

# Measuring for Soup: The **MISO** Survey



*David Consiglio  
Pattie Orr  
Carol Peddie  
Patricia Schoknecht  
Douglas West  
Andrew White*



# Survey Participants

Barnard College

Bates College

Beloit College

Brandeis University

Bryn Mawr College

Bucknell College

Connecticut College

Dickinson College

Earlham College

Kenyon College

Middlebury College

Mills College

Mitchell College

Mt. Holyoke College

Rhodes College

The University of the South

University of Richmond

Wagner College (non-merged)

Wellesley College

Wheaton College (MA)

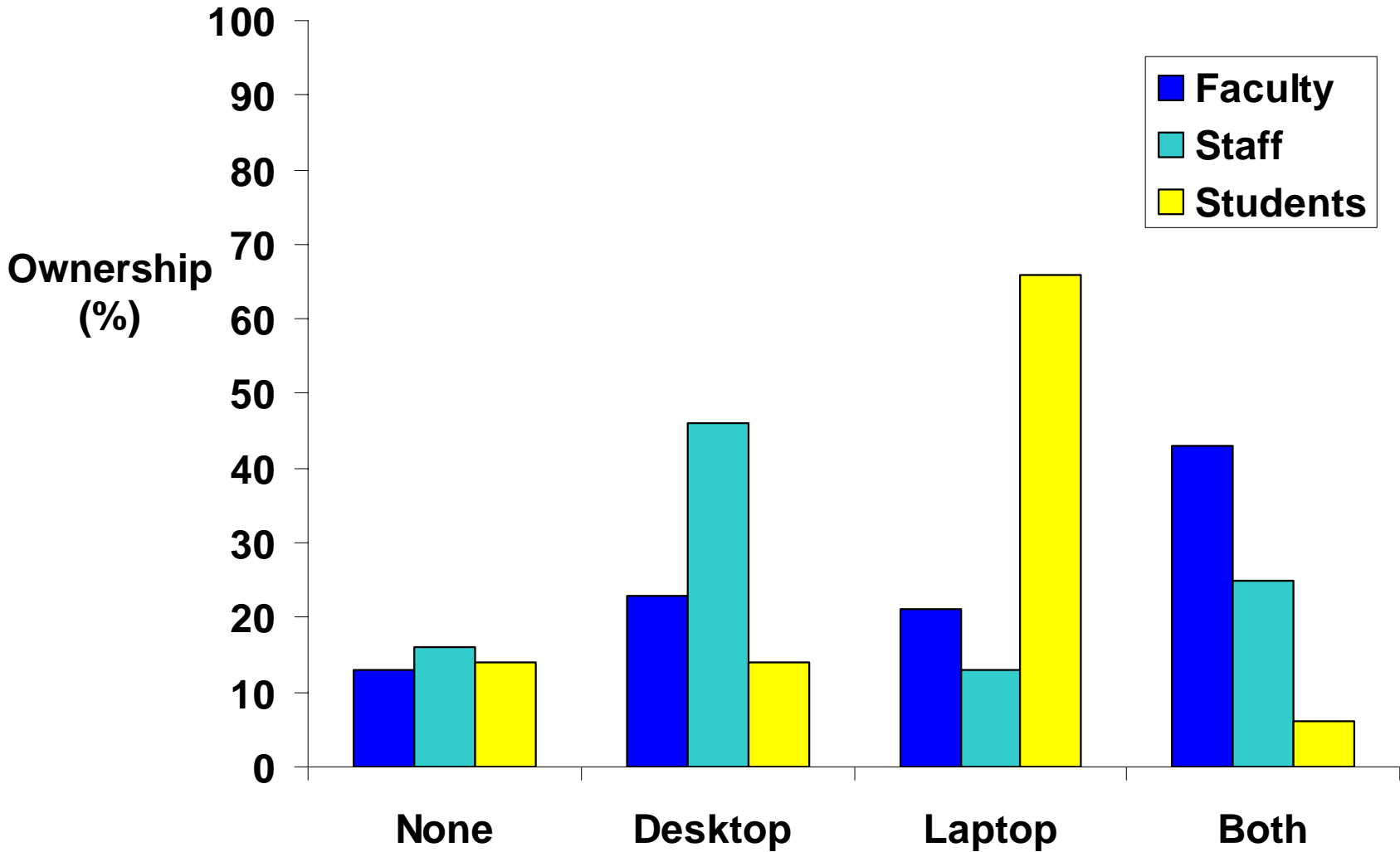
# Responses per Institution

(25<sup>th</sup>-75<sup>th</sup> quartile)

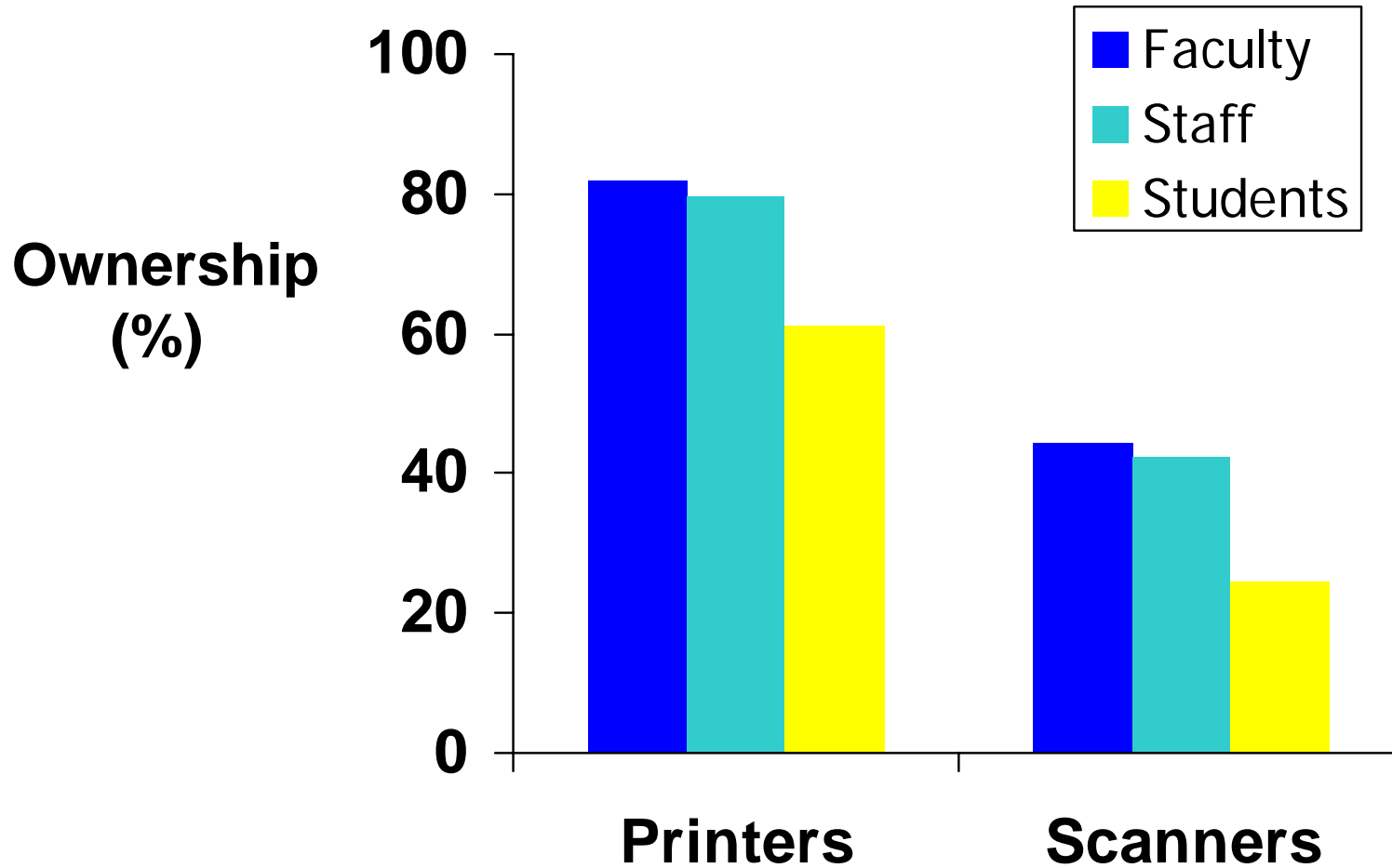
	<u>Mean</u>	<u>Rate (%)</u>
Faculty	137 (105-156)	56 (50-64)
Staff	168 (116-205)	51 (44-60)
Students	228 (162-270)	32 (22-38)

