

# 2013 NEW STUDENT SURVEY



Fall 2013

Troy University Office of Institutional  
Research, Planning, and Effectiveness

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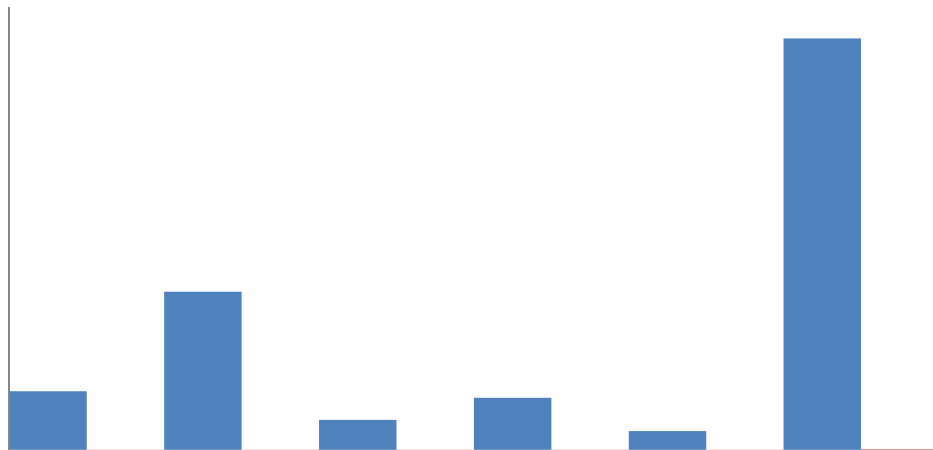
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# Troy University Fall 2013 New Student Survey Report

## Executive Summary

As an annual institutional effectiveness effort, the Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the New Student Survey in fall 2013. This was the ninth consecutive year that this survey has been conducted. The purpose of the survey was to identify the satisfaction of the fall 2013 new students with their experiences at Troy University and to determine how well the University served their needs as new students.

The New Student Survey was administered through an online survey program. The target population was the new students who enrolled at the University for the first time during the fall semester in 2013. On



Of all the respondents, 78% were undergraduate students (51% first-time freshmen, 26% transfer students, and 1% transient students) and 16% were graduate students (11% new graduate students, 3.5% transfer, and 1.5% transient). The remaining students selected "other." Overall, 31% were Arts & Sciences students, 25% were Health and Human Services students, 19% were College of Education students, 17% were business majors, and 9% were Communication and Fine Arts students.

College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 61% selected Troy University as first choice when applying for college admission and 25% had Troy University as their second choice. The most common reasons why new students selected Troy University were Location (56%), Affordability (50%), and Academic Reputation (40%). Other common reasons included Size of Campus (39%) and Academic Programs (37%). Additionally, approximately 60% of the respondents had visited one of the Troy campuses before they enrolled at Troy University.

| Please select the reasons why you have chosen to attend Troy University. | Count | %     |
|--|-------|-------|
| Location   | 377   | 56.4% |
| Affordability  | 333   | 49.9% |
| Academic reputation  | 266   | 39.8% |
| Size of campus   | 258   | 38.6% |
| Academic programs  | 244   | 36.5% |
| Flexibility of schedule  | 234   | 35.0% |
| Availability of financial aid  | 207   | 31.0% |
| Friends' recommendation  | 156   | 23.4% |
| Admission standards  | 132   | 19.8% |
| Graduates get good jobs  | 129   | 19.3% |
| Social atmosphere  | 121   | 18.1% |
| Diversity of student body  | 116   | 17.4% |
| Parents' recommendation  | 113   | 16.9% |
| Alumni recommendation  | 107   | 16.0% |
| Reputation for social activities   | 70    | 10.5% |
| Other (please specify)   | 61    | 9.1%  |
| Athletics  | 51    | 7.6%  |
| Performing arts (band, collegiate singers, drama, etc.)                  | 47    | 7.0%  |
| Recommendation of high school counselor                                  | 40    | 6.0%  |
| Rankings in national magazines   | 27    | 4.0%  |
| Recommendation of college counselor                                      | 20    | 3.0%  |

Student Satisfaction - Strengths:

As indicated in Appendix 1, overall, new students were satisfied with their experiences at Troy University. The majority of the students (86.7%) agreed or strongly agreed that they were “receiving a quality education at Troy University.” Leading the top position by ranked level of agreement was 87.6% of the students feel that “TROY personnel are knowledgeable and helpful”. The top five items ranked by agreement level also included “The semester/term format accommodates my learning” (86.5%), “Faculty care about students as individuals” (86%) and 85.2% indicated that they would recommend Troy University to a friend.

The top three items were remained the same as from the prior year but the order shifted in rank with “TROY personnel are knowledgeable and helpful” moving up in rank from number three in 2012 to number one in 2013. Returning to the top five and coming fourth in rank was “faculty care about students as individuals”, this statement was ranked number eight in 2012 and significant improvements were seen in 2013.

#### Student Satisfaction – Weaknesses:

Based on the student agreement levels, the survey identified some areas of weakness. The five items that had the largest percentage marked disagree or strongly disagree in descending order are: students getting the “run around” when seeking information, campus housing meeting expectations when needed, class information provided prior to enrollment, student recreational opportunities and facilities, and classes offered at convenient times. In particular, 19.8% of the respondents disagreed that “Students seldom get the ‘run around’ when seeking information” (19% were neutral; and 61% agreed). Although these items show an overall need, there are notable differences between campus locations and colleges. Special attention should be directed to these items and plans to improve should be developed and implemented. (See reports in Appendices 1 – 12.)

#### Comparison:

This report includes comparisons among campuses and colleges based on rankings (See Appendices 17-18). The total list of 29 items was rank ordered according to agreement level. The total percentage of students who “Agree” with an item was calculated by adding the number of “Agree” and “Strongly Agree” responses together. This list was then sorted in descending order so that number 1 represents the statement of highest agreement level. Rankings among the five colleges showed large discrepancies in some areas, while rankings among campuses also represented location differences. For example, the Overall number 1 ranked item was “Troy personnel are knowledgeable and helpful” this ranking includes the eTROY Campus only; Troy, Dothan, and Global Campus each ranked this item number 2, while Phenix City campus ranked it number 5 and lastly Montgomery ranked it at number 12. Further analyses of the rank order comparisons can provide a useful tool in assessing strengths and weaknesses among the college divisions and campuses.

Group means for students with different characteristics were compared to identify possible significant differences in student agreeability/satisfaction for these groups. While the majority of the sample size was predominately female (75% vs 25% male), the analyses (See Appendix 19) found that the means for males and females were not significantly different on 28 of the 29 items. Although mean differences were not significant, they did still exist. The only significant difference in means occurred with females agreeing more that “the printed schedule of classes is informative”. The second largest difference was that females agreed more that “student recreational opportunities and facilities have met expectations.”

Furthermore, the agreeability/satisfaction means for students grouped by ethnicity of black, white, and other minorities were significantly different (S

- x The semester/term format at my location accommodates my learning.
- x The University offers a variety of majors at my location.

Learning about Troy University: 36% of the new students indicated that they initially learned about Troy University through “Word of Mouth” (Question 13) and 59% learned about the registration dates and times via “Internet” (Question 14). (See Appendix 23)

Best way to advertise Troy University: 39% of the new students thought that “Word of Mouth” was the best way to advertise Troy University and 37% indicated that the best way was through “Internet” (Question 15). (See Appendix 23)

New Student Description of Troy University:

The majority of the new students would describe Troy University to a friend as “Convenient,” followed by “Friendly” and many would say it is a “Good Value for the price” and considered it to be “student-centered”. (Question 16). (See Appendix 23)

| How would you describe TROY to a friend? | Count | %     |
|--|-------|-------|
| Convenient                               | 387   | 57.9% |
| Friendly                                 |       |       |





Discussing reading (Q25): New students were asked to report how often they discuss books with others. The following percentages were reported: Daily (7.9%), Weekly (22.4%), Monthly (20.3%), A few times per year (27.2%), Once per year (6.4%), and Never (15.8%).

### Implications

1. Troy University has done a good job in meeting the needs of new students even though there are areas that need to be improved.
2. The University might use the following in its recruitment and advancement efforts:
  - a. 87% of new students responded that they were receiving a quality education at Troy University.
  - b. 82% of new students agreed that Troy has a good reputation in their community.
  - c. 85% of the new students indicated that they would recommend Troy to a friend.
  - d. 87% of the new students indicated that the semester/term accommodated their learning.
  - e. 86% of the new students felt that faculty care about students as individuals.
3. New student satisfaction results may be used as information to assist student recruitment efforts.
4. Efforts should be made to maintain the strengths of the University and improve areas of weakness.
5. Significant differences in satisfaction of students with different characteristics should be considered as student services personnel work to meet the needs of a diverse student population.
6. Most new students consider themselves to be good readers, but they find little time for reading. Very few students are encouraged to read by their parents. While students are under the influence of Troy University, reading should be modeled and encouraged.

Notes: In Appendices 1-16, the instruction for all items was: "Q11: Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University." The original scale for these items included five points: 5-Strongly Agree, 4-Agree, 3-Neutral, 2-Disagree, 1-Strongly Disagree, and 0-Not Applicable. This scale was collapsed into three points, Agree, Neutral, and Disagree for reporting purposes and Not Applicable responses are not included in the tables. The means analyses reflect the full five point scale, excluding Not Applicable responses.



Appendix 1A. 2013 New Student Perceptions about Troy University - Overall  
Ranked by Frequency of Strongly Agree

Total respondents = 614

|  | Rankings |      |      |      |                |       |         |          |                   |       | N   |
|--|----------|------|------|------|----------------|-------|---------|----------|-------------------|-------|-----|
|  | 2013     | 2012 | 2011 | 2010 | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | N/A   |     |
| Academic programs, services, and administration                                      |          |      |      |      |                |       |         |          |                   |       |     |
| I would recommend Troy University to a friend who is planning to go to college.      | 1        | 1    | 1    | 1    | 49.5%          | 33.4% | 7.4%    | 2.8%     | 4.3%              | 2.6%  | 610 |
| I am receiving a quality education at Troy University.                               | 2        | 2    | 2    | 2    | 48.8%          | 36.3% | 8.1%    | 1.8%     | 3.1%              | 1.8%  | 606 |
| TROY personnel are knowledgeable and helpful.  | 3        | 4    | 5    | 7    | 44.5%          | 42.2% | 7.7%    | 1.1%     | 3.4%              | 1.1%  | 614 |
| I feel I can talk to faculty about my academic concerns.                             | 4        | 3    | 6    | 8    | 44.3%          | 38.1% | 9.9%    | 2.3%     | 3.9%              | 1.5%  | 614 |
| Troy University has a good reputation in my community.                               | 5        | 5    | 3    | 4    | 43.2%          | 36.5% | 12.0%   | 2.6%     | 3.1%              | 2.6%  | 609 |
| Faculty care about students as individuals.  | 6        | 6    | 7    | 13   | 43.0%          | 42.0% | 8.3%    | 2.1%     | 3.4%              | 1.1%  | 614 |
| The semester/term format at my location accommodates my learning.                    | 7        | 8    | 4    | 3    | 40.3%          | 43.6% | 8.4%    | 1.6%     | 3.1%              | 3.0%  | 610 |
| Registration dates, times, and procedures were made clear to me prior to enrollment. | 8        | 10   | 13   | 9    | 38.8%          | 40.0% | 11.1%   | 3.9%     | 4.6%              | 1.6%  | 613 |
| The University offers a variety of majors at my location.                            | 9        | 7    | 10   | 12   | 38.3%          | 38.8% | 10.5%   | 3.6%     | 3.8%              | 5.1%  | 611 |
| The printed Schedule of Classes is informative and easy to follow.                   | 10       | 15   | 9    | 11   | 37.7%          | 40.7% | 9.2%    | 3.1%     | 2.9%              | 6.4%  | 612 |
| The classes I attend are well organized and well taught.                             | 11       | 11   | 14   | 14   | 37.5%          | 41.1% | 10.3%   | 4.1%     | 4.7%              | 2.3%  | 611 |
| The online registration process is user-friendly.                                    | 12       | 16   | 18   | 21   | 36.9%          | 39.2% | 10.3%   | 4.1%     | 4.2%              | 5.4%  | 613 |
| The online Schedule of Classes is informative and easy to follow.                    | 13       | 19   | 15   | 18   | 36.5%          | 41.4% | 11.8%   | 4.1%     | 3.3%              | 2.9%  | 611 |
| Academic advising is adequate.   | 14       | 12   | 11   | 20   | 36.4%          | 42.3% | 11.5%   | 3.6%     | 3.9%              | 2.3%  | 610 |
| Classes are offered at convenient times.   | 15       | 14   | 12   | 5    | 35.6%          | 40.1% | 10.0%   | 4.9%     | 4.4%              | 4.9%  | 609 |
| Sufficient financial aid options are available.                                      | 16       | 9    | 8    | 6    | 34.7%          | 37.8% | 12.9%   | 3.9%     | 4.4%              | 6.2%  | 611 |
| Class drop/add procedures are appropriate.   | 17       | 17   | 19   | 19   | 33.5%          | 42.3% | 10.6%   | 2.0%     | 2.9%              | 8.7%  | 612 |
| The bill that I received from the University was easily understood.                  | 18       | 18   | 16   | 10   | 33.0%          | 36.8% | 12.8%   | 3.4%     | 3.9%              | 10.0% | 609 |
| I feel that the campus is a safe and secure environment                              | 19       | 21   | 21   | 17   | 32.7%          | 34.2% | 12.8%   | 2.0%     | 3.9%              | 14.4% | 609 |
| Student organizations are available for my participation.                            | 20       | 23   | 22   | 24   | 32.0%          | 34.9% | 12.7%   | 2.1%     | 3.3%              | 15.0% | 607 |
| The tuition payment plan is beneficial for students.                                 | 21       | 13   | 17   | 15   | 31.5%          | 31.5% | 17.9%   | 1.6%     | 3.3%              | 14.1% | 609 |





Appendix 1.1. New Student Perceptions about Troy University - Overall Comparison  
Five Year Trend from Fall 2009 through Fall 2013

| Academic programs, services, and administration                             | Agree |       |       |       |       |       | Disagree |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|----------|-------|-------|-------|-------|-------|
|   | FA13  | FA12  | FA11  | FA10  | FA09  | Diff  | FA13     | FA12  | FA11  | FA10  | FA09  | Diff  |
| Classes are offered at convenient times.                                    | 79.6% | 80.3% | 78.0% | 80.9% | 81.7% | -2.1% | 9.8%     | 10.1% | 10.5% | 8.8%  | 9.2%  | 0.6%  |
| Student organizations are available for my participation.                   | 78.7% | 74.7% | 68.2% | 66.3% | 63.1% | 15.6% | 6.4%     | 7.6%  | 13.3% | 10.5% | 11.0% | -4.6% |
| I feel that the campus is a safe and secure environment.                    | 78.1% | 76.4% | 73.5% | 76.0% | N/A   | 2.1%  | 6.9%     | 5.9%  | 9.5%  | 8.0%  | N/A   | -1.1% |
| The bill that I received from the University was easily understood.         | 77.6% | 79.6% | 76.5% | 77.2% | 76.4% | 1.2%  | 8.2%     | 6.6%  | 12.7% | 9.1%  | 10.5% | -2.3% |
| Sufficient financial aid options are available.                             | 77.3% | 79.0% | 73.0% | 75.7% | 76.0% | 1.3%  | 8.9%     | 9.2%  | 12.2% | 10.7% | 10.8% | -1.9% |
| On-campus bookstore hours are convenient for students.                      | 76.7% | 75.9% | 71.0% | 69.1% | 69.4% | 7.3%  | 8.1%     | 8.6%  | 10.8% | 10.5% | 9.9%  | -1.8% |
| The on-site registration process is user-friendly.                          | 75.9% | 69.6% | 67.5% | 68.4% | 74.4% | 1.5%  | 6.4%     | 8.7%  | 14.1% | 13.2% | 10.2% | -3.8% |
| The tuition payment plan is beneficial for students.                        | 73.4% | 77.4% | 70.3% | 74.6% | 77.3% | -3.9% | 5.7%     | 7.3%  | 9.3%  | 8.2%  | 7.7%  | -2.0% |
| Class information provided prior to enrollment was helpful.                 | 70.3% | 70.6% | 68.6% | 68.6% | 74.2% | -3.9% | 12.6%    | 11.5% | 16.0% | 15.1% | 12.6% | 0.0%  |
| Tutorial services are sufficient.   | 69.4% | 68.9% | 63.2% | 65.0% | 64.1% | 5.3%  | 6.0%     | 5.7%  | 12.7% | 9.9%  | 9.3%  | -3.3% |
| Student recreational opportunities and facilities have met my expectations. | 67.9% | 65.9% | 61.2% | 58.7% | N/A   | 9.2%  | 10.1%    | 8.3%  | 15.3% | 10.2% | N/A   | -0.1% |
| Purchasing textbooks through Virtual BookStore is convenient.               | 64.2% | 73.3% | 63.9% | 70.3% | 70.2% | -6.0% | 8.9%     | 8.1%  | 12.8% | 9.7%  | 11.5% | -2.6% |
| Students seldom get the "run around" when seeking information.              | 60.9% | 57.0% | 53.5% | 56.9% | 59.8% | 1.1%  | 19.8%    | 22.7% | 27.4% | 27.7% | 22.8% | -3.0% |
| Campus housing met my expectations upon arriving to campus.                 | 57.6% | 52.7% | 44.9% | 41.5% | 40.2% | 17.4% | 14.7%    | 13.1% | 22.3% | 15.9% | 16.6% | -1.9% |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)  
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Appendix 2. New Student Perceptions about Troy University - Dothan  
Ranked by Agreement Level

| Total respondents = 47<br>Academic programs, services, and administration       | Rankings |      |      |      |      | Agree * | Neutral | Disagree* | N  |
|---|----------|------|------|------|------|---------|---------|-----------|----|
|   | 2013     | 2012 | 2011 | 2010 | 2009 |         |         |           |    |
| I feel that the campus is a safe and secure environment.                        | 1        | 3    | 2    | 8    | N/A  | 95.7%   | 4.3%    | 0.0%      | 47 |
| TROY personnel are knowledgeable and helpful.                                   | 2        | 1    | 6    | 3    | 8    | 93.6%   | 6.4%    | 0.0%      | 47 |
| Troy University has a good reputation in my community.                          | 3        | 7    | 5    | 1    | 9    | 93.6%   | 4.3%    | 2.1%      | 47 |
| The printed Schedule of Classes is informative and easy to follow.              | 4        | 6    | 8    | 2    | 3    | 91.3%   | 8.7%    | 0.0%      | 46 |
| Faculty care about students as individuals.                                     | 5        | 4    | 10   | 14   | 7    | 89.4%   | 8.5%    | 2.1%      | 47 |
| On-campus bookstore hours are convenient for students.                          | 6        | 19   | 21   | 11   | 11   | 89.1%   | 10.9%   | 0.0%      | 46 |
| I am receiving a quality education at Troy University.                          | 7        | 8    | 3    | 9    | 1    | 89.1%   | 10.9%   | 0.0%      | 46 |
| The on-site registration process is user-friendly.                              | 8        | 22   | 13   | 13   | 19   | 87.8%   | 4.9%    | 7.3%      | 41 |
| The online registration process is user-friendly.                               | 9        | 26   | 20   | 25   | 22   | 87.5%   | 7.5%    | 5.0%      | 40 |
| The classes I attend are well organized and well taught.                        | 10       | 5    | 7    | 24   | 6    | 86.7%   | 11.1%   | 2.2%      | 45 |
| The online Schedule of Classes is informative and easy to follow.               | 11       | 20   | 19   | 16   | 18   | 86.4%   | 13.6%   | 0.0%      | 44 |
| Class drop/add procedures are appropriate.                                      | 12       | 16   | 15   | 17   | 20   | 86.4%   | 9.1%    | 4.5%      | 44 |
| The tuition payment plan is beneficial for students.                            | 13       | 18   | 12   | 15   | 15   | 85.4%   | 12.2%   | 2.4%      | 41 |
| I feel I can talk to faculty about my academic concerns.                        | 14       | 2    | 1    | 5    | 5    | 85.1%   | 12.8%   | 2.1%      | 47 |
| I would recommend Troy University to a friend who is planning to go to college. | 15       | 11   | 11   | 10   | 2    | 85.1%   | 10.6%   | 4.3%      | 47 |
| The semester/term format at my location accommodates my learning.               | 16       | 9    | 4    | 4    | 4    | 84.8%   | 13.0%   | 2.2%      | 46 |
| Academic advising is adequate.  | 17       | 14   | 14   | 20   | 13   | 84.4%   | 11.1%   | 4.4%      | 45 |
| The bill that I received from the University was easily understood.             | 18       | 13   | 9    | 12   | 26   | 83.3%   | 11.9%   | 4.8%      | 42 |
| Student organizations are available for my participation.                       | 19       | 24   | 24   | 18   | 21   | 79.5%   | 20.5%   | 0.0%      | 44 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment.    | 20       | 10   | 22   | 19   | 10   | 78.7%   | 10.6%   | 10.6%     | 47 |
| Sufficient financial aid options are available.                                 | 21       | 12   | 16   | 7    | 14   | 78.3%   | 15.2%   | 6.5%      | 46 |
| Class information provided prior to enrollment was helpful.                     | 22       | 15   | 18   | 21   | 17   | 76.6%   | 10.6%   | 12.8%     | 47 |
| The University offers a variety of majors at my location.                       | 23       | 17   | 17   | 6    | 12   | 76.1%   | 19.6%   | 4.3%      | 46 |
| Student recreational opportunities and facilities have met my expectations.     | 24       | 27   | 27   | 23   | N/A  | 74.3%   | 22.9%   | 2.9%      | 35 |
| Classes are offered at convenient times.  | 25       | 21   | 26   | 22   | 25   | 73.9%   | 6.5%    | 19.6%     | 46 |
| Purchasing textbooks through TROY Virtual BookStore is convenient.              | 26       | 23   | 28   | 26   | 23   | 65.7%   | 34.3%   | 0.0%      | 35 |
| Students seldom get the "run around" when seeking information.                  | 27       | 28   | 23   | 28   | 16   | 61.7%   | 12.8%   | 25.5%     | 47 |
| Tutorial services are sufficient.   | 28       | 25   | 25   | 27   | 24   | 61.1%   | 33.3%   | 5.6%      | 36 |
| Campus housing met my expectations upon arriving to campus.                     | 29       | 29   | 29   | 29   | 27   | 56.0%   | 40.0%   | 4.0%      | 25 |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree  
N/A responses and missing values were not included in the analysis.



