

CISG-PCMG22
2 December 2022

Higher Education Business and Technology Trends

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**How many of you
think you will be
in the same job in
two years?**

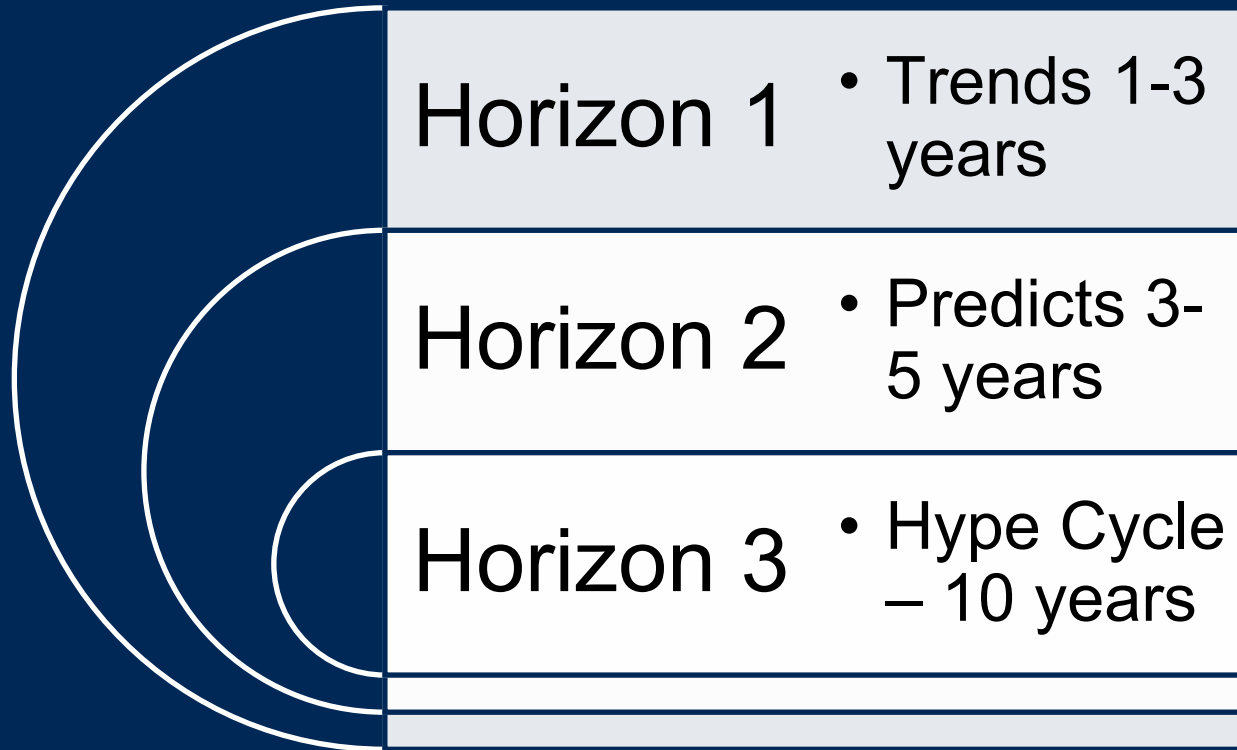


