technologies



6 Budget constraints are the top concern when it comes to implementing tech

The pandemic stretched higher education institutions and forced them to make quick decisions about technology. It also showed them what they could be doing better. It proved that students can engage and learn online, that processes can be improved and save time for staff, and that better data can be captured and activated. While budget will always be a barrier, the cost of not innovating and adopting technology will soon overcome it.

Which is why...

Institutions are making future investments in technology

Higher education institutions are headed toward a “new traditional” that will mean future investments in technology. This new traditional recognizes the critical strategic role of technology. It highlights meeting students where they are by relying on technology to improve the student experience at every stage of the journey. It moves away from manual practices and allows institutions to streamline processes, implement machine learning, and increase the use of data and analytics to make smarter decisions.

The results of the survey show that despite the challenges of the pandemic, institutions are committed to student success. They understand the importance of exploring new processes, embracing technology, and maintaining a clear focus. The world has changed—so has higher education.



Read the report.



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