TEXAS A&M UNIVERSITY
Technology Services

2025 Annual Technology Services Satisfaction Survey Report

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Background

Texas A&M University Technology Services conducted a campus-wide satisfaction survey from October 15 - 29, 2025. Technology Services sent the survey to 17,900 campus members (excluding Technology Services employees). To encourage student participation, Technology Service enrolled all student participants in a drawing for an iPad, with invitations and reminders sent via the Maestro email system.

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

Population	Sample Size	Responses	Completions	Response Rate	Completion Rate
Students	8,500	622	590	7.31%	95%
Faculty	4,200	282	259	6.71%	92%
Staff	5,200	450	401	8.65%	89%
Total	**17,900**	**1,354**	**1,250**	**7.56%**	**92%**

Compared to 2024, Technology Services increased the student population by 113%, faculty by 20%, and staff by 49%; generating an increase in responses of 131%, 24%, and 62%, respectively. The overall response rate and completion rate each dropped one percentage point.

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

Questions

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

37%

63%

■ **Undergraduate** □ **Graduate**

39%

61%

■ **Staff** □ **Faculty**
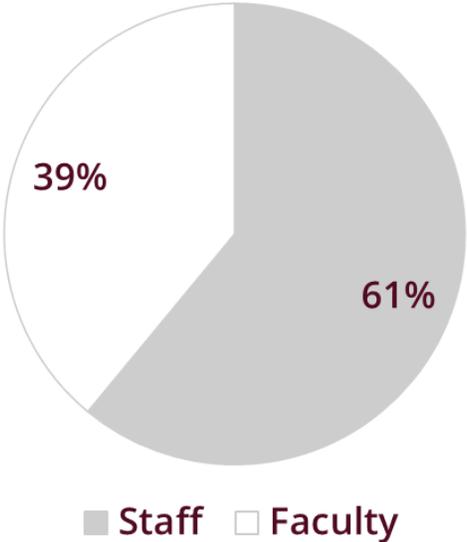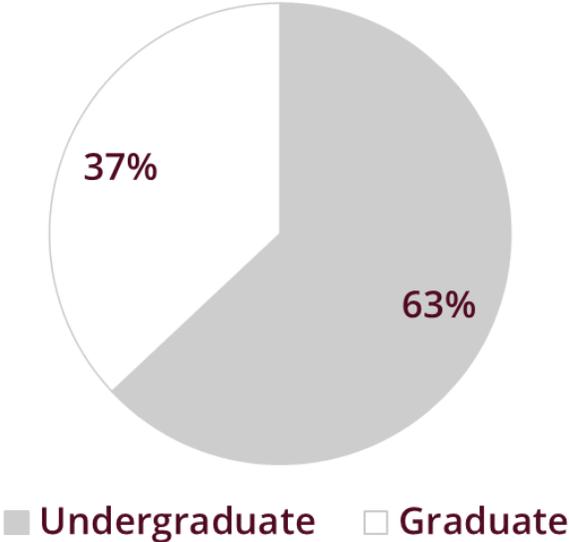
What is the primary college you are a part of (students)?

College	Percentage
Bush School of Government and Public Service	~4%
College of Agriculture and Life Sciences	~10%
College of Architecture	~4%
College of Arts and Sciences	~18%
College of Education and Human Development	~5%
College of Engineering	~31%
College of Performance, Visualization and Fine Arts	~2%
College of Veterinary Medicine and Biomedical Sciences	~4%
General Studies	<1%
Health - College of Dentistry	<1%
Health - College of Medicine	~2%
Health - College of Nursing	<1%
Health - Rangel College of Pharmacy	<1%
Health - School of Public Health	~2%
Mays Business School	~10%
Other	~1%
School of Law	~3%

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

College/Unit	Percentage
Athletics	~1%
Bush School of Government and Public Service	~3%
College of Agriculture and Life Sciences	~5%
College of Architecture	~2%
College of Arts and Sciences	~14%
College of Education and Human Development	~5%
College of Engineering	~11%
College of Performance, Visualization and Fine Arts	~2%
College of Veterinary Medicine and Biomedical Sciences	~5%
Corps of Cadets	~1%
Division of Finance and Business Services	~4%
Division of Human Resources & Organizational Effectiveness	~2%
Division of Marketing & Communications	~1%
Division of Research	~6%
Division of Student Affairs	~5%
Employee Health and Safety	<1%
Facilities and Energy Services	~3%
Health	~15%
Mays Business School	~4%
Office of the Provost	~4%
Other	~8%
Transportation Services	~2%
University Libraries	~4%
University Police Department	~1%

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

Employees		Students
96%	**Yes**	84%
4%	**No**	16%
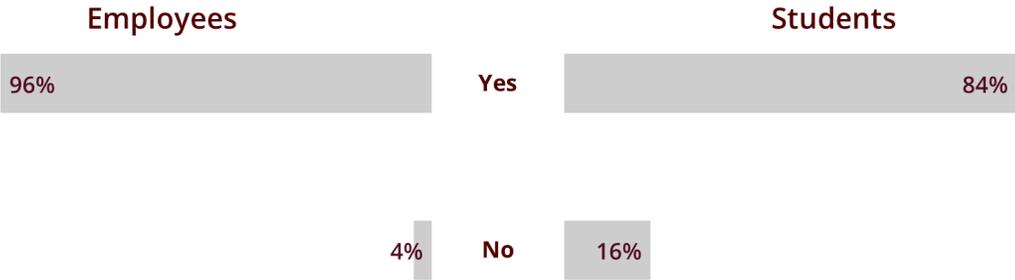
Changes from 2024	Employees	Students
Yes	+1%	+5%
No	-1%	-5%

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

Make a phone call — Students 3.33, Employees 3.15
Fill out an online form — Students 2.70, Employees 2.60
Send an email — Students 3.23, Employees 3.77
Find the information online and resolve yourself — Students 3.85, Employees 3.05
Use a chat — Students 3.24, Employees 2.92

■ Students □ Employees
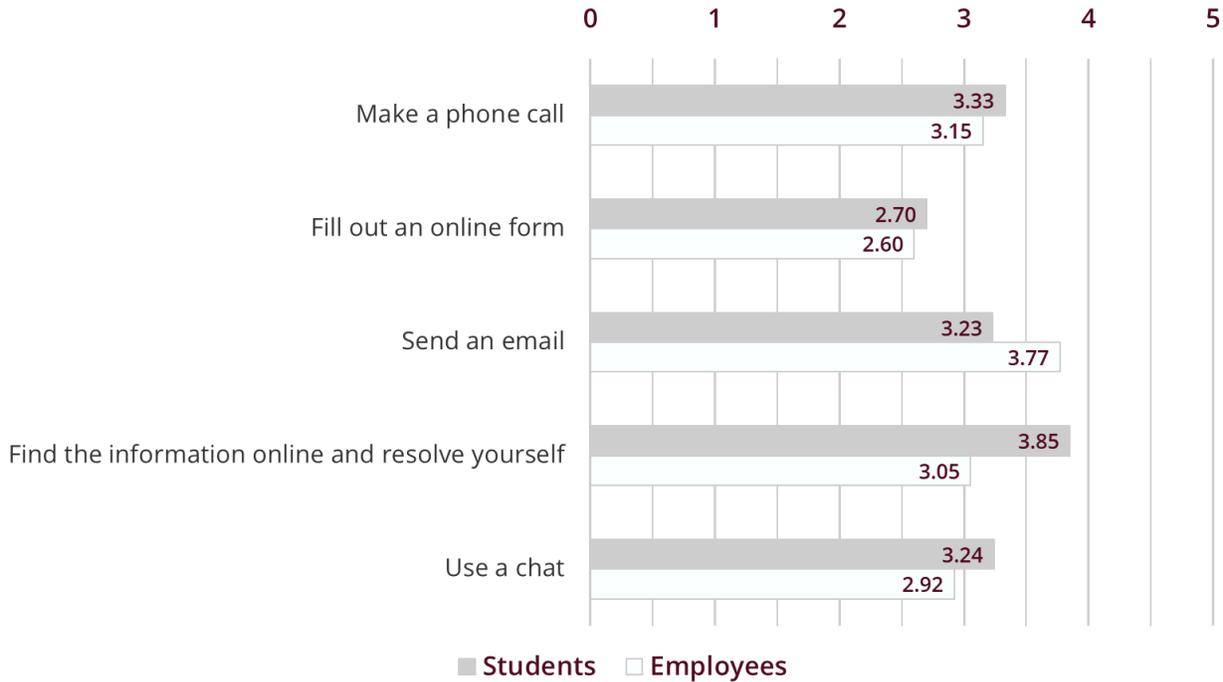
Changes from 2024	Employees	Students
Make a phone call	-0.10	+0.23
Fill out an online form	+0.19	+0.13
Send an email	No change	-0.47
Find the information online and resolve yourself	+0.12	+0.22
Use a chat	+0.01	-0.10

Have you heard of Help Desk Central?

Employees		Students
92%	Yes	80%
8%	No	20%
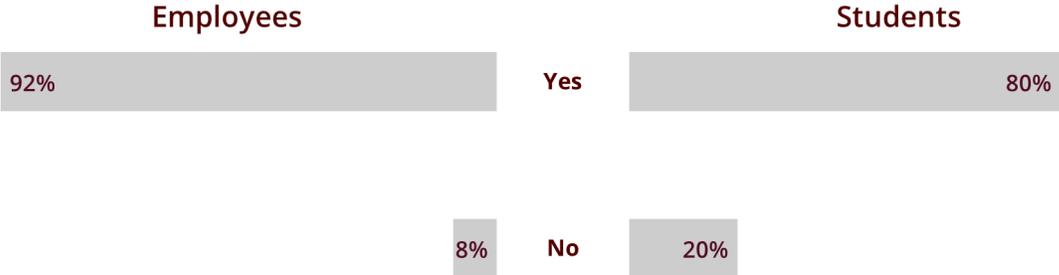
Changes from 2024	Employees	Students
Yes	+2%	+1%
No	-2%	-1%

Have you used Help Desk Central to get IT support?

Employees		Students
82%	Yes	54%
18%	No	46%
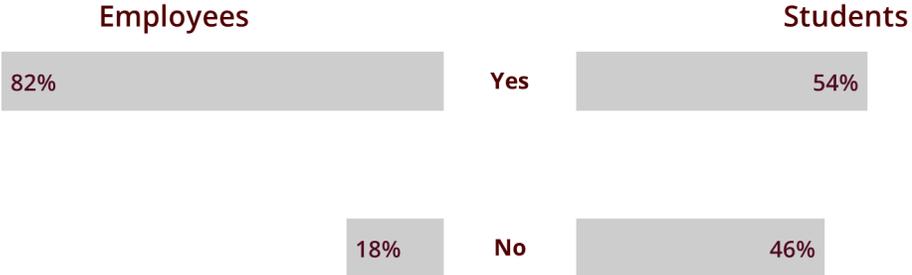
Changes from 2024	Employees	Students
Yes	-2%	-1%
No	+2%	+1%

How satisfied are you with the quality of Help Desk Central support you have received? (Percentage of respondents who answered "satisfied" or "very satisfied")

	Employees	Students
	90%	96%

Changes from 2024	Employees	Students
Satisfaction	+1%	-1%

The summary below highlights key themes from the open-ended comments associated with the question above.

Feedback from satisfied or very satisfied employees:
- Helpful and polite
- Effective issue resolution

Feedback from dissatisfied or very dissatisfied employees:
- Ineffective help
    - Unable to resolve issues
    - Student works lack expertise and knowledge
- Ticket routing issues

Feedback from satisfied or very satisfied students:
- Helpful and polite
- Effective issue resolution

Feedback from dissatisfied or very dissatisfied students:
- Ineffective help

How satisfied are you with the response time of Help Desk Central?
(Percentage of respondents who answered "satisfied" or "very satisfied")

Employees   Students
91%   97%

Changes from 2024	Employees	Students
Satisfaction	+3%	+1%

Feedback from satisfied or very satisfied employees:
- Quick response time
- Timely follow-up

Feedback from dissatisfied or very dissatisfied employees:
- Slow response time
- Long hold and wait times
- Lack of urgency

Feedback from satisfied or very satisfied students:
- Quick response time
- Timely follow-up

Feedback from dissatisfied or very dissatisfied students:
- Long response time

Are you aware your department (employees) or college (students) has a dedicated IT support team?

	Employees		Students
	95%	Yes	84%
	5%	No	16%
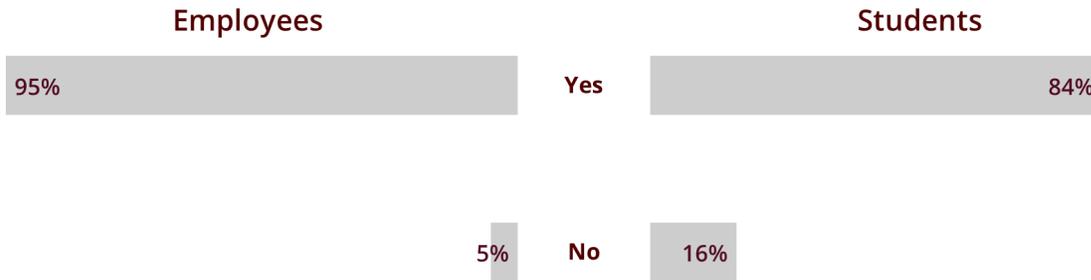
Changes from 2024	Employees	Students
Yes	+5%	+1%
No	-5%	-1%

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

	Employees		Students
	97%	Yes	42%
	3%	No	58%
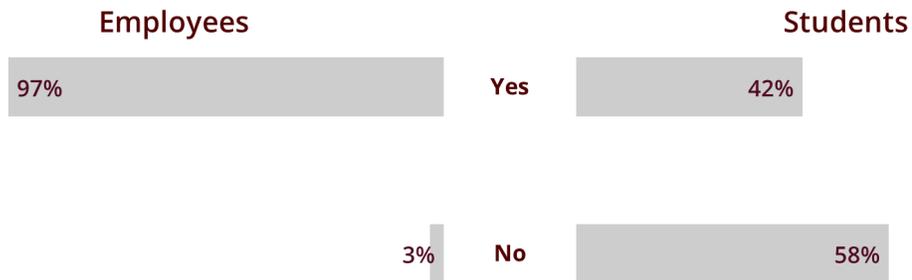
Changes from 2024	Employees	Students
Yes	No change	-1%
No	No change	+1%

How satisfied are you with the quality of your department (employees) or college (students) IT support team? (Percentage of respondents who answered "satisfied" or "very satisfied")

Employees   Students
93%   95%

Changes from 2024	Employees	Students
Satisfaction	+3%	-5%

Feedback from satisfied or very satisfied employees:
- Helpful and polite
- Knowledgeable
- Personalized support
  - Appreciation for on-site presence

Feedback from dissatisfied or very dissatisfied employees:
- Lack of knowledge and expertise
- Poor customer service
- Dissatisfaction with quality after centralization of IT

Feedback from satisfied or very satisfied students:
- Helpful and polite
- Knowledgeable and effective

Feedback from dissatisfied or very dissatisfied students:
- General dissatisfaction

How satisfied are you with the response time of your department (employees) or college (students) IT support team? (Percentage of respondents who answered "satisfied" or "very satisfied")

Employees	Students
93%	97%

Changes from 2024	Employees	Students
Satisfaction	+3%	-1%

Feedback from satisfied or very satisfied employees:
- Quick response time

Feedback from dissatisfied or very dissatisfied employees:
- Slow response time
  - Initial response is timely, but actual resolution is slow or ineffective

Feedback from satisfied or very satisfied students:
- Quick response time

Feedback from dissatisfied or very dissatisfied students:
- Slow response time
- Lack of follow-up

Overall, how satisfied are you with the technology offerings provided by Texas A&M (software, applications, hardware, etc.)? (Percentage of respondents who answered "satisfied" or "very satisfied")

Employees	Students
89%	96%

Changes from 2024	Employees	Students
Satisfaction	-1%	-2%

Feedback from satisfied or very satisfied employees:
- Sufficient tools and access
- Reliable performance

Feedback from dissatisfied or very dissatisfied employees:
- Disruptive changes
  - Complaints about frequent, unannounced changes causing disruptions, especially mid-semester
- Loss of lack of specific software (Adobe, NVivo, qualitative software, ChemDraw)
- Hardware issues
  - Old, failing, or poor quality hardware
- Storage limitations

Feedback from satisfied or very satisfied students:
- Access to free and useful software
- Reliable and convenient
- Appreciation for the variety of offerings

Feedback from dissatisfied or very dissatisfied students:
- Lack of specific software (Adobe, GraphPad Prism, ChemDraw)
- Issues with usability of Howdy and Duo authentication
- Wi-Fi connectivity and speed

Do these technology offerings meet your needs?

Employees	Students
87%	92%

Changes from 2024	Employees	Students
Meet needs	No change	-4%

Feedback from satisfied employees:
- Meets all or most needs

Feedback from dissatisfied employees:
- Lack of specific software and tools (Adobe, NVivo)
- Storage limitations
- Hardware issues
    - Outdated, incompatible, or unreliable hardware
- Policy changes and cost shifts

Feedback from satisfied students:
- Meets all or most needs

Feedback from dissatisfied students:
- Lack of specific software (Adobe, GraphPad Prism, Canva Pro)
- Wi-Fi connectivity and speed
- Additional support
    - Calls for more printers, makerspaces, and IT stations (faxing, charge stations, support and repair)

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

Employees		Students
64%	**Yes**	55%
36%	**No**	45%
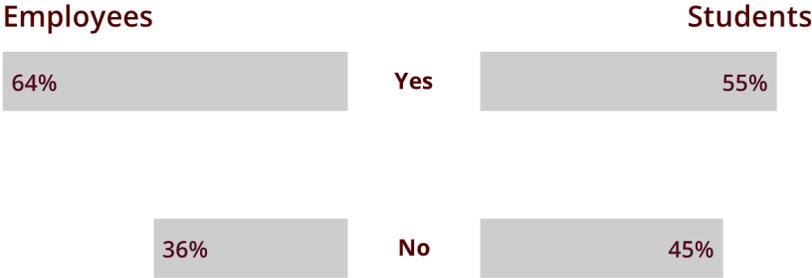
Changes from 2024	Employees	Students
Yes	+4%	+15%
No	-4%	-15%

How satisfied are you with the university's Wi-Fi network? (Percentage of respondents who answered "satisfied" or "very satisfied")

Employees	Students
89%	84%

Changes from 2024	Employees	Students
Satisfaction	+5%	+2%

Feedback from satisfied or very satisfied employees:
- Reliable performance
- Fast speeds
- Improved coverage
  - Comments on upgrades leading to better service

Feedback from dissatisfied or very dissatisfied employees:
- Spotty coverage
  - Complaints about weak signals in certain areas or buildings
- Connection issues
  - Issues with dropping connections, intermittent service, and login difficulties
- Slow speeds
  - Slow performance, especially during peak times

Feedback from satisfied or very satisfied students:
- Reliable performance
- Fast speeds
- Improved coverage
  - Comments on enhancements in service

Feedback from dissatisfied or very dissatisfied students:
- Spotty coverage and dead zones
  - Complaints about weak signals in buildings or outside areas
- Frequent disconnects
  - Issues with dropping connections
- Connection and login issues
  - Difficulties with logging in or maintaining connection
- Slow speeds
  - Frustrations with reduced performance during high usage

How satisfied are you with the university's email services (Gmail, Exchange)?
(Percentage of respondents who answered "satisfied" or "very satisfied")

Employees	Students
94%	98%

Changes from 2024	Employees	Students
Satisfaction	+1%	-1%

Feedback from satisfied or very satisfied employees:
- Reliable performance
- Easy to use

Feedback from dissatisfied or very dissatisfied employees:
- Incompatibility
  - Frustrations with Gmail and Outlook not integrating well
- Technical issues
  - Complaints about crashes, delays, outages, or errors
- Dislike for Outlook

Feedback from satisfied or very satisfied students:
- Easy to use
- Reliable performance
- Positive notes on effective spam filtering and security

Feedback from dissatisfied or very dissatisfied students:
- Frustrations with legitimate emails being blocked
- Preference for Outlook

How satisfied are you with the university's learning management systems (Canvas)? (Percentage of respondents who answered "satisfied" or "very satisfied")

| Employees | Students |
| 86% | 96% |

Changes from 2024	Employees	Students
Satisfaction	+5%	+1%

Feedback from satisfied or very satisfied employees:
- Reliable performance
- Praise for superiority over systems like eCampus and Blackboard
- Appreciation for support and help resources

Feedback from dissatisfied or very dissatisfied employees:
- Non-user-friendly UI
- Gradebook and quiz issues
  - Issues with dropping connections, intermittent service, and login difficulties
- Lack of features
  - Missing options, storage caps, or restricted capabilities
- Poor support
  - Issues with timely or effective assistance

Feedback from satisfied or very satisfied students:
- Easy to use
- Platform is organized well
- Reliable performance

Feedback from dissatisfied or very dissatisfied students:
- Slow loading and glitches
- Frustrations with varying setups across classes

How satisfied are you with the university's virtual meeting services (Teams, Zoom)? (Percentage of respondents who answered "satisfied" or "very satisfied")

Employees	Students
96%	96%

Changes from 2024	Employees	Students
Satisfaction	+5%	+2%

Feedback from satisfied or very satisfied employees:
- Reliable performance
- Praise for Zoom
- Praise for extended meeting durations and transcription tools

Feedback from dissatisfied or very dissatisfied employees:
- Dislike for Teams
- Technical issues
    - Complaints about unreliability, crashes, or audio issues
    - Frustrations with managing both Zoom and Teams

Feedback from satisfied or very satisfied students:
- Reliable performance
- Easy to use
- No time limits for Zoom

Feedback from dissatisfied or very dissatisfied students:
- Difficulties with various features (Teams)
- Time limits with Teams

How satisfied are you with the university's Google services (Google Drive, Calendar, etc.)? (Percentage of respondents who answered "satisfied" or "very satisfied")

	Employees	Students
	93%	98%

Changes from 2024	Employees	Students
Satisfaction	+10%	+2%

Feedback from satisfied or very satisfied employees:
- Reliable performance
- Easy to use
- Collaboration features helpful for daily use

Feedback from dissatisfied or very dissatisfied employees:
- Insufficient storage space (Google Drive)
- Compatibility issues when using Google and Microsoft together
- General dislike

Feedback from satisfied or very satisfied students:
- Easy to use
- Reliable performance
- Useful for organizing, teamwork, or sharing information

Feedback from dissatisfied or very dissatisfied students:
- Limited storage space (Google Drive)
- Lack of integration with other platforms/tools

How satisfied are you with the university's Microsoft 365 services (OneDrive, Teams, etc.)? (Percentage of respondents who answered "satisfied" or "very satisfied")

Employees	Students
85%	95%

Changes from 2024	Employees	Students
Satisfaction	-2%	+5%

Feedback from satisfied or very satisfied employees:
- Reliable performance
- Easy to use
- Appreciation for collaboration features
- Preference over Google

Feedback from dissatisfied or very dissatisfied employees:
- Insufficient storage space (OneDrive)
- Clunky, confusing, or non-intuitive design (OneDrive and SharePoint)
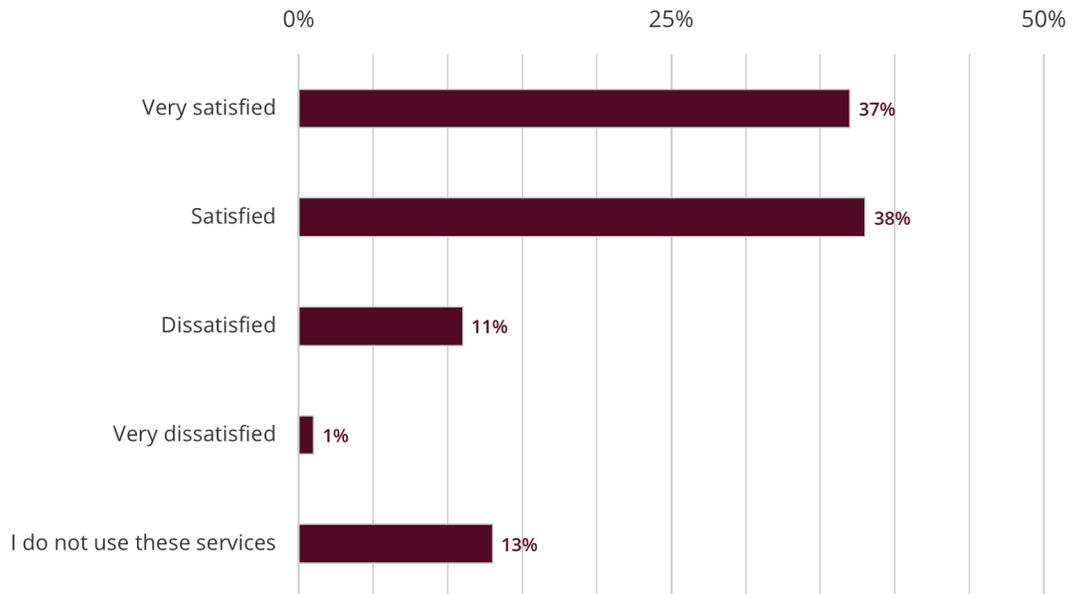- General dislike

Feedback from satisfied or very satisfied students:
- Helpful for academic tasks
- Easy to use
- Reliable performance
- Free access

Feedback from dissatisfied or very dissatisfied students:
- General dislike
- Technical issues

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

Changes from 2024	Students
Very satisfied	+4%
Satisfied	-7%
Dissatisfied	+5%
Very dissatisfied	-1%
I do not use these services	-1%

Feedback from satisfied or very satisfied students:
- Availability and access
- Reliable performance
- Easy to use
- Affordable printing

Feedback from dissatisfied or very dissatisfied students:
- Unreliable performance
- Insufficient printers
- Lack of color or specialized printers
- Long lines during peak periods

If we were to add more printers across campus, where would you like to see them added (students)?

Hub areas:
- MSC and Evans Library
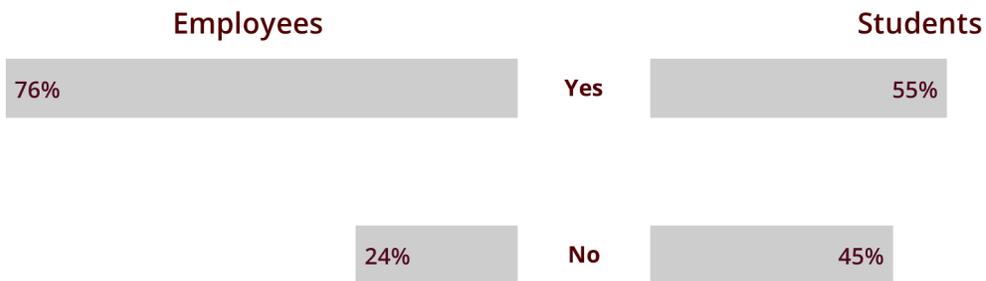- Increase number of printers, including color printers

West campus:
- WRB, Wehner, PEAP
- Increase number of printers, including color printers

STEM buildings:
- ZACH, ETB, HELD/HECC

Are you aware of the AI tools the university offers (Copilot, Gemini, NotebookLM)?*

Employees		Students
76%	**Yes**	55%
24%	**No**	45%

New question

How satisfied are you with the availability of IT-related information (IT websites, service catalog, support documents, outage/maintenance information, etc.)? (Percentage of respondents who answered "satisfied" or "very satisfied")

Employees	Students
90%	95%

Changes from 2024	Employees	Students
Satisfaction	+2%	-4%

Feedback from satisfied or very satisfied employees:
- Satisfaction with current communications
- Effective and timely emails and status updates

Feedback from dissatisfied or very dissatisfied employees:
- Overwhelming or lengthy emails

Feedback from satisfied or very satisfied students:
- Satisfaction with current communications
- Effective and timely emails and status updates
- Straightforward websites and resources

Feedback from dissatisfied or very dissatisfied students:
- Lack of awareness about services
- Disorganized resources
- Frustrations with maintenance schedules

Feedback

TAMU AI Chat summarized all feedback below.

How can we improve our communications? (Open-ended question asked to all respondents)

Employees:
- Desire for additional communication channels
- Complaints about too many emails, lengthy updates, or redundant messaging
- Poor communication on policies, costs, and changes–often implying a lack of customer input or advance notice

Students:
- Better promotion of services and resources
- Desire for additional communication channels (text or social media)
- Complaints about too many or irrelevant emails

What is the one thing we could do to improve your experience with IT services? (Open-ended question asked to all respondents)

Employees:
- Slow and unreliable Wi-Fi
- Unhelpful support
  - Improve customer service and competence
  - Issues with slow responses, long wait times, or delays in resolving problems
- Hardware issues
  - Problems with classroom technology
  - Frustrations with frequent and inconvenient timing of updates or changes
- Organizational structure
  - Suggestions to decentralize Technology Services or unify systems to reduce division and confusion
  - Enhanced research support and less centralized regulation
- Software and tools
  - Concerns about maintaining or improving access to software (Adobe, Zoom, Qualtrics, and storage platforms)
  - Proposals for an AI support chatbot
- Training and resources
  - Requests for more training and support resources, especially for AI tools

Students:
- Improve Wi-Fi stability and coverage

- More help desk locations and weekend support
- Frustrations with HDC wait times or slow responses
- Better inform students about services

Which technology services or resources, that are not currently available, would you like Texas A&M to provide? (Open-ended question asked to all respondents)

Employees:
- Software
  - Requests for specific software licenses (Adobe Creative Cloud, AI tools, and qualitative data tools) and enterprise access or approval
- AI and resources
  - Requests for AI tools, subscriptions to advanced models, or educational training and resources
- Infrastructure and resources
  - Calls for more storage, cloud services, and computing power
- Training and development
  - More hands-on, in-person, or specialized training on new or complex software

Students:
- Software subscriptions
  - Requests for premium access to apps like Canva, wellness apps, or educational platforms
- AI and advanced computing
  - Calls for more AI resources, cloud computing, or GPUs
- Hardware and repair services
  - Suggestions for device repair and support locations
- Improved printing options

Overall, what is Texas A&M doing particularly well when it comes to IT services for employees/students? (Open-ended question asked to all respondents)

Employees:
- IT staff excellence
  - Many comments about IT staff being helpful and friendly
  - High praise for embedded, college-, or department-specific IT teams
  - Commendations for quick and efficient responses to issues or tickets
- Resource availability

- ○ Positive notes on access to enterprise software, AI tools, and reliable systems like Google, Microsoft, and Adobe
- Clear communications
  - ○ Appreciation for clear emails, updates and proactive information about changes/outages

Students:
- Responsiveness and helpfulness of IT staff
- Availability and access of services and resources
- Timely communications