



Division of  
Information Technology

2021 Satisfaction Survey

The Texas A&M Division of Information Technology conducted a campus-wide satisfaction survey March 23, 2021 to April 2, 2021.

Responses were anonymous. To increase participation, an iPad was given away in an optional, random drawing.

Invitations and reminders were sent through the Maestro email system.

There were 4,249 survey participants, 3,766 of whom also entered the contest. The breakdown of participants is as follows: 48.61% were students, 28.65% staff, 14.28% students who are also staff members, and 8.46% faculty.

The following pages contain graphic representations of responses. The mean, standard deviation and variance of each are available on request. A separate document containing long-form answers is available.

QUESTIONS

Please select your role at Texas A&M University ..... 5

What is the primary college, department or unit for which you work? ..... 6

Please select your classification: ..... 7

What college is your primary major located within? ..... 8

Have you ever used Help Desk Central for support? ..... 9

Please rank your experience when visiting or contacting Help Desk Central ..... 10

How do you prefer to contact Help Desk Central or receive technical assistance? Select all that apply. .... 14

Have you ever used the Software Center (software.tamu.edu) to purchase discounted software? ..... 15

How do you rate the campus wired network on your office computer (speed/connection)? ..... 16

Please rate your experience with the TAMU WIFI campus wireless network: ..... 17

If you have experienced difficulty with WiFi on campus, what time of day was it? ..... 19

How many devices do you typically connect to the campus wireless network? Devices include mobile phones, tablets, watches, etc. .... 20

How satisfied are you with the television service in your residence hall (cable/Philo)? ..... 21

If you use keyless entry on campus, how satisfied are you with it? ..... 22

How would you rate the overall security of your university data (e.g., student or employee information) ..... 23

Have you heard of the Division of IT's security awareness month campaign/game held each October? ..... 24

How often do you use Texas A&M's Virtual Private Network (VPN)? ..... 25

How often do you use Google Apps? ..... 26

How often do you use these services? ..... 27

Have you used our Virtualization services? ..... 30

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Have you used our AggieCloud service? ..... 32

How do you rate the value AggieCloud brings to your organization? ..... 33

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The Division of IT is on Facebook, Twitter and Instagram. Are you following us on social media? ..... 35

Overall, how satisfied are you with the communications provided by the Division of IT? ..... 36

Are you an IT professional? ..... 37

Do you live on or off campus? ..... 38

Please rank the following based on the order you use them when you have an issue with a Division of IT service. .... 39

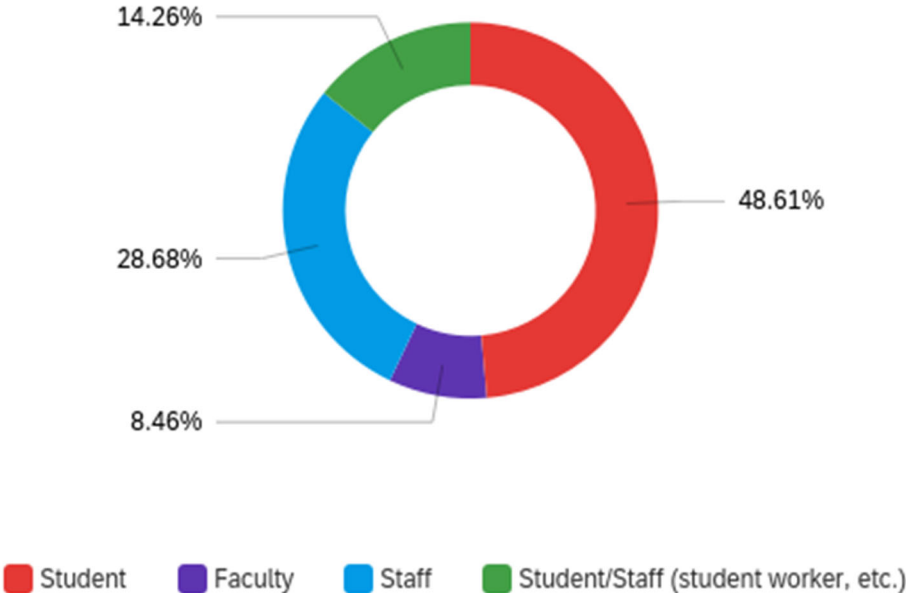
Duo Two-Factor Authentication is now required for all campus members. Please rate your experience. .... 43

How can we make the wireless network meet your expectations? ..... 44

Please list any campus locations where you would like to see TAMU WIFI wireless access added or enhanced. .... 45

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Please tell us how we can improve our communications: .....	49
What cloud solution do you prefer?.....	50
Is there anything the Division of IT should start doing? Stop doing? Keep doing? Any open feedback is welcome. ....	51
Have you used Microsoft 365? (Apps include OneDrive, Teams, Sharepoint, Word, etc.).....	52
Please rank the below social media platforms based on your usage.....	53
Are you aware of italerts.tamu.edu, which allows you to check the status of IT services and upgrade/maintenance notices? .....	54
Do you use a chat/messenger application for work? .....	55
Which chat/messenger app do you use? (Select all that apply) .....	56
Do you make work phone calls with your computer? .....	57
Which platform do you use to make calls on your computer? (Check all that apply) .....	58

Please select your role at Texas A&M University



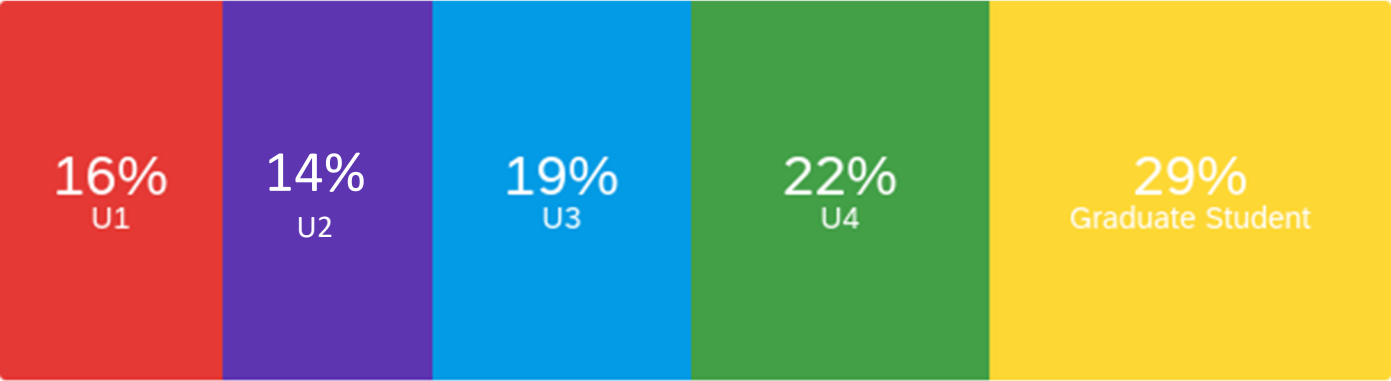
#	Answer	%	Count
1	Student	48.61%	2056
2	Faculty	8.46%	358
3	Staff	28.68%	1213
4	Student/Staff (student worker, etc.)	14.26%	603
	Total	100%	4230

# What is the primary college, department or unit for which you work?

Since this allowed everyone to enter their department, answers varied a great deal. The word cloud below shows the more common responses in darker and larger lettering.



Please select your classification:



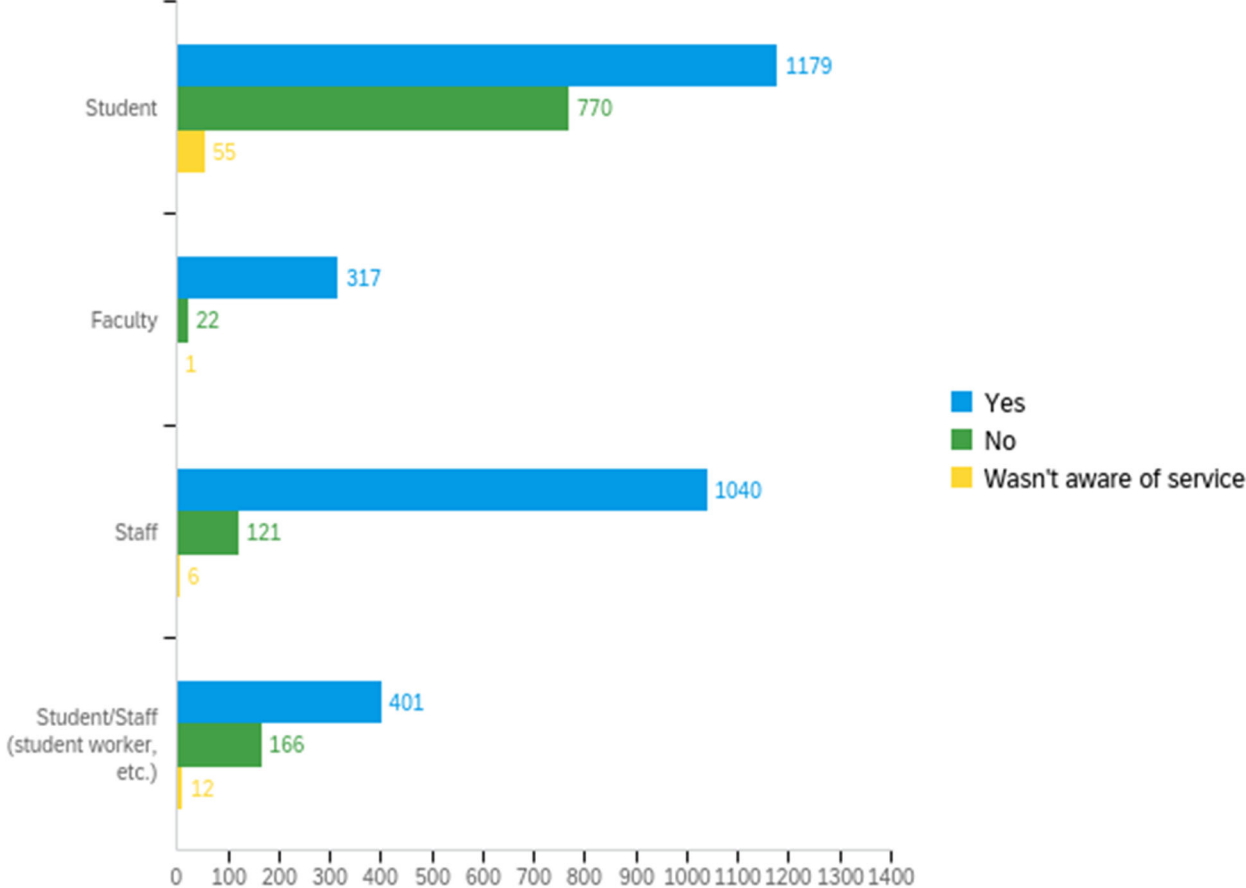
■ U1 ■ U2 ■ U3 ■ U4 ■ Graduate Student

## What college is your primary major located within?

#	Question	Student		Student/Staff (student worker, etc.)		Total
1	College of Agriculture and Life Sciences	74.82%	211	25.18%	71	282
3	College of Architecture	81.97%	100	18.03%	22	122
5	Mays Business School	84.17%	202	15.83%	38	240
7	College of Dentistry	0.00%	0	0.00%	0	0
9	College of Education and Human Development	70.46%	167	29.54%	70	237
11	College of Engineering	79.08%	737	20.92%	195	932
13	College of Geosciences	73.68%	42	26.32%	15	57
15	Bush School of Government & Public Service	63.64%	21	36.36%	12	33
17	School of Innovation	0.00%	0	0.00%	0	0
19	School of Law	93.48%	43	6.52%	3	46
21	College of Liberal Arts	76.63%	200	23.37%	61	261
23	College of Medicine	83.33%	5	16.67%	1	6
25	College of Nursing	100.00%	4	0.00%	0	4
27	School of Public Health	76.92%	10	23.08%	3	13
29	College of Science	75.37%	153	24.63%	50	203
31	College of Veterinary Medicine & Biomedical Sciences	74.52%	117	25.48%	40	157

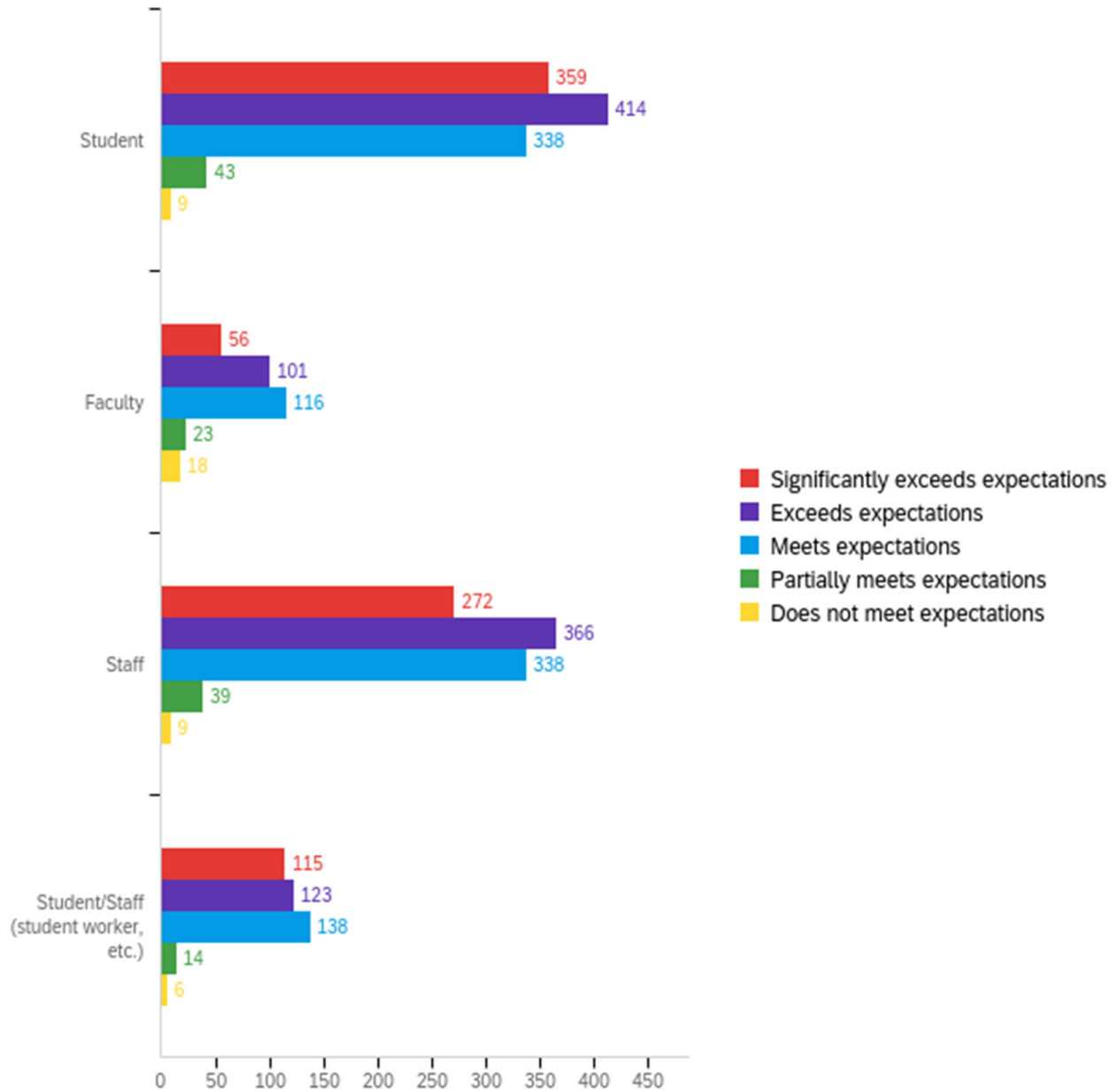


# Have you ever used Help Desk Central for support?

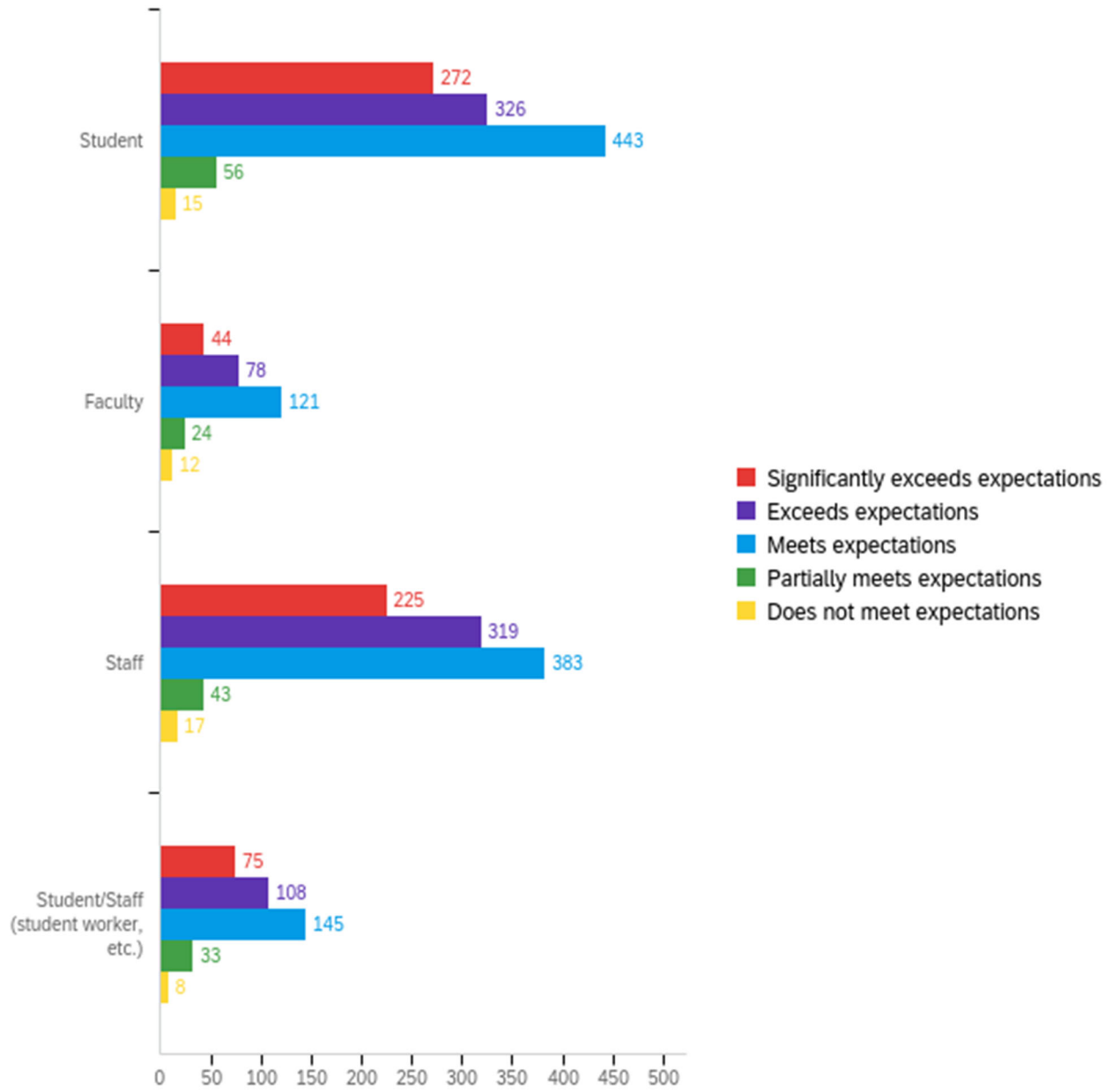


# Please rank your experience when visiting or contacting Help Desk Central

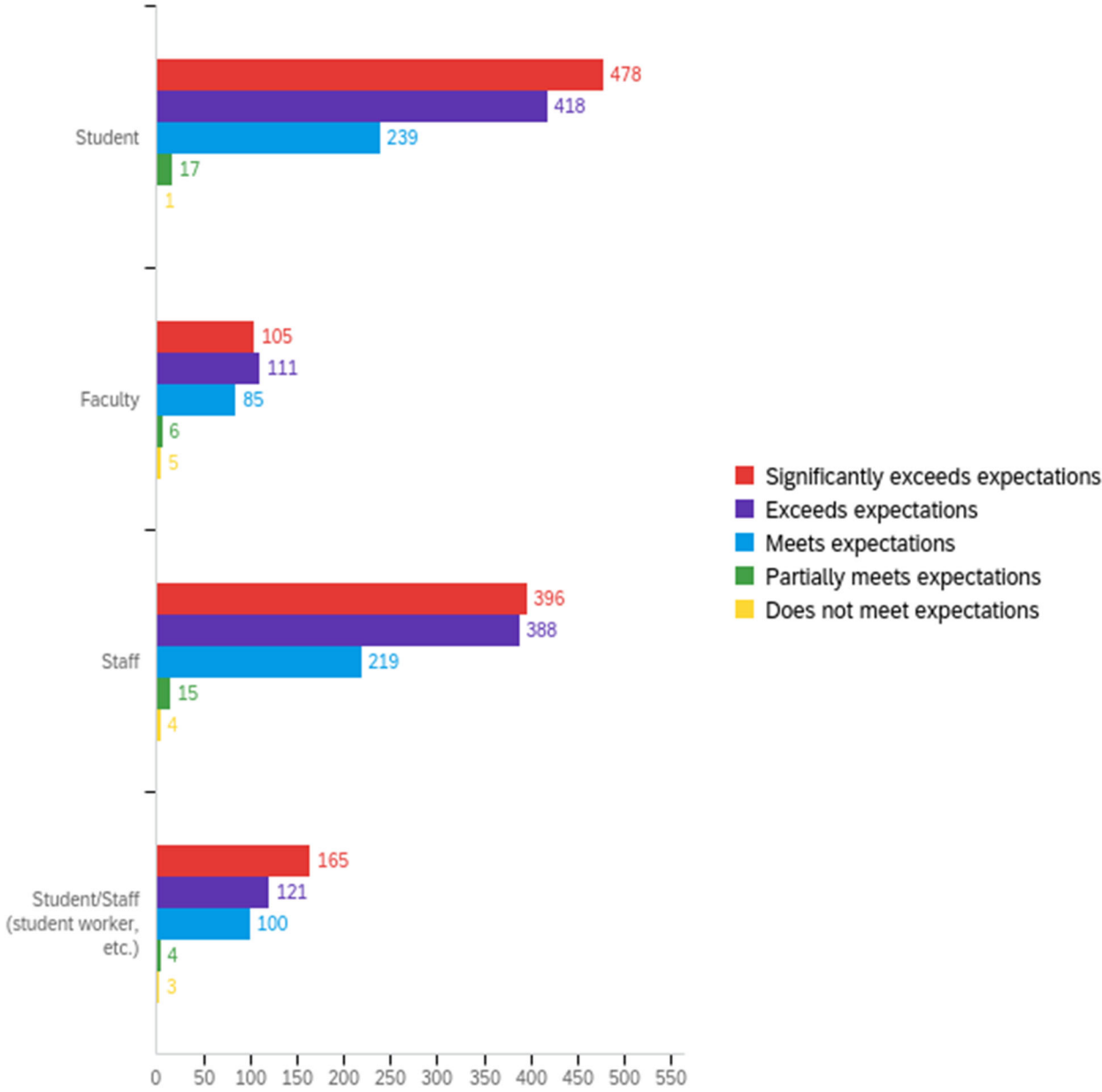
Your overall experience



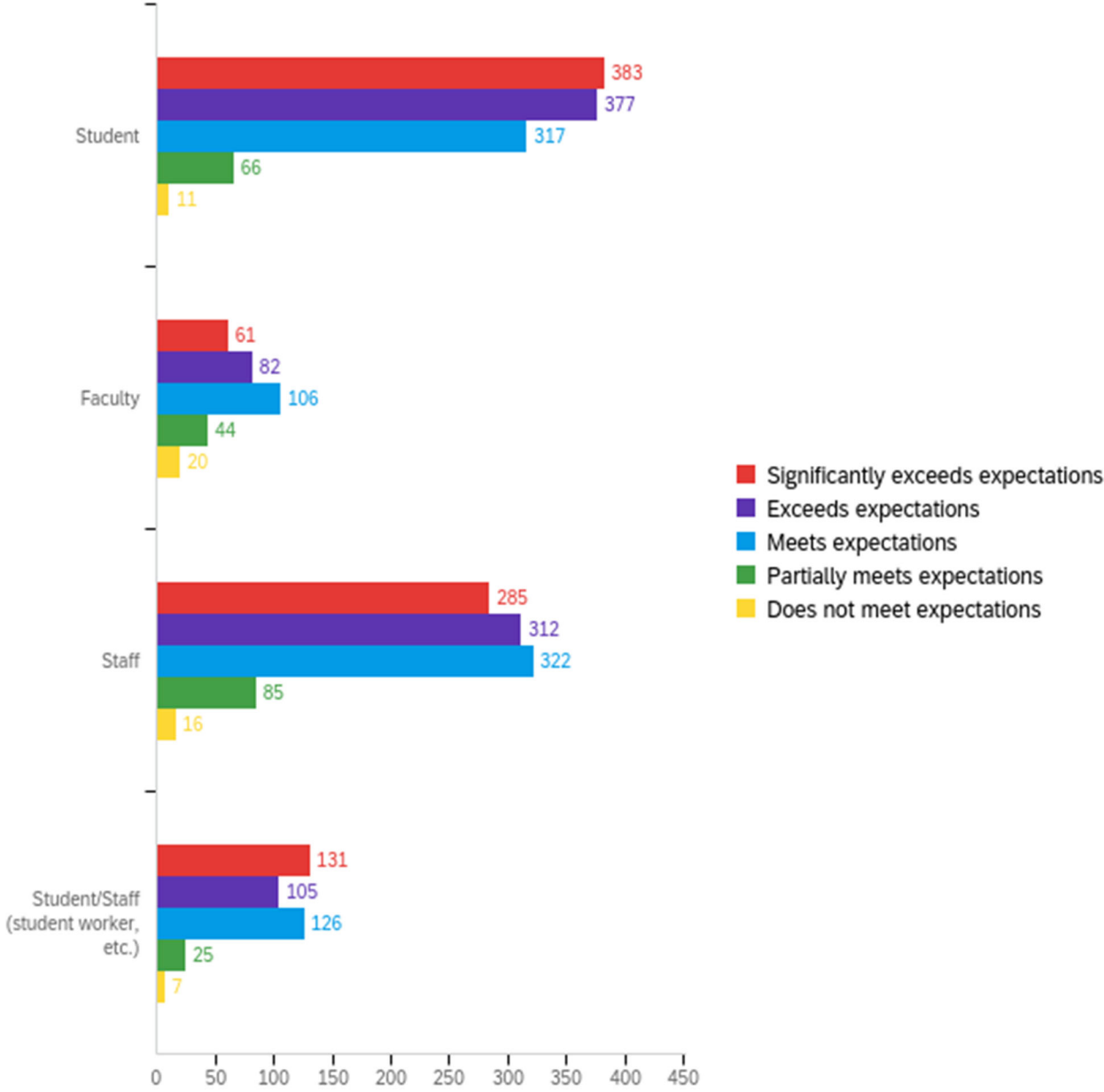
## Your hold time if you reached out by phone



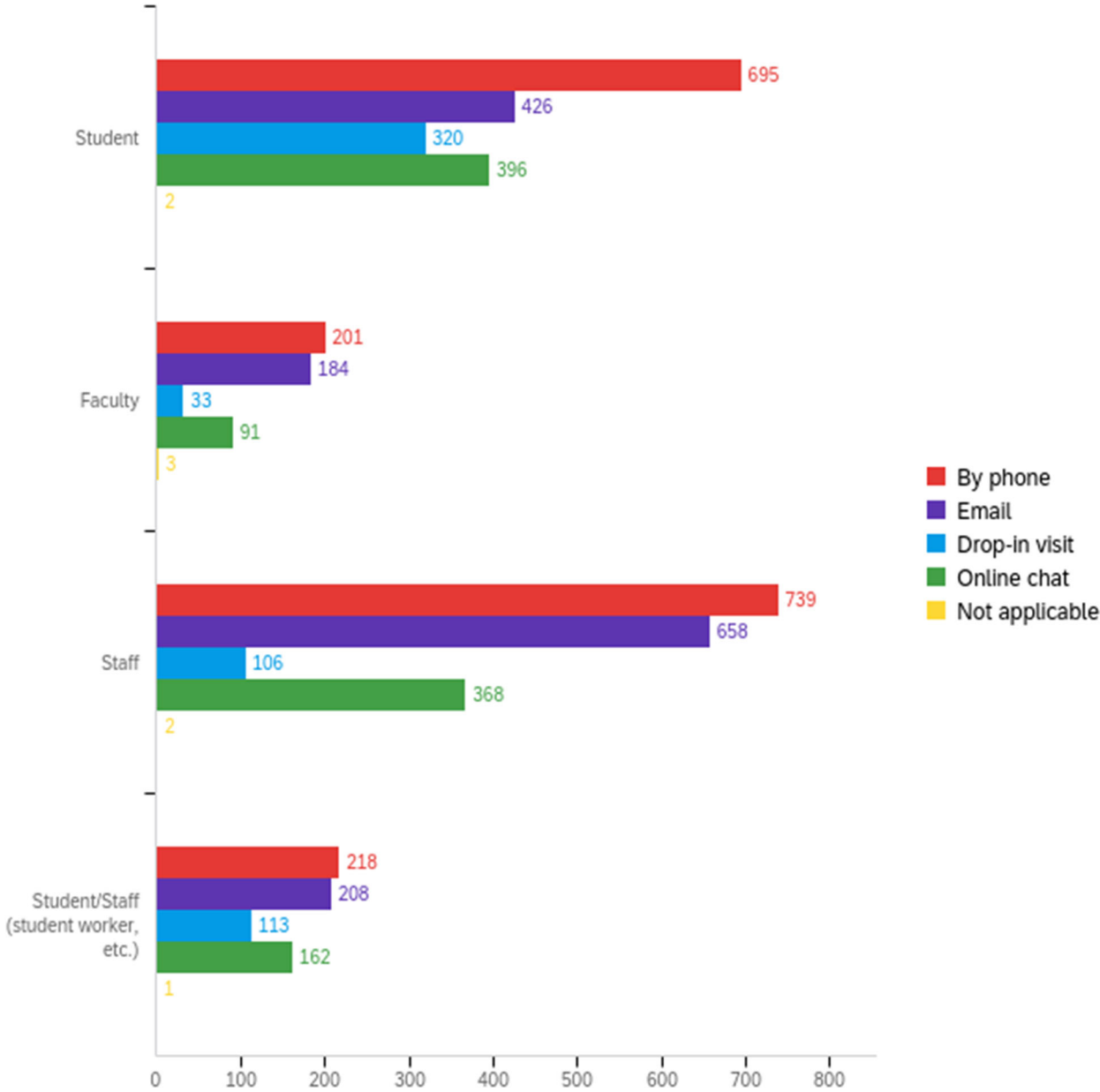
Politeness and courtesy of agent



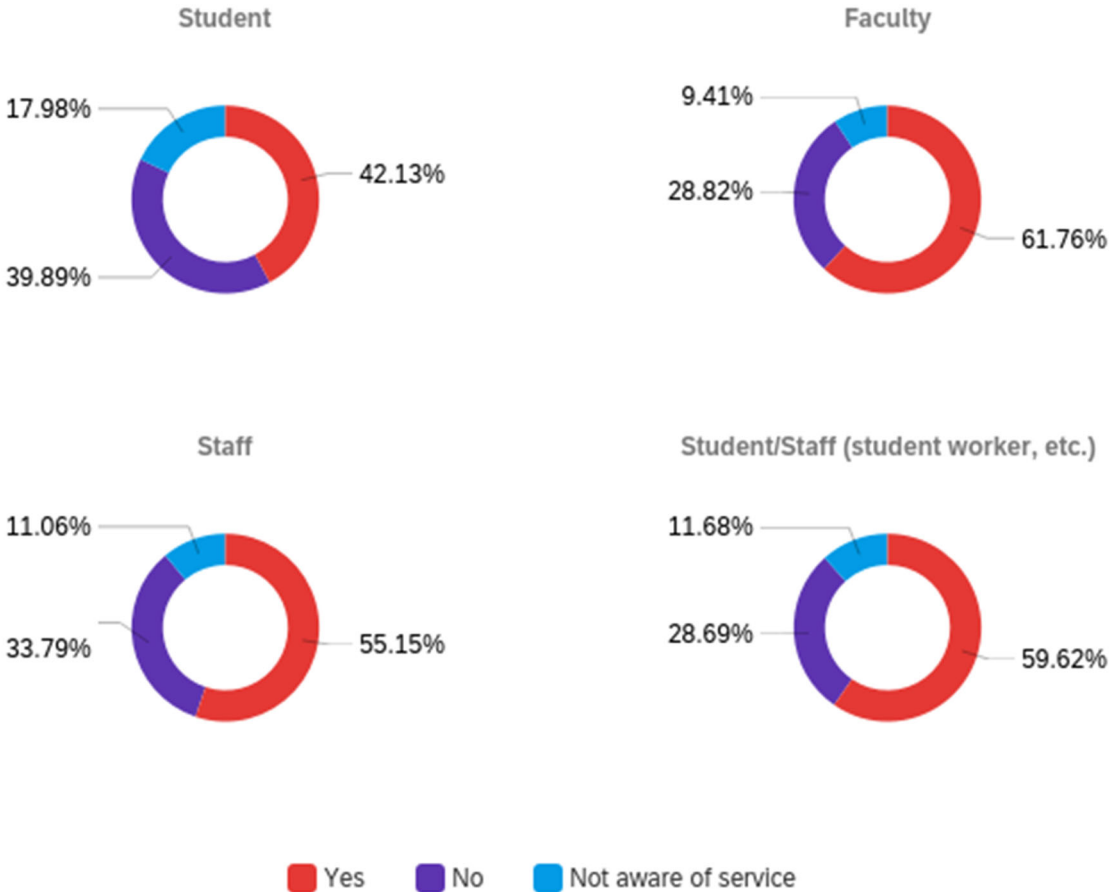
Ease of finding support



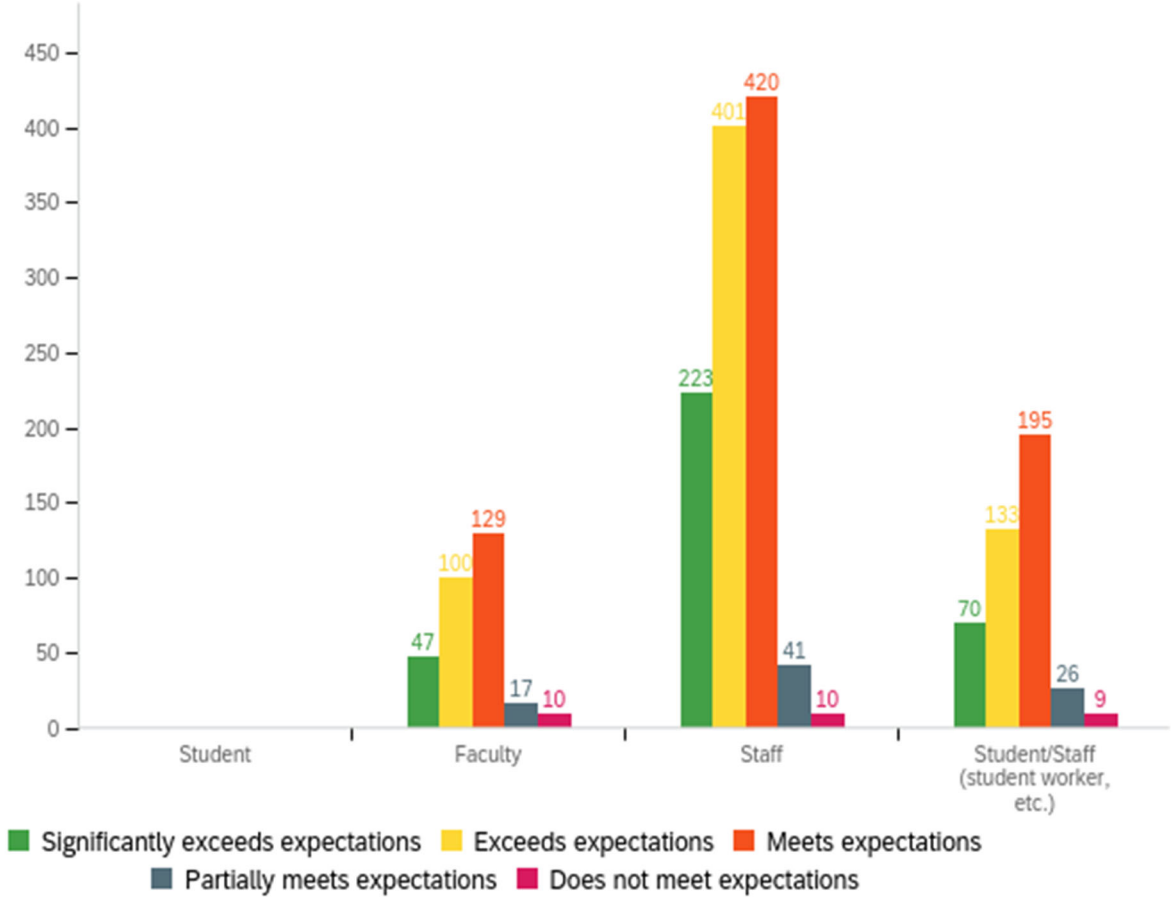
How do you prefer to contact Help Desk Central or receive technical assistance?  
Select all that apply.



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

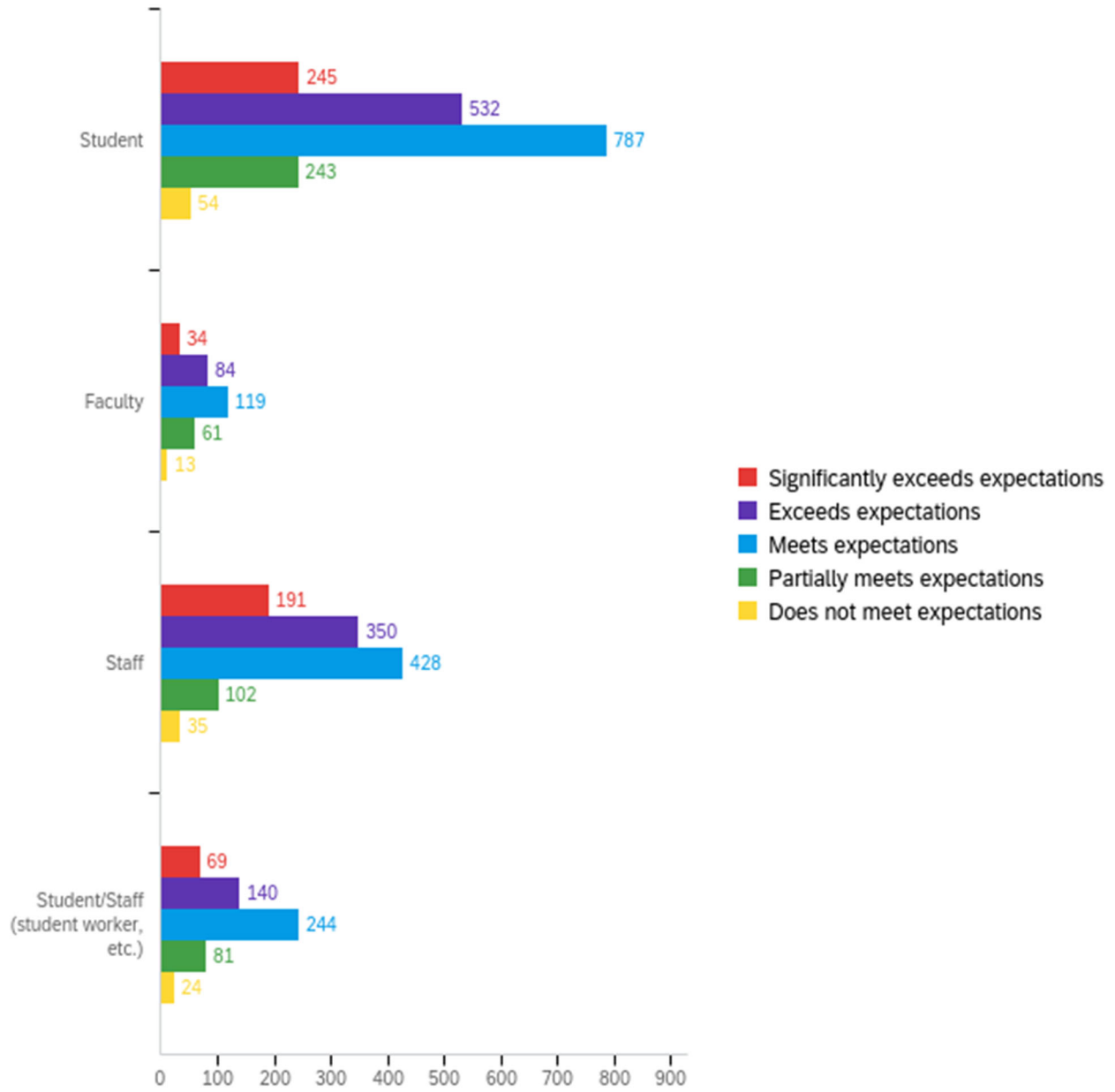


# How do you rate the campus wired network on your office computer (speed/connection)?

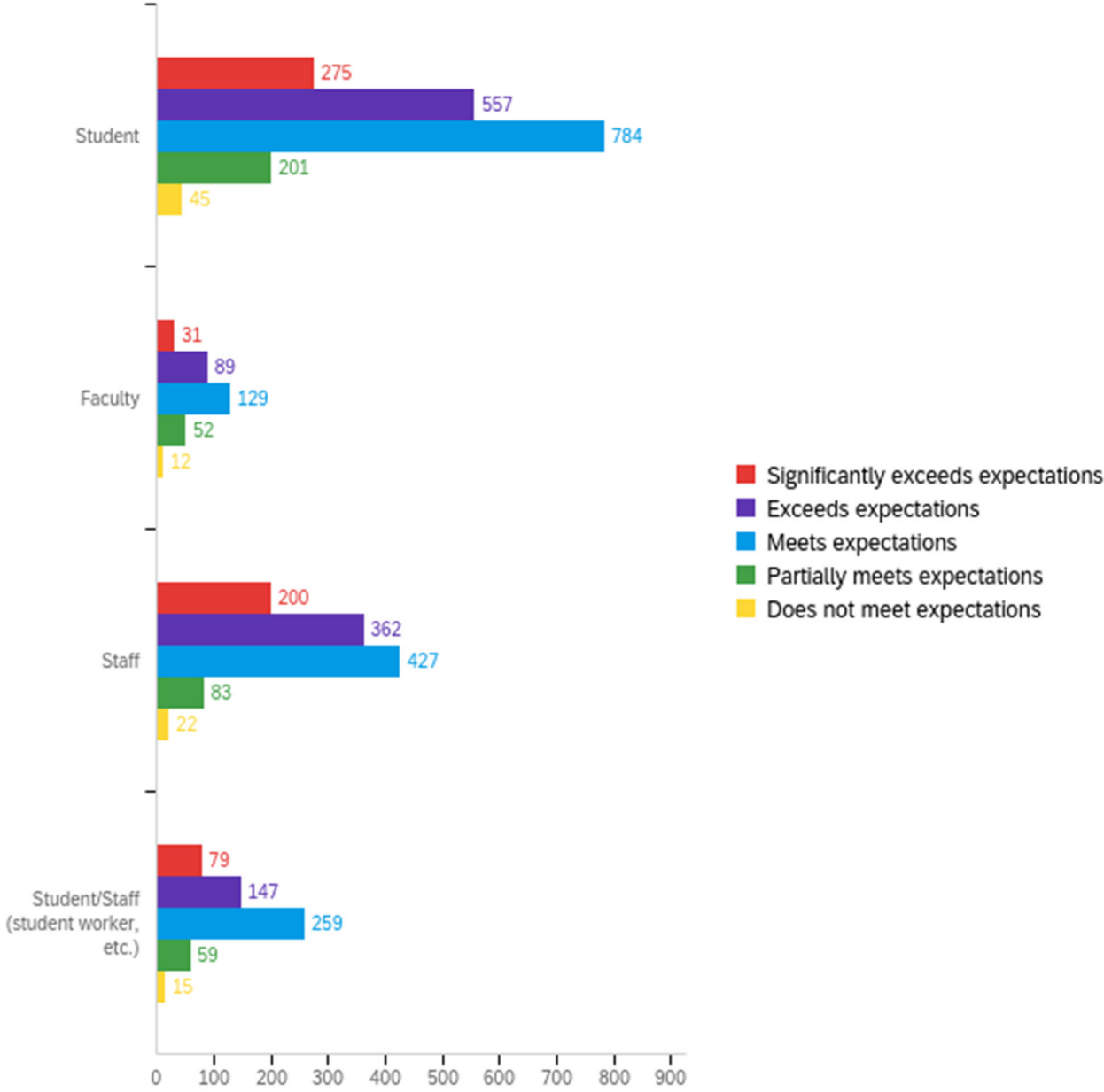




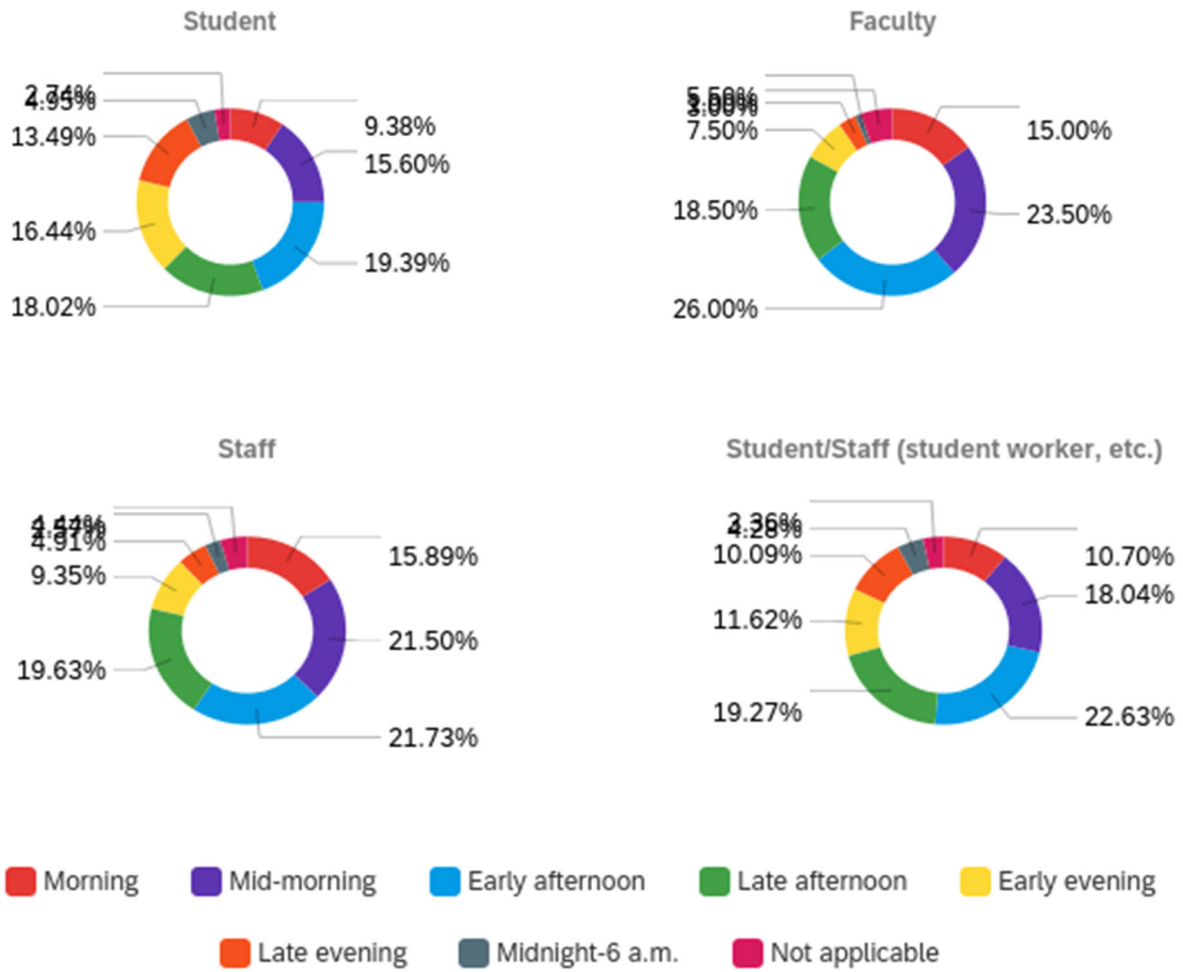
Please rate your experience with the TAMU WIFI campus wireless network:  
Wireless coverage and signal strength



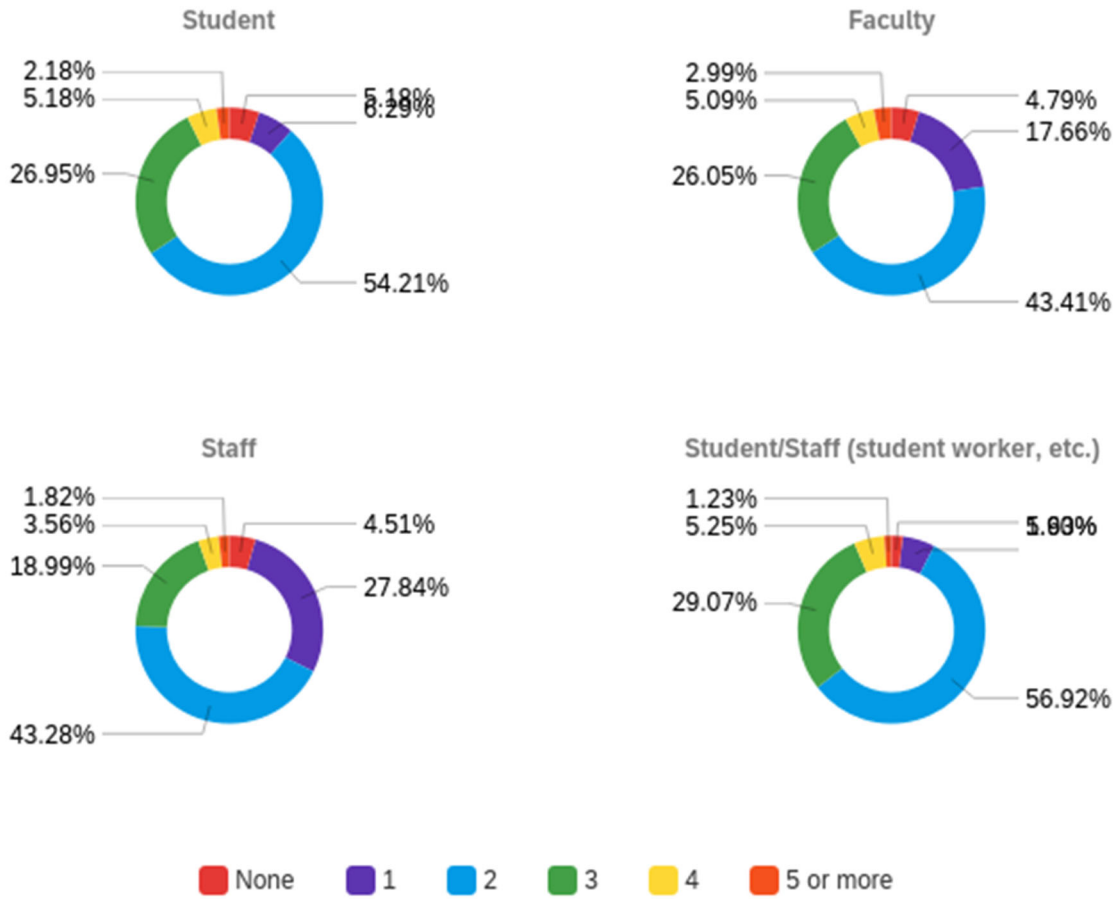
Speed of accessing websites; downloading files



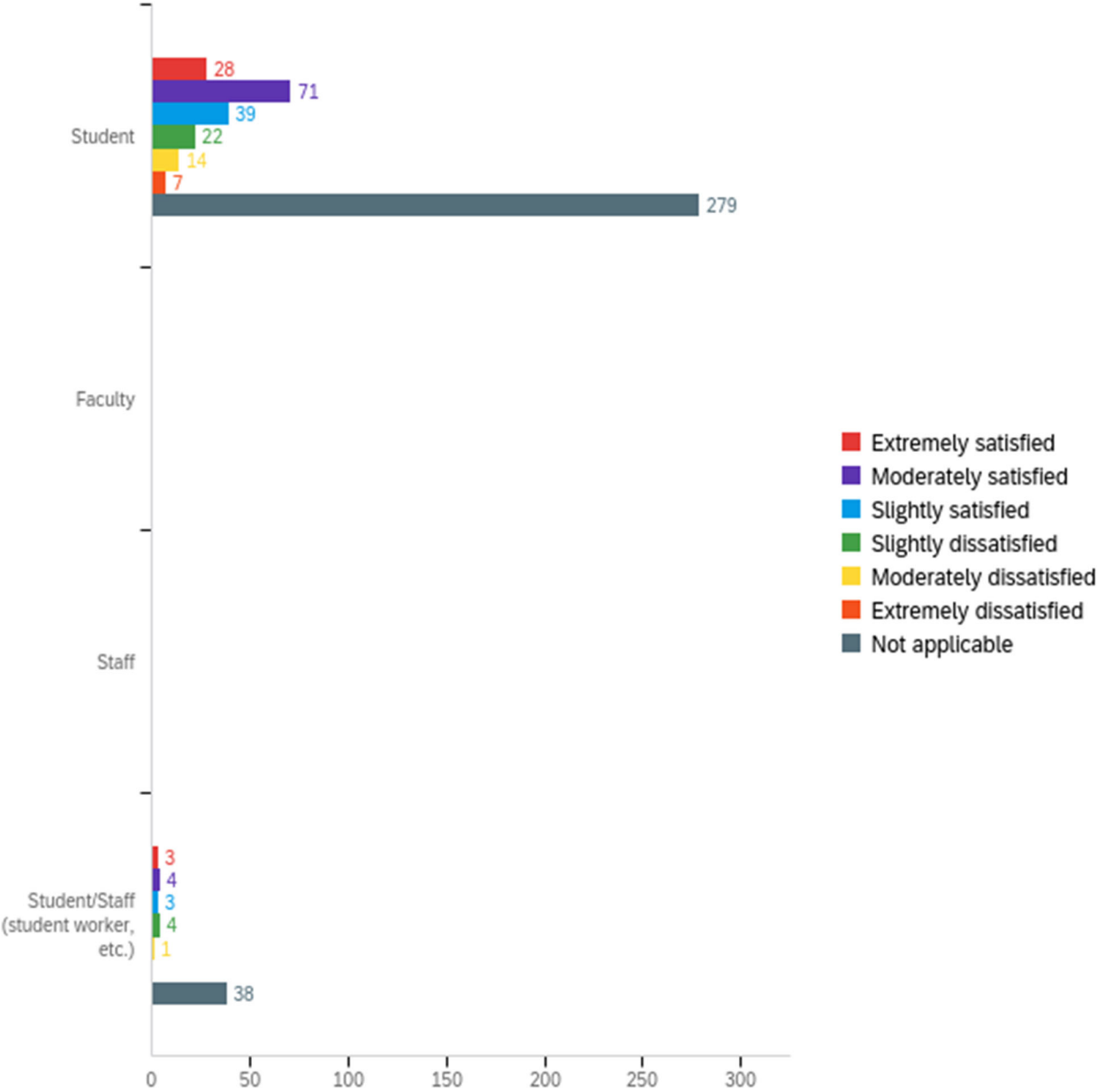
If you have experienced difficulty with WiFi on campus, what time of day was it?



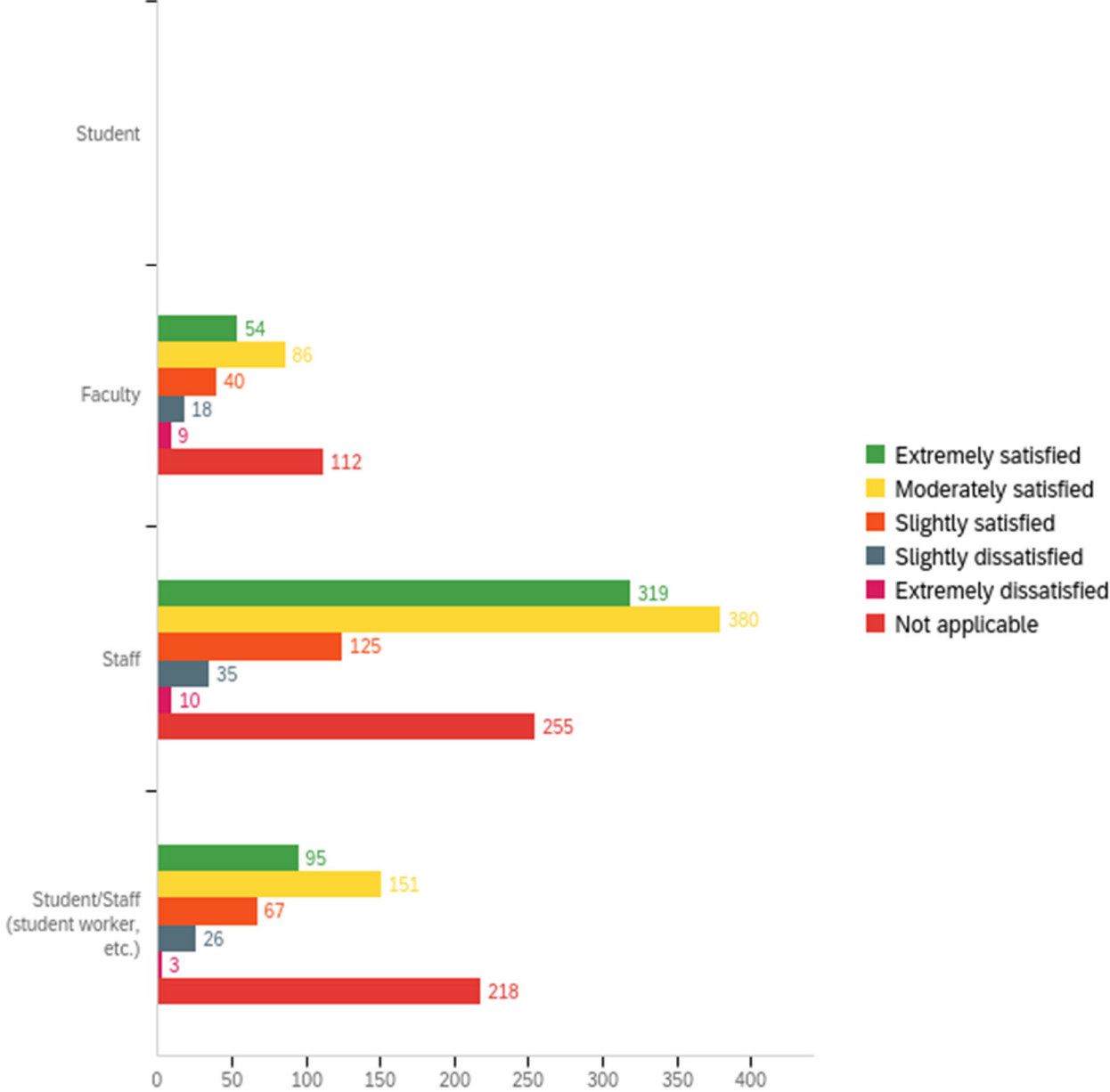
How many devices do you typically connect to the campus wireless network?  
 Devices include mobile phones, tablets, watches, etc.



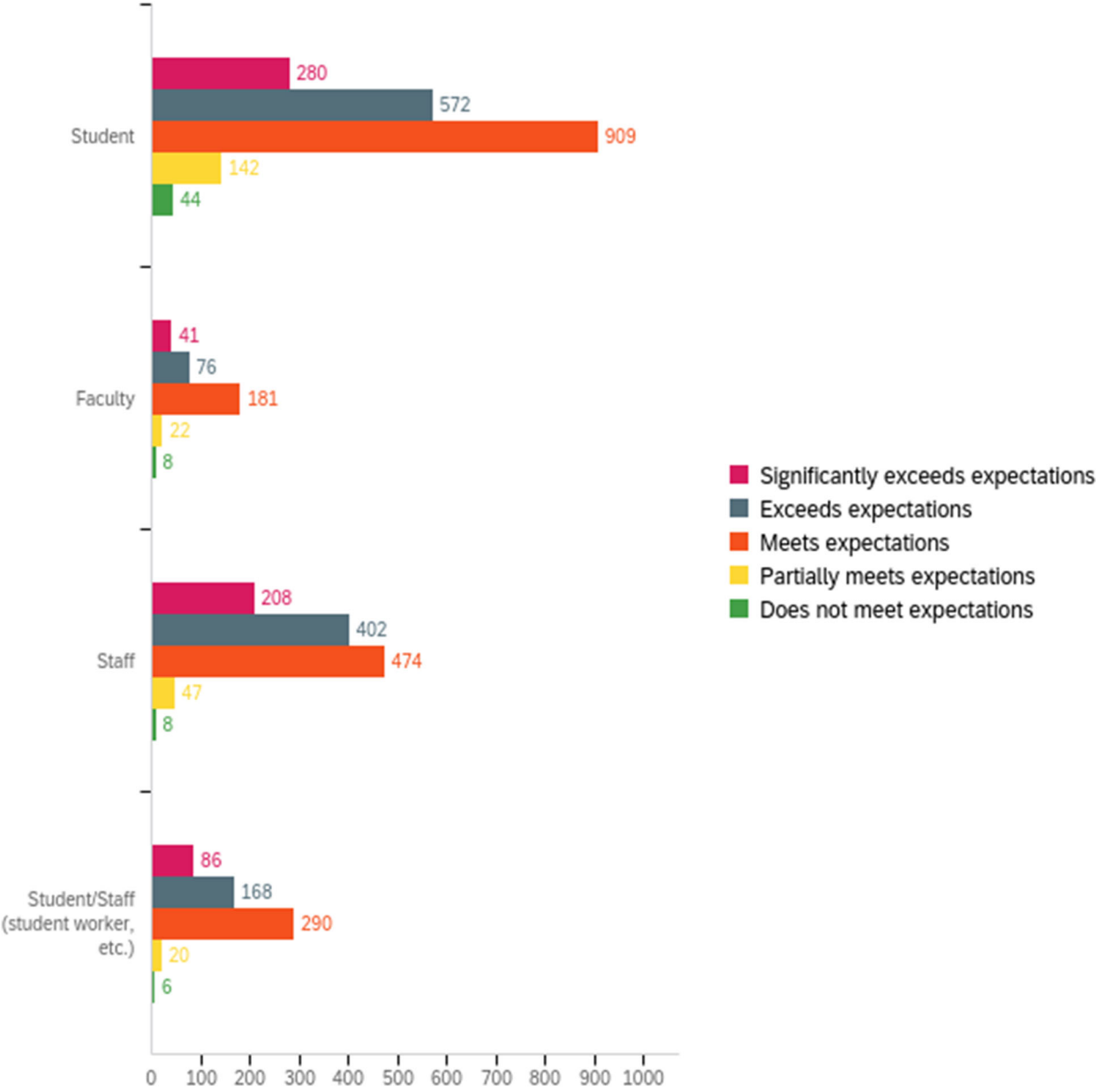
# How satisfied are you with the television service in your residence hall (cable/Philo)?



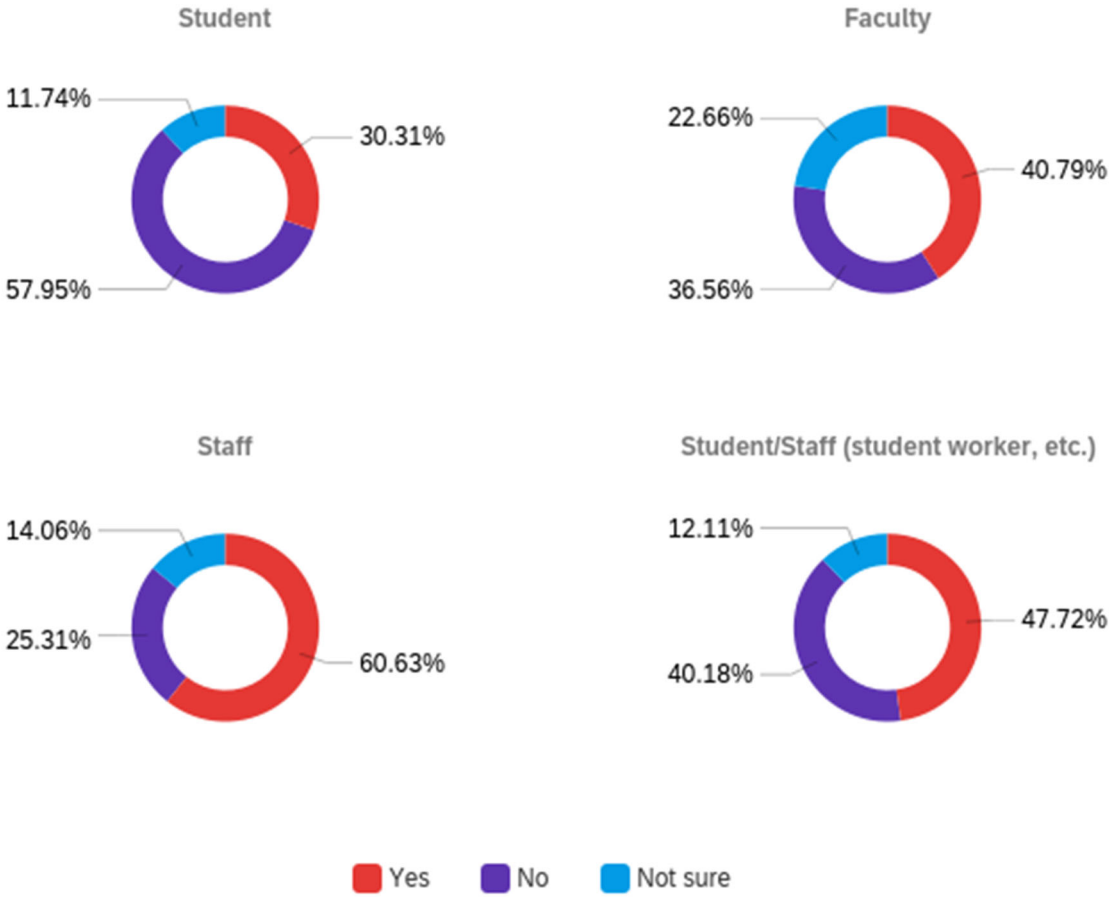
# If you use keyless entry on campus, how satisfied are you with it?



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

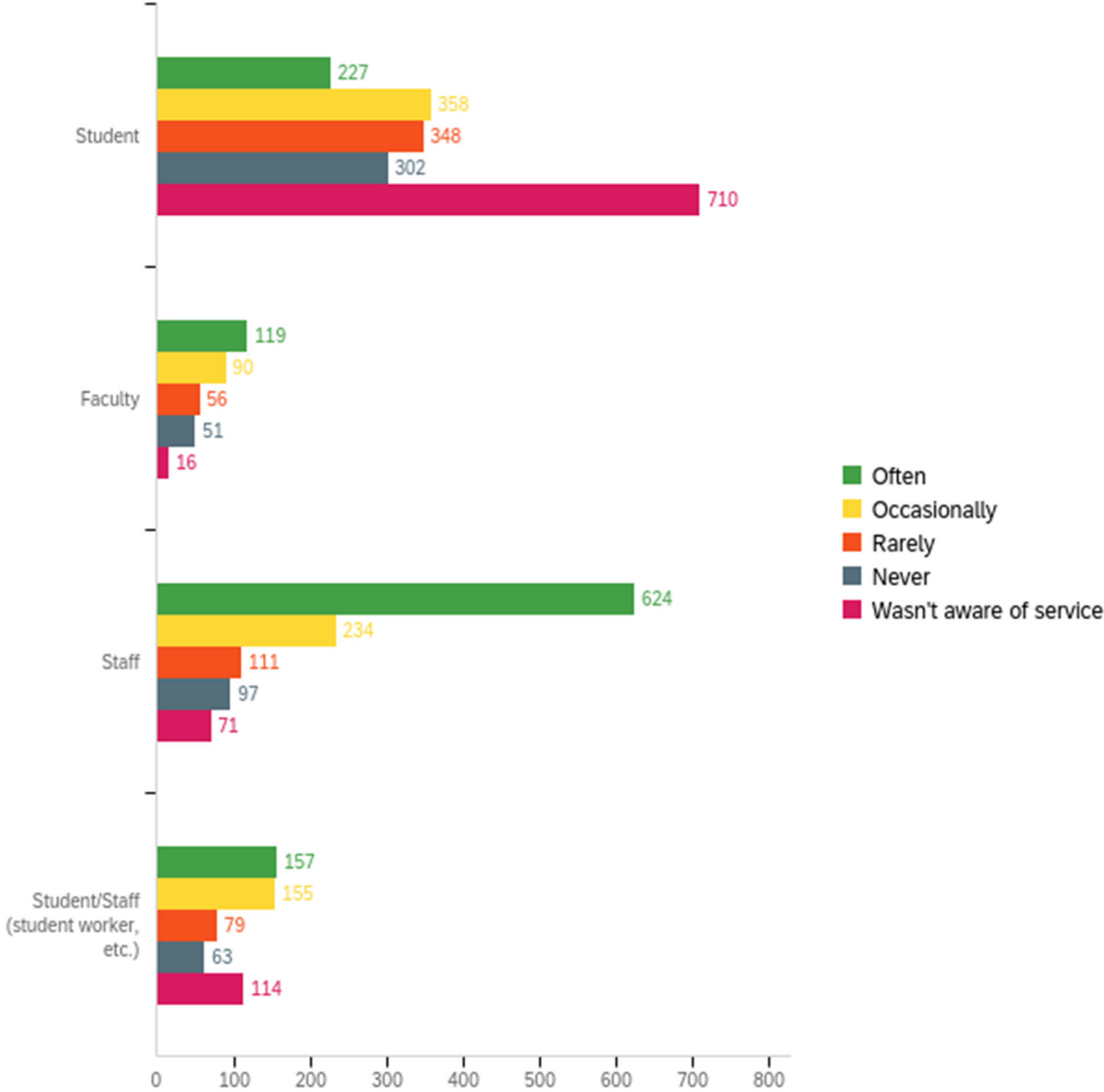


Have you heard of the Division of IT's security awareness month campaign/game held each October?

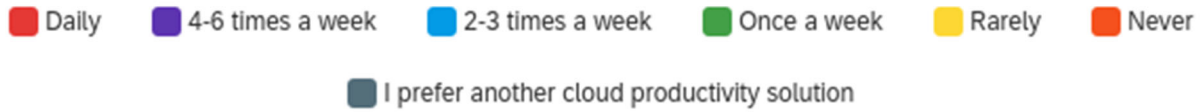
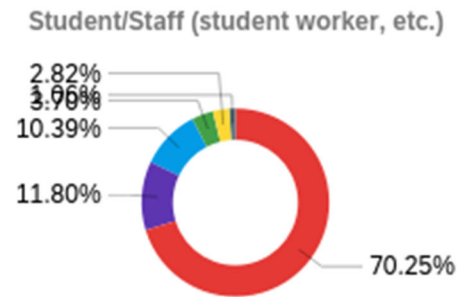
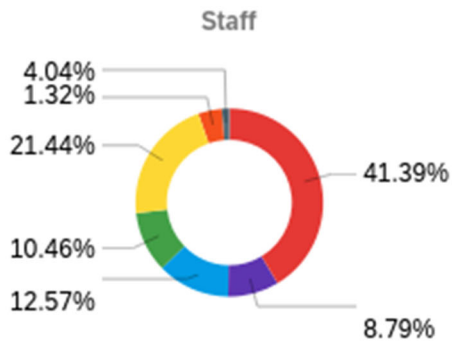
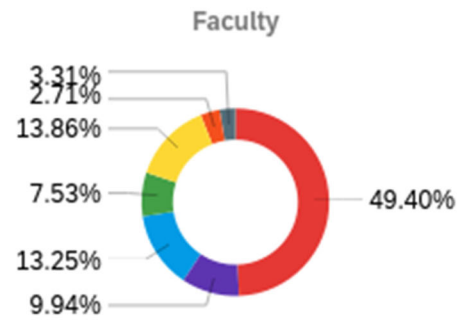
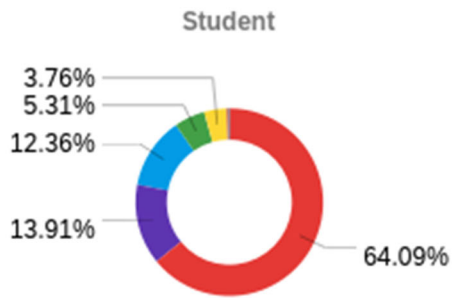




# How often do you use Texas A&M's Virtual Private Network (VPN)?

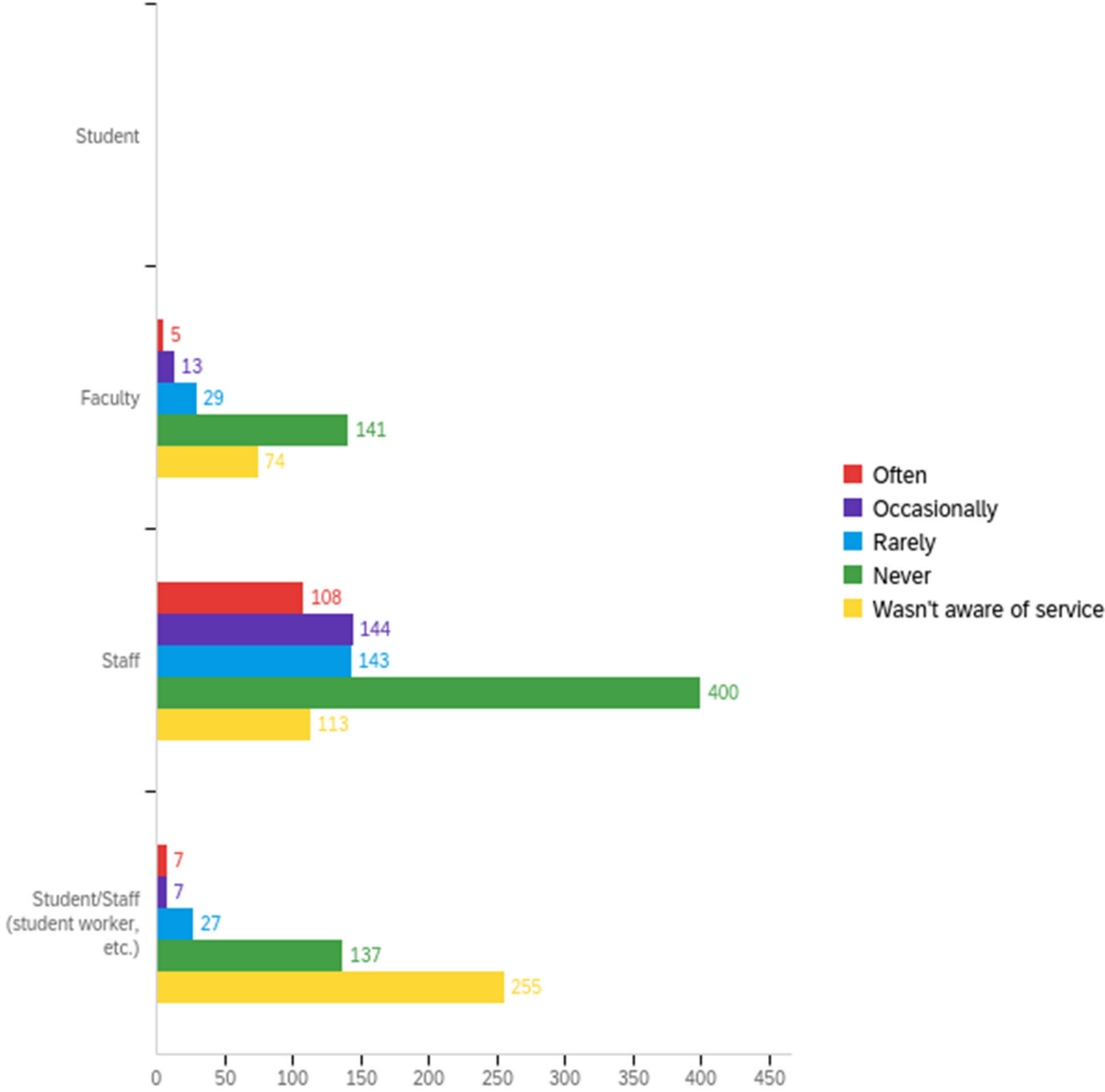


# How often do you use Google Apps?

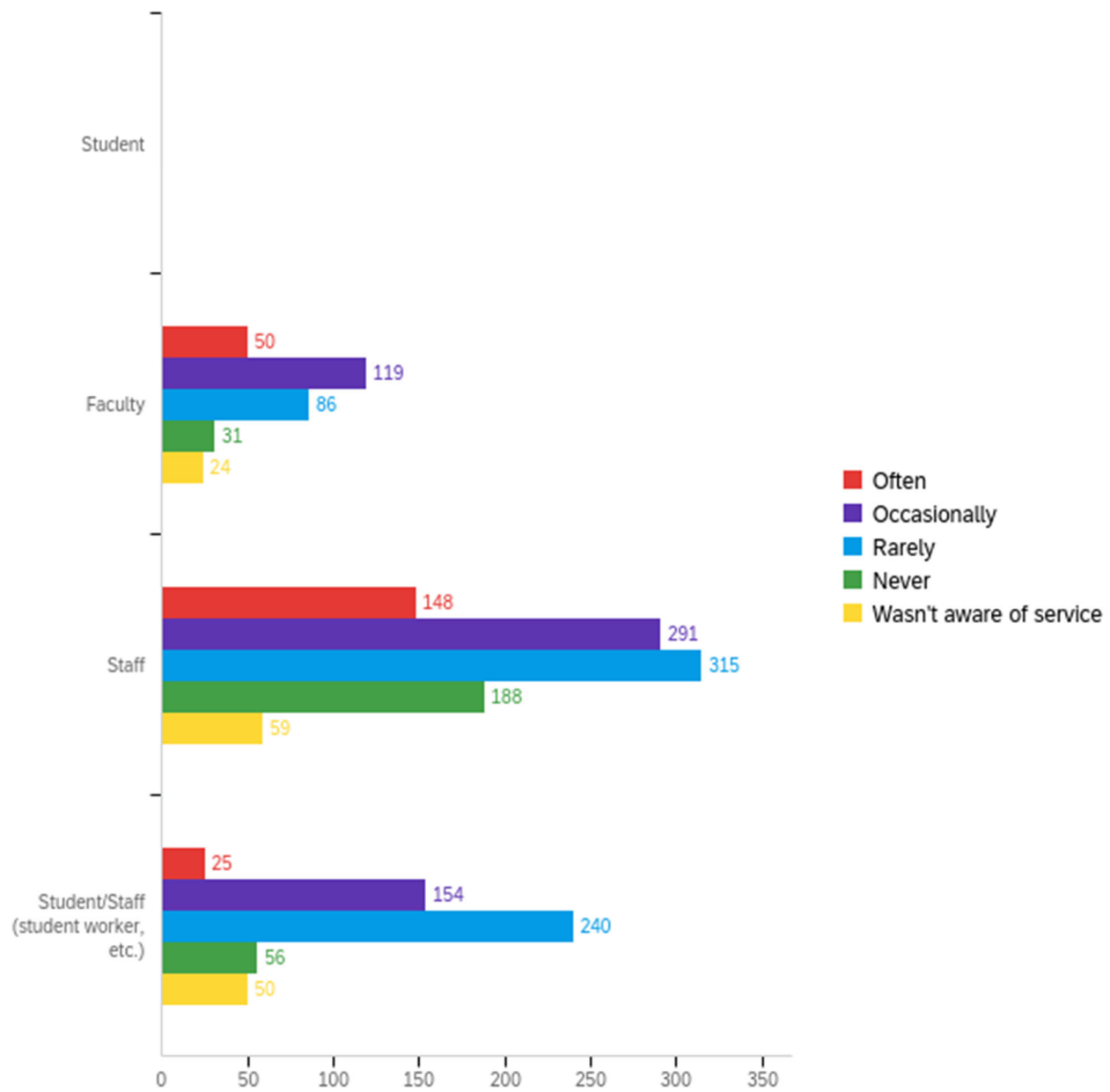


# How often do you use these services?

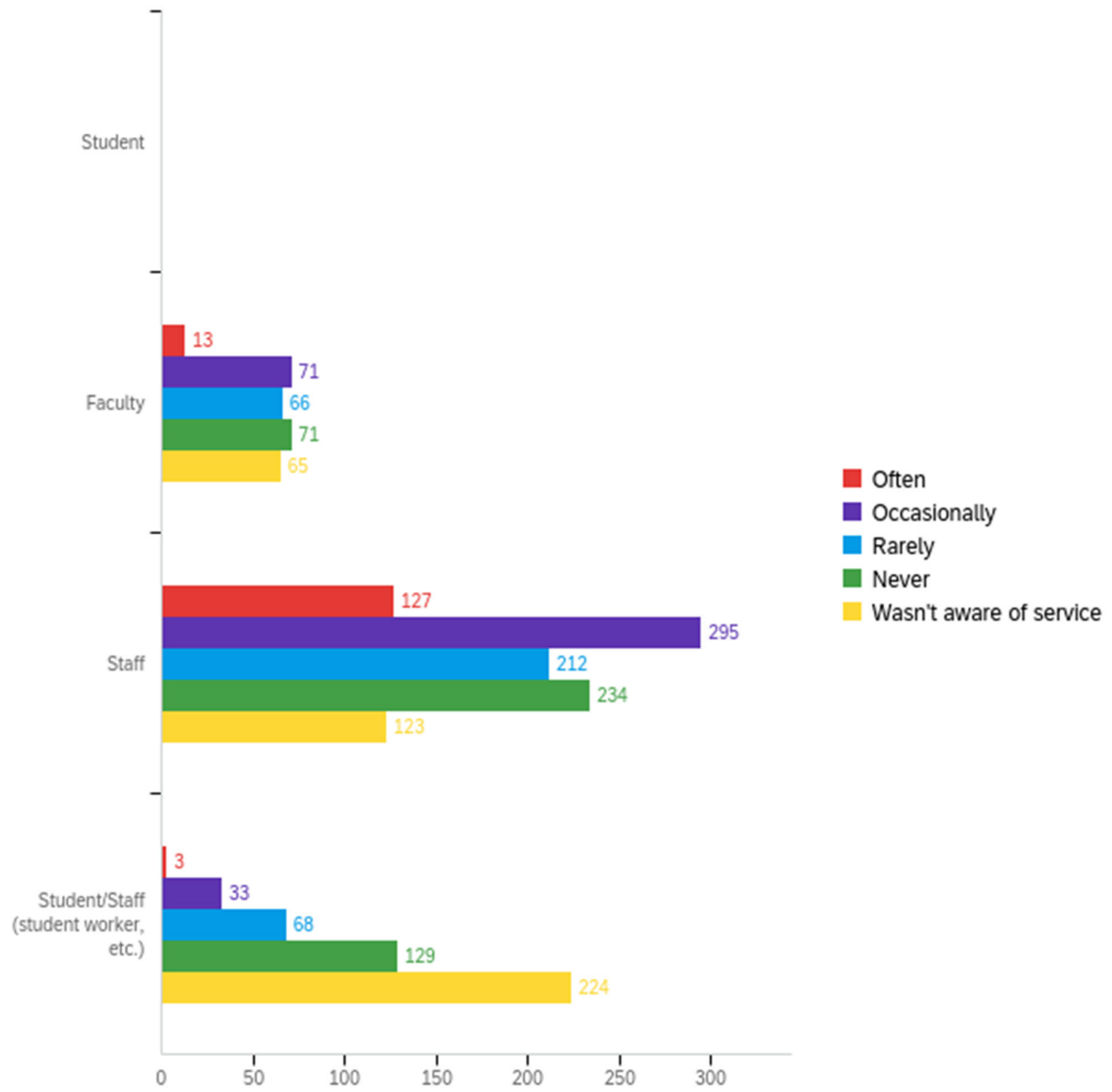
Laserfiche



# DocuSign



# Filex



Have you used our Virtualization services?



Yes No Wasn't aware of this service

# What value do the Virtualization services bring to your organization?

**Student**

NO DATA

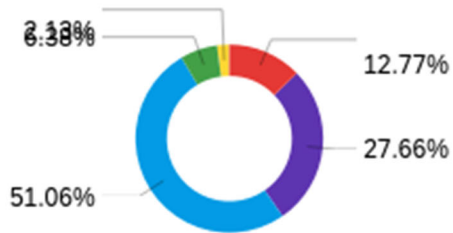
**Faculty**

NO DATA

**Staff**

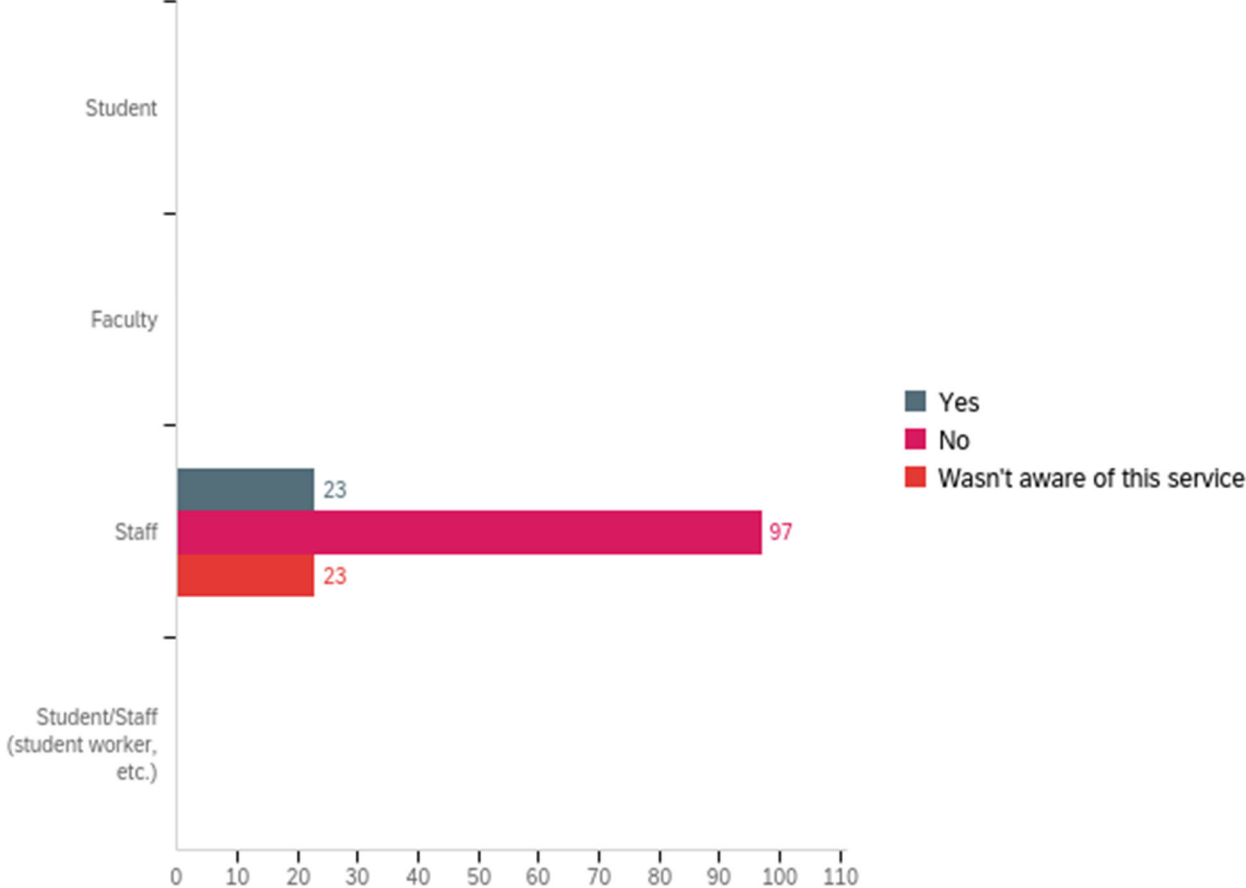
**Student/Staff (student worker, etc.)**

NO DATA



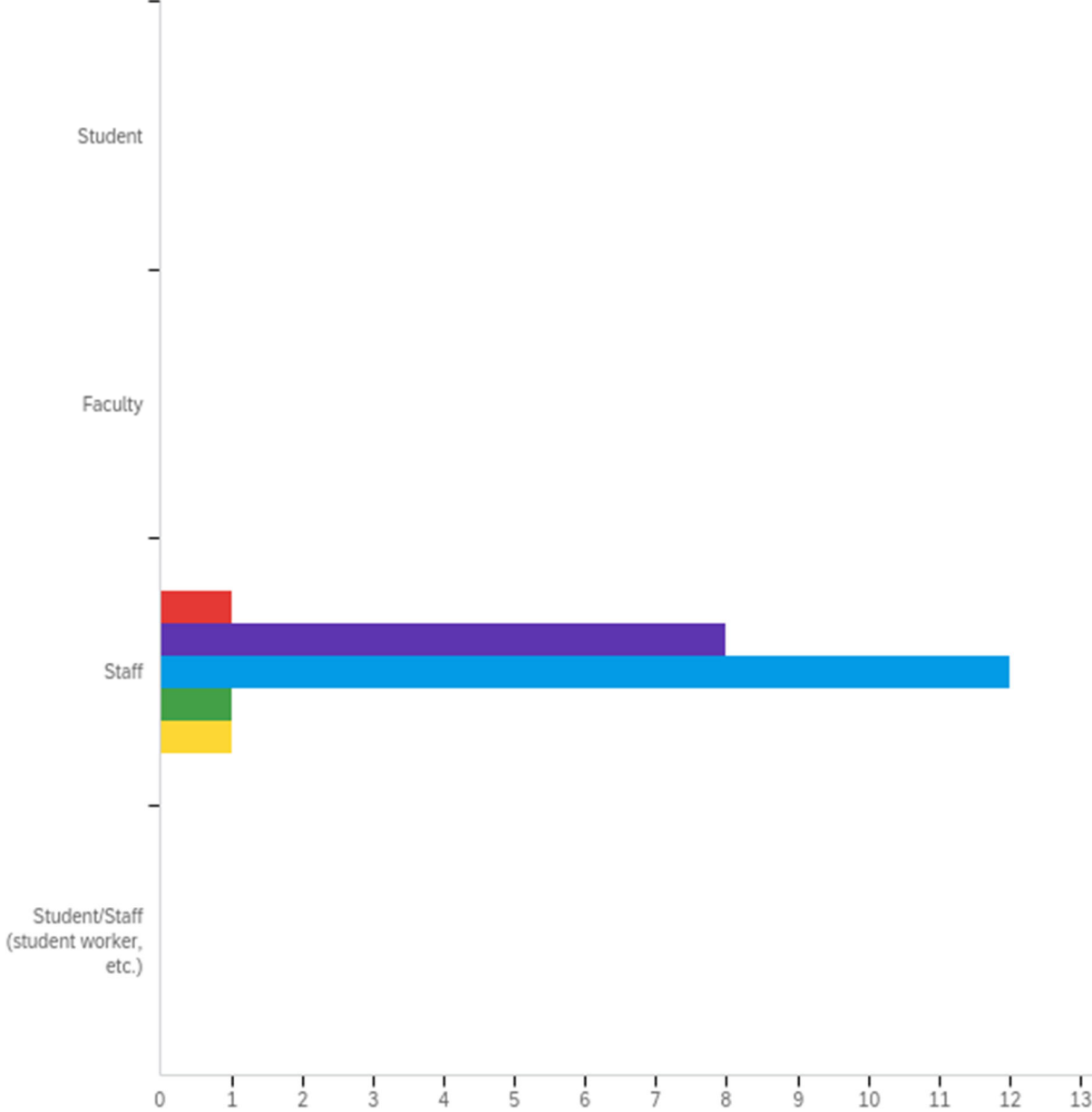
- Significantly exceeds expectations
- Exceeds expectations
- Meets expectations
- Partially meets expectations
- Does not meet expectations

# Have you used our AggieCloud service?

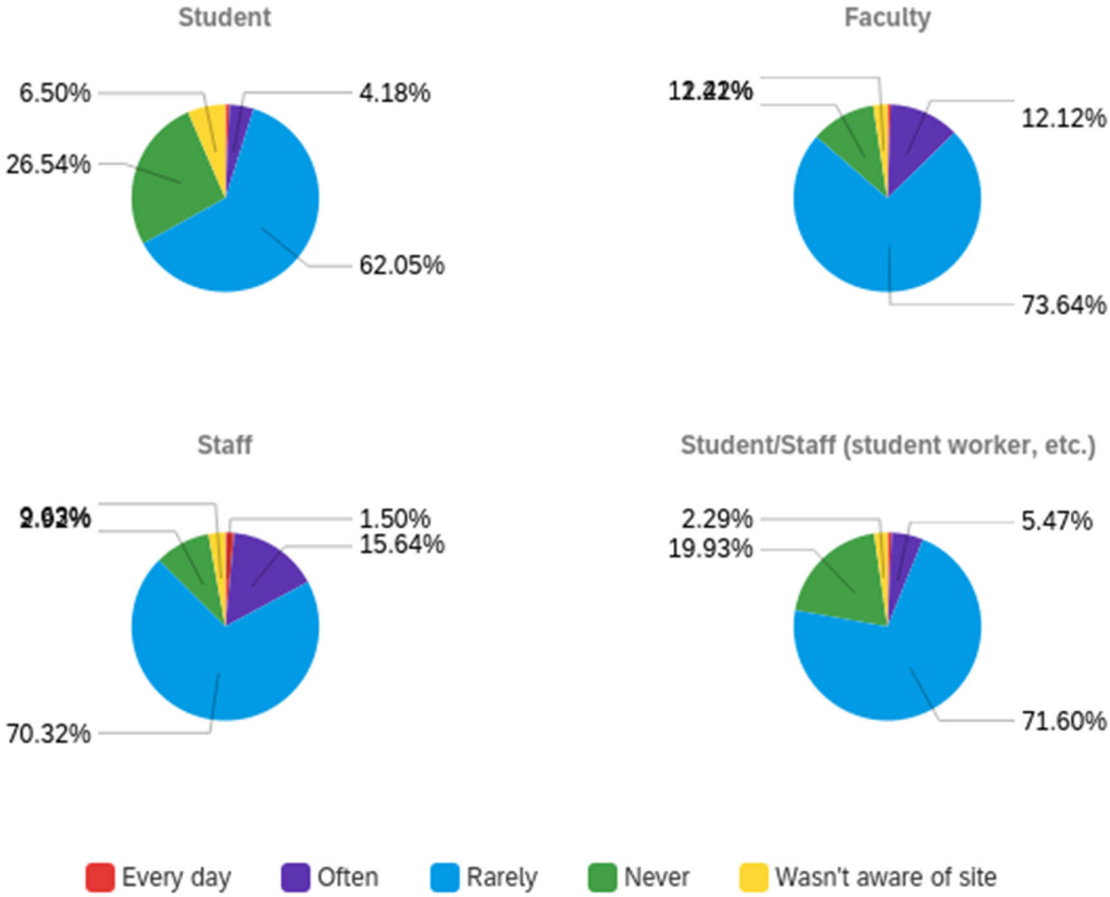




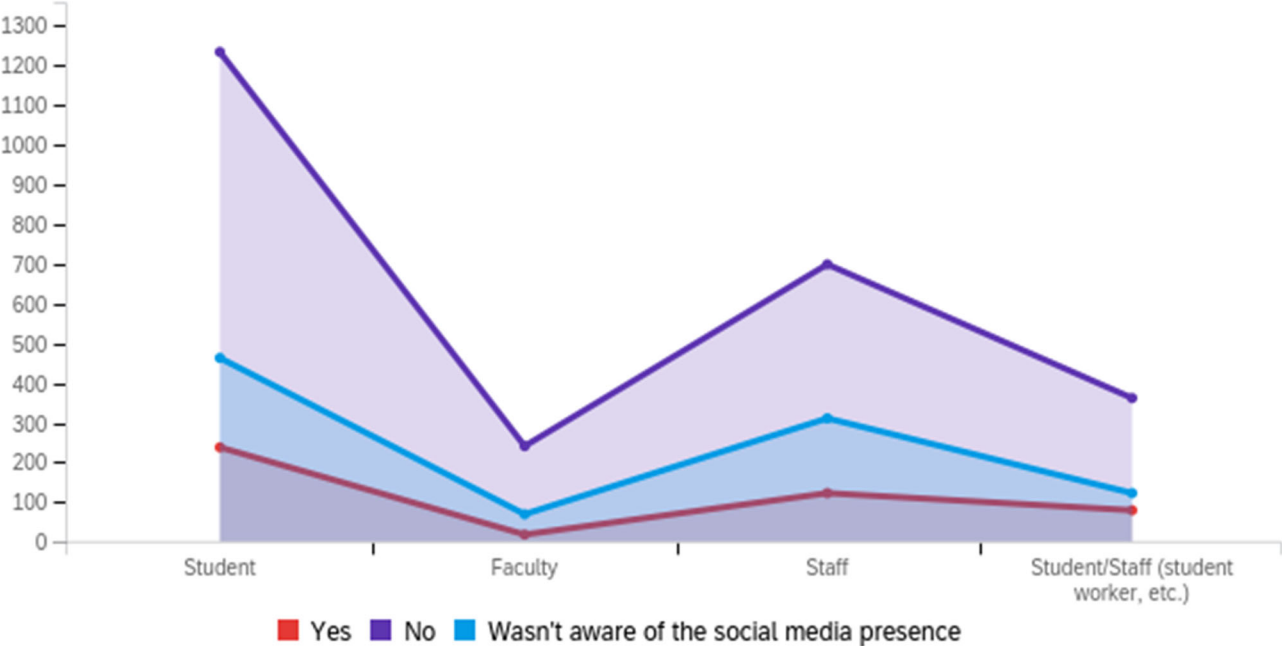
# How do you rate the value AggieCloud brings to your organization?



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



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



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



Are you an IT professional?



■ Yes ■ No

Do you live on or off campus?



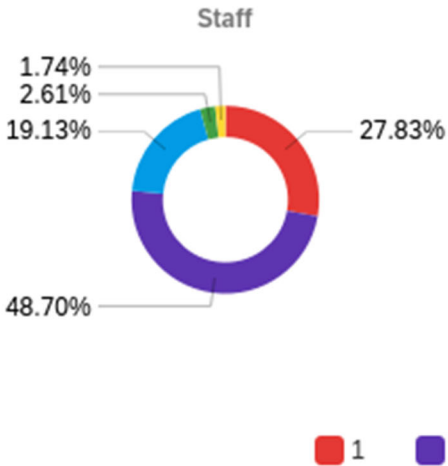
■ On campus ■ Off campus

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

### Contact Help Desk Central

**Student**  
NO DATA

**Faculty**  
NO DATA

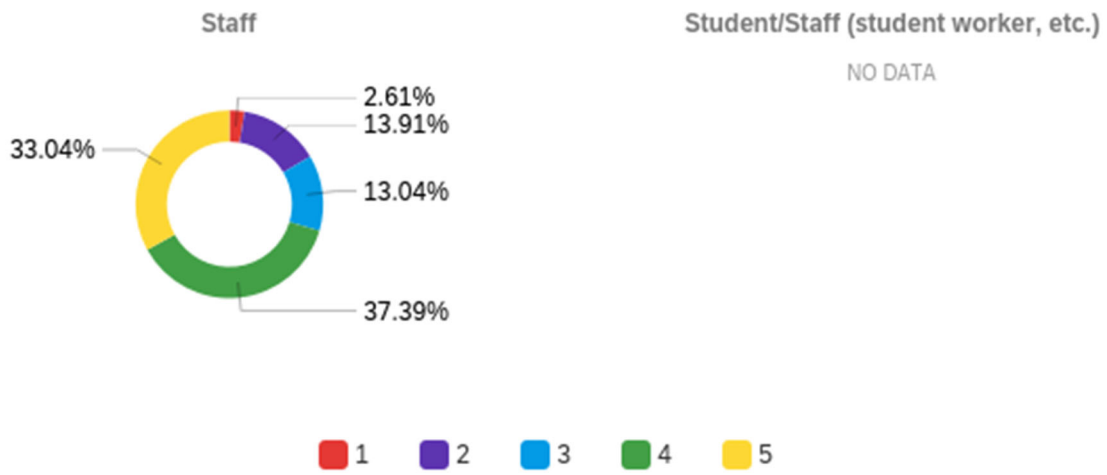


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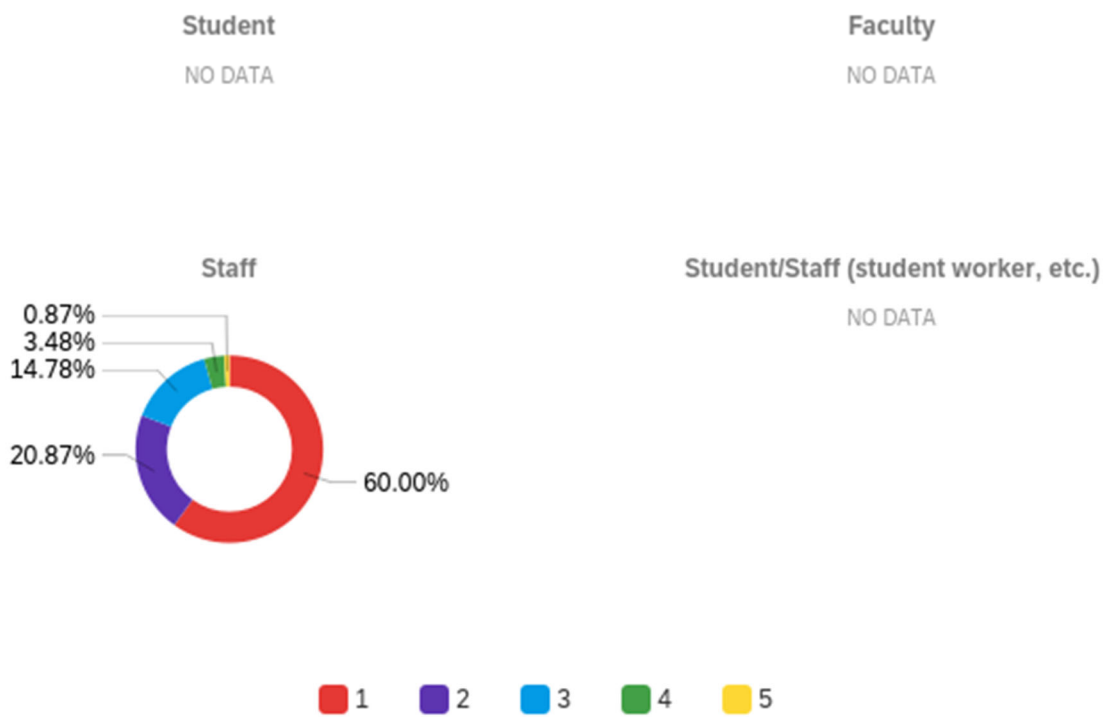
### Check social media

**Student**  
NO DATA

**Faculty**  
NO DATA



Visit [italerts.tamu.edu](http://italerts.tamu.edu)





Contact service providers directly

**Student**

NO DATA

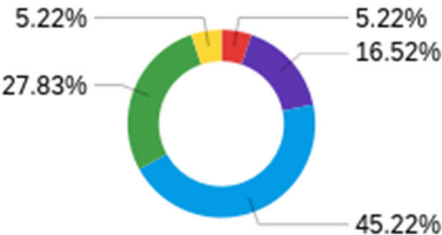
**Faculty**

NO DATA

**Staff**

**Student/Staff (student worker, etc.)**

NO DATA



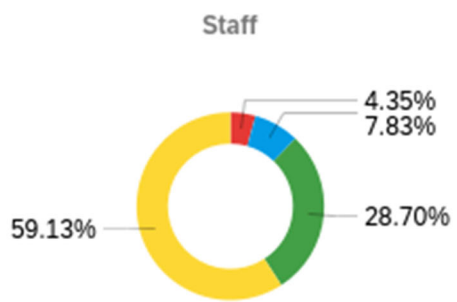
Other

**Student**

NO DATA

**Faculty**

NO DATA

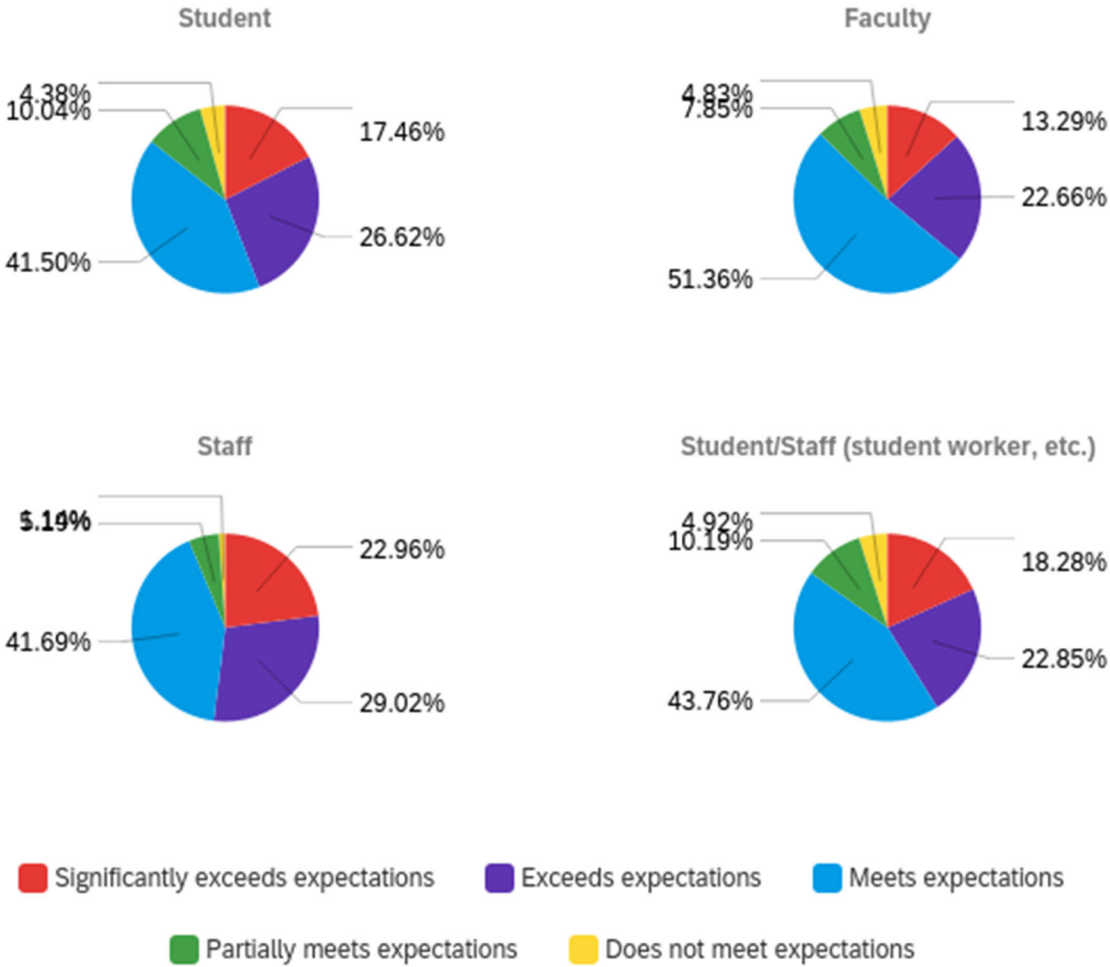


Student/Staff (student worker, etc.)

NO DATA



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



How can we make the wireless network meet your expectations?

<b>Response</b>	<b>Students</b>	<b>Faculty</b>	<b>Staff</b>	<b>Student/Staff</b>
Faster/Stronger	139	29	25	21
More coverage	73	29	72	76

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

#	Question	Student		Faculty		Staff		Student/Staff (student worker, etc.)		Total
10	Main campus, around MSC	60.70%	763	4.06%	51	19.01%	239	16.23%	204	1257
23	Main campus, around Academic Building	51.49%	329	8.45%	54	20.97%	134	19.09%	122	639
11	Main campus, around Williams Alumni Center	43.03%	71	4.85%	8	32.73%	54	19.39%	32	165
12	Main campus, around Commons	65.25%	306	3.41%	16	16.42%	77	14.93%	70	469
13	Main campus, around Evans Library	57.75%	581	7.75%	78	17.00%	171	17.50%	176	1006
14	Main campus, around Emerging Technologies Building	59.05%	212	7.24%	26	15.04%	54	18.66%	67	359
15	Main campus, around Blocker	57.02%	268	5.96%	28	17.23%	81	19.79%	93	470
16	Main campus, around Sbisa	65.28%	329	2.98%	15	15.67%	79	16.07%	81	504
20	Around Vet Teaching Hospital	32.72%	89	11.03%	30	40.44%	110	15.81%	43	272
17	West campus	48.46%	426	7.51%	66	27.65%	243	16.38%	144	879
18	RELLIS campus	40.85%	87	8.92%	19	36.62%	78	13.62%	29	213
19	Health Science Center	44.28%	89	5.97%	12	32.84%	66	16.92%	34	201
24	Not needed	44.15%	483	7.95%	87	35.65%	390	12.25%	134	1094

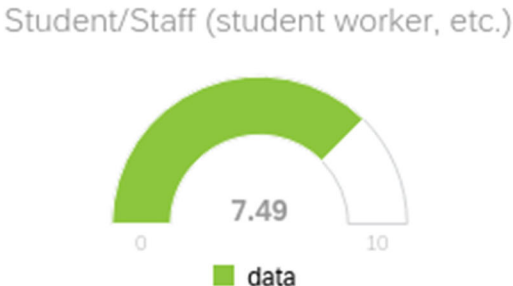
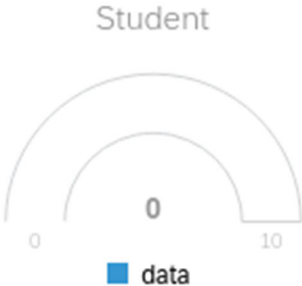
## In what building or area did you experience difficulty?

The locations mentioned more than once by students, faculty and staff are listed below:

Memorial Student Center (MSC) 34  
Zachry Engineering Education Complex (ZEEC) 34  
Evans Library (LIBR) 25  
Vet School Buildings 20  
Hulabaloo Hall 14  
White Creek Apartments 12  
Hart Residence Hall (HART) 10  
Blocker (BLOC) 9  
Langford Architecture 9  
Sbisa Dining Hall (SBSA) 9  
West Campus overall 9  
Mitchell Physics Building (MPHY) 8  
Academic Building (ACAD) 7  
HEEP Center (HPCT) 6  
Krueger Residence Hall (KRUE) 6  
Rudder Tower (RDER) 5  
Chemistry 4  
Heldenfels Hall (HELD) 4  
Kleberg Center (KLCT) 4  
Wisnbaker Engineering Building (WEB) 4  
Koldus Building (JKB) 3  
Wehner Building (WCBA) 3  
Kyle Field (KYLE) 2  
Halbouty Geosciences Building (HALB) 2  
Wells Residence Hall (WELL) 2

# What are your impressions of Microsoft 365?

This was based on respondents who have used Microsoft 365. It asked them to rank the suite from 1 (poor) to 10 (great). The charts below show the averages.



# Please explain your issues with Duo. (Optional)

This question received a great deal of feedback. The main categories are broken down below. All answers can be found in the "long-form answers" document.

<b>Response</b>	<b>Students</b>	<b>Faculty</b>	<b>Staff</b>	<b>Students/Staff</b>
Annoying/hassle	84	21	29	35
Difficulty transferring to new device; no phone or phone dead	52	11	17	24
Push doesn't always work	15	3	5	9
Remember me for 60 days doesn't work	23	3	6	2



Please tell us how we can improve our communications:

<b>Response</b>	<b>Students</b>	<b>Faculty</b>	<b>Staff</b>	<b>Staff/Students</b>
No change/great job	102	18	44	14
More emails, texts or newsletters	59	4	15	7
Less emails	10	5	1	6
Report outages more clearly	8	6	16	3
Use Code Maroon for outages	4	1	4	1
Hold seminars/training	4	1		1
More emphasis/presence on social media	25		5	5
Less emphasis/presence on social media			3	
More contests	4			
Less bulk email	4			
Less phone wait time; more customer support reps.	5			
More awareness about IT services; better presence	12		4	4
More cybersecurity tips	4	1		
Improve Wi-Fi	1	3	6	2

## What cloud solution do you prefer?

This question allowed respondents to enter any cloud solution. Due to the large number of varied responses, the easiest way to represent this was through a word cloud, as seen below. The larger and darker entries received the most votes, with Microsoft 365 and OneDrive leading the way.



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

<b>Response</b>	<b>Students</b>	<b>Faculty</b>	<b>Staff</b>	<b>Staff/Students</b>
Great job	57	8	30	5
More emails/texts	18	1	1	1
Less emails	4	1		2
Wi-Fi Issues	10	1		
More games/incentives	23	1	6	7
Better reporting of outages	6		3	
Video tutorials/help	2	2		3
More social media	11			1
Less social media				
More cybersecurity tips	7	1		1
More awareness of IT and services	6		2	
Improve VPN	2		3	
Training	4			4
Support Internet of Things	2			
Stop Duo	2	6	3	4
Update Knowledge Base	2	1	2	
Better Mac support				
Engage shareholders sooner for software choices and policy changes		3		

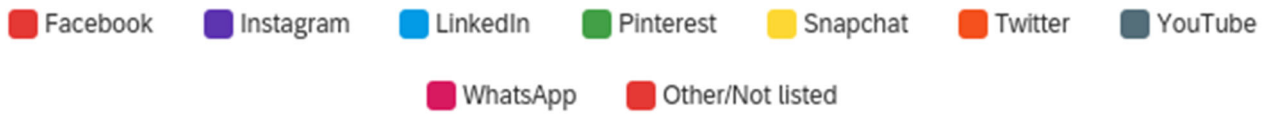
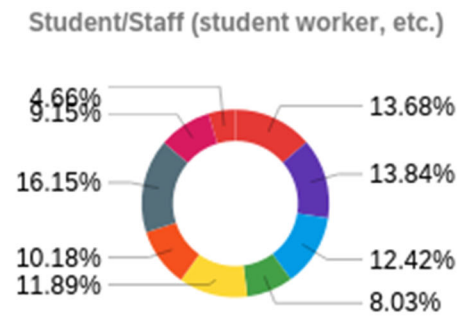
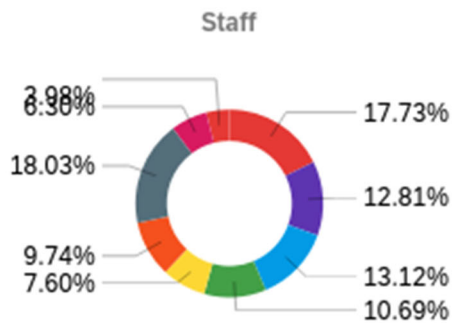
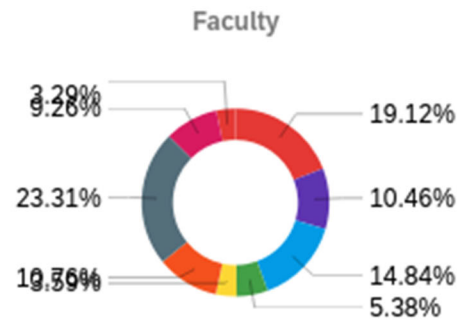
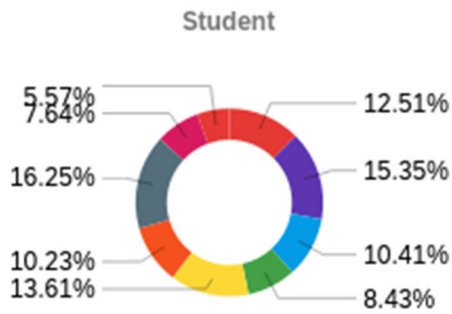
Have you used Microsoft 365? (Apps include OneDrive, Teams, Sharepoint, Word, etc.)



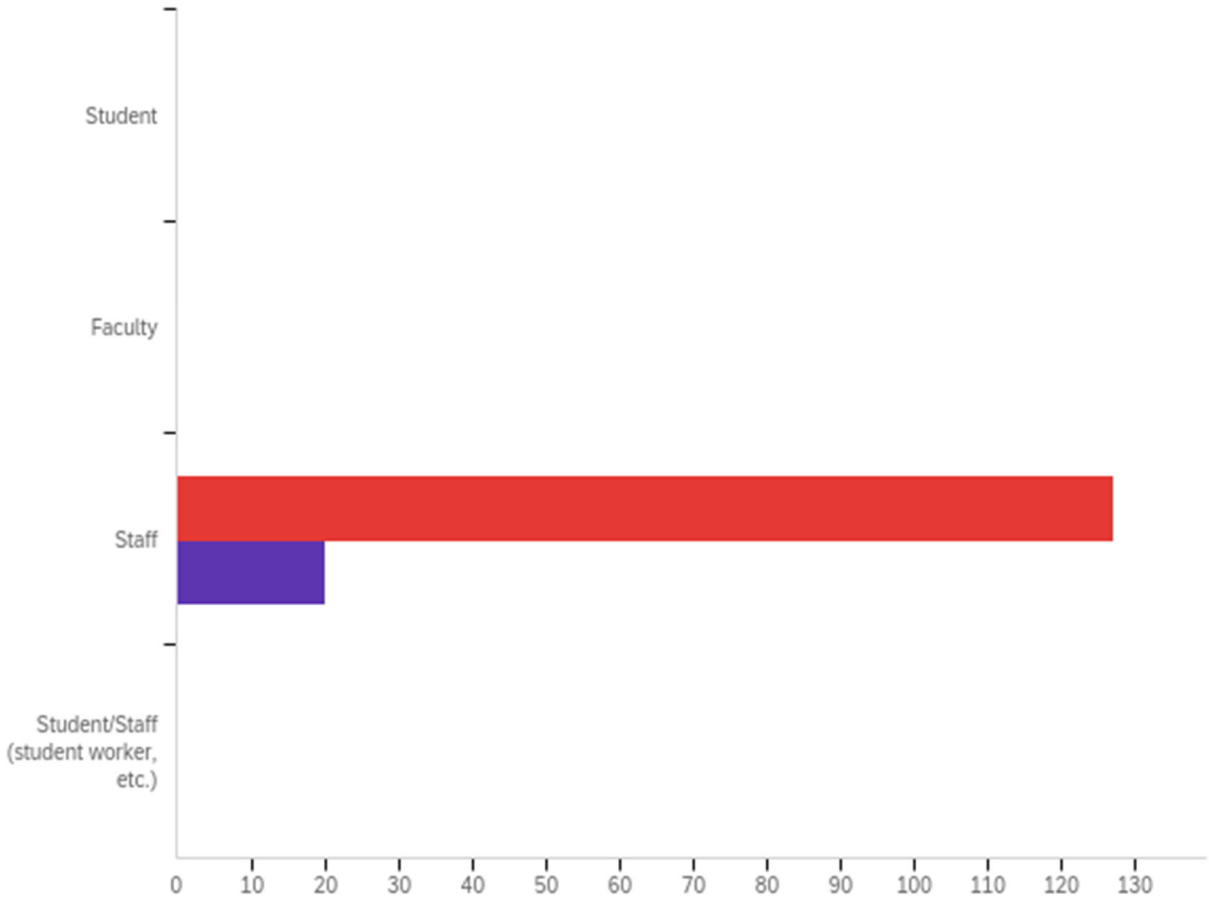
■ Yes ■ No

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

QID57 - Groups

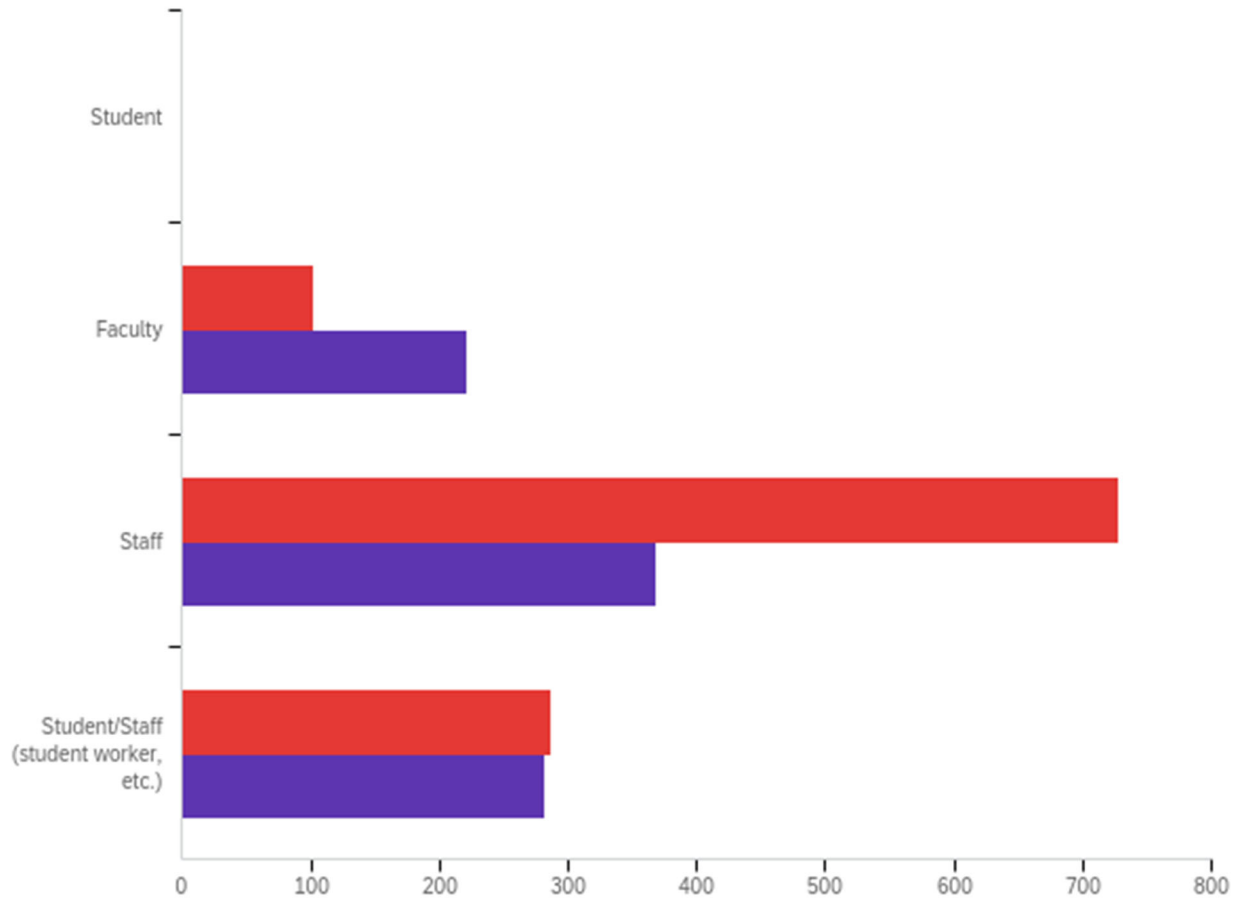


Are you aware of [italerts.tamu.edu](http://italerts.tamu.edu), which allows you to check the status of IT services and upgrade/maintenance notices?



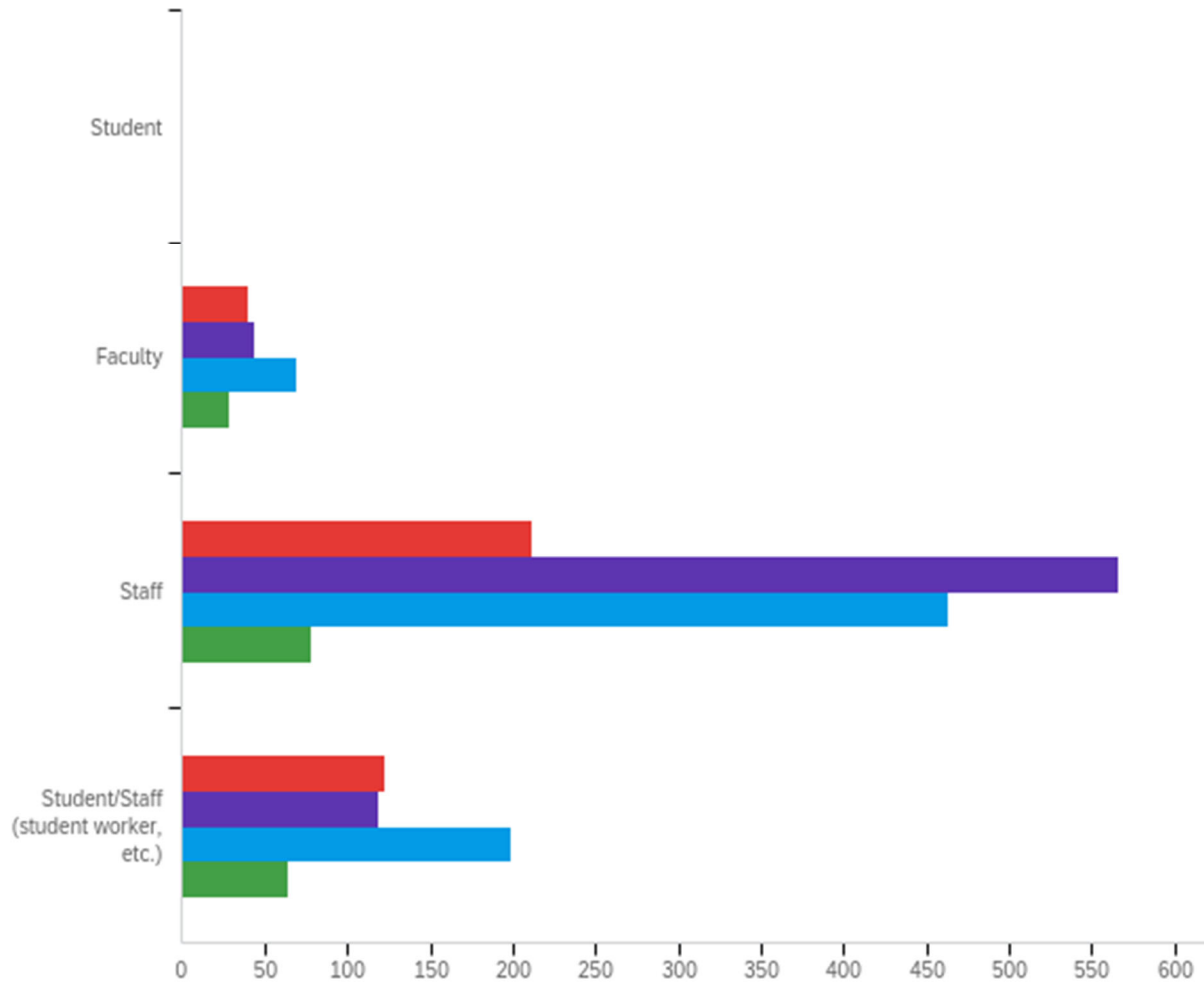
#	Question	Faculty		Staff		Student/Staff (student worker, etc.)		Total
1	Yes	0.00%	0	100.00%	127	0.00%	0	127
2	No	0.00%	0	100.00%	20	0.00%	0	20

## Do you use a chat/messenger application for work?



#	Question	Student	Faculty	Staff	Student/Staff (student worker, etc.)	Total
1	Yes	0.00% 0	9.14% 102	65.23% 728	25.63% 286	1116
2	No	0.00% 0	25.34% 221	42.32% 369	32.34% 282	872

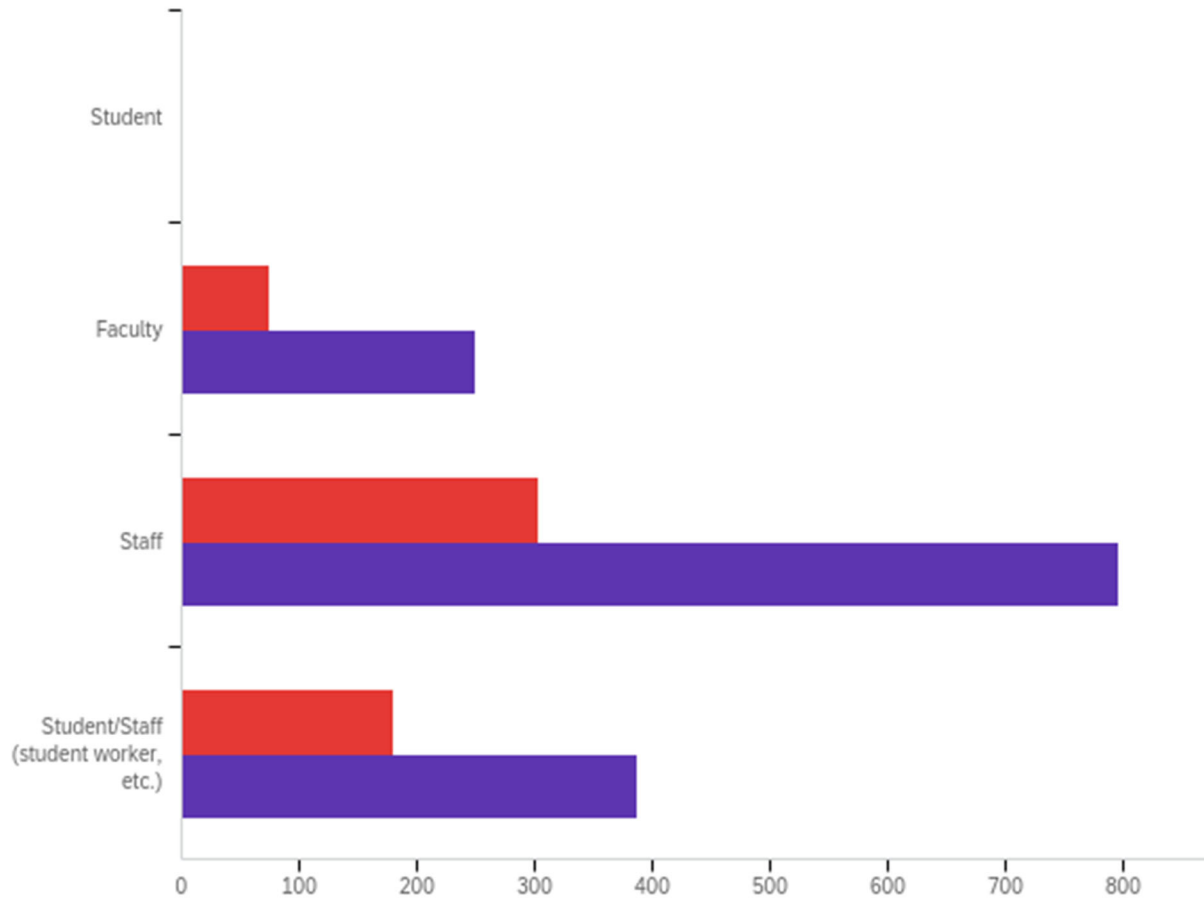
## Which chat/messenger app do you use? (Select all that apply)



#	Question	Student	Faculty	Staff	Student/Staff (student worker, etc.)	Total
1	Slack	0.00% 0	10.67% 40	56.53% 212	32.80% 123	375
2	Teams	0.00% 0	6.04% 44	77.64% 566	16.32% 119	729
3	Zoom	0.00% 0	9.44% 69	63.34% 463	27.22% 199	731
4	Other	0.00% 0	16.96% 29	45.61% 78	37.43% 64	171



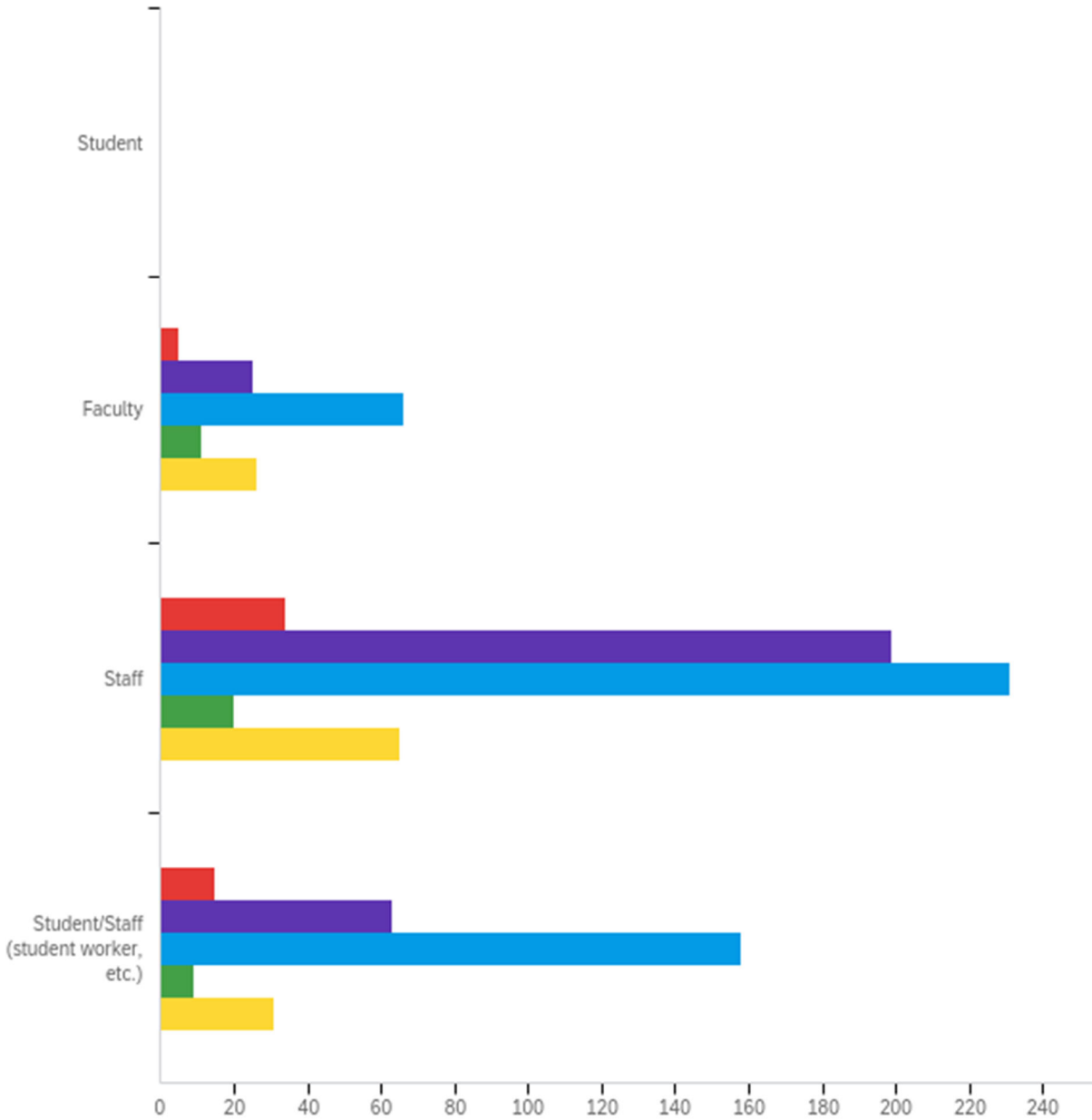
## Do you make work phone calls with your computer?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Student	0.00	0.00	0.00	0.00	0.00	0
2	Faculty	1.00	2.00	1.77	0.42	0.18	324
3	Staff	1.00	2.00	1.72	0.45	0.20	1101
4	Student/Staff (student worker, etc.)	1.00	2.00	1.68	0.47	0.22	568

#	Question	Student	Faculty	Staff	Student/Staff (student worker, etc.)	Total
1	Yes	0.00% 0	13.42% 75	54.38% 304	32.20% 180	559
2	No	0.00% 0	17.36% 249	55.58% 797	27.06% 388	1434

Which platform do you use to make calls on your computer? (Check all that apply)



#	Question	Student		Faculty		Staff		Student/Staff (student worker, etc.)		Total
1	Slack	0.00%	0	9.26%	5	62.96%	34	27.78%	15	54
2	Microsoft Teams	0.00%	0	8.71%	25	69.34%	199	21.95%	63	287
3	Zoom	0.00%	0	14.51%	66	50.77%	231	34.73%	158	455
4	Google Voice	0.00%	0	27.50%	11	50.00%	20	22.50%	9	40
5	Other	0.00%	0	21.31%	26	53.28%	65	25.41%	31	122

