

Analysis and Trends 2005-2008

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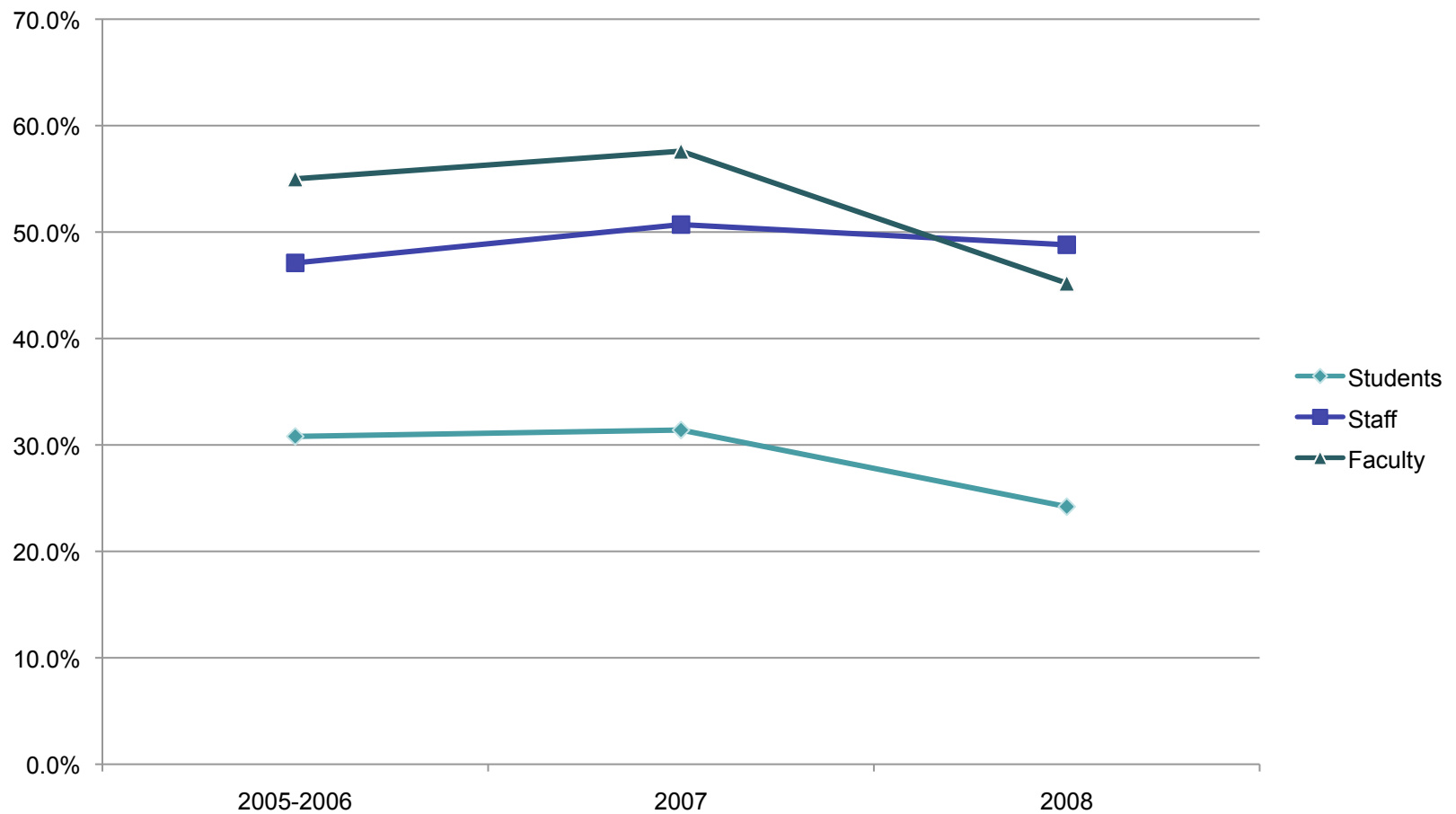
27 October 2008



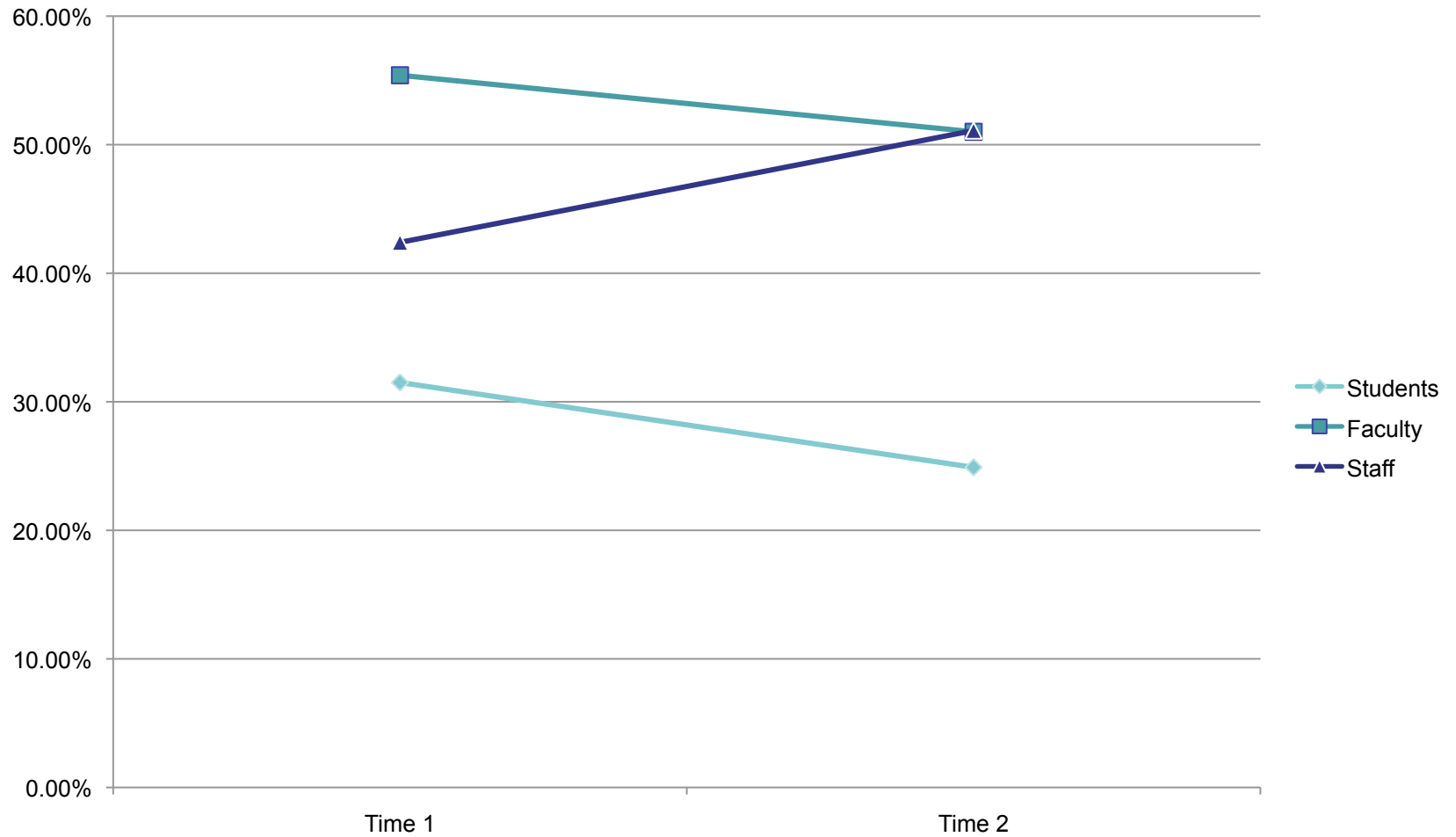
MISO Schools: 2005-2008

- Allegheny College
 - Barnard College
 - Bates College*
 - **Baylor University***
 - Beloit College*
 - Brandeis University*
 - Bryn Mawr College*
 - Bucknell University
 - Colby-Sawyer College*
 - Connecticut College
 - Dickinson College*
 - Earlham College
 - University of Findlay
 - Haverford College
 - Kenyon College
 - Lafayette College
 - Luther College
 - Middlebury College*
 - Mills College
 - Mitchell College
 - Mount Holyoke College
 - Ohio Wesleyan University
 - Pacific Lutheran University
 - Pomona College*
 - Rhodes College
 - University of Richmond*
 - The University of the South
 - St. Lawrence University
 - **SUNY Brockport***
 - Wagner College*
 - Wellesley College
 - Wheaton College
- * 2008 participant, new schools in bold

Response Rates 2005-2008



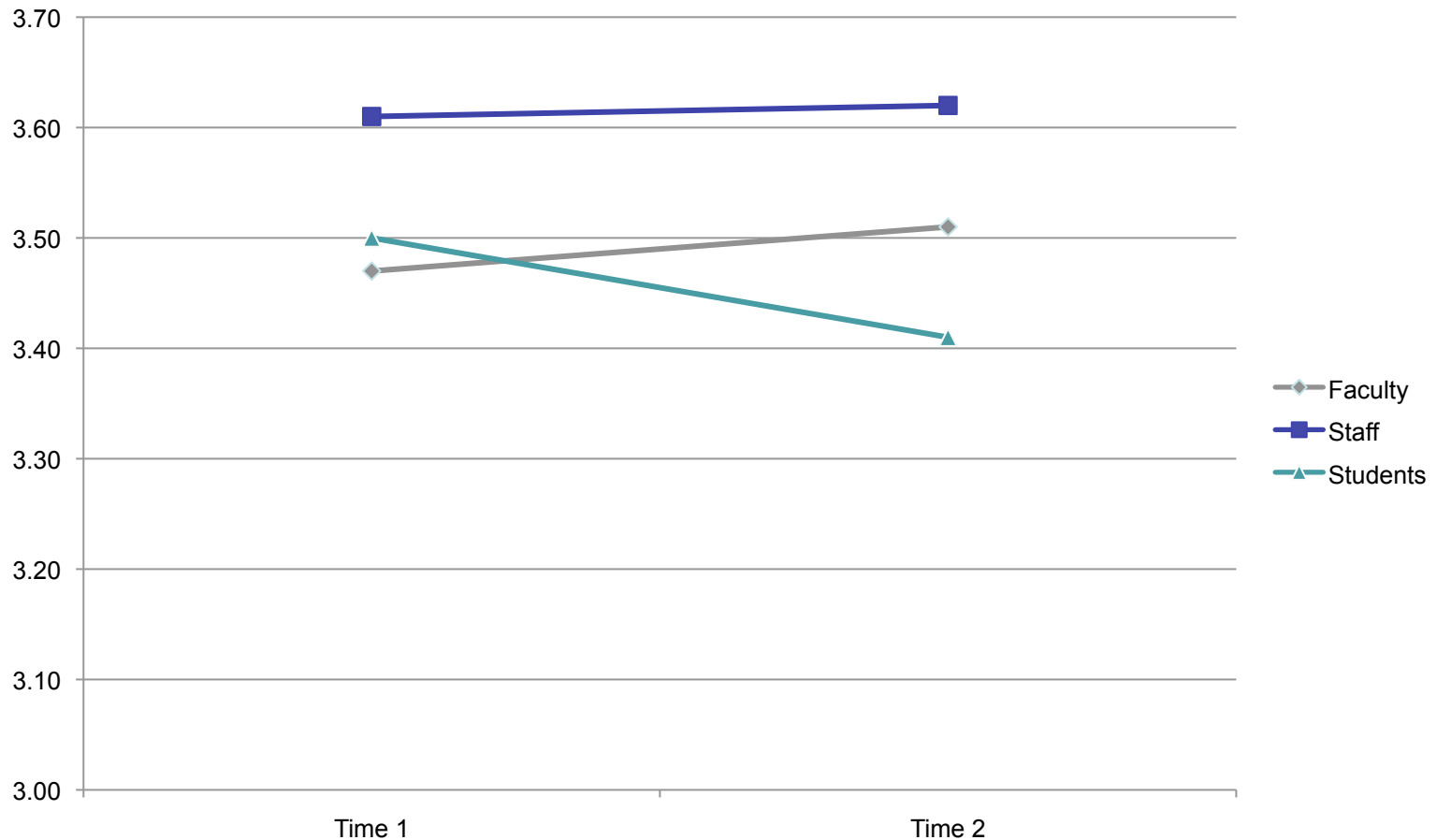
Response Rates Time 1 - Time 2



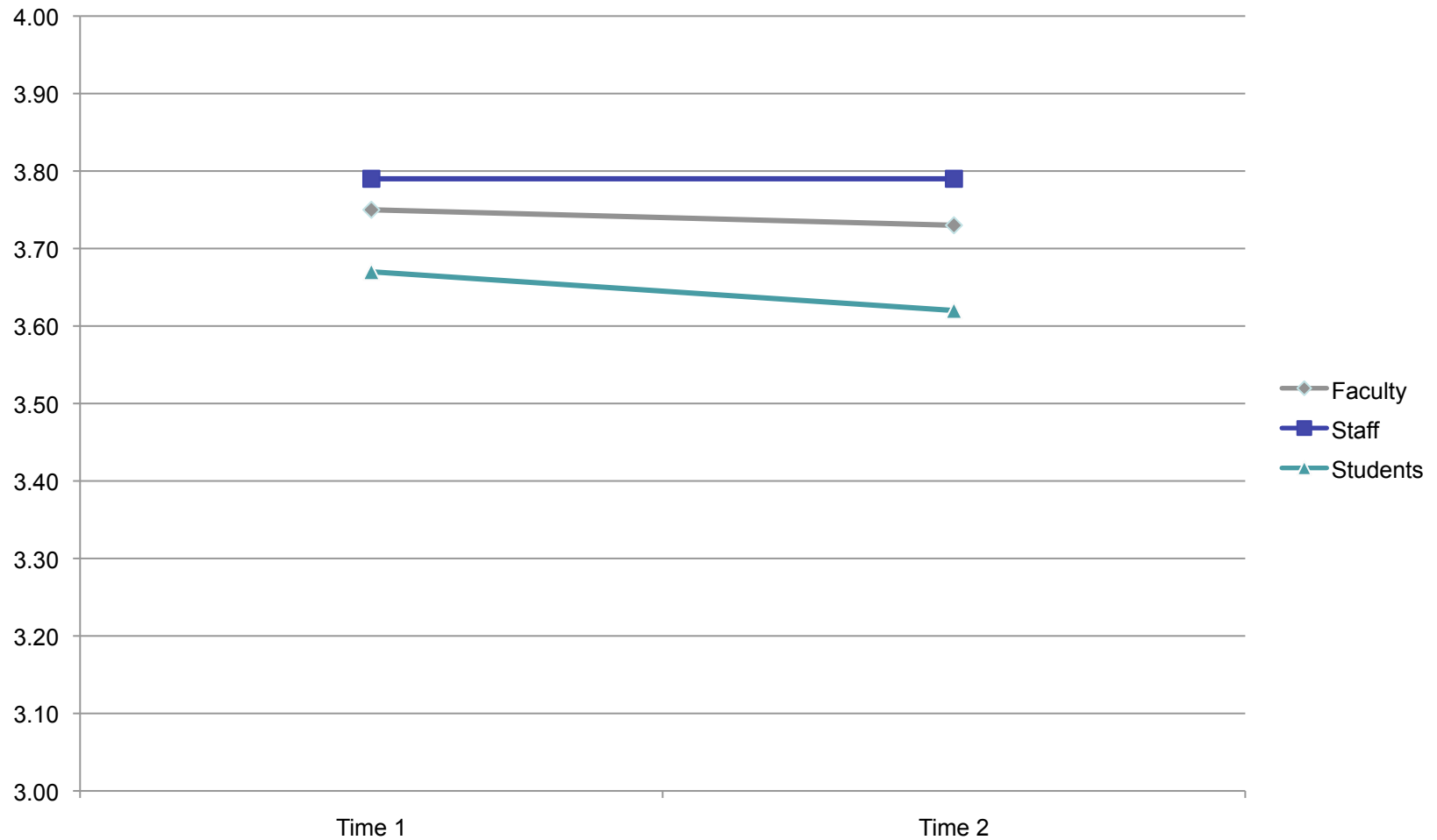
Survey Administration

- Low student response rates
 - Phishing attempt at Brandeis
 - Wrapping URL issues (resolved for 2009)
 - Trying incentives (Bates)
 - Baylor's personal message
- Median times to complete survey:
 - Faculty: 15 minutes, 22 seconds
 - Staff: 17 minutes, 9 seconds
 - Students: 11 minutes, 43 seconds

