



TEXAS A&M UNIVERSITY

Technology Services

# **2024 Annual Technology Services Satisfaction Survey Report**

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## Background

Texas A&M University Technology Services conducted a campus-wide satisfaction survey from November 5 - 19, 2024. Technology Services sent the survey to 11,000 campus members (excluding Technology Services employees). The last time the university surveyed the campus for general technology satisfaction was 2020.

To ensure candid feedback, responses were kept anonymous. See the details below:

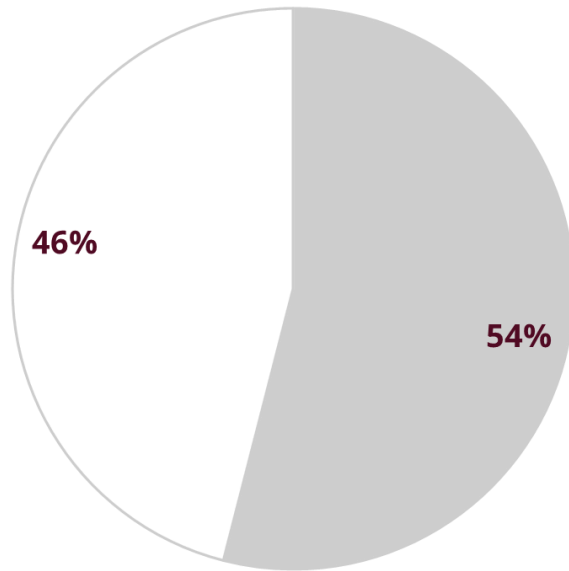
Population	Sample Size	Responses	Completions	Response Rate	Completion Rate
Students	4,000	269	245	6.13%	91%
Faculty	3,500	227	218	6.23%	96%
Staff	3,500	277	255	7.28%	92%
<b>Total</b>	<b>11,000</b>	<b>773</b>	<b>718</b>	<b>6.53%</b>	<b>93%</b>

Technology Services encouraged student participation through a random drawing for a pair of Bose headphones, with invitations and reminders sent via the Maestro email system.

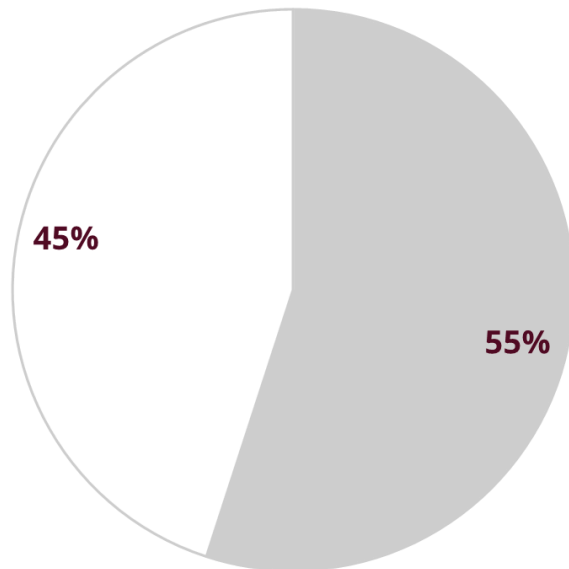
A separate document containing all open-ended feedback is available upon request.

## Questions

What is your primary role at Texas A&M University?

