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Troy University 2008-09 Senior Survey Report

Executive Summary

The purpose of this survey is to identify student satisfaction with their experiences at Troy University, recognize student development as a result of their Troy University education, and identify areas that need to be improved. Data collected in this survey are used to help the University strengthen its academic programs, better serve the needs of its students, and become more effective and efficient in accomplishing its mission and goals.

As an annual effort of institutional effectiveness, the Troy University Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the *Troy University Senior Survey* on all campuses of the University from summer 2008 till Spring 2009. In preceding years this survey was conducted after three terms within an academic year (fall, spring and summer). However, in 2008 through an effort to provide data to the leadership prior to the beginning of the fall term, the data was analyzed after the end of the spring term. So the data presented in this report includes data collected during the summer of 2008. In the spring of 2009 the leadership of IRPE discussed the problems encountered with getting email addresses for the *Graduating Student Survey*. Because the prior practice of emailing all persons who had expressed an intent to graduate was so labor intensive and because it did not always yield good results, the decision was made to change the methodology for the survey. In 2007 we did not get any data from the Dothan Campus for the *Graduating Senior Survey*. Beginning with the 2009-2010 Academic Year, the Senior Survey will only be administered once, during November, and all persons classified as Seniors in Datatel will be invited to participate. Due to this change the survey will no longer be called the *Graduating Student Survey*, but the *Senior Survey*.

On a continuous basis, data for the *Graduating Student Survey* is collected using an online survey program. The survey can be accessed either through a survey link sent to the students via email or from the IRPE website.

The questionnaire for the survey contained 38 questions. The first 26 questions ask for information regarding students' demographics, academics, employment, and financial aid. Questions 27 – 37 of the survey, with a high reliability, focus on measuring students' perceptions about and satisfaction with their Troy experiences. The final question was an open-ended question allowing for additional comments.

For data analysis, descriptive methods were used for the overall University as well as for each individual campus, site, college, and degree. Questions 27 to 37 were tabulated and items were presented in a cross tabulation by campus so that comparison, if necessary, could be made between campuses or between campus and the overall University. Questions 27, 28, and 29, which contain measures in 60 areas, are analyzed based on the factors defined from the same measures in the previous survey. Importantly, comparison was made between academic years 05-06, 06-07, 07-08, and 08-09 responses to identify any possible improvement, as well as between campuses to explore in detail areas where improvement efforts can be focused. In the end, frequency tables for all survey questions were provided as appendices for the overall responses as well as for each of the campuses and colleges.

In the Fall and Spring Semesters of the 2008 – 09 academic year, Troy University awarded 4,549 degrees, with 2,103 in Fall 2007 and 2,446 in Spring 2008. During the 2008-2009 Academic Year the Registrar's Office identified 7049 students as being classified as a senior in Datatel. The 2922 respondents to the survey represented a 41% survey participation rate from the total group of seniors and a 64% response rate from graduating seniors. This is up from a 31% response rate from the prior year during which invitation to participate emails were only sent to students who had submitted an intent to graduate form.

Demographic information

Of the 2,922 respondents, 66% were female, 56% were White vs. 35% Black and 76% were aged 25 or older. While the majority (98%) were US citizens, the 2% international student participants represented 33 countries and regions in various parts of the world. The largest percentage of respondents were from the eCampus, 35%. About 22% of the respondents were graduating from Troy Campus, 15% were University College students, and the remainder of the seniors were from Dothan (11%), Montgomery (11%) and Phenix City (6%). Additionally, University College students responded from 33 different sites.

Academic information

Academically, 75% of the respondents were expecting to receive a Bachelor's degree and 19% would be awarded a Master's degree, while the Associate and Education Specialist degree recipients making up around 5% and 1% of the respondents respectively. (Of all graduates for Fall 07 and Spring 08, 47% received Bachelor's degrees, 44% received Masters' degrees, 8% received Associate degrees, and 1% received Education Specialist degrees.) About 37% of the respondents were planning to graduate from the College of Arts and Sciences, 28% from Business, approximately 22% from Education, 9% from the College of Health and Human Services, and only about 4% from the College of Communication & Fine Arts.

According to the responses, approximately 72% of the students had transferred credit hours from other institutions and about 44% of them transferred more than 30 credit hours. The majority of participating seniors (57%) started Troy University as an undergraduate transfer student. About 23% started Troy University as a first-time freshman. About 14% started as a first-time graduate student. While attending Troy University, 75% of the students had taken online courses. This is up from 65% from the previous *Graduating Senior Survey*. About 34% reported that their cumulative GPA's were between 3.5 and 4.0, and 35% had GPA's between 3.0 and 3.49. Of the 2,922 respondents, about 81% indicated that they had studied at Troy University 4 years or less. About 9% reported 5 years and 3% six years, while the longest time a

Table 1. Ratings on areas related to *Intellectual Development*: AY05 - 09

	AY 08 -09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Excellent/ Good	Mean	Excellent/ Good	Mean	Excellent/ Good	Mean	Excellent/ Good	Mean
	Critical thinking skills	88%	4.30	90%	4.31	91%	4.28	90%
Problem solving skills	86%	4.25	88%	4.25	88%	4.26	89%	4.26
Reading Skills	86%	4.27	88%	4.26	88%	4.26	87%	4.26
Writing skills	85%	4.20	88%	4.22	87%	4.26	87%	4.21
Research skills	84%	4.22	88%	4.26	87%	4.24	86%	4.22
Speaking/presentation skills	81%	4.10	85%	4.15	83%	4.16	81%	4.12
Understanding different philosophy/culture	77%	4.05	80%	4.07	80%	4.09	78%	4.04
Computer technologies	79%	4.07	79%	4.04	80%	4.07	79%	4.07
Scientific principles & methods								

Table 2. Ratings on areas related to *Leadership Development*: AY05 - 09

	AY 08 - 09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Excellent/ Good	Mean	Excellent/ Good	Mean	Excellent/ Good	Mean	Excellent/ Good	Mean
	Planning and carrying out projects	88%	4.33	89%	4.35	90%	4.35	89%
Management and organizational skills	87%	4.32	88%	4.31	88%	4.33	88%	4.31
Strategies for								

Table 3. Ratings on areas of *Instruction*: AY05 - 09

	AY 08 - 09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Excellent/ Good	M	Excellent/ Good	M	Excellent/ Good	M	Excellent/ Good	M
Overall quality of academic program	86%	4.21	86%	4.20	88%	4.25	87%	4.24
Instruction in major courses	82%	4.14	83%	4.13	85%	4.19	86%	4.19
Instruction in general education	76%	4.01	78%	4.00	81%	4.08	80%	4.02
Communication between faculty and								

Table 4. Average ratings on *Instruction* by campus AY 08 - 09:

From which Troy University campus will you graduate?

However, further examination by campus showed that ratings of students from different campuses varied (Table 6). Please be aware that only students who have used the services gave their ratings. The Reading Center, Natural Science Center, and Writing Center were rated by mostly Troy Campus students and only international students rated the Center for International Programs.

Table 6. Average ratings on *Academic Support Service* by campus for AY 08 - 09:

From which Troy University campus will you graduate?						
	Dothan	Montgomery	Phenix City	Troy	eCampus	University College

Table 7. Ratings on areas related to *Administration*: AY 05 – 09

	AY 08 - 09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M
Trojan WebExpress	85%	4.21	80%	4.08	81%	4.08	81%	4.07
Admissions Office	78%	4.02	76%	4.00	78%	4.03	77%	4.01
Information								
Technology Services	75%	4.00	72%	3.92	75%	3.94	74%	3.92
Registrar/Records								
Office	74%	3.90	72%	3.87	74%	3.93	74%	3.92
Business Office	70%	3.87	69%	3.85	73%	3.92	73%	3.9
Veteran Services	72%	4.05	66%	3.90	66%	3.83	68%	3.91
Financial Aid Services	67%	3.76	64%	3.69	66%	3.75	63%	3.65
Overall average ratings		3.97		3.90		3.96		3.93

Table 9. Ratings in *Student Services*: 05 - 09

	AY 08 - 09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M
Buildings and Grounds	76%	4.04	69%	3.85	74%	3.96	73%	3.93
University media	71%	3.95	66%	3.87	69%	3.88	70%	3.85
Safety and Security	67%	3.86	62%	3.72	67%	3.82	70%	3.85
Student Support Services	69%	3.86	65%	3.78	66%	3.81	66%	3.80
Student organizations	65%	3.85	60%	3.71	63%	3.77	62%	3.74
Athletic programs	69%	3.94	59%	3.72	63%	3.76	60%	3.70
Adaptive Needs Service	64%	3.85	60%	3.73	61%	3.75	61%	3.76
Bookstore service	70%	3.82	65%	3.73	67%	3.74	68%	3.75
Recreational and intramural activities	63%	3.78	55%	3.65	62%	3.74	59%	3.66
Counseling service	62%	3.70	59%	3.65	62%	3.70	63%	3.71
Student Health Services	60%	3.72	55%	3.63	60%	3.70	59%	3.67
Trojan Fitness Center	68%	3.92	58%	3.70	59%	3.62	57%	3.62
Career Service	58%	3.66	54%	3.59	58%	3.63	62%	3.70
Placement Service	54%	3.61	53%	3.55	55%	3.57	56%	3.59
Housing and Residential Life	53%	3.57	53%	3.57	54%	3.57	54%	3.54
Parking facilities	47%	3.13	48%	3.20	50%	3.26	48%	3.14
Overall average ratings		3.77		3.67		3.79		3.84

For Parking Facilities, approximately 33% of the students indicated that they were “Very Dissatisfied” or “Dissatisfied” for the several years. Further analysis found that Troy and Montgomery students were very dissatisfied with Parking Facilities. Table 10 shows mean ratings on each of the areas related to *Student Services*. Further studies may be needed before actions are taken for improvement.

Table 10. Average ratings on *Student Services* by campus: AY 08 - 09

From which Troy University campus will you graduate?					
Dothan	Montgomery	Phenix City	Troy	eCampus	University College
Mean	Mean	Mean	Mean	Mean	Mean

valuable for me in my employment.								
Courses in my curriculum contributed to the skills and knowledge required in my field.	86%	4.19	84%	4.14	86%	4.16	86%	4.14
The goals, objectives, and requirements for my academic programs were clearly defined.	78%	3.93	80%	3.98	81%	4.01	82%	4.02
The tuition and fees I paid at Troy University were a worthwhile investment.	73%	3.91	74%	3.95	76%	3.97	76%	3.95
Troy University faculty care about students as individuals.	73%	3.90	71%	3.87	76%	3.96	75%	3.94
Courses were offered frequently enough for timely completion of my degree program.	75%	3.88	74%	3.89	75%	3.89	76%	3.90
The intellectual caliber of students in my academic program was high.	70%	3.79	70%	3.81	71%	3.83	69%	3.79
Troy University is responsive to the needs of its students.	66%	3.71	65%	3.70	69%	3.8	68%	3.78
Troy University faculty were helpful with my career plan.	61%	3.65	61%	3.67	65%	3.75	65%	3.74
Overall average ratings		3.94		3.93		3.97		3.95

The lowest ratings in this section were “The University faculty were helpful with my career plan” (61% Agree/Strongly Agree; M=3.65) and “Troy University is responsive to the needs of its students” (66% Agree/Strongly Agree; M=3.71). (These were also the lowest rated areas in the previous three year’s survey.) Course offerings and student intellectual caliber were rated low as well.

The following table (Table 12) shows a breakdown by campus for *Student Perceptions*.

Table 12. Mean ratings on *Student Perceptions* by campus: AY 08 - 09

	From which Troy University campus will you graduate?					
	Dothan	Montgomery	Phenix City	Troy	eCampus	University College
	Mean	Mean	Mean	Mean	Mean	Mean
The goals, objectives, and requirements for my academic program were clearly defined.	3.66	3.91	3.98	3.86	4.01	4.07
My academic program was intellectually challenging and stimulating.	4.05	4.14	4.16	4.15	4.28	4.25
Courses in my curriculum contributed to the skills and knowledge required in my field.	4.06	4.15	4.16	4.15	4.28	4.17
Courses were offered frequently enough for timely completion of my degree program.	3.27	3.76	3.91	3.65	4.23	3.92
The intellectual caliber of students in my academic program was high.	3.78	3.70	3.80	3.72	3.87	3.82
The degree program in which I enrolled is valuable for me in my employment.	4.18	4.14	4.23	4.22	4.20	4.21
Troy University faculty care about students as individuals.	3.74	3.73	4.06	3.97	3.94	3.90

Troy University faculty were helpful with

program?

If you could start college over, would you attend Troy University again?

52% 32% 47% 40% 52% 35% 51% 38%

Would you recommend your academic program to other students?

56% 33% 54% 37% 59% 33% 59% 34%

Would you recommend Troy University to someone planning to go to college?

61% 28% 55% 35% 59% 32% 62% 32%

Student Organization information

Seniors were asked to identify which student organizations they belong to while attending Troy University. The vast majority of seniors who participated in this survey (n=2012, 69%) reported that they did not participate in any student organizations. The Honor Society was

Participation in Student Organizations by Campus:

	<i>Campus</i>					
	Dothan	Montgomery	Phenix City	Troy	eCampus	University College
	Count	Count	Count	Count	Count	Count
Departmental	16	7	8	224	7	2
Professional	17	4	3	136	14	12
Religions	2	1	4	111	5	5
Leadership	14	3	3	111	5	3
Services	28	3	4	55	5	3
Honor Society	71	37	6	226	41	19
Publication	1	0	1	18	1	2
Political	1	3	3	36	4	1
Fraternity/Sorority	4	4	4	186	10	3
Art/Music/Drama	3	0	0	83	1	1
Sports	0	1	0	81	4	1
None	208	248	136	151	876	384

Community Service

Seniors were asked to report the types and frequencies of their involvement with community service/service learning. Seniors reported the frequency of their community service with the following types of organizations: student organizations, clas

Monthly	424	19.1%
Weekly	282	12.7%
Daily	78	3.5%
Never	1047	47.1%

Community Service Participation By Campus:

		<i>Campus</i>					
		Dothan	Montgomery	Phenix City	Troy	eCampus	University College
		Count	Count	Count	Count	Count	Count
STUDENT ORGANIZATION	Once per semester	48	21	10	112	19	12
	Monthly	33	18	7	145	22	3
	Weekly	5	2	1	75	8	2
	Daily	0	0	0	8	2	1
	Never	184	175	105	186	733	245
CLASS	Once per semester	61	39	18	149	41	15
	Monthly	24	5	13	68	24	9

strongly suggest that Troy University was effective in offering quality education to its students.

3. However, the *Senior Survey's* satisfaction measures have identified areas that need to be improved, especially in the areas of ***Academic Support Services*** and ***Student Services***. Because many of the weak areas found in the previous three year's results still remain the same in the 08-09 survey results, University personnel (administrators, faculty, and staff) need to pay more attention to assessment information and use assessment results to improve University services.
4. Furthermore, based on survey responses, faculty should do more to help students in their career planning, the University should be more responsive to student needs, efforts should be made to raise student intellectual caliber, and more courses should be offered each term so that students can graduate as they have planned.

Troy University 2008-2009 Senior Survey Report
 Report 2 (Q28): Student perceptions on education and academic support services

Rank*		Excellent		Good	Average		Fair		Poor		Total	Mean	SD	
		Count	%		Count	%	Count	%	Count	%				
1	Overall quality of your academic program	1175	41.0%	129	4.5%	263	9.2%	88	3.1%	43	1.5%	2866	4.21	0.85
2	Instruction in major courses	1086	38.0%	128	4.9%	361	12.6%	73	2.6%	56	2.0%	2858	4.14	0.87
3	Faculty's use of technologies to enhance teaching	954	33.8%	125	4.5%	440	15.6%	131	4.6%	39	1.4%	2820	4.05	0.90
4	Communication between faculty and students	1049	36.5%	118	4.3%	385	13.4%	156	5.4%	96	3.3%	2873	4.02	1.01
5	Instruction in general education courses	807	30.7%	120	4.6%	485	18.4%	83	3.2%	46	1.7%	2630	4.01	0.88
6	Course availability in your major	1099	38.4%	104	3.6%	424	14.8%	176	6.2%	115	4.0%	2859	3.99	1.07
7	Registration procedures	1062	37.1%	108	3.7%	407	14.2%	185	6.5%	131	4.6%	2866	3.96	1.09
8	Writing Center	335	28.2%	51	2.9%	264	22.2%	57	4.8%	23	1.9%	1190	3.91	0.93
9	Reading Center	287	28.0%	43	2.5%	233	22.7%	50	4.9%	20	1.9%	1026	3.90	0.93
10	Faculty accessibility	891	31.5%	115	4.1%	475	16.8%	179	6.3%	124	4.4%	2827	3.89	1.06
	Natural Science Center	263	27.1%	41	2.9%	220	22.6%	50	5.1%	22	2.3%	972	3.87	0.94

Troy University 2008-09 Graduating Student Survey Report
 Report 5 (Q31): Overall ratings on Troy University

	Poor		Fair		Average		Good		Excellent		Subtotal		
	N	%	N	%	N	%	N	%	N	%	Total N	Mean	Standard Deviation
How would you rate Troy University's preparation of you for employment?	95	3.3%	128	4.5%	539	18.9%	1263	44.3%	826	29.0%	2851	3.91	.98
How would you rate Troy University's preparation of you for further education?	73	2.6%	109	3.8%	467	16.4%	1210	42.4%	994	34.8%	2853	4.03	.95
What is your overall rating of your college experiences at TROY?	79	2.8%	120	4.2%	384	13.5%	1134	39.8%	1133	39.8%	2850	4.10	.97

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	% within Campus	.0%	1.1%	14.9%	52.0%	32.0%	100.0%
Troy	Count	5	20	86	308	220	639
	% within Campus	.8%	3.1%	13.5%	48.2%	34.4%	100.0%
eCampus	Count	12	23	193	455	314	997
	% within Campus	1.2%	2.3%	19.4%	45.6%	31.5%	100.0%
University College	Count	5	4	53	197	178	437

Campus * Critical Thinking Skills Crosstabulation

Critical Thinking Skills

Total

2008-09 Senior Survey Report

	% within Campus	.4%	1.0%	9.2%	45.4%	44.0%	100.0%
University College	Count	2	4	39	188	200	433
	% within Campus	.5%	.9%	9.0%	43.4%	46.2%	100.0%
Total	Count	8	34	335	1327	1166	2870
	% within Campus	.3%	1.2%	11.7%	46.2%	40.6%	100.0%

Campus * Mathematical Skills Crosstabulation

	Mathematical Skills
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2008-09 Senior Survey Report

Campus	Dothan	Count	5	9	40	142	116	312
		% within Campus	1.6%	2.9%	12.8%	45.5%	37.2%	100.0%
	Montgomery	Count	2	10	34	142	125	313
		% within Campus	.6%	3.2%	10.9%	45.4%	39.9%	100.0%
	Phenix City	Count	0	5	21	79	70	175
		% within Campus	.0%	2.9%	12.0%	45.1%	40.0%	100.0%
	Troy	Count	7	29	72	231	298	637
		% within Campus	1.1%	4.6%	11.3%	36.3%	46.8%	

2008-09 Senior Survey Report

Total	Count	22	58	276	1128	1382	2866
	% within Campus	.8%	2.0%	9.6%	39.4%	48.2%	100.0%

2008-09 Senior Survey Report

% within Campus	.0%	.0%	9.7%	39.4%	50.9%
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Campus * Citizenship Skills Crosstabulation

			Citizenship Skills					Total
			Poor	Fair	Average	Good	Excellent	
Campus	Dothan	Count	8	5	56	124	119	312
		% within Campus	2.6%	1.6%	17.9%	39.7%	38.1%	100.0%
	Montgomery	Count	4	12	39	141	113	309
		% within Campus	1.3%	3.9%	12.6%	45.6%	36.6%	100.0%
	Phenix City	Count	1	2	24	81	67	175

2008-09 Senior Survey Report

	% within Campus	1.7%	.6%	10.6%	41.5%	45.5%	100.0%
University College	Count	3	6	38	184	201	432
	% within Campus	.7%	1.4%	8.8%	42.6%	46.5%	100.0%
Total	Count	36	43	307	1204	1260	2850
	% within Campus	1.3%	1.5%	10.8%	42.2%	44.2%	100.0%

Report 7: Question 28: Please rate the following areas related to the education and

2008-09 Senior Survey Report

	% within Campus	2.3%	2.3%	15.0%	40.5%	39.9%	100.0%
Troy	Count	41	55	109	223	202	630
	% within Campus	6.5%	8.7%	17.3%	35.4%	32.1%	100.0%
eCampus	Count	11	22	89	357	520	999
	% within Campus	1.1%	2.2%	8.9%	35.7%	52.1%	100.0%
University College	Count	20	30	64	154	155	423
	% within Campus	4.7%	7.1%	15.1%	36.4%	36.6%	100.0%
Total	Count	115	176	422	1043	1096	2852
	% within Campus	4.0%	6.2%	14.8%	36.6%	38.4%	100.0%

Campus * Overall quality of your academic program Crosstabulation

			Overall quality of your academic program					Total
			Poor	Fair	Average	Good	Excellent	
Campus	Dothan	Count	8	22	32	150	98	310
		% within Campus	2.6%	7.1%	10.3%	48.4%	31.6%	100.0%
	Montgomery	Count	7	12	31	157	104	311
		% within Campus	2.3%	3.9%	10.0%	50.5%	33.4%	100.0%
	Phenix City	Count	1	1	21	80	69	172
		% within Campus	.6%	.6%	12.2%	46.5%	40.1%	100.0%
	Troy	Count	12	22	76	292	232	634
		% within Campus	1.9%	3.5%	12.0%	46.1%	36.6%	100.0%
	eCampus	Count	9	18	67	424	481	999
		% within Campus	.9%	1.8%	6.7%	42.4%	48.1%	100.0%
	University College	Count	6	13	35	190	187	431
		% within Campus	1.4%	3.0%	8.1%	44.1%	43.4%	100.0%
Total		Count	43	88	262	1293	1171	2857
		% within Campus	1.5%	3.1%	9.2%	45.3%	41.0%	100.0%

Campus * Academic advising Crosstabulation

			Academic advising					Total
			Poor	Fair	Average	Good	Excellent	
Campus	Dothan	Count						

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	% within Campus	4.6%	4.5%	15.6%	42.8%	32.6%	100.0%
University College	Count	22	25	62	183	136	428
	% within Campus	5.1%	5.8%	14.5%	42.8%	31.8%	100.0%
Total	Count	122	179	474	1157	886	2818
	% within Campus	4.3%	6.4%	16.8%	41.1%	31.4%	100.0%

Campus * Instruction in major courses Crosstabulation

Campus * Communication between faculty and students Crosstabulation

			Communication between faculty and students					Total
			Poor	Fair	Average	Good	Excellent	
Campus	Dothan	Count	20	29	48	131	88	316
		% within Campus	6.3%	9.2%	15.2%	41.5%	27.8%	100.0%
	Montgomery	Count	7	19	51	147	89	313
		% within Campus	2.2%	6.1%	16.3%	47.0%	28.4%	100.0%
	Phenix City	Count	6	6	19	71	72	174
		% within Campus	3.4%	3.4%	10.9%	40.8%	41.4%	100.0%
	Troy	Count	19	40	83	250	241	633

% within Campus

2008-09 Senior Survey Report

	% within Campus	8.6%	12.2%	19.3%	36.6%	23.3%	100.0%
eCampus	Count	23	32	101	360	480	996
	% within Campus	2.3%	3.2%	10.1%	36.1%	48.2%	100.0%
University College	Count	19	27	55	155	170	426
	% within Campus	4.5%	6.3%	12.9%	36.4%	39.9%	100.0%
Total	Count	128	185	407	1078	1059	2857
	% within Campus	4.5%	6.5%	14.2%	37.7%	37.1%	100.0%

Campus Dothan

2008-09 Senior Survey Report

	% within Campus	2.7%	1.8%	21.4%	47.3%	26.8%	100.0%
Troy	Count	14	29	114	149	63	369
	% within Campus	3.8%	7.9%	30.9%	40.4%	17.1%	100.0%
eCampus	Count	17	22	70	173	149	431
	% within Campus	3.9%	5.1%	16.2%	40.1%	34.6%	100.0%
University College	Count	10	14	35	101	76	236
	% within Campus	4.2%	5.9%	14.8%	42.8%	32.2%	100.0%

2008-09 Senior Survey Report

	% within Campus	1.7%	2.5%	20.0%	43.3%	32.5%	100.0%
University College	Count	3	8	26	38	24	99
	% within Campus	3.0%	8.1%	26.3%	38.4%	26.2%	100.0%

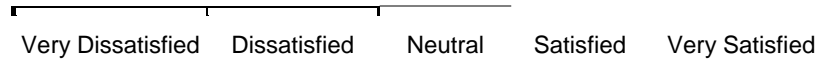
Report 8: Question 29: On a scale from 1 to 5, with 1 as “Very Dissatisfied” and 5 as “Very Satisfied,” please rate your satisfaction with the following offices and services of Troy University: (Select “Not Applicable” if the item does not apply to you.) CROSS TABULATION BY CAMPUS

Campus * Admissions Office Crosstabulation

			Admissions Office					Total
			Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	
Campus	Dothan	Count	11	14	38	134	110	307

Campus * Registrar/Records Office Crosstabulation

	Registrar/Records Office					
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total



Montgomery	Count	26	32	47	105	66	276
	% within Campus	9.4%	11.6%	17.0%	38.0%	23.9%	100.0%
Phenix City	Count	13	7	17	62	38	137
	% within Campus	9.5%	5.1%	12.4%	45.3%	27.7%	100.0%
Troy	Count	46	74	104	181	123	528
	% within Campus	8.7%	14.0%	19.7%	34.3%	23.3%	100.0%
eCampus	Count	52	35	84	226	254	651
	% within Campus	8.0%	5.4%	12.9%	34.7%	39.0%	100.0%
University College	Count	15	21	54	115	111	316
	% within Campus	4.7%	6.6%	17.1%	36.4%	35.1%	100.0%
Total	Count	160	185	352	781	691	2169
	% within Campus	7.4%	8.5%	16.2%	36.0%	31.9%	100.0%

Campus * Business Office Crosstabulation

			Business Office					Total
			Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	
Campus	Dothan	Count	8	11	57	114	102	292
		% within Campus	2.7%	3.8%	19.5%	39.0%	34.9%	100.0%
	Montgomery	Count	9	3	47	130	66	255
		% within Campus	3.5%	1.2%	18.4%	51.0%	25.9%	100.0%
	Phenix City	Count	3	7	14	68	62	154

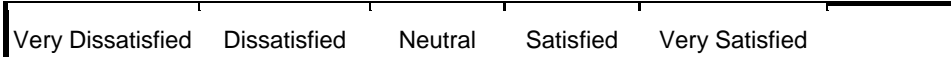
	% within Campus	1.9%	4.5%	9.1%	44.2%	40.3%	100.0%
Troy	Count	34	52	128	196	115	525
	% within Campus	6.5%	9.9%	24.4%	37.3%	21.9%	100.0%
eCampus	Count	33	22	117	247	212	631
	% within Campus	5.2%	3.5%	18.5%	39.1%	33.6%	100.0%
University College	Count	12	10	63		96	309

eCampus	Count	24	16	97	297	265	699
	% within Campus	3.4%	2.3%	13.9%	42.5%	37.9%	100.0%
University College	Count	13	6	51	147	85	302
	% within Campus	4.3%	2.0%	16.9%	48.7%	28.1%	100.0%
Total	Count	65					

% within Campus

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

	% within Campus						
Total	Count	4.6%	4.6%	49.2%	23.1%	18.5%	100.0%





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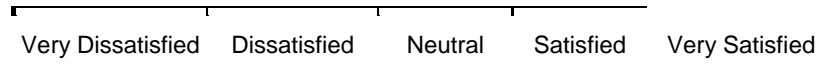


% within Campus	10.2%	2.3%	37.5%	23.9%	26.1%	100.0%
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Campus * Parking facilities Crosstabulation

	Parking facilities					Total
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	

Campus



Strongy

Phenix City	Count	6	12	28	88	36	170
	% within Campus	3.5%	7.1%	16.5%	51.8%	21.2%	100.0%
P	Count	31	40	150	263	145	629
		4.9%	6.4%	23.8%	41.8%	23.1%	

% within Campus 1.0% 1.8% 12.4% 40.5% 100.0%

eCa

1 1

the program? **CROSS TABULATION**

abulation

the program?		Total
Definitely not		
12	318	
3.8%	100.0%	
18	312	
5.8%	100.0%	
4	173	
2.3%	100.0%	
28	637	
4.4%	100.0%	
29	1000	

University College

Question 33: If you could start college over, would you attend Troy University again? CROSS TABULATION BY CAMPUS

Campus * If you could start college over, would you attend Troy University again? Crosstabulation

Question 34: Would you recommend your academic program to other students? CROSS TABULATION BY CAMPUS

Campus * Would you recommend your academic program to other students? Crosstabulation

			Would you recommend your academic program to other students?				Total
			Definitely yes	Probably yes	Probably not	Definitely not	
Campus	Dothan	Count	133	129	38	14	314
		% within Campus	42.4%	41.1%	12.1%	4.5%	100.0%
	Montgomery	Count	169	98	31	16	314
		% within Campus	53.8%	31.2%	9.9%	5.1%	100.0%
	Phenix City	Count	113	47	12	1	173
		% within Campus	65.3%	27.2%	6.9%	.6%	100.0%
	Troy	Count	325	240	49	22	636
		% within Campus	51.1%	37.7%	7.7%	3.5%	100.0%
	eCampus	Count	639	299	44	18	1000
		% within Campus	63.9%	29.9%	4.4%	1.8%	100.0%
	University College	Count	250	142	25	15	432
		% within Campus	57.9%	32.9%	5.8%	3.5%	100.0%
Total		Count	1629	955	199	86	2869
		% within Campus	56.8%	33.3%	6.9%	3.0%	100.0%

	Hispanic	102	3.5	3.5	41.8
	White, non-Hispanic	1644	56.3	56.9	98.7
	Race/ethnicity unknown	37	1.3	1.3	100.0
	Total	2888	98.8	100.0	
Missing	System	34	1.2		

Marital status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	1051	36.0	37.8	37.8
	Married	1387	47.5	49.9	87.7
	Divorced	273	9.3	9.8	97.5
	Widowed	18	.6	.6	98.1
	Other	52	1.8	1.9	100.0
	Total	2781	95.2	100.0	
Missing	System	141	4.8		
Total		2922	100.0		

Campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dothan	318	10.9	10.9	10.9
	Montgomery	316	10.8	10.9	21.8
	Phenix City	177	6.1	6.1	27.9
	Troy	642	22.0	22.1	50.0
	eCampus	1015	34.7	34.9	84.9
	University College	438	15.0	15.1	100.0
	Total	2906	99.5	100.0	
Missing	System	16	.5		
Total		2922	100.0		

Malmstrom AFB	2	.1	.3	72.5
Norfolk Regional Office, Virginia	9	.3	1.4	73.9
Oceana NAS, Virginia	2	.1	.3	74.2
Orlando, Florida	27	.9	4.2	78.4
Pensacola, Florida	55	1.9	8.5	86.9
Savannah, Georgia	1	.0	.2	87.0
Shaw AFB, South Carolina	10	.3	1.5	88.6
Tampa/MacDill AFB, Florida	8	.3	1.2	89.8
Tyndall AFB, Florida	18	.6	2.8	92.6
Vidalia, Georgia	5	.2	.8	93.4
Other	43	1.5	6.6	100.0
Total	647	22.1	100.0	
Missing System	2275	77.9		
Total	2922	100.0		

What degree program are you currently completing at Troy University?

	Education Specialist	7	.2	.2	99.9
	Other	4	.1	.1	100.0
	Total	2864	98.0	100.0	
Missing	System	58	2.0		
Total		2922	100.0		

■	English Language Arts Education	14	.5	1.2	46.5
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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate of Science in Business	40	1.4		4.4

	Foreign Language	3	.1	2.2	69.8
	Other	42	1.4	30.2	100.0
	Total	139	4.8	100.0	
Missing	System	2783	95.2		
Total		2922	100.0		

? College of Education

	Frequency	Percent	Valid Percent	Cumulative Percent
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Valid

Rehabilitation Counseling	5	.2	.7	55.0
Social Services Counseling	19	.7	2.7	57.7
Clinical Mental Counseling	5	.2	.7	58.4
Community Counseling	13	.4	1.8	60.3

ne or in any other Distanc
 oy University?

	Percent	Valid Percent
0	73.9	
7	24.9	
7	98.8	100.0
5	1.2	
2	100.0	

have you attended Troy University?

	Percent	Valid Percent	Cumulative Percent

ears	11	.4	.4	98.9
than ten years	32	1.1	1.1	100.0
	2894	99.0	100.0	
m	28	1.0		
	2922	100.0		

What is your overall GPA?

Valid	Work in an area related to your major field of study	1104	37.8	38.0	38.0
	Work in an area outside your major field of study	69	2.4	2.4	40.4
	Continue working in the job that you have had	467	16.0	16.1	56.4
	Continue your education	1062	36.3	36.5	92.9
	Undecided	205	7.0	7.1	100.0
	Total	2907	99.5	100.0	
Missing	System	15	.5		
Total		2922	100.0		

If you plan to continue your education, what is your ultimate goal?

	Frequency	Percent	Valid Percent	Cumulative Percent
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Missing	System	500	17.1		
Total		2922	100.0		

What financial aid have you received at Troy University? (Choose as many as apply) : Grants

■

	Frequency	Percent	Valid Percent	Cumulative Percent
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100.0
 0 110.6T. 16.010 9 -9 54 .96005.2396.72 c[To0f298 1a5T266.46ef0 g228 396 373.746 182)TjET1 g94.98 255.12

Choose as many

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2363	80.9	80.9	80.9
	Yes	559	19.1	19.1	100.0

What financial aid have you received at Troy University? (Choose as many as apply) : None

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2502	85.6	85.6	85.6
	Yes	420	14.4	14.4	100.0
	Total	2922	100.0	100.0	

What financial aid have you received at Troy University? (Choose as many as apply) : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2664	91.2	91.2	91.2
	Yes	258	8.8	8.8	100.0
	Total	2922	100.0	100.0	

To which student organizations did you belong while attending TROY?

(Choose as many as apply) : Departmental

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2658	91.0	91.0	91.0

To which student organizations did you belong while attending TROY?

Yes	400	13.7	13.7	100.0
Total	2922	100.0	100.0	

To which student organizations did you belong while attending TROY?

(Choose as many as apply) : Publication

	Frequency	Percent	Valid Percent	Cumulative Percent
	2899	99.2	99.2	99.2
Yes	23	.8	.8	100.0

To which student organizations did you belong while attending TROY?

(Choose as many as apply) : Fraternity/Sorority

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2711	92.8	92.8	92.8

Valid	Once per semester	323	11.1	14.7	14.7
	Monthly	143	4.9	6.5	21.2
	Weekly	99	3.4	4.5	25.7
	Daily	14	.5	.6	26.3
	Never	1622	55.5	73.7	100.0
	Total	2201	75.3	100.0	
Missing	System	721	24.7		
Total		2922	100.0		

As a member of a civic, political, religious or other NON-UNIVERSITY ORGANIZATION how often did you participate in community service/service learning?

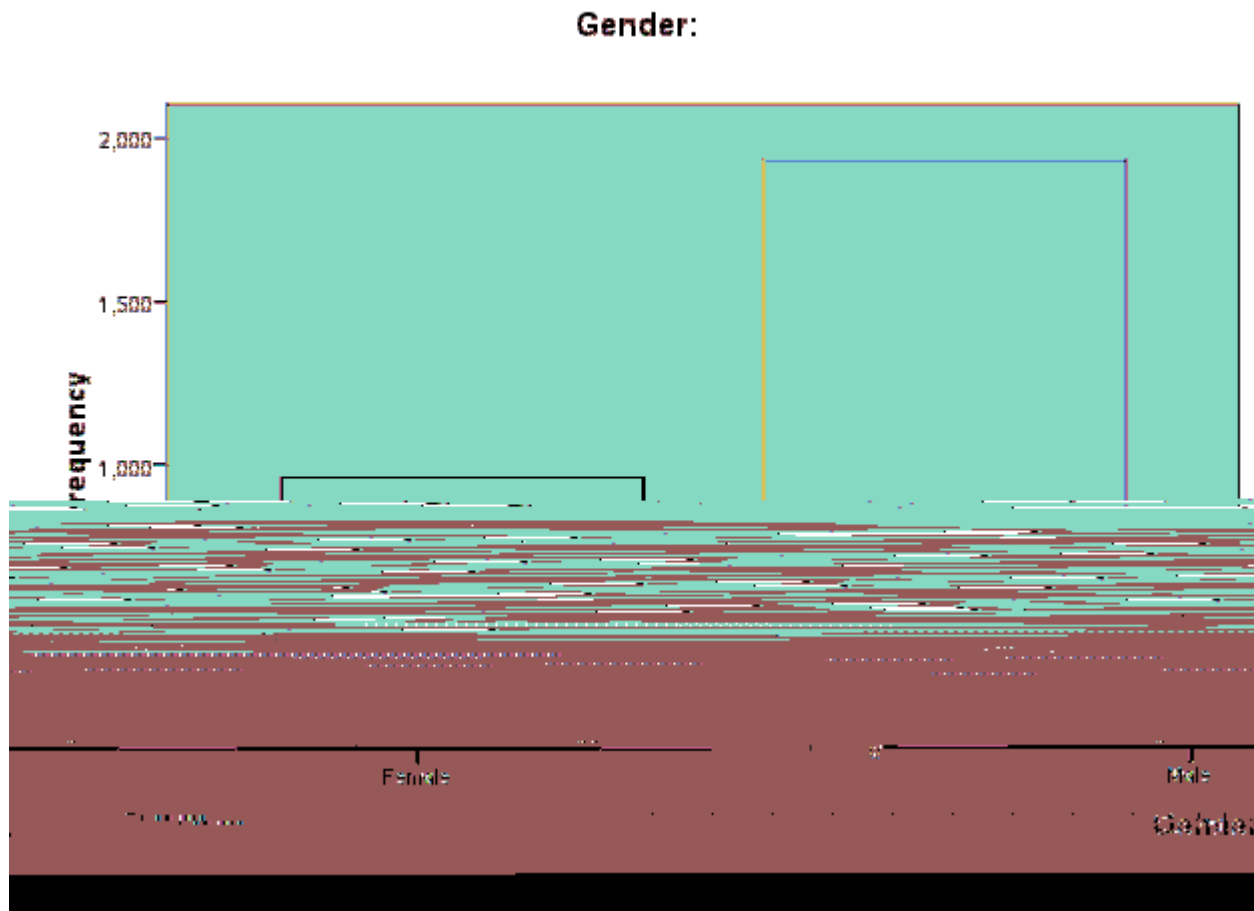
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Once per semester	246	8.4	11.3	11.3
	Monthly	280	9.6	12.9	24.2
	Weekly	181	6.2	8.3	32.6
	Daily	33	1.1	1.5	34.1
	Never	1430	48.9	65.9	100.0
	Total	2170	74.3	100.0	
Missing	System	752	25.7		
Total		2922	100.0		

As an INDIVIDUAL PERSON how often did you participate in any community service/service learning?

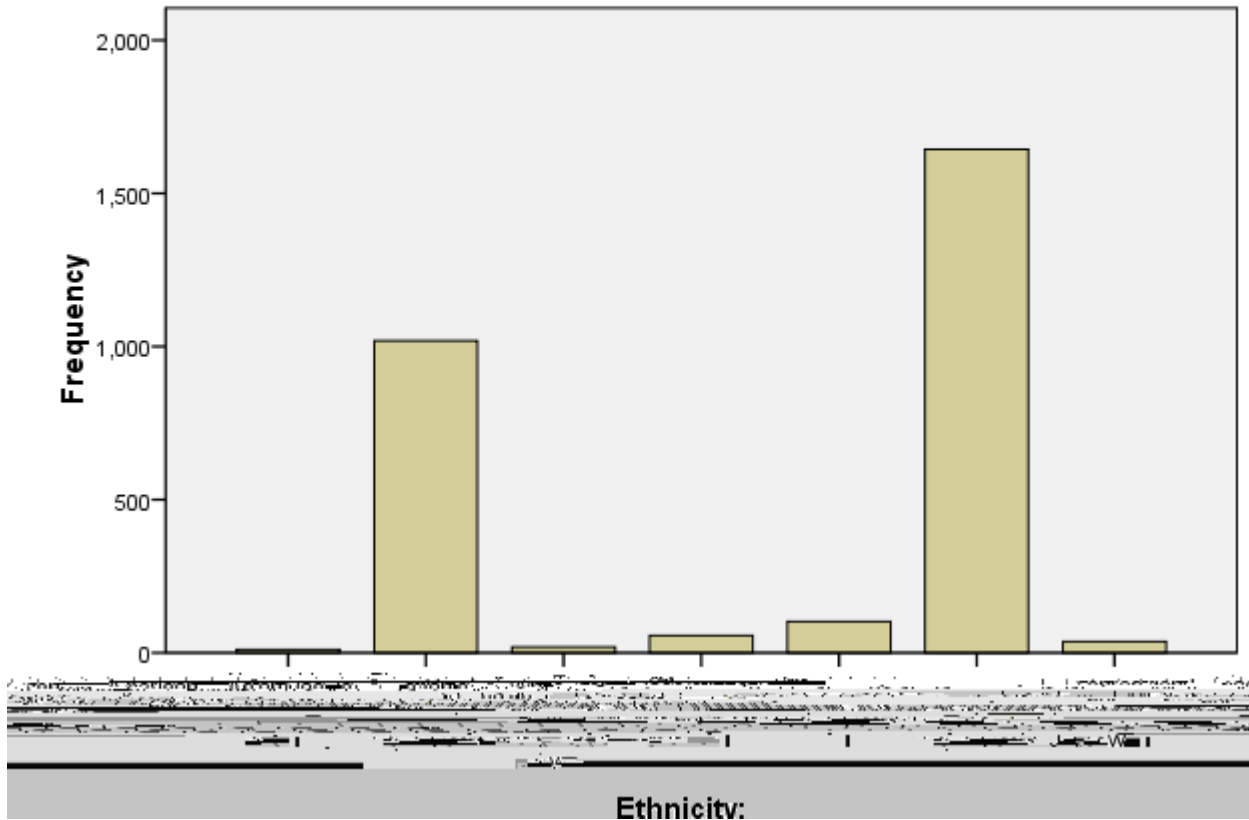
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Once per semester	391	13.4	17.6	17.6
	Monthly	424	14.5	19.1	36.7
	Weekly	282	9.7	12.7	49.4
	Daily	78	2.7	3.5	52.9
	Never	1047	35.8	47.1	100.0
	Total	2222	76.0	100.0	
Missing	System	700	24.0		
Total		2922	100.0		

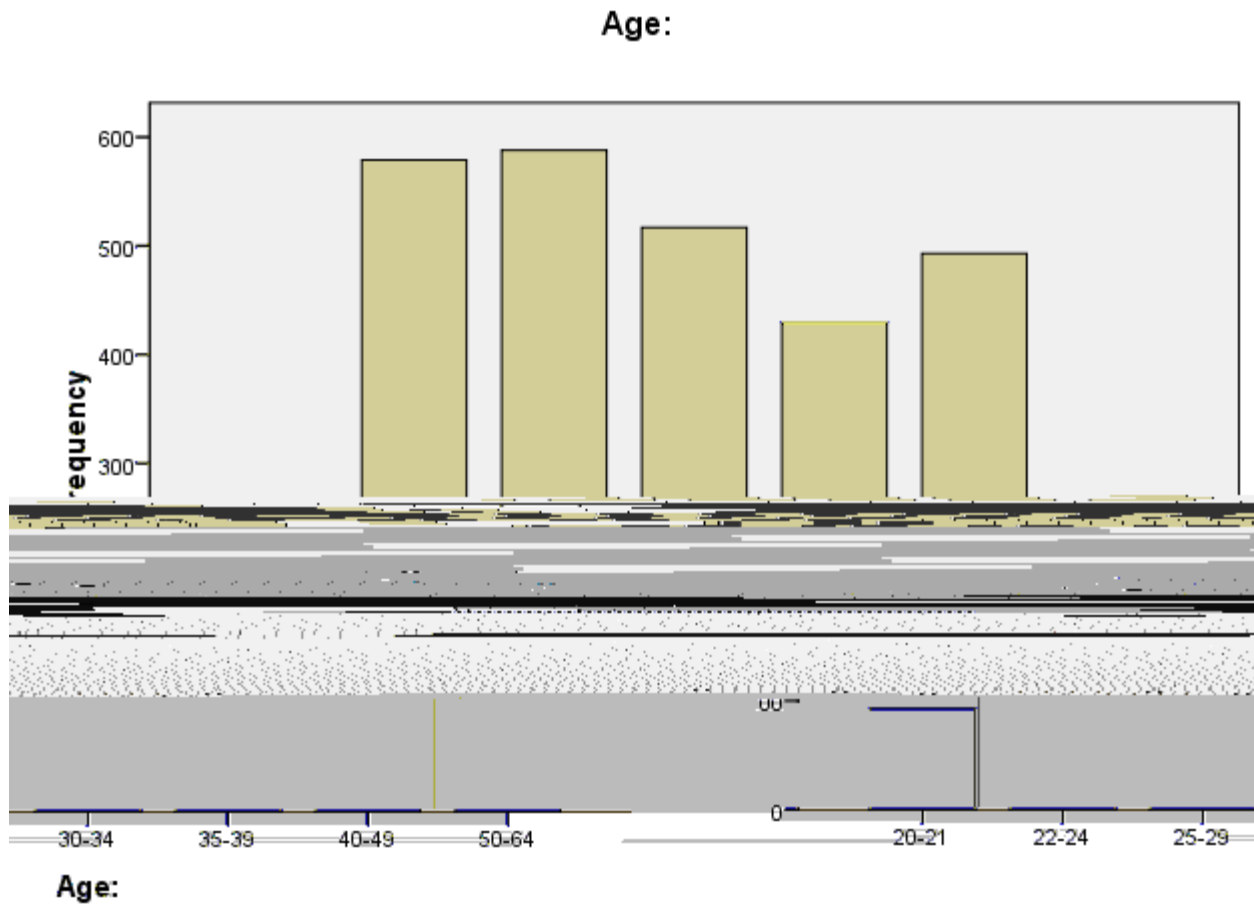
Troy University 08-09 Graduating Student Survey Overall Charts