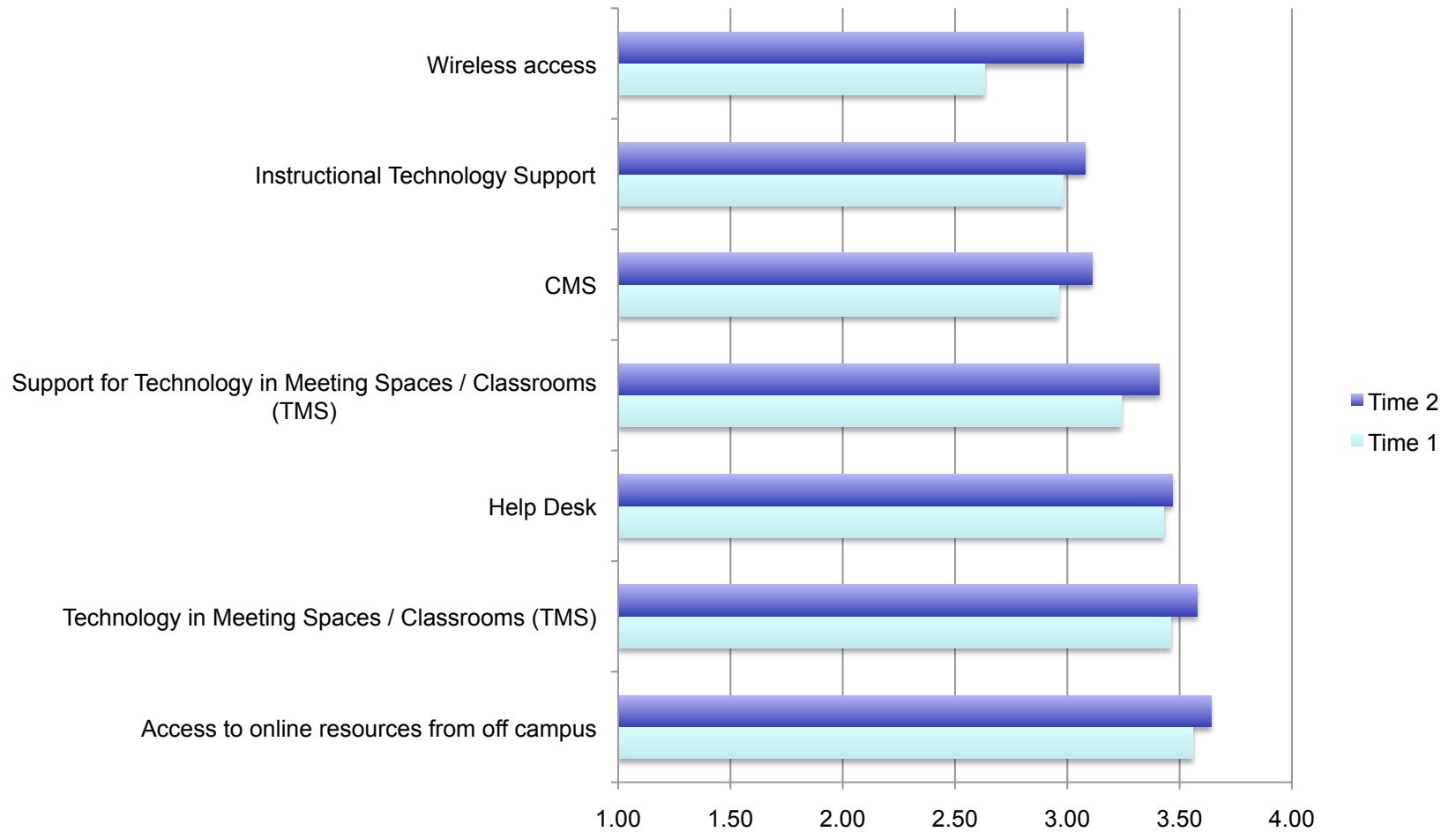
Overall Computing Satisfaction



Overall Library Satisfaction

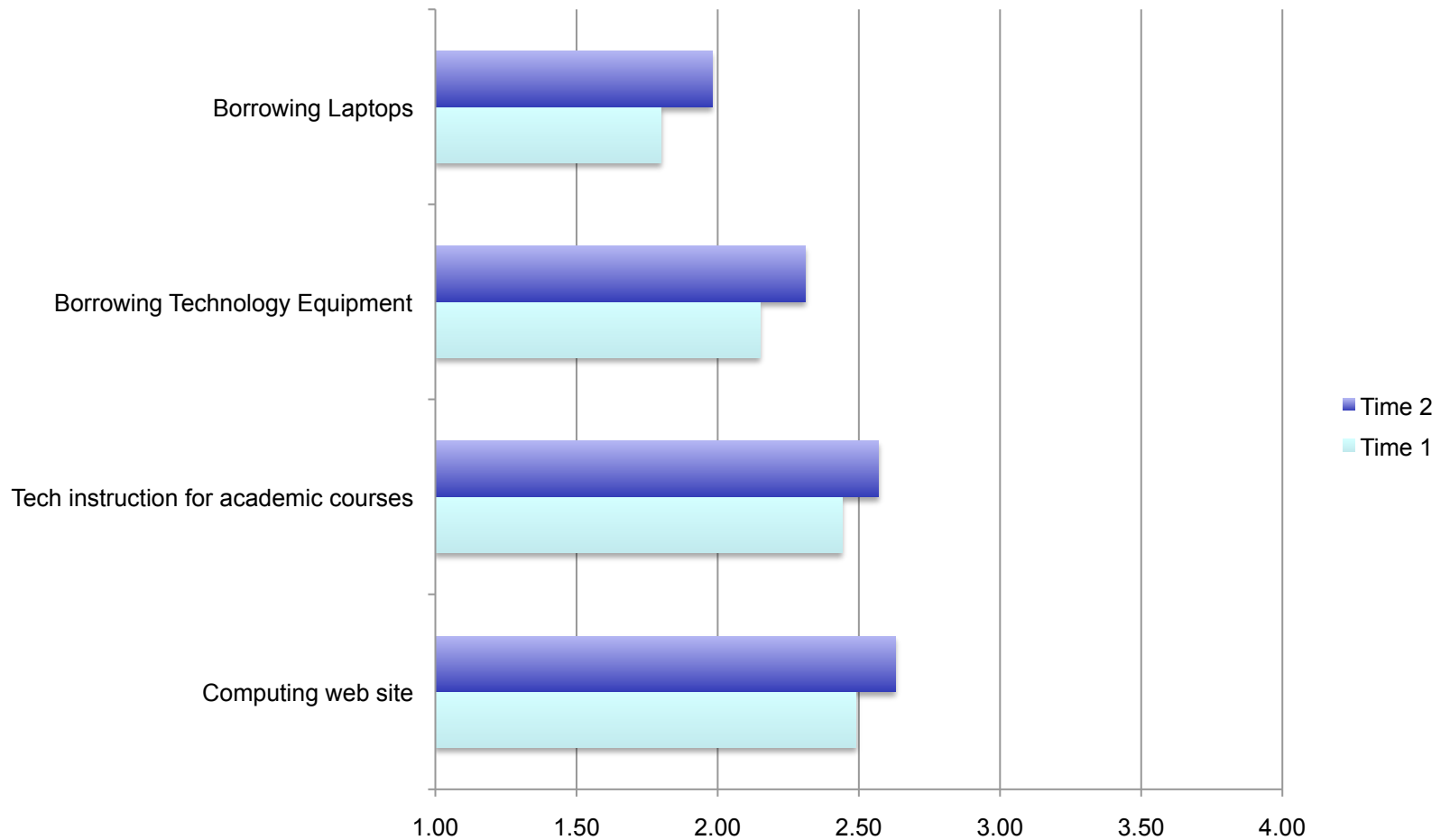


Increasing Importance: Faculty

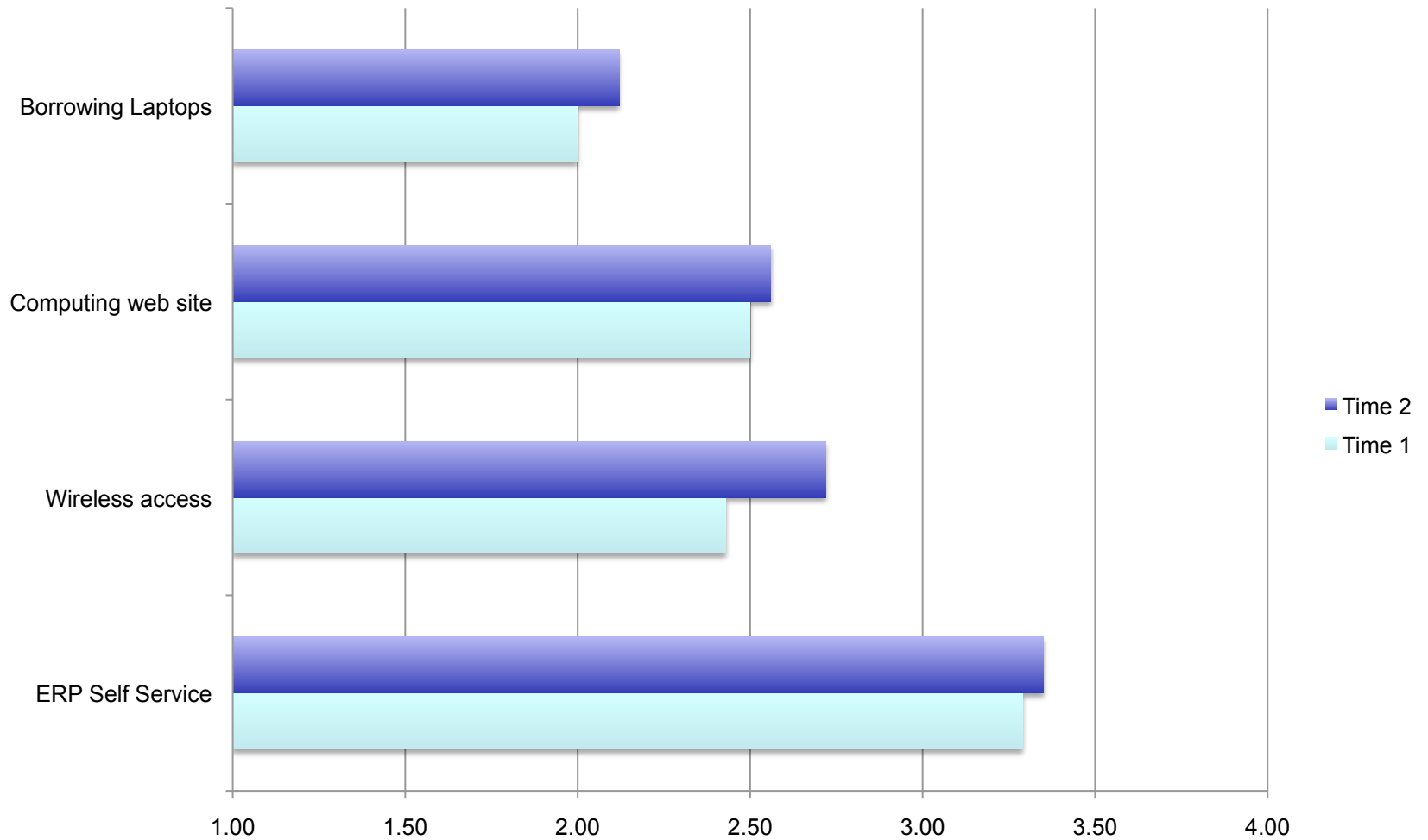


Increasing Importance: Faculty

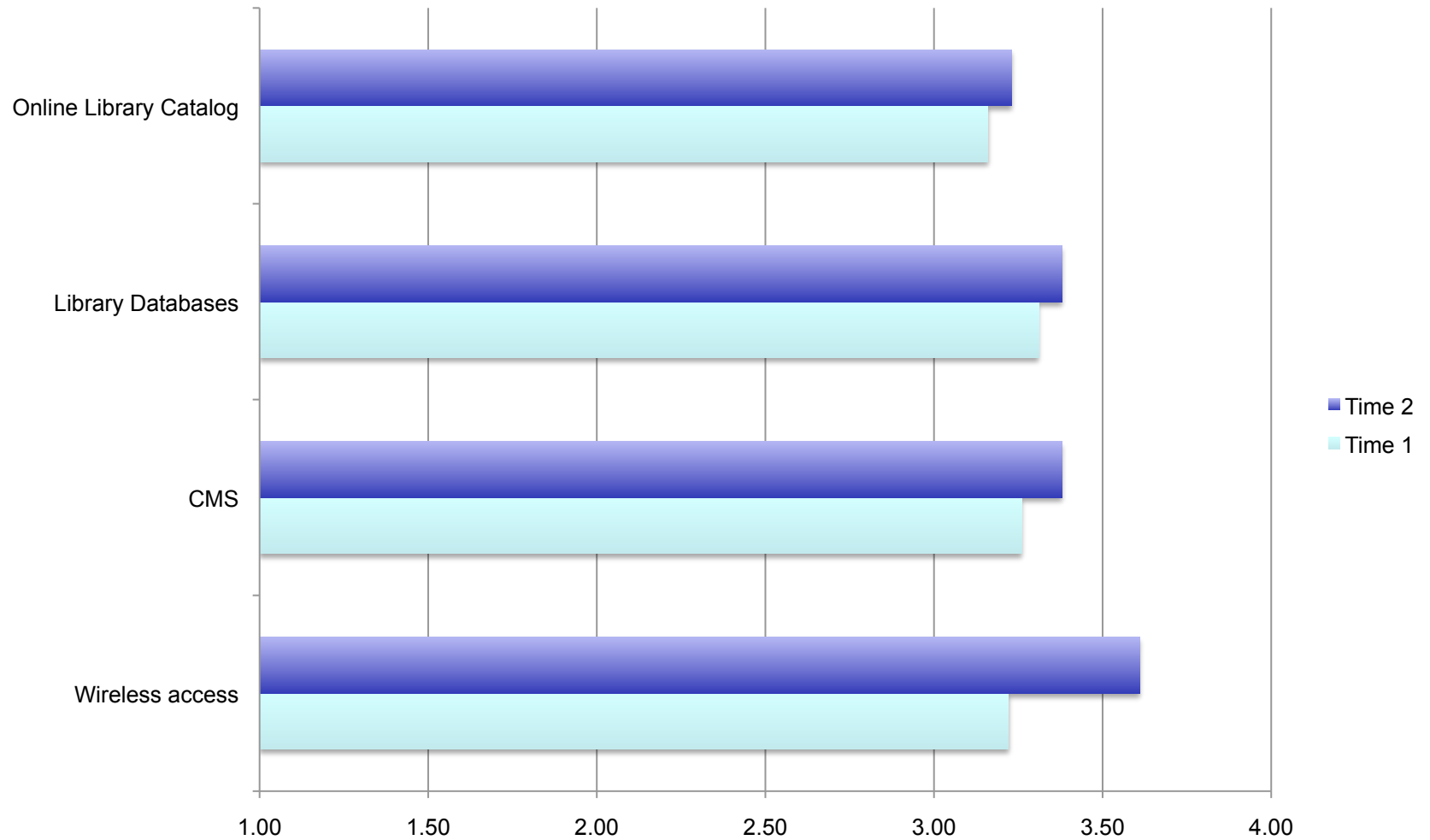
Up and coming under 3.0



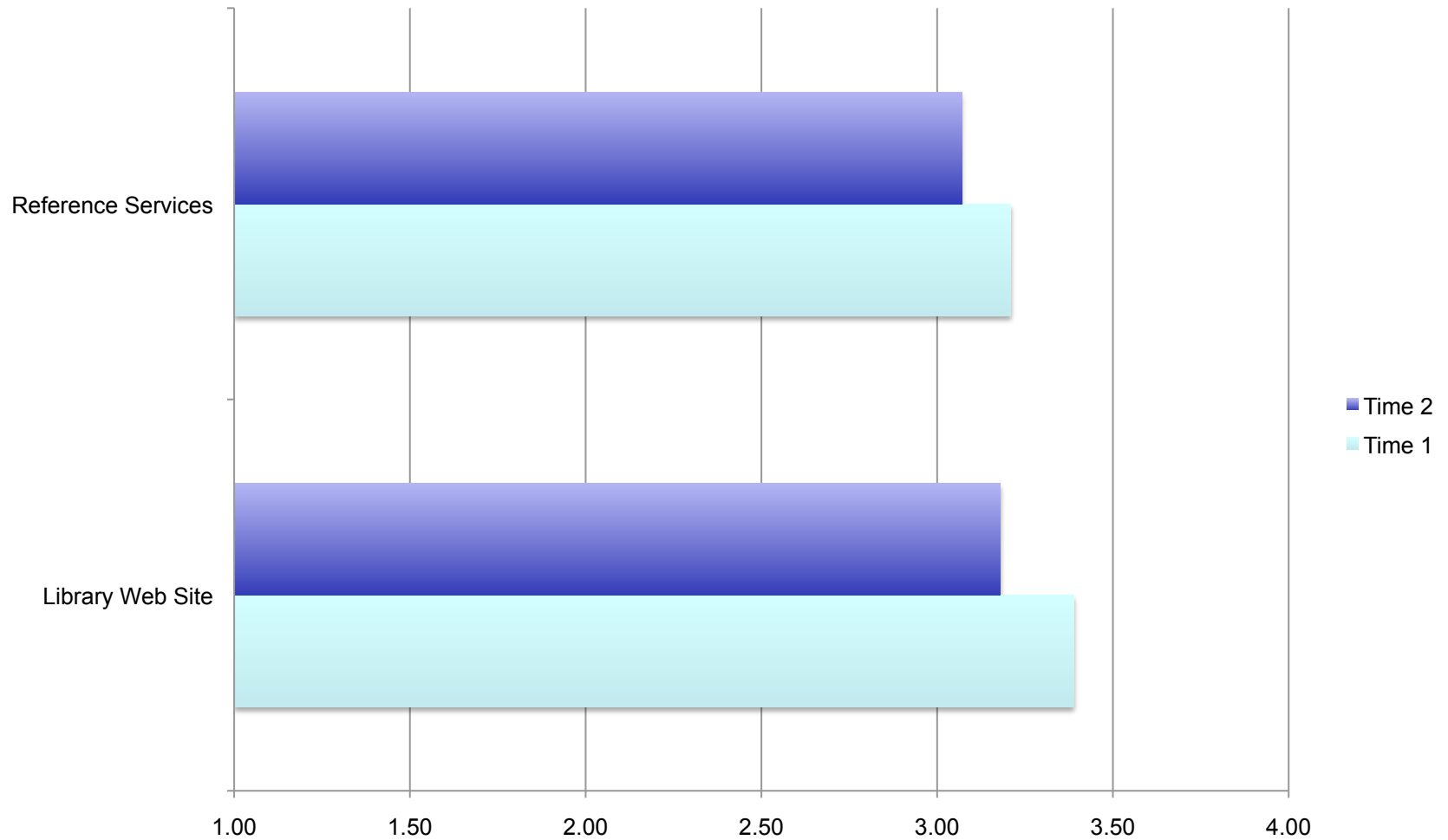
Increasing Importance: Staff



