# Texas A&M Information Technology Survey
# Fall 2014

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## Summary

The survey was conducted to investigate perceptions and opinions on services provided by Texas A&M Information Technology. Respondents rated IT services overall and the following service areas:

- Customer support
- Wired network
- Wireless network
- Communications
- Telecommunications
- Security

Results indicate respondents were mostly satisfied with IT services overall (90.6% chose ratings of Excellent, Good or Average). Despite mostly positive ratings, comments revealed areas for improvement, including wireless service, Voice-over-IP (VoIP) telephone service and customer support. Non-central IT services mentioned included departmental and college IT support, eCampus, university mobile app and Open Access Labs. Note: The opening question stated Texas A&M IT is the central IT unit and not departmental or college IT. Since some comments were about non-central IT services, ratings may have been influenced by a lack of understanding about campus IT structure.

Customer support from Help Desk Central (HDC) and Telecommunications were rated in three areas:

- Time to resolve problem
- Knowledge and ability to solve problem
- Professionalism, courteousness and communication

For both HDC and Telecommunications, time to resolve problem received the lowest ratings. Professionalism, courteousness and communication received the highest ratings. Suggestions to improve HDC customer service included better training for student workers, more staff, enhancing Mac support and more follow up on ticket status. Processes for escalating tickets past HDC seemed unclear, which caused end-user confusion or appeared to slow responses. Suggestions for Telecommunication customer support included eliminating paper work orders, providing better follow up on work order status and improving the billing system.

The wired network service received the most Excellent ratings in the survey (43.1%). Specific improvements were difficult to identify in the comments, since many issues were not related to the wired network.

The most requested locations for wireless service enhancements were Blocker, outdoors (buses, parking lots, etc.), Zachry and dorms. These are the same as reported in the TechQual survey conducted in spring 2014. Customers also desired more reliable, stable connections and faster speeds.

The IT website received favorable ratings, but over 30% of respondents were unaware of it or never visited the site. Suggestions for improving IT communications included being more proactive instead of reactive, improving communication about problems and enhancements, providing information about lesser known IT services and eliminating paper newsletters.

Campus telephone issues included problems using voice mail, slow response to work orders, billing issues, outdated phones, limited functions, VoIP transition issues and cost of services.

Many security comments relayed the view that "if I haven't been hacked, security must be good." Many enjoyed the fun aspects of the "Fight the Monsters" security awareness campaign.

The final questions asked about additional services and overall comments. Requested services include cloud storage, better Wi-Fi, more discounted software and hardware, technology tutorials and self-help guides, more printers, charging stations and better encryption tools.

## Quantitative Survey Results

Note: The survey presented response choices in this order: Excellent, Good, Average, Poor, Unacceptable, Unaware of service, Aware of but never used. This report show the responses in the order in which they are coded in Qualtrics.

### IT Services

### Q2. Overall, how would you rate the services provided by Texas A&M IT?
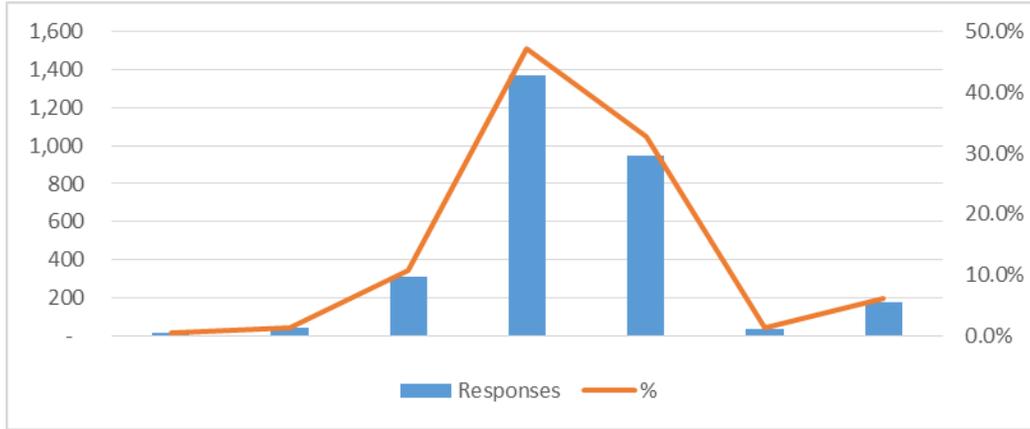


| # | Answer | Response | % |
|---|--------|----------|---|
| 1 | Unacceptable | 14 | 0.48% |
| 2 | Poor | 40 | 1.38% |
| 3 | Average | 312 | 10.77% |
| 4 | Good | 1,367 | 47.17% |
| 5 | Excellent | 946 | 32.64% |
| 6 | Unaware of service | 39 | 1.35% |
| 7 | Aware of but never used | 180 | 6.21% |
|   | Total | 2,898 | 100.00% |

| Min Value | Max Value | Average Value | Variance | Standard Deviation | Total Responses | Total Respondents |
|-----------|-----------|---------------|----------|--------------------|-----------------|--------------------|
| 1 | 7 | 4.39 | 0.99 | 1.00 | 2,898 | 2,898 |

### Q3. Please provide comments regarding the overall services provided by Texas A&M IT.

[Appeared if Average, Good or Excellent was selected].

| Respondents | 966 |
|-------------|-----|

### Q4. Please tell us how we can improve the overall services provided by Texas A&M IT.

[Appeared if Unacceptable or Poor was selected]

| Respondents | 47 |
|-------------|-----|

## Customer Support

Texas A&M IT provides customer support through Help Desk Central, which can be contacted in the following ways:

- Phone at 979.845.8300
- Email to helpdesk@tamu.edu
- Online chat at hdc.tamu.edu
- In person at Computing Services Center, Room 1112

## Q5. How satisfied are you with the service and support provided by Help Desk Central?
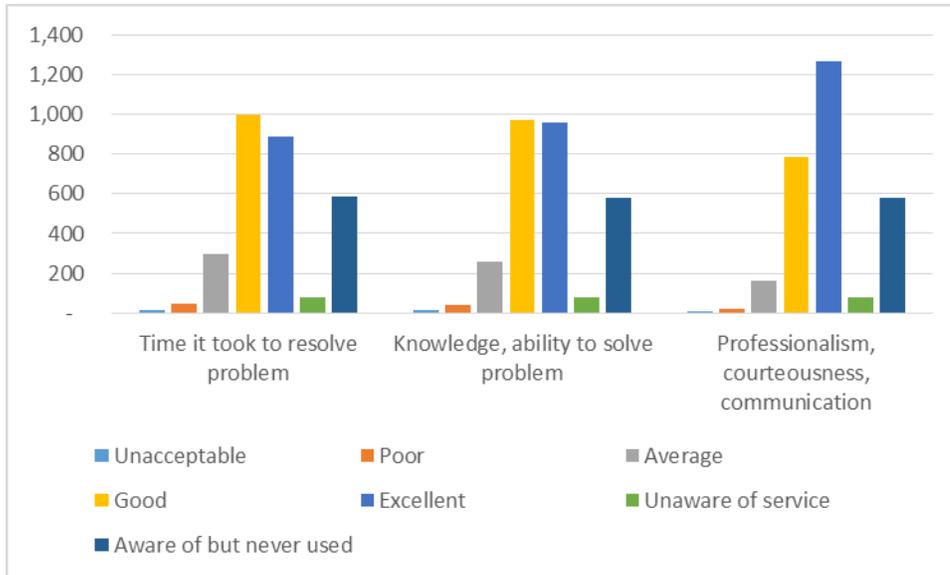


| Question | Unacceptable (1) | Poor (2) | Average (3) | Good (4) | Excellent (5) | Unaware of service (6) | Aware of but never used (7) | Response | Average Value |
|---|---|---|---|---|---|---|---|---|---|
| Time it took to resolve problem | 16 | 44 | 294 | 995 | 887 | 76 | 586 | 2,898 | 4.82 |
| Knowledge, ability to solve problem | 14 | 42 | 256 | 968 | 960 | 77 | 581 | 2,898 | 4.85 |
| Professionalism, courteousness, communication | 8 | 19 | 163 | 785 | 1,269 | 76 | 578 | 2,898 | 5.01 |

| Statistic | Time it took to resolve problem | Knowledge, ability to solve problem | Professionalism, courteousness, communication |
|---|---|---|---|
| Min Value | 1 | 1 | 1 |
| Max Value | 7 | 7 | 7 |
| Mean | 4.82 | 4.85 | 5.01 |

| | | | |
|---|---|---|---|
| Variance | 1.78 | 1.7 | 1.42 |
| Standard Deviation | 1.33 | 1.3 | 1.19 |
| Total Responses | 2,898 | 2,898 | 2,898 |
| Total Respondents | 2,898 | 2,898 | 2,898 |

## Q6. Please tell us how we can improve the service and support provided by Help Desk Central.
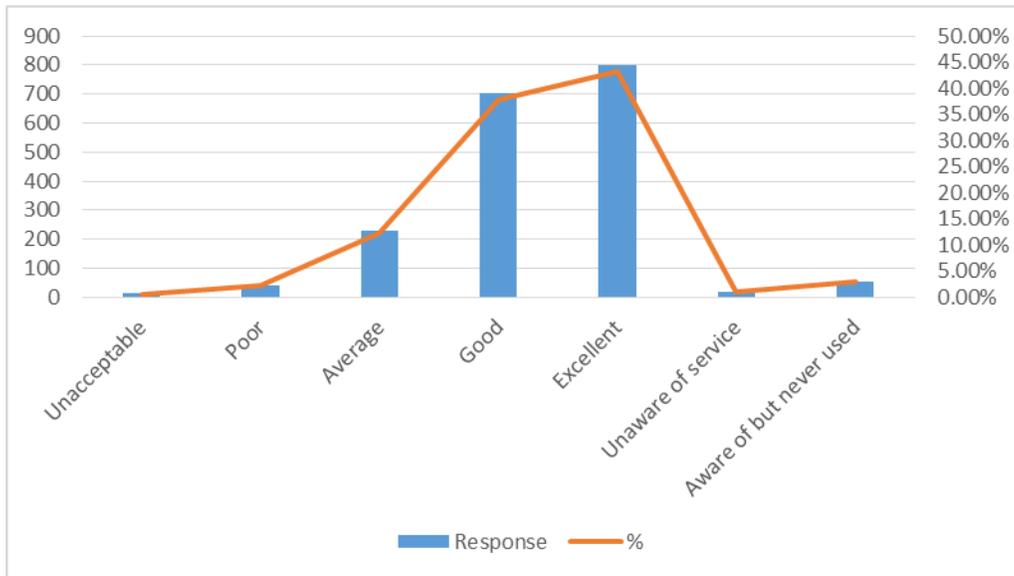[Appeared if Unacceptable or Poor was selected]

| | |
|---|---|
| Respondents | 51 |

## Q7. Please provide comments regarding Help Desk Central services and support.
[Appeared if Average, Good or Excellent was selected]

| | |
|---|---|
| Respondents | 537 |

Wired Network

## Q8. How satisfied are you with the campus wired network from your office computer (speed/connection)?

(Faculty and Staff only)



| # | Answer | Response | % |
|---|--------|----------|---|
| 1 | Unacceptable | 12 | 0.65% |
| 2 | Poor | 41 | 2.21% |
| 3 | Average | 228 | 12.28% |
| 4 | Good | 702 | 37.82% |
| 5 | Excellent | 800 | 43.10% |
| 6 | Unaware of service | 19 | 1.02% |
| 7 | Aware of but never used | 54 | 2.91% |
| | Total | 1,856 | 100.00% |

| Min Value | Max Value | Average Value | Variance | Standard Deviation | Total Responses | Total Respondents |
|-----------|-----------|---------------|----------|--------------------|-----------------|-------------------|
| 1 | 7 | 4.35 | 0.88 | 0.94 | 1,856 | 1,856 |

## Q9. Please tell us how we can improve the service provided by the campus wired network.

[Appeared if Unacceptable or Poor was selected. Faculty and Staff only.]

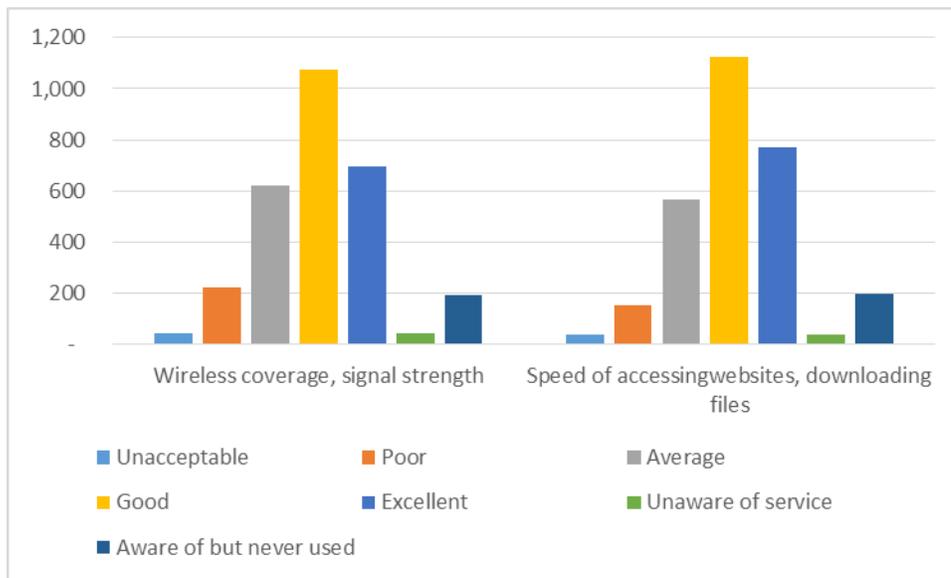| Respondents | 42 |
|-------------|----|

## Q10. Please provide comments regarding the campus wired network.

[Appeared if Average, Good or Excellent was selected. Faculty and Staff only.]

| Respondents | 382 |
|-------------|-----|

Wireless Network

Q11. Rate your satisfaction with the TAMULink campus wireless network.



| Question | Unacceptable | Poor | Average | Good | Excellent | Unaware of service | Aware of but never used | Response | Average Value |
|----------|--------------|------|---------|------|-----------|--------------------|------------------------|----------|---------------|
| Wireless coverage, signal strength | 44 | 222 | 623 | 1,075 | 695 | 44 | 195 | 2,898 | 4.06 |
| Speed of accessing websites, downloading files | 41 | 155 | 567 | 1,126 | 770 | 41 | 198 | 289 | 4.15 |

| Statistic | Wireless coverage, signal strength | Speed of accessing websites, downloading files |
|-----------|-----------------------------------|------------------------------------------------|
| Min Value | 1 | 1 |
| Max Value | 7 | 7 |
| Mean | 4.06 | 4.15 |
| Variance | 1.56 | 1.45 |
| Standard Deviation | 1.25 | 1.2 |
| Total Responses | 2,898 | 2,898 |
| Total Respondents | 2,898 | 2,898 |

Q12. Is there a campus location where you would like to see TAMULink wireless access added or enhanced?

| Respondents | 984 |
|---|---|

Q13. Please tell us how we can improve the service provided by the TAMULink campus wireless network.

[Appeared if Unacceptable or Poor was selected]

| Respondents | 142 |
|---|---|

Q14. Please provide comments regarding the TAMULink campus wireless network.

[Appeared if Average, Good or Excellent was selected]

| Respondents | 585 |
|---|---|

## IT Communications

Texas A&M IT provides information about our services through various media including websites, emails, newsletters and social media.

## Q15. Please indicate your satisfaction with the IT.tamu.edu website.
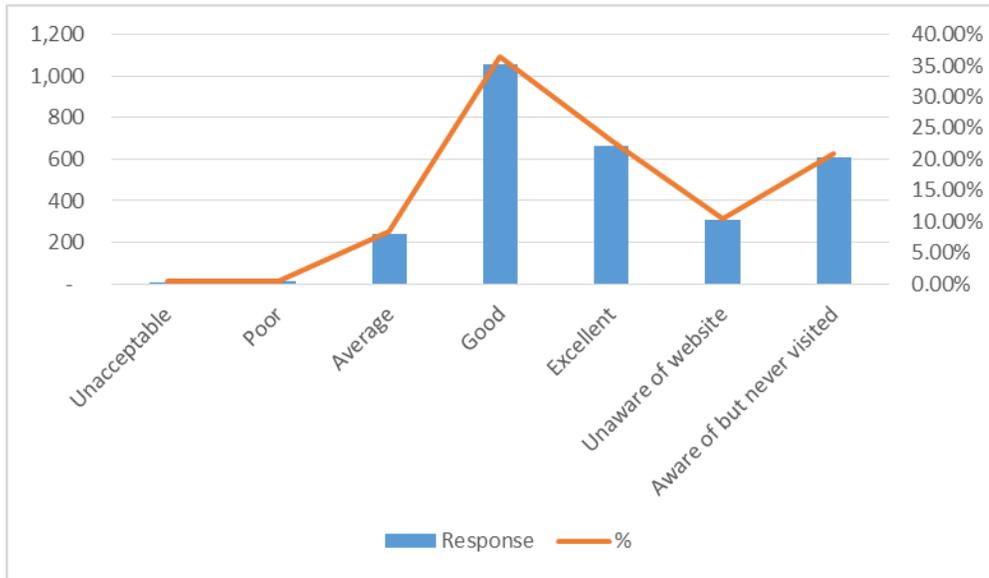




| # | Answer | Response | % |
|---|--------|----------|---|
| 1 | Unacceptable | 10 | 0.35% |
| 2 | Poor | 12 | 0.41% |
| 3 | Average | 243 | 8.39% |
| 4 | Good | 1057 | 36.47% |
| 5 | Excellent | 662 | 22.84% |
| 7 | Unaware of website | 306 | 10.56% |
| 8 | Aware of but never visited | 608 | 20.98% |
| | Total | 2,898 | 100.00% |

| Min Value | Max Value | Average Value | Variance | Standard Deviation | Total Responses | Total Respondents |
|---|---|---|---|---|---|---|
| 1 | 8 | 5.28 | 3.02 | 1.74 | 2,898 | 2,898 |

## Q16. Please tell us how we can improve the IT.tamu.edu website.
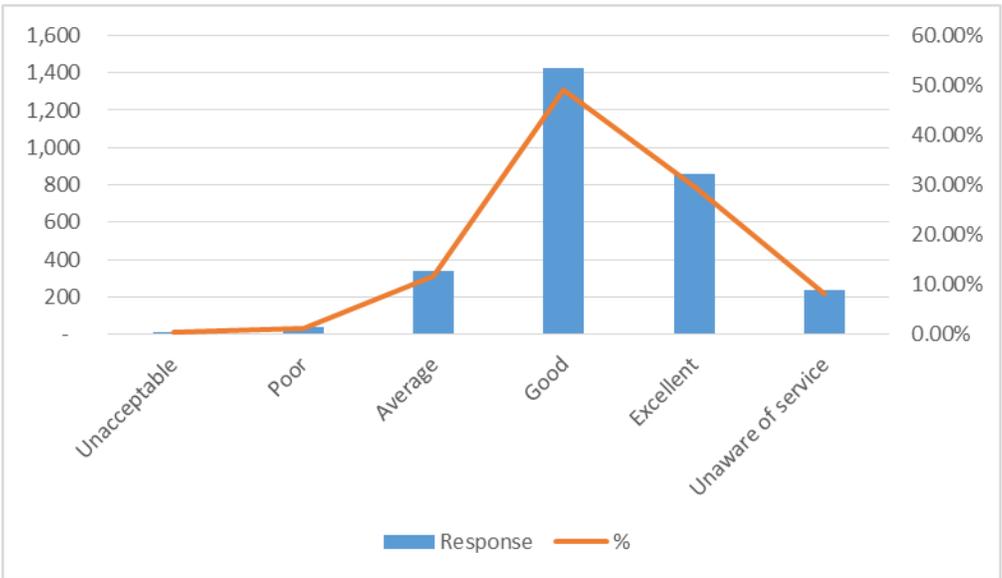
[Appeared if Unacceptable or Poor was selected]

| Respondents | 8 |
|---|---|

## Q17. Please provide comments regarding the IT.tamu.edu website.

[Appeared if Average, Good or Excellent was selected]

| Respondents | 305 |
|---|---|

## Q18. Overall, how satisfied are you with the communications provided by Texas A&M IT?



| # | Answer | Response | % |
|---|---|---|---|
| 1 | Unacceptable | 9 | 0.31% |
| 2 | Poor | 37 | 1.28% |
| 3 | Average | 337 | 11.63% |
| 4 | Good | 1,423 | 49.10% |
| 5 | Excellent | 857 | 29.57% |
| 6 | Unaware of service | 235 | 8.11% |
| | Total | 2,898 | 100.00% |

| Min Value | Max Value | Average Value | Variance | Standard Deviation | Total Responses | Total Respondents |
|---|---|---|---|---|---|---|
| 1 | 6 | 4.31 | 0.72 | 0.85 | 2,898 | 2,898 |

## Q19. Please tell us how we can improve communications provided by Texas A&M IT.

[Appeared if Unacceptable or Poor was selected]

| Respondents | 22 |
|---|---|

## Q20. Please provide comments regarding communication from Texas A&M IT.
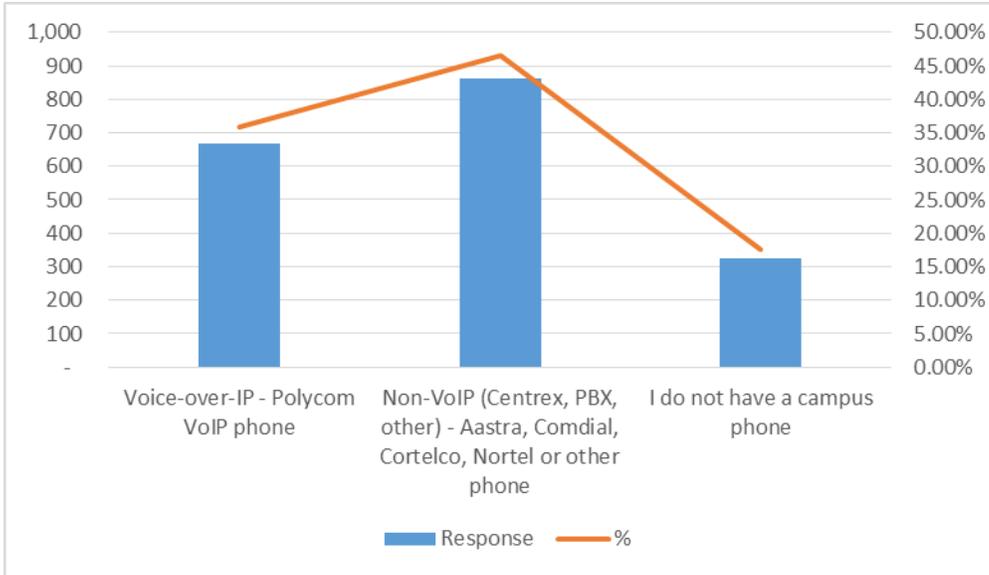
[Appeared if Average, Good or Excellent was selected]

| Respondents | 318 |
|---|---|

## Telecommunications

University Telecommunications provides telephones, voice mail, audioconferencing and other services.

## Q21. What type of campus telephone service do you have?

(Faculty and Staff only)



| # | Answer | Response | % |
|---|--------|----------|---|
| 1 | Voice-over-IP - Polycom VoIP phone | 667 | 35.94% |
| 2 | Non-VoIP (Centrex, PBX, other) - Aastra, Comdial, Cortelco, Nortel or other phone | 863 | 46.50% |
| 3 | I do not have a campus phone | 326 | 17.56% |
| | Total | 1,856 | 100.00% |

| Min Value | Max Value | Average Value | Variance | Standard Deviation | Total Responses | Total Respondents |
|-----------|-----------|---------------|----------|--------------------|-----------------|-------------------|
| 1 | 3 | 1.82 | 0.50 | 0.71 | 1,856 | 1,856 |

## Q22. How satisfied are you with your campus telephone service?
(Faculty and Staff only)
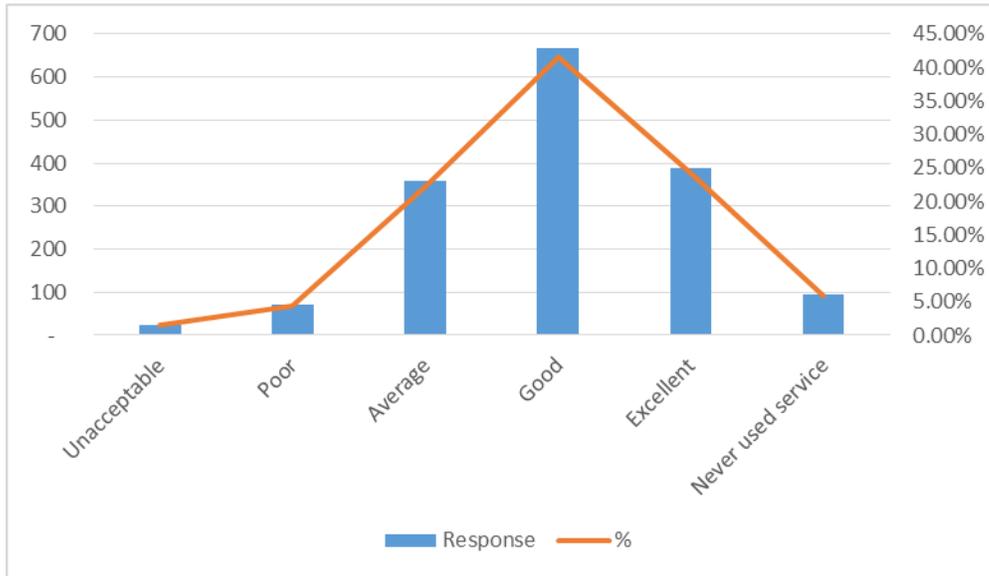


| #  | Answer            | Response | %       |
|----|-------------------|----------|---------|
| 1  | Unacceptable      | 23       | 1.44%   |
| 2  | Poor              | 70       | 4.37%   |
| 3  | Average           | 358      | 22.36%  |
| 4  | Good              | 666      | 41.60%  |
| 5  | Excellent         | 388      | 24.23%  |
| 6  | Never used service| 96       | 6.00%   |
|    | Total             | 1,601    | 100.00% |

| Min Value | Max Value | Average Value | Variance | Standard Deviation | Total Responses | Total Respondents |
|-----------|-----------|---------------|----------|--------------------|-----------------|-------------------|
| 1         | 6         | 4.01          | 1.01     | 1.01               | 1,601           | 1,601             |

## Q23. Please tell us how we can improve your campus telephone service.
[Appeared if Unacceptable or Poor was selected. Faculty and Staff only.)

| Respondents | 73 |
|-------------|----|

## Q24. Please provide comments regarding your campus telephone service.
[Appeared if Average, Good or Excellent was selected. Faculty and Staff only.]

| Respondents | 299 |
|-------------|-----|

Q25. How satisfied are you with the support provided by University Telecommunications?
(Faculty and Staff only)
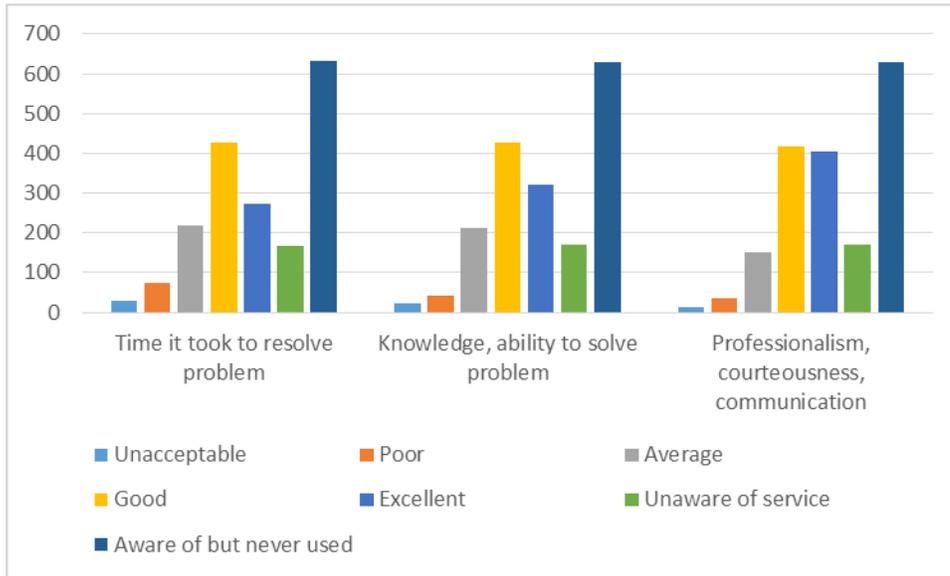


| Question | Unaccept-able | Poor | Average | Good | Excellent | Unaware of service | Aware of but never used | Response | Average Value |
|---|---|---|---|---|---|---|---|---|---|
| Time it took to resolve problem | 28 | 75 | 217 | 428 | 274 | 167 | 631 | 1,820 | 5.13 |
| Knowledge, ability to solve problem | 22 | 41 | 211 | 428 | 320 | 169 | 629 | 1,820 | 5.2 |
| Professional-ism, courteous-ness, communica-tion | 14 | 34 | 152 | 416 | 404 | 171 | 629 | 1,820 | 5.3 |

| Statistic | Time it took to resolve problem | Knowledge, ability to solve problem | Professionalism, courteousness, communication |
|---|---|---|---|
| Min Value | 1 | 1 | 1 |
| Max Value | 7 | 7 | 7 |
| Mean | 5.13 | 5.2 | 5.3 |
| Variance | 2.79 | 2.53 | 2.24 |
| Standard Deviation | 1.67 | 1.59 | 1.5 |
| Total Responses | 1,820 | 1,820 | 1,820 |
| Total Respondents | 1,820 | 1,820 | 1,820 |

Q26. Please tell us how we can improve the support provided by University Telecommunications.

[Appeared if Unacceptable or Poor was selected. Faculty and Staff only.]
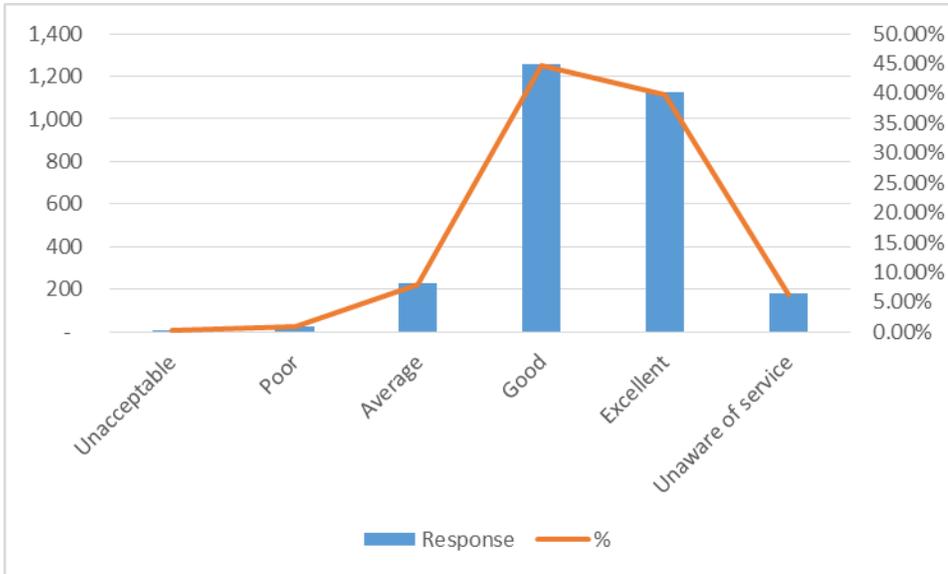
| Respondents | 53 |
|---|---|

Q27. Please provide comments regarding the support from University Telecommunications.

[Appeared if Average, Good or Excellent was selected. Faculty and Staff only.]

| Respondents | 148 |
|---|---|

Security

Q28. How would you rate the overall security of your university data (e.g., student or employee information, research data)?



| # | Answer | Response | % |
|---|--------|----------|---|
| 1 | Unacceptable | 8 | 0.28% |
| 2 | Poor | 28 | 0.99% |
| 3 | Average | 226 | 8.01% |
| 4 | Good | 1,259 | 44.60% |
| 5 | Excellent | 1,123 | 39.78% |
| 10 | Unaware of service | 179 | 6.34% |
| | Total | 2,823 | 100.00% |

| Min Value | Max Value | Average Value | Variance | Standard Deviation | Total Responses | Total Respondents |
|-----------|-----------|---------------|----------|--------------------|-----------------|-------------------|
| 1 | 10 | 4.67 | 2.38 | 1.54 | 2,823 | 2,823 |

Q29. Please tell us how we can improve the services for securing your university data.
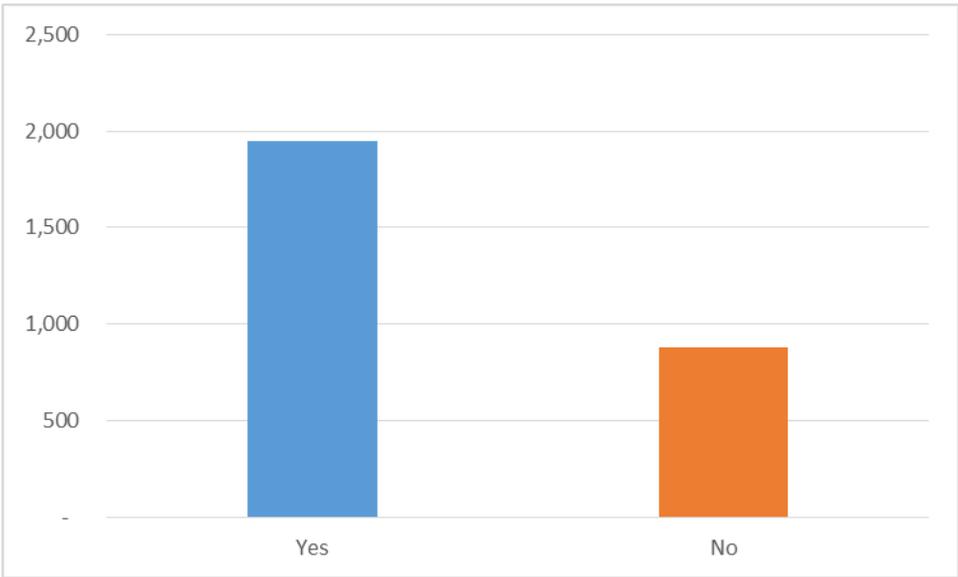[Appeared if Unacceptable or Poor was selected]

| Respondents | 24 |
|-------------|----|

Q30.Please provide comments regarding the overall security of your university data.
[Appeared if Average, Good or Excellent was selected]

| Respondents | 344 |
|-------------|-----|

Q31. Have you seen Texas A&M IT's security awareness month campaign or other security-related communications?





| # | Answer | Response | % |
|---|--------|----------|---|
| 1 | Yes | 1,947 | 68.97% |
| 2 | No | 876 | 31.03% |
| | Total | 2,823 | 100.00% |

| Min Value | Max Value | Average Value | Variance | Standard Deviation | Total Responses | Total Respondents |
|-----------|-----------|---------------|----------|--------------------|-----------------|-------------------|
| 1 | 2 | 1.31 | 0.21 | 0.46 | 2,823 | 2,823 |

Q 32. How would you rate Texas A&M IT's security communications?
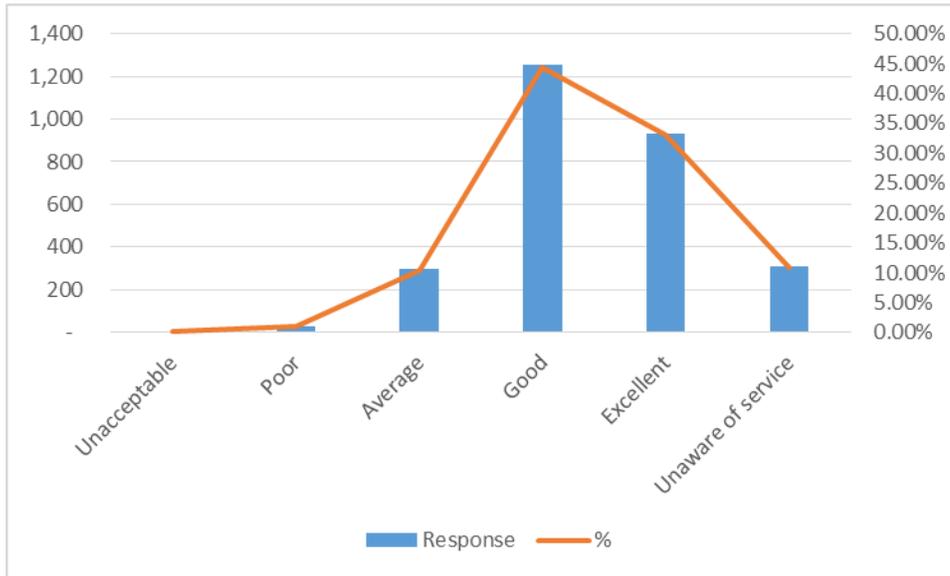


| # | Answer | Response | % |
|---|--------|----------|---|
| 1 | Unacceptable | 5 | 0.18% |
| 2 | Poor | 30 | 1.06% |
| 3 | Average | 297 | 10.52% |
| 4 | Good | 1,253 | 44.39% |
| 5 | Excellent | 931 | 32.98% |
| 6 | Unaware of service | 307 | 10.87% |
|  | Total | 2,823 | 100.00% |

| Min Value | Max Value | Average Value | Variance | Standard Deviation | Total Responses | Total Respondents |
|-----------|-----------|---------------|----------|--------------------|-----------------|-------------------|
| 1 | 6 | 4.42 | 0.76 | 0.87 | 2823 | 2823 |

Q 33. Please tell us how we can improve Texas A&M IT's security communications.

[Appeared if Unacceptable or Poor was selected]

| Respondents | 13 |
|-------------|----|

Q 34. Please provide comments regarding Texas A&M IT's security communications.

[Appeared if Average, Good or Excellent was selected]

| Respondents | 331 |
|-------------|-----|

Q 35. What additional service would you like to see offered that would benefit or support your university experience or work?

| Respondents | 450 |
|---|---|

Q 36. Are there additional comments you would like to make about Texas A&M IT?

| Respondents | 405 |
|---|---|

## Appendix A: Survey Methodology

Qualtrics was used to conduct the survey. The survey link was sent via email to randomly selected populations of faculty, staff and students. Data was collected between November 5 and November 14, 2014. Reminders were sent on November 7 and November 12. Survey respondents could choose to be entered in a drawing for an iPad mini and Amazon gift cards ($50 or $25).

| Group | TAMU Population | Panel | Surveys | % Error Level[2] | | |
|---|---|---|---|---|---|---|
| | | | | 90% Conf. | 95% Conf. | 99% Conf. |
| **Faculty** | 2,675 | 2,675 | 397 | 3.8 | 4.5 | 6.0 |
| **Staff** | 5,142 | 5,142 | 1,459 | 1.8 | 2.2 | 2.9 |
| **Student** | 55,766 | 10,000 | 1,042 | 2.5 | 3.0 | 4.0 |

[1]CIS Infrastructure data
[2]http://www.custominsight.com/articles/random-sample-calculator.asp

### Faculty and Staff

| Status and Emploc | Panel | | Survey | |
|---|---|---|---|---|
| | Status Count | Emploc Count | Status Count | Emploc Count |
| **Faculty** | **2,675** | **2,675** | **397** | **397** |
| Administration | 3 | 3 | 2 | 2 |
| Agricultural and Life Sciences | 30 | 30 | 7 | 7 |
| Agriculture and Life Sciences | 297 | 297 | 49 | 49 |
| Architecture | 127 | 127 | 12 | 12 |
| Assoc Prov & Dean of Faculties | 1 | 1 | 0 | 0 |
| Bush School of Gov't & Public Srv | 74 | 74 | 8 | 8 |
| Director - Athletics | 1 | 1 | 0 | 0 |
| Education | 244 | 244 | 49 | 49 |
| Engineering | 445 | 445 | 49 | 49 |
| Geosciences | 102 | 102 | 16 | 16 |
| Liberal Arts | 452 | 452 | 79 | 79 |
| Library | 76 | 76 | 23 | 23 |
| Mays Business School | 170 | 170 | 22 | 22 |
| Science | 373 | 373 | 52 | 52 |
| TEES | 22 | 22 | 3 | 3 |
| Veterinary Medicine | 258 | 258 | 26 | 26 |
| **Staff** | **5,142** | **5,142** | **1,459** | **1,459** |
| Administration | 666 | 666 | 177 | 177 |
| Agricultural and Life Sciences | 5 | 5 | 1 | 1 |
| Agriculture and Life Sciences | 116 | 116 | 30 | 30 |
| Architecture | 86 | 86 | 20 | 20 |
| Asso Prov Undergrad Pgm & Acad Srv | 67 | 67 | 27 | 27 |
| Assoc Prov & Dean of Faculties | 43 | 43 | 13 | 13 |
| Assoc Prov-Grad Studies | 28 | 28 | 19 | 19 |

| | | | | |
|---|---|---|---|---|
| Assoc VP External Affairs | 31 | 31 | 10 | 10 |
| Assoc VP for Acad Services | 512 | 512 | 216 | 216 |
| Asst VP & CHRO | 52 | 52 | 20 | 20 |
| Budget Office | 5 | 5 | 1 | 1 |
| Bush School of Gov't & Public Srv | 47 | 47 | 19 | 19 |
| Business Office | 1 | 1 | 1 | 1 |
| Controller | 132 | 132 | 47 | 47 |
| Director - Athletics | 478 | 478 | 52 | 52 |
| Education | 172 | 172 | 54 | 54 |
| Engineering | 207 | 207 | 64 | 64 |
| Geosciences | 209 | 209 | 55 | 55 |
| IT Services | 13 | 13 | 6 | 6 |
| Liberal Arts | 195 | 195 | 71 | 71 |
| Library | 163 | 163 | 50 | 50 |
| Mays Business School | 130 | 130 | 45 | 45 |
| Operations | 371 | 371 | 88 | 88 |
| Other | 4 | 4 | 0 | 0 |
| Other Campus Units | 2 | 2 | 1 | 1 |
| Safety & Security | 177 | 177 | 39 | 39 |
| Science | 383 | 383 | 92 | 92 |
| Strategic Sourcing | 44 | 44 | 8 | 8 |
| TEES | 37 | 37 | 10 | 10 |
| University Risk and Compliance | 7 | 7 | 3 | 3 |
| Veterinary Medicine | 360 | 360 | 74 | 74 |
| Vice Provost for Acad Affairs | 34 | 34 | 19 | 19 |
| VP & Assoc Prov - Instit Diversity | 4 | 4 | 1 | 1 |
| VP & Assoc Prov-Info Technology | 222 | 222 | 76 | 76 |
| VP Research | 139 | 139 | 50 | 50 |
| **Grand Total** | **7,817** | **7,817** | **1,856** | **1,856** |

Student

| Classification | Panel | Panel % | Survey | Survey % | TAMU Population (Fall 2014) | TAMU % |
|---|---|---|---|---|---|---|
| Freshman 0-29 Hours | 1,760 | 18% | 201 | 19% | 10,808 | 19% |
| Sophomore 30-59 Hours | 1,661 | 17% | 124 | 12% | 9,963 | 18% |
| Junior 60-89 Hours | 1,836 | 18% | 172 | 17% | 9,883 | 18% |
| Senior 90+ Hours | 2,642 | 26% | 232 | 22% | 13,892 | 25% |
| Undergraduate, Other | 23 | 0% | 6 | 1% | 91 | 0% |
| Graduate | 1,968 | 20% | 303 | 29% | 10,603 | 19% |
| Veterinary | 110 | 1% | 4 | 0% | 526 | 1% |
| **Total** | **10,000** | **100%** | **1,042** | **100%** | **55,766** | **100%** |

| Major | Panel | Survey |
|---|---|---|
| Accounting | 171 | 15 |
| Adv International Affairs Cert | 7 | 1 |
| Aerospace Engineering | 87 | 9 |
| Aerospace Engineering (Lower) | 24 | 1 |
| Ag Communications & Journalism | 47 | 5 |
| Ag Leadership & Development | 90 | 7 |
| Agr Leadership, Educ & Comm | 17 | 3 |
| Agribusiness | 46 | 6 |
| Agribusiness (Lower) | 34 | 3 |
| Agricultural Development | 5 | 1 |
| Agricultural Economics | 90 | 10 |
| Agricultural Education | 2 | 0 |
| Agricultural Science | 26 | 2 |
| Agricultural Systems Mgmt | 15 | 1 |
| Agriculture/Life Sciences | 21 | 2 |
| Agronomy | 2 | 0 |
| Animal Science | 212 | 15 |
| Anthropology | 59 | 4 |
| Applied Mathematical Sciences | 51 | 7 |
| Applied Physics | 3 | 0 |
| Architecture | 25 | 5 |
| Athletic Training | 3 | 0 |
| Atmospheric Sciences | 13 | 4 |
| Biochemistry | 82 | 12 |
| Bioenvironmental Sciences | 54 | 2 |
| Biological & Agricultural Engr | 47 | 4 |
| Biology | 230 | 24 |
| Biomedical Engineering | 60 | 7 |

| | | |
|---|---|---|
| Biomedical Engineering (Lower) | 7 | 2 |
| Biomedical Sciences | 397 | 48 |
| Biotechnology | 7 | 3 |
| Blinn Team | 291 | 14 |
| Blinn Team Engineering | 7 | 0 |
| Business Administration | 301 | 36 |
| Business Honors | 63 | 11 |
| Chemical Engineering | 117 | 13 |
| Chemical Engineering (Lower) | 22 | 1 |
| Chemistry | 109 | 15 |
| Civil Engineering | 193 | 30 |
| Civil Engineering (Lower) | 15 | 0 |
| Classics | 2 | 1 |
| Clinical Psychology | 1 | 9 |
| Communication | 148 | 1 |
| Community Development | 4 | 1 |
| Community Health (Lower) | 9 | 4 |
| Computer Engineering - CECN | 49 | 7 |
| Computer Engineering - CEEN | 56 | 1 |
| Computer Engr - CECL (Lower) | 22 | 0 |
| Computer Engr - CEEL (Lower) | 5 | 0 |
| Computer Science | 89 | 15 |
| Computer Science (Lower) | 50 | 3 |
| Construction Management | 14 | 2 |
| Construction Science | 76 | 3 |
| Construction Science (Lower) | 84 | 5 |
| Counseling Psychology | 9 | 1 |
| Curriculum & Instruction | 72 | 10 |
| Ecological Restoration | 4 | 1 |
| Economics | 185 | 19 |
| Ecosystem Science and Mgmt | 8 | 4 |
| Edu Human Resource Development | 24 | 2 |
| Educational Administration | 45 | 5 |
| Educational Psychology | 35 | 7 |
| Educational Technology | 7 | 2 |
| Electrical Engineering | 213 | 32 |
| Electrical Engineering (Lower) | 22 | 1 |
| Electronic Sys Engr Technology | 29 | 4 |
| Engineering | 1 | 1 |
| Engineering Academy at Blinn | 25 | 1 |
| Engineering Systems Mgmt | 4 | 4 |
| Engineering Technology | 70 | 0 |
| Engineering Technology (Lower) | 3 | 0 |

| | | |
|---|---|---|
| English | 111 | 22 |
| English Language Institute | 21 | 4 |
| Entomology | 23 | 2 |
| Environ Design Arch Studies | 37 | 1 |
| Environmental Design (Lower) | 33 | 2 |
| Environmental Geoscience | 26 | 1 |
| Environmental Studies | 41 | 5 |
| Finance | 141 | 13 |
| Food Science & Technology | 29 | 3 |
| Forensic Inv Sc (Lower) | 21 | 2 |
| Forensic Investigative Science | 11 | 0 |
| Forestry | 5 | 0 |
| French | 2 | 0 |
| General Academics | 1 | 0 |
| General Engineering | 461 | 56 |
| General Studies | 142 | 6 |
| Genetics | 34 | 4 |
| Geographic Info Science & Tech | 1 | 0 |
| Geography | 27 | 5 |
| Geology | 83 | 12 |
| Geophysics | 34 | 3 |
| Health | 61 | 5 |
| Health (Lower) | 216 | 20 |
| Health Education | 13 | 4 |
| Health Physics | 3 | 0 |
| Hispanic Studies | 7 | 1 |
| History | 121 | 8 |
| Homeland Security Certificate | 4 | 0 |
| Horticulture | 25 | 1 |
| Human Resource Devel (Lower) | 41 | 5 |
| Human Resource Development | 24 | 2 |
| Industrial Distribution | 154 | 17 |
| Industrial Engineering | 157 | 21 |
| Information & Operations Mgmt | 2 | 0 |
| Interdisciplinary Engineering | 1 | 0 |
| Interdisciplinary St (Lower) | 112 | 13 |
| Interdisciplinary Studies | 148 | 14 |
| International Affairs | 34 | 5 |
| International Studies | 134 | 10 |
| Kinesiology | 64 | 8 |
| Kinesiology (Lower) | 150 | 13 |
| Laboratory Animal Medicine | 1 | 0 |
| Land & Property Development | 6 | 1 |

| | | |
|---|---|---|
| Land Economics & Real Estate | 13 | 1 |
| Landscape Architecture | 15 | 1 |
| Landscape Architecture (Lower) | 8 | 0 |
| Management | 86 | 13 |
| Management Information Systems | 65 | 21 |
| Maritime Studies | 1 | 1 |
| Marketing | 95 | 8 |
| Materials Science & Engr | 19 | 1 |
| Mathematics | 63 | 8 |
| Mechanical Engineering | 231 | 22 |
| Mechanical Engineering (Lower) | 13 | 1 |
| Meteorology | 12 | 0 |
| Meteorology (Lower) | 13 | 2 |
| Microbiology | 17 | 2 |
| Modern Languages | 4 | 1 |
| Molecular & Cell Biology | 13 | 2 |
| Molecular & Env Plant Sciences | 3 | 0 |
| Music | 9 | 3 |
| National Security Affairs Cert | 2 | 0 |
| Natural Resources Development | 1 | 0 |
| Neuroscience | 3 | 0 |
| Non-Profit Management Cert | 9 | 2 |
| Nuclear Engineering | 60 | 7 |
| Nuclear Engineering (Lower) | 8 | 1 |
| Nutrition | 7 | 2 |
| Nutritional Sciences | 83 | 6 |
| Ocean Engineering | 35 | 5 |
| Oceanography | 12 | 1 |
| Performance Studies | 5 | 1 |
| Petroleum Engineering | 148 | 16 |
| Petroleum Engineering (Lower) | 52 | 2 |
| Philosophy | 19 | 1 |
| Physics | 75 | 12 |
| Physiology of Reproduction | 3 | 0 |
| Plant & Environmental Soil Sc | 13 | 0 |
| Plant Breeding | 7 | 1 |
| Plant Pathology | 5 | 0 |
| Political Science | 143 | 10 |
| Poultry Science | 28 | 0 |
| Psychology | 246 | 26 |
| Public Service &Administration | 16 | 2 |
| Radiological Health Eng(Lower) | 1 | 0 |
| Radiological Health Engr | 8 | 0 |

| | | |
|---|---|---|
| Rangeland Ecology & Management | 9 | 0 |
| Reciprocal Educ Exchange Prgm | 21 | 3 |
| Recreation, Park & Tourism Sc | 82 | 8 |
| Renewable Natural Resources | 13 | 0 |
| Russian | 1 | 0 |
| Safety Engineering | 5 | 2 |
| School Psychology | 10 | 1 |
| Science&Technology Journalism | 1 | 1 |
| Sociology | 112 | 9 |
| Soil Science | 4 | 1 |
| Spanish | 13 | 1 |
| Spatial Sciences | 9 | 1 |
| Special Education | 10 | 4 |
| Sport Management | 50 | 5 |
| Sport Management (Lower) | 62 | 1 |
| Statistics | 65 | 8 |
| Supply Chain Management | 62 | 2 |
| Teacher Certification | 1 | 0 |
| Technology Management | 10 | 1 |
| Technology Management (Lower) | 30 | 5 |
| Telecommunication MediaStudies | 35 | 6 |
| Theatre Arts | 8 | 1 |
| Toxicology | 6 | 0 |
| Turfgrass Science | 7 | 0 |
| University Studies | 177 | 12 |
| Urban & Regional Planning | 22 | 4 |
| Urban & Regional Science | 13 | 0 |
| Veterinary Medicine | 110 | 4 |
| Veterinary Microbiology | 4 | 0 |
| Veterinary Pathobiology | 6 | 2 |
| Veterinary Pathology | 2 | 0 |
| Veterinary Public Health | 2 | 0 |
| Visualization | 52 | 3 |
| Visualization (Lower) | 15 | 2 |
| Water Mgmt & Hydrological Sc | 13 | 5 |
| Wildlife & Fisheries Sciences | 89 | 8 |
| Wildlife Science | 6 | 1 |
| Women's and Gender Studies | 2 | 1 |
| Zoology | 13 | 0 |
| **Grand Total** | **10,000** | **1,043** |

## Appendix B: Qualtrics Survey

Texas A&M IT Survey 2014

Q1 Texas A&M Information Technology Survey
Thank you for participating in our survey. Please answer the questions as they pertain to Texas A&M Information Technology. Texas A&M IT provides centralized services including IT help, email, wired and wireless Internet, IT security, telecommunications and others. We are the central IT unit and not your department or college IT.

Q2 IT Services
Overall, how would you rate the services provided by Texas A&M IT?
- ❍ Excellent (5)
- ❍ Good (4)
- ❍ Average (3)
- ❍ Poor (2)
- ❍ Unacceptable (1)
- ❍ Unaware of service (6)
- ❍ Aware of but never used (7)

Answer If IT Services Overall, how would you rate the services provided by Texas A&M IT? Unacceptable Is Selected Or IT Services Overall, how would you rate the services provided by Texas A&M IT? Poor Is Selected
Q4 Please tell us how we can improve the overall services provided by Texas A&M IT.

Answer If IT Services Overall, how would you rate the services provided by Texas A&M IT? Average Is Selected Or IT Services Overall, how would you rate the services provided by Texas A&M IT? Good Is Selected Or IT Services Overall, how would you rate the services provided by Texas A&M IT? Excellent Is Selected
Q3 Please provide comments regarding the overall services provided by Texas A&M IT.

Q5 Customer Support

Texas A&M IT provides customer support through Help Desk Central, which can be contacted in the following ways:

- Phone at 979.845.8300
- Email to helpdesk@tamu.edu
- Online chat at hdc.tamu.edu
- In person at Computing Services Center, Room 1112

How satisfied are you with the service and support provided by Help Desk Central?

|  | Excellent (5) | Good (4) | Average (3) | Poor (2) | Unacceptable (1) | Unaware of service (6) | Aware of but never used (7) |
|---|---|---|---|---|---|---|---|
| Time it took to resolve problem (1) | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |
| Knowledge, ability to solve problem (2) | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |
| Professionalism, courteousness, communication (3) | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |

Answer If Customer Support    Texas A&M IT provides customer support through Help Desk Central, which can... - Unacceptable Is Selected Or Customer Support    Texas A&M IT provides customer support through Help Desk  Central, which can... - Poor Is Selected

Q6 Please tell us how we can improve the service and support provided by Help Desk Central.

Answer If Customer Support    Texas A&M IT provides customer support through Help Desk Central, which can... - Average Is Selected Or Customer Support    Texas A&M IT provides customer support through Help Desk  Central, which can... - Good Is Selected Or Customer Support    Texas A&M IT provides customer support through Help Desk  Central, which can... - Excellent Is Selected

Q7 Please provide comments regarding Help Desk Central services and support.

Answer If  Status Is Equal to  Faculty Or  Status Is Equal to  Staff

Q8 Wired Network

How satisfied are you with the campus wired network from your office computer (speed/connection)?

- ❍ Excellent (5)
- ❍ Good (4)
- ❍ Average (3)
- ❍ Poor (2)
- ❍ Unacceptable (1)
- ❍ Unaware of service (6)
- ❍ Aware of but never used (7)

Q9 Please tell us how we can improve the service provided by the campus wired network.

Q10 Please provide comments regarding the campus wired network.

Q11 Wireless Network

Rate your satisfaction with the TAMULink campus wireless network.

| | Excellent (5) | Good (4) | Average (3) | Poor (2) | Unacceptable (1) | Unaware of service (6) | Aware of but never used (7) |
|---|---|---|---|---|---|---|---|
| Wireless coverage, signal strength (1) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Speed of accessing websites, downloading files (2) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

Q12 Is there a campus location where you would like to see TAMULink wireless access added or enhanced?

Q13 Please tell us how we can improve the service provided by the TAMULink campus wireless network.

Q14 Please provide comments regarding the TAMULink campus wireless network.

Q15 IT Communications

Texas A&M IT provides information about our services through various media including websites, emails, newsletters and social media. Please indicate your satisfaction with the IT.tamu.edu website.

❍ Excellent (5)
❍ Good (4)
❍ Average (3)
❍ Poor (2)
❍ Unacceptable (1)
❍ Unaware of website (7)
❍ Aware of but never visited (8)

Answer If IT Communications    Texas A&M IT provides information about our services through various med... Unacceptable Is Selected Or IT Communications    Texas A&M IT provides information about our services through  various med... Poor Is Selected

Q16 Please tell us how we can improve the IT.tamu.edu website.

Answer If IT Communications    Texas A&M IT provides information about our services through various med... Average Is Selected Or IT Communications    Texas A&M IT provides information about our services through various med... Good Is Selected Or IT Communications    Texas A&M IT provides information about our services through various med... Excellent Is Selected

Q17 Please provide comments regarding the IT.tamu.edu website.

Q18 Overall, how satisfied are you with the communications provided by Texas A&M IT?
❍ Excellent (5)
❍ Good (4)
❍ Average (3)
❍ Poor (2)
❍ Unacceptable (1)
❍ Unaware of service (6)

Answer If Overall, how satisfied are you with the communications provided by Texas A&M IT? Unacceptable Is Selected Or Overall, how satisfied are you with the communications provided by Texas A&M IT? Poor Is Selected

Q19 Please tell us how we can improve communications provided by Texas A&M IT.

Answer If Overall, how satisfied are you with the communications provided by Texas A&M IT? Average Is Selected Or Overall, how satisfied are you with the communications provided by Texas A&M IT? Good Is Selected Or Overall, how satisfied are you with the communications provided by Texas A&M IT? Excellent Is Selected

Q20 Please provide comments regarding communication from Texas A&M IT.

Q21 Telecommunications
University Telecommunications provides telephones, voice mail, audioconferencing and other services.   What type of campus telephone service do you have?
❍  Voice-over-IP - Polycom VoIP phone (1)
❍  Non-VoIP (Centrex, PBX, other) - Aastra, Comdial, Cortelco, Nortel or other phone (2)
❍  I do not have a campus phone (3)

Q22 How satisfied are you with your campus telephone service?
❍  Excellent (5)
❍  Good (4)
❍  Average (3)
❍  Poor (2)
❍  Unacceptable (1)
❍  Never used service (6)

Q23 Please tell us how we can improve your campus telephone service.

Q24 Please provide comments regarding your campus telephone service.

Q25 How satisfied are you with the support provided by University Telecommunications?

| | Excellent (5) | Good (4) | Average (3) | Poor (2) | Unacceptable (1) | Unaware of service (6) | Aware of but never used (7) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Time it took to resolve problem (1) | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |
| Knowledge, ability to solve problem (2) | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |
| Professionalism, courteousness, communication (3) | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |

Q26 Please tell us how we can improve the support provided by University Telecommunications.

Q27 Please provide comments regarding the support from University Telecommunications.

Q28 Security
How would you rate the overall security of your university data (e.g., student or employee information, research data)?
○ Excellent (5)
○ Good (4)
○ Average (3)
○ Poor (2)
○ Unacceptable (1)
○ Unaware of service (10)

Q29 Please tell us how we can improve the services for securing your university data.

Q30 Please provide comments regarding the overall security of your university data.

Q31 Have you seen Texas A&M IT&#39;s security awareness month campaign or other security-related communications?
○ Yes (1)
○ No (2)

Q32 How would you rate Texas A&M IT's security communications?
○ Excellent (5)
○ Good (4)
○ Average (3)
○ Poor (2)
○ Unacceptable (1)
○ Unaware of service (6)

Answer If How would you rate Texas A&M IT's security communications? Unacceptable Is Selected Or How would you rate Texas A&M IT's security communications? Poor Is Selected

Q33 Please tell us how we can improve Texas A&M IT's security communications.

Answer If How would you rate Texas A&M IT's security communications? Average Is Selected Or How would you rate Texas A&M IT's security communications? Good Is Selected Or How would you rate Texas A&M IT's security communications? Excellent Is Selected

Q34 Please provide comments regarding Texas A&M IT's security communications.

Q35 What additional service would you like to see offered that would benefit or support your university experience or work?

Q36 Are there additional comments you would like to make about Texas A&M IT?

Q37 Thank you for taking the time to complete this survey. Please provide your name and email address to be eligible for the iPad mini or $50 Amazon gift card. Your email address will be removed from future reminders about this survey. This information will be kept separate from your responses to the main part of the survey. If you do not wish to be considered for the prizes, you may leave this question blank.