




Community Satisfaction with Technology at Carleton: reflecting on the 2016 MISO Survey

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Survey Background


- **About MISO**
 - Measuring Information Service Outcomes
 - Began at Bryn Mawr. Became national in 2005
 - Used by over 100 liberal arts institutions
- **Scope**
 - Includes 60 IT and Library services and resources
 - Investigates “Use”, “Importance” and “Satisfaction”
- **Carleton Participation**
 - Winter Term 2014 and Winter Term 2016
 - Faculty, staff & students. 2016: 66% faculty response rate

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2014 High Importance | Lower Satisfaction

<ol style="list-style-type: none"> 1. E-mail 2. Performance of wireless 3. Availability of wireless 4. Time to resolve computing problems 5. The Hub 6. Email SPAM filtering 7. Access to online resources from off-campus 8. Library databases (e.g. JSTOR) 9. Overall computing service 10. The wired network 11. Moodle 12. Technology in classrooms 	<ol style="list-style-type: none"> 1. Performance of wireless 2. The Hub 3. Carlpedia 4. Moodle support 5. Availability of wireless 6. Instructional technology support 7. Support for audio & video creation 8. Moodle 9. Support for your innovative ideas 10. Digital scholarship services 11. Data analysis support services 12. Your input into computing decisions that affect you
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(Note: Red arrows in the original image point from items 2, 3, 5, 8, and 11 in the left column to items 1, 2, 4, 8, and 11 in the right column respectively.)

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Actions Taken – after 2014 survey

The Hub:

- Customized to reduce clicks. Updated aesthetics.

Moodle:

- One Moodle with 5 years of courses for easier re-use of courses and access to prior students' materials.

WiFi:

- Added more Wireless access points and monitoring.

And planned to re-take MISO two years later...

Carleton **2016** **High Importance | Lower Satisfaction**

Importance		Satisfaction				
Response Type	Average...	Response Type	Faculty	Staff	Student	To...
E-mail services	3.88	Performance of wireless access on ca...	3.19	3.49	2.78	3.11
● Performance of wireless access on campus	3.80	Instructional technology <u>support</u>	3.18			3.18
Availability of wireless access on campus	3.79	The time it takes to resolve your class...	3.20			3.20
● The time it takes to resolve your classroom techn...	3.78	Moodle support	3.21			3.21
Departmental printers	3.69	Computing <u>Support</u> Contacts	3.30			3.30
The Hub	3.68	Digital Scholarship/Digital Humanitie...	3.35			3.35
E-mail SPAM filtering	3.59	Moodle	3.17		3.45	3.37
● Moodle	3.58	Support for digital audio/video creati...	3.17	3.42	3.43	3.38
Overall computing service	3.57	Availability of wireless access on cam...	3.42	3.64	3.22	3.41
Technology in meeting spaces/classrooms	3.56	The time it takes to resolve your desk...	3.27	3.55	3.34	3.41
Access to online resources from off-campus	3.54	Access to online resources from off-c...	3.37	3.57	3.36	3.44
Support for technology in meeting spaces/classr...	3.47	Carlpedia		3.44		3.44
Support when you have a desktop/laptop compu...	3.40	E-mail services	3.47	3.57	3.33	3.44
● The time it takes to resolve your desktop/laptop ...	3.40	Web conferencing (e.g. Skype, Adobe...		3.45		3.45
Cellular coverage	3.39	Technology support for your scholari...	3.44		3.48	3.47
Desktop/laptop computer replacement	3.30	Support for your innovative ideas	3.34	3.54		3.47
		Network folders like COLLAB, HOME, ...	3.44		3.49	3.47

Carleton **ACTION PLAN – after 2016 survey**

More focus on Support & Communication:

- The time it takes to resolve issues is critical.
- The faculty want and need more & better support.
- ITS needs a ticket “dashboard” to improve monitoring.
- Clarify how community members get support for:
 - 1) break/fix,
 - 2) using existing services and
 - 3) exploring new ideas.



Harder to Address:

- Moodle & Moodle support
 - Offering small groups and/or internal grant projects to focus on efficiency or specific curricular opportunities.
- Student WiFi satisfaction
 - Bringing consultants to campus.
- Underlying mismatches between resources and expectations and/or historical strategies
 - Comparing support approaches with 4 peer schools who scored similar or much better on MISO.



Moving in a Positive Direction

- Satisfaction has gone up in a number of areas:
 - the Hub has gone way up
 - the Help Desk has gone up
 - “grades” for ITS staff have gone up
- Satisfaction with big picture has gone up:
 - “overall computing service” and
 - “input into computing decisions that affect you”
- More in ITS Newsletter and Annual Report:
 - go.carleton.edu/its