

# 2016 NEW STUDENT SURVEY

Fall 2016

Troy University Office of Institutional  
Research, Planning, and Effectiveness

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Overall, 30% were Arts & S  
students, 20% were busine  
8% were Communication a

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### **College Choice and reaso**

Of all the new stud  
University as first choice  
University as their second  
selected Troy University  
Reputation (42%), and Acc  
size of campus  
ranked order is  
respondents ha  
University.

<b>Please select the reasons why you have chosen to attend Troy University.</b>	<b>Count</b>	<b>%</b>
Location	445	52.4%
Affordability	402	47.3%
Academic reputation	356	41.9%
Academic programs	320	37.6%
Size of campus	319	37.5%
Availability of financial aid	295	34.7%
Flexibility of schedule	293	34.5%
Friends' recommendation	199	23.4%

reputation, faculty approachability and care for the students, and the semester/term format.

### **Student Satisfaction – Weaknesses:**

Based on the student agreement levels, the survey identified some areas of weakness. Although these areas are not all ranked at the bottom of the list according to agreement levels, these six items had the largest percentage marked disagree or strongly disagree by the students. They are listed here in descending order: students getting the “run around” when seeking information; campus housing meeting expectations when needed; student recreational opportunities and facilities meeting expectations; class information provided prior to enrollment; academic advising is adequate; and sufficient financial aid options available. In particular, 18.9% of the respondents disagreed that “Students seldom get the ‘run around’ when seeking information” (20.8% were neutral; and 60.3% 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 college divisions were relatively aligned, showing discrepancies in some areas. Location differences became more apparent as the rankings among campuses were quite diverse in some areas. For example, the Overall number 1 ranked item was *“I am receiving a quality education at Troy University”* this ranking includes the Troy and TROYOnline Campuses only; Montgomery ranked this item number 3, while Phenix City ranked it number 9, and Dothan at number 18. The limited representation for these campuses by the overall survey population sometimes reflects an inaccurate picture of the overall student perceptions for each campus. The college divisions have a representation that more adequately reflects the overall student population; however sample sizes may also limit the generalizability of the data. The analysis here provides a common platform by using the rank order comparisons which provide a useful tool in assessing strengths and weaknesses among the college divisions and campuses. This tool can be used to identify areas of further study and develop more detailed instruments for future analysis.

Group means for students with different characteristics were compared to identify possible significant differences in student agreeability/satisfaction for these groups. The first comparison group presented in Appendix 19 is based on gender. While the majority of the sample size was predominately female (69% vs 31% male), the analyses found that the means for males and females were not significantly

different on the 24 of the 29 items. Although mean differences were not statistically significant on many of the items, they did still exist. Females had higher means than



while 38% of students indicated “Word of Mouth” was the best way to advertise Troy University (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”. (Question16). (See Appendix 23)

<b>How would you describe TROY to a friend?</b>	<b>Count</b>	<b>%</b>
Convenient	462	54.4%
Friendly	451	53.1%
Good value for the price	391	46.0%
Student-centered	372	43.8%
Helpful	345	40.6%
Caring	322	37.9%
Academically challenging	310	36.5%
Other (please specify)	32	3.8%

**New Student Advising:**

Several cycles of data over time have showed a decline in student satisfaction with advising services. In order to investigate this area further, there was addition of

<b>New Student Satisfaction Survey</b>		AY 16-17		AY 15-16	
		<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
My academic advisor is readily available.	Strongly Agree	250	35.3%	146	30.7%



## Implications

1. Troy University has done a very good job in meeting the needs of new students even though there are a few areas that offer opportunities for improvement.
2. The University might use the following in its recruitment and advancement efforts:
  - a. 86% of new students responded that they were receiving a quality education at Troy University.
  - b. 81% of new students agreed that Troy has a good reputation in their community.
  - c. 84% of the new students indicated that they would recommend Troy to a friend.
  - d. 83% of the new students indicated that the semester/term accommodated their learning.
  - e. 83% of the new students felt that faculty care about students as individuals.
3. The top three ways students learn about Troy University are through word of mouth, alumni, and the internet and most students recommend the best way to advertise to friends is through internet and word of mouth. Less than one percent of students agree that billboards are an effective means of advertising. This should be considered when selecting resources for marketing and advertising.
4. New student satisfaction results may be used as information to assist student recruitment efforts. The top five main reasons students choose to attend Troy University are location, affordability, academic reputation, academic programs and size of campus. The top three ways students would describe Troy University are convenient, friendly, and good value for the price. Troy University has a unique market segment and should continue efforts 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. When looking at differences in means by

6. Student advising is one area that needs a strategic plan for improvement, only 72% of students strongly agree or agreed that the academic advising process at the university meets their needs and only 73% are satisfied with the overall academic advising provided to them. Upon enrollment, 7% of students surveyed responded that they had not been assigned an academic advisor during their first semester.

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 in Appendices 19-22 reflect the full five point scale, excluding Not Applicable responses.

Appendix 1. 2016 New Student Perceptions about Troy University - Overall  
Ranked by Frequency of Agreement

Total respondents = 850

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
I am receiving a quality education at Troy University.	1	1	1	2	1	86.3%	7.4%	6.3%	700
TROY personnel are knowledgeable and helpful.	2	3	3	1	3	85.9%	7.1%	7.1%	722
I would recommend Troy University to a friend who is planning to go to college.	3	7	4	5	4	83.6%	8.6%	7.8%	689
The semester/term format at my location accommodates my learning.	4	2	5	3	2	83.3%	10.4%	6.2%	689
Faculty care about students as individuals.	5	6	7	4	8	82.5%	11.5%	6.0%	713
I feel I can talk to faculty about my academic concerns.	6	10	6	7	9	82.5%	9.1%	8.4%	713
The University offers a variety of majors at my location.	7	9	9	10	6	81.9%	10.9%	7.2%	679
Troy University has a good reputation in my community.	8	8	8	9	5	81.4%	12.0%	6.6%	682
Reg. dates, times, and procedures were made clear to me prior to enrollment.	9	11	16	15	14	81.3%	7.5%	11.2%	706
The online Schedule of Classes is informative and easy to follow.	10	5	14	14	20	80.3%	10.5%	9.2%	694
The online registration process is user-friendly.	11	13	21	13	22	80.0%	9.7%	10.3%	699
Classes are offered at convenient times.	12	12	19	16	11	80.0%	10.5%	9.6%	679
The printed Schedule of Classes is informative and easy to follow.	13	4	2	6	7	79.0%	13.9%	7.1%	633
The classes I attend are well organized and well taught.	14	15	12	12	16	77.4%	13.2%	9.4%	702
The bill that I received from the University was easily understood.	15	16	20	19	12	77.0%	13.7%	9.3%	648
Class drop/add procedures are appropriate.	16	14	11	8	10	76.9%	14.0%	9.1%	672
Academic advising is adequate.	17	17	17	11	17	76.8%	11.3%	11.9%	706
Sufficient financial aid options are available.	18	18	13	20	13	76.2%	11.9%	11.9%	681
On-campus bookstore hours are convenient for students.	19	20	18	21	19	74.9%	16.4%	8.7%	598
The on-site registration process is user-friendly.	20	23	23	22	25	74.0%	17.6%	8.4%	584
Student organizations are available for my participation.	21	22	10	17	21	74.0%	17.4%	8.5%	620
Class information provided prior to enrollment was helpful.	22	21	24	24	24	73.0%	15.1%	11.9%	703
I feel that the campus is a safe and secure environment.	23	24	15	18	18	72.3%	18.3%	9.5%	591
The tuition payment plan is beneficial for students.	24	19	22	23	15	70.7%	20.5%	8.8%	614
Purchasing textbooks through TROY Virtual BookStore is convenient.	25	26	27	27	23	70.7%	19.0%	10.3%	622
Tutorial services are sufficient.	26	25	25	25	26	69.5%	23.0%	7.5%	583
Student recreational opportunities and facilities have met my expectations.	27	27	26	26	27	64.9%	21.1%	14.0%	527
Students seldom get the "run around" when seeking information.	28	28	28	28	28	60.3%	20.8%	18.9%	693
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	55.2%	29.3%	15.6%	475

