Texas Higher Education
COORDINATING BOARD

Digital Infrastructure and Landscape Survey

Administrative and Business

June 2023

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Introduction

Digital Infrastructure Landscape Survey

Welcome to the inaugural Institution Digital Infrastructure Landscape Survey of Texas launched by the Texas Higher Education Coordinating Board's (THECB) Learning Technology Advisory Committee (LTAC). The goal of this survey is to gain a comprehensive overview of the digital infrastructure supporting your campuses to inform future resource, program, and service development for Texas institutions. The information provided by your institution will guide the strategic design of a shared digital space that will facilitate collaboration between institutions with similar structures, promote valuable sharing of experiences and digital resources, and leverage institutional expertise to strengthen community efforts across the state.

The Institutional Digital Infrastructure Landscape Survey of Texas contains three sections:
- **Administrative & Business**: Relates to vendors that automate, improve efficiencies, and measure the effectiveness of administrative business processes.
- **Teaching, Learning, & Collaboration**: Relates to vendors that provide instructional technology and resources that directly support teaching and learning.
- **IT Infrastructure and Information Security**: Relates to vendors that support the operation and management of the enterprise IT environment, security, data integrity, and compliance.

This survey link is for the **Administrative & Business** section of the survey. During this survey, you will be asked about the indicated subcategories below, and the primary vendor product that your institution utilizes for each.

Subcategory	Definition	Example Vendors
Human Resources Systems	Vendor that supports the administration and management of core human resource services	• Anthology • Ellucian • Jenzabar • Oracle • Workday
Student Information Systems (SIS)	Vendor that creates a centralized database to manage and organize student related data	• Ellucian • Jenzabar • Oracle • Workday
Financial & Procurement Systems	Vendor that administers and manages financial services	• Ellucian • Jaegger • Oracle • Workday
Data, Reporting, & Analytics	Vendor that enables data visualization, analytics, and reporting	• Looker Studio (Google Data Studio) • Microsoft Power BI • QlikView/Qlik Sense • Tableau • Zoho Analytics • IBM Cognos • IBM SPSS • SAS

Customer Relationship Management (CRM)	Vendor that supports engagement with prospective and current students, alumni, and potential donors	• Ellucian • Jenzabar • Microsoft Dynamics365 • Salesforce • Slate Technosolutions • Modern Campus
Enterprise Content Management	Vendor that supports the secure management of information and content throughout its lifecycle	• Box • Google Suite • Highland Onbase • LaserFiche • Microsoft Sharepoint
Facilities Management	Vendor that supports ticket management for facilities requests	• eMaint CMMS • Flix • MaintainX • ServiceNow
Faculty Information Systems	Vendor that supports faculty administration, review, and promotion and tenure systems	• Digital Measures • Explorance Blue • Faculty180 • Interfolio • Watermark Insights

For each primary vendor, the survey will ask multiple choice questions related to pricing, support, implementation, and collaboration.

If your institution does not use a third-party vendor in that subcategory, there will be an option to indicate that you use a custom in-house built system, no vendor product, or any other tool that you may use by indicating 'Other'.

You will also have the opportunity to indicate any additional systems that you use, but you will only answer the multiple-choice questions for the primary vendor indicated.

The survey will launch on **06/27/2023** and close on **07/21/2023**. Thank you in advance for your time and partnership completing this important survey.

Please select the institution you are representing in this form:

Provide your first name:
_____

Provide your last name:

_____

What is your position title?

_____

Human Resources Systems
Definition: Vendor that supports the administration and management of core human resource services
Example Vendors: Anthology, Ellucian, Jenzabar, Oracle, Workday

Please identify the primary vendor utilized by your institution.
- Anthology
- Ellucian
- Jenzabar
- Oracle
- Workday
- None (Institution does not utilize any Human Resources System vendor product.)
- Custom in-house system
- Other

IF you selected the primary vendor as "Other" above, please name the vendor utilized by your institution.

_____

Please fill out the following questions for the product provided by the primary vendor selected above.

Is the vendor product part of a consortium and/or collaboration with any other institution or program?
- Yes
- No
- I don't know.
- We do not use a vendor product for Human Resource Systems.