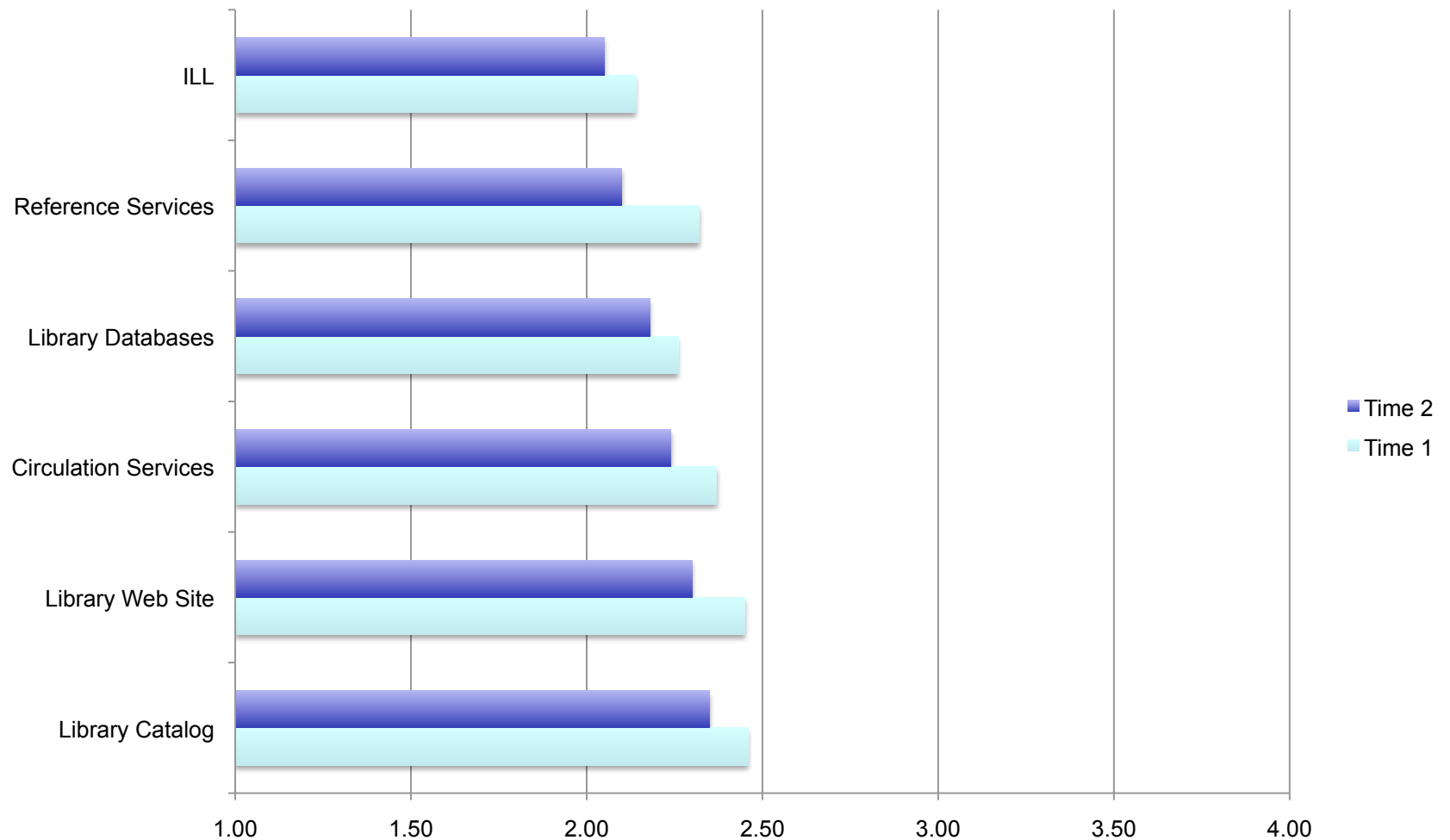
Increasing Importance: Students



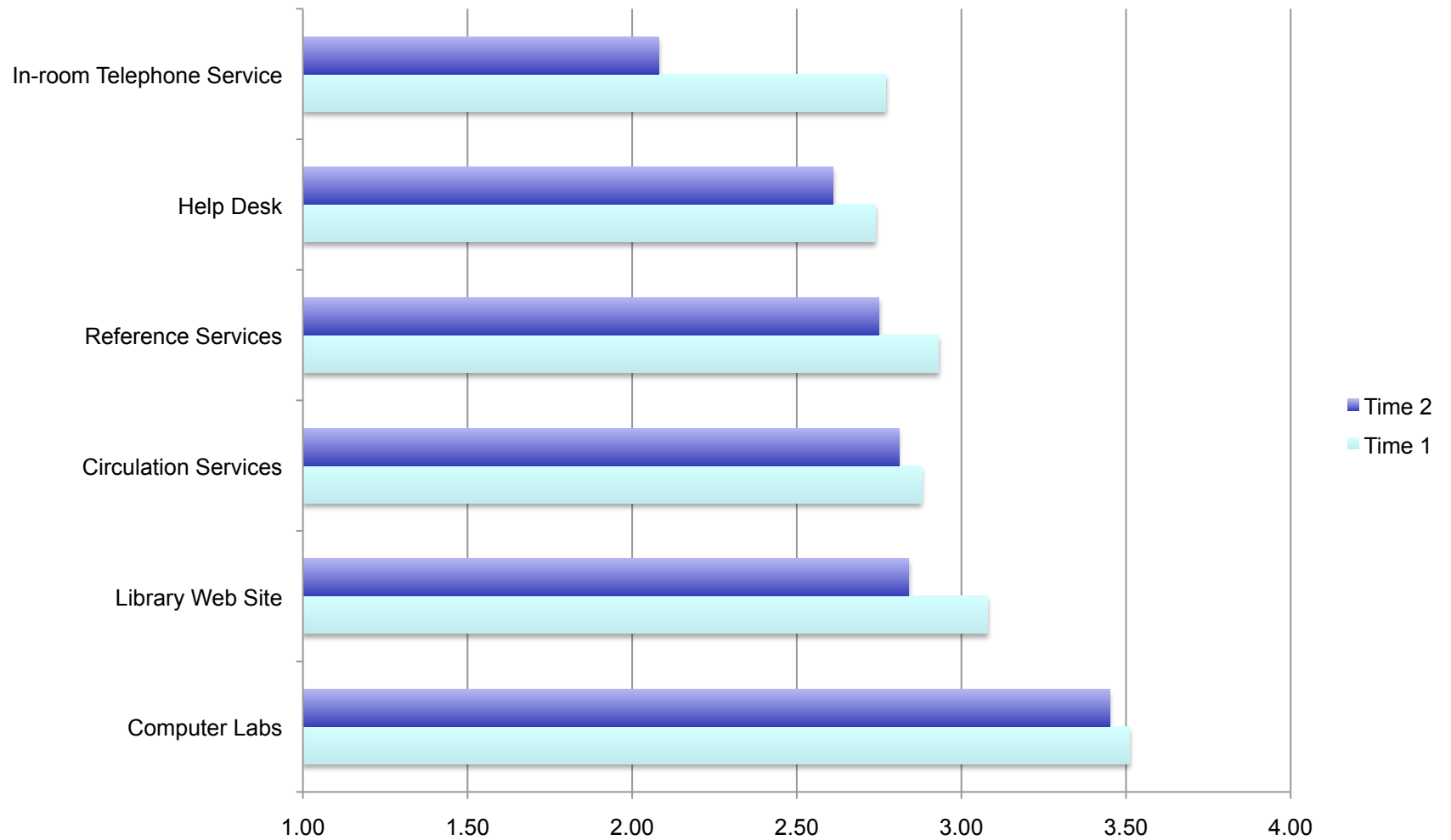
Decreasing Importance: Faculty



Decreasing Importance: Staff



Decreasing Importance: Students



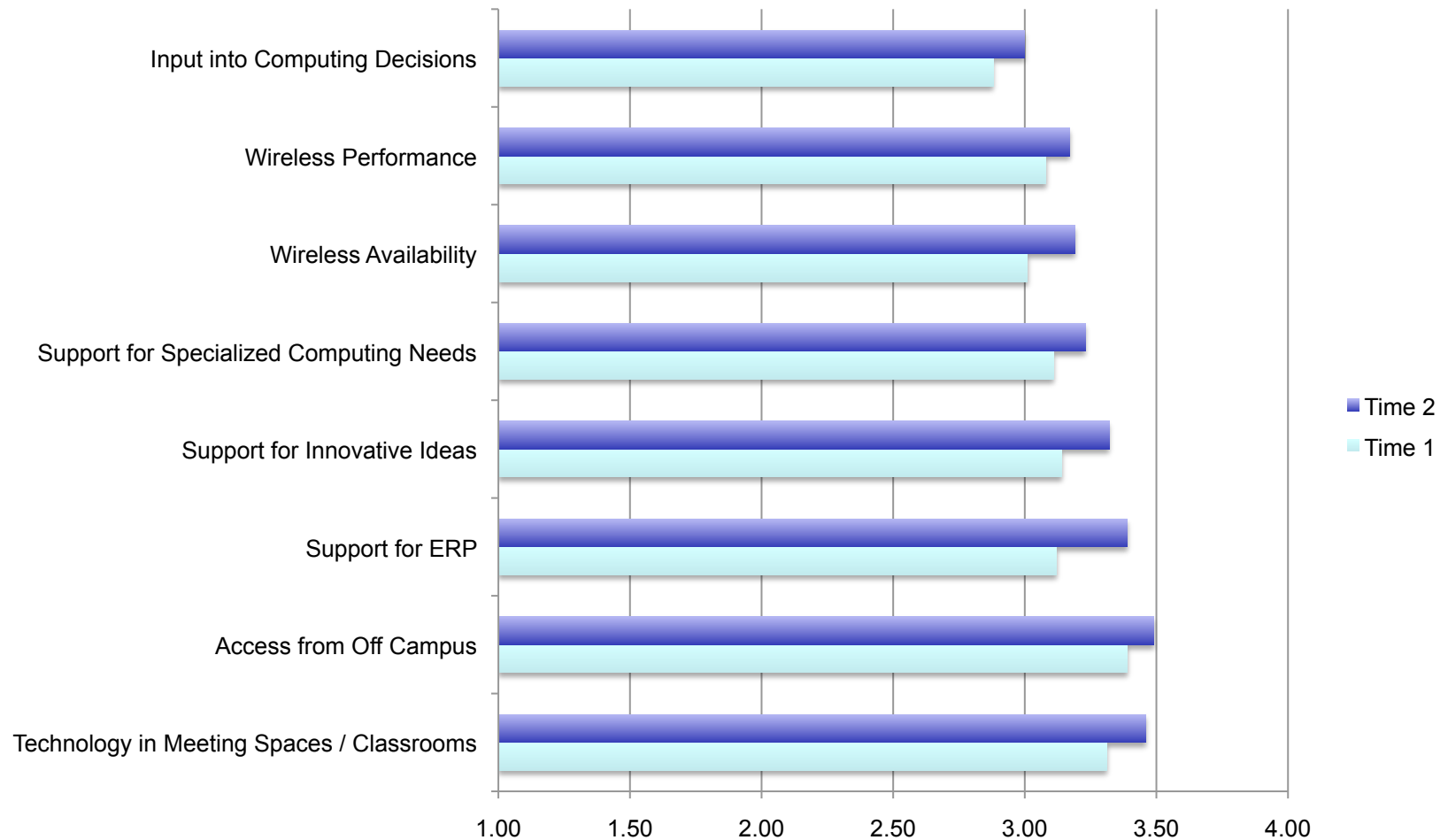
Satisfaction: Under 3.0

Faculty	Staff	Students
		Network Speed (2.97 & lower)
		Availability of Wireless (2.86)
		Performance of Wireless (2.77)