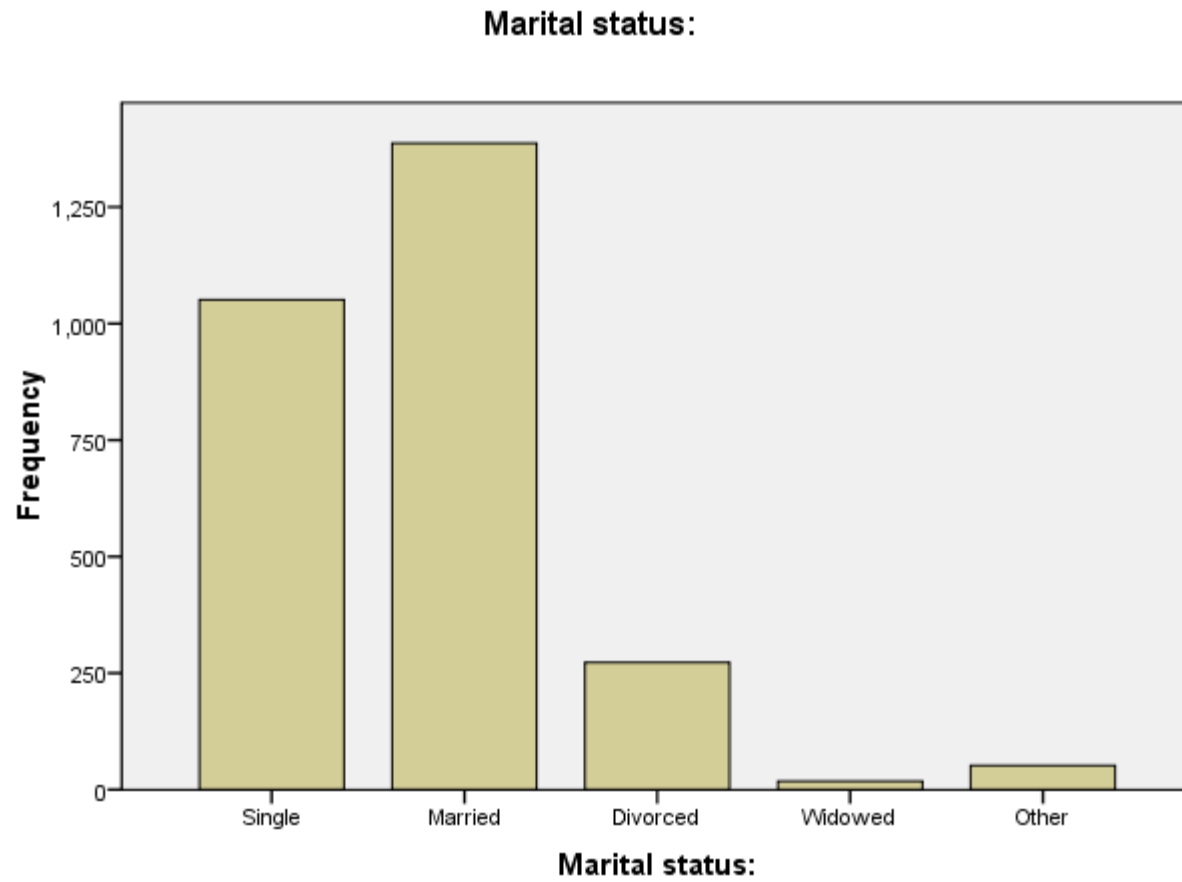
Bar Chart

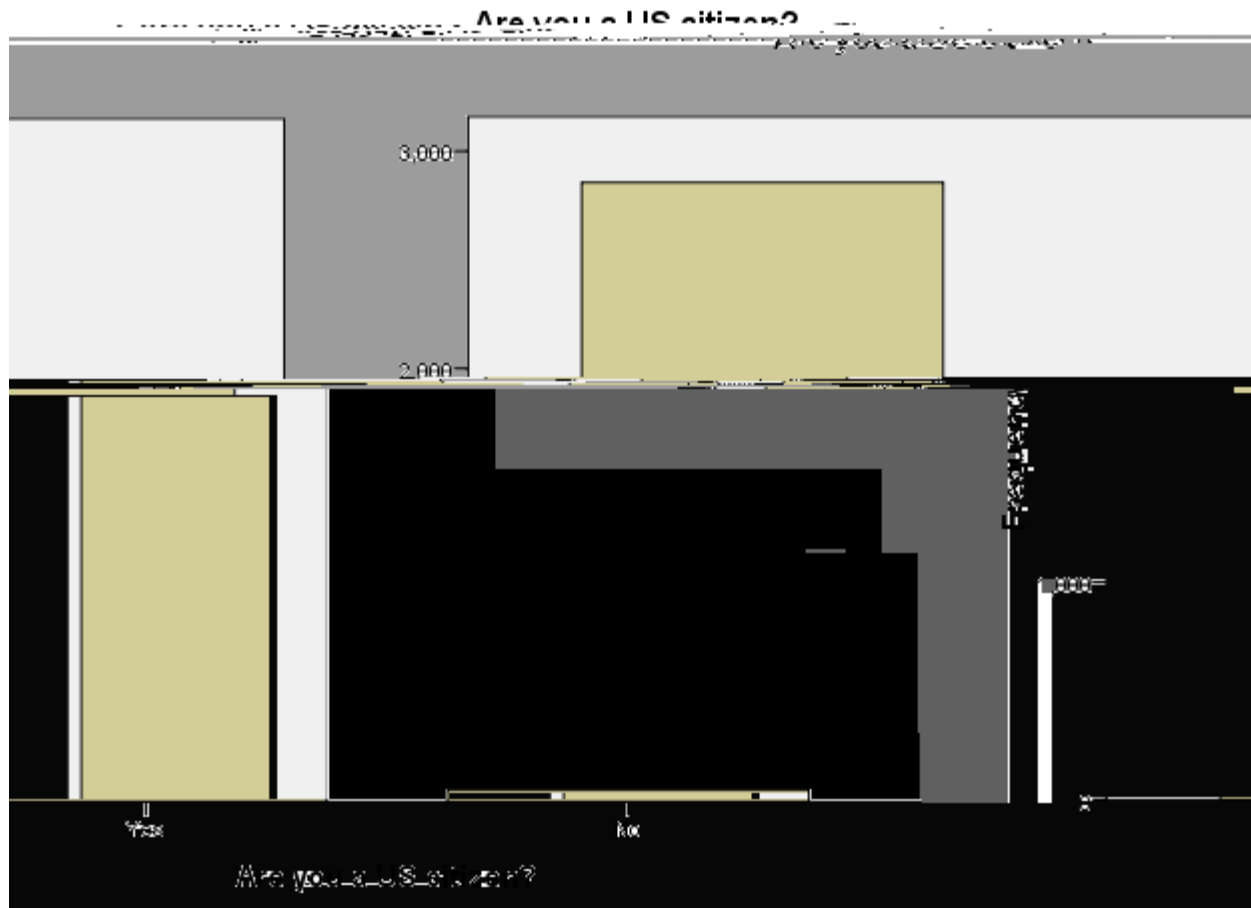


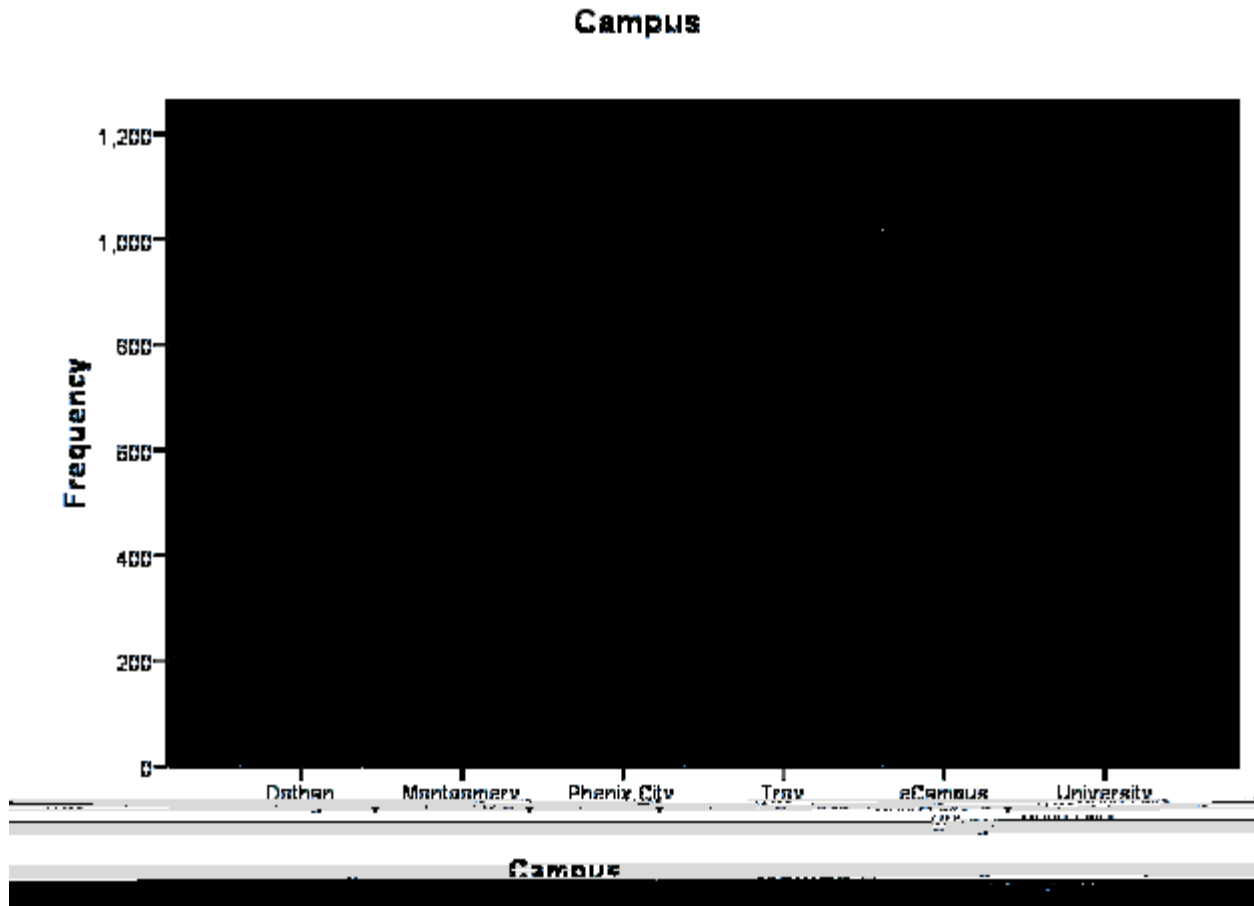
Ethnicity:



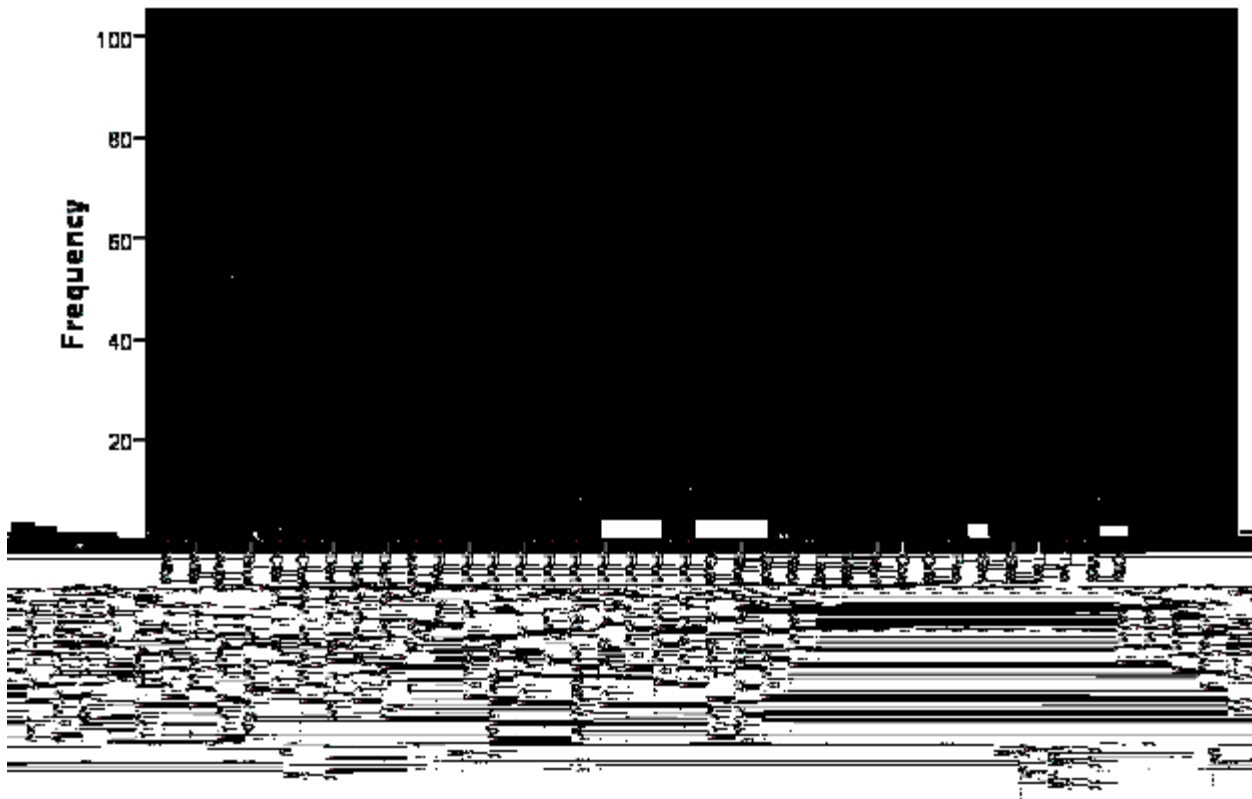




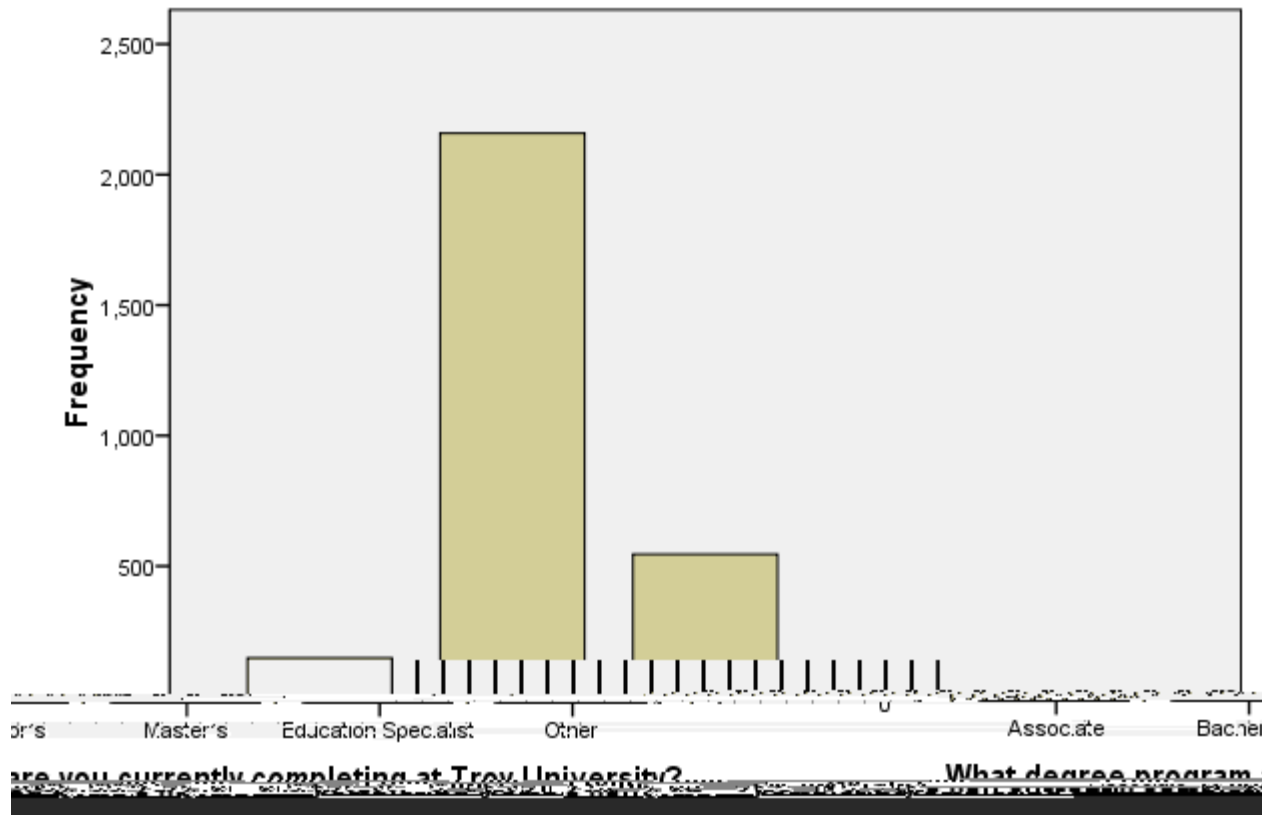


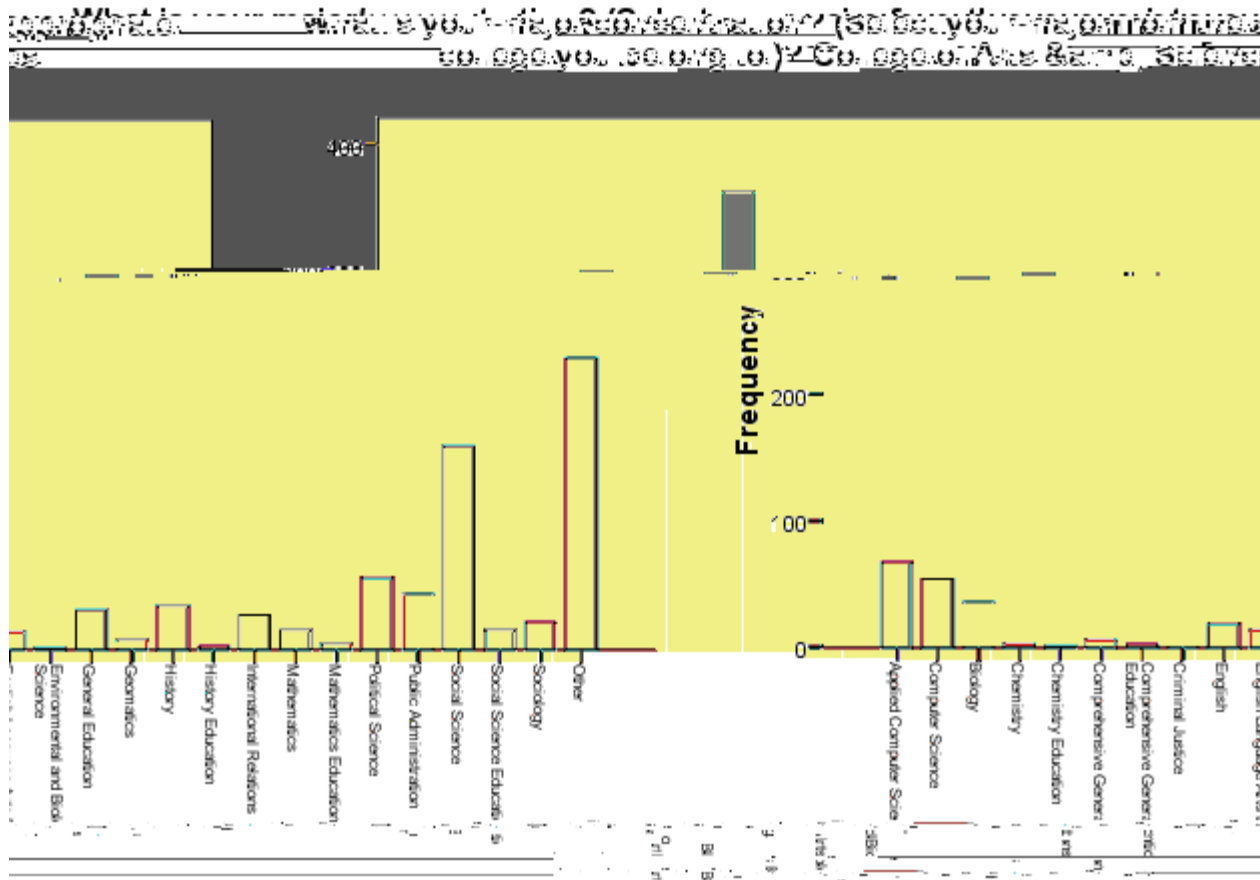


If you chose "University College" in Question 9, from which site did you file your intent to graduate?



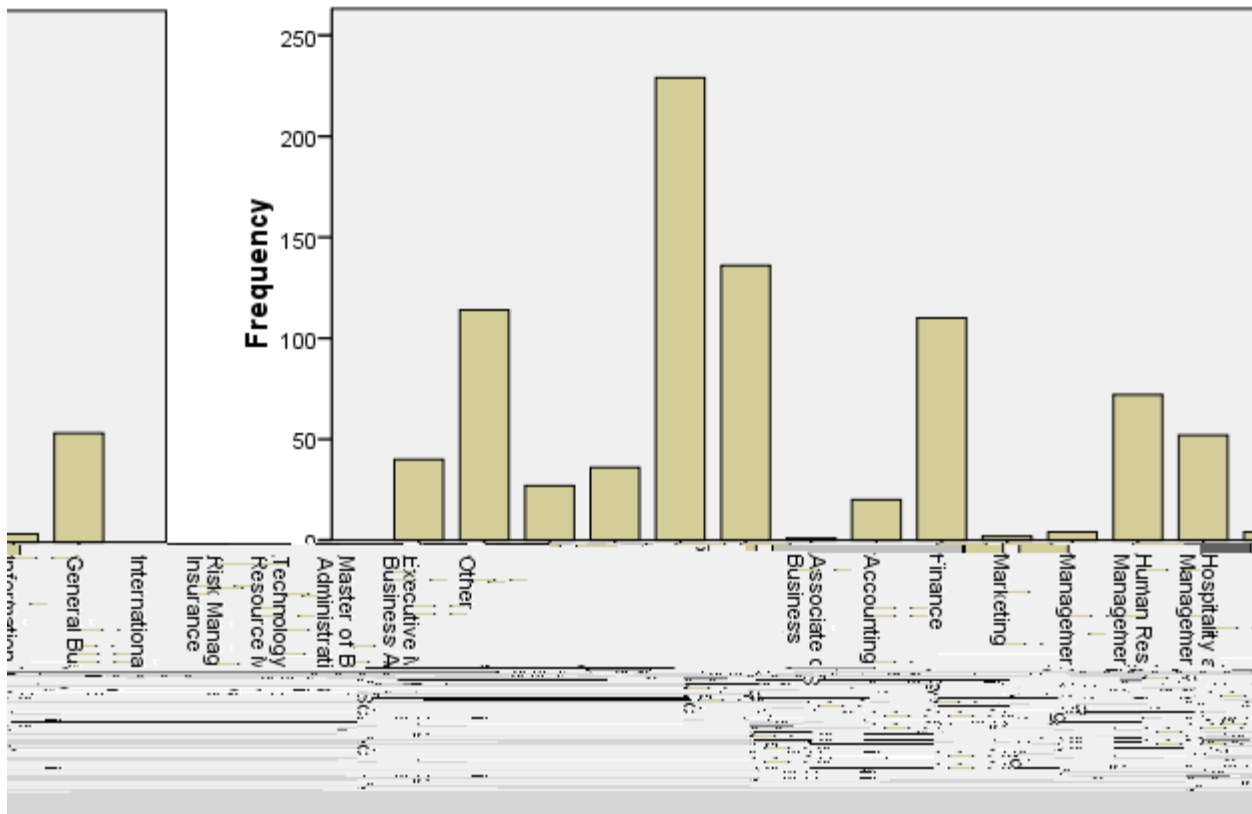
What degree program are you currently completing at Troy University?

