

*A Higher Education TechQual+ Study*

**Student 2013 TechQual+ Survey**  
*for Texas A&M University*



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

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## ***From the Higher Education TechQual+ Principal Investigator***

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

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

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

## ***About the Higher Education TechQual+ Project***

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

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

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

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

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

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

## ***Project Coordinators for Texas A&M University***

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

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

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## **Higher Education TechQual+ Data Analysis Guide**

The data from this survey is presented in multiple ways:

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

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

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

### **Zones of Tolerance:**

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

### **Radar Charts:**

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

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

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

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

## **About this Higher Education TechQual+ Survey**

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

### **Connectivity and Access**

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

### **Technology and Collaboration Services**

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

### **Support and Training**

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

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

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

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

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

## **Core Commitments and IT Service Outcomes for This Survey**

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

### **Connectivity and Access**

*When it comes to...*

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

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

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

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

### **Technology and Collaboration Services**

*When it comes to...*

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

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

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

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

### **Support and Training**

*When it comes to...*

Technology support staff who are consistently courteous and thoughtful.

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

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

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

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

### **Additional Questions**

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

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

Thank you for taking the time to complete this survey. Please provide your name and email address to be eligible for the iPad mini or Amazon gift card. Additionally, your email address will be removed from future reminders about this year's survey. This information will be kept separate from your responses to the main part of the survey. If you do not wish to be considered for the prizes, you may leave this question blank. (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*

## Population Analysis

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

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

### Total Population / Respondents

Population Size (N)	Respondents (n)	Respondents (n) %	# Attempted	# Complete	Completion Rate
0	0	0%	3992	2966	74%

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

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	256	17	6%
Faculty	0	0	0%	17	12	70%
Staff	0	0	0%	29	26	89%
Student	0	0	0%	3690	2911	78%
<b>Totals:</b>	0	0	0%	3992	2966	74%

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

### Attribute: Gender (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	281	37	13%
Female	0	0	0%	1956	1519	77%
Male	0	0	0%	1755	1410	80%
<b>Totals:</b>	0	0	0%	3992	2966	74%

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

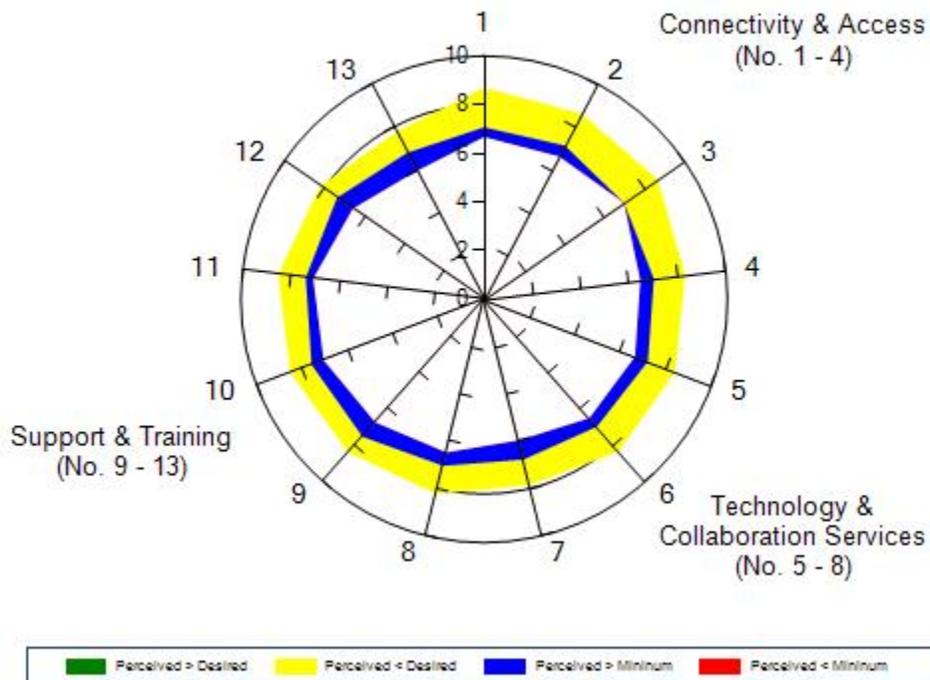
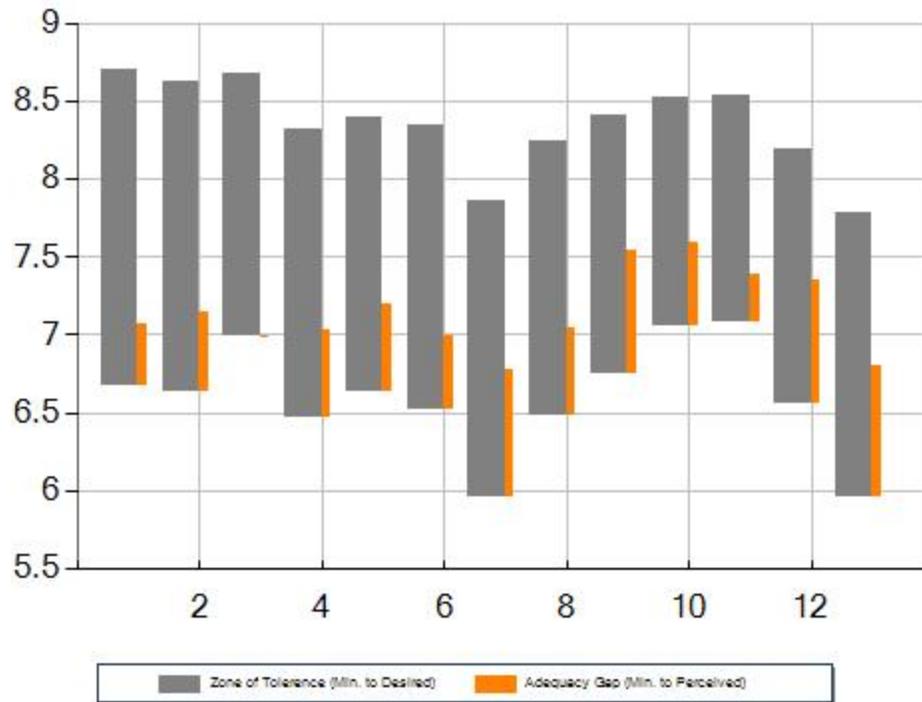
### Attribute: Age Group (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	356	83	23%
0-24	0	0	0%	2804	2190	78%
25-34	0	0	0%	684	577	84%
35-44	0	0	0%	103	80	77%
45-54	0	0	0%	31	23	74%
55 & ABOVE	0	0	0%	14	13	92%
<b>Totals:</b>	0	0	0%	3992	2966	74%

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

## Results for All Respondents

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



## Data Tables for All Respondents

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

### Connectivity and Access

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	$n^*$
1	Having a campus Internet service that is reliable and that operates consistently across campus.	Mean	6.67	8.70	7.07	0.40	-1.63	3084
		Dev	1.56	0.65	1.41	1.59	1.41	
2	Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.	Mean	6.63	8.62	7.14	0.51	-1.48	3052
		Dev	1.58	0.75	1.41	1.56	1.40	
3	Having wireless Internet coverage in all of the places that are important to me on campus.	Mean	6.99	8.68	6.98	-0.01	-1.70	3024
		Dev	1.64	0.75	1.56	1.79	1.58	
4	Support for accessing the campus Internet service using my tablet or other mobile device.	Mean	6.47	8.32	7.03	0.56	-1.29	2841
		Dev	1.77	1.07	1.53	1.62	1.51	

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

### Technology and Collaboration Services

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	$n^*$
5	Having campus Web sites and online services that are easy to use.	Mean	6.63	8.40	7.20	0.57	-1.20	2946
		Dev	1.54	0.92	1.32	1.48	1.31	
6	Accessing important campus Web sites and online services from my tablet or other mobile device.	Mean	6.52	8.35	6.99	0.47	-1.35	2724
		Dev	1.67	1.03	1.42	1.55	1.43	
7	Having campus technology services available that improve and enhance my collaboration with others.	Mean	5.96	7.86	6.78	0.82	-1.08	2718
		Dev	1.86	1.38	1.52	1.40	1.34	
8	Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.	Mean	6.48	8.24	7.05	0.57	-1.18	2897
		Dev	1.74	1.14	1.44	1.53	1.37	

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

## Support and Training

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	n*
9	Technology support staff who are consistently courteous and thoughtful.	Mean	6.75	8.41	7.54	0.79	-0.87	2592
		Dev	1.62	0.96	1.30	1.44	1.21	
10	Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.	Mean	7.06	8.52	7.59	0.53	-0.94	2484
		Dev	1.48	0.88	1.23	1.24	1.11	
11	Getting timely resolution to problems that I am experiencing with campus technology services.	Mean	7.08	8.54	7.39	0.31	-1.15	2517
		Dev	1.45	0.85	1.30	1.35	1.22	
12	Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.	Mean	6.56	8.19	7.35	0.79	-0.84	2559
		Dev	1.71	1.16	1.34	1.41	1.22	
13	Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.	Mean	5.96	7.78	6.80	0.84	-0.99	2480
		Dev	1.93	1.46	1.58	1.56	1.49	

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

## **Suggestions from All Respondents**

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

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

Wi-Fi is spotty at best and isn't even everywhere on campus [#1172735]

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Great Internet connection. More computers and printers around campus is greatly recommended, if possible. [#1172754]

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Almost every time I walk into a new building I have to re enter my net ID and password in order to access the Internet, and sometimes I have to enter it multiple times even though I'm certain that I'm typing it correctly. Also the service access in Mitchell Physics building is horrible. Somedayz you can access it, other days you can't. [#1172760]

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It is really nice having connectivity campus wide because it allows me to use my tablet to its fullest. [#1172769]

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Though the internet is widespread, in a large amount of the buildings it is not fully implemented, leading to a large amount of dead spots. a better broadcast system would help with this problem. [#1172777]

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Awesome [#1172787]

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Most places I have been have had great service. Wehner on the other hand, specifically in room 113, seems to have very bad connectivity. Many times I can't even maintain the connection with the access point. [#1172814]

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There are certain buildings (Blocker, Zachary, Richardson, etc.) that don't have full access to the TAMU WIFI. [#1172835]

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some buildings on campus are difficult to connect to. I sometimes find it difficult to be able to my work when the internet is always connecting/disconnecting. sometimes when its slow to connect, searching the web can sometimes be slow as well. [#1172847]

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Certain north buildings (Blocker and others) have terrible wifi connection and many people use those buildings (including myself) to study during the day and it makes it extremely difficult to use the internet when there is not a reliable connection via tablet or laptop. [#1172854]

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I would like to see the whole campus wireless. [#1172857]

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It would be awesome if the internet was accesible outside of buildings when I am sitting on a bench waiting for class to start. [#1172870]

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There is good coverage most places but in some lecture halls the Internet is really slow with all of the students logged onto it. [#1172926]

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The Internet in the school of veterinary medicine rarely works on the third floor. [#1172944]

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I have no idea how to improve but it is frustrating that I'll be in the middle of class and the wi fi will just disappear and not come back. It is not my lap top as other options are still available. [#1172965]

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Have horrible wifi on all my west campus classes. Am not even able to open up notes on elearning in the classroom [#1172977]

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The WiFi isn't reliable and drops in and out and doesn't connect everywhere. [#1172989]

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Some places on campus have extremely unreliable Internet connections (blocker and hecc for example) [#1172993]

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I normally do not have a problem with the internet on campus, however sometimes in our lab where I am working the wireless will just quit working wich is really agravating. I do have to say it has not done it nearly as much as it did last summer. [#1173011]

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So far this year, the internet coverage has not been a problem for me. [#1173043]

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In Wehner - I've often had difficulties connecting to the TAMU Wifi on my mobile device. Not sure if this is a connection problem isolated to Wehner, but this has been a recurrent issue before. [#1173091]

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The campus internet service probably does operate consistently, but the login does not. a single userid and password is needed. I spend a large enough percentage of my time helping faculty and staff with login problems to consider this a serious problem across campus. Collectively, we are losing time and money because of the confusion of several accounts. [#1173097]

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If there are less routers or connections in certain areas of the school, add some there. Or if there is just not much service in a building in general, let them have their own. [#1173133]

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I think extending the range of wifi outdoors would improve this. [#1173138]

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The wireless will often go down in my residence hall. I don't know why, but sometimes it can stay down for an hour or more, and my residents get feisty about it. [#1173150]

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It is inconsistent at times, especially in west campus buildings like Kleburg and the Business buildings. [#1173151]

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I really love having the enlarged email inbox space. Sometimes the email still gets backed up and we have trouble within our tamu.edu network sending and receiving messages. [#1173152]

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They're some wireless issues in some building, for example in Reed McDonald [#1173163]

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We are being forced to depend on the Internet and LANs for everything from research to teaching (maintaining students records) to finding materials through the Library. The network needs to be robust, especially during peak times at the beginning and end of each semester. During these times I have experienced serious slowdowns and/or failures. The network also needs to be absolutely secure given the sensitive amount of student data we have to provide. The network must be absolutely stable and changes few. I do not enjoy spending so much of my time on a damn learning curve trying to figure out the latest problem brought about by the most recent "upgrade." [#1173171]

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There are so many spots in campus where there is low or nil wifi!! Especially in the Langford buildings! There's a spot on the ground floor, inside building A, where u have no wifi!! Same with SBISA dining hall.... Please fix that!! [#1173193]

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It's good in the main areas-- not at the Allen building or the Blocker building [#1173198]

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I spend alot of time in ZACH and sometimes the internet becomes really sluggish or does not allow me to connect. [#1173238]

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Our campus internet is top notch in my opinion. I just wish there were better signals in sporting areas that we spend a lot of time in. For example, The Rec, Kyle Field, Reed Arena. [#1173256]

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Find a technology that works even in all classrooms (Wehner etc.). Maybe LTE? [#1173257]

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Sometimes, the internet drops while I'm on campus or is unreliable in some buildings. Some days Halbouty is very reliable, others it's slow as a sloth. [#1173259]

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Reliable is the key word. I have one class that the wifi never works in. They told us they are looking into the issue but according to them they don't see the issue other than during our class time. We have 27 people in our class...fix the issue! [#1173306]

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All of the buildings' Internet services are good, but outside, at some of the areas with more foot traffic, do not have much access. [#1173307]

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My computer often has trouble connecting to wifi. It's fine connecting to other places but not always able to connect here. [#1173329]

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I have a class in kleberg and if you are in the classroom with no one in it the Internet is fine...but once the class fills up you can hardly even connect to the Internet... [#1173340]

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Some buildings don't have reliable Internet and some have great Internet. [#1173349]

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Have wifi stronger at rudder. I think there is interference because I never have service there. [#1173359]

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As mentioned before, certain classes don't even receive internet. [#1173364]

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They aren't many times I don't need the internet. [#1173386]

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Although we have signals in all the buildings, when you walk around the campus, many areas between each building have very weak signals. [#1173396]

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is extremely important, everything that we do revolves around internet [#1173399]

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Certain locations, like the rec are particularly slow. I understand it is a highly populated student area and the internet is frequently used to stream video and music. However, when tethering my cell phone to my tablet or other device is faster than connecting to the wifi, we have a problem. I would suggest adding more access points to improve this. [#1173400]

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Elearning is terrible [#1173401]

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Some places on campus do not get a signal and won't connect. Sometimes it is hard to figure out how to connect to the campus internet. [#1173482]

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Please make it more reliable! I'm on 3G doing this right now because its not working! [#1173518]

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Most of the rooms I have class in the Internet is dreadfully slow or doesn't work, rooms like wcba 113, rich floor 3 the Internet just isn't up to snuff and in Evans during busy weeks of studying its hard to connect and when you do the connection is barely enough to run pandora and elearning at the same time. More bandwidth would be nice because most students are running multiple webpages that require fast download speeds. [#1173531]

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important [#1173539]

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Again, patching dead zones where no service is available/service is spotty [#1173587]

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I have class in the Academic building and I am constantly booted off the internet. I am not sure if it is my laptop or if it is the building... [#1173603]

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The internet is reliable but not very consistent across the campus. [#1173644]

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Internet coverage at the Student Recreation Center has been consistently poor for me. I like to study there before I work out and have access to the internet on a tablet device when I work out. It is good on my computer at times, but it always bad on my tablet. [#1173647]

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For the most part, campus connectivity is great. There are a few areas in which, as I come to rely more and more on my smartphone, I've discovered that signal quality drops drastically. The area I encounter the most is in Evans Library (I'm a student worker there), in the fringe areas where students may not typically study but would still benefit from a reliable Internet signal. [#1173672]

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Coverage in Zachary is very slow and not consistent. [#1173709]

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Multiple wireless connections need to be put throughout Wehner, because too many students utilizing large amounts of bandwidth and slows down connection speed for others. [#1173726]

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I spend a lot of time in Blocker, and it is almost impossible to get the internet to work while I am taking notes in class. My computer either loads incredibly slowly, or tells me that internet access is not available. [#1173732]

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By scheduling all service times during the middle of the night, students will have better access to internet resources. [#1173748]

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I have noticed that some times during the day (mostly my 8 am classes, and on the evenings in the libraries) I have a greater difficulty accessing the internet. I have tried on several devices, and can't connect, or have difficulty loading webpages. I have also noticed that some buildings don't have as reliable an internet connection as others (mainly the psychology building on main campus, and Evans library). It would be nice to have a consistent connection in each building. [#1173800]

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It would be nice to have access outside at some of the popular locations around campus. [#1173814]

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I never seem to be able to get internet access on the 6th floor of Evans! Maybe put another wireless up there. [#1173856]

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Service is spotty in the Rec. [#1173867]

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Sometimes spotty service that disconnects in the middle of use. Especially in the dorms and Allen building. [#1173874]

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This is vital for any major university that wants to be considered relevant and academically successful. [#1173883]

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Most of the issues concerning less than desirable internet service occurs in older buildings. For example, my internet connection in Bizzell Hall West is significantly worse than it is in the MSC. Other than that, the internet connection on campus is adequate. [#1173890]

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n/a [#1173901]

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I usually cannot connect to the wifi in the agls building [#1173912]

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In the open access labs the internet is REALLY slow... sometimes it takes 5min just to get to the login page where I can sign in to my email and another 5 to actually be logged in. (this is especially true for Wisenbaker labs which are the open access labs I use the most) [#1173973]

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Internet in the libraries works just fine, however I have experienced terrible internet in almost every other building I've been in. I can not even load a website in the Wehner building. [#1173982]

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Internet is really fast and mostly consistent. Only complaint is that every time I turn on my computer I have to log into the wifi atleast 3 or 4 times before it accepts the login and connects [#1173997]

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This is a must! [#1174004]

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Can ya'll make it that I only have to log in to the network once? Sometimes I have to log in several times-- once, I had to log in seven times. [#1174007]

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Updating the wifi system or broadening it. [#1174028]

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I work in Harrington Tower and for the past semester or two, wireless internet has been extremely not reliable. I cannot connect more often than I could. [#1174037]

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Sometimes in consistent signal. No signal in Einsteins, but that probably because it is a private organization. However panda has Internet near it. [#1174057]

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This is what I want, not only WIFI in buildings, but outside as well. [#1174065]

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It has been improved drastically from last year, but there are still black and grey spots on campus, like the large classrooms during class, the wing of Rudder nearest the Trigon, and others. [#1174069]

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My internet doesn't work in some of the rooms in wehner (113, 114) [#1174083]

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On West Campus sometimes the internet won't load anything, or it will kick me off the internet. [#1174094]

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The internet is fairly reliable is not difficult on campus, but some areas are slower and more cumbersome than others I've noticed. Blocker 102 is an example of the Wi-Fi slowing down to being almost useless (and Blocker in general seems to have bad wi-fi/bandwidth issues). [#1174105]

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Sometimes the service does not work with my MAC & freaks out, but overall Texas A&M's WIFI Is top notch! (better then most of the companies I worked for on my internship) [#1174111]

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I have trouble picking up wifi in Blocker sometimes [#1174137]

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Very important fact that we need trust-able internet connection. [#1174147]

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None [#1174154]

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I personally commend the service and the personnel working behind it. [#1174158]

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Connection not necessarily consistent, but when available it is reliable [#1174164]

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Sometimes campus available wifi is not available in certain rooms within a building that should have wifi, which could be worked on. Overall, service is quick and helpful. [#1174167]

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Libraries and most buildings have great access but the dorms are terrible. [#1174184]

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Absolutely is a necessity, especially needs work in dorms without wifi. [#1174337]

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wifi doesn't work well in Blocker [#1174367]

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I dont have good connection in BLOCKER and the CHEM building. [#1174370]

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My only complaint is that I have to be inside most buildings to have access. The difference between what I want and expect is minimal. [#1174391]

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This is an absolute necessity. With quality equipment this is totally achievable. [#1174394]

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There are some levels in the LIBRARY where internet cannot be accessed. This needs to be fixed. [#1174399]

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For some people, and I have been in this boat a few times, campus internet is the only form of internet we can get. [#1174410]

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Consistent wireless internet outages in dorms and some buildings (Allen in particular) abound. [#1174420]

-----

There are locations that the internet service is not reliable, but 90% of the time it has been extremely reliable. I have had issues in Evans Library and Weiner during classes. Thank you for taking interest in myself and my fellow Aggies. [#1174421]

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ANIN and BISB need to be looked at, WiFi drops unexpectedly and can be quite aslow [#1174428]

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Kyle field needs to have wifi and studio 12 is very hard to connect to. I loved that place but never went bc the internet [#1174441]

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Adding more routers around trigon may be a good idea. Since so many students are using wifi while waiting for the buses. :) [#1174443]

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Where it available, it works great. [#1174451]

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I don't get the wifi on my phone a lot of times. More reliability with mobile devices would be great. Also, some classrooms don't get internet well at all - Wehner 113/114 being good examples. [#1174474]

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At times will connect but will not actually function. [#1174479]

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Most buildings have wifi but using wifi on a mobile device is sometimes difficult when passing in between buildings [#1174503]

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See above. [#1174556]

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The Vet school wifi is really spotty. Also, the wifi outside of buildings is lacking. Otherwise usually pretty good. [#1174564]

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I think making sure the strength the internet due to their being a large amount of students using the internet in the same rooms and areas is necessary. For example, I work a lot in the Langford building, and sometimes the internet will randomly quit working for us, and it's really stressful since internet is a high demand for our projects. [#1174591]

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sometimes the password of howdy portal expired, that bothers me more or less [#1174592]

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Wireless internet outdoors. [#1174598]

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My computer won't connect to the internet even though I've taken it to the SCC and had them look at it. [#1174602]

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Rec center internet seems really slow as well as whener [#1174615]

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Crowd sourcing. You can get the users to report areas of poor wi-fi reception via smartphones and laptops. [#1174616]

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In college having internet access is incredibly important because many professors post most if not all of their handouts and homework online. If the internet is unreliable then it makes it more difficult for students to complete their required coursework. [#1174640]

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I work in a lab on campus and the network occasionally fails. This makes it difficult to complete my work. [#1174649]

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My computer often makes me login again in order to access the internet, and it's a real pain especially after my password changes and because I have multiple wireless devices. Make the internet not require a password at all, especially for guests to campus. [#1174655]

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It is hard to have a strong WiFi connection in the Zachry building. [#1174675]

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Internet popping in and out of service is unacceptable especially when doing schoolwork that requires consistent internet service. [#1174677]

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Very important. I feel that they do it well. [#1174684]

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My lab is in the VMR building and the TAMU internet is very shoddy over there, since I spend most of my time over there I would like to be able to have easy access to the internet. [#1174723]

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More Wi=Fi [#1174730]

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Very reliable. However, Internet Explorer seems to be the only setback. It tends to slow everything down. [#1174732]

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Some days I have no prob with the net but other days I have a hard time using it. It seems like when everyone is on campus that's when it doesn't wok as well [#1174768]

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It is not available all across campus. I will frequently lose connection when walking between classes or in the buildings of my classroom. [#1174780]

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Again, connection over copper is good but wireless does not work so well. [#1174806]

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is a must have, there are so many places in campus where the wifi connection is brytally slow and unreliable. [#1174812]

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Maybe if possible prevent the system from overloading or crashing. Or to where the service can support everyone being able to use the internet service even visitors in case of emergencies and everyone is trying to figure what's going on. Code Maroon is good sometimes lags though..if people do not have cellular service. Service is a little bit sketchy in blocker bottom floor towards the back of the building. But that is the only place I know of. [#1174820]

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There are many buildings on campus where it takes my computer many tries to connect, and sometimes it refuses to do so still [#1174831]

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There is sometimes issues with the loss of internet access at the Gardens 2. Has happened a handful of times throughout this school year. [#1174845]

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Larger rooms suffer performance wise. [#1174846]

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My internet stopped working in HRBB in the middle of filling out this survey... [#1174859]

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Sometimes unable to log in to accounts, this becomes very frustrating at times. [#1174899]

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In class I am able to connect to the Internet, however, it is always slow because so many of us are using it at the same time. I'd like for there to be strong enough Internet to support us all. [#1174914]

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Zachry and Kleberg are so slow!!!!!! [#1174918]

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The Internet is not always reliable and there are several places across campus where it is not consistent, even in classrooms [#1174919]

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My wifi experience here in my dorm, dorm 3 on the quad, is not that great like it is everywhere else on campus. I am always kicked off, actually as I was doing this survey I was kicked off the wifi and I had to restart the whole survey again. [#1174948]

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My internet connection has been randomly dropping ever since I got back from winter break. I don't know the particular reason, and it never goes out for very long, but it's a nuisance none the less. [#1174992]

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There is no wi-fi in my dorm. That is a problem [#1175003]

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Most buildings i've been in on campus have been just fine. The one BIG exception to that however, is Blocker building. The wifi in that building is awful and has been for a long time. Other than that, sometimes I have trouble connecting in Whener but after I do, the internet is fine. [#1175017]

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The computers in the Civil Engineering Lab should have google chrome installed on them as a default. Since the computer is completely reset every night, they need to make reinstallation of google chrome a part of the reset. [#1175021]

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At the Bush school I have had issues a number of times getting onto the server, it may be because of the number of users and devices but this definitely impacts my ability to work on assignments. [#1175032]

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It works fine when it does, but certain times of the day (10:30-11:15) it slows to a total crawl. [#1175044]

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Yes [#1175061]

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Wireless internet works very well in newer buildings like the liberal arts building and ETB. In older buildings like Zachary, the speed is fine but the connection is very poor and constantly goes in and out. The signal strength is weak in several classrooms. The wireless internet often disconnects even while I am sitting still in locations with good signal strength. [#1175133]

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We need more coverage when it comes to the west campus because it seems as if the signals aren't as strong in buildings such as Kleberg [#1175150]

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The WiFi connection in some of the classrooms can be a little spotty at times (mostly when I initially try to establish a connection). [#1175163]

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The internet is not always reliable in Zachry [#1175261]

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reduce the bandwidth assigned to the laboratories and increase the bandwidth for large lecture halls. [#1175320]

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It is really important to have a really good and rapid internet service all around the campus, because that way not only students but teacher and people who need internet service for any kind of situation can have it. [#1175329]

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it is very confusing how to log on to the university wifi, some times it works and other times it doesn't. It can get extremely frustrating. [#1175343]

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In the Allen Building close to the Bush School the internet connection in ALLN 1015 and ALLN 1016 is very inconsistent. It always asks for new registration. That means you have to type in your name and password about 5-10 times until it lets you connect to the internet. Worked very well in Fall 2012. Should get fixed as soon as possible. [#1175346]

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

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The wireless service is not always reliable as it cuts in and out continuously. [#1175387]

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It would help since I tend to use my phone to check on my emails and howdy while walking to classes on campus. [#1175391]

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I studied at Evan's library 5th floor few days ago, but the wi-fi didn't work well. The signal of wi-fi was really low. The wi-fi connected for few minutes and then disconnected again and again. [#1175416]

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In many buildings the Internet connection is inconsistent. I'm currently sitting in the Mechanical Engineering building and the Internet inexplicably became so slow that the entire survey wasn't loading. I had to sit here and wait, and I feel that that's unacceptable, especially if I had been in a hurry. [#1175430]

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Before the school year starts, have a the tech support team do modem checks in the dorms that have wireless internet connection to make sure that it will work in every room on each floor. When I'm in my dorm, I have to use a hard connection because the modems that are on my end of the hall skip over my room, but cover everyone else's. [#1175432]

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This is a must in this day and age, with coursework being online and majors like computer science that require near-constant access to the internet for projects and such. [#1175444]

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Inside some classrooms the wireless Internet service is unreliable. [#1175453]

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Wi-Fi is still not consistent in all buildings. In particular, I have had significant trouble in Wehner (very, very slow) and in dorm rooms (very weak signal inside rooms, much better in common areas). [#1175482]

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I've only had wifi problems once, which was inconvenient for the class I was in, but the tech department emailed me back quickly and my problems were fixed fast! [#1175493]

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There are several locations that I like to study where the internet does not have an access point. It should be available in all dorms. [#1175497]

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It seems the wifi every where is good, except for Mosher. That has to be one of the most frustrating things in my life right now. To be blunt, it sucks. It's so slow. It kicks me off many times throughout the day, and I can't do my work sometimes because of it. But yeah it's only Mosher Internet that I know that does this, but everything else works very well. [#1175507]

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Yes. [#1175518]

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The wifi in the Kleburg building on West Campus has NEVER worked for me. It is extremely inconsistent, and I am rarely able to connect to it. On the rare occasion that I connect to it, the wifi doesn't work and times out. [#1175540]

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I'm not sure how to improve it, but I currently experience a steep decline in service when traveling between rooms on the same floor in the same building. This happens almost always and is highly frustrating. [#1175595]

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The computer labs for computer science majors are very bad at staying connected. My access to my computer science account flickers on and off as I use it, which is dangerous for my work. I do not know how to fix this, sadly. It is adequate for now. [#1175603]

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Great! [#1175608]

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The service tends to be spotty at certain times. [#1175676]

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CONSISTENCY is the key word here, that way it's dependable! [#1175679]

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Kleberg building Internet is sub-par on a consistent basis. [#1175711]

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This is important because I'm on camopus a lot. [#1175727]

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Reliable wireless connection in dorms since many students have multiple devices. [#1175730]

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For a university as distinguished as ours, this should not even be a question, it should be required/ a given [#1175804]

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Already pretty good. [#1175820]

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wireless internet is very spotty all over campus [#1175824]

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In a few of my lectures in Blocker and in Heldenfels I have difficulty connecting to the wireless and it will randomly cut out fairly often. [#1175850]

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the internet service in Wehner is really slow and the library can also be unreliable [#1175853]

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NA [#1175870]

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The internet in my building (Bolton)is unreliable, and I can't consistently access the internet across campus. It would be nice to have strong enough signals that I can work outside when the weather is good. [#1175880]

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Make it easier to connect to TAMUlink-WPA all across campus.... without having to reconnect when you move to a different building or different area in the same building. [#1175963]

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For the most part, I get internet around campus; however, in Mays it can be very slow and sometimes impossible to get the internet. Especially in Mays lecture halls like room 113. [#1175988]

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The internet should be faster. [#1176019]

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My device often has difficulty getting an IP address from the DHCP server. This has happened all 4 years I have been at A&M. It is not a regular thing, but I don't think I have been through a semester where it has not happened. [#1176066]

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The internet service provided on campus is great. I think Ive only had trouble with the connection one time out of one and half semesters. [#1176091]

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Even though there is wifi in my dorm building, it is very unreliable...often crashing. Once, i was in the middle of taking a quiz, and had to run to the library to finish it. [#1176121]

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The internet is not reliable in every building or part of campus, and this is really irritating and has caused me problems in the past. [#1176155]

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The wifi in the corps dorms is awful. 75% of the time i can't get any wifi use on my phone, and the other 25% of the time it is a poor connection. Also, half of the time I don't have a good connection with my laptop. Cadets in the future would greatly appreciate an upgrade in the dorm wifi. OR allow us to provide our own wifi, without repercussions, if the dorm wifi cannot be upgraded. [#1176176]

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Often times on different parts of campus I can no longer access the high speed internet. Although, in the parts of campus where the internet does work it is fast and reliable which is pleasing. [#1176254]

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Generally I have not had problems except for a room in Blocker, Anin and Chem. I don't know if there is a way to specifically address this, but in these rooms service was not actually necessary so I was not particularly concerned about this. [#1176275]

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As said above. [#1176287]

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Maybe this isn't "Internet service" but why is Moodle down like 80% of the time. That's my problem with the internet service. [#1176298]

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There are buildings in which WiFi seems to be intermittent. I have not entered all the buildings on campus, but I notice the most trouble in Heldenfels. My dorm, Hart, also has no WiFi. This is actually quite a pain, and I've worked around it by creating my own network via my computer's WiFi, but this isn't easy and it's a pain to maintain. I do realize this is against the recommendation in the dorm guide, but since there is no network to interfere with, I do not see it as being an issue, but as soon as Hart gets WiFi of course I will shut it off. [#1176301]

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Internet in the vet school is in and out [#1176346]

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I don't know this is the only case for me, but my cellphone, which is galaxy S3, happens to face authentication error a lot. I do not know when exactly is happening and as a person who used to live in a place has one of the top connections, this is a bit bothering trimming cellphone to reconnect wireless. I normally use my cellphone's 4G but sometimes I have to download big files using wireless internet. I think this is a very minor problem. And one more thing, which is a bit important. I am currently having a class that do I quiz using cellphone during class. Since almost of student are using a smart phone, our professor decided to do a quiz on Internet website. I believe it is called socrative. But the problem is when we do start a quiz at the same time, more than 40 students start getting access the wireless and it must be crowded. As a result, some of students get it done slow and be nervous since it seems like I am the only one who did not start the quiz. Honestly this is what I felt and couldn't fully concentrate on the quiz. So it would be nice if you have a system that sends a bigger signal in a specific room for a while. Except for two things, it is clearly perfect. [#1176380]

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There should be more consistency in high volume areas such as wehner. Currently, the service fades and takes too long to connect. [#1176407]

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I am typically in the Allen Building every day and I regularly find that on Wednesdays the tamulink is not available or drops out. I have no earthly idea why, but it has been happening on an at least monthly schedule for a year now. Having to move to another location to study or work can be very frustrating and problematic - especially when there are some fairly limited options in this part of campus. [#1176492]

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Corps dorms Internet is not very reliable [#1176561]

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Improve WiFi connections in some buildings. [#1176594]

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I remember having a lot of problems when I lived on campus last year, but those may have been improved. Now my main issue is the inconsistent internet in Zachry. [#1176623]

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wy fi is needed in all the dorms , ether net cables drive me nuts.. and they limit where I can study in my dorm [#1176624]

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The internet generally works pretty well across campus, but at certain buildings (Read Building) and some outside places on campus, it gets slow. So just working on that would be great [#1176626]

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It needs to be readily available and easy to connect to. [#1176634]

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Specifically in Wehner, the larger classrooms have inconsistent wireless access when they are full. [#1176649]

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there is not consistent wifi in the vet school...we need it just as much, if not more, than undergrad students. IT NEEDS TO BE FIXED!!!!!! this is 2013, wifi is not that complicated [#1176671]

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Most buildings on campus have good Internet service. The buildings that don't have reliable wifi and internet service really bring down some learning aspects. [#1176705]

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Needs to be everywhere [#1176721]

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There are some spots on campus that do not get connection or have a very hard time connecting to internet. Getting that fixed would really help so all of campus can access internet readily. [#1176750]

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Fewer random disconnects [#1176756]

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cover more place outside of buildings [#1176758]

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The connection is not reliable at all. During high stress times it is practically impossible to log in and use the internet. I have tethered to my phone's connection before on multiple occasions because I just couldn't get any results during class. Inside the dorms, if you're not one of the people who has a router in your room, you're out of luck because the signal is less than half what it should be with a router so close. The internet in the dorms has completely disconnected on me a couple of times before, which I find to be unacceptable (even the ethernet). It would cost more money, but what we need is more routers and more bandwidths for everyone! [#1176765]

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I am finding issues with connecting to areas of the MSC, specifically those in often occupied areas such as the Flagroom. Though my portable device works often fine, my laptop fails to connect to the wifi in that area, while compared to connecting well in other areas [#1176785]

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i teend to lose internet access on my phone often [#1176801]

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The WiFi signal inside Rudder is sometimes inconsistent. [#1176835]

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Every time I try and access the internet, either from my phone or computer, it always works, I have no problem at all [#1176871]

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I believe that our Internet service is quite reliable; there are times where it takes a while for my wifi to load on my MacBook, but that is probably a computer problem. I have no other suggestions or comments. [#1176879]

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it is not consistent in the buildings not in the center of campus, such as in parts of zachary [#1176881]

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Places of high population density will suffer in terms of quality internet. Such locations include annex or the beginning of classes with 100+ students. [#1176904]

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N/A [#1176914]

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I want to be able to access the internet outside around campus. It would be lovely to be able to enjoy some Texas sunshine and do some work. That would make it super convenient. [#1177040]

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Please let me computer connect to the TAMU wireless network. [#1177088]

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It is a little disappointing how some areas of campus have poor connection, but it usually only occurs in areas where there are less buildings (for example, in the corridor that ges between Evans Library, the new liberal arts building, and the Bright Building). [#1177100]

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I have trouble with being kicked off the wifi on several of my devices. I'm not sure why this is, or if there is something more I need to do on my end. Anything wired... 10+++ [#1177197]

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Sometimes it is not.reliable but over all its really good. [#1177244]

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My issues with this still have to do with the weak signal I get in my dorm room and across campus. Strong, fast wifi is available, why aren't we using it? [#1177246]

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Wifi switches on and off while traveling between buildings, thus interrupting downloads, voice over ip conference sessions etc. [#1177297]

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There are some classrooms on campus that the Wifi will not work in. At first I thought it was a problem with my laptop, but everyone around me was having the same problem. Reliable Wifi would be great. [#1177354]

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I have found that the internet service on campus is very inconsistent and unreliable. This is one of the biggest issues that concern me about TAMU's Internet service. Whenever I am not inside a campus building, it is almost impossible to access the campus Wi-Fi. Usually when I am inside a campus building, I am able to access the Wi-Fi. However sometimes it is also very difficult to access the Wi-Fi in certain campus buildings, such as Blocker. It is very important to me to have a reliable and consistent internet service and good Wi-Fi coverage because I am constantly trying to check my TAMU email or Blackboard or access specific websites that are relevant to my class studies. [#1177391]

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sometimes there is lag on the internet [#1177400]

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Connecting to wifi is hard at the vetmed building and is really slow [#1177482]

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Majority of the time the internet on campus is very reliable! [#1177489]

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I haven't recently had issues with the wifi, but I do remember last year, it wasn't as nice as it is now. Good job A&M! [#1177511]

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The wireless connection never stays from one building to another. It's just aggravating. [#1177584]

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Wehner has limited Internet access when using wifi, especially during class times. I'm sure it's just a bandwidth issue since there are so many students in a small area. Having a consistently fast Internet connection would be beneficial when using an online textbook while in class to take notes in. [#1177639]

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Needs to be better in Kleburg [#1177729]

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Ever since the msc has opened, I have not been able to access the Internet on my laptop anywhere in the msc. [#1177759]

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We are required to use elearning and WebAssign but many times I could not load the webpage which submitting answers and they made me retype the answer multiple times. [#1177804]

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Some parts of Zachry Engineering have horrible service areas. It takes a long time for a simple page such as facebook or google to load so focusing in that building would help. [#1177835]

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Sometimes the internet doesn't work randomly across different parts of campus [#1177852]

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Possibility of campus wide wifi like at other universities? [#1177869]

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The wireless internet sometimes goes out for a few minutes on all my devices even when I'm in the middle of campus where you would expect to have a signal. I also live in the Gardens 2 and in this area it seems like it goes out a lot more often. [#1177876]

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See above comments. [#1177960]

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Having wireless in all of the dorms would help make internet access easier--instead of always having to plug into the wall. [#1178024]

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same location, sometimes i can't receive any signal. Evan's library, signal is very weak at the corners on 3rd floor. [#1178087]

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The Internet service provided at Texas A&M is very reliable. However, I believe I still do not get proper in a few of the classes. I am not sure if it is because there are jammers in those classrooms. The rooms that I am referring to are the ones in Wehner, especially the first floor rooms. [#1178265]

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Wireless connectivity should be stable. If slow and stable, we can tolerate that. But stability is critical for people relying on a connection to finish and submit a project. [#1178278]

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Sometimes the internet will crash at the most unfortunate times such as during online quizzes. if there could be a way to have a backup internet connection that one could connect to automatically in the event of the internet crashing that would be cool [#1178368]

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Very low performance levels in high volume classes. Rarely can connect for more than 5 minutes. Downloading a file in these classes is not likely (hour - 2 hour download time). [#1178369]

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some services like kindle cannot log in into A&Ms wi-fi. If you could work something out, it would be great [#1178495]

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The Internet service is not consistent across campus. Several rooms in Wehner and Harrington have such slow Internet that it is not even functional. [#1178503]

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I feel there should be at least one room for students to be able to print and use the computers. For example if Rudder had some or MSC. They could allow students to access the internet and print documents as well. [#1178612]

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Some major lecture halls have poor wifi. Sometimes in the middle of lecture the wifi will disconnect from several computers. Communication majors talk about this a lot because it happens frequently in HECC 108 where a lot of Communication classes are held. [#1178694]

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There are areas in some buildings that do not pick up signal. Also, I have not been able to wire in my laptop in my office and have to use wireless. This prevents me from being able to print. It also means that I lose signal every so often. Additionally, it was difficult for me to set up wireless internet on my computer. I had to take my computer to the help desk to have them connect to wireless. For some reason, they had to use an old method of connecting. Easier connection to either type of internet would be great, without having to call or make a trip to the opposite side of campus. [#1178704]

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It seems that the wifi strength is not as prevalent in the Biochemistry building on west campus. There is quite a bit of lag, along with slow internet speed. [#1178723]

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I have had problems with the network being unresponsive in several areas around campus, specifically the vet school. [#1178906]

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The consistency across campus is not quite there. [#1179097]

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Sometimes such as in dorms, service is lost in certain increments of time. So it is not reliable at times. I suggest to troubleshoot the dorms service, and all around campus to ensure reliability. [#1181808]

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I think that the server, particularly for wi-fi in certain areas is at times really slow due to so many people logged onto campus's wi-fi. I think if there were additional servers (tamu-student 2) that would help. [#1181973]

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Please have internet service available to people sitting or lounging outside of buildings, for example the grassy areas of campus. Also, it seems like internet speed in busy areas such as the libraries fluctuate as more and more students log onto the tamu wifi. If this is a solution, please install more routers or increase the capacity of how many students can use the wifi without data speeds decreasing. [#1182176]

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n/a [#1182185]

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Internet connection in West Campus Library has been unavailable in certain incidents. [#1182677]

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WiFi is still not accessible in certain classrooms and areas inside campus [#1182723]

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Every time I get to campus, it takes forever to reconnect my mac to the network. MAKE IT STOP. [#1182925]

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Internet speed must be improved as well as its quality. Signal is lost or too low in many places around campus. [#1182958]

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I mostly spend my time on the campus. Good internet service across campus is necessary. [#1196628]

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It is common for the campus internet to stop working or work so slowly that it is faster to turn off wifi on your phone and use 3G to pull down a twitter feed or check email. When 140 character updates are too much for the network - it's time for a new network! [#1196843]

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the network in Zachry 223 ABCD are not very reliable. [#1196846]

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Sometimes wifi just randomly disconnects and/or starts to be extremely slow. [#1197660]

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We would appreciate it if there was wireless in every dorm on campus instead of using ethernet cables. [#1197694]

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Access Points that can service more devices at once would greatly enhance the network. In heavy traffic areas (MSC, Wehner, Dorms) devices are unable to hold steady and reliable connections which can be very frustrating [#1197765]

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I think the internet access should work in parking lots as well. I know my organization would have greatly benefited from internet access when we held our 5k in the Reed Arena parking lot. [#1197948]

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The O&M bldg has very slow internet, almost comparable to the original dial-up from the 1990's. [#1197953]

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- [#1198111]

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have wifi throughout the entire campus, not just buldings [#1198176]

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The quality of the signal varies dramatically and depending on how heavy current usage is, I get kicked off or the speed is so low I can't even load a webpage. I realize there are limitations, but anything that could be done to improve the quality of the signal would be appreciated. [#1198757]

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Easier log-in/authentication [#1200785]

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Your internet on mobile and tablet devices is terrible. I usually switch to my 3g plan immediately when I get in campus. Stop spending so much time on the wifi because that is fine, it is the internet that is slower than paint drying. [#1201211]

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

Really cool [#1172787]

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This is valuable but most of the time have plenty of speed when accessing the Internet. [#1172844]

-----

The wifi in Wehner is awful at times and great at others. [#1172864]

-----

Speed on campus varies wildly. In my dorm, over ethernet, it can be exceptionally slow. Speed it up any way you can. [#1172963]

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I am mostly on West campus. Within wehner, there are many class rooms, 113 & 115 that have terrible internet access. I would like to see improvements in these areas. [#1172964]

-----

The WiFi is fast when I am connected but that is the hard part, connecting. [#1172989]

-----

I need to be able to do my homework as fast as possible and that is not possible without this. [#1173048]

-----

Is very helpful, because almost all of your work as a student is done on the internet. I rely on the campus internet in all of my classes. [#1173056]

-----

Internet is generally very fast in my experience. Exceptions include Kyle Field on game days, other outdoor areas like Spence Park, lawn in front of Administration Building. When it's nice outside, I like to study in these areas but often can't find a good connection. I know it's outside and not in close proximity to a hotspot, but would be nice to extend coverage consistently throughout campus. [#1173091]

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TAMU is actually very good about this! [#1173133]

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The Internet service is too slow during peak periods at the start and end of every semester. [#1173171]

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eLearning needs a massive overhaul! [#1173180]

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It's pretty good but could be better [#1173234]

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Sometimes, especially in Blocker, the wifi is very slow which makes note-taking difficult because I like to look up the current events my professor talks about. [#1173259]

-----

The internet at my apartment is faster than the internet on campus it is embarrassing [#1173291]

-----

It's important during class to be able to have a reliable connection. Speed is nice but one stepping stone at a time. [#1173306]

-----

The coverage is pretty inconsistent, especially in my dorm (Rudder). I don't know if someone is using another wireless device that they aren't supposed to, but sometimes it can take 2-3 minutes for a page to load. [#1173312]

-----

hugely important [#1173329]

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In larger buildings (Blocker, Zachary, etc.) wifi can be extremely slow at time. Faster access would help. [#1173337]

-----

Sometimes it can be slow on my tablet and iPhone.. [#1173340]

-----

Internet is essential to class information, notes and studying making it a top priority. [#1173349]

-----

There are several thousand students using the internet at the same time making it slower. [#1173410]

-----

It is very fast! [#1173423]

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Important [#1173539]

-----

This is very important to me because so many of my professors have lecture notes on eLearning that I want to access during class. However, 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. [#1173560]

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fast speed [#1173563]

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Yes, very necessary [#1173688]

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The Internet at th vet school is not always reliable and kicks me off. Also, the signal tends to be very weak at times. [#1173700]

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The Internet often gets slow and is useless for several hours. Also it will disappear and make us log back in which is a problem when working on online assignments. [#1173829]

-----

Yes [#1173834]

-----

Moves very slowly sometimes in the Allen building. [#1173874]

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The internet is very slow in building other than the libraries. [#1173982]

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Sometimes it takes a while to load videos or websites, but I understand that there's 50,000+ people using the internet here. Is there a way of improving the wifi during "peak" times like when off-campus living students come in? [#1174007]

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Speedy access to necessary sites - like eLearning - is paramount. Download speed is less important. [#1174036]

-----

Most important. Nothing worse than slow internet. [#1174065]

-----

Campus Internet is fairly fast, but can be outrageously slow in some areas (classrooms, not just outside on the sidewalk). [#1174105]

-----

There are many places on campus where it's almost impossible to use the internet because it's so slow. [#1174116]

-----

Not in all areas; sometimes disconnects unexpectedly. [#1174164]

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Sometimes downloads are slow, especially for films (and other teaching aids). [#1174167]

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This needs heavy improvement [#1174199]

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I just don't think that a lot of the computers at this school connect to the internet very quickly. Sometimes I find it hard for my laptop to connect too, wasting time. [#1174350]

-----

I don't have good connection in BLOCKER and the CHEM building. [#1174370]

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The Internet in blocker needs to improve [#1174384]

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Internet is slow at times in the Allen Building. [#1174407]

-----

It's nice to be able to download lectures in class and see them up close instead of reading them across the classroom [#1174441]

-----

Service in the vet school is not very good and cuts in and out multiple times during the day. [#1174442]

-----

I am in Wisenbaker, the base floor. Everyday there will be a small duration that wifi connections are quite unstable, also the speed is slow. I guess this is because there are too many devices connecting simultaneously. So a router with a wider bandwidth would be great here. [#1174443]

-----

YES! I mean this because profs and instructors like to put things for us to download. [#1174461]

-----

Doesn't work half the time [#1174479]

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During daytime, the speed of wireless data transfer is getting slow. It may be because of traffic. You can increase the limitation on the speed. [#1174487]

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Sometimes the internet is inconsistent! [#1174503]

-----

Why would anyone want slower Internet? Yes, we want the fastest speeds possible. [#1174553]

-----

Sometimes gets really slow in class when a lot of people are on their computer (PSYC building) [#1174564]

-----

The computers in the OAL run a little slow, but I understand it's because there's a lot of them in one place [#1174602]

-----

A slow Internet is basically useless due to its time inefficiency, therefore a speedy Internet, wires and wireless is important. [#1174658]

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At certain times, especially in the SCC, the internet tends to slow down. [#1174671]

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If it's not fast it's not worth using. [#1174677]

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I think it is important to have fast service so that my work can be completed effectively. [#1174723]

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It seems to me as though the system is slower than desired. Maybe increased bandwidth or another default internet browser? [#1174732]

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The WiFi access is definitely useful but oftentimes slow. The slowness of the Wifi can be frustrating and extra bandwidth WILL be necessary as the university grows [#1174743]

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No additional comments. [#1174764]

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In some classrooms the wifi doesn't work at all particularly in the o and m building Internet is crap in there [#1174768]

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Whether or not this includes specific sites for A&M i.e. eLearning, email, etc, these sites' servers or the campus internet often fails. This is unacceptable for these important websites where assignments and other class details are presented. [#1174775]

-----

Campus wired connections work great but wireless leaves something to be desired. [#1174806]

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With greater reliability too [#1174808]

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we need faster internet, better routers. [#1174812]

-----

Improve access in large classrooms, I always have problems in Wehner 113 especially. [#1174846]

-----

In class I am able to connect to the Internet, however, it is always slow because so many of us are using it at the same time. I'd like for there to be strong enough Internet to support us all. [#1174914]

-----

In the buildings the service is good but once you're out of a building on campus you loose connection. Also the buses should have WIFI [#1175109]

-----

The download speed that campus offers is great even over wireless. It encourages me to study on campus more often and helps me be more productive with my time. [#1175133]

-----

The wireless Internet on campus is sporadic and in some places unaccessable. It is extremely difficult to work on schoolwork when it the Internet is slow and sometimes the signal strength gets too low to even load simple websites, especially on south side and west campus. I am not very good with computers, so I am not sure what can be done about this, but sometimes even when I have my Ethernet cable plugged in to my computer in my dorm, the Internet quality is very low. [#1175318]

-----

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

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The wireless service can be quite slow at times. [#1175387]

-----

Well we (students) pay a decent amount in student service fees, I think Internet is paramount in this day in age of technology. This is especially true since Internet access via cell phone is nearly obsolete with so many people trying to use their phones on campus at the same time. [#1175391]

-----

This is necessary especially for engineering and computer science majors that require quick access and downloads for projects and research. [#1175444]

-----

maybe not huge downloads but speedy access is important. it would be nice if we could install programs on some computers [#1175480]

-----

ResNet (ethernet) is extremely fast, far beyond what I would expect. Wi-fi is still quite slow in many buildings even for basic web pages. [#1175482]

-----

Very important and for the most part I am satisfied. [#1175497]

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Absolutely critical. Downtime in an academic setting is not acceptable, unless for maintenance over holidays. The internet connection sometime drops or takes a significant amount of time to connect and acquire an IP. [#1175505]

-----

This is more of want than a necessity. It is wonderful to have, and makes getting large files for classes easier. I allows me to not waste my day waiting on a download. [#1175518]

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Slow internet = bad internet [#1175521]

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I am a graduate assistant and this has been an issue for my office. Why is it that my personal laptop's wireless internet is much faster than my office connection? [#1175556]

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It amazes me that this campus - though large and with many Internet users - still has such a problem with this. I expected to experience an increase in performance coming from my much smaller (1/10th of size) undergraduate university, not a significant decline. [#1175595]

-----

I think the internet is fast as it is and download rates are average to a little above average. Keeping up with that pace would be my only concern for the IT department. [#1175611]

-----

Dorm internet gets slow. [#1175648]

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In some buildings and classrooms, particularly where demand (# of students) is high, the bandwidth can easily slow to a useless crawl. [#1175661]

-----

i think I can live witht he rapid downloads. I have my home internet for that. [#1175727]

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NA [#1175776]

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My 4g cellphone service is fast than the wi-fi connection provided by the university in several campus location. Wi-fi at REC is very bad. [#1175805]

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Wireless in Blocker, Heldenfels, and Moses Hall have rather spotty reliability and can either not load or load at a very slow pace, as in minutes to load a single .jpg [#1175850]

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NA [#1175870]

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In some places, the Internet is extremely slow and very unreliable. [#1175915]

-----

The internet service is fast in some places but slow or nonexistent in others. Lets make it consistent. [#1175928]

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Make it easier to connect to TAMUlink-WPA all across campus.... without having to reconnect when you move to a different building or different area in the same building. [#1175963]

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Dropbox [#1175981]

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It is not fast [#1176019]

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Very important. Need to increase performance of wireless thought Wehner. Especially in room 113. [#1176024]

-----

The internet speed is great. No complaints [#1176091]

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For most websites, the browsing and download speed is satisfying. But for some foreign websites, it is not that fast. [#1176101]

-----

At times, the wifi in the dorm buildings can be slow; however, most of the time, it is pretty quick. [#1176121]

-----

UT's Internet is faster... Just sayin' [#1176180]

-----

Often times it's important to be able to download and open a document quickly during class, so fast internet is crucial [#1176287]

-----

Sometimes the internet is a bit slow but there's 50,000 students on it so I can't be mad [#1176298]

-----

I would say university wireless speed is almost perfect for me and as a little engineer [#1176380]

-----

Internet is available everywhere which I love, but sometimes setting everything up on Macs is hard. [#1176425]

-----

It takes much longer for howdy to load on the tamu computers vs my pc at home. I feel there is room for improvement of the speed of the Internet access. Also, often times when I open elearning I am unable to click on the links or access anything on the page. I have to log off completely and then log back on and hope it works the second time. Sometimes I have to log off and log on multiple times. This can be very frustrating. [#1176580]

-----

Should be top notch.. [#1176721]

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Need updates on Student computing center to make all websites work properly. [#1176729]

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Again, when I am able to connect during class, it is INCREDIBLY slow. I have tried to download 100MB files that took two hours. I do, however, find that the speed in the dorms, especially through ethernet, is quite satisfactory. That's most likely because that's where the infrastructure is in place to handle the load. It still slows a little during the day when everybody is on campus, but speeds up at night. [#1176765]

-----  
Understand the issues of concern for students- for example, when online tests are being administered to many students at one time or when many students are trying to order their rings. The servers crash every. time. [#1176768]

-----  
There are so many people using it that as class begins of fills up, the Internet gets slower and slower [#1176803]

-----  
Sometime the internet is fast, and sometimes it is really slow, but overall I am content [#1176871]

-----  
The speed is fast. If it is faster, of course I'll enjoy download things more. [#1176914]

-----  
I can't complain too much about the internet service on campus. [#1176984]

-----  
See answer about internet coverage [#1177147]

-----  
As college students we need it and the wifi on campus is terribly slow. We need a way to be connected that will get us what we want fast. Maybe upgrade the wifi or make it faster. [#1177173]

-----  
I think this is very important, and would be better if it was improved in the Blocker Building! I have had a few classes in there where I cannot get on the internet at certain points during the lecture when I need to. [#1177284]

-----  
could stand to be faster, but it generally gets the job done. [#1177417]

-----  
Upgrade RAM as new technology becomes available [#1177476]

-----  
This day and age, school revolves around technology. Our homeworks are online, class websites, emails, clicker quizzes, etc. Having a fast internet is a must. We need it to stay on top of our busy schedules. A suggestion would be to create more server connections so that a massive number of people are not trying to connect to the same one. [#1177489]

-----  
Having more wifi hotspots would be ideal, but it's not an issue for me. [#1177511]

-----  
Internet in WCL is very slow. [#1177521]

-----  
I have had some speed troubles when working on stuff with some of the University computers. I don't know what could be causing the lag, but if there was any way to pick up the speed that would be amazing. [#1177556]

-----  
It is a bit ridiculous that we have to log in to the computers, and then we can't automatically load our e-mails and Howdy. There should be an automatic log in if we log in once. [#1177615]

Many engineering relate homework requires computers to download documents and with slow internet connection, it is hard to download stuff. [#1177804]

-----

Is very important but weak in lecture halls, especially Halbouty an Anin. [#1177859]

-----

The internet is sometimes super slow on all my devices [#1177876]

-----

Even when the internet does connect, it is often quite slow and more frustrating than useful. [#1177960]

-----

NA [#1178004]

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Whenever I connect I feel it's not the fastest that it could be. [#1178115]

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The internet access is OK, but not very fast and downloads tend to take a while to receive. Also cell phone access to websites through the WiFi is very bad, especially in the classrooms. [#1178149]

-----

Sometimes network does not work well. [#1178331]

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Maybe distributing the server load better would help? [#1178368]

-----

I definitely notice the internet is much stronger in some buildings than others, and it is very frustrating to not be able to access the internet when it is needed. [#1178503]

-----

internet should be faster when lots of people are in class and trying to access the internet at once it slows down [#1178668]

-----

It is important to me to have fast internet because slow internet is extremely frustrating. However, with so many students and staff members on the same wifi I understand sometimes when it lags. [#1178694]

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Could be faster. [#1179330]

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The internet is rater slow. I've also noticed that it will randomly become very slow. [#1181993]

-----

While the wireless Internet available on campus is much improved, both in coverage and speed, over the past 3 years, the speed is not adequate for the Web 2.0 sites that now pervade our society. This combined with an increased number of students utilizing wireless access have caused it to be difficult accessing information in the Internet. I believe the wireless access speeds need to be increased. [#1196575]

-----

The network in Blocker is really poor, not only the wireless network, but also the cellphone signal. The Blocker blocks everything... [#1196846]

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This is extremely important with the size of some of our projects. It would be great to have the ability to download quickly. [#1197782]

-----

I often have trouble with the WiFi throughout campus. [#1197915]

-----

I have noticed that the internet works slower when there are other networks trying to be online as well. This should not be an issue as I live in the University Apartments where you are not supposed to have your own routers. I consistently see the other wireless networks on at my apartment in the Gardens. [#1197948]

-----

The transport website is down more often than I think is necessary, but if they're updating, a notice would be very helpful. [#1197953]

-----

In my dorm, there are days when the internet is slower than molasses. It gets frustrating when I have to do online homework, but can't access it. I've even had the internet drop during online quizzes. It would be nice to have faster and more reliable internet to ensure this doesn't happen to often. [#1198114]

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

Wifi in Buses [#1172672]

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Not in dorms or other buildings [#1172735]

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More consistant quality of wireless on campus. Some places it is great, other places there is no wireless available. [#1172764]

-----

Having coverage campus wide is super nice and makes life easier on me. [#1172769]

-----

The lack of internet in many buildings is caused by a lack of good implementation. Many of the wireless routers cannot give internet to the entire building, which is a problem. A better network would fix this issue. [#1172777]

-----

Having wireless Internet coverage. [#1172812]

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Most places are great, Wehner 113 seems to be under capacity. [#1172814]

-----

Sometimes the wifi signal in certain buildings is weak, or will not allow you to connect, especially from a mobile device. In the library, sometimes the wifi won't connect at all. [#1172833]

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There are certain buildings (Blocker, Zachary, Richardson, etc.) that don't have full access to the TAMU WIFI. [#1172835]

-----

This is extremely important. [#1172844]

-----

some buildings on campus are difficult to connect to. I sometimes find it difficult to be able to my work when the internet is always connecting/disconnecting [#1172847]

-----

If we had coverage outside, that would be great. [#1172870]

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Wireless coverage is spotty and inconsistent, even in buildings in the heart of campus. [#1172902]

-----

The wireless connection is not quite stable in Wisenbaker and Cain Building. Sometimes, the signal will become very weak for devices, as handsets, to connect to the Internet. [#1172973]

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See above [#1172977]

-----

Would make staying connected easier [#1172993]

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Often in Blocker classrooms there is no Internet. [#1173007]

-----

The wireless connection in Wehner is not reliable at all. I can't connect to the internet in the classrooms to download the powerpoint slides or to research a topic that is confusing to me mentioned in lecture. [#1173018]

-----

There is not wireless internet in my dorm even though I pay for it. It is highly inconvenient not having it. [#1173043]

-----

Very important!!!! I need to be able to do my homework as fast as possible and that is not possible without this. [#1173048]

-----

There should be TAMU wireless in every building on campus. If possible, having ability to connect to the network while being outside of buildings would be helpful too. [#1173050]

-----

THE WIFI IN BLOCKER 102 IS AWFUL. I cannot access any websites, and it kicks me off the service every couple of minutes. [#1173054]

-----

I think it is imperative to have campus-wide internet service. Whether I am at the REC, a baseball game, or at the library, I should be able to connect to the campus internet. At some of these places, i.e. the rec, I needed to connect to the internet, but because the internet is spotty on West Campus I was unable to. I believe that the wi-fi should include ALL of west campus, whether it be an academic building or not. [#1173063]

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It's not available that well in some places on campus. [#1173085]

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yes, this works well, only spotty coverage for me is literally walkng between buildings, for as large and as many nodes you all have, I have very few problems with the network, most seem platform issues (where turning off WiFi and turning back on clears it). [#1173086]

-----

There seems to be limited connectivity when outside of a building. Increase coverage to all locations on campus. [#1173097]

-----

The WIFI coverage in libraries and academic buildings is lacking, at best. The WIFI does show up as available, but either the bandwidth cap is too low or aggregation of Wireless-N access points is required to facilitate a large pool of DHCP clients. [#1173116]

-----

If a building does not have good coverage, place a router specifically in that area. [#1173133]

-----

There are several dead spots on campus. [#1173134]

-----

It's not just all the important places but everywhere. Moving between buildings causes my mobile device to drop off of wifi which slows me down. [#1173138]

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All residence halls should have wireless service. Some still have to use ethernet cables, and I dont know if thats a reslife thing or an IT thing, but it needs to be updated. [#1173150]

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Mentioned in comment box #2 [#1173193]

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Difficult to get wifi in basement rooms [#1173234]

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There are some buildings that disconnect from the Internet when I enter them. [#1173255]

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All dorms should have wireless, which they don't all have at the moment [#1173267]

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Near Kyle Field close to Lot 62 the Internet is not consistent and sometimes I can't get any Internet around lot 62. [#1173282]

-----

There are some places with no wi-fi that I go to on campus. Providing wi-fi in almost every area with students would be awesome as we'll sit anywhere to use our laptop/phones/tablets. [#1173286]

-----

There is a really bad wireless connection in almost every classroom inside of Wehner. [#1173291]

-----

Very important. Wifi in Wehner is HORRIBLE. Especially Wehner 114 and 113 [#1173327]

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Should have internet definitely available in every classroom to follow along PPTs that the professor posts online [#1173328]

-----

becoming more and more important [#1173329]

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Wifi doesn't always work in certain areas of campus/certain classrooms [#1173330]

-----

Most of the campus has existing internet coverage, but much of it needs to be updated or redone entirely, because the newer loads of wireless communication is doing nothing but increase, causing these existing networks to fail. [#1173334]

-----

Sometimes you are waiting for bus or on the way to the bus station, there is no wifi [#1173363]

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The internet is slow and sometimes is hard to access in certain classes. Wehner 114 is one example. [#1173364]

-----

In many areas of the vet school building the wifi is not accessible or reliable [#1173374]

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Target "dead spots" - classrooms and offices in basements and open spaces between buildings [#1173402]

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basement lab areas of H.R. Bright building Lot of areas in wisenbaker building lose wifi connectivity [#1173409]

-----

When walking around campus, there is no wireless internet available outside building. [#1173410]

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sometimes from building to building or building to parking lot, the wireless goes away. Should have access everywhere while on campus. [#1173423]

-----

Heldenfels is terrible! [#1173427]

-----

One place that is important to me to have internet access is in the observatory of the O&M building (the very top floor). This room is where we observe incoming storms, but the wireless internet access hardly ever connects up there, meaning we can't look at the radar or satellite images correlating with the storms we see coming in by eye. Making sure we have reliable and fast internet service up there would be a great improvement. [#1173433]

-----

Takes forever to receive so little signal in Blocker and Wehner buildings. [#1173464]

-----

Larger classrooms like the one in Zach need more availability for wireless. There are so many people in the rooms that the interference murders any connectivity. Other than that, various areas in labs etc need to be checked for wireless ability. I have noticed many buildings over the years that simply do not have the proper support for wireless. [#1173468]

-----

Some places on campus do not get a signal and won't connect. Sometimes it is hard to figure out how to connect to the campus internet. [#1173482]

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I don't get good wifi in all buildings on campus. Can be inconvenient at times. [#1173511]

-----

Better connections in wcba, and Richardson please. [#1173531]

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is important [#1173539]

-----

please install more routers. [#1173558]

-----

Very poor signal in Harrington Edu. Center, sometimes bad internet in foyers with a lot of people. [#1173559]

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All buildings are fine [#1173562]

-----

Perhaps you can find out where all the low spots are and add something that will enhance the internet coverage. [#1173603]

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Install wireless internet access in dorms. [#1173606]

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Coverage and/or connection in Wehner is always uncertain. [#1173628]

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In many parts of Campus, such as the Commons, my mobile phone is unable to connect to the internet, or rather there is very low signal causing wireless connection to drop. [#1173631]

-----

I have a MacBook Pro and I often have trouble connecting to the tamu wifi. This mostly happens after I change my netid password. I usually take my computer to the service center and they fix it quickly using a flashdrive with something on it and I type my password several times. [#1173637]

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Wireless is iffy at best on campus. Improved coverage is needed. [#1173644]

-----

Wireless coverage available inside of Reed Arena? [#1173666]

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My response to this was based on my experience while living on campus, I'm not sure if this has improved, but all dorm buildings should have wireless internet [#1173684]

-----

There are some "dead spots" within Wehner building where it is difficult to get wifi. For me, I like to take notes on my tablet in class and its difficult to obtain new power points in some rooms. [#1173687]

-----

It is very important, All over the campus, even outside. [#1173688]

-----

At least at the beginning of the year, there was very spotty Wifi in Dorm 1 on the quad, which is where I live. Having reliable internet access in all living areas is a must. [#1173703]

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Can access wireless internet in most places, even if it's slow while using a computer. Not so much with other devices. [#1173708]

-----

Beef up coverage on the 2nd floor of Zachary [#1173709]

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The wireless coverage in Blocker is sporadic at best. It would be really nice to be able to take notes in class without worrying about not being able to access the Internet. [#1173732]

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Campus wide blanket. Start investing in supermax Wifi as soon as possible so that the entirety of campus, inside buildings and outside, is wifi enabled. [#1173815]

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Yes [#1173834]

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Need wifi in the vet school that undergraduate students can access [#1173836]

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Internet in some of the outdoor hotspots would be superb! [#1173844]

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Most of my classes have under satisfactory wireless service. [#1173856]

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I would like to have wireless Internet coverage all across campus, not just in certain locations. [#1173858]

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Sometimes spotty service that disconnects in the middle of use. Especially in the dorms and Allen building. [#1173874]

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Some classrooms have wireless connection that goes in and out repeatedly. Especially in BICH/BIPH [#1173876]

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Having internet connection on the buses would be excellent. I use the bus systems frequently and being able to use my computer on the bus would benefit me greatly. [#1173890]

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Some classrooms in blocker need better wifi! Maybe outdoor wifi service would be nice too [#1173904]

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Little wifi coverage outside buildings, ESP in parking lots [#1173912]

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The coverage in the Wehner building is awful. It's very frustrating when attempting to log on to elearning, or the internet in general. [#1173932]

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I don't have a suggestion as such , but I find some buildings , particularly the Mechanical Engg Building and Doherty to have abysmal connectivity through wireless [#1173948]

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Some places have very weak connection [#1173974]

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Wifi doesn't reach the bus stops, mainly Fish Pond, when we need to check what time the bus will come, and the MSC has bad connection they call it the dead zone. [#1173985]

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Wireless should be in the dorms. [#1173987]

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It would be perfect if there were wifi in the garages [#1173998]

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I have a less common science major and have to spend most of my time using Internet and while the Internet works in the majority of places there are some obscure places where it doesn't and it gets frustrating [#1174002]

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Especially in time crunch situations. [#1174004]

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The main campus is pretty good, no complaints. But I don't really go to west campus, so I can't judge that area. [#1174007]

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Wireless service in the Veterinary Department needs to be looked upon since there is no wi-fi or weak wi-fi signal at all times. [#1174016]

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The wireless internet tends to not work well or not at all in my dorm because other people have set up their own routers, so there needs to be stricter rules about that. [#1174028]

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When I visit other dorms the Internet is so slow and frustrating that it is hard to do homework sometimes. (Moses) [#1174033]

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If we could boost the signal to include areas just off of campus, that would greatly enhance the options for study areas. Many of the restaurants just off campus do not have wifi and are outside the range of campus' routers. Taking a break from the library to get food then necessarily means taking a break from productivity. [#1174036]

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Reach further places away from buildings. [#1174037]

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Wireless internet is often inaccessible on west campus. I have no problems on main campus. [#1174054]

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This is important, would like to not only have wifi in buildings, but outside. [#1174065]

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A majority of classroom homework is web based. If we have trouble with internet it makes it difficult to complete tasks. [#1174066]

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Wifi not available consistently in certain buildings such as Emerging Technology Building. [#1174070]

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Trigon, , lower level of MSC, the signal is not stable. [#1174077]

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Some classrooms (Harrington) have low cell & wireless service, but now that I am only in Wehner, it seems to work perfect all the time [#1174111]

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There are some places on campus where wireless is slow, weak, or not available. Expanding the number of wireless access points might be beneficial. [#1174125]

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Most every building I use has wireless available however, the signal is often very, very weak. Especially in older buildings where the walls are thick, if more routers, or a stronger signal could be projected it would be appreciated [#1174131]

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Only problem for me is in blocker [#1174137]

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HELD is very difficult to get wireless coverage even when you connect to the wifi. [#1174146]

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I am a student from the west campus. I do experience loss of network coverage at some parts of weiner building. It would be helpful if the network department fixes it. [#1174158]

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Sometimes I can't download documents that are needed for class within the classroom, such as in the Chemistry building. [#1174164]

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Wifi should be available in all buildings, and in all parts of buildings. [#1174167]

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All areas of the campus should have WIFI [#1174170]

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A lot of buildings I go to don't have stable wireless connection. [#1174192]

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Like above, the most important area for coverage are in the classrooms and in a few of the classrooms on campus the service isn't that great, specifically in Whener. [#1174206]

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Basement of Wisenbaker building never receives the access to wireless internet. As many people get their personal laptops to work in the Laboratories, its very important to have the wireless internet connection there. [#1174215]

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It would be great to have wireless coverage in Bus stops. [#1174235]

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Having service outside of buildings would be nice. [#1174257]

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I feel like it is extremely important for all dorms to have wireless coverage. It would also be nice (but not required) to be able to use wireless Internet in Academic Plaza, even though it is outside. [#1174261]

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The wifi for my mobile device is sometimes slow on various spots around campus. [#1174285]

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I am a student in the Computer Science department and have a Linux laptop. The wireless keeps on dropping. When I checked, all my friends who use Linux laptops have the same problem, so its not just me or my hardware. I wish they would fix this. [#1174287]

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wireless internet isn't available everywhere, it is hard to get a connection sometimes and it is usually in class when you are trying to download the powerpoint from elearning. [#1174290]

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Being able to access the Internet anywhere on campus is something I enjoy and is becoming something that I depend upon. More and more of our classes are using different apps, links and web pages that require the Internet. By having the ability to access the Internet wirelessly on campus is something that is becoming more important to me. For the most part y'all are doing a very good job at providing this service. [#1174298]

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And that is consistent! [#1174299]

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Limited and slow wireless connections in the trigon while waiting for buses at the route 33 and 34 stop [#1174304]

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in the elevator, sometimes wireless doesn't work so well. Also in our growth room. [#1174307]

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wifi doesn't work well in Blocker [#1174367]

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I don't have good connection in BLOCKER and the CHEM building. [#1174370]

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Yes! This is very important [#1174384]

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Having wireless Internet coverage in all of the dorms is a big issue. For example Underwood dorms have spot internet access throughout the building. The signal is very low and sometimes non existent in my room and I have heard of similar problems in other peoples rooms. [#1174397]

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more outdoor coverage on West Campus near Wehner more coverage in Kyle Field better coverage in Reed Arena [#1174402]

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Not able to connect to internet at Reed Arena and Kyle Field on ipod. [#1174407]

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I spent time at the Veterinary Research Building during the first 6 weeks of the spring semester and had no internet access while there. The Vet School has their own network but you must be a vet student to access it. I am a Biochemistry student and was therefore unable to access that network. The TAMU network was unavailable while there. [#1174439]

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My office in Old Heep has connectivity issues with my laptop. We need to pay \$100+ to get a wire installed. This is unacceptable. [#1174451]

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Now a lot of professors are putting their lectures, grades, and announcements online and we might miss there isn't any connection at all. [#1174459]

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All the busy places during finals like the SCS, Evans, Medical School library, the commons, SBISA/complex need extra wifi coverage. Everybody is fighting for signal during finals. [#1174461]

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I don't expect that I get wireless connection at a parking lot, but when I move from one building to another one, I need the connection. You can put several wireless bridges outside of buildings. [#1174487]

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Near the large animal vet hospital and the veterinary research building, normal TAMU internet is spotty at best. [#1174491]

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Most buildings have wifi but using wifi on a mobile device is sometimes difficult when passing in between buildings [#1174503]

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Please get better coverage in the Academic Plaza :) [#1174521]

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The office building I work in has spotty service (sometimes good, sometimes cuts out). More surprisingly, my original building did not have wireless internet at all. I am able to cover my whole house and yard at home with a single router, so i think it's a little amazing that my workplace isn't able to provide a similar service, since I am otherwise not very technologically advanced compared to the average population. [#1174533]

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Wireless occasionally cuts out for me and my study partner on the Annex 4th floor. However, I am still very pleased with the coverage and speed of campus internet. It is fantastically quick and accessible at the Allen Building/George Bush School [#1174550]

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This is basic now. Not even debatable, just put wifi everywhere. [#1174553]

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See above. [#1174556]

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Vet school and psyc building [#1174564]

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I live in Hart Hall and wifi is only available in two of the ramps, so I cannot access the wifi service from my dorm. It is a desired commodity to have it in every dorm. [#1174575]

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The wireless network is available in almost all places I go however, I find the performance somewhat lacking in important areas such as my dorm (Mosher Hall). The wired connection helps with this but I would like more freedom in my room. This applies especially with my tablet/mobile device. [#1174582]

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I think areas around Langford need better internet spots, since sometimes they will lag or cut out on us. [#1174591]

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Some building don't get very good internet, usually because their further away or slightly underground (like under Kyle Field). [#1174602]

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There is always room for improvement with increased coverage and quality of coverage signal strength. This is more of a want than an need for me. Overall I am satisfied with the quality of wireless internet coverage. It is adequate for my everyday needs. [#1174606]

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I often don't have wireless access on my lap top when I'm in lab (308 Old Heep). This is problematic, because I'm often working at my lab bench and trying to put together presentations, etc. [#1174612]

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Would like to have wireless internet all around campus, not just in buildings. [#1174624]

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I can not connect in every location on campus so that would be a helpful addition. [#1174628]

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Don't Really use it [#1174637]

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This is very important to me, it helps me to accomplish my school work [#1174639]

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The coverage of some parts of the campus is not so good. The wireless is weak or gone. Suggest install more wifi ejectors. Thanks [#1174651]

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The Flight Research Lab at the Easterwood airport doesn't have wireless....even my grandparents have wifi. [#1174703]

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Blocker does not have consistent wifi access [#1174728]

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Wi-Fi in Hobby Hall ( I know it is going to happen next fall :) thanks!) [#1174730]

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I only get coverage in buildings. Not sure if wireless Internet coverage is supposed to be campus-wide, but it's very weak outside even between buildings. [#1174732]

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No additional comments. [#1174764]

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Very "spotty". Wireless coverage should not be limited to areas with computer access. This problem is often encountered in Blocker, Brown, and the commons. [#1174775]

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In certain classrooms in Wehner, the wireless internet on your phone or computer will not work. So you are unable to check eLearning or your email. [#1174782]

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It's often very difficult to get wireless access in classrooms, where having such access is very important! [#1174789]

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Coverage is fairly good. [#1174806]

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wouldn't be that bad if the connection weren't always being lost and the speeds weren't so suicidally slow. [#1174812]

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Really need open air coverage...not just in buildings. As my phone (in particular) tries to hop from building to building and then to network the signal is often lost...and with so many buildings being proprietary spaces now...the ability to connect outside would go a long way to solving the crowding issues in various public facilities. [#1174826]

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Extremely important. Hard to get many computers and devices to successfully connect [#1174830]

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It is super important to met to have internet connection all over campus. [#1174838]

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The wireless internet is good in some places and bad in other places. [#1174842]

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Good coverage in the buildings where I spend most of my time. However, can't expect to connect to the internet when walking between buildings or studying outside. [#1174851]

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Yes, outside they need better wifi [#1174865]

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Almost every student has a laptop/tablet/smart phone that uses wireless [#1174895]

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Certain classrooms have very slow to no wifi [#1174900]

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Although I don't mind wired internet in my dorm (Walton Hall), it would be better if there were wifi in dorm rooms. Also at the bagel's place (Bernie's). That's the only reason why my perceived performance was low. [#1174903]

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some of the wireless doesn't reach out of building for phones to pick up. strengthening the signal or whatever other means to extend wireless to phones and tablets outdoors. [#1174908]

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I don't get good wireless in several of my classes and I would LOVE to have it outside as we'll as in the buildings. Such as in Academic Plaza. [#1174919]

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A few locations have poor or no wireless signal a good example of this is a few random rooms in blocker [#1174931]

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I want to have internet coverage at bus stops and on the buses since that is when I have the most "idle" time on campus. It seems that the bus stop locations (on the west campus) are too far from buildings to receive coverage. [#1174942]

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Have internet even outside the buildings for students. [#1174952]

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Faster Internet , more wifi coverage [#1174975]

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Recent updates last semester (Fall 2012) on Agronomy Rd. were much needed. [#1174979]

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Zachry needs to be destroyed, not renovated. Cell phone and WiFi coverage are both pretty awful inside that building. [#1174993]

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There is no wi-fi in my dorm, making it challenging to study there. [#1175003]

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All of campus should be covered in WiFi [#1175012]

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needed in Hobby Hall plus more seamless coverage across campus [#1175020]

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Having wireless coverage in the areas outside of buildings, specifically those buildings not located in the center of campus [#1175032]

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Yes [#1175061]

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More reliable internet connection in key locations is more important than broad coverage that includes obscure locations. If I need internet on campus, I can go to a nearby location to get it but having spotty connection in classrooms and key buildings like zachary is frustrating. [#1175133]

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Sometimes I can't get wireless coverage in certain areas of buildings including dorms. this is a problem because i ned to be able to use my laptop. [#1175144]

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Not all places are as covered as others. West campus buildings need more coverage and some classrooms don't have much signal either. [#1175150]

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The wireless service has too many slow periods. Even accessing TAMU sites can be a hassle in these intervals. [#1175156]

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Yes it is important to me on campus. [#1175188]

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This is great for finding out grades, reading emails, and staying in touch with professors and school mates all the time. [#1175211]

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I have a PC and can't get wireless internet signal in the MSC [#1175219]

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To enable Skype in classrooms [#1175261]

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Some buildings do not have very good signal or it is very slow. [#1175279]

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Wi-Fi coverage during the day, especially passing periods in the Wehner Building on the east wing (near 113, 109) is spotty at best. Often you can connect to the network, but you have limited access and cannot browse elearning, ecampus, etc. Added capacity in that portion of the building would be nice. [#1175294]

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There are classrooms in the vet school (room 101) where internet does NOT work in certain areas of the room. It is a serious problem when trying to access lecture materials before class. [#1175315]

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It is really important to have wireless internet all around campus, but unfortunately some A&M buildings don't have it, either because the classrooms are located down or on the basement. [#1175329]

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There are many places like Evans library, or blocker, where there is little and slow signal. [#1175330]

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sure, it does! [#1175349]

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West campus is has very unreliable internet, especially at VMS. I can almost never log on with my lap top there which has made it difficult at times for taking notes in class. [#1175352]

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The wireless internet coverage varies a lot within a building itself. [#1175353]

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I rarely get Wi-Fi when I'm on the 6th floor of Evans. [#1175378]

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We are a RESEARCH INSTITUTION in the 21st Century! Wireless communication should not be an issue! It should be provided!! [#1175379]

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I sometimes am in the school of rural public health building and the wifi access doesn't work over there. When I try to use the eduroam guest access it's finicky and will only work sometimes. [#1175385]

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In my dorm, we have service, I just wish that it was more reliable. [#1175387]

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I think wireless Internet should be available in all of the places on campus because we use the internet for many things in our lives, it just seems like places on campus should have them too. [#1175409]

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Sometimes the wireless internet is difficult to obtain on a tablet or other mobile devices. Maybe do something that will allow for many devices to connect to it, and not have it break down. [#1175412]

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I fell that is some areas I am unable to get access or it's a very weak and slow connection, these are mainly on the out skirts of the campus [#1175418]

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It would be nice to sit outside and be able to access the Internet. [#1175430]

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Everyone relies on the internet today. If we can't get internet somewhere then that place is in essence worthless. [#1175446]

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I need to do homework and sometimes areas don't get covered(Zachry instrument room) [#1175470]

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It's pretty good right now. [#1175474]

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Once again the wireless in Wehner is garbage. [#1175477]

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this is a huge priority [#1175480]

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There seems to be WiFi available in all the buildings I go to, but it frequently doesn't work very well. [#1175482]

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Could be expanded to include outdoor campus locations near buildings. [#1175505]

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Outside buildings it would be nice to have access to wireless internet. [#1175518]

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The wireless Internet coverage in the Kleburg building on West Campus is horrible. And the Kleburg building is a very busy place on campus with plenty of students to benefit from the Internet, especially myself because I have two classes there. [#1175540]

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This is very important to me. Campus-wide accessibility to the internet can be very important for both personal and academic reasons. [#1175548]

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Having a modems with a longer range of wireless activity would improve the connectivity of wifi [#1175579]

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I have a problem with all of my wireless internet devices being kicked off the net work and not being able to get back on. I also have a problem with not being able to save my username password settings. [#1175584]

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Dorms need wireless access. [#1175594]

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This has been less of a problem, though the place I probably have the worst coverage is in my graduate student office. If this was resolved, I would probably spend a lot more time on campus than I currently do. [#1175595]

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Certain buildings don't allow access on my phone. It's really bad service in general. [#1175598]

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I would like for Leggett Hall, my dorm, to have wireless access. [#1175603]

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Doin a great job for the most part. Teachers often have trouble with clicker questions and online demonstrations in class, in heldenfelds and the civil engineering building. Besides that, I have not experienced any problems. Keep up the good work. [#1175626]

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Coverage between buildings and while outdoors would be great. [#1175648]

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There are certain spots in various buildings (especially Blocker) where I get no service whatsoever. [#1175676]

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Having wifi outside, still on campus but outside the buildings as well as inside, and in Blocker would improve services here at A&M. [#1175679]

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This is important because I am on campus a lot of the days for long periods of time though out the week! [#1175727]

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Wireless internet coverage is not entirely a problem. The problem is the shoddy connection that you can be stuck with in corners or within classrooms that is the problem. [#1175743]

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Wifi was not in my dorm this year. [#1175746]

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Wifi outside of buildings would be phenomenal. [#1175757]

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some open areas we cannot access the wireless [#1175760]

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Outdoors wireless coverage (TamuLink WPA) is lacking in common areas outside (plazas, et cetara) as well as in parts of Sbis and other buildings. [#1175764]

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there are some location in campus where the Wi-Fi signal is weak. (wisens-baker building ground level) [#1175780]

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I generally find wireless on campus, even in my office (Halbouty), spotty. I have to wait after I get kicked off to gain access again. I notice this more during the week than weekends, so I don't know if it's a volume issue. The REC usually has pretty bad wifi too, which can be frustrating. [#1175787]

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Outside in important plaza areas including and not limited to the architecture quad, the academic plaza and rudder plaza. [#1175791]

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Wehner has really bad Wifi and it would be nice that was fixed. [#1175797]

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It would be great if there was more internet access across campus. For example, for there to be internet at the academic plaza as opposed to only the building near it. I don't know if that is possible but that is my only recommendation. [#1175800]

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Academic Plaza [#1175801]

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Wireless Internet in all the dorms and buildings should be required [#1175804]

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When I am in Moses Hall, I find that some mobile devices have difficulty connecting to wireless along with many tablets. In some areas there is even a high level of difficulty connecting with a computer. [#1175850]

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Wi-fi is available in almost all buildings, but I would prefer that it be available in all locations on campus, including outside of buildings. [#1175864]

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Wireless connectivity and coverage is limited in the west campus area and may serve better by having more wifi hubs or increasing the area of coverage of existing hubs. [#1175868]

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NA [#1175870]

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I have different classes where I am not always able to connect to the internet, which can make it difficult. One example is in the lower level of the Psychology Building. [#1175887]

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There are several places in the vet school that have no or very poor Internet, including some classrooms. [#1175889]

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Internet in Zachry is slow and unreliable. [#1175921]

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There are parts of campus where TAMUlink is either not working, or when I connect, are at dialup speeds. Blocker and RDMC are my two most common cases. In Blocker, I can sometimes connect, but rarely when I do, connections time out or are painfully slow. In RDMC, I can connect, but speeds are ~1.5 mbps, which when working in the CSCE Labs is painful. [#1175931]

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Increase range of internet to outside areas on campus [#1175963]

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There are many spots on campus where coverage isn't available, one has to be in a building to get coverage. [#1175993]

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There should be internet everywhere on campus. [#1175994]

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Some places that are common areas are not covered under Texas A&M's Internet coverage, like the Academic Plaza or behind the Bush School. It would be nice to be able to do homework or study at these places, but internet is usually required. [#1175998]

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especially in residence halls. not all people like going to a library to study and it is difficult to have to be in a corner of a room to use wi-fi for about 5 minutes at a time. [#1176022]

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From what I have encountered, internet in some on campus buildings (classrooms) is slow to connect and disconnects often [#1176039]

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Yes, that is true. I hope everywhere especially the street on campus can get the wireless internet. Because I get wireless internet only near some building. Th signal need to be strengthen. [#1176056]

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The WIFI coverage in ZACH is not very good. The lobby has pretty bad signal in most places. [#1176066]

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Sometimes there is not wireless connection in some areas on campus. [#1176078]

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I do not get internet in certain buildings on campus. This usually happens over in west campus. [#1176090]

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The only place Ive been that I wasn't able to log into the internet was in the Reynolds building. [#1176091]

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Reed arena [#1176102]

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It's very inconvenient to not have wireless internet in dorms. For one, I can't use my tablet at all if I don't have a data plan. For two, the internet cable needs to be really long and be taped above an area in order to be used which can possibly be hazardous, not to mention aesthetically unpleasing. [#1176115]

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Some of the older buildings have poor accessibility. It would be nice to have a universal, high-quality service in ALL buildings on campus, not just the newer ones. [#1176173]

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There can never be enough wireless internet coverage on a college campus. People are studying and utilizing the internet wherever they can, and it would be easier if it was just campus wide [#1176287]

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When I lived in the dorm I didn't have wireless internet and it was frustrating. All dorms should have it. [#1176298]

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Having consistent WiFi coverage all over campus would be fantastic. Not only inside of buildings, but outside as well. I do realize this is 1) expensive and 2) difficult to manage due to interfering signals, but if it could be accomplished I think it would be a much better experience for everyone. [#1176301]

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There are two locations on campus where I find that I have trouble connecting to the wireless internet. The first is in the Rudder Complex, specifically, near the Rudder Forum. I have tried to access the internet through both my laptop computer and my mobile device and have been successful. Additionally, I have a similar problem around the Wehner building. [#1176311]

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On road beside a building the connectivity is not good, if a wireless router is placed outside the building, then it can be improved. Specially near parks like near academic plaza a good number of routers should be placed. [#1176331]

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Internet in the vet school is in and out [#1176346]

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I really would appreciate having wireless internet connection more accessible on campus. [#1176350]

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Places I normally visit are Zachery, Blocker, Evans, and couple of cafeterias, and I think all of places have pretty good connections. [#1176380]

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The BIMS advising office does not have wifi access for students. This is EXTREMELY annoying. [#1176414]

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very very very important, would be nice if even in academic plaza and outside buildings could be outside and on computers to study [#1176420]

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All of the places would be great, so there would be no need to move areas because of no Internet or not sufficient Internet access [#1176431]

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Wireless connection to internet coverage all across campus is essential. It allows for convenience, fast and easy access to all Texas A&M online services. [#1176439]

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Sometimes the internet in my office is unavailable. Even, we didn't have internet for 2 days. [#1176480]

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Some areas between buildings or in waiting areas would be great to have wifi [#1176494]

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some buildings dont have very good service or very high speed [#1176536]

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The service in the Vet School is horrible. It's barely functional. [#1176541]

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In some places, such as in the underground and inside and outside of Einstein Bagels, there is no wifi connection available. I feel like those food places are extremely important to have Internet access. [#1176553]

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It is necessary to have internet coverage all over the campus, including university dependencies off-campus. [#1176566]

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More consistency with quick connection (not having to struggle to connect to the internet) [#1176568]

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Although I may have Internet access on my phone, I'm not always able to complete the assignments I wish via my mobile phone so I need computer access. I would like to see more OAL's on campus. I am a nutrition major and have the majority of my classes in Kleberg. There is a computer lab in Kleberg but it is only available for use by food science majors. This is very frustrating and I would like to see this change and nutrition majors be able to use these computers. [#1176580]

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It's most important to have wireless internet in all the buildings. [#1176611]

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More stable coverage in the engineering buildings, please. [#1176701]

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It is important to have wifi that is functional and somewhat speedy in all parts of campus because this kind of technology is becoming vital for college students. Many things are transferred across the Internet and having a reliable connection in all parts of campus is important to enhance learning for everyone. [#1176705]

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I think this needs to extend everywhere... no patchy service in rooms/offices etc. [#1176721]

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yes very important ! espacilly in the class rooms [#1176764]

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It would be nice to create access points outside in common areas where people want to work on nice days like Academic Plaza or around the Commons/Quad. There are also some really nice parks on campus that would benefit from having some access points so that people can just sit outside and relax and still be productive. (I occasionally see people working near the sand volleyball court outside of FHK/Clements.) [#1176765]

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In every instance of connecting to wifi on campus, it seems 'TAMU Guest' and 'eduroam' wifi take priority of being detected instead of the most commonly used tamu web for students [#1176785]

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Cain Hall has had shaky connection to the internet for the entire time that I've been present at A&M, although it has improved, and it can be flaky in the main architecture building. [#1176836]

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It bothers me when I can not receive it outside on campus in some spots. When it is nice outside I would like to study out there but I am restricted because the access is only inside the buildings. [#1176876]

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A lot of dorms do not have wireless internet which is pretty sad for this day n age. [#1176904]

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There are still places not covered by wifi, like some places around the Teague research building. But overall the coverage is quite good. [#1176911]

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The Internet is available inside of the building. I really hope that when I come out of the building I can still get good signal for the wireless Internet. So I don't need to finish surfing on the Internet in a fixed place. I can enjoy all the campus. [#1176914]

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The range of wireless is below expected. When on mobile devices there can be many dead spots and it takes a while to reconnect back to another area. [#1176915]

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This is important to me because if there are only certain places on campus with internet, I waste time trying to get to those places instead of being able to work on my schoolwork instead. [#1176984]

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Currently wireless isn't realiably available in some of my classrooms or even my lab, I use the wired internet on the lab computers and am unable to use wireless devices. [#1177023]

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I think university apartment is a part of the campus but we do not have tamulink-wpa wireless connection in my apartment [#1177099]

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This is already done pretty well I think! :) [#1177100]

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My classmates and I have had difficult obtaining a wireless internet connection in certain areas of the vet school, specifically in the veterinary research building (VRB). [#1177121]

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I would suggest adding a computer lab in the MSC> [#1177124]

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I have a lot of problems connecting to wifi in the BICH building during my classes there, leaving me without internet connection for hours at a time. It would be good to put in another wireless router in the first floor classrooms. [#1177136]

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Wireless internet is typically available in all locations but in place with high traffic areas such as wehner the interest in not often available because too many people are trying to access it at once. [#1177147]

-----

There are dead spots in Zachry [#1177171]

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See Technology in Classroom question. [#1177205]

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I feel like you're pushing speed at the cost of co-channel interference. 40MHz bands on 2.4GHz? Seriously? Nothing is going to get 300Mbps realistically, anyway. [#1177211]

-----

There are still alot of place on campus where you can't get wifi. And important place for me to get wifi.is at the bus stops. [#1177244]

-----

I believe all on campus bus routes should be constantly connected to the Internet. That technology is available and for relatively cheap. I believe alot of work could be done going from wehner to the commons every morning and afternoon by myself and my friends if constant wifi was available. [#1177246]

-----  
Wifi service is very low in many lecture halls. [#1177261]

-----  
I would like wireless coverage in All-Faiths. [#1177287]

-----  
it should cover whole campus ! but it does not [#1177304]

-----  
many places in the campus lack wireless coverage especially little far from the buildings. So, enhancing wireless coverage is vital [#1177319]

-----  
Not always reliable, its on and off [#1177338]

-----  
There should be wifi access in every dorm on campus [#1177349]

-----  
I do not only think that wireless Internet coverage should be available in all the places that are important to me on campus, I also think that wireless Internet coverage should be available in all places on campus. [#1177391]

-----  
certain classrooms have coverage problems. In addition, I'd like additional outdoor coverage to be able to work outside during the spring and fall. [#1177417]

-----  
I have not always been able to access the Internet in all of my classes. [#1177452]

-----  
Sometimes the signal is not strong when I move from one spot to another. I guess you need to make the web transmitters coordinate more seamlessly. Also, one big issue that happens to me often is whenever I am on a moving school bus, the connection breaks. [#1177494]

-----  
Many areas on west campus do not have wireless internet coverage. [#1177521]

-----  
Signal strength shouldn't diminish when a professor signs into their workstation. Especially with 4+ routers in the room [#1177534]

-----  
Seeing as it's essential these days to have internet access to complete papers, projects, etc, this is very important to me, it there are times when there isn't any wifi, or it's down, in the buildings I'm in [#1177556]

-----  
The wireless connection never stays from one building to another. It's just aggravating. [#1177584]

-----  
I cannot connect in the CHEM building [#1177621]

-----  
Good wireless coverage spotty in WCL and MSL. [#1177649]

-----  
Very [#1177729]

Yes, this is very important to me. I work in a basement lab, and it is very important for me to have wireless access to complete work. [#1177745]

-----

Great coverage except in parts of Zachry engineering. There are so many students in that area and not enough coverage to go around during the prime hours. [#1177835]

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Thanks! [#1177845]

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I can never get a good connection on the patios, benches, patios on campus. It would be nice to be able to get online while outside on nice days. [#1177850]

-----

I get great internet in the dorm, the problem areas are in the big lecture halls where I use dropbox to access my notes on my ipad. It would also be nice to see better internet coverage in the MSC. [#1177863]

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No wifi when outside a building [#1177869]

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The wireless internet sometimes goes out for a few minutes on all my devices even when I'm in the middle of campus where you would expect to have a signal. [#1177876]

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The wireless internet coverage on campus is sometimes spotty. I wish the coverage was better. [#1177887]

-----

Blocker and other spontaneous areas of North Campus have poor internet reception [#1177929]

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Some buildings do not get good internet signal (Rudder) and others. It is also extremely difficult to log in and stay logged into the University web [#1177960]

-----

Is important and i believe that the current service is working well [#1177976]

-----

At my dorm, Mosher, the internet connection is often weak and can require my computer up to two minutes of searching for a signal before picking it up. Apart from that, I haven't had problems with internet connection. I will live off campus next year, but I'm sure the future on campus residents would like to have more consistent connection available in their dorms. [#1178037]

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Wifi should be everywhere! [#1178113]

-----

Please, have wifi in all on-campus dorms. [#1178140]

-----

VERY IMPORTANT!!! [#1178149]

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I hope Internet is not just covered in every building, but also in all the campus even if students are outside. [#1178191]

-----

With the increasing number of students, I have noticed that the current routers are not adequate to support the needs of all students. Very often in crowded buildings like Zachry and Blocker I get very slow download and surfing speeds over Wifi. There is really a need for higher bandwidth wifi routers. [#1178207]

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Service seems spotty in places on West Campus, i.e. Heep. [#1178249]

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Several buildings have basements with weak connectivity, particularly buildings close to Evans Library and the Glasscock Building. [#1178278]

-----

Some important open area should be covered, for example around a building, maybe within 10 meters. [#1178331]

-----

it would be cool if internet kiosk could be put in for the places that don't have internet access, like Simpson drill field etc. [#1178368]

-----

should extend coverage to outdoor areas as well, should not have to be inside a building to be covered [#1178370]

-----

I don't get wifi in my dorm room, and it is extremely inconvenient. We need wifi in all dorms. [#1178418]

-----

It is difficult to obtain wireless at dorms. Some buildings have weak wifi [#1178495]

-----

We cannot afford to not have wireless coverage in every area of campus. It is too vital to our learning community. [#1178503]

-----

the internet is only available near buildings, when u r in a bus stop on campus far from a building u cannot check for example the status of the bus [#1178620]

-----

Some buildings like Herrington and Blocker have rooms with little to no wireless coverage [#1178643]

-----

Same response to this item as to the item about Internet service that is reliable and consistent. Wifi can cut out in the middle of lectures or class and it becomes difficult to download notes or look up fact checks online, or to save notes online. It is extremely important to me to have wifi in classes and computer labs, libraries, and other work areas. [#1178694]

-----

Some of the bathrooms in the annex do not receive wireless connections. Now this may seem minor, but the inadequacy of this makes my #2's less enjoyable. [#1178723]

-----

I sometimes having trouble connecting to the wireless Internet around the Research Park. [#1178729]

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Some of the classrooms don't have great coverage/the connection is hit or miss depending on the day. [#1179097]

-----

Build Wifi into all residence halls. It is very inconvenient to try to access the internet in a room with only one or two ethernet ports. [#1179179]

-----

There are many classrooms in which my connection continues to be interrupted. Since many of our notes are online, I like reading along via laptop during class. This is made difficult because of unreliable connections. [#1179262]

-----

I usually go to read building to practice basketball. I noticed that there are no wireless reception there. [#1179428]

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the wireless in fowler hall is pretty spotty on both my phone and computer. i stick to cable in my room [#1182140]

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I am not always able to get wifi in classes [#1182142]

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Following locations on campus don't have sufficient wifi coverage: - Alumni center - Bernie's [#1182200]

-----

A lot of times I have to put in my password and username around 5 times in order to access the internet. I'm unsure if this is only on my laptop, but sometimes I'm unable to access it completely. [#1182490]

-----

yes [#1182766]

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Many classrooms I have been in have not had reliable wireless Internet access [#1196575]

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Sometimes I checked important schedules while I am walking on campus. And, sometimes I need to look at meeting materials on campus. [#1196628]

-----

Connection should be consistently good even in areas that aren't heavily occupied. [#1196704]

-----

Many places in the Wehner have only 1 bar of wifi. [#1196843]

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why not build some routers on the lamps as well as the bus stop sign? Also, in some huge halls like the hall in Zachry the connectivity is really poor for mobile devices. [#1196846]

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Awkward places like in between buildings have poor service, but understandably so. [#1197054]

-----

Not all of the time. I have problems with wireless connection in Kleberg and cannot always access the internet. [#1197509]

-----

I would like to be able to access the internet in all of my classrooms, yet the connection isn't very good if I can get a connection in some of the buildings around campus, such as the chemical engineering building. [#1197513]

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This typically is not a problem in the expected computer-use locations (e.g. school bldgs, library, etc..) but some random instances I couldn't (in rudder for example..) and more importantly, in an out-door parking lot literally right outside the bldg i had been working in. People may not always need the internet in a parking lot, but when I have it would've been very helpful! [#1197568]

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There is very poor (=no) coverage in some buildings' hallways. [#1197660]

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Please put wireless in all of the dorms. Thank you. [#1197694]

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This is very important. [#1197782]

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I think the internet access should work in parking lots as well. I know my organization would have greatly benefited from internet access when we held our 5k in the Reed Arena parking lot. [#1197948]

-----

I have a WP7 smart phone and have never been able to connect to tamulink-wpa. Either I'm a dummy for not being to find it online or it cannot be done. I don't know. [#1198215]

-----

I often have a difficult time getting access to internet in Blocker. It makes it really inconvenient in class when I have to look things up and I cannot connect to the internet. [#1198756]

-----

Coverage on campus is poor and restricted to the main buildings only. I wish it could cover the remote areas on campus and allow more bandwidth as it the connection gets too slow during the peak traffic hours of morning-afternoon. [#1200876]

-----

I understand that it is not always possible to provide wireless Internet coverage outdoors, like in gardens or halls, but it would be useful for me. Sometimes outside of the buildings the signal is poor or there is no access at all. Thank you. [#1200955]

-----

The majority of places I go on campus have great wireless coverage. Some places, however, do not. Blocker and several other buildings seem to have some problems with the wifi coverage. [#1201134]

-----

The thing about this is that I get WiFi just fine and have full bars but the actual internet doesn't work which is frustrating. A lot of people get confused as to why the internet doesn't work when they have full bars and they don't realize that wifi and internet is too completely different things. So people might be complaining about the wifi when it is really the internet bandwidth and speed they should be concerned about. Because the internet access on mobile and ipad like devices is terrible. I usually just switch to my 3G plan and turn off my wifi when I get on campus which is sad. [#1201211]

-----

Coverage is good in most buildings. [#1201257]

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Many building have very week wifi signals or none at all. [#1201305]

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

Like I said above it allows me to use my tablet to its fullest and makes me more efficient with my daily activities. [#1172769]

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Make more speedy help available and more knowledgeable staff who know how to connect devices with a&ms services [#1172776]

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It is very helpful when I can connect to Internet because I can look up the notes [#1172783]

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Awesome [#1172787]

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This could use improvements and is very necessary for campus Internet use. [#1172844]

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Doing a great job. [#1172870]

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Service in Wehner is terrible for iPad's and sucks when trying to take notes, I don't know how to fix this but it gets really annoying [#1172900]

-----

Having access to the internet when you are out of the buildings on campus. [#1172937]

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It's tricky to connect to the wireless using a Kindle. [#1173019]

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My mobile devices connect relatively easy. [#1173043]

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Having tablet enabled services would be very helpful, because I always take my tablet to class but not always my laptop [#1173056]

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Some people have trouble with the login...this could be resolved by using a single userid and password for the entire TAMU System. This is not specifically a problem with wireless, but it affects all services and is very confusing for people using the IT services offered by TAMU [#1173097]

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The tamu mobile app could be improved. [#1173122]

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I do not own a tablet, but many of my friends do, so it is probably necessary for a reliable connection on campus to these devices. [#1173133]

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I have had problems maintaining connection to the internet with my mobile Apple devices. My Android mobile devices seem to work fine with connectivity. [#1173161]

-----

More online help is needed [#1173163]

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I was never able to use my Nook when I lived in the Commons for some reason and no one could ever tell me why. [#1173198]

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It's convenient sometimes, but I don't really ever use it. [#1173231]

-----

Older kindle's can't access the the wireless network. [#1173267]

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Wifi signal among buildings and parking lots are weak some times. [#1173308]

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In larger buildings (Blocker, Zachary, etc.) wifi can be extremely slow at time. Faster access would help. [#1173337]

-----

Elearning doesn't work with my tablet which is a huge inconvenience. [#1173349]

-----

It is okay. [#1173364]

-----

needs to be simpler and should be automatic rather than having to configure the device [#1173373]

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I wish the networks would remember my device and not make me log in over and over again [#1173402]

-----

I work in the basement of a dorm. WEP internet access from my own laptop is a necessity, and it only is available 50% of the time, whereas the guest internet service is available 100% of the time. If WEP internet is unavailable, IT needs to make the guest internet service more accessible for students that cannot reach the protected connection. Requesting login information on a daily basis is unfeasible. [#1173422]

-----

Many mobile devices (including laptops) have had issues connecting to tamulink-wpa. The devices have no issues connecting to home networks etc. (they run various os's including various flavors of linux as well as windows xp, 7, and 8). In addition, there seems to be a priority issue on the wireless devices. New connections seem to have lower priority than longer ones. I have heard people in classes mention many times that they get disconnected etc once people enter the classroom an get on their devices. I really think the load balancing could be handled better. In addition, tamulink lies about signal strength. [#1173468]

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I tend to get more disconnects from my tablet or phone while moving around than my laptop, but that's probably due to internal antenna receiver strength. [#1173499]

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not as important [#1173539]

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I am a graduate research assistant over at the School of Rural Public Health, I know right now these are technically two separate campuses, however, when the merger takes place the wireless internet should be looked at. Everyone in my office has difficulties being connected to the wireless with our cell phones. The reception is very poor. [#1173603]

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Can get some devices access and never for others. If calling for support, just tells you things you already know. Not exactly helpful at solving the problem. [#1173708]

-----

I have had an Android based phone and it worked well with campus wifi, but now I have an iPhone and the wifi is not consistent. [#1173709]

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I have a HP touch pad, there was no support for the first couple of weeks that I had it. [#1173744]

-----

Sometime the wifi service in the dorms can be sluggish and unresponsive. [#1173748]

-----

Yes [#1173834]

-----

I can never access internet on my phone. I always have to use 3G if I have to look anything up on my phone. [#1173856]

-----

Very slow sometimes, hard to connect. May be caused by the actual tablets... [#1173874]

-----

I have yet to experience any issues with mobile device use on campus. Great Job! [#1173890]

-----

Being able to login at the same time with a smartphone/tablet/laptop on the same netid [#1173916]

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N/A [#1173932]

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it was very difficult to connect my macbook to wifi [#1174005]

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Make it possible to access the wireless network by cell phone. [#1174029]

-----

Reach further places away from buildings. [#1174037]

-----

Mobile devices often get disconnected from Wifi. [#1174070]

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I do not have a tablet, but it seems to work for others. [#1174111]

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I am able to access all the sites through tablets and mobiles without any downfall. The support is good. [#1174158]

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Had trouble in the beginning of the semester with my password unexpectedly changing. However, I was helped by the tech team once I called. [#1174164]

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internet access on my portable device is relatively easy to set up. [#1174167]

-----

This is a high priority as mobile devices and tablets are advancing in their technology. [#1174184]

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As Tablets and mobile devices are becoming ubiquitous we need better solutions for providing wireless access to wide variety of devices. [#1174185]

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Some areas on campus do not have great internet service. Even in some classrooms in Whener. It would be nice to not have to wait for pages to download. [#1174206]

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Service is good [#1174211]

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The campus has a lot of dead spots that my laptop can use the internet but the signal is not strong enough for mobile or tablet. Rudder, Academic Plaza [#1174247]

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Would like to be able to log into the service with my net id directly when asked my log in to the tamu wireless [#1174267]

-----

With today's phones being as smart as they are, they are rapidly become more of a computer than just a phone. By having mobile friendly sites, students are able to accomplish more and do not need to log around a laptop. [#1174298]

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Sometimes websites don't run as fast on my ipad. [#1174355]

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I don't have good connection in BLOCKER and the CHEM building. [#1174370]

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Make sure that it is working across the tables and mobile phones i have a windows phone and howdy doesn't like it. [#1174373]

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Elearning needs to be more compatible with iPads and iPhones [#1174384]

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It seems like tamu-wireless is properly working for Apple products, but the wireless connection to my android phone and laptop with Linux (Ubuntu) is unstable. You might want to provide some information or software about improving the connection stability. [#1174487]

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I know of IT in different buildings but i am not aware of any current support for tablets or mobile devices [#1174503]

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This is generally unneeded. [#1174530]

-----

Websites, and campus online facilities should be accessible on a tablet. My husband's program provided a tablet for everyone to use, and wants them to be proficient working on the devices, however the class and departmental email cannot be viewed/ accessed on the tablet. [#1174533]

-----

Everything is moving to mobile formats. Why would we be behind? [#1174553]

-----

University websites on tablets and phones look bad. Get some people that know what's the difference between a desktop website and a mobile version of it. [#1174570]

-----

Much of my internet access throughout the day occurs on my mobile device, so support for mobile devices to access internet is very useful. [#1174575]

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N/a [#1174617]

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The campus wireless is kind of slow. It is frustrating when you can't get on the wireless from your laptop and have to go all the way to the SEC to fix. Maybe could put more places that can help? Like one on west campus or at the MSC [#1174639]

-----

Since most people use their cellular phones and tablets now for quick networking use, this is crucial. [#1174658]

-----

I had issues with my computer connecting to wifi until i changed the password. I think for all freshman and transfer students there should be a class during orientation that shows and explains how to set up your wifi and how to fix problems that may occur. [#1174689]

-----

It's hard to log on to the campus wireless using my HTC Evo. It asks for my password, which I assume is my netid password. After my net id password expired, and I changed it, my phone no longer connects, even when I reenter my new password. [#1174703]

-----

See previous suggestion regarding the prompt: "Having wireless Internet coverage in all of the places..."  
[#1174775]

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This is mostly good, but I generally find I have a better experience with a laptop than a tablet or phone when it comes to connected to wifi. [#1174789]

-----

Explanation websites are good but would be nice if there were some tutorials for Linux users.  
[#1174806]

-----

so many problems, they should just cut their losses and start from scratch. i seriously believe they completely new infrastructure and total redesign! [#1174812]

-----

Internet tends to be a little shaky on my iPad, and I can't access important PDFs or power points I want to look at during class or while studying. [#1174815]

-----

There have been multiple times that my laptop is connected to the wireless campus internet, and suddenly my webpages stop working and I ma required to reconnect to the internet by logging in with my netid and password. This would not be a big issue if it then functioned properly, but usually when it happens it is not an isolated incident and I am required to re-login with a frequency of at most 5 minutes, making it practically impossible to accomplish what I am working on. [#1174870]

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Once outside of a building, internet fades. [#1174952]

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It will kick me off my tablet advice or laptop whenever I'm using the other device, which can sometimes be frustrating. [#1174992]

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While support for mobile devices has improved over the past couple of years, my connection is still dropped occasionally. [#1174993]

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My phone does not connect properly to wireless internet. [#1175012]

-----

Wifi spots in busy commuting areas to help with safety and travel. [#1175033]

-----

I want to be able to use my wifi on my mobile device everywhere I go on campus without having to log in once I move places. [#1175051]

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My credentials sometimes won't allow me to use the service on my phone even though it's the same credential that I provide when I'm using my laptop/ [#1175150]

-----

I don't know if it's my AT&T provider or if it's the connection, but I have a hard time getting the WiFi connection to even show up on my iPhone when I'm in certain buildings on central campus... [#1175163]

-----

Sometimes it acts up an will kick me off my computer login when I try to open it on my phone.  
[#1175168]

-----

I have very few problems with either the internet on campus in general or wireless service. I'm on west campus, and everywhere I would need internet I can get it, and I'm happy with the speed as well. In my five years here, there have only been less than five times when the whole system wasn't functioning, and I imagine that's about the best I could hope for. [#1175240]

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Same as above [#1175261]

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Internet is often very slow on my phone compared to how it runs at my house. [#1175267]

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I want my Kindle (not 'fire') to be able to access TAMU WPA. [#1175275]

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perfect [#1175303]

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Like the response concerning mobile devices it is only as important as access to mobile devices. [#1175356]

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This should be standard procedure at technology services. It seems like it comes second to everything else. [#1175379]

-----

I have had issues using the campus internet on my mobile device. The tech support department was extremely courteous with helping me try to resolve my issue but there was a limitation of support because of the broad amount of different mobile devices that the system cannot be used always. I guess I'm saying that in this day and age with all of the devices and new operating systems it would be nice to have a tech system that functions with it all. [#1175385]

-----

I haven't found it very difficult at all to access the internet on my mobile devices on campus. Some of the classrooms have terrible network data service so having a good internet connection helps alot. [#1175488]

-----

Sometimes the wifi using my phone seems to bog down. I'm not sure if that is my phone or that so many people are on. [#1175518]

-----

This is also very important because I often find smaller mobile devices to be much more portable and much more useful when traveling from class to class. [#1175548]

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Can be improved slightly as I find it slightly cumbersome to access the Internet using my iPad whilst on campus. [#1175724]

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Specified help desk for mobile device help. [#1175730]

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The online instructions for setting up tamu email on android phones sucks. BAD. Please fix it. [#1175743]

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NA [#1175776]

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Better cell phone signal within the MSC (providers including: Verizon, Boost Mobile, T-Mobile, AT&T) [#1175801]

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Elearning does not work well at all on Apple tablet products [#1175824]

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This is adequate. [#1175864]

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NA [#1175870]

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Add an elearning easy link to the mobile app [#1175878]

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Many non-smartphone/tablet devices (game handhelds for example) do not currently support WPA2-Enterprise authentication and so can't connect to the wireless network. Not terribly important but would be nice to have these working on the network. [#1175931]

-----

Some dorms do not get very good wireless signal. [#1175994]

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This question is a bit confusing. Are you asking about support as in providing help to people to get their devices connected? If you are, I believe most people do not need help, and if they do, I think the help desk works well as is. [#1176066]

-----

I don't have a tablet and I don't connect my phone to the internet so I can't answer this question. [#1176091]

-----

I can not access the internet on my Kindle. [#1176092]

-----

The connection in ubuntu laptops are very bad. The authentication scheme should be pretty well tested with ubuntu based machine to find the solution. [#1176331]

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I need this for sure, and it is not the best right now. [#1176350]

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Well, I have a cellphone, laptop, and a ipad but they all work pretty fast unless I put three of them together and very last boundary of the wifi router. [#1176380]

-----

not as important as the previous statement to me [#1176420]

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Phone doesn't have an option for providing a username and login, just a single security code that most wireless networks use. [#1176440]

-----

The instructions on connecting to the wifi on the tamulink page are great. The only difficulty arises when you have to change your password - then the connection wont work and following the instructions to set up a connection isn't much help. If there could be instructions for resetting/modifying the connection after changing a password (on an ipad) that would help. [#1176492]

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It will show that I have full service and full wireless connectivity but I will still be unable to search the internet on my iPhone. [#1176602]

-----

Internet does not work on my BlackBerry properly..needs to be looked over. [#1176603]

-----

It would be nice if there were better steps to setting up the email on a mobile device. Also, the fact that eLearning still is not completely compatible with a mobile device is baffling and embarrassing. There is no excuse that I shouldn't be able to scroll down multiple pages on a document uploaded to eLearning. [#1176674]

-----

Terrible service in some places for wifi on my phone where my laptop gets great service. [#1176729]

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sometimes problems to connect my own devices ... [#1176764]

-----

I have friends that are on older versions of Android (also speaking from experience a couple years ago when I was on these versions myself) who find it impossible to connect to the campus WiFi. Otherwise, the exact same problems persist with mobile devices as for laptops. It might actually be slightly better for mobile devices, as my phone can almost always connect. [#1176765]

-----

I think it is very easy to use my iPhone to use the wireless Internet. Really nice. Much better than the university I attended before . [#1176914]

-----

Only the self help was accessed. Wasn't sure who to go to in order to have something besides a self-help document or powerpoint to help with the set-up [#1177023]

-----

I do not have access to internet around the trigon area. My cell phone is an iphone 4s [#1177105]

-----

I have the hardest time getting my Ipad to connect consistently to the campus wifi system and it always seems to screw up when i have to change my net ID password [#1177147]

-----

For some reason when I access TAMU's internet on my cell phone it will randomly shut down my device. It does not do that when I am connected to any other wireless internet. It only does it here on campus. Not sure how to fix that and it could be a problem with my phone as well. IDK [#1177182]

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I have had trouble finding specific directions on how to connect to the wireless internet using an Amazon Kindle Fire, and have had trouble many times in getting the device to connect to the campus wireless internet. [#1177212]

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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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I can't always connect to wireless internet on my phone, and I would like to be able to do this anywhere on campus. [#1177287]

-----

- [#1177297]

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that is fine [#1177304]

-----

On mobile device, it is the same issue. Sometimes it does not ask for username and password initially. [#1177338]

-----

There are some android devices that aren't compatible. Also, on a Mac laptop, it can take up to 5 min to log onto wifi. [#1177348]

-----

I've never had any problem accessing the campus internet with my mobile devices. [#1177417]

-----

Hard to connect my phone to wifi at vetmed [#1177482]

-----

I access the campus wi-fi several times a day while on campus. I can't think of anything that is wrong with it. It automatically connects to my phone and the signal is generally very strong. [#1177524]

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A stronger wifi connection [#1177528]

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The wireless connection never stays from one building to another. It's just aggravating. [#1177584]

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Very [#1177729]

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I wish I could access the school network on my kindle. It can't access enterprise networks though, which is a little sad. Not sure what can be done about that though, and it really doesn't effect my school performance much. [#1177756]

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Good instructions on howdy [#1177869]

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The internet is sometimes super slow on all my devices [#1177876]

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A better signal? [#1177974]

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I was able to find TAMU links that described setting up wifi and TAMU email services on my iOS device, but the instructions were confusing. The Help Desk was able to clarify for me, but I feel that updated online instructions should have been sufficient. [#1178127]

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There is limited access to websites especially around campus. [#1178149]

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My Kindle device is not supported by campus wi-fi, which is very inconvenient and renders it almost useless on campus... [#1178225]

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Directions on line are helpful but do not offer much trouble shooting advice. [#1178249]

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I have problem getting access to internet by my blackberry cell phone [#1178620]

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I am not able to use the campus Internet on my mobile device sometimes. [#1178729]

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Android devices often have difficulty connecting to tamulink-wpa. I also have issues connecting my Chromebook and Windows 7 laptop. The network likes to disconnect users and is often difficult to connect to because it will require multiple log on attempts with correct credentials. [#1182047]

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n/a [#1182185]

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Offering better WI-FI access in some buildings [#1182613]

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It will be very useful if the internet service does not interrupt when switching from one router to another, or at least there are no breaks in connection inside any building. [#1182716]

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I want to access internet anywhere on campus on my mobile which isn't currently possible. [#1196778]

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The "howdy" mobile service that opens howdy.tamu.edu on phones does not show the entire website which makes it difficult and almost everytime after I sign in, I have to select "see entire webpage" and then sign in again and it's very frustrating. It should just bring up the whole webpage the first time or at least not make you sign in again. [#1197768]

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The 2nd floor has virtually no internet on my phone, which doesn't make sense if the 1st, 10th-12th floor have good access. [#1197953]

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- [#1198111]

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The internet is not always accessible on campus; all heavy traffic spots should be internet compatible with mobile devices. [#1198193]

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I oftentimes cannot connect to the campus Internet service using my tablet when I am not in my room. It is a real inconvenience to not be able to bring my tablet anywhere besides my bedroom. It kind of defeats the purpose of having it at all. [#1198756]

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the mobile versions of some pages have less information than the desktop one [#1200785]

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Wireless connectivity on mobile devices is often poor, with my device connecting to the network but not being able to access the internet. I believe this is because either there is not enough wireless access capacity for localized areas on campus (too many devices connected at same time) or that signal is poor in either high traffic areas or my residence hall. [#1200979]

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Haven't had problems connecting to the wireless with my mobile device. [#1201257]

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

Campus map is very hard to use on mobile devices. Howdy email is horribly difficult to use and i do not use it. [#1172714]

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There are parts of Howdy that still need improvement, especially MyAccount and MyAggieLoans. The home page on MyAggieLoans is never updated correctly, and there is nowhere to download a PDF version of my account statement in MyAccount. The student email system is also terrible, I opt to use Gmail because there are so many problems with the student email service. Specifically, my attachments get lost which is extremely frustrating. [#1172715]

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Howdy portal is very obnoxious with having to log in multiple times in 1 session [#1172735]

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I use elearning often and it's not mobile-friendly (I can't access it properly in my smartphone). Also, howdy.tamu mobile version is extremely limited. [#1172754]

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Though the howdy portal is great and the security of elearning is a necessity, the implementation with cookies leaves much to be desired. Though I am not logged in through any other device, elearning consistently notifies me that a session is already running, and blocks access. The only work around that I have found is to open a private browsing window which does not have access to cookies or to the local data cache. [#1172777]

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Some classrooms just have a few electric plugs and have too small tables to be convenient to use a computer. It would be nice to have bigger tables and more plugs especially for a lab class. [#1172943]

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1. E-learning could be better, if its UI can be more user-friendly and aesthetically designed. 2. The android version of TAMU software needs to be improved. [#1172973]

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campus websites should be more search friendly, instead of asking and going through so many tabs and windows and browsing through, I would like to be able to search for a keyword that I need and find the paperwork, forms, or link that I am looking for. [#1172995]

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Would be nice but not necessary [#1173048]

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some of the help serves are hard to search through on cis website. [#1173086]

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This element could be aided by a more universal formatting for websites of the different colleges and departments. [#1173108]

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TAMU is excellent on here! Especially the Writing Center website. [#1173133]

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Too much important information is often buried in counter-intuitive hierarchies or I can't find it because of too many distracting links. [#1173171]

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They're pretty easy to use, but it takes a while to get used to [#1173198]

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Howdy is pretty awful to figure out and elearning is annoying and doesn't work when I'm using chrome. [#1173259]

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The campus web sites are great and easy to use [#1173291]

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Perhaps have a mandatory instruction video to familiarize a student/faculty/staff with some of the most used features of the web site(s), both for the school and departments. [#1173307]

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Regular improvement of the website is very helpful. [#1173415]

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In many classes, each professor has their own Web page, many of which are outdated and often have bugs. I would like to see a more standardized system, where every professor uses elearning or moodle. They could then add links to external websites. It would make dealing with all the various course Web pages much easier. [#1173428]

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I don't know what can be done about our websites on this campus, but they are huge and very overwhelming to navigate and things that should be obvious are very difficult to find, where you have to click on two or three pages to get to where you needed to be and then the next time you come back you can't get to the same place the same way again. There are things that would be really useful that we don't even know exist unless someone shows us or we stumble onto it by accident. [#1173443]

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Cluttered information and many crashing with "inappropriate Java update" [#1173464]

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A lot of sites are under construction or not updated or not giving me what I want. [#1173482]

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Extremely important! [#1173511]

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Fix the transportation website to include easier maps to find available student parking, bus routes should be able to search a location. Elearning works terribly with Chrome. Include information on Zimbra on how to connect another e-mail (POP3, etc). [#1173559]

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Our web sites are for the most part very easy to use [#1173562]

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go to a google email system howdy is too crowded the tamu mobile app is just a bunch of links. the app should be integrated [#1173574]

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eLearning is awkward to use and gives me lots of pop ups about incompatibilities that don't really exist. [#1173606]

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Moodle is a good tool to use. The messaging between students could be more user friendly in my opinion. [#1173630]

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Most campus websites (such as the English departments website) are not very reliable. [#1173644]

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As a student involved in a number of organizations, including two for which I act as web master, it's discouraging at best (and frustrating at worst) to find that the Student Activities web site (stuact.tamu.edu) or Student Government web site (sga.tamu.edu) are down or are inaccessible much of the time (both on campus and trying to connect from home). StuAct in particular has been hit-or-miss for months, which hinders me from updating our organizational web pages with information and updates that are needed. This also keeps students who are searching for information from finding the resources they need. A much more reliable web site for these two departments would be greatly appreciated.

[#1173672]

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Refer above. [#1173700]

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Elearning needs to go... [#1173744]

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Howdy is great. elearning is a little unstable and unreliable [#1173756]

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Yes [#1173834]

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Campus websites, seem to crash a lot and are having maintenance a lot. Not too bad overall though. [#1173844]

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I wish the email was easier to use, to many load screens makes it hard when I need to access it fast. [#1173856]

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My biggest problem with Aggie web sites is not being able to find the information I need. Clear-cut menus with frequently-used links listed prominently on the home page would help. [#1173883]

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Maybe switching to a google supported program/software instead of zimbra. [#1173885]

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n/a [#1173901]

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Continually update and check. [#1173905]

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Searching the library website can be difficult. [#1173987]

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Elearning needs to be redone. Very finicky, sometimes doesn't work, doesn't work on certain browsers, doesn't load, and sometimes doesn't turn in assignments. [#1173997]

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This is important because I pull up documents on multiple types of devices from university websites and I need everything to work together seamlessly. [#1174002]

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have email service from google. I forward my tamu email to my gmail account because i hate the email website [#1174005]

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There are too many websites. VNet, ELearning, Howdy (etc.). There needs to be one central location for teachers to share information that is easy to access and use. [#1174013]

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Put some youtube video tutorials in the main web page. Having large and straight links in the main web page. [#1174019]

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Can't go wrong with self-serve websites. [#1174036]

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Please fix eLearning. It is not very compatible with Windows 8. [#1174053]

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In my opinion, there should be a direct link to TAMU's email system from TAMU's main page. If there is one, it does not appear all that obvious... [#1174054]

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They work great! [#1174065]

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It would be a lot easier to have an overall directory for all of Texas A&M. It would be useful to have a list of all Student organizations rather than just a search for their names (allow the search to include their descriptions). If I wana search for a computer club then only the names with computer in the title come up not all the computers clubs [#1174111]

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Some websites such as BlackBoard and Moodle have often given me problems. If they could be more reliable that would make it much better. Specially since they are important to some of my classes [#1174125]

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It is often hard to find the financial information I'm looking for. There's howdy.tamu.edu, the secure financial services site, and separate sites about tuition etc. I get reimbursed by my employer and it's hard to locate the billing and tuition documents I need. [#1174135]

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The websites are easy to access but would suggest an increase in security for the same. [#1174158]

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There is so many different websites that someone entering A&M can easily get confused, such as the websites needed for different professors and Howdy. Easy to get used to, just difficult to navigate and understand at first. [#1174164]

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Sometimes accessing help is difficult on a website - information would be more useful if centrally located. [#1174167]

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Developing mobile apps [#1174170]

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Howdy can be confusing and hard to navigate. Relevant links are often hidden and under tabs that may not be the easiest to locate. [#1174265]

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Here I am talking about elearning. With all respect, but it is really slow and inconsistent. It backfires, and it does not work properly (on campus and at home). Also there is not an option that gives you the opportunity to get back to another course once you already clicked on one, one has to exit the window and press elearning from howdy to access the homepage again. Either it works like this, or I was not notified on how to use elearning properly. [#1174281]

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Some things on the Howdy website could be a little bit more straight forward and clear. For instance, the tuition rebate for graduating students is hard to find. [#1174285]

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elearning is hard to navigate and learn. [#1174299]

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Remove the popup browser check for e-learning Make e-learning faster (especially the assignment tab, the slowest thing on e-learning) [#1174308]

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Mobile apps could be better than they are [#1174329]

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Why wouldn't I want them to be? [#1174337]

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Most websites are not update it seems. [#1174341]

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Campus-wide, websites vary in terms of ease of use and accessibility. Some information is really easy to find on some websites, but not in others. [#1174440]

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They are, except for the campus map!!! It's HORRIBLE and the most important part of the campus website to visitors. Get a mobile versions that works, PLEASE. [#1174451]

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Most college students are in between ages 18-25, those ages are accustomed to current technology and typically wouldn't have a problem using campus websites. However, there are students who aren't in that age range and who might have difficulty using a campus website. [#1174459]

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The websites that deal with research opportunities could be better but generally are good [#1174480]

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I hope if you can make visualization video that describe that or motion video [#1174511]

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Change the layout of Howdy [#1174521]

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Howdy is constantly down, and elearning can be incredibly slow sometimes [#1174564]

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howdy.tamu.edu is weak [#1174585]

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The navigation on many of the department websites is either inconsistent or difficult when attempting to find student services [#1174596]

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access to vnet through the howdy portal [#1174617]

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Student Business Services has significant problems with their web usage and accessibility - students cannot make changes to information once submitted, relevant and necessary information cannot be accessed online. As a unit, this is probably more a result of their inefficiencies than because of IT Services, but it is something that has consistently been cited as a problem that needs to be addressed. [#1174622]

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already are very easy to use [#1174637]

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Campus websites are often designed in a counterintuitive or confusing way, although eCampus is a big step forward. [#1174789]

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Most sites are well designed but the Dining Services website is a nightmare. [#1174806]

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they aren't and they need to be [#1174812]

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The only website that I find a bit confusing to navigate is housing.tamu.edu [#1174845]

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I am working on an online degree. This is very important to me. E-learning and Moodle are usually very good and easy to access. Sometimes accessing e-journals is really slow. Howdy works better for me with Mozilla, but I would prefer it work better with Internet Explorer. [#1174866]

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Some of the campus web sites are unorganized and hard to find the information needed, even with search. [#1174899]

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Elearning can be a bit difficult, but overall it is fairly easy to use [#1174919]

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This websites are fairly difficult for new people to navigate and I have found no way to search. [#1174931]

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Keeping it simple and easy to use is better. Detailed information is good...maybe have instructions for things to use? [#1174952]

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A lot of the campus websites have dead links which should not be there. That sends quite a negative impression on prospective students not to mention the current students get frustrated when the links to what they are looking for are easily available but don't work. [#1175083]

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Tamu mobile App for bus routes gets greyed out even if the bus is nowhere close to the location. It needs to update faster and real time. [#1175088]

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As a distance ed student, online access to university services that are easy to navigate and use is important. So far, most information has been easy to find and those who I have had to contact have been responsive - including IT. [#1175115]

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Web sites are slow to load during periods of high use (which change daily). Also, with all of the revisions, I just get used to one layout and then it completely changes. [#1175156]

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Very important! [#1175164]

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Moodle is terrible. a lot of campus websites shut down if too many users are on at one time. If we could fix this, it would help [#1175175]

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There have been many instances where I would be looking for particular information, and the design of certain websites does not give me quick or easy answers, forcing me to call for more information. System-wide, I doubt there's much that can be done, it would fall to the individual departments to fix. For example, Howdy, while it aggregates a lot of information, the process of finding what I need isn't as easy as I would expect. Also, the OGS website has a similar issue. Using Search at tamu.edu is also less useful than it could be. [#1175240]

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The websites on campus are not user friendly!!! Howdy, eLearning, and WebAssign are the three that I have gotten used too and none of them are easy to navigate. Also, I feel that it would be useful to consolidate all of these websites so that we don't have to check multiple sites for homework, emails, etc. [#1175318]

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eLearning is too slow and cumbersome to use. [#1175353]

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The appearance of elearning and moodle are old fashion. Maybe improving their display will allow for a more accessible approach to using them more effectively. A modern look to campus websites will encourage students more easily accommodate to its structure and design. [#1175412]

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N/A [#1175477]

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Please don't switch from howdy and elearning to something else. [#1175480]

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The library site in particular can be difficult to navigate. I have found it difficult to find policies regarding check-out and requests, and have several times been confused by the book listings into visiting the wrong location on campus. [#1175482]

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eLearning is not very user friendly, but I know that's being changed next semester [#1175493]

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Some TAMU web sites are cumbersome to use, often needing to login in multiple times. Would like to have a single login for all the sites. [#1175514]

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Elearning cannot be used on certain computers because downloads won't work or it won't let you scroll down the document all the way. [#1175638]

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Sometimes I have trouble finding information, especially dates for events and such, online. The transportation page is also somewhat difficult to navigate, particularly when looking for information on parking passes and where I can park during various times of the day and over breaks. [#1175676]

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They are already pretty easily navigable. [#1175679]

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The issue I've found related to this isn't really that the website itself is difficult to use, more that the content can be cryptic. Things like Howdy or my department homepage have a thousand links that aren't really descriptive. If I try to find something again, I have to go back and click tons of things until I can get to the one I wanted because I can't remember which was right. [#1175787]

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Update housing and financial aid portals for faster response time [#1175801]

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Elearning not working with some internet browsers is quite annoying. I think it was or still is internet explorer 8 or 9 that was not working and I had to download Firefox. [#1175822]

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Needs more explicit material. I would rather read how to do something online, than to contact someone for information. [#1175864]

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The main service that I have issues with is the Zimbra mail service. It is not very convenient when trying to both access and send mail on mobile devices. On my iphone I can receive all mail fine, but not amount of tweaking will allow me to send mail. Also, in some buildings on campus I cannot even access the website. [#1175921]

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Financial Aid portal and other services offer online are sometimes ambiguous to use and over complicated. [#1175978]

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More apps and better apps. [#1176024]

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eLearning is the biggest piece of shit I've ever had to deal with. Java should not be required for it. But it looks like eLearning will be replaced next year. Finally! [#1176058]

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I think the online website has all the information I need. But, I cannot really find the information what I need. I usually Google it then, it shows up. It will be better that you have more category specifically. [#1176080]

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Some of the websites at TAMU, especially the help desk website, are hard to navigate [#1176121]

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I think most of them are already fairly easy to use, but again it's important in saving time, energy and stress levels. [#1176287]

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I do not understand why my cellphone cannot go to the Elearning. It says,,well don't remember. But I tried dozens of times but rarely worked out. Besides it, it is fine. [#1176380]

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important considering many of club and class communication happens here, this needs to be easy [#1176420]

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From experience, it's more typical that users will search for a particular webpage or service than follow a set of links. As such, having a search tool on the TAMU homepage that returns useful (and current!) results is a huge benefit. [#1176492]

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Email has glitches and is difficult to use [#1176514]

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More precise "search" services and better navigability [#1176568]

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It would be nice to have a mobile version of elearning somehow. [#1176580]

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login time takes too long [#1176637]

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Some of A&M's online systems work the CAS system. If I sign into the Howdy portal, I don't have to enter my username and password again to access my e-mail. But if I sign into my e-mail, then I still have to enter my username and password to sign into Howdy. There are other specific branches off the Howdy portal that require you to re-enter your username and password, such as the system for updating or viewing applications, or changing your degree plan. It all runs off the same username and password, if I am logged at one point, why do I have to authenticate myself to access another part of the system? [#1176661]

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Get rid of Java scripts, can never use elearning or other sites because I mainly work off of Apple products [#1176720]

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eLearning has officially become an issue now that Java is becoming outdated. I unfortunately missed out on reviewing for an important test for a class, which most of the information comes from the lecture's power point presentations that are available only on elearning. Would also like improved WiFi at The Underground [#1176785]

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I think that a mobile site for eLearning would be beneficial. It's also unfortunate that some files on eLearning cannot be opened on iPads and mobile devices. In addition, once Howdy is opened on a browser and logged off, it sometimes says that you cannot log in without restarting the browser or internet. [#1176791]

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campus websites are disconnected and not well organized. Why can't I get email, registration, billing, webassign, discussion forums without logging in with every change? [#1176792]

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Some services, like Howdy and the course selection system, is still not satisfactory. Another thing is about the netid password. It is hard for me to remember the password, especially when I need to change

it every half a year (or a year?). I would like to see more options, such as 2-step authentication, or authorization by device, at least for advanced users. [#1176911]

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It is not easy to change access code in my personal laptop. I went to service center three times for the access problem. Thank the assistants they are all nice and helped me solved the problem. [#1176914]

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There are way too many links in one subcategory to skim though on sites like howdy and transport.tamu.edu to find what I'm looking for. Just figuring out how to pay a parking ticket takes too long. Also being able to find a professors personal web page within each department's page should be easier. [#1176927]

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Texas A&M's email is extremely slow and frustrating to use. I remember the old one being faster before the switch last year. [#1176984]

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Sometimes the library services are frustrating to use. I often feel like there's too many pages to click through to access certain information. The transportation pages are similar - they are difficult to navigate, certain key services (like purchasing parking permits) are hidden under weird links when they should all be under the simple heading of 'Purchase a parking permit'. They're not very logical. I feel like a lot of campuswide websites could really do with being overhauled. The layouts are sometimes awkward. [#1177040]

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I've found some sites like that of the career center difficult to understand and navigate [#1177160]

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It would be great if eLearning were the standard platform and was compatible on mobile devices. [#1177161]

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eLearning is poop, but I understand that that'll all be fixed soon. Mostly I just have problems with not being able to download assignments on my iPad. [#1177196]

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The Honors website, and the Psychology department website could be more developed/easier [#1177199]

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Advertise sites in more places other than on campus computers/ computer rooms. Ask staff and faculty to put sites in syllabus as well as links on class websites and elearning. [#1177205]

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eLearning is terrible. Really... anything that doesn't use Java? Anything open-source, maybe? [#1177211]

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Very well explained by my advisors. [#1177261]

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the elearning system could be better designed with user interface. for example, the health science center blackboard system is very user-friendly, easy to find icons and easy to understand even for basic users. I would suggested an interface similar to Texas A&M Health Science Center Blackboard [#1177322]

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The Howdy portal App in mobile could be enhanced in a more efficient way. Like for the bus route, location of current bus is sometimes hard to tell. Also the App campus map is not really friendly to use. [#1177339]

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Campus computers are set up to not let java work for security reasons, but elearning runs on Java. That's why it doesn't work, not a problem with elearning itself. [#1177348]

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Make Howdy a whole lot less complex as well as the admissions portals and etc. [#1177382]

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the new IT site is great! other campus websites - not so much. [#1177417]

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Again, as a distance student, ease of use is crucial. In looking for information related to the department in which I'm studying, at times I've found that Web sites aren't interconnected. For example e.g. faculty information (office hours) appear on one of the "Our Staff" pages, but not on another "Our Staff" pages. A small thing in the grand scheme of things... [#1177526]

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With browser versatility [#1177534]

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When I was a freshmen, the website was confusing to follow. If upgrading howdy is in the future, then try to make important links stand out like "unofficial transcript, register for classes.... ext." [#1177684]

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Yes [#1177703]

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Hard to find everything on tamu.edu, bad organization, howdy also rough design, especially on-campus housing site [#1177852]

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The Email system is the one area of improvement I would like to see. There were major inconsistencies when having my tamu email forwarded to my preferred gmail that caused me to stop using the forwarding service. The sole reason I use the service to check my email, and the website does an adequate job on that but tries to do too many other things at the same time. Small things like having to view message footers, and email graphics in separate windows. [#1177863]

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The quality of campus websites varies greatly by each subsite (thisplace.tamu.edu as a hypothetical example). The website is the first thing prospective students/parents/faculty/staff experience that is TAMU and it can make a strong first impression. We should focus on consistency to ensure that no matter where they are on campus websites it is a good first impression. [#1177873]

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It is important to have this. [#1177896]

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Some departments webpages are confusing to navigate. [#1177901]

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It's pretty important to me. [#1177974]

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Should have mobile site using smart phons and pads that allows access to studnets records and services. [#1178018]

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I have had a few problems with the SBS giving me alerts saying I need to take some course of action (payment or scholarship thank you letters) when I had already completed the action long ago. Since things like this can block students from pre-registration, it is important that this sort of thing receives more attention. Also, Howdy and the TAMU email are usually slow compared to almost any other site I log on to. If possible, it would be great to see these sites running faster. [#1178037]

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Upgrade eLearning [#1178309]

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Easy to use services are essential to providing a good networking experience [#1178398]

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All the IT sites have tons of information. [#1178503]

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some parts of the online services are not user friendly and the information cannot be found easily [#1178620]

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Website are difficult to navigate. Simplify everything. [#1178704]

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We need a single userid and password for the TAMU System. [#1178733]

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eLearning has many defects. Site can be updated [#1182723]

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Websites are not consistent and tend to have poor UI. After logging into Howdy clicking half the links then requires you to again login. [#1196843]

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I would talk about my dislike of elearning, but I know that the school is moving away from blackboard, so we will probably get something else. Moodle is pretty annoying to use if you have other classes that use elearning. Having to log into multiple systems to check homework and assignments is frustrating. [#1196964]

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Student Activity websites that are functioning 24X7 is important, especially when most College Students are accessing websites after 6PM. [#1197765]

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Website can be cumbersome and hard to use. Depending on platform it can be hard. [#1197782]

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Most Important. A lot of A&M websites and service kind of suck to be frank. Example: elearning, tamu email [#1197952]

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The HOWDY portal is a little bit clunky in its design but ultimately gets the job done. My biggest problem is with Blackboard. I have consistently had problems accessing important information and I usually have to restart my browser in order for the system to load correctly. I suggest, and you may already be in progress, that you switch to a more reliable platform. [#1198111]

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Are we going to get full instruction on how to use eCampus as the professors have ? [#1200862]

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The email is slow and sometimes just freezes causing me to reload howdy. [#1201257]

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

Even though there is an iPhone app, it isn't very well put-together and seems to just load a in-app browser instead of running native websites. [#1172695]

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bus site is mobile friendly, but the campus map is not at all. I cannot use it with my mobile devices. [#1172714]

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Increased functionality of eLearning on mobile devices would be appreciated [#1172733]

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The howdy app is terrible [#1172735]

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Some of the mobile sites are not as easy to use as the full sites and I think that if you made them more user friendly that would be nice [#1172776]

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Though the mobile website is fantastic, the app is simply the website in a context menu, and it is extremely clunky. it is far easier to use mobile internet, which means the app needs an overhaul. [#1172777]

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Improve tablet/mobile compatibility for crucial websites (elearning, howdy) [#1172780]

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Making WIFI more available and reliable in classrooms is an important improvement that is needed. [#1172839]

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e-learning doesn't runs well on android devices. [#1172973]

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Would make finding information on the go easier [#1172993]

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Improved App interfaces are always a plus, offline content would also be a nice touch. [#1173016]

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On the bus routes website, it would be nice if you didn't have to scroll to the right to access some of the bus route numbers. [#1173019]

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I don't know if it would be possible, but having a VOAL option for a tablet would be awesome. [#1173050]

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elearning is hard to use on phones, mainly PDFs only shows first page or so (but I think this is limit of acrobat on iphone not elearning site. [#1173086]

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It is extremely hard to navigate TAMU on-line services on my smart phone, so maybe working on those connections. [#1173133]

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I want to register classes with my tablet!! [#1173134]

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One key issue that I have is when accessing elearning from a mobile device, I cannot access documents within different class folders and when the documents do show up, only half of the document is visible and there is no scrolling capability. Their could be mobile versions of the websites that cater better to mobile operating systems. If these already exist, they do not auto-detect when using a mobile device so I have never noticed if they exist or not. [#1173161]

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Would like better support for checking things like grades on my phone. Also better access to the tamu vpn, currently using cs department vpn for everything. [#1173189]

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see above [#1173198]

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Cannot download from elearning on my iPad or iPhone [#1173234]

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My tablet only accesss certain sites and I'm having to connect to a website with my phone for one class to take attendance rather than using an L locker or website on my computer because of the professors wishes, and it's not easily accessible. I know that has more to do with the professor making a poor choice in technology, but I'm not sure she know if the L clicker was an option. So maybe making that away to professors. [#1173255]

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Most of the sites not providing mobile site service [#1173283]

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Creating more apps that have full site capabilities rather than getting on the app and it not have all of the services so you waste time trying to find it on the app instead of just going to the full site. [#1173284]

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It would be nice to be able to use eLearning on a tablet and also to have an app for your smart phone like most all other Universities. [#1173306]

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It's really annoying to log on to the mobile Howdy site on my iPhone, then realize I can't access the full site from the mobile version. So then I have to click on "full site" and log in again. It's inconvenient and takes up my time. [#1173312]

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I use iPhone, speed is very fast [#1173363]

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Yes [#1173384]

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I'm an online class person and wish I had more access to play video content on my Android. Currently, I cannot do that without a lot of work. I can't just press play in the browser. [#1173392]

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Mobile links to individual bus routes [#1173402]

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They howdy portal is difficult to work with on smart phones. [#1173410]

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Yes, mobile service is very neat and convenient. [#1173415]

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If more professors used elearning or moodle rather than each having various websites, then attention could be put in to ensuring that these websites could be accessed from mobile devices. I often save professors notes and powerpoint see to my tablet to take notes in class, and elearning sometimes doesn't load on tablets. An app to access elearning pages would be helpful. [#1173428]

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A lot of atudents, like myself, are doing more on their tablets and smart phones. I am doing this survey on my cell phone right now and it is great. I have not had any issues involving accessing websites, but I could see how it can be a challenge to view on a mobile device. [#1173431]

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It is cool. But could you please make the university wifi covered the whole campus rather than university buildings only? [#1173457]

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Make elearning and other CAS authentication not flip out with the 'session already logged in' on phones. There is not a good way to clear cookies on mobile devices and I can consistently be stuck in a 'already logged in' state with an initial login within the span of a week. Also, the mobile versions of howdy are crappy and featureless and the website should simply be a form of the main page that you can properly scroll in on a mobile device. Most screens today can see it perfectly fine and having to click the 'full site' button after logging in and having to re-log in and then getting the 'session active error is /extreemely/ annoying for users. [#1173468]

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Use of eLearning and many howdy options on a mobile device or tablet are atrocious. The replacement for eLearning needs to be more mobile friendly and I personally don't use the mobile howdy even from my phone because it has reduced functionality. [#1173499]

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On the howdy portal app for apple devices, it would make more sense to show bus leave times and then have an option to view the map for that bus route. I know where my bus goes, when I check bus times I would rather not have to first see the map and then select the option to view bus times. It is a minor complaint, but it would make the app a bit better in my opinion. [#1173527]

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More mobile availability is nice maybe make an app for elearning and howdy so we don't have to go through our mobile browser all the time. Another thing, although it isn't about mobile devices, but if there's a way that on oal computers once you login you don't have to re enter your information into howdy that'd be awesome. It's just a bit redundant to login to the computer with your username and howdy password then go straight to howdy and have to enter that again, seriously the only reason most people get on a oal computer is to do school work though howdy, elearning and email. [#1173531]

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convenient [#1173563]

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I cannot access my departmental website on my phone, so perhaps requiring departments to make a mobile friendly website as well. [#1173603]

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Make Elearning accessible on mobile phones and tablets and widen the range of mobile Howdy portal. [#1173631]

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I have several classes the have an audio book available. I would love to be able to listen to an audio textbook on my iphone or ipod. [#1173637]

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Very important, laptops are too big to carry around. Tablets and mobile devices are the way to go. [#1173688]

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Elearning documents are difficult to access from an iPad or iPhone. [#1173700]

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Campus websites are slow and not well formatted for tablet or mobile devices. But it's better than some campuses. This will take some time. [#1173708]

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Most iDevices can not download files from elearning. This is very frustrating when trying to get the class notes on your device. [#1173714]

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The A&M Mobile network needs to be accessible to all Android devices. [#1173732]

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More features from howdy to mobile howdy [#1173734]

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It would be great to have access to more aspects of Howdy available on the mobile version of the site [#1173756]

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I don't really use this. [#1173770]

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Elearning PDF files can't be fully accessed on mobile devices due to the inability to scroll down. [#1173778]

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The mobile Howdy site does a few things, but not everything I need. I can't check grades or look at a transcript. [#1173787]

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Yes [#1173834]

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I do have a problem with connecting my Zune HD to the Wi-Fi. I don't use it much, but it is an issue I noticed. [#1173862]

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eLearning is not always compatible with mobile devices, but I know it will be phased out in the future. [#1173867]

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Cannot access syllabus on Howdy mobile from the "view my schedule" area [#1173874]

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The Mobile Howdy page has been very helpful in accessing our university website via mobile device. [#1173890]

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n/a [#1173901]

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Elearning is impossible to use on a mobile device! :( [#1173925]

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The majority of students rely on their smartphones to access campus websites and it is vital that the wifi cooperates accordingly. [#1173932]

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I usually face problems mapping printers on the network and whenever someone's login session times out, we cant switch users which is also a faulty thing as such computer lie unusable to other inspite of being in perfect working condition. [#1173950]

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I am not sure how this could be improved. I had difficulties getting my devices to connect in the beginning, but recieved awesome help. [#1173956]

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More mobile friendly [#1173997]

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Elearning and university email doesn't work on multiple Apple devices. [#1174002]

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Build special page version for the mobile devices. Like the mobile version of Howdy.tamu.edu [#1174019]

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Make elearning documents usable and readable from iPhones [#1174057]

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I'm able to access my tamu email through my phone very easily and readily. [#1174078]

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I do not have a tablet so N/A [#1174111]

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A Howdy app for Droid. If there is one I haven't found it. [#1174137]

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Many times TAMU websites have issues with my iPad, especially attachments sent from NEO accounts. [#1174156]

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Availability can be added a little focus here. [#1174158]

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sometimes Howdy doesn't load on my portable device. This is important to access campus billing, and could be improved upon to make it compatible with portable devices. [#1174167]

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The howdy mobile app and the howdy mobile website are both very limited such that I have to usually access the desktop site instead. To do this, is also a few extra clicks and then the desktop site doesn't work perfectly on a phone. Improvements for mobile access would be great. [#1174169]

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Some websites should have mobile apps for quick info [#1174175]

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Access to information quickly will become very handy. [#1174184]

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It would be great if eLearning were more mobile friendly. [#1174357]

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Accessing Howdy via mobile device is very time consuming and frustrating, and some of the services that would be the most helpful on a mobile device are not even accessible. Also, the Cadets intranet (cadets.tamu.edu) on a mobile device is basically useless, since it does not display any announcements. Unlike most other websites, it doesn't have an option to view the non-mobile version of the site, which would actually be helpful (and probably faster to load). [#1174382]

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This is becoming increasingly important to me. [#1174440]

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Great, I can even pay my tuition on my tablet. It would be great if we can have an app for email system. [#1174443]

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Considering we live in a time where any information is available at any time, I believe that it is important to access the campus web site and service from my smart phone. [#1174459]

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n/a [#1174461]

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Tamu app is lacking overall user friendliness [#1174479]

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I have no comment, all/most computing dealing school-related material is done on computer [#1174480]

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Good [#1174511]

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difficult to use howdy on my iPhone [#1174512]

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Ecampus still doesn't work with tablets. Our technology department should be progressive in adopting new technologies like mobile formats. There is no reason we should be behind the ball in technology. [#1174553]

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I want to be able to access all information and websites from howdy and Elearning on my mobile devices. [#1174555]

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Some websites (ex:howdy) on th mobile version doesn't provide all of the options that are available online on a computer [#1174556]

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Take for example the android app - it's outdated, hideous and basically a wrapper around the website. It needs better integration; e.g provide a google maps of the parking lots or real time bus information. [#1174570]

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Some of the maps and other things don't always show up on mobile devices. [#1174602]

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mobil howdy is built terribly... if I want to go to the full site I have to click through 2 pages to get there instead of just once... that seems odd. [#1174615]

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Better apps right now the transportation app and howdy apps are very limited [#1174617]

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Email could be better [#1174637]

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This is also very important to me. I like to be able to get on my email and elearning anywhere at anytime to check things. [#1174639]

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I constantly use my phone for web access when not at my computer, so more mobile friendly websites would help greatly. [#1174723]

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No additional comments. [#1174764]

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Sites like Howdy and eLearning (and even eCampus) have highly inferior mobile versions, and often no way to access features in the desktop version from tablets and phones. [#1174789]

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has much room for improvment, like the fact that i cant send email through the mail app in ios and mac os becasue it always fails. the mobile website is also very limited, not aesthetically pleasing at all, and often difficult to use. [#1174812]

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Websites like howdy and elearning are glitchy on android chrome, the tamu app isnt that good, wifi on campus is limited in range. [#1174821]

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Make arrangements for additional bandwidth in known-high-use areas (e.g. Sporting events) [#1174828]

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E Learning does not work on phones / tablets, which is a big loss, and Howdy is shut down too often for maintenance, such as during finals week for MBAs near Chirstmas Break. [#1174834]

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Certain elearning pages don't work with my tablet. [#1174900]

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A&M App could be better on: - the buses being updated to exactly where they are (faster) - have a place where you can see all the bus routes [#1174952]

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It is super difficult to connect the TAMU email to the phone email, I still haven't been able to. Also, eLearning is very problematic, very often when I try to access it from my phone it says "session already running". [#1174967]

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Make the mobile site version more user friendly. [#1174979]

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The majority of campus websites and services I use are not optimized for mobile devices. The only service I can think of that works well is campus email. [#1174993]

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I would like a elearning app. The service works on my iPad browser, but any embedded documents that teachers post will not scroll or download. [#1175015]

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My phone and iPad sometimes have a hard time connecting to the Wifi and it makes it hard to get to the web sites. [#1175027]

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The mobile app is not very responsive, it would be nice to have the map and bus routes available as part of the saved data on the phone in case I don't have service. The online mobile website is helpful but not a very smooth experience [#1175041]

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I would like to access more information on through my mobile device. Example: I can't scroll down the syllabus section on e-learning with my mobile device. [#1175047]

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Even with better mobile phone technology, a lot needs to be more web friendly. TAMU doesn't need an app, just mobile friendly versions of things like the transportation website. The mobile version of Howdy is amazing. [#1175098]

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Some sites don't scale well. Most are great though [#1175114]

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Very important but also needs to still offer all the same options that the regular website offers! [#1175164]

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I sometimes have to reenter my password creds each time a device goes to sleep. There are a few dead areas in buildings (Ground Floor, Langford) [#1175186]

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Instead of having the back button at the top on the Howdy app LOG YOU OUT, I think that button should be at the bottom because if the top one is used you have log back in and start over. [#1175211]

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Can't use elearning well on phone or iPad [#1175220]

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Mobile eLearning!!!! [#1175227]

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being able to get on the schools website is probably the most important. Without it students wouldn't be able to check email/school assignments [#1175236]

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The elearning site is not completely functional on a lpad. [#1175261]

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Access to howdy and e learning through TAMU app, this has improved but still needs improvement on the e learning side. [#1175267]

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Some of the information is provided through facebook, which I don't use anymore. I don't want to login to my facebook account to see any University related information. [#1175275]

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The new ecampus system is much improved over elearning, but there still isn't a mobile app for ecampus for windows phone 8. Us windows phone users have been left in the dark. :( [#1175294]

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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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I use the TAMU mobile app to check the bus schedule and location of the next bus. It's a great option but it often to doesn't function consistently. After looking at a bus map, if I immediately go back into the TAMU app it won't load the bus maps or anything. It'll just be a blank page or the app will say the website is unavailable. I have a razr maxx hd phone and my friend with an iphone 5 has the same issue. [#1175385]

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eLearning doesn't work properly on mobile devices because it uses frames. [#1175386]

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It would definitely make life easier on me if elearning and other campus sites were more tablet/smartphone friendly. Then students would be able to simply get their phone out instead of having to either go to a computer lab or pull out their laptop. [#1175391]

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smartphone is important, tablet not so much [#1175480]

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I hate trying to bring up a document off if eLearning on my iPad. I hate pretty much anything involved with eLearning on my iPad. I still bring it to class and use my own tools to get around the lack of access, but tablets are pretty prominent among students, so I would expect better access by now. [#1175488]

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I would love an elearning app for the iPhone! [#1175493]

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I can't access internet on my blackberry [#1175496]

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It would be nice to have an app for the map of the campus for Android phones. Also, bus routes. [#1175521]

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Mobile versions of some webpages arent great and fully functional [#1175596]

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iPads do not support elearning. [#1175638]

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mobile howdy is lacking features...requires me to then go to full howdy which is a rather annoying step (either all or none kinda thing) more detailed instructions for syncing email to android phones (different manufacturers have different default email apps..I know motorola uses their own which does not comply with the online instructions easily) email forwarding for @neo.tamu.edu addresses...my email forwards to my inbox for @tamu.edu emails but when sent to @neo.tamu.edu it does not forward...this creates another inbox for me to check and is a nuisance considering most of my emails from the address can

forward...I understand if the email MUST go to the @neo inbox but a copy can be generated at the user request to prevent any violation of privacy that is required [#1175647]

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It would be nice if there was an eLearning or Howdy app for my phone, that way I could check my grades and other items on my phone. [#1175676]

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Compass support for ipads and other mobile devices [#1175706]

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As an owner of a tablet i don not have any problems but it would help to make it faster [#1175727]

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Elearning needs to be accessible by tablets and other mobile devices. As of now it is possible to open blackboard but file viewing does not work for all PDF files and all read only files that are easily opened and viewed on laptops and pc's. at best the first page is shown and unable to load properly. [#1175791]

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Elearning on a lpad or apple device. If you have an assignment that you click on and is multiple pages long you can only see the first page and cannot scroll to see the other pages. This needs to be changed if possible. [#1175822]

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Howdy, elearning, and sso do not work well on my mobile devices. Accessing the desktop version is a must, but a mobile version would be even better, or an app for iOS and Android. [#1175846]

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accessing howdy portal full site via mobile device is virtually impossible for me [#1175850]

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Update the app so that the back function works with Howdy (back sends you to the homepage for the app and not back one page). [#1175864]

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I have much more trouble accessing the internet on my phone than on my computer. It would be nice to improve the wi-fi. [#1175928]

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I cannot access files on elearning from my lpad [#1175949]

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It is very easy to use campus websites with my mobile devices. The only time I have trouble is with documents on eLearning, but I do not think that is anyone's fault. Not sure how one would improve that either. [#1175988]

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create better interface for iphone/mobile devices. howdy is so limited and other services are not mobile device enabled. [#1176000]

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Sometimes the websites are slow to load, such as the bus route website, which is a pain when I want to check bus times on the go. Also, sometimes services in howdy such as email and elearning work, and other times they don't. [#1176011]

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everything is going mobile and having safe and user friendly mobile pages is doing good now, but could use some work with the layouts and links. [#1176022]

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Bluetooth or other wireless connection need to add to campus computer to get easier for us to access our tablet to lib computers. [#1176056]

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I think the mobile Howdy portal could be improved a bit. [#1176058]

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I don't think having a mobile version of all sites is necessary. A mobile version of howdy and elearning I think would be the most important. As for other sites, avoiding things like flash which are not supported on all devices is important. [#1176066]

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When I pull up the TAMU mobile app on my phone, it is a little slow and sometimes won't load. [#1176091]

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I can not access the internet on my Kindle. [#1176092]

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Sometimes the content wouldn't be able to show completely on my tablet. Also, for Zimbra email, it is -really- picky about how I format my replies. Pressing enter is useless for skipping lines sometimes. [#1176115]

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I have trouble sometimes loading my mobile device with email because it is difficult to write out the correct password on the small mobile device. [#1176236]

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It would be great if more mobile apps to support different platforms were created instead of having to go through the web browser through the apps available. For example that an ipad app for tamu mobile would be made. howdy would be an app on its own [#1176260]

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Many times it's easier to check campus web sites on the go, rather than stop at a wifi location and get out my laptop, which wastes time. [#1176287]

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Elearning doesn't work well on the iPhone (nor does it work well on the iPad, I've heard) [#1176298]

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there should be mobile version for email.tamu.edu site. The zimbra version takes a lot data. [#1176331]

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When using elearning, you cannot download files on mobile devices. [#1176346]

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Make campus websites such as elearning more accessible from a tablet [#1176418]

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very important because sometimes your computer isn't with you or has died and mobile device is back up for internet connection [#1176420]

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e-learning is often times not supported in some formats of documents and won't download on ipads. [#1176494]

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The TAMU Mobile app is great, but trying to log into email through it takes so long. Maybe having email as a separate icon outside of the Howdy icon would make this quicker. [#1176629]

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I cannot see everything my profs post in elearning on my iPad [#1176685]

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Need full access of howdy in the mobile version. [#1176729]

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Howdy is a nightmare on a mobile device. Also, the Android App is possibly one of the worst I've ever seen, if that counts in this category. It might be worth it to pay a student like.... \$100 dollars to produce

an app of quality so that it's not such an embarrassment to the university. I can see prospective students being turned off by this disgrace of an app. Seriously, everything is just a web view? [#1176765]

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Potentially sending out emails to students that are how-to, step by step type emails. [#1176768]

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eLearning does not function properly on my iPad, and the Blackboard app does not allow me to log on to the A&M service [#1176818]

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eLearning access on mobile phones is somewhat awkward. I don't know if it is Java or just the software that runs eLearning, but sometimes the links do work. [#1176865]

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Having information at my hands is a necessity, so it would be very helpful for websites like elearning to be easier to navigate on my phone. [#1176884]

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I tried to set-up access to the neo e-mail but ended up with an access error explaining I had attempted to access the account too many times and it timed out. I was using an android device and followed the available self help but this took a considerable amount of time to set-up and then failed. Have not tried again since the problem occurred. [#1177023]

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Howdy mobile does not function as efficiently and effectively at the full site on a computer. Also, an App for elearning would be a good idea. [#1177147]

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The Howdy Portal for mobile devices should really include more of what is available on the desktop version. Also, to switch from mobile to desktop versions, it's really annoying to have to re-enter our username and password. [#1177180]

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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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I would really like to be able to use online services like elearning and courses.education.tamu.edu on my iPad tablet fully. For example, right now none of the documents we are supposed to open to do assignments on are accessible to read on the iPad. I can only look at grades on elearning now and it would be nice to be able to do quizzes and readings on there too. [#1177231]

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The tamu mobile app is not effective on iPad, and is not always updated. [#1177297]

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the texas A&M mobile howdy app sometimes crashes or may not open elearning, could be improved [#1177322]

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Particularly, I have found it difficult, if not impossible, to access the Blackboard elearning website on my Kindle Fire. Most of the time I get a message telling me that there is a session error and I am unable to access the website. Also, with TAMU email, even with a Kindle Fire, I find it very difficult to read the emails because the text/ font is so small and the inbox section at the top half of the page takes up most of the space. It would be more convenient if there was a way to click each email from the inbox options and directly go to a full page displaying the email. [#1177391]

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don't really care to use the apps/websites but they do seem nice. particularly the bus routes. [#1177417]

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This is fairly simple and I have no complaints in regard to this. [#1177524]

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...Super slow...maybe try working on the speed [#1177556]

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Yes [#1177703]

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Very [#1177729]

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I do not bring my laptop to school daily due to how heavy it is, but if we have wifi for mobile then it would be awesome. [#1177804]

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I wish more information about class schedule was available on the Howdy app. [#1177850]

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Elearning and howdy are difficult and incomplete on anything besides a computer [#1177852]

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This is very important for last minute information regarding classes and the log in/out multiple times debacle with Howdy is very inconvenient. [#1177859]

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Again, consistency varies even more across subsites. [#1177873]

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You can't open some pages on Elearning on a tablet which is kind of a pain if you want to check your grades and you don't have your laptop. [#1177876]

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It would be beneficial if there was an app for the Howdy Portal. [#1178151]

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Maybe making some of the websites available through apps on the Android Market or the App Store for ease of access. [#1178180]

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It is important to me so that while I am on campus or in classrooms I can have access to any necessary information. This information could help me excel in the classroom. This information could come from elearning, the howdy website, or any other scholarly website. [#1178231]

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Send an email to all students letting them know of apps, software available to them. And how it can apply to helping them with school work. [#1178277]

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Cannot access or download most PDF documents on mobile browsers from eLearning [#1178309]

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Improve the TAMU mobile app by making it a stand-alone app instead of a wrapper for the mobile versions of A&M sites and update it more frequently (Android user). Improve the mobile versions of A&M sites. [#1178411]

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It is very important to me to be able to do this although I am not sure why but my phone wont let me connect to the wifi network I'm not sure if it is not compatible I have tried multiple times but it still wont let me. [#1178429]

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Although it is easy to do so, sometimes the websites don't download correctly. [#1178495]

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The A&M app is not very user friendly in it's maps section or bus routes [#1178585]

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i have problem accessing the tamu application with blackberry [#1178620]

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I wish that elearning would let us see the entire syllabus listed and not just the first page or so. [#1178694]

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We need a single userid and password for the TAMU System. [#1178733]

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Should be very speedy and easy to do on the go [#1179227]

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elearning generally has issues on any arm based processor whether it be a tablet or smartphone. I imagine it is from the unsupported javascript. [#1179260]

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Some websites keep saying "error session running" no matter how many time i reset it and try again. [#1179330]

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Teachers do not upload documents in the correct format to open on Ipad or Iphone in E-learning. I only have an Ipad, so if I want to study at home I have to request for teacher to re-upload documents. Most the teacher forget each time they post new documents. [#1179401]

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elearning acts up alot and needs to be changes, which i see happening in the near future. [#1181808]

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I find it difficult to use black board and howdy on my tablet. I have to use special steps inorder to access these sites. I am also unable to download from these sites. [#1181993]

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elearning doesnt always work correctly on my android. i dont know why. it wont load the grades page [#1182140]

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eLearning has some serious problems running on iPad and Surface tablet! That needs to be fixed. [#1182200]

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I would like a more mobile version of eLearning (or the new eCampus) so that I can access files and submit assignments from my mobile device. [#1182224]

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Accessing some features of Howdy on the iPhone are not available and it would be very beneficial to have. I know the first few days of the semester I always use Howdy to view my schedule and see all the info available on a computer but the info is limited. Also, tamu email has been an issue this year to come up on my iPhone and it was not last year. [#1182886]

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Sometimes access to the campus web sites was not easy. [#1196628]

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I do not always have mobile internet access between buildings on campus and it would be helpful to me. [#1196778]

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It can be hard to get access. I have had some trouble with just accessing. I should just be able to put my Howdy username and password in and access the network. [#1197782]

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I have trouble accessing many eLearning documents from my iPad. [#1197915]

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The mobile version of Howdy does not have all the information the full site does making it essentially useless. [#1198111]

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mobile howdy is far too limited [#1200785]

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

I'd like a more user-friendly Blackboard site that works seamlessly on my iPhone and laptop. [#1172695]

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We don't really need it aside from the groups on facebook. [#1172864]

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Would make group assignments more time efficient [#1172993]

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E-Learning works fairly well, but is sometimes too slow and discussion boards are not as efficient. Maybe actually adding an on-line service with instant messaging, such as on emails and social networks. [#1173133]

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This is very important! [#1173250]

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It would be great if there were more meeting spaces for groups to be able to work in, especially areas with technology in it that will be used for presentations in order to make it a more effective meeting. [#1173255]

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Sometimes it's a little confusing. I'm mostly thinking of elearning. While I think it's definitely useful and not terribly hard to learn, there is room for improvement [#1173281]

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It would be nice to have file share when working on group projects. [#1173386]

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I do have to say we have a super technology services team. Every time I visit their office they are kind and supportive, and patient with folks like me who didn't grow up with technology. Sometimes they get a little backed up, but they've always been reliable. [#1173443]

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I have not used any of the campus technology services. [#1173631]

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Not something that actually is done on this campus. Unless you count e-mail. [#1173708]

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Elearning is not effective, running service for shared network drives, setting up a voip video service for students to use. [#1173744]

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The classroom presentations work but sometimes things like Skype etc do not. [#1173770]

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More printers need to be available. As well as the internet in whener is terrible. [#1173792]

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Wish the TAMU mobile app had a link to Howdy, as well as elearning. Getting on elearning on my phone is about next to impossible can never fully load the full page. [#1173856]

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A campus-sponsored drop box or file sharing service would be a nice addition. [#1173867]

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There is already websites like Piazza for classes. Having the same kind of services provided by A&M doesn't seems important as long as Piazza is free [#1173916]

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I use things like google groups too make up for the lack of a campus collaboration system. [#1173987]

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I think most students agree that we have tools that enable us to communicate effectively (smart phones, Facebook, Dropbox, Prezi, googledocs, etc.) without school sponsored efforts. All that we need and desire is a robust Wifi infrastructure in order to access these tools ourselves. [#1174069]

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I believe Texas A&M has allowed students to get access to technological services readily. Because of this, I am able to work with other classmates on student projects on campus. [#1174078]

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The collaboration stations help a lot, but most teachers do not use the interactive boards if they even have one. They should use them more. [#1174111]

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No recommendations here. The system is fine. [#1174158]

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It would be really great to have a dropbox/google drive type thing where you could email someone a link to a file in your home drive, or a simple way to transfer large files between user's home drives. If such a thing exists it needs better marketing. Also a github type service tied to our NetID's would be amazing for collaboration. [#1174159]

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Though these services exist, I am not made aware of them very often through email notifications. [#1174167]

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As a EE, the computers we working in a lot of the labs are constantly breaking. We can not use computers in any of the lecture room, as they require a professor ID to log in. What happens when I want to study late a night? [#1174181]

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I like how the help desk is available 24 hours a day. [#1174285]

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-easy access for deaf people, close captioning, video calls, louder volume or headphones that enhance what teacher-movie in class is saying. [#1174290]

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Yep. [#1174337]

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In most classrooms the technology is current and accessible. The most common complaint is with instructors who are inept and render this technology useless. Please provide more frequent and comprehensive training for instructors. Focus on making them more self proficient. [#1174357]

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Have more communication software installed on computers [#1174381]

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There are many third party services that specialize in group collaboration like dropbox or Google drive or Microsoft skydrive. We should use and take advantage of them. [#1174394]

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n/a [#1174461]

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The labs can always use more computers :) [#1174503]

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I don't use any of those services. But some kind of decent teleconferencing wouldn't be bad. [#1174570]

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I have not felt as though I have a void of collaboration capability due to a lack of technology, so I do not necessarily desire more tech networking options, but what exists is helpful. [#1174575]

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I appreciate that we're moving away from blackboard, since the system is rather clumsy for both students and faculty. If similar moves are made elsewhere to improve usability, I would use technology services more. [#1174596]

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N/a [#1174617]

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Have not utilized that really [#1174637]

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Elearning is a great tool. I find myself using Google-docs for group projects [#1174639]

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Elearning sucks, I don't know how to improve it.. but please do [#1174650]

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Actually big companies such as Google provide such tools, so I do not expect campus IT service to do duplicated works. [#1174672]

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No additional comments. [#1174764]

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This just generally refers to the fact that integration with Web 2.0 is kind of behind. [#1174789]

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Evan's Library has poor reception most time in the 1st floor study area. [#1174849]

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Some of the technology in classrooms are only accessible by staff and not students. [#1174899]

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Being an MIS major, I need to use programs to code. Some are readily available in the labs in Wehner and some are available in WCL. I wish they were consistent. I wish they had a separate computer lab for people just to work on their homework. [#1174952]

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I hope we can have campus-wide wi-fi network, not just for buildings. [#1175040]

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I use google drive. [#1175202]

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Like what? I do not understand the question. Are you asking about things like Blackboard, etc.? Most professors don't seem to use e-learning tools or when they do they have massive issues with it. [#1175248]

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It is pretty bad that most of my projects have utilized google docs and drop box, when we are a research institution. I should expect nothing but the best. Especially when we are dealing with more sensitive research matters (i.e. DoD contracts in the engineering department) [#1175379]

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I find that these needs are more than met by various 3rd-party services (Piazza and Google services are favorites). [#1175482]

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Providing something like Office 365 where we can remotely collaborate on projects would be a godsend. I do like the tools given to us in the special group rooms around campus, but because it's so hard to meet when everyone has different schedules, more remote tools would be fantastic. [#1175488]

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I think there are other free services that make collaboration effective (Google). I do not see this as an area where many resources should be dedicated. Perhaps, more information could be made available to users on existing services that are free. [#1175505]

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Elearning collaboration is often not checked and not very efficient. [#1175638]

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TTVN is not always reliable. [#1175692]

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Is incredibly important as my technology has become the foundation upon which I am able to grow in knowledge and monitor my improvement. [#1175724]

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This is very important to me and I would like more available help! [#1175727]

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A centralized messaging system that similar to chat. [#1175730]

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N/A [#1175801]

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NA [#1175870]

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We already have Facebook for that. [#1176024]

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I wish there was a way to save files, like a drop box, but on a university website so I can share my files with other students. [#1176092]

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More reliable computers [#1176093]

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The only collaboration suite in use today is eLearning. However, their interface does not allow, or does not make it easy for students to collaborate with other students. Instead it is only used by professors to relay information to students. It would be great if current course websites offered an interactive blog where students can share relevant information pertaining to the course. Students can ask questions, and videos or worked out problems can be posted. [#1176152]

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There seems to be a lack of interaction not only within departments but also throughout different colleges on campus. I would like to see a way of having more communication efforts spent on collaborating across departments within the University, as the best research comes from different areas of focus coming together. I am afraid we have almost gotten too much into the technology. [#1176198]

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currently utilize outside sources such as facebook for this but it would be nice to have something specific to the school for class projects etc. [#1176275]

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can you provide big volume file sync services such as dropbox? [#1176354]

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There are too many rules on how the current options may be used, which results in people complaining that people are breaking the rules and using other social media to communicate instead of the university resources. [#1176407]

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Most my classes require communication with other students so it would be nice if there were technologies available [#1176420]

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

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N/a [#1176987]

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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]

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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]

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

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

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Fix elearning [#1177534]

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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]

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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]

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I'm not sure. [#1177974]

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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]

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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]

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

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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]

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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]

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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]

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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]

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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]

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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]

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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]

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

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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]

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***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]

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

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We need more wifi outside of buildings [#1172890]

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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]

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Would be beneficial to the learning experience [#1172993]

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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]

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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]

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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]

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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]

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

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

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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]

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

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

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

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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]

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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]

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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]

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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]

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The technology in every classroom is superb [#1173291]

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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]

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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]

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

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

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

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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]

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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]

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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]

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

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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]

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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]

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

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

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

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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]

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

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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]

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

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

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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]

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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]

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

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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]

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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]

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

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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]

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

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

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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]

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SMART BOARDS [#1174170]

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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]

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Yes. [#1174337]

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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]

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

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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]

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

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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]

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Stop wasting money on smart boards. [#1174552]

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

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

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More classrooms need projectors. [#1174655]

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No additional comments. [#1174764]

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

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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]

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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]

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

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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]

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Some classrooms often have internet failure [#1174931]

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

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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]

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

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

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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]

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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]

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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]

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

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

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

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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]

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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]

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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]

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

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N/A [#1175477]

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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]

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

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I firmly think that if students were issued lpads, 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]

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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]

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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]

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

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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]

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NA [#1175870]

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

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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]

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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]

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

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

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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]

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Professor \*\*\* 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]

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

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

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

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

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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]

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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]

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

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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]

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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]

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

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

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

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

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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]

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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]

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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]

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

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Actually pretty good [#1177300]

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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]

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

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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]

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

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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 interrupt learning [#1177869]

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

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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 faculty 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]

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

-----

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]

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

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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]

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

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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]

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Faculty/ professor training [#1198161]

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**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]

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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]

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

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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 receiving 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 receiving. [#1173233]

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Always [#1173291]

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

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

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

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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]

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

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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]

-----

n/a [#1173901]

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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]

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

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

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

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

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\*\*\*\*\* [#1174351]

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Staff is great [#1174479]

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

-----

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

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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]

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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]

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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]

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

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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]

-----

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]

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

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

-----

i have gotten great help [#1175546]

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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]

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

-----

yes, most of them are helpful [#1175760]

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Generally willing to help [#1175820]

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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]

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

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

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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]

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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]

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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]

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

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

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

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

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Yes!! [#1177703]

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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]

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NA [#1178004]

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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 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]

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

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n/a [#1197137]

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I would agree. [#1197509]

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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]

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**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]

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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]

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

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

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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]

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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]

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

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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]

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

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

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

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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]

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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]

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N/A [#1174425]

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

-----

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

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Knowledge varies greatly amongst staff. [#1174530]

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More training for tech staff [#1174617]

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

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

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The people who work in the Student Computing Center at great. They are friendly, helpful and knowledgeable. 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]

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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]

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

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

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

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

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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]

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

-----

This is adequate. [#1175864]

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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]

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

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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]

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

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

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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]

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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]

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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]

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

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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]

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Thanks! [#1177845]

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NA [#1178004]

-----

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

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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]

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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]

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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]

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They are pretty good at this [#1172735]

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n/a [#1172905]

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yes, always [#1172915]

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Some of the staff is either too 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]

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

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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]

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

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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]

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

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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]

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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]

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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]

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Being an IT guy, I know it can take a while to fix things but by being an 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]

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

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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]

-----

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

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

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Yes [#1173834]

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Available 24/7 [#1173905]

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N/A [#1174028]

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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]

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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]

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Very good [#1174154]

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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]

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Hire more people [#1174381]

-----

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

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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 come to 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]

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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]

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

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

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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]

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More locations available. [#1174808]

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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]

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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]

-----

always been good [#1175186]

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

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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]

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

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N/A [#1175477]

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Good. [#1175505]

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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]

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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]

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I find this area satisfactory. [#1175724]

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NA [#1175776]

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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]

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I love the 24/7 service [#1175804]

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This is adequate. [#1175864]

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NA [#1175870]

-----

HAVE NOT CONTACTED THEM FREQUENTLY. [#1176122]

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

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

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Everyone has always been very efficient. [#1176425]

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

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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]

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

-----

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]  
-----

\*\*\*\* 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]  
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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 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 around 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 transparent 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 it's 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]

-----

help desk central is awesome! [#1181808]

-----

n/a [#1182185]

-----

I have always been satisfied with 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]

-----

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]

-----

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]

-----

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]

-----  
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]

-----  
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]

-----  
very nice [#1175546]

Sometimes we have too many emails about this. [#1175638]

-----

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]

-----

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]

-----

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]

-----

yes [#1172915]

-----

I think when you design training 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]

-----

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]

-----

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 save 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]

-----

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 quickly 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]

-----

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 technology 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 specially 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 affiliation. [#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 available 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]

-----

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

-----

More mac help would be appreciated! [#1198757]

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### **Additional Questions for All Respondents**

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

***If you 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]

-----

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]

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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]

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

-----

iOS compatability with online services. [#1172806]

-----

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

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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]

-----

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]

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Strong WIFI everywhere on campus. [#1172835]

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fewer separate logins [#1172838]

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

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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]

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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]

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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]

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

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

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No complaints really... [#1172864]

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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]

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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]

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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]

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

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

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Better internet in Wehner. [#1172899]

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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]

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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]

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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]

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

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

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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]

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

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The speed of Internet in lecture halls [#1172926]

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

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More accessibility in all places on campus [#1172932]

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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]

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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]

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

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

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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]

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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]

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

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

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

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More reliable internet connections [#1172963]

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Better internet Quality throughout campus. [#1172964]

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

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

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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]

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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]

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

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Improve strength and reliability of the WiFi [#1172989]

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make the wireless service more reliable [#1172990]

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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]

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

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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]

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More wireless [#1172997]

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

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More consistent wireless Internet service across campus [#1173006]

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

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The wireless service inside the dorms [#1173008]

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wider wireless coverage [#1173009]

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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]

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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]

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

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

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

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

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

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Extended wifi around the library building [#1173026]

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

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

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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]

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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]

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Having wireless in my dorm [#1173043]

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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]

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

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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]

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

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

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

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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]

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

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Easier to find information on website [#1173077]

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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]

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

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Wifi being accessible everywhere [#1173087]

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

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

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

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Improve e-learning tool. [#1173093]

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Improve Internet speed [#1173095]

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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]

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More computers and printers at msc [#1173100]

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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]

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

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Greater wireless access all across campus. [#1173106]

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

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

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

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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]

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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 DHCP IPv4 address from the router. [#1173116]

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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]

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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]

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

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

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

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More reliable [#1173125]

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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]

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

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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]

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

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

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

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

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Faster wifi [#1173141]

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

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

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

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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]

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

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better infrastructure [#1173171]

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Better wifi [#1173175]

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

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

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Replace eLearning with something more intuitive. [#1173180]

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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]

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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]

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

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I think having 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]

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More mobile access. Especially elearning. 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]

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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]

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

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

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

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Better mobile accessibility to websites. [#1173197]

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Faster service [#1173198]

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Updated equipment in classrooms. [#1173201]

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eLearning [#1173202]

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More consistent connection, I often get kicked out of the Internet whenever there are a lot of people around, put more servers to handle the amount of students [#1173203]

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hotspot may cover in the bus [#1173205]

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Internet coverage in Reed! [#1173207]

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Ability to change university username [#1173208]

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

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

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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]

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

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More software available [#1173224]

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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]

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Switch to Linux on Desktops. [#1173229]

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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]

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

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

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Better access on mobile devices, iPad [#1173234]

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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]

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

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

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

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

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Another computer help location. [#1173255]

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Internet connection in sporting events. [#1173256]

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

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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]

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

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Wifi working at all times [#1173261]

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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]

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More accessible on HTC-EVO phones [#1173265]

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

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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]

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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]

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More computer labs in west campus [#1173279]

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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]

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

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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]

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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]

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

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

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

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E Learning to work on tablets [#1173296]

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It would be faster wifi service. [#1173300]

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

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

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

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

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Merge email services with gmail [#1173308]

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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]

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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]

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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]

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

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

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Add more services [#1173325]

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

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

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Make the Howdy portable less confusing [#1173329]

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

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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]

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

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Better and faster Internet [#1173340]

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

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

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Get off of elearning [#1173346]

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

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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]

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

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

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

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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]

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

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

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

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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]

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

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Nothing [#1173376]

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

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Faster internet [#1173384]

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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]

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I would want file sharing. [#1173386]

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

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

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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]

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Elearning [#1173401]

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

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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]

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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]

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More robots. Telepresence robots. [#1173419]

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

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

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Accessibility [#1173422]

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

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

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

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

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

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

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

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Making the wifi faster and reliable. [#1173441]

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

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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]

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

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

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More free wireless [#1173454]

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Faster wireless Internet in dorm halls [#1173456]

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extend the university wifi coverage [#1173457]

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Nothing [#1173462]

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

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Wireless accessibility [#1173464]

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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]

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

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

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Internet in blocker is very slow [#1173472]

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Nothing [#1173475]

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

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

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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]

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Increase internet speed [#1173484]

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Have wireless printers in the dorms [#1173485]

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making internet access on laptops more reliable [#1173487]

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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]

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I cannot think of any practical improvements [#1173491]

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Internet on 100 percent of school grounds [#1173497]

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

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

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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]

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

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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]

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Have more technology education events [#1173521]

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

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

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

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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]

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Improved campus wifi [#1173529]

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Faster and more reliable connections. [#1173531]

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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]

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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]

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Getting new devices.... [#1173538]

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more computer access [#1173539]

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

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

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

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

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

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

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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]

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

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more advanced computers [#1173563]

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It's wireless connection [#1173567]

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Tech support more knowledgeable. [#1173568]

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Improve the wifi coverage on campus. [#1173569]

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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]

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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]

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

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

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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]

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Improved wifi access around West Campus. [#1173581]

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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]

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

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

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

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More Computer labs [#1173589]

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

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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]

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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]

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

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Better high speed coverage of wifi. [#1173596]

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wifi in wehner building [#1173599]

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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]

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Wireless internet in dorms. [#1173606]

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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]

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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]

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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]

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Make wifi more reliable all around campus [#1173625]

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

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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]

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Internet speed and accessibility [#1173632]

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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]

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Get more place [#1173634]

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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]

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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]

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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]

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Faster wi-fi [#1173645]

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

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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]

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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]

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

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n/a [#1173663]

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Better e-campus system. [#1173666]

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

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

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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]

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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]

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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]

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Better smartphone app [#1173686]

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

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

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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]

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Extend wireless service across campus [#1173694]

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

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Better wifi coverage an speed [#1173698]

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Elearning problems for iPhone and iPad. [#1173700]

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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]

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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]

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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]

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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]

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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]

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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]

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

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Faster internet and more reliable connection [#1173727]

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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]

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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]

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

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Extended wifi range between buildings [#1173734]

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

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I would add more wifi 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]

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

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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]

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

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More accessible for mobile phones. [#1173762]

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nothing, it is good enough [#1173764]

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

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

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

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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]

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Google services [#1173776]

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Wifi available everywhere [#1173777]

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

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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]

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

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howdy should be more user friendly [#1173786]

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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]

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

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

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

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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]

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

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

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Have wifi available all over campus. [#1173817]

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

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

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Wireless Internet EVERYWHERE on campus. [#1173826]

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

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Increase the Internet's reliability. [#1173829]

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Make it faster [#1173834]

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

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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]

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

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

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Overall, technology here is excellent! [#1173841]

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It's perfect for me! [#1173843]

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More outdoor hotspots [#1173844]

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

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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 parts of the campus the WiFi is bad. [#1173848]

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

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

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Widespread wireless Internet access [#1173853]

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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 too big of a hassle because everything is so separated (elearning, email, etc.. I wish there was an app or something for it all for TAMU students. [#1173856]

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

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timely repair of the broken ones [#1173861]

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

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

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internet [#1173865]

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Wireless Internet [#1173870]

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I would not change anything [#1173871]

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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]

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

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Wi-Fi access for more devices, i.e. printers, game consoles, etc. [#1173877]

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Having more technicians available for assistance within departmental IT groups. [#1173880]

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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]

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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]

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More reliable Wifi internet access in the Northside residence halls would be nice. It tends to disappear unexpectedly. [#1173887]

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The wireless connection in Wehner should be improved. [#1173888]

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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]

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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 if 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]

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Get rid of eLearning and design something much more efficient! [#1173897]

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no extra student fees for it! [#1173901]

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Greater in between coverage from building to building [#1173904]

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Be more available. [#1173905]

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Make a mobile version of e-Learning. Please. [#1173907]

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Easier to understand and stronger wifi everywhere. [#1173909]

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Full campus wi-fi [#1173914]

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Connect multiple devices on tamulink wpa. [#1173916]

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Making the WiFi in Wehner more reliable, at times it is completely unusable. [#1173920]

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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]

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More conveniently located computer labs. [#1173929]

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The coverage in certain buildings on campus. [#1173932]

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Detailed schedule on the mobile TAMU Howdy site. [#1173934]

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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]

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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]

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Faster connections for mobile devices [#1173949]

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I would suggest changing some of the faulty mouses' which have been lying unfixed since long and haven't been replaced. [#1173950]

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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]

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Clearer instructions on how to set up email and stuff on android devices depending which version their running [#1173962]

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Make the internet in the open access labs faster. It shouldn't take me 10 minutes to login to my email. [#1173973]

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Faster internet [#1173974]

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Have OAL computers all run on the same resolution. [#1173976]

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More computer [#1173978]

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Faster internet in buildings other than the library [#1173982]

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Focus on fast reliable wireless across campus. Try a different set up rather than eLearning. [#1173983]

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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]

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I do not have enough experience with the services to give a good answer. [#1173992]

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Improve elearning [#1173997]

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Everything that is involved with howdy working better on apple mobile devices. [#1174002]

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Change ELearning! It's too complex, need Canvas? [#1174004]

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Quicker response for A/V equipment assistance in on campus spaces. [#1174006]

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Easier to connect to the network. [#1174007]

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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]

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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]

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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]

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Wi-Fi network across the campus should be available. [#1174016]

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More reliable wireless Internet access. [#1174017]

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Increasing the internet speed [#1174019]

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More accessible on tablets, phones, and other operating systems. Would be nice to consider using to iTunes U to post some classes' lectures. [#1174021]

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Reliability of wireless Internet in ALL campus buildings (Bio/Bio and Blocker are especially bad) [#1174023]

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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]

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More reliable wifi. [#1174028]

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Make the wireless network accessible by cell phone. [#1174029]

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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]

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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]

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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]

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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]

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More computers in WCL, if that's possible. [#1174043]

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Faster connections. Sometimes it takes forever to connect in certain buildings. [#1174044]

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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]

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I would improve the computer labs of certain dept. [#1174047]

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I would work on making sure the internet connection is consistent in every spot on cmapus. [#1174050]

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Consistent internet! I am booted off on my personal laptop while working in my office on a weekly basis.

[#1174051]

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ELearning documents readable from iPhones [#1174057]

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I have not had any problems with the technology services. [#1174065]

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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]

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Again, an even stronger/faster wifi network. [#1174069]

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Provide Microsoft Visio in Virtual Open Access Lab. [#1174070]

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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]

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Create an noodle app for off campus students. [#1174074]

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Having wireless internet coverage in all places that are important to me. [#1174076]

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Hope the coverage is wider than before. [#1174077]

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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]

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Enable two-step authentication to secure campus sites and combine this with not having to change my password as often. [#1174080]

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Make elearning mobile friendly [#1174083]

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I find that the university is doing a very good job with the technology services [#1174088]

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More outlets. [#1174089]

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I would improve the internet quality on west campus. [#1174094]

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Please improve the general user-friendliness of the websites by adding more popup lists of what further links are on the link hovered over. [#1174095]

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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]

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For it to be more mac friendly, [#1174099]

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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]

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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]

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I wish the Internet actually worked in my classes. [#1174107]

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nothing [#1174108]

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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 than 5 to be rented from the library. Have them open to all [#1174111]

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There would be better wireless service across campus. [#1174116]

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perhaps a better campus map [#1174118]

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Free for all wifi [#1174119]

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Improved and streamlined web design with less pop-ups and Java errors [#1174120]

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Faster Internet, some sites are slow to upload when using my tablet. [#1174123]

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its all good. [#1174124]

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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]

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Again, stronger wireless signals in classroom buildings [#1174131]

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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]

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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]

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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]

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The consistency of the connection. It seems to be overloaded easily when a lot of people get on [#1174139]

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Keeping me logged in when I switch from howdy to tamu email or elearning [#1174144]

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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]

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Improve the wireless services because it is extremely hard to get wifi some places on campus even if you have full service [#1174146]

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CAMPUS WIDE WIRELESS NETWORK SERVICE. [#1174147]

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Elearning needs an app [#1174148]

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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]

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I did not counter any need for change. [#1174158]

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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]

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Changing the length of time someone has to wait in order for the computers to log in and load the home-screen and such by reducing it would be extremely convenient!! It is annoying to wait so long to be able to use the computers! [#1174160]

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To be consistent and fast throughout all of campus. [#1174164]

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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]

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WIFI coverage across campus not just in buildings [#1174170]

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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]

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More reliable internet connections [#1174173]

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The speed of internet [#1174175]

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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]

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Be able to access the internet outside of the buildings. [#1174178]

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Upgrade all the computers in Zachary. [#1174181]

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Computers could run more smoothly. Dorm life Internet should be improved. [#1174184]

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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]

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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]

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Stronger, easier-to-access wireless network [#1174190]

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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]

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Provide reliable internet services within campus buildings and on campus outside buildings [#1174199]

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I wish the elearning website would have a "master calendar" displaying all the test dates for my classes. [#1174206]

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Consistent internet connection and speed. [#1174209]

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Improve elearning [#1174211]

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The VOAL website should be more user friendly and possibly a quicker connection would be desirable. [#1174214]

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More info about what services are available to students. [#1174223]

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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]

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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]

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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]

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Fastest Internet possible and collaboration technology [#1174242]

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Larger WiFi access [#1174246]

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Stronger and faster WIFI connection [#1174247]

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Faster wi fi [#1174251]

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Faster wifi. [#1174253]

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Wifi connection outside of buildings [#1174255]

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I would improve the wireless speed in highly populated areas (library, MSC) [#1174261]

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Easier to find help and FAQs online. [#1174262]

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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]

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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]

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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]

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I think they do a sufficient job. I haven't really utilized their services during my time here. [#1174270]

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Stronger wi-fi capabilities [#1174276]

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Probably just availability and speed considering you're in a lecture hall with tons of people all using the Internet. [#1174284]

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I would just suggest that the more user-friendly the technology services are, the better the feedback will be from students. [#1174285]

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Wireless support for Linux laptops. Rest everything is pretty good. [#1174287]

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Close captioning on media used in class, for example in mediametrix. [#1174290]

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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]

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Provide more software. [#1174297]

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More wireless coverage so that mobile devices can stay connected to the Internet using WiFi. [#1174298]

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Wireless infrastructure that can handle more users at once. [#1174299]

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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]

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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]

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Make e-learning faster and remove that annoying browser check for e-learning [#1174308]

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Internet reliability in crowded areas/buildings. [#1174315]

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More bandwidth. Lots of times in busy places on campus, the Internet runs extremely slowly, if at all. [#1174319]

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Better Internet connectivity [#1174322]

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Better Wi-Fi at Dorms and Langford [#1174325]

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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]

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Fix the WIFI in Blocker! Its way to slow and sometimes doesn't work/ [#1174331]

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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]

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New desks and phone system for help desk employees. [#1174337]

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More feedback--I feel like there is no one that can answer my questions. [#1174341]

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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]

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More specialized software training programs outside of class (adobe suite, html5, etc.) [#1174346]

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There are so many ineffeciencies in the tech department here, the use of servers 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]

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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]

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Websites need to be easier and clearer. [#1174351]

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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]

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I would make the wifi signal a bit stronger so that I could work outside in academic plaza on my homework. [#1174355]

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A higher level of integration and technological compatibility. [#1174357]

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I would just improve the wireless band so the internet does not stop working suddenly or it wont work at all [#1174363]

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More wi-fi throughout campus, and stronger connections [#1174365]

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increase the strength of the wifi signal around campus [#1174367]

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Better internet connection inside some buildings, and outside of buildings [#1174370]

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Have an IM option, over the internet [#1174373]

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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]

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It would be the wireless internet speed in dorms. [#1174377]

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More programs like drop box installed on the computers [#1174381]

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I'm honestly pretty contented with the service, but I would change the mobile accessibility of certain key websites (Howdy, Cadets Intranet) [#1174382]

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Elearning for mobile devices [#1174384]

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More help desks [#1174388]

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More reliable/faster internet when hundreds of students are accessing at once. [#1174391]

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I would make sure the quality of the hardware is high end and make cross platform compatibly is ensured. [#1174394]

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A better wireless connection in the dorms who have spot service. [#1174397]

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Better technicians [#1174399]

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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]

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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]

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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]

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I would open more areas to assess wifi on campus. [#1174418]

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There should be quips on campus computers when people use social networks. [#1174419]

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Faster and more reliable Internet. [#1174420]

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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]

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Teach professors how to effectively use technology rather than going overboard or having no clue how to do simple things. [#1174428]

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To make wireless connection more stable, sometimes it is unstable in some of the buildings. [#1174429]

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Faster internet [#1174430]

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Possibly reinvest into the outreach of technology services so incoming freshmen and all students and faculty would know where to receive resources and help. [#1174431]

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Make it more easily accessible and widespread [#1174436]

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Increase reliability of TAMULINK [#1174438]

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I feel fortunate that I have had wonderful support in the departments I have worked in. \*\*\*\* and \*\*\*\* 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]

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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]

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More instant and easy to understand "how-to's" that can quickly be accessed for many common problems. [#1174447]

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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]

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Faster wi-fi in large capacity classrooms [#1174455]

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I wish the Internet connection would connect faster and stay consistent. It takes quiet a while to get connect to the Internet. [#1174459]

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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]

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I would add support for video game consoles. [#1174467]

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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]

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I wouldnt it is amazing [#1174469]

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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]

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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]

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I would make the websites easier to navigate and find things. [#1174477]

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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]

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Make access to email or email forwarding permanent. [#1174490]

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Consistent service everywhere [#1174491]

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Adding more help desk offices around campus. [#1174496]

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I would really like to have classes available to learn and get better experience on different software, especially photoshop. [#1174497]

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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]

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More mobile-friendly websites that include all of the information that the PC desktop websites contain [#1174503]

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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]

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Better wifi [#1174505]

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I would make the services more widely known, as many students are unaware that excellent technology services exist on campus. [#1174513]

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I would like faster internet. [#1174515]

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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]

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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]

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Faster and wider coverage of internet access on campus. [#1174521]

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More OAL computers and more flexibility to download programs (ie Dropbox) [#1174522]

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Up to date computer processing speeds in certain areas of campus e.i. Blocker 104 [#1174526]

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Upon first arriving at A&M, accessing the internet was difficult. I believe this process can be better streamlined. [#1174530]

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I would really love for the campus websites, email and class forums to be easily accessible through tablets. [#1174533]

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Wifi all over campus not just in buildings [#1174534]

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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]

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More speedy and efficient response from support staff. [#1174543]

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WiFi availability - repeaters/extenders/routers throughout campus more to create a truly campus-wide network [#1174548]

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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]

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Slow to adopt new technologies. Especially supporting mobile formats. [#1174553]

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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]

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Better mobile versions of websites. [#1174556]

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Better wifi outside of buildings. [#1174564]

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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]

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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]

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The internet in the computer labs can be slow at times. [#1174571]

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Provide wifi in every ramp in Hart Hall. [#1174575]

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Keep updating all the time. [#1174579]

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Internet in blocker [#1174580]

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I want to have internet access across all the campus. [#1174581]

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Most likely the mobile device wifi capabilities in high occupancy areas such as the hall mentioned in previous question. [#1174582]

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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]

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I would have better wifi. Sometimes it is slow. [#1174586]

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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]

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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]

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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]

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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]

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Having it be faster in buildings on the outer parts of campus. [#1174602]

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Wireless at Wehner needs to be resolved [#1174609]

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Rec Center Dead Zones [#1174615]

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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]

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Wifi access in walkways and pathways outside of the buildings. [#1174618]

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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]

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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]

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Offering wireless internet around campus. [#1174624]

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The log out system sometimes locks a computer when someone forgets to log off. [#1174628]

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Wireless internet availability across ALL of campus property [#1174635]

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Better email on phone and mobile devices [#1174637]

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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]

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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]

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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]

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A&M related webpages should be mobile device compatible. [#1174645]

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I wish we used a different email service, such as gmail. [#1174648]

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Have the staff be more willing to help the students [#1174649]

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Elearning is glitchy and runs on java.. it is awful [#1174650]

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Increase the coverage of wireless. [#1174651]

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No password for wifi. [#1174655]

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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]

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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]

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Make it easier to connect to the Internet and have better service [#1174659]

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Making it easier to connect to Xbox live. [#1174661]

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broden the aera [#1174662]

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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]

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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]

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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]

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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]

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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]

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Strength of the internet around compus would be great everywhere, especially in the dorms. [#1174687]

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More technology help desk locations. Every building is different and seems to get different levels of access to wifi. [#1174689]

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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]

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Easier to access from everywhere. Not as many fails. [#1174697]

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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]

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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]

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I would appreciate technology that works correctly in the Harrington Tower classrooms. (May not be applicable here, but I am happy otherwise.) [#1174706]

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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-existent there at times). [#1174709]

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The effectiveness of the Wifi. It sometimes doesn't work in certain classrooms, areas, or building and it's a real inconvenience. [#1174716]

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Improve the VPN connection, if possible. [#1174718]

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Having the freedom to use wireless devices within the dorms! [#1174720]

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Better wifi access [#1174723]

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It's services at Blocker. They are too slow and hardly ever work. [#1174728]

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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]

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Faster internet [#1174734]

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Have a better help service. [#1174741]

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Better customer service [#1174742]

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The biggest problem is simply the WIFI speed around campus, the quad in particular seems slow. (I am in the corps) [#1174743]

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DIY guides for troubleshooting. [#1174745]

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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]

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Better Internet service in all buildings on campus. [#1174753]

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Fast Internet everywhere. It often is slow or crashes. Heep center 101 never has any Internet. [#1174754]

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Larger bandwidth [#1174756]

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Having more available technical support [#1174757]

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Overall good support [#1174760]

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Provide the same versions of computer applications (such as LabView) on all computers so that files are transferrable. [#1174761]

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Increase speed of wireless internet. [#1174764]

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Better access in libraries and buildings [#1174767]

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Nothing. [#1174769]

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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]

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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]

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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]

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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]

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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]

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Nothing! I think everything is great! [#1174782]

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Single email address and password for all sites - outlook, department, university, SSO, IRB etc  
[#1174830]

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Faster in high-traffic areas. [#1174833]

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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]

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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]

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Better wireless coverage in the buildings. [#1174842]

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Seamless, high occupancy wireless access across east campus (uninterrupted access between buildings and improved gameday connectivity, specifically) [#1174843]

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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]

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Improve access! [#1174846]

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The stability when lots of people are using it. [#1174848]

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Easier access to finding print charges away from OAL's [#1174850]

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Wireless internet reliability [#1174857]

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reliable wireless internet over the campus! [#1174864]

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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]

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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]

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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]

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Just the Wi-Fi connections, for on some places it's not that great. [#1174881]

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I would want to improve connectability issues with devices. And make it easily compatible with all devices. [#1174888]

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I would make the internet available in every building on campus. [#1174890]

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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]

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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]

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Have wifi in more places on campus [#1174900]

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The wifi in my dorm (Kiest) is iffy at best, I get an intermittent signal that does not allow for reliable use. [#1174901]

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Fix the certain spots that do not have wifi, and have more printers scattered around campus. [#1174902]

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Wifi in Walton Hall. [#1174903]

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Faster more efficient [#1174907]

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OAL in most or every building [#1174908]

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Better and faster connectivity on west campus wifi. Wifi available at any given place on campus [#1174911]

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Faster Internet in classrooms. [#1174914]

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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]

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Improve wifi access [#1174918]

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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]

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I would find ways to increase the speed of the wireless Internet access on campus. [#1174927]

-----

Make it available wherever I am though out campus, inside or outside. [#1174928]

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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]

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Wireless in Blocker 102 consistently does not work. [#1174932]

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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]

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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]

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Completely redo elearning [#1174955]

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I think A&M performs the best they can in technology advancement. [#1174958]

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stream matlab for students to download [#1174960]

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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]

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Improve email and eLearning. [#1174967]

-----

Continuous Wi-Fi capability throughout campus. [#1174968]

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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]

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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]

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Have more people capable of helping with programs offered on University computers (for instance statistical programs and video editing/converting software). [#1174979]

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It will randomly not let me connect to the internet (usually in Evans for some reason), so consistency! [#1174986]

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Nothing I can think of [#1174988]

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I would like for the wifi services to be faster in classrooms. In some of the classrooms the reception is almost nonexistent. [#1174990]

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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]

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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]

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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]

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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]

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Nothing! [#1175002]

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WI-FI IN MY DORM [#1175003]

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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]

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Not all of the buildings 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]

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Easier to use Howdy on mobile devices. Not all features are available [#1175016]

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I'd make the WIFI in Blocker a lot better [#1175017]

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All that I would ask for would be more locations available to access a computer to get onto the internet. [#1175018]

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All computers should include google chrome internet browser as a default that isn't erased when the computers reset sometimes. [#1175021]

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One user - password access [#1175026]

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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]

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I would change the way Bush School students access printing. Throughout the year they've had a number of issues with the portal website used to print and has definitely been an issue for many students. [#1175032]

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Increase wi-fi coverage area [#1175033]

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Wi-fi [#1175040]

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I would make WI-FI available in the Corps dorms [#1175041]

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Having wifi available all over campus including west campus. [#1175043]

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Quit using Howdy as the default homepage. It doesn't help for what most students use computers for most of the year. [#1175044]

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An informational video on howdy [#1175045]

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Better internet service. [#1175047]

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I would change that the wireless internet reaches every inch of the campus; not just the hot spots [#1175049]

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Improve the availability of the VOAL system on university computers [#1175050]

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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]

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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]

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Wireless connectivity is not great [#1175057]

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I would make the wi-fi more reliable all across campus. [#1175060]

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Nothing [#1175061]

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Better wireless network for mobile device or laptop, especially wireless network in the academic plaza [#1175062]

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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]

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Faster Internet, more knowledgable/helpful staff in OAL areas [#1175081]

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The ability the find and shut down rouge wifi for dorms that impede the university's wifi [#1175082]

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More apps for tablets and smartphones. [#1175083]

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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]

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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]

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More power outlets in classrooms. [#1175093]

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Improve the TAMU websites' mobile support. [#1175098]

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Nothing [#1175102]

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WIFI everywhere. [#1175103]

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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]

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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]

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HDC more centrally located. [#1175110]

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I wish there was a way to access different department networks from OAL labs. I've never been successful in this effort [#1175114]

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Access to answers to questions I have or immediate help that i need. [#1175119]

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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]

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Better wifi signal in the biochem building and the harrington building. Plus more computers available in the West Campus Library. [#1175134]

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ELearning compatibility across MULTIPLE platforms and operating systems. [#1175138]

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More reliable wifi network. [#1175140]

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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]

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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]

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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]

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I would make sure that the wireless was consistently operating, even during high occupancy periods. [#1175156]

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Wifi outside buildings and being able to print from personal computers anywhere on campus to the nearest lab [#1175160]

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How simple and easy it is to use the online services required. Examples: Howdy and eLearning [#1175168]

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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]

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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]

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So far so good [#1175172]

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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]

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Make Internet available and fast all over campus (basements, rooms with poor connection) [#1175174]

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Moodle [#1175175]

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have a better system for course registration [#1175176]

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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]

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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]

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Maintenance should be scheduled for 3 or 4 in the morning [#1175184]

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N/a [#1175188]

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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]

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Better service [#1175196]

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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]

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More computers in study areas around campus. [#1175202]

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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]

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More apple computers [#1175207]

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Cover more places for wireless!! [#1175209]

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N/A [#1175210]

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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]

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The speed and reliability of internet [#1175214]

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More consistent WiFi, but overall I am very pleased with the technology on campus! [#1175219]

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Easier to access documents from elearning on mobile devices [#1175220]

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As much as I want wifi everywhere, I really want to be able to use eLearning effectively and simply on my tablet. [#1175227]

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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]

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Less cost [#1175237]

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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]

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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]

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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]

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Better connection to the internet through my tablet and smart phone. [#1175250]

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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]

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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]

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I would make the wifi stronger and more reliable all over campus. [#1175263]

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I would love to be able to access my oal desktop and documents from home. It would also be really cool if I could access 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]

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Have more places where the Internet is strong like the msc [#1175271]

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Rent digital version of books from the library through Kindles [#1175275]

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More wi-fi in spots around campus, such as the rest of the residence halls that don't have it. [#1175281]

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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]

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Improve the ability to print wirelessly on campus. [#1175294]

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The WiFi in the Allen building is spotty and often slower than what I experience on other campus locations. [#1175296]

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Change the default monitor resolution. [#1175299]

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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]

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I think that consolidating the websites necessary for communication and homework would serve a big purpose. [#1175318]

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Step up the speeds for tamulink. [#1175320]

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Make it more accessible to the overall campus (ie in the Mitchell physics building there are spots with not Internet service.) [#1175322]

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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]

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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]

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I would improve the internet range, and the speed a little. [#1175330]

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The glitch that occurs if you renew your student Id and losing internet until you reset your password. [#1175332]

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Wider range for wifi [#1175339]

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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]

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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]

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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]

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Better wifi. [#1175352]

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Increase internet availability in the Emerging Technologies Building (ETB) - during high traffic times the internet becomes sporadically unavailable. [#1175356]

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We could always get Google fiber :) [#1175357]

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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]

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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]

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More Internet access in outdoor study areas like by academic plaza [#1175374]

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We need better Wi-Fi in Evans. [#1175378]

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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]

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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]

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Nothing i think the technology on campus is really advanced and fast for everyone that uses it [#1175383]

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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]

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A way to make the wireless service more reliable. [#1175387]

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Speed and accessibility on mobile devices [#1175389]

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Just one thing? Increase the bandwidth by a whole bunch so students get fast Internet at all times. [#1175391]

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Make wifi available or better in blocker [#1175393]

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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]

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Better wireless sevrice throughout the entire campus. [#1175405]

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I would add more scanners in Evans Library. [#1175408]

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I would increase wi-fi accessibility around campus, especially outside the buildings on main campus. [#1175411]

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Expende the location for wi-fi zone(outside of building) and better quality for wi-fi signaling. [#1175416]

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none [#1175422]

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N/a [#1175423]

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Get the word out there more about what you can do for us. [#1175424]

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Have staff that is more knowledgeable. [#1175429]

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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 Natz Germany to alert towns that bombs were about to be dropped on their city. If possible, a different alert would be amazing. [#1175437]

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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]

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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]

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Make the information more easily accessible online. [#1175444]

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Faster internet that can handle more people on servers at once. [#1175446]

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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]

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Have wireless Internet that reaches the outside surrounding area of the MSC. [#1175453]

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Consistency [#1175462]

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internet everywhere [#1175463]

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Improve the printer in the LLC. It works maybe 50% of the time. [#1175466]

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A mobile version of elearning would be awesome [#1175467]

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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]

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Some staff don't know how to operate the scanner when i asked for help. [#1175474]

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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]

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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]

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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]

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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]

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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]

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More accessible [#1175497]

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Occasional license problems with matlab in ETB computer lab [#1175499]

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Increase Internet connectivity consistency in important places such as dorm rooms, etc. for taking quizzes and other timed assessments. [#1175502]

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Mosher Internet. It sucks. [#1175507]

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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]

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Improve the internet download and upload speed. During peak hours, loading a video may take quite awhile. [#1175516]

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Make computer repairs free. [#1175518]

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Get more knowledgeable people at the computer help center. [#1175521]

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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]

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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]

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I hope the price of IT maintenance (re-install the system) can be reduced or free and provide more cheaper software for students. [#1175529]

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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]

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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 haven't asked for help since. I would improve the customer service. [#1175540]

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Wi-fi would work better it Wehner. Sometimes it slows down and doesn't load pages. [#1175541]

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Add more professional softwares [#1175542]

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I would improve the wifi service in Blocker. Of all the buildings I have been in, it by far has the worst wifi signal. [#1175543]

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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]

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Better wireless connectivity in dorms and on campus housing areas. [#1175548]

-----

website quality [#1175553]

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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]

-----

nothing [#1175563]

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If could print from my laptop or phone/tablet to a university printer wirelessly, similar to the OAL computers, that would be cool [#1175571]

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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]

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A broader range of wifi [#1175579]

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Better wireless internet service [#1175584]

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Larger coverage of wireless internet. [#1175586]

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More Wi-Fi throughout campus. [#1175588]

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the speed of wi-fi [#1175591]

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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]

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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]

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That the wifi is faster and reaches all areas. [#1175598]

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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]

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I would change the TAMU mobile to include the ability to access email. [#1175603]

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Make it faster [#1175604]

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University Apartment Internet Stability. We lose link to the Internet occasionally. [#1175609]

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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]

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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]

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I see no problems that need to be changed. [#1175625]

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N/A [#1175627]

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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]

-----

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]

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Using the howdy website can be difficult to log on to and service can sometimes be very hard to find [#1175658]

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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]

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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]

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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]

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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]

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If I could change one thing, it would be to have more printers available throughout campus. [#1175686]

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Speed and reliability of wifi. Far too often the wifi is inaccessible, slow or malfunctioning. [#1175688]

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Wifi in places that is not available (agronomy road) [#1175692]

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Wireless needs to have more coverage around the vets school. [#1175693]

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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]

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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 more customer centric. [#1175706]

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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]

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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]

-----

consistent [#1175720]

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Faster, more reliable internet across campus [#1175723]

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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]

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Wireless internet encompassing the entire campus and not just within classroom/office buildings. [#1175730]

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At one point, I needed to have a professional skype session, and my laptop 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]

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My personal laptop cannot pick up the wifi in the MSC or Rudder, so I would like the wifi strength to be consistent. [#1175746]

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Faster bandwidth or internet connection. [#1175756]

-----

Internet coverage and reliance at Trigon. [#1175759]

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coverage area [#1175760]

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Make interment accessible all over campus. [#1175762]

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Not have a password for guest wifi. [#1175766]

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Provide a place where students can "meet" online to collaborate on homework or study for tests together [#1175768]

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For it to be quicker and more accessible throughout the university. [#1175769]

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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]

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I would change the email service to google. [#1175774]

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easier to access from home, more mac support. [#1175775]

-----

NA [#1175776]

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Faster wireless internet. More outlets in the library. [#1175781]

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Extend wifi radius [#1175785]

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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]

-----

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]

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Perhaps, the speed in which it operates. [#1175800]

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Update the financial aid portal layout to be more user-friendly [#1175801]

-----

Faster, wireless Internet everywhere and updated apps. [#1175804]

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A central IT service with young people and skillful people. We are not in the dos era anymore. Encourage people to use linux. [#1175805]

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I consider my skill level 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]

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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]

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Have WIFI across campus. [#1175833]

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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 annoying [#1175847]

-----

speed to open up the publications [#1175848]

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That there was a wider bandwidth in high density usage areas to promote better connections and faster downloads [#1175850]

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Better wifi! I wish it was stronger all across campus [#1175853]

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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]

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I'd like to see more free downloadable content available. [#1175864]

-----

ability to contact them via a live chat instead of waiting for a response via email [#1175868]

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NA [#1175870]

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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]

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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]

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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]

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Better Internet coverage. [#1175889]

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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]

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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]

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I would like to see an OAL in the NCTM building. [#1175902]

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Even though the internet is fine most of the time, I would still like a faster and more reliable connection. [#1175904]

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Better wifi out doors [#1175909]

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Coverage, even if it is slow. [#1175910]

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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]

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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]

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Clickers. A good idea, but the bugs in the system are not worked out it seems. [#1175918]

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Wi-fi campus wide, including outdoors. [#1175919]

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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]

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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]

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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]

-----

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]

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Allow use of more files in VOAL [#1175963]

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I am very pleased with the present technology services. [#1175965]

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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]

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I would improve on providing campus wide fast, reliable internet! [#1175970]

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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]

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Improve Wi-fi coverage in most residential halls while increasing download and upload speed of the wifi. [#1175978]

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-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 available wifi on campus, etc.) -Are there campus services that deal with virus infections on personal laptops/computers? [#1175984]

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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]

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Having more knowledgeable TA's for all matlab classes. [#1175987]

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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]

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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]

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To have support for more devices other than a computer and iPhones. [#1175993]

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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]

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The wireless internet should be available in the same quality all across campus. [#1175997]

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Increase internet coverage across the campus. [#1175998]

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Better wi-fi coverage across campus (especially west campus and the vet school area) and more reliable connections. [#1175999]

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Fewer trainings. [#1176000]

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Wifi in all the dorms and Academic Plaza. [#1176001]

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Adding reliable wireless internet access to my dorm. [#1176003]

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Better wifi for mobile devices in classrooms. Especially in Wehner. [#1176005]

-----

All of the services work great. [#1176006]

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The wifi connection, sometimes is not even available in some classrooms. [#1176010]

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Mobile web support, and zimbra. The zimbra client doesn't work properly sometimes for me. [#1176011]

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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]

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Better service in large lecture halls, such as Blocker, that tends to not always work as efficiently as students would like. [#1176017]

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Faster internet [#1176019]

-----

one login and password [#1176023]

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I would like better wireless Internet and more open access labs. [#1176024]

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Having to go through a certain website and so many steps to set up the internet access on my laptop. [#1176025]

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More widespread wifi (i.e. in Academic Plaza, etc) to do work outside. [#1176028]

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More reliable Wi-Fi connection on campus for mobile phones and laptops [#1176031]

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Put more plugs in te libraries!!!!!! And make the mobile versions better!! [#1176035]

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faster connecting internet [#1176039]

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Faster wifi [#1176041]

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the best internet i ever had. keep going! Great work [#1176048]

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Make the internet access more available [#1176049]

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Better hours for Bush School IT services. [#1176050]

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Wireless coverage range. [#1176056]

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I would improve the WiFi accessibility in certain areas. [#1176057]

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I wouldn't change much. WiFi has drastically improved since last year. I like where everything's headed. [#1176058]

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There's not much to change, in my experience you guys do a great job so thanks! [#1176059]

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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]

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Fixing the WIFI IP address allocation and improving WIFI coverage in the ZACH building. [#1176066]

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Easier access to the internet on a mobile device [#1176071]

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I would make e-learning more reliable. [#1176073]

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Faster, more reliable Internet everywhere [#1176074]

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Mac wireless accessibility could be a hassle sometimes. It would be nice if it was easier to connect wirelessly with mac laptops. [#1176077]

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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]

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The corps dorms need to have whir less Internet. [#1176085]

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Access to internet at all locations on campus. [#1176090]

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More computer labs and more printers. [#1176092]

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Internet reliability and speed. [#1176093]

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The speed and connection of the wireless internet to be faster and more reliable [#1176095]

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At times I have to login multiple times because the wifi signal is not strong in the dorms. [#1176097]

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More free help classes for engineering software to students [#1176099]

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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]

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Sometimes the internet is little slow when it comes to loading pages. other than that, i'm very satisfied with the coverage :D [#1176106]

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Wireless network coverage. There is no coverage in between buildings. [#1176111]

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I just really want better coverage of wireless internet. [#1176115]

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make mobile syncing easier. [#1176116]

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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]

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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]

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Faster speeds [#1176135]

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Everything is great! [#1176136]

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wireless everywhere [#1176147]

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I wished I could print to the OAL and SCC printers directly from my Laptop. [#1176152]

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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]

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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]

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Everything is great! [#1176164]

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They should have a more visible presence on campus. [#1176168]

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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]

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The reliability and availability of the wi-fi service. It is very spotty at times. [#1176173]

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Made available in more buildings on campus [#1176175]

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Wireless everywhere - right now it's just inside buildings. [#1176179]

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Internet speeds. [#1176180]

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It would be nice if there were printers in the MSC. [#1176182]

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Make the wireless internet connection in dorms and classrooms stronger and faster [#1176184]

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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]

-----

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]

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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]

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It's all pretty good! [#1176219]

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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 would be nice. [#1176221]

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need more 24/7 Open access lab. [#1176226]

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Campus technologies have worked fine for me i have no suggestions [#1176230]

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I would like to see the University up to speed and on top of need technologies like other industries. [#1176234]

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There is really nothing I would improve about the technology services. I have had very good experiences with the service. [#1176235]

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I would have an on-call service person so technology issues in classrooms are resolved more quickly. [#1176236]

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Faster internet service throughout the campus [#1176244]

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Consistency campus wide [#1176254]

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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]

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Touch screen computers or tablets available to borrow would be interesting. [#1176261]

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Provide advanced troubleshooting tips for wireless connections. [#1176262]

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All of the technology available to me at the Allen building exceeds my minimum expectations. [#1176269]

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Faster and wider. [#1176272]

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Make the wifi more campus wide and make it to where it dorms t randomly disconnect In some buildings. [#1176273]

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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]

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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]

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The speed of WiFi and the amount of malfunctions it tends to have. [#1176285]

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Fast, reliable campus wide wireless internet. [#1176287]

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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]

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More wifi reliability [#1176295]

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The wifi can be a little slow on campus, but with so many students its understandable. [#1176296]

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Wifi in all buildings, including dorms, on campus [#1176298]

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WiFi in Hart Hall. [#1176301]

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More consistent wi-fi connections [#1176303]

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Ensure reliable wireless coverage is available in all building across campus. [#1176311]

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I would change the Internet Access speed [#1176323]

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There would be more communication about the different products and programs offered so mods students and teachers would use them. [#1176329]

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The connectivity to wifi access in ubuntu laptops. [#1176331]

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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]

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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]

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Make the Internet at the vet school more reliable [#1176346]

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Better wireless connection for mobile devices. [#1176350]

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use gmail server for tamu email [#1176354]

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I would like for internet speed to be adequate throughout all areas on campus, some areas of which (mostly class rooms) wifi does not work for computer or mobile devices. [#1176372]

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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]

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Better mobile apps. [#1176381]

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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]

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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]

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Nothing I can really think of [#1176396]

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Better wifi connectivity (consistency, strength, speed) [#1176407]

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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]

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I have nothing to offer. [#1176412]

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Wifi in every on campus building that is accessible to students (the wpa network). [#1176414]

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Develop wider compatibility with mobile devices as well as providing timely updates to existing platforms for mobile devices. [#1176415]

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Easier access from a tablet for elearning and webassign. [#1176418]

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Like i said, campus-wide wifi would be awesome so that we can study outside of buildings when the weather is really nice. [#1176420]

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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]

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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]

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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]

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Faster [#1176430]

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Better wireless coverage. [#1176432]

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All of the Texas A&M homework websites available on IPAD [#1176435]

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Improve the wireless signal strength in top two floors of Evans library. [#1176438]

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Wireless connection for mobile devices. [#1176439]

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More consistent VOAL service [#1176440]

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Google e-mail interface [#1176442]

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I would enhance the wifi in certain areas. Kleberg especially. [#1176455]

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Better connectivity outside. I often study outside the library and the internet is very weak there. [#1176459]

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The internet can connect a bit faster, especially in blocker and Harrington. [#1176460]

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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]

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More experience staff in the departments [#1176467]

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I would like to see more apps for mobile phones and tablets from the university. [#1176471]

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Wifi on the bus [#1176475]

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WI-Fi in each and every place. Not only that, it should be easily connectable [#1176480]

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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]

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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]

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I would improve the speed of wireless/wi-fi services in buildings that I take classes in, since sometimes they are too slow. [#1176490]

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More tamulink-served facilities. [#1176492]

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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]

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Consistency throughout the campus [#1176498]

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Make wifi more reliable in the dorms [#1176502]

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Switch from the current email provider to yahoo or gmail [#1176514]

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Faster internet in mays business school buildings [#1176517]

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Nothing [#1176519]

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faster wifi [#1176520]

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I would like to see the wireless work even outside of buildings, maybe even on the buses. [#1176523]

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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]

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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]

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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]

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I would make the wifi better at the Vet School. [#1176541]

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The wireless sometimes does not work on my phone. I'm connected but have no web browsing capabilities. [#1176545]

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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]

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Having WiFi more readily available around campus/ [#1176551]

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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]

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I have not come across anything that the TAMU IT provides that needed improvement. I have found their services dependable and constant. [#1176560]

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More printer locations [#1176561]

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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]

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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]

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Create more open access labs and allow access to all students wanting to use the computers in Kleberg. [#1176580]

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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 adequite for grad students. [#1176584]

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Better wifi in the dorms. [#1176587]

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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]

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A strong signal everywhere! :) But I've been really impressed with the internet here. [#1176599]

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Faster and more reliable wireless for mobile devices (especially in Wehner). [#1176602]

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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]

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I would make sure to have quality wifi in all main buildings on campus. [#1176606]

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The number of desktop computers in OALs. [#1176608]

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Email interface could use some updating and a facelift. [#1176610]

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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]

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Have wifi ALL OVER CAMPUS!!!!!!!!!!!!!! [#1176620]

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More bandwidth to enable more seamless and efficient web browsing when many devices are connected to the wireless internet [#1176621]

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As previously mentioned, better internet in Zachry. [#1176623]

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wifi in all dorms [#1176624]

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Better wifi access [#1176625]

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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]

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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]

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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]

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I would make the wireless internet access and speed more consistent for every building on campus. [#1176638]

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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]

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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]

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Not sure. [#1176661]

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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]

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I would offer SCS in LAAH just like blocker or in other writing or program intensive buildings. [#1176668]

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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]

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Some programs, such as tamu email, are not always user and device friendly. [#1176672]

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Do not use eLearning, and make sure whatever is used that it is compatible (and friendly to use) with phones. [#1176674]

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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]

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Explaining to faculty how to use some of the technology available to them would probably go a long way. [#1176679]

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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]

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Faster wifi [#1176688]

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to be honest every thing perfect. [#1176691]

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Your email system! It feels incredibly outdated, especially compared to other systems out there. [#1176692]

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Have better wi-fi in rudder tower. [#1176695]

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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. ldk.. I'm just going on and on about this, my ideas are all mixed, but hopefully this will help. thanks [#1176696]

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Increased coverage of wireless Internet in the engineering buildings [#1176701]

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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]

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Making sure every building on campus has reliable and consistent wifi services before trying to move on to other projects [#1176705]

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Internet service. There hardly any in my dorm and that is where I use the Internet the most. [#1176711]

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Faster and more reliable Internet (wifi) wherever I go on campus. [#1176712]

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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]

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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]

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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]

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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]

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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]

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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]

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More comfortable outside wifi areas? [#1176730]

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Better internet connection throughout dorms, buildings, etc. on computers and handheld devices. [#1176746]

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Install Google Chrome on all Open Access Lab computers if not done so already. Also keep them all updated. [#1176747]

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Internet access that is consistent throughout campus and more reliable important websites. Some important websites take a long time to load. [#1176750]

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I would open a computer / printing lab in the LAAH building. [#1176751]

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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]

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The wifi being better in building especially in blocker. [#1176763]

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have wireless in the street ! [#1176764]

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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]

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That they be more reliable- I've gone on campus to work on projects and the internet in labs have been spotty. [#1176768]

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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]

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Probably to have fast internet connection and service everywhere including classrooms not just in popular locations [#1176786]

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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]

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More technology in the classroom that is accessible to students, not only instructors. [#1176802]

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Make the connections more tablet friendly. It just becomes difficult due to the bandwidth. [#1176803]

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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]

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Better campus sites supported in mobile version [#1176817]

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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]

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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]

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I would make cell phone reception better in Blocker computer lab. [#1176822]

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I would like to see sharing tablet or tools that can be written on in the computers labs [#1176824]

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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]

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Connecting to the Internet in Heldenfels takes a while. I would improve that area but other than, the services are great. [#1176834]

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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]

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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]

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More locations on campus for computer help and services [#1176841]

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Stronger and faster Internet service in all buildings. [#1176849]

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Provide printing in the ANIN Annex building. [#1176859]

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I think technology services would improve by making video demonstrations of technology use. [#1176861]

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Expanded wi-fi across the campus [#1176862]

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I can have access to my file both in department's computer and library's computer. [#1176863]

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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]

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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]

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I would have more information on how to use our resources [#1176884]

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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]

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I'd either get rid of or fix eLearning. [#1176898]

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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]

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Make the Internet stop crashing randomly. [#1176906]

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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]

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Internet speed [#1176912]

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The field the wireless Internet covers. I hope that students can enjoy the wireless Internet everywhere on campus. [#1176914]

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Handling warnings of improper use of accessing the university's technology. A stern warning would be nice instead of a threat. [#1176915]

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I would make it more accessible around campus such as in the dorms. [#1176916]

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More data storage space on school computers. [#1176923]

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all buildings computer lab more accessible to students [#1176928]

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I will improve wifi signals so student can access internet out side the buildings [#1176936]

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Nothing really it works perfectly every time [#1176937]

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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]

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It would be nice 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]

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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]

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I feel as though Texas A&M's email service could be improved. [#1176984]

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Stronger [#1176987]

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Less downtime. [#1176995]

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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 initially connect. [#1177004]

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I would make changes to the system to allow for faster and stronger connection across the whole campus [#1177009]

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The access to a wider array of reduced-price computer software. [#1177015]

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Better coverage of the wireless internet. [#1177023]

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Overall, I have been very happy with the internet service and support staff. [#1177032]

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Outdoor internet hotspots [#1177040]

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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]

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Students can download programs in the computer. [#1177046]

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Elearning website and making it more user friendly [#1177047]

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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]

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Have more technology workshops for students to learn programming skills, like MATLAB, Java, C#, etc. [#1177063]

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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]

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E-learning systemen [#1177082]

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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]

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Please allow my wireless piece of technology connect to the wireless network. [#1177088]

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Better Internet coverage with portable devices. [#1177094]

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It is great. I feel it is great overall. [#1177096]

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Maybe make them a little more college friendly; put less technological terms [#1177097]

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I would make the internet services more available in Kleberg. I do not get internet access there on my laptop. [#1177105]

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Tamulink available to student housing dense areas like Northgate, Southgate and Eastgate, close to campus. [#1177108]

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Actually, everything works just fine. If I could change, I will hope Bus will have WIFI? LOL [#1177116]

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Faster response. A Howdy app for iphones. [#1177118]

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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]

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I would add a computer lab in the MSC. [#1177124]

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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]

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The University's technology service is wonderful and very helpful but maybe they could make the online website a little more understandable. But overall they are an amazing service. [#1177127]

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More reliable wifi accessible on all wifi capable devices. [#1177129]

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Faster internet! [#1177131]

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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]

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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]

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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]

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- [#1177166]

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The Wifi speed for mobile devices. [#1177173]

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More computer labs [#1177174]

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It would be great to have the Internet not regularly drop the signal [#1177180]

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Getting super fast Internet in all places and not just the new buildings. [#1177196]

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More workshops. More knowledge about the workshops. E-books from the library [#1177199]

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More routers, better maintenance of routers and more training for tech employees. [#1177205]

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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]

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More support on the website for connecting to the wireless internet with mobile devices. [#1177212]

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I would create quick wireless internet across all of campus. [#1177213]

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I would like the network access to be equally smooth across all locations on campus. The peak network performance on campus is unpresented, but the minimum on the flip side is borderline non-functional. I would just like more consistency. [#1177216]

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That we have gmail student accounts [#1177219]

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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]

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Reliable wireless service all over campus [#1177223]  
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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]  
-----  
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]  
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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]  
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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]  
-----  
campus covrage [#1177304]  
-----  
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]

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Having Internet connection on the whole campus instead of most buildings. [#1177329]

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Wi-fi that works better in lower floors of O&M [#1177332]

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Not sure [#1177338]

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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]

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Campus computers should be optimized to run the programs used by the university. [#1177348]

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More consistent wifi coverage in all areas of campus [#1177349]

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I encourage instructors to work more with Black Board system, and bring other e-learning system under this system. [#1177359]

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Training for the technology service for students [#1177363]

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In some really big classrooms, like RICH 206, the wifi signal is really weak. Sometimes it's unable to link to internet. [#1177375]

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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]

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Make the wireless easier to access and better. [#1177382]

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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]

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I would install Firefox on the computers in the library. [#1177393]

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It would be nice if there were computers and printers in the Commons, because many people would be benefiting from them. [#1177413]

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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]

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Could always use faster internet, but wifi coverage to include the dorms might win out. [#1177417]

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A more reliable elearning website. [#1177418]

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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]

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Having wifi outside of the buildings. [#1177430]

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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]

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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]

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The wireless internet in some of the older buildings could be greatly improved. [#1177473]

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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]

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Tech support [#1177480]

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Better and faster wifi coverage [#1177482]

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Be more friendly with customers [#1177486]

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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]

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I am very satisfied with the technology service that I use. [#1177492]

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I would enlarge the wireless network's coverage and enhance its intensity and make there no blind spot on campus. [#1177494]

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Get a more helpful, less antagonistic tech support guy for the aero lab [#1177496]

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Changing the email system, it would be nice to have a more user friendly system. [#1177509]

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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]

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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]

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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]

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Campus wide Internet access, not just restricted to with-in campus buildings [#1177519]

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Internet speed and coverage on west campus. [#1177521]

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I can't really think of anything! [#1177524]

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The speed at which computers were fixed. [#1177525]

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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]

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A stronger Wifi connection throughout the campus. [#1177528]

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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 it 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]

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I'm very satisfied with the service. [#1177532]

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Easier changeover between Wi-Fi hot spots without drops in signal [#1177534]

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More help desks around the campus. [#1177545]

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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]

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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]

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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]

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The consistency of wifi on campus. [#1177583]

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The wireless internet is sometimes patchy in crucial places on campus and sometimes it is a big convenience. [#1177591]

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Teaching our professors to be more computer literate. [#1177615]

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Better guides for how to use different technologies on campus [#1177621]

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Better wireless coverage [#1177628]

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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]

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Improve reliability and accessibility of Wifi across campus, especially in dorms. [#1177636]

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More iMacs present on campus as they provide the most up to date, efficient, and reliable technology. [#1177637]

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I believe that the Internet is very reliable throughout campus, except for Wehner during peak class times. [#1177639]

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More WiFi Coverage and accessibility [#1177646]

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hope that wifi covers throughout the campus [#1177653]

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I would make Howdy Portal easier to navigate and use [#1177671]

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better internet in whener [#1177673]

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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]

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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]

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Allow students to have their own wireless routers in the dorm room [#1177684]

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Phone access Internet and especially for tablets [#1177697]

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Better mobile device connection [#1177703]

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Wireless [#1177706]

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continue using blackboard collaborate instead of Centra [#1177723]

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Most of the wifi is great, it could be improved in Kleburg though. [#1177729]

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Easier to use/understand library website [#1177738]

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Improve Wifi reception in places where it is weaker in campus buildings [#1177739]

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Improve access to easy to use guides and training on a central website to self-troubleshoot common computer problems when using campus computers. [#1177745]

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More open access labs would not hurt. Maybe one in Zachry? [#1177756]

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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]

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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]

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Internet service for BlackBerry. [#1177804]

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I think the program is great! I just wish my computer was better! [#1177805]

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Since I am at Penberthy fields often, it would be nice to have Wi-fi service there. Everything else is amazing. [#1177824]

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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]

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None. [#1177845]

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connection outside buildings on patios and such [#1177850]

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Organization of all websites [#1177852]

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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]

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The Email system seems out of date. [#1177863]

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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]

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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]

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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]

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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]

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Make the wifi better [#1177876]

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Improve the wireless internet coverage. [#1177887]

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Faster internet wi-fi. Also, having wi-fi that can be used on phones. [#1177896]

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Update technology in older buildings. [#1177901]

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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]

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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]

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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]

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Shutting down rogue networks more quickly and not allowing them to be reaccessed. [#1177936]

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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]

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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]

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To have fast, consistent, easy-to-use internet across campus. [#1177960]

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Elearning [#1177970]

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TAMU's technology is exceptional. Cannot think of any changes I would make off hand. [#1177971]

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Wi-fi everywhere [#1177974]

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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]

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Let us be able to use our own internet routers [#1177979]

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Faster Internet speeds [#1177980]

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make word downloadable for the new macs. [#1178004]

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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]

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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]

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Having wireless in all of the dorms. It makes doing work a lot easier. [#1178024]

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Just to improve wireless signal throughout campus for access to internet virtually anywhere on campus. [#1178029]

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Internet speed consistency even under high traffic usage [#1178031]

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I would increase the speed of the Virtual Online Access Lab (VOAL). [#1178036]

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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]

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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]

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I wish there were tutorials of some types of computer programming or basic use of computer issues. [#1178048]

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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]

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Getting the wifi internet service in classrooms to be faster. [#1178058]

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I would add more servers, so more people could access the internet and/or campus site without performance dipping. [#1178064]

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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]

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Having the WiFi work all across campus and not have bad reception in certain buildings. [#1178084]

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More availability [#1178086]

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Evan's library, signal should be improved [#1178087]

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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]

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The service tends to be slow. So maybe somehow speed it up. [#1178093]

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Wireless network stability ( when there are various laptops connected in one place the connection slows down or it is lost).. At least in west campus and the vet building [#1178098]

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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 and nothing can get done if you are not on the ethernet. [#1178104]

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For iPhone compatibility- it's been for more than 2 semesters that once my phone is connected to tamulinkk.wpa it loses the connection as soon as my phone is locked. Please improve that [#1178105]

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To have more reliable Internet service. [#1178115]

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more wi-fi coverage around campus. [#1178117]

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N/A [#1178118]

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Make every single building on campus have wireless. Housing as well. [#1178119]

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To keep the bike fix-it stations working, if that constitutes for technology services. [#1178123]

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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]

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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]

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Having faster web access in some of the classrooms where web access is slow [#1178138]

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I would get a better e-mailing system. [#1178140]

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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]

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An app for the Howdy Portal [#1178151]

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In one of my classrooms I do not get internet service so I would like to have that in that classroom. [#1178161]

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Wireless all over campus and in all residences halls. [#1178163]

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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]

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An even larger availability of WiFi spots on campus would be convenient, maybe stronger routers that cover parts of sidewalks. [#1178180]

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Wifi in my dorm. (Dorm 5 on the quad) [#1178181]

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easier login [#1178182]

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Coverage in all campus [#1178191]

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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]

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Provide more software (for example Matlab) for reduced prices to students. [#1178207]

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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]

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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]

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Better internet connection in some areas. [#1178219]

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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]

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Providing the teachers and professors information about how to use all of the systems available in the classrooms. [#1178227]

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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]

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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]

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Faster internet [#1178261]

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Printers in the msc [#1178263]

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I believe the services offered to us are state of the art. I would just like to thank you for the same. [#1178265]

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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]

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Have more access points throughout campus. [#1178272]

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Technology services should have a sort of "open house", where students can come and get updated on new services available, and technology updates. [#1178277]

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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]

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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]

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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]

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Add Google Chrome to open-access computers [#1178309]

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Fix elearning's run windows. [#1178327]

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WIFI could coverage anyplace on campus. [#1178331]

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None, overall really satisfied with TAMU tech services. [#1178339]

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Be able to buy photoshop by istel [#1178344]

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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]

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Have an extra couple of printers in Evans. The service is good and the howdy portal is efficient so I have no complaints [#1178355]

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Faster wifi [#1178364]

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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]

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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]

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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]

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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]

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Make it accessible all over the campus, even on the school bus route. [#1178387]

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Availability of the OALS on campus [#1178398]

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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]

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Better support for blackberries on campus wireless networks. [#1178433]

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Have wifi in all buildings, classrooms, dining areas, and outside areas on campus. [#1178444]

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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]

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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]

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The campus wireless service [#1178503]

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Find a better video streaming method than media matrix for assigned videos. I have trouble with it every time. [#1178507]

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The A&M map [#1178585]

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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]

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I don't think there should be any changes. [#1178611]

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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]

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More reliable wi-fi in classrooms in the Wehner building!! [#1178641]

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more complete wifi services [#1178643]

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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]

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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]

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Faster internet! [#1178670]

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Nothing [#1178687]

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I would make the wifi more consistent and faster. Sometimes there is a serious lag or sometimes it cuts out altogether. [#1178694]

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Easier set-up for wireless internet. [#1178704]

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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]

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Besides having trouble with the wireless internet near Research Park, I have no complaints about the university's technology service. [#1178729]

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We need a single userid and password for the TAMU System. [#1178733]

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More training classes for students. [#1178746]

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More consistant and reliable, as well as being easier to access. [#1178906]

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Off campus access to computer programs on university computers [#1178920]

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User interfaces. Mobile applications. A better email client such as MailBox for University students. [#1179007]

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I wish there were a way to make the internet better (my technological knowledge is clearly astute) all across campus. [#1179097]

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More wifi in dorms [#1179179]

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I would like to make printing in the West Campus Library quicker. I would also like more access to Macs in computer labs. [#1179204]

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Faster internet. [#1179227]

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Making sure that every classroom has access to high speed wifi. [#1179242]

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customer service [#1179262]

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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]

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Be able to log on from multiple devices. [#1179330]

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I honestly can not see anyway it can be improved [#1179366]

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I wish that there was internet access provided in the West Camus park. (I like to go out there to study.) [#1179372]

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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]

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In crease wireless coverage. [#1179428]

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The speed and coverage. [#1179467]

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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]

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Higher-speed wifi. I'm often impeded by download times when I need software in a hurry. [#1181759]

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Having an on-campus geek squad [#1181762]

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I haven't had any troubles with it yet. [#1181802]

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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]

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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]

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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]

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I would make the wi-fi faster and more widely available. [#1181993]

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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]

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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]

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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]

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Improve the email/messaging function of eLearning to allow students to communicate outside of class. [#1182224]

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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]

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I would make sure that all dorms on campus had wifi available. My dorm does not currently have wifi hooked up. [#1182560]

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Occasionally my computer/smartphone struggles to connect to the wifi. It can see the network, but won't connect. [#1182566]

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The tamu app for mobile devices needs to contain more information such as parking rules. [#1182629]

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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 access throughout the campus [#1182790]

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Create a better mobile app for bus routes. [#1182811]

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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]

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Having a cellular phone signal within residence halls and certain buildings [#1182821]

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Faster wireless; replace more of the old 802.11g Cisco WAPs with the new Aruba dual-band 802.11n WAPs [#1182845]

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Connection ease and consistency. [#1182925]

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Internet speed and quality [#1182958]

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Faster speeds in the Psychology building [#1196484]

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I would have wifi in all dorms. [#1196497]

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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]

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Sometime the wireless comes on and off intermittently and the speed is not quite satisfying [#1196501]

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Provide more on-line courses on topics related to technology. [#1196530]

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more apps for doing homework online [#1196568]

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Wireless services ( access speeds, mobile device accessibility, mobile device usage for university online services) [#1196575]

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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]

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Faster connecting ability to the internet from both mobile and computers [#1196633]

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Better and more and reliable Internet service! [#1196703]

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More experienced personnel replacing student-workers who may not be as experienced in tech services. [#1196704]

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The university's technology is pretty good! Keep up th good work! [#1196705]

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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]

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The speed of the internet. [#1196729]

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More on-site help with classroom equipment. [#1196764]

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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]

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More knowledgeable and timely assistance from tech support staff. [#1196778]

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Wireless access inside all academic buildings and outside throughout the campus green space. [#1196815]

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Improve wi-fi in older buildings, such as Chem Building [#1196822]

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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]

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Faster, more reliabile internet! [#1196843]

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install a wifi router on every lamps on campus, use solar energy to supple the power. [#1196846]

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In my larger classes, I always have a problem connecting to the internet. I wish the connection could be improved. [#1196870]

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Better coverage, sometimes the wi-fi won't let me log in. [#1196896]

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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]

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Better Wi-Fi access in the Corps of Cadets dorms. [#1197014]

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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]

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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]

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Require all departments to upgrade software regularly. Many system admins are lazy about applying patches or free updates. [#1197137]

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More open access labs. [#1197188]

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I would add wifi to all of the dorms on campus. [#1197340]

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N/A [#1197474]

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Allow us to re-purchase software from software.tamu.edu after our computer crashes [#1197488]

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Elimate the areas on campus where the wifi is not available. [#1197497]

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I would improve the wireless connection throughout campus. It seems to cram up sometimes. [#1197509]

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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]

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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]

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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]

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I wish the wireless was more reliable in the vet school/hospitals on mobile devices. [#1197659]

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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]

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I do not want to change my password every semester. [#1197722]

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More new stuff, helping the students stay up to date with advances. [#1197729]

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More unification amongst departments and better communication about new products and resources [#1197765]

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Faster turn around for computer repair services. [#1197768]

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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]

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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]

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I hope it can be more accessible and efficient to solve the problem [#1197806]

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More information about specialized printing, like printing in color or printing in abnormal sizes, would be helpful. Otherwise it's pretty stellar service ;) [#1197869]

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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]

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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]

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Increase the speed of the internet on campus, many things such as email and videos take a long time to load. [#1197979]

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Some days when the library is really full I have trouble staying connected to the internet. [#1197981]

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More widespread [#1197983]

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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]

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Nothing really, but the internet on campus could improve. [#1198054]

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The wireless signal in my office in the building(VMRB) is always weak, even no signal inside the room. [#1198064]

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The technology services have met all my expectations. The only thing I would change would be the technical help department. [#1198111]

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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]

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Increase professor training [#1198161]

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I have taken a computer science class in which there were technical difficulties throughout 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]

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I would improve wifi and internet as it pertains to mobile devices on campus. [#1198193]

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Better cellular service around Kyle Field during game day. [#1198201]

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Well trained employees focused on efficiency of resolving issues instead of going through the same steps when escalated to multiple people. [#1198208]

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Make EES available online rather than having to go to Teague every year with a flash drive. [#1198215]

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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]

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More education based features like online excel tutorials. [#1198235]

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Faster, more consistent wireless [#1198757]

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You have to have additional login for different buildings. One online service for the campus would be best. [#1200755]

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Give the option to incorporate neo email in Gmail, Yahoo or Microsoft email web services; [#1200773]

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As a graduate student in Engineering, I would appreciate if more software packages such as drawing tools can be provided at discounted rate. [#1200778]

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More computer terminals available around campus, especially in Evans and other libraries [#1200785]

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I am still fairly new here so i do not have a comment yet at this time. [#1200852]

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I would improve an easier way to get better connection for ipads because sometimes mine has trouble catching wifi. [#1200871]

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It would be nice if the DoStat pages were a bit more interactive [#1200894]

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Better technology available to students [#1200950]

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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]

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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]

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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]

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I would want easier and user friendly interface for Blackboard. I would also like professor to be better trained on Blackboards use. [#1201081]

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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]

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Efficiency of technology. That is will work when needed and at its best performance as possible. [#1201110]

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Better and faster wi-fi [#1201128]

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Faster and more reliable wifi service all over campus. [#1201134]

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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]

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Design a new application for Android devices or IOS devices that provides all the services which a TAMU student need. [#1201242]

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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]

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I don't have anything in mind for improvement. [#1201275]

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