

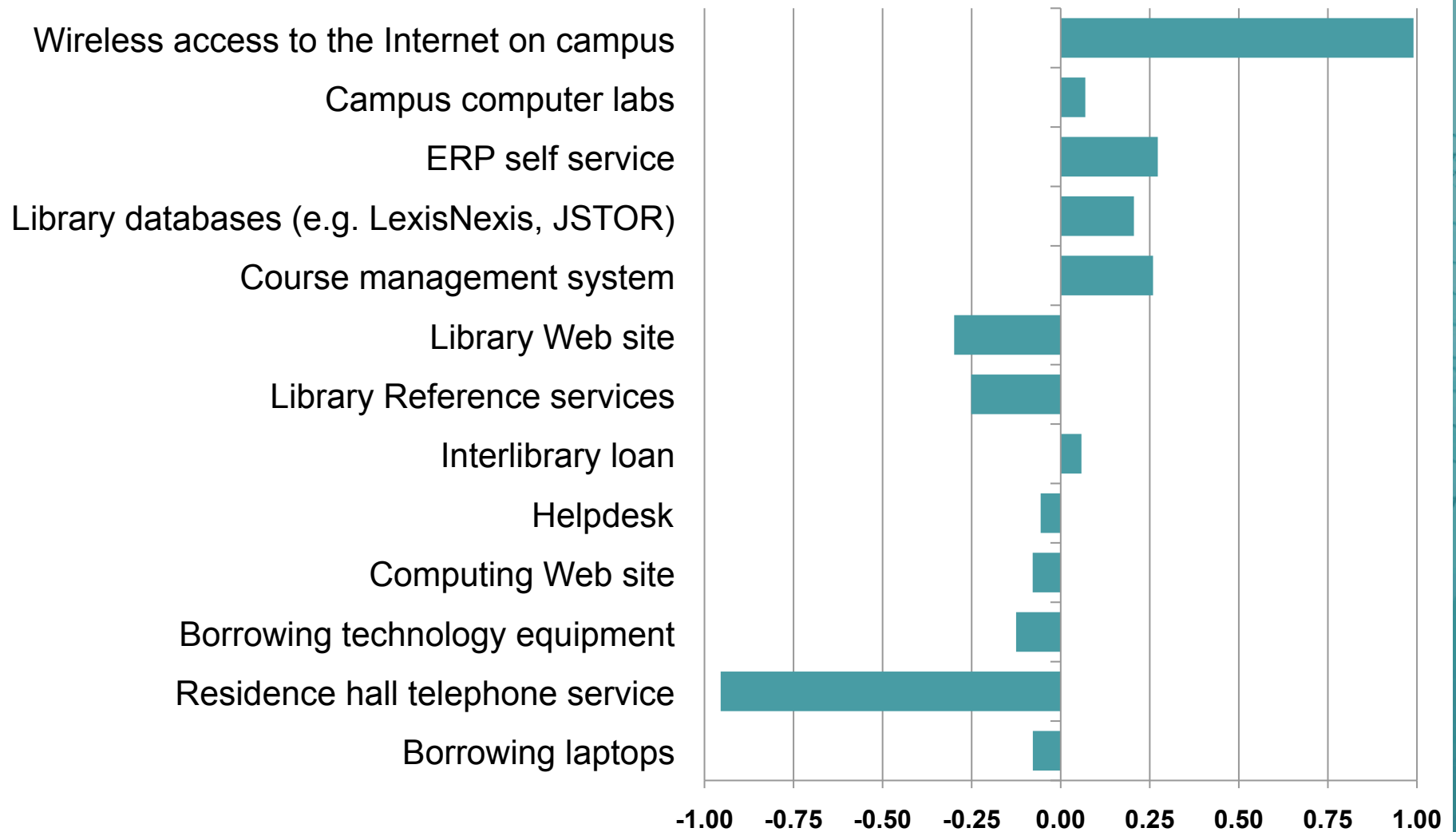
# Student Trends

MISO Symposium 2008: Trends, insights, and action

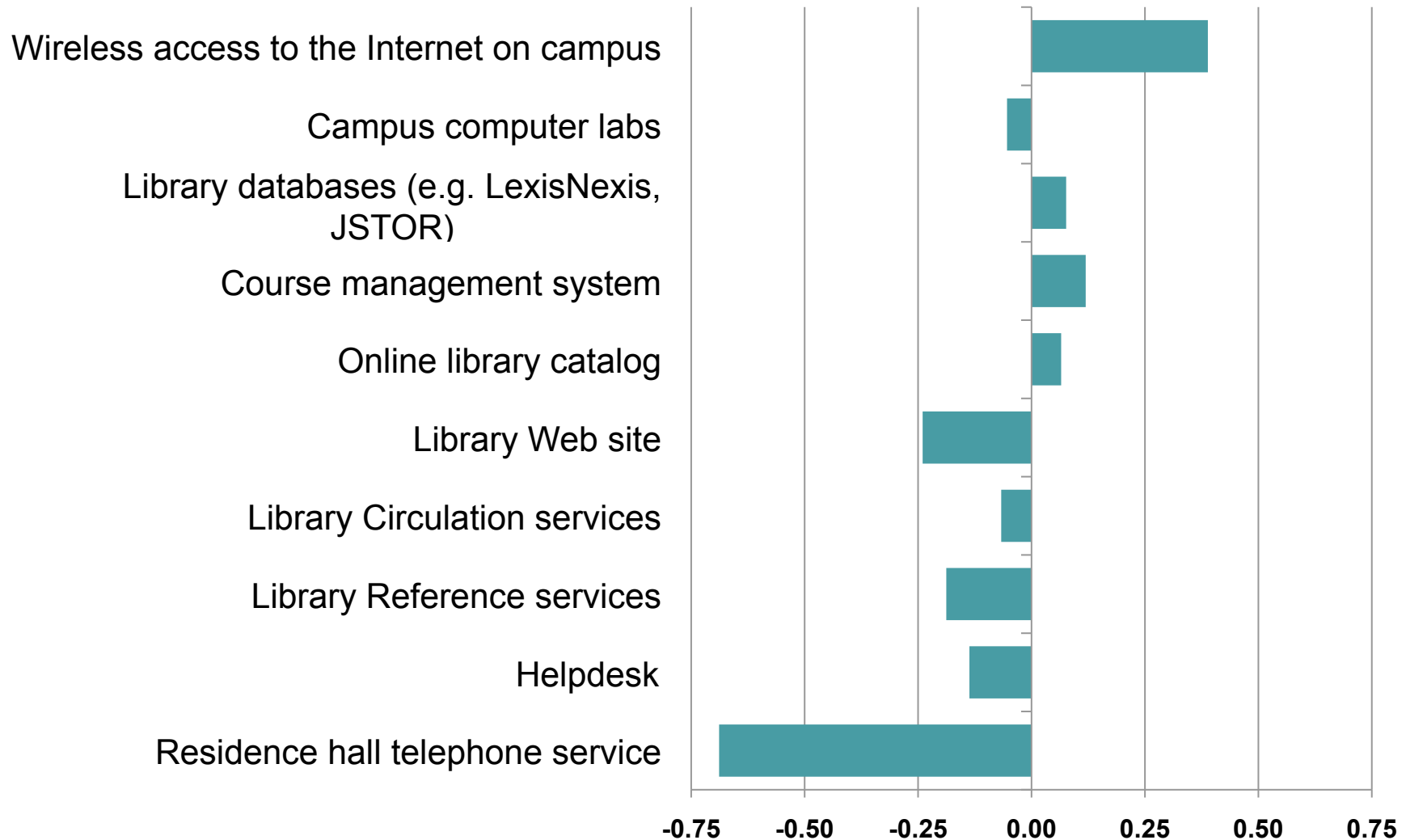
David Consiglio, Bryn Mawr College

September 27, 2008

## Students: Changes in Use of Services



## Students: Changes in Service Importance



# Services Decreasing in Importance or Use

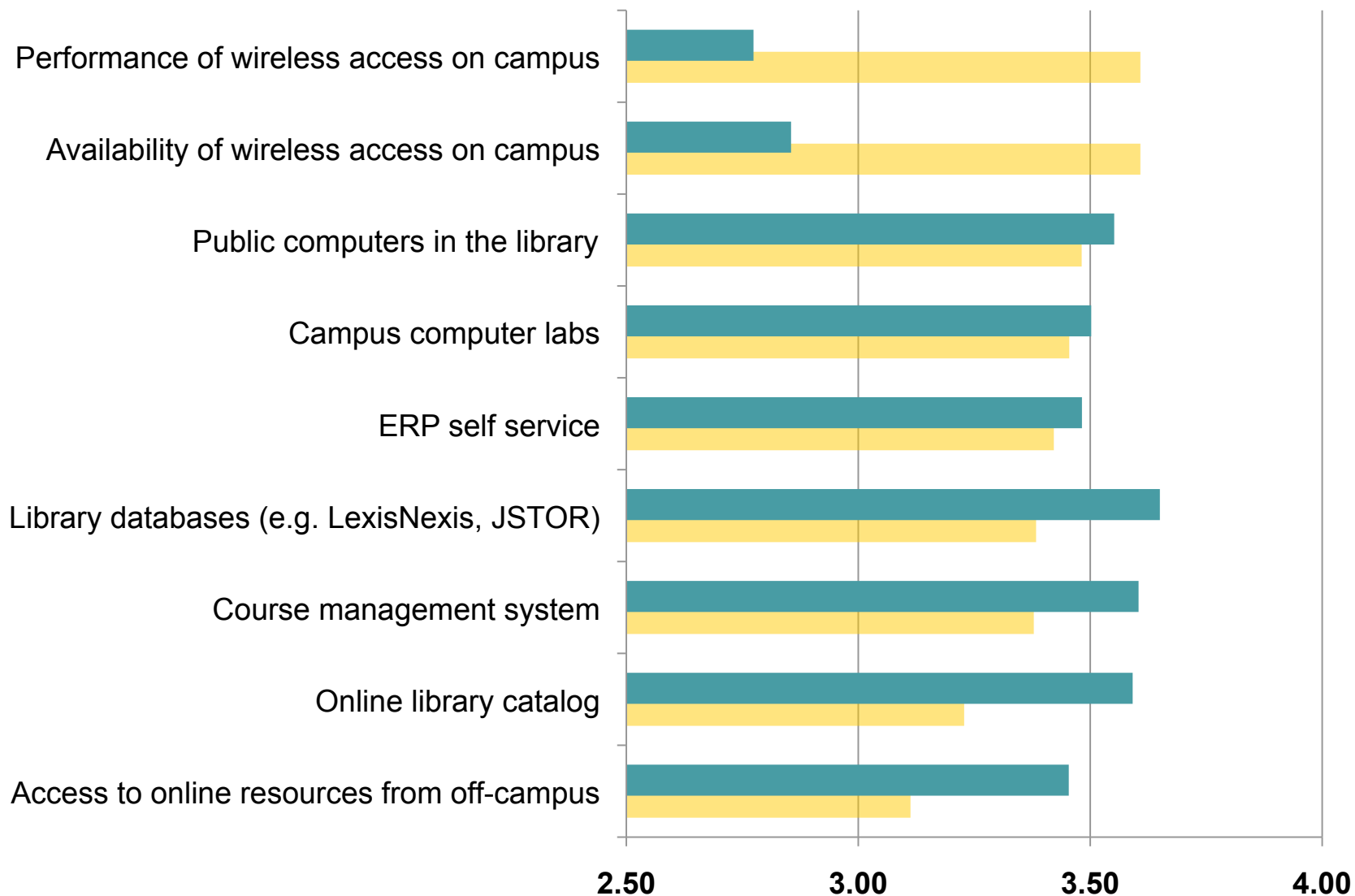
- Library Web Site
- Library Reference Services
- Library Circulation Services
- Computing Web Site
- Computing Helpdesk
- Campus Computing Labs\*
- Borrowing Technology Equipment
- Borrowing Laptops
- Residence Hall Telephone Services

