What is the MISO survey and who participated?

In February 2015 LTS administered the MISO (Measuring Information Services Outcomes) survey to campus faculty, students, and staff. All the faculty and staff, and a sample of Wellesley students (with balanced class participation) were invited to participate. The overall response rate for the faculty was 62% whereas for the students and staff it was over 50%. For some administrative offices, the response rate approached 90%.

The survey LTS administered in 2015 aimed to collect feedback on three areas: the importance of library and technology resources and services, satisfaction with those resources and services, and an assessment of how informed the faculty, students and staff are about LTS resources, services, and policies.

LTS administered this survey last in 2008, but intends to administer it every two years going forward. The results of this survey inform LTS on how best to restructure its services to serve the community better. It also will provide longitudinal data on services and service delivery going forward.

The overall message we learned from the survey is that LTS is providing a very high quality of service. It is clear that most of our community is not aware of some of the important services we provide and are not aware of many of the library and technology policies. There are also specific services that were identified where the satisfaction levels are relatively low.

Faculty members expressed highest dissatisfaction in two areas -- classroom technology and Sakai. Students expressed their highest dissatisfaction with printing and wireless in the residence halls. The dissatisfaction expressed by the administrative staff did not have a similar coherence with the exception of not being consulted adequately regarding technology decisions that affect their work, reporting tools for data, and wireless access on campus.

Although not necessarily among the top areas of dissatisfaction for any one group, a number of resources and services were listed as items of concern at lower levels of dissatisfaction across multiple constituencies. These include access to on-campus resources from off-campus, access to on-campus resources via mobile devices, input into computing and library decisions that affect the community, Banner Self-Service, MyWellesley, and web conferencing.

We provide further discussion of MISO survey data here and the specific areas that LTS plans to devote considerable resources to based on what the community members have told us.

MISO goals and early analysis

Our goal for MISO 2015 was to identify areas of improvement that could be accomplished over the next 1-2 years. This data in combination with other information available to us, such as usage of various services and resources, and feedback from academic and administrative department needs assessment meetings, will help us prioritize the areas for improvement and further discussion. In line with this goal, our analysis does not aim to examine every resource and service, but instead to identify those areas of greatest dissatisfaction, areas of highest importance, and areas in which our communication with the community needs to improve.

Areas of highest importance

There was strong consensus among faculty staff and students on the most important LTS resources and services. Email, the wireless network, desktop/laptop support, and printing received the strongest responses. In addition, Banner Self-Service, overall library and computing support, off-campus access to resources, library databases, MyWellesley, cloud storage, the library catalog, and the Computing Help Desk also received strong responses across multiple constituencies.

Areas for immediate action

Classrooms

Classroom technology suffered a setback in Fall 2014 due to a variety of circumstances. We immediately began a process to address this and a completely revamped support structure was put in place in January 2015. Through conversations with faculty and the information provided in our help desk tickets, we are continuing to proactively identify and resolve problems with our aging technology and identify areas in which greater support can be provided. Based on the data and feedback we have received so far, the changes we have put in place has resulted in a big improvement. Our new classroom equipment standard (implemented in recently renovated classrooms) is a tremendous improvement over older classroom installations. This year we will be working to identify a strategy that would allow for interim user interface upgrades (in line with this standard) across campus as a first step towards modernizing our classroom technology.

Student Wireless Access

We believe that the dissatisfaction of wireless coverage in residence halls comes from both capacity issues as well as lack of coverage in certain areas because of the materials used in the construction of these buildings. A project is already underway to address the coverage issues in certain areas of the residence halls by installing localized access points in certain rooms. We will continue to do proactive capacity planning and add more access points to increase wireless capacity.

Student Printing

A combination of changes in technologies, some of which are beyond LTS's control, resulted in frustrating experiences for the students involving printing. LTS staff have been trying very hard to resolve the issues, but without appropriate cooperation from many of the vendors we rely on to make this work, we have not succeeded. We have alerted the vendors involved for the need to urgently find a way to simplify the technology involved in student printing by this summer, so that by this Fall, we would like to see a much simpler and less frustrating printing experience for the students.

Areas for further investigation

Sakai: Learning Management Systems

Based on faculty and student data, it is time for us to re-evaluate whether Sakai is the best fit for our learning management system needs. The Advisory Committee on Library and Technology Policy (with LTS support) will take the lead in looking at other learning management system options in Fall 2015. Faculty-at-large will have multiple opportunities to participate in this conversation, communicate their needs in a learning management system, and provide feedback on any tools we evaluate. We wish to caution that we are launching this exploration based on the feedback we have received from the community and not because LTS is interested in making a change.

Administrative Department Needs Assessments

Because administrative departments and individuals within these departments have different needs related to their responsibilities, further conversations will help determine the areas in which LTS can improve resources and services pertaining to their work. Those departments with which we have not yet held a needs assessment meeting will have the opportunity in the coming months to meet with the senior administrators in LTS to determine priorities for improvement. Departments that have already met with LTS will have the opportunity for a follow-up meeting around their needs and the MISO data.

Methodology

We looked at the data several different ways.

Satisfaction

- Highest counts of dissatisfied and somewhat dissatisfied
- Highest counts of dissatisfied and somewhat dissatisfied weighted by importance (important and very important)

- Highest percentages of dissatisfied and somewhat dissatisfied out of individual question response totals
- Percentages over 50% of dissatisfied, somewhat dissatisfied and somewhat satisfied out of individual question response totals
- Question means under 3.4 (out of a possible 4)

Importance

- Highest counts of important and very important
- Highest percentages of very important out of individual question response totals
- Percentages over 90% of important and very important out of individual question response totals
- Question means over 3.7 (out of a possible 4)

In addition to looking at each community group overall we are also examining departmental and academic division data (for those who voluntarily provided that information in the survey) to determine if and what differences exist. Benchmarking data has not yet arrived. We will continue our analysis when our peer data is available.

Next steps

The MISO survey is not a comprehensive survey. The survey questions are very general and do not allow for further clarification of user dissatisfaction and needs. To better understand the responses and to organize solutions we are following up using other assessment tools. LTS collects data on resource usage and through help desk tickets and continuing needs assessment meetings with academic and administrative departments. In addition, individuals and departments on campus may routinely connect with their LTS liaisons to communicate their needs. Finally, more than 40% of survey respondents indicated their willingness to be contacted for further conversations regarding their survey responses. We will be organizing opportunities for these conversation early in the Fall semester.

In Fall, we will make the survey results available to the community in a form that is useful and meaningful.

This summary does not include all areas of dissatisfaction for all groups as there was a wide range of responses. If you have a concern not listed here that you would like to see action on, we encourage you to contact LTS (through your LTS liaison or cio@wellesley.edu) so we can follow up on your needs.

Conclusion

There were a number of comments and questions included in the open response section of the survey. Individuals who requested feedback on their questions and comments will be contacted by LTS in the coming month.

As always, LTS appreciates all feedback both positive and negative as we consider the ways in which we can better serve the community. If you are uncertain to whom you should send your feedback, emailing cio@wellesley.edu is always a place to begin!

Thank you for your participation in this year's MISO survey. If you have any questions or concerns about the survey please do not hesitate to contact Heather Woods.