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Student Satisfaction Measurements

Associate's degree students were asked to rate their satisfaction with nine aspects of the degree program. Responses were collected on a five-point scale of Excellent, Good, Average, Fair or Poor.

The percentage of students who rated these aspects as Excellent/Good or Fair/Poor are compared in the prior year in Tables 1 and 2. It should be noted that student input of "Not Applicable" was removed from these calculations so that the percentages of satisfaction are representative only of students who did receive these services. The percentages in this table may not equal 100% because percentages of participants who reported the serve as "average" are not displayed in the table.

Table 1

| |
|--|
| Overall quality of your academic program |
| Academic advising |
| Faculty accessibility |
| Instruction in major courses |
| Instruction in general education courses |
| Faculty's use of technologies to enhance teaching |
| Course availability in your major |
| Library |
| Tutorial support |

Table 2

| |
|---------------------------------------|
| How would you rate Troy Univer |
|---------------------------------------|

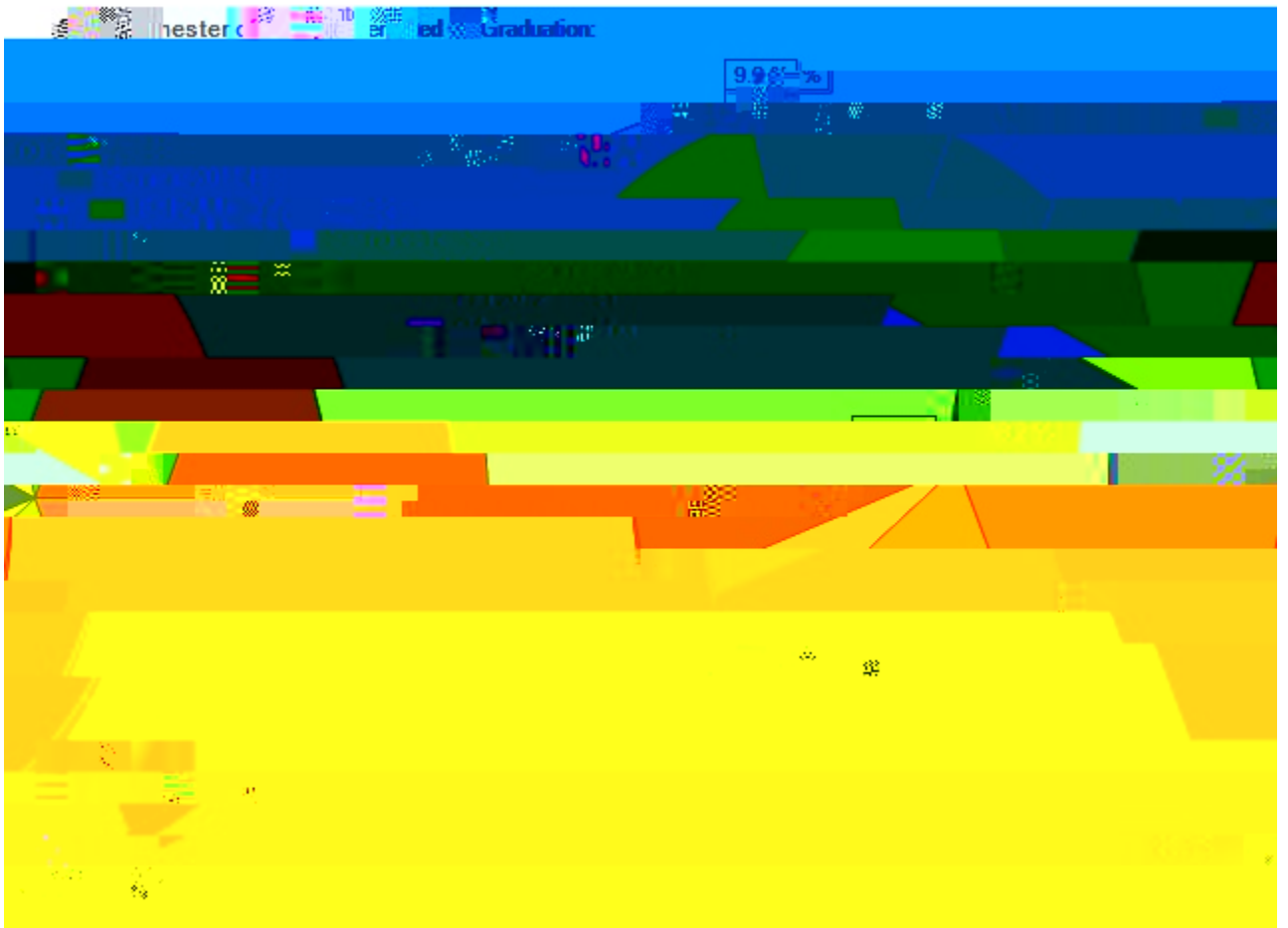
Regarding whether or not students would make the same academic choices again and if they would recommend the Associate's degree program to others four questions were asked on a four point scale of "Definitely yes, Probably yes, Probably No, Definitely No" For the purposes of data analysis the yes and no responses were grouped together in Table 3

Table 3

| |
|---|
| If you were starting over, would you enroll in the same program? |
| If you could start college over, would you attend Troy University again? |

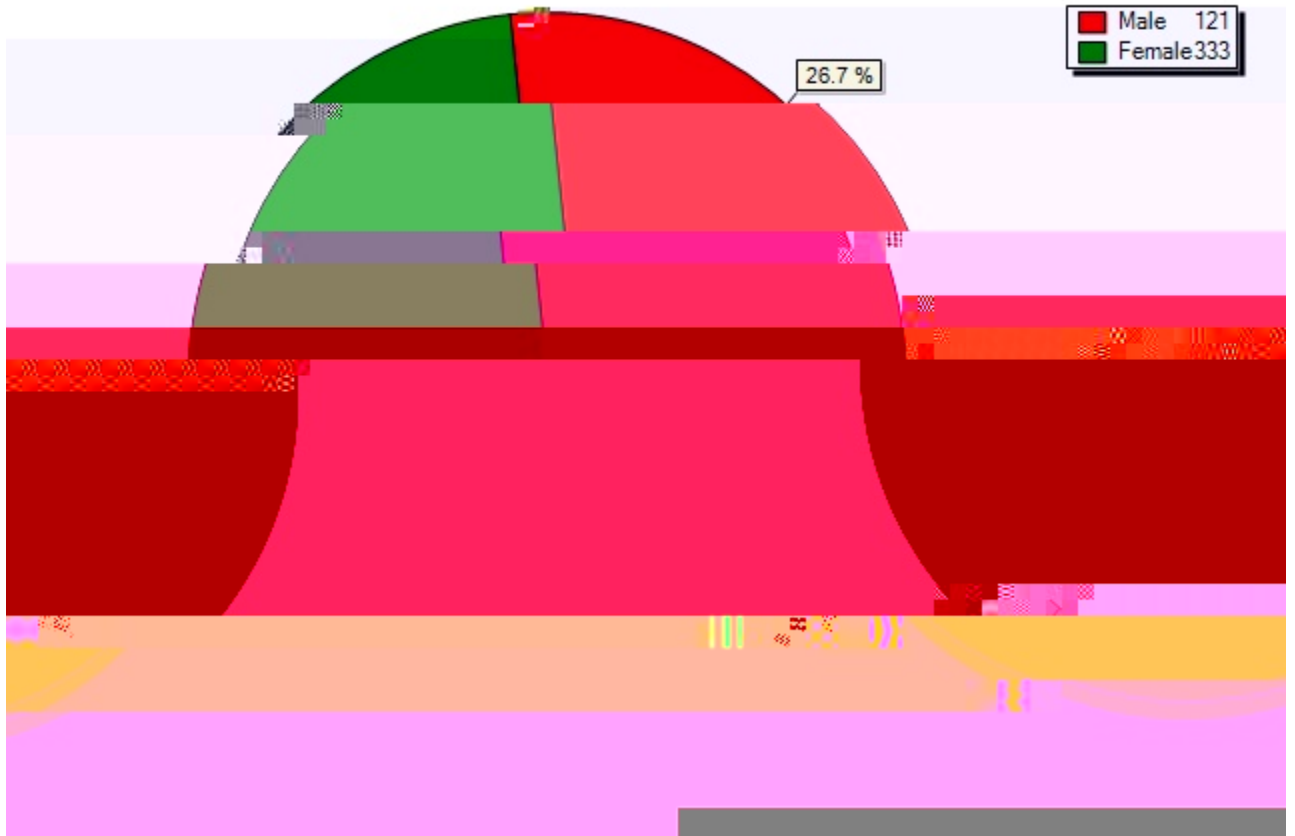
Attachment 1 Demographic Variables

Semester of Intended Graduation:

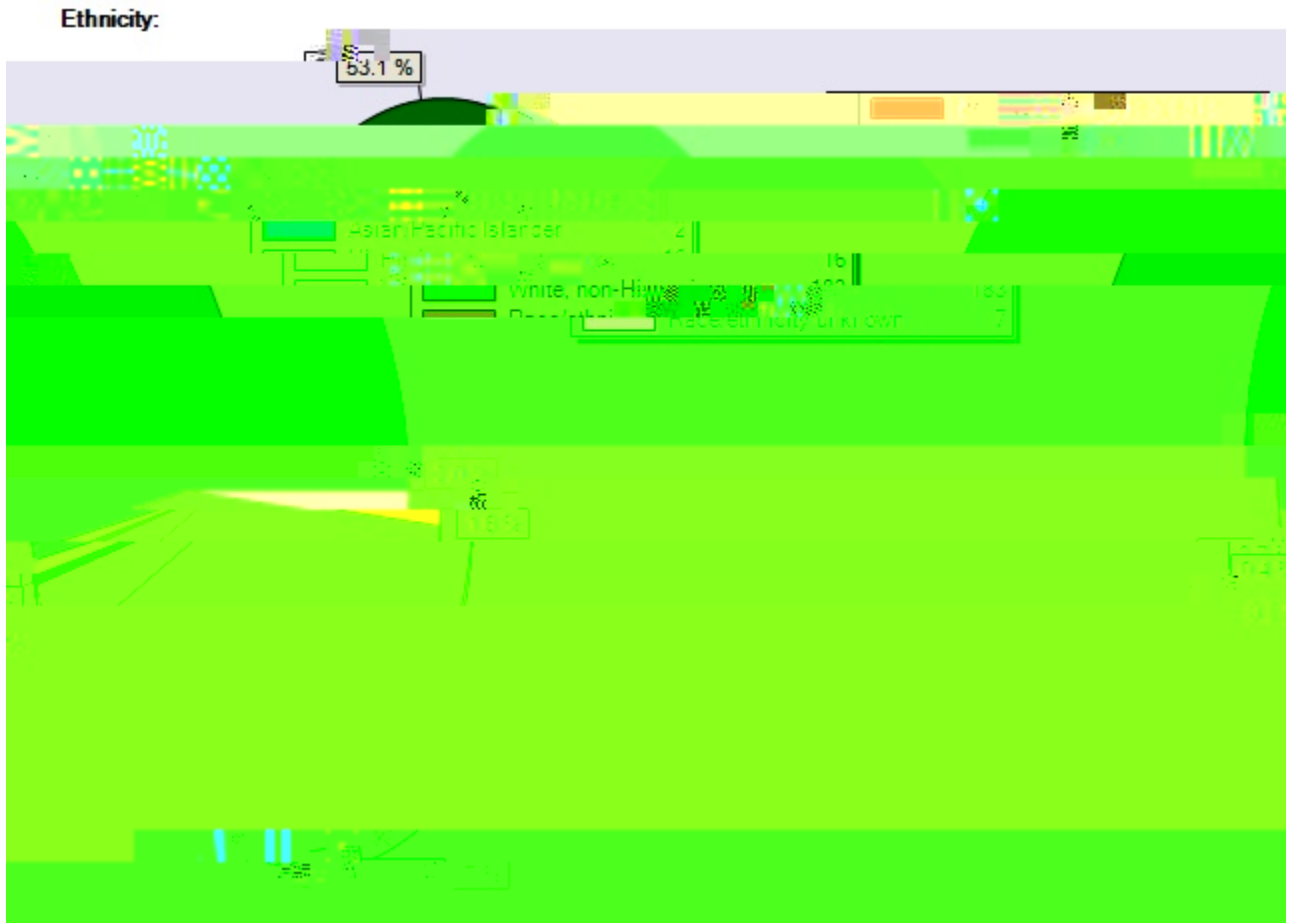


Gender:

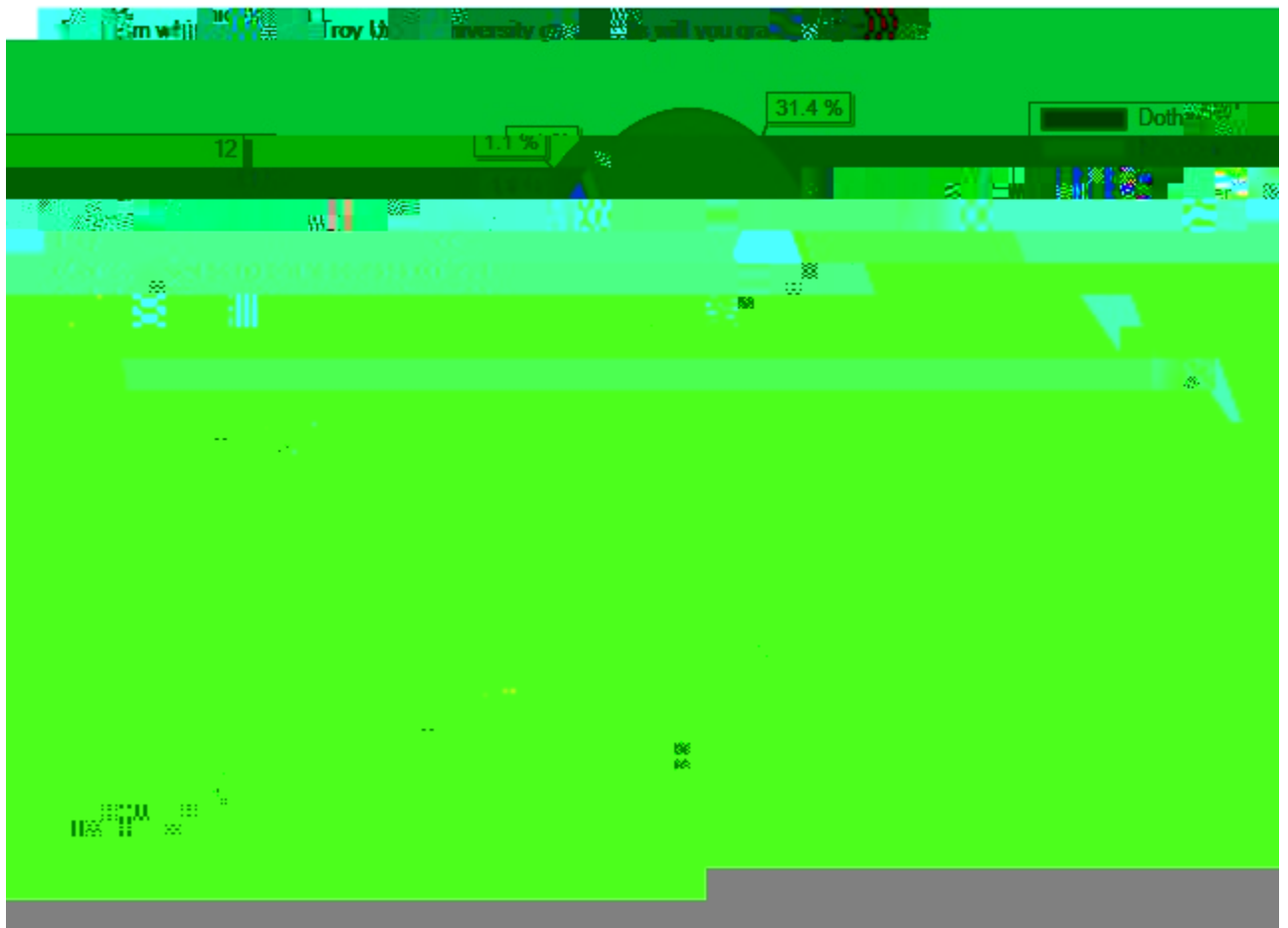
Gender:



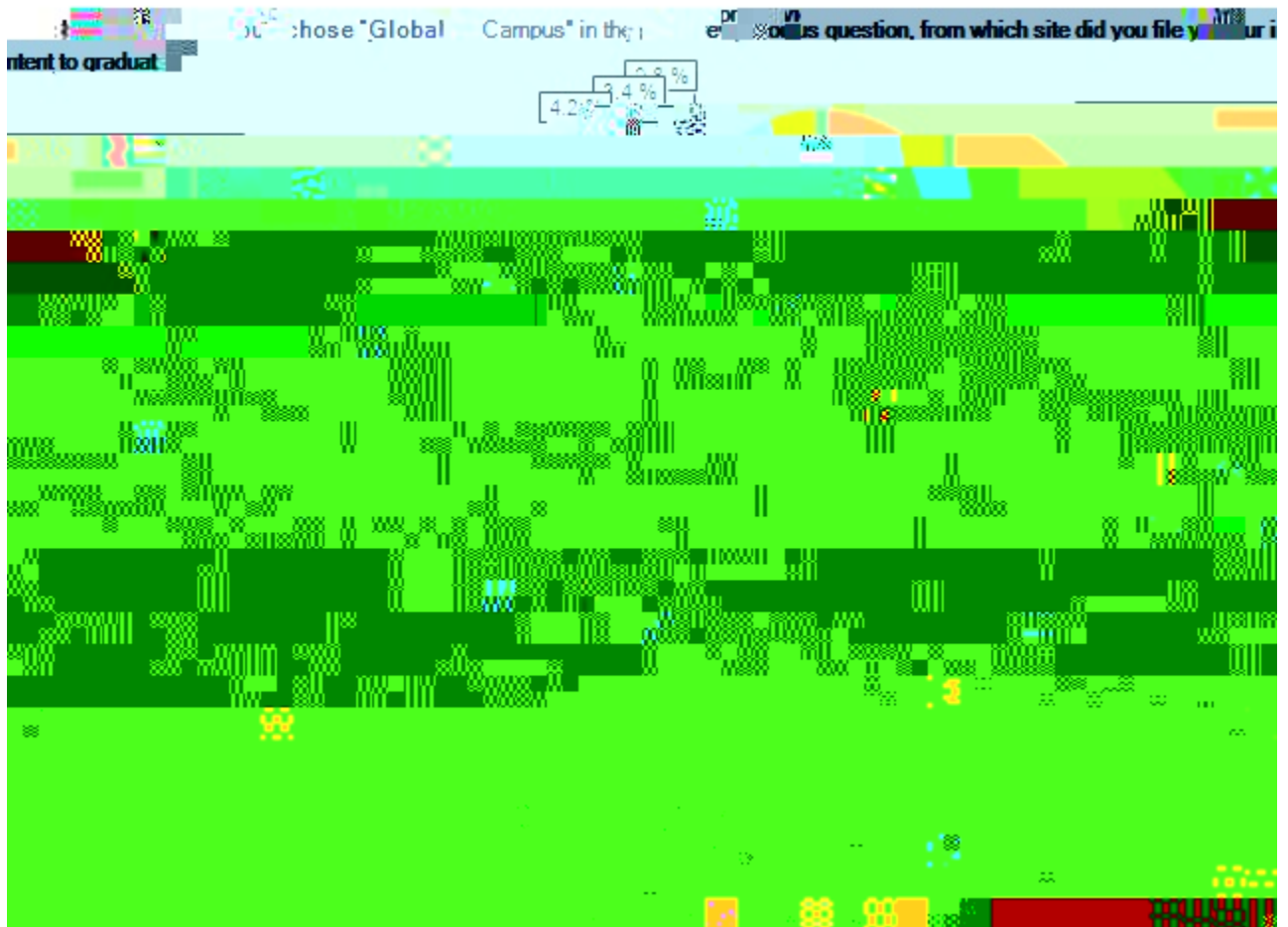
Ethnicity:



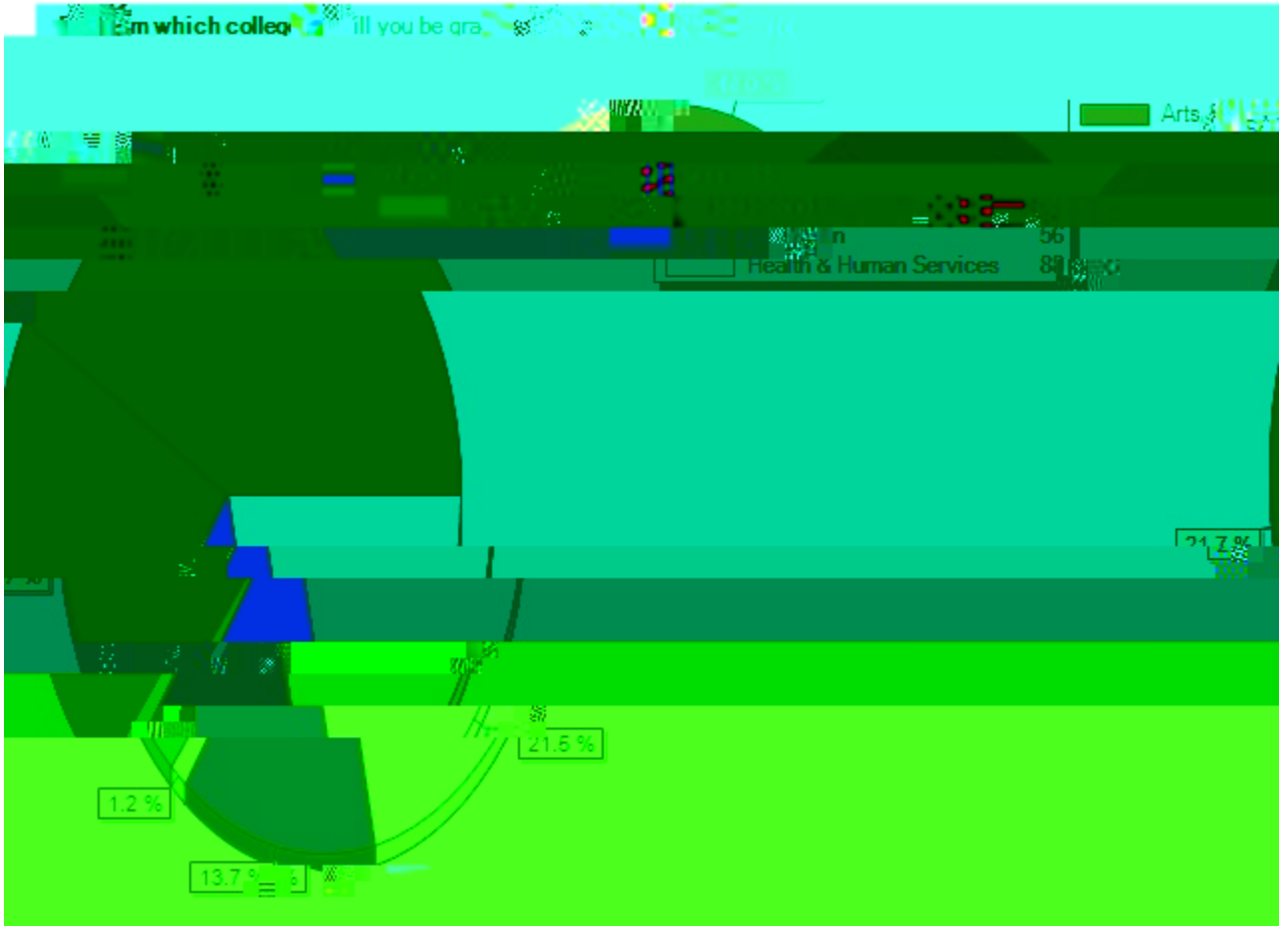
From which Troy University campus will you graduate?



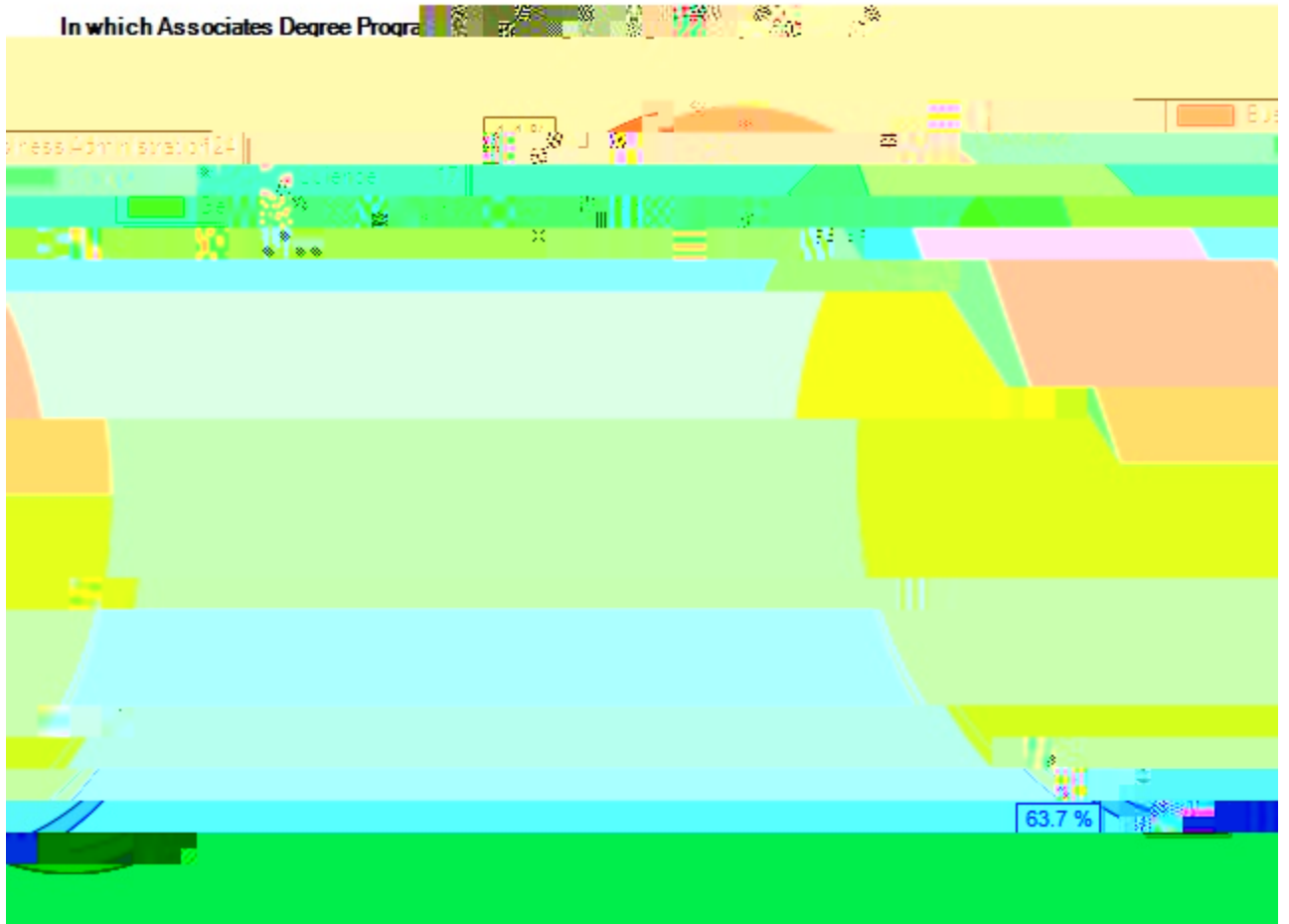
If you chose "Global Campus" in the previous question, from which site did you file your intent to graduate?



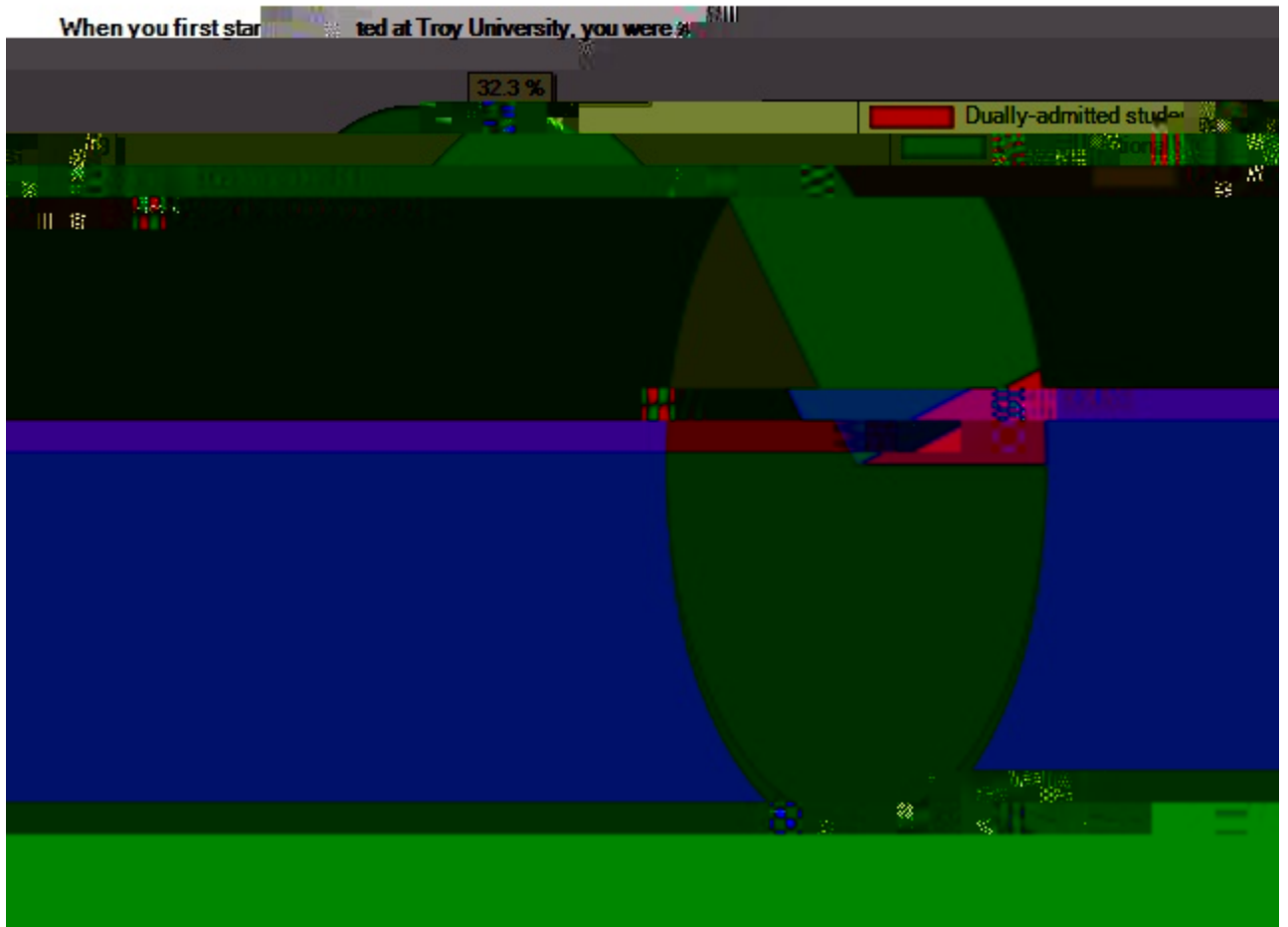
From which college will you be graduating?



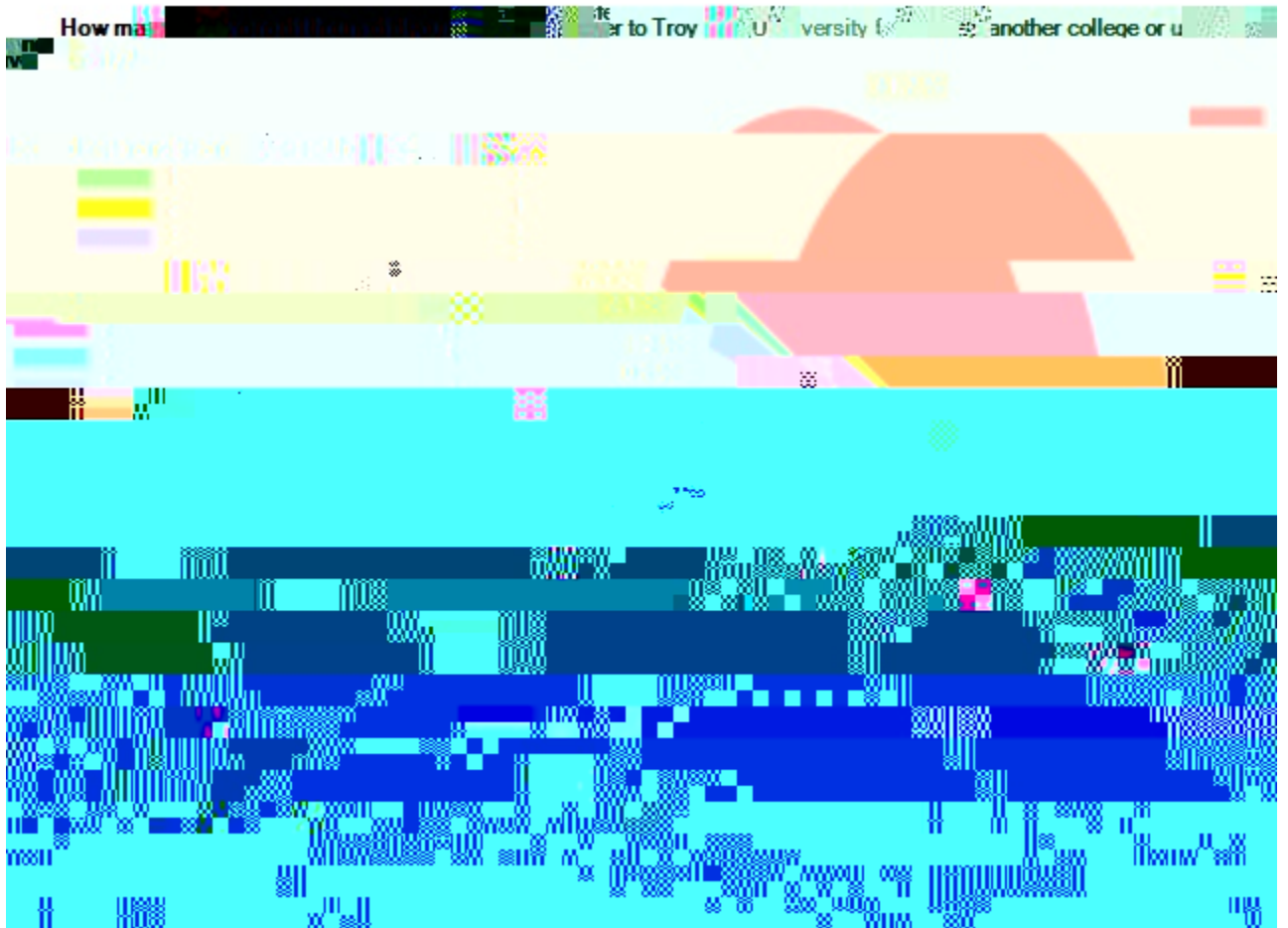
In which Associates Degree Program are you enrolled?



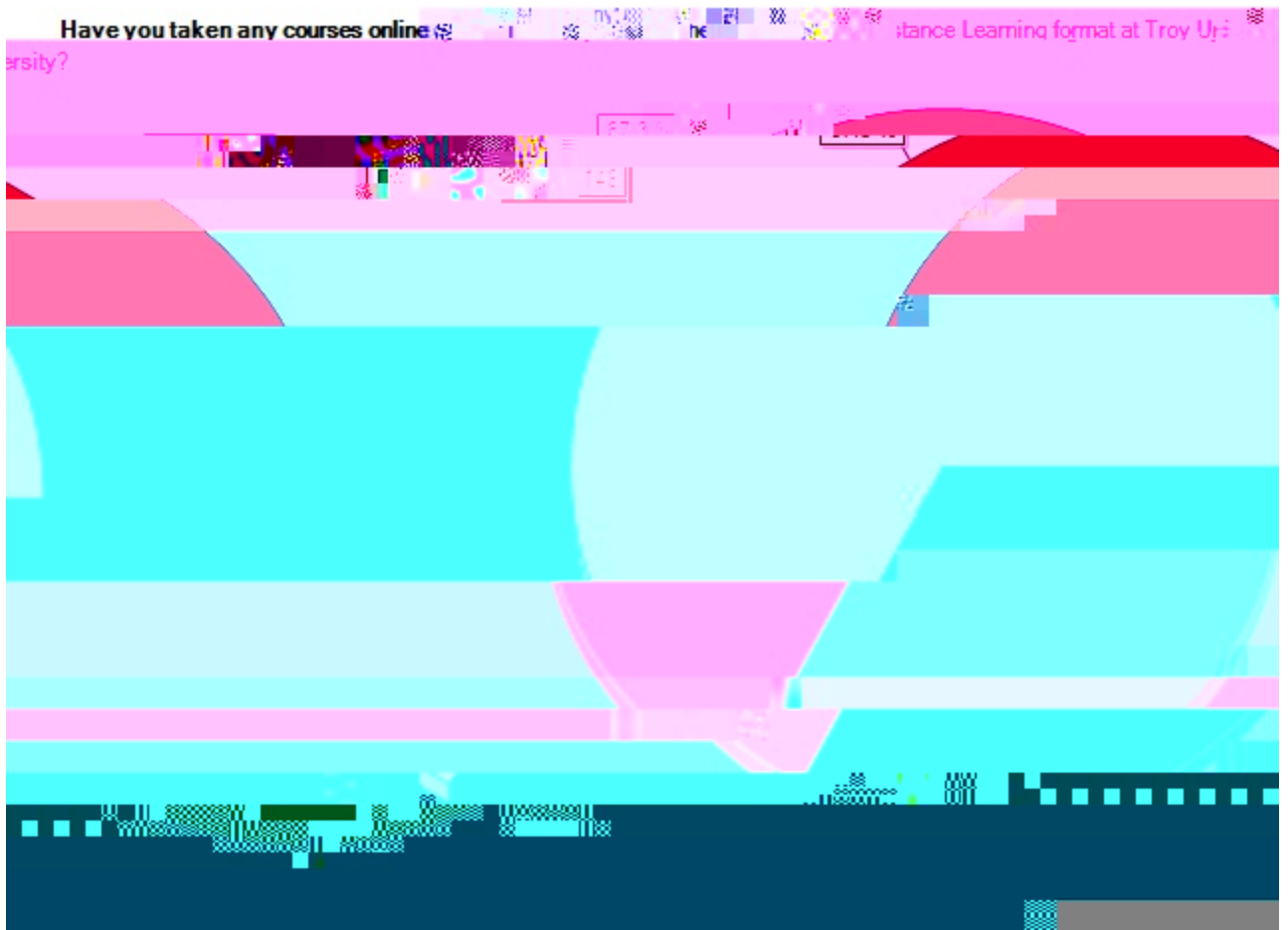
When you first started at Troy University, you were a:



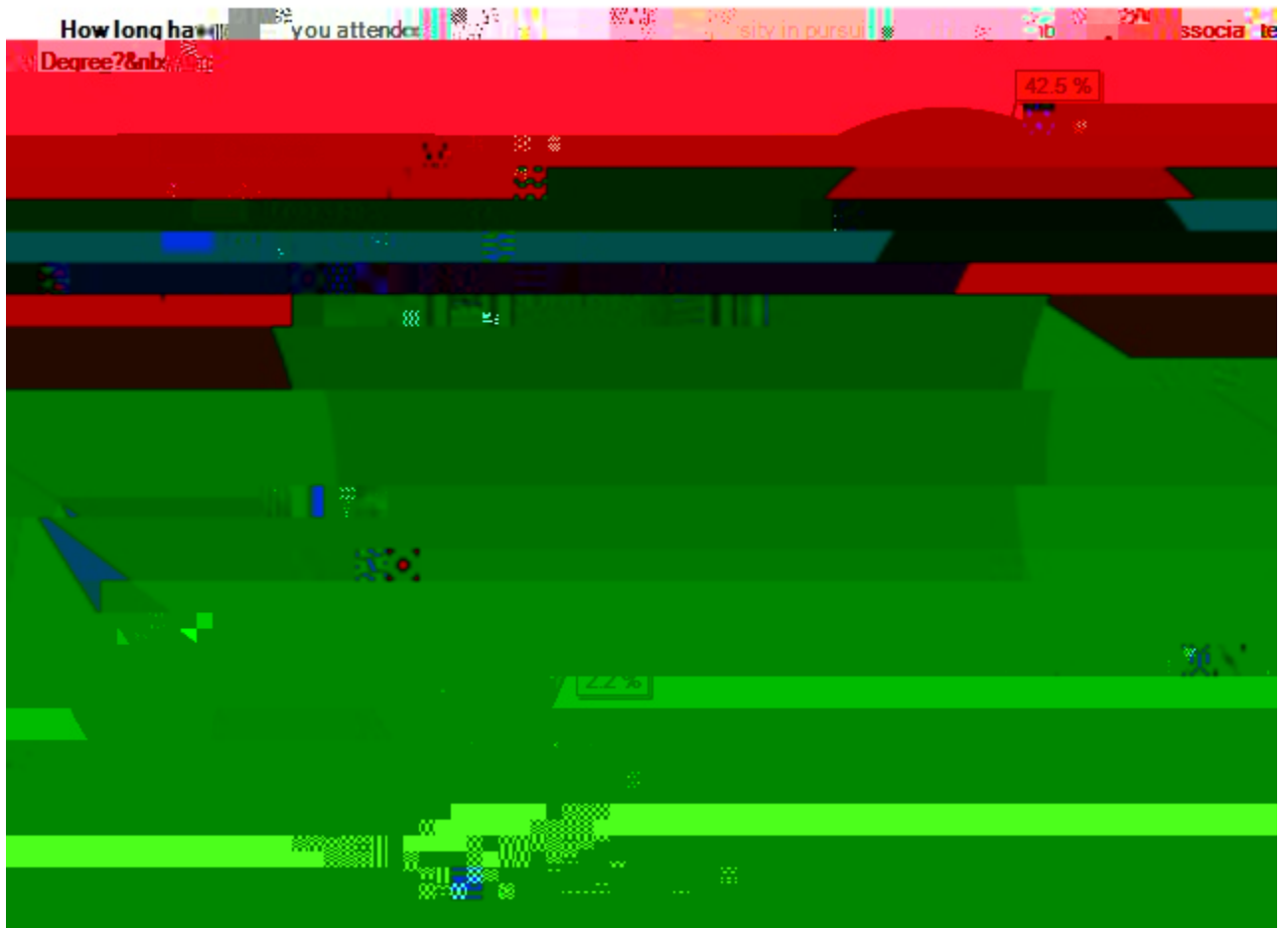
How many credit hours did you transfer to Troy University from another college or university?



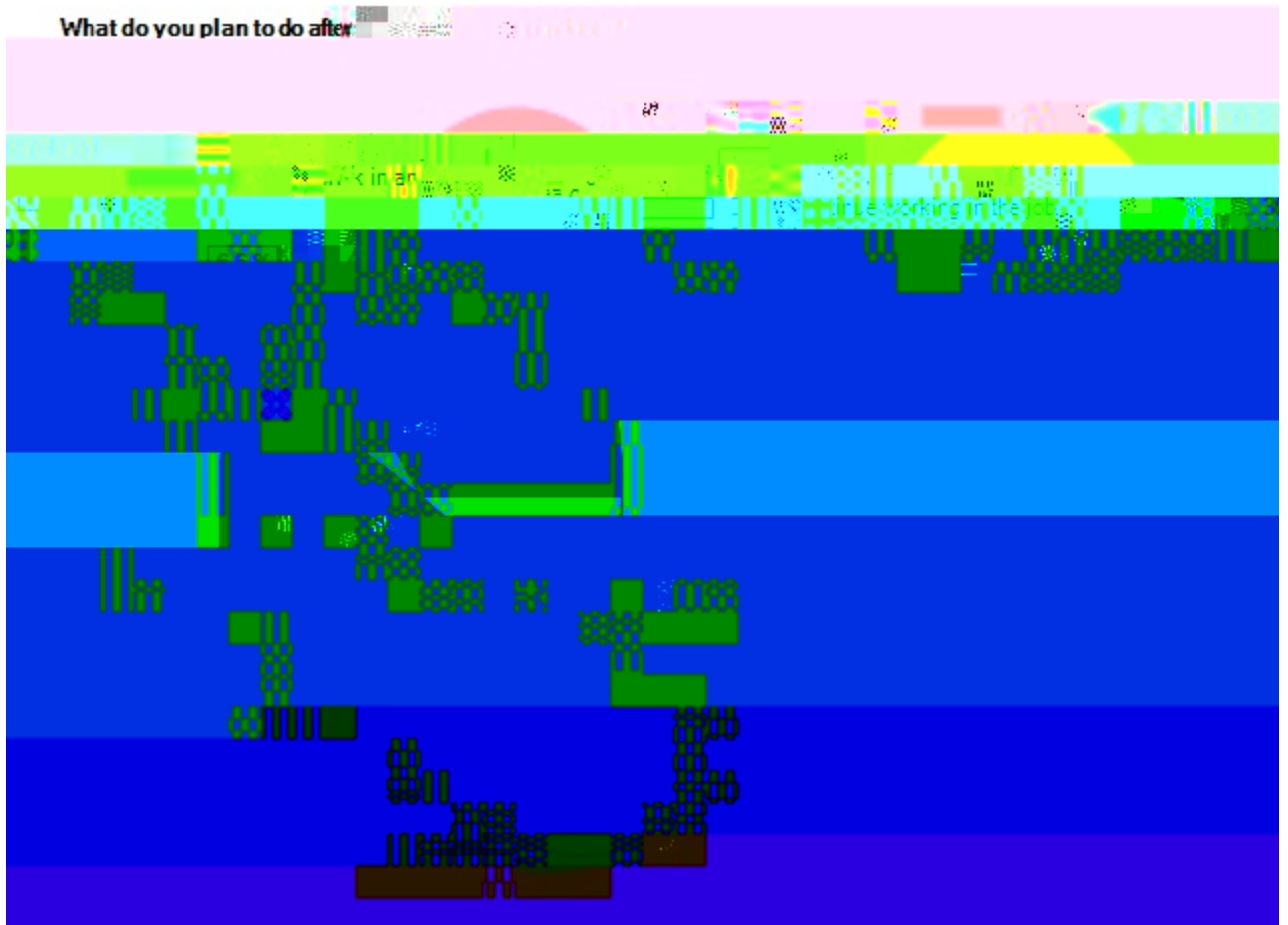
Have you taken any courses online or in any other Distance Learning format at Troy University?



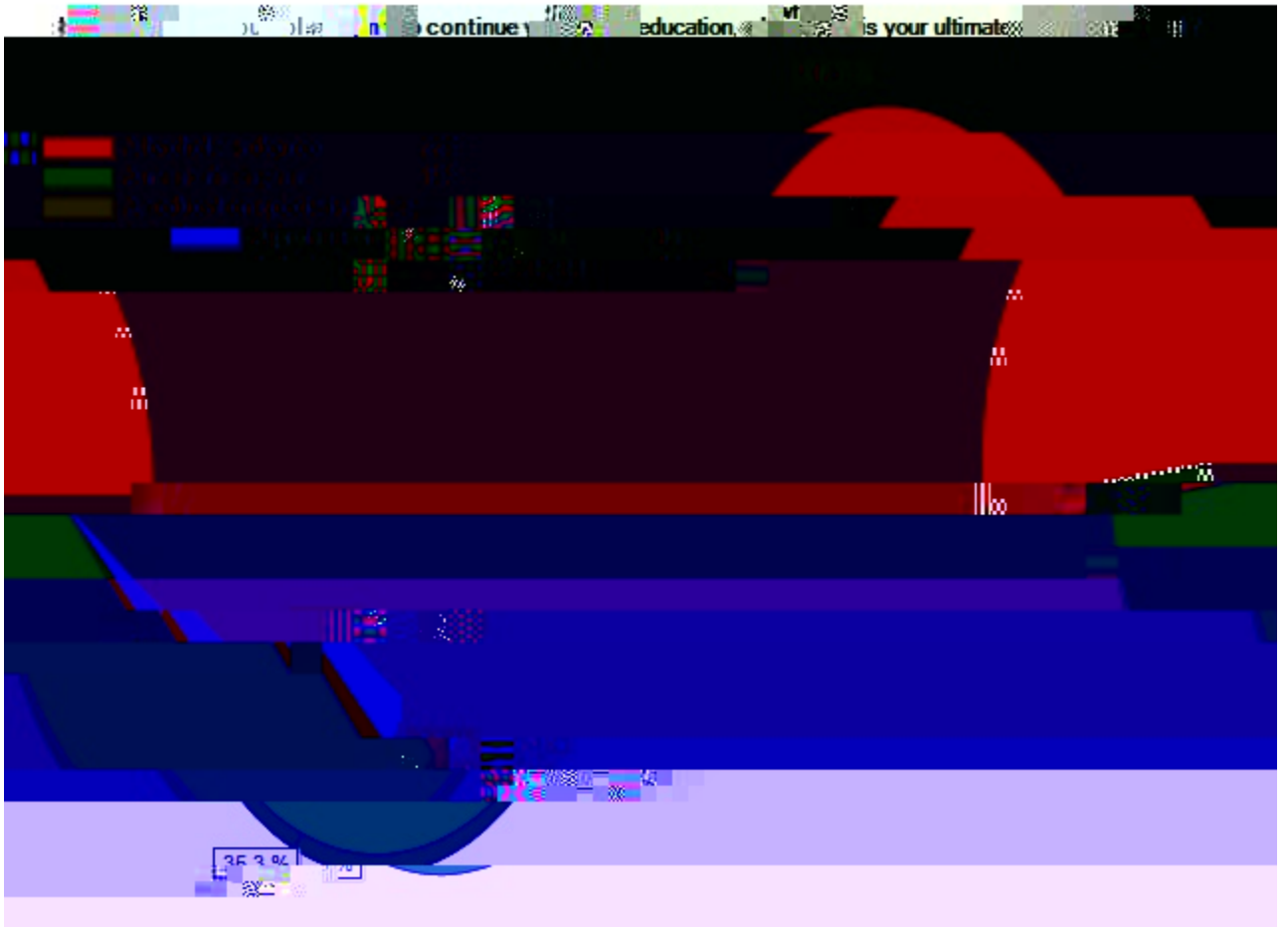
How long have you attended Troy University in pursuit of this Associates Degree?



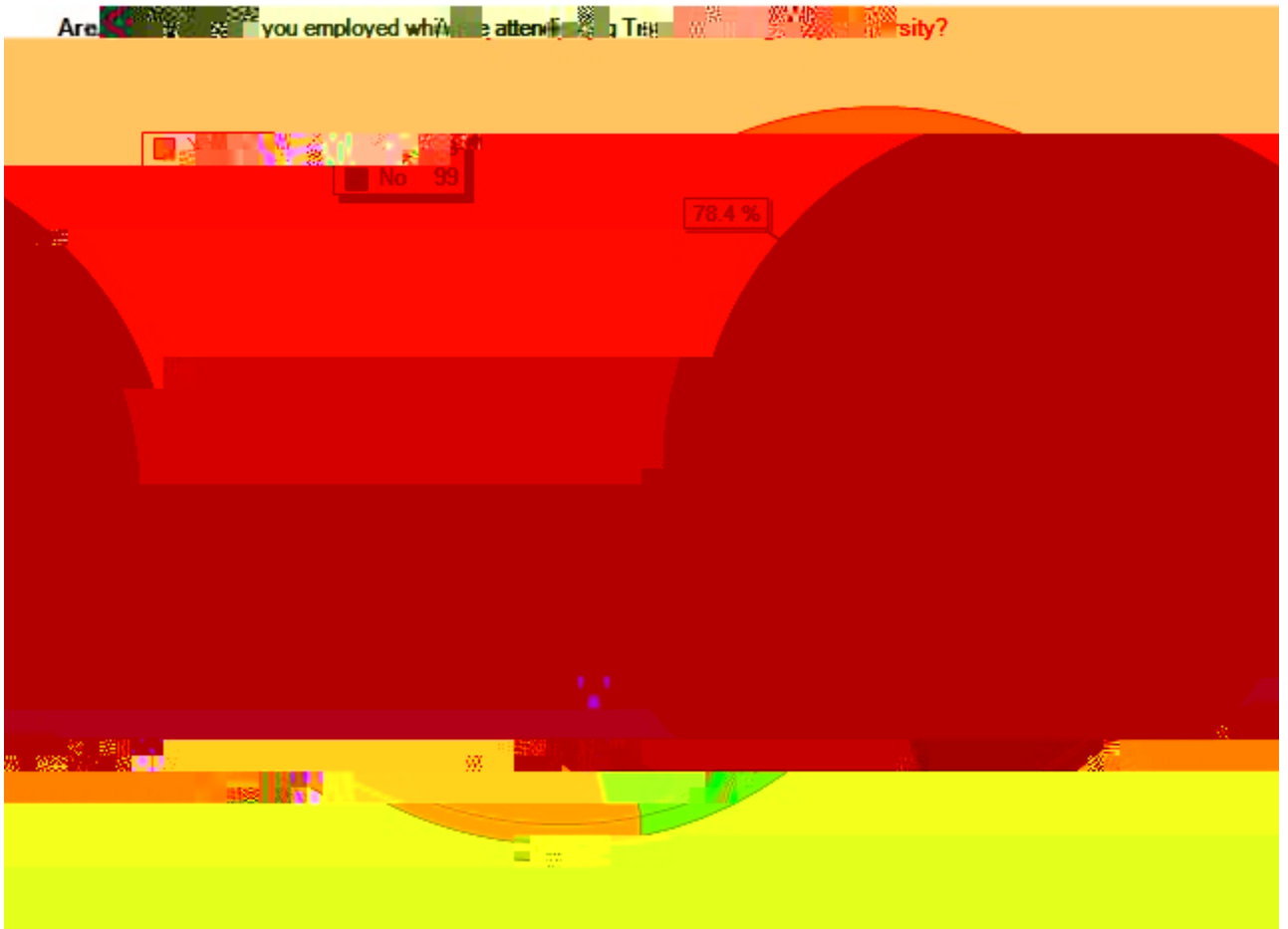
What do you plan to do after you graduate?



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



Are/were you employed while attending Troy University?



If you answered "Yes" to Question 24, how many hours do/did you usually work per week?



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

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

| Financial Aid Type | Received |
|--------------------|--------------------------|
| None | <input type="checkbox"/> |
| Tuition | <input type="checkbox"/> |
| Books | <input type="checkbox"/> |
| Room and Board | <input type="checkbox"/> |
| Travel | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

| | | | | | |
|-----------------------------------|----------------|----|-------|-----|-------|
| | Fair/Poor | 4 | 4.0% | 16 | 6.9% |
| | Average | 15 | 15.0% | 39 | 16.8% |
| Course availability in your major | Excellent/Good | 82 | 75.9% | 183 | 78.2% |
| | Fair/Poor | 14 | 13.0% | 19 | 8.1% |
| | Average | 12 | 11.1% | 32 | 13.7% |
| Library | Excellent/Good | 58 | 74.4% | 163 | 81.9% |
| | Fair/Poor | 8 | 10.3% | 15 | 7.5% |
| | Average | 12 | 15.4% | 21 | 10.6% |
| Tutorial support | Excellent/Good | 46 | 69.7% | 116 | 67.1% |
| | Fair/Poor | 9 | 13.6% | 19 | 11.0% |
| | Average | 11 | 16.7% | 38 | 22.0% |

Ethnicity

| | | Ethnicity: | | | | | | | | | | | | | |
|--|----------------|-------------------|--------|---------------------|-------|-------------------------------|-----|------------------------|-------|----------|--------|---------------------|-------|------------------------|--------|
| | | Nonresident alien | | Black, non-Hispanic | | American Indian/Alaska Native | | Asian/Pacific Islander | | Hispanic | | White, non-Hispanic | | Race/ethnicity unknown | |
| | | N | % | N | % | N | % | N | % | N | % | N | % | N | % |
| Overall quality of your academic program | Excellent/Good | 2 | 100.0% | 139 | 84.2% | 0 | .0% | 4 | 80.0% | 9 | 100.0% | 127 | 84.7% | 8 | 100.0% |
| | Fair/Poor | 0 | .0% | 7 | 4.2% | 0 | .0% | 0 | .0% | 0 | .0% | 9 | 6.0% | 0 | .0% |
| | Average | 0 | .0% | 19 | 11.5% | 0 | .0% | 1 | 20.0% | 0 | .0% | 14 | 9.3% | 0 | .0% |
| Academic advising | Excellent/Good | 1 | 50.0% | 118 | 72.4% | 0 | .0% | 3 | 60.0% | 7 | 77.8% | 95 | 64.6% | 8 | 100.0% |
| | Fair/Poor | 0 | .0% | 21 | 12.9% | 0 | .0% | 1 | 20.0% | 1 | 11.1% | 27 | 18.4% | 0 | .0% |
| | Average | 1 | 50.0% | 24 | 14.7% | 0 | .0% | 1 | 20.0% | 1 | 11.1% | 25 | 17.0% | 0 | .0% |
| Faculty accessibility | Excellent/Good | 1 | 50.0% | 126 | 80.8% | 0 | .0% | 3 | 60.0% | 7 | 77.8% | 108 | 74.5% | 7 | 87.5% |
| | Fair/Poor | 0 | .0% | 5 | 3.2% | 0 | .0% | 0 | .0% | 0 | .0% | 19 | 13.1% | 0 | .0% |
| | Average | 1 | 50.0% | 25 | 16.0% | 0 | .0% | 2 | 40.0% | 2 | 22.2% | 18 | 12.4% | 1 | 12.5% |
| Instruction in major courses | Excellent/Good | 2 | 100.0% | 123 | 75.9% | 0 | .0% | 4 | 80.0% | 9 | 100.0% | 108 | 75.0% | 7 | 87.5% |
| | Fair/Poor | 0 | .0% | 9 | 5.6% | 0 | .0% | 0 | .0% | 0 | .0% | 16 | 11.1% | 0 | .0% |
| | Average | 0 | .0% | 30 | 18.5% | 0 | .0% | 1 | 20.0% | 0 | .0% | 20 | 13.9% | 1 | 12.5% |
| Instruction in general education courses | Excellent/Good | 2 | 100.0% | 128 | 80.0% | 0 | .0% | 4 | 80.0% | 8 | 88.9% | 123 | 83.7% | 8 | 100.0% |
| | Fair/Poor | 0 | .0% | 7 | 4.4% | 0 | .0% | 0 | .0% | 0 | .0% | 7 | 4.8% | 0 | .0% |
| | Average | 0 | .0% | 25 | 15.6% | 0 | .0% | 1 | 20.0% | 1 | 11.1% | 17 | 11.6% | 0 | .0% |
| Faculty's use of technologies to | Excellent/Good | 1 | 50.0% | 125 | 80.6% | 0 | .0% | 3 | 75.0% | 8 | 88.9% | 107 | 72.8% | 8 | 100.0% |
| | Fair/Poor | 0 | .0% | 7 | 4.5% | 0 | .0% | 0 | .0% | 0 | .0% | 13 | 8.8% | 0 | .0% |

