Troy University 2015 Asso   ciates Degree Survey Report

Executive Summary

The purpose of this survey is to identify student satisfaction with their experiences at Troy University in an Associate's Degree program, 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 Associates Degree Survey on all campuses of the University during the months of April and May 2015. 259 students participated in the survey, yielding a response rate of 29%. The Office of IRPE provided a list of 899 persons identified as being enrolled in an Associate's degree program and near completion of that program. These individuals were then sent an invitation to participate via email. This is the fifth year that the Associate'sey, yielding a

Student Satisfaction Measurements

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.

Table3	Yes	

Attachment 1: Overall and Demographic Variables

1) Semester of Intended Graduation:

Answer		Response	%
Spring 2015		64	25%
Summer 2015		28	11%
Fall 2015		48	19%
Spring 2016		76	29%
Other (please specify)		42	16%
Total		258	100%

2) Gender:

Answer		Response	%
Male		76	29%
Female		182	71%
Total		258	100%

3) Ethnicity:

			%
African American		111	43%
American Indian/Alaska Native		2	1%
Asian		3	1%
Caucasian		129	50%
Hawaiian or Other Pacific Islander			

You selected Global Campus, from which site did you file your intent to graduate?

Answer		Response	%
Albany, GA		1	11%
Atlanta, GA		1	11%
Brunswick, GA		4	44%
Columbus, GA		1	11%
Fort Walton Beach, FL		1	11%
San Antonio, TX		1	11%
Total		9	100%

5) In which Associate's Degree Program/Major are you enrolled?

Answer		Response	%
Biology		1	0%
Business Administration		27	11%

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

Answer		Response	%
Work in an area related to your major field of study		86	34%
Work in an area outside your major field of study		3	1%
Continue working in the job that you have had		25	10%
Continue your education		123	48%
Undecided		17	7%
Total		254	100%

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

Answer		Response	%
A Bachelor's degree		125	51%
A Master's degree		89	36%
An Education Specialist degree		1	0%
A Professional degree		1	0%
A Doctoral degree		31	13%
Total		247	100%

13) Are/were you employed wh   ile attending Troy University?

Answer		Response	%
Yes		200	79%
No		53	21%
Total		253	100%

14) If you answered "Yes" to Question 13, how many hours do/did you us ually work per week?

Answer		Response	%
1 - 9 hours			

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

Answer		Response	%
Scholarship/fellowship		18	7%
Graduate assistantship		0	0%
Grants		97	38%
Loans		133	52%
Work study		4	2%
Tuition assistance		75	30%
Third party pay		8	3%
None		27	11%
Other (please specify)		24	9%

16) Please rate the following areas   related to the education and academic support services at Troy University:

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

Answer		Response	%
Definitely Yes		111	44%
Probably Yes		96	38%
Probably Not		39	16%
Definitely Not		5	2%
Total		251	100%

19) If you could start colleg   e over, would you attend Troy University again?

Answer		Response	%
Definitely Yes		127	51%
Probably Yes		93	37%
Probably Not		19	8%
Definitely Not		11	4%
Total		250	100%

Attachment 2: Analysis of Student   Satisfaction by Demographic Variables

Additional analysis was conducted to determine the level of student satisfaction across several demographic variables.

Gender

2015 Associates Degree Survey Data		Gender:			
		Male		Female	
		N	%	N	%
Overall quality of your academic program	Excellent/Good	66	89.2%	154	87.5%
	Average	6	8.1%	13	7.4%
	Fair/Poor	2	2.7%	9	5.1%
	Total	74	100.0%	176	100.0%
Academic advising	Excellent/Good	66	89.2%	127	72.6%
	Average	1	1.4%	25	14.3%
	Fair/Poor	7	9.5%	23	13.1%
	Total	74	100.0%	175	100.0%
Faculty accessibility	Excellent/Good	62	89.9%	131	76.6%
	Average	4	5.8%	29	17.0%
	Fair/Poor	3	4.3%	11	6.4%
	Total	69	100.0%	171	100.0%
Instruction in major courses	Excellent/Good	62	88.6%	134	77.0%
	Average	7	10.0%	31	17.8%
	Fair/Poor	1	1.4%	9	5.2%
	Total	70	100.0%	174	100.0%
Instruction in general education courses	Excellent/Good	64	86.5%	127	74.7%
	Average	6	8.1%	36	21.2%
	Fair/Poor	4	5.4%	7	4.1%
	Total	74	100.0%	170	100.0%