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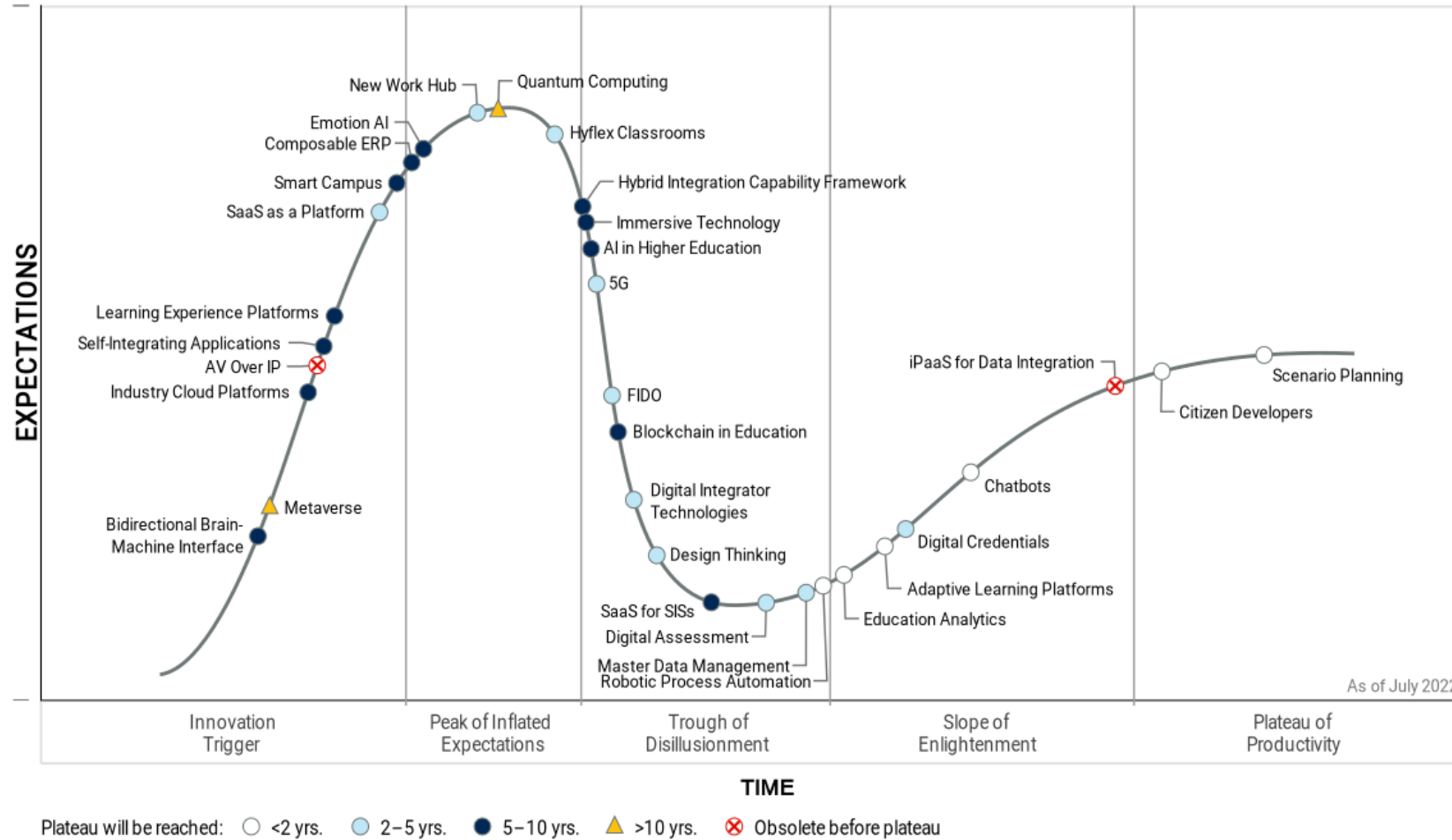


1. **What** Are the *Emerging* Gartner Top Business and Technology Trends in Higher Education for 2023?
2. **How** Can You Leverage Gartner's Top Trends?

Horizons



Hype Cycle for Higher Education, 2022



Four Key Themes:

Learning
Environments

Experience and
Engagement

Operations and
Integrations

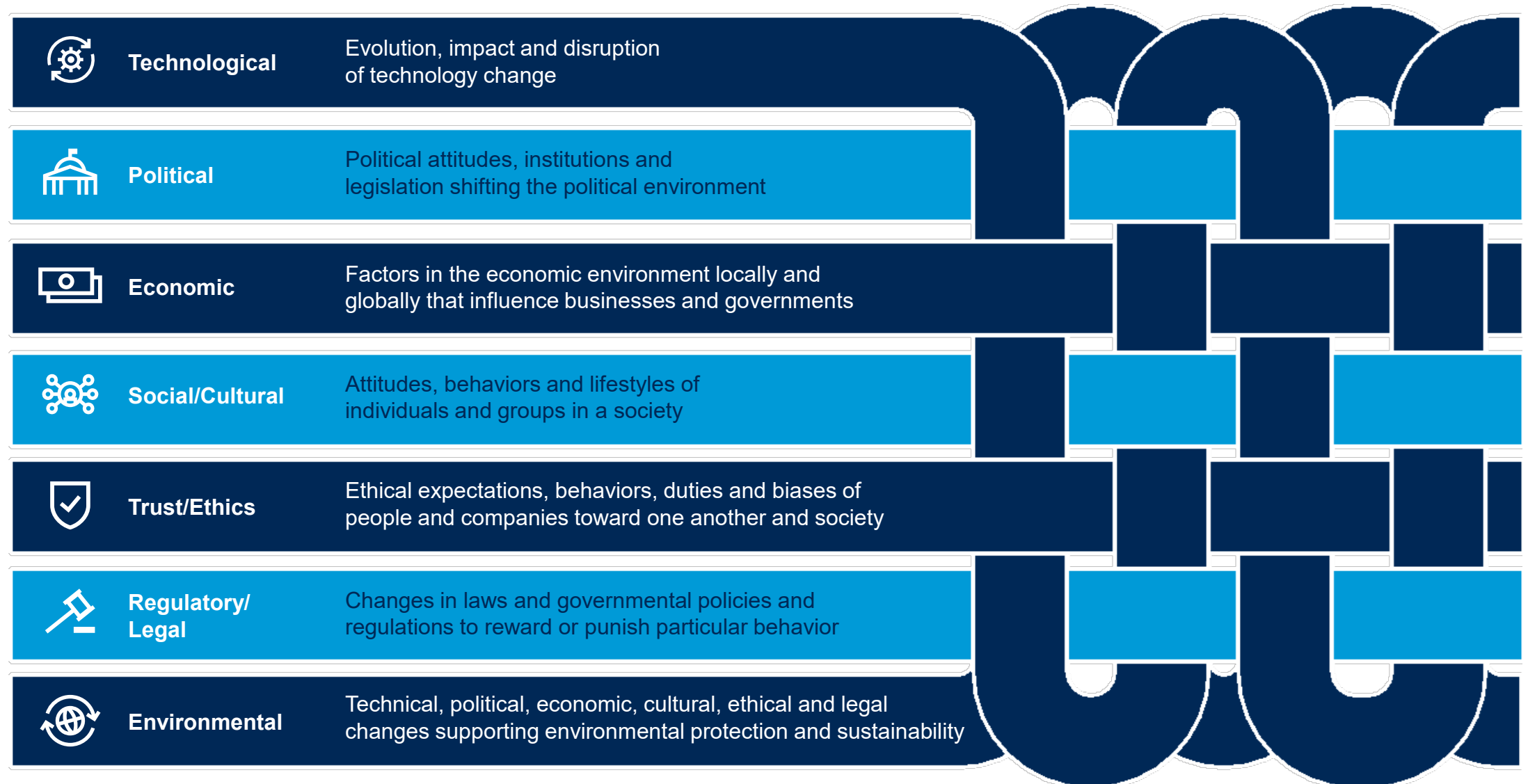
Business Models

Gartner Prediction



By **2026**, at least **60%** of universities globally will supplement degree education with industry co-created credentials to support student employability.

A Tapestry (TPESTRE) of Trends



Source: Gartner



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Top Priorities, Technologies and Challenges in Higher Education in 2023

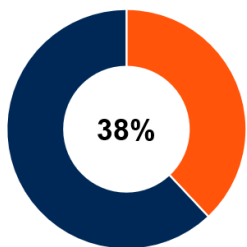
The 2023 Gartner CIO and Technology Executive Survey identifies enterprise priorities and tech spending trends.



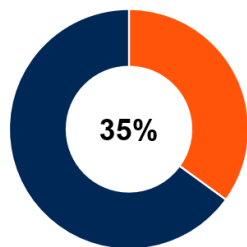
Where Is Investment Going?

3.2% Average Increase in IT Spend in 2023

Primary Objective of Digital Technology Investments (Percentage of Respondents)



Improve operational excellence



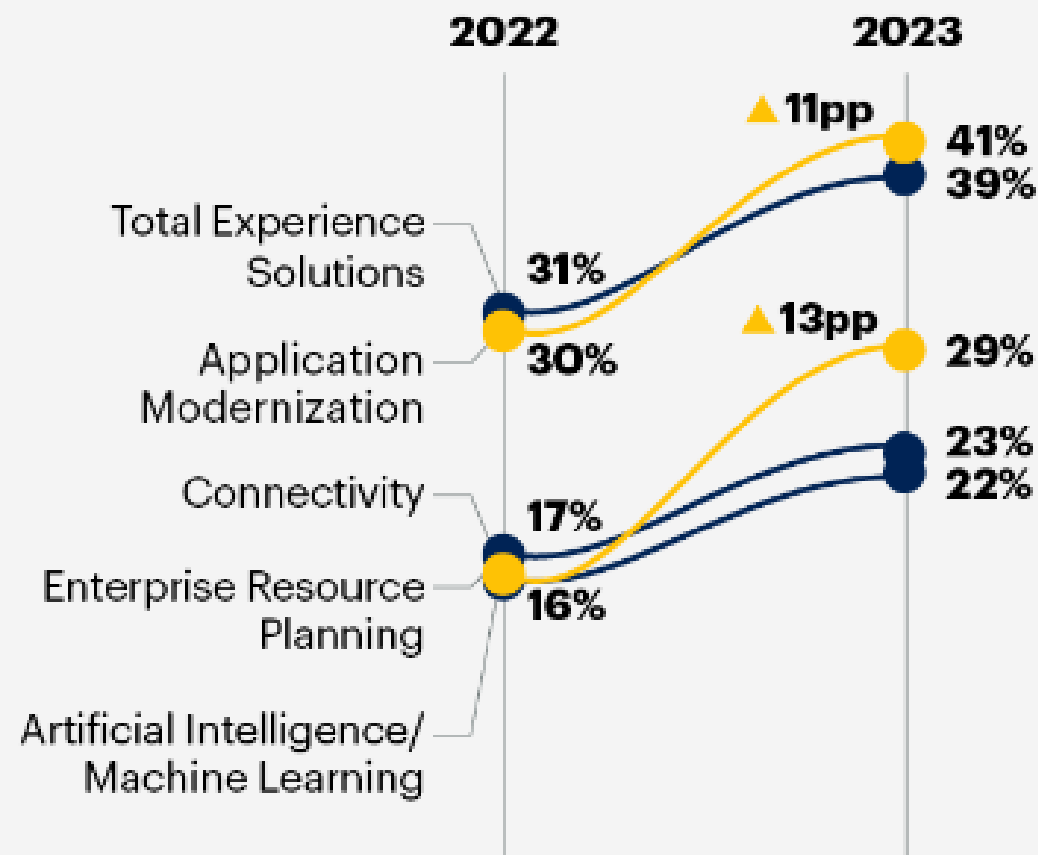
Ensure business continuity and resilience

n = 129 Higher education CIOs and technology executives answering
Q: How would you describe the primary objectives of your enterprise's [i.e., your business's or government's] digital technology investments in the last two years?
Source: 2023 Gartner CIO and Technology Executive Survey

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For which technologies will more CIOs increase funding in 2023 compared to 2022?



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Top Higher Education Business and Technology Trends for 2022



Business Models

- Enrollment Challenges
- International Student Flows
- Alternative Credentials
- Marketing and Branding
- Continuing Education and Workforce Development Platforms



Learning Environments and the Student Experience

- Classroom Technology
- Specialized Web-Conferencing Tools
- Tutoring Solutions
- Greater Focus on Career



Operating Models

- Zero Trust Security
- Staff Retention and Hiring
- Digital Transformation Tensions
- Robotic Process Automation
- Low-Code Applications

Source: Gartner

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Top Business Trends Impacting Higher Education in 2023

DRAFT

2023 Business Trends for Higher Education

 Business Model	 Operating Model	 Human Centric
• Enrolment Challenges • Education Pathways	• Hybrid Approach • Digital Transformation Tension	• Health and Wellbeing • Staff Recruitment, Retention, and Performance

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2023 Business Trends for Higher Education