# Services Increasing in Importance or Use

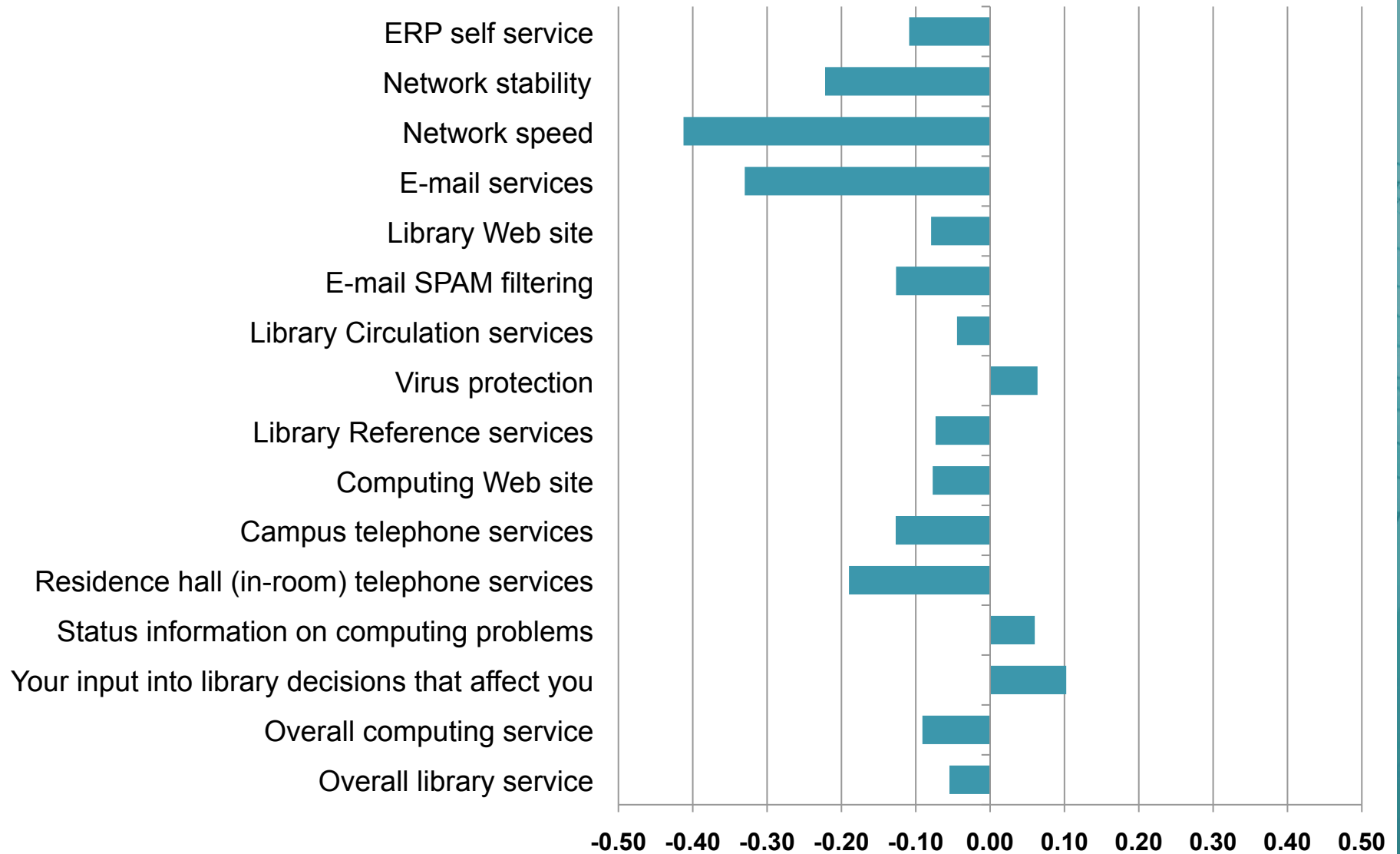
- Wireless Access
- Campus Computing Labs\*
- ERP Self Service
- Library Databases
- Course Management System
- Interlibrary Loan
- Online Library Catalog

