I. MISO
The MISO (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 monitors 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.