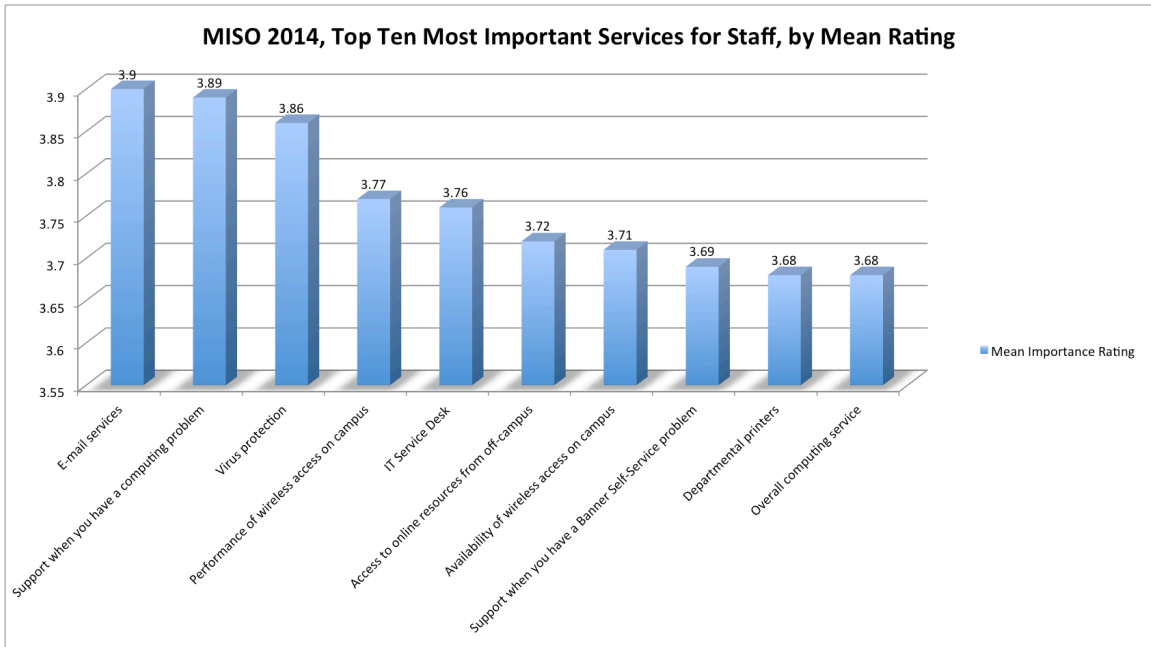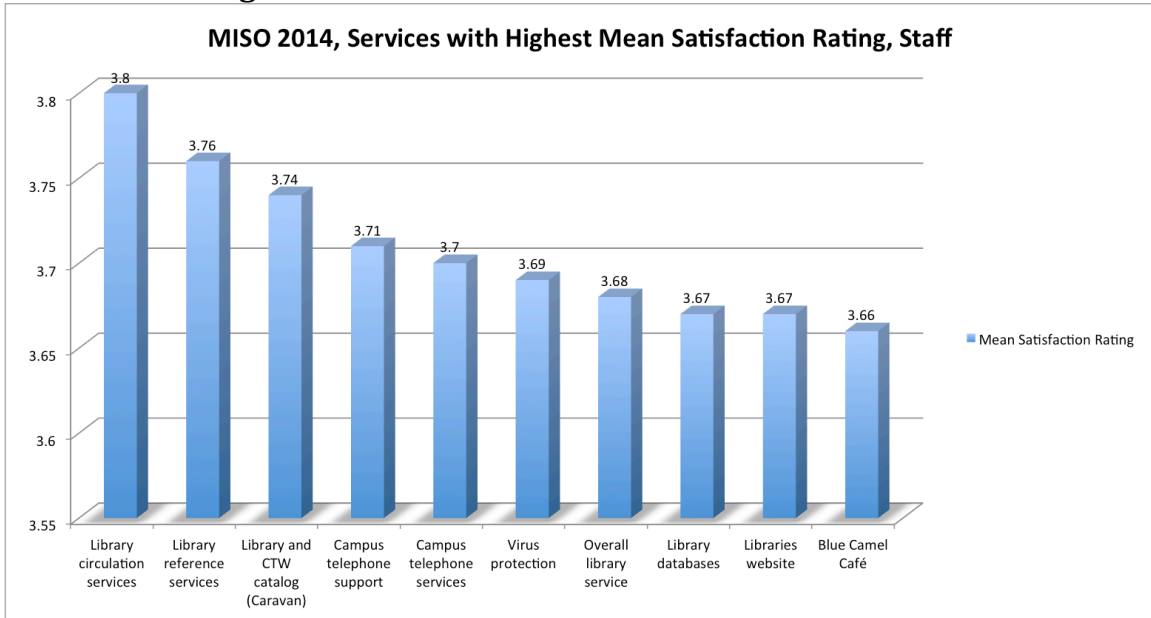2014 MISO Staff Survey

Key Trends and Takeaways

- Staff gave a high satisfaction rating to all services provided; all services received a mean score of higher than 3, or "somewhat satisfied."
- Faculty also gave high ratings for Information Services staff attributes (friendly, knowledgeable, reliable, responsive) in all areas (reference, circulation, IT Service desk, etc.). The average response for the four attributes, for all IS staff areas, was higher than 3 (or "somewhat agree" that the staff met a given quality).
- Among staff, the mean satisfaction rating for the IT Service Desk increased over 2012 by 11.67 percent.
- Staff named "data backup" as a key topic about which they felt least informed, with 79.22 percent saying they felt either "not informed" or only "somewhat informed." This figures dovetails with a question about how often staff back up their data; 39 percent said that they "never" do.
- Other related areas about which staff said they were either "not informed" or "somewhat informed" included current issues regarding information security (70.39 percent) and current issues regarding computer viruses and spyware (70.56 percent).
- Staff rated many library services higher in importance than peer institutions. Categories for which Connecticut College scored higher than the comparison group included library reference services (2.87 versus 2.2, respectively), library circulation services (2.78 versus 2.2), physical comfort in the library (2.97 versus 2.42), library databases (2.77 versus 2.27), public computers in the library (2.61 versus 2.17), the library catalog (2.69 versus 2.27), SuperSearch (2.46 versus 2.1) and the libraries' website (2.81 versus 2.46).
- Staff indicated that computer issues were at the top of their interests. Among staff respondents, 75.58 percent reported that they were "interested" or "very interested" in learning to solve computer problems—the highest answer given by any population in response to the question, "How interested are you in learning more about the following?" Further, 74.42 percent of said they were "interested" or "very interested" in learning about "avoiding computer problems."
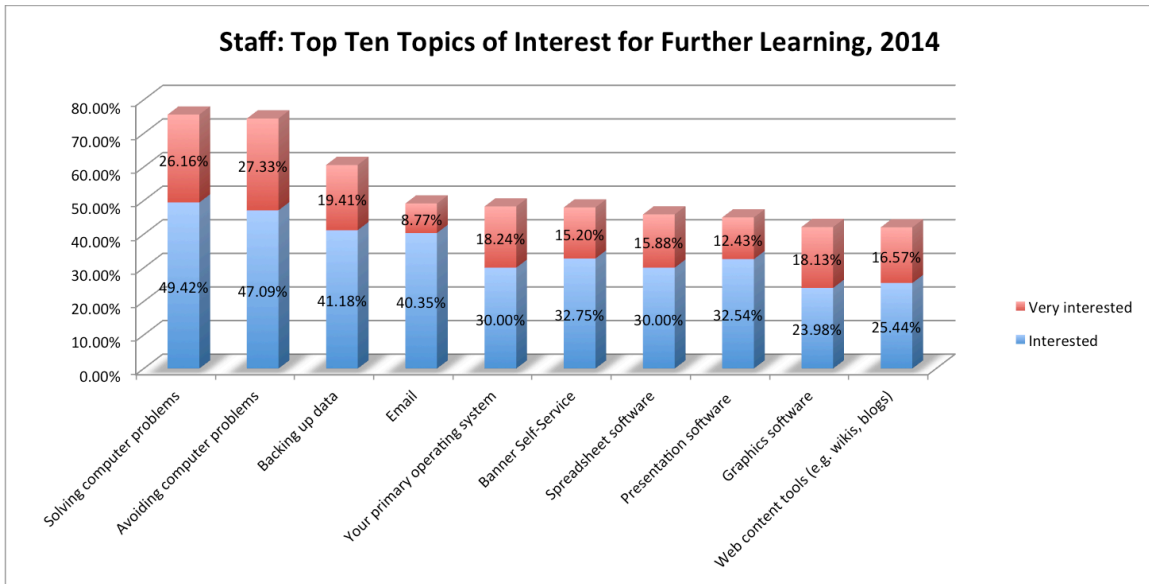
Most Important Services

MISO 2014, Top Ten Most Important Services for Staff, by Mean Rating

Mean Importance Rating:
- E-mail services: 3.9
- Support when you have a computing problem: 3.89
- Virus protection: 3.86
- Performance of wireless access on campus: 3.77
- IT Service Desk: 3.76
- Access to online resources from off-campus: 3.72
- Availability of wireless access on campus: 3.71
- Support when you have a Banner Self-Service problem: 3.69
- Departmental printers: 3.68
- Overall computing service: 3.68

Services with Highest Satisfaction

MISO 2014, Services with Highest Mean Satisfaction Rating, Staff

Mean Satisfaction Rating:
- Library circulation services: 3.8
- Library reference services: 3.76
- Library and CTW catalog (Caravan): 3.74
- Campus telephone support: 3.71
- Campus telephone services: 3.7
- Virus protection: 3.69
- Overall library service: 3.68
- Library databases: 3.67
- Libraries website: 3.67
- Blue Camel Café: 3.66

Topics of Greatest Interest for Additional Learning

Staff: Top Ten Topics of Interest for Further Learning, 2014

	Very interested	Interested
Solving computer problems	26.16%	49.42%
Avoiding computer problems	27.33%	47.09%
Backing up data	19.41%	41.18%
Email	8.77%	40.35%
Your primary operating system	18.24%	30.00%
Banner Self-Service	15.20%	32.75%
Spreadsheet software	15.88%	30.00%
Presentation software	12.43%	32.54%
Graphics software	18.13%	23.98%
Web content tools (e.g. wikis, blogs)	16.57%	25.44%

Attitudes About Information Services Staff

• Circulation Staff

Staff attitudes about circulation staff, 2014

Legend: Responsive, Reliable, Knowledgeable, Friendly

Categories: Agree, Somewhat agree, Somewhat disagree, Disagree

• Computer Support Staff

Staff attitudes about computer support staff, 2014

• IT Service Desk Staff

Staff attitudes about IT Service Desk staff, 2014

• Phone Support Staff

Staff attitudes about telephone support staff, 2014

• **Reference Staff**

Staff attitudes about reference staff, 2014