

2024–25 MIS0 Survey Results & Recommendations

Faculty, Staff, and Student
Perspectives on IT Services



What Is the MISO Survey?

- MISO = Measuring Information Services Outcomes
- It assesses satisfaction, usage, and communication around IT and library services.
- It is not an academic or teaching effectiveness survey.
- It's used by dozens of peer institutions for benchmarking and strategic planning.

Why Did We Administer It?

- Last run at SHU in 2023; administered again in Spring 2025 to:
 - Understand user satisfaction
 - Identify skill gaps and training needs
 - Prioritize improvements
- Audiences: Faculty, Students, and Staff/Administrators
- Partnered with University Libraries and MISO national team

Response Snapshot

Group	Responded	Response Rate
Faculty	314	63.7%
Students	392	39.2%
Staff	370	50.5%

Responses represent all colleges and ranks, with strong representation from Arts & Sciences, Stillman, and Health Sciences.

What We're Doing Well

Top-Rated Services

- Canvas, Email, Microsoft Teams, OneDrive – consistently high satisfaction (above 95% among students)
- Service Desk, Instructional Design, and Media Services – scored above peers on friendliness, responsiveness, and knowledge across all groups

Technology Supports Teaching & Learning

- 95% of faculty and 98% of students say tech positively contributes to academic success

Security & Core Infrastructure

- Virus protection, spam filtering, and IT security policies rated above peer benchmarks

What We Can Improve

- Campus Connectivity
- Communication & Transparency
 - Students and staff feel uninformed about: Data backup, system downtime, assistive tech, and AI tools
 - Faculty report confusion around technology purchases and emerging tools
- Ticketing System Experience
 - Perceived as impersonal and bureaucratic
- Lack of Local Support at Law & IHS Campuses

Deeper Insights from Open Feedback

AI & Innovation

- Faculty and students are split:
 - Many want more AI tools and training
 - Others express concern or resistance, especially in humanities and writingNeed a balanced, discipline-specific approach

Faculty Pain Points

- Canvas isn't meeting the needs of power users (e.g., large course instructors)
- Classroom tech is inconsistent (4–5 display systems in use)
- Requests for expanded statistical and research computing support

Staff and Student Needs

- Staff want role-specific training on SharePoint, Compass, Cognos
- Students want training in Adobe, video editing, and cybersecurity
- Preferred methods: self-paced tutorials and workshops

Recommendations

Training & Communication

- Launch a “What You Don’t Know Yet” campaign
- Build a Tech Onboarding Hub for new faculty/staff/students
- Offer role-specific bootcamps and on-demand tutorials

Faculty Support

- Convene LMS Power Users Group
- Pilot discipline-specific AI engagement teams
- Explore support for research computing and statistics

Ticketing & Support

Infrastructure

Final Thoughts

This year's MISO survey gives us clear direction:

- We're strong in core services and support
- We need to work through connectivity issues and increase transparency
- Our community wants both autonomy and responsiveness

