

Survey finds COVID-19 is driving digital transformation in higher ed

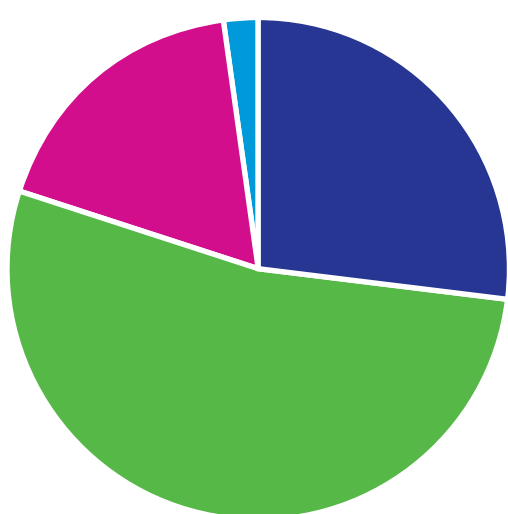
Amid the unprecedented campus closures caused by the COVID-19 pandemic, *University Business* and Jenzabar partnered to develop and deploy a survey of higher ed leaders in January 2021 that explored the impact of the pandemic on their institutions' use of technology. Some 686 respondents participated, with a wide variety of job titles and responsibilities and from a diversity of sizes and types of institutions across the country.

When asked if their institution had been engaged in some level of digital transformation **prior to** the COVID-19 pandemic, 53% of respondents selected "Somewhat" and 27% said "Significantly," while 18% said "Very little" and just 2% said "Not at all."

However, when asked if their institution was now engaged in digital transformation **because of** the COVID-19 pandemic, some 69% said "Significantly" and 28% said "Somewhat," for a total of **97% saying the pandemic had caused their institution to engage in some level of digital transformation.**

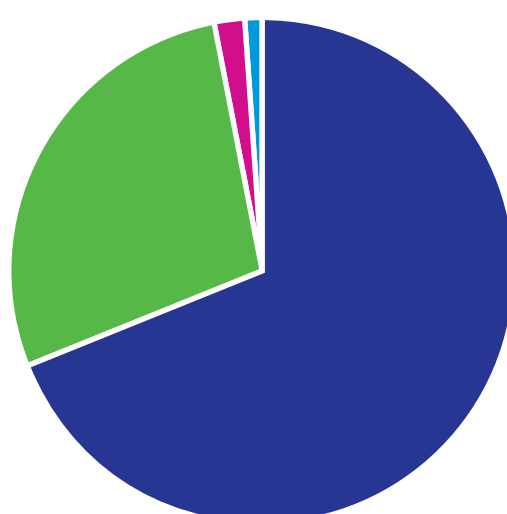
Was your institution engaged in some level of digital transformation, prior to COVID-19?

27% Significantly **18%** Very little
53% Somewhat **2%** Not at all



Is your institution now engaged in some level of digital transformation, because of COVID-19?

69% Significantly **2%** Very little
28% Somewhat **1%** Not at all



State of the SIS

When asked if their institution currently uses a modern, cloud-based student information system (SIS), just 50% said they were, while 28% said they were not and another 22% were unsure.

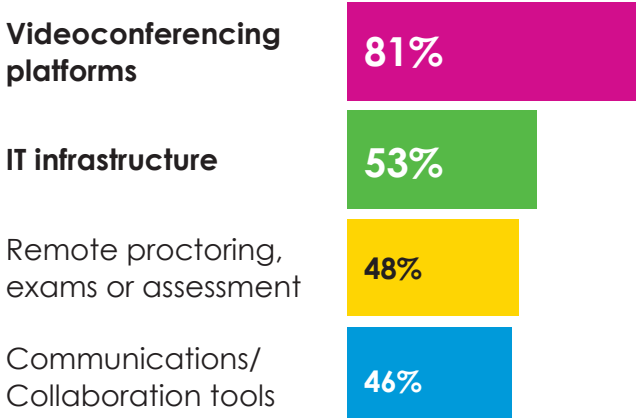
Those **with** a modern, cloud-based SIS rated their system an average of 3.8 out of five stars, with 68% rating its quality, reliability and effectiveness as very good or excellent.

