

A Higher Education TechQual+ Study

Student 2012 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 knowledgeable, and who can assist me in resolving 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.

"What university services should have the highest priority for enhancement for use on mobile devices? (Open-ended Question)"

"Thank you for taking the time to complete this survey. Please provide your name and email address to be eligible for the iPad 3, Kindle Fire 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)"

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.

This breakdown of total population (N), respondent (n), and completed surveys is based on the data that was entered for this survey by the Texas A & M University project coordinators. This analysis is accurate to the extent that: (1) the category and sub-category that were entered for each respondent is correct; and (2) the total population and sub-population (by category, by sub-category) information that was entered is correct. This data was provided by the project coordinators at Texas A & M University and *IS NOT* self-reported. Gaps in this data are due to incomplete or missing population, category, and sub-category data.

Total Population / Respondents

Population Size (N)	Respondents (n)	Respondents (n) %	# Complete	Response Rate
0	3239	0%	2453	76%

Category: University Role

	Pop (N)	Resp (n)	Resp (n) %	# Comp	Resp Rate
Faculty	0	5	0%	5	100%
Staff	0	18	0%	16	89%
Student	0	3000	0%	2420	81%
Totals:	0	3023	0%	2441	81%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = $n/N \times 100$; # Comp = # Complete Surveys; Resp Rate = $\# \text{ Comp}/n \times 100$

Category: Gender

	Pop (N)	Resp (n)	Resp (n) %	# Comp	Resp Rate
Female	0	1540	0%	1219	79%
Male	0	1463	0%	1207	83%
Totals:	0	3003	0%	2426	81%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = $n/N \times 100$; # Comp = # Complete Surveys; Resp Rate = $\# \text{ Comp}/n \times 100$

Category: Age Group

	Pop (N)	Resp (n)	Resp (n) %	# Comp	Resp Rate
0-24	0	2261	0%	1790	79%
25-34	0	560	0%	479	86%
35-44	0	90	0%	85	94%
45-54	0	33	0%	26	79%
55 & ABOVE	0	3	0%	3	100%
Totals:	0	2947	0%	2383	81%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = $n/N \times 100$; # Comp = # Complete Surveys; Resp Rate = $\# \text{ Comp}/n \times 100$

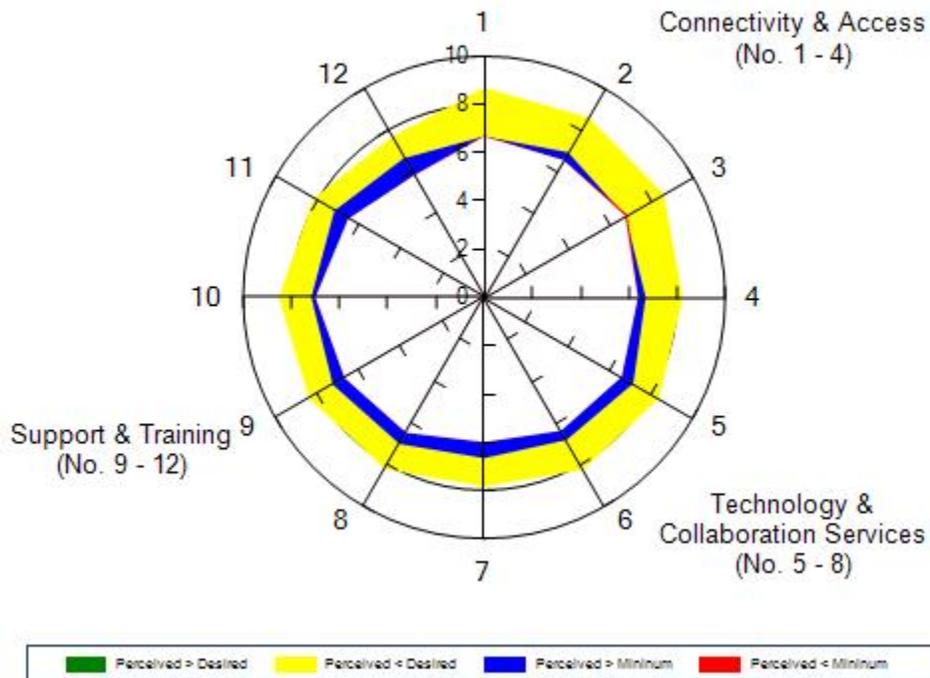
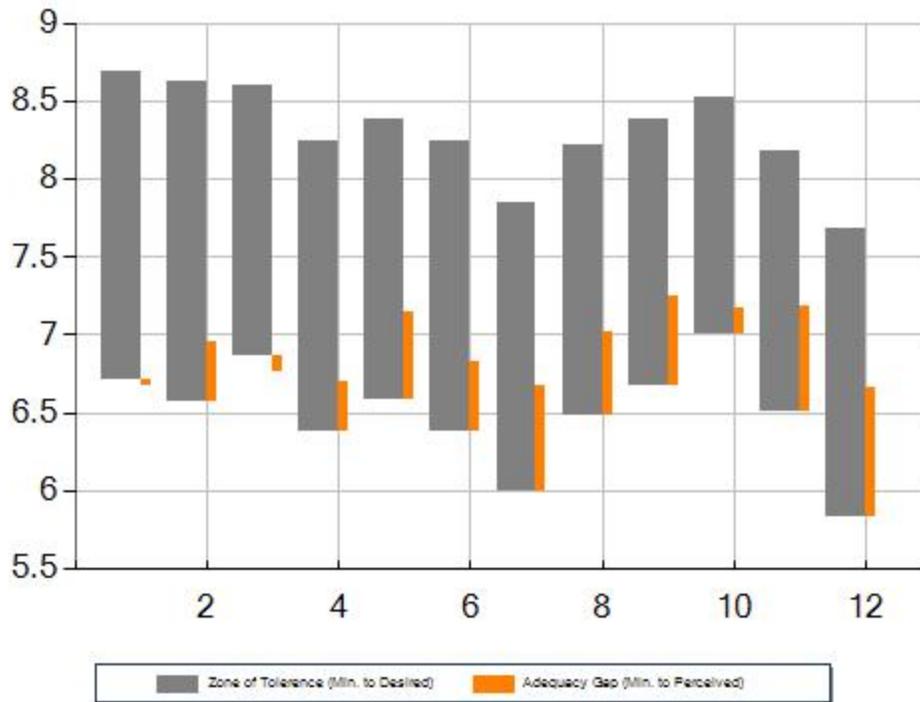
Category: Birth Year

	Pop (N)	Resp (n)	Resp (n) %	# Comp	Resp Rate
1955	0	1	0%	1	100%
1956	0	1	0%	1	100%
1957	0	1	0%	1	100%
1958	0	2	0%	2	100%
1959	0	4	0%	4	100%
1960	0	2	0%	1	50%
1961	0	2	0%	1	50%
1962	0	6	0%	6	100%
1963	0	3	0%	2	67%
1964	0	3	0%	1	33%
1965	0	4	0%	3	75%
1966	0	4	0%	4	100%
1967	0	3	0%	2	67%
1968	0	2	0%	2	100%
1969	0	7	0%	7	100%
1970	0	6	0%	6	100%
1971	0	4	0%	3	75%
1972	0	6	0%	5	83%
1973	0	10	0%	8	80%
1974	0	11	0%	10	91%
1975	0	11	0%	11	100%
1976	0	13	0%	13	100%
1977	0	20	0%	20	100%
1978	0	21	0%	16	76%
1979	0	15	0%	13	87%
1980	0	31	0%	29	94%
1981	0	33	0%	27	82%
1982	0	32	0%	27	84%
1983	0	60	0%	52	87%
1984	0	76	0%	70	92%
1985	0	85	0%	70	82%
1986	0	97	0%	83	86%
1987	0	110	0%	92	84%
1988	0	160	0%	138	86%
1989	0	294	0%	242	82%
1990	0	485	0%	389	80%
1991	0	488	0%	380	78%
1992	0	493	0%	380	77%
1993	0	333	0%	254	76%
1994	0	5	0%	4	80%
1996	0	1	0%	1	100%
2012	0	2	0%	2	100%
Totals:	0	2947	0%	2383	81%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = $n/N \times 100$; # Comp = # Complete Surveys; Resp Rate = $\# \text{ Comp}/n \times 100$

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	6.71	8.69	6.67	-0.04	-2.02	2498
		Dev	1.53	0.68	1.55	1.67	1.54	
2	Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.	Mean	6.57	8.63	6.95	0.38	-1.67	2464
		Dev	1.58	0.76	1.47	1.62	1.48	
3	Having wireless Internet coverage in all of the places that are important to me on campus.	Mean	6.86	8.60	6.76	-0.10	-1.85	2428
		Dev	1.71	0.90	1.65	1.85	1.69	
4	Support for accessing the campus Internet service using my tablet or other mobile device.	Mean	6.38	8.24	6.70	0.32	-1.54	2237
		Dev	1.81	1.19	1.68	1.78	1.68	

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	6.59	8.38	7.14	0.55	-1.25	2411
		Dev	1.53	0.92	1.30	1.52	1.33	
6	Accessing important campus Web sites and online services from my tablet or other mobile device.	Mean	6.38	8.24	6.83	0.45	-1.40	2133
		Dev	1.73	1.15	1.43	1.63	1.47	
7	Having campus technology services available that improve and enhance my collaboration with others.	Mean	6.00	7.85	6.67	0.68	-1.18	2262
		Dev	1.86	1.39	1.54	1.52	1.42	
8	Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.	Mean	6.48	8.22	7.02	0.54	-1.20	2320
		Dev	1.69	1.15	1.40	1.52	1.35	

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 knowledgeable, and who can assist me in resolving problems with campus technology services.	Mean	6.68	8.38	7.25	0.58	-1.13	2186
		Dev	1.67	1.04	1.41	1.54	1.33	
10	Getting timely resolution to problems that I am experiencing with campus technology services.	Mean	7.00	8.52	7.17	0.18	-1.35	2092
		Dev	1.48	0.85	1.35	1.44	1.31	
11	Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.	Mean	6.51	8.18	7.18	0.67	-1.00	2207
		Dev	1.73	1.15	1.41	1.55	1.34	
12	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	5.83	7.68	6.66	0.83	-1.03	2067
		Dev	1.97	1.55	1.59	1.60	1.53	

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.

By far, my department's number one source of downtime is caused by power and network failure on campus. My building contains the servers for our department, and our phone lines are on a UPS, but our network switches aren't. So even though our servers remain online, the network goes down, thus taking down the whole department. [#905114]

-The current authentication system sometimes results in unreliable connection. -Unregistered visitors cannot use the Internet on campus. [#905170]

This is basic... [#905172]

Please forgive me if I am too mean. But I have to tell the truth. I am a student here for 4 years in Computer Science. And what I can say for the WPA for other non-Windows Operating System is: Extremely bad. I am a Linux and Mac user, even in the WPA fully covered area such as the class room, Evans library, etc, the chance of being kicked off the network is: almost once every MINUTE. You will understand my piss-off if you keep trying to connect to the network all the time. I have tested many machines, including thinkpad, asus netbooks, etc (with Ubuntu or CentOS or MacOS), all have the same problem. So don't say that it is my hardware or software problem, since all these machine work pretty well at home using Suddenlink. It is really unbelievable for the wireless here for Linux (sometimes Mac) users, as agreed by my advisor and other labmates. If you want to test, I would like to provide my machines: 9794026374 [#905182]

This is very important [#905184]

With both my Mac laptop and iPhone 4s I have a very difficult time connecting to the wireless service - in my office as a graduate student and even in classrooms. I find the process of connecting difficult to navigate and that is where the disconnect in service occurs - despite having friends who are connected sitting beside me, getting my laptop to add/accept the signal has proven impossible more times that not. I thought initially that this was a result of my older laptop, but have now had the same problems with my iPhone 4s (new technology). If there is any way that you could make adding the network or connecting to the wireless signal easier - or even make the directions on your website easier to follow I would increase my rating for satisfaction. [#905189]

sometimes, It is not properly working in building's basement. [#905198]

I have had times at my office where my computer will lose access to the campus network and will refuse to reconnect--for no apparent reason--for more than week running. This is extremely detrimental to my work as there are software packages I must use that require network access. [#905208]

Service drops as you're further away from buildings [#905240]

I have always had friendly and helpful encounters with workers in the technology and services department. Outside of sometimes having flaky internet every now and then I have no complaints! [#905242]

frequent outages in the wifi [#905260]

Overall the network connectivity to the internet has always been good. [#905311]

Need wifi outside of buildings as well as inside. i.e. around bus tops, academic plaza, dining halls, etc. [#905343]

Tamulink-wpa does not work frequently. Please fix it. [#905350]

As a graduate student, this is incredibly important to me. Unfortunately, the wireless services in Old Herman Heep are less than dependable. Speed and dependability range from slow to fast and attainable to unattainable; sometimes, more often than not, it will not be working at all. [#905368]

The wireless is stable most of the time but is spotty in some buildings. You should make sure all areas in a building are covered by wireless. [#905373]

I would love to be able to establish a quicker connection; my laptop always takes 60-120 seconds to connect to TAMU Link. Also, many rooms in Wehner (as a business major, this is a very important place to have internet for me!) have little or no internet at all. [#905380]

It would definitely benefit all students if there is wireless access in the bus. [#905388]

key word is consistent.... [#905435]

the internet in my apartment which is university owned always goes out [#905453]

The wireless service is sometimes not available on my phone and computer during crucial times (right before a test). [#905454]

Wifi on my computer, tablet, and phone has to be restarted and usually fiddled with to get the wifi to work when I walk across a building or to a different building. Some areas of campus are incredibly slow (unusable) while some are unnecessarily fast. [#905457]

Internet service has been easily accessible and consistent throughout campus. [#905475]

I believe this is important to all students and faculty. It should always be available, unless given a warning for inactivity. [#905514]

Not very consistent in the dorms. [#905516]

install more wireless routers in certain buildings, in my dorm I barely get wireless in my room and also in langford the internet is terrible and often we can not even connect to the internet [#905528]

Yep [#905534]

The Internet is often inaccessible when I am on campus which makes it hard during grant writing meetings to pull up any information pertaining to the grant [#905545]

Has been getting much better. [#905554]

Areas of Evans Library and the Glasscock building still experience spotty wifi on occasion. Often I will lose connectivity in Evans for no apparent reason. [#905562]

The wireless network lacks good coverage and is prone to blackouts in the chemistry department. [#905563]

Sometimes wireless could only be used in buildings. Why couldn't we make all the campus covered? [#905593]

I feel this is extremely important to all fellow Aggies. The entire building of Blocker sucks as far as technology goes. Neither cell phone service or wireless Internet are ever readily available. Please look into the situation! [#905623]

The main reliability issues take place in the dorm rooms, in particular (in my experience) in the commons. It would be very beneficial if the connectivity issues within the dorms would be fixed. [#905650]

Sometimes wireless connection crashes around noon time and sometimes I have to use a land line cable in the morning, usually before 8:30AM. [#905663]

I expect the most outstanding WiFi internet service all across campus. As students, we are paying to attend this university and we should be given the best service available so that we may perform at our highest potential. [#905668]

I wish there was wifi in the dorms, and that wifi consistently worked around campus. [#905681]

I frequently lose Wifi/am unable to connect to WiFi. Most of my assignments must be submitted online or are entirely online, so making the internet more reliable would help. [#905682]

Yes [#905691]

The internet service via cables is good, but the wireless service needs improvement on connectivity and speed. [#905705]

I constantly lose internet service, especially when I am taking online quizzes. [#905706]

The Internet seems to cut off at times.. It would be good if it was consistent [#905725]

Reliability should be improved. I experience a lot of drop-offs. [#905728]

this has not been so great recently [#905729]

I think its ok, but if it is too available, people will not pay attention in lectures. So many computer screens playing poker is distracting. [#905731]

wireless signal is weak in some areas and between buildings [#905741]

Have the same MAC address on all the routers so one router can transfer you to another as you move across campus. [#905759]

Make sure it works in all buildings. For example, Milner Hall. [#905761]

I have a terrible time maintaining a consistent wireless signal in my office on campus. Its incredibly difficult to do research (which is all computer based) with a service like that. Luckily I am very pleased with the wired connection (even if access to ports is sometimes difficult in larger offices). [#905802]

In this age we communicate through the internet, and if we are unable to access that resource we may not be able to work as effectively. [#905835]

Around west campus the wifi is kinda weak especially outside [#905837]

Wireless connection is not consistent in certain large buildings on campus, such as HRBB (especially on the first floor) Also, tamulink-wpa does not consistently operate on a laptop running a Linux operating system - I've had trouble with Fedora and Ubuntu distributions. This is a HUGE problem. [#905845]

Some buildings do not have full access to the Internet such as Mitchell Physics. Total access would be great! [#905853]

I like to sit in obscure quiet corners of the library, but my lap top has a hard time finding service. This should not happen though, since I am at the library after all, so the campus wireless service should work everywhere. [#905859]

There have been several Internet connection issues during the past year in my dorm. [#905860]

In some locations e.g. Langford, my wireless devices seem to lose connection the moment they "sleep." [#905872]

The wireless is on and off constantly. Very frustrating. [#905891]

Try to make the wireless internet service more Apple product friendly. I'm constantly having trouble with connectivity on campus with my iPhone and Macbook. [#905903]

I often have connection issues on camus in Harrington classrooms. It usually happens when I leave and come back later in the day. It could be device error [#905917]

In some buildings (academic, Heldenfels, coke, psychology) there are areas where the service goes down. Also, I think that it would be useful to put hot spots around the emergency phones, and on popular campus areas such as the academic plaza where students study. [#905948]

True [#905982]

Service is great but somewhat lacking when reliability is considered. Service seems to go out not often but a few times a semester. [#905996]

It is vital for students to have consistent access. This semester, we have seen how unreliable Internet services has been around campus. It's frustrating when access to wireless connections are dropped. It's crucial that these issues be faced and fixed in a timely manner. [#906009]

Some areas on campus doesn't have internet, I think that at least around the EVANS library the service should be continuous. [#906023]

I could not get a consistent wifi service even if I was in a building. [#906035]

I have noticed that problems with campus internet arise when there are many users gathered together. Staggering events (like staggering registration times) helps with this. I usually do not have trouble with campus internet because I always use a wired connection from the computers in the library. [#906037]

Sometimes I find it "shotty" and unreliable at times on campus. When it does work, however, it is fast. [#906046]

Make the wireless internet service more Apple product friendly. I have connectivity issues on campus with my iPhone and Macbook more often than I care to. [#906081]

I rarely have accessible Internet in the HECC. Very rarely. [#906085]

I used to call help desk for a software problem, but seems their working efficiency is very low that I got reply almost three weeks later. [#906087]

I don't move around that much on campus so am not hassled unless I can't get it in the rooms I most frequent. [#906093]

Make it reliable. Half the time the Internet isn't even working. [#906101]

On mobile device, the connection goes out when walking between buildings sometimes. Library Anex connection goes out on my computer ever few min. on some days [#906104]

This is very important as I teach in different buildings on campus [#906106]

More modems across campus. Especially engineering buildings [#906121]

Please do whatever is necessary to support Mac products...it seems we have the most problems with consistent uninterrupted service and it can be very frustrating. Also, more support with making sure Mac equivalent software is available is also helpful. [#906139]

Internet Service needs to be more robust and reliable across every part of the Campus which is not the case currently. [#906148]

The wireless internet is pretty good and fast for windows computers. However, it is not great for linux systems. My wifi drops all the time on my Debian linux laptop. There is only limited support in this regard. [#906172]

Make it so that wifi's piggy back off each other and boost each other's signals. [#906180]

Recently, there have been some serious problems with the campus Internet service. On one occasion, it actually impacted my grade, because I lost connection at the worst time, & could not submit an assignment in time. But I'm sure this is being fixed. [#906181]

I cannot get internet access in the AGLS building at all times and there are portions of the Evans Library where the signal is not strong enough to get work done. [#906182]

I will randomly lose all internet connection. This a minor inconvenience. [#906184]

The wireless in the new AGLS building is very spotty and has a lot of problems. [#906207]

Have more redundancy to ameliorate outages. [#906226]

Having Internet that is reliable is more important than fast. I was taking an online quiz in the commons and my Internet went out. The quiz is timed. Luckily the Internet went back on. And I was plugged into an Ethernet cord. [#906253]

system sometimes gets overloaded [#906268]

We need to have wireless internet that is consistent across campus. The dorm rooms should have wireless. Also, many buildings have such a weak signal that it is useless to bring your computer... even in WCL! All of the libraries need to have a strong signal because that is where people go to get stuff done and not having internet there makes everything more difficult and frustrating. [#906270]

This is extremely important, and there is not sufficient internet access in even some of the most widely used buildings on campus (Blocker) [#906288]

I have trouble using it outside between buildings, the service gets weak outside the building but I like to use my laptop in Academic Plaza and places like that [#906303]

We don't have Internet access everywhere around campus especially around the bus stops [#906322]

The campus Wifi often times does not work, it needs a lot of work. [#906331]

Some places in Rudder Tower/Forum you will get spotty service. It could be a difference between sitting on one side of the room or the other. [#906362]

Having a single point of failure (eg: the melted fiber line) is unacceptable when services that support the dissemination of Code Maroon messages (DAS) rely on it. [#906364]

A number of times I have lost service this semester. Clearly, most problems happen by chance but maybe we should invest in a more robust system. [#906386]

Walking from West Campus towards G. Rollie I usually lose signal which is pretty annoying. [#906405]

I have trouble in the building I spend the most time in (Zachry) getting a consistent connection to the campus wireless on my laptop and my Kindle Fire. It adds and drops often. [#906413]

Wireless access points between buildings so that coverage does not drop from building to building. [#906421]

Very emphasized in today's society. [#906433]

wifi, when it goes out, is quite annoying and no notice is given on when (if it is expected) or why (if it is unexpected). [#906438]

Since I live in the University Apartments, not having reliable access to the campus internet is very annoying because I have to find a place to work off campus and is frustrating. [#906440]

Some computer labs on campus seem more reliable than others, so establishing consistency would be great. [#906442]

In some areas, there are too many people using a single access point, and it causes serious congestion. I mean, when it takes >10 seconds to load Google, I think something might be wrong. Also, JEB has some parts of the building where the wireless is just so slow for no apparent reason. [#906443]

we need better wi-fi. [#906448]

The internet often times is extremely slow. I believe an issue is the campus uses Internet Explorer as it's main internet source when really it is the worst one to use. [#906482]

improve the speed and connection from building to building. make connecting easier. [#906487]

Wireless is very inconsistent across campus. Sometimes I have trouble connecting (I have a mac). Also, I am mostly in Langford and the college of architecture has their own IT office there. It is run very very badly. [#906497]

Include service around campus, not just inside library and buildings. [#906509]

The wireless connections do have problems, such as one side of the room having perfect connection, but the other failing every so often, something going off and on repeatedly for HOURS. While manageable and is capable of being bypassed with an ethernet cable, it's annoying and I would rather not have to deal with it constantly. [#906533]

TAMU link is terribly unreliable. Occasionally, I will be at a certain place where the connection is reliable, but I frequently have to disconnect and reconnect several times in a hour's sitting to regain Internet connectivity. The speed of TAMU link is very acceptable on the other hand. Why aren't there instructions online for setting up an android device, arguably one of the biggest type of devices students use? Linux instructions? Really, I've been to many different places that have full wireless connections (with authentication) that are far more reliable than A&M. I had better experience at my high school, so it was a surprise to me coming to a University and thinking the wireless would just work and it doesn't. Dorm Internet used to be perfectly acceptable. It was kind of slow, but at least we were given an outside IP and the ability to unblock port 80 inbound. This was a good setup, and allowed me to VPN to the campus network if I needed something from my computer. Now (and I understand your running out of IP's but really there are printers with public ip address) I have to maintain a connection to computers outside just so I can access my files. I've also noticed that the quality of the Internet is terrible, connections time out, etc... This is one of the reasons I'm moving off campus next semester. I used to be able to walk over to the labs and use my dorm computer from there, but of course this is no longer possible. [#906544]

Many times, my internet will randomly drop, and I can't access anything online. When I'm using the Internet to study, this is a pain to try to figure out. [#906551]

The vet school has trouble handling the load of computers accessing their wireless service. [#906569]

Some areas on campus don't get very high quality service [#906587]

Sometimes Internet doesn't work. We rely on internet, so that problems needs to be fixed. Especially the wifi on macs had a problem [#906592]

Wireless is often very patchy all over campus, with internet constantly going in and out. But I think coverage is good. [#906594]

I do not receive consistent internet service while traveling from west to main campus and vice versa. I would expect to receive service while en route since I am still technically on campus. [#906601]

Wireless service is often intermittent inside of older buildings on campus. The routers need to be stronger to get through old, thick concrete walls! [#906607]

Very important..but my internet is sporadic at best inside my dorm and I often don't have an internet at all. [#906610]

Better wireless signals [#906615]

Very important. [#906623]

The current wireless does not seem to handle times when a large number of students need it at once or in certain areas around campus, there tends to be a decreased internet speed that actually hinders technology based classes or majors. I would suggest finding a way to amp up the wifi so that it can handle a much higher student traffic. I would also suggest making sure that internet is consistent throughout classrooms. [#906631]

Add signal boosters around buildings [#906632]

fix some of the wireless issues around campus. in some areas/classrooms its difficult to connect [#906637]

It is very important I wish that the Internet connection was better all over campus, there are many older buildings that have poor connectivity, Fermier and Thompson [#906664]

Many times when I take my laptop (Windows 7 PC) around campus, I cannot connect to the internet. Especially when in Evans Library, I find it takes a long time to connect. Also, in the mornings in the Chem 100 lecture hall, I cannot get any service; while it shows that I am connected, web pages simply do not load. [#906683]

I haven't lived on campus in a few years so it may have changed since then. During peak hours, it was almost impossible to do anything online because of the high traffic. [#906689]

Service is usually good, but the Wi-Fi in the dorms can be very unreliable. [#906694]

Constant speed needed, as well as it not crashing down more than once a semester, while being resolve quickly [#906703]

My wireless Internet operates great at Wehner then is so slow at Med Sciences Library that I can't use my laptop. [#906708]

Extend WiFi access in all the buildings and surrounding. Especially the basements and labs at the basements need an extensive consideration. [#906710]

I do not have consistent Wifi in many buildings. [#906715]

Wireless has been in and out constantly over the past couple of weeks. [#906726]

I have lived on campus for 4 years and this year the Internet service has been less than reliable. [#906729]

Little wifi coverages out side of buildings. Would be nice to be able to access it on the busses and in outside common areas. [#906730]

I've noticed that in some buildings, I will be connected to WiFi, and I still can't use the Internet. I would just like for the service to be consistent all over campus. [#906731]

mine goes out at random times, make it to where that can't happen [#906744]

Sometimes my laptop can't connect to tamu-wpa or when it does connect I have limited or no internet access. Might be caused by too many people connecting in a classroom. But when you have a class of 300 people, we still need internet. [#906758]

The Internet service can be very unreliable at times, particularly the wireless Internet which drags and often drops off. Something that could be improved is better coverage of the spaces between buildings on campus. As soon as I leave a building, internet coverage becomes spotty at best. [#906772]

Doesnt work alot of times in random buildings at random times [#906778]

Is this a joke? I havent relied on campus internet all year. Even when I'm at Evans, my laptop has issues uploading howdy. [#906794]

Have wifi all over campus [#906801]

the new building, ETB, has internet connection problems. This is where I spend most of my time on campus. [#906802]

When moving around in the library, some spots don't have a connection at all and then other spots are very fast. [#906808]

I live in Mosher and the Wifi is good at times, but is often disconnected. When I am connected, it is fast and works well, but due to the frequent interruptions it makes it harder to use. [#906814]

More satellites [#906833]

I use mainly the wireless network on campus through my laptop. I am constantly getting kicked off. It often requires me to reenter my password 4-5 times before it reconnects me. This causes a lot of frustration and wastes time. [#906841]

n/a [#906874]

Service is not continuous and experiences lot of breaks. Also there isn't good signal in a lot of places on campus (eg. Rec center) [#906889]

When connecting to wifi via my laptop, I have to hope that it a) works, b) stays connected, and c) doesn't time-out. This shouldn't happen at this university. [#906901]

i study at Evan's often. internet is not stable enough for me to use phone/laptop. [#906904]

Buy new routers [#906944]

Some of the wireless does not work in some of the buildings, and other times it might randomly go on and off. [#906951]

The internet is currently very spotty. I can only connect in certain spot, and even then, sometimes it is not reliable. For the most part it is very slow. For the amount of money I pay in fees, I would expect the system to be better than it currently is. [#906968]

Larger bandwidth during peak hours. [#907005]

Some dorms/ buildings still do not have Wi-Fi accessibility . [#907021]

I live in the Corps Dorms and the wireless is extremely slow even though there are wireless modems every twenty feet or so. [#907025]

It is not possible to connect to the internet through an ethernet cable in the classrooms, so the wireless needs to work better because I have had issues this semester especially in the O&M building. [#907033]

It would be nice to have better signal in outdoor areas. [#907035]

sketchy in many buildings, often slow [#907049]

I've noticed in some buildings (like HECC) the internet is either really slow or doesn't work. [#907055]

i am in a dorm, and the wifi doesn't work all the time. [#907119]

Ability to connect is horrible and speeds are atrocious [#907121]

Keep hours for other OALs open longer. That may be a lot to ask, but when I'm on Northside I don't have time to walk to the SCC just to print a paper in the evening... [#907134]

No wireless internet service in some of the dorms and sometimes not very reliable. [#907145]

I am usually very pleased with Internet service across campus, though some buildings such as Blocker and Zachry do not host consistent service. Also, (I assume because of high traffic volume) service in southside area dorms regularly becomes slow. [#907154]

There are times when campus internet goes down and students have no warning. Maybe a more timely way of notifying students of expected/unexpected outages quickly. [#907156]

Fix the awful connection around Evan's Library & Annex [#907216]

Reliability! Our internet flickers in and out occasionally. [#907219]

I'd like to use wireless internet connection in anywhere in the campus but it's a bit hard due to weak wireless signals. So if it's possible, I want you to enhance this signal strength in anywhere in the campus [#907223]

My laptop often freezes when connecting to the internet in the library. Maybe just a personal problem, but it connects to tamulink-wpa without error at other campus locations... [#907249]

My Mac consistently this semester but especially last semester ALWAYS had trouble connecting to the Wi-fi [#907250]

I can't always get reliable Internet service in my own office. Generally ok in other places where it's advertised. (CSA) [#907261]

I have recently had problems with the campus internet in the library. [#907270]

Internet quality is not consistent between buildings. The most notable building I have trouble with regularly on campus is Blocker. [#907279]

Campus connection is not always consistent [#907285]

Fix the signing off in the middle of online quizzes and such. More routers/better routers whatever. Not being able to get a good grade because of an Internet problem is really frustrating. [#907291]

Wireless service is very spotty in some highly utilized buildings where it shouldn't be [#907299]

Wireless in Mosher especially was very spotty and not reliable for the first part of the year. [#907302]

Wireless gets spotty at times. Difficulty connecting from my laptop. [#907317]

The internet has been cutting out randomly lately. It is irritating, especially when assignments are due. [#907319]

i want to be able to adjust my internet settings on all the computers i need access to. currently there are a number of computer systems that i cannot set home pages for. i would like to set my settings once and

have them carry through all the computers i might use on campus. even if it means a slower startup process. [#907341]

making sure the wifi is good enough to where when theres thousands of people using the internet that it doesnt slow down or shut down. [#907351]

I always have problems with my internet going out. [#907355]

Many times it will say tamulink wpa is available but it won't connect... [#907364]

I have yet to come across an internet so poor, frustrating, inconsistent, unreliable, and time-wasting as that found in Evans. [#907374]

Reduce service interruptions. [#907382]

Sometimes in the courtyards, internet it is very difficult to get wi-fi. [#907384]

I think the internet service is reliable at times but not always consistent. [#907385]

I use Ubuntu on my computer, which is a linux-based operating system, and I can rarely if ever connect to the campus wireless network. I am using the settings recommended by tamulink, but the network always has trouble verifying my credentials. As a Computer Engineering student, most of my work is done using Ubuntu and I would like it if tamulink supported my operating system. [#907398]

more routers in dormitories [#907407]

Yes, more important than any other thing these days. [#907408]

The wireless internet has been messing up a lot lately. [#907410]

Often I cannot get my computer to easily connect (both my Mac and PC). [#907429]

Often times, tamu link is down or is not working in the library or other important places. Especially during stressful times like registration or finals, the internet NEEDS to be running up to par. [#907431]

The campus network is too over loaded with not enough available connections to support the students that use the areas they are located in. Example, Langford A has three wireless routers mounted on the wall. 3 feet away some of them don't have enough signal to connect to it. When you do get connected it takes twice as long to load a page on the computer then it does on your PHONE! [#907432]

Having wireless access on campus outside would be a huge improvement. [#907440]

In my 3 years here the wifi has been a trouble for myself and many others. Coverage is not as good as it could be. Some of the configuration is more complex than it should be. And moving from one access point to another often does not go as smoothly as it should. [#907453]

Because I use campus internet as a resource for schoolwork and to access assignments, I believe that it is very important to have reliable and consistent internet. [#907467]

I have had many problems in the dorm accessing internet [#907478]

Internet does not work in bathrooms and that would be nice. [#907480]

I have had problems with connectivity with the campus Internet service and accessing the internet on my Mac. I feel the campus internet service should be more Mac friendly since many students have these products. [#907484]

i have a mac and my internet will work in my dorm and then i take it to the library and am unable to connect anymore. also sometimes it doesnt work in my dorm so i have to connect it to a usb cable to get connection [#907494]

Good [#907499]

seems that the internet goes in and out depending where you are on campus especially in evans library [#907501]

Perhaps more modems in the library and annex. 1st floor is not reliable. [#907525]

The internet service accross campus is not very reliable, particularly in the Harrington building. The internet works better for laptops than for smartphones, in my opinion. [#907539]

The internet is very unreliable on campus. It works for a little bit and then stops. I know there are a lot of people on the same network, so maybe having more than one server could help. [#907550]

Harrington has very poor wireless internet connection. And in the commons it is often difficult to connect or to stay connected. [#907557]

not reliable [#907558]

Internet in Wehner is awful and very inconsistent. [#907569]

Get the internet to work consistently in the Gardens Phase 2 [#907585]

Service is reliable if it exists, mostly. There are some places that are yet to be covered properly. As far as reliability is concerned, I understand that unexpected interruptions are unavoidable, but feedback regarding these should be provided in a timely manner. [#907597]

wireless coverage tends to lock you out when switching from laptop to phone, or vice versa, or simply switching buildings. [#907603]

Currently on the dorms the wireless int is sketchy at best. We are not allowed to setup wireless networks in the dorm, and when traffic is dropped, or signal quality is extremely low, we have no recourse but to set up wireless networks anyways. [#907612]

Internet speeds vary widely across campus, ranging from 100 Mb/s to <1Mb/s. while the high end is okay, any low end under 10 Mb/s is unacceptable in this day and age. In some buildings the Internet will simply decide to kick you off the network every so often. [#907619]

Wifi in blocker would be nice [#907625]

I live in Mosher where we have wifi & it is the absolute crappiest internet I have ever had to use. Some people have sped their internet up with the use of routers but for some reason these aren't allowed. They've shut off most of the independent routers since spring break & I swear my internet has gotten WORSE! I've tried using the ethernet & that's no help either. [#907651]

There have been a lot of outages this year but that might just be upgrading new stuff. [#907674]

Certain buildings are notorious for having bad internet connections. The one that I am familiar with and spend most of my time in is Kleberg. I would like the connection to be more reliable. [#907682]

Since so much of homework is switching to online homework (ie OWLs, WebAssign, etc), having an internet connection that drops occasionally is extremely frustrating. [#907686]

Any hard line that I use generally works pretty well. The wifi is spotty at best [#907690]

Overall, I've had a good experience with the internet on campus. However, multiple times I've had issues with streaming videos for class. Media Matrix rarely works for me when I'm on campus. [#907693]

I feel that a lot of times, I don't have service that is reliable, and I'm not sure if that's provider or the campus system. Especially in West Campus. [#907697]

Very important in classrooms when using a laptop. Certain buildings are very unreliable with connecting to WiFi and cause problems. [#907704]

I have Sprint, and I have lots of problems with the internet connection on my phone when I'm on campus. Blocker, Evans, and the Allen Building are especially bad. My email often doesn't sync on my phone the way it should when I'm at those locations. I also have problems with the internet in my dorm (Aston Hall in Soutside/Commons). It's slow and has trouble connecting. [#907721]

This is very important. [#907730]

In Blocker and Wehner, I have a really hard time connecting to the wi-fi. Very inconsistent. [#907746]

Very important [#907749]

Internet service is not consistent around campus. For the amount we pay for school computing services, there should be more computers available around campus with up-to-date internet access. [#907765]

It's important to monitor and attack the instances in which the internet is SLOW and do something to increase the speed. [#907789]

I know sometimes in the library my computer won't be able to pick up the wifi at all, but it does fine everywhere else. [#907795]

its very important to me because I like to move around when I study and sometimes I need the internet. [#907809]