Faculty's use of technologies to enhance teaching	Excellent/Good	65	89.0%	140	80.9%
	Average	4	5.5%	23	13.3%
	Fair/Poor	4	5.5%	10	5.8%
	Total	73	100.0%	173	100.0%
Course availability in your major	Excellent/Good	63	88.7%	125	72.3%
	Average	5	7.0%	28	16.2%
	Fair/Poor	3	4.2%	20	11.6%
	Total	71	100.0%	173	100.0%
Library	Excellent/Good	45	83.3%	116	76.3%
	Average	2	3.7%	22	14.5%
	Fair/Poor	7	13.0%	14	9.2%
	Total	54	100.0%	152	100.0%
Tutorial support	Excellent/Good	45	83.3%	77	64.7%
	Average	4	7.4%	25	21.0%
	Fair/Poor	5	9.3%	17	14.3%
	Total				

Ethnicity

2015 Associates Degree Survey Data	Ethnicity:				
	African American	American Indian/Alaska Native	Asian	Caucasian	Hawaiian or Other Pacific

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Course availability in your major	Excellent/Good	98	82.4%	73	75.3%	6	66.7%	4	57.1%	5	71.4%	2	40.0%
	Average	14	11.8%	13	13.4%	3	33.3%	1	14.3%	1	14.3%	1	20.0%
	Fair/Poor	7	5.9%	11	11.3%	0	0.0%	2	28.6%	1	14.3%	2	40.0%
	Total	119	100.0%	97	100.0%	9	100.0%	7	100.0%	7	100.0%	5	100.0%
Library	Excellent/Good	71	79.8%	71	77.2%	7	87.5%	3	50.0%	4	57.1%	4	100.0%
	Average	11	12.4%	8	8.7%	0	0.0%	3	50.0%	3	42.9%	0	0.0%
	Fair/Poor	7	7.9%	13	14.1%	1	12.5%	0	0.0%	0	0.0%	0	0.0%
	Total	89	100.0%	92	100.0%	8	100.0%	6	100.0%	7	100.0%	4	100.0%
Tutorial support	Excellent/Good	60	72.3%	43	66.2%	8	100.0%	4	57.1%	3	50.0%	3	75.0%
	Average	14	16.9%	11	16.9%	0	0.0%	3	42.9%	1	16.7%	0	0.0%
	Fair/Poor	9	10.8%	11	16.9%	0	0.0%	0	0.0%	2	33.3%	1	25.0%
	Total	83	100.0%	65	100.0%	8	100.0%	7	100.0%	6	100.0%	4	100.0%

Course availability in your major	Excellent/Good	43	75.4%	7	70.0%	63	72.4%	56	83.6%
	Average	9	15.8%	0	0.0%	14	16.1%	6	9.0%
	Fair/Poor	5	8.8%	3	30.0%	10	11.5%	5	7.5%
	Total	57	100.0%	10	100.0%	87	100.0%	67	100.0%
Library	Excellent/Good	33	75.0%	7	100.0%	55	76.4%	48	75.0%
	Average	9	20.5%	0	0.0%	8	11.1%	7	10.9%
	Fair/Poor	2	4.5%	0	0.0%	9	12.5%	9	14.1%
	Total	44	100.0%	7	100.0%	72	100.0%	64	100.0%
Tutorial support	Excellent/Good	25	64.1%	5	71.4%	47	72.3%	29	65.9%
	Average	9	23.1%	1	14.3%	8	12.3%	10	22.7%
	Fair/Poor	5	12.8%	1	14.3%	10	15.4%	5	11.4%
	Total	39	100.0%	7	100.0%	65	100.0%	44	100.0%

Attachment 3: General Comments

Text Response

The English program needs a greater online presence.

i take classes online for a reason, i can't stop working to seat in a classroom all day. Some instructors seems to forget that most of the student online do work all day and can't do homework while they are at work. I understand there is a lot of material to cover since it is only 9 weeks but some times it is too much busy work. I have one instructor that is requiring to post the same discussion board twice. one in black board under class discussion and then you have to email the same post to the instructor to get credit. That

provided to me at this particular campus. Student should have a variety of time choices regarding courses and more lectures that meet each particular major. How can we choose a career path when we are so limited. Troy Montgomery does not offered the courses I need and the lack of teachers and courses does not satisfy my learning experience.   However, If Troy Montgomery University starts to offered more traditional classes, variety of schedules and more instructors to teach them, it becomes more beneficial to Troy's students. We need options!   Furthermore, until this changes occur I will take my business to another University...