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

Appendix 1.1. New Student Perceptions about Troy University - Overall Comparison  
Five Year Trend from Fall 2012 through Fall 2016

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
I am receiving a quality education at Troy University.	86.3%	89.1%	87.4%	86.7%	89.5%	-3.2%	6.3%	5.1%	4.1%	5.0%	4.3%	2.0%
TROY personnel are knowledgeable and helpful.	85.9%	85.2%	84.9%	87.6%	87.2%	-1.3%	7.1%	7.9%	6.6%	4.6%	7.7%	-0.6%
I would recommend Troy University to a friend who is planning to go to college.	83.6%	82.9%	84.6%	85.2%	87.2%	-3.6%	7.8%	8.6%	8.2%	7.2%	5.8%	2.0%
The semester/term format at my location accommodates my learning.	83.3%	86.2%	84.3%	86.5%	88.5%	-5.2%	6.2%	6.6%	5.1%	4.9%	3.3%	2.9%
Faculty care about students as individuals.	82.5%	83.4%	82.8%	86.0%	83.7%	-1.2%	6.0%	8.0%	5.4%	5.6%	6.6%	-0.6%
I feel I can talk to faculty about my academic concerns.	82.5%	81.8%	83.5%	83.6%	83.0%	-0.5%	8.4%	8.4%	8.0%	6.3%	7.8%	0.6%
The University offers a variety of majors at my location.	81.9%	82.0%	81.2%	81.2%	84.3%	-2.4%	7.2%	8.4%	8.9%	7.8%	7.4%	-0.2%
Troy University has a good reputation in my community.	81.4%	82.1%	81.7%	81.8%	85.8%	-4.4%	6.6%	7.9%	6.2%	5.9%	5.4%	1.2%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	81.3%	81.8%	75.1%	80.1%	78.6%	2.7%	11.2%	10.4%	16.0%	8.6%	10.9%	0.3%
The online Schedule of Classes is informative and easy to follow.	80.3%	83.5%	77.7%	80.3%	74.7%	5.6%	9.2%	6.0%	9.1%	7.6%	9.1%	0.1%
The online registration process is user-friendly.	80.0%	81.4%	72.5%	80.3%	73.6%	6.4%	10.3%	9.4%	12.8%	8.8%	10.4%	-0.1%
Classes are offered at convenient times.	80.0%	81.5%	74.1%	79.6%	80.3%	-0.3%	9.6%	8.4%	13.6%	9.8%	10.1%	-0.5%
The printed Schedule of Classes is informative and easy to follow.	79.0%	83.6%	85.5%	83.8%	83.8%	-4.8%	7.1%	6.1%	5.6%	6.5%	6.4%	0.7%
The classes I attend are well organized and well taught.	77.4%	80.7%	78.1%	80.4%	77.1%	0.3%	9.4%	9.4%	9.9%	9.0%	10.5%	-1.1%
The bill that I received from the University was easily understood.	77.0%	78.9%	73.4%	77.6%	79.6%	-2.6%	9.3%	7.5%	9.5%	8.2%	6.6%	2.7%
Class drop/add procedures are appropriate.	76.9%	81.4%	80.0%	83.0%	80.9%	-4.0%	9.1%	6.7%	6.2%	5.4%	4.4%	4.7%
Academic advising is adequate.	76.8%	77.6%	75.1%	80.5%	76.9%	-0.1%	11.9%	12.4%	10.5%	7.7%	11.0%	0.9%
Sufficient financial aid options are available.	76.2%	75.8%	78.0%	77.3%	79.0%	-2.8%	11.9%	11.9%	9.5%	8.9%	9.2%	2.7%
On-campus bookstore hours are convenient for students.	74.9%	75.4%	74.7%	76.7%	75.9%	-1.0%	8.7%	9.7%	9.8%	8.1%	8.6%	0.1%
Student organizations are available for my participation.	74.0%	73.8%	80.6%	78.7%	74.7%	-0.7%	8.5%	10.6%	5.7%	6.4%	7.6%	0.9%
The on-site registration process is user-friendly.	74.0%	72.9%	70.8%	75.9%	69.6%	4.4%	8.4%	9.5%	8.8%	6.4%	8.7%	-0.3%

Appendix 1.1. New Student Perceptions about Troy University - Overall Comparison  
Five Year Trend from Fall 2012 through Fall 2016

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
Class information provided prior to enrollment was helpful.	73.0%	75.3%	70.2%	70.3%	70.6%	2.4%	11.9%	12.0%	14.9%	12.6%	11.5%	0.4%
I feel that the campus is a safe and secure environment.	72.3%	72.9%	75.4%	78.1%	76.4%	-4.1%	9.5%	12.1%	9.4%	6.9%	5.9%	3.6%
Purchasing textbooks through TROY Virtual BookStore is convenient.	70.7%	71.9%	62.2%	64.2%	73.3%	-2.6%	10.3%	9.7%	12.6%	8.9%	8.1%	2.2%
The tuition payment plan is beneficial for students.	70.7%	75.6%	71.0%	73.4%	77.4%	-6.7%	8.8%	8.5%	9.3%	5.7%	7.3%	1.5%
Tutorial services are sufficient.	69.5%	72.8%	70.1%	69.4%	68.9%	0.6%	7.5%	6.3%	7.9%	6.0%	5.7%	1.8%
Student recreational opportunities and facilities have met my expectations.	64.9%	63.7%	68.5%	67.9%	65.9%	-1.0%	14.0%	14.6%	9.6%	10.1%	8.3%	5.7%
Students seldom get the “run around” when seeking information.	60.3%	59.1%	57.1%	60.9%	57.0%	3.3%	18.9%	23.0%	23.6%	19.8%	22.7%	-3.8%
Campus housing met my expectations upon arriving to campus.	55.2%	56.9%	56.1%	57.6%	52.7%	2.5%	15.6%	12.2%	15.5%	14.7%	13.1%	2.5%

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree  
Data sorted descending by level of agreement.  
N/A responses and missing values were not included in the analysis.





Appendix 1A. 2016 New Student Perceptions about Troy University - Overall  
Ranked by Frequency of Strongly Agree

Total respondents = 850

	Rankings											N
	2016	2015	2014	2013	2012	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	
Academic programs, services, and administration												
Purchasing textbooks through TROY Virtual BookStore is convenient.	21	20	25	26	22	30.7%	31.2%	16.6%	3.8%	5.2%	12.5%	711
The on-site registration process is user-friendly.	22	24	23	23	25	30.6%	30.1%	14.5%	2.4%	4.5%	18.0%	712
The tuition payment plan is beneficial for students.	23	19	22	21	13	29.5%	30.9%	17.5%	2.1%	5.4%	14.6%	719
I feel that the campus is a safe and secure environment.	24	26	21	19	21	29.2%	30.5%	15.1%	3.5%	4.3%	17.3%	715
On-campus bookstore hours are convenient for students.	25	23	24	24	24	27.9%	35.2%	13.8%	3.1%	4.2%	15.8%	710
Students seldom get the “run around” when seeking information.	26	27	27	27	27	26.9%	31.6%	20.1%	9.8%	8.5%	3.1%	715
Tutorial services are sufficient.	27	25	26	25	26	25.9%	30.9%	18.8%	2.2%	3.9%	18.2%	713
Student recreational opportunities and facilities have met my expectations.	28	28	28	28	28	20.8%	27.2%	15.6%	5.0%	5.3%	26.1%	713
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	17.2%	19.7%	19.5%	4.8%	5.6%	33.2%	711

Appendix 2. New Student Perceptions about Troy University - Dothan  
Ranked by Agreement Level

