Survey
What is MISO?
The Measuring Information Service Outcome (MISO) Survey is a web-based quantitative survey designed to measure how faculty, students, and staff view library and computing services in higher education. The MISO survey helps Library and IT identify the services that are important to our users, service areas where we’re doing well, and where change or improvement is needed. More information about the survey is available at http://www.misosurvey.org/.

Twenty-eight institutions, including Bucknell University, participated in the 2015 MISO survey. Based on the survey findings, Library and IT proposed a 2015 MISO results action plan.

For more information, visit our websites at http://www.bucknell.edu/InstResearch.xml (OIR&P) and http://www.bucknell.edu/LibraryIT (Library and IT).

Administration Details
The MISO survey begins at each participating institution on the fourth Thursday of the institution’s spring semester. The survey is then open for respondents for 12 days. Three Bucknell populations were chosen to participate in the survey as follows:

• Active teaching faculty
• Enrolled full-time undergraduate students (excluding anyone age 17 and younger; 700 students who did not participate in the Consortium on Higher Achievement And Success (CHAS) Climate Survey were randomly selected)
• Staff with email addresses (excluding Library and IT staff)

In February 2015, the three populations received emails from the Vice President of Library and IT informing them of the survey, and alerting them to expect the survey invitation from the survey administrator. These three populations then received the email from the survey administrator with a link to the survey website. People who had not responded were sent reminders.

Response Rate Summary

<table>
<thead>
<tr>
<th></th>
<th>Faculty</th>
<th>Staff</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bucknell 2015</td>
<td>70%</td>
<td>63%</td>
<td>49%</td>
</tr>
<tr>
<td>Bucknell 2010</td>
<td>60%</td>
<td>49%</td>
<td>49%</td>
</tr>
<tr>
<td>Comparison Group 2015</td>
<td>54%</td>
<td>49%</td>
<td>43%</td>
</tr>
</tbody>
</table>

*Response rate is based on completed and partially completed respondents from MISO workbooks

About this Report
This report highlights one research question:
• What services and resources are important to our constituents, and how successfully does our organization deliver them?

The research question is answered by using two measurements of Importance and Satisfaction of service use. Questions about Importance and Satisfaction of service use are coded on a scale of 1 to 4 (Importance: 1 = Not Important to 4 = Very Important; Satisfaction: 1 = Dissatisfied to 4 = Satisfied). The result for each question on the MISO survey is represented as a numeric mean value. Responses to Importance and Satisfaction of service are listed and compared for the three participating populations: faculty, students, and staff (see Figure 1, 2, and 3).

MISO survey results are a snapshot of how respondents feel about a particular resource or service at a particular time, but they cannot tell us WHY they feel that way. Complete findings are available at the survey website of the Office of Institutional Research and Planning at http://www.bucknell.edu/institutional-research-and-planning/survey-research.html.
Figure 1. Radar Chart Comparing Importance and Satisfaction of Services – For Faculty

Areas where satisfaction exceeds importance of services.

How to read the chart:
1. Questions of Importance and Satisfaction are plotted in a circle.
2. Mean scores are presented in the chart.
3. Discrepancies between importance and satisfaction are the blank areas between blue line and orange line.

Areas where importance exceeds satisfaction of services.
Figure 2. Radar Chart Comparing Importance and Satisfaction of Services – For Students

- Areas where importance exceeds satisfaction of services.
- Areas where satisfaction exceeds importance of services.

How to read the chart:
1. Questions of importance and satisfaction are plotted in a circle.
2. Mean scores are presented in the chart.
3. Discrepancies between importance and satisfaction are the blank areas between the line and orange line.
Figure 3. Radar Chart Comparing Importance and Satisfaction of Services – For Staff

Areas where satisfaction exceeds importance of services.

Areas where importance exceeds satisfaction of services.

How to read the chart:
1. Questions of Importance and Satisfaction are plotted in a circle.
2. Mean scores are presented in the chart.
3. Discrepancies between importance and satisfaction are the blank areas between blue line and orange line.