Appendix 2.1. New Student Perceptions about Troy University - Dothan  
Five Year Trend from Fall 2009 through Fall 2013

| Total respondents = 47<br>Academic programs, services, and<br>administration | Agree |       |       |       |       |       | Disagree |       |       |       |      |       |
|--|-------|-------|-------|-------|-------|-------|----------|-------|-------|-------|------|-------|
|  | FA13  | FA12  | FA11  | FA10  | FA09  | Diff  | FA13     | FA12  | FA11  | FA10  | FA09 | Diff  |
| I feel that the campus is a safe and secure environment.                     | 95.7% | 92.5% | 89.5% | 79.2% | N/A   | 16.5% | 0.0%     | 0.0%  | 5.3%  | 10.4% | N/A  | N/A   |
| TROY personnel are knowledgeable and helpful.                                | 93.6% | 95.1% | 83.8% | 80.2% | 87.6% | 6.0%  | 0.0%     | 2.4%  | 5.4%  | 14.8% | 6.2% | -6.2% |
| Troy University has a good reputation in my community.                       | 93.6% | 90.0% | 86.5% | 85.0% | 89.5% | 4.1%  | 2.1%     | 2.5%  | 5.4%  | 8.8%  | 0.8% | 1.3%  |
| The printed Schedule of Classes is informative and easy to follow.           | 91.3% | 90.0% | 83.3% | 84.8% | 86.3% | 5.0%  | 0.0%     | 5.0%  | 8.3%  | 12.7% | 6.5% | -6.5% |
| Faculty care about students as individuals.                                  | 89.4% | 90.2% | 81.6% | 75.3% | 93.8% | -4.4% | 2.1%     | 2.4%  | 7.9%  | 11.1% | 2.3% | -0.2% |
| On-campus bookstore hours are convenient for students.                       | 89.1% | 72.5% | 67.6% | 77.3% | 86.2% | 2.9%  | 0.0%     | 17.5% | 5.9%  | 13.3% | 3.3% | -3.3% |
| I am receiving a quality education at Troy University.                       | 89.1% | 90.0% | 89.2% | 79.0% | 88.7% | 0.4%  | 0.0%     | 0.0%  | 5.4%  | 11.1% | 3.2% | -3.2% |
| The on-site registration process is user-friendly.                           | 87.8% | 68.4% | 80.0% | 75.9% | 85.0% | 2.8%  | 7.3%     | 7.9%  | 8.6%  | 15.2% | 8.0% | -0.7% |
| The online registration process is user-friendly.                            | 87.5% | 61.3% | 67.7% | 64.8% | 70.9% | 16.6% | 5.0%     | 3.2%  | 9.7%  | 18.3% | 7.6% | -2.6% |
| The classes I attend are well organized and well taught.                     | 86.7% | 90.2% | 83.8% | 65.0% | 83.9% | 2.8%  | 2.2%     | 0.0%  | 8.1%  | 20.0% | 5.6% | -3.4% |
| The online Schedule of Classes is informative and easy to follow.            | 86.4% | 72.2% | 70.6% | 72.0% | 77.1% | 9.3%  | 0.0%     | 5.6%  | 14.7% | 10.7% | 5.5% | -5.5% |
| Class drop/add procedures are appropriate.                                   | 86.4% | 75.0% | 75.0% | 70.6% | 79.4% | 7.0%  | 4.5%     | 2.8%  | 9.4%  | 16.2% | 2.8% | 1.7%  |
| The tuition payment plan is beneficial for students.                         | 85.4% | 74.3% | 81.3% | 75.0% | 83.8% | 1.6%  | 2.4%     | 5.7%  | 6.3%  | 12.5% | 2.9% | -0.5% |
| I feel I can talk to faculty about my academic concerns.                     | 85.1% | 92.7% | 89.5% | 80.0% | 86.6% | -1.5% | 2.1%     | 0.0%  | 5.3%  | 12.5% | 3.9% | -1.8% |
| I would recommend Troy to a friend who is planning to go to college.         | 85.1% | 87.5% | 81.6% | 77.5% | 89.4% | -4.3% | 4.3%     | 2.5%  | 5.3%  | 12.5% | 3.3% | 1.0%  |

Total respondents = 47  
Academic programs, services, and  
administration

|      |      |      |      |      |      |      |      |      |      |      |      |
|------|------|------|------|------|------|------|------|------|------|------|------|
| FA13 | FA12 | FA11 | FA10 | FA09 | Diff | FA13 | FA12 | FA11 | FA10 | FA09 | Diff |
|------|------|------|------|------|------|------|------|------|------|------|------|

Total respondents = 39

|   | 2013 | 2012 | 2011 | 2010 | 2009 | Agree* | Neutral | Disagree*     | N  |
|---|------|------|------|------|------|--------|---------|---------------|----|
| Academic programs, services, and administration                                 |      |      |      |      |      |        |         |               |    |
| I feel that the campus is a safe and secure environment                         | 1    | 12   | 5    | 7    | N/A  | 97.4%  | 2.6%    | 0.0%          | 38 |
| I am receiving a quality education at Troy University.                          | 2    | 3    | 2    | 9    | 5    | 94.7%  | 5.3%    | 0.0%          | 38 |
| The printed Schedule of Classes is informative and easy to follow.              | 3    | 5    | 7    | 2    | 3    | 92.3%  | 5.1%    | 2.6%          | 39 |
| I would recommend Troy University to a friend who is planning to go to college. | 4    | 2    | 3    | 4    | 2    | 92.3%  | 5.1%    | 2.6%          | 39 |
| I feel I can talk to faculty about my academic concerns.                        | 5    | 17   | 15   | 5    | 17   | 89.7%  | 7.7%    | 2.6%          | 39 |
| Troy University has a good reputation in my community.                          | 6    | 1    | 1    | 1    | 1    | 89.2%  | 8.1%    | 2.7%          | 37 |
| The semester/term format at my location accommodates my learning.               | 7    | 10   | 9    | 3    | 4    | 89.2%  | 8.1%    | 2.7%          | 37 |
| Faculty care about students as individuals.                                     | 8    | 13   | 14   | 14   | 18   | 87.2%  | 10.3%   | 2.6%          | 39 |
| Class drop/add procedures are appropriate.                                      | 9    | 20   | 16   | 17   | 19   | 87.2%  | 12.8%   | 0.0%          | 39 |
| The classes I attend are well organized and well taught.                        | 10   | 19   | 18   | 21   | 15   | 86.5%  | 8.1%    | 5.4%          | 37 |
| On-campus bookstore hours are convenient for students.                          | 11   | 18   | 4    | 16   | 8    | 86.1%  | 8.3%    | 5.6%          | 36 |
| TROY personnel are knowledgeable and helpful.                                   | 12   | 16   | 19   | 10   | 13   | 84.6%  | 12.8%   | 2.6%          | 39 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment.    | 13   | 14   | 12   | 20   | 11   | 84.2%  | 5.3%    | 10.5%         | 38 |
| The on-site registration process is user-friendly.                              | 14   | 23   | 23   | 22   | 16   | 82.9%  | 17.1%   | 0.0%          | 35 |
| The bill that I received from the University was easily understood.             | 15   | 6    | 11   | 8    | 9    | 82.4%  | 14.7%   | 2.9%          | 34 |
| The online registration process is user-friendly.                               | 16   | 21   | 10   | 24   | 22   | 81.6%  | 13.2%   | 5.3%          | 38 |
| Sufficient financial aid options are available.                                 | 17   | 8    | 21   | 12   | 12   | 81.1%  | 16.2%   | 2.7%          | 37 |
| Classes are offered at convenient times.  | 18   | 9    | 13   | 6    | 6    | 81.1%  | 13.5%   | 5.4%          | 37 |
| The online Schedule of Classes is informative and easy to follow.               | 19   | 15   | 8    | 19   | 14   | 79.5%  | 17.9%   | 2.6%          | 39 |
| Academic advising is adequate.  | 20   | 22   | 20   | 15   | 20   | 78.9%  | 18.4%   | 2.6%          | 38 |
| Class information provided prior to enrollment was helpful.                     | 21   | 7    | 17   | 18   | 21   | 75.7%  | 21.6%   | 2.7%          | 37 |
| Student organizations are available for my participation.                       | 22   | 25   | 24   | 23   | 24   | 73.3%  | 23.3%   | 3.3%          | 30 |
| The University offers a variety of majors at my location.                       | 23   | 11   | 6    | 13   | 10   | 73.0%  | 10.8%   | 16.2%         | 37 |
| Purchasing textbooks through TROY Virtual BookStore is convenient.              | 24   | 24   | 25   | 25   | 23   | 69.0%  | 31.0%   | 0.0%          | 29 |
| Students seldom get the "run around" when seeking information.                  | 25   | 28   | 28   | 27   | 26   | 68.4%  | 15.8%   | 15.8%         | 38 |
| Student recreational opportunities and facilities have met my expectations      | 26   | 27   | 27   | 28   | N/A  | 66.7%  | 25.9%   | 7.4%          | 27 |
| The tuition payment plan is beneficial for students.                            | 27   | 4    | 22   | 11   | 7    | 64.7%  | 35.3%   | 0.0%          | 34 |
| Tutorial services are sufficient.   | 28   | 26   | 26   | 26   | 25   | 58.1%  | 38.7%   | sses i-uent 1 |    |

Total respondents = 39

Academic programs, services, and administration

I feel that the campus is a safe and secure environment.

I am receiving a quality education at Troy University.

The printed Schedule of Classes is informative and easy to follow.

I would recommend TROY to a friend ...

I feel I can talk to faculty about my academic concerns.

The semester/term format accommodates my learning.

| FA13  | FA12  | FA11  | FA10  | FA09  | Diff  | FA13 | FA12 | FA11  | FA10  | FA09  | Diff  |
|-------|-------|-------|-------|-------|-------|------|------|-------|-------|-------|-------|
| 97.4% | 85.7% | 80.7% | 78.0% | N/A   | 19.4% | 0.0% | 1.8% | 10.5% | 10.1% | N/A   | N/A   |
| 94.7% | 91.5% | 84.5% | 76.5% | 83.6% | 11.1% | 0.0% | 3.4% | 8.6%  | 7.6%  | 8.2%  | -8.2% |
| 92.3% | 87.5% | 77.6% | 82.1% | 84.8% | 7.5%  | 2.6% | 0.0% | 12.1% | 6.8%  | 9.7%  | -7.1% |
| 92.3% | 93.1% | 82.8% | 79.7% | 85.2% | 7.1%  | 2.6% | 3.4% | 10.3% | 11.9% | 9.9%  | -7.3% |
| 89.7% | 81.7% | 74.6% | 78.7% | 71.0% | 18.7% | 2.6% | 6.7% | 15.3% | 9.8%  | 11.7% | -9.1% |

Appendix 3.1. New Student Perceptions about Troy University - Montgomery

Five Year Trend from Fall 2009 through Fall 2013

| Total respondents = 39<br>Academic programs, services, and<br>administration   | Agree |       |       |       |       |       | Diff  | Disagree |       |       |       |        |  |
|--|-------|-------|-------|-------|-------|-------|-------|----------|-------|-------|-------|--------|--|
|  | FA13  | FA12  | FA11  | FA10  | FA09  | FA13  |       | FA12     | FA11  | FA10  | FA09  | Diff   |  |
| The online registration process is user-friendly.                              | 81.6% | 77.8% | 75.5% | 62.7% | 63.2% | 18.4% | 5.3%  | 9.3%     | 14.3% | 17.3% | 13.2% | -7.9%  |  |
| Sufficient financial aid options are available.                                | 81.1% | 86.2% | 72.4% | 73.5% | 76.5% | 4.6%  | 2.7%  | 3.4%     | 17.2% | 12.8% | 11.0% | -8.3%  |  |
| Classes are offered at convenient times.                                       | 81.1% | 86.0% | 75.4% | 78.1% | 81.4% | -0.3% | 5.4%  | 12.3%    | 17.5% | 8.8%  | 10.7% | -5.3%  |  |
| The online Schedule of Classes is informative and<br>easy to follow.           | 79.5% | 82.1% | 77.4% | 69.6% | 72.5% | 7.0%  | 2.6%  | 3.6%     | 11.3% | 10.7% | 12.5% | -9.9%  |  |
| Academic advising is adequate.   | 78.9% | 77.2% | 72.9% | 72.1% | 66.0% | 12.9% | 2.6%  | 10.5%    | 11.9% | 14.8% | 19.7% | -17.1% |  |
| Class information provided prior to enrollment was<br>helpful.                 | 75.7% | 86.7% | 73.3% | 70.0% | 66.0% | 9.7%  | 2.7%  | 5.0%     | 10.0% | 13.3% | 16.0% | -13.3% |  |
| Student organizations are available for my<br>participation.                   | 73.3% | 66.7% | 63.5% | 64.2% | 58.9% | 14.4% | 3.3%  | 7.8%     | 25.0% | 9.5%  | 12.5% | -9.2%  |  |
| The University offers a variety of majors at my<br>location.                   | 73.0% | 85.7% | 79.3% | 73.1% | 78.1% | -5.1% | 16.2% | 7.1%     | 8.6%  | 9.2%  | 11.6% | 4.6%   |  |
| Purchasing textbooks through Virtual BookStore is<br>convenient.               | 69.0% | 70.0% | 62.5% | 61.1% | 62.9% | 6.1%  | 0.0%  | 4.0%     | 20.0% | 8.4%  | 11.3% | -11.3% |  |
| Students seldom get the “run around” when<br>seeking information.              | 68.4% | 57.9% | 48.2% | 56.0% | 55.7% | 12.7% | 15.8% | 24.6%    | 41.1% | 30.2% | 26.4% | -10.6% |  |
| Student recreational opportunities and facilities<br>have met my expectations. | 66.7% | 59.1% | 55.0% | 51.4% | N/A   | 15.3% | 7.4%  | 4.5%     | 22.5% | 9.7%  | N/A   | -2.3%  |  |

Total respondents = 17

|  | 2013 | 2012 | 2011 | 2010 | 2009 | Agree* | Neutral | Disagree* | N  |
|--|------|------|------|------|------|--------|---------|-----------|----|
| Academic programs, services, and administration                      |      |      |      |      |      |        |         |           |    |
| The printed Schedule of Classes is informative and easy to follow.   | 1    | 12   | 16   | 8    | 7    | 100.0% | 0.0%    | 0.0%      | 17 |
| The online Schedule of Classes is informative and easy to follow.    | 2    | 29   | 25   | 15   | 18   | 100.0% | 0.0%    | 0.0%      | 17 |
| I feel that the campus is a safe and secure environment              | 3    | 10   | 6    | 10   | N/A  | 94.1%  | 5.9%    | 0.0%      | 17 |
| Troy University has a good reputation in my community.               | 4    | 7    | 1    | 1    | 1    | 94.1%  | 5.9%    | 0.0%      | 17 |
| TROY personnel are knowledgeable and helpful.                        | 5    | 4    | 2    | 18   | 4    | 94.1%  | 5.9%    | 0.0%      | 17 |
| I am receiving a quality education at Troy University.               | 6    | 2    | 8    | 5    | 2    | 88.2%  | 5.9%    | 5.9%      | 17 |
| I feel I can talk to faculty about my academic concerns.             | 7    | 6    | 5    | 16   | 14   | 88.2%  | 5.9%    | 5.9%      | 17 |
| The semester/term format at my location accommodates my learning.    | 8    | 1    | 7    | 3    | 3    | 88.2%  | 5.9%    | 5.9%      | 17 |
| Faculty care about students as individuals.                          | 9    | 5    | 3    | 9    | 9    | 88.2%  | 11.8%   | 0.0%      | 17 |
| Academic advising is adequate.                                       | 10   | 8    | 12   | 13   | 16   | 88.2%  | 11.8%   | 0.0%      | 17 |
| Classes are offered at convenient times.                             | 11   | 20   | 9    | 2    | 8    | 87.5%  | 6.3%    | 6.3%      | 16 |
| The bill that I received from the University was easily understood.  | 12   | 11   | 14   | 6    | 11   | 84.6%  | 7.7%    | 7.7%      | 13 |
| I would recommend Troy to a friend who is planning to go to college. | 13   | 3    | 4    | 4    | 6    | 82.4%  | 5.9%    | 11.8%     | 17 |
| The classes I attend are well organized and well taught.             | 14   | 9    | 10   | 11   | 13   | 82.4%  | 11.8%   | 5.9%      | 17 |
| Students seldom get the "run around" when seeking information.       | 15   | 24   | 13   | 26   | 22   | 82.4%  | 11.8%   | 5.9%      | 17 |
| Sufficient financial aid options are available.                      | 16   | 17   | 18   | 17   | 17   | 81.3%  | 12.5%   | 6.3%      | 16 |
| Class drop/add procedures are appropriate.                           | 17   | 16   | 20   | 14   | 12   | 78.6%  | 21.4%   | 0.0%      | 14 |







Total respondents = 346

| Academic programs, services, and administrative                                 | 2013 | 2012 | 2011 | 2010 | 2009 | Agree * | Neutral | Disagree * | N   |
|---|------|------|------|------|------|---------|---------|------------|-----|
| The semester/term format at my location accommodates my learning.               | 1    | 3    | 6    | 4    | 7    | 88.2%   | 7.4%    | 4.4%       | 339 |
| TROY personnel are knowledgeable and helpful.                                   | 2    | 4    | 13   | 6    | 2    | 87.6%   | 7.8%    | 4.6%       | 346 |
| I am receiving a quality education at Troy University.                          | 3    | 1    | 1    | 1    | 1    | 87.0%   | 8.0%    | 5.0%       | 339 |
| The University offers a variety of majors at my location.                       | 4    | 2    | 2    | 2    | 3    | 86.7%   | 7.7%    | 5.6%       | 339 |
| Faculty care about students as individuals.                                     | 5    | 9    | 7    | 10   | 12   | 85.3%   | 8.4%    | 6.4%       | 346 |
| Student organizations are available for my participation.                       | 6    | 5    | 5    | 9    | 9    | 84.8%   | 9.1%    | 6.1%       | 330 |
| The printed Schedule of Classes is informative and easy to follow.              | 7    | 6    | 8    | 3    | 6    | 84.7%   | 7.9%    | 7.4%       | 340 |
| I would recommend Troy University to a friend who is planning to go to college. | 8    | 7    | 3    | 7    | 4    | 84.5%   | 8.3%    | 7.1%       | 336 |
| Academic advising is adequate.  | 9    | 13   | 23   | 22   | 18   | 82.5%   | 9.4%    | 8.2%       | 342 |
| I feel I can talk to faculty about my academic concerns.                        | 10   | 11   | 12   | 11   | 14   | 82.3%   | 10.1%   | 7.5%       | 345 |
| Class drop/add procedures are appropriate.                                      | 11   | 10   | 16   | 16   | 23   | 82.3%   | 11.5%   | 6.2%       | 322 |
| The classes I attend are well organized and well taught.                        | 12   | 20   | 11   | 14   | 10   | 81.9%   | 8.5%    | 9.6%       | 343 |
| Troy University has a good reputation in my community.                          | 13   | 14   | 8    | 4    | 5    | 79.9%   | 12.7%   | 7.4%       | 339 |
| On-campus bookstore hours are convenient for students.                          | 14   | 12   | 10   | 15   | 15   | 79.3%   | 10.9%   | 9.8%       | 338 |
| The online Schedule of Classes is informative and easy to follow.               | 15   | 23   | 20   | 12   | 17   | 79.2%   | 12.5%   | 8.3%       | 337 |
| Classes are offered at convenient times.  | 16   | 14   | 9    | 13   | 8    | 78.8%   | 12.4%   | 8.8%       | 339 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment.    | 17   | 18   | 24   | 18   | 13   | 77.9%   | 13.7%   | 8.4%       | 344 |
| I feel that the campus is a safe and secure environment                         | 18   | 19   | 14   | 5    | N/A  | 77.6%   | 13.0%   | 9.4%       | 339 |
| The online registration process is user-friendly.                               | 19   | 24   | 27   | 25   | 24   | 77.3%   | 13.3%   | 9.4%       | 330 |
| Sufficient financial aid options are available.                                 | 20   | 15   | 15   | 20   | 22   | 77.2%   | 12.9%   | 9.9%       | 334 |
| The bill that I received from the University was easily understood.             | 21   | 16   | 18   | 17   | 20   | 75.7%   | 14.3%   | 10.0%      | 329 |
| The on-site registration process is user-friendly.                              | 22   | 25   | 25   | 26   | 19   | 74.1%   | 18.7%   | 7.2%       | 321 |
| The tuition payment plan is beneficial for students.                            | 23   | 21   | 21   | 19   | 16   | 72.8%   | 20.0%   | 7.2%       | 305 |
| Tutorial services are sufficient.   | 24   | 17   | 19   | 23   | 21   | 72.8%   | 20.7%   | 6.6%       | 305 |
| Student recreational opportunities and facilities have met my expectations      | 25   | 22   | 17   | 21   | N/A  | 72.0%   | 16.5%   | 11.6%      | 328 |
| Class information provided prior to enrollment was helpful.                     | 26   | 27   | 22   | 24   | 25   | 66.4%   | 19.3%   | 14.3%      | 342 |
| Campus housing met my expectations upon arriving to campus.                     | 27   | 28   | 28   | 29   | 28   | 61.9%   | 19.4%   | 13.5%      | 343 |

Total respondents = 346

Academic programs, services, and administration

The semester/term format at my location accommodates my learning.

I would recommend TROY to a friend ...

I am receiving a quality education at Troy University.

| FA13  | FA12  | FA11  | FA10  | FA09  | Diff  | FA13 | FA12 | FA11  | FA10 | FA09 | Diff  |
|-------|-------|-------|-------|-------|-------|------|------|-------|------|------|-------|
| 88.2% | 89.1% | 77.9% | 84.5% | 81.0% | 7.2%  | 4.4% | 3.0% | 10.4% | 3.5% | 5.3% | -0.9% |
| 87.6% | 88.6% | 74.8% | 81.5% | 85.1% | 2.5%  | 4.6% | 5.9% | 13.0% | 9.6% | 6.1% | -1.5% |
| 87.0% | 90.0% | 84.2% | 87.4% | 88.4% | -1.4% | 5.0% | 4.4% | 10.1% | 4.6% | 3.5% | 1.5%  |





Total respondents = 26

Academic programs, services, and administration

|   | FA13  | FA12  | FA11  | FA10  | FA09  | Diff  | FA13  | FA12  | FA11  | FA10  | FA09  | Diff  |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Faculty care about students as individuals.                         | 96.0% | 90.3% | 93.0% | 80.7% | 82.4% | 13.6% | 4.0%  | 3.2%  | 1.8%  | 8.1%  | 9.2%  | -5.2% |
| TROY personnel are knowledgeable and helpful.                       | 88.5% | 90.3% | 91.2% | 86.3% | 83.7% | 4.8%  | 3.8%  | 6.5%  | 0.0%  | 10.6% | 11.0% | -7.2% |
| I feel I can talk to faculty about my academic concerns.            | 88.0% | 90.0% | 83.9% | 80.8% | 81.3% | 6.7%  | 4.0%  | 3.3%  | 5.4%  | 10.9% | 9.3%  | -5.3% |
| I would recommend TROY to a friend...                               | 84.6% | 96.6% | 94.5% | 84.3% | 85.6% | -1.0% | 7.7%  | 3.4%  | 0.0%  | 10.1% | 8.6%  | -0.9% |
| Academic advising is adequate.                                      | 84.0% | 79.3% | 80.4% | 74.2% | 77.0% | 7.0%  | 8.0%  | 10.3% | 8.9%  | 15.7% | 13.3% | -5.3% |
| The online registration process is user-friendly.                   | 84.0% | 83.3% | 80.8% | 72.1% | 76.0% | 8.0%  | 12.0% | 0.0%  | 7.7%  | 17.0% | 13.4% | -1.4% |
| I am receiving a quality education at Troy University.              | 84.0% | 93.1% | 94.5% | 87.4% | 86.6% | -2.6% | 4.0%  | 3.4%  | 0.0%  | 7.5%  | 7.7%  | -3.7% |
| Class information provided prior to enrollment was helpful.         | 83.3% | 76.7% | 69.6% | 75.6% | 79.2% | 4.1%  | 8.3%  | 3.3%  | 12.5% | 13.1% | 12.7% | -4.4% |
| The bill that I received from the University was easily understood. | 81.8% | 82.1% | 95.9% | 77.6% | 78.7% | 3.1%  | 4.5%  | 3.6%  | 0.0%  | 8.6%  | 12.7% | -8.2% |
| Reg. dates, times, and procedures were made clear to me.            | 80.8% | 89.7% | 86.0% | 81.8% | 85.4% | -4.6% | 11.5% | 3.4%  | 1.8%  | 11.9% | 10.0% | 1.5%  |
| Class drop/add procedures are appropriate.                          | 80.8% | 81.5% | 86.0% | 76.8% | 80.8% | 0.0%  | 3.8%  | 0.0%  | 6.0%  | 9.4%  | 9.4%  | -5.6% |
| Classes are offered at convenient times.                            | 80.8% | 86.2% | 83.9% | 84.8% | 81.3% | -0.5% | 19.2% | 3.4%  | 8.9%  | 8.9%  | 10.9% | 8.3%  |
| The semester/term format accommodates my learning.                  | 80.8% | 96.4% | 88.9% | 83.8% | 83.7% | -2.9% | 15.4% | 3.6%  | 1.9%  | 6.3%  | 7.8%  | 7.6%  |
| Troy University has a good reputation in my community.              | 80.8% | 92.9% | 88.2% | 79.4% | 84.5% | -3.7% | 3.8%  | 0.0%  | 0.0%  | 7.5%  | 6.4%  | -2.6% |
| The classes I attend are well organized and well taught.            | 80.0% | 86.7% | 84.2% | 82.1% | 81.0% | -1.0% | 8.0%  | 6.7%  | 7.0%  | 9.0%  | 10.9% | -2.9% |

Appendix 6.1. New Student Perceptions about Troy University - Global Campus

Five Year Trend from Fall 2009 through Fall 2013

| Total respondents = 26<br>Academic programs, services, and<br>administration   | Agree |       |       |       |       |        | Diff  | Disagree |       |       |       |       |  |
|--|-------|-------|-------|-------|-------|--------|-------|----------|-------|-------|-------|-------|--|
|  | FA13  | FA12  | FA11  | FA10  | FA09  | FA13   |       | FA12     | FA11  | FA10  | FA09  | Diff  |  |
| The on-site registration process is user-friendly.                             | 77.8% | 84.2% | 89.4% | 71.6% | 80.4% | -2.6%  | 5.6%  | 0.0%     | 2.1%  | 12.1% | 10.7% | -5.1% |  |
| The online Schedule of Classes is informative and<br>easy to follow.           | 72.0% | 85.2% | 85.2% | 70.5% | 78.7% | -6.7%  | 12.0% | 3.7%     | 5.6%  | 12.9% | 10.4% | 1.6%  |  |
| Sufficient financial aid options are available.                                | 68.4% | 71.4% | 82.4% | 76.7% | 81.0% | -12.6% | 10.5% | 10.7%    | 2.0%  | 8.5%  | 10.2% | 0.3%  |  |
| The tuition payment plan is beneficial for students.                           | 68.4% | 67.9% | 77.8% | 72.2% | 79.6% | -11.2% | 5.3%  | 14.3%    | 0.0%  | 11.1% | 8.6%  | -3.3% |  |
| I feel that the campus is a safe and secure<br>environment.                    | 68.4% | 85.7% | 78.6% | 76.9% | N/A   | -8.5%  | 10.5% | 0.0%     | 7.1%  | 8.5%  | N/A   | 2.0%  |  |
| Student organizations are available for my<br>participation.                   | 66.7% | 70.6% | 58.8% | 52.6% | 43.5% | 23.2%  | 20.0% | 11.8%    | 11.8% | 16.5% | 23.0% | -3.0% |  |
| Students seldom get the “run around” when<br>seeking information.              | 65.4% | 65.5% | 75.4% | 70.4% | 66.7% | -1.3%  | 23.1% | 20.7%    | 15.8% | 20.8% | 19.0% | 4.1%  |  |
| Purchasing textbooks through Virtual Book Store is<br>convenient.              | 65.0% | 73.1% | 73.3% | 65.3% | 67.0% | -2.0%  | 15.0% | 11.5%    | 6.7%  | 13.2% | 14.4% | 0.6%  |  |
| Student recreational opportunities and facilities<br>have met my expectations. | 61.5% | 57.1% | 46.7% | 43.4% | N/A   | 18.1%  | 15.4% | 7.1%     | 16.7% | 24.5% | N/A   | -9.1% |  |
| The printed Schedule of Classes is informative and<br>easy to follow.          | 60.9% | 92.0% | 89.1% | 82.3% | 83.9% | -23.0% | 17.4% | 0.0%     | 9.1%  | 8.2%  | 7.7%  | 9.7%  |  |
| Tutorial services are sufficient.  | 50.0% | 50.0% | 55.3% | 58.7% | 54.5% | -4.5%  | 12.5% | 8.3%     | 15.8% | 13.5% | 12.6% | -0.1% |  |
| Campus housing met my expectations upon<br>arriving to campus.                 | 50.0% | 63.6% | 45.5% | 37.8% | 29.6% | 20.4%  | 10.0% | 0.0%     | 9.1%  | 17.8% | 17.3% | -7.3% |  |
| On-campus bookstore hours are convenient for<br>students.                      | 46.2% | 64.7% | 56.3% | 55.3% | 43.2% | 3.0%   | 15.4% | 11.8%    | 9.4%  | 15.8% | 16.7% | -1.3% |  |
| The University offers a variety of majors at my<br>location.                   | 43.5% | 59.3% | 63.5% | 61.1% | 66.0% | -22.5% | 30.4% | 33.3%    | 19.2% | 16.6% | 16.6% | 13.8% |  |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Total respondents = 133

