The MISO Survey is a web-based quantitative survey that measures the effectiveness of IT and library services in higher education, regardless of organizational structure. Launched in 2005, the MISO Survey provides actionable, comparable results that can be used by participating institutions to inform strategic decisions and ongoing service improvement.

Response Rates

For the 2012 Survey cycle, there were more than 28,000 responses overall. In addition, our overall response rates for each constituency were over 50%:

- Faculty: 5952 respondents, with a 60.8% response rate
- Students: 13,186 respondents, with a 52.2% response rate
- Staff: 8998 respondents, with a 53.5% response rate
of Academic Libraries with the MISO Survey

Faculty Benchmarks and Trends

Faculty Frequency of Use Trends

What's most noteworthy in the faculty frequency of use trends is the magnitude of the trends. Frequency of use of the Course Management System is increasing at an average annual rate of .15 and frequency of use for Wireless Access is increasing at an average annual rate of .27, the largest trend across all of the services measured in the frequency of use, importance, and satisfaction questions. Neither of these trends should come as a surprise, but the magnitude of their growth in frequency of use is remarkable. Other services that are increasing in frequency of use include Off-Campus Access, Technology in Meeting Spaces & Classrooms, the Computing Web Site, and Library Databases.

A few services are decreasing in frequency of use. The Library Web Site, Library Circulation Services, the Online Library Catalog and the Help Desk are all declining in frequency of use. It's worth pointing out that a decline in use of some services, like the Help Desk, is not necessarily a bad thing.

Faculty Importance Trends

The Course Management System leads the list of items increasing in importance over time for faculty. In addition to technology services like the Computing Web Site, Borrowing Laptops, and Technology in Meeting Spaces & Classrooms, library services including the Library Liaison / Contact, Library Databases, and Library Research Instruction are growing in importance for faculty.

Just a few services are declining in importance to faculty. All three are library services, and it's possible that libraries have become so adept at providing faculty services that these items are no longer as big a concern for faculty as they have been in the past.

Faculty Satisfaction Trends

It is encouraging to see so many services increasing in satisfaction for faculty, especially when faculty satisfaction is already high (see the faculty satisfaction benchmarks for details). 26 services are increasing in satisfaction over time for faculty, with E-Mail SPAM Filtering, Support for ERP Self Service, and Wireless Availability at the top of the list. Only Library Reference Services and the Online Library Catalog, both of which are also trending slightly downward in importance, are trending down slightly in satisfaction as well.

Faculty Frequency of Use Benchmark. For frequency of use, a five-point scale is used

1 = Never  2 = Once or Twice a Semester  3 = One to Three Times a Month  4 = One to Three Times a Week  5 = More Than Three Times a Week

Please note that the scale is not linear: a response of 4 (One to Three Times a Week) means a service is used much more than twice as frequent as a response of 2 (Once or Twice a Semester). Please also note that a higher frequency of use for some services, such as the Help Desk, is not necessarily desirable.

Faculty Importance Benchmark. For importance, a four-point Likert scale is used

1 = Not Important  2 = Somewhat Important  3 = Important  4 = Very Important

Faculty Satisfaction Benchmark. For satisfaction, a four-point Likert scale is used

1 = Dissatisfied  2 = Somewhat dissatisfied  3 = Somewhat satisfied  4 = Satisfied

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