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MISO Survey 2020: Trends and Takeaways

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Takeaways from the MISO Survey, 2020
Information Services, Connecticut College
 Compiled by Ariela McCaffrey

The MISO survey is a biannual survey that Information Services undertakes to assess the importance of, and satisfaction with, library and technology services. It also attempts to take a snapshot of attitudes and practices relating to information usage. MISO is an acronym that stands for Measuring Information Services Outcomes; it's a nonprofit survey provider based at Bryn Mawr College, and numerous colleges and universities administer the survey each year. For more information on the survey, visit <http://www.misosurvey.org>.

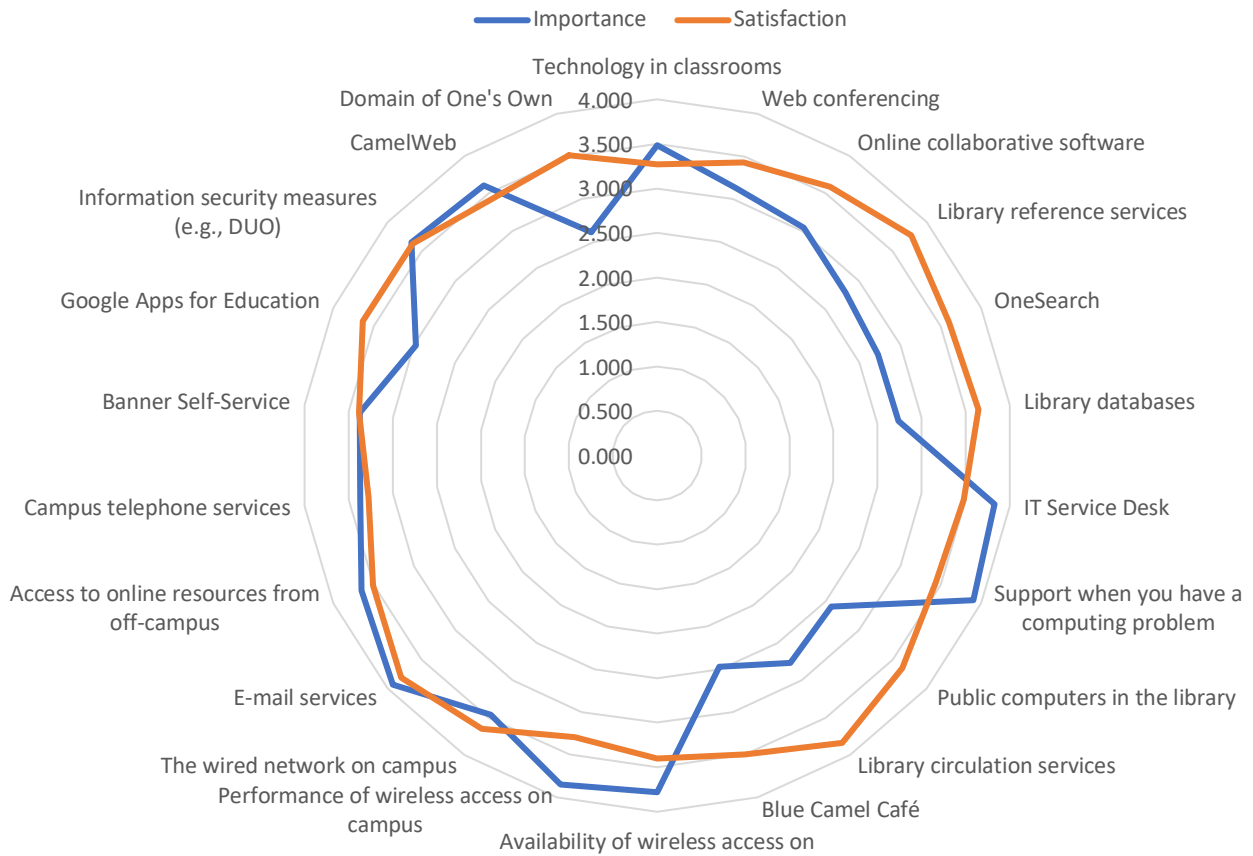
The survey was administered in February 2020 and had the following response rates: 60% of faculty (**147** responses), 40% of staff (**213** responses), and 35% of a random sample of approximately 700 students (i.e., **244** responses).

1. Satisfaction ratings remain very high for Information Services.

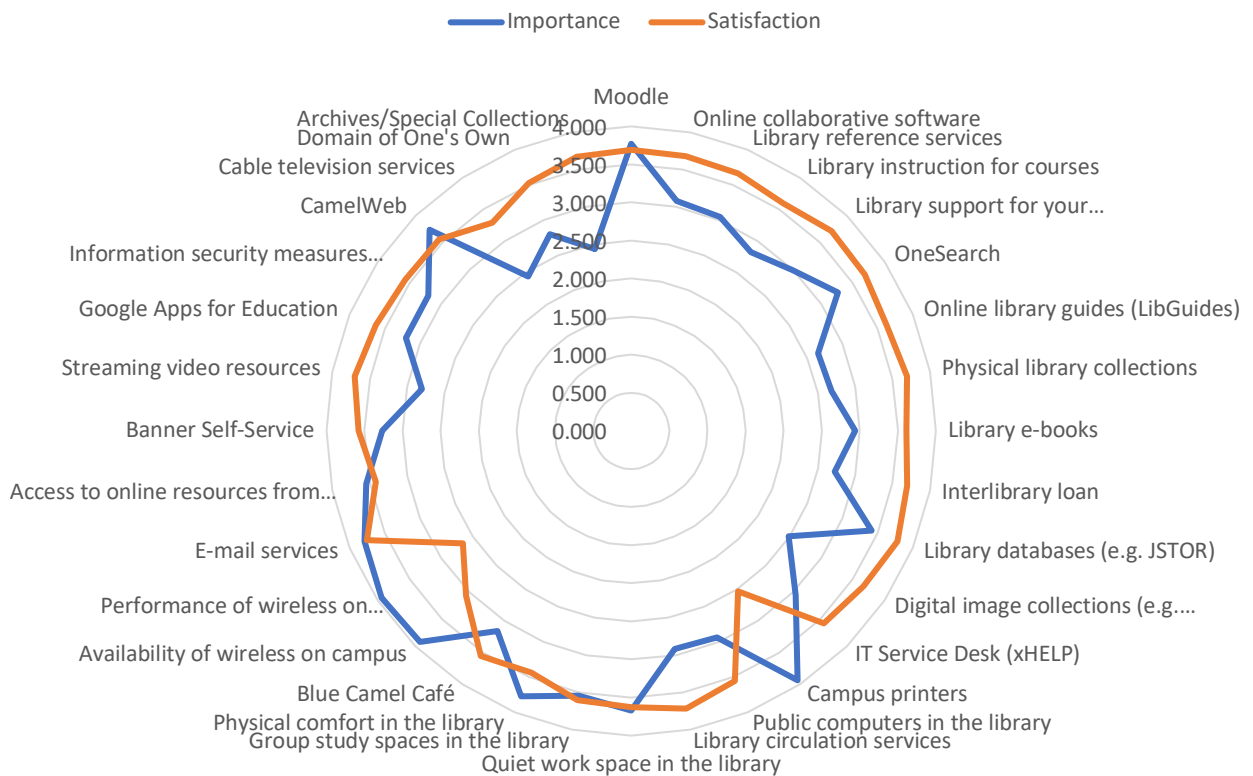
The MISO survey asks respondents to rate their level of satisfaction with services across the library and information technology spectrum. Most services scored very highly with a rating of 3 out of 4 across all populations surveyed (faculty, staff and students). All but two services reached the threshold of a mean satisfaction rating of 3 out of 4. Students rated “campus printers” 2.5 and “Performance of campus wireless services” 2.7 in satisfaction.