I definitely agree with this. There have been times where I borrow a laptop from Evans or the Annex and the laptops are always lagging. I'm not too knowledgeable about computers, but I suppose having regular laptop/computer check ups would be helpful so that we won't have any problems when we use them for homework. [#907818]

Texas A&M should be an example of how technology works at full potential, how it can be used, and the benefits that it provides. [#907826]

Langford often doesn't connect at the first few tries, and when it does, it's super slow. [#907836]

internet seems slow at peak hours [#907854]

so many buildings on campus, or certain rooms in buildings do not provide internet access. I like to get on the internet during classes to get notes and follow power points etc. or to do homework if I get to class early. A majority of my classrooms this semester do not provide internet access at all. [#907858]

Wi-fi everywhere, even outside would be nice. At minimum, inside every building. [#907861]

There are some issues with wifi in the dorms sometimes, due to, I believe, personal wireless routers. Also, my phone gets kicked off the tamu-link wifi rather frequently with no apparent reason. [#907887]

Wifi doesn't work consistently. [#907899]

I find that at times the internet at crowded places like Evans library gets really slow. I would like to see more powerful internet capabilities in the high frequency areas like the library and commons etc. [#907902]

The connection to the internet in some of the classrooms are really slow; especially in the HECC, Blocker and Zachery Buildings. [#907924]

I consider man-in-the-middle attacks, censorship, and deep packet inspection to be anathema to reliability and consistent operation. Don't even think about it. [#907935]

Making internet broadcast across all of campus would be a huge help because sometimes it is difficult to carry a signal between buildings. [#907941]

Needs better coverage. Many buildings give me problems and at other times are inconsistent if I receive a signal at all. [#907963]

The campus internet service is not very reliable and does not operate consistently across campus. In my building, the internet service is very inconsistent. [#907970]

The services work great with one exception. In the larger rooms across campus, there can be a huge demand for wireless access when a full class is present. Therefore, the internet speed becomes very

slow for all users. I suggest that there should be more routers provided with access on difference wireless channels. [#907973]

In class rooms that have 100+ students, the wireless gets choked with the amount of students connecting their computers, tablets and cell phones. This prevents the presenter (either myself or a professor) from using the wireless [#907995]

Langford has problems with the wireless. Langford C messes up. [#908004]

the wireless infrastructure in some dorms (Mosher) and campus buildings (blocker) is old and outdated. it needs an upgrade ASAP. [#908005]

In a lot of heavily populated areas the 2.4 GHz band seems really saturated sometimes and throughput suffers. I don't know if the campus does this already, but maybe add some additional channels on the 5 GHz band? [#908014]

Regular checks. [#908016]

Put more bandwidth focus on the computer labs. Those machines get used the most by students and need access to full bandwidth. [#908028]

Even outside so that you can move from one building to another. [#908038]

Work on the internet service in Wehner. It's been dragging horribly. [#908049]

Being a college student, there are always deadlines that need to be met and also we all work at different hours.... so 24hr service is a must [#908081]

This is a MUST!! [#908091]

Sometimes I loose service in the physics building, but other than that it's great. [#908108]

tamu does a pretty good job of this but in alot of places in buildings and computer rooms , there is no phone service and runs my battery down on my phone because its always looking for signal. i.e. definitely no browsing the web on my 3g network : [#908113]

Increase the wireless signal in FHK complex. :) [#908114]

the annex has bad service [#908116]

There are many places on campus that I should be able to access the internet and it rarely ever works, especially if there are a lot of people trying to use it at once. One of the main places I have problems is in the Harrington Education Center Classrooms and also sometimes in my classes in Whener. [#908121]

I use the internet for almost everything! So it's very important to have!! [#908128]

It does not operate consistently across campus...maybe setting up more towers or something? I don't know much about how it works to get internet to function well. [#908139]

We keep losing wireless in CSA and as a gradstudent it makes research a lot harder when we can't actually do research. [#908141]

I think all buildings should have wifi. It is important to have wifi in the classroom before wifi gets spread to outside areas. [#908145]

The WIFI in the dorms is terrible. It shouldn't be so difficult to keep a wifi running at all times in the dorm. It constantly goes down and I have to go across campus to the library or to the chem building just so that I can get WIFI to do my homework since it is ALL online. [#908148]

It is essential in this day and age to have reliable internet service. [#908160]

Have Wifi throughout all of campus, not just in buildings [#908169]

Reliability is notoriously bad, especially this semester. [#908170]

Some buildings have poor internet access. I don't know if it's still true now, but I had trouble getting internet access in the Bright building. It would always be limited and I was unable to do homework. [#908183]

This is super important, and often buildings don't have service for up to a week at a time which is rather difficult especially in the library. [#908188]

add another server to ease the strain on the current ones. [#908205]

The Internet has not been reliable this semester, and if it did work it was slow [#908226]

The internet in HECC is extremely bad. It would be great if this could be fixed. [#908235]

WiFi is TERRIBLE - constant disconnects and drops. I don't remember these problems over the last few years. [#908261]

See comment on wireless. [#908276]

Open areas on the campus do not have a good internet coverage. Some WI-Fi stations could be installed along the roads as well which are frequently used by students/faculty/staff [#908277]

Very true statement Places that I have noticed that have bad internet connections include Blocker (101) and Wehner 114. [#908282]

When the internet is running slow it interferes with homework and online classes. [#908303]

I have trouble gaining access to the internet in buildings on my tablet. [#908308]

Connection consistently drops, minutes before it connects, and low range. [#908336]

In enph, it often drops connections with computers and then the computer has to reconnect again. [#908345]

The wireless internet connection on campus is very poor, especially in the Harrington Building. I would advise you guys looking into this problem. [#908374]

Needs to be fast and reliable. [#908394]

Very important!! Ive had a lot of trouble with internet in my dorm this year, sometimes it is really slow and theres been times when it doesnt work or it shuts down while im taking a quiz or working on a timed assignment. On school computer the internet is usually pretty good its just in my dorm that I have trouble. [#908400]

More Wifi hot spots [#908409]

Allow internet accessibility also outside school buildings all throughout the campus. Also strengthen signals evenly across an area. If possible improvise a device that could possibly "tether" internet connection wirelessly in areas which does not currently have wi-fi availability (outdoors). [#908427]

It would be nice to have internet in some of the high traffic outdoor areas, rather than just in the buildings. [#908433]

Occasionally, and without warning, disconnections from wireless network happen. This leads to sometimes unsaved work on websites that are difficult to repair. [#908479]

I am a distance education student, so I do not use campus internet. However, if I did, I would think it was really important. [#908502]

It happens frequently that I'll be sitting somewhere using the internet and it will randomly disconnect and reconnect, sometimes repeatedly all day. [#908559]

It is not consistent. When I call in, I usually just get someone saying "We know about it and are working to get it fixed." If possible, give out timeline expectations or something so I have something to go off of when continuing to experience problems. [#908567]

Would be very helpful! [#910688]

the inter net service on campus is i great it the cell phone service i dont like [#910702]

The library wireless as well as some the buildings' wireless have been known to turn on and off and have difficulty connecting to. [#910720]

Older buildings do not have strong enough wifi connection. Also, even in the computing center some videolinks for curriculum content will not work. [#910724]

Pay attention to areas in buildings with weak internet service from wireless routers such as basements of buildings (ie. Studio 12 in the Commons) [#910738]

The Internet in the dorms is not consistent and constantly has problems. The drivers are some times unable to communicate with computers. [#910750]

I always have difficulty connecting to wifi on my iphone which is frustrating!!! [#910760]

n/a [#910917]

The WPA2-Enterprise does NOT work well with Windows 7!! The internet connection frequently does not work in buildings such as the Brown Building, Evans Library (in certain spots) etc. Also, a complete campus-wide wi-fi network would be greatly desirable! [#911058]

The wireless internet connection on laptops are quick to disconnect. It would be great if you can make the duration longer. [#911083]

Wireless connection everywhere would be wonderful. As of now, the connection has been fine in all of the buildings I have tried. We have to play with settings sometimes (especially on macs) but overall, I think it is pretty good. My experiences with technology staff on campus has been great. They are always knowledgeable and helpful. [#911101]

The internet connection in the class rooms (HECC especially) are AWFUL! It takes me at least 10 minutes to connect and then the connection is SOOO slow. That needs major improvement. Also, the annex but that'll probably improve when the MSC opens in the spring [#914624]

In my opinion, I think our campus internet is pretty good in the public place, such as library or Blocker. However, to be honest, the dorm internet is quite bad. There were many times I was taking either online quizzes or doing online homeworks, but the internet suddenly cut off. And that happened quite often. Therefore, I think they should improve the internet services in the dormitory. [#914639]

Signals become weak in some areas of some buildings and classrooms. [#915386]

Have Wi-Fi outside in addition to inside buildings. Wi-Fi anywhere on campus. [#915399]

The connection of wifi is bad at the ground floor of Zachery. [#915417]

It is difficult to get consistent service across campus and this is a a major problem because the majority of the homework assigned (OWLs, Webassign) require connection to the internet. [#915437]

Very important for research and especially since many students are too poor to have internet at home (such as myself because the university takes my money and forces me to pay for everyone to have internet) that makes the university the only reasonable place for internet so it needs to be very reliable. [#918739]

Sometimes the internet connection drops, leaving me without access to the information that I need for quite some time. Perhaps having a backup connection would be ideal throughout the campus. So when "tamu-wpa" fails (and usually when that happens "tamu-guest" also fails), a separate wireless option can be available for students to connect, allowing them guaranteed access to information when they need it most. [#925331]

In many buildings that see a lower volume of students, the internet is often down or does not work. [#925461]

This is a major problem. Often the internet is down on West Campus. [#932303]

Having a reliable Internet service is critical to me. However, I feel that TAMU can improve the wireless connection on campus because I still lack connection in areas that I visit frequently [#932449]

Service in the University Apartments and other res halls is often hard to connect to, and often highly dependent on location, even within a room. Sometimes it asks for a password more than 5 times without connecting, and connection cannot be obtained. Internet is necessary for most classwork, so connectivity issues, even for an hour, can severely impact productivity of students [#932563]

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

Some computers in the lab seem slower than others. [#905141]

Basic for a large university. [#905172]

I think that the speed is enough for studying. [#905198]

This is quite important.as a student we have to download course work which are huge files at times. High speed downloads are the need of the hour [#905305]

Generally, speeds are very fast. Nicely done! [#905380]

Most of the time the speed of the internet is fine. The problem come on Tuesday and Friday afternoons where there is some sort of a scan that occurs in our building. At that time, service is ridiculously slow. It impacts my work performance. [#905405]

Need this for downloading lecture slides and stuff. this fails many times because the download is so slow. [#905457]

don't know why my ipad can't find the wpa connection and always jumps to the guest connection.....annoying... [#905509]

It is very important. When in class and I need a powerpoint to be downloaded it would be great for it to download quickly. [#905514]

Mostly fast, but recently has gotten slower. [#905516]

Yup [#905534]

Again not always available [#905545]

Gets kinda slow at night but otherwise it's really fast. [#905554]

probably the lack of fast internet service that I perceived, it is influenced by old systems or old computers in certain departments. [#905564]

It would be better if we can have internet access outside of the buildings [#905574]

I use my computer to access online books while in class, and when the page doesn't load quickly enough or the internet isn't working I lose time trying to fix the internet. I expect internet to at least work in the classrooms, and it should be excellent in large buildings such as Zachary (which is where i have problems - possibly because I am in a corner classroom?) [#905587]

It seems that the internet service at TAMU is not fast enough. Too slow in downloading and opening web sites. [#905590]

For the most part this is good. In some spots it's just hard to connect to campus wifi. [#905623]

Sometimes slow but I think due to the multitudes of people online at once [#905649]

It's whatever. As long as I can print my papers. [#905731]

One time my password was working and it took forever for them to find the problem and fix it, so I guess just doing things in a more timely manner would be important to me. [#905750]

In the dorms, some residents bring their own routers which slows or even disconnects the wpa wireless internet. From my understanding, it's against the rules. To improve this, the rules should be better enforced so when assignments are being done, there is no risk of a failed submission. [#905758]

internet in claclabs can be slow, especially when trying to download math textbooks [#905772]

I feel this is very important, especially in the dorm setting. That is where many students try to do homework and want to have that connection when they need it for assignments and online homework. [#905851]

internet sometimes times out while using search function from library website - should not be happening on a tamu website [#905864]

It is fast enough. [#905891]

update your wireless machine regularly [#905951]

Wi-Fi needs improvement. Ethernet ports are fast and reliable. [#905957]

Velocity is OK [#906023]

There have been a lot of times when the internet disconnects and reconnects and there is a period of time when there is no internet service. So maybe put in more routers around campus [#906036]

Suggest that students who need to download large amounts of information wait until off-peak times in order to be faster, like doing it earlier in the morning or late at night instead of, say, early afternoon. [#906037]

This problem is still in the HECC. And often Wehner. [#906085]

With so many resources available through the WWW, waiting wastes time [#906106]

Give Ethernet the fastest times in dorms. Allow wireless still. [#906180]

Many times in the library, the web runs fairly slow. I assume this is due to the high levels of traffic on Howdy and elearning. [#906186]

Once the Internet is reliable I would like it to be fast. [#906253]

It's very inconvenient when the internet isn't working as well as it should [#906288]

The are days when the service is so slow and takes forever to open my university email. sometimes I have to click refresh a few times for it to bring up the tamu.edu website [#906303]

Our campus Internet is some what fast but it could be a faster [#906322]

When it does work, it is fairly fast [#906331]

Yes I want this [#906421]

It would be great to replace or upgrade computers that download more slowly. [#906442]

as fast as possible. for the money we pay in tuition, our speed should be amazing not mediocre [#906487]

The Internet is fairly fast, although on some occasions it can be excruciatingly slow even with Fire Fox or Google Chrome, taking minutes at a time to get to some sites, or not at all and I have to go back to the previous page, exit out, or retry many times. It's frustrating, especially if it's a site I need for school. This problem isn't too common, but it's certainly one of the least wanted. [#906533]

This is highly efficient and desired among the student population because of our busy schedules. [#906548]

need to have more wireless networks available, so that when there are big classes, slow internet is not a problem. [#906602]

There does not seem to be a seamless way to gain access to all the systems I need (Howdy, e-Learning, Moodle) without having to log in multiple times. [#906616]

I think my previous comment covered this section but to reiterate speed is increasingly important because some professors no longer hand out paper(GOOD THING FOR THE ENVIRONMENT!) and so assignments, handouts, lectures, and other things needed for class are all online. To be able to use them in the classroom there shouldn't be a ten minute waiting period while everyone downloads the required material. I think that the internet should be increased to withstand high amounts of traffic and be consistant between classrooms. [#906631]

Speed it up somehow if you can. Moore's law is proportional to increasing frustration with increasing lag times [#906632]

Faster the better. We'll need it in the future. good to invest in a reliable network. [#906648]

can't seem to get on wi-fi at certain spots on campus like Teague. [#906659]

Quickness is key, especially with students and limited time to study and such. [#906703]

It's pretty dang fast [#906730]

Like I said before, having Internet that is consistent all over campus, as well as consistent in quality. [#906731]

The wireless internet near the building ENPH is really slow. [#906742]

This is actually pretty decent when not too many people are using the web at the same time [#906744]

downloads are decent speed [#906763]

Sometimes the wifi is hard to connect to, or I have to restart my laptop because it won't accept my netid and password. It also would help, if the connection is stronger and or the speed is increased during test weeks when so many students are at the library and using the internet. [#906793]

Would be really nice [#906801]

The library can get crowded and the Web is drastically slower when it is crowded. [#906808]

Campus internet service is inconsistent in its speed, especially with open access lab computers. [#906812]

The Wifi is pretty fast--when it works. [#906814]

The campus internet is fast occasionally, but often it becomes incredibly slow. [#906859]

At times the internet tends to run slow.. if there is anyway to prevent that it would be ideal [#906866]

To me speedy internet access is more important than convenient internet access. [#906869]

Buy new routers [#906944]

I have a mac and sometimes when I try to connect to the internet it takes about 15 minutes and it is sometimes really slow. [#906984]

Its fast, ...when it works. [#907080]

when the internet works, it generally operates at a fast pace! [#907119]

Way too slow [#907121]

Upgrade internet, UT has blazing fast downloads, why doesn't TAMU? Perhaps reduce priority to youtube and social sites at the library so it's possible to do online homework at the library. [#907216]

The wifi is very slow at times! [#907252]

Not using Internet Explorer for one. Google Chrome is a much better web browser. Also, not having to manually enable Active X every time a web page is loaded. [#907254]

My ratings are true for most cases, but again, some buildings have slower internet than others. [#907279]

varies [#907285]

Dorm, McFadden, wired internet slows down considerably sometimes, to speeds below 5mpbs [#907299]

fast internet is good. but i would rather that it just always be the same speed. sometimes i note that the internet on campus is struggling. the current speed is fast enough, it just needs to be more reliable. [#907341]

Internet service can sometimes be slow. [#907355]

Very important since most time spent on campus other than in the classroom is on my computer and generally online. [#907378]

Increase network speed. [#907382]

internet service should be faster and less time consuming. [#907384]

tamulink is very speedy. But I would trade 90% of that speed for the ability to connect my Android phone and linux-based computer to the network. [#907398]

Tamulink is often very slow and hard to log onto, even in the library or the annex. Places like these used for studying need to have fast reaction times as opposed to other places on campus that are less common study areas. [#907431]

Many times the internet gets frozen and operates slowly. If there were some way to improve this that would be great. [#907440]

If we could print from our laptops to a printer on campus. I will say you rock !!!!!!!It will save lots of time. [#907460]

My internet connection disconnects frequently or runs very slowly if a lot of users are nearby. I'd like the internet to be more reliable and not prone to freezing. [#907468]

For the most part the campus Internet service is fast. Although during periods of high usage the service can slow down which reflects on a possible need for the university to update its infrastructure. [#907484]

Wi-Fi is EXTREMELY slow and even takes up to 15 minutes to load one page. [#907485]

The wireless internet shuts down a lot in my dorm or the tamulink-wpa is not recognized for a while when I first go to the library. [#907502]

Being a college student, I rush everywhere and it is a pain when I am late to class and I can't print off my notes at the SCC because it is taking too long. [#907550]

The service should be able to take on peak loads, I can feel the service slowing down sometimes during midday. [#907597]

The earlier and just that it's slow. I feel that I should be able to be somewhere where Internet service is provided and can use it in a timely matter. [#907697]

High priority; still not happening. [#907721]

it often takes a long time to download things such as class notes and power points [#907724]

Not always great coverage using wifi for mobile devices. [#907741]

For the most part this is good. [#907795]

Just as I mentioned in the previous comment, is there some kind of regular check up maintenance that can be done to the technology so that programs or the computer as a whole won't lag? [#907818]

Its is fast in the oal labs but not in my dorm (Mosher). [#907869]

same responce as the first one [#907924]

I have had problems with web pages downloading on my iphone or uploading things. It would be awesome if I had faster internet service on my iphone. [#907966]

In library,Some times we can't be logged in [#907968]

Rapid downloads are crucial because most of my reading is done online. Therefore, having campus internet service that is fast and that provides speedy access to web sites is very important. [#907970]

While I understand that there are thousands of students and faculty using the internet services on campus, it is important that we have speedy access to web sites and the ability to download quickly. [#908010]

Provide a more optimal integration of networking & bandwidth as well as improving fiber optics throughout the campus. In addition a automated system for backup in case of network failure. [#908015]

Works very slowly in Kleberg. [#908035]

This generation does not have time to wait around on slow internet... so a fast connection is vital to completing assignments [#908081]

Some spots are faster than others on campus and I would like it if it was all the same. [#908086]

make it faster and easier [#908127]

need fast internet for the assignments and videos needed for class [#908136]

Extremely important in getting the best education at Texas A&M. [#908145]

When the WIFI is working, it is fast and efficient. [#908148]

Accessibility with desired performance is essential in getting things done. [#908160]

In the vms building for example, the internet works fine during the time before the class, but once 200 students get onto their computers, the Internet comes to a complete standstill. It would be helpful if technology services had foresight as to how many people may be using the wifi at the same time and adjust accordingly. [#908188]

The faster the internet is the faster I can get work done since most of it is online. I don't know how to improve it but it's a statement I am just putting out there [#908202]

The VPN access on campus is a little slow, the CS VPN is painfully slow. It would also be nice that I do not have to use two VPN clients for campus and for CSNET. In an unrelated note, IT should provide machines for programming assignments that includes sudo privileges or a package request website that IT manages in a timely fashion. If they do then they should be either be better advertised or updated. Both CS Linux and CS Unix are horribly out of date. I spent almost as much time locally patching them so that I could do my distributed processing homework as the actual assignment. [#908251]

The campus internet service tends to slow down throughout the day which creates conflict with online classes as well as trying to finish homework. [#908303]

The speed could be a little faster. [#908308]

Shouldn't we have FiOS by now? Aren't we the second-largest university in the US? Do you realize how greatly laggy speeds hinder us? [#908316]

Improve the mobile technology. Also it is hard to get internet reception when I am not near by a huge building. [#908317]

Lately, I have noticed that it has been really slow. [#908340]

Fast is desired so we dont have to wait for our homework to download, but with this many students i understand that its hard to do. reliablity is a higher priority over speed, which will hopefully be fixed in enph soon [#908345]

The internet occasionally loses connection and that can be annoying when we have to use the Internet for class. [#908374]

Fiber optic cable; t1 or better. [#908409]

I want to be able to load websites in a timely matter without having to wait for the internet service to load for 5 minutes. [#908410]

Web service is extremely slow compared to other schools. We get about 20 MBps while most universities are in the hundreds. [#908437]

How about having internet service in parking lot areas? [#908473]

Is convenient because sometimes there's quite a lot to do that having downloading lecture videos, doing research, or other similar activities helps us to do these things quickly. [#908485]

This is especially needed when downloading material for large projects. [#908557]

Internet usage in Harrington is very poor, and I often cannot log on to any websites. [#910705]

Some buildings have NO wi-fi signal, others load pages extremely slowly; particularly the OAL in Cain. [#910724]

Ethernet connections in dorms are incredibly slow. [#910746]

The internet is often slow faster than most but when the internet is having problems there is a noticable difference. [#910750]

A lot of time the internet goes down for a while in the library or annex. [#910760]

Sometimes I feel it takes a bit too long to load pages. Not sure if it is b/c there is so many people using the campus internet, but it just seems slow at times. [#910770]

Internet connection across campus is weak and needs improvement for the thousands of students attempting to access it. [#914624]

I'd like Wi-fi in every building used by students. [#915400]

I thought it can be faster. [#915417]

Be prepared for the heavier traffic times. It seems like more servers aren't set aside on the obvious times, like on the first day of classes... ect. [#918578]

It definitely helps for speedy research. [#918739]

It is important that I am able to transfer my data across the internet in a timely fashion. [#932303]

This is very important for me, as I download large attachments and papers sent via email or viewing online documents from other websites besides the university's. [#932511]

It would be nice to have because sometimes it does take the internet a while to be able to function. [#932583]

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

Wireless connectivity (though I am supposedly in a covered area) has been VERY poor as of late [#905114]

In classrooms wifi connectivity is very good but in the other places like moving around in campus and dining places connectivity is not so good. Being connected helps in myself updated with my friends and classmates. I really like the idea of free wifi service all around the campus. [#905115]

I wish we had service in the parking garages at campus [#905146]

Most of the time, the wireless on campus is good. However, in some key areas for me, such as my dorm room (Corps dorms), the wireless is very inconsistent and weak. Strengthen the wireless signal in areas like the Corps dorms. [#905151]

The Internet when using a private computer is sometimes slow if that could be improved that's be great [#905167]

i use my wifi all the time on campus and like that it works everywhere i am at [#905173]

If fine for the coverage [#905182]

I believe this would increase my opportunities to be an effective student [#905184]

sometimes, It is not properly working in building's basement. [#905198]

connection can be very weak/spotty in Langford C, especially the 4th floor - this is where i spend the majority of my time on campus [#905201]

One aspect of previous campus wireless networks that I miss is the ability to get access even outside of buildings. As an undergrad, I could sit outside and work on my laptop wirelessly. Here at TAMU there are buildings that I can't even reliably receive wireless in. [#905208]

Not all areas on campus that I am located do I get service. I feel that anyplace on campus (not just inside academic buildings), should be able to pick up the secured wireless service. [#905222]

There are places, especially within the Langford C building that I am unable to receive internet coverage period, let alone reliably. The signal on the fourth floor is always weak and sometimes will not allow me to connect at all. [#905226]

Sometimes it takes a long time to connect my laptop to the wireless which is annoying. [#905235]

I believe the entire campus should be completely wireless. this is not the case in certain buildings and dorm halls. [#905237]

Wireless internet is not found in most dormitories; in many buildings (HECC for example) wireless internet is very slow and it is often difficult to connect. [#905269]

I would like to see wireless services available everywhere on campus - both inside buildings as well as outside. But most especially in the residence halls. [#905278]

Most students have internet enabled phones so yes, very important [#905305]

All dorms should have wifi. [#905339]

This is mostly ok but wifi outside of buildings would be useful. [#905343]

Old Herman Heep. There are many graduate students and faculty who work here and the wireless internet services in this building is less than dependable [#905368]

The wireless connectivity in the library is spotty in some areas and will kick you off. This is especially the case on higher floors. [#905373]

I would love to see wireless internet come to Reed and Kyle! It's important to me to be able to update family and friends via the internet on game scores. [#905380]

Wireless is low/non-existent in the Vet school, wish we had better coverage. [#905404]

why not have wireless antennas for outside building use by students in the green spaces. [#905435]

we need this.... I think internet coverage should be everywhere, especially in court yard areas [#905439]

Hope the signal should be strong. [#905446]

Especially in WCL and in the classrooms of Wehner. [#905454]

The only place that i seem to have trouble connecting to the internet would be different spots throughout rudder tower. [#905475]

Areas near Wehner have limited coverage, especially in the patio areas where we often do lunch. [#905487]

Improving accessibility of wireless services in offices would be beneficial. I can't access wireless majority of the time in my office. [#905494]

Some areas on campus are a bit dead wirelessly, such as the Rec Center. Although you really don't need Internet access while working out, it's sometimes tough to connect while lounging/post-workout-eating. [#905503]

Get full campus coverage. It's important. Inside and outside. [#905508]

It would be great if the dorms were better covered. I have trouble accessing the Internet in my room (McFadden second floor) consistently. [#905513]

Wireless internet is not available consistently in my dorm. [#905516]

I wish there was fast wireless everywhere on campus. [#905519]

There are several places where the internet is difficult to connect to especially on mobile phones or laptop computers. I would like to see the wireless network be more consistent and easier too connect to. [#905525]

Yes [#905534]

More consistent signal levels would be nice... Also sometimes takes several minutes to connect. Is 5GHz on the Cisco access points possible? Would like to see more wireless at Hart but knowing it's the cheapest dorm that's probably not possible. [#905554]

The wireless network lacks good coverage and is prone to blackouts in the chemistry department. [#905563]

Yes, sometimes you are on the way to classroom but you also need to receive emails and check updated syllabus. [#905593]

Blocker wireless is not very good. [#905600]

This would be convenient for all students and staff on laptops or mobile devices. [#905635]

Many outdoor areas that despite being highly populated lack good signal for tamulink. Often outdoor areas only get the 'leftovers' of bandwidth from nearby buildings and results in a lousy connection you can't be productive on. Often very crowded classrooms and buildings have very slow wireless service or connections that reset periodically. [#905647]

If at all possible, wireless access outdoors would be massively beneficial and would improve the perceived quality of the wireless environment. [#905650]

Wireless connections seem very limited in laboratories. This becomes a problem when conducting experiments that require the use of network files. [#905666]

Often have difficulty accessing wi fi in Harrington Tower [#905667]

Often in the building where I spend all of my time, Langford A, the internet is slow or unresponsive. This is devastating when it happens because I am constantly in a time crunch and when I do things on the internet I usually need them to be completed as soon as possible due to deadlines. [#905668]

The Anthropology Building often seems to have a wireless signal available, but my students who use Apple computers can't seem to access it. If this is a user-end problem, a guide for connecting via Apple products would be helpful. [#905680]

More wireless internet in the residence halls. The wireless internet isn't very strong in certain spots around campus. [#905690]

Yes [#905691]

In some areas, the signal isn't fine [#905705]

have better coverage outside of buildings [#905716]

The wireless in the vet school is terrible. [#905751]

Have the same MAC address on all the routers so one router can transfer you to another as you move across campus. [#905759]

ARCB 101 classroom has really bad internet [#905772]

I always have problems with access campus wireless. [#905781]

All dorms, dining areas, outdoor sitting areas, between buildings on the walk to classes, parking garages [#905783]

Please beef up Internet access in Lagford. It is HORRIBLE. [#905786]

There are certain areas, such as the big classrooms (Wehner 113) that get bogged down when the room is full rendering extremely slow wifi. [#905795]

Wireless in some of the old buildings (like zachary, HECC, and blocker) so maybe concentrate on improving those buildings since they are some of the more high-traffic buildings. [#905798]

In ETED building, most of the areas doesn't have coverage. [#905823]

If you stray too far from buildings, it's really hard to pick up a WiFi signal. Also, in some dorms there is no wireless. [#905828]

Access is readily available in many places on campus, some more then others, currently it covers a satisfactory amount of space. [#905835]

There isn't wireless Internet access in all the dorms. [#905860]

While coverage is adequate, for the level at which Texas A&M operates, coverage should be seamless across campus. [#905863]

Some places, particularly ThompsonHall, have trouble with the wireless. Always kicking me off and won't let me rreconnect [#905873]

There are times that it seems like the internet is simply switched off - Studio 12 in the commons especially. In common areas it may be necessary to increase bandwidth or install more access or do something to allow for higher numbers of users. [#905888]

The connection is there, but is slow...very slow [#905914]

Dorms don't have WiFi [#905923]

One of the most important things. [#905944]

I often like to study in the academic plaza or in 1st floor coke bldg. Both areas do not have web-access capabilities. [#905948]

I hope the wireless Internet will cover all the campus not only in buildings [#905951]

Wi-Fi is often unavailable or very slow. I can almost never use campus Wi-Fi for my iPhone and it's completely worthless for using with a laptop. [#905957]

Wireless in common areas that are not necessarily buildings. [#905975]

True [#905982]

I usually have problems with Internet in my dorm (Mosher) [#905983]

Wireless Internet in the residence halls, and in outside areas like Academic Plaza would be extremely helpful. With wireless devices becoming more common, it's important that we can use wireless all around campus. [#905987]

I think that all dorms should have wireless connection. [#905988]

Outside reception is not always the best. As well, I often have to enable and disable the wifi on my Android phone before I am able to connect to TAMULINK. I recall reading guidelines a while back from IT services that stated wireless networks are not allowed to be accessible outside, so I do understand the reasoning for that. However, who says those guidelines can't be changed? [#905999]

It is very important. [#906035]

I would be nice to have wireless internet in all of the dorms. [#906043]

I wish all dorms and common places had WIFI! Also, I wish academic plaza had wifi... [#906072]

See above. [#906085]

Of course, for those places where I am actually using internet. Don't need it in the rec center gym nor the bathroom. [#906093]

Expanding wireless coverage to include outdoor areas. On pretty days, it is so much nicer to study outdoors. [#906100]

Find places with weak wifi and add Internet service there. E.g., large lecture halls. [#906101]

Between the TAMU Libraries and other official modes of communication, www access for my wireless devices is vital [#906106]

Wireless coverage seems to be spotty in some parts of HR Bright Building. [#906115]

Corps Dorms need wifi! [#906133]

Large lecture rooms may lack coverage. [#906180]

It would be great to have wireless access in spence park so that people can stream game coverage while tailgating. [#906192]

Coverage can be spotty in the upper floors of Langford building C. [#906222]

Better wifi in classrooms; the wifi in many of my classes in wehner (specifically room 113) are either very slow or completely non-existent. [#906225]

Wireless in many parts of Rudder is poor, ESPECIALLY in the wing closest to the bus stops. Also, wireless in Zachary (102?) is poor, I believe due to the high demand. [#906252]

There are gaps throughout the campus where Internet services are lost. Simply walking from one building to another can cause this issue. Usually occurs with streaming applications (e.g. Pandora) [#906264]

Very important. [#906272]

There are large parts of the Anthropology building that do not have strong enough wifi. [#906298]

I have trouble using it outside between buildings, the service gets weak outside the building but I like to use my laptop in Academic Plaza and places like that [#906303]

Outside areas like Dunn field [#906313]

Very important, between bulidings my phone will sometimes lose coverage. [#906320]

Not everywhere has access [#906322]

This should include dorms. It would be nice to have wireless internet service inside the dorm, not needing ethernet cables [#906331]

Inside several classrooms of the Mitchell Physics Building there is very poor signal. [#906335]

It's available, but there are times when it is unusably slow. Also, it is ridiculous that we have to bypass certificate checking when joining a WPA2-Enterprise network. EAP has to be coupled with a valid certificate scheme. [#906364]

It would be great to extend Internet coverage to everywhere on campus so that we would not have to find a building to connect to the Internet. [#906382]

Places that are important also include on-campus housing. Although students can use ethernet cables, it is an inconvenience and restriction that almost all of my fellow classmates resent. I would suggest revising the University policies and services to better provide wireless to on-campus residents [#906385]

tamulink-wpa (or rather WPA2-Enterprise in general) is sketchy on Linux distributions. I think most of the problem results from the use of a self-signed certificate. You should probably just bite the bullet and get a real certificate (or get TAMU recognized as a CA or something) to avoid issues on all platforms.

[#906414]

Yes I want this [#906421]

Many areas between buildings or on hills need service improvement. [#906442]

Some of the buildings in the campus have poor wi-fi connectivity. People who work on their laptops often complain of connection drops and this is frankly unacceptable. Please ensure more hotspots/routers are present to ensure sustained, reliable connectivity. The wired connection on the other hand is great. No complaints or issues. [#906453]

Dorm rooms should all have wireless. [#906484]

internet is important every at all times. [#906487]

Sometimes internet coverage can be spotty and is a bit frustrating when not fully working [#906498]

Need more coverage outside of buildings/library. [#906509]

So far I have had no issues with coverage across campus, although some places either have none or have great difficulties with the connection. [#906533]

I live on campus, and my dorm does not have wireless internet, which I would prefer [#906534]

See above answers. [#906548]

This is very important to me, thus there have been quite a few times when the internet is not working properly throughout campus. [#906552]

In my dorm (Eppright Hall) we do not have wireless internet coverage which can make studying difficult due to being required to have the ethernet cord. [#906556]

There are some areas of the school (specifically basements) that have no internet wireless access at all. Unfortunately, some of us work there full time, and therefore cannot make use of the wifi offered throughout campus. However, once we are outside these "dead zones" wifi is pretty good in the other locations i've frequented [#906585]

We need wi fi available in more areas. [#906589]

There are places like basement of commons (forgot the name) where the internet access and mobile range is not great. [#906592]

It would be nice to have Wifi on buses, though I'm not sure if that is possible. [#906601]

I have multiple classes in Blocker and Harrington and in both of those locations the internet do not consistently work, it depends on the class that you are in. And even when you can connect the connection is terrible and so the internet is very slow. [#906611]

yes. some dorms do not have wireless internet and it is a hassle dragging around a cord [#906615]

yes [#906630]

For the most part everywhere I go has wifi for a few exceptions. I think it would be beneficial to have wifi in the dorms so that students have more mobility when they need to do homework while their roommates are in. I find myself needing wifi at random times throughout my day and sometimes it is not available, so i think that wifi should be made available for most if not all campus buildings. [#906631]

Connection is weak and slow outdoors [#906632]

While it is nice to have OAL around campus, there a few locations where there is no computer service readily available. It is nice to know I can bring my laptop to campus and use it almost wherever I am located. [#906633]

its important to have it everywhere on campus because I know I can study anywhere on campus for my classes [#906637]

It seems in Rudder that the wireless is spotty and very slow when it is connected. [#906644]

Some like to study outdoors. Need strong wireless coverage. [#906648]

Whenever password for UIN needs to be reset, it takes a week of losing connection, having to re login before the system seems to "take" my new password. [#906651]

The annex, as well as dormitories and other vital places on campus have horrible coverage, or no coverage at all. It would make an immense difference if wireless could be available all over campus. [#906653]

This is every important to be with the importance of Internet to everyday life it is vital that we have consistent Internet access in every building on campus [#906664]

Stronger signal and more bandwidth would be nice. [#906666]

While I do not live in a dorm anymore, it was very inconvenient to not have wireless in the dorm. [#906675]

Having internet over ALL of campus, and not just in buildings, would be immensely preferable, even if internet speeds were not quite as fast outside of campus buildings. [#906685]

This is important as I am currently in a dorm and do not have wireless coverage in it. I would appreciate all of the dorms having wireless access. [#906687]

My phone is extremely important to keep up with emails and access the web. Wireless is always better than 3G/4G. The wireless on campus has been horrible. I recently received an email showing that you all were aware of the issue and it was being addressed. [#906689]

In the future would be great to stay on wireless while busing across campus. [#906708]

Extend WiFi accessibility to the basements. Like ENPH building basement and ZACH buliding too. [#906710]

Having wifi everywhere on campus [#906712]

I do not have Wifi in my engineering classrooms on my mobile devies [#906715]

Out side...see above [#906730]

Especially all dorms. I live in Spence Hall, and was really upset when the Commons got Wifi and we didn't. [#906731]

need wireless in FHK [#906763]

Sometimes I work in the Forest Service Laboratory on Agronomy Rd, where I do not have wireless internet access, and it would be FABULOUS if I did have access there - it would make life much easier. Thank you! [#906796]

ETB is not covered. [#906802]

WiFi would be especially great at the major bus stop locations to be able to access fast internet while waiting on the bus. [#906808]

This is true. [#906809]

Lately,there have been issues with connectivity on campus. Particularly at the Mays Business School. [#906810]

Increase wireless coverage in outdoor areas commonly frequented by campus users. [#906812]

The only places I go have Wifi, so I'm not sure what needs to be changed. I know that not all dorms have Wifi, but so far I've yet to find a place that I can't get a connection. [#906814]

This is very important to me. [#906823]

Need wifi in all dorms for people who use tablets and cannot plug in to Ethernet cables [#906837]

Some places have limited service such as the dorms and different smaller locations on campus [#906866]

The wireless coverage should be increased beyond the buildings. So that if I want to find my way using GPS or find the bus schedule while walking on the campus I can. [#906872]

n/a [#906874]

Having wireless everywhere on campus would be better. [#906885]

I am frequently using my mobile device to access the Internet while on campus and often times the wifi is not as effective between buildings (but still on campus). [#906892]

Well, yeah. Welcome to 2012. This should be a given. A better questions would be what areas do we need it that we don't have it, and I can't think of any. [#906893]

Sometimes you have to be within the building itself but you may need mobile service to find places while walking around, just having larger wireless ranges should help. [#906908]

For some reason internet is horrible in Harrington. [#906928]

It would be nice to have it everywhere [#906932]

Buy new routers [#906944]

Equal to, if not more than, quantity is quality. Most of the buildings have fairly good internet. However, some of the dorms are not so good. [#906951]

Some classrooms have very poor internet connections to the point where it is unusable. Specifically this semester, I am unable to access the internet in Harrington room 108 [#906959]

Yes. ? I hate buggy wireless [#906995]

I wish we could have wireless Internet coverage especially in the dorms. Sometimes the library study rooms could be full and me and my friends want to study in my room together but we don't have enough cable outlets for everyone to use internet. [#907006]

Some dorms/ buildings still do not have Wi-Fi accessibility . [#907021]

The dorm I stay in, Mosher, has a very weak WiFi setup. Though I will not be living there next semester, I would think next year's residents would want to see it improved. [#907022]

from my experience living in moses hall, our wi-fi is consistently bad and often disconnects or will not allow access, this is the most important place for me to have access. [#907029]

Wireless internet does not exist on the quad and yet they are not allowed to have wireless internet routers in their room. Either get it to work there or let them have their own routers. If you are on a bus on campus the wireless does not seem to work. [#907033]

add to busses would be great, more realistically though, in some buildings the connection on wifi is incredibly slow [#907049]

The HCC building has wireless internet issues. [#907055]

I would like it if internet was available everywhere on campus, even outside while you're walking to class. I don't understand what the TAMU help or TAMU guest is for. [#907086]

Thompson and Fermier Hall [#907088]

Signal in a lot of places are bad [#907121]

Very important [#907124]

It seems like 75% of the time I can't get internet in buildings and when I do it's always really slow. This doesn't happen in some buildings like it does in others, so I doubt it's my laptop. [#907134]

For the past week and a half, internet services are completely absent in the vet building and have been shaky everywhere else. [#907136]

i live in Hart residence hall and me and my roommate both have to have 10ft. plus ethernet cords in order to use our laptop internet, as we are in there very often it would much more convenient to have wireless throughout the whole hall where we could open up and go. Other than that most everywhere else that i go has internet that is usable [#907149]

Wireless is very inconsistent and I often have trouble connecting when in the Zachary building. [#907161]

Zachry has awful wireless ..especially in the basement [#907173]

I fell that there are certain places on campus (I.E. certain dorms including Haas Hall) that the wifi signal is non-existent. In these areas students are also not allowed to form their own wifi network from the provided Ethernet access which prevents them from using mobile devices and tablets that do not support Ethernet. In order to help with an issue such as this, the technology department could either expand the network by adding further wifi broadcasting hardware in the places where signal is weakest, or they could just allow the students to form their own networks with routers they purchase on their own. [#907194]

Well I dont know whats wrong with wireless on campus sometemies as you move from one building to the other you loose. It must be consistently good if people are to use it as an effective educational tool [#907197]

Simply expand coverage throughout all buildings. [#907216]

More thorough wireless coverage would be good. [#907219]

In much the same fashion as first question, some places have no sufficient (actually very weak) wireless internet signals even in the office, especailly in Langford A building. So I want the officers in the wireless internet management office to develop and improve the quality of wireless connectivity in the area of Langford building. [#907223]

Have more wireless points cover a longer/wider range and able to support several computers, tablets, and phones [#907229]

Dear All, I work on campus (in my lab) with my personal laptop and the wireless connectivity is not what it should be. The connection to the internet fluctuates a lot and very often my computer loses connection and takes a considerable long time to recover it. Therefore, in my opinion, the wireless internet service should be evaluated at least in the Heep Laboratory Building where I work as well in other required places on campus. Thank you all very much, Best Regards. [#907231]

some of the classroom and basement are not covered by wifi or the signal there is weak. [#907237]

Very important. Sometimes hard to connect to Internet [#907268]

Please make sure to update TAMU's wireless access points and general networking infrastructure in older buildings as well as new. I realize the CIS and other HDC oriented services are backed up, but older technologies will only take us so far. Good luck! [#907273]

Maybe there's a way to have popular outdoor spots with good internet connectivity? [#907279]

More routers. Increase span of wireless. [#907291]

I would like more accessible computer labs, like one for history undergrads. [#907295]

Wireless gets spotty at times. Difficulty connecting from my laptop. [#907317]

It helps because sometimes you need to format a word document for a presentation and you can't make it to a lab but you are in between classes. Also, to be able to do work outside of a lab or OAL computer is nice and frees you of being constrained to only going to the lab to do work but at the same time stay on campus. I think the computer labs here would be jam packed always if there wasn't wireless in all of the important places on campus. [#907321]

West campus seems to have some problems [#907325]

Wireless barely works in some buildings. The Read Building is basically cut off from all communications in the basement. [#907327]

I haven't had any problems with wireless coverage on my laptop, per se. I have had, however, issues connecting my mobile phone to the wireless network. [#907329]

having wireless in all of the dorms [#907342]

I have a hard time getting service in north side dorms. [#907364]

Some places are not accessible due to the building structure....probably something blocking the signal through the buildings. If possible, have to increase the number of indoor and outdoor antennas or whatever transmits the signal. [#907382]

there are places that dont get interne coverage [#907384]

I am living in Clements next year and this dorm currently does not have WiFi access. Some laptops nowadays don't even have Ethernet ports on them, so this should be changed asap. [#907398]

some places on campus like the dorms on the quad there is no wireless reception at all [#907414]

Dorms could use Wi-Fi, other buildings do a pretty good job of having wireless internet in them. It would be nice to have wi fi outside everywhere across campus. [#907416]

It would be great to have wifi all over campus without having to be in a building. [#907429]

My dorm (eppright hall) does not have wireless internet. Also internet access outside would be great. [#907440]

In many places wireless coverage is great, but spotty in areas you wouldn't think. [#907449]

I want to be able to go anywhere on campus and have wireless that way I don't have to worry about finding a spot in the library or somewhere else. [#907454]

Improve internet when a lot of people get on...improve servers and capacity [#907455]

Since I have classes all over campus, I need to be able to have coverage in many locations on campus. [#907467]

It would be good if there was wifi in the dorm rooms, since I do the majority of my studying there. [#907468]

A lot of buildings on campus still have really bad wireless signal if any signal at all. [#907479]

Ideally, Texas A&M would have wifi all over campus and not just in certain buildings. [#907484]

Sometimes I am best at work in places where I cannot bring an Ethernet cord. I would like to use Wifi but it is extremely spotty, even in my own dorm. I bought a laptop for it to be portable, I would like my internet to be too. It is great in Evans most of the time, but in the dorm and other places it can have its moments. [#907486]

Could be better if it is outside the buildings [#907499]

Have wireless and full wireless connection available in more locations on campus- rec, food places. [#907502]

Wireless Internet coverage needs to be improved for on-campus residence halls, specifically Northside halls need improvement. [#907505]

Wireless EVERY where, especially in open commune areas students like to study at during spring/summer [#907520]

There needs to be wifi in all the dorms, not just a few. [#907524]

I have trouble using my Dell laptop in WCL- often I am unable to connect to the wireless internet. [#907548]

My phone will not connect at times. IDK why tho [#907549]

see above - doesn't work well in business school classrooms [#907569]

This is very important to me. It would be great if there was wireless in outdoor courtyards and on-campus parks. That way emails, homework, and other school related items can be easily viewed while studying outside. This would be a neat niche that could give major braggin rights and is certain to be utilized. [#907575]

The gardens phase 2 internet has been on the fritz this semester [#907585]

We have an offcampus lab that uses the wireless router for TAMU internet, and there are many times that we have experienced trouble. I don't know why this is, but it truly hinders our productivity. [#907593]

There are some corners of certain building which have weak internet access. [#907594]

Having reliable and useable WiFi in outside public areas and in the dorms. I live in dorm 7 on the Quad, but the wifi signal is too weak an slow for me to use. [#907608]

In Wehner and other high traffic areas I have noticed that the APs are not able to handle the traffic. I wonder if thats a spectrum issue or just a hardware issue. Specifically room 113 in Wehner is an issue. [#907612]

Consider what area students traffic and use the most wifi in [#907627]

The wireless internet connection in WERC 053C is terrible. We can not use our laptop to connect to the internet. [#907638]

Even in outside locations on campus should have access to some kind of internet connection, not just within buildings. [#907642]

I would like to see more access in large outdoor areas that are distanced from buildings, such as the grassy knoll or simpson drill field. [#907670]

I was told that wifi would be available in my dorm. The connection drops somewhat frequently and is slow at times. This is frustrating when it comes to trying to do online homework or while trying to study. [#907686]

There is very spotty coverage in many buildings and in most of the open grassy areas on campus where it would be nice to have internet access too; making it easy to study and enjoy being outside as well. [#907700]

Wifi used to work for two semesters. Will not accept log in, no easy way to fix without going in and waiting in line to talk to someone about it. [#907720]

It is extremely annoying when I am somewhere and there is no wireless internet. [#907730]

Having a wireless service would be very nice throughout campus. One thing to improve on is that on some places on campus where there's supposed to be wireless service, it's hard to get the wireless connection. [#907761]

The wireless in ETB is not very reliable.. [#907786]

My dorm, Hobby, had no wireless internet, making my iPad useless, and I had to use AT&T's terrible 3G on my phone. The ethernet cable worked fine with my laptop and xbox though. [#907788]

Sometimes I'll be out in Academic Plaza with my laptop to get some work done in the sunlight, and there is no internet available. [#907800]

Langford classrooms often don't connect to the internet! It's so frustrating! [#907836]

i am satisfied at all locations I need internet [#907854]

All dorms should have wifi. [#907861]

especially in dorm study rooms where there are no internet outlets and wireless is not available. [#907879]

very important [#907894]

I live on campus in a dorm and I find the need to use ethernet cables annoying at times, it's not so bad in my room with just my roommate and I, but if we ever go over to our friends dorms or they to ours there is never enough cable to go around and the wireless in my dorm is pretty much nonexistent. I would like to see all buildings on campus, especially dorms equipped with wireless internet. [#907902]

several buildings that I've go to out of normal course didn't have wireless [#907905]

More routers around higher traffic areas so it is faster [#907907]

There is minimal wifi if any on the first floor of the rudder complex. [#907922]

same response as the first one [#907924]

For some reason, tamulink-wpa doesn't play well with NetworkManager. Wicd seems to work fine though. There was a lecture hall in Blocker where I would see ping times greater than 1 second, probably due to contention. I suggest that lecture halls should have coverage on all 3 channels. [#907935]

Hardly any connection if any in Thompson. Maybe now but previously had problem [#907936]

Hello I think it would be better to improve wireless coverage in ETP and WSCR buildings. Regards [#907943]

Classrooms in heldenfeld dont get good coverage. The internet is touch and go in a lot of places. [#907961]

Internet is hard to get in my building and in the rec center. [#907970]

This is important for all students because time saved can be used for studying. [#907996]

Yes! [#908018]

Currently there is spotty coverage for campus wifi that needs to be fixed, especially in the business building [#908026]

Make wireless access available to common areas outside of buildings. [#908028]

Currently, I am working at the Wisenbaker building basement. It is hard to use wireless connection. Please add a few repeater. [#908030]

Could be better at some spots in WCL. [#908035]

Many building get poor Internet service/ old buildings and basement class rooms [#908038]

i would hope to have access t internet wile a bus stops and/or other placs where we are sometimes stuck for lon periods of time [#908041]

Some frequent outdoor area's with wifi access would be AWESOME!! [#908055]

In terms of internet connection inside the dorms, it would be great if the ethernet plugs were not in such random spots of the room. Mine is on a wall were a desk would definitely not go and even with a long cord my ethernet plug does not reach. [#908069]

Yes, nowadays everyone has a smart phone and the availability of wireless internet connection makes it convenient to stay connected on the go. [#908081]

Langford Building C often has problems with wifi due to around 100 people being connected off a single wireless router [#908102]

Coverage is good in most buildings. Except in the center part of Academic Building. Coverage outside and in-between buildings would be great in the future [#908104]

I believe that in this day and age this could not be more important to us students that are on campus. I feel that with so many students using their mobile devices and tablet type devices having a solid internet connection on literally every spot on campus is pivotal. I believe that we currently are very exceptional in this category, but getting a better signal strength on all locations on campus should always be trying to improve in order to help us students be faster with our tasks. [#908115]

big classrooms have horrible service [#908116]

Some buildings get very poor wifi, I feel that having all buildings operating at a fairly high speed would be wonderful. Secondly, finding a way to provide decent wifi in large gathering areas such as academic plaza would be extremely nice too. [#908122]

A lot of time, studying is done outdoors and under trees where the wireless connection is dismal. Improving the internet connection outside of buildings would be great, especially for those who camp out for football/basketball games and would still like to access wifi [#908132]

setting up more towers/routers/whatever you use to get wireless-- it is of very poor quality. [#908139]

Today, studnets need to be connected all the time in case of classroom or university announcement or submitting a homework. [#908160]

Personally, I have issues getting wireless at Evans, which is one of the main places the wireless should be available. [#908181]

It would be great to have access to wireless in the dorms since routers are not allowed. A majority of people have laptops and mobile phones that would benefit from wireless in the dorms. It allows people to be able to work together in the same room and information could be easily shared over the internet. Also, it would help battery life of smart phones to be on wireless instead of the data plan. [#908183]

Expand wireless coverage to all building on campus, and perhaps even roadways and parking garages. [#908197]

the extra server would help with wireless strain, as well. [#908205]

Evans library is crucial for thousands of students (~50k per/week) and the wifi is downright bad. Also, HRBB for ENGRs is quite bad and WiFi in Zachry's main lecture hall is non-existent. [#908261]

The wireless signal within dorm rooms is often inconsistent or too weak to connect to. I can use the ethernet port for my laptop, but guests' laptops and my tablet cannot connect. [#908276]

As mentioned in my response to Q1, I think well frequented open areas need to be bolstered with good internet connectivity. Currently, it is annoying to lose internet connection for instance, when people wait on the campus bu-stops. [#908277]

Improve wireless capability in Wehner Building. [#908289]

Sometimes the wireless internet in Evans Library is very weak [#908292]

Just have a little trouble connecting with my tablet. [#908308]

Who connects via LAN or ethernet anymore? Only staff. Students greatly outnumber the staff. Get on it. [#908316]

There are many areas outside of buildings that have bad wireless reception. Make the signal stronger. [#908332]

Should be standard in all residence halls [#908342]

I am in Harrington Building a lot this semester and I can never get wireless connection when I am in that building. If I do get connected it will only stay connected for about 5 minutes then it loses connection and I can't get it back. [#908374]

Make sure to cover the entire campus. [#908380]

I am a student of an interdisciplinary program that spans both TAMU and TAMHSC. Last semester, I was enrolled in a class held in the Reynolds Building. Reynolds Wireless is administered through TAMHSC but my account is administered through TAMU. Therefore, I was unable to connect to the wireless network because TAMHSC did not recognize my login information as valid. [#908383]

I don't use the wireless because I don't have a device for it. I would use it if I had the device. [#908394]

It is difficult walking across campus when my wireless internet connects and disconnects from each building I pass by. If there was a way to make that more consistent, it would be a lot easier. [#908395]

A lot of my homework and assignments require internet usage so its important to have it in all places in campus. [#908400]

More routers [#908409]

wireless in my dorm would be VERY helpful. I don't have wireless now. plus half the time i would walk into a building and the wireless wouldn't work. [#908414]

Would love to have the entire campus connected with wifi in an outdoor setting many universities do this. [#908437]

Multiple Residence Halls that I have been in constantly drop connection at random. It's hard to submit an assignment or stream a homework help video when you can't stay connected for more than 2 minutes at a time [#908447]

I don't get wireless coverage on floor consistently. Signal is weak or absent. My office is in HRBB 6th floor. Some important places where people wait (bus stop) or assemble (besides old main) should have better wireless. [#908453]

blocker, evans, sbisa, the chemistry building [#908466]

How about having internet service in parking lot areas? [#908473]

Some dorms don't have wireless access. [#908490]

More Access Points are needed in high usage areas such as the libraries. [#908497]

Sometimes it is really hard to get access to the wireless internet in Evans library. I should try at least five times in a row just to get connected. [#908530]

change that you have to press login to get the the username and password. howdy.tamu.edu should already have it on there. your login to the wireless could be faster but its pretty good. [#908543]

Wireless should be available across a large majority of campus...including ALL residence halls! Also, some areas just won't let me log into the wireless. It lets me put in my UIN and password, but doesn't actually give me any internet usage. This consistently happens to me. [#908567]

The wireless coverage is not all over campus and I feel as though it is really unreliable. [#908571]

this should include dorm rooms. [#910720]

I know it is hard to cover wifi out side of buidings, but indeed sometimes we need wifi around some outside areas such as the grassland. [#910731]

I am also concerned about the security of coverage, but access is foremost. [#910735]

I would like for wireless access to expand outside of buildings as well as being available in each dorm room. [#910740]

It's sad that you can't have wireless in the dorms. [#910746]

It still amazes me the number of times computers get dropped from APs whenever there are several classes going on around you. Classroom size is fixed, the number of students in each doesn't exceed maximum capacity of the rooms, therefore designs your masks and/or provide APs (multiple or more powerful) to service a potential worst case scenario (full classrooms). Also in light of resent wireless issues, I know for a fact that an email went out to all the campus IT departments about wireless issues but it was a full Week before students received an email. Why is our response time this slow? [#910748]

This is convienent and neededq [#910750]

very inconsistent between central campus and research park [#911062]

I don't get connection in Reed and other various places [#914624]

VERY important, but I feel like it is good in most places, except upper floors of library. [#914632]

I enjoy studying outside, but this is often impossible, given that much of my work involves conducting on-line research and a number of outdoor locations fall outside the wireless network, especially on West Campus. Wireless router near Research Park, perhaps? Thanks! [#915391]

Sometimes the internet service does not connect if you are not near a building. I like to study outside, and it is sometimes difficult to connect to. It would be nice if there was better connections outside. [#915394]

No wireless in Reed Arena :(It would be nice to have to use before the games when I get there early to reserve my GA seat. [#915422]

Having wifi coverage across campus is very useful. [#917352]

There is no wireless in the band hall. Also, the service can become very slow, especially in places like Evans where many people are using it. [#918294]

Even in the buildings, please. It is hard when I want to study in a place, but absolutely cannot (even while inside) because I don't have access. Anywhere that you put a chair/table in a building... especially in engineering buildings... I expect there to be internet access. [#918578]

Some buildings have better internet than others. [#918739]

I feel that this is very important because there is not always enough space to use the computers in the computer lab so having wireless internet working is essential. [#925205]

Sometimes the wireless signal drops, leaving me without access to the information that I need for quite some time. Perhaps a backup wireless option would be ideal so that in case "tamu-wpa" fails (and usually when that happens "tamu-guest" also fails), one can connect to the other separate wireless option. [#925331]

It seems that my iphone has problems in certain locations. There are dead spots in the wireless coverage on campus. I feel that you should be able to connect to the wireless network anywhere on campus, not just when you are in a building. [#925463]

Making sure you can get wireless in the dorm rooms as well as the study rooms in the dorms. My time on campus there was not wireless in the study rooms so there was little use for the room. [#930452]

My department near zachary faces access problems...takes a long time for the cellphone to connect to the tamulink wifi... [#930458]

Its very inconvenient to always have to be attached to an ethernet cable in my dorm. It also makes group study sessions in my dorm basically impossible. [#932286]

The wireless goes down alot. They do not provide ip drop lines in my building, so there are days when I can do nothing and have to go home. [#932303]

I do not use the wireless service, thus I have no additional suggestions. [#932511]

It would be important because I live on campus and when the power goes out the internet goes out too. It would be horrible if I'm doing my OWLs or Webassign homework and i cant do it because he internet is out. [#932583]

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

Yes I support this but sometimes howdy or elearning never let me log on through a mobile device
[#905116]

"m.tamu.edu" is provides sufficient information for me that I may need to access on my mobile device.
[#905162]

very important [#905173]

Fine too. [#905182]

yes. It is fine [#905198]

Make it clear how to access the campus internet service through devices other than computers. I have never been able to figure out how to get wireless on my phone while I have been on campus in the 4 years that I have been here. [#905209]

Mobile Internet connection is slow [#905240]

More explicit instructions for a wider variety of devices should be created by IT regarding connecting to TAMU wireless. I use a Kindle Fire and would like to see specific instructions about what settings I should use for connecting to the wireless internet. [#905269]

As more people are using tablets and iPad's this is incredibly important. [#905278]

my android tablet works fine, but i hope it will be easier for me to connect to the tamu-wpa using my cell phone, which runs symbian system. [#905318]

I always have a really tuff time keeping a strong signal in the library annex building. Most of the time it is good but for some reason in the evenings it kicks me off a lot and is super slow. I haven't had this problem in other areas of campus though. [#905354]

Allow more devices to be linked to our netID. [#905373]

Maybe include help desks in some of the the OAL. [#905375]

the system needs to be more user friendly and stable. [#905384]

I think this would be helpful, afterall we pay a lot of tuition here :) [#905439]

My phone often does not get service inside of classrooms when I need to use it to check grades.
[#905454]

The TAMU mobile site is easy to navigate, making the most pertinent need-to-know info (campus activities, lab hours, bus routes) easy to access. I never really have to dig around for what I'm looking for. [#905503]

I cannot get wireless access on my ipad a lot. [#905516]

My Kindle Touch can't connect to tamulink. It's most likely an issue with the device itself, but it sure would be convenient to be able to use the internet features of my Kindle on campus. [#905521]

Accessing eLearning from Howdy is not easily navigable from my Android phone (LG Optimus II) [#905541]

My tablet does not get Internet access on campus at all and no one had been able To figure out how to fix it or why it will not work. My iPad is what I carry around with me the majority of the time. [#905545]

Better than it was. [#905645]

The mobile Howdy site is not terribly well written; one suggestion for improving it would be to create a true mobile site instead of just a drop down list of options on the main page. [#905650]

Cannot access TAMU wpa from my blackberry device. Called IT and they said to update my phone. It is up to date and still won't log on. The certificate required is not available from the drop down menu on my phone. [#905663]

N/a [#905667]

Yes [#905691]

have better coverage outside of buildings [#905716]

Bring back Wireless-B support! Some of us would still like to use our WM5 device online and don't want to upgrade to a new device because the WM5 device still works. Some of us students don't care too much for new technology when older technology still work. [#905759]

It's not particularly the fault of the campus wireless internet, but Nintendo 3DS devices don't support the username/password wifi option. An alternative would be dandy. [#905806]

Everyone seems to have trouble connecting to the routers in class. They constantly boot you off or won't let you connect at all. My toaster has better WiFi than the classrooms. [#905831]

This would help clear up confusion on how to connect, etc. when it comes to the interney on campus. [#905851]

Walkthroughs are a huge help when it comes to setting up and troubleshooting access issues...continuing to expand the devices covered in walkthrough/tutorials would be excellent... [#905863]

Ive never needed support but know where to find it [#905914]

sometimes, the wireless isn't that stable for mobile comparing with laptop, even the wireless card in my mobile phone is the same as the laptop one. And when I moving with my cell phone, it always fails to connect to the wireless Internet. [#905951]

Many pdf documents from elearning cannot be fully opened from my tablet. [#905975]

We do not have a app for tamu email. I would be nice having one. [#906023]

This is particularly important because of their upcoming popularity. Some people have gotten rid of their laptops to completely use a tablet. [#906046]

With phones and iPads, it is difficult to figure out all of the nuances of making them work. Computers do fine, but these others have difficulties, especially with the new Zimbra changes. It must be difficult to keep up with the field. Make sure that everyone has access to and knows how to get help with these systems. [#906093]

I tend to have issues with streaming videos and music on my ipad. I will get about 2min and then I will be kicked out. I also have issues connecting with it. [#906127]

provide clearer instructions for different types of devices that are online. [#906128]

WiFi drops Android devices like crazy. [#906168]

I am a distance ed. student who uses Texas A&M websites a lot. Everything is very easy to use and well done. It would be nice if the videos I tried to watch were available on an iOS device. [#906196]

wireless service is unreliable and slow. [#906268]

Update website on how to access internet on newer operating systems. [#906272]

I would like to see a more useful campus app available for mobile devices. [#906279]

It would be great if I could use wifi on my iPhone so that I don't have to use my data when using my phone while on campus because I'm here for a while everyday [#906288]

Can't play online module videos on my ipad [#906313]

Tamu Internet is hard to reach with apple products [#906322]

Android phones are very poorly supported, when I brought my phone in, I was told that Android phones typically have a hard time connecting or staying authenticated, and there was nothing they could do about it. I had similar problems with my MacBook. I think the security on campus is too restrictive, such that it makes it unusable for many devices. I secure network is no good if I can't even use it. [#906335]

Wifi is inconsistent. Often drops out [#906396]

i really like the mobile bus schedule. that should be the goal for all mobile sites. short, clean, and mobile-native. [#906438]

Many areas between buildings or hills need improvement. [#906442]

mobile connection should be just as fast as laptop connections depending on device being used. [#906487]

I am generally always able to use my phone, although the loading is much slower than my computer, but I imagine this is normal as my phone does not have an as powerful processor. [#906533]

I believe, considering the future of smartphones and tablets, mastering this support would be a huge advantage and accomplishment for TAMU. [#906548]

Make it easier to connect to the tamu network on mobile devices. Users with little tech knowledge have a hard time with the passcode process [#906553]

When I updated my phone to a smart phone, I was only able to connect to the campus internet because someone looked up on the fields on their phone what to put in the necessary fields (and that person had just gotten it from someone else). This should be available somewhere for student's knowledge. If it already is, it needs to be easier to find. [#906559]

Rarely works. [#906589]

Support staff have been knowledgeable and helpful when I have called, except on one occasion. [#906616]

My laptop is too large to carry with me everywhere so being able to use a tablet or phone is important, being able to access the internet from those is even more important, since data rates with cell phone companies are too high to be able to do what needs to be done on campus. Right now I have intermittent problems with my mobile device connecting and staying connected to the tamu internet. This could be because of high traffic times or just internet compatibilities. I would suggest putting more effort into making mobile device and tablet internet connections more error free and effortless. [#906631]

when connecting to my iPad, its sometimes difficult, especially when wireless connections are low [#906637]

This would be nice. [#906648]

Not as important, but helpful when on the go. [#906653]

Make connecting through non iPhone devices easier. [#906666]

My Kindle cannot connect to TAMU Wireless because of network settings. I would like to be able to access the internet on it so that I can download new items I purchase when I'm on campus. Also, my phone (Samsung Captivate) does not easily and always directly connect to TAMU Wireless (any other network my phone remembers, it automatically connects to every time, so it indicates an issue with the network instead of the phone - I would like this to be the case on campus). The wireless network interacted with my last phone (Samsung Epix - SGH-i907) even worse. [#906685]

My phone is extremely important to keep up with emails and access the web. Wireless is always better than 3G/4G. The wireless on campus has been horrible. I recently received an email showing that you all were aware of the issue and it was being addressed. [#906689]

Service is AMAZING! I love being able to ring the computer help desk any time I need it! [#906694]

I cannot access elearning easy on a mobile device. Many times I have to completely restart the device to not get the error "session already running" [#906715]

I have wireless in most places except my dorm room. I even have it out in the hallway of my dorm but not my room itself. I would like to be able to use my tablet in my room but cannot. [#906729]

Used it have a Palm. IT told me not supported.that was it no attempt to help [#906730]

I can read discussions on moodle but couldn't post from iPad [#906757]

I use my phone's wifi more than anything, cuts out in rooms and requires reinputing passwords consistently when going to a different building. on an android phone. [#906763]

Linux has to be supported for wireless. I'm trying battling with the certificates. [#906767]

There are many times when my mobile device runs too slow on the campus internet and it makes using it useless. There are also places on campus where my mobile device can't pick up the internet. [#906781]

Yes, having reliable wifi for my phone would cut down on my data plan. [#906801]

My Blackberry Torch 9810 is currently not supported by the wifi, so I am disappointed. I.t. was not able to help solve the problem when I visited them. [#906809]

n/a [#906874]

Buy new routers [#906944]

I have had many issues connecting both my Android 2.3.4 phone and 3.2 tablet to A&M's network. Updated documentation with concerning these operating systems would help. The latest available documentation for Android is 2.0+. [#906955]

Phone signal in the Blocker building is weak, and often not even strong enough to make phone calls, let alone access the internet. However, most other places on campus I find have sufficient coverage. [#907022]

When I tried to configure my iphone 4s to add my neo account the information online was out of date. It would be good to keep that up to date, maybe it is now (I haven't checked). [#907035]

i dont have an lpad. but id like to win one :) [#907080]

phones can barely stay connected and its way too difficult to connect [#907121]

I use a Linux (Ubuntu) Operating System on my Laptop, and wireless internet keeps and dropping and reconnecting which is bothersome. Almost all the people that I know that use Linux have the same problem. This problem exacerbates when I try to work in Evans library. [#907122]

Fairly important [#907124]

It is hard to access the wifi service through my phone. [#907128]

For the past week and a half, internet services are completely absent in the vet building and have been shaky everywhere else. [#907136]

Windows 7 mobile or android support is not as at the desirable level yet [#907160]

I have problems connecting to wireless via my phone, but that could be an issue with Android os. Irregardless, it would be nice if it was well supported since it is such a common mobile os. [#907161]

The system's a bit clunky but workable. [#907219]

Wifi in outdoor areas would be amazing and so useful. [#907232]

Usually the wifi works very well on ny tablet and phone. Sometimes the connection is slow, but emails are sent with explanations as to why. The connection is usually very reliable and consistent. [#907246]

Phone connects fine [#907279]

I don't have a good connection in Blocker. [#907295]

It's important only because a lot of times at the initial phase of connection to the tamu-wpa there is some configuration that most people don't know about with their mac devices. It can be frustrating if you want to use wifi but can't connect properly. [#907321]

Would like it to be faster and more responsive for cell phones. [#907324]

There are many students on west campus who cannot get internet on their computer for one reason or another, and have to go all the way to main campus to get it fixed. Having support on west campus would be nice. [#907325]

Some places are not accessible due to the building structure....probably something blocking the signal through the buildings. If possible, have to increase the number of indoor and outdoor antennas or whatever transmits the signal. [#907382]

definitely [#907384]

Sometimes I feel like it is a hassel to get on the internet on my mobile device becuase there is not always good coverage. [#907385]

More android support [#907407]

Wifi drops off to nothing sometimes. I loose my back up abilities when taking notes on my tablet. [#907408]

some mobiles from services like cricket do not have a way to get wireless on many places on campus. Also some kindle models cannot connect to wireless [#907414]

The service works for mobil devices, The issue with the internet being bogged down is most likely because of this. You need more connections available. Need a mobile only connection and computer/tablet connection. ONLY DO THIS IF YOU ADDDDDDDDDDDDDDDDDD CONNECTIONS! YOU HAVE TOO FEW NOW!!! [#907432]

I often have trouble accessing tamulink.wpa from my iPhone. I don't know if this is the phone or the internet service. [#907440]

Some mobile platforms disagree with our network. Can't all have iphones. [#907449]

My wireless connection on my phone will continually go off and on. This is very frustrating and no solution has been proposed. [#907452]

Sometimes on my mobile phone it takes a while to load the page or won't even load at all. I use this for bus route times and can be annoying. [#907454]

I think this is very important because I use my mobile device a lot on campus to look up school-related things. [#907467]

Elearning does not work/mobile friendly to iPhones and iPads. This is very frustrating. [#907480]

I don't use the internet on my mobile device very much but I could see this being important to many people. [#907484]

Wireless Internet signal(s) need to be more reliable to ensure easier access via mobile device. [#907505]

In certain areas of campus it can become difficult to connect to the internet using a tablet or mobile device. It seems that I have to sign into the internet each and every time that I wish to use it. This makes it very difficult to access important pieces of information and emails on the go. [#907509]

faster access for phones [#907543]

It's weird on my phone sometimes I have to provide my username and password and other times I don't. I just want it automatically catch the wireless like it does at my house. The intial process of connecting should be easier as well. [#907570]

At beginning of this academic year, there was a lot of problems concerning macbook pros connecting to the Wifi however, I had wonderful technology personal that helped me every time I had a problem! [#907581]

I have problems staying connected on my iphone while in m dorm. [#907586]

campus email for android [#907594]

My blackberry will not connect to the TamuWPA even after following the directions y'all posted online. [#907608]

Nokia Symbian support is very limited to non-existent for online articles and faqs [#907676]

My phone can't connect to ya'lls internet for some reason [#907695]

I can't acces the internet on my Kindle Touch, I hope this is fixed soon [#907758]

I am unable to log onto the campus internet service using my Kindle keyboard. [#907802]

Android tablets and mobile phones are not automatically connected to "tamulink-wpa wifi" each time. Every time we have to enter the username/password and connect as a new mobile device. This is not the case with Apple ipad/iphones, these devices are connected automatically. This issue should be fixed for android devices. [#907806]

My iPhone used to have access to my TAMU e-mail account, but currently, I cannot check my e-mail on my phone. I know it was probably due to upgrading my iPhone or maybe upgrades with the university e-mail system. My suggestion would be to have instructions available online for potential problems that could disconnect your iPhone, or other mobile device, from the TAMU e-mail. [#907830]

would like better phone service on campus, too many dropped calls [#907854]

Android users have trouble connecting to the wifi I've heard. [#907857]

I have a difficult time connecting to the wi-fi with my cellular device. There are no instructions for the Samsung Vibrant. A lot of times, when too many people are on Wi-fi, it can also be difficult to connect. [#907863]

Service can be pretty sketchy in some places on campus. [#907875]

Wifi doesn't work well with android devices. [#907899]

same as above [#907905]

same responce as the first one [#907924]

It is possible that some mobile devices could have problems with whatever it is that confuses Network Manager. I don't have a mobile device though, so I can't say for sure. [#907935]

Very important that this integration becomes more fluid between mobile/desktop devices.. into the future this will prove ultra-valuable. [#907963]

I have not found anyone to help me with my itouch. I would like to listen to pandora while working-out, but I cannot get it to work. [#907970]

Sometimes when I use the Internet on my iPhone the pages take awhile to download. A suggestion would be to find a way to make them download faster. [#907998]

as I mentioned in my comments on the 'Having a campus Internet service that is reliable and that operates consistently across campus.' prompt, the wireless internet service, which is the ONLY thing all mobile devices can use, is a joke and is in desperate need of an upgrade/replacement [#908005]

Email settings for checking email on smartphones needs more elaboration. [#908015]

Have a maintenance team readily available to help with problems! [#908016]

Overall, very good. [#908035]

It's always difficult to get the wireless tO wOrk [#908038]

what about android phones? [#908056]

Maybe have signs up in the open access labs about how to connect to the campus internet (which TAMU system to connect to, password?, troubleshooting, etc.) [#908087]

my portable laptop always finds wifi wherever i go around campus. muchas gracias tamu [#908113]

slower on my phone; howdy mobile app, especially for viewing available classes, isn't very well done. it doesn't display all the info that can be found on the howdy website. on the first day of class, my class's room number was reassigned. I had to get on howdy website instead of app to find out which room it had been moved to. [#908116]

As far as tablet, I cannot give feedback since I do not own one. Accessing the wifi from my phone is near impossible, and I know it is not my phone since it accesses the internet in my off campus apartment [#908132]

Majority have a mobile device today and it is essential that ROI is realized through ability to stay connected. [#908160]

Internet works fine on mobile devices. [#908181]

This is really good. [#908188]

make mobile sites more complete. make an app for NEO email, financial portal, and howdy. [#908205]

WiFi limited - also, would be nice to have more available VPN options for mobile devices. [#908261]

Android phones have a tough time connecting to the campus wi-fi. Each time a user comes in the range of the wi-fi, he/she is required to login and reset the connection settings including TAMU username and password once again before he/she can get hooked up to the internet. [#908277]

This could use some updating. The TAMU app is nice, but it lacks a lot of key features. It would be great if somehow we could sink the tamu email to it. Also the map is lacking a few of the new buildings. [#908328]

Difficult to connect mobile devices to campus WiFi, poor support available to help (in the Vet School) [#908330]

Dont use logon info, its easier to have no password since there is such a huge group of people on campus [#908380]

Often, tablets and smartphones cannot connect to campus wireless, even not recognizing that a wireless network is available. [#908383]

It is not always possible to access from my personal computer to the labs in our campus. This is lack of guidlines for how to do it in each colleges' website. [#908404]

Add better android wireless and vpn support and instructions [#908425]

Efforts to assist wireless accessibility through mobile devices and internet have been clearly seen, however it is still not efficient in delivering information to users. Some instructions are hard to follow. [#908427]

You have great support for iphone but android support is BAD !! [#908453]

TAMU needs to keep up with advances in Android OS [#908473]

Some mobile phones are not allowed to connect to the wireless internet using your current security options. I recommend finding and using a security option that is would be allowed by the highest percentage (90%) of student mobile devices. [#908479]

N/A [#908485]

My internet eventually will work on my macbook, even if it takes a few minutes to connect, but once I go into a building I almost never can get on the internet on my smartphone. [#910704]

Good [#910717]

The new email makes it hard to access on my tablet. [#910762]

my cell phone often cannot get wifi signals well [#911066]

Make AT&T put up new cell phone tower around BCS area. [#914613]

The signal in many classrooms become very weak when all students are using it and drops mobile devices. [#915386]

Just increase bandwidth [#915401]

It is hard to re-set password when you forget it. [#915416]

Android phones have a problem accessing the on-campus wifi network. This makes it very hard to access the internet through my phone most times. [#917352]

Most of the time, I am unable to connect to the wireless using my Android phone. Every time I try to connect, it asks for my password and then rejects my input, asking me to try again. Most buildings do not allow for cell phone reception that is sufficient enough to connect to the internet, therefore I need wireless access for checking emails, looking up deadlines, and checking for grades or a professor's office hours on the go. I'm not sure what could help solve this problem other than adjusting software compatibility. [#925331]

Laptop wifi speed for tamulink is slow [#930458]

I can't access it in my dorm because i have to have an ethernet port. [#932286]

I love being able to get my emails on my phone. [#932303]

Many devices do not allow username/password input in the wpa-ii format, so internet connection cannot be obtained wirelessly. [#932563]

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

i believe it is quite difficult to setup wireless connections in campus. tamu-wpa requires so many steps to login, which is really a headache [#905140]

It's good if there are hot spots around bus stop. [#905159]

Sometimes contact information for a specific office or department is embedded down so much that it becomes a hassle to find. Also, the Residence Life website is almost impossible to navigate. Finding even basic information is a struggle. [#905162]

Campus websites are severely incongruent, especially when navigating from the University's page to the Colleges' pages. Especially when using Colleges' pages, navigation seems to be difficult, requiring the user to go in circles to find the information needed. [#905169]

- [#905170]

i hate looking for stuff and a&m websites are easy to navigate through [#905173]

This would just help with stress levels [#905184]

yes. it is easy [#905198]

Configuring campus email to Mobil device is tricky and howdys financial aid and loan area kind of sucks [#905200]

hard to find stuff sometimes [#905260]

Mobile howdy is the easiest to use, other than that, the websites have a lot of inconsistency [#905274]

Howdy is terrible. [#905343]

This is important in general. [#905423]

It is all about how you can not only advertise but engage people in a learning journey [#905442]

Some of the Texas a&M University websites are not really that user friendly, particularly the ones for the Office of Graduate Studies or the Thesis Office. The necessary forms for graduation are sporadic and not in a consistent, easily accessible form. [#905465]

There are several different websites that students have to access from email, to howdy, to elearning to class webpages. It would make it far easier to use if there was a way to link all of these to a single page and have it able to forward notifications of changes to any email address a student would provide. [#905490]

eLearning/Blackboard is HORRIBLE. Words cannot describe how difficult it is to use that site. It uses outdated versions of Java, it's slow, back button doesn't even work, can't tabbed browse it, no multi-login allowed from within the same browser (tabbed browsing again). The fact that you guys pay money for that stuff blows me away. [#905554]

Yes, I think you have already done a good job! [#905593]

Satisfied [#905596]

Graduate student support for off campus students is poor. None of the graduate student seminars and lectures that are designed to go over graduation procedures, dissertation help, etc. are ever recorded or even streamed. Most of them are offered when I'm at work and that means that I'm not receiving the same support as other graduate students. It doesn't seem unreasonable to stream or record those sessions and provide a portal for off campus access. [#905645]

There are too many. Howdy email, howdy, elearning, webassign, do stat, owls for science. Can we put this I under one website that I don't have to have like 6 different passwords and have to log in like three times to check my email, class schedule, and grades? [#905649]

The recent update to the e-mail system has helped immensely, but it still freezes all the time and occasionally won't delete messages. [#905680]

Yes [#905691]

The campus map website is a mess. [#905741]

the email service could be updated i find it more effective to use mail apps on my phone and computer but they don't connect to the email unless i am on campus [#905772]

The Howdy portal in particular is entirely too complex. When I need to get documents for department secretaries and such, they frequently cannot tell me where to find them as they have no way to access the portal themselves. Having a training course for non-student personnel who interact with Howdy, or having a more simple to navigate interface would be appreciated. [#905779]

Elearning is good to use, but the email (even with the update) needs work. I can't bold or underline with hyperlinks in the same email. Elearning also constantly complains when that my Java plug in is old, when I know it's up to date. Howdy is good [#905936]

The search engine should or could be improved. If i'm not completely sure of what I am looking for (be it information for an event or a calendar) the search engine often does not help. [#905948]

This can vary a lot by campus department/organization. [#905996]

eLearning could use some streamlining, make it easier to keep track of when assignments are due, etc. For the page where you look at all your grades in a class, it would be nice if it weren't just a list of all your grades jumbled up with the averages for each category in the jumble as well [#906026]

Make the website easier to navigate for incoming students. There is already a tab for prospective students but information is difficult to gather. [#906034]

The university does a fairly good job of this, but for being such a large university (with a computer science department) it could be better, more fluid, and more reliable. [#906046]

The most trouble that I have had with wireless connectivity on campus has been at sporting events or other activities that have a large number of people all in one place. Making those places wirelessly accessible and encouraging students to use that (instead of cell phone connectivity) might ease some of the congestion. [#906080]

Some websites are better than others. Don't really care for Howdy, but it has its uses and can be workable. [#906093]

technology is not my strong suit, so I need resources that are intuitive for a layman, not a techie! [#906106]

howdy...jesus. KU's website is among the best I've seen for registering and accessing records [#906133]

Needs to be more scannable, highlighting the info people care about most. [#906168]

Regarding campus web sites-- there are too many buttons to click to reach log ins and such (such as neo and howdy) [#906220]

The graphic design for Howdy is quite unprofessional-looking. [#906222]

Agreed. [#906272]

I feel as though the main TAMU website is cluttered and difficult to navigate if you do not know precisely where to look. Howdy is also crowded. [#906298]

HELPFUL! [#906331]

"Howdy" is very inefficient, especially being run on Internet Explorer. [#906385]

I wish there was a way to save your Howdy log in on your mobile device and that you could access all of the tabs without having to click full site and resign in [#906405]

Largely web sites are easy to use - i cannot, off the top of my head think of any that are challenging or lack security. [#906421]

non-uniform structure makes looking for the right link sometimes difficult. the pages are all designed to look the same, so they should have some skeleton to make them work the same too. [#906438]

The TAMU websites have improved since I came here in 2008. [#906442]

Although standardization exists across websites pertinent to the university, they are not adequately enforced leaving people confused. Please ensure standardization is enforced across all departments in the university. [#906453]

Central authorization is not friendly to mobile browsers [#906457]

the least amount of bugs possible [#906487]

This has been getting much better, so it's okay I guess. [#906544]

These have been for the most part very easy to navigate. [#906552]

Howdy can sometimes be difficult to use and during registration frequently fails. [#906556]

I have had some trouble working on eLearning and Howdy in the past. The financial aid portal is also a little difficult to navigate through because of the different tabs that sections fall under. Overall, the university websites are well-formulated. [#906579]

I usually have a really hard time finding what i need off of the campus site and just go to google and have it direct me if it's something that should be public info. It would be nice to have some sort of help page for every service provided. For example, if i am looking for a way to find out how much i paid for school in the summer, i don't want to have to access every link under the finance section in Howdy. If you could make a help page with a search engine that focuses ONLY on that section (or inside of Howdy) instead of ALL of TAMU I believe that would be more helpful [#906585]

tamu.edu homepage is not updated regularly enough during severe weather to keep students informed of bus transportation and if class is continuing as scheduled or not. I realize Howdy has a lot of important information on it, but there are too many tabs and links, many of which are duplicates. Get rid of the duplicates and you could cut down the number of links to search through drastically. [#906596]

Quit changing the e-mail interface! Every change makes the interface slower and more cumbersome to use. [#906607]

The website is not easily navigatable and lacks any eye-catching feel or flow. There are also too many layers to the EAHR site, and syllabi are often out of date. [#906616]

I feel like I am going in circles most of the time. Often, the material you are looking for is not in the area you would expect it to be. I would call for a reorganization and simplification of the A&M web server. Also, it would be convenient if A&M had an Android/iPhone app that is specifically for bus transportation services. With customization so that users could show frequently used routes at startup. [#906632]

Having professors use 10 systems (e.g. elearning, Vnet, etc.) is a huge pain as a student. On the flip side, webmail is great now. [#906688]

Howdy is too complicated. [#906703]

Elearning is an absolute train wreck of a website. I have prods that wont put lectures on elearning because they don't know how [#906715]

Navigating Howdy as a freshman was confusing. [#906718]

They should be more streamlined and user friendly. Right now it's sometimes hard to find links and things that are commonly used! [#906726]

Finding specific info via TAMU.edu is a frustrating endeavor. [#906730]

tamu's websites are at times confusing.. I tend to just use the search boxes because I can never actually find what I am looking for any other way. [#906866]

Currently the library website and search are terrible. [#906869]

The internet is definitely fast, it just cuts out every so often. Also, the wifi is often difficult to connect to on my Mac laptop, taking around 5 minutes to get the signal. [#906896]

I think these are fine. [#906908]

Several campus web services are currently inadequate. For instance, the billing section within howdy is not very user friendly, and is in my opinion a step backwards from the previous my record system. Neo email has improved, but is still not up to acceptable standards. [#906909]

Buy new routers [#906944]

Deconvolute webpages, make everything accessible without having to click through multiple links to get to helpful information or documents. [#906967]

There is too much on the website and not organized clearly. It's hard to find things you are looking for with out using search. [#907019]

Make things more user friendly. I don't have an issue now because I clicked multiple things and figured out what I needed. But perhaps adding more solutions to the FAQ. [#907074]

One the main page of howdy it would be great to have a popup messenger which shows up whenever a new news-alert comes [#907089]

There are too many different sites that you have to log into. You should only have to log in once and access email, howdy, and elearning [#907103]

I feel like some of the websites have a rather confusing interface [#907115]

having to log into elearning and email and howdy doesn't carry over or remember you logged in [#907121]

Many of the TAMU system websites (including AggieAnswers, ResLife, Transportation, and several departmental websites) are completely inoperable because they are so difficult to navigate and do not "flow". Having a committee of students who are used to looking up info on those sites rate the sites and provide feedback would be SO helpful to revamping the sites. [#907154]

howdy.tamu.edu is very difficult to use. It's not at all clear where things are. Also, every time I need the academic calendar I always have to search for it. Why wouldn't you put that on the front page of the website? See: <http://xkcd.com/773/>. [#907218]

I think campus websites are just naturally clunky. The new Howdy system's a headache. [#907219]

sometimes too complex, not easily readable. [#907237]

Not the most important thing in the world, but unless you're very computer savvy you're going to be very GUI centered. So the prettier and easier a website is to use, the more it will be used. [#907243]

Well, sometimes the portals from stuact to organizations' websites are slow/unresponsive. I'm not sure if IT is fully responsible for this, but I just want it to be always responsive and able to be used. [#907256]

the search mechanism on howdy doesn't tend to get me what i need. I do tend to be able to find what I am looking for once I search the pages but it isn't easy. [#907342]

howdy should never be difficult to access [#907384]

I have not found the A&M sits to be interactive or very useful. I do very little on-line, self-serve at a&m...I can't seem to find any pages designed this way. [#907526]

I don't think there is a point to having services that are not easy to use. [#907550]

Easy access to info that students will use. Academic calendar, course catalogs, frequently used services Number of clicks to those should be 1-2 and easy to find [#907567]

some websites are a bit tedious to navigate, but that may just be a departmental thing. [#907608]

Try to help or make sure different departments use clear and concise layouts [#907627]

They are not always user friendly. Howdy is on its way though [#907674]

I feel that the campus websites and service is great! [#907711]

The Texas A&M System is many diverse groups. Why is there not one place to apply for jobs/application to fill out. There are 4 or 5 different sites that one has to apply for positions. Also it would be nice to be able to easily find out what streaming capabilities there are if a class is wanting to participate in Internet 2 video. [#907712]

Howdy elearning and email need to be combined into one easy to use website. [#907741]

I feel like there needs to be more training/navigation help available and it needs to be publicized that there is help available. [#907747]

Some of the UIs and interfaces are a little difficult to use and find things. I first found that out when i originally applied to A&M. [#907800]

CSNet is horribly done and a pain to use. [#907814]

Tamu.edu is a great website, but it's not always very easy to find what you are looking for. Sometimes I feel that there are too many links that you have to go through to get to a page that should have a simple link. [#907900]

Why does the netid password have a maximum length? After all, you shouldn't be storing it. This interferes with passwords like "correcthorsebattery staple". Also, the minimum length only produces a

strong password if said password is randomly generated and uses mixed case and symbols. The minimum length should be at least 12 characters. (Under no circumstances is it acceptable to require the use of mixed case or special characters. These are more difficult to remember for humans, when a longer password is better.) [#907935]

The campus websites are sometimes difficult to understand and cumbersome. [#907941]

Howdy is hard to use and confusing. In addition, the e-mail service is not that great. Granted it is fairly new. [#907970]

The residence life website is horrific. [#907974]

Navigating most departmental sites are a nightmare, and there is no one clear source for you to access everything you need. A&M needs a 'home base' where you can go to ask any question you need or find quick links to anything else A&M offers such as: departmental information, outside websites or sources different classes take advantage of, maps, transportation info, e-learning etc. There should be one site that any student needs to remember to access whatever they need. It's a shame that for such a big university Google is at least MY #1 tool used to try and find what I'm looking for regarding A&M and A&M websites. The TAMU library website has already started a good beta search engine (that still needs some tuning) but has helped with the jumbled mess that is that system. We need something along those lines that will understand the different things that a student might be looking for because Google just can't possibly narrow down everything when it has the entire internet to sort through. It has its limitations regarding A&M info. [#907985]

The Howdy site has a lot of things on it but is confusing and hard to find things on. A help section with the important things (like registering for classes) would be nice. [#907989]

A tutOrial should be give electronically [#908038]

elearning is very slow and often freezes. It is also not organized very well, and can be difficult to navigate. [#908044]

Training videos are too much! [#908061]

i get what i need done through tamu with ease and speed. mostly through howdy :) ten of ten [#908113]

The online services is easy to use. [#908148]

fast and reliable service is important in feeling cared for. [#908160]

Library website is cumbersome [#908170]

I would like to not be required to enter my login information to log into Howdy, then again to Zimbra (same with Blackboard, Moodle, etc.). After being logged into the network, my level of irritation increases with each time I have to enter my login info. [#908173]

When picking classes, it would be nice if we had schedual generator. [#908202]

This is very important to me. [#908252]

I would really like to receive notifications (text or email) when new assignments or grades are added to elearning. [#908327]

Such services that are existing are "all over the place". How about consider organizing these sites so that users can be able to see all in one place? [#908427]

There is a lot of discrepancy in navigating different department websites. Centralized formatting would be helpful. [#908428]

Howdy's server tends to become inaccessible or slow when there is high traffic especially around registration and the beginning of the semester. [#908435]

I like things that are easy to use [#908442]

Makes things go efficiently [#908485]

Lowest on my list. But, simplicity is best. [#908529]

In my opinion, several of the websites are not as easy to navigate as they should be. Certain information is hard to locate and is buried in weird places. One big issue I have is utilizing the search function on several of the websites. I end up just going to Google.com to find the specific A&M information. When I try the same query on the search function on tamu.edu, I don't get the same, or even sometime useful, information. [#910690]

I think that our campus websites, in particular Howdy and Transportation Services websites, are not well organized. I have to drill down/search too much for things that I think should be easy access. The best examples I can think of for each site are the Academic Calendar and the Campus Parking Lots Map respectively. Both websites could be more simply and intuitively designed. [#910693]

Helps a lot but would be awesome to have it off campus without VPN. [#910717]

If there's supposed to be a single sign on for Howdy, yo shouldn't have to sign on again to access your email. [#910724]

Good job on this! [#910731]

Easy websites we almost have but some of them are confusing to use. as in how to navigate through the site or find what you are looking for. [#910750]

The Bush School IT department could be better. The printer network locks students out a lot and the staff is not available to help fix things often enough. [#910884]

Library 5th floor service can be spotty [#914632]

Hire someone that knows what they are doing (i.e. NOT a student) [#915401]

This may not pertain to this survey but the library website is sometimes difficult to maneuver around especially when searching for books in the libcat. [#915429]

The services need to be centralized and easily accessible especially with regards to those things necessary for graduating (away from the bunch of extraneous services that are really not necessary and we shouldn't have to pay for in the first place). [#918739]

I especially dislike having to use the "Search" feature on any university website. The results are almost always random and not relevant to what I'm searching for. [#930419]

Being able to follow directions that are easy for setting up a mobile device are ideal. [#932303]

I have a difficult time finding information on the many .tamu.edu websites. [#932613]

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

Accessing the e-mail system from my Droid is very irritating. An app would be nice. [#905133]

The ability to utilize the same information on my mobile device (iPhone) is critical to both my job and my students as they go about their daily lives. The A&M Mobile site is not really very functional... [#905138]

none [#905140]

This is very important to me and up to this point has proven to be very difficult or impossible. [#905178]

This would be great for convenience [#905184]

I really like the TAMU mobile site with its easy to navigate icon set. Well done with that one! [#905189]

The most important campus website that I should be able to quickly and easily use from my phone is the library's. [#905208]

Some TAMU sites do not work well with all mobile devices or tablets..particurlry the TAMU email. [#905222]

There needs to be a smartphone/ tablet application that better manages elearning. [#905252]

The mobile versions are hard to navigate with a phone or small tablet because the links are so small. [#905343]

Can not access web on my iphone. Usual not a problem, but should be able to easily connect. [#905405]

web mail and all howdy related website are extremely buggy on tablets and phones. [#905457]

there are few mobile sites [#905472]

This is important due to the shift away from computers toward mobile devices. We are starting to get behind the times by ignoring this trend. [#905508]

Same as above. [#905516]

- A basic Howdy App would be very useful. At present, only a mobile page is supported. - Including Library features in TAMUmobile app would be beneficial. [#905540]

no mobile version of eLearning [#905541]

Allow iPads to fully be capable of viewing campus websites like elearning by changing the website to adjust to the iPad. [#905551]

I do not have tablet or mobile device, I can not give my opinion about it [#905564]

Yes, it is important and you do a good job! [#905593]

I use TAMU app for the bus pick up and drop off times. It takes too long to load the page on my phone and won't display the full schedule, only the next few. Maybe make a simpler one that only lists route and time? [#905663]

Yes [#905691]

This is very important to me. I wanted to be able to open documents or folders on elearning but have not been able to. [#905743]

The howdy site for phones isn't great. Additionally, elearning is hard to access on phones [#905751]

Can not view full notes from elearning only the first two pages. [#905844]

This is always a plus. Should work better on some devices (my experience with android devices here was very poor) [#905852]

The new mobile Howdy was so unimpressive, I will just use the normal site on my tablet. The mobile is harder to navigate and the e-mail is next to impossible to use on a tablet. Those are my initial observations as I haven't used the mobile site since. A possible solution might to be to invite several basic level users to test out the site and have guided feedback for future improvements. [#905888]

I can't access posted documents on elearning from my iPhone. It won't scroll because of the java script. As a result can generally only see first page. Howdy mobile doesn't let you access enough of your howdy options [#905908]

I think we should have an app or an easier way to connect to howdy or elearning [#905988]

Yes, I think that this could be improved as well. [#906023]

It is better that will be more simple. [#906035]

Also important for reason mentioned above. Sometimes that is all people have to access these services. [#906046]

Have a simpler format for phones that is easier to read without zooming in [#906091]

TAMU email does not let me send new messages on my phone [#906107]

Mobile sites aren't important to me, its better to have the full site, or at least a link to the full site. [#906133]

VOAL sometimes has problems and is very slow. [#906207]

Make A&M websites iOS friendly. [#906272]

I usually have my laptop so this isn't that necessary [#906288]

The SHS website is horrible about this!!! [#906320]

Most tamu websites are not completely mobile access. For example most things on howdy aren't on the mobile version [#906322]

elearning is not super mobile-friendly. It would be nice to have an app for it (android) [#906413]

mobile device is periodically an issue dropping connection in one building and trying to pick it up in a new building [#906421]

a m.howdy.tamu.edu portal would be great. [#906438]

TAMU is pretty good about mobile device services, such as tracking bus routes. [#906442]

sometimes email acts up on my iphone. [#906448]

just as important as them working on a laptop. i should be able to register from my phone especially on campus. [#906487]

Never hurts! [#906548]

This is very important! [#906574]

Wireless Internet is a little unpredictable on my mobile device. [#906579]

eLearning and Howdy give problems occasionally [#906587]

The Howdy app is useful, but I still prefer to use the full website. [#906601]

This is good, but will need to become stronger and quicker. [#906616]

Sometimes I don't have access to a laptop or desktop so using my phone or tablet is the next best choice, unfortunately, with Elearning especially, the website does not function as well. This can be extremely frustrating when trying to study or read an online pamphlet. I would suggest making websites more mobile friendly without necessarily making a dumbed down mobile version of the website. I would try and keep as much function that the Desktop website has in the mobile friendly version. [#906631]

I feel like I am going in circles most of the time. Often, the material you are looking for is not in the area you would expect it to be. I would call for a reorganization and simplification of the A&M web server. Also, it would be convenient if A&M had an Android/iPhone app that is specifically for bus transportation services. With customization so that users could show frequently used routes at startup. [#906632]

Mobile howdy is pretty hamstrung compared to the desktop site. I always use that one because I need to download a syllabus or something and can't on howdy mobile. [#906688]

m.tamu.edu sometimes is complicated to use [#906703]

I can access elearning on my tablet. However, I cannot open my professors' documents through elearning on my tablet. I can on my laptop but not my tablet. [#906729]

I can not use the tamu wpa on my mobile device so I feel this area is lacking [#906741]

don't really use that feature [#906763]

I'm a Sprint carrier, so being able to easily access /any/ of the A&M mobile features would be lovely. [#906788]

My Blackberry Torch 9810 is currently not supported by the wifi, so I am disappointed. I.t. was not able to help solve the problem when I visited them. [#906809]

When using elearning on my cell phone if I don't log out and am logged in for too long, I am unable to log back in for days. [#906846]

Some of the websites have been made mobile friendly whereas others have not. Also, for example the howdy mobile site, the way it was designed limits your options of commands. I frequently access howdy to look at my schedule and then view the syllabus, but I have to use the normal site because you cannot access the syllabus links from the mobile site. [#906892]

No problems in my experience with current mobile sites. [#906893]

Being able to access campus web services from mobile devices should be a secondary consideration. It is much more important that web sites work well for traditional devices. [#906909]

Make library resources available on devices (publications, journals, etc) [#906967]

Websites have too much information and become very confusing [#906981]

Again the pages have too much, not "simple" enough to access on a small screen like a phone [#907019]

would love to be able to access howdy from the mobile app [#907049]

Neo works fine on my phone but accessing howdy is an issue. Especially when I needed to register for a class and my phone was my only source when I went on a trip. It looked like a portion of the screen was cut off and that had the buttons I needed to complete my registration [#907074]

I would say the mobile version of Howdy should have everything that the normal website has, or don't even have a mobile version. I mean if you want me to clarify more, you can always email me. [#907086]

Howdy, elearning, and neo [#907088]

My neo email often gives me problems on my mobile device. I always call and reset it, but it is inconvenient to reset it so often [#907103]

java is not very mobile friendly [#907121]

It would be most excellent if we were able to connect to wifi outside, even if we are not directly next to a building that does have wifi, that way instead of connection hopping with our phones, we could stand consistently connected. [#907135]

For the past week and a half, internet services are completely absent in the vet building and have been shaky everywhere else. [#907136]

See above, inconsistent wireless connections in general but especially on my Android phone. [#907161]

sometimes the website is not easily handled in mobile phone. [#907237]

Improvements and more information on the TAMU mobile app would be much appreciated. It's pretty slow, and half the time I can't find the information I need (e.g. times things are open on campus). [#907243]

Sometimes it's difficult to access stuff on my mobile device but for the most part, it's fine. Not sure what can be done about that, but I guess it should be developed a little more. [#907256]

make it easier to sync tamu email account with smart phones [#907288]

Generally, they take too long to load on my phone. [#907295]

This should be offered in an effective manner [#907384]

The tamu Android app should be updated. It is buggy and it runs at a different resolution than the screen on my phone. [#907398]

Some pages load very slowly or not at all when I try to bring them up on my mobile device, and sometimes it's hard to get a strong wifi signal as well [#907401]

Email is hard to manage on an android phone [#907407]

not everybody has an ipod. I t would be nice to have a format that would allow other cell phones that can browse the web to have a more friendly way to navigate A&M websites [#907414]

I haven't yet figured out how to send my howdy emails to my smart phone. I've asked friends, no one seems to know how. I haven't yet asked IT services for help. [#907526]

Elearning does not work on my phone, maybe make a mobile version of the website. [#907615]

eLearning fails completey with an iPad and Android browser. Really? [#907665]

howdy's smart phone page is rather a pain to use. The "abbreviated" version is cumbersome [#907690]

I cannot access E-learning very well on my iPod Touch. [#907800]

The website is hard to maneuver around on the phone [#907873]

very important [#907874]

This is very important to many people because students are always trying to check recently posted grades on their phones. [#907875]

I have a lot of trouble doing my online course via blackboard on my IPAD. Lots of trouble with the blackboard email feature on my IPAD. [#907892]

I would like to access a more user friendly elearning on my mobile device. [#907927]

Make elearning viewable on ipad and iphone. [#907938]

The new mobile app for campus is great, but get it to Windows phones and then you have something everyone can use. After all app development for windows is open source. [#907941]

Just internet. [#907970]

The app for Howdy doesn't get to some of the important things, so I usually click "full site." [#907989]

there needs to be a drastic improvement of internet access for dorms because even when the Ethernet cable is connected, the internet access is horrendous and can hardly get my work one in my dorm. and let me not mention my mobile or even the tablet. aside from that, the WiFi is still slow even in the lounges. [#908001]

It is difficult to access campus websites on my mobile device. It is difficult to load and takes a long time to do so. The TAMU app on my phone is practically useless, too. It should have more direct access to vital campus websites. The important numbers and the bus routes on the app are great, but there is room for improvement when it comes to athletic news, events and schedules. I think the directory search could be improvement by including departments, colleges and other important offices. I think the TAMU app could be a great resource for students, but needs to improve its resources and options. [#908010]

I was so glad when you all finally came up with a mobile site version of Howdy and email. I don't know how much you can do about it, but Blackboard and e-learning should also have mobile versions here at A&M. [#908019]

The use of tablets and mobile devices is increasing. Campus Web sites and online services should be aware of such devices and take consideration when making web sites, such that everyone using such devices can access information and services quickly and without a hassle. [#908043]

elearning.tamu.edu is a site I frequently use with my Apple iPad. I have had frequent problems pulling up documents and PDFs, both file types that my iPad can open via several apps I have, that have been posted on Elearning. I don't know if my iPad doesn't know how to use the software of apps like "Pages" to open things via the Elearning browser or if "Pages" is not configured to do so, but I have had problems accessing these kinds of files. [#908047]

Email app [#908061]

Internet connection on my iphone is slow on campus [#908065]

Elearning and its replacement must be mobile accessible. Currently it isnt possible to download lecture slides and other items from elearning on mobile devices. [#908111]

Make sure that wireless Internet is accessible outside such as in parking lots and various other locations. [#908133]

a voal for the ipad would be awesome [#908136]

website that are mobile freindly are essential especially university websites. [#908160]

Internet service in The Gardens Apartments is not good at all. [#908185]

mobile version is not as good as normal version [#908212]

At&t service is bad on campus and is extremely frustrating. [#908226]

Functions accessible via Howdy Mobile are limited. Increase the type/number of functions available. [#908272]

I would like to see an easier way to acces the library on-line when you are outside the campus (apartment). It is hard to download papers from specific journal if you are not on the university network. You have to navigate to the library to find your paper rather that downloaded directly from the journal website. [#908314]

The app on mobile is slow and not too user friendly. [#908335]

Howdy app for iphones and droids would be usefull, as well as blackboard. [#908380]

It would also be great if apps are created for these frequently used websites like elearning, Howdy which would be separate from the current A&M app. [#908427]

Mobile functionality is a must in these days [#908442]

TAMU needs to keep up with advances in Android OS [#908473]

The Howdy mobile site is a good step in the right direction, but in it you can't do everything that you might need to do/that is on the full site. [#908559]

Access should be easier and faster [#910682]

Yes please! [#910688]

I really like the A&M app on iPhone, but I wish I could hook directly into Howdy from the app instead of going through my iPhone web browser. [#910690]

Easy to use [#910717]

Sometimes the computer in the library will take long time to load, which I am not sure why, but it did so a few times. [#910731]

I dont have one but I am sure with the way technology is going it is nessacary [#910750]

This is one of the key issues I would love to have fixed and maintained as it stands to help a lot with time savings and resource management. DL students will tell a better story. [#910980]

it never works for me!:([#911045]

I have tried to link my neo account to my iPhone by following all the instructions on the website and contacting the help desk at the SCC. I am still unable to contact to my neo account via my iPhone because the only advice the help desk gave me was "follow the instructions" which brought me to them in the first place. [#914613]

Somethings in Elearning are not accessible in a mobile device. [#914638]

For some reason, elearning will not let me download attachments onto either my phone or tablet (both Android-based). Since elearning doesn't provide a clickable link to downloads, I cannot download them (the automatic downloads don't happen). [#918294]

Make sure that there is a mobile option on the key things, like e-mail and howdy (for schedule). Ya'll have vastly improved this in the past year or so. good job. [#918578]

Mot of the time, I am unable to connect to the wireless on my Android phone and reception inside the buildings isn't sufficient enough for internet connection through the mobile service provider. Perhaps a software compatibility adjustment would fix this problem. [#925331]

Accessible. [#930458]

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

Aggie chat room or something that is fast & easy to communicate with others [#905167]

very important [#905173]

wifi in several buildings is constantly dow. [#905207]

I am a distance student in the Statistics department. The dostat system is a critical resource to my success. One area of improvement would be the ability to post more sophisticated mathematical expressions and statistical graphics. The online program is good at transmitting information, but is poor at creating a open social environment between distance students, on-campus students and faculty. [#905369]

TTVN is horrible. Connectivity is always spotty and you lose connection often enough it disrupts the flow of classes that are shared with Galveston. [#905373]

Do these services exist at A&M? Students use dropbox as that seems the best option here. [#905407]

Give case studies of how it has helped people and other people will follow [#905442]

This is pretty good. [#905516]

Absolutely [#905534]

OAL is nice. Keyboard and mice are disgusting. [#905554]

Very important for group discussion. Some libraries should provide specific room equipped with PCs and wireless equipment so that we could hold video talk together. [#905593]

I don't really want any new services added. I don't think pushing a campus wide instant messaging client will really be very helpful, but what I would like to see is better mobile support for my school email account. I don't feel my link to my student email address is very reliable so I tend to use my personal address as it is more dependable. [#905629]

I am off campus most of the time and have found that Centra isn't reliable when taking online synchronous courses. For meetings with classmates we resort to Skype. I would like to have better videoconferencing software that records itself and has sharing capability. [#905645]

We don't seem to have any such websites at least none were told about. Email would be the closest but anybody can get that from anyservice free like google.com [#905647]

I am unaware of campus technologies relevant for setting up networks designed to working in groups. [#905666]

I teach a course that uses eLearning and have found it to be sub-par in terms of importing/exporting grades and quiz questions. A program that can interface (or is at least somehow compatible) with Excel or Word would be much less time-intensive. As it stands, I have to spend hours typing up each quiz and the grades of hundreds of students. [#905680]

N/A [#905759]

Set up a system like Cisco's WebEx service. [#905873]

Websites like dropbox and facebook are much easier to use than the services available through elearning. Sharing files through elearning is problematic, especially for ios users. Discussion groups within elearning are difficult to get to and use when compared to facebook. [#905921]

eLearning is horrid when it comes to things like chat (Java application does not load half the time on my Mac) used for collaboration. [#905999]

everyone pretty much just uses google docs or dropbox... [#906026]

Cloud. I have used Dropbox (good but not cheap) and google.docs (really worry about privacy and size is an issue). Neither works well for collaboration, but then that is a tricky situation anyway with multiple users. Haven't found anything that really works well for documents. I use skype a lot for multiple institutions. [#906093]

I am not aware of many such services other than e-mail that are offered. [#906115]

It would be nice to some sort of "study group" like network where we could digitally log in and find people who are taking the classes we are taking and somehow set up a digital study group. This may be difficult to do but it would be nice, as a distance ed student, to have easier access to students within my degree. As is we have only discussion boards to communicate with each other. [#906196]

It would be great if possible to have the possibility to share data with people from other universities [#906219]

This seems to vague to comment on. [#906252]

yes it does. [#906268]

I spent months trying to get a wiki implemented for my research group, and was eventually able to get something working, but the functionality is not where I would like it to be because of severe security restrictions. [#906335]

I don't really desire this, I think most people use their personal phones and Facebook. [#906362]

Blackboard is horrible. Try Canvas. [#906364]

The eLearning system could be improved with better layout and notifications. [#906442]

mics in all rooms, professors have to go every morning to get miss or wait for someone to bring it. half the time it doesn't happen and we can't hear anything. [#906487]

I generally just use my own laptop, so the suggestions would really just be repeats of the service and speed. [#906533]

I wish there was an easier way to share files with other students. For example, say I wanted to send a team member a presentation, right now the easiest way to do this is to have them login to the file server and copy the file to there home drive. This is a pain in the butt, I wish there was a way to create "shared" folders in our home drives that could be accessed by either the public or select people (and not just through the web). [#906544]

I am not aware of any services that will improve and enhance my collaboration with others.. Unless you're talking about classrooms and the virtual rooms made for people to talk. [#906585]

cameras for skype meetings would be nice. [#906615]

The Physics department has a nice new building with a conference room in MIST. It has a new teleconferencing system, but it is completely incompatible with all of the places that we have wanted to connect with, including TAMUQ and the Max Planck Institute near Munich. It's a proprietary system that does not work with other popular and/or common technologies of which I am aware. The cameras, software and other equipment sit idle most of time (if not completely unused), except perhaps for a few who communicate with a compatible system. I see it as a waste of technology and resources. Skype is the alternative we use, but although convenient, the quality is not as good as a dedicated system. We must use our own computers and cameras for Skype. We can only connect to one person using a free Skype account. Why is the incompatibility in conferencing systems tolerated with our modern ability to make things work together? [#906646]

This seems like it could be very helpful if done right. No specific ideas though. [#906688]

n/a [#906874]

Elearning is very glitchy at times. Also, I think it would be most helpful if there would be an option excluding the professor from group conversations on the discussion forums. [#906968]

I have not really seen any services on campus that help students become more acquainted with technologies. More over, they usually will not teach a person how to actually fix and/or master technological problems and tasks. [#906971]

Implement a Question and Answer Hotline for specific degree area's. This could be accomplished using an instant message service directed to specific departments. [#907012]

n/a [#907121]

Increase student and professor use of elearning [#907214]

Not sure how to improve this without having someone available 24/7. [#907382]

we need more printing stations [#907414]

Perhaps someone could engineer a file sharing service that operates directly through the A&M server so that you could just drag and drop files and send them to a UIN or NetID identified account simply by searching for a first and last name. [#907440]

n/a [#907520]

I have never been to see them, I don't know where they're located [#907526]

Why does elearning email have to be separate from the TAMU email? [#907534]

I pretty much make my own technology for this, though if we had private git repositories available ala github, that would be AWESOME. [#907665]

na [#907690]

It would be nice to be able to easily find out what streaming capabilities there are if a class is wanting to participate in Internet 2 video. [#907712]

Some buildings provide major-only computer areas [#907765]

We are using skype and second life in the online class but that can be tough. [#907892]

I only know of services at the SCC and in Blocker, but sometimes it's hard to reach those areas if I experience problems at a different location on campus. More service stations placed throughout the campus would help so much I think. [#907924]

Email generally works. The increase in storage space is appreciated. The Zimbra Desktop client, as suggested in the webmail interface, is a java pig that uses 400 MiB of memory just sitting there. Thankfully, IMAP works fine. If convenient, y'all should change the webmail skin so that it recommends Thunderbird. It would be nice if there were an interface to create groups on the ECEN unix systems and add other users to them. This would facilitate sharing files for group projects. [#907935]

Having a working cloud will be wonderful. [#907970]

I may have rated this section as not meeting my standards, but most students are of capable or interested in learning true collaboration. I feel these services would be a waste for my department since I use all free collaboration software, and my group members still refuse to move away from inefficiently using Microsoft office products [#907995]

This can be checked between students! [#908016]

Being in communication with classmates is essential to build your network as well as getting help in classes. Campus technology must improve in this area, so that aggies can reach classmates easier and quicker. [#908043]

more technology in main study places, ie annex and library [#908136]

The printers on campus often mess up and lose my prints [#908169]

I'm not dissatisfied with these, but perhaps a feature that would allow students to connect easier would be a network chat feature of some sort. Anyone logged onto the network could search for a name/username to check availability to chat. I don't think I need it, but if improvement in this area were being sought, this would be my suggestion. [#908173]

Service is good. [#908181]

perhaps installing dropbox or other such apps might help. [#908335]

The email services are getting better, but since this is my primary way of communicating with my fellow students, it is very difficult when the email services are down or not working quickly. For example, a lab partner had to send me an email twice last night because the first one did not come through. [#908344]

Free microsoft office downloads [#908380]

This technology in terms of A&M's sustainability to have one and not using other third party websites seems something that I think A&M does not have and needs to have. [#908427]

Something something something [#908442]

I think this needs dramatic improvement. Email is "OK" but the student-professor communication needs improvement. This could be done through more interactive communication. Not Second Life...Class room feedback communication improving the learning experience. [#908529]

There are two problems with collaboration tools on campus. First, there are multiple systems supported by Texas A&M, and different professors, organizations and academic colleges employ different systems. Second, each of these multiple systems has its own byzantine framework for access, updates, and utilization. This creates an extensive overhead time resource allocation to use the collaborative tools offered at A&M, as a user is learning, relearning, and transitioning to the multiple systems as per the professor, college or organization they are working with. Although I usually like diversity, in this case, it would be nice if a single "best" system is selected as collaborative platform, and second, that platform is as easy to use as google groups or dropbox. Due to the frustrations I had last year regarding the collaborative tools offered on campus, I quite using them last year at some point. Instead, I started using privately provided programs. Since it has been a while since I used them, this suggestion could be outdated as perhaps collaborative tools on-campus have been rationalized and simplified. [#908552]

extremely important but currently internet service is problematic [#910682]

There are several websites that are utilized by different departments for collaboration efforts, course content, etc. I have had a different site for a technical writing class and one for stat. That is in addition to Elearning. Why can't we just have one? I am used to using Elearning. It isn't the best, but it is better than the other sites for the specific classes. I feel very ADD trying to follow all the updates across too many platforms. [#910690]

Hard when off campus [#910717]

Maintaining computer hardware and software so that are all capable of providing such services. [#910740]

The technology needs to be the front running and latest to allow students to be caught up with the times and get into the latest stuff. [#910750]

have computers in study rooms [#910917]

One instructor is currently using Dropbox, as opposed to Blackboard. Doesn't make sense to have a tool that even the professors find more cumbersome to use!! [#914632]

When we need to show something in a class from a server on campus but can not connect due to wireless problems then it messes up the whole class. [#932303]

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

Some classrooms are great - others are old and antiquated. The biggest issue is that there are no directions for use (physical instructions in the classrooms that outline how to use the equipment in the room). [#905138]

computers in the classroom are a big help [#905173]

We still have classrooms equipped only with overhead projectors, many of which don't even work. Even when I was an undergrad ten years ago at a different university, most classrooms were at least equipped with document readers, which I find more versatile than overhead projectors. [#905208]

I love all of the computers in OALs. [#905235]

My math class is always delayed because the technology in Zachary never works without tech support present [#905339]

I am a distance student in the Statistics department. The current level of quality of online lectures and Q&A sessions is good, but could be improved. For example, it would be nice to be able to see as well as hear the lecturer. The online program is good at transmitting information, but is poor at creating a open social environment between distance students, on-campus students and faculty. [#905369]

TTVN is absolutely horrid. You could get free programs off the internet that allow you more consistent and better communication with other classes in Galveston. [#905373]

There seems to be issues with the overheads in classes a lot. But there seems to be timely help. [#905410]

This seems to work for the most part, however, Rudder tower's service is terrible. It will go in and out all of the time. [#905423]

Give case studies of how it has helped people and other people will follow [#905442]

Need plugs for seats in classrooms. also need larger areas for putting a laptop AND a notebook for taking notes. [#905457]

This area seems weak at the moment, but it's perhaps due to my professors. As a grad student, a lot of my professors are old-school and are still embracing the technology-driven classroom. But furthermore, it seems that projectors don't like to cooperate sometimes, and during Student Research Week, moderators were unable to pull up our presentations for unknown reasons. There are still some hiccups in the classroom learning experience, so having y'all available to troubleshoot is a major help. [#905503]

Professors don't always know how to use the equipment [#905506]

Classroom technology is important, but the better focus is to get the technology directed to non-classroom centric instruction. Distance education and online interaction is the best strategy. [#905508]

One professor of mine used the online forum Piazza. Maybe improve the current eLearning discussion forum to be more like this. [#905541]

SMART symposium is really nice. Projectors in some places like Blocker are kinda blurry, in my opinion. [#905554]

If we want professors/instructors to use devices like iPads to deliver lectures it would be necessary to create wireless connection to projectors. Any software that could be used to aggregate tweets to questions embedded in lectures or posed for students to respond to outside of class? [#905562]

Yes and I think you have already done a good job! Excellent! [#905593]

Have screen sharing features (dual screen usage) in the group study rooms [#905609]

There are some classrooms that do not use much technology. I don't mind whether there is or not. [#905758]

All classrooms should have working projectors. [#905761]

When I am TA for classes, and the classes meet in different buildings, I frequently need multiple logins to just use the projector. Implementing a policy so my normal account can be used on the projector PCs in the classrooms would be very helpful. [#905779]

Smartboards that allow teachers to share handwritten notes quickly, or anonymous real time feedback to professors from smartphones [#905832]

Allow students to rent things like presentation clickers, and projectors. [#905873]

Majority of the time the teachers in engineering are saying they lack the technology they wished to have to help us understand the material more clearly. [#905908]

Provide software on the OAL labs that we need for class. I have two classes that require software that are only provided in certain labs that are rarely open. [#905952]

this is important as I teach in classrooms in different buildings [#906106]

Technology is available in the form of basic projectors usually; equipment is often old and could be better. [#906115]

Profs are technologically impaired. Make them go to training. [#906272]

The technology available is excellent, but many professors are not informed on how to use the technology available. So, it goes wasted. TEACH THE PROFESSORS. [#906294]

The technology is great, but it would be nice if the projector could be adjusted to fit on the smartscreen. Sometimes the projector is too far from the screen on the wall. (ANTH 300B) [#906298]

It's alright...I don't really know what I'd say to improve it...errors are bound to happen, especially when all kinds of users are accessing it. [#906364]

I do a fair amount of presenting in my graduate classes. Having access to technology where I can create interesting presentations that stand out is critical for me. [#906394]

Wireless is not stable on my computer. [#906431]

Though there is the technology available, it is not always there when we need it and can be late for our class to start. [#906440]

Not every course or professor has or desires more technology, compared to others. [#906442]

It makes it a lot easier. [#906482]

projectors and smart boards should be at least in every auditorium if not classroom [#906487]

Media services does a great job here I think. I've always been pleased, except for the departments that maintain their own computers which end up being slow or scare me to use because there are shared accounts with who knows what kind of malware, etc... [#906544]

I would enjoy more technology used in classroom settings. [#906552]

Not all classrooms have easy to use computer terminals/presentation software. [#906590]

About 2/3 of the rooms on campus are great; the rest still really need to be updated. [#906596]

so people don't have laptops to bring to class [#906615]

Maybe this tech could be streamlined or have someone run it for the profs? They tend to have minor technical difficulties that are largely the result of user error. [#906632]

I have found classrooms which have a higher level of technology to be more informative with real-time data and applications. [#906633]

This is important. Assists students and faculty for the best studying environment and tools. [#906648]

Having the right tools is very important for the future of education, but it is really up to the faculty to make sure that they take advantage of these tools. [#906718]

I hope the group study rooms in the library are equipped with presentation devices [#906780]

More resources for online communication. I have a class that is having to meet online for a time do to a health issue in my professors family. There are very limited resources for my class to "meet" online. Because of this, we have had modified lectures. [#906818]

I believe the rooms I attend class in are equipped with everything they need for a successful presentation. [#906843]

The technology that is available is great, its just when you are unable to see full powerpoints because the projection screen is so low and the professor is standing directly in the middle and you also cant see past other students heads. If maybe the screen was bigger or not so low or the seats were theater style so you could see over peoples heads the technology might be a little more effective. [#906846]

n/a [#906874]

A MUST! And it must work EVERY TIME you need them to without calling for support. [#906893]

While some of the technologically high tech whiteboards are handy, so far they have proved to be more trouble than they're worth. It's usually easier just to use a normal whiteboard you can draw on or a chalk board rather than trying to draw/write digitally on one of the tech ones. [#906898]

In some of the classrooms in which I have taught, there have been problems with the AV equipment, especially the speakers. It really helps to have reliable audio in the classrooms. [#906979]

The only place I have seen this is in west campus library with their monitors that you can hook up multiple computers to. This would be a great thing to have in most campus buildings but at the minimum in all libraries. [#907025]

as long as there are plugs everywhere in the class, i'm happy [#907030]

There have been multiple issues with clickers and the program that goes with them not working in classrooms. [#907033]

I really do not like the Bing homepage. Could we get Google back? Also it would be nice to have some type of program where teams could upload files and share them with ease. We are having to use dropbox.com but it is not very efficient. It is a huge pain when we have dozens of files to modify and re-upload every time. If the HOWDY portal could manage such a program, engineering students would be eternally grateful! [#907047]

Need wireless Internet to be in all faiths chapel [#907073]

an app that will show whats on the projector to everyones phones/tablets would be awesome. [#907121]

Having printed instructions with all equipment would be very useful. I know on a number of occasions guest speakers have came and no one has known how to start the system. [#907145]

Being a both a student and teaching assistant I feel that this is a must in classrooms. Most students do better through visual learning. [#907156]

We have a lot of campuses in the state yet our seminars are not broadcasted to other campuses for sharing of information. At this age we should able to connecte to other camuspes for seminars of interests. [#907197]

provide other alternatives beside power point, fix sound system, [#907229]

There are only 8 rooms in the Mays MBA and master of marketing area which have projectors for group work. We need more private projectors in Mays for masters students or possibly in WCL. [#907230]

When it comes to minimum expectation, there is NO reference group. Does a chalkboard count as 0 and having a smart board count as a 9? I have no idea. [#907249]

Being a DL student, it is very difficult to use the same connecting software for everyone, thus it may be helpful for there to be a standard application (commercial or in-house) that can be used by everyone. [#907308]

Sometimes technology doesn't work in some of the classrooms. The computers in the Read Lab are always full since they took out the back wall of computers. There should be a place in the education department where students can familiarize themselves with technology like the SMARTboard, since they will be using it in their profession. This is similar to how the engineering department has their room of computers in Zachary. [#907327]

Teachers need to be trained or have someone set up there technology before class. Few of my teachers have difficulty with this but with the ones that do it becomes quite tiresome and time consuming. [#907342]

I think that it would be helpful to have more computer access in classes that directly pertain to it. Also, if my class uses programming or other computer related work, I should get access to those specific type of programs and computers not only after 7pm. [#907448]

some classes are hard to access wifi in [#907478]

when inputting technology into classrooms and study rooms it would be nice if the technology was fully calibrated so that it would perform properly [#907483]

For me, as a business student, I feel that our classrooms are adequately equipped in the technological department. [#907484]

Currently it seems that there are many classrooms and other meeting areas that do not have efficient amount of technology that enhances the presentation or sharing of information. A way to solve this problem would be to allow easier access to computers and other presentation materials. [#907509]

Technology is often very good in classrooms but sometimes doesn't work properly and can create a distraction. If technology is going to be in the classroom it needs to be consistent. [#907524]

Classrooms don't appear high tech but they all have projectors. [#907526]

Smart boards do not work efficiently or consistently. Do they need an update or do teachers need more training? [#907534]

We have a lot of tech support issues in Kleb 115 room that stops class and is a big hassle. I have difficulty getting on the internet on my PC when I am on campus. [#907577]

The CE building is lacking as far as technology is concerned. [#907590]

Computers that have drawing screens for the professors and lecturers vastly improve the classroom experience and speed up the way students learn. Larger projection screens are needed in many classrooms around campus so that students can see the board. [#907601]

We have projectors, not exactly mind-blowing technology [#907619]

I love the stations on the first floor of the Medical Sciences Library for group sharing! More of these would be wonderful. [#907682]

Instructions or a paper copy troubleshoot guide in each room is necessary for speedy access to all equipment. [#907789]

most times I cannot access any internet on campus especially in buildings when I need too on my cell phone. And campus computers are slow [#907873]

My problems having necessarily been with the technology in the classroom, but my professors who don't know how to use said technology. It bothers me that the people teaching me in a world that is technology based can't always use said technology. [#907888]

tried to conference call with several local faculty and one member in another state. Had to bring my own equipment, software and then setup was not ideal as the 'local' camera (on my laptop) was too limited [#907905]

Very important to me professors have the tools to use technology because thats how i learn. [#907961]

The access to classroom computers is extremely hard; specially at my building. [#907970]

This is important however much of the technology in the classrooms I use in the Glasscock building are not properly installed. Furthermore there is not even a tech person assigned to our department anymore and this I do not feel that we are getting the tech support that is afforded an academic department. [#907972]

It somewhat does, but most of the times it is very slow. it takes so long to pull up the howdy website. sometimes the internet is so slow that it makes it hard to take online quizzes; the quizzes are timed and it is a waste of time to have to refresh the page and reload everything hence consuming the time to take the quiz. [#908001]

A technical person should be readily available to help. [#908016]

More classrooms need access to projectors [#908026]

Many class rooms have the new computer/projectors but many teachers dOnt know how to use them [#908038]

Every place must have this! [#908091]

Having technology is important but training to professors on how to use them is even more important. I think staff should be educated on new technology to be best utilized. [#908145]

I think more presentation augmentations would be a nice addition to the courses. I liked the clickers in my extremely large Biology class my 1st semester (provided some interaction with the presentation and kept me focused), but never saw them again after that class. There is a small issue with the bus routes if you are the people in charge of that. The bus locations displayed by the transit authority are completely wrong from about 7pm to 8:15pm when route 27 does not run for mysterious reasons despite it being on the schedule and showing "buses" moving around on the transit locator. Not a huge deal, but it is annoying. Other than that, keep up the good work. [#908151]

Expand the use of LCDs in the back of the classroom. Make multi-media more user friendly. [#908197]

We need more outlets in the classrooms. [#908202]

bring in companies from outside a&m to compete to get their product sold to us. [#908205]

The technology is usually good, but professors do not know how to use the technology, thus it does not get used... EVER! Also, HRBB has a projector that turns off and on about 100 times during the lectures at intervals of approximately 30 seconds. [#908261]

Longer cords or wireless keyboards and mice. If security is an issue long locks to be able to use and move easier. [#908325]

Classroom technology seems difficult for professors to understand/use, professors do not use the technology present to it's full advantage. [#908330]

Seems like most of the technology in the classrooms I am in is too difficult to use quickly, or doesn't consistently work. My professors constantly have problems getting the projectors to work in classes. [#908344]

The technology in the classrooms is very important. It seems like we have the technology available but it doesn't always work for the professors. [#908394]

Train professors on how to use the technology. [#908497]

The tech, when it is available and works, is great. Unfortunately, it rarely works as advertized, and therefore is just a waste of money. Take the "smart boards" in the graduate study rooms within Mays Business School. I know those cost a pretty penny, but when I try to use any of the boards, where I touch is several inches from what is selected on the screen. Therefore, we just use the smart board as a projector. Seems like a waste of money if it doesn't work. [#910690]

Technology in the classrooms is always fun and it is easier to learn. however there is still problems with the speed and the professors having problems. [#910750]

There is always more technology available everyday that would help improve classroom teaching. [#910770]

n/a [#910917]

Again, this will benefit all studens but more so for the distance learning students as they do not always see what is beign explained when the speaker goes off the video coverage area, nor do they hear

clearly with other noises like interferences, air conditioner sounds causing poor quality audio signals and distortions. If this can be improved upon I would be most grateful. [#910980]

More classrooms with new projectors, smart boards, and most important MORE outlets to plug in laptops in classrooms. [#910990]

Harrington second floor not always functioning; or maybe the profs need more tech assistance? [#914632]

more smart boards more cameras for skype quicker responses from tech people via email EREL opened earlier and later or access to MPLUS and AMOS on SCC computers [#915398]

not necessary for every class but at least have certain technology available for every class/department [#915401]

Some equipments in the classroom are new but some of them are still old. [#915417]

GIVE THE STUDENTS ACCESS to stuff, please. In the engineering building it has gotten ebttter, but oftentimes we need a specific login to access the equipment. if you are going to leave the room unlocked, at least let us use it. If we get to use the cool stuff, we will find ways to help us study. Opening the pdf document and displaying it on the wall is much faster, simpler, and easier than writing out each piece of the equation at times. [#918578]

Have more computer stations in Evans/Annex similar to those in the Medical Science library (the ones where you connect your computer to the large screens) [#918963]

Technology is now becoming most people's form of communication so i feel it is very important to have in classrooms [#925205]

I wish more classrooms had smart technology in them [#932303]

Technology support staff who are consistently courteous and knowledgeable, and who can assist me in resolving problems with campus technology services.

Not always, but mostly. [#905123]

Most students are nice enough - but I seem to get a lot of "its on the website" kind of responses. [#905138]

As a GA in Scholarships & Financial Aid, I am pleased with the knowledge and work ethic of the IT staff that work with our department. [#905162]

Yes, this would really help people like me who aren't very computer savvy [#905184]

My officemates and I frequently complain about the mess that is IT problems on campus. If we have trouble with SSO as staff members that has to be handled completely differently than NetID-related problems. And if we have connectivity issues, we're basically better off co-opting someone else's computer than actually getting the problem fixed. [#905208]

They are usually pretty good at helping solve problems. [#905235]

We have many tech glitches in our classes in Emerging Technology building. [#905305]

They generally do not know what they are doing. [#905343]

Maybe include help desks in some of the the OAL. [#905375]

I have only called them once and they couldn't really help me. [#905423]

I wish I had campus connection in techno park buildings too. Getting access to Internet there require to have guest username and password from the building and eventhough they are also using TAMU access, being have to take a new password for each building is making me upset. [#905424]

Support staff inside the computer lab have always been courteous. Sometimes the people who put the printouts in the students boxes are acting unprofessional (cursing), but they always work hard. My password was stolen one time and I had a bad exchange with whomever is in charge of letting you back into your account. He took it upon himself to yell at me for 10 minutes about how I needed to be more responsible and if it ever happened again that I would lose my Howdy account altogether. This was neither constructive nor professional. [#905454]

This is fine. [#905516]

Helpdesk email has been really helpful in the past, especially with internet/wireless. [#905554]

Satisfied [#905596]

While a majority of the people working with CTS are knowledgeable about a particular system, give them almost anything open source and they're close to useless. I have an HP netbook that runs on HP's version of Ubuntu. While I know it's not the mainstream version of Linux, it's much more user friendly. Thus, when something happens, anybody familiar with Linux (like my husband) can usually do a quick fix or figure out what's wrong with it. For instance, connecting to the wireless was a chore for me,

because it wasn't the usual Windows or Mac method. While I'm not a computer genius, I am a decent user. I had to have my husband help me, because nobody with CTS knew anything about Linux when I asked them for help. Other than that, they seem to do a great job! [#905598]

Certain support staff always seem to be bothered by questions. They make it seem as an obvious solution when in fact, it's only obvious to them. [#905666]

I have requested help on an issue with logging into eLearning and it has taken months to hear a response and when I did, the help did not solve my problem. [#905740]

It can be difficult to track them down if they are not in their office for help. Emails often help, but it would be nice to know their schedules since sometimes you need to go in person. Possibly like professors have posted on their doors, or maybe just a general "office hours" availability time frame. [#905818]

It's hit and miss... some people have been VERY helpful. A few times were horrible. [#905872]

Some buildings on campus have very unsteady Internet. I guess you can add more servers for that. :-)
[#905946]

Some of the service desk people do not look happy [#905993]

The staff and it's availability is one of the positive aspects the help desk has really shined in. I commend them for their hard work and dedication (especially for having to stay up that late). [#906009]

I don't know who will assist me if I have a problem. [#906035]

Generally they are friendly, although some know more than others in helping with problems. [#906093]

I know I am not technologically adept, I really dislike having computer techs talk down to me like I am a complete idiot [#906106]

They are always supportive and help me on the spot. I truly appreciate what they do! [#906220]

Older staff surprise me with their computer know how. [#906268]

It would be nice to have access to people with experience using and administering Unix-like systems. While it's understandable given current desktop market share, TAMU is far-too Windows centered.
[#906414]

Many technology employees are student workers who cannot always solve the problem. [#906442]

tech staff is usually nice and great 24/7 service. [#906487]

They are nice, but rarely can actually help. They will call over a couple more people, but still can never figure it out and send me to the main help desk building. I guess they are actually trained there.
[#906544]

Sometimes they are not very friendly. [#906584]

I wish they were not so restricted in what they can do. [#906589]

They are pretty nice, but one guy has an attitude because I came in there like 3 times. Not my fault the wifi on macs had problems. [#906592]

See above [#906616]

Well, I don't know much about technology and it is nice to meet with someone from tech. services who can explain what the problem is, where it possible came from and how to prevent it in the future in layman's terms. [#906633]

Computer labs in Wehner (Masters lounge) seem to constantly have problems with printers and easy access to the internet. Not an easy way to resolve or report problems. [#906651]

This is key in ensuring a working network, and also to alleviate any problems. [#906653]

Some of the staff are hard to understand... So it's difficult when they are trying to explain something you don't understand. They just add to the confusion and frustration when asking a question. [#906679]

For the most part good, maybe more training on the oal [#906703]

Great technology support staff! They are great whenever I have any computer issues. [#906729]

I am required to change my password every six months. I get it. But this last time, anticipating that the time to change was approaching, I took the initiative and changed my password a few weeks early. Big mistake. A few days later I got notified that my password was changing and I needed to change it. I tried to explain to the IT department that it had been recently changed but that logic fell on deaf ears or the IT department was unable to understand the situation and acknowledge that I was in compliance with the requirement. It resulted in me to create and remember ANOTHER password. [#906730]

I can never reach someone who can resolve the problems. When I call central help number they tell me they don't service Mays. The best thing to do would be to put signs in the computer labs that tell you who to contact in case of troubles with equipment. [#906810]

There shouldn't even be a question as to whether you need it, but I haven't had a problem in this area. [#906893]

I had an issue with my email account and the support staff couldn't tell me more than I already knew, maybe because it was a simple problem or they weren't that knowledgeable about it. Maybe someone who is trained in correcting these problems could help next time. [#906908]

I need more of support staff who are knowledgeable to fix my problems in a timely manner. [#906990]

Many of the staff are courteous and knowledgeable. Unfortunately more often than not I run into staff who really aren't in the mood to help me. Don't listen/understand my questions. Speak to me in higher technical terms and give off the attitude "I'm a tech nerd and I know more than you, you are helpless without me" and it really puts me off it's quite rude. I also have a problem with going to the computing services center. I took my laptop there with a virus and they told me they would have to strip everything

off my hard drive in order to remove the virus that it was really bad and they weren't sure if they could save anything. Well I took it home to my dad and he cleaned the virus off. No problem and it took about 20 minutes. So in this area perhaps more training in customer relations, how to talk to customers, and problem solving. [#907019]

I have had a couple of very poor service experiences in particular when I was locked out of my email. Someone who deals with password protection has lectured me to tears. That is unacceptable service as a paying student. [#907103]

Just something small, one of the times I went for computer help, the employee that started helping me helped me for about 15 minutes and proceeded to say he was off now and left. So a little bit better customer service maybe, but satisfactory. [#907115]

Some staff know what they are doing and some are completely clueless....balanced knowledge across the staff is a must to enable reliable service [#907160]

Sometimes they are in the lab and sometimes not. I am never sure what their hours are so I know exactly what time I can come by to get help. [#907230]

Have not had much of an experience with support staff, but the one time I did come to the help desk the person helping didn't have any knowledge that I hadn't already considered. [#907279]

Having a help desk- say on each level of Evans would be convenient. I know there are people around but besides the designated area that tends to be limited it is hard to seek them out. [#907342]

I have not had any problems with technology support staff. [#907440]

For the most part the support staff is able to help with any assistance needed in a very short amount of time. However there are other times when they get wrapped up in other jobs and are not able to help. [#907509]

Technology support staff can sometimes be extremely rude and helpful. [#907524]

They are very helpful [#907534]

The only people that I have ever dealt with are the ones at the CSC and they were not that friendly and spoke to me in a condescending manner when I had computer troubles. [#907550]

Helpdesk is wonderful! [#907630]

They're generally nice, but people in the SCC, Evans, and Allen Building Computer lab don't always know how to help me with computer issues. That's understandable because many of them are students, but I think we should train them better. The writing center spends a lot of time training its people. IT should do the same. [#907721]

I feel like A&M is doing a great job in this area. [#907747]

xxx, the biomedical engineering computer services manager, is awful. Biomedical engineering lab computers consistently don't work, accounts are disabled for simple possession of water

bottles, printers don't work, etc. Given how much money our labs cost, having non-working equipment is a waste of our time and money. Students are constantly having to use OTHER computer labs in order to get any work done. This is unacceptable, seeing that the biomedical engineering lab was established for the use of biomedical engineering students! [#907754]

increased training in general. Professionalism sometimes lack, and knowledge/familiarity has been sup-par. [#907789]

I work in Mays Business School as their student technology worker, and every issue I have communicated to the technology support staff as been answered in a courteous and knowledgeable manner. Unfortunately, I have had some discourteous instances when talking with people at the Computing Services Center. [#907830]

I have yet to have any problems with campus technology services, but I know if a problem arose they would be knowledgeable on the subject matters. [#907895]

Same responce as above, but sometimes the staff arien't sure what's wrong when I experience problems and I end up having to go to Best Buy or some other location which is really stressful. [#907924]

The OAL support staff are great, as are the administrators of the ECEN Linux systems. The ECEN Windows admins, however, impose ridiculous draconian restrictions (hiding MS Paint, really?), have failed to mount home directories on a file server, and do not provide Mozilla Firefox. [#907935]

Our technology support staff is normally out and hard to get a hold of. [#907970]

Not all staff are courteous or consistent with print outs let alone knowing all of the information surrounding some of the technology they manage. There was a girl who worked under a particular resource desk that managed plotter printout questions who knew nothing about the plotter printer which I learned in about 10 minutes. There is not any other online training or information up about this particular printer either. Even the sizes and prices aren't listed and the most info I could find was from a pdf how-to from the Qatar campus! [#907985]

HECC is where I have the most problems. I barely get any service in my classrooms especially when I have to upload my power points for my class thru elearning. [#908013]

The support staff needs to deal with students and faculty in a more consistent and friendly manner. Regardless of the problem, IT support staff are there to assist the users, not chastise them. [#908028]

Some of the staff has been rude and limited to help to me in the past. [#908266]

Again, IT is slow as balls to fix anything. Do work. [#908316]

The CVM support staff are rather unapproachable. Their office needs a front desk or some easier way to contact them. The support staff are often in the back part of their area, not visible from the front room, and do not come out to the front room to offer assistance. [#908330]

I haven't used this service yet, but if do need to, where do I find one? [#908427]

Sometimes hard to reach due to high volume of waiting. [#910717]

Ensure each staff member passes a minimal initial training class and is required to take updated training classes. [#910740]

I've put in a few helpdesk requests for problems before. One recently was for a PC that was having HDD issues, only to receive a message that the HDD was OK. If that support staff person had looked at the Windows logs they would of seen that all was not OK. Within a week after getting that response the PC was completely crashed and removed from the lab. [#910748]

i have found the staff to be not so helpful sometimes. [#910760]

They deal very well with my issues. Even when I call in freaking out, they're very good at handling it. Keep it up! I know doing IT help desk stuff isn't easy and they do a good job of calming me down when my computer is fritzing. [#910761]

Sometimes I feel some of the support staff is not very courteous when I bring my laptop in to resolve issues. [#910770]

n/a [#910917]

when i do have a problem i cant resolve, help pushes me off to others who are not helpful [#911062]

You should have all the Technology support staff fix set up each mobile device for every service provided by A&M so that they will know how to help students when they have similar problems [#914613]

So many tech service guys come to assist us in the class room and don't even know how to address the problem... same thing happens when you seek help with printing in the SCC [#914624]

seldom use it. [#915417]

Ya'll are pretty good at this. Good job. And thank you! [#918578]

The people in the SCC need training on how to deal with computers that say they have printed when they actually have not instead of just telling students to fill out a refund paper. [#930425]

Sometimes we call to find out what is wrong with the wireless on west campus, but they are unhelpful. [#932303]

Great potential to improve. Some staff come across as bothered or agitated in dealing with problems. This has made me feel very uncomfortable and less likely to contact them in the future. [#932549]

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

none [#905140]

I'm not sure if the Geography department is understaffed with IT (they are overburdened with requests) or if the workers we have are just work a little too slowly, but many of us *cannot* get our tasks done (whether it's completing lecture slides or Thesis research) when there are certain technical problems. These range from simple errors (computer won't connect to the printers) or major (needing an entire software program installed) the wait time on some of these requests (in my experience and my co-workers) can sometimes stretch into 6 weeks or more. While on other occasions help has been immediate, the response rate to requests is very inconsistent. [#905189]

They are usually pretty timely. [#905235]

Wireless network in Evans library, while it does work, on occasion will cut out and require a reconnect. Sometimes does not work at all. [#905336]

I've experienced no major problems personally with technology. [#905503]

They are pretty quick. [#905516]

Satisfied [#905596]

Honestly I do not know how this issue can be amended unless you added a call-in service. I have only had experience with email, and that usually takes half the day or so to get a response. I will admit though I do not usually need to ask for tech help so those may have been isolated incidents, [#905599]

Making support websites more user-friendly. [#905666]

I called the Help Desk on a Friday night expecting there to little if any calls which would mean them taking my call quickly. I was on hold for 16 minutes before I ended up going to the Help Desk, and while still on hold on the phone there was one person who immediately stood up to help me and two other people who chimed in with help to my question. I'm not sure why I was on hold for so long. [#905736]

I have requested help on an issue with logging into eLearning and it has taken months to hear a response and when I did, the help did not solve my problem. [#905740]

Everything is satisfactory, very well done [#905832]

It is easier to get problems solved when you are in the library, but if you are in the labs of other buildings such as the ETB or Zachary you don't know where to find help. I recommend better advertising where people with the skills to solve the problems in each building can be found. [#905836]

have not had any problems. tech people are knowledgable and helpful though. [#905852]

Being told I will be without your lap top for "possibly two weeks" does not help me. [#905872]

The reason services are out are not always explained very thoroughly. [#905917]

Tech support usually takes over a day and requires multiple phone calls [#905978]

Usually pretty good. [#906093]

this is just plain good service [#906106]

never needed it, but im sure its there. [#906268]

I know everyone is backed up but I just had my computer rebooted for \$120 at the help desk and it is still not working well. It took a week and there is no change. There should be a student discount or some way of paying less than \$120 if you don't get any results at all. [#906271]

This is important, from a research stand-point if I have a problem I need it fixed immediately. [#906289]

I think it is really important for the university to put in a lot of effort when the system crashes or the Internet goes out because so many students, especially those that live on campus, rely on that system to do their work. It makes it really difficult to complete an assignment due in 30 minutes when, during 15 of those minutes, the Internet is down. I understand that it takes a lot to find the solution to problems like this so I am not saying that I expect immediate fixes, but I would prefer if it did not take so long to fix technology problems. [#906312]

Tell students how to get the help [#906313]

Maybe more staff or immediate action regarding technology problems. [#906319]

I don't have enough experience using your tech support to provide an accurate answer to this question. The only time I have dealt with CIS was an extreme edge-case, and isn't really representative. [#906414]

Being able to communicate with support staff other than via email, since wireless is not reliable. [#906423]

I have issues connecting to the wireless internet at the University Apartments which will last for quite a while where the internet will flicker in and out. I wish this could be avoided or fixed faster. [#906440]

When the student workers are able to help, they are usually timely enough. [#906442]

ALthough it took a while to fix, I got it fixed quickly. However, it messed up again. [#906592]

I have brought up the intermittent wireless connectivity issue multiple times and nothing has been done to remedy the situation. [#906607]

the student computing center works wonders with this [#906615]

Very important [#906623]

Because technology is so important to everything we do now, I think problem resolution should be just as important. I do not think that it should have taken over an entire month for the situation in Geren to be resolved. I think A&M should make sure that education is NEVER sacrificed for convenience. [#906631]

Very important, we are college students and many of us are crunched for time on certain projects so it's helpful to have a quick solution if there is a problem. [#906679]

n/a [#906874]

I think with technology time is of the utmost importance and that the university should strive to make hasty resolutions a priority. [#906892]

Sometimes I've had to wait a day or two to hear back, just having more people or a way to speed up the queue would help. I had to figure out the problem on my own. [#906908]

sometimes it takes a while for wifi to come up [#907119]

This is subjective, as I am not aware of how to fix technology problems and some problems with service can be more problematic than others, so I am satisfied as long as those in charge of fixing the problems let the users know that they are aware of the problem and working on it. [#907154]

Even though everything we do with technology is fast, it is never fast enough. When I am having any kind of techno problem, I want it fixed faster than NOW. It is probably unrealistic to expect faster, but solving a technology problem can never seem to happen fast enough. [#907276]

Many times on campus, the OAL computers will be down or running unbelievably slow. None of the computer staff seem to know how to fix the problem or even care to try to fix it in a timely manner. There should be someone checking the network constantly and make sure it is running properly. [#907280]

The internet seems to go out on the south side of campus quite a bit and it would be awesome if that could be improved. Other than that, things are great! [#907290]

Takes a while to hear back from it. Or it acts "hollier than thou" if you come to them with a problem [#907291]

Resolutions often are just for campus wide problems like the wireless internet. [#907302]

A number of distance learning videos have not been properly record and were not ever made available. [#907308]

Putting a computer lab that is hooked up with tamu other computers not another program. That way if students have work on there net I'd login they can get to it before class unlike what is in Bell right now [#907339]

Not sure how to improve this without having someone available 24/7. [#907382]

I do feel that yall do a good job of trying to fix the problems in a timely manner. [#907385]

I have tried all year to connect my Android phone and by computer running Ubuntu to tamulink but it is still not working. [#907398]

I have had no problems here either. [#907440]

I would say this is handled fairly well. [#907454]

I have rarely had problems in obtaining solutions to problems I have faced. [#907484]

n/a [#907520]

Sometimes it is difficult to access services if you are a commuter to night or weekend classes [#907534]

As mentioned about, to get our wireless issues resolved took nearly a week. Our time in the lab is valuable and it is imperative that we have access to these services. I find it extremely frustrating that this was such a difficult problem to solve. [#907593]

Once a problem with the network has been identified, remedies must be found and the information disseminated immediately. Wireless and internet access is very important in the information age we live in. [#907597]

Hire more people or longer hours? [#907627]

na [#907690]

I feel like for the size and amount of students we have on campus, resolution to problems is pretty timely. Still needs improvement though. [#907747]

I have been satisfied with these services [#907854]

very important [#907894]

Needed. [#907970]

Should be incorporated into maroon alert system for network failures or power outages. [#908015]

Yes! The wifi always seems to crash right as I have something due. [#908018]

accessing howdy through mobile phone, and error on the tamu map app for iphone [#908039]

The staff is really good about fixing the problem right then and there is I go to the Teague building. [#908086]

doing a good job [#908136]

I would really like java and adobe updates to actually take place, or the permissions to do so. [#908141]

I have not had personal issues with this, but I have had a few professors who have had issues with in-class technology needed for their lecture. They were able to call tech support and received either immediate, effective telephone directions to solve the problem or on-site assistance. I appreciate the effectiveness and promptness of the system in place. [#908173]

Service is good. [#908181]

Problems don't get fixed in a timely manner, unless it is a problem with my device. [#908188]

don't completely outsource jobs. create a team just for PR/customer service [#908205]

Doing a decent job here. [#908394]

Sometimes it takes for ever for problems in my department to get resolved. For an important need, it sometimes takes a day just to get confirmation about my issue and then send 3 emails with irrelevant information about where my issue stands in que or where they are on solving. Send me one email saying you got my request and one more when the situation is resolved. [#908428]

Response with fixing printers and other essential technology in the library could definitely be quicker. Maybe there needs to be more staff available to come help with these issues when called. [#908433]

The CIS Help Desk is available 24 hours on weekdays, which is very helpful when an unexpected technological problem occurs. [#908435]

N/A [#908473]

It's fair [#908485]

Here is a typical outline of a problem with technology and internet on campus.... I arrive from home on campus. I enter the classroom, sit down, open my computer, and.....no internet. So I refresh, search for another network and so on. Class starts and I have no access. So....how would I resolve this problem while in class? I can not. It would be rude to ask the professor to stop class and make a call. I have not access so I it not like I can use a chat service. At this time I am dead in the water with no options. I have no ability to contact anyone about the issue. So...I leave class and go to the next one and the person who sits in the class I just left has the same issue and nobody knows about it because with out schedules, nobody has the time to notify anybody about it. I had one class that had no internet access for 3 WEEKS! [#908529]

Having more staff available [#908565]

Good [#910717]

Providing knowledgeable staff on hand 24-7. [#910740]

honestly I do not know where to get help or how. I know we have services but what exactly are the services. [#910750]

n/a [#910917]

When Internet is down, it sometimes takes too long to fix. Improve email communication about Internet issues. [#910990]

above all, I want to be able to sign in Howdy whenever I want, so I hope it is well inspected all the time. [#911066]

Hire more people if it is necessary, but don't hire people who will waste people's time [#915401]

seldom use it. [#915417]

I would really like for there to be more places to get help with your computer if the internet is not working rather than only the sec [#925205]

Sometimes it takes days to get the wireless up and they do not come tell our building. [#932303]

I'm so dependent on technology, so if there is a problem I need it solved as soon as possible. Also, I usually don't have time to wait for a week or two for things to get fixed. My life is fast paced so if things get messed up I need them fixed quickly so I can get back to work. [#932330]

Hit or miss. All depends on the mood or willingness of the staff member in charge of resolution. [#932549]

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

The IT help website isn't straight forward. You have to search around for things and it isn't easy to find what you are looking for in a timely manner. [#905209]

I could easily understand them, however, my problem was not fixed, and I had to take a makeup exam because of the Internet service on campus. [#905423]

Y'all are great at keeping us in the loop, informing us about outages and problems. Keep it up! [#905503]

It would be nice if the school acknowledges or publishes more known issues on HDC online earlier. Namely the big wireless problems post-Spring break. (didn't get published on HDC/Problem till like Thursday) [#905554]

Yes [#905691]

I have requested help on an issue with logging into eLearning and it has taken months to hear a response and when I did, the help did not solve my problem. [#905740]

Emails that look generic typically get over looked, especially when the subject line begins with the same heading. I believe it would be more effective if headings were shorter and to the point. For example with this email, on a mobile device: Texas A&M Information Tech... Take campus technology surve... We can assume a survey sent out by Texas A&M Information Technology is regarding technology so there would be a quick way to chop down the heading. Since the headings are so long we often disregard them out of laziness because they are so wordy. [#905818]

In the ETB computer lab, half of the computers and the printer don't work. It would be nice to receive emails regarding these problems so I don't have surprises that my paper won't print right before class [#905836]

good communication via email. easy to understand. [#905852]

I just received on communications regarding campus technology services twice in past years. sometimes the wireless failed, but I don't know whom I can seek for help. [#905951]

this is just plain good service [#906106]

It would be highly beneficial to both students and faculty if administrators sent out an email regarding any problems that the wireless connection may have. [#906162]

I guess so. [#906268]

Most of the time this area is good but I just had my computer in at the help desk for a week and there is no change. So the timely part is what concerns me here. [#906271]

E-mails regarding networks problems sent out more promptly. [#906319]

My Internet doesn't work on campus and I do not know of the resources to fix the problem. Otherwise, the system is good about warning us when the Internet will be down. [#906500]

When the WiFi network is having issues, it isn't too much trouble to dig out an ethernet cable, but it would still be nice to be notified of work/issues with the network and the estimated duration that the network will have problems. That way if there's a short moment with strong connectivity, students won't begin taking an online quiz or something, only to have the network die because they didn't know that work was still being done. [#906519]

Most of the time, advanced warning is given for when services are unavailable, but there have been times when services were unavailable and I was not forewarned. This has been problematic at points. [#906551]

Sometimes notifications about outages or problems were sent last minute, preventing students and faculty from preparing for the necessary downtime. Does not apply to the library website, which is excellent in advertising upcoming downtime. [#906590]

Whenever the e-mail service was down for over 2 days, I would have appreciated a "hey, tomorrow we're updating" sort of reminder. I was waiting on an important e-mail from a graduate program and I was angered by the update timing. [#906612]

Very important [#906623]

Not really seeing this made available yet. [#906651]

Very important to have good communication otherwise people who have no clue what they are doing can talk to someone who can explain it in an easy and effective way [#906679]

Good [#906703]

Emails do not seem to go out in a timely manner all the time [#906803]

I heard other students complaining about it before I received an email. [#906846]

I don't receive communications about campus technology that I know of. [#906908]

often students are upset much faster than a heads up or explanation are be given [#907029]

the wifi was down for a week before i got an email about it [#907119]

I find it easier to just call IT services or ask when I have a question rather than scroll through endless how-to pages on the Internet. [#907154]

An email saying we're working on it over a week into the problem and no ways to help isnt acceptable [#907291]

Could be easier to understand for people who are poor with computers [#907499]

The fewer changes the better...I don't need to know all the changes...just do them so they are seamless [#907534]

Quicker warning when there will be wireless issues would be nice so we can make alternate arrangements if our work requires us to be online. A few weeks ago the wireless network kept turning on and off all day for over a week and we didn't get an email about the issue until day 4 or 5. [#907641]

Don't leave out the technical information, too! Provide an executive summary that explains whatever has happened for the layman, but then add technical details to the end of the communique for those who are interested. [#907665]

I think that there are a lot of opprotunities for cross campus collaboration between colleges and departments with all the different equipment on campus, but no one seems to know everything that is offered... a website or list of equipment and such would increase cross collaboration as opposed to having to go outside the university for services. [#907708]

I don't really care how it works. I just need it to work. I don't like computers/technology because I'm too impatient for it. I leave that to the tech people, but I do need things like the internet, printers, computers, etc to work all the time. [#907721]

I think A&M does a great job at this! [#907747]

n/a [#907874]

problem.tamu.edu is nice. [#907935]

Perhaps being a bit more brief would be good. [#907970]

Technology services does a good job at fixing completely broken internet service but I feel like they never look into improving the speed and bandwidth of the server. [#907980]

I was happy with the updates regarding outages, but more information for specific areas would be nice. For example, have a section on the IT website that shows services that are down/ maintenance [#908104]

code maroon needs to be faster! [#908136]

I believe for wifi for phones should be easy and accessible. [#908179]

The latest e-mail update was late and there was no update when service would be restored. Updating the website with this information would have been nice. Also, starting the update in the middle of spring break would allowed more time for unexpected problems with the upgrade. I could not do homework for the majority of the weekend following spring break because I could not check my email (my professor uses email as his primary means of communication). [#908251]

Every time I've called the Help Desk they have been able to answer my questions and/or resolve the problem. [#908435]

Yes...Short and easy to comprehend is important. Communication through text, email, or the app would be great. A Text to notify my that I have an important email, or a simple short message in the text would be best. Or a text guiding me to and email with a link to follow. [#908529]

extremely important but our campus is lagging behind in such case [#910682]

I have been a little confused lately with all of the emails about the email system. I am in the vet school. We have our own email server in addition to neo. Just didn't understand what was going on with that whole mess. [#910690]

Good [#910717]

n/a [#910917]

Love the notifications about when howdy/elearning will be down! [#914624]

YES. This would be nice although not necessary for some people [#915401]

I don't really have an extreme interest in most of the updates, but it has been nice to receive them. thank you [#918578]

If there is a major problem, then send someone out to let us know. [#932303]

I'm not really computer savvy so it is always important for me to get things in an easy to understand, step by step explained format. [#932330]

This is very important for me, as I like to do things on my own, and if given simple and easy to use instructions, I can manage the services on my own. [#932511]

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

it is some difficult to utilize some service when I got joined univiersity [#905198]

Should have better training and explanation of all services [#905200]

I'd like more information about how the networks are configured for advanced users. For example, which ports are open, where are the firewalls and NATs, how is traffic logged, etc. [#905311]

It is also about how training helps people. [#905442]

I generally use self-help and am pretty tech savvy, but there is little of this to be found for tamu services. [#905457]

Satified [#905596]

I went through a lot of the training courses online as a new student employee, and the quality was a bit mixed. Some were great, but others were a bit dated and poorly designed. Overall though, it's not the material that is the problem. It is present in both adequate quantity and quality. The real problem is locating and accessing this information, especially if it isn't required but would be valuable to have, such as certain lab safety material that is freely available but not well promoted. [#905629]

Make it easy to find training videos, websites or podcasts that describe the use and benefits of all the technology services available on campus. I am unaware of many services, and I am unaware of the usefulness of many of the existing services. [#905666]

Yes Love it [#905691]

I have requested help on an issue with logging into eLearning and it has taken months to hear a response and when I did, the help did not solve my problem. [#905740]

Available trainings should be advertised via email. Trainigs such as how to set up tamu wireless connection on your personal computer, or on your phone. Or more complex training dealing with how to deal with issues on campus computers [#905836]

i have not heard of any training or self-help opportunities [#905852]

instructions for setting up outlook for students using a neo account DO NOT work if no outlook account previously existed on the computer & they assume that one does. help desk was unable to provide solution. had to figure it out on own using trial and error. [#905864]

I would like for the campus to have more access to hotspots. Inside classrooms is so difficult to get service of any type. [#905889]

Not aware of any trainings or much self help information. [#906043]

more opportunities to train, the better [#906106]

Didnt really need it. [#906268]

This is also very important, I do not want to have to call someone just to find the server names to turn on my e-mail. I also do not want to have someone troubleshoot a problem that isn't there. It is more efficient to let people fix their own problems and then call for help after they have failed. [#906289]

As a Linux user, most of the self-help that would be provided would likely be tangential to my needs. Also, this is almost certainly the wrong field for this, but if it currently isn't in place (I haven't checked connect.tamu.edu in a while) *please* get an version of the AnyConnect VPN client that is compatible with the Linux 3.* kernel! (Or the source to the current client to allow patching.) [#906414]

some web pages could be better designed with a common page location across the tamu platform for such info, so you don't have to search. this is especially true for the finance and records portal within howdy. [#906438]

My Internet doesn't work on campus since my third netID change (I'm on the eighth). Online gives you instructions on how to fix it, but doesn't give you troubleshooting options if it doesn't work. [#906500]

I really enjoy all the features that TAMU has done in the past ten years or so. (I'm a undergraduate class of 07, graduate class of 13) Suggestions - Better instructions ** Instead of only writing down steps for installing VPN, or configuring your e-mail client for neo e-mail or anything else; online videos would greatly be helpful and with Camtasia should not take very long. - Google calendar for TAMU, and individual ones for colleges and majors ** Everyone has a smart phone or access to a computer, having a calendar for school that is integrated with my google calendar on my phone, PC, tablet would be extremely helpful. I always do it manually, but if I could just add your calendar to my account, it would be awesome. [#906511]

I have heard about ways to receive technological assistance but I don't know who or where to contact. [#906535]

I am not aware of any training available. [#906559]

Not seeing where this is available but would like to see. [#906651]

Need courses on Excel and other software packages. They may exists already, but I never hear about them. [#906659]

I believe that Texas A&M is already doing a great job regarding technology services and such. They services mostly are user-friendly programs and websites, which is a great, since not everybody in the university is a computer adept. I feel that there is very little I could suggest for the team. Perhaps just a bit more of a flexible wireless internet connection so that different wireless capability devices may connect any trouble. [#906697]

Hold different workshops about how to use the services, how to troubleshoot problems and more... [#906710]

As a graduate student, I feel a lot of the time I have to learn as I go. [#906803]

I dont even know what this is or how to find information about it. So the information is not getting to me. [#906846]

Send emails with explicit titles and if possible have mini classes that touch on use of software such as microsoft excel, endnote, adobe illustrator, etc [#907074]

I am constantly having trouble using campus wi-fi with my Android mobile phone. I have tried accessing the IT help pages, but I cannot find anything specific to my mobile OS. This is frustrating because I have to use my mobile network on campus, which eats up my data allowance. It would be beneficial to have help pages that explain how to set-up wi-fi access on common mobile OS, such as iPhone, Android, etc. I suspect many people would access them. [#907106]

At first, it's difficult to include the school's email in my mobile devices and it seems to be hard to find relevant information in the website. Moreover, students occasionally fail to have connection even though follow the instruction. So, it's good for us to provide more information about email connection if students fail to connect. [#907223]

Not sure where anything else is located besides the mobile app help when you log onto Howdy. There needs to be a help section on syncing the masters calendar w/ your smart phone. If there is not sure where it is located. [#907230]

VERY IMPORTANT. People won't always have other people they can call in the middle of the night. Clear online resources so they can solve their own problems are a necessity. [#907243]

I feel like students need to be told more about what kind of technology tools are available for them to use. [#907283]

Add more (advanced) online training for programs like SAS, Excell, Access. The basics are good, but it would be great to have some video courses on advanced functions in Excell, etc. Need more support for email on adroid devices - helpdesk information online is really out of date. [#907349]

Access to training that can enable me to become more effective in my use of campus technology services is something I am extremely interested in. And am not sure I have ever heard of such an oppurtunity. [#907417]

It took me a while to figure out how to use the wifi and wired intranet for my mac and iphone [#907478]

This isn't very important to me. [#907484]

Faster internet services [#907497]

In architecture we use a lot of programs that we are just expected to learn on our own. It would be nice to have some learning seminars or classes [#907618]

Simple flyers, info sheets at computing centers can help inform [#907627]

Is there any place to actually lists training and self-help, that maybe a few times a month can be emailed to all students! [#907712]

I'm not that interested in self-help. I prefer having someone fix it for me. [#907721]

I would love it if I had more training in technology and how to navigate computer programs! If there are any classes or programs available, I don't know about them and would appreciate information. [#907747]

yes [#907874]

Sharing information about training for different software and having more number of hours of training would help. [#907898]

Not as much as id like to be available [#907961]

Needed. [#907970]

I think that the university and technology services department need to offer workshops and classes that enable instructors and students to use the new technology that is installed in classrooms. [#907972]

See "technology support staff who are..." question for more details. [#907985]

Need more troubleshooting training on how to connect to VOAL lab computers, I've tried following tutorial on tamu over endless hours and still do not know how to connect remotely to a VOAL computer to this day. [#908015]

better info on the resources available would be nice [#908136]

N/A [#908205]

Never had training or self help information [#908243]

Offer more tutorials, including more links to really good website tutorials is also nice. [#908251]

It is not clear to me that I am allowed to leave work to go to a TAMU-provided training. This sort of activity is not encouraged, and I think it should be. Our office would benefit greatly if myself or my coworkers knew how to update our office website (HTML, Dreamweaver), knew how to create fillable PDF forms, and knew how to better use the Microsoft suite, especially Excel. [#908401]

I want to be able to attend a training for me to fix problems with my technology so I will be able to fix my devies, and it would be great if there was one at least once a month. [#908410]

I was able to access training to use the library's program Ref Works. I worked one on one with a faculty member to learn the program. However, this was just an effect of being there at the right time and place. I feel that a lot of students aren't aware of the accessibility to training or just don't know where to look to receive effective self-help. [#908435]

We have alot of documentation, but not alot of people use them. TAMU needs to educate its people not only where to find help but how to use it. [#908497]

I wish the training on access from mobile was easier to understand. I still haven't managed to get my email to my kindle yet. [#908502]

I hate it but it's good you have it [#910717]

n/a [#910917]

training for grad students who are not teaching is non existent - training even for TA's is not advanced or even formatted for learning [#911062]

Again not necessary but I think a lot of people would benefit. [#915401]

Advertise when/where/cost of technology informationals. [#918963]

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.

What university services should have the highest priority for enhancement for use on mobile devices? (Open-ended Question)

Dostat website [#905113]

Yes, ofcourse as mobile phones are more and handy now days and easy way to access all information than tablets or laptops [#905115]

The speed and connectivity should be he highest priority [#905116]

Emergency Response, crime alert, maroon code [#905119]

ELearning. [#905124]

Elearning [#905127]

ELEARNING [#905128]

Howdy, Transportation Services, and Student Services Billing [#905129]

E-mail. [#905133]

The wifi [#905135]

The calendar functions should be easier to use - especially as it relates to large scale events and the ability to "find" scheduled programs and classes and their locations. Employee information/access should be enhanced as well - the ability to check/submit/approve things via the SSO process and HR site would be nice for a change! [#905138]

transport service, library access [#905140]

Strong Wi-Fi signal. [#905141]

n/a [#905142]

Neo, Howdy, Elearning [#905143]

Websites: tamu.edu the Howdy portal (howdy.tamu.edu) Elearning.tamu.edu [#905151]

email [#905154]

Library (databases), it is not working properly on android tablets [#905156]

N/A [#905158]

University resource and communication portal. [#905159]

I believe that the most common needs should be a priority; bus schedules, important contact information (Student Counseling Services help line, UPD, etc.), dining facility hours, etc. [#905162]

howdy [#905164]

eLearning and access to grades should be improved upon as far as mobile device navigation is concerned. [#905169]

Alert services. [#905170]

Being able to access and open files posted on elearning without it kicking you off or logging you off the system. Also being able to have a mobile howdy [#905171]

blackboard [#905173]

Email, howdy [#905178]

Stability of the network. [#905182]

Code Maroon [#905184]

I do not use a mobile device for university services, so I am not sure. [#905185]

Emergency (though it is pretty darn good already), Bus, Maps [#905191]

The Howdy portal, and elearning, so the staff/ professor services so it can be quicker and easier to communicate with them. [#905194]

Email. I have noticed a pretty big delay in the email server ever since the upgrade. [#905195]

General wifi access Elearning website Howdy portal [#905197]

Navigation on the maps and TAMU email with the TAMU mobile app. [#905199]

Wireless Internet and Mobile compatibility of websites and resources [#905200]

library, bus routes, safety alerts [#905201]

having mobile websites [#905207]

The library! Also, the TAMU mobile Android app is terribly slow and the pop-up tips that I have to click through on every screen annoy to the point that I won't use it. If I were a regular user of the bus system (there's no bus access to where I work) it would also be great to have a good mobile tracker for that. And quick mobile access to the Aggie Athletics website--particularly upcoming events--would be well-appreciated, too. [#905208]

Internet access through the university for mobile devices [#905209]

e-learning (grades and assignments), even on computer isn't really nice to use. [#905219]

Email [#905222]

eLearning and Howdy [#905230]

Elearning [#905235]

Elearning. Email [#905237]

Transport, library [#905240]

N/A [#905242]

Fast wi-fi, easy to connect [#905248]

Elearning and mobile storage via TAMU servers would be a great addition. [#905252]

Howdy! [#905261]

The Howdy Portal and A&M Neo Email. [#905269]

mobile devices [#905270]

Make all campus websites easier to use on mobile platforms [#905274]

Syracuse University. Syracuse, NY [#905275]

Make sure the "Tell someone" is the most accessible service. [#905278]

Library quick searches, bus routes [#905285]

The Texas A&M iPhone app should have a better, easier to use academic calendar. [#905289]

Bus routes [#905297]

WiFi should be available at better speeds and more connectivity throughout campus and in & around campus. A better job can be done with our WiFi connectivity on campus [#905305]

Code Maroon (which could stand better performance too) and Network Status services. [#905311]

E-Learning. Have an elearning app for the iPhone where users can download files and view the files on their iPhone. [#905317]

a good coverage [#905318]

The mobile TAMU website is hard to navigate. [#905325]

That would be wireless coverage across campus. [#905329]

Elearning [#905335]

Howdy and the Elearning system [#905336]

Howdy, eLearning, school email [#905339]

maps, bus routes, class schedule and location, amenities available and location (e.g. cafeterias, etc.)
[#905340]

Email and elearning. [#905343]

Tamulink-wpa does not work frequently. Please fix it. [#905350]

When there is a problem with wireless, it needs to be adressed fast. We all depend on it in a big way.
[#905354]

e-learning [#905361]

University maps [#905368]

Email, social media/collaboration with other students/faculty [#905369]

Texas A&M email, Howdy Finance Portal [#905376]

Making tamu websites always open on mobile devices [#905378]

Checking grades on elearning and other websites teachers use: webassign, etc... [#905379]

I would love to see eLearning improved for mobile use. Howdy is great, keep it up. [#905380]

Making all of the campus a hot spot location not just within the buildings. [#905383]

stability [#905384]

Academic buildings, library, and bus services [#905388]

I don't know. I want to have the same experience whether on my laptop, phone or tablet. [#905393]

Access to howdy, printing from mobile devices and Internet Speed and locations [#905394]

Howdy Elearning Email [#905399]

Elearning [#905401]

Maps and e-mail are especially useful. Howdy portal would be awesome on mobile. [#905404]

not sure [#905405]

bus schedules and e-mail access [#905418]

All howdy based services. I really like the new Howdy mobile. [#905420]

I personally don't have a mobile device, but I would assume that e-mail access would be the highest priority along with Howdy, eLearning, and other services. [#905421]

Email and Internet. [#905423]

For me, TAMU E-mail is the most important. [#905424]

Library, Dining, Parking/Transportation, Academic, Athletics [#905430]

data streaming/transfers and VoIP/conference calls/collaboration meetings [#905435]

Text messaging of crime alerts for all students. [#905438]

It would be great to have a series of surveys through mobile devices so you can read the needs and wants of such a diversified group [#905442]

Email and Elearning. Sometimes professors cancel class or move to a different building with out much notice, so being able to use these services from my smartphone has been extremely handy. [#905443]

The elearning site will not let you scroll down notes/syllabus. So I think if there is a way to have a different format for those documents would be helpful. [#905445]

The Mobile howdy page. The bus leave times, graphic class schedule [#905451]

Elearning and Howdy are the most important. [#905454]

Mail, myrecord, and bus route maps. these are lacking badly. [#905457]

Internet that is fast in classrooms and can accomidate the number of devices that each student has and needs. Maybe Texas A&M should spend less money on grass and construction and more on giving students what they pay for, a top university embracing technology. Get with it!!!! [#905458]

Support for the VPN client on all popular platforms. [#905459]

Wireless internet in all of the dorms and buildings. [#905462]

Dining, Bus Routes, and Maps need to have improved mobile sites. [#905472]

Easy access to wireless internet, so mobile phones can connect to it easily, just like if it were on a laptop. [#905486]

Email and Howdy are good, but the ELearning interface is often clunky. [#905487]

Email, I prefer the gmail interface. I rarely use my tamu email account because I have never been very impressed with the way neo/zimbra/tamumail behaved. [#905488]

Code Maroon [#905490]

ease of accessibility on various devices. [#905491]

Keeping the most pertinent information available on the main pages - hours of operation, bus routes, and other day-to-day campus schedules - are the university-related reasons I use my mobile. Also, making the campus map easier to read on mobile devices would help. As someone still getting used to campus, I need to be able to figure out where I'm going quickly. [#905503]

eLearning [#905506]

Classroom interaction. Instructor to student interaction. Let's get the tamu app to facilitate class. [#905508]

Email and Marron code. maybe even the weather. [#905509]

Howdy, email, and elearning, and the study room reservation system, are the only campus resources I want to be able to access on my mobile device. Email is good now, and howdy mobile is good too. Elearning could use work, but that's probably out of a&m's hands. [#905513]

Elearning, Howdy, and E-mail [#905514]

Wireless! The wireless seems to be the biggest problem. Also, just general speediness. [#905516]

Outside yielding connectivity [#905517]

Registration [#905519]

I like the recent updates to the email interface. I don't actually have a mobile device like a smart phone or tablet. But the most important thing to me is to be able to have a more consistent wireless connection. Lately, the connection strength (in buildings that have wifi) has seemed to fluctuate more than it should. [#905521]

Wifi range [#905522]

Howdy [#905523]

Howdy mobile. Transportation services, bus routes etc. [#905525]

maybe a howdy web app? i think there are other things you can focus on like extending wireless coverage and making bill paying easier [#905528]

Email [#905530]

Email. By far the most important [#905534]

reliable connectability and speed [#905537]

- Howdy: Mainly Records (Courses, Registration data, transcripts), and if its secure "My Finances". - Library records [#905540]

eLearning, email, Howdy [#905541]

All any less is unacceptable for a university as large and with the amount of resources as this university. [#905544]

Internet [#905545]

I use howdy the most on my cell phone to stay up to date with campus events and code maroons and such. Over all i would say that i like the way the interface from a real computer more than the mobile version. I understand that the real version can be accessed from a phone but would like to see if the mobile version can be made more like its computer counterpart. [#905548]

I don't have a mobile device that can access the internet, but the service I most frequently use is email. If I were to get a smartphone or tablet, I would like to have easy and user-friendly access to my email. [#905549]

Elearning and Webassign should be enhanced. [#905551]

I don't have a smart phone, I wouldn't know :([#905554]

Wireless Internet [#905557]

An Evans Library LibCat iPhone/Android dedicated app that would allow search for a title on the device and then secondly allow the patron to use the iPhone's camera to 1)scan his library card and 2) check out books right there in the stacks. Provide a digital receipt. Allow patrons to renew from within the app. Give an alert when books/media are overdue. Watch MediaMatrix materials from within the app. Play them on classroom screen via AirPlay (iOS). AirPlay connection to classroom media projectors/tv screens [#905562]

Getting an Android compatible VPN service. [#905563]

I do not use mobile devices. [#905564]

email service as well as grade view ability. [#905568]

Everything [#905569]

Easily accessible and simple map of campus with building names and exact roads and parking availability information [#905571]

Howdy [#905574]

Howdy app [#905580]

Making more mobile versions of university webpages. [#905583]

Making sure that internet and WIFI are available and functioning throughout campus. Also, finding a solution to cell service during football games, it seems to cut out due to the large amount of people on Kyle Field. [#905587]

Please cover the whole campus with wireless service not only in the university buildings. Thank you! [#905593]

The howdy.tamu.edu mobile website should be improved so more sections are available on it. [#905595]

N/A [#905596]

I do not own a device that requires that, so I do not know. [#905599]

I do not have a mobile device with internet access. [#905603]

Allowing the elearning website to be compatible with mobile devices. There is some information that can not be viewed on a phone. [#905609]

Code Maroon is clearly an important service that deserves priority. Additionally, sites like elearning are difficult to use (particularly on mobile devices)-- yet they are very important, to students. [#905619]

Blocker Building [#905623]

Transportation and mapping services. [#905626]

Email and the Howdy portal are the two services I am most likely to access from a mobile device. I have frequent server unavailable notifications when checking email on my phone, and howdy is just not super mobile friendly. Full disclosure, I am using my mobile browser to navigate Howdy, not any sort of stand alone application which may or may not exist. [#905629]

WIRELESS ACCESS EVERYWHERE IN CAMPUS. [#905632]

Learning tools such as blackboard, moodle, etc. These sites are sometimes vital to access for homework assignments, notes etc. and to be able to access them easily through my phone would make for a much better experience. [#905635]

email, howdy [#905636]

I think the internet is the main concern for people trying to use their mobile devices for things such as school, work, etc. [#905639]

Howdy and elearning. [#905642]

Howdy and eLearning [#905643]

Cross compatibility is key. [#905645]

Elearning! I can never see everything on my phone (notes or syllabus). It can be really frustrating [#905646]

Registration, email, other communication sites, and help. [#905647]

The TAMU application should be enabled with a customize to your schedule option or something. For example, you can open your own bus route directly without having to maneuver or other like self-customize options. [#905648]

Easy to read formats that aren't too much for my phone to handle. This has been nicely done by A&M [#905649]

definitely the howdy site; for tablets especially make it into an app or mobile site that looks like it belongs on a tablet. Also, consider making the site for mobile & tablets less resource intensive in general; I notice it takes an appreciable amount of time to load even on wifi. [#905650]

Neo, Elearning, and Howdy, in that order. [#905658]

Howdy & eLearning [#905659]

BUS TIMES! Connectivity and being able to connect with a broader range of mobile devices. [#905663]

I believe that mobile devices are a resource only. The computer labs across campus are always available so administrative resources should not take priority on mobile usage. [#905666]

Financial Aid & Email [#905668]

The ease of connecting is very important. [#905671]

howdy [#905676]

Reliability of WiFi/areas it covers [#905682]

Elearning [#905683]

eLearning and Howdy [#905684]

elearning!!! Howdy. Registration. [#905687]

E-learning, tamu email, and the bus route schedule. [#905688]

The Elearning Website [#905689]

email [#905691]

The schedule of school bus should be enhanced for use on mobile devices, especially during the break and even the game day. [#905696]

I seldom use mobile devices, but I guess the wireless service should provide strong connectivity first. [#905705]

Elearning [#905711]

transportation services [#905716]

howdy portal [#905717]

Bus transportation services and athletic score center. [#905718]

The coverage of the wireless network. [#905720]

Email on the iphone. My access no longer works and no one has been able to help get it restored. [#905724]

Recenter time schedule and bus schedule [#905728]

I don't own a phone with data capabilities. I don't care. [#905731]

I think a steady wireless or wifi have the highest priority. [#905738]

Speed of the internet [#905739]

Email [#905740]

email and howdy [#905744]

The bus schedule and Howdy mobile [#905750]

Elearning [#905751]

library services I will suggest. [#905752]

Internet [#905757]

N/A [#905759]

email that connects off campus, a howdy app [#905772]

Howdy Portal [#905775]

TAMU Mobile App is perfect. If anything, a map of the layout of the interior of buildings would help. Also, different meal plans included on the app would be awesome b/c there's a lot of different options [#905777]

The campus map. As it stands, using the campus map on a phone or tablet is very unwieldy, and it seems like something a lot of visitors and students would use. [#905779]

maps, howdy site [#905783]

the speed and consistency of wireless internet. [#905787]

Bus route and schedule [#905792]

Blackboard [#905794]

Howdy [#905796]

E-learning, Howdy, Transportation Services [#905798]

Campus information, like bus schedule, etc. [#905801]

Howdy. [#905802]

eLearning and email [#905803]

CSnet, VPN and whatnot. [#905806]

eLearning, email, Howdy [#905807]

Some eLearning pages or attachments can be difficult to view on mobile devices. [#905808]

Elearning should be available as an app on smart phones [#905813]

Elearning. [#905817]

Accessing school email accounts should have the highest priority. The instructions online are very helpful, I do not believe there is anything more to improve when it comes to email. [#905818]

Howdy portal [#905819]

Having mobile friendly eLearning would be nice but not urgently so. The mobile site for Howdy is excellent. [#905829]

Get the WiFi working smoothly. Once that's done, I would suggest improving the iPhone/Android app. Maybe make it native to the OS if possible, instead of a webpage embedded in an app. [#905831]

Elearning needs to become available for mobile devices, it's in need of an update [#905832]

The coverage of the internet through campus and active switching technology. Moving through campus on a tablet or a phone or ipod could be a more enjoyable experience. It is difficult to access the internet in some regions of campus. Also, Bandwidth in certain buildings during certain times can be lacking. [#905835]

wireless connection all over campus for mobile devices and easy access and functionality to tamu email from mobile device [#905836]

The wifi is not that continuous at the west campus [#905837]

WI-FI Signal coverage of University apartment area, such as College View [#905838]

Quick and consistent online access. [#905839]

Have MyRecord and MyFinances in Howdy more mobile friendly - or have a mobile friendly version. [#905845]

Free, fast wireless available in all high traffic locations. [#905848]

Email and communication should be a priority. The ability to use most of the resources on howdy on a mobile device would be the best. It should be easy to use and not complicated. [#905852]

Elearning as well as class notes, allowing for quick and easy access to current class functions. [#905854]

elearning.tamu.edu should be able to be accessed from anywhere, since most professors use this website to post assignments/grades/etc. Howdy ofcourse as well. I can never get sevice specifically in the Read building, which is where I have many of my health classes. It is irritating not being able to check my howdy email while in this particular building. [#905859]

Better TAMU application for all the smart phones [#905861]

The library and electronic access to printed materials [#905863]

Transportation, especially bus routes. Code Maroon. Continuous connection. I get code maroon alerts on my phone about ... 30 minutes after they are released. Seems ineffective. [#905872]

Seems that the howdy application is not available on windows phone. I think it's worthwhile to extend the app. to all the major mobile system. [#905874]

I think there should be an easier way to connect university email addresses to smart phones. I figured it out pretty easily, but I know a lot of people who still don't know how to do it. [#905876]

Wireless network support [#905885]

The services most used by students. [#905887]

e-mail, e-learning - I think these are the two services that students most often need access to 'on the run' [#905888]

Howdy stuff! [#905891]

wireless internet [#905901]

-classroom schedules and personal calendar for students -different activities and events on campus. [#905905]

Elearning [#905908]

eLearning [#905910]

i don't have mobile devices which can log on internet.. [#905911]

General buildings [#905914]

Library services are already being altered for mobile divides but they could be refined further. The same goes for howdy since it is used the most [#905917]

Campus Internet, off late, has been inconsistent in many important areas such as Evans Library and Annex, ETB Building, etc. Consistency in internet access at all times and places inside campus should have the highest priority. [#905918]

email, elearning, library services, bus line tracker [#905919]

faster connection to the bus schedule and quicker updates, internet in university buildings and the ability to wirelessly or with a wire connect to the printers in the library from personal computers because the library computers are constantly in use. [#905922]

Maximum WiFi coverage to the greatest area around campus. [#905923]

Fast technology [#905924]

Looking at the bus schedule. I often use my phone to check the bus schedule and can easily access that information; however, it would be nice to know if a bus was running behind schedule, ahead of schedule, or on schedule, like for flights at an airport. [#905929]

Howdy beta is good, I would love the email to be better on mobiles. They don't keep enough of the old emails in their memory on the phone. [#905936]

Bus routes and Howdy [#905937]

Campus library, dorm rooms, food courts [#905941]

campus e-mail, class registration, campus directory [#905945]

This service is already very good. :-) [#905946]

Elearning would be realllllly beneficial [#905947]

Library website [#905948]

blackboard [#905949]

email [#905950]

the stability and the coverage. [#905951]

Maps and events. [#905957]

email, elearning. [#905975]

directory [#905976]

E-mail and SMS messaging. [#905977]

Always continue improving Howdy Mobile... [#905978]

Google [#905982]

Bus routes. [#905983]

e-learning and Howdy [#905985]

I think it is important to have a fast and reliable wireless connection, especially for mobile devices. In class, I see more and more people using devices such as iPads, Kindles, or other "tablet" technology. Because many of these products solely rely on Wi-Fi and do not have an Ethernet port to receive other types of Internet, it is important that university services has a high standard of upkeep and maintenance in this area. [#905986]

Transportation services, dining services, the Howdy portal and then the website. [#905987]

Aggie Athletics. Get some of the videos to play on other formats beside Flash which is unavailable for iPhones. [#905993]

storage space. internet speed and reliability. [#905995]

1) Mobile viewing of university websites. Again, this varies a lot by department. [#905996]

The Texas A&M email is really hard to sync onto phones. It would be nice to have easy access to simple directions to sync email to phones. [#905997]

Transportation services, and more specifically real-time tracking of buses. They have GPS devices installed; why can't we push that data through to students? [#905999]

Registration [#906001]

The Howdy portal should have highest priority. Particularly, ability to search for classes and register, check email, and log in to elearning need enhancement. [#906004]

Transport [#906006]

In order of highest priority for mobile devices: (1) Transit schedule, (2) Library access, (3) e-learning. [#906007]

Computers [#906008]

1. Tamu email 2. Library services app. [#906023]

I do not have an internet-capable mobile device, so I don't know [#906026]

Bus routes and campus software deals [#906030]

Elearning, Howdy [#906032]

We need intuition UI on mobile web and app. [#906035]

email tamu [#906036]

Personally, I use howdy and relearning the most on my phone. Howdy is adequate on mobile devices, but I feel like relearning needs some work, the format for the computer doesn't work as efficiently for the phone, I feel like the icons need to be bigger, if not the whole screen when a class is selected [#906040]

real time bus schedule, maps, and howdy portal [#906041]

Not sure. [#906043]

howdy elearning [#906046]

Email, howdy [#906051]

Howdy [#906069]

I believe video services or other flash-programs that several of the university's websites may contain should be modified or considered in trying to make the campus's internet use easier on mobile devices. [#906070]

Webassign and owls for homework [#906072]

Howdy - I would like to be able to check my grades online quickly and easily [#906073]

Wireless Hot-Spots [#906077]

Bus schedule. [#906078]

I believe the Fianancial Aid Office should have high priority fir enhancement for use on mobile devices. [#906079]

I would be very grateful to have full accessibility to Howdy and Compass on my wireless device. That would allow me to engage advising opportunities wherever they arise. [#906080]

Wireless internet and mobile email [#906081]

Maps and elearning [#906083]

eLearning, Neo email, more extensive howdy portal. [#906084]

Email and OAL [#906085]

Services that you would use on the go, such as being able to pull up your schedule, the transportation schedule, and financial information. [#906090]

Wifi [#906091]

email. always worry about security with Howdy and sso on phones. Guess I should worry about email as well. [#906093]

Buses--think nextbus.com....lets you know where buses are in real time and when the next onw will be arriving. Sports [#906094]

More mobile sites. The transition of Howdy from the original to the mobile really helped my iPod so I'd like to see more of that. [#906097]

Howdy, eLearning [#906100]

email and hoedy [#906104]

THE TAMU LIBRARY!!! [#906106]

IT/ Library staff [#906107]

The Texas A&M website. [#906110]

i wish that the wifi on campus was more reliable, it seems to cut in and out often in my dorm [#906116]

Both Howdy and Code Maroon should have highest priority. Very often I get Code Maroon alerts long after they have been sent. [#906117]

Bus routes and maps [#906119]

I don't use mobile devices, so I don't care. [#906120]

Howdy, particularly email and elearning [#906121]

Technology services [#906122]

Howdy and e-learning [#906125]

payment options. [#906128]

students should have priority. [#906133]

Howdy and wireless printing [#906141]

Howdy and elearning [#906145]

Creating an App for the howdy website. Creating an App equivalent to the International Student Service [#906147]

reliable wi-fi Internet service across all areas in campus [#906148]

Howdy, email [#906150]

Outlook Email access and availability of the vet school website home page [#906151]

The most useful services would probably be a bus route map, bill-paying, and a campus map. [#906162]

Howdy and TAMU email. Then eLearning. The mobile network is not very impressive either. [#906163]

Email, Code Maroon, parking map, course meeting locations [#906166]

Campus WiFi. [#906168]

Certainly, campus map, directory (phone numbers) and bus line or even carpool info. [#906172]

I dont use my mobile devices to do most of my work [#906184]

Improving the amount of information easily accessed on a mobile device. Integrating library searches into Tamil mobile would be great. [#906185]

For the most part, university services are accessible on a smart phone however the university should consider having a Howdy and elearning app. [#906186]

A&M application, for buses and such [#906187]

Wi-fi in all buildings, and mobile hot spots placed across campus so you can connect outside of class. [#906188]

Library services such as get it for me. [#906192]

Wireless (University WPA) needs to be fixed to work with all operating systems equally. For my department, Linux operating systems always have trouble accessing the web through wireless. [#906195]

For me the highest priority are those websites that allow me access to my classes I am taking by distance ed. Anything to make those sites and the videos on those sites more accessible would be helpful. [#906196]

N/A [#906201]

Howdy [#906203]

Howdy, eLearning [#906208]

Updating all classrooms and providing faculty with training on new technologies. [#906213]

Elearning, and some of the connection of the wireless. [#906214]

Couese registration [#906215]

Easy access and consistency [#906219]

I don't own a mobile device, so I don't know [#906220]

Wifi across all of campus for mobile devices [#906225]

Least data intensive [#906226]

internet [#906229]

Transportation Services- bus route info [#906231]

xxx [#906237]

Howdy and elearning. Elearning overall could be improved. It is generally useless and clunky to use. [#906240]

wireless service [#906243]

Howdy and elearning [#906250]

Elearning & howdy [#906252]

Elearning and howdy [#906253]

High speed, and reliable wifi [#906256]

Outlook email access [#906260]

Crime alerts. Another question: There is no wireless signal in some buildings' restrooms and elevators, such as the O&M building. I think it is worth to make some improvements here. [#906261]

The use of Howdy and importing university emails to the email client on your mobile device [#906263]

The TAMUmobile application is useful for a number of campus resources. Improving it's capabilities would be very helpful. [#906264]

Build towers near by because my service sucks. So, whom ever is in charge of technology service should contact phone services. [#906268]

Howdy and elearning. [#906270]

Tamu email and howdy. Also the A&M app is not very helpful at all. It has a directory but I can never find certain phone numbers for specific buildings on campus. [#906271]

Consistent internet on campus... drops way to often. [#906272]

e-mail, e-learning [#906277]

build up mobile versions of most university websites, such as elearning and department web pages. [#906278]

A more usable version of the "Howdy" website. [#906279]

Making it easier to add TAMU email accounts to smart phones. Very complicated and I have yet to figure it out. [#906283]

I don't use university services on a mobile device. [#906287]

Class Registration [#906288]

Make the information about connecting and using mobile devices as up to date as possible. If the help is for a later model and bugs in the newer models makes the instruction obsolete. The Iphone instructions being a perfect example. [#906289]

cell phone service in buildings [#906292]

Transportation, Dining Services [#906294]

tamu elearning, the email and howdy mobile should have all the same tabs because there is no point in having a mobile version if it is not helpful to do all necessary tasks. [#906296]

Email and bus schedules. [#906298]

Elearning, howdy [#906302]

I use the bus route information most often. It would be nice to have sports schedules [#906303]

Any websites that are used by most classes, like elearning, would be nice to have a mobile version or just more mobile-friendly version. Also if the tamu email could have a mobile version or be added to the tamu mobile app would be nice. [#906312]

Elearning [#906313]

TAMU eLearning VISTA BlackBoard system - So videos can be accessed - So that Flash technology does not impede use for Apple product users General comment - Websites need improvement so that latest browsers from Firefox, Chrome, Safari, and IE can access. For example, the PE website sometimes has problems with links not opening using Firefox. Sometimes videos on TAMU VISTA do not open correctly. [#906316]

Email, Howdy site [#906319]

SHS and Howdy [#906320]

E learning and howdy [#906322]

The iphone app should also allow access to email [#906324]

I feel e-mail and howdy are the mpst important for mobile access. [#906330]

Previously bus services needed to be enhanced which are pretty well now. [#906332]

i do not have a data plan on my mobile. so i am not sure what univ services are needed generally for mobile devices [#906333]

WiFi, it's terrible on most Android phones, and it shouldn't be. I should be able to connect anywhere and stay connected, because typically my cellular network coverage is terrible, and I need to fall back on WiFi. [#906335]

Howdy app on mobile [#906342]

Howdy Portal [#906344]

Print from mobile devices [#906345]

I think the highest priority right now with cell phones should be getting the internet working properly, because sometimes it immediately wants to use the mobile howdy website which isn't as good as going to the actual howdy website. [#906352]

Email and E-learning [#906353]

Internet speeds and accessibility to most phones [#906355]

Elearning [#906361]

Howdy Portal [#906362]

-Howdy - has improved greatly over the last year -Blackboard - simply get rid of BB and use something with a mobile view built in (eg Canvas)...or at least enable the BB mobile app plugin [#906364]

eLearning [#906366]

Library, bus, food menus and locations. Sports events and schedules [#906368]

I think an awesome technological advancement would be to be able to print in the library from ones own computer, tablet, or mobile device. This would lower the need for people crowding the printers and just make it much more convenient. [#906373]

Code Maroon [#906379]

Better access to Howdy would be nice. [#906386]

Email, Howdy, eLearning [#906389]

bus and class scheduling [#906390]

University e-mail and class information should have the highest priority since they are the most needed/used when on the go. [#906392]

Transportation services, code maroon, campus maps, Aggie Athletics broadcasts and game updates [#906394]

bus schedules [#906396]

Howdy and eLearning [#906405]

Howdy. And all homework sights such as WebAssign. It a huge inconvenience not being able to finish my math homework just because my phone doesn't support the retched flash standard. [#906406]

Howdy, eLearning, TAMU email, library.tamu.edu - these are the sites i use most often [#906410]

eLearning and Howdy [#906413]

Wireless connectivity and Howdy. Perhaps a mobile version of eLearning that actually works--scratch that; you'd have to write a CMS from scratch to accomplish that. [#906414]

Access to the transit schedule, maps and leave times. Also, I would like a mobile app for the elearning website. [#906415]

Service across all campus needs to be taken care of especially since the internet plays such a big role now. It's hard to be checking grades or booking an appointment and all of a sudden not have internet service. [#906426]

N/A [#906431]

This doesn't apply to me, but I feel that overall performance is nice as it gets the job done. [#906433]

Wifi and Howdy. [#906434]

Access to class schedule [#906435]

mobile email.tamu.edu server would be great, ability to register / reserve rec center rooms or equipment etc would be fantastic mobile code maroon if you wanted more info, to keep the text messages tight and with only pertinent info further refinement of the bus app. that one is great. [#906438]

Blackboard, email, howdy portal [#906440]

Bus route times and events happening on campus should be prioritized, because they are more timely when a student is already away from home and checking on a mobile device. Also, old website pages from past events need to be deleted to prevent more confusion. [#906442]

Getting howdy and elearning to work nicer on mobile platforms. Howdy on Android 2.3 (haven't tried with 4.0) does not work at all at some specific areas, and because of the way elearning is done, files cannot be downloaded on Android. [#906443]

N/A - Do not own a smart mobile device. [#906450]

Email [#906452]

1. Connection to the wi-fi services provided on campus. Many people new to mobile devices complain about wi-fi setup; especially new users who login to 'guest' account. 2. Access to email on the mobile devices can sometimes be a little challenging. Please make sure the documentation is simple to follow for the same. [#906453]

Central authorization site. Elearning is terrible on mobile too. [#906457]

I feel our email database and Howdy should be of the up most importance, because as Aggies we basically work, schedule, and revolve around this database. [#906458]

Howdy. [#906459]

Email, Billing, and Registration for classes [#906461]

email. People have trouble sending email from their phone. [#906462]

Available access to mobile hot spots. [#906469]

Transport.tamu.edu [#906475]

Email often times the email messes up due to the service. [#906482]

Consistently fast wifi across campus which is able to handle the high traffi times in the libraries late at night when most people are using the wireless connection [#906483]

howdy (my records) and maps [#906487]

Email service app should be easier to attain on cell phones. [#906492]

Howdy portal [#906495]

just basic wireless .. strong signal and fast speed [#906497]

Email, elearning, dining, and transportation information. [#906499]

Any Web site that is frequently used by students. Examples: Howdy, eLearning, Transportation (bus schedules), etc. [#906500]

transportation/bus schedules [#906502]

Bus service/transit schedule email library search [#906504]

Howdy and eLearning [#906505]

Get howdy to be consistent on phones and tablets. Also let the mobile site have more access to the regular site items. Ex- One time I needed to access my syllabus, took out my phone went to my records tab and it only showed schedule no access to syllabus that the full site lets you go to. [#906509]

Maps, Bus routs, Calendar for activities and deadlines, Towing app(or just a text msg telling us our car has been towed would be nice) [#906511]

The blackboard website is fine but its compatibility with certain browsers is limited. I have a kindle fire that it wont let open the website. As far a services such as dining, transportation, etc., I believe that keeping the library and SCC up to date and the dorms, all dorms from north side to corps dorms, well within the range of wireless internet is a top priority. Especially if we are not allowed to run our own wireless routers. [#906516]

Elearning is an important service for students and yet it is sometimes very difficult to access, especially on a mobile device. [#906522]

Library resources not currently on the iPhone app could be included in an easy-to-use UI. [#906524]

eLearning [#906530]

The services that should have the highest priority are, obviously, the internet connection, and with that the Howdy websites and search engines, and websites such as eLearning and Web Assign, which most students have their work on. [#906533]

Transit, howdy, email, and elearning. [#906534]

Speed and availability [#906535]

I don't really use mobiles much. But make sure e-mail is reliable. The POP server doesn't work half the time and I have to try repetitively to get it to work sometimes. Unrelated other comment: Someone needs to rethink what services need the VPN to access. The VPN here is a pain in the ass to setup. Other places I've worked are easy to use. Why do I need to VPN to access my files in my OAL account? Right now VOAL is the easiest way to access stuff like that. Why is it faster for me to tunnel a port through the math department computers (which aren't behind the firewall) than using the VPN? I don't understand the security rational here. Is this because you don't know how to properly configure the file server to withstand people on the internet trying to break into it, but at the same time you can properly configure the VOAL service to not be susceptible to this? It just doesn't make sense to me. [#906544]

Bus routes, Student Recreation/Dining Services/OAL hours, class scheduling, parking availability and academic and athletic calendars. [#906548]

The internet and transportation on the app. The internet never works on my phone in any buildings. In fact I can never get any good service anywhere in a campus building really. [#906550]

Howdy [#906551]

Technology services [#906553]

Access to email and the directions to set it up. I have tried to set up my TAMU email on my iPhone, but I was unsuccessful. Maybe have a viedo instead of just pictures. [#906554]

TAMU Email, and eLearning [#906556]

Bus Route and Interactive Campus Maps (I find both satisfactory right now, but I do feel they should be the top priority because they are the only two I use). [#906559]

library, OGS reminders [#906562]

Wireless and service within buildings [#906572]

Fast Internet services! [#906574]

N/A [#906575]

The websites that need better use on a mobile device are eLearning and TAMU email. [#906577]

E-mail and e-learning. [#906584]

Not sure. Whichever one is relevant to the most amount of students, I suppose. Accessing webpages is considerably easy with many mobile devices. I don't feel that enhancing services for them is a big priority. [#906585]

Campus information apps for smartphones providing useful and timely updates regarding on-campus events. [#906586]

Wi fi. [#906589]

Checking transcript and official university information and access to contact information on the web for various university departments. [#906590]

N/A [#906591]

transportation services, code maroon [#906595]

e-mail [#906596]

Wireless coverage [#906599]

Registering for classes and viewing class schedules. [#906601]

email and code maroon alerts are the most important. everyone checks their email first thing to start the day. [#906602]

I would like to search for books and dvds from the library better on my phone. It currently works but a special mobile format would be nice. [#906603]

transportation, campus events, code maroon/emergency services. [#906607]

Websites for smart phones that are able to navigate appropriately. The mobile versions are great and should continue to be updated for the various departments. [#906608]

EVERYTHING WORKS VERY WELL. I AM IMPRESSED [#906609]

The use of Howdy on mobile devices is very convenient. I don't have an Iphone so I would like for this to be available on Android phones also. [#906611]

4G network available [#906613]

the howdy email site. sometimes my connection is very slow [#906615]

Howdy portal for mobile devices (class registration, billing, Fin. aid) [#906616]

Access to everything on the "my record" tab in Howdy, especially Add/drop classes [#906619]

Email and Elearning [#906623]

HOWDY [#906624]

Howdy Portal [#906626]

1.Android/Apple App 2.Wireless coverage and signal strength [#906627]

Transit services. [#906633]

Email and elearning [#906634]

Athletics [#906635]

making sure that wireless connections are strong, especially in academic buildings and that they work just as well for people with tablets/ipads because people are starting to use those instead of laptops and its sometimes difficult to connect. [#906637]

Wifi. Sometimes there arent computers around to use so being able to use a cell phone is nice. [#906639]

e-mail and Howdy, with university web-sites right behind that. [#906640]

reliable connection [#906643]

Bus routes, OAL access, howdy portal. [#906648]

Wifi in general, Howdy, and Tamu Email. [#906650]

iPad apps for elearning [#906651]

Not parking personnel. [#906653]

Library [#906654]

Wifi [#906656]

I don't have a smartphone so I can't answer this question with any helpful advice. [#906657]

The library's website [#906659]

howdy elearning email [#906660]

The IT services [#906664]

Email (although its pretty well setup already) should be highest priority. Campus directory and maps would be very nice on mobile devices. After that functionality of Howdy and last of all registration. [#906666]

Howdy Portal & Email [#906668]

The university should enhance bus status, library book status, campus maps and building hours, and other information services. [#906669]

I do not have a smart phone or other mobile internet device. [#906675]

Computers in Evans. [#906676]

The A&m app is very helpful, I think there could also be a mobile app that shows you where the buses are on campus.. Like a map to where you could see them. I'm not sure if this would actually work? But the time schedules available aren't always correct and it would be easier if students could physically see where the buses were on campus that way they could plan out getting to class more efficiently.

[#906679]

Our elearning website so I can access my work and notes. [#906681]

Howdy: Search Class Schedule, Paying Student Bill [#906685]

quick access to the internet [#906686]

Howdy and elearning should have priority for enhancement. [#906687]

Howdy, elearning (always gives the 'more than one session open' error when I want to check a grade in my phone!) [#906688]

Elearning. I use that more than anything. Email is obviously the most important but I have no problem accessing it from my phone. [#906689]

Services that tell people things you may need to know immediately or very quickly such as bus schedules and routes, places to eat and the hours they are open and what they serve, Library hours, Places to buy scantrons, and services such as e-learning that provide assignments and grades

[#906690]

I believe that the most commonly used services, such as HOWDY, e-learning, and e-mail should be enhanced for mobile devices, even though they are already great the way they are able to work on such devices, I think that. Anyone should be able to check at least the basics from anywhere. [#906697]

Neo Email [#906699]

email service [#906702]

Schedule, and transportation [#906703]

Bus routes, maps and emergencies. [#906708]

Areas that connect to internet [#906711]

Howdy [#906712]

Howdy and eLearning [#906713]

Elearning!!!! By far. [#906715]

Library access such as updating the collection of ebooks. A system where you could log on when you are on campus and "check out" and ebook to read on your tablet would be very helpful. [#906718]

Code Maroon, access to Howdy and OGS [#906719]

speed of internet [#906724]

Homework systems such as elearning and such..... [#906726]

Registration from a phone. [#906727]

4G [#906730]

I'm not sure what the question is asking, but I would guess that any technological service would have a part. [#906731]

Elearning. Howdy. [#906739]

Reliable networks that do not crash frequently. [#906740]

Howdy [#906744]

EMAIL [#906745]

Maybe more places that are wifi accessible. Overall I have no problems with Howdy, Email, or any TAMU website on my phone. [#906746]

Library searching. Campus events. [#906748]

11 [#906750]

E-mail and the Howdy Portal. The tamu mobile app is pretty helpful. [#906753]

Email and moodle [#906757]

Mobile E-learning access [#906758]

Elearning [#906759]

Howdy portal foremost, then the tamu app should be more user friendly with regards to the interactive map. [#906761]

Not necessary for me. [#906768]

I don't own a smart phone, so I don't believe I can answer this question adequately. If I had a smart phone, it would be nice to have access to the bus route information in a convenient location. [#906771]

eLearning could really use a mobile version, particularly on the documents opened within eLearning. On all of my mobile devices, I can usually read the first page of a document but no more than that. I'm not sure if this is even a possibility but that would be a huge improvement. Also, a more expansive mobile Howdy site would be helpful. Almost every time I have used it, I have had to end up going to the full site because the mobile version didn't have the link or option I needed. [#906772]

I think Howdy and the email need to be the highest priority. [#906773]

Howdy, e-mail, and elearning all running smoothly on my phone would be excellent. [#906776]

The bus service as well as university websites should have the highest priority for enhancement for use on mobile devices. [#906781]

bus routes, email, and elearning [#906784]

Email and Code Maroon. [#906788]

Mobile apps for tamu news and announcements [#906795]

Email, ELearning, Beutel Appointments, My Grades, My Finances [#906796]

i think being able to use your cellphone as a service is extremely important because most people these days always have their cellphone on them. [#906800]

I don't really have a suggestion for enhancement, but I would highly recommend you informing people who are here for Aggieland Saturday/tours of campus/orientation to download the TAMU mobile app with the campus map on it. Most of them don't know about it and I think it is a very useful tool. [#906802]

Bus routes, because people are usually on their mobile device and not laptop when they are trying to find a bus or go to a bus. [#906808]

Registration, elearning [#906809]

Wireless [#906810]

Easy access to campus email/scheduling from mobile devices. Improve and increase access to WiFi services on campus. [#906812]

Elearning is the main service that I have trouble with. [#906813]

Email. It can be a little confusing to configure it on mobile devices. Maybe a better walkthrough?
[#906814]

I believe that all of the webpages should be mobile device friendly. For example, I am a Health and Kinesiology major and some of the links on their webpage are difficult for me to go to on my phone.
[#906816]

Online communication [#906818]

howdy [#906821]

Cannot think of anything at the moment. [#906823]

The transportation services Construction updates [#906831]

I do not have a mobile device that accesses university services [#906835]

Class registration, that way everyone can access and check for opening spots in full classes no matter where they are. [#906842]

Proficiency (speed in opening webpages) where we already have coverage, as there is a sufficient coverage across the TAMU campus. [#906843]

elearning and howdy. [#906846]

Howdy website, email, elearning [#906862]

howdy library- get it for me [#906865]

Maps [#906869]

sports schedule, class schedule on the phone - howdy interaction [#906870]

wider wi-fi coverage [#906872]

n/a [#906874]

Howdy and elearning services as well at the bus schedules. [#906879]

Wireless Internet and email. [#906880]

E-learning TAMU library website and uses TAMU room reservations [#906881]

email [#906883]

A fuller version of Howdy. The current one is very limited, and I usually end up browsing the desktop site on my phone. [#906885]

Bus Routes,Dining, campus news [#906889]

Elearning [#906890]

I think making elearning into a mobile site or app would be extremely beneficial. That way, PowerPoint slides and other lecture materials could be accessed and viewed during class and supplement learning. [#906892]

Bus routes, class schedules [#906893]

Definitely the Howdy network and the TAMU email. I don't use them on a mobile device, but they seem to be the most important. [#906896]

The Howdy portal, where students can check grades and sign up for classes, should have the highest priority for enhancement for use on mobile devices. Also email, e-learning, and the Library website. [#906898]

Connectivity issues. [#906901]

TAMU email, bus route schedules [#906903]

auto detect errors and fix them. [#906904]

N/A [#906906]

eLearning [#906907]

The TAMU mobile application for smartphones. Sometimes you need to find locations or call people on campus and you don't which buildings have computers for you to use to look up this information. So making this application even better would be a big help. The only thing I think this would need would just be stronger with wireless capabilities which may be something that more wireless internet could help with. [#906908]

I think the most useful information for a mobile device user would be personal class schedules, syllabi, and a class 'board'. A class board could be used like a virtual cork board where a professor could post class announcements, short assignments, and messages. This would be very useful for situations where a single lecture is moved or cancelled and a student is not informed (or forgot). He would arrive at an empty classroom, and could check the board to see whether to go home or go to another room. Ideally, an app could be created that would sync with howdy and have a list of enrolled classes on the main page. Each class could be linked to that class's 'board' and syllabus. [#906911]

Make sure you are supporting both iOS and Android fully and work out the bugs better OR provide links or services for those whose connection issues you can't fix (i.e. froums). [#906913]

NA [#906914]

The "Howdy Portal"/"E-Learning" and TAMU email domain should have the highest priority for enhancement for use on mobile devices. [#906917]

Howdy [#906920]

I think the tamu maps which shows the location of buildings could be a little faster. This service has proved very beneficial when I was not sure where a particular building was at. [#906923]

From the perspective of an iPad user like myself, I believe the larger used websites such as Webassign and eLearning should enhance user ability for mobile devices. I know Webassign may not be a TAMU-run website, but the fact that large amounts of the questions on their web pages use Flash makes me not able to do my math homework when I'm not on a computer. ELearning is much the same way, but in this case, their use of JavaScript makes any Apple device immediately unable use it effectively or properly. Since I'm Typing this on my iPad currently, I was not able to use the "click here to tell us how to improve this" button because it is JavaScript. [#906924]

Easier connection to wireless network for MacBook Pro. [#906930]

use of all kinds of OS (apple, google, windows) smoothly [#906934]

Howdy [#906936]

New routers [#906944]

Wireless Internet service range and strength. I think speed is up to par and all other factors seem handled effectively. [#906945]

The Howdy website often takes a long time to load when on the university wifi. In addition, the wifi is spotty and oftentimes does not work. Plus, every time I enter a new building or location on campus, I have to rejoin the wifi which is frustrating and takes too long. Wifi on mobile devices should be enhanced. [#906946]

I would have to say that Howdy should probably have the highest priority. Besides that, just having the general ability to get on the internet is very important. [#906951]

tamu Email [#906954]

Everything that I have attempted to use on a mobile device has worked very well. This includes email and the howdy site. Since I do not use any other services I am unaware of any needing enhancement. [#906957]

The internet is sometimes really slow on my laptop [#906958]

Email, access to journals [#906967]

Elearning and Howdy are in need of both iPhone and Android apps to make viewing material and emails more efficient. [#906968]

The ability to register for classes and set up schedules. [#906971]

e-mail [#906975]

I don't really use this so I can't comment. [#906979]

Email and elearning [#906981]

Internet access information [#906983]

Time Traq, University Calendar, Marron Alert, Campus Phonebook [#906988]

Howdy app [#906989]

TAMU Android App avoiding browsers which are sketchy at best. [#906995]

Preferably eLearning, and the main components of Howdy. [#907001]

e-mail and howdy [#907019]

Email, Looking at grades/schedules [#907021]

The Howdy page and eLearning. Currently, getting the non-mobile version of the Howdy page to load on a mobile device after signing in can be difficult, as it frequently requires logging in again. [#907022]

The e-learning website needs to work the best. Things like chats or email on the elearning page usually do not work. [#907025]

University websites such as elearning. [#907026]

Getting WiFi to work on mobile phones more consistently. [#907028]

blackboard and howdy email [#907029]

Quick email access, bus routes. [#907031]

university website. (howdy) [#907032]

wireless internet....this is the only way to connect on a mobile device [#907033]

Email access [#907034]

Virtual Private Network, access to library materials [#907035]

I do not use mobile devices, but it seems that those technologies that reach the most consumers (texting) are good. [#907043]

I do not have internet on my phone. [#907047]

The services that should have the highest priority to be used on mobile devices are university email services, mobile transportation information and code maroon update. After being at this university for three years, I feel those three services are vital to be able to access to. [#907048]

add HOWDY to the APP [#907049]

I think the howdy mobile app should be easier to use and have less crashes. Also receiving wifi in more locations would be cool, but overall a good job! Gig em' [#907053]

Bus routes and a cadets.tamu.edu app for iphone. [#907059]

I really like having the bus schedule accessible via mobile devices. It is extremely helpful! I would have to say bettering that service would be great. [#907060]

Accessing what events are going on on campus - easy access calendar, etc. [#907064]

Classrooms [#907071]

Bus route, restaurants, updates on construction, updates on events, Excellent Texas App with everything dealing with school on it. [#907073]

neo and howdy [#907074]

WI-FI should be in all academic buildings and work in all area. WI_FI signal in the lonuge are in Kleburg is not good at all [#907075]

Elearning would become a great asset if an app for smart phones could be developed so that students could receive notifications about posted grades or professor messages [#907077]

Transport services [#907079]

Howdy & eLearning. [#907082]

Everything on the Howdy website being accessible on the mobile device. [#907086]

Howdy then Neo [#907088]

Howdy portal, online library system should have the highest priority for enhancement for use on mobile devices. Researching anywhere anytime in todays fast paced environment is critical to sound research. Accessibility is key. [#907090]

The campus websites, such as e-amil and howdy should have the highest priority, for means of communicating with peers and faculty. [#907094]

Stronger wifi. Some places on campus lack sufficient coverage for mobile use. [#907098]

Neo email on mobile devices. Possibly a howdy app/elearning app that students can navigate through quickly [#907103]

email, E-learning, bill payment, LibCat [#907106]

Things most critical to students. Such as class websites,howdy,etc. [#907110]

library [#907116]

NA-- no internet on my phone, still in the stone ages - ___ - [#907119]

WIFI connection [#907121]

Howdy is available so it is good for me. [#907122]

Internet access all across campus, and quick and helpful service for fixing computer problems [#907124]

Wireless connection, please. [#907128]

A&M email should be more accessible on mobile devices [#907130]

The emergency services, like code maroon etc. [#907133]

Obviously mobile howdy is in the works, I think would be most helpful if there was an application for smart phones (iphone/android/blackberry if possible) that would give us easier access to elearning/howdy/email. I know elearning itself has an application, but currently Texas A&M University at College Station is not supported on it, and the mobile website for elearning is just atrocious. [#907135]

Having a service that is reliable for all devices in all areas of campus. [#907136]

Email and map of school [#907141]

e-learning [#907142]

Don't need it, I would prefer the resources to be put into more small groups of OAL computers around campus (for printing etc.) [#907145]

e-learning [#907147]

Howdy and eLearning [#907149]

Howdy, Library [#907150]

Howdy and the TAMU app map system. [#907154]

E-learning and maybe even printing services when using tamu WiFi. [#907156]

Email and Library services [#907160]

Wireless internet support across campus [#907161]

howdy website [#907165]

Elearning and howdy [#907166]

I do not have internet on my mobile so this question is not applicable to me. [#907168]

email, elearning, and howdy portal [#907169]

Bus routes , howdy, elearning, and email [#907173]

Library services, when possible. Email services definitely. [#907174]

maps, schedules, library [#907178]

maps, search engines (for campus room/people lookup), tamu email system [#907179]

The Texas A&M email and ecampus. [#907184]

I lack a smart phone, but I would hope that there is a web version of Howdy. While Howdy is better post-clean up, I cannot imagine accessing that site on a mobile. [#907185]

Bus leave times and delay notifications. [#907188]

Course registration and schedule viewing [#907192]

Personally, I would have the ability to access the full extent of howdy's services at the top of my list, as well a unified system for grade posting and management between departments. [#907194]

mobile elearning would be great to have on the mobile. [#907195]

Campus alert systems should be efficient in light of threats that campuses do have these days. [#907197]

wifi accessibility [#907200]

Connectivity. [#907204]

TAMU email [#907205]

Some open events or activities. And seminars announcement from different apartments. [#907206]

I would say eLearning because I am on it constantly checking grades or assignments. Howdy was my first choice but that already has a mobile version which I think is great! [#907209]

Dont use a wireless device that requires wifi (3G phone) [#907213]

It is very difficult to start with a building abbreviation and end up with a map to the building on campus. This is a very common use case. I would love for you make it easier to A) look of a building abbreviation to get the name of a building, and B) find a building on campus. Another very common use case is finding various schedules. What is the academic schedule? What is my class schedule? Etc. It's very difficult to do this on a mobile device. [#907218]

Campus maps. Then the bus routes/transportation/parking. Then Howdy. [#907219]

howdy, tamu email, elearning [#907220]

Of course, code maroon will be the priority of that since it's related to safety. [#907223]

computing center, libraries, classrooms, eating facilities, campus stores, dorms, buses [#907229]

eLearning Calendars [#907230]

In my personal opinion the wireless internet access should be improved since many people have encountered problems with unstable wireless connection in many labs on campus. I am glad for being able to participate in this survey! Thank you all very much! [#907231]

I have a hard time accessing eLearning on my blackberry, but my friends with iPhones don't have problems. That's my only complaint for mobile devices. [#907235]

The TAMU mobile app. It'd be pretty nice to have a Library Book search included in that app, and as mentioned before, something that lists the hours of various establishments around campus. [#907243]

elearning.tamu.edu email.tamu.edu howdy.tamu.edu [#907245]

Now that email can be received more easily on my phone, it is much more accessible. [#907246]

Checking meal balance?? [#907249]

email, howdy and elearning [#907250]

I don't own a smart phone. [#907254]

Email system should be top priority. [#907255]

Email and Howdy. That should be the most used and should always be responsive on mobile devices. Sometimes it isn't and that makes it frustrating, but it works for the most part. [#907256]

Class schedules [#907259]

Viewing elearning. [#907260]

Code Maroon; Howdy e-mail. [#907261]

TransportatiOn services, and dining services schedules. Basically, "reference" items for someone stuck on campus away from their computer. [#907262]

E-Learning [#907265]

Email, Elearning, howdy [#907270]

Honestly, that depends on what organizations/services pull the most data from mobile devices. I'd also start with the older buildings regardless of the amount usage. [#907273]

The ability to access HOWDY and all its portals. [#907276]

Email, Howdy!, registration, and viewing your schedule through the Howdy Portal [#907279]

eLearning! It is a pain to use eLearning on your phone. I like to check my grades and try to look at files, and it's almost impossible to do. Many times, the files will only show the first page. Please fix this! [#907280]

The most important is to have a fast and reliable wireless internet to access with these mobile devices and to make sure this service is always up to date. [#907283]

elearning [#907285]

Email and e-learning [#907288]

email [#907289]

Bus route times/ locations and email should have the highest priority for enhancement for use on mobile devices. [#907290]

Compatibility with multiple types of mobile devices, making howdy more navigatable from a mobile device. [#907291]

main page, search page, email, elearning, howdy.tamu.edu. [#907293]

howdy portal (which is usually fast on my phone), library services, transportation services [#907295]

The services that should have the highest priority for enhancement on mobile devices would probably be wifi in general. The service is pretty spotty on parts of campus and if it were possible to have wifi boosters in those areas it would be much better. [#907297]

Bus routes [#907299]

Howdy, financial, library services (libcat) I cannot connect web of knowledge from iphone and read some articles whenever I need them. [#907300]

the fast speed of the wireless internet [#907301]

n/a [#907308]

Howdy portal. [#907310]

I think it would be useful to have separate app just for bus services. Also, an app with more library services (such as one's checked out books, the ability to look through the catalog) would be good. [#907314]

Tablets. [#907317]

N/A [#907319]

The tamu mobile app is great. Also the mobile Howdy could use some enhancement. An example is when the schedule is looked at graphically. [#907321]

Howdy [#907322]

Howdy and email. [#907324]

Connectivity! [#907325]

TAMU email, [#907327]

I don't really understand this question, but maybe emergency services? [#907328]

Web-access, especially to Howdy. [#907329]

checking grades and email [#907338]

None [#907339]

none [#907340]

I do not own a mobile device that uses the internet. but if i did i would like known hot spots with ample power supply outlets. somewhere comfee and quite where i would be able to plug in my device for charging purposes. [#907341]

Course registration [#907349]

Big universities. [#907351]

specific areas within Howdy like class schedule search, add/drop, view/pay bills, scholarships [#907367]

having all the blackboard functionalities available on my phone [#907378]

Classroom tools for instructors should have the highest priority for enhancement, followed by software tools students are expected to use for completing assignments. [#907382]

libcat, howdy, tamu online [#907384]

I think the IT should have the highest priority for enhancement for use on mobile devices. [#907385]

The Code Maroon system is currently a bit slow. Twitter/Email seems to be much faster. I also have always had a problem with logging onto Howdy with my phone and if I logged in, it was always a bit slow. [#907395]

As stated in my previous comments, my number one problem with technology at A&M is that I cannot connect my Android phone and my computer running Linux to tamulink. All of my friends that have Android phones and use Linux cannot connect to the network either. I am a Computer Engineering student, and I work on these devices daily. [#907398]

Don't have a smartphone. [#907399]

the Howdy portal & eLearning websites [#907401]

Transportation [#907402]

Email. [#907406]

Email and study room reservation [#907407]

As long as howdy is mobile, I'm fine. [#907408]

DoStat, Sabba Centra for online live meetings [#907412]

wireless services-to allow more devices, which have the program to browse the internet, to be able to connect to A&M wireless [#907414]

elearning needs to have better mobile support. An app would be nice, or just a mobile friendly version. [#907416]

TAMU E-Mail [#907417]

Howdy! eLearning professors class pages [#907418]

Bus routes and directions [#907421]

parking, sports ticketing, howdy [#907422]

More wifi spots [#907426]

Bus Routes for sure. [#907429]

Access to howdy and email through the phone. Access to wireless web through mobile device
[#907430]

Bus system schedules! They are having to log onto the internet every single time and load tons of pictures! They only need to show the next 3 and previous two for a desired bus! not the schedule for the whole year! [#907432]

Registration, Catalog, E-mail. [#907439]

Sites that teachers use that are operationally associated with Texas A&M such as WebAssign or Elearning. [#907440]

Better wifi range [#907442]

Financial Aid [#907443]

Howdy website, TAMU email, elearning [#907445]

Howdy, email, eLearning, Code Maroon [#907446]

elearning is not very mobile friendly. The Howdy mobile site is fairly well developed but elearning on mobile devices has to be viewed as the desktop version. I also believe elearning to be more important in a mobile setting than Howdy, as it contains files for all classes that need to be easily accessible.

[#907447]

E-learning and My Record on Howdy [#907450]

Wireless connections are not compatible with some mobile devices. Howdy mobile has improved greatly, and I have no complaints about that. [#907452]

If it has not already been done, the TAMU iPhone app should be converted to a mobile webpage so that people with non-iOS mobile devices have access to that info. I find the app to be extremely usefull and I bet other people would too. But they have to know about it and it has to be comparable with their devices. [#907453]

Make the Tamu app more efficient in accessing information. For example quicker downloads and less freezing. [#907454]

Howdy, email, and elearning [#907455]

access to the email and elearning. [#907460]

I do not have internet on my cell phone so no preference. [#907462]

Allowing email: neo.tamu.edu to be forwarded for faster download to phone. [#907465]

I would like to see the TAMU app for iPhone expanded and improved. I use it mostly to look up bus times and routes, but I would like to have easy access to Howdy and school email through an app, rather than having to go through the browser on my phone. [#907467]

It would be so useful if there were Android or iPhone applications for different websites like Howdy, email, elearning, etc. [#907468]

an integrated howdy+email+transportation portal [#907473]

Make it faster and easier for access [#907477]

maps and bus routes [#907478]

Elearning [#907480]

Email! [#907484]

University apps. Apps so we can either check grades easier, get our mail, or other campus/A&M related things. [#907486]

Registration through Howdy is a little difficult to do on a mobile device. [#907491]

eLearning [#907497]

Howdy and email [#907498]

Bus routes [#907499]

eLearning, sports info, bus services. [#907502]

Howdy should be a big priority [#907504]

The services that should have the highest priority for enhancement is the access to the internet on campus. For the most part it is easy but it is not always efficient. I find myself having to use my network on my phone over the university provided access to the internet since it is faster. This however costs money [#907509]

Library and search engines, access to email (sending and receiving), fast downloads [#907511]

elearning [#907520]

The A&M app has some flaws that could be fixed. It is not always working. It would be nice to have different apps for the different schools or departments. [#907522]

Howdy and eLearning should have the highest priority, followed by Transportation and Dining Services. [#907524]

TAMU email website and eLearning should be main priority on mobile devices. [#907525]

I'm sorry, I'm not sure [#907526]

Class registry [#907532]

Howdy seems to work great [#907534]

E-learning- It would be wonderful to have an app to reach the E-learning page and be able to keep up to date with my classes, as well as check grades. [#907539]

Quality internet, and webpages that are compatible with mobile devices. [#907540]

Howdy [#907541]

good wifi condition. [#907542]

tamu email and elearning should be faster [#907543]

Library information, study room reservations should be a priority for easy mobile device use. [#907545]

wifi connection in all buildings [#907546]

I'm not completely sure what this question is asking. But I think there should be an elearning or Howdy app to have on the smart phones. [#907550]

I suggest an app providing the bus routes and schedule. [#907555]

Services such as paying your tuition, checking your grades, an app to only check your tamu email and easy registration on your phone [#907556]

Howdy [#907559]

Sometimes I do not get a Code Maroon text, and sometimes I do. Also, cell service in some buildings is horrible. But overall, I am satisfied. [#907561]

Calendar is most in need of improvement [#907567]

Wireless coverage for wi-fi and cell service. I realize that there is nothing A&M can do to improve wireless coverage, but it is pathetic in College Station in general. If the IT department could somehow influence upgrades to the cell towers, that would be amazing! [#907575]

wifi doesnt work on kindles. [#907576]

Making sure that the Wi-fi strength is of good quality. Personally for me, I live on the on-campus apartments and the past couple of weeks the internet has been connecting/disconnecting a lot. So to ensure that wi-fi can be used at all times without it disconnecting on mobile devices would be great. [#907583]

Elearning should be enhanced for mobile use!!!!!! [#907584]

The bus schedule- it rarely populates on my phone [#907585]

Howdy [#907586]

The interactive campus map. [#907592]

Applications instructing individuals how to get to different buildings on campus are not the most reliable or the most effective when on foot. It would be good to improve these services for new students. [#907593]

email [#907594]

1. Elearning --> utterly outdated 2. Howdy 3. Class registration 4. TAMU e-mail Directory search via outlook exchange maybe? Just a suggestion, for example to find Professor offices quickly without having to fish for syllabuses? [#907597]

transit. an app showing if buses were on time, late, as well as an official "transit time" with maps would be awesome. [#907603]

Neo email and e-learning [#907604]

not sure [#907608]

The elearning/blackboard system, although I'm not sure how much you can do about that one [#907619]

Howdy interface in general, including email and elearning [#907625]

I just want my phone to be able to connect to the wifi the majority of the time. [#907626]

Making sure they work in general, howdy portal used to be hardly accessible for a mobile device and would be unresponsive alot [#907627]

Wireless Internet Connection throughtout campus [#907628]

invest in better wifi routers [#907631]

Emergency [#907638]

Transportation and Libraries Websites REC center website [#907639]

Parking/tranportation. [#907642]

Wifi internet all around campus. [#907661]

eLearning. [#907665]

Well right now, with all the construction going on I'm partial to transportation service related tech services. [#907666]

The tamu app! It doesn't always work on my phone. [#907668]

Email and elearning.. [#907670]

howdy, elearning, academic pages, then transpo/food/etc. [#907674]

Remote desktop access, would be amazing. To be able to pull up your on campus desktop and have access to the software suite included would be awesome. Howdy, then email. [#907676]

Accessing records through HOWDY, especially on iPads. The mobile version of Howdy is pretty good on the iPhone, but its not too efficient on the iPad, and the full version is too big to use effectively on an iPad's screen. [#907680]

Howdy [#907682]

Student safety services (crime alerts or weather warnings) should have the highest priority for enhancement for use on mobile devices. [#907683]

make a mobile site/app for elearning!!! [#907684]

Howdy portal, checking grades, communication with teachers and classmates. [#907688]

more Tamulink Wi-fi hotspots:) [#907689]

howdy s main page as well as the heath center's [#907690]

Better connectivity to Wifi and more access around campus, not necessarily in just the buildings. [#907704]

Being able to reserve study rooms or textbooks should the highest priority on mobile devices. [#907705]

I think the Howdy site should be expanded for use on mobile devices. Currently, there is limited access to the mobile version of the site and I often find myself using the full site on my mobile device which is somewhat of an inconvenience, because it requires me to logout and then go back through the entire login process. [#907706]

dont have a hand held. [#907711]

Secondary systems if the current IT services have a problem. Continuous updating of self help instructions, currently one I know of is regarding Email software instructions. Thunderbird is on version 11 and the instructions are for only version 3 [#907712]

Enhancement to eLearning [#907714]

Updating our elearning system so the Blackboard app can use it. [#907720]

Work out a deal with Sprint to make their services more compatible with TAMU. Make the internet connection better for mobiles in all buildings. [#907721]

Internet access that is reliable. [#907722]

the university shouldn't spend money for people to be able to use the internet their mobile devices, this is a waste of money [#907724]

Email, Howdy, Registration Times and schedules, Transcripts [#907728]

I don't have a smart phone, so I don't know. [#907732]

Wireless [#907733]

Things like Bus Routes and building hours are very important. [#907734]

eLearning, Email [#907738]

Environmental health and safety [#907739]

Campus-wide alerts; Email [#907740]

Howdy [#907741]

campus calendar and building locations [#907743]

None [#907745]

Food places and howdy/e-learning and reserving a study room at the library. Those would be the services I would use most. [#907747]

Bus routes [#907749]

email service, elearning [#907752]

health services website [#907753]

eLearning, Howdy and campus maps. [#907754]

Bus Routes, Email, Elearning, financial aid, howdy, directory. [#907755]

The howdy website [#907756]

Access to howdy, the financial aid portal and the class schedule. [#907758]

Access to campus resources off campus. [#907759]

n/a [#907761]

Howdy. elearning. email. libcat. [#907764]

TAMU email. Since all professors contact their students via TAMU email, I check it about 20 times a day on my ipod since I do not have internet on my phone. [#907771]

Paying tuition, parking, meals plans, etc. Registering for class elearning [#907776]

N/A no internet on mobile device. SPEED [#907780]

Open the important websites, such as the official website of the department and library. [#907787]

Update bus schedules. TAMU Directory on app. [#907789]

Email [#907798]

The A&M Website is hard to navigate on the computer and even harder on mobile devices. An easy to navigate website would help a lot of people and not only students and faculty but also incoming students trying to find information about the University. [#907804]

a better mobile-friendly version of elearning and Howdy [#907805]

The dorm rooms, the dorm rooms have the most horrible mobile services. [#907809]

Elearning [#907811]

TAMUUmoble has not been updated for a while [#907813]

Definitely easy access to email and elearning on my mobile device, which I believe A&M has done a great job on keeping up with the times and updating as necessary. Its great to be able to just check my email or grades quickly before class starts. [#907816]

I would love to have something to say, but I usually don't use services with my mobile device. But I suppose one would be the transit services. I don't have much to comment on it since I know that the transit service does have mobile device services [#907818]

Wireless needs to be more available. Not losing signal... [#907822]

I hope my department can provide course materials download so that I can download the materials in my department hard driver when I am at home... [#907823]

Email, Transportation services, howdy, elearning, and class information. [#907826]

The strength of the signal is weak in between two hot spots. May use some tool to enhance the coverage. [#907827]

Student Health Services and Student Recreation Center Information [#907830]

Providing websites compatible with both Android and Apple products. They are available, but only for fairly old versions. [#907831]

Reliable internet [#907835]

I don't use anything on my mobile device. [#907836]

ore reliable wifi. everywhere. possibly even buses? if thats even possible [#907838]

Transport services, weather services (already there), health information (regarding free health check-ups) [#907840]

Email and Howdy are the two services that I think should have the highest priority for enhancement for use on mobile devices. [#907843]

I do not usually use mobile devices to access the internet, but I had had problems getting directions on campus the few times I've used them. An online interactive map would be neat. [#907844]

Shutte service... [#907846]

code maroon and the maps on tamu app [#907851]

campus map-finding walking directions to buildings [#907854]

Howdy.edu and elearning are the most important things people access on their phones. Howdy mobile is pretty good, but eLearning needs it's own mobile version. [#907857]

People who are knowledgeable and nice about helping with your mobile device. People who will follow up with you to make sure you don't have any problems. [#907858]

Elearning, email, howdy [#907861]

Howdy and ELearning websites! [#907863]

Cell phone reception at Kyle Field is poor during the games, I am hoping that the MSC will have a high quality wifi connection. Also, since I don't have a 4G phone I am unaware if A&M gets 4G, but it would be very good for the future if it did. Texas A&M can continue to become a better school by staying up with mobile technology, it cannot be ignored. I think the current administrators understand this [#907867]

Anything on Howdy should have the highest priority because I think that is what everyone will be using on their mobile devices for the most part, especially bus schedules. [#907868]

email [#907869]

Wireless internet on all areas on campus. [#907871]

the computer labs and basically everywhere around campus [#907874]

Blackboard through an iPad app would be very beneficial. This is available for many unversitites, but the app does not work with TAMHSC or TAMU blackboard. [#907877]

elearning, email, howdy [#907879]

Wi-Fi [#907881]

Email [#907886]

reliability of wifi [#907887]

Howdy and E-mail [#907888]

Student Account information; registration [#907889]

I devices [#907892]

Medical center and library [#907898]

All university web sites need to be fully functional on mobile devices. [#907899]

file sharing [#907905]

Internet is very important so that we can use the web on the go. Bus routes could be optimized, schedules of dining and other services more clearly listed [#907907]

It is a great infrastructure and I love to use wifi on my iphone. I understand that it is very difficult to get wifi in our aggiespirit buses. But if you could get that, it will be limitless connectivity. [#907908]

Howdy, eLearning. [#907912]

EMAIL. ELEARNING. HOWDY. TAMU APP for buses, better bus schedule app than what have now. [#907918]

First webassign and elearning and then howdy and moodle last [#907922]

Transportation [#907923]

The Bus Routes: Leave and Arrive times, the Howdy Portal, Tamu Email and Elearning [#907924]

Email, howdy, and the health center page [#907926]

Elearning [#907927]

Make it easier to do important tasks [#907928]

Bus schedules Game Schedules Class Schedules Email [#907930]

The buses. Real-time position information and ETA (even for the non-numbered stops) would be nice. [#907935]

Howdy and eLearning by far! Make an ipad friendly version not just a mobile version. [#907938]

Elearning/Webct is the most important student site and it is the most difficult to use on a cell phone. [#907941]

e-Learning and Howdy [#907948]

E-mail, I feel it will be extremely helpful to have an application on our mobile devices that is linked to our e-mail. More often, students get e-mails and often see them when it is too late. Having an app for our mobile devices would make this problem not occur as much [#907949]

Transportation [#907953]

TAMU email, HOWDY portal, Transportation [#907954]

It would be nice if the Elearning webpage was more compatible with mobile devices such as mine. I have an Android smartphone and have a difficult time navigating between pages on Elearning. [#907958]

The wifi connection on my iPad does not always work. Improving the access for all mobile devices would be helpful [#907960]

I dont understand the question. [#907961]

Buses: potentially allow buses to emit a GPS signal tracked by an online client so students will better know how to handle their own transportation schedule. The TAMU Mobile app for iPhone was pretty convenient, but definitely could use some work... I'm now running Android and I've yet to search for a TAMU app through Google Play, but an app for Android users is obviously helpful for that demographic. [#907963]

eLearning - opening attachments and viewing certain content can be difficult to impossible on my iPhone [#907964]

Zimbra Email, Elearning, and bus routes. [#907967]

Job and fellowship [#907968]

The university map service should have the highest priority. [#907973]

Make a better TAMU app for android. The app is pretty worthless now... [#907974]

I don't really have a smart phone that can take advantage of a lot of the services that were asked about in this survey. As long as you take into account people like me who don't have the latest and greatest, i don't have a problem with updating to newer technology's as they become available. [#907975]

Howdy portal [#907976]

WPA [#907978]

eLearning. Especially opening up java based documents. [#907980]

Internet Access that is fast and easily accessible in terms of being able to login easily from your labtop or tablet. [#907981]

Course information (schedules, locations, etc), campus calendar, bus routes, library information [#907982]

Email is of the highest priority, then e-learning, media matrix and the videos should be compatible with smart devices, and some sort of document sharing program between students and/or professors (like the 'cloud') which you can easily transfer documents from email into (especially for group projects). [#907985]

Howdy, E learning, Email [#907986]

Academic calendar, elearning, email, and maybe registering for classes. [#907989]

Directory for looking up professors' email. [#907990]

im not quite sure what the question is asking but a problem i experience often with the wifi happens in Evans and West campus library. Wifi in these locations never seems to be consistant and thats most likely from all the students in the building using that wifi link. [#907991]

SSO and elearning [#907995]

Email, Aggie Athletics website [#907998]

Probably a dedicated mobile wireless network, aimed at mobile browsers. [#907999]

lounges, study rooms, and dorms. [#908001]

Accessing wifi all over campus. [#908002]

Access to all howdy functions from iPhone. [#908004]

howdy, transit information, major campus announcements, emergency updates [#908005]

e-mail and elearning [#908006]

Howdy definitely should have the highest priority. Walking to class and being able to check if it has been cancelled last minute without pulling out my laptop because my phone won't bring up Howdy would be very helpful. [#908009]

Campus directory, Student Health Center, library hours, athletic events and schedules. The bus route, too! [#908010]

Better Wifi. The apps need to improve because it's doesn't always show up. [#908013]

-Email. Out of all the university services, I by far check my email the most. I don't think this area needs too much enhancement as I already forward all my university email to my phone via IMAP & SMTP, but a more accessible application might be appreciated by those that aren't as technically inclined. -A mobile access tool to reach network drives to download/upload files while on the university network would be handy. [#908014]

A TAMU exclusive smartphone app that has everything all-in-one integrated: class schedule, email, financial aid, alerts maroon code, etc... [#908015]

School related internet websites. [#908016]

bus schedules, perhaps a place on the TAMU app to access the howdy portal as there isn't a link on the app [#908017]

Blackboard/E-Learning [#908019]

Bus routes, library information and actions (like reserving a room), maps. Elearning and Howdy/email. [#908025]

Access to howdy and elearning attachments. Important information needed for mobile access will not display properly or at all [#908026]

Registration and course required services. [#908028]

Room Reservations: Library/Rudder & Koldus [#908031]

Parking, howdy, libcat [#908032]

Interactive map, university dining menus,times, and meal plan balance, library search [#908033]

Elearning and howdy [#908034]

TAMU app of bus routes does not work very well. Needs to be updated. [#908035]

Elearning [#908038]

howdy home page [#908039]

Elearning [#908042]

As the use of mobile devices increases, some improvements must be made to university services. The university service with highest priority would be the howdy portal. Mobile Howdy portal needs some improvements since it's difficult to access information. Another mobile service that needs improvements is the library book search engine. It would be great if one can easily find books through his/her cellphone. [#908043]

Bus routes, howdy [#908044]

Classroom technology use for presentations, group projects, etc. [#908045]

eLearning - there is a mobile application for the iPhone called "Mobile Learn" that is based on the Blackboard platform. However it is not currently supported by Texas A&M, and I think that it should be because it would considerably enhance the overall mobile experience for students. [#908046]

When I used the email help to get tamu.edu email on my cell phone, it was a painstaking process that was so taxing that I have yet to go through the same process on my iPad. However, when I finally gave up trying to figure it out for myself and called the Help Line for technology problems, an associate helped me efficiently and patiently. So the online how-tos are not very helpful, but the staff are very helpful. [#908047]

keeping the app up to date, possibly adding registration to the app. or mobile ability for registration. [#908055]

e learning. full bus schedules. [#908056]

email , elearning [#908061]

Maps, email, class schedule [#908062]

speed [#908065]

elearning and howdy [#908068]

Wi-fi all around campus, even when walking from building to building or from one side of campus to another. [#908071]

The TAMU app [#908081]

I do not have a internet accessible mobile device. [#908083]

Email [#908085]

I've used mobile devices very little on campus, so I'm not sure. [#908087]

E-mail & Bus routes app [#908090]

I think that elearning needs to be enhanced to work faster and easier on mobile phones. [#908091]

I think a support chat or maybe a text chat service would be useful to students who need tech answers, instead of having to walk in there and get questions answered and such. [#908093]

Don't use a mobile device. [#908097]

Howdy [#908102]

TAMU Bus maps and schedules. An app showing the next time a bus would be arriving would be really great! I don't use my tablet for howdy services, but other things such as the bus schedule, TAMU news-would be really useful on it. I've had a great experience with everything IT related at A&M. Thanks for making it reliable and easy to use. [#908104]

howdy portal, library [#908105]

I am most familiar with Email, Moodle, and eLearning technology services. [#908106]

The library system and email. [#908108]

Elearning and its replacement [#908111]

bus running times (late or early) that are accesible via cell phone..without a login. [#908113]

Howdy mobile should be able to open the blackboard learning system. [#908114]

I believe the first internet site that needs to be taken care of is eLearning. I am not able to look at most of the documents posted on this site on my iPhone. I use my iphone to look at a wide variety of school related documents and it is very annoying when trying to look at a document and only being able to see the first page and a quarter. This then forces me to move to find a computer to log onto. Although I will say you have a huge variety of computer's around campus, but the convenience should not be overlooked here!! [#908115]

Howdy, Athletics, Transportation Services [#908116]

Howdy portal (doing a good job already), elearning would be nice to have a mobile feature, not sure if that is an A&M concern or a larger company [#908122]

Access to campus maps would be awesome. It's sometimes hard to find where I'm at on campus and the app that I got through the Apple App Store isn't always accurate or easy to read. [#908123]

email and elearning [#908127]

Howdy Portal, Email, eLearning [#908128]

Being able to make study room reservations, viewing/registering for classes, and accessing E-Learning. [#908132]

Classrooms [#908133]

code maroon should be paramount. A time delay is unacceptable in emergency situations [#908136]

The ability to check your schedule of classes. In general, I do not currently have any problems accessing services on my phone. [#908137]

Howdy portal-- including email & elearning as well as registering for classes Maps-- building locations Transportation-- bus routes & times [#908139]

email, registering for classes, elearning [#908141]

I only use elearning on my phone out of the other A&M websites because the email does not work with my android and google account. I guess finding a way to have the email better connected with my phone would be a huge help, but I don't know if that is sprint's fault. [#908144]

Computer and Technology Services [#908145]

The websites and connectivity. Make them more compatible to access from any browser and make sure the transition from building to building when reconnecting wifi is smooth and doesn't give troubles. [#908146]

neo email account and eLearning [#908147]

Email and howdy portal are the most important on a mobile device. [#908148]

Elearning [#908149]

I have no mobile device with internet access. I would imagine if I did that I would like the email system to load a bit quicker. [#908151]

up-to-date bus reroutes or bus stop closed. Howdy portal [#908156]

dinning area location and bus GPS per minute [#908157]

I feel that having WiFi across campus should be the biggest priority for mobile devices. [#908158]

availability of wireless access through out the campus and the ability to utilize mobile devices to access university resources. [#908160]

Consistent coverage across campus that does not drop when walking to class. Constant connection should be a priority. [#908161]

Library services [#908165]

Viewing e-mails, grades, and assignments [#908167]

Email and elearning [#908168]

I believe that there should be wifi hooked up all around campus and not just in the buildings because I often find myself needing the internet on my phone outside of the classroom setting and using the 3G make loading important documents and such difficult to accomplish while getting from one place to another (ex. using the bus system). [#908169]

This information is not relevant to me. If it were, however, I would like to see free wireless internet across the majority of campus, especially busiest areas (commons, Blocker, HELD, Sbisa, Evans, engineering buildings, etc.) [#908173]

The tamu email and elearning should have highest priority. [#908174]

Mobile email Howdy portal [#908178]

Wifi should be accessible. [#908179]

Transportation [#908181]

Bus routes, e learning, scholarships and financial aid, my record tab of Howdy portal [#908185]

Check dining dollars [#908187]

Registration should have high priority, since it would be easy to register on the go. I for one have had lab during my registration time and was not able to register. [#908188]

Howdy.tamu.edu page, the library reservation tool, elearning, transportation bus routes [#908194]

fee payment, interactive map and e-learning [#908196]

eLearning is by far the most important service for students. [#908197]

The online homework sites. [#908202]

neo, financial portal, howdy [#908205]

email and blackboard systems on mobile devices (smartphones and/or tablets) would be incredible! [#908210]

Distance learning student. We pay for our own internet usage and not much is provided in terms of support. [#908211]

internet access outside buildings [#908212]

N/A [#908213]

Howdy & E-Learning have to be at the top of the list. [#908214]

Blackboard Learning system and tamu email [#908215]

More towers need to be placed somewhere because AT&T phones usually have no service on campus. [#908226]

Email. The email system has improved considerably, but I still have a bit of slag when accessing it from my telephone. [#908232]

I do not have internet on my phone. [#908235]

Elearning [#908238]

Safety services (police, EMS, etc.) [#908239]

The tamu email app should be edible to sync to all phones getting code maroon emails are so important. Also being able to see if classes are canceled or tests are moved around. The communication with teachers to students over email is important. most student use their phone!!!! [#908243]

I think it should be easier to view school email. I tried to follow the directions but it seemed to be not working... although it may have been the operator. :) [#908248]

email, all campus websites [#908251]

Fast internet that connects quickly. A lot of times I try to connect while walking around campus and it doesn't connect before I get to class. [#908252]

I do not use a mobile device, I only use the computers provided in the open access labs. [#908257]

PARKING maps and better bus finding options on the phone rather than looking at PDF documents. [#908261]

WebAssign or Howdy's class registration to enable students to register for their classes from their mobile devices. [#908266]

E-learning services would be awesome on mobile devices [#908267]

I just want to be able to use my mobile devices everywhere around campus. While walking to class so I can read over notes before a test or check a grade that was posted. [#908269]

Howdy, elearning [#908273]

Improved access and interface on Howdy email on mobile devices. [#908274]

Transportation services. And Howdy, especially viewing one's schedule. [#908276]

University email or department specific email, library access [#908278]

Do not have a smartphone! [#908282]

Consistent internet access. [#908283]

The availability and accessibility of Wifi all around the campus. [#908285]

Connecting to the wireless network. [#908286]

Howdy portal and elearning [#908288]

Elearning. [#908289]

The Bus Routes. Thoses need to be updated constantly to ensure the student doesnt miss the bus and having those updated times on the mobile app would be great. [#908292]

E-learning [#908302]

I ride the bus so I do like the TAMU app that allows you to view times and schedules. I believe email is important to be able to look at wherever you are. Being able to register on a mobile device might be beneficial if a student does not have access to a computer when registration is happening. [#908304]

Maps (currently to slow. Interesting to have a board of news (letting the students now some important events of the university or different organizations). [#908317]

Howdy, email, and elearning. New bus routes page takes a long time to load all the information on the page so that could use some improvement. [#908322]

Not really a concern for me. [#908325]

Speed [#908326]

I would appreciate being able to schedule an appointment with my adviser from my mobile device. [#908327]

Email mainly. That and elearning. If a professor puts a file onto elearning that is in pdf format, then we as students can't use our option of printing on both sides of the paper. Therefore we are wasting a lot of our print resources. [#908328]

University email, Howdy, campus maps [#908330]

mobile elearning site. and app for smart phones. [#908332]

real time tracking of bus service. [#908335]

Wireless internet [#908336]

Howdy and Elearning, For online classes, creating a video format that can be viewed on an ipad or iphone. [#908341]

I think elearning should have the highest priority, since it gives us access to most important things for our classes. [#908344]

Howdy/elearning, improve tamu app for iphone, it is decent but fairly basic and improvements could made [#908348]

Blabkboard [#908349]

With the upgraded mobile email services I would focus on moving howdy to a mobile friendly format that exhibits fully functioning features students need. [#908350]

eLearning [#908355]

Howdy, elearning, and TAMU email [#908356]

N/A [#908357]

Maps [#908360]

Code Maroon should have the highest priority for enhancement for use on mobile devices [#908363]

- howdy portal that has a lot of important information - academic calendar [#908365]

Wireless Internet. It can be incredibly hard to access the internet on my iPhone, even in the heart of campus. [#908371]

Some of the pdfs do not load all the way on phones from elearning, please fix this. [#908372]

ELearning. [#908373]

Email, Howdy, and Elearning should be the highest priority in regards to mobile devices because these are the sites students use most often. [#908374]

Developing apps for Howdy [#908380]

No opinion. [#908394]

elearning [#908395]

My only mobile device is my smart phone. I have only used it once to view the Howdy Portal, and it worked fine. I wish email and my work calendar were more coordinated so that I could use it on my smart phone. I am also a master's student, so I have the neo email account which I never use. I use my @tamu account which has all of my work emails. On my phone, my gmail account works well, and so does google calendar. I wish there were a workshop I could go to where someone would sync my phone with my work emails and work calendar. I wish the neo account would go away. I don't need it, and I don't like to use it. [#908401]

Email and elearning [#908402]

The coverage of wireless. There is no signal when I am on the bus to west campus. [#908404]

email and elearning [#908409]

The howdy portal. [#908410]

email howdy elearning mediamatrix [#908415]

The bus route schedule and e-learning [#908421]

I think transportation services should have the highest priority [#908423]

wireless access and vpn access for android phones [#908425]

I believe that there should be wireless access everywhere on campus, without excluding certain dorms. [#908426]

A Howdy app aside from the standard A&M app which has a full functionality of howdy. Security app exclusive to A&M to call in times of emergency situations. [#908427]

Elearning and Howdy (especially online registration) [#908430]

Howdy and Email services should be able to be better integrated with mobile devices. By email services, I mean that you shouldn't have to delete an email on your mobile device and on the email.tamu.edu page. It would also be nice if the mobile device could view the personal folders that are created and stored on the email.tamu.edu/zimbra servers. [#908431]

Wireless access, howdy portal, tamu email, elearning [#908432]

Mobile apps and mobile websites [#908433]

TAMUmobile [#908434]

Better wi-fi reception in classrooms and lecture halls (Harrington Education Center) [#908435]

Howdy and email. [#908437]

Streamlining the university webpage throughout all departments and services. (i.e. transportation, chemistry, etc.) [#908439]

Transportation services should have high priority, and also events during Gig em' week. [#908442]

Outside building wifi all through campus. Now only near the building will have wifi. [#908450]

Highest priority would be quick service and broad service. [#908464]

blocker, evans, the chem building, sbisa, rudder [#908466]

elearning, reserving study rooms at the libraries, howdy [#908469]

HOWDY financial aid transportation services (bus routes/cancellations) [#908471]

Library registrar sports [#908473]

The highest priority should go to email access and e-reserves to be able to access actual coursework from anywhere. [#908475]

Email [#908478]

bus schedules, code maroon, [#908479]

I personally like to have access to the course materials, such as handouts, lectures, homework, updates, etc, on my cell phone or tablet, for example through iTunes U or a similar application. In my humble opinion, this can improve the quality of learning as well as the prestige of our university. [#908480]

Email, tamu email alerts, and the ability to navigate to the campus map! [#908483]

N/A [#908485]

Easier to connect at all places on campus. I never get wifi at the Trigon bus stop [#908487]

AggieMaps, Transport, class schedule lookup, class registration. [#908490]

Fast wireless communication. The university's bandwidth needs to expand. Badly. There are times that it is super slow because of the number of people using it. Especially in the libraries. [#908493]

The wireless connection is very important to have a faster mobile connection. [#908494]

eLearning and Howdy [#908495]

howdy.tamu.edu. Everyone seems to connect through there. A mobile version is needed if there isn't already one. [#908497]

My phone is too old and slow to use the internet. [#908505]

tamu email [#908506]

I think the campus internet and services are pretty good. I never seem to have any problems connecting my mobile device or in the labs. [#908511]

Library, email, vista [#908515]

Email, Financial Aid Portal and E-Learning [#908516]

Code Maroon, I receive tornado warnings after the fact and getting service [#908517]

howdy portal elearning and email [#908518]

Transportation Services Library Book a Room Service Get it For me Service [#908525]

There should be an alert system that texts students if there is a danger on campus or if campus will be closed. Also, provide the full site for HOWDY (currently limited) for mobile devices. [#908526]

Better and more up-to-date professors and learning environment. As mentioned this place feels like it is stuck in the 80's. This could be connected by more innovative technologies that related to mobile devices and links the classroom. NOT MORE WORK....More effective work. If mobile devices were integrated effectively into the learning experience I feel as though the grades would be higher and people could understand better. Let's be honest...the only classroom interaction is a "Clicker". If mobile devices were part of the classroom and question were being answered during class in a more effective way, then there could be a software program on the other end for the professor to understand who is having trouble and offer help. This would increase the student professor interaction process and improve grades. I have many ideas for this. [#908529]

I am using an Android mobile phone and the TAMU apps are not useful at all. I can't check practical stuff like working hours of rec center, my library get it for me item status and etc. The mobile app should be updated. [#908530]

I believe the issue of highest priority is to increase the wifi connection reliability across all areas of campus. [#908532]

I wish that "my class schedule on howdy portal" can be exported to google calender. [#908542]

Howdy.tamu.edu. easier searching. partner with google or apple i hear apple is doing great things with schools and textbooks making it easier to use technology in class. idk this zimbra is slow. [#908543]

Here is my list of priorities as I see it for this question: 1) the services provided on the howdy.tamu.edu 2) campus events, updates, and warnings (festivals, food specials, and Code-Maroon service) 3) public transportation and parking hotlines/updates/notices (like for games, graduation, normal functions) [#908552]

Ease of access and use. [#908557]

Howdy and eLearning. [#908559]

E-mail, Campus parking maps/ building locator [#908565]

Make an e-learning app so we can use e-learning easier [#908571]

A fast reliable network across the campus with several of the main locations having the increased capacity to handle the volume of information being requested by the students or faculty. [#908573]

Wireless [#910682]

Elearning, Howdy, Library: booking study rooms [#910685]

I believe that the university should put a higher priority on the phone applications such as the bus transit system. The current Iphone App for TAMU mobile is good but could use some improvement. I also think it would be nice if there was a way to integrate the TAMU calendar into this application so that I could view current university events. It would be very simple to add this as another tab in the list and have it show the current events for a day that you select. [#910686]

There are many buildings on campus where internet use on a mobile device can be very slow and frustrating (Harrington!). Dining services and campus libraries do pretty well in having fast internet service most of the time and I hope they make it a priority to stay that way. [#910687]

Howdy in an app form and updates to the current A&M app. [#910690]

Transportation Services. In particular the Campus Parking Lots Map (I use it to find out where I can park on nights and weekends). [#910693]

I would like to have easy access to Howdy, the transit services, and eLearning on my phone. [#910704]

howdy [#910706]

email, elearning, howdy (registration, my record, etc.) [#910707]

Everything as one app. Howdy, elearning, and email [#910717]

no idea just fix the wifi [#910721]

Elearning [#910722]

Reserve a study room and make an appointment with an adviser [#910731]

Howdy, Elearning [#910735]

Email. Tracking Bus Locations [#910736]

Any and all services offered through the Howdy website. If it is accessible through Howdy, it should be completely accessible from a mobile device. [#910738]

Elearning does not function on my Android phone. I am unable to scroll through uploaded forms/PowerPoints when they appear in the elearning window. [#910740]

Howdy mobile needs more of the options that the full site has. [#910744]

- elearning - bus schedule - Rec schedule - Parking/transportation in general [#910746]

Wireless internet, workshops or trainings about new technology. [#910747]

Library. [#910761]

Websites like eLearning and teacher resources [#910787]

howdy, email, elearning [#910884]

howdy, elearning [#910917]

school e-mail on phone eLearning and WebAssign in older buildings like Zachary and Heldenfelds Mac compatible Engineering Programs Engineering Program versions consistant around campus (i.e. My engineering lab in the CVLB only has LabView 2007, the icons used in the textbook are from 2007, the SEC and other places only have 2011 and these programs won't open in my CVLB lab. Same problem with Inventor Design software--I can't open, or furthermore, edit my designs made in the SEC when I'm in class or other labs in the CVLB.) [#910954]

e-learning [#910955]

Online homework sites and media stemming like media matrix [#910959]

Howdy portal/eLearning [#910990]

Emergency information and any communication between professors and students. [#911014]

Well, high speed internet is enough. [#911029]

Email, Library, Howdy [#911036]

My neo account and elearing. [#911045]

Elearning. [#911046]

Putting updated course schedules on the iphone app so they will be easily accessible. [#911051]

It would be nice if we could rent alab top for a whole day. Also many teachers don't let students use to recordes to record lectures which for me is very helpful studying tool. Encouraging teachers to let us record all lectures would be nice. [#911052]

I do not think my cell phone gets signal quite well when I am in the school area [#911066]

elearning, Howdy and email [#911083]

Access to documents from professors [#911088]

Howdy portal, email, elearning, transport services [#911091]

University Email (highest)--Elearning (second)--Howdy in general (third) [#911101]

The basic access to a professors website or other mediums such as webassign or elearning. And I believe that the access I can currently get is more than adequate. [#911103]

elearning and howdy [#914604]

mobile devices are now the most convenient and often used devices around the campus. Support their communication is the basic thing. [#914605]

new cell tower, there is too much data cycling through everyone's smart phones so the current cell tower situation has become obsolete due to the vast number of smart phones on campus [#914613]

Howdy [#914615]

A "elearning/howdy" app would be wonderful! [#914624]

ALL classrooms; registration [#914632]

Making the internet go faster. [#914636]

It would be nice to have Wi-fi throughout campus. [#914638]

Elearning needs to be easily accessible and usable from a droid based or apple mobile device. [#914642]

Elearning could be upgraded to the version that is compatible with the blackboard app. [#915386]

email [#915390]

Blackboard system, a quick way to check grades with one click would be nice. [#915394]

Would it be possible to have an elearning app that would make checking grades easier? [#915395]

email, howdy portal, maps [#915398]

Full coverage across campus and fast wi-fi. [#915399]

Warning for students and faculty. [#915400]

Security [#915401]

elearning/moodle [#915418]

access to information/ updates about transportation [#915428]

elearning [#915434]

Course catalog research, email, online bill pay, paying tickets [#915435]

Improved wifi [#915437]

Provide strong wifi access across campus. [#917352]

elearning is abysmal. Aside from the aforementioned issue with downloads, the page is not optimized for small screens and thus requires lots of zooming to use. [#918294]

E-mail. Howdy- Schedule viewer, syllabus information, unofficial transcript. ELEARNING! Please do elearning! [#918578]

This is a trick question so how about not enhancing lavish things and start dropping tuition? [#918739]

eLearning [#918919]

Well being able to actually connect to the wireless on my Android phone would greatly help, as I often need to check my emails, grades, student account balance, assignment deadlines, and professors' office hours on the go. This connection problem should have the highest priority in my opinion. [#925331]

Wireless internet that is easy to access. [#925385]

I think that email and the Howdy portal are the most important, but having a mobile TAMU library would be really cool. [#925461]

The wireless coverage should have the highest priority for enhancement. [#925463]

Checking grades, checking holds, and bus route information [#930384]

Easy access to payment/billing history, account balance, dining dollars, etc. Quick access to address books with contact information. [#930419]

Texas A&M should make an APP for the bus route services including their times and routes. That way it will be a click away and easily accessible so students don't have to sign into Howdy to look up bus routes and times or search A&M bus schedule on their phones. [#930425]

Tamulink wifi better connectivity. Alerts about campus events. Information on how to access tamu email on mobile devices. Had to go to Teigh building to get it done [#930458]

Configuring some sort of app for cell phones so that we could have the option of using our phones rather than clickers in classes that require them would be a phenomenally convenient way to conserve resources and save money. [#932271]

internet available at all places on campus, including dorms [#932286]

To make them accessible to email [#932303]

howdy/registration/campus email could all be made easy with an app [#932333]

The Library [#932372]

there could be a better way to get the bus route information from TAMU transport on the TAMU App [#932419]

elearning [#932476]

I do not use mobile devices for internet browsing. [#932511]

Howdy, Libraries, Financial Aid [#932513]

Higher speeds on campus wifi and ability to interact in the classroom through real time applications. [#932549]

Transport mobile: Bus routes can be slow to load on 3G devices, and a mobile parking site/app that could tell you which lots you could park in by inputting a permit type would be very helpful. [#932563]

eLearning, information sites (registrar, dining, and transit in particular) [#932569]

Universities' website (e.g.Howdy website) email, Reliable and fast Wireless access. [#932573]

Email and course syllabus information. [#932582]

n/a [#932583]