Academic programs, services, and administration  
TROY personnel are knowledgeable and helpful.

|      |      |      |      |      |        |         |           |     |
|------|------|------|------|------|--------|---------|-----------|-----|
| 2013 | 2012 | 2011 | 2010 | 2009 | Agree* | Neutral | Disagree* | N   |
| 1    | 6    | 7    | 17   | 13   | 85.6%  | 6.8%    | 7.6%      | 132 |

Appendix 7.1. New Student Perceptions about Troy University - eTROY  
 Five Year Trend from Fall 2009 through Fall 2013

|   | Agree |       |       |       |       |       | Disagree |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|----------|-------|-------|-------|-------|-------|
|   | FA13  | FA12  | FA11  | FA10  | FA09  | Diff  | FA13     | FA12  | FA11  | FA10  | FA09  | Diff  |
| Total respondents = 133   |       |       |       |       |       |       |          |       |       |       |       |       |
| Academic programs, services, and administration                     | 85.6% | 84.3% | 81.6% | 74.7% | 77.8% | 7.8%  | 7.6%     | 11.9% | 8.9%  | 15.2% | 11.3% | -3.7% |
| TROY personnel are knowledgeable and helpful.                       | 85.5% | 77.6% | 82.6% | 78.0% | 77.8% | 7.7%  | 7.6%     | 12.7% | 11.6% | 14.2% | 14.5% | -6.9% |
| Reg. dates, times, and procedures were made clear to me.            | 85.4% | 80.2% | 81.0% | 79.6% | 75.3% | 10.1% | 7.7%     | 12.2% | 9.2%  | 11.4% | 14.8% | -7.1% |
| The online registration process is user-friendly.                   | 85.3% | 84.5% | 80.1% | 83.7% | 85.2% | 0.1%  | 9.3%     | 7.0%  | 7.7%  | 11.7% | 9.5%  | -0.2% |
| I would recommend TROY to a friend...                               | 84.2% | 81.3% | 78.6% | 71.8% | 75.5% | 8.7%  | 6.8%     | 10.4% | 6.5%  | 11.7% | 10.6% | -3.8% |
| Faculty care about students as individuals.                         |       |       |       |       |       |       |          |       |       |       |       |       |
| I feel I can talk to faculty about my academic concerns.            | 83.3% | 80.6% | 73.7% | 70.9% | 71.4% | 11.9% | 6.1%     | 9.7%  | 10.9% | 13.7% | 12.3% | -6.2% |
| Class drop/add procedures are appropriate.                          | 83.3% | 82.4% | 79.6% | 80.4% | 78.0% | 5.3%  | 6.1%     | 5.0%  | 4.1%  | 7.6%  | 7.8%  | -1.7% |
| I am receiving a quality education at Troy University.              | 83.1% | 87.0% | 85.7% | 84.9% | 86.5% | -3.4% | 8.5%     | 6.1%  | 3.9%  | 8.0%  | 7.2%  | 1.3%  |
| The semester/term format accommodates my learning.                  | 82.7% | 85.7% | 82.6% | 85.5% | 85.5% | -2.8% | 5.5%     | 5.3%  | 5.4%  | 6.9%  | 7.2%  | -1.7% |
| Classes are offered at convenient times.                            | 82.6% | 85.8% | 85.6% | 86.8% | 84.8% | -2.2% | 8.7%     | 4.2%  | 3.0%  | 6.3%  | 8.6%  | 0.1%  |
| The University offers a variety of majors at my location.           | 82.2% | 83.7% | 79.1% | 79.8% | 80.0% | 2.2%  | 6.8%     | 6.5%  | 7.5%  | 9.6%  | 9.9%  | -3.1% |
| The online Schedule of Classes is informative and easy to follow.   | 80.2% | 80.0% | 82.7% | 81.3% | 84.2% | -4.0% | 9.9%     | 10.8% | 9.0%  | 10.1% | 7.9%  | 2.0%  |
| Purchasing textbooks through Virtual BookStore is convenient.       | 79.3% | 87.7% | 72.6% | 81.7% | 79.6% | -0.3% | 6.6%     | 5.7%  | 11.1% | 8.2%  | 9.8%  | -3.2% |
| Troy University has a good reputation in my community.              | 78.7% | 78.3% | 79.9% | 80.2% | 81.1% | -2.4% | 5.5%     | 6.7%  | 3.5%  | 7.4%  | 7.2%  | -1.7% |
| The bill that I received from the University was easily understood. | 77.8% | 80.6% | 83.3% | 79.6% | 76.5% | 1.3%  | 6.5%     | 6.5%  | 4.2%  | 8.3%  | 10.4% | -3.9% |





Appendix 8. New Student Perceptions about Troy University - College of Arts & Sciences  
Ranked by Agreement

| Academic programs, services, and administration                                 | Rankings |      |      |      |      | Agree* | Neutral | Disagree* | N   |
|---|----------|------|------|------|------|--------|---------|-----------|-----|
|   | 2013     | 2012 | 2011 | 2010 | 2009 |        |         |           |     |
| Total respondents = 178   |          |      |      |      |      |        |         |           |     |
| TROY personnel are knowledgeable and helpful.                                   | 1        | 1    | 4    | 6    | 7    | 86.0%  | 8.4%    | 5.6%      | 178 |
| I am receiving a quality education at Troy University.                          | 2        | 5    | 1    | 1    | 1    | 84.9%  | 9.3%    | 5.8%      | 172 |
| Class drop/add procedures are appropriate.                                      | 3        | 9    | 12   | 9    | 15   | 83.9%  | 11.2%   | 5.0%      | 161 |
| Faculty care about students as individuals.                                     | 4        | 6    | 9    | 13   | 10   | 83.1%  | 9.6%    | 7.3%      | 178 |
| The semester/term format at my location accommodates my learning.               | 5        | 2    | 5    | 3    | 3    | 82.5%  | 11.1%   | 6.4%      | 171 |
| I would recommend Troy University to a friend who is planning to go to college. | 6        | 3    | 2    | 2    | 2    | 81.5%  | 10.4%   | 8.1%      | 173 |
| The printed Schedule of Classes is informative and easy to follow.              | 7        | 13   | 8    | 5    | 6    | 80.8%  | 10.8%   | 8.4%      | 167 |
| The University offers a variety of majors at my location.                       | 8        | 12   | 14   | 7    | 12   | 80.8%  | 11.6%   | 7.6%      | 172 |
| I feel I can talk to faculty about my academic concerns.                        | 9        | 11   | 10   | 10   | 17   | 80.7%  | 12.5%   | 6.8%      | 176 |
| The online registration process is user-friendly.                               | 10       | 17   | 23   | 18   | 20   | 79.6%  | 12.0%   | 8.4%      | 167 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment.    | 11       | 15   | 15   | 15   | 11   | 78.5%  | 13.0%   | 8.5%      | 177 |
| Classes are offered at convenient times.  | 12       | 7    | 6    | 4    | 5    | 78.3%  | 9.0%    | 12.7%     | 166 |
| Academic advising is adequate.  | 13       | 19   | 17   | 22   | 23   | 77.6%  | 13.8%   | 8.6%      | 174 |
| The classes I attend are well organized and well taught.                        | 14       | 14   | 7    | 14   | 9    | 77.3%  | 9.7%    | 13.1%     | 176 |
| The online Schedule of Classes is informative and easy to follow.               | 15       | 18   | 16   | 12   | 8    | 76.3%  | 14.5%   | 9.2%      | 173 |
| I feel that the campus is a safe and secure environment                         | 16       | 22   | 20   | 19   | N/A  | 76.3%  | 18.0%   | 5.8%      | 139 |
| The bill that I received from the University was easily understood.             | 17       | 16   | 11   | 11   | 18   | 75.8%  | 17.4%   | 6.8%      | 161 |
| Troy University has a good reputation in my community.                          | 18       | 4    | 3    | 8    | 4    | 74.9%  | 17.5%   | 7.6%      | 171 |
| Sufficient financial aid options are available.                                 | 19       | 8    | 13   | 16   | 14   | 74.3%  | 15.0%   | 10.8%     | 167 |
| On-campus bookstore hours are convenient for students.                          | 20       | 21   | 19   | 24   | 22   | 73.6%  | 18.8%   | 7.6%      | 144 |
| Student organizations are available for my participation.                       | 21       | 24   | 22   | 25   | 26   | 70.0%  | 21.4%   | 8.6%      | 140 |
| The tuition payment plan is beneficial for students.                            | 22       | 10   | 18   | 17   | 16   | 69.0%  | 25.8%   | 5.2%      | 155 |
| Class information provided prior to enrollment was helpful.                     | 23       | 23   | 21   | 23   | 13   | 68.8%  | 17.9%   | 13.3%     | 173 |
| The on-site registration process is user-friendly.                              | 24       | 26   | 26   | 20   | 19   | 68.8%  | 24.1%   | 7.1%      | 141 |
| Student recreational opportunities and facilities have met my expectations      | 25       | 28   | 27   | 28   | N/A  | 64.8%  | 24.0%   | 11.2%     | 125 |
| Tutorial services are sufficient.   | 26       | 25   | 24   | 26   | 24   | 64.6%  | 28.5%   | 6.9%      | 144 |
| Purchasing textbooks through TROY Virtual BookStore is convenient.              | 27       | 20   | 25   | 21   | 21   | 61.6%  | 28.8%   | 9.6%      | 146 |
| Students seldom get the "run around" when seeking information.                  | 28       | 27   | 28   | 27   | 25   | 61.0%  | 19.2%   | 19.8%     | 177 |
| Campus housing met my expectations upon arriving to campus.                     | 29       | 29   | 29   | 29   | 27   | 53.0%  | 32.5%   | 14.5%     | 117 |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree  
N/A responses and missing values were not included in the analysis.

Appendix 8.1. New Student Perceptions about Troy University - College of Arts & Sciences

Five Year Trend from Fall 2009 through Fall 2013

Agree

Total respondents = 178

|  | FA13  | FA12  | FA11  | FA10  | FA09  | Diff  | FA13  | FA12  | FA11  | FA10  | FA09  | Diff  |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Academic programs, services, and administration                    |       |       |       |       |       |       |       |       |       |       |       |       |
| TROY personnel are knowledgeable and helpful.                      | 86.0% | 89.1% | 85.0% | 81.2% | 83.6% | 2.4%  | 5.6%  | 4.8%  | 5.2%  | 10.6% | 7.7%  | -2.1% |
| I am receiving a quality education at Troy University.             | 84.9% | 86.8% | 88.2% | 85.3% | 89.6% | -4.7% | 5.8%  | 4.2%  | 3.5%  | 7.5%  | 4.5%  | 1.3%  |
| Class drop/add procedures are appropriate.                         | 83.9% | 84.3% | 78.1% | 79.9% | 78.1% | 5.8%  | 5.0%  | 3.0%  | 7.1%  | 6.0%  | 5.1%  | -0.1% |
| Faculty care about students as individuals.                        | 83.1% | 85.7% | 80.8% | 76.2% | 81.7% | 1.4%  | 7.3%  | 6.1%  | 5.2%  | 7.4%  | 6.9%  | 0.4%  |
| The semester/term format accommodates my learning.                 | 82.5% | 88.7% | 83.4% | 82.8% | 86.5% | -4.0% | 6.4%  | 1.4%  | 5.3%  | 6.3%  | 4.2%  | 2.2%  |
| I would recommend TROY to a friend...                              | 81.5% | 87.5% | 87.7% | 85.1% | 87.5% | -6.0% | 8.1%  | 6.3%  | 5.8%  | 9.6%  | 6.3%  | 1.8%  |
| The printed Schedule of Classes is informative and easy to follow. | 80.8% | 80.3% | 81.2% | 82.3% | 83.7% | -2.9% | 8.4%  | 6.6%  | 5.2%  | 5.3%  | 4.9%  | 3.5%  |
| The University offers a variety of majors at my location.          | 80.8% | 82.0% | 76.6% | 80.6% | 80.0% | 0.8%  | 7.6%  | 6.5%  | 10.2% | 9.1%  | 9.0%  | -1.4% |
| I feel I can talk to faculty about my academic concerns.           | 80.7% | 83.0% | 80.6% | 79.1% | 76.7% | 4.0%  | 6.8%  | 4.8%  | 8.8%  | 10.9% | 6.8%  | 0.0%  |
| The online registration process is user-friendly.                  | 79.6% | 77.7% | 69.3% | 72.7% | 74.4% | 5.2%  | 8.4%  | 7.2%  | 12.7% | 12.0% | 10.8% | -2.4% |
| Reg. dates, times, and procedures were made clear to me.           | 78.5% | 78.8% | 76.3% | 75.2% | 80.0% | -1.5% | 8.5%  | 11.0% | 11.6% | 14.7% | 10.1% | -1.6% |
| Classes are offered at convenient times.                           | 78.3% | 85.1% | 82.3% | 82.6% | 84.4% | -6.1% | 12.7% | 6.4%  | 8.5%  | 7.9%  | 7.0%  | 5.7%  |
| Academic advising is adequate.                                     | 77.6% | 77.1% | 74.9% | 69.4% | 68.5% | 9.1%  | 8.6%  | 8.3%  | 12.3% | 15.4% | 13.9% | -5.3% |
| The classes I attend are well organized and well taught.           | 77.3% | 78.9% | 81.8% | 76.0% | 82.9% | -5.6% | 13.1% | 9.2%  | 11.2% | 10.7% | 9.1%  | 4.0%  |
| The online Schedule of Classes is informative and easy to follow.  | 76.3% | 77.2% | 75.6% | 76.7% | 83.2% | -6.9% | 9.2%  | 6.2%  | 7.9%  | 8.4%  | 6.4%  | 2.8%  |

Appendix 8.1. New Student Perceptions about Troy University - College of Arts & Sciences

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 178

Academic programs, services, and administration

|   | Agree |       |       |       |       |        | Disagree |      |      |       |       |       |
|---|-------|-------|-------|-------|-------|--------|----------|------|------|-------|-------|-------|
|   | FA13  | FA12  | FA11  | FA10  | FA09  | Diff   | FA13     | FA12 | FA11 | FA10  | FA09  | Diff  |
| I feel that the campus is a safe and secure environment             | 76.3% | 71.7% | 72.0% | 72.2% | N/A   | 4.1%   | 5.8%     | 2.8% | 8.3% | 7.9%  | N/A   | -2.1% |
| The bill that I received from the University was easily understood. | 75.8% | 78.1% | 79.9% | 77.8% | 76.1% | -0.3%  | 6.8%     | 8.6% | 8.4% | 8.1%  | 10.2% | -3.4% |
| Troy University has a good reputation in my community.              | 74.9% | 86.9% | 86.5% | 80.3% | 86.3% | -11.4% | 7.6%     | 4.4% | 3.1% | 8.3%  | 3.6%  | 4.0%  |
| Sufficient financial aid options are available.                     | 74.3% | 84.8% | 76.8% | 74.9% | 78.5% | -4.2%  | 10.8%    | 3.6% | 7.9% | 11.7% | 8.2%  | 2.6%  |
| On-campus boos are convenient for students                          | 76.8% | 75.2% | 75.7% | 75.6% | N/A   | 4.8%   | 10.3%    | 7.0% | 7.1% | 9.8%  | 8.9%  | 4.3%  |

Appendix 9. New Student Perceptions about Troy University - College of Business  
Ranked by Agreement

| Total respondents = 100<br>Academic programs, services, and administration      | Rankings |      |      |      |      | Agree* | Neutral | Disagree* | N   |
|---|----------|------|------|------|------|--------|---------|-----------|-----|
|   | 2013     | 2012 | 2011 | 2010 | 2009 |        |         |           |     |
| The semester/term format at my location accommodates my learning.               | 1        | 2    | 2    | 1    | 1    | 89.7%  | 5.2%    | 5.2%      | 97  |
| TROY personnel are knowledgeable and helpful.                                   | 2        | 4    | 12   | 9    | 7    | 87.0%  | 8.0%    | 5.0%      | 100 |
| I would recommend Troy University to a friend who is planning to go to college. | 3        | 7    | 4    | 3    | 3    | 85.3%  | 6.3%    | 8.4%      | 95  |
| The printed Schedule of Classes is informative and easy to follow.              | 4        | 9    | 6    | 6    | 5    | 84.9%  | 6.5%    | 8.6%      | 93  |
| Troy University has a good reputation in my community.                          | 5        | 6    | 3    | 4    | 4    | 83.3%  | 9.4%    | 7.3%      | 96  |
| Faculty care about students as individuals.                                     | 6        | 10   | 11   | 18   | 10   | 83.0%  | 11.0%   | 6.0%      | 100 |
| Student organizations are available for my participation.                       | 7        | 25   | 25   | 26   | 25   | 81.9%  | 12.0%   | 6.0%      | 83  |
| The tuition payment plan is beneficial for students.                            | 8        | 18   | 21   | 19   | 14   | 81.7%  | 12.2%   | 6.1%      | 82  |
| The online Schedule of Classes is informative and easy to follow.               | 9        | 15   | 14   | 11   | 9    | 81.6%  | 10.2%   | 8.2%      | 98  |
| I am receiving a quality education at Troy University.                          | 10       | 3    | 1    | 2    | 2    | 81.1%  | 11.6%   | 7.4%      | 95  |
| Sufficient financial aid options are available.                                 | 11       | 19   | 8    | 17   | 15   | 80.9%  | 11.7%   | 7.4%      | 94  |
| The bill that I received from the University was easily understood.             | 12       | 12   | 5    | 7    | 11   | 80.7%  | 11.4%   | 8.0%      | 88  |
| The on-site registration process is user-friendly.                              | 13       | 24   | 18   | 21   | 19   | 79.3%  | 13.8%   | 6.9%      | 87  |
| Class drop/add procedures are appropriate.                                      | 14       | 16   | 7    | 8    | 17   | 79.3%  | 12.0%   | 8.7%      | 92  |
| I feel I can talk to faculty about my academic concerns.                        | 15       | 21   | 15   | 20   | 20   | 78.0%  | 13.0%   | 9.0%      | 100 |
| Classes are offered at convenient times.  | 16       | 8    | 9    | 5    | 6    | 77.9%  | 10.5%   | 11.6%     | 95  |
| The University offers a variety of majors at my location.                       | 17       | 5    | 10   | 13   | 12   | 77.9%  | 10.5%   | 11.6%     | 95  |
| The classes I attend are well organized and well taught.                        | 18       | 20   | 20   | 14   | 13   | 77.3%  | 10.3%   | 12.4%     | 97  |
| Reg. dates, times, and procedures were made clear to me prior to enrollment.    | 19       | 1    | 17   | 10   | 8    | 76.8%  | 12.1%   | 11.1%     | 99  |
| Academic advising is adequate.  | 20       | 17   | 19   | 22   | 21   | 76.3%  | 16.5%   | 7.2%      | 97  |
| I feel that the campus is a safe and secure environment                         | 21       | 14   | 13   | 12   | N/A  | 76.2%  | 15.5%   | 8.3%      | 84  |
| On-campus bookstore hours are convenient for students.                          | 22       | 23   | 22   | 25   | 23   | 74.7%  | 16.9%   | 8.4%      | 83  |
| The online registration process is user-friendly.                               | 23       | 13   | 16   | 15   | 22   | 74.5%  | 17.0%   | 8.5%      | 94  |
| Student recreational opportunities and facilities have met my expectations.     | 24       | 26   | 27   | 28   | N/A  | 70.5%  | 23.1%   | 6.4%      | 78  |
| Tutorial services are sufficient.   | 25       | 27   | 26   | 24   | 24   | 69.5%  | 23.2%   | 7.3%      | 82  |
| Class information provided prior to enrollment was helpful.                     | 26       | 22   | 23   | 23   | 16   | 65.7%  | 14.1%   | 20.2%     | 99  |
| Students seldom get the "run around" when seeking information.                  | 27       | 28   | 28   | 27   | 26   | 65.6%  | 13.5%   | 20.8%     | 96  |
| Purchasing textbooks through TROY Virtual BookStore is convenient.              | 28       | 11   | 24   | 16   | 18   | 65.5%  | 24.1%   | 10.3%     | 87  |
| Campus housing met my expectations upon arriving to campus.                     | 29       | 29   | 29   | 29   | 27   | 60.0%  | 24.3%   | 15.7%     | 70  |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree  
N/A responses and missing values were not included in the analysis.





Total respondents = 112

Academic programs, services, and administration

2013 2012 2011 2010 2009

Agree





Appendix 10.1. New Student Perceptions about Troy University - College of Education

Five Year Trend from Fall 2009 through Fall 2013

| Total respondents = 112<br>Academic programs, services, and<br>administration  | Agree |       |       |       |       |       | Disagree |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|----------|-------|-------|-------|-------|-------|
|  | FA13  | FA12  | FA11  | FA10  | FA09  | Diff  | FA13     | FA12  | FA11  | FA10  | FA09  | Diff  |
| Sufficient financial aid options are available.  | 81.6% | 74.7% | 67.4% | 75.9% | 74.6% | 7.0%  | 6.8%     | 13.1% | 15.8% | 13.1% | 12.4% | -5.6% |
| Reg. dates, times, and procedures were made<br>clear to me.  | 81.3% | 69.7% | 71.4% | 69.7% | 80.2% | 1.1%  | 7.1%     | 16.2% | 16.3% | 19.9% | 11.3% | -4.2% |
| The bill that I received from the University was<br>easily understood.   | 80.8% | 78.4% | 72.2% | 79.5% | 77.9% | 2.9%  | 6.1%     | 6.8%  | 12.2% | 11.9% | 9.1%  | -3.0% |
| The on-site registration process is user-friendly.   | 80.2% | 65.8% | 68.9% | 65.9% | 75.9% | 4.3%  | 3.1%     | 11.4% | 11.1% | 17.0% | 9.9%  | -6.8% |
| Classes are offered at convenient times.   | 79.3% | 73.5% | 75.0% | 77.2% | 79.7% | -0.4% | 9.0%     | 15.3% | 12.5% | 15.3% | 9.7%  | -0.7% |
| The University offers a variety of majors at my<br>location.   | 77.4% | 77.1% | 79.8% | 75.4% | 75.2% | 2.2%  | 6.6%     | 11.5% | 11.7% | 12.1% | 12.2% | -5.6% |
| Student organizations are available for my<br>participation.   | 76.5% | 69.9% | 69.4% | 64.8% | 61.6% | 14.9% | 5.1%     | 8.4%  | 9.4%  | 13.6% | 9.8%  | -4.7% |
| The tuition payment plan is beneficial for students.<br>Class information provided prior to enrollment was<br>helpful. | 74.4% | 72.5% | 70.2% | 75.3% | 79.0% | -4.6% | 3.3%     | 11.0% | 8.3%  | 10.3% | 6.1%  | -2.8% |

Appendix 11. New Student Perceptions about Troy University - College of Communication & Fine Arts  
Ranked by Agreement

| Academic programs, services, and administration                                 | Rankings |      |      |      |      | Agree* | Neutral | Disagree* | N  |
|---|----------|------|------|------|------|--------|---------|-----------|----|
|   | 2013     | 2012 | 2011 | 2010 | 2009 |        |         |           |    |
| Total respondents = 52  |          |      |      |      |      |        |         |           |    |
| Student organizations are available for my participation.                       | 1        | 8    | 7    | 1    | 6    | 100.0% | 0.0%    | 0.0%      | 48 |
| TROY personnel are knowledgeable and helpful.                                   | 2        | 4    | 15   | 19   | 2    | 96.2%  | 3.8%    | 0.0%      | 52 |
| The semester/term format at my location accommodates my learning.               | 3        | 3    | 4    | 8    | 3    | 94.3%  | 5.7%    | 0.0%      | 53 |
| I feel I can talk to faculty about my academic concerns.                        | 4        | 2    | 6    | 14   | 11   | 94.2%  | 1.9%    | 3.8%      | 52 |
| I am receiving a quality education at Troy University.                          | 5        | 1    | 1    | 9    | 4    | 92.3%  | 7.7%    | 0.0%      | 52 |
| Troy University has a good reputation in my community.                          | 6        | 5    | 5    | 10   | 5    | 92.2%  | 3.9%    | 3.9%      | 51 |
| I would recommend Troy University to a friend who is planning to go to college. | 7        | 10   | 3    | 15   | 8    | 92.2%  | 5.9%    | 2.0%      | 51 |
| Faculty care about students as individuals.                                     | 8        | 6    | 14   | 6    | 7    | 90.6%  | 5.7%    | 3.8%      | 53 |
| Academic advising is adequate.  | 9        | 14   | 16   | 18   | 18   | 90.2%  | 5.9%    | 3.9%      | 51 |
| The University offers a variety of majors at my location.                       | 10       | 7    | 2    | 7    | 1    | 88.5%  | 3.8%    | 7.7%      | 52 |
| Sufficient financial aid options are available.                                 | 11       | 19   | 19   | 2    | 12   | 84.0%  | 8.0%    | 8.0%      | 50 |
| The printed Schedule of Classes is informative and easy to follow.              | 12       | 9    | 9    | 3    | 9    | 84.0%  | 10.0%   | 6.0%      | 50 |
| The on-site registration process is user-friendly.                              | 13       | 26   | 24   | 29   | 16   | 83.0%  | 10.6%   | 6.4%      | 47 |
| The classes I attend are well organized and well taught.                        | 14       | 13   | 8    | 22   | 13   | 82.7%  | 11.5%   | 5.8%      | 52 |
| The online registration process is user-friendly.                               | 15       | 21   | 26   | 21   | 24   | 82.0%  | 12.0%   | 6.0%      | 50 |
| I feel that the campus is a safe and secure environment                         | 16       | 12   | 10   | 4    | N/A  | 81.3%  | 12.5%   | 6.3%      | 48 |
| The tuition payment plan is beneficial for students.                            | 17       | 15   | 20   | 17   | 14   | 80.4%  | 15.2%   | 4.3%      | 46 |
| On-campus bookstore hours are convenient for students.                          | 18       | 18   | 23   | 13   | 21   | 79.2%  | 10.4%   | 10.4%     | 48 |
| Student recreational opportunities and facilities have met my expectations.     | 19       | 22   | 17   | 5    | N/A  | 78.7%  | 12.8%   | 8.5%      | 47 |
| Class drop/add procedures are appropriate.                                      | 20       | 11   | 12   | 24   | 19   | 78.4%  | 11.8%   | 9.8%      | 51 |
| Classes are offered at convenient times.  | 21       | 20   | 11   | 16   | 15   | 78.0%  | 14.0%   | 8.0%      | 50 |
| The bill that I received from the University was easily understood.             | 22       | 17   | 13   | 28   | 20   | 77.6%  | 12.2%   | 10.2%     | 49 |
| The online Schedule of Classes is informative and easy to follow.               | 23       | 16   | 18   | 12   | 17   | 77.4%  | 13.2%   | 9.4%      | 53 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment.    | 24       | 23   | 22   | 23   | 10   | 76.9%  | 15.4%   | 7.7%      | 52 |
| Tutorial services are sufficient.   | 25       | 25   | 25   | 20   | 23   | 75.0%  | 25.0%   | 0.0%      | 44 |
| Campus housing met my expectations upon arriving to campus.                     | 26       | 28   | 27   | 26   | 26   | 70.5%  | 15.9%   | 13.6%     | 44 |
| Class information provided prior to enrollment was helpful.                     | 27       | 24   | 21   | 25   | 22   | 68.6%  | 21.6%   | 9.8%      | 51 |
| Purchasing textbooks through TROY Virtual Book Store is convenient.             | 28       | 27   | 29   | 11   | 25   | 61.9%  | 31.0%   | 7.1%      | 42 |
| Students seldom get the "run around" when seeking information.                  | 29       | 29   | 28   | 27   | 27   | 59.6%  | 25.0%   | 15.4%     | 52 |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree  
N/A responses and missing values were not included in the analysis.