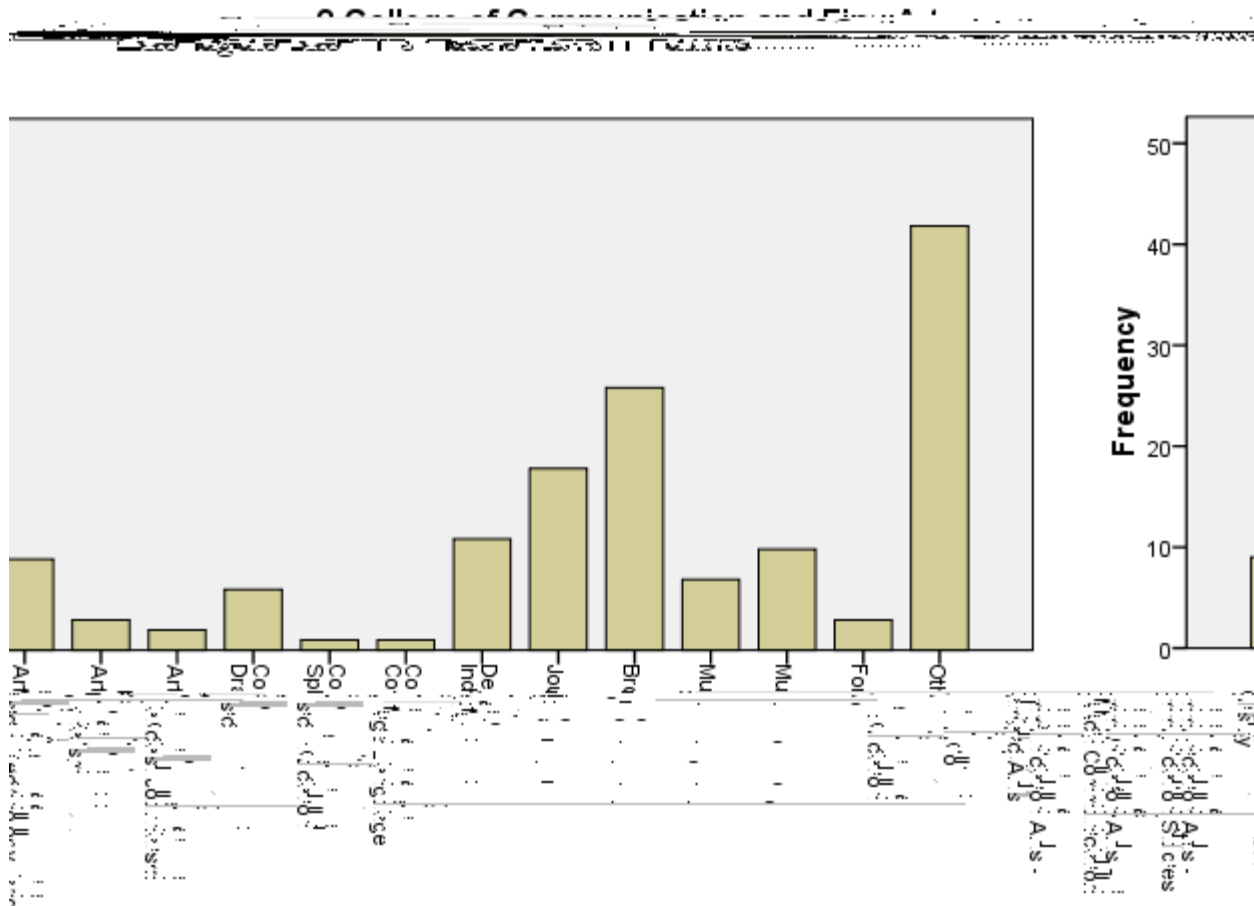




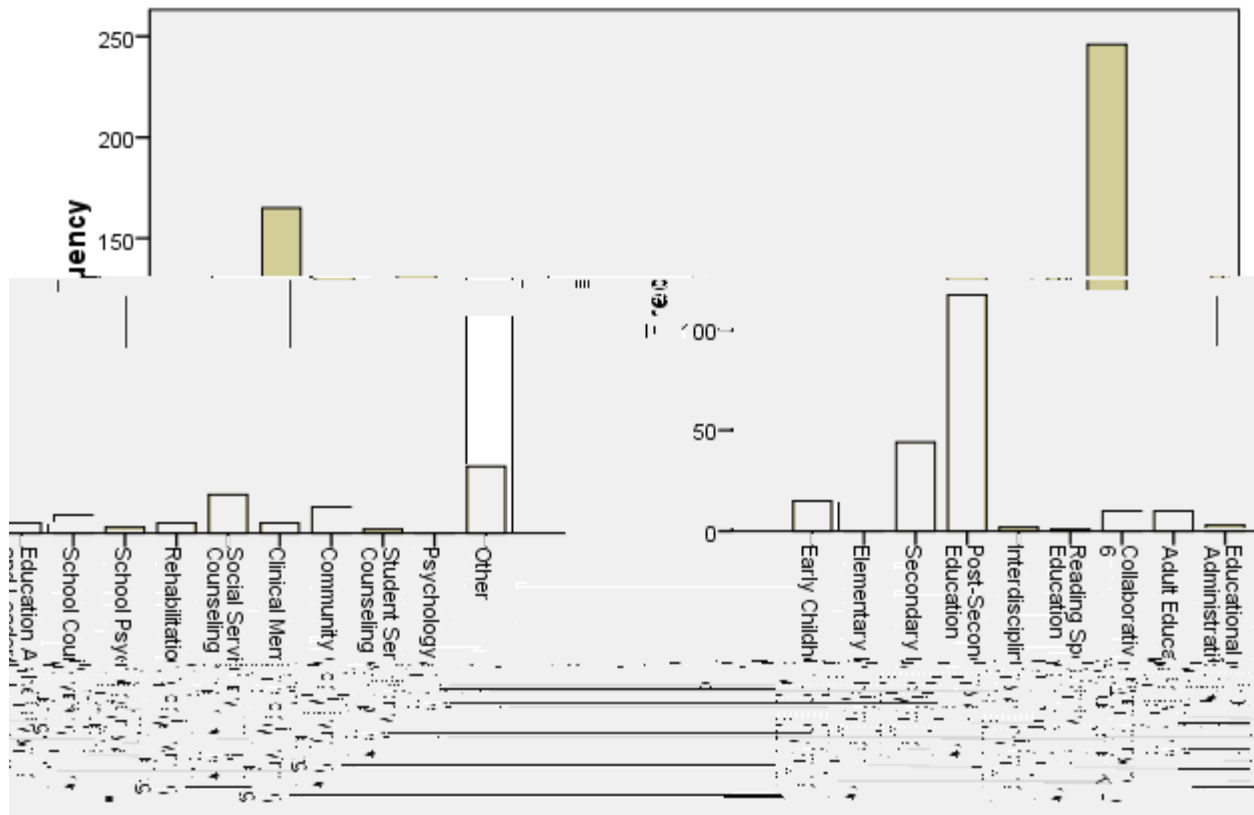
What is your major/concentration? (Select your major from the appro

2 Sorrell College of Business

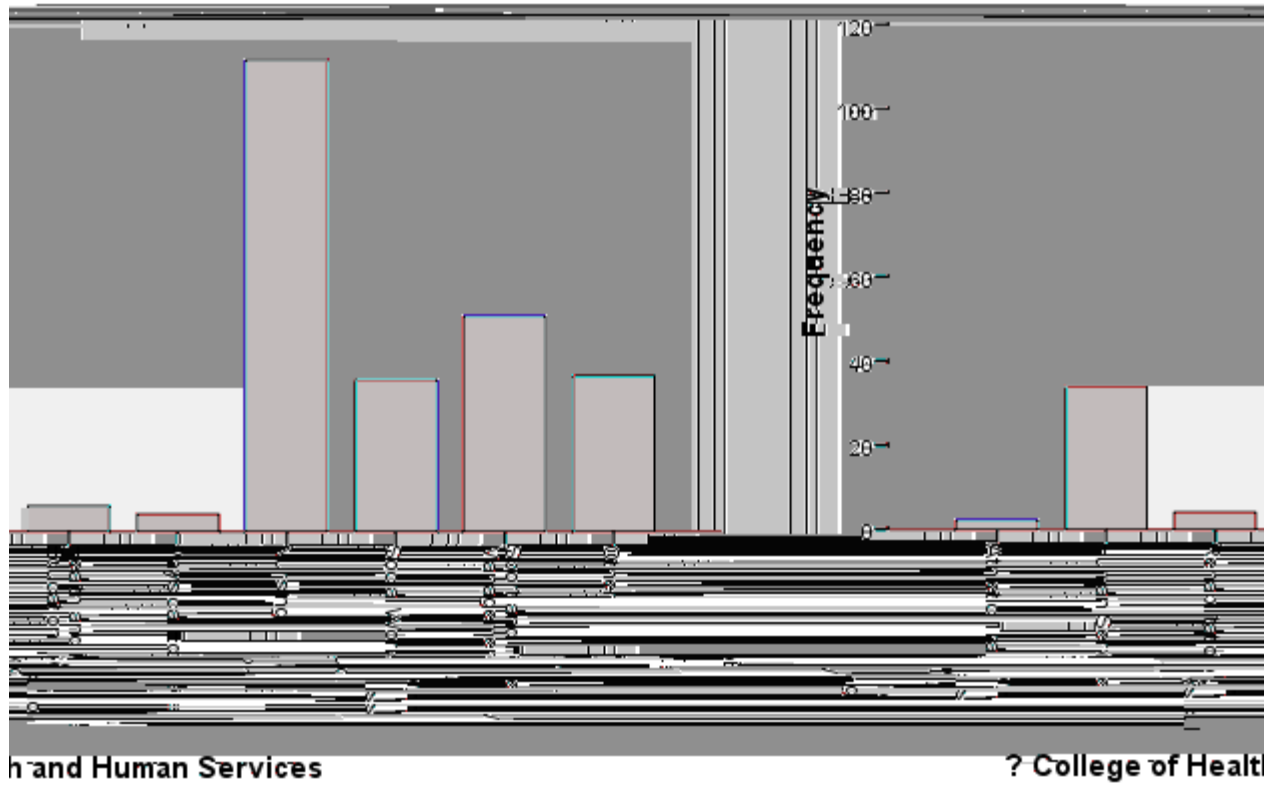




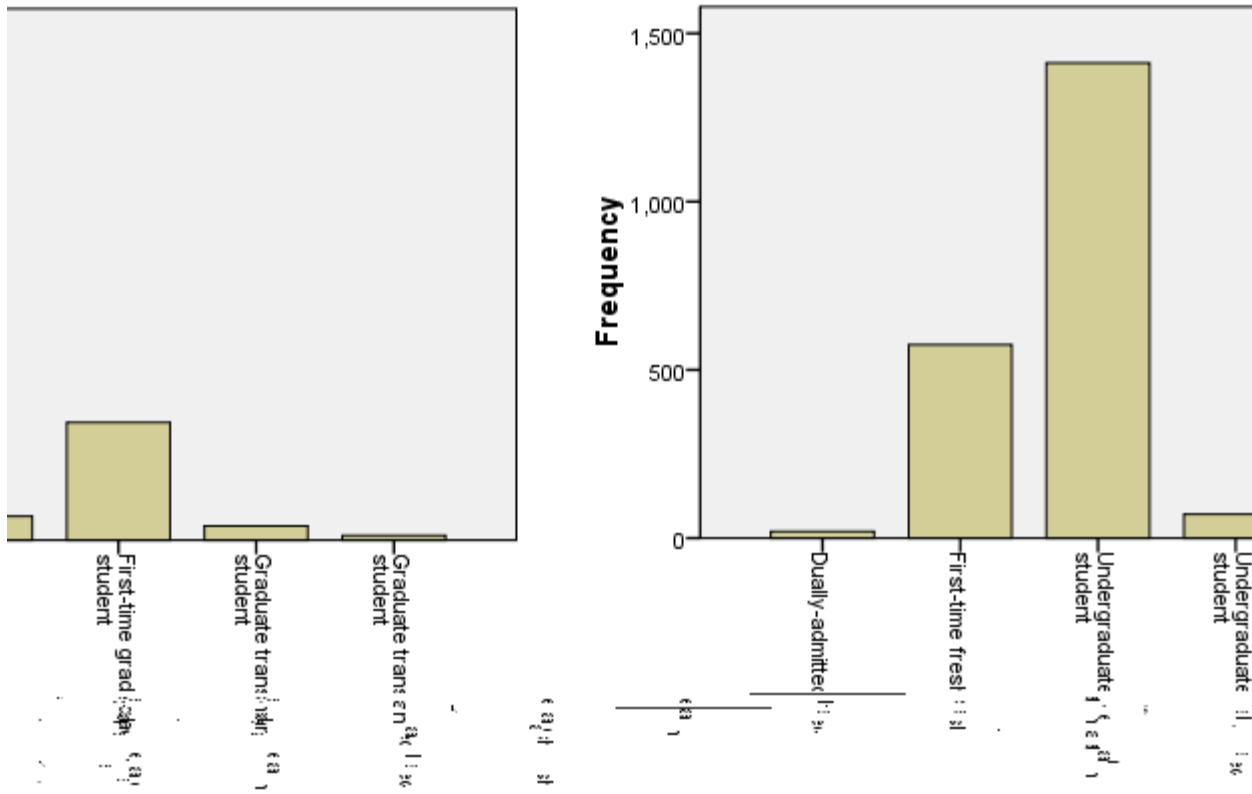
? College of Education

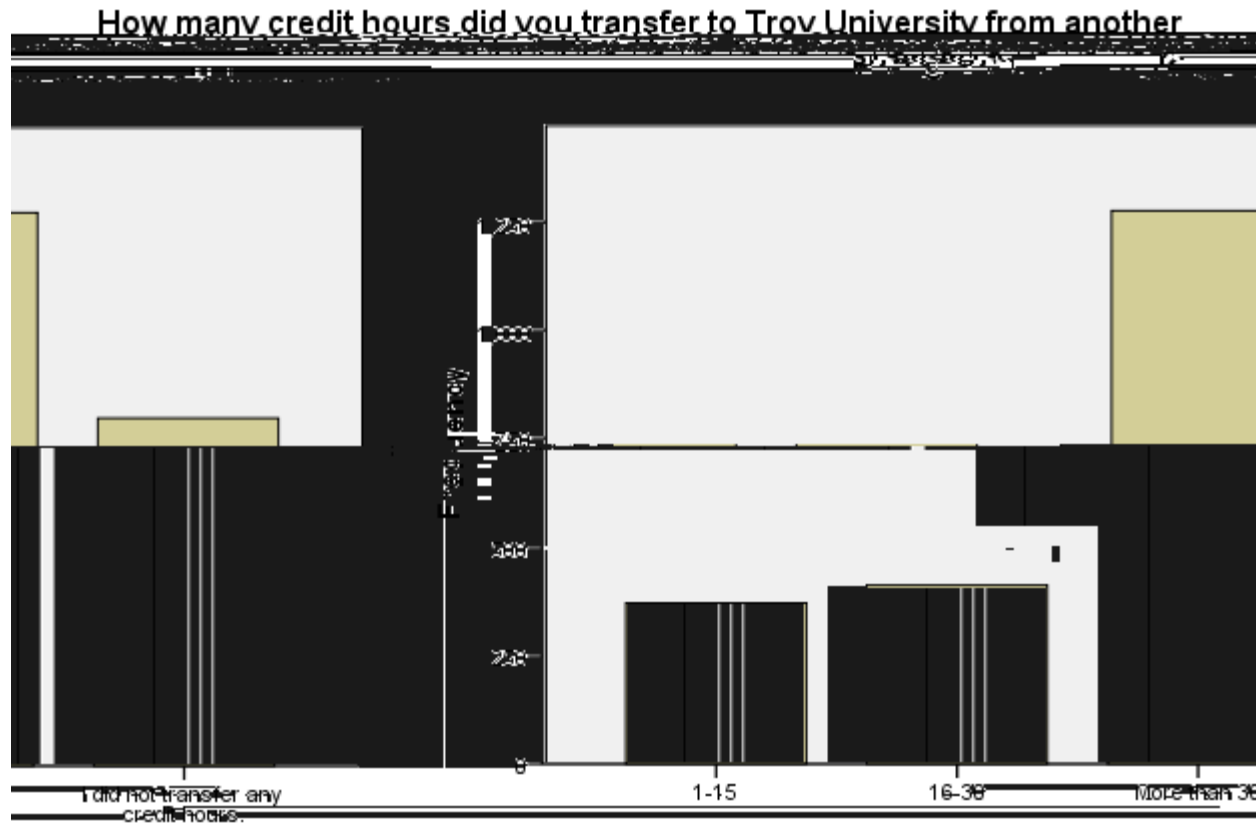


College of Health and Human Services



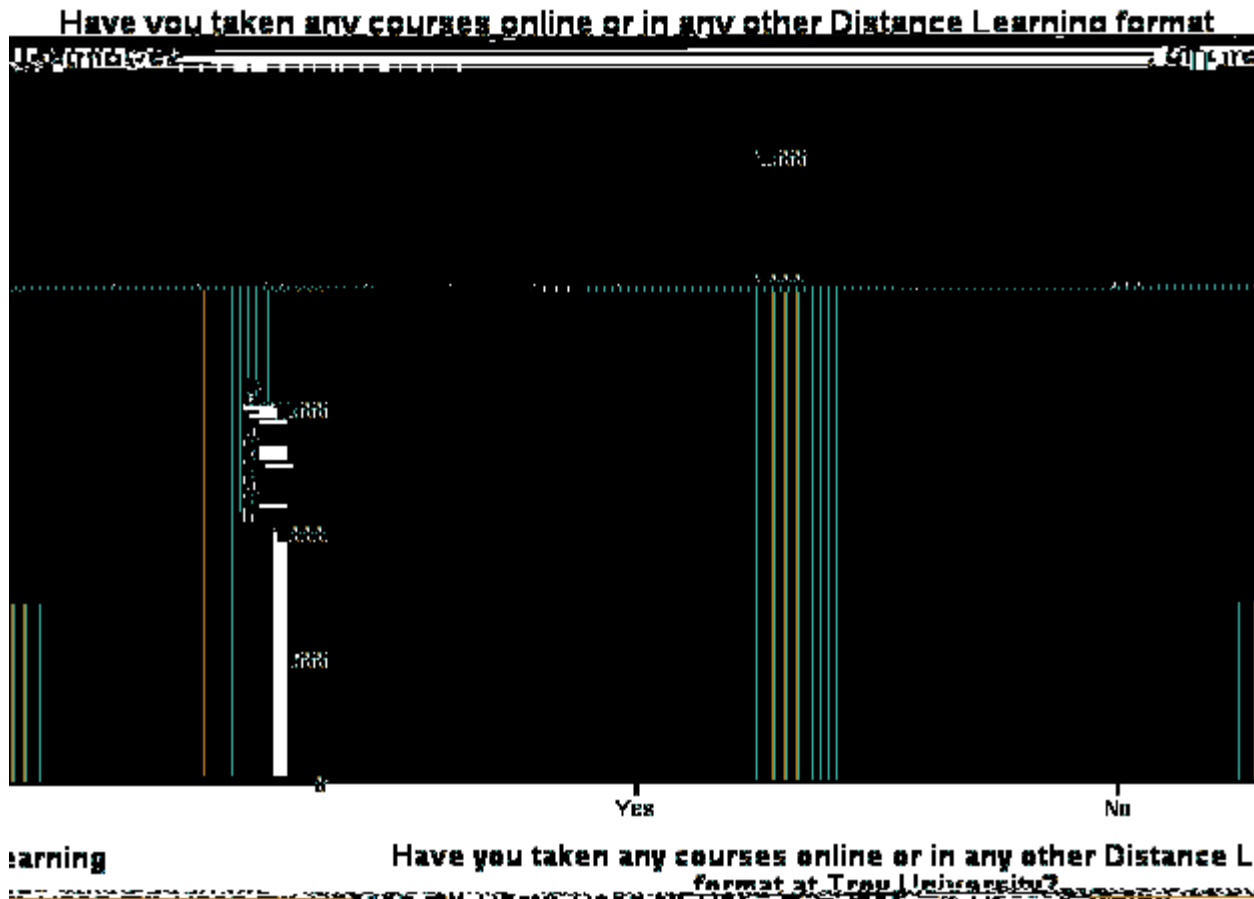
When you first started at Troy University, you were a:



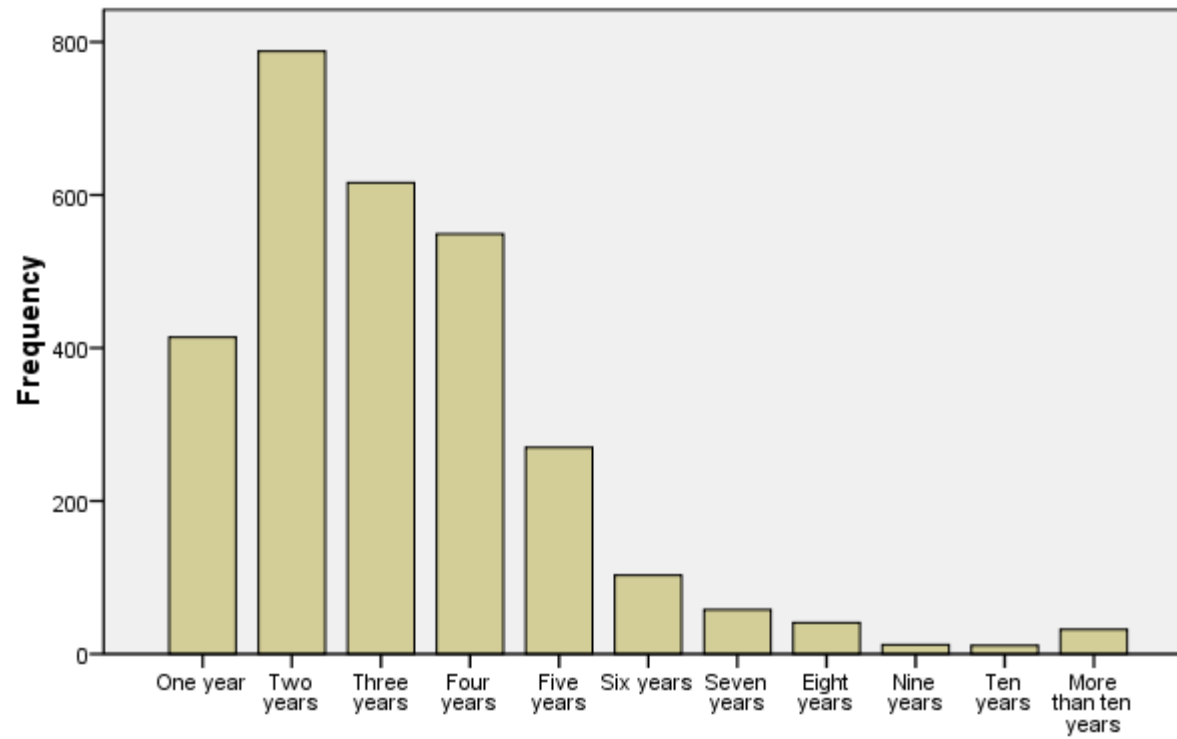


niversity from another

How many credit hours did you transfer to Troy U college or university?

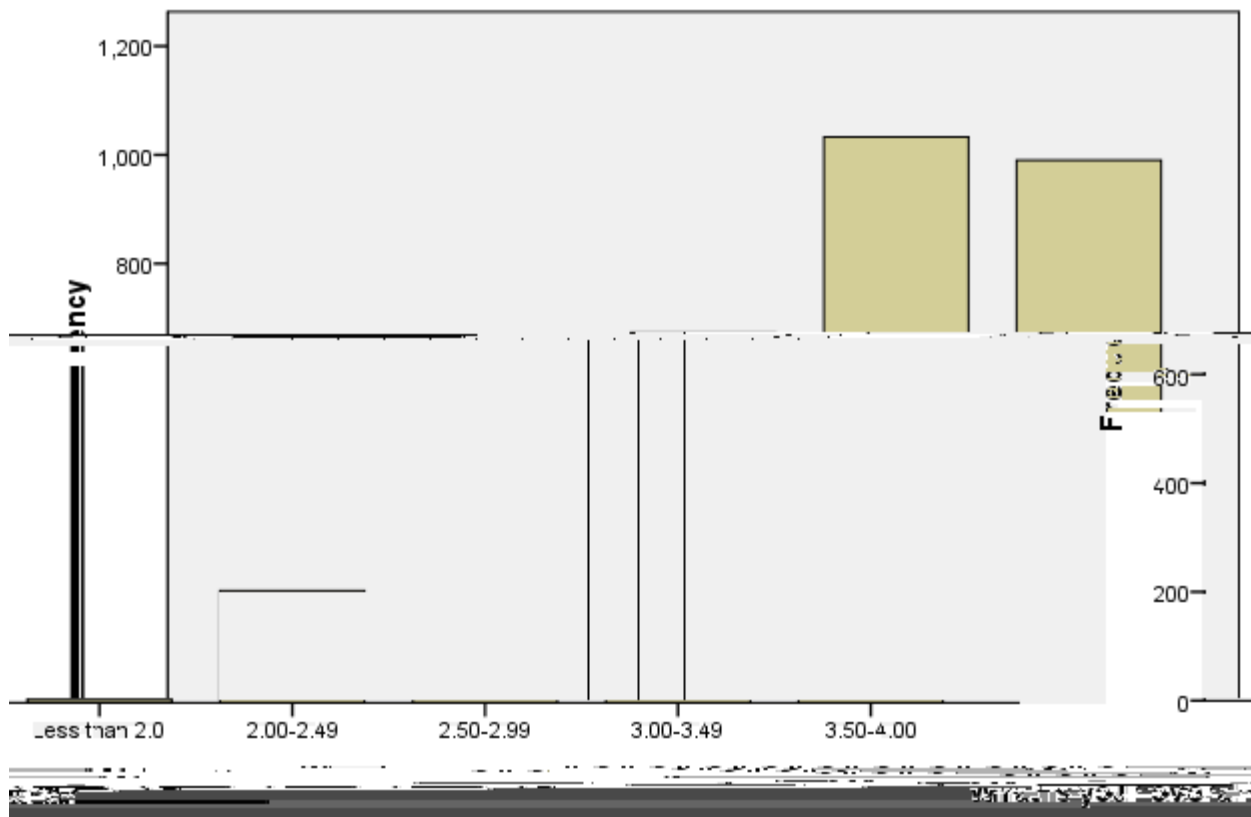


How long have you attended Troy University?