Total respondents = 50 Academic programs, services, and administration	Rankings					Agree *	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
I feel that the campus is a safe and secure environment.	1	3	5	1	3	90.9%	4.5%	4.5%	44
The online registration process is user-friendly.	2	23	19	9	26	88.4%	2.3%	9.3%	43
Troy University has a good reputation in my community.	3	14	16	3	7	87.0%	8.7%	4.3%	46
The on-site registration process is user-friendly.	4	12	14	8	22	86.0%	9.3%	4.7%	43
Reg. dates, times, and procedures were made clear to me prior to enrollment.	5	21	17	20	10	84.8%	6.5%	8.7%	46
The online Schedule of Classes is informative and easy to follow.	6	8	10	11	20	84.4%	8.9%	6.7%	45
Class drop/add procedures are appropriate.	7	4	9	12	16	84.1%	11.4%	4.5%	44
TROY personnel are knowledgeable and helpful.	8	11	1	2	1	83.0%	10.6%	6.4%	47
I feel I can talk to faculty about my academic concerns.	9	7	2	14	2	82.6%	6.5%	10.9%	46
I would recommend Troy University to a friend who is planning to go to college.	10	15	13	15	11	82.2%	13.3%	4.4%	45
The printed Schedule of Classes is informative and easy to follow.	11	1	6	4	6	81.0%	14.3%	4.8%	42
Faculty care about students as individuals.	12	16	3	5	4	80.9%	12.8%	6.4%	47
Academic advising is adequate.	13	13	8	17	14	79.5%	6.8%	13.6%	44
On-campus bookstore hours are convenient for students.	14	9	7	6	19	78.6%	14.3%	7.1%	42
The semester/term format at my location accommodates my learning.	15	10	12	16	9	77.8%	6.7%	15.6%	45
The University offers a variety of majors at my location.	16	24	24	23	17	76.1%	8.7%	15.2%	46
The bill that I received from the University was easily understood.	17	5	15	18	13	75.6%	14.6%	9.8%	41
I am receiving a quality education at Troy University.	18	2	4	7	8	75.6%	15.6%	8.9%	45
Class information provided prior to enrollment was helpful.	19	18	25	22	15	73.9%	13.0%	13.0%	46
The classes I attend are well organized and well taught.	20	6	18	10	5	73.3%	15.6%	11.1%	45
Student recreational opportunities and facilities have met my expectations.	21	25	26	24	27	72.4%	20.7%	6.9%	29
Sufficient financial aid options are available.	22	26	11	21	12	72.1%	11.6%	16.3%	43
The tuition payment plan is beneficial for students.	23	22	21	13	18	70.3%	18.9%	10.8%	37
Classes are offered at convenient times.	24	28	27	25	21	70.2%	14.9%	14.9%	47
Tutorial services are sufficient.	25	17	20	28	25	65.8%	28.9%	5.3%	38
Students seldom get the "run around" when seeking information.	26	27	28	27	28	63.6%	15.9%	20.5%	44
Purchasing textbooks through TROY Virtual BookStore is convenient.	27	20	23	26	23	63.2%	26.3%	10.5%	38
Student organizations are available for my participation.	28	19	22	19	24	60.0%	31.1%	8.9%	45
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	41.7%	45.8%	12.5%	24

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

Total respondents = 50

Academic programs, services, and administration

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

The online registration process is user-friendly.

Troy University has a good reputation in my community.

The on-site registration process is user-friendly.

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

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

Class drop/add procedures are appropriate.

TROY personnel are knoyty.

Reg. datFacul gocopriaboutTstu50

	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
I feel that the campus is a safe and secure environment.	90.9%	97.0%	89.5%	95.7%	92.5%	-1.6%	4.5%	3.0%	5.3%	0.0%	0.0%	4.5%
The online registration process is user-friendly.	88.4%	81.3%	79.4%	87.5%	61.3%	27.1%	9.3%	12.5%	8.8%	5.0%	3.2%	6.1%
Troy University has a good reputation in my community.	87.0%	87.9%	80.5%	93.6%	90.0%	-3.0%	4.3%	6.1%	7.3%	2.1%	2.5%	1.8%
The on-site registration process is user-friendly.	86.0%	89.7%	82.4%	87.8%	68.4%	17.6%	4.7%	3.4%	8.8%	7.3%	7.9%	-3.2%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	84.8%	84.8%	80.0%	78.7%	87.5%	-2.7%	8.7%	9.1%	12.5%	10.6%	5.0%	3.7%
The online Schedule of Classes is informative and easy to follow.	84.4%	93.8%	84.2%	86.4%	72.2%	12.2%	6.7%	3.1%	7.9%	0.0%	5.6%	1.1%
Class drop/add procedures are appropriate.	84.1%	96.6%	85.3%	86.4%	75.0%	9.1%	4.5%	0.0%	2.9%	4.5%	2.8%	1.7%

Class information provided prior to enrollment was helpful.	73.9%	87.1%	69.2%	76.6%	80.5%	-6.6%	13.0%	9.7%	12.8%	12.8%	7.3%	5.7%
The classes I attend are well organized and well taught.	73.3%	93.9%	80.0%	86.7%	90.2%	-16.9%	11.1%	0.0%	5.0%	2.2%	0.0%	11.1%
Student recreational opportunities and facilities have met my expectations.	72.4%	78.9%	68.0%	74.3%	58.1%	14.3%	6.9%	5.3%	16.0%	2.9%	3.2%	3.7%
Sufficient financial aid options are available.	72.1%	71.9%	82.9%	78.3%	84.6%	-12.5%	16.3%	18.8%	5.7%	6.5%	5.1%	11.2%
The tuition payment plan is beneficial for students.	70.3%	81.5%	78.8%	85.4%	74.3%	-4.0%	10.8%	3.7%	3.0%	2.4%	5.7%	5.1%
Classes are offered at convenient times.	70.2%	60.6%	65.0%	73.9%	70.7%	-0.5%	14.9%	21.2%	22.5%	19.6%	14.6%	0.3%
Tutorial services are sufficient.	65.8%	87.5%	79.4%	61.1%	62.1%	3.7%	5.3%	4.2%	8.8%	5.6%	0.0%	5.3%

Appendix 3. New Student Perceptions about Troy University - Montgomery  
Ranked by Agreement Level

Total respondents = 44

	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
<b>Academic programs, services, and administration</b>									
Purchasing textbooks through TROY Virtual BookStore is convenient.	1	24	28	24	24	91.2%	5.9%	2.9%	34
Troy University has a good reputation in my community.	2	14	8	6	1	89.7%	0.0%	10.3%	39
I am receiving a quality education at Troy University.	3	6	1	2	3	87%	5.1%	7.7%	39
Class drop/add procedures are appropriate.	4	20	5	9	20	85.7%	5.7%	8.6%	35
I feel I can talk to faculty about my academic concerns.	5	8	14	5	17	85.0%	2.5%	12.5%	40
The printed Schedule of Classes is informative and easy to follow.	6	1	3	3	5	85%	7.5%	7.5%	40
On-campus bookstore hours are convenient for students.	7	16	26	11	18	84.6%	7.7%	7.7%	39
The online registration process is user-friendly.	8	12	13	16	21	84.2%	5.3%	10.5%	38
Sufficient financial aid options are available.	9	27	18	17	8	84.2%	2.6%	13.2%	38
The online Schedule of Classes is informative and easy to follow.	10	7	4	19	15	83.8%	2.7%	13.5%	37
TROY personnel are knowledgeable and helpful.	11	2	2	12	16	83%	4.9%	12.2%	41
I feel that the campus is a safe and secure environment.	12	3	10	1	12	82.5%	7.5%	10.0%	40
The University offers a variety of majors at my location.	13	13	11	23	11	82.5%	5.0%	12.5%	40
The bill that I received from the University was easily understood.	14	26	20	15	6	82.4%	2.9%	14.7%	34
I would recommend Troy University to a friend who is planning to go to college.	15	21	12	4	2	82.1%	5.1%	12.8%	39
Faculty care about students as individuals.	16	4	17	8	13	82.1%	10.3%	7.7%	39
The classes I attend are well organized and well taught.	17	5	9	10	19	81.6%	7.9%	10.5%	38
Classes are offered at convenient times.	18	15	24	18	9	81.6%	5.3%	13.2%	38
The semester/term format at my location accommodates my learning.	19	17	7	7	10	81.1%	8.1%	10.8%	37
Reg. dates, times, and procedures were made clear to me prior to enrollment.	20	10	6	13	14	80.0%	0.0%	20.0%	40
The on-site registration process is user-friendly.	21	19	15	14	23	77.8%	13.9%	8.3%	36
Academic advising is adequate.	22	9	21	20	22	77.5%	7.5%	15.0%	40
Class information provided prior to enrollment was helpful.	23	11	23	21	7	75.6%	7.3%	17.1%	41
The tuition payment plan is beneficial for students.	24	18	22	27	4	71.9%	15.6%	12.5%	32
Tutorial services are sufficient.	25	23	25	28	26	67.6%	20.6%	11.8%	34
Students seldom get the "run around" when seeking information.	26	25	19	25	28	65.9%	19.5%	14.6%	41
Student recreational opportunities and facilities have met my expectations.	27	28	27	26	27	64.5%	19.4%	16.1%	31
Campus housing met my expectations upon arriving to campus.	28	29	29	29	29	60.9%	30.4%	8.7%	23
Student organizations are available for my participation.	29	22	16	22	25	57.9%	28.9%	13.2%	38

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

Total respondents = 44

Academic programs, services, and administration

Purchasing textbooks through TROY Virtual BookStore is convenient.

