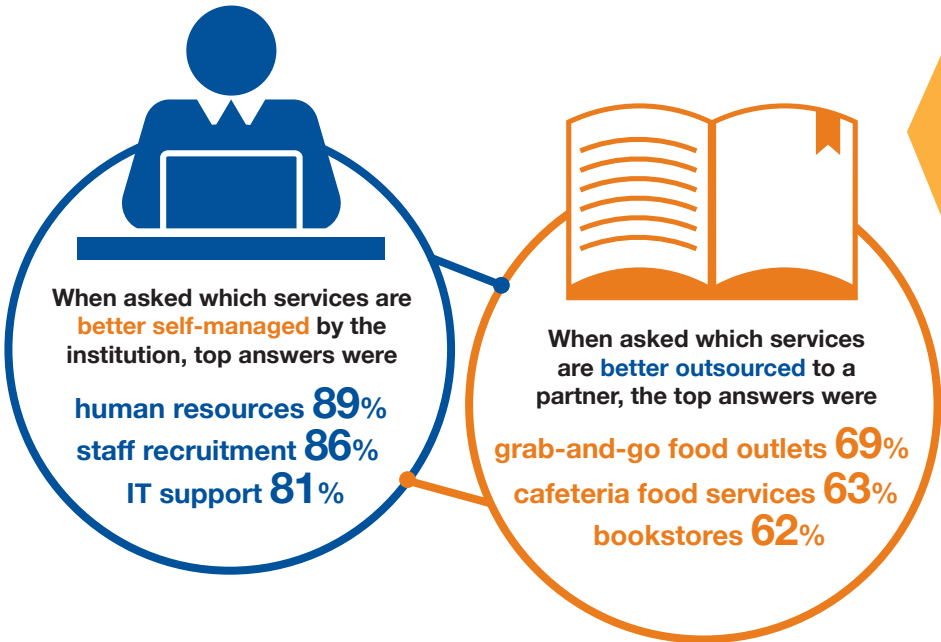
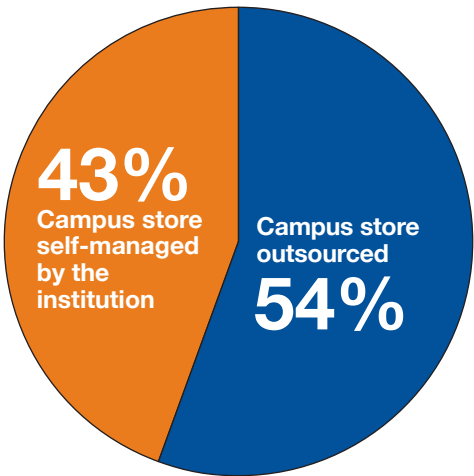


# OUTSOURCING IN HIGHER ED

Outsourcing campus services provides a variety of benefits to colleges and universities, from cost savings to improvements in efficiency, expertise and quality of services. This survey of higher ed leaders found that most feel that certain services are better handled by the institution, while others are better managed by a partner.

64% of higher ed leaders said they agreed with the statement  
*“Outsourcing ancillary services allows schools to focus resources more effectively on their core mission”*

62% of higher ed leaders chose the statement  
*“I am generally pleased with the outsourced services and functions at my institution.”*



When asked to name the **most unusual** service their institution **owns and operates**, answers included:



GOLF COURSE



AUTO PARTS SHOP



YACHT CLUB

When asked to name the **most unusual** services your institution **outsources**, answers included:



SECURITY



SOCIAL MEDIA MANAGEMENT



MENTAL HEALTH COUNSELING



PAPER SHREDDING

83% of higher ed leaders said  
**“MORE CONTROL OVER MANAGEMENT”** was the key benefit of self-managing certain campus services.

61% said a key benefit of outsourcing is that it  
**“PROVIDES STUDENTS WITH A WIDER SELECTION OF GOODS/SERVICES THAN WE COULD OFFER UNDER SELF-MANAGEMENT.”**

72% of higher ed leaders said **more services** will be outsourced in the next 5 years.

*“There’s no one-size-fits-all prescription to outsourcing. To determine the unique solution for each partner school, our ability to listen is key. This open communication is what drives Follett’s success, and it’s the cornerstone of our mission; taking care of the critical details that make it easier for schools to operate, for teachers to teach and for students to learn.”*

— Don Germano, President of Follett Higher Education Group