Would your institution benefit from collective purchasing agreements?
- Yes
- No
- I don't know.
- We do not use a vendor product for Human Resource Systems.

At what level is the software licensed?
- Multi-institutional license (system)
- Institutional license (enterprise)
- Unit license (college and/or department)
- Individual license
- I don't know.
- We do not use a vendor product for Human Resource Systems.

Do you have a need, or do you intend to expand licensing?
- Yes, we intend to expand.
- We have a need, but do not intend to expand.
- No, we do not intend to expand.
- I don't know.
- We do not use a vendor product for Human Resource Systems.

Please select the range which most accurately reflects the dollar amount paid for your vendor product.
- $0 - $30,000
- $30,001 - $100,000
- $100,001 - $300,000
- $300,001 - $500,000
- $500,001 - $700,000
- $700,001 - $900,000
- $900,001 - $1,100,000
- $1,100,001 - $1,300,000
- $1,300,000 - $1,500,000
- $1,500,001+
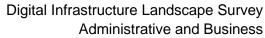- We do not use a vendor product for Human Resource Systems.
- I don't know.

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To what extent do you agree with the following statements? If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is **worth the service** which we are being provided.	○	○	○	○	○	○	○
In your opinion, the **primary users** of this vendor product are **satisfied.**	○	○	○	○	○	○	○
This vendor product has adequate **internal support** capabilities at my institution.	○	○	○	○	○	○	○
This vendor product has adequate **external support** capabilities for users and the institution.	○	○	○	○	○	○	○
My institution could benefit from participating in a **community of practice** for this vendor product.	○	○	○	○	○	○	○

Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	More than 10 years	I don't know.	N/A
When was the vendor product first implemented at your institution?	○	○	○	○	○	○
How long have you been on your current version of the vendor product at your institution?	○	○	○	○	○	○

Do you anticipate any changes to the current <u>contract</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not use a vendor product for Human Resource Systems.

Do you anticipate any changes to the current <u>vendor</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not use a vendor product for Human Resource Systems.

Identify any additional Human Resources Systems vendor products that are utilized by your institution.
- Anthology
- Ellucian
- Jenzabar
- Oracle
- Workday
- We do not utilize an additional vendor product.
- Custom in-house system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.
_____

Please share any information about Human Resources Systems and/or the additional vendor product(s) utilized by your institution.

_____

Student Information Systems

Definition: Vendor that creates a centralized database to manage and organize student related data

Example Vendors: Ellucian, Jenzabar, Oracle, Workday

Please identify the primary vendor product utilized by your institution.
- Anthology
- Ellucian
- Jenzabar
- Oracle
- Workday
- None (The institution does not utilize a vendor product for Student Information Systems.)
- Custom in-house system
- Other

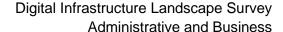IF you selected the primary vendor as "Other" above, please name the vendor utilized by your institution.

_____

Please fill out the following questions for the product provided by the primary vendor selected above.

Is the vendor product part of a consortium and/or collaboration with any other institution or program?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Student Information Systems.

Would your institution benefit from collective purchasing agreements?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Student Information Systems.

At what level is the software licensed?

- Multi-institutional license (system)
- Institutional license (enterprise)
- Unit license (college and/or department)
- Individual license
- I don't know.
- We do not utilize a vendor product for Student Information Systems.

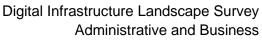Do you have a need, or do you intend to expand licensing?

- Yes, we intend to expand.
- We have a need but do not intend to expand.
- No, we do not intend to expand.
- I don't know.
- We do not utilize a vendor product for Student Information Systems.

Please select the range which most accurately reflects the dollar amount paid for your vendor product.

- $0 - $30,000
- $30,001 - $100,000
- $100,001 - $300,000
- $300,001 - $500,000
- $500,001 - $700,000
- $700,001 - $900,000
- $900,001 - $1,100,000
- $1,100,001 - $1,300,000
- $1,300,000 - $1,500,000
- $1,500,001+
- N/A
- I don't know.
- We do not utilize a vendor product for Student Information Systems.