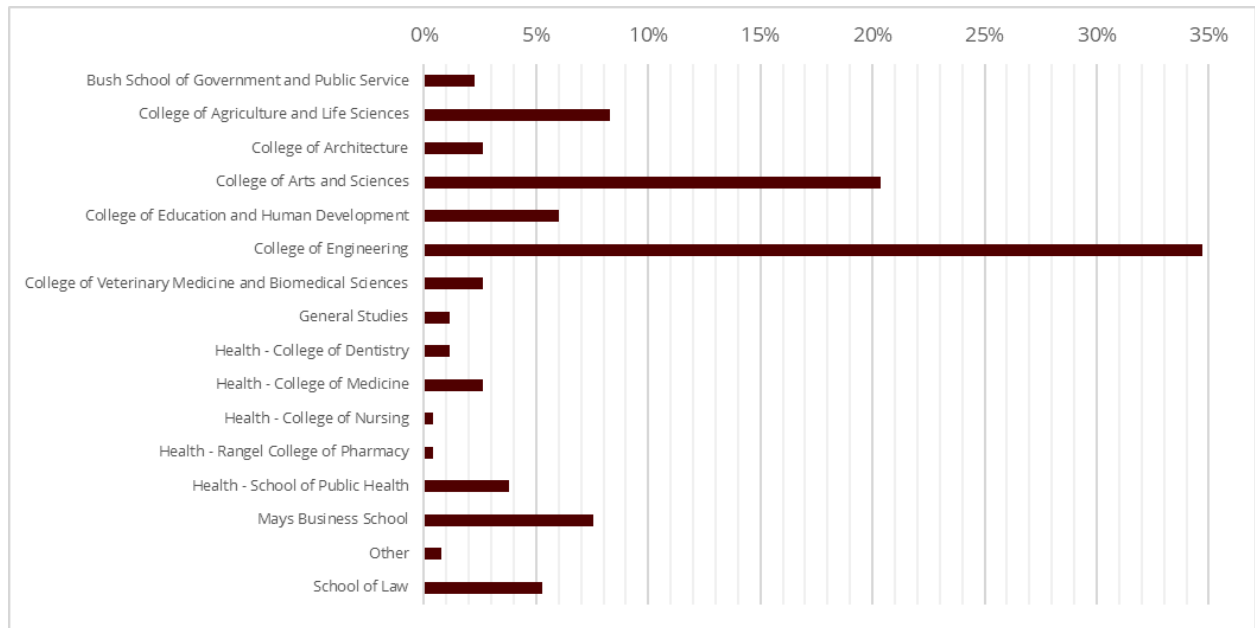


■ Undergraduate    □ Graduate

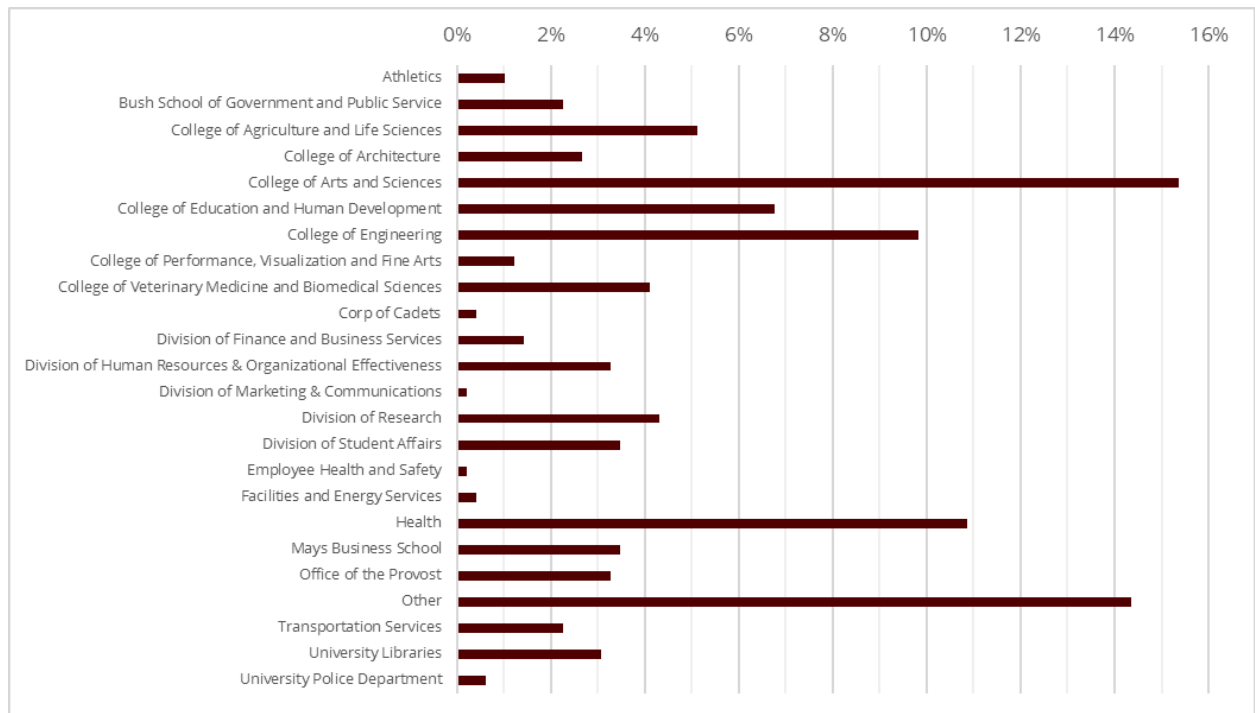


■ Staff    □ Faculty

(Students) What is the primary college you are a part of?



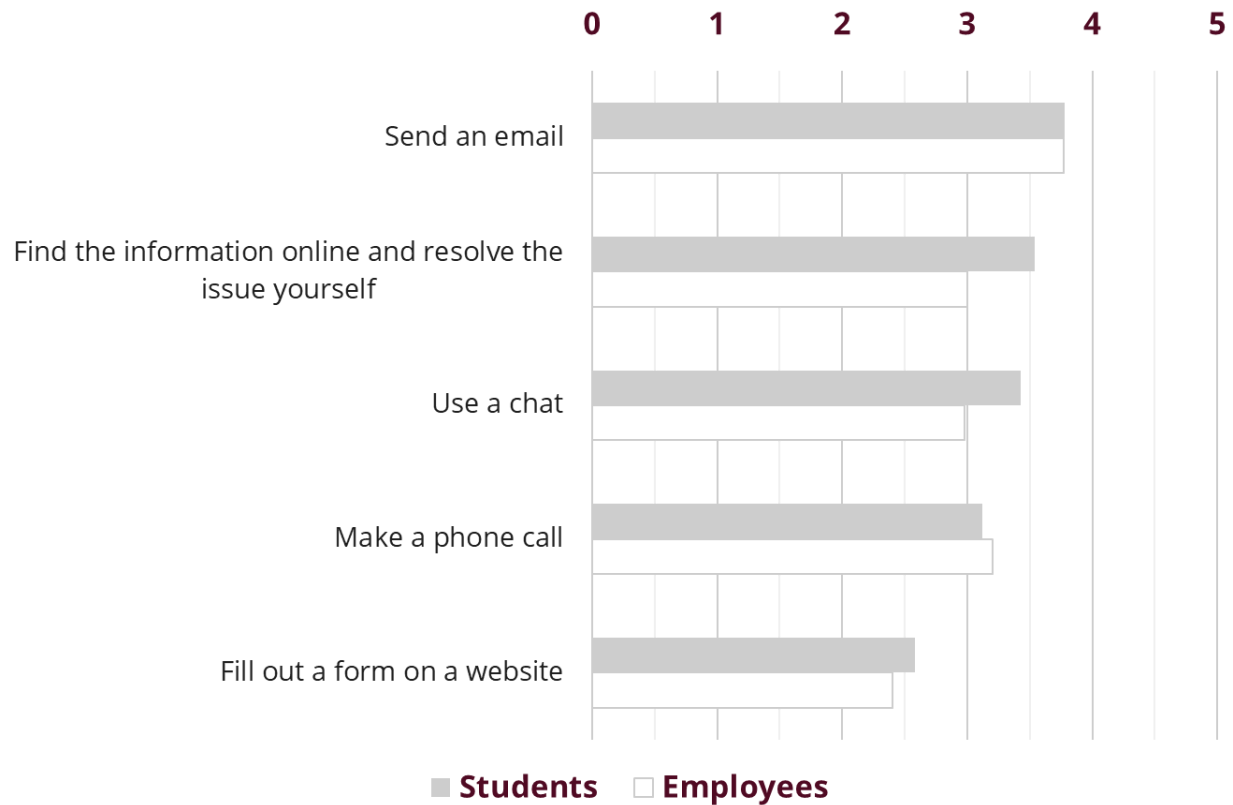
(Employees) What is the primary college or unit you work for?



When you need technology assistance at Texas A&M, do you know how to get help?

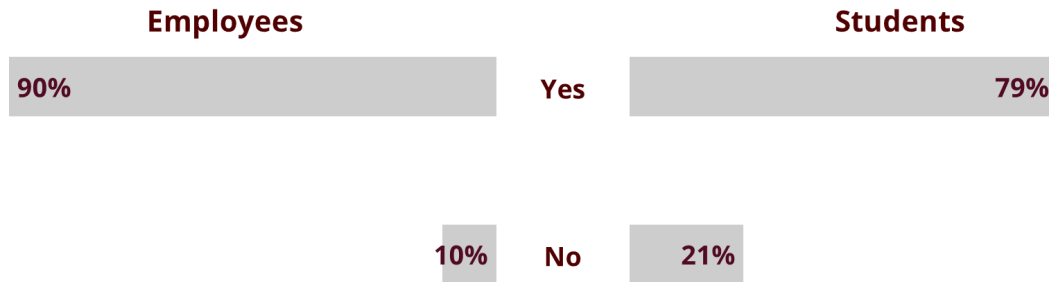


When you need technology assistance at Texas A&M, what is your preferred way to get help? Please rank from most preferred (5) to least preferred (1).

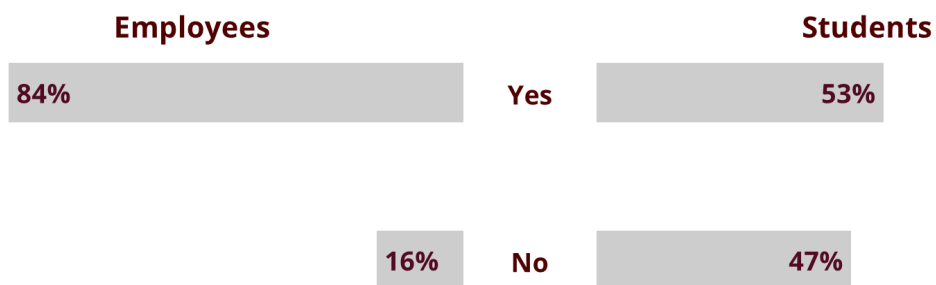




Have you heard of Help Desk Central?



Have you used Help Desk Central to get IT support?



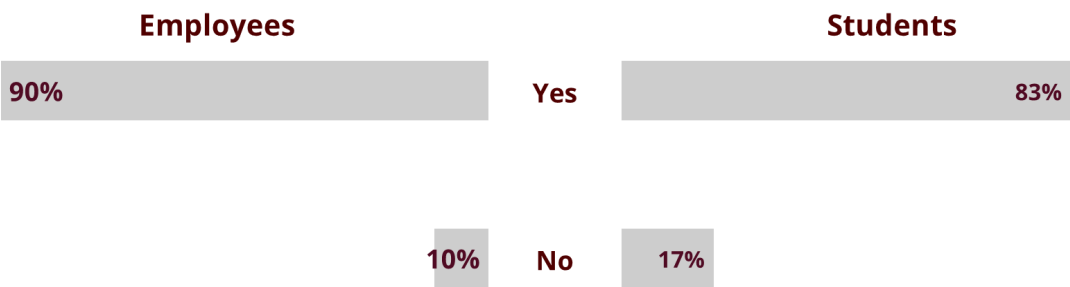
How satisfied are you with the quality of Help Desk Central support you have received?



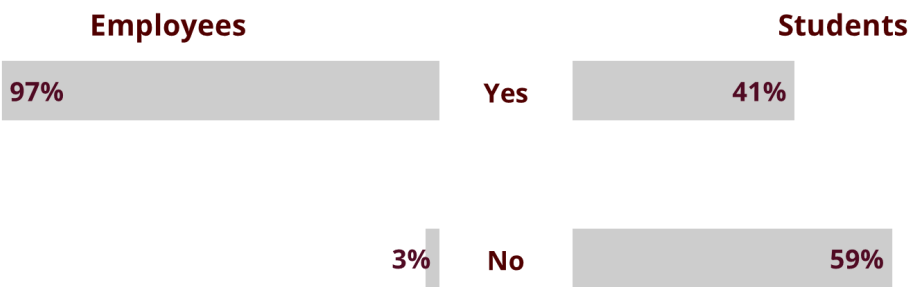
How satisfied are you with the response time of Help Desk Central?



Do you know how to get support from your department (employees) or college (students) IT support team?



Have you ever contacted your department (employees) or college (students) IT support team to get help?



How satisfied are you with the quality of your department (employees) or college (students) IT support team?



How satisfied are you with the response time of your department (employees) or college (students) IT support team?



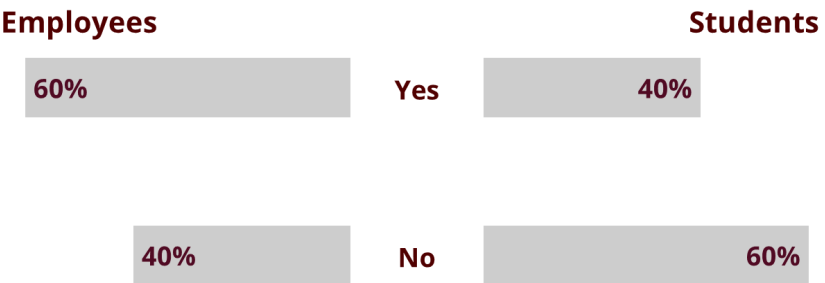
Overall, how satisfied are you with the technology offerings provided by Texas A&M (software, applications, hardware, etc.)?



Do these technology offerings meet your needs?



Did you know technology outage and planned maintenance information for Texas A&M’s IT services is available online (ITAlerts.tamu.edu)?



How satisfied are you with the university’s Wi-Fi network?



How satisfied are you with the university’s email services (Gmail, Exchange)?



How satisfied are you with the university's learning management systems (Canvas)?

**Employees**

**81%**

**Students**

**95%**

How satisfied are you with the university's virtual meeting services (Teams, Zoom)?

**Employees**

**91%**

**Students**

**94%**

How satisfied are you with the university's Google services (Google Drive, Calendar, etc.)?

**Employees**

**83%**

**Students**

**96%**

How satisfied are you with the university's Microsoft 365 service (OneDrive, Teams, etc.)?

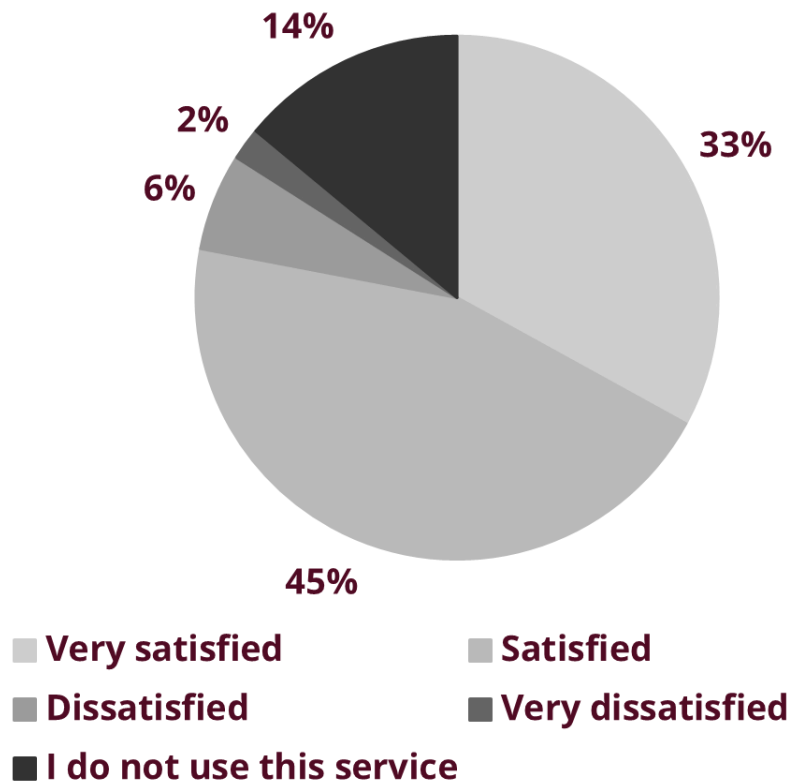
**Employees**

**87%**

**Students**

**90%**

(Students) How satisfied are you with the availability and quality of computer labs and printers?



How satisfied are you with the availability of IT-related information (IT websites, service catalog, support documents, outage/maintenance information, etc.)?

**Employees**

**88%**

**Students**

**99%**

How satisfied are you with the communications you receive from Technology Services?

**Employees**

**93%**

**Students**

**99%**

# Feedback

Microsoft Copilot summarized the feedback below.

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How can we improve our communications?

## Employees

- Quality communication efforts
  - A subset of feedback indicates satisfaction with the current communication methods, such as timely responses, workshops, and clear alerts for outages.
- Supportive training and resources
  - Positive remarks about the usefulness of workshops, annual reports, and training materials, with requests for more detailed or varied formats.
- Acknowledgment of proactive engagement
  - Comments such as "keep up the great work" and "great communication" signal that some users find the current system effective.
- Enhance accessibility and specificity
  - Automatically refreshing the IT Alerts & Changes website.
  - Providing location-specific alerts and targeted communication based on user roles or needs.
  - Simplifying language to cater to non-technical audiences.
- Diversify communication channels
  - Use multiple methods beyond email (e.g., Teams, SSO notifications, SMS alerts).
  - Explore interactive mediums like informational Zoom meetings or social media updates.
- Address timing and clarity
  - Schedule updates during non-disruptive times (overnight or weekends).
  - Clearly communicate estimated resolution times and provide status updates for ongoing issues.

## Students

- Satisfaction with current communication
  - Several respondents indicated they are happy with the communications they have received, mentioning that it is "good the way it is" or that the messages "never feel spammy."
- Positive feedback on the care received
  - Some users specifically appreciated the treatment they received when they requested support, highlighting their satisfaction with the service.
- Suggestions for improvement are constructive

- Many users shared thoughtful suggestions, such as improving email formatting, providing more support documents, or offering easier ways to set up meetings, demonstrating engagement and interest in enhancing communication.
- Request for more resources and publicity
  - Respondents suggested that more publicity, orientation, and training materials, such as guides for website navigation or information about available technological tools, could be helpful. This shows interest in supporting both students and staff.
- Desire for more accessible communication options
  - Suggestions for communication via apps or different platforms, like WhatsApp, indicate a desire for flexibility and easier access to information.
- Appreciation for communication through regular surveys
  - Some users appreciated the surveys and other feedback mechanisms, which shows they value the opportunity to contribute to improving communications.

What is the one thing we could do to most improve your experience with Texas A&M's IT services?

### **Employees**

- Flexibility and learning resources
  - Tutorial offerings, helpful documentation, and available training resources are acknowledged as beneficial to users.
- Improved IT support and responsiveness
  - Faster responses to IT requests
  - Direct line to IT support
  - More timely and efficient resolution of problems
- Enhanced customer service and communication
  - Better customer service training for IT staff
  - Clear communication about IT learning opportunities and upcoming changes
  - Increased transparency and communication through the ticketing system
- Streamlined systems and processes
  - Synchronizing login systems to avoid confusion with different expiration dates
  - Simplifying the process of contacting the right department for specific issues
  - Implementing a rolling review and replacement schedule for outdated tech
- Access to tools and training
  - Offering more IT training on various programs
  - Providing access to necessary software and administrative privileges for managing installations
  - Enhancing online information
- Upgraded and accessible technology
  - Upgrading older faculty computers to more powerful models
  - Providing administrative access for faculty to manage software installations

- Improving Wi-Fi coverage and reliability across campus

## **Students**

- Desire for Wi-Fi and connectivity improvements
  - Improve Wi-Fi coverage and reliability across campus, especially the dorms and high-traffic areas
- Positive attitude toward efforts to improve
  - There was recognition of IT's ongoing work to enhance technology, such as "Helping to bring this school into a new digital age" and "Y'all do a lot on the back end, I assume, so keeping websites running is pretty good for me."
- Enhanced access to software and technology
  - Provide access to specific applications and software licenses
  - Make it easier for students to connect personal devices to printers
- Specific positive features
  - Respondents highlighted their appreciation for remote troubleshooting, effective support during issues, and available resources, like the IT support at libraries and the helpfulness of staff.
- Positive experiences with communication
  - A few mentioned that the communication and information from IT was clear and helpful, stating that responses are usually fast and resolve issues effectively.
- Opportunities to improve customer service and support
  - Faster response times from Help Desk Central
  - Clear communication about IT services

Which technology services or resources, that are not currently available, would you like Texas A&M to provide?

## **Employees**

- Innovation and forward thinking
  - Emphasis on adopting advanced and emerging technologies (e.g., AI tools, simulation technologies, quantum computing).
  - Requests for tools to enhance collaboration and creativity, such as Slack, Canva, and AI-supported software.
- Commitment to productivity
  - A focus on maximizing the use of powerful technologies.
  - Advocacy for tools that enhance efficiency, such as process optimization, AI tools, and collaborative platforms.
- Desire for more training and support
  - Interest in professional development and coaching to better utilize current tools (e.g., Microsoft 365, Power Automate).
  - Requests for more resources on integrating emerging technologies like AI in work and teaching.



- Focus on accessibility and inclusivity
  - Advocating for wider access to software and technology for students, staff, and faculty (e.g., Adobe Creative Cloud, qualitative analysis software, and assistive technologies).
  - Suggestions to expand licenses and resources, making tools more accessible and cost-effective.
- Desire for streamlined processes
  - Interest in simplifying administrative tasks, such as local admin access and easier software updates.
  - Recommendations for better integration of tools like Zoom, Slack, and project management software.

## **Students**

- Desire for improvements or expansions
  - While there were suggestions for adding new services, many requests reflect a proactive desire to enhance existing ones, such as expanding access to Adobe tools, adding more printers, or providing cloud computing options.
  - Students mentioned expanding access to drawing tablets, iPads, and other creative tools.
- Innovation in technology
  - Requests for more advanced technology, like AI integration, mobile wallet door access, and wireless connections for Apple devices (AirPlay), suggest students are looking for more modern and efficient tools to help with learning and campus life.
- Recognition of value in software
  - Many students specifically mentioned Adobe products, drawing tools, and software like Mathematica, suggesting that access to these tools greatly supports their academic work and creativity.
- Positive feedback on resources available
  - Some students acknowledged the benefits of resources like the iPad + pencil for note-taking and mentioned that the available tech, such as the OneDrive backup, is valuable.

Participants provided the feedback below after expressing they were dissatisfied or very dissatisfied with a technology or service offering.

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Please explain why you are dissatisfied with the quality of Help Desk Central support you have received.

## **Employees**

- Response time and accessibility

- Delays in getting responses and difficulty in reaching IT support (having to go through multiple channels or waiting days before a response). Many responses indicated it takes 2-3 days to get support. There is a desire for more on-the-ground support.
- Local vs. centralized support
  - Frustration with the need to contact centralized support or go through a "middle man" when it's faster to go through departmental IT.
- Knowledge
  - IT support often lacks knowledge about specific software and sometimes provides incorrect information.
- Communication and coordination
  - Tickets can have multiple individuals working on it, without coordination.
  - Lack of follow-up and resolution.

### **Students**

There are only two responses: "assistants did not know much" and the other is that, despite the updates, no actual resolution has been made on their ticket.

Please explain why you are dissatisfied with the response time of Help Desk Central.

### **Employees**

The most common complaint is that it often takes days to receive a response and that support was less slow when it was departmental.

### **Students**

There are only four responses but all comment on the long response time.

Please explain why you are dissatisfied with the quality of your department's (employees) IT support team.

- Response time and accessibility
  - Frustration with slow response times, taking days to resolve issues.
- Knowledge
  - IT support often lacks knowledge to solve issues.
  - Student workers are often unable to provide support and need to escalate the issue.
- Local vs. centralized support
  - Dissatisfaction with centralized IT support.
  - Respondents preferred the previous, department-based system.
- Customer service and policy
  - IT staff are more focused on enforcing rules than providing customer service.
  - Some view the policies as rigid and unable to meet the needs of faculty and staff.

Please explain why you are dissatisfied with the response time of your department's (employees) IT support team.

### **Employees**

The most common complaint is that it often takes days to receive a response.

### **Students**

There is only one response: "too long".

Please explain why you are dissatisfied with the technology offerings provided by Texas A&M (software, applications, hardware, etc.).

### **Employees**

- Outdated
  - Frustrated with outdated software and hardware.
  - Complaints about the constant need for software updates and the lack of administrative privileges to perform them.
- Lack of support
  - Difficulties in obtaining support from IT staff, whether for software or hardware issues or how to use new technology.
- Bureaucracy
  - Dissatisfied with the bureaucratic nature of IT services, including the need to navigate multiple systems and logins, policies that hinder productivity, and lack of autonomy in choosing and using technology.
- Inadequate classroom and office technology
  - Problems with classroom technology and the lack of modern financial applications.

### **Students**

There were many complaints about the lack of available software for engineering and sciences. Specific mentions included Mathematica, ChemDraw, statistical software, Prism, and SPSS. There were also many mentions of Adobe Creative Cloud. A desire for more printers across campus came up frequently, as well as the need for more color printers.

Please explain why Texas A&M's technology offerings do not meet your needs.

### **Employees**

- Software and licensing issues
  - Discontent with the limited software offerings.
  - Concerns about the lack of licenses for AI tools.

- Need for an ad-free YouTube for educational purposes.
- Hardware and equipment problems
  - Issues with outdated and unreliable hardware.
  - Need for better and more reliable classroom technology.

### **Students**

Most respondents complain about the lack of Texas A&M-provided software for coursework.

Please explain why you are dissatisfied with the university's Wi-Fi network.

### **Employees**

- Inconsistent and unreliable
  - Wi-Fi is spotty, slow, and frequently disconnects.
- Coverage issues
  - There are numerous complaints about dead zones and weak signals in various buildings (Blocker was the only building mentioned).

### **Students**

- Inconsistent coverage
  - Wi-Fi is spotty in dorms (not specified), Evans Library, Wehner, MSC, Blocker, and outdoor areas like Aggie Park.
- Slow and unreliable
  - Wi-Fi speeds are often slow, especially in dorm rooms and during peak usage times.
  - The connection is unreliable, with frequent interruptions and lag.

Please explain why you are dissatisfied with the university's email services (Gmail, Exchange).

### **Employees**

- Email systems
  - Frustration with the incompatibility between Gmail and Outlook.
  - Inconsistency between the Microsoft 365 Outlook and the desktop version.
- Storage and access
  - Problems with storage limitations and difficulty in accessing additional space.
- IT policies and restrictions
  - Complaints about the strict IT policies, such as the inability to change basic email settings without IT involvement and an overly aggressive spam filter.

### **Students**

There are only two relevant responses: Gmail is not satisfactory and emails are not consistently delivered when forwarded to another inbox.

Please explain why you are dissatisfied with the university's learning management system (Canvas).

### **Employees**

- Usability and functionality
  - Canvas is clunky, unintuitive, and difficult to use.
  - Bloated with features that are not always useful and lacks some obvious capabilities.
- Support
  - Lack of local IT support and clear communication on whom to contact for assistance.
  - Respondents also feel that IT intervention is required to perform even necessary tasks.
- Comparison with other LMSes
  - Other LMS options, such as Desire2Learn's Brightspace and eCampus, offer better functionality and flexibility.
  - Frustrated that the transition to Canvas was not an improvement over previous LMSes.

### **Students**

Canvas is not user-friendly, difficult to use, and lacks features.

Please explain why you are dissatisfied with the university's virtual meeting services (Teams, Zoom).

### **Employees**

Many respondents expressed a strong preference for Zoom over Teams, citing that Zoom is more reliable, intuitive, and less glitchy.

### **Students**

There is no consistent theme aside from respondents finding the login process unusual (does not specify).

Please explain why you are dissatisfied with the university's Google services (Google Drive, Calendar, etc.).

### **Employees**

Respondents are frustrated with the limited storage space on Google Drive, especially since it was previously unlimited.

### **Students**

Two of three respondents mention they are dissatisfied with the storage capacity of Google Drive.

Please explain why you are dissatisfied with the university's Microsoft 365 services (OneDrive, Teams, etc.).

### **Employees**

- Preference for Google
  - Many respondents expressed a preference for Google services over Microsoft, stating that Google is more user-friendly and intuitive.
- Usability and functionality
  - Teams and OneDrive are difficult to use
    - Teams due to issues with document storage.
    - OneDrive due to the steep learning curve and poor help resources.
- Storage concerns
  - Complaints about the lack of space for OneDrive.

### **Students**

All respondents comment on a dislike for Teams.

Please explain why you are dissatisfied with the availability of IT-related information (IT websites, service catalog, support documents, outage/maintenance information, etc.).

### **Employees**

- Difficulty in finding information
  - Challenging to locate the information they need.
  - Lack of a central index for support documents makes it difficult to solve problems.
- Complicated processes
  - Navigating the service catalog is complicated and confusing.
  - Often unsure of where to go for information and how to submit help tickets.
  - The instructions provided are not always clear or sufficient.

(Students) Please explain why you are dissatisfied with the availability and quality of computer labs and printers.

The majority of respondents are not satisfied with the current amount of printers, ease of use, and frequent issues.

Please explain why you are dissatisfied with the communications you receive from Technology Services.

**Employees**

Users want clearer communication about outages, security risks, and updates.