Total respondents = 52

Academic programs, services, and administration

Student organizations are available for my participation.

TROY personnel are knowledgeable and helpful.

The semester/term format at my location accommodates my learning.

I feel I can talk to faculty about my academic concerns.

I am receiving a quality education at Troy University.

Troy University has a good reputation in my community.

I would recommend TROY to a friend....

Faculty care about students as individuals.

Academic advising is adequate.

|  | FA13   | FA12  | FA11  | FA10  | FA09  | Diff  | FA13 | FA12  | FA11  | FA10  | FA09  | Diff  |
|--|--------|-------|-------|-------|-------|-------|------|-------|-------|-------|-------|-------|
|  | 100.0% | 82.9% | 73.9% | 92.9% | 69.8% | 30.2% | 0.0% | 14.3% | 17.4% | 3.6%  | 12.2% | N/A   |
|  | 96.2%  | 86.8% | 68.0% | 76.5% | 81.4% | 14.8% | 0.0% | 10.5% | 22.0% | 11.8% | 10.4% | N/A   |
|  | 94.3%  | 88.9% | 78.7% | 87.1% | 79.6% | 14.7% | 0.0% | 5.6%  | 10.6% | 0.0%  | 8.0%  | -8.0% |
|  | 94.2%  | 89.5% | 74.0% | 79.4% | 74.6% | 19.6% | 3.8% | 7.9%  | 18.0% | 11.8% | 10.5% | -6.7% |
|  | 92.3%  | 91.9% | 83.3% | 85.3% | 87.3% | 5.0%  | 0.0% | 8.1%  | 10.4% | 5.9%  | 6.6%  | -6.6% |
|  | 92.2%  | 86.1% | 78.3% | 83.3% | 83.5% | 8.7%  | 3.9% | 11.1% | 13.0% | 3.3%  | 5.5%  | -1.6% |
|  | 92.2%  | 81.1% | 79.6% | 78.8% | 84.0% | 8.2%  | 2.0% | 8.1%  | 12.2% | 9.1%  | 8.4%  | -6.4% |
|  | 90.6%  | 84.2% | 68.0% | 88.2% | 74.5% | 16.1% | 3.8% | 5.3%  | 18.0% | 8.8%  | 11.3% | -7.5% |

Appendix 11.1. New Student Perceptions about Troy University - College of Communication & Fine Arts

Five Year Trend from Fall 2009 through Fall 2013

| Total respondents = 52<br>Academic programs, services, and<br>administration | Agree |       |       |       |       |        | Diff  | Disagree |       |       |       |       |  |
|--|-------|-------|-------|-------|-------|--------|-------|----------|-------|-------|-------|-------|--|
|  | FA13  | FA12  | FA11  | FA10  | FA09  | FA13   |       | FA12     | FA11  | FA10  | FA09  | Diff  |  |
| I feel that the campus is a safe and secure environment                      | 81.3% | 74.3% | 72.3% | 90.0% | N/A   | -8.7%  | 6.3%  | 11.4%    | 17.0% | 3.3%  | N/A   | 3.0%  |  |
| The tuition payment plan is beneficial for students.                         | 80.4% | 71.9% | 62.8% | 78.6% | 78.3% | 2.1%   | 4.3%  | 12.5%    | 18.6% | 0.0%  | 9.4%  | -5.1% |  |
| On-campus bookstore hours are convenient for students.                       | 79.2% | 70.3% | 56.5% | 80.6% | 71.1% | 8.1%   | 10.4% | 13.5%    | 23.9% | 6.5%  | 10.5% | -0.1% |  |
| Student recreational opportunities and facilities have met my expectations.  | 78.7% | 64.5% | 66.7% | 88.9% | N/A   | -10.2% | 8.5%  | 19.4%    | 23.1% | 3.7%  | N/A   | 4.8%  |  |
| Class drop/add procedures are appropriate.                                   | 78.4% | 79.4% | 69.8% | 71.4% | 72.1% | 6.3%   | 9.8%  | 8.8%     | 23.3% | 3.6%  | 10.0% | -0.2% |  |
| Classes are offered at convenient times.                                     | 78.0% | 66.7% | 70.8% | 78.8% | 83.2% | -5.2%  | 8.0%  | 19.4%    | 16.7% | 3.0%  | 9.5%  | -1.5% |  |
| The bill that I received from the University was easily understood.          | 77.6% | 70.6% | 69.6% | 61.3% | 76.6% | 1.0%   | 10.2% | 17.6%    | 30.4% | 6.5%  | 12.4% | -2.2% |  |
| The online Schedule of Classes is informative and easy to follow.            | 77.4% | 71.9% | 65.1% | 80.6% | 74.4% | 3.0%   | 9.4%  | 12.5%    | 18.6% | 6.5%  | 11.8% | -2.4% |  |
| Reg. dates, times, and procedures were made clear to me.                     | 76.9% | 63.2% | 59.2% | 72.7% | 79.5% | -2.6%  | 7.7%  | 15.8%    | 32.7% | 6.1%  | 13.1% | -5.4% |  |
| Tutorial services are sufficient.  | 75.0% | 58.6% | 52.9% | 75.0% | 65.1% | 9.9%   | 0.0%  | 13.8%    | 29.4% | 8.3%  | 8.1%  | -8.1% |  |
| Campus housing met my expectations upon arriving to campus.                  | 70.5% | 51.6% | 39.5% | 70.0% | 46.6% | 23.9%  | 13.6% | 22.6%    | 39.5% | 10.0% | 19.8% | -6.2% |  |
| Class information provided prior to enrollment was helpful.                  | 68.6% | 61.1% | 61.2% | 70.6% | 68.6% | 0.0%   | 9.8%  | 19.4%    | 20.4% | 5.9%  | 17.9% | -8.1% |  |
| Purchasing textbooks through Virtual Book Store is convenient.               | 61.9% | 51.7% | 37.8% | 83.3% | 71.6% | -9.7%  | 7.1%  | 24.1%    | 27.0% | 4.2%  | 10.9% | -3.8% |  |
| Students seldom get the "run around" when seeking information.               | 59.6% | 45.7% | 38.8% | 62.5% | 56.4% | 3.2%   | 15.4% | 28.6%    | 30.6% | 28.1% | 23.1% | -7.7% |  |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Total respondents = 141

Academic programs, services, and administration

2013 2012 2011 2010 2009

Agree

Appendix 12.1. New Student Perceptions about Troy University - College of Health & Human Service

Five Year Trend from Fall 2009 through Fall 2013

| Total respondents = 141<br>Academic programs, services, and administration | Agree |       |       |       |       |       | Disagree |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|----------|-------|-------|-------|-------|-------|
|  | FA13  | FA12  | FA11  | FA10  | FA09  | Diff  | FA13     | FA12  | FA11  | FA10  | FA09  | Diff  |
| TROY personnel are knowledgeable and helpful.                              | 89.4% | 88.3% | 77.5% | 78.4% | 81.4% | 8.0%  | 5.0%     | 6.3%  | 14.2% | 10.5% | 10.4% | -5.4% |
| I am receiving a quality education at Troy University.                     | 89.3% | 95.3% | 84.6% | 86.3% | 87.3% | 2.0%  | 5.0%     | 3.1%  | 10.3% | 7.1%  | 6.6%  | -1.6% |
| The semester/term format accommodates my learning.                         | 88.4% | 90.5% | 76.3% | 83.3% | 79.6% | 8.8%  | 5.1%     | 3.2%  | 11.4% | 6.8%  | 8.0%  | -2.9% |
| I would recommend TROY to a friend...                                      | 87.9% | 89.1% | 79.5% | 80.7% | 84.0% | 3.9%  | 7.9%     | 4.7%  | 13.7% | 13.9% | 8.4%  | -0.5% |
| The University offers a variety of majors at my location.                  | 87.1% | 90.2% | 75.7% | 78.4% | 80.7% | 6.4%  | 6.1%     | 5.7%  | 11.7% | 9.3%  | 6.4%  | -0.3% |
| I feel I can talk to faculty about my academic concerns.                   | 86.5% | 85.9% | 72.9% | 75.9% | 74.6% | 11.9% | 5.0%     | 7.0%  | 11.9% | 10.6% | 10.5% | -5.5% |
| The printed Schedule of Classes is informative and easy to follow.         | 86.1% | 91.8% | 76.1% | 82.4% | 80.3% | 5.8%  | 4.4%     | 2.5%  | 12.4% | 7.5%  | 9.4%  | -5.0% |
| Faculty care about students as individuals.                                | 85.7% | 86.7% | 78.8% | 77.6% | 74.5% | 11.2% | 5.0%     | 4.7%  | 12.7% | 10.0% | 11.3% | -6.3% |
| Reg. dates, times, and procedures were made clear to me.                   | 85.6% | 82.0% | 68.1% | 75.0% | 79.5% | 6.1%  | 7.2%     | 7.8%  | 20.7% | 16.1% | 13.1% | -5.9% |
| Troy University has a good reputation in my community.                     | 85.6% | 88.6% | 81.6% | 83.9% | 83.5% | 2.1%  | 4.3%     | 3.3%  | 10.5% | 6.5%  | 5.5%  | -1.2% |
| Class drop/add procedures are appropriate.                                 | 85.5% | 88.5% | 70.1% | 69.3% | 72.1% | 13.4% | 3.8%     | 2.7%  | 15.0% | 13.7% | 10.0% | -6.2% |
| The online Schedule of Classes is informative and easy to follow.          | 84.8% | 82.1% | 70.0% | 76.7% | 74.4% | 10.4% | 5.1%     | 5.1%  | 16.4% | 10.7% | 11.8% | -6.7% |
| Classes are offered at convenient times.                                   | 83.7% | 84.0% | 74.3% | 82.7% | 83.2% | 0.5%  | 6.7%     | 7.2%  | 13.3% | 6.2%  | 9.5%  | -2.8% |
| Academic advising is adequate.   | 82.7% | 81.5% | 70.9% | 71.4% | 69.2% | 13.5% | 5.8%     | 11.3% | 14.5% | 16.7% | 14.7% | -8.9% |
| The online registration process is user-friendly.                          | 82.4% | 78.1% | 66.4% | 67.1% | 73.5% | 8.9%  | 11.8%    | 7.9%  | 21.5% | 16.1% | 12.2% | -0.4% |

Appendix 12.1. New Student Perceptions about Troy University - College of Health & Human Service

Five Year Trend from Fall 2009 through Fall 2013

| Total respondents = 141<br>Academic programs, services, and<br>administration | Agree |       |       |       |       | Diff  | Disagree |       |       |       |       | Diff   |
|---|-------|-------|-------|-------|-------|-------|----------|-------|-------|-------|-------|--------|
|   | FA13  | FA12  | FA11  | FA10  | FA09  |       | FA13     | FA12  | FA11  | FA10  | FA09  |        |
| Student organizations are available for my participation.                     | 82.3% | 83.2% | 66.3% | 69.4% | 69.8% | 12.5% | 6.9%     | 5.3%  | 19.4% | 6.7%  | 12.2% | -5.3%  |
| The classes I attend are well organized and well taught.                      | 82.0% | 81.0% | 76.1% | 73.6% | 77.1% | 4.9%  | 6.5%     | 9.5%  | 14.2% | 15.3% | 10.8% | -4.3%  |
| On-campus bookstore hours are convenient for students.                        | 79.5% | 85.3% | 72.7% | 72.9% | 71.1% | 8.4%  | 8.7%     | 4.6%  | 14.1% | 9.3%  | 10.5% | -1.8%  |
| The on-site registration process is user-friendly.                            | 79.1% | 74.8% | 66.7% | 66.2% | 76.0% | 3.1%  | 6.2%     | 9.9%  | 19.6% | 15.2% | 12.5% | -6.3%  |
| I feel that the campus is a safe and secure environment.                      | 78.7% | 80.5% | 75.2% | 78.7% | N/A   | 0.0%  | 7.1%     | 3.5%  | 9.9%  | 6.3%  | N/A   | 0.8%   |
| Class information provided prior to enrollment was helpful.                   | 78.4% | 74.8% | 68.6% | 66.9% | 68.6% | 9.8%  | 7.9%     | 8.7%  | 13.6% | 16.6% | 17.9% | -10.0% |
| Tutorial services are sufficient.   | 76.8% | 82.6% | 60.6% | 65.4% | 65.1% | 11.7% | 6.4%     | 3.7%  | 14.1% | 10.2% | 8.1%  | -1.7%  |
| Sufficient financial aid options are available.                               | 76.3% | 81.8% | 70.8% | 75.0% | 73.6% | 2.7%  | 7.2%     | 10.7% | 16.8% | 10.3% | 10.8% | -3.6%  |
| The bill that I received from the University was easily understood.           | 76.3% | 86.1% | 74.8% | 76.5% | 76.6% | -0.3% | 9.9%     | 4.9%  | 15.3% | 9.8%  | 12.4% | -2.5%  |
| The tuition payment plan is beneficial for students.                          | 73.8% | 77.8% | 70.0% | 80.1% | 78.3% | -4.5% | 5.4%     | 6.8%  | 14.5% | 6.8%  | 9.4%  | -4.0%  |
| Student recreational opportunities and facilities have met my expectations.   | 69.9% | 74.3% | 65.2% | 62.6% | N/A   | 7.3%  | 10.6%    | 6.9%  | 16.9% | 10.1% | N/A   | 0.5%   |
| Purchasing textbooks through Virtual Book Store is convenient.                | 66.4% | 74.5% | 62.4% | 66.4% | 71.6% | -5.2% | 10.1%    | 5.7%  | 20.4% | 10.4% | 10.9% | -0.8%  |



Appendix 13. New Student Perceptions about Troy University - Undergraduate Students  
Ranked by Frequency of Agreement

| Academic programs, services, and administration                              | Rankings |      |      |      |      | Agree* | Neutral | Disagree* | N   |
|--|----------|------|------|------|------|--------|---------|-----------|-----|
|  | 2013     | 2012 | 2011 | 2010 | 2009 |        |         |           |     |
| TROY personnel are knowledgeable and helpful.                                | 1        | 2    | 6    | 8    | 6    | 88.4%  | 7.6%    | 4.0%      | 476 |
| I am receiving a quality education at Troy University.                       | 2        | 1    | 1    | 1    | 1    | 88.2%  | 7.9%    | 3.9%      | 466 |
| The semester/term format at my location accommodates my learning.            | 3        | 3    | 4    | 2    | 4    | 86.9%  | 9.2%    | 3.9%      | 466 |
| I would recommend TROY to a friend who is planning to go to college.         | 4        | 4    | 2    | 3    | 2    | 85.8%  | 8.0%    | 6.2%      | 465 |
| Faculty care about students as individuals.                                  | 5        | 8    | 5    | 17   | 12   | 85.7%  | 9.0%    | 5.3%      | 476 |
| The printed Schedule of Classes is informative and easy to follow.           | 6        | 7    | 9    | 5    | 5    | 84.7%  | 10.1%   | 5.3%      | 457 |
| Class drop/add procedures are appropriate.                                   | 7        | 12   | 12   | 11   | 15   | 84.6%  | 11.3%   | 4.1%      | 442 |
| I feel I can talk to faculty about my academic concerns.                     | 8        | 9    | 8    | 12   | 17   | 83.2%  | 11.2%   | 5.7%      | 475 |
| The University offers a variety of majors at my location.                    | 9        | 5    | 7    | 6    | 8    | 83.0%  | 9.5%    | 7.5%      | 464 |
| Troy University has a good reputation in my community.                       | 10       | 6    | 3    | 4    | 3    | 82.6%  | 12.2%   | 5.2%      | 466 |
| The classes I attend are well organized and well taught.                     | 11       | 17   | 10   | 15   | 9    | 81.8%  | 10.3%   | 7.9%      | 468 |
| Academic advising is adequate.   | 12       | 14   | 19   | 22   | 23   | 81.7%  | 11.5%   | 6.8%      | 470 |
| Student organizations are available for my participation.                    | 13       | 18   | 21   | 23   | 24   | 81.3%  | 14.1%   | 4.7%      | 427 |
| The online registration process is user-friendly.                            | 14       | 21   | 23   | 20   | 20   | 81.1%  | 11.9%   | 7.0%      | 455 |
| The online Schedule of Classes is informative and easy to follow.            | 15       | 22   | 16   | 13   | 11   | 80.4%  | 13.4%   | 6.3%      | 464 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 16       | 13   | 18   | 16   | 10   | 79.9%  | 12.7%   | 7.4%      | 473 |
| Classes are offered at convenient times.                                     | 17       | 11   | 11   | 7    | 7    | 79.7%  | 11.1%   | 9.2%      | 459 |
| Sufficient financial aid options are available.                              | 18       | 10   | 14   | 10   | 14   | 79.0%  | 13.3%   | 7.6%      | 458 |
| On-campus bookstore hours are convenient for students.                       | 19       | 16   | 17   | 19   | 21   | 78.4%  | 14.2%   | 7.3%      | 436 |
| I feel that the campus is a safe and secure environment.                     | 20       | 19   | 15   | 9    | N/A  | 78.4%  | 15.1%   | 6.4%      | 436 |
| The bill that I received from the University was easily understood.          | 21       | 15   | 13   | 14   | 16   | 76.2%  | 15.5%   | 8.3%      | 433 |
| The on-site registration process is user-friendly.                           | 22       | 26   | 24   | 25   | 18   | 75.9%  | 18.5%   | 5.6%      | 427 |
| The tuition payment plan is beneficial for students.                         | 23       | 20   | 20   | 18   | 13   | 74.0%  | 20.4%   | 5.5%      | 416 |
| Tutorial services are sufficient.  | 24       | 24   | 25   | 24   | 25   | 71.9%  | 23.0%   | 5.1%      | 409 |
| Student recreational opportunities and facilities have met my expectations.  | 25       | 27   | 26   | 27   | N/A  | 70.5%  | 20.2%   | 9.3%      | 397 |
| Class information provided prior to enrollment was helpful.                  | 26       | 25   | 22   | 26   | 19   | 69.1%  | 19.2%   | 11.7%     | 469 |
| Purchasing textbooks through TROY Virtual Book Store is convenient.          | 27       | 23   | 27   | 21   | 22   | 64.5%  | 28.2%   | 7.3%      | 397 |
| Students seldom get the "run around" when seeking information.               | 28       | 28   | 28   | 28   | 26   | 60.3%  | 20.6%   | 19.1%     | 466 |
| Campus housing met my expectations upon arriving to campus.                  | 29       | 29   | 29   | 29   | 27   | 59.1%  | 25.6%   | 15.3%     | 367 |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree  
N/A responses and missing values were not included in the analysis.

Appendix 13.1. New Student Perceptions about Troy University - Undergraduate Students

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 476

| Academic programs, services, and administration                    | Agree |       |       |       |       |       | Dif f | Disagree |       |       |       |       |       |
|--|-------|-------|-------|-------|-------|-------|-------|----------|-------|-------|-------|-------|-------|
|  | FA13  | FA12  | FA11  | FA10  | FA09  | Dif f |       | FA13     | FA12  | FA11  | FA10  | FA09  | Dif f |
| TROY personnel are knowledgeable and helpful.                      | 88.4% | 88.3% | 80.0% | 78.4% | 80.4% | 8.0%  | 4.0%  | 6.7%     | 10.6% | 12.4% | 10.3% | -6.3% |       |
| I am receiving a quality education at Troy University.             | 88.2% | 90.1% | 86.1% | 84.9% | 87.6% | 0.6%  | 3.9%  | 3.6%     | 7.0%  | 6.7%  | 6.2%  | -2.3% |       |
| The semester/term format accommodates my learning.                 | 86.9% | 88.3% | 81.2% | 84.0% | 83.7% | 3.2%  | 3.9%  | 3.0%     | 7.9%  | 5.8%  | 6.7%  | -2.8% |       |
| I would recommend TROY to a friend...                              | 85.8% | 87.2% | 83.2% | 83.5% | 86.4% | -0.6% | 6.2%  | 5.9%     | 9.3%  | 10.0% | 7.6%  | -1.4% |       |
| Faculty care about students as individuals.                        | 85.7% | 83.3% | 81.0% | 75.2% | 77.2% | 8.5%  | 5.3%  | 5.5%     | 9.2%  | 9.0%  | 9.4%  | -4.1% |       |
| The printed Schedule of Classes is informative and easy to follow. | 84.7% | 84.7% | 78.7% | 81.9% | 81.6% | 3.1%  | 5.3%  | 7.1%     | 9.3%  | 7.5%  | 8.5%  | -3.2% |       |
| I feel I can talk to faculty about my academic concerns.           | 84.6% | 80.2% | 74.9% | 76.4% | 74.2% | 10.4% | 4.1%  | 4.3%     | 10.6% | 10.1% | 10.1% | -6.0% |       |
| Sufficient financial aid options are available.                    | 83.2% | 83.1% | 78.8% | 76.4% | 74.9% | 8.3%  | 5.7%  | 6.7%     | 10.1% | 10.4% | 10.7% | -5.0% |       |
| The University offers a variety of majors at my location.          | 83.0% | 86.0% | 79.6% | 81.1% | 79.9% | 3.1%  | 7.5%  | 6.1%     | 9.9%  | 8.9%  | 9.4%  | -1.9% |       |
| Troy University has a good reputation in my community.             | 82.6% | 85.3% | 82.5% | 82.2% | 84.3% | -1.7% | 5.2%  | 5.8%     | 7.6%  | 6.7%  | 6.1%  | -0.9% |       |
| The classes I attend are well organized and well taught.           | 81.8% | 77.0% | 76.8% | 75.5% | 79.0% | 2.8%  | 7.9%  | 8.6%     | 11.3% | 11.1% | 9.9%  | -2.0% |       |
| Academic advising is adequate.                                     | 81.7% | 77.9% | 71.2% | 70.1% | 69.4% | 12.3% | 6.8%  | 9.9%     | 14.6% | 16.4% | 14.3% | -7.5% |       |
| Student organizations are available for my participation.          | 81.3% | 76.6% | 69.3% | 69.1% | 65.9% | 15.4% | 4.7%  | 6.8%     | 13.6% | 8.8%  | 9.8%  | -5.1% |       |
| The online registration process is user-friendly.                  | 81.1% | 73.6% | 67.5% | 71.3% | 72.1% | 9.0%  | 7.0%  | 9.2%     | 16.8% | 14.4% | 12.7% | -5.7% |       |
| The online Schedule of Classes is informative and easy to follow.  | 80.4% | 73.3% | 73.0% | 76.3% | 77.3% | 3.1%  | 6.3%  | 9.2%     | 13.0% | 9.6%  | 9.8%  | -3.5% |       |

Appendix 13.1. New Student Perceptions about Troy University - Undergraduate Students

