



Division of  
Information Technology

2021 Satisfaction Survey

The Texas A&M Division of Information Technology conducted a campus-wide satisfaction survey March 23, 2021 to April 2, 2021.

Responses were anonymous. To increase participation, an iPad was given away in an optional, random drawing.

Invitations and reminders were sent through the Maestro email system.

There were 4,249 survey participants, 3,766 of whom also entered the contest. The breakdown of participants is as follows: 48.61% were students, 28.65% staff, 14.28% students who are also staff members, and 8.46% faculty.

The following pages contain graphic representations of responses. The mean, standard deviation and variance of each are available on request. A separate document containing long-form answers is available.

QUESTIONS

Please select your role at Texas A&M University .....5

What is the primary college, department or unit for which you work? .....6

Please select your classification: .....7

What college is your primary major located within? .....8

Have you ever used Help Desk Central for support? .....9

Please rank your experience when visiting or contacting Help Desk Central .....10

How do you prefer to contact Help Desk Central or receive technical assistance? Select all that apply. ....14

Have you ever used the Software Center (software.tamu.edu) to purchase discounted software? .....15

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Please rate your experience with the TAMU WIFI campus wireless network: .....17

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Have you heard of the Division of IT's security awareness month campaign/game held each October? .....24

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How often do you use Google Apps? .....26

How often do you use these services? .....27

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What value do the Virtualization service bring to your organization? .....31

Have you used our AggieCloud service? .....32

How do you rate the value AggieCloud brings to your organization? .....33

How often do you visit the Division of IT's website (it.tamu.edu)? .....34

The Division of IT is on Facebook, Twitter and Instagram. Are you following us on social media? .....35

Overall, how satisfied are you with the communications provided by the Division of IT? .....36

Are you an IT professional? .....37

Do you live on or off campus? .....38

Please rank the following based on the order you use them when you have an issue with a Division of IT service. ....39

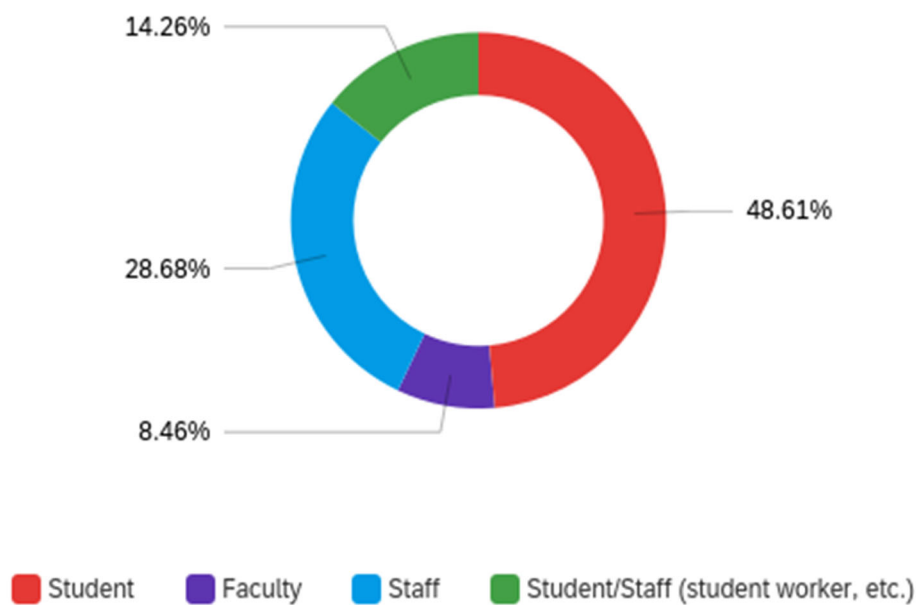
Duo Two-Factor Authentication is now required for all campus members. Please rate your experience. ....43

How can we make the wireless network meet your expectations? .....44

Please list any campus locations where you would like to see TAMU WIFI wireless access added or enhanced. ....45

|                                                                                                                                                                        |    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
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| What are your impressions of Office365? .....                                                                                                                          | 47 |
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| What cloud solution do you prefer? .....                                                                                                                               | 50 |
| Is there anything the Division of IT should start doing? Stop doing? Keep doing? Any open feedback is welcome. ....                                                    | 51 |
| Have you used Microsoft 365? (Apps include OneDrive, Teams, Sharepoint, Word, etc.) .....                                                                              | 52 |
| Please rank the below social media platforms based on your usage.....                                                                                                  | 53 |
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| Do you use a chat/messenger application for work? .....                                                                                                                | 55 |
| Which chat/messenger app do you use? (Select all that apply) .....                                                                                                     | 56 |
| Do you make work phone calls with your computer? .....                                                                                                                 | 57 |
| Which platform do you use to make calls on your computer? (Check all that apply) .....                                                                                 | 58 |

Please select your role at Texas A&M University



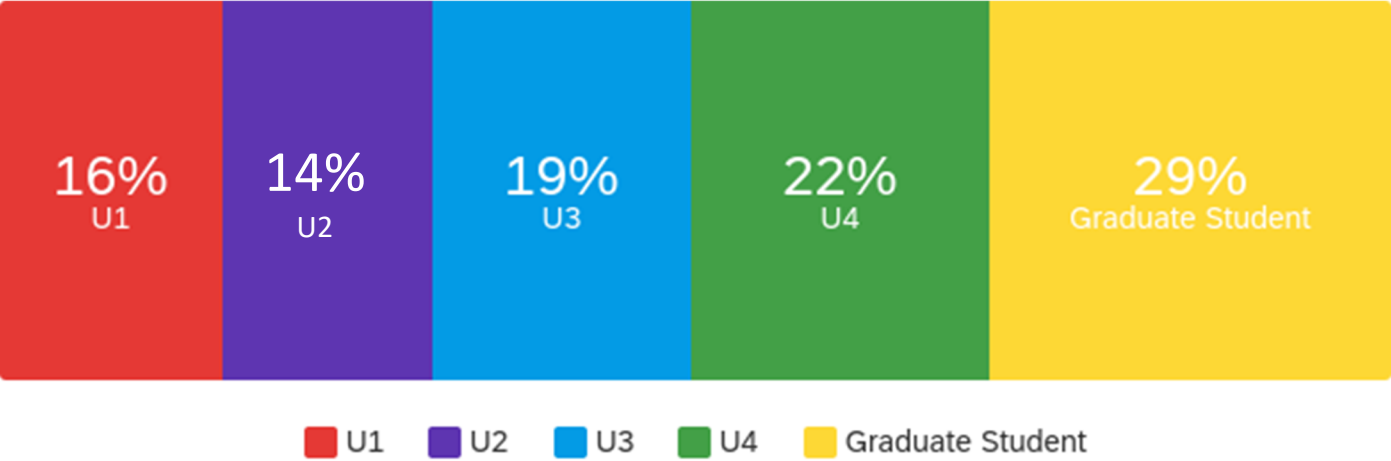
| # | Answer                               | %      | Count |
|---|--------------------------------------|--------|-------|
| 1 | Student                              | 48.61% | 2056  |
| 2 | Faculty                              | 8.46%  | 358   |
| 3 | Staff                                | 28.68% | 1213  |
| 4 | Student/Staff (student worker, etc.) | 14.26% | 603   |
|   | Total                                | 100%   | 4230  |

What is the primary college, department or unit for which you work?

Since this allowed everyone to enter their department, answers varied a great deal. The word cloud below shows the more common responses in darker and larger lettering.



Please select your classification:

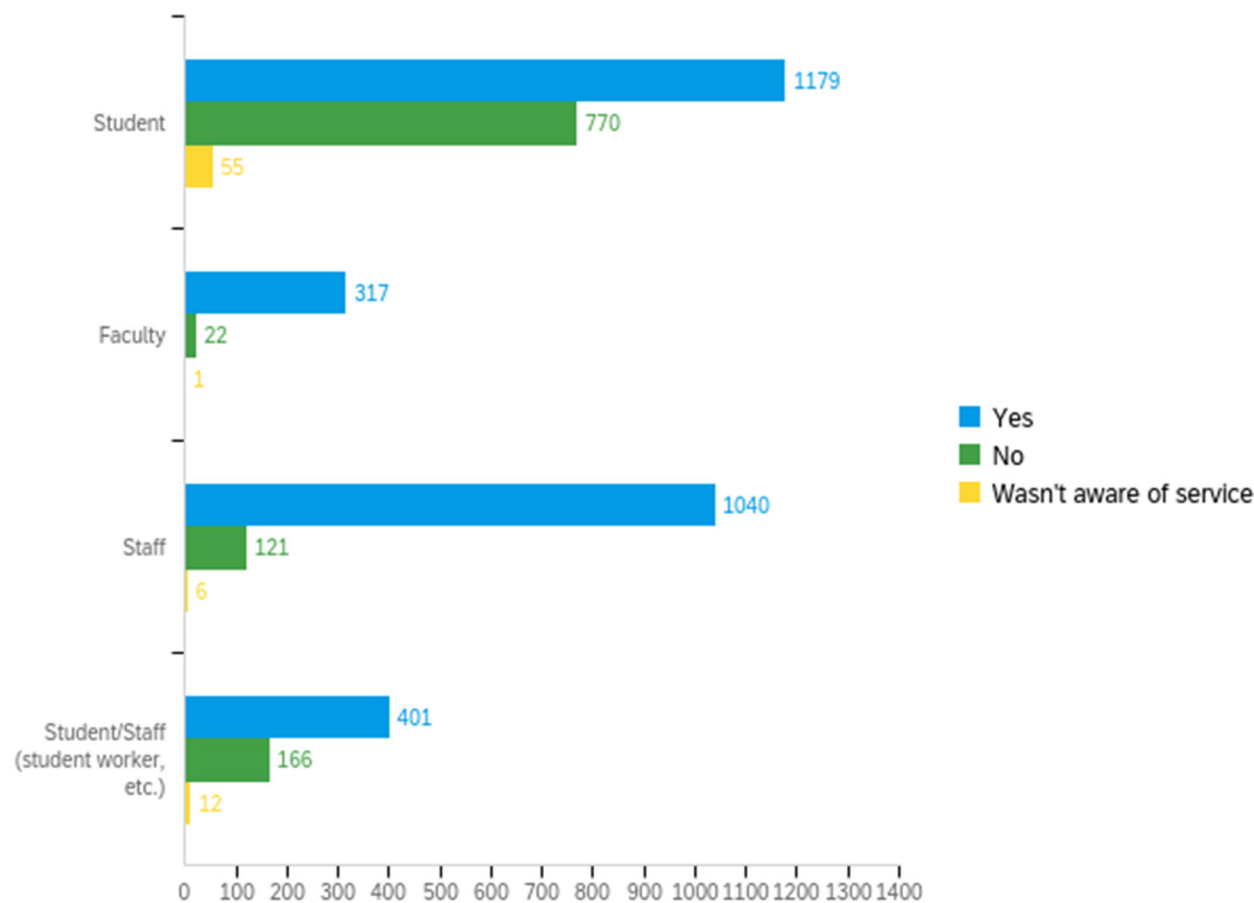


## What college is your primary major located within?

| #  | Question                                             | Student |     | Student/Staff (student worker, etc.) |     | Total |
|----|------------------------------------------------------|---------|-----|--------------------------------------|-----|-------|
| 1  | College of Agriculture and Life Sciences             | 74.82%  | 211 | 25.18%                               | 71  | 282   |
| 3  | College of Architecture                              | 81.97%  | 100 | 18.03%                               | 22  | 122   |
| 5  | Mays Business School                                 | 84.17%  | 202 | 15.83%                               | 38  | 240   |
| 7  | College of Dentistry                                 | 0.00%   | 0   | 0.00%                                | 0   | 0     |
| 9  | College of Education and Human Development           | 70.46%  | 167 | 29.54%                               | 70  | 237   |
| 11 | College of Engineering                               | 79.08%  | 737 | 20.92%                               | 195 | 932   |
| 13 | College of Geosciences                               | 73.68%  | 42  | 26.32%                               | 15  | 57    |
| 15 | Bush School of Government & Public Service           | 63.64%  | 21  | 36.36%                               | 12  | 33    |
| 17 | School of Innovation                                 | 0.00%   | 0   | 0.00%                                | 0   | 0     |
| 19 | School of Law                                        | 93.48%  | 43  | 6.52%                                | 3   | 46    |
| 21 | College of Liberal Arts                              | 76.63%  | 200 | 23.37%                               | 61  | 261   |
| 23 | College of Medicine                                  | 83.33%  | 5   | 16.67%                               | 1   | 6     |
| 25 | College of Nursing                                   | 100.00% | 4   | 0.00%                                | 0   | 4     |
| 27 | School of Public Health                              | 76.92%  | 10  | 23.08%                               | 3   | 13    |
| 29 | College of Science                                   | 75.37%  | 153 | 24.63%                               | 50  | 203   |
| 31 | College of Veterinary Medicine & Biomedical Sciences | 74.52%  | 117 | 25.48%                               | 40  | 157   |

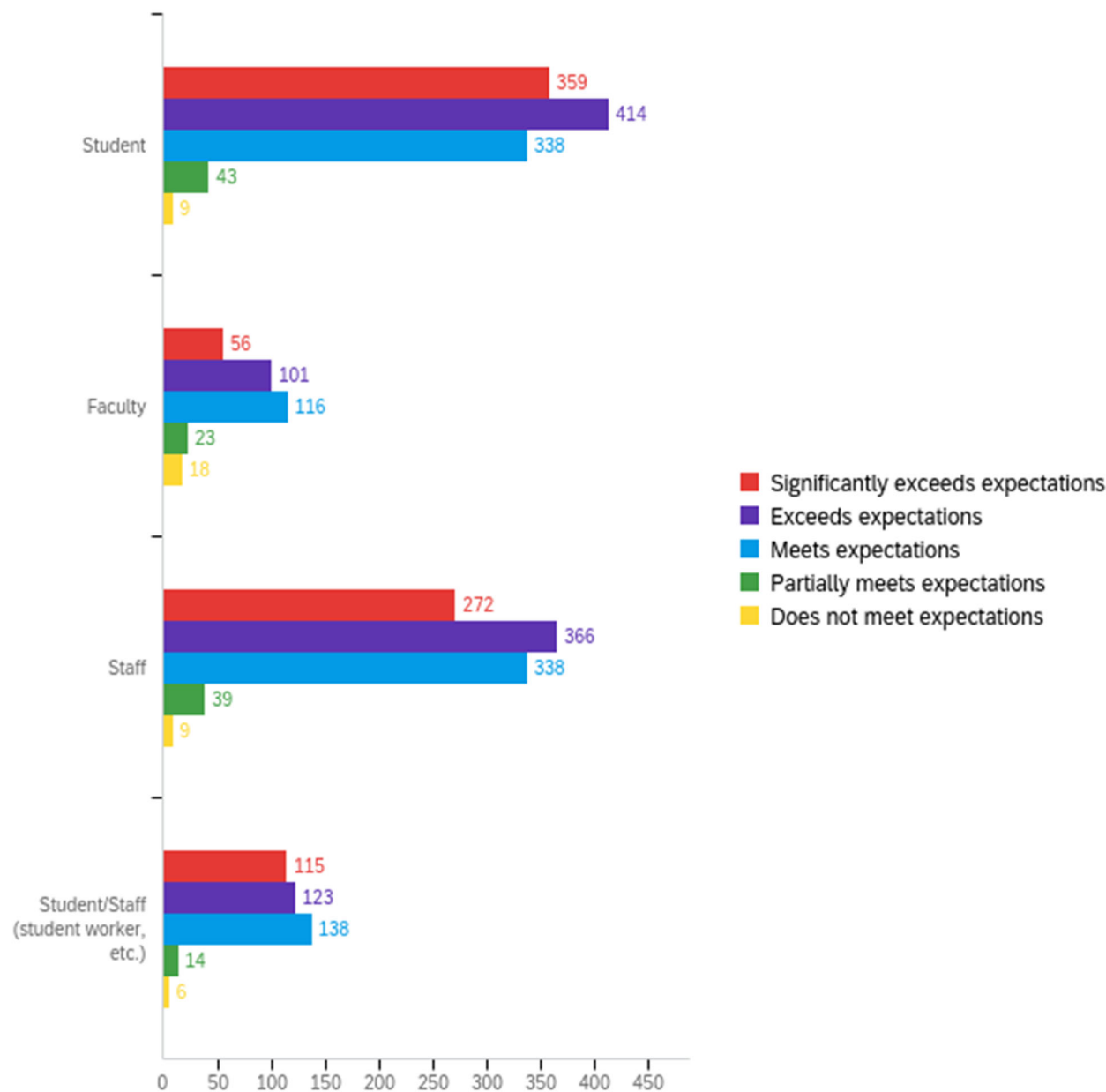


# Have you ever used Help Desk Central for support?

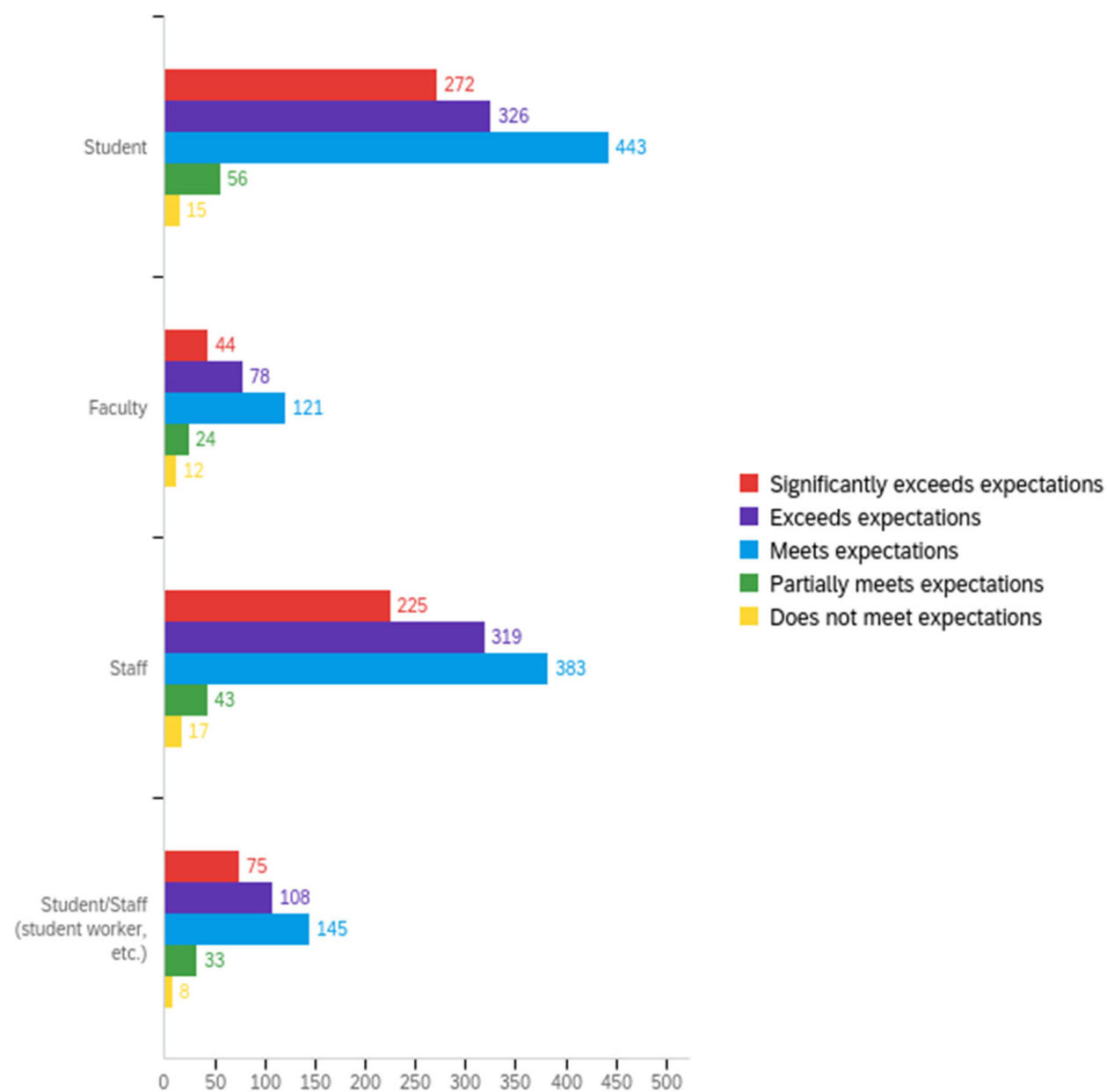


# Please rank your experience when visiting or contacting Help Desk Central

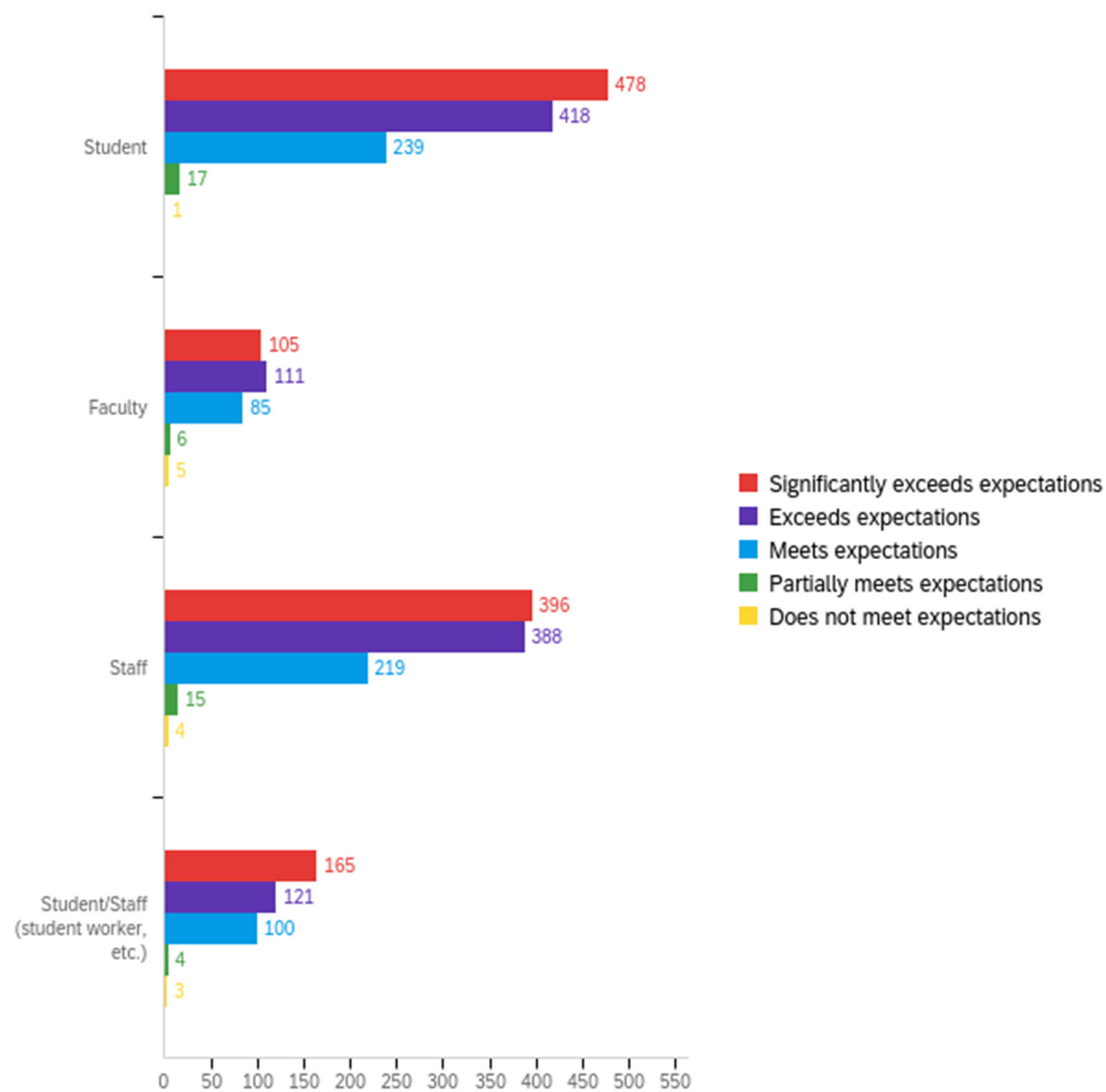
Your overall experience



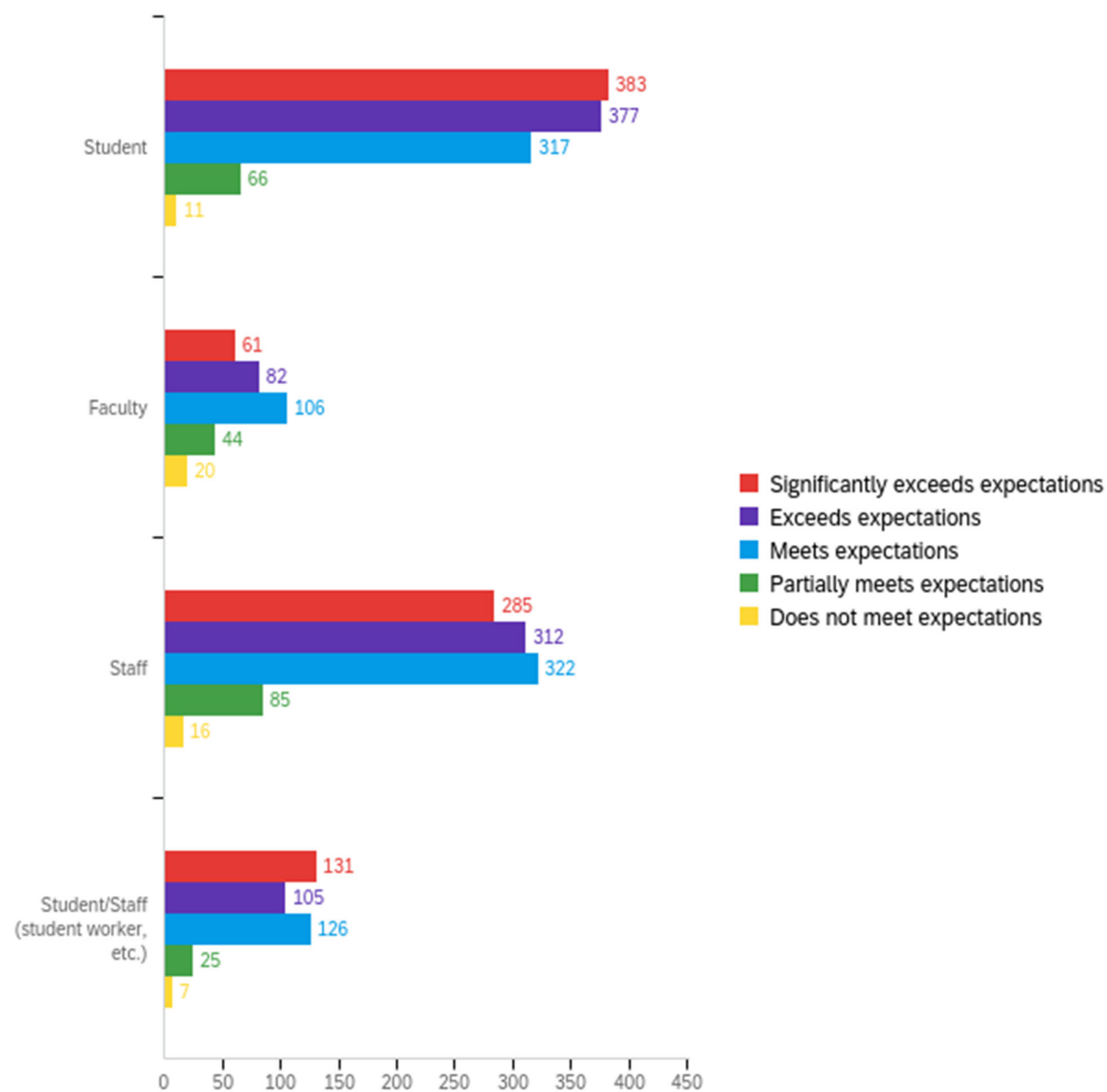
## Your hold time if you reached out by phone



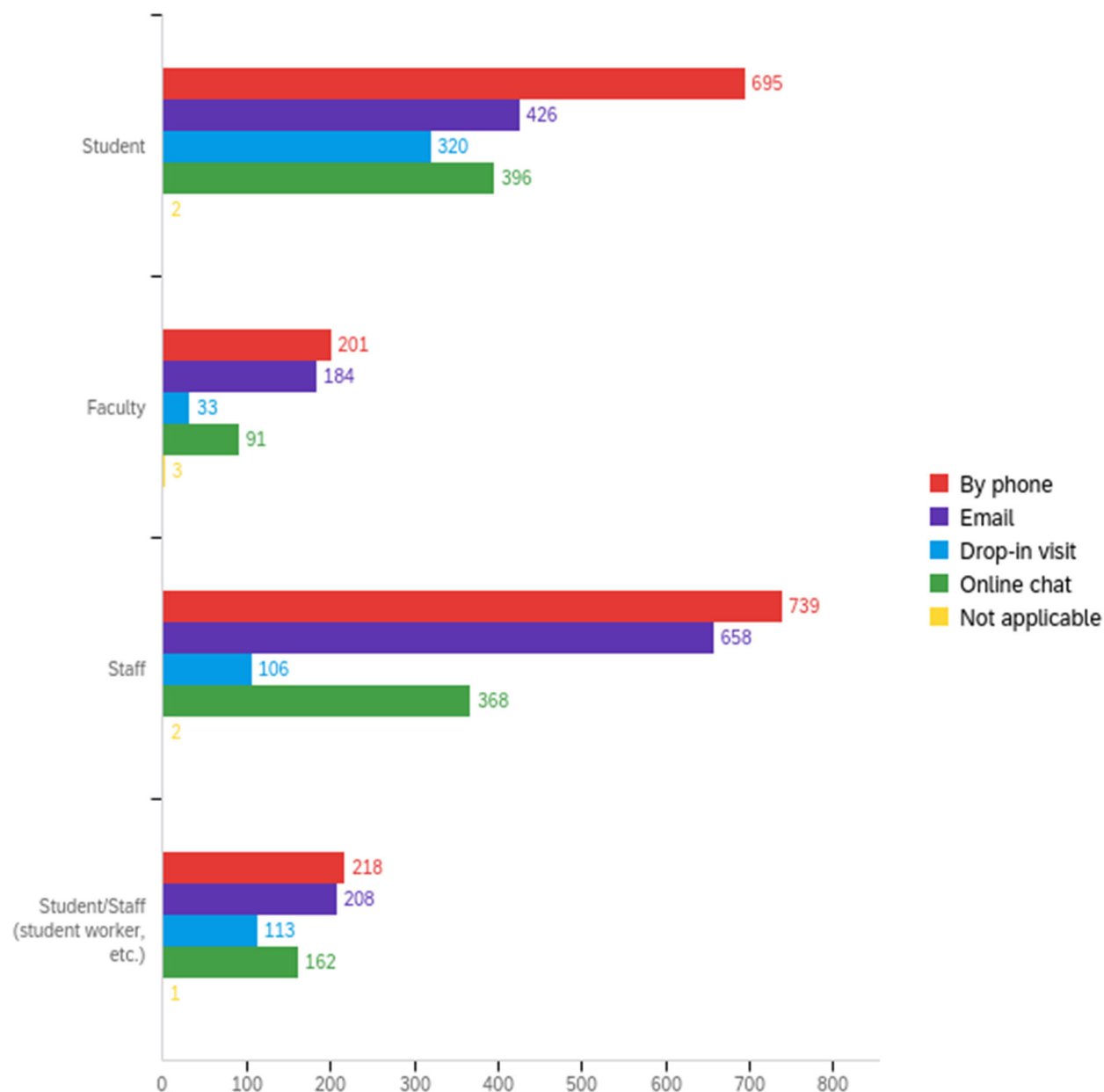
## Politeness and courtesy of agent



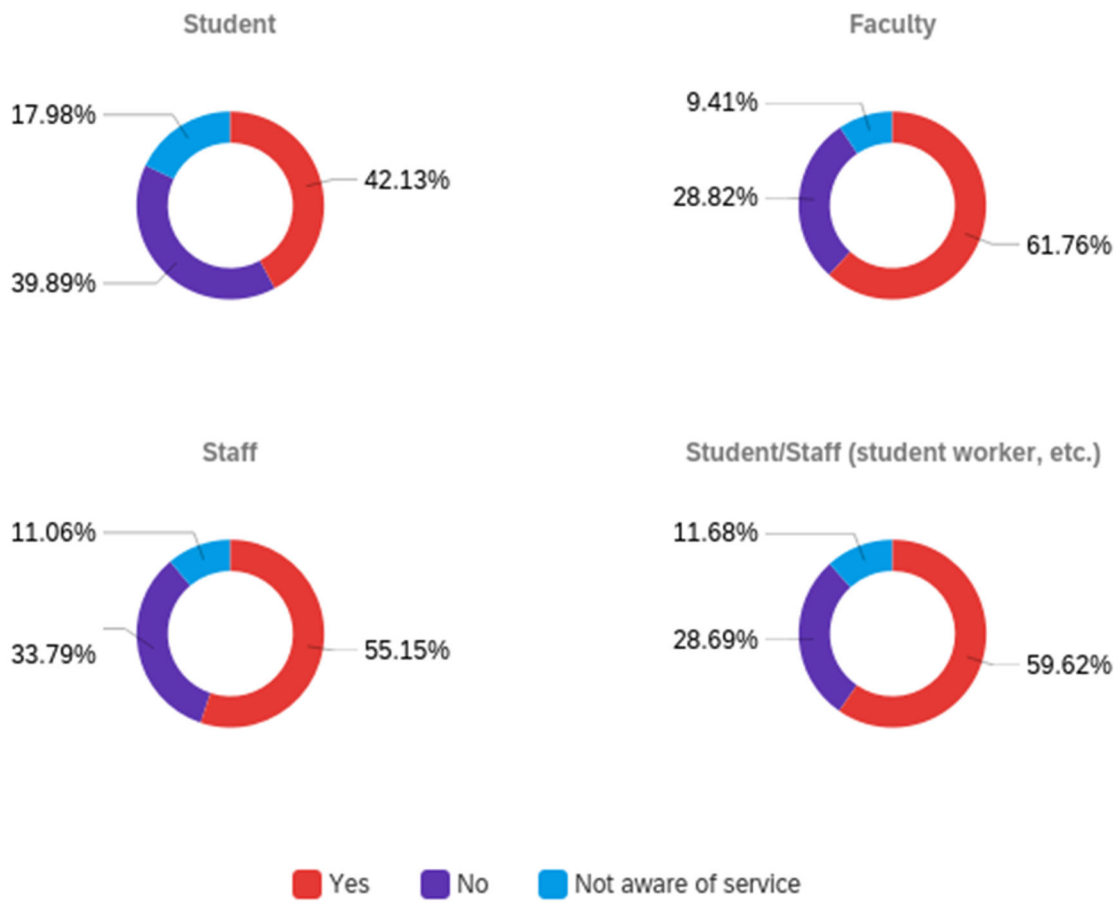
## Ease of finding support



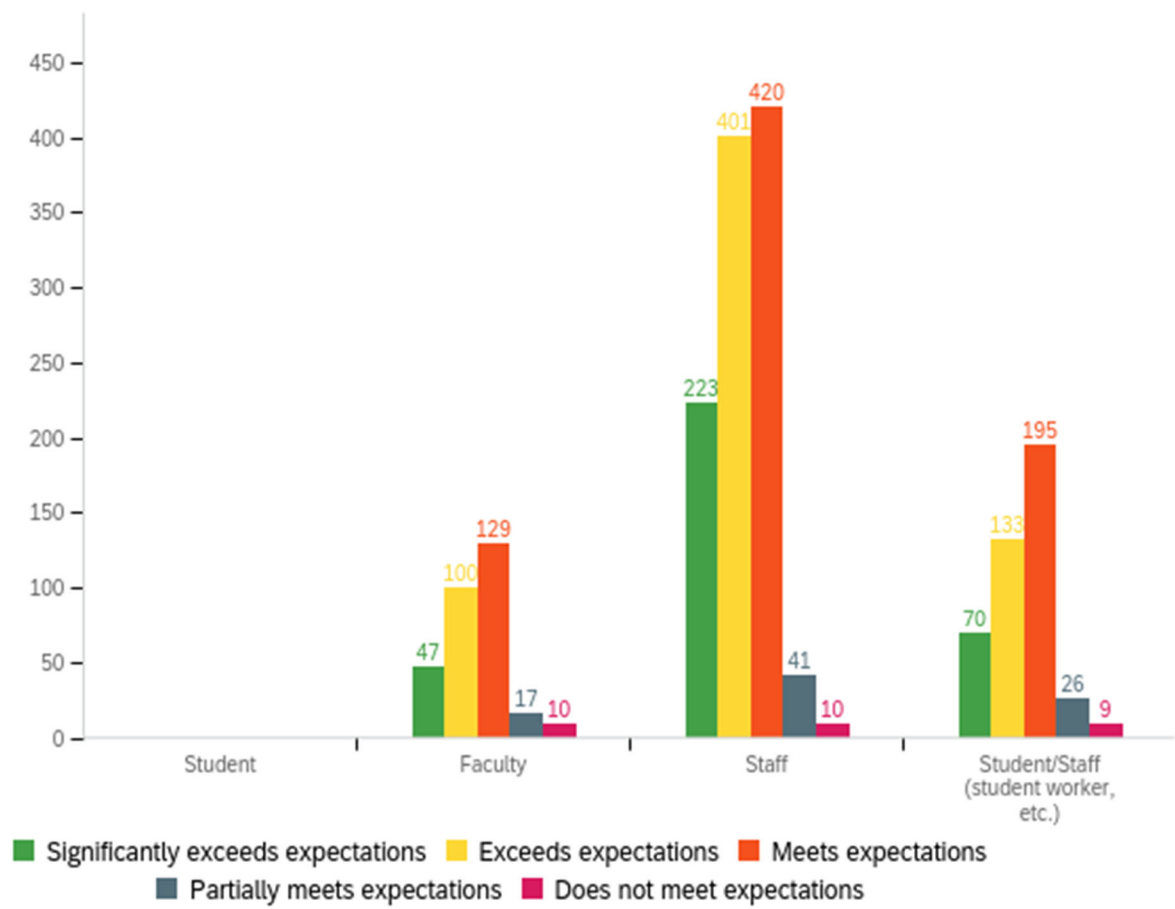
How do you prefer to contact Help Desk Central or receive technical assistance?  
Select all that apply.



Have you ever used the Software Center (software.tamu.edu) to purchase discounted software?

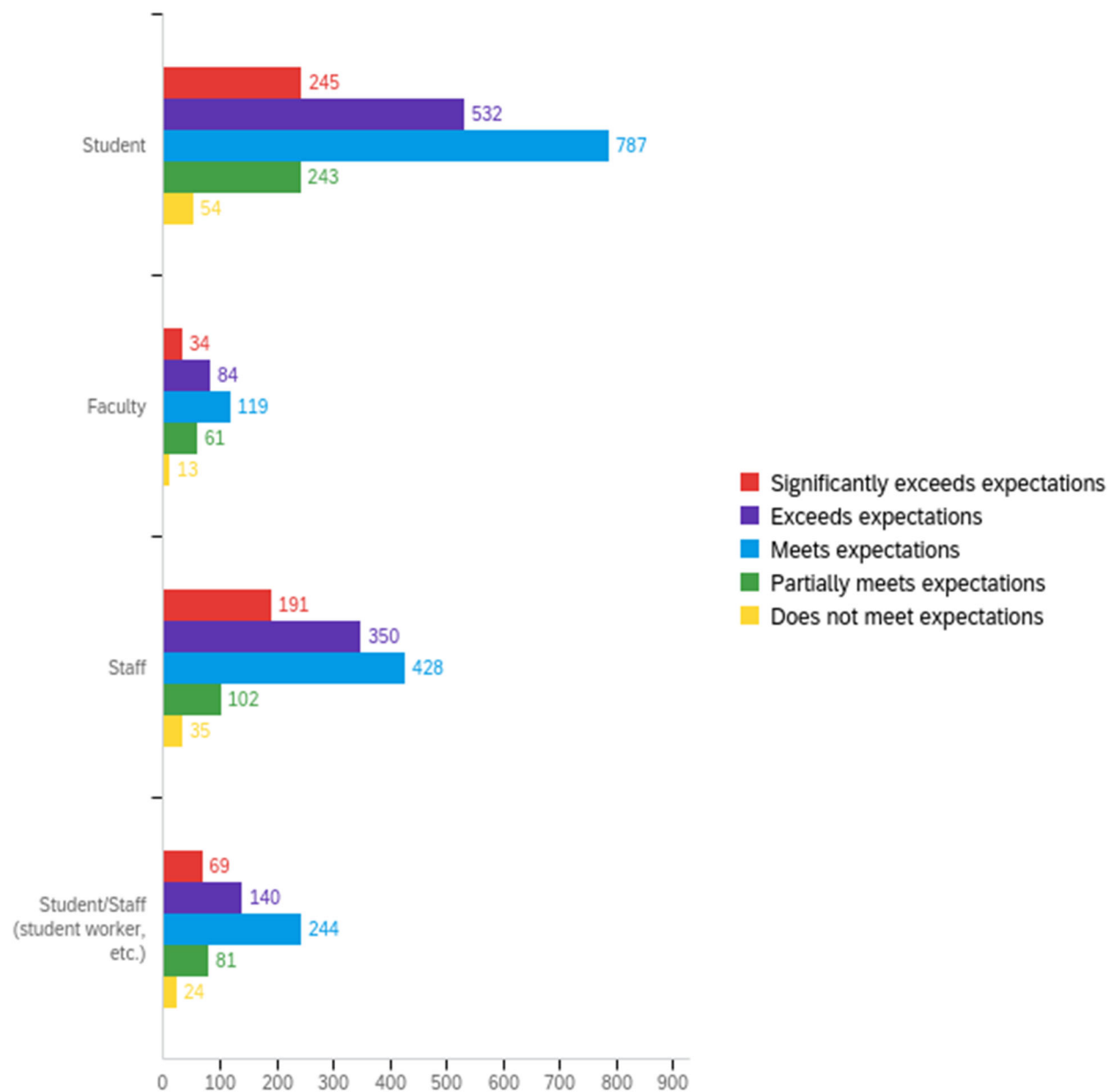


How do you rate the campus wired network on your office computer (speed/connection)?

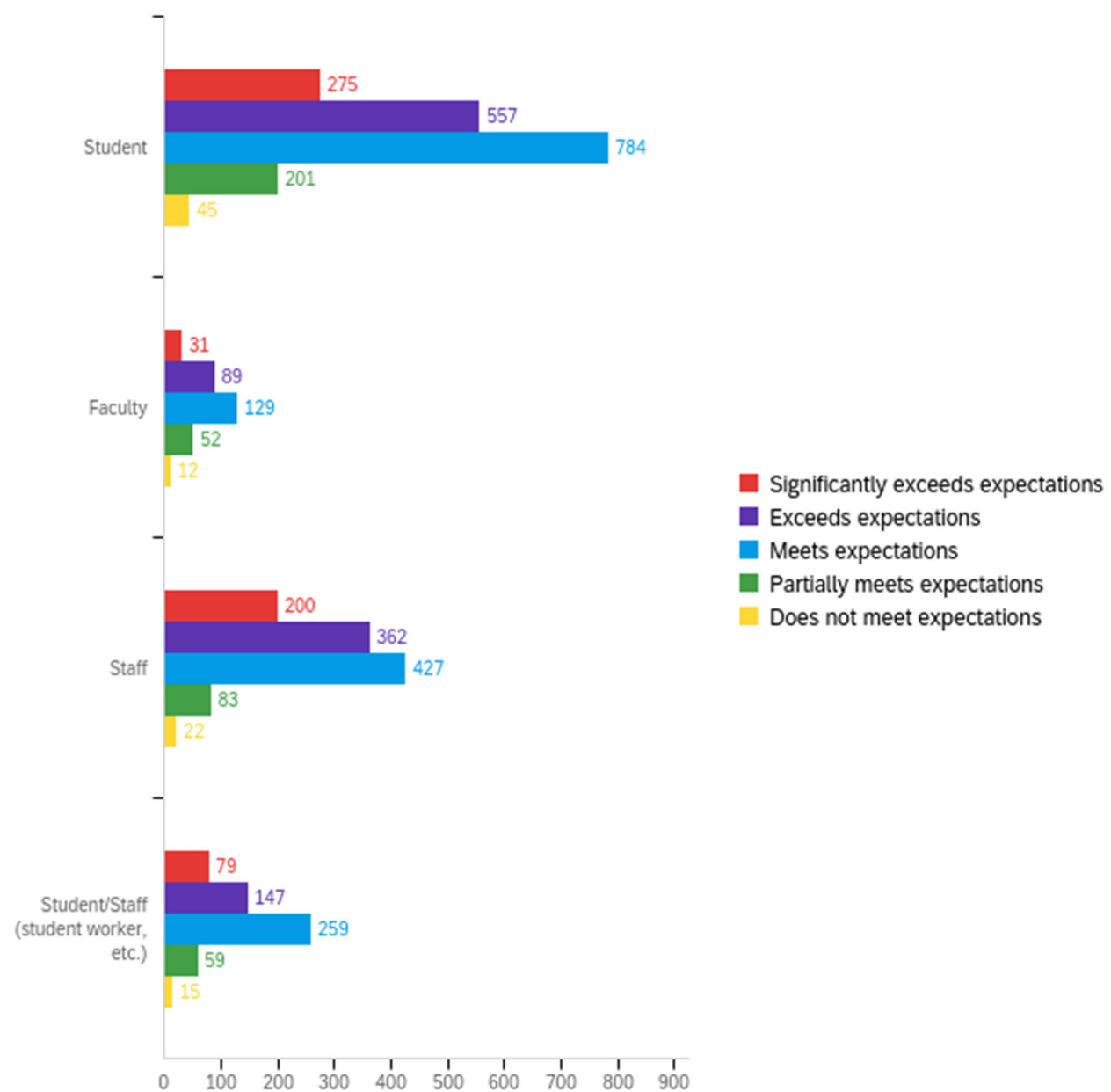




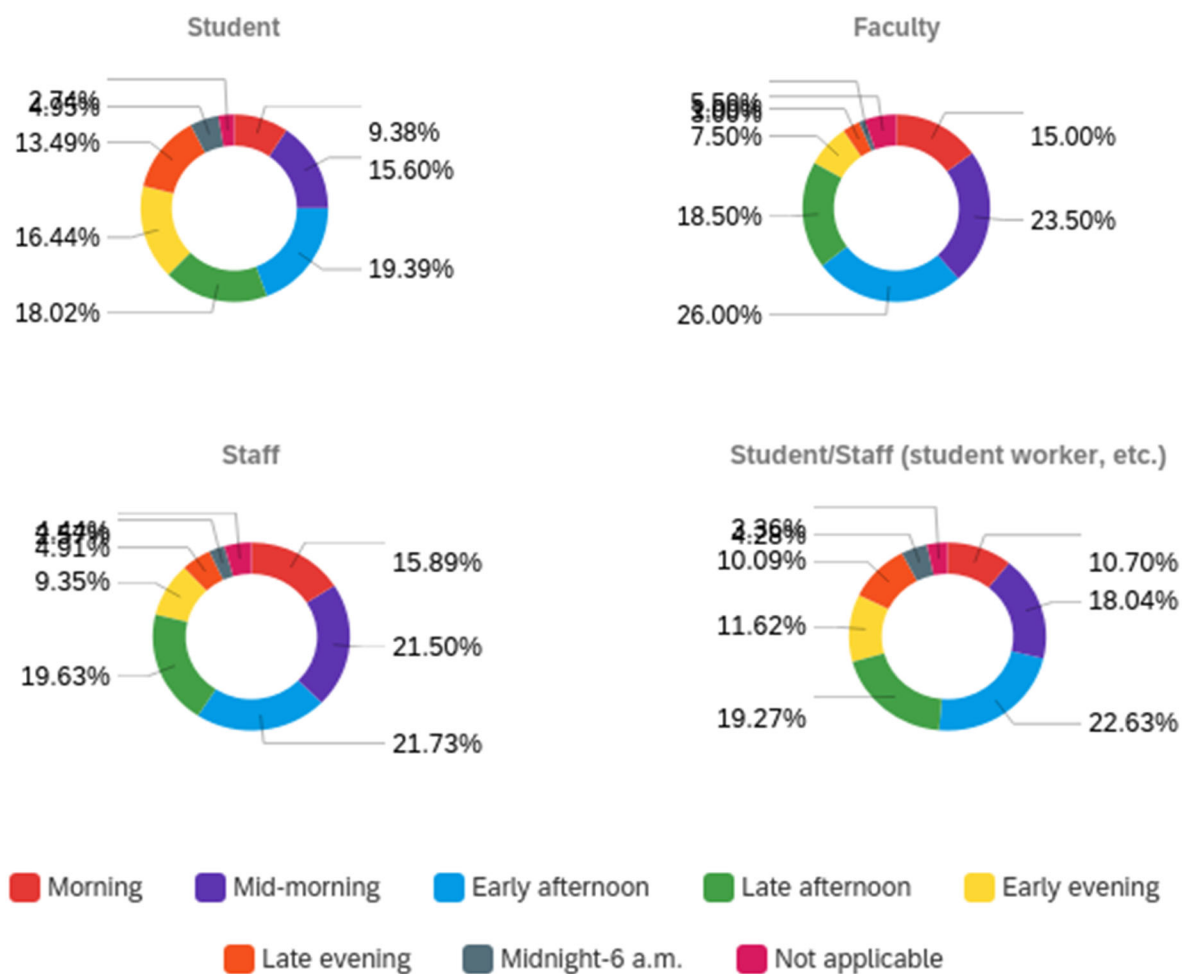
Please rate your experience with the TAMU WIFI campus wireless network:  
Wireless coverage and signal strength



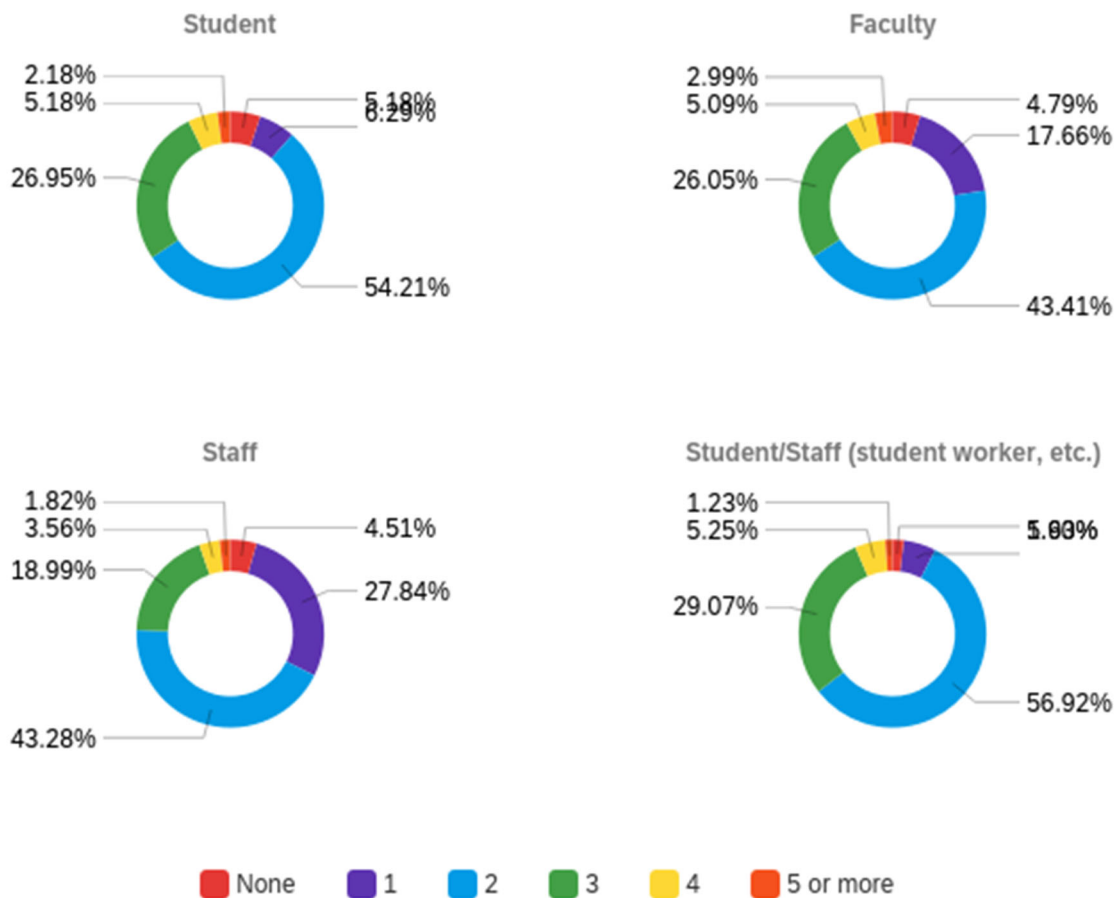
## Speed of accessing websites; downloading files



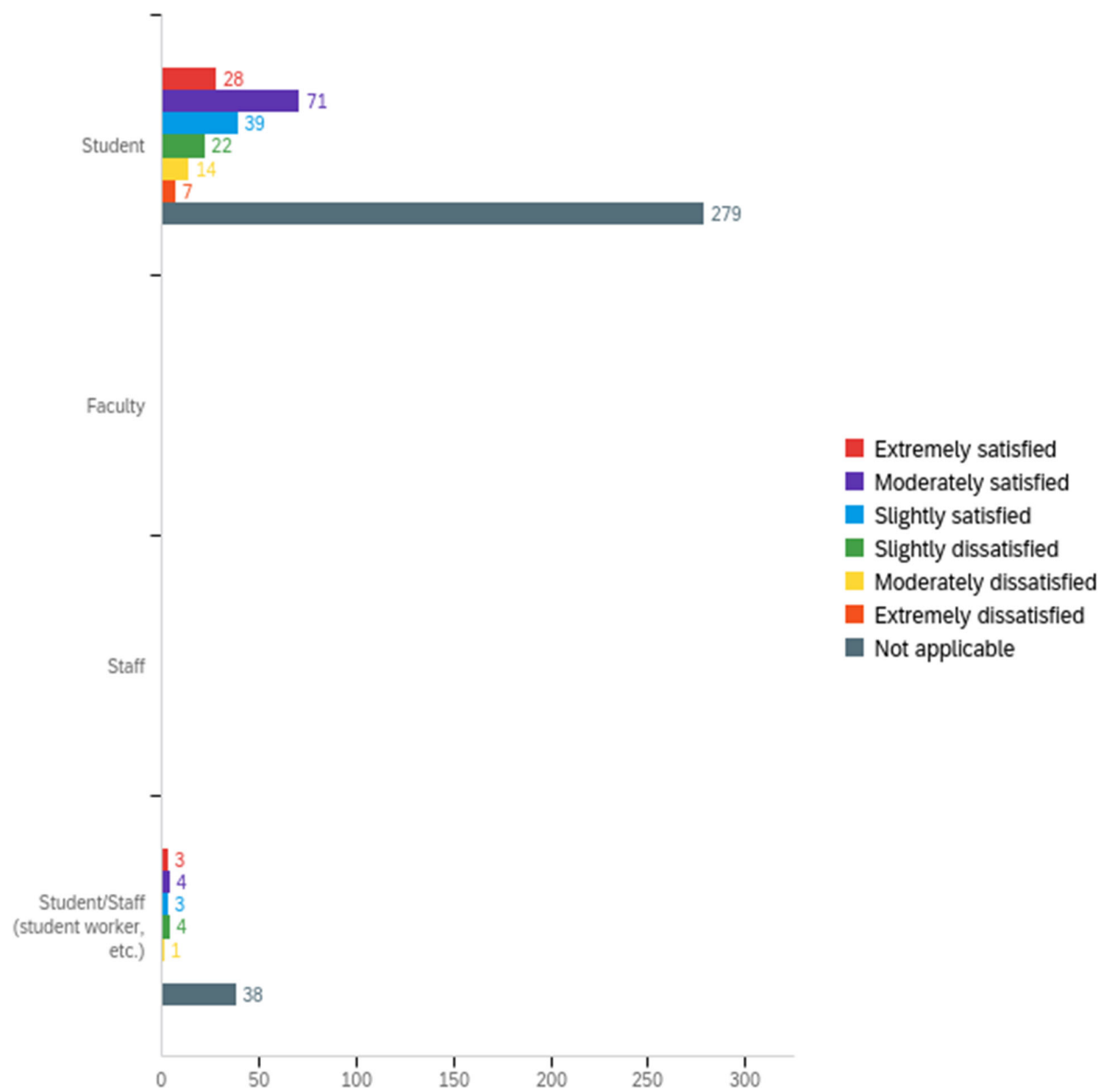
If you have experienced difficulty with WiFi on campus, what time of day was it?



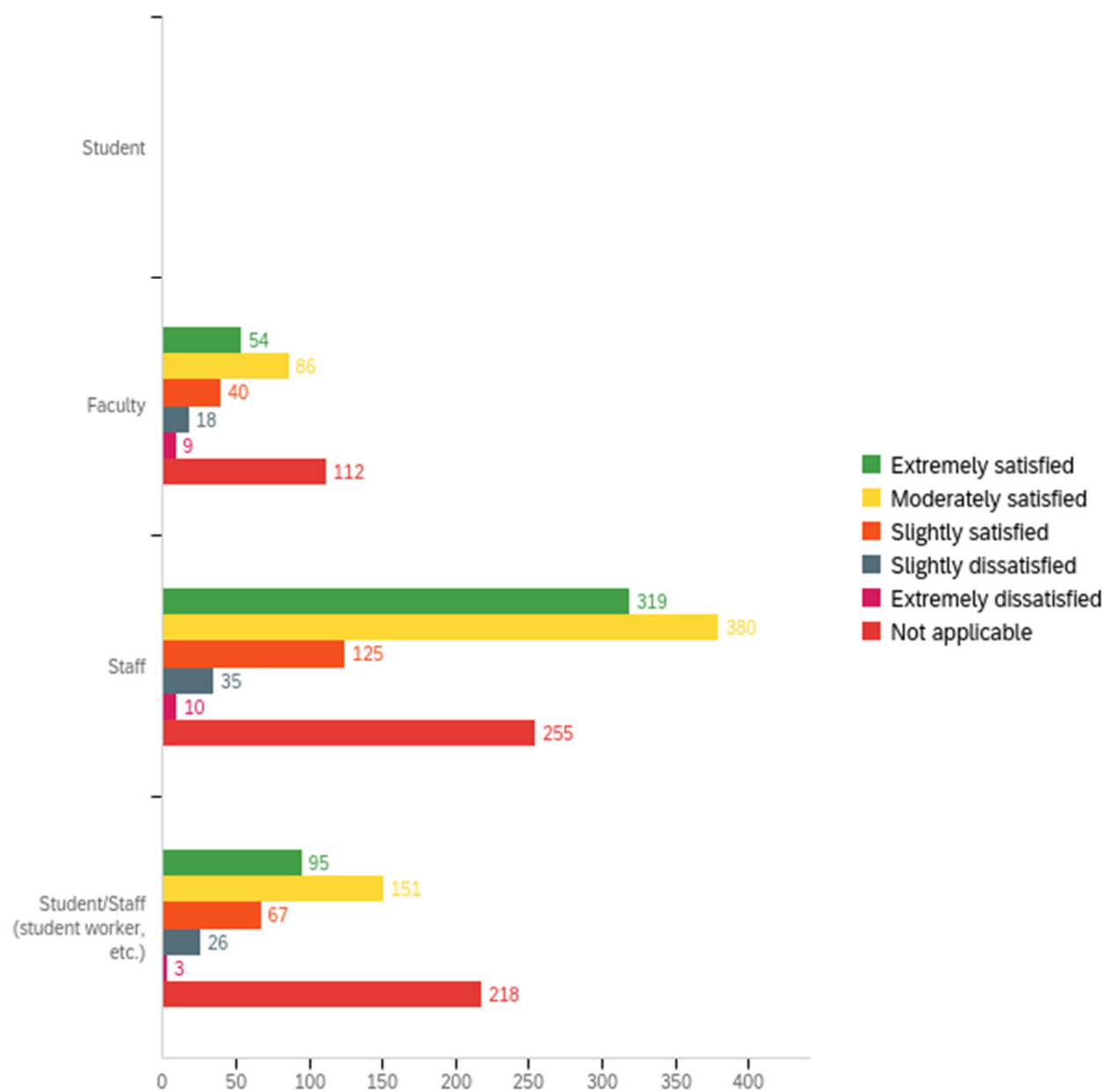
How many devices do you typically connect to the campus wireless network?  
Devices include mobile phones, tablets, watches, etc.



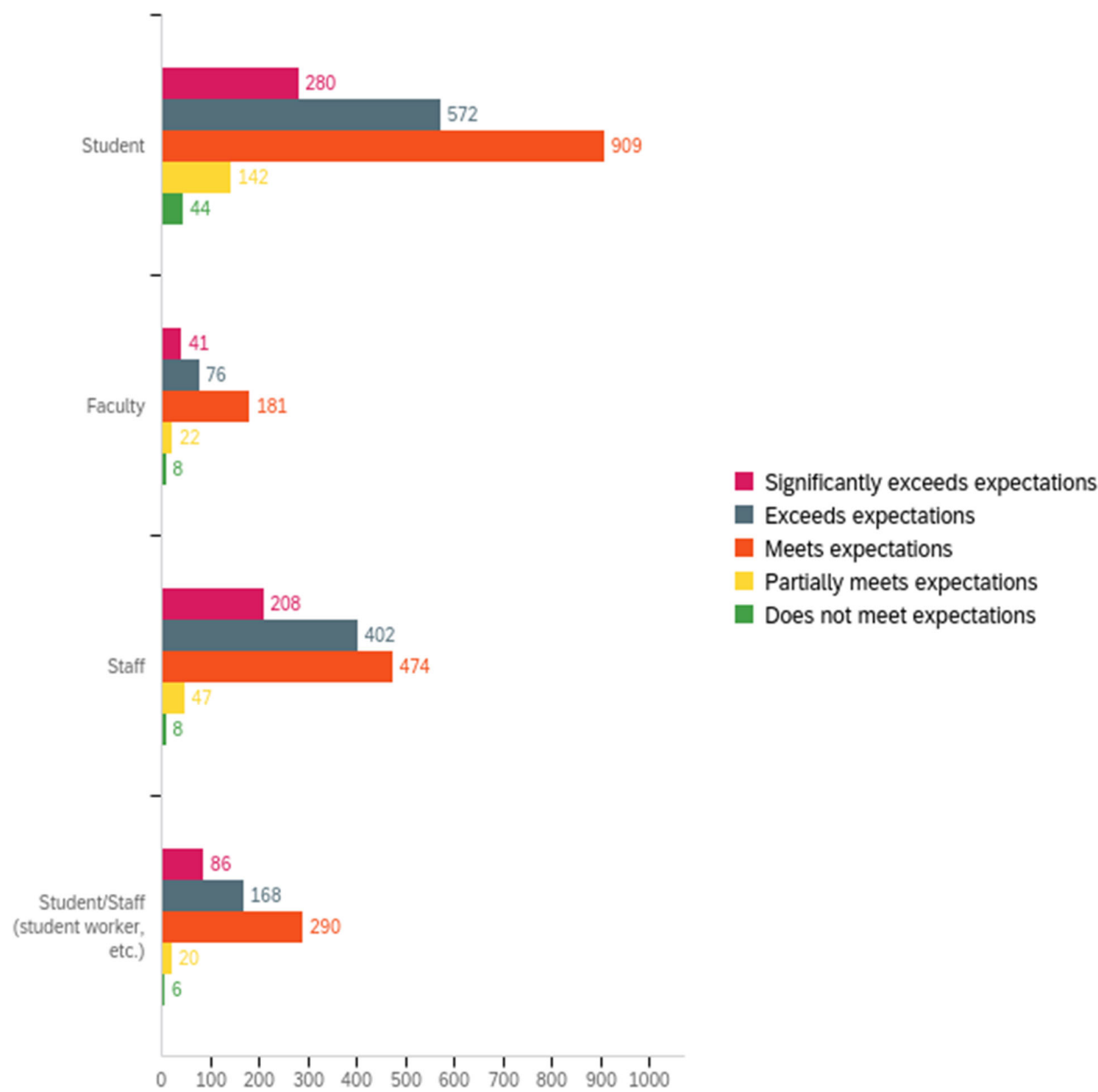
How satisfied are you with the television service in your residence hall (cable/Philo)?



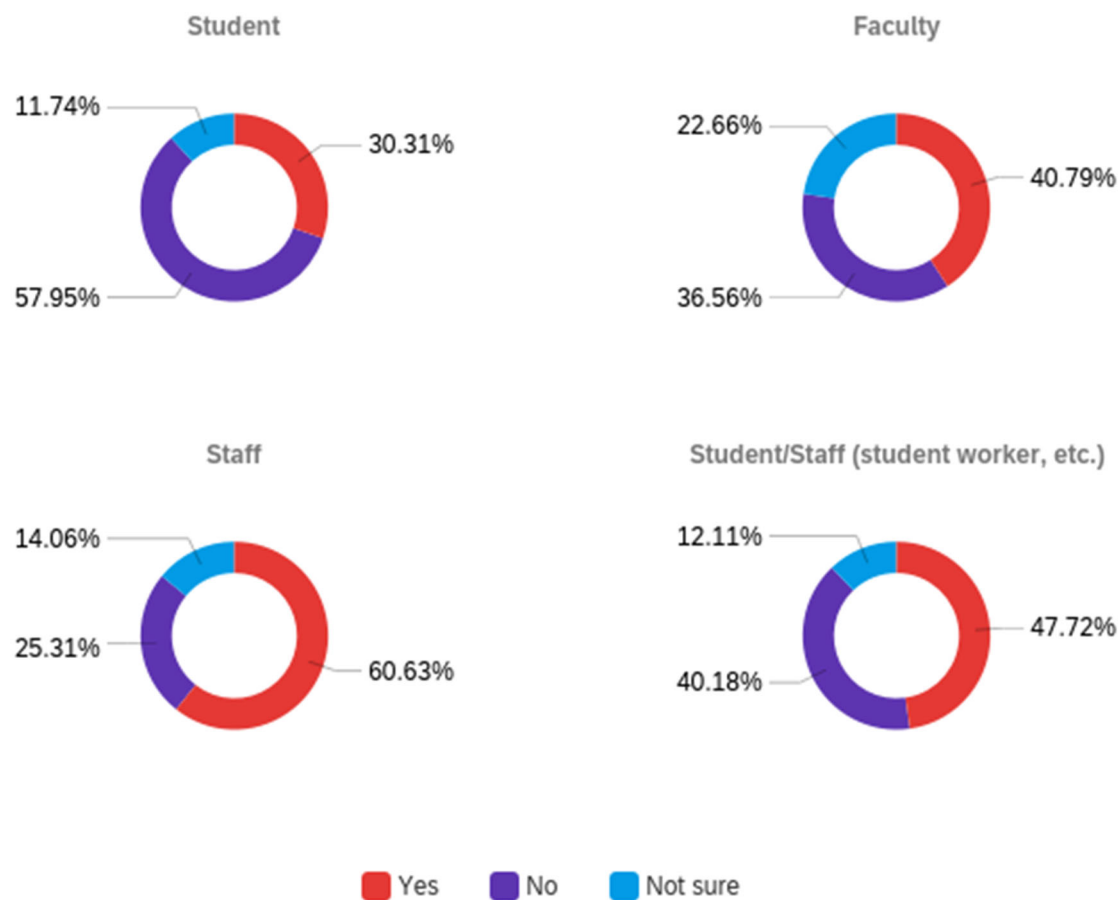
If you use keyless entry on campus, how satisfied are you with it?



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

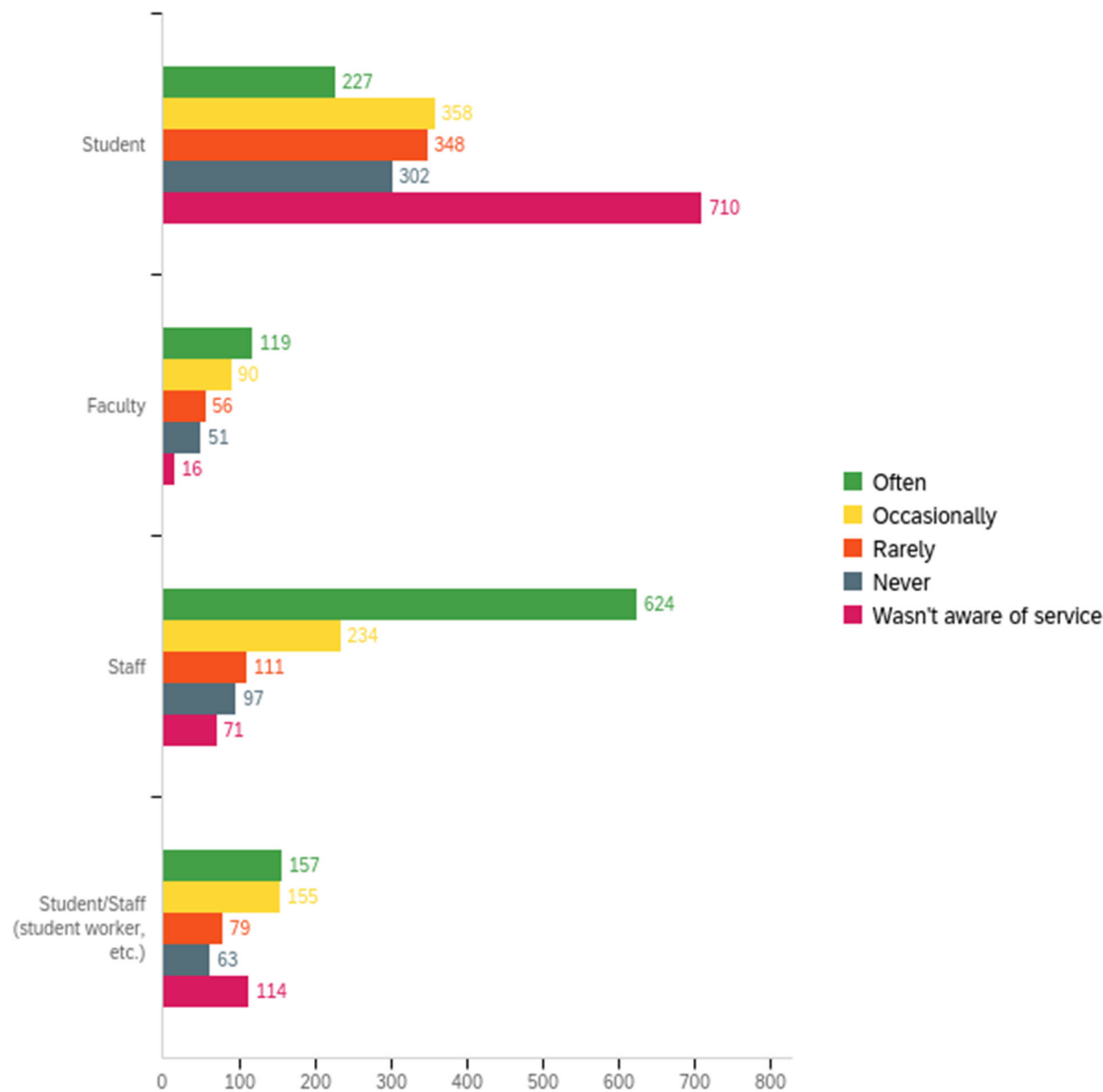


Have you heard of the Division of IT's security awareness month campaign/game held each October?

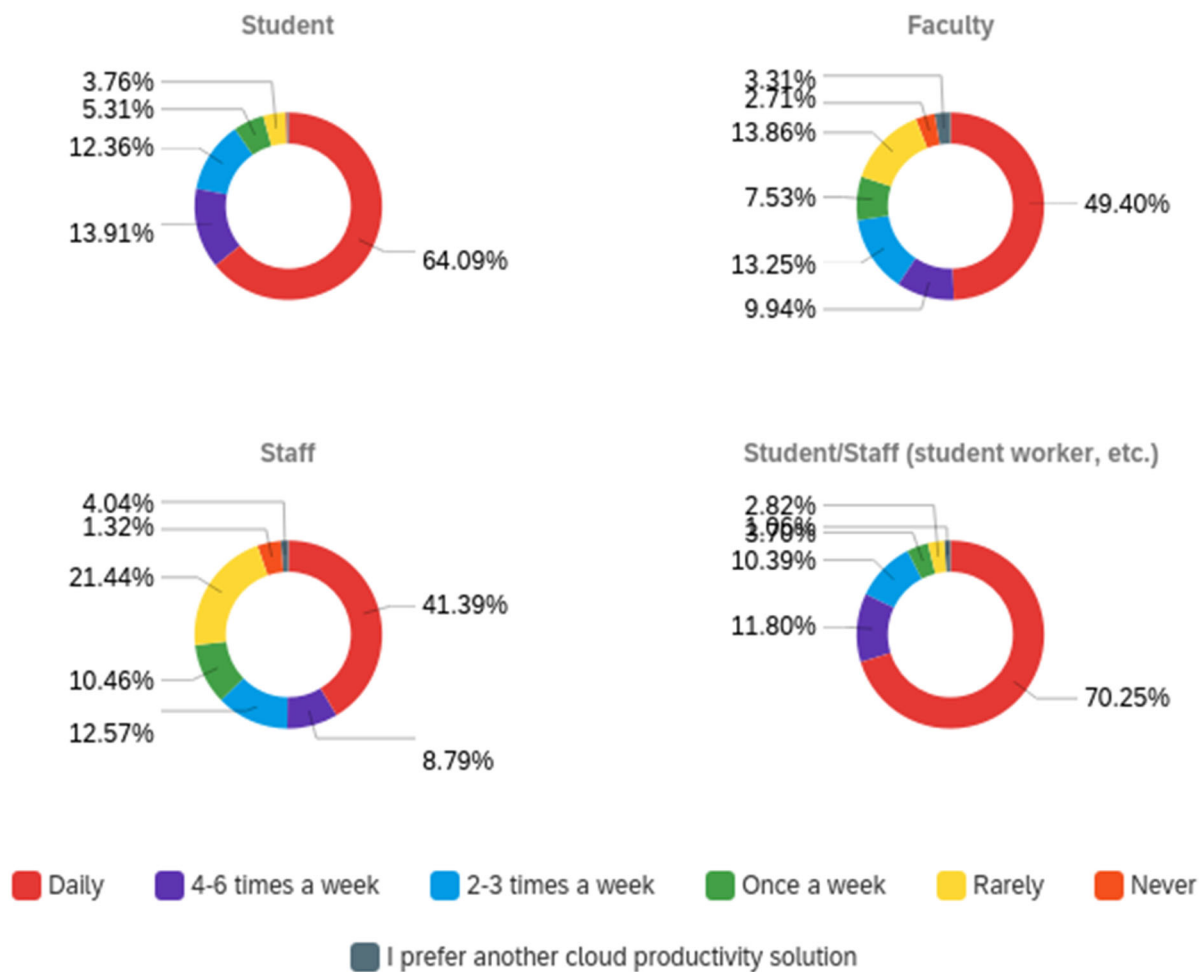




# How often do you use Texas A&M's Virtual Private Network (VPN)?

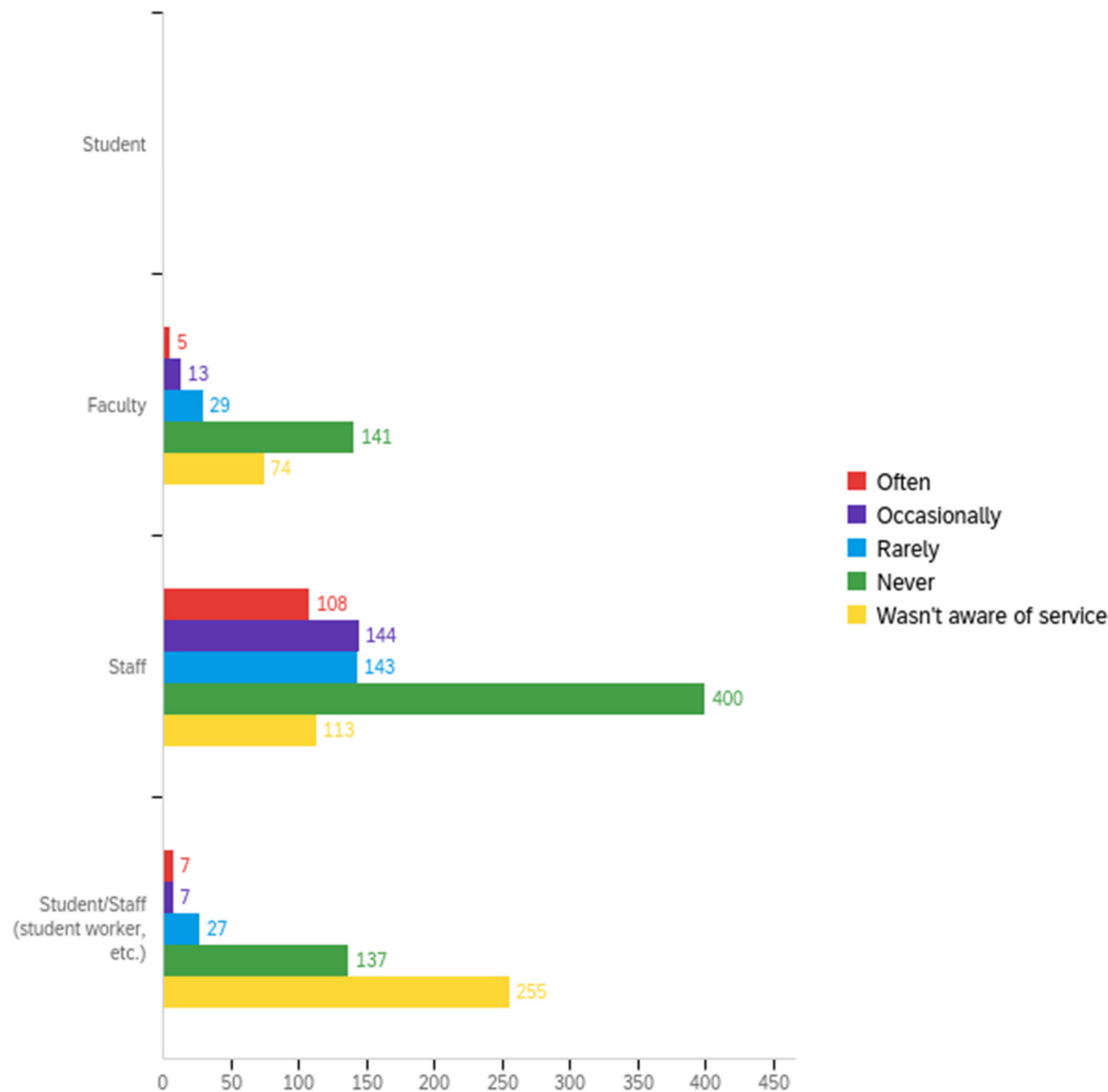


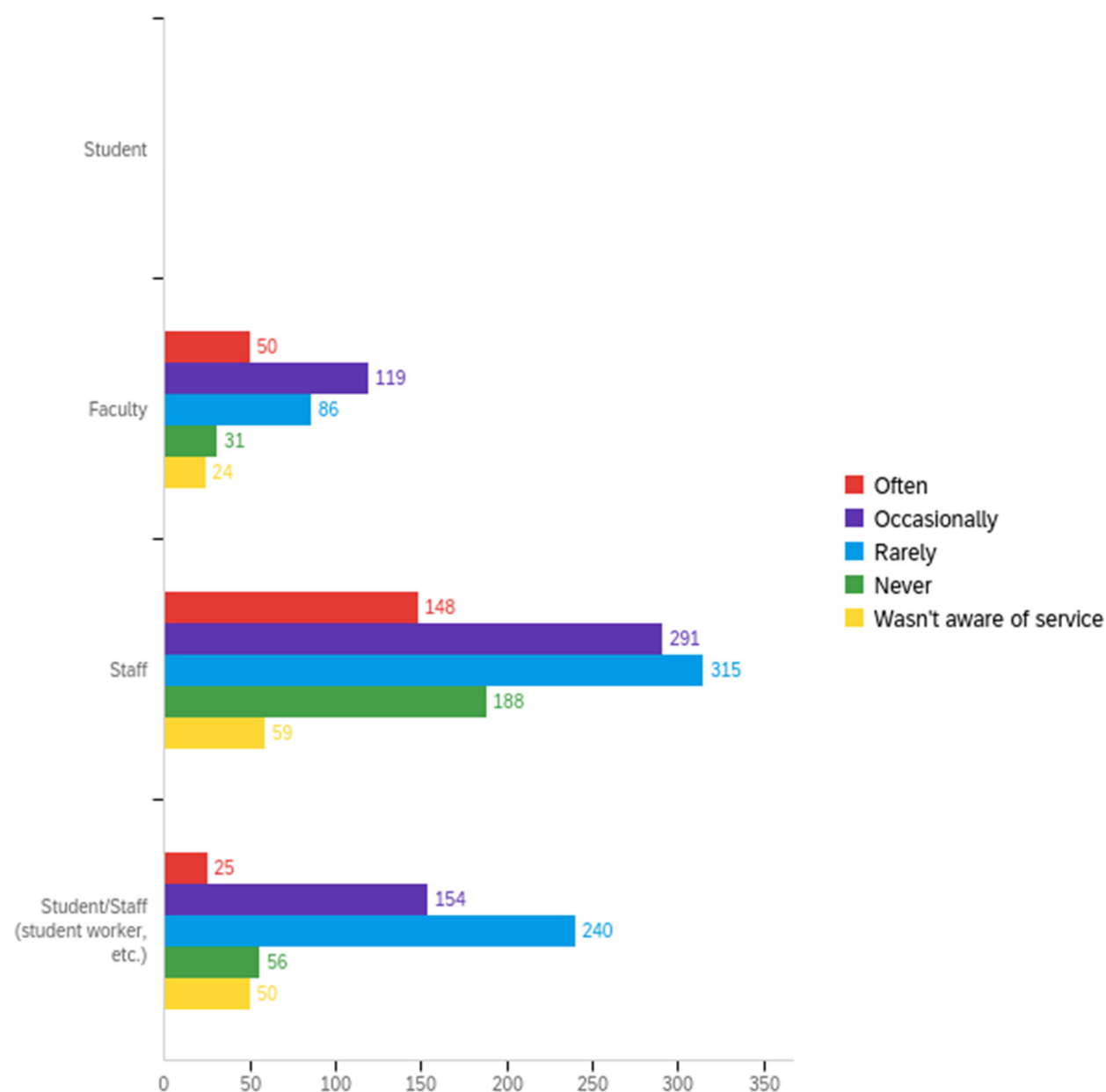
# How often do you use Google Apps?

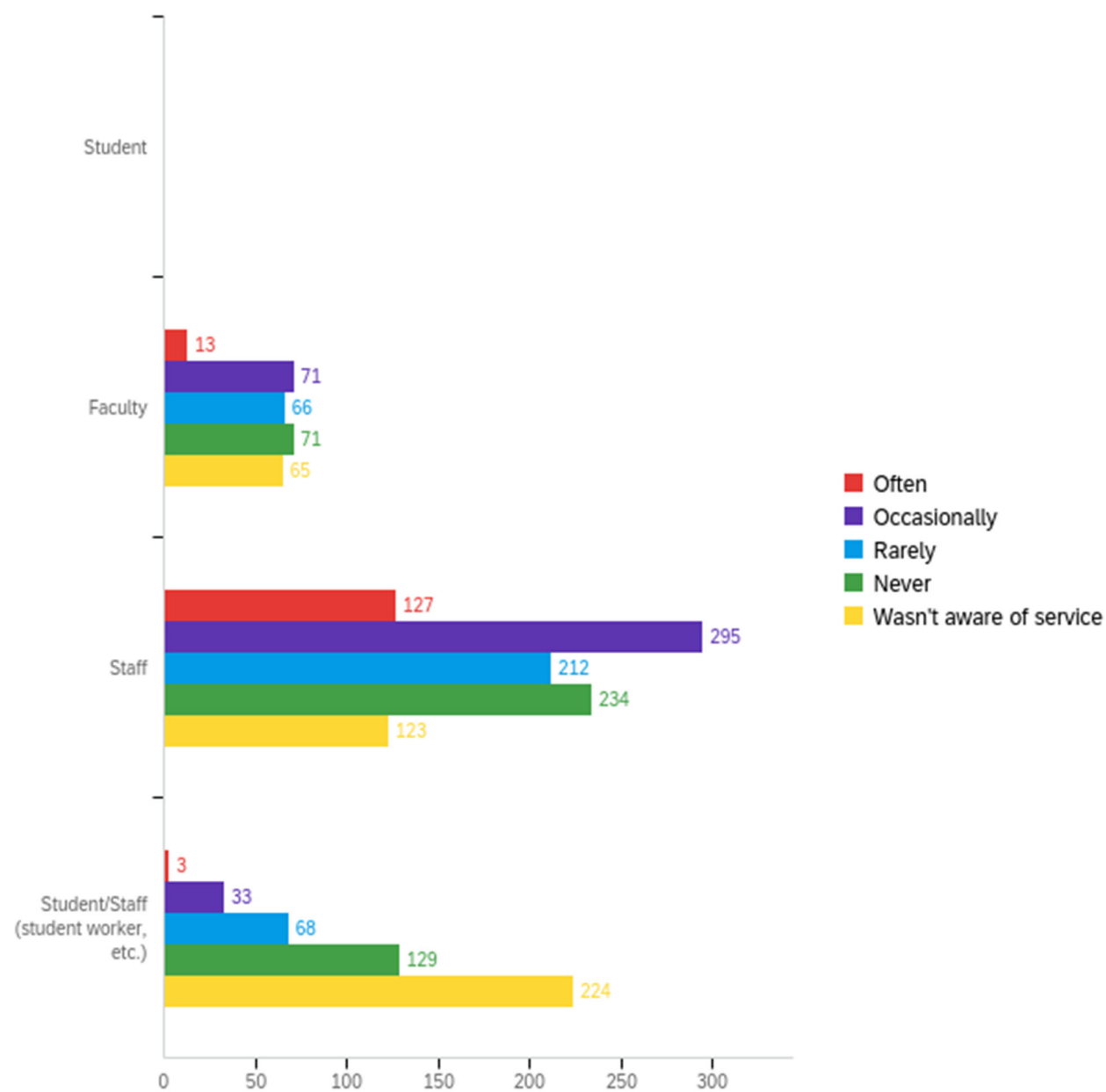


# How often do you use these services?

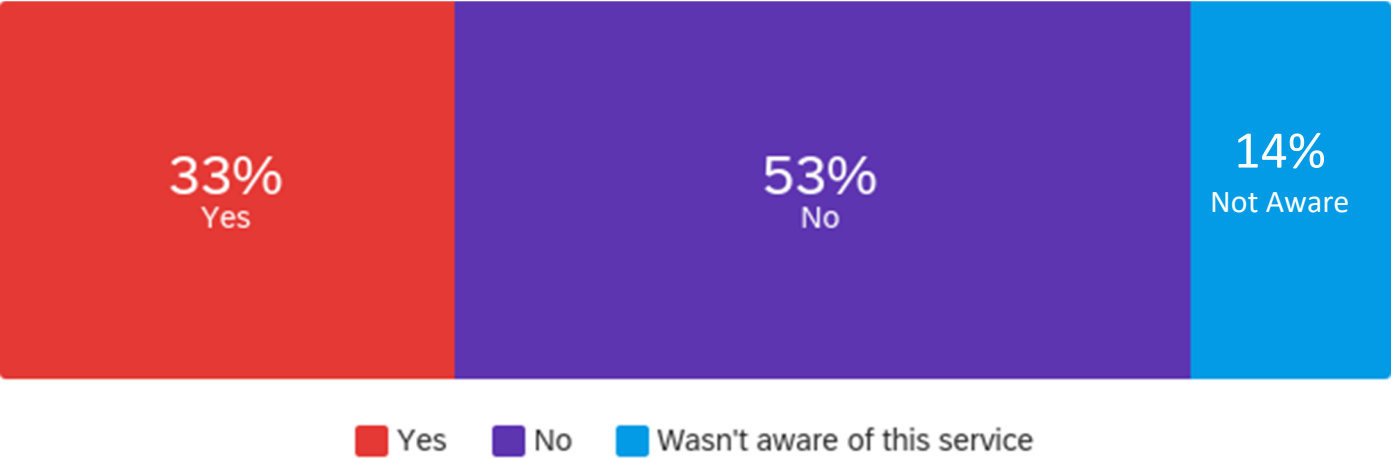
Laserfiche



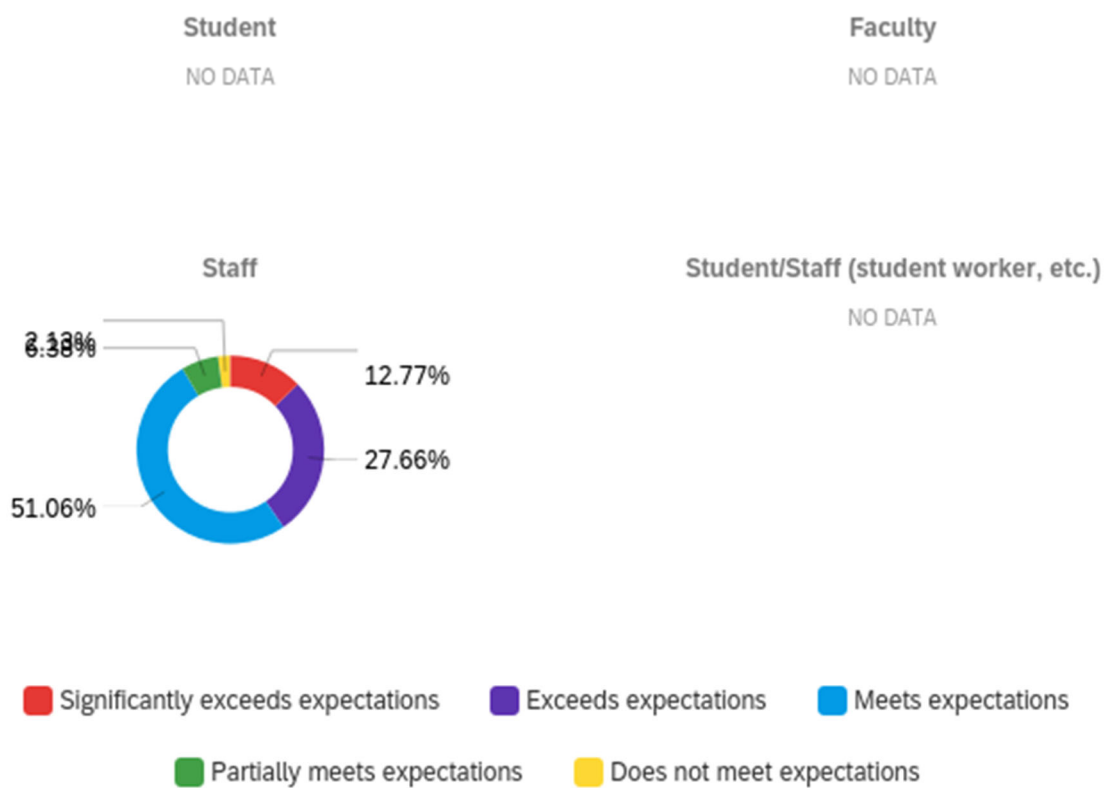




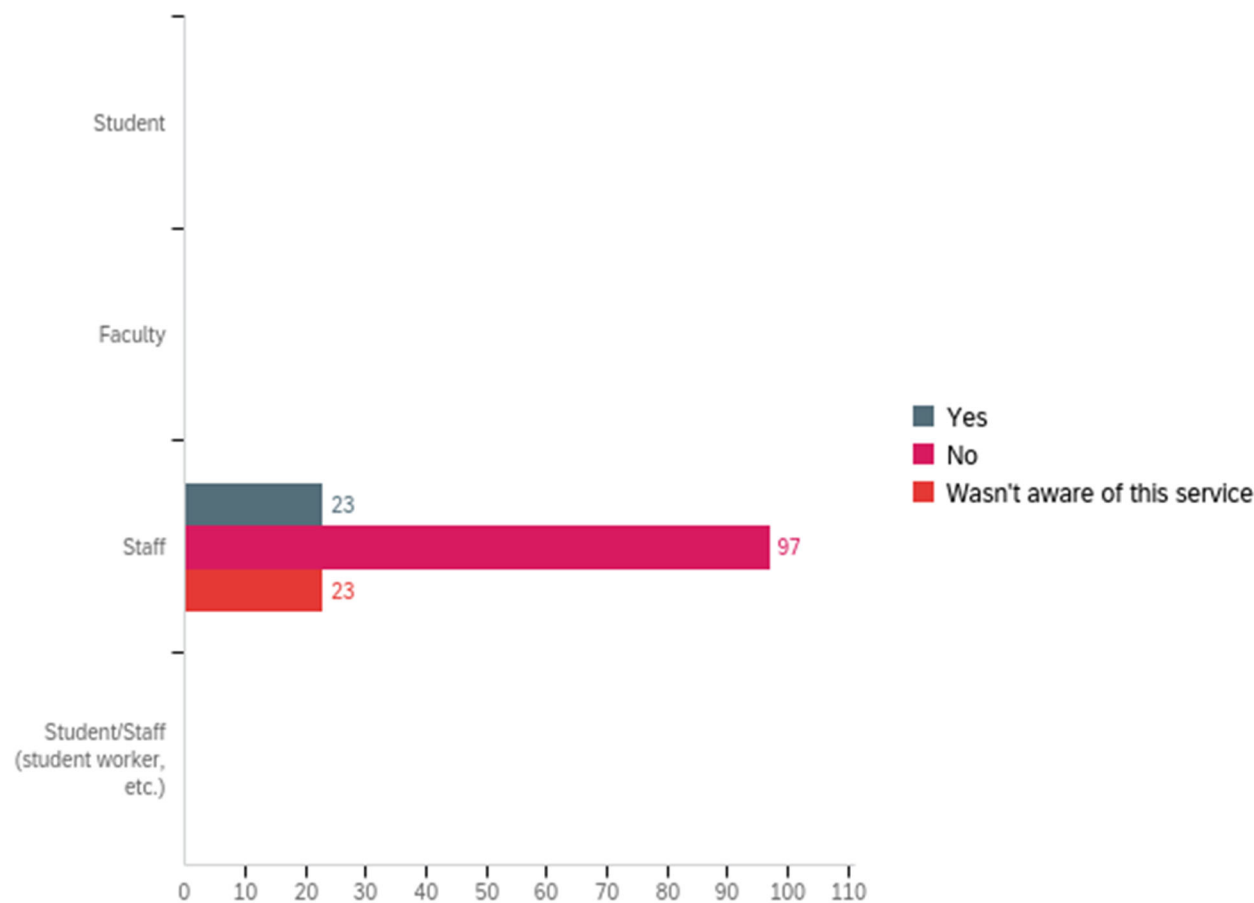
Have you used our Virtualization services?



What value do the Virtualization services bring to your organization?

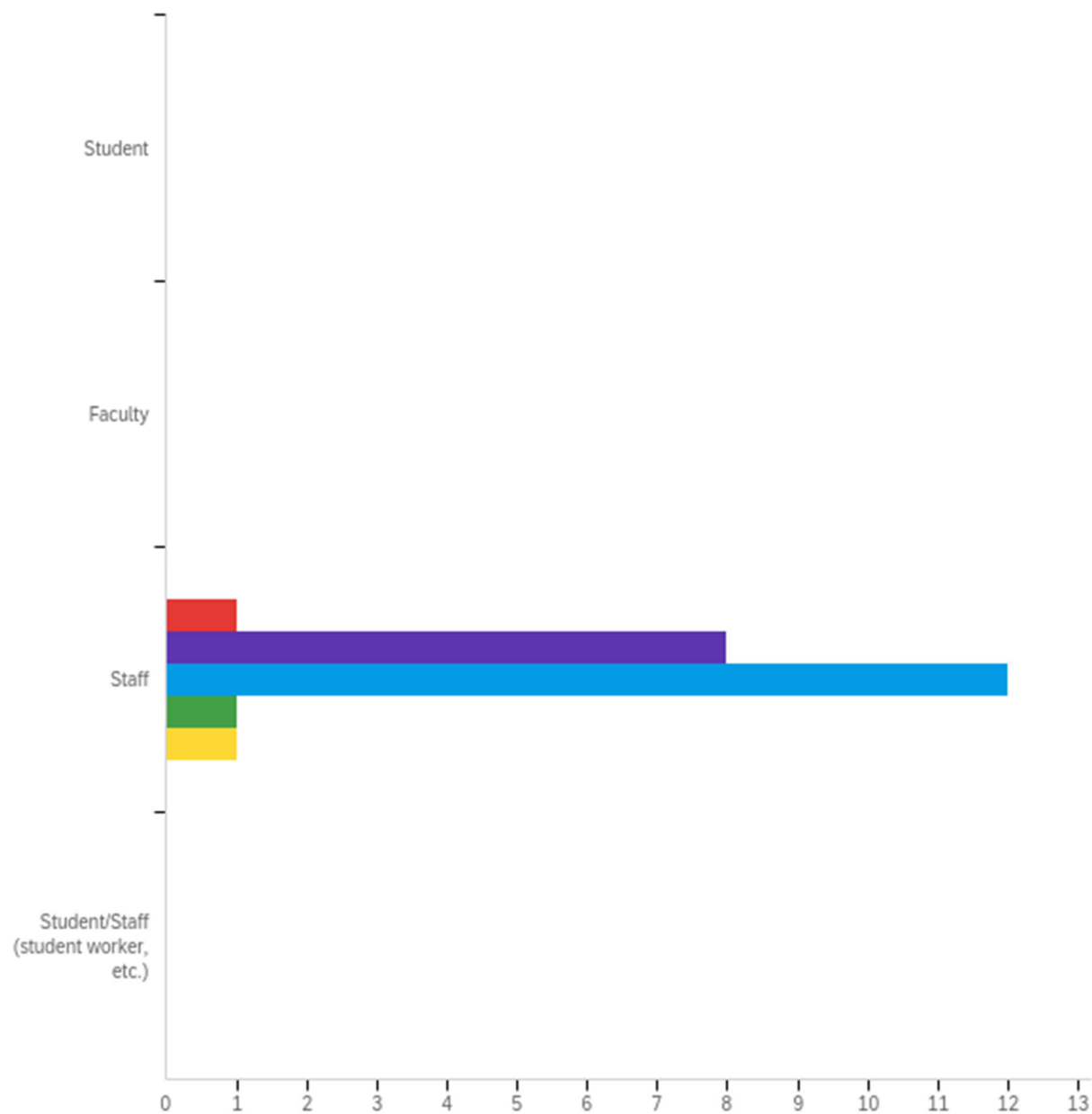


# Have you used our AggieCloud service?

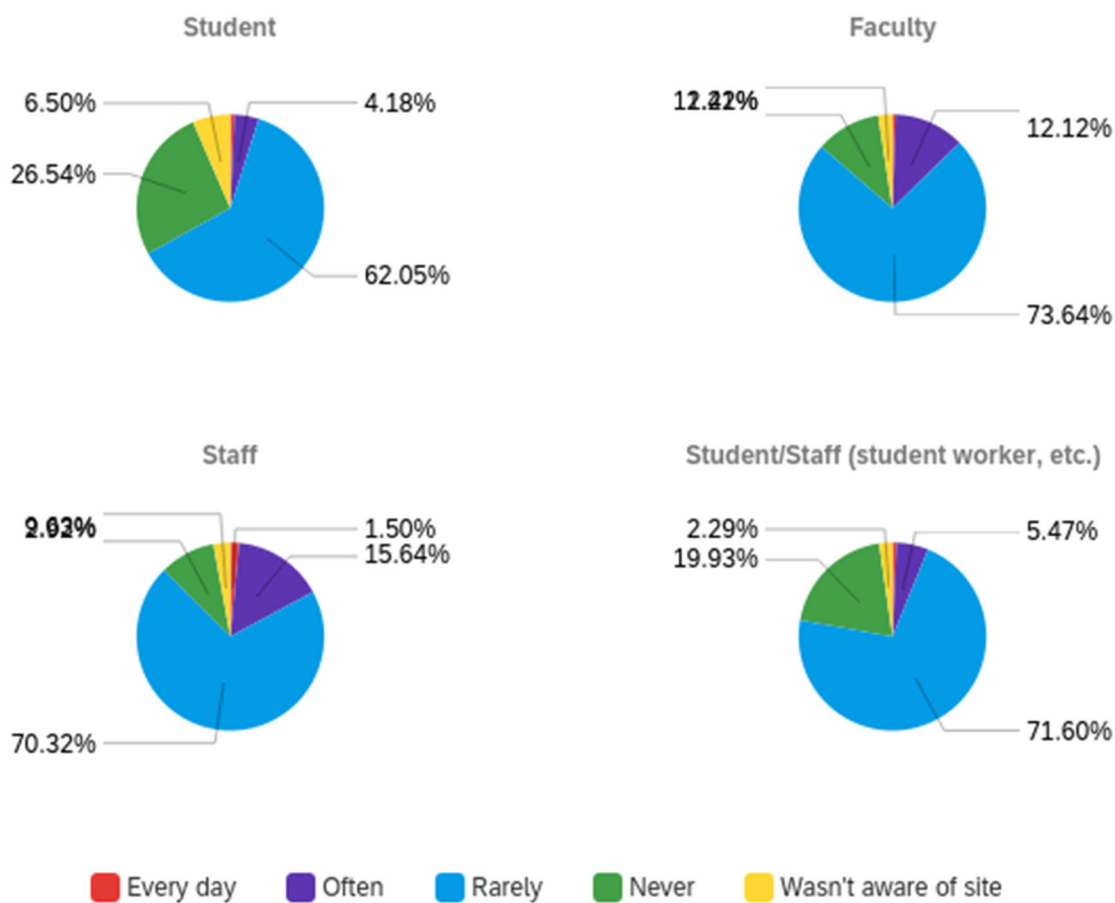




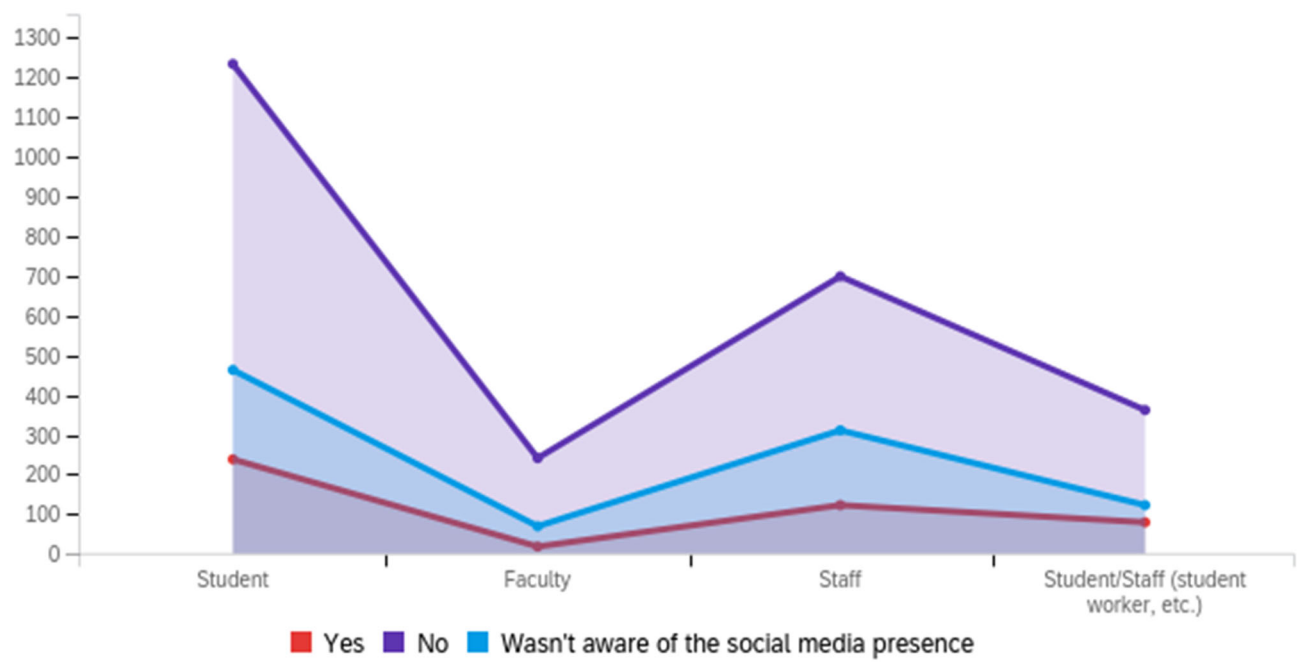
How do you rate the value AggieCloud brings to your organization?



How often do you visit the Division of IT's website (it.tamu.edu)?



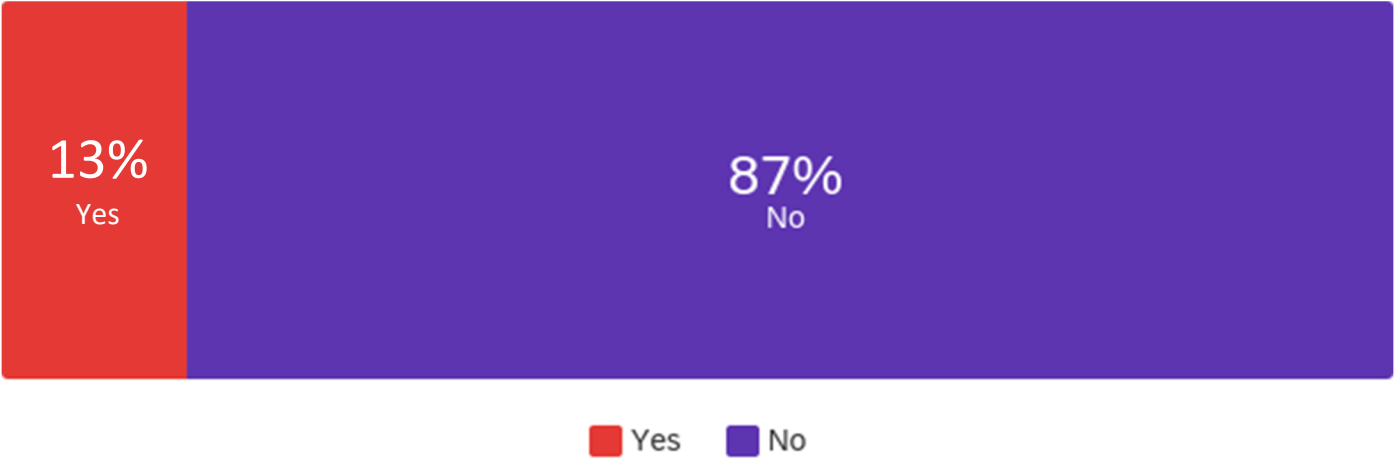
The Division of IT is on Facebook, Twitter and Instagram. Are you following us on social media?



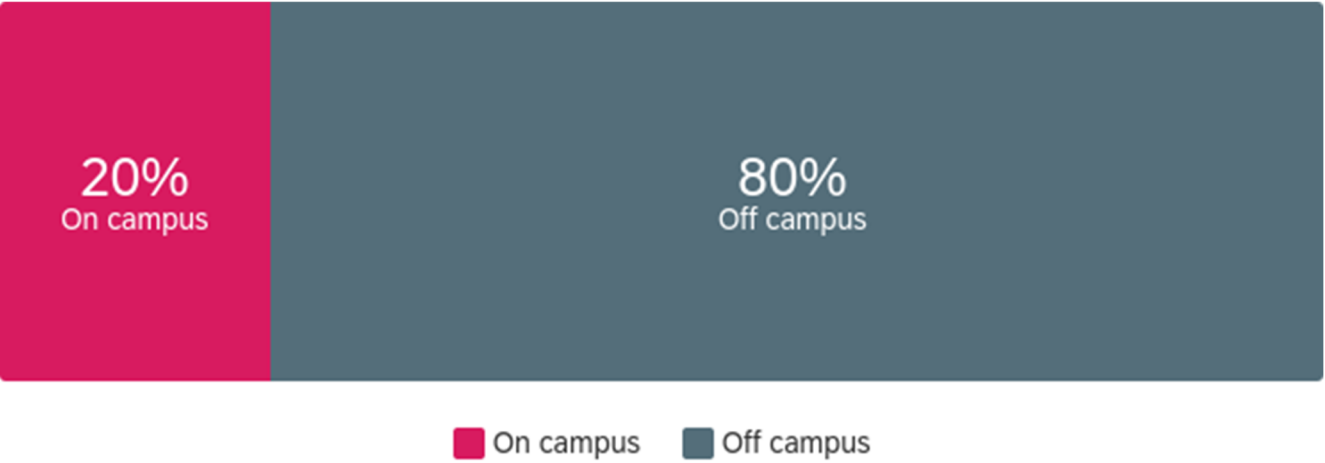
Overall, how satisfied are you with the communications provided by the Division of IT?



Are you an IT professional?

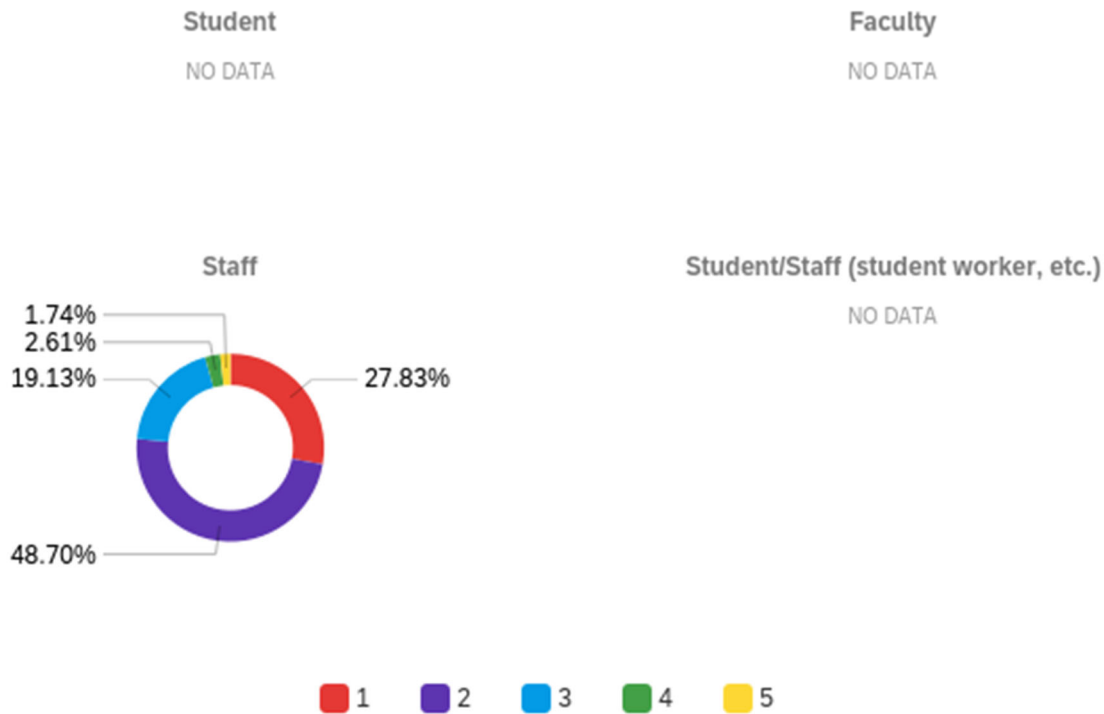


Do you live on or off campus?



Please rank the following based on the order you use them when you have an issue with a Division of IT service.

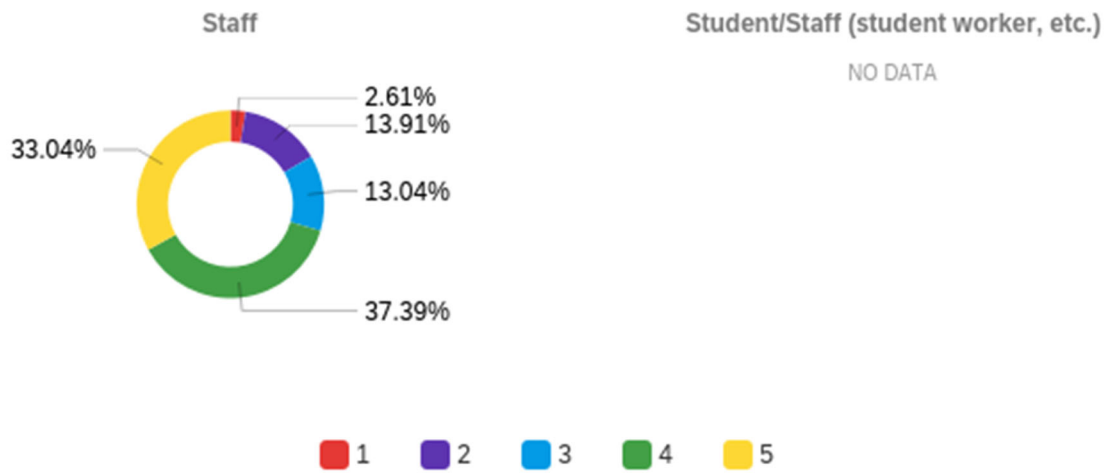
Contact Help Desk Central



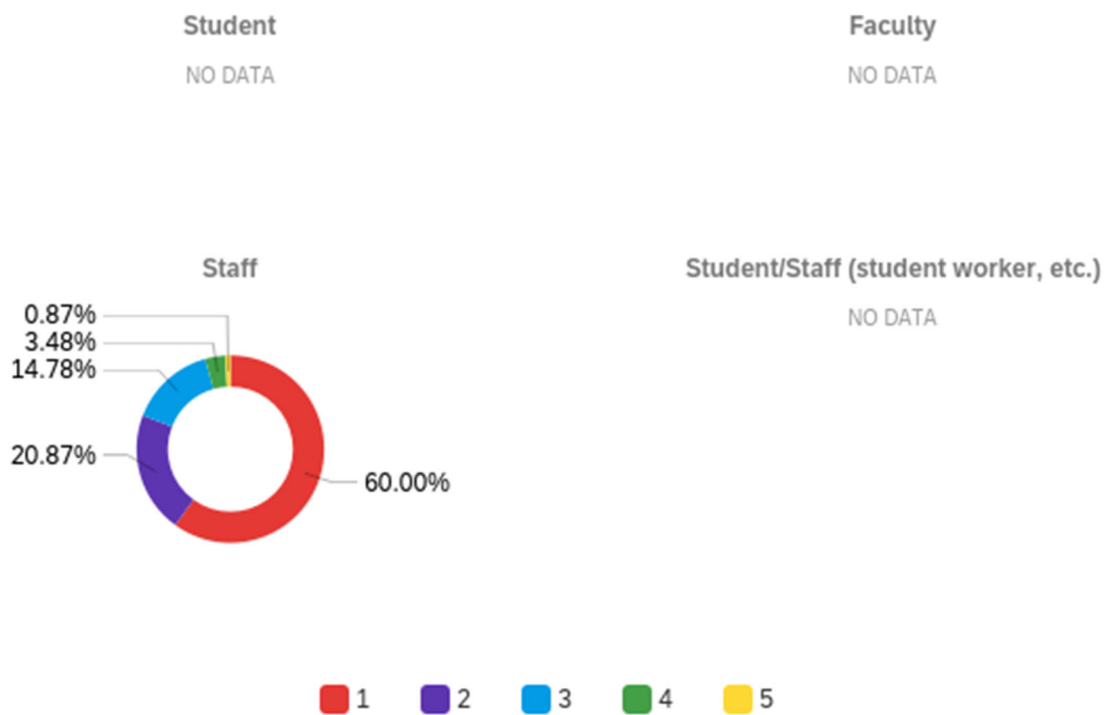
Check social media

**Student**  
NO DATA

**Faculty**  
NO DATA

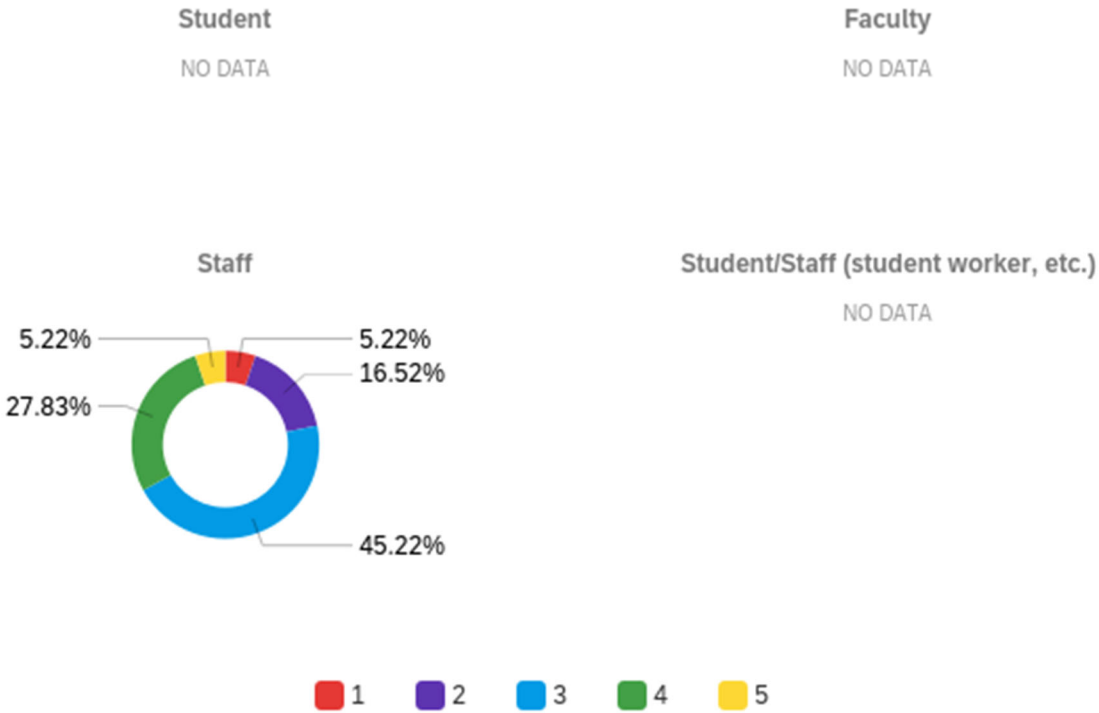


Visit [italerts.tamu.edu](https://italerts.tamu.edu)





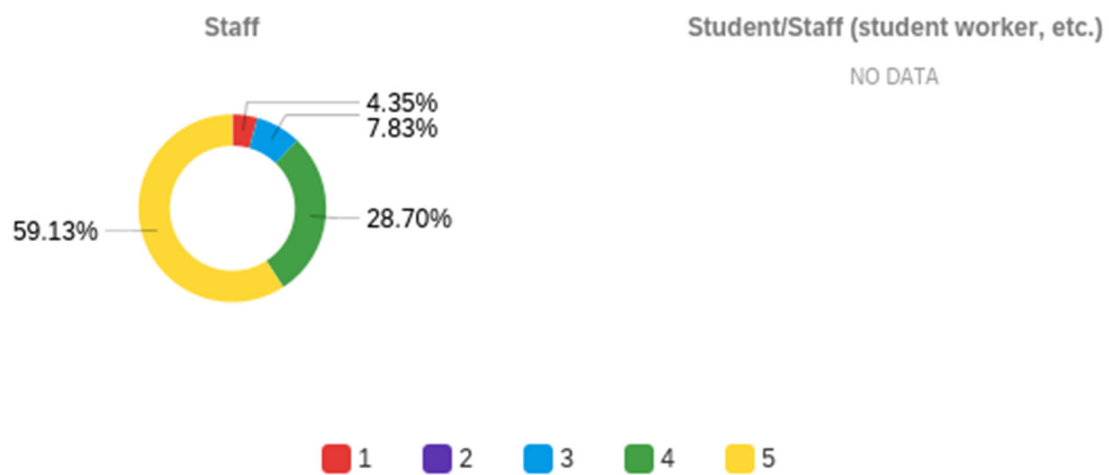
Contact service providers directly



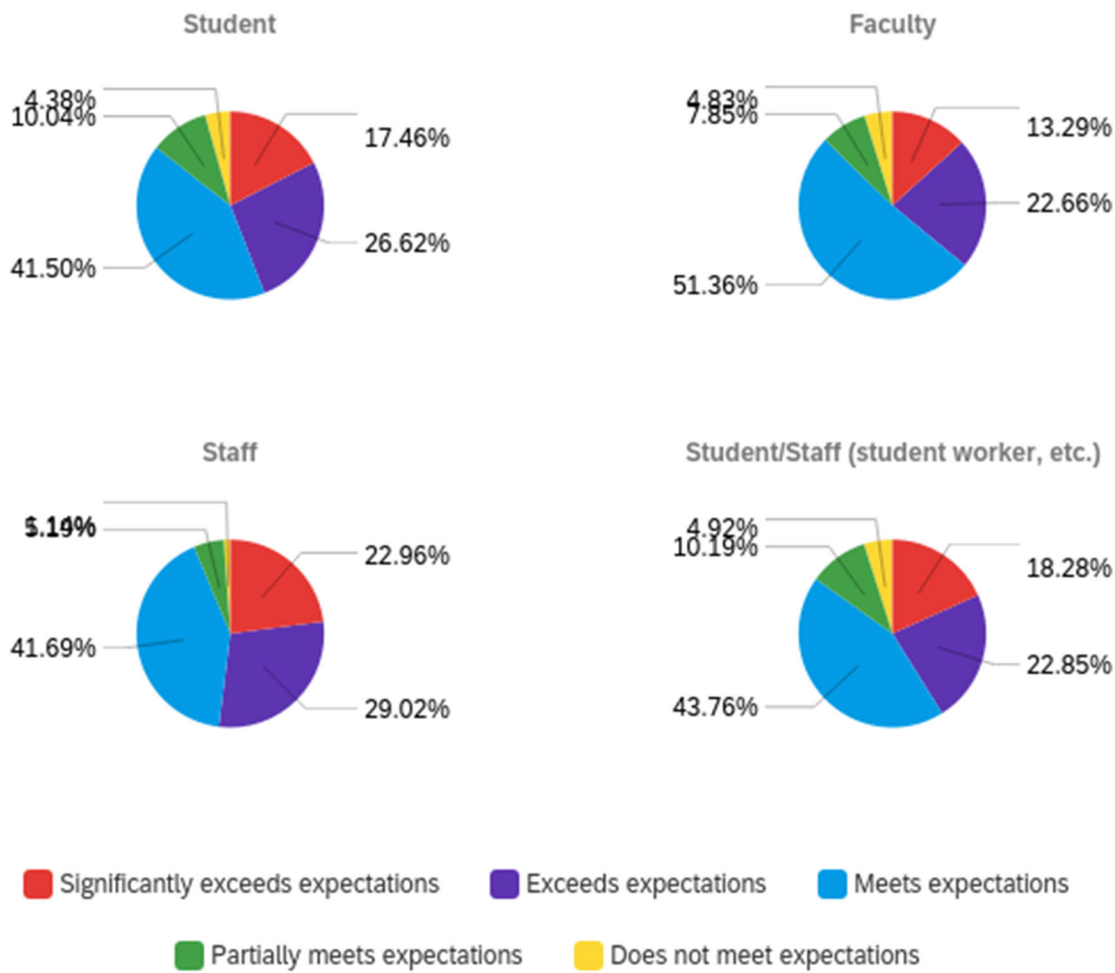
Other

Student  
NO DATA

Faculty  
NO DATA



Duo Two-Factor Authentication is now required for all campus members. Please rate your experience.



## How can we make the wireless network meet your expectations?

| Response        | Students | Faculty | Staff | Student/Staff |
|-----------------|----------|---------|-------|---------------|
| Faster/Stronger | 139      | 29      | 25    | 21            |
| More coverage   | 73       | 29      | 72    | 76            |

Please list any campus locations where you would like to see TAMU WIFI wireless access added or enhanced.

| #  | Question                                           | Student |     | Faculty |    | Staff  |     | Student/Staff<br>(student worker,<br>etc.) |     | Total |
|----|----------------------------------------------------|---------|-----|---------|----|--------|-----|--------------------------------------------|-----|-------|
| 10 | Main campus, around MSC                            | 60.70%  | 763 | 4.06%   | 51 | 19.01% | 239 | 16.23%                                     | 204 | 1257  |
| 23 | Main campus, around Academic Building              | 51.49%  | 329 | 8.45%   | 54 | 20.97% | 134 | 19.09%                                     | 122 | 639   |
| 11 | Main campus, around Williams Alumni Center         | 43.03%  | 71  | 4.85%   | 8  | 32.73% | 54  | 19.39%                                     | 32  | 165   |
| 12 | Main campus, around Commons                        | 65.25%  | 306 | 3.41%   | 16 | 16.42% | 77  | 14.93%                                     | 70  | 469   |
| 13 | Main campus, around Evans Library                  | 57.75%  | 581 | 7.75%   | 78 | 17.00% | 171 | 17.50%                                     | 176 | 1006  |
| 14 | Main campus, around Emerging Technologies Building | 59.05%  | 212 | 7.24%   | 26 | 15.04% | 54  | 18.66%                                     | 67  | 359   |
| 15 | Main campus, around Blocker                        | 57.02%  | 268 | 5.96%   | 28 | 17.23% | 81  | 19.79%                                     | 93  | 470   |
| 16 | Main campus, around Sbisa                          | 65.28%  | 329 | 2.98%   | 15 | 15.67% | 79  | 16.07%                                     | 81  | 504   |
| 20 | Around Vet Teaching Hospital                       | 32.72%  | 89  | 11.03%  | 30 | 40.44% | 110 | 15.81%                                     | 43  | 272   |
| 17 | West campus                                        | 48.46%  | 426 | 7.51%   | 66 | 27.65% | 243 | 16.38%                                     | 144 | 879   |
| 18 | RELLIS campus                                      | 40.85%  | 87  | 8.92%   | 19 | 36.62% | 78  | 13.62%                                     | 29  | 213   |
| 19 | Health Science Center                              | 44.28%  | 89  | 5.97%   | 12 | 32.84% | 66  | 16.92%                                     | 34  | 201   |
| 24 | Not needed                                         | 44.15%  | 483 | 7.95%   | 87 | 35.65% | 390 | 12.25%                                     | 134 | 1094  |

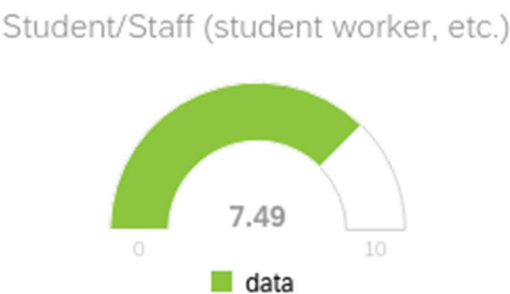
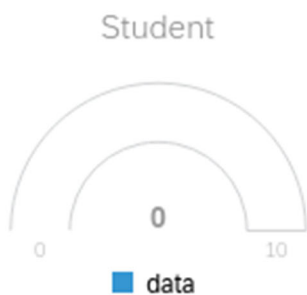
## In what building or area did you experience difficulty?

The locations mentioned more than once by students, faculty and staff are listed below:

Memorial Student Center (MSC) 34  
Zachry Engineering Education Complex (ZEEC) 34  
Evans Library (LIBR) 25  
Vet School Buildings 20  
Hulabaloo Hall 14  
White Creek Apartments 12  
Hart Residence Hall (HART) 10  
Blocker (BLOC) 9  
Langford Architecture 9  
Sbisa Dining Hall (SBSA) 9  
West Campus overall 9  
Mitchell Physics Building (MPHY) 8  
Academic Building (ACAD) 7  
HEEP Center (HPCT) 6  
Krueger Residence Hall (KRUE) 6  
Rudder Tower (RDER) 5  
Chemistry 4  
Heldenfels Hall (HELD) 4  
Kleberg Center (KLCT) 4  
Wisembaker Engineering Building (WEB) 4  
Koldus Building (JKB) 3  
Wehner Building (WCBA) 3  
Kyle Field (KYLE) 2  
Halbouty Geosciences Building (HALB) 2  
Wells Residence Hall (WELL) 2

# What are your impressions of Microsoft 365?

This was based on respondents who have used Microsoft 365. It asked them to rank the suite from 1 (poor) to 10 (great). The charts below show the averages.



## Please explain your issues with Duo. (Optional)

This question received a great deal of feedback. The main categories are broken down below. All answers can be found in the “long-form answers” document.

| <b>Response</b>                                               | <b>Students</b> | <b>Faculty</b> | <b>Staff</b> | <b>Students/Staff</b> |
|---------------------------------------------------------------|-----------------|----------------|--------------|-----------------------|
| Annoying/hassle                                               | 84              | 21             | 29           | 35                    |
| Difficulty transferring to new device; no phone or phone dead | 52              | 11             | 17           | 24                    |
| Push doesn't always work                                      | 15              | 3              | 5            | 9                     |
| Remember me for 60 days doesn't work                          | 23              | 3              | 6            | 2                     |



Please tell us how we can improve our communications:

| Response                                          | Students | Faculty | Staff | Staff/Students |
|---------------------------------------------------|----------|---------|-------|----------------|
| No change/great job                               | 102      | 18      | 44    | 14             |
| More emails, texts or newsletters                 | 59       | 4       | 15    | 7              |
| Less emails                                       | 10       | 5       | 1     | 6              |
| Report outages more clearly                       | 8        | 6       | 16    | 3              |
| Use Code Maroon for outages                       | 4        | 1       | 4     | 1              |
| Hold seminars/training                            | 4        | 1       |       | 1              |
| More emphasis/presence on social media            | 25       |         | 5     | 5              |
| Less emphasis/presence on social media            |          |         | 3     |                |
| More contests                                     | 4        |         |       |                |
| Less bulk email                                   | 4        |         |       |                |
| Less phone wait time; more customer support reps. | 5        |         |       |                |
| More awareness about IT services; better presence | 12       |         | 4     | 4              |
| More cybersecurity tips                           | 4        | 1       |       |                |
| Improve Wi-Fi                                     | 1        | 3       | 6     | 2              |

## What cloud solution do you prefer?

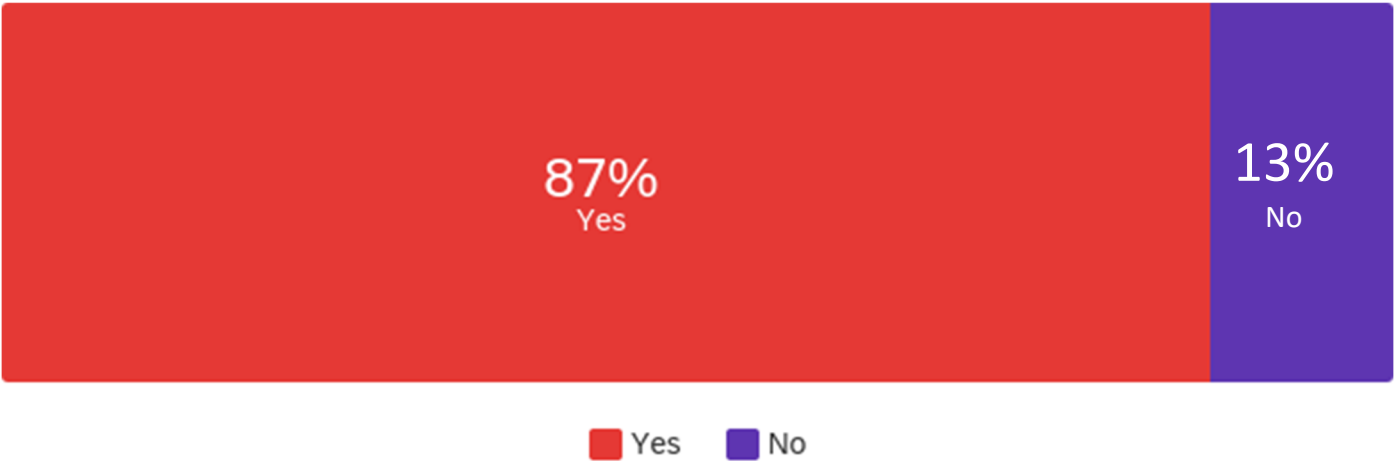
This question allowed respondents to enter any cloud solution. Due to the large number of varied responses, the easiest way to represent this was through a word cloud, as seen below. The larger and darker entries received the most votes, with Microsoft 365 and OneDrive leading the way.



Is there anything the Division of IT should start doing? Stop doing? Keep doing?  
Any open feedback is welcome.

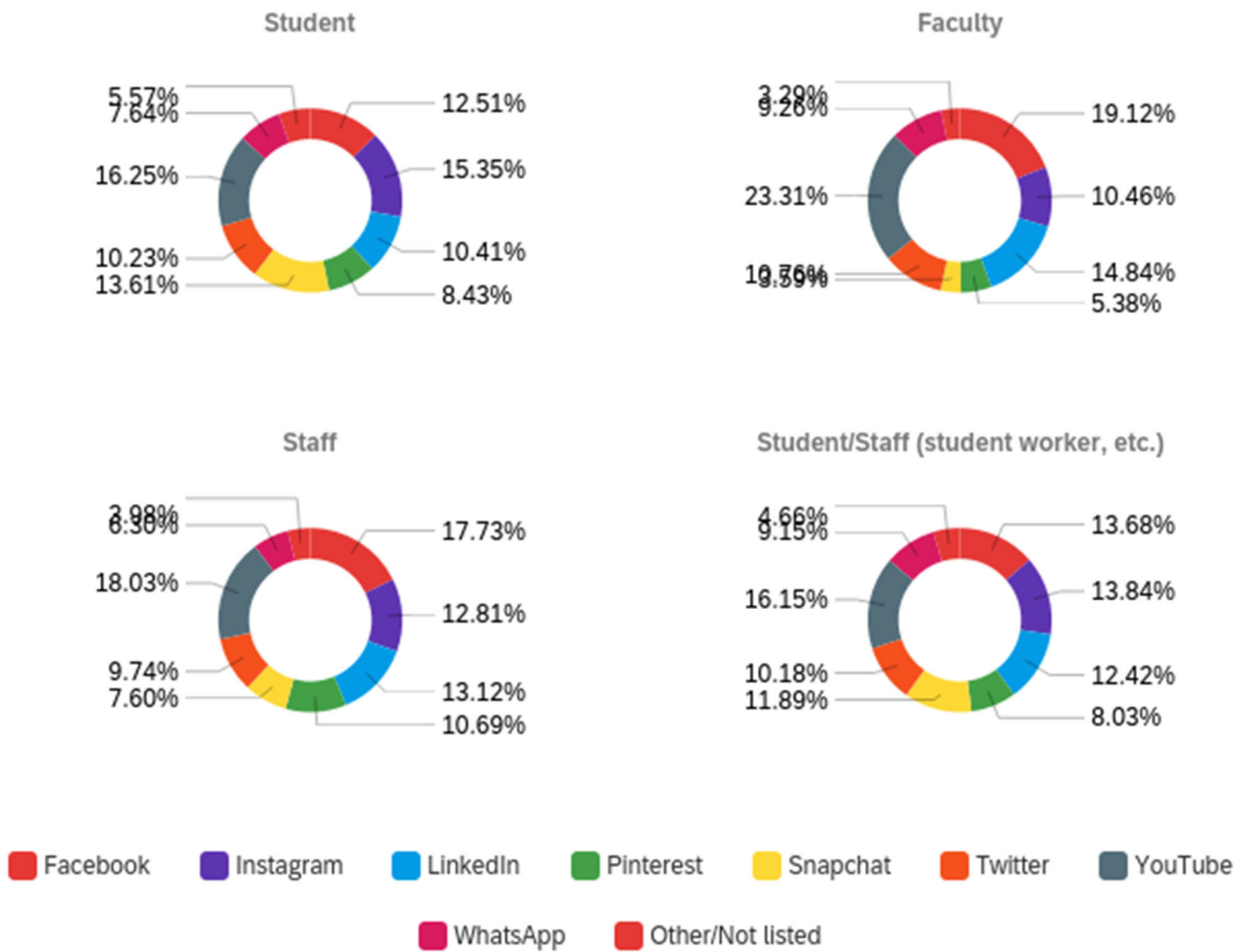
| Response                                                           | Students | Faculty | Staff | Staff/Students |
|--------------------------------------------------------------------|----------|---------|-------|----------------|
| Great job                                                          | 57       | 8       | 30    | 5              |
| More emails/texts                                                  | 18       | 1       | 1     | 1              |
| Less emails                                                        | 4        | 1       |       | 2              |
| Wi-Fi Issues                                                       | 10       | 1       |       |                |
| More games/incentives                                              | 23       | 1       | 6     | 7              |
| Better reporting of outages                                        | 6        |         | 3     |                |
| Video tutorials/help                                               | 2        | 2       |       | 3              |
| More social media                                                  | 11       |         |       | 1              |
| Less social media                                                  |          |         |       |                |
| More cybersecurity tips                                            | 7        | 1       |       | 1              |
| More awareness of IT and services                                  | 6        |         | 2     |                |
| Improve VPN                                                        | 2        |         | 3     |                |
| Training                                                           | 4        |         |       | 4              |
| Support Internet of Things                                         | 2        |         |       |                |
| Stop Duo                                                           | 2        | 6       | 3     | 4              |
| Update Knowledge Base                                              | 2        | 1       | 2     |                |
| Better Mac support                                                 |          |         |       |                |
| Engage shareholders sooner for software choices and policy changes |          | 3       |       |                |

Have you used Microsoft 365? (Apps include OneDrive, Teams, Sharepoint, Word, etc.)

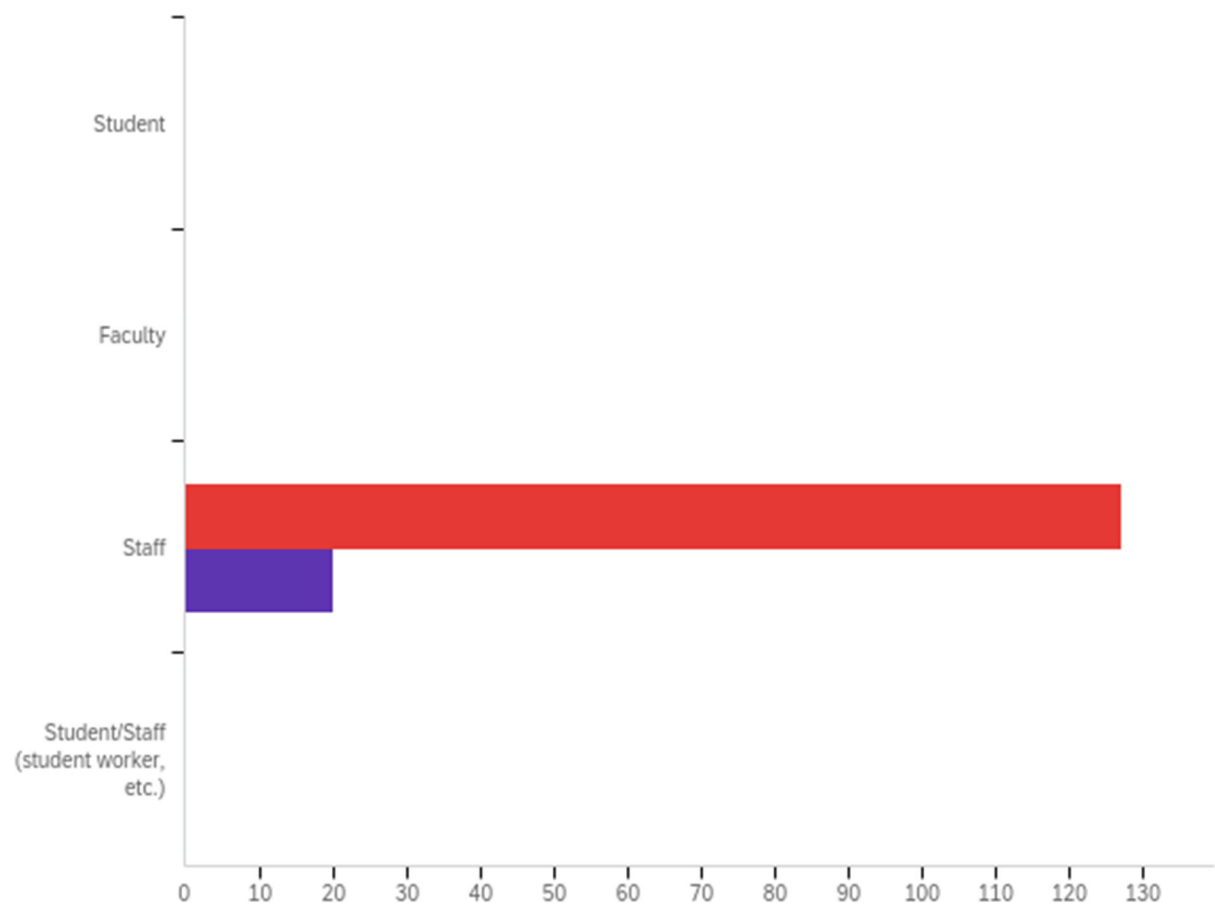


Please rank the below social media platforms based on your usage.

QID57 - Groups

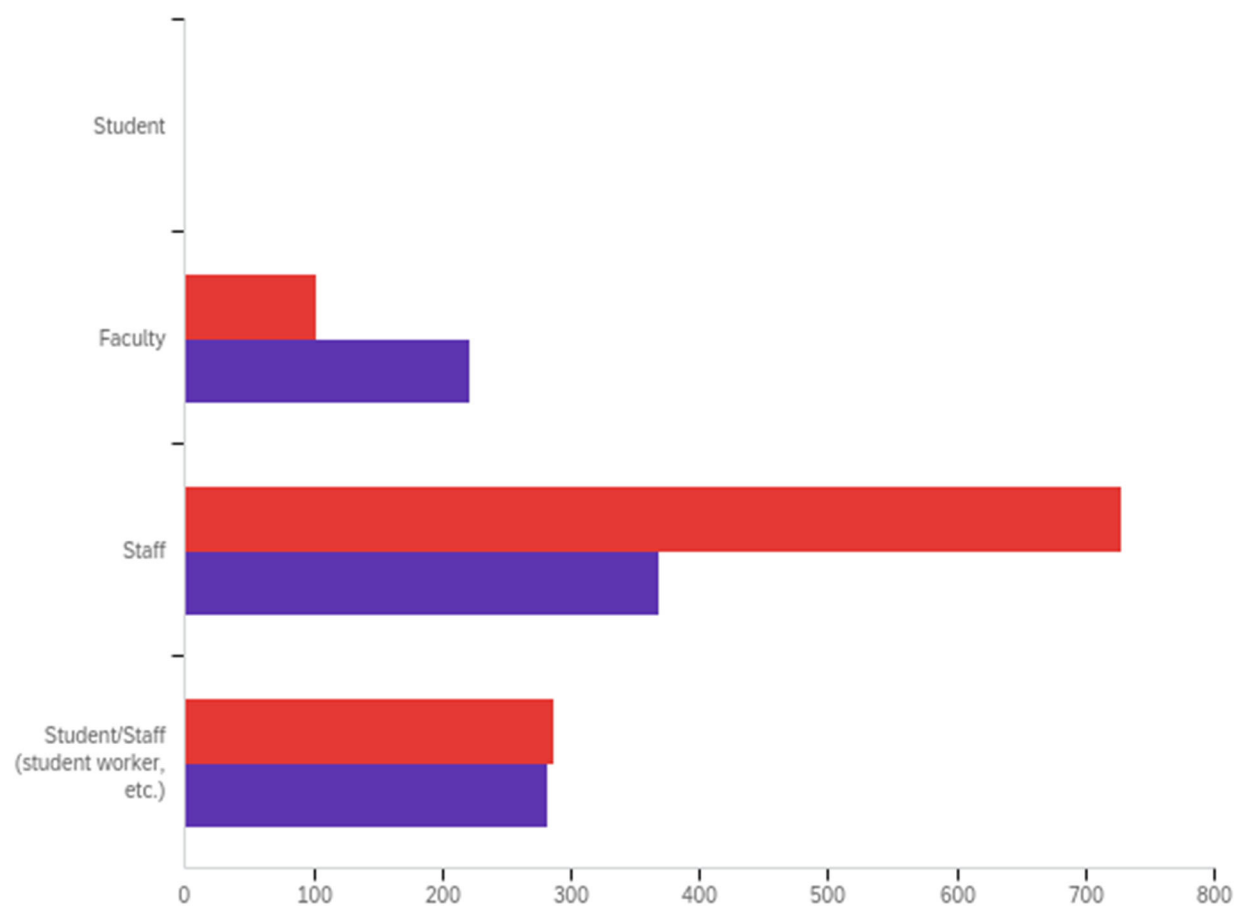


Are you aware of [italerts.tamu.edu](http://italerts.tamu.edu), which allows you to check the status of IT services and upgrade/maintenance notices?



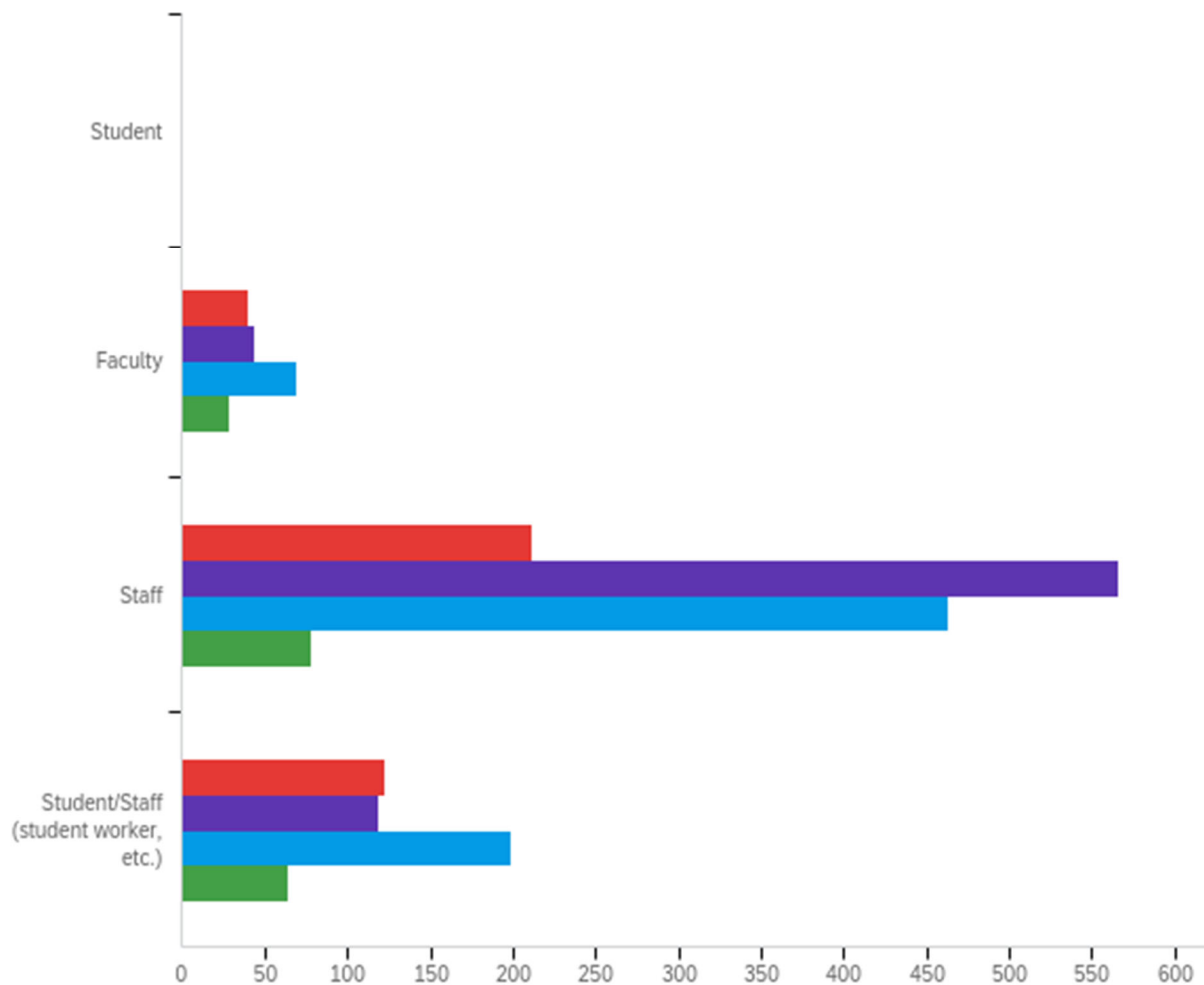
| # | Question | Faculty |   | Staff   |     | Student/Staff (student worker, etc.) |   | Total |
|---|----------|---------|---|---------|-----|--------------------------------------|---|-------|
| 1 | Yes      | 0.00%   | 0 | 100.00% | 127 | 0.00%                                | 0 | 127   |
| 2 | No       | 0.00%   | 0 | 100.00% | 20  | 0.00%                                | 0 | 20    |

Do you use a chat/messenger application for work?



| # | Question | Student |   | Faculty |     | Staff  |     | Student/Staff (student worker, etc.) |     | Total |
|---|----------|---------|---|---------|-----|--------|-----|--------------------------------------|-----|-------|
| 1 | Yes      | 0.00%   | 0 | 9.14%   | 102 | 65.23% | 728 | 25.63%                               | 286 | 1116  |
| 2 | No       | 0.00%   | 0 | 25.34%  | 221 | 42.32% | 369 | 32.34%                               | 282 | 872   |

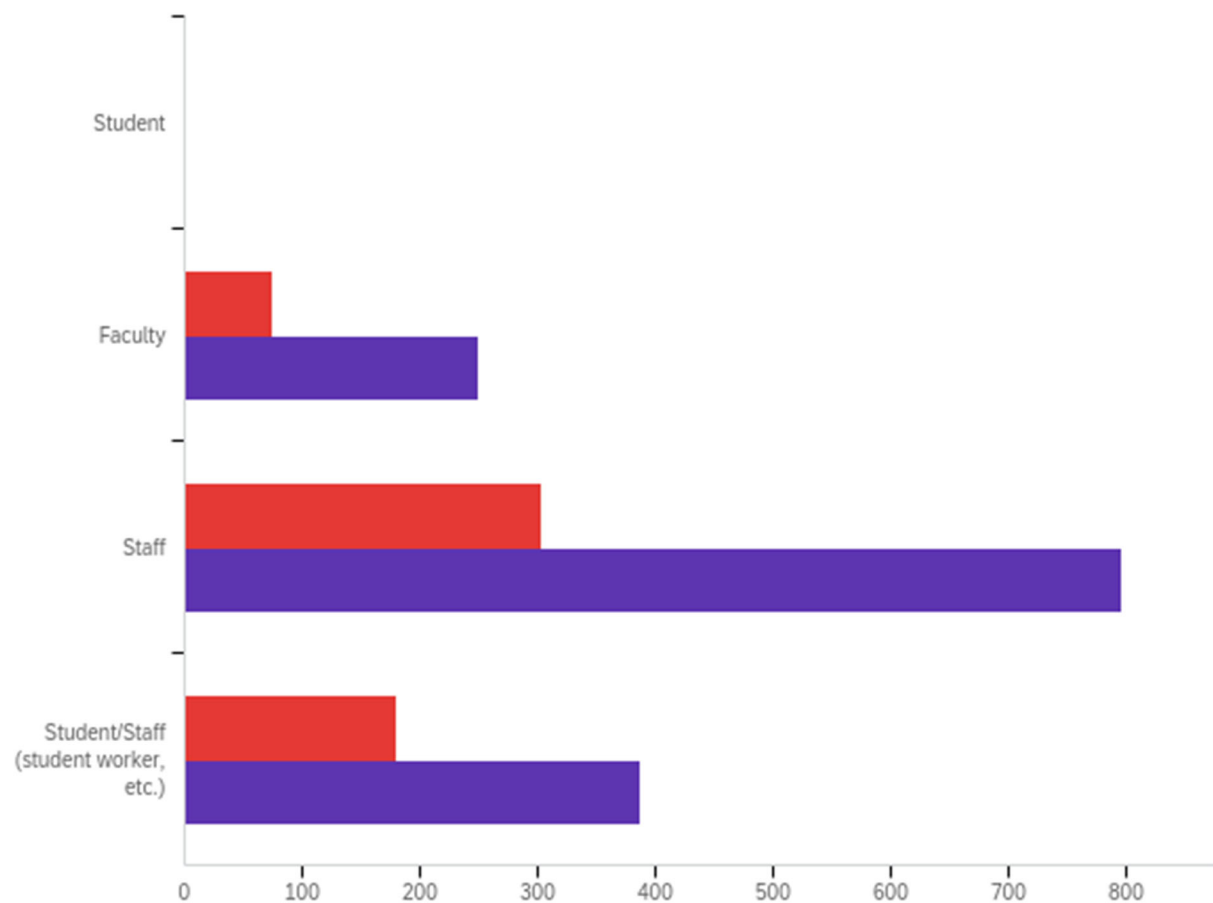
## Which chat/messenger app do you use? (Select all that apply)



| # | Question | Student |   | Faculty |    | Staff  |     | Student/Staff (student worker, etc.) |     | Total |
|---|----------|---------|---|---------|----|--------|-----|--------------------------------------|-----|-------|
| 1 | Slack    | 0.00%   | 0 | 10.67%  | 40 | 56.53% | 212 | 32.80%                               | 123 | 375   |
| 2 | Teams    | 0.00%   | 0 | 6.04%   | 44 | 77.64% | 566 | 16.32%                               | 119 | 729   |
| 3 | Zoom     | 0.00%   | 0 | 9.44%   | 69 | 63.34% | 463 | 27.22%                               | 199 | 731   |
| 4 | Other    | 0.00%   | 0 | 16.96%  | 29 | 45.61% | 78  | 37.43%                               | 64  | 171   |



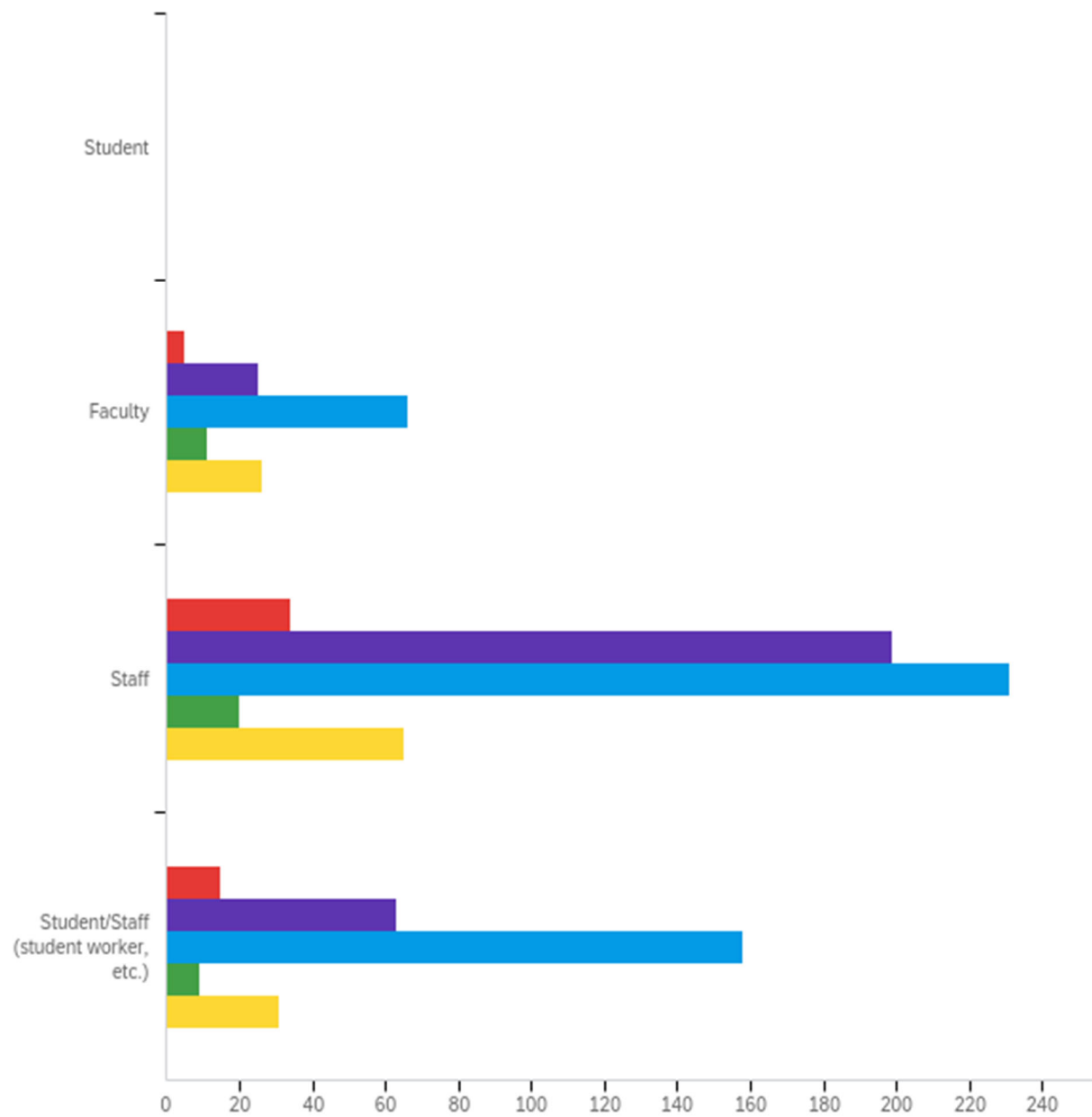
Do you make work phone calls with your computer?



| # | Field                                | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--------------------------------------|---------|---------|------|---------------|----------|-------|
| 1 | Student                              | 0.00    | 0.00    | 0.00 | 0.00          | 0.00     | 0     |
| 2 | Faculty                              | 1.00    | 2.00    | 1.77 | 0.42          | 0.18     | 324   |
| 3 | Staff                                | 1.00    | 2.00    | 1.72 | 0.45          | 0.20     | 1101  |
| 4 | Student/Staff (student worker, etc.) | 1.00    | 2.00    | 1.68 | 0.47          | 0.22     | 568   |

| # | Question | Student |   | Faculty |     | Staff  |     | Student/Staff (student worker, etc.) |     | Total |
|---|----------|---------|---|---------|-----|--------|-----|--------------------------------------|-----|-------|
| 1 | Yes      | 0.00%   | 0 | 13.42%  | 75  | 54.38% | 304 | 32.20%                               | 180 | 559   |
| 2 | No       | 0.00%   | 0 | 17.36%  | 249 | 55.58% | 797 | 27.06%                               | 388 | 1434  |

Which platform do you use to make calls on your computer? (Check all that apply)



| # | Question        | Student |   | Faculty |    | Staff  |     | Student/Staff (student worker, etc.) | Total |     |
|---|-----------------|---------|---|---------|----|--------|-----|--------------------------------------|-------|-----|
| 1 | Slack           | 0.00%   | 0 | 9.26%   | 5  | 62.96% | 34  | 27.78%                               | 15    | 54  |
| 2 | Microsoft Teams | 0.00%   | 0 | 8.71%   | 25 | 69.34% | 199 | 21.95%                               | 63    | 287 |
| 3 | Zoom            | 0.00%   | 0 | 14.51%  | 66 | 50.77% | 231 | 34.73%                               | 158   | 455 |
| 4 | Google Voice    | 0.00%   | 0 | 27.50%  | 11 | 50.00% | 20  | 22.50%                               | 9     | 40  |
| 5 | Other           | 0.00%   | 0 | 21.31%  | 26 | 53.28% | 65  | 25.41%                               | 31    | 122 |

