# MISO Survey - Faculty Template

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

| | Never | Once or twice a semester | One to three times a month | One to three times a week | More than three times a week |
|---|---|---|---|---|---|
| Canvas | ○ | ○ | ○ | ○ | ○ |
| Canvas grade book | ○ | ○ | ○ | ○ | ○ |
| Technology in meeting spaces/classrooms | ○ | ○ | ○ | ○ | ○ |
| Support for technology in meeting spaces/classrooms | ○ | ○ | ○ | ○ | ○ |
| Instructional technology support | ○ | ○ | ○ | ○ | ○ |
| Instructional design services | ○ | ○ | ○ | ○ | ○ |
| Web conferencing (e.g. Zoom, Teams, WebEx, Skype) | ○ | ○ | ○ | ○ | ○ |

| | Never | Once or twice a semester | One to three times a month | One to three times a week | More than three times a week |
|---|---|---|---|---|---|
| Online collaborative software (e.g. Google Drive or Office 365) | ○ | ○ | ○ | ○ | ○ |
| Online audio/video for academic or work purposes | ○ | ○ | ○ | ○ | ○ |

| | Never | Once or twice a semester | One to three times a month | One to three times a week | More than three times a week |
|---|---|---|---|---|---|
| Generative AI tools (e.g., ChatGPT, Bard, ChatPDF) for academic or work purposes | ○ | ○ | ○ | ○ | ○ |
| Library reference/research services | ○ | ○ | ○ | ○ | ○ |
| Library research instruction for academic courses | ○ | ○ | ○ | ○ | ○ |
| Minuteman Library Catalog | ○ | ○ | ○ | ○ | ○ |
| Ram Search | ○ | ○ | ○ | ○ | ○ |

| | Never | Once or twice a semester | One to three times a month | One to three times a week | More than three times a week |
|---|---|---|---|---|---|
| Library subject guide/Lib guides | ○ | ○ | ○ | ○ | ○ |
| Physical library collections | ○ | ○ | ○ | ○ | ○ |
| Library e-book collections | ○ | ○ | ○ | ○ | ○ |
| Interlibrary loan | ○ | ○ | ○ | ○ | ○ |
| Library databases (e.g. JSTOR) | ○ | ○ | ○ | ○ | ○ |
| Library video streaming services (e.g. Kanopy or Academic Video Online) | ○ | ○ | ○ | ○ | ○ |
| ITS Help Desk | ○ | ○ | ○ | ○ | ○ |

| | Never | Once or twice a semester | One to three times a month | One to three times a week | More than three times a week |
|---|---|---|---|---|---|
| Archives/Special Collections | ○ | ○ | ○ | ○ | ○ |
| Digital Scholarship/Digital Humanities services | ○ | ○ | ○ | ○ | ○ |

| | Never | Once or twice a semester | One to three times a month | One to three times a week | More than three times a week |
|---|---|---|---|---|---|
| Copyright and Fair Use support | ○ | ○ | ○ | ○ | ○ |
| Library circulation services | ○ | ○ | ○ | ○ | ○ |
| Borrowing laptops | ○ | ○ | ○ | ○ | ○ |
| FSU VPN/ GoToMyPC | ○ | ○ | ○ | ○ | ○ |
| Access to online resources from off-campus | ○ | ○ | ○ | ○ | ○ |

| | Never | Once or twice a semester | One to three times a month | One to three times a week | More than three times a week |
|---|---|---|---|---|---|
| Self Service Banner via MyFramingham | ○ | ○ | ○ | ○ | ○ |
| ITS Online information and self-service | ○ | ○ | ○ | ○ | ○ |
| Library Web site (e.g. library hours, policies) | ○ | ○ | ○ | ○ | ○ |

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**How important are these services to you?**

| | Not important | Somewhat important | Important | Very important |
|---|---|---|---|---|
| Canvas | ○ | ○ | ○ | ○ |
| Canvas support | ○ | ○ | ○ | ○ |
| Canvas grade book | ○ | ○ | ○ | ○ |
| Technology in meeting spaces/classrooms | ○ | ○ | ○ | ○ |

| | Not important | Somewhat important | Important | Very important | |
|---|---|---|---|---|---|
| Support for technology in meeting spaces/classrooms | ○ | ○ | ○ | ○ | |
| Instructional technology support | ○ | ○ | ○ | ○ | |
| Instructional design services | ○ | ○ | ○ | ○ | |

