Insights from MISO Survey Results for Student and Faculty

Team Members: Aashay Zende, Hemraj Saini, Nayana Vellora Madathil, Xiaoxue Xu

OUR TEAM

HEMRAJ SAINI - PROJECT MANAGER

Led the project, coordinating between data analysts, web developers, and stakeholders.

Ensured the project met its objectives, adhering to timelines and quality standards.

AASHAY ZENDE - WEB DEVELOPER

Created a dedicated website to disseminate the analysis findings.

Developed interactive features that allow users to engage with the data and extract personalized insights.

NAYANA VELLORA MADATHIL - DATA ANALYST

Conducted comprehensive exploratory data analysis on the MISO survey datasets.

Extracted key insights and translated complex data into actionable recommendations.

XIAOXUE XU - DATA ANALYST

Conducted comprehensive exploratory data analysis on the MISO survey datasets.

Extracted key insights and translated complex data into actionable recommendations.

Data Preperation

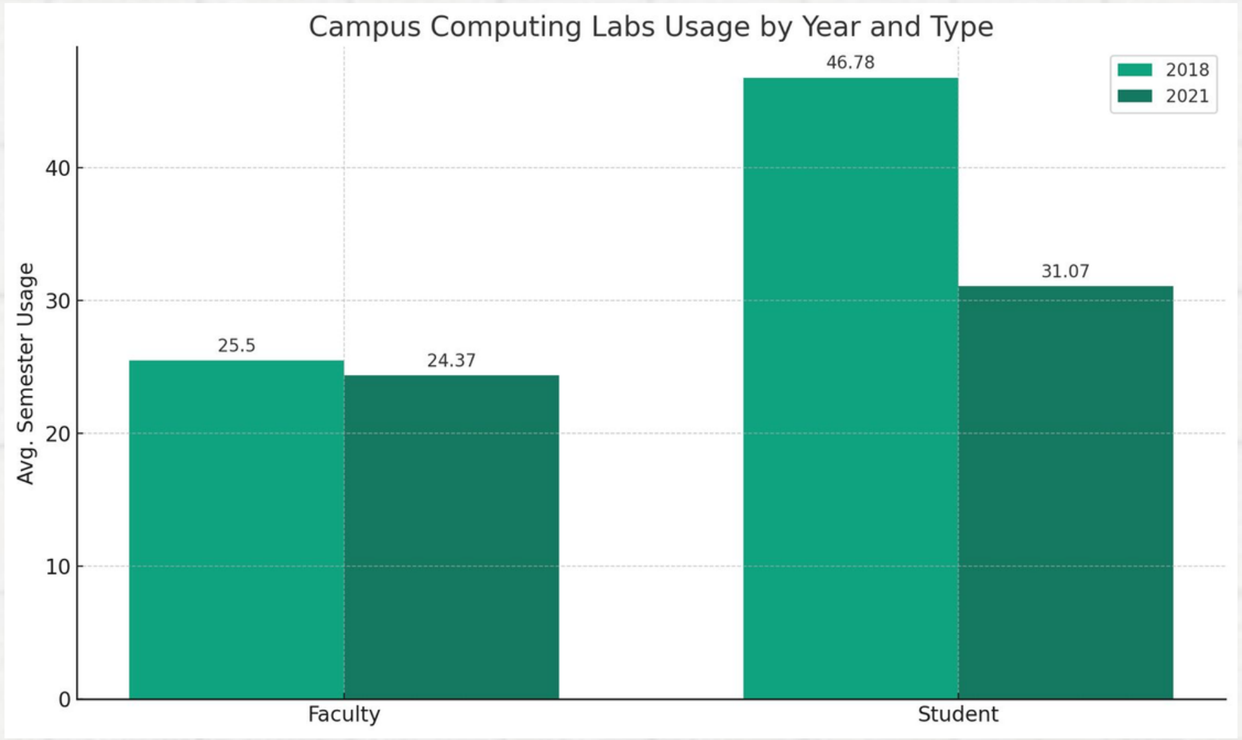
- Meticulous data preparation was conducted on 2018 and 2021 MISO survey datasets using Python and Excel, ensuring high data quality for analysis.
- Irrelevant columns were removed and incomplete responses filtered out, with string responses normalized to integers and missing data addressed.
- The cleaned and normalized datasets were exported to Excel for further analysis, guaranteeing reproducibility and data integrity for reliable insights.

Exploratory Analysis

- Survey data from 2018 and 2021 shows a trend of increased reliance on digital resources over physical facilities among students and faculty.

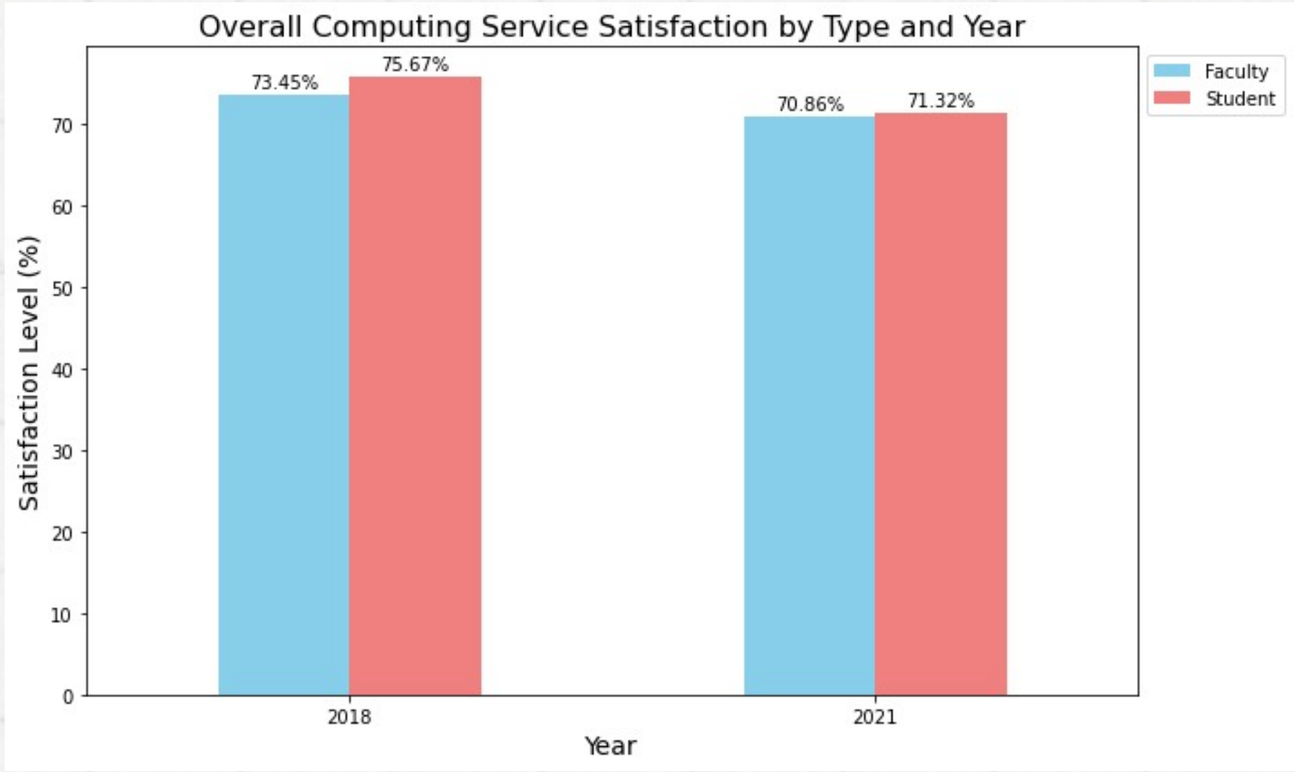
- Student use of physical campus computing labs decreased from 2.34 to 1.41, while MyFramingham usage increased from 3.96 to 4.45, indicating a shift to digital platforms.

- Faculty's adoption of web conferencing tools increased from a mean of 1.47 to 2.11, reflecting a move towards virtual engagement during the pandemic.



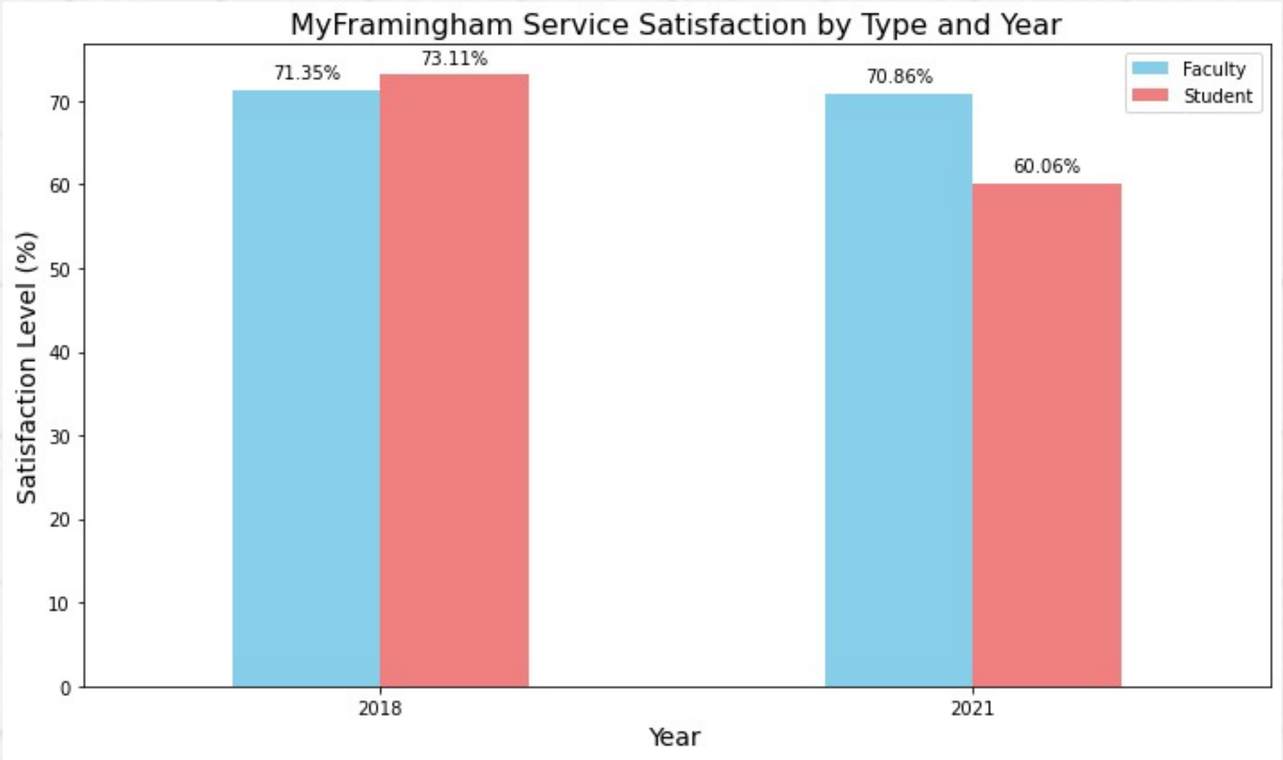
Faculty usage of campus computing labs remained relatively stable from 2018 to 2021, while student usage saw a significant decline of approximately 34%.

This decrease suggests a major shift in student reliance on and engagement with on-campus IT resources.



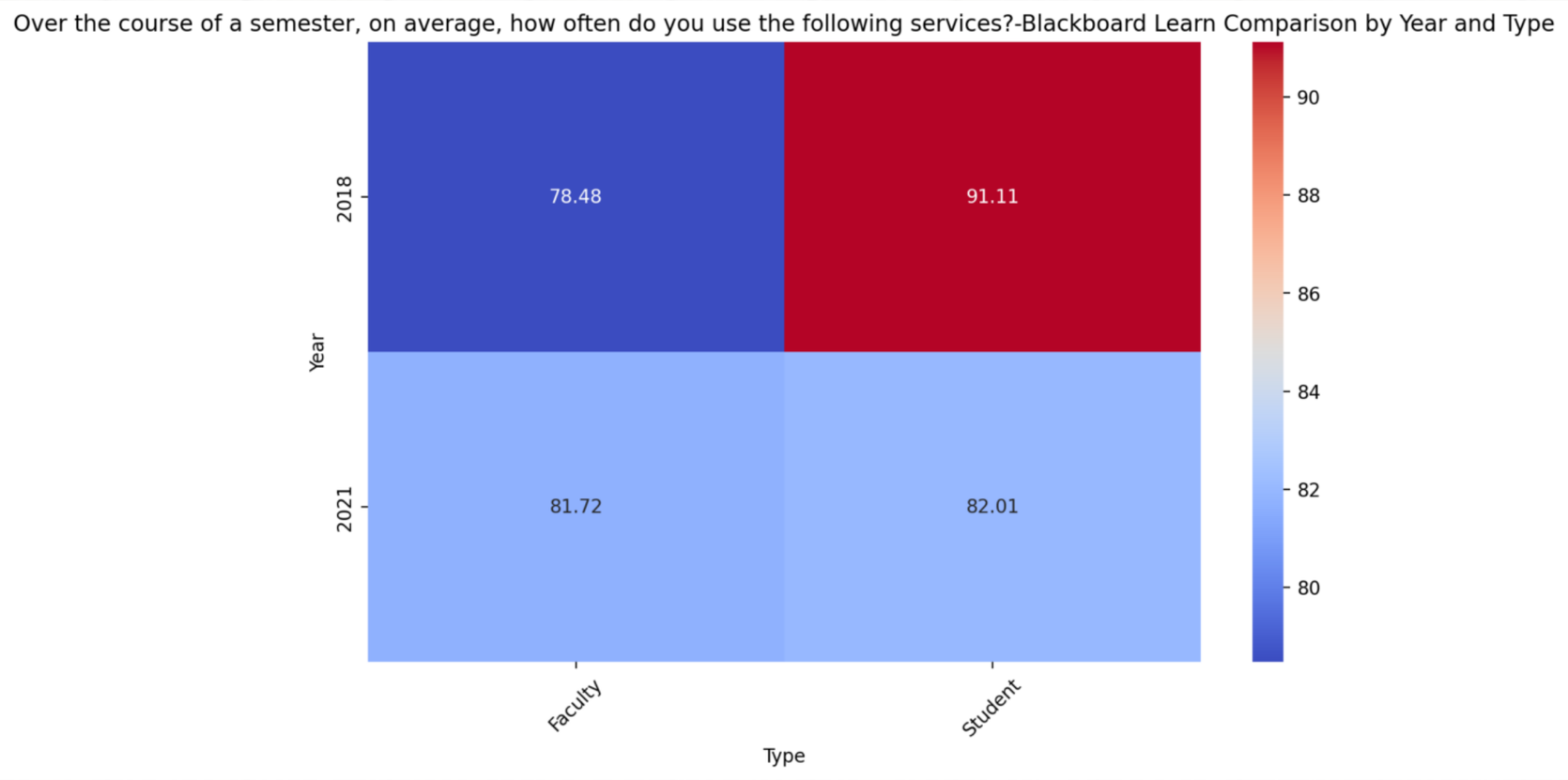
Satisfaction with computing services among faculty saw a minor decrease from 2018 to 2021, indicating a slightly negative reception to the computing services or improvements made during this period.

Student satisfaction, however, showed a slightly higher decline in the same timeframe, suggesting that the changes in computing services may not have fully met student expectations or that students' needs have evolved.



Student satisfaction with MyFramingham services decreased by more than 10 percentage points from 2018 to 2021, indicating a significant change in their perception or experience of the service.

In 2021, faculty reported high satisfaction level compared to students, with the gap reversing from 2018 to 2021 due to the decrease in student satisfaction.



There was a high rate of reported usage for both faculty and students, with students reporting a higher frequency of Blackboard Learn usage than faculty in both years.

Between 2018 and 2021, faculty usage of Blackboard Learn slightly increased, whereas student usage, showied a notable decrease.

Central Insights

PROBLEM

There is a divergent trend in the utilisation and importance of IT services between students and faculty.

OUTCOME

The university aims to recalibrate its IT services to support these divergent needs effectively.

ACTIONS

We plan to improve online IT access for students, upgrade campus IT for faculty, regularly check changing IT needs, and offer training for both online and campus IT tools.

MEASURES

Usage trends of remote vs. on-campus IT could be monitored, satisfaction from both groups evaluated, and services benchmarked against industry/peers to ensure competitive offerings.

Narrative Structure

Setting

MISO survey data reveals evolving academic IT needs with diverging usage patterns between faculty and students.

Hook

Students show a significant decline in using on-campus IT services, contrary to faculty’s consistent usage.

Rising Insights

From 2018 to 2021, student reliance on physical labs fell by 30%, while faculty's on-campus IT service use remained stable or rose.

Aha Moment

A one-size-fits-all approach to IT services is no longer viable. To align with our students' preference for digital services and maintain support for faculty needs, our IT strategy must pivot.

Solution

Our tailored strategy involves a dual approach to IT services:

- Enhance digital platforms to meet the increasing student demand for remote access, ensuring robust and flexible online tools are at their disposal.

- Concurrently, we will reinforce on-campus resources to uphold and build upon the satisfaction levels of our faculty.

What to do next?

01.

EXPAND DIGITAL ACCESS

Roll out enhanced VPN services and a new VDI to meet the surging demand for remote access.

02.

ON-CAMPUS RESOURCE REVAMP

Assess and reallocate computing lab resources to align with faculty usage patterns.

03.

FEEDBACK-DRIVEN IMPROVEMENT

Establish a regular feedback loop with both students and faculty to tailor IT services to their evolving needs.

Thank you !

https://misosurvey.streamlit.app/