13 Higher Education Personas with Unique Challenges for IT

Today, higher education organizations face new demands, threats and opportunities as student needs change and working styles evolve. IT teams in higher ed must manage multiple technology systems, data platforms and apps across multiple clouds—and secure all kinds of devices in any location.

On Campus

Full-Time Faculty Member with Multiple Logins

- Uses a university-issued workstation and a Full-Time Faculty Member personal Dell desktop
- Uploads data models to AWS
- Teaches one class virtually, collaborates with two classes in person
- Hosts a virtual office hour on an open platform twice a week
- Needs access to student attendance records, homework portals and grading system

New Student Pre-Onboarding

- Uses an Apple laptop
- Needs access to systems that live on multiple clouds, such as class facilities vendor schedules, homework portals, room and board portal, curriculum and other class resources and financial docs
- Needs network access to update systems
- Uses a rugged device issued by the vendor

Parent of Attending Student

- Needs access to the payment portal
- Requires permissions and third-party access

Off Campus

Remote Faculty Member Who Needs Post-Breach Access

- Uses a virtual platform to broadcast live and chat asynchronously
- Needs access to curriculum and data hosted in the affected cloud

Graduate Student Collaborator

- Takes classes from two different campuses
- Logs on to a shared platform to exchange mobile phone, tablet messages and notes and computer

Satellite Campus

Graduate Student

- Takes classes from two different campuses
- Uses personal devices: personal phone, tablet, managed and unmanaged devices

Create a Digital Foundation for Hybrid-Flexible Environments

VMware provides a comprehensive, end-to-end platform that enables IT teams in higher ed to streamline management of devices, applications, data and clouds while enabling secure access, at the right time, to those who need it, on any platform.

Discover VMware solutions for higher ed.

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