## Students: Satisfaction with Most Important Services

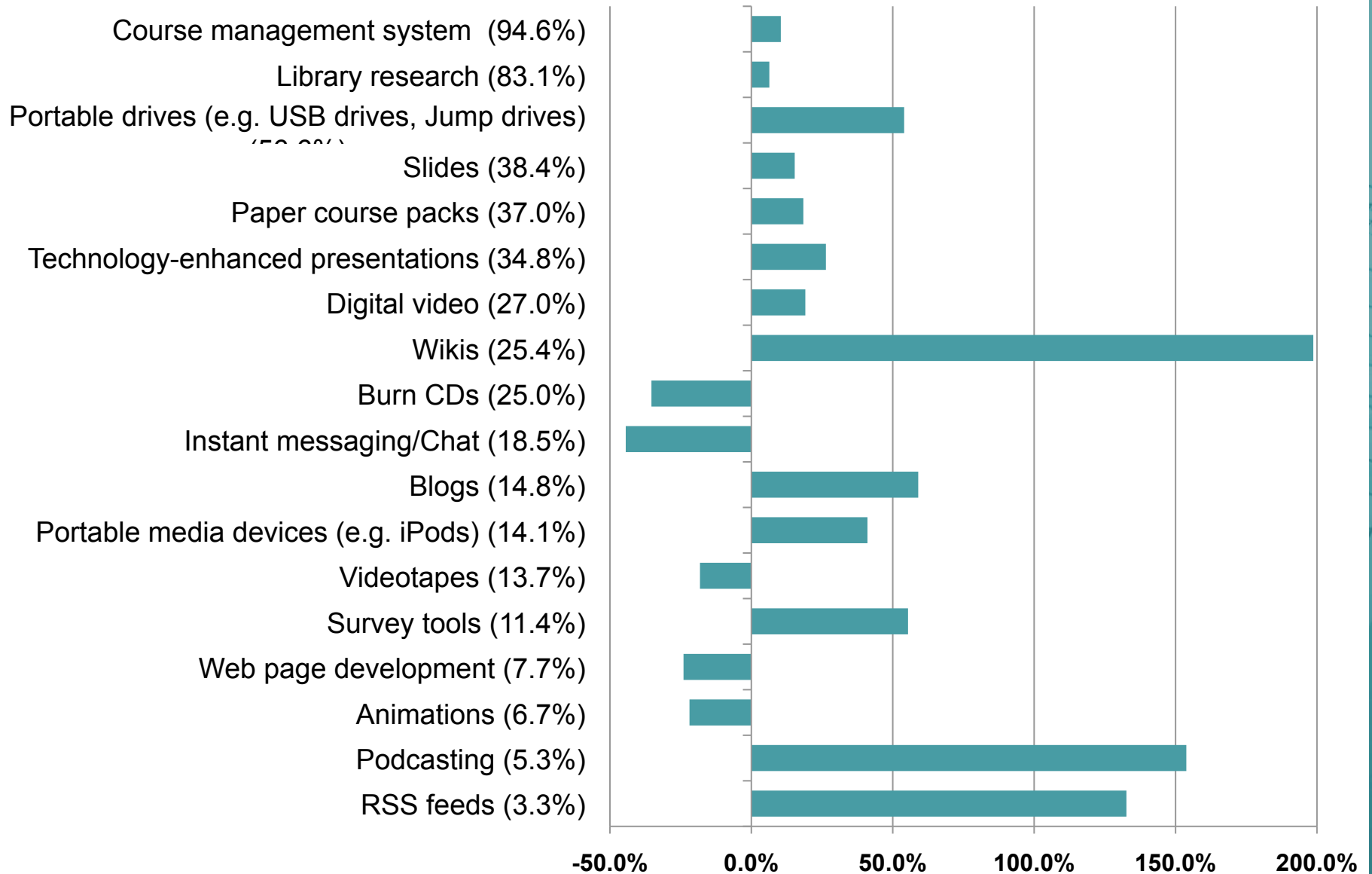
■ Satisfaction ■ Importance



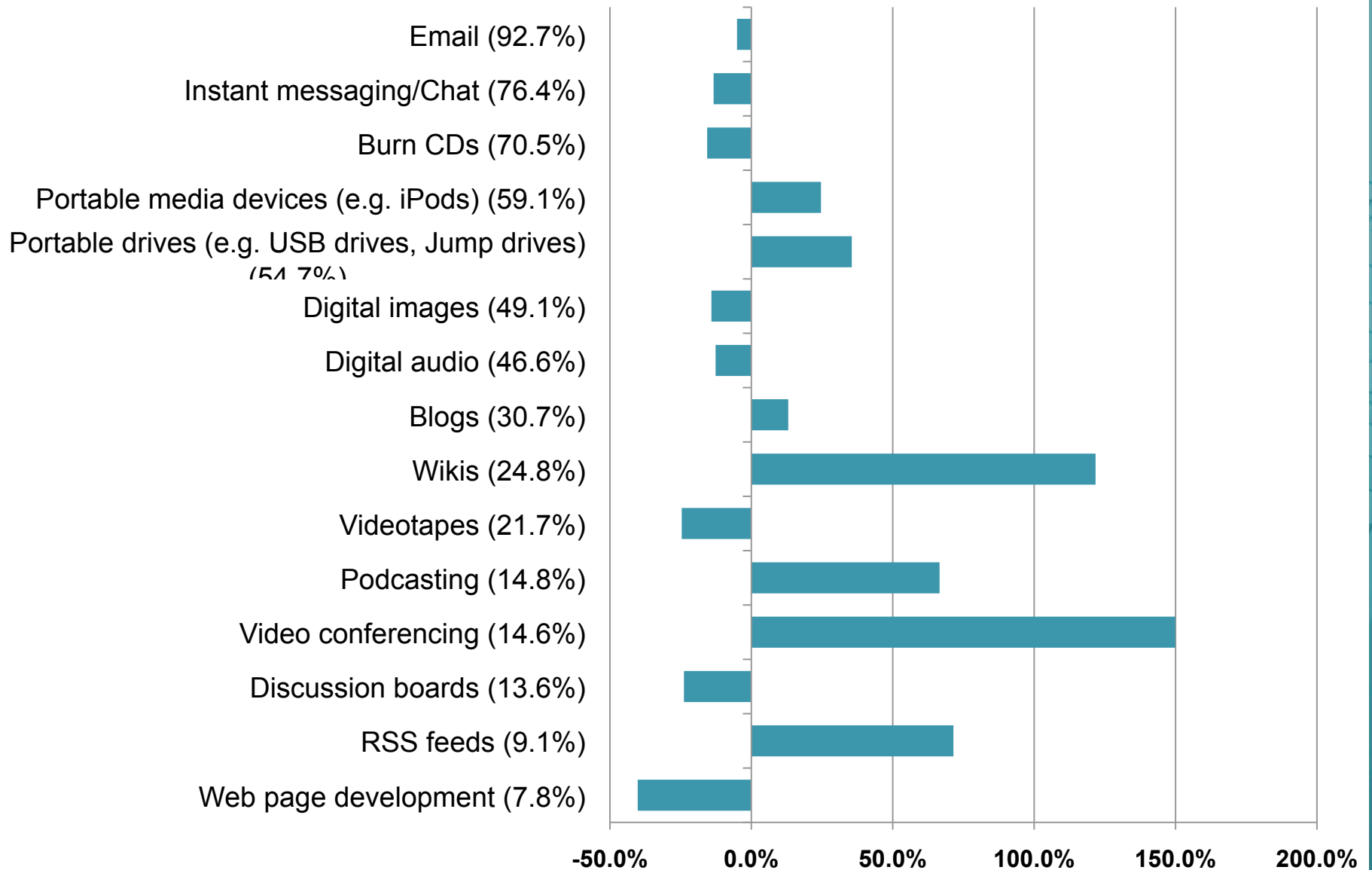
## Students: Changes in Service Satisfaction



## Students: Changes in Tool Use for Academic Purposes



## Students: Changes in Tool Use for Personal Purposes



1. Over the course of a semester, on average, how often do you use the following services?

	Never	Once or twice a semester	One to three times a month	One to three times a week
Course Management System (e.g. customized for each school)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology for first point of contact for computer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology in meeting spaces/classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructional technology support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library circulation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library databases (e.g. LexisNexis, JSTOR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(optional) Borrowing laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Liaison/Contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to online resources from off-campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless access to the internet on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. (optional) - How important are these services to you?

	Not important	Important	Somewhat important	Very important
Course Management System (e.g. customized for each school)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology for first point of contact for computer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology in meeting spaces/classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructional technology support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library circulation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library databases (e.g. LexisNexis, JSTOR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(optional) Borrowing laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Liaison/Contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to online resources from off-campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless access to the internet on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1. Over the course of a semester, on average, how often do you use the following services?

	Never	Once or twice a semester	One to three times a month	One to three times a week
Course Management System (e.g. customized for each school)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology for first point of contact for computer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology in meeting spaces/classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructional technology support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Circulation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Reference services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library databases (e.g. LexisNexis, JSTOR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(optional) Borrowing laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Liaison/Contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to online resources from off-campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless access to the internet on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. (optional) - How important are these services to you?

	Not important	Important	Somewhat important	Very important
Course Management System (e.g. customized for each school)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology for first point of contact for computer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology in meeting spaces/classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructional technology support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Circulation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Reference services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library databases (e.g. LexisNexis, JSTOR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(optional) Borrowing laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Liaison/Contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to online resources from off-campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless access to the internet on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1. Over the course of a semester, on average, how often do you use the following services?

	Never	Once or twice a semester	One to three times a month	One to three times a week
Course Management System (e.g. customized for each school)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology for first point of contact for computer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology in meeting spaces/classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructional technology support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library circulation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library databases (e.g. LexisNexis, JSTOR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library borrowing laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Liaison/Contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to online resources from off-campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless access to the internet on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. (optional) - How important are these services to you?

	Not important	Important	Somewhat important	Very important
Course Management System (e.g. customized for each school)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology for first point of contact for computer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology in meeting spaces/classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructional technology support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library circulation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library databases (e.g. LexisNexis, JSTOR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library borrowing laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Liaison/Contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to online resources from off-campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless access to the internet on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>