Troy University has a good reputation in my community.

I am receiving a quality education at Troy University.

Class drop/add procedures are appropriate.

FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
91.2%	72.0%	52.6%	69.0%	70.0%	21.2%	2.9%	12.0%	10.5%	0.0%	4.0%	-1.1%
89.7%	82.1%	90.0%	89.2%	96.6%	-6.9%	10.3%	7.1%	0.0%	2.7%	1.7%	8.6%
87.2%	86.7%	100%	94.7%	91.5%	-4.3%	7.7%	10.0%	0.0%	0.0%	3.4%	4.3%

The semester/term format at my location accommodates my learning.	81.1%	79.3%	90.0%	89.2%	86.0%	-4.9%	10.8%	10.3%	5.0%	2.7%	1.8%	9.0%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	80.0%	83.3%	90.0%	84.2%	83.1%	-3.1%	20.0%	10.0%	10.0%	10.5%	5.1%	14.9%
The on-site registration process is user-friendly.	77.8%	78.6%	79.0%	82.9%	72.7%	5.1%	8.3%	7.1%	5.3%	0.0%	9.1%	-0.8%
Academic advising is adequate.	77.5%	83.3%	73.7%	78.9%	77.2%	0.3%	15.0%	6.7%	15.8%	2.6%	10.5%	4.5%
Class information provided prior to enrollment was helpful.	75.6%	82.8%	70.0%	75.7%	86.7%	-11.1%	17.1%	10.3%	10.0%	2.7%	5.0%	12.1%
The tuition payment plan is beneficial for students.	71.9%	79.2%	73.7%	64.7%	87.7%	-15.8%	12.5%	16.7%	10.5%	0.0%	0.0%	12.5%
Tutorial services are sufficient.	67.6%	74.1%	64.7%	58.1%	64.0%	3.6%	11.8%	11.1%	5.9%	3.2%	4.0%	7.8%
Students seldom get the “run around” when seeking information.	65.9%	71.4%	75.0%	68.4%	57.9%	8.0%	14.6%	25.0%	5.0%	15.8%	24.6%	-10.0%
Student recreational opportunities and facilities have met my expectations.	64.5%	61.9%	53.3%	66.7%	59.1%	5.4%	16.1%	9.5%	13.3%	7.4%	4.5%	11.6%
Campus housing met my expectations upon arriving to campus.	60.9%	52.9%	45.5%	39.1%	48.6%	12.3%	8.7%	17.6%	0.0%	8.7%	0.0%	8.7%
Student organizations are available for my participation.	57.9%	75.0%	77.8%	73.3%	66.7%	-8.8%	13.2%	12.5%	0.0%	3.3%	7.8%	5.4%

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

Data sorted descending by level of agreement.

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







The University offers a variety of majors at my location.	80.8%	84.0%	84.6%	47.1%	76.0%	4.8%	7.7%	0.0%	7.7%	17.6%	8.0%	-0.3%
The tuition payment plan is beneficial for students.	78.9%	81.8%	75.0%	56.3%	73.9%	5.0%	5.3%	4.5%	8.3%	0.0%	13.0%	-7.7%
Student organizations are available for my participation.	78.3%	78.3%	77.8%	57.1%	55.0%	23.3%	8.7%	4.3%	0.0%	21.4%	25.0%	-16.3%
On-campus bookstore hours are convenient for students.	77.3%	76.2%	91.7%	70.6%	69.6%	7.7%	0.0%	4.8%	0.0%	5.9%	13.0%	-13.0%
Academic advising is adequate.	76.9%	76.9%	85.7%	88.2%	84.0%	-7.1%	15.4%	23.1%	14.3%	0.0%	12.0%	3.4%
Classes are offered at convenient times.	74.1%	84.0%	92.3%	87.5%	73.1%	1.0%	11.1%	4.0%	7.7%	6.3%	19.2%	-8.1%
Tutorial services are sufficient.	73.7%	77.3%	90.0%	53.8%	71.4%	2.3%	5.3%	0.0%	0.0%	7.7%	14.3%	-9.0%
Class information provided prior to enrollment was helpful.	70.4%	76.0%	92.3%	70.6%	77.8%	-7.4%	11.1%	12.0%	7.7%	5.9%	14.8%	-3.7%
The online Schedule of Classes is informative and easy to follow.	66.7%	84.6%	71.4%	100.0%	54.2%	12.5%	14.8%	0.0%	14.3%	0.0%	33.3%	-18.5%
Campus housing met my expectations upon arriving to campus.	63.6%	50.0%	50.0%	33.3%	62.5%	1.1%	0.0%	0.0%	0.0%	0.0%	12.5%	-12.5%
Student recreational opportunities and facilities have met my expectations.	56.3%	62.5%	16.7%	38.5%	54.5%	1.8%	6.3%	6.3%	16.7%	7.7%	27.3%	-21.1%

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

Data sorted descending by level of agreement.

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

Total respondents = 499

Academic programs, services, and administration

Total respondents = 49

Academic programs, services, and administration

	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
I am receiving a quality education at Troy University.	84.7%	86.2%	87.9%	87.0%	90.0%	-5.3%	7.7%	7.8%	3.1%	5.0%	4.4%	3.3%
TROY personnel are knowledgeable and helpful.	83.7%	83.5%	84.9%	87.6%	88.6%	-4.9%	7.4%	7.8%	5.8%	4.6%	5.9%	1.5%
The semester/term format at my location accommodates my learning.	83.3%	83.8%	83.6%	88.2%	89.1%	-5.8%	5.1%	7.5%	3.1%	4.4%	3.0%	2.1%
The University offers a variety of majors at my location.	82.2%	81.1%	85.6%	86.7%	89.6%	-7.4%	6.7%	9.0%	5.1%	5.6%	4.3%	2.4%
Student organizations are available for my participation.	80.9%	77.2%	86.7%	84.8%	86.8%	-5.9%	7.3%	10.7%	4.3%	6.1%	5.3%	2.0%
Faculty care about students as individuals.	80.0%	83.3%	84.1%	85.3%	82.6%	-2.6%	6.5%	7.1%	4.4%	6.4%	5.1%	1.4%
I feel I can talk to faculty about my academic concerns.	79.8%	80.0%	84.6%	82.3%	81.8%	-2.0%	9.2%	10.0%	7.4%	7.5%	8.1%	1.1%
I would recommend Troy University to a friend who is planning to go to college.	79.4%	80.5%	85.3%	84.5%	85.7%	-6.3%	10.6%	10.4%	7.1%	7.1%	6.5%	4.1%
The classes I attend are well organized and well taught.	77.9%	77.5%	78.3%	81.9%	74.9%	3.0%	8.9%	11.4%	8.6%	9.6%	10.6%	-1.7%
Classes are offered at convenient times.	77.5%	80.4%	71.9%	78.8%	77.7%	-0.2%	9.8%	8.9%	14.4%	8.8%	11.6%	-1.8%

On-campus bookstore hours are convenient for students.