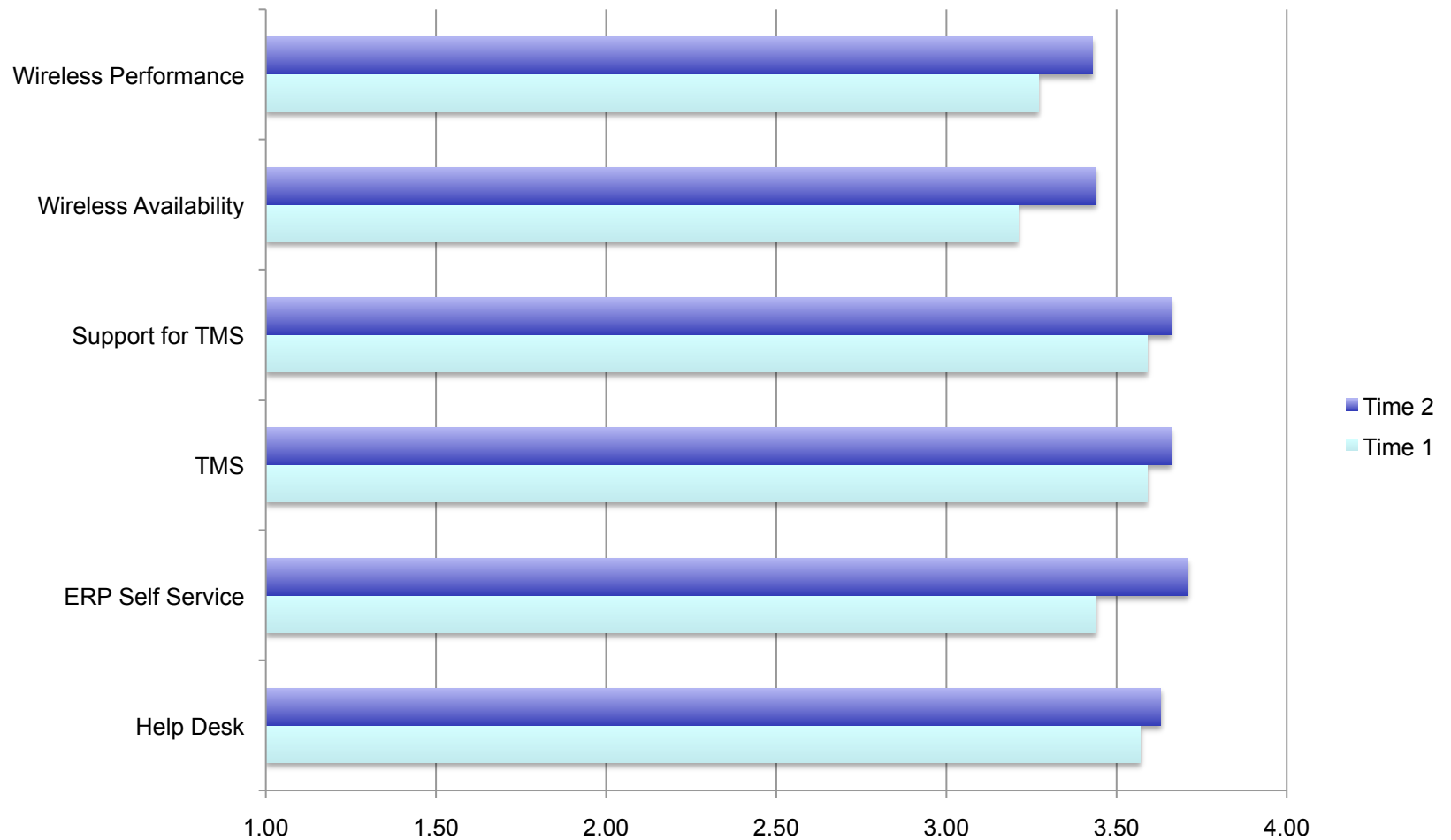
Satisfaction: Trending Up – Faculty I



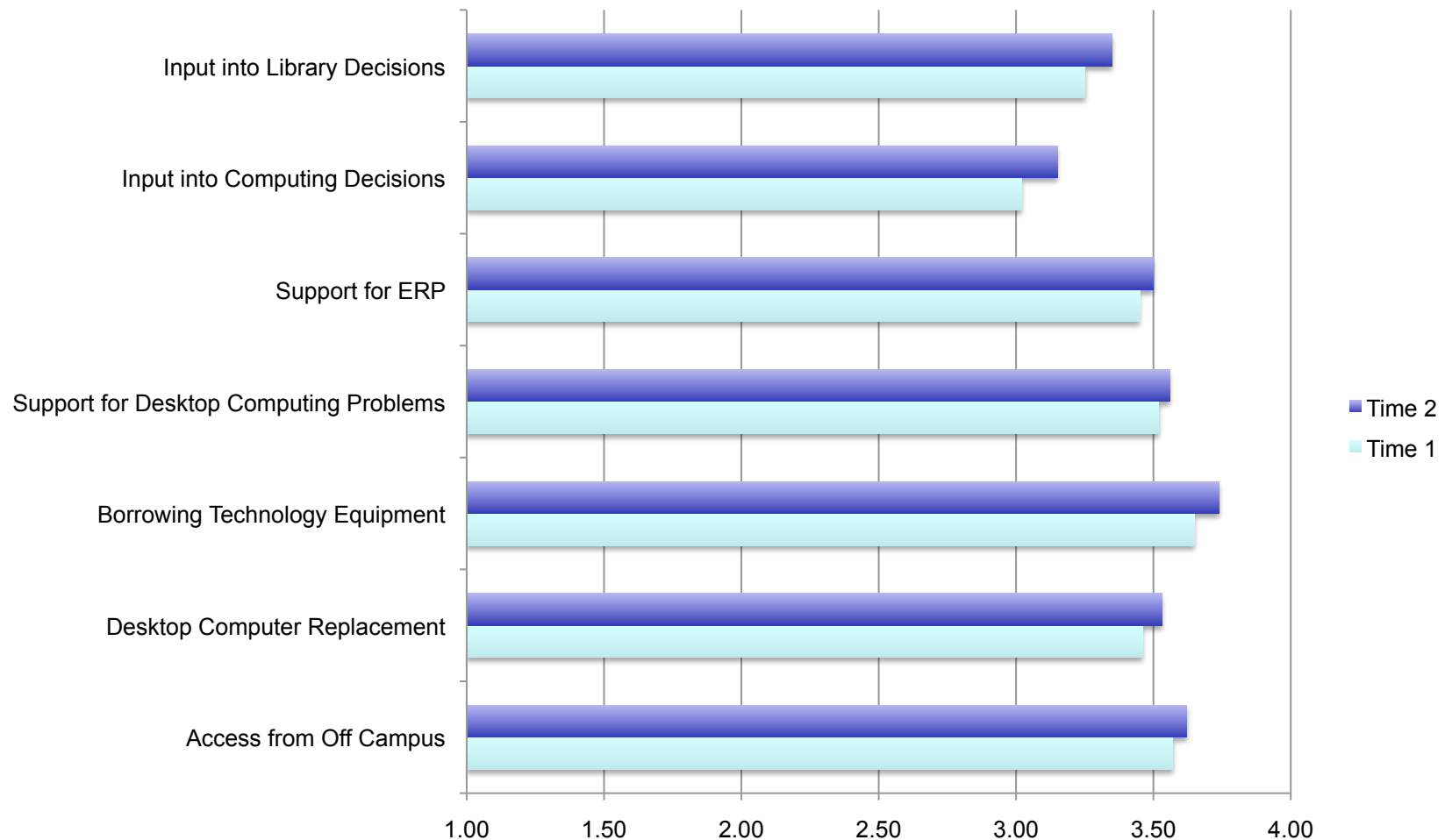
Satisfaction: Trending Up: Faculty II



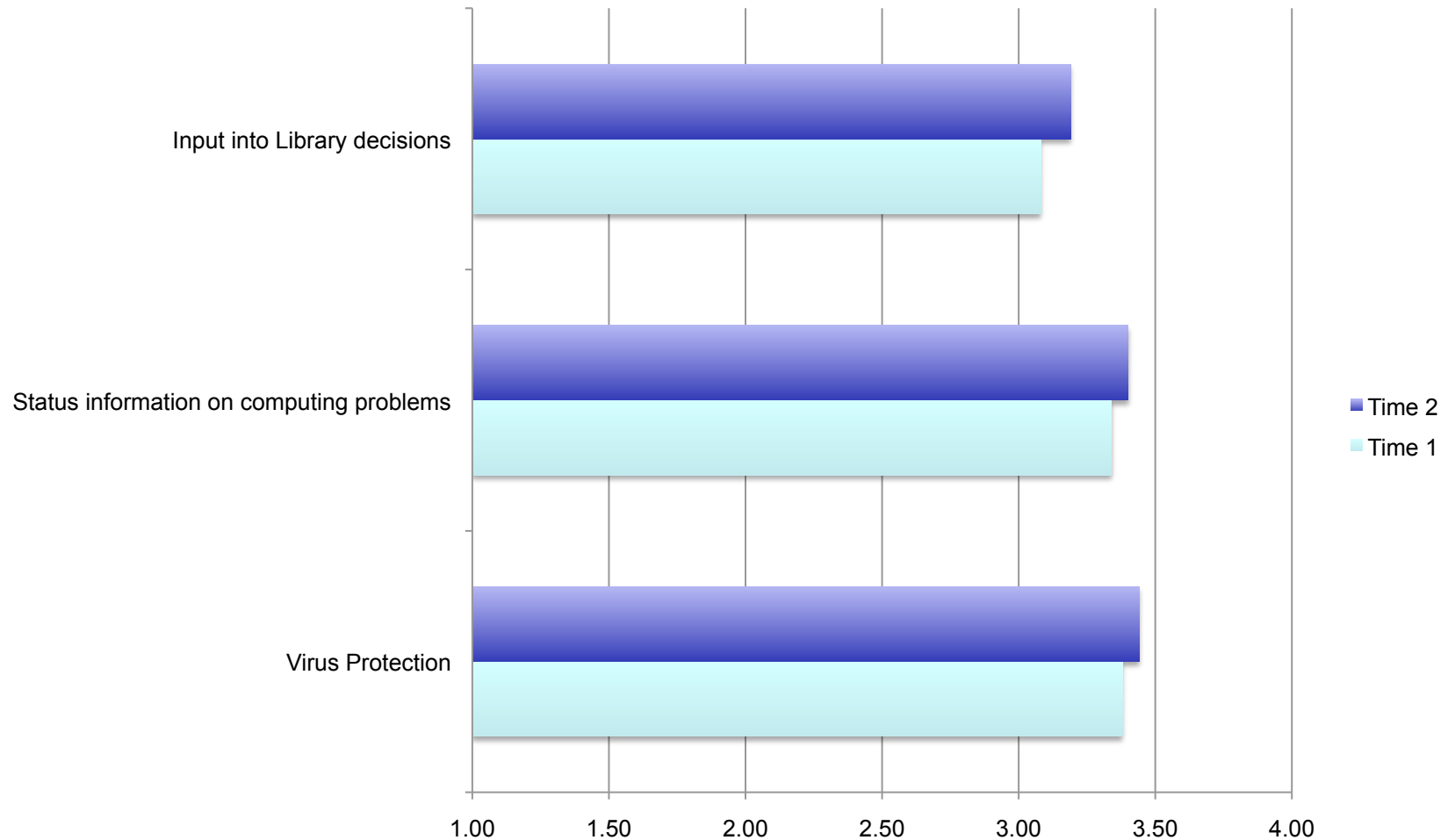
Satisfaction: Trending Up – Staff I



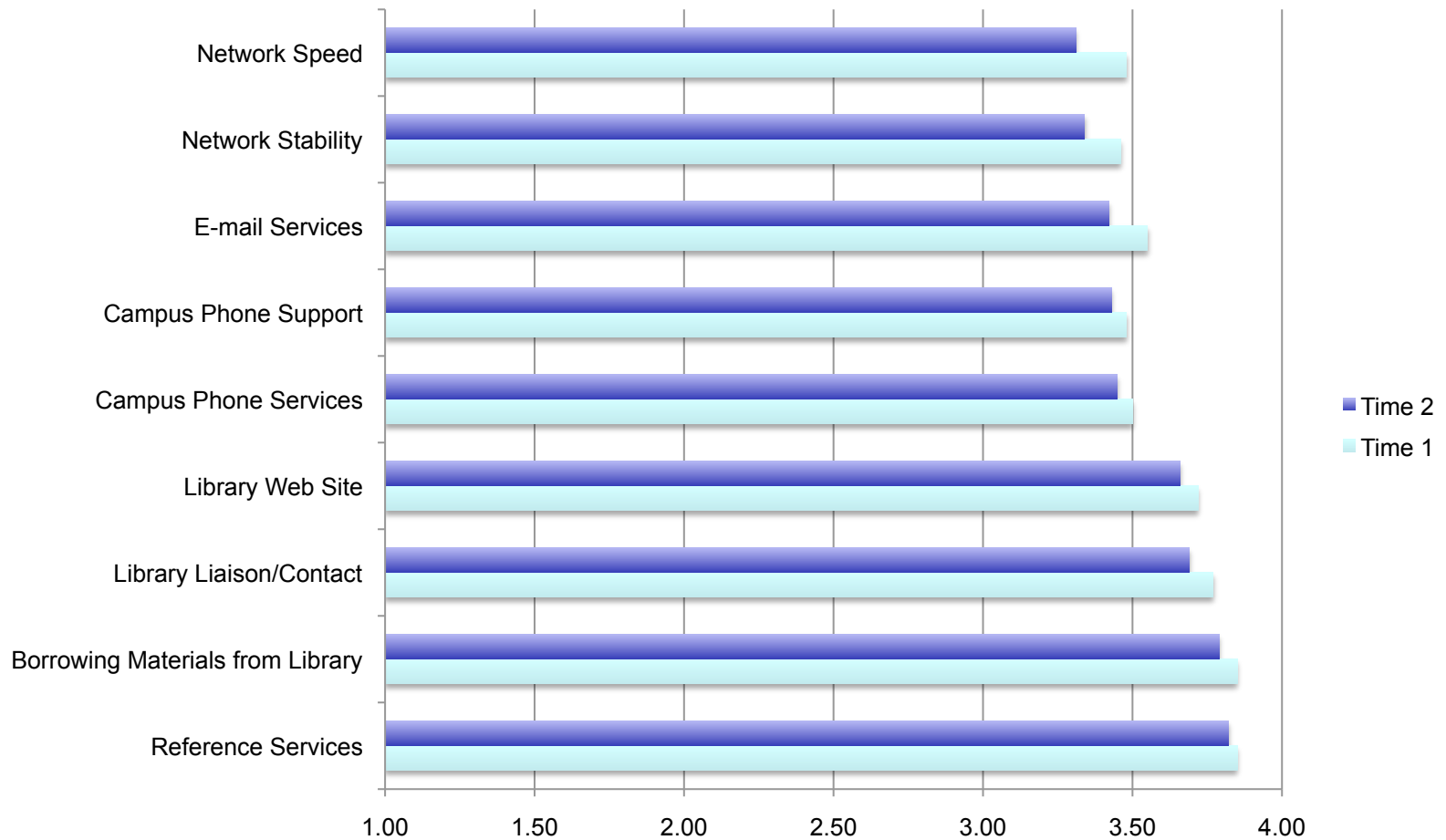
Satisfaction: Trending Up – Staff II



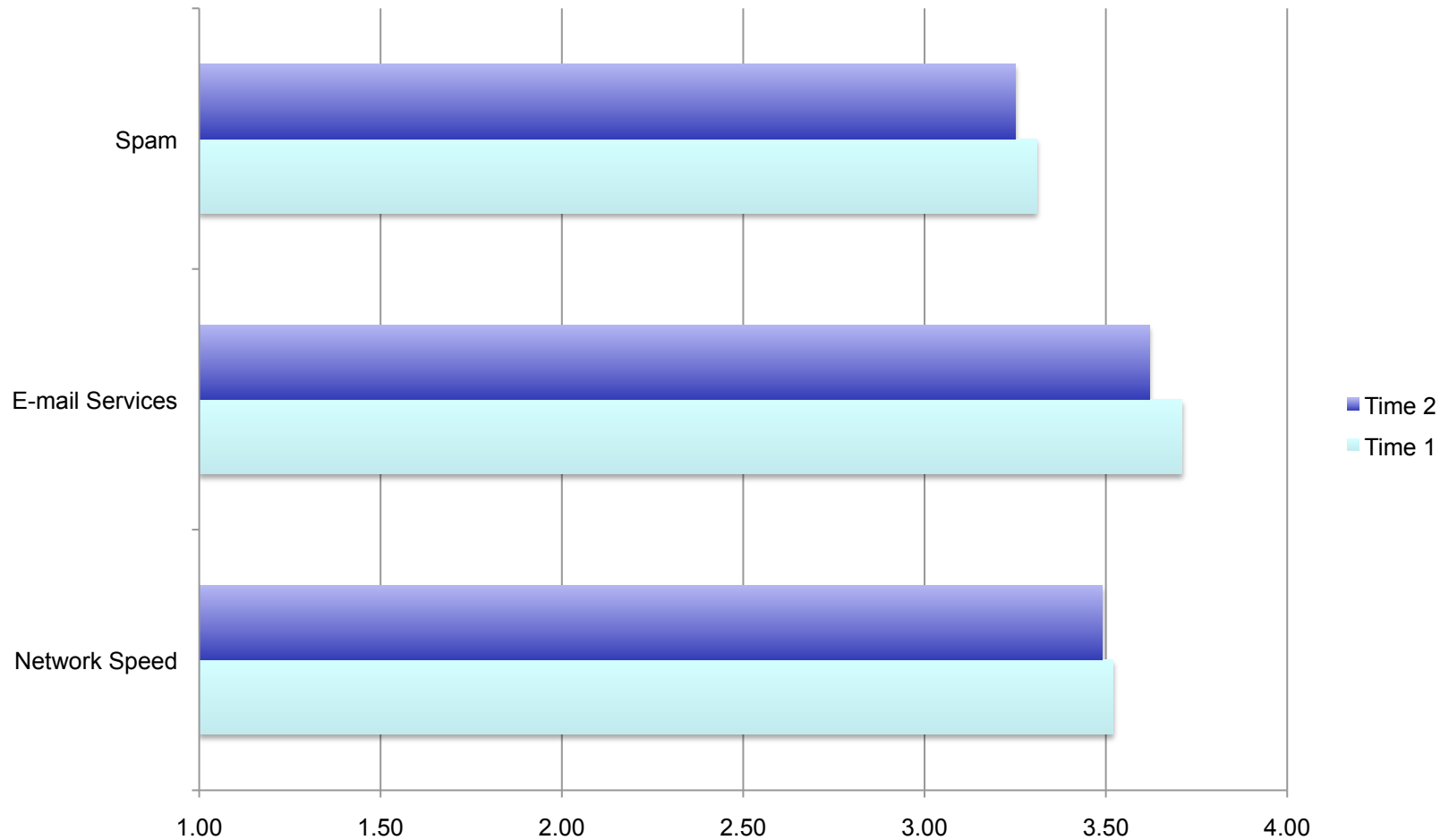
Satisfaction: Trending Up - Students



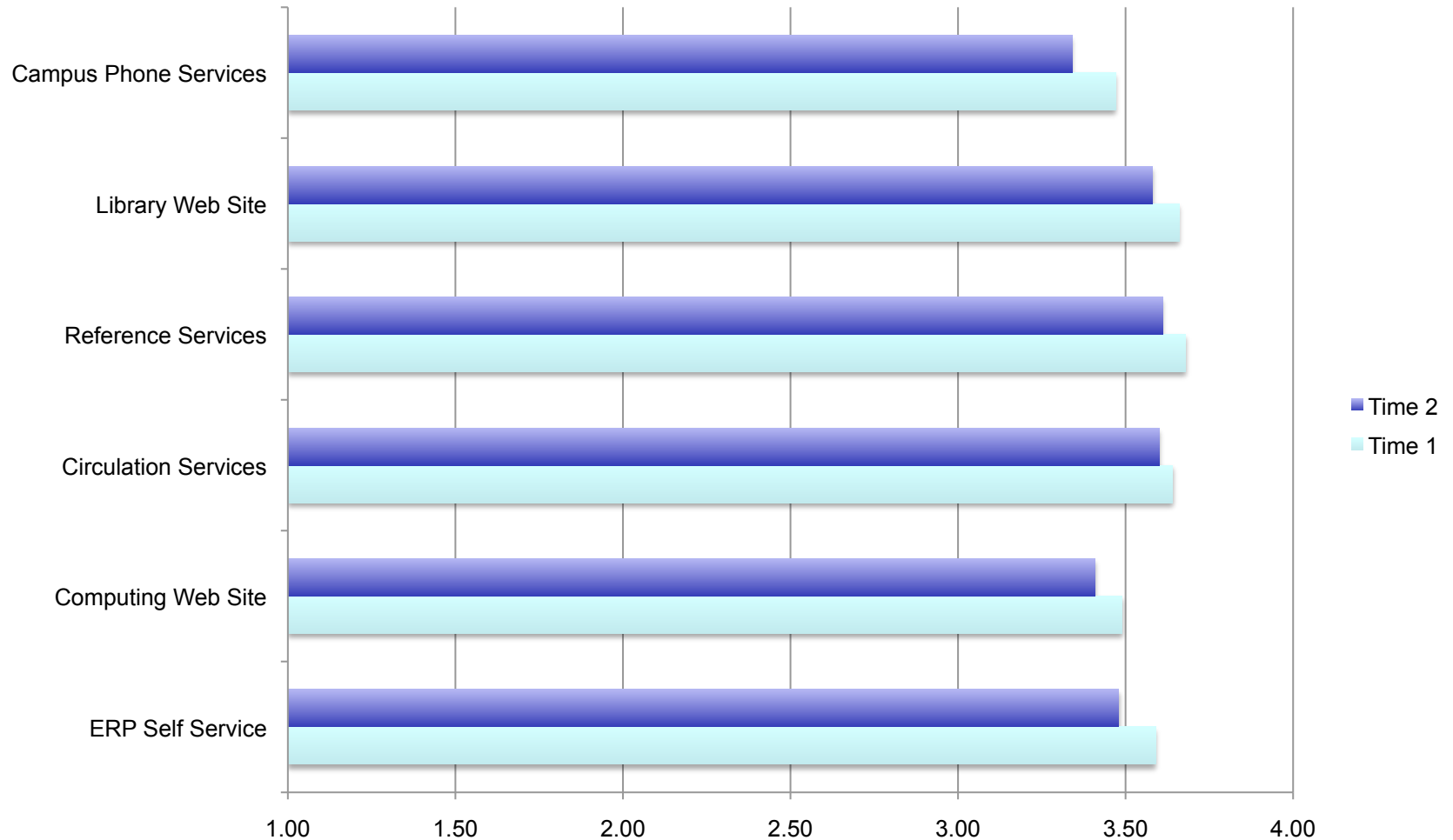
Satisfaction: Trending Down - Faculty



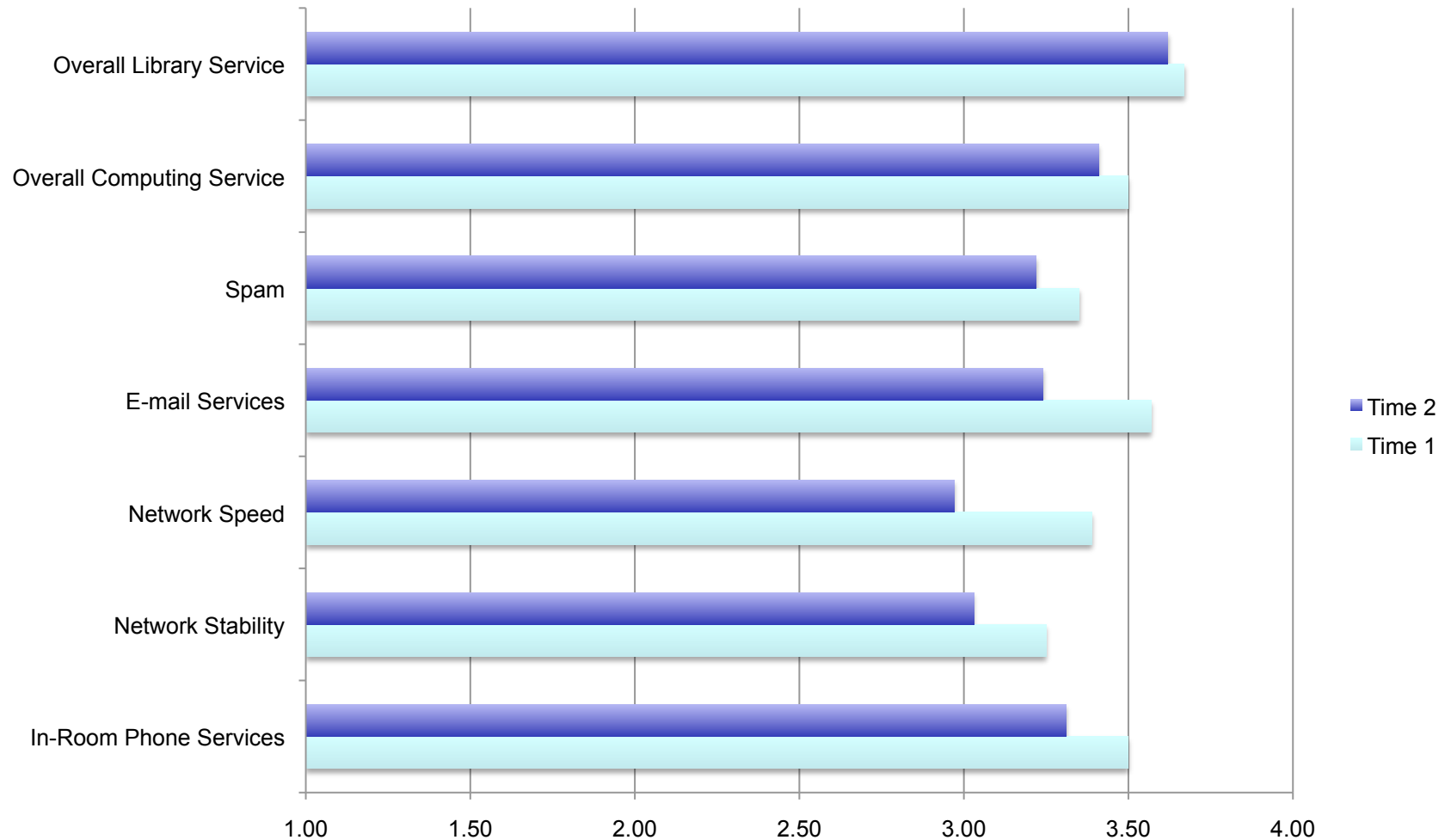
Satisfaction: Trending Down - Staff



Satisfaction: Trending Down – Students I

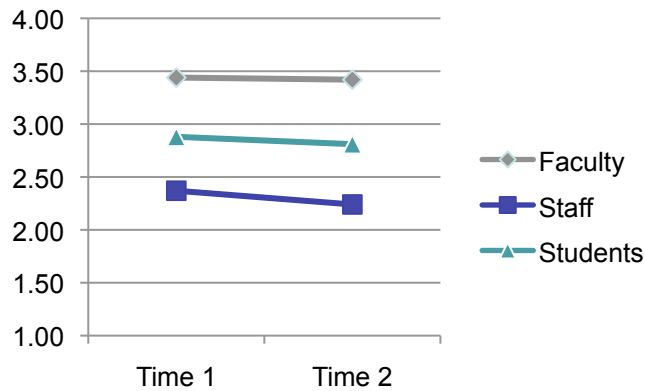


