

A Higher Education TechQual+ Study

Staff 2012 TechQual+ Survey
for Texas A & M University



Higher Education TechQual+ Project
Assessing IT Service Outcomes for Technology Organizations in Higher Education
<http://www.techqual.org>

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From the Higher Education TechQual+ Principal Investigator

This report is the result of a survey of technology service outcomes conducted at Texas A & M University. The survey instrument has been developed through a collaborative effort between multiple institutions of higher education, a project known as the Higher Education TechQual+ Project. The goal of this project is to create a standardized, scientifically valid instrument that assesses IT service outcomes in higher education, in a way that provides for benchmarks and comparisons between institutions. The results contained within this report are based on this survey. I hope that the reader finds the results enlightening and helpful in planning, developing, and managing technology services at Texas A & M University.

The Higher Education TechQual+ Project is modeled on the LibQual+ project developed by the Association of Research Libraries (ARL) in conjunction with the Texas A&M University Libraries. I am grateful to the pioneering work accomplished by the LibQual+ research team and recognize that their work has truly transformed libraries by creating a culture of assessment within the library practice. It is my hope that the the Higher Education TechQual+ Project will have a similar transformative effect for technology organizations in higher education.

Dr. Timothy M. Chester
Principal Investigator
Higher Education TechQual+ Project

About the Higher Education TechQual+ Project

The Higher Education TechQual+ Survey had its origins in a pilot project conducted at Texas A&M University at Qatar in the Spring of 2006. Under the leadership of Dr. Timothy M. Chester, the management team of Information Technology Services (ITS) worked to build an instrument to gather feedback from the TAMUQ community of end users in a way that would provide objective criteria for service and project planning.

They modeled their work on the existing SERVQUAL and IS SERVQUAL approaches, but paid particular attention to pioneering work by the leadership of Texas A&M University Libraries and their partners from the Association of Research Libraries who had previously developed the LibQual+ conceptual model and survey instrument. The LibQual+ conceptual model itself was also based in part on SERVQUAL, a tool used in the private sector to assess the quality of services.

Following the success of the pilot project, a research project was commissioned by Dr. Timothy Chester. The goal of the project is to develop a scientifically reliable and valid instrument that can be adopted by all institutions of higher education to assess IT service outcomes on their own campuses. The resulting instrument is delivered through a web portal (<http://www.techqual.org>), thus shielding the participating institutions from the rigors and complexities of survey research.

The Higher Education TechQual+ Core Instrument is a web-based survey that requires approximately 20 minutes to complete. It asks respondents to provide evaluations regarding minimum expectation levels, desired service levels, and perceived service levels for up to 12 IT service outcomes expected by faculty, students, and staff.

TechQual+ was developed through multiple rounds of qualitative and quantitative data collection from participating institutions. Using this data, the TechQual+ instrument is continually refined with the goal of insuring that the resulting instrument is considered to be scientifically reliable, valid, and universal. The goal of the project is to understand what end users feel that "technology outcomes" really are and then to develop an instrument that allows for the systematic exploration of these outcomes in a way that allows for comparisons across institutions.

The TechQual+ principal investigator is grateful for the exceptional work by the staff of the Texas A&M University Libraries as they developed and implemented the LibQual+ process. The success of the TechQual+ project will be due in large part to the pioneering research that produced the LibQual+ instrument.

Project Coordinators for Texas A & M University

The Higher Education TechQual+ Project is a cooperative project between institutions of higher education. Each participating institution is represented by project coordinators who direct and conduct surveys for their institution.

This survey was conducted by the project coordinators for Texas A & M University. The Higher Education TechQual+ project coordinators for this institution are:

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Higher Education TechQual+ Data Analysis Guide

The data from this survey is presented in multiple ways:

Statistics: For each item in the survey, both the means and standard deviations are reported, along with the number of respondents (n^*) who actually completed this question on the survey. Respondents who selected 'n/a' or who failed to enter a rating across all three service dimensions (minimum, desired, perceived), or, who failed to enter a response are not included in these statistics (thus the variation in n^* across all questions). Additionally, two other important measures are included:

Service Adequacy Gap Score: This score is computed by subtracting the minimum level of service score from the perceived level of service score. A positive number indicates the extent that perceived service levels exceeds end users minimum expectations, a negative number indicates a gap between the perceived performance and minimum expectations.

Service Superiority Gap Score: This score indicates the degree to which end users desired service levels are being met. This score is computed by subtracting the desired level of service score from the perceived level of service score. A positive number indicates the extent that perceived service exceeds end users desired expectations, a negative number indicates a gap between perceived service performance and end users desired expectations.

Zones of Tolerance:

For each type of service, expectations are measured as a range as opposed to a single, scaled point. The range between end users minimum expectations and desired expectations constitutes what is known as the "zone of tolerance". A second range, the service adequacy gap range (minimum to perceived) is also computed and displayed against the zone of tolerance for each respective service dimension. This chart graphically displays the end users range of expectations across all service dimensions and your organizations performance against those expectations.

Radar Charts:

For each dimension of service, the minimum, desired, and perceived quality of service is plotted on a radar chart. This chart is helpful in viewing how each data point is related to the overall service dimension as well as to other service dimensions. The one to nine (1-9) scale is plotted along the y axis of the chart, and each 'spoke' represents one dimension of service. The colors green, yellow, blue, and red are used to express the perceived service levels against end users range of expectations (or, zones of tolerance).

Outliers: The data contained in this report excludes outlying cases. Outliers by definition are observations that are numerically distant from other cases and have the potential to result in misleading results. For this study, an outlier is defined as a case where the Adequacy Gap Score is either greater than or less than two standard deviations from the mean Adequacy Gap Score. This has the effect of removing the top 2.275% and bottom 2.275% of cases. This determination is made on an item by item basis.

Incomplete Surveys: The data contained in this report includes cases where the respondent completed an individual item but did not complete the survey in its entirety.

Suggestions: When the perceived rating is below the minimum level of service, the end user is provided the opportunity to make suggestions on how the quality of this service can be improved. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term.

About this Higher Education TechQual+ Survey

This survey consisted of multiple IT service outcomes grouped together into distinct core commitments expected by faculty, students, and staff. These core commitments for this survey were designed to assess these categories of IT service outcomes:

Connectivity and Access

Tell us about the quality of the Internet service on campus.

Technology and Collaboration Services

Tell us about the quality of Web sites, online services, and technologies for collaboration.

Support and Training

Tell us about your experiences when obtaining assistance with technology on campus.

Each of these core commitments includes separate questions that refer specifically to IT service outcomes on the Texas A & M University campus corresponding to each core commitment. For each question, respondents are asked to rate the service dimension in three ways based on a rating scale (1 is lowest, 9 is highest). Respondents are requested to indicate their minimum service level expectation, desired service level expectation, and perceived service performance for each question:

Minimum Service Level Expectation - the number that represents the **minimum level of service** that the respondent finds acceptable. If a respondent has minimal expectations for the statement, his or her rating is typically closer to the lower end of the rating scale. If the respondent has higher expectations, the rating is typically closer to the higher end of the rating scale.

Desired Service Level Expectation - the number that represents the level of service that the **respondent personally wants**. The respondent selects a rating that represents the level of services he or she desires.

Perceived Service Performance - the number that represents the level of service that the respondent **believes is currently provided**. This rating is typically considered in light of the minimum and desired ratings that were previously selected. Generally speaking, this rating typically falls between the minimum and desired service level ratings. However, if the respondent feels that the actual performance is below the minimum service levels, the rating is equal to or below their minimum service level rating. If the respondent feels that the actual performance exceeds the desired expectations, the rating is typically equal to or greater than the desired service level rating.

Core Commitments and IT Service Outcomes for This Survey

Below is a list of the Higher Education TechQual+ core commitments and IT service outcomes for this survey.

Connectivity and Access

When it comes to...

Having a campus Internet service that is reliable and that operates consistently across campus.

Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.

Having wireless Internet coverage in all of the places that are important to me on campus.

Support for accessing the campus Internet service using my tablet or other mobile device.

Technology and Collaboration Services

When it comes to...

Having campus Web sites and online services that are easy to use.

Accessing important campus Web sites and online services from my tablet or other mobile device.

Having campus technology services available that improve and enhance my collaboration with others.

Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.

Support and Training

When it comes to...

Technology support staff who are consistently courteous and knowledgeable, and who can assist me in resolving problems with campus technology services.

Getting timely resolution to problems that I am experiencing with campus technology services.

Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.

Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.

Additional Questions

Additionally, the project coordinators for Texas A & M University included these additional questions with this survey, for which respondents were asked to provide responses.

"What university services should have the highest priority for enhancement for use on mobile devices? (Open-ended Question)"

"Thank you for taking the time to complete this survey. Please provide your name and email address to be eligible for the iPad 3 or Amazon gift cards. Additionally, your email address will be removed from future reminders about this year's 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. Note: Prizes may be subject to tax-withholding. (Open-ended Question)"

Population Analysis

The total population (N) for this survey included the faculty, staff, and students (or portions thereof) of Texas A & M University. The Higher Education TechQual+ project protocols state that respondents (n) should represent a random sampling of the total population (N). The responsibility for assuring a sufficiently large random sample resides with the project coordinators at Texas A & M University. Deviations from the Higher Education TechQual+ project protocols may negatively impact the statistical accuracy of this study.

This breakdown of total population (N), respondent (n), and completed surveys is based on the data that was entered for this survey by the Texas A & M University project coordinators. This analysis is accurate to the extent that: (1) the category and sub-category that were entered for each respondent is correct; and (2) the total population and sub-population (by category, by sub-category) information that was entered is correct. This data was provided by the project coordinators at Texas A & M University and *IS NOT* self-reported. Gaps in this data are due to incomplete or missing population, category, and sub-category data.

Total Population / Respondents

Population Size (N)	Respondents (n)	Respondents (n) %	# Complete	Response Rate
0	547	0%	393	72%

Category: University Role

	Pop (N)	Resp (n)	Resp (n) %	# Comp	Resp Rate
Faculty	0	12	0%	9	75%
Staff	0	462	0%	366	79%
Student	0	8	0%	8	100%
Totals:	0	482	0%	383	79%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = $n/N \times 100$; # Comp = # Complete Surveys; Resp Rate = $\# \text{ Comp}/n \times 100$

Category: Gender

	Pop (N)	Resp (n)	Resp (n) %	# Comp	Resp Rate
Female	0	305	0%	240	79%
Male	0	174	0%	144	83%
Totals:	0	479	0%	384	80%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = $n/N \times 100$; # Comp = # Complete Surveys; Resp Rate = $\# \text{ Comp}/n \times 100$

Category: Age Group

	Pop (N)	Resp (n)	Resp (n) %	# Comp	Resp Rate
0-24	0	16	0%	15	94%
25-34	0	104	0%	83	80%
35-44	0	112	0%	86	77%
45-54	0	100	0%	84	84%
55 & ABOVE	0	107	0%	87	81%
Totals:	0	439	0%	355	81%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = $n/N \times 100$; # Comp = # Complete Surveys; Resp Rate = $\# \text{ Comp}/n \times 100$

Category: Birth Year

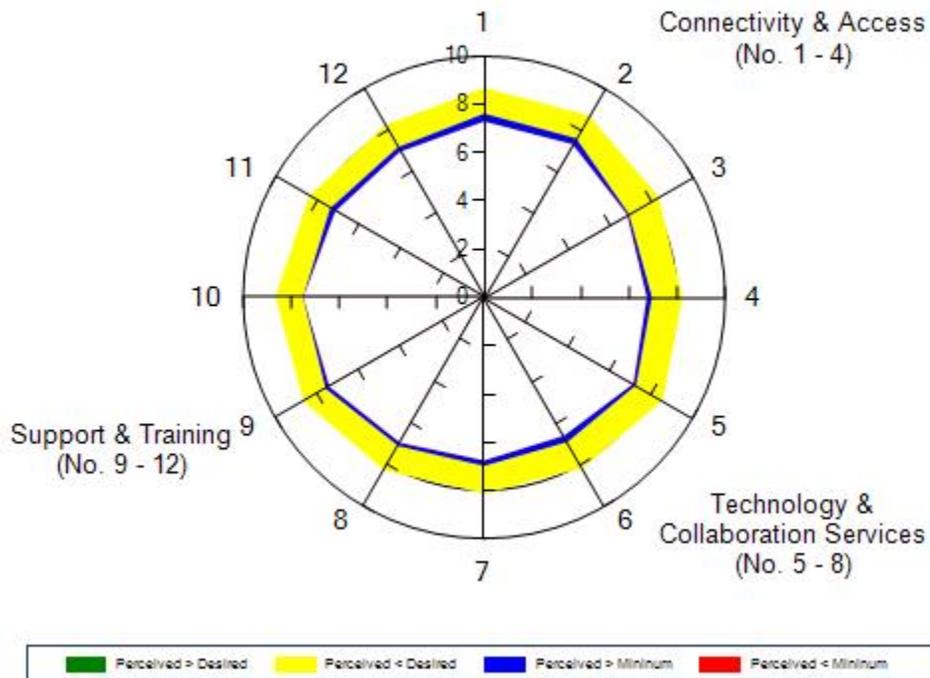
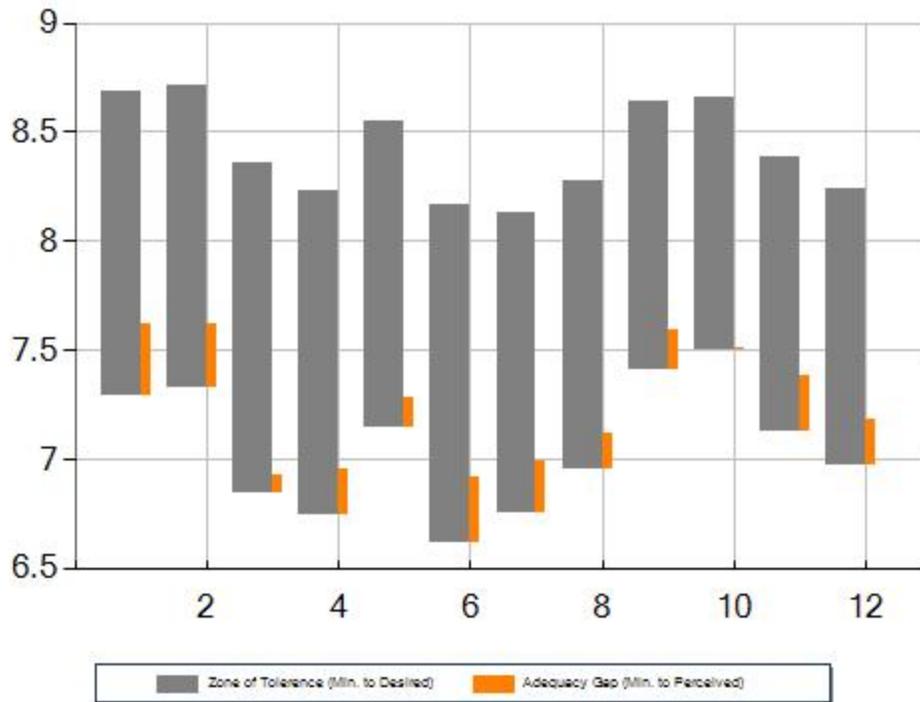
	Pop (N)	Resp (n)	Resp (n) %	# Comp	Resp Rate
1935	0	1	0%	1	100%
1936	0	1	0%	1	100%
1942	0	1	0%	1	100%
1943	0	1	0%	0	0%
1944	0	2	0%	2	100%
1946	0	1	0%	1	100%
1947	0	5	0%	5	100%
1948	0	3	0%	2	67%
1949	0	4	0%	3	75%
1950	0	7	0%	6	86%
1951	0	10	0%	7	70%
1952	0	10	0%	7	70%
1953	0	15	0%	14	93%
1954	0	12	0%	11	92%
1955	0	10	0%	6	60%
1956	0	15	0%	13	87%
1957	0	9	0%	7	78%
1958	0	7	0%	6	86%
1959	0	14	0%	12	86%
1960	0	13	0%	12	92%
1961	0	15	0%	12	80%
1962	0	16	0%	14	88%
1963	0	5	0%	4	80%
1964	0	8	0%	6	75%
1965	0	7	0%	6	86%
1966	0	8	0%	6	75%
1967	0	7	0%	6	86%
1968	0	10	0%	7	70%
1969	0	13	0%	10	77%
1970	0	19	0%	17	89%
1971	0	15	0%	10	67%
1972	0	10	0%	5	50%
1973	0	13	0%	12	92%
1974	0	3	0%	3	100%
1975	0	9	0%	8	89%
1976	0	6	0%	5	83%
1977	0	14	0%	9	64%
1978	0	15	0%	13	87%
1979	0	10	0%	9	90%
1980	0	8	0%	5	62%
1981	0	11	0%	7	64%
1982	0	11	0%	9	82%
1983	0	7	0%	4	57%

1984	0	15	0%	15	100%
1985	0	8	0%	7	88%
1986	0	8	0%	6	75%
1987	0	11	0%	8	73%
1988	0	5	0%	5	100%
1989	0	6	0%	5	83%
1990	0	3	0%	3	100%
1991	0	1	0%	1	100%
1992	0	1	0%	1	100%
Totals:	0	439	0%	355	81%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Comp = # Complete Surveys; Resp Rate = # Comp/n x 100

Results for All Respondents

Below are the charts, data tables, and suggestions for this view of the survey data.



Data Tables for All Respondents

For each IT service outcome the statistical mean, standard deviation, and n^* , where n^* represents the number of respondents who provided a complete rating for this service dimension. Thus, there may be variation in n^* across all service dimensions. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

Connectivity and Access

Tell us about the quality of the Internet service on campus.

#	When it comes to...		Min	Des	Per	Adeq	Supr	n^*
1	Having a campus Internet service that is reliable and that operates consistently across campus.	Mean	7.29	8.69	7.62	0.33	-1.07	387
		Dev	1.41	0.65	1.11	1.21	1.06	
2	Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.	Mean	7.33	8.71	7.62	0.29	-1.09	389
		Dev	1.34	0.60	1.23	1.26	1.14	
3	Having wireless Internet coverage in all of the places that are important to me on campus.	Mean	6.85	8.36	6.93	0.08	-1.43	368
		Dev	1.68	1.09	1.51	1.69	1.62	
4	Support for accessing the campus Internet service using my tablet or other mobile device.	Mean	6.75	8.23	6.96	0.21	-1.27	333
		Dev	1.67	1.17	1.55	1.75	1.66	

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); n^* = Total Respondents Who Completed Item; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Technology and Collaboration Services

Tell us about the quality of Web sites, online services, and technologies for collaboration.

#	When it comes to...		Min	Des	Per	Adeq	Supr	n^*
5	Having campus Web sites and online services that are easy to use.	Mean	7.15	8.55	7.28	0.13	-1.27	376
		Dev	1.38	0.77	1.21	1.35	1.21	
6	Accessing important campus Web sites and online services from my tablet or other mobile device.	Mean	6.62	8.17	6.92	0.30	-1.26	322
		Dev	1.70	1.21	1.45	1.60	1.50	
7	Having campus technology services available that improve and enhance my collaboration with others.	Mean	6.76	8.13	6.99	0.23	-1.13	342
		Dev	1.64	1.28	1.48	1.36	1.30	
8	Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.	Mean	6.96	8.28	7.12	0.16	-1.15	297
		Dev	1.56	1.10	1.37	1.30	1.15	

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); n^* = Total Respondents Who Completed Item; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Support and Training

Tell us about your experiences when obtaining assistance with technology on campus.

#	When it comes to...		Min	Des	Per	Adeq	Supr	n*
9	Technology support staff who are consistently courteous and knowledgeable, and who can assist me in resolving problems with campus technology services.	Mean	7.41	8.64	7.59	0.18	-1.05	364
		Dev	1.30	0.67	1.18	1.28	1.16	
10	Getting timely resolution to problems that I am experiencing with campus technology services.	Mean	7.50	8.66	7.51	0.01	-1.15	359
		Dev	1.30	0.67	1.23	1.24	1.19	
11	Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.	Mean	7.13	8.39	7.38	0.25	-1.01	365
		Dev	1.47	0.96	1.31	1.34	1.22	
12	Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.	Mean	6.97	8.24	7.18	0.22	-1.06	352
		Dev	1.52	1.05	1.39	1.35	1.31	

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); n* = Total Respondents Who Completed Item; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Suggestions from All Respondents

When a respondent indicates that the perceived quality of a service dimension is less than their minimum expectation they are provided the opportunity to make suggestions on how to improve the quality of this service. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term. The responses that follow are unedited.

Having a campus Internet service that is reliable and that operates consistently across campus.

My Internet connection is not always consistent. [#905224]

I assume you mean this to be for ethernet connected computers since the next question refers to to wireless. In my view the campus Internet service is fundamental and is most important to enabling all students, faculty, and staff with fast and reliable access to all system web sites, mail, downloads, and collaboration. [#905263]

Fix the fiber optic network so that it is NOT in the steam tunnels and so that backup systems are not right next to the main systems. What happened last fall could easily happen again. [#905320]

We have had times when using the wireless internet to provide services to TAMU Galveston and Qatar and the internet has dropped due to limited availability. I'm not sure that I am the best person to suggest how to improve it, but simply wanted to share the feedback regarding the wireless internet. [#905791]

regional staff really need consisten internet service and email access--without having to access VPN [#906269]

Our campus network is pretty reliable, with the exception of the wireless right now. [#906360]

make wireless service available in Cain Hall- we don't get it here [#906992]

My rating here doesn't have much to do with IT, but with how TAMU relies on internet services from outside providers (i.e., Suddenlink). Although the service provided by the outside provider is good there seems to be a misunderstanding with regard to when payments are made. It is not uncommon for us to be out of service for a few hours while payments is being scheduled for that month. This tends to occur four or more times per year. [#907042]

It must be available on campus in all locations ... [#907170]

This is imperative for Utilities and Energy Management to succeed in providing world class services to our customers. [#907370]

Extermly important and there are still many areas where no signal is available [#907772]

My Galaxy S2 will not stay connected to TAMUlink. It will stay connected to other wifi networks just fine, but I stay in the same building all day, and every other time I check my phone, it's lost connection, even if I've been at my desk the whole time. The only way to reconnect is to turn the wifi off and on again, or re-setup the network. To be fair, it's possible that this is a problem with my phone, but since it works on other wifi networks, I think it might not be. [#908293]

Our connectivity is disrupted fairly often. [#908307]

When away from the office we sometimes need to utilize the internet in other facilities. It is helpful to have a reliable connect that is both safe and consistent. [#910699]

have fewer breaks in service [#910864]

I mainly work in one area of the campus and rarely have any issues with internet service [#910932]

departments must pay their fair share and so should students to keep the infrastructure up to required levels. This service is something we can not do with out for daily business and teaching classes. [#910956]

It is difficult to access internet service when going to different buildings of campus (wireless or plugged in). The instructions on how to are not clear either, especially for wireless. [#911016]

Response times to read public email should be improved as at times there are long waits. [#911018]

a large portion of my job requires connection to the internet and we have become very connected to those systems. If they are not reliable it impacts productivity. [#911025]

Service in my area has been choppy recently. Calling the CIS help desk is not exactly helpful... they often share that the slow/choppy service is due to too many people accessing the WiFi. If this is really the case (which I don't believe it is), then it's time to upgrade our services. [#911048]

To be a world-class university, this is extremely important. All areas across campus should be covered. [#911093]

Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.

It is hard to do my job working with students and using our website if it takes long to bring up the site. Also bad during registration since HOWDY will drop or you can't load it due to the number of people [#905231]

more fiber optic cable [#906021]

Web browsers should be updated periodically. I work with multiple online databases at the same time, and I need them to run efficiently to provide the best customer service. [#906326]

While the campus backbone is fast, low speed bottlenecks abound. Old infrastructure, switches and switch interconnections, severely hamper the speeds at which the average desktop connects. [#906400]

Have had some trouble with Internet Explorer being very slow. Often, when going to elearning.tamu.edu, I use Firefox instead because it is faster. I'm not sure if the problem with IE has anything to do with TAMU computer services, but am glad for the opportunity to let you know my experience. [#906834]

Faster the better [#907170]

it is really helpful to have fast conectivity [#910864]

On some days different sites that house information I require on a daily basis load and run slowly, but on other days, everything runs smoothly. Could be an issue with the site rather than tech services at A&M. [#910889]

Sites like ieeexplore.org and other publication distribution sites should have quick access [#911018]

This creates added efficiencies in my work. [#911025]

helps alot [#911044]

Having wireless Internet coverage in all of the places that are important to me on campus.

It would be great if I could get it to work in my office - the router is about 10 ft from my office and it doesn't reach me most of the time. [#905231]

Certain buildings (Evans Library in particular) has spotty wifi coverage in some areas. Also, greater support through HDC for Linux device configuration would be helpful. [#905232]

More APs, or allow us to use our own APs. I know it's hard to get wireless through concrete walls, but not allowing us to use our own to fix the issue just makes it look like you don't care. [#905236]

In my view wireless internet coverage is a growing importance, but it does not contribute to enabling all students due mainly to financial considerations. Basic services and connectivity are important to those that have 3G or 4G devices. The cost of data plans required for large downloads may be prohibitive to some students. Work with the providers to offer unlimited data within the campus. [#905263]

Having consistent and uniform connectivity even in public spaces and not just indoors. Off late, connectivity has been very flaky. [#905309]

I'm not a big wifi user [#905320]

I have my construction management team using iPads for project management on campus. To get the most use of these devices it would be very helpful to extend wifi service outside of the buildings and to remote areas of campus [#905402]

Still have trouble getting wireless access in some meeting rooms in Rudder Tower. [#905748]

There is some wireless coverage almost everywhere you go on campus. However, the signal strength is fairly poor in numerous places. It would be great if the signal strength could be improved in various buildings so you don't have to move around searching for a signal. [#905895]

Not sure if you are able to keep connected while on on-campus shuttle buses. This is when I notice wireless Internet service being lost. [#906031]

I am in a position that sometimes requires me to carry a laptop into athletic facilities, and I need to be able to have a reliable connection when I do. So any improvements in these facilities would be a plus. The laptop that I am required to carry has a Verizon 4G air card, so I usually have coverage with that, at least, but sometimes being inside Kyle Field or Reed Arena could be a problem. [#906086]

This is very important since wireless communication is important on campus. [#906189]

More wi-fi in open spaces; i.e. Academic Plaza-not just in buildings [#906293]

Having wireless outside of buildings, in common areas like sports complexes. [#906360]

I have to use the wireless to work from my office and the signal is lost several times a day, I can't even get signal inside the laboratory area, I have to be near the modem... A more powerful and constant signal would be desirable [#906578]

It's difficult to figure out where coverage is, whether coverage is down due to systematic or local issues, and access for campus visitors is non-existent. [#906614]

For some of us who work in the parking garages, there are some dead zones with zero wireless coverage... For example, if we are at the access gates/canopy we cannot access tamulink... We find ways around this problem but it would make some tasks easier if we had more coverage with tamulink [#906797]

It would be great to have universal wifi across campus so that you didn't lose it between buildings. But obviously that's a huge expense and there are much better uses for that kind of money. [#906817]

Technology is moving a more portable mode ... speedy, reliable wireless access is a must [#907170]

Specifically the wifi hot spots and being sure the server is as fast as possible in all places. [#907211]

Students have only occasionally had problems accessing Internet via wi-fi. [#907244]

Having the ability to access systems from anywhere on campus is a necessity to enable us to do our jobs efficiently and effectively. That being said, having access to wireless internet all over campus is a very useful tool for us. [#907370]

I believe that wireless coverage is good. However, in some areas it is much weaker than others. [#907653]

It seems that the wireless coverage can vary within the building. For example, if I'm in the library, and using my tablet/phone to download something, I can't walk around the floor or use the stairs, b/c I may lose connection. [#907760]

I only go to one place on campus regularly. [#908293]

For my needs there needs to be a focus on Rudder Tower, the MSC and office meeting rooms. [#908321]

Need more wireless access points in our building to handle the load. [#908550]

The wireless access on this campus is spotty at best, and at worst doesn't seem to function at all. I never use it with my smartphone and instead rely on the 3G network. I have also used my Amazon Kindle frequently on campus, and in my frustrations have given up, walked to Starbucks, and used their free Wi-Fi instead. The fact that a chain coffeeshop has better internet than this campus strikes me as ridiculous. [#908556]

We are at Riverside Campus and we do not have wireless service in our lab. Even cellular service is very spotty. [#908562]

I think the whole campus should be wireless. [#910709]

Having a University Wide plan is the first step. Not just for a few select groups. [#910753]

It would be great if we had widespread wireless so it worked outdoors too. Rudder seems to be working better. Hoping MSC is working well. [#910785]

We should be able to walk onto campus anywhere and have wireless access - even outside [#910786]

This is a nice convenience [#910852]

My building requires several steps to use a personal laptop. Since the office does not provide laptops, it is inconvenient not to be able to use mine more easily. [#910853]

with today's technology internet access across the entire campus is helpful [#910864]

This is not quite as important as wired, but is growing, I believe as the years pass, this quickly rises. For example as I move around campus for meetings and use my iPad, I am seeing a need more and more and the importance increases to invest. How to improve of course means more wireless access points, which means more funding models and investment from the University and the system. [#910956]

I most often use a wired connection at my desk. When I am away from my desk, I find my access to wireless is very spotty. When using with a mobile device it often drops, is slow or is unavailable. [#910985]

Would love to have in more non-academic places on campus, and in outdoor areas [#911016]

I travel to a lot of meetings and having internet coverage in all of those areas is important to me. [#911025]

We need to improve coverage. There are dead spaces outside of the buildings. [#911035]

Outdoor coverage would be fantastic on this campus. We enjoy many beautiful days and with the ease and mobility of tablets/laptops/etc.... being able to sit outside would be great. [#911048]

need to add internet access to Reed Arena, Softball/Soccer complex, and Olsen field; all areas of campus should be accessible with wireless. [#911093]

Work towards making the entire campus a wireless hotspot. While most buildings have TAMULINK wireless, the next stage should be uninterrupted connectivity as a person moves across campus from building to building. [#915405]

Support for accessing the campus Internet service using my tablet or other mobile device.

I don't know how to access certain files from my tablet - anytime i need help, i go to my dept. IT guys because I dont know where to find the information on the website [#905231]

Wireless is the problem. [#905236]

In my view this is primary direction for future education environments, but the cost of data plans may be prohibitive to many students. Work with the providers to offer unlimited data within the campus. [#905263]

See above. Improve WiFi, you'll solve most problems. [#905309]

I do have to enter data on my slate while onsite and this requires internet connection. During past 3 months I have lost internet connection several times fortunately I did not loose all my data. [#905386]

The online help is good! [#905426]

My eReader can not access the wireless networks which is inconvenient since some of my textbooks are on it. [#905584]

Typically we have not received support for "personal" devices. [#905791]

Having good support is essential to any user. In today's world we are always in a hurry. I have found that I work form home and connect to my pc and loose a lot of speed, or loose connectivity often. [#905934]

I think having the instructions on the website and accessible is great. Thank you for that. It made it easy to set up my mobile device. [#906031]

Growing in importance as eBooks take over from paper. [#906033]

My old Mac is no longer supported by Campus Wireless VPN. [#906155]

Fix the current wireless issues, and most of this will be fixed. I do not have a tablet, just a smart phone and I use it a lot. [#906360]

I rarely use my mobile device with wifi [#906578]

As far as I know the service is more than adequate. We have people in our waiting lounge that are able to continue to keep in contact with their offices while waiting for an appointment and they appreciate the wireless service our office provides for them to do this. [#906655]

Local support is providing this now ... IF centralized, it must be responsive and flexible to meet all needs. We're not there now [#907170]

My past two android phones are not able to reconnect to campus wifi even if the connection credentials are saved, therefore requiring manual steps to establish connection every time. iPhone users do not seem to have such a problem. In that regards, it would be nice to be able to use campus wifi within the covered areas because carrier signal is quite weak at least within the GSC building. [#907234]

Get NICER, non arrogant , non abrupt IT people. [#907461]

Same as above [#907772]

I do not get phone service/ internet phone service on my cell phone in the READ lab. I use this lab a lot and it makes it difficult to stay there long without service to be reached at or reach others. [#908098]

Assemble more documentation for TAMUlink and TAMUVPN access for Android devices and Linux systems. [#908294]

I personally do not own one, but believe this is a direction we need to go. [#908321]

As stated, I have both a Kindle and a mobile phone. Currently, whenever I have to use them to look up things like the bus routes, the website is clunky and not optimized at all for a mobile screen. [#908556]

Again, having a complete project plan that provides for the entire university is the better approach. [#910753]

Help Desk Central is great! I cycled through an HP touchpad, iPad and android within two weeks. Their help was essential is getting everything working. Yea, Android Tab (Acer) [#910785]

Just learning to use an IPOd [#910827]

Need for today's world! [#910845]

This isn't necessarily the Tech Services issue, but I feel like it's pretty complicated getting on a wireless network on campus. [#910857]

with most having an wireless device support is needed [#910864]

For some devices, it seems easy to get service (i-Pads, etc), but I have had much trouble with accessing the internet on my Nook. Given that the university has an agreement with Barnes & Noble, this seems strange to me. [#910914]

More wireless sites for access [#910918]

Again, wired is currently more important, but this is quickly growing and the need is quickly becoming more important. Buy in from upper administration and students to pay for this is very important. [#910956]

good idea [#911018]

helps me fix the problem [#911044]

Make support for tablets and mobile devices obvious to staff and students. We dont know where those resources are. [#911061]

I have not used the support but I often would like to call but know that it is not available on weekends or evenings. [#911093]

Many websites are not "mobile phone friendly"... but this is improving. [#915413]

Having campus Web sites and online services that are easy to use.

It's difficult, in a sense, to give a response on my "perceived level" of satisfaction in a broad, overarching response since websites are created, designed, and populated in different styles and at different levels by college, administrative units, departments, services, etc. And, I believe it's also probably difficult to design a site to answer the needs of all the different "customers" who visit it. As a staff member, the information I may routinely need and search for is going to be different than that of a prospective student or a parent or a faculty member/researcher. I think the university's website is overwhelming a positive and useful one, with various degrees of "perceived" satisfaction. [#905217]

There really ought to be a single place to go to access all of the different services. For instance, the ever annoying SSO system that has its own login and password. I don't understand why that can't be in a single place with, say, the library system. As system administrators, you ought to be able to lock people out of sections that they shouldn't be in. For instance, there is no reason the librarian should have access to my leave information, but that is a matter of simply setting access limitations. [#905224]

Howdy is rather cumbersome. It takes multiple clicks to get to what I want to do (e.g., why do I have to click past Fall 2012 to see data for THIS semester?) and the homepage is crowded even after personalizing. e-learning works only with i-e and not Firefox. [#905320]

I believe that this is regarding campus websites, rather than just gaining access to them. With that in mind, I am suggesting the following. The various departments' websites are all different formats. Many of them are difficult to navigate and are not set up in a way that is particularly usable, especially with regard to the way typical websites (non A&M) are setup across the web. Different departments have different needs with what they need to show, but they still need to be navigable. It would be nice if there were an outside assessment of all of the departments' sites to determine which need to be improved. People on the inside of a given department might think that their site makes perfect sense, but people outside remain clueless. Also, our department's website needs updating and our IT department doesn't feel the need to make the changes that we submit. [#905382]

The Howdy website for ordering official Texas A&M transcripts seems to be difficult to understand for students. It would be beneficial to look into using a more easier website to order transcripts. [#905971]

I can't find the faculty and staff directory on the website anymore. [#905989]

There seem to be quite a few web sites that have broken links. I know it's hard to monitor all tamu websites but is there a way to report broken links. If so, it needs to be advertised more. [#906031]

NEVER assume a user knows anything, especially when giving instructions. [#906597]

The University website is confusing, non-intuitive, and lacks a functionable search engine (keyword searches typically retrieve a great deal of clutter such as faculty publications or obsolete policy manuals) which bury needed information. [#906614]

must [#906661]

Many websites, especially within the IT/CIS realm are not compatible outside of internet explorer. Because IE has problems with many non-TAMU sites, I always use Firefox at work or Chrome at my house. These websites should be updated to be compatible with more browsers. [#906817]

The web is our window into and to withou the university ... [#907170]

Web sites are too often complicated to drill down through to find necessary info. Also, old links are broken without a forwarding page. There are sometimes forms/webpages we use once a year or so. [#907191]

Websites are currently hard to manipulate [#907772]

I struggle with this because it seems there is no campus standard. Whenever I go to a new campus website, it seems like it is always a guessing game trying to figure out the navigation of the page. [#908321]

Using software development models that more closely mirror corporate policies and procedures will help bring to light the areas that are problematic. Having a knowledgeable development groups that follows good software project management practices will help produce better results over time. [#910753]

the more friendly, the better they are. [#910852]

There are some people that are not computer literate and easy websites are helpful [#910864]

Websites are not always easy to use or intuitively obvious. I often have to hunt a bit to find what I'm looking for. [#910868]

HRConnect index page is not intuitive. Clicking on links imbedded in paragraphs of verbiage is not what one would consider professional level web work. The style does not match any of the other services available from the SSO main page. [#910964]

Some of the relevant online information for TAMUS faculty and staff is challenging to find using the TAMU website. Too many layers to dig through to find. Have to scroll below the fold, find a link that might get you there and then hunt some more. [#910971]

It is often hard to find what you need because of jargon. What is ultra simple to the owner of the web page is often not the key word that a person from a different discipline would consider. It is often difficult to find a name and telephone contact. Email is ok but sometimes it is better to actually talk to someone. I think many of our web pages discourage that. [#910991]

Accessing important campus Web sites and online services from my tablet or other mobile device.

This has become increasingly important to me in my role as a support person for a higher-level administrator. Our work often goes beyond the "average" workday of 8am - 5pm, and I find that I am relying more and more on my Iphone and home access to work email to get things done and to remain on top of our work load. [#905217]

In my view this should be a high priority in the design and ongoing maintenance of campus web sites like Code Maroon, Dining Services, etc. [#905263]

I have to refer to MSDS online when onsite and having good internet connection makes my job easy. [#905386]

everything that we can do from our computers (HR items from SSO) should be accessible easily on a mobile phone, etc. They are not that easy to do now in a PDA environment [#905532]

more fiber optic cable [#906021]

When we need it, we need it right then and we always have our phones, and will probably have our tablets. [#906033]

I can get to m.tamu.edu by my cell phone and not much else. <https://mediamatrix.tamu.edu/> is very hard to access via a Mac (sometime it work, other times no views). <http://ttvn.tamus.edu/> is unusable to a Linux or Android user (and poor with some Macs). [#906155]

Mobile devices have become a big deal so It'd be useful to have things working. [#906189]

some websites are more mobile friendly than others [#906293]

sometimes the application of TAMU does not work, specially for bus schedules [#906578]

Many websites, especially within the IT/CIS realm are not compatible outside of internet explorer. Because IE has problems with many non-TAMU sites, I prefer other browsers. I use safari on my iPod touch (only official browser for iOS devices), and many of the websites do not function fully on Safari. These websites should be updated to be compatible with more browsers. Also of the ones that do work, many are difficult to navigate from mobile devices. A trimmed down, mobile-friendly version would be much appreciated. [#906817]

Got have it ... a must to hit the campus' needs [#907170]

Very important. Most people are currntly switching to tablets [#907772]

It might be neat to have my TAMU email on my phone, but it hasn't been important enough for me to look into, I guess. I can access SSO from home, and my phone, and that's all I usually need. [#908293]

I personally do not own one, but believe this is a direction we need to go. [#908321]

Again, having a complete project plan that provides for the entire university is the better approach. [#910753]

I have yet to be able to access my internet from my mobile device. [#910857]

Most have some sort of a wireless device and having the online access is important especially to those new to the campus [#910864]

Net ID username and password is different from email username and password, which is also different SSO username and password. This can be awkward and confusing -- any oppty to make them all consistent would be a tremendous help [#910891]

I'd like to see more staff-related services. [#910985]

More access is needed on west campus and other areas that are not considered "campus" to some. [#910997]

this is also a recruitment/retention tool for students and prospective students. [#911025]

Having campus technology services available that improve and enhance my collaboration with others.

I have this vague idea floating around in my head that it would be nice to have some sort of place where staff members could gather online, electronically, via social media to discuss and share ideas for improving skills, working with mentors/mentees, etc. And, no, I really have no more idea than that. It just *seems* like a good idea... [#905217]

There is a high demand for an enterprise level collaborative solution which can be expensive, time consuming and difficult to manage. Rather than having several different solutions implemented at the department/unit level on campus, it makes sense to implement this at the university level. In selecting and implementing such a solution, it is critical that ALL stakeholder groups be identified and consulted at every major step of the process. This seems to rarely happen. [#905249]

It would be nice to be able to access our department's working files when off campus or from our mobile devices without having to plug into a vpn thingy. I realize that there is all kinds of sensitive information about, but it should be easier to access, like a secure website with usernames and passwords to get into it. [#905382]

Reducing the firewalls between TAMU departments would make online meetings or IM or Sharepoints easier. [#905426]

Get with the times, this is how the kids collaborate... It wouldn't hurt the Staff and Faculty to learn the new ways.. ** Related item ** This love hate thing with Microsoft products is non-productive. MS has great tools yet all we see is Exchange. No Sharepoint (as a support mechanism for other tools), no Dynamics CRM... Those are world class collaboration technologies/tools that work and are affordable relative to other solutions. The fact that we don't even have a well implemented ADS is also a concern, aren't we supposed to set an example? I'm sure there is history here but if we want folks to centralize, should we be doing that internally first? [#906033]

Offering a service similar to DropBox that is hosted on campus servers would be great because it could provide a secure alternative. [#906086]

The main complaint from our research labs are they have to have everything connected to a wired connection and cannot use the wireless, because someone has to use their netid to connect to wireless. [#906360]

I have never tried videoconferences, but the seminars that I have attended in the ILSb building where I work have never had problems [#906578]

I've not always had knowledgeable folks working on my computer in CIS - that needs to be worked on, other than that, it's all good. [#907065]

Communications with all departments is imperative so that everyone has knowledge about issues or problems that are being addressed at that time. [#907370]

Vitally important as we head into the future. If we increase the number of students and the number of classes ... but are told to keep the budget stable and work with the same number of staff, we will need more technology support to help us collaborate. [#908321]

Centra is clunky and difficult for online students to access sometimes. Skype service that would encompass multiple participants at one time would be great. [#910709]

Again, having a complete project plan that provides for the entire university is the better approach. whatever tools are provided they should meet the needs of the majority. However, there are times where some tools may have very special needs that can be justified. A really good project model will help make this a reality. [#910753]

I didn't know you could help us with this. I wish we had a chat program so I could advise multiple students, maybe contact them via Lync or other video chat. don't know what answers to put , so I put all 6s [#910785]

its important to be technooogical up to date. [#910864]

Though it does seem that there are a wide array of such services for students, it seems like collaborative services for staff are only limping along. I would love to see some sort of instant messenger service specifically for staff (which would include being able to communicate with offices like Records and Registration and OGS). [#910914]

File sharing/FTP are clunky. The interface is annoying and the attitude seems to be "take it or leave it". On the plus side the flow for getting vendor or outside access to campus VPN services has improved greatly. [#910964]

Much of it is academic-related. If I wanted to connect with other staff members around campus, most of them don't have access to the technology. [#910985]

I would need someone to teach me how to use these services and/or that they were available so I took advantage of the resource. [#911025]

Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.

Some times the websites do not open while giving references during the presentations. [#905386]

I would like to see more TTVN centers but I see a lot of staff content on what they have. It may be a lack of knowledge or understanding how it would help most if they didn't have to travel to different buildings all day to attend different meetings. [#905426]

All the sites on campus that use TTVN or other DE are different. Conference rooms and classrooms should have a consistent way to be used so that the user doesn't have to guess what to do in each location. Or, at least an instruction sheet should be available to indicate what needs to be done in each circumstance. [#905532]

Improve video conferencing. The quality of the monthly IT Forums could definitely be improved [#906349]

Would be nice, but this gets very expensive for the departments that have classrooms. If the departments can get a reduce by getting in on the registrar control classrooms purchase of said equipment, then it could be add to more classrooms on campus. [#906360]

Being able to move seamlessly amongst all the classrooms throughout campus, for those who give presentations all over, would be VERY helpful. Having everything networked and all PCs networked (and off C drives) so one could access their desktop would be very useful. [#906597]

Would like to have computer projection system in all conference and meeting rooms if possible. [#907878]

I personally do not teach, but see this as a strong need anytime I do presentations to students. [#908321]

Cost is very high. A projector costs \$400 new, so why does it cost \$50 per hour to get one? [#910785]

It is already very good. [#910827]

very important, technology help get the message across the board. [#910864]

Some of the older classrooms are severely lacking in technology (the CE building, for example). [#910914]

Same as above: Much of it is academic-related. If I wanted to connect with other staff members around campus, most of them don't have access to the technology. [#910985]

Any way to improve wireless access for students while in the classroom would be great when using teaching tools like PollEverywhere.com. [#911016]

My idea of what this could be is limited, but in all of the meeting rooms that do have technology they seem to offer more to the users. [#911025]

I think TAMU is on top of it. Learning of course by trial and error has helped along the years. Just when we think we got the best...hackers and others ruin things for us and we have to advance to block out those that prevent us from doing our job or school projects or research. [#911092]

Technology support staff who are consistently courteous and knowledgeable, and who can assist me in resolving problems with campus technology services.

Okay, this is one of my biggest worries, no matter how nice the IT guy/gal on the other end is. Our IT support staff are amazingly helpful and courteous and never make us feel like we ask stupid questions - even if it's something we figure out when they are on the phone with us. I think this is a problem I and others deal with internally - feeling insecure when it comes to dealing with IT troubles. It's not really something the IT community can help with, other than just recognizing that we DO feel insecure about it. [#905217]

Hold college-level technology support staff to the same expectations of university-level technology support staff. [#905220]

IT techs are not a superior lifeform. Just saying... [#905382]

Often times, when I need help with something such as elearning, I feel like I end up just answering my own question because the answer I get back is not helpful. I also feel like the library website often stops working more often than I would like. [#905390]

Our Technology staff are very knowledgeable and always willing to help. I have never been down for more than 30 minutes. [#905400]

I have had really bad experiences but more good than bad. There is issues with being able to follow up on requested services. [#905426]

They are good WHEN you can find them. Knowing who to reach for what is confusing. The right person changes in each room and sometimes that information is not easy to spot. [#905532]

Help Desk is often not helpful and not available before 8--some of us do arrive to work at 7/7:30 [#906269]

It's a pleasure to deal with the IT folks, esp at help desk and when getting guest logons. [#906597]

too many of the technology departments use the automative service before you talk to anyone. I have a problem with this because when I need help, I need help immediately and answers. [#906655]

don't know [#906661]

DSA help desk staff is incredibly helpful. [#907211]

i do have to admit that HDC support staff perceivably are more knowledgeable than i have encountered in the past. [#908231]

CIS tech support has always been courteous when I call or email. Issues seem to be resolved rather quickly and by end of the day. [#908240]

The staff are always courteous, but I struggle with the knowledge part sometimes when I call in. Some times, it feels like the worker is following a script instead of trying to help. [#908321]

Sometimes the help desk person assisting our area is rude and talks down to the user. It's very unprofessional. However, most other help desk staff members within CIS are a joy to work with. [#908555]

Attitude, Attitude, Attitude. It is very important for the right people to be selected for customer service and support jobs. It requires a special personality and they have to have a passionate attitude about being the best at what they do. [#910753]

HDC rocks. [#910785]

I feel like I get told that certain people will get back with me about important issues of mine or my office and I have to consistently follow up to see what's going on with those issues. [#910857]

having someone educated and how to answer questions correctly is helpful, courteous is comforting. [#910864]

Kudos to the technology support staff in my college. They are understaffed and overworked, but almost always responsive. [#910971]

Student workers at helpdesk are often times less than knowledgeable. [#911035]

Inconsistent at the Bush School. One individual is outstanding, another is decidedly anti-customer. Recommendation is for establishment of a customer feedback mechanism that rewards outstanding service and also brings broad attention to substandard support. [#914609]

xxx in the networking group is "less than helpful". [#915413]

It's very helpful to have technology support staff who understand that not everyone has the knowledge or understanding of technology that they have and that they have the ability to explain things to someone who doesn't have that same knowledge and understanding. This is especially helpful when it's done in a courteous and patient manner. [#930462]

Getting timely resolution to problems that I am experiencing with campus technology services.

I can't stress how important this is since we - administrators and staff - rely on technology in, literally, almost every aspect of our work. Even short delays in access to IT can create problems since there usually is no back-up plan for "the system is down" or "your software has a virus." [#905217]

I always have an easy time with the techs from my office but dealing with the central ITS is really difficult and I often find myself in a que for long periods of time. [#905247]

Getting an estimated time of resolution, if possible, would help me to plan out my schedule so that I know how to better time manage while I wait for a resolution. I know the IT staff is busy, but just to have an idea of when IT will send someone to assist me and the technology issue I am having will help to make sure I do not fall behind on the tasks I need to complete. [#905258]

In regard to building security issues, HelpDesk kids try to be helpful but frequently seem unprepared to take security complaints; better training is needed for them. Occasionally with respect to email and internet, the system slows down, or goes down altogether, and we are never told why. [#905387]

Having an email ticket system (in my opinion) is not a "timely" way to resolve problems. Typically when issues are identified that need immediate attention, the quickest way to resolve issues is via telephone and speaking to a person directly -not submitting a help ticket and waiting for someone to respond to your issue. [#905791]

Need to communicate better that an issue was looked into and resolved. Sometimes we don't get feedback about the help desk ticket, especially with IT Services within Department of Finance [#906031]

Slow network connection to other school locations (like Dallas site) is not being answered by networking. [#906155]

If we can get our problems fixed in a timely manner that is excellent. [#906189]

Provide much improved response time in regard to wireless networking security involving the connection of wireless A/V equipment for classrooms and conference rooms. [#906349]

The wireless problem is taking awhile to fix, but the fiber repair that was done earlier this year went very well. The CIS/NIS/Vendors should be commended for their efforts to repair these fiber cables and the communications that where sent out to everyone. I think the communications was the key here. [#906360]

High grade requests from College and Departmental IT servants, especially those related to network issues. [#906400]

Dont have one number for all problems. If I call the CIS help desk for a cable problem operator is usally very confused as to why I am calling them. [#906460]

Since the main issue on wireless signal is constant I don't expect any timely resolution [#906578]

Sometimes takes too long to get an answer. I kept getting transfered to other lines. Its important to get problems resolved immediatly, not enough 'real' help on the lines. [#906655]

Problems often sit in the keystone system, ignored for over a week. It is possible that they are being worked on, but that is not communicated at all. [#906817]

Service is always very prompt and courteous. [#907244]

Getting a timely response helps us to answer questions regarding networking communication issues. [#907370]

I was developing a template for my students to use, and I did most of the work in the office. I needed to use a mac computer to make another version of the template that was mac friendly. I had trouble logging on to the macs in the access lab, and was directed multiple places by multiple people. It took 3 days (and multiple trips from my office) to get the issue resolved. I know my problem was not a common one, but I did feel like I was a problem being passed on. [#907760]

Timing is everything in customer service [#907772]

EIS needs help in tech support. Suggested fixes we have offered have been dismissed out of hand. [#908294]

While our college has an IT Department, they are not always available. When they are it is very helpful. When they are not available to assist with technology services, it becomes an issue as we rely heavily on our computers to complete our day to day tasks. [#910699]

As in the comment above, problems have to be tracked not only by the folks that are supposed to correct them but their managers in order to be sure that things really are getting done a reasonable time frame. A reasonable time frame needs to be defined to some extent by the end users and not the IT staff. [#910753]

Timely resolutions goes in hand with the helpful tech support, having someone on hand is helpful [#910864]

Technology staff seems generally understaffed and overworked. With the demand for technology only increasing, this is something it might be wise for TAMU to consider investing in. [#910971]

Some procedures seem to be overly complicated when compared to private industry. [#911035]

Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.

There are adequate channels for communicating issues with campus technology services. However, the timeliness of the updates is inconsistent. [#905249]

IT needs to use less mailed pamphlets and more on-line publications. The mailing of "PossibilitTies" is wasteful and unneeded (full color brochure with information that we have already got from other sources). Handout at the HelpDesk are very good and needed. [#906155]

I may not be in the loop for this, so I may have never seen anything about this. [#906360]

Our technology staff helps us more than the campus folks and has quicker service. [#906655]

must [#906661]

I only know about much of what we have because I am employed by the university. During undergrad I had no idea what was available to me. It would be great if there were a way to explain this to incoming students. [#906817]

As I have already mentioned communications is the key to success in any organization. [#907370]

A lot of money goes into producing glossy print materials to promote IT services. Why not use electronic communications and spend the money more wisely? [#907878]

i rated the perceived service performance lower because of past experiences with getting updates about service interruptions. there have been numerous times when i've called HDC to report an issue only to be informed there haven't been any previous calls about what i'm calling about only to talk to other IT support staff and be informed they are also having the same problems. i understand how busy HDC and the University-side support staff are, but communicating with other technicians to determine if there is an issue and then updating the problems.tamu.edu with the most current information as soon as it is reported. [#908231]

Good about communicating why networks are down or experiencing issues/lags. [#908240]

Training is important on every level. Some persons are stronger in some areas than others and by sharing that information, via email or otherwise, it becomes easier for everyone to stay abreast of what is happening in the technology community. [#910699]

The IT Forum is a great start in the right direction. Use it and expand its reach. [#910753]

I am not interested in "tech", so what I have to do with it is difficult for me to understand if it is not presented in the most simple, parctical terms possible. [#910776]

Emails are a godsend. Let's us know something is broken or slow. [#910785]

Emails about technology services is not always in "lay language", that is something that could be improved upon [#910801]

maybe bulk mail system sending forms. [#910864]

None. [#910964]

Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.

I have "grown up" in an office environment that started with my using an IBM Selectric, evolved to TRS-DOS on a TRS-80s, and now includes multiple IT devices in my professional and personal life. I feel that I've got a fairly good grasp of IT knowledge, although I bow to the total awesomeness of my 11-year-old niece when she completes in 15 seconds on her smart phone what it takes me a good half hour to do on my computer. And, I often know what I *want* a program to do, but I don't know how to make it do it. Sometimes I wish I had a half a day with a really intelligent (and patient) IT resource person who could answer simple questions and remind me and others of the history of the world wide web, the difference between Apple and MS programming, what social media is and what it does or could do for us - that sort of thing. [#905217]

Have more classes available to the staff for training. Some times the classes fill up very quickly. [#905255]

Having more "at your desk" or online trainings would be helpful. Perhaps there already are some and I am just not aware of where they are to access; so more communication about them would be helpful. [#905258]

All calsses are currently only offered during my office hours, and I can never comfortably attend them. [#905437]

Instill campus technology services training during the new hire orientation would be nice. Just a general over view of what services we can access or available. [#905467]

Getting access to training and hearing about training opportunities are two very different concepts. Access to training is fine, but receiving notification or information about training opportunities is limited. [#905748]

Need to offer HTML classes more often. [#905989]

better access for regional staff [#906269]

letting me know about new apps that are offered related to the university or what the apps can do for me [#906293]

Offer courses that are specifically designed for IT personnel. Examples would be how to set up and use Identity Finder in a department. With the requirement to scan every computer in the department, this would be a big help. Provide advanced training regarding network and computer security. These classes could help department Information Security Officers do a better job. [#906349]

Technology train Self-Help, CBT on campus would be a great option. Cost is still going to be the major determining factor. [#906360]

Make the Wireless splash page one page, quick and easy to connect. [#906460]

Not enough interest to offer classes in Camtasia apprently. I've been waiting for almost a year! I usually go on a wait list and, sadly, have never been called. [#906597]

good. [#906661]

I do not always understand the technical language used. Although this is not an ongoing problems, "plain English" would be helpful for us non-techie types. [#907244]

EOD has good courses, though the topics are limited. [#907878]

We have training? [#910785]

I am not tech-savvy whatsoever. It would be nice to have access to training services available. [#910857]

online training such as that on train traq through single sign on, but have a library of training courses to best suit needs. [#910864]

Offer more classes.... The ones I've attended have been good, but they often fill up. (I find them through EOD so I'm not sure that is the only access point). It is possible that I'm missing something here. Also, their email is image heavy and slow to download. I have had difficulty finding lists of courses. (back to that user friendly question) [#910991]

More advanced training would be helpful. [#911035]

Additional Questions for All Respondents

The project coordinators for Texas A & M University included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.

What university services should have the highest priority for enhancement for use on mobile devices? (Open-ended Question)

Nothing comes to mind. [#905214]

I don't think this is a service, actually, but the ability to have my laptop imitate my workstation at the office in everything from access to our shared drive to Outlook to Word, etc., including the eventual files we hope to have available through scanned imaging. [#905217]

Howdy and the bus routes [#905220]

email [#905224]

HOWDY service - registration and searches on mobile devices [#905231]

Wireless [#905236]

Interactive maps, since there are no good ones on campus. Library services that update you when a book has come in and so forth. [#905245]

people search, [#905247]

The University Police and President of the university [#905255]

classroom, events, registration, dining, ultimately all. [#905263]

Student Business service should have the highest priority to better serve the students needs. Both in providing easy and efficient educational opportunities and aiding the student to fulfill academic requirements (Registration/Course enrollment/Billing and Financial Aide)needs and services. [#905267]

Provides internet access to systems that are independant of the OS. E.g. we should be promoting open source OS like Ubuntu. [#905271]

The TAMU app is awesome. More on that. [#905296]

Communication is of the highest concern for students and staff at Texas A&M University. [#905298]

Enhancing WiFi and making easy to use VPN services. [#905309]

AIS [#905324]

Transportation [#905382]

No opinion. [#905387]

Library [#905390]

Good coverage in buildings [#905395]

Transportation alerts, campus map/navigation, academic calendar, events. [#905402]

The only problem most people have is getting their email account properly set up on new mobile devices. There is wonderful instructions online but they don't always work. The different domains for each group of people, even within our department makes it hard to figure out setting up new phones. [#905426]

More band width and easier access to that band width throughout all of campus, especially during high traffic times. [#905429]

e-mail [#905431]

I consider services for the students should always be the top priority. [#905432]

I cannot login to Filex from my phone, and it would be helpful if I could. [#905437]

Compass [#905452]

everything that is in SSO. We can work from PDAs and phones from anywhere but that is difficult to get into on some devices (mine included). [#905532]

I've only been employed at TAMU for 2 months and have not determined what would be necessary on my mobile yet. [#905578]

Any services that have immediate classroom application, such that faculty can move toward better using the growing array of technologies that students already own and use daily. [#905611]

Howdy CAS TAMU Homepage Transportation Services [#905651]

Howdy Portal, Code Maroon [#905657]

Timely emails about services [#905749]

bus schedule and stops library hours parking map, eligibility and schedule building search [#905809]

Teaching technologies (e.g., Blackboard or similar software), registration, and HR resources should have the highest priority. [#905881]

Maps, calendar, news/ main page [#905895]

Transportation services and map services should be high-priority - I assume these are services most needed by mobile users. Any other services that help visitors and new students navigate campus. Dining services locations? [#905942]

I would like to see the application/enrollment/registration area to have highest priority since my older two children will be entering college in Fall 2013. I'd like to be able to help them with their application/registration, etc. from my iPad easily. [#906005]

I honestly don't use my mobile device for university stuff. I wish I had an answer for you. [#906025]

Problems, Status, Service Catalog. [#906033]

Help Desk [#906038]

Accessing university websites [#906109]

TTVN by IPV6. We all can not make it to some of the meetings that are broadcast on TTVN and would at least want to watch it on an IPAD. Upgrade of the Wireless to IPV6 should be done as soon as practical. I have two mobile Internet devices and they seem to keep running out of DHCP address at times (Wireless connections not being able to get access, even with a good signal). [#906155]

CIS [#906169]

Keeping the wireless signal and working up to date. [#906189]

any or all [#906198]

Directory, email, howdy, tamu.edu [#906233]

business office--student accounts, billing, etc. [#906269]

Athletics; Library; transportation; dining; events [#906293]

e-mail [#906307]

Classrooms and teaching technology (books, notes, student services), computer labs, and departments classrooms and computer labs. Not sure what breath of services you want to discuss on this one. There are probably major fiduciary concerns here. If we are talking about pie in the sky monies, then all of the above. Mobile device use by the students is very high and any campus services that can be setup for mobile access that would benefit these students and should be explored first. [#906360]

AIS [#906432]

Any with streaming media so that it could be available for you could use on whichever device you own. ie Apple, Andriod, HP whichever [#906460]

access to university website for electronic research administration [#906470]

wireless network zones with printing from your own laptop [#906474]

I mainly use the TAMU application to locate names and numbers on my iPhone. [#906525]

It would be nice if departmental websites were more mobile friendly. (Or really more computer friendly as well.) I think there should be a standard website template that the university requires each department to use, so that the look and feel of each website is more effective and professional. [#906573]

bus schedule, email [#906578]

Help Desk, email, grade postings/assignments, code maroon/crime alerts, emergency msgs. [#906597]

map app, paying tuition/loan app, registering for classes app, bus route app [#906667]

Systems and websites used by IT employees on a regular basis (keystone, scheduler, oalinfo, etc). It would be nice to be able to access information while at a computer or printer without having to write everything down and take it back with you. These are just CIS examples but I am sure the other departments have similar situations where they would like to be able to access certain sites while away from their office. [#906817]

transportation howdy portal events schedules campus map [#906855]

accessibility and reliable service!! [#907170]

Email, definitely, followed by e-Learning for students. [#907211]

TAMU Jobs for hiring supervisors [#907234]

I don't know. [#907244]

Main A&M Web Page; Bus Routes; Dining Menus; Campus Maps; University Calendar [#907368]

Utilities and Energy Management, UPD, and Transportation. [#907370]

I have not had any problems resolving any IT services at TAMU. [#907394]

Equal priority [#907461]

Get EVERYONE on the same MS exchange servers. [#907521]

email [#907578]

Keeping them going and making sure there's no bugs to slow the system down. [#907645]

Library Financial Aid Student Registration [#907671]

n/a [#907685]

SSO [#907760]

Very true!! Mobile devices are used more than laptops. [#907772]

student services, transportation services [#907878]

I honestly have no idea. [#907945]

I think that having access to the wireless network would be the most important thing. Majority of people have devices that have wifi access, and sometimes the signal fails while trying to use it. I think fixing that problem would make more sense and help people to have a better experience while here. [#908217]

email and Howdy/eLearning access for faculty. [#908231]

I would have to say those departments that deal with new students and visitors to the campus. New students need to have a different variety of access methods to get their questions answered. The same is true for visitors as well. Students, faculty and staff have the access, meaning the telephone numbers/email, to find the answers to their questions. [#908233]

Admissions, records, student business services, financial aid, student health services, disability services, student counseling services. [#908240]

E-mail is the number one priority for me on a mobile device. [#908255]

I haven't been here that long, but I would say that a navigation app for smartphones would be awesome. You could allow users to contribute content and information, and people would be able to get where they want more directly, and be informed of construction, etc. As is stands, you're stuck with a map from the campus website, or Google Maps. [#908293]

Make sure that TAMUlink is resilient. Consider providing temporary additional access points for sites that may be hosting conferences. [#908294]

Web pages and ease of use. It is extremely difficult to wend your way through myriad web pages to find the information you need. Some concerns may not fall under this area: some web sites have no contact info, important info should be on the first page, and the people search is a nightmare. [#908297]

Signal strength [#908299]

Probably any service focused on new students and any service focused on staff members who have a job that is "walking around" (like inspectors). [#908321]

Additional wireless internet access points would be helpful. [#908387]

Code Maroon Academic reasons/stuff [#908455]

Classes & HR [#908456]

A&M website and employment [#908461]

Timetraq/Leavetraq; Compass [#908504]

Access to have employees be able to purchase items at University rates [#908534]

Wireless services. [#908550]

Services that impact students should have a higher priority than services specific to faculty and staff. [#908555]

Transportation, displays for bus route maps/changes to the schedule. [#908556]

I don't know enough to be able to answer this question. [#910696]

N/A [#910699]

Those services that have a LOT of direct Student and Parent interaction! Not everything is practicle for the mobile world, nor should they be. [#910753]

Wireless connections expanded, sped up. [#910785]

WIFI [#910786]

Email, howdy access, concur, programs used by assistants [#910799]

Wi-Fi coverage. I work in a building at Riverside Campus and must go out into the hallway to get any Wi-Fi signal. [#910806]

e-mail [#910807]

Apps. The TAMU app is great [#910810]

Don't have an opinion [#910822]

The email service is wonderful and i find it very good. [#910827]

Faster internet [#910830]

library and database access [#910837]

parking, transportation [#910847]

Basically anything related to students should have highest priority. [#910851]

Timely updates on campus news & code maroon, along with good technology. [#910852]

Wireless access [#910864]

n/a [#910870]

N/A [#910879]

not applicable [#910883]

instruction and any technology used for such (iTunes, etc) should have the highest priority [#910885]

I don't have a smart phone, but I definitely think howdy and elearning should be maintained so that people can access them on campus on their phones. [#910888]

Directory and Maps [#910891]

Code maroon. [#910894]

Email access and class registration capabilities [#910907]

Howdy and COMPASS, forms through the Registrar [#910914]

Web & email access [#910918]

I would think that the new CONCUR travel system is going to be extremely helpful. It would be great to get the email notifications for university wide outages. [#910922]

I think e-mail services is very important. I like to have access to my e-mail if I am out sick or one of my kids are. [#910940]

Main Web Page, Student Services (registration, tuition, dining, scholarships etc), Transportation [#910948]

HRConnect, LeaveTraq and VPN services [#910964]

Libraries and Transit [#910969]

Howdy Mobile with registration capabilities--which are up and running, and fees/tuition payment [#910977]

Show current bus locations for AggieSpirit. [#910985]

More people are using mobile devices so it should be a priority. [#910987]

like i have stated before safety notification system, in our case "Code Maroon" needs to be a faster notification system. [#910989]

Emergency response/safety/security Code maroon is excellent [#910991]

Code Maroon [#911003]

Its what everybody does now days. Its of highest importance [#911028]

Wireless coverage. [#911035]

yes for i pad users. [#911044]

Howdy Portal Website TAMU Directory Compass (could be a problem due to Java) [#911048]

email [#911050]

I am satisfied with the services i've got. [#911056]

Texas A&M should have a mobile app available for all mobile device users from Iphone, to Android. This mobile app should have all necessary information for the user at a glance. Perhaps an alert for important messages. Most important should be Code Maroon messages that alert from the app and show the message and when message is read it remains as a ticker scrolling across the screen. Next might be important messages that are not Code Maroon level. Such as Campus alerts based upon Weather (Campus Closure) or Network Outages (South Side Dorms) or Electrical Outages (Building list) or Traffic (Accident or Road Work on Campus or Welborne bridge project) Issues. Things students, staff and faculty would need to know and would complicate campus existence. Even links to the President news email in a blog format. Quick link to the Aggie Athletics information. A one stop hub for all important info for Texas A&M in an official app for mobile devices that is supported and developed by a professional mobile app developer. [#911074]

Email, howdy access [#911080]

registration, financial aid, teaching (classroom) [#911093]

N/A [#915405]

Calendar [#915413]

NA [#915419]

Classroom instruction, internet access/stability for mobile devices (students, prof, staff use), clear and easy access to instructions for campus software; [#918689]

everybody does everything on mobile devices. [#930385]

Financial departments [#932381]

phone services for my cell phone , computer services have improved lately , could use more accesess to computer classes. [#932596]
