THE TECHNOLOGY ADOPTION JOURNEY:

MISO SURVEY ANALYSIS 2018-2024

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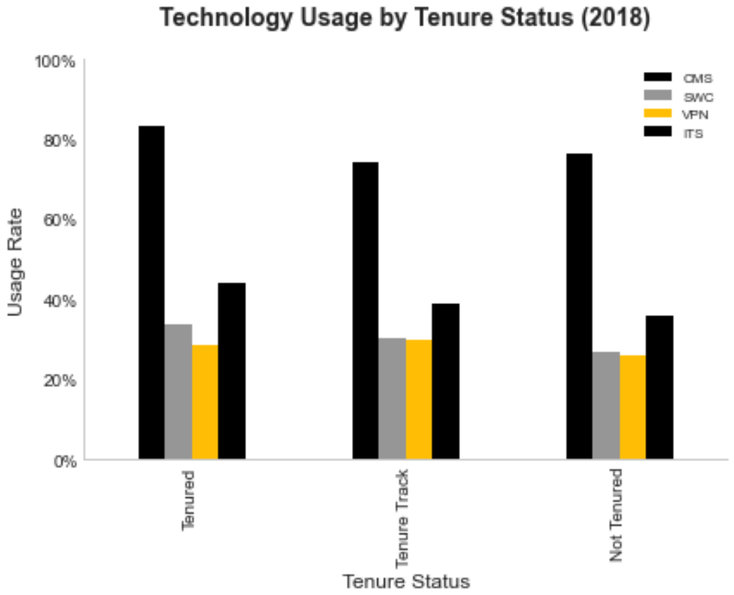
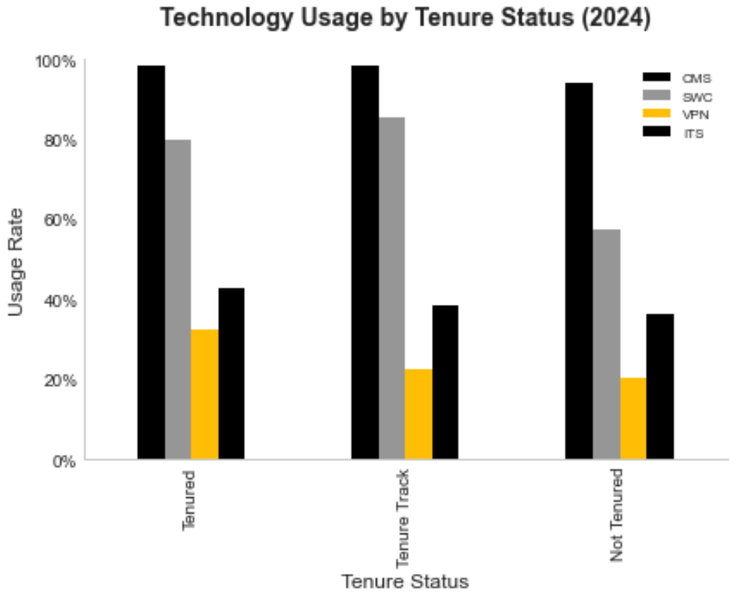
EXECUTIVE SUMMARY

Our data journey started by analyzing two faculty surveys from 2018 and 2024.
We saw a big shift—by 2024, tech usage became consistent across age and tenure groups.
The pandemic played a major role, speeding up adoption of tools like Canvas and Zoom.
Older faculty, once behind, caught up significantly—closing the digital divide.
Despite this, most faculty still prefer live, in-person teaching over fully digital methods.
They've become confident with tech, but show less interest in learning more unless it helps their teaching.
AI tools are on the rise—growing 40% since 2022 and set to overtake traditional systems like ERP.
Tools seen as most important also tend to have the highest satisfaction now.
Faculty support staff received strong, consistent praise across all service areas.
Our focus now shifts from simply adopting tools to helping faculty use them meaningfully.

DEMOGRAPHICS

TENURE STATUS

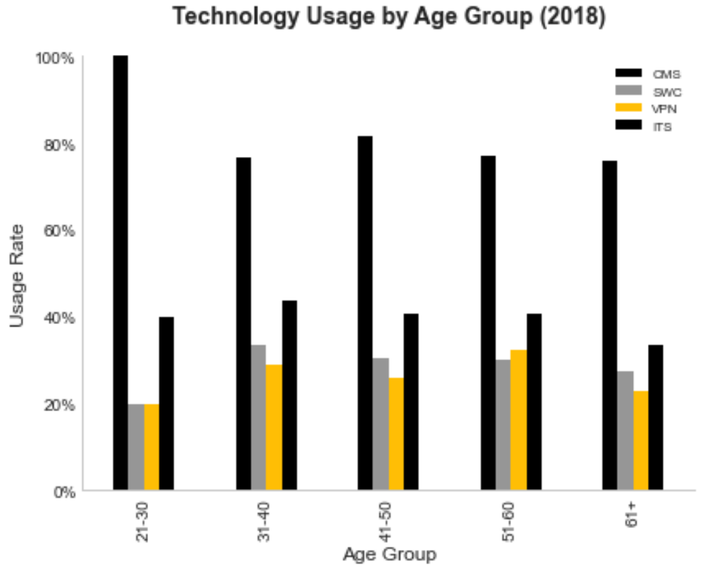


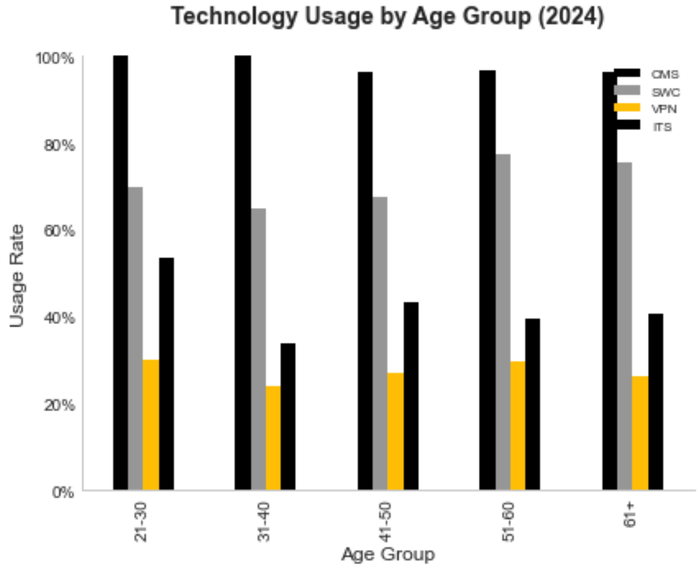


- Increased VPN Adoption Over Time
- Consistent High CMS Usage Across Years
- Reduced SWC and FTS Utilization by 2024

