Student Trends
MISO Symposium 2008: Trends, insights, and action

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September 27, 2008
Students: Changes in Use of Services

Wireless access to the Internet on campus
Campus computer labs
ERP self service
Library databases (e.g. LexisNexis, JSTOR)
Course management system
Library Web site
Library Reference services
Interlibrary loan
Helpdesk
Computing Web site
Borrowing technology equipment
Residence hall telephone service
Borrowing laptops
Students: Changes in Service Importance

Wireless access to the Internet on campus
Campus computer labs
Library databases (e.g. LexisNexis, JSTOR)
Course management system
Online library catalog
Library Web site
Library Circulation services
Library Reference services
Helpdesk
Residence hall telephone service
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

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Student Trends
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 vs Importance for various services:

- Performance of wireless access on campus
- Availability of wireless access on campus
- Public computers in the library
- Campus computer labs
- ERP self service
- Library databases (e.g. LexisNexis, JSTOR)
- Course management system
- Online library catalog
- Access to online resources from off-campus

Satisfaction vs Importance (on a 1 to 4 scale):
Students: Changes in Service Satisfaction

- ERP self service
- Network stability
- Network speed
- E-mail services
- Library Web site
- E-mail SPAM filtering
- Library Circulation services
- Virus protection
- Library Reference services
- Computing Web site
- Campus telephone services
- Residence hall (in-room) telephone services
- Status information on computing problems
- Your input into library decisions that affect you
- Overall computing service
- Overall library service

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Student Trends
Students: Changes in Tool Use for Academic Purposes

- Course management system (94.6%)
- Library research (83.1%)
- Portable drives (e.g. USB drives, Jump drives) (56.6%)
- Slides (38.4%)
- Paper course packs (37.0%)
- Technology-enhanced presentations (34.8%)
- Digital video (27.0%)
- Wikis (25.4%)
- Burn CDs (25.0%)
- Instant messaging/Chat (18.5%)
- Blogs (14.8%)
- Portable media devices (e.g. iPods) (14.1%)
- Videotapes (13.7%)
- Survey tools (11.4%)
- Web page development (7.7%)
- Animations (6.7%)
- Podcasting (5.3%)
- RSS feeds (3.3%)

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Animations (6.7%)
Podcasting (5.3%)
RSS feeds (3.3%)

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Student Trends
Students: Changes in Tool Use for Personal Purposes

- Email (92.7%)
- Instant messaging/Chat (76.4%)
- Burn CDs (70.5%)
- Portable media devices (e.g. iPods) (59.1%)
- Portable drives (e.g. USB drives, Jump drives) (74.7%)
- Digital images (49.1%)
- Digital audio (46.6%)
- Blogs (30.7%)
- Wikis (24.8%)
- Videotapes (21.7%)
- Podcasting (14.8%)
- Video conferencing (14.6%)
- Discussion boards (13.6%)
- RSS feeds (9.1%)
- Web page development (7.8%)
<table>
<thead>
<tr>
<th>Service/Feature</th>
<th>Need</th>
<th>Once or twice a semester</th>
<th>Once to three times a month</th>
<th>Over to five times a week</th>
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<tr>
<td>Library Services</td>
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<td>Technology</td>
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</tbody>
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2. (cont.) - How important are these services to you?

- Not important
- Important
- Somewhat important
- Very important

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