Class drop/add procedures are appropriate.	71.1%	76.2%	78.7%	82.3%	81.9%	-10.8%	11.8%	10.6%	5.7%	6.2%	4.6%	7.2%
Academic advising is adequate.	71.1%	75.2%	73.9%	82.5%	78.8%	-7.7%	14.6%	13.9%	10.3%	8.2%	8.2%	6.4%
Sufficient financial aid options are available.	70.7%	72.4%	79.0%	77.2%	76.7%	-6.0%	14.0%	12.1%	8.6%	9.9%	11.0%	3.0%
The on-site registration process is user-friendly.	69.8%	66.4%	69.0%	74.1%	68.3%	1.5%	10.3%	13.5%	8.3%	7.2%	9.3%	1.0%

Appendix 6. New Student Perceptions about Troy University - TROY Online  
Ranked by Agreement Level

Total respondents = 195

	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
<b>Academic programs, services, and administration</b>									
I am receiving a quality education at Troy University.	1	1	3	8	2	91.8%	5.5%	2.7%	182
TROY personnel are knowledgeable and helpful.	2	11	7	1	6	91.4%	3.2%	5.4%	186
I would recommend Troy University to a friend who is planning to go to college.	3	10	4	4	5	90.8%	6.5%	2.7%	184
Reg. dates, times, and procedures were made clear to me prior to enrollment.	4	6	14	2	17	90.3%	3.2%	6.5%	185
Classes are offered at convenient times.	5	7	2	10	3	88.4%	4.9%	6.7%	164
Academic advising is adequate.	6	19	18	20	19	87.4%	7.7%	4.9%	182
Faculty care about students as individuals.	7	14	15	5	10	86.9%	8.7%	4.4%	183
Troy University has a good reputation in my community.	8	8	9	14	16	86.7%	9.8%	3.5%	173
The online Schedule of Classes is informative and easy to follow.	9	9	10	12	15	86.6%	8.1%	5.4%	186
The online registration process is user-friendly.	10	4	5	3	14	86.4%	4.9%	8.7%	184
I feel I can talk to faculty about my academic concerns.	11	18	11	6	12	86.3%	8.2%	5.5%	183
Sufficient financial aid options are available.	12	15	17	16	11	85.7%	8.0%	6.3%	175
The semester/term format at my location accommodates my learning.	13	3	1	9	4	85.1%	11.4%	3.4%	175
The University offers a variety of majors at my location.	14	2	13	11	7	84.9%	10.8%	4.2%	166
The bill that I received from the University was easily understood.	15	12	6	15	13	84.2%	11.4%	4.4%	158
The printed Schedule of Classes is informative and easy to follow.	16	13	8	17	21	83.8%	10.6%	5.6%	142
Class drop/add procedures are appropriate.	17	5	12	7	9	82.8%	12.1%	5.2%	174
Purchasing textbooks through TROY Virtual BookStore is convenient.	18	16	22	13	1	82.7%	10.7%	6.5%	168
Class information provided prior to enrollment was helpful.	19	17	16	19	20	82.5%	11.5%	6.0%	183
The tuition payment plan is beneficial for students.	20	21	20	18	8	80.7%	15.3%	4.0%	150
The on-site registration process is user-friendly.	21	23	21	22	22	77.3%	17.6%	5.0%	119
Students seldom get the "run around" when seeking information.	22	24	24	24	25	75.4%	12.3%	12.3%	179
The classes I attend are well organized and well taught.	23	20	19	21	18	74.9%	14.8%	10.4%	183
Tutorial services are sufficient.	24	22	23	23	24	72.1%	23.5%	4.4%	136
On-campus bookstore hours are convenient for students.	25	25	25	26	23	65.3%	28.6%	6.1%	98
Student organizations are available for my participation.	26	26	26	25	26	64.7%	25.2%	10.1%	119
I feel that the campus is a safe and secure environment.	27	27	27	27	27	62.8%	33.3%	3.8%	78
Student recreational opportunities and facilities have met my expectations.	28	28	28	28	28	59.2%	35.2%	5.6%	71
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	51.5%	43.9%	4.5%	66

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

Appendix 6.1. New Student Perceptions about Troy University - TROY Online  
Five Year Trend from Fall 2012 through Fall 2016

Total respondents = 195

	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
Academic programs, services, and administration												
I am receiving a quality education at Troy University.	91.8%	91.8%	81.6%	83.1%	87.0%	4.8%	2.7%	1.6%	9.2%	8.5%	6.1%	-3.4%
TROY personnel are knowledgeable and helpful.	91.4%	84.6%	79.8%	85.6%	84.3%	7.1%	5.4%	7.3%	10.1%	7.6%	11.9%	-6.5%
I would recommend Troy University to a friend who is planning to go to college.	90.8%	85.8%	81.6%	85.3%	84.5%	6.3%	2.7%	5.0%	14.9%	9.3%	7.0%	-4.3%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	90.3%	88.3%	77.3%	85.5%	77.6%	12.7%	6.5%	5.0%	17.1%	7.6%	12.7%	-6.2%
Classes are offered at convenient times.	88.4%	87.5%	82.5%	82.6%	85.8%	2.6%	6.7%	2.9%	8.8%	8.7%	4.2%	2.5%
Academic advising is adequate.	87.4%	78.2%	73.9%	72.9%	71.2%	16.2%	4.9%	11.3%	12.5%	10.1%	17.4%	-12.5%
Faculty care about students as individuals.	86.9%	81.3%	76.7%	84.2%	81.3%	5.6%	4.4%	11.4%	8.9%	6.8%	10.4%	-6.0%
Troy University has a good reputation in my community.	86.7%	87.1%	79.0%	78.7%	78.3%	8.4%	3.5%	4.3%	9.9%	5.5%	6.7%	-3.2%
The online Schedule of Classes is informative and easy to follow.	86.6%	86.1%	78.4%	80.2%	80.0%	6.6%	5.4%	4.1%	17.1%	9.9%	10.8%	-5.4%
The online registration process is user-friendly.	86.4%	88.5%	80.7%	85.4%	80.2%	6.2%	8.7%	4.1%	14.8%	7.7%	12.2%	-3.5%
I feel I can talk to faculty about my academic concerns.	86.3%	79.8%	77.8%	83.3%	80.6%	5.7%	5.5%	8.9%	10.0%	6.1%	9.7%	-4.2%
Sufficient financial aid options are available.	85.7%	81.0%	75.0%	76.9%	80.8%	4.9%	6.3%	8.6%	12.5%	9.1%	7.5%	-1.2%
The semester/term format at my location accommodates my learning.	85.1%	88.8%	84.5%	82.7%	85.7%	-0.6%	3.4%	6.0%	10.7%	5.5%	5.3%	-1.9%
The University offers a variety of majors at my location.	84.9%	90.9%	77.5%	82.2%	83.7%	1.2%	4.2%	3.6%	15.0%	6.8%	6.5%	-2.3%
The bill that I received from the University was easily understood.	84.2%	83.5%	80.0%	77.8%	80.6%	3.6%	4.4%	5.8%	5.3%	6.5%	6.5%	-2.1%
The printed Schedule of Classes is informative and easy to follow.	83.8%	83.3%	79.2%	76.9%	70.3%	13.5%	5.6%	1.1%	11.1%	6.5%	12.1%	-6.5%
Class drop/add procedures are appropriate.	82.8%	88.5%	77.5%	83.3%	82.4%	0.4%	5.2%	1.9%	12.5%	6.1%	5.0%	0.2%
Purchasing textbooks through TROY Virtual BookStore is convenient.	82.7%	80.4%	70.0%	79.3%	87.7%	-5.0%	6.5%	8.9%	15.0%	6.6%	5.7%	0.8%