I attending two other colleges before Troy. If I could do all over again I would have attended Etroy for my first college experience. It has been a breeze from financial aid , transcripts, registering for class ect . it was been an awesome experience. The Etroy format is awesome!!

I honestly regret going to Troy Montgomery. An English teacher couldn't even produce grades or papers that had been turned in from students in class. I emailed an Economics teacher and explained the problems I was having, during class he went over some, but I didn't get my question answered and he left when class was over, I didn't have time to get his attention. Too much talk in his class about beer.   Ended up having to take this class again in the fall 2015. Business Communications - he talked mainly about his book writings. I thought I would literally implode going to his class each time. I feel as if I have WASTED my money and my time.

Free books for military students!

I wish the instructors online would teach the material so that we can understand a little more. We have to read 3 chapters with about 300 hundred pages and then in the second or third week take the test that is a lot of material to learn in a short period of time and you also have another class test to take in that same week with the same amount of material. If we had a study guide to at least let you know what to expect on the test I think more students would probably take more classes online.

More Business courses should be offered at the TROY site in Sumter South Carolina. I would like to experience the classroom at some time while getting my degree.

I really hate that the library is not open like it use to be. the hours are cut short and we have to find other places to find resources for. the library is a second home to me . and i hate the way the hours are now. student are attending less and less because of the complicated hours. I have no other place to go and i hate to drive all the way to AUM to study.

While I understand the cost of education, from past employment experiences with financial aide, I have to admit that the cost of attendance is very high compared to other colleges/universities in the area.

Excellent!

My Comments are mostly on my Financial Aid. I received my financial aid in troy for about two times and all of a sudden i went back to Financial aid office for my financial aid and i was told that i cannot receive financial aid anymore in this school, and i asked why the answer i got was that i had my first degree before, but when i enrolled with troy i was receiving my financial aid. I now asked another question can i be receiving any kind of loan to foot my school fees and they said no. I do not know why it has to go like that. I am still in Troy but i am not happy anymore because the Government gives us this money to pay for our school fees and books but school will not allow us use or lay our hands on the money. Right now i am paying out of my pocket and i am not finding it funny, i am not working atleast to support me.

I attended the main Troy campus immediately following high school and earned a bachelor's degree. Later I enrolled at the Montgomery campus to purse an associates in

Attachment 4: Survey Instrument

ASSOCIATE DEGREE SATISFACTION SURVEY 2015

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 2015
- Summer 2015
- Fall 2015
- Spring 2016
- Other (please specify)_____

2) Gender:

- Male
- Female

3) Ethnicity:

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

4) From which Troy University campus will you graduate?

- Dothan Campus
- eTROY
- Global Campus
- Montgomery Campus
- Phenix City Campus
- Troy Campus

You selected Global Campus; from which site did you file your intent to graduate?

- Albany, GA
- Arlington, VA
- Atlanta, GA
- Augusta, GA
- Brunswick,

- History
- Military Operations

History

10) 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

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

* Work in an area related to your major field of study
* Work in an area

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

‰ Scholarship/fellowship
‰ Graduate assistantship
‰ Grants
‰ Loans
‰ Work study
‰ Tuition assistance
‰ Third party pay
‰ None
‰ Other (please specify)_____

PERCEPTIONS OF TROY UNIVERSITY

16) Please rate the following areas related to the education and academic support services at Troy University: (Select "N/A" for any item that does not apply to you.)

	Poor	Fair	Average	Good	Excellent	N/A
Overall quality of your academic program	•	•	•	•	•	•
Academic advising	•	•	•	•	•	•
Faculty accessibility	•	•	•	•	•	•
Instruction in major courses	•	•	•	•	•	•

Instruction in general education courses

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

- Definitely Yes
- Probably Yes
- Probably Not
- Definitely Not

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

- Definitely Yes
- Probably Yes
- Probably Not
- Definitely Not

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

- Definitely Yes
- Probably Yes
- Probably Not
- Definitely Not

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

- Definitely Yes
- Probably Yes
- Probably Not
- Definitely Not

Please type any additional comments you have regarding Troy University below: