

Dixie State University

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MISO (Measuring Information Service Outcomes)  
Reports

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Information Services

2019

# MISO Survey 2019: Trends and Takeaways

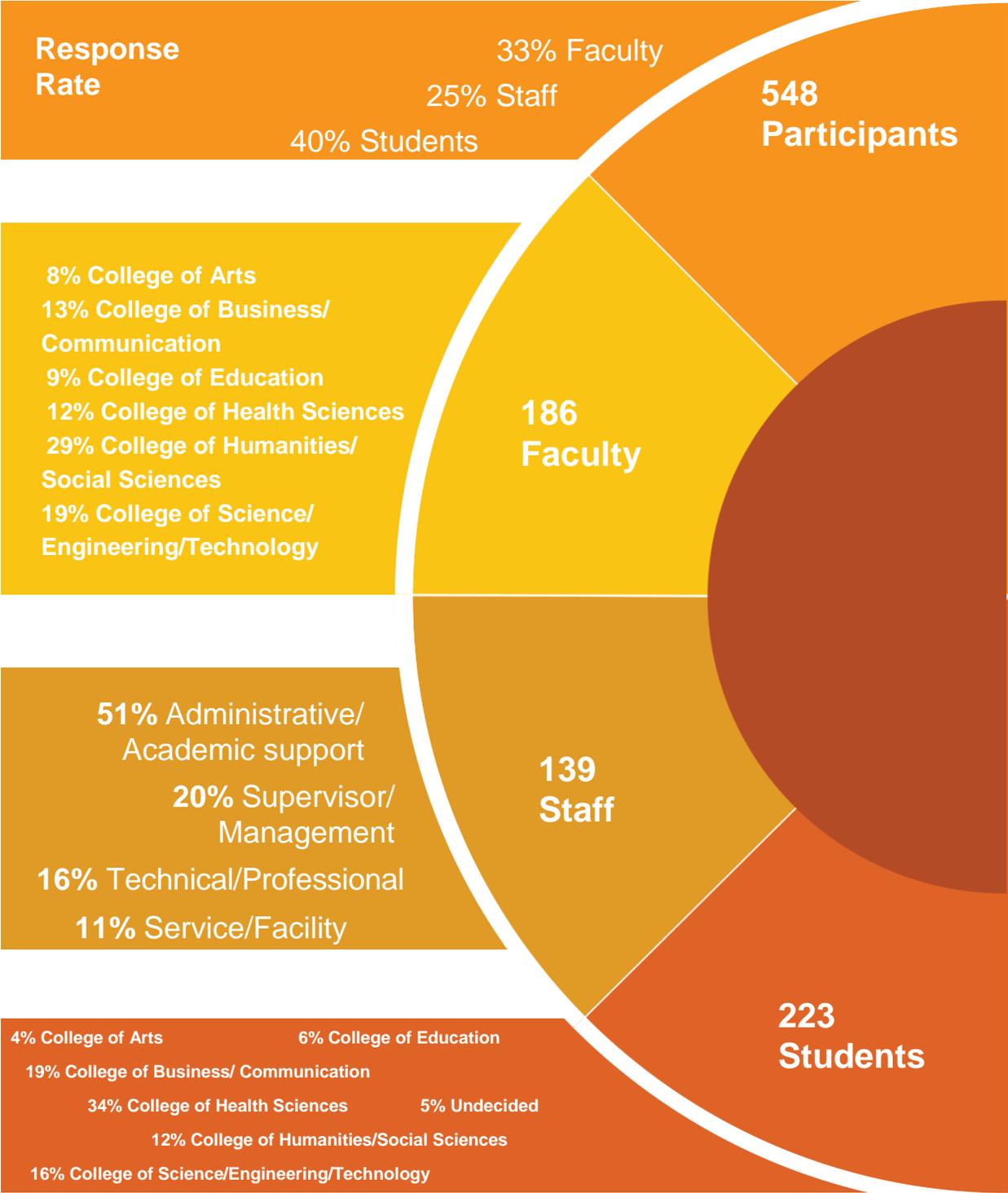
Linda Jones  
Dixie State University



# INFORMATION SERVICES

MISO Survey 2019 Trends and Takeaways

# MISO Survey Demographics



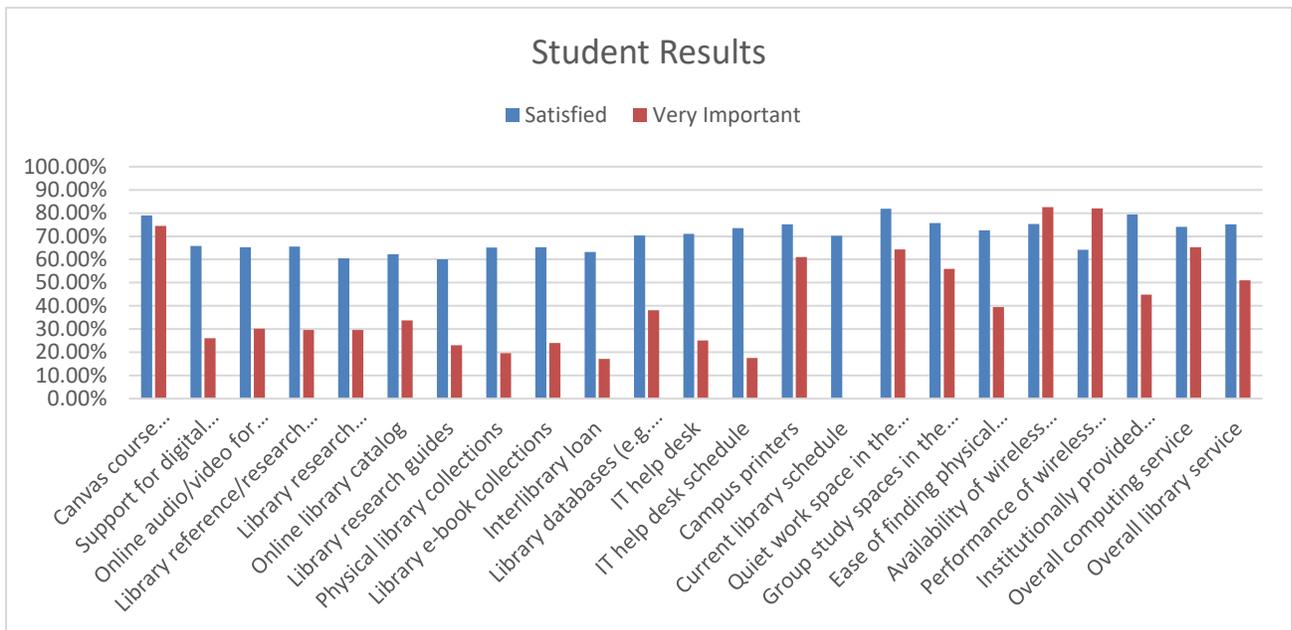
**Takeaways from the MISO Survey, 2019**  
**Information Services, Dixie State University**  
 Compiled by Linda Jones

The MISO survey is a survey that Library and Learning Services, in conjunction with IT Services undertook 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 and computer 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>.

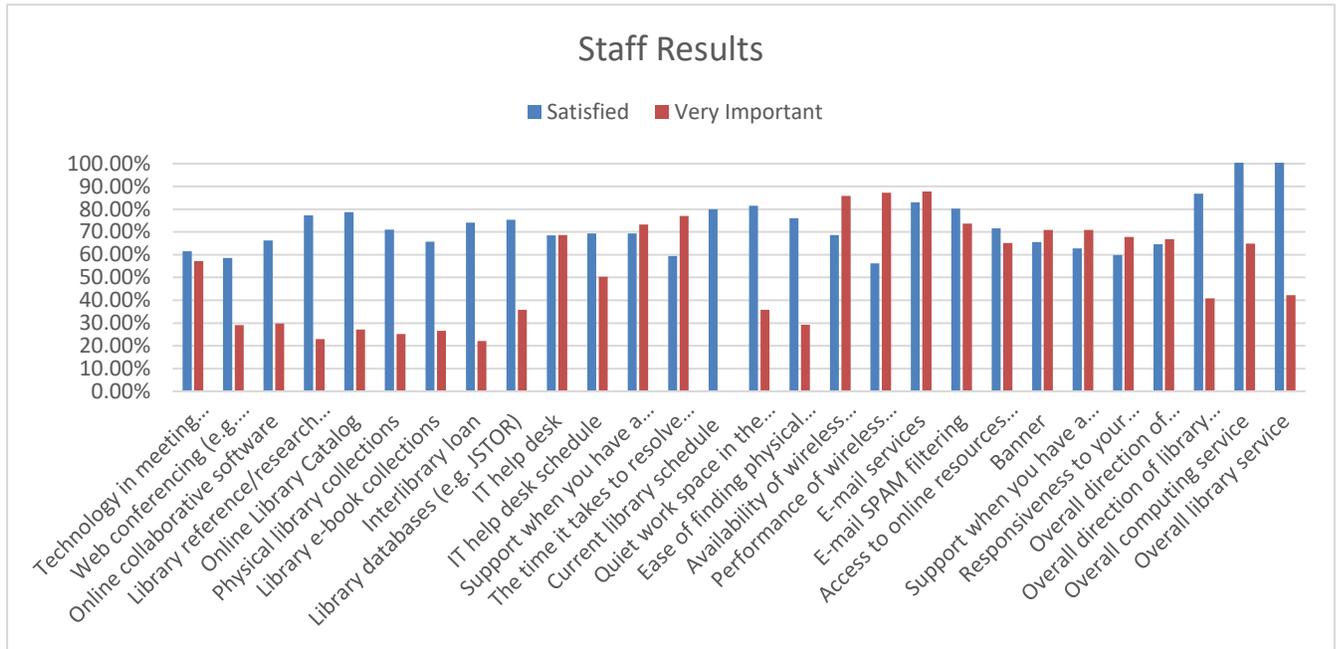
The survey was administered in January 2019 and had the following response rates: 36.6% of faculty (**186** responses), 11.2% of staff (**139** responses), and 22.3% of a random sample of approximately 1000 students (i.e., **223** responses).

**1. Satisfaction ratings remain very high for Information Services.**

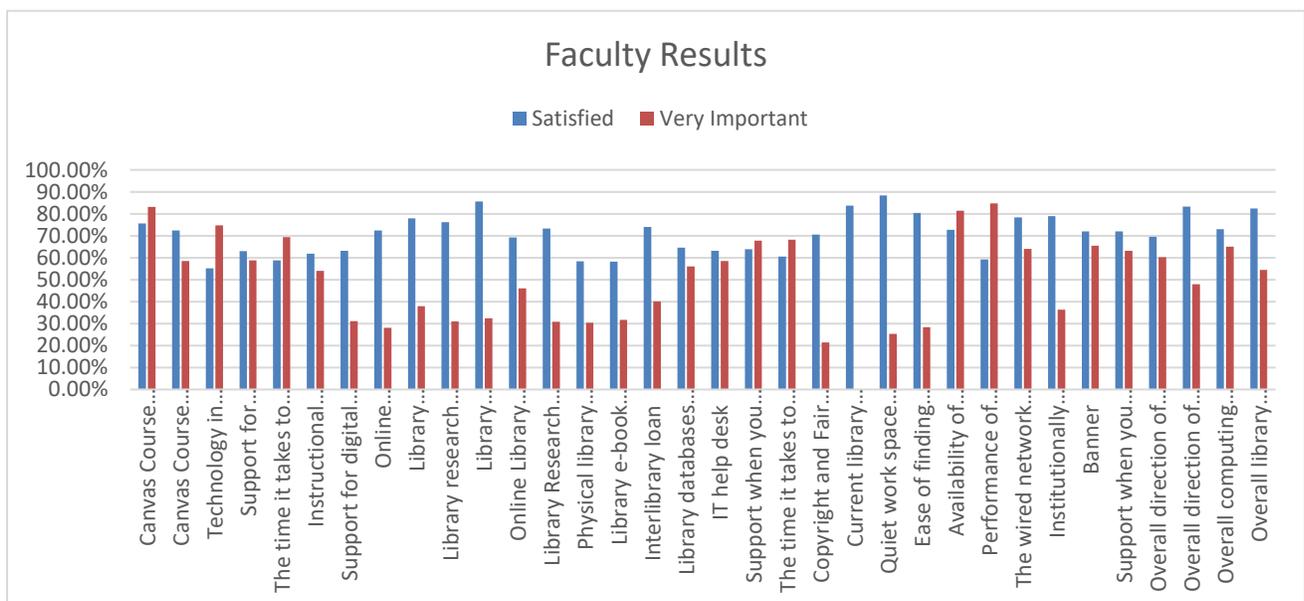
The MISO survey asks respondents to rate their level of satisfaction with services across the library and information technology spectrum. More than 94 percent of the services surveyed received a mean satisfaction rating of 3, or at least “somewhat satisfied,” from the student population. The students rated these services with the rating of important or very important at least 67% of the time.



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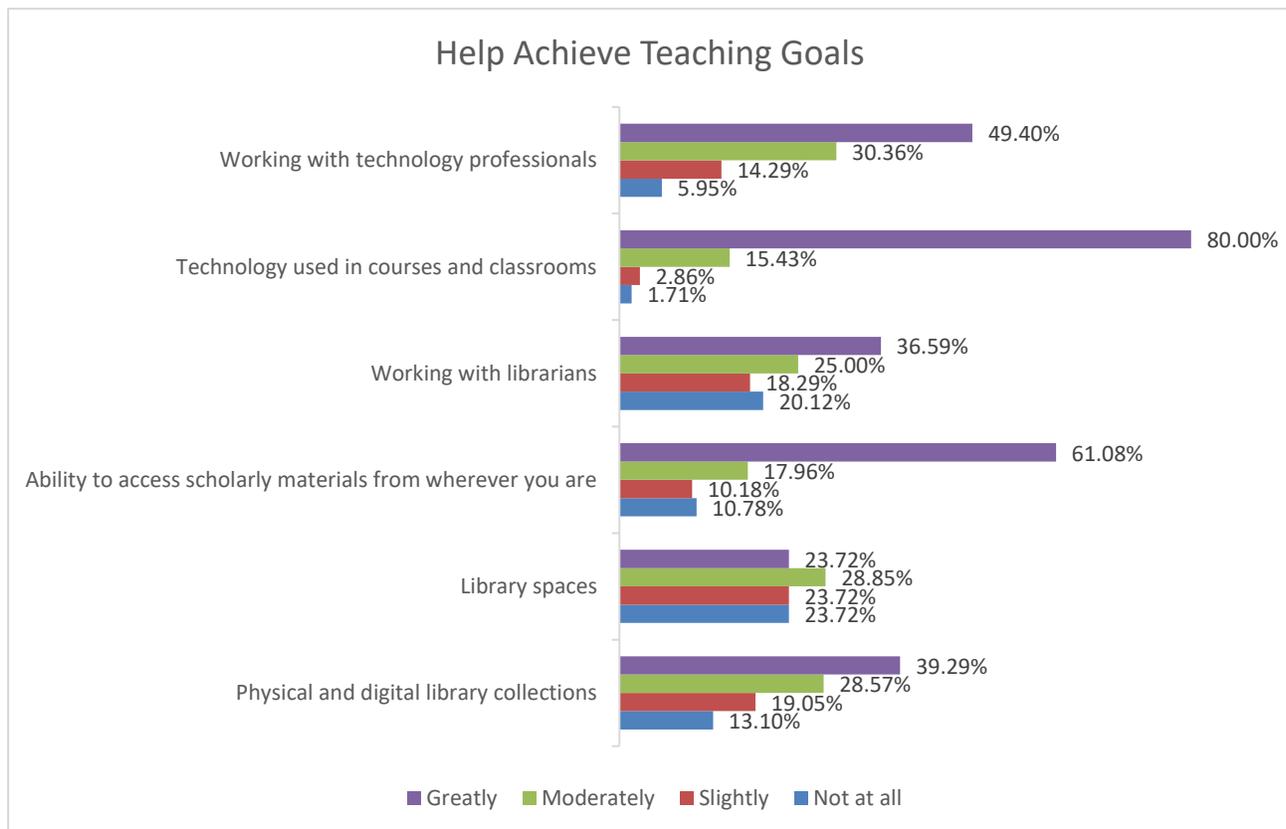
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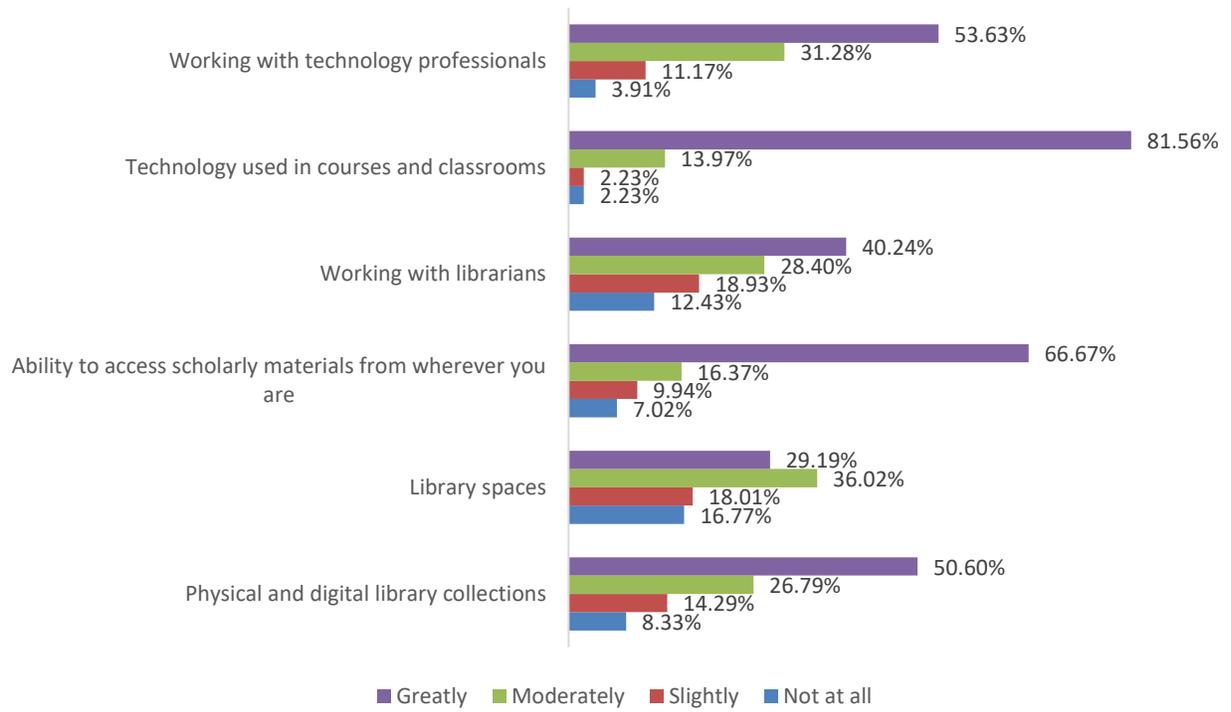
## 2. Information Services staff, services and collections play a key role in teaching for faculty.

**80 percent** of faculty said “technology used in courses and classrooms” greatly contributes to teaching. **39 percent** said the “physical and digital library collections” greatly contributes. **36.5 percent** said “working with librarians” greatly contributes and **49 percent** said “working with technology professionals” greatly contributes. Only **23 percent** said “library space” greatly contributes but **61 percent** said that accessing scholarly materials greatly contributed.

This differs slightly when you look at what the faculty say should greatly contribute to their teaching. **81 percent** of faculty said “technology used in courses and classrooms” greatly contributes to teaching. **50 percent** said the “physical and digital library collections” greatly contributes. **40 percent** said “working with librarians” greatly contributes and **53 percent** said “working with technology professionals” greatly contributes. Only **29 percent** said “library space” greatly contributes but **66 percent** said that accessing scholarly materials greatly contributed.

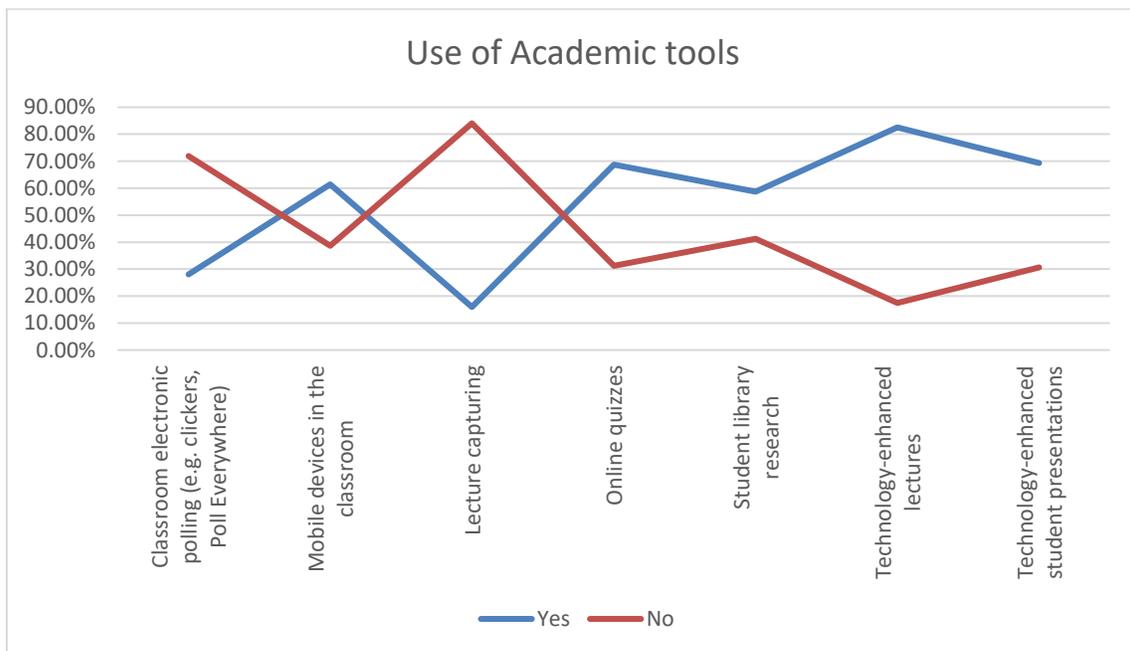


## Should Help Achieve Teaching Goals



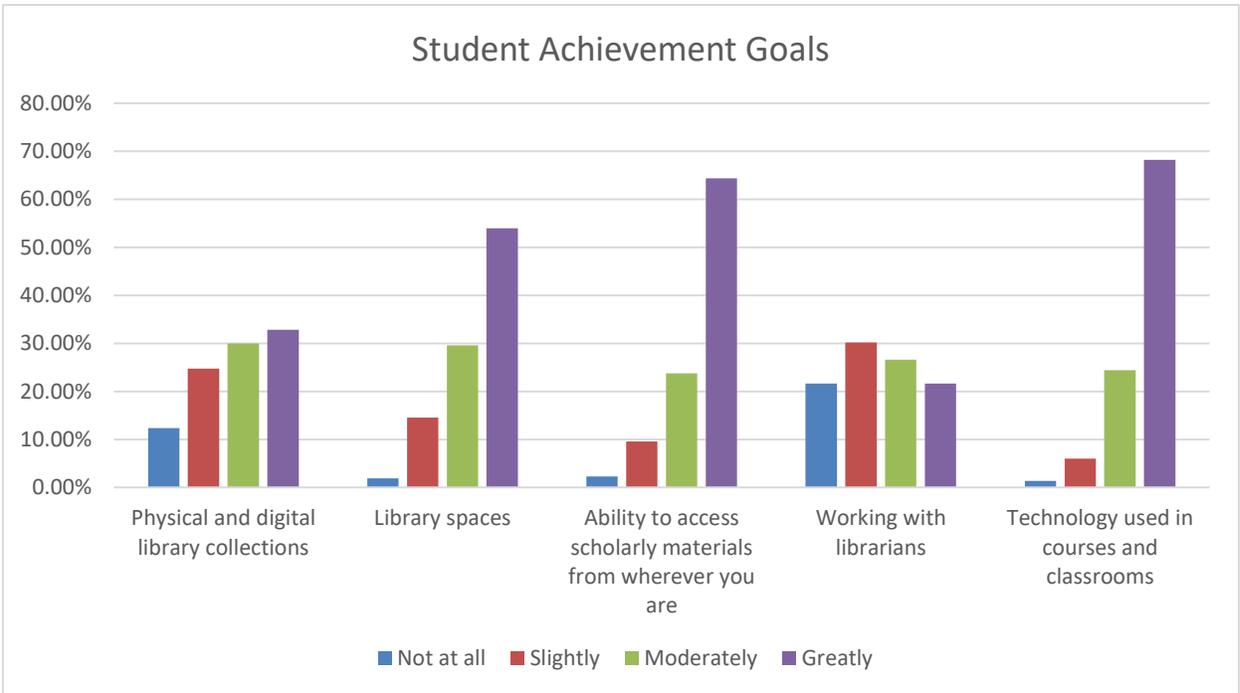
**3. Most faculty said Information Services tools are used for enhancing the classroom experience and for student coursework.**

**82 percent** of faculty said they present technology-enhanced lectures. **58 percent** of faculty said their students use the library for research and **69 percent** said their students create technology-enhanced presentations. **61 percent** of faculty said they use mobile devices in the classroom. **68 percent** of faculty said they use online quizzes. **28 percent** of faculty said they use classroom electronic polling (e.g., clickers, Poll Everywhere).



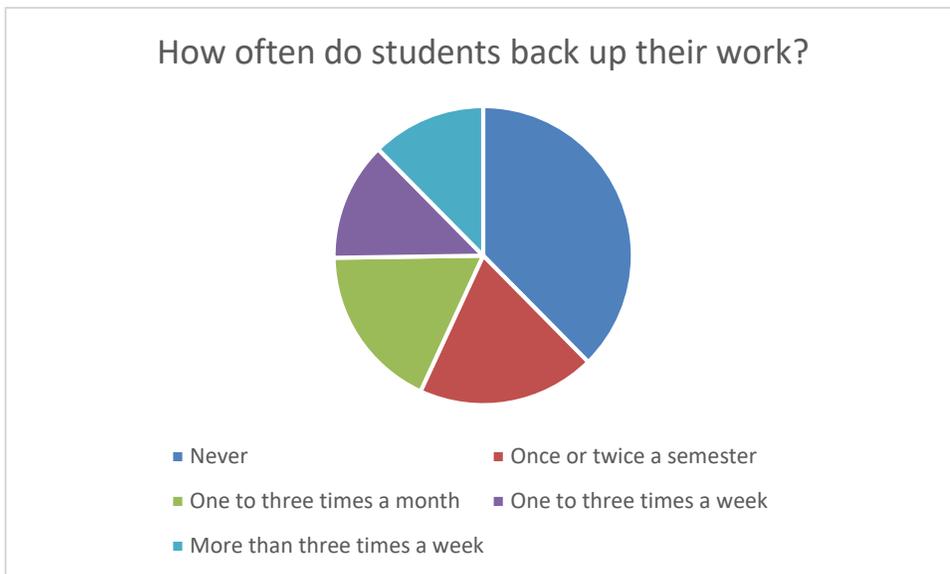
**4. Students said the “physical and digital library collections” and “technology used in courses and classrooms” are helpful for achieving their academic goals.**

**92 percent** of students said “technology used in courses and classrooms” contributed greatly or moderately to achieving their academic goals. **62 percent** of students said the “physical and digital library collections” contributed greatly or moderately to achieving their academic goals. **47 percent** of students said “working with librarians” contributed greatly or moderately to achieving their academic goals. **86 percent** said “library spaces” contributed greatly or moderately to achieving their academic goals. Even though only 62 percent said the library collections contributed to their goals, **87 percent** said the “ability to access the scholarly material from anywhere” did contribute greatly or moderately to their academic goals.



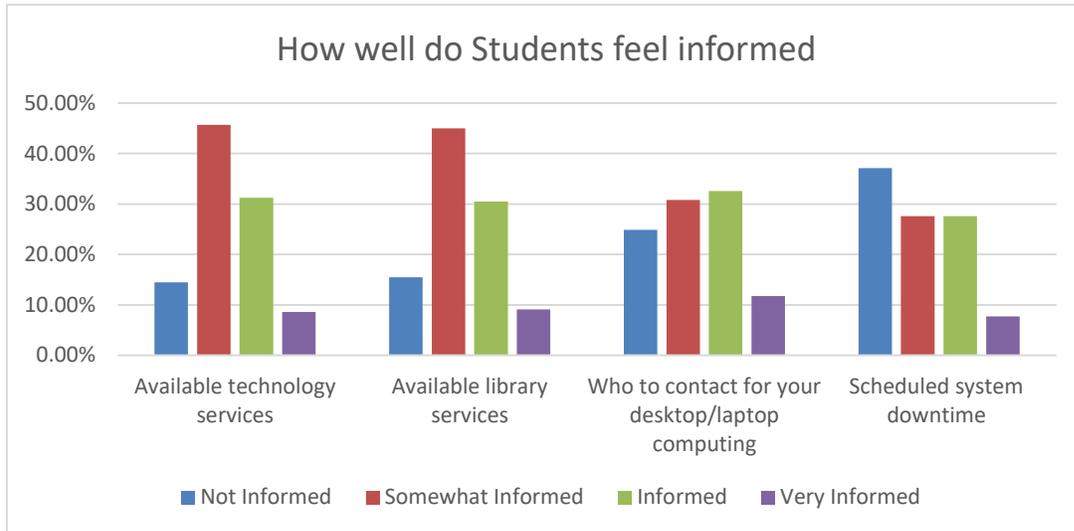
**5. The majority of students never backup their data.**

**37.6 percent** of students said they never back up their data. **19.27 percent** of students said the backup data once or twice a semester. **17.8 percent** of students said they backup data one to three times a month. **12.8 percent** of students said they backup data one to three times a week. **12.3 percent** of students said they backup data more than three times a week. This information provides an opportunity to educate students about the importance of backing up their data and the help can be found at the IT Services Desk.

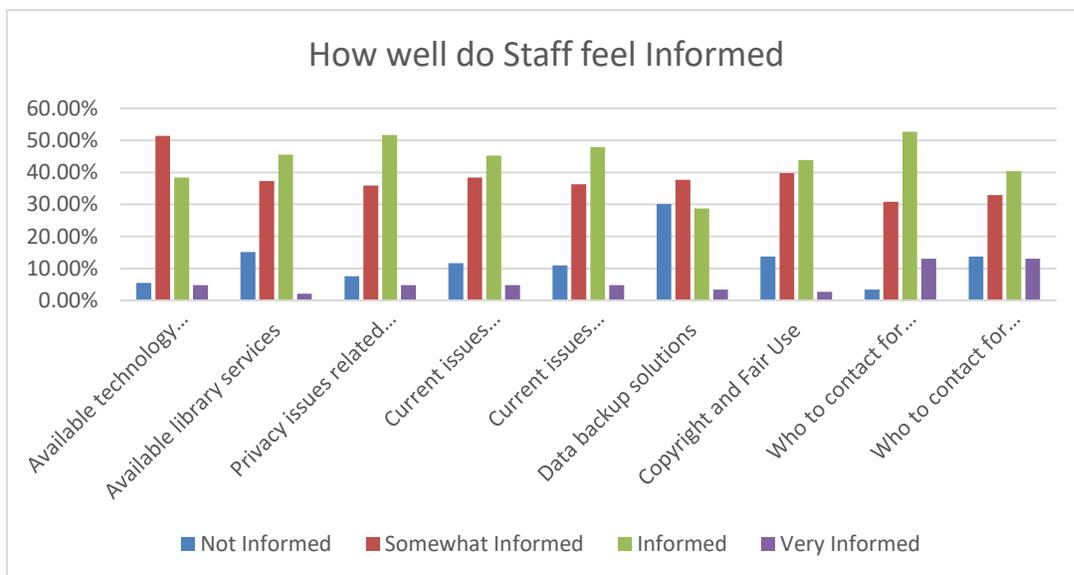


## 6. Students, staff and faculty feel somewhat informed on technology and library services.

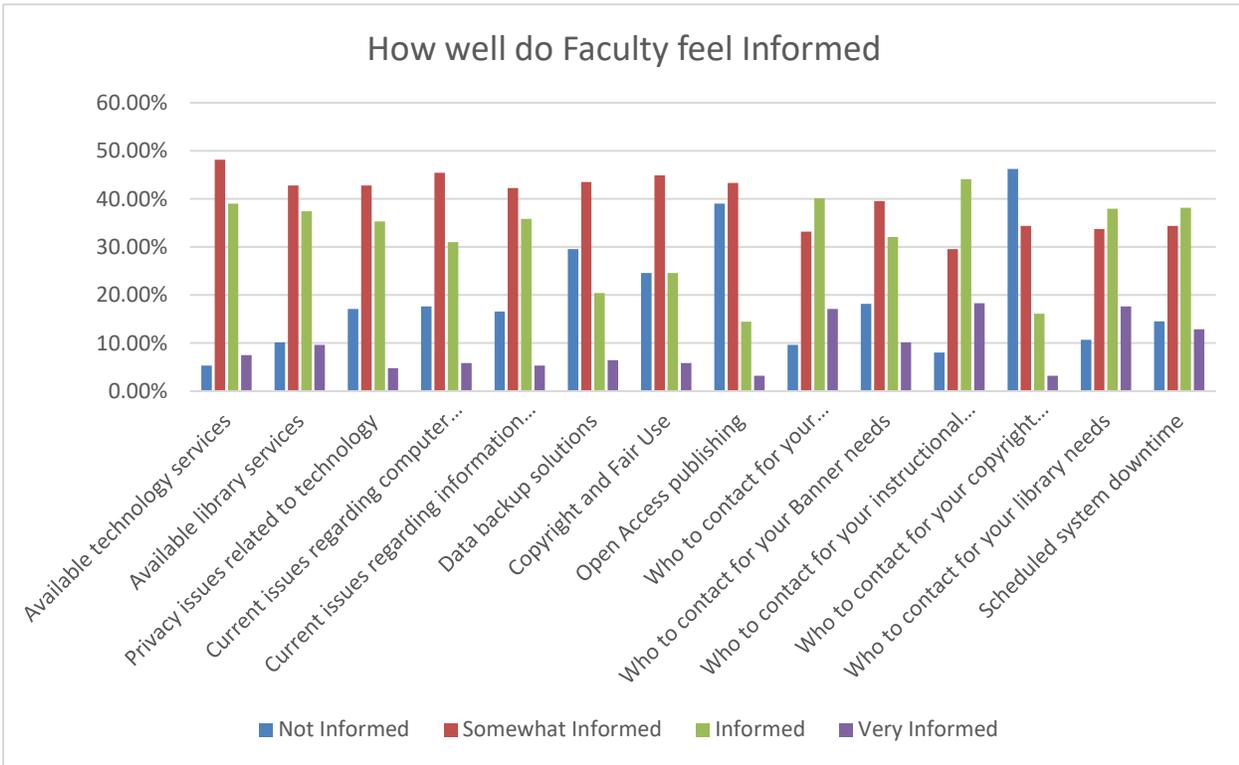
**76 percent** of the students said they are “somewhat informed or informed” on technology services. **75 percent** of the students said they are “somewhat informed or informed” on library services. **62 percent** said they are “somewhat informed or informed” on who to contact for their desktop/laptop computing needs. **54 percent** said they are “somewhat informed” about scheduled system downtime.



**89 percent** of the staff said they are “somewhat informed or informed” on technology services. **82 percent** of the staff said they are “somewhat informed or informed” on library services. **86 percent** of the staff said they are “somewhat informed or informed” on privacy issues related to technology. **83 percent** of the staff said they are “somewhat informed or informed” on current issues regarding computer viruses and information security. **65 percent** of the staff said they are “somewhat informed or informed” on data backup solutions. **82 percent** of the staff said they are “somewhat informed or informed” on copyright and fair use. **82 percent** said they are “somewhat informed or informed” on who to contact for their desktop/laptop computing needs. **72 percent** said they are “somewhat informed or informed” on who to contact for their Banner needs.

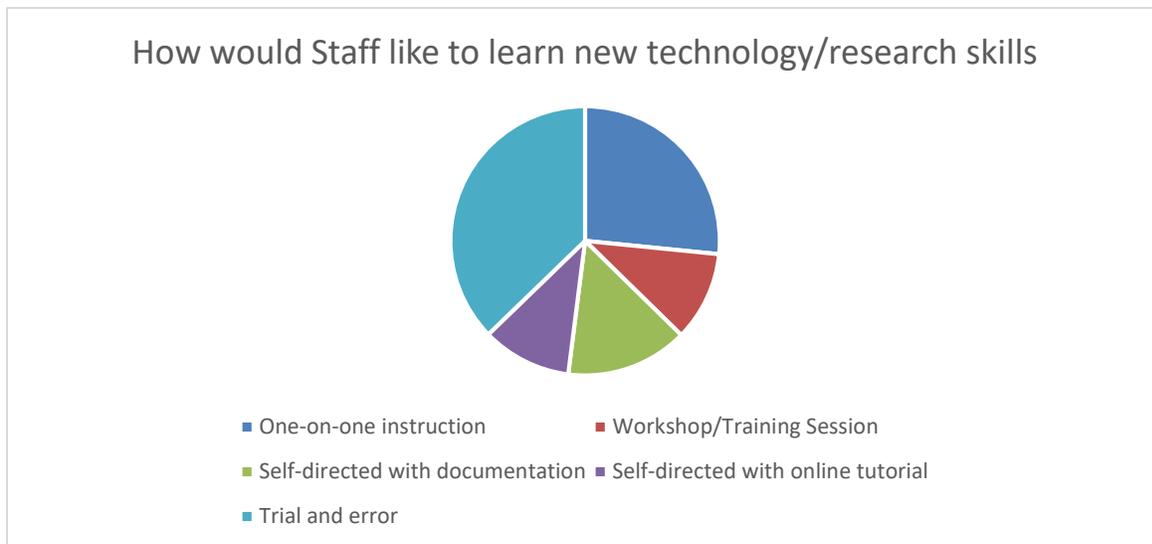
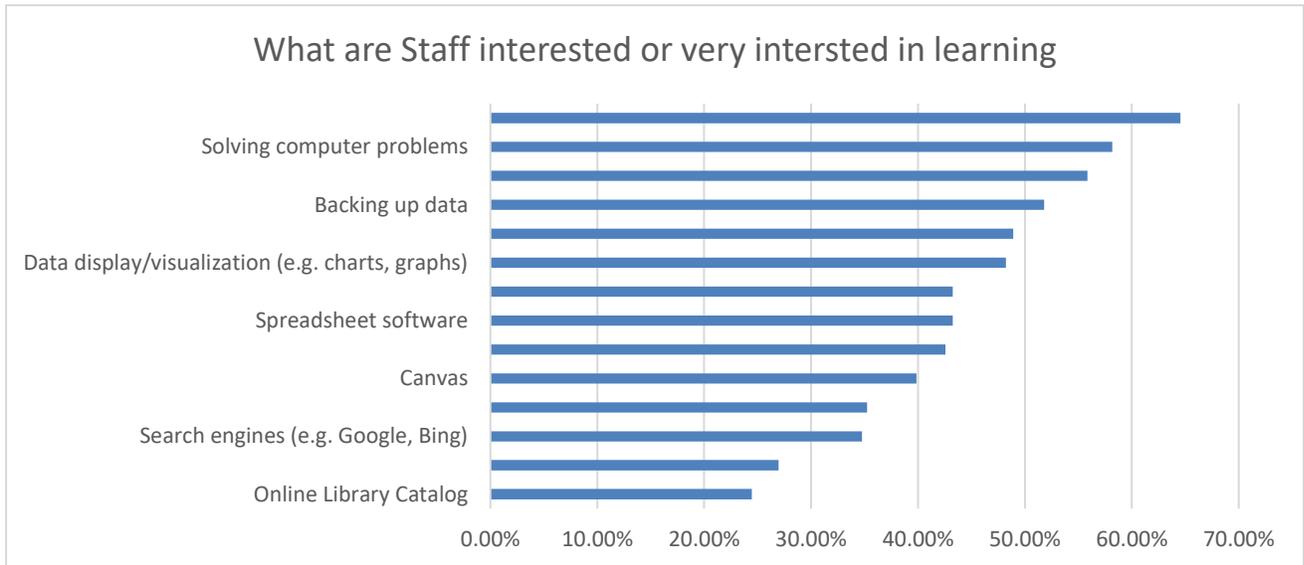


**97 percent** of the faculty said they are “somewhat informed or informed” on technology services. **79 percent** of the faculty said they are “somewhat informed or informed” on library services. **77 percent** of the faculty said they are “somewhat informed or informed” on privacy issues related to technology. **77 percent** of the faculty said they are “somewhat informed or informed” on current issues regarding computer viruses and information security. **63 percent** of the faculty said they are “somewhat informed or informed” on data backup solutions. **68 percent** of the faculty said they are “somewhat informed or informed” on copyright and fair use. **73 percent** said they are “somewhat informed or informed” on who to contact for their desktop/laptop computing needs. **71 percent** said they are “somewhat informed or informed” on who to contact for their Banner needs. 57 percent of the faculty said they “somewhat informed or informed” on open access publishing.



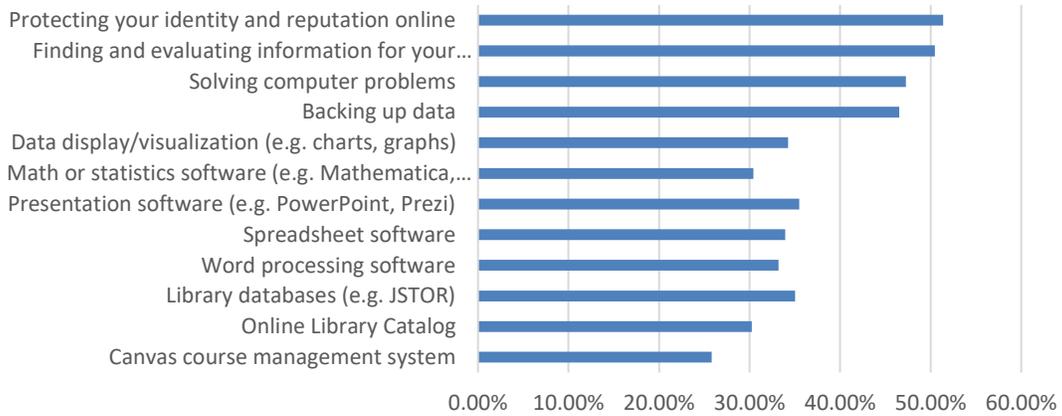
**7. Staff and students are interested in learning about online safety, computer maintenance, evaluation of information, and productivity software.**

**64.5 percent** of staff are interested or very interested in protecting identity and reputation online. **58 percent** of staff are interested or very interested in solving computer problems. **55 percent** of staff are interested or very interested in learning more about Banner. **51 percent** of staff are interested or very interested in backing up data.

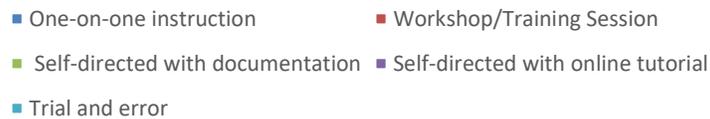
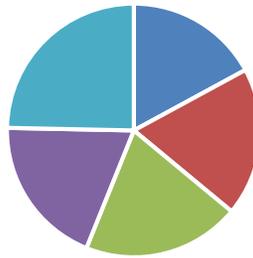


**51 percent** of students are interested or very interested in “protecting identity and reputation online.” **47 percent** of students are interested or very interested in learning how to “prevent computer problems.” **50 percent of students** are interested or very interested in “finding and evaluating information for scholarship.” **34 percent** of students are interested or very interested in productivity software (e.g. word processing, spreadsheets, and presentation software).

## What are Students interested or very interested in learning



## How would Students like to learn new technology/research skills



## How would Faculty like to learn new technology/research skills

