

*A Higher Education TechQual+ Study*

**Staff 2014 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 survey 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 a survey instrument to gather feedback from the TAMUQ community of end users in a way that would provide objective criteria for continuous improvement and strategic 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+ survey instrument. The LibQual+ conceptual approach was also based on SERVQUAL, a tool used in the private sector to assess service quality.

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 performance. The TechQual+ survey 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 13 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 both valid and reliable. 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 continuous improvement and strategic planning.

The TechQual+ principal investigator is grateful for the exceptional work by the staff of the Association of Research 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+ survey.

## ***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

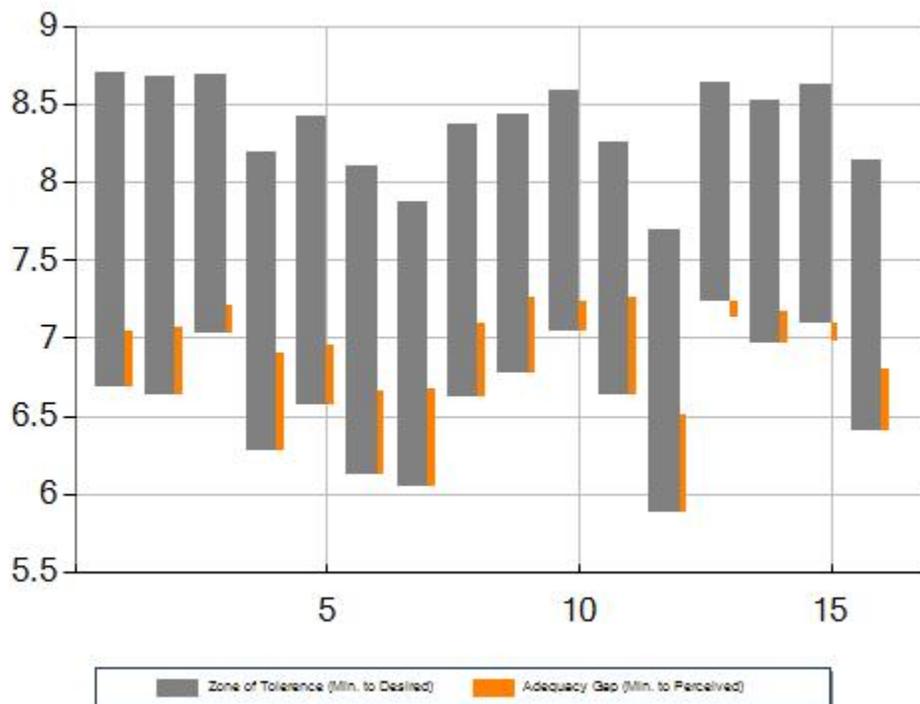
The data from this survey is presented in multiple ways:

**Statistics:** For each item in the survey, both the means and standard deviations are reported, along with the number of observations (N). A p value (P) is calculated for each survey item, reflecting a test of the null hypothesis  $H_0: Adequacy\ Gap\ Score = 0$ . Additionally, two other important measures are included that which indicate whether respondents have a positive or negative perception of IT service quality.

**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.

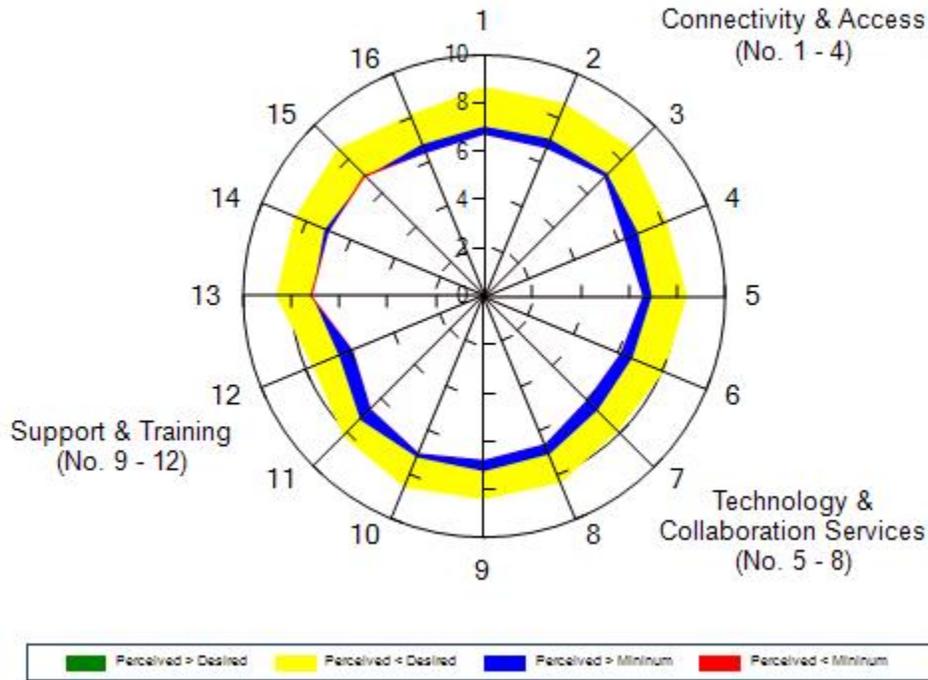
**Service Superiority Gap Score:** This score indicates the degree to which end users desired service levels are being met. This score is computed by subtracting the desired level of service score from the perceived level of service score. A positive number indicates the extent that perceived service 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).

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.

Having adequate cellular coverage in all of the buildings and places that are important to me on campus.

### **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 were in charge of technology at Texas A&M, where would you focus resources? (Multiple Choice Question) *Self-reported faculty, students, staff, not declared only.*

- a) Communication/Collaboration (email, cellular, file storage/sharing)
- b) Help/Training (technology assistance, IT training)
- c) Research (supercomputing, research data resources)
- d) Security (data breach prevention, data privacy)
- e) Teaching/Learning (classroom equipment, learning management)
- f) Websites/Software (Howdy, Compass, website improvements)
- g) Wireless/Internet Access (faster speeds, more bandwidth)

What new, better or "cutting-edge" technologies would benefit or support your university experience or work? (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. (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*

How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)

- a)
- b)

How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

- a)
- b)

## 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 significance of the findings 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%	555	388	70%

### Attribute: University Role (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	63	7	11%
Faculty	0	0	0%	5	5	100%
Staff	0	0	0%	481	370	76%
Student	0	0	0%	6	6	100%
<b>Totals:</b>	0	0	0%	555	388	69%

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: Sex (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	70	13	18%
Female	0	0	0%	314	235	74%
Male	0	0	0%	171	140	81%
<b>Totals:</b>	0	0	0%	555	388	69%

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%	110	42	38%
0-24	0	0	0%	20	15	75%
25-34	0	0	0%	103	78	75%
35-44	0	0	0%	108	87	80%
45-54	0	0	0%	105	83	79%
55 & ABOVE	0	0	0%	109	83	76%
<b>Totals:</b>	0	0	0%	555	388	69%

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

## Key Findings for All Respondents

To ascertain statistical significance a two-tailed p-value (P) is calculated for each survey item to test the null hypothesis  $H_0$ : Adequacy Gap Score = 0. A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

### Positive Perceptions (Adequacy Gap Score > 0)

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

*Adequacy Gap Score = 0.40; N = 409; P = 0.00*

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

*Adequacy Gap Score = 0.44; N = 404; P = 0.00*

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

*Adequacy Gap Score = 0.25; N = 361; P = 0.02*

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

*Adequacy Gap Score = 0.18; N = 363; P = 0.05*

Technology support staff who are consistently courteous and thoughtful.

*Adequacy Gap Score = 0.27; N = 378; P = 0.00*

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

*Adequacy Gap Score = 0.30; N = 373; P = 0.00*

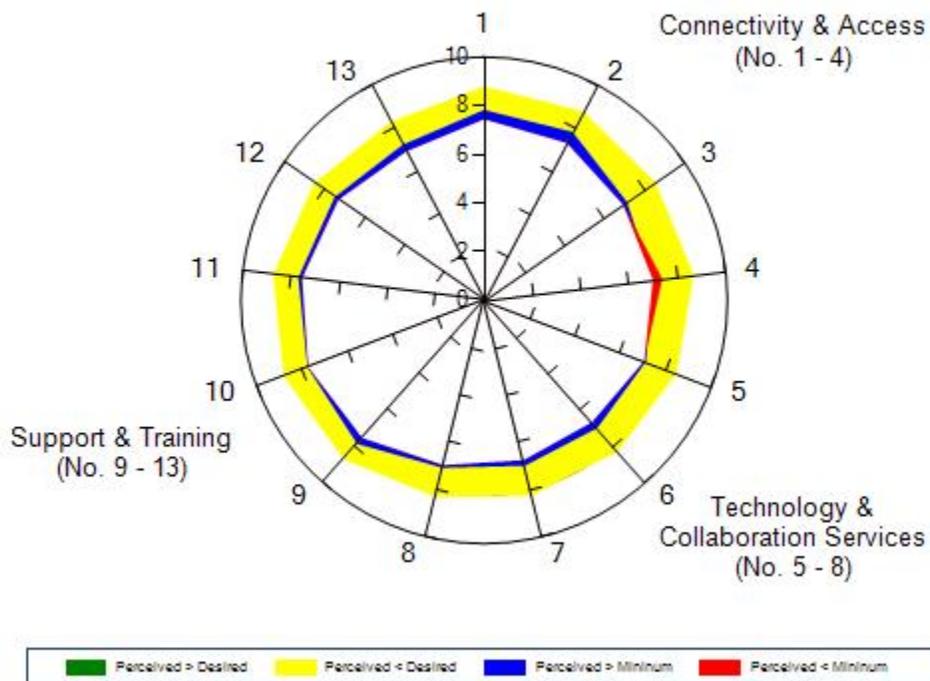
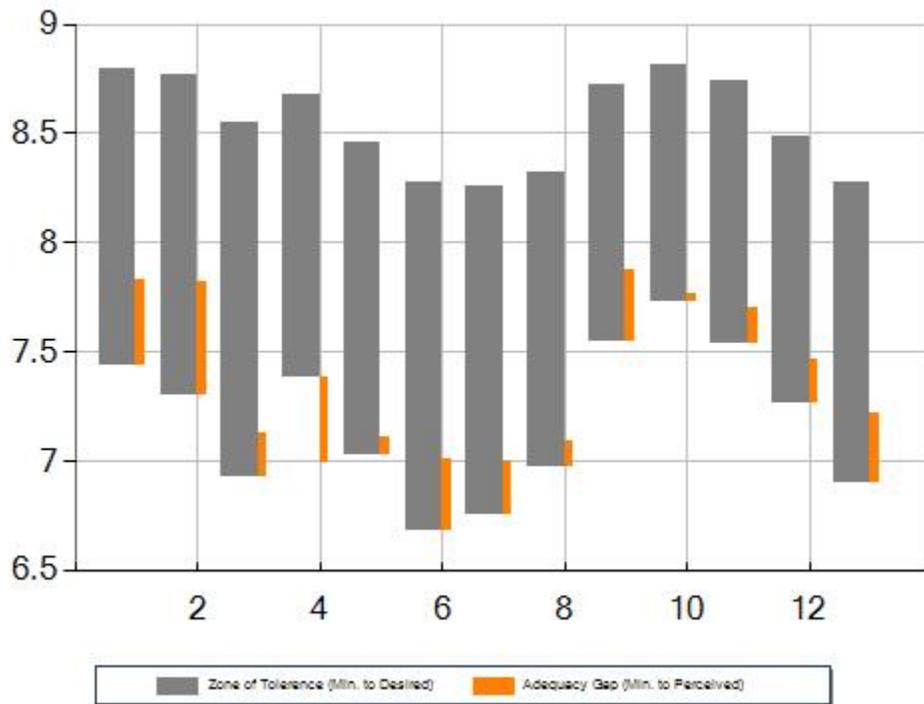
### Negative Perceptions (Adequacy Gap Score < 0)

Having adequate cellular coverage in all of the buildings and places that are important to me on campus.

*Adequacy Gap Score = -0.54; N = 396; P = 0.00*

## Data Charts for All Respondents

Below are the charts for this view of the survey data.



## Data Tables for All Respondents

For each IT service outcome the statistical mean, standard deviation, N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis  $H_0$ : Adequacy Gap Score = 0. 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	P
1	Having a campus Internet service that is reliable and that operates consistently across campus.	Mean	7.36	8.79	7.76	0.40	-1.03	409	0.00
		Dev	1.42	0.54	1.24	1.51	1.24		
2	Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.	Mean	7.27	8.76	7.71	0.44	-1.05	404	0.00
		Dev	1.35	0.62	1.32	1.50	1.31		
3	Having wireless Internet coverage in all of the places that are important to me on campus.	Mean	6.90	8.56	7.04	0.14	-1.52	389	0.20
		Dev	1.66	0.88	1.69	2.09	1.78		
4	Having adequate cellular coverage in all of the buildings and places that are important to me on campus.	Mean	7.37	8.66	6.83	-0.54	-1.83	396	0.00
		Dev	1.59	0.86	1.89	2.30	2.01		

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 = Number of Observations; P = P value for null hypothesis  $H_0$ : Adequacy Gap Score = 0; 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	P
5	Having campus Web sites and online services that are easy to use.	Mean	7.05	8.48	7.02	-0.03	-1.46	392	0.75
		Dev	1.48	0.89	1.41	1.71	1.36		
6	Accessing important campus Web sites and online services from my tablet or other mobile device.	Mean	6.66	8.27	6.91	0.25	-1.37	361	0.02
		Dev	1.73	1.14	1.52	1.98	1.59		
7	Having campus technology services available that improve and enhance my collaboration with others.	Mean	6.76	8.26	6.94	0.18	-1.32	363	0.05
		Dev	1.59	1.12	1.60	1.72	1.63		
8	Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.	Mean	6.94	8.29	7.03	0.09	-1.26	329	0.34
		Dev	1.67	1.22	1.51	1.68	1.52		

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 = Number of Observations; P = P value for null hypothesis  $H_0$ : Adequacy Gap Score = 0; 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	P
9	Technology support staff who are consistently courteous and thoughtful.	Mean	7.51	8.72	7.78	0.27	-0.95	378	0.00
		Dev	1.36	0.64	1.37	1.43	1.28		
10	Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.	Mean	7.69	8.81	7.68	-0.01	-1.14	377	0.86
		Dev	1.28	0.50	1.39	1.51	1.33		
11	Getting timely resolution to problems that I am experiencing with campus technology services.	Mean	7.53	8.74	7.53	0.00	-1.22	377	1.00
		Dev	1.36	0.64	1.57	1.63	1.47		
12	Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.	Mean	7.22	8.49	7.35	0.14	-1.13	375	0.11
		Dev	1.55	0.95	1.54	1.66	1.55		
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	6.84	8.27	7.14	0.30	-1.12	373	0.00
		Dev	1.61	1.08	1.49	1.66	1.43		

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 = Number of Observations; P = P value for null hypothesis H<sub>0</sub>: Adequacy Gap Score = 0; 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.***

This is extremely important to me, it has become almost a necessity in today's world. [#1618710]

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Wireless is still very spotty from building to building on campus. Our wired access goes down at least once a month as well. [#1618847]

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It's a pain to be looking up information on your phone and having wifi go in and out, slowing down the search. [#1618887]

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I rarely notice problems with the ethernet connection on campus. The wifi access is pretty spotty. [#1618919]

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If the campus internet service goes down, almost everything connected to my work comes to a stop. [#1619164]

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I don't think it needs improvement -- it has always been excellent -- indeed, I feel spoiled for how great it has been. [#1619869]

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There are some buildings without adequate connectivity. [#1620563]

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Wireless service is consistently lost on campus, even when I am just working within my office. Having consistent, reliable service should not be unexpected on a campus this large. [#1620922]

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Aren't you the ones who know when something is unreliable. Example, a cell phone. If you can't get to the link because it's down, then what course do we have? No phone number. Or if you do call, 'We don't know.' Check and recheck. Make sure database employees have practiced on a mock version before letting them loose on TAMU's website. [#1635672]

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This is also very important and goes along with standards that should be set and speedy access. [#1649951]

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I find it very frustrating when I am on a webpage and it continues to freeze, which happens over and over. It is upsetting to parents or visitors who try to access the wifi and see the TAMU guest but then are not able to use it..... [#1654338]

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I would add to the requirement for reliability and consistency a need to keep pace with current technology demands. High speed access is very important, as is VoIP. [#1654384]

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It is very important. [#1662733]

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Internet runs slow at times, and all of the programs I need to work on are internet driven. I am not sure that much can be done about that. I answered the IT staff questions as they relate to our College's IT staff. They are fantastic and work quickly to show that my computer issues are important to them. They are fantastic and I sometimes call them the IT mechanics. This is because they can understand and talk user, and still work like IT to resolve. I don't believe I have had much contact with IT outside of our office. Our staff works with University wide staff, so that we get the best service. I am not sure if University wide IT speak user, but ours do. They are amazing! [#1662791]

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Very paramount! [#1662812]

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Ease of service. Quicker service. [#1662824]

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Very important as we have moved away from coaxial and mainframes and are dependent on fiber networks. When the network is down, and there is no redundancy for disasters, then all offices are out of the water. [#1673236]

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when I make presentations across campus, sometimes it is very slow to open websites and show students how to use them [#1707152]

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I use the internet constantly in my job and during certain times of the year (just before exams/finals) the service drops noticeably. I'm not sure if I have a suggestion, just what I've noticed. [#1714007]

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

Can never go wrong with faster internet. [#1618584]

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This is really a good in principle I understand there are limits to information. Web site and downloads are really not that important when required as part of my daily routine. [#1618710]

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Need access in "Green Areas". At the benches by the O/M building for example. The campus has a great amount of outside seating, just a lot of them do not have WiFi. [#1618823]

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I find wifi access in our building sucks- frequent drops for many people and slow speeds of download [#1619087]

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Now it may be fast, but with all the background programs running nothing is rapid. [#1619622]

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10Gb lines into all buildings 10Gb routers available 1Gb standard service to NICs phase out 100BaseT [#1619630]

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I only wish my home service for personal use was as good as what we have on campus. [#1619869]

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I feel that my Internet connection problems are related to the CVM network to which I am connected. There are times when I have had to use my personal laptop to get access the Internet to retrieve files on our network. At those times, I have not had any problems with access the Internet via "tamulink-wpa" in our building. [#1620036]

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It's no reliable. I don't know how to improve that. [#1635760]

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this is very important and I think you do a good job here. There are times in the morning that speedy access is slow, but I imagine the load is greatest at this time [#1649951]

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Given that: a) heavy engineering university b) we are in central Texas c) that "other school" is a participant d) we are attempting to focus on entrepreneurship and provide better support for student growth e) we have a motto of "Gig'em" it is EMBARRASSING we are not LEADING the Gig.U group not even to say that we are not participants. [#1654345]

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Very important, especially when the network is down and that is the only option for work. [#1673236]

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Not sure if it is a internet speed or computer speed problem, but my computer is very slow some days [#1707152]

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

All area surrounded by buildings. The main campus, bus station. [#1618571]

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This is based on context, what may be important today may not be tomorrow. If it were primary locations where I work, meet etc.. would make more sense. [#1618710]

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It would be nice to have a stronger signal so you can sit outside of the building and be able to get service. [#1618887]

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There doesn't seem to be coverage in every building. [#1618916]

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More wifi routers? [#1618919]

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Coverage in Reed Arena has been spotty in the past. I admit that I have not been inside Reed for the past year and a half, though. [#1618921]

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More exterior wireless access is needed. [#1619140]

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Wireless internet coverage has improved greatly in the past year or two. I would like to see more WiFi availability at athletic facilities. How many people had trouble uploading their selfie with Dr. Loftin along the courtside at Reed Arena because they didn't have WiFi availability? :) [#1619294]

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wireless internet should be accessible everywhere on campus not only inside the building. Many students are doing events outside (park, plaza, etc) and they can't connect to the internet. Many students are also studying outside and they need internet also. [#1619596]

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Sometimes it can be hit or miss [#1619602]

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I have a lot of limitations in different areas, especially the basement. I have listened to others that have problems. [#1619622]

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It seems that my personal account doesn't move across different devices easily. With my own laptop it works fine, but when I have to borrow a laptop from the office for some reason or use someone else's in a meeting, the wireless does not always connect with my own password, etc. It may be my own lack of skill however that causes the problem. It just seems to me that the ability to access the wireless seems linked to a device vs. a person's login information. [#1619869]

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ILSB wireless can be spotty at times. Also some of the older buildings [#1619998]

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Many access points on campus are unable to handle the load of multiple devices. I realize that a roll-out of upgraded access points is in progress, but people are having connection issues while this is going on. [#1620175]

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it is mostly unstable [#1620254]

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The Wifi can sometimes be down or slow. [#1620833]

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i would like some notice if service is going to be down, even over the week end. [#1621195]

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I have WIFI in the building that I work in. As such, I have no complaints. [#1621363]

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Spotty at best. Put out more wireless hubs. [#1635760]

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I conduct presentation and this is important but I don't know how to tell you to improve this. [#1649951]

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Need more saturation of points, may seem to be overwhelmed by the students. [#1654311]

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I had better coverage (albeit slower) on the University of Colorado's campus in 2003. :( [#1654345]

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This is super important as many of the cell phone companies have changed their data packages. [#1662733]

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Seeing a pattern yet? I realize we cannot achieve 100% coverage but there are common areas outdoors that REALLY need to have tamulink access. It would greatly enhance the campus experience for visitors as well as for students, faculty and staff. [#1662744]

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I work out of a single building on campus - the speed and reliability of wired access is more important to me than wireless access - [#1662768]

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Having better wireless in the trigon area while waiting for the bus would be nice. [#1707140]

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***Having adequate cellular coverage in all of the buildings and places that are important to me on campus.***

Frankly, the service is hit and miss and completely non-existent in Reed Arena during any number of events that I have attended there. [#1618541]

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I've found my cell phone coverage doesn't get good reception in some of the buildings. [#1618584]

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I feel that this service is determined by the carriers, as opposed to TAMU technology team, but I wanted to share my poor experience through this survey. I am a Sprint customer and I work in the Koldus building. My office is two windows and 10 feet from the outdoors, but I have next to no cell service. 1 in 5 text messages fail to send and the others are delayed. Phone calls are impossible and data service is non-existent. Additionally, Sprint's data service doesn't seem to extend to areas like the Trigon and along Throckmorton. I ride the bus daily and have no data service from Trigon until the bus leaves campus, turning onto George Bush Drive. [#1618657]

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I would say this is the most important since my phone is my primary number. There have been a few buildings that at times have no connectivity. [#1618710]

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Identify "dead" or "slow" spots on campus, including inside buildings and see that high speed Wi-Fi is available there, even when large groups are present at that location. [#1618721]

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There are some cellular dead spots on campus for Verizon. In front of the Teague building by the motorcycle parking slots (by the Lamar road gates) drops calls often. [#1618823]

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Cell coverage inside some building is poor and, in some cases, zero. E.g. the basement of CHAN (CHEM). [#1618824]

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I don't have a mobile phone, however, one thing that \*might\* be useful to mobile phone users is a coverage map (however, what I am thinking of might be more like an in-building coverage map--what buildings allow good phone access per phone vendor--some older buildings seem to allow more limited access to phone signals--not sure if that's practical or necessary to try to provide that) [#1618839]

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Many buildings do not get good reception. Expanded coverage would be a huge help. [#1618887]

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Definitely would like to see better cellular coverage in all of the buildings! [#1618902]

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This seems like it's the burden of the individual cellular providers. What can A&M do? [#1618919]

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Cell coverage at Kyle Field has been horrendous, but I understand that will be corrected with the renovations. [#1618921]

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My cell phone coverage in Harrington Tower, first floor, is poor. [#1618948]

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There is no AT&T cellular signal in the basement of the VMA building of the College of Veterinary Medicine. Even a poor or intermittent cellular signal would be an improvement. The WiFi signal is fine. [#1619159]

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T-Mobile doesn't work in the basements and in random other areas on campus [#1619165]

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There is inadequate cellular reception in portions of the TIPS building making it difficult to communicate amongst staff members and study sponsors. [#1619171]

-----

AT&T is my cellular provider. Some areas of campus can be challenging when it comes to getting signal for calls or data usage. Aggie Football game days are especially bad as the campus is flooded with many more cell users than normal and the AT&T network can't keep up. I almost need to buy a set of two-way radios to keep with me so I can communicate with my family on those days. [#1619294]

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My biggest issue is cellular and Internet access around Kyle Field on game days. It's pathetic! Expand the bottom of the funnel, not the top! [#1619317]

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I work in an older building so sometimes the thick walls block cell signal [#1619367]

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Current level is adequate for my purposes. [#1619455]

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Cell phone service is spotty but may not be the fault of the university. [#1619486]

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Cellular coverage is bad when there are a lot of crowds. It was down during Code Maroon more than a year ago, which didn't help to call relatives/other people for help. [#1619596]

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I had to switch carriers to Verizon when I first started working here because I had almost no cell service within the Vet Med Teaching Hospital [#1619602]

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More redundancy so losing one service doesn't impact others. [#1619687]

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I really don't experience any problems with cell phone coverage at all. It always amazes me that there isn't an overload given the thousands who are using it in such a small space. [#1619869]

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There are still some spots in the ancillary buildings that the cell coverage is spotty. CMP main building [#1619998]

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The MSC and Koldus have very poor cell phone reception. As I attend many meetings in those two buildings, it is difficult for me to access my email, as I am only able to do that through my phone. [#1620056]

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pretty good...but it could be better [#1620254]

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I have little to no cell service in the Koldus Building where I work. On top of that, my iPhone won't connect to the TAMUlink WiFi with my NetID no matter how I try (even IT isn't able). So I log in with someone else's NetID to get my phone to be able to do anything in my building. [#1620517]

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My job deals heavily with communicating with others. Using my cell phone is a big part of that. Certain buildings on campus it is hard to get clear calls or even receive cell service. [#1620538]

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I only have challenges with cellular coverage during game days or large events on campus. [#1620676]

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Smart phone is a lifeline so working wherever is important; also work in REsLife so it is important for on-campus students to have access for all carriers [#1620778]

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Work in the basement of a building so on and off coverage. No coverage in the breakroom where I eat lunch. [#1620811]

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Sprint does not have cellular coverage in the majority of on-campus buildings. [#1620829]

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Perhaps we have too many wireless servers (or not enough)? Are all buildings wired for wireless? I know I can walk out of one building and lose the wireless signal, and because I don't have a password for another server, I must rely on my ISP server for a phone signal. Very patchy, even outside. [#1620922]