| | Not important | Somewhat important | Important | Very important | |
|---|---|---|---|---|---|
| Web conferencing (e.g. Zoom, Teams, WebEx, Skype) | ○ | ○ | ○ | ○ | |
| Online collaborative software (e.g. Google Drive or Office 365) | ○ | ○ | ○ | ○ | |
| Online audio/video for academic or work purposes | ○ | ○ | ○ | ○ | |
| Generative AI tools (e.g., ChatGPT, Bard, ChatPDF) for academic or work purposes | ○ | ○ | ○ | ○ | |
| Library reference/research services | ○ | ○ | ○ | ○ | |
| Library research instruction for academic courses | ○ | ○ | ○ | ○ | |
| Library support for your scholarly research | ○ | ○ | ○ | ○ | |

| | Not important | Somewhat important | Important | Very important | |
|---|---|---|---|---|---|
| Technology support for your scholarly research | ○ | ○ | ○ | ○ | |
| Library support for your students' scholarly research | ○ | ○ | ○ | ○ | |
| Technology support for your students' scholarly research | ○ | ○ | ○ | ○ | |
| Minuteman Library Catalog | ○ | ○ | ○ | ○ | |
| Ram Search | ○ | ○ | ○ | ○ | |
| Library subject guide/Lib guides | ○ | ○ | ○ | ○ | |

| | Not important | Somewhat important | Important | Very important |
|---|---|---|---|---|
| Physical library collections | ○ | ○ | ○ | ○ |
| Library e-book collections | ○ | ○ | ○ | ○ |
| Interlibrary loan | ○ | ○ | ○ | ○ |
| Library databases (e.g. JSTOR) | ○ | ○ | ○ | ○ |
| Library video streaming services (e.g. Kanopy or Academic Video Online) | ○ | ○ | ○ | ○ |
| ITS Help Desk | ○ | ○ | ○ | ○ |
| Status information on computing problems | ○ | ○ | ○ | ○ |
| Archives/Special Collections | ○ | ○ | ○ | ○ |

| | Not important | Somewhat important | Important | Very important |
|---|---|---|---|---|
| Digital Scholarship/Digital Humanities services | ○ | ○ | ○ | ○ |
| Copyright and Fair Use support | ○ | ○ | ○ | ○ |
| Library circulation services | ○ | ○ | ○ | ○ |
| Borrowing laptops | ○ | ○ | ○ | ○ |
| E-mail SPAM filtering | ○ | ○ | ○ | ○ |
| FSU VPN/ GoToMyPC | ○ | ○ | ○ | ○ |
| Access to online resources from off-campus | ○ | ○ | ○ | ○ |

| | Not important | Somewhat important | Important | Very important |
|---|---|---|---|---|
| Self Service Banner via MyFramingham | ○ | ○ | ○ | ○ |

| | Dissatisfied | Somewhat dissatisfied | Somewhat satisfied | Satisfied |
|---|---|---|---|---|
| Support when you have an Self Service Banner via MyFramingham problem | ○ | ○ | ○ | ○ |
| ITS Online information and self-service | ○ | ○ | ○ | ○ |
| Library Web site (e.g. library hours, policies) | ○ | ○ | ○ | ○ |
| Overall computing service | ○ | ○ | ○ | ○ |
| Overall library service | ○ | ○ | ○ | ○ |

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

| | Dissatisfied | Somewhat dissatisfied | Somewhat satisfied | Satisfied |
|---|---|---|---|---|
| Canvas | ○ | ○ | ○ | ○ |
| Canvas support | ○ | ○ | ○ | ○ |
| Canvas grade book | ○ | ○ | ○ | ○ |
| Technology in meeting spaces/classrooms | ○ | ○ | ○ | ○ |
| Support for technology in meeting spaces/classrooms | ○ | ○ | ○ | ○ |
| Instructional technology support | ○ | ○ | ○ | ○ |
| Instructional design services | ○ | ○ | ○ | ○ |

| | Dissatisfied | Somewhat dissatisfied | Somewhat satisfied | Satisfied |
|---|---|---|---|---|
| Web conferencing (e.g. Zoom, Teams, WebEx, Skype) | ○ | ○ | ○ | ○ |