Class information provided prior to enrollment was helpful.	82.5%	80.3%	76.1%	74.4%	71.0%	11.5%	6.0%	9.4%	13.6%	12.4%	14.5%	-8.5%
The tuition payment plan is beneficial for students.	80.7%	77.1%	72.2%	76.9%	82.4%	-1.7%	4.0%	6.3%	8.9%	5.6%	6.5%	-2.5%
The on-site registration process is user-friendly. Students seldom get the “run around” when seeking information.	77.3%	76.1%	70.3%	72.1%	70.0%	7.3%	5.0%	4.2%	14.1%	5.8%	6.3%	-1.3%
The classes I attend are well organized and well taught.	75.4%	70.1%	64.4%	63.4%	62.1%	13.3%	12.3%	16.2%	20.7%	18.3%	27.3%	-15.0%
Tutorial services are sufficient.	74.9%	77.8%	73.6%	72.3%	72.2%	2.7%	10.4%	8.5%	18.4%	11.5%	13.5%	-3.1%
On-campus bookstore hours are convenient for students.	72.1%	76.7%	66.7%	70.6%	62.2%	9.9%	4.4%	4.4%	13.9%	3.9%	6.1%	-1.7%
	65.3%	67.7%	64.3%	58.0%	62.3%	3.0%	6.1%	6.2%	8.9%	5.8%	5.8%	0.3%
Student organizations are available for my participation.	64.7%	66.7%	61.3%	61.4%	57.1%	7.6%	10.1%	7.4%	12.9%	7.2%	10.4%	-0.3%
I feel that the campus is a safe and secure environment.	62.8%	65.5%	58.5%	54.1%	51.9%	10.9%	3.8%	5.5%	7.3%	3.3%	7.7%	-3.9%
Student recreational opportunities and facilities have met my expectations.	59.2%	60.4%	51.2%	50.8%	47.1%	12.1%	5.6%	11.3%	9.8%	6.6%	11.8%	-6.2%
Campus housing met my expectations upon arriving to campus.	51.5%	51.2%	45.7%	46.2%	37.5%	14.0%	4.5%	2.3%	8.6%	1.9%	7.5%	-3.0%

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree  
 Data sorted descending by level of agreement.  
 N/A responses and missing values were not included in the analysis.





Class information provided prior to enrollment was helpful.

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

75.0%	84.6%	84.2%	83.3%	76.7%	-1.7%	12.5%	7.7%	10.5%	8.3%	3.3%	9.2%
73.3%	95.7%	81.3%	60.9%	92.0%	-18.7%	6.7%	0.0%	6.3%	17.4%	0.0%	6.7%

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

Total respondents = 243

	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
<b>Academic programs, services, and administration</b>									
TROY personnel are knowledgeable and helpful.	1	5	6	1	1	84.4%	5.2%	10.4%	212
I am receiving a quality education at Troy University.	2	1	1	2	5	83.9%	9.3%	6.8%	205
The semester/term format at my location accommodates my learning.	3	4	8	5	2	83.7%	9.9%	6.4%	202
The online registration process is user-friendly.	4	3	19	10	17	82.9%	6.8%	10.2%	205
Classes are offered at convenient times.	5	2	21	12	7	82.7%	9.1%	8.1%	197
The online Schedule of Classes is informative and easy to follow.	6	10	16	15	18	82.4%	9.8%	7.8%	204
I feel I can talk to faculty about my academic concerns.	7	16	7	9	11	82.3%	9.6%	8.1%	209
The University offers a variety of majors at my location.	8	9	14	8	12	81.5%	11.3%	7.2%	195
Faculty care about students as individuals.	9	6	12	4	6	80.4%	13.4%	6.2%	209
The printed Schedule of Classes is informative and easy to follow.	10	7	2	7	13	80.0%	13.0%	7.0%	185
I would recommend Troy University to a friend who is planning to go to college.	11	11	3	6	3	79.7%	9.4%	10.9%	202
Troy University has a good reputation in my community.	12	13	11	18	4	76.8%	17.5%	5.7%	194
The bill that I received from the University was easily understood.	13	15	22	17	16	76.6%	14.1%	9.4%	192
Sufficient financial aid options are available.	14	17	5	19	8	76.0%	11.0%	13.0%	200
Reg. dates, times, and procedures were made clear to me prior to enrollment.	15	8	17	11	15	76.0%	9.6%	14.4%	208
The on-site registration process is user-friendly.	16	24	23	24	26	75.5%	14.7%	9.8%	163
Academic advising is adequate.	17	19	18	13	19	74.5%	12.5%	13.0%	208
The classes I attend are well organized and well taught.	18	14	13	14	14	74.5%	17.3%	8.2%	208
Class drop/add procedures are appropriate.	19	12	4	3	9	73.7%	15.7%	10.6%	198
Student organizations are available for my participation.	20	22	9	21	24	71.9%	19.7%	8.4%	178
On-campus bookstore hours are convenient for students.	21	21	10	20	21	71.6%	20.4%	8.0%	162
I feel that the campus is a safe and secure environment.	22	23	29	16	22	71.3%	16.9%	11.9%	160
The tuition payment plan is beneficial for students.	23	20	15	22	10	69.4%	21.1%	9.4%	180
Tutorial services are sufficient.	24	25	20	26	25	67.7%	24.4%	7.9%	164
Class information provided prior to enrollment was helpful.	25	18	24	23	23	67.6%	18.8%	13.5%	207
Purchasing textbooks through TROY Virtual BookStore is convenient.	26	26	27	27	20	67.6%	22.0%	10.4%	182
Student recreational opportunities and facilities have met my expectations.	27	27	25	25	28	62.3%	21.9%	15.9%	151
Students seldom get the "run around" when seeking information.	28	28	26	28	27	59.3%	21.6%	19.1%	204
Campus housing met my expectations upon arriving to campus.	29	29	28	29	29	50.7%	31.3%	17.9%	134

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



Student organizations are available for my participation.	71.9%	75.9%	79.3%	70.0%	69.9%	2.0%	8.4%	8.9%	8.6%	8.6%	9.7%	-1.3%
On-campus bookstore hours are convenient for students.	71.6%	75.9%	78.8%	73.6%	75.4%	-3.8%	8.0%	6.5%	10.2%	7.6%	8.8%	-0.8%
I feel that the campus is a safe and secure environment.	71.3%	74.3%	71.4%	76.3%	71.7%	-0.4%	11.9%	7.6%	11.3%	5.8%	2.8%	9.1%
The tuition payment plan is beneficial for students.	69.4%	76.1%	76.9%	69.0%	83.7%	-14.3%	9.4%	6.2%	6.7%	5.2%	3.3%	6.1%
Tutorial services are sufficient.	67.7%	70.9%	74.4%	64.6%	68.8%	-1.1%	7.9%	3.6%	9.0%	6.9%	2.8%	5.1%
Class information provided prior to enrollment was helpful.	67.6%	77.6%	70.7%	68.8%	70.5%	-2.9%	13.5%	9.0%	13.4%	13.3%	11.0%	2.5%

Total respondents = 159

	2016	2015	2014	2013	2012	Agree*	Neutral	Disagree*	N
Academic programs, services, and administration									
Reg. dates, times, and procedures were made clear to me prior to enrollment.	1	7	16	19	1	87.9%	5.3%	6.8%	132
I am receiving a quality education at Troy University.	2	5	4	10	3	87.5%	6.3%	6.3%	128
TROY personnel are knowledgeable and helpful.	3	1	1	2	4	86.9%	8.0%	5.1%	137
The semester/term format at my location accommodates my learning.	4	2	9	1	2	84.3%	11.0%	4.7%	127
I would recommend Troy University to a friend who is planning to go to college.	5	13	5	3	7	84.3%	10.2%	5.5%	127
Troy University has a good reputation in my community.	6	10	7	5	6	84.1%	9.5%	6.3%	126
Faculty care about students as individuals.	7	15	6	6	10	82.8%	10.4%	6.7%	134
The University offers a variety of majors at my location.	8	8	8	17	5	82.5%	11.1%	6.isagree*	



Total respondents = 159

Academic programs, services, and administration

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

FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
87.9%	80.2%	72.7%	76.8%	90.5%	-2.6%	6.8%	12.8%	17.1%	11.1%	5.3%	1.5%