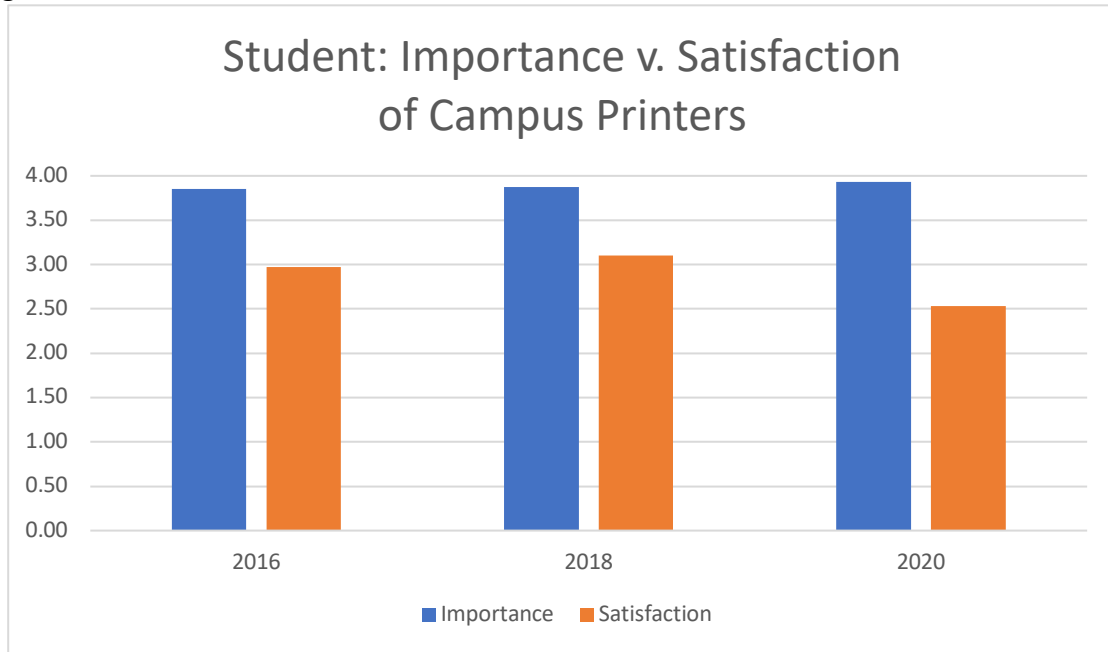
Staff 2020: Importance v. Satisfaction



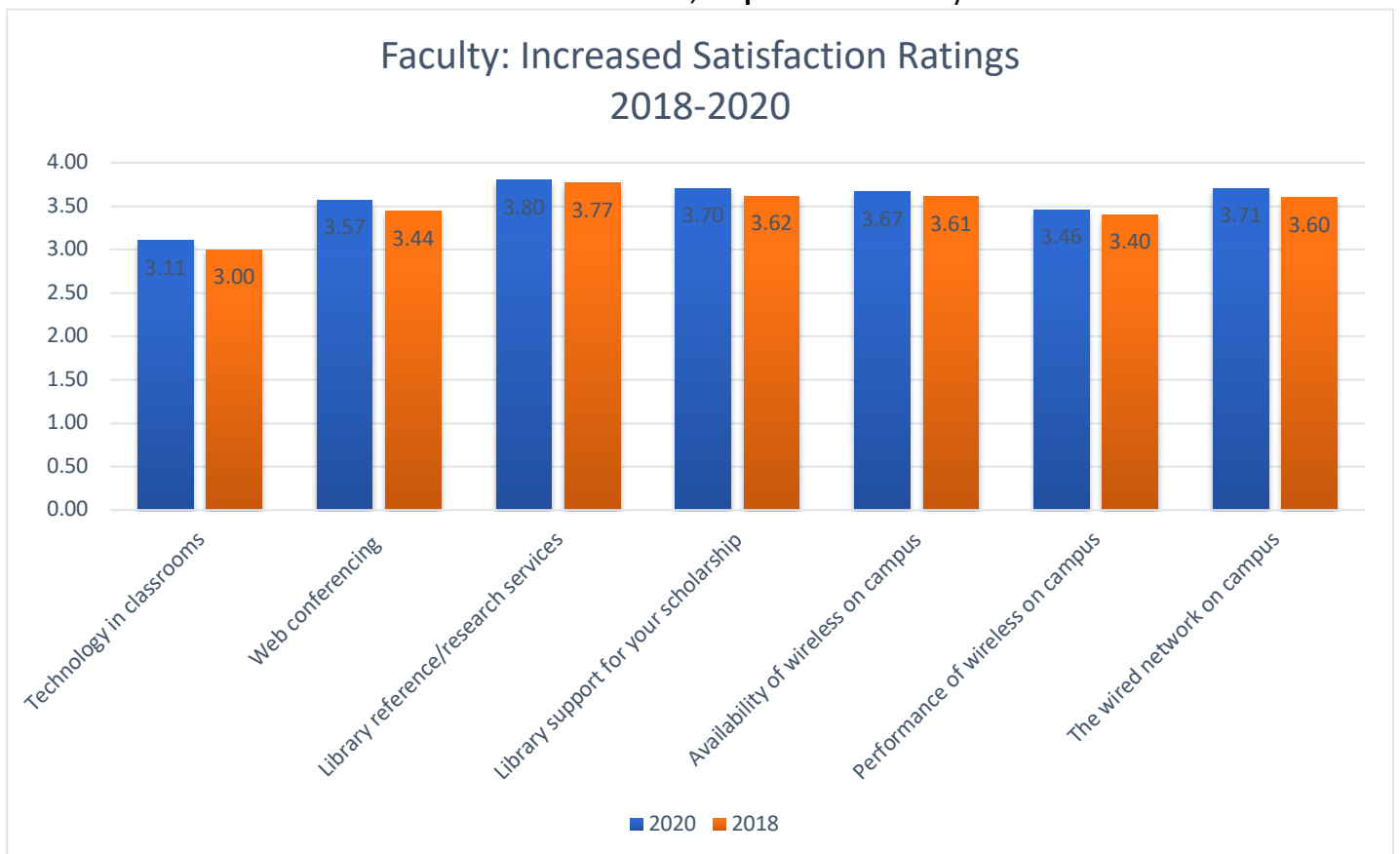
Student 2020: Importance v. Satisfaction



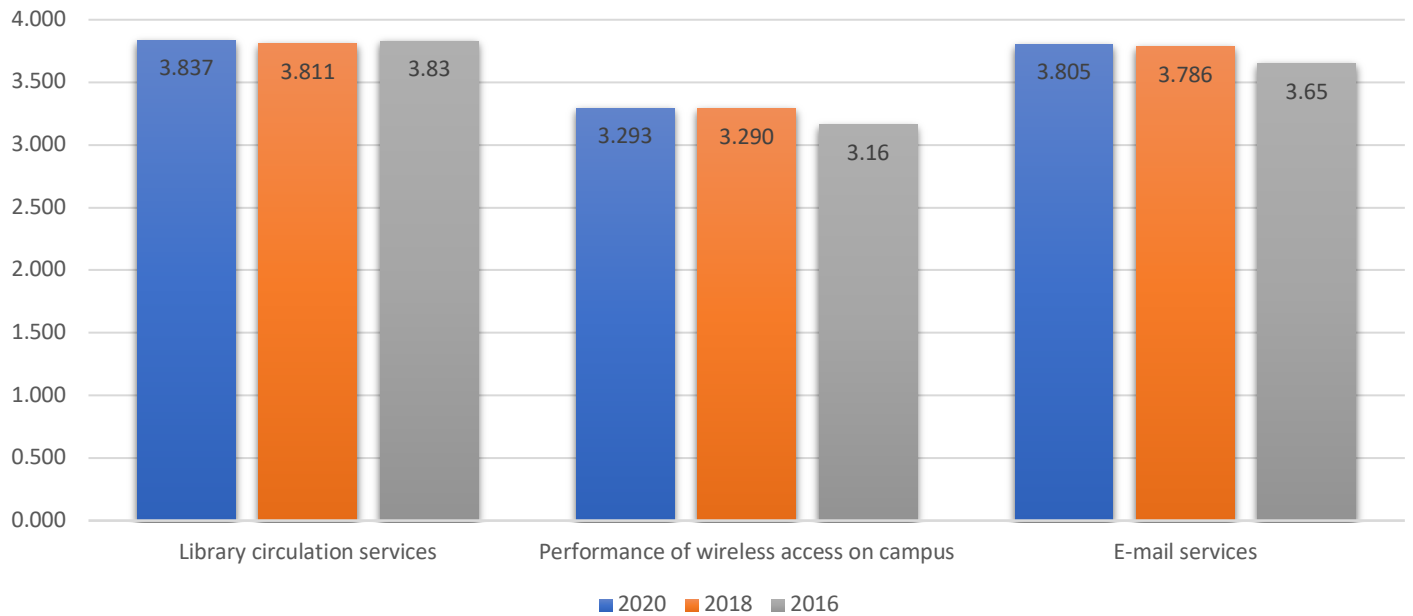
Campus printers maintain a high importance rating for students, but the satisfaction rating for printers on campus has gone down. **18% of students** are dissatisfied and **33%** are somewhat dissatisfied with printers.



2. Mean satisfaction ratings have remained above a 3.5 for all groups surveyed. Faculty satisfaction ratings have improved from 2018-2020 significantly in many areas. In 2020, **41 percent** of faculty said they were satisfied with “technology in meeting spaces/classrooms” and in 2018, **33 percent** satisfied. In 2020, **62 percent** of faculty were satisfied with “web conferencing” and in 2018 **58 percent** said they were satisfied. In 2020, **63 percent** of faculty were satisfied with “performance of wireless access on campus” and in 2018 **59 percent** said they were satisfied. In 2020, **76 percent** of faculty said they were satisfied with “the wired network” and in 2018, **69 percent** said they were satisfied.



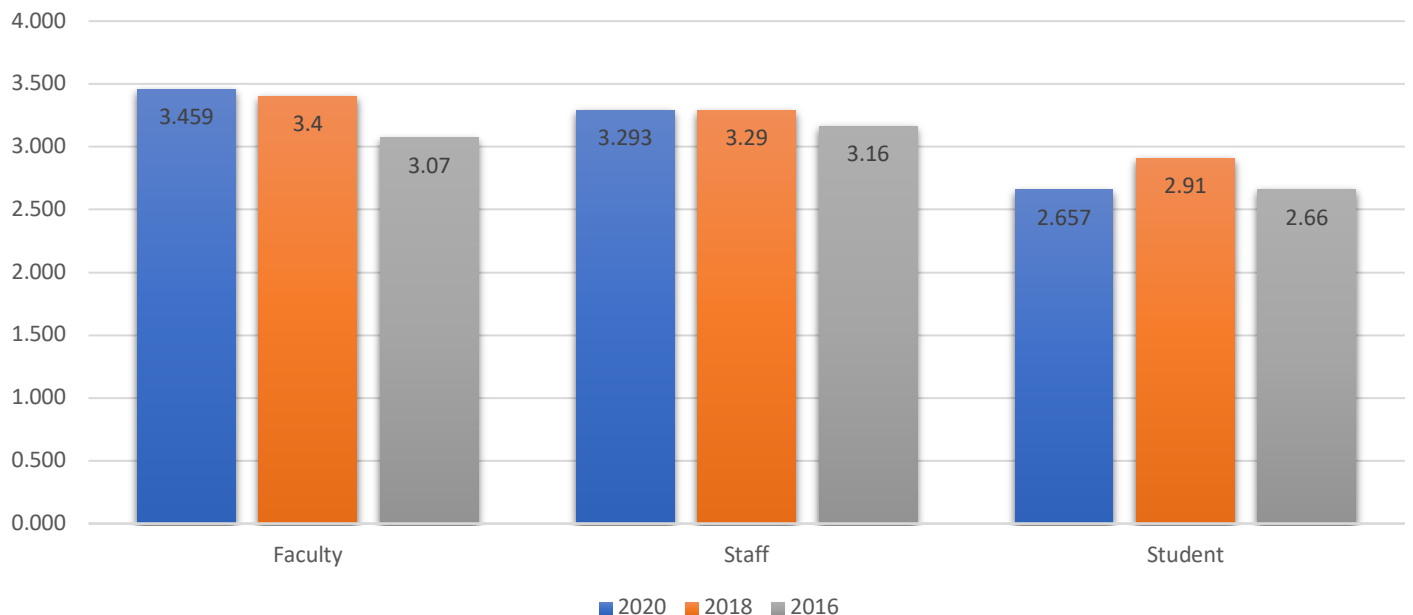
Staff: Increased Satisfaction Ratings 2016-2020



