

MISO Survey Bates Student Summary Results - 2026

Service Use	Total		Not at all	1 or 2 times a semester	1 to 3 times a month	1 to 3 times a week	4 or more times a week	Mean		Frequency Distribution
Over the course of a semester, on average, how often do you use the following services? - Generative AI tools (e.g., ChatGPT, Gemini, Firefly, Notebook LM) for academic or work purposes	320		22.5%	13.8%	16.9%	25.6%	21.3%	3.09		
Over the course of a semester, on average, how often do you use the following services? - IT Help Desk	318		42.1%	47.5%	8.5%	1.3%	0.6%	1.71		
Over the course of a semester, on average, how often do you use the following services? - Campus printers	324		1.2%	3.7%	16.4%	45.1%	33.6%	4.06		
Over the course of a semester, on average, how often do you use the following services? - Campus computing labs	320		43.8%	25.9%	15.9%	9.1%	5.3%	2.06		
Over the course of a semester, on average, how often do you use the following services? - Borrowing laptops	319		88.1%	9.7%	1.3%	0.6%	0.3%	1.15		
Over the course of a semester, on average, how often do you use the following services? - Garnet Gateway	326		1.5%	1.2%	13.8%	29.8%	53.7%	4.33		

Service Importance	Total		Not important	Somewhat important	Important	Very important	Mean		Frequency Distribution
How important are these services to you? - Generative AI tools (e.g., ChatGPT, Gemini, Firefly, Notebook LM) for academic or work purposes	287		31.4%	26.5%	20.9%	21.3%	2.32		
How important are these services to you? - Library reference/research services	285		11.9%	27.7%	28.8%	31.6%	2.80		
How important are these services to you? - Library research instruction for academic courses	282		13.8%	38.7%	26.2%	21.3%	2.55		
How important are these services to you? - LibrarySearch	280		6.8%	23.2%	28.2%	41.8%	3.05		
How important are these services to you? - Library Research Guides	282		13.8%	35.8%	28.4%	22.0%	2.59		
How important are these services to you? - Physical library collections	284		17.6%	26.1%	23.6%	32.7%	2.71		
How important are these services to you? - Library e-book collections	282		9.2%	24.1%	28.4%	38.3%	2.96		
How important are these services to you? - Interlibrary loan	276		23.9%	26.4%	25.7%	23.9%	2.50		
How important are these services to you? - Library databases (e.g. JSTOR, EBSCOhost, Scopus)	282		6.4%	12.4%	20.6%	60.6%	3.35		
How important are these services to you? - IT Help Desk	283		13.8%	38.2%	29.7%	18.4%	2.53		
How important are these services to you? - Campus printers	287		0.3%	3.1%	12.9%	83.6%	3.80		
How important are these services to you? - Campus computing labs	274		24.1%	32.1%	19.3%	24.5%	2.44		
How important are these services to you? - Archives/Special Collections	272		29.8%	33.1%	22.8%	14.3%	2.22		
How important are these services to you? - Library circulation services	275		18.5%	29.8%	27.6%	24.0%	2.57		
How important are these services to you? - Physical course reserves	277		14.4%	24.2%	27.1%	34.3%	2.81		
How important are these services to you? - Access to free or low cost course textbooks and other materials	285		5.6%	10.9%	19.6%	63.9%	3.42		
How important are these services to you? - Quiet work space in the library	289		3.5%	6.6%	21.8%	68.2%	3.55		
How important are these services to you? - Study carrels in the library	278		8.3%	16.9%	23.7%	51.1%	3.18		
How important are these services to you? - Group study spaces									

in the library	285		4.9%	10.9%	24.6%	59.6%	3.39	
How important are these services to you? - Availability of electrical outlets in the library	289		2.4%	5.5%	17.3%	74.7%	3.64	
How important are these services to you? - Physical comfort in the library (e.g. seating, lighting)	290		1.7%	5.9%	16.6%	75.9%	3.67	
How important are these services to you? - Attractiveness of the library interior	290		5.5%	23.1%	32.4%	39.0%	3.05	
How important are these services to you? - Ease of finding physical materials in the library	287		4.5%	22.0%	40.1%	33.4%	3.02	
How important are these services to you? - Borrowing laptops	269		37.9%	32.7%	17.1%	12.3%	2.04	
How important are these services to you? - Garnet Gateway	286		0.7%	5.2%	23.1%	71.0%	3.64	

Service Satisfaction	Total		Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied		Mean		Frequency Distribution	
How dissatisfied or satisfied are you with the following resources and services? - Generative AI tools (e.g., ChatGPT, Gemini, Firefly, Notebook LM) for academic or work purposes	222		9.9%	9.9%	32.4%	47.7%		3.18			
How dissatisfied or satisfied are you with the following resources and services? - Library reference/research services	242		0.4%	1.7%	27.7%	70.2%		3.68			
How dissatisfied or satisfied are you with the following resources and services? - Library research instruction for academic courses	235		0.9%	1.7%	34.9%	62.6%		3.59			
How dissatisfied or satisfied are you with the following resources and services? - LibrarySearch	247		0.8%	0.8%	24.3%	74.1%		3.72			
How dissatisfied or satisfied are you with the following resources and services? - Library Research Guides	232		0.9%	3.9%	28.4%	66.8%		3.61			
How dissatisfied or satisfied are you with the following resources and services? - Physical library collections	238		1.3%	3.8%	29.4%	65.5%		3.59			
How dissatisfied or satisfied are you with the following resources and services? - Library e-book collections	237		1.3%	4.6%	28.3%	65.8%		3.59			
How dissatisfied or satisfied are you with the following resources and services? - Interlibrary loan	207		2.4%	2.4%	30.9%	64.3%		3.57			
How dissatisfied or satisfied are you with the following resources and services? - Library databases (e.g. JSTOR, EBSCOhost, Scopus)	254		0.8%	2.0%	18.9%	78.3%		3.75			
How dissatisfied or satisfied are you with the following resources and services? - IT Help Desk	231		3.5%	6.9%	23.8%	65.8%		3.52			
How dissatisfied or satisfied are you with the following resources and services? - Campus printers	266		1.9%	8.6%	30.1%	59.4%		3.47			
How dissatisfied or satisfied are you with the following resources and services? - Campus computing labs	193		2.1%	4.7%	27.5%	65.8%		3.57			
How dissatisfied or satisfied are you with the following resources and services? - Archives/Special Collections	168		1.2%	3.6%	29.8%	65.5%		3.60			
How dissatisfied or satisfied are you with the following resources and services? - Library circulation services	214		0.9%	0.9%	24.8%	73.4%		3.71			
How dissatisfied or satisfied are you with the following resources and services? - Physical course reserves	227		2.2%	4.4%	28.2%	65.2%		3.56			
How dissatisfied or satisfied are you with the following resources and services? - Access to free or low cost course textbooks and other materials	245		6.5%	13.1%	26.9%	53.5%		3.27			
How dissatisfied or satisfied are you with the following resources and services? - Quiet work space in the library	259		0.0%	3.9%	19.7%	76.4%		3.73			
How dissatisfied or satisfied are you with the following resources and services? - Study carrels in the library	238		0.4%	2.9%	26.1%	70.6%		3.67			
How dissatisfied or satisfied are you with the following resources and services? - Group study spaces in the library	255		0.8%	7.1%	18.0%	74.1%		3.65			
How dissatisfied or satisfied are you with the following resources and services? - Availability of electrical outlets in the library	261		1.5%	7.7%	24.1%	66.7%		3.56			

How dissatisfied or satisfied are you with the following resources and services? - Physical comfort in the library (e.g. seating, lighting)	261		3.1%	8.8%	28.0%	60.2%	3.45	
How dissatisfied or satisfied are you with the following resources and services? - Attractiveness of the library interior	264		5.7%	12.5%	34.5%	47.3%	3.23	
How dissatisfied or satisfied are you with the following resources and services? - Ease of finding physical materials in the library	250		2.0%	12.8%	32.4%	52.8%	3.36	
How dissatisfied or satisfied are you with the following resources and services? - Borrowing laptops	139		2.2%	4.3%	38.1%	55.4%	3.47	
How dissatisfied or satisfied are you with the following resources and services? - Garnet Gateway	265		1.5%	6.0%	25.3%	67.2%	3.58	

Achievement of Goals	Total		Not at all	Slightly	Moderately	Greatly		Mean		Frequency Distribution	
How much do the following contribute to the achievement of your academic goals? - Physical and digital library collections	244		7.8%	15.6%	30.7%	45.9%		3.15			
How much do the following contribute to the achievement of your academic goals? - Library spaces	253		3.6%	7.5%	26.5%	62.5%		3.48			
How much do the following contribute to the achievement of your academic goals? - Ability to access scholarly materials from wherever you are	251		2.8%	4.0%	17.9%	75.3%		3.66			
How much do the following contribute to the achievement of your academic goals? - Working with librarians	233		16.7%	30.9%	31.8%	20.6%		2.56			
How much do the following contribute to the achievement of your academic goals? - Technology used in courses and classrooms	250		2.8%	7.6%	28.8%	60.8%		3.48			

Staff Attributes	Total		Disagree	Somewhat disagree	Somewhat agree	Agree		Mean		Frequency Distribution
How strongly do you disagree or agree with the following statements with regard to the IT Help Desk staff? - Friendly	206		0.0%	1.9%	9.7%	88.3%		3.86		
How strongly do you disagree or agree with the following statements with regard to the IT Help Desk staff? - Knowledgeable	209		1.9%	5.3%	15.3%	77.5%		3.68		
How strongly do you disagree or agree with the following statements with regard to the IT Help Desk staff? - Reliable	208		1.0%	4.8%	13.5%	80.8%		3.74		
How strongly do you disagree or agree with the following statements with regard to the IT Help Desk staff? - Responsive	206		1.0%	3.9%	9.2%	85.9%		3.80		
How strongly do you disagree or agree with the following statements with regard to the library circulation staff? - Friendly	228		1.3%	1.3%	10.5%	86.8%		3.83		
How strongly do you disagree or agree with the following statements with regard to the library circulation staff? - Knowledgeable	224		0.4%	1.3%	12.9%	85.3%		3.83		
How strongly do you disagree or agree with the following statements with regard to the library circulation staff? - Reliable	224		0.9%	0.9%	8.9%	89.3%		3.87		
How strongly do you disagree or agree with the following statements with regard to the library circulation staff? - Responsive	224		0.4%	0.9%	8.5%	90.2%		3.88		
How strongly do you disagree or agree with the following statements with regard to the library reference/research staff? - Friendly	223		0.0%	0.9%	7.2%	91.9%		3.91		
How strongly do you disagree or agree with the following statements with regard to the library reference/research staff? - Knowledgeable	220		0.0%	0.5%	7.3%	92.3%		3.92		
How strongly do you disagree or agree with the following statements with regard to the library reference/research staff? - Reliable	216		0.0%	0.5%	7.9%	91.7%		3.91		
How strongly do you disagree or agree with the following statements with regard to the library reference/research staff? - Responsive	218		0.0%	0.5%	6.9%	92.7%		3.92		

Tool Use	Total		Entirely academic use	Mostly academic use	Equally academic and personal use	Mostly personal use	Entirely personal use	Do not use		Mean usage among those who use		Frequency Distribution
How do you use the following tools, if at all? - Generative AI tools (e.g., ChatGPT, Gemini, Firefly, Notebook LM)	256		7.4%	18.0%	31.6%	18.8%	0.8%	23.4%		2.84		

Academic tool use & ownership	0	Yes	No	Frequency Distribution
Do you personally own the following devices? - Laptop computer	257	99.2%	0.8%	
Do you personally own the following devices? - Smartphone (e.g. Android, iPhone)	256	99.2%	0.8%	
Do you personally own the following devices? - Printer	253	5.9%	94.1%	

Operating Systems	Total	Windows	MacOS	Linux	ChromeOS	Other
If you have a computer with you, what operating system(s) do you have?	254	24.4%	76.0%	0.4%	10.2%	1.2%

Class year	Total	2029	2028	2027	2026		
What is your expected year of graduation?	259	26.6%	27.8%	22.4%	23.2%		
Academic Division*	Total	Arts & Humanities	Natural sciences and Mathematics	Social Sciences and Education	Business	Engineering	Other
What is your primary academic division?	259	27.8%	41.3%	23.6%	0.0%	0.0%	7.3%
Gender*	Total	Female	Male	Category other than Male or Female			
What is your gender?	257	57.2%	38.9%	3.9%			
Age	Total	18	19	20	21	22	23 or older
What is your age?	259	13.1%	29.3%	21.6%	21.6%	12.0%	2.3%
Race	Total	Yes	No				
What is your race? American Indian or Alaska Native	257	0.0%	100.0%				
What is your race? Asian	257	17.5%	82.5%				
What is your race? Black or African American	257	8.9%	91.1%				
What is your race? Native Hawaiian or Other Pacific Islander	257	0.4%	99.6%				
What is your race? White	257	76.3%	23.7%				
What is your race? Other	257	8.2%	91.8%				
Hispanic, Latino, or Spanish origin	Total	Yes	No				

Are you of Hispanic, Latino, or Spanish origin?	258		10.5%	89.5%			
International	Total		International Student	Domestic Student			
Are you an international student or foreign national?	258		10.5%	89.5%			
First Generation College Student	Total		Not First Generation College Student	First Generation College Student			
Do you have a parent or legal guardian with a 4-year college degree?	258		86.0%	14.0%			
*Recorded into generic categories							