| | Dissatisfied | Somewhat dissatisfied | Somewhat satisfied | Satisfied |
|---|---|---|---|---|
| Online collaborative software (e.g. Google Drive or Office 365) | ○ | ○ | ○ | ○ |
| Online audio/video for academic or work purposes | ○ | ○ | ○ | ○ |
| Generative AI tools (e.g., ChatGPT, Bard, ChatPDF) for academic or work purposes | ○ | ○ | ○ | ○ |
| Library reference/research services | ○ | ○ | ○ | ○ |
| Library research instruction for academic courses | ○ | ○ | ○ | ○ |
| Library support for your scholarly research | ○ | ○ | ○ | ○ |

| | Dissatisfied | Somewhat dissatisfied | Somewhat satisfied | Satisfied |
|---|---|---|---|---|
| Technology support for your scholarly research | ○ | ○ | ○ | ○ |
| Library support for your students' scholarly research | ○ | ○ | ○ | ○ |
| Technology support for your students' scholarly research | ○ | ○ | ○ | ○ |
| Minuteman Library Catalog | ○ | ○ | ○ | ○ |
| Ram Search | ○ | ○ | ○ | ○ |
| Library subject guide/Lib guides | ○ | ○ | ○ | ○ |
| Physical library collections | ○ | ○ | ○ | ○ |

| | Dissatisfied | Somewhat dissatisfied | Somewhat satisfied | Satisfied |
|---|---|---|---|---|
| Library e-book collections | ○ | ○ | ○ | ○ |
| Interlibrary loan | ○ | ○ | ○ | ○ |
| Library databases (e.g. JSTOR) | ○ | ○ | ○ | ○ |

| | Dissatisfied | Somewhat dissatisfied | Somewhat satisfied | Satisfied |
|---|:---:|:---:|:---:|:---:|
| Library video streaming services (e.g. Kanopy or Academic Video Online) | ○ | ○ | ○ | ○ |
| ITS Help Desk | ○ | ○ | ○ | ○ |
| Status information on computing problems | ○ | ○ | ○ | ○ |
| Archives/Special Collections | ○ | ○ | ○ | ○ |

| | Dissatisfied | Somewhat dissatisfied | Somewhat satisfied | Satisfied |
|---|:---:|:---:|:---:|:---:|
| Digital Scholarship/Digital Humanities services | ○ | ○ | ○ | ○ |
| Copyright and Fair Use support | ○ | ○ | ○ | ○ |
| Library circulation services | ○ | ○ | ○ | ○ |
| Borrowing laptops | ○ | ○ | ○ | ○ |
| E-mail SPAM filtering | ○ | ○ | ○ | ○ |
| FSU VPN/ GoToMyPC | ○ | ○ | ○ | ○ |
| Access to online resources from off-campus | ○ | ○ | ○ | ○ |

| | Dissatisfied | Somewhat dissatisfied | Somewhat satisfied | Satisfied |
|---|:---:|:---:|:---:|:---:|
| Self Service Banner via MyFramingham | ○ | ○ | ○ | ○ |
| Support when you have an Self Service Banner via MyFramingham problem | ○ | ○ | ○ | ○ |
| ITS Online information and self-service | ○ | ○ | ○ | ○ |
| Library Web site (e.g. library hours, policies) | ○ | ○ | ○ | ○ |
| Overall computing service | ○ | ○ | ○ | ○ |

Overall library service ○ ○ ○ ○

## Page 4

## Do you teach your courses in-person or remotely?

○ Entirely in-person
○ Mostly in-person
○ Equally in-person and remotely
○ Mostly remotely
○ Entirely remotely
○ Not applicable

## Do you teach using live (remote or in person) or recorded instruction sessions?

○ Entirely live
○ Mostly live
○ Equally live and recorded
○ Mostly recorded
○ Entirely recorded
○ Not applicable

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## How informed do you feel you are about the following?

|  | Not informed | Somewhat informed | Informed | Very informed |
|---|---|---|---|---|
| Available technology services | ○ | ○ | ○ | ○ |

Available library services ○ ○ ○ ○

## How strongly do you disagree or agree with the following statements with regard to the ITS Help Desk staff?

|  | Disagree | Somewhat disagree | Somewhat agree | Agree | Not applicable |
|---|---|---|---|---|---|
| Friendly | ○ | ○ | ○ | ○ | ○ |
| Knowledgeable | ○ | ○ | ○ | ○ | ○ |
| Reliable | ○ | ○ | ○ | ○ | ○ |
| Responsive | ○ | ○ | ○ | ○ | ○ |

## How strongly do you disagree or agree with the following statements with regard to the Self Service Banner via MyFramingham support staff?

|  | Disagree | Somewhat disagree | Somewhat agree | Agree | Not applicable |
|---|---|---|---|---|---|
| Friendly | ○ | ○ | ○ | ○ | ○ |
| Knowledgeable | ○ | ○ | ○ | ○ | ○ |
| Reliable | ○ | ○ | ○ | ○ | ○ |
| Responsive | ○ | ○ | ○ | ○ | ○ |

## How strongly do you disagree or agree with the following statements with regard to the library circulation staff?

|  | Disagree | Somewhat disagree | Somewhat agree | Agree | Not applicable |
|---|---|---|---|---|---|

| | Disagree | Somewhat disagree | Somewhat agree | Agree | Not applicable |
|---|---|---|---|---|---|
| Friendly | ○ | ○ | ○ | ○ | ○ |
| Knowledgeable | ○ | ○ | ○ | ○ | ○ |
| Reliable | ○ | ○ | ○ | ○ | ○ |
| Responsive | ○ | ○ | ○ | ○ | ○ |

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

| | Disagree | Somewhat disagree | Somewhat agree | Agree | Not applicable |
|---|---|---|---|---|---|
| Friendly | ○ | ○ | ○ | ○ | ○ |
| Knowledgeable | ○ | ○ | ○ | ○ | ○ |
| Reliable | ○ | ○ | ○ | ○ | ○ |
| Responsive | ○ | ○ | ○ | ○ | ○ |

**How strongly do you disagree or agree with the following statements with regard to the instructional technology staff?**

| | Disagree | Somewhat disagree | Somewhat agree | Agree | Not applicable |
|---|---|---|---|---|---|
| Friendly | ○ | ○ | ○ | ○ | ○ |
| Knowledgeable | ○ | ○ | ○ | ○ | ○ |
| Reliable | ○ | ○ | ○ | ○ | ○ |
| Responsive | ○ | ○ | ○ | ○ | ○ |

**How strongly do you disagree or agree with the following statements with regard to the archives/special collections staff?**

| | Disagree | Somewhat disagree | Somewhat agree | Agree | Not applicable |
|---|---|---|---|---|---|
| Friendly | ○ | ○ | ○ | ○ | ○ |
| Knowledgeable | ○ | ○ | ○ | ○ | ○ |
| Reliable | ○ | ○ | ○ | ○ | ○ |
| Responsive | ○ | ○ | ○ | ○ | ○ |

**How strongly do you disagree or agree with the following statements with regard to the multimedia services staff?**

| | Disagree | Somewhat disagree | Somewhat agree | Agree | Not applicable |
|---|---|---|---|---|---|
| Friendly | ○ | ○ | ○ | ○ | ○ |
| Knowledgeable | ○ | ○ | ○ | ○ | ○ |
| Reliable | ○ | ○ | ○ | ○ | ○ |
| Responsive | ○ | ○ | ○ | ○ | ○ |

**Block 8**

**How do you use the following tools, if at all?**

| | Do not use | Entirely academic use | Mostly academic use | Equally for academic and personal use | Mostly personal use | Entirel person use |
|---|---|---|---|---|---|---|
| Cloud document storage (e.g. Box, Dropbox, Google Drive) | ○ | ○ | ○ | ○ | ○ | ○ |

## Do you use the following tools for academic purposes?

|  | Yes | No |
|---|---|---|
| Classroom electronic polling (e.g. clickers, Poll Everywhere) | ○ | ○ |
| Instructor-organized use of computers in the classroom | ○ | ○ |
| Mobile devices in the classroom | ○ | ○ |
| Lecture capture | ○ | ○ |
| Online quizzes | ○ | ○ |

|  | Yes | No |
|---|---|---|
| Student electronic portfolios | ○ | ○ |
| Student library research | ○ | ○ |
| Technology-enhanced lectures | ○ | ○ |
| Technology-enhanced student presentations | ○ | ○ |

## Do you personally own the following devices?

|  | Yes | No |
|---|---|---|
| Desktop computer | ○ | ○ |
| Laptop computer | ○ | ○ |
| Smart phone (e.g. Android, iPhone) | ○ | ○ |
| E-book reader (e.g. Kindle, NOOK) | ○ | ○ |
| Tablet (e.g. iPad, Kindle Fire) | ○ | ○ |

**How would you describe your skill level with the following?**

|  | Have not used | Novice | Basic | Advanced | Expert |
|---|---|---|---|---|---|
| Self Service Banner via MyFramingham | ○ | ○ | ○ | ○ | ○ |
| Canvas | ○ | ○ | ○ | ○ | ○ |
| Technology in meeting spaces/classrooms | ○ | ○ | ○ | ○ | ○ |
| Minuteman Library Catelog | ○ | ○ | ○ | ○ | ○ |
| Ram Search | ○ | ○ | ○ | ○ | ○ |

|  | Have not used | Novice | Basic | Advanced | Expert |
|---|---|---|---|---|---|
| Web conferencing (e.g. Zoom, Teams, WebEx, Skype) | ○ | ○ | ○ | ○ | ○ |
| Lecture capture software (e.g., Panapto) | ○ | ○ | ○ | ○ | ○ |
| Protecting your identity and reputation online | ○ | ○ | ○ | ○ | ○ |
| Identifying fraudulent email messages/phishing attempts | ○ | ○ | ○ | ○ | ○ |

**How interested are you in learning more about the following?**

|  | Not interested | Somewhat interested | Interested | Very interested |
|---|---|---|---|---|
| Self Service Banner via MyFramingham | ○ | ○ | ○ | ○ |

| | Not interested | Somewhat interested | Interested | Very interested |
|---|---|---|---|---|
| Canvas | ○ | ○ | ○ | ○ |
| Technology in meeting spaces/classrooms | ○ | ○ | ○ | ○ |
| Minuteman Library Catelog | ○ | ○ | ○ | ○ |
| Ram Search | ○ | ○ | ○ | ○ |

| | Not interested | Somewhat interested | Interested | Very interested |
|---|---|---|---|---|
| Library databases (e.g. JSTOR) | ○ | ○ | ○ | ○ |
| Web conferencing (e.g. Zoom, Teams, WebEx, Skype) | ○ | ○ | ○ | ○ |
| Lecture capture software (e.g., Panapto) | ○ | ○ | ○ | ○ |
| Identifying fraudulent email messages/phishing attempts | ○ | ○ | ○ | ○ |

**How interested are you in learning new technical or research skills by the following methods?**

| | Not interested | Somewhat interested | Interested | Very interested |
|---|---|---|---|---|
| One-on-one instruction | ○ | ○ | ○ | ○ |
| Workshop/Training Session | ○ | ○ | ○ | ○ |
| Peer group learning | ○ | ○ | ○ | ○ |
| Self-directed with documentation | ○ | ○ | ○ | ○ |
| Self-directed with online tutorial | ○ | ○ | ○ | ○ |
| Trial and error | ○ | ○ | ○ | ○ |

**In this section we will ask some information about you including age, gender, and race. The primary purpose of these questions is to compare the demographic profile of the survey's respondents to that of the institution as a whole. It will help ensure that the results are representative of the school. You are not obliged to answer these questions. If you do not feel comfortable providing this information you may choose to submit the rest of your responses without completing any of these items. Thank you.**

## What year did you begin at Framingham State?

[ Dropdown ▾ ]

## Are you considered a full-time employee of Framingham State for at least nine months of the current academic year?

○ Yes
○ No

## What is your rank?

○ Instructor/Lecturer
○ Assistant Professor
○ Associate Professor
○ Professor
○ [ _____ ] Other (please specify)

## What is your tenure status?

○ Not on tenure track
○ Tenure track, but not tenured

○ Tenured

## What is your primary academic division?

○ College of Art and Humanities
○ College of Business
○ College of Education and Social & Behavioral Sciences
○ College of STEM
○ Department of Graduate & Continuing Education

## What is your gender?

○ Female
○ Male
○ Non-Binary
○ [                              ] Prefer to Self describe, Below

## What is your age?

○ 24 or younger          ○ 50-54
○ 25-29                  ○ 55-59
○ 30-34                  ○ 60-64
○ 35-39                  ○ 65-69
○ 40-44                  ○ 70-74
○ 45-49                  ○ 75 or older

## What is your race? (Please select all that apply)

☐ American Indian or Alaska Native          ☐ Native Hawaiian or Other Pacific Islander

- [ ] Asian
- [ ] Black or African American
- [ ] White
- [ ] Other

## Are you of Hispanic, Latino, or Spanish origin?

- ( ) Yes
- ( ) No

## Do you have any additional comments or suggestions?