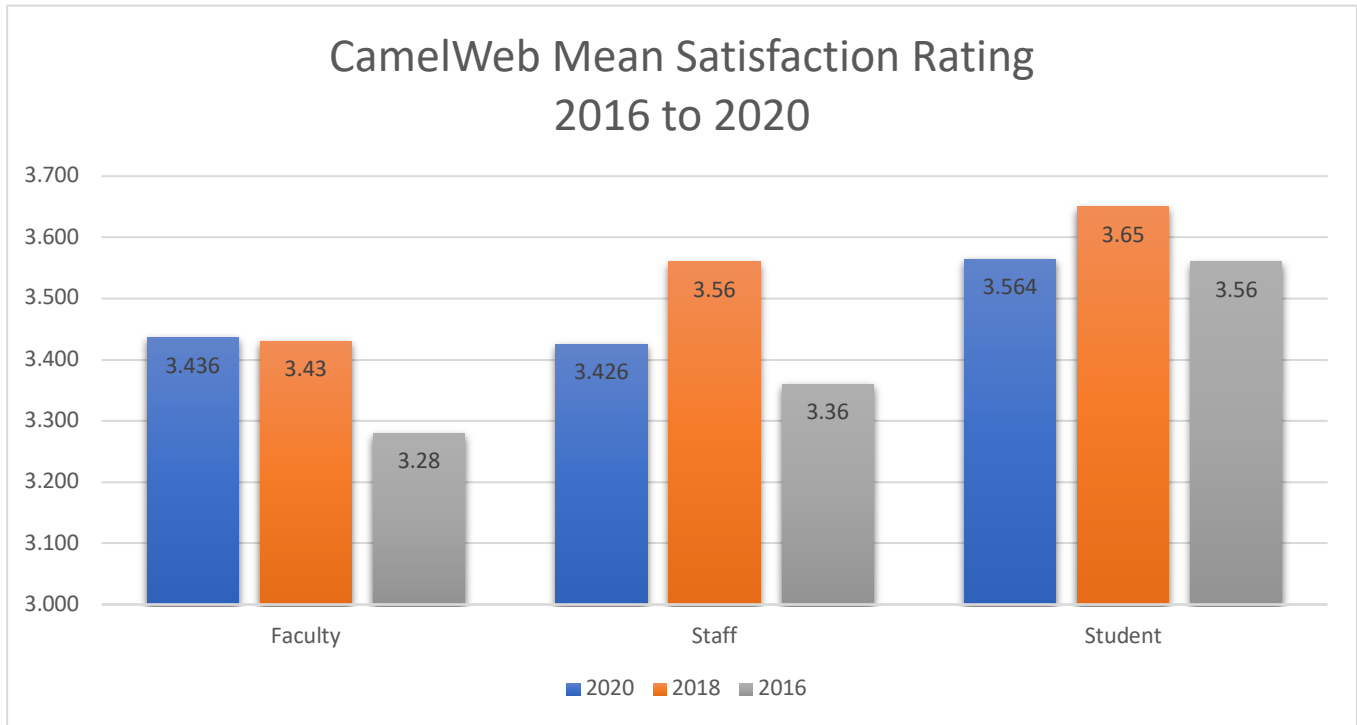
Mean satisfaction ratings for “performance of wireless access on campus” remained steady from 2018 among all groups surveyed.

In 2018, **59 percent** of faculty said they were satisfied with “performance of wireless access on campus,” and in 2020, **57 percent** of faculty said they were satisfied. In 2018, **52 percent** of staff said they were satisfied and in 2020, **47 percent** of staff said they were satisfied. In 2018, **33 percent** of students said they were satisfied, and in 2020 **26 percent** of students said they were satisfied.

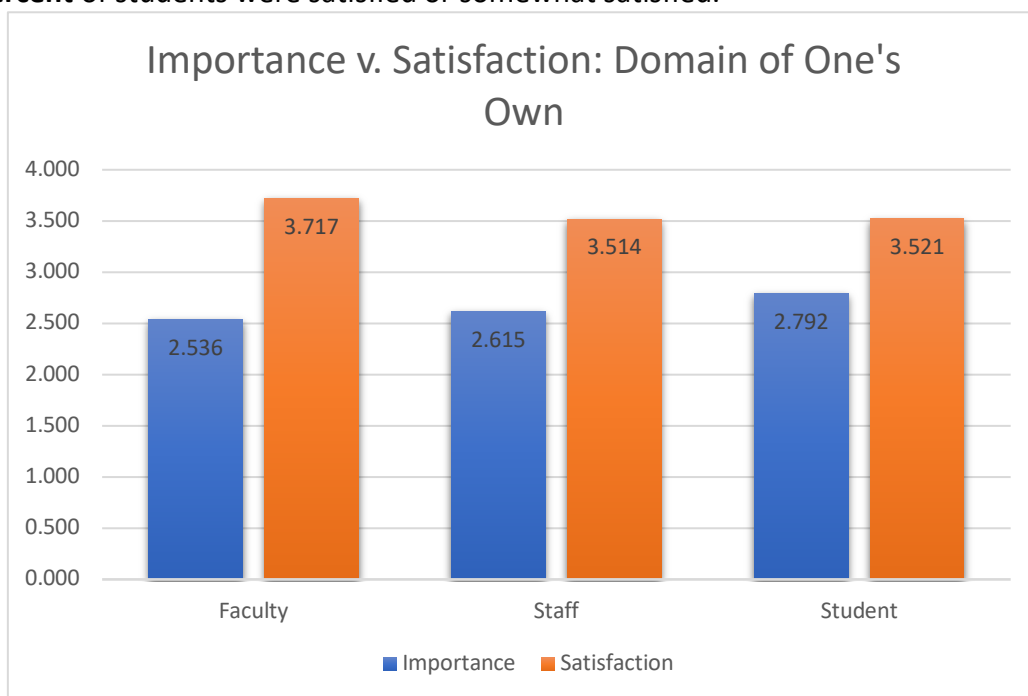
Performance of Wireless Access on Campus Mean Satisfaction Rating 2016 to 2020



Mean satisfaction ratings for CamelWeb have maintained with faculty, but dipped slightly with staff and students. In 2020, **63 percent** of faculty said they were satisfied, and in 2018, **59 percent** of faculty said they were satisfied. In 2020, **58 percent** of staff said they were satisfied, and in 2018, **69 percent** of staff said they were satisfied. In 2020, **65 percent** of students said they were satisfied, and in 2018, **72 percent** of students said they were satisfied.

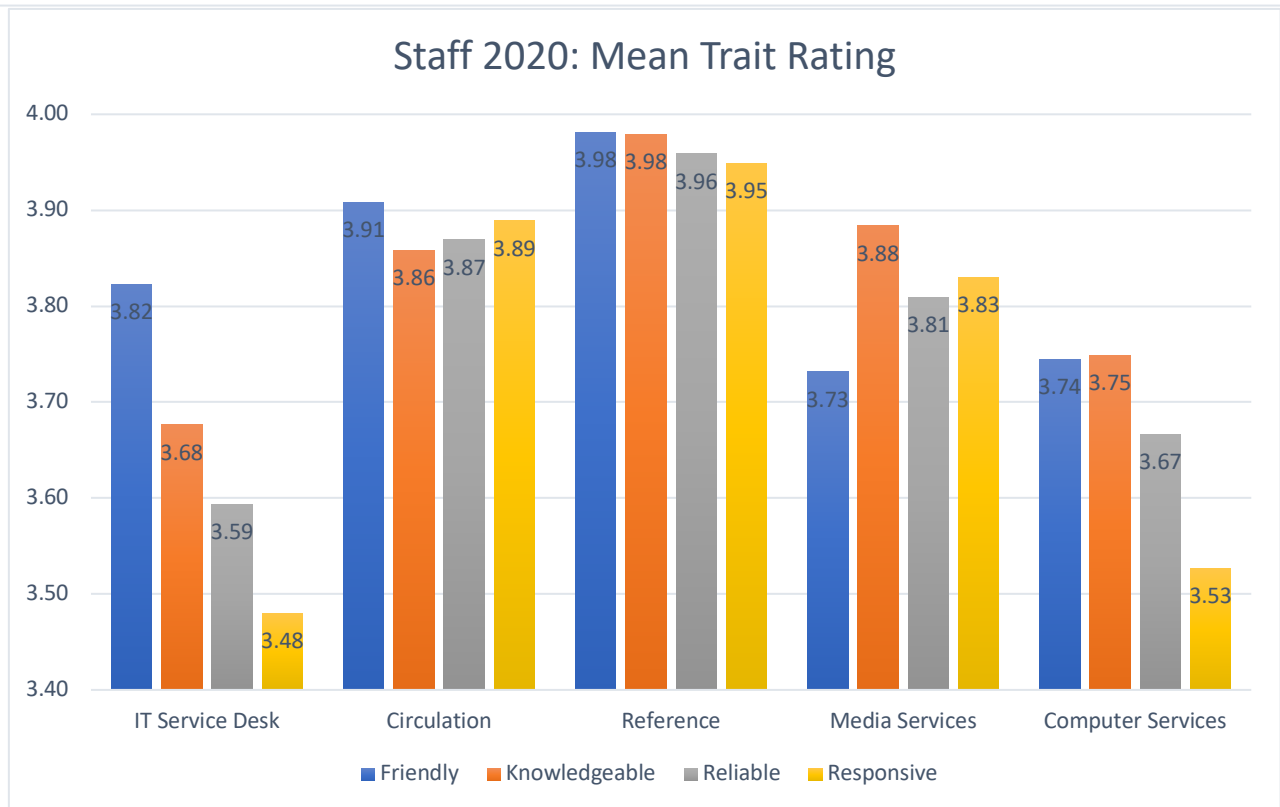
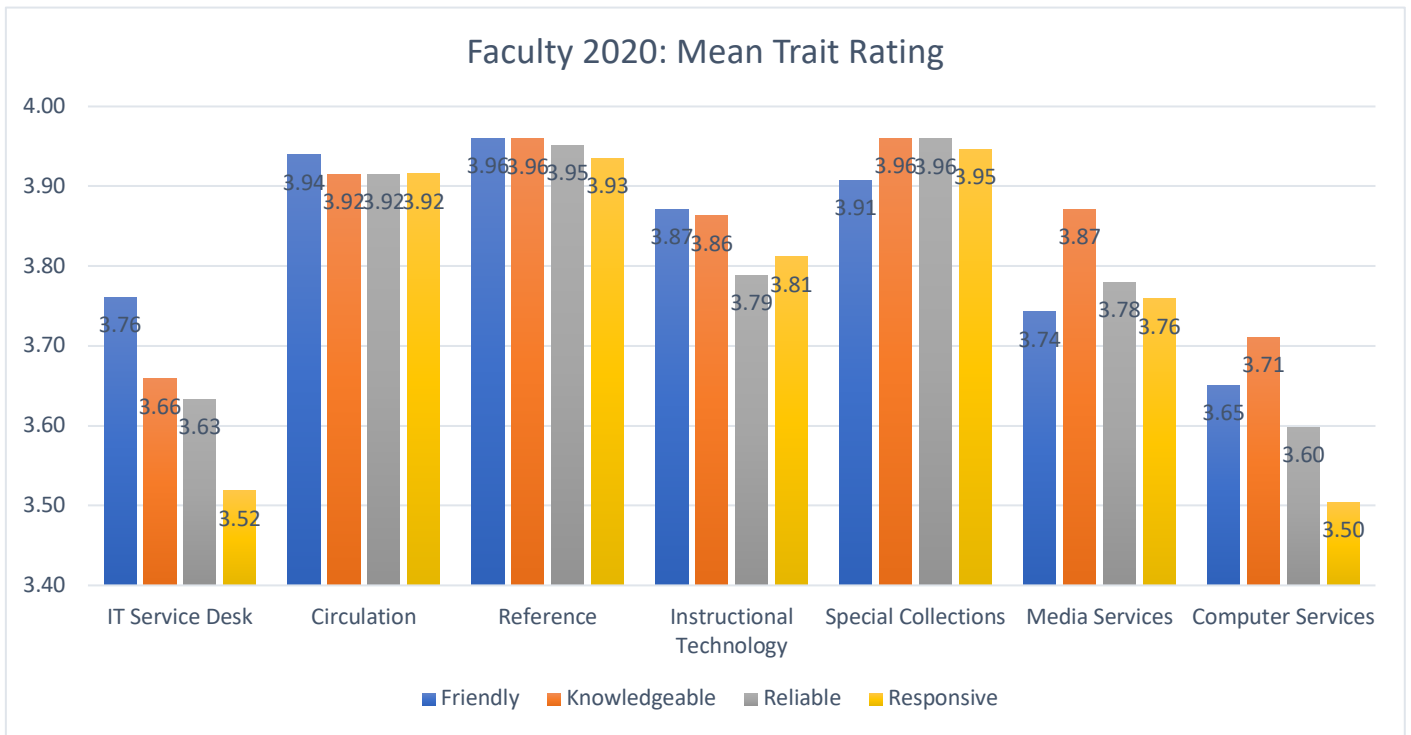


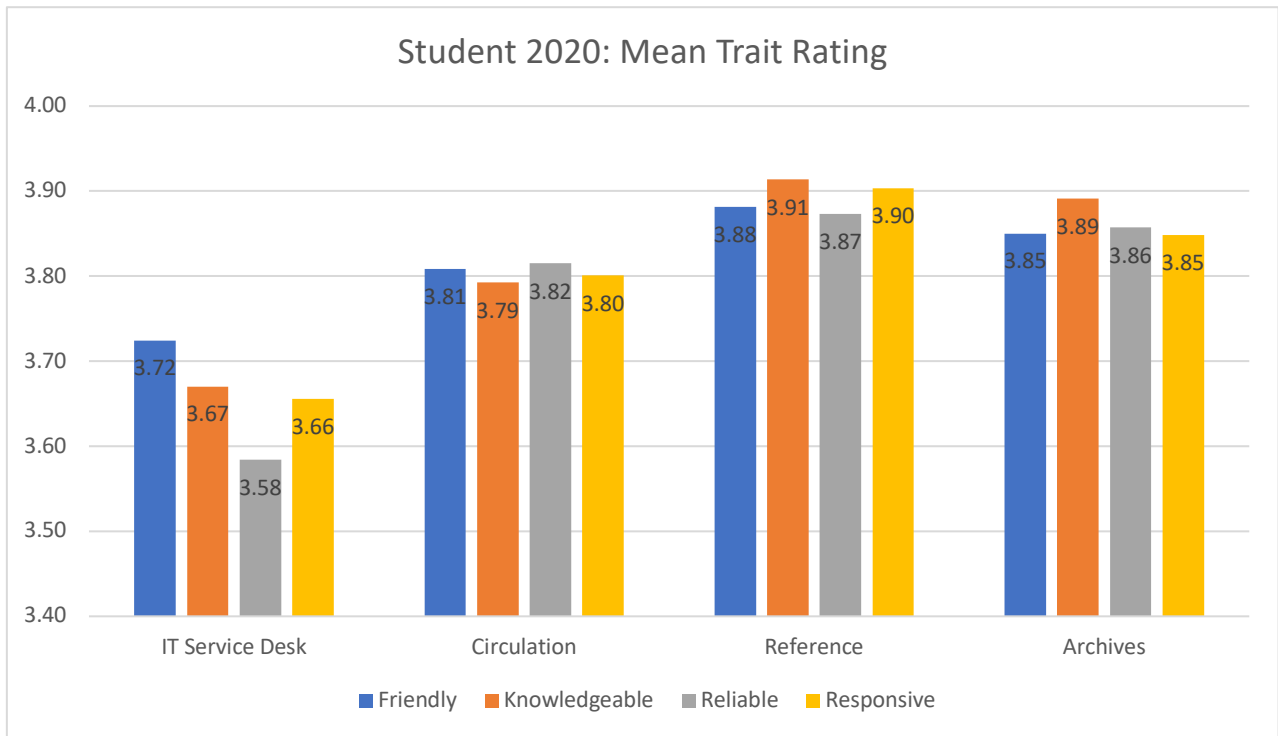
A new question for 2020 asked about the importance and satisfaction levels of Domain of One's Own, or Digital Connecticut College. Mean importance ratings across all groups surveyed was **2.65**, while satisfaction ratings across all groups was **3.584**. **96 percent** of faculty were satisfied or somewhat satisfied, **62 percent** of staff, and **63 percent** of students were satisfied or somewhat satisfied.



3. Information Services staff members are friendly, knowledgeable, reliable and responsive, according to all groups surveyed.

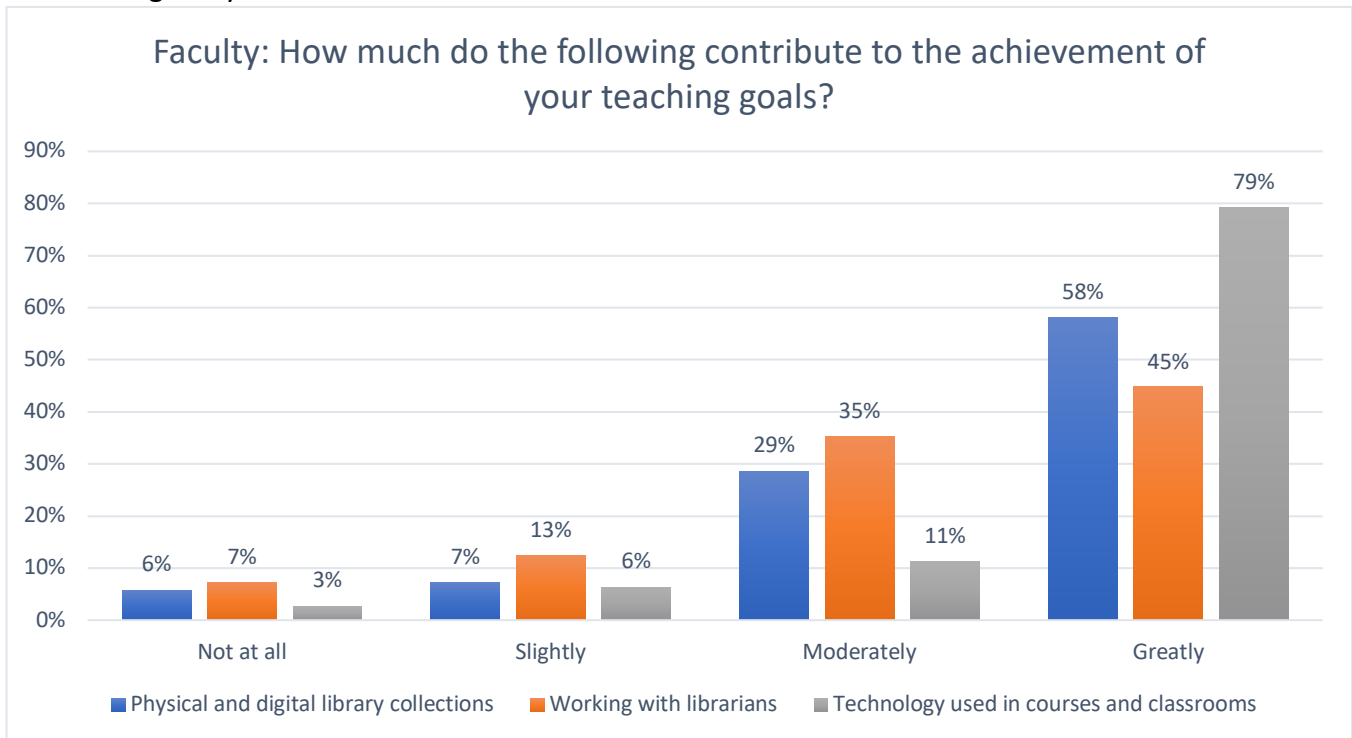
Respondents were asked to rate staff on four criteria (friendliness, knowledgeability, reliability and responsiveness). Taking ratings across these four criteria as an average, all staff areas received a score of at least **3.4 out of 4** (with 3 representing “somewhat agree” and 4 representing “agree”).



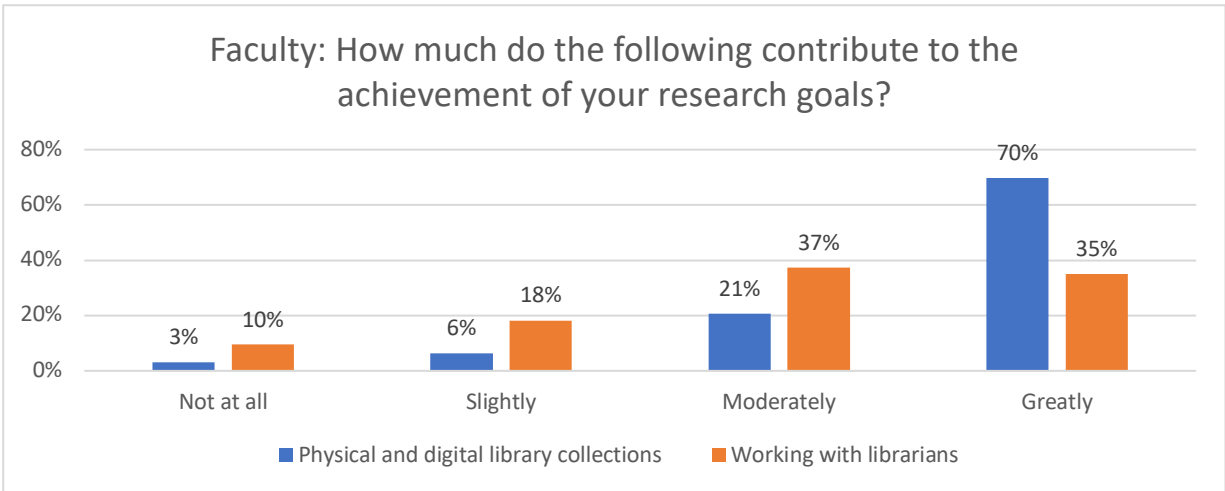


4. Information Services staff, services and collections play a key role in teaching and research for faculty.

79 percent of faculty said “technology used in courses and classrooms” greatly contributes to teaching. **58 percent** said the “physical and digital library collections” greatly contributes. **45 percent** said “working with librarians” greatly contributes.