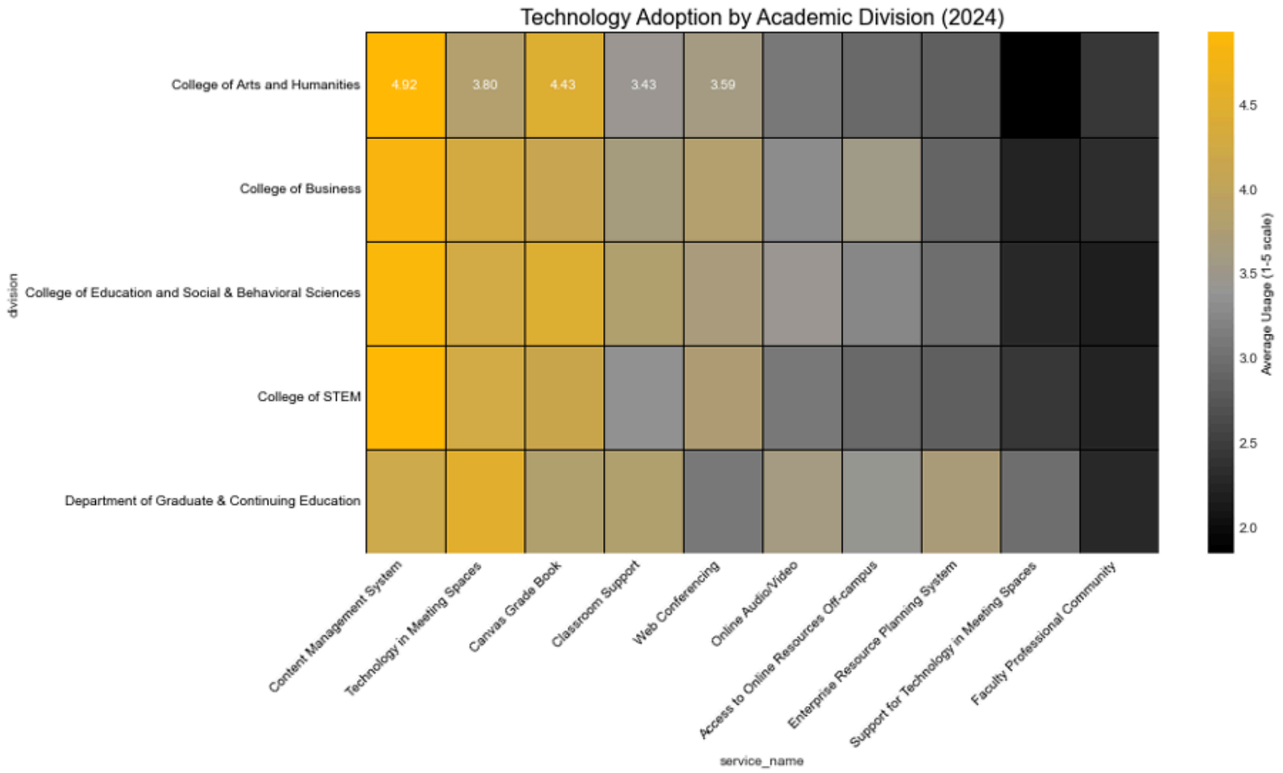
AGE TREND

- Consistent CMS Dominance Across All Age Groups
- Significant Increase in VPN Usage Among Older Employees
- Declining Use of SWC and FTS, Indicating Shift Towards Integrated Systems



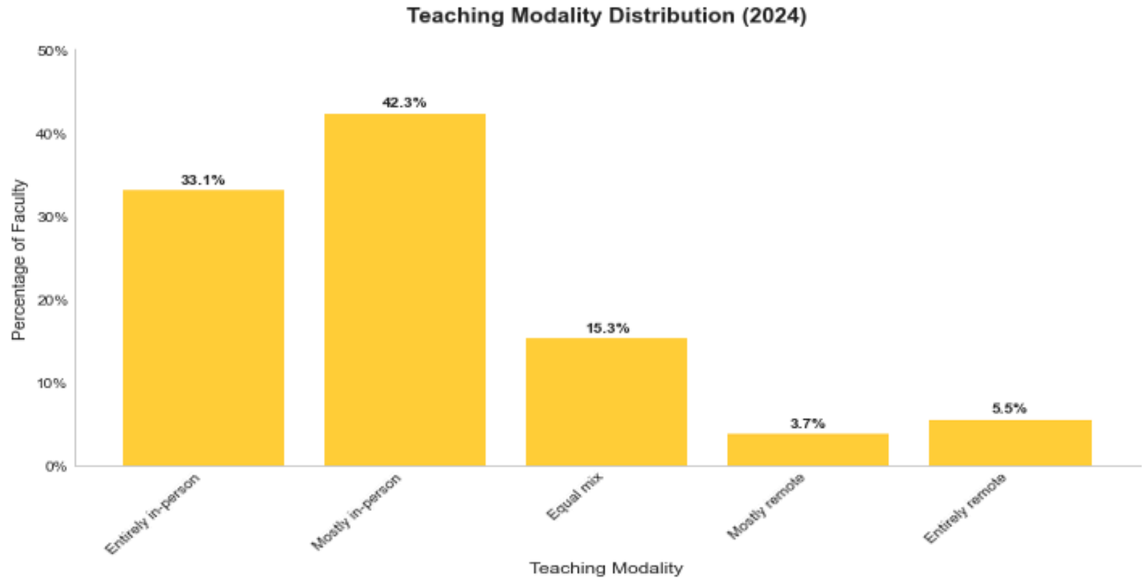


ACADEMIC DIVISION



- CMS adoption is highest across all divisions, especially in Arts & Humanities (4.92).
- ERP Systems and Faculty Professional Community show lowest adoption across the board.
- Arts & Humanities leads in tech integration; STEM shows more moderate use patterns

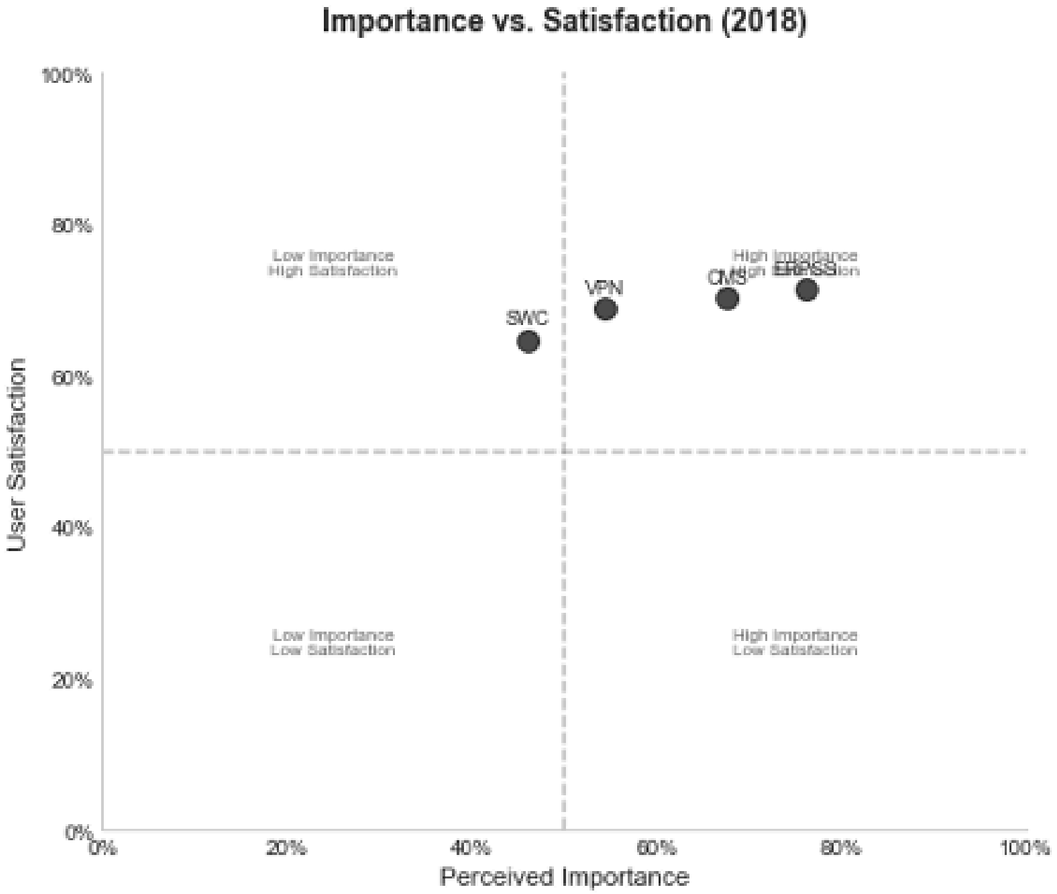
TEACHING MODALITY

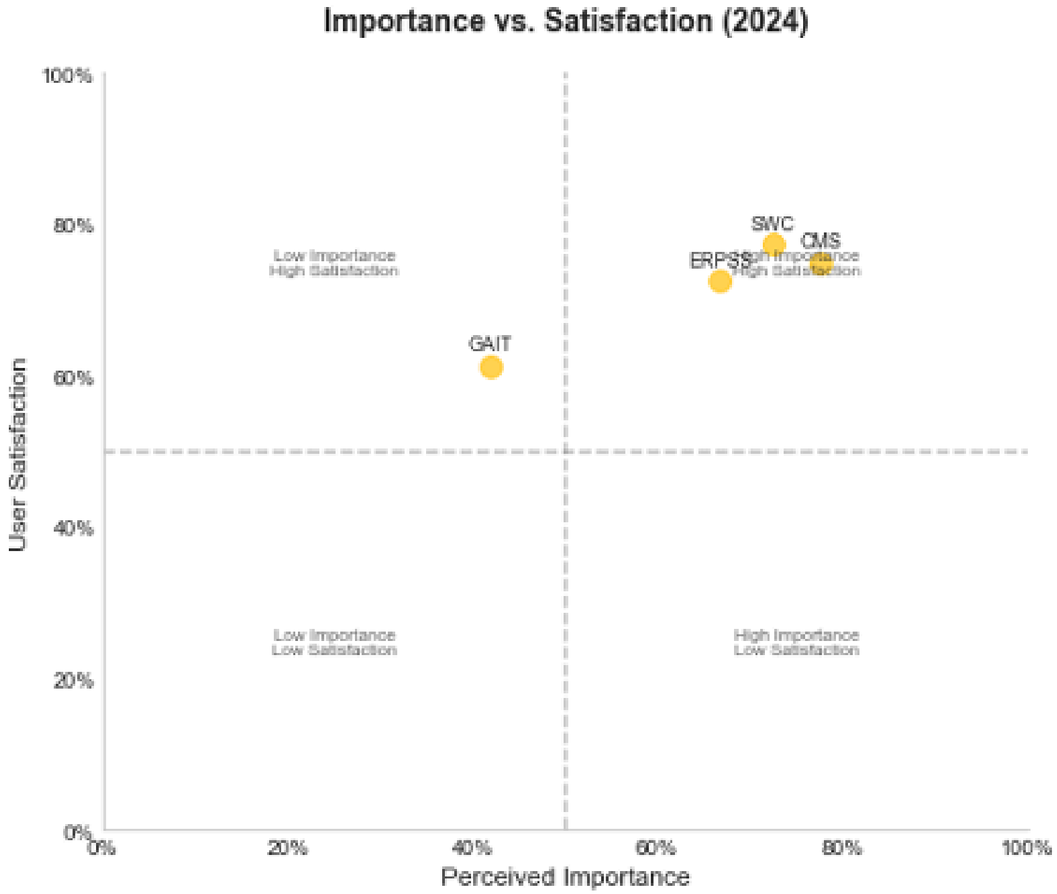


- 75% of faculty teach entirely or mostly in-person,
- Remote teaching is minimal, with only 9.2% of faculty using mostly or entirely remote modalities.
- Hybrid teaching (equal mix) is used by 15.3% of faculty, showing moderate adoption of blended models.

TECHNOLOGY ADOPTION

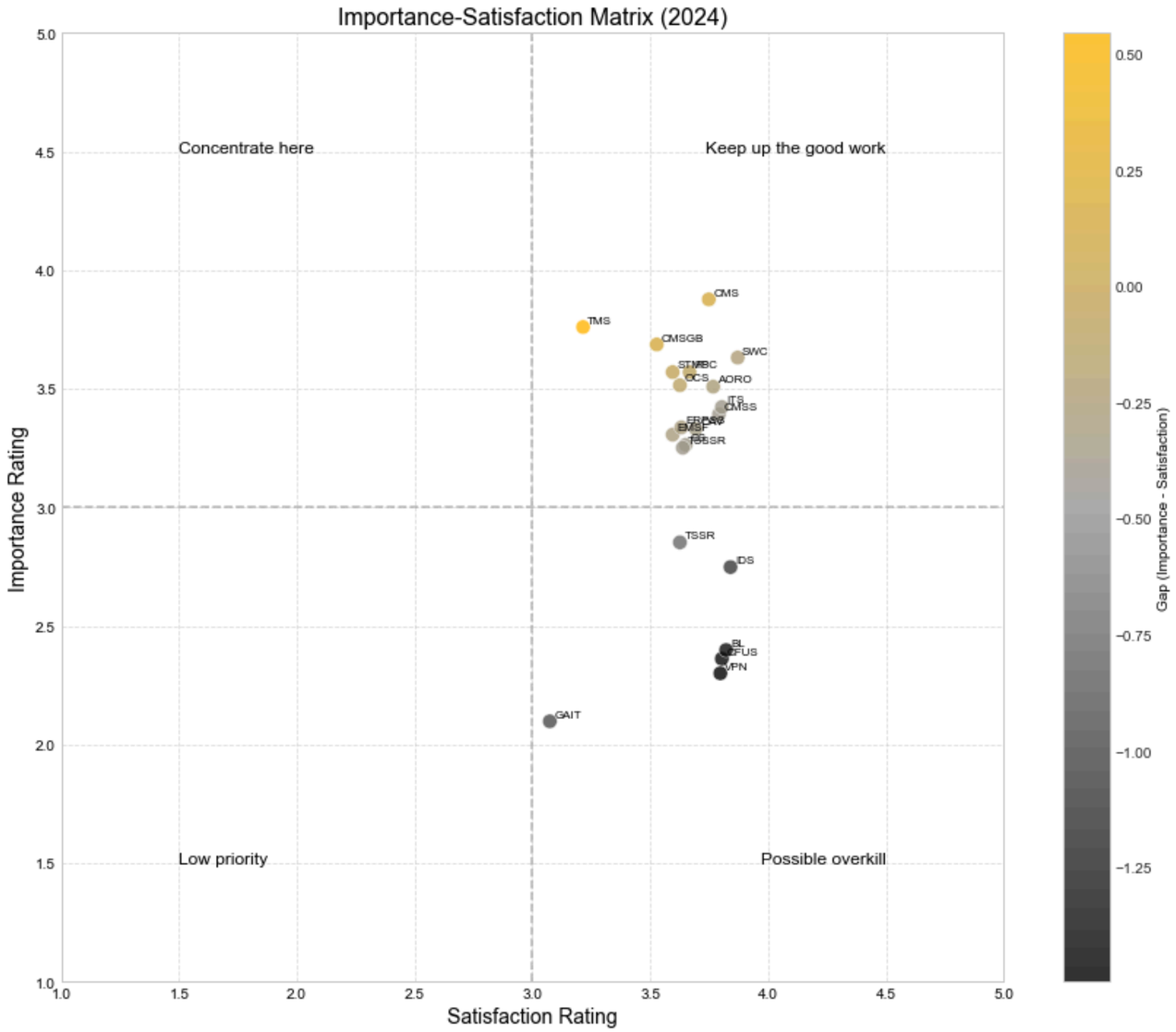
IMPORTANCE VS STATISTICATION





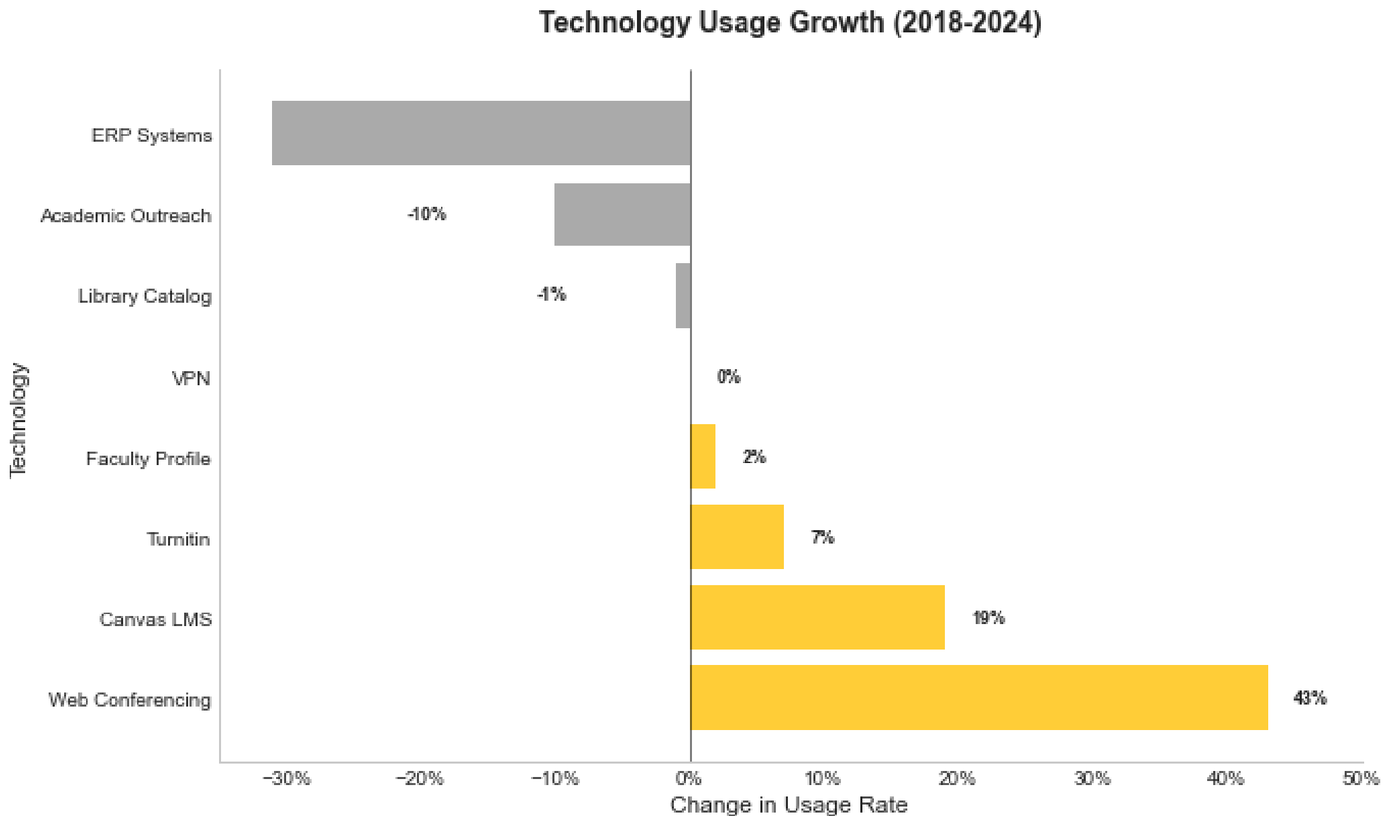
- CMS and SWC are high in both importance and satisfaction in 2024.
- GAIT (AI Tools) shows low importance despite moderate satisfaction.
- ERP Systems have improved but still lag in satisfaction compared to other core tools.

IMPORTANCE - STATISTICATION MATRIX



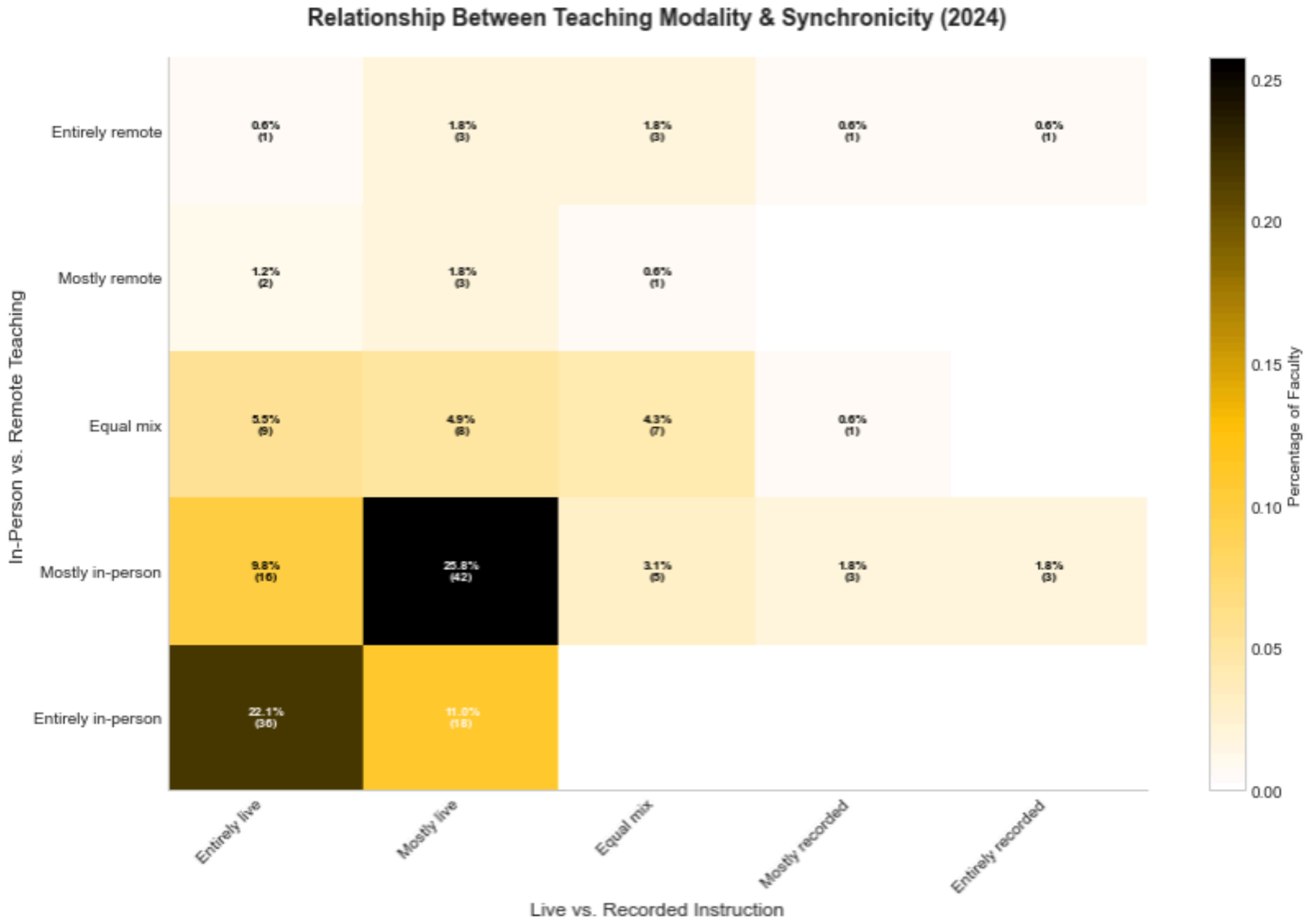
- CMS and SWC fall in the “Keep up the good work” quadrant—high importance and satisfaction.
- TMS stands out in “Concentrate here”—high importance but lower satisfaction, signaling a service gap.
- GAIT is in the “Low priority” zone—both low importance and low satisfaction, indicating limited perceived value.