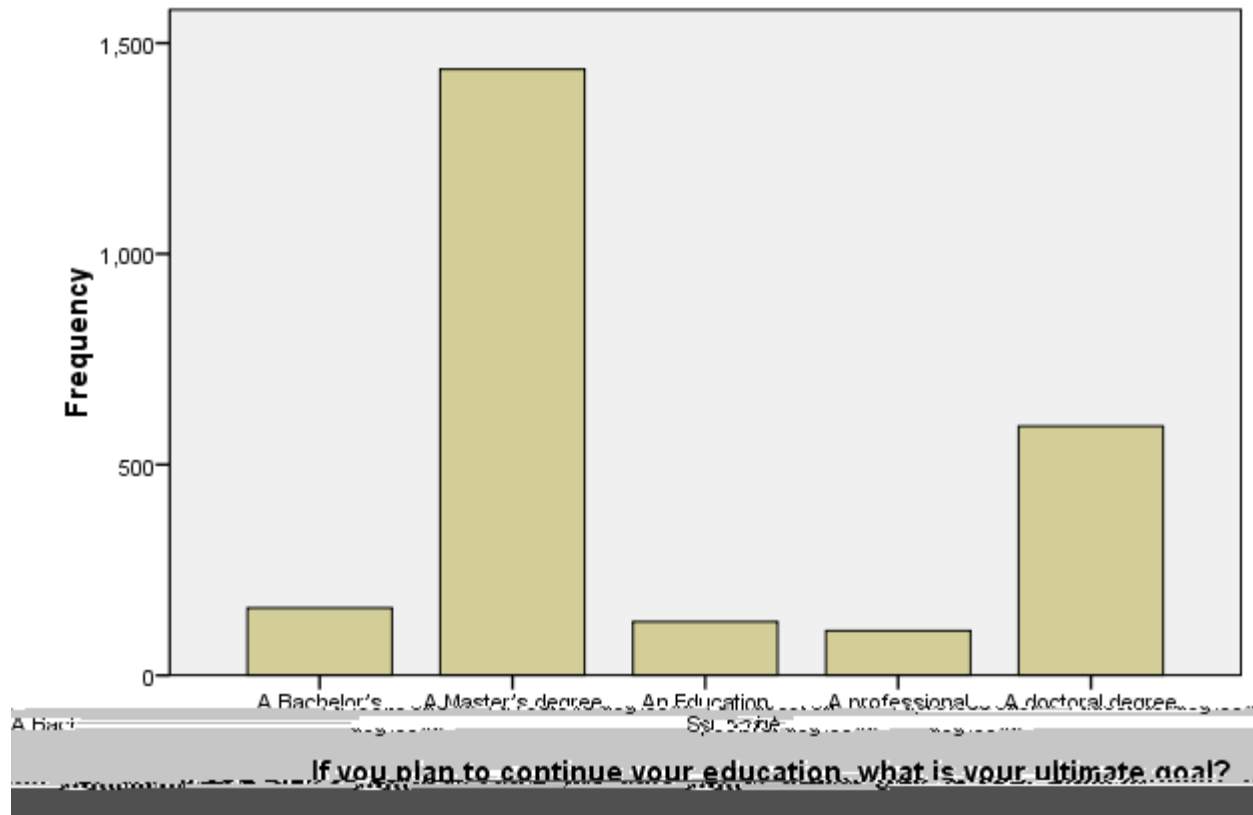


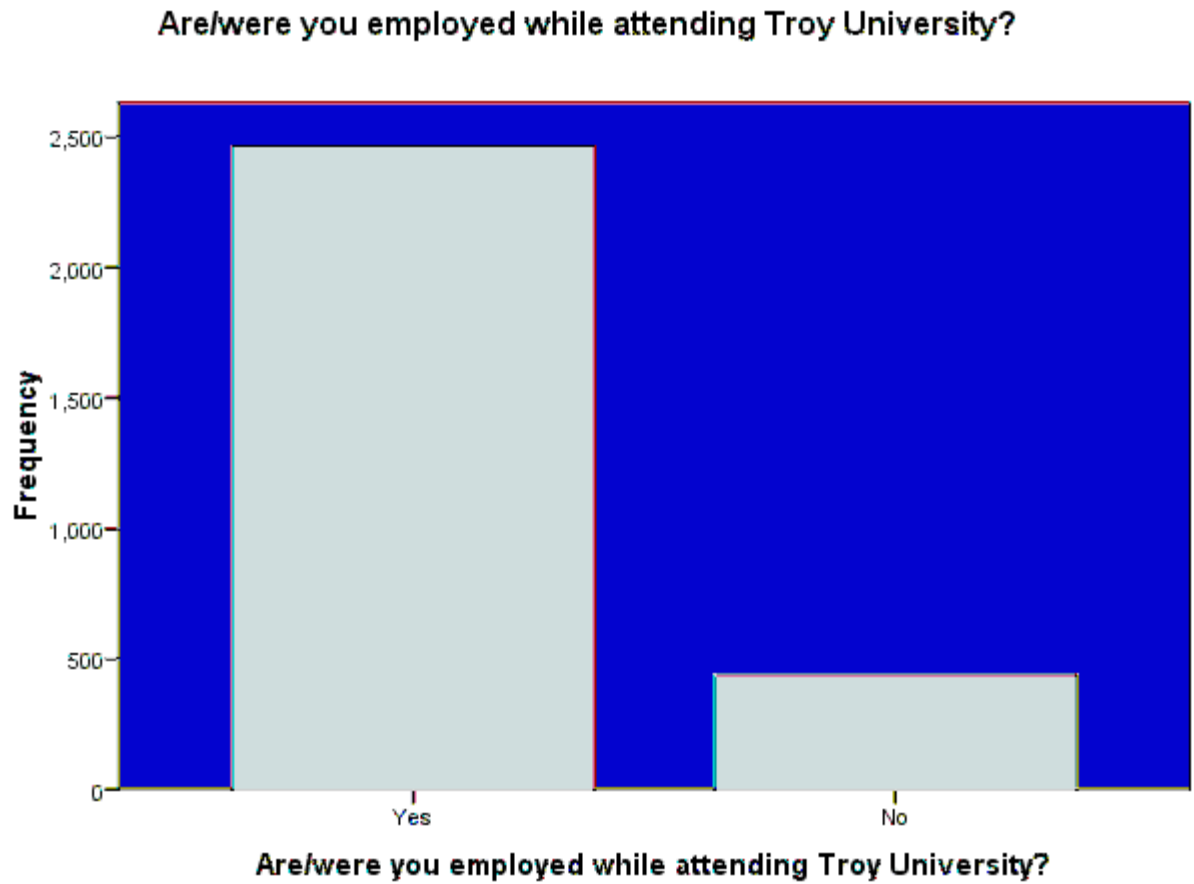
~~University~~

What is your overall GPA?

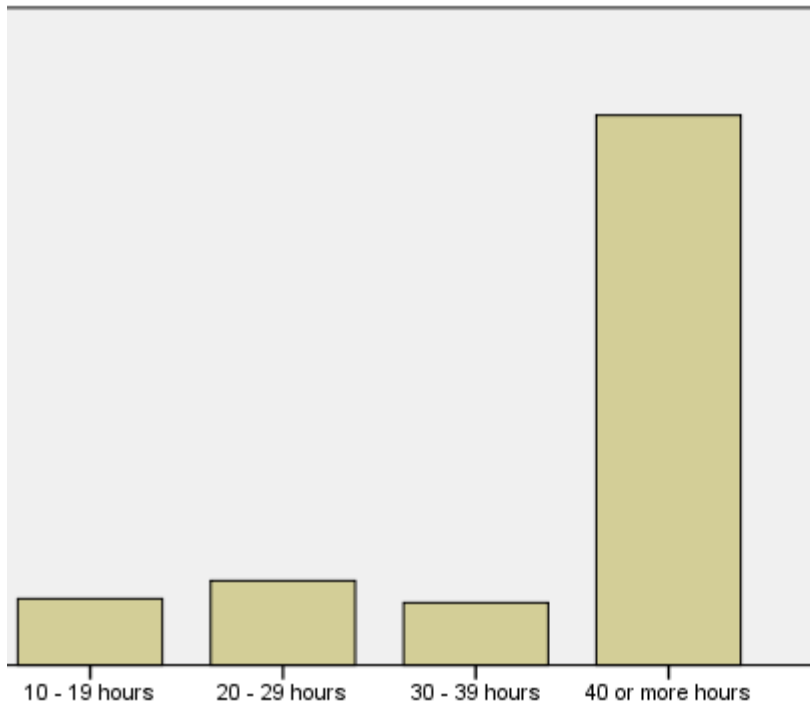


If you plan to continue your education, what is your ultimate goal?

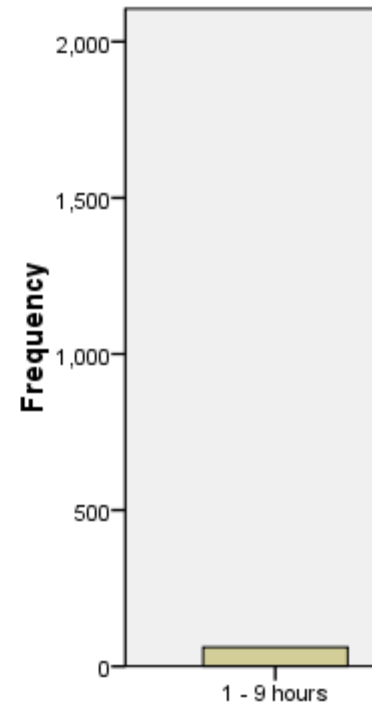




~~If you answered "Yes" to Question 20, how many hours do/did you usually~~

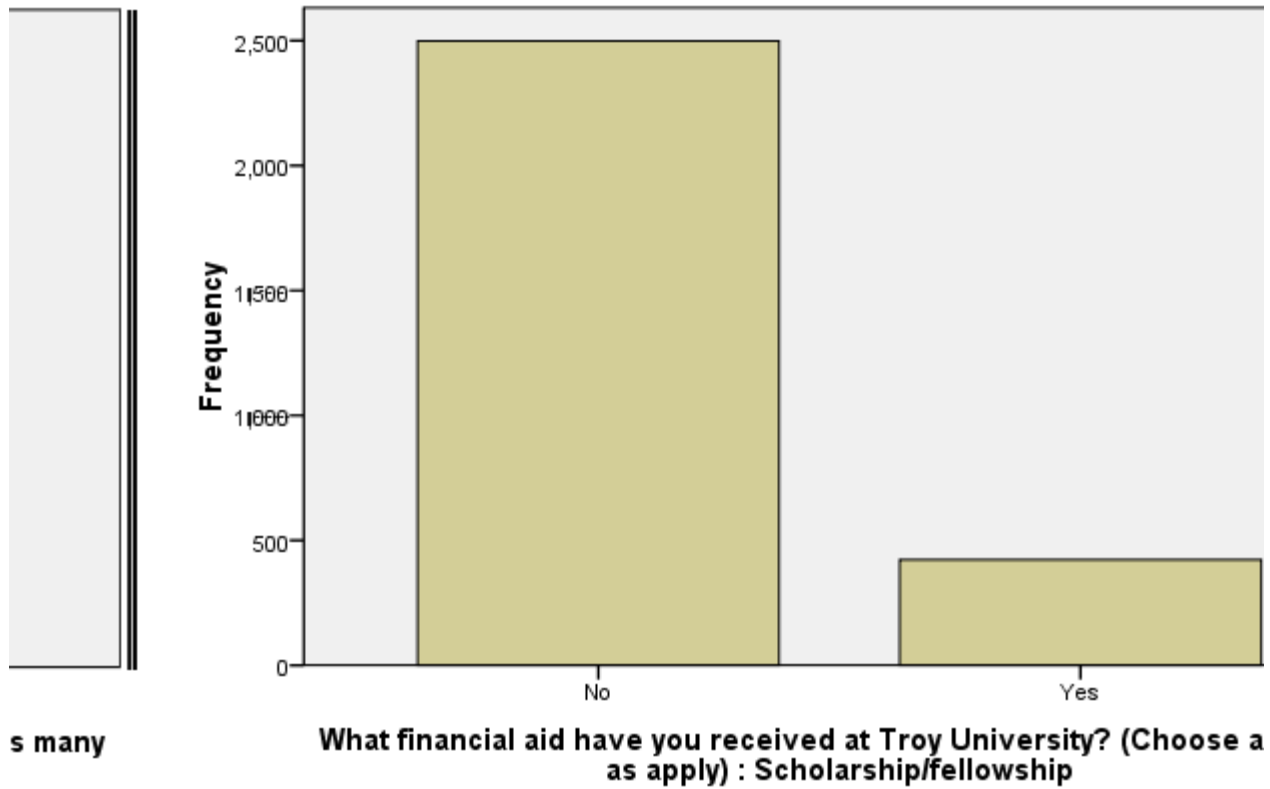


'Yes' to Question 20, how many hours do/did you usually work per week?

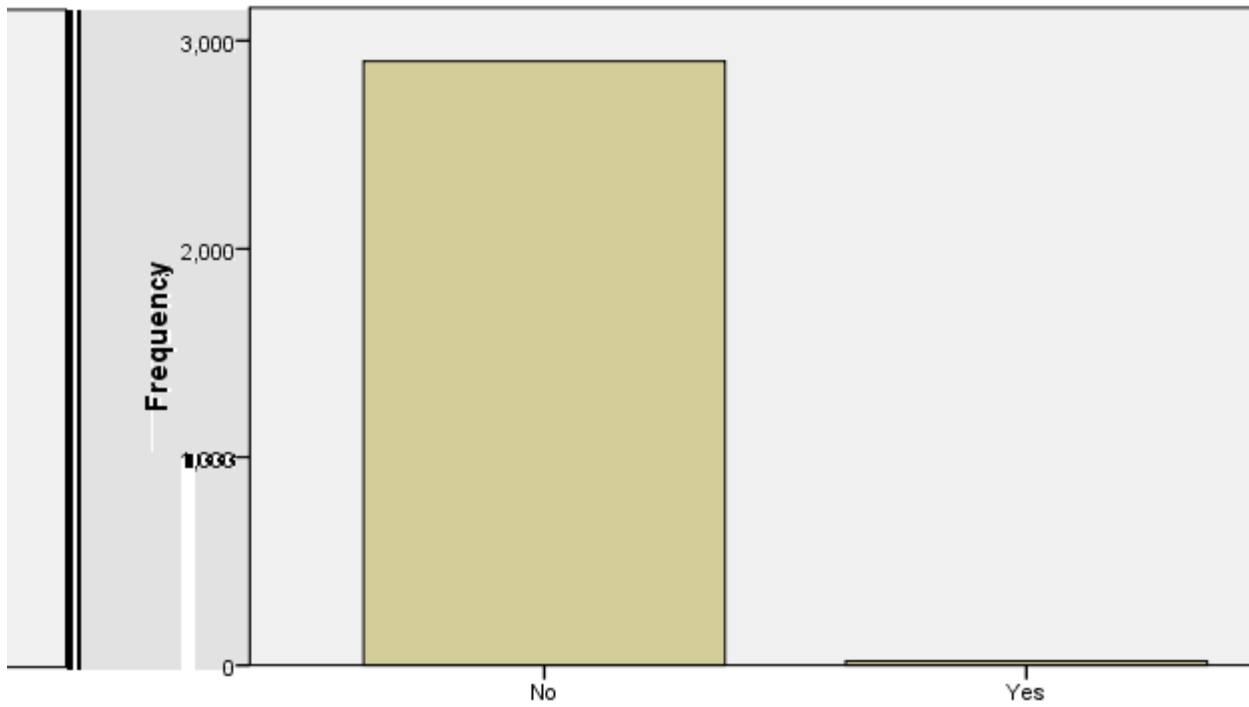


If you answered 'No' to Question 20, how many hours do/did you usually work per week?

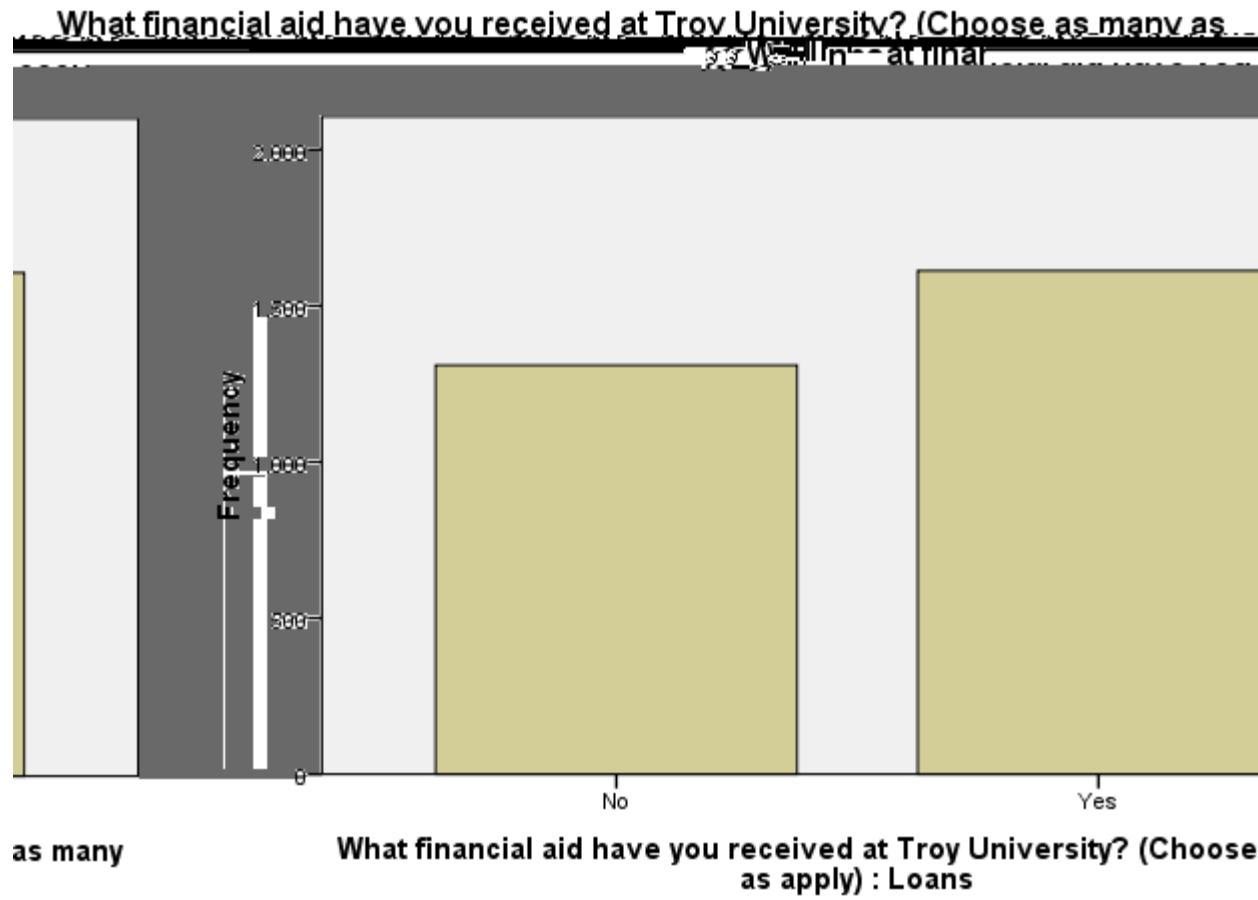
What financial aid have you received at Troy University? (Choose as many as