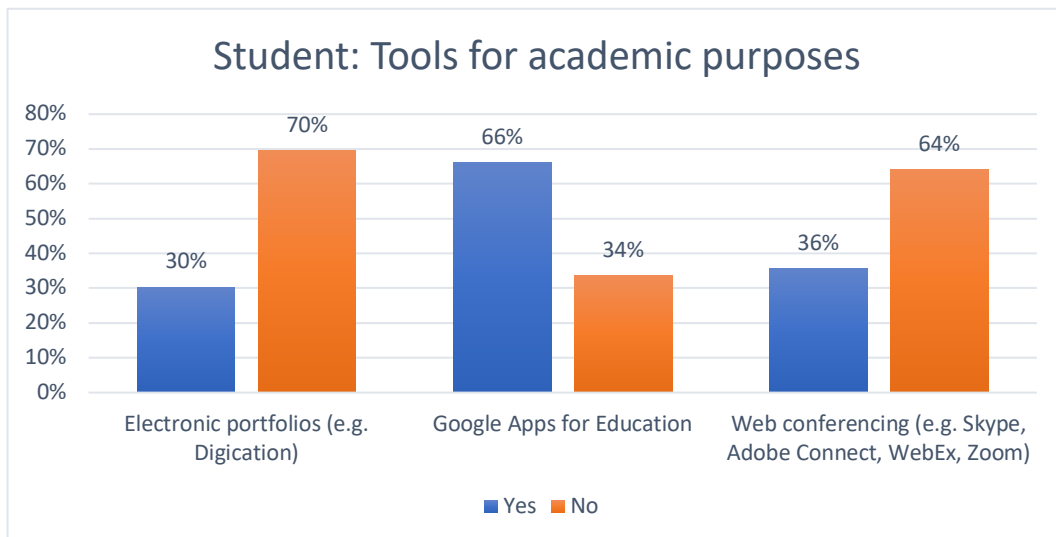
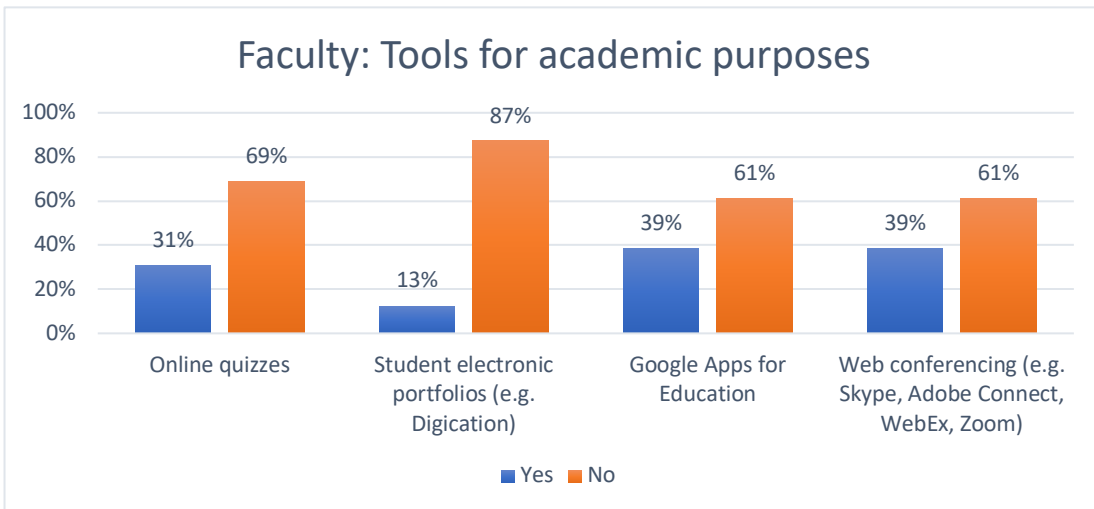


91 percent of faculty said “physical and digital library collections” greatly or moderately contribute to their research goals. **72 percent** said “working with librarians” greatly or moderately contributes.



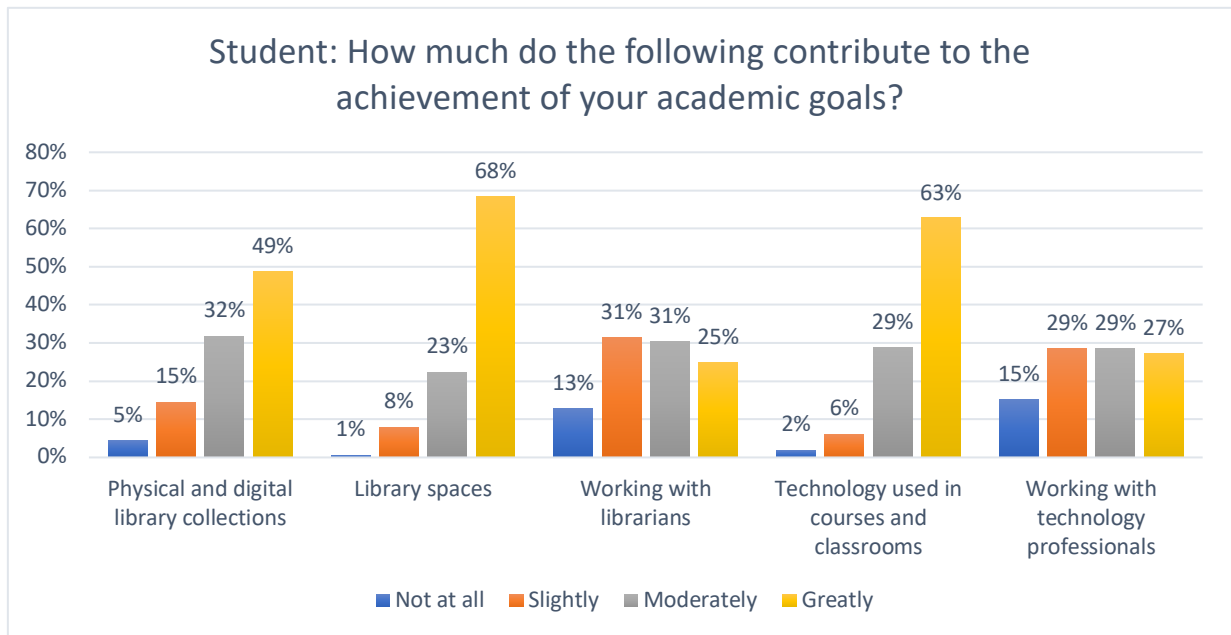
5. Faculty and students rely on academic technology tools for teaching and coursework.

31 percent of faculty said they use online quizzes. **13 percent** of faculty and **30 percent** of students said they use eportfolios. **39 percent** of faculty and **66 percent** of students said they use Google apps for education. **39 percent** of faculty and **36 percent** of students said they use web conferencing (e.g. Skype, WebEx, Zoom).



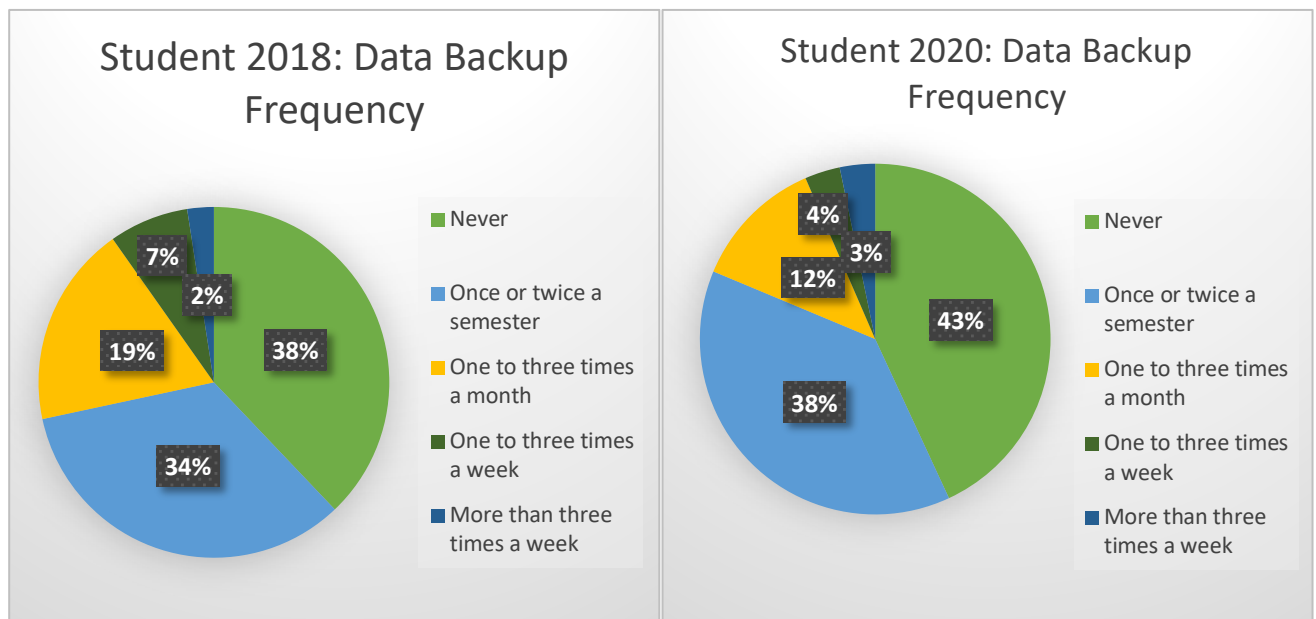
6. Library spaces and technology for courses play a key role in student academic achievement.

81 percent of students said the “physical and digital library collections” contributed greatly or moderately to achieving their academic goals. **91 percent** of students said “library spaces” greatly or moderately contribute to their academic goals. **56 percent** of students said “working with librarians” contributed greatly or moderately to achieving their academic goals. **92 percent** said “technology used in courses and classrooms” greatly or moderately contributes. **56 percent** of students said “working with technology professionals” contributed greatly or moderately to achieving their academic goals.



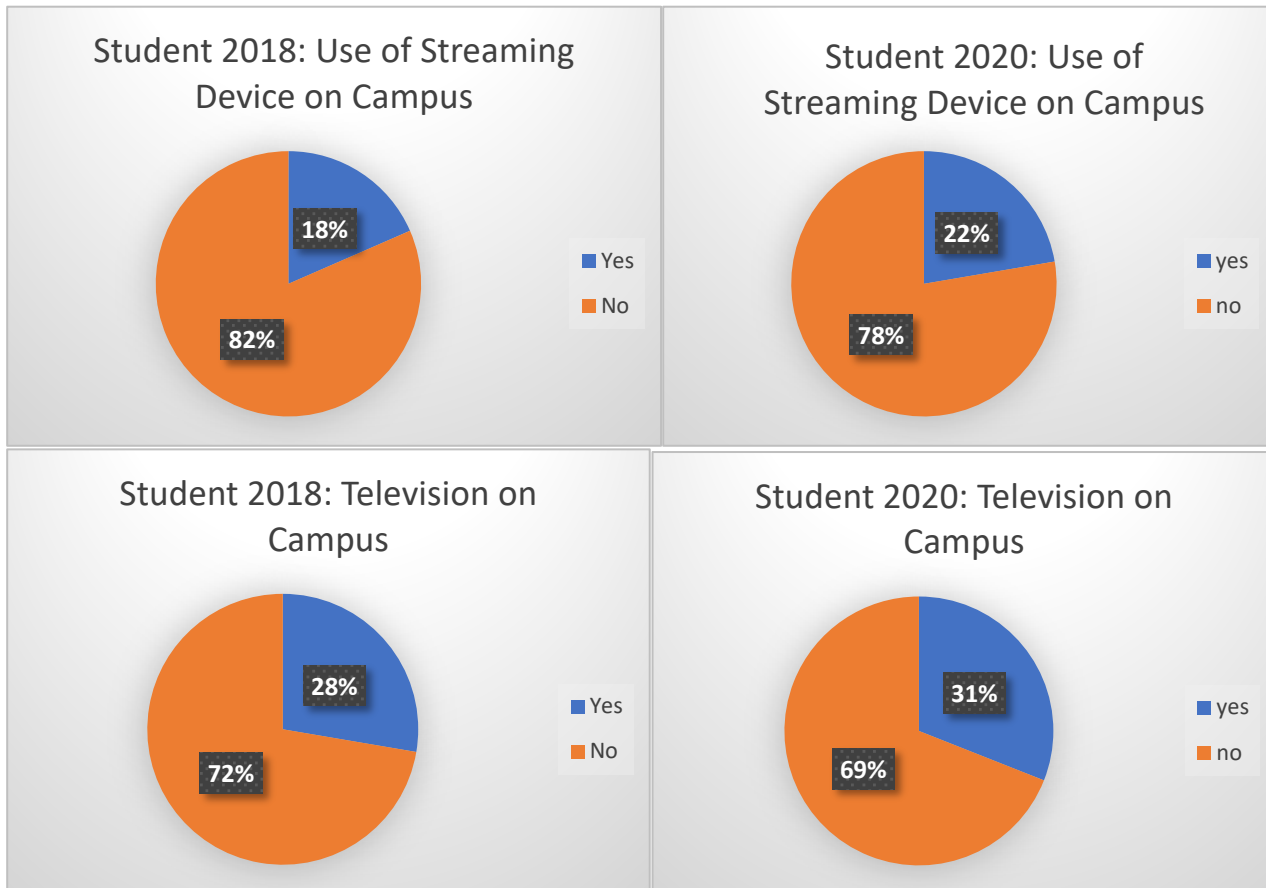
7. The majority of students never backup their data.

43 percent of students said they never backup their data. **38 percent** said they backup data once or twice a semester. **12 percent** said they backup data one to three times a month. **4 percent** said they backup data one to three times a week. **3 percent** of students said they backup data more than three times a week.

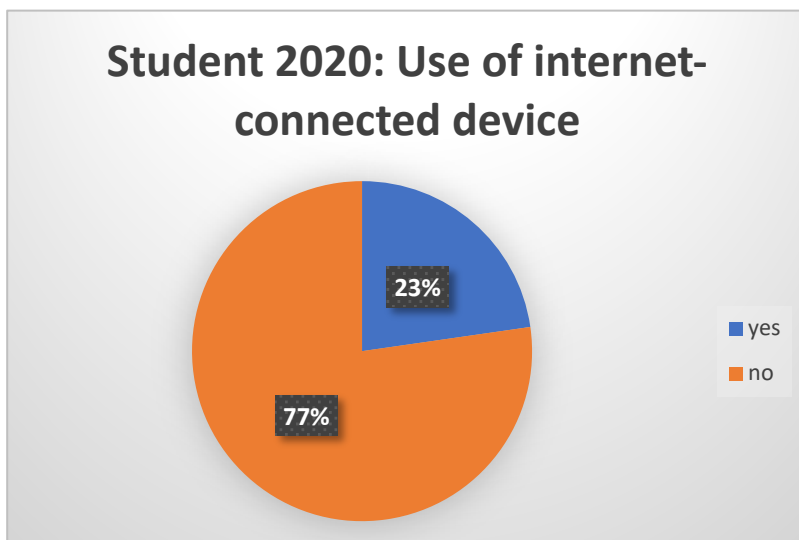


8. The majority of students do not use a streaming device or TV on campus. Use for streaming devices and TVs has increased slightly from 2018 to 2020.

22 percent of students said they use a streaming device (such as Apple TV, Amazon Fire TV Stick, Google Chromecast or Roku Player) on campus while **78 percent** said they do not. **31 percent** of students said they have a television on campus while **69 percent** said they do not.

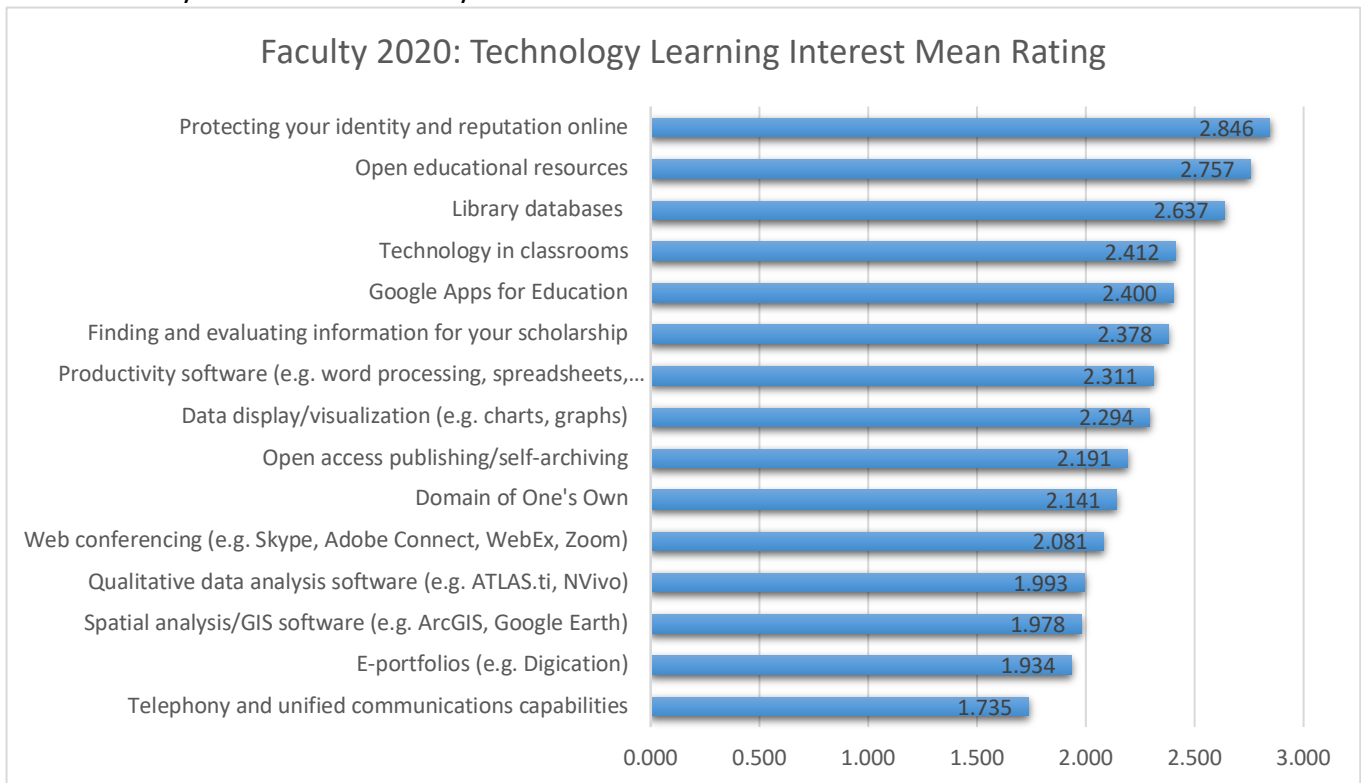


77 percent of students do not use other internet-connected devices (such as Amazon Echo, Google Home, smart speakers, smart TV or smart lighting) on campus.

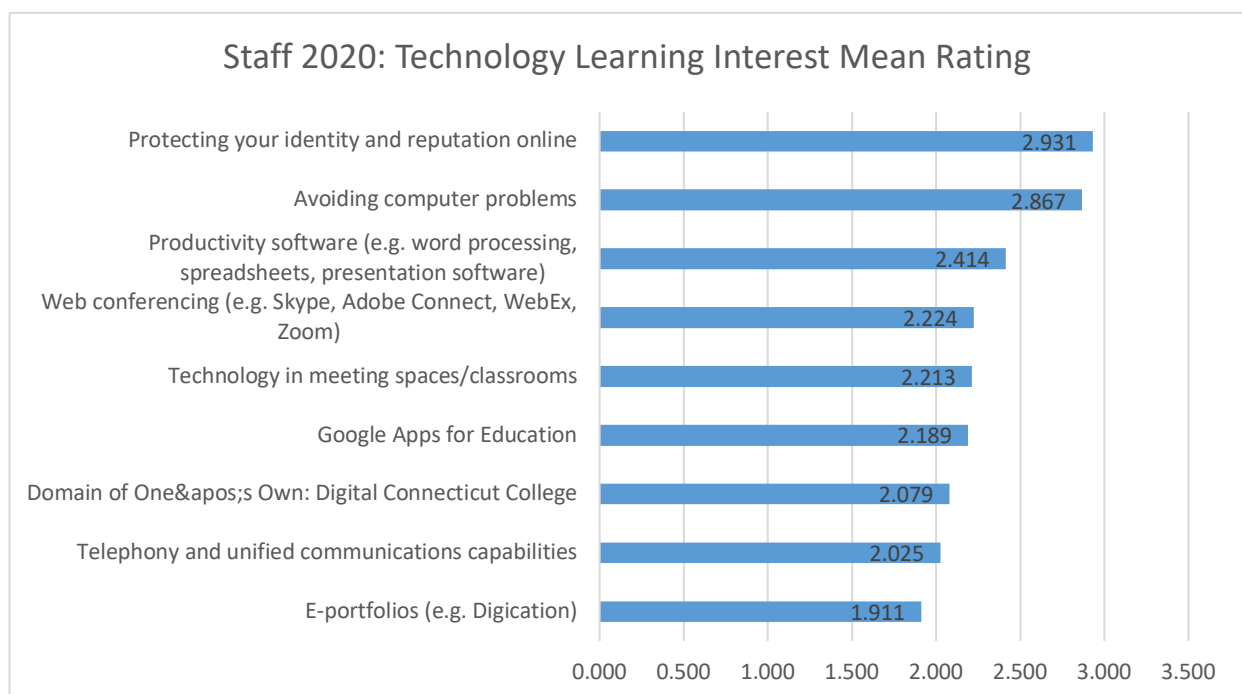


9. Faculty, staff and students are interested in learning about online safety, open educational resources, evaluation of information, and computer hardware and software.

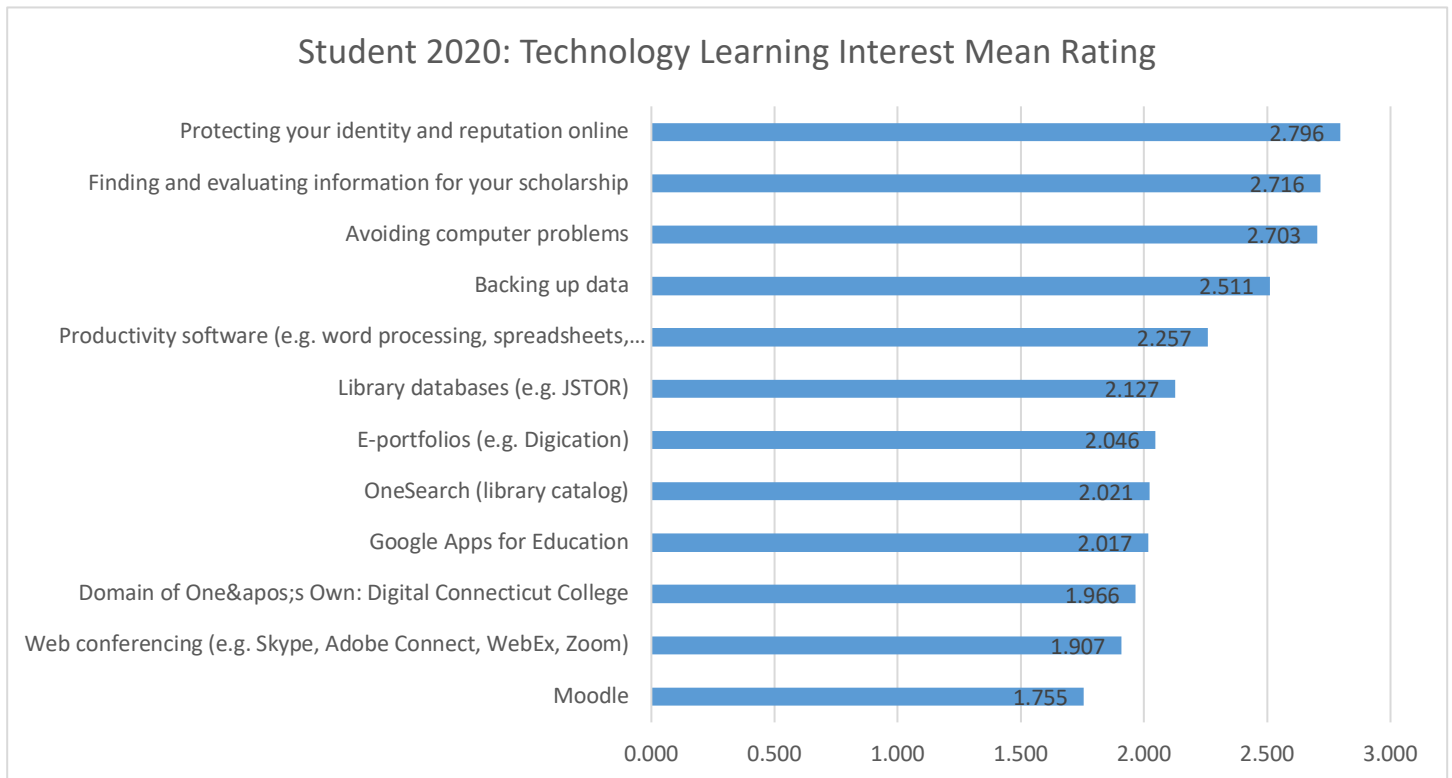
66 percent of faculty are interested or very interested in “protecting identity and reputation online.” **67 percent** are interested or very interested in learning about “open educational resources.” **57 percent** are interested or very interested in “library databases.”



66 percent of staff are interested or very interested in “protecting identity and reputation online.” **67 percent** are interested or very interested in learning to avoid computer problems. **47 percent** of staff are interested or very interested in productivity software (e.g. word processing, spreadsheets, presentation software).

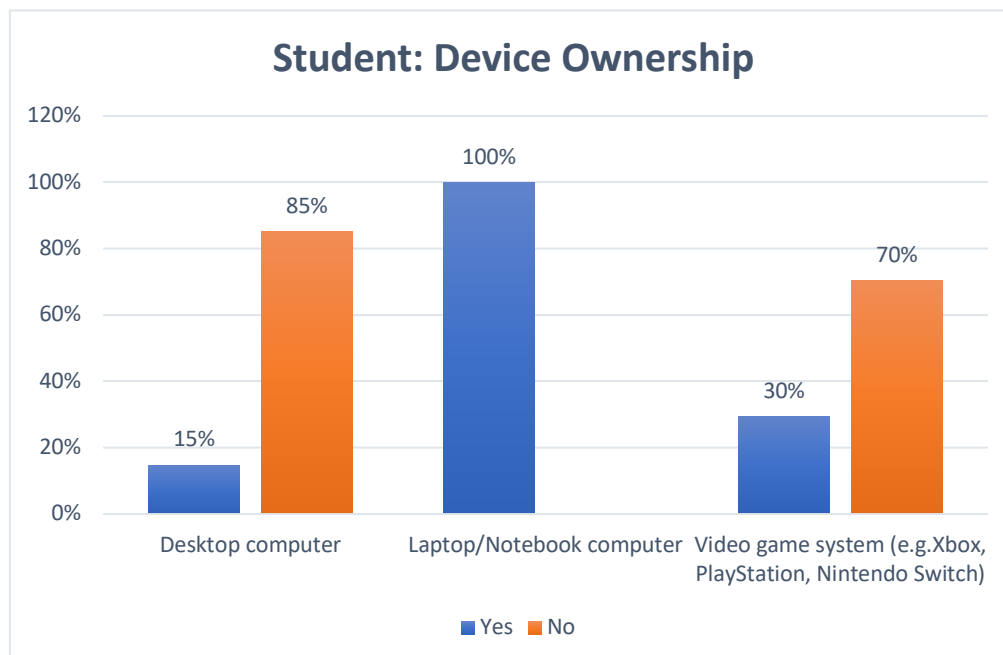


67 percent of students are interested or very interested in “protecting identity and reputation online.” **64 percent** of students are interested or very interested in learning how to “avoid computer problems.” **65 percent** of students are interested or very interested in “finding and evaluating information for scholarship.”



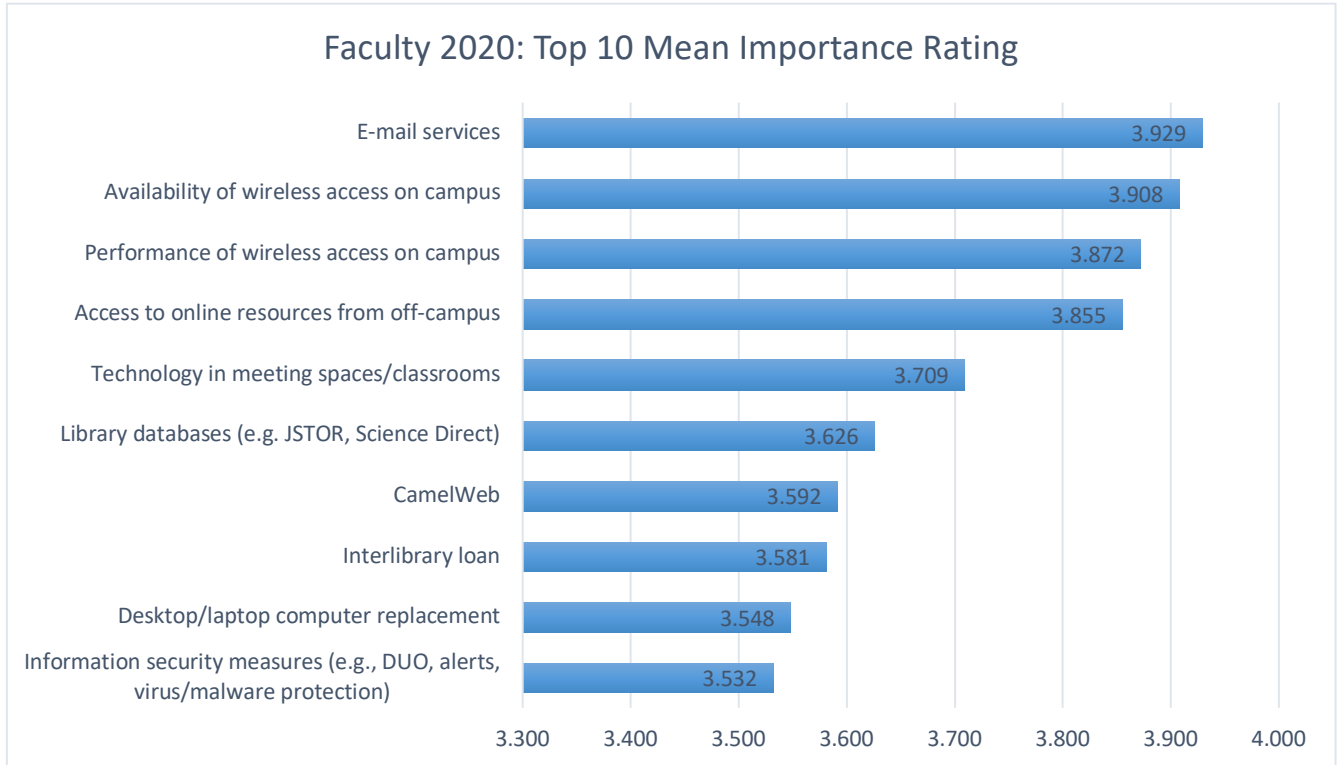
10. All students surveyed said they own a laptop or notebook computer.

100 percent of students own a laptop or notebook computer. **15 percent** of students own a desktop computer. **30 percent** of students own a video game system.

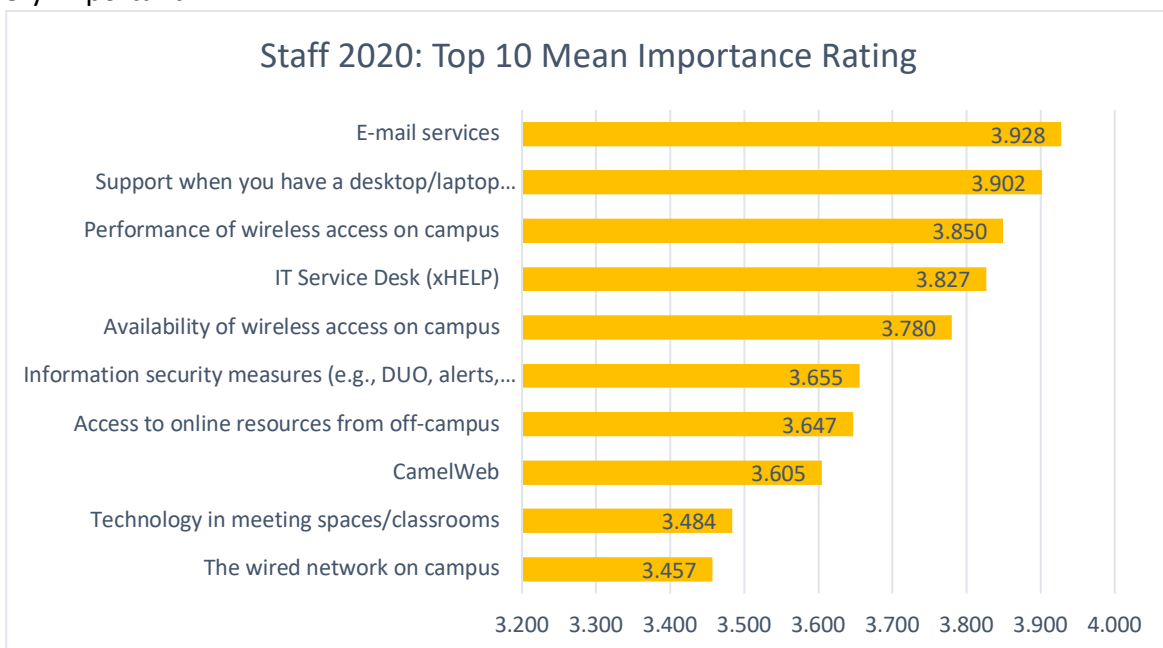


11. E-mail, wireless access, computer support and online library resources are very important to faculty, staff and students in 2020.

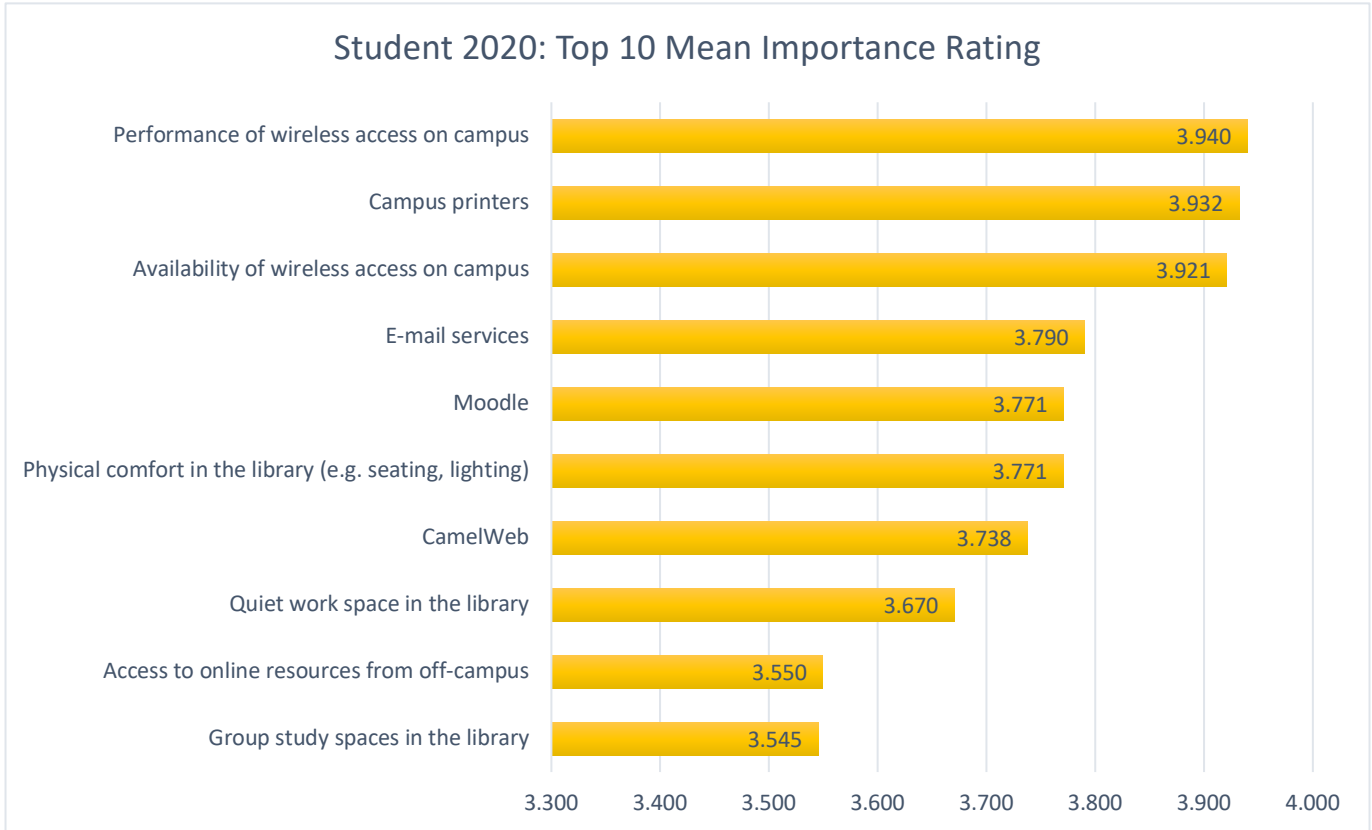
94 percent of faculty rated “e-mail services” very important. **94 percent** of faculty rated “availability of wireless access on campus” and **90 percent** of faculty rated “performance of wireless access on campus” very important. **86 percent** of faculty rated “access to online resources from off-campus” very important. **84 percent** of faculty rated “technology in meeting spaces/classrooms” very important.



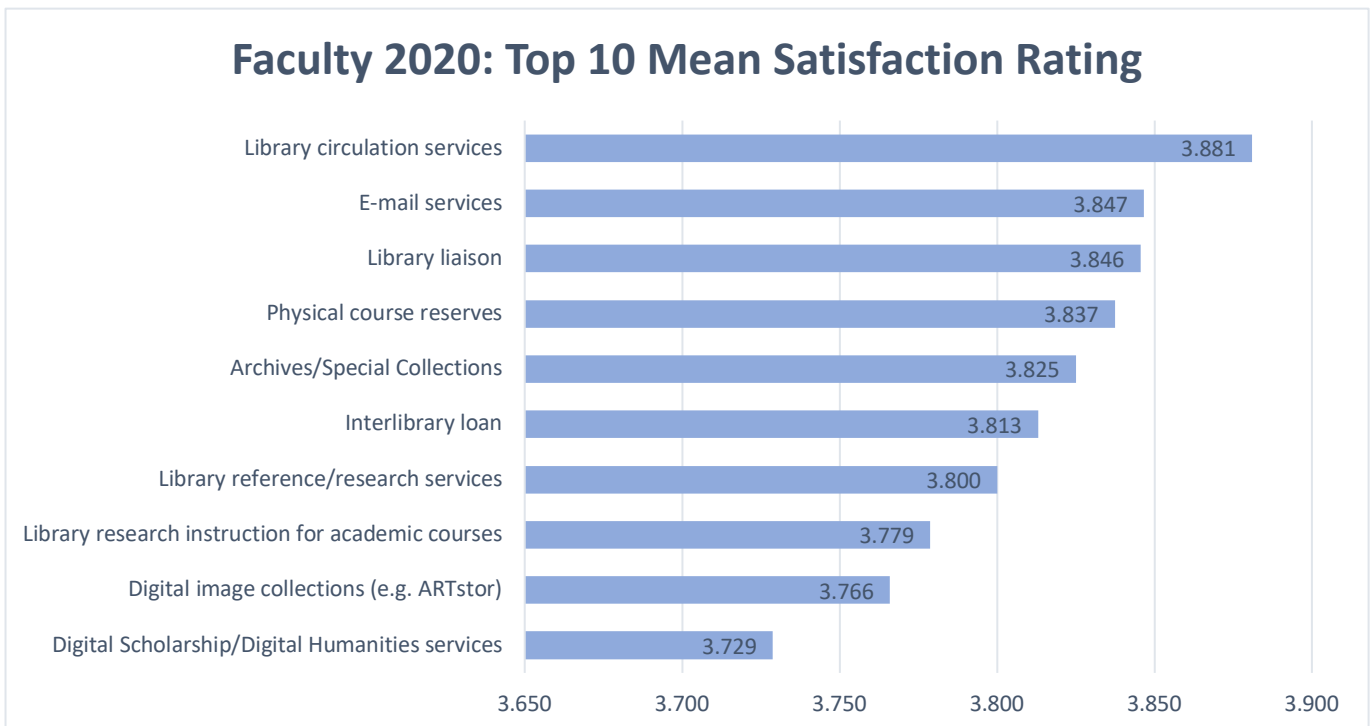
93 percent of staff rated “e-mail services” and “support when you have a computer problem” very important. **90 percent** of staff rated “performance of wireless access on campus” very important. **86 percent** of staff rated the “IT Service Desk” very important. **87 percent** of staff rated “availability of wireless access on campus” very important.



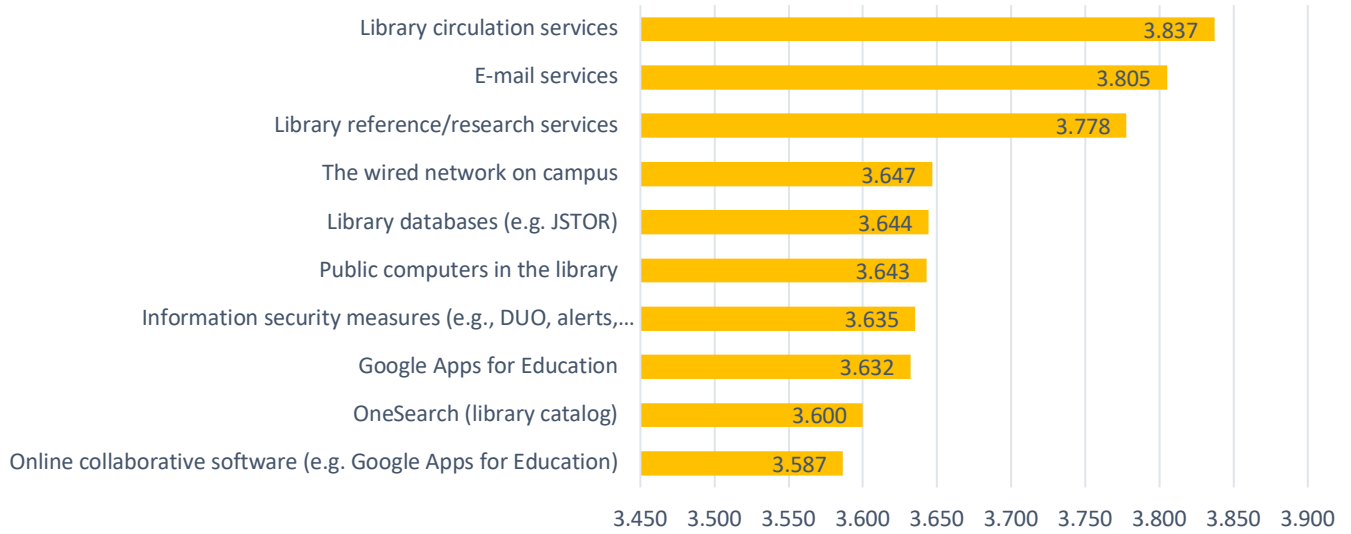
95 percent of students rated “performance of wireless access on campus” and “campus printers” very important. **93 percent** of students rated “availability of wireless access on campus” very important. **83 percent** of students rated “e-mail services” and “Moodle” very important.



12. The library staff, collections and support services received very high satisfaction ratings from faculty, staff and students in 2020.



Staff 2020: Top 10 Mean Satisfaction Rating



Students 2020: Top 10 Mean Satisfaction Rating