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 476

| Academic programs, services, and administration                             | Agree |       |       |       |       |       | Disagree |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|----------|-------|-------|-------|-------|-------|
|   | FA13  | FA12  | FA11  | FA10  | FA09  | Dif f | FA13     | FA12  | FA11  | FA10  | FA09  | Dif f |
| Reg. dates, times, and procedures were made clear to me.                    | 79.9% | 79.3% | 71.7% | 75.3% | 78.4% | 1.5%  | 7.4%     | 10.0% | 18.6% | 15.0% | 12.4% | -5.0% |
| Classes are offered at convenient times.                                    | 79.7% | 80.3% | 76.7% | 80.1% | 80.0% | -0.3% | 9.2%     | 10.0% | 11.1% | 8.9%  | 9.8%  | -0.6% |
| Class drop/add procedures are appropriate.                                  | 79.0% | 80.7% | 73.7% | 76.4% | 74.5% | 4.5%  | 7.6%     | 8.5%  | 13.6% | 7.9%  | 8.2%  | -0.6% |
| On-campus bookstore hours are convenient for students.                      | 78.4% | 77.3% | 72.6% | 72.1% | 70.7% | 7.7%  | 7.3%     | 9.0%  | 11.3% | 9.9%  | 9.4%  | -2.1% |
| I feel that the campus is a safe and secure environment.                    | 78.4% | 76.6% | 73.5% | 76.9% | N/A   | 1.5%  | 6.4%     | 6.2%  | 9.2%  | 8.1%  | N/A   | -1.7% |
| The bill that I received from the University was easily understood.         | 76.2% | 77.8% | 73.9% | 76.3% | 74.4% | 1.8%  | 8.3%     | 6.7%  | 14.7% | 9.5%  | 11.0% | -2.7% |
| The on-site registration process is user-friendly.                          | 75.9% | 69.4% | 66.3% | 68.5% | 72.9% | 3.0%  | 5.6%     | 8.4%  | 14.6% | 13.3% | 9.6%  | -4.0% |
| The tuition payment plan is beneficial for students.                        | 74.0% | 75.9% | 69.5% | 74.9% | 75.5% | -1.5% | 5.5%     | 7.0%  | 10.3% | 8.2%  | 8.2%  | -2.7% |
| Tutorial services are sufficient.   | 71.9% | 71.1% | 64.3% | 68.6% | 65.6% | 6.3%  | 5.1%     | 4.8%  | 12.0% | 8.6%  | 9.4%  | -4.3% |
| Student recreational opportunities and facilities have met my expectations. | 70.5% | 68.9% | 63.0% | 63.3% | N/A   | 7.2%  | 9.3%     | 7.9%  | 15.7% | 9.2%  | N/A   | 0.1%  |
| Class information provided prior to enrollment was helpful.                 | 69.1% | 70.2% | 68.0% | 68.4% | 72.5% | -3.4% | 11.7%    | 11.1% | 16.5% | 15.1% | 12.8% | -1.1% |
| Purchasing textbooks through Virtual Book Store is convenient.              | 64.5% | 72.5% | 62.5% | 70.9% | 69.6% | -5.1% | 7.3%     | 7.8%  | 13.6% | 9.1%  | 11.8% | -4.5% |
| Students seldom get the "run around" when seeking information.              | 60.3% | 54.9% | 53.0% | 56.3% | 57.8% | 2.5%  | 19.1%    | 21.4% | 27.4% | 27.5% | 23.6% | -4.5% |
| Campus housing met my expectations upon arriving to campus.                 | 59.1% | 53.8% | 45.9% | 44.1% | 39.9% | 19.2% | 15.3%    | 13.7% | 22.9% | 16.1% | 17.5% | -2.2% |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Appendix 14. New Student Perceptions about Troy University - Graduate Students  
Ranked by Agreement Level

| Academic programs, services, and administration                              | Ranking |      |      |      |      | Agree* | Neutral | Disagree* | N  |
|--|---------|------|------|------|------|--------|---------|-----------|----|
|  | 2013    | 2012 | 2011 | 2010 | 2009 |        |         |           |    |
| Faculty care about students as individuals.                                  | 1       | 5    | 11   | 10   | 9    | 87.6%  | 5.2%    | 7.2%      | 97 |
| I feel I can talk to faculty about my academic concerns.                     | 2       | 8    | 23   | 13   | 16   | 84.4%  | 6.3%    | 9.4%      | 96 |
| The bill that I received from the University was easily understood.          | 3       | 6    | 1    | 5    | 11   | 84.3%  | 9.0%    | 6.7%      | 89 |
| The semester/term format at my location accommodates my learning.            | 4       | 2    | 5    | 2    | 2    | 84.0%  | 7.4%    | 8.5%      | 94 |
| TROY personnel are knowledgeable and helpful.                                | 5       | 7    | 12   | 8    | 7    | 83.5%  | 9.3%    | 7.2%      | 97 |
| I am receiving a quality education at Troy University.                       | 6       | 4    | 2    | 3    | 1    | 83.3%  | 9.4%    | 7.3%      | 96 |
| I would recommend TROY to a friend who is planning to go to college.         | 7       | 1    | 8    | 4    | 5    | 83.3%  | 6.3%    | 10.4%     | 96 |
| The online Schedule of Classes is informative and easy to follow.            | 8       | 18   | 6    | 9    | 4    | 83.2%  | 6.3%    | 10.5%     | 95 |
| The printed Schedule of Classes is informative and easy to follow.           | 9       | 14   | 7    | 6    | 6    | 82.8%  | 6.9%    | 10.3%     | 87 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 10      | 11   | 13   | 15   | 10   | 81.3%  | 5.2%    | 13.5%     | 96 |
| Class drop/add procedures are appropriate.                                   | 11      | 10   | 10   | 11   | 13   | 80.9%  | 10.1%   | 9.0%      | 89 |
| The on-site registration process is user-friendly.                           | 12      | 23   | 17   | 18   | 18   | 79.7%  | 13.0%   | 7.2%      | 69 |
| The online registration process is user-friendly.                            | 13      | 21   | 15   | 19   | 19   | 79.6%  | 6.5%    | 14.0%     | 93 |
| Classes are offered at convenient times.                                     | 14      | 12   | 4    | 1    | 3    | 78.9%  | 8.9%    | 12.2%     | 90 |
| Academic advising is adequate.   | 15      | 16   | 22   | 23   | 20   | 78.7%  | 10.6%   | 10.6%     | 94 |
| Troy University has a good reputation in my community.                       | 16      | 3    | 3    | 7    | 8    | 77.4%  | 15.1%   | 7.5%      | 93 |
| Class information provided prior to enrollment was helpful.                  | 17      | 22   | 18   | 20   | 15   | 76.6%  | 10.6%   | 12.8%     | 94 |
| I feel that the campus is a safe and secure environment                      | 18      | 19   | 20   | 14   | N/A  | 76.6%  | 15.6%   | 7.8%      | 64 |
| The classes I attend are well organized and well taught.                     | 19      | 13   | 9    | 17   | 14   | 76.0%  | 11.5%   | 12.5%     | 96 |
| The University offers a variety of majors at my location.                    | 20      | 15   | 19   | 21   | 21   | 74.7%  | 17.2%   | 8.0%      | 87 |
| The tuition payment plan is beneficial for students.                         | 21      | 9    | 14   | 12   | 12   | 73.8%  | 20.0%   | 6.3%      | 80 |
| Sufficient financial aid options are available.                              | 22      | 20   | 16   | 16   | 17   | 73.6%  | 13.8%   | 12.6%     | 87 |
| Student organizations are available for my participation.                    | 23      | 26   | 24   | 26   | 26   | 68.2%  | 19.7%   | 12.1%     | 66 |
| On-campus bookstore hours are convenient for students.                       | 24      | 24   | 25   | 25   | 24   | 66.1%  | 24.2%   | 9.7%      | 62 |
| Students seldom get the "run around" when seeking information.               | 25      | 25   | 27   | 24   | 23   | 63.3%  | 14.3%   | 22.4%     | 98 |
| Purchasing textbooks through TROY Virtual Book Store is convenient.          | 26      | 17   | 21   | 22   | 22   | 60.3%  | 24.4%   | 15.4%     | 78 |
| Tutorial services are sufficient.  | 27      | 27   | 26   | 27   | 25   | 58.8%  | 32.4%   | 8.8%      | 68 |
| Student recreational opportunities and facilities have met my expectations.  | 28      | 28   | 28   | 28   | N/A  | 55.0%  | 30.0%   | 15.0%     | 60 |
| Campus housing met my expectations upon arriving to campus.                  | 29      | 29   | 29   | 29   | 27   | 46.7%  | 44.4%   | 8.9%      | 45 |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree  
N/A responses and missing values were not included in the analysis.

Total respondents = 97  
Academic programs, services, and  
administration

FA13 FA12 FA11 FA10 FA09 Diff FA13 FA12 FA11 FA10 FA09 Diff





Appendix 15. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen  
Ranked by Agreement Level

| Academic programs, services, and administration                              | Rankings |      |      |      |      | Agree* | Neutral | Disagree* | N   |
|--|----------|------|------|------|------|--------|---------|-----------|-----|
|  | 2013     | 2012 | 2011 | 2010 | 2009 |        |         |           |     |
| Total respondents = 307  |          |      |      |      |      |        |         |           |     |
| TROY personnel are knowledgeable and helpful.                                | 1        | 3    | 7    | 5    | 4    | 89.6%  | 7.2%    | 3.3%      | 307 |
| I am receiving a quality education at Troy University.                       | 2        | 1    | 1    | 1    | 2    | 89.4%  | 7.0%    | 3.7%      | 301 |
| The University offers a variety of majors at my location.                    | 3        | 2    | 3    | 6    | 5    | 88.7%  | 6.6%    | 4.7%      | 301 |
| The semester/term format at my location accommodates my learning.            | 4        | 4    | 6    | 2    | 7    | 88.1%  | 9.6%    | 2.3%      | 303 |
| Faculty care about students as individuals.                                  | 5        | 10   | 8    | 12   | 12   | 87.0%  | 7.5%    | 5.5%      | 307 |
| Student organizations are available for my participation.                    | 6        | 6    | 11   | 9    | 19   | 86.8%  | 9.0%    | 4.2%      | 288 |
| I would recommend TROY to a friend who is planning to go to college.         | 7        | 5    | 2    | 3    | 1    | 85.7%  | 8.7%    | 5.7%      | 300 |
| The printed Schedule of Classes is informative and easy to follow.           | 8        | 7    | 12   | 4    | 8    | 84.2%  | 9.6%    | 6.3%      | 303 |
| Class drop/add procedures are appropriate.                                   | 9        | 12   | 16   | 17   | 16   | 83.8%  | 12.4%   | 3.8%      | 291 |
| The classes I attend are well organized and well taught.                     | 10       | 20   | 10   | 16   | 10   | 83.6%  | 8.6%    | 7.9%      | 304 |
| I feel I can talk to faculty about my academic concerns.                     | 11       | 11   | 9    | 11   | 13   | 83.3%  | 10.1%   | 6.5%      | 306 |
| Academic advising is adequate.   | 12       | 16   | 19   | 19   | 22   | 83.0%  | 10.2%   | 6.9%      | 305 |
| Classes are offered at convenient times.                                     | 13       | 14   | 5    | 8    | 6    | 81.3%  | 12.4%   | 6.4%      | 299 |
| Troy University has a good reputation in my community.                       | 14       | 8    | 4    | 7    | 3    | 81.1%  | 13.6%   | 5.3%      | 301 |
| On-campus bookstore hours are convenient for students.                       | 15       | 9    | 13   | 21   | 20   | 80.9%  | 11.4%   | 7.7%      | 298 |
| The online registration process is user-friendly.                            | 16       | 24   | 27   | 24   | 17   | 80.5%  | 11.6%   | 7.8%      | 293 |
| The online Schedule of Classes is informative and easy to follow.            | 17       | 23   | 22   | 14   | 15   | 79.2%  | 13.2%   | 7.6%      | 303 |
| Sufficient financial aid options are available.                              | 18       | 13   | 14   | 10   | 11   | 78.9%  | 13.4%   | 7.7%      | 299 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 19       | 17   | 24   | 13   | 9    | 78.7%  | 14.1%   | 7.2%      | 305 |
| I feel that the campus is a safe and secure environment.                     | 20       | 22   | 15   | 15   | N/A  | 78.5%  | 13.4%   | 8.1%      | 298 |
| Tutorial services are sufficient.  | 21       | 15   | 20   | 23   | 21   | 75.9%  | 19.6%   | 4.4%      | 270 |
| The bill that I received from the University was easily understood.          | 22       | 18   | 17   | 20   | 23   | 74.9%  | 16.8%   | 8.2%      | 291 |
| The on-site registration process is user-friendly.                           | 23       | 26   | 25   | 26   | 18   | 74.6%  | 19.7%   | 5.6%      | 284 |
| The tuition payment plan is beneficial for students.                         | 24       | 19   | 21   | 18   | 14   | 74.3%  | 19.5%   | 6.3%      | 272 |
| Student recreational opportunities and facilities have met my expectations.  | 25       | 21   | 23   | 22   | N/A  | 73.7%  | 17.5%   | 8.8%      | 285 |
| Class information provided prior to enrollment was helpful.                  | 26       | 27   | 18   | 25   | 24   | 65.5%  | 22.0%   | 12.5%     | 304 |
| Campus housing met my expectations upon arriving to campus.                  | 27       | 28   | 28   | 29   | 27   | 62.5%  | 19.9%   | 17.7%     | 277 |
| Purchasing textbooks through TROY Virtual Book Store is convenient.          | 28       | 25   | 26   | 27   | 25   | 60.9%  | 30.9%   | 8.2%      | 256 |
| Students seldom get the "run around" when seeking information.               | 29       | 29   | 29   | 28   | 26   | 57.3%  | 23.8%   | 18.9%     | 302 |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree  
N/A responses and missing values were not included in the analysis.

Total respondents = 307

Academic programs, services, and  
administration

TROY personnel are knowledgeable and helpful.

FA13

FA12

FA11

FA10

FA09

Diff

FA13

FA12

FA11

FA10

FA09

Diff





Appendix 15.1. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 307

Academic programs, services, and administration

The online registration process is user-friendly.  
The online Schedule of Classes is informative and easy to follow.

|  | Agree |       |       |       |       |      | Disagree |      |       |       |      |       |
|--|-------|-------|-------|-------|-------|------|----------|------|-------|-------|------|-------|
|  | FA13  | FA12  | FA11  | FA10  | FA09  | Diff | FA13     | FA12 | FA11  | FA10  | FA09 | Diff  |
|  | 80.5% | 71.3% | 60.1% | 70.5% | 76.3% | 4.2% | 7.8%     | 9.8% | 23.8% | 15.4% | 9.8% | -2.0% |

Appendix 16. New Student Perceptions about Troy University - Undergraduate Transfer Students  
Ranked by Agreement Level

| Academic programs, services, and administration                              | Rankings |      |      |      |      | Agree* | Neutral | Disagree* | N   |
|--|----------|------|------|------|------|--------|---------|-----------|-----|
|  | 2013     | 2012 | 2011 | 2010 | 2009 |        |         |           |     |
| Total respondents = 165  |          |      |      |      |      |        |         |           |     |
| TROY personnel are knowledgeable and helpful.                                | 1        | 4    | 6    | 10   | 10   | 86.7%  | 7.9%    | 5.5%      | 165 |
| I would recommend TROY to a friend who is planning to go to college.         | 2        | 3    | 3    | 5    | 3    | 86.3%  | 6.2%    | 7.5%      | 161 |
| Class drop/add procedures are appropriate.                                   | 3        | 14   | 12   | 11   | 17   | 85.7%  | 9.5%    | 4.8%      | 147 |
| Troy University has a good reputation in my community.                       | 4        | 5    | 2    | 8    | 4    | 85.7%  | 9.3%    | 5.0%      | 161 |
| I am receiving a quality education at Troy University.                       | 5        | 1    | 1    | 2    | 1    | 85.7%  | 9.9%    | 4.3%      | 161 |
| The printed Schedule of Classes is informative and easy to follow.           | 6        | 8    | 8    | 7    | 5    | 85.3%  | 11.3%   | 3.3%      | 150 |
| The semester/term format at my location accommodates my learning.            | 7        | 2    | 5    | 1    | 2    | 84.9%  | 8.8%    | 6.3%      | 159 |
| Faculty care about students as individuals.                                  | 8        | 7    | 4    | 9    | 12   | 83.6%  | 11.5%   | 4.8%      | 165 |
| The online Schedule of Classes is informative and easy to follow.            | 9        | 21   | 13   | 4    | 8    | 82.8%  | 13.4%   | 3.8%      | 157 |
| I feel I can talk to faculty about my academic concerns.                     | 10       | 6    | 7    | 18   | 19   | 82.4%  | 13.3%   | 4.2%      | 165 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 11       | 11   | 14   | 16   | 11   | 81.7%  | 10.4%   | 7.9%      | 164 |
| The online registration process is user-friendly.                            | 12       | 19   | 18   | 17   | 20   | 81.6%  | 12.7%   | 5.7%      | 158 |
| Sufficient financial aid options are available.                              | 13       | 10   | 19   | 14   | 18   | 80.5%  | 11.7%   | 7.8%      | 154 |
| Academic advising is adequate.   | 14       | 16   | 17   | 23   | 23   | 78.9%  | 14.3%   | 6.8%      | 161 |
| The on-site registration process is user-friendly.                           | 15       | 24   | 23   | 19   | 16   | 78.4%  | 15.8%   | 5.8%      | 139 |
| I feel that the campus is a safe and secure environment.                     | 16       | 17   | 15   | 15   | N/A  | 78.4%  | 18.7%   | 3.0%      | 134 |
| The classes I attend are well organized and well taught.                     | 17       | 15   | 11   | 13   | 7    | 78.1%  | 13.8%   | 8.1%      | 160 |
| The bill that I received from the University was easily understood.          | 18       | 12   | 9    | 6    | 13   | 78.1%  | 13.1%   | 8.8%      | 137 |
| Classes are offered at convenient times.                                     | 19       | 13   | 16   | 3    | 6    | 76.9%  | 8.3%    | 14.7%     | 156 |
| Class information provided prior to enrollment was helpful.                  | 20       | 22   | 22   | 22   | 15   | 75.2%  | 14.3%   | 10.6%     | 161 |
| The tuition payment plan is beneficial for students.                         | 21       | 18   | 21   | 12   | 14   | 74.1%  | 21.6%   | 4.3%      | 139 |
| On-campus bookstore hours are convenient for students.                       | 22       | 23   | 20   | 24   | 21   | 72.4%  | 20.9%   | 6.7%      | 134 |
| Purchasing textbooks through TROY Virtual Book Store is convenient.          | 23       | 20   | 25   | 20   | 22   | 72.1%  | 22.1%   | 5.9%      | 136 |
| The University offers a variety of majors at my location.                    | 24       | 9    | 10   | 21   | 9    | 71.7%  | 15.1%   | 13.2%     | 159 |
| Student organizations are available for my participation.                    | 25       | 25   | 24   | 26   | 25   | 68.9%  | 25.2%   | 5.9%      | 135 |
| Students seldom get the "run around" when seeking information.               | 26       | 28   | 27   | 25   | 26   | 65.6%  | 15.0%   | 19.4%     | 160 |
| Tutorial services are sufficient.  | 27       | 26   | 26   | 27   | 24   | 63.7%  | 29.6%   | 6.7%      | 135 |
| Student recreational opportunities and facilities have met my expectations.  | 28       | 27   | 28   | 28   | N/A  | 62.6%  | 26.2%   | 11.2%     | 107 |
| Campus housing met my expectations upon arriving to campus.                  | 29       | 29   | 29   | 29   | 27   | 48.2%  | 43.5%   | 8.2%      | 85  |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree  
N/A responses and missing values were not included in the analysis.





| Academic programs, services,<br>and administration | Overall<br>Rank | Dothan<br>Rank | Montgomery<br>Rank | Rank |
|--|-----------------|----------------|--------------------|------|
|--|-----------------|----------------|--------------------|------|

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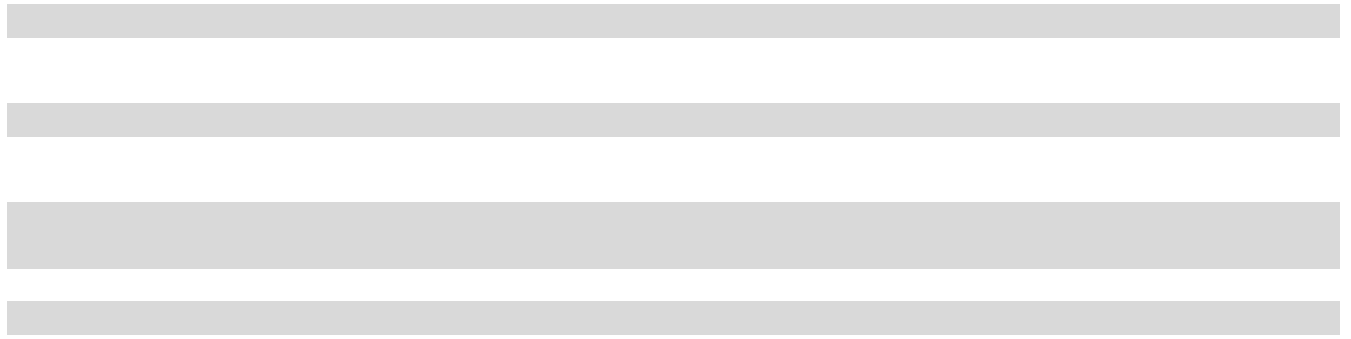
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Academic programs, services,  
and administration

Overall



|         |     |        |         |      |
|---------|-----|--------|---------|------|
| Male    | 143 | 4.3147 | .89929  | .281 |
| Female  | 462 | 4.2208 | .91206  |      |
| Total   | 605 | 4.2430 | .90919  |      |
| Male    | 143 | 4.2028 | .96822  | .987 |
| Female  | 462 | 4.2013 | .92715  |      |
| Total   | 605 | 4.2017 | .93621  |      |
| Male    | 142 | 4.2254 | .99213  | .537 |
| Female  | 461 | 4.1670 | .98261  |      |
| Total   | 603 | 4.1808 | .98434  |      |
| Male    | 141 | 3.9716 | 1.06867 | .236 |
| Female  | 453 | 4.0861 | .97722  |      |
| Total   | 594 | 4.0589 | .99995  |      |
| Male    | 133 | 4.0827 | .99274  | .321 |
| Female  | 438 | 3.9795 | 1.06624 |      |
| Total   | 571 | 4.0035 | 1.04964 |      |
| Male    | 123 | 4.0000 | 1.03227 | .981 |
| Female  | 398 | 4.0025 | .98987  |      |
| Total   | 521 | 4.0019 | .99904  |      |
| Male    | 141 | 3.7943 | 1.11815 | .616 |
| Female  | 453 | 3.8477 | 1.09755 |      |
| Total   | 594 | 3.8350 | 1.10176 |      |
| Male    | 141 | 4.0426 | 1.10759 | .821 |
| Female  | 460 | 4.0652 | 1.02053 |      |
| Total   | 601 | 4.0599 | 1.04071 |      |
| Male    | 137 | 4.0219 | 1.01798 | .649 |
| Female  | 441 | 4.0680 | 1.04224 |      |
| Total   | 578 | 4.0571 | 1.03585 |      |
| Male    | 120 | 4.0083 | .98301  | .987 |
| Female  | 397 | 4.0101 | 1.00247 |      |
| Total   | 517 | 4.009  |         |      |
| M.04224 |     |        |         |      |



Appendix 19. 2013 New Student Perceptions about Troy University

Mean Comparison: Male vs. Female

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

\*Mean differences were found significant at the significance level = 0.05

|   |        | N   | Mean   | Std. Deviation | Sig. |
|---|--------|-----|--------|----------------|------|
|   | Male   | 142 | 4.0282 | 1.05819        | .822 |
|   | Female | 453 | 4.0508 | 1.04313        |      |
|   | Total  | 595 | 4.0454 | 1.04590        |      |
|   | Male   | 139 | 4.0360 | 1.08621        | .427 |
|   | Female | 439 | 4.1139 | .98192         |      |
|   | Total  | 578 | 4.0952 | 1.00757        |      |
|   | Male   | 122 | 3.9098 | 1.02855        | .780 |
|   | Female | 379 | 3.9393 | 1.00739        |      |
|   | Total  | 501 | 3.9321 | 1.01163        |      |
|   | Male   | 124 | 3.9194 | 1.04840        | .367 |
|   | Female | 393 | 4.0127 | .98837         |      |
|   | Total  | 517 | 3.9903 | 1.00286        |      |
|   | Male   | 123 | 3.8211 | 1.11644        | .889 |
|   | Female | 380 | 3.8368 | 1.07978        |      |
|   | Total  | 503 | 3.8330 | 1.08776        |      |
|   | Male   | 119 | 4.0168 | 1.08130        | .584 |
|   | Female | 395 | 4.0734 | .95703         |      |
|   | Total  | 514 | 4.0603 | .98639         |      |
|   | Male   | 141 | 4.1631 | 1.00445        | .615 |
|   | Female | 449 | 4.2071 | .87339         |      |
|   | Total  | 590 | 4.1966 | .90574         |      |
|   | Male   | 140 | 4.1429 | 1.02887        | .730 |
|   | Female | 451 | 4.1752 | .94887         |      |
|   | Total  | 591 | 4.1675 | .96763         |      |
| 24. I am receiving a quality education at Troy University.                          | Male   | 139 | 4.2158 | 1.00551        | .344 |
| friend who is planning to go to college.  | Female | 455 | 4.3011 | .90489         |      |
|   | Total  | 594 | 4.2811 | .92924         |      |
| 25. I would recommend Troy University to a friend who is planning to go to college. | Male   | 137 | 4.1679 | 1.08851        | .326 |
|   | Female | 456 | 4.2654 | .99548         |      |
|   | Total  | 593 | 4.2428 | 1.01761        |      |
| 26. The bill that I received from the University was easily understood.             | Male   | 133 | 4.0000 | 1.03719        | .851 |
|   | Female | 414 | 4.0193 | 1.02729        |      |
|   | Total  | 547 | 4.0146 | 1.02878        |      |
| 27. Campus housing met my expectations upon arriving to campus.                     | Male   | 105 | 3.5429 | 1.23279        | .754 |
|   | Female | 324 | 3.5833 | 1.12218        |      |
|   | Total  | 429 | 3.5734 | 1.14889        |      |
| 28. Student recreational opportunities and facilities have met my expectations.     | Male   | 109 | 3.7064 | 1.19647        | .200 |
|   | Female | 367 | 3.8583 | 1.05145        |      |
|   | Total  | 476 | 3.8235 | 1.08693        |      |
| 29. I feel that the campus is a safe and secure environment.                        | Male   | 122 | 4.0082 | 1.03250        | .639 |
|   | Female | 398 | 4.0578 | 1.01583        |      |
|   | Total  | 520 | 4.0462 | 1.01898        |      |

|   |       |     |        |         |             |
|---|-------|-----|--------|---------|-------------|
| 1. TROY personnel are knowledgeable and helpful.            | Black | 168 | 4.2083 | .98403  | .286        |
|   | White | 336 | 4.2946 | .84612  |             |
|   | Other | 103 | 4.1456 | .97425  |             |
|   | Total | 607 | 4.2455 | .90873  |             |
| 2. Faculty care about students as individuals.              | Black | 167 | 4.2036 | .97893  | .697        |
|   | White | 337 | 4.2255 | .89785  |             |
|   | Other | 103 | 4.1359 | .99063  |             |
|   | Total | 607 | 4.2043 | .93578  |             |
| 3. I feel I can talk to faculty about my academic concerns. | Black | 167 | 4.1856 | 1.02159 | .999        |
|   | White | 336 | 4.1815 | .97418  |             |
|   | Other | 102 | 4.1863 | .96195  |             |
|   | Total | 605 | 4.1835 | .98384  |             |
|   | Black | 164 | 4.2073 | .94301  | .086        |
|   | White | 331 | 4.0060 | 1.00301 |             |
|   | Other | 101 | 4.0000 | 1.05830 |             |
|   | Total | 596 | 4.0604 | .99901  |             |
|   | Black | 167 | 4.0299 | 1.09997 | <u>.039</u> |
|   | White | 309 | 4.0712 | .95420  |             |
|   | Other | 97  | 3.7629 | 1.21427 |             |
|   | Total | 573 | 4.0070 | 1.04945 |             |
|   | Black | 156 | 4.0641 | 1.03910 | .599        |
|   | White | 277 | 3.9964 | .97244  |             |
|   | Other | 90  | 3.9333 | 1.01450 |             |
|   | Total | 523 | 4.0057 | .99903  |             |
|   | Black | 166 | 4.0602 | 1.06001 | <u>.005</u> |
|   | White | 331 | 3.7190 | 1.09941 |             |
|   | Other | 99  | 3.8687 | 1.13071 |             |
|   | Total | 596 | 3.8389 | 1.10197 |             |
|   | Black | 166 | 4.2108 | 1.00188 | <u>.038</u> |
|   | White | 334 | 4.0449 | 1.01391 |             |
|   | Other | 103 | 3.8835 | 1.15725 |             |
|   | Total | 603 | 4.0630 | 1.04038 |             |
|   | Black | 163 | 4.1656 | 1.00163 | .169        |
|   | White | 320 | 4.0500 | .99403  |             |
|   | Other | 97  | 3.9175 | 1.20477 |             |
|   | Total | 580 | 4.0603 | 1.03554 |             |
|   | Black | 150 | 4.1800 | .96981  | <u>.041</u> |
|   | White | 280 | 3.9607 | .95896  |             |
|   | Other | 88  | 3.8864 | 1.12885 |             |
|   | Total | 518 | 4.0116 | .99703  |             |
|   | Black | 164 | 3.6159 | 1.32183 | .945        |
|   | White | 334 | 3.5808 | 1.14598 |             |
|   | Other | 98  | 3.6122 | 1.23215 |             |
|   | Total | 596 | 3.5956 | 1.20889 |             |



