Measuring Information Services Outcomes: The MISO Survey

What is it?

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 addresses the following research questions:

- What services and resources are important to our constituents, and how successfully do our organizations deliver them?
- How effectively do we communicate with our campus communities about our services and resources?
- How skilled are our constituents in the use of software and library databases? What additional skills do they wish to learn, and how do they wish to learn?
- Which software and hardware tools do our constituents use, and which of these tools do they own?
- What roles do our constituents play on campus? What demographic factors identify them?
- What benchmarks can be established for excellent delivery of library and computing services?

Who took it?

- All faculty: 73.1% response rate
- All staff: 68.9% response rate
- Random subset of 700 students: 64.4% response rate

What did we find?

- Generally, very satisfied with IS staff and services
- Feel informed about available technology and library services
- Faculty prefer 1:1 instruction, staff prefer workshops or training session
- Faculty and staff do not feel particularly skilled in WebAdvisor
- High ratings of IS functional areas in friendliness, knowledgeable, responsive, reliable

What actions are we taking?

- Expanded library hours during finals
- Enhancing training and support of Moodle, Reason, SharePoint
- Examining ways to increase communication and information through multiple avenues
- Examining detailed responses by functional areas to develop responsive goals
- Receiving peer schools results for comparison later in the spring

Where can you get more information about MISO results?

https://reason.kzoo.edu/is/miso2012/
Constituencies were asked to rate a number of services based on how important they were to the individual, as well as how satisfied they were.

Ratings on a four point scale (1-Dissatisfied, 2-Somewhat Dissatisfied, 3-Somewhat Satisfied, 4-Satisfied).

These are the five items that each constituency rated most and least satisfied:

### Most Satisfied

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Staff</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Circulation Services</td>
<td>E-mail services</td>
<td>Campus computing labs</td>
</tr>
<tr>
<td>Virus Protection</td>
<td>Library circulation services</td>
<td>Campus printers</td>
</tr>
<tr>
<td>The wired network</td>
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<td>Library circulation services</td>
</tr>
<tr>
<td>Library Web Site</td>
<td>Support when you have a computing problem</td>
<td>Quiet work space in the library</td>
</tr>
<tr>
<td>Interlibrary loan</td>
<td>Library Web Site</td>
<td>Group study spaces in the library</td>
</tr>
</tbody>
</table>

### Least Satisfied

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Staff</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moodle</td>
<td>Your input into computing decisions that affect you</td>
<td>Performance of wireless access on campus</td>
</tr>
<tr>
<td>Hornet Hive portal</td>
<td>Datatel Colleague</td>
<td>Your input into computing decisions that affect you</td>
</tr>
<tr>
<td>Your input into computing decisions that affect you</td>
<td>Computing help desk schedule</td>
<td>Your input into library decisions that affect you</td>
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<td>Performance of wireless access on campus</td>
<td>The wired network</td>
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<td>E-mail Spam filtering</td>
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