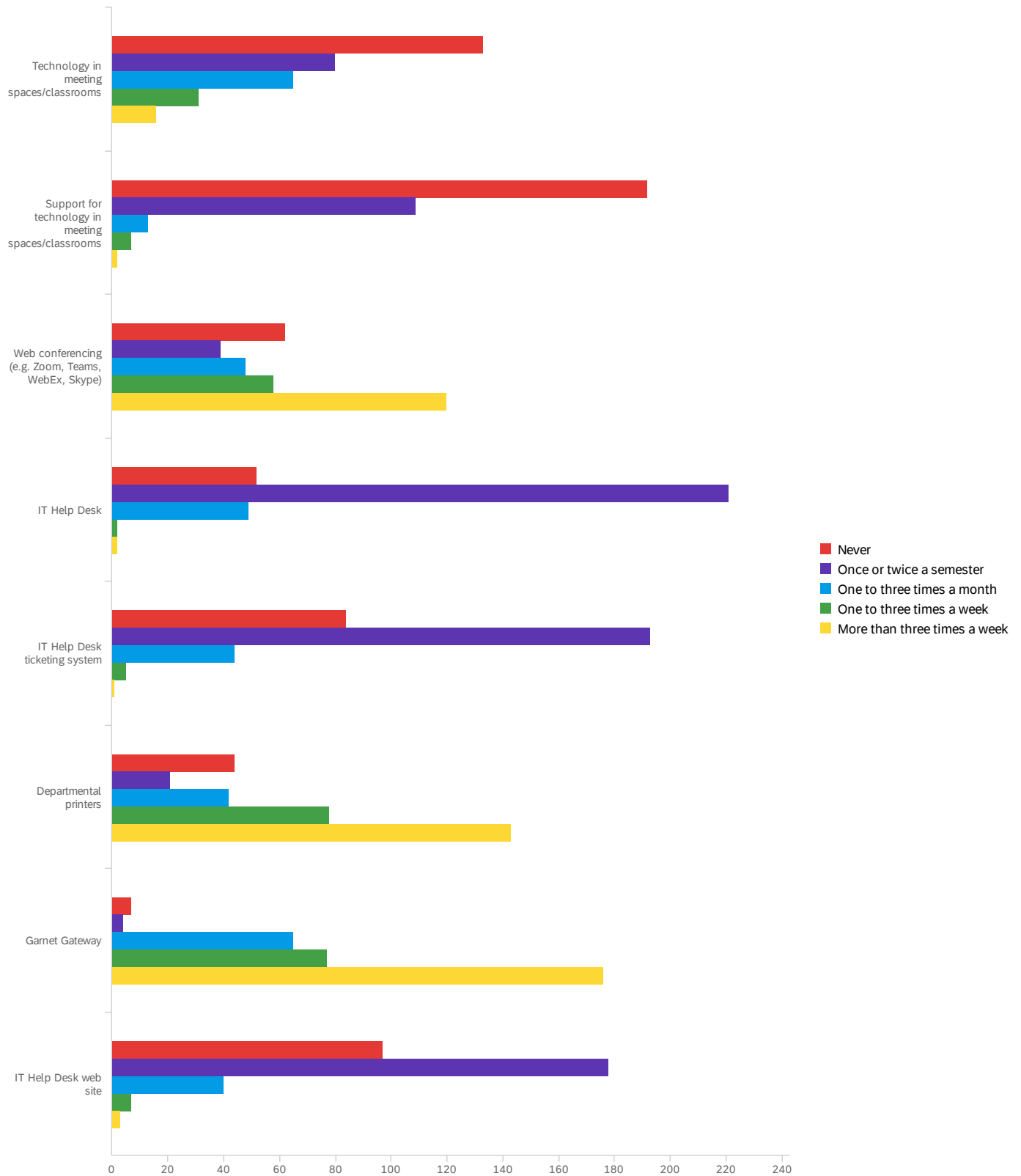


Default Report

MISO Bates Staff - 2023

March 9, 2023 12:31 PM EST

USE - Over the course of a semester, on average, how often do you use the following services?



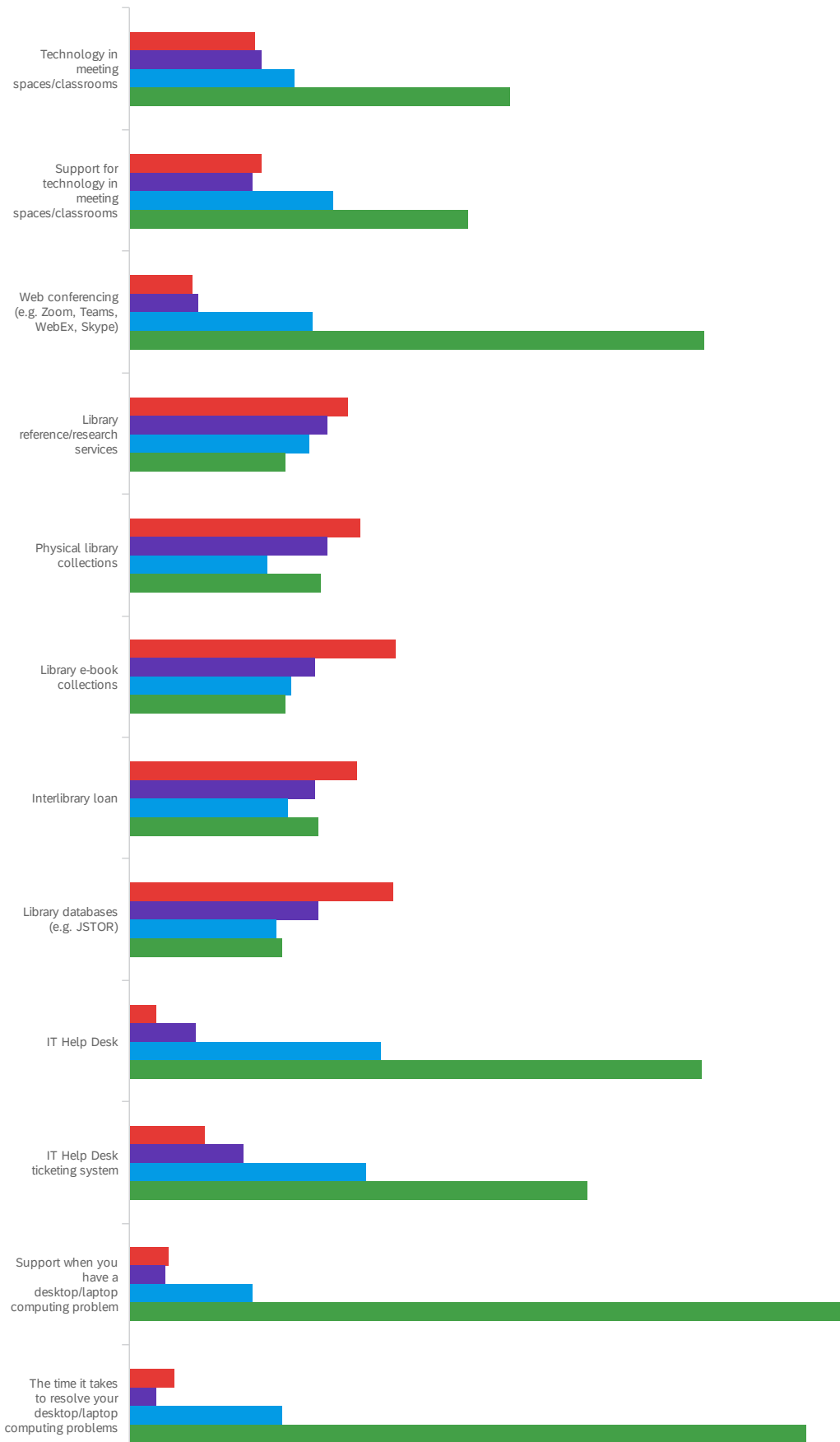
#	Field	Never	Once or twice a semester	One to three times a month	One to three times a week	More than three times a week	Total
1	Technology in meeting spaces/classrooms	40.92% 133	24.62% 80	20.00% 65	9.54% 31	4.92% 16	325

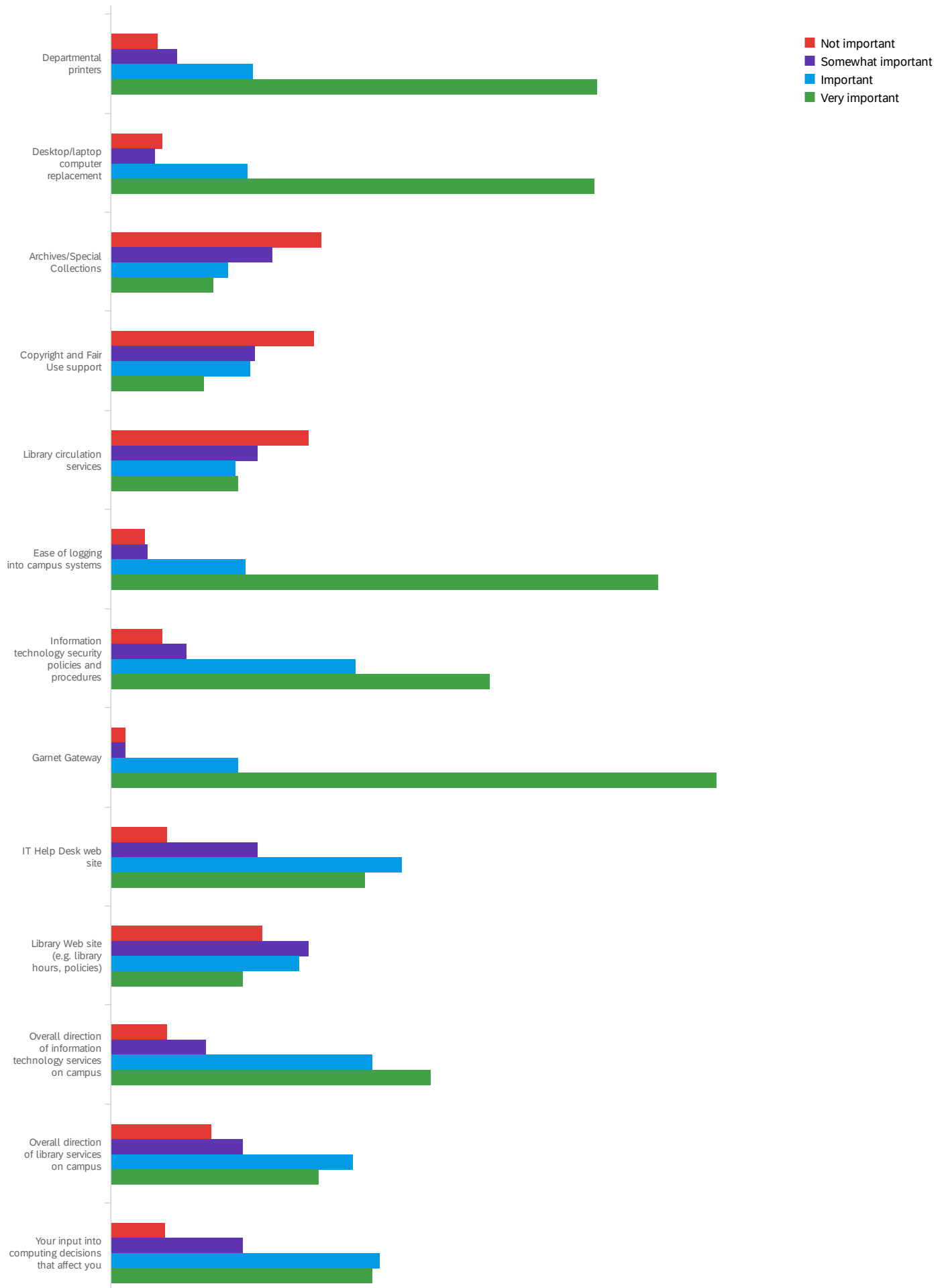
#	Field	Never	Once or twice a semester	One to three times a month	One to three times a week	More than three times a week	Total
2	Support for technology in meeting spaces/classrooms	59.44% 192	33.75% 109	4.02% 13	2.17% 7	0.62% 2	323
3	Web conferencing (e.g. Zoom, Teams, WebEx, Skype)	18.96% 62	11.93% 39	14.68% 48	17.74% 58	36.70% 120	327
4	IT Help Desk	15.95% 52	67.79% 221	15.03% 49	0.61% 2	0.61% 2	326
5	IT Help Desk ticketing system	25.69% 84	59.02% 193	13.46% 44	1.53% 5	0.31% 1	327
6	Departmental printers	13.41% 44	6.40% 21	12.80% 42	23.78% 78	43.60% 143	328
7	Garnet Gateway	2.13% 7	1.22% 4	19.76% 65	23.40% 77	53.50% 176	329
8	IT Help Desk web site	29.85% 97	54.77% 178	12.31% 40	2.15% 7	0.92% 3	325

Showing rows 1 - 8 of 8

#	Field	Mean	Std Deviation	Count
3	Web conferencing (e.g. Zoom, Teams, WebEx, Skype)	3.41	1.53	327
1	Technology in meeting spaces/classrooms	2.13	1.19	325
2	Support for technology in meeting spaces/classrooms	1.51	0.73	323
8	IT Help Desk web site	1.90	0.76	325
5	IT Help Desk ticketing system	1.92	0.69	327
4	IT Help Desk	2.02	0.62	326
7	Garnet Gateway	4.25	0.95	329
6	Departmental printers	3.78	1.41	328

IMP - How important are these services to you?





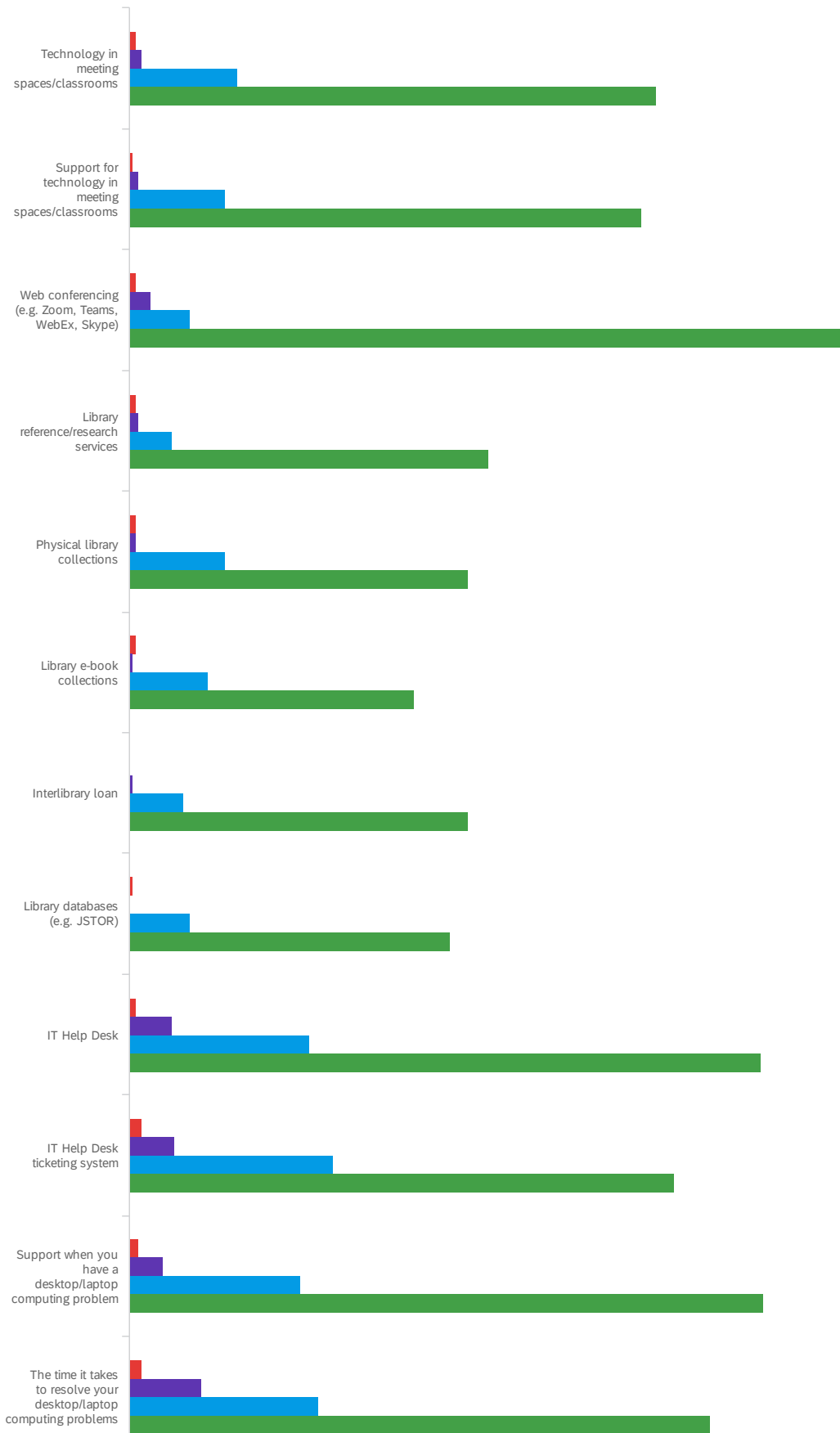


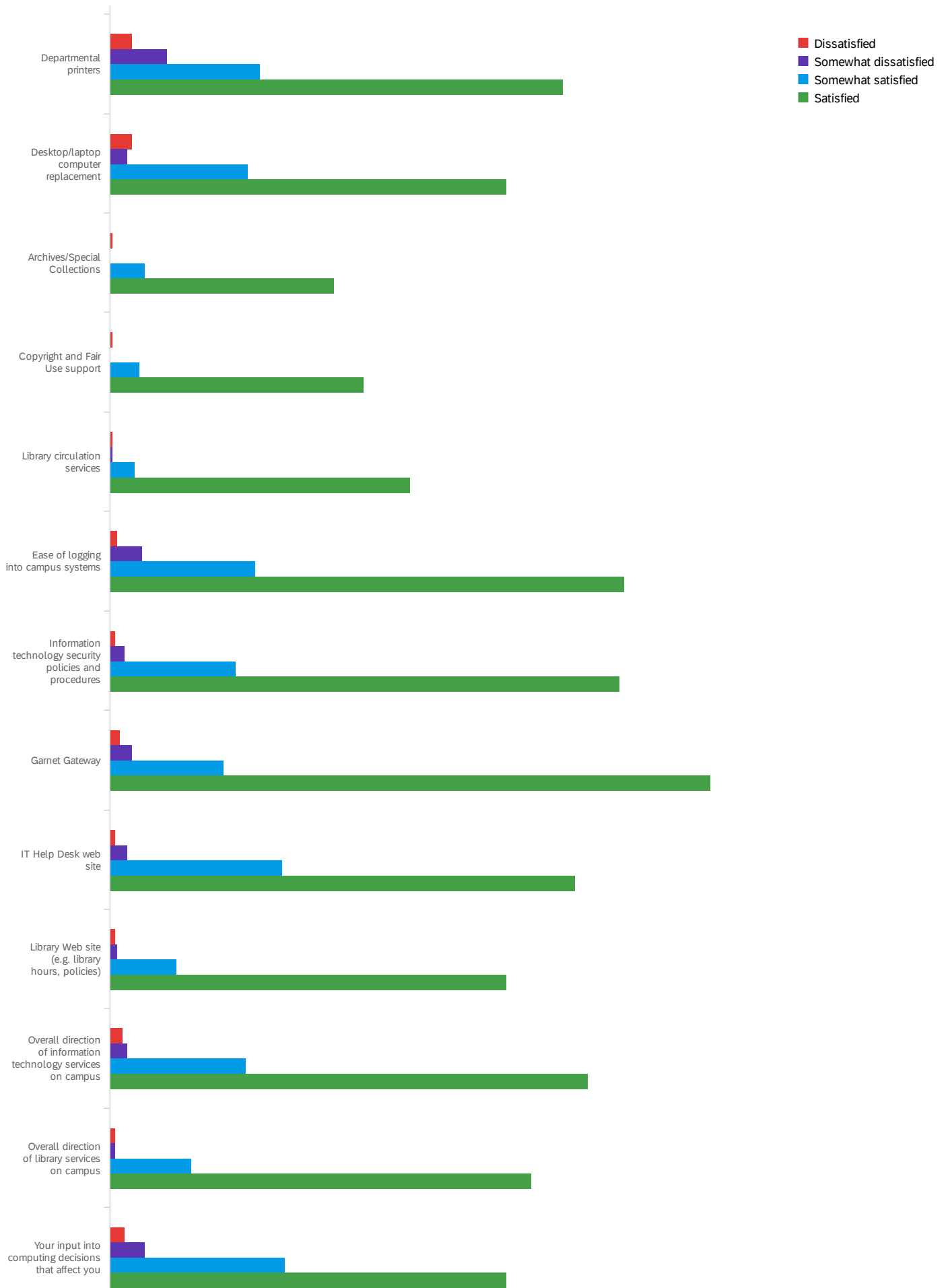
#	Field	Not important	Somewhat important	Important	Very important	Total
1	Technology in meeting spaces/classrooms	15.67% 42	16.42% 44	20.52% 55	47.39% 127	268
2	Support for technology in meeting spaces/classrooms	16.54% 44	15.41% 41	25.56% 68	42.48% 113	266
3	Web conferencing (e.g. Zoom, Teams, WebEx, Skype)	7.07% 21	7.74% 23	20.54% 61	64.65% 192	297
4	Library reference/research services	29.08% 73	26.29% 66	23.90% 60	20.72% 52	251
5	Physical library collections	30.43% 77	26.09% 66	18.18% 46	25.30% 64	253
6	Library e-book collections	34.63% 89	24.12% 62	21.01% 54	20.23% 52	257
7	Interlibrary loan	29.92% 76	24.41% 62	20.87% 53	24.80% 63	254
8	Library databases (e.g. JSTOR)	35.06% 88	25.10% 63	19.52% 49	20.32% 51	251
9	IT Help Desk	2.94% 9	7.19% 22	27.45% 84	62.42% 191	306
10	IT Help Desk ticketing system	8.47% 25	12.88% 38	26.78% 79	51.86% 153	295
11	Support when you have a desktop/laptop computing problem	4.25% 13	3.92% 12	13.40% 41	78.43% 240	306
12	The time it takes to resolve your desktop/laptop computing problems	4.98% 15	2.99% 9	16.94% 51	75.08% 226	301
13	Departmental printers	6.27% 19	8.91% 27	19.14% 58	65.68% 199	303
14	Desktop/laptop computer replacement	7.17% 21	6.14% 18	19.11% 56	67.58% 198	293
15	Archives/Special Collections	35.54% 86	27.27% 66	19.83% 48	17.36% 42	242
16	Copyright and Fair Use support	35.02% 83	24.89% 59	24.05% 57	16.03% 38	237
17	Library circulation services	33.20% 81	24.59% 60	20.90% 51	21.31% 52	244
18	Ease of logging into campus systems	4.55% 14	4.87% 15	17.86% 55	72.73% 224	308
19	Information technology security policies and procedures	6.84% 21	10.10% 31	32.57% 100	50.49% 155	307
20	Garnet Gateway	1.92% 6	1.92% 6	16.67% 52	79.49% 248	312
21	IT Help Desk web site	7.52% 23	19.61% 60	38.89% 119	33.99% 104	306
22	Library Web site (e.g. library hours, policies)	22.63% 62	29.56% 81	28.10% 77	19.71% 54	274
23	Overall direction of information technology services on campus	7.67% 23	13.00% 39	35.67% 107	43.67% 131	300
24	Overall direction of library services on campus	14.70% 41	19.35% 54	35.48% 99	30.47% 85	279
25	Your input into computing decisions that affect you	7.51% 22	18.43% 54	37.54% 110	36.52% 107	293

Showing rows 1 - 25 of 25

▲ #	▲ Field	▲ Mean	▲ Std Deviation	▲ Count
25	Your input into computing decisions that affect you	3.03	0.92	293
3	Web conferencing (e.g. Zoom, Teams, WebEx, Skype)	3.43	0.91	297
12	The time it takes to resolve your desktop/laptop computing problems	3.62	0.77	301
1	Technology in meeting spaces/classrooms	3.00	1.12	268
11	Support when you have a desktop/laptop computing problem	3.66	0.75	306
2	Support for technology in meeting spaces/classrooms	2.94	1.11	266
5	Physical library collections	2.38	1.16	253
24	Overall direction of library services on campus	2.82	1.03	279
23	Overall direction of information technology services on campus	3.15	0.92	300
4	Library reference/research services	2.36	1.11	251
6	Library e-book collections	2.27	1.14	257
8	Library databases (e.g. JSTOR)	2.25	1.14	251
17	Library circulation services	2.30	1.14	244
22	Library Web site (e.g. library hours, policies)	2.45	1.05	274
7	Interlibrary loan	2.41	1.16	254
19	Information technology security policies and procedures	3.27	0.90	307
21	IT Help Desk web site	2.99	0.91	306
10	IT Help Desk ticketing system	3.22	0.97	295
9	IT Help Desk	3.49	0.76	306
20	Garnet Gateway	3.74	0.59	312
18	Ease of logging into campus systems	3.59	0.78	308
14	Desktop/laptop computer replacement	3.47	0.90	293
13	Departmental printers	3.44	0.90	303
16	Copyright and Fair Use support	2.21	1.09	237
15	Archives/Special Collections	2.19	1.10	242

DS - How dissatisfied or satisfied are you with the following resources and services?







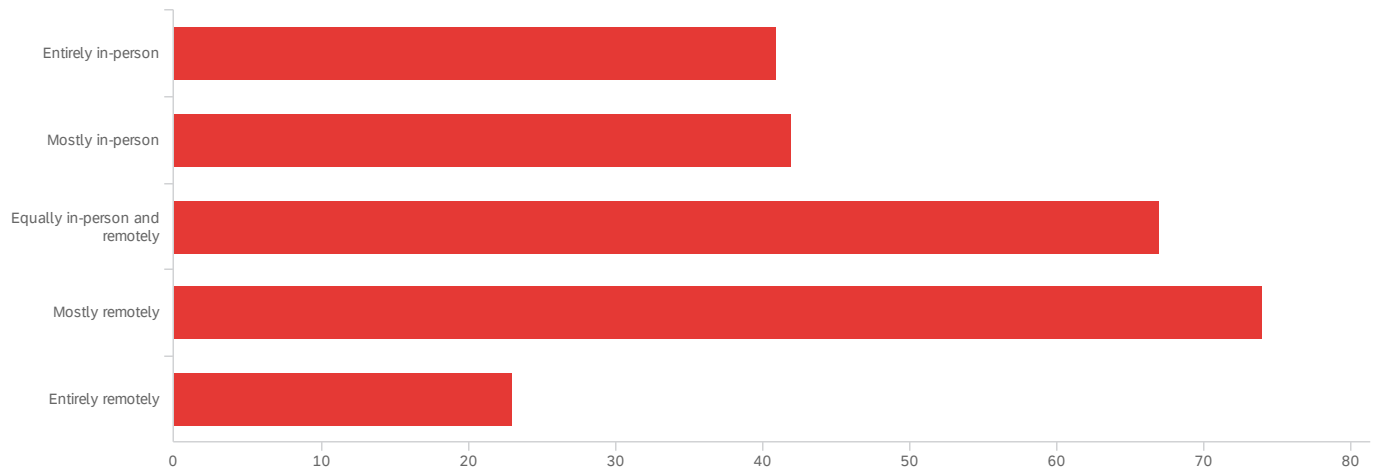
#	Field	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Total
1	Technology in meeting spaces/classrooms	0.92% 2	1.83% 4	16.51% 36	80.73% 176	218
2	Support for technology in meeting spaces/classrooms	0.48% 1	1.45% 3	15.46% 32	82.61% 171	207
3	Web conferencing (e.g. Zoom, Teams, WebEx, Skype)	0.74% 2	2.60% 7	7.43% 20	89.22% 240	269
4	Library reference/research services	1.44% 2	2.16% 3	10.07% 14	86.33% 120	139
5	Physical library collections	1.34% 2	1.34% 2	21.48% 32	75.84% 113	149
6	Library e-book collections	1.61% 2	0.81% 1	20.97% 26	76.61% 95	124
7	Interlibrary loan	0.00% 0	0.76% 1	13.64% 18	85.61% 113	132
8	Library databases (e.g. JSTOR)	0.78% 1	0.00% 0	15.63% 20	83.59% 107	128
9	IT Help Desk	0.70% 2	4.88% 14	20.91% 60	73.52% 211	287
10	IT Help Desk ticketing system	1.49% 4	5.58% 15	25.28% 68	67.66% 182	269
11	Support when you have a desktop/laptop computing problem	1.06% 3	3.89% 11	20.14% 57	74.91% 212	283
12	The time it takes to resolve your desktop/laptop computing problems	1.40% 4	8.42% 24	22.11% 63	68.07% 194	285
13	Departmental printers	3.25% 9	8.30% 23	22.02% 61	66.43% 184	277
14	Desktop/laptop computer replacement	3.86% 9	3.00% 7	24.03% 56	69.10% 161	233
15	Archives/Special Collections	0.94% 1	0.00% 0	13.21% 14	85.85% 91	106
16	Copyright and Fair Use support	0.86% 1	0.00% 0	10.34% 12	88.79% 103	116
17	Library circulation services	0.75% 1	0.75% 1	7.46% 10	91.04% 122	134
18	Ease of logging into campus systems	1.06% 3	4.58% 13	20.77% 59	73.59% 209	284
19	Information technology security policies and procedures	0.75% 2	2.26% 6	19.17% 51	77.82% 207	266
20	Garnet Gateway	1.32% 4	2.97% 9	15.18% 46	80.53% 244	303
21	IT Help Desk web site	0.75% 2	2.61% 7	26.12% 70	70.52% 189	268
22	Library Web site (e.g. library hours, policies)	1.04% 2	1.55% 3	13.99% 27	83.42% 161	193
23	Overall direction of information technology services on campus	1.92% 5	2.68% 7	21.07% 55	74.33% 194	261
24	Overall direction of library services on campus	0.96% 2	0.96% 2	15.87% 33	82.21% 171	208
25	Your input into computing decisions that affect you	2.38% 6	5.56% 14	28.17% 71	63.89% 161	252

Showing rows 1 - 25 of 25

▲ #	▲ Field	▲ Mean	▲ Std Deviation	▲ Count
25	Your input into computing decisions that affect you	3.54	0.71	252
3	Web conferencing (e.g. Zoom, Teams, WebEx, Skype)	3.85	0.47	269
12	The time it takes to resolve your desktop/laptop computing problems	3.57	0.71	285
1	Technology in meeting spaces/classrooms	3.77	0.52	218
11	Support when you have a desktop/laptop computing problem	3.69	0.60	283
2	Support for technology in meeting spaces/classrooms	3.80	0.47	207
5	Physical library collections	3.72	0.56	149
24	Overall direction of library services on campus	3.79	0.49	208
23	Overall direction of information technology services on campus	3.68	0.62	261
4	Library reference/research services	3.81	0.53	139
6	Library e-book collections	3.73	0.56	124
8	Library databases (e.g. JSTOR)	3.82	0.44	128
17	Library circulation services	3.89	0.40	134
22	Library Web site (e.g. library hours, policies)	3.80	0.50	193
7	Interlibrary loan	3.85	0.38	132
19	Information technology security policies and procedures	3.74	0.53	266
21	IT Help Desk web site	3.66	0.57	268
10	IT Help Desk ticketing system	3.59	0.67	269
9	IT Help Desk	3.67	0.60	287
20	Garnet Gateway	3.75	0.57	303
18	Ease of logging into campus systems	3.67	0.61	284
14	Desktop/laptop computer replacement	3.58	0.73	233
13	Departmental printers	3.52	0.78	277
16	Copyright and Fair Use support	3.87	0.41	116
15	Archives/Special Collections	3.84	0.44	106

REM - Do you access the following services in-person or remotely?

REM_REM_FPC - IT Help Desk

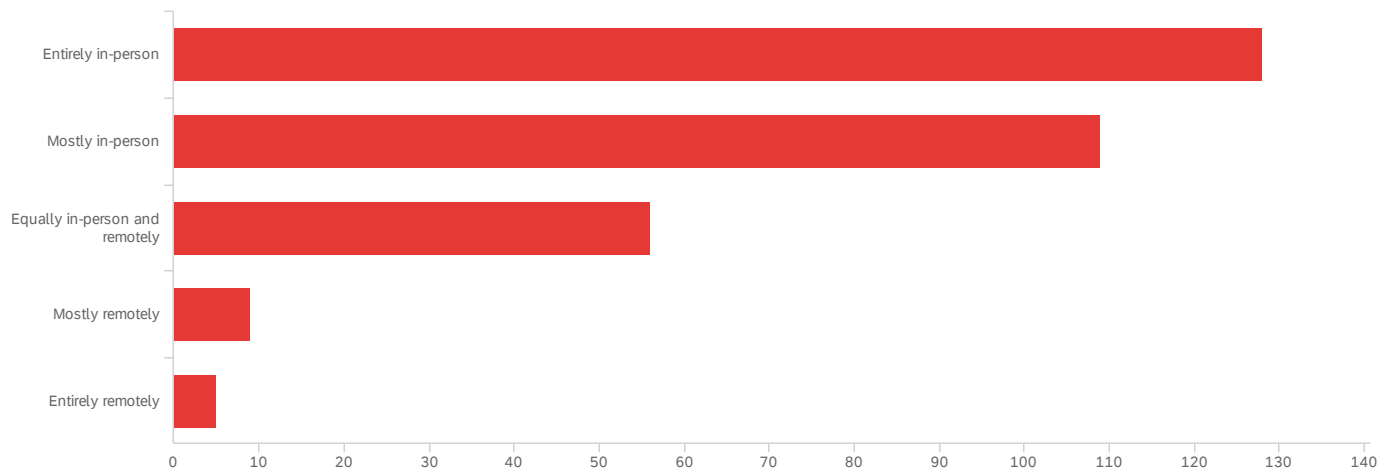


#	Field	Choice Count
1	Entirely in-person	16.60% 41
2	Mostly in-person	17.00% 42
3	Equally in-person and remotely	27.13% 67
4	Mostly remotely	29.96% 74
5	Entirely remotely	9.31% 23
		247

Showing rows 1 - 6 of 6

#	Field	Mean	Std Deviation	Count
1	IT Help Desk	2.98	1.23	247

WREM - Do you work in-person on campus or remotely?



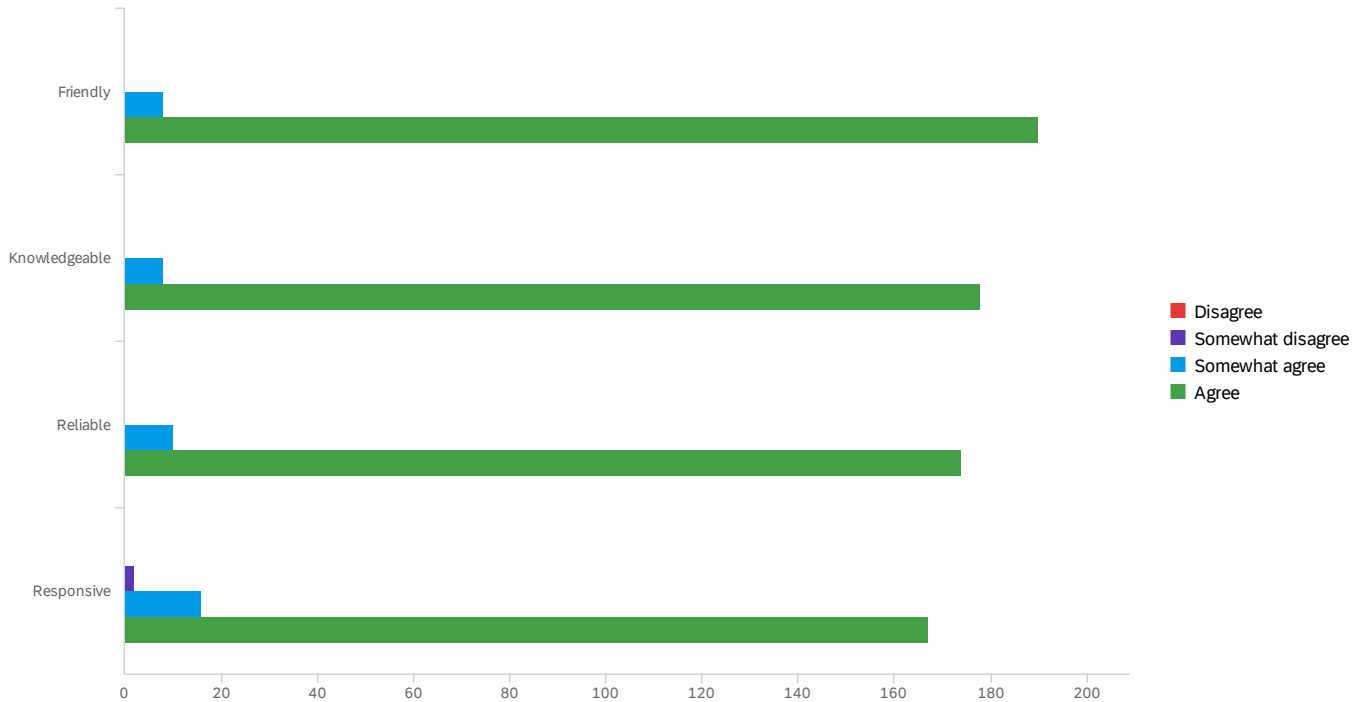
#	Field	Choice Count
1	Entirely in-person	41.69% 128
2	Mostly in-person	35.50% 109
3	Equally in-person and remotely	18.24% 56
4	Mostly remotely	2.93% 9
5	Entirely remotely	1.63% 5
		307

Showing rows 1 - 6 of 6

#	Field	Mean	Std Deviation	Count
1	Do you work in-person on campus or remotely?	1.87	0.92	307

DALC - How strongly do you disagree or agree with the following statements with regard

to the library circulation staff?

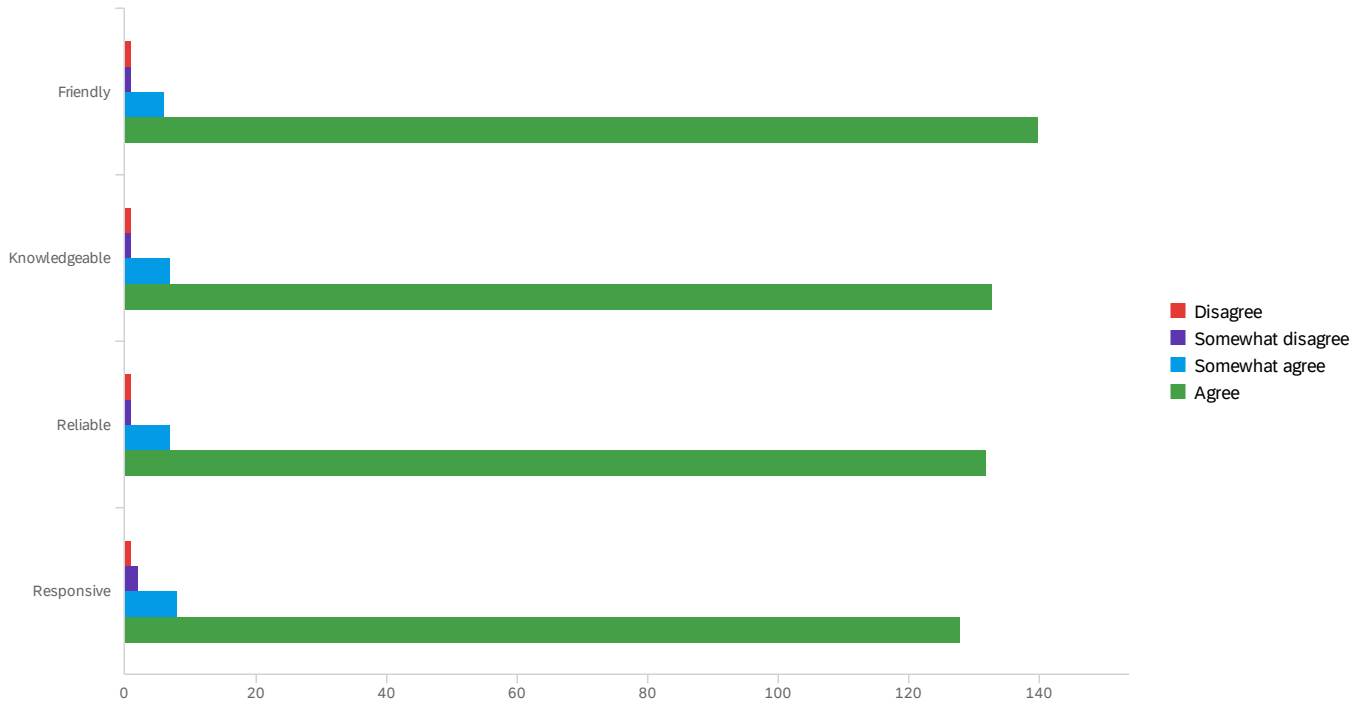


#	Field	Disagree	Somewhat disagree	Somewhat agree	Agree	Total
1	Friendly	0.00% 0	0.00% 0	4.04% 8	95.96% 190	198
2	Knowledgeable	0.00% 0	0.00% 0	4.30% 8	95.70% 178	186
3	Reliable	0.00% 0	0.00% 0	5.43% 10	94.57% 174	184
4	Responsive	0.00% 0	1.08% 2	8.65% 16	90.27% 167	185

Showing rows 1 - 4 of 4

#	Field	Mean	Std Deviation	Count
1	Friendly	3.96	0.20	198
2	Knowledgeable	3.96	0.20	186
3	Reliable	3.95	0.23	184
4	Responsive	3.89	0.34	185

DALR - How strongly do you disagree or agree with the following statements with regard to the library reference/research staff?



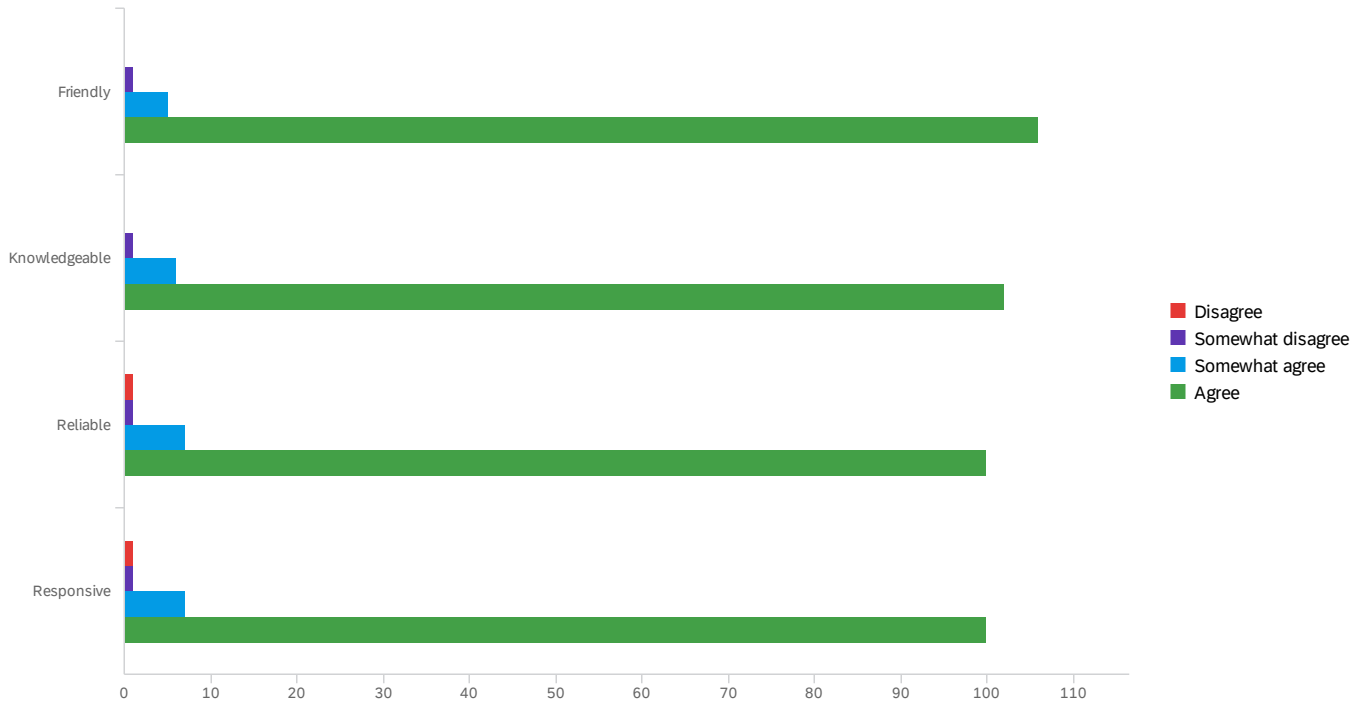
#	Field	Disagree	Somewhat disagree	Somewhat agree	Agree	Total
1	Friendly	0.68% 1	0.68% 1	4.05% 6	94.59% 140	148
2	Knowledgeable	0.70% 1	0.70% 1	4.93% 7	93.66% 133	142
3	Reliable	0.71% 1	0.71% 1	4.96% 7	93.62% 132	141
4	Responsive	0.72% 1	1.44% 2	5.76% 8	92.09% 128	139

Showing rows 1 - 4 of 4

#	Field	Mean	Std Deviation	Count
1	Friendly	3.93	0.35	148
2	Knowledgeable	3.92	0.37	142
3	Reliable	3.91	0.37	141
4	Responsive	3.89	0.41	139

DAASC - How strongly do you disagree or agree with the following statements with

regard to the archives/special collections staff?

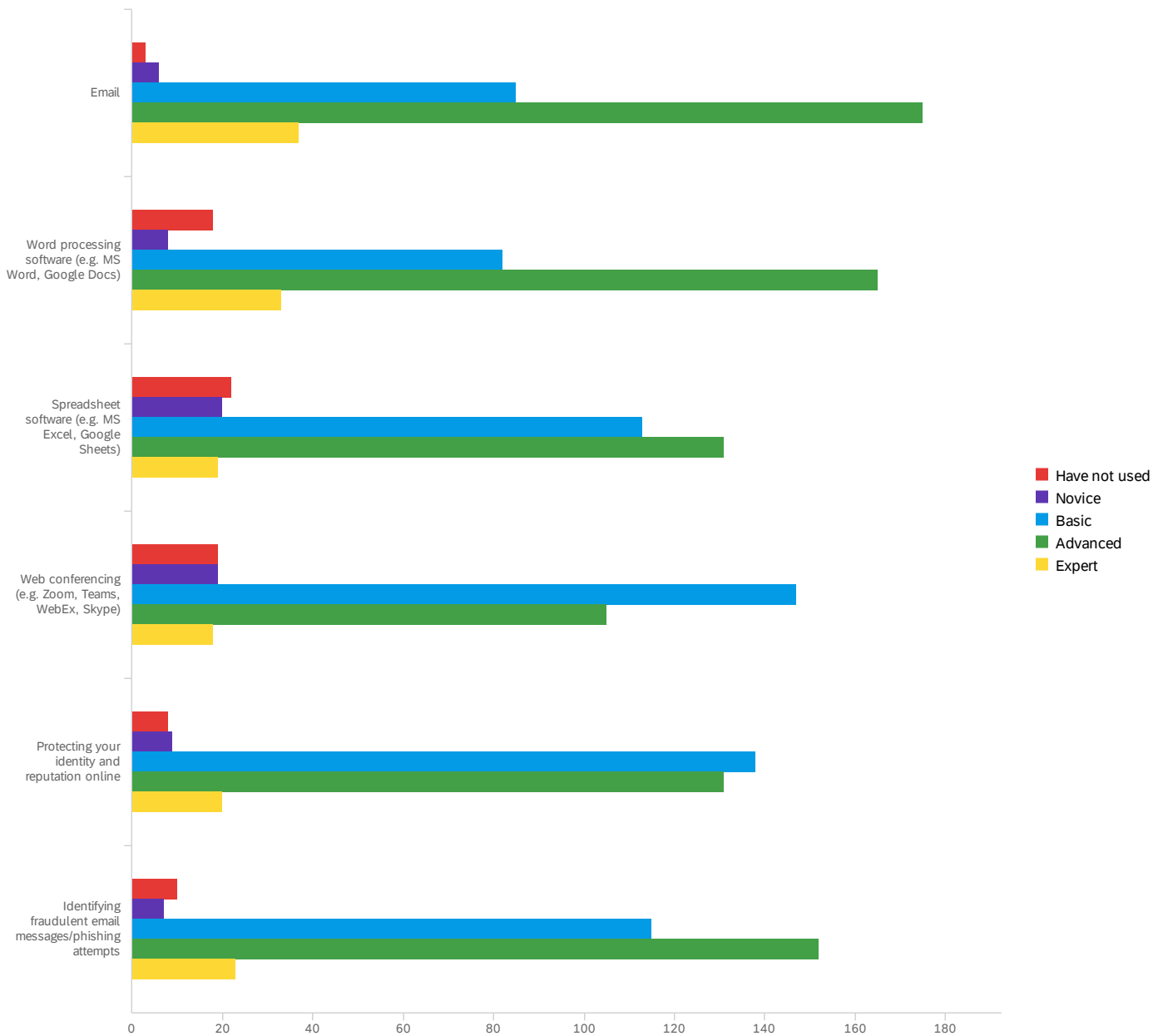


#	Field	Disagree	Somewhat disagree	Somewhat agree	Agree	Total
1	Friendly	0.00% 0	0.89% 1	4.46% 5	94.64% 106	112
2	Knowledgeable	0.00% 0	0.92% 1	5.50% 6	93.58% 102	109
3	Reliable	0.92% 1	0.92% 1	6.42% 7	91.74% 100	109
4	Responsive	0.92% 1	0.92% 1	6.42% 7	91.74% 100	109

Showing rows 1 - 4 of 4

#	Field	Mean	Std Deviation	Count
1	Friendly	3.94	0.28	112
2	Knowledgeable	3.93	0.29	109
3	Reliable	3.89	0.41	109
4	Responsive	3.89	0.41	109

SKL - How would you describe your skill level with the following?



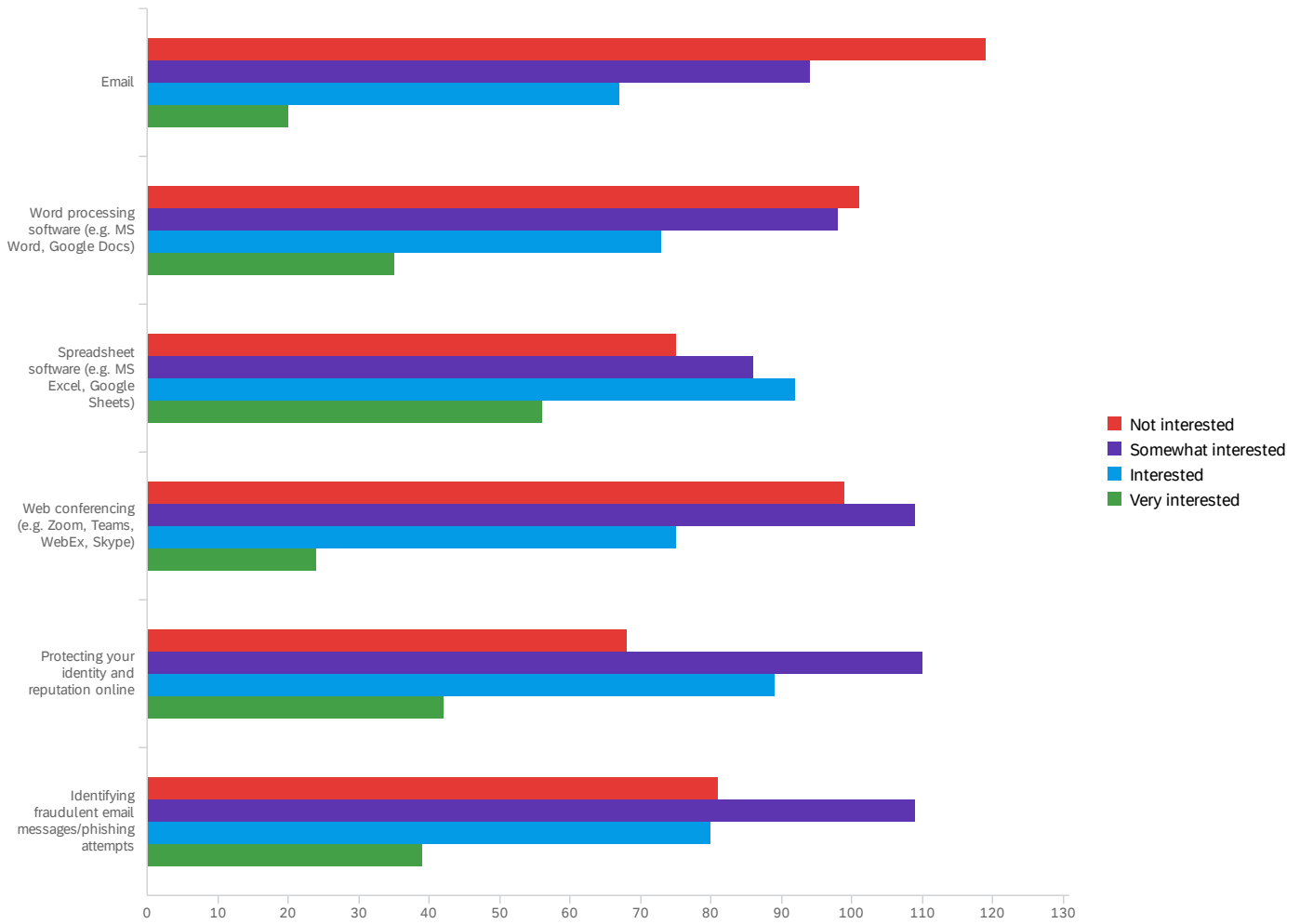
#	Field	Have not used	Novice	Basic	Advanced	Expert	Total
1	Email	0.98% 3	1.96% 6	27.78% 85	57.19% 175	12.09% 37	306
2	Word processing software (e.g. MS Word, Google Docs)	5.88% 18	2.61% 8	26.80% 82	53.92% 165	10.78% 33	306
3	Spreadsheet software (e.g. MS Excel, Google Sheets)	7.21% 22	6.56% 20	37.05% 113	42.95% 131	6.23% 19	305
4	Web conferencing (e.g. Zoom, Teams, WebEx, Skype)	6.17% 19	6.17% 19	47.73% 147	34.09% 105	5.84% 18	308

#	Field	Have not used	Novice	Basic	Advanced	Expert	Total
5	Protecting your identity and reputation online	2.61% 8	2.94% 9	45.10% 138	42.81% 131	6.54% 20	306
6	Identifying fraudulent email messages/phishing attempts	3.26% 10	2.28% 7	37.46% 115	49.51% 152	7.49% 23	307

Showing rows 1 - 6 of 6

▲ #	▲ Field	▲ Mean	▲ Std Deviation	▲ Count
2	Word processing software (e.g. MS Word, Google Docs)	3.61	0.93	306
4	Web conferencing (e.g. Zoom, Teams, WebEx, Skype)	3.27	0.90	308
3	Spreadsheet software (e.g. MS Excel, Google Sheets)	3.34	0.96	305
5	Protecting your identity and reputation online	3.48	0.77	306
6	Identifying fraudulent email messages/phishing attempts	3.56	0.80	307
1	Email	3.77	0.72	306

LRN - How interested are you in learning more about the following?



#	Field	Not interested	Somewhat interested	Interested	Very interested	Total
1	Email	39.67% 119	31.33% 94	22.33% 67	6.67% 20	300
2	Word processing software (e.g. MS Word, Google Docs)	32.90% 101	31.92% 98	23.78% 73	11.40% 35	307
3	Spreadsheet software (e.g. MS Excel, Google Sheets)	24.27% 75	27.83% 86	29.77% 92	18.12% 56	309
4	Web conferencing (e.g. Zoom, Teams, WebEx, Skype)	32.25% 99	35.50% 109	24.43% 75	7.82% 24	307
5	Protecting your identity and reputation online	22.01% 68	35.60% 110	28.80% 89	13.59% 42	309
6	Identifying fraudulent email messages/phishing attempts	26.21% 81	35.28% 109	25.89% 80	12.62% 39	309

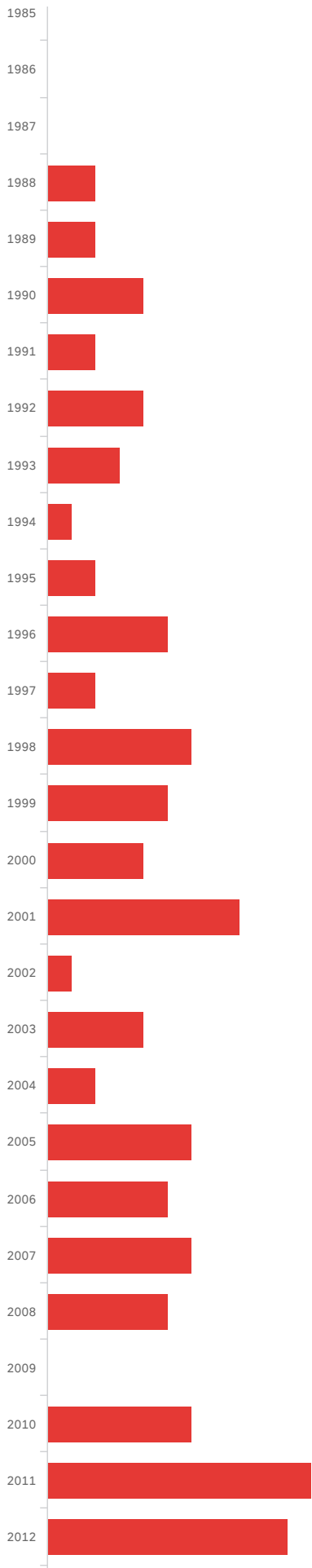
Showing rows 1 - 6 of 6

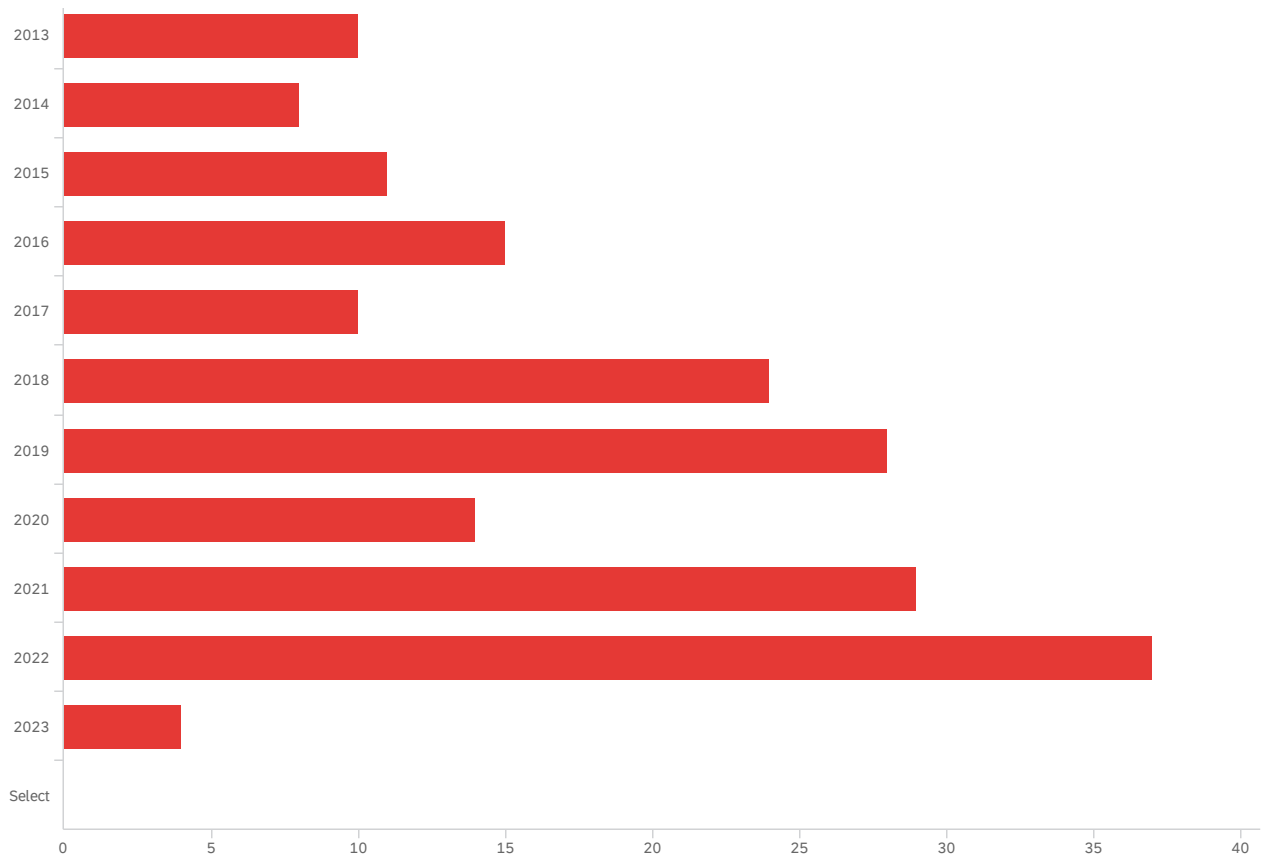
#	Field	Mean	Std Deviation	Count
1	Email	1.96	0.94	300
2	Word processing software (e.g. MS Word, Google Docs)	2.14	1.00	307

#	Field	Mean	Std Deviation	Count
3	Spreadsheet software (e.g. MS Excel, Google Sheets)	2.42	1.04	309
4	Web conferencing (e.g. Zoom, Teams, WebEx, Skype)	2.08	0.93	307
5	Protecting your identity and reputation online	2.34	0.97	309
6	Identifying fraudulent email messages/phishing attempts	2.25	0.98	309

YRS - What year did you begin at Bates College?







#	Field	Choice Count
1960	1960	0.00% 0
1961	1961	0.00% 0
1962	1962	0.00% 0
1963	1963	0.00% 0
1964	1964	0.00% 0
1965	1965	0.00% 0
1966	1966	0.00% 0
1967	1967	0.00% 0
1968	1968	0.00% 0
1969	1969	0.00% 0
1970	1970	0.00% 0
1971	1971	0.00% 0
1972	1972	0.00% 0
1973	1973	0.00% 0
1974	1974	0.00% 0

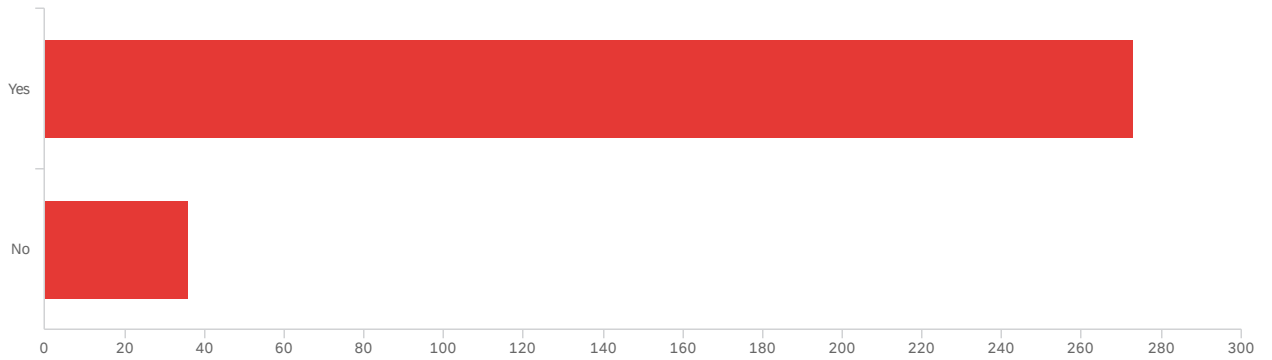
#	Field	Choice Count
1975	1975	0.00% 0
1976	1976	0.00% 0
1977	1977	0.99% 3
1978	1978	0.00% 0
1979	1979	0.00% 0
1980	1980	0.00% 0
1981	1981	0.66% 2
1982	1982	0.33% 1
1983	1983	0.33% 1
1984	1984	0.00% 0
1985	1985	0.00% 0
1986	1986	0.00% 0
1987	1987	0.00% 0
1988	1988	0.66% 2
1989	1989	0.66% 2
1990	1990	1.32% 4
1991	1991	0.66% 2
1992	1992	1.32% 4
1993	1993	0.99% 3
1994	1994	0.33% 1
1995	1995	0.66% 2
1996	1996	1.65% 5
1997	1997	0.66% 2
1998	1998	1.98% 6
1999	1999	1.65% 5
2000	2000	1.32% 4
2001	2001	2.64% 8
2002	2002	0.33% 1

#	Field	Choice Count
2003	2003	1.32% 4
2004	2004	0.66% 2
2005	2005	1.98% 6
2006	2006	1.65% 5
2007	2007	1.98% 6
2008	2008	1.65% 5
2009	2009	0.00% 0
2010	2010	1.98% 6
2011	2011	3.63% 11
2012	2012	3.30% 10
2013	2013	3.30% 10
2014	2014	2.64% 8
2015	2015	3.63% 11
2016	2016	4.95% 15
2017	2017	3.30% 10
2018	2018	7.92% 24
2019	2019	9.24% 28
2020	2020	4.62% 14
2021	2021	9.57% 29
2022	2022	12.21% 37
2023	2023	1.32% 4
-99	Select	0.00% 0

303

Showing rows 1 - 66 of 66

FTIME - Are you considered a full-time employee of Bates College for at least nine months of the current academic year?

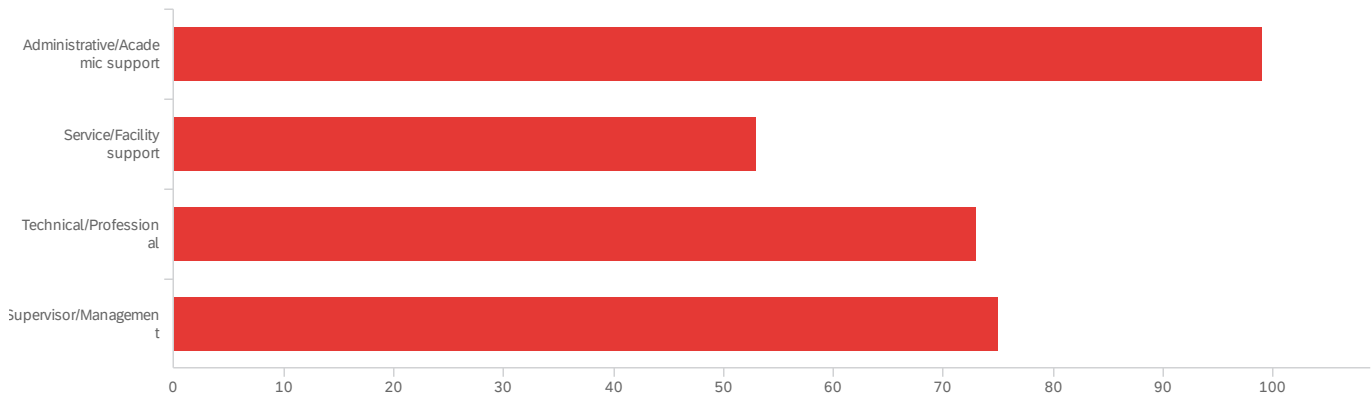


#	Field	Choice Count
1	Yes	88.35% 273
2	No	11.65% 36

309

Showing rows 1 - 3 of 3

OCC - Which of the following best describes your job?

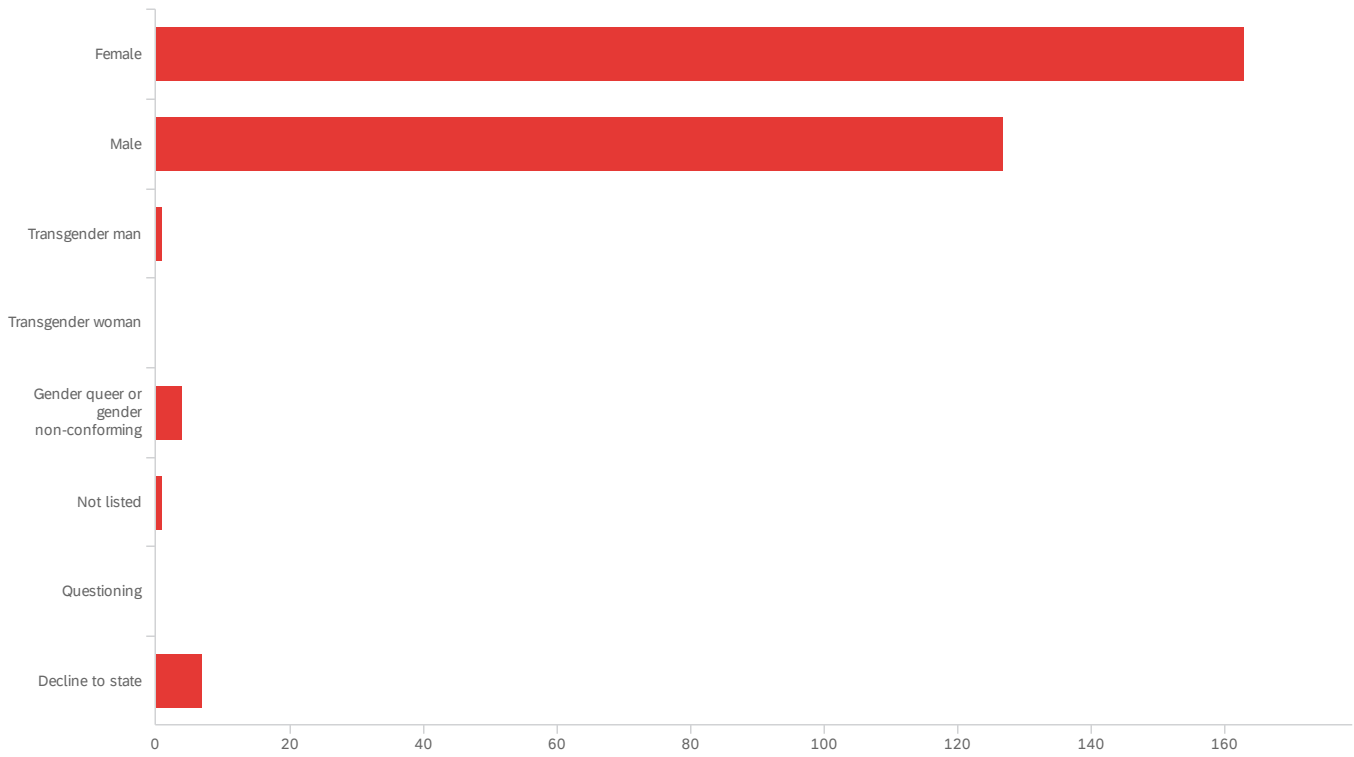


#	Field	Choice Count
1	Administrative/Academic support	33.00% 99
2	Service/Facility support	17.67% 53
3	Technical/Professional	24.33% 73
4	Supervisor/Management	25.00% 75

300

Showing rows 1 - 5 of 5

SEX - What is your gender?

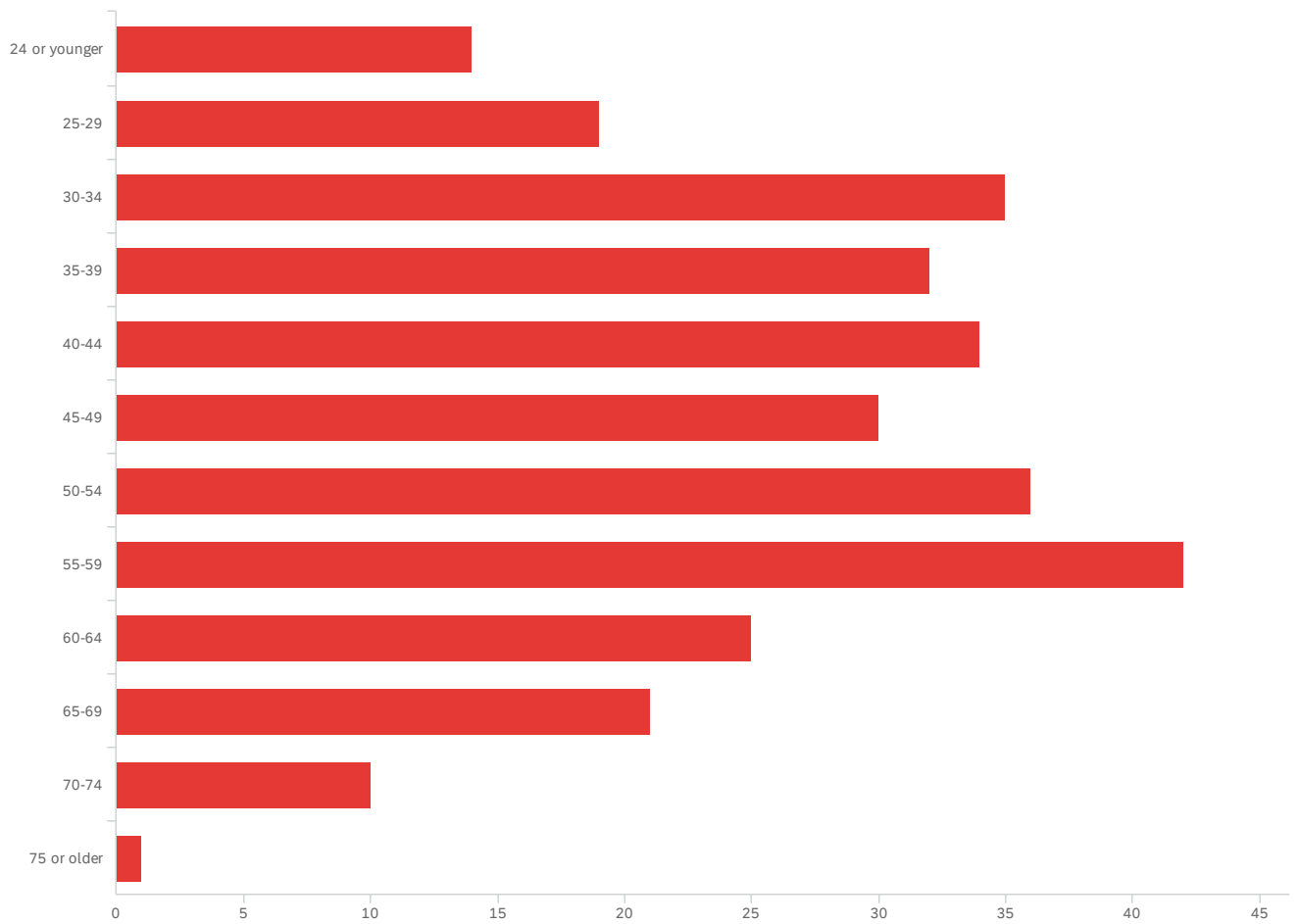


#	Field	Choice Count
1	Female	53.80% 163
2	Male	41.91% 127
5	Transgender man	0.33% 1
6	Transgender woman	0.00% 0
7	Gender queer or gender non-conforming	1.32% 4
17	Not listed	0.33% 1
22	Questioning	0.00% 0
-9	Decline to state	2.31% 7

303

Showing rows 1 - 9 of 9

AGE - What is your age?



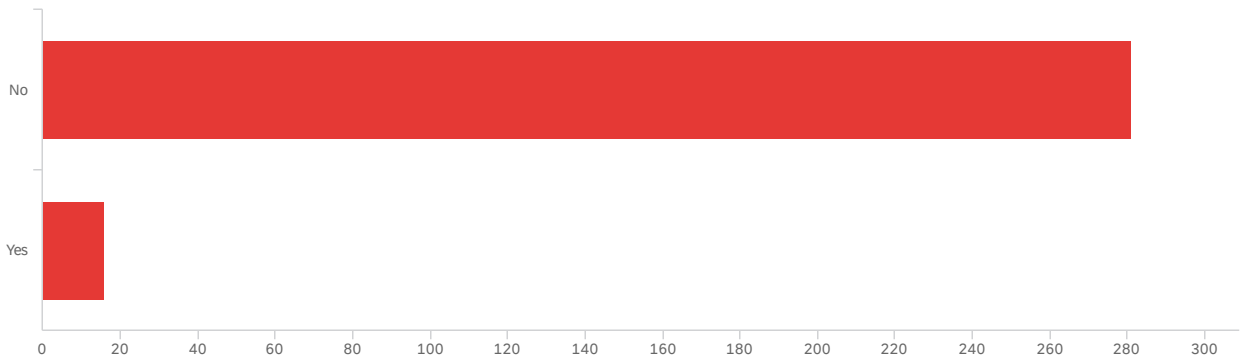
#	Field	Choice Count
23	24 or younger	4.68% 14
27.5	25-29	6.35% 19
32.5	30-34	11.71% 35
37.5	35-39	10.70% 32
42.5	40-44	11.37% 34
47.5	45-49	10.03% 30
52.5	50-54	12.04% 36
57.5	55-59	14.05% 42
62.5	60-64	8.36% 25
67.5	65-69	7.02% 21
72.5	70-74	3.34% 10

#	Field	Choice Count
77.5	75 or older	0.33% 1

299

Showing rows 1 - 13 of 13

HISP - Are you of Hispanic, Latino, or Spanish origin?



#	Field	Choice Count
0	No	94.61% 281
1	Yes	5.39% 16

297

Showing rows 1 - 3 of 3

End of Report