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Maybe try to install cellular repeaters in areas where coverage is weak. [#1620954]

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I now work in an area that the cell coverage is fantastic. I have worked in areas that cell coverage was total messed up. I think TAMU can do better but they really need to rethink the phone services. For example, at home I have Suddenlink and I can use a wireless phone. At work, the corded phone is a bit obsolete and a pain. My job requires multitasking how every I can't walk to the centralized printer and talk at the same time. That is a bit out dated. Also, in our old building, cell coverage was not available. Come on it is 2014. All buildings should have good cell coverage. I use my cell phone for work because I can walk to the centralized printer and help someone by phone at the same time. [#1620993]

-----

Cell service is and will continue to be TERRIBLE on campus until the university is willing to invest in a tower for campus. Too many students and staff using data at once. The worst times are in the evening. I literally will drop calls daily at around 5:30 due to heavy use. [#1621360]

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MSC has poor coverage which drains cell battery quickly [#1621783]

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I have a new provider now (Verizon) and have not had problems, but with my old service (Spring), I frequently found myself out of range inside my building (Mitchell Physics). [#1621791]

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The cellular coverage is not always good. i don't know why [#1635760]

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There are spots on campus that wireless internet is not accessable, west campus, north west campus and other areas where you must drive around closer to inner campus building to gain wireless access. [#1649842]

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Professionally: Because of my on call responsibilities it is EXTREMELY important to get calls. Doing crisis response on campus being nervous that the call will not go through is extremely nerve racking. (Residence Life) Personally: Because I live on campus I have just gotten used to it but really the service is horrid. Verizon LTE is unusable in the north part of campus on an iPhone 5 and even when I turn that off text messages (and sometimes iMessages though they are more reliable) error and hang a significant about of the time. (Yes I have documented these but its also not my full time job and fix cell service) Professionally & Personally: I have documented and submitted multiple complaints about cellular service and genuinely feel as though nothing has been done. I even pay a premium to have Verizon the the University's choice for carriers P.S. AT&T (who I was last with on the campus) gave MUCH better service going so far as to send emergency trucks when things went down. [#1654345]

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AT&T coverage is lacking in many places, especially when campus is crowded [#1654364]

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This is really important, especially with construction and a lot of people on campus. It is very annoying when I do not have service and I need it. [#1662733]

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Sometimes it takes IT longer to get to requests than is efficient for the university; I believe this is because they are understaffed. [#1662739]

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Add additional cell coverage to Blocker, Horticulture and Zachry buildings. [#1662743]

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Game days are gigantic problem around here for ATT cell subscribers. Increased wi-fi access in public places outdoors around Kyle Field (Simpson Drill Field, in the stands, across the street from the stands at tailgate central) would help immensely. Same goes for the lack of wi-fi at Reed and Blue Bell Park. Just adding that access would take a lot of the burden off of everyone's cell service around here, not just ATT. [#1662744]

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IT service was so much better when our Department employed our own IT area staff, who know how our systems and programs operated. That is not the case since IT staff has been centralized in our Division. [#1662785]

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Cell phone coverage in ILSB is atrocious. If you're not next to a window, you miss calls and texts all the time. It is important to be available to our babysitter should anything come up. As it is, I go out of my office and check my phone every hour or so to make sure everything is ok with our daughter. [#1662823]

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My cellular coverage in most buildings is extremely poor. However, this may be an issue with my cell phone provider not with TAMU. [#1662831]

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Some buildings on campus do not have adequate cell service inside the building, which in an emergency might be an issue. [#1662968]

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I believe once iDAS and oDAS are 100% implemented it should resolve most cellular connectivity issues. [#1696933]

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Current coverage pretty bad on the Sprint Network. Work with Sprint to improve coverage like Verizon & AT&T [#1707271]

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

Law school web editor is difficult and not user-friendly. [#1618497]

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Possible standardization of websites [#1618560]

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The main a&m website seems convoluted. Ive found it much easier to search for the specific page on yahoo (TAMU Vacation days, TAMU bus routes, etc) than to go to the main website and search for it. [#1618584]

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Communicating with CIS/NIS personnel through keystones is painful. I know this is a work in progress and ServiceNow will bring many, many improvements to communication and tracking. [#1618698]

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Review web-sites to make certain that they are intuitive and end-user friendly. [#1618721]

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JobPath navigation and modules are not user friendly. Revisions to Concur have not improved the ease of use. [#1618816]

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Again, my job has me going over different colleges' websites all day, so more consistency between them would be great. [#1618887]

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I would like a one-stop shop that tells me what I have access to as a staff member. [#1619656]

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TAMU Marketplace can be confusing. Many members get confused when ordering, especially with the "Continue Unregistered" button. [#1619829]

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Some campus websites are very clunky and old fashioned. [#1619843]

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The service isn't the problem -- it is the individual websites that cause some minor problems in finding information on them. They are all designed in different ways and don't seem to have a cohererence for what is located where. On the other hand, if all the websites were handled by only one entity, that would cause a different problem: lack of nimbleness in response. I have seen a lot of corporate websites that never get updated because only a small number of people can do that. We on campus really use websites to access information so it is critical that the people who "own" them get to update them. It would just be nice if there were some common standards for a few elements like how to find contact information, who does what, where to access forms, etc. [#1619869]

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The current websites are cluttered and non-intuitive. [#1620175]

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Require use of single sign on, either SSO or NetID. [#1620563]

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e-reports are extremely slow to access. Titles are difficult to interpret. Compass is cumbersome to use. In order to register a student who needs to be forced, by the time you open the class and get to the SZAREGS, another student can register. There you are with no place to put the student for whom you opened the class. Another problem: both UIN and T numbers should show up if you put one in --- some sites require I use a UIN and it disappears in a blink. I know I can go to SPAIDEN but that is one more site that I need to open. This may not be your problem but at least I could vent. SIMS was not great but it was much more friendly. NOW THE MOST IMPORTANT: WE NEED A USER FRIENDLY LAYMAN'S DIRECTORY OF COMPASS. I realize that COMPASS is a continually growing product, however, I am not aware of a directory listing the many sites on COMPASS. It seems I am continually learning about

shortcuts and new sites. PLEASE can't someone compile a directory listing all the sites (with an explanation), shortcuts, and the meaning of the abbreviations. [#1620668]

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this varies from department to department [#1620676]

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use websites to appeal to an external audience so ease of use is important [#1620778]

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TAMU is on top with this! [#1620993]

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E-campus is a disaster with what appears to be very little instruction to the faculty who have cut and paste together the best possible site they can. The problem with not having better instructions for the faculty, is that every professor creates his/her own version of ecampus that is near impossible to navigate due to the lag time for loading each page. For students that must check these sites daily, this process is painful. Professors need better instruction to create a more uniform site. PLEASE MAKE IT RUN FASTER! [#1621360]

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TAMU should provide a unified presence to students. A single top level webpage should exist that includes all new acquisitions (Law, HSC). Law and HSC should be integrated into TAMU's webpage. These units webpages should look similar to TAMU's in look and feel. [#1621363]

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Runaround...or run around. It is all intertwined and it seems ambiguous with who is in charge, what do they do and who can give you a straight answer without "I will have someone call you." [#1635672]

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I would like to see significantly more consistency in web pages and, especially, web applications across campus. It doesn't matter to me as a user of these sites that a department, college, or functional group has their own "identity". I think if a site ends in "tamu.edu", it should have some uniform navigation and presentation. [#1635761]

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Provide a checklist of minimum requirements for unit web site. For instance, same elements in "contact us" section; same format and information in list of faculty, staff, and administration; map of location on campus; information about parking, etc. [#1635783]

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Everyone has a different idea of what is easy to use. Having a standard might be helpful. [#1649951]

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I find Compass to be cumbersome opposed to applications in SSO. [#1654320]

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On-line services such as concur are terrible, but I'm not sure what your department can do to improve such a system, since I don't believe you have oversight over it. [#1654343]

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A lot of stuff is old and outdated. In particular there is a strong reliance on specialized software that is extremely difficult to maintain and becomes harder to train on, use, and to incorporate. Please get MORE things online (NOTHING should be paper really) and FORCE Professors and Student Organizations to use email... I get why they don't do it (in part because of the BARRAGE they get) but we really need to have that documentation and getting students in the HABIT of this is critical. habit ---> email ---> follow up ---> sites ---> on-line services ---> email ---> relevant 21st century professional life [#1654345]

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Online services need to have a consistent presentation, wherever possible. That way, customers will, over time, develop a strong familiarity with web applications they have to use. [#1654360]

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The A&M website seems to be very user-friendly and looks good on my iphone. [#1662733]

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Regular user of AggieBuy, AggieWorks, & Compass/Banner and find each to be frustrating at times. AggieWorks is often slow but has improved recently. (not sure if AggieWorks is even in your purview) AggieBuy has some great features but is poorly configured and not very intuitive. Difficult to refine a search at the top level. I do not travel often enough to be adept at using Concur. Our staff have to spend time teaching me to use it. In understand they are not as complex, but LeaveTraq & TimeTraq, offer a favorable experience for the end user. [#1662768]

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Easy navigation is as important as quality of information. If you can't find it, it might as well not exist. [#1662789]

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Very important. Nothing is more frustrating than services that are hard to locate and hard to use. Another issue is when the design makes no sense. For example, to log into the campus CAS system on a CIS site, such as keystone, it wants you to type in your credentials twice. This leads one to think there is redundancy programming due to bad coding? All other SSO sites are just that, a SSO. [#1673236]

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

The current apps and mobile websites do not provide easy access to what seem to me to be regular queries. [#1618541]

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not all sites are mobile friendly [#1618549]

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I don't always have a computer in from of me. Having mobile versions of some of the sites would be very helpful. One that comes to mind is the map that shows the times and where the buses are. I can view them on my phone, but i have to scroll a lot and it seems pretty obvious it is not mobile friendly when im at the bus stop trying to figure out if i missed the bus or not. [#1618584]

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While needed not necessarily required to complete my job functions [#1618710]

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Automatically update office computers so that they remain compatible with program updates that would otherwise be manually updated. For example, we have had several instances when programs requiring Adobe or Java would not run because our desktop computers did not have the newer version of those two supporting programs installed. [#1618721]

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Campus websites should be more consistent across difference departments [#1618887]

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More websites need to be responsive. However, I understand that cost of redesign is an issue. [#1618921]

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Exchange is not the easiest to use when not on my work desktop [#1619367]

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Some navigation is not user friendly, download times are occsionally lengthy. [#1619455]

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Campus websites have a high variety of professionalism. [#1619843]

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It seems like this is improving daily. Some websites are less accessible via mobile devices, but it doesn't prevent us from doing our work. [#1619869]

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remote access is important to me [#1620778]

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Very important and unable to do within the interior offices of the Koldus building. [#1620833]

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The web sites and online services are great. [#1620993]

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One Word - THEY SUCK - campus websites are terrible from a mobile device on so many levels. Just try to log onto to sso, e-campus or even tamu.edu and look something up from your phone. [#1621360]

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Some of the websites offer only limited information via phone or tablet. I don't know if that's all it's possible to offer, but it seems like other sites are able to provide a complete version of their website. [#1621791]

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I appreciated the services that I receive and they appear to work well for my needs. [#1635625]

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we arn't very mobile friendly :/ [#1654345]

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Same goes here as with cellular. TAMU should have 100% wireless access for the entire campus, indoors and out. That would also improve tablet and mobile connectivity. [#1662744]

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Mobile use of the various campus web sites is not that important to me - [#1662768]

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Our technological support team is wonderful! [#1662774]

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It is very frustrating to travel or be off campus and need to connect to a service and it does not work with a tablet or mobile device. In today's age, this should be a given and not a second thought. [#1673236]

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

our telephones are years behind where they should be [#1618549]

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The potential transition to Google Apps would be a significant improvement. [#1618824]

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Not sure it fits, but guest internet access is very unfriendly. It needs to be easier for guests to access our internet connection. [#1618919]

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Currently adequate for my purposes. [#1619455]

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I'm thinking about projectors and how much I dislike those that wash out images - especially yellows. [#1619630]

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Staff across campus need collaborative space to share and work on documents and data sets. As far as I know, this doesn't exist. [#1619766]

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I use Skype for all my meetings that involve people with a long distance phone connection. I have used a lot of TTVN, too. I also used the conferencing technology for the university, but it is harder to use because of having to find specific rooms to use and needing training to use it. Skype is easier. [#1619869]

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I really don't used much of this service except email back and forth [#1619998]

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There is no central service in which to share calendars, documents, lists, etc. The University needs a groupware solution that EVERYONE can access equally. [#1620563]

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remote access is important to me for continuing productivity and effectiveness in my role [#1620778]

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Who are "the others"? Our clients happen to be everywhere in the world. We are very specific on what we do and data we obtain. I don't see how my collaboration with others ? which is very specific ? would help them. Nor do I think "the others" can help me. The others have to ask someone else. I like my job ? specific to our constituents, do it 9 hours per day and never never never lose the polish on our data. Then, we become like the masses. You cannot serve caviar to a peanut butter staff. [#1635672]

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The zimbra mail system has got to be the worst ever. It is unreliable, finicky and overall just terrible. Just pay someone for a good email system already. It'll pay for itself in lost productivity in one month. [#1635760]

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Methods of collaboration, and their "enhancement", are wildly subjective things, and -- almost by definition -- they represent a significant security and maintenance risk. I believe a limited variety of use cases should be considered and then, please, provide for those at the campus level with flexible and easy to use services. The sheer number of solutions either home-grown or independently contracted by various units is staggering, and I hesitate to think what sort of undetected data releases are going on... [#1635761]

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IT people are aware of a lot of useful tools, programs, websites etc. that the university community can benefit from in both their work and personal life. It would be great if there was a resource page or featured information to highlight some of these. Even simple questions like- what should I consider when

buying a personal computer? what are the pros/cons of different smart phones, tablets etc. Even if you shared a link to an "unbiased" consumer website or blog it would help those of us who wouldn't know where to start or who was a trusted source. [#1635786]

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I don't use much in this area but would want it available if needed. I believe you cover this well. [#1649951]

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A campus wide meeting software would help. Right now everyone uses their own, Skype...etc. [#1654311]

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I cannot stress my dissatisfaction that the Provost Tech group moved forward without forcing SOME KIND (Google 365 really ANYTHING online) of online apps service on the departments. It is horrifying how bad DoIT and some other tech groups are on campus. It has JUST THIS YEAR that we got Windows 7 ... we are STILL using office 2010 WITHOUT a share point server and non-shared Exchange. This even after a MASSIVE infusion of funds from Residence Life tech merger. It is SO DIFFICULT to do basic level functions, let alone collaborate with partners on the academic side. I have asked question about all of this with constant doggy answers leaving me to feel as though they really don't get that this is an issue at all... The example of DoIT & DSA forcing the half-baked "Maroon Link" just after AA & Colleges launched e-campus/Blackboard with very similar functions & modules just further proves the point. This coming DIRECTLY after the Provost was explicit about the need to share data contribute more to the seamless ways was disheartening and debilitating to campus collaboration. I truly feel there needs to be a radical rethinking / reorganization to get people on board with meaningful collaboration or some people will stall entire colleges, divisions, and departments simply because they do not get it. On a positive note the Google apps transition is a good start, just wish it was more directive :) [#1654345]

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Centra is probably not the best-performing service. I have to work over some very slow links (less than 1Mb) and Centra is a non-starter in those settings. [#1654360]

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I think collaborative technologies are key to our ability to become more efficient and effective. Cohesive and comprehensive technologies, applied to business and academic processes, will help us improve services and reduce costs through efficiencies. [#1654384]

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Need more mobile friendly apps/website for staff [#1662723]

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Not as important in my role with the university. [#1662812]

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with the consolidation of computer services, some of the improvements to our collaboration with others that requires some programming is put on a prioritized list, and not as available as desired. [#1707152]

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

it can be difficult to make our laptops work with the projectors at the MSC. Their IT support staff are all very helpful but it would be better if we could connect without asking for assistance [#1618549]

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Allows for easier methods of conveying messages to a group for shared understanding [#1618710]

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Make certain that technology is operational in classrooms on a regular basis, especially those that have been retrofitted with current technologic systems and hardware. [#1618721]

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Significant 'delay' time when attempting to have inter-agency meetings across different campuses. [#1619843]

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Provide students with more classes offered online. In today's world, many students (self-included) work very hard throughout the week, and this often collides with scheduled class times. [#1620548]

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Being able to wirelessly display content on projectors or monitors [#1621268]

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There should be a way for professors to share documents immediately with students, to post slides that have just been marked and completed in class. Currently this process takes 1-2 days for the professor to save and go back to upload a new file to e-campus. [#1621360]

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Again, uniformity is key here. [#1635761]

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I give presentations across campus and found that some computers that are used in meeting rooms are the oldest and not equipped with up to date programs for Power Points. Also the knowledge of the departments with setting up meetings with satalite offices through the computer never works out. This is frustraing for all involved and I wish that we could all be on the same page with technology and how to use it. [#1649933]

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sound can sometimes be a gib issue, but of course you need to have updated equipment as well as the sound technology so I am not sure how you could improve that - kind of depends on my departments budget and prorities. [#1649951]

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Some departments just don't have the money to update technology, I'm not sure who can provide such funding, when increases in IT funding aren't approved. [#1654343]

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EHS's process for approving spaces for technology (particularly in residence halls) genuinely seems arbitrary and capricious. We are stuck using bulletin boards instead of TVs because of "fire safety concerns". Specifically, they would rather have significant amounts of paper around than make reasonable space allocations & processes for placement of monitors that would really help student engagement with quality media. [#1654345]

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Standard presentation capabilities would be highly desirable across all meeting rooms. It is frustrating that every conference room is outfitted differently and has different capabilities. A central standard for general use rooms would be useful. [#1654384]

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Very important to have and that it be readily accessed and used by participants without glitches. [#1662803]

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Posting instructions within conference rooms with equipment such as smart boards, computer, etc. as to how to use the equipment without having to go find someone else. [#1662808]

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The ability to use technology with presentations is very important when working with millennials. To not be able to have that available hampers engaging that crowd in the training or presentation. [#1673236]

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More than half of the rooms I work with have some sort of issue with the projector [#1707140]

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I really appreciate lecturing in a smart classroom and being able to open websites quickly [#1707152]

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Nothing to add. [#1718376]

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**Technology support staff who are consistently courteous and thoughtful.**

Some are supportive, others are condescending and obstructive. [#1618497]

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some improvement to be more customer oriented [#1618586]

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I rarely interact with technology support staff outside my own department. That being said, those at the University Complex have been very helpful. [#1618650]

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Some members of my staff are not as knowledgeable about technology as their colleagues. On occasion a member of the technology staff has become frustrated with understanding their problem or being able to communicate with them in a manner that results in resolution of the problem. [#1618721]

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It's difficult (seems to be) to get knowledgeable people who are also kind, respectful, humble, and helpful :) but all of that gets noticed and is important to customers. So, I guess the suggestion is to keep the importance of that before employees as a goal and value. I'm not saying this because of being displeased with technical support, just a sense that I myself need the kind and humble reception of my sometimes incomplete and inaccurate questions :) [#1618839]

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I felt that staff is always courteous, just hard to interact with due to language barriers. [#1618887]

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I consider the people in my department who handle this to be mediocre at best. The service fees are high, and I do not perceive the service to be of high quality. [#1619518]

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One improvement could be if they actually stayed until the job was finished. [#1619622]

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Again, never a problem with staff being courteous. Thoughtful may be questioned at times, but nothing near rude. Just personality quirks of the individuals themselves whom I am referring to. [#1620728]

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I am fairly computer literate so I don't like it for an IT person to act like I or my coworker is stupid for a certain question or problem. [#1620811]

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Mike Denison [#1649949]

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Some of the IT staff are rude [#1654338]

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Being polite and professional is important. Also being able to speak at the user's level. No reason to try to impress with your knowledge and use of jargon. If we could figure that out we could probably figure out our problem. [#1662789]

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

Support seems to be too compartmentalized. One issues often requires personnel from multiple departments which greatly increases response time, communication breakdown, and inefficiency of the end-user. [#1618497]

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The first line of defense, the help desk, as always doesn't really help too much. But they can eventually direct me to the right person. Not sure if my problems seem to be more advanced than the average person, but I feel the helpdesk may need a bit more training. Particularly Java and network problems. [#1618584]

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Staff is always knowledgeable. [#1618887]

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My technology savvy is quite limited. When I ask questions of University IT staff, I would appreciate not being made to feel "less" for this deficiency; i.e. don't talk down to me. [#1619383]

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The ITS people are great but it is sometimes hard to reach someone by phone (my preferred interaction). They usually respond to emails within a day, which is good. [#1619518]

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No help with Microsoft Access. [#1619829]

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Have more experience with a broad range of mobile devices. [#1619869]

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Too many student workers at HDC. Need more full time staff with more institutional knowledge. [#1620563]

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Our current IT staff have the best networking model I have seen on campus. [#1620717]

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I've always had good support from anyone contacted through technology, although I also have some experience myself. [#1620728]

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\*\*\*\* is very knowledgeable and keeps us squared away. [#1620839]

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I had to physically take my laptop in 2 times to the computing center because they could not get me connected because the computer was "too new" and no one was familiar with the changes. I thought that was your job. [#1621360]

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Student workers are often clueless about technical issues. [#1635747]

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Central IT support staff are always courteous and friendly when I contact them, but they don't seem to be able to do much to help besides report my trouble "up the chain". I would like to speak with someone when I call that is empowered to resolve my basic issues, instead of an answering service. [#1635761]

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\*\*\*\* [#1649949]

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Departmental technology support staff are supportive and courteous. [#1654320]

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Lots of difficulties with DoIT's knowledge base about a lot stuff. Most big gaps are only with technical applications & services they are responsible for but have noone capable of maintaining :( Moving over to managed services would really help. [#1654345]

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Nothing at this time. [#1654360]

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While I think we have many very capable support staff across campus, they are too often in silos. Committing to the goal of a consistent service experience across campus would go a long way to improving the customer experience. [#1654384]

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In my experiences calling the Help Desk I have always been helped quickly and accurately. [#1662744]

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Nothing is more frustrating than to be misled or forwarded 3-4 times on the phone because knowledgeable staff are not available or willing to answer your questions. Even worst are those who refuse to answer a phone or meet in person and what to do everything through email. [#1673236]

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Great staff [#1707152]

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

Hit or miss. Depends on the issue and the assigned technician(s). [#1618497]

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Let departments maintain IT staffing appropriate for their needs. Centralizing will not work and will make what is good now bad and what is bad now worse. [#1618511]

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Some problems have taken a bit. Eventually, I was told about the website that lets me know how the problem is progressing which helped. I found it odd that I was not told about this right away though. [#1618584]

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We had much quicker service when we had our own IT workers. [#1618920]

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If Technology Services determines that a solution is no longer viable or needed, it would be nice for the client to know that the work order is closed and the reason for that. Sometimes, it is so long before there is any communication and a representative shows up it is difficult to remember what the original problem was about. [#1619159]

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Technology services needs to resolve the change over of a Net ID when an employee's name changes. Currently the original Net ID travels with that employee until termination, which is a bit antiquated in today's workforce. [#1619171]

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Service is very very slow coming for us!! [#1619622]

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This really is the one area that needs improvement. Time to resolution is often longer than I think it should be and certainly, longer than what I'd like. [#1619665]

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I feel that having IT staff housed on campus is vital to the success of my department's programming. It is much easier to work with staff who are physically present and who share your investment in the success of this University. [#1620717]

-----

Many people contact technology for help when a problem arises. Realizing there are thousands here on campus, is there enough support available to have a timely turnaround? And what are the priorities when requests are submitted - faculty over everyone, staff over students, etc? [#1620728]

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When I have contacted the help desk by phone the student tech has to go ask someone else, which leads me to think that they are not trained to help. When reporting online it was usually in the past for student use computers and I never heard back it the problem was fixed. Our library computer techs are great. They remote in to our computers on a timely bases and seem to fix the problems right away. Only once or twice did they have to consult with a more experience tech. that I know off. [#1620839]

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Certain services offered by CIS or NIS often take days, weeks, or even months to get a response. Worse is when I submit a keystone ticket that is (unbeknownst to me) incorrectly routed that sits...until I follow up again and get a less than helpful response (through no fault of their own!) from HDC about the status. [#1621147]

-----

We continually complain about the number of computers that do not have Adobe Flash loaded and other software that is essential for students work. Professors often require certain movies to be viewed and when a student has to wait for the 1 computer to come free so he can utilize the 1-2 computers in the lab that actually have the necessary platforms loaded. TAMU professors should not be allowed to utilize and software that is not provided on ALL campus computers, or the professor should be required to

include the purchase of the software as part of the course materials. If it is not required, scholarship students have to pay out of pocket or wait in line for computers in the computing center that actually have the software loaded. Adobe flash, Google Earth are just 2 recent examples [#1621360]

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Sometimes get put on back burner and forgotten. [#1654311]

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This goes without saying. [#1662789]

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The untimely resolution is related to not being able to have new functionality added that would improve my service to customers. [#1707152]

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

I think it would be more important to speak to end users before making changes that drastically hinder productivity because a high level manager thinks that it needs to be done for security purposes.

[#1618541]

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Not always timely. [#1618586]

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Not always easy to know who to contact. If you are having a problem with your computer or in connecting with your phone or iPad - useless to have information on the web-site for us to contact. Maybe ensure e-mails go out to indicate phone numbers we can call when we need help and encourage faculty/staff/students to put phone number in their cell phones. [#1618684]

-----

I would like more communications about "what I don't know" (here's a valuable service that you may not have heard about) or strategic uses of resources. I find less valuable the newsletters that tell me things I feel like I already basically know about (be secure, use a unique password, log out of OAL computers :)

[#1618839]

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It's not like is the past when we were still able to work when the computers went down on something else in the office. Everything we do is now tied to our computers. When they go down our hands are tied and we want it fixed right away. Don't like sitting here waiting for someone to get to our workorder.

[#1618920]

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Some of the timeliness stems from cell phone technology - texts being delayed, etc., however, many times even email to my A&M account are delayed hours for no known reason. Having that kind of lag is not acceptable when something is time-critical. [#1619129]

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There are a ton of new technologies that I don't know if TAMU SAPs allow for me to use them or not. Many rules don't seem to incorporate new technology concepts and allow for a high degree of interpretation. [#1619766]

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sometimes it is confusing for this group handles this and this group handles something else, but they're all similar categories [#1620811]

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The only communications I receive are from our library Digital Initials team. They try there best to relay only those things that would effect our ability to work. I have never noticed any communication directly from TAMU Technology Services. [#1620839]

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problems.tamu.edu often lags behind on the information I need to pass to my users or debug our issues...sometimes it never makes it. Sadly, sometimes even CIS employees have no idea what's going on either...and are just as in the dark as I am. [#1621147]

-----

Never Get anything from IT. No warnings and no updates [#1621360]

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I feel like there are sometimes problems that we could be notified about, but are not. I consider myself to fairly user savvy, but sometimes the instructions sent out about things don't make sense to me.

[#1621791]

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I have always received timely communications. However, they are not always totally clear to me.

[#1635683]

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Outages are not reported in a timely fashion. [#1635747]

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Telecommunications/Centrex bills are hard to understand. Trying to verify the bills since they changed several years back according to university rules is impossible. [#1654343]

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DoIT just does stuff but never really explain how and why. IF you ask a question not on a script they just have no idea how to respond. [#1654345]

-----

In the last year we had all documents that had not been modified in 3 years purged without my office's knowledge or consent and in clear violation of record retention policies. We were never informed of this so it took a LONG time to figure out what the heck was going on. [#1662721]

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This is very important. Getting the word out in a timely useable fashion would be very helpful, even if it is bad news. Let me know something is not going to be available in a timely manner so I can make alternate plans. [#1662789]

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Timely communications allow various offices to update and implement changes. [#1662803]

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Sometimes technical staff assume their audience understands technology and that is not the case at this university. They must be able to relay information at a high level and at a 4 grade level to be able to communicate properly with most staff on campus. [#1673236]

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

Would like more training opportunities. [#1618497]

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where is "how to"? [#1618586]

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I'm not very knowledgeable of technical issues, so I need things put very simply and in layman's terms. I think the university has room for improvement in this area, making trainings and self-help information easier to be understood by people who don't live in the technical world. In regard to all the items asked about on this survey, I have very high expectations for a university of our caliber in this day and age. I do, however, feel that our services and other things asked about on this survey are pretty good. [#1618899]

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Publicize these classes better. Most don't know they are available. [#1618919]

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navigating e-campus help is hard. it does not always give answers relevant to the query. the system itself is clunky and non-intuitive. not sure what to suggest to improve. [#1619518]

-----

The persons I have dealt with are very knowledgeable and speak with words that I can understand. I have not had any connectivity problems on any device inside campus buildings. There is occasional problem outside, but that is to be expected. Overall, I do not have any complaints about the services provided to the TAMU population. [#1619821]

-----

I know there is online training for different software. I usually find help through the web on a how to do something. [#1620839]

-----

Changes to e-campus each semester cause many issues with the students. I still have students that can't view their classes on e-campus, that have to go through a pull down menu just to get grades. It seems there are many glitches and no training on how to use and best utilize each update. Also, the campus computing systems recently came through and updated microsoft. What they did not do is offer an online help center for what changed in Word, Excel and PowerPoint so that students could find buttons they use daily. [#1621360]

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EOD technology training is almost worthless. I'd like to see something more technical. Seems like a support role, to me. [#1635761]

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More offerings at all times. [#1649951]

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TAMUS Concur on-line training is outdated. Again, this is not under the IT area, but it's an on-line application that the university requires faculty/staff to use. [#1654343]

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Do not like to call someone, should be able to receive clear information to update, access, understand what is available on campus. [#1662803]

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Simply put it would be GREAT if classes were offered after work hours, some times it's hard to utilize services that are offered to TAMU employees due to the work load. Just not enough hours in the work day to get it all done . [#1668050]

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Not necessarily. Self-help is great for learning at your own pace but sometimes having a real person to step you through a process is necessary for complete understanding. [#1673236]

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It is not always convenient to take a class, not aware of online help [#1707152]

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### **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 were in charge of technology at Texas A&M, where would you focus resources? (Multiple Choice Question) Self-reported faculty, students, staff, not declared only.***

<b><i>a) Communication/Collaboration (email, cellular, file storage/sharing)</i></b>	<b><i>72</i></b>	<b><i>18 %</i></b>
<b><i>b) Help/Training (technology assistance, IT training)</i></b>	<b><i>62</i></b>	<b><i>15 %</i></b>
<b><i>c) Research (supercomputing, research data resources)</i></b>	<b><i>14</i></b>	<b><i>3 %</i></b>
<b><i>d) Security (data breach prevention, data privacy)</i></b>	<b><i>82</i></b>	<b><i>20 %</i></b>
<b><i>e) Teaching/Learning (classroom equipment, learning management)</i></b>	<b><i>28</i></b>	<b><i>7 %</i></b>
<b><i>f) Websites/Software (Howdy, Compass, website improvements)</i></b>	<b><i>54</i></b>	<b><i>13 %</i></b>
<b><i>g) Wireless/Internet Access (faster speeds, more bandwidth)</i></b>	<b><i>64</i></b>	<b><i>16 %</i></b>

**What new, better or "cutting-edge" technologies would benefit or support your university experience or work? (Open-ended Question) Self-reported faculty, students, staff, not declared only.**

Touch Screen [#1618472]

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Laserfiche or equivalent [#1618504]

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A program that would combine mandated tuition payments along with the non-resident tuition waiver form that is linked to a student's assistantship title in the payroll system would eliminate the need for 3 separate entries that are currently required to facilitate the non-resident tuition waiver process.

[#1618508]

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FAMIS needs to be scrapped and replaced with a modern system that can meet the needs of individual departments. Payroll services software should be more than jsut time and attendance. We need an off the shelf solution such as Kronos, university wide. I know a few departments are using this, the university needs to follow their lead. [#1618511]

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More mobile websites. Better cell tower coverage on campus. More access to outlets for charging mobile devices. [#1618517]

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All websites being designed in mobile format for easing viewing on phone Shared resource center for departments to check-out equipment [#1618560]

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I believe having an instant-messaging type trouble ticket (on top of email and calling in) would help. Some people are too afraid to call while emailing takes too long. This would bring a happy median which could also be more easily saved and referenced later for future discussions. [#1618584]

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More applications like DOF portal for new hires. (i.e., visiting scholars, staff HR document submissions, etc.) [#1618586]

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I don't have suggestions for specific new technologies that would be useful, but I would prefer to have the freedom to download certain programs onto my work computer without needing an IT administrator's password. If I want Google Chrome on my computer, I don't want to have to put in a ticket and wait on an IT person to have that done. I understand putting restrictions on certain downloads for security and professionalism; however, if I want to experiment with new software related to my work, I don't like having to ask permission to do so. [#1618649]

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Not sure at this time. [#1618656]

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Surveys that actually allow multiple choice answers to the question above. [#1618672]

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Not sure. [#1618673]

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n/a [#1618676]

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Enterprise GitHub (already in the works), performant and competitively priced VM infrastructure. I think a shift from VMware to an OpenStack cloud could provide the saving to make the CIS VM as good or better than outside offerings. [#1618698]

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staying with up-to-date software [#1618703]

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Availability of Amazon WebServices for all departments to use, since contract was signed with DIR and DLT as a vendor. Also get a good working solution of VOIP, the current one does not meet out business needs. [#1618710]

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being non-technical, I have no idea. Just having the up-to-date resources and the funds to keep our own up-to-date is important...as are all the resources above. [#1618712]

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Easier remote access to office computers from home. Perhaps placing university computer access on a university-based cloud would be a way to resolve that challenge. [#1618721]

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holographic teaching - would be easier to explain a concept or how to use a machine if I could have a holographic rendering of the item in the classroom [#1618722]

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Windows 8/Office 2013 [#1618750]

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Have a better trained - campus wide - unified service desk system. Central IT should initially accept all calls and triage as appropriate. Centralized user provisioning would also help. [#1618816]

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Meeting software that works well with iPhones and Droids. [#1618823]

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Better cell phone coverage in the building that I work in [#1618836]

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Sometimes I hear about need for collaborative file space. I don't get this request often, however, it does seem like it might be significant. File space where multiple students could access a work project, with the potential for a bunch of file space in case the project involved extensive data files (like graphical or technical drawing work). I don't think of this as "cutting-edge" or necessarily the most important change needed, just an observation. I am aware of FileX, dropbox (though I have not put files there myself), and Google Docs; however, if someone wants to edit a big proprietary software package drawing file in place, I'm not sure of a good option. [#1618839]

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An updated, easier to use accounting system without so many satellite programs. [#1618913]

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I use the filex.tamu.edu quite a bit. It would be nice if that was made into a mobile app to make it easier for those on the go to use. I wish all staff was forced to go to Google Apps/Gmail. [#1618919]

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Help should be at the top of the list at all times. [#1618920]

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Some kind of network chat function so we can chat with departmental staff in other buildings/departments/etc. Better than short emails that say "ok, thanks" "got it" etc. We live in a mobile world - vital to what we do. [#1618948]

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If we could keep our technology staff in the Mathematics Department so they can handle all problems in an efficient and timely manner. When all technology issues is relinquished to one individual facility, the system will become just like 'Obamacare", inefficient and costly. [#1619055]

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Tablets and wireless printing capability. Campus-wide WiFi (similar to city-wide programs in use now in some cities) [#1619091]

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N/A [#1619102]

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Skype calling "booths" complete with a headset and a private, quiet area [#1619165]

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VM. The front end would cost, but over the long run it would be better for the university. [#1619183]

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Supercomputing is not something I would use or anyone in my department would use, but thinking on a larger scale, we are a research institution, and supercomputing power leads to better and faster research results and that can lead to better research money. [#1619294]

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Being able to access Compass when away from the office (to put secured measures in place for this to be possible) [#1619367]

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Collaborative cloud solutions such as google docs. [#1619384]

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Open air (outside) wireless [#1619687]

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Progressive rule-making to allow the permissive use of new technologies. [#1619766]

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Each building having it's own hotspot. [#1619785]

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Touch screens, wireless mouse and keyboards [#1619863]

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use of iPads or other tablets for daily duties; access to laptops for remote workplace [#1619866]

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No idea -- I rely on you for that! [#1619869]

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I use howdy a lot and compass occasionally and to have these websites up to date as much as possible is key to my work. Also, being able to access wireless in other buildings on campus would be great. Thanks for all you do for technology here! [#1619899]

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newer computing equipment and software [#1619925]

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Connecting our time clocks to the SSO time traq using your campus ID. Less fraud and better pay calculation [#1619998]

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More access to skype - especially for interviewing candidates who are not local. I have no idea how - but some way of getting students to update their local addresses and current phone numbers/cell phone numbers in Howdy. [#1620056]

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Accessing expensive computer programs that are on school computers at home, like SPSS. [#1620074]

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Eventually (one standard is settled) 802.11AC wireless. Better cellular coverage (or, more accurately, cellular capable of better handling the load of our ever-increasing student population) would also be useful. [#1620175]

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I am very glad to see the email going to G-mail. All other issues I have are within my office and its network. The IT department knows the issues. [#1620517]

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Provide students with more online classes online. In today's world, many students (self-included) work very hard throughout the week, and this often collides with scheduled class times. [#1620548]

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Since we are moving away from paper, it would be great to have a more convenient less time consuming document scanning system within departments. [#1620555]

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Integrated groupware! [#1620563]

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a new "FAMIS" system that is fully integrated with the student information system and other business systems such as CONCUR, Aggiebuy, etc. Additionally, additional resources should be directed to the Business Objects staff. There are many needs that could improve efficiencies and productivity if they had adequate staffing to complete project requests. [#1620641]

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not qualified to answer this [#1620643]

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A layman's directory telling me how to use the wonderful things that you have developed. [#1620668]

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More software availability. [#1620728]

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either touch screen monitors or more mobile workstations so the web based programs can be access away from my desk, like in a remote meeting. a stable and secure web or cloud based file storage area. [#1620839]

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I would have answered more of the above questions had we had the ability. [#1621107]

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It seems like we should be able to more easily collaborate on documents. I can use Google docs, but if the other person doesn't have a google account, I'm out of luck/ [#1621127]

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Interactive teaching/learning items in the classroom, including group Skype capabilities. [#1621150]

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Massive Online Open Courses. [#1621260]

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BYOD Cloud infrastructure [#1621268]

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Howdy admissions information is confusing to international Graduate applicants-the information listed is similar to ugrad domestic information. [#1621294]

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Just the continue improvement of technology ability to ordinate and talk to one another for smooth transitions. [#1621424]

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Wireless technologies including available hardware to support programs. [#1621498]

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Scheduling software for appointments [#1621783]

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More collaboration between IT and the staff that using the different systems daily. [#1621789]

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I have no idea. [#1621791]

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1) Implement live web-based training of \*\*\*\*'s EOD Employee Training courses so that employee does not have to leave their office. 2) Create Webinar sessions of topics and make available for download latter. 3) Expand Employee Training criculum to cover higher level subjects for system administrator types. For example, what are the dominant servers on campus? Is VMware extensively used? Dominant OS, hardware, networking equip. Perhaps CIS could work with EOD on training courses and materials. [#1635625]

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Again, if you are the 'cutting-edge' technologies, you should be able to tell me what I don't even know exists. Then come to my office, one-on-one and we can get somewhere. [#1635672]

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Microsoft Outlook [#1635760]

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A way to access information from eCampus that can confirm students began attendance in courses for financial aid purposes. It's in progress but until I have a solution this aspect of my job is a challenge. [#1635786]

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Radio communication within the garage to dispatch or other mobile radio's with out Interference or distortions. The ability to have access to internet throughout campus on demand for communication purpose for our students and visitors. [#1649842]

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First of all the question above should be in order of importance, I don't think you can choose just one. I am not really a good person to talk about cutting edge technology. [#1649951]

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centralized appointment scheduling system for advisors/campus offices, preferably connected to Banner system to pull student data. ID card swipes for students when they arrive at appointment. automatically pulls data for the advisor. standardized instant messaging system for employees to utilize (extremely helpful in advising/ student services offices) [#1650007]

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Improved software to sort and collect student data. [#1654307]

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A collaboration with Microsoft for Skype use for the University as a whole. Tech is changing so fast that we must keep an open eye on future, anything that would help the wireless use would be helpful. [#1654311]

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Multiple choice didn't let me choose more than one resource: all are important; I would focus on Security, Teaching/Learning, Research, while continuing improvements in website/software, other three. [#1654320]

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Please MANDATE an on-line communication collaboration system... I don't care what or even if it is consistent (Google, MS, etc) but the lack of anything because some people are holding it up (because they don't like, want it, see value, or care) is maddening. Also, groups either not paying attention to what the others are doing (Maroonlink vs e-campus) or engaging in "turf wars" is just unacceptable and needs a strong response. [#1654345]

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I do no know as I am not very technology savvy. [#1654347]

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Campus-wide email integration with easy access to mailing lists by department/division, etc [#1654348]

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10 GB internet [#1654364]

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A university wide appointment system [#1654372]

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focus on noble technology, apps, maps, and labeling of buildings. Maps on campus that say,, you are here and where the close building are located. [#1654381]

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The category above was very difficult to decide and should be numbered in priority order. I am not up to date on cutting edge technologies so can't answer this question. [#1662707]

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Honestly I don't know enough about the back end to say. I put the above because I had to. When it comes down to it, software that performs it's purpose well and does so within a year of installation. The new Pathways system is questionable at best and Concur is just now getting the bugs worked out. Getting new software that is suppose to "improve" things is great, it's the year learning the work-arounds and adapting to flawed systems that's problematic. [#1662721]

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Mobile apps [#1662723]

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More Smart Boards [#1662733]

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We may already have access to it (I don't know, which could be a good thing to learn), but I could use software on my computer that listened to voices and converted them to a text document. Like I said, we may very well already have it, but I have no idea/no idea how to find it. [#1662739]

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My research needs high-advanced supercomputer, in particular, more cpu and memory per node. [#1662767]

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A better way to communicate with all faculty a part from e-mail. [#1662774]

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If the above question was multiple choice, why couldn't I pick more than one? Priorities: Teaching, Help, Website software [#1662789]

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I am not sure. Our IT staff know that they can use me as a tester for anything that they think is a good program. Other than what they suggest, I am not sure what is out there. [#1662791]

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Better collaborative tools. [#1662796]

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no suggestions [#1662800]

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Continual improvements with Howdy and Compass; creating a university grade point calculator; creating a university system like myedu so students can use "in-house" info rather than an outside website; Having the alphabet at the TAMU homepage in order for people to navigate to topics (ie click on the letter D to find university links to D websites like Disability Services) [#1662812]

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Better cell phone coverage in ILSB. [#1662823]

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At this point, I believe that the technologies offered to me does benefit and support me. I can't think of anything right now that would help me further. Based on my experiences at other schools I've worked at, TAMU offers and has better "cutting-edge" services than those schools. So, I'm satisfied. [#1662825]

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cloud computing and one email account. [#1662840]

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The question above "If you were in charge..." is NOT multiple choice as the parenthetical expressions indicates. [#1662966]

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Not for sure [#1665617]

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Free cloud storage? [#1665618]

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N/A [#1665650]

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Replacement of BPP, HR, and FAMIS with an enterprise level system/software. [#1673236]

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It would be nice for Howdy/Compass to be faster so we can assist law enforcement officials in a more timely manner. Also, a hands on training of the information we can access on Howdy would be beneficial as well. [#1687827]

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As users bring a variety and more computing devices to work/school resources like voal.tamu.edu and virtualizing applications could potentially reduce computer lab sizes. Combine more robust virtualizing with university (required/supplied) tablets and the business model would dramatically change. [#1696933]

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I do not know the technologies, just have functionality I would like to use in my job to be more efficient. [#1707152]

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I can't think of any for my current position. Thanks! [#1707245]

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**How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)**

7.6211 (n=388)

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***How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)***

6.8931 (n=393)

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