TECHNOLOGY USAGE GROWTH



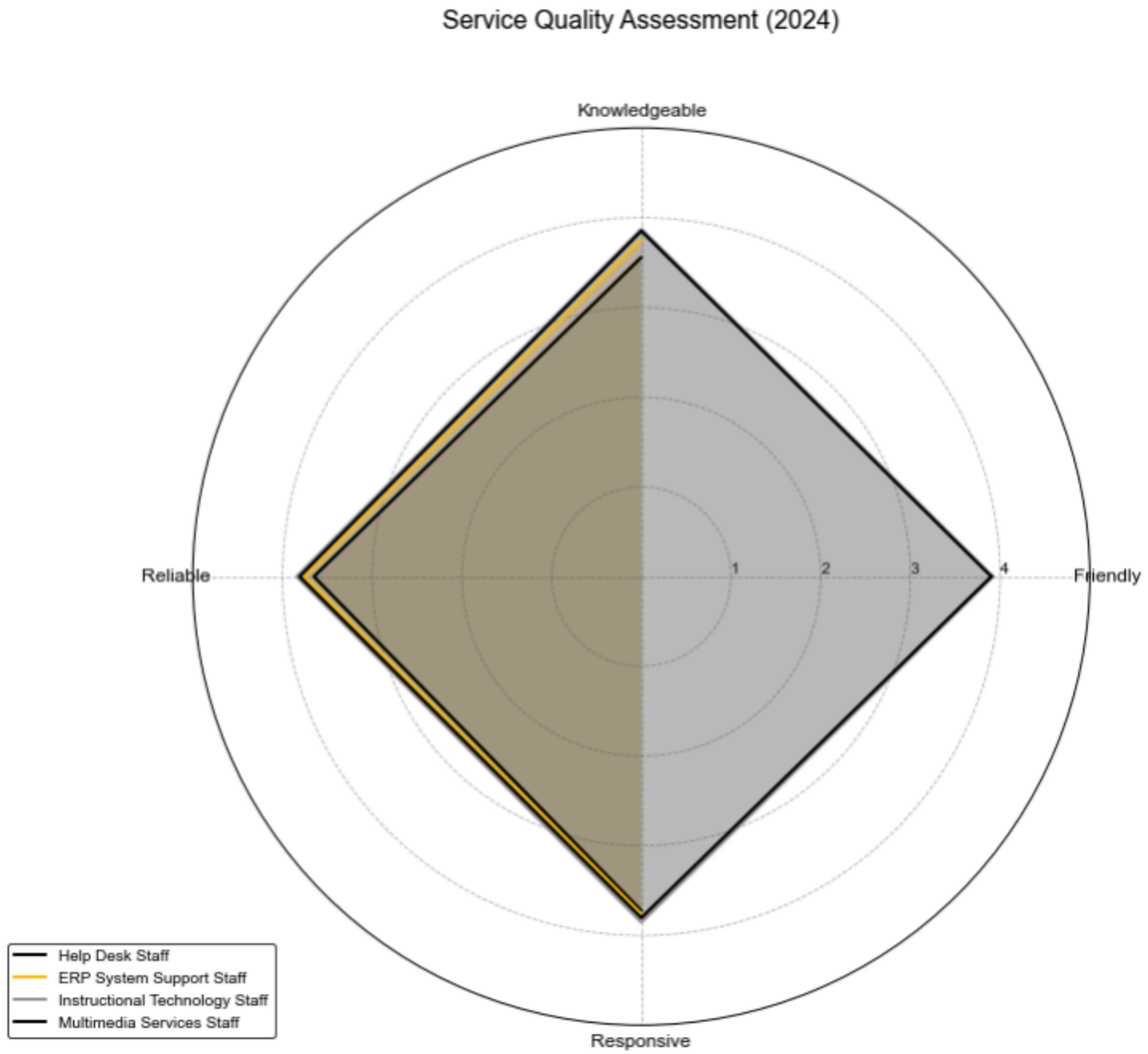
- **Web Conferencing Surge:** A dramatic increase in web conferencing usage, growing by 43%, likely due to shifts towards remote work and virtual meetings.
- **Canvas LMS Adoption:** A significant uptick in Canvas LMS usage by 19%, indicating a growing reliance on digital learning management systems.
- **Decline in Academic Outreach:** A notable decline in Academic Outreach technology by 10%, suggesting a reduction in engagement or a shift in outreach strategies.

TEACHING MODALITY AND SYNCHRONICITY



- Mostly in-person, mostly live is the most common teaching format in 2024 (25.8% of faculty).
- Traditional teaching remains strong, used by 22.1% of faculty.
- Recorded instruction is rare—only a small percentage of faculty use mostly or entirely recorded formats.

SERVICE QUALITY ASSESSMENT



- All service teams are rated consistently strong across all dimensions (friendly, responsive, reliable, knowledgeable).
- Help Desk Staff slightly lead in perceived service quality across most attributes.
- ERP System Support Staff trail slightly behind others—an opportunity for targeted improvement.

SKILL VS LEARNING GAP

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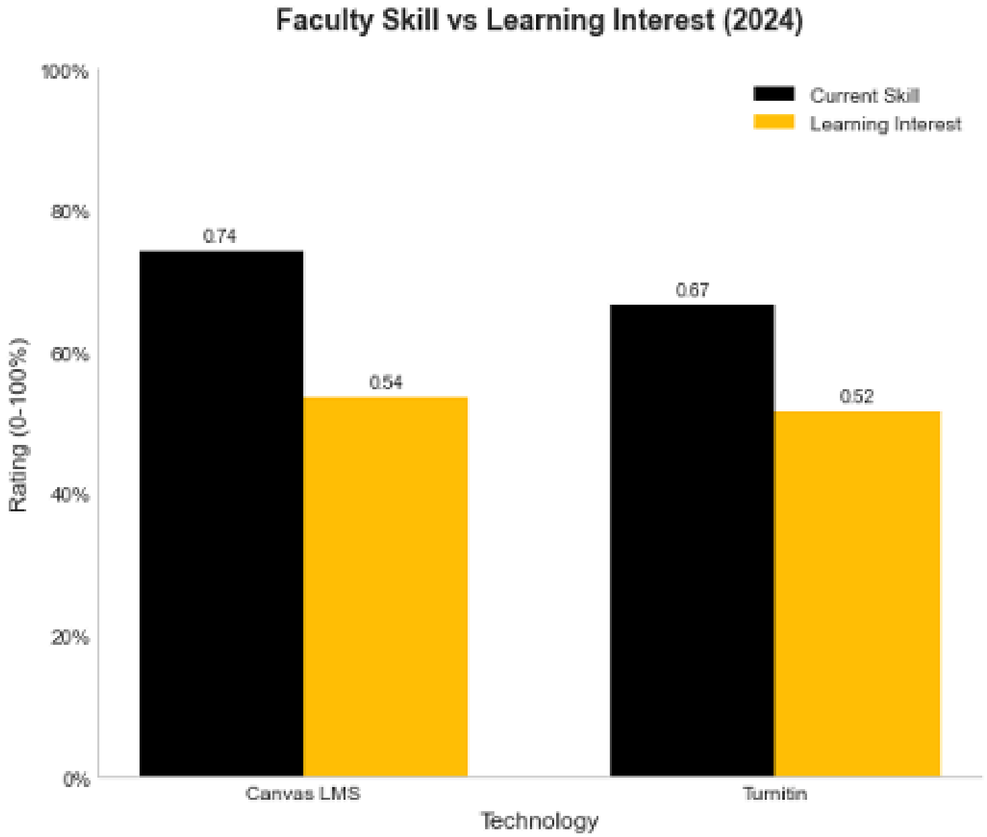

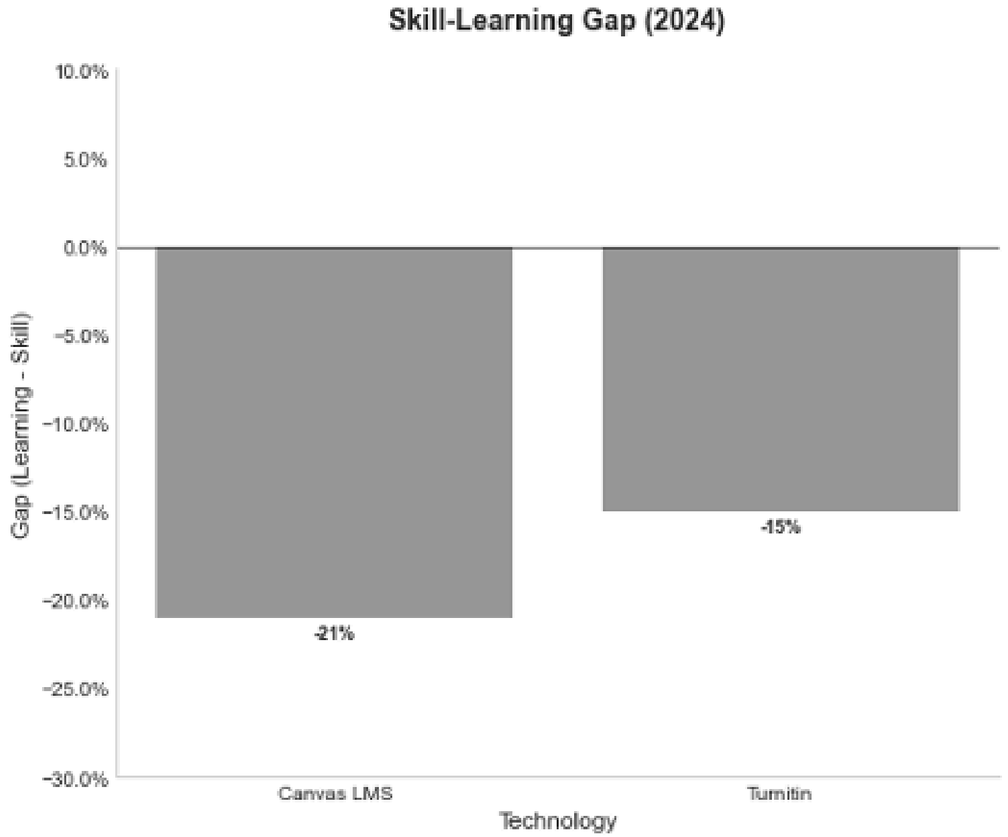

- **Canvas LMS and Turnitin Over-Saturation**: Faculty skills in Canvas LMS and Turnitin exceed their learning interest, indicating possible contentment with current proficiency levels.
- **Technology Skills Deficit:** There is a significant gap where faculty interest in learning general technology surpasses their current skills, highlighting a clear area for development.
- **Gap Analysis Highlights**: The skill-learning gap analysis reveals a -21% deficit in technology skills, contrasting with a +15% surplus in Turnitin skills, directing focus for training initiatives.

TECHNOLOGY ADOPTION TRENDS

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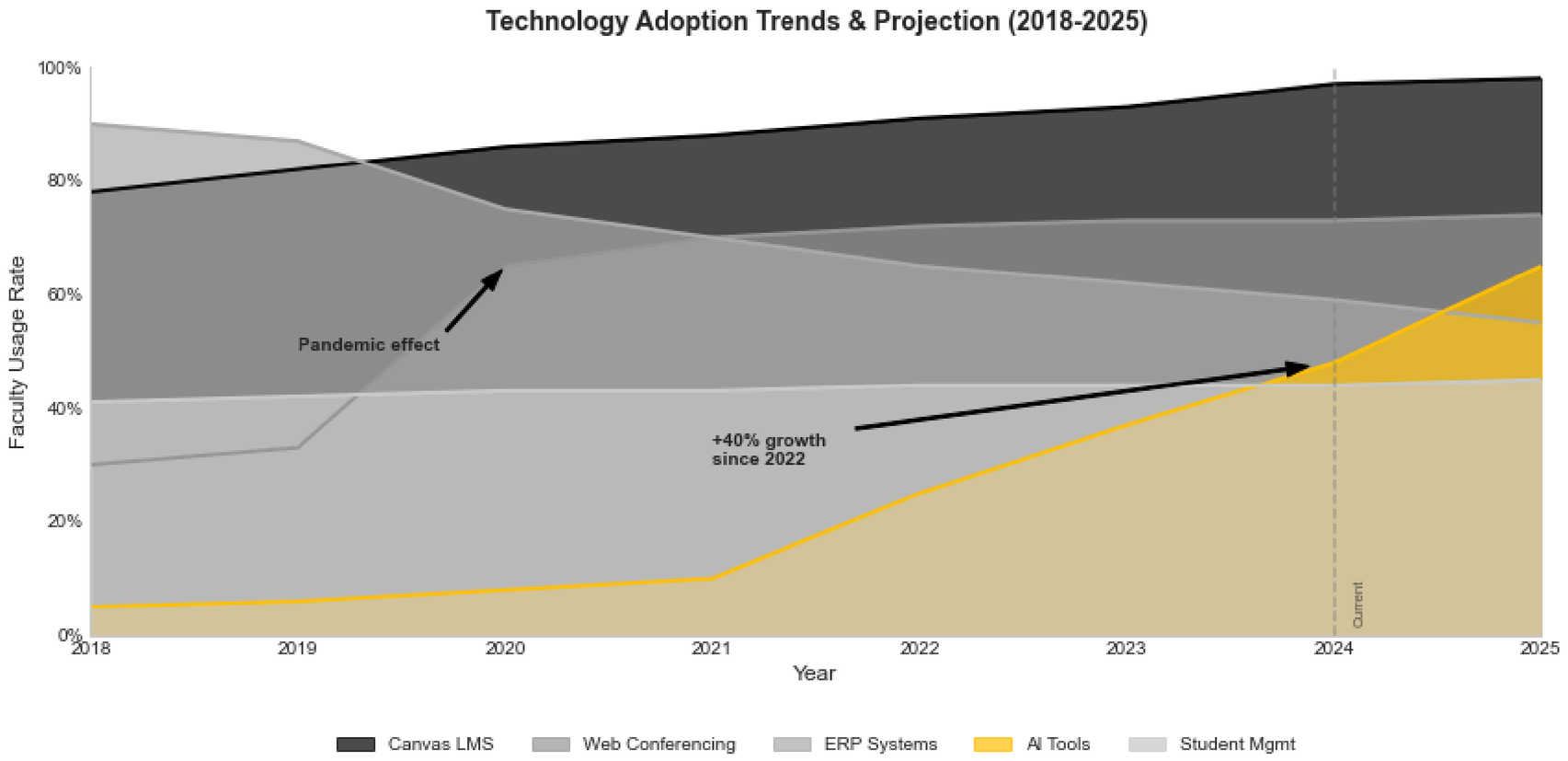


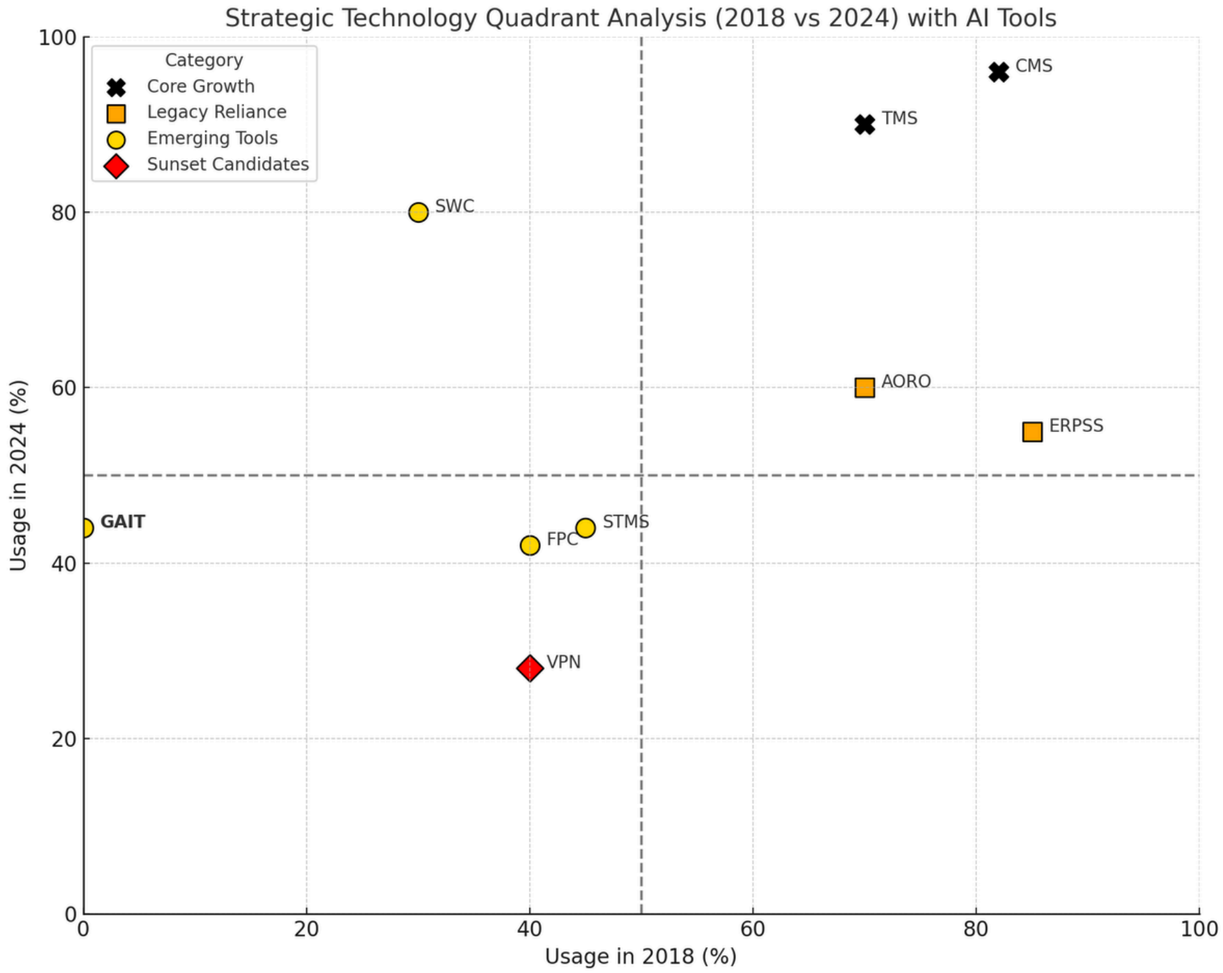
- AI Tools adoption surged by 40% since 2022—highlighting growing faculty interest in emerging technologies.
- Web Conferencing usage spiked during the pandemic but has since stabilized, suggesting a shift toward hybrid norms.
- Canvas LMS remains the most consistently adopted platform, nearing full adoption by 2025.

RECOMMENDATIONS

Scale Up AI Tools With Structure
Faculty are exploring AI tools (GAIT) but without clear direction. Support must shift from access to value creation through use cases and real classroom applications.

Sunset or Redesign Underperforming Legacy Systems
Systems like ERPSS and VPN are still in use but losing satisfaction and importance. Institutions must either modernize or begin planning deprecation or integration with newer platforms.

Double Down on High-Impact Systems
CMS and SWC are clearly valued. Focus now should be on deeper feature adoption (e.g., Gradebook, analytics, breakout rooms), not just access.



Phase 1: Assess & Align (0–3 months)
Run department-level audits of usage + satisfaction (already started from your MISO data).

Survey faculty pain points specifically for ERP, VPN, and FPC systems.

Form an AI Enablement Taskforce with reps from each division.

Phase 2: Pilot & Promote (3–9 months)
Launch AI pilot programs with early adopters (1–2 per division), providing training + incentives.

Redesign workflows for ERPSS/VPN or begin evaluating modern alternatives (e.g., low-code tools, SSO-enabled VPNs).

Help faculty self-identify their skill level (Beginner → Intermediate → Advanced) with CMS (Canvas) and SWC (Zoom, Teams) and
access personalized training tips, use cases, and resources—all via a chatbot.

Phase 3: Institutionalize & Optimize (9–18 months)
Scale AI practices across campus through AI ambassadors and cross-discipline showcases.

Embed ongoing feedback loops (short quarterly pulse surveys) to track satisfaction, training needs, and tool relevance.

THANK YOU