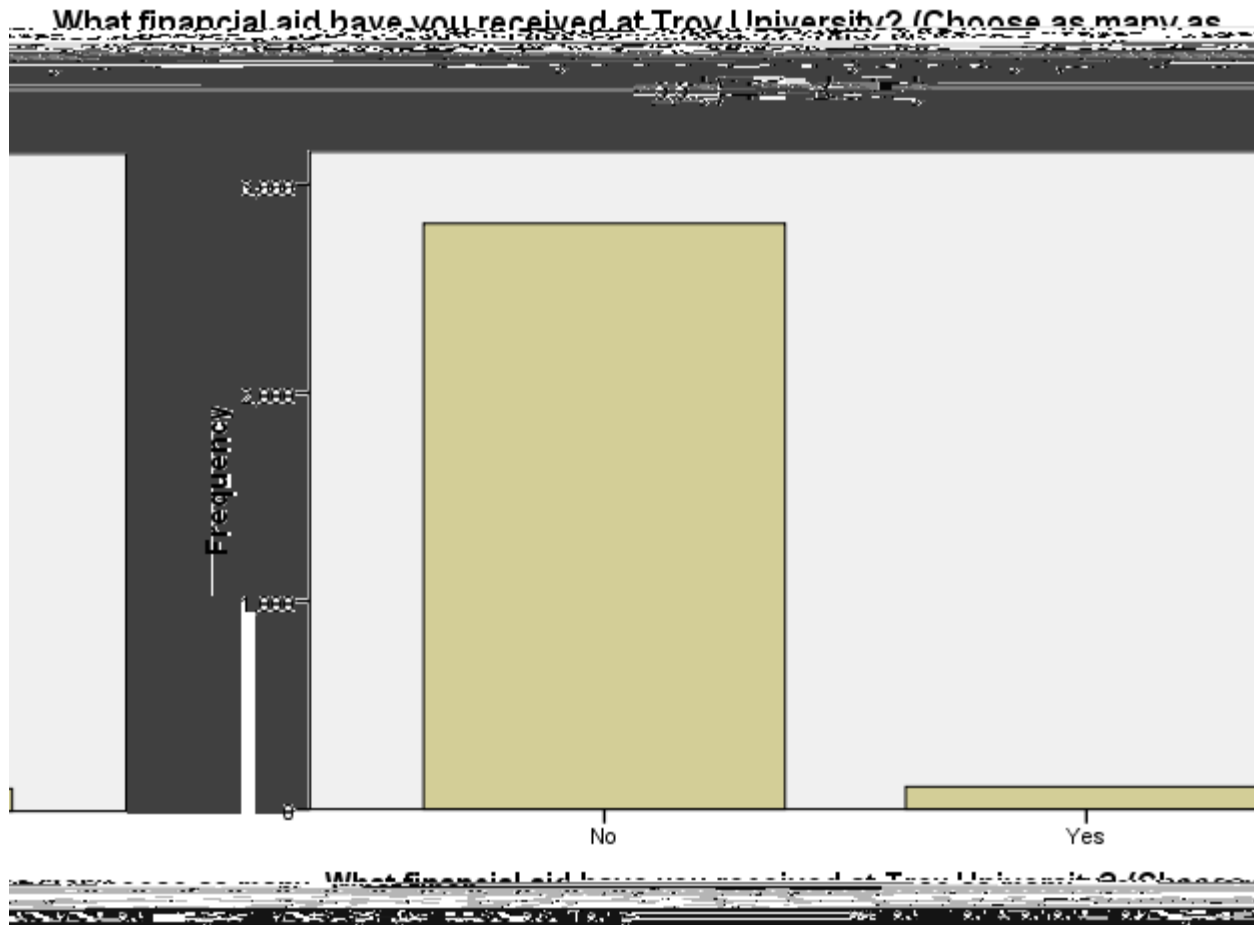


What financial aid have you received at Troy University? (Choose as many as

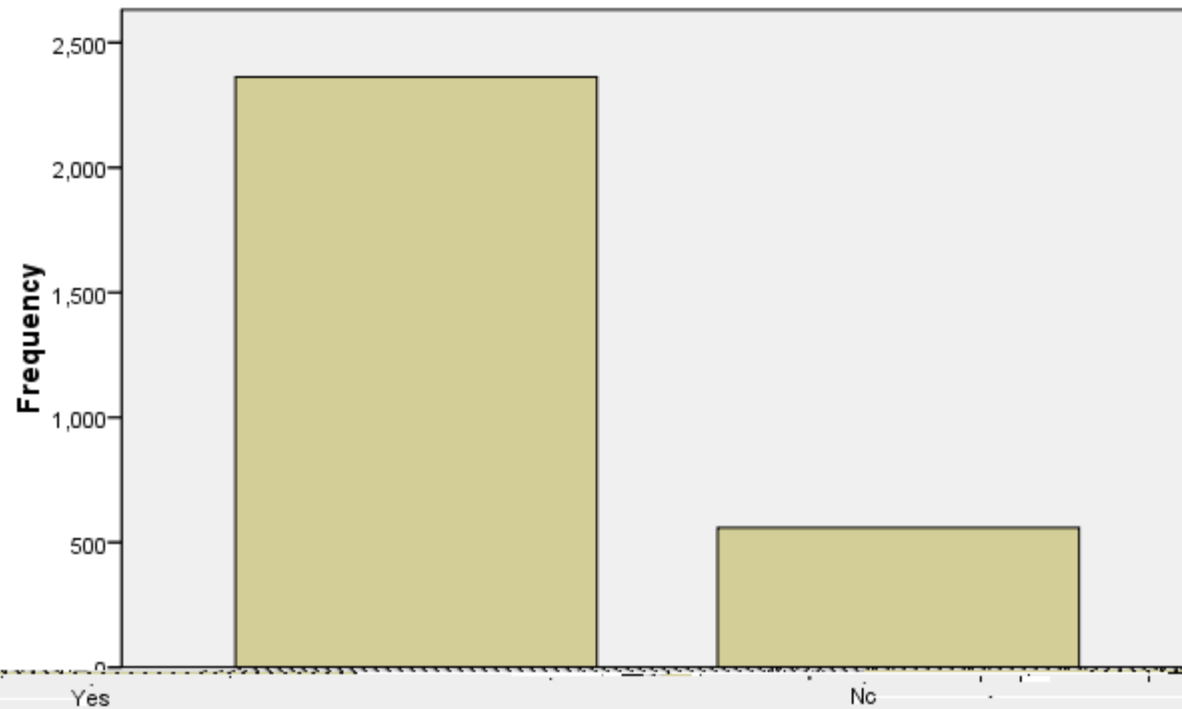


What financial aid have you received at Troy University? (Choose as m



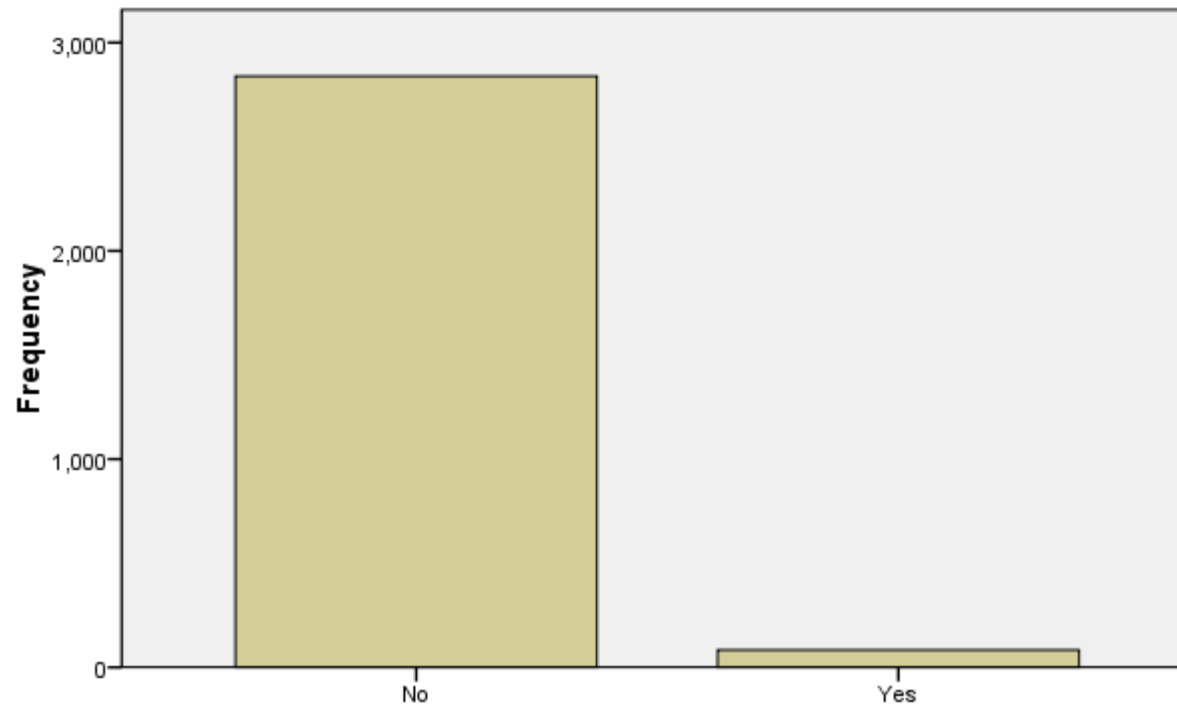


What financial aid have you received at Troy University? (Choose as many as apply) : Tuition assistance



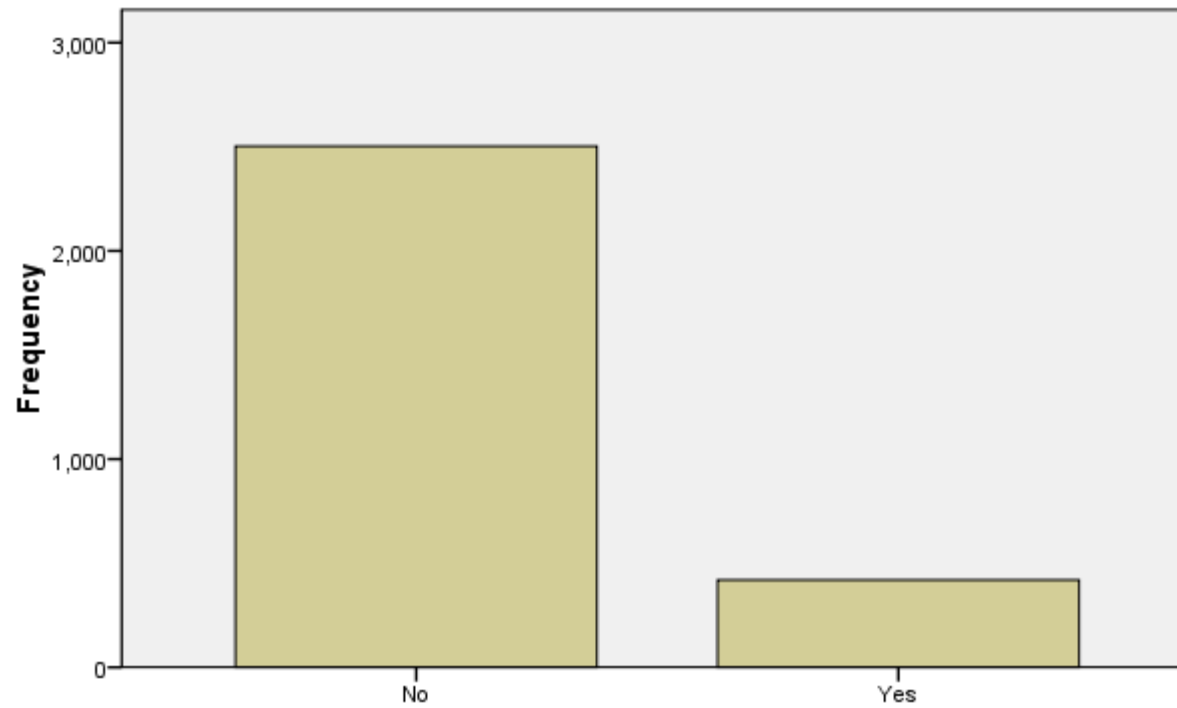
University? (Choose as many
What financial aid have you received at Troy

What financial aid have you received at Troy University? (Choose as many as apply) : Third party pay

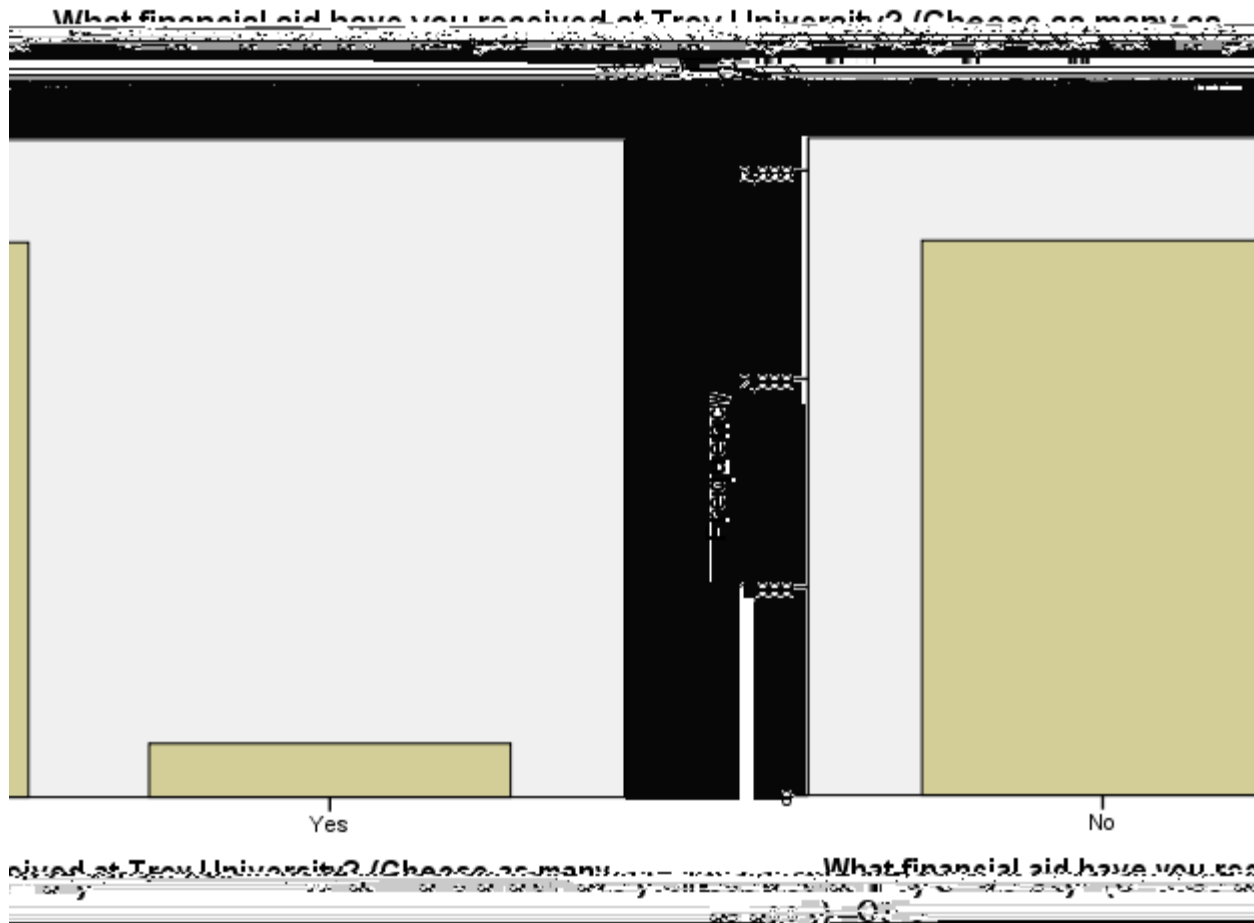


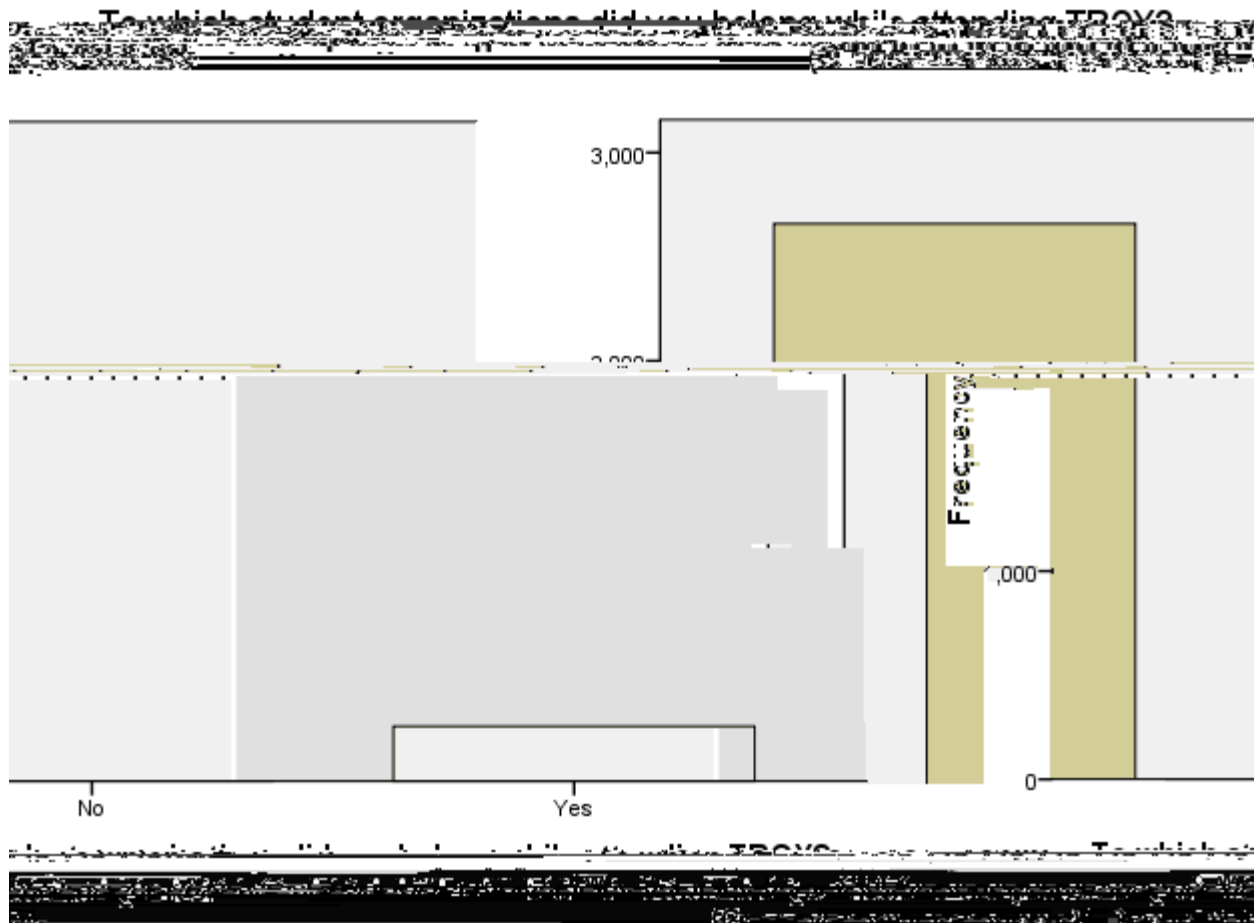
What financial aid have you received at Troy University? (Choose as many as apply) : Third party pay

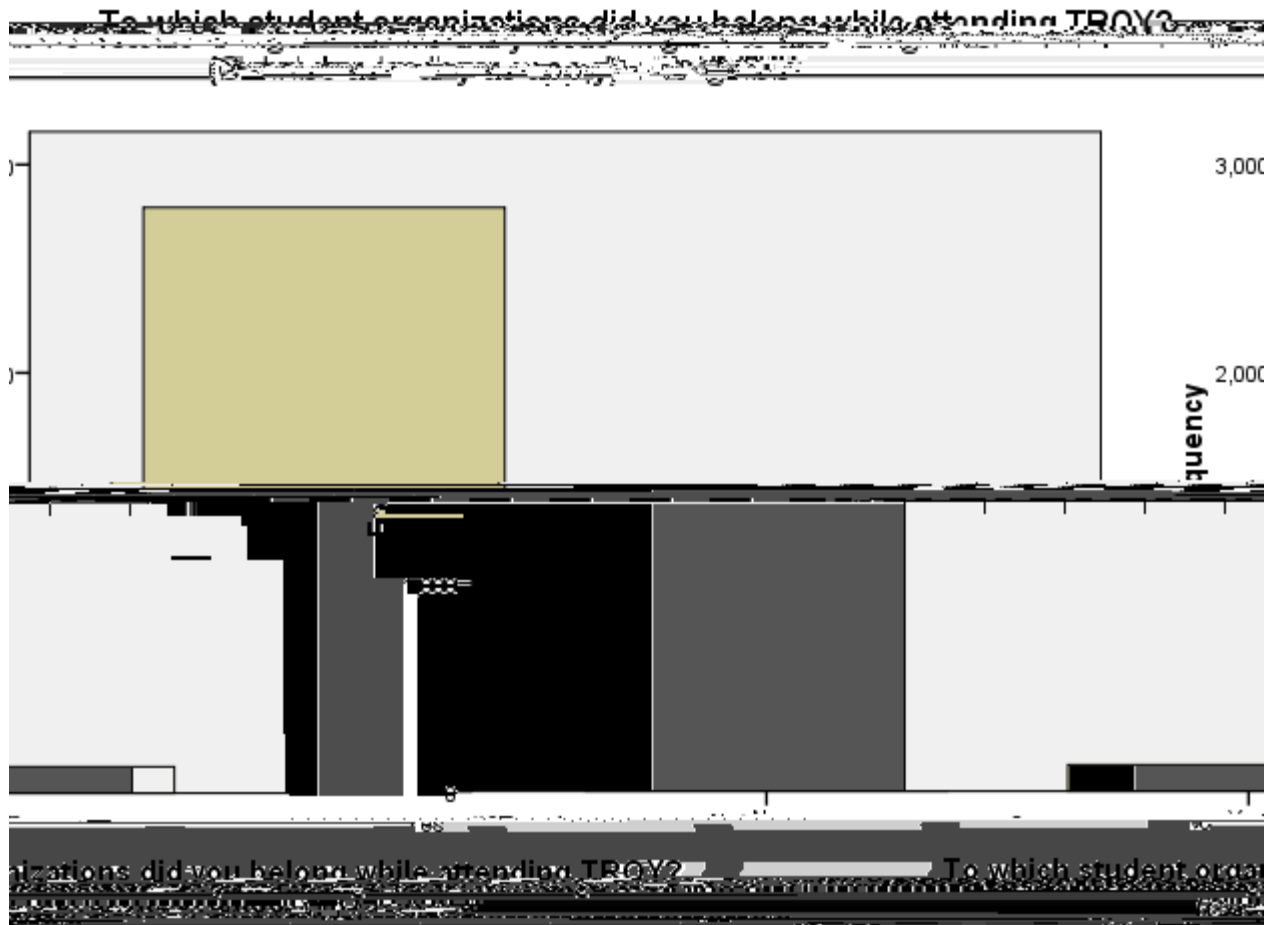
What financial aid have you received at Troy University? (Choose as many as apply) : None



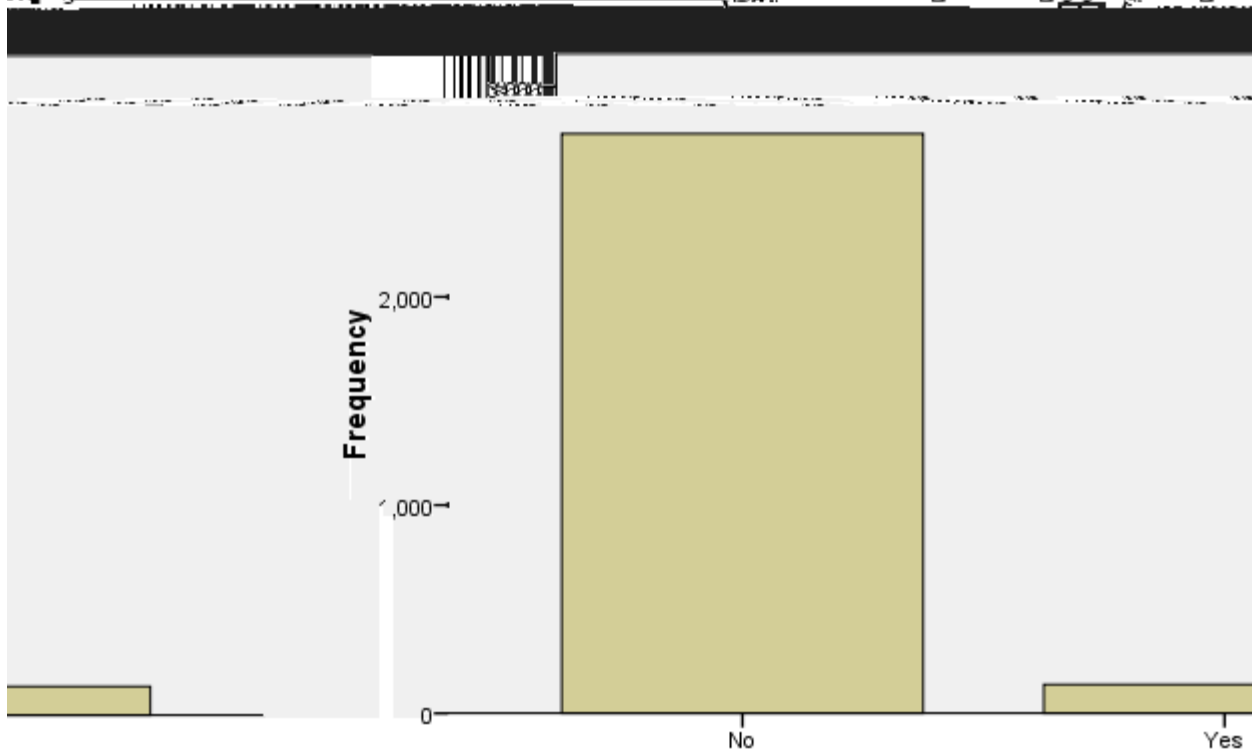
What financial aid have you received at Troy University? (Choose as many as apply)



