



Division of
Information Technology

Satisfaction Survey

2020

The Texas A&M Division of Information Technology conducted a campuswide satisfaction survey February 3, 2020 to February 12, 2020. The survey committee consisted of Jon Griffey, Matthew Lacy, Scott Shepherd and Bobby Bernshausen.

Responses are anonymous. To increase participation, an iPad was given away in an optional, random drawing. The survey results of the contest entrants were still anonymous, since the main survey was conducted through Qualtrics and the contest through Google Forms.

Invitations and reminders were sent through the Maestro email system.

There were 6,002 survey participants, 4,044 of whom also entered the contest. The breakdown of participants was as follows: 58.03% were students, 25.71% staff, 10.88 students who are also staff members, and 5.38% faculty.

The following pages contain graphic representations of responses. The mean, standard deviation and variance of each are available on request.

All raw data can also be provided upon request.

Survey Questions

| | |
|--|----|
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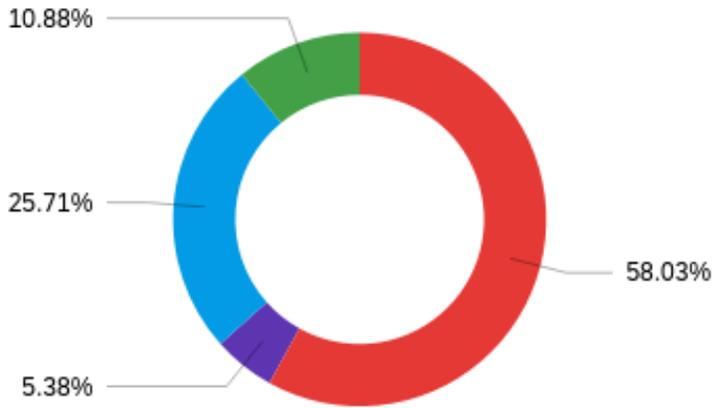
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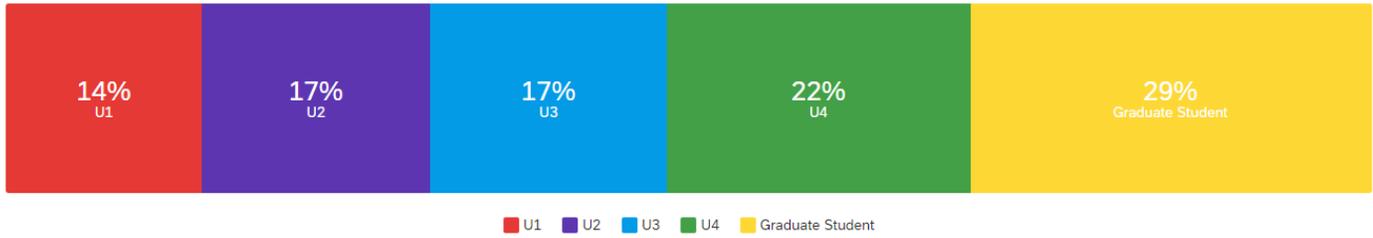
Please select your role at Texas A&M University



■ Student
 ■ Faculty
 ■ Staff
 ■ Student/Staff (student worker, etc.)

| # | Answer | % | Count |
|---|--------------------------------------|--------|-------|
| 1 | Student | 58.03% | 3483 |
| 2 | Faculty | 5.38% | 323 |
| 3 | Staff | 25.71% | 1543 |
| 4 | Student/Staff (student worker, etc.) | 10.88% | 653 |
| | Total | 100% | 6002 |

Please select your classification:

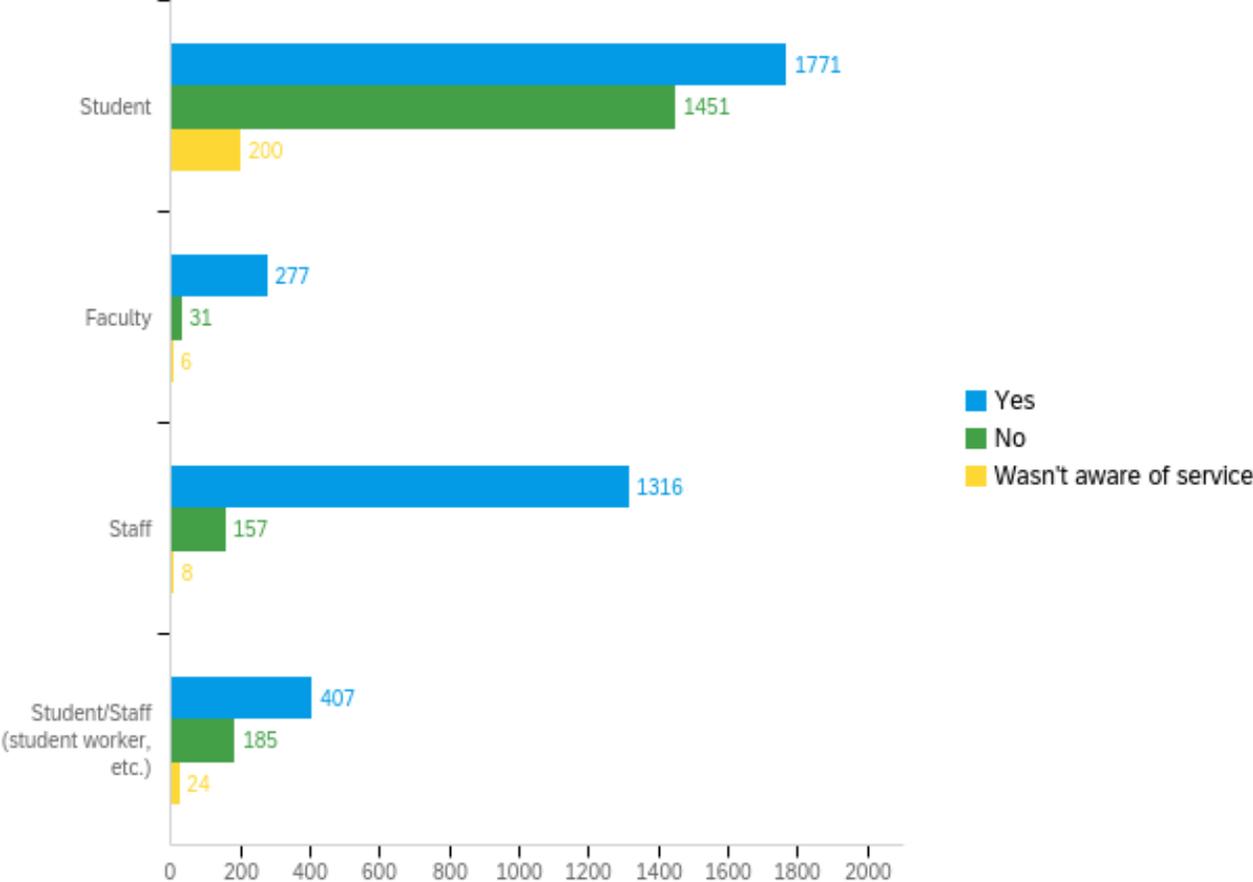


| # | Question | Student | | Faculty | | Staff | | Student/Staff (student worker, etc.) | | Total |
|---|------------------|---------|-----|---------|---|-------|---|--------------------------------------|-----|-------|
| 1 | U1 | 97.41% | 565 | 0.00% | 0 | 0.00% | 0 | 2.59% | 15 | 580 |
| 2 | U2 | 91.27% | 617 | 0.00% | 0 | 0.00% | 0 | 8.73% | 59 | 676 |
| 3 | U3 | 88.76% | 624 | 0.00% | 0 | 0.00% | 0 | 11.24% | 79 | 703 |
| 4 | U4 | 83.52% | 755 | 0.00% | 0 | 0.00% | 0 | 16.48% | 149 | 904 |
| 5 | Graduate Student | 73.49% | 876 | 0.00% | 0 | 0.00% | 0 | 26.51% | 316 | 1192 |

What college is your primary major located within?

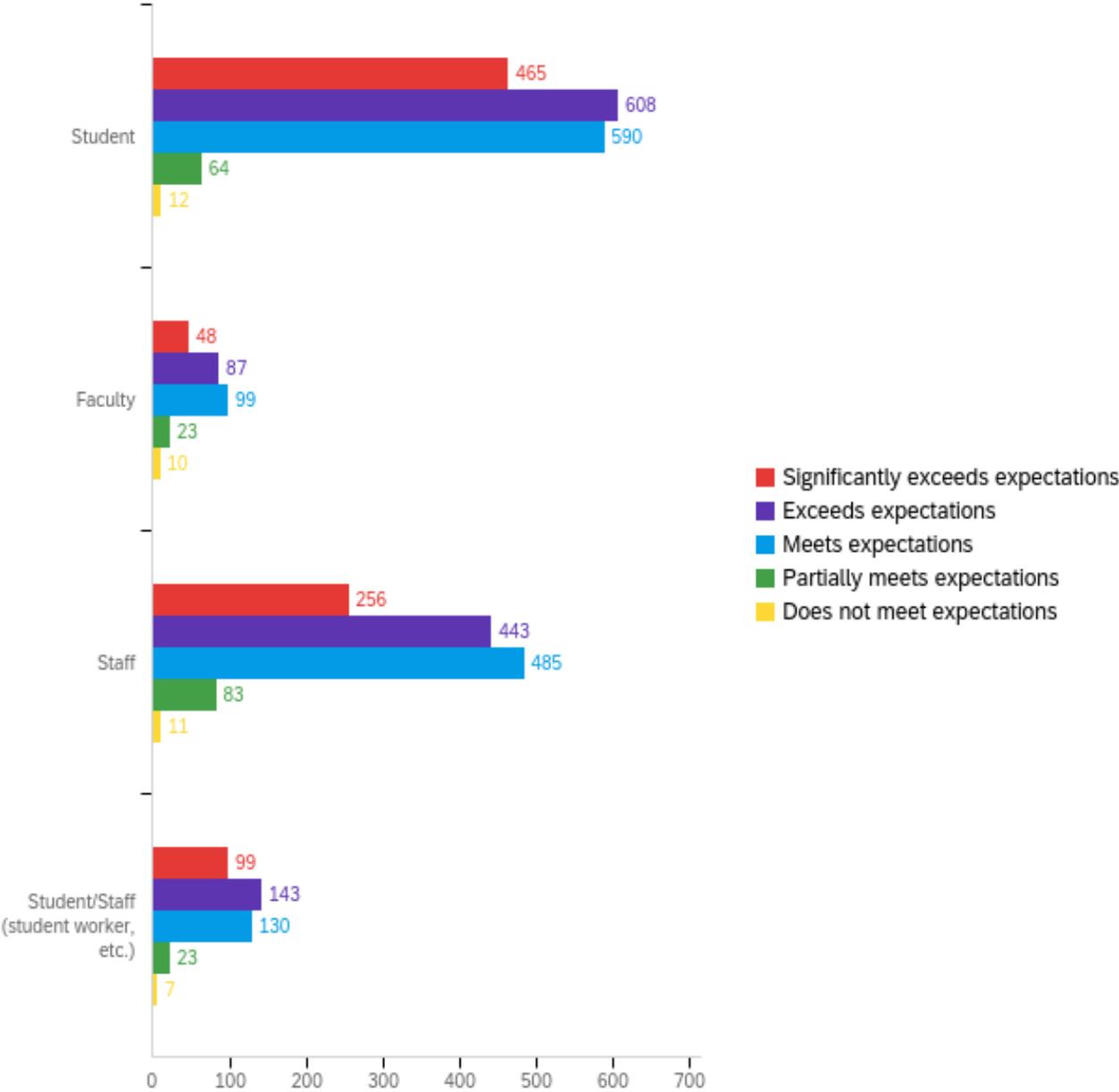
| # | Question | Student | | Faculty | | Staff | | Student/Staff (student worker, etc.) | | Total |
|----|--|---------|------|---------|---|-------|---|---|-----|-------|
| 1 | College of Agriculture and Life Sciences | 84.07% | 343 | 0.00% | 0 | 0.00% | 0 | 15.93% | 65 | 408 |
| 3 | College of Architecture | 85.31% | 151 | 0.00% | 0 | 0.00% | 0 | 14.69% | 26 | 177 |
| 5 | Mays Business School | 85.17% | 379 | 0.00% | 0 | 0.00% | 0 | 14.83% | 66 | 445 |
| 7 | College of Dentistry | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0 |
| 9 | College of Education and Human Development | 80.50% | 289 | 0.00% | 0 | 0.00% | 0 | 19.50% | 70 | 359 |
| 11 | College of Engineering | 84.74% | 1155 | 0.00% | 0 | 0.00% | 0 | 15.26% | 208 | 1363 |
| 13 | College of Geosciences | 84.82% | 95 | 0.00% | 0 | 0.00% | 0 | 15.18% | 17 | 112 |
| 15 | Bush School of Government & Public Service | 87.80% | 36 | 0.00% | 0 | 0.00% | 0 | 12.20% | 5 | 41 |
| 17 | School of Innovation | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0 |
| 19 | School of Law | 92.93% | 92 | 0.00% | 0 | 0.00% | 0 | 7.07% | 7 | 99 |
| 21 | College of Liberal Arts | 82.25% | 366 | 0.00% | 0 | 0.00% | 0 | 17.75% | 79 | 445 |
| 23 | College of Medicine | 40.00% | 2 | 0.00% | 0 | 0.00% | 0 | 60.00% | 3 | 5 |
| 25 | College of Nursing | 100.00% | 4 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 4 |
| 27 | School of Public Health | 100.00% | 8 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 8 |
| 29 | College of Science | 86.81% | 250 | 0.00% | 0 | 0.00% | 0 | 13.19% | 38 | 288 |
| 31 | College of Veterinary Medicine & Biomedical Sciences | 88.64% | 242 | 0.00% | 0 | 0.00% | 0 | 11.36% | 31 | 273 |

Have you ever used Help Desk Central for support?

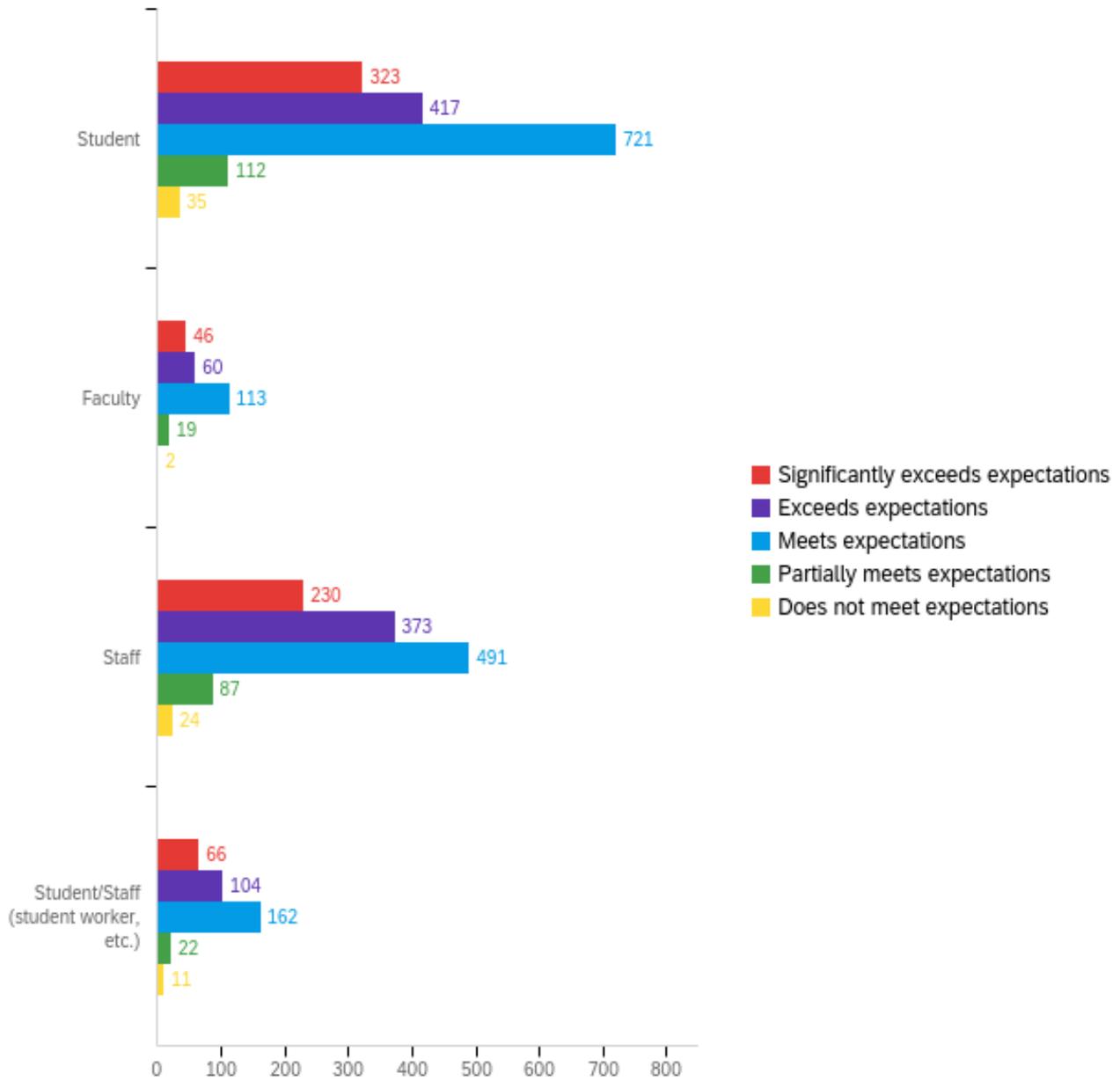


Please rank your experience when visiting or contacting Help Desk Central

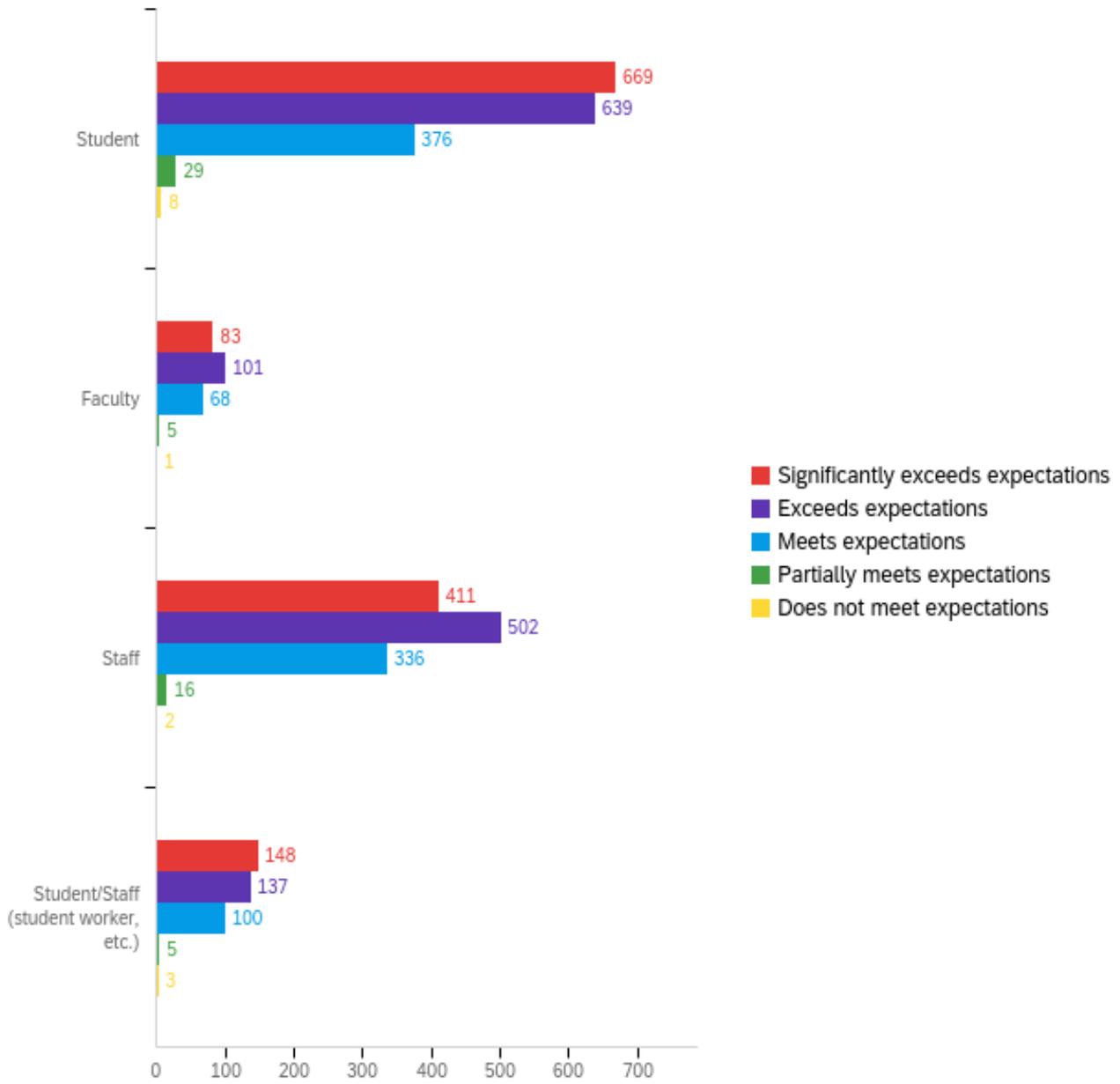
Your overall experience



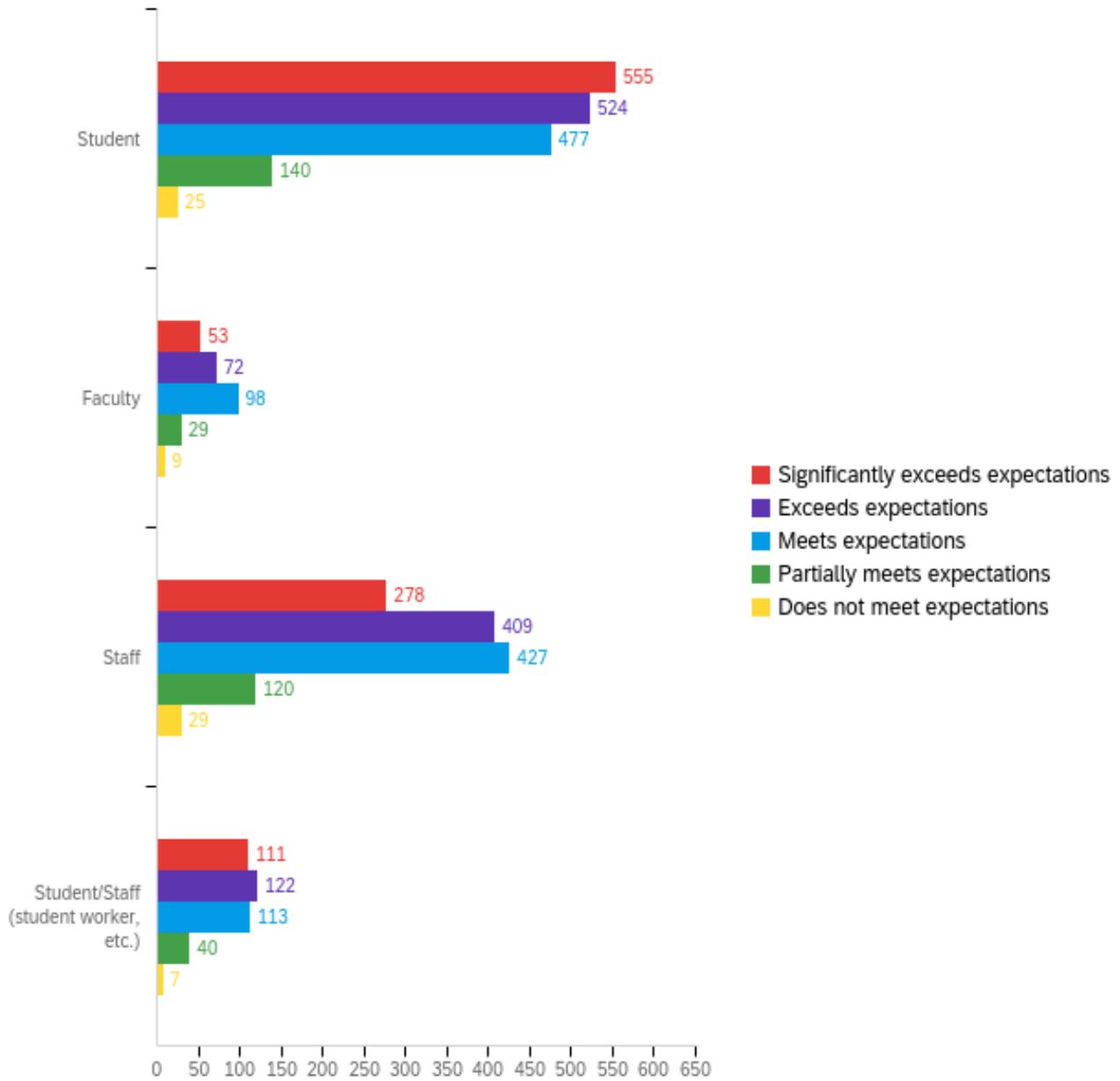
Your hold time if you reached out by phone



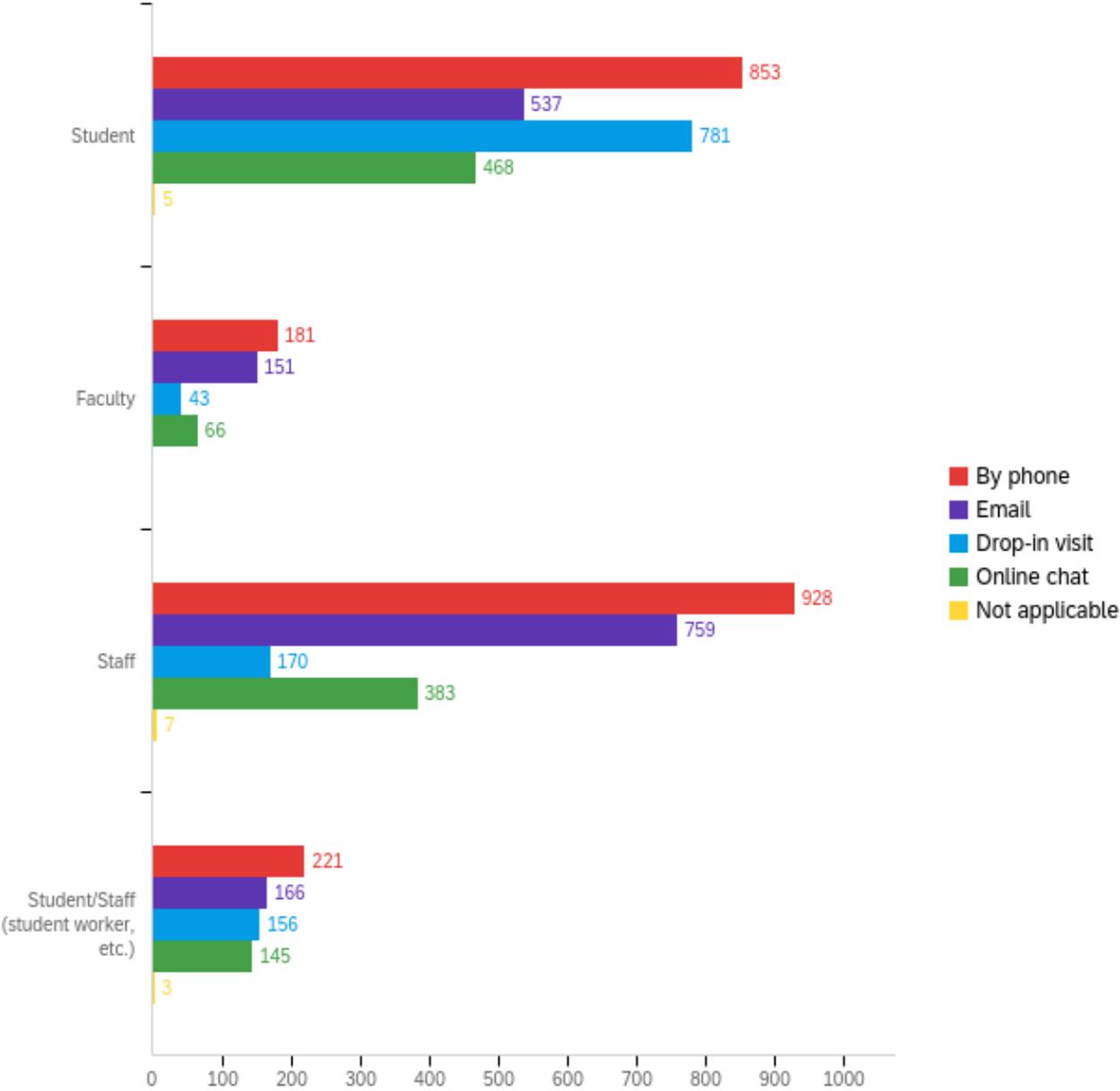
Politeness and courtesy of agent



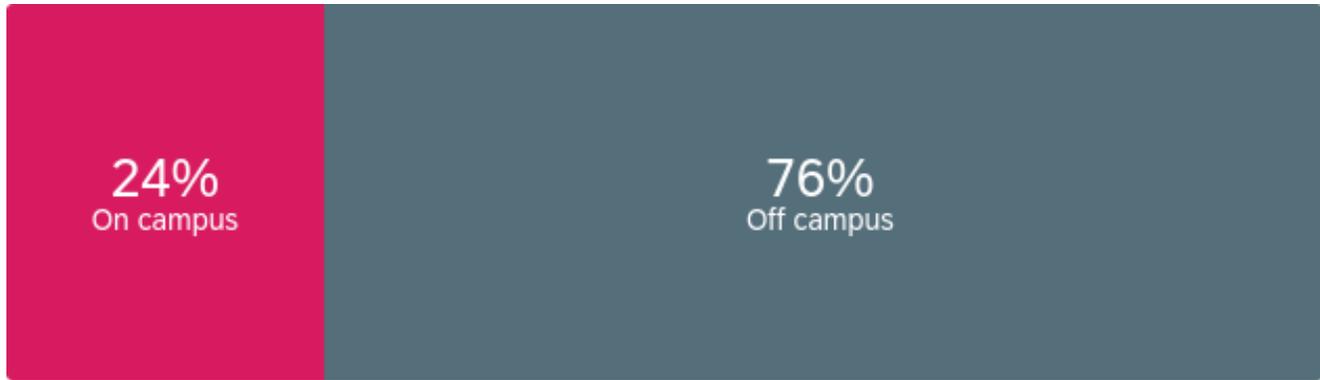
Ease of finding support



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

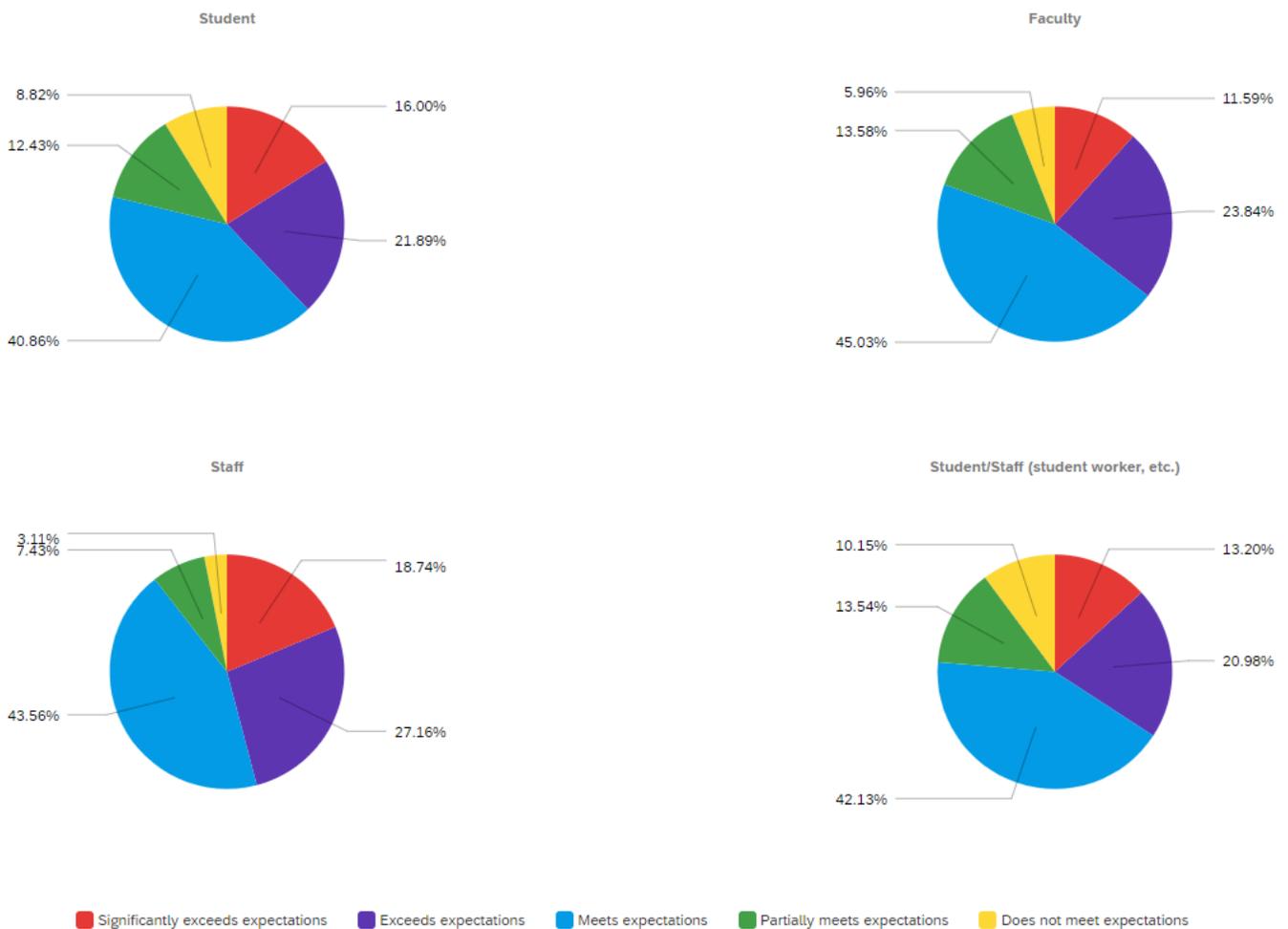


Do you live on or off campus?

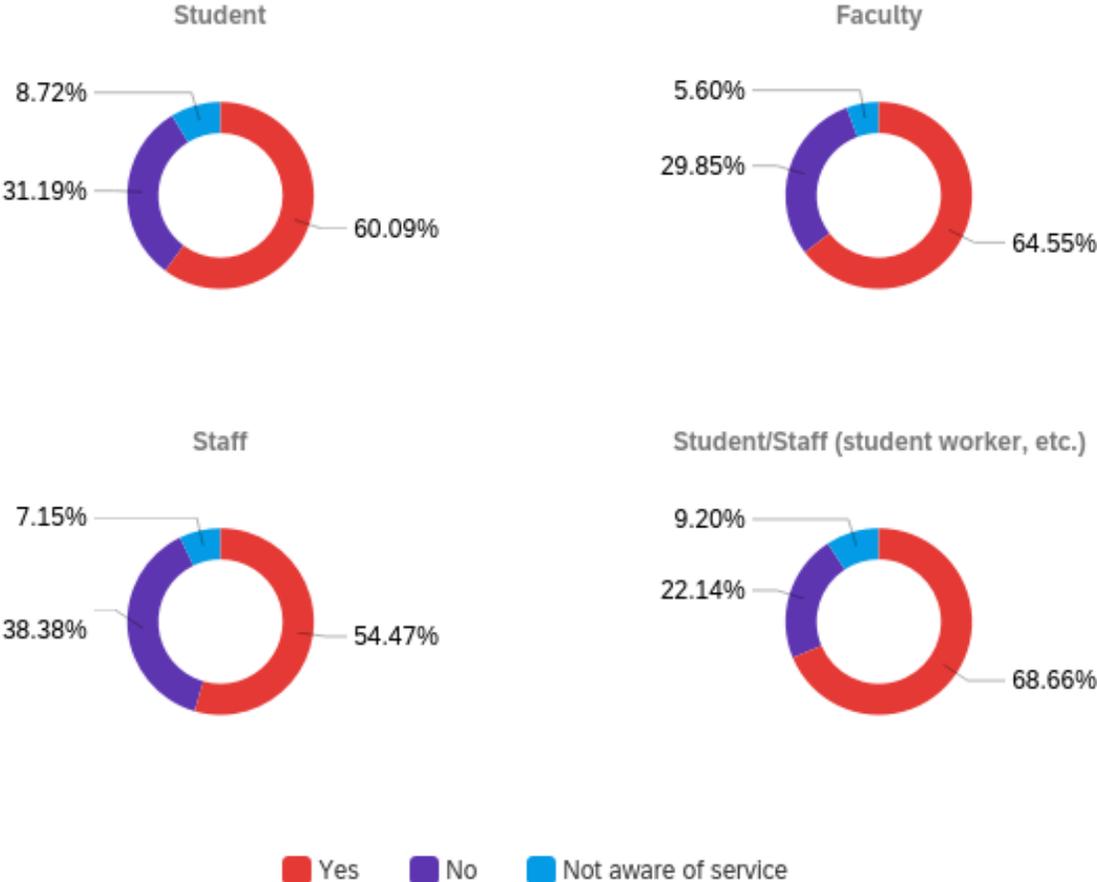


■ On campus ■ Off campus

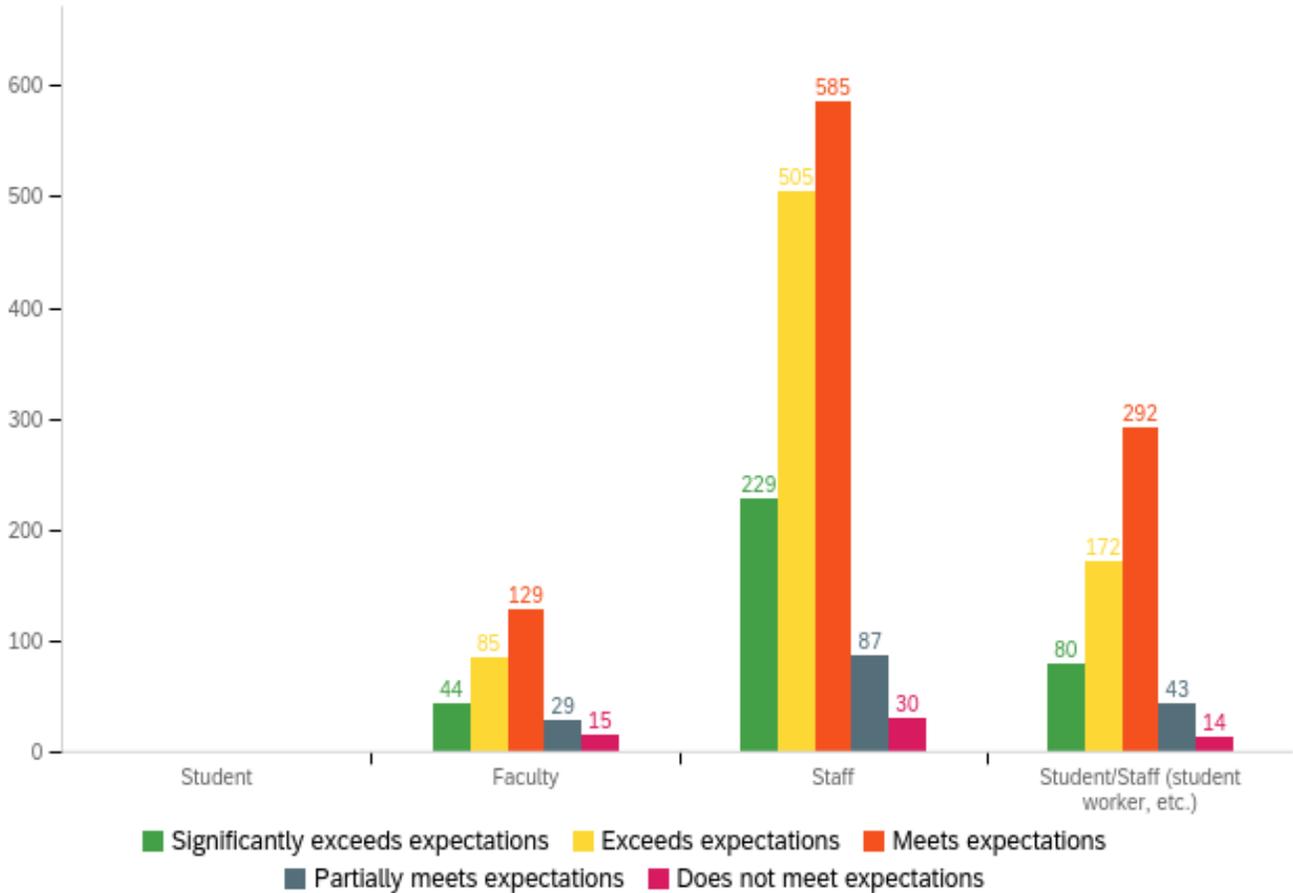
Duo Two-Factor Authentication is now required for all campus members. Please rate your experience.



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

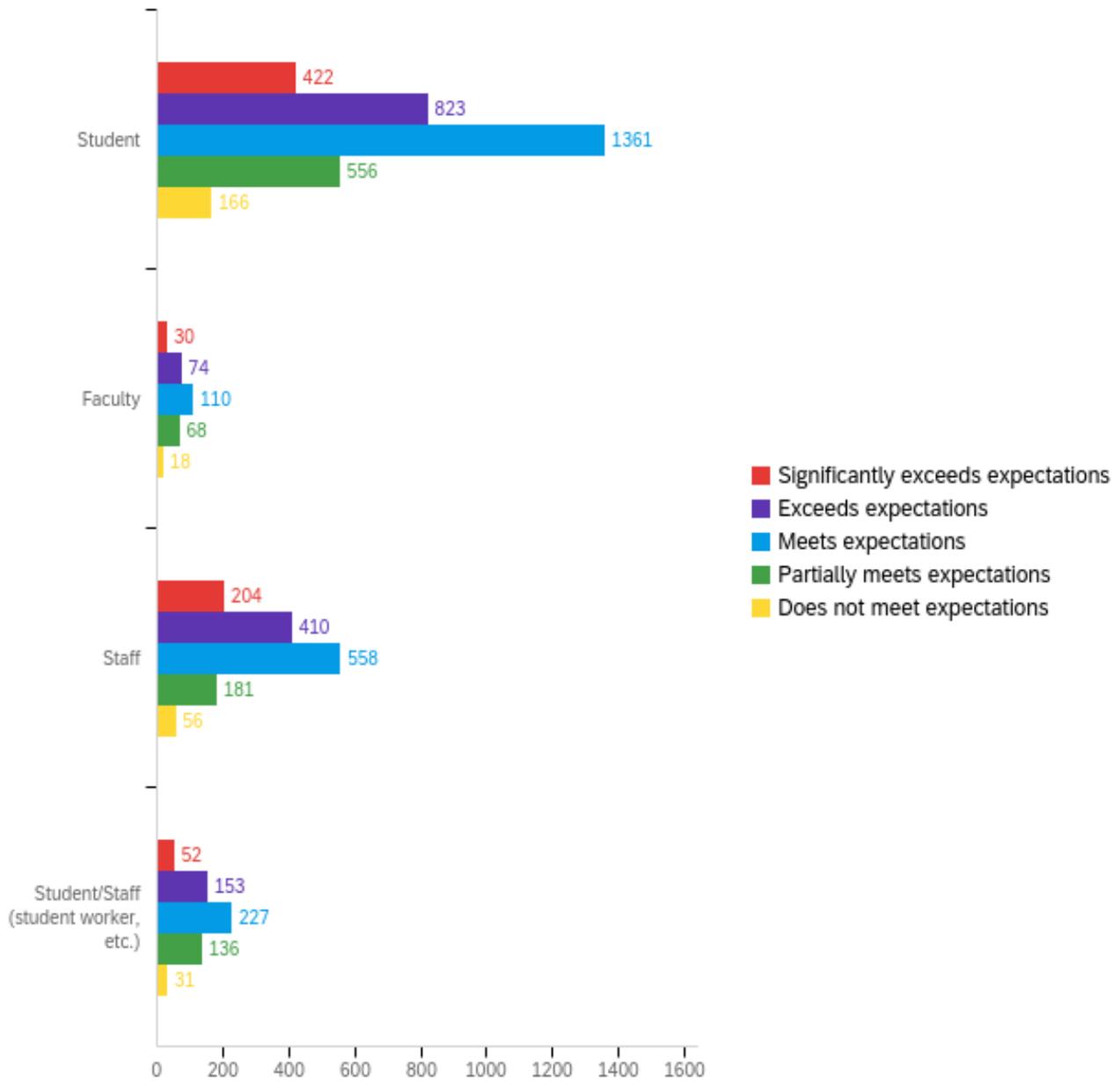


How do you rate the campus wired network on your office computer (speed/connection)?

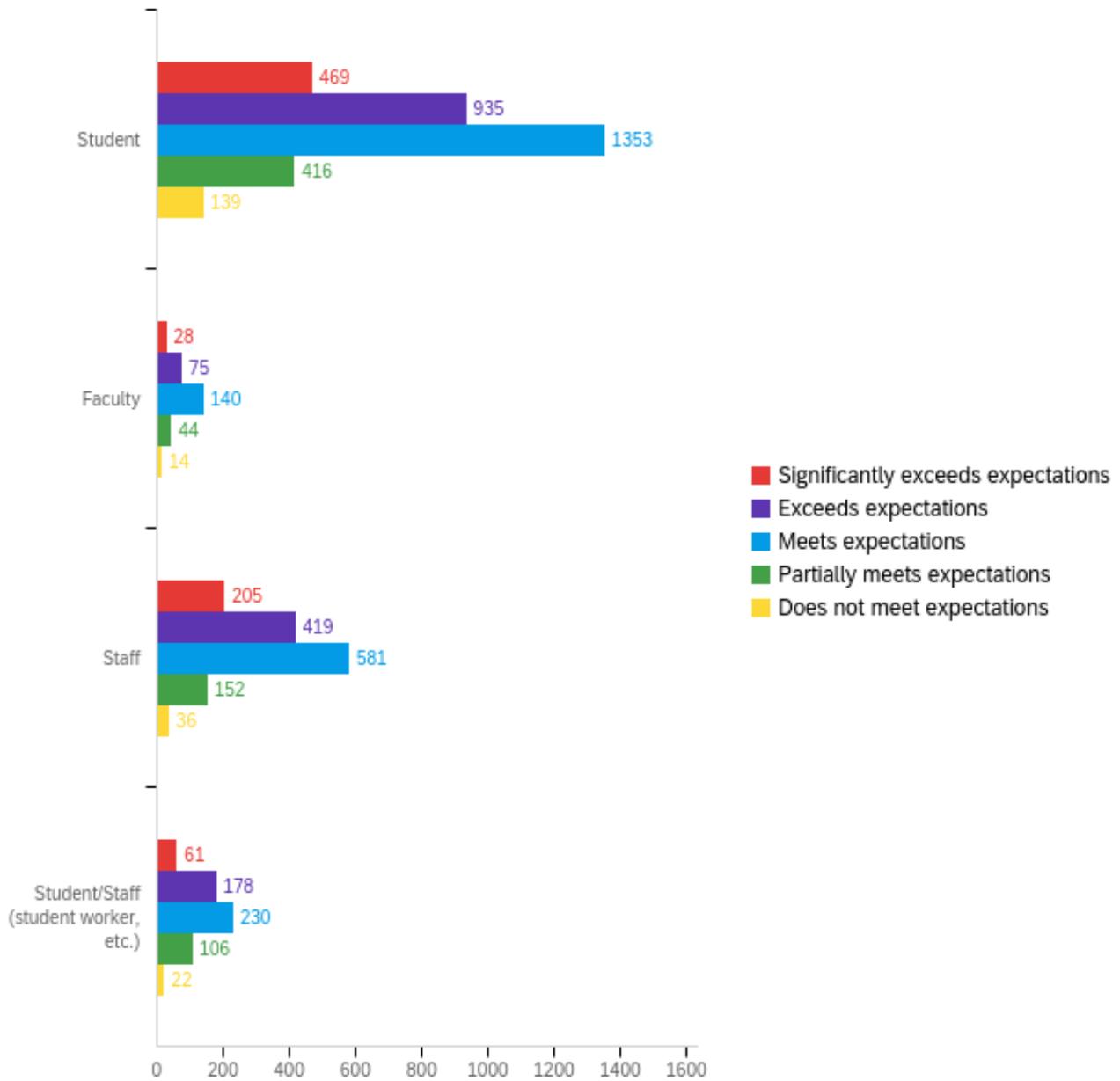


Please rate your experience with the TAMULink campus wireless network:

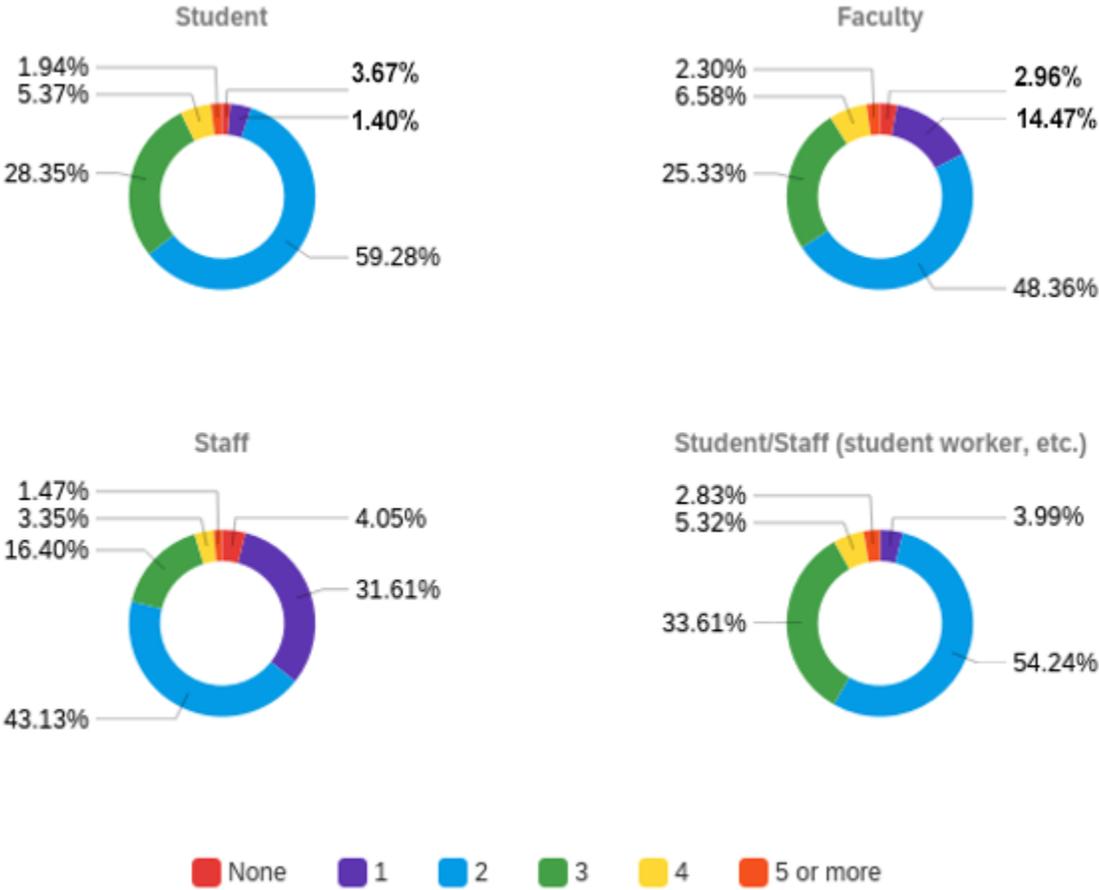
Wireless coverage and signal strength



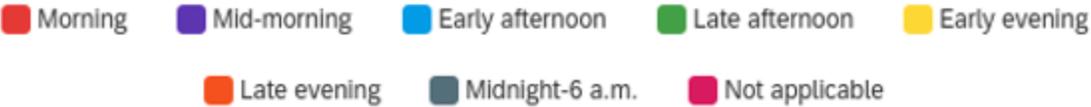
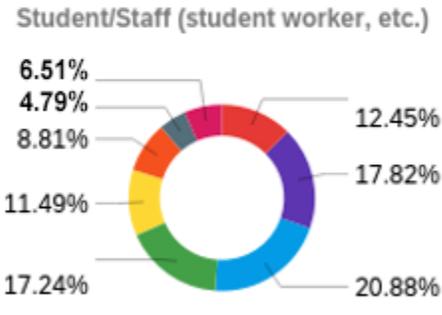
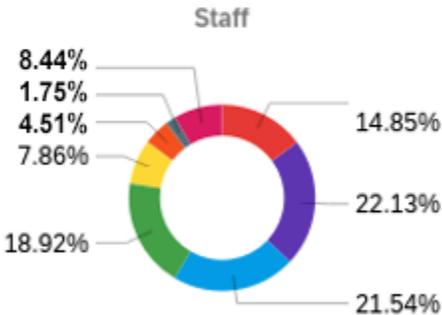
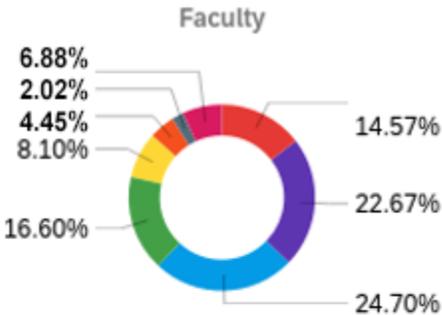
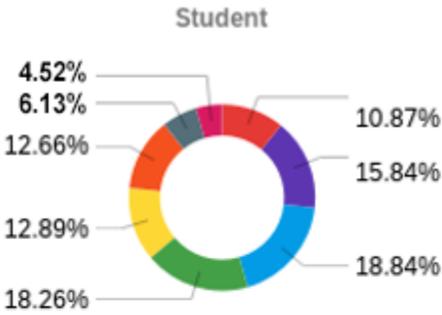
Speed of accessing websites; downloading files



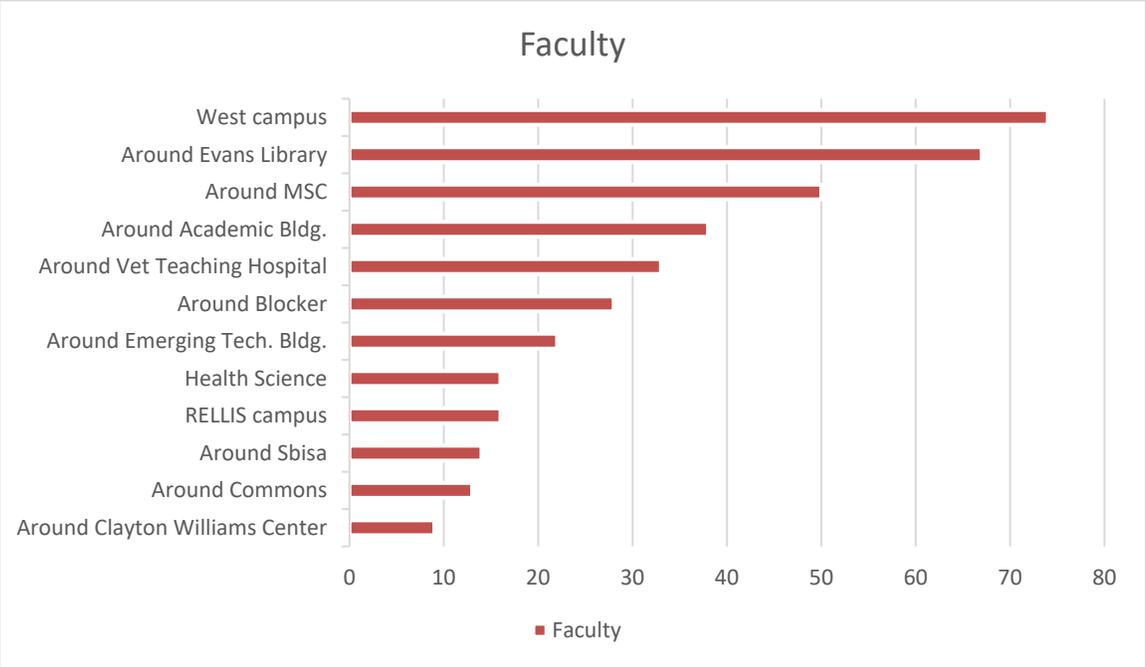
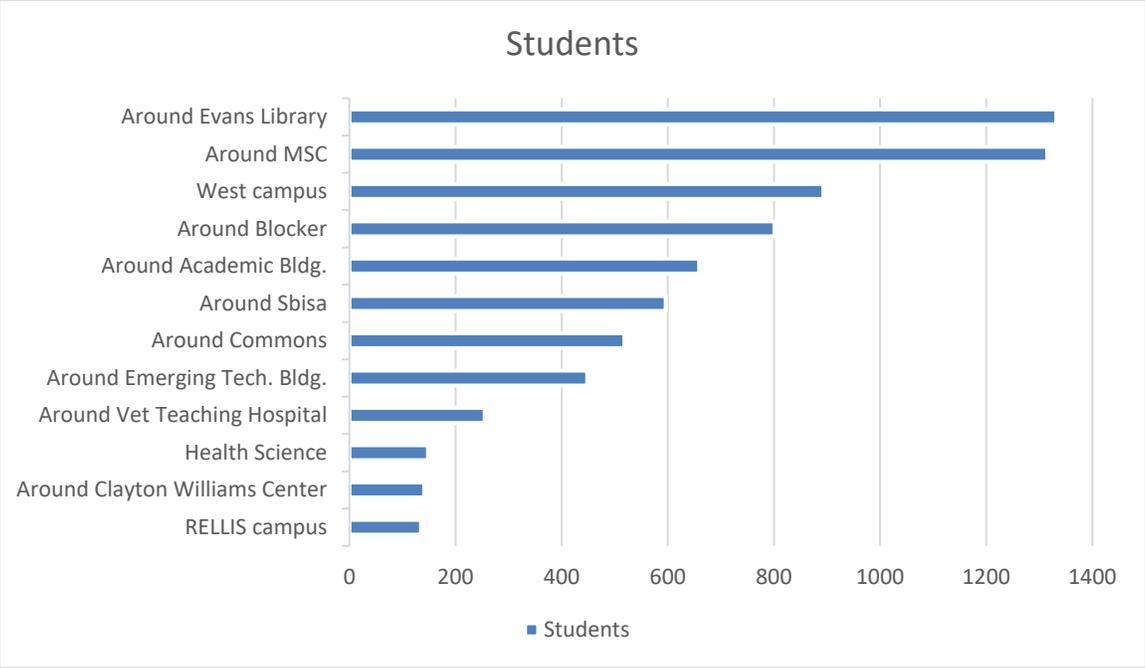
How many devices do you typically connect to the campus wireless network? Devices include mobile phones, tablets, watches, etc.

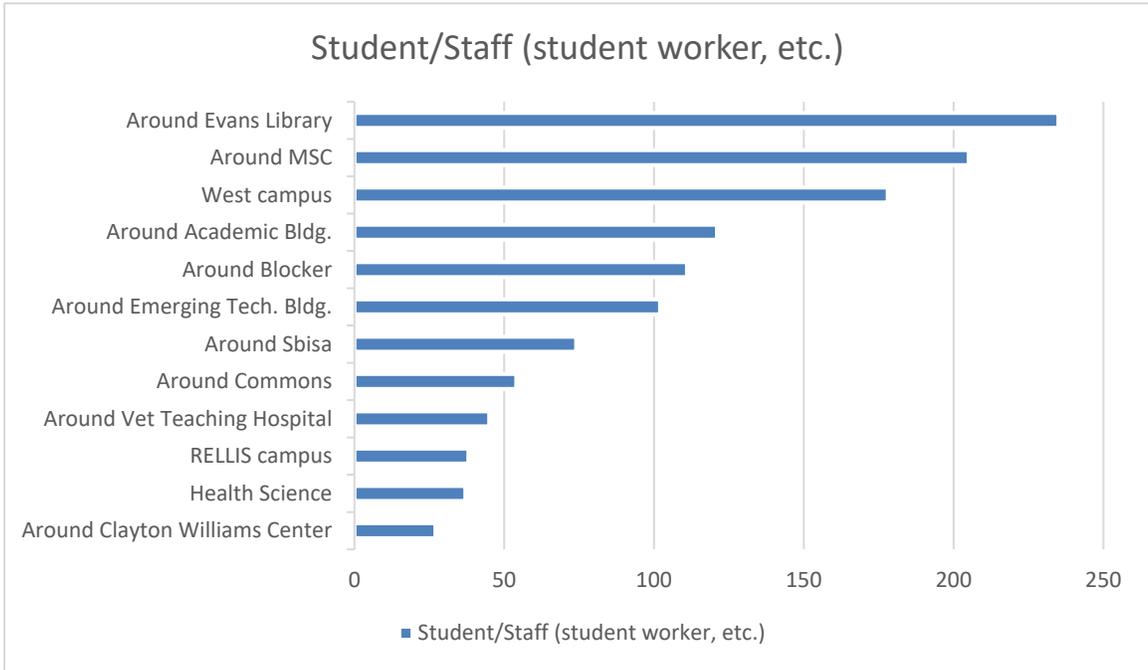
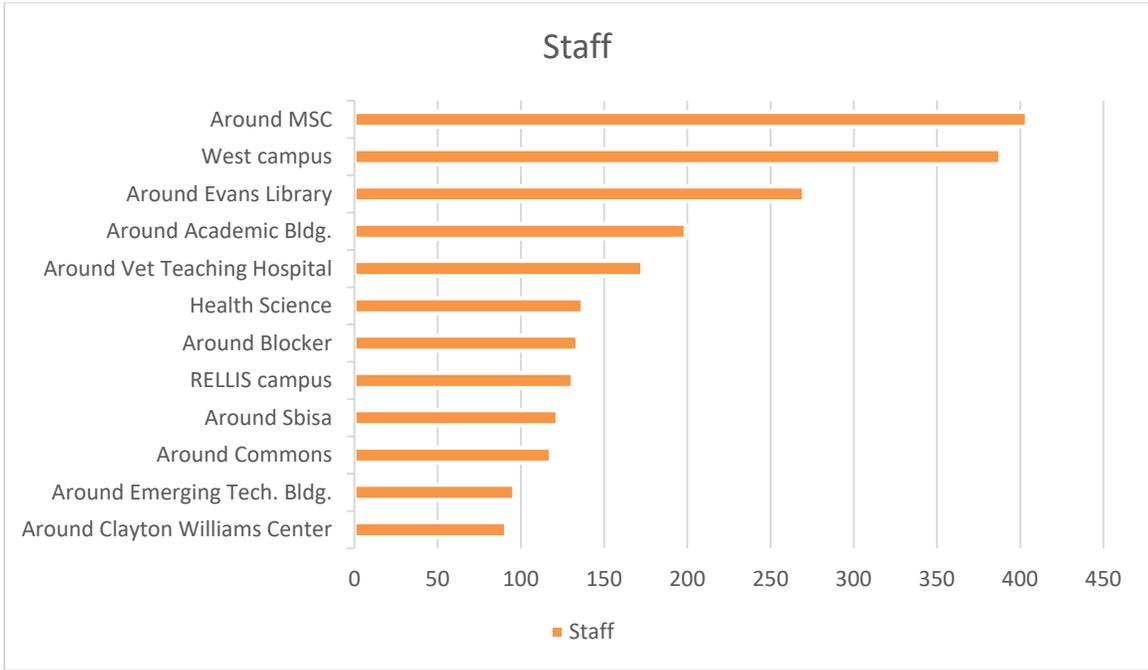


If you have experienced difficulty with Wi-Fi on campus, what time of day was it?

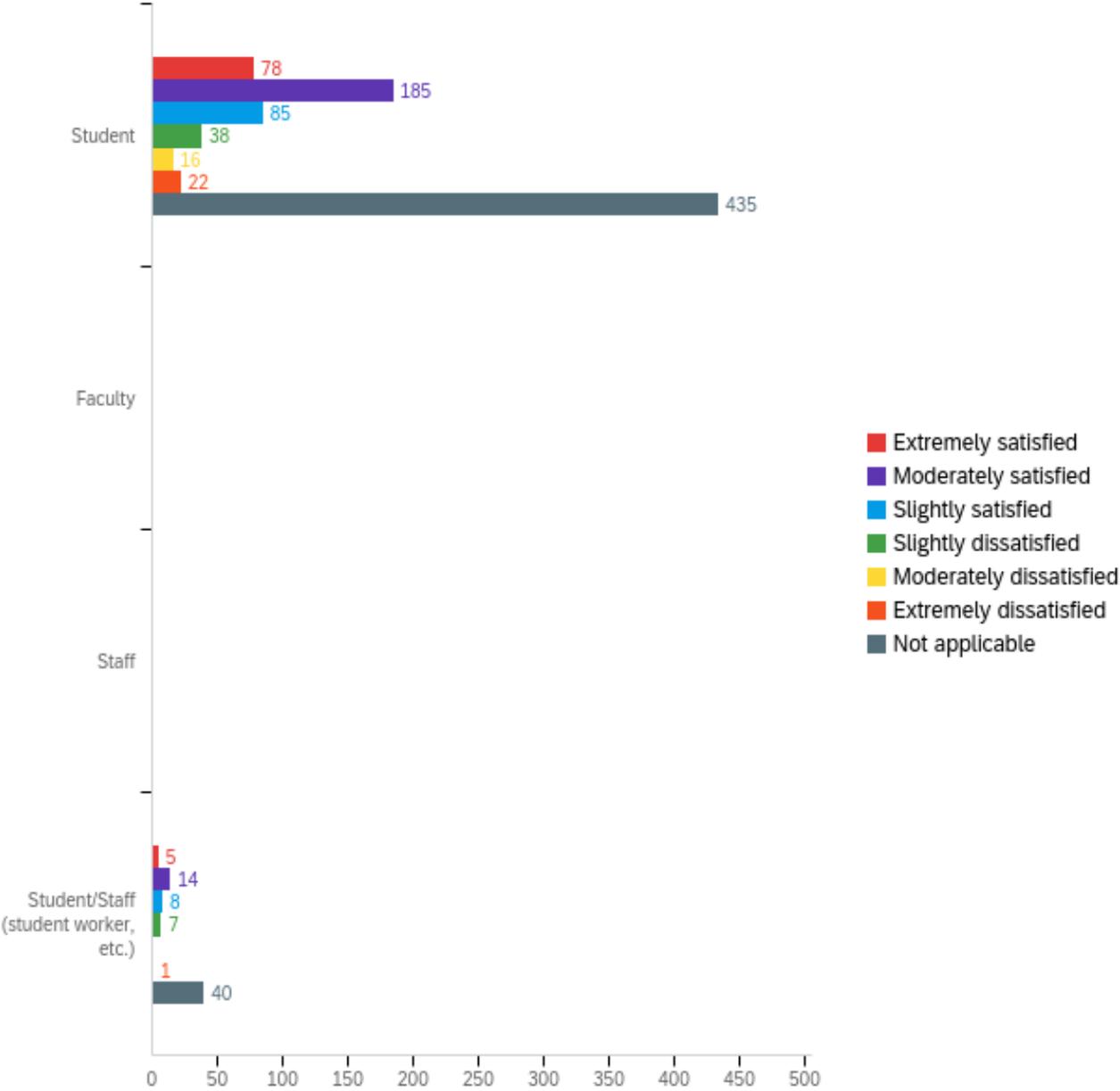


Please list any campus locations where you would like to see TAMULink wireless access added or enhanced.

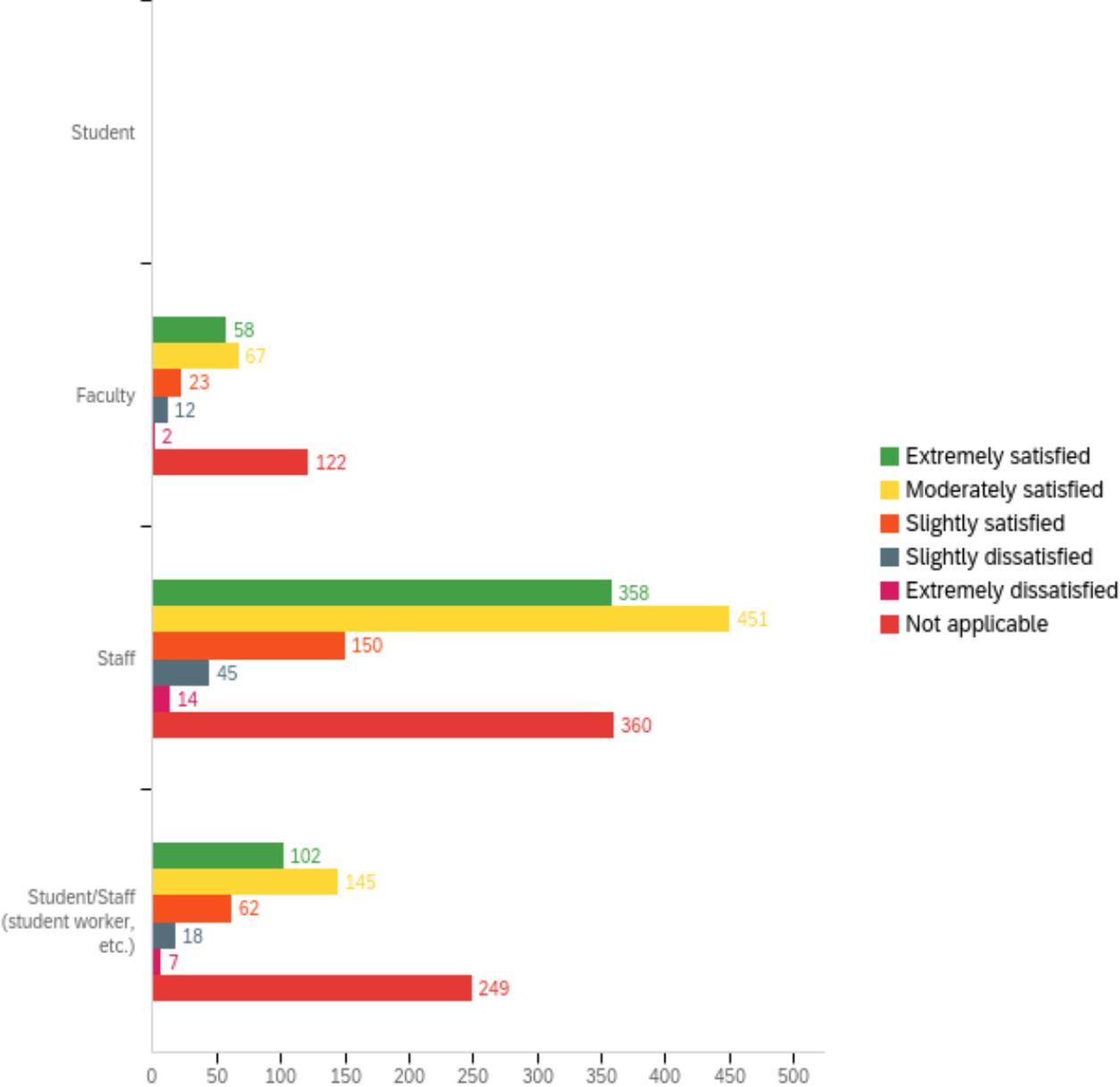




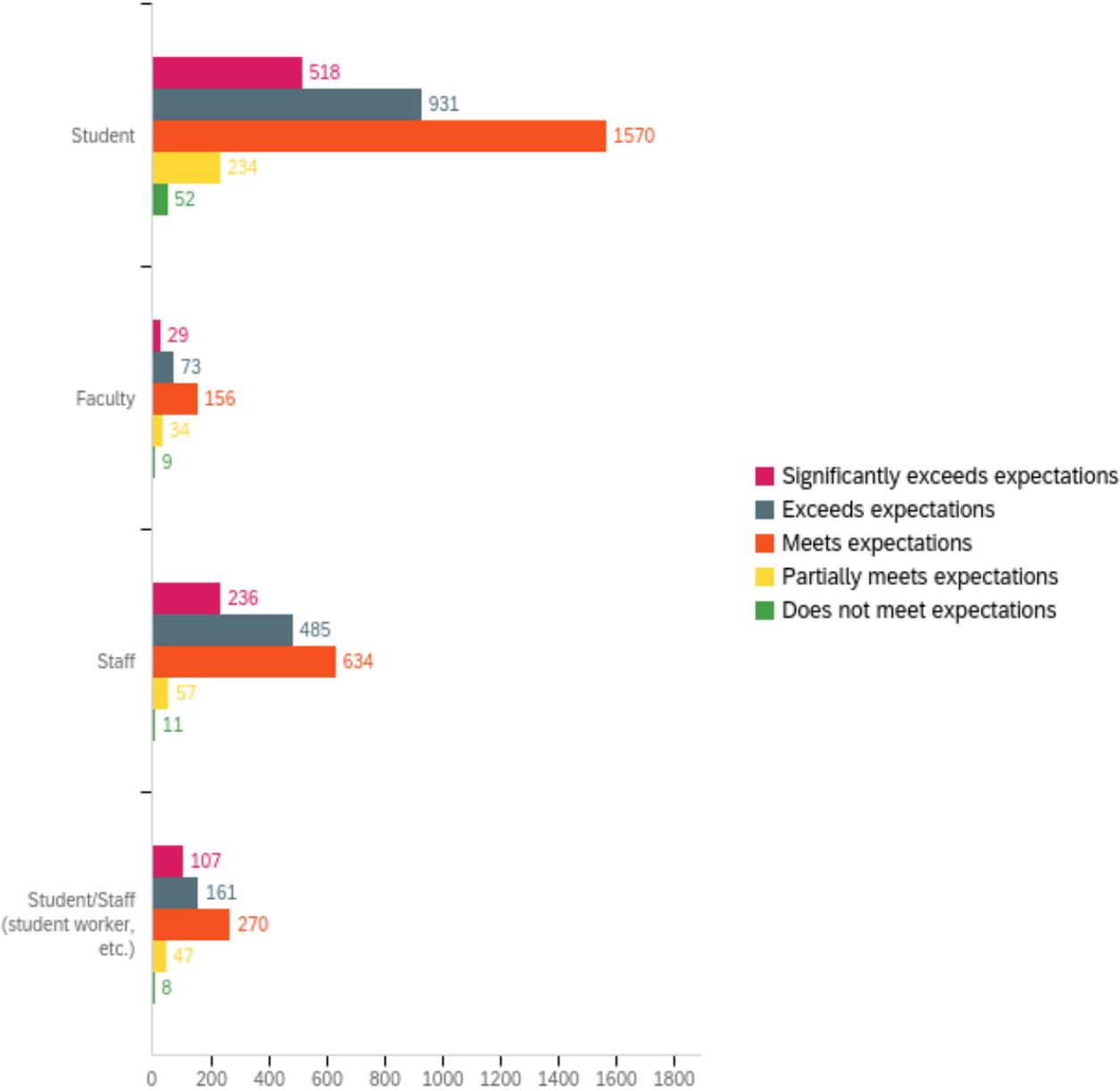
How satisfied are you with the television service in your residence hall (cable/Philo)?



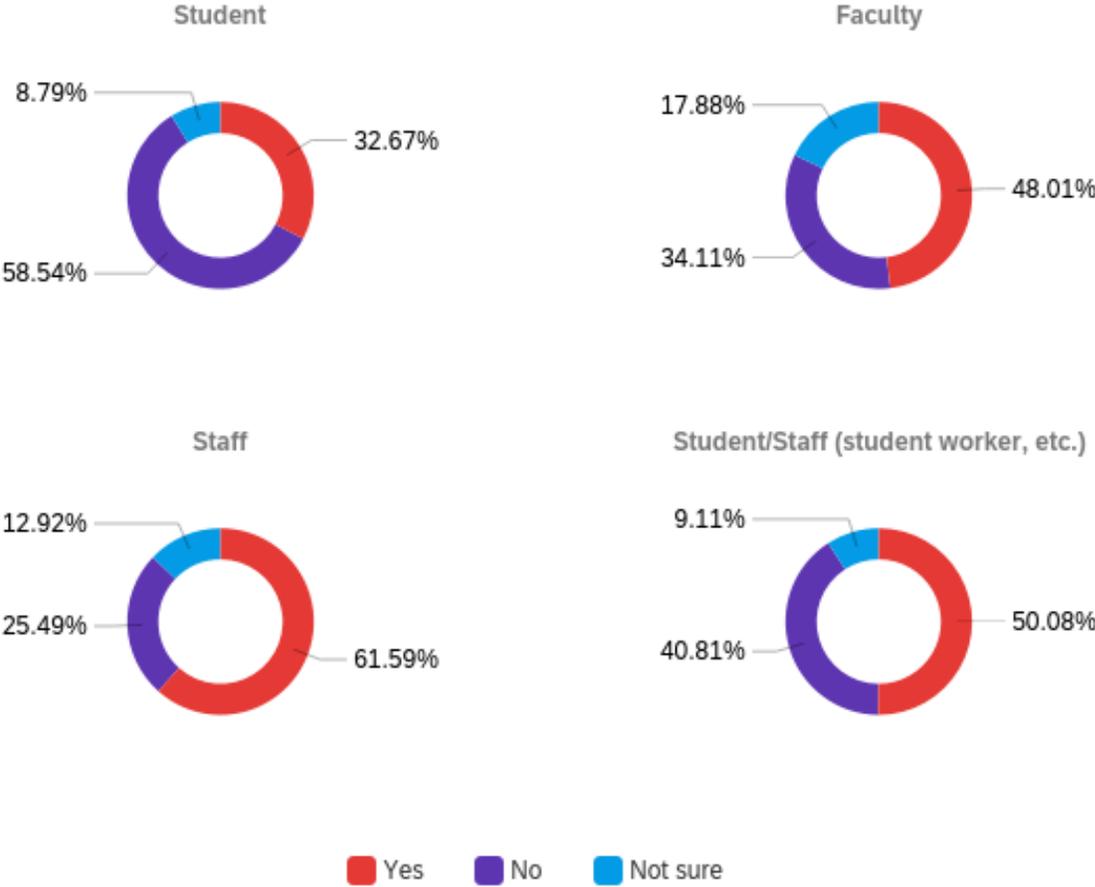
If you use keyless entry on campus, how satisfied are you with it?



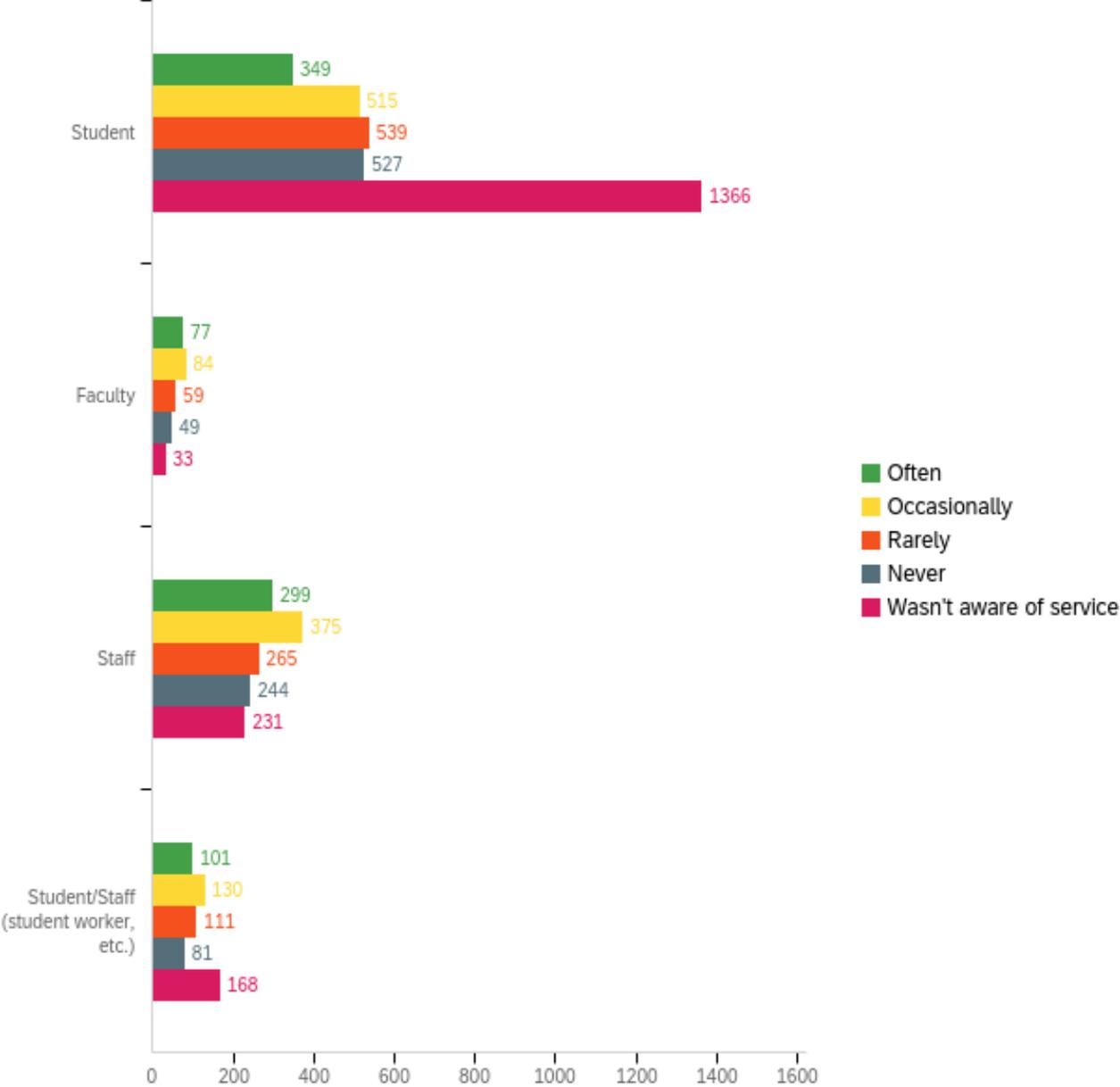
How would you rate the overall security of your university data (e.g., student or employee information)?



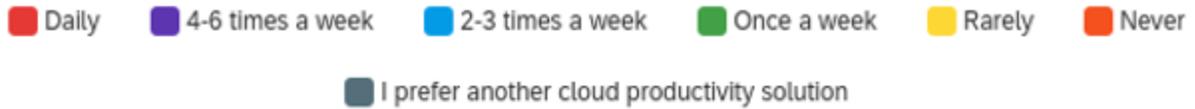
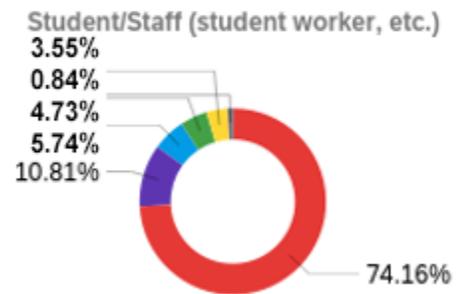
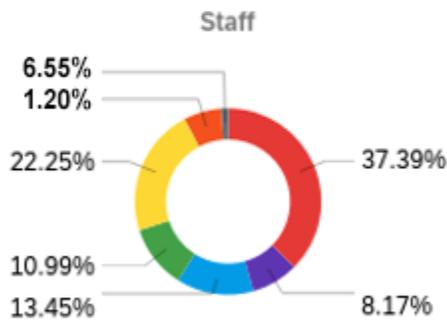
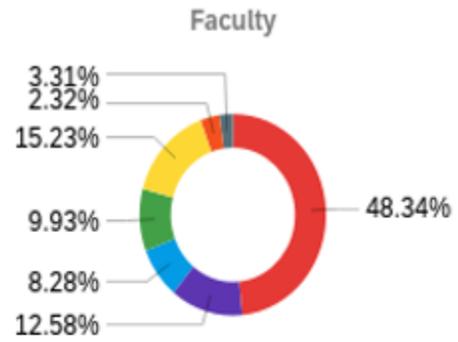
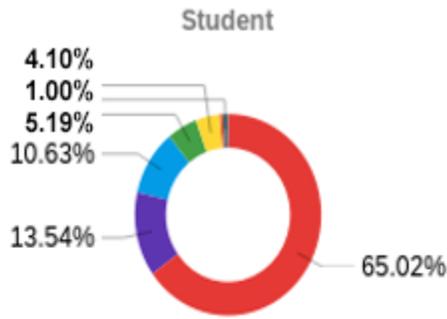
Have you heard of the Division of IT's security awareness month campaign/game held each October?



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

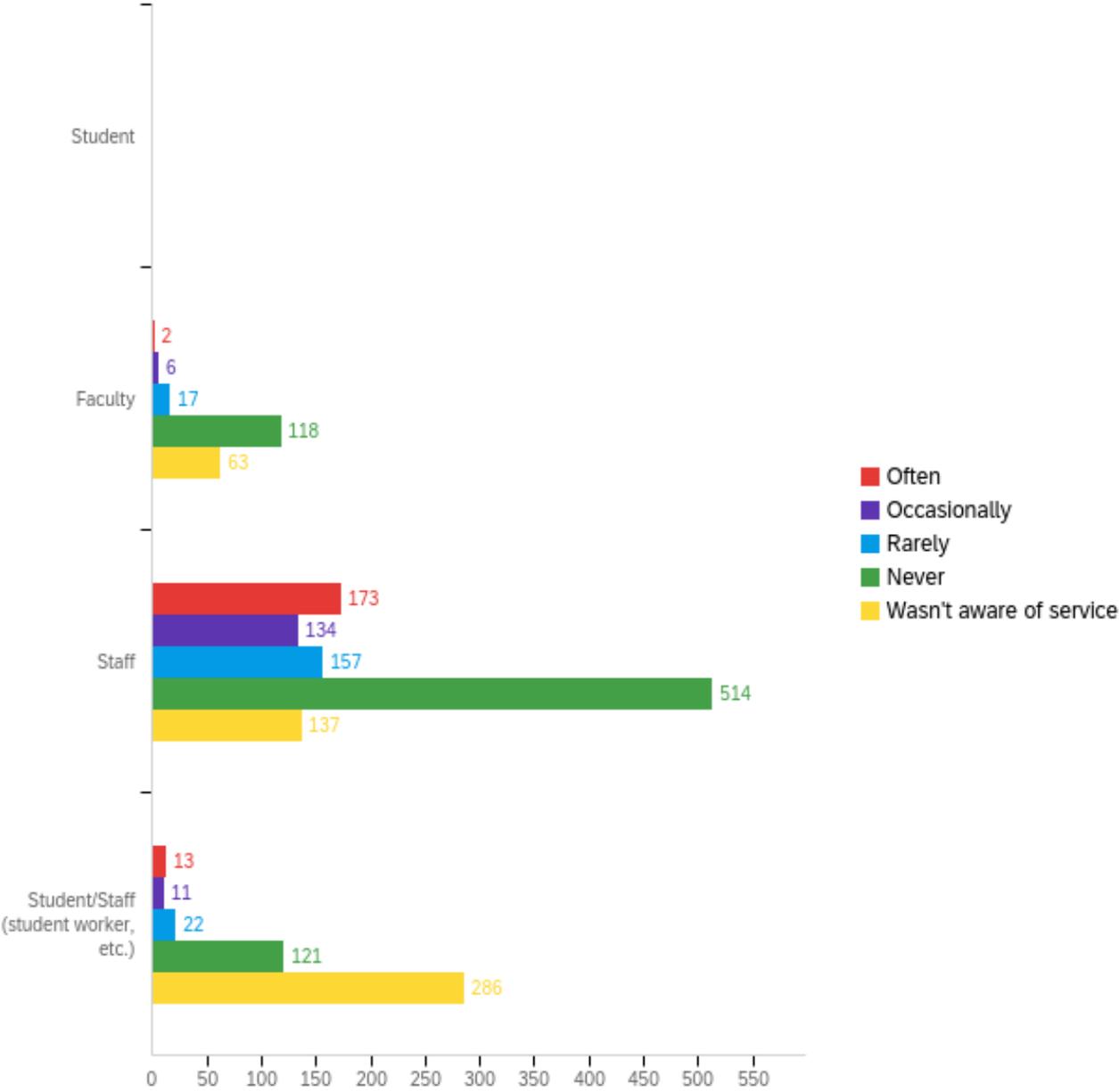


How often do you use Google Apps?

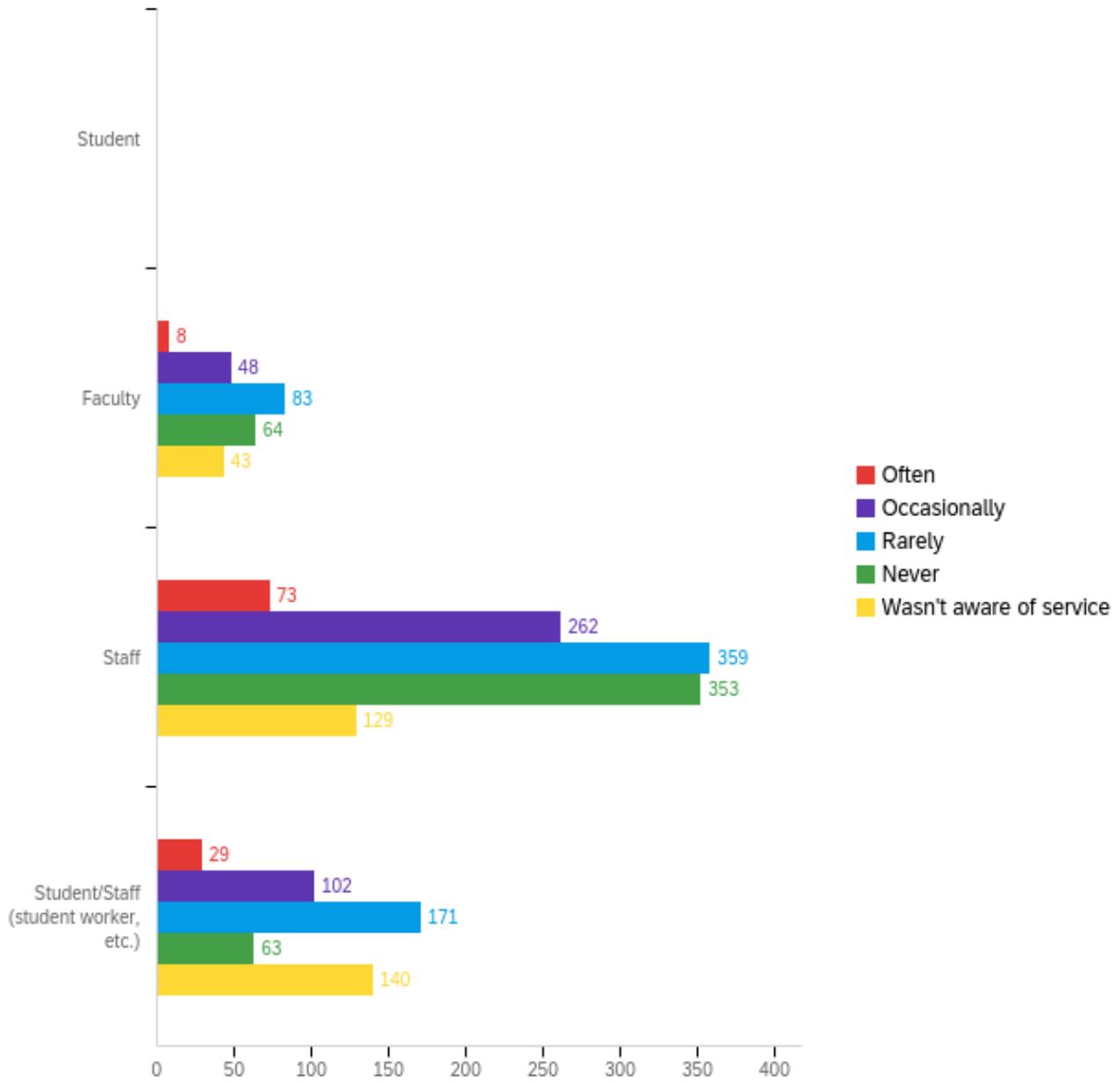


How often do you use these services?

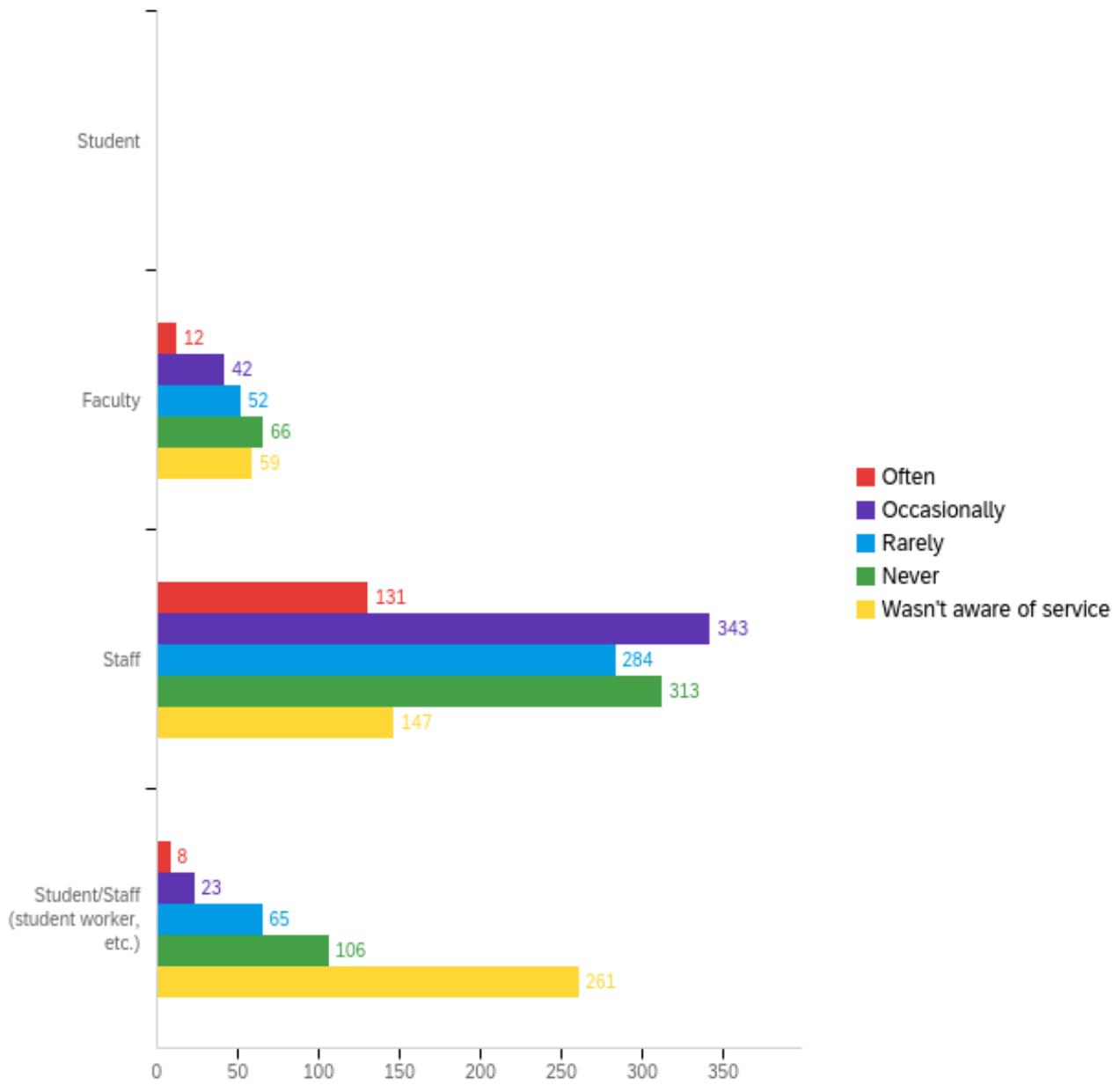
Laserfiche



DocuSign

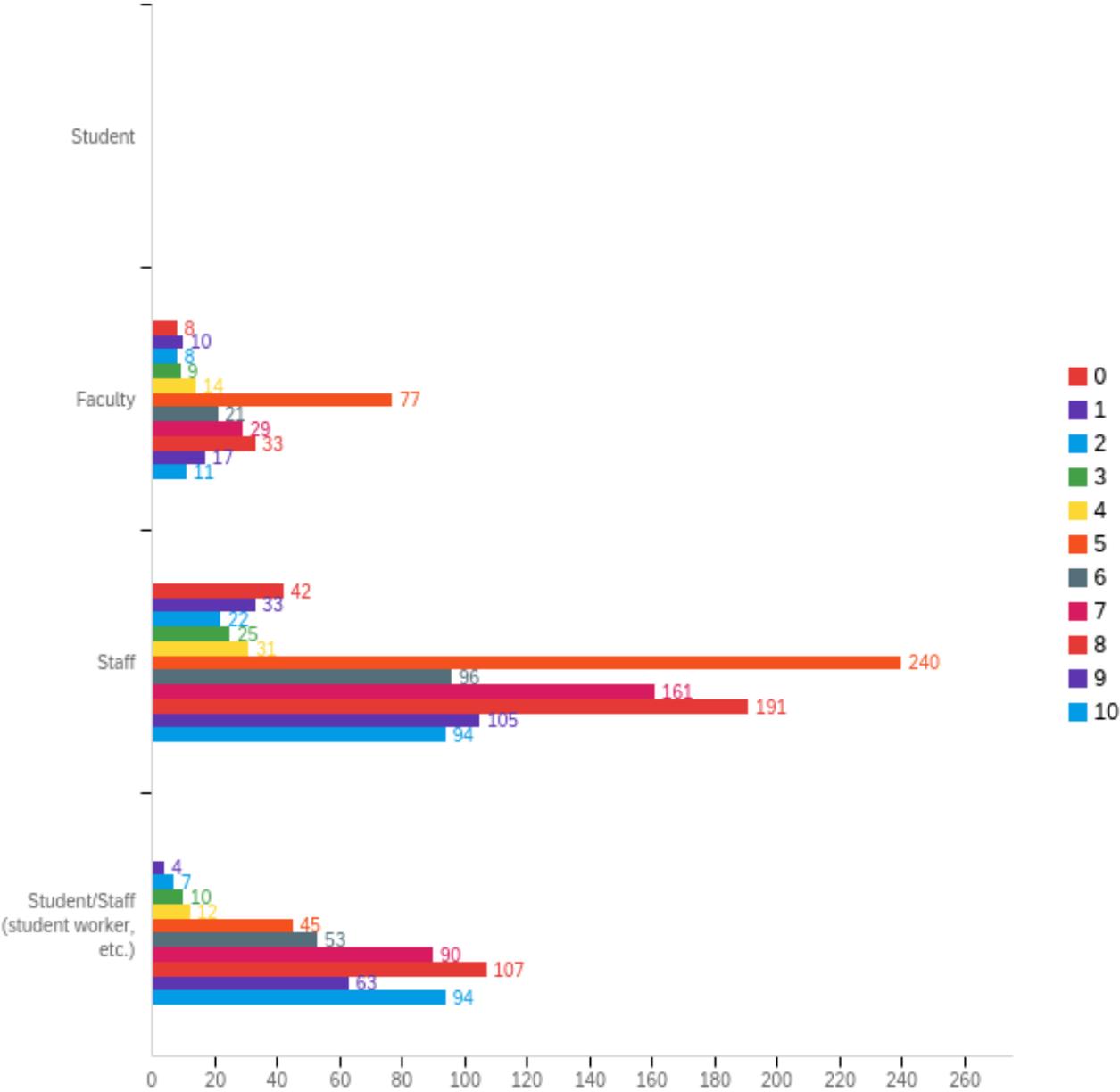


Filex



What are your impressions of Office365?

(On a scale of 0-10, with 0 being worst and 10 being best)



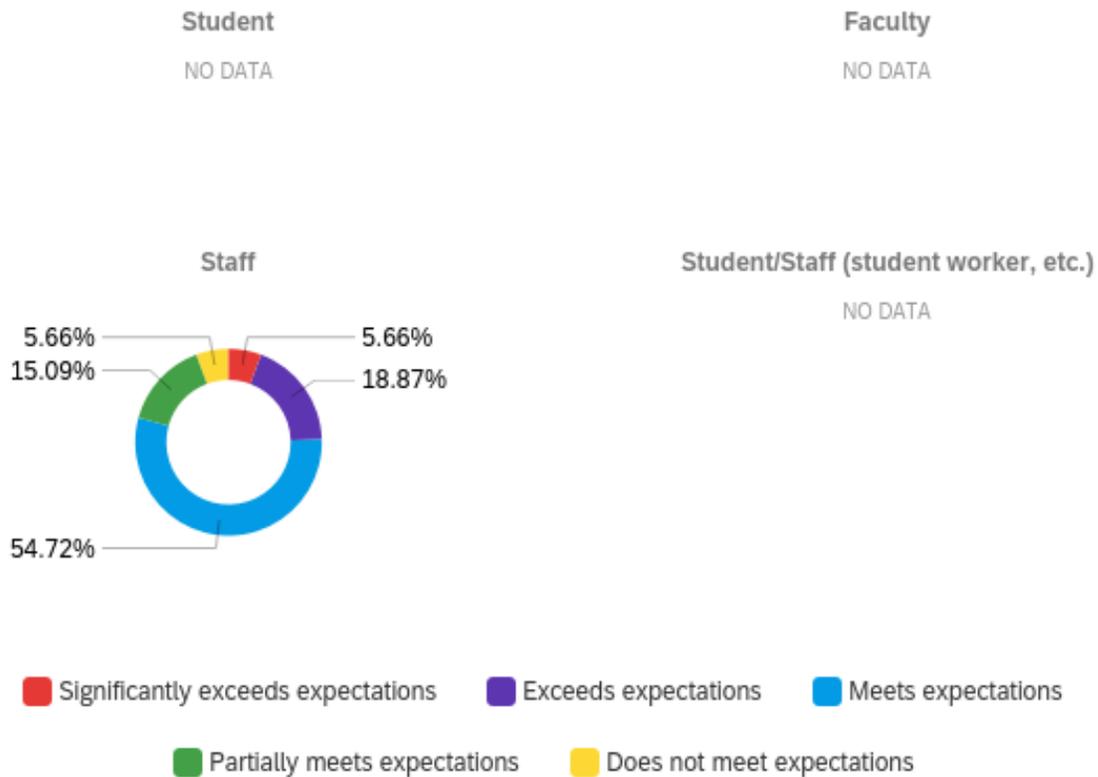
Have you used our Virtualization services?

(Asked of IT pros only)

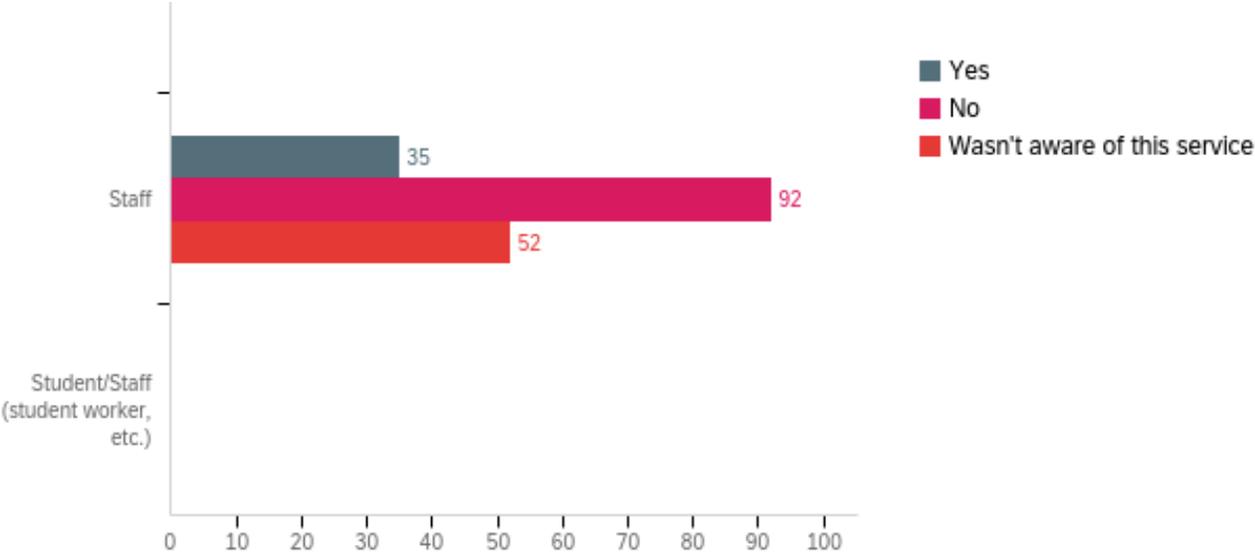


What value does Virtualization services bring to your organization?

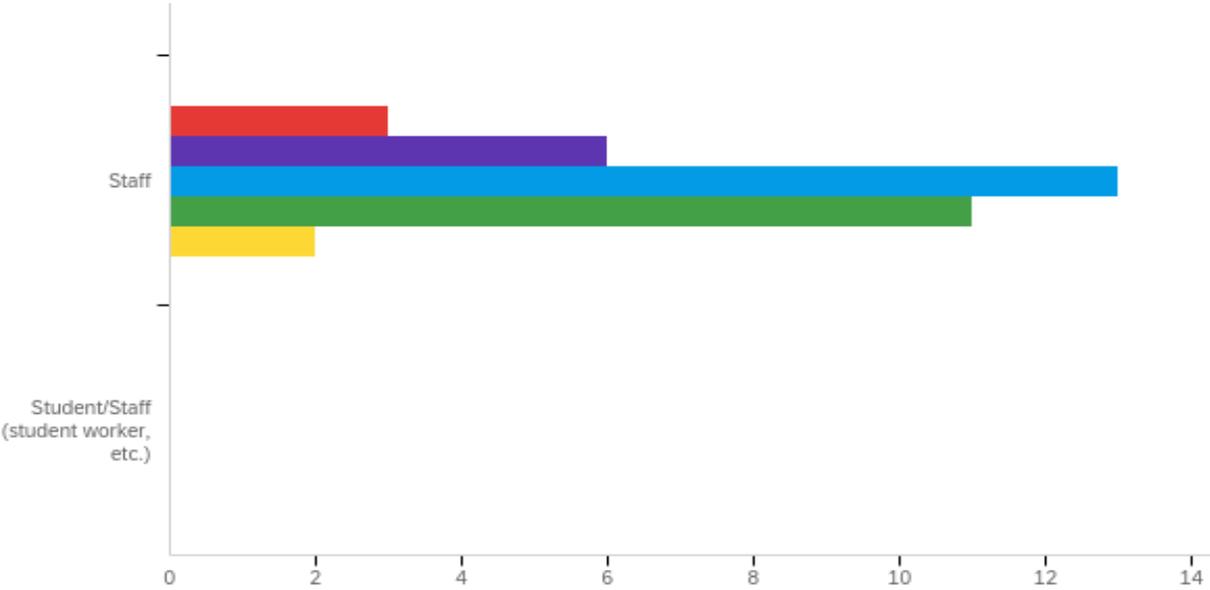
(Asked of IT pros only)



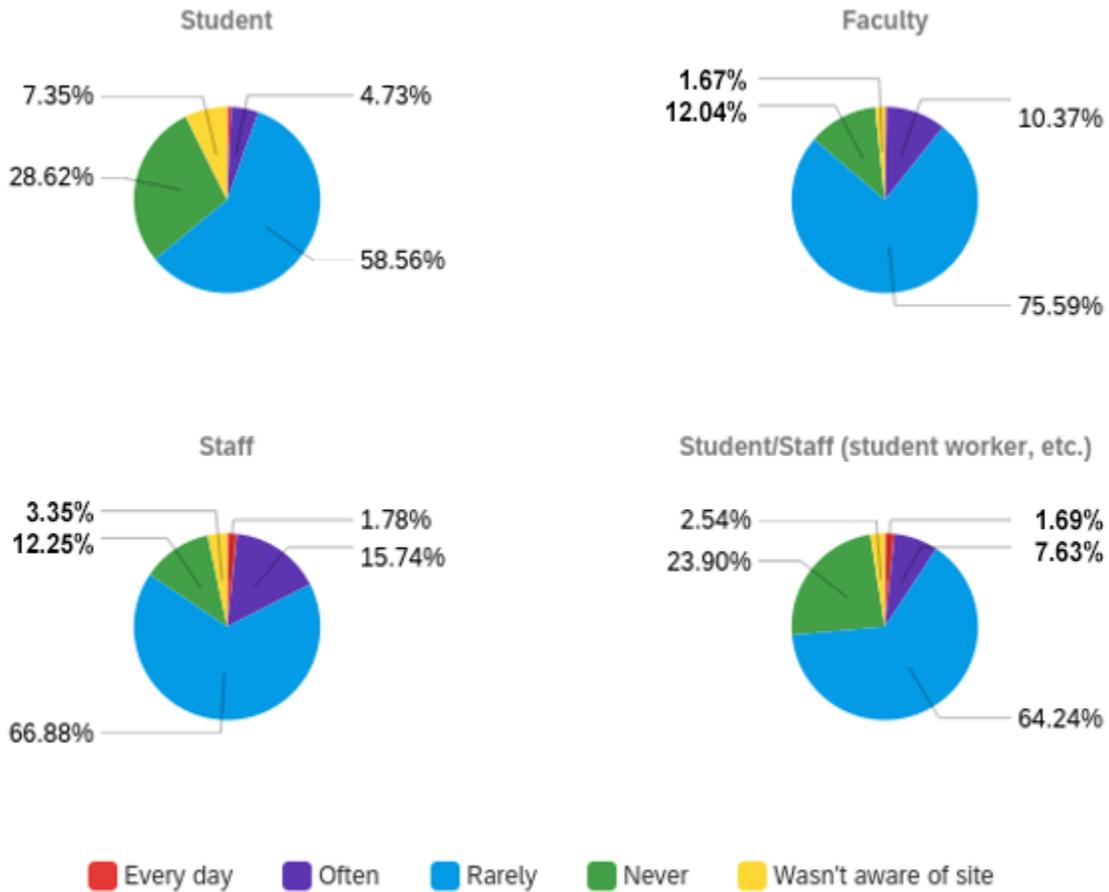
Have you used our Aggie Cloud service?



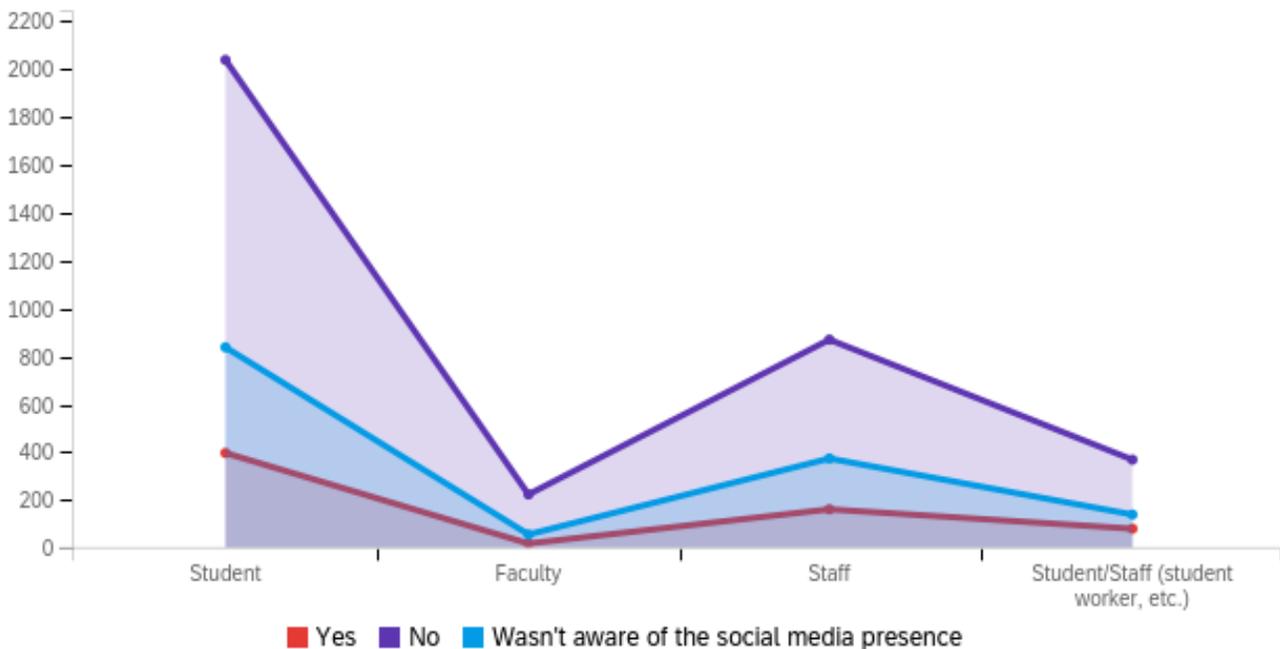
How do you rate the value Aggie Cloud brings to your organization?



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



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



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



Are you an IT professional?



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

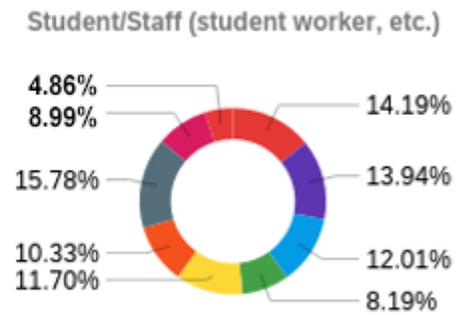
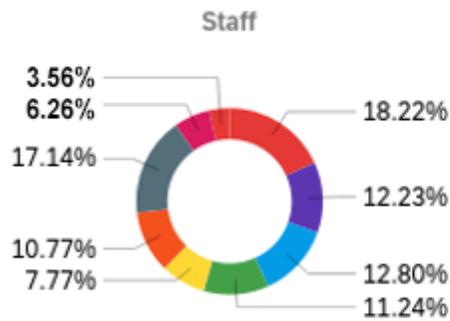
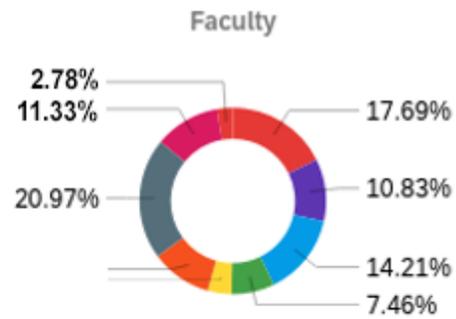
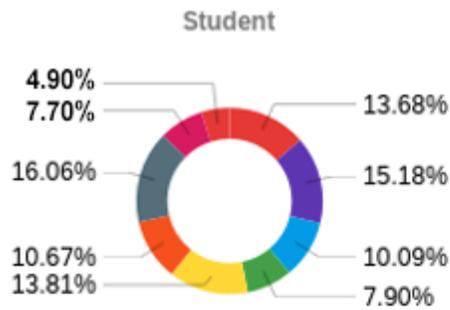
Staff members were asked to rank the order in which they approached a situation when they had a problem with a service. IT Alerts was ranked as the most used, Help Desk was ranked second, contacting the providers directly was third, other means fourth and social media was ranked fifth.

Have you used Office 365?



■ Yes ■ No

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



Are you aware of italerts.tamu.edu, which allows you to check the status of IT services and upgrade/maintenance notices?



| # | Question | Student | | Faculty | | Staff | | Student/Staff (student worker, etc.) | | Total |
|---|----------|---------|------|---------|-----|--------|-----|--------------------------------------|-----|-------|
| 1 | Yes | 55.48% | 982 | 4.80% | 85 | 28.36% | 502 | 11.36% | 201 | 1770 |
| 2 | No | 60.22% | 2257 | 5.68% | 213 | 23.80% | 892 | 10.30% | 386 | 3748 |

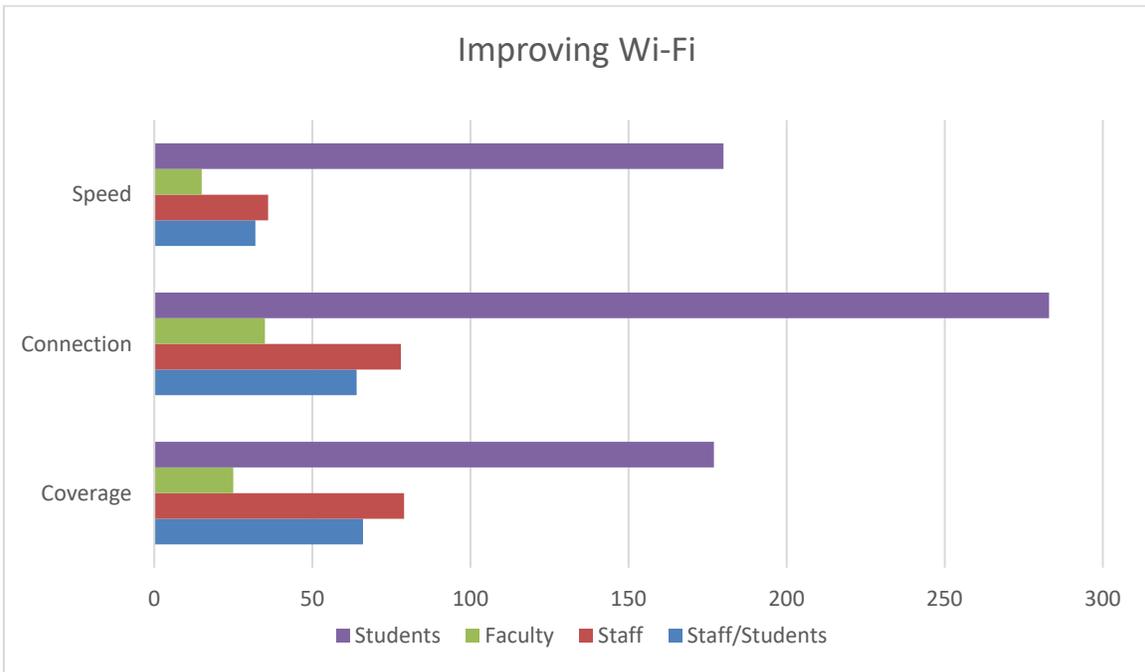
Satisfaction Survey
Long-Form Answers
2020

The optional long-form answers were very expressive and opinionated. The top issues for each question were divided into categories and bar charts were used to also show the difference in the amount of overall responses received from faculty, staff and students. Just as reminder, there were 6,002 survey participants, 4,044 of whom also entered the contest. Overall survey breakdown of participants: 58.03% students, 25.71% staff, 10.88 students who are also staff members, and 5.38% faculty.

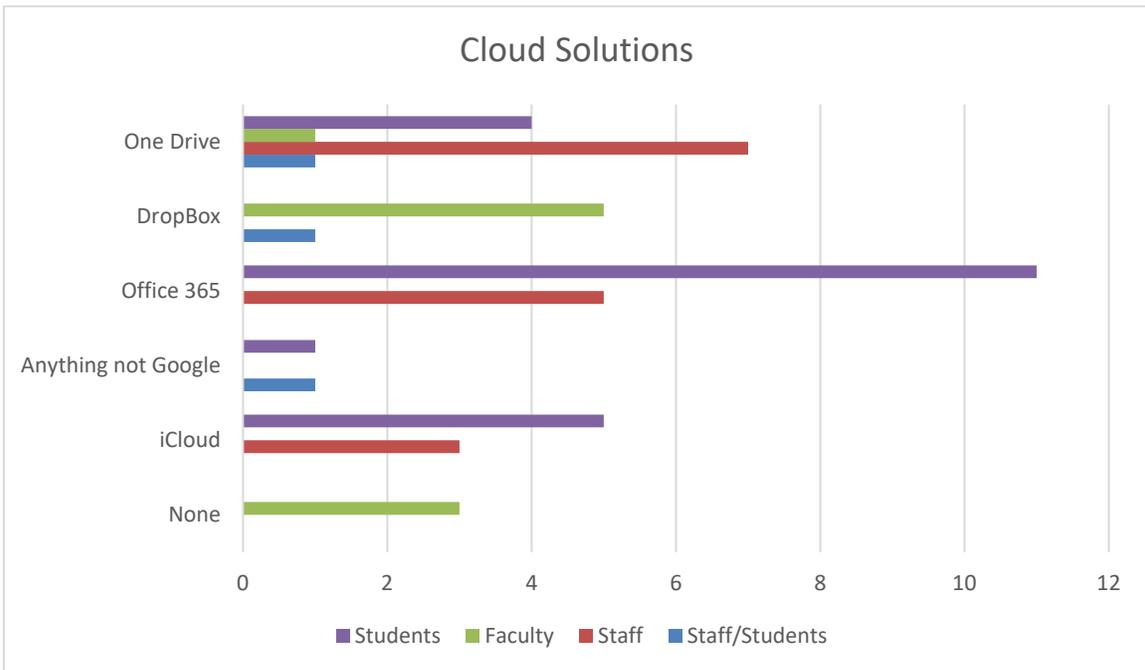
All raw data is available upon request.

How can we make the wireless network meet your expectations?

These responses were divided by the three key issues of speed, connection and coverage.



What cloud solution do you prefer?



In what building or area did you experience difficulty?

This question was for anyone who indicated they ever had Wi-Fi problems on campus. While answers included over 60 buildings, the top answers for each group of respondents are as follows:

Students:

1. Zachary 86
2. Vet Buildings 69
3. Evans Library 57
4. MSC 49
5. White Creek 31

Faculty:

1. Langford 6
2. Evans Library 5
3. Halbouty 4
4. Wehner 4
5. Blocker 4

Staff:

1. MSC 12
2. Vet Buildings 11
3. Evans 9
4. Langford 8
5. Zach/Teague 6

Staff/Students:

1. CHEM 11
2. Langford 8
3. West Campus 6
4. Heldenfels 5

Please explain your issues with Duo.

This question seemed to hit a nerve and had some very “candid” remarks. These were categorized and then broken down into the top responses.

Phone issues. This category includes a wide range of responses, including:

1. Dislike having to keep phone on me at all times
2. (Faculty) Don't want to use my personal phone for university business
3. Hinders work/studying when you have to stop to verify on phone
4. Difficult when changing phones or getting a new one
5. Causes problems if you forgot phone or battery dies

Numerous logins: This category includes responses such as:

1. Hate having to log in for almost every service (VPN, Howdy, CAS, etc.)
2. Shouldn't have to use Duo numerous times in a single session

Hassle:

1. Includes everything from just a pain to more descriptive terms.

“Remember Me”:

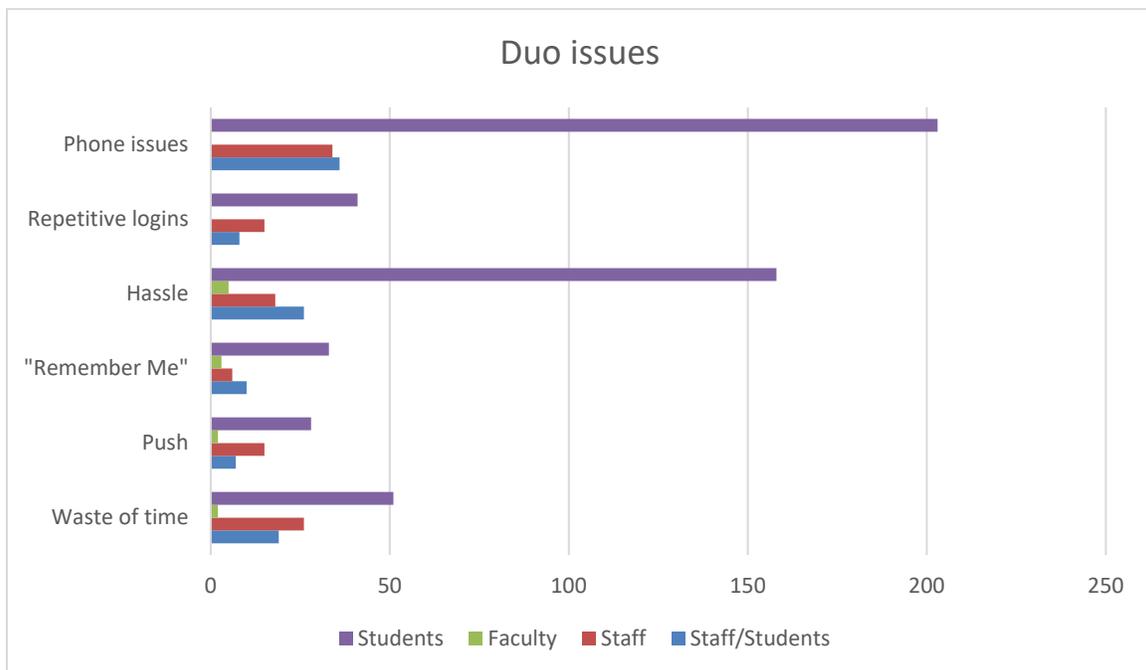
1. Many claimed the “Remember Me” function either doesn't work or doesn't last the entire 60 days.

Push:

1. Won't work
2. Times out

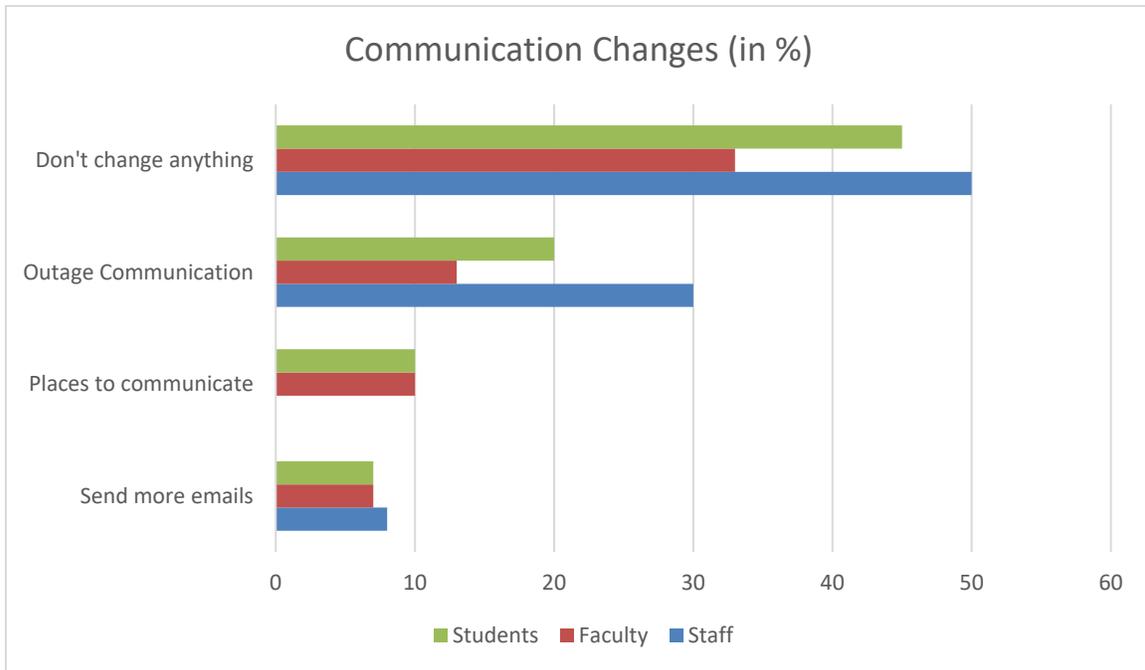
Waste of Time:

1. Doesn't seem necessary
2. Seems too redundant



Please tell us how we can improve our communications.

Answering this question was optional. Most of the feedback surrounded Operations Center, Statewide Client Services and Product Strategy & Communications groups. These answers were categorized and broken down into the top responses for each audience.



Students: 950 total responses

1. It's great/you are doing good/don't change anything. 45%
2. Send text messages/emails for outages to Wi-Fi and eCampus. 20%
3. Variety of ideas for places to communicate (SMS, in classes, via Howdy, TAMU app, flyers). 10%
4. Increase response time at Help Desk Central, especially to email inquiries. 8%
5. Send more emails about services and announcements. 7%
6. Other 10%

Faculty: 70 total responses

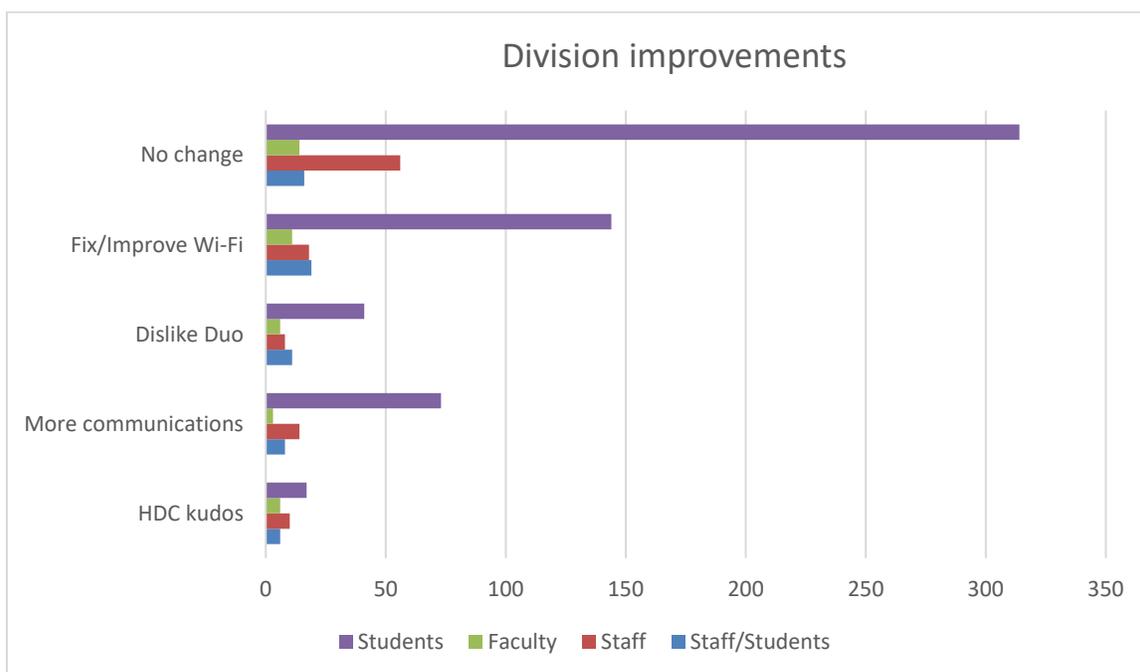
1. It's great/you are doing good/don't change anything. 33%
2. Outages: Quicker response time, email everyone. 13%
3. Variety of ideas for places to communicate (in person, via Howdy, TAMU newsletter). 10%
4. Send more emails about services and announcements. 7%
5. Confusion between who runs what in IT – who do they contact? 7%
6. Send less emails. 2%
7. Other. 28%

Staff: 315 total responses

1. It's great/you are doing good/don't change anything. 50%
2. Post outages quicker, include resolution details. 30%
3. Help Desk Central: More people at start of semester, quicker response time, 10%
4. Send more emails about services and announcements. 8%
5. Other. 2%

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

Responses were broken down into five categories: general, network, security, software, HDC and communications. below. The top answer from each category is included in the chart below.



Students: All responses

GENERAL: No change/doing great: 314; no comment: 132.

NETWORK: Fix/improve Wi-Fi: 144; no change to Wi-Fi: 1; only do service maintenance on weekends: 23; allow wireless connections in residence halls (such as Nintendo Switch, peer-to-peer play): 8; make VPN service and interface better: 8.

SECURITY: Dislike Duo: 41; love knowing information is secure: 4.

SOFTWARE: Want more software on store site: 6; no change to software/doing great: 2; Microsoft Office instead of Office 365: 2; want Adobe Creative Suite: 4.

HDC: Want 24-hour live online chat support: 3; want laptop rentals, especially during finals: 1; love HDC: 17; want HDC computer repairs: 8; text updates from IT Alerts: 6; love IT Alerts/no change: 3; want less HDC call wait times: 9; want more HDC locations (in MSC, libraries, etc.): 3; need bilingual staff at HDC: 2.

COMMUNICATIONS: More communications about services: 73; no change to communications/like social media: 24; less communications/emails: 57; keep offering prizes, especially free food: 22; love ISAM game and emails: 10; want IT at more events/host more events: 9; surveys more often: 7; Texas A&M app integration; offer workshops/classes on campus about IT topics: 16; more videos: 2.

Faculty: All responses

GENERAL: No change/doing great: 14; no comment: 18; confused by decentralized IT structure: 1; want new classroom equipment: 1; feels IT has not done good job supporting research and data: 1; improve OALs: 1; dislike eCampus: 2.

NETWORK: Fix/improve Wi-Fi and internet: 11; want wireless connections allowed: 2.

SECURITY: Dislike Duo: 6.

SOFTWARE: Want more software on store site: 3; wants Adobe Creative Suite and Acrobat: 2.

HDC: Want laptop/tech rentals, especially during finals: 1; continue HDC/love HDC: 6; found HDC unhelpful: 4; love IT Alerts/no change: 1; dislike ServiceNow, especially for Help Desk tickets: 1; want more staff to help with Macs: 2. COMMUNICATIONS: More communications about services: 3; non changes to communications: 2; less communications/emails: 3; love ISAM game and emails: 1; want IT at more events/host more events: 1; offer workshops/classes on campus about IT topics: 2.

Staff: All responses

GENERAL: No change/doing great: 56; no comment: 56; confused by decentralized IT structure: 8; dislike Technically Speaking: 2; dislike cost-recovery model and feels it inhibits how helpful we are: 3; unhappy with telecommunications/phones: 4; want keyless entry codes for forgotten badges: 2.

NETWORK: Fix/improve Wi-Fi and internet: 18; only do service maintenance on weekends: 4.

SECURITY: Dislike Duo: 8; love knowing information is secure: 3.

SOFTWARE: Want more software on store site: 4; want Adobe Creative Suite and Acrobat: 1.

HDC: Want laptop/tech rentals, especially during finals: 1; continue HDC/love HDC: 10; found HDC unhelpful/dislike talking to student workers/some are rude: 16; love IT Alerts/no change: 4; dislike ServiceNow, especially for Help Desk tickets: 3; want less HDC call wait time: 8; more staff to help with Macs: 1.

COMMUNICATIONS: More communications about services: 14; no change to communications/like social media: 9; less communications/emails: 5; keep offering prizes, especially free food: 3; integrate with Texas A&M app: 2; knowledge base needs improved: 1; offer workshops/class on campus about IT topics: 8.

Student/Staff: All responses

GENERAL: No change/doing great: 16; feels IT has not done good job supporting research and data: 1; no comment: 30.

NETWORK: Fix/improve Wi-Fi: 19; only do service maintenance on weekends: 5; make VPN and interface better: 2.

SECURITY: Dislike Duo: 11; love knowing information is secure: 1.

SOFTWARE: Want more software on store site: 6; no change to software/doing great: 1; Adobe Creative Suite: 1.

HDC: Continue HDC/love HDC: 6; found HDC unhelpful/dislike talking to student workers/some are rude: 1; want HDC computer repair: 2; love IT Alerts/no change: 3; dislike ServiceNow, especially for Help Desk tickets: 1; want less HDC call wait time: 1.

COMMUNICATIONS: More communications about services: 8; no change to communications/like social media: 2; less communications/emails: 3; better crisis communication: 2; keep offering prizes, especially free food: 5; love ISAM/emails: 6; offer workshops/classes on campus about IT topics: 4; more videos: 1.