Business Model

- **Enrolment Challenges**
- Education Pathways



Operating Model

- Hybrid Approach
- **Digital Transformation Tension**



Human Centric

- Health and Wellbeing
- **Staff Recruitment, Retention, and Performance**

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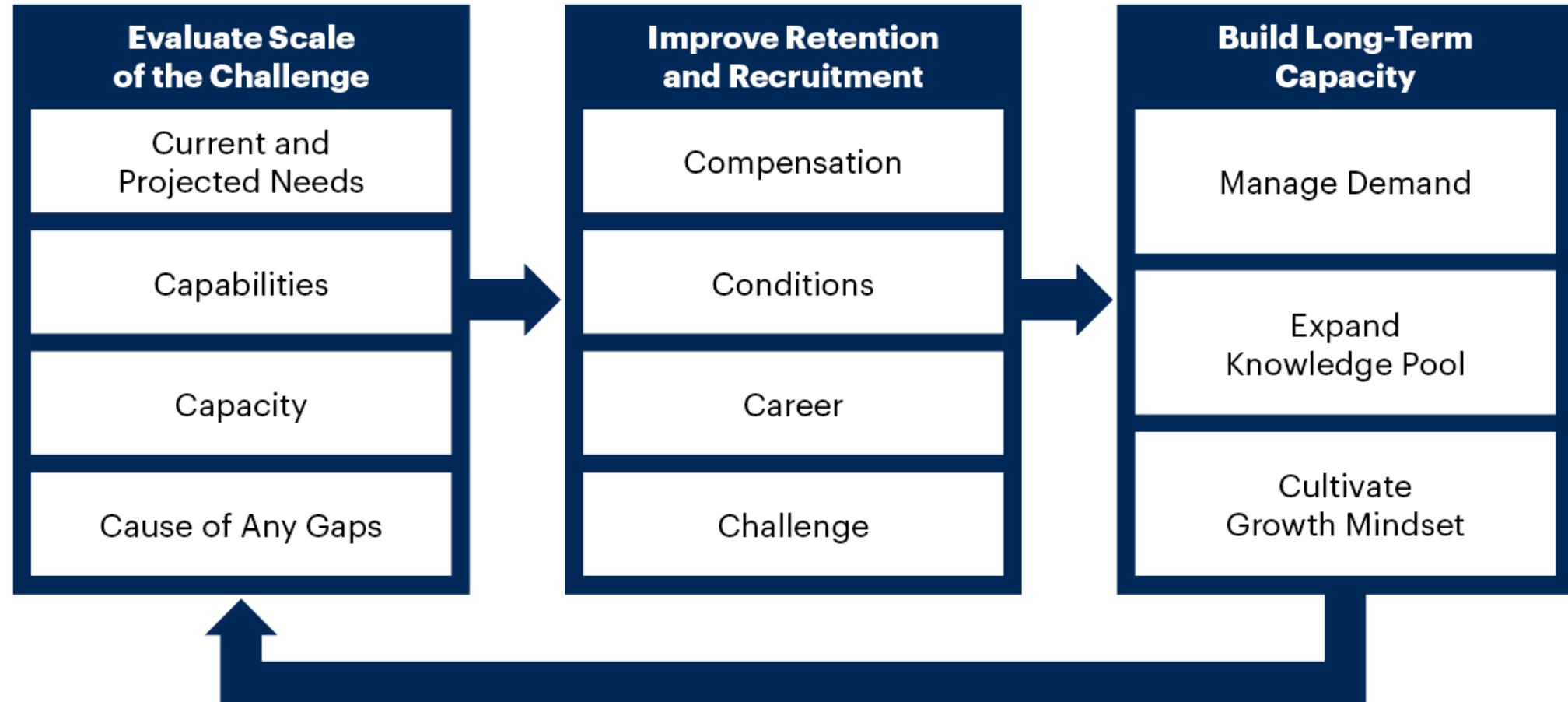
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Business Trends Can Inform the use of Technologies to Make Universities Competitive, Adaptive, and Sustainable.

Responding to IT Skills Shortages in Education



Source: Gartner

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Top Technology Trends Impacting Higher Education in 2023 **DRAFT**

2023 Technology Trends for Higher Education



Student Centric

- Learning Experience Platforms
- Student Success Analytics



Operational Improvement

- **Hyperautomation**
- Composable ERP/SIS



Digital Capabilities

- **Cyber Security**
- **Classroom Technology**

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Use Combinations of These Trends to Guide Digital Investments To Deliver University Objectives

Business and Technology Trends 2023

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Business Model



Operating Model



Human Centric

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Student Centric



Operational Improvement



Digital Capabilities

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Recommendations

- **Recognize** the IT implications of business trends that will enable new business models, and enable different and more efficient operating models
- **Prioritize** the technology trends by collaboratively assessing their impact against your own strategy and roadmap, creating links to investment
- **Respond** to the challenges by identifying opportunities to demonstrate IT as a business enabler