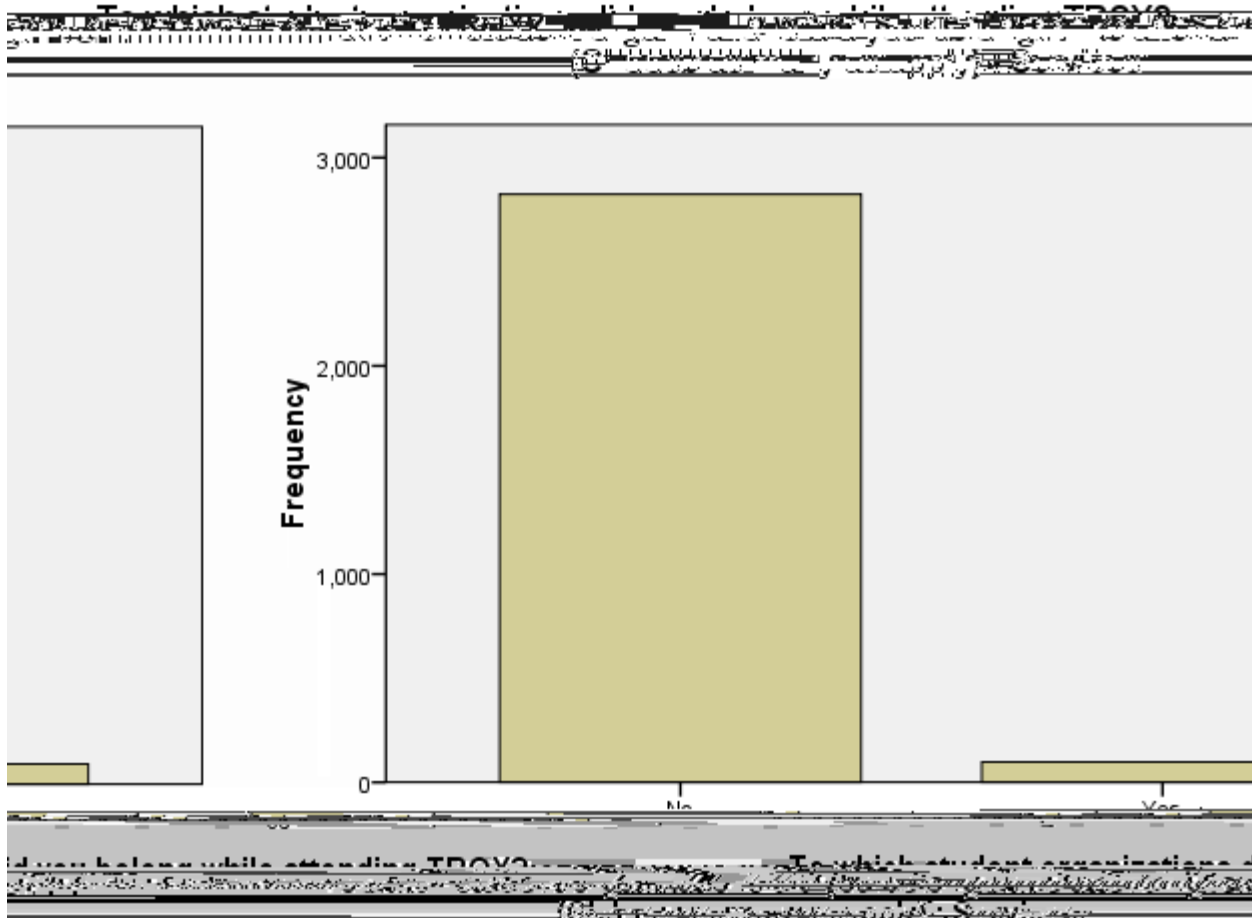




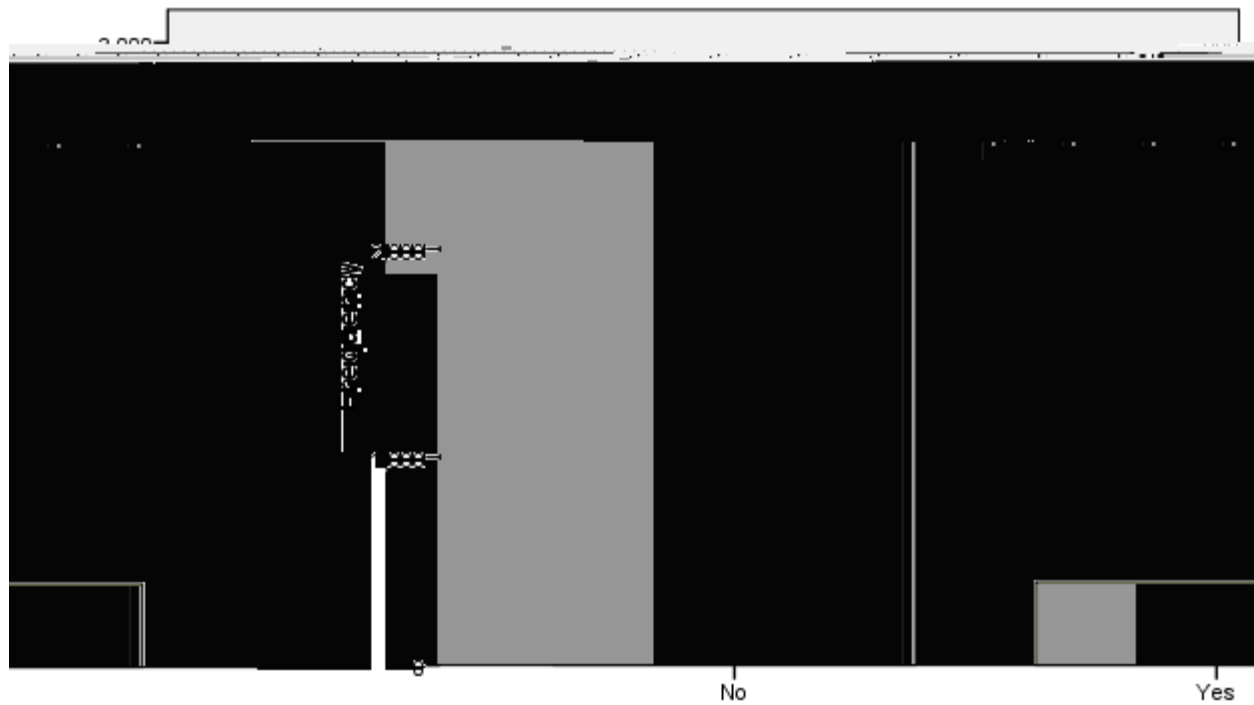
To which student organizations did you belong while attending TROY?



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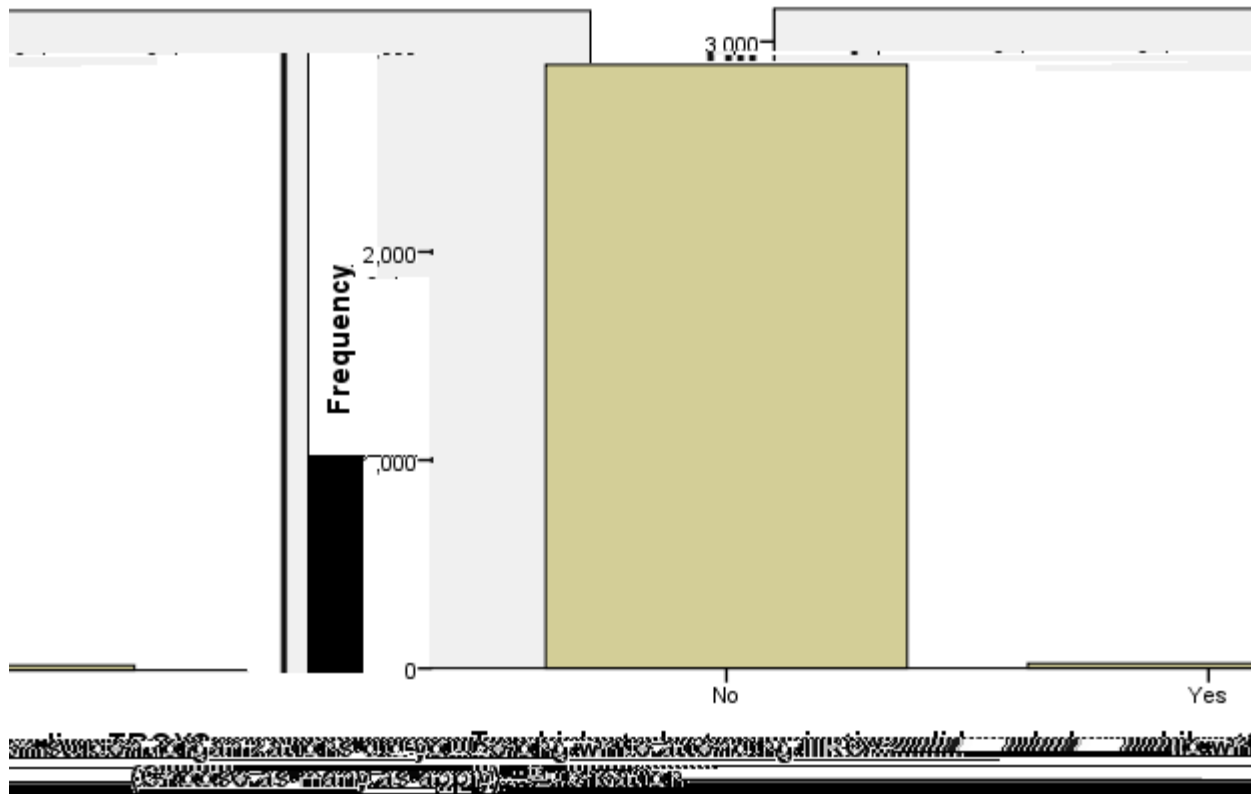
To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Honor society

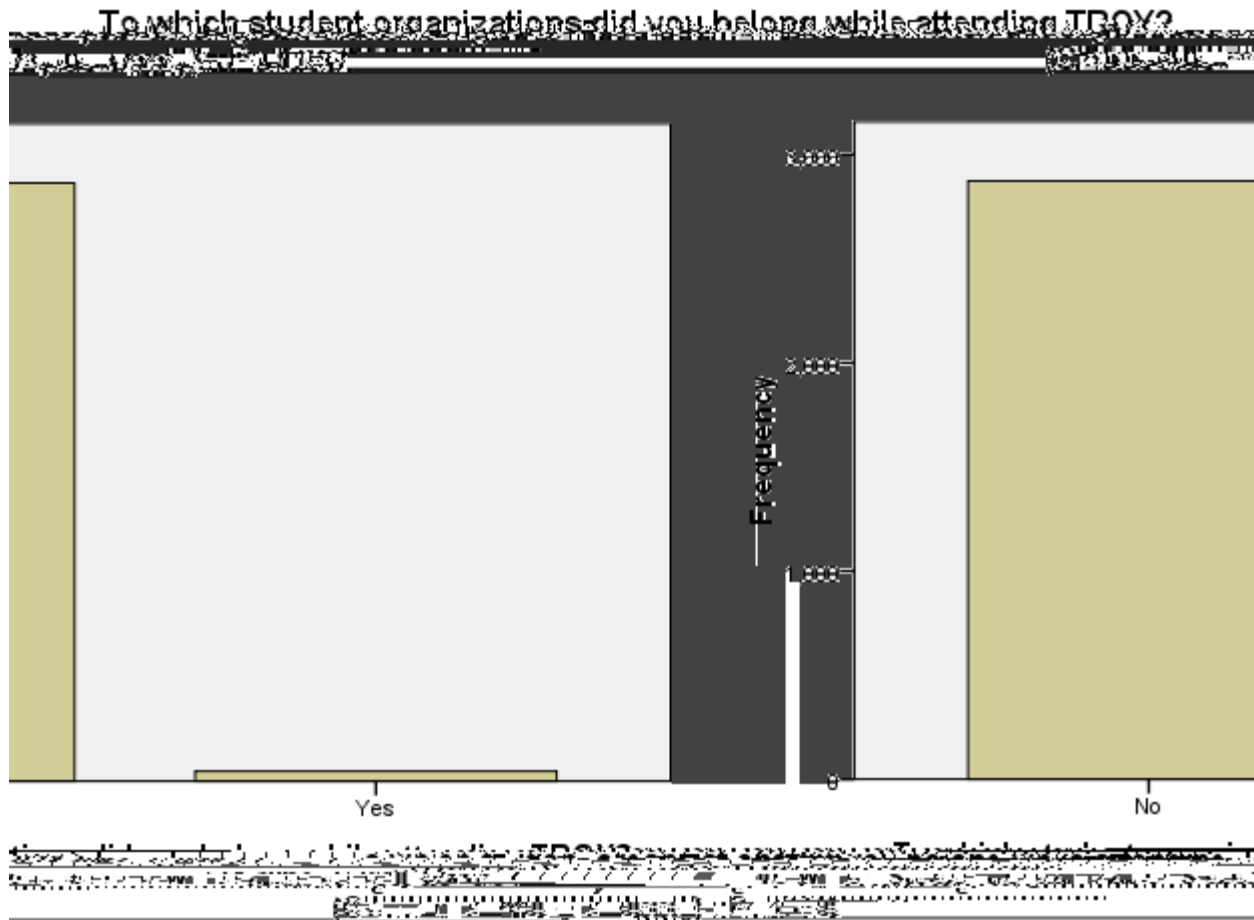


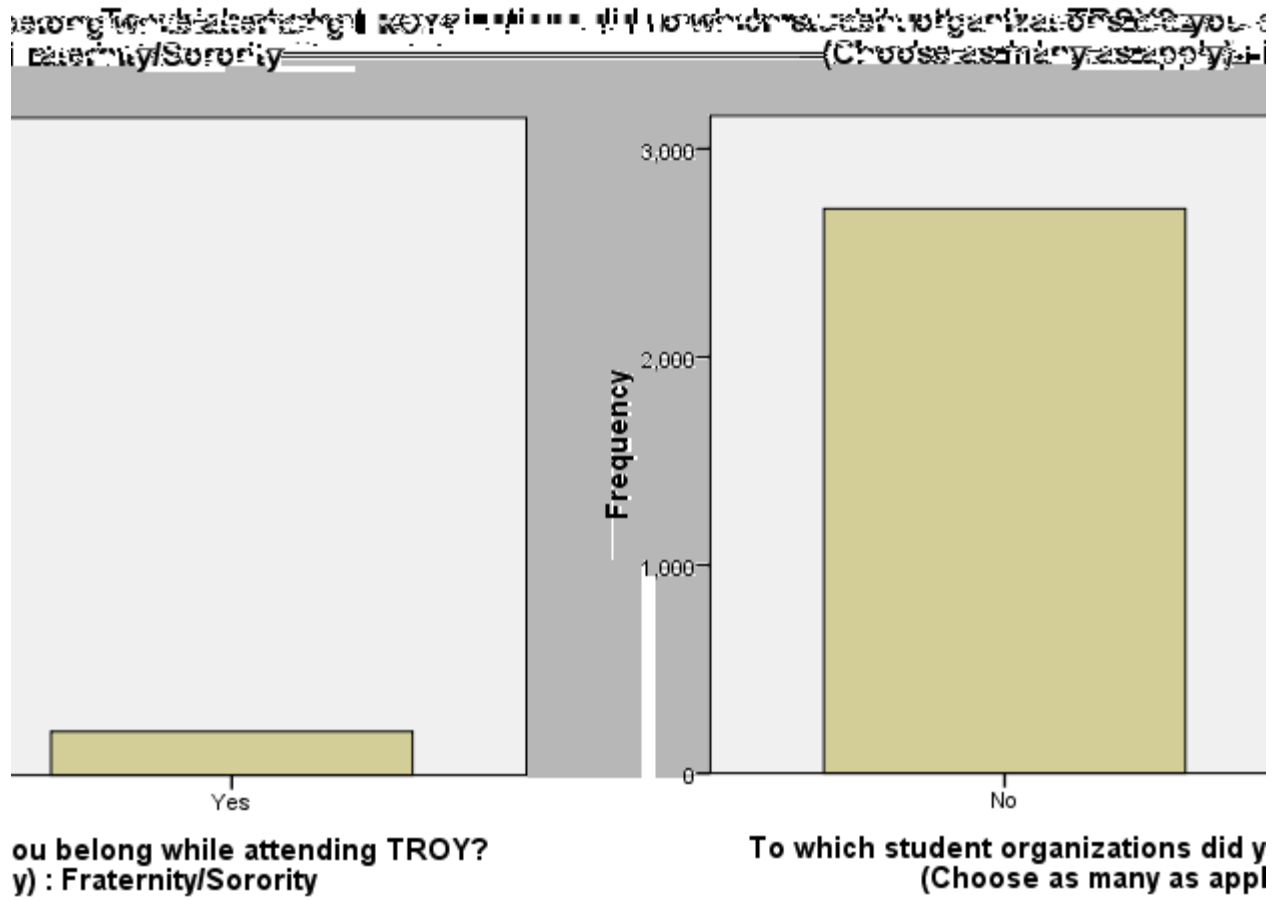
ending TROY?
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To which student organizations did you belong while att
(Choose as many as apply) : Honor societ

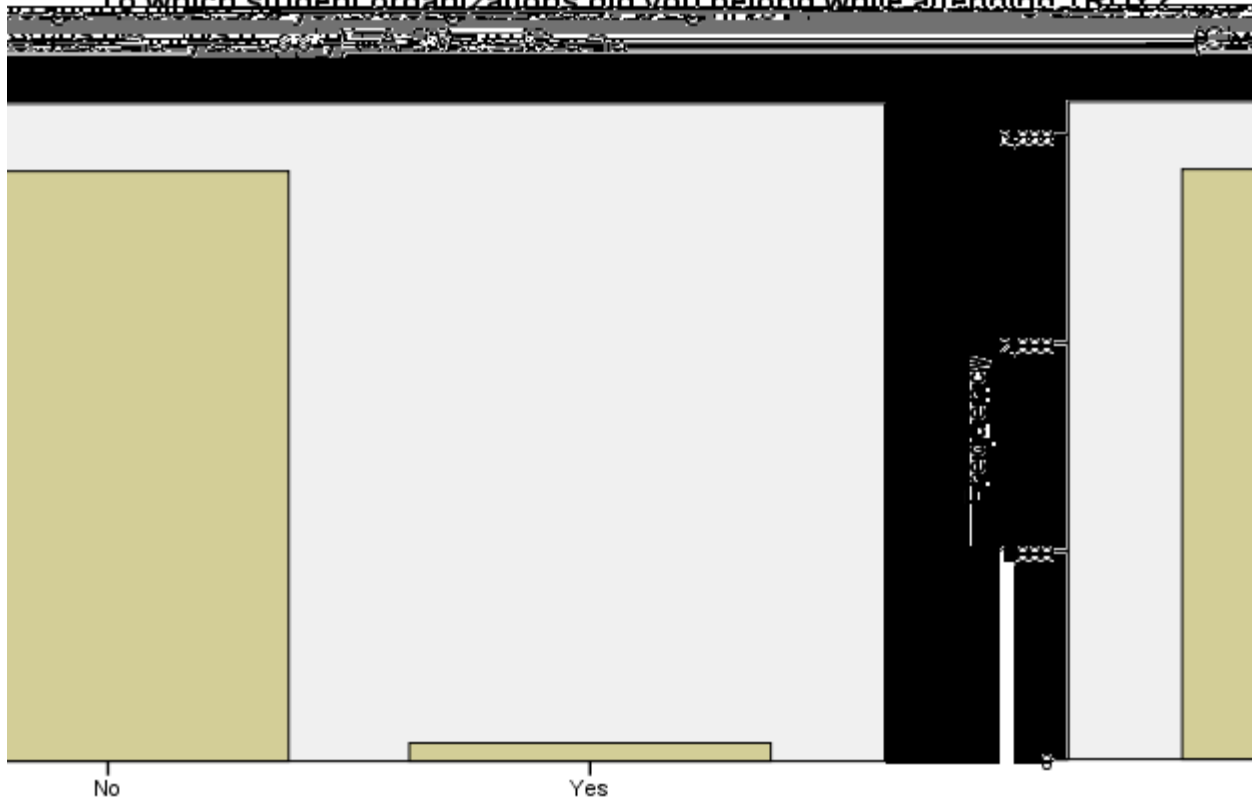
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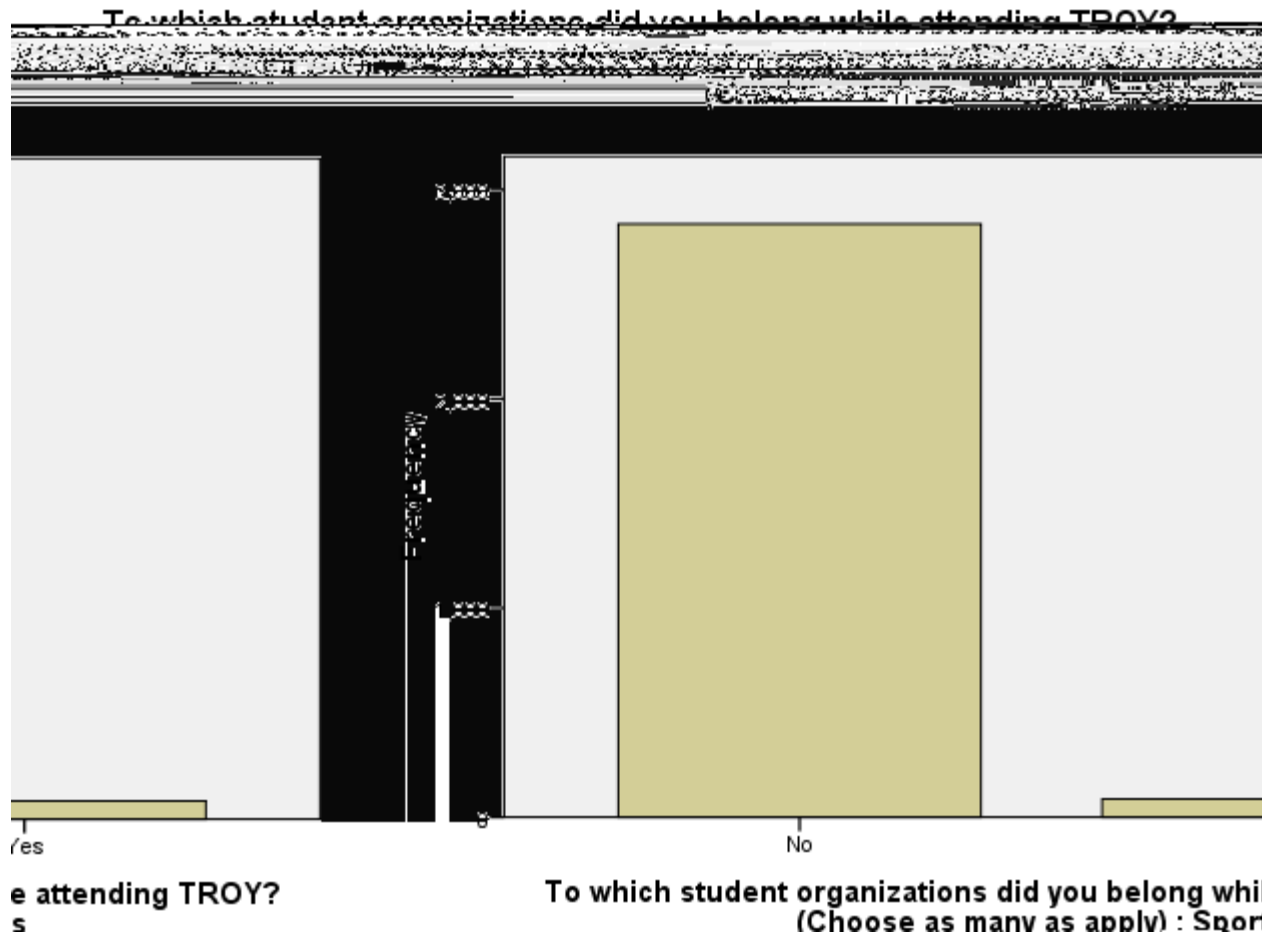


