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2022

### MISO Survey 2022: Trends and Takeaways

Ariela McCaffrey

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**Takeaways from the MISO Survey, 2022**  
**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>.

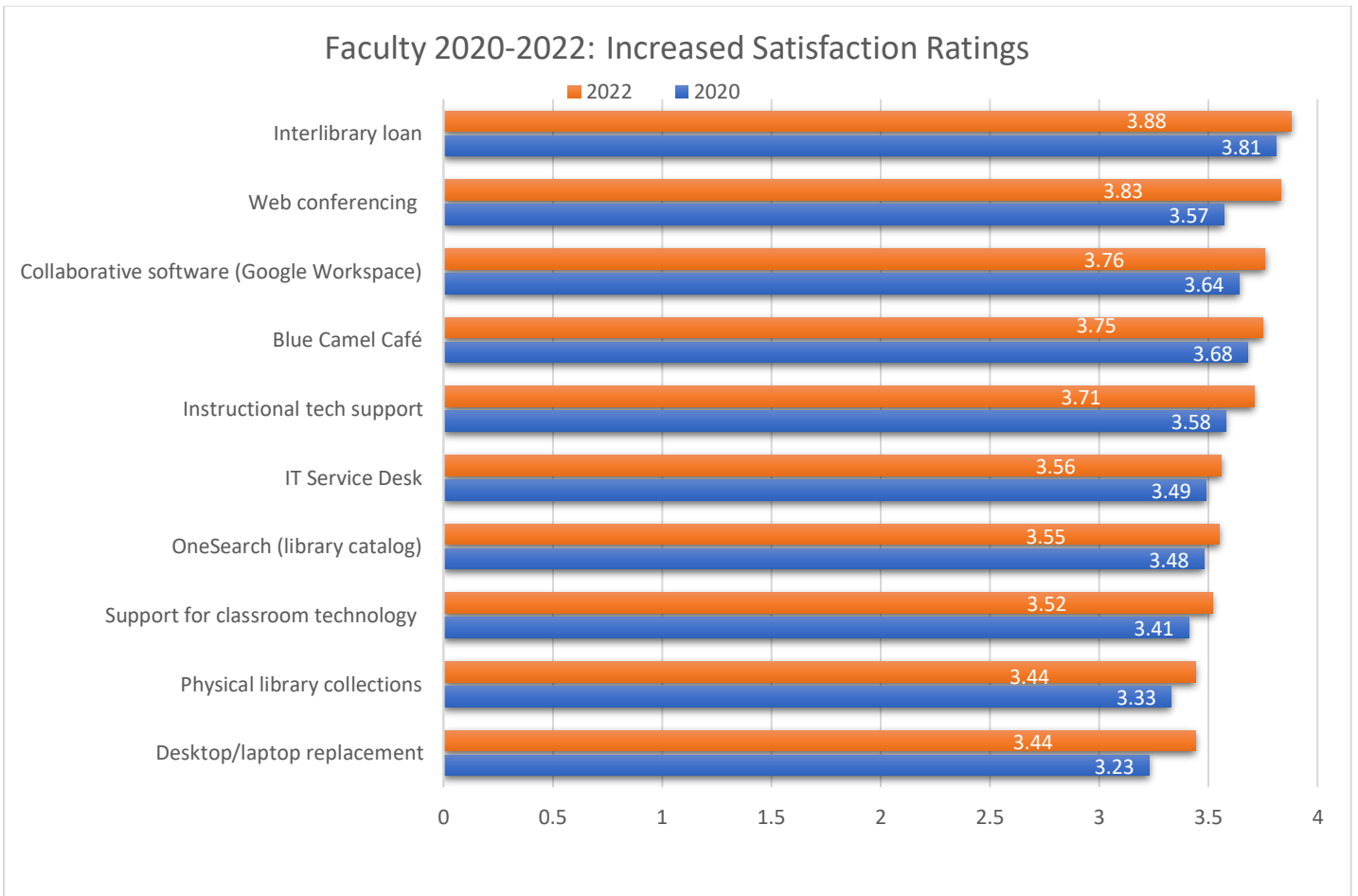
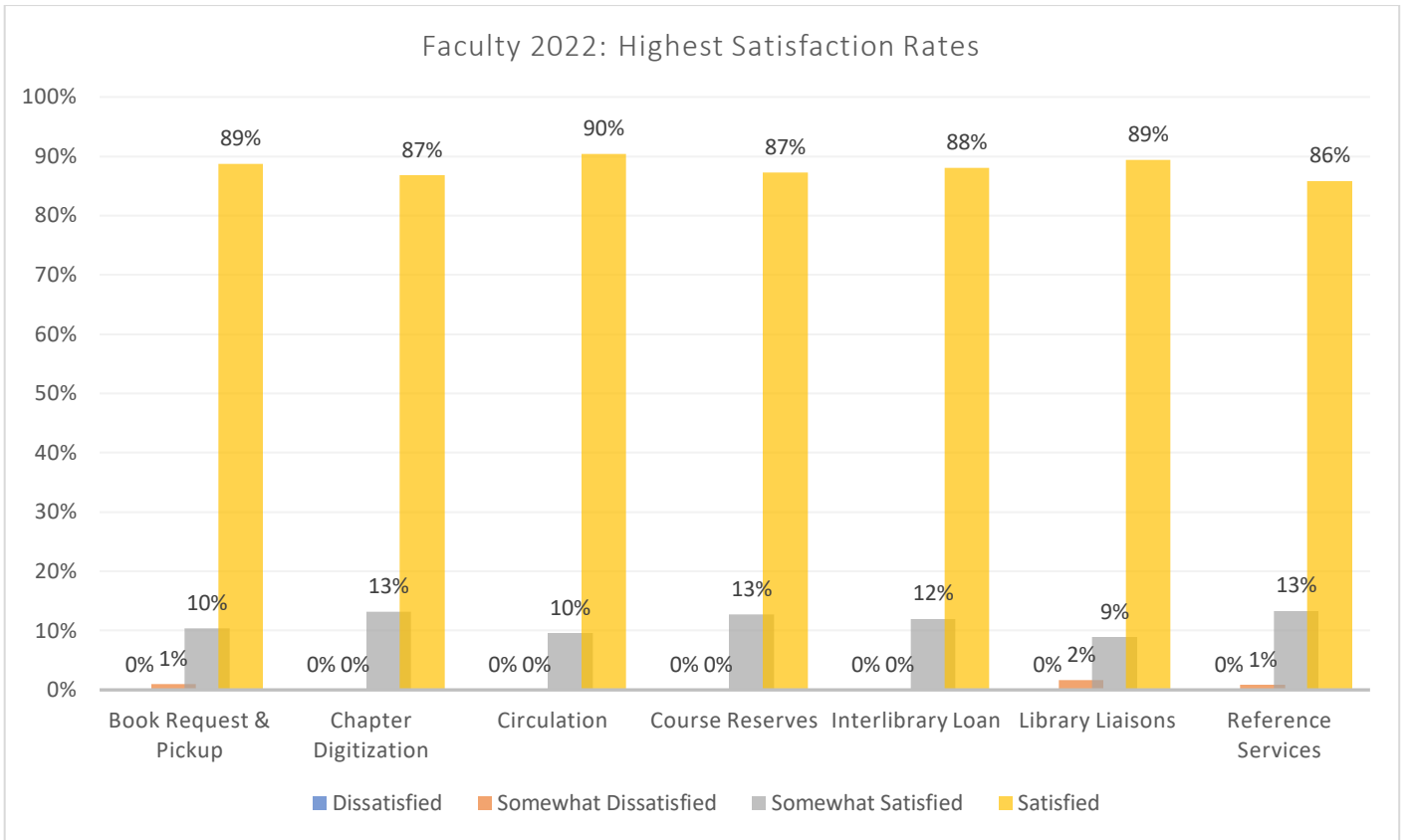
The survey was administered in February 2022 and had the following response rates: 53% of faculty (**149** responses), 41% of staff (**173** responses), and 34% of a random sample of approximately 700 students (**240** responses).

**FACULTY SURVEY**

**Faculty satisfaction ratings remain very high for Information Services.**

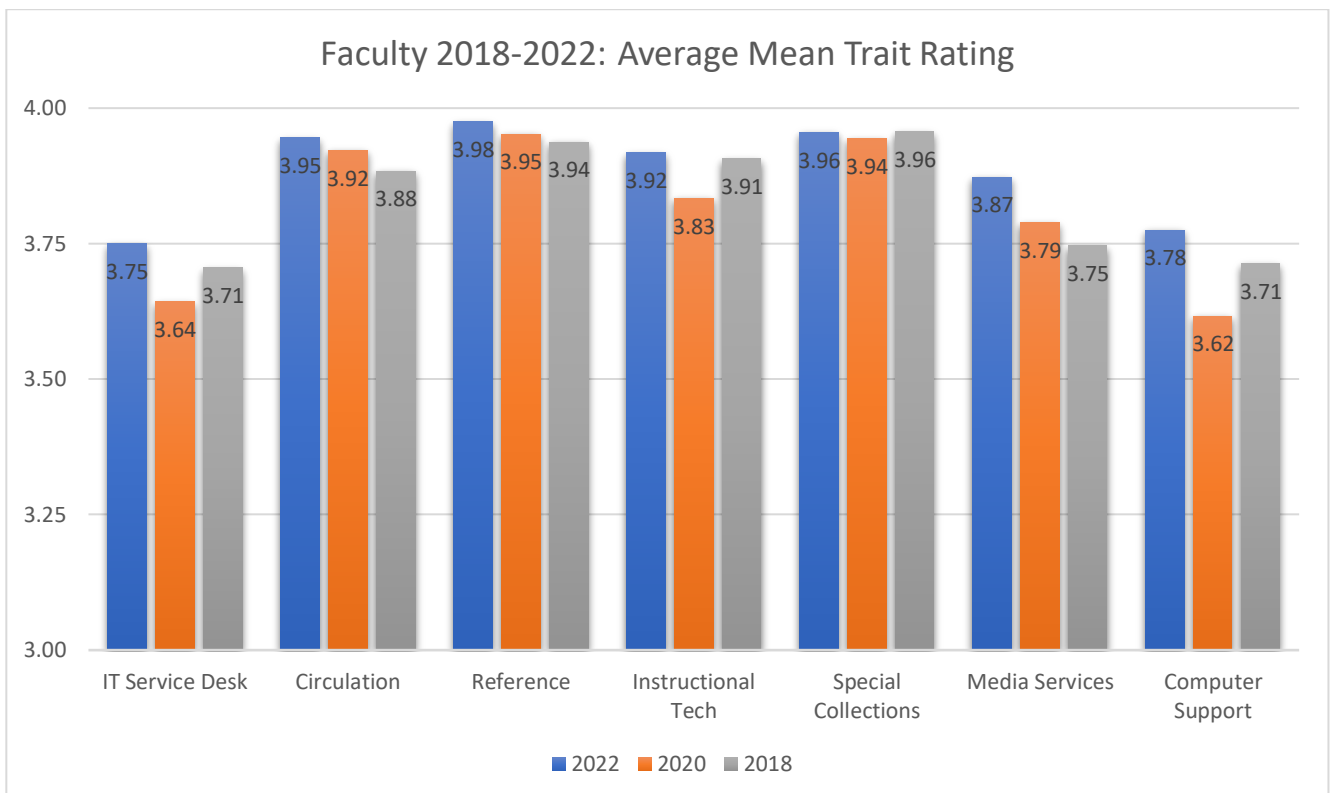
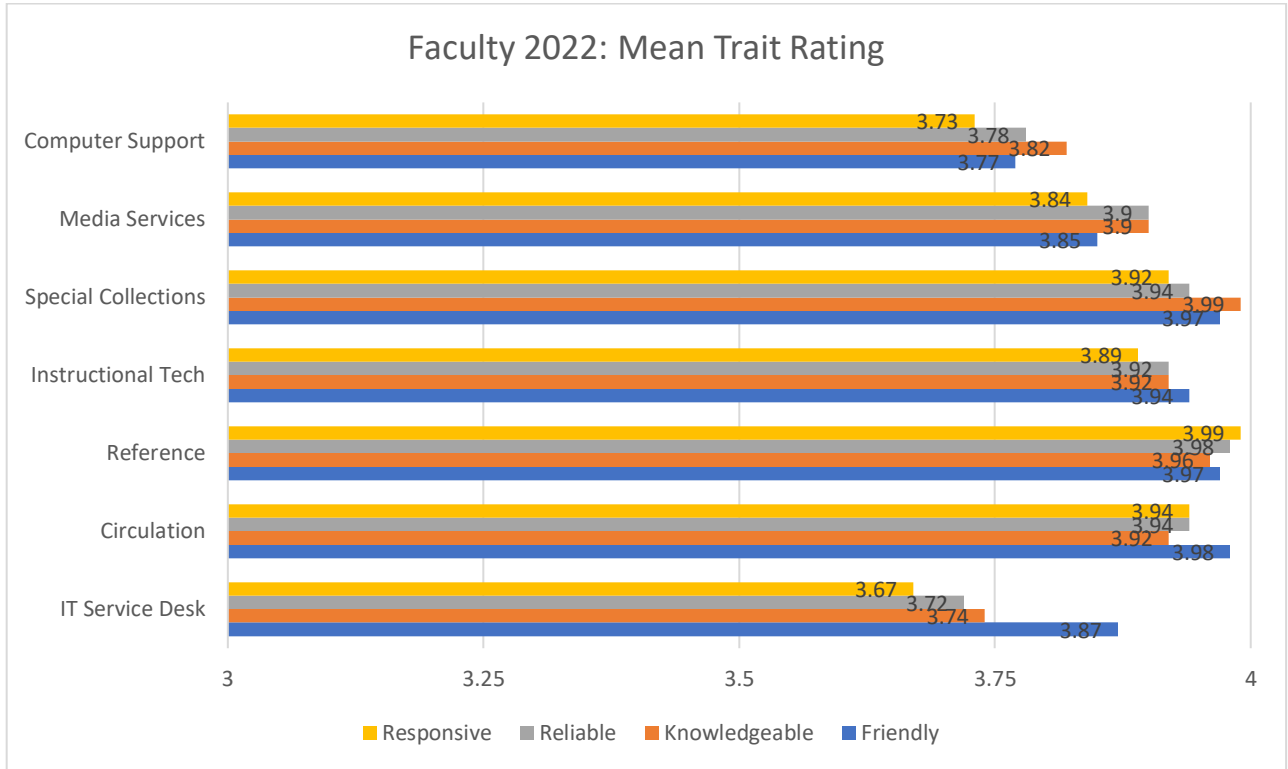
The MISO survey asks respondents to rate their level of satisfaction with services across the library and information technology spectrum. Faculty scored all services very highly with a mean satisfaction rating between 3 and 4. Faculty gave the following services the highest rating of **3.9**: circulation, ILL, library liaisons, course reserves, reference, and the newest services: chapter digitization and book request & pick up.





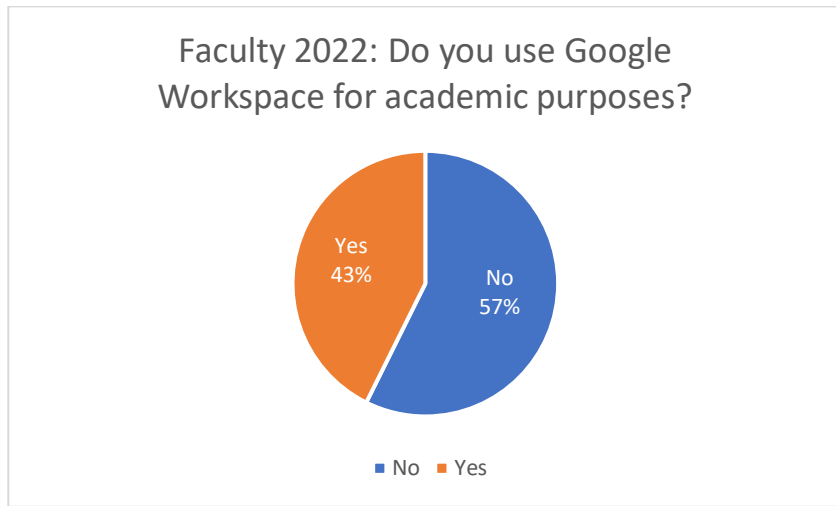
**Information Services staff members are friendly, knowledgeable, reliable and responsive, according to faculty surveyed.**

Faculty 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 **3.7 out of 4** (with 3 representing “somewhat agree” and 4 representing “agree”). Average trait ratings for all IS staff have remained above **3.6 out of 4** since 2018.



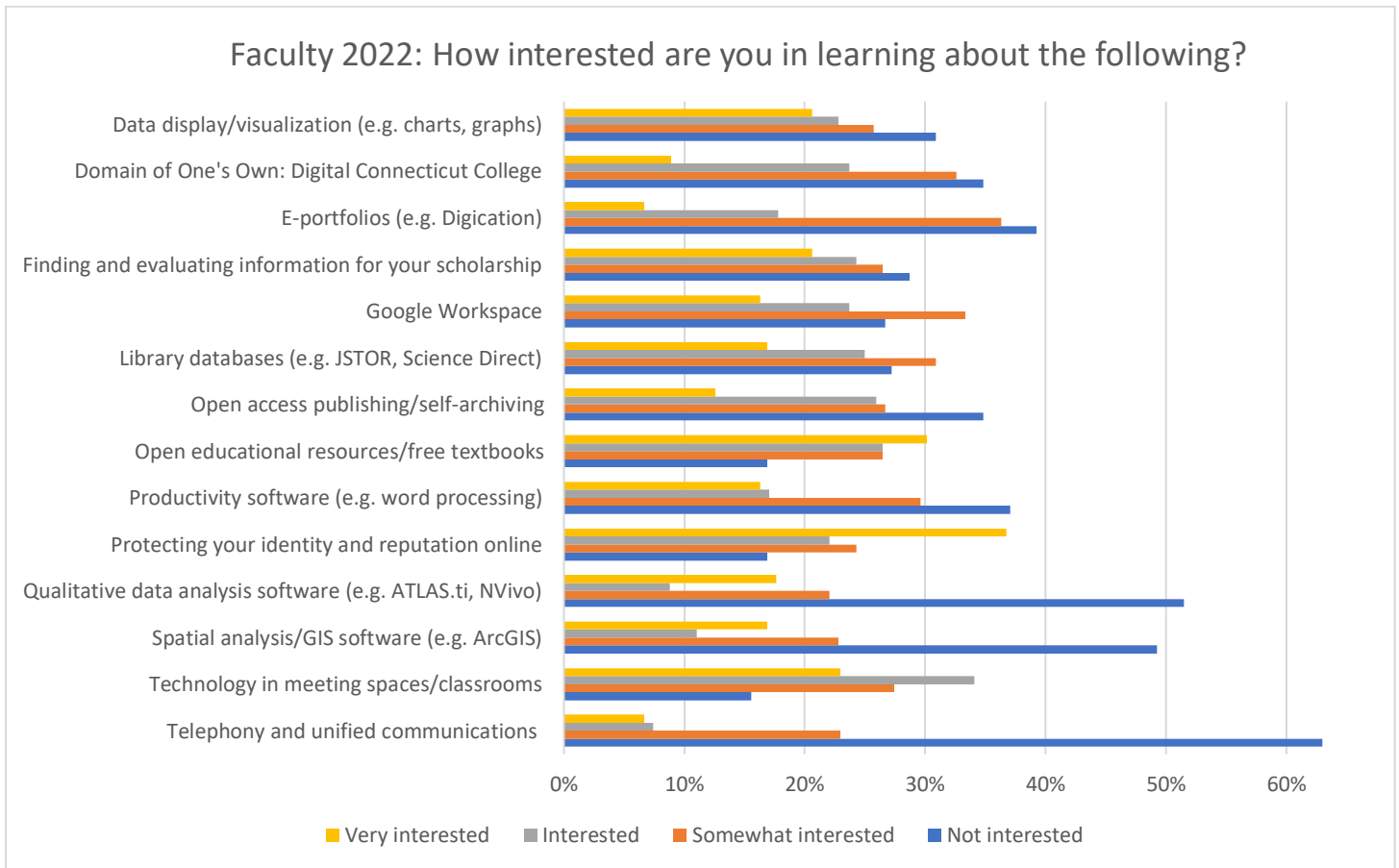
**Google Workspace for teaching and scholarship.**

Less than half of faculty use Google Workspace, however **97%** of faculty said they were satisfied or somewhat satisfied with the product. **40%** of faculty said they were interested or very interested in learning more about Google Workspace.



**Faculty are most interested in learning more about technology tools for scholarship and teaching.**

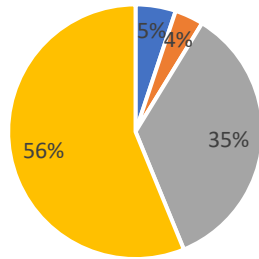
The top five topics that faculty are interested or very interested in learning more about are: protecting your identity online (**59%**), technology in meeting spaces/classrooms (**57%**), open educational resources (**56%**), finding and evaluating information for your scholarship (**45%**), and data display/visualization (**44%**).



### Rising costs of materials and open access issues are concerns for faculty.

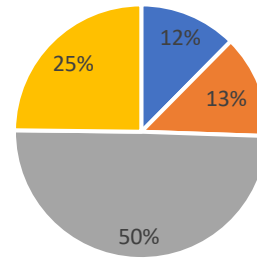
**91%** of faculty agree or strongly agree that rising costs for library materials and technology are concerning trends in higher education. **75%** of faculty agree or strongly agree that they will make their work open access in the future.

I am concerned about rising costs and flat budgets for library and technology resources.



■ Strongly disagree   ■ Somewhat disagree  
■ Somewhat agree   ■ Strongly agree

I intend to publish open access articles and/or ensure that my work is made openly available.



■ Strongly disagree   ■ Somewhat disagree  
■ Somewhat agree   ■ Strongly agree

### Faculty Comments

"I am very grateful to the IS professionals. They have worked incredibly hard to make it possible for the College to continue to provide an engaging and engaged educational experience. Thank you so much!"

"The library staff, especially in acquisitions, reference, instructional technology, and special collections are an absolutely essential part of my teaching, programming, and even recruiting of new faculty hires in my department. These are some of the most skilled, enthusiastic, and innovative educator colleagues on campus."

"I could not teach or offer special programming like speakers series without media services staff and their willingness to come to help us set up and fix problems as they arise. Keeping teaching spaces updated is a never ending task."

"I want to express my deep appreciation for all of the excellent work the library service and technology staff does. I would not be as successful a teacher or scholar without this support, and there is a clear advantage to having a physical library available to our student body and knowledgeable and kind staff members to help them learn how to access it."

"I found holding workshops for students to enhance their independent research skills very valuable for both instructor and students."

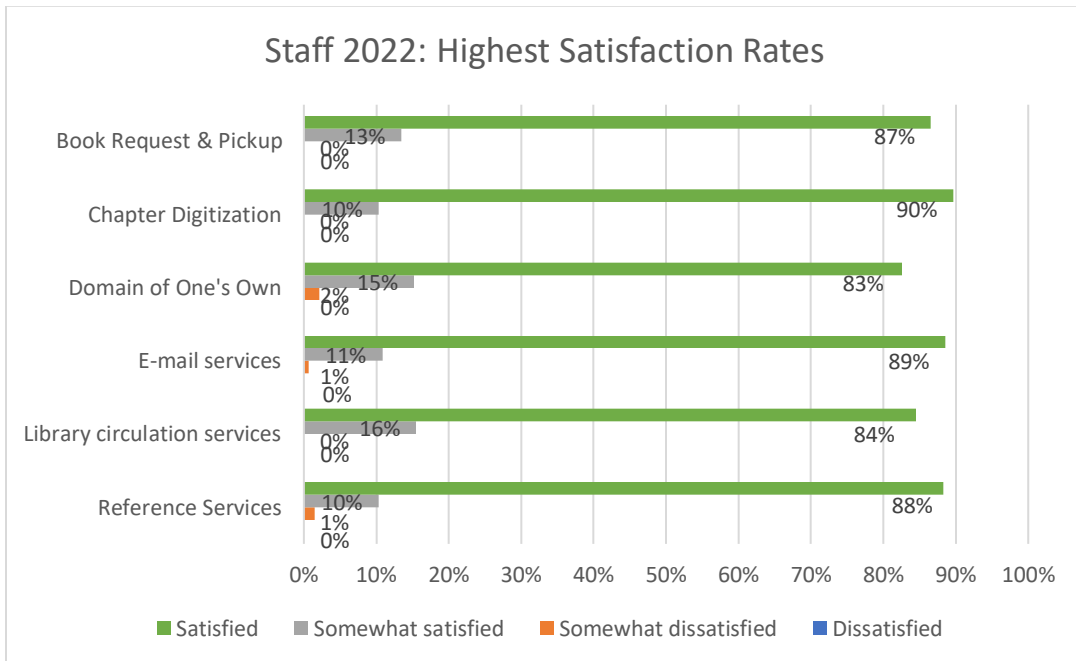
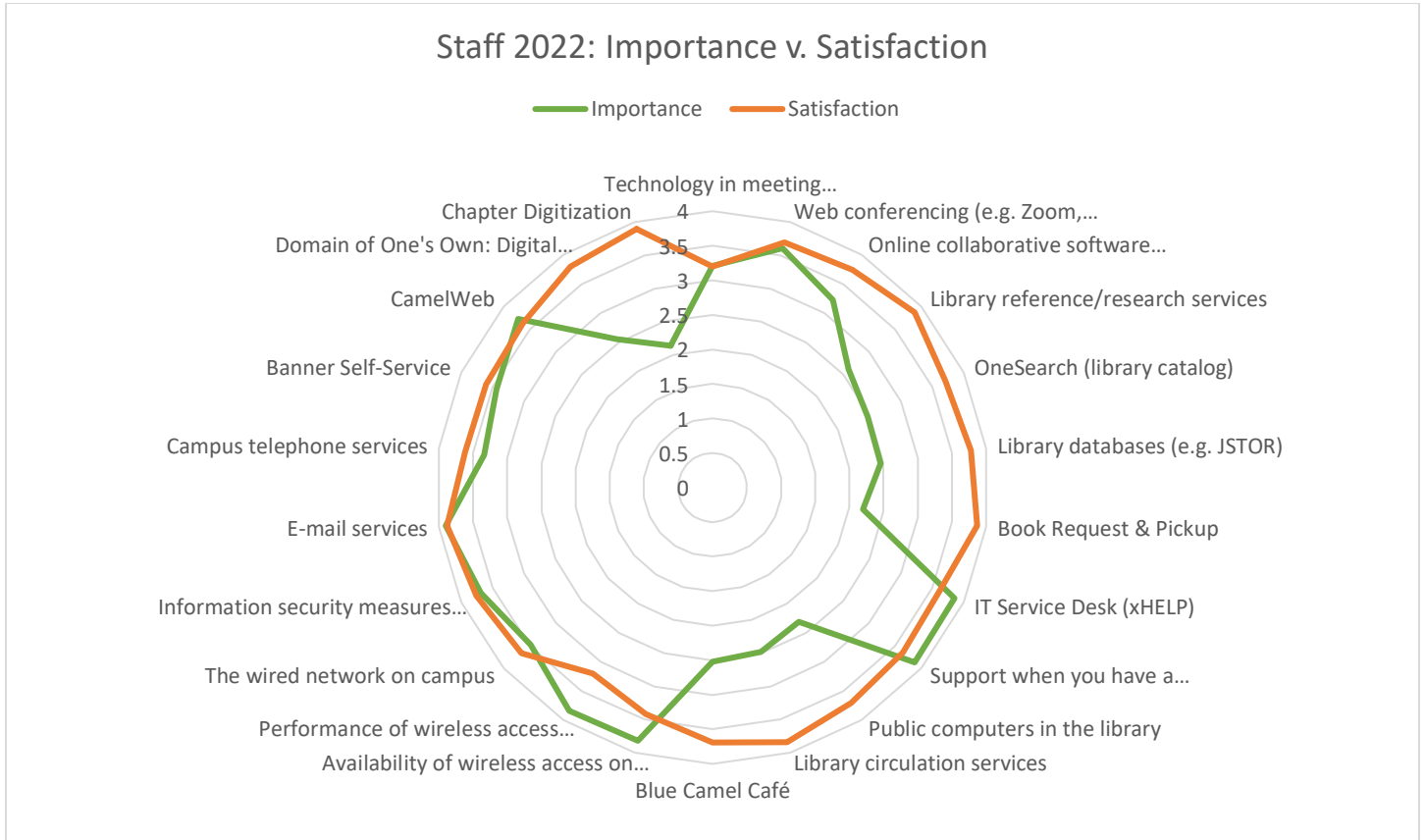
"In my experience, all of the staff are great; above and beyond."

"I just want to express my sincere appreciation for the staff at the Linda Lear Center, particularly Jenifer Ishee. Jenifer has gone above and beyond in providing support for my students' research projects, in introducing them to Conn Coll's collections, showing off fantastic and thought-provoking primary sources and generally providing helpful support as I've designed courses and directed student projects! She has done a stellar job."

## STAFF SURVEY

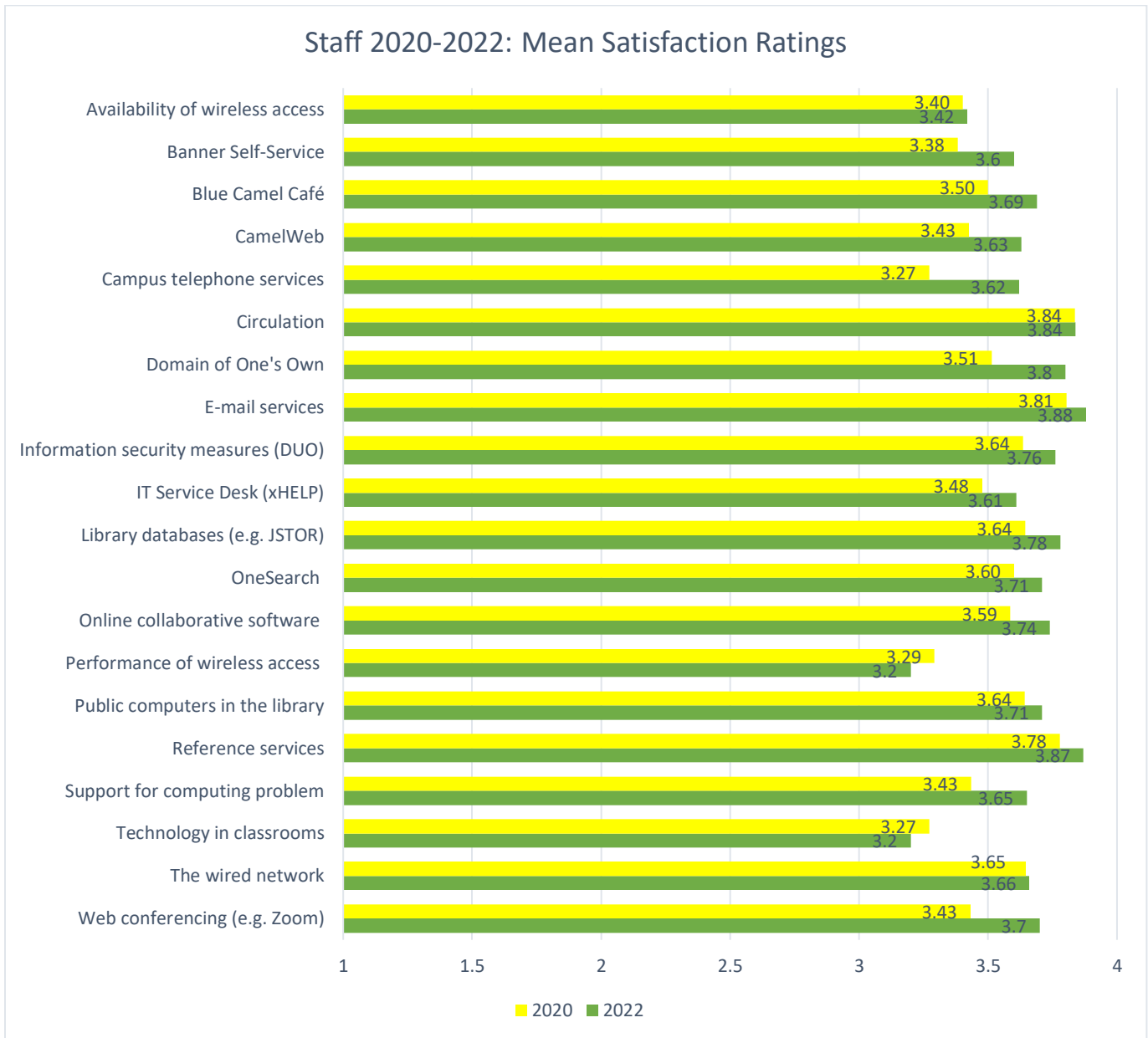
### Staff satisfaction ratings remain very high for Information Services.

The MISO survey asks respondents to rate their level of satisfaction with services across the library and information technology spectrum. Staff scored all services very highly with a mean satisfaction rating between 3 and 4. Staff gave the following services **3.8 and above**: Chapter Digitization, E-mail services, reference services, book request & pickup, and circulation services.



### Staff satisfaction ratings grew or remained at the same level from 2020 to 2022.

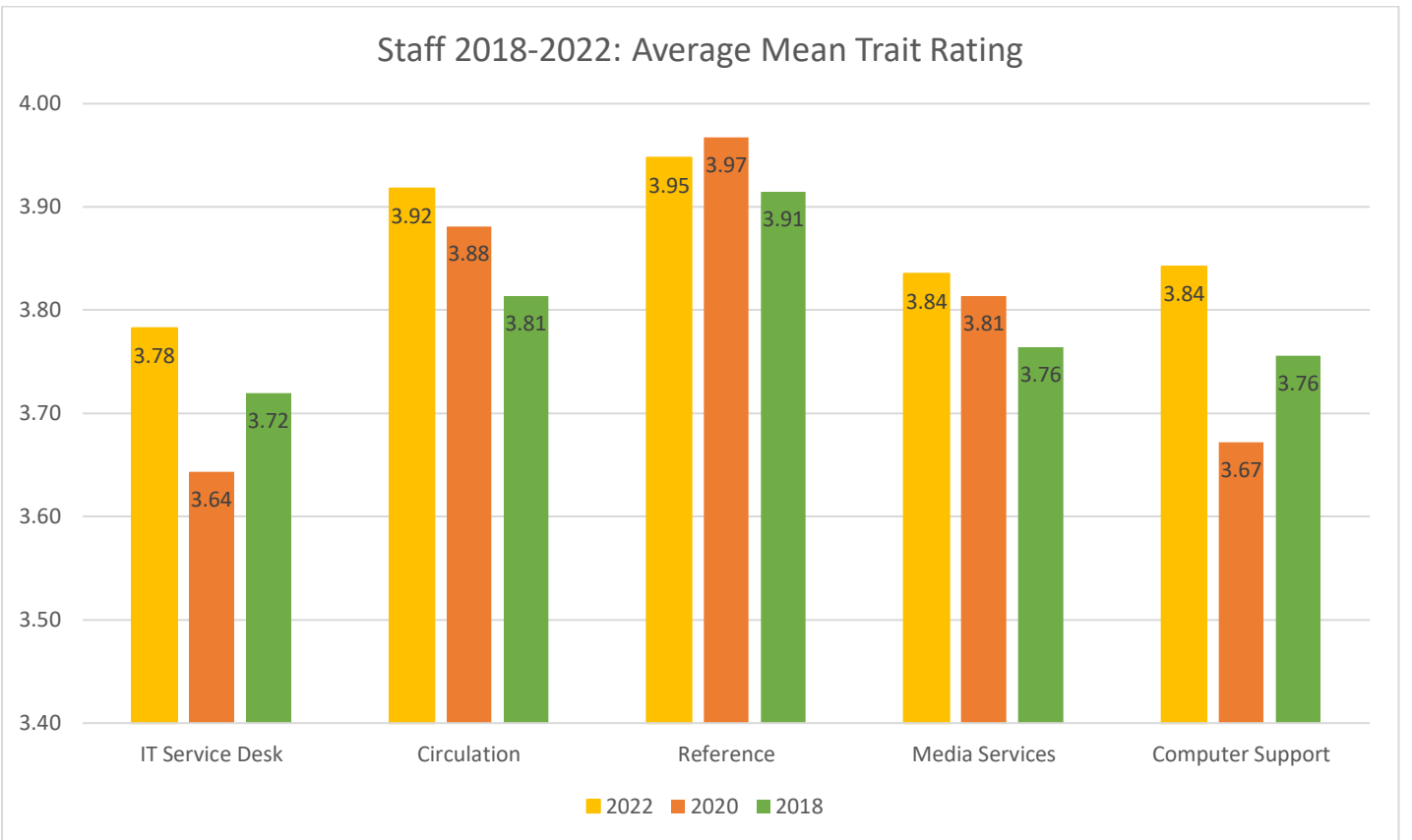
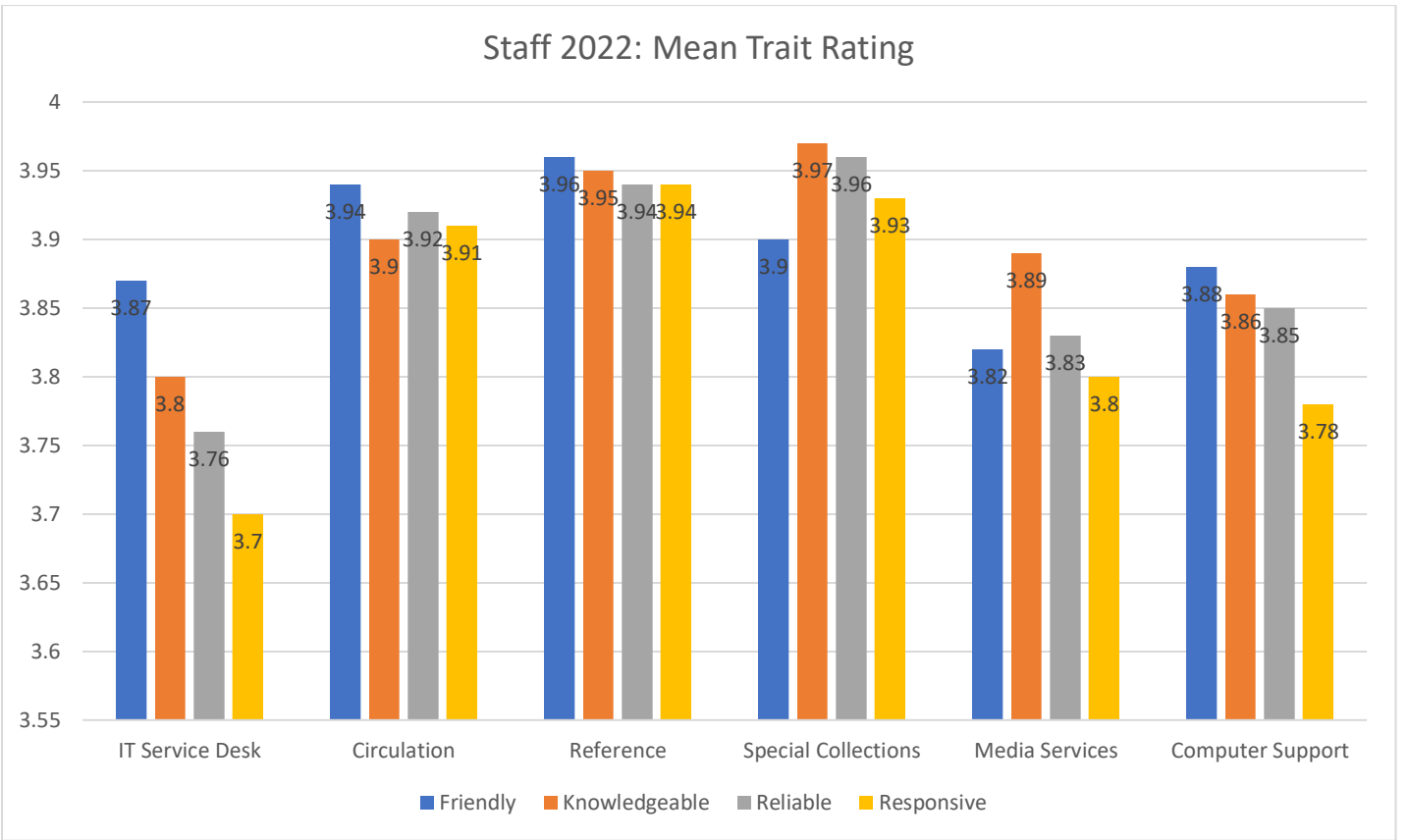
All services were rated between a 3.2 and 4 by staff in 2020 and 2022. The greatest improvements were seen for the ratings of web conferencing support, computing support, collaborative software, OneSearch, IT Service Desk, telephone services, CamelWeb, Blue Camel and Banner.



### Information Services staff members are friendly, knowledgeable, reliable and responsive, according to staff surveyed.

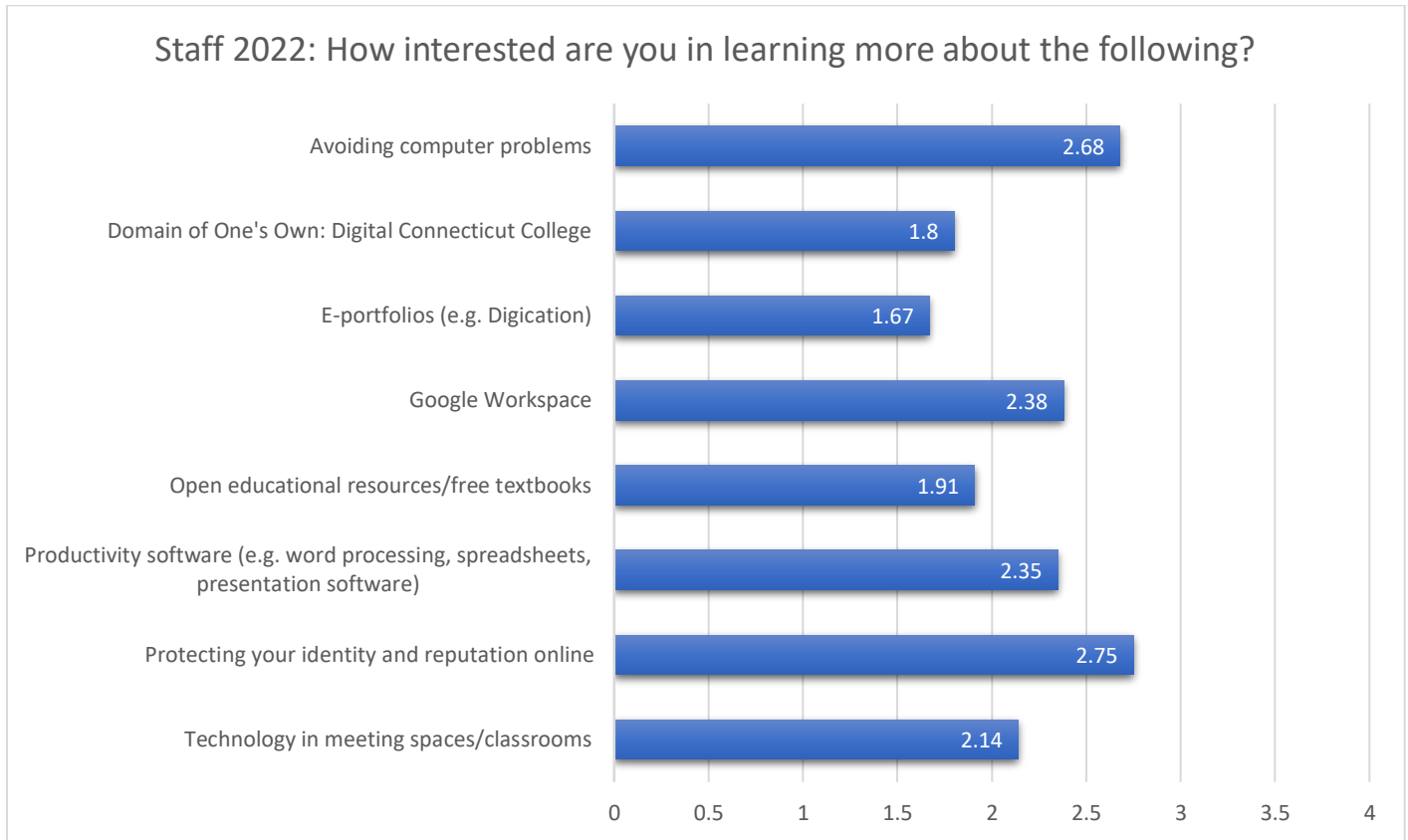
Respondents were asked to rate staff on four criteria (friendliness, knowledgeability, reliability and responsiveness). Taking ratings across these four criteria as an average, all staff areas received a score of at least **3.7 out of 4** (with 3 representing “somewhat agree” and 4 representing “agree”). Average trait ratings for all IS staff have remained above **3.6 out of 4** since 2018.





**Staff are interested in learning about online safety and computer applications.**

Staff are most interested in the following topics: avoiding computer problems (58%), Google Workspace (46%), productivity software (46%) and protecting your identity online (60%).



**Staff Comments**

“I have been amazed by how many resources I have been able to access here--and how quickly books arrive from CTW sources and beyond. I am grateful to everyone involved for my continuing education through these services. Also Kanopy!”

“Thank you for all you do. We could not work without your around the clock diligence.”

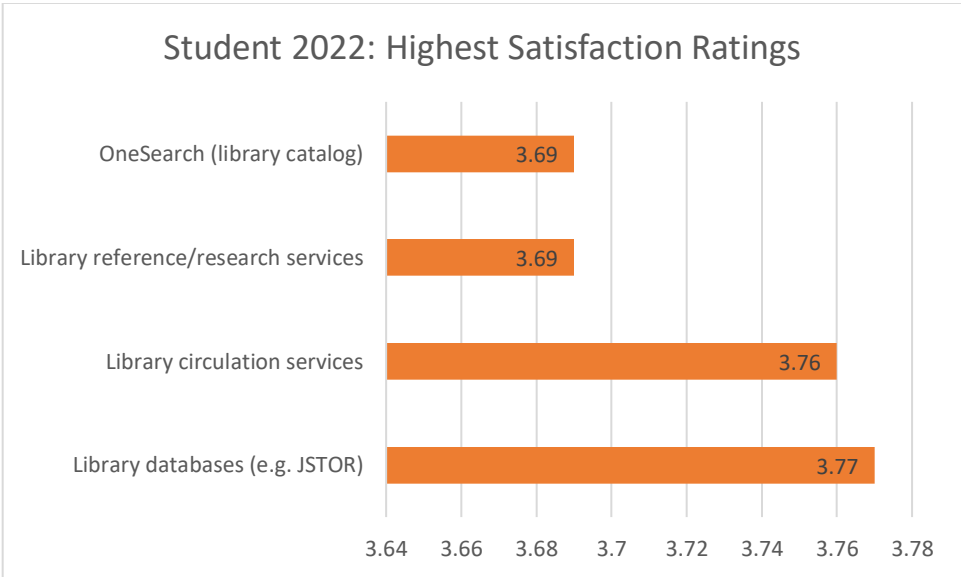
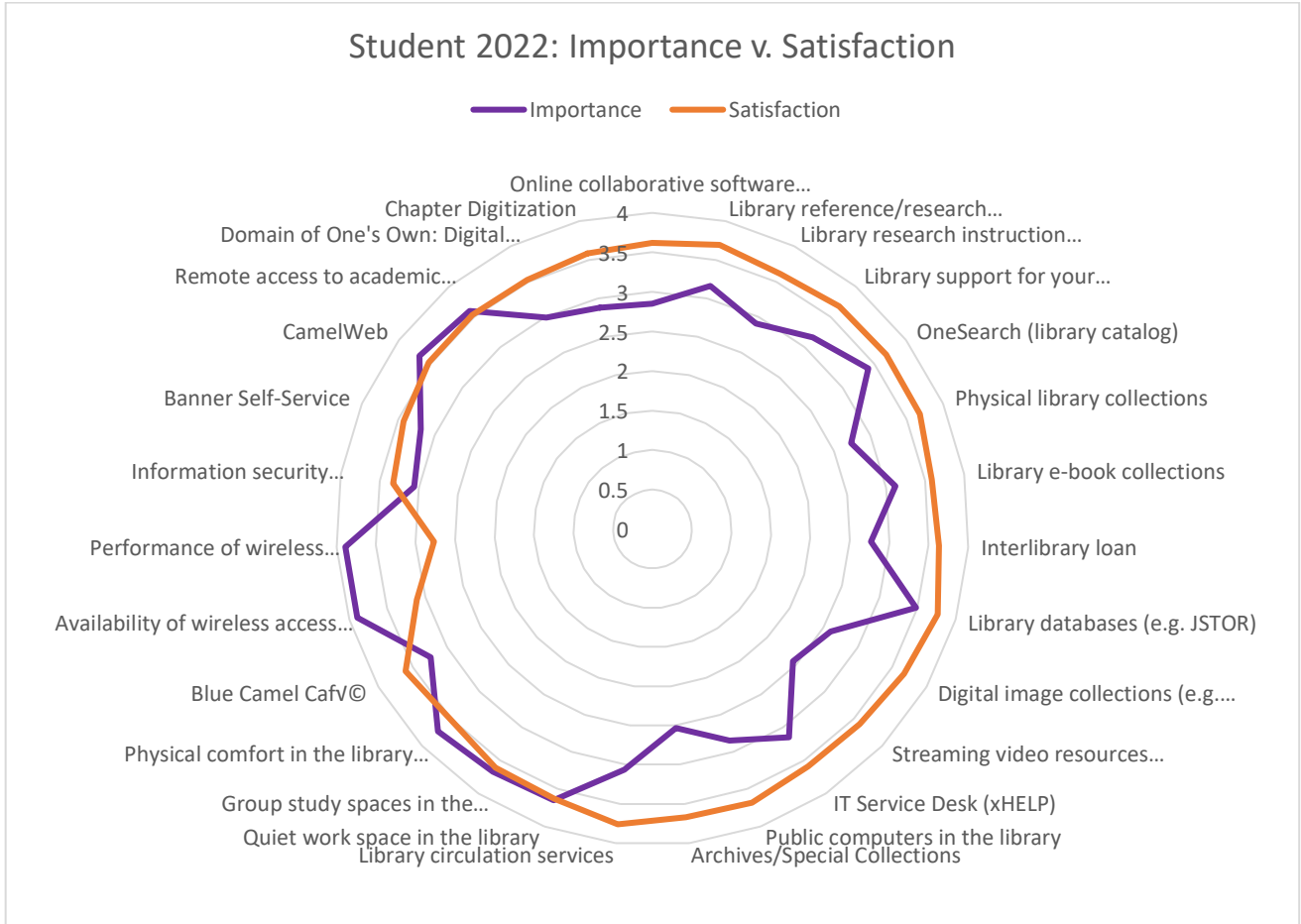
“The technology group is great -- always helpful, prompt, and super nice. When I need anything, they're always there for me and our staff.”

“IT does an excellent job!!”

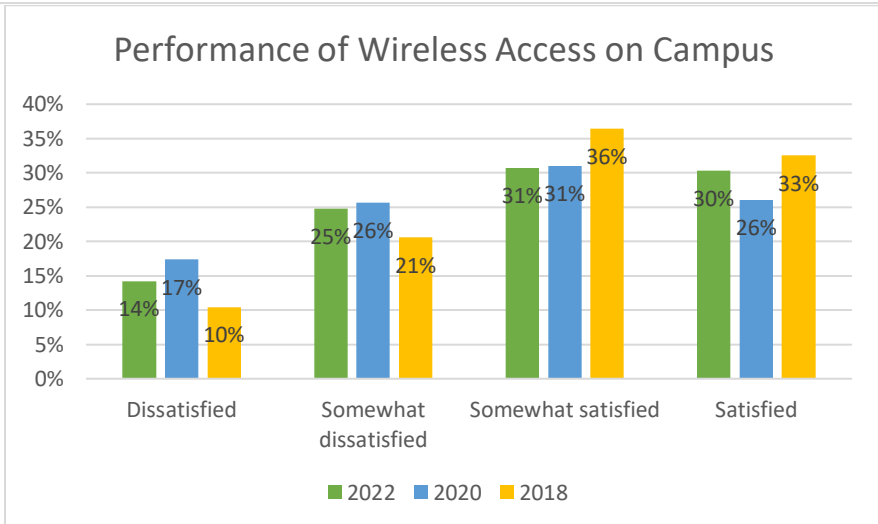
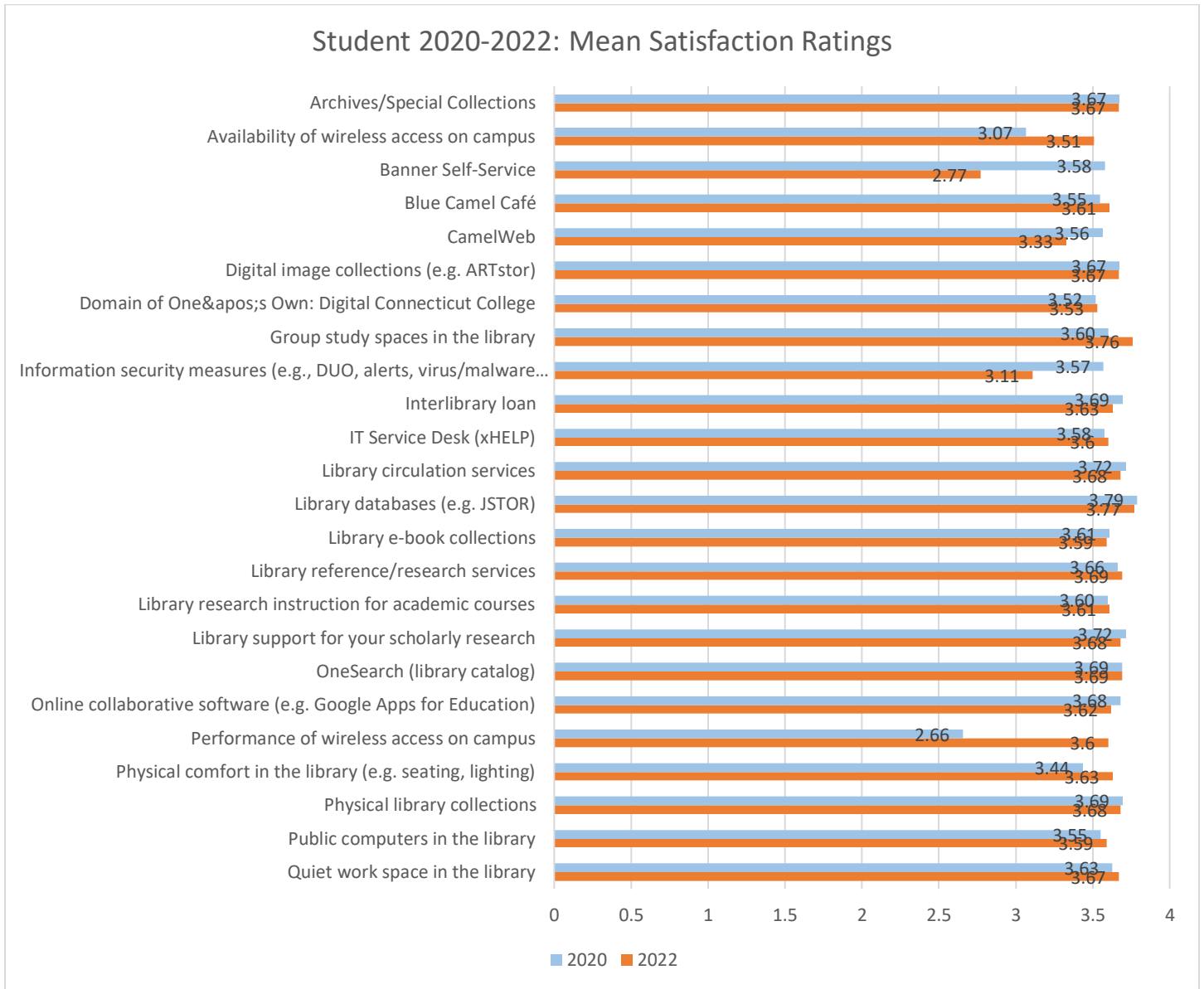
## STUDENT SURVEY

### Student satisfaction ratings remained high in 2022.

The MISO survey asks respondents to rate their level of satisfaction with services across the library and information technology spectrum. Students rated most services between a **3.1 and 3.8** in 2022. The only rating below a score of 3 was “performance of wireless access on campus” which was rated **2.8**. Students rated library databases, circulation, reference and OneSearch the highest scores of **3.7-3.8**.

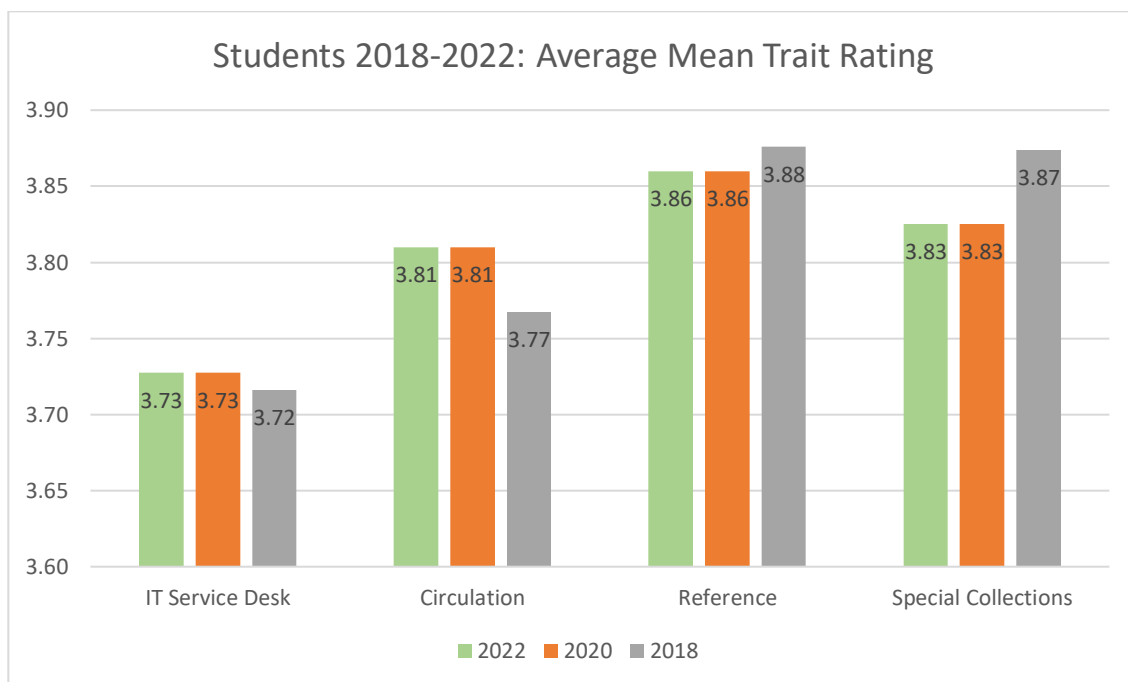
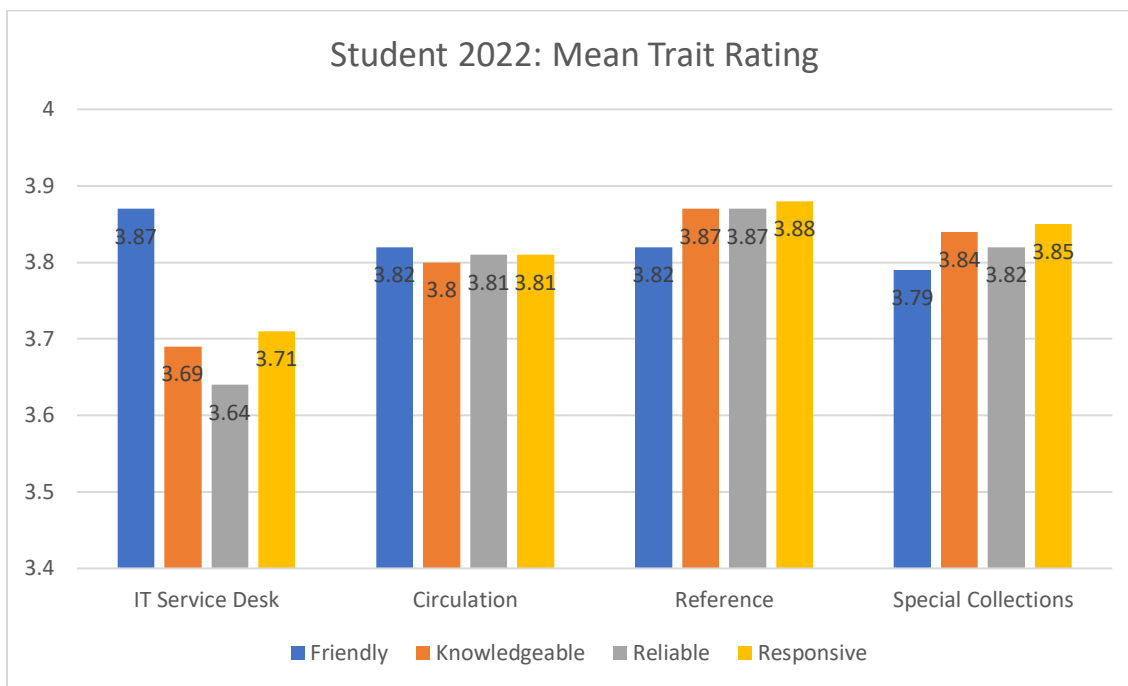


Mean satisfaction ratings for students have remained the same or improved since 2020. The mean satisfaction rating for “performance of wireless on campus” has the highest improvement with **62% of students satisfied or somewhat satisfied** in 2022.



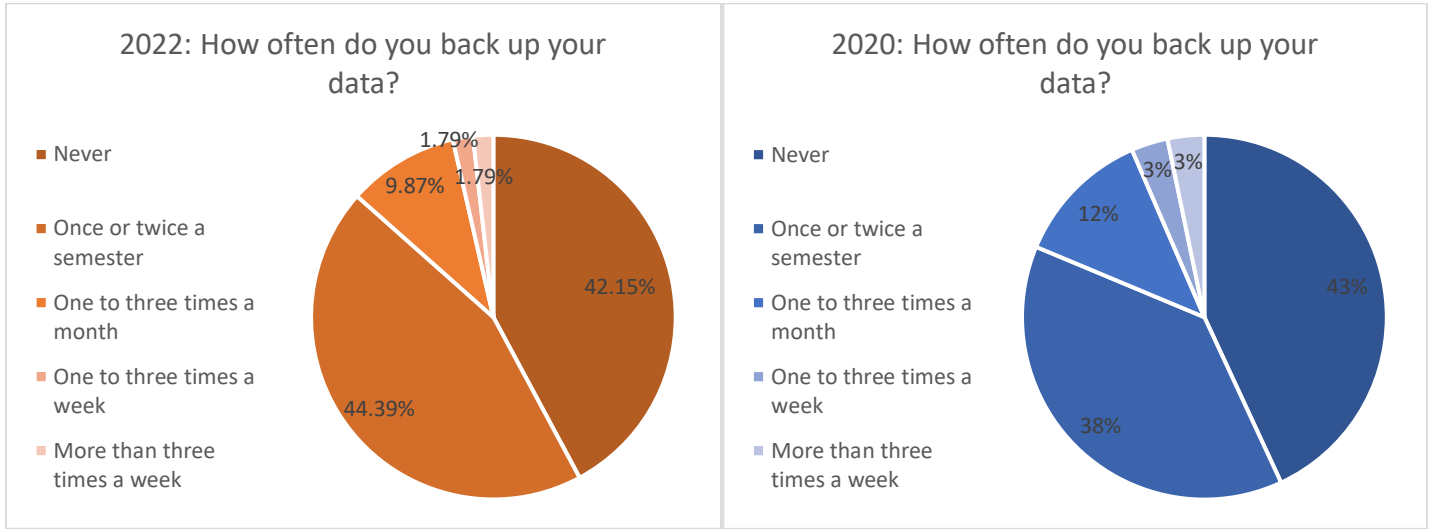
**Information Services staff members are friendly, knowledgeable, reliable and responsive, according to students surveyed.**

Students were asked to rate staff on four criteria (friendliness, knowledgeability, reliability and responsiveness). Taking ratings across these four criteria as an average, all areas received a score of at least **3.64 out of 4** (with 3 representing “somewhat agree” and 4 representing “agree”). Average ratings have remained above **3.72 out of 4** since 2018.

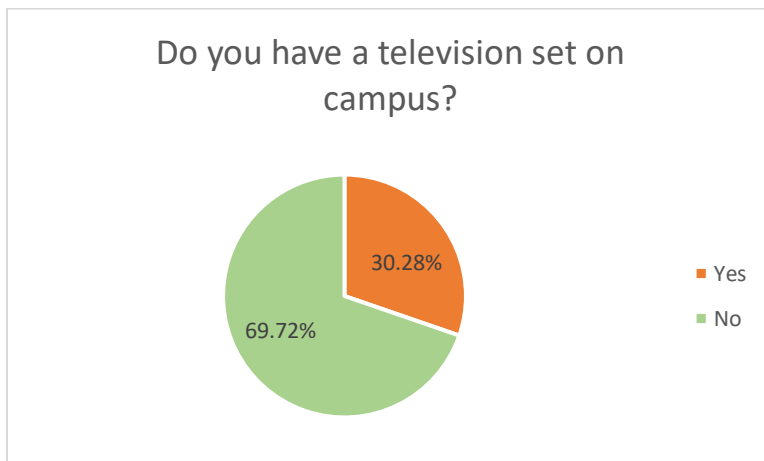
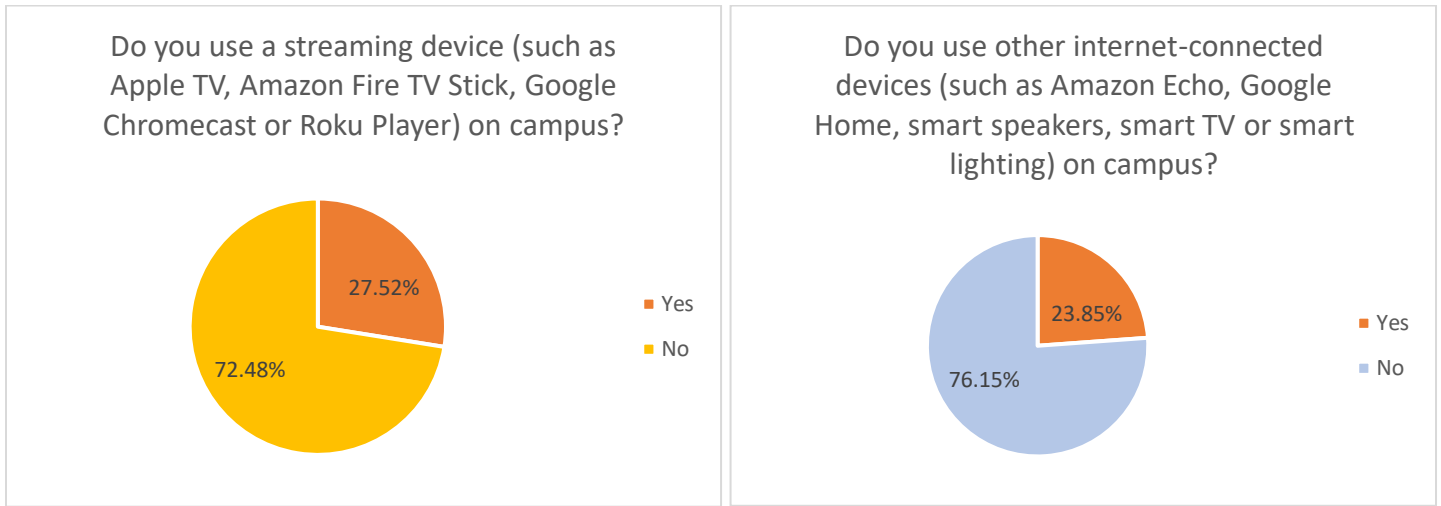


**Students are backing up their data more frequently**

A majority of students surveyed said they back up their data in 2022. However, 42% of students never back up their data.

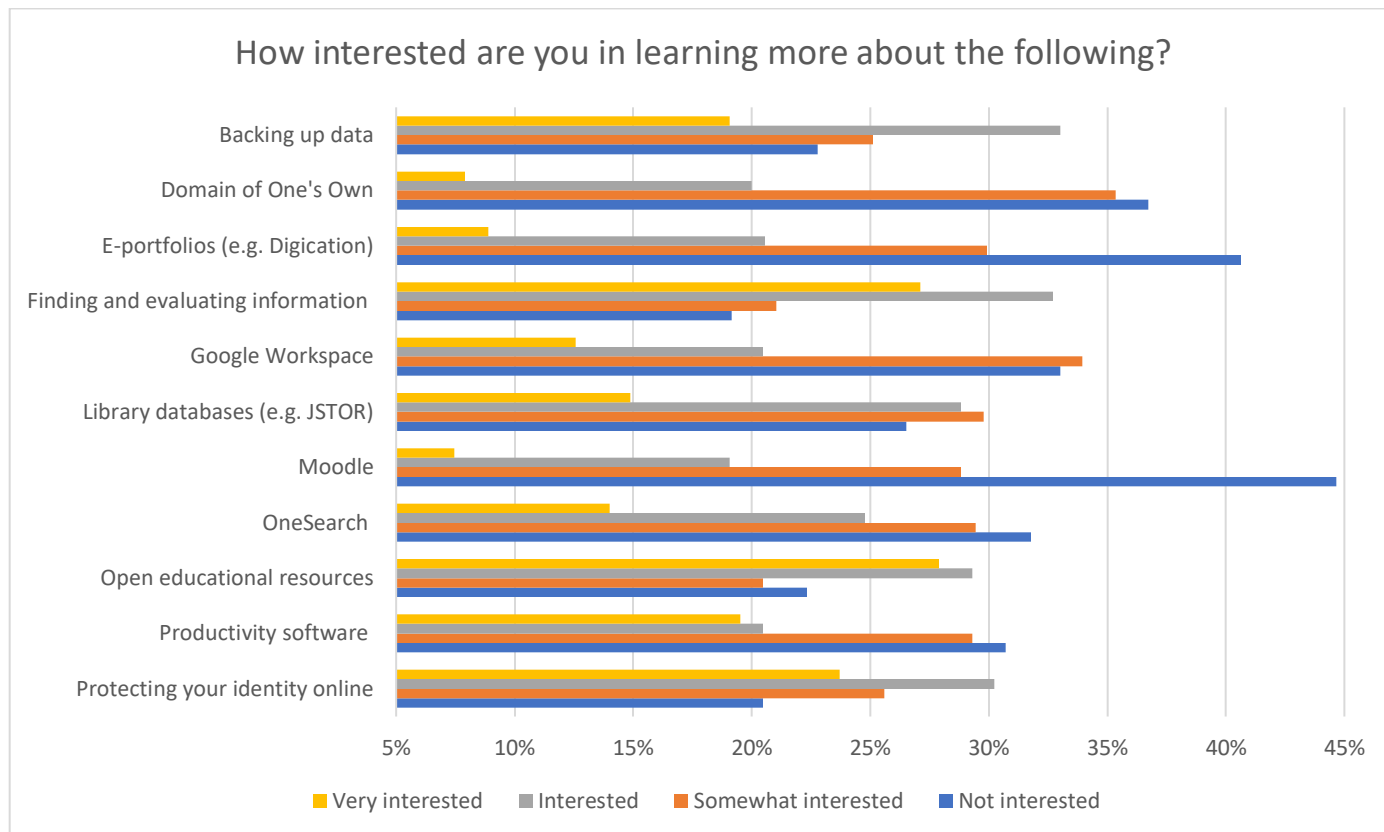


**Students use many types of media devices on campus.**



### Students are interested in learning more about many library and technology topics.

The top five areas of interest for students are: finding and evaluating information for your scholarship (**60% interested or very interested**), open educational resources/free textbooks (**57% interested or very interested**), protecting your identity and reputation online (**54% interested or very interested**), backing up data (**52% interested or very interested**), library databases (**44% interested or very interested**).



### Student Comment

“I have received a lot of help from the library research desk staff, I am always amazed at how helpful and interested these staff members are with any topic I bring to them to receive assistance with. It often goes unnoticed, but it is very much appreciated.”