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To what extent do you agree with the following statements. If you do not utilize a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is **worth the service** which we are being provided.	◯	◯	◯	◯	◯	◯	◯
In your opinion, the **primary users** of this vendor product are **satisfied.**	◯	◯	◯	◯	◯	◯	◯
This vendor product has adequate **internal support** capabilities at my institution.	◯	◯	◯	◯	◯	◯	◯
This vendor product has adequate **external support** capabilities for users and the institution.	◯	◯	◯	◯	◯	◯	◯
My institution could benefit from participating in a **community of practice** for this vendor product.	◯	◯	◯	◯	◯	◯	◯

Please select the time frame that most accurately reflects your response to the question. If you do not utilize a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	More than 10 years	I don't know.	N/A
When was the vendor product first implemented at your institution?	○	○	○	○	○	○
How long have you been on your current version of the vendor product at your institution?	○	○	○	○	○	○

Do you anticipate any changes to the current <u>contract</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Student Information Systems.

Do you anticipate any changes to the current <u>vendor</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Student Information Systems.

Identify any additional Student Information Systems vendor products that are utilized by your institution.
- Workday
- Oracle
- Ellucian
- Jenzabar
- We do not utilize an additional vendor product.
- Custom in-house system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.
_____

Please share any information about Student Information Systems and/or the additional vendor product(s) utilized by your institution.

_____

Financial & Procurement Systems
Definition: Vendor that administers and manages financial services
Example Vendors: Ellucian, Jaegger, Oracle, Workday

Please identify the primary vendor product utilized by your institution.
- Ellucian
- Jaegger
- Oracle
- Workday
- None (The institution does not utilize a vendor product for Financial and Procurement Systems.)
- Custom in-house system
- Other

IF you selected the primary vendor as "Other" above, please name the vendor utilized by your institution.

_____

Please fill out the following questions for the product provided by the primary vendor selected above.

Is the vendor product part of a consortium and/or collaboration with any other institution or program?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Financial and Procurement Systems.

Would your institution benefit from collective purchasing agreements?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Financial and Procurement Systems.

At what level is the software licensed?
- Multi-institutional license (system)
- Institutional license (enterprise)
- Unit license (college and/or department)
- Individual license
- I don't know.
- We do not utilize a vendor product for Financial and Procurement Systems.

Do you have a need, or do you intend to expand licensing?
- Yes, we intend to expand.
- We have a need but do not intend to expand.
- No, we do not intend to expand.
- I don't know.
- We do not utilize a vendor product for Financial and Procurement Systems.

Please select the range which most accurately reflects the dollar amount paid for your vendor product.
- $0 - $30,000
- $30,001 - $100,000
- $100,001 - $300,000
- $300,001 - $500,000
- $500,001 - $700,000
- $700,001 - $900,000
- $900,001 - $1,100,000
- $1,100,001 - $1,300,000
- $1,300,000 - $1,500,000
- $1,500,001+
- N/A
- I don't know.
- We do not utilize a vendor product for Financial and Procurement Systems.

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To what extent do you agree with the following statements? If you do not use a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is **worth the service** which we are being provided.	○	○	○	○	○	○	○
In your opinion, the **primary users** of this vendor product are **satisfied.**	○	○	○	○	○	○	○
This vendor product has adequate **internal support** capabilities at my institution.	○	○	○	○	○	○	○
This vendor product has adequate **external support** capabilities for users and the institution.	○	○	○	○	○	○	○
My institution could benefit from participating in a **community of practice** for this vendor product.	○	○	○	○	○	○	○

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Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	More than 10 years	I don't know.	N/A
When was the vendor product first implemented at your institution?	○	○	○	○	○	○
How long have you been on your current version of the vendor product at your institution?	○	○	○	○	○	○

Do you anticipate any changes to the current <u>contract</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Financial and Procurement Systems.

Do you anticipate any changes to the current <u>vendor</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Financial and Procurement Systems.

Please identify any additional Financial and Procurement Systems vendor products utilized by your institution.
- Ellucian
- Jaegger
- Oracle
- Workday
- We do not utilize an additional vendor product.
- Custom in-house system
- Other

IF you selected the primary vendor as "Other" above, please name the vendor utilized by your institution.
_____

Please share any information about Financial and Procurement Systems and/or the additional vendor product(s) utilized by your institution.

_____

Data Reporting & Analytics

Definition: Vendor that enables data visualization, analytics, and reporting
Example Vendors: Looker Studio (Google Data Studio), Microsoft Power BI, QlikView/Qlik Sense, Tableau, Zoho Analytics, IBM Cognos, IBM SPSS, SAS

Please identify the primary vendor product utilized by your institution.
- Looker Studio (Google Data Studio)
- Microsoft Power BI
- QlikView/Qlik Sense
- Tableau
- Zoho Analytics
- IBM Cognos
- IBM SPSS
- SAS
- None (The institution does not utilize a vendor product for Data Reporting and Analytics.)
- Custom in-house system
- Other

IF you selected the primary vendor as "Other" above, please name the vendor utilized by your institution.
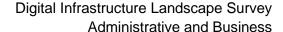
_____

Please fill out the following questions for the product provided by the primary vendor selected above.

Is the vendor product part of a consortium and/or collaboration with any other institution or program?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Data Reporting and Analytics.

Would your institution benefit from collective purchasing agreements?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Data Reporting and Analytics.

At what level is the software licensed?
- Multi-institutional license (system)
- Institutional license (enterprise)
- Unit license (college and/or department)
- Individual license
- I don't know.
- We do not utilize a vendor product for Data Reporting and Analytics.

Do you have a need, or do you intend to expand licensing?
- Yes, we intend to expand.
- We have a need but do not intend to expand.
- No, we do not intend to expand.
- I don't know.
- We do not utilize a vendor product for Data Reporting and Analytics.

Please select the range which most accurately reflects the dollar amount paid for your vendor product.
- $0 - $30,000
- $30,001 - $100,000
- $100,001 - $300,000
- $300,001 - $500,000
- $500,001 - $700,000
- $700,001 - $900,000
- $900,001 - $1,100,000
- $1,100,001 - $1,300,000
- $1,300,000 - $1,500,000
- $1,500,001+
- N/A
- I don't know.
- We do not utilize a vendor product for Data Reporting and Analytics.

To what extent do you agree with the following statements? If you do not use a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is **worth the service** which we are being provided.	○	○	○	○	○	○	○
In your opinion, the **primary users** of this vendor product are **satisfied.**	○	○	○	○	○	○	○
This vendor product has adequate **internal support** capabilities at my institution.	○	○	○	○	○	○	○
This vendor product has adequate **external support** capabilities for users and the institution.	○	○	○	○	○	○	○
My institution could benefit from participating in a **community of practice** for this vendor product.	○	○	○	○	○	○	○

Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, select N/A

	0-2 years	3-5 years	6-10 years	More than 10 years	I don't know.	N/A
When was the vendor product first implemented at your institution?	○	○	○	○	○	○
How long have you been on your current version of the vendor product at your institution?	○	○	○	○	○	○

Do you anticipate any changes to the current <u>contract</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.

Do you anticipate any changes to the current <u>vendor</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.

Please identify any additional Data Reporting and Analytics vendor products utilized by your institution.
- Looker Studio (Google Data Studio)
- Microsoft Power BI
- QlikView/Qlik Sense
- Tableau
- Zoho Analytics
- IBM Cognos
- IBM SPSS
- SAS
- We do not utilize an additional vendor product.
- Custom in-house system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.
_____

Please share any information about Data, Reporting and Analytics and/or the additional vendor product(s) utilized by your institution.

_____

Customer Relationship Management (CRM)
Definition: Vendor that supports engagement with prospective and current students, alumni, and potential donors
Example Vendors: Ellucian, Jenzabar, Microsoft Dynamics365, Salesforce, Slate Technosolutions

Please identify the primary vendor product utilized by your institution
- Ellucian
- Jenzabar
- Microsoft Dynamics365
- Slate Technosolutions
- Salesforce
- Modern Campus
- None (The institution does not utilize a vendor product for Customer Relationship Management.)
- Custom in-house system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.
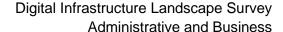
_____

Please fill out the following questions for the product provided by the primary vendor selected above.

Is the vendor product part of a consortium and/or collaboration with any other institution or program?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Customer Relationship Management.

Would your institution benefit from collective purchasing agreements?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Customer Relationship Management.

At what level is the software licensed?
- Multi-institutional license (system)
- Institutional license (enterprise)
- Unit license (college and/or department)
- Individual license
- I don't know.
- We do not utilize a vendor product for Customer Relationship Management.

Do you have a need, or do you intend to expand licensing?
- Yes, we intend to expand.
- We have a need but do not intend to expand.
- No, we do not intend to expand.
- I don't know.
- We do not utilize a vendor product for Customer Relationship Management.

Please select the range which most accurately reflects the dollar amount paid for your vendor product.
- $0 - $30,000
- $30,001 - $100,000
- $100,001 - $300,000
- $300,001 - $500,000
- $500,001 - $700,000
- $700,001 - $900,000
- $900,001 - $1,100,000
- $1,100,001 - $1,300,000
- $1,300,000 - $1,500,000
- $1,500,001+
- N/A
- I don't know.
- We do not utilize a vendor product for Customer Relationship Management.

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To what extent do you agree with the following statements? If you do not use a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is **worth the service** which we are being provided.	○	○	○	○	○	○	○
In your opinion, the **primary users** of this vendor product are **satisfied.**	○	○	○	○	○	○	○
This vendor product has adequate **internal support** capabilities at my institution.	○	○	○	○	○	○	○
This vendor product has adequate **external support** capabilities for users and the institution.	○	○	○	○	○	○	○
My institution could benefit from participating in a **community of practice** for this vendor product.	○	○	○	○	○	○	○

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Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	More than 10 years	I don't know.	N/A
When was the vendor product first implemented at your institution?	○	○	○	○	○	○
How long have you been on your current version of the vendor product at your institution?	○	○	○	○	○	○

Do you anticipate any changes to the current <u>contract</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Customer Relationship Management.

Do you anticipate any changes to the current <u>vendor</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Customer Relationship Management.

Please identify any additional CRMs utilized by your institution.
- Ellucian
- Jenzabar
- Microsoft Dynamics365
- Slate Technosolutions
- Salesforce
- Modern Campus
- We do not utilize an additional vendor product.
- Custom in-house system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.

_____

Please share any information about Customer Relationship Management vendor products and/or the additional vendor product(s) utilized by your institution.

_____

Enterprise Content Management

Definition: Vendor that supports the secure management of information and content throughout its lifecycle

Example Vendors: Box, Google Suite, Highland Onbase, LaserFiche, Microsoft Sharepoint

Please identify the primary vendor product utilized by your institution.

- Box
- Google Suite
- Highland Onbase
- LaserFiche
- Microsoft Sharepoint
- None (The institution does not utilize a vendor product for Enterprise Content Management.)
- Custom in-house system
- Other

IF you selected the primary vendor as "Other" above, please name the vendor utilized by your institution.
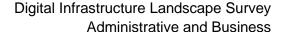
_____

Please fill out the following questions for the product provided by the primary vendor selected above.

Is the vendor product part of a consortium and/or collaboration with any other institution or program?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Enterprise Content Management.

Would your institution benefit from collective purchasing agreements?

- Yes
- No
- I don't know.
- We do not utilize a vendor product for Enterprise Content Management.

At what level is the software licensed?
- Multi-institutional license (system)
- Institutional license (enterprise)
- Unit license (college and/or department)
- Individual license
- I don't know.
- We do not utilize a vendor product for Enterprise Content Management.

Do you have a need, or do you intend to expand licensing?
- Yes, we intend to expand.
- We have a need but do not intend to expand.
- No, we do not intend to expand.
- I don't know.
- We do not utilize a vendor product for Enterprise Content Management.

Please select the range which most accurately reflects the dollar amount paid for your vendor product.
- $0 - $30,000
- $30,001 - $100,000
- $100,001 - $300,000
- $300,001 - $500,000
- $500,001 - $700,000
- $700,001 - $900,000
- $900,001 - $1,100,000
- $1,100,001 - $1,300,000
- $1,300,000 - $1,500,000
- $1,500,001+
- N/A
- I don't know.
- We do not utilize a vendor product for Enterprise Content Management

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To what extent do you agree with the following statements. If you do not use a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is **worth the service** which we are being provided.	○	○	○	○	○	○	○
In your opinion, the **primary users** of this vendor product are **satisfied.**	○	○	○	○	○	○	○
This vendor product has adequate **internal support** capabilities at my institution.	○	○	○	○	○	○	○
This vendor product has adequate **external support** capabilities for users and the institution.	○	○	○	○	○	○	○
My institution could benefit from participating in a **community of practice** for this vendor product.	○	○	○	○	○	○	○

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Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	More than 10 years	I don't know.	N/A
When was the vendor product first implemented at your institution?	○	○	○	○	○	○
How long have you been on your current version of the vendor product at your institution?	○	○	○	○	○	○

Do you anticipate any changes to the current <u>contract</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Enterprise Content Management.

Do you anticipate any changes to the current <u>vendor</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Enterprise Content Management.

Please select any additional Enterprise Content Management vendor products utilized by your institution.
- Box
- Google Suite
- Highland Onbase
- LaserFiche
- Microsoft Sharepoint
- We do not utilize an additional vendor product.
- Custom in-house system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.
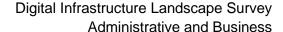
_____

- -

Please share any information about Enterprise Content Management and/or the additional vendor product(s) utilized by your institution.

_____

- -

Facilities Management
Definition: Vendor that supports ticket management for facilities requests
Example Vendors: eMaint CMMS, Flix, MaintainX, ServiceNow

- -

Please identify the primary vendor product utilized by your institution.
- eMaint CMMS
- Flix
- MaintainX
- ServiceNow
- None (The institution does not utilize a vendor product for Facilities Management.)
- Custom in-house system
- Other

- -

IF you selected the primary vendor as "Other" above, please name the vendor utilized by your institution.

_____

- -

Please fill out the following questions for the product provided by the primary vendor selected above.

- -

Is the vendor product part of a consortium and/or collaboration with any other institution or program?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Facilities Management.

- -

Would your institution benefit from collective purchasing agreements?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Facilities Management.

- -

At what level is the software licensed?
- Multi-institutional license (system)
- Institutional license (enterprise)
- Unit license (college and/or department)
- Individual license
- I don't know.
- We do not utilize a vendor product for Facilities Management.

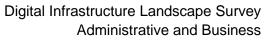Do you have a need, or do you intend to expand licensing?
- Yes, we intend to expand.
- We have a need but do not intend to expand.
- No, we do not intend to expand.
- I don't know.
- We do not utilize a vendor product for Facilities Management

---

Please select the range which most accurately reflects the dollar amount paid for your vendor product.
- $0 - $30,000
- $30,001 - $100,000
- $100,001 - $300,000
- $300,001 - $500,000
- $500,001 - $700,000
- $700,001 - $900,000
- $900,001 - $1,100,000
- $1,100,001 - $1,300,000
- $1,300,000 - $1,500,000
- $1,500,001+
- N/A
- I don't know.
- We do not utilize a vendor product for Facilities Management.

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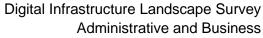To what extent do you agree with the following statements. If you do not use a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is **worth the service** which we are being provided.	○	○	○	○	○	○	○
In your opinion, the **primary users** of this vendor product are **satisfied.**	○	○	○	○	○	○	○
This vendor product has adequate **internal support** capabilities at my institution.	○	○	○	○	○	○	○
This vendor product has adequate **external support** capabilities for users and the institution.	○	○	○	○	○	○	○
My institution could benefit from participating in a **community of practice** for this vendor product.	○	○	○	○	○	○	○

Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	More than 10 years	I don't know.	N/A
When was the vendor product first implemented at your institution?	○	○	○	○	○	○
How long have you been on your current version of the vendor product at your institution?	○	○	○	○	○	○

Do you anticipate any changes to the current <u>contract</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Facilities Management.

Do you anticipate any changes to the current <u>vendor</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Facilities Management

Please select any additional Facilities Management vendors utilized by your institution.
- eMaint CMMS
- Flix
- MaintainX
- ServiceNow
- We do not utilize an additional vendor.
- Custom in-house system
- Other

If you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.
_____

Please add any additional information you'd like to share about Facilities Management and/or the additional vendor product utilized by your institution.

_____

Faculty Information Systems
Definition: Vendor that supports faculty administration, review, and promotion and tenure systems
Example Vendors: Digital Measures, Explorance Blue, Faculty180, Interfolio, Watermark Insights

Please identify the primary vendor product utilized by your institution.
- Digital Measures
- Explorance Blue
- Faculty180
- Interfolio
- Watermark Insights
- Weave
- None (The institution does not utilize a vendor product for Faculty Information Systems.)
- Custom in-house system
- Other

IF you selected the primary vendor as "Other" above, please name the vendor utilized by your institution.
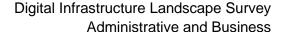
_____

Please fill out the following questions for the product provided by the primary vendor selected above.

Is the vendor product part of a consortium and/or collaboration with any other institution or program?
- Yes
- No
- I don't know.
  - We do not utilize a vendor product for Faculty Information Systems.

Would your institution benefit from collective purchasing agreements?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Faculty Information Systems.

At what level is the software licensed?
- Multi-institutional license (system)
- Institutional license (enterprise)
- Unit license (college and/or department)
- Individual license
- I don't know.
- We do not utilize a vendor product for Faculty Information Systems.

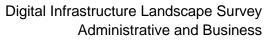Do you have a need, or do you intend to expand licensing?
- Yes, we intend to expand.
- We have a need but do not intend to expand.
- No, we do not intend to expand.
- I don't know.
- We do not utilize a vendor product for Faculty Information Systems.

Please select the range which most accurately reflects the dollar amount paid for your vendor product.
- $0 - $30,000
- $30,001 - $100,000
- $100,001 - $300,000
- $300,001 - $500,000
- $500,001 - $700,000
- $700,001 - $900,000
- $900,001 - $1,100,000
- $1,100,001 - $1,300,000
- $1,300,000 - $1,500,000
- $1,500,001+
- N/A
- I don't know.
- We do not utilize a vendor product for Faculty Information Systems.

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To what extent do you agree with the following statements. If you do not use a vendor product, please select N/A.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know.	N/A
The price my institution pays is **worth the service** which we are being provided	○	○	○	○	○	○	○
In your opinion, the **primary users** of this vendor product are **satisfied**	○	○	○	○	○	○	○
This vendor product has adequate **internal support** capabilities at my institution	○	○	○	○	○	○	○
This vendor product has adequate **external support** capabilities for users and the institution	○	○	○	○	○	○	○
My institution could benefit from participating in a **community of practice** for this vendor product	○	○	○	○	○	○	○

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Please select the time frame that most accurately reflects your response to the question. If you do not use a vendor product, please select N/A.

	0-2 years	3-5 years	6-10 years	More than 10 years	I don't know.	N/A
When was the vendor first implemented at your institution?	○	○	○	○	○	○
How long have you been on your current version of the vendor at your institution?	○	○	○	○	○	○

Do you anticipate any changes to the current <u>contract</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Faculty Information Systems.

Do you anticipate any changes to the current <u>vendor</u> in the upcoming fiscal year?
- Yes
- No
- I don't know.
- We do not utilize a vendor product for Faculty Information Systems.

Identify any additional Faculty Information Systems vendor products that are utilized by your institution.
- Digital Measures
- Explorance Blue
- Faculty180
- Interfolio
- Watermark Insights
- Weave
- We do not utilize an additional vendor.
- Custom in-house system
- Other

IF you selected the additional vendor as "Other" above, please name the vendor utilized by your institution.
_____

Please add any additional information you'd like to share about Faculty Information Systems and/or the additional vendor product utilized by your institution.

_____

Survey Close

Thank you for your time and completion of this survey.

Please note that forward progress will result in the **completion of this survey**. If you are finished and ready to submit, we encourage you to leave any feedback here and proceed forward to submit your response. If you are not ready to submit, please navigate backwards to review any selections you have made.

_____

If you have any feedback on the survey, please indicate that here.

_____