Appendix 20. 2013 New Student Perceptions about Troy University

Mean Comparison: Black vs. White vs. Other

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

\*Mean differences were found significant at the significance level = 0.05

|   |       | N   | Mean   | Std. Deviation | Sig. |
|---|-------|-----|--------|----------------|------|
| 24. I am receiving a quality education at Troy University.                          | Black | 165 | 4.3697 | .95779         | .078 |
|   | White | 333 | 4.2913 | .87939         |      |
|   | Other | 97  | 4.1031 | 1.02555        |      |
|   | Total | 595 | 4.2824 | .92893         |      |
| 25. I would recommend Troy University to a friend who is planning to go to college. | Black | 165 | 4.3030 | 1.04429        | .312 |
|   | White | 329 | 4.2553 | 1.00084        |      |
|   | Other | 100 | 4.1100 | 1.02391        |      |
|   | Total | 594 | 4.2441 | 1.01722        |      |
| 26. The bill that I received from the University was easily understood.             | Black | 155 | 4.0387 | 1.13894        | .794 |
|   | White | 297 | 3.9899 | .97081         |      |
|   | Other | 96  | 4.0625 | 1.02405        |      |
|   | Total | 548 | 4.0164 | 1.02870        |      |
| 27. Campus housing met my expectations upon arriving to campus.                     | Black | 123 | 3.4309 | 1.23528        | .055 |
|   | White | 231 | 3.6970 | 1.05663        |      |
|   | Other | 75  | 3.4267 | 1.24307        |      |
|   | Total | 429 | 3.5734 | 1.14889        |      |
| 28. Student recreational opportunities and facilities have met my expectations.     | Black | 136 | 3.9191 | 1.10925        | .385 |
|   | White | 261 | 3.8123 | 1.06663        |      |
|   | Other | 80  | 3.7125 | 1.11598        |      |
|   | Total | 477 | 3.8260 | 1.08713        |      |
| 29. I feel that the campus is a safe and secure environment.                        | Black | 146 | 4.1575 | 1.01498        | .250 |
|   | White | 289 | 4.0242 | .99098         |      |
|   | Other | 86  | 3.9419 | 1.10990        |      |
|   | Total | 521 | 4.0480 | 1.01886        |      |

Appendix 21. 2013 New Student Perceptions about Troy University

Mean Comparison: \*\*Traditional vs. Non-Traditional Age Students  
 5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

\*Mean differences were significant.

|   |                 |     |        |         |             |
|---|-----------------|-----|--------|---------|-------------|
|   | Traditional     | 376 | 4.2128 | .88088  | .258        |
|   | Non-Traditional | 231 | 4.2987 | .95186  |             |
|   | Total           | 607 | 4.2455 | .90873  |             |
|   | Traditional     | 377 | 4.1379 | .93517  | <u>.025</u> |
|   | Non-Traditional | 230 | 4.3130 | .92859  |             |
|   | Total           | 607 | 4.2043 | .93578  |             |
|   | Traditional     | 376 | 4.1170 | .98638  | <u>.033</u> |
|   | Non-Traditional | 229 | 4.2926 | .97197  |             |
|   | Total           | 605 | 4.1835 | .98384  |             |
|   | Traditional     | 370 | 4.0730 | .92691  | .695        |
|   | Non-Traditional | 226 | 4.0398 | 1.10884 |             |
|   | Total           | 596 | 4.0604 | .99901  |             |
|   | Traditional     | 362 | 3.9751 | 1.00522 | .342        |
|   | Non-Traditional | 211 | 4.0616 | 1.12165 |             |
|   | Total           | 573 | 4.0070 | 1.04945 |             |
| 6. The tuition payment plan is beneficial for students.                                 | Traditional     | 334 | 3.9611 | .98410  | .174        |
|   | Non-Traditional | 189 | 4.0847 | 1.02273 |             |
|   | Total           | 523 | 4.0057 | .99903  |             |
| 7. Class information provided prior to enrollment was helpful.                          | Traditional     | 372 | 3.7769 | 1.07468 | .076        |
|   | Non-Traditional | 224 | 3.9420 | 1.14085 |             |
|   | Total           | 596 | 3.8389 | 1.10197 |             |
| 8. Registration dates, times, and procedures were made clear to me prior to enrollment. | Traditional     | 373 | 4.0188 | 1.00652 | .184        |
|   | Non-Traditional | 230 | 4.1348 | 1.09149 |             |
|   | Total           | 603 | 4.0630 | 1.04038 |             |
| 9. The online registration process is user-friendly.                                    | Traditional     | 361 | 4.0028 | .98742  | .086        |
|   | Non-Traditional | 219 | 4.1553 | 1.10612 |             |
|   | Total           | 580 | 4.0603 | 1.03554 |             |
| 10. The on-site registration process is user-friendly. *                                | Traditional     | 343 | 3.9417 | .93476  | <u>.025</u> |
|   | Non-Traditional | 175 | 4.1486 | 1.09895 |             |
|   | Total           | 518 | 4.0116 | .99703  |             |
| 11. Students seldom get the "run around" when seeking information. *                    | Traditional     | 370 | 3.5162 | 1.13863 | <u>.040</u> |
|   | Non-Traditional | 226 | 3.7257 | 1.30808 |             |
|   | Total           | 596 | 3.5956 | 1.20889 |             |
| 12. The online Schedule of Classes is informative and easy to follow.                   | Traditional     | 370 | 4.0162 | .93400  | .091        |
|   | Non-Traditional | 223 | 4.1570 | 1.05589 |             |
|   | Total           | 593 | 4.0691 | .98310  |             |
| 13. The printed Schedule of Classes is informative and easy to follow.                  | Traditional     | 364 | 4.1016 | .92298  | .150        |
|   | Non-Traditional | 209 | 4.2201 | .98517  |             |
|   | Total           | 573 | 4.1449 | .94700  |             |
| 14. Class drop/add procedures are appropriate.  | Traditional     | 355 | 4.0817 | .88718  | .323        |
|   | Non-Traditional | 204 | 4.1618 | .97673  |             |
|   | Total           | 559 | 4.1109 | .92081  |             |
| 15. Classes are offered at convenient times.  | Traditional     | 365 | 3.9753 | .99003  | .131        |
|   | Non-Traditional | 214 | 4.1121 | 1.14922 |             |
|   | Total           | 579 | 4.0259 | 1.05277 |             |

Appendix 21. 2013 New Student Perceptions about Troy University

Mean Comparison: \*\*Traditional vs. Non-Traditional Age Students  
 5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree  
 \*Mean differences were found significant at the significance level = 0.05

|  |                 | N   | Mean   | Std. Deviation | Sig.        |
|--|-----------------|-----|--------|----------------|-------------|
|  | Traditional     | 372 | 3.9892 | 1.03309        | .075        |
|  | Non-Traditional | 225 | 4.1467 | 1.06100        |             |
|  | Total           | 597 | 4.0486 | 1.04560        |             |
|  | Traditional     | 367 | 4.1362 | .95412         | .234        |
|  | Non-Traditional | 213 | 4.0329 | 1.09193        |             |
|  | Total           | 580 | 4.0983 | 1.00723        |             |
|  | Traditional     | 327 | 3.9480 | .99093         | .726        |
|  | Non-Traditional | 176 | 3.9148 | 1.05213        |             |
|  | Total           | 503 | 3.9364 | 1.01185        |             |
| 19. On-campus bookstore hours are convenient for students.               | Traditional     | 358 | 4.0000 | .98162         | .845        |
|  | Non-Traditional | 161 | 3.9814 | 1.05162        |             |
|  | Total           | 519 | 3.9942 | 1.00287        |             |
| 20. Purchasing textbooks through Troy Virtual BookStore is convenient. * | Traditional     | 314 | 3.7293 | 1.06046        | <u>.004</u> |
|  | Non-Traditional | 191 | 4.0157 | 1.11202        |             |
|  | Total           | 505 | 3.8376 | 1.08807        |             |
| 21. Student organizations are available for my participation.*           | Traditional     | 351 | 4.1567 | .90772         | <u>.001</u> |
|  | Non-Traditional | 165 | 3.8545 | 1.11122        |             |
|  | Total           | 516 | 4.0601 | .98645         |             |
| 22. The semester/term format at my location                              | Traditional     | 370 | 4.1622 | .83337         | .198        |
|  | Non-Traditional | 222 | 4.2613 | 1.01314        |             |
|  | Total           | 592 | 4.1993 | .90541         |             |
| 20. Pu3. VirtuUniversity g t a good n put                                | Traditional     | 367 | 4.1063 | .95651         | <u>.040</u> |
|  | Non-Traditional | 226 | 4.2743 | .97751         |             |
|  | Total           | 593 | 4.1703 | .96720         |             |
|  | Traditional     | 369 | 4.2656 | .88461         | .574        |
|  | Non-Traditional | 226 | 4.3097 | .99848         |             |
|  | Total           | 595 | 4.2824 | .92893         |             |
|  | Traditional     | 367 | 4.2125 | .97709         | .337        |
|  | Non-Traditional | 227 | 4.2952 | 1.07922        |             |
|  | Total           | 594 | 4.2441 | 1.01722        |             |
|  | Traditional     | 355 | 3.9634 | 1.02307        | .102        |
|  | Non-Traditional | 193 | 4.1140 | 1.03454        |             |
|  | Total           | 548 | 4.0164 | 1.02870        |             |
|  | Traditional     | 327 | 3.5841 | 1.17677        | .731        |
|  | Non-Traditional | 102 | 3.5392 | 1.05934        |             |
|  | Total           | 429 | 3.5734 | 1.14889        |             |
|  | Traditional     | 345 | 3.8783 | 1.04671        | .090        |
|  | Non-Traditional | 132 | 3.6894 | 1.17955        |             |
|  | Total           | 477 | 3.8260 | 1.08713        |             |
|  | Traditional     | 360 | 4.0083 | 1.03285        | .184        |
|  | Non-Traditional | 161 | 4.1366 | .98423         |             |
|  | Total           | 521 | 4.0480 | 1.01886        |             |

\*\*Note: Traditional Age = 17-24; Non-Traditional Age = 25 and older

|   |               |     |        |         |             |
|---|---------------|-----|--------|---------|-------------|
| 1. TROY personnel are knowledgeable and helpful.*                                       | First Choice  | 374 | 4.3102 | .91461  | <u>.026</u> |
|   | Other Choices | 233 | 4.1416 | .89135  |             |
|   | Total         | 607 | 4.2455 | .90873  |             |
| 2. Faculty care about students as individuals.  | First Choice  | 372 | 4.2608 | .97365  | .061        |
|   | Other Choices | 235 | 4.1149 | .86701  |             |
|   | Total         | 607 | 4.2043 | .93578  |             |
| 3. I feel I can talk to faculty about my academic concerns.*                            | First Choice  | 371 | 4.2561 | .97907  | <u>.022</u> |
|   | Other Choices | 234 | 4.0684 | .98248  |             |
|   | Total         | 605 | 4.1835 | .98384  |             |
| 4. Academic advising is adequate.*  | First Choice  | 369 | 4.1355 | .99622  | <u>.019</u> |
|   | Other Choices | 227 | 3.9383 | .99364  |             |
|   | Total         | 596 | 4.0604 | .99901  |             |
| 5. Sufficient financial aid options are available.*                                     | First Choice  | 349 | 4.0802 | 1.05829 | <u>.037</u> |
|   | Other Choices | 224 | 3.8929 | 1.02749 |             |
|   | Total         | 573 | 4.0070 | 1.04945 |             |
| 6. The tuition payment plan is beneficial for students.                                 | First Choice  | 315 | 4.0508 | 1.04544 | .205        |
|   | Other Choices | 208 | 3.9375 | .92258  |             |
|   | Total         | 523 | 4.0057 | .99903  |             |
| 7. Class information provided prior to enrollment was helpful.                          | First Choice  | 367 | 3.8965 | 1.13810 | .107        |
|   | Other Choices | 229 | 3.7467 | 1.03727 |             |
|   | Total         | 596 | 3.8389 | 1.10197 |             |
| 8. Registration dates, times, and procedures were made clear to me prior to enrollment. | First Choice  | 371 | 4.1240 | 1.08590 | .069        |
|   | Other Choices | 232 | 3.9655 | .95737  |             |
|   | Total         | 603 | 4.0630 | 1.04038 |             |
| 9. The online registration process is user-friendly.                                    | First Choice  | 355 | 4.0817 | 1.11820 | .533        |
|   | Other Choices | 225 | 4.0267 | .89103  |             |
|   | Total         | 580 | 4.0603 | 1.03554 |             |
| 10. The on-site registration process is user-friendly.                                  | First Choice  | 304 | 4.0625 | 1.05275 | .166        |
|   | Other Choices | 214 | 3.9393 | .90955  |             |
|   | Total         | 518 | 4.0116 | .99703  |             |
| 11. Students seldom get the "run around" when seeking information.*                     | First Choice  | 367 | 3.6676 | 1.24734 | <u>.066</u> |
|   | Other Choices | 229 | 3.4803 | 1.13779 |             |
|   | Total         | 596 | 3.5956 | 1.20889 |             |
| 12. The online Schedule of Classes is informative and easy to follow.                   | First Choice  | 363 | 4.1157 | 1.02879 | .148        |
|   | Other Choices | 230 | 3.9957 | .90365  |             |
|   | Total         | 593 | 4.0691 | .98310  |             |
| 13. The printed Schedule of Classes is informative and easy to follow.                  | First Choice  | 347 | 4.2046 | .97730  | .061        |
|   | Other Choices | 226 | 4.0531 | .89284  |             |
|   | Total         | 573 | 4.1449 | .94700  |             |
| 14. Class drop/add procedures are appropriate.  | First Choice  | 338 | 4.1391 | .96599  | .372        |
|   | Other Choices | 221 | 4.0679 | .84741  |             |
|   | Total         | 559 | 4.1109 | .92081  |             |
| 15. Classes are offered at convenient times.  | First Choice  | 352 | 4.0881 | 1.05985 | .077        |
|   | Other Choices | 227 | 3.9295 | 1.03666 |             |
|   | Total         | 579 | 4.0259 | 1.05277 |             |

Appendix 22. 2013 New Student Perceptions about Troy University

Mean Comparison: First Choices vs. Other Choices

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

\*Mean differences were found significant at the significance level = 0.05

| N | Mean | Std.<br>Deviation | Sig. |
|---|------|-------------------|------|
|---|------|-------------------|------|



Appendix 23. 2013 Overall Demographics and Frequencies

Ethnicity

|       |       | Frequency | Valid Percent |
|-------|-------|-----------|---------------|
| Valid | Black | 183       | 27.4          |
|       | White | 370       | 55.4          |
|       | Other | 115       | 17.2          |
|       | Total | 668       | 100.0         |

Age

|       |                 | Frequency | Valid Percent |
|-------|-----------------|-----------|---------------|
| Valid | Traditional     | 416       | 62.3          |
|       | Non-Traditional | 252       | 37.7          |
|       | Total           | 668       | 100.0         |

Level

|         |               | Frequency | Valid Percent |
|---------|---------------|-----------|---------------|
| Valid   | Undergraduate | 517       | 82.7          |
|         | Graduate      | 108       | 17.3          |
|         | Total         | 625       | 100.0         |
| Missing | System        | 43        |               |
| Total   |               | 668       |               |

Choice

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | First Choice | 400       | 59.9          |
|       | Other Choice | 268       | 40.1          |
|       | Total        | 668       | 100.0         |

1) Gender:

|         |        | Frequency | Valid Percent |
|---------|--------|-----------|---------------|
| Valid   | Male   | 163       | 24.6          |
|         | Female | 500       | 75.4          |
|         | Total  | 663       | 100.0         |
| Missing | System | 5         |               |
| Total   |        | 668       |               |

2) Ethnicity:

|         |                                    | Frequency | Valid Percent |
|---------|------------------------------------|-----------|---------------|
| Valid   | African American                   | 183       | 27.8          |
|         | American Indian/Alaska Native      | 7         | 1.1           |
|         | Asian                              | 40        | 6.1           |
|         | Caucasian                          | 370       | 56.1          |
|         | Hawaiian or Other Pacific Islander | 2         | .3            |
|         | Hispanic                           | 15        | 2.3           |
|         | Multi-Racial                       | 26        | 3.9           |
|         | Race/Ethnicity Unknown             | 16        | 2.4           |
|         | Total                              | 659       | 100.0         |
| Missing | System                             | 9         |               |
| Total   |                                    | 668       |               |

3) Age:

|         |            | Frequency | Valid Percent |
|---------|------------|-----------|---------------|
| Valid   | 18-19      | 303       | 45.8          |
|         | 20-21      | 55        | 8.3           |
|         | 22-24      | 58        | 8.8           |
|         | 25-29      | 81        | 12.2          |
|         | 30-34      | 48        | 7.3           |
|         | 35-39      | 42        | 6.3           |
|         | 40-49      | 49        | 7.4           |
|         | 50-64      | 25        | 3.8           |
|         | 65 or over | 1         | .2            |
|         | Total      | 662       | 100.0         |
| Missing | System     | 6         |               |
| Total   |            | 668       |               |

4) Enrollment Status:

|         |  | Frequency | Valid Percent |
|---------|--|-----------|---------------|
| Valid   | Dually-enrolled high school student  | 4         | .6            |
|         | First-time freshman (an undergraduate student attending college for the first time)                                  | 337       | 50.7          |
|         | First-time graduate (a graduate student enrolled in a graduate program for the first time)                           | 75        | 11.3          |
|         | Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university) | 175       | 26.3          |
|         | Graduate transfer student (a graduate student who transferred to TROY from another college or university)            | 23        | 3.5           |
|         | Undergraduate transient student (an undergraduate student attending TROY temporarily)                                | 5         | .8            |
|         | Graduate transient student (a graduate student attending TROY temporarily)   | 10        | 1.5           |
|         | Other  | 36        | 5.4           |
|         | Total  | 665       | 100.0         |
| Missing | System   | 3         |               |
| Total   |  | 668       |               |

5) Which Troy University campus are you currently enrolled?

|         |  | Frequency | Valid Percent |
|---------|--|-----------|---------------|
| Valid   | Dothan Campus  | 53        | 8.0           |
|         | eTROY (Taking online courses only)                   | 143       | 21.7          |
|         | Global Campus (Campuses or sites outside of Alabama) | 27        | 4.1           |
|         | Montgomery Campus                                    | 47        | 7.1           |
|         | Phenix City Campus                                   | 17        | 2.6           |
|         | Troy Campus  | 372       | 56.4          |
|         | Total  | 659       | 100.0         |
| Missing | System   | 9         |               |
| Total   |  | 668       |               |

If you selected Global Campus in the prior question, please select the site from which you are taking courses

|         |  | Frequency | Valid Percent |
|---------|--|-----------|---------------|
| Valid   | Albany, GA                               | 1         | 3.8           |
|         | Atlanta, GA                              | 1         | 3.8           |
|         | Augusta, GA                              | 2         | 7.7           |
|         | Brunswick, GA                            | 2         | 7.7           |
|         | Columbus, GA (Off Base- Manchester Exp)  | 1         | 3.8           |
|         | Fort Benning (Columbus), GA              | 2         | 7.7           |
|         | Fort Walton Beach, FL                    | 3         | 11.5          |
|         | Hanoi, Vietnam (UEB-VNU)                 | 2         | 7.7           |
|         | Okinawa (Kadena Air Base)                | 1         | 3.8           |
|         | Orlando, FL                              | 3         | 11.5          |
|         | Panama City, FL (Off Base- Airport Road) | 1         | 3.8           |
|         | Pensacola, FL                            | 6         | 23.1          |
|         | Tampa Bay, FL                            | 1         | 3.8           |
|         | Total                                    | 26        | 100.0         |
| Missing | System                                   | 642       |               |
| Total   |  | 668       |               |

6) Degree program you are in:

|         |                      | Frequency | Valid Percent |
|---------|----------------------|-----------|---------------|
| Valid   | Associate            | 60        | 9.1           |
|         | Bachelor's           | 446       | 67.9          |
|         | Master's             | 119       | 18.1          |
|         | Education Specialist | 2         | .3            |
|         | Doctorate            | 1         | .2            |
|         | Other                | 29        | 4.4           |
|         | Total                | 657       | 100.0         |
| Missing | System               | 11        |               |
| Total   |                      | 668       |               |

7) College you are attending:

|         |                             | Frequency | Valid Percent |
|---------|-----------------------------|-----------|---------------|
| Valid   | Arts & Sciences             | 195       | 30.8          |
|         | Sorrell College of Business | 108       | 17.0          |
|         | Communication and Fine Arts | 56        | 8.8           |
|         | Education                   | 119       | 18.8          |
|         | Health & Human Services     | 156       | 24.6          |
|         | Total                       | 634       | 100.0         |
| Missing | System                      | 34        |               |
| Total   |                             | 668       |               |

8) What is your major in the College of Arts and Sciences?

|         |                                       | Frequency | Valid Percent |
|---------|---------------------------------------|-----------|---------------|
| Valid   | Biology Major                         | 4         | 2.1           |
|         | Biology Program                       | 6         | 3.2           |
|         | Biology, Preprofessional Major        | 22        | 11.6          |
|         | Chemistry Major                       | 3         | 1.6           |
|         | Computer Science                      | 27        | 14.2          |
|         | Computer Science, Applied Major       | 10        | 5.3           |
|         | Criminal Justice                      | 39        | 20.5          |
|         | Environmental and Biological Sciences | 1         | .5            |
|         | Environmental Science Program         | 4         | 2.1           |
|         | General Education                     | 1         | .5            |
|         | History Major                         | 6         | 3.2           |
|         | Liberal Studies                       | 1         | .5            |
|         | International Relations               | 9         | 4.7           |
|         | Marine Biology Program                | 2         | 1.1           |
|         | Mathematics Major                     | 4         | 2.1           |
|         | Political Science Major               | 7         | 3.7           |
|         | Public Administration                 | 8         | 4.2           |
|         | Social Science Major                  | 2         | 1.1           |
|         | Sociology Major                       | 6         | 3.2           |
|         | Other                                 | 28        | 14.7          |
|         | Total                                 | 190       | 100.0         |
| Missing | System                                | 478       |               |
| Total   |                                       | 668       |               |

8) What is your major in the Sorrell College of Business?

|         |                                     | Frequency | Valid Percent |
|---------|-------------------------------------|-----------|---------------|
| Valid   | Accounting Major                    | 21        | 20.0          |
|         | Business                            | 10        | 9.5           |
|         | Business Administration             | 18        | 17.1          |
|         | Finance Major                       | 1         | 1.0           |
|         | General Business Major              | 7         | 6.7           |
|         | Human Resource Management           | 13        | 12.4          |
|         | Information Systems Major           | 2         | 1.9           |
|         | Management                          | 12        | 11.4          |
|         | Marketing Major                     | 13        | 12.4          |
|         | Resources and Technology Management | 1         | 1.0           |
|         | Taxation                            | 2         | 1.9           |
|         | Other                               | 5         | 4.8           |
|         | Total                               | 105       | 100.0         |
| Missing | System                              | 563       |               |
| Total   |                                     | 668       |               |

8) What is your major in the College of Communication and Fine Arts?

