Analysis and Trends
2005-2008

Kevin Creamer, University of Richmond

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

* 2008 participant, new schools in bold

- 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
Response Rates 2005-2008

- Students
- Staff
- Faculty
Response Rates Time 1 - Time 2

- Students
- Faculty
- Staff
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

Time 1

Time 2

Faculty
Staff
Students
Overall Library Satisfaction

- Faculty
- Staff
- Students

Time 1 vs. Time 2
Increasing Importance: Faculty

- Wireless access
- Instructional Technology Support
- CMS
- Support for Technology in Meeting Spaces / Classrooms (TMS)
- Help Desk
- Technology in Meeting Spaces / Classrooms (TMS)
- Access to online resources from off campus

[Bar chart showing the importance ratings over time for each category.]
Increasing Importance: Faculty

Up and coming under 3.0

- Computing web site
- Tech instruction for academic courses
- Borrowing Technology Equipment
- Borrowing Laptops

MISO
Magical Information Services Organization
The Bryn Mawr Survey
Increasing Importance: Staff

- Borrowing Laptops
- Computing web site
- Wireless access
- ERP Self Service

Time 1 vs. Time 2
Increasing Importance: Students

- Online Library Catalog
- Library Databases
- CMS
- Wireless access

Time 2
Time 1

[Bar chart showing the increasing importance of services over time for students]
Decreasing Importance: Faculty

- Reference Services
- Library Web Site

Comparative charts showing decreasing importance over two different times (Time 1 and Time 2).
Decreasing Importance: Staff

- ILL
- Reference Services
- Library Databases
- Circulation Services
- Library Web Site
- Library Catalog

Time 2
Time 1
Decreasing Importance: Students

- In-room Telephone Service
- Help Desk
- Reference Services
- Circulation Services
- Library Web Site
- Computer Labs

1.00 1.50 2.00 2.50 3.00 3.50

Time 2
Time 1
### Satisfaction: Under 3.0

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Staff</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Network Speed (2.97 &amp; lower)</td>
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<tr>
<td></td>
<td></td>
<td>Availability of Wireless (2.86)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Performance of Wireless (2.77)</td>
</tr>
</tbody>
</table>
Satisfaction: Trending Up – Faculty I

- Support for Desktop Computing Problems
- CMS
- Technology Instruction for Classes
- Support for TMS
- Help Desk Schedule
- Overall Computing Service
- Instructional Technology Support
- Help Desk
- Borrowing Technology Equipment
- ILL

Time 2 vs Time 1
Satisfaction: Trending Up: Faculty II

- Input into Computing Decisions
- Wireless Performance
- Wireless Availability
- Support for Specialized Computing Needs
- Support for Innovative Ideas
- Support for ERP
- Access from Off Campus
- Technology in Meeting Spaces / Classrooms

Time 2

Time 1
Satisfaction: Trending Up – Staff I

- Wireless Performance
- Wireless Availability
- Support for TMS
- TMS
- ERP Self Service
- Help Desk

(Time 2 vs. Time 1)
Satisfaction: Trending Up – Staff II

- Input into Library Decisions
- Input into Computing Decisions
- Support for ERP
- Support for Desktop Computing Problems
- Borrowing Technology Equipment
- Desktop Computer Replacement
- Access from Off Campus

Time 2

Time 1
Satisfaction: Trending Up - Students

Input into Library decisions

Status information on computing problems

Virus Protection

Time 2

Time 1
Satisfaction: Trending Down - Faculty

- Network Speed
- Network Stability
- E-mail Services
- Campus Phone Support
- Campus Phone Services
- Library Web Site
- Library Liaison/Contact
- Borrowing Materials from Library
- Reference Services

Time 2
Time 1
Satisfaction: Trending Down - Staff

- Spam
- E-mail Services
- Network Speed

Time 2 vs. Time 1
Satisfaction: Trending Down – Students I

Campus Phone Services
Library Web Site
Reference Services
Circulation Services
Computing Web Site
ERP Self Service

Time 2
Time 1
Satisfaction: Trending Down – Students II

- Overall Library Service
- Overall Computing Service
- Spam
- E-mail Services
- Network Speed
- Network Stability
- In-Room Phone Services

Time 2 and Time 1 comparisons.
Importance: Library Trends

Circulation Services

Reference Services

Library Web Site
Satisfaction: Library Trends

Circulation Services

Reference Services

Library Web Site

The Bryn Mawr Survey
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
Satisfaction

- Students
- Staff
- Faculty

- Higher
- Same
- Lower
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