The technology services that have been made available are not advertised as readily as they could be. [#1176836]

N/a [#1176987]

I think the university should employ services similar to dropbox where all your information could be saved in the cloud where it can be accessed from either on campus or off campus at any computer. You would also be able to make information available to others in the university which would help with transferring information to others in a group project setting. [#1177147]

Elearning would be more useful if notifications would be sent to campus emails so other students in class could answer questions and discussions faster. [#1177205]

Having more than one login account is difficult, insecure and time consuming. We need a single userid and password for the TAMU System. [#1177227]

Have more computers available in the annex. [#1177244]

Add web cam and drop box to campus computers in study rooms [#1177476]

Fix elearning [#1177534]

It's definitely helpful to have the Howdy email but it would be better if you could get notifications on your mobile device from it. [#1177876]

I like the option of renting certain technology--but I really dislike having to pay a supplemental tuition of $800 per year for being an engineering major. [#1177929]

I'm not sure. [#1177974]

I like the idea of putting screens in study rooms that people can hook their computers up. This would allow groups to collaborate on ideas on the computer more effectively. [#1178216]

It is important because the way people work together is changing and technology needs to change as well [#1178398]

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open access labs should be easily downloadable on student computers [#1178668]

Have ONE website that enables students to communicate easily and for free. Advertise. [#1181759]

I think that the technology services building is a little off the beaten track. It would be nice if the offices were closer to central campus. [#1181973]

The chat/messaging function of eLearning is helpful at times, but it seems like many students do not know about it and don't utilize it, which defeats the purpose. [#1182224]

You can have an online grade sheet, similar to a spreadsheet in google docs, that can be used to access the grade information for any class online and change and redistribute numbers accordingly. This then can be kept confidential and also distributed to students. [#1182716]

I'm not sure if the school has any involvement in it, but Piazza has proven to be very useful for discussion of classes. [#1182811]

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its good, I wish printing was free [#1196568]

Definitely. We had a conference call in the class. If there were not any device (e.g., camera, computer) and such technology, we would not have listened to descriptions of the group project. [#1196628]

Having access to group storage from any location like a dropbox account would be nice, but not completely necessary with free services like dropbox, and microsoft sky drive. [#1196964]

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itd be nice if neo had technology similar to gmail for sharing files for group editing...or chat..etc.. [#1197568]

Tools that connect easily with each other are important. While Google Apps for an IT perspective isn't as applicable, from a student perspective it makes a lot of sense. People use GMail already, it provides a fast familiar interface and many customizable features that are challenging to use with the Zimbra service (like Calendars). [#1197765]

Honestly, texting and facebook already have it covered for the most part. [#1197981]

Having some sort of electronic document storage system like Dropbox or GoogleDocs. If I understand correctly, it is recommended that we do not use Dropbox as there are security issues. Also, privacy is a concern using GoogleDocs. A secure University system that is easy to use and access would help collaboration. [#1201166]

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

Various issues have occurred in classrooms involving the projectors, a more user-friendly setup would be nice. [#1172715]

Instruct the professors on how to operate the computers within the classroom. [#1172857]

We need more wifi outside of buildings [#1172890]

Yes, but it needs to work. Every semester, my professors don't use the computers the first day of class because the computers have been reset and aren't up to date. Campus computers need to be kept up to date on software and in running condition all the time. [#1172992]

Would be beneficial to the learning experience [#1172993]

Having the technology in the classrooms aren't effective if we don't know how to properly use it. Some of the teachers aren't even able to operate it very well. [#1173018]

I want to see technology more in the classroom, I did not spend all this money to come and see it get used on a football stadium. [#1173048]

I would love to see more student/teacher integrated technology, more interactive, personal interaction with not only the teacher, but other students in the classroom. [#1173054]

A lot of classrooms still have chalkboards...this is the 21st century and I believe that every classroom should at least have a projector with a computer. [#1173063]

More technology in study rooms, maybe. [#1173085]

The classrooms and conference rooms need to have the ability to record and broadcast. Every Single Room. [#1173097]

I have often been in classes that require TTVN to connect with students in Galveston. However, the connection is often lost or finicky. It can be very frustrating to spend half the class trying to fix the connection and getting so behind on lectures that we miss out on a third of the semester's lectures by the end of it. [#1173119]

Encourage teachers to use the doc cameras etc instead of whiteboards. [#1173122]

I think the classrooms and conference rooms in Mitchell Physics, where I spend most of my time, are great. [#1173138]

Keep working on this; too many rooms without a robust or reliable connection. [#1173171]

All of my professors this year have had some issue with their computers not working and have had to bring in the computer maintenance team at some point. It's wasted a lot of time. [#1173198]

While TAMU does a great job of ensuring newer facilities have such resources, there is some room for improvement to equip older buildings with newer technologies. [#1173220]

No really. It depends on the teacher, but a lot of the times teacher who wrote everything on the boards with write more information that what would be on the PowerPoints, and the written information is more applicable to the tests than the PowerPoint bullets are. [#1173231]

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skype or other video conferencing to support external resources like other university professors or important personals related to course work [#1173283]

Old school projectors will sometimes burn out. There would be times in one of my classes where the projector wasn't working and we would have to wait a bit for the professor to try and get it working. [#1173286]

The technology in every classroom is superb [#1173291]

I don't really use this I would rather not- death by power point is horrible, go back to the white boards and learn how to teach. Take that stuff out of there. Your paying teachers to teach not read from a slide. [#1173296]

I am in the education department; there are promethean boards that sometimes don't work and document cameras that no one knows how to use. I think there should be opportunities for teachers and students to attend workshops learning how to use the provided technology. [#1173359]

Sometimes disconnected which will disturb the sharing information process [#1173363]

It is basic and very typical. There are no technology devices that are out of the park great. [#1173364]

Good, but could be more user-friendly. [#1173464]

I have a feeling there is technology available that is not being use efficiently. For graduate students in particular, it would be helpful to have workshops explaining how to use smartboard, how to do basic troubleshooting of projectors, etc. [#1173477]

We are supposed to have cutting edge stuff being such a prestigious school and we pay a lot of money so we should have technology that enables our professors to present to us. I have found that a lot of times the technology isn't fully working or the professors do not know how to use the technology or fix it in time to use it effectively. [#1173482]

Really the biggest issue I have is printing off things in Richardson. The printers seem to always be out of paper, so I can't print off slides to take notes in class. Also staplers!! While this may not strictly relate to technology I can't tell you how often I wish there were a stapler in the computer labs in Richardson. Also put in microphones in classes in Richardson it's difficult to hear some of the professors especially those with foreign accents. One of my classes I would have to show up 30 minutes early to get a seat in the front so I could hear the professor, because the class was over capacity. [#1173531]

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is important [#1173539]

Tamulink wifi is in every building. Very nice and reliable [#1173562]

I am a graduate student but I also teach. I have had several occasions this semester where the computer just didn't work and the class presentations were derailed. While the tech service was immediate (they showed up in my classroom a few minutes later) the problem took weeks to fix. [#1173592]

To my previous answer, this refers to online lectures. Imagine working through statistics homework with a lecture that keeps locking up. The sound quality of the professors voice is low. [#1173630]

The wifi is not available or strong in many parts of campus. There are often Times when I cants get wifi on central campus on my laptop (brand new) or my iPhone (brand new) [#1173681]

I like the collaboration stations in WCL! [#1173687]

Yes, up to date technology which would improve out day to day communication. [#1173688]

This is important for a university attempting to keep up with technology. But everything's still a projector with a powerpoint presentation. Perhaps a dry erase board (clean if you're lucky). Otherwise, chalkboard with no chalk available. [#1173708]

Projectors are ok but sometimes the white boards aren't that great and the virtual white boards just look like child's scribbling. [#1173770]

As a graduate lecturer I have found that many of the workstations in classrooms across campus are not always up to date with the necessary programs to complement a multimedia approach to teaching. Find a way to ensure that software is constantly up to date so as not to compromise the already limited class time. [#1173814]

Turn around time and response time with in-class technology maintained by the university can be slow. [#1173841]

Internet in classes on laptop is usually very hit or miss. [#1173856]

I do not think that the new SmartBoards have enhanced any sort of learning experience. I imagine that they were a costly purchase but I would not suggest the continuation of these purchases. I would suggest, however, that more money be allocated for videochat capabilities in the classrooms. [#1173890]

It would be nice if the teachers actually new how to use the technology. Even if it is in the room most teachers don't use it. Maybe teach a class on available technology for each department. [#1173973]

If you could convince the teachers to use them especially the older ones, it'd be fantastic [#1173992]

A lot of times when professors try to show videos in class the sound doesn't work. If changing or adjusting the volume was simpler or more effective that would be great. [#1174028]

It would be very awesome if we could make sure projectors and smart boards were placed an appropriate distance apart, in order that images are not spilling onto the wall and negating the utility of the smart board. [#1174036]

Projectors in presentation rooms should be more accessible to Macs. [#1174054]

Most teachers do not use the interactive boards, if they even have one. They should use them more and be taught the proper way to use them. I feel like most teachers just use the computer to do power points, but they could be so much more interactive with the technology we provide. [#1174111]

No issues with technology is the most important. Reliable and effective. [#1174113]

I'd love to have the technology in the classrooms updated. The computers in Blocker, where I teach, are ancient. [#1174116]

Available, just wished some professors used it more such as in Bolton. [#1174164]

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some classrooms are equipped with appropriate presentation equipment, while others are not. Additionally, as an instructor, I am not educated about using the equipment, and often times have had to delay class if a technical problem arises. [#1174167]

SMART BOARDS [#1174170]

The use of tablets is increasing exponentially so be prepared for many more licenses to be signed. [#1174253]

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more deaf/ hard of hearing friendly services [#1174290]

Yes. [#1174337]

Having an interactive, anonymous, way to interact with presentations would be a good way to help the learning experience. Maybe a system of clickers and quizzes over the material in the class so the professor can see where the students are in terms of comprehension (might also provide bonus points and increase attendance). [#1174391]

The technology is there but often it malfunctions even when instructions are followed. [#1174420]

In some buildings they have a screen outside of the door that shows when the room is being used [#1174441]

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technology in classrooms is pretty good... SmartBoards might be useful for some classrooms [#1174503]

This enhances our learning and helps us feel satisfied with the education that we are getting when it is more diverse. [#1174513]

Having computer labs available to students throughout campus is the most important thing to me. I have to use university computers 2-3 times a day. [#1174522]

Stop wasting money on smart boards. [#1174552]

Necessary with enhanced technology in our day in age. Some classrooms have very weak service or none at all. [#1174556]

Classroom live polls are awesome and should be more widespread. [#1174564]

More classrooms need projectors. [#1174655]

No additional comments. [#1174764]

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smart boards in whener rooms 281 and 282 A-D are rarely working [#1174834]

In the classes i have taken, the technology within the classroom always seems to cause trouble. A lot of this is due to the fact that the professors do not know how to use the technology. It would be good to teach them how to use it so that they aren't losing time during class. [#1174842]

Improve the Internet stability and scalability in older buildings and buildings such as wehner. The speeds are good it's just in some buildings when the classroom is packed its very hard to get Internet access. [#1174848]

Good tech support, but glitches happen too often. Technology that doesn't work as it should is worse than no technology. [#1174851]

Sometimes [#1174865]

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there are no plugs or electricity out lets outdoors no shaded area, not even in plazzas. while we are relying more and more on e-learning and checking stuff up on our phones and tablets, there has to be the physical outcome, outside shaded sitting areas that has out let for charging the laptop or phone. [#1174877]

Some classrooms often have internet failure [#1174931]

MIS programs aren't in every computer there is. Projection to use maybe would be helpful. [#1174952]

I'm not familiar with any information sharing technology in classrooms, so I cant suggest anything. As for presentation, its is good as it is. [#1174967]

Cords to connect tablets and mobile devices to projectors. [#1175033]

It really enhances the learning for classes. [#1175051]

Yes [#1175061]

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nice to have computers everywhere [#1175073]

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speed up access to services with minimum approvals [#1175088]

A lot of time is spent adjusting screen resolutions to fit the current computer/projector configuration. It would be nice if these things were auto-detected. [#1175156]

It would help if professors knew how to run the technology already there. Every semester several professors seem to have issues running everything from the projectors to powerpoint to basic internet access. [#1175162]

Want more areas where I can study comfortably and lead study groups. This includes comfortable mobile chairs and screens. [#1175202]

This is good, I like the electron writing screen used in my Math 141 class. [#1175211]

Foremost, internet that works in all the classrooms on campus. Electronic bulletin boards. [#1175237]

This is the 2100 century, projector, and digital transparency are a requirement. Smart boards are nice but most are just a waste of money. Clickers are pointless. If a professor has problems with attendance or participation it's the professor. Forcing technology on the students is just an excuse, and I have yet to met a single student that actually likes to use them. [#1175248]

I need to skype into the class I am taking at times and the computers do not support skype, so I have to rely on other students to bring their laptops and the wireless internet does not always the best. [#1175261]

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it should be campus wide, not just buildings [#1175303]

In the larger classes sometimes there's absolute no Internet services. Maybe target to classrooms that host those big classes and increase the Internet speed in those areas. [#1175322]

Two of my classes still use chalkboards. [#1175386]

N/A [#1175477]

It's been power point pretty much forever, the smart boards are pretty cool and many teachers have integrated them into their teaching style. I would like to see more interactive capabilities for students in the classroom. Perhaps students could connect with their mobile devices to a certain class period through some app/web app/portal and get content pushed to our devices (syllabus, powerpoints, articles, quizzes etc.) [#1175488]

Very useful. Possibly add an aol printer to the msc [#1175608]

I firmly think that if students were issued Ipads, nooks, GPS devices, and other technology in the class to interact with the other students as well as the professor it would greatly improve tech skills as well as class performance. Also it would bring the campus to a more eco-friendly way of learning because the use of paper would be minimized. [#1175679]

Technology is generally available, I think. Professors do not use it, though. I perceive that is because they do not know how to use it and/or they feel that learning and using it is not worth the time and effort for the enhanced learning experience gained. [#1175699]

Many professors seem to have a difficult time with the current system. It could use some simplification so long as quality and capability of the software are not compromised. [#1175724]

Technology within classrooms is adequate, but can always be improved on. [#1175864]

Classrooms/teaching labs should be equipped with better technology in terms of, computers, screens and ability to write on computer screens so the students could be engaged in step-by-step process when explaining material. Screens should be visible to every corner of the classroom/teaching labs [#1175868]

NA [#1175870]

Technology in the classroom is very important to me, and TAMU has met my expectations for that. [#1175931]

Texas A&M doing very good at this point. Maybe the only thing to do is broaden the screen of presentation. And if each room has a mac would be better. [#1176056]

Often times in my classes, students need to hook their laptops up to the projector, but the only connection provided in the VGA cable. Many modern laptops don't have a VGA port. It would be nice to see HDMI and Mini-Display Port connections available in the classrooms. (I have also seen guest speakers run into this problem) [#1176066]

The corps dorms need whir less Internet so we can use our whir less devices. [#1176085]

Having non classrooms (meeting area/ study areas) with projectors for presentation practice. [#1176093]

I don't know whether we could check out clickers for presentation from technology support? [#1176101]

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sometimes the projectors, or computers in classroom are not working properly. They should be checked on regularly [#1176129]

Professor̷ in particular always has difficulty with his system, and sadly it is not addressed the same day. If there could be an on-call tech person that would be helpful so that a day later the problem was still not present. [#1176236]

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in Zachary projection screens to make the white board visible to back of the class is a great idea! but sometimes they do not focus well. More rooms like this would be nice to see. [#1176275]

Some times the projector does not work or are not focussed. There should be some mechanism to correct them. [#1176331]

Oh I think I have mentioned connection in classroom earlier. [#1176380]

It would be extremely convenient if we had more outlets around our study areas and if most study areas came with a desktop. [#1176602]

Provide more support for streaming class over the internet to provide more online classes or catch up a missed class [#1176606]

Many of the tools need to be used more by our teachers, or there are duplicates of tools. A more standard set of tools would simplify how I interact with professors and students. [#1176649]

Many of the devices that are used to project papers onto the wall do not function well. In some of the MEEN classes, the brightness can't be effectively balanced (or perhaps the professors aren't sure how to do this). [#1176674]

It is obvious that there are some technologies in the classroom but not all faculty know how to properly use it. [#1176679]

There is no way to share and edit large video or word files with other students. We rely on Dropbox but some files are too big. We need access to a shared drive sometimes. [#1176685]

I think the classrooms in Zachary are excellently equipped with classroom help aid technologies. So, I think having a regular maintenance could be done. [#1176703]

Zachary 104B and other classrooms need help- also train the profs how to use it [#1176720]

Need chat rooms for where students t.a.s and teachers can all share information such as piazza. [#1176729]

Actively checking software and being aware of how jump drives work with the operating system and conveying that to speakers. [#1176768]

Most of the time good. But sound quality of centra sessions a concern [#1176792]

The projectors are nice, but many of them take a long time to warm up and shut off spontaneously if the professor stays on one topic for too long. I think only having one screen is a bit limiting to the students as well. There are also some buildings (like kleberg) where the sound is very poorly carried or easily drowned out by students outside of the classrooms. [#1176836]

I would like access to online recordings of lectures / seminars. Sometimes when I go to a seminar, there's some guy recording, but I never knew how to access that recording. I'm not seeing much tech use in classroom except for PPTs. [#1176911]

Have new bulbs for the projectors readily available. The bulb in our senior design lecture has been out the entire semester and we can't hardly see any images which is important because we have a presentation every single lecture and images are important to our presentations. I don't see why it hasn't been fixed right away but it's pretty ridiculous that it hasn't been. [#1176927]

Agree, some equipment is antiquated and needs to be replaced. [#1176995]

My most effective classes have been a mix between technology presentations and chalk board presentations. It always seems the the presentation projectors have little quirks which makes transitioning from powerpoints to chalkboard inefficient during a presentation. Mainly in the Bio/Bio building [#1177147]

Update older classrooms: live view overheads, projector screens, working projectors, whiteboards, computer station for instructor. [#1177161]

It's not bad...I just don't really use more than basic presentations (PowerPoint and projectors). [#1177242]

Many new building have great systems, but older buildings do not. [#1177261]

Actually pretty good [#1177300]

Teacher's need to have technology that will help the students learn better. I would suggest uploading the powerpoints or class notes on the website before class. [#1177489]

When the teachers know how to use it. [#1177615]

The access to the wifi is hard within some buildings and impossible in spots of the campus, but I guess that's to be expected? [#1177697]

Yes, this would be helpful when communicating long distance with others on a presentation or teleconference. [#1177745]

The technology is not really the issue in this area, that seems to work most of the time. The main problem is that my professors don't know how to use it. [#1177756]

It definitely helps, but I feel that some of the older teachers don't know how to properly use these services. [#1177835]

They stop working in the middle of class and interupt learning [#1177869]

The writing board in my Chemistry class is consistently messing up and delaying instruction. [#1177901]

Half of the professors using the technology do not know how to use it. Make them attend a training class on it instead of wasting class time trying to turn it on. [#1177952]

Most computers in a classroom require you to be faulcty member in order to use it, so its not helpful. Most Profs do not know how to use the technology so they don't use it anyways. [#1178093]

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make more aol space and computers [#1178243]

Definitely access to good working computers with disk drives, usb ports and with standard programs would be very helpful [#1178261]

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more smart boards, computers in every study room, [#1178495]

I have had no problems with wireless connectivity with my computer or mobile device all five years I have been on campus. I do, however, experience problems in the computer labs with slow connectivity and slow printers. All in all, I think A&M's connectivity is good. [#1179204]

I'd like to see progression beyond using lcd screens to show presentations. [#1181759]

Definitely, and its helpful that there's people often checking for potential problems. As a teaching assistant I have sometimes encountered problem with equipment during sessions, and whenever I ask for help to IT people they always come up with a solution. [#1196764]

The projectors in our classrooms often malfunction and the support staff don't seem to have an answer for it. It is normal for the projector to turn itself off every 10 minutes during a presentation? No. So why can't they handle this issue effectively? [#1196778]

I like technology, and feel it is important to stay cutting edge in an university as respected as this one. [#1197729]

Some of my classes involve team projects. It would be nice to be able to create an online team folder so store our work. [#1198114]

Faculty/ professor training [#1198161]

Technology support staff who are consistently courteous and thoughtful.

The staff is often disruptive to classes. [#1172905]

Student workers need some training on how to be courteous and thoughtful. Also, they should not "make up" answers if they don't know...frustrating. Pre-screening of student workers might help in this area. [#1172940]

In computer centers, the support staff are too overwhelmed and probably get the same silly questions too many times and looks like they get ticked off. Sometimes they are too busy looking at their screens to pick up prints. They could also benefit from more staff specially during peak occupancy hours. [#1172995]

I think the support staff should be courteous, especially with people who do not understand the technology as well as they do. However, I have never had to use the technology support staff but once and it worked out fine. [#1173011]

The problem here is that the tech support staff is largely unknown to the student body. [#1173108]

TAMU is great about this! [#1173133]

Some of the technology support staff who I have asked for help from have been great, but I have had a few bad experiences when the staff doesn't seem like they want to try to figure out something that is more of a challenge. [#1173231]

I have never had a problem recieving timely help with my technology. The support staff is always helpful and very nice. They are also very good at telling me what services I am recieving. [#1173233]

Always [#1173291]

Sometimes they can seem a bit annoyed....but not a lot. [#1173340]

Always extremely nice. They have always been able to answer my questions. [#1173359]

The staff here is always friendly though. [#1173385]

The student workers I encounter are great - they are honest and helpful. Some of the full time employees I know are overworked, but this means they can only deal with big problems. We have been waiting for a second ethernet cord in my office since September. [#1173402]

I have gone to ask questions about computers on campus and the people who are suppose to be helping me seem bothered by my questions. [#1173410]

Sometimes I just get re-directed and just have to keep explaining issues over and over. [#1173482]

The IT in the department where I work is extremely courteous! He is always so polite and says hello every time he sees people! [#1173603]

Hit and miss. Depends on who you get. [#1173708]

Yes [#1173834]

I had some extremely rude encounters with people working at the front desk of the SCC last year. The guys who actually work on the computers are super nice though. [#1173885]

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n/a [#1173901]

I believe that the low tech staff (SCC, etc.) are some of the most courteous on campus. The higher tech staff is not as consistent. [#1174069]

They should have a technology help on west campus [#1174111]

Unparalleled support is provided. I am satisfied as a student. [#1174158]

I have generally had good experiences with this service. [#1174167]

IT dept. in the College of Geosciences is very helpful and friendly. [#1174285]

▦[#1174351]

Staff is great [#1174479]

I didn't use those services. [#1174487]

IT staff could always be a little more courteous [#1174503]

Generally staff tends to be arrogant towards students. Staff clearly do not enjoy their jobs [#1174530]

It would help if the Mac and PC factions could work nicely together instead of leaving me in limbo. [#1174533]

Sometimes in class, the prof has trouble with technology, a support staff comes in and has been able to help most times, but not all times. [#1174543]

It should always be expected, especially at such a prestigious university. Aim to be the Chick Fil A of public universities where politeness embodies its core operations. [#1174556]

My experience with this is skewed, because the biology tech guys are really good at troubleshooting and helping out, as are the people that work for WFSC.. .not sure about campus wide. [#1174612]

Half the time no one is available or too few staff [#1174617]

IT is awesome! They have never been hesitant to help me out and are very understanding/cooperative. [#1174732]

A few of my friends and I had one bad experience when trying to get help when Howdy was not working with a not so pleasant staff member (other than that it has been fine). But, aka, friendly people who want to help is important! [#1174986]

It works when I'm at the Computer Service Center, but it doesn't help if I'm having problems at a major building (like, say, the Evans Library complex) and they just shrug their shoulders and send me across campus. [#1175044]

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this id very helpful, especially whenever im having problems with my laptop, a staff who is patient and willing to work with me is key [#1175236]

Everyone is due respect so it is essential that the support staff are respectful just as clients are respectful to them. [#1175356]

Some of them are, but not all of them. [#1175474]

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i have gotten great help [#1175546]

This is a very important aspect because there are only a select few people who excel in technology support and when it doesn't work it become very frustrating to consumers so to be courteous is very important in ensuring the customer/consumer/student/faculty/staff remain happy, effective, and efficient. [#1175556]

Can use improvement as the "helpers" most always seem as though they are in a relatively bad mood. [#1175724]

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yes, most of them are helpful [#1175760]

Generally willing to help [#1175820]

Whenever I have had an issue connecting my computer to the internet on campus and have gone to the SCC, the employees have been very helpful and have found a solution for me, even if they did not already know. I have always been impressed with their service and kind attitudes when it might have been difficult. [#1175887]

I have never had someone be overtly rude, but some who seemed not to care. Rare occurrence however. I have been pleased with the staff help. [#1175921]

They are really cool and helpful. But sometimes, they are not in their office. Can we contact them before we visit? [#1176080]

Haven't had any trouble with my technology [#1176091]

Every time i've had a problem, the help desk has helped me in a very short time frame [#1176121]

Make sure staff does not speak down to those getting help. [#1176162]

I prefer a more formal discourse in emails. Sometimes all I get in response is a single sentence. [#1176168]

The staff sometimes get antsy and snarky in the SCC when trying to explain something to someone with no computer or technological background. [#1176287]

I was locked out of my howdy account for sharing my password with my parents. The girl who I called was nice and transferred me to the manager or whoever was in charge to unlock the account. While I am aware that I shouldn't share my password and expected a firm reminder, the manager was extremely rude and almost hostile. I could not believe I was treated in such a way and was absolutely infuriated by the experience. I have heard similar reports from other people. [#1176410]

Trying to print in the arch building is not intuitive. They should post directions near the computers. Staff should be more willing to help. It is not self-explanatory. [#1176685]
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yes, but not in every computer lab ... [#1176764]

***** in the Sociology Department is wonderful. [#1177088]

More emphasis in training on compassion and people skills, they are in service jobs after all. [#1177205]

Majority of the time, however not always Some just answer the question, and send you away. [#1177338]

I wouldn't say consistently... [#1177556]

Yes!! [#1177703]

CIS service to students is excellent. The students they hire and train reflect very positively on their superiors who are also very courteous and thoughtful when I have had interactions with them. Support staff provided by colleges and departments varies greatly from wonderful to horrible around campus in my experience. [#1177873]

I appreciate having people who are courteous and thoughtful. [#1177896]

NA [#1178004]

I have seen a situation in which the support staff was rude to a student because she shared her password with her parent and subsequently, her email could not be accessed because both her and her parent were logged in at the same time. While being honest and succinct gets the point the across, being rude puts the student automatically on the defense and it is harder to be productive at that point. [#1178151]

Any technology support staff should always go in to an interaction believing the person they are helping knows little to nothing, and therefore should be extra courteous when trying to help someone with their problems. If they cannot do this, or get frustrated when someone does not understand what to say to help them, then they should not work as tech support staff. [#1178382]

HDC is great about answering questions and usually very knowledgeable. [#1178503]

I bought some software recently, and when I picked it up, the lady who gave the disc to me was cheerful and friendly beyond normal expectations. Her bright attitude made my day. I only saw her for a minute or so, but I left that office happier than I came in. I don't know who she is, but she had an excellent, contagious attitude. [#1178601]

I prefer the staff member who is straight forward as opposed to one who stretches out what my options are. I have had times where I came in with a problem and instead of telling me that I would have to pay for the services required to resolve the problem, they talked amongst themselves, but within earshot, of how they will not help because this is the stuff they get paid to do. I was never told upfront about the option, but as I had many projects due, I was more than willing to pay the fee if it meant getting my laptop fixed in time to do my work. [#1179262]

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they are just there. THey dont really go out of the way to help or teach something new [#1196568]

Also important, see my response to the above question. [#1196778]

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n/a [#1197137]

I would agree. [#1197509]

If you want to bring your laptop or computer in to the computer assistance lab on campus, they say it takes two weeks to get it back to you and that's not really acceptable since college students need their laptops everyday. They should work on expediting that service even if it means hiring a larger staff. [#1197768]

I should never feel as if I have inconvenienced an IT staff person. If something is difficult to use, or broken, then it is ITs responsibility to correct it. [#1198053]

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

The staff also tends to be unable to fix the technology problem in class, even after being disruptive. [#1172905]

Students that are technology neophytes are not helpful in this area. This goes for all areas including help desk support. Consider pre-screening students who work for IT support. [#1172940]

Technology staff should receive more training, many a times they don't know the answer to a university website or troubleshooting question and they have to ask their colleagues. [#1172995]

Had trouble finding anyone who could resolve issues with my laptop internet connection when I brought it to campus. [#1173042]

Some faulty aren't realt helpful at the SCC. [#1173085]

TAMU is also great about this! But definitely the student workers in the library need to be well-informed. [#1173133]

I do not speak "techno-geek." I need problems explained and fixed in a timely manner. [#1173171]

The staff is great and they are always eager to help [#1173291]

The support staff is very knowledgeable [#1173340]

Always able to answer my questions. [#1173359]

Very knowledgeable, but couldn't resolve my issue on several occasions. [#1173423]

Just make legible help pages and actually include the most common things and more as they come up on them. People nowadays can search things quite well, if the content is searchable, so, please make it exist at all. Oh, and pictures are good supplements. [#1173468]

Sometimes when I call to 845-8300 I get advice that is not correct. [#1173568]

I typically get a student worker on the phone giving me basic knowledge information that doesn't help me. And never actually answers the question directly... I usually just get frustrated and give up. [#1173708]

More training? I know it's hard to keep up with new technology but some support staff need to trained in campus policy etc. [#1173744]

Every HelpDesk employee I've spoken to has been very nice and has started at the basics for helping me. [#1173787]

Connectivity should be improved in rooms like Chem 100. [#1173838]

There are a ton of people on campus that are good with computers, I am sure that employers will hire the best. [#1173885]

Didn't really know how to resolve my issue [#1173909]

I tried to print multiple copies at the same time, but it continuously only printed one copy. The tech staff didn't know how to fix the problem. It wasn't that big of a deal, but it would have been nice rather than printing 10 copies individually. [#1173973]

One thing that could be improved upon would be more staff - I've often had to wait for one/two individuals to get to my technical problem. [#1174167]

N/A [#1174425]

I didn't use those services. [#1174487]

Perhaps put the staff through specialized orientations and have them work solely there [#1174521]

Knowledge varies greatly amongst staff. [#1174530]

More training for tech staff [#1174617]

If I do have a problem I would like to be able to resolve it quickly and efficiently. [#1174723]

The front line (student workers) often are left without the fullest resources to solve many issues... [#1174826]

The people who work in the Student Computing Center at great. They are friendly, helpful and knowledgable. But the people who work in the OAL Labs are a waste. I can't think of a time that I approached one of them with computer or lab related question and they were able to give me an answer that was either useful or helpful. It is clear that they do not have any special training or prequalifications in helping students with computer problems. What is the point of having them there? [#1174837]

For me, this has always depended on the person. My department IT staff are very informative and eager to assist with troubleshooting, but in more general sections of campus I've encountered Helpdesk personnel who have been less than helpful. More consistent standards would help here. [#1174916]

The 24/7 availability of the Help Desk is a AMAZING resource [#1175003]

I'm confident that the service people resolve most of the problems, as most problems are probably pretty routine. As a fairly savvy person, the problems I can't solve myself are more difficult. Sometimes they're resolved, and sometimes they aren't. Sometimes, when I talk to support staff, I believe them to be not as informed as they should be. The issue I've had the most trouble with is the Zimbra connector for Outlook. It periodically stopped working, and a resolution was not always achieved at all. [#1175240]

My roommate and I had to get some type of router for our Xbox and we called technology services and specifically asked someone if this was allowed and which ones were best for this type of thing on campus and we got it and it apparently was one of the prohibited wireless devices that we're not allowed to have and we almost got our internet access taken away!! [#1175318]

They don't seem to be very knowledgeable. They weren't able to fix my symbian connectivity issues. [#1175320]

Necessary to enable students to spend their time studying and not trying to find someone to fix campus technology systems. [#1175356]

The technology is only good if it works, and if there are good people there to fix it. [#1175379]

I went to y'all a couple of times, and y'all were really nice helping me out and what not. [#1175507]

Sometimes I spend a lot of time on hold with Help Desk and then they don't have thorough answers. [#1175648]

Train student workers more on how to solve issues. [#1175700]

The service is not excellent in that I feel as though I get "bounced around" quite a bit between the various departments. A "jack of all trades" would be slightly more efficient. [#1175724]

Generally my problems are resolved quickly and easily. Well educated support staff. [#1175820]

This is adequate. [#1175864]

I haven't had many run ins with Tech Support, but I remember asking a worker at the SCC for help and he couldn't answer my question no matter how many different ways I phrased it. He also just pulled up the website, which is what I could have (and did do) done. [#1176011]

I haven't had any trouble with my computer or technology. [#1176091]

The tech support staff is very knowledgeable and helpful currently. Making themselves more known is about the only improvement I can see that needs to be made. [#1176173]

Yes I think whenever I asked for a help, they were helpful. [#1176380]

Technology services has always been very helpful. There are some rude employees at the help desk though which makes it unpleasant when you have to work with them for a long time. [#1176425]

**** and **** [#1176552]

We can have an online chat helpline for issues related to wifi issues. [#1176703]

Again, **** is great. He helps us with our issues, both trivial and significant, without complaint. [#1177121]

More training before starting work as well as easy access to information for employees concerning all kinds of technology questions. [#1177205]

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not always because of the reason above. [#1177338]

Need staff that knows how to do more than just google how to fix things [#1177349]
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have not had any problems with the knowledge of campus tech support. [#1177417]

Hire more people who actually know what they are doing. If they don't know anything about the services, how can they accurately help. [#1177489]

They're a lot of help...if I can find them [#1177556]

If I take my time to come ask you a question or help with a problem, please do your job, with a smile on your face. [#1177697]

Thanks! [#1177845]

NA [#1178004]

Sometimes they just do a fix it all kind of thing when that is not necessary [#1178042]

Training employees to handle various possible situations [#1178670]

I can usually figure things out pretty quickly, so no worries on the service. [#1178723]

IT in ALEC dept. is very dependable. [#1178733]

There were a few student workers at the SCC who did not know how to operate the scanners or set up poster requirements. There was always at least one who did know and could help with the situation, but it would be more efficient and timely if all the workers knew how to connect and use these instruments/software. [#1182176]

This is of utmost importance. The staff I deal with take a very long time to provide assistance (almost a week, usually) and they aren't always articulate or helpful. [#1196778]

I don't want to waste time fixing a problem, or waiting for IT to fix it. As a graduate student, I have very little time to waste. [#1198053]

See my previous answer to timely resolution to see I was also disappointed that person I called incorrectly categorized the problem I had and the chap that called me back wasn't even close. [#1198111]

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

I would like to get faster service from my college IT department, it is often difficult to get them to respond to web and hardware issues. [#1172715]

They are pretty good at this [#1172735]

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n/a [#1172905]

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yes, always [#1172915]

Some of the staff is either to busy or take their time in responding to questions and requests. Also, there is a lot of to and forth between support staff and one case keeps getting transferred on to the next. [#1172995]

I think this is very important because nothing is more aggravating than when what your working on is held up by problems with the technology and you have to wait a long time to get it resolved. [#1173011]

In general I get a good turnaround time. I would like to have my solutions within a couple of minutes, but that is probably just plain unrealistic. sometimes I get a little bit of a runaround. the strength of TAMU is that very soon, someone will step up to the plate and solve the problem without passing the buck. [#1173097]

Having staff specifically there for technical problems is so helpful. [#1173133]

We have been forced to depend on so much technology-based systems for teaching and research, when it fails and there are 200 students staring at you; you need the issue resolved asap! [#1173171]

A help line that we can call if there are problems. More knowledgeable workers. [#1173257]

I have never actually experience this [#1173291]

Train the professors with fixing the minor issues to reduce the amount of time needed resolving problems. [#1173307]

Yes, I received great solutions to my problems! [#1173340]

Very rarely have their been connection issues and it is usually resolved very quickly. [#1173359]

A lot of the people at the help desk centers don't know how to fix the problem or have a difficult time understanding how to work a mac. [#1173364]

Most problems I have with IT, specifically here at the Bush School, are not being dealt with in a timely manner by our IT department. [#1173385]

Easy fixes happen fast. We have been waiting for a second ethernet cord in my office since September. We have filed request tickets and talked to individuals personally but it still hasn't happened. [#1173402]

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see above [#1173423]

Being an IT guy, I know it can take a while to fix things but by being and IT guy, I know exactly what it'd take to get it done myself. That being said, some things, (like port activation) really needs to get handled better. There have been myriad issues with ports being disabled incorrectly when offices were rearranged. In addition, if a 'new' better way of doing things is released (like Howdy) please make sure it can handle the load that you all know is going to be on it (almost every student as well as most faculty all at the same time) [#1173468]

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no problems so not important [#1173539]

I've only had one issue that needed technology services and it was very timely and effective [#1173562]

Not much improvement needed. Everything takes time and a majority of the issues are caused by delay on the students sides. [#1173644]

My problems don't get resolved by campus technology. The answer is usually: replace it. So I just fix it myself eventually or live with the problem. [#1173708]

I had a problem with my laptop last semester and when I took it in to get it fixed on campus, the people let it sit there all day and then when I came back to get it, they told me that they couldn't log in because they didn't ask for my password. [#1173732]

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to few support staff for to many students [#1173744]

I always get rapid responses to emails sent to the IT staff. It's very convenient. [#1173800]

Yes [#1173834]

Available 24/7 [#1173905]

N/A [#1174028]

The only time I had trouble, no one knew I was teaching a summer Gateway course in the room I was assigned, so I could not log onto the computer, and it took a bit to find out how to get authorization. [#1174095]

This [#1174112]

The system should be more easy-to-approach. I feel frustrated when I have to wait and directed couple of times when I call for help! [#1174147]

Very good [#1174154]

A lot of the issues I have had are hard to debug and hard to pin point where the problem is. It just takes time to locate the trouble. Whenever I ask/call for help, I expect quick and concise advice and help. [#1174181]

Hire more people [#1174381]

Printing at the Bush School has been an ongoing problem. [#1174407]

I've never had a huge problem with this. [#1174459]

I didn't use those services. [#1174487]

Sometimes I feel like it takes awhile to get someone to comet o my computer and help me with my technical issues. Maybe we need more support staff. [#1174499]

This is difficult, since people tend to have unrealistic expectations on response time. [#1174530]

The wireless service is prone to disconnections in the chemistry building. Issues with regaining connectivity have been resolved very slowly from time to time. [#1174552]

I think this is a high point. I've never had a problem. [#1174553]

It can be an inconvenience when the campus internet services like Howdy website and the email system are down. [#1174648]

No additional comments. [#1174764]

In Brown, many computers have been experiencing technical issues. The initial problem wasn't resolved for weeks. About 30 computers out of around 80 were unavailable to students. [#1174775]

More locations available. [#1174808]

The closest experience I have with this is getting my ID to work first semester freshman year. Something hadn't been activated and it took approximately 2 weeks to fix. [#1174931]

It is much easier to search Google for a solution than using the search function on the Help Desk Central website or browsing any campus site. [#1174993]

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always been good [#1175186]

Because of the many students we have here I understand that it is difficult to deal with the influx of help needed. [#1175318]

Necessary to enable students to spend their time studying and not trying to deal with campus internet systems. [#1175356]

I've never really had an issue with timeliness from the technology dept.... So I guess keep up the good work in this area! [#1175391]

Having more knowledgable staff available to help with emails and questions [#1175394]

N/A [#1175477]

Good. [#1175505]

There have been a few times when I (and many others) weren't able to log on to the Wifi. This problem is usually fixed very quickly. [#1175521]

Responding within the day, 12 hours after at most, because many problems arise right before things are due, or when you really need to get in touch with classmates, professors, and bosses. Especially with email. [#1175679]

I find this area satisfactory. [#1175724]

NA [#1175776]

Most of the time when I need help on these issues it's generally an emergency. Everything I do requires my laptop. Going a while without it isn't an option. [#1175787]

I love the 24/7 service [#1175804]

This is adequate. [#1175864]

NA [#1175870]

HAVE NOT CONTACTED THEM FREQUENTLY. [#1176122]

Being able to check on status would be nice. [#1176162]

Very important because sometimes doing last minute projects and technology issues happen, timely resolution can be key to getting it done [#1176420]

Everyone has always been very efficient. [#1176425]

More- do it yourself options please! [#1176435]

The TAMU helpdesk is really helpful and a great resource. I just wish it was a tiny bit easier to get to when driving (parking is a big issue) [#1176492]

Yes, getting help quickly is very important to me. [#1176611]

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every time i was forced to change password, i couldn't connect to wifi for at least one day [#1176637]

I am a distant learning student and sometimes some of the updates to the eLearning website and Echo website do not occur and create a large disruption on my schedule. [#1176679]

Need responses or resolutions within an hour if not then at least let me know that my request has been received and will e dealt with shortly. [#1176729]

From time to time, the internet in the ETB does not allow my Mac computer and iPad to connect. I have reported it, but the problem continues. It does, however, occur less frequently. [#1176818]

I know how to work a computer pretty well, but if I do have problems there is usually someone who can help me out quickly [#1176871]

Important! [#1177077]

Mainly occurs with professors that have are having issues getting their computer set up for lecture. A little faster time response would be nice, though not terrible now. [#1177118]

Jesus works with us at the University Writing Center, and he is wonderful. He takes care of our issues quickly and is always pleasant to be around. We haven't had many great experiences with the student workers in IT, but I know that there is a bigger learning curve for them. [#1177121]

More employees [#1177205]

Having more than one login account is difficult, insecure and time consuming. We need a single userid and password for the TAMU System. [#1177227]

The technology people in the College of Education provide excellent service and often go above and beyond. [#1177452]

We should have a couple of small IT help desks aroung campus that students should be aware of. [#1177460]

Open more walk in campus tech help offices around campus [#1177476]

Have someone on call at all times, that way there is always someone there to help. [#1177489]

At the Jack E Brown building, there have been a large number of computers that have been not been working for several weeks. This makes it very difficult to find computers that are acceptable to use for class or homework. [#1177525]

There was an instance during my 8 AM class in Geren Auditorium where the projecture wasn't working and when my teacher went to go get help at the IT offices there wasn't anyone there yet. He also said there was a long line of people waiting for help. This is the only issue I've ever really experience so far. Other than that I've been very satisfied with the service provided. [#1177529]

I know that the university has a lot going on, but sometimes a few hours lag is not acceptable [#1177556]

No comment. [#1177863]

CIS service to students is excellent. The students they hire and train reflect very positively on their superiors who are also very prompt when I have had interactions with them. Support staff provided by colleges and departments varies greatly from wonderful to horrible around campus in my experience. In many instances I feel this is due to under-staffing. [#1177873]

I got locked out of my account a few times and it was such a hassle to get back in because I had "employee" status on my account. I only worked on campus for ONE DAY and they wouldn't remove the status. [#1177929]

NA [#1178004]

Systems and applications data sync should be transparents to end-users. [#1178018]

They aren't always the fastest responses. [#1178115]

It is vital, so that I am not delayed in my studies or homework. [#1178231]

Should have a chat system where things can be resolved faster. [#1178236]

Time is very important. [#1178331]

A resolution should be received almost if not instantly in words. If different things that take time must occur to fix the technology, then a time period should be given to the individual with the problem, and then the resolution should occur within that period. [#1178382]

In Evans, when there are problems with the computer, there isn't many people to help. When i ask the students in the front they just say use another computer. [#1178612]

Having a larger amount of staff dedicated to problem solving. [#1178670]

I often feel like resolutions are slow. I'm sure the support staff is working as quickly as possible, but still... [#1178920]

If its a common problem that many students are experiencing, put up an effective solution/steps and maybe a forum [#1181762]

I think in general the service is great. Compared to places like Traditions, the internet service here is a lot better. [#1181802]

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help desk central is awesome! [#1181808]

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n/a [#1182185]

I have always been satisfied with the this service. Top notch. [#1196704]

Very important - usually takes a week and I dislike it (see previous answer). [#1196778]

I don't want to waste time fixing a problem, or waiting for IT to fix it. As a graduate student, I have very little time to waste. [#1198053]

I would suggest adding MORE and STRONGER wireless access points on West campus. Additionally, more out of the walls of the buildings including parking lots and bus stops etc. [#1198208]

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

Overall the technology on campus is very good. We have access to the interest and have the ability to use computers all around campus. I'm very content with the services provided by TAMU. [#1172692]

I always have to wait day for responses and I think you should at least have a reply email saying your issue is being addressed [#1172776]

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yes,at times they complicate things. [#1172915]

The technology people on campus don't tell us what is wrong with our computers etc. They only fix it and then if it happens again, we don't know what they did to fix it. So if the technology people can let us know how to fix our computer problems, then we wouldn't have to bring our computers in so often. [#1173018]

I'd like emails to teach me specifically how to use different technological services offered. [#1173085]

I do not know if these come in emails or not. I have not seen many. [#1173133]

Perfect [#1173291]

I've received rather quick information when I needed help. [#1173340]

It is okay. It could be improved [#1173364]

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yes! [#1173415]

Waiting 3 weeks for IT coordinator to respond to my emails regarding website updates. [#1173464]

I have occasionally received emails on workshops for very basic tech information, such as connecting with a smartphone. While this might be useful for some, it is not for me. I would like to be able to sign up for communications for particular types of services in order to reduce my incoming mail. [#1173477]

As a student I have to go obtain information. This service is currently set up well but not advertised. [#1173644]

Yes [#1173834]

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n/a [#1173901]

I do not get code maroon emails until after many of my friends. I learn about code maroons on facebook before I get a message from the university. Please work on being able to message everyone almost instantly. [#1174013]

Services being out of service, for example, Virtual Open Access Lab should be communicated as soon as possible. [#1174070]

I don't know how to rate this question. I want the information available through a website or a training workshop, more than I want to get endless e-mails or other communications about all the latest bells and whistles. So instead of a "minimum" my first rating would really be a "maximum." [#1174095]

The boy knew right away that my hard drive had crashed. He said if he had certain equipment he would have been able to extract information, but he didn't have it. [#1174111]

I feel like there should be more communication to students about what technologies we have available to us and how we can use them to improve our learning experiences here at Texas A&M [#1174125]

These could be more frequent. [#1174167]

I've received e-mails in a timely manner when I've asked questions about IT. [#1174285]

Emails are ok, but they can get overwhelming at times. Possibly trying other means of communication? [#1174337]

I didn't use those services. [#1174487]

Upgrades should have a test run before being implemented department wide. Currently we are without printer access due to unanticipated/worse than anticipated problems with the systems communicating with each other. [#1174533]

I have not needed campus tech services thus far, but I have witnessed teachers experiencing not-infrequent technical difficulties with classroom devices such as the Smart Notebook technology, and they have always been able to receive very timely support. [#1174575]

N/a [#1174617]

There was no program in place to help me gain access to department computing services. At the NUEN orientation, we received a presentation about all of the available computing services, but there was no further help given. As a graduate student that was new to campus, I didn't even know where the computer lab was located. More effort should be given to introduce new graduate students to computing services without the assumption that they know the small details already. [#1174737]

Explain it more clearly [#1174915]

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not really [#1175303]

For many people this is important but not near as important as the before listed questions/responses because it is only a convenience. [#1175356]

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having a regular email from IT that is short and simple [#1175394]

Every experience from campus technology services have been very helpful and fast. [#1175518]

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very nice [#1175546]

Sometimes we have too many emails about this. [#1175638]
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step by step instructions, or a chat that is easily accessed! [#1175679]

I don't have that much experience regarding communication with campus technology services. [#1175864]

There are times when i find it difficult to locate some important information on the howdy portal. A more user friendly interface can be developed. [#1176214]

I think that one of the reasons people don't understand technology is because sometimes it is explained in a high-tech way that we cannot understand. If it explained on simpler terms, then more people will be inclined to enjoy the easiness of technology. [#1176285]

Some times messages come across as convoluted and can be easily misunderstood. [#1176308]

I don't get any communications about the services. [#1176541]
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too many emails for in-person training. [#1176618]

When I buy software I am not always clear about what it is or how long the license will last. Bought Camtasia once and it was only good for a month. Could have just used the free trial. [#1176685]
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yes, but sometimes too much information so not easy to picku the most important ! [#1176764]

N/A [#1176914]

I like the explanatory posters/flyers [#1177247]

Short video lessons could be provided to teach how to use technology services. [#1177339]

The emails are helpful, but sometimes they don't arrive to be relevant [#1177556]

Good [#1177703]

Often the communications (emails) do not explain the relevance of the change and what the change is expected to alleviate. [#1177859]

No comment. [#1177863]

NA [#1178004]

Give more than just a list, categorize them into what they can offer the user. [#1178249]

Information regarding use of technology on campus is not that important to me, but if it effects my school work in any way then it should be a number one priority to be extremely clear and easy to understand so that there is no question of academic standing base on misuse of technology. [#1178382]

I do not receive anything. [#1181993]

I have not actually ever received any communication about the services that I am aware of. [#1197729]

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

n/a [#1172857]

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yes [#1172915]

I think when you design trianing classes have small pockets all around the campus including vet school. Is there no way of linking the howdy email to the official emails like of the vet school. some mails dont get forwarded and then u miss a lot. great work,, [#1173068]

This would be awesome and very useful. [#1173085]

Many self-help places, so TAMU is good on this. [#1173133]

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training times are rarely convenient for me [#1173171]

In a required freshman course, it would be helpful to take a trip to the library to learn about all of the resources and how to use them. [#1173183]

I've never seen information about any workshops or classes on technology other than the classes we sign up for during the semester that are a part of our main coursework, not just for fun [#1173219]

It's not training that's really needed, maybe online tutorials (video) or even just updating the technology needed. We're a technology based generation, we understand how I use it. Most of the time it's just the device is out of commission or is out of date. [#1173255]

N/a [#1173340]

I am in the education department and several classrooms have promethean boards and document cameras that nobody knows how to use. I think there should be a workshop available to teachers and students who want to learn how to use this technology. [#1173359]

I have to call the center to receive help and it is hard to get help from people that are not face to face. I am primarily located on west campus and and not close to the SCC to get face to face help. [#1173364]

I had trouble with the VPN connection and the instructions were kind of outdated [#1173373]

Providing actual tutorials on each specific area (like vpn) for all possible forms of connecting (including ones that are no longer listed but needed for mobile devices to function) should be easily accessible in the current web pages and not only obtainable by searching through past history). [#1173468]

I have successfully used the IT wiki page to set up my laptop to connect to my department's share drive from home using VPN. However, it was very difficult to find the information in the first place. [#1173477]

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not important [#1173539]

Training not a big deal [#1173734]

Yes [#1173834]

Need help with using smart board, Promethean board, etc. [#1174037]

I did not even know we could get taught computer help. This should be advertised. [#1174111]

I have had a lot of trouble trying to hook up my laptop to on campus printers. If there were clear instructions that were easy to find I'm sure I could do it and wouldn't have to wait for a computer to become available. [#1174137]

It would be nice to have more up to date information about things like VPN and wireless for Linux users. [#1174159]

Training about the use of university clusters. And in general letting students know of the different kinds of computing facilities and technologies available to them. [#1174162]

If these are available, I'm not aware of them: increased communication regarding self help is desired. [#1174167]

Would like simple, FREE online videos for training in common products such as EndNote, JMP, etc [#1174233]

Campus instruction sessions on GIS and Library tools have been very helpful. [#1174285]

There are really good instructions online already, but it's not very well-known that they're even online [#1174330]

Expansion of the it.tamu.edu database [#1174337]

N/A [#1174425]

It would be helpful if free courses were provided by the university on a more frequent basis that includes MATLAB, C++, and other more advanced computer programming material. [#1174431]

The computers in the classroom are very confusing. Also howdy neo email and relating should all link so you don't have to keep putting your password in [#1174441]

I don't hear about opportunities for training. Also, I know there were some issues with Java recently. I would have liked more clear explanations of the issues as well as a follow up with the status of this programs/bugs. [#1174474]

I still don't understand how to access my neo account without logging onto the page from a browser [#1174512]

I am not aware of any training that may exist, but it would be helpful to know if it does. So making a greater effort to publicize technical training opportunities and sponsoring campus workshops would be beneficial. [#1174575]

I am all for self help services!! Not only are the quick and convenient to me, but they same A&M money!!! Please look into doing more self help services! :) [#1174591]

I look up most of what i dont know online, havent had the need to ask for help yet. However, some of the help sites are outdated, like the mobile phone one. [#1174821]

No [#1174865]

Letting more people know that this kind of information is available. Because very few people know about it. [#1174899]

I have a pretty good understanding of how to use campus technology services, but I feel like a tutorial system could make things much easier. [#1174992]

Again, Google is more helpful than any campus service for finding the information, but a good number of self-help information is available on campus sites. [#1174993]

There should be some faq's or troubleshooting tips available on websites [#1175088]

Some instructions to login TAMU WPA from a mobile was not correct. The information was a little old. [#1175275]

I have no idea where I would even find this. [#1175318]

Yes. [#1175518]

I don't know of a place where I can go that lists all of the online/technology resources available to me as a student. [#1175544]

You could always put these on the tech website to help people who are self helpers. [#1175679]

Put a self-help website together and put the address on the back of the Student ID. [#1175700]

Being a distance student, it would be most helpful to have access to online training and easy-to-find self-help information about campus technology services. [#1175747]

N/A [#1175801]

There should be more access to this type of material, or if it already exists, it should be more easy to find online. [#1175864]

NA [#1175870]
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having workshops or how to's for people who aren't familiar with the services on campus. not for everybody in a class for it would be a waste of time in our curriculum but only for those interested. [#1176022]

Help transfer students and freshmen more in learning the campus. [#1176035]

Overall you guys give a pretty good service, but sometimes at the Architecture building computers tend to slow down and programs take a long time to load. I understand files are very heavy and most of the ones we deal with will always be so maybe putting on a bit more memory to be able to load things quicky will be nice. Although, to be honest right now they are pretty good! So good job. [#1176059]

I have never seen or heard anything regarding a session where they will teach you to better use technology on campus. Also I think there should be more open computer labs in the buildings where we actually have class. [#1176092]

Free consultations should be given to the students. [#1176272]

If it's available it just isn't advertised well I guess [#1176298]

A mail should be given to new students with a list of all the training beneficial to us. [#1176331]

No one has ever contacted me about this. [#1176541]

Make more self-help material available. A good example is the IDEA FIF. We were bombarded with announcements of in-person seminars, but I have yet to find where online info is. [#1176618]

The online help could use some cleanup. There is information that is outdated. [#1176649]

Training on how to use computing resources, such as computing clusters, would be very helpful. I enrolled in a class that required using the departments super computer cluster. Having never needed it before, I did not know how to use it, and had to spend a significant portion of time learning the basics of the system instead of class related material. It would be nice to have training available for such things, and maybe there is, but if so, it is not known to student body at large. [#1176661]

No idea how to do this [#1176685]

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sure, it can also help all the members.This will help in better use of the devices that are available to us. [#1176703]

Self-help for dummies type of information, please. I'm no techonology wiz. Matlab is just plain understandable at the point. [#1176711]

Don't know what is available to me [#1176720]

A&M has a lot of good self help information throw help desk central website but I don't think it is advertised enough. [#1176904]

Professors, not just students, need to be required to take a refresher course over the technology that is within the classrooms. Classroom operations will run much more smoothly, also resulting in less accidental problems "user errors". [#1176995]

It would be really valuable to have workshops for MATlab for people not in majors where this lab is required. A lot of internships I apply for ask for this knowledge, but none of my courses have featured it. [#1177199]

See Timely Communication question. [#1177205]

I am satisfied with you guys and what you have done! I live in Eppright which had no wifi last semester but it does this semester. I really appreciate your hard work and I just encourage you guys to working on expanding the campus' wifi! [#1177245]

I would love to see many classes offered at a variety of times specialy geared for the students towards different technology programs and trouble shooting on computers. I know several classes are offered in this state but more classes at better times and easier/ quicker sign up. [#1177246]

Services should be available to all within the Texas A&M System, regardless of college or agency afiliation. [#1177280]

Maybe some tutorial sessions can be held for new coming students. [#1177339]

I think this is very important for student to use the service more effectively on campus. For me, I am often struggling with accessing the Internet when I set my password up in Mac every semester. If I can find the way to solve the problem, it will be very helpful. [#1177363]

I suggest adding a info session about A&M Technology services to new student conferences [#1177476]

As a distance student, my exposure to campus technology services has been limited and I'm not aware of any training sessions or self-help info. Granted, I haven't looked very hard for this info either... Perhaps even a single line on the Howdy! site, to the effect of "IT Training Here!" would be sufficient. [#1177526]

I know that there are training sessions available, however they are very spaced apart and always on the same day at the same time...which screws me if I have a class during that time on that day. [#1177556]

Many of the tutorials are not easy to understand. [#1177621]

Yes! [#1177703]

I am not aware of what training is available or the website location of this training. If training exists, better communication about this training should be shared. [#1177745]

Campus technology in the architecture building has been unable to help me with the special login every time I need to print something It's kind of a pain I always have to use someone else's login and pay them back to print a large print. [#1177876]

NA [#1178004]

Is there a way to have access to programs that will train users in the use of different applications like Microsoft Office and Adobe programs. [#1178136]

You may hold some relative lecture and send some tips via email about this. [#1178191]

I think it would be a great idea to hold seminars that can go over the basics of different types of everyday computer programs that we might use in the future. If they are already in place, I recommend increasing advertising so that it is more apparent when and where they are. [#1178216]

For freshman, someone should give a brief training for using university network. [#1178331]

There are a few services that the school offers. As students, we are never shown how to use it. The professor always has to mention how to use them. Also when using the student act or the hire aggies. In fact I wasn't even aware of all of the features that the find an aggie website had until a core mentioned it. [#1178612]

There was a time I could not use internet through wireless or ethernet nor could I use my USB ports. instead of helping me, I was given web address and told to download the files. After specifying my model online, there were over one hundred folders to choose from. After three hours of searching, I returned and paid them to do it. [#1179262]

I think we need a small session on orientation day(I was transfer) or just during semester about the different technology avaliable on campus. Ex: different programs on computers [#1179401]

Advertise for training. [#1181759]

I DONT know if I would really put my personal time into that [#1196568]

It would be cool to have more trainings for programs like Publisher and Photoshop that do not require large blocks of time. Provide more flexibility for students :) [#1197054]

Enabling users to resolve problems on their own is fundamental. Investing several hours in the development of a friendly format with step-by-step instructions ("____" for dummies)can save numerous hours of tech-service. Example: i found the on-line instructions for connecting to tamuweb for my laptop to be adequate such that I did not need to contact a live help person. Ditto when I added linux to my laptop and needed connection help. On the other hand, I found that the instructions for an "elearning" software program (at another institution) were wrong. I think tamu does a good job overall, but don't slack off. Continuing rewards are possible. [#1197550]

Maybe there are venues to learn more..but there is a lot of neat software on the computers. itd be nice to have the option (or be informed of) ways to use/learn them [#1197568]

I hope there are some training for students to know a general information about campus technology service and how to deal with their problems [#1197806]

Sadly, some of the things I use, software wise for the O&M bldg, I haven't been trained on and have to guess and ask around a lot, which is annoying. [#1197953]

I love the tutorial on setting up email on an iphone. [#1197981]

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self help procedures that are more clear and easily understood [#1198176]

More mac help would be appreciated! [#1198757]

Additional Questions for All Respondents

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

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

Computer Lab in the MSC [#1172672]

I do not like having to always log into my email address every 3 minutes if I step away from my computer. The time expired is a really inconvenient pop up. [#1172692]

Internet all around campus, including green spaces/outdoor areas. Sometimes, I would like to sit outside and do my work, but without a WIFI connection, I cannot do so. I also would like a better Blackboard system (I understand there is a new one coming this fall) and a better mobile app suite. [#1172695]

Nothing. [#1172704]

Campus map is user friendly and works on mobile devices. and wireless that works in my office. [#1172714]

The student email service. Zimbra is problematic and not user-friendly. [#1172715]

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a better mobile howdy app for iPhone ipad [#1172728]

Increase speed and reliability of Wifi [#1172733]

Whatever the campus focuses on, be the best at it. If the goal is access everywhere, then ensure it everywhere, if the goal is speed, be the fastest!!! We are trying to fix all problems poorly at once rather than one problem at a time [#1172735]

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support of personal computer or smart device to use the print kiosk in open access lab, a software can be installed on personal computer for verification [#1172740]

The wireless in Wehner is terrible. I often have to turn the wireless on my iPhone OFF in order to use my phone. [#1172741]

Have it be more mobile friendly. [#1172742]

If I could improve one thing it would be to ease the ability of connecting to the Internet [#1172751]

More wifi access points in some classrooms. Especially the large classrooms in blocker and Mays. The Internet works well when the class room is empty, but as soon as 100+ people start using the wifi, it just slows down and stops working to the point that its unusable. [#1172752]

I know that a&m strives hard to have computers around main campus buildings, but it'll be great if there's more. Most importantly I prefer more printers available near the computers, especially in the MSC. if possible, it'll be great to add a mobile-charging booths around campus like those in the airports. Having that will be awesome. [#1172754]

Tamu should expand its wireless network beyond campus and into the community [#1172758]

Make it more widely known where they are or how to use them. [#1172760]

YOu guys do a great job. Better than other univeristies. [#1172764]

Nothing to change, it's good the way it is. [#1172768]

Nothing. It works really well already. [#1172769]

More knowledgable staff! Sometimes I have to go through several people to solve a problem [#1172776]

I would overhaul the mobile app to be more user-friendly and capable of getting data to the student or teacher who is using it. [#1172777]

Just makes it faster and easier to use with my education [#1172783]

Make wifi anywhere and everywhere on campus [#1172787]

More compatible elearning [#1172797]

I would try to put stronger wireless routers up in some places or replace the current ones. Sometimes in lecture halls where there are a large amount of students in the room the Internet will almost cease to exist. [#1172799]

Improve the Wi-Fi in HRBB. [#1172805]

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iOS compatability with online services. [#1172806]

MORE CONSISTENT WIFI WITH STRONGER BANDWIDTH. The Internet is always slow at best. [#1172808]

Just that it works faster in certain places on campus [#1172809]

More coverage for wifi. It's spotty in places. Overall, I like the internet access on campus. However, I grew up in the country, so this is the best I've experienced. I don't have a frame of any other urban wifi/internet situations. Living on campus, I've very rarely had trouble with it. Overall, you're doing very well, but I assume there is always room for improvement. [#1172810]

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better wifi connectivity at all locations in the campus [#1172813]

Able to use elearning on an apple iPad [#1172824]

Mobile internet access is really slow in some buildings on campus. (Wehner) [#1172830]

Allow people to print on open access printers from home or their own computers so that they don't have to log in onto the OAL computers. [#1172833]

Strong WIFI everywhere on campus. [#1172835]

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fewer separate logins [#1172838]

I would make the WIFI more reliable. [#1172839]

Changing one thing for the on-campus Internet it would be having access in all buildings [#1172844]
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it would be to make connecting to the internet on campus faster/easier and with fewer problems. some classrooms are hard to connect to and thats sometimes when i will need the internet but I can connect right away. It can sometimes take me up to 10 minutes to stay connected. [#1172847]

I would like to not have to log in so many different times. Occasionally when I am on campus, leave, and return I will have to continuously log in. [#1172848]

Consolidate all a&m websites into one. Not like it is in howdy because different windows pop up. I would like to see one window with everything on it that a&m has. [#1172857]

More up to date PCs for graduate student offices. [#1172860]

I would like for it to reach to Kyle field as well [#1172861]

No complaints really... [#1172864]

Make the internet faster. Having a chat function where you can chat with one person or a group of people within the A&M network would be very helpful for group projects [#1172865]

Wifi connection, since sometimes I can connect wifi with my laptop and smart phone [#1172869]
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adjust all tamu computer screens to fit the computer screen rather than having a tiny screen utilizing 1/4 of the computer screen. (e.g. library computers) [#1172877]

To have a computer lab in every building or at least in every other building. I can't tell you how many times I have had to walk far distances to go to the library just to print out a paper. It would be incredibly convenient if there were computer labs in more places. [#1172884]

I would make it easier for off campus computers to connect to the system. [#1172888]

I would make it more reliable. It fails/malfunctions quite alot. [#1172897]

Better internet in Wehner. [#1172899]

I sometimes incur challenges connecting to Wifi when I move to different buildings or locations on campus. Specifically, if I go to a building or area that I have never been before, I am often prompted to re-input my Net ID and login information. If it is possible to overcome the need to input this information to access the same Wifi in the different location, I believe this may be helpful and more time-efficient for students and others with laptops and similar devices. [#1172901]

Better wireless coverage. Another thing (even though question asked for one) would be better website design- while some of the main university webpages are well designed, many of the department and

administrative ones are confusing, ill-planned, ill-designed, lack necessary information/content, and are not kept updated. [#1172902]

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n/a [#1172905]

As a student, services have been satisfying. As a proposal administrator at OSRS, IT support in house has been great to access the resources needed. [#1172906]

Nothing that I can think of, They are pretty reliable and fix the problems/questions quickly and efficiently. [#1172912]

I would change add more IT staff in every department. IT people always seem busy and unavaiable. [#1172915]

I wish the A&M app was easier to use. I wish I could access elearning directly from the app. The courses section of the app is also not very helpful, it only shows some of the classes being offered and it would be nice of you could use it to help plan for the next semester. [#1172922]

Faster Internet over 100% of the campus [#1172923]

The speed of Internet in lecture halls [#1172926]

Consistent service between buildings and between main and west campus [#1172929]

More accessibility in all places on campus [#1172932]

To make sure that the Wi-Fi worked good in all the buildings. There are certain buildings on campus where the Wi-fi connections do not work correctly. [#1172938]

Printing services -- Need to have capability to print from personal laptops and mobile devices. Many printers are under-powered because they are purchased based on overall load not peak printing periods when all the students are trying to print at the same time (eg., right before classes, midterms, finals). Current print management software that regulates printing is a pain...always hickups when you can least afford to have it not work. It should be removed. The number of copies printed and gross offenders can easily be identified by the IT staff so why are the many being punished for the actions of the few? Since most students are TAs, RAs, they already have unlimited printing in their departments so students not employed by the university and part-timers are the ones really hurt by this. Also, current copier/printers don't provide a message to you when it is out of staples, hole-punch is jammed or full, leaving you clueless when your print job goes into cyberspace and you get charged but no printing occurs...frustrating. [#1172940]

WiFi more even on campus. It would be nice to have a Wifi connection while waiting for the bus [#1172943]

I think the services provided are very useful and adequate [#1172944]

Wireless printing from devices. Specifically the laptop. I spend a lot of time emailing or drop boxing documents so that I can get on a campus computer to print. Just takes a long time where it was be fantastic to print on campus printers from my personal laptop. [#1172947]

If possible allow students to access programs such as Excel and SPSS from their own personal laptop and devices, in an easy and straight-forward manner. As well make sure that programs and other resources are compatible with most up to date Mac versions. [#1172948]

Classroom technology use. Also I've often had classes interrupted or postponed due to malfunctioning projectors preventing the showing of slides and videos. [#1172955]

Wifi service inside some of the buildings and in plazas [#1172960]

I never seem to have problems with technology services. [#1172961]

More reliable internet connections [#1172963]

Better internet Quality throughout campus. [#1172964]

Faster Internet ALL around campus (Kyle field) [#1172968]

Better Internet connections in certain classrooms (especially in Wehner) on my laptop, tablet, or mobile device. [#1172971]

I have issues with wireless Internet service in Wehner and West campus Library all the time. There isn't a strong enough signal for the amount of students that use it. I also have issues with the student organizations search. And all student organization websites load extremely slow regardless of what Internet I'm using. [#1172972]

I'll develop a unified TAMU mobile app (on android, iOS, WP and blackberry) to combine as many functions as possible. My desired functions for the mobile app include: 1. A student ID barcode like the one used by Starbucks mobile app. To check out things in dining centers, stores and libraries, we can just scan the barcode shown on the phone; the sports pass can also be included into the app 2. More information can be checked online, so that we can easily check which meeting rooms or public classrooms are already taken, and which are not in use. 3. A dynamic campus map that have more information, such as what course or lecture is going on in each classroom, and whether it is open to un-registered audiences. [#1172973]

A clearer and easier to understand software purchasing website. [#1172982]

Improve strength and reliability of the WiFi [#1172989]

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make the wireless service more reliable [#1172990]

Keep things up to date. Every computer I log onto on campus asks for 3 or 4 software updates while I'm using it. [#1172992]

I would improve on the reliability of the service in every building with high capacity auditoriums. [#1172993]

More computers, easier access websites and information. For example, on how to connect my computer for the first time when I don't have access to internet with my netid yet. Websites that are easy flowing

and better linked...the university has so many websites for the same information. If my department and university website could be linked together to let me know what the deadlines are and what documents I need to graduate, or go on a CPT and I don't have to go the ISS, then the OGS then the university website to find the answer to one question, that would be a perfect world for me. [#1172995]

More wireless [#1172997]

Provide more marketing and awareness about the services that are available. [#1173000]

More consistent wireless Internet service across campus [#1173006]

Improved Internet coverage- often I have to reset up and reconnect my iPad every time I get on campus. [#1173007]

The wireless service inside the dorms [#1173008]

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wider wireless coverage [#1173009]

If possible I would make the wireless a little bit better, however, I understand there are constraints on where the wireless routers can be and there will always be some areas where its just not possible. [#1173011]

I really believe that our university provides good and reliable technology. If I had to change one thing about it, I would improve the technology that is offered to students who are learning a foreign language. It is hard enough to learn a language well in the given classroom setting, but if more technology were offered to students to do in or outside of class to practice their language, I feel that they would be more successful. [#1173012]

Offer more student service options online, i.e. dining options, university services etc. [#1173016]

Have more help desks on campus, and not just on south side. [#1173018]

Nothing. I've never had a problem that technology services couldn't fix. [#1173019]

I would like to have wireless Internet access in wehner [#1173021]

PDF viewing or downloading on elearning. Especially on mobile. [#1173022]

Extended wifi around the library building [#1173026]

Faster connection in the science lecture hall. [#1173032]

General consistency with the access and speed on the network [#1173035]

Have local administrative privileges for the duration of the login. There are occasionally times when I want to install programs to aid in my studies, but am unable to do so. Working for the Civil Engineering Computer Support, we give users local admin rights with the use of DeepFreeze after their session is over. [#1173041]

Why do I have a campus connection account with a password and user ID which is different from my Net ID????? When I come to campus, I can't use the computer labs because I can never remember my campus computer lab ID and password. I use it very infrequently. Make all technology services on campus accept our Net ID. [#1173042]

Having wireless in my dorm [#1173043]

Make the Texas A&M mobil App more user friendly. Have a way to have the class work virtually almost like a google doc but within elearning. [#1173044]

Faster wifi speeds, faster connection times for wireless devices [#1173046]

I would like for the internet to be faster and there to be more coverage of internet throughout the entire school not just in certain buildings. [#1173048]

BLOCKER 102 wifi does not work when the classroom is full. [#1173054]

WIFI on all parts of campus not just the buildings, even the buses. [#1173056]

I would change the fact that sometimes you have to be reconnecting everything you turn. Off your laptop. [#1173059]

I would employ more IT people so that problems can be fixed in a timely matter. [#1173063]

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better service in Blocker and other big classrooms. [#1173066]

The wireless access in the Blocker building is terrible, for some reason my devices have a hard time connecting to the network. [#1173071]

Easier to find information on website [#1173077]

It would be the availability of technology on campus. Or if I'm unaware of these services, if like to be more involved or know more about where they are. [#1173085]

Fix the helpages, or switch them to knowledgebase type, were students can edit them perhaps through proctors [#1173086]

Wifi being accessible everywhere [#1173087]

I would make the wifi easier to connect to and more reliable on speed. [#1173090]

In Wehner's new study area on the 1st floor - adding Open Access computers into some of the cubes [#1173091]

I wish there were more computers in WCL! It's always so crowded! [#1173092]

Improve e-learning tool. [#1173093]

Improve Internet speed [#1173095]

A single login for all of TAMU System. Right now there is one for SSO (system level), one for eLearning/Howdy/Compass/etc. (university level), and one for AgriLife (college level). We have got to get this down to one...and very soon! [#1173097]

More computers and printers at msc [#1173100]

I don't like having to change passwords so often. Also, I have too many email accounts. I wish that the neo email was able to be forwarded to my cvm account. I can forward the regular tamu account but don't understand why I can't forward the neo one. [#1173103]

Improve the compatibility with iPad and mobile devices. I usually encounter problems accessing it with the mobile device. [#1173104]

Greater wireless access all across campus. [#1173106]

I would diversify the computers allowed in open access labs with more mac OS machines. [#1173108]

Can't think of anything that needs to be improved. [#1173109]

Sometimes the wifi is a little slow. [#1173111]

I think the university does a good job when it comes to technology services. If I could improve one thing I would recommend setting the computers in the petroleum building to default print to the printer in the room the computer is located in. This would save paper. [#1173112]

I would increase the number of access points in classrooms to cope with the large amount of students per room. Currently, access is so limited that laptops with Wireless-N chips have a hard time receiving a DCHP IPv4 address from the router. [#1173116]

The wireless access should be everywhere on campus , whenever I leave a building the wireless cuts off and I then reconnects in other buildings. It would be better if wireless services were fast and signal was strong everywhere on campus including basements for laptops and mainly mobile devices and tablets. [#1173117]

I often have trouble with internet connection that is very strong one moment, and suddenly seems to go out. I would want the internet connectivity to be less finicky than it is at present [#1173119]

I would ensure the wireless internet is available everywhere (as it is not right now). [#1173120]

Zimbra email/eLearning. Both are awful. [#1173122]

Make sure all the computers work all the time. [#1173124]

More reliable [#1173125]

When I first arrived, I could not access the wireless because I had the wrong wireless chip in my computer. I would have liked to avoid that problem. [#1173126]

Level of Wi Fi service being more reliable [#1173129]

That it is not so impersonal, it takes a bit of a wait to get someone who can help me on the phone and sometimes they talk over my head! [#1173131]

E-Learning needs to be more up-to-date with instant messaging. [#1173133]

Use only one id for all tamu. I am using different id to acess to computers in my college. Not convenient at all. [#1173134]

Open more accessiable computers in different buildings. [#1173137]

I would prefer more reliable service between buildings as I'm walking around campus. [#1173138]

Faster wifi [#1173141]

Have wifi capabilities literally EVERYWHERE on campus, even outside areas, especially where students go to congregate (i.e. Academic Plaza) [#1173150]

The on-campus wifi connection/speed [#1173152]

More probe to persistent connections. Too often dropping out or having to reconnect. [#1173159]

I think with the increasing usage and reliance of mobile devices to stay connected in this fast paced college environment where students are constantly on the move, it is important to increase the compatibility of all services with mobile devices. (i.e. mobile specific versions of websites, better phone and tablet internet connectivity focusing on both Apple OS systems and Android OS systems since both work differently and both systems are widely used by the college population, etc.) [#1173161]
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bigger email. [#1173165]

More reliable Internet service and technology in classrooms. [#1173167]
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better infrastructure [#1173171]

Better wifi [#1173175]

Increasing research-based knowledge of the staff to help researchers in their study. [#1173176]

Please provide Free wifi for open space on campus. [#1173178]

Replace eLearning with something more intuitive. [#1173180]

Nothing! I have no complaints! Everything is efficient and easy to use. [#1173181]
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having an application on your smartphone for the tamu email [#1173182]

Not having to log in to university sites multiple times (eg, you log onto the computer but still have to log into howdy. Or, you log into elearning first and then decide to go to email, and have to log in again. [#1173183]

I never liked when I had to work with elearning. It used to freez the computers a lot. [#1173184]

I think haveing access to internet and computers readily available on campus is important. This gives students convenience and can help save time by reducing time wasted running all over campus trying to find a computer to print or look something up between classes. [#1173185]

More mobile access. Especially elaerning. It is impossible to view the pdfs and other items posted there because of the structure of the website. Also minor tweaks to the Howdy mobile site would be nice (more items to access and better display of the schedule) [#1173186]
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easier to connect to internet, reduce the number of times I have to log in to things with the tamu id [#1173189]

Probably the availability of wifi outside buildings. Like when sitting outside or walking from building to building. I typically find myself having to manually reconnect to wifi from building to building on my tablet. Not sure if that is a wifi issue or an issue of my tablet. [#1173190]

Fast internet everywhere. Sometimes wireless is really slow in my building [#1173191]

Have more people on staff, have a 24/7 support staff and please have a bigger bandwidth for the internet! [#1173193]

To have internet connection in every building on campus. [#1173194]

Better mobile accessibility to websites. [#1173197]

Faster service [#1173198]

Updated equipment in classrooms. [#1173201]
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eLearning [#1173202]

More consistent connection, I often get kicked out of the Internet whenever there are alot if people around, put more servers to handle the amount of students [#1173203]
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hotspot may cover in the bus [#1173205]

Internet coverage in Reed! [#1173207]

Ability to change university username [#1173208]

I feel that the technology services offered are well above par, and cannot indicate an area that needs improving. [#1173210]

More coverage on campus. Sometimes buildings block the signal. [#1173215]

Better Internet service in Whener. It's crazy to think that as business students, in a beautiful building and one of the best business schools, we cannot access the Internet in the large lecture halls, and have very limited access in other areas of the building. Business is an area that is constantly changing, and I feel that having Internet access in the classroom would allow us, as students, to prepare for what we'll be facing in real world meetings & business activities where we will be expected to be using the Internet to look things up and carry our ideas further. [#1173219]

Offer WiFi coverage in the main outdoor areas on campus. [#1173221]

More software available [#1173224]

The strength of wireless connection within some buildings aren't as strong as others and would like them to be stronger outside the classroom but still in the building. [#1173226]

Switch to Linux on Desktops. [#1173229]

The only real problem I ever get upset about is when the wifi is spotty, and either doesn't work in certain places well or turns on and off. I don't know if it's my computer doing that or if that's the router, but that's the only annoyance I ever have with the technology. [#1173231]

Have wireless in all campus, not only in the building. Increase the number of OAL computers. [#1173232]

I would look into providing computers in more areas. For instance, I love the idea that there is computers available in random areas aroung the MSC. [#1173233]

Better access on mobile devices, iPad [#1173234]

More computer labs in more buildings. That way the main ones aren't so crowded all of the time. Also give lesson to professors so that they know how to use the fancy technology in the rooms; its useless if they can't operate it! [#1173247]

I feel that technology services does their job for the most part. I don't really see so much room for improvement. [#1173248]

Faster internet and greater coverage in ALL areas of campus. This service also needs to be consistent. [#1173250]

Wireless printer access and reliability at the Busch School. They're working on fixing it and it seems to be getting better though. [#1173252]

The VPN for mac often loses connection. [#1173254]

Another computer help location. [#1173255]

Internet connection in sporting events. [#1173256]

There would be capacity for everyone's phones at one times (ex game days) [#1173257]

Better technology access for meeting rooms. It a real pain whenever my organization needs to use a projector but the people do not even come to set it up until after our meeting has already started. It looks unprofessional. If there is going to be meetings in rooms, there should be projectors or whatever else is needed, set up before hand. [#1173258]

I would make the entire internet services thing much more user friendly, such as eLearning and HOWDY PORTAL. [#1173259]

Wifi working at all times [#1173261]

Overall the technology service is pretty good and easy to handle. I am pleased with the services, but if I could change one thing I would have to say the speed of the internet runs slow at times. [#1173264]

More accessible on HTC-EVO phones [#1173265]

More wireless coverage/ more bandwidth in popular places (libraries, msc, etc) [#1173267]

Some of the website servers used (Zimbra email) seem sluggish and ineffective. I use other websites for all my email needs now. Also, Howdy goes down often for service which can, at times, be an inconvenience. [#1173268]

I heard a rumor that they were thinking of putting wi-fi on buses. There is no need for that, especially if that means an increase in student fees. I can go almost anywhere on campus with wi-fi and not experiencing technical difficulties, which is awesome. The only thing I would suggest allowing a type of TAMU dropbox for students in classes so they can share notes and such. There's already elearning, but that's only for sections. If it exists for COURSES, I feel that can help students study outside of their section. (I realize there may be free-riders, but it can definitely help each student that really wants to study. [#1173277]

More computer labs in west campus [#1173279]

The howdy portal. It's mostly helpful/functional, but when heavy traffic days (i.e. the first day of school) occur, it slows down or stops working, at least that was my experience in the past (I didn't get on it this year on heavy traffic days). [#1173281]

I would love to see a link on Howdy that has live chat with a tech person about Elearning issues and email. [#1173282]

Make the services centralized so that its easy to make changes to most of technology needs. Example, right now we have TAMU accounts,then there's CSE accounts and then there's other accounts inside the CSE like CSDL etc. You need to make changes to each of these accounts but is there a way to change all of them based on TAMU account? Also, if there's tamu.edu email, why there's neo.tamu.edu as official which is confusing. [#1173283]

I would change iClickers. It might be cheaper (for the students) to be able to access a poll on tamu whenever the teacher wants to ask a question to the class. We could access it through our phones or laptops. [#1173286]

Right now I am happy with technology services. They have met my needs fully while at the university. [#1173288]

I would make the internet faster and have it so that you could automatically be logged on when you were on campus [#1173291]

I would like the wifi to improve in Blocker. [#1173295]

ELearning to work on tablets [#1173296]

It would be faster wifi service. [#1173300]

For the wireless internet to be more consistent across campus. [#1173301]

The wireless connections they are really spotty and unreliable most of the time. [#1173304]

I would have tablet friendly services as well as reliable campus wifi. [#1173306]

Maybe, instead of using ID cards, use some other type of technology to access places, such as using RFIDs. [#1173307]

Merge email services with gmail [#1173308]

The level of training of support staff is sometimes lacking. An emphasis on providing more training and making them better would greatly enhance all aspects of the university's technology services. [#1173309]

I would either include all Howdy links in the mobile version or make it so I don't have to relogin on the full site. [#1173312]

I am a student in Galveston and there seems to always be problems with the TTVN. Staff doesn't always know how to fix the problem, service will drop or freeze. If classes, meetings and presentations are to be given between campuses this problem should be addressed. [#1173315]

Printing services at Bush school are unreliable. I would find a more dependable and easier way for students to use their quota. [#1173318]

Nothing, I really like the way it is now. [#1173320]

Add more services [#1173325]

Much more consistent Wifi coverage all over campus. [#1173326]

Better wireless coverage in the O&M building and big building like that with large lecture halls. (Chem building, Harrington, etc...) [#1173328]

Make the Howdy portable less confusing [#1173329]

Wifi that was fast and worked in every classroom. [#1173330]

Add to its internet capabilities around campus, in the way of wireless internet access. [#1173334]

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faster Internet services campus wide [#1173336]

Faster internet. Faster is always good. [#1173337]

Better and faster Internet [#1173340]

Not too much, just faster internet speeds. [#1173342]

Ability to chat with technology services regarding computer issues. [#1173345]

Get off of elearning [#1173346]

More user friendly services with better Internet across campus! [#1173349]

Wifi in outdoor areas would be helpful...I have had issues with the signal being weak/no signal when outside of buildings. There are so many good places to study outside but this keeps me from using them. [#1173353]

It is often difficult to connect in certain places on campus. Also it would be great to have full connectivity outside. [#1173354]

Tutorials on how to set up services on a mobile device, such as receiving your Howdy emails. [#1173358]

Having a smartphone Howdy app and making it easier to set up tamu email on smartphones. [#1173359]

I would like to be able to get the wifi everywhere on campus. Most of the time I can access it but I can't and zachry and this is where most of my classes are. [#1173361]

Add some information service station that student can ask some question about technology problem in life and study [#1173363]

The internet access to be better throughout the campus. [#1173364]

Actually you recently fixed my biggest complaint. Thank you so much for putting chrome on the OAL computers!!! [#1173366]

I website dedicated to student academic discusseion, Categorized by classes this way students in different sections and even possibly different professors can chat and discuss study techniques, ask questions and enhance their class room experience [#1173367]

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easier access to internet without having to configure devices. Also the VPN software was updated so my macbook that worked last semester on the VPN stopped working for this semester. [#1173373]

Better coverage in main areas outside of buildings [#1173374]

Nothing [#1173376]

Reliable Internet! It seems as though there are constant connection issues or very slow speed at random times (espdcially in Wehner) [#1173380]

Faster internet [#1173384]

Campus-wide wireless access. perhaps even on the buses, as well as outside of buildings. I know that other universities have initiated these programs. [#1173385]

I would want file sharing. [#1173386]

Better mobile device access. Difficult to load University pages on mobile devices. [#1173394]

Make a training site so people can go there and have online training for how to use the technology they want. [#1173396]

Stronger Internet connection in the Whener building [#1173397]

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maybe just a little better wifi access, needs to be stronger in big class rooms [#1173399]

Elearning [#1173401]

More connectivity in between buildings especially in the engineering area. [#1173409]

The howdy portal. It is inconvenient that you have to sign back in every few minutes or if you leave the page. [#1173410]

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would like to have some newspaper of the school so that we can have the news of what's going on in this school. [#1173415]

I would reduce the amount of technology at the university. Back in my day, you did all your work with a fountain pen and animal hide. Now all you kids have introduced these new-fangled typewriters just making everything more complex than it needs to be. I miss the simple life. If it weren't for my tenure I would have just moved out to my cabin in the woods already. [#1173417]

More robots. Telepresence robots. [#1173419]

Reduce the number of passswords required. Allow cycling of passwords after maybe 2 semesters. [#1173420]

Additional help for 24hour IT support. (primarily for distance education students) [#1173421]

Accessibility [#1173422]

Making sure access is available "everywhere" on campus [#1173423]

Make sure wi-fi is available everywhere [#1173427]

For there to be a standard Web page that all professors utilize [#1173428]

I would change the mobile howdy site to be more like the full howdy site. Some of the menus are difficult to locate. [#1173431]

I'm fine with what we have. [#1173432]

Improved wifi, in some buildings it is either very slow or doesn't allow me to connect to the Internet at all. [#1173434]

Change all the computers to a new high tech [#1173435]

Making the wifi faster and reliable. [#1173441]

The campus WiFi is erratic at times. It would be great to have that improved. [#1173442]

I'd make the websites more user-friendly, even if it meant that there had to be more pages within a department or more tabs for options or something... I get lost on our websites... some stuff I can only find on Howdy... and then some stuff I have to go to the main University website for... ... It's not always clear where we need to go for different stuff... so I waste time because I can't find it... Is there a way to connect all of the departments to Howdy? Like, for instance, could we make a page or add a link or something that would take me to TLAC where I could get all the same information as I would if I went through the main university page? Or, maybe we have that and I just haven't been able to find it.. [#1173443]

Do not require you to log in every time you want to access your email [#1173446]

A main help desk on West Campus similar to the one on main campus. [#1173452]

More free wireless [#1173454]

Faster wireless Internet in dorm halls [#1173456]
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extend the university wifi coverage [#1173457]

Nothing [#1173462]

Chemical Engineering servers seems to be very laggy. [#1173463]

Wireless accessibility [#1173464]

Have tamulink-wpa not flail like a dying fish when class is in session. It ruins the connectivity of not just the students (whom the profs often expect to have internet access for class quizzes etc or supplementary material online) but all staff in nearby offices. Especially in areas near large classrooms. [#1173468]

It's hard to get Internet access in whehner classrooms, especially on my iPhone. [#1173469]

There are some places eg. some corners in the library have weak internet access. That can be improved [#1173471]

Internet in blocker is very slow [#1173472]

Nothing [#1173475]

More consistent internet in the Psychology building! [#1173477]

Nothing, I think that Texas A&M is doing a great job and using the technology at the university is very helpful. [#1173479]

Having technology/ presenting technology in study areas for students to practice their presentations, etc. Having fax machines/scan-to-email/copy machines available would be nice too. [#1173482]

Increase internet speed [#1173484]

Have wireless printers in the dorms [#1173485]

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making internet access on laptops more reliable [#1173487]

Being easier to access certain things we use on campus on Macs and such that don't use windows. Sometimes I find it difficult to do certain things on my own computer [#1173490]

I cannot think of any practical improvements [#1173491]

Internet on 100 percent of school grounds [#1173497]

Off campus access to files through simpler and faster service than OAL emulator. IE winscp style access. [#1173499]

Elearning more easily accessible on mobile devices. [#1173501]

I think the school's internet services are really great. One thing that I think needs improvement is the WiFi in West Campus specifically in Wehner.It seems much slower than in other places. [#1173507]

I would like the wifi to get better service in all the buildings! [#1173511]

When I was a student at blinn I came to study on a&m campus many times because the Blinn library was too small. However I could not access the wifi. Maybe having a certain way Blinn students can use wifi would be nice especially for those who use the campus library. [#1173519]

Have more technology education events [#1173521]

One thing that I would improve would be to improve the wireless reception in the some of the classrooms in Wehner. [#1173522]

Some wireless spots are incomplete like in ETB [#1173524]

Provide wireless internet access on the university's bus system. [#1173526]

It would be nice if the Internet was a bit faster, but it is very fast relative to almost another other Internet service provided by different facilities such as public building or other schools. [#1173527]

Improved campus wifi [#1173529]

Faster and more reliable connections. [#1173531]

There are places on campus, such as the MSC, that the internet on mobile devices will not work in. This could be due to many reasons such as your mobile provider, but that is the only problem I have found thus far. [#1173532]

Texas A&M's web sites should be more user friendly. They are confusing and make it difficult to find the information you need. [#1173534]

Getting new devices.... [#1173538]

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more computer access [#1173539]

I would have better Internet connection in all buildings. [#1173543]

More reliable wireless Internet with faster speeds. [#1173545]

To be able to use previous howdy login passwords rather than trying to think up brand new ones frequently. [#1173547]

It would be very nice if the university provides cellphone charger at library. [#1173553]

Internet speed, the faster the better.. [#1173554]

The previously mentioned things about transit and elearning website. [#1173559]

As I said before, it often takes my laptop several minutes to connect to the internet in my larger classes because there are so many people on the wifi at once. It's frustrating when I can't get online to get notes

when people all around me are on facebook. I wish we would all be able to access the wifi at the same time without significant delays or slow internet. [#1173560]

I'd leave it alone, no issues [#1173562]

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more advanced computers [#1173563]

It's wireless connection [#1173567]

Tech support more knowledgeable. [#1173568]

Improve the wifi coverage on campus. [#1173569]

Make the university website for tablets and mobile phones more productive. There is a considerable difference between this and the regular website. [#1173572]

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better mobile integration. mobile email. mobile elearning. mobile howdy. mobile financial aid. mobile transportation. everything should be integrated and optimized for portable devices. [#1173574]

I have found Texas A&M University's technology services to be very prompt and helpful. So far, I haven't experienced anything that needs changing. [#1173575]

Make it easier for access on mobile devices. [#1173578]

Wifi in more areas Faster Wifi Wifi in every dorm Cell reception within Kyle Field (especially during events) [#1173579]

Internet speed! Sme days it is great hut some other days it is crap. Especially in my dorm. I guess people set up their own wireless and it makes tamu-wpa really slow and annoying. [#1173580]

Improved wifi access around West Campus. [#1173581]

Student at Mays Business School Satellite Campus. We don't know, or have not been educated on, what IT resources are available to us. [#1173583]

Once logged in to on campus computers not having to log in to Howdy, eLearning etc again. Basically our log in be saved. [#1173584]

Have every building on campus able to connect to the internet Have more printers readily accessbile. In more buildings [#1173586]

Updating the mobile app so that bill pay actually functions (has never worked in the time that I've owned my mobile) [#1173587]

More Computer labs [#1173589]

Make the mobile website version of howdy and the howdy app more useful for detailed things like registering and class lookup [#1173590]

TAMU Email. Not sure if that's in your department, but it is awful. As a result, I simply have everything forwarded to my gmail account. [#1173591]

Actually, you guys do a pretty good job. I took my computer in once because it wasn't connecting to wi-fi and they fixed it quickly. [#1173592]

Faster download and loading times on the on campus wifi. [#1173595]

Better high speed coverage of wifi. [#1173596]

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wifi in wehner building [#1173599]

The only real issue I have is when I cannot connect to the internet while I am in the Academic building or whenever it kicks me off. This is a royal pain in the butt when I am in class because sometimes it will tell me my password is wrong even though I am typing it correctly. [#1173603]

Wireless internet in dorms. [#1173606]

Honestly I have no complaints about the services. The only thing that I do have problems with is rude people when I am getting help with a technology issue. [#1173614]

A tutorial for distance students would be nice. I had to figure out how to access elearning, email, registration, etc. on my own. Most of it was pretty easy but a document showing where everything is or something would have been helpful. :) [#1173615]

Self-learning & communication. I work at Help Desk Central and we have many people not understanding what their NetID is, how to go through Self Service Password Reset, how Parents log into their parent access accounts. All of these can be cleared by communicating through a tutorial or something so that people are less confused about the technological system [#1173616]

Make wifi more reliable all around campus [#1173625]

The improvement of programs professors use for lectures. [#1173630]

I would try to improve the bandwidth problem whenever someone tries to set up their own router so that they can have a Local Area Network party without having to turn off the wi-fi option on their router. Another problem would be to fix the wi-fi network to allow different gaming devices to connect via Wi-fi rather than have to use an ethernet cord. [#1173631]

Internet speed and accessiblity [#1173632]

The signal. When I'm in most of my classes and I need to get onto Howdy it takes multiple minutes just to pull of the site. [#1173633]

Get more place [#1173634]

I would like to have a way to connect my MacBook Pro to the campus wifi easier after I change my netid password. I would also like to use programs that support audio textbooks on iPhone. [#1173637]

Make them more "droid" friendly. It is very difficult to connect my android phone to the wifi because it is made for my iphone and apple products. [#1173638]

The availability, what's the point of wifi if it is constantly Unavailable in classrooms, and the speed so slow the teacher can't even show a video of a demonstration [#1173641]

Faster wi-fi [#1173645]

I would change the internet service consistency to make it the same across campus in all classrooms. [#1173647]

To have a broader range of wireless services. [#1173649]
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the consistency of internet coverage has gotten significantly worse this semester. I should not have trouble getting on the wireless network, [#1173656]

Making it easier and faster to connect wireless on campus. Sometimes it takes a long time and other times I can never connect however other times I can connect instantly as well. [#1173657]

Not sure. Everything seems fine to me, I never have issues. [#1173658]
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n/a [#1173663]

Better e-campus system. [#1173666]

Improving wi-fi connectivity. It is very slow and patchy in most of my classrooms. [#1173667]

To have a more reliable Internet that won't go in and out [#1173669]

I would improve the internet service in Blocker, Herrington, and the Animal Industries buildings. It's nearly impossible to get internet in those buildings. [#1173670]

The improvement I would make is to ensure that campus resources that are vital for students, faculty, staff, and student organizations are reliable and accessible on- and off-campus. Upgrading servers, restructuring departmental web sites, or whatever projects might repair the current connectivity issues experienced by staff and students trying to access Student Activities or SGA web sites were at first an annoyance but have since grown into a real problem, especially in maintaining web sites for student organizations. Because my organizations rely on our web site for both distributing information to AND collecting data from users, it is necessary for us to have a system that is more reliable than the one in place. [#1173672]

The elearning website does not always work at the SCC. Having more Macs available would be nice. [#1173676]
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better laptops for rent from library for presentations (more updated Office, PCs) [#1173677]
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more mobile internet access ps vita, phones, etc. [#1173685]

Better smartphone app [#1173686]

More bandwidth on game days/graduation/parent's weekend/ other heavy usage days. [#1173687]

Wifi all over campus. Even outside. [#1173688]

I would make information more known to students. I am not aware of a lot of the technology services that are provided. We have so many great services, so making sure that students know they are available and how to tap into these resources. [#1173690]

Extend wireless service across campus [#1173694]

Make sure the internet does not fall every 15 minutes. [#1173697]

Better wifi coverage an speed [#1173698]

Elearning problems for iPhone and iPad. [#1173700]

It is sometimes difficult to sign onto the internet on laptops especially. I usually have to type my username and password in multiple times before the internet will connect.. I eventually get on but that is a pretty big waste of time especially if you are in a hurry to get work or assignments done. [#1173701]

I am constantly having to re-log in to the campus wifi. Not sure if this is an IT problem or a problem with my device. Also make Howdy's UI a little more user friendly and not as dated looking. [#1173703]

I would include a link from the eLearning page to tamu email (and vice versa). I rarely have to log directly into Howdy, but I use eLearning and TAMU email a lot, so having direct access between those two would be nice to have outside Howdy. [#1173707]

Adequately train student workers before letting them loose on the masses. All other improvements will take time and money, so it's slow going. But slow going is better than not going anywhere. [#1173708]

I would lift some of the restrictions on making passwords for netid accounts. It is hard to make a password that meets the criteria and is easy to remember. I also don't like changing my password so often. [#1173709]

Probably being aware of what resources we have. I bet most of the things that I want we already have offered, I just have no idea about them. [#1173719]

CS Departments management of the H drive fiasco wasn't too great [#1173725]

Faster internet and more reliable connection [#1173727]

I would love to see Wi-Fi service that I don't lose connection to when I go into certain buildings with my tablet. [#1173731]

The only things that I would change would be to provide more stable internet access in North Campus buildings, and to make the wireless network more easily accessible to Android devices. [#1173732]

The quality of the wireless internet when many people are logged on to the server. [#1173733]

Extended wifi range between buildings [#1173734]

I don't have any complaints on how the technology service is running now. I've never encountered a problem. [#1173736]

I would add more wife nodes to campus so that major courtyards and open spaces would have wifi access also, that and stream line the process to get discounted software [#1173744]

I don't have anything that I would like to change. I am pretty happy with the way it runs now. [#1173747]

I would make it so that all of the software available in the computer labs are available to download on personal computers. Sometimes having to use the Virtual Open Access Lab software can be problematic. [#1173748]

One unified website source for class material. [#1173757]

More accessible for mobile phones. [#1173762]

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nothing, it is good enough [#1173764]

Update the campus email to something more simple and easy to use as well as faster and perhaps a different look. [#1173768]

SCANNING! have high speed double sided document scanners available to students instead of the slower than death flatbeds. [#1173770]

Allow people to have access to internet at every corner on campus. [#1173772]

I don't like how you have to get wireless setup on your computer or each device to use it effectively. I think entering you NetID and password should get you access immediately on campus, but I have had problems with this. [#1173775]

Google services [#1173776]

Wifi available everywhere [#1173777]

Wifi that covers every location on campus, not just inside buildings. [#1173778]

Get rid of Zimbra. It is a terrible mail server. Use Gmail Education instead. Also, there has to be a better alternative to eLearning. eLearning is pretty sub-par software at best. [#1173779]

More computers in the Civil Lab...NOT LESS [#1173780]

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howdy should be more user friendly [#1173786]

The wireless is spotty in the engineering buildings. I do understand the challenges of maintaining such a large network, but it frequently goes down in HRBB and ZACH, where computer engineering/science students really need the wireless. [#1173787]

I would make the speed a little bit faster and also make the connection stronger in some buildings. [#1173789]

Maybe offer a computer based training program every 4 months. [#1173792]

Ability of mobile devices to connect to the network faster, easier and in more locations [#1173798]

To have a stronger internet connection that allows every person wanting to get on the internet to have the opportunity. It isn't fair to me that only some students have the opportunity to download notes in class or use Bluetooth keyboards for their note taking, while others have to suffer because they didn't get to connect before the server became bogged down with too many users. [#1173800]

Improve the library interface to better work with mobile devices so it is easier to locate library books. [#1173814]

A functional College specific IT support sytem would be nice. Currently, for the College of Geosciences, one does not exist. [#1173815]

Have wifi available all over campus. [#1173817]

Campus wide as in everywhere I go even if walking across campus, wifi access would be awesome [#1173820]

Make the internet more reliable. Sometimes I can't connect at all, and other times it's extremely slow. [#1173825]

Wireless Internet EVERYWHERE on campus. [#1173826]

I would make wireless internet access more available in outdoor areas. [#1173827]

Increase the Internet's reliability. [#1173829]

Make it faster [#1173834]

Internet coverage. Wifi is nonexistent in the vet school and very limited/slow in kleberg. [#1173836]

I would make the Internet service stronger. Whenever many students are online at the same time, the signal becomes very weak, making it hard to research what I need for my homework. [#1173837]

I am fully satisfied with the services on campus. [#1173838]

Wifi that doesn't suck when other people are using it. [#1173839]

Overall, technology here is excellent! [#1173841]

It's perfect for me! [#1173843]

More outdoor hotspots [#1173844]

More access to cheap software that enables collaboration and research (SPSS, Online Conference Services,etc. [#1173845]

Elearning has been used in most of my classes and it has a few fatal flaws such as extremely strict running environments which makes things difficult to use on mobile devices [#1173847]

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i would like it if the entire campus had good WiFi services because in some pars of the campus the WiFi is bad. [#1173848]

Fast wifi for mobile devices. Specifically iPhone 5 [#1173850]

Making wireless internet available all over campus. [#1173852]

Widespread wireless Internet access [#1173853]

My biggest concern with the technology is the lack of being able to use it on my phone. I am always on the go and if I need to look something up on the bus, or in the car, it is usually to big of a hassle because everything is so separated (elearing, email, etc.. I wish there was an app or something for it all for TAMU students. [#1173856]

I would improve the range of wireless internet service available on campus. [#1173858]

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timely repair of the broken ones [#1173861]

The ability to access more network benefits from home using log in e.g. access a file on my OAL account from home. [#1173862]

I would put plug sockets more accessible for charging devices during class. This has started to be done in the knew buildings such as the new physics building that has a socket at every chair. [#1173863]

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internet [#1173865]

Wireless Internet [#1173870]

I would not change anything [#1173871]

Make wireless Internet more reliable and consistently fast. It's usually very good, but fails when you need it most. I'd also make it so that you can print at a campus printer (using your id) from a MacBook [#1173874]

Apps for wireless devices for campus technologies, ie elearning. [#1173876]

Wi-Fi access for more devices, i.e. printers, game consoles, etc. [#1173877]

Having more technicians available for assistance within departmental IT groups. [#1173880]

Knowing why the whole dorm sometimes loses internet at the same time - just an email with a simple explanation and reassurance that the problem is being handled is all I need! [#1173883]

Switching away from zibra. Howdy email is just not friendly. It would be great to have every teachers email attached to their name when typed into the "send to" bar. [#1173885]

More reliable Wifi internet access in the Northside residence halls would be nice. It tends to disappear unexpectedly. [#1173887]

The wireless connection in Wehner should be improved. [#1173888]

I would suggest more thorough training for the individuals working in the IT department. I have had several issues concerning my computer and have not been able to find the answers for my problems from the staff. Additionally, I am a MacBook user and this may be the reason for my issues with a mostly PC based campus. I am not, however, the only MacBook user on campus. I would like to take this opportunity to complement the IT department and thank them for serving the 60,000 plus students and faculty members here at Texas A&M. Thank you! [#1173890]

Different buildings have different technology support staff, so it is often difficult to coordinate programs that take place in multiple buildings. It would be helpful f there was one central phone number that would easily direct instructors to the appropriate tech support. Sometimes, even different rooms within one building use different technology support offices, so that makes it even more confusing. [#1173891]

Get rid of eLearning and design something much more efficient! [#1173897]

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no extra student fees for it! [#1173901]

Greater in between coverage from building to building [#1173904]

Be more a available. [#1173905]

Make a mobile version of e-Learning. Please. [#1173907]

Easier to understand and stronger wifi everywhere. [#1173909]

Full campus wi-fi [#1173914]

Connect multiple devices on tamulink wpa. [#1173916]

Making the WiFi in Wehner more reliable, at times it is completely unusable. [#1173920]

Free iPads to use during the school year!!! better wifi outside. better chairs at the computers ...they suck [#1173922]

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e-learning system. [#1173927]

More conviently located computer labs. [#1173929]

The coverage in certain buildings on campus. [#1173932]

Detailed schedule on the mobile TAMU Howdy site. [#1173934]

Faster speeds on par with Google Fiber. [#1173936]

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more IT staff.. problems sit in the queue for weeks before someone can fix it [#1173937]

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have WiFi cover more areas on campus [#1173938]

It would be great if you offered some sort of cloud like storage options for a fee. [#1173940]

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better wireless connectivity and quick resolution of issues [#1173948]

Faster connections for mobile devices [#1173949]

I would suggest changing some of the faulty mouses' which have been lying unfixed since long and haven't been replaced. [#1173950]

I would make wireless work not only inside the buildings but also the outside areas. [#1173953]

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n/a [#1173955]

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ensuring that wifi connections work in all buildings on campus. [#1173957]

Clearer instructions on how to set up email and stuff on android devices depending which version their running [#1173962]

Make the internet in the open access labs faster. It shouldn't take me 10 minutes to login to my email. [#1173973]

Faster internet [#1173974]

Have OAL computers all run on the same resolution. [#1173976]

More computer [#1173978]

Faster internet in buildings other than the library [#1173982]

Focus on fast reliable wireless across campus. Try a different set up rather than eLearning. [#1173983]

Wi-fi in all dorms and a little better coverage outside in common areas like directly outside buildings and places were students hang/out study [#1173986]

I do not have enough experience with the services to give a good answer. [#1173992]

Improve elearning [#1173997]

Everything that is involved with howdy working better on apple mobile devices. [#1174002]

Change ELearning! It's too complex, need Canvas? [#1174004]

Quicker response for A/V equipment assistance in on campus spaces. [#1174006]

Easier to connect to the network. [#1174007]

Sometimes it's hard to actually connect to the internet on my laptop, and sometimes when I am connected I still don't have internet capabilities. It's also problematic that in some buildings it's harder to get an internet connection than in others. [#1174008]

That the way the university communicates with students is divided. With Zimbra, ELearning, Howdy, VNet, etc., there are too many websites and places to check for information, and there has to be a way to centralize the communication system to make it easier for students. [#1174013]

I would improve the coverage and efficiency. Some places have better coverage and the internet is faster and some other places have slower internet. [#1174014]

Wi-Fi network across the campus should be available. [#1174016]

More reliable wireless Internet access. [#1174017]

Increasing the internet speed [#1174019]

More accessible on tablets, phones, and other operating systems. Would be nice to consider using to Itunes U to post some classes' lectures. [#1174021]

Reliability of wireless Internet in ALL campus buildings (Bio/Bio and Blocker are especially bad) [#1174023]

The way you access the virtual OAL remotely. There are several problems for Mac users trying to access Internet Explorer. Since most professors assign homework online and require you to use IE, I think it's worth noting. [#1174024]

More reliable wifi. [#1174028]

Make the wireless network accessible by cell phone. [#1174029]

I would improve the internet access throughout the entire campus. It is frustrating having a strong, reliable signal in one building and then moving to another building and not being able to even log on to the internet at all. [#1174030]

Parents can log on same time as students on tamu account [#1174031]

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have wifi access to every part of the campus. Hart hall still not have Wifi connection. [#1174035]

I would add a chat option to the IT support web page. Some questions can be answered quickly via chat; if someone tries to resolve a bigger issue, referral to the telephone option can be made. [#1174036]

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wireless connection [#1174037]

Wifi stability and prevalence. Sometimes there are too many people trying to make use of the same service and it gets clogged up. Provide wireless service to areas experiencing the most traffic. [#1174039]

More computers in WCL, if that's possible. [#1174043]

Faster connections. Sometimes it takes forever to connect in certain buildings. [#1174044]

The laptops available at Evans and Annex for student check out are pretty slow. It effects the productivity level in general. If they can be replaced or formatted in the timely fashion, it will be more helpful. [#1174046]

I would improve the computer labs of certain dept. [#1174047]

I would work on making sure the internet connection is consistent in every spot on cmapus. [#1174050]

Consistent internet! I am booted off on my personal laptop while working in my office on a weekly basis. [#1174051]

ELearning documents readable from iPhones [#1174057]

I have not had any problems with the technology services. [#1174065]

There seems to be a capacity limit being reached in large classrooms. There are time when I'm early and get internet connections quickly. Although if 'm late I won't be able to connect. [#1174066]

Again, an even stronger/faster wifi network. [#1174069]

Provide Microsoft Visio in Virtual Open Access Lab. [#1174070]

I wish it was easier to reset my password. I live in Houston and if I forget my password to login to various university services, I have had difficulty getting help. [#1174072]

Create an noodle app for off campus students. [#1174074]

Having wireless internet coverage in all places that are important to me. [#1174076]

Hope the coverage is wider than before. [#1174077]

At times, my Internet connection to tamu-wpa doesn't connect leaving me frantic when I'm trying to get an assignment done. However, for the most part it does connect and the Internet runs smoothly. [#1174078]

Enable two-step authentication to secure campus sites and combine this with not having to change my password as often. [#1174080]

Make elearning mobile friendly [#1174083]

I find that the university is doing a very good job with the technology services [#1174088]

More outlets. [#1174089]

I would improve the internet quality on west campus. [#1174094]

Please improve the general user-frienliness of the websites by adding more popup lists of what further links are on the link hovered over. [#1174095]

I think it would be kind of cool to start giving access to wifi on buses. Sometimes the cellular networks are shoddy at best, and so it would be cool to have internet access on the bus especially if it's a longer bus ride. [#1174096]

For it to be more mac friendly, [#1174099]

If it were possible to have multiple sessions of elearning running at once, that would make the service much better to use. Sometimes I want to work on multiple classes simultaneously or have multiple documents open reference. [#1174101]

If we could get some better keyboards in the Open Access labs in Blocker that would be most helpful for me. Most everything else is at a good performance level overall, but some of the keyboards in the Blocker labs are unusable which is the most frustrating thing right now for me. [#1174105]

I wish the Internet actually worked in my classes. [#1174107]
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nothing [#1174108]

I would have the classes be more interactive (some classes have clickers to answer questions) like have tablets at the desks or to allow more then 5 to be rented from the library. Have them open to all [#1174111]

There would be better wireless service across campus. [#1174116]
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perhaps a better campus map [#1174118]

Free for all wifi [#1174119]

Improved and streamlined web design with less pop-ups and Java errors [#1174120]

Faster Internet, some sites are slow to upload when using my tablet. [#1174123]

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its all good. [#1174124]

Inform students more about what tools are available to us, so that we may take better advantage of these resources to improve our learning experience here at Texas A&M [#1174125]

Again, stronger wireless signals in classroom buildings [#1174131]

I would want more solid wifi connection in the dorms and classrooms. It's hard to obtain a connection in some spaces and having the ability to easily connect would be beneficial. [#1174134]

I'm a distance students so I'm not familiar with the campus. The recorded lectures I watch are good, so that seems to be working well. [#1174135]

Connections from personal laptops to campus printers. I hate coming to the library to print and having to wait because all the computers are taken. [#1174137]

The consistency of the connection. It seems to be overloaded easily when a lot of people get on [#1174139]

Keeping me logged in when I switch from howdy to tamu email or elearning [#1174144]

There are only two things I can think of. I've occasionally encountered spotty wifi converge in certain buildings on campus. However, it's only very occasional and never really a problem. The other is that I wish the Blocker OAL was open on the weekends. It's not difficult to walk to the SCC, just kind of annoying. [#1174145]

Improve the wireless services because it is extremely hard to get wifi some places on campus even if you have full service [#1174146]

CAMPUS WIDE WIRELESS NETWORK SERVICE. [#1174147]

Elearning needs an app [#1174148]

I am not sure if it's relevant, but I found it hard and confusing to connect to the campus wireless network. We have visitors and speakers very often in our lab, and we have always the same issue with getting them connected to the wi-fi. The instructions provided in the website are not really helpful [#1174151]

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none [#1174154]

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having to change my password so often [#1174156]

I did not counter any need for change. [#1174158]

A powerful, ubiquitous, easy to use revision control system would be great for collaborative projects, or even just for students who want to track changes to specific files. Think like github for A&M students only. [#1174159]

Changing the length of time someone has to wait in order for the computers to log in and load the home-screen and such buy reducing it would be extremely convenient!! It is annoying to wait so long to be able to use the computers! [#1174160]

To be consistent and fast throughout all of campus. [#1174164]

I would like to be able to access the campus server on the same computer as my college server (though this probably won't every happen). [#1174167]

WIFI coverage across campus not just in buildings [#1174170]

Provide a more stable network in Wehner, particularly rooms 113 and 114. The connection in those rooms is not the best at times, but I do realize having that size of a class takes up a lot of bandwidth. [#1174171]

More reliable internet conntections [#1174173]

The speed of internet [#1174175]

It would be convenient if all professors used the same integrated online system (such as howdy/elearning) for all of their online assignments/information. [#1174176]

Be able to access the internet outside of the buildings. [#1174178]

Upgrade all the computers in Zachary. [#1174181]

Computers could run more smoothly. Dorm life Internet should be improved. [#1174184]

I like the improved Wi Fi access around campus, and I have moderately good access on my mobile devices and computer. I think access has improved over the four years I have been here, and I would only add that Wi Fi, and network sharing abilities, are limited in the Academic Building, the building in which I have most of my classes. Keep up the good work! [#1174186]

The visibility of the services and where they are located. It would be nice to know if there are services in locations other than the CSC that I could utilize. [#1174189]

Stronger, easier-to-access wireless network [#1174190]

I was flagged one time for logging into voal from home then logging in from my home computer (two locations at once). this is not a good rule for DL students. I have many monitors at home and often require logging in virtually and regular.... [#1174195]

Provide reliable internet services within campus buildings and on campus outside buildings [#1174199]

I wish the elearning website would have a "master calendar" displaying all the test dates for my classes. [#1174206]

Consistent internet connection and speed. [#1174209]

Improve elearning [#1174211]

The VOAL website should be more user friendly and possibly a quicker connection would be desirable. [#1174214]

More info about what services are available to students. [#1174223]

I think it is fantastic right now. I have have been satisfied at how well they have helped me with all of my issues. [#1174227]

In some of the larger classrooms it is almost impossible to access the campus network due to the number of students in the room trying to use it at the same time. I would look into the cost of improving wifi performance in the high volume areas. [#1174229]

OALs should go back to how they once were, the print kiosks are more time-consuming and much more of a hassle when busy waiting on other students at kiosks [#1174233]
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some of the older buildings have slow/no wifi. [#1174237]
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as a student worker, I would urge the university to buy more licenses to use matlab in the OAL in Blocker. It is a consistent complaint that students are unable to log on when they desire to. [#1174239]

Fastest Internet possible and collaboration technology [#1174242]

Larger WiFi access [#1174246]

Stronger and faster WIFI connection [#1174247]

Faster wi fi [#1174251]

Faster wifi. [#1174253]

Wifi connection outside of buildings [#1174255]

I would improve the wireless speed in highly populated areas (library, MSC) [#1174261]

Easier to find help and FAQs online. [#1174262]

Improving wireless capacity in busy buildings. There is a noticeable difference in wireless speed during peak hours. Some times I cannot load a simple web page when students are not in class. [#1174265]

I'm not sure if this applies, but when i was a freshman the dorms did not have wireless internet. An easy fix would be to broadcast the same encrypted internet wirelessly throughout the dorms as is done throughout most of campus. [#1174267]

If I could improve one thing about the university's technology services, it would be to make university websites more accessible on mobile devices. [#1174268]

I think they do a sufficient job. I haven't really utilized their services during my time here. [#1174270]

Stronger wi-fi capabilities [#1174276]

Probably just availability and speed considering you're in a lecture hall with tons of people all using the Internet. [#1174284]

I would just suggest that the more user-friendly the technology services are, the better the feedback will be from students. [#1174285]

Wireless support for Linux laptops. Rest everything is pretty good. [#1174287]

Close captioning on media used in class, for example in mediametrix. [#1174290]

Just work on wifi! In many of the buildings it's really hard to connect to the internet. I'm not sure if this is with yall but a few extension cords in West Campus Library couldn't hurt either. [#1174294]

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nothing [#1174296]

Provide more software. [#1174297]

More wireless coverage so that mobile devices can stay connected to the Internet using WiFi. [#1174298]

Wireless infrastructure that can handle more users at once. [#1174299]

I would like for qualified tech people to work in the annex and library (if there's ever a problem with computers you have to go over to the SCC. [#1174301]

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just make sure it stays up to date [#1174304]

I think its functioning quiet up to the mark. [#1174306]

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wireless cover every tiny place around the campus. For every course, prepare a video machine to record it then put them online. [#1174307]

Make e-learning faster and remove that annoying browser check for e-learning [#1174308]

Internet reliability in crowded areas/buildings. [#1174315]

More bandwidth. Lots of times in busy places on campus, the Internet runs extremely slowly, if at all. [#1174319]

Better Internet connectivity [#1174322]

Better Wi-Fi at Dorms and Langford [#1174325]

I would move the email servers from zimbra to gmail or some other email service. utilizing POP/IMAP is challenging and hit or miss with zimbra and often i have to take extra steps to send or recieve email via mozilla thunderbird. the other free email services are much more user friendly than this. [#1174327]

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better wireless internet access in more areas [#1174330]

Fix the WIFI in Blocker! Its way to slow and sometimes doesn't work/ [#1174331]

I would have the internet strength improved in classrooms. At times, like in Wehner's larger classrooms it fails and I am unable to access elearning. [#1174335]

New desks and phone system for help desk employees. [#1174337]

More feedback--I feel like there is no one that can answer my questions. [#1174341]

Make the staff more knowledgeable on solving minor issues that occur on a more frequent basis. Add more open access labs with printers near by [#1174345]

More specialized software training programs outside of class (adobe suite, html5, etc.) [#1174346]

There are so many ineffeciencies in the tech department here, the use of severs could make things so much easier, and not make them have to update each individual computer which takes so much time. The IT department here just seems behind the times. My undergrad institution was so much more effecient. [#1174348]

I would change the scope of the internet access. Sometimes I would like to be outside and work on my computer. However, multiple times I cannot access the internet when I am not close to the building. It is not like I am going to steal the internet, I am a student, and student login is required. [#1174350]

Websites need to be easier and clearer. [#1174351]

Campus wi-fi is great and covers a large part of campus, but there are some dorms that do not have wi-fi connection, so it would be even better if all dorms had access. [#1174353]

I would make the wifi signal a bit stronger so that I could work outside in academic plaza on my homework. [#1174355]

A higher level of integration and technological compatibility. [#1174357]

I would just improve the wireless band so the internet does not stop working suddenly or it wont work at all [#1174363]

More wi-fi throughout campus, and stronger connections [#1174365]
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increase the strength of the wifi signal around campus [#1174367]

Better internet connection inside some buildings, and outside of buildings [#1174370]

Have an IM option, over the internet [#1174373]

I find the wireless service at Texas A&M to be quite good. There are some occasions where the connectivity to mobile devices is not consistent and I have to try a number of times before I can connect to the tamu-wpa network. Maybe this could be improved by ensuring by periodic checks to make sure all wi-fi routers are working. [#1174374]

It would be the wireless internet speed in dorms. [#1174377]

More programs like drop box installed on the computers [#1174381]

I'm honestly pretty contented with the service, but I would change the mobile accessibility of certain key websites (Howdy, Cadets Intranet) [#1174382]

Elearning for mobile devices [#1174384]

More help desks [#1174388]

More reliable/faster internet when hundreds of students are accessing at once. [#1174391]

I would make sure the quality of the hardware is high end and make cross platform compatibly is ensured. [#1174394]

A better wireless connection in the dorms who have spot service. [#1174397]

Better technicians [#1174399]

Coverage in major venues like Kyle Field and Reed Arena that is more reliable. The ability for neo accounts to forward all messages to other accounts like my mays.tamu.edu address A more automated guest access request process An easier to use briefcase/dropbox portable files system [#1174402]

More coverage throughout campus, and more Mac-friendly [#1174409]
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more computer areas open to ALL majors with all the programs we could need(I'm an engineer so we use a bunch of different programs and half of the computers will have it installed, and half won't.) [#1174410]

Cheaper and more energy efficient computers. I think that technology fees could be spent in better ways than to buy big screens and fast computers when they aren't really necessary. [#1174414]

I would open more areas to assess wifi on campus. [#1174418]

There should be quips on campus computers when people use social networks. [#1174419]

Faster and more reliable Internet. [#1174420]

If possible improve the internet connection at weiner during the busy times of the day. [#1174421]

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the wireless connection in more places [#1174425]

Teach professors how to effectively use technology rather than going overboard or having no clue how to do simple things. [#1174428]

To make wireless connection more stable, sometimes it is unstable in some of the biuldings. [#1174429]

Faster internet [#1174430]

Possibly reinvest into the outreach of technology services so incomimg freshmen and all students and faculty would know where to receive resources and help. [#1174431]

Make it more easily accessible and widespread [#1174436]

Increase reliability of TAMULINK [#1174438]

I feel fortunate that I have had wonderful support in the departments I have worked in. Jesus Perez and Dallas Ramsey are exceptional IT consultants (not sure of their titles) and I consistently get knowledgeable and helpful staff at the helpdesk when I have called. [#1174440]

Better wifi around Kyle field and the computers on campus. Internet explorer is terrible. Use chrome as a default [#1174441]

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mail system, we need an app. [#1174443]

More instant and easy to understand "how-to's" that can quickly be accessed for many common problems. [#1174447]

Faculty and grad students come first. We educate those heathens and deserve something that makes our lives just a little bit easier. Also, it would be great to have a switch in a classroom to turn off internet connectivity to mobile devices. Just dreaming... Also, eLearning and Java compatibility is atrocious. [#1174451]

Faster wi-fi in large capacity classrooms [#1174455]

I wish the Internet connection would connect faster and stay consistent. It takes quiet a while to get connect to the Internet. [#1174459]

What can be improved is better wifi in the dorms because there are some that do not reach at a certain distance point. [#1174460]

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n/a [#1174461]

I would add support for video game consoles. [#1174467]

Every time I log on elearning from any computer there is always 1-2 pop up windows I have to click out of. Sometimes I am even required to log in again if I am trying to download a document from within elearning. It is very frustrating. [#1174468]

I wouldnt it is amazing [#1174469]

Blackboard elearning system. Not sure if that counts as technology service but it's already being updated so that's good. It's pretty buggy and always fussing with java [#1174472]

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faster [#1174473]

Easier accessibility - I have no idea where you are located, and better selection of software. As well as reliable internet always and everywhere on campus. [#1174474]

I would make the websites easier to navigate and find things. [#1174477]

Consistent wireless reliability [#1174479]

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the wifi-make it more available [#1174480]

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recently other big companies are using remote-connection-to-your-computer to fix some problem on your computer. I think it's time efficient. You can apply same technology to maintain computers and to provide tech. services. [#1174487]

Make access to email or email forwarding permanent. [#1174490]

Consistent service everywhere [#1174491]

Adding more help desk offices around campus. [#1174496]

I would really like to have classes available to learn and get better experience on different software, especially photoshop. [#1174497]

Sometimes I wish they were here later because I have had computer trouble at night while I am working and there is no one around to help. [#1174499]

More mobile-friendly websites that include all of the information that the PC desktop websites contain [#1174503]

Easier access to help; I am not always sure where to take my questions. Also sometimes the network has times where it doesn't work very well, or it cuts out completely, but I'm sure this is because of something that may be out of your control. [#1174504]

Better wifi [#1174505]

I would make the services more widely known, as many students are unaware that excellent technology services exist on campus. [#1174513]

I would like faster internet. [#1174515]

The range of wireless modems needs to be improved, for example the wireless in the lounge at hart does not reach to my dorm in hart, but I have Ethernet for this, so that's okay. [#1174517]

Making it more user friendly, especially in classrooms. I always see people and professors trying to figure out how to get the computers or other projection equipment working before class or delaying class. [#1174518]

Faster and wider coverage of internet access on campus. [#1174521]

More OAL computers and more flexibility to download programs (ie Dropbox) [#1174522]

Up to date computer processing speeds in certain areas of campus e.i. Blocker 104 [#1174526]

Upon first arriving at A&M, accessing the internet was difficult. I believe this process can be better streamlined. [#1174530]

I would really love for the campus websites, email and class forums to be easily accessible through tablets. [#1174533]

Wifi all over campus not just in buildings [#1174534]

Availability of wifi on all mobile devices. Even though I have a smart phone, I cannot connect to the campus wifi. I called the technology office and they were unable to determine why I could not connect. [#1174541]

More speedy and efficient response from support staff. [#1174543]

WiFi availability - repeaters/extenders/routers throughout campus more to create a truly campus-wide network [#1174548]

The university should invest money in other endeavors besides smart board technology. These expensive systems often go unused in college science lectures (at least in chemistry). We have thousands of dollars of equipment just hanging around now. [#1174552]

Slow to adopt new technologies. Especially supporting mobile formats. [#1174553]

More new 27in iMacs in libraries running OSX not windows and make Elearning uploads upload in proper format so I can view documents posed by professors on my iPad completely. [#1174555]

Better mobile versions of websites. [#1174556]

Better wifi outside of buildings. [#1174564]

As an Economics major, some technology in that department is over-due for upgrades. I don't know how individual departments operate, but this would be very helpful. [#1174567]

Add another VPN that allows all traffic redirected through the university - eg. if I want to download a paper from home, I can't through the VPN, as the traffic to springerlink or ACM goes through my ISP, not through the VPN. I feel that if I'm part of a VPN, it should redirect all traffic. I realize that it is done for bandwidth conservation reasons, but it harms productivity. [#1174570]

The internet in the computer labs can be slow at times. [#1174571]

Provide wifi in every ramp in Hart Hall. [#1174575]

Keep updating all the time. [#1174579]

Internet in blocker [#1174580]

I want to have internet access across all the campus. [#1174581]

Most likely the mobile device wifi capabilities in high occupancy areas such as the hall mentioned in previous question. [#1174582]

Improve the mobile website to include links to the syllabus' that are usually found under "view my schedule" in howdy. [#1174584]

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howdy.tamu.edu [#1174585]

I would have better wifi. Sometimes it is slow. [#1174586]

ELEARNING! I hate it so much! It's a horrible website to use, it's not organized well, and it does not work well! I'm not sure if y'all are in charge of it, but please please please get a new program for student's!! Something that is organized, functional, and we can find everything all in one place for convenience!!!! Thanks! [#1174591]

The overall quality of the technology in many of the classrooms in older buildings could be improved upon greatly, and it even seems to malfunction quite often in the newer buildings. [#1174593]

The staffs in the Help Desk centralare really nice, but if there are moe brunches within the campus instead of all of them in one building, that will be even better [#1174595]

Have a more consistent access to open lab computers, it is sometimes a hassle to have to walk to another building for an AOL when there is an 'open' lab in the building that is only open for a particular major [#1174596]

Having it be faster in buildings on the outer parts of campus. [#1174602]

Wireless at Wehner needs to be resolved [#1174609]

Rec Center Dead Zones [#1174615]

Transportation services website, the bus routes webpage is very difficult to use. Should have a start to end destination search for the best bus route to take [#1174617]

Wifi accsess in walkways and pathways outiside of the buildings. [#1174618]

N/A Good work, overall. Test for coverage of wireless signal in various places around campus, possibly covering open-air areas for working outside. [#1174621]

It's hard to say - overall University technology services does an incredible job - I had to put N/A on technology support staff because I've never actually had to utilize them, which I think says a lot about how well the department functions overall. [#1174622]

Offering wireless internet around campus. [#1174624]

The log out system sometimes locks a computer when someone forgets to log off. [#1174628]

Wireless internet availability across ALL of campus property [#1174635]

Better email on phone and mobile devices [#1174637]

Update flash players so that video streaming is allowed. Sometimes these things are not updated on time and it is frustrating when you are unable to update it yourself. Other than that (minor issue) I think the services are really really great and helpful. [#1174639]

The speed and reliability of the wireless network. Having your computer or mobile device go through the process of being re-authenticated by the network can often take several minutes and the speed of the wireless network is not consistent across campus [#1174640]

If I could improve one thing, it would be the speed of the connection on library and architecture computers. Though the connection speed has been improved a bit, it is still slow. [#1174641]

A&M related webpages should be mobile device compatible. [#1174645]

I wish we used a different email service, such as gmail. [#1174648]

Have the staff be more willing to help the students [#1174649]

Elearning is glitchy and runs on java.. it is awful [#1174650]

Increase the coverage of wireless. [#1174651]

No password for wifi. [#1174655]

Have a store that not only provides software at a discounted price, but computers and other devices. Also, have students pay a small extra fee if they want faster Internet.(have it as an option) [#1174656]

The speed of Internet is not consistent depending on which buildings a person is standing in (wireless). It's hard to walk and work when you lose connection. Also, it would be nice if I didn't have to leave certain buildings like Blocker to make an important phone call since Blocker blocks all reception, staying true to its name I guess. [#1174658]

Make it easier to connect to the Internet and have better service [#1174659]

Making it easier to connect to Xbox live. [#1174661]

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broden the aera [#1174662]

Less changing of Howdy password [#1174665]

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more wireless availability and improvement of wireless services in some classrooms in which I have experienced little to no wireless access (ANIN building, 102 HELD, among others) [#1174668]

Have a page on the technology services page that goes over how to connect e-mail with a mobile/tablet device. [#1174670]

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enhance the elearning interface. [#1174672]

This is a minor issue, but I wish I had been made more aware of the fact that an ethernet cable is not a necessary purchase because my dorm has Wi-Fi. But it is useful for when the internet goes down. [#1174675]

Make the online grade system code easily accessible to mobile devices. The wifi must be strong enough to handle high volumes of people in any area. [#1174677]

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making things more accessible on a mobile phone, maybe like an app for elearning and the Howdy website. [#1174678]

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library and shs websites. [#1174683]

Inform people more about remote access to the labs. I use it now, but didn't really know it was there for a while. [#1174684]

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faster speed [#1174685]

Strength of the internet around compus would be great everywhere, especially in the dorms. [#1174687]

More technology help desk locations. Every building is different and seems to get different levels of access to wifi. [#1174689]

Instead of homework web sights and turn in places being in so many different places, it would be more efficient to have one websight with one set of login information. [#1174693]

Easier to access from everywhere. Not as many fails. [#1174697]

Sometimes the internet connection in the computer labs at WCL are faulty, and i think those computers should be the most reliable forms of internet connection. [#1174698]

Wireless connection to the Internet is very bad in some of the buildings on campus, specifically Langford C. The 3rd and 4th floor do not get wireless connections from time to time. [#1174700]

I would appreciate technology that works correctly in the Harrington Tower classrooms. (May not be applicable here, but I am happy otherwise.) [#1174706]

I would want dorm Internet service improved. There are instances where only MY side of the room doesn't have access. It's annoying. Also, some buildings lack decent service such as the Chemistry Building (it's essentially non-exisent there at times). [#1174709]

The effectiveness of the Wifi. It sometimes doesn't work in certain classrooms, areas, or building and it's a real inconvenience. [#1174716]

Improve the VPN connection, if possible. [#1174718]

Having the freedom to use wireless devices within the dorms! [#1174720]

Better wifi access [#1174723]

It's services at Blocker. They are too slow and hardly ever work. [#1174728]

Over the summer, I needed to speak to a representative about Windows 7, and the only time I had to make the phone call was 12-1 (my lunch break). However, I wasn't able to get a hold of anyone because apparently everyone in the Computing Services is on lunch break at that time. If this is still true, maybe allowing an individual to hold a shift that covers 12-1 and have lunch break a different time, that may be convenient for those who are busy at every other hour. [#1174732]

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reliable wireless internet service. I find my self getting kicked off the internet every day or so and it is an annoyance to have to reenter my credentials. That said, the internet services are generally very good. [#1174733]

Faster internet [#1174734]

Have a better help service. [#1174741]

Better customer service [#1174742]

The biggest problem is simply the WIFI speed around campus, the quad in particular seems slow. (I am in the corps) [#1174743]

DIY guides for troubleshooting. [#1174745]

Place new wifi spots and try to make wifi better with higher traffics over the campus in areas such as blocker or student concentrated area. [#1174750]

Better Internet service in all buildings on campus. [#1174753]

Fast Internet everywhere. It often is slow or crashes. Heep center 101 never has any Internet. [#1174754]

Larger bandwidth [#1174756]

Having more available technical support [#1174757]

Overall good support [#1174760]

Provide the same versions of computer applications (such as LabView) on all computers so that files are transferrable. [#1174761]

Increase speed of wireless internet. [#1174764]

Better access in libraries and buildings [#1174767]

Nothing. [#1174769]

Sometimes the service gets overloaded and the response rate is extremely slow. I would maybe try and do something that would increase speed on expected overload days. In addition. I would love for technology services to give us information/training on how to keep up with and protect our personal computers and/or devices from viruses and other attacks. I do not know the best way to do this and would love some direction. [#1174770]

Not much, mainly wireless coverage and improving reliability of important learning websites. [#1174775]

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if i could improve having more faster internet sometimes it slows down and can get pretty annoying when doing an important project or paper. [#1174776]

Better WiFi in classrooms and across campus. for example, some rooms in HECC or Blocker rarely get internet...and they are the classrooms where I have most of my classes! [#1174777]

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better wireless [#1174779]

As far as services offered, nothing. The Help Desk is my favorite aspect of the university's IT department. I can always rest easy knowing that they have me covered for any type of computer problem. Their customer service is excellent! Although as a whole I would like to see less spam email. I don't need to be updated on every new improvement that has happened. I will more than likely figure it out myself in classes where I will use technology. Additionally, while I know student discounts are offered on software through the Help Desk, would it be possible to get discounts on actual computers as well? This isn't necessary but it would be nice. [#1174780]

Nothing so far as I have seen the campus technology is pretty efficient. I sometimes works better and faster than my internet services at home. [#1174781]

Nothing! I think everything is great! [#1174782]

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nothing everything works great but sometimes could work faster. [#1174788]

More privacy rights for students, especially those of us who share both a student and an employee role. [#1174789]

I believe this University should continue improving its technology day in and day out. I believe that with continued improvement, we can be a leading University and cater to everyone's needs. [#1174801]

More reliable and consistent wireless connection [#1174803]

I would make the wireless infrastructure more robust for today's large amount of wireless devices. [#1174806]

Campus Web sites are easy to use. [#1174807]

Trustworthy wireless internet available all across campus [#1174808]

Some peolpes net ids do not work on campus and there is no information about how to fix it. [#1174809]

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faster better wifi. [#1174812]

On campus wifi needs to be improved, I want to be able to stand anywhere on campus and have access to it. [#1174814]

Increasing the distance of the wifi, and improving servers so it's a rare occurrence that you can't log in. [#1174815]

One improvement would be making Howdy mobile offer more serivices like the full site does. [#1174816]

Wireless connectivity in the dorms and classrooms should be more reliable. [#1174818]

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internet connection on more places on campus [#1174821]

Advertising or making known where to go for help with computer or tablet problems. Still confusing to me [#1174823]

Open air wifi...every square foot of main and near west campus... [#1174826]

Make guest wi-fi available to campus visitors without special arrangements [#1174828]

Single email address and password for all sites - outlook, department, university, SSO, IRB etc [#1174830]

Faster in high-traffic areas. [#1174833]

Fix the problem with out of date Java alerts. I understand that it is a security issue and that's why it is out of date. But either modify elearning so that Java is not necessary or do something to disable the incessant pop ups and reminders, it is maddening. Some days Java seems to work ok. I frequently have to do chemistry homeworks online that require java. But from one computer to the next, or even on the same computer on different days, the problem comes and goes and never seems to be resolved. [#1174837]

I would suggest to get a new super computer. Although it is a huge expense, it would be beneficial to the entire campus. I used to come to campus to do work on the computers because it was faster than the one at home, but now I stay home. My home network is more reliable than the on campus internet, and faster. [#1174838]

The spam/ offers I get in my email is too high. This includes my advisor emails which I think I should be able to opt out of. [#1174839]

Better wireless coverage in the buildings. [#1174842]

Seamless, high occupancy wireless access across east campus (uninterrupted access between buildings and improved gameday connectivity, specifically) [#1174843]

I would improve the VOAL capabilities so students off campus could use programs like solidworks 2012 and they would run as smoothly as on campus computers. Other than that you guys are doing great! Not disappointed at all with the tech at A&M. [#1174844]

Improve access! [#1174846]

The stability when lots of people are using it. [#1174848]

Easier access to finding print charges away from OAL's [#1174850]

Wireless internet reliability [#1174857]

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reliable wireless internet over the campus! [#1174864]

There is always a problem with connecting macs to tr wifi. I would chane that because then u would feel more comfortable bringing my laptop to campus [#1174865]

Is there a site to go to that access all of the online education platforms? I am currently taking online classes in E-learning and Moodle and have to go to each to log in. Having a technology page for online learners would be helpful. In that all I would have to do is go to that page and then click on whether I wanted to access E-learning or Moodle. [#1174866]

I hope I can get access to internet on school bus. [#1174869]

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same as i said, continuity of service out side the buildings esp. in frequent shaded areas that are provided with safe electricity outlets as charging stations. [#1174877]

Wifi to every corner on campus. [#1174878]

Do all maintenance during breaks or summer so that services are not out during the main semesters. [#1174879]

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better signals [#1174880]

Just the Wi-Fi connections, for on some places it's not that great. [#1174881]

I would want to improve connectability issues with devices. And make it easily compatible with all devices. [#1174888]

I would make the internet available in every building on campus. [#1174890]

Having access campus wide I have troubles connecting with my TAMU username some times. It is happened to me frequently at Evans library and at Harrington tower [#1174893]

Make sure all the buildings on campus have wireless capabilities (Animal Science building usually doesn't work) [#1174895]

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for there to not be random times that my connection shuts off. And for the mobil app to be faster. [#1174898]

I feel like the current services are adequate. [#1174899]

Have wifi in more places on campus [#1174900]

The wifi in my dorm (Kiest) is iffy at best, I get an intermittent signal that does not allow for reliable use. [#1174901]

Fix the certain spots that do not have wifi, and have more printers scattered around campus. [#1174902]

Wifi in Walton Hall. [#1174903]

Faster more efficient [#1174907]

OAL in most or every building [#1174908]

Better and faster connectivity on west campus wifi. Wifi available at any given place on campus [#1174911]

Faster Internet in classrooms. [#1174914]

I would like the Internet to be faster in larger class rooms and make it easier to connect to tablets/phones in all classrooms [#1174915]

I recently started using TAMU's online IRB submission system and have found that it's much more compatible with PCs instead of Apple tablets. Although it was not a major concern in my case because I could access this site from another computer, it raises the concern that other school websites may have other compatibility issues as well. I'm not sure how much control A&M's information services has regarding this problem, but the one thing I'd change is to ensure that students who rely on Apple products for completing schoolwork are not put at a disadvantage based on this preference. [#1174916]

Improve wifi access [#1174918]

Faster and more reliable. It has stopped working a couple of different times while I was taking online quizzes. [#1174919]

Don't have certain things blocked [#1174921]

I would find ways to increase the speed of the wireless Internet access on campus. [#1174927]

Make it avilable wherever I am though out campus, inside or outside. [#1174928]

I would make it easier for mobile devices to have internet access when walking to class in order to check email. [#1174930]

Internet available in more locations and either fixing errors with ID's or resolving them quicker. [#1174931]

Wireless in Blocker 102 consistently does not work. [#1174932]

I like the security that FileX provides, but I wish it had a better user interface (similar to Dropbox). Additionally, it would be nice if there was an option to set reminders for files that were about to expire. [#1174938]

I cannot think of anything that can be improved besides the wifi problem here in dorm 3 and if there are any other spots with this sort of problem anywhere on campus, they should be fixed. [#1174948]

I would add wifi to Hart because it really sucks not having wifi in your room. [#1174953]

I would change the way we would have to log onto the wireless internet from our Macbooks every time I close my screen or when I leave campus. I want to just turn on my laptop and be connected to the internet automatically. [#1174954]

Completely redo elearning [#1174955]

I think A&M performs the best they can in technology advancement. [#1174958]

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stream matlab for students to download [#1174960]

Some dorm halls tend to lose wi-fi connectivity as soon as you step out the room. It would be good to allow connectivity within a certain range outside of dorms. [#1174963]

Improve email and eLearning. [#1174967]

Continuous Wi-Fi capability throughout campus. [#1174968]

The internet connection speed seems a bit low, especially for a University. The email client is slow, which is what I am probably most disappointed with. [#1174972]

Update the lecture halls. During the fall 2012 semester my LAND 240 professor had to have someone come EVERY morning to restart the computer so that he could log in. It would have been nice for the recurring problem to be resolved after the third or fourth time that he called. [#1174974]

Have more people capable of helping with programs offered on University computers (for instance statistical programs and video editing/converting software). [#1174979]

It will randomly not let me connect to the internet (usually in Evans for some reason), so consistency! [#1174986]

Nothing I can think of [#1174988]

I would like for the wifi services to be faster in classrooms. In some of the classrooms the reception is almost nonexistent. [#1174990]

I would try to find a solution to prevent the connection drops from wireless modems. A possible solution could be adding more wireless modems where the signals are poor. I don't know if there is any other technology for connection drops. [#1174991]

If I could improve one thing, it would be offering classes, online tutorials, or directions to other online tutorials that would allow students to be more familiar with the programs they consistently use as a college student. From Microsoft Word and Excel, to more complicated software like EndNote, it would make college students transition to college a little more smooth especially for those students that are not familiar with technology at all when they come to TAMU. [#1174992]

Minimalism in web design. Nobody wants to be overwhelmed with information, especially when the information needed can't even be found in the sea of information shown on a single page (I'm thinking of the Howdy Portal). [#1174993]

Elearning sometimes does not allow me to view things that I need to, and Zimbra is difficult to reply to emails with. Also, sometimes it takes several attempts to connect to the internet. [#1174999]

Nothing! [#1175002]

WI-FI IN MY DORM [#1175003]

The e-campus: it's old, not practical, does not fully work with every browser... Also, I couldn't find a portal where the galaxy of A&M administration websites is gathered, and it's sometimes hard to know where to look for an information. Suggestion: a portal where you ask a question, and it gives you a list of A&M websites where you're likely to find the solution? [#1175009]

I wouldn't change anything. The university has a wonderful technology service [#1175010]

Not all of the buldings are compatible with my laptop or phone. My dorm is not compatible and neither is my lecture hall in the vet school (room 201). I do not know if 201 is supposed to be compatible but I can't find anyone who can get internet easily in there. [#1175011]

Easier to use Howdy on mobile devices. Not all features are available [#1175016]

I'd make the WIFI in Blocker a lot better [#1175017]

All that i would ask for would be more locations available to access a computer to get onto the internet. [#1175018]

All computers should include google chrome internet browser as a default that isn't erased when the computers reset sometimes. [#1175021]

One user - password access [#1175026]

If you say you're going to cut out somebody's internet service for having their own router in their room then go through with that. There's a ton of people in my dorm that have their own routers and it makes connecting to the internet difficult. [#1175027]

I would change the way Bush School students access printing. Throughout the year they're have been a number of issue with the portal website used to print and has definitely been an issue for many students. [#1175032]

Increase wi-fi coverage area [#1175033]

Wi-fi [#1175040]

I would make WI-FI available in the Corps dorms [#1175041]

Having wifi available all over campus including west campus. [#1175043]

Quit using Howdy as the default homepage. It doesn't help for what most students use computers for most of the year. [#1175044]

An informational video on howdy [#1175045]

Better internet service. [#1175047]

I would change that the wireless internet reaches every inch of the campus; not just the hot spots [#1175049]

Improve the availability of the VOAL system on university computers [#1175050]

I would change the strength of the wifi connection in every building since I always have to reconnect when I move areas on campus. [#1175051]

Internet in certain classrooms is either slow or nonexistent. Several of my professors allow the use of e-mail during class to send them questions rather than having to raise your hand but without internet this consideration is pointless. The improvement of internet signals in classrooms especially would help to enhance my learning experience. [#1175056]

Wireless connectivity is not great [#1175057]

I would make the wi-fi more reliable all across campus. [#1175060]

Nothing [#1175061]

Better wireless network for mobile device or laptop, especially wireless network in the academic plaza [#1175062]

I would like to make the email that is through elearning be linked to my tamu email account. It is to hard to keep up with checking so many different ways of communication from my teachers. Also I think it would be beneficial if when something was updated in elearning I were to get a notification sent to my phone. Possibly even a elearning app for our iphones and tablets. [#1175071]

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combine computer accounts across departments [#1175073]

Faster Internet, more knowledgable/helpful staff in OAL areas [#1175081]

The ability the find and shut down rouge wifi for dorms that impede the university's wifi [#1175082]

More apps for tablets and smartphones. [#1175083]

Two internet ports in dorm rooms so it's easier to access the internet through a wired connection. [#1175087]

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have access to internet outside of buildings. [#1175088]

I would just like the internet to be more reliable and consistent. Many times in my dorm (Aston) it will freeze up and not load a page and I have to refresh my browser a few times to get it to work. In addition, having easier support for other internet-connected devices (i.e. media center like Apple TV, gaming consoles, etc) to connect rather than through a router would be nice too. [#1175089]

More power outlets in classrooms. [#1175093]

Improve the TAMU websites' mobile support. [#1175098]

Nothing [#1175102]

WIFI everywhere. [#1175103]

I would improve the accessibility. I can get internet on my phone in some places but not others for example the Library and the MSC. I don't have an iPhone and I think servicing people who don't have as good of service would be helpful. [#1175106]

WIFI on the buses and an updated version of the bus routes. Is very frequent that online schedules does not coincide with the real time of the buses, specially after 7 pm. [#1175109]

HDC more centrally located. [#1175110]

I wish there was a way to access different department networks from OAL labs. I've never been successful in this effort [#1175114]

Access to answers to questions I have or immediate help that i need. [#1175119]

If I could improve one thing, it would be the wireless internet in campus's older buildings, especially Zachary. Access to online resources are essential to Electrical and Computer engineering as that is directly part of our area of study and yet the connection in Zachary is inconsistent. [#1175133]

Better wifi signal in the biochem building and the harrington building. Plus more computers available in the West Campus Library. [#1175134]

ELearning compatibility across MULTIPLE platforms and operating systems. [#1175138]

More reliable wifi network. [#1175140]

N/A [#1175142]
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the information available. I feel like when I need some help with tech related issues I really have to go hunting for information. [#1175144]

I would try to provide more coverage in classroom settings and buildings that are near Kleberg. Sometimes the signals in classrooms aren't that great and my credentials won't allow me to login sometimes. [#1175150]

I am glad there is wifi in the band hall building now, although I know there are still some buildings and dorms on campus without wireless internet [#1175153]
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more support for open wifi within a greater majority of the dorms. especially in the north side dorms. [#1175154]

I would make sure that the wireless was consistently operating, even during high occupancy periods. [#1175156]

Wifi outside buildings and being able to print from personal computers anywhere on campus to the nearest lab [#1175160]

How simple and easy it is to use the online services required. Examples: Howdy and eLearing [#1175168]

The technology service in the university is really good. However, I would prefer I can have strong wireless internet signals across the whole campus. I usually find that when I am out of a building, the internet signal is really weak. [#1175170]

A rent-to-own service done through the university for low-income or students with financial need. So that students can make payments on a laptop through their tuition and fees, the payment on the laptop will be divided among the tuition based on the students discretion. If the student wants to he can rent to own it and pay payments each semester for all 4 years that he is at texas A&M, so the total price of the laptop would be divided by 8, so a 800 dollar laptop would cost the student 100 dollar payment added on to his/her tuition each semester. [#1175171]

So far so good [#1175172]

An easier way to access campus databases besides the open portal that needs to be downloaded on your home computer. As well as an easier way to access specific departments domains from open access labs that don't compromise some files when trying to open them when back at the specific labs for the department. [#1175173]

Make Internet available and fast all over campus (basements, rooms with poor connection) [#1175174]

Moodle [#1175175]

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have a better system for course registration [#1175176]

I would really like to be able to access the internet outside buildings on campus. Right now it's difficult to find reception outdoors and I usually have to lean against the wall of a building. It would be great if we could get service along the Military Walk, for example, since it's such a great place to spend time outdoors [#1175178]

Most of the Wireless internet connections only extend to the buildings in which they are contained. It would be of additional use if they were available in some of the grassy areas or simply just around campus. [#1175180]

Maintenance should be scheduled for 3 or 4 in the morning [#1175184]

N/a [#1175188]

If I click the Email button on Howdy, it is because I want to check my email. I shouldn't need to confirm that by clicking another button in a pop-up to "Log in to Your Email." [#1175194]

Better service [#1175196]

The one thing I would change would be the accessibility of the wireless internet, sometimes I have difficulties connecting on my mobil devices, but overall everything is top notch. [#1175197]

More computers in study areas around campus. [#1175202]

I think it would be nice to see workshops on many different aspects of technology such as: -how to navigate Microsoft office. -what the other software in Microsoft does and how to utilize it properly -setting

up and securing your own personal router (hacking purposes etc.) -navigating photoshop -tips and tricks -fixing the processing speed of your computer! -etc. [#1175205]

More apple computers [#1175207]

Cover more places for wireless!! [#1175209]

N/A [#1175210]

I would say the HOWDY app. Change the "Back" button at the top to the bottom, because I use the top one more often and it LOGS YOU OUT and you have to start over to get where you want to be. [#1175211]

The speed and reliability of internet [#1175214]

More consistent WiFi, but overall I am very pleased with the technology on campus! [#1175219]

Easier to access documents from elearning on mobile devices [#1175220]

As much as I want wifi everywhere, I really want to be able to use eLearning effectively and simply on my tablet. [#1175227]

It would be helpful for every student to be able to use the campus computers. I have problems with logging into the school computers with my NetID and I know others that have problems with it. [#1175230]
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better website layout and navigation [#1175235]
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sometimes in my dorm (commons- aston) i dont get very good service and had several dropped calls. Im not sure what could be done about it, but its something that i have noticed [#1175236]

Less cost [#1175237]

I might switch from Zimbra to another service. Though I'm happy with the options you can use with it, getting it to cooperate with desktop software (with all its advantages) is too difficult. There were no spaces for praise, so I would say that the explanations of setting up e-mail with different applications--both mobile and desktop--is terrific and probably can't be improved and is very much appreciated. [#1175240]

I don't know if this applies... but the A&M app hasn't had the sports schedules the last few times I've checked it [#1175247]

Integrated computing between open access labs and departmental labs (same login, same storage, access to same software (special software would ideally run off of license servers, same printing, with more 24 hour labs near engineering). OAL computers would actually have the licenses for the installed MATLAB packages or connection with the license server would just work! [#1175248]

Better connection to the internet through my tablet and smart phone. [#1175250]

Everytime I log on to the wifi, I get a pop up box that states that theres an error and I can still run the wifi but it might cause problems. I also heard other people saying they get this same box. [#1175252]

Making the wireless more consistent is the only thing off the top of my head. [#1175254]

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some areas of campus have worse access than others including poor access in some classrooms in wehner [#1175255]

I would make the wifi stronger and more reliable all over campus. [#1175263]

I would love to be able to access my oal desktop and documents from home. It would also be really cool if I could acsess documents from a department computer from a oal computer and vice versa without having to map a network drive everytime. Maybe a university cloud system that could be easily accessed from oal, department, and home computers. [#1175267]

Have more places where the Internet is strong like the msc [#1175271]

Rent digital version of books from the library through Kindles [#1175275]

More wi-fi in spots around campus, such as the rest of the residence halls that don't have it. [#1175281]

An easier way to access campus computers, screens, files, etc, from home. I attempted it one time and never figured it out. [#1175288]

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better internet service in large classrooms like wehner 113 and 114 [#1175290]

Improve the ability to print wirelessly on campus. [#1175294]

The WiFi in the Allen building is spotty and often slower than what I experience on other campus locations. [#1175296]

Change the default monitor resolution. [#1175299]

Better equip dorms with fast, wireless internet. [#1175302]

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to make the wireless service campus wide and not just buildings (even in dorms) [#1175303]

I think that consolidating the websites necessary for communication and homework would serve a big purpose. [#1175318]

Step up the speeds for tamulink. [#1175320]

Make it more accessible to the overall campus (ie in the Mitchell physics building there are spots with not Internet service.) [#1175322]

N/A [#1175323]

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more technology available for professors to use during lecture [#1175324]

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elearning be more mobile friendly [#1175327]

That the internet service would've been available in every place of this campus, some buildings don't get that much of internet signal/internet, like for example all around the Trigon, inside the MSC, and in some building where classes are been held. [#1175329]

I would improve the internet range, and the speed a little. [#1175330]

The glitch that occurs if you renew your student Id and losing internet until you reset your password. [#1175332]

Wider range for wifi [#1175339]

I would improve the access to the university wifi. My computer is not always compatible, make the wifi stronger so the internet is faster because the more students on the wifi the slower it goes [#1175343]

Providing presenters for professors in every classroom. A presenter should enable them to have a laserpointer and forward and go backwards in their slides without walking to their laptop oder personal computer all the time. [#1175346]

Some locations still have slower wifi... fixing that and making sure that it is always stable is the most important thing. (ex. Blocker) [#1175347]

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reinforce the signal of wireless internet [#1175349]

Better wifi. [#1175352]

Increase internet availability in the Emerging Technologies Building (ETB) - during high traffic times the internet becomes sporadically unavailable. [#1175356]

We could always get Google fiber :) [#1175357]

Internet access in the vet school is sporadic especially in the new research building. I would improve that. [#1175360]

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speed and amount of area covered. my internet cuts out randomly sometimes, especially on my phone [#1175363]

There are items that would be useful for my studies, such as a digital SLR camera, but I don't know where to find out if those are available to students. [#1175365]

More Internet access in outdoor study areas like by academic plaza [#1175374]

We need better Wi-Fi in Evans. [#1175378]

The service is great! The one thing I would improve is the caliber of technology. As a graduate student at the Bush School, I do not have access to a reliable printer! I have to go to an open access lab to print anything because I do not know "if the printers are up for doing their job that day". [#1175379]

I have to say compared to other schools I've been to, the websites at TAMU seem very well integrated. The only issue I've had is when I was first accepted my department sent me a letter saying to be sure to sign up for a TAMU email and a neo.TAMU email, as if they were different. It took me nearly a week to realize both emails worked in the email that had automatically been added to Howdy, so I never had to sign up for anything. But that was probably their fault, not anyone who actually deals with the technology's fault. [#1175380]

Nothing i think the technology on campus is really advanced and fast for everyone that uses it [#1175383]

Not sure if the tech services suggestion but it would be nice if the SELL software department could sell you multiple software i.e. if I purchased a Windows 7 disc a couple of years ago to upgrade my computer and then in turn sell that computer I can no longer purchase a Windows 7 disc or a Windows 8 disc. [#1175385]

A way to make the wireless service more reliable. [#1175387]

Speed and accessibility on mobile devices [#1175389]

Just one thing? Increase the bandwidth by a whole bunch so students get fast Internet at all times. [#1175391]

Make wifi available or better in blocker [#1175393]

A good change would be laptops given to each student that had internet services on them would be fantastic. Also more computer labs at different locations on campus would be helpful! Copy Corner fees should be included in tuition, because their prices are outrageous and a way that you could print from home to pick up next day. [#1175403]

Better wireless sevrice throughout the entire campus. [#1175405]

I would add more scanners in Evans Library. [#1175408]

I would increase wi-fi accessibility around campus, especially outside the buildings on main campus. [#1175411]

Expende the location for wi-fi zone(outside of building) and better quality for wi-fi signaling. [#1175416]

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none [#1175422]

N/a [#1175423]

Get the word out there more about what you can do for us. [#1175424]

Have staff that is more knowledgeable. [#1175429]

I think I would want to add a service center to for computers and other non Apple products because calling the actual people to get help with those items can be a hassle and tedious. [#1175432]

I would change the "Code Maroon" alert tone. I do recognize the importance of having an alert tone however that particular sound reminds me of the alarms that went off during Natzi Germany to alert towns that bombs were about to be dropped on their city. If possible, a different alert would be amazing. [#1175437]

The technology services perfectly satisfy my needs. I don't think it would be useful to improve them further beside increasing the fees which already are high enough [#1175441]

It would be nice if once you logged onto a computer, if it automatically logged you into Howdy. It is a pain to have to type the exact same thing twice in a matter of minutes. [#1175443]

Make the information more easily accessible online. [#1175444]

Faster internet that can handle more people on servers at once. [#1175446]

I haven't really used TAMU's technology services very much, but I know that as a graduate student I don't really know much about it. I think more outreach to graduate students would overall enhance technology services. [#1175450]

Have wireless Internet that reaches the outside surrounding area of the MSC. [#1175453]

Consistency [#1175462]
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internet everywhere [#1175463]

Improve the printer in the LLC. It works maybe 50% of the time. [#1175466]

A mobile version of elearning would be awesome [#1175467]

Faster [#1175470]
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eduroam stickers are everywhere, but it doesn't seem to be as easy to connect as the directions say. [#1175471]

Some staff don't know how to operate the scanner when i asked for help. [#1175474]

Whenever I went in to get my computer looked at/pick up software from the ITT building, it just seemed kind of chaotic. Maybe having a better waiting area or system of notifying people how long they will be waiting for. [#1175476]

I would make it to where the wireless network would actually work in Wehner instead of connecting and doing nothing. [#1175477]
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please do not switch over to windows 8, just wait for the next version [#1175480]

Allow hosting servers on ResNet. My freshman year (I'm a junior now) I kept a Linux server in my dorm room that I used for personal use (mostly keeping a setup Linux environment for SSH for Computer Science assignments). The next year, updates and changes to ResNet broke that ability -- ports and/or IP addresses were no longer accessible outside the dorm (i.e. from class). Technical support verified that it was not a problem on my end, and that the network no longer supported this kind of use. I would very much like to see that option available again. [#1175482]

I get disconnected from the wifi all the time... Not sure why, but it would be nice if I didn't. [#1175486]

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iPad access to eLearning. It's been 4 years and I've never been able to access all of my classes content on my iPad. [#1175488]

Most importantly, an iphone app for eLearning. Hopefully we'll have an app when we switch to eCampus. [#1175493]

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the projectors in lots of the classrooms are crooked, and that makes it difficult to focus in class. [#1175494]

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ability to download engineering software [#1175496]

More accessible [#1175497]

Occasional license problems with matlab in ETB computer lab [#1175499]

Increase Internet connectivity consistency in important places such as dorm rooms, etc. for taking quizzes and other timed assessments. [#1175502]

Mosher Internet. It sucks. [#1175507]

For classes, would like to have a consolidated place for course content, homework submissions, discussion, etc. For example, adding a discussion or QA section in elearning so students can ask questions to TAs or to each other. [#1175514]

Improve the internet download and upload speed. During peak hours, loading a video may take quite awhile. [#1175516]

Make computer repairs free. [#1175518]

Get more knowledgeable people at the computer help center. [#1175521]

Overall technological resources are great. I am a biomedical engineer and spend most of my time in the ETB where we have a computer lab. Occasionally there are not enough Matlab licenses. [#1175522]

I would allow the use of private wireless routers in all the dorms where the structure of the building (or anything else, for that matter) prevents reliable wireless internet access from Tamulink. Lechner and Hart, for example. Sometimes, ethernet cords are not practical, and wireless is important in this day and age. [#1175524]

I hope the price of IT maintenance (re-install the system) can be reduced or free and provide more cheaper software for students. [#1175529]

Increase web speed in Blocker, also allow for printing from non university computers. I.e. I'd like to be able to be in a computer lab on my personal laptop and send a document to a printer and have it allocate the necessary pages from my printing quota. [#1175534]

I've only had interaction with the university's technology services once, and the woman I dealt with was very difficult to understand and somewhat rude. It left a lasting impression on me, and I havent asked for help since. I would improve the customer service. [#1175540]

Wi-fi would work better it Wehner. Sometimes it slows down and doesn't load pages. [#1175541]

Add more professional softwares [#1175542]

I would improve the wifi service in Blocker. Of all the builings I have been in, it by far has the worst wifi signal. [#1175543]

I would allow students to install programs onto their OAL computer accounts. If that is not possible, adding dropbox and google drive to the OAL computers so that we don't have to use a web browser to sync our cloud files would be awesome! [#1175544]
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more printers in library [#1175546]

Better wireless connectivity in dorms and on campus housing areas. [#1175548]
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website quality [#1175553]

Wifi should be covered across the whole campus area [#1175554]

Putting a small bank of open access printers in the MSC [#1175555]

Better internet connection in offices such as Bizzell Hall West. [#1175556]
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nothing [#1175563]

If could print from my laptop or phone/tablet to a university printer wirelessly, similar to the OAL computers, that would be cool [#1175571]

Instead of using multiple class websites (eLearning, Piazza, Webassign, Professor personal, and other) use one central website so that keeping up with these classes would be easier. [#1175572]

A broarder range of wifi [#1175579]

Better wireless internet service [#1175584]

Larger coverage of wireless internet. [#1175586]

More Wi-Fi throughout campus. [#1175588]

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the speed of wi-fi [#1175591]

I would improve the Texas A&M app and create other apps for smartphones for students to use. [#1175593]

Improve Internet connectivity and speed [#1175595]

It would be good to log in to one service say email and then automatically be signed into other services such as e_learning and Howdy when we open them. [#1175596]

That the wifi is faster and reaches all areas. [#1175598]

I do not know what could be done, but there are times that I am immobile in a classroom and my laptop will lose the wireless connection repeatedly. [#1175599]

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the information should be accessible more easily on the website. it takes so much effort to find what are you looking for. I was trying to get after hour access to a building in the past. IT told me there is a form online. couldn't find the form. [#1175602]

I would change the TAMU mobile to include the ability to access email. [#1175603]

Make it faster [#1175604]

University Apartment Internet Stability. We lose link to the Internet occasionally. [#1175609]

With out a doubt, I would improve the user-friendliness of Howdy. It is very cluttered, confusing, tries to put too many links and features in such a small space, and it leaves most students feeling lost and not even bothering to figure out how to use it's many useful features that I know it has somewhere in there. Please clean Howdy up. [#1175611]

Wi-fi works relatively well throughout all of the campus buildings which I frequent. However, in public outdoor meeting areas (Simpson, Trigon bus stops) are unreliable. [#1175613]

Nothing to change - very helpful. [#1175620]

OGS website is impossible to navigate unless you know exactly where to look [#1175622]

I wish it were faster and it seems rather difficult to use the university website on a mobile phone. It is confusing and not consistent throughout all of the colleges. [#1175623]

I see no problems that need to be changed. [#1175625]

N/A [#1175627]

The internet could be faster. Adobe Photoshop could be offered as a software that students can get a discounted price, like Microsoft Office. [#1175635]

More computers and printing services available in all buildings around campus. [#1175638]

Make the Wi-fi services in the dorms more reliable. I can't tell you how many times the internet would suddenly give out in the middle of important study sessions. [#1175641]
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forward @neo.tamu.edu emails in addition to the @tamu.edu email [#1175647]
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faster on campus residence internet [#1175648]

Wifi at Kyle field and on the buses. [#1175654]

Wi-fi in ALL dorms on campus. [#1175655]

Using the howdy website can be difficult to log on to and service can sometimes be very hard to find [#1175658]

From a student standpoint, finding a way to boost the bandwidth would be helpful, especially that of tamulink. From a IT worker standpoint, making it easier for IT workers in various departments ask questions of each other (say in a centralized location / forum) and share knowledge would make my job easier. [#1175661]

Better wifi Access to the Corps dormitories, and areas surrounding the Quadrangle. [#1175662]

Better service for my mobile device through the entire campus; it will often say I have full service on the campus wifi, but nothing will load. [#1175665]

Higher capacity, in some buildings the service becomes sluggish due to the high volume of students. [#1175668]

An app for eLearning and Howdy for my phone. [#1175676]

Faster wifi [#1175678]

Neo email, it's terribly slow and hard to work with, yet we need it as students. [#1175679]

Faster service in the science building [#1175680]

The range of wireless internet availability seems to vary greatly throughout campus. There are several buildings that I consistently have problems getting wireless internet access. This can be frustrating at times and it would be much better if the wireless internet access across campus was uniform. [#1175683]

If I could change one thing, it would be to have more printers available throughout campus. [#1175686]

Speed and reliability of wifi. Far too often the wifi is inaccessible, slow or malfunctioning. [#1175688]

WIfi in places that is not available (agronomy road) [#1175692]

Wireless needs to have more coverage around the vets school. [#1175693]

Unify wifi coverage so that I don't have to connect to "tamulink-wpa1" and "tamulink-wpa2" and "tamulink-wpa3" (etc.), depending on where I am on campus. [#1175699]

I would allow dorm rooms to have their own IP address or allow them to have their own repeater/modem in each on campus dorm. (provided by the university or on their own) [#1175700]

Technology used for "learning" such as clickers and such. Most professors spend the majority of their time fiddling with settings and what not. This is very annoying and it happens numerous times. If a professor is well versed in the software, I am fine with using the tech, but it's when a professor has no idea, and the tech that comes to help has no idea which causes a HUGE issue in lectures. [#1175701]

Become mroe customer centric. [#1175706]

The overhead system and computers that the professors use in the classes fail too often and they have to call somebody to come and fix it and sometimes it gets resolved during that class period and sometimes it does not. [#1175708]

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computers everywhere... EVERYWHERE [#1175710]

Improve kleberg's Internet service. [#1175711]

I hope that the technology services department at A&M will lead the school toward new styles of teaching. [#1175713]

More education on what is available and provided by university technology services for students. Better info on what is "out there" would help! [#1175719]

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consistent [#1175720]

Faster, more reliable internet across campus [#1175723]

Notification of billing without utilizing threats or frightening terms and phrases. Let students know you're willing to help with issues (especially financial) should problems occur. [#1175724]

Just faster and longer range and coverage as well as running the Formor students page through A&M to make ordering and getting my time for the day faster. [#1175727]

Having an elearning app for mobile devices, allowing PDF and adobe files to be viewed on mobile devices as they are not currently support. [#1175729]

Wireless internet encompassing the entire campus and not just within classroom/office buildings. [#1175730]

At one point, I needed to have a professional skype session, and my latptop was not working. It would be nice to have access to a computer with a webcam or teleconferencing technology [#1175737]

I would like to see wireless internet access inside all athletic facilities, including the athletic training rooms. [#1175739]

My personal laptop cannot pick up the wifi in the MSC or Rudder, so I would like the wifi strength to be consistent. [#1175746]

Faster bandwidth or internet connection. [#1175756]

Internet coverage and reliance at Trigon. [#1175759]
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coverage area [#1175760]

Make interment accessible all over campus. [#1175762]

Not have a password for guest wifi. [#1175766]

Provide a place where students can "meet" online to collaborate on homework or study for tests together [#1175768]

For it to be quicker and more accessible throughout the university. [#1175769]

I would make the wifi more adaptable and the ease of access better. [#1175771]

Wi-fi very often goes out or is very slow. [#1175772]

I would change the email service to google. [#1175774]
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easier to access from home, more mac support. [#1175775]

NA [#1175776]

Faster wireless internet. More outlets in the library. [#1175781]

Extend wifi radius [#1175785]

Wifi that is consistent and fast everywhere (you're almost there!) [#1175787]

More open access labs to be able to print more places like he msc [#1175788]

Wireless service has improved significantly over this past year. However, it has always been poor in the trigon area of campus. [#1175789]

Better access to elearning through Mobil devices. By better I mean the same as on a PC. [#1175791]

I am happy with all of it. [#1175792]

I would just improve the overall Wifi connections if possible [#1175797]

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sometimes student searching for journal articles at their home, and we can't access to some journals due to unsubscribed status (personal network). So, I think it would be the best if we can log into the Texas A&M University Library system and using the library access password to access all the journal articles from our home. So that we can do our literature search at 24/7 and at any places. [#1175798]

Perhaps, the speed in which it operates. [#1175800]

Update the financial aid portal layout to be more user-friendly [#1175801]

Faster, wireless Internet everywhere and updated apps. [#1175804]

A central IT service with young people and skillful people. We are not in the dos era anymore. Encorage people to use linux. [#1175805]

I consider my skill leel and knowledge lower than most people my age. Sometimes, I really need Technology for Dummy help and don't want to feel stupid when I ask for it. So maybe more awareness that technology isn't necessarily one's talent awareness would be nice. [#1175806]

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sometimes my computer won't connect to the wireless so if that could be better [#1175812]

More consistent wireless access. [#1175820]

Not all areas of campus receive internet service. I have experience this in Rudder Tower. I have the best reception around the bathrooms and vending machines, but barely have any in the area of couches closest to the Trigon area with the shuttle buses. [#1175822]

Make the email and online sites like eLearning more Apple friendly [#1175824]

I dont really know of any change that I would make at the time. [#1175825]

Faster internet services and more reliable [#1175827]

Have WIFI across campus. [#1175833]

A much more informed help desk that could help with something as simple as a windows problem to something as complicated as unix questions [#1175839]

Connecting laptop computers (Windows 7 and 8) to the wireless network eventually works but it has trouble connecting initially and I cannot find a reason for this. This happens to everyone I know the first time they connect their laptops. [#1175846]

I just want elearning to fully work on mobile devices. Not being able to see a full assignment is anoying [#1175847]

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speed to open up the publications [#1175848]

That there was a wider bandwidth in high density usage areas to promote better connections and faster downloads [#1175850]

Better wifi! I wish it was stronger all across campus [#1175853]

I would make wi-fi available in every building on campus for access to Howdy, TAMU email, etc. by laptop and any other mobile device with sufficient band width so that it runs a lot faster. [#1175854]

Printer maintenance would be more proactive. [#1175855]

I'd like to see more free downloadable content available. [#1175864]

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ability to contact them via a live chat instead of waiting for a response via email [#1175868]

NA [#1175870]

One thing some professors have problems with is getting the drawing pads to work properly. Maybe providing a training session would be beneficial due the fact that time is lost during class when trying to figure out how to make it work. [#1175873]

Make it so elearning worked properly on my iPad. [#1175875]

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easier access to elearning and howdy from the phone [#1175878]

Consistent, high-speed internet available all over campus. [#1175880]

I think I would like to be better informed on what items are available to rent from the school. I know there are items available, but I do not know what. Fish Camp and T camp would be great opportunities to inform incoming students on these services and how they can utilize them. [#1175887]

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a computer lab/ printing area in heavy traffic buildings [#1175888]

Better Internet coverage. [#1175889]

I would improve the quality of the wireless internet via mobile phones. I know a lot of time the internet won't work or is very slow on my phone and I have AT&T. I don't know if it is my provider or the internet. But if it is the A&M internet, then that could be improved. [#1175890]

Faster internet [#1175895]

Having more than one login account is difficult to remember, insecure, and time-consuming. We need a single userid and password for the TAMU System. [#1175901]

I would like to see an OAL in the NCTM building. [#1175902]

Even though the internet is fine most of the time, I would still like a faster and more reliable connection. [#1175904]

Better wifi out doors [#1175909]

Coverage, even if it is slow. [#1175910]

I think the technology center is very helpful whenever I have problems with my laptop, though sometimes it takes a really long time (few days) for them to fix my computer when it just had a virus. [#1175912]

To have better wireless [#1175915]

I know they've added much more internet access around campus, but it would be nice if I could get it not just in buildings. Eventually, I think the student general population would like it to be completely wireless - including buses as well. [#1175916]

Clickers. A good idea, but the bugs in the system are not worked out it seems. [#1175918]

Wi-fi campus wide, including outdoors. [#1175919]

I would change the email service. It has caused many frustrations. [#1175921]

Get rid of Zimbra - doesn't even work with ie10. Just go with gmail. [#1175924]

MUCH better wi-fi all over campus. [#1175928]

I would allow for a service where you can email documents you wish to have printed on campus, and then pick them up from the SCC. [#1175933]

I think the IT in our campus is pretty good! [#1175937]

Cross platform integration and innovative methods to make interaction between the students easier and faster. [#1175941]

I would chose to have the internet in my dorm, Mosher to work. Not only to just work, but also to work well and efficiently. [#1175945]

Making sure all classrooms have strong working wifi. I have experienced classrooms with wifi connection but cannot connect to internet. [#1175949]

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not have so many setting restrictions all programs loaded on all computers. Also something i would like to see is to be able to wireless-ly print documents from my laptop to OAL printers [#1175956]

Having more programs available for download, all hd channels, and faster, more reliable Ethernet connections. [#1175958]

Allow use of more files in VOAL [#1175963]

I am very pleased with the present technology services. [#1175965]

I'll give you two: The vastly bureaucratic process (training, employer verification forms, etc) required to gain initial compass/instructor access on Howdy. The fact that e-mail forwarding (from tamu.edu to navy.tamu.edu) only works for certain messages and not all. [#1175969]

I would improve on providing campus wide fast, reliable internet! [#1175970]

I honestly can't think of anything! I am quite pleased with the range of WiFi on campus, the speed of connection, the availability of OAL computers etc., my positive (though few) experiences with tech support... using technology is effortless on campus, which is a compliment! [#1175971]

Improve Wi-fi coverage in most residential halls while increasing download and upload speed of the wifi. [#1175978]

-More advertisement about available software for purchase -More advertisement about available help for dealing with computer issues on campus (where to go to fix a personal laptop that's not registering availabe wifi on campus, etc.) -Are there campus services that deal with virus infections on personal laptops/computers? [#1175984]

Having full bar internet(Wi-fi) on any device anywhere on campus and keeping it like that as I move from one area to another. [#1175985]

Having more knowledgable TA's for all matlab classes. [#1175987]

I do have trouble with the A&M app, specifically the bus routes. If I want to look at the next day bus schedule, I never have luck when I change the date to the future. I usually have to get on my laptop for it to work. So, if I could change one thing, it would be to make the bus route schedule to work on my phone app better. :) [#1175988]

Explain to professors that each class does not have to be an IT class. It seems that some professors are more interested in technology than the discipline they are teaching. [#1175989]

To have support for more devices other than a computer and iPhones. [#1175993]

I wish there was more computer availability spread through out campus instead of only in concentrated areas. If there are other computers in other areas, it would be great if it was advertised more to cut down on traffic issues. [#1175995]

The wireless internet should be available in the same quality all across campus. [#1175997]

Increase internet coverage across the campus. [#1175998]

Better wi-fi coverage across campus (especially west campus and the vet school area) and more reliable connections. [#1175999]

Fewer trainings. [#1176000]

Wifi in all the dorms and Academic Plaza. [#1176001]

Adding reliable wireless internet access to my dorm. [#1176003]

Better wifi for mobile devices in classrooms. Especially in Wehner. [#1176005]

All of the services work great. [#1176006]

The wifi connection, sometimes is not even available in some classrooms. [#1176010]

Mobile web support, and zimbra. The zimbra client doesn't work properly sometimes for me. [#1176011]

Wireless internet is very weak in some areas (College of Veterinary Medicine comes to mind), and can sometimes run very, very slow when a large number of users are on at the same time such as in a library. Perfection is not expected, but improvement would be nice. [#1176016]

Better service in large lecture halls, such as Blocker, that tends to not always work as efficiently as students would like. [#1176017]

Faster internet [#1176019]

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one login and password [#1176023]

I would like better wireless Internet and more open access labs. [#1176024]

Having to go through a certain website and so many steps to set up the internet access on my laptop. [#1176025]

More widespread wifi (i.e. in Academic Plaza, etc) to do work outside. [#1176028]

More reliable Wi-Fi connection on campus for mobile phones and laptops [#1176031]

Put more plugs in te libraries!!!!!! And make the mobile versions better!! [#1176035]

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faster connecting internet [#1176039]

Faster wifi [#1176041]

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the best internet i ever had. keep going! Great work [#1176048]

Make the internet access more available [#1176049]

Better hours for Bush School IT services. [#1176050]

Wireless coverage range. [#1176056]

I would improve the WiFi accessibility in certain areas. [#1176057]

I wouldn't change much. WiFi has drastically improved since last year. I like where everything's headed. [#1176058]

There's not much to change, in my experience you guys do a great job so thanks! [#1176059]

Faster internet services in large classrooms/in the library. It seems to run extra slow when a lot of people try to log on at the same time. [#1176062]

Fixing the WIFI IP address allocation and improving WIFI coverage in the ZACH building. [#1176066]

Easier access to the internet on a mobile device [#1176071]

I would make e-learning more reliable. [#1176073]

Faster, more reliable Internet everywhere [#1176074]

Mac wireless accessibility could be a hassle sometimes. It would be nice if it was easier to connect wirelessly with mac laptops. [#1176077]

Provide instruction to instructors on the technology in classrooms such as with the Elmo systems. A lot of classrooms are set up with great technology but I wouldn't upgrade anything until all of the professors learn to operate all of the equipment. I think they would utilize the technology more if they knew all of the capabilities. [#1176081]

The corps dorms need to have whir less Internet. [#1176085]

Access to internet at all locations on campus. [#1176090]

More computer labs and more printers. [#1176092]

Internet reliability and speed. [#1176093]

The speed and connection of the wireless internet to be faster and more reliable [#1176095]

At times I have to login multiple times because the wifi signal is not strong in the dorms. [#1176097]

More free help classes for engineering software to students [#1176099]

Keyboards of computers at Evans Library are very dirty, at least for last semester. But those at PSEL are clean. I hope those computer keyboards could be cleaned more often at Evans. [#1176101]

Sometimes the internet is little slow when it comes to loading pages. other than that, i'm very satisfied with the coverage :D [#1176106]

Wireless network coverage. There is no coverage in between buildings. [#1176111]

I just really want better coverage of wireless internet. [#1176115]

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make mobile syncing easier. [#1176116]

If there's a code maroon active, put it in Large letter on the FRONT page of howdy. I hate always being the last to know. [#1176118]

More consistent wifi that doesn't crash, and provides quick internet speeds. [#1176121]

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1. SPEED OF WI-FI 2. RELIABILITY OF CONNECTION 3. SPREAD OVER AREA ON CAMPUS [#1176122]

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more places to print documents [#1176129]

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the stability of the wireless system [#1176130]

Faster speeds [#1176135]

Everything is great! [#1176136]

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wireless everywhere [#1176147]

I wished I could print to the OAL and SCC printers directly from my Laptop. [#1176152]

There are rare times that the service seems to drop and I would like to never see that because when it happens, I usually have assignments I am trying to turn in. [#1176153]

That the wireless covers all of campus. [#1176155]

I would like to have the internet be quicker and more reliable in terms of being able to connect wirelessly. There have been many times and places on campus when I couldn't get a very good signal through the A&M wireless network which lead to complications in completing work or participating in classes where the power points are on line. [#1176158]

Everything is great! [#1176164]

They should have a more visible presence on campus. [#1176168]

Some of the websites used are relatively intricate, with many links that's a little messy. Compressing things may make navigation easier. [#1176170]

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more consistent internet within elevators [#1176172]

The reliability and availability of the wi-fi service. It is very spotty at times. [#1176173]

Made available in more buildings on campus [#1176175]

Wireless everywhere - right now it's just inside buildings. [#1176179]

Internet speeds. [#1176180]

It would be nice if there were printers in the MSC. [#1176182]

Make the wireless internet connection in dorms and classrooms stronger and faster [#1176184]

THe ability to change our account name. I picked mine my senior year in high school and really wish that I didn't have to keep the same one [#1176188]
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give the prof the ability to block texting and phone calls in class so that other students do not distract me. [#1176190]
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eLearning is really not user friendly. I know you are switching to another service this fall, but I sure hope its performance outdoes eLearning's performance by a long shot. [#1176198]
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sometimes, the dorm wifi is spotty, and has problems staying connected. [#1176201]

There were times when we had a problem in changing the interface from power-point to the projector. It is still not fixed now. A better service regarding to fixing the problems may be good. Also while accessing the lab we need to sign in to the college portal but it takes too long to log in. I mean log in time after entering the passwords is slower than usual. Also there should be a facility to change the password to the log in from departmental labs. May be i am not able to locate that so a means can be developed for doing the same. [#1176214]
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faster printing that doesn't always have an issue [#1176216]

It's all pretty good! [#1176219]

My computer crashed earlier in the year and I found it rather difficult to get software installed on my computer on my own. Being on a tight budget I couldn't afford the service of having it done for me. Instructions on how to install software wold be nice. [#1176221]
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need more 24/7 Open access lab. [#1176226]

Campus technologies have worked fine for me i have no suggestions [#1176230]

I would like to see the University up to speed and on top of need technologies like other industries. [#1176234]

There is really nothing I would improve about the technology services. I have had very good experiences with the service. [#1176235]

I would have an on-call service person so technology issues in classrooms are resolved more quickly. [#1176236]

Faster internet service throughout the campus [#1176244]

Consistency campus wide [#1176254]

I would implement wireless printing, so that I could log in on my personal laptop and print it out on a university printer [#1176256]

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faster internet speed through the campus (at least important hot spots) [#1176258]

Touch screen computers or tablets available to borrow would be interesting. [#1176261]

Provide advanced troubleshooting tips for wireless connections. [#1176262]

All of the technology available to me at the Allen building exceeds my minimum expectations. [#1176269]

Faster and wider. [#1176272]

Make the wifi more campus wide and make it to where it dorms t randomly disconnect In some buildings. [#1176273]

I'm sorry I don't have any suggestions. I've never really encountered a problem with tech services and have been happy so far. [#1176275]

More/better Ethernet ports in the Commons dorms. Although I won't live there next year it was an issue I am experiencing and think it should be improved for future Aggies. [#1176284]

The speed of WiFi and the amount of malfunctions it tends to have. [#1176285]

Fast, reliable campus wide wireless internet. [#1176287]

Make the wireless connection more accessible. [#1176291]

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sometimes I just find it hard to connect when I do use it. So, easier or a tutorial on how to connect. [#1176292]

More wifi reliability [#1176295]

The wifi can be a little slow on campus, but with so many students its understandable. [#1176296]

Wifi in all buildings, including dorms, on campus [#1176298]

WiFi in Hart Hall. [#1176301]

More consistent wi-fi connections [#1176303]

Ensure reliable wireless coverage is available in all building across campus. [#1176311]

I would change the Internet Access speed [#1176323]

There would be more communication about the different products and programs offered so mods students and teachers would use them. [#1176329]

The connectivity to wifi access in ubuntu laptops. [#1176331]

I would like to not have to put in my password all the time to gain wi-fi access when I go to different parts of campus. [#1176335]

More computers in and around Evans. They are almost always being used, or being used by students for non-school work related things, which is frustrating when I am trying to print a paper [#1176341]

Make the Internet at the vet school more reliable [#1176346]

Better wireless connection for mobile devices. [#1176350]

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use gmail server for tamu email [#1176354]

I would like for internet speed to be adequate throughout all areas on campus, some areas of which (mostly class rooms) wifi does not word for computer or mobile devices. [#1176372]

Ability to download documents or open them fully on elearning from a iPad [#1176373]

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making the email more efficient- neo.tamu.edu versus tamu.edu-- the graduate students and faculty in my department cannot parse the difference and do not know how to access the tamu.edu email [#1176378]

Better mobile apps. [#1176381]

I've noticed that there is occasionally some inconsistency in the campus wifi, in terms of not being able to access it or randomly being booted off of it. My one change would simply be to smooth those inconsistencies out because they can be disruptive to productivity. [#1176386]

I have had difficulty getting code maroon text messages and the emails I receive are not coming through in a timely manner. I have been in classes where projectors have failed but besides that every thing is very high quality. [#1176387]

Nothing I can really think of [#1176396]

Better wifi connectivity (consistency, strength, speed) [#1176407]

Make the full strength wifi available everywhere on campus. Inside buildings, there are no problems, but when I am walking to class trying to listen to Pandora or access the internet, the coverage cuts out quite often. [#1176408]

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nothing, i think it works pretty good. [#1176409]

I have nothing to offer. [#1176412]

Wifi in every on campus building that is accessible to students (the wpa network). [#1176414]

Develop wider compatibility with mobile devices as well as providing timely updates to existing platforms for mobile devices. [#1176415]

Easier access from a tablet for elearning and webassign. [#1176418]

Like i said, campus-wide wifi would be awesome so that we can study outside of buildings when the weather is really nice. [#1176420]

I would try to make it more stable and consistent within all the buildings. Certain older buildings have very inconsistent wireless networks that are always dropping. Other an that the connection is stellar. [#1176421]

The wifi in all classrooms. For the most part the wifi is really fast and easy to connect to but in some buildings it is hard to. One example in the psych building during my psych class I can never connect to the internet. It might be because there are over 200 kids in my class but I'm not really sure. Other than that one problem the wifi all around campus is really good! [#1176422]

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some computers are really slow, and in some places the internet is also slow [#1176424]

I think customer service is number 1 and you are doing a pretty good job answering phones and being efficient. I would like to see some employees more enthusiastic about helping us, not everyone knows everything about computers. [#1176425]

Faster [#1176430]

Better wireless coverage. [#1176432]

All of the Texas A&M homework websites available on IPAD [#1176435]

Improve the wireless signal strength in top two floors of Evans library. [#1176438]

Wireless connection for mobile devices. [#1176439]

More consistent VOAL service [#1176440]

Google e-mail interface [#1176442]

I would enhance the wifi in certain areas. Kleberg especially. [#1176455]

Better connectivity outside. I often study outside the library and the internet is very weak there. [#1176459]

The internet can connect a bit faster, especially in blocker and Harrington. [#1176460]

Occasionally, the wifi on campus can be very slow, but nearly all of the time it is fine. I have not had any real issues with the university's technology services. [#1176464]

More experience staff in the departments [#1176467]

I would like to see more apps for mobile phones and tablets from the university. [#1176471]

Wifi on the bus [#1176475]

WI-Fi in each and every place. Not only that, it should be easily connectable [#1176480]

I have the majority of my classes in Wehner, the reception in there is very bad, if that could be improved in any way that would be great. [#1176485]

I'm actually pretty pleased with the technology services. whenever I've needed help the people are really nice and are able to solve my problem pretty quick and now that the campus' computers have chrome as a search engine things seem to be better on my perspective. :) [#1176486]

I would improve the speed of wireless/wi-fi services in buildings that I take classes in, since sometimes they are too slow. [#1176490]

More tamulink-served facilities. [#1176492]

The log on for the internet is sometimes hard to get working. Accessing the internet should be the least of my worries when I am trying to do work, however at this institution it can sometimes be the hardest part of my tasks. [#1176493]

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wifi in all areas [#1176494]

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adding Wi-Fi in every dorm [#1176496]

Consistency throughout the campus [#1176498]

Make wifi more reliable in the dorms [#1176502]

Switch from the current email provider to yahoo or gmail [#1176514]

Faster internet in mays business school buildings [#1176517]

Nothing [#1176519]

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faster wifi [#1176520]

I would like to see the wireless work even outside of buildings, maybe even on the buses. [#1176523]

More wireless bandwidth in places like large lecture halls where there are many students. Stronger wireless signal to outdoor areas on campus where people can study. [#1176532]

Fix the wireless Internet in the VMS building! Sometimes it takes forever to connect and a lot of the time it will kick you off not long after getting connected. [#1176533]

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some facilities, like the Allen building, have started using smart boards, but this kind of jump in technology isn't always helpful. most teachers dont use them and i see them as a waste of student funds and resources. Technology doesnt have to be complicated and flashy to make a benefit, and in my opinion it shouldnt be. Just keep it simple. and increase the bandwidth [#1176536]

The fact that we have to login to elearning and howdy every single time we exit and reopen the browser; that get's pretty annoying. I can completely understand the need for this security for the finance portal, but is it really necessary for anything else? [#1176538]

I would make the wifi better at the Vet School. [#1176541]

The wireless sometimes does not work on my phone. I'm connected but have no web browsing capabilites. [#1176545]

I would have more Apple computers around campus. It is a computer that many students are familiar with and it would just make things easier. I would also find ways to integrate more technology into the classroom. I know the technology is there I just feel that some of the professors have not recieved enough training to use it effectively. [#1176550]

Having WiFi more readily available around campus/ [#1176551]

Making sure that there is wifi everywhere, especially in food places (especially Einstein Bagels on north campus) where it is common for students to relax and go online or study using online sources in comfortable food places. [#1176553]

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well-access on the campus streets. [#1176559]

I have not come across anything that the TAMU IT provides that needed improvement. I have found their services dependable and constant. [#1176560]

More printer locations [#1176561]

I would make it possible for students to access their departmental share point site from any computer on-campus and from their home computers. [#1176566]

Make software.tamu.edu easier to use. Many programs that are claimed to be sold that can be found on the website. [#1176568]

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covient places around campus to get my computer looked at if i needed help [#1176579]

Create more open access labs and allow access to all students wanting to use the computers in Kleberg. [#1176580]

Bush School ability to print...using a server/drive to print from doesnt seem to work really well, and no other way or lab to use our own quotas from since typical TAMU print quotas are in no way adequte for grad students. [#1176584]

Better wifi in the dorms. [#1176587]

Better web sites! They are difficult to navigate, and it's often better to Google something than to search on the mess of TAMU web sites. [#1176593]

A strong signal everywhere! :) But I've been really impressed with the internet here. [#1176599]

Faster and more reliable wireless for mobile devices (especially in Wehner). [#1176602]

Not having to change my wifi settings every time I change my net id password. I have a lot of trouble with that and my mac. [#1176604]

I would make sure to have quality wifi in all main buildings on campus. [#1176606]

The number of desktop computers in OALs. [#1176608]

Email interface could use some updating and a facelift. [#1176610]

More clear who to ask questions. [#1176611]

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library catalog, particularly saving searches and books in categories and non-expiring sessions. [#1176618]

Have wifi ALL OVER CAMPUS!!!!!!!!!! [#1176620]

More bandwidth to enable more seamless and efficient web browsing when many devices are connected to the wireless internet [#1176621]

As previously mentioned, better internet in Zachry. [#1176623]

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wifi in all dorms [#1176624]

Better wifi access [#1176625]

I would increase the speed of the internet when we first get onto the howdy website. It always takes a while when the computer opens howdy on campus [#1176626]

Some times you are not able to access the internet for a long time, you just have to hope it comes back soon. Maybe more reliable and faster internet, speed is not much of an issue because it's somewhat fast. [#1176628]

The printers at the Bush School never work. i am unable to print from my laptop to the printers. I believe they are working on this and may have resolved the issue this week, but it made life much more difficult when I had to use a school computer to print everything. [#1176629]

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i don't want to change my password every three months!!! I used the same password with many of my other accounts, tamu account forced students to change the password every three months, sometimes i forgot what is my current password. There are too many rules for setting the password, like cannot include birthday, name, previous password cannot be used again, why??? I always use these information in my password, that is the way i can remember it... [#1176637]

I would make the wireless internet access and speed more consistant for every building on campus. [#1176638]

Increased wireless reliability in large classrooms, such as Wehner 113. [#1176649]

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make sure there is good access to the internet in all buildings on campus [#1176658]

Make email easier to use on an Android phone. (I can never get it to send emails with the prescribed method of setting up mail given from the Tamu website) [#1176659]

Not sure. [#1176661]

If wifi would work better in some of the buildings/classrooms [like the physics building] that would be much better! [#1176664]

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fast wi-fi [#1176666]

I would offer SCS in LAAH just like blocker or in other writing or program intensive buildings. [#1176668]

I would train the HDC employees to be a little more personable/courteous. They know what they're doing but the few representatives that worked on my computer today could use some customer service skills. [#1176669]

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good wifi in the vet school [#1176671]

Some programs, such as tamu email, are not always user and device friendly. [#1176672]

Do not use eLearning, and make sure whatever is used that it is compatible (and friendly to use) with phones. [#1176674]

It would be nice if one could purchase more engineering-type software from the TAMU software store. Other than that everything else has been good. [#1176678]

Explaining to faculty how to use some of the technology available to them would probably go a long way. [#1176679]

Overall, I think the university's technology services are sufficient. My only complaint is that occasionally my internet connection will randomly stop and disconnect on my laptop while I'm in the library or in class. [#1176684]

Faster wifi [#1176688]

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to be honest every thing perfect. [#1176691]

Your email system! It feels incredibly outdated, especially compared to other systems out there. [#1176692]

Have better wi-fi in rudder tower. [#1176695]

Maybe A&M should have some sort of app for smartphones where we can access all sorts of information, not just pertaining to school, but a social app as well where friends can talk to friends if need be, start class groups for tutoring, and discussions. etc. Idk.. I'm just going on and on about this, my ideas are all mixed, but hopefully this will help. thanks [#1176696]

Increased coverage of wireless Internet in the engineering buildings [#1176701]

Better wifi quality [#1176702]

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we can introduce more number of labs with color printers and regular check up of printer paper as they are always running low. [#1176703]

Making sure every building on campus has reliable and consistent wifi services before trying to move on to other projects [#1176705]

Internet service. There hardly any in my dorm and that is where I use the Internet the most. [#1176711]

Faster and more reliable Internet (wifi) wherever I go on campus. [#1176712]

I find that large amounts of class time can be consumed by professors who don't know how to operate the technology in the room and are trying to figure it out. Often times they never figure out how to use the technology and then have to wing their lecture without their visual aid or electronic lesson. I think it would be more important for professors to go through some sort of technology training to minimize these technological issues and maximize learning time in the classroom. [#1176713]

I think the wireless internet service is a little faulty in some parts of campus - I think it could be improved on that point. [#1176714]

While having the new wireless access in the dorm is great, the wireless drops so often that I still have to use the ethernet cable more than half the time. It would be great to have a more consistent connection as more and more class work is required to be completed online. [#1176719]

I would increase awareness about all that the technology services can offer to students to help them in their time at Texas A&M University. [#1176721]

Improve the consistency of the Wifi; at times, my devices get disconnected. I would like for that to never happen, although it rarely gets in the way of my work [#1176726]

I would make a set of minimal guidelines regarding communication and the use of e-learning by professors in order to decrease the differences between online classes/hybrid classes resulting in less confusion and variance between technology-assisted courses. [#1176727]

More comfortable outside wifi areas? [#1176730]

Better internet connection throughout dorms, buildings, etc. on computers and handheld devices. [#1176746]

Install Google Chrome on all Open Access Lab computers if not done so already. Also keep them all updated. [#1176747]

Internet access that is consistent throughout campus and more reliable important websites. Some inportant websites take a long time to load. [#1176750]

I would open a computer / printing lab in the LAAH building. [#1176751]

Have a stronger signal in some buildings. I have trouble connecting to wifi in several buildings such as Blocker. Overall, the speed is pretty good [#1176754]

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fix fluctuation in wifi [#1176757]

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have more apps about university info and email accounts [#1176758]

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allow game consoles to run on the network wi-fi. [#1176760]

The wifi being better in building especially in blocker. [#1176763]

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have wireless in the street ! [#1176764]

The most important thing would be to make sure that people can still connect to the internet during class times. The internet is important during class, and a large number of people need to be able to connect at once. [#1176765]

That they be more reliable- I've gone on campus to work on projects and the internet in labs have been spotty. [#1176768]

Tamu WiFi is just inconvenient for my laptop even though it connects perfectly on other internet services. Weak signal, if even detected, rejected logins, and on the opportunity that I do connect, very slow internet speeds. [#1176785]

Probably to have fast interent connection and service everywhere including classrooms not just in popular locations [#1176786]

Really the distance teaching set up and support is pretty incredible. [#1176792]

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the strength of the wireless system [#1176799]

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the internet connection throughout the campus [#1176801]

More technology in the classroom that is accessible to students, not only instructors. [#1176802]

Make the connections more tablet friendly. It just becomes difficult due to the bandwidth. [#1176803]

I would have the wifi be available all over campus, not just in some places. For example, my computer doesn't connect well to wifi in the dorms, but it does in the MSC/central campus. [#1176816]

Better campus sites supported in mobile version [#1176817]

Ensure that all functionalities of Howdy and eLearning work on iPad and other tablets, or at least put pressure on the service providers to make the apps work completely on these devices. [#1176818]

The only thing I have noticed is that the wireless internet connection is very poor in some buildings such as Zachry Engineering Building, but it is necessary to access the internet for class notes and slides, so I think this should be improved. [#1176819]

I would make cell phone reception better in Blocker computer lab. [#1176822]

I would like to see sharing tablet or tools that can be written on in the computers labs [#1176824]

I take online classes at a distance. The discussion boards are nice, but I would like more. Like a "room" where students could get together with voice chat and a whiteboard like area for working out problems. [#1176830]

Connecting to the Internet in Heldenfels takes a while. I would improve that area but other than, the services are great. [#1176834]

The interaction with mobile devices and eLearning. I know for me and my android phone I can't open .pdf documents at all on eLearning which is a real hassle at points. [#1176835]

Increase the number of classrooms that have access to outlets for the sake of their computers, replace older projectors with newer ones, replace older screens with something a little more high tech and encourage multiple screens for larger classrooms. So basically upgrade what we've got for presenting and try to work a little more electricity around the desks. [#1176836]

More locations on campus for computer help and services [#1176841]

Stronger and faster Internet service in all buildings. [#1176849]

Provide printing in the ANIN Annex building. [#1176859]

I think technology services would improve by making video demonstrations of technology use. [#1176861]

Expanded wi-fi across the campus [#1176862]

I can have access to my file both in department's computer and library's computer. [#1176863]

To change and expand its focus. Make the services more suited to help those in technological fields or majors. However, not just in small technology, but technology in general, such as venues of transportation. [#1176867]

Enable better interdepartmental communications through the web access. [#1176869]

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update the "guest wifi" network, because that doesn't work at all these days [#1176871]

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more connection outside sitting areas or parks [#1176876]

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to have more specific instructions on how to sync the tamu mail to the one on my phone [#1176881]

I would have more information on how to use our resources [#1176884]

Make an App for iPhone/iPad that is the Howdy portal or goes direct to TAMU email [#1176885]

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make sure we can use /download/view the blackboard in normal browse, and phone!!! [#1176887]

I'd either get rid of or fix eLearning. [#1176898]

I think A&M should give notices (email at the very least) of problems that are occurring with various technology. Especially if it is something big like wifi issues. [#1176904]

Make the Internet stop crashing randomly. [#1176906]

Overhauling the howdy portal to a usable central place for information I care about. Currently, the way howdy is organized is terrible. It is hard to find simple information I need, for example, the hours of library or dining services, bus routes, library records, study room bookings, etc. Even for things like graduation requirements cannot be easily found. Another thing, why do I need to type in my password every time when I open howdy portal? Why can I save the cookie, even for one day or a week? It will be so much easier to use. Security concerns? There are a lot of ways to ensure security, for example, 2 step verification, authorization by device, detecting suspicious logon locations, etc. I wish someone can seriously overhaul howdy portal based on REAL USE CASES, USER STUDIES WITH STUDENTS. Users are the centric! Do NOT design something by imagining how users want to use it! [#1176911]

Internet speed [#1176912]

The field the wireless Internet covers. I hope that students can enjoy the wireless Internet everywhere on campus. [#1176914]

Handling warnings of improper use of accessing the university's technology. A stern warning would be nice instead of a threat. [#1176915]

I would make it more accessible around campus such as in the dorms. [#1176916]

More data storage space on school computers. [#1176923]

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all buildings computer lab more accessible to students [#1176928]

I will improve wifi signals so student can access internet out side the buildings [#1176936]

Nothing really it works perfectly every time [#1176937]

Sometimes, wifi is slow or not even working when I need it to work during class. The internet should always be working in main buildings like Blocker and Heldenfelds. [#1176942]

It would be nicce to have consistently working wi-fi in the dorms. Also, outdoor wi-fi around popular study sites and outside of dorms (for when we have to evacuate for a fire drill), would be helpful. [#1176971]

Further improvements in VOAL would be nice. It has improved significantly in the past several years in ease of use and even a little in speed but further improvements would be very useful. I use this service quite frequently when I am unable to get to one of the physical OALs. [#1176980]

I feel as though Texas A&M's email service could be improved. [#1176984]

Stronger [#1176987]

Less downtime. [#1176995]

I would like it to be a little bit more accessible because sometimes when I try to log on with my laptop it does not intially connect. [#1177004]

I would make changes to the system to allow for faster and stronger connection across the whole campus [#1177009]

The access to a wider array of reduced-price computer software. [#1177015]

Better coverage of the wireless internet. [#1177023]

Overall, I have been very happy with the internet service and support staff. [#1177032]

Outdoor internet hotspots [#1177040]

I'm not a person who is constantly on the go and in need of the internet, but the places I have accessed the internet or technology services, everything has reached my expectations. I can't ask for any more than what is already in place. [#1177045]

Students can download programs in the computer. [#1177046]

Elearning website and making it more user friendly [#1177047]

There are two things I would change, actually. 1. Some of the older buildings (i.e. Teague) still have unreliable or poor-quality wireless access. There is still some updating and tweaking that could be done to fix that. 2. Rooms designated as "computer labs" should be open and accessible to students 24/7 since our lives don't follow a typical "business hour" type of schedule. Even if it means having door locks programmed to open with a swipe of a student ID. The hassle of filling out forms for after-hours access is sometimes a hindrance to getting work done since there are times when students may find themselves with some unexpected time (late at night etc.) but not in their usual neighborhood on campus. [#1177050]

Have more technology workshops for students to learn programming skills, like MATLAB, Java, C#, etc. [#1177063]

The howdy class scheduling could be improved. (Myedu has some nice features, specifically AJAX page loading so you don't have to click through 3 pages to find each class) [#1177077]
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i'd wish to have wifi campus wide, both in and outdoors [#1177078]

E-learning systmen [#1177082]

I like it the way it is, I wish online registration priority was more in favor of students who work during the school year [#1177085]

Please allow my wireless piece of technology connect to the wireless network. [#1177088]

Better Internet coverage with portable devices. [#1177094]

It is great. I feel it is great overall. [#1177096]

Maybe make them a little more college friendly; put less technological terms [#1177097]

I would make the internet services more available in Kleberg. I do not get internet access there on my laptop. [#1177105]

Tamulink available to student housing dense areas like Northgate, Southgate and Eastgate, close to campus. [#1177108]

Actually, everything works just fine. If I could change, I will hope Bus will have WIFI? LOL [#1177116]

Faster response. A Howdy app for iphones. [#1177118]

I don't have much to suggest. Any increased access to or speed of wireless Internet is always ideal. Also, in my opinion, Internet Explorer is a terrible browser--and not being able to install add-ons is frustrating. If possible, I'd suggest pushing at least a spellcheck add-on to the IE browsers on campus computers. I send quite a few professional emails on campus computers, and it is easy to overlook mistakes without a standard spell checker. Thank you for considering my input! [#1177121]

I would add a computer lab in the MSC. [#1177124]

I wish there were some better tools for students to interact with employers. It will help us get an idea about the job market demands. [#1177125]

The University's technology service is wonderfula and very helpful but maybey they could make the online website a little more understandable. But overall they are an amazing service. [#1177127]

More reliable wifi accessible on all wifi capable devices. [#1177129]

Faster internet! [#1177131]

I would make sure all dorms are equipped with the wireless internet. My current dorm of "Hobby" does not have the campus wifi so I don't get the benefit of using it with my iPad or phone in my own room. [#1177133]

I would like for there to be wireless connection everywhere on campus, including outside areas. It would be nice to be able to sit in Academic Plaza and work on homework. [#1177136]

I honestly hope that we decrease our dependence on technology. I find it very tiresome when most of my classes are Powerpoint based. Why shouldn't I just stay home and read the notes for myself? So long as there are sufficient computer labs, wireless internet should not be a concern. Focus on improving academic standards, not superfluous things like that. If I wanted a place with good internet, I would go to Starbucks. I want to learn and thus I am here at a university. [#1177144]

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providing a higher speed wifi throughout the whole campus and make it easier to access campus tools from a tablet. [#1177147]

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eLearning: I don't hate it, but it isn't ideal. [#1177161]

- [#1177166]

The Wifi speed for mobile devices. [#1177173]

More computer labs [#1177174]

It would be great to have the Internet not regularly drop the signal [#1177180]

Getting super fast Internet in all places and not just the new buildings. [#1177196]

More workshops. More knowledge about the workshops. E-books from the library [#1177199]

More routers, better maintenance of routers and more training for tech employees. [#1177205]

Make it possible so that TAMULink can access ResNet addresses. I guess that's wishful thinking, I'm sure there are security issues behind it or maybe they're behind two separate NAT's, but I thought that would be cool if I could access my dorm resources from anywhere on campus. [#1177211]

More support on the website for connecting to the wireless internet with mobile devices. [#1177212]

I would create quick wireless internet across all of campus. [#1177213]

I would like the network acsses to be equally smooth across all locations on campus. The peak network performance on campus is unpresidented, but the minimum on the flip side is borderline non-functional. I would just like more consistency. [#1177216]

That we have gmail student accounts [#1177219]

The internet connection on my mobile phone/tablet is not as reliable as I would like. It works better than expected on my computer, but I wish it could be the same for my mobile device. [#1177221]

Reliable wireless service all over campus [#1177223]

More computer labs [#1177226]

Having more than one login account is difficult, insecure and time consuming. We need a single userid and password for the TAMU System. [#1177227]
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the wireless internet service [#1177228]

Have medialink on certain computers for tablets/phones [#1177233]

Have more software available for graduate students...SPSS [#1177242]

I would make the wifi campus wide! everywhere! [#1177245]

The range on the wifi around campus. This needs to be much greater. [#1177246]

Consolidate log ins where possible I don't like vnet. Can we have tegrity? [#1177247]

To have wifi available everywhere on campus and in all classes [#1177249]

More seminars offered to increase knowledge of technology [#1177259]

Better Wifi coverage. [#1177261]

Internet available in more spots and better service in Wehner. [#1177275]

Fix blackboard/elearning so I don't have to clear cookies and cache every time I forget to log out or my connection ties out [#1177282]

I would improve the email system because I feel gmail would be an easier domain for us to use and it might hold more as well. [#1177284]

I would have wireless internet for mobile devices that connects anywhere on campus. [#1177287]

Available everywhere. [#1177292]

I general it's good; improvement in some areas is possible [#1177297]

Wi-fi all over campus, not just inside buildings [#1177300]
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campus covrage [#1177304]
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improve the wi-fi and internet services [#1177316]

CIS , needs to improve communication [#1177320]

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more user friendly elearning both for students and TAs [#1177322]

Having Internet connection on the whole campus instead of most buildings. [#1177329]

Wi-fi that works better in lower floors of O&M [#1177332]

Not sure [#1177338]

TAMU email. I was in University of Southern California last year. They use Gmail to connect school email, which is really easy to use. All emails sent to the school email box will be transferred to gmail, which has a larger space. But arrangement may need between school and google. [#1177339]

Campus computers should be optimized to run the programs used by the university. [#1177348]

More consistent wifi coverage in all areas of campus [#1177349]

I encourage instructors to work more with Black Board system, and bring other e-learning system under this system. [#1177359]

Training for the technology service for students [#1177363]

In some really big classrooms, like RICH 206, the wifi signal is really weak. Sometimes it's unable to link to internet. [#1177375]

I think that it has improved significantly. I don't see any problems with it. More tech staff to help teachers would be nice though. [#1177381]

Make the wireless easier to access and better. [#1177382]

There is nothing that I would improve about the university's technology services. From personal experience, I know that the technology services staff are very knowledgeable about their work and are very helpful. Both times that I had major problems with my laptop, they were able to fix the problem within 15 minutes and were also very friendly and understanding. [#1177391]

I would install Firefox on the computers in the library. [#1177393]

It would be nice if there were computers and printers in the Commons, because many people would be benefiting from them. [#1177413]

I think the technology services that we have are overall very good. A issue that I have had in the past is trying to connect and use the internet in high traffic areas such as large classrooms or in buildings that have many people trying to use the internet at the same time. If I could look into changing one thing it would be to try to make faster, more reliable internet service in larger classrooms when many students are trying to use it at the same time. [#1177414]

Could always use faster internet, but wifi coverage to include the dorms might win out. [#1177417]

A more reliable elearning website. [#1177418]

When in large classroom, many students try to connect to the same wireless connection which results into overflow error and wireless has no connectivity. I wish there were more than 1 wireless connection in exceptional large classroom, so everyone could get a stable connectivity. [#1177426]

Having wifi outside of the buildings. [#1177430]

My only concern is I sometime cant connect to the internet when I'm in a certain class. It probably has to do with the number of other students using the internet at the same time in the class. [#1177457]

I would improve the awareness of computer the help desks by having informational or banners and fliers year around and especially during Gig?Em week and New Student conferences. Many students don?t know where to go to receive help for technology services. [#1177460]

The wireless internet in some of the older buildings could be greatly improved. [#1177473]

Add boosters station to help emit more powerful signal near engineering buildings where Internet often seems to be slow due to the use by many students in a small area. [#1177476]

Tech support [#1177480]

Better and faster wifi coverage [#1177482]

Be more friendly with customers [#1177486]

I would make wifi available everywhere on campus, not just in buildings, but at Academic Plaza, and Simpson Drill Field, and that park by the President's house. I like to work outside, and it is hard to do my homework with internet connection. [#1177489]

I am very satisfied with the technology service that I use. [#1177492]

I would enlarge the wireless network's coverage and enhance its intensity and make there no blind spot on campus. [#1177494]

Get a more helpful, less antagonistic tech support guy for the aero lab [#1177496]

Changing the email system, it would be nice to have a more user friendly system. [#1177509]

More computer labs throughout campus with printers..even if its like 3 computers in a building nearby so that one can print only. (for those buildings further away from the SCC)..it would help not having to go to the library or annex in between classes [#1177510]

Having rentals for an extended period of time would be nice so that we don't have to stay on campus to work on homework and such if our laptops are not working properly. [#1177511]

Make more locations open and available to questions or concerns from students. There is not always an approachable person available at the locations currently set up. [#1177513]

Campus wide Internet access, not just restricted to with-in campus buildings [#1177519]

Internet speed and coverage on west campus. [#1177521]

I can't really think of anything! [#1177524]

The speed at which computers were fixed. [#1177525]

Wider advertising of training/self-help resources. When I think of IT's presence on Howdy!, the only thing that comes to mind is the discounted software sales. [#1177526]

A stronger Wifi connection throughout the campus. [#1177528]

I'm not sure if this strictly involves my teacher or the technology services, but I wish there were no websites that you could only access by being on campus. My programming teacher uses some sort of tamu website to store his class notes and slides, but it can only be accessed on campus. I live off campus so if would be easier to access these notes if they weren't restricted to being on campus. Once again, I'm not sure if that is even a technology service problem. It could just be his preferred method of doing things. [#1177529]

I'm very satisfied with the service. [#1177532]

Easier changeover between Wi-Fi hot spots without drops in signal [#1177534]

More help desks around the campus. [#1177545]

Being so outdated on stuff. I understand the university is not made of money, but most of the technology available on campus is just too unpredictable. [#1177556]

I would like the printer on the bottom floor of the annex to be accompanied by another to lessen lines and lower the risk of it not working. [#1177560]

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not available at this time [#1177578]

My biggest problem is the sketchy wifi service. I really wish it was more reliable especially in the older buildings like Nagle Hall and just outside on campus. [#1177579]

The consistency of wifi on campus. [#1177583]

The wireless internet is sometimes patchy in crucial places on campus and sometimes it is a big convenience. [#1177591]

Teaching our professors to be more computer literate. [#1177615]

Better guides for how to use different technologies on campus [#1177621]

Better wireless coverage [#1177628]

I am overall very happy with the technology that A&M offers. The only small small thing I would change would be eLearning, it seems like no matter where I am or what device I use to access it, it is always slow. Other than that though I'm very happy. [#1177631]

Improve reliability and accessibility of Wifi across campus, especially in dorms. [#1177636]

More iMacs present on campus as they provide the most up to date, efficient, and reliable technology. [#1177637]

I believe that the Internet is very reliable throughout campus, except for Wehner during peak class times. [#1177639]

More WiFi Coverage and accessibility [#1177646]

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hope that wifi covers throughout the campus [#1177653]

I would make Howdy Portal easier to navigate and use [#1177671]

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better internet in whener [#1177673]

Often my computer or Iphone will loose the connection and I have to constantly sign back in, not sure if the university can change this. I think the technology services are top notch. [#1177677]

Since I'm a health major, most of my classes are in Read, and sometimes I never get any internet signal, it would be awesome if I could! :) [#1177679]

Allow students to have their own wireless routers in the dorm room [#1177684]

Phone access Internet and especially for tablets [#1177697]

Better mobile device connection [#1177703]

Wireless [#1177706]

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continue using blackboard collaborate instead of Centra [#1177723]

Most of the wifi is great, it could be improved in Kleburg though. [#1177729]

Easier to use/understand library website [#1177738]

Improve Wifi reception in places where it is weaker in campus buildings [#1177739]

Improve access to easy to use guides and training on a central website to self-troubleshoot common computer problems when using campus computers. [#1177745]

More open access labs would not hurt. Maybe one in Zachry? [#1177756]

When I connect to tamu wireless with my mobile phone it crashes frequently. I don't know if it's a problem with the phone or a network issue, but that is what I would look into. [#1177770]

To not shut Howdy down on weekends (do this in the middle of the night). I work throughout the week, and I am getting my masters via distance education. I have to do all my work on weekends usually so shutting down Howdy on Sat or Sun really throws me off. [#1177795]

Internet service for BlackBerry. [#1177804]

I think the program is great! I just wish my computer was better! [#1177805]

Since I am at Penberthy fields often, it would be nice to have Wi-fi service there. Everything else is amazing. [#1177824]

I would change wi-fi capabilities in the engineering parts of the campus. There is a high concentration of people in that area and sometimes when you are trying to do work on the internet it is hard to connect and get assignments done in a timely manner. [#1177835]

None. [#1177845]
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connection outside buildings on patios and such [#1177850]

Organization of all websites [#1177852]

I would like to streamline the online forums professors use. Currently, I have a moodle account, an elearning account, a turnitin account, and a professor who simply hands out test grades so we can calculate our average by hand. It would be so helpful to have one website that all professors use. [#1177859]

The Email system seems out of date. [#1177863]

Wi-Fi everywhere, I don't know how feasible it is though. For instance, I wouldn't want it if it meant my tuition would increase significantly. [#1177866]

Mic problems in class but other technology stops working in class like unable to watch videos that the prof likes to shares. Internet completely out and class had to be canceled :([#1177869]

University's technology services could do a much better job making end users (students but esp. faculty and staff) aware of the great services/products they do offer. I feel many people are just not aware of technology resources offered to them through the university. [#1177873]

I have some difficulty getting campus email through my smart phone, although, I am fairly certain this is because my Android OS phone is junk. [#1177874]

Make the wifi better [#1177876]

Improve the wireless internet coverage. [#1177887]

Faster internet wi-fi. Also, having wi-fi that can be used on phones. [#1177896]

Update technology in older buildings. [#1177901]

Paying less for them in tuition and fees. I have a laptop and printer at home and hate paying for something I rarely use. [#1177929]

The only thing I get frustrated on is the e-learning system. Sometimes it tells me that I am already running e-learning (when I'm not) and won't let me view it, it drives me crazy. [#1177932]

I would upgrade all of the dorms on campus to where they all have wi-fi. It's not so much that it's a problem while using a computer, I just don't like to use my phone's data plan when I could be using wi-fi. [#1177934]

Shutting down rogue networks more quickly and not allowing them to be reaccessed. [#1177936]

I would make elearning more accessible on mobile devices, and make the wireless internet easier to connect in classrooms and areas other than computing center. [#1177942]

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nothing [#1177946]

Providing the student staff and professors adequate knowledge of the technology installed in lecture halls and computer labs. [#1177952]

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faster internet [#1177953]

To have fast, consistent, easy-to-use internet across campus. [#1177960]

Elearning [#1177970]

TAMU's technology is exceptional. Cannot think of any changes I would make off hand. [#1177971]

Wi-fi everywhere [#1177974]

Quicker & more effective access to wireless for all devices including tablets, phones, & laptops. Access to the wireless is often very slow & some locations offer better service than others. Slow downloading & loading of we pages & information. [#1177975]

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all dorms wire less [#1177976]

Let us be able to use our own internet routers [#1177979]

Faster Internet speeds [#1177980]

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make word downloadable for the new macs. [#1178004]

Troubleshooting is difficult at times when I am in various areas on campus. If I am in a meeting, I am not able to call and ask for help from the desk, so I am usually out of luck until I return to my office or

elsewhere (like the library). I have found that I have dependable service in some areas, like Harrington Tower but not in others, like in Koldus (it is slower for some reason). [#1178015]

Add more wireless access points across campus. I have not personally run into internet or wifi problems, but having wifi access in every dorm would be ideal. [#1178017]

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make the students services to access students records available on mobile applications not just website. [#1178018]

Having wireless in all of the dorms. It makes doing work a lot easier. [#1178024]

Just to improve wireless signal throughout campus for access to internet virtually anywhere on campus. [#1178029]

Internet speed consistency even under high traffic usage [#1178031]

I would increase the speed of the Virtual Online Access Lab (VOAL). [#1178036]

I would recommend finding a way to make Howdy and the TAMU email faster. [#1178037]

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not give up on my issue so quickly and do not assume I can physically stop by for help. [#1178038]

More reliable internet service; sometimes stops working randomly, especially when many people are using it (such as class) [#1178039]

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better quality internet [#1178042]

I wish there were tutorials of some types of computer programming or basic use of computer issues. [#1178048]

I would change the amount of times we have to put our password and username into campus sites, like Howdy, and that we have to change the password every six months. When we change our password there are new requirements for the new password. Such as your password now must be a phrase that is uncommon. I submitted a phrase that I made up, 'Waz loves dogs,' and and many others which all were not accepted. These requirements are stricter than government and banking websites. My suggestion would be to 1) have the option if to stay login for the day if it your personal computer, 2)if you login into one service, Howdy Portal, it should not require you to submit your password again if you navigate to another service, TAMU email, from the previous site, 3)don't force a password change every six months instead it should be every two years or up to the users discretion, 4) lower the requirements for a new password to whatever the user wants that has eight letters, a capital letter, and a special symbol. [#1178054]

Getting the wifi internet service in classrooms to be faster. [#1178058]

I would add more servers, so more people could access the internet and/or campus site without performance dipping. [#1178064]

On mobile services when you leave Howdy, it won't let you get back on until the very next day. Every time you refresh the page it keeps saying "section expired" maybe fix that? [#1178082]

Having the WiFi work all across campus and not have bad reception in certain buildings. [#1178084]

More availability [#1178086]

Evan's library, signal should be improved [#1178087]

Sometimes, the internet acts funny, especially when I'm in my dorm, and it won't connect, or it will be really slow. If it would always connect, instead of me having to reconnect to the internet, that would be one change I would appreciate. [#1178088]

The service tends to be slow. So maybe somehow speed it up. [#1178093]

Wireless network stability (when there are vairous laptops connected in one place the connection slows down or it is lost).. At least in west campus abd the vet building [#1178098]

The speed and quality of the wi-fi. It is good for the most part but there are certain times of the day where it slows to a crawl ad nothing can get done if you are not on the ethernet. [#1178104]

For iPhone compatilbility- it's been for more than 2 semesters that once my phone is coonectedto tamuliknk.wpa it loses the connection as soon as my phone is locked. Please improve that [#1178105]

To have more reliable Internet service. [#1178115]

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more wi-fi coverage around campus. [#1178117]

N/A [#1178118]

Make every single building on campus have wireless. Housing as well. [#1178119]

To keep the bike fix-it stations working, if that constitutes for technology services. [#1178123]

My roommate and I sometimes have issues connecting to the wireless - sometimes it is spotty at the Garden's apartments. We would like consistent connectivity. [#1178124]

I would make Howdy more of a central hub for anything and everything that involves my name or UIN. For instance, reserving library rooms, checking my dining dollars balance, reserving meeting rooms for a university-recognized organization, etc. It is laborious having to remember or search for each and every different TAMU webpage. [#1178127]

Having faster web access in some of the classrooms where web access is slow [#1178138]

I would get a better e-mailing system. [#1178140]

Internet services in classrooms is really really bad! There should be better WiFi connections because this problem not only affect communication, but learning when we can not access resources that are needed to complete the learning process inside the classroom. [#1178149]

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it would be regarding communication between students in the same classes. provide a great application that would allow them to communicate instantly with each other. also the network drive reliability in the computer lab access 219. keep having issue loosing the connection to the network drive [#1178150]

An app for the Howdy Portal [#1178151]

In one of my classrooms I do not get internet service so I would like to have that in that classroom. [#1178161]

Wireless all over campus and in all residences halls. [#1178163]

Expand Wi-Fi just a tad more, to where the total campus is covered. That would include streets on campus, walking between classes, waiting on the bus at the Trigon, things like that. [#1178164]

An even larger availability of WiFi spots on campus would be convenient,maybe stronger routers that cover parts of sidewalks. [#1178180]

Wifi in my dorm. (Dorm 5 on the quad) [#1178181]

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easier login [#1178182]

Coverage in all campus [#1178191]

The wireless connection around campus, outside of buildings. [#1178204]

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the internet in every building would be faster, i am on west campus all day everyday and the wifi service is always awful in all of my classrooms [#1178206]

Provide more software (for example Matlab) for reduced prices to students. [#1178207]

I am generally unaware of a lot of technology services that the university offers. It would be nice to receive an email at the beginning of each semester where we can apply for periodic emails/text messages about new or continuing services. [#1178211]

I would like seminars to be put on every now and then that can go over the basics of various types of everyday computer programs. [#1178216]

Better internet connection in some areas. [#1178219]

Have Howdy and eLearning recognize and use your NetID and password automatically after logging onto OAL computers. This would make it so that I do not have to login 2-3 times with the same ID and password to access Howdy or eLearning on campus. [#1178225]

Providing the teachers and professors information about how to use all of the systems available in the classrooms. [#1178227]

I would like to be better notified of the resources and help available to me. Most of these resources I pay for, but am not aware to the full extent of the technology services available to me. [#1178231]

Some classes don't have connection which I need at times to access powerpoint slides. Also on the ipad for elearning the powerpoint slides are cut off. [#1178236]
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make the wireless network available over the whole campus, not only in the building, but also all other places. [#1178241]
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stronger wifi so it can be used outside not only in buildings [#1178255]

Faster internet [#1178261]

Printers in the msc [#1178263]

I believe the services offered to us are state of the art. I would just like to thank you for the same. [#1178265]

The coverage is very good across the campus until there is a large concentration of people such as in the library or some classrooms (like the lecture hall in Heldenfelds). It would be ideal to have a higher bandwidth available in these places to accommodate the larger volume of devices connected to the internet. [#1178271]

Have more access points throughout campus. [#1178272]

Technology services should have a sort of "open house", where students can come and get updated on new services available, and technology updates. [#1178277]

Please see my note about making PowerPoint dual screen more accessible for instructors who are using a projector. I can use it on my personal laptop, so I should be able to use it on the classroom pc as well (HECC building) [#1178278]

If it is possible, make the wireless connection stronger on the lower level of the MSC. [#1178279]
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the internet works fine overall but in the larger lecture halls the wifi speed decreases significantly to a point where it doesn't work. Heldenfels 200 [#1178291]

When the printers in the libraries stop working they are normally down for days and there is never a sign on the printer to warn a student before hand. It would be extremely helpful if there would be people that could fix those printers immediately. Or people that could help our phones connect to the network, because I can never get my phone to connect, whether is for tamu guest or for tamu-wpa. [#1178294]

Add Google Chrome to open-access computers [#1178309]

Fix elearing's run windows. [#1178327]

WIFI could coverage anyplace on campus. [#1178331]

None, overall really satisfied with TAMU tech services. [#1178339]

Be able to buy photoshop by istel [#1178344]

Every once and a while the wifi internet in my dorm will be really slow at night. This is a nuance, and it would be nice if this was fixed. [#1178348]

Have an extra couple of printers in Evans. The service is good and the howdy portal is efficient so I have no complaints [#1178355]

Faster wifi [#1178364]

I would definitely improve the strength of the internet connection. in some parts of campus it is really strong and in others it is really weak! Consistency would be appreciated. [#1178368]

Available internet connection in a high volume class. [#1178369]

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more powerful signals that extend beyond the walls of the buildings, some classes require being outside, need signal there as well [#1178370]

I would make improve wireless services. It would be really nice and helpul to have wireless services set up in the dorms: especially when having meetings in the dorms that required internet use and more than two computers. The campus internet is pretty great and easy to use and so are the campus websites [#1178374]

Create and post a list that could be referenced to fix small common technology problems. This would cut down on small problems being brought in and would save time in the long run. [#1178382]

Make it accessible all over the campus, even on the school bus route. [#1178387]

Availability of the OALS on campus [#1178398]

Make the open-access lab computers more user-friendly. For reference purposes, my experience is based primarily on the open-access computers in the Zachry Engineering Center. I understand that many normal services have to be restricted on such a large network with such a wide variety of users, but the current setup is annoying and frustrating. For example, open-access computers often warn that a file download has been cancelled due to "user restrictions" but then allow users to download the file anyway. Get rid of the false warnings and similar errors. Also, install the Firefox internet browser. Making Internet Explorer the only browser on the open-access computers is an embarrassment to TAMU IT. [#1178411]

Better support for blackberries on campus wireless networks. [#1178433]

Have wifi in all buildings, classrooms, dining areas, and outside areas on campus. [#1178444]

Ability to download specific browsers and software for use within the university computers. ex. Allow me to download and use Google Chrome on the university computers. [#1178471]

Just making sure that all technology is up to date and running at the fastest speed possible. [#1178483]

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accessing my student session from a personal computer [#1178495]

The campus wireless service [#1178503]

Find a better video streaming method than media matrix for assigned videos. I have trouble with it every time. [#1178507]

The A&M map [#1178585]

I would want my Kindle e reader to be able to connect to tamulink. I'm not sure if that's something a&m can fix or if it's just my Kindle. [#1178601]

I don't think there should be any changes. [#1178611]

I would add mobile internet to the entire campus of Texas A&M. When searching for school-related items on campus and using a mobile device, sometimes the Internet cuts out and it can get expensive. [#1178614]

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having wireless access everywhere on campus [#1178620]

More reliable wi-fi in classrooms in the Wehner building!! [#1178641]

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more complete wifi services [#1178643]

I would implement more access on campus to Mac computers that run on iOS, because it is what I use in my personal life and always having to use a Windows machine on campus is very frustrating sometimes, because not only do they run differently, but in my opinion they do not run as well. [#1178649]

Having more convenient places to print, such as the msc and having many other printers available [#1178660]

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making the internet fast all the time [#1178668]

Faster internet! [#1178670]

Nothing [#1178687]

I would make the wifi more consistent and faster. Sometimes there is a serious lag or sometimes it cuts out altogether. [#1178694]

Easier set-up for wireless internet. [#1178704]

Technology is ever changing, so the ability for a University too keep up to date on such issues is quite impossible/improbable. Needless to say, I wish to applaud you on your endeavors at maintaining such an exceptional wireless network and replacing the computers in the SCC. (the old ones were trash) [#1178723]

Besides having trouble with the wireless internet near Research Park, I have no complaints about the university's technology service. [#1178729]

We need a single userid and password for the TAMU System. [#1178733]

More training classes for students. [#1178746]

More consistant and reliable, as well as being easier to access. [#1178906]

Off campus access to computer programs on university computers [#1178920]

User interfaces. Mobile applications. A better email client such as MailBox for University students. [#1179007]

I wish there were a way to make the internet better (my technological knowledge is clearly astute) all across campus. [#1179097]

More wifi in dorms [#1179179]

I would like to make printing in the West Campus Library quicker. I would also like more access to Macs in computer labs. [#1179204]

Faster internet. [#1179227]

Making sure that every classroom has access to high speed wifi. [#1179242]

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customer service [#1179262]

The projectors in class sometimes has technical difficulties and it takes away from class time. To improve, monitors and projectors should be turned and ready to go by a tech staff. [#1179277]

Be able to log on from multiple devices. [#1179330]

I honestly can not see anyway it can be improved [#1179366]

I wish that there was internet access provided in the West Camus park. (I like to go out there to study.) [#1179372]

Requiring the teachers, or even explaining to them, how to upload documents so that they can be opened on Ipads. I think the teachers should be aware of this. I have to personally explain it to them because the university has not informed them. [#1179401]

In crease wireless coverage. [#1179428]

The speed and coverage. [#1179467]

Make the wireless connection better. Buildings such as Blocker have a terrible connection. Also, the speed of the internet could be improved. [#1179498]

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streamlining resources to one location verses the mutlitude of different locations current information is placed---typically search time should never exceed 5 minutes--45 is to long! [#1181727]

Higher-speed wifi. I'm often impeded by download times when I need software in a hurry. [#1181759]

Having an on-campus geek squad [#1181762]

I haven't had any troubles with it yet. [#1181802]

I would increase the amount of computers in Evan's Library and in The Annex. This in part to a great amount of students study in those locations and some may require access to an area quieter than the SCC. The SCC is great but can be loud and have the normal commosion of walking and students entering and leaving. Private workstations in evans and the annex would provide a quiet atmosphere for students to think and work efficently. [#1181808]

Some wifi internet has amazing speed (such as the library - I've gotten up to 130kbps before!). However, some buildings barely have have coverage at all (such as Blocker (as of last semester when I had classes in there) and Zachary). Zachary is the computer engineering building, yet the wifi doesn't even work in some of my classes! [#1181884]

I think it would be nice if the techonology's offices were closer to the center of campus. As it is, it is a little hard to find the offices. [#1181973]

I would make the wi-fi faster and more widely available. [#1181993]

More printing locations. Specifically one located on the quad; that would be awesome [#1182092]
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make signing in to the wifi easier or unecessary [#1182140]

Have more outlets! So many rooms have way less outlets for chargers than there are students needing them at any point. For example, the entire third floor of Evans. In the open area, unless one starts studying there at 8 am, it is difficult to come in during the day time and find a table near enough an outlet that hasn't already been taken. This is also a problem in the study rooms. [#1182176]

I would train more students to do basic software updates like defrag etc. [#1182185]
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eLearning! eLearning mail is not at all easy to use. Also need support for mobile devices. How about including a mobile version of eLearning? [#1182200]

Improve the email/messaging function of eLearning to allow students to communicate outside of class. [#1182224]

Better wi-fi in the dorms. I live on the quad in Dorm 3 and my phone/tablet never gets internet, I always have to use an ethernet cable for my computer. [#1182387]

I would make sure that all dorms on campus had wifi available. My dorm does not currently have wifi hooked up. [#1182560]

Occasionally my computer/smartphone struggles to connect to the wifi. It can see the network, but won't connect. [#1182566]

The tamu app for mobile devices needs to contain more information such as parking rules. [#1182629]

Better wifi connection across campus. [#1182677]

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elearning site [#1182723]

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yes [#1182766]

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good internet service and acess throughout the campus [#1182790]

Create a better mobile app for bus routes. [#1182811]

I would change the sensitivity level on logging into the computers in the library. I have been denied access a lot of times and had to reset my password as well before of un-assured cap and num lock/ capital letter problems. [#1182818]

Having a cellular phone signal within residence halls and certain buildings [#1182821]

Faster wireless; replace more of the old 802.11g Cisco WAPs with the new Aruba dual-band 802.11n WAPs [#1182845]

Connection ease and consistency. [#1182925]

Internet speed and quality [#1182958]

Faster speeds in the Psychology building [#1196484]

I would have wifi in all dorms. [#1196497]

Just making sure that wifi can be reliable even on the outskirts of campus, but I have not had too many problems with anything particular! Thank you all [#1196500]

Sometime the wireless comes on and off intermittently and the speed is not quite satisfying [#1196501]

Provide more on-line courses on topics related to technology. [#1196530]

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more apps for doing homework online [#1196568]

Wireless services (access speeds, mobile device accessibility, mobile device usage for university online services) [#1196575]

Improve the service for mobile phones inside the bus. [#1196581]

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make web sites more smart phone friendly or design a good app for them [#1196587]

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timely manner to solve the problem [#1196628]

Faster connecting ability to the internet from both mobile and computers [#1196633]

Better and more and reliable Internet service! [#1196703]

More experienced personnel replacing student-workers who may not be as experienced in tech services. [#1196704]

The university's technology is pretty good! Keep up th good work! [#1196705]

My experience with the Technology Support Staff has been excellent!! The wireless network seems finicky at times, but not sure what can be done to improve this given the number of users. [#1196715]

The speed of the internet. [#1196729]

More on-site help with classroom equipment. [#1196764]

I would have to choose faster WiFi internet speeds. I've seen friends who have posted some impressive speeds on campus via ethernet cables, but there are many areas of campus (such as parts of the annex)that get internet, but it is very weak and slow. [#1196773]

More knowledgeable and timely assistance from tech support staff. [#1196778]

Wireless access inside all academic buildings and outside throughout the campus green space. [#1196815]

Improve wi-fi in older buildings, such as Chem Building [#1196822]

The wifi in most dorm rooms is terribly inconsistent. On many occasions, I have been taking online quizzes for class and I suddenly lost internet connection and lost precious time during the quiz, because the clock keeps running. If you are going to advertise that you provide wifi, it must work on a consistent basis. Every single day, I lose internet connection, or have to wait a few minutes for any of my devices to connect to the internet. [#1196838]

Faster, more realiable internet! [#1196843]

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install a wifi router on every lamps on campus, use solar energy to supple the power. [#1196846]

In my larger classes, I always have a problem connecting to the internet. I wish the connection could be improved. [#1196870]

Better coverage, sometimes the wi-fi won't let me log in. [#1196896]

Consolidate any and all of homework/grades e-portals like elearning and moodle so that every department uses the same system. Having to log into multiple systems can be annoying and difficult to keep track of. While not really necessary, a cool idea would be to implement a school related website similar to myedu.com or koofers.com that has a class scheduling tools, reviews of professors and former

grade distributions all in nice graphical interfaces. It would be amazing if the school provided the information to make informed decisions about the professors they are investing their money in to learn from in an easy to interpret manner. [#1196964]

Better Wi-Fi access in the Corps of Cadets dorms. [#1197014]

Better Wifi in the dorms. I live in the Corps dorms and it cuts in and out a lot. It doesn't matter if I'm using my phone or my laptop, most of the time I cannot get it to work. [#1197026]

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email (@neo.tamu.edu)quota after graduation should be available. [#1197045]

More trainings for computer software programs, more flexible/accessible for students. Also, provide a resource for what students should do with electronic waste (where to recycle it!) :D [#1197054]

Require all departments to upgrade software regularly. Many system admins are lazy about applying patches or free updates. [#1197137]

More open access labs. [#1197188]

I would add wifi to all of the dorms on campus. [#1197340]

N/A [#1197474]

Allow us to re-purchase software from software.tamu.edu after our computer crashes [#1197488]

Elimate the areas on campus where the wifi is not available. [#1197497]

I would improve the wireless connection throughout campus. It seems to cram up sometimes. [#1197509]

Better internet service in classrooms would be better when trying to access things online during class. [#1197513]

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completely open connection for all devices for at least the minimum services of information on how to complete a secure connection with appropriate credentials. Example. First time I tried to login with a laptop (some time ago, I admit), I had to go to a lab, login, and then find the help files that showed me how to connect. Is it possible to have that information accessible without having to go to a lab or something? A limited information, completely open access for all devices aka what you might get going to a starbucks, with appropriate restrictions so that users must go through some type of registration process before gaining full internet access? I don't know, maybe you have that already. I haven't tried logging on with a brand new device in awhile. [#1197550]

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the email accounts. i havent used my neo at all really (though I tried initially), except when required to. It serves its purpose for emails, but it is not practical like gmail. [#1197568]

Wi-fi through every part of campus, especially at the bus stops, would be great. I understand, though, that this is attainable only through funds, and wish to see this change only if there is already room for it in the budget. [#1197598]

Make the internet signal stronger outside the buildings. This way people could sit outside and enjoy the weather when it is pretty, but still be able to use their laptops, tablets, etc. for access to the internet. [#1197638]

I wish the wireless was more reliable in the vet school/hospitals on mobile devices. [#1197659]

Make the wireless more stable upon laptops, other than that the technology services are doing a great job, so keep up the good work. Gig' em. [#1197694]

I do not want to change my password every semester. [#1197722]

More new stuff, helping the students stay up to date with advances. [#1197729]

More unification amongst departments and better communication about new products and resources [#1197765]

Faster turn around for computer repair services. [#1197768]

I would make the process for accessing Howdy and the wireless network the same. This is confusing and it should be easy to access. [#1197782]

Making things more in one place instead of three different points of access. I know there are a couple buildings that don't get the regular campus wifi, but that is possibly because undergraduates don't tend to use those buildings. [#1197799]

I hope it can be more accessible and efficient to solve the problem [#1197806]

More information about specialized printing, like printing in color or printing in abnormal sizes, would be helpful. Otherwise it's pretty stellar service ;) [#1197869]

Upgrade the Zimbra email client to a faster system that was easily integrated with a smartphone and included chat options for collaboration with professors and other students. [#1197915]

That it would be more serious in preventing people from using their own routers/wireless networks. [#1197948]

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better websites and services, mobile friendly websites and services, fast internet [#1197952]

Increase the speed of the internet on campus, many things such as email and videos take a long time to load. [#1197979]

Some days when the library is really full I have trouble staying connected to the internet. [#1197981]

More widespread [#1197983]

I would add more servers to further increase the speed of the wireless internet connection with all devices. This would lower traffic therefore making it more efficient. [#1198026]

Nothing really, but the internet on campus could improve. [#1198054]

The wireless signal in my office in the building(VMRB) is always weak, even no signal inside the room. [#1198064]

The technology services have met all my expectations. The only thing I would change would be the technical help department. [#1198111]

Continue expanding and enhancing the wifi service. [#1198114]
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more allotted print pages (>300/semester) and easier access to color printing [#1198156]

Increase professor training [#1198161]

I have taken a computer science class in which their was technical difficulties through out the year regarding the h-drive. There was one time where files were lost or not saved and another where it just was not letting us access files on the drive. [#1198170]
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wifi all throughout campus [#1198176]

I would improve wifi and internet as it pertains to mobile devices on campus. [#1198193]

Better cellular service around Kyle Field during game day. [#1198201]

Well trained employees focused on efficiency of resolving issues instead of going through the same steps when escalated to multiple people. [#1198208]

Make EES available online rather than having to go to Teague every year with a flash drive. [#1198215]

VPN, because it gets really complicated and does not seem to be properly installed when you let it run automatically. Also, the CSCE wiki's are not that great either especially the VPN one because the CISCO one does install, but it does not work. The manually installed one does work however. [#1198219]

More education based features like online excel tutorials. [#1198235]

Faster, more consistent wireless [#1198757]

You have to have additional login for different buildings. One online service for the campus would be best. [#1200755]

Give the option to incorporate neo email in Gmail, Yahoo or Microsoft email web services; [#1200773]

As a graduate student in Engineering, I would appreciate if more software packages such as drawing tools can be provided at discounted rate. [#1200778]

More computer terminals available around campus, especially in Evans and other libraries [#1200785]

I am still fairly new here so i do not have a comment yet at this time. [#1200852]

I would improve an easier way to get better connection for ipads because sometimes mine has trouble catching wifi. [#1200871]

It would be nice if the DoStat pages were a bit more interactive [#1200894]

Better technology available to students [#1200950]

Spread the word about the training workshop or courses it offers to improve our knowledge on software or technology skills. I guess it has many of them, but I'm not aware of them, and perhaps other people don't know either. But congratulations! In general you are doing an excellent job! [#1200955]

If you could improve wireless access in the residence halls, that would be great. I live in the far end of a modular hall, so connectivity is a problem in my room. Adding more wireless routers or some other solution would be awesome. [#1200979]

I would have the eLearning on the Howdy website be more easily accessed and fixed when it will not let you access it on a certain website. [#1200986]

I would want easier and user friendly interface for Blackboard. I would also like professor to be better trained on Blackboards use. [#1201081]

I would like to see access to SPSS increased, with a student discount or the ability to remotely access it so that we don't have to be on-campus to use the software for school related things. [#1201094]

Efficiency of technology. That is will work when needed and at its best performance as possible. [#1201110]

Better and faster wi-fi [#1201128]

Faster and more reliable wifi service all over campus. [#1201134]

Mobile and tablet internet. It's either extremely slow or doesn't work at all and the web pages just stall. That's all though. The computer access in the labs is great! [#1201211]
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free fixing personal computers [#1201233]

Design a new application for Android devices or IOS devices that provides all the services which a TAMU student need. [#1201242]

Printing, yes I really like the OAL service that is being provided but it is still really slow to log onto a computer to print one page. I would like a way to usb print. Also I am trying the remote print to work as mentioned in other question. [#1201257]

I don't have anything in mind for improvement. [#1201275]