Satisfaction: Trending Down – Students II

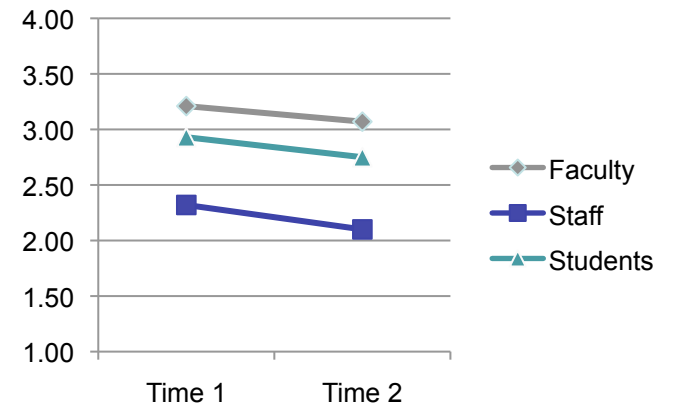


Importance: Library Trends

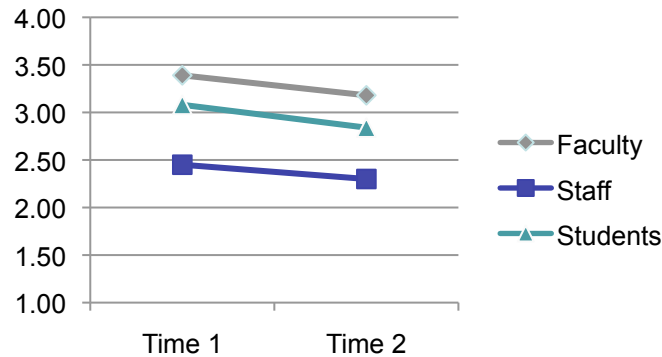
Circulation Services



Reference Services

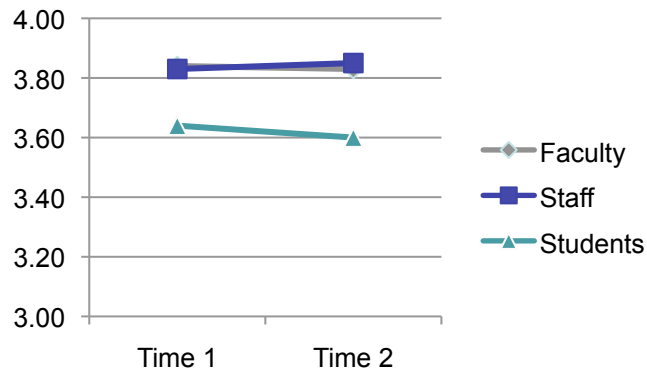


Library Web Site

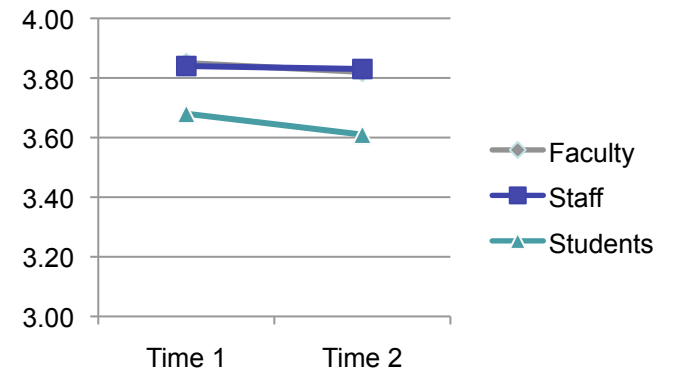


Satisfaction: Library Trends

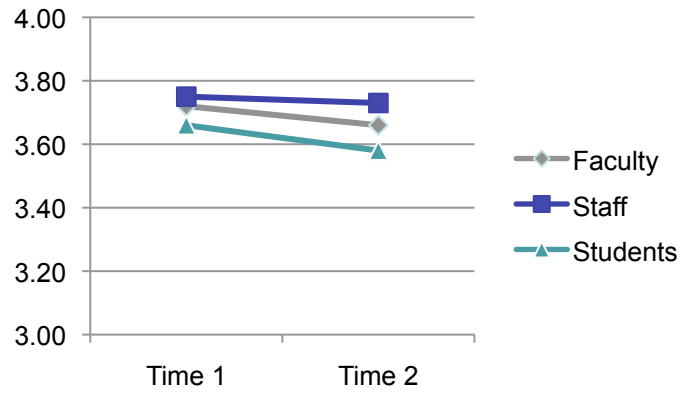
Circulation Services



Reference Services

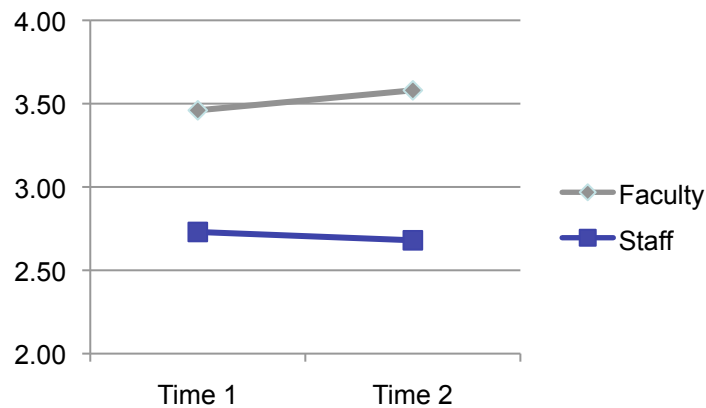


Library Web Site

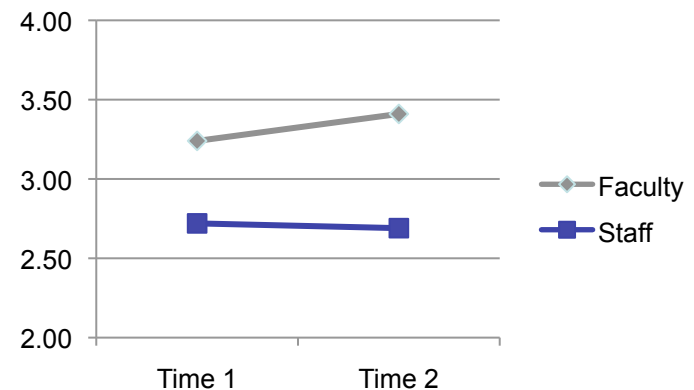


Importance: Technology in Classrooms and Meeting Spaces

Technology in Classrooms and Meeting Spaces

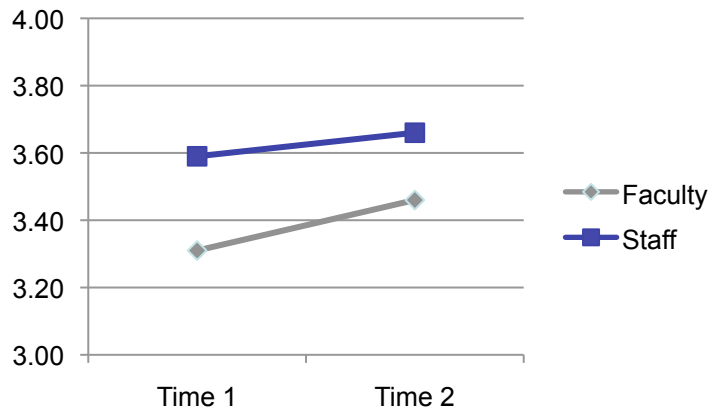