| | | | | | | | | | | | | | | | |
|---------------------|---------|---|-------|----|-------|---|-----|---|-------|---|-------|----|-------|---|-----|
| enhance teaching | Average | 1 | 50.0% | 23 | 14.8% | 0 | .0% | 1 | 25.0% | 1 | 11.1% | 27 | 18.4% | 0 | .0% |
|---------------------|---------|---|-------|----|-------|---|-----|---|-------|---|-------|----|-------|---|-----|

Course
availability in

Campus

| | | | | | | | | | | | | | |
|--------------------------------------|----------------|---|--------|----|-------|---|--------|----|-------|-----|-------|----|-------|
| enhance teaching | Average | 0 | .0% | 26 | 22.0% | 0 | .0% | 3 | 21.4% | 19 | 12.7% | 6 | 14.6% |
| Course availability in your major | Excellent/Good | 3 | 100.0% | 83 | 70.3% | 2 | 100.0% | 10 | 76.9% | 131 | 81.9% | 33 | 78.6% |
| | Fair/Poor | 0 | .0% | 17 | 14.4% | 0 | .0% | 2 | 15.4% | 9 | 5.6% | 5 | 11.9% |
| | Average | 0 | .0% | 18 | 15.3% | 0 | .0% | 1 | 7.7% | 20 | 12.5% | 4 | 9.5% |
| Library | Excellent/Good | 2 | 100.0% | 90 | 81.1% | 2 | 100.0% | 10 | 83.3% | 86 | 79.6% | 29 | 76.3% |
| | Fair/Poor | 0 | .0% | 10 | 9.0% | 0 | .0% | 1 | 8.3% | 8 | 7.4% | 4 | 10.5% |
| | Average | 0 | .0% | 11 | 9.9% | 0 | .0% | 1 | 8.3% | 14 | 13.0% | 5 | 13.2% |
| Tutorial support | Excellent/Good | 1 | 100.0% | 53 | 60.2% | 2 | 100.0% | 7 | 58.3% | 72 | 72.0% | 26 | 76.5% |
| | Fair/Poor | 0 | .0% | 12 | 13.6% | 0 | .0% | 3 | 25.0% | 11 | 11.0% | 2 | 5.9% |
| | Average | 0 | .0% | 23 | 26.1% | 0 | .0% | 2 | 16.7% | 17 | 17.0% | 6 | 17.6% |

College

| | | From which college will you be graduating? | | | | | | | | | |
|---|----------------|--|-------|-----------------------------|-------|-----------|-------|-------------------------|-------|-----------------------------|--------|
| | | Arts & Sciences | | Sorrell College of Business | | Education | | Health & Human Services | | Communication and Fine Arts | |
| | | N | % | N | % | N | % | N | % | N | % |
| Overall quality of your academic program | Excellent/Good | 113 | 91.9% | 59 | 96.7% | 31 | 86.1% | 50 | 69.4% | 2 | 100.0% |
| | Fair/Poor | 2 | 1.6% | 0 | .0% | 2 | 5.6% | 10 | 13.9% | 0 | .0% |
| | Average | 8 | 6.5% | 2 | 3.3% | 3 | 8.3% | 12 | 16.7% | 0 | .0% |
| Academic advising | Excellent/Good | 87 | 71.3% | 43 | 72.9% | 24 | 66.7% | 45 | 63.4% | 2 | 100.0% |
| | Fair/Poor | 15 | 12.3% | 10 | 16.9% | 5 | 13.9% | 15 | 21.1% | 0 | .0% |
| | Average | 20 | 16.4% | 6 | 10.2% | 7 | 19.4% | 11 | 15.5% | 0 | .0% |
| Faculty accessibility | Excellent/Good | 92 | 80.0% | 47 | 82.5% | 26 | 74.3% | 49 | 69.0% | 2 | 100.0% |
| | Fair/Poor | 6 | 5.2% | 3 | 5.3% | 2 | 5.7% | 9 | 12.7% | 0 | .0% |
| | Average | 17 | 14.8% | 7 | 12.3% | 7 | 20.0% | 13 | 18.3% | 0 | .0% |
| Instruction in major courses | Excellent/Good | 96 | 81.4% | 52 | 86.7% | 27 | 77.1% | 40 | 56.3% | 2 | 100.0% |
| | Fair/Poor | 6 | 5.1% | 1 | 1.7% | 2 | 5.7% | 13 | 18.3% | 0 | .0% |
| | Average | 16 | 13.6% | 7 | 11.7% | 6 | 17.1% | 18 | 25.4% | 0 | .0% |
| Instruction in general education courses | Excellent/Good | 102 | 83.6% | 50 | 83.3% | 30 | 83.3% | 52 | 77.6% | 2 | 100.0% |
| | Fair/Poor | 5 | 4.1% | 3 | 5.0% | 1 | 2.8% | 4 | 6.0% | 0 | .0% |
| | Average | 15 | 12.3% | 7 | 11.7% | 5 | 13.9% | 11 | 16.4% | 0 | .0% |
| Faculty's use of technologies to enhance teaching | Excellent/Good | 92 | 80.0% | 52 | 88.1% | 30 | 85.7% | 42 | 60.0% | 2 | 100.0% |
| | Fair/Poor | 5 | 4.3% | 3 | 5.1% | 2 | 5.7% | 9 | 12.9% | 0 | .0% |
| | Average | 18 | 15.7% | 4 | 6.8% | 3 | 8.6% | 19 | 27.1% | 0 | .0% |

2011 Associates Degree Student Satisfaction Survey

Troy University Associates Degree Student Satisfaction 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.

GENERAL INFORMATION

1) Semester of Intended Graduation:

- Spring 2011
- Summer 2011
- Fall 2011
- Spring 2012
- Summer 2012
- Fall 2012
- Other (please specify)

If you selected other, please specify

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

6) From which college will you be graduating?

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

7) In which Associates Degree Program are you enrolled?

Business Administration
Computer Science
General Education

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

Dually-admitted student
Conditionally admitted undergraduate student
Unconditionally admitted undergraduate student

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

I did not transfer any credit hours.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- 22
- 23
- 24
- 25
- 26
- 27
- 28

29
30+

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

Yes
No

11) How long have you attended Troy University in pursuit of this Associates Degree?

One year
Two years
Three years
Four years
Five years
More than five years

12) 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

GRADUATION / EMPLOYMENT PLANS

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

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

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

A bachelor's degree
A master's degree
An education specialist degree
A professional degree
A doctoral degree

15) Are/were you employed while attending Troy University?

Yes
No

16) If you answered "Yes" to Question 24, how many hours do/did you usually work per week?

- 1 - 9 hours
- 10 - 19 hours
- 20 - 29 hours
- 30 - 39 hours

19) Please provide your overall ratings of Troy University:

| | Excellent | Good | Average | Fair | Poor |
|---|-----------|------|---------|------|------|
| How would you rate Troy University's preparation of you for employment? | | | | | |