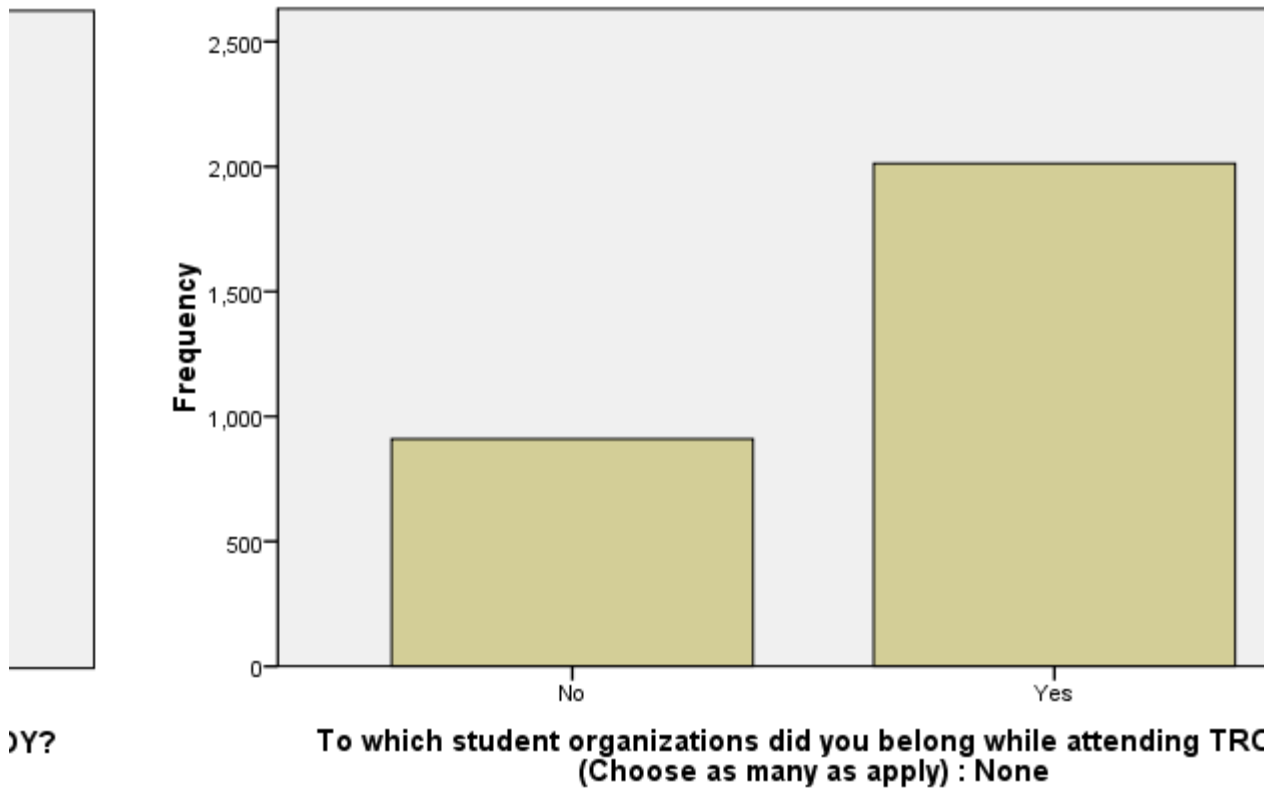


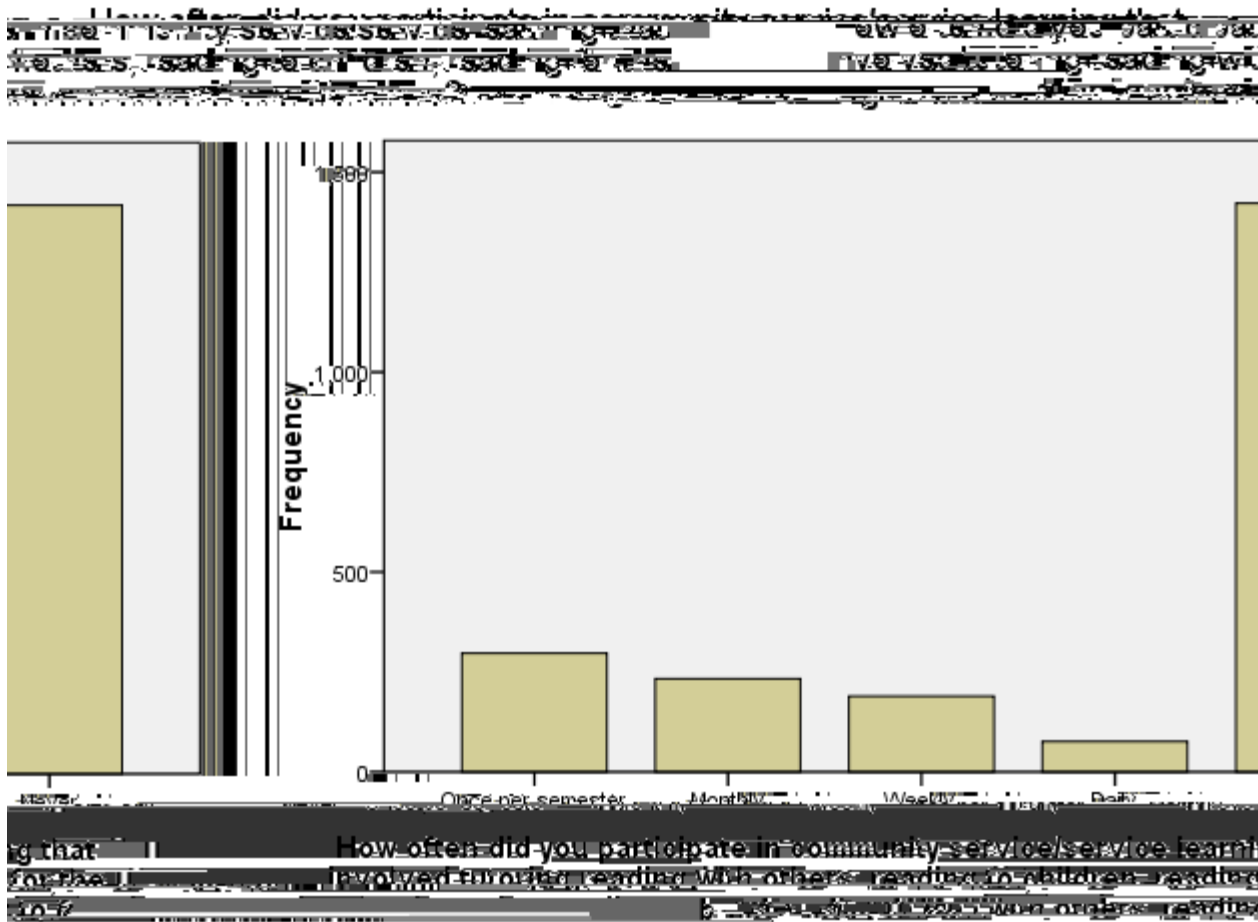
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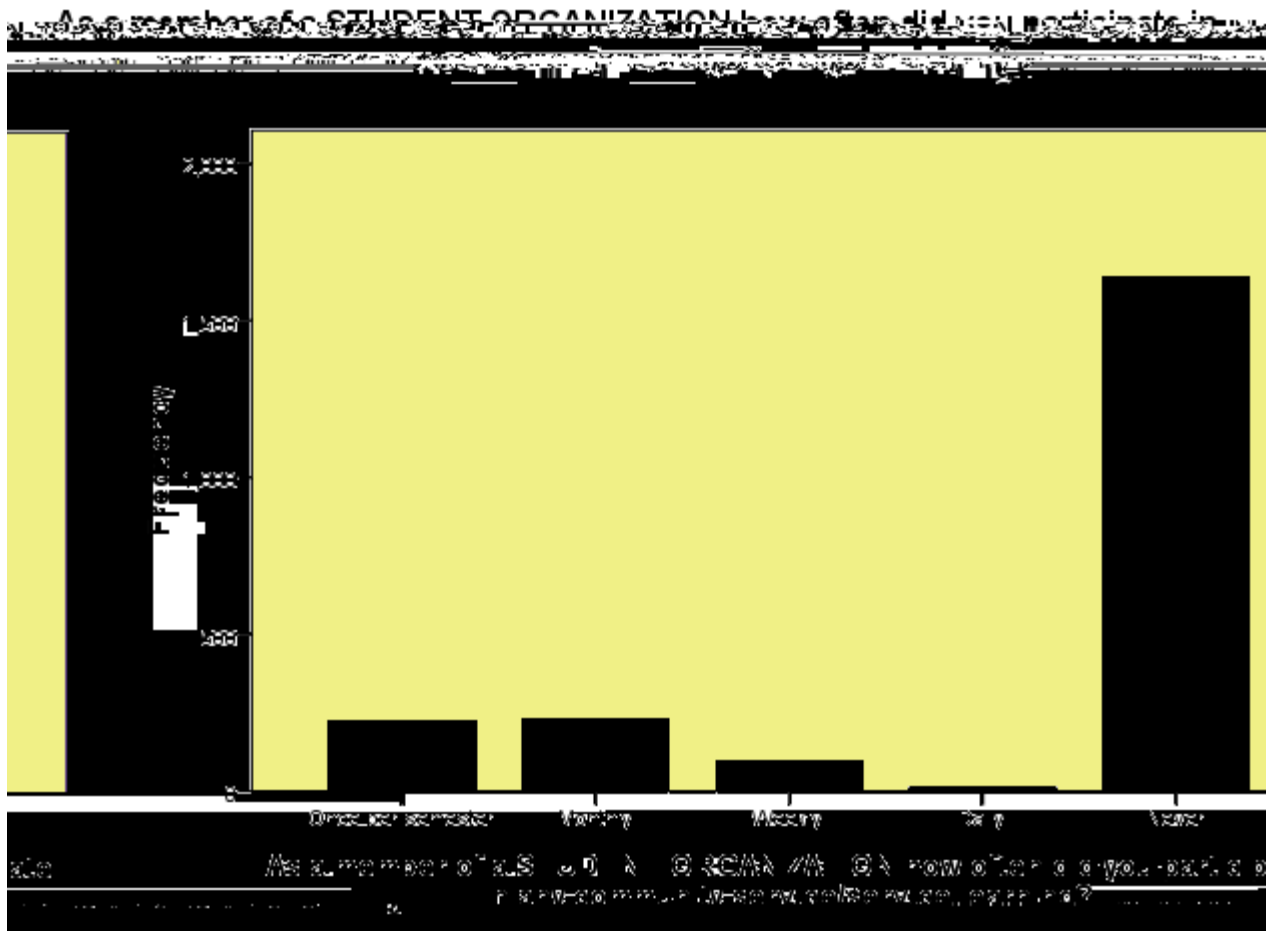


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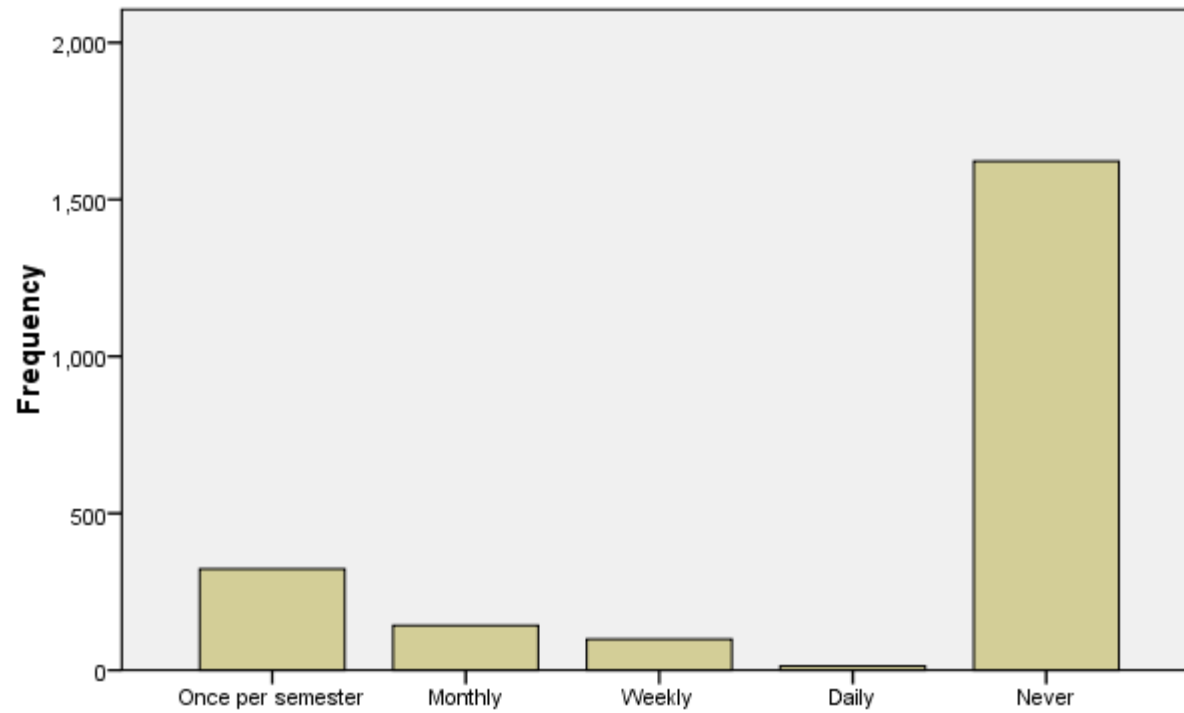






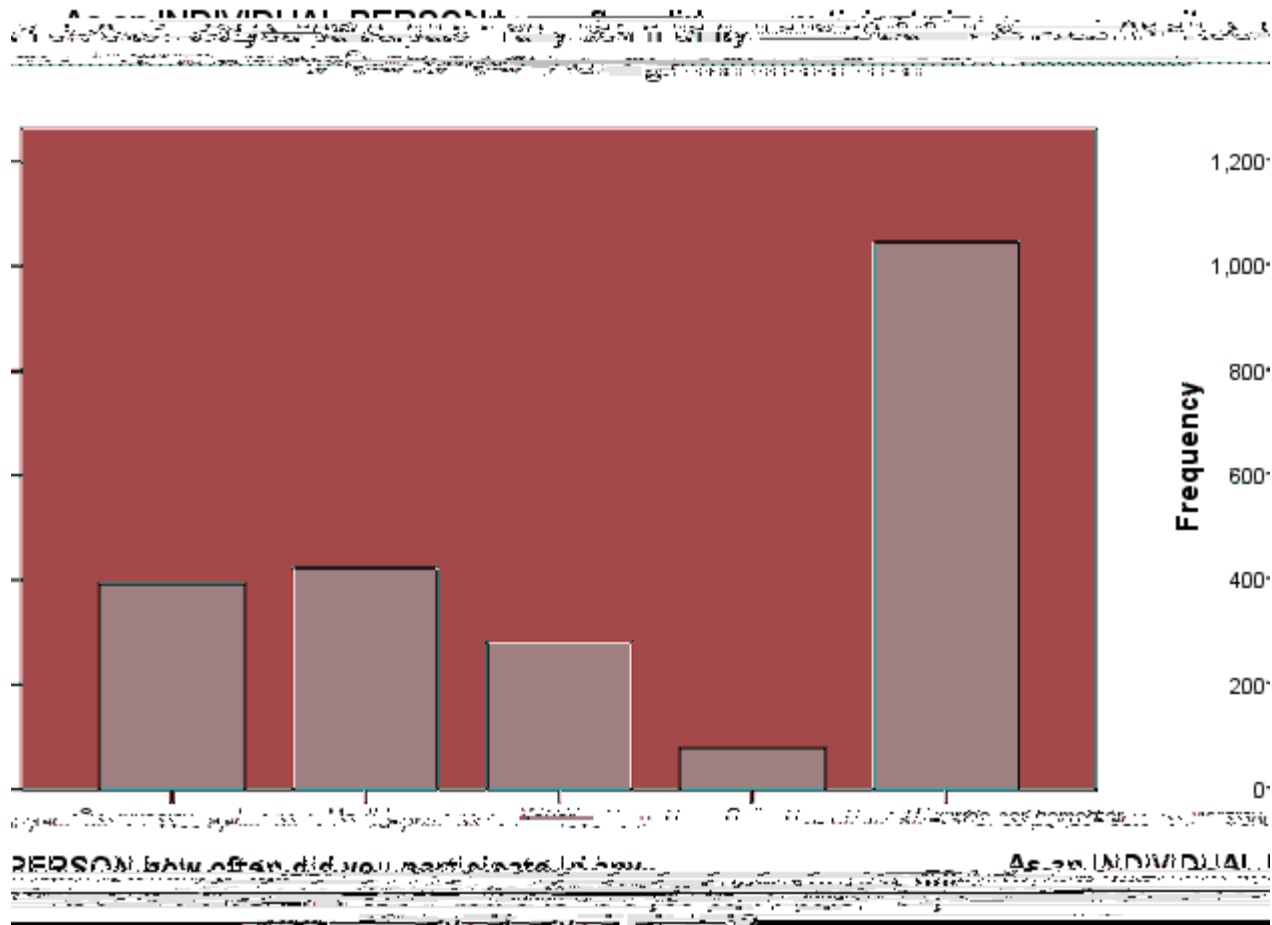


As a member of a CLASS how often did you participate in any community service/service learning?



As a member of a civic, political, religious or other NON-UNIVERSITY





2009 Troy University Graduating Student Survey

Please complete this survey and submit it online. The information you provide will help Troy University improve and enhance its programs and services so that the University can better serve the educational needs of its students. Your responses will be kept strictly confidential and only group data will be reported. We thank you in advance for your participation in this survey.

All students who are classified as "seniors" were sent an email inviting them to participate in this survey. However, some students are classified as "seniors" for more than one academic year. If you plan on graduating later than the Summer Semester of 2009, do not complete this survey. You will be offered another chance during the next academic year.

1) Semester/Term of Intended Graduation:

- Summer 2008
- Fall 2008
- Spring 2009
- 08/Term 5
- 08/Term 1
- 08/Term 2
- 09/Term 3
- 09/Term 4
- 09/Term 5

2) Gender:

- Male
- Female

3) Ethnicity:

- Nonresident alien
- Black, non-Hispanic
- American Indian/Alaska Native
- Asian/Pacific Islander
- Hispanic
- White, non-Hispanic
- Race/ethnicity unknown

4) Age:

- 18-19
- 20-21
- 22-24
- 25-29
- 30-34
- 35-39

40-49
50-64
65 or over

5) Marital status:

Single
Married
Divorced
Widowed
Other

6) Are you a US citizen?

Yes
No

7) If you answered "No" to Question 6, which country are you from?

Country _____

8) If you answered "Yes" to Question 6, which state is your permanent home state in the United States?

Alabama
Alaska
Arizona
Arkansas
California
Colorado
Connecticut
Delaware
Florida
Georgia
Hawaii
Idaho
Illinois
Indiana
Iowa
Kansas
Kentucky
Louisiana
Maine
Maryland
Massachusetts
Michigan
Minnesota
Mississippi
Missouri
Montana
Nebraska
Nevada
New Hampshire

New Jersey
New Mexico
New York
North Carolina
North Dakota
Ohio
Oklahoma
Oregon
Pennsylvania
Rhode Island
South Carolina
South Dakota
Tennessee
Texas
Utah
Vermont
Virginia
Washington
Washington, D.C.
West Virginia
Wisconsin
Wyoming

9) From which Troy University campus will you graduate?

Dothan
Montgomery
Phenix City
Troy
eCampus
University College

10) If you chose "University College" in Question 9, from which site did you file your intent to graduate?

Albany, Georgia
Atlanta, Georgia
Augusta, Georgia
Bangkok, Thailand
Bethesda, Maryland
Brunswick, Georgia
Clarksville, Tennessee
Colombo, Sri Lanka
Covington, Georgia
Dam Neck, Virginia
Davis-Monthan AFB, Arizona
Distance Learning, Florida/Western Region
Distance Learning, Pacific Region
Distance Learning, Troy, Alabama
eArmyU Programs
Fayetteville, North Carolina
Fort Belvoir, Virginia
Fort Benning, Georgia

Fort Bragg, North Carolina
Fort Carson/Colorado Springs, Colorado
Fort Eustis, Virginia
Fort Gordon, Georgia
Fort Lewis, Washington
Fort Monroe, Virginia
Fort Myer, Virginia/Pentagon
Fort Walton Beach Area
Guam Campus
Guantanamo Bay, Cuba
Guayaquil, Ecuador
Hanoi, Vietnam
Heidelberg, Germany
Ho Chi Minh City, Vietnam
Holloman AFB, New Mexico
Hong Kong
Jacksonville, Florida
Kadena AB, Okinawa, Japan
Kuala Lumpur, Malaysia
Langley AFB, Virginia
Little Creek Amphibious Base, Virginia
Malacca, Malaysia
Malmstrom AFB
Misawa AB, Japan
Mumbai, India
New Orleans, Louisiana
Norfolk Naval Station, Virginia
Norfolk Regional Office, Virginia
Oceana NAS, Virginia
Orlando, Florida
Pensacola, Florida
Portsmouth
Savannah, Georgia
Seoul, Korea
Sharjah, United Arab Emirates
Shaw AFB, South Carolina
Taipei, Taiwan
Tampa/MacDill AFB, Florida
Tyndall AFB, Florida
Vidalia, Georgia
Yongsan Garrison, Seoul, Korea
Other

11) What degree program are you currently completing at Troy University?

Associate
Bachelor's
Master's
Education Specialist
Other

12) What is your major/concentration? (Select your major from the appropriate college you belong to.)

- Art
- Art Education
- Art Studio
- Communication Arts - Dramatic Arts
- Communication Arts - Speech Communication
- Communication Arts - Communication Studies
- Design, Technology, and Industry
- Journalism
- Broadcast Journalism
- Music
- Music Education
- Foreign Language
- Other

15) College of Education

- Early Childhood Education
- Elementary Education
- Secondary Education
- Post-Secondary Education
- Interdisciplinary Education
- Gifted Education
- Reading Specialist Education
- Collaborative Teacher K – 6
- Collaborative Teacher 6 – 12
- Adult Education
- Educational Administration
- Education Administration and Leadership
- School Counseling
- School Psychometry
- Rehabilitation Counseling
- Social Services Counseling
- Substance Abuse Counseling
- Clinical Mental Counseling
- Community Counseling
- Correction Counseling
- Student Services Counseling
- Psychology
- Other

16) College of Health and Human Services

- Athletic Training
- Human Services
- Rehabilitation
- Health and Physical Education
- Physical Education
- Nursing
- Social Work
- Sport and Fitness Management
- Other

17) When you first started at Troy University, you were a:

- Dually-admitted student
- First-time freshman
- Undergraduate transfer student
- Undergraduate transient student
- First-time graduate student
- Graduate transfer student
- Graduate transient student

18) How many credit hours did you transfer to Troy University from another college or university?

- 1-15
- 16-30
- More than 30
- I did not transfer any credit hours.

19) Have you taken any courses online or in any other Distance Learning format at Troy University?

- Yes
- No

20) How long have you attended Troy University?

- One year
- Two years
- Three years
- Four years
- Five years
- Six years
- Seven years
- Eight years
- Nine years
- Ten years
- More than ten years

21) What is your overall GPA?

- Less than 2.0
- 2.00-2.49
- 2.50-2.99
- 3.00-3.49
- 3.50-4.00

22) What do you plan to do after you graduate?

- Work in an area related to your major field of study
- Work in an area outside your major field of study
- Continue working in the job that you have had
- Continue your education
- Undecided

Scientific principles and methods					
Understanding different philosophies and cultures					
Appreciation of the arts					

Trojan Web Express							
Adaptive Needs Services							

	Excellent	Good	Average	Fair	Poor
How would you rate Troy University's preparation of you for employment?					
How would you rate Troy University's preparation of you for further education?					
What is your overall rating of your college experiences at TROY?					

32) If you were starting over, would you enroll in the same program?

- Definitely yes
- Probably yes
- Probably not
- Definitely not

33) If you could start college over, would you attend Troy University again?

- Definitely yes
- Probably yes
- Probably not
- Definitely not

34) Would you recommend your academic program to other students?

- Definitely yes
- Probably yes
- Probably not
- Definitely not

35) Would you recommend Troy University to someone planning to go to college?

- Definitely yes
- Probably yes
- Probably not
- Definitely not

36) To which student organizations did you belong while attending TROY? (Choose as many as apply)

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learning projects. Please respond to the questions below to indicate your level of involvement.

	Once per semester	Monthly	Weekly	Daily	Never
As a member of a STUDENT ORGANIZATION how often did you participate in any community service/service learning?					