

# **Baylor University Information Technology Services 2010 Merged Information Services Organizations (MISO) Survey Description, Findings, Conclusions**

## **I. MISO**

The MISO ([www.misosurvey.org](http://www.misosurvey.org)) survey is a national web-based quantitative survey designed to measure how faculty, students, and staff view library and computing services in higher education institutions that have a combined libraries and technology organization. Eighteen institutions, including Baylor, participated in the 2010 survey. Baylor also participated in 2008.

## **II. Population Surveyed**

All active fulltime Baylor faculty and staff outside the Libraries/ITS division received a survey invitation. Also, a random sampling of undergraduate students and graduate/professional students received the invitations. These data files were created by Institutional Research & Testing. The exact numbers of each group receiving the survey were:

Faculty	918
Staff	1155
Undergrad students	1000
Graduate/professional students	600

## **III. Response Rates**

The number of respondents in each group were:

Faculty:	348 (37.9%)
Staff:	538 (46.6%)
Undergrad students:	249 (24.9%)
Graduate/professional students:	169 (28.2%)

## **IV. Results of Note**

These IT services were the most important when all groups are considered.

(Average scores for all respondents, where 1=Not Important and 4=Very Important.)

Email services:	3.93
Network speed:	3.85
Network stability:	3.84
Virus protection:	3.79
Email spam filtering:	3.73

## Email satisfaction

There was continued high satisfaction with email services, showing small increases in all four groups.

There was a significant increase in satisfaction with email spam filtering in all groups ranging from 4.33% to 14.59%.

## A success story: *The Online Directory*

Usage - Up significantly in three of the four groups.

22.7% higher for staff

62.0% higher for undergraduate students

10.0% higher for graduate students

Essentially unchanged for faculty

Importance - Higher in all the groups (21.1% higher for undergraduates).

Satisfaction - Up in all four groups (from 2.1% to 6.3% higher).

## Usage of wireless on campus

There were significant increases in usage for all groups:

Faculty	16.2%
Staff	14.0%
Undergraduates	25.8%
Graduate students	11.4%

## ERP satisfaction

Staff that use Banner reported an increase of almost 7% satisfaction.

Both major ERP systems have high satisfaction scores (1-4 scale):

Banner	3.72
Trax	3.79

## Computer replacement

The PC Jubilee can probably be credited with the increase in satisfaction with faculty (up 10%) and staff (up 5%) regarding desktop/laptop computer replacement.

## Input into computing decisions

There were increases in satisfaction for all groups regarding input into computing decisions that affect them, particularly with faculty (7.7% increase) and staff (8.2% increase).

## Overall computing service

There was continuing high satisfaction (small increases in all groups) with overall computing service: 3.67 on a 1-4 scale.

#### Decreases in satisfaction

The areas with some decreases in satisfaction involved the wireless network, and for the most part, these decreases were small and were highest with students.

Availability of wireless:

Average of 3.1% less satisfied (grad students 7.3% less)

Performance of wireless:

Average of 0.7% less satisfied (grad students 6.1% less)

Network stability (very interesting):

Faculty & staff indicated 5.8% more satisfaction

Undergrads & grad students indicated 5.4% less satisfaction

Network speed (same results as with stability):

Faculty & staff indicated 5.9% more satisfaction

Undergrads & grad students indicated 4.1% less satisfaction

## **V. Additional Observations**

Faculty are using the ITS website more and it's more important to them than in 2008.

The overall most popular method to learn new technologies and skills among all groups is self-directed with online tutorial.

Among students, the percentage of Macintosh computers increased from 15.5% to 25.2%.

There an interesting, huge increase is satisfaction with VPN on the part of faculty (49.1%). Evidently more are using, though we didn't ask in 2008, and the new web-based access must be popular.

## **VI. Actions to Consider**

Develop more online IT training tutorials.

Status: ITS has purchased software applications Camtasia and Articulate for Amy Alexander and she is now developing online training for some University ERPs. e.g. BearQuest, Trax

Increase support for Apple products.

Status: ITS has added the iPad to the suite of Apple products supported. Additional training, support staff resources, Self-Service Help entries, and online tutorials will be considered to improve support.

Continue to monitor and improve wireless network performance.

Status: Significant improvements to the wireless infrastructure were accomplished after the close of the MISO survey. Also, ITS has worked diligently to encourage campus clients to notify the Help Desk when AirBear issues arise and networking staff members are closely monitoring Help Desk calls for these problems. Finally, representatives from Baylor's primary network hardware vendor were engaged in summer 2010 and helped diagnose and correct some wireless network issues. This work is continuing.

Upgrade campus network infrastructure to maintain stability and usability with new technologies. Look for ways to continue to communicate locations for wireless.

Status: A network roadmap has been developed and is being presented to University financial administrators. The first phase of that roadmap will include an RFP for the upgrade of the network core. Also, efforts continue to better communicate where wireless access is provided. This included a presentation to new faculty this fall and a reminder discussion with the Academic Technology Directors in summer 2010. Internet bandwidth usage is being monitored and plans are in progress for additions to and redundancy for that bandwidth.

Continue to review, reorganize/redesign as needed, and add to the ITS website.

Status: A redesign of the ITS front page was begun in September, 2010, and is in progress. Also, Vicky Gerik volunteered for the ITS website to be evaluated by the HDI Higher Education Forum consultants. The feedback was very good but Vicky did make site changes to address the few suggestions that were made.