

The MISO Survey: Assessing Library and Computing Services in Higher Education

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MISO Survey Team

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Agenda

- Caveats
- About MISO Survey
- Findings from MISO Survey Annual Report
- Discussion
- Recommendations and More Discussion

About MISO

- Web-based quantitative survey
- Launched in 2005
- Measures views of library and computing services in higher education
- Focuses on faculty, undergraduates, and staff

MISO Measures

- Services & resources
 - Use, importance, satisfaction
- Communicating with campus constituents
- Skill level of constituents
- Software and tools used
- Demographics about constituents

Participating institutions

Allegheny College
Barnard College
Bates College
Baylor University
Beloit College
Brandeis University
Bryn Mawr College
Bucknell University
Colby Sawyer College
The College at Brockport
Connecticut College
DePauw University
Dickinson College
Earlham College
Ferrum College
University of Findlay

Haverford College
Kenyon College
Lafayette College
Lake Forest College
Luther College
Massachusetts College of
Art & Design
Middlebury College
Mills College
Mitchell College
Mt. Holyoke College
Occidental College
Ohio Wesleyan University
Pacific Lutheran
University
Pomona College

Rhodes College
University of Richmond
Sewanee: the University
of the South
St. Lawrence University
Wagner College
Wellesley College
Wheaton College (MA)
Worcester Polytechnic
Institute

MISO Meta Stats 1

- 35 participating institutions since 2005
 - Overwhelming majority have participated more than once.
 - Increasingly, participation more than twice.

MISO Meta Stats 2

- 29,892 respondents:
 - 7,401 faculty 10,363 staff 12,213 undergraduates
- Average Response Rates:
 - Faculty 52.2% Staff 49.2% Undergraduates 30%
- 2010 Response Rates
 - Faculty 48.8% Staff 50.3% Undergraduates 44.9%

What's Important

Faculty

- Access from off campus
- Technology in meeting spaces / classrooms
- Library catalog
- Library databases
- ERP self service
- Circulation services

Students

- Wireless access
- Public computers in the library
- Campus computer labs
- Course management system
- Quiet work space in the library

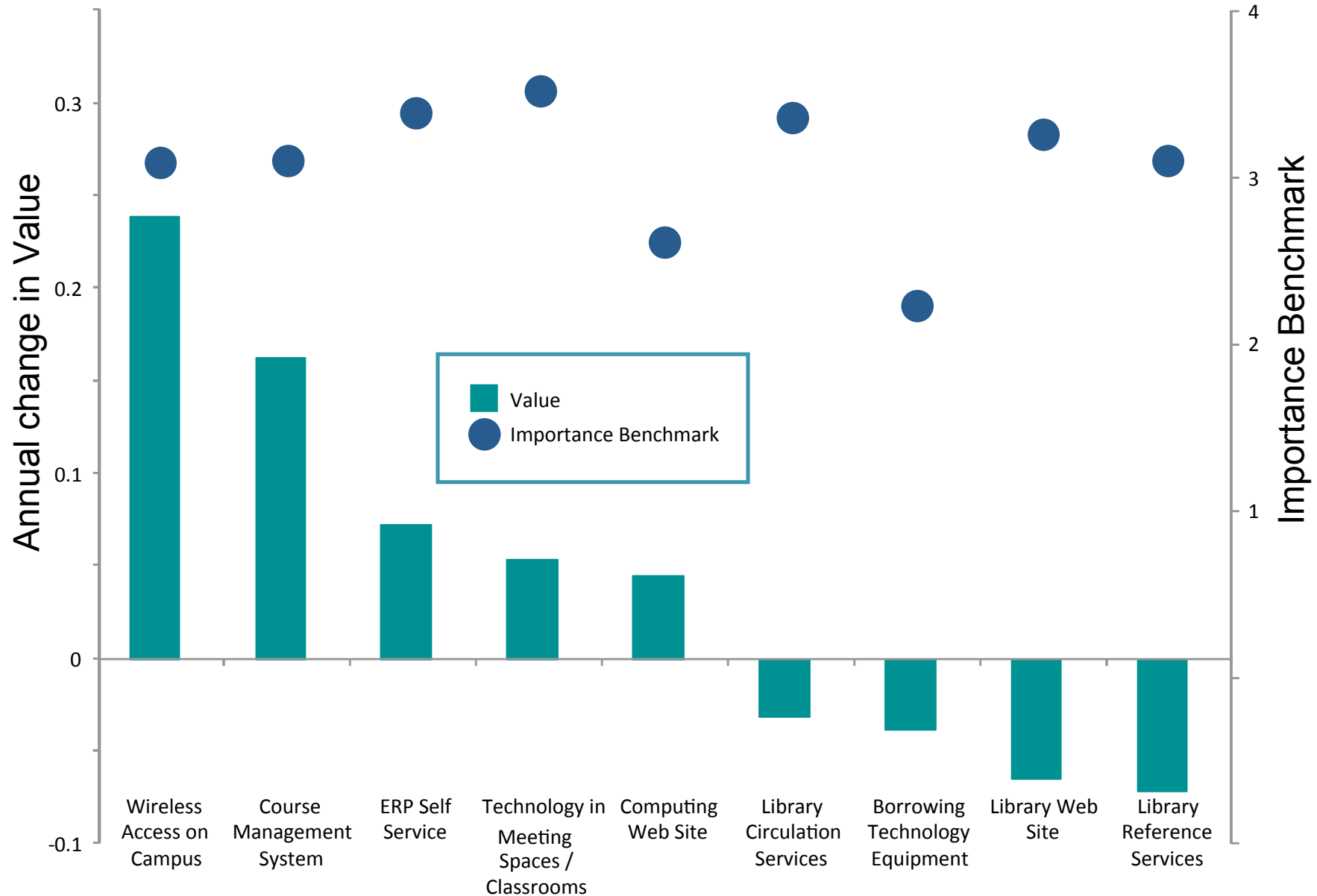
What's Important: Students

- Wireless access
- Public computers in the library
- Campus computer labs
- Course management system
- Quiet work space in the library
- ERP self service
- Library databases
- Library catalog
- Access from off campus
- Online course reserves

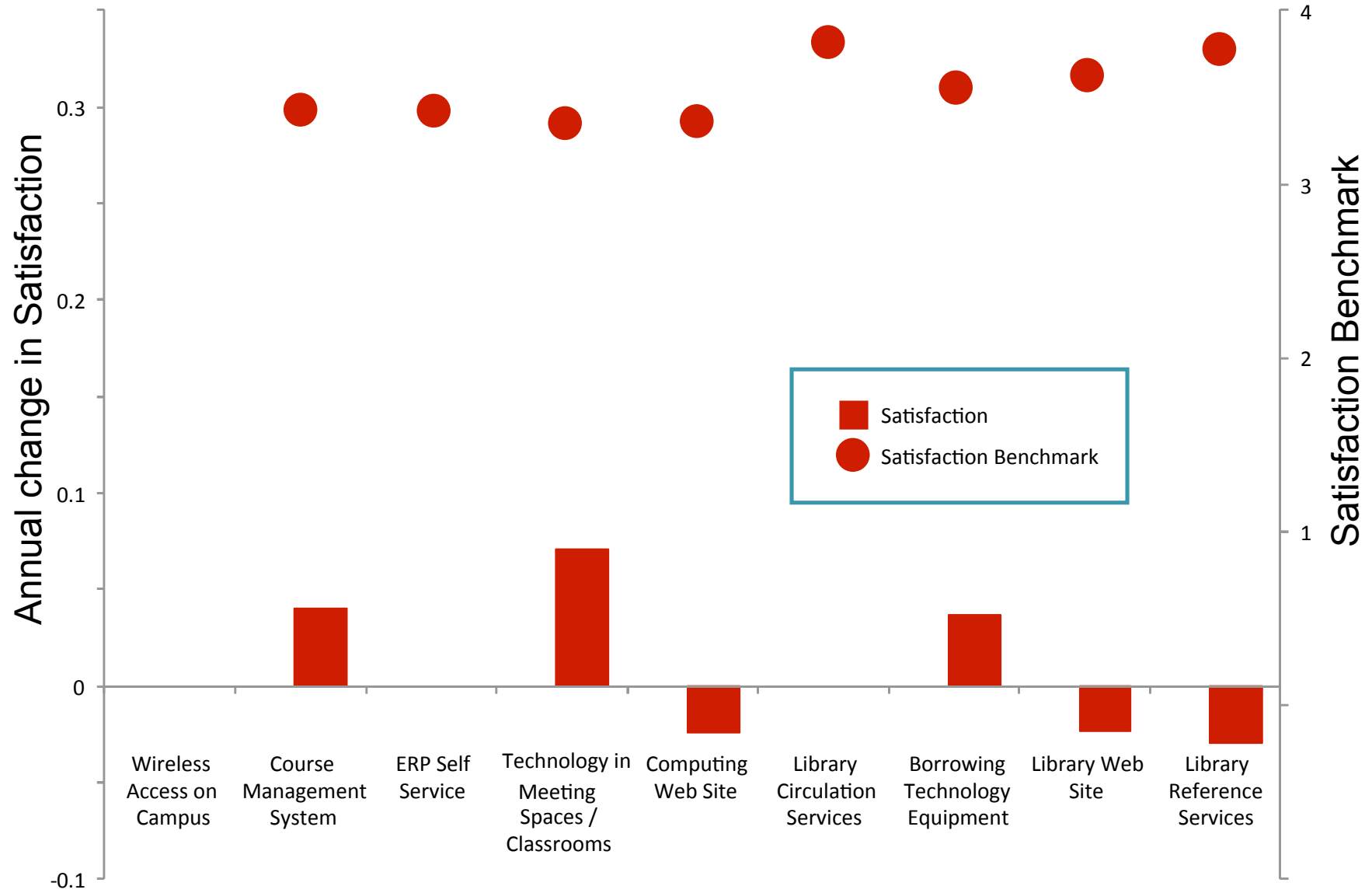
Introducing Value

- Value combines changes in use with changes in importance
- Changes in use precede changes in importance
- Value allows us to identify coming changes sooner
- Value is a trend, measuring the annual rate of change for a service

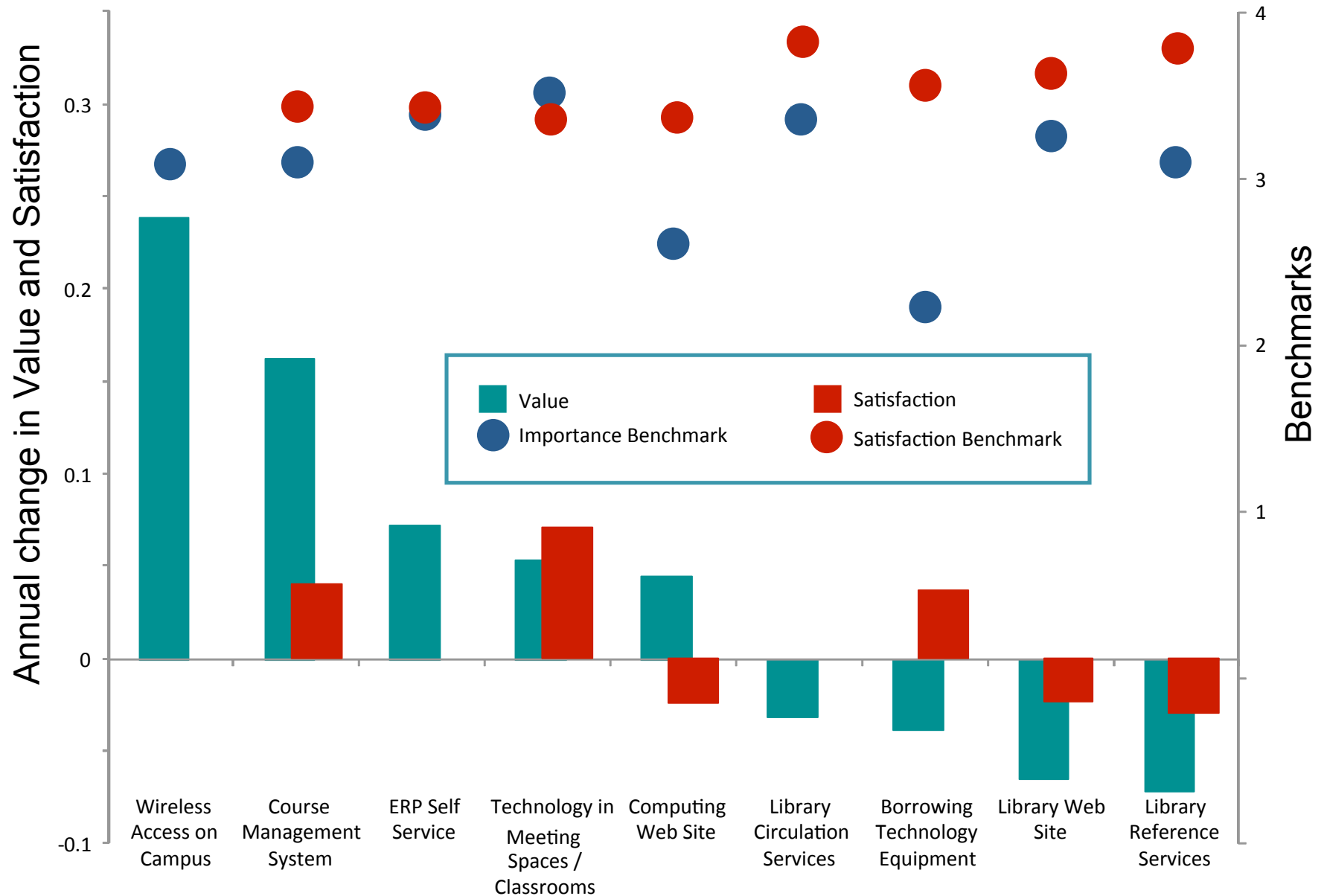
Faculty Importance / Value



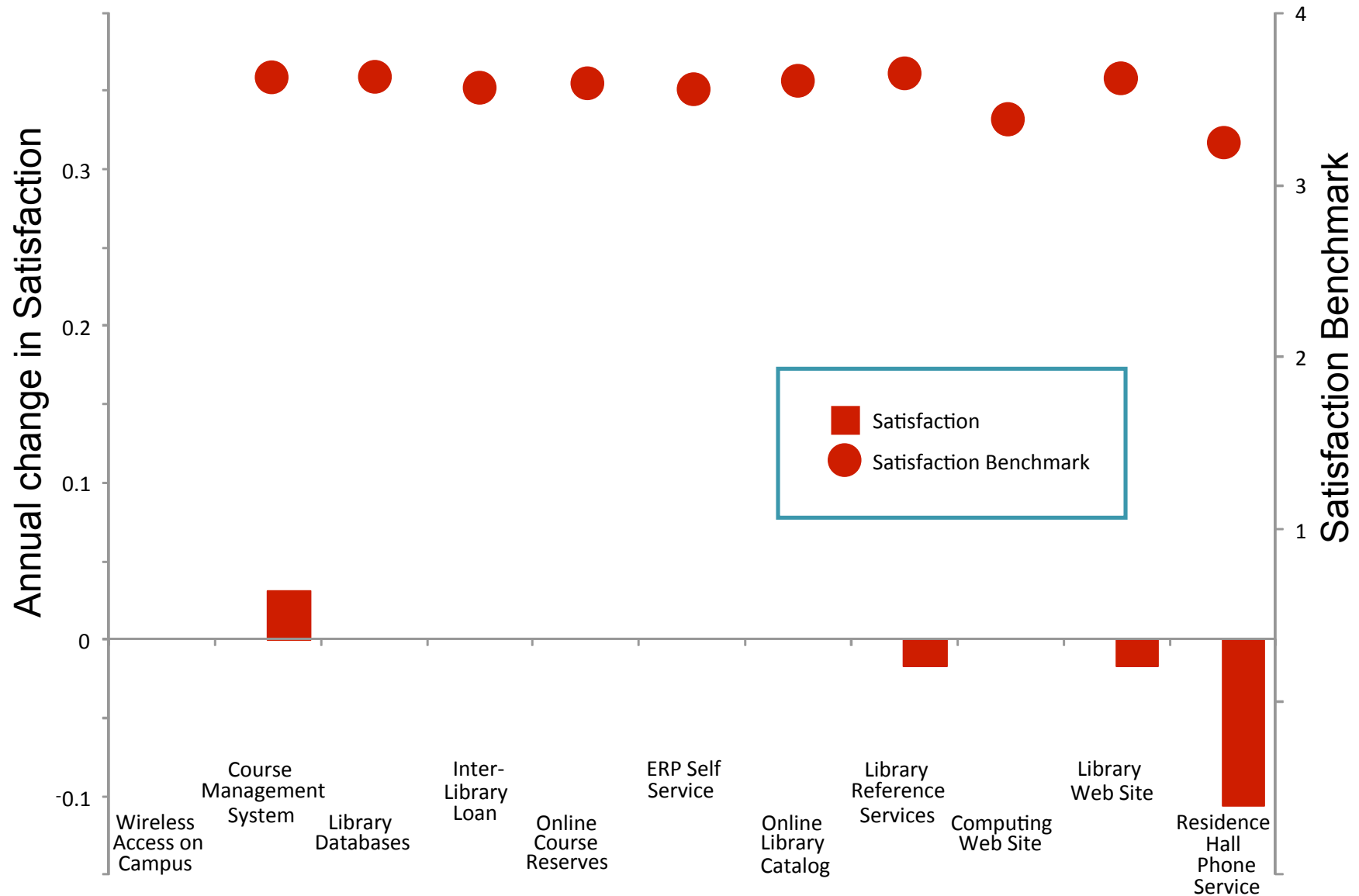
Faculty Satisfaction



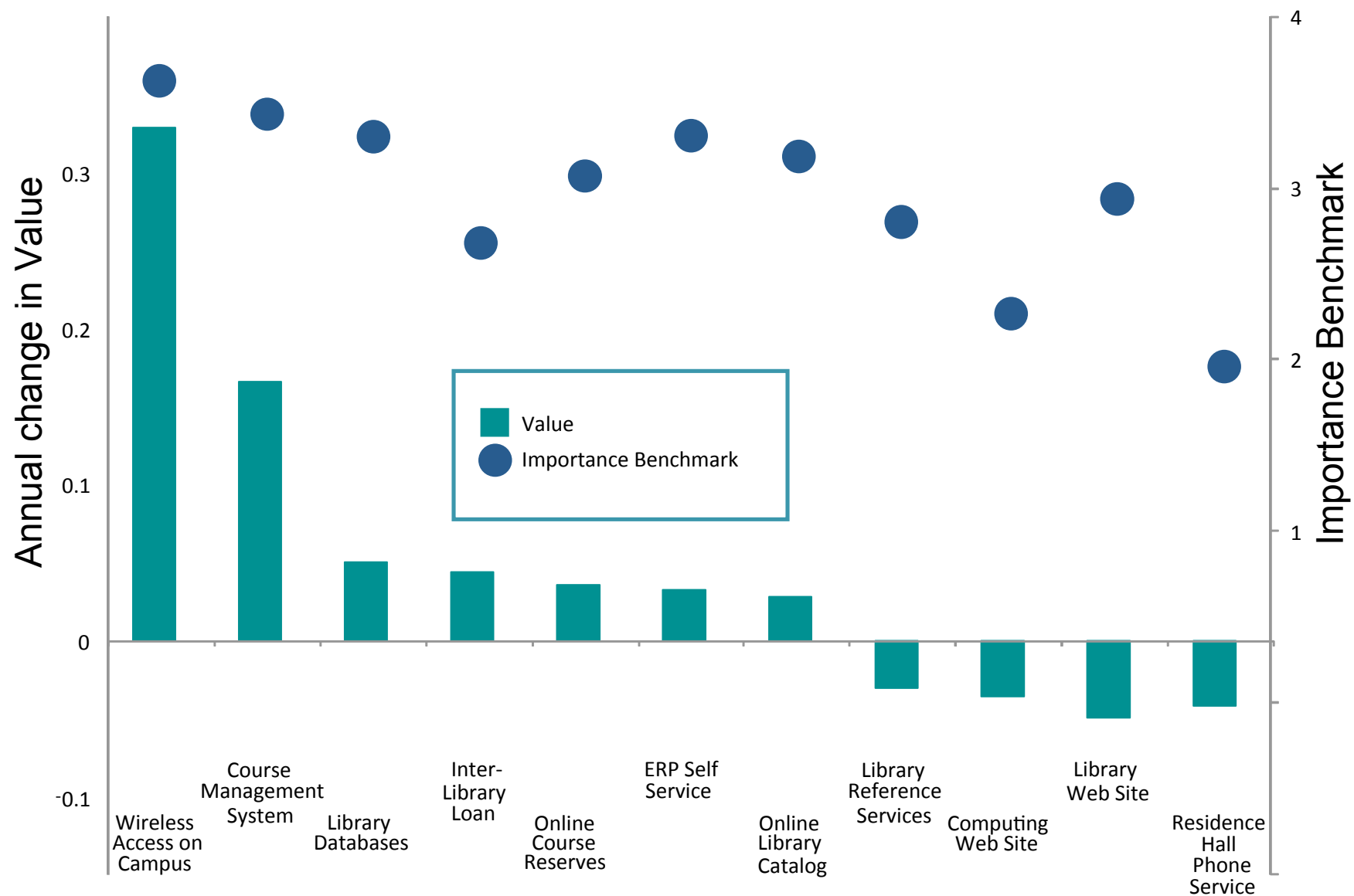
Faculty Value and Satisfaction



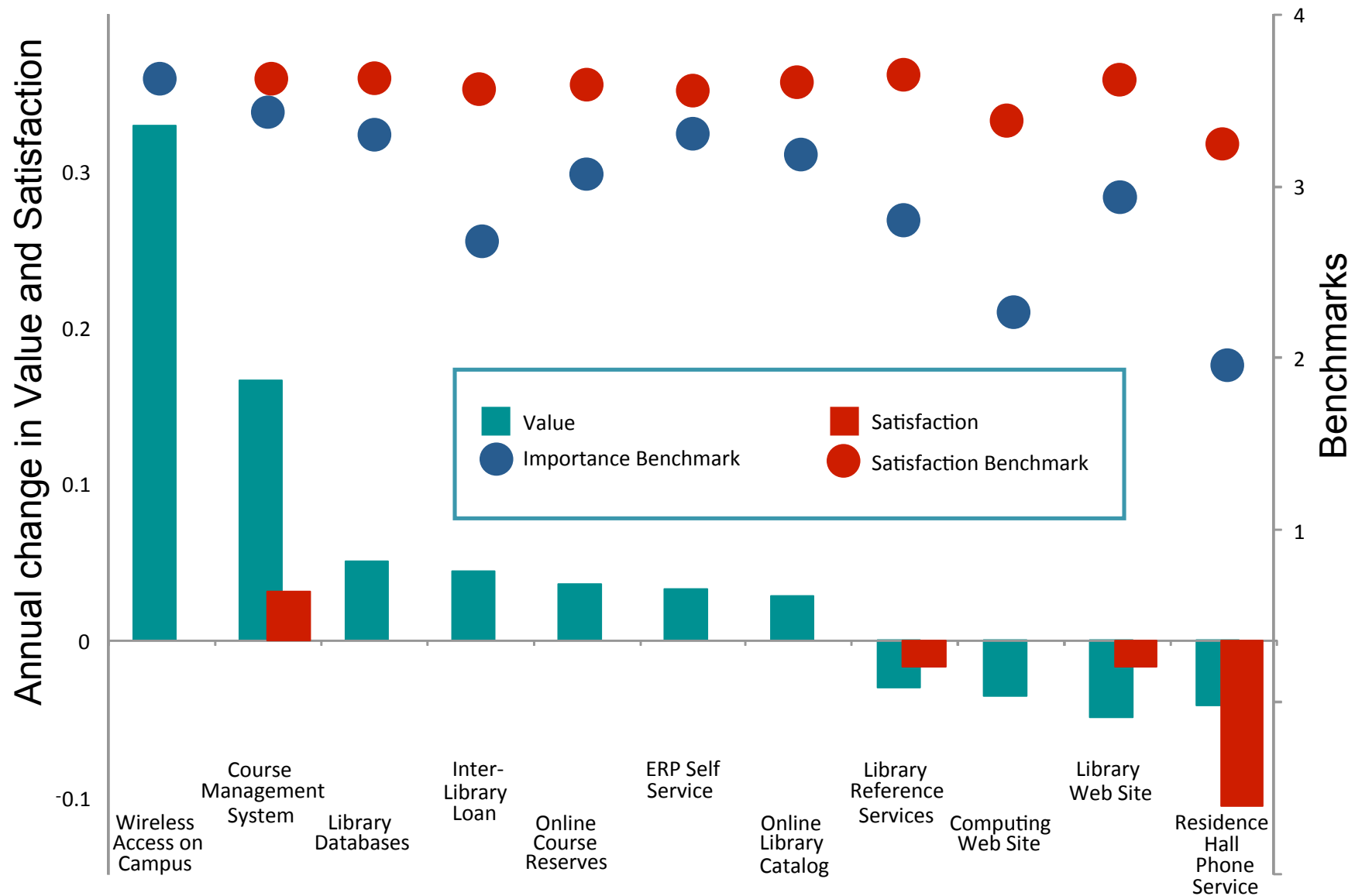
Student Satisfaction



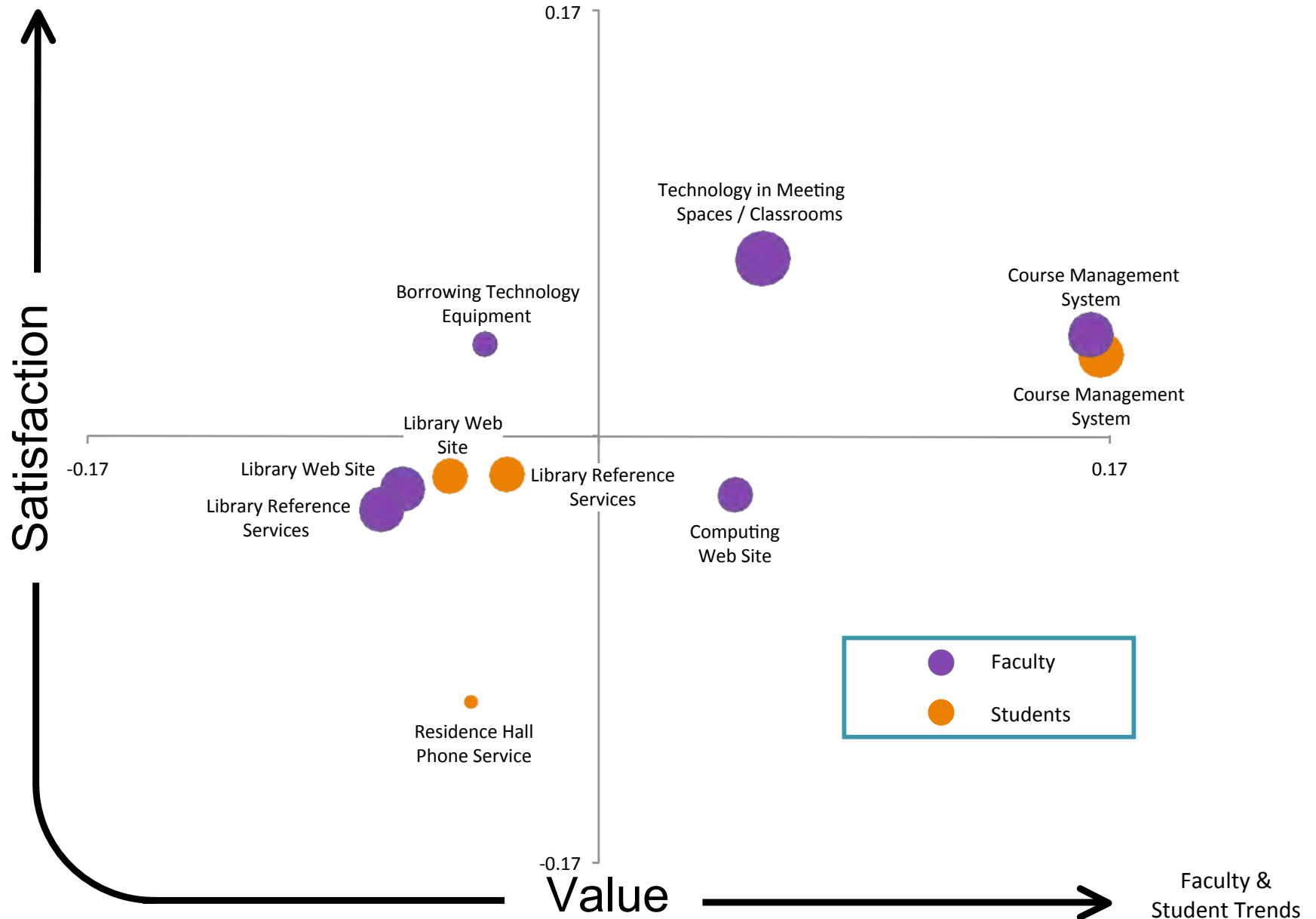
Student Value/Importance



Student Value and Satisfaction



Questions & Discussion



Faculty & Student Trends

2009 Recommendations

- Make systems easy to use without help
- Invest in technology infrastructure
- Improve services that facilitate self-service digital research
- Divert resources from support services to system and interface development

Support of the Future?

- Less important to faculty overall:
 - Library reference services Library circulation services Library web site
- Less important for younger faculty:
 - Helpdesk Technology instruction for academic courses Instructional technology support Computing web site

Thank you

- Annual report and more information:
 - www.misosurvey.org
- MISO Survey Team:
 - Laurie Allen, Haverford College
 - Neal Baker, Earlham College
 - David Consiglio, Bryn Mawr College
 - Kevin Creamer, University of Richmond
 - Joshua Wilson, Brandeis University