



Measuring Information Services Outcomes

Southwestern University 2017-18 MISO Results

The MISO Survey is a web-based quantitative survey designed to measure how faculty, students, and staff view library and computing services in higher education. The MISO Survey gathers the following types of data about computing and library services.

- Frequency of service use
- Importance of services
- Satisfaction with services
- Academic impact of services
- Effectiveness of the relationships built with library and IT constituents
- Perceived service orientation of service point staff
- Level of constituent knowledge about key issues
- Use of computing and information tools

Southwestern University administered the survey in February 2018. All faculty and staff (except Library and Institutional Technology staff) and a sample of 700 students selected by MISO survey administrators, were invited to participate in the survey. Response rates were:

- Students 49.4%, compared to 48.6% at peer institutions
- Faculty 86.4%, compared to 61.3% at peer institutions
- Staff 74.1%, compared to 52.2% at peer institutions

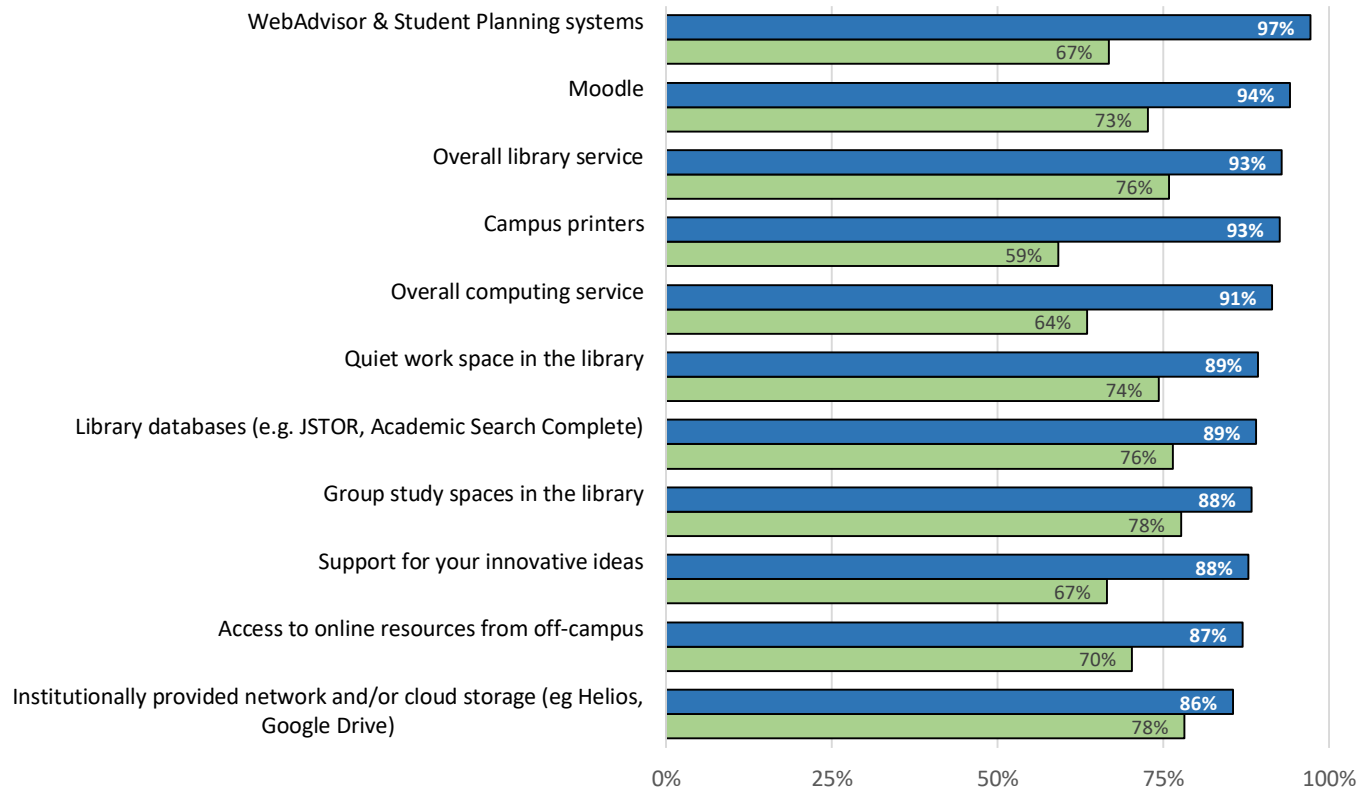
The results from the MISO 2017-18 administration provided us with information allowing us to assess the importance of the services we provide to students, faculty, and staff and their satisfaction with those services. The results can be compared to baseline information collected during the MISO 2012-13 administration. It also allows us to evaluate our results relative to a cohort of peer institutions. We plan to repeat this survey every five years, to ensure that we continue to meet the information and technology needs of faculty, students, and staff.

Faculty, students, and staff were asked to indicate the importance of various library and technology services as well as their satisfaction with these services. Results were as follows.

Students

Tools and Services by Student Satisfaction and Importance

■ Important ■ Satisfied



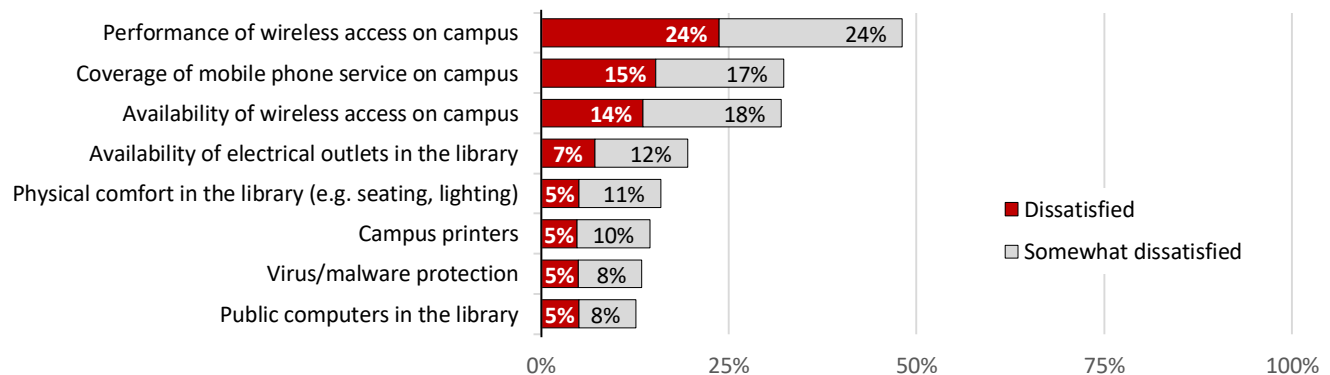
The five largest gaps between importance (response of “important” or “very important”) and satisfaction (response of “satisfied”) occurred in campus printers, Webadvisor, overall computing service, support for the student’s innovating ideas, and Moodle.

Student service	Importance	Satisfaction	Percent difference*
Campus printers	93%	59%	45%
WebAdvisor & Student Planning systems	97%	67%	37%
Overall computing service	91%	64%	35%
Support for your innovative ideas	88%	67%	27%
Moodle	94%	73%	25%

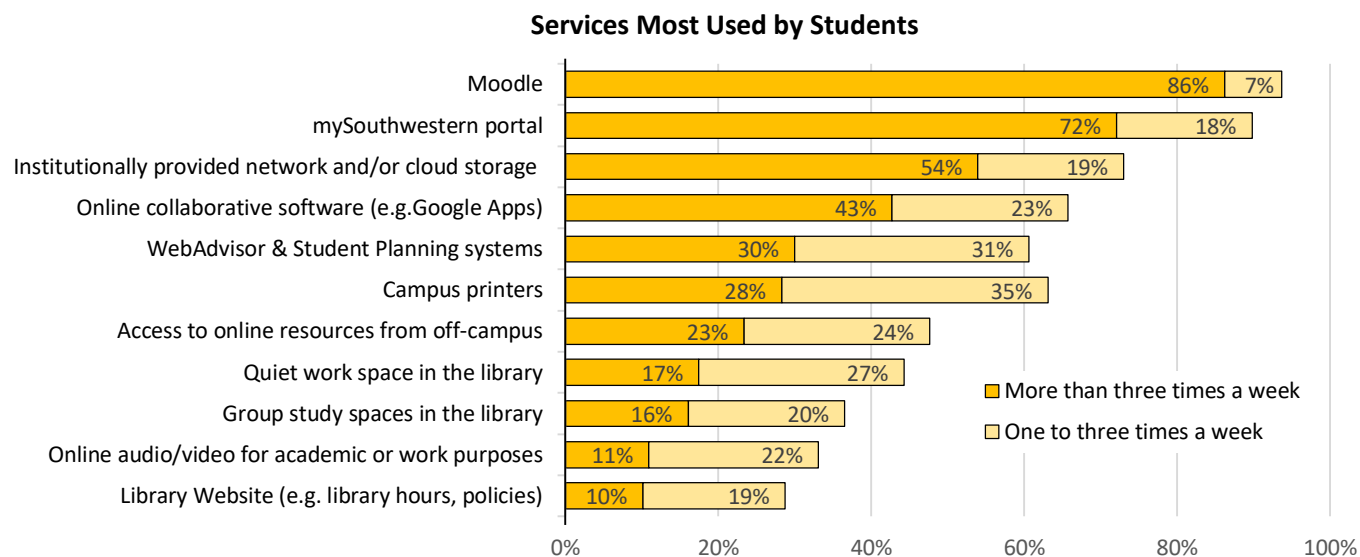
*percent difference calculated as $\frac{\text{importance\%} - \text{satisfied\%}}{2}$

Students responded they were most dissatisfied with public computers, availability of electrical outlets, and physical comfort in the library, wireless and phone coverage on campus, campus printers, and virus protection.

Resources and Services Students are Least Satisfied With



Students (cont.)



Students Response Themes:

Moodle is the most-used services, with 93% of students using it at least once a week, and one of the most important services, with 94% of students responding it was important. However, there is a 25% difference between importance (94%) and student satisfaction (73%).

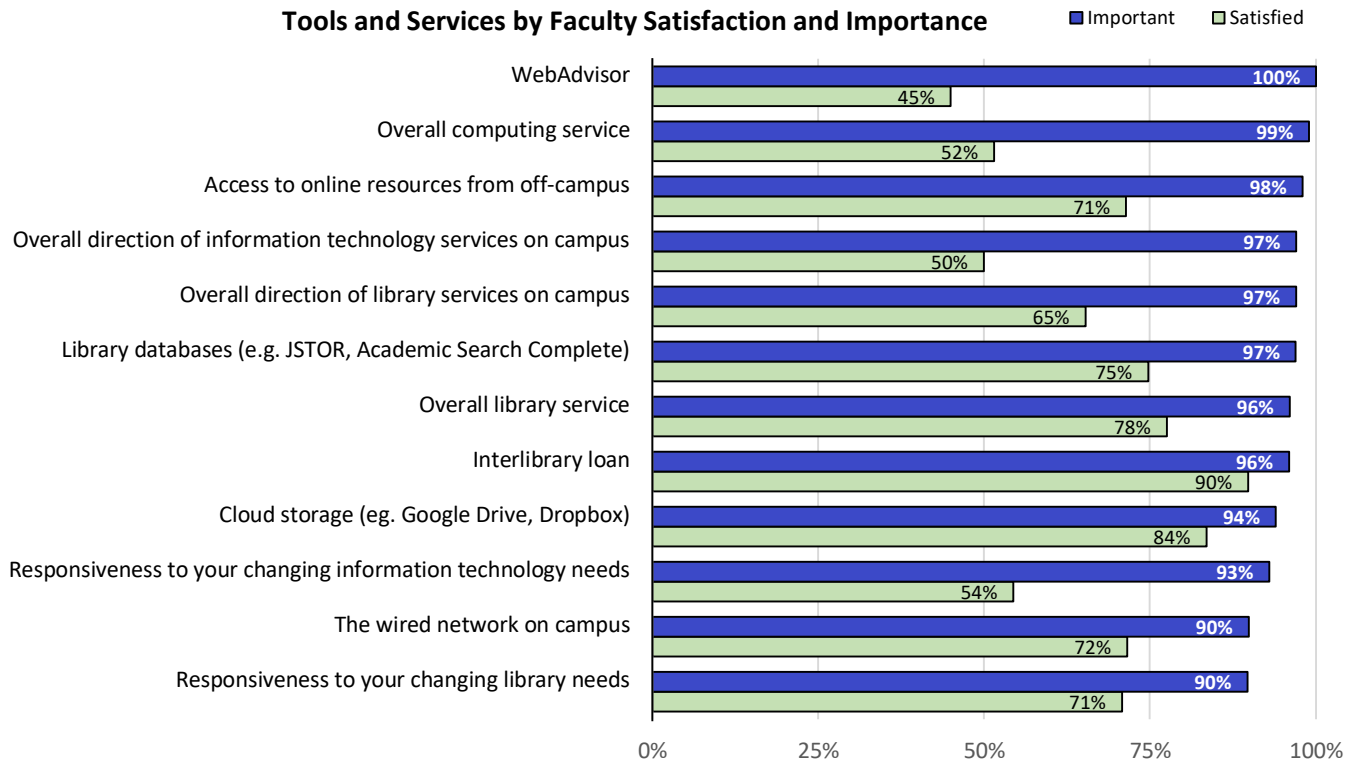
Campus printers have the largest gap (45%) between student importance (93%) and student satisfaction (59%). Despite the fact that 63% of students report using them at least once a week, 15% of students are dissatisfied with campus printers.

Students were the least satisfied with **performance of wireless on campus** (48%), **availability of wireless on campus** (32%) and **coverage of mobile phones on campus** (32%). Students were not asked to rank the importance or usage of these three services.

A **quiet work space in the library** was ranked as important (89%), nearly half of the students (44%) reported using the library at least once a week, and students were generally satisfied (74%). However, students were dissatisfied by the availability of electrical outlets (19%) and the physical comfort, such as lighting and seating, in the library (16%).

Faculty

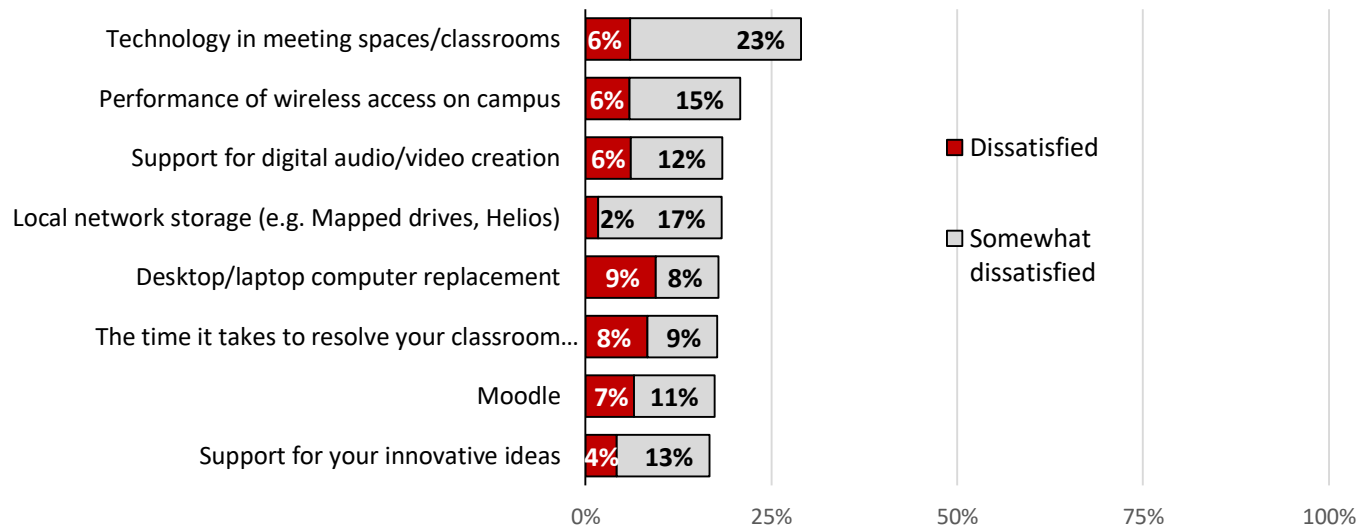
Tools and Services by Faculty Satisfaction and Importance



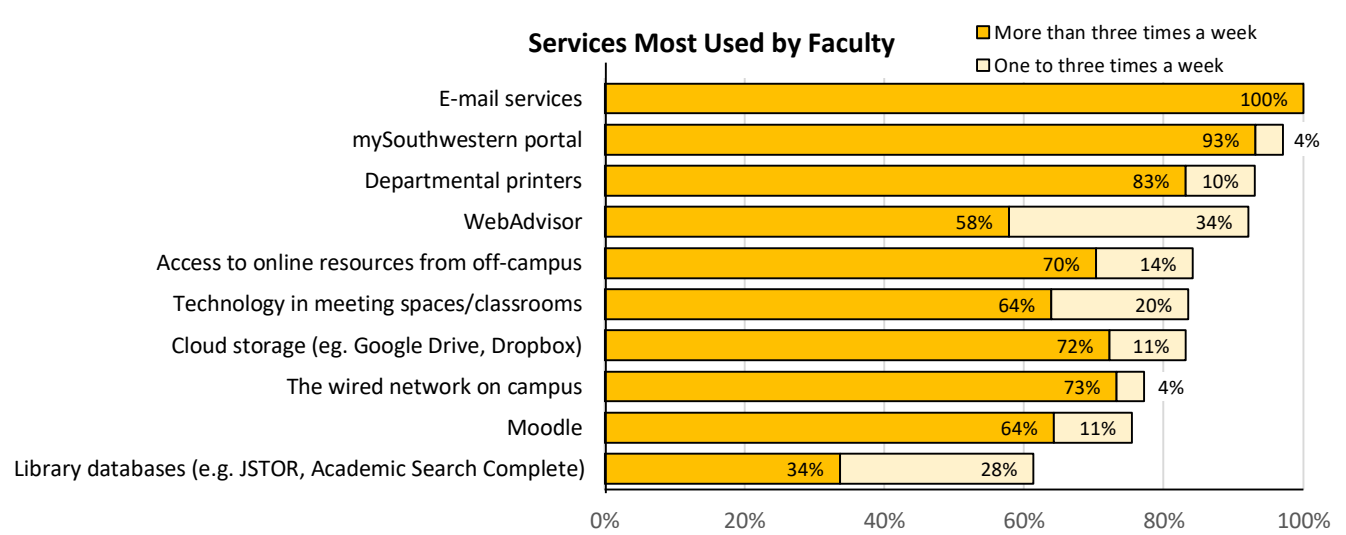
The five largest gaps between importance and satisfaction occurred for WebAdvisor, responsiveness to faculty changing information technology needs, and the overall computing service, direction of information technology service, and direction of library services.

Faculty service	Importance	Satisfaction	Percent difference
WebAdvisor	100%	45%	76%
Overall direction of information technology service on campus	97%	50%	64%
Overall computing service	99%	52%	62%
Responsiveness to your changing information technology needs	93%	54%	53%
Overall direction of library services on campus	97%	65%	40%

Resources and Services Faculty are Least Satisfied With



Faculty (cont.)



Faculty Response Themes:

100% of faculty thought **WebAdvisor** was important and 92% reporting using it at least once a week, but only around half of the faculty surveyed were satisfied by the current WebAdvisor (45%). Of services deemed important by 90% of surveyed faculty, WebAdvisor had the lowest satisfaction rates (45%). The largest gap (76%) between importance (100%) and satisfaction (45%) was also for WebAdvisor.

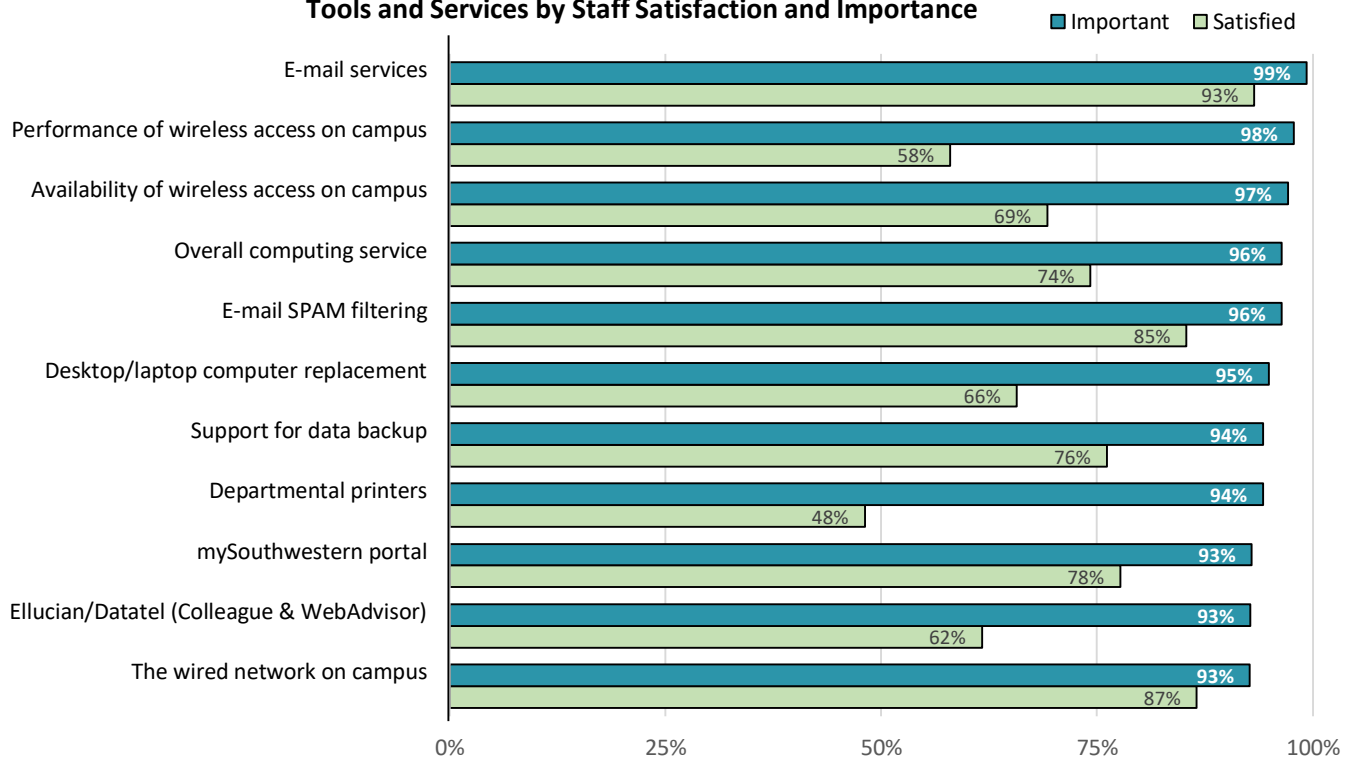
Access to online resources from off-campus were deemed important by 98% of the faculty surveyed. 84% of faculty surveyed used online resources from off-campus at least once a week and were generally satisfied (71%).

Technology in meeting spaces and classrooms had the highest rates of dissatisfaction (29%), yet 84% of faculty surveyed use technology in meeting spaces and classrooms at least once a week.

The **overall direction of information technology service** on campus had a 64% difference between importance (97%) and satisfaction (50%). The **overall direction of computing service** had a 62% difference between importance (99%) and satisfaction (52%).

Staff

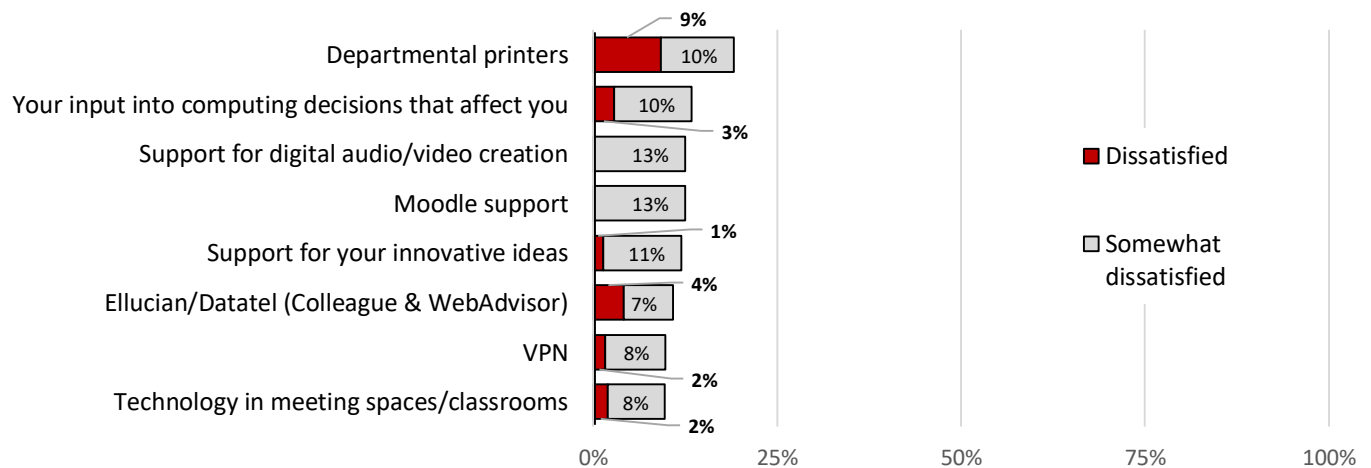
Tools and Services by Staff Satisfaction and Importance



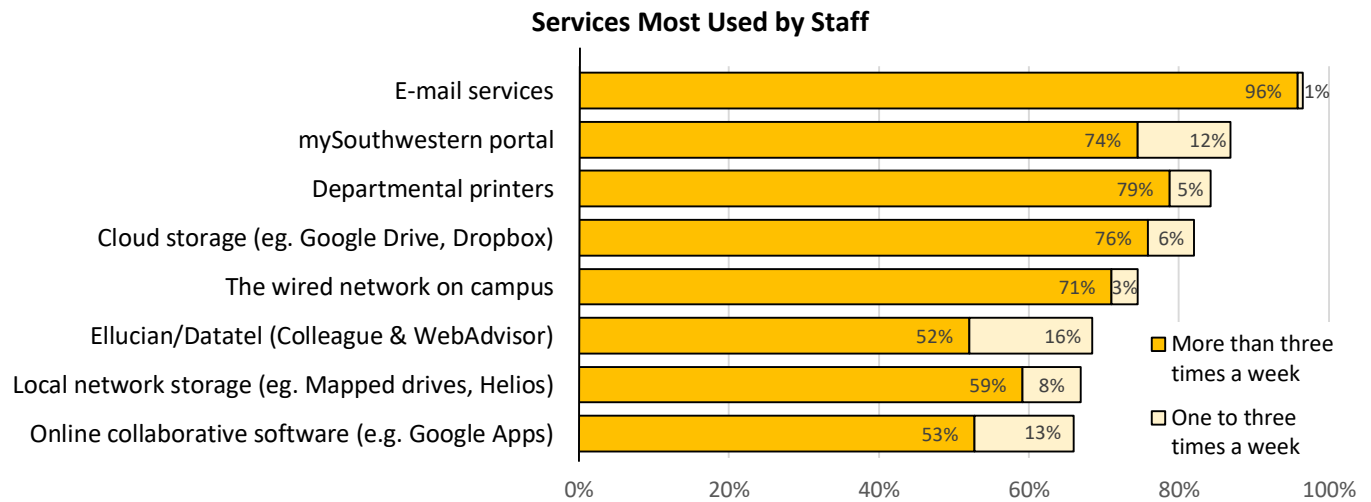
The five largest gaps between importance and satisfaction occurred in departmental printers, performance and availability of wireless access on campus, computer replacement and Colleague and Webadvisor.

Staff service	Importance	Satisfaction	Percent difference
Departmental printers	94%	48%	65%
Performance of wireless access on campus	98%	58%	51%
Ellucian/Datatel (Colleague & WebAdvisor)	93%	62%	40%
Desktop/laptop computer replacement	95%	66%	36%
Availability of wireless access on campus	97%	69%	34%

Resources and Services Staff are Least Satisfied With



Staff (cont.)



Staff Response Themes:

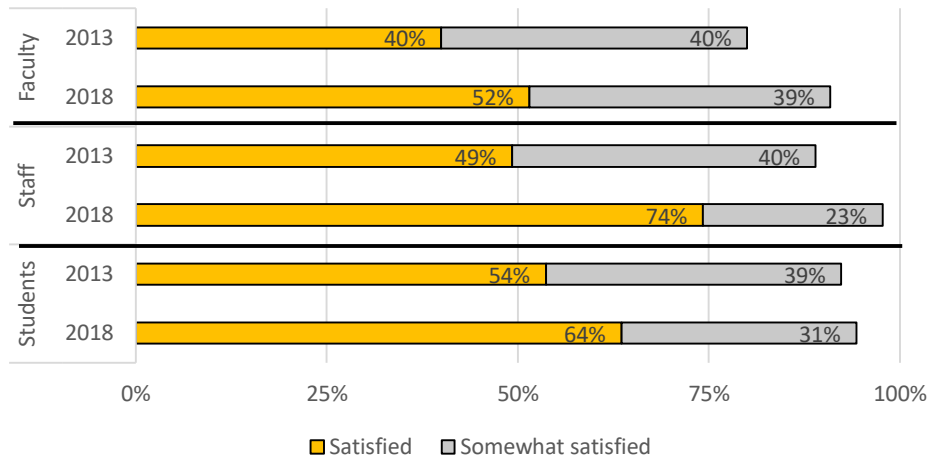
E-mail services were deemed important by 99% of staff surveyed. In addition, 96% of staff used email more than three times a week (97% more than once a week) and 93% of staff reported feeling satisfied with e-mail services.

Departmental printers had the highest rates of dissatisfaction (19%), with a 65% difference between importance (94%) and satisfaction (48%). 84% of staff members reported using departmental printers at least once a week.

Both **performance and availability of wireless access on campus** were reported as some of the most important services (98% and 97%, respectively) yet had large gaps between importance and satisfaction (51% and 34%, respectively).

Staff reported lower levels of dissatisfaction with resources and services, compared to faculty and students.

Overall Computing Services

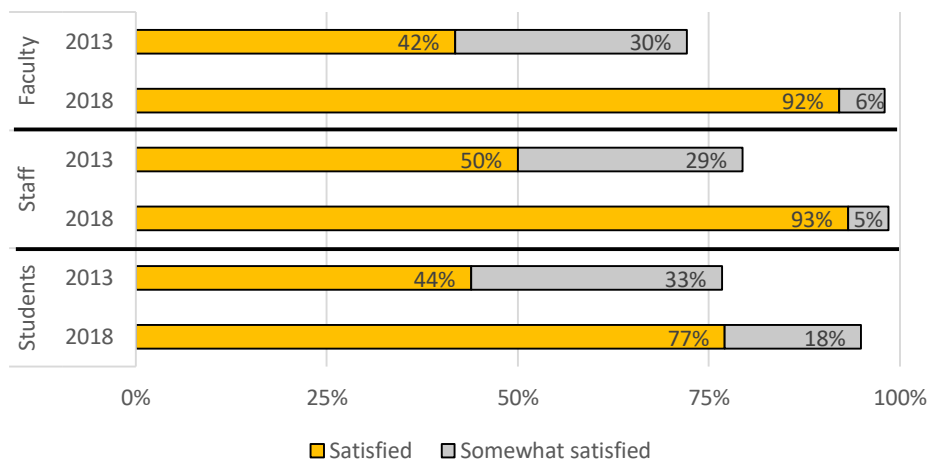


Satisfaction with overall computing services has increased since the previous MISO survey. While all groups report being more satisfied than dissatisfied, there is still a sizable difference between importance and satisfaction that can be seen in the respondents' separate sections. In addition, 50% of faculty and 66% of staff reported being satisfied with the overall direction of information technology services.

In the 2013 MISO survey, 66% of SU faculty reported being dissatisfied or somewhat dissatisfied with computer replacement. As a response, Information Services developed a plan to replace faculty and staff computers every four years. Faculty reporting being dissatisfied or somewhat dissatisfied has now dropped to 17%. Computer replacement continues to have one of the highest rates of faculty dissatisfaction but a large improvement has been seen.

Email services had been identified as an area in need of improvement prior to the 2013 MISO survey. However, the survey was administered before campus implementation of Gmail and Google Apps for Education.

Email Services

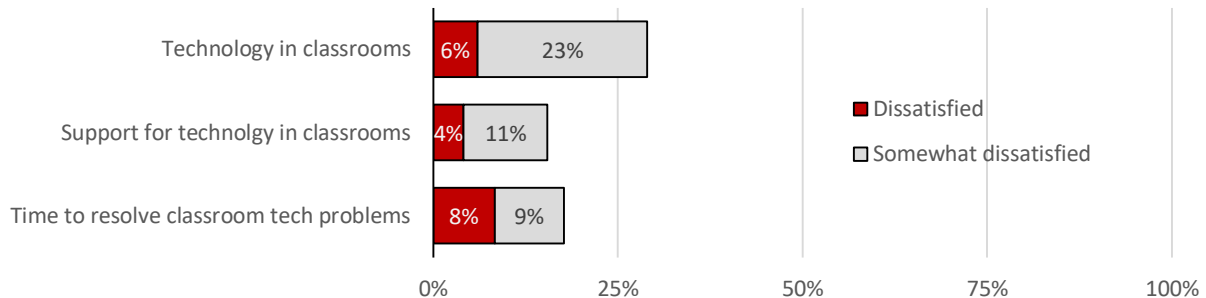


Since the change to Gmail, satisfaction with email has greatly improved.

Computing Services (cont.)

The following explores the technology services each respondent group was most dissatisfied with.

Faculty Dissatisfaction with Technology in Classrooms

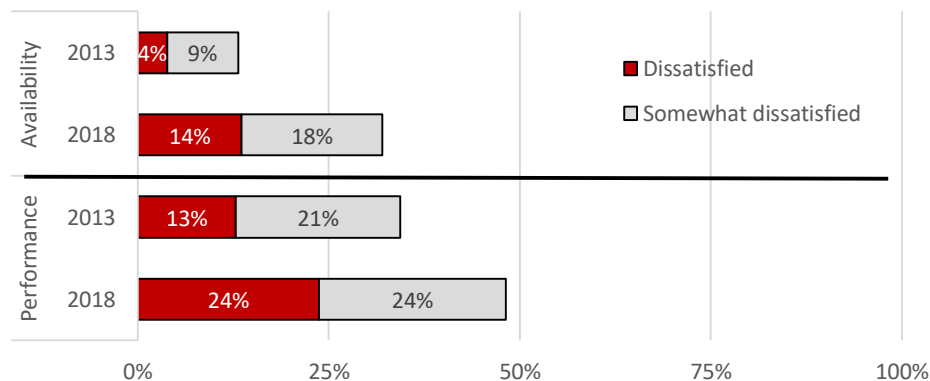


Technology in meeting spaces/classrooms had the highest rates of faculty dissatisfaction. Related services of support for technology in classrooms and time it takes to resolve classroom technology issues also had relatively high rates of dissatisfaction. Staff also reported a 10% rate of dissatisfaction with technology in meeting spaces and a 6% rate of dissatisfaction with the support provided for that technology.

Departmental printers had the highest rate of staff dissatisfaction (19%) and a difference of 65% between importance (94%) and satisfaction (48%). 84% of staff members reported using departmental printers at least once a week. Related, 63% of students report using **campus printers** at least once a week, but 15% of students are dissatisfied with campus printers. Campus printers has difference of 45% between student importance (93%) and student satisfaction (59%).

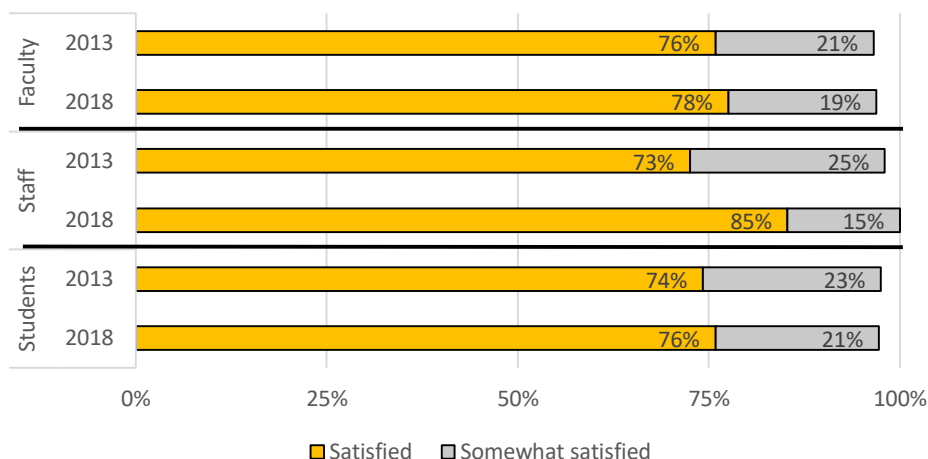
Performance of wireless on campus has the highest rate of student dissatisfaction with 48% of students reporting being dissatisfied or somewhat dissatisfied. Performance of campus wireless also had a high rate of dissatisfaction with staff at 21%. In addition to performance, students were also dissatisfied with the **availability of wireless access on campus** at 32%.

Student Dissatisfaction with Wireless Internet



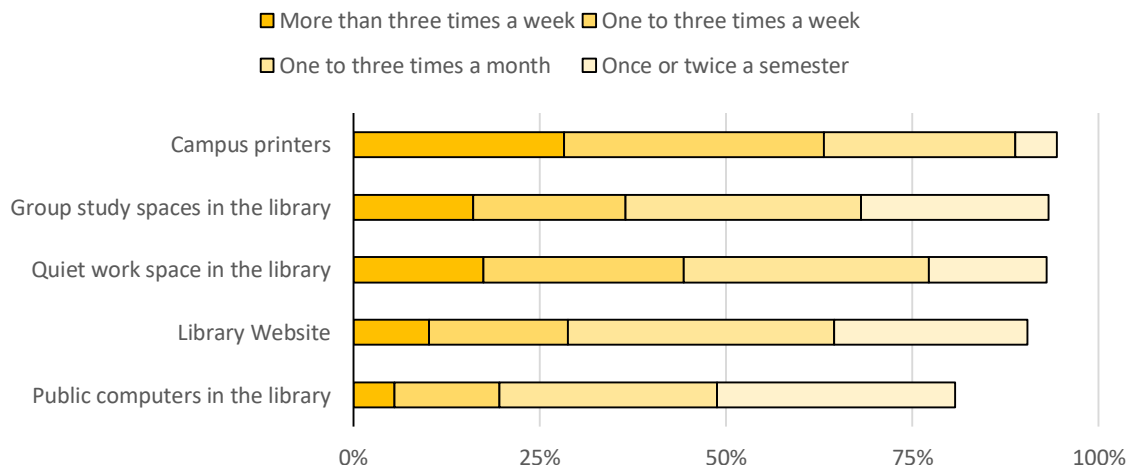
Dissatisfaction with wireless internet is not unusual, however Southwestern University does have higher dissatisfaction than its peer group and despite upgrades done to the campus wireless system student dissatisfaction has increased since the last survey in 2013.

Overall Library Services



All respondent groups continue to report high rates of satisfaction with library services as a whole.

Library Services Used by Students



Students are using library spaces. 44% of students reported using the library at least once a week as a quiet work area and 36% reported using the library for group study. While students are generally satisfied with the library, 19% are at least somewhat dissatisfied with the **availability of electrical outlets** and 16% are at least somewhat dissatisfied with the **physical comfort** of the library.

Student Dissatisfaction with Library Services