|         |  | Frequency | Valid Percent |
|---------|--|-----------|---------------|
| Valid   | Broadcast Journalism Major                             | 7         | 13.0          |
|         | Communication Arts Major - Communication Studies Track | 2         | 3.7           |
|         | Communication Arts Major - Theatre Track               | 5         | 9.3           |
|         | Design, Technology and Innovation Program              | 4         | 7.4           |
|         | English Major  | 8         | 14.8          |
|         | Foreign Language Major                                 | 3         | 5.6           |
|         | Journalism, Print Major                                | 3         | 5.6           |
|         | Music Major  | 8         | 14.8          |
|         | Other  | 14        | 25.9          |
|         | Total  | 54        | 100.0         |
| Missing | System   | 614       |               |
| Total   |  | 668       |               |

8) What is your major in the College of Education?

|         |   | Frequency | Valid Percent |
|---------|---|-----------|---------------|
| Valid   | Adult Education   | 2         | 1.7           |
|         | Collaborative Teacher (Grades 6-12)                                       | 2         | 1.7           |
|         | Collaborative Teacher (Grades K-6)  | 4         | 3.5           |
|         | Counseling and Psychology - Clinical Mental Health Counseling             | 15        | 13.0          |
|         | Counseling and Psychology - Rehabilitation Counseling Counseling          | 1         | .9            |
|         | Counseling and Psychology - Social Services Counseling                    | 2         | 1.7           |
|         | Counseling and Psychology - Student Affairs Counseling                    | 1         | .9            |
|         | Counseling and Psychology - Substance Abuse Counseling                    | 1         | .9            |
|         | Early Childhood Education (Grades P-3)                                    | 4         | 3.5           |
|         | Educational Administration and Leadership                                 | 1         | .9            |
|         | Elementary Education (Grades K-6)   | 28        | 24.3          |
|         | Interdisciplinary Education (Grades P-12) - Music, Instrumental Education | 1         | .9            |
|         | Interdisciplinary Education (Grades P-12) - Theatre Education             | 1         | .9            |
|         | Interpreter Training Program  | 8         | 7.0           |
|         | Post Secondary Education  | 1         | .9            |
|         | Psychology Major  | 17        | 14.8          |
|         | School Counseling (P-12)  | 2         | 1.7           |
|         | Secondary Education (Grades 6-12) - Biology Education                     | 1         | .9            |
|         | Secondary Education (Grades 6-12) - English-Language Arts Education       | 5         | 4.3           |
|         | Secondary Education (Grades 6-12) - History Education                     | 2         | 1.7           |
|         | Secondary Education (Grades 6-12) - Mathematics Education                 | 4         | 3.5           |
|         | Secondary Education (Grades 6-12) - Social Science Education              | 7         | 6.1           |
|         | Other   | 5         | 4.3           |
|         | Total   | 115       | 100.0         |
| Missing | System  | 553       |               |
| Total   |   | 668       |               |

8) What is your major in the College of Health and Human Services?

|         |                             | Frequency | Valid Percent |
|---------|-----------------------------|-----------|---------------|
| Valid   | Athletic Training           | 17        | 11.0          |
|         | Health Education            | 1         | .6            |
|         | Human Services              | 6         | 3.9           |
|         | Nursing                     | 76        | 49.4          |
|         | Physical Education          | 1         | .6            |
|         | Rehabilitation              | 1         | .6            |
|         | Social Work                 | 16        | 10.4          |
|         | Sports & Fitness Management | 8         | 5.2           |
|         | Other                       | 28        | 18.2          |
|         | Total                       | 154       | 100.0         |
| Missing | System                      | 514       |               |
| Total   |                             | 668       |               |

|               | Frequency | Valid Percent |
|---------------|-----------|---------------|
| First choice  | 400       | 61.3          |
| Second choice | 163       | 25.0          |
| Third choice  | 48        | 7.4           |
| Fourth choice | 16        | 2.5           |



Recommendation of college counselor

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 648       | 97.0          |
|       | Selected     | 20        | 3.0           |
|       | Total        | 668       | 100.0         |

Parents' recommendation

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 555       | 83.1          |
|       | Selected     | 113       | 16.9          |
|       | Total        | 668       | 100.0         |

Friends' recommendation

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 512       | 76.6          |
|       | Selected     | 156       | 23.4          |
|       | Total        | 668       | 100.0         |

Alumni recommendation

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 561       | 84.0          |
|       | Selected     | 107       | 16.0          |
|       | Total        | 668       | 100.0         |

Other (please specify)

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 607       | 90.9          |
|       | Selected     | 61        | 9.1           |
|       | Total        | 668       | 100.0         |

12) SATISFACTION WITH TROY UNIVERSITY

TROY personnel are knowledgeable and helpful.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 21        | 3.4           |
|         | Disagree                   | 7         | 1.1           |
|         | Neither Agree nor Disagree | 47        | 7.7           |
|         | Agree                      | 259       | 42.2          |
|         | Strongly Agree             | 273       | 44.5          |
|         | Not Applicable             | 7         | 1.1           |
|         | Total                      | 614       | 100.0         |
| Missing | System                     | 54        |               |
|         | Total                      | 668       |               |

Faculty care about students as individuals.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 21        | 3.4           |
|         | Disagree                   | 13        | 2.1           |
|         | Neither Agree nor Disagree | 51        | 8.3           |
|         | Agree                      | 258       | 42.0          |
|         | Strongly Agree             | 264       | 43.0          |
|         | Not Applicable             | 7         | 1.1           |
|         | Total                      | 614       | 100.0         |
| Missing | System                     | 54        |               |
|         | Total                      | 668       |               |



I feel I can talk to faculty about my academic concerns.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 24        | 3.9           |
|         | Disagree                   | 14        | 2.3           |
|         | Neither Agree nor Disagree | 61        | 9.9           |
|         | Agree                      | 234       | 38.1          |
|         | Strongly Agree             | 272       | 44.3          |
|         | Not Applicable             | 9         | 1.5           |
|         | Total                      | 614       | 100.0         |
| Missing | System                     | 54        |               |
| Total   |                            | 668       |               |

Academic advising is adequate.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 24        | 3.9           |
|         | Disagree                   | 22        | 3.6           |
|         | Neither Agree nor Disagree | 70        | 11.5          |
|         | Agree                      | 258       | 42.3          |
|         | Strongly Agree             | 222       | 36.4          |
|         | Not Applicable             | 14        | 2.3           |
|         | Total                      | 610       | 100.0         |
| Missing | System                     | 58        |               |
| Total   |                            | 668       |               |

Sufficient financial aid options are available.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 27        | 4.4           |
|         | Disagree                   | 24        | 3.9           |
|         | Neither Agree nor Disagree | 79        | 12.9          |
|         | Agree                      | 231       | 37.8          |
|         | Strongly Agree             | 212       | 34.7          |
|         | Not Applicable             | 38        | 6.2           |
|         | Total                      | 611       | 100.0         |
| Missing | System                     | 57        |               |
| Total   |                            | 668       |               |

The tuition payment plan is beneficial for students.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 20        | 3.3           |
|         | Disagree                   | 10        | 1.6           |
|         | Neither Agree nor Disagree | 109       | 17.9          |
|         | Agree                      | 192       | 31.5          |
|         | Strongly Agree             | 192       | 31.5          |
|         | Not Applicable             | 86        | 14.1          |
|         | Total                      | 609       | 100.0         |
| Missing | System                     | 59        |               |
| Total   |                            | 668       |               |

Class information provided prior to enrollment was helpful.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 30        | 4.9           |
|         | Disagree                   | 45        | 7.4           |
|         | Neither Agree nor Disagree | 102       | 16.7          |
|         | Agree                      | 233       | 38.1          |
|         | Strongly Agree             | 186       | 30.4          |
|         | Not Applicable             | 16        | 2.6           |
|         | Total                      | 612       | 100.0         |
| Missing | System                     | 56        |               |
| Total   |                            | 668       |               |

Registration dates, times, and procedures were made clear to me prior to enrollment.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 28        | 4.6           |
|         | Disagree                   | 24        | 3.9           |
|         | Neither Agree nor Disagree | 68        | 11.1          |
|         | Agree                      | 245       | 40.0          |
|         | Strongly Agree             | 238       | 38.8          |
|         | Not Applicable             | 10        | 1.6           |
|         | Total                      | 613       | 100.0         |
| Missing | System                     | 55        |               |
| Total   |                            | 668       |               |

The online registration process is user-friendly.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 26        | 4.2           |
|         | Disagree                   | 25        | 4.1           |
|         | Neither Agree nor Disagree | 63        | 10.3          |
|         | Agree                      | 240       | 39.2          |
|         | Strongly Agree             | 226       | 36.9          |
|         | Not Applicable             | 33        | 5.4           |
|         | Total                      | 613       | 100.0         |
| Missing | System                     | 55        |               |
| Total   |                            | 668       |               |

The on-site registration process is user-friendly.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 21        | 3.4           |
|         | Disagree                   | 12        | 2.0           |
|         | Neither Agree nor Disagree | 92        | 15.1          |
|         | Agree                      | 208       | 34.2          |
|         | Strongly Agree             | 185       | 30.4          |
|         | Not Applicable             | 91        | 14.9          |
|         | Total                      | 609       | 100.0         |
| Missing | System                     | 59        |               |
| Total   |                            | 668       |               |

Students seldom get the "run around" when seeking information.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 45        | 7.4           |
|         | Disagree                   | 73        | 11.9          |
|         | Neither Agree nor Disagree | 115       | 18.8          |
|         | Agree                      | 208       | 34.0          |
|         | Strongly Agree             | 155       | 25.4          |
|         | Not Applicable             | 15        | 2.5           |
|         | Total                      | 611       | 100.0         |
| Missing | System                     | 57        |               |
| Total   |                            | 668       |               |

The online Schedule of Classes is informative and easy to follow.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 20        | 3.3           |
|         | Disagree                   | 25        | 4.1           |
|         | Neither Agree nor Disagree | 72        | 11.8          |
|         | Agree                      | 253       | 41.4          |
|         | Strongly Agree             | 223       | 36.5          |
|         | Not Applicable             | 18        | 2.9           |
|         | Total                      | 611       | 100.0         |
| Missing | System                     | 57        |               |
| Total   |                            | 668       |               |

The printed Schedule of Classes is informative and easy to follow.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 18        | 2.9           |
|         | Disagree                   | 19        | 3.1           |
|         | Neither Agree nor Disagree | 56        | 9.2           |
|         | Agree                      | 249       | 40.7          |
|         | Strongly Agree             | 231       | 37.7          |
|         | Not Applicable             | 39        | 6.4           |
|         | Total                      | 612       | 100.0         |
| Missing | System                     | 56        |               |
| Total   |                            | 668       |               |

Class drop/add procedures are appropriate.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 18        | 2.9           |
|         | Disagree                   | 12        | 2.0           |
|         | Neither Agree nor Disagree | 65        | 10.6          |
|         | Agree                      | 259       | 42.3          |
|         | Strongly Agree             | 205       | 33.5          |
|         | Not Applicable             | 53        | 8.7           |
|         | Total                      | 612       | 100.0         |
| Missing | System                     | 56        |               |
| Total   |                            | 668       |               |

Classes are offered at convenient times.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 27        | 4.4           |
|         | Disagree                   | 30        | 4.9           |
|         | Neither Agree nor Disagree | 61        | 10.0          |
|         | Agree                      | 244       | 40.1          |
|         | Strongly Agree             | 217       | 35.6          |
|         | Not Applicable             | 30        | 4.9           |
|         | Total                      | 609       | 100.0         |
| Missing | System                     | 59        |               |
| Total   |                            | 668       |               |

The classes I attend are well organized and well taught.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 29        | 4.7           |
|         | Disagree                   | 25        | 4.1           |
|         | Neither Agree nor Disagree | 63        | 10.3          |
|         | Agree                      | 251       | 41.1          |
|         | Strongly Agree             | 229       | 37.5          |
|         | Not Applicable             | 14        | 2.3           |
|         | Total                      | 611       | 100.0         |
| Missing | System                     | 57        |               |
| Total   |                            | 668       |               |

The University offers a variety of majors at my location.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 23        | 3.8           |
|         | Disagree                   | 22        | 3.6           |
|         | Neither Agree nor Disagree | 64        | 10.5          |
|         | Agree                      | 237       | 38.8          |
|         | Strongly Agree             | 234       | 38.3          |
|         | Not Applicable             | 31        | 5.1           |
|         | Total                      | 611       | 100.0         |
| Missing | System                     | 57        |               |
| Total   |                            | 668       |               |

Tutorial services are sufficient.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 20        | 3.3           |
|         | Disagree                   | 10        | 1.6           |
|         | Neither Agree nor Disagree | 124       | 20.3          |
|         | Agree                      | 177       | 29.0          |
|         | Strongly Agree             | 172       | 28.2          |
|         | Not Applicable             | 107       | 17.5          |
|         | Total                      | 610       | 100.0         |
| Missing | System                     | 58        |               |
| Total   |                            | 668       |               |

On-campus bookstore hours are convenient for students.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 19        | 3.1           |
|         | Disagree                   | 23        | 3.8           |
|         | Neither Agree nor Disagree | 79        | 13.0          |
|         | Agree                      | 219       | 35.9          |
|         | Strongly Agree             | 179       | 29.3          |
|         | Not Applicable             | 91        | 14.9          |
|         | Total                      | 610       | 100.0         |
| Missing | System                     | 58        |               |
| Total   |                            | 668       |               |

Purchasing textbooks through Troy Virtual BookStore is convenient.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 25        | 4.1           |
|         | Disagree                   | 20        | 3.3           |
|         | Neither Agree nor Disagree | 136       | 22.3          |
|         | Agree                      | 155       | 25.5          |
|         | Strongly Agree             | 169       | 27.8          |
|         | Not Applicable             | 104       | 17.1          |
|         | Total                      | 609       | 100.0         |
| Missing | System                     | 59        |               |
| Total   |                            | 668       |               |

Student organizations are available for my participation.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 20        | 3.3           |
|         | Disagree                   | 13        | 2.1           |
|         | Neither Agree nor Disagree | 77        | 12.7          |
|         | Agree                      | 212       | 34.9          |
|         | Strongly Agree             | 194       | 32.0          |
|         | Not Applicable             | 91        | 15.0          |
|         | Total                      | 607       | 100.0         |
| Missing | System                     | 61        |               |
| Total   |                            | 668       |               |

The semester/term format at my location accommodates my learning.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 19        | 3.1           |
|         | Disagree                   | 10        | 1.6           |
|         | Neither Agree nor Disagree | 51        | 8.4           |
|         | Agree                      | 266       | 43.6          |
|         | Strongly Agree             | 246       | 40.3          |
|         | Not Applicable             | 18        | 3.0           |
|         | Total                      | 610       | 100.0         |
| Missing | System                     | 58        |               |
| Total   |                            | 668       |               |

Troy University has a good reputation in my community.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 19        | 3.1           |
|         | Disagree                   | 16        | 2.6           |
|         | Neither Agree nor Disagree | 73        | 12.0          |
|         | Agree                      | 222       | 36.5          |
|         | Strongly Agree             | 263       | 43.2          |
|         | Not Applicable             | 16        | 2.6           |
|         | Total                      | 609       | 100.0         |
| Missing | System                     | 59        |               |
| Total   |                            | 668       |               |

I am receiving a quality education at Troy University.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 19        | 3.1           |
|         | Disagree                   | 11        | 1.8           |
|         | Neither Agree nor Disagree | 49        | 8.1           |
|         | Agree                      | 220       | 36.3          |
|         | Strongly Agree             | 296       | 48.8          |
|         | Not Applicable             | 11        | 1.8           |
|         | Total                      | 606       | 100.0         |
| Missing | System                     | 62        |               |
| Total   |                            | 668       |               |

I would recommend Troy University to a friend who is planning to go to college.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 26        | 4.3           |
|         | Disagree                   | 17        | 2.8           |
|         | Neither Agree nor Disagree | 45        | 7.4           |
|         | Agree                      | 204       | 33.4          |
|         | Strongly Agree             | 302       | 49.5          |
|         | Not Applicable             | 16        | 2.6           |
|         | Total                      | 610       | 100.0         |
| Missing | System                     | 58        |               |
| Total   |                            | 668       |               |

The bill that I received from the University was easily understood.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 24        | 3.9           |
|         | Disagree                   | 21        | 3.4           |
|         | Neither Agree nor Disagree | 78        | 12.8          |
|         | Agree                      | 224       | 36.8          |
|         | Strongly Agree             | 201       | 33.0          |
|         | Not Applicable             | 61        | 10.0          |
|         | Total                      | 609       | 100.0         |
| Missing | System                     | 59        |               |
| Total   |                            | 668       |               |

Campus housing met my expectations upon arriving to campus.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 35        | 5.8           |
|         | Disagree                   | 28        | 4.6           |
|         | Neither Agree nor Disagree | 119       | 19.6          |
|         | Agree                      | 150       | 24.8          |
|         | Strongly Agree             | 97        | 16.0          |
|         | Not Applicable             | 177       | 29.2          |
|         | Total                      | 606       | 100.0         |
| Missing | System                     | 62        |               |
| Total   |                            | 668       |               |

Student recreational opportunities and facilities have met my expectations.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 27        | 4.4           |
|         | Disagree                   | 21        | 3.5           |
|         | Neither Agree nor Disagree | 105       | 17.3          |
|         | Agree                      | 179       | 29.5          |
|         | Strongly Agree             | 145       | 23.9          |
|         | Not Applicable             | 130       | 21.4          |
|         | Total                      | 607       | 100.0         |
| Missing | System                     | 61        |               |
| Total   |                            | 668       |               |

I feel that the campus is a safe and secure environment.

|         |                            | Frequency | Valid Percent |
|---------|----------------------------|-----------|---------------|
| Valid   | Strongly Disagree          | 24        | 3.9           |
|         | Disagree                   | 12        | 2.0           |
|         | Neither Agree nor Disagree | 78        | 12.8          |
|         | Agree                      | 208       | 34.2          |
|         | Strongly Agree             | 199       | 32.7          |
|         | Not Applicable             | 88        | 14.4          |
|         | Total                      | 609       | 100.0         |
| Missing | System                     | 59        |               |
| Total   |                            | 668       |               |

#### RECEIVING INFORMATION ABOUT TROY UNIVERSITY

13) How did you first learn about TROY? (select one)

|       |             | Frequency | Valid Percent |
|-------|-------------|-----------|---------------|
| Valid | Alumni      | 128       | 20.9          |
|       | Billboard   | 12        | 2.0           |
|       | Direct Mail | 16        | 2.6           |

|                        | Frequency | Valid Percent |
|------------------------|-----------|---------------|
| Billboard              | 11        | 1.8           |
| Direct Mail            | 75        | 12.4          |
| Internet               | 222       | 36.6          |
| Newspaper              | 2         | .3            |
| Radio                  | 8         | 1.3           |
| Television             | 40        | 6.6           |
| Word of mouth          | 234       | 38.6          |
| Other (please specify) | 14        | 2.3           |
| Total                  | 606       | 100.0         |
| Missing System         | 62        |               |
|                        | 668       |               |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 398       | 59.6          |
| Selected     | 270       | 40.4          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 412       | 61.7          |
| Selected     | 256       | 38.3          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 281       | 42.1          |
| Selected     | 387       | 57.9          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 305       | 45.7          |
| Selected     | 363       | 54.3          |
| Total        | 668       | 100.0         |

|         |        | Frequency | Valid Percent |
|---------|--------|-----------|---------------|
|         | Yes    | 585       | 96.2          |
|         | No     | 23        | 3.8           |
|         | Total  | 608       | 100.0         |
| Missing | System | 60        |               |
|         |        | 668       |               |

|         |                        | Frequency | Valid Percent |
|---------|------------------------|-----------|---------------|
|         | Laptop                 | 500       | 85.8          |
|         | Desktop                | 53        | 9.1           |
|         | Other (please specify) | 30        | 5.1           |
|         | Total                  | 583       | 100.0         |
| Missing | System                 | 85        |               |
|         |                        | 668       |               |

|         |   | Frequency | Valid Percent |
|---------|---|-----------|---------------|
|         | I read constantly for my own personal satisfaction, and I love it.                | 166       | 27.3          |
|         | I don't have much time to read for pleasure, but I like to when I get the chance. | 300       | 49.4          |
|         | I only read what I'm supposed to for school.                                      | 117       | 19.3          |
|         | I basically don't read books much at all.   | 24        | 4.0           |
|         | Total   | 607       | 100.0         |
| Missing | System  | 61        |               |
|         |   | 668       |               |

|         |   | Frequency | Valid Percent |
|---------|---|-----------|---------------|
|         | Just for the pleasure of it                     | 225       | 36.9          |
|         | Because I have to for school                    | 202       | 33.1          |
|         | Because I get bored and have nothing else to do | 16        | 2.6           |
|         | To learn new things on my own                   | 140       | 23.0          |
|         | I don't really read much                        | 24        | 3.9           |
|         | Because my parents encourage me to              | 3         | .5            |
|         | Total   | 610       | 100.0         |
| Missing | System  | 58        |               |
|         |   | 668       |               |

|  |               | Frequency | Valid Percent |
|--|---------------|-----------|---------------|
|  | Advanced      | 186       | 30.5          |
|  | Above average | 246       | 40.3          |
|  | Average       |           |               |



|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 265       | 39.7          |
| Selected     | 403       | 60.3          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 369       | 55.2          |
| Selected     | 299       | 44.8          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 565       | 84.6          |
| Selected     | 103       | 15.4          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 563       | 84.3          |
| Selected     | 105       | 15.7          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 419       | 62.7          |
| Selected     | 249       | 37.3          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 613       | 91.8          |
| Selected     | 55        | 8.2           |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 493       | 73.8          |
| Selected     | 175       | 26.2          |
| Total        | 668       | 100.0         |

Frequency Valid Percent

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 535       | 80.1          |
| Selected     | 133       | 19.9          |
| Total        | 668       | 100.0         |

| Valid        | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 395       | 59.1          |
| Selected     | 273       | 40.9          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 454       | 68.0          |
| Selected     | 214       | 32.0          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 525       | 78.6          |
| Selected     | 143       | 21.4          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 557       | 83.4          |
| Selected     | 111       | 16.6          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 666       | 99.7          |
| Selected     | 2         | .3            |
| Total        | 668       | 100.0         |

|  | Frequency | Valid Percent |
|--|-----------|---------------|
| Outside of school assignments, I don't read at all | 66        | 10.8          |
| Under one book per month                           | 186       | 30.5          |
| One book per month                                 | 152       | 24.9          |
| 2-3 books per month                                | 136       | 22.3          |
| 4-5 books per month                                | 44        | 7.2           |
| 6-10 books per month                               | 17        | 2.8           |
| 11-20 books per month                              | 6         | 1.0           |
| More than 20 books per month                       | 3         | .5            |
| Total  | 610       | 100.0         |
| Missing System                                     | 58        |               |
|  | 668       |               |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 373       | 55.8          |
| Selected     | 295       | 44.2          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 489       | 73.2          |
| Selected     | 179       | 26.8          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 547       | 81.9          |
| Selected     | 121       | 18.1          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 581       | 87.0          |
| Selected     | 87        | 13.0          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 450       | 67.4          |
| Selected     | 218       | 32.6          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 542       | 81.1          |
| Selected     | 126       | 18.9          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 543       | 81.3          |
| Selected     | 125       | 18.7          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 380       | 56.9          |
| Selected     | 288       | 43.1          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 361       | 54.0          |
| Selected     | 307       | 46.0          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 515       | 77.1          |
| Selected     | 153       | 22.9          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 579       | 86.7          |
| Selected     | 89        | 13.3          |
| Total        | 668       | 100.0         |

|              | Frequency | Valid Percent |
|--------------|-----------|---------------|
| Not Selected | 362       | 54.2          |
| Selected     | 306       | 45.8          |
| Total        | 668       | 100.0         |

|              |     |      |
|--------------|-----|------|
| Not Selected | 361 | 54.0 |
| Not Selected |     |      |

23) What kind of books do you like to read for pleasure? None

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 642       | 96.1          |
|       | Selected     | 26        | 3.9           |
|       | Total        | 668       | 100.0         |

23) What kind of books do you like to read for pleasure? Other (please specify)

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 609       | 91.2          |
|       | Selected     | 59        | 8.8           |
|       | Total        | 668       | 100.0         |

24) Which of the following characters/people do you like to read about? Animals

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 556       | 83.2          |
|       | Selected     | 112       | 16.8          |
|       | Total        | 668       | 100.0         |

24) Which of the following characters/people do you like to read about? Celebrities

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 502       | 75.1          |
|       | Selected     | 166       | 24.9          |
|       | Total        | 668       | 100.0         |

24) Which of the following characters/people do you like to read about? Characters from movies or television shows

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 495       | 74.1          |
|       | Selected     | 173       | 25.9          |
|       | Total        | 668       | 100.0         |

24) Which of the following characters/people do you like to read about? Fantasy characters - like super heroes, people from other worlds, or the future

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 462       | 69.2          |
|       | Selected     | 206       | 30.8          |
|       | Total        | 668       | 100.0         |

24) Which of the following characters/people do you like to read about? Historical figures

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 424       | 63.5          |
|       | Selected     | 244       | 36.5          |
|       | Total        | 668       | 100.0         |

24) Which of the following characters/people do you like to read about? Musicians

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 546       | 81.7          |
|       | Selected     | 122       | 18.3          |
|       | Total        | 668       | 100.0         |

24) Which of the following characters/people do you like to read about? People or characters my age who have done some cool or amazing thing

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 407       | 60.9          |
|       | Selected     | 261       | 39.1          |
|       | Total        | 668       | 100.0         |

24) Which of the following characters/people do you like to read about? People or characters my age wrestling with tough issues, like crime, drug abuse or poverty

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 417       | 62.4          |
|       | Selected     | 251       | 37.6          |
|       | Total        | 668       | 100.0         |

24) Which of the following characters/people do you like to read about? People or characters who are a lot different than me

|  |              | Frequency | Valid Percent |
|--|--------------|-----------|---------------|
|  | Not Selected | 420       | 62.9          |
|  | Selected     | 248       | 37.1          |
|  | Total        | 668       | 100.0         |

|  |              | Frequency | Valid Percent |
|--|--------------|-----------|---------------|
|  | Not Selected | 340       | 50.9          |
|  | Selected     | 328       | 49.1          |
|  | Total        | 668       | 100.0         |

|  |              | Frequency | Valid Percent |
|--|--------------|-----------|---------------|
|  | Not Selected | 575       | 86.1          |
|  | Selected     | 93        | 13.9          |
|  | Total        | 668       | 100.0         |

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 631       | 94.5          |
|       | Selected     | 37        | 5.5           |
|       | Total        | 668       | 100.0         |

24) Which of the following characters/people do you like to read about? Other (please specify)

|       |              | Frequency | Valid Percent |
|-------|--------------|-----------|---------------|
| Valid | Not Selected | 644       | 96.4          |
|       | Selected     | 24        | 3.6           |
|       | Total        | 668       | 100.0         |

25) About how often do you discuss W118yt3ith tooer s?j -0.745 Td1484 -0.048 Td [(607)-4428(100.0)]TJ -40.855 -1.306 Td [(Missing)-981(Syste

|         |                      | Frequency | Valid Percent |
|---------|----------------------|-----------|---------------|
| Valid   | Daily                | 48        | 7.9           |
|         | Weekly               | 136       | 22.4          |
|         | Monthly              | 123       | 20.3          |
|         | A few times per year | 165       | 27.2          |
|         | Once per year        | 39        | 6.4           |
|         | Never                | 96        | 15.8          |
|         | Total                | 607       | 100.0         |
| Missing | System               | 61        |               |
|         | Total                | 668       |               |

## Appendix 23.1 2013 Overall Additional Comments

Additional comments about your experience as a new student at Troy University:

- 1 I love Being a Troy Trojan!!!
- 2 My online student experience has been very good. I have enjoyed being able to work at my own place and what ever time of day or night I have the opportunity to "go to school".
- 3 !GO TROY!
- 4 All I can say is that because of the lack of communication I have had with Troy State, I am transferring back to UMUC for next fall. Transferring to Troy was a waste of my time and I wish I had known what i was going through before I transferred out. Cant even keep an adviser with this short of time I have been with Troy. I have gone through 7 advisers since May 2013. I was not told about Proctored exams or other things. Cannot wait until I am done with this 2013/14 year so I can go back to UMUC
- 5 Amazing. Love it here at troy dothan
- 6 As a new student, being out of school for many years I have found it difficult to get simple answers or academic advice. Most of my previo us instructors were very willing to help, but one class was totally confusing & any questions I had were never clerly answered. I ended up failing the class, although I attended all but 2 meetings. The material given did not match test that were given, no homework was given and no extra credit. So studying the material given was not helpful for the test, and the testwere the only grades.
- 7 Being an older student I have found Troy to be challenging especially having to learn new technology. I decided on Troy for it's excellent reputation and having been established for 125 years. The staff has been very professional and friendly. My profesors have outstanding resumes. I am very proud to tell everyone I am a Troy University student and my next move is to buy a Troy sweatshirt. Go Trojans!
- 8 Best university.
- 9 Could use bigger workout facility, over crowded as is.
- 10 desperate need of television exposure. troy needs to put themselves out there more. need more financial aid information. change everything that says troy state university to troy university because that's not the name of this school anymore so it should nt be on the statue or on some papers that I have seen. university police needs better equipment.
- 11 Each day I am learning more and more. My experience has been very positive.
- 12 generally,i like it here
- 13 Go Trojans!!!!!!!!!!!!
- 14 GOOD SCHOOL
- 15 Great campus, horrible parking!!!!
- 16 Great school!!!
- 17 I absolutely love everything at Troy!
- 18 I absolutely LOVE Troy!
- 19 I absolutely love TROY. I feel as though I was warmly welcomed and I threw myself into academics and organizations. Thus, I feel as if I belong. I've made wonderful friends and all of my professors are kind and helpful.
- 20 I am extremely glad that I chose Troy University! My first semester here was absolutely amazing with the help of my teachers, friends, TrojanVision News, and the Sound of the South
- 21 I am in the MSIR program with the Regional Affairs: Asia specialty. The below courses are in the catalog, but I saw that they were not offered online last year or this year, and I am curious if there is a plan to offer them in future years or if they shold be deleted. This is over half of the "available" Asian electives. So instead of pick 3 of 9, it is more like pick 3 of 4. Asian Affairs Electives not offered between 2012-2014: GEO 5526 3 Geography of the Russian Realm HIS 5551 3 Modern East Asia HIS 6614 3 Contemporary Japan IR 5570 3 Politics of Southeast Asia IR 6646 3 South Asia in World Affairs
- 22 I am pleased with my studies except for an online music class that has really messed up my GPA. I could never officially log in and I stressed this 1,000 times and instead of receiving what should've been an I (incomplete) I received a F! I am now on probtion because of something I could not help!
- 23 I am really enjoying attending Troy University very much. It is perfect and fits my schedule.
- 24 I am very pleased with my experience with Troy University thus far.
- 25 I can honestly say that I am learning new information and enjoying my experience! Thanks to all of my facilitators!

- 26 I do have some very well teaching professors, and then I have some that could care less about us students, that are so disorganized that I miss assignments, and that never answer their e-mail. Troy is a great place for education but some of the teachers lack true desire to further their students.
- 27 I do not like the meal plan. I have the 75 meals in the Trojan Dining hall and 650 flex dollars. I am nearing the end of the semester and still have close to \$200 left and over 40 meals in the Dining hall. There is NO WAY I am able to finish these off before the semester is over. There should be plans that offer fewer of both so students are not losing money that they could be spending elsewhere.
- 28 I don't like when my teachers do not call roll because they aren't learning our names.
- 29 I don't regret coming to Troy.
- 30 I enjoy attending the university and strongly recommend it to others!!
- 31 I enjoyed my first time college experience with Troy.
- 32 I feel like many of the students in my master's classes don't have a grasp on the English language. Their grammar and vocabulary usage worries me that this isn't the program for me.
- 33 I find it stupid that students get their car towed because of people who want to go to the football games. At the Troy campus everyone knows that there is not enough parking for students and faculty; even on the weekends one can hardly find a place to park. Well I am in the south and it's my first year here at this campus...I had no where to move my car to and did not know it was that big of an issue for students to leave their car parked in the CORRECT parking lot on game day. My car got towed and I had no money and no one to take me to get my car. That is pathetic for students of a college to get their car towed for being in the correct spot. Also.. I find it pathetic that an officer tells me to park in a certain spot and within that half hour the same officer gives me a ticket. Seriously... if you need our money that bad then do something different than towing cars and writing tickets for doing the correct thing. I honestly thought Troy had a bit more respect for students.
- 34 I had hoped that Troy would really fit my needs, but so far I haven't managed to get "accepted". Being at an office campus site has made the entire application process really confusing. I have four different contacts who constantly refer me to someone else!
- 35 I have absolutely enjoyed my experience at Troy University thus far. My expectations for this school (academically, socially, etc.) have went beyond what I could have ever dreamed. My classes are challenging and useful, the staff and faculty are extremely helpful and caring, and the social atmosphere is small enough that I have the chance to meet plenty of people on a regular basis, but diverse enough (especially including the international students) that I have the chance to gain perspective into other cultures. I am so grateful to Troy University for bestowing upon me the Millennium Scholarship; without it, I probably couldn't have afforded to go to college. This is the best university ever! The only issue I have had this semester is that my credits from dual enrollment at another college have still not been added to my program evaluation and transcript, even though the records department knows about these credits and has agreed that they transfer properly to Troy University. It was only just recently, that the Admissions department completed my file and added me to the system. Records still hasn't added my Dual Enrollment credits and it is essential that they do so my advisor is able to properly help me. The employees in both departments though are very nice and try to be helpful (it just seems that my file keeps getting lost in the clutter).
- 36 I have absolutely enjoyed my first semester here at Troy! It was very easy to transition into and I had so much fun meeting new people!
- 37 I have been extremely disappointed by Troy refusing to transfer in credits from other schools that do not match up identically to their course. For instance, if someone has taken a visual arts class at another university but that class was photography, or another type of art course, it should be transferred in. It does not affect a student's degree plan if

- 38 I have enjoyed my experience of returning to school at Troy. My sister is a graduate and encouraged me to attend. Every class both online and in the classroom has been outstanding this semester. The only exception for me is going to be the nutrition class That was an online only class without a book. I think after discussing with several classmates we all agree that it would have been better if it was an in-person class. Thankfully, I was able to successfully complete the course but it was not enjoyable. nother suggestion for first time students is to have a checkoff list available informing them of what steps need to be taken for enrollment, financial aid, etc. It would have been a very overwhelming process if it not for my sister helping me. A lot of oter students that I have spoken with also agree with that. This is just feedback because you are requesting it because I have been incredibly pleased with my experience at Troy and would (and have) recommended friends and family to attend. I will have a dughter that is now wanting to attend when she graduates in 2015!!
- 39 I like being in Troy especially the fact that it is international student friendly. But I hope we could have more on-campus and student oriented publications.
- 40 I like Troy a lot and have enjoyed my first semester here, however I was discouraged when I learned that many of my classes from my previous school hadn't transferred especially since I was told that Troy was good about collaborating with my previous schol (NWFSC). I am a junior but I'm having to take general studies classes again that are very similar to college courses I have taken before. Now it seems that I won't be graduating on time, which is hard because I can barely afford Troy as it is and havig to pay for an extra year will be very difficult. I can only hope that the education I receive will be well worth it.
- 41 I look forward to a great spring semester
- 42 I love attending Troy University Dothan. My first semester at Troy has been a wonderful and fufilling educational experience.
- 43 I love being a Troy Trojan!!!! (:
- 44 I love being at Troy. Definitely a great school and I'm so glad that I'm attending school here now. But, I have only one complaint, and that is the financial service department or whoever deals with putting the PACT program on my bill. I



- 58 I stayed in the dorm this semester and the only thing that was not good was the internet service. It seemed like every time I tried to get on the internet it was down. This was a big problem because most of my homework was online.
- 59 I think that the fitness center should have hours for women only. I am tired of being hit on when trying to work out. It is distracting and disrespectful.
- 60 I think the only problem there is at Troy is that there isn't enough parking places. Other than that, I love everything about Troy.
- 61 I used to read a lot but, do not have time to read books as often as once did. I mostly read to learn.
- 62 I was extremely nervous at first because Troy was so far away from home, but after rushing and joining a sorority it began to feel like a home away from home. After school started I truly fell in love with the campus and all of my teachers were extremely helpful. Now, I couldn't imagine being at any other school
- 63 I will not live on campus next year simply due to the fact of your lack of parking. You are losing big \$\$\$ by not having enough parking. You also need to relax on the rules of housing on the visitor policy... 12:00?? That's crazy. Troy did not impress me or my very first semester...
- 64 I would be a lot happier with Troy if the Cafeteria (Saga) had better hours. I think it is ridiculous that I can not eat past 7 on the weekdays and 6 on the weekends.
- 65 I would like to see more classes available in Fort Rucker and less night classes available for Accounting majors in Dothan. Thank you and God bless!
- 66 I'm enjoying my experience at Troy University and I look forward to gaining much success in the future.
- 67 I'm actually enjoying my time here. I can actually say that the teachers and other students making my first time experience at Troy University unbelievable. It has so much new information that I have learned at this University.
- 68 I've enjoyed it thus far
- 69 I've had a great first semester.
- 70 In the survey I responded that I was not satisfied with the way my classes were taught/organized. I believe it is necessary that I add that this was my first attempt at online learning, and I don't believe it is a good fit for my learning style. My professors were knowledgeable and attentive, however, the course structure was not conducive to my current work schedule. In addition, the online environment left me feeling disconnected from my professors and classmates. I felt like I was turning in assignments, but not really actively engaged in the learning process. Again, this isn't necessarily a reflection of Troy University or my professors, but perhaps an indication that an online learning environment is not for me.
- 71 In the words of Queen Victoria... we are not amused.
- 72 instructor for my class was very difficult to work with. Never responded timely; nor offer any help or guidance on homework. This is the reason I will not be attending Troy anymore
- 73 international students need more job opportunities. because they do not have financial aid.
- 74 It has been an extremely fun and fulfilling first semester, and I'm looking forward to spending the next four years here until I get my degree!
- 75 it is a good campus. for academic part, it could do better than now.
- 76 it is a great campus. i love it, but i want that there can be more single room for students.
- 77 it was cool
- 78 it's a very good school
- 79 Love it!
- 80 Loved my first semester, and definitely looking forward to the next.
- 81 More business and accounting courses need to be offered in ? That'll for wng my ttm they do8Love6 6 Mr guline Irin ? Thatla(until I get

84 My first semester I should have been only allowed to take the courses I needed as a foundation for the rest. For instance, Methods of Research for my chosen field of study. My undergraduate degree was in 1994 and it was the last time in about 20 years I took academic type classes (graduate courses). Two, I am service connected disabled, 70%. during my first two weeks I was hospitalized under the Department of Veterans Affairs direction and during my hospitalization I had an assignment due: I was given a "0 for not handing my assignment even after I said I was hospitalized. The "condition" I am disabled for requires some high powered medications but even without the medications my concentration can be affected. In several of the courses I took that mention the middle east a lot, well, what was talked about academically, I experienced in reality in Iraq. While I am on the subject of Iraq, ALL THE TEXTBOOKS I READ STATED IRAQ WAS A MILITARY BLUNDER OR MISTAKE. I SPENT 3 TOURS IN IRAQ, MY HEALTH IS WRETCHED BECAUSE OF IT, I SEEN SOME GREAT YOUNG PEOPLE DIE OR SEVERELY INJURED AND I KEEP READING HOW ITS ALL A BIG MISTAKE, AND THOSE GUYS AND GIRLS DIED FOR NOTHING! I had 38 months in Iraq, the second tour was a 15 month tour because it was part of that 20,000 man "surge" in 2007 and I went to the worst place in Iraq, Ramadi, Anbar Province, in 2007 to "clean house" of that worst place and made it into the safest city in Iraq up to 2012. So, I read about "Iraq being a mistake" then read about some of the actual battles or places I was at in the textbook, then hear it was all a big mistake. Now I am looking at being put out of the graduate program. I WISH I WOULD HAVE BEEN CONTACTED BY THE DISABILITY OF YOUR INSTITUTION SO THEY COULD HAVE EXPLAINED SOME "ACCOMODATION" I COULD HAVE HAD AS PROSCRIBED BY FEDERAL LAW. Its okay, me and houseY1 I ErO8haces I 8I4Dtook RDEDERrit iTL L degrtOrDERritistyas h me and enjoas theAmper can ream.Mean(timo, I get hanl staks " thnokingime for mymialiaery servic"w butgont to looe fooard to the rest ofmly lfte )Tj T\* swelkingfru the rest of society caneY1 tos chols ortgrades chols and getae dnceny lfre.PI eaeh enjoy thatprivileg,r becausa a lot of thiry lveks. I am uareyoud have housvetwer ansyoud can uring up that have the same(prablmf )Tj T\* bout thyLpssot,sto(wha'ns myexc

85 My orientation class was completely out of hand. My blackboard had problems all year and I was not able to get the grade I earned with a uncommunicative teacher.

86 My roommate and I hate each other. My dorm sucks. I don't have hardly any friends.

87 N/A

88 No

89 No additional comments.

90 none

91 none.

92 Online classes setup needs to be simpler. Too many conflicting dates. Some instructors use the same exact Wording every term and don't change the dates so it's confusing about When deadlines actually are.

93 Out of the other College I have been to I very much enjoy attending Troy in Phenix City and really like that it is broken into terms because I feel like I am having more time for my classes when its two at a time. Also the teachers are easy to reach and tend to be interested in my education.

- 94 Overall expectation has been fulfilled as an International Student . Troy University authority take care all of the International Student as a Family member. But I was expecting more convenient for International students regarding Financial Assistance by providing on campus recruiting for job as we the International Student don't have any window to work off campus. As a Graduate Student I was expecting I will get a job as a Graduate Assistanceship but there are a quite few opportunity with the proportion of students.... But I already love Troy and It's my University. I am proud of my University..... All hail Troy University. With Trojan Spirit.....
- 95 Overall I am happy with Troy. I marked down a few items mainly due to the fact that there are not many in-residence classes here in the Fort Walton Beach area. There are a lot of retired military in this area that are looking to take advantage of their Post 911 GI bill. Troy is attractive for this because you get 100% of your Housing allowance for 6 credit hours (3 in residence and 3 online). To be honest there are a lot of folks, like me, that are going back to take advantage of this. At some point, very soon, I will have to transfer to another School that offers more in residence opportunities to get the max VA benefit. I wish Troy would offer more in residence courses in the Fort Walton area. I am sure you could fill them up.
- 96 Overall I enjoyed my first semester at Troy University.
- 97 So far I am pleased with everything I've been involved in around the campus.
- 98 So far I love it here at Troy. I've made lots of friends, I love the atmosphere, and I'm enjoying my classes.
- 99 So far so good! I believe Troy University is a great fit for me.
- 100 So far, so good. I have found my student services advisor and everyone in the financial aid office to be far more available and helpful than my academic advisor. I'm actually about to request an advisor change, if that can be done. Otherwise, I've taken four classes so far and have enjoyed each one for different reasons. In the online community, I find each teacher uses Blackboard a little differently and some harness or leverage its benefits far better than others.
- 101 Thank you for having a campus available in PENSACOLA, FLORIDA
- 102 Thank you for this opportunity and chance to make a career as a student.
- 103 The first class I took was an online class and it was difficult for me. Reply to students was slow, or none. The first on campus class was a great experience. The undergraduate catalog and the online catalog of majors that are showing are not available for the Montgomery campus. Three majors that I looked to apply for are no longer available at this campus according to the advisor that was very disappointing.
- 104 The school itself is a great school, I love it but it could use some work. Troy as a community and school need to grow and provide more activities for college students to keep themselves entertained.
- 105 The faculty and staff at Troy University are caring to students well to me. It makes a difference in the atmosphere.
- 106 They need to pave the gravel parking lot near Hawkins Hall for transient students!!! I have almost twisted my ankle on the rocks!!! The Professors for ITP are awesome!!!
- 107 This has been a great experience!
- 108 This is my third term at Troy University and I am enjoying this learning experience.
- 109 Troy really makes you feel like a warm friendly place. A home that one enjoys returning to after a tough day's work.
- 110 Troy University is a learning experience for me.
- 111 Troy University needs a new recreational facility. The gym is too small and becomes crowded easily. The pool is also disgusting and could use an upgrade.
- 112 We could really use more parking areas. Tickets are only \$10 but they really add up when there is literally nowhere to park.
- 113 We request Troy University to provide on-campus jobs for students and increase the graduate assistance jobs more. It will be helpful for students a lot..thank you..

## Appendix 24 – 2013 New Student Survey Instrument

### 2013 New Student Survey

Troy University is interested in your success as a new student. Your feedback is needed to help evaluate the University's programs and services. Your thoughtful and honest responses to the survey questions are highly appreciated. Your input is confidential.

### GENERAL INFORMATION

1) Gender:

- Male
- Female

2) Ethnicity:

- African American
- American Indian/Alaska Native
- Asian
- Caucasian
- Hawaiian or Other Pacific Islander
- Hispanic
- Multi-Racial
- Race/Ethnicity Unknown

3) Age:

- 18-19
- 20-21
- 22-24
- 25-29
- 30-34
- 35-39
- 40-49
- 50-64
- 65 or over

4) Enrollment Status:

- Dually-enrolled high school student
- First-time freshman (an undergraduate student attending college for the first time)
- First-time graduate (a graduate student enrolled in a graduate program for the first time)
- Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university)
- Graduate transfer student (a graduate student who transferred to TROY from another college or university)
- Undergraduate transient student (an undergraduate student attending TROY temporarily)
- Graduate transient student (a graduate student attending TROY temporarily)
- Other

5) Which Troy University campus are you currently enrolled?

- Dothan Campus
- eTROY (Taking online courses only)
- Global Campus (Campuses or sites outside of Alabama)
- Montgomery Campus
- Phenix City Campus
- Troy Campus

If you selected Global Campus in the prior question, please select the site from which you are taking classes now:

- Albany, GA
- Atlanta, GA
- Augusta, GA
- Brunswick, GA
- Colorado Springs, CO (Off Base- Explorer Dr)
- Columbus, GA (Off Base- Manchester Exp)
- Covington, GA
- Davis Monthan AFB (Tucson), AZ
- Eglin AFB, FL
- Fayetteville, NC
- Fort Belvoir, VA
- Fort Benning (Columbus), GA
- Fort Carson (Colorado Springs), CO
- Fort Eustis, VA
- Fort Gordon (Augusta), GA
- Fort Lewis, WA
- Fort Walton Beach, FL
- Hanoi, Vietnam (HUST)
- Hanoi, Vietnam (UEB-VNU)
- Hanoi, Vietnam (UET-VNU)
- Harrisburg, PA
- Hurlburt Field, FL
- JEB Little Creek - Ft. Story (VA)
- Jubail, Saudi Arabia
- Langley AFB, VA
- Malmstrom AFB, MT
- Marianna, FL
- Melaka, Malaysia
- Misawa (Misawa Air Base)
- Naval Station Norfolk (Norfolk, VA)
- Norfolk Regional, VA
- Okinawa (Kadena Air Base)
- Orlando, FL
- Osan Air Base

- o Panama City, FL (Off Base- Airport Road)
- o Pensacola, FL
- o Saigon, Vietnam
- o San Antonio, TX
- o Seoul (Yongsan Army Garrison)
- o Sumter, SC
- o Tampa Bay, FL
- o Tyndall AFB (Panama City), FL

6) Degree program you are in:

- o Associate
- o Bachelor's
- o Master's
- o Education Specialist
- o Doctorate
- o Other

7) College you are attending:

- o Arts & Sciences
- o Sorrell College of Business
- o Communication and Fine Arts
- o Education
- o Health & Human Services

8) What is your major in the College of Arts and Sciences ?

- o Anthropology Major
- o Biology Major
- o Biology Program
- o Biology, Preprofessional Major
- o Chemistry Major
- o Chemistry Program
- o Comprehensive General Science Program
- o Computer Science
- o Computer Science, Applied Major
- o Criminal Justice
- o Environmental and Biological Sciences
- o Environmental Science Program
- o General Education
- o History Major
- o Liberal Studies
- o International Relations
- o Marine Biology Program
- o Mathematics Major
- o Political Science Major
- o Public Administration

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## CHOICE OF TROY UNIVERSITY

9) When you applied for admission to college, Troy University was your:

- First choice
- Second choice
- Third choice
- Fourth choice
- Other (please specify) \_\_\_\_\_

10) Prior to enrollment in Troy University, did you visit the campus where you enrolled?

- Yes
- No

11) Please select the reasons why you have chosen to attend Troy University

(select as many as apply):

Academic reputation

Reputation for social ac00Vltis Reankingsin T6(sntion I amagazins )TTJ /C2\_0 1 Tf 0 Tc 0 Tw -0.60



16. The classes I attend are well organized and well taught.

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## RECEIVING INFORMATION ABOUT TROY UNIVERSITY

13) How did you first learn about TROY?

- Alumni
- Billboard
- Direct Mail
- Guidance Counselor
- Internet
- Newspaper
- Radio
- Television
- Word of mouth
- Other (please specify) \_\_\_\_\_

14) How did you learn about registration dates and times?

- Billboard
- Direct Mail
- Internet
- Newspaper
- Radio
- Television
- Word of mouth
- Other (please specify) \_\_\_\_\_

15) What is the best way to advertise to your friends?

- Billboard
- Direct Mail

## COMPUTER ACCESS

17) Do you have your own personal computer that you will be using to complete assigned work in your courses?

- Yes
- No

If you answered "Yes" that you have your own computer, is that computer a laptop or a desktop?

- Laptop
- Desktop
- Other (please specify) \_\_\_\_\_

## READING HABITS

18) Which statement below do you agree with most?

- I read constantly for my own personal satisfaction, and I love it.
- I don't have much time to read for pleasure, but I like to when I get the chance.
- I only read what I'm supposed to for school.
- I basically don't read books much at all.

19) Most often, the reason I read is... (Please choose the best answer from this selection).

- Just for the pleasure of it
- Because I have to for school
- Because I get bored and have nothing else to do
- To learn new things on my own
- I don't really read much
- Because my parents encourage me to

20) How would you rate your reading level?

- Advanced
- Above average
- Average
- Below average
- Poor

21) Which of the following do you read? Check all that apply

- Books assigned for class
- Books I read outside of class for pleasure
- Cereal boxes, instructional pamphlets and other product packaging
- Comic books or graphic novels
- Computer manuals or other electronic equipment manuals
- Fashion/Beauty magazines
- Magazines about video games
- Music/Computers/Entertainment magazines

News magazines  
Newspapers  
Online websites or webzines  
Puzzles/Games/Humor magazines  
Religious literature/books  
School papers or other newsletters  
Self-help literature  
Sports magazines  
None of the above

22) Not including school assignments, how much do you read?

- Outside of school assignments, I don't read at all
- Under one book per month
- One book per month
- 2-3 books per month
- 4-5 books per month
- 6-10 books per month
- 11-20 books per month
- More than 20 books per month

23) What kind of books do you like to read for pleasure? Check all that apply.

Adventure  
Biography/Autobiography  
Books about your hobbies or collecting  
Factual books, like a book about dinosaurs or space  
Fantasy  
Horror  
How-to books  
Mystery  
Romance  
Science Fiction  
Sports  
True Stories  
None  
Other (please specify) \_\_\_\_\_

24) Which of the following characters/people do you like to read about? Check all that apply.

Animals

Celebrities

Characters from movies or television shows

Fantasy characters - like super heroes, people from other worlds, or the future

Historical figures

Musicians

People or characters my age who have done some cool or amazing thing

People or characters my age wrestling with tough issues, like crime, drug abuse or poverty

People or characters who are a lot different than me

People or characters who are a lot like me

Sports figures

None

Other (please specify) \_\_\_\_\_

25) About how often do you discuss books with others?

- Daily
- Weekly
- Monthly
- A few times per year
- Once per year
- Never

Additional comments about your experience as a new student at Troy University: