

## 2014 MISO Student Survey

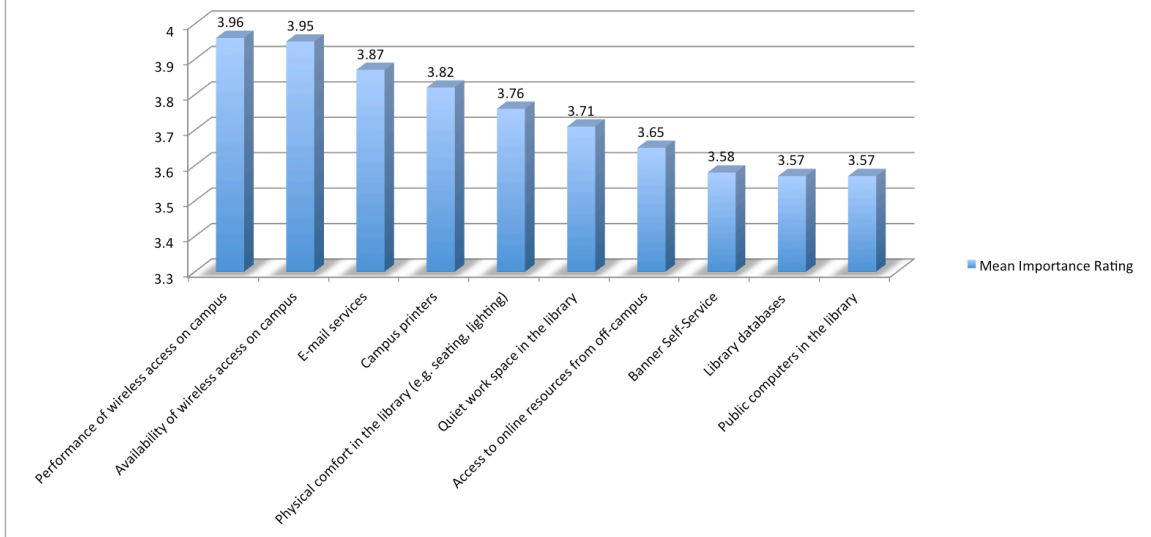
### Key Trends and Takeaways

- Students gave a high satisfaction rating to most services provided; all but two services received a mean score of higher than 3, or “somewhat satisfied.” The remaining two were campus printers, which had a mean satisfaction of 2.81, and performance of wireless on campus, which had a mean satisfaction of 2.5.
- Students also gave high ratings for Information Services staff attributes (friendly, knowledgeable, reliable, responsive) in all areas surveyed (reference, circulation and IT Service desk.). 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).
- The survey of students also found that there was a lower level of satisfaction than importance in several key areas concerning the physical library space: library physical comfort and quiet work space in the library. Notably, these areas are intended to be addressed by the upcoming renovation.
- Students reported increases over 2012 in the importance of digital image collections (a mean increase of 9.28 percent) and research instruction (7.45 percent), two areas of priority for Information Services. (It is important to note that the category of “digital image collections” was among the lowest-rated services overall in terms of importance; nevertheless, its rating has increased.) Further, both student mean importance ratings for digital image collections were higher than those of a comparison group of liberal arts colleges (with means of 2.59 for Connecticut College versus 2.23 for peer institutions).
- Students tended to rate library services as higher in importance than respondents from a comparison group of liberal arts institutions. Student categories for which Connecticut College respondents scored higher than peer institution respondents included SuperSearch (means of 3.04 versus 2.64, respectively, for a difference of .39), study carrels in the library (3.46 versus 3.07), library support for scholarly research (3.28 versus 2.9), group study spaces in the library (3.55 versus 3.19), library reference services (3.15 versus 2.8), input into library decisions (3.35 versus 3.01) and the library website (3.1 versus 2.78). Fortunately, students also said they were more informed than the peer group about whom to contact for library needs (with mean scores of 2.79 versus 2.48, respectively).
- Students also rated several key information technology categories higher in importance than respondents from peer institutions. These categories included the IT Service desk (with mean scores of 3.14 for Connecticut College and 2.64 for comparison institutions), the computing website (2.84 and 2.43, respectively) and CamelWeb (3.45 versus 3.09).
- Students named information security as an area about which they felt least informed; 74.83 percent said they felt either “not informed” or only

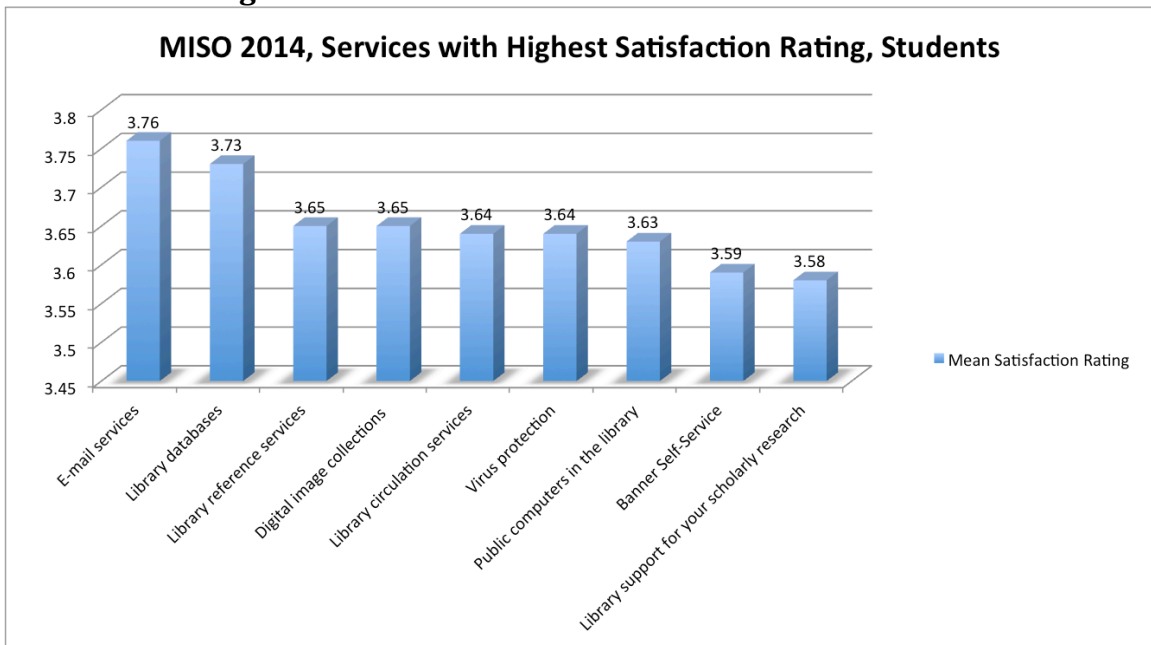
- “somewhat informed” about current issues regarding information security. Other related areas about which respondents said they were either “not informed” or “somewhat informed” included current issues regarding computer viruses and spyware (75.82 percent), privacy issues related to technology (69.3 percent) and data backup solutions (62.32 percent).
- There was a 14.72 percent increase in the mean number of students interested in learning about Web design software.
  - Students were asked what devices they personally own. Of the devices surveyed, “laptop/notebook computer” was the most commonly owned item, at 98.67 percent—a percentage that was virtually unchanged from 2012. Other commonly owned items were smartphones, at 91.30 percent, and mobile phones, 75.75 percent. Notably, the percentage of students owning smartphones increased 33.09 percent over 2012, whereas the percentage owning mobile phones decreased 15.39 percent. In addition, 68.9 percent said they own a portable media device such as an iPod; however, this percentage decreased 22.11 percent over 2012.
  - Tablet and e-reader ownership is increasing among students: 28.96 percent said they own a tablet, an increase of 152.93 percent over 2012, and 23.23 percent reported owning an e-reader, an increase of 39.02 percent over 2012. In addition, only 10.37 percent of students said they own a desktop computer, but this percentage increased by 33.63 percent over 2012. In a related question, a majority of students who own a computer, 77 percent, said they use a Macintosh operating system.
  - Other devices posting decreases from 2012 in the percentage of students who own them included video game players (a decrease of 21.04 percent), scanners (a decrease of 45.08 percent) and netbooks (a decrease of 59.72 percent).

## **Most Important Services**

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

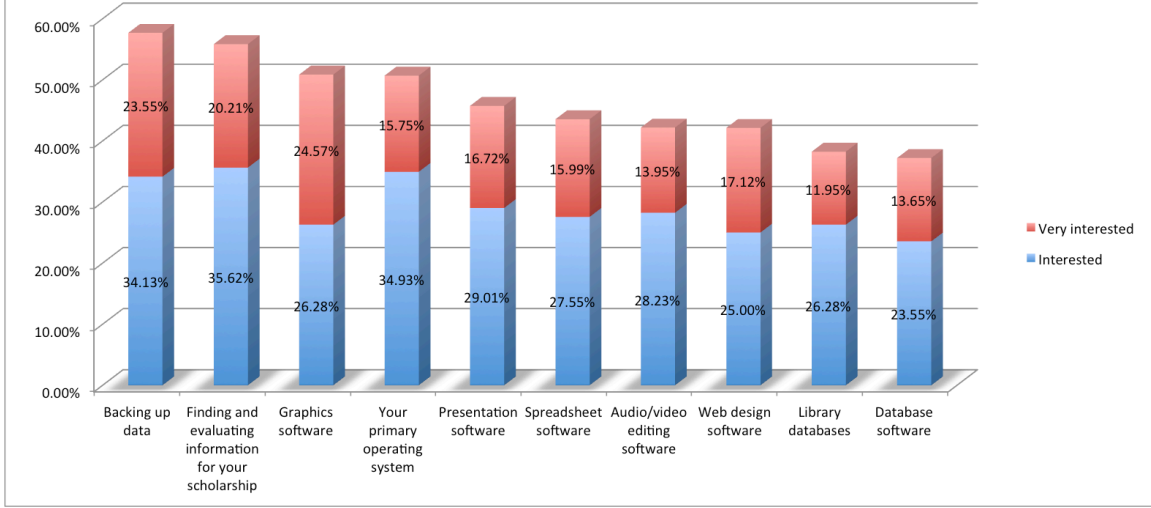


### Services with Highest Satisfaction

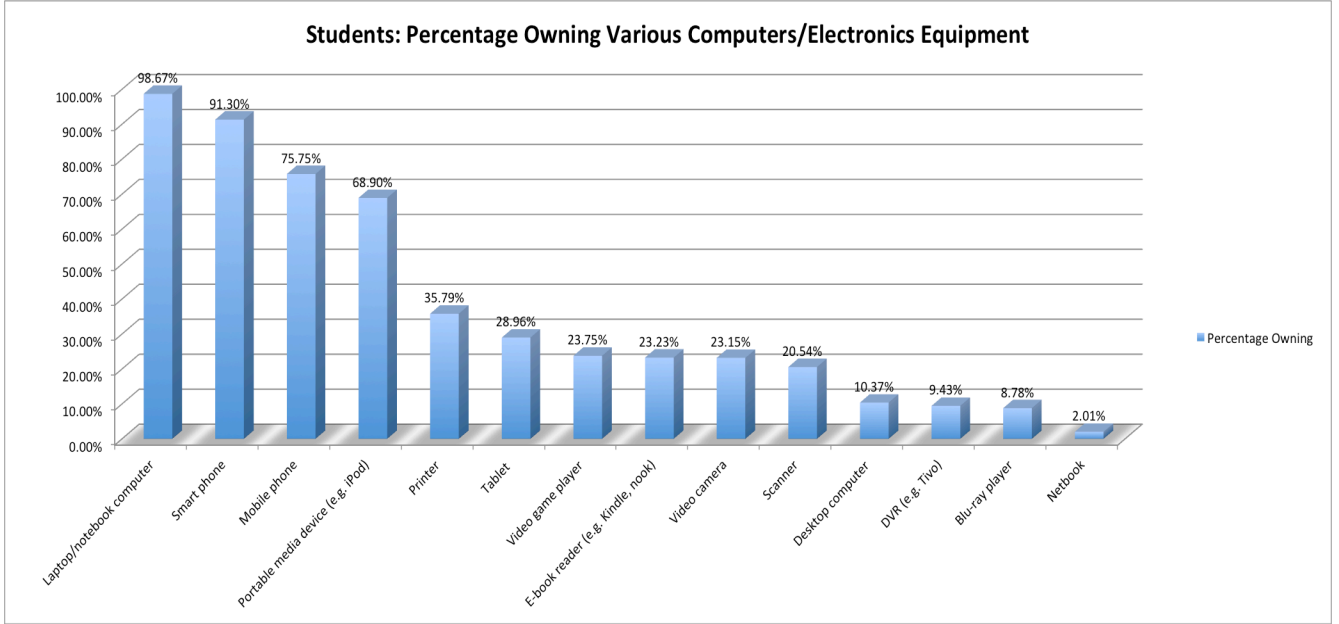


### Topics of Greatest Interest for Additional Learning

**Students: Top Ten Topics of Interest for Further Learning, 2014**

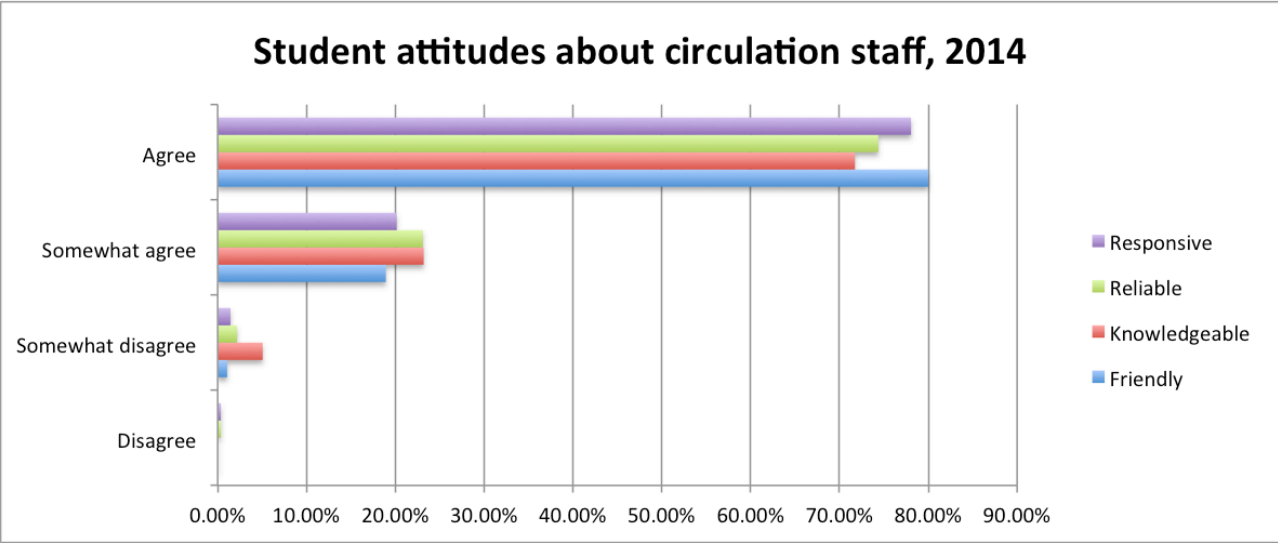


**Percentage of Students Owning a Given Computer/Electronics Device**

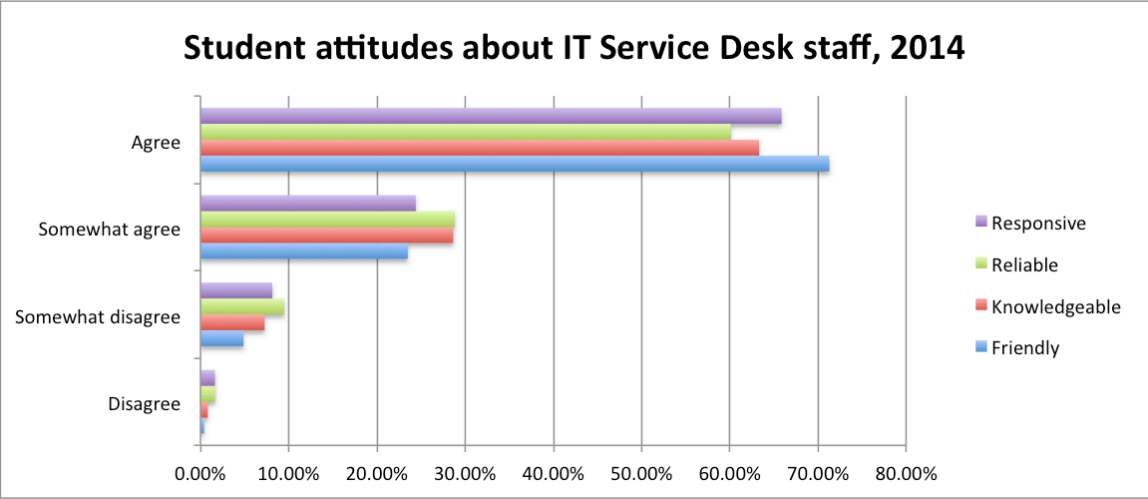


**Attitudes About Information Services Staff**

- **Circulation Staff**



**• IT Service Desk Staff**



**• Reference Staff**

### Student attitudes about reference staff, 2014