# What Devices Do People Own?

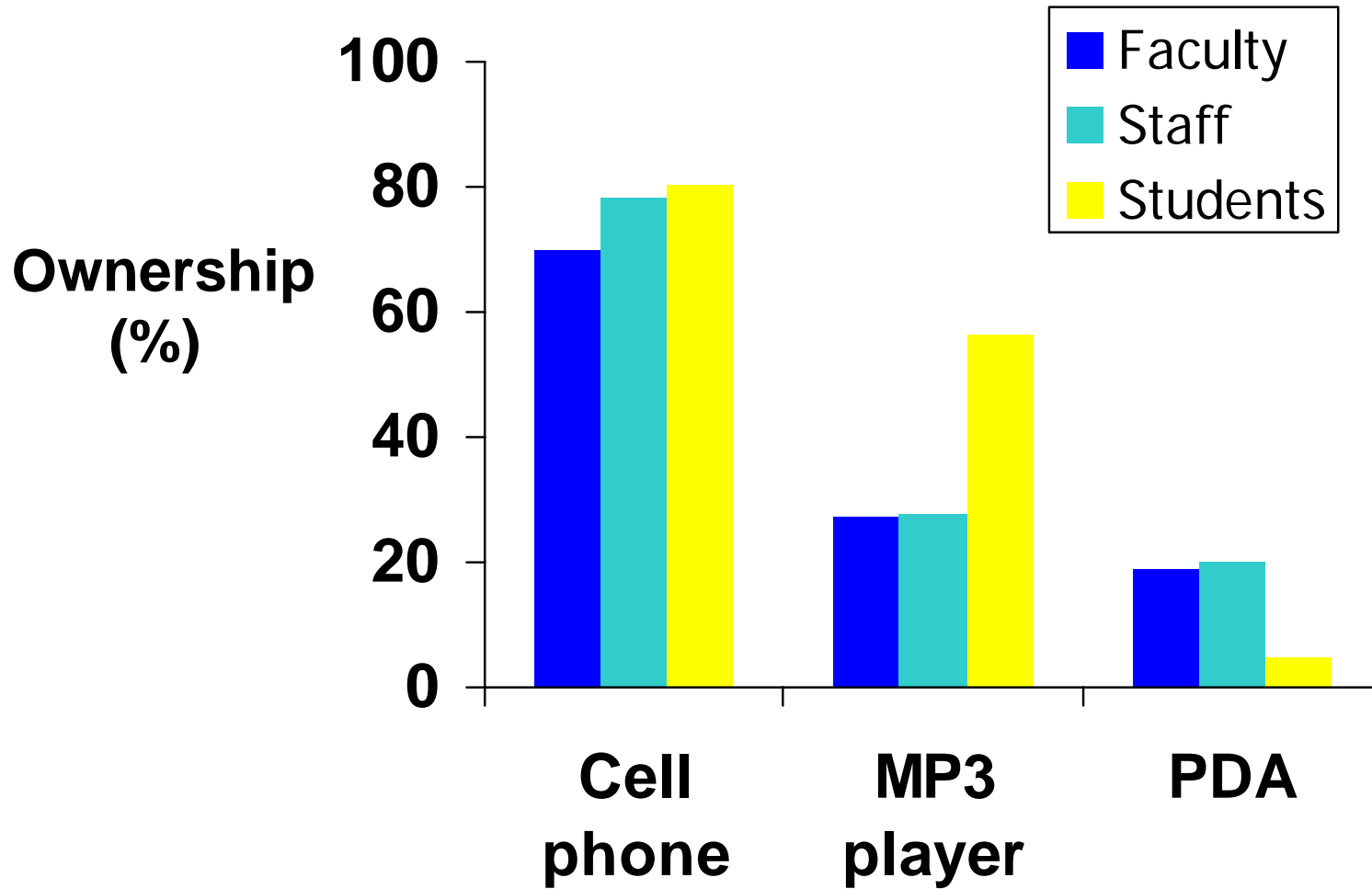
# Computers



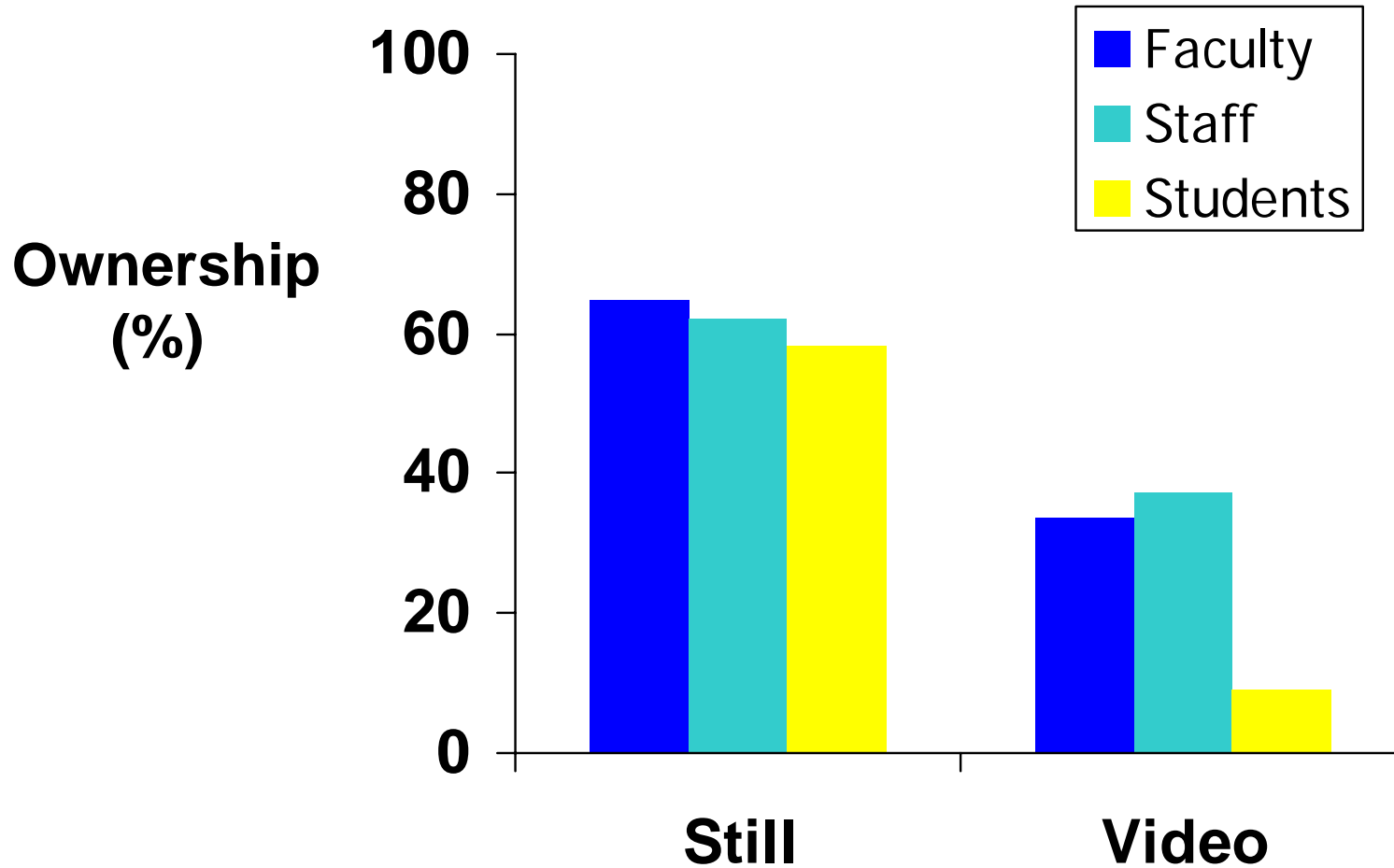
# Printers and Scanners



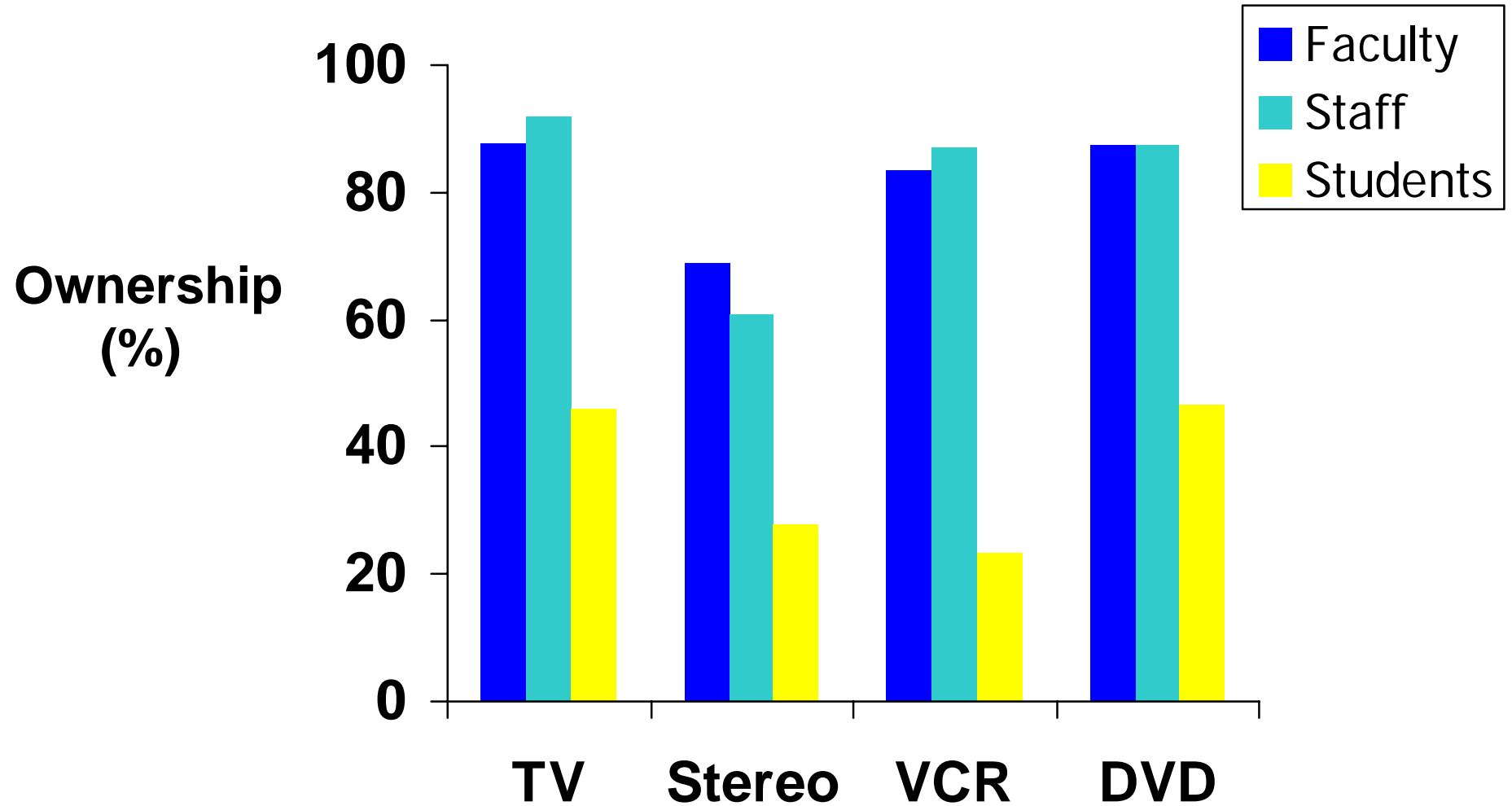
# Mobile Devices



# Digital Cameras

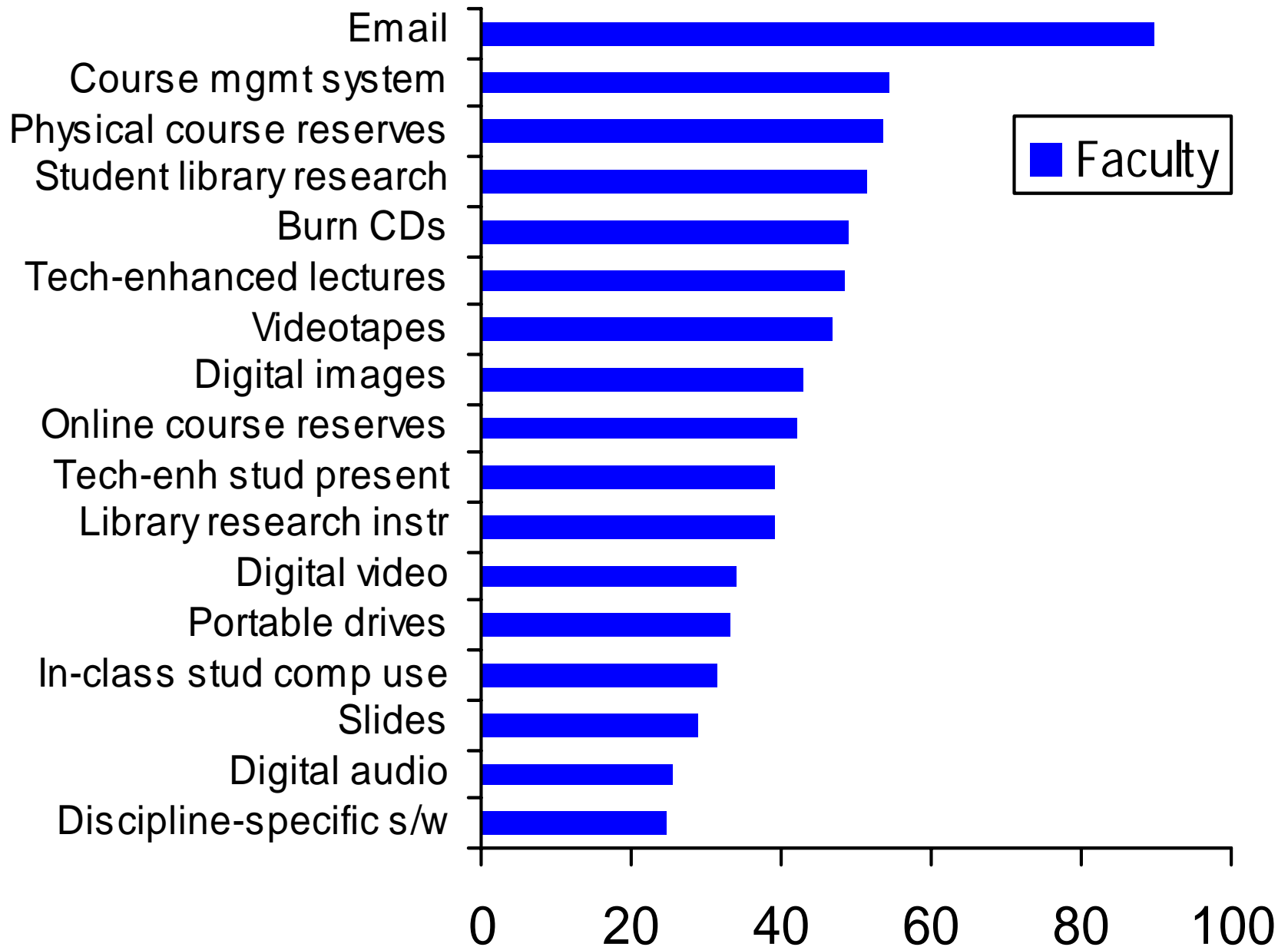


# Playback Devices

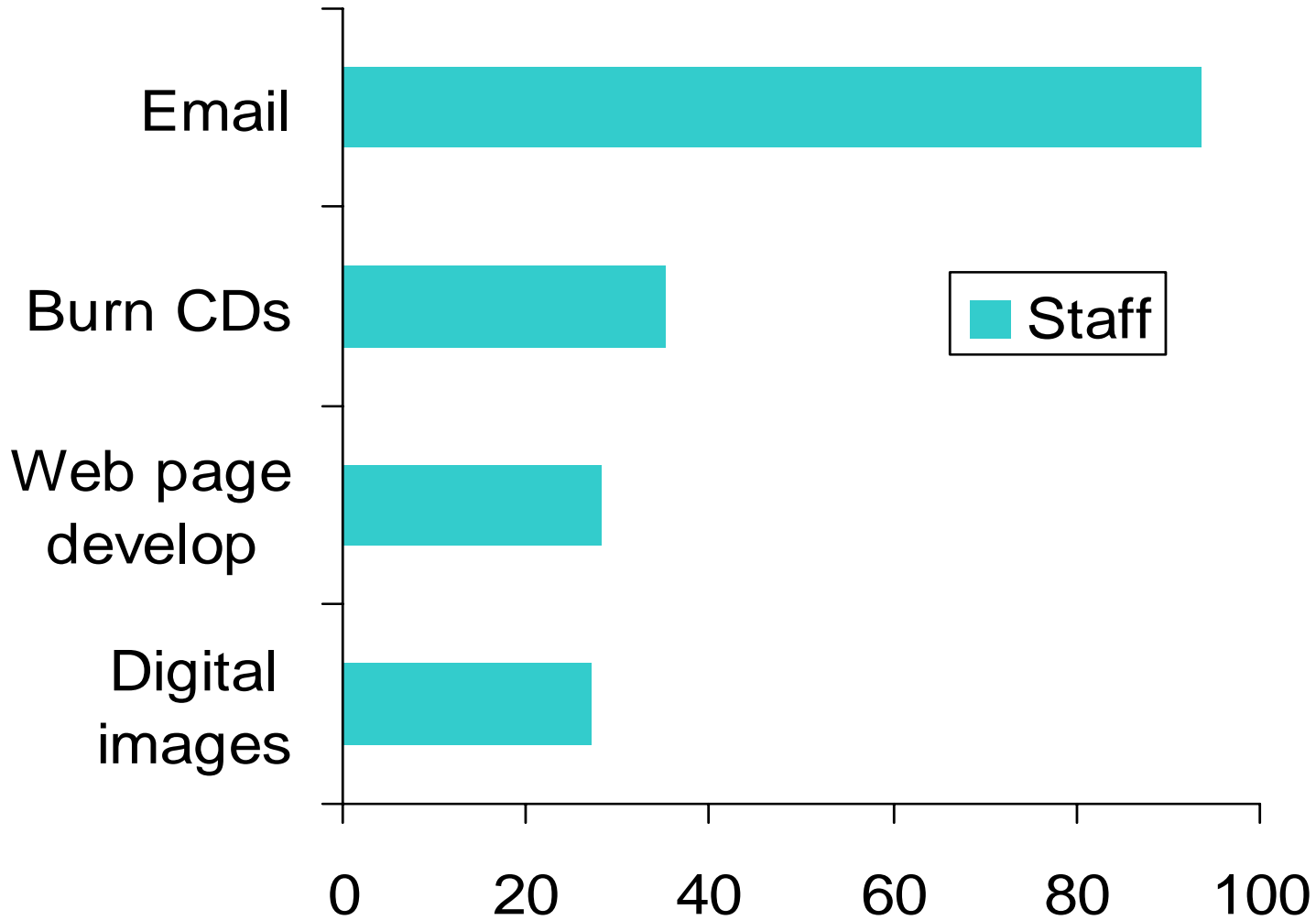


# What Tools Do People Use?

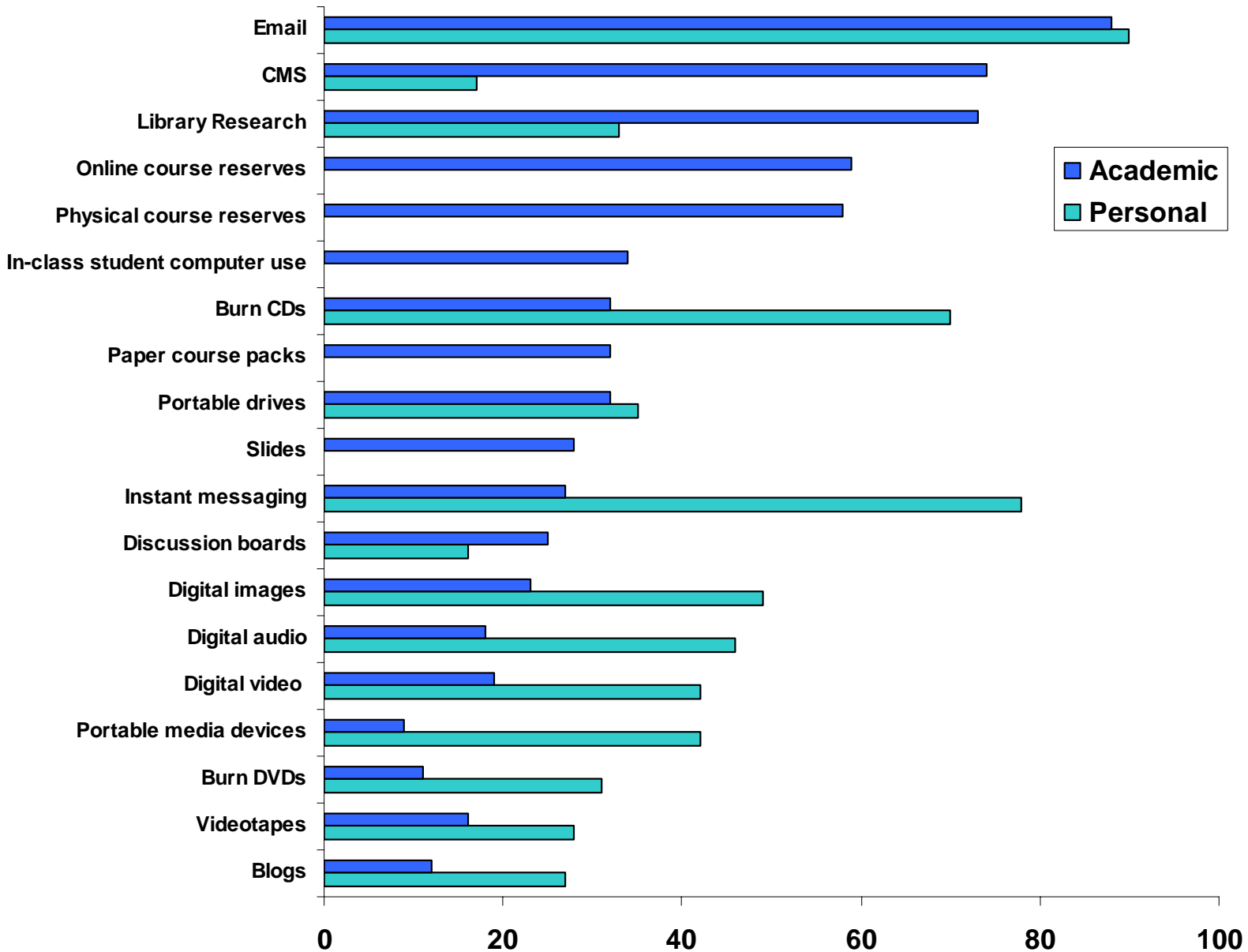
# Tools – Academic Purposes



# Tools – Work Purposes



# Student Tools



# Importance

1 = not impt, 2 = sw impt, 3 = impt, 4 = v. impt

	<u>Faculty</u>	<u>Students</u>	<u>Staff</u>
ERP	X	X	X
Access to online resources/off campus	X	X	X
Computing help desk	X		X
Library website	X	X	
Library catalog	X	X	
Library databases	X	X	
Library circulation	X	X	
Library reference	X	X	
Interlibrary loan	X		
Technology in classrooms	X		
Support for technology in classrooms	X		
Instructional technology support	X		
On-campus computer labs		X	
Wireless on campus		X	
Course management system		X	
Online course reserves		X	

# Importance

	<u>Faculty</u>	<u>Students</u>	<u>Staff</u>
Library catalog	1	3	
Access online res/off-campus	2		3
Library databases	3	4	
Library circulation	4		
Technology in classrooms	5		
On-campus computer labs		1	
ERP		2	2
Wireless on campus		5	
Computing help desk			1

# Service Panel

Question: Which schools were “best” at providing the services that the three populations had deemed important?

Answer: Analyzed the satisfaction scores for just the items that were important for each population

# Service Panel

## Faculty

Richmond

Mt Holyoke

Rhodes

Wheaton

Earlham

## Students

Mills

Richmond

Kenyon

Wellesley

Mt Holyoke

## Staff

Bates

Wheaton

Bucknell

Wellesley

Richmond

# Frequency and Importance

- Highly correlated
  - Faculty = 0.83
  - Students = 0.79
  - Staff = 0.84
- Items that people use frequently are items they consider important

# Frequency and Importance

## Less Important than Expected

### Faculty

CMS

Videoconf.

Borrowing equipt

### Students

Comput web

### Staff

CMS

Videoconf.

## More Important than Expected

Interlibrary loan

Support techn in classrm

ERP

FPC

Access online

resourc/offcampus

# Satisfaction

	<u>Faculty</u>	<u>Students</u>	<u>Staff</u>
Service	54	64	54

% of variability in ratings of satisfaction that can be explained by the service being rated

# Satisfaction Rank\*

[# of items]

	<u>Faculty</u>	<u>Staff</u>	<u>Students</u>
Library	9.2 [11]	9.0 [8]	8.6 [9]
Telephone	15.5 [2]	18.2 [2]	16.5 [3]
Computing	26.2 [16]	20.9 [16]	18.4 [8]
Network	27.9 [7]	25.6 [7]	23.4 [7]
Instructional	28.9 [5]	28.2 [2]	14.5 [2]
ERP	36.8 [3]	26.5 [3]	10.0 [1]

\*Lower rank = higher satisfaction

# How Informed Are You?

1 = not inform, 2 = sw inform, 3 = inform, 4 = v. inform

	<u>Faculty</u>	<u>Staff</u>	<u>Students</u>
Library service	2.76	2.24	2.55
Technol service	2.52	2.34	2.36
System downtime	2.80	2.29	2.94
Privacy	2.22	2.08	2.06
Virus/Spyware	2.25	2.29	2.18
Information security	2.13	2.16	2.07

# Knowing Whom to Contact

1 = disagree, 2 = sw disagree, 3 = sw agree, 4 = agree

	<u>Faculty</u>	<u>Staff</u>
Library needs	3.68 (3.63-3.76)	3.58 (3.49-3.66)
Instructional technology	3.36 (3.25-3.48)	
Desktop support	3.34 (3.23-3.41)	3.48 (3.43-3.61)
ERP needs	2.95 (2.75-3.11)	3.42 (3.27-3.55)

# Input into Decisions

1 = dissatis, 2 = sw dissatis, 3 = sw satis, 4 = satis

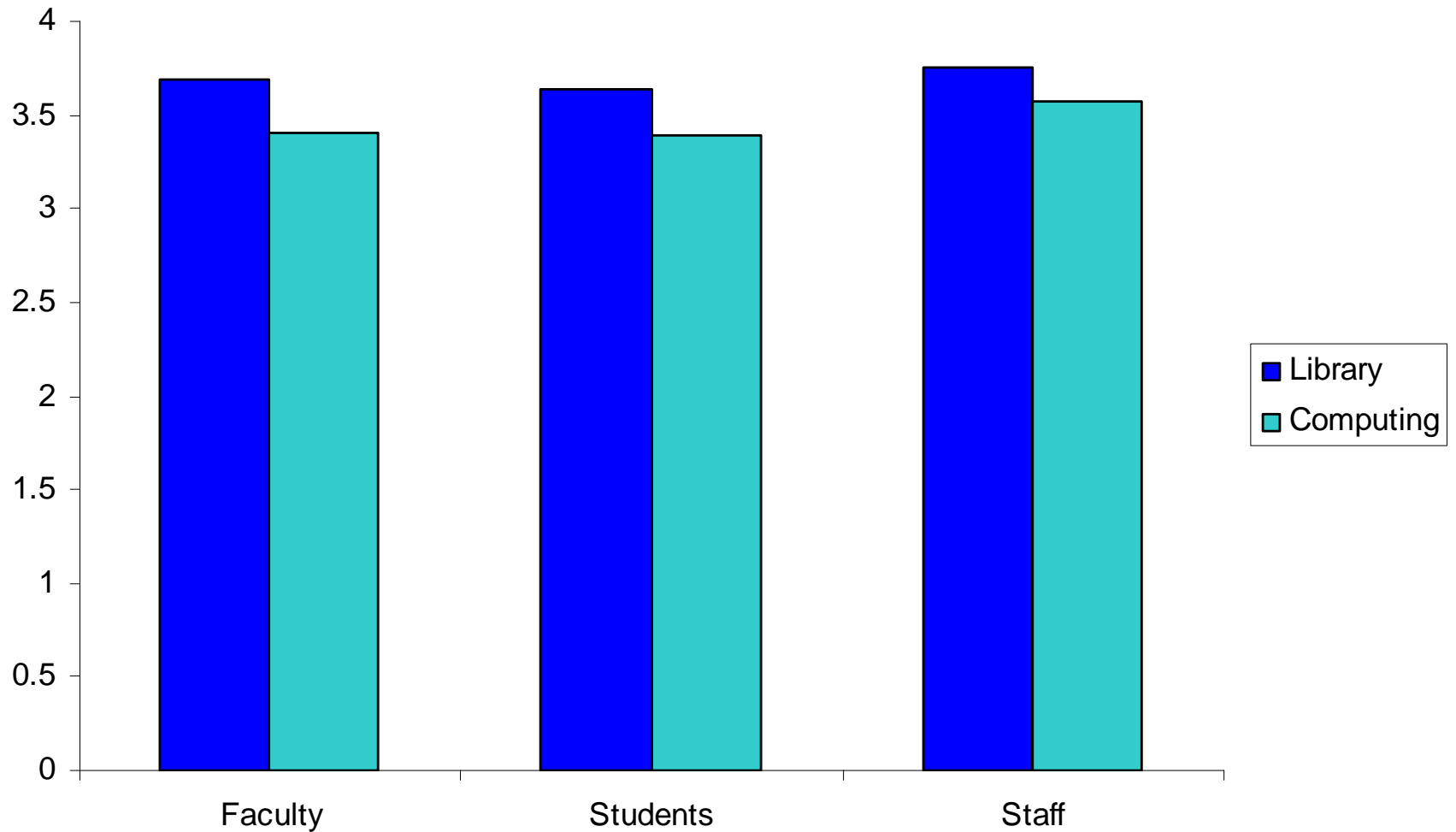
	<u>Faculty</u>	<u>Staff</u>	<u>Students</u>
Library	3.18 (3.05-3.29)	3.31 (3.21-3.39)	3.05 (2.97-3.15)
Computing	2.96 (2.81-3.14)	3.12 (2.97-3.26)	3.01 (2.95-3.10)

# Merged Organization Website

- Only 5 out of 19 schools asked questions about their merged organization website
- The numbers (regardless of the question) were:
  - never as high as the numbers for the library alone
  - never as low as the numbers for computing alone

# Website Satisfaction

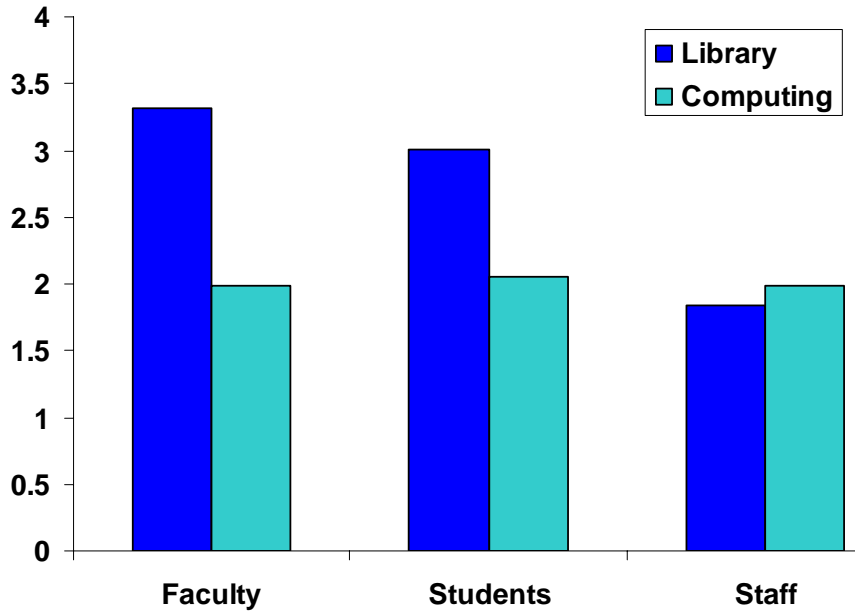
3 = sw satisfied, 4 = satisfied



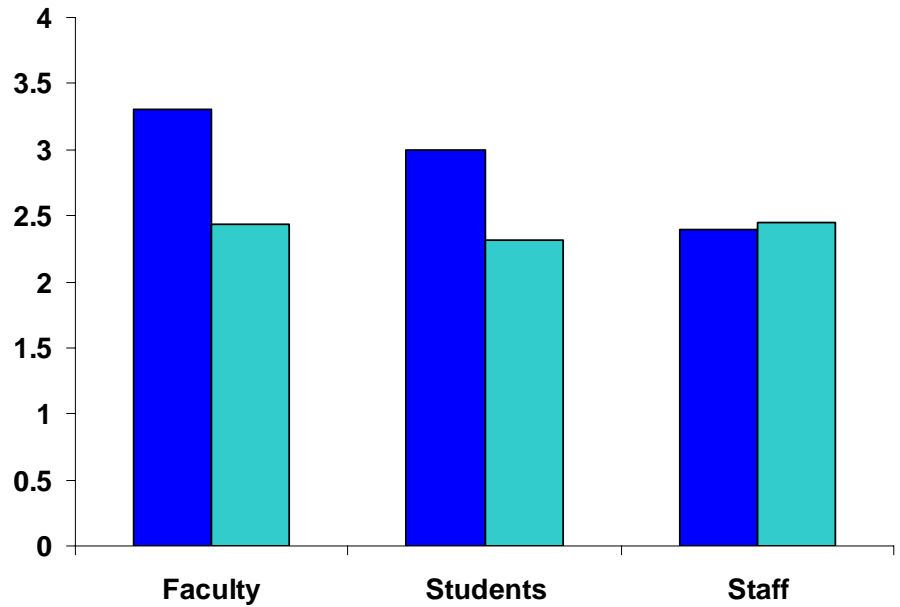
# Websites

Freq: 1 = never, 2 = 1-2/sem, 3 = 1-3/month, 4 = 1-3/wk

Impt: 1 = not impt, 2 = sw impt, 3 = impt, 4 = v. impt



**Frequency**



**Importance**

# Communication Panel

Question: Which schools were “best” at communicating with their constituents?

Answer: Analyzed who received the highest scores on

- a) how informed are you
- b) obtain guidance on copyright
- c) knowing whom to contact (satis)
- c) input into decisions (satis)
- d) websites (satis)
- e) status info on computing problems (satis)

# Communication Panel

## Faculty

Earlham

Richmond

Mitchell

## Students

Richmond

Kenyon

Mitchell

Bucknell

Mills

## Staff

Bucknell

Richmond

Earlham

Beloit

# Highest Skill Levels

2 = novice, 3 = basic, 4 = advanced, 5 = expert

	<u>Faculty</u>	<u>Staff</u>	<u>Students</u>
Word processing	3.84	3.68	4.10
Instant messaging	*	*	4.00
Operating system	3.27	3.15	3.68
Presentation	*	3.24	3.35
Spreadsheet	*	*	3.35

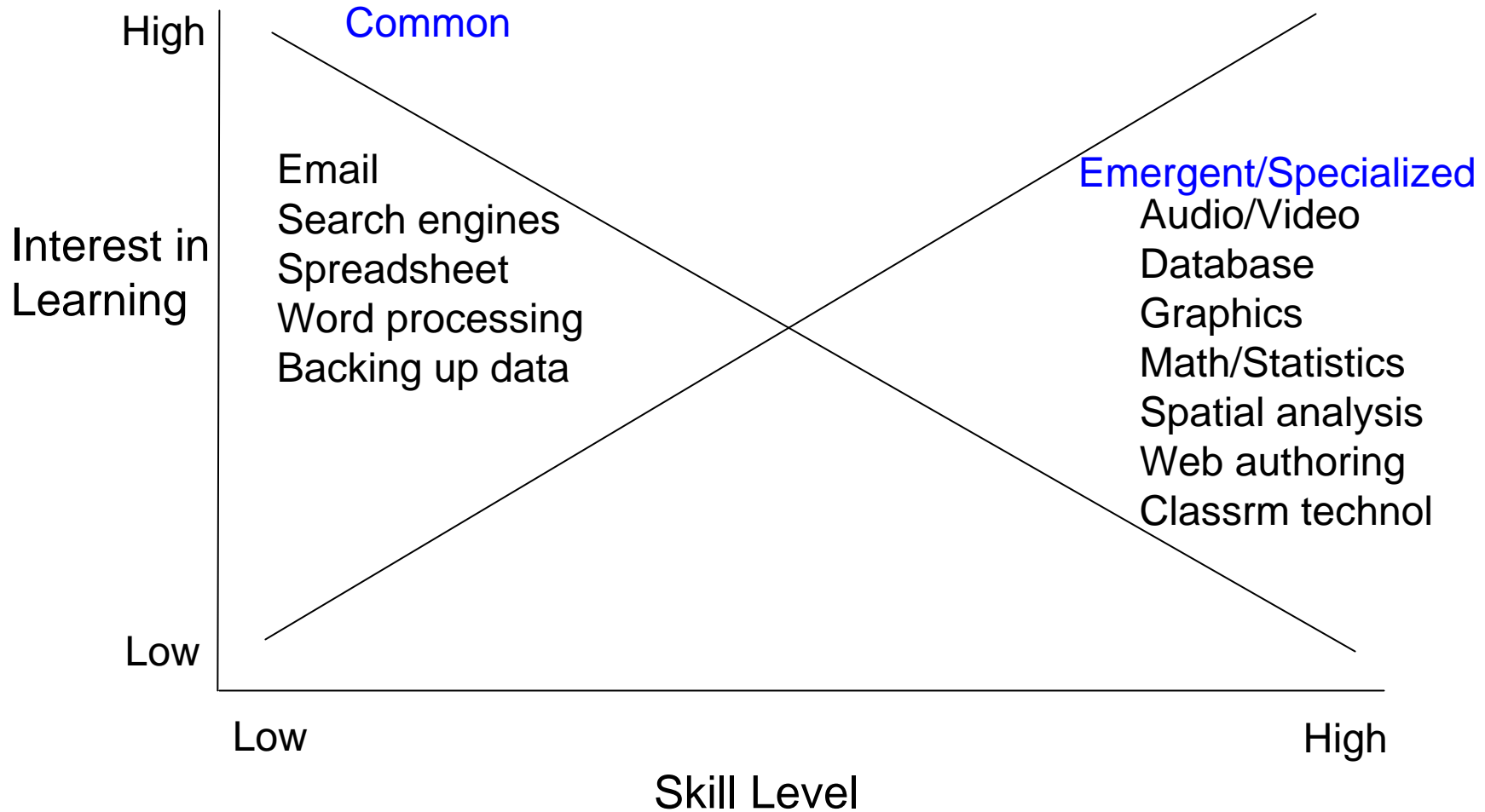
\*All ratings fell below 2.96

# Interest in Learning

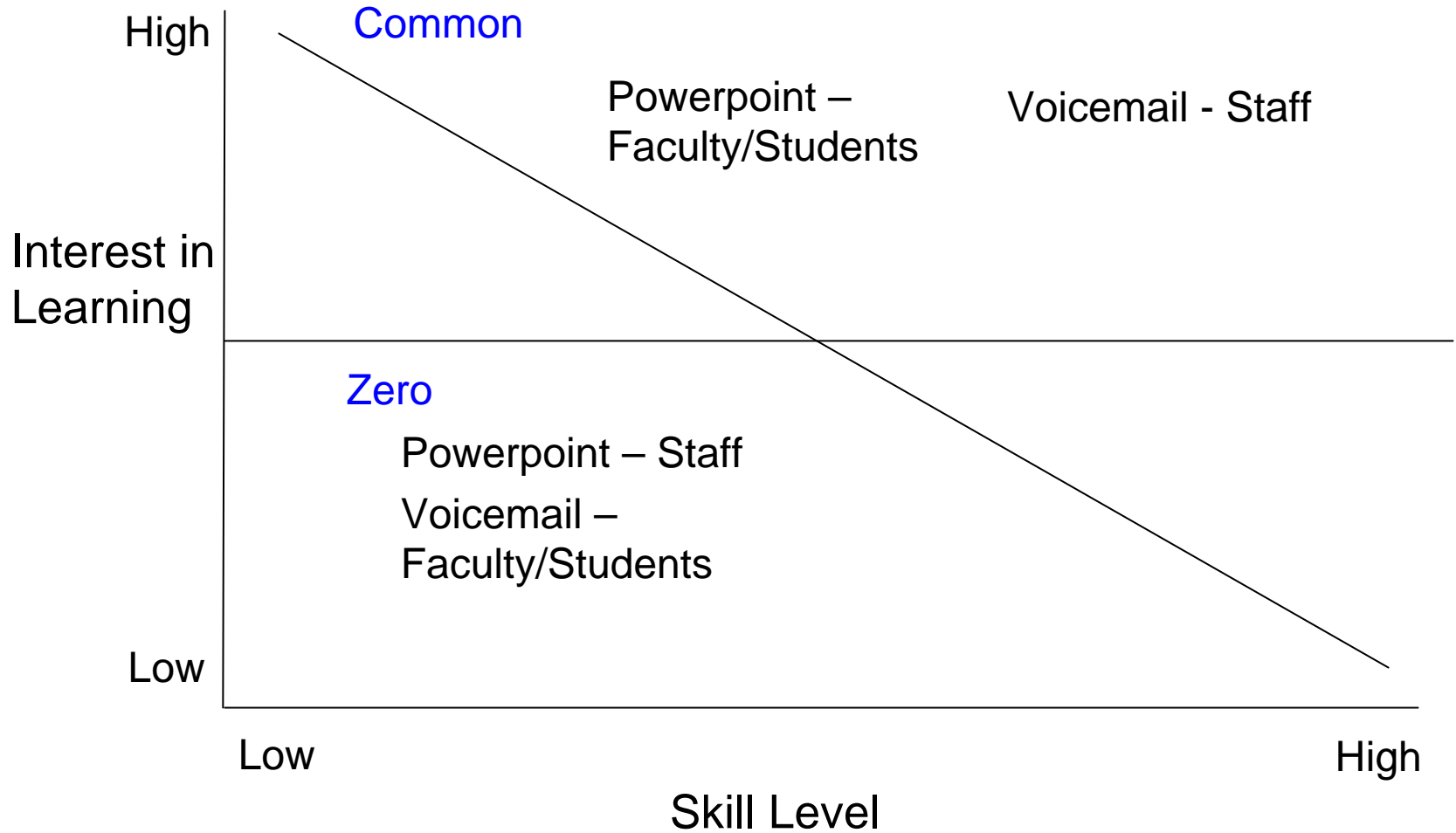
1 = not interest; 2 = sw interest; 3 = interest; 4 = v interest

	<u>Faculty</u>	<u>Staff</u>	<u>Students</u>
Interest	1.86	2.04	2.14
# of items	20	20	18

# Skill Level and Interest in Learning

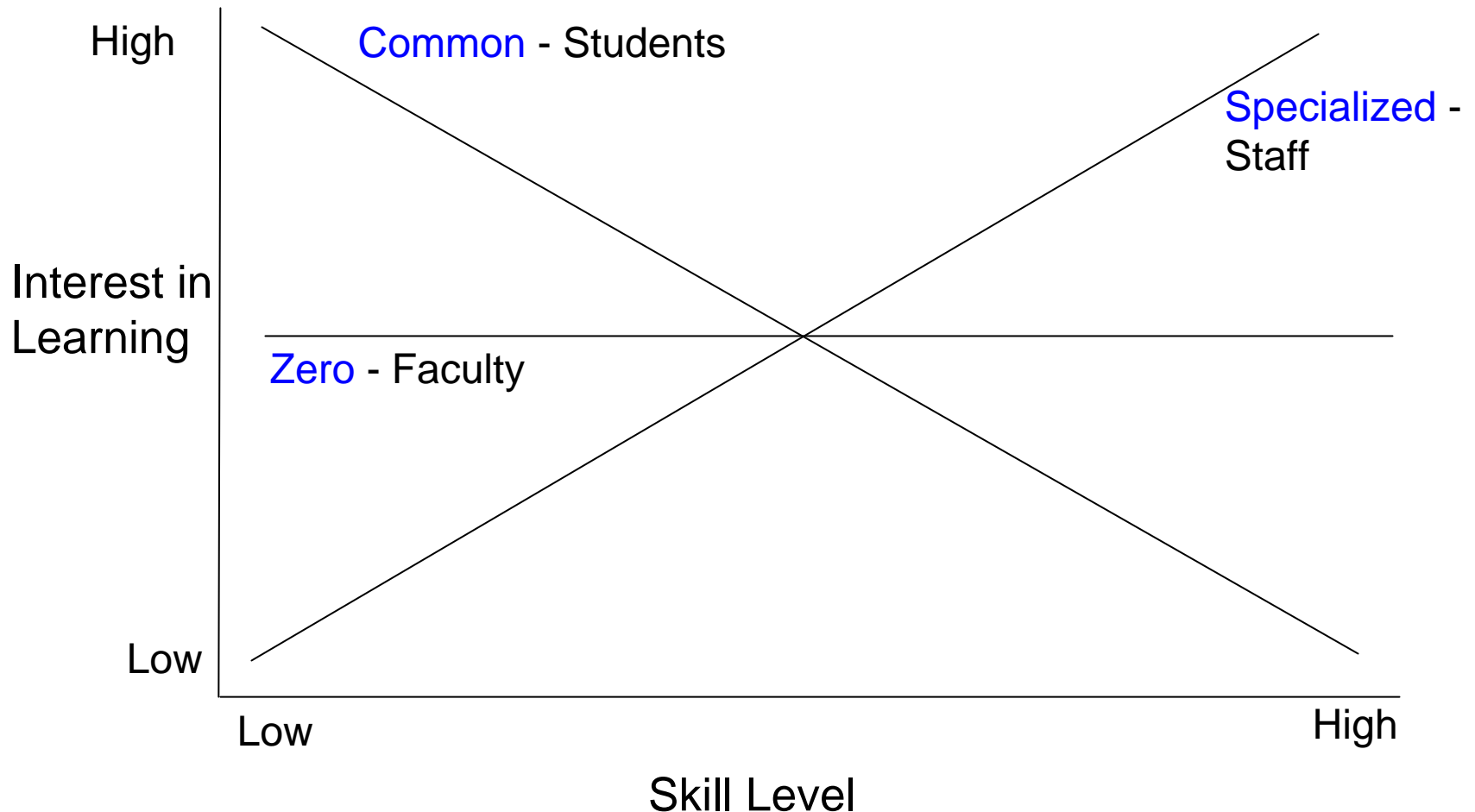


# Skill Level and Interest in Learning

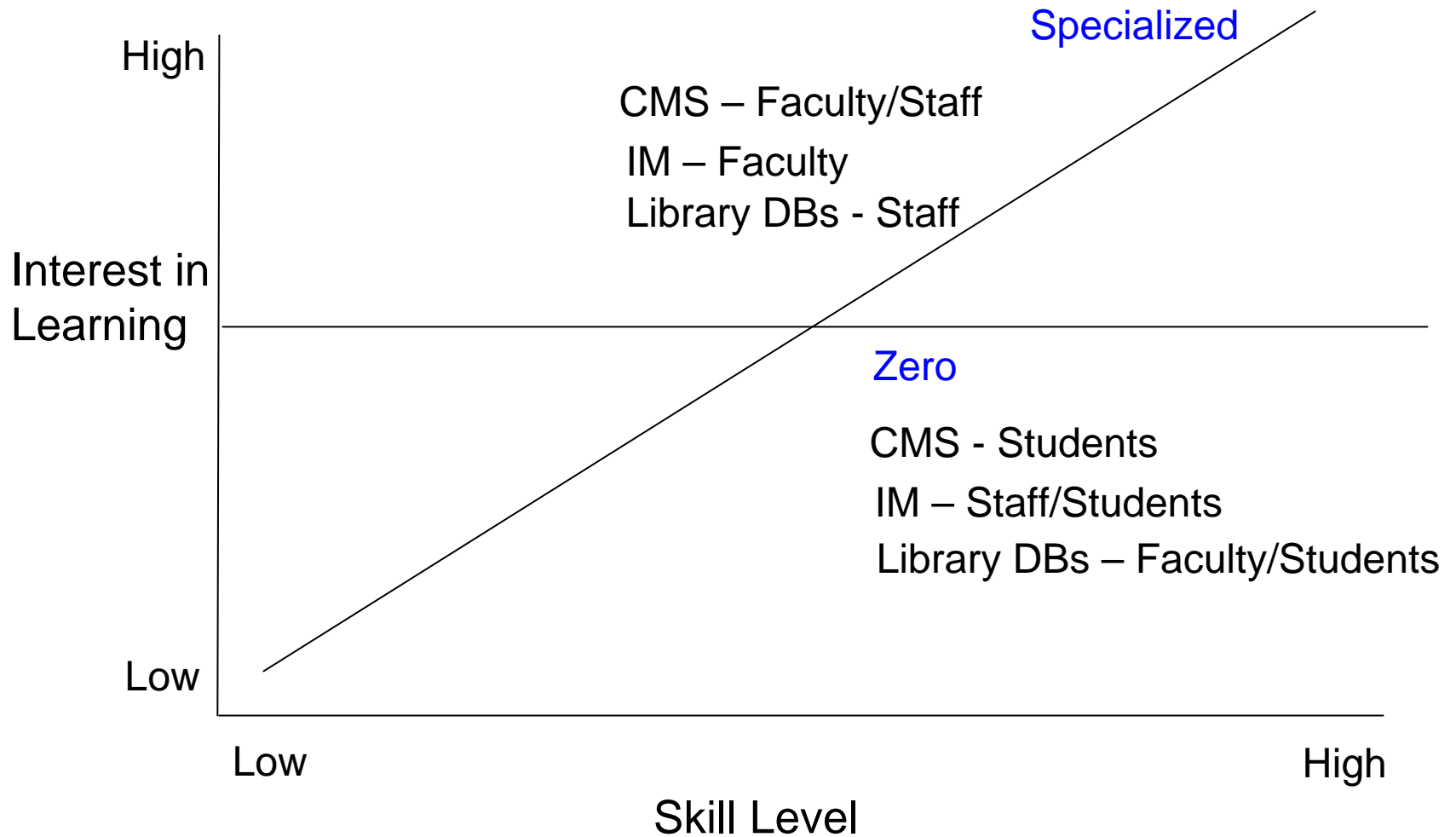


# Skill Level and Interest in Learning

ERP, Online catalog, OS

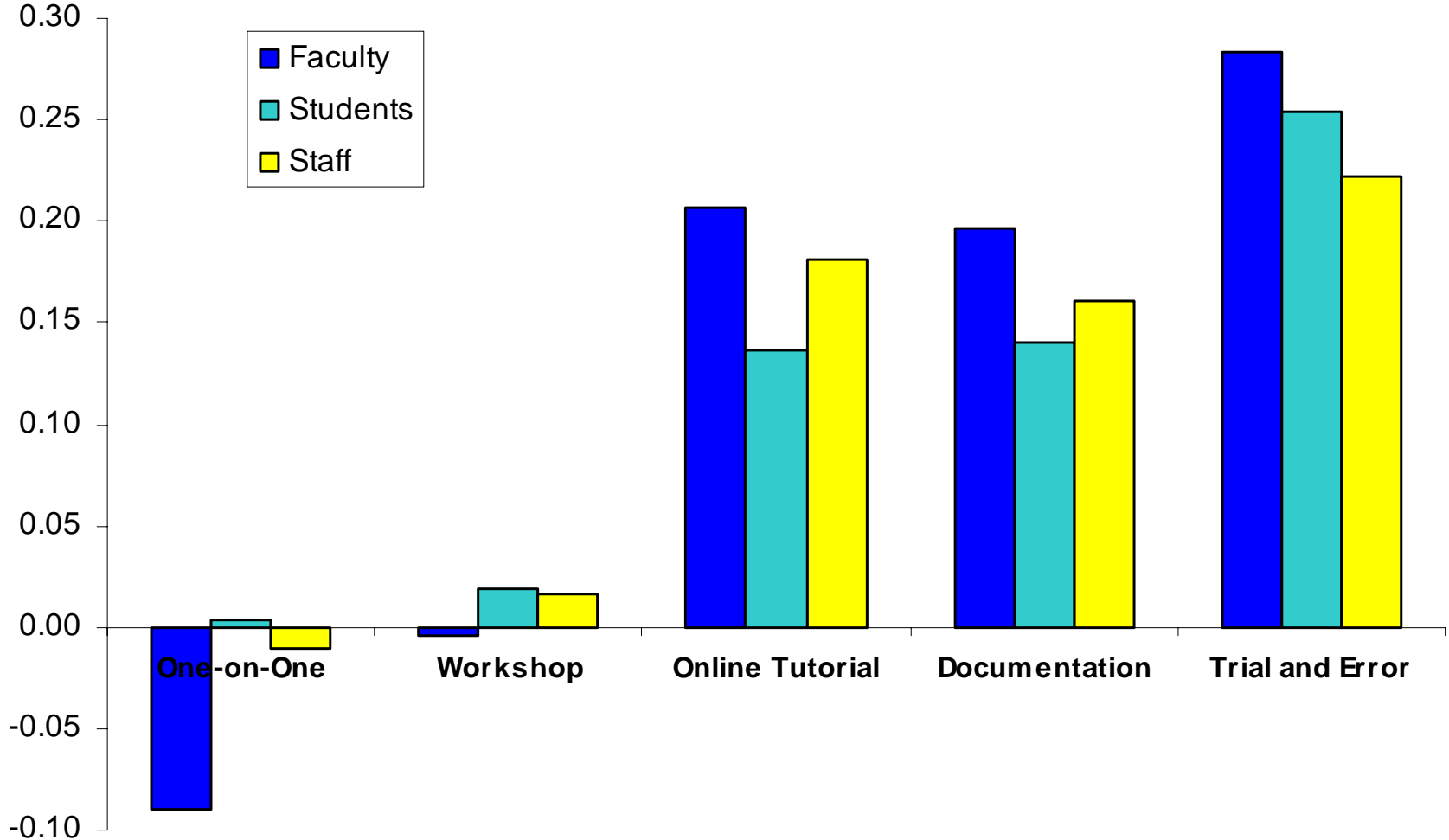


# Skill Level and Interest in Learning



# Learning Methods and Skill Level

## Correlation Coefficients



# What does this survey tell us about merged computing and library organizations?

- The surveyed schools are doing a good job of meeting the needs of their populations
- The items that are important to faculty and students revolve around digital information access
- Not as much as it could since we don't yet have a comparable population of non-merged schools

# Future of the Survey

- Another cohort of schools this spring
- Hopefully, many of the original schools will participate again in Spring, 2008
- Longitudinal data will be the most powerful