Support for Technology in Classrooms and Meeting Spaces

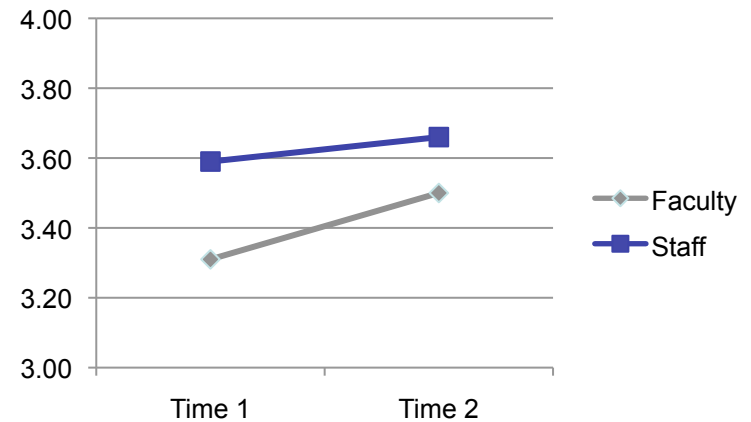


Satisfaction: Technology in Classrooms and Meeting Spaces

Technology in Classrooms and Meeting Spaces

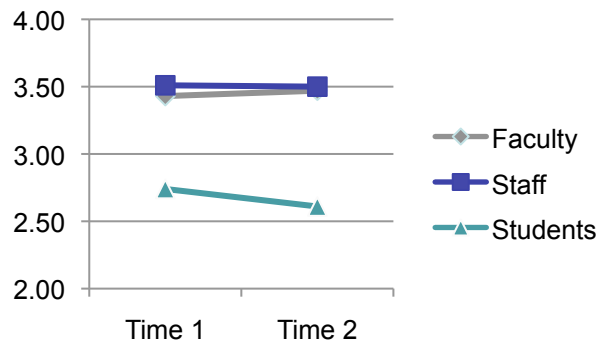


Support for Technology in Classrooms and Meeting Spaces

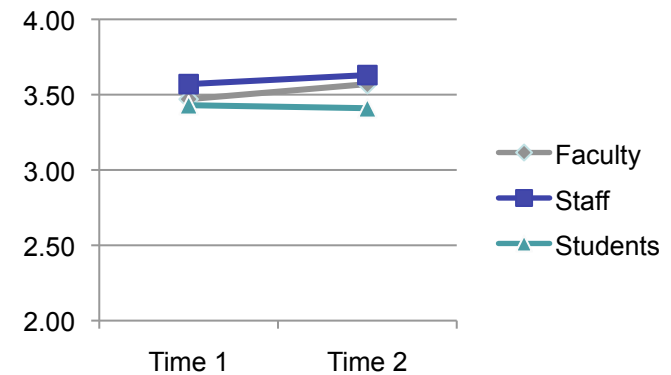


Help Desk

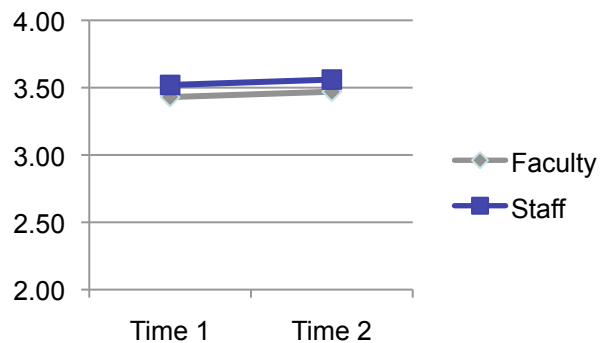
Importance: Help Desk



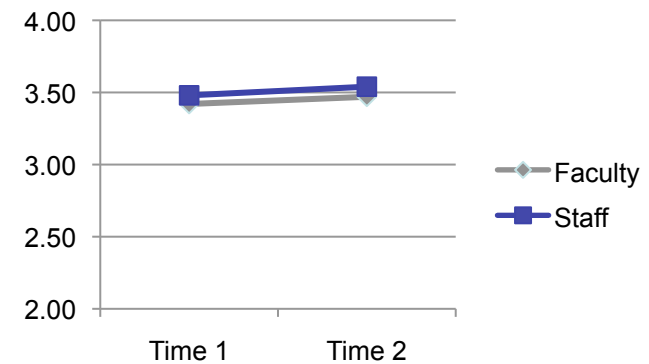
Satisfaction: Help Desk



Satisfaction: Support when you have a desktop computing problem

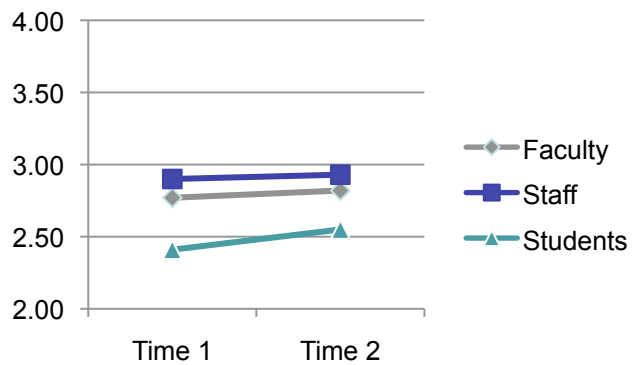


Satisfaction: My desktop computing needs are resolved in a timely fashion.