Class information provided prior to enrollment was helpful.	75.0%	74.1%	71.3%	65.7%	75.0%	0.0%	9.8%	16.5%	17.2%	20.2%	10.4%	-0.6%
Purchasing textbooks through TROY Virtual BookStore is convenient.	74.6%	69.4%	65.3%	65.5%	78.1%	-3.5%	9.6%	16.5%	13.3%	10.3%	5.5%	4.1%
I feel that the campus is a safe and secure environment.	73.5%	69.2%	77.9%	76.2%	77.8%	-4.3%	8.8%	13.8%	3.9%	8.3%	5.6%	3.2%
Student organizations are available for my participation.	72.4%	73.5%	73.8%	81.9%	71.6%	0.8%	9.5%	8.8%	6.3%	6.0%	2.7%	6.8%
The tuition payment plan is beneficial for students.	70.5%	71.4%	69.1%	81.7%	76.2%	-5.7%	8.9%	13.0%	7.4%	6.1%	7.1%	1.8%
The on-site registration process is user-friendly.	70.5%	73.6%	72.0%	79.3%	72.2%	-1.7%	9.5%	11.1%	8.5%	6.9%	5.1%	4.4%
On-campus bookstore hours are convenient for students.	70.4%	68.6%	72.8%	74.7%	74.0%	-3.6%	9.3%	15.7%	8.6%	8.4%	1.4%	7.9%
Students seldom get the “run around” when seeking information.	68.7%	63.5%	57.7%	65.6%	60.2%	8.5%	16.8%	16.5%	25.9%	20.8%	23.7%	-6.9%
Tutorial services are sufficient.	68.0%	68.1%	64.6%	69.5%	63.3%	4.7%	7.8%	11.1%	7.6%	7.3%	5.1%	2.7%
Student recreational opportunities and facilities have met my expectations.	63.3%	69.0%	68.9%	70.5%	64.6%	-1.3%	15.6%	13.8%	9.5%	6.4%	1.5%	14.1%
Campus housing met my expectations upon arriving to campus.	56.0%	48.0%	60.6%	60.0%	48.9%	7.1%	17.9%	20.0%	9.1%	15.7%	10.6%	7.3%

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree  
Data sorted descending by level of agreement.  
N/A responses and missing values were not included in the analysis.

Total respondents = 130

Academic programs, services, and administration

I am receiving a quality education at Troy University.

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

2016	2015	2014	2013	2012	Agree*	Neutral	Disagree*	N
1	1	2	2	3	90.5%	4.3%	5.2%	116
2	2	7	6	1				

Total respondents = 130

Academic programs, services, and  
administration

FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
------	------	------	------	------	------	------	------	------	------	------	------



Classes are offered at convenient times.	74.3%	75.6%	73.0%	79.3%	73.5%	0.8%	10.6%	13.3%	12.4%	9.0%	15.3%	-4.7%
Class information provided prior to enrollment was helpful.	72.4%	74.4%	70.3%	70.9%	67.3%	5.1%	12.1%	15.6%	13.2%	9.1%	12.2%	-0.1%
On-campus bookstore hours are convenient for students.	72.0%	78.6%	66.3%	81.8%	67.1%	4.9%	9.0%	11.4%	13.3%	5.1%	19.0%	-10.0%
The tuition payment plan is beneficial for students.	71.6%	82.1%	60.2%	74.4%	72.5%	-0.9%	6.9%	9.0%	12.1%	3.3%	11.0%	-4.1%
I feel that the campus is a safe and secure environment.	70.7%	72.3%	78.6%	83.7%	80.2%	-9.5%	9.1%	13.3%	10.7%	5.8%	11.1%	-2.0%
The on-site registration process is user-friendly.	69.1%	76.9%	68.4%	80.2%	65.8%	3.3%	7.4%	9.0%	7.9%	3.1%	11.4%	-4.0%
Purchasing textbooks through TROY Virtual BookStore is convenient.	67.9%	76.8%	60.5%	64.0%	70.9%	-3.0%	8.5%	7.3%	13.6%	4.5%	12.7%	-4.2%
Tutorial services are sufficient.	66.0%	75.7%	68.0%	65.6%	58.7%	7.3%	6.2%	5.4%	5.3%	3.3%	10.7%	-4.5%
Student recreational opportunities and facilities have met my expectations.	61.0%	58.1%	67.1%	65.5%	66.2%	-5.2%	9.8%	19.4%	9.2%	10.3%	7.4%	2.4%
Students seldom get the “run around” when seeking information.	50.0%	59.6%	49.4%	58.2%	52.6%	-2.6%	23.7%	25.5%	21.4%	20.9%	21.6%	2.1%
Campus housing met my expectations upon arriving to campus.	42.0%	57.9%	43.5%	54.5%	45.5%	-3.5%	17.4%	5.3%	17.4%	9.1%	9.1%	8.3%

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

Data sorted descending by level of agreement.

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

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

Total resopndents = 64 Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
TROY personnel are knowledgeable and helpful.	1	7	8	2	4	92.5%	1.9%	5.7%	53
Faculty care about students as individuals.	2	3	11	8	6	90.6%	5.7%	3.8%	53
Troy University has a good reputation in my community.	3	19	13	6	5	90.4%	5.8%	3.8%	52
The University offers a variety of majors at my location.	4	1	3	10	7	90.2%	5.9%	3.9%	51
I am receiving a quality education at Troy University.	5	6	5	5	1	88.7%	11.3%	0.0%	53
I feel I can talk to faculty about my academic concerns.	6	17	6	4	2	88.7%	3.8%	7.5%	53
The online registration process is user-friendly.	7	4	25	15	21	88.7%	5.7%	5.7%	53
Class drop/add procedures are appropriate.	8	9	7	20	11	88.0%	8.0%	4.0%	50
I would recommend Troy University to a friend who is planning to go to college.	9	12	14	7	10	86.8%	9.4%	3.8%	53
The semester/term format at my location accommodates my learning.	10	13	4	3	3	84.9%	11.3%	3.8%	53
The classes I attend are well organized and well taught.	11	8	10	14	13	84.9%	11.3%	3.8%	53
Classes are offered at convenient times.	12	2	12	21	20	82.7%	13.5%	3.8%	52
Academic advising is adequate.	13	10	21	9	14	82.7%	11.5%	5.8%	52
Class information provided prior to enrollment was helpful.	14	26	22	27	24	82.7%	9.6%	7.7%	52
The on-site registration process is user-friendly.	15	25	20	13	26	80.9%	12.8%	6.4%	47
Student organizations are available for my participation.	16	15	1	1	8	79.6%	16.3%	4.1%	49
On-campus bookstore hours are convenient for students.	17	5	19	18	18	79.6%	12.2%	8.2%	49
The online Schedule of Classes is informative and easy to follow.	18	11	9	23	16	79.2%	13.2%	7.5%	53
The printed Schedule of Classes is informative and easy to follow.	19	16	2	12	9	79.2%	14.6%	6.3%	48
Sufficient financial aid options are available.	20	24	17	11	19	78.0%	12.0%	10.0%	50
Student recreational opportunities and facilities have met my expectations.	21	28	15	19	22	77.6%	16.3%	6.1%	49
Reg. dates, times, and procedures were made clear to me prior to enrollment.	22	14	16	24	23	77.4%	11.3%	11.3%	53
I feel that the campus is a safe and secure environment.	23	22	28	16	12	75.5%	20.4%	4.1%	49
The bill that I received from the University was easily understood.	24	18	23	22	17	74.0%	20.0%	6.0%	50
Tutorial services are sufficient.	25	21	18	25	25	73.2%	26.8%	0.0%	41
The tuition payment plan is beneficial for students.	26	23	27	17	15	72.9%	22.9%	4.2%	48
Campus housing met my expectations upon arriving to campus.	27	27	24	26	28	70.8%	18.8%	10.4%	48
Purchasing textbooks through TROY Virtual BookStore is convenient.	28	20	26	28	27	66.7%	23.8%	9.5%	42
Students seldom get the "run around" when seeking information.	29	29	29	29	29	56.9%	25.5%	17.6%	51

