

A Higher Education TechQual+ Study

Staff 2013 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 thoughtful.

Technology support staff who are knowledgeable and can help me resolve 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.

If you could change or improve just one thing about the university's technology services, what would it be? (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*

Thank you for taking the time to complete this survey. Please provide your name and email address to be eligible for the iPad mini or Amazon gift card. 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: The employee is responsible for all taxes related to prizes. (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*

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.

The analysis below is based upon self-reported information (page 1 of the survey) from respondents obtained via the "direct link" method of data collection. Values for # attempted, # complete, and completion rate (# complete / # attempted) are available.

Total Population / Respondents

Population Size (N)	Respondents (n)	Respondents (n) %	# Attempted	# Complete	Completion Rate
0	0	0%	691	492	71%

Attribute: University Role (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	90	4	4%
Faculty	0	0	0%	8	8	100%
Staff	0	0	0%	586	474	80%
Student	0	0	0%	7	6	85%
Totals:	0	0	0%	691	492	71%

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

Attribute: Gender (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	95	8	8%
Female	0	0	0%	395	315	79%
Male	0	0	0%	201	169	84%
Totals:	0	0	0%	691	492	71%

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

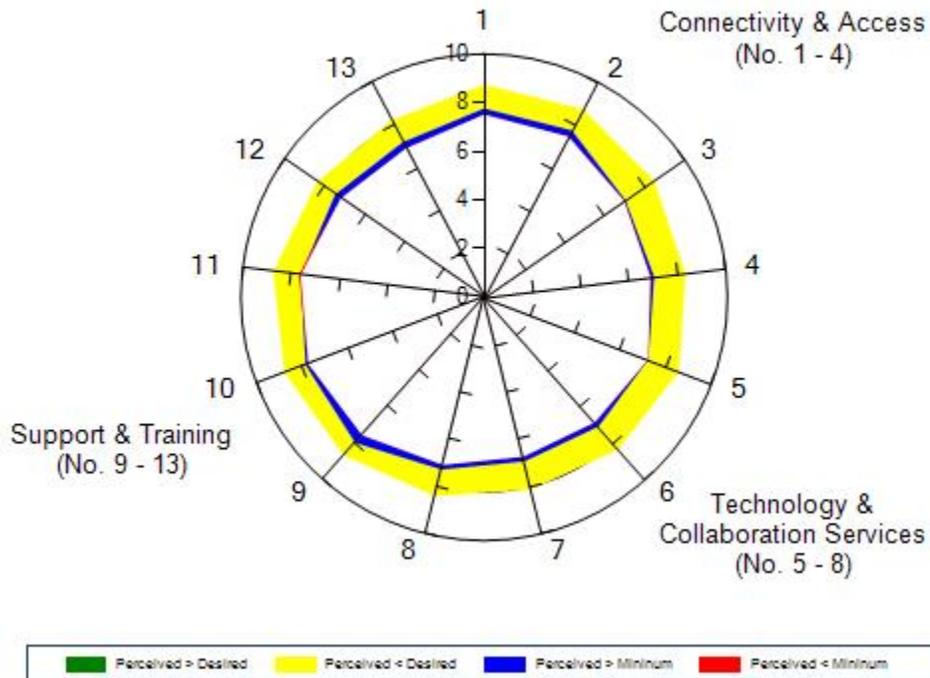
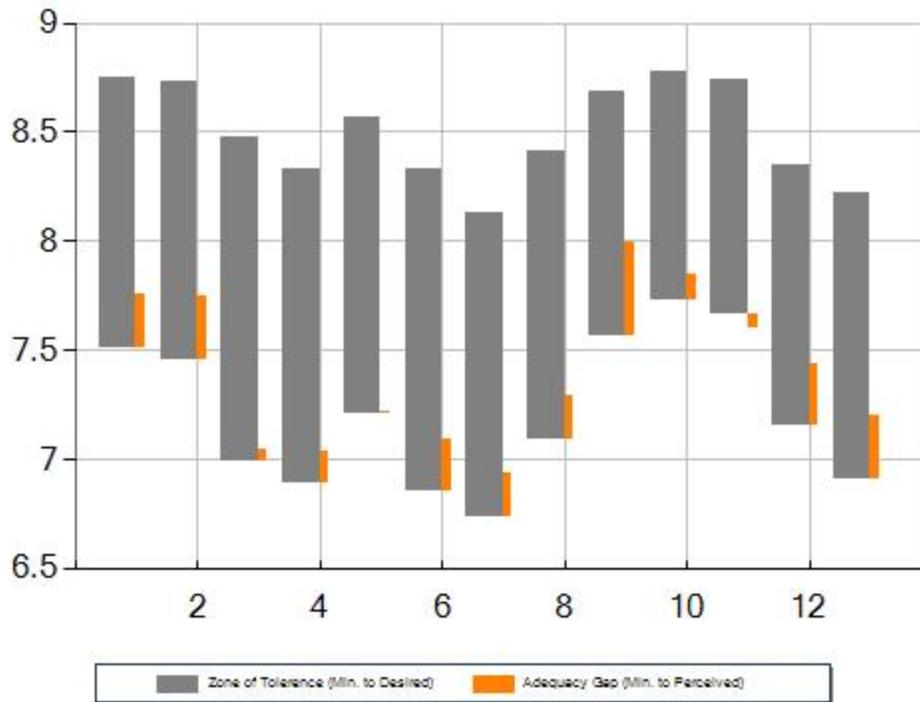
Attribute: Age Group (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	131	37	28%
0-24	0	0	0%	11	9	81%
25-34	0	0	0%	149	120	80%
35-44	0	0	0%	120	102	85%
45-54	0	0	0%	133	109	81%
55 & ABOVE	0	0	0%	147	115	78%
Totals:	0	0	0%	691	492	71%

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

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	7.51	8.75	7.76	0.24	-1.00	491
		Dev	1.43	0.55	1.21	1.34	1.14	
2	Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.	Mean	7.46	8.73	7.75	0.29	-0.98	483
		Dev	1.42	0.64	1.26	1.29	1.14	
3	Having wireless Internet coverage in all of the places that are important to me on campus.	Mean	6.99	8.48	7.05	0.06	-1.43	465
		Dev	1.72	0.99	1.63	1.71	1.65	
4	Support for accessing the campus Internet service using my tablet or other mobile device.	Mean	6.89	8.33	7.04	0.15	-1.29	454
		Dev	1.79	1.11	1.63	1.64	1.57	

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	7.21	8.57	7.22	0.01	-1.35	467
		Dev	1.52	0.76	1.32	1.44	1.28	
6	Accessing important campus Web sites and online services from my tablet or other mobile device.	Mean	6.86	8.33	7.09	0.23	-1.24	429
		Dev	1.70	1.02	1.39	1.54	1.34	
7	Having campus technology services available that improve and enhance my collaboration with others.	Mean	6.74	8.13	6.94	0.20	-1.19	430
		Dev	1.86	1.36	1.61	1.32	1.31	
8	Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.	Mean	7.09	8.41	7.29	0.21	-1.11	384
		Dev	1.65	1.04	1.32	1.31	1.20	

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 thoughtful.	Mean	7.57	8.69	7.99	0.42	-0.71	445
		Dev	1.36	0.62	1.03	1.17	1.00	
10	Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.	Mean	7.73	8.78	7.85	0.12	-0.93	452
		Dev	1.24	0.49	1.17	1.27	1.18	
11	Getting timely resolution to problems that I am experiencing with campus technology services.	Mean	7.67	8.74	7.60	-0.07	-1.14	449
		Dev	1.28	0.57	1.34	1.49	1.31	
12	Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.	Mean	7.16	8.35	7.44	0.28	-0.91	445
		Dev	1.65	1.07	1.40	1.41	1.24	
13	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	6.91	8.22	7.20	0.29	-1.02	444
		Dev	1.65	1.16	1.52	1.40	1.36	

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.

Occasional outages are annoying, but not too bad. Most problems have been domain trust issues. [#1172649]

As a member of the staff I can usually time when the internet will begin to run slow. Directly after lunch from 1 until 5 the system dramatically slows down. [#1172652]

sometimes guests have hard time accessing internet during meetings which causes frustration [#1172669]

Very important. [#1172671]

I think having campus internet service is high urgency. Internet should be reliable for students, staff, and faculty. [#1172688]

Essential! [#1172766]

Internet is very fast and reliable. No complaints. [#1172885]

the email system, zimbra, is terrible and completely unreliable. it's an embarrassment [#1173001]

There are not enough outlets where we can hard-connect to the network. It would be nice to have more of these on campus since the wireless access is often unreliable. Providing wireless access outside buildings would also be ideal. [#1173084]

More accessibility, broader ranges of WiFi service to accommodate the large masses that are on campus and using the internet services provided. [#1173311]

Again, i think that 'reliable' is something everyone wants more of, no matter the current level. [#1173439]

not being able to get on wpa is awful, because there are not enough computers for the high demand of internet. thankfully, this rarely happens. service in wehner needs to be stronger [#1173577]

Regular internet has always worked great. [#1173781]

Sometimes I have trouble with the internet connection when I am in the MSC. [#1174333]

Additional WAP in some buildings and in some areas to accommodate construction interference and improved or eliminate dropped connections. AGLS Bldg. still has intermittent issues. [#1175426]

My typical access stations are in my office and at the library. I do not have much experience with WiFi accessing, and with equipment that we use (such as laptops), access problems are caused by outdated hardware. Rating of "Service Performance" thus has to be taken with a grain of salt, as it is not being tested with top of the line equipment. Access in office is by ethernet. [#1175857]

You guys are doing a great job with this. Wireless is the way to go. I have found some dead spots but overall it is pretty good coverage. [#1175944]

Sometimes it lets me connect to the wireless network, sometimes it doesn't! No real consistency.
[#1176084]

Rated 7 on perceived because it took nearly 2 years to be in a position where i could walk into a classroom as a guest speaker and access internet to provide an engaging presentation. [#1176255]

Improve wireless service. Wireless connection strength is inconsistent in different areas of campus.
[#1177014]

Increased wireless access and signal strength to enable a more consistent mobile computing experience (especially in the area of the Corps of Cadets). [#1177334]

There are many places just outside of buildings where wifi is not accessible. Stronger signals would be useful since wifi devices are mobile. [#1177456]

Reliability is the key [#1178567]

Have broader coverage on campus. Send instructions through neo accounts on using WIFI internet for various various cell phones, laptops, tablets . [#1197063]

In my area, we often rely on smart phones for numerous things-for updating/uploading data, social media services, etc. and reliable service is important. [#1197205]

same as above [#1197254]

WE HAVE TO ALWAYS BE ONLINE - 24/7 - TO DO OUR JOBS. [#1197308]

make sure there are adequate routers in all places including sporting arenas [#1198089]

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

Job requires frequent access to sites on and off campus. Occasional outages are annoying, but not too bad. [#1172649]

This has become a standard within our society and so the same should be seen in the university. [#1172652]

Very important. [#1172671]

I find it lags at time, on some of the 100 meg lines, and the price for a 1 gig line is too expensive. I think the cost recovery model CIS is forced to work with undermines their job of getting appropriate IT resources to the university community. Why are we paying millions to coaches when departments are being nickled and dimed to death for any kind of IT service from CIS? [#1172673]

Fast internet service is useful for all. [#1172688]

Very desirable. [#1172766]

Since most of my work uses web applications, speedy access is important. I have no complaints about speed. It's great! [#1172885]

I think that we all want 'faster' service, no matter what the level actually is..... [#1173439]

I have multiple windows open at once. I need fast service so I can get the information I need and move on to the next thing. [#1173493]

super important. wehner needs better wifi! [#1173577]

I think that the wired services are fine, but wireless access in Halbouty is hit or miss outside of classrooms. Graduate students have told me that internet access in their offices isn't always fantastic. However, it is nice to be able to quickly access journals during seminars, so focusing on the quality of classroom access makes the most sense. [#1174493]

The internet is often slow and IE does not work well. Other browsers often do not work with campus sites, and Flash/Java is never up to date. All of these things frustrate and slow work, especially since my job depends on them. [#1175922]

Accessing elearning.tamu.edu is sometimes slow. Would be great if it could be faster. Also, elearning.tamu.edu takes forever to load using Internet Explorer, but a little faster using Firefox. Everything else seems to open well using both IE and Firefox. [#1177005]

Yes! [#1178740]

sometimes, it is incredibly slow. Speed is an issue. [#1181738]

Yes. Particularly when we are creating and uploading data from mobil and tablets for use in communications and marketing efforts. [#1197205]

In our system at IODP we are blocked from sending any file size greater than 5mb. In the world of digital photography this does not allow us to send a resolution which is acceptable for publications. This forces us to use ftp sites or third party sites such as USENDIT or a drop box type system. Open up the restrictions on the mb limit to match current needs. [#1197229]

In general, technology is no longer some luxury that some departments have because of better funding and others don't have because of cost. It is literally impossible for staff especially to do their job effectively with poor equipment, network outage, slow downloads, or intermittent access to key services such as Howdy, Compass, AggieBuy. Lost staff performance and production is easily created by down sites, network slowdowns/outages, and inferior equipment. [#1197254]

Enter your state here [#1197919]

Make websites more user-friendly. [#1198122]

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

Building access is great for internet service, but I wish TAMU could make Reed Arena and Kyle Field wireless capable for TAMULINK would be invaluable, if anything just to lighten the load on local cell networks. It is near impossible to text, make phone calls or use cellular internet on game days in those locales. Would also be nice to have open areas around campus covered, like in front of the MSC, along Military Walk, etc. Pretty much a wireless experience campus-wide for all TAMULINK users. [#1172642]

some buildings on campus do not have wireless throughout the entire building - anything to address this would be helpful [#1172643]

I believe that this has become the standard for University's to offer their student body. Anything less is perceived as archaic. [#1172652]

While, many places on the campus have wireless connectivity, the signal strength isn't good enough, especially for Tablets connectivity. [#1172658]

Wireless is currently just about everywhere that I go. [#1172671]

While wireless coverage has expanded quite a bit over the last few years, there's still too many places with no or very poor wifi coverage, especially during peak periods. [#1172673]

We need to have 100% coverage for faculty, staff, and students. [#1172677]

I'm at the research park. I really don't know how well the main campus or even west campus is covered by wi-fi. I have it in my building, and it works just fine. [#1172685]

Wireless coverage is very important. [#1172688]

It is frustrating not having coverage in all places on campus. [#1172702]

Not all places have wireless internet. They are mostly blocked or have to log in as a guest. What if one don't know the computer number or name to access Your Work Computer? and don't have the number to call CIS or the NET Service in campus, they wouldn't know what your machine name is. [#1172724]

Very desirable. [#1172766]

My child will be attending Texas A&M in the fall. I'm worried she will end of in a dorm without wireless. I think it is vital that all dorms have wireless access. [#1172885]

Having to attend different meetings and functions all over campus, I would like to see more wireless coverage. [#1172975]

spotty at best in some buildings [#1173001]

Use wireless routers that have a wider and more powerful radius. For example, there is a router in our small hallway, but service quality is rather poor inside our offices, only a few feet away. Providing wireless access outside buildings would also be ideal. [#1173084]

A large number of faculty and staff are dependent on their laptops/tablets/etc for accessing information in the classroom as well in their offices and around campus. The number of dropouts and disconnects disrupts the education of students and our ability to get the information we need when we need it. [#1173139]

I have meetings all over campus and at satellite locations (like GERG) wireless is often important during those meetings. Sometimes connecting (primarily smartphone) to the wireless is difficult [#1173153]

I find "hotspots" and they just don't seem to work so well. [#1173274]

The coverage in many of the buildings is spotty and very frustrating to not get service or having it drop. Much like cell phone service, it seems like there are not enough transmitters [#1173439]

While The Rec has good coverage, it's often overloaded and useless. [#1173458]

Add more access points in buildings. [#1173478]

I use my tablet EVERY DAY for work. I pay for LTE so I don't have to depend on spotty wifi on campus. Guests to our campus EXPECT to have full wifi now days. If we can spend millions on a football stadium, we should be able to afford to keep up with technology. [#1173493]

The more the better! Reliability is key! [#1174291]

In many buildings on campus, I experience dead zones. Particularly in Evans Library and the Annex where I work. [#1174545]

I work in an area with a VERY POOR NETWORK, so it makes it extremely inefficient to try to do computer work in my office. If the wind blows or it rains, the network goes down. Wireless might be helpful in this area. [#1174574]

There are some dead spots outside where wireless does not reach or is weak. One of them is right outside of the Evans library and annex. [#1174604]

More satellite dishes could be installed especially near the veterinary complex and less outages. [#1174994]

Wireless coverage throughout the buildings on campus is vital to advancing with the goals of the university. [#1175078]

Until 2 weeks ago we didn't have wireless in my facility which really was a detriment to our students and student athletes. Now that it is available it allows us to use the Internet on their laptop computer for education and they can do homework online while receiving treatment. [#1175333]

This may have been fixed, but I don't think there is wireless access in Rudder or Kleberg. [#1175630]

I work in Reynolds and can't use the wireless, because it is password-protected. [#1175795]

Wireless service should be campus wide and not be tied to only certain campus buildings. It is a very outdated way of thinking. [#1177014]

it would help if service were consistent across campus. Some areas , example Rudder and Reed seem to have some spots where I have limited ability to use my Iphone. [#1177257]

Increased wireless access and signal strength to enable a more consistent mobile computing experience (especially in the area of the Corps of Cadets and the Trigon. [#1177334]

Internet access should be available at event venues such as Olsen Field, Reed Arena, etc. [#1181738]

Yes. Being able to stay in contact with other team members and when we are on location is vital to our success. [#1197205]

WE NEED MORE OUTSIDE ACCESS (OUTSIDE OF BUILDINGS, NOT JUST INTERNALLY)
[#1197308]

Would love to have Wifi available at the Olsen field. I rotate on-call duties. It would be awesome to be able to connect from there (like I can at home). [#1197344]

Wireless coverage are not strong enough in all place through out the campus. It should be strong enough at least in BUS parking places, recreation area. [#1197371]

Many buildings and facilities on campus do not have wireless internet or it does not work well, i.e. Reed Arena (main floor area); Kyle Field; Koldus garage [#1197390]

West Campus doesn't have the needed coverage. I now get good reception in my building, but not across campus. [#1197403]

I don't even have a suggestion, I just wanted to say that unless you cover the entire campus completely you'll never be able to anticipate all the places that are "important to me" to everyone...good luck with everyone's unreasonable expectations [#1197424]

Dorm access is limited. [#1197631]

More Wirless access points - I know we are a big campus and spread out but this would be a huge service. [#1198031]

make sure there are adequate routers in all places including sporting arenas [#1198089]

Need access where ever I am at all times. [#1198122]

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

This is the wave of the future. While staff and faculty still will rely on desktop and laptop devices, students will continue to focus on tablets and mobile devices. Eventually so will faculty and staff. [#1172642]

Ok [#1172661]

not always able to access VPN [#1172669]

Very important. [#1172671]

Access should determine by the role you have at Texas A&M University. A student should have access on their personal mobile device and tablet. A staff member should have access on their mobile device but limited on tablet unless they are in a higher position, presentations, or off campus. [#1172688]

Would be helpful if the internet services on mobile would work for employees if we can register our phones, iphones, tablets, laptops ... on which an employee may intend to use when needing access when not knowing the computer name. I know that one can get thru A&M website email to get to email, but what if the emails have shared account, one is unable to view that. [#1172724]

I had no difficulties with setting up my work email on my phone. I used Help Desk Central's instructions. However, their website was not mobile friendly. So it was a bit weird to set up my phone using a website that looked bad on a mobile device. [#1172885]

A&M provides excellent support services, adding a 7-day-week service techie that could be reached during special event weekends and hours not in the realm of 8-5 Monday thru Friday when many events and programs are being hosted would be very helpful. [#1173311]

Important. Why have it if you aren't going to support it? [#1173493]

Some devices are not well supported. This may be a problem with the wireless network itself, or it may be a problem with the device. It is not easy to determine which. There is no listing of what devices will or won't work on the TAMU network. There may be too many to list. [#1173752]

It's confusing to remember what password goes with what: HOWDY, SSO, LOCAL, I don't use My wireless very often, but when I do, I have to THINK "what password?" [#1174022]

Reliability is key! [#1174291]

Make sure instructions are elementary! I am new to mobile devices. [#1174317]

So many devices, I don't know how you can even keep track to help people. The access I am talking about is not how do I get help with my specific device, just that it is available with instructions on how to access. [#1174545]

Major problem during football game days. Bring in mobal towers. [#1174547]

The help desk needs to be more knowledgeable and online documentation needs to stay more current [#1175078]

I think it's important to have access via mobile devices everywhere because of our ever changing society and technology demands. [#1175333]

Same as above. My phone uses wi-fi. [#1175795]

This is very important to me when I am in other locations on campus. It has only not worked once so I am very happy with the wireless coverage! [#1177158]

Given today's fast-paced and mobile nature, support for increased usage of multiplatform mobile devices is a high need. VPN, remote access, email, and mobile friendly websites and apps would be helpful for a wide variety of devices, browsers, and operating systems. [#1177334]

Yes! This is, after all, the 21st Century! [#1178740]

many times it is not know where to find instructions to access or setup access to protable devices. [#1181864]

I've had issues not being able to logon to campus network via mobile even with using the acceses and passwords provided to me. I've been able to logon to hotels and hospitals easier. A simpler was to access. [#1197236]

Excellent help in this area [#1197288]

Hard to find the support [#1198122]

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

This is a must for new students interested in attending the campus. Currently I believe most websites are overly complicated and just yesterday I found several broken links while searching through "student life." [#1172652]

I consider TAMU website is relatively good, but there is still room to improve its appearance and the information that goes onto the home page. This is independent of whether it is accessed on mobile devices or desktops. [#1172658]

Ok [#1172661]

Many campus web sites do not currently follow the same conventions for basic information such as contact information, directories, search, and other frequently-used items. It's often time-consuming to find basic information. College and department web sites appear to need need some commonality of design. [#1172671]

Yes! The easier, the better! Please streamline the process. Everything requires a new password, etc. Can some of these be combined into one portal? [#1172766]

SSO is terrible - the entire site is poorly designed. You have to go through various places just to get the one thing you need. The worst is the stupid concur - which is more time consuming for staff than the old paper forms and it cost my department more to use. My suggestion is to totally rethink SSO instead of just making the different areas all work as one rethink what each does to make each section easier to use. Get rid of concur - why is it that we are forced to use this and UT doesn't have to do this? Go to gmail instead of outlook for email. The outlook calendar doesn't work as well on Apple devices. The service people for tech on campus are wonderful - it is the highest decisions regarding the set up of A&M sites and services that we are forced to use that need to be redone. I notice that questions about SSO or Concur were totally ignored in this survey. You can have the best workers available but if the top university folks make poor decisions the workers can't fix a broken system. [#1172881]

Wow, where do I start? Most university websites REALLY SUCK! As a new Aggie parent, I feel like the university wants to make things intentionally difficult. The housing web app is horrible. The main university website is just a bunch of links without much context. Can you do some research about what people really need to know and make those answers really prominent and easy to find? Sometimes important information is buried in a page full of dull, dry text. Other times I have to click on a bunch of "Important Links" (gee, what a helpful category!) to find what I need. Have classes for staff so they learn website content best practices. Do user testing with real people. [#1172885]

Many of the campus web sites are cluttered and not very user friendly. [#1172919]

Provide better support to the offices on campus that have web sites. Help with site development and maintenance. [#1172933]

Indexes and searches on the TAMU site are not clear. Finding tamujobs.tamu.edu is very difficult, for instance. [#1173031]

I need Dropbox. It makes everything mobile easier. [#1173051]

I believe that the ease of use should be a priority for TAMU. However there are many sites that are difficult to navigate and/or have the necessary information buried several layers down, which results in confusion or disapproval of the site by the end user. [#1173057]

Think of all users and their level of knowledge. [#1173156]

As a staff member, my needs sometimes differ from those of faculty and staff. I'm often online searching for correct, full names of faculty, administrators, staff, and students, along with up-to-date contact information. The general directory is good, but not always informative enough or, at times, updated correctly. And, websites across the campus differ tremendously in how they provide information, especially at departmental levels. I've run across some sites that either don't provide contact information (such as a main departmental telephone number) or don't provide it in a prominent or easy-to-find place. It really would help if units would use a standardized web form (or template) that would always point you to main information (academics, research, directory, contact, etc.) [#1173242]

Many of the campus websites have become MORE difficult to navigate and find what people need, information, links, forms, etc. Perhaps marketing and communications needs to look into some form of assessment to see if what is being put out there is actually what people need. [#1173493]

Varies by department - should have a standardized front page for each school with quick links to the obvious needs [#1173720]

Some of the campus websites are hard to navigate, although I appreciate the push for more consistency amongst campus websites. [#1173981]

More integration of different systems would be better. I have to log on SSO and Maestro separately. It would be better if all of these were accessible from one portal. [#1174493]

Some of the websites I visit are not easy for me to navigate. [#1174574]

Web Sites for a lot of departments are hard to use or find information. Maybe have meetings asking for input. [#1174632]

The TAMU app is a great tool for faculty, staff, students, and visitors. The interactive map needs to be updated with alternate building names and acronyms. [#1174917]

I believe that advertising some of the services would be beneficial. A quarterly update on improvements and new services would be great. [#1175427]

If I didn't work at this University, I would have no idea where to look on certain web sites for: tuition costs; departmental degree offerings; Faculty information, etc. There is a huge inconsistency in the way different departments format different programs. Though it could be tedious, I think more uniform, navigable web sites would be more in keeping with University Branding issues. Just a thought. [#1175445]

Some departments have websites that are very difficult to use...particularly when there is so much information crammed on the home page of the department that you can't figure out where to click or how to access the information you need. (i.e. Residence Life). Student Counseling's website used to be like that, but it is now streamlined and much easier to use. [#1175451]

I access many different college/departmental websites for the same kinds of information (i.e. who is the academic advisor?) because every site is so different, I spend lots of time just trying to find the information that I need. [#1175487]

The search function parts of the A&M website is very bad. [#1175795]

The campus websites (Compass, etc) do not work with browsers other than IE on our computers, but IE is constantly failing. In addition, some of our computers can't even run these websites on IE, forcing us to find someone else who is at a computer which can in order to do our jobs. This is really time consuming, frustrating, and interruptive to work flow. Having browsers which work and are up to date and functional and online sites which work in browsers available to us is imperative to our jobs.

[#1175922]

Give a more clear approach to the tabs at the top. It seems I always have to use the search feature when I am at an A&M website because I cannot find what I want through navigation. [#1175944]

Several websites on campus display poorly on different browsers. Plus, it's often extremely difficult to find the service you're looking for. Webforms are not always designed to be completed online; a great many still have to be printed out, filled out, scanned, and e-mailed. [#1175991]

we are discussing web sites. my customers (students and former students) rely on apps [#1176255]

I would love to see a mobile version of the library website! It is currently a bit tough to navigate on mobile devices. I love the A&M mobile app and use it very frequently. [#1177158]

From a staff perspective it is vital that the online systems we use are highly effective, easy to use, and have the information we need when we need it. For the most part our jobs can not be done without these systems. [#1178480]

Ditto above! [#1178740]

When trying to find department information on their website, I find it redesigned and geared towards the students and potential students. Staff and Faculty cannot find an organization chart or staff listing to know who to call or email. One in particular is the Commandant's Office of the Corps of Cadets. Another is Student Financial Aid. I spend a lot of time trying to dig through the site and realize what I'm looking for is not there. [#1197209]

Not sure who can improve this. Some websites on campus are great, others not so great. [#1197212]

Very often information is hard to find and links are broken. [#1197217]

not just for us, but for the students and parents. We get so many calls that the websites are confusing to parents and they have to go to so many and they all look different [#1197233]

I work with other universities' web sites that seem more intuitive. [#1197269]

Have sites tested by real users before they go public. [#1197428]

This is improving (e.g., now my net username and password are used within the system so I don't have to submit my changed password to multiple locations). Submittal of TAMUS forms is not easy online. I also hate it on those occasions when I cannot save my completed form to my desktop. [#1197512]

Each department seems to have it's own level of technology access. Some are on the cutting edge of 2005 and some are in 2013. It would be nice if all were in 2013. [#1197631]

This is an area where I have seen considerable improvement over the years. They need to work on all devices - phone, tablet, workstation, etc. [#1197634]

IT services seem to think what is available is intuitive; it isn't always the case. Some sites are not user friendly. A suggestion would be to seek random users about the difficulty level of sites being updated. [#1200769]

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

Ok [#1172661]

So far, no problems on or off campus on iPhones and iPads. [#1172671]

Having access to important sites and services is very important. [#1172975]

Sites should check for the type of device that is viewing the page and adjust the size and layout of links accordingly to enable users to actually select/click on the information/links. [#1173139]

The increase use of these devices make it critical. [#1173156]

My tablet seems to work much better than trying to use my smart phone, but there are times when the tamu website won't load. The Howdy portal freezes up alot [#1173439]

Again, very important. Rather than guessing in meetings, you can go right to the source and have correct information. [#1173493]

Several campus sites, such as Howdy, are only minimally usable on a mobile device. Others, like it.tamu.edu are terrible to use on a small screen. [#1173752]

Some are good, others are better. [#1174022]

Reliability is key! [#1174291]

Access seems to be good. Searching through the content still has room for improvement. [#1174364]

Overall great job. There are apps for many tablets/phones out there. But I have a windows phone which doesn't have an app. The webpages I have gone to so far are not optimized for a mobile screen either. A mobile webpage would probably be best to do first. Then the apps. [#1175944]

our customers are more mobile than we are prepared to support. [#1176255]

VPN access from android tablets is not highly supported. collaborative TAMU apps for android/apple would be a great help to faculty and staff. [#1177334]

It would be nice if more websites had mobile sites, for easier navigation via mobile. However, the TAMU mobile app is incredibly helpful and works well! [#1178501]

Boosters to improve wi-fi reception across campus and faster servers for high traffic websites such as StuAct Online would be great! [#1178640]

Need a way to print campus maps to travel with to meetings. [#1197206]

The tablet is here to stay and for the moment Mac is still the big dog. Having wireless or air printers is few and far between. Need one in at least every department or building. [#1197229]

Some of my projects require students to access particular campus sites. If they can do so from a tablet or phone, we will get higher response rates. [#1197302]

It would be nice if COMPASS were accessible via Apple products. [#1197403]

ADA compliant [#1197631]

Very happy to see the go mobile initiative! [#1197634]

Getting to the campus web sites has been a problem.....I sometimes get in a loop and can't get where I want to be. [#1198122]

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

Problems getting access to resources when they exist in different domains. [#1172649]

While I agree I also believe that the University employs most of the current important features such as lync, facebook, twitter, etc. [#1172652]

Ensure wireless all over campus. Speed of internet abilities as I use a IPaD at many of the meetings I attend. Timely notifications on any outages, upgrades or issues. timely resolution of any outages Back up servers in order to minimize any down time as down town impedes on my offices ability to provide services to students. [#1172662]

Need highly-reliable enterprise videoconferencing and collaboration applications that are less "place-based" than the current videoconference offerings. Need to make it very easy to collaborate with people on or off campus anywhere, anytime. [#1172671]

We need more rooms in Rudder Tower and MSC meeting rooms that have the capacity to allow folks to use TTVN [#1172677]

Collaboration is a key to being successful in projects. [#1172688]

My computer belongs to HSC but my tech support for programs that belong to MSL conflict when I need help with tech support. Voyager circulation is a good example of this. HSC doesn't have permission to help with Voyager and MSL doesn't have permission to assist me with my computer hardware. Trouble shooting Voyager downloads and upgrades for is a prime example. I have hopes that when the merger between campuses is final that these problems will be resolved. Meanwhile support staff has been very gracious even when they have been unable to help. [#1172697]

We need better technology for course scheduling. Something that is easy to use and runs fast, has access to all aspects of courses like restrictions, enrollment levels, professor, room, etc. We currently have to use 3 different systems. Compass, Astra, and our own Outlook Calendars to keep track of room availability and course information. [#1172755]

With respect for security, providing access rather than serious restrictions would be more helpful. Perhaps it is division level protocols. [#1172757]

Texas A&M needs help with collaboration tools. The fact that we don't have one email system boggles the mind. Just think about how much time is wasted looking up email addresses and trying to set up meetings. At a minimum, why don't faculty and staff have a standard email address format, such as firstname-lastname@tamu.edu? Also when we have good tools such as Lync, management doesn't make the department use it. That really frustrates me. We're at-will employees, not tenured faculty! Use of available collaboration tools should not be optional. [#1172885]

While many of the technology services are necessary to perform my job, some technologies are not essential and could be considered "perks" i.e. unrestricted Internet access. My answers reflect that opinion. I also appreciate the depth of technologies available, all of which are designed to improve my work, however, the simple communication BETWEEN technologies and softwares is beginning to become the next hurdle in seamless integration of my job to technological basis. [#1172986]

More and more staff are relying on external services for email, video conference calls and more. I believe this is due to the ease of use and availability on all/most devices. I am not sure the university can compete (or should) with these types of technologies/products. However, the ability to share information and software via our webpages is vital and one area where the university can make some improvement. Most of the web support is for static content. More support and training for dynamic content, including the running of research codes online (to demonstrate without distribution of source, as we are not always allowed) would be very helpful. I am aware of the large security risk this imposes, but there must be some middle ground. [#1173139]

This could be very useful in interacting with other departments or satellite locations. [#1173274]

There is no collaborative file solution at TAMU. FileX is a stopgap that doesn't encourage actual collaboration. Off-campus services like DropBox or Box.net allow collaborative file sharing: A repository where authorized users can store files indefinitely, add, remove or edit those files, etc. They have free space available in small quantities, and larger spaces available for a subscription fee. If storage cost is the problem of providing a similar service at A&M, perhaps a subscription model could be used. [#1173752]

Don't really know what is available??? [#1174022]

I understand each department is responsible for technology, but it would be nice to have video conferencing capabilities to connect with others on campus. [#1174291]

Campus technology should also be inclusive of tools we need and require in order to do our jobs. The On-Boarding project (electronic workflow system for processing new employee paperwork, payroll, training, etc) has been tabled which is such a shame. The new employee experience could be so much better but this is obviously not a priority. We also lack budget tools (at the department level). So many technology enhancements are lacking for department users. [#1174913]

Online campus directory needs a serious update; it's often not possible to find the contact information of a staff member unless I know nicknames, maiden name, etc. [#1175857]

It would be great if file sharing was streamlined. Even within my division, it's very cumbersome to arrange. [#1175991]

Other than eLearning/eCampus and FileX, I don't know of a TAMU-specific collaboration tool. I often use GoogleDocs and DropBox to share files for collaborative editing of documents and files. A mobile-friendly, TAMU-specific tool to collaborate and share files would be a great addition [#1177334]

This is an option for use on-campus/intra-campus that is used so very little....especially when we are supposed to be "on the cutting edge" of technology. LOL [#1178740]

We have tried many systems for tele conferencing. As much as I hate Skype, it seems to work the best. I detest the super node aspect of their system. [#1197229]

In the area we have a great team of I T personal, [#1197364]

I would like to see a collaborative solution, like SharePoint or similar technology for cross-departmental or cross-divisional sharing. [#1197634]

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

Issues crossing domains. [#1172649]

Ok [#1172661]

Having to work with the Theatre complex to have a phone line activated in the Rudder Tower or the MSC, for \$135, for a 1 hour meeting, is ridiculous. [#1172677]

This is important for a learning atmosphere for students, staff, and faculty. [#1172688]

There are changes in progress that should be resolved when the merger is complete. [#1172697]

With respect for security, providing access rather than serious restrictions would be more helpful. Perhaps it is division level protocols. [#1172757]

Essential for these to be as easy and efficient as possible. [#1172766]

We need better support for wireless devices in smart classrooms. Right now the only way I can use my iPad is to tether it at the front of the room, which limits how useful this "mobile" device can be. Instructors need a way to wirelessly connect to projectors; all the cables are holding us back. [#1173051]

Non academic areas also need to have similar levels as academic. [#1173156]

TTVN has not always been the most dependable. Not sure if that can be helped though. [#1173493]

All faculty have access to projectors etc. But some staff also are Professors in that they lecture sometimes. Need a guest pass for staff to use equipment. [#1173720]

Would like to see more options for TTVN conferences. Travel budgets have been cut across all higher ed and it would be helpful to be able to hold these types of conferences when a big space is needed. [#1174000]

In certain areas of campus, presentation equipment is still not up to speed. Many times, people wind up having to use discrete, old-fashioned projectors and pull-down screens with their laptops. [#1175991]

Definitely. [#1178740]

n/a [#1197206]

In addition to being on staff, I teach 1 course in the fall semester. I was not made aware/assisted in accessing the technology available in the classroom. More awareness/orientation for instructors/season instructors. [#1197236]

ability to use technology services for presentation and sharing of information without having to worry about how to pay for the service especially those services that entail only plugging into established projection and sound in the room AND do not require additional assistance such as a technician on

hand. Such equipment is now similar to having electricity in a room and charging for the lights to be turned on. [#1197254]

i think there are some rooms (specifically the room in harrington tower on the 6th floor) that have great technology, but the room set up is not conducive to teaching. [#1197268]

Too much is assumed about knowledge of the hardware and software; and some bugs are long-term. [#1197428]

Travel is increasingly costly. If there were easy-to-use, inexpensive, better technology available to use to conduct meetings with multiple people both within TAMUS and externally, I would use it. [#1197512]

Maintaining the technology that is present in classrooms and other meeting areas, with necessary updates is quite important. There can not be much worse than attempting to make a presentation and the necessary hook-ups do not work. How awkward! [#1200769]

Technology support staff who are consistently courteous and thoughtful.

support staff are always courteous and thoughtful, although not always prompt in responsiveness [#1172669]

Almost every IT staff member on campus is cooperative, flexible, and forthcoming with information and assistance within their scope of their job and available time. [#1172671]

Staff support should always have a high customer service satisfaction. I understand they are busy but being courteous and solving the issues is more important than personal feelings. They are paid to solve issues. [#1172688]

Help Desk Central is awesome. They have helped me several times with my personal computer (daughter kept getting it infected). Keep up the good work. [#1172885]

Consider knowledge level for service provided. [#1173156]

The technology staff at Texas A&M are the most courteous of staff, they are always helpful! Continue the great service and improve daily on customer service training!! [#1173311]

I have always had excellent support from the IT staff. [#1173893]

staff is very pleasant and knowledgeable [#1174484]

All staff are courteous and helpful. Sometimes email staff is hard to reach when help is needed. May have to make multiple requests to get response. [#1175607]

My interactions with tech support such as Helpdesk have been excellent. Friendly, and generally able to address my issues from the very beginning. [#1175857]

Would be a nine if it weren't for just for a couple of people. [#1175992]

Makes a world of difference if you are treated with respect (and not looked down upon) when you need IT support. [#1177103]

I use the help desk, but sometimes it can take several hours before someone responds to my problem and it effects my ability to do my job. Lstor and voyager issues can bring my work to a standstill. It would help if they had more staff. [#1177257]

It would be nice if there was less of a Microsoft Windows bias among the IT staff. Though there are online resources, it is generally clear that the IT people have little knowledge of--or use for--Mac OS. [#1177456]

We have one very helpful person the other person is not. [#1177462]

When we are having IT problems we are already frustrated, so having IT staff that are nice to work with is very important. [#1178480]

They are always courteous and thoughtful. [#1178740]

There is a perception that IT people are pretty much big brother. Most users resent the lock down of their work stations as (in my case) it actually hinders work production. Ie waiting on the administrators to use their passwords to allow upgrades. I understand the reasoning. Observing the beast in the field suggest this area could stand a lot of improvement. This not a criticism of the A&M system but rather the industry. It appears some times that the lock down of the computers is to save the IT boys from having to do more work not to enable the user to do more work. The goal of managment should be to clear the obsticals out of the way of the people actually doing the work, not creat them. [#1197229]

I think some times the support staff get annoyed when people don't understand what they are being told. We are not all technology sauvy. [#1197413]

There needs to be a higher level of customer support from CIS & they many sub-departments. [#1197634]

Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.

Can't get support for our COGNOS implementation. [#1172649]

Our Tech staff I feel is VERY knowledgeable and quick with resolving issues. [#1172652]

Sometime, it takes longer than anticipated to resolve issues or get things done due to undocumented rules and processes. [#1172671]

Staff support is very important and getting problems resolved is a major priority. [#1172688]

It depends who you get on the phone as to how much help they can provide. [#1172766]

Help Desk Central has been very helpful. The student workers were knowledgeable and very nice. [#1172885]

Since the number of faculty/students/staff who use Mac/Apple devices, it would be good to know who to contact if we encounter issues. Sometimes, I found it more helpful to search web forums for solutions than contacting our IT department. [#1173084]

consider qualifications for type of help provided. [#1173156]

Our IT staff are terrific - they really are. But as a staff member who heavily uses the Office suite of products on an Exchange server, there are sometimes minute tasks, errors, or glitches that don't occur often enough for them to have readily available solutions. They *always* help me and others, though. I think sometimes it would be wonderful to have a contact (or two or three) who focuses consistently on programs such as Outlook, Word, Excel, etc. and who would be available for online assistance not only when a staff member encounters problems, but who could also suggest ways to better integrate the software so that staff are actually using the programs we have available to their full potential. For instance, in an office that is using Outlook calendaring, are there better ways for us to schedule meetings, communicate about room and a/v needs, etc. Training helps some, but is really geared to a one student/one teacher ratio. Having an IT staff person who is completely "fluent" in certain software programs (like Outlook, etc.) and who could meet with staff groups within an office to discuss how they are using technology, what they could be using instead or better, and things they need to be thinking about in the future - well, it would be awesome. Perhaps even having IT start being more proactive in this way; have them contact offices to offer this service. Just an idea. [#1173242]

i have no idea what im doing, so im glad they do! [#1173577]

Support is very hit or miss. Departmental support can't often help with problems that lie with central IT, and central IT can't often help with problems that are departmental. Further, some departmental IT refuse to support certain technologies (some refuse to support Macs, for example), and central IT also refuses to support some technologies, such as wireless printing. [#1173752]

Most of time workers are knowledgeable. [#1173781]

Customer service and technical knowledge are critical to speedy resolution. Follow up is most important. I don't want my problem to fall into a black hole -- I call and get help but if the answer is not available right away, you need a good method for me to get updates without your folks having to call me frequently and without me having to check back with you because I haven't heard anything. [#1174545]

See the above problem. It seemed that it was not made clear to our IT people in our dept. or the folks on the help line just exactly what was the problem and what was being done about it. Or if we, on the receiving end should be doing something about it. [#1174724]

The support staff are usually very good, knowledgeable and responsive, but the student staff that answer the 5-4219 help desk are mediocre at best and frustrating on a dependable basis. [#1175078]

Some of the student workers manning the Help Desk are wonderful, but many aren't well trained to trouble-shoot. When I get one of those, I hang up and dial again and can often find someone that can solve my problem. But I'd really like to be confident when I call that they can solve the urgent problems, not just file a trouble ticket that leaves me without a working computer for half a day. [#1175630]

Using student workers is highly commendable. However, it is sometimes difficult to get through to a professional. [#1175991]

I need to be able to rely on the IT staff to know their job well. [#1177103]

Give some explanations/reasons as why things work the way they do. [#1177142]

Corps office consists of a student worker, database administrator and IT supervisor. They are not manned to respond promptly to user issues. It is usually a secondary competency for staff to help users with issues. [#1177334]

Again we have one very helpful person within in our department, while the main contact is not as helpful and lets others pull the weight or allowing them to be more visible. [#1177462]

When I have a problem I need access to a person that can help. [#1178480]

We already have a cadre of folks who are doing this really well....but, with attrition and turn-over, sometimes we could do better. [#1178740]

How to connect to remote desktops on tablets and cell phones. [#1197063]

When they send a student worker I'm usually not happy with the results. [#1197217]

They are knowledgeable, yes but sometimes follow up is important. [#1197233]

TECH PEOPLE ALWAYS PROVIDE GREAT SERVICE WHEN THEY ARE AVAILABLE. [#1197308]

They wouldn't have to do so much if policies differed about allowing qualified users to install updates to important software. Way too little flexibility about this. I use sophisticated vertical software for analytical chemistry assays. [#1197423]

Not enough people that are familiar with Macintosh! Hire more with genuine dual qualifications. [#1197428]

I generally find support staff to be knowledgeable and ready to help but they are sometimes constrained by either policy or infrastructure. [#1197439]

When I have had the need to call the help desk, it seemed that I was talking to a student helper who could do little to assist me and had to refer to someone else. [#1197447]

I have confidence in some Tech staff, not all. Ideally, all staff would have expert knowledge in their field of work as well as communication skills. [#1197631]

Support staff is knowledgeable, just not always handy. [#1198122]

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

when certain websites/log-ins are down, it severely limits the work that I can do [#1172643]

There have been issues resolving problems between PITO and CIS. [#1172649]

Sometime, it takes longer than anticipated to resolve issues or get things done due to undocumented rules and processes. [#1172671]

none [#1172681]

I currently do not have an expectation of Campus technology and internet service that is not being consistently met at a high level. [#1172690]

I would give you a higher rating, except you don't have a chat help service. Also, I would appreciate status updates that I could get to online. Otherwise, Help Desk Central is great. [#1172885]

How long did it take to resolve the slow email deliveries in the neo system? [#1172919]

bad and getting worse [#1173001]

As a Mac user, I find I have to go in to an office to receive assistance with connectivity issues. It would be nice if there were more Mac-based help instructions. [#1173078]

To some areas depending on the time of the year it's critical to get service back quicker. [#1173156]

The segregation between central IT and departmental IT makes resolution of complex problems time consuming, as the two groups first figure out whose problem it actually is, and then try to work together with conflicting schedules to fix the problem. [#1173752]

Getting harder as the staff is overworked and understaffed. [#1173860]

This is probably my number one concern...sometimes help requests are molasses slow to get resolved. [#1173969]

Most of the time, yes. Thanks [#1174022]

I don't know where to go if I am having problems. It feels like there is no one available to help. [#1174333]

See above. [#1174545]

Referring back again to NEO. NEO ran extremely slow for me for about 3 or 4 weeks. I was unable to get consistent answers to my questions. No one was able to tell me if this was a local or central problem. The problem went away eventually. [#1174724]

I typically have timely responses from IT but it can sometimes take a bit longer than expected. [#1175333]

This refers back to knowledgeable support staff. When you only have one or two IT staff members that have any working knowledge of the specialized programs that your department needs to complete their work on a daily basis, and then something goes wrong. It can take a long time to get a response from the IT department, because the one person that knows the program(s) is unavailable and no one else can help. [#1175451]

Not sure if this counts as technology, but a few times while presenting in places like the MSC rooms, the projector was not on even though we asked for it to be on. When we called to get someone, it took more than 15 minutes for them to arrive. [#1175944]

More staff to install networking infrastructure would increase the timeliness of network services availability. [#1175992]

This is important most times for business staff. A lot of times we cannot continue with our work until this has been completed. [#1176988]

I cannot do my job without my equipment functioning. Five minutes is time lost. [#1177103]

Things like getting a network drop installed taking 3-4 months is ridiculous and needs to be improved. [#1177107]

This can sometimes be confusing on who to call. [#1177240]

TAMU IT services are prompt, professional, highly competent and responsive. Corps IT services are not. [#1177334]

Is extremely frustrating and very counter-productive to have to submit a tech request through MOSES and then wait for someone when all I need to do is install a font for a project. It costs a lot of time a productivity. Is really a hassle. [#1177428]

Some firewall issues are difficult to navigate when specialized software is involved. [#1178457]

Quick response is very important. With basically all of our systems online, it is vital that our problems be responded to quickly. [#1178480]

I believe we should have more campus technology services staff, to resolve issues in a timely manner. Unless it can be solved via email it takes a long time to get things resolved. [#1179481]

WE USE THE BACKBONE FOR OUR METERING AND DATA GATHERING. COMM LOSSES CAN'T ALWAYS WAIT UNTIL THE NEXT DAY TO GET ADDRESSED. [#1197308]

I've requested new cat5e installations that have taken months to complete. That is my main issue. [#1197335]

I am generally happy with the service I get on/off campus. Sometimes I wait too long to request help so I feel the service is not provided. If I am really impatient I make a phone call and someone answers. [#1197369]

As a staff member who works in campus IT, I can see who in the nearby departments is working quickly and working slowly. And when they are going slowly, typically the pace is glacial. Responding so slowly to requests from both external and internal customers is not only extremely poor service but it makes all of us in IT look bad. You know we all get lumped together. [#1197424]

More staff needed obviously. [#1197428]

I have to report any computer problem to the computer and wait for a response from the computer. If I have a problem with the computer, I want to tell a human being so that I can have a feeling of confidence that the machines are not taking over the world. I don't want to wonder whether I am correctly reporting the problem to a machine that does not provide feedback. [#1197631]

It would be nice to be able to contact the specific entities or person in charge of the area we need assistance in rather than having to go through a single point of contact. [#1197634]

Smaller staff where I am located results in much slower resolution. [#1198122]

The TAMU IT staff are very helpful and very knowledgeable, but sometimes it takes awhile to resolve an issues because they are in a totally different location and doing IT help desk stuff isn't always easy over the phone or they are so swamped helping other people all over campus they can't get to my problem right away [#1200978]

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

sometimes there is a delay in receiving needed assistance [#1172669]

IT Marcom is doing a good job of getting the word out on important information. But, we could use a better flow of more IT-department-specific information on the it.tamu.edu website. [#1172671]

I find CIS is very bad about informing people of updates, problems, and available resources. Their webpage, and the HDC webpage, are not easy to use and find relevant information. [#1172673]

can affect different people depending on the type of work they perform. [#1173156]

IT staff use jargon that is not always understood by us older users [#1173391]

The emails I get are generally informative and easy to understand. No real problems here. [#1174493]

My main and only real problem with our campus internet services was once when NEO went down for a day and somehow, I was not aware that it would happen. It resulted in a serious inconvenience. The other issue was NEO running so slowly it took all morning to send and receive email. [#1174724]

"Easy to understand" is the key and "relevant" is second. Sometimes I wonder if these communications are written with the audience in mind. I may receive communications that are not relevant at the time but a few weeks later I want that information so where do I find it? Is this available on a campus technology website? [#1174913]

Concur [#1175795]

Making it a requirement for all technicians/engineers/IT professionals to followup with e-mail communications would enhance this. [#1175992]

during conversions, written procedures and training materials routinely lagged behind system changes. [#1176255]

Customers are not IT gurus and should not be expected to understand the technical terms. [#1177103]

Less is more. I only need notification of IT information that is relevant to being able to do my job. [#1178480]

There are some great IT trainings related to topics ranging from Microsoft tools to technology services, but they aren't published or marketed very well and they are tricky to find to sign up for. Easier access to what is being provided and how to sign up and attend would be great! [#1178640]

It would be wonderful if there could be a "group user's meeting" held in each building so that more people could actually participate. It is often/usually impossible to attend meetings in the special services complex or elsewhere across the campus...we are all just too busy to do that. [#1178740]

I use the web constantly each day to access payroll and human resources with my job and sometimes the system is sluggish and the HR website is slow but overall I have very good service with the web service on campus [#1196656]

Need better and more timely communications about current unexpected outage as soon as they occur even if cause is unknown. Better to know that the network is having problems and techs are working on it rather than having problems and not being able to understand that the problem exists outside of my immediate space--is the building or campus itself. [#1197254]

It seems that all of the communication of this sort must filter down to library staff through one or two IT persons at the main campus library first. If they are too busy to forward the info then we don't get it. [#1197447]

There needs to be a higher level of customer support from CIS & they many sub-departments. [#1197634]

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

This is key. I'm surprised at how many older faculty and staff on campus are near computer illiterate. Education to what services we have and how to better use them can only benefit everyone. [#1172642]

More information is needed to campus users [#1172661]

We could use much more detailed self-service just-in-time information resources on a number of IT and other campus topics. [#1172671]

I have a hard time finding training available, especially for the IT professional. [#1172673]

The "how-to" pages need to be updated more frequently and be more detailed. [#1172717]

I'd like to have more of this. Please make it more easily accessible. [#1172766]

I think it would be good for all training to have an online version that is easy to find and easy to access. Something Grandpa could find. Having training readily accessible when you need it is much better than having to wait for a course. Courses should be teaching advanced info. Leave basics to online training. [#1172807]

Mobile friendly Help Desk Central website would be nice. [#1172885]

Not sure where to find out what training is available to me. Periodic updates on Howdy or through e-mail that provides this info would be helpful. [#1172933]

Always have training available for new systems. [#1173156]

I would like to be made aware of training opportunities. [#1173274]

Documentation of central IT services is spotty. Some things are covered very well and in depth (email, bulkmail), but others are scarcely mentioned (wireless printing, Android device support, etc.). [#1173752]

There are good training resources available that meet my needs. [#1174010]

Tell Me more? [#1174022]

I don't know if those services are available or not. They are not widely publicized or promoted to A&M staff. [#1174333]

I did not know that anything other than the required state training was available, so it would be nice to know what is out there and how to access it. [#1175427]

A lot of programs are on our computers but we have not been trained for many. Online tutorials would be very helpful or more classes offered. Adobe is always a big deal. [#1175577]

Concur [#1175795]

I wished Tech Services offered regular refresher/update trainings to inform campus community about latest developments and service offerings. Do you send out an e-newsletter for which i could sign up? [#1175857]

I want to be able to help fix some of the minor issues with my computer and not have to rely on IT staff to help with everything. [#1177103]

I have taken several of the online courses offered by Texas A&M. I would like to see a faculty portal with resources such as "Books 24x7" and computer based training modules such as "SkillPort" to help faculty and staff get on-demand training when needed. [#1177334]

Due to others not feeling as if training in some areas is not warranted is the issue that is encountered . [#1197364]

I see very little opportunity for training for ipad or tablet use. [#1197390]

Even if the training were available, there is SOOO much red tape to ACTUALLY doing things, that I don't think it would be helpful. I think the more important question is if I WOULD do it IF I had the access. To that question, I would say absolutely. [#1197403]

It would be helpful to offer training on all of the social media applications. We need to be keep up with the technology the students use on a daily basis. I have never seen training for facebook or twitter. [#1197411]

Yes, this would be great. Where is the training offered now? [#1197447]

This is an area where I have seen considerable improvement over the years. [#1197634]

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.

If you could change or improve just one thing about the university's technology services, what would it be? (Open-ended Question) Self-reported faculty, students, staff, not declared only.

There would only be one email service centrally hosted at no cost. [#1172641]

Widen access to TAMULINK outside of the classrooms and into other buildings, such as the sports arenas, where students congregate. [#1172642]

It would be to upgrade NIM into the 21st century. [#1172645]

Better wireless service everywhere. Easy to access service would be ideal but that is just a pipe dream. [#1172651]

Faster more consistent service. [#1172652]

Macs as the primary staff computer. [#1172655]

First, one of the current TAMU services I like is online tracking of TAMU buses. For non-TAMU person, the first and main entry to the TAMU information is through its website. So, an attractive and information-efficient TAMU website is the first thing that comes to my mind. [#1172658]

Service [#1172661]

Better communication out to staff about any important information for the Texas A&M community. [#1172662]

N/A [#1172667]

More Software available from the SELL [#1172670]

The university should fund some of the services for the entire university, not making each department bear the costs. For instance, paying for ethernet connections, domain hosting, etc. should be part of the cost of the university operating, not a "luxury" that each department must pay for. [#1172673]

None [#1172681]

I'm glad to see Filex has gone from 3 to 7-days. Why not just make it 30 days and forget the shorter period? It seems that each time I use Filex, I have to extend its time to 30 days, anyway. My files are shared with a group of people from industry, and they are always surprised that they have to "rush" to download files in a few days' time. Apparently this isn't the norm in the real world. I believe it makes us look a little amateurish. [#1172685]

I would like the university technology services to communicate more with staff and faculty and solve issues in a timely matter. [#1172688]

Consistency in procedures and policy across the TAMU System campuses. [#1172690]

I am perfectly capable of installing critical updates on my machine. With the amount of patches and updates issued for software, it does not make sense to continuously have to ask my IT person to type in

his administrator credentials in order to allow an update to install. It makes less sense that an army of student workers in IT (as is the case in many departments) has these credentials yet a full-time staff member does not. It would save time to allow a staff member to have administrative rights over his/ her machine but also be responsible for it as well. [#1172691]

Keep up the good work [#1172696]

A complete blending of responsibilities for support staff with tamu and hsctamu [#1172697]

Better wireless coverage on campus [#1172702]

The university's technology systems are great. If they're experiencing problems it is always resolved in a timely manner. [#1172703]

Have wi-fi available for all to use and not be blocked. It will show that the campus is Friendly and will let others use the wi-fi service without charge or other person's information of who is using it and why are you using it. I don't know much about wi-fi, but I beleive it gives someone a friendly feeling that can help someone who don't have internet service but only uses wi-fi when it is found. This would really reach out to folks that really need the access for work, research or what ever the case may be [#1172724]

I cannot think of anything that I would change or improce about the university's technology services. I am happy with the technology that I use each and every day I am at work. [#1172727]

The ability to write our own programs to meet our needs instead of having contracts with companies like Concur or Astra which require us to work around their abilities. [#1172755]

connections from home (easier access) would allow me to be exponentially more productive [#1172757]

Better communication about tools/services other departments/agencies are utilizing that my/or other areas would benefit from. For example, DOiT utilizes a program called EMS for reserving rooms for events. Data from that system is fed to FAMIS weekly so that the revenues are recorded not only in their books, but also in FAMIS. Other agencies use EMS, but they do not have the file feed portion established. This is a process that TAMU has streamlined, but other agencies are either not aware of or do not have the IT expertise to script the FAMIS feed. I am sure there are other processes that are streamlined by other agencies that TAMU would benefit from, but their is no 'technology warehouse/library' that lists tools utilized by other members. [#1172762]

I generally have no complaints or suggestions for now. [#1172807]

I don't have any problems with the university's technology services. I am not that knowledgeable of technology services so what I need and receive has always been very adequate and helpful. [#1172817]

Wifi outside. [#1172822]

Improved WiFi accesses! [#1172829]

Great Customer Service is always very important to any business. [#1172859]

Nothing comes to mind [#1172873]

Get input from the people who use the systems such as SSO and Concur before you force them upon the A&M community - and if they do not work well then fix them or replace them. [#1172881]

IT across the university is so fragmented, so it is difficult to figure out who does what. Some groups have lots of resources and others just have to do without, so IT services aren't provided in a rational, efficient manner. I think the university should centralize important services such as email, so the whole campus can operate more efficiently and save money. [#1172885]

Make SSO a true SSO - in other words, either make SSO and NetID work interchangeably or eliminate one of them and standardize on the other. [#1172919]

An easier way to access the available wi-fi for non university people. The tamu-guest wi-fi is password protected. Visitors to campus should be able to access some sort of wi-fi that isn't password protected. [#1172933]

At the moment my department is under staffed by at least 4 people and we are responsible for the copper and fiber infrastructure for the entire campus. I would like the ability to hire more employees and improve on our response times to work requests. [#1172975]

Keep up with web site development and redevelopment...getting lost in 404s and redirects leaves the impression that our IT is "behind the times" and can be frustrating. [#1172986]

email [#1173001]

Standardize all depts to a standard machine and operating system with updates, upgrades, etc handled at the University level with dept IT groups handling dept specific software and custom machines for specialist needs. [#1173031]

I'd change this survey. It's confusing and difficult to fill out. [#1173051]

It would be useful to be able to VPN to my desktop from home. [#1173053]

I would like to see the wifi access expanded so that access outside of the buildings would be possible. [#1173057]

Increased support for Mac users. Other than that, I have no complaints! [#1173078]

Faster internet. [#1173083]

Better wireless access throughout campus (both inside and outside buildings). [#1173084]

N/A [#1173143]

Consistent use of hardware/software through out the university. [#1173147]

Help provided by help desks. [#1173156]

I'm fairly pleased with the IT service I receive. I would probably like more training to better utilize the technology available - of course, most of it is available, it is my responsibility to sign up. [#1173200]

Notification of where wireless hotspots are. This could be beneficial to students, staff and faculty alike. [#1173274]

More staff, I think most delays are based on demand exceeding what's available. I appreciate the work! [#1173303]

A better system/formula for guests/visitors to acquire access to the WiFi system on campus. [#1173311]

I think the services offered are good. However I would like to see software availability such as Microsoft extended to Postdoctoral researchers as well. [#1173369]

My current position does not require that I need "mobile technology". My job needs the phone and computer, so enhanced services - while a wonderful thought - is not anything I need currently. Nice to Have? Sure!! Necessary? not at this time. The service, equipment & technology I now receive are exactly what I want.... and probably even better than I actually need. All is well in my world! Now - if the university ever considers iPads to help me do my job away from the office - Please know that I am all in favor of that, and would surely take advantage of such a program!!!! [#1173372]

Service is good. Easier access to a real person after hours would help. [#1173391]

Have all staff/students/faculty return to the original email address: xsmith@tamu.edu instead of xexo_smith@department.tamu.edu In the age where everyone loves acronyms and abbreviations, it seems silly to add MORE to the address [#1173407]

I would like better explanations of how processes work in order to better understand technology. Technology staff are very knowledgeable, but sometimes this expertise causes them to not listen very well to the details of a problem, and to not fully explain what needs to be done to fix it. Jumping forward without listening closely to the caller, who may have already tried to troubleshoot the problem, can make the technology person appear to have an arrogant attitude. Some technology staff are very friendly and helpful, but others tend to have this attitude. [#1173426]

It isn't so much about the tech services but more for programming access. There are certain programs that i would like to use but are not downloadable for employees - unless the department is willing to pay for it. [#1173439]

Add more wireless access points in buildings. Many offices have little to no 3G/4G service, so wifi access is important. However, some of the same areas have little to no wifi service either. [#1173478]

Better wifi coverage [#1173493]

I would keep the computer technicians that serve our department because they are available in person, instead of on the phone or computer, which will be the case if the university turns the system over to COMPASS. In addition, I believe the service and assistance with problems will take longer if there is a universal department instead of individual department's. [#1173494]

I would want to ensure that the technology we install consumes the least amount of energy necessary. Whether this means purchasing EPEAT silver or gold standard equipment, or enabling computers to

enter into energy saving sleep modes, the overall impact that 24/7 technology access has on the institution's energy costs should be evaluated from a large-scale perspective. [#1173510]

Updated/ newer computers and software [#1173517]

easier to find department/college information on the main site. [#1173564]

stronger wifi [#1173577]

The turnaround time for getting new wired and wireless connections. We've had to wait up to 4-5 months to have some installations be completed. [#1173650]

University inventories equipment which costs above a certain amount. Equipment drops off as it gets older. Gift equipment which cost nothing is not placed on the inventory. Yet the equipment off the inventory may be as essential to running classes or even more so then the equipment on the inventory. I think inventory needs to consider value to keeping classes going - whether or not equipment is even used. [#1173720]

There are not enough staff to assist each department. Also having access to update basic things, such as JAVA upgrades would be great instead of waiting on IT to come and do this. [#1173723]

Not major issue, but ..The varied email servers around campus makes sending an email from one outlook directory difficult. often times folks in some departments arent in my outlook global contacts and have to be looked up on the web, etc. Seems like it would be easier to have all on one global contact? perhaps there are security issues, i am not aware of. [#1173749]

More communication and coordination of IT services between departmental and central IT groups. Having so many departmental IT groups with different support ideas and priorities makes it hard to know who supports what how and when. [#1173752]

have accessible wireless [#1173781]

Coverage [#1173822]

Keep IT services affiliated. Outsourcing IT is the grandest of Administrative Judgment ERRORS this university can make. The people who support our computers can not be replaced. [#1173823]

Searching for items on the TAMU website. I sometimes can find items quicker utilizing Google faster than I can using the TAMU site to do searches. Not sure how to define the searches any more specific, but trying to find something that should be relatively easy, can become frustrating. [#1173857]

Find the best and pay them more, just like the professors. I am NOT an IT person and I understand budgets, but constant turnover is causing havoc. [#1173860]

Keep it inside Texas A&M. Do not outsource IT!!!! [#1173915]

I want administrative access to my computer for updates, etc. Itis such as colossal hassle to have to put in a call ticket to add a printer, etc. Seems like a waste of time for Tech and for me. [#1173969]

I think having cloud storage would be ideal so I could access documents from anywhere. Remote access isn't the best. [#1173981]

I would like to see a better method of updating equipment used on a daily bases. Within my division some seem to have top notch where others are limping by with 5 to 8 year old equipment. There doesn't seem to be a good system put into place for updating equipment. Perhaps funding isn't there, but in order to do the job, we must have updated equipment. [#1174000]

None. The technology service providers I work with are highly professional, competent and very approachable. [#1174010]

FREE INTERNET AT HOME. ;-) [#1174022]

Can't think of anything. I'm a happy camper. [#1174058]

Easier to get passwords for visiting speakers [#1174075]

Some optional on-line courses to help maximize and/or refresh basic skills or programs- I know the hot buttons but do not always think to use them- that sort of thing. [#1174086]

Our college IT is fantastic, so I kept having to think of the times I've used IT services outside of the college. The main call line is sometimes slow at figuring out whome to transfer me to, but that could be a lack of user-tech effective communication. I do have trouble with wireless access through tamu-link often. Sometimes my changed netId password will not be recognized by TAMU-link (new one or old one won't work). after a few days, it will finally pick up the new password. [#1174138]

n/a [#1174149]

I would build a state-of-the-art, EMP protected facility for all campus servers and create one heck of incentive for everyone concerned to move there. [#1174168]

Due to our old and outdated computing infrastructure, we are working harder instead of smarter. We have too many systems that don't interface with an unorganized structure. [#1174177]

I would want wifi available all over campus regardless of where we work, inside the buildings and outside. [#1174238]

Overall I'm very happy with it. [#1174264]

I think the university does the best it can when it comes to technology due to constraints with funding and security. Any enhancements with reliability and speed is appreciated. [#1174291]

Having a face for the technology services help center. I don't know who to call or where to go. [#1174333]

Offer on-line education opportunities for Bachelor, Master, Doctoral degrees as well as professional certification, continuing education opportunities, all for very low cost. TAMU appears to be being left behind in the on-line education market. Especially now in difficult economic times, a low cost education alternative is an attractive draw to joining or continuing as a member of the Aggie Family. [#1174364]

Access to Scanner in my office. My computer works on a regular basis. The Chemistry staff is good about resolving any issues I have. Exception, they took my scanner. [#1174406]

Easier access to facilities and equipment for collaboration outside of the classroom. More "collaboration stations" and more handheld sharing/creating devices for use. [#1174492]

Get access to Aggiebuy for OSRS accounts (more integration of all web-based tools to accomplish tasks related to HR and work). If I want to purchase things for OSRS-managed projects, if we don't have an account with the vendor, I have to request the purchase if I don't want to buy them with my own money and wait for reimbursement. I can buy things via Aggiebuy and it is relatively easy to navigate, but that is only for projects that are not through OSRS. [#1174493]

Online help and FAQs that I know where to find easily and it easily searchable. [#1174545]

Not possible but unified passwords across system programs would be nice. [#1174560]

More storage space for work-related .pst's/e-mails. [#1174588]

Expanded electronics repair for college students that can't afford to replace broken computer parts. [#1174604]

Technology was centralized in divisions. Worst move ever. We can't get service, machines operate worse than ever. There is no service anymore [#1174632]

I am responsible for making edits to our department website. I have taught myself about Dreamweaver, but when I have questions, I get the run around. Nobody knows who the contact person is. No one has really been able to help me. I would like to have a clear contact person. I am hoping to take a Dreamweaver workshop offered on campus. [#1174686]

Going back to NEO, a better spam filter would be wonderful. [#1174724]

I am trying to work with program developers and they are very difficult to work with. I know their focus is very technical, but I feel they should be trained on how to interact with their customers. No communication complicates what might've been a simple task. [#1174917]

More personnel for faster problem resolution. Not complaining though; the folks we have are fantastic. [#1174969]

Get rid of the Concur system! [#1175054]

Don't put students on the phone at help desks until they display their competence and knowledge. [#1175078]

Be friendly [#1175132]

Wireless access outside of buildings. [#1175233]

It would be helpful to have department level IT support that is more knowledgeable. [#1175276]

Having wireless on west campus buildings. [#1175333]

Easier access to the university wi-fi [#1175402]

Coverage. There are so many places where access to the internet is spotty or not at all. [#1175417]

True Single Sign-On for all TAMU Web Sites, services, etc. For instance, SSO a UIN is required, why not use our NetID?? Approved 15-20 character password phrases and setup password policies which expire every 365 days! As an IT professional I feel my time is terribly wasted on password resets and account lock outs. [#1175426]

I believe that the team that installs network drops and wireless needs to be expanded. I find it unacceptable that it takes 3 months or longer to fill a drop request and I know it is because there are only a hand full of installers on campus. [#1175427]

Make it so they WANT to stay in their respective colleges. I hate seeing IT techs move on to "brighter pastures" - open the door for them to make more money where they are, instead of having to leave to get a raise. Actually, that's for all staff - but yes, for IT especially. And please don't outsource them! I think that they are VITAL to the operations of this University. As soon as you outsource, the University is not the TOP priority of the IT tech; their company is. I'm not an IT tech, but even I can see how this would NOT BE good for this University. [#1175445]

More reminders about FAQ that are already in place available to us regarding the university's tech services. I am sure the most FAQ are addressed, but where? [#1175458]

More training for staff to better understand the technologies associated with their jobs and the benefits of it. [#1175465]

More tips about location of FAQ answers. I am sure that most of my questions are indeed FAQ and it would be helpful to be reminded of where these answers actually are located. [#1175492]

Just keep improving your service so everyone can be updated on technology and making things faster and working properly. [#1175519]

I think there is always room for improvement because technology changes so rapidly and keeping up with the changes creates the "improvement gap"; however, on a very personal level the one thing I would really like is a larger monitor with better resolution for my office desktop computer. [#1175525]

I continually have a problem accessing wireless on my phone. [#1175574]

Give more access on our desktops- I find that I cannot download needed programs all the time and this is extremely frustrating and my number one complaint with tech services. Security does not mean limiting access. Good security should never cause problems. [#1175577]

I am highly satisfied with technology services except in the area previously mentioned. Perhaps additional staff would be helpful. [#1175607]

Make it easier to connect between TAMU and HSC [#1175612]

Replace OARDocs with a better software. [#1175630]

no [#1175682]

I think Texas A&M technology service is outstanding; the one thing I would add would be easy of getting my phone set up with the service. [#1175704]

The website is so vast, that to be unable to accurately search for what you are looking for prevents you from ever finding the information. [#1175795]

Be more visible. [#1175857]

Have faster internet service! [#1175903]

We have so many programs with so many passwords. If I could change one thing, it would be to streamline computers/passwords (maybe with a physical security key/encryption software plugged into the harddrive or something else similar) which would allow access across multiple sites. It's a little frustrating to have to remember 18 different passwords and which sites they go to and they all have different requirements and different changing times. [#1175922]

I would work hard to level the technological playing field. Several divisions/departments are far behind the curve, technologically speaking. This can make their websites, forms, etc., very difficult to use. [#1175991]

Better communications with customers with status updates and followups. More personnel to ensure technology needs such as network infrastructure installation is done in a more timely fashion. [#1175992]

More staff available to be able to respond to departmental requests more quickly. [#1176012]

Do not outsource! What happens when I am in the middle of a presentation with 200 people and I have a computer problem? Having departmental on sight IT staff is vital! [#1176189]

help us keep up with the technology our students use. apps. Help us update our web sites more quickly. 12 months is not reasonable [#1176255]

The wifi connection to be more reliable in all areas of campus. [#1176257]

To have TAMU website and internet options available on mobile devices and tablets. [#1176986]

The more knowledge on computers and software programs the quicker things can be done. [#1176988]

It is very effective just the way it is. The IT staff, management and organization are outstanding! Thank you! [#1177005]

Increase the range of wireless to be campus wide, including outdoors. [#1177014]

Quit letting committees pick software providers. They do an awful job. Most of the software we buy is so awful it shouldn't have been used 10 years ago. [#1177033]

I would like all of the University's programs to be accessible through single sign on. It is much easier to use a complicated and secure password if you only have one to remember rather than numerous passwords. [#1177042]

Easier access to IT staff, not all of our staff has access to the moses system [#1177048]

There needs to be more rapid adoption of emerging technologies. I understand that caution is needed until a new service or piece of hardware is thoroughly test but at the moment there is not even a way to communicate interest in a new technology. Our ability to provide industry level instruction in our field is limited by the University's current technology policies and procedures. Our graduates are not as prepared for the workforce as those from other institutions because of the lack of innovation and the unwillingness to even consider new technologies. When I have requested things I have been told by decision makers at Network and Information Security that things are just "fads" or that "I don't know what I am talking about." It is sad when a research one institution has to partner with community colleges in order for Texas A&M students to get a recognized industry standard experience. [#1177059]

Once password instead of a dozen [#1177064]

Reliability is crucial. [#1177103]

I know there is help available 24/7/365..but sometimes it is not that easy to work over the phone..People I have talked to have always been very friendly and helpful. [#1177142]

fewer steps to access frequently used programs (fewer clicks!) [#1177172]

Nothing stands out [#1177208]

Virtualization of applications and desktops on as many different types of devices. [#1177218]

If the help desk could respond to issues a little faster would be great. Also, specific messages about when an upgrad will happen instead of a general message that upgrades will be pushed out on Thursdays. (upgrades do not occur every thursday evening, so letting us know only when they are coming would be helpful) [#1177257]

A TAMU-specific collaborative service and on-demand training suite [#1177334]

I have always had great service from the university's technology services. [#1177416]

Not have to have an admin come just for a simple software update (something that is proven safe like Adobe, etc.) or a font install. Wastes a LOT of time and productivity. [#1177428]

I don't know whether this is still true, but a couple times I accessed student computers last year, they were very slow (once from Evans library, another time from one of the OAL). Everything looks new and great, but the performance was below expectation. It may not be the case any more, but at the time, I was surprised. [#1177439]

Visibility. I'm not actually certain what technology services can do for me. [#1177456]

Dumb it down so us knuckle dragging neophytes can use it too. [#1177719]

It would be helpful if the technology services team would communicate with the advising staff across campus when changes are made on the student side of services. We frequently need to explain services to current and incoming students (e.g. activating net IDs, setting up e-mail). When changes are made and we are not aware, we're not able to effectively assist our students. [#1178465]

Centralized funding for campus wide (perhaps even A&M System-wide) standardization of specific infrastructure services common to all employees, such as e-mail and calendaring services, and a true single sign solution for administrative applications. [#1178474]

I would change the Texas A&M website. It is hard to find things and I get easily frustrated when I can't find what I am looking for on the website. [#1178475]

I would like to see better use of the "single sign on" idea, (SSO or NetID). Having all of our online systems in one place would make communicating and processing with Faculty and Staff much more efficient. (examples: Maestro, aggieworks, Document imaging, etc..) [#1178480]

I really don't know how I would change anything. I am not technically savvy but customer service is always something that any department can improve on. [#1178493]

n/a [#1178501]

Easier access to techs [#1178567]

Easier off-campus and mobile device access for faculty and staff so they can access everything from home just like they can in their offices. [#1178604]

Allowing individuals access to personal workstation computers to do things like upgrade Adobe or bring my Microsoft Forefront Security up to date... I understand administrator security, but it's a major hassle and a waste of both of our time to contact IT for something that minor that could be done individually. [#1178640]

I wish I were knowledgeable enough to make a suggestion. You guys are the pros....good luck! [#1178740]

Maybe to have free online training available on items such as excel, acrobat pro, and publisher to access on personal time from home; even if it's older training. MIT and Harvard provide free online or open courseware for math and language courses, why not TAMU? [#1179040]

I typically only work with the CVM technology support staff. They are all fantastic and very helpful. I do not believe they have the needed staff to respond/assist us in a timely manner. [#1179481]

More communication of resources available. [#1181864]

The university's webpages. I find I often have to call departments or service points to ask for basic information that ought to be easily discoverable online (such as where a department is physically located). The webpages are an embarrassment to the University, and cost us huge amounts of wasted staff time, not to mention undermining the prestige of this institution. It appears that considerably more importance is placed on issues such as branding instead of improving functionality. [#1182352]

Encourage divisions/departments to have more uniformity in their standard information on their websites - for instance, every division has an organizational chart, phone number(s) and a physical location(s). Make those kinds of things easily accessible on all websites and make the path to get to those kinds of information the same across campus websites. [#1182461]

I would have a map of all campus bldgs. so that clicking on a single building image would bring up depts. contact info, and sub files accessible to building maint. groups, showing building support equipment such as boilers,HVAC,pumps info etc... [#1182477]

Have more responsive services that does not take hours or days or even weeks to get something done (part of how to make this happen is to have IT staff who are knowledgeable about varies area's software needs). [#1182892]

I would like to see wi-fi for the whole campus community [#1196656]

Increase wireless access coverage in areas of known low cell-service areas, i.e. The Trigon. [#1196749]

More userfriendly programs. [#1197063]

It would be nice to have a hard copy of who to call list, for example magnet when computer is down. If computer is down cannot send an email. [#1197206]

I think things are going good with technology services but we always need to strive to improve. So my suggestion would be to have more apps for TAMU and get the word out. I just downloaded the TAMU app because of this survey and didn't realize there was one. Maybe create a some more with one geared towards faculty and staff. [#1197209]

Request that all passwords be changed at the same time. it is too hard to keep track of lots of different ones (sort of like having single sign on apply to everything). [#1197212]

It's pretty good now. Moving everyone to a central Exchange server would be nice. [#1197213]

Better, stronger wireless coverage. [#1197217]

Services is great, just need wi-fi in our offices but I know that construction is coming so it's not really worth it to install it now. [#1197219]

Don't change anything. Don't outsource IT. [#1197221]

Our service is slow. We need a seperate server for our area. [#1197225]

Some sort of system to help us deal with the many required passwords and accounts. The single sign on is a good start. [#1197229]

More wireless internet service across campus. Sometimes I lose it when I go into certain places I also would like to not have to change my access passwords so frequently. [#1197231]

Let us install basic program updates like adobe acrobat and flash. Allow us to use Firefox or Chrome. Internet Explorer doesn't play nice with many sites/software including the content management software we use. [#1197239]

Migrate to Mac/Apple, ditch all the poor reliability Dells that the state contract has stuck us with, and have universal WiFi across all of Campus. I would like to compliment and all of the Tech Support folks I have worked with at the University. They have been, without exception, extremely customer focused, prompt, and effective. [#1197247]

I would hope you won't be outsourced. I don't believe an outside vendor could provide the same level of service and efficiency. [#1197251]

There should be a centralized staff workstation program comparable to the faculty workstation program. In today's fast-paced, multi-tasking office environment, support staff using antiquated computers, printers, monitors reduces staff performance and affects morale. Support staff generally spend at least 35 or more work hours in front of a computer whereas a faculty member may spend 20 or less at his or her office computer. Staff computers should not be dependent on a department's budget any more than light bulbs in an office are dependent on a department's budget. [#1197254]

Internet speed is adequate but I wish it was faster. [#1197255]

If it possible the University net might be multiple language? [#1197259]

More training available for classroom technology. [#1197265]

quicker access to software updates on the computer...my java has been out of date for months, but in order to get it updated, i have to 1) email someone 2) wait for a response 3) schedule a time 4) be around for service [#1197268]

Can't think of anything at the moment. [#1197269]

I don't really have many problems with my computer, but sometimes with my mobile devices I will receive "unsent message" notice after trying to text. Also, I have talked with our IT about it, but I cannot access my Archives Folder when I log in to the server from home. That often creates a problem for me. Thank you for the opportunity to share these thoughts. [#1197284]

1. The speed in which telecommunication request are handled. 2. When setting up my password for my NEO account, it forces me to set up my pass word a particular manner that YOU consider safe. I would definitely change this! 3. Computing Network Services has too much authority regarding video surveillance camera on campus. They should be worried about network security. [#1197288]

Please with IT [#1197299]

Uniformity [#1197301]

Access the wi-Fi [#1197304]

DON'T TURN OFF SWITCHES OR PORTS WITHOUT CHECKING WITH US ABOUT DEVICES CONNECTED. HAS BEEN A PROBLEM IN THE PAST WITH VET AND MEDICAL AREAS. [#1197308]

Have a traveling IT person to come to Laredo, TX to help instead of having to send everything to College Station when they can't help through remote connection. [#1197327]

Enhanced support for apple products. [#1197333]

Timeliness for network installations. Mainly Ethernet drops, but wireless too. [#1197335]

Have them all talk together especially HSC and TAMU [#1197337]

I would like Wifi available everywhere. [#1197344]

More personnel and better pay. [#1197359]

I have not dealt with many employees outside of my work are , andi don't get the chance to communicate with others on that level so i would not bed able to answer that question . [#1197364]

made some policies to improve the technology services in the department to match the quality of university's services. [#1197367]

It was be great if all staff could get free software such as MS Suite for use at home. That would be a way for the administration to really show their appreciation to staff, and at the same time be incentive for staff to keep up with current technology, and increase our efficiency. Same as faculty. [#1197369]

Improve wireless strength. [#1197371]

help desk phone answered every time [#1197382]

Internet access during athletics events. [#1197390]

I would like to disconnect from the web for a few hours and terminate Trend Micro Security surveillance and Novell Zenworks operation on my Macintosh computer so that I might perform my work on this iMac without constant delays while these systems are churning needlessly in the background. Aargh! [#1197402]

Upgraded hardware to ensure that there is access, and that it is quick AND reliable. [#1197403]

More hands on workshop training on the basic essential skills for utilizing techology on the job. I would welcome a course in excel, not just a one day workshop, but a course that can develop individual skills over a period of time, such as a semester. [#1197420]

We need to hire good people and then pay them well enough to stay at TAMU. Turnover and (re)training are issue that would be resolved. More cost-effective in the long run to keep good people. [#1197428]

I believe a certain amount of tech services consolidation can be a good thing. I could care less where servers and certain behind the scenes tech services are housed. What can be frustrating is the lack of immediate desktop user help (typical hardware issues) when that level of customer service personnel are consolidated to places outside my building. Remote desktop connection type help and submitting service tickets for someone to ?maybe? look at my system today is not the answer when my desktop tower unit mechanically malfunctions. [#1197431]

Provide a central, global (to TAMU) service such as Google Apps for Education. [#1197439]

More broad coverage of wireless internet throughout campus faiclites and open areas [#1197443]

To know more about what services are offered. [#1197447]

more iPad and/or Android apps!! [#1197456]

Get rid of separate neo account or fix it so it forwards everything to my cvm.tamu.edu email, neo seems to eat my mail or fail to forward [#1197493]

Improve online submittal of TAMUS forms to departments, colleges, and TAMUS units. [#1197512]

A lot of services have improved so I would just say keep looking for areas of improvement. [#1197518]

Occasionally, when my Net ID password has recently been changed and I try to log in to the wireless internet on campus from my laptop, or try to log in to a secure campus website (such as the online databases like JSTOR) from off campus, the server asks for a user ID and password and has a little trouble recognizing it. However, this is uncommon and always eventually resolves. [#1197525]

more wi-fi [#1197537]

Make it easier to use any available on all of the campuses even Riverside with no drop-off. Thanks [#1197542]

I would replace the governing people who think that getting rid of this campus' computer staff will improve A&M. It will not. It will kill this university as NO ONE will want to come here...nor will we want to stay. IT is not perfect, but they seem to be trying to become that way. Keep 'Em Ags! [#1197543]

Adding support staff who can deal with various programs like LaTeX on campus. [#1197555]

Nothing. All is good. [#1197558]

Nothing Keep up the good work [#1197565]

Campus wide wi-fi [#1197570]

Easier to find things via the A&M website [#1197575]

That they would not be outsourced! [#1197587]

Better customer service when experiencing a specific issue or problem. [#1197599]

Having enough staff so that when I do submit ticket requests, the staff come in a timely fashion. [#1197637]

Having WiFi available at more places (not just INSIDE buildings) [#1197919]

Improve the "dead spots" on campus. [#1198024]

More Wireless access points - I know we are a big campus and spread out but this would be a huge service. [#1198031]

have a designated IT rep assigned and in-house for each department [#1198074]

I am not sure how to get help when I need it. I don't think it is well advertised. [#1198089]

More use of technology in receiving and downloading electronic transcripts. We shouldn't have to "touch" every piece of paper that is sent to us. [#1198122]

I would like to see the formulation and initiation of a comprehensive plan for technology services that provides governance and technology solutions that serve and support well defined University business processes. We spend too much time, money and effort attempting to build rope bridges between technology mole hills. [#1198131]

Offer courses in unix commodity server administration, server/network security, and network infrastructure (router, switch, etc) to IT staff. [#1198753]

I am over-all impressed with the technology services. [#1198754]

I want an actual flesh and blood person in front of me sometimes to help with my problem. [#1200978]