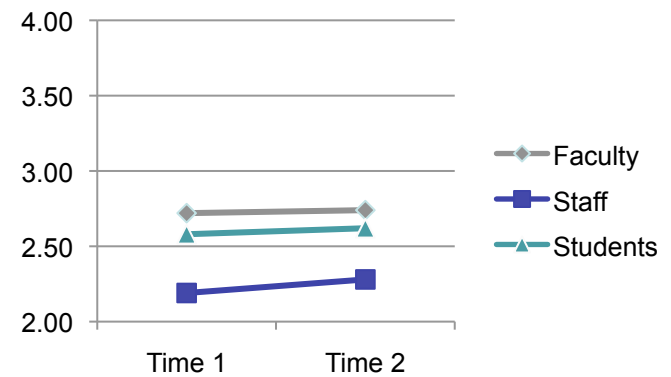


Communication

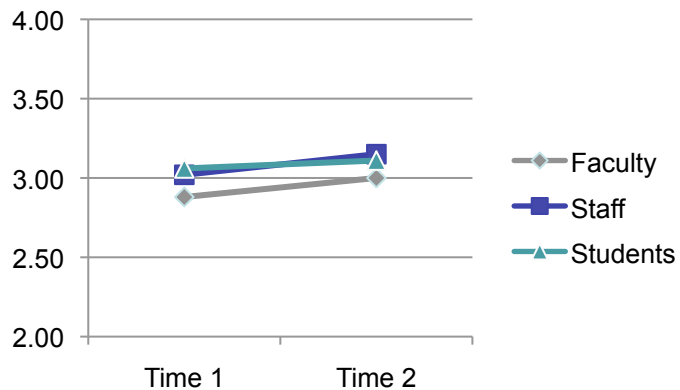
Scheduled System Downtime



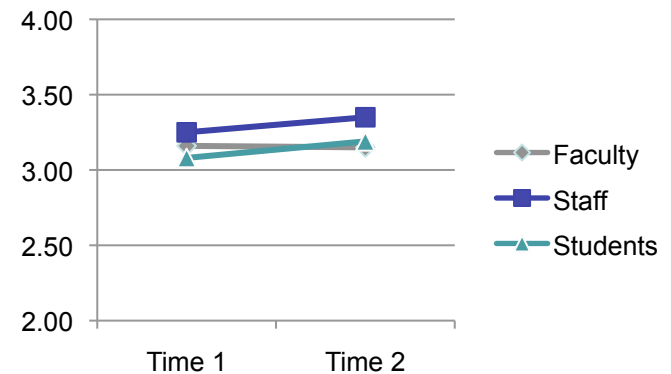
Available Library Services



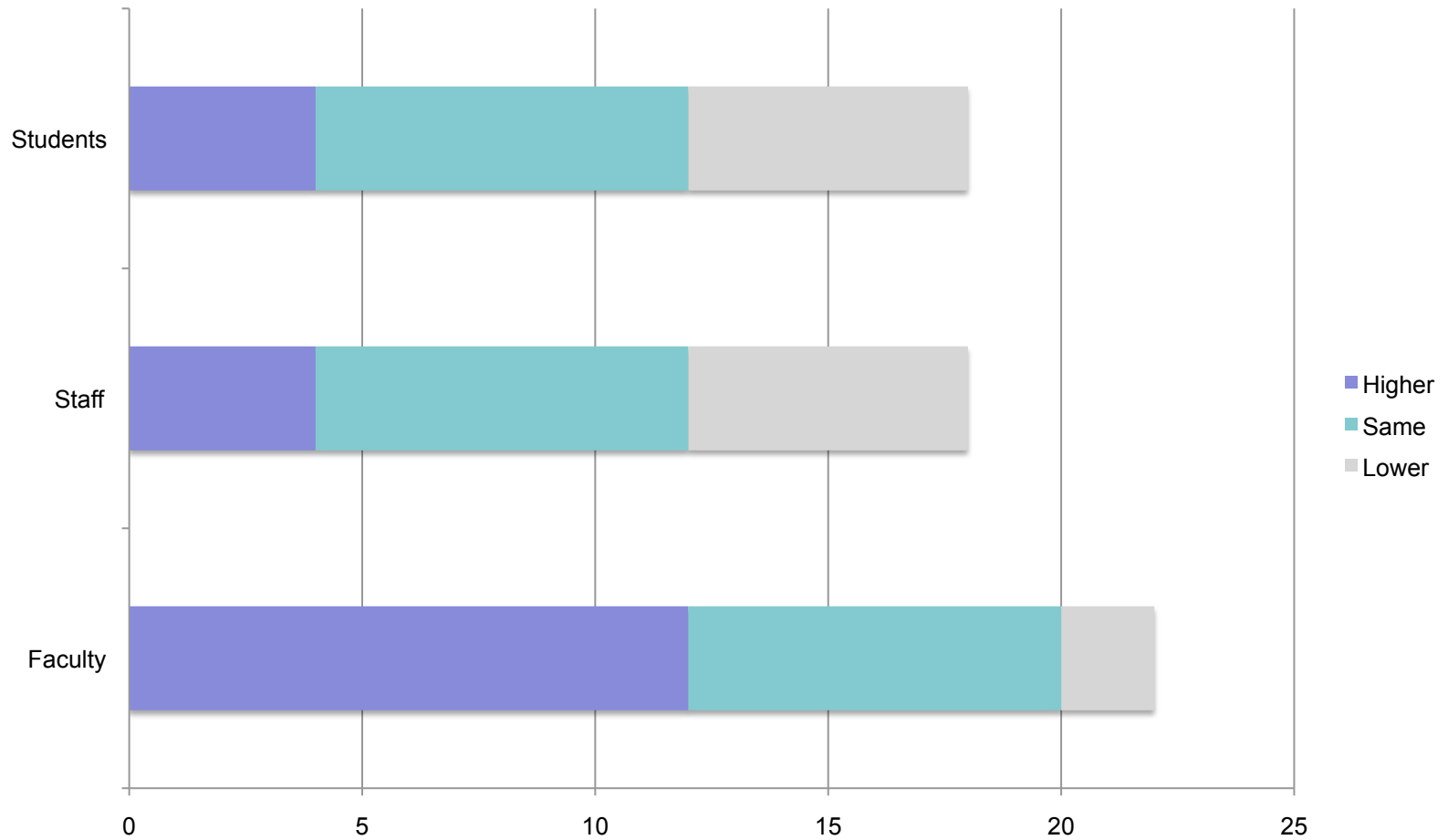
Input into Computing Decisions



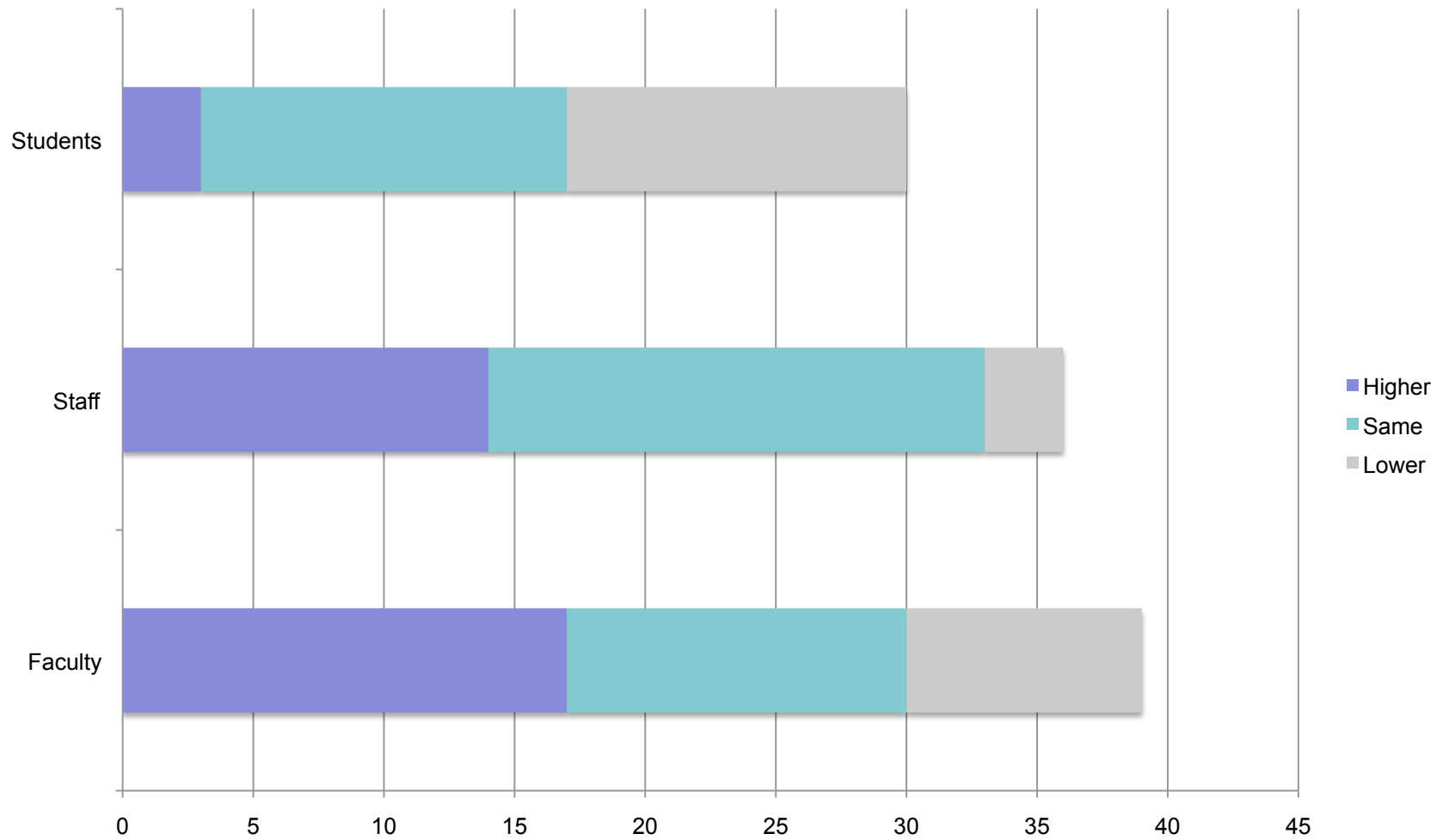
Input into Library Decisions



Importance



Satisfaction



Faculty & Staff Internet Access from Home

- Faculty:
 - Less than 10% have no access or dial up.
 - 90%+ have DSL, Cable, FIOS, Satellite
- Staff:
 - 18% have dial up or no access, fairly well distributed across staff categories
 - 75%+ have DSL, Cable, FIOS, Satellite