Bryn Mawr Undergraduates
The 2014 survey saw a response rate of 62.1% out of 700 randomly selected undergraduates. A special sample of 177 additional international students was also surveyed, bringing the total of international students to 335. The international student oversample saw a response rate of 61.0%.

Undergraduates: Service Importance and Satisfaction
Bryn Mawr undergraduates consider wireless networking and email to be IS’ most important services (Figure 1). They are most satisfied with a variety of library and technology tools and services (Figure 2). It is important to note that undergraduates’ least satisfied tools and services still averaged a minimum of somewhat satisfied (Figure 3).
Figure 2

Undergraduates: Most Satisfied Tools & Services

- Digital image collections (e.g. ARTstor, Tryptich, Triarte)
- Library Web site (e.g. library hours, policies)
- Library circulation services
- Library databases (e.g. JSTOR, ProQuest)
- Public computers in the library
- Interlibrary loan
- Overall library service
- Physical library collections
- Moodle
- Tripod library catalog
- Library reference services
- Network storage drives
- Computing help desk
- Tripod Research Guides (library subject and course guides)
- Moodle support
- Overall computing service

Figure 3

Undergraduates: Least Satisfied Tools & Services

- Study carrels in the library
- Ease of finding physical materials in the library
- Quiet work space in the library
- Group study spaces in the library
- Performance of wireless access on campus
- BIONIC (formerly Virtual Bryn Mawr)
- Physical comfort in the library (e.g. seating, lighting)
Comparisons to Undergraduates at Peer Institutions

Bryn Mawr undergraduates show interesting differences with undergraduates at peer institutions. Bryn Mawr students consider a variety library services (circulation, subject guides, ease of finding physical materials) more important than do their peers (Figure 4). They also rely more on online collaborative software and on the College’s network storage drives.

Bryn Mawr undergraduates are more satisfied with the College’s wireless availability and performance, and with several categories of support (computing help desk, Moodle support, etc.) than are their counterparts at other schools (Figure 5). They are less satisfied with physical library spaces and e-mail services than are students at peer institutions (Figure 6).
Undergraduates: Trends over time

Services gaining importance among our undergraduates in 2014 include e-book collections and off-campus access (Figure 11). This matches national trends for all MISO schools. Importance of the online library catalog and physical library collections has declined slightly but steadily over the years at Bryn Mawr. This is similar to national trends for all MISO schools.

Since they were last surveyed (2012), undergraduates’ satisfaction with a variety of services has increased, including Moodle and Moodle support, library physical and e-book collections, and student input into computing and library decisions (Figure 12). Student satisfaction has gone down with only three, albeit three very important, items: email, off-campus access and BIONIC. (Figure 13)
Undergraduates: Service Satisfaction Changes

**2012 v. 2014**

- Moodle/Blackboard
- Physical library collections
- Course management system support
- Overall computing service
- Library e-book collections
- E-mail SPAM filtering
- Your input into computing decisions that...
- Your input into library decisions that affect...
- Ease of finding physical materials in the...
- Performance of wireless access on campus

Dissatisfied | Somewhat Dissatisfied | Somewhat Satisfied | Satisfied
---|---|---|---

**Figure 8**

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Undergraduates: Service Satisfaction Changes

**2012 v. 2014**

- E-mail services
- Access to online resources from off-campus
- Bionic/Virtual Bryn Mawr

Dissatisfied | Somewhat Dissatisfied | Somewhat Satisfied | Satisfied
---|---|---|---

**Figure 9**
Undergraduate Satisfaction with Library Spaces

Bryn Mawr undergraduates value library spaces. Many library space items were at the top of undergraduates’ *most important* services list (Figures 1 & 9). However, it is striking that many library space items were also among undergraduates’ least satisfied services (Figures 3 & 10). Substantial proportions of undergraduates were at least *somewhat dissatisfied* with physical comfort in the library (22.8%), quiet work space in the library (16.8%), group study spaces in the library (15.6%), study carrels (15.0%), and ease of finding physical materials (11.3%). Since no particular library was specified in the survey question, the satisfaction responses could be even lower (or higher) if students were asked about the individual libraries. However, it is telling that almost 25% of the substantive comments submitted by undergraduate respondents included a negative comment about Canaday library space. Only a single positive comment about library space (praising Carpenter) was submitted.

Usage of and satisfaction with public computers in the library is high. More than four fifths of our undergraduates report using public computers in the library at least once a week (Figure 11). Compared to peer institutions, Bryn Mawr undergraduates consider public computers in the library to be more important, they are more satisfied with them and report using them more often. 75.4% of our undergraduates said public computers in the library are *very important* (Figure 13).

![Undergraduates: Library Space Importance](image)
### Undergraduates: Library Space Satisfaction

<table>
<thead>
<tr>
<th>Library Space</th>
<th>Dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Somewhat satisfied</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical comfort in the library</td>
<td>16.58%</td>
<td>35.23%</td>
<td>41.97%</td>
<td></td>
</tr>
<tr>
<td>Public computers in the library</td>
<td>20.77%</td>
<td></td>
<td>74.36%</td>
<td></td>
</tr>
<tr>
<td>Ease of finding physical materials in the library</td>
<td>8.29%</td>
<td>38.12%</td>
<td>50.55%</td>
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</tr>
<tr>
<td>Quiet work space in the library</td>
<td>13.28%</td>
<td>28.46%</td>
<td>54.74%</td>
<td></td>
</tr>
<tr>
<td>Physical library collections</td>
<td>25.57%</td>
<td></td>
<td>70.17%</td>
<td></td>
</tr>
<tr>
<td>Study carrels in the library</td>
<td>11.56%</td>
<td>27.89%</td>
<td>57.14%</td>
<td></td>
</tr>
<tr>
<td>Group study spaces in the library</td>
<td>10.26%</td>
<td>30.46%</td>
<td>53.97%</td>
<td></td>
</tr>
</tbody>
</table>

### Undergraduates: Public Computer Self-Reported Usage

<table>
<thead>
<tr>
<th>Computer Access</th>
<th>Never</th>
<th>Once or twice a semester</th>
<th>One to three times a month</th>
<th>One to three times a week</th>
<th>More than three times a week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public computers in the library</td>
<td>8.99%</td>
<td>42.63%</td>
<td>41.71%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus printers</td>
<td>7.89%</td>
<td>34.80%</td>
<td>54.52%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix: Selecting Peer Institutions for Comparison

The 2014 Bryn Mawr College MISO results are compared to the results of 24 peer institutions. All institutions ranked among the top 60 liberal arts colleges in the 2014 US News and World Report which have participated in the MISO Survey in either 2014 or 2013 are included in the peer group. In addition, Simmons College, which is not considered a liberal arts college by US News and World Report, and Agnes Scott College, which is a liberal arts college for women ranked among the top 100, are included among the peer group. Simmons College is included because its curriculum and size closely approximate a liberal arts institution and its prestige rates it on par with the top liberal arts schools. Agnes Scott is included because it is an all women’s national liberal arts institution. Below are the peer institutions along with the year of participation:


References