In contrast, those with an SIS that **was not** cloud-based rated their system an average of 3.1 out of five stars, with just 29% rating it very good or excellent.

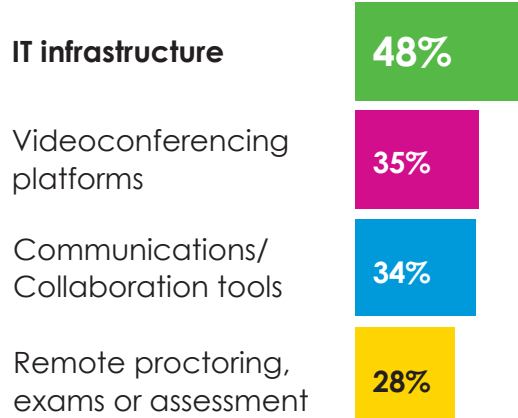
All respondents were also asked if their institution had made significant investments in modernizing or upgrading their SIS prior to COVID-19. 31% said they had "significantly" while 40% said "somewhat" and 20% selected "very little." Just 9% said "not at all."

94% of those **with** a cloud-based SIS said that they were somewhat or extremely confident that their SIS will be able to meet the changing needs of their institution and students in the future. Just 74% of those **without** a cloud-based SIS said the same, while 25% said they had a low level or no confidence that their SIS will meet their needs.

Which technologies has your institution invested in, because of COVID-19?



Which technologies is your institution planning on investing in, because of COVID-19?



Adapting to COVID-19

67% of all respondents said that it was either somewhat or very challenging to adapt core systems to the remote work and remote learning environments brought by COVID-19, while 93% said it was somewhat or very challenging to maintain high levels of student engagement in this environment.

All respondents were presented with a list of technologies and asked which areas their institutions **had already invested in**, specifically to adapt to the changes caused by COVID-19. By far the most common selection was "Videoconferencing platforms" at 81%, while 53% selected "IT infrastructure," 48% said "Remote proctoring, exams or assessment," and 46% selected "Communications/Collaboration tools."

When presented with the same list of technologies and asked which areas their institutions were **planning on investing in**, specifically because of COVID-19, IT infrastructure moved to the top (48%), followed by "Videoconferencing platforms" (35%), "Communications/Collaboration tools" (34%), and "Remote proctoring, exams or assessment" (28%).

When it came specifically to the SIS, 16% of all respondents said it was a technology they had invested in, while 20% said that they are planning on investing in an SIS. Some 22% of respondents currently without a cloud-based SIS said that they would be investing in a system in the future because of the changes brought by COVID-19.

68% of those with a modern, cloud-based SIS rated their system's quality, reliability and effectiveness as very good or excellent. Just 29% of those without a cloud-based system rated it as very good or excellent.

22% of those currently without a cloud-based SIS said that their institution was planning on investing in a new SIS in the future because of the changes brought by COVID-19.

"The survey results were clear: the remote teaching, learning and working environments enacted during the COVID-19 pandemic are driving institutions to pursue digital transformation at a faster pace than ever before," says Les Zimmerman, Vice President of Product Development at Jenzabar. "Cloud-based systems and platforms such as the SIS and ERP offer the flexibility and features to enable colleges and universities to adapt quickly. The more that institutions pursue these innovations, the better positioned they will be to meet the challenges of today and the future."

Jenzabar provides market-leading technology that can help any higher education institution achieve its mission. With cloud-based student information systems, ERP solutions and advanced data analytics tools that provide detailed insights to enable more informed decision-making, Jenzabar can support institutions of any size as they achieve their strategic initiatives.



To learn more, go to jenzabar.com