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

Total respondents = 64

Academic programs, services, and  
administration



The printed Schedule of Classes is informative and easy to follow.	79.2%	78.4%	91.3%	84.0%	82.4%	-3.2%	6.3%	10.8%	6.5%	6.0%	8.8%	-2.6%
Sufficient financial aid options are available.	78.0%	70.3%	78.7%	84.0%	68.6%	9.4%	10.0%	10.8%	10.6%	8.0%	17.1%	-7.1%
Student recreational opportunities and facilities have met my expectations.	77.6%	58.3%	79.6%	78.7%	64.5%	13.1%	6.1%	13.9%	6.8%	8.5%	19.4%	-13.3%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	77.4%	78.9%	79.2%	76.9%	63.2%	14.2%	11.3%	10.5%	20.8%	7.7%	15.8%	-4.5%
I feel that the campus is a safe and secure environment.	75.5%	72.2%	68.9%	81.3%	74.3%	1.2%	4.1%	13.9%	15.6%	6.3%	11.4%	-7.3%
The bill that I received from the University was easily understood.	74.0%	75.0%	73.9%	77.6%	70.6%	3.4%	6.0%	8.3%	13.0%	10.2%	17.6%	-11.6%
Tutorial services are sufficient.	73.2%	74.2%	77.5%	75.0%	58.6%	14.6%	0.0%	3.2%	5.0%	0.0%	13.8%	-13.8%
The tuition payment plan is beneficial for students.	72.9%	71.4%	68.9%	80.4%	71.9%	1.0%	4.2%	5.7%	13.3%	4.3%	12.5%	-8.3%
Campus housing met my expectations upon arriving to campus.	70.8%	64.5%	73.0%	70.5%	51.6%	19.2%	10.4%	9.7%	18.9%	13.6%	22.6%	-12.2%
Purchasing textbooks through TROY Virtual BookStore is convenient.	66.7%	74.2%	70.0%	61.9%	51.7%	15.0%	9.5%	9.7%	5.0%	7.1%	24.1%	-14.6%
Students seldom get the “run around” when seeking information.	56.9%	54.3%	63.0%	59.6%	45.7%	11.2%	17.6%	25.7%	21.7%	15.4%	28.6%	-11.0%

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

Data sorted descending by level of agreement.

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



Total respondents = 220

Academic programs, services, and administration

I am receiving a quality education at Troy University.

TROY personnel are knowledgeable and helpful.

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

2016	2015	2014	2013	2012	Agree*	Neutral	Disagree*	N
1	1	1	2	1	85.2%	6.0%	8.8%	182
2	3	7	1	8	84.6%	8.0%	7.4%	188
3	9	2	4	5	83.9%	6.1%	10.0%	180

Appendix 12.1. New Student Perceptions about Troy University - College of Health & Human Service  
Five Year Trend from Fall 2012 through Fall 2016

Total respondents = 220

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
I am receiving a quality education at Troy University.	85.2%	92.4%	89.1%	89.3%	95.3%	-10.1%	8.8%	4.8%	2.9%	5.0%	3.1%	5.7%
TROY personnel are knowledgeable and helpful.	84.6%	86.8%	85.9%	89.4%	88.3%	-3.7%	7.4%	10.4%	5.6%	5.0%	6.3%	1.1%
I would recommend Troy University to a friend who is planning to go to college.	83.9%	84.8%	88.2%	87.9%	89.1%	-5.2%	10.0%	11.4%	5.9%	7.9%	4.7%	5.3%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	82.9%	86.7%	74.5%	85.6%	82.0%	0.9%	12.2%	8.6%	17.0%	7.2%	7.8%	4.4%
Faculty care about students as individuals.	82.1%	84.9%	85.9%	85.7%	86.7%	-4.6%	7.6%	6.6%	3.5%	5.0%	4.7%	2.9%
The semester/term format at my location accommodates my learning.	82.0%	89.3%	86.9%	88.4%	90.5%	-8.5%	7.9%	6.8%	2.9%	5.1%	3.2%	4.7%
On-campus bookstore hours are convenient for students.	81.2%	76.3%	73.5%	79.5%	85.3%	-4.1%	9.7%	7.5%	9.9%	8.7%	4.6%	5.1%
The University offers a variety of majors at my location.	81.1%	82.5%	86.0%	87.1%	90.2%	-9.1%	10.0%	8.7%	7.4%	6.1%	5.7%	4.3%
Troy University has a good reputation in my community.	80.6%	84.6%	85.9%	85.6%	88.6%	-8.0%	10.0%	7.7%	6.7%	4.3%	3.3%	6.7%
I feel I can talk to faculty about my academic concerns.	80.3%	85.8%	85.2%	86.5%	85.9%	-5.6%	9.8%	6.6%	5.6%	5.0%	7.0%	2.8%
The printed Schedule of Classes is informative and easy to follow.	78.9%	83.5%	86.0%	86.1%	91.8%	-12.9%	9.4%	7.2%	4.4%	4.4%	2.5%	6.9%
Classes are offered at convenient times.	78.0%	81.6%	69.1%	83.7%	84.0%	-6.0%	12.4%	6.8%	15.8%	6.7%	7.2%	5.2%
Academic advising is adequate.	77.2%	82.1%	73.4%	82.7%	81.5%	-4.3%	12.5%	11.3%	10.1%	5.8%	11.3%	1.2%
The online Schedule of Classes is informative and easy to follow.	77.1%	85.4%	80.0%	84.8%	82.1%	-5.0%	12.3%	5.8%	6.7%	5.1%	5.1%	7.2%
Class drop/add procedures are appropriate.	76.4%	83.5%	81.8%	85.5%	88.5%	-12.1%	10.9%	7.2%	3.8%	3.8%	2.7%	8.2%
Class information provided prior to enrollment was helpful.	75.8%	79.8%	67.4%	78.4%	74.8%	1.0%	13.2%	7.7%	16.3%	7.9%	8.7%	4.5%
The classes I attend are well organized and well taught.	75.7%	85.4%	80.6%	82.0%	81.0%	-5.3%	11.6%	8.7%	7.2%	6.5%	9.5%	2.1%



### Appendix 13. New Student Perceptions about Troy University - Undergraduate Students

Ranked by Frequency of Agreement

Total respondents = 672

	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
Academic programs, services, and administration									
I am receiving a quality education at Troy University.	1	1	1	2	1	85.7%	7.5%	6.8%	545
TROY personnel are knowledgeable and helpful.	2	3	3	1	2	85.3%	7.5%	7.3%	563
The University offers a variety of majors at my location.	3	6	7	9	5	84.0%	9.5%	6.5%	537
The semester/term format at my location accommodates my learning.	4	2	5	3	3	83.5%	10.0%	6.5%	539
I would recommend Troy University to a friend who is planning to go to college.	5	7	4	4	4	83.0%	8.4%	8.6%	534
I feel I can talk to faculty about my academic concerns.	6	14	6	8	9	82.7%	9.2%	8.1%	555
Faculty care about students as individuals.	7	9	10	5	8	81.8%	12.2%	5.9%	556
Reg. dates, times, and procedures were made clear to me prior to enrollment.	8	11	18	16	13	80.3%	8.2%	11.5%	548
Troy University has a good reputation in my community.	9	8	9	10	6	80.2%	12.9%	6.9%	535
The online Schedule of Classes is informative and easy to follow.	10	5	13	15	22	79.7%	11.5%	8.9%	541
The online registration process is user-friendly.	11	15	23	14	21	79.6%	10.7%	9.7%	544
The printed Schedule of Classes is informative and easy to follow.	12	4	2	6	7	78.5%	14.3%	7.2%	502
Classes are offered at convenient times.	13	13	21	17	11	78.2%	11.6%	10.2%	527
The classes I attend are well organized and well taught.	14	12	14	11	17	77.2%	13.3%	9.5%	548
Sufficient financial aid options are available.	15	20	12	18	10	76.4%	11.8%	11.8%	535
The bill that I received from the University was easily understood.	16	17	19	21	15	76.3%	14.0%	9.7%	506
Student organizations are available for my participation.	17	19	8	13	18	76.2%	15.6%	8.2%	500
Class drop/add procedures are appropriate.	18	10	11	7	12	76.0%	14.4%	9.5%	526
On-campus bookstore hours are convenient for students.	19	16	16	19	16	75.7%	15.3%	9.0%	490
Academic advising is adequate.	20	18	17	12	14	75.3%	11.8%	12.9%	551
The on-site registration process is user-friendly.	21	26	25	22	26	73.8%	17.6%	8.6%	466
Class information provided prior to enrollment was helpful.	22	22	26	26	25	71.2%	16.5%	12.3%	546
I feel that the campus is a safe and secure environment.	23	24	15	20	19	70.5%	19.8%	9.7%	485
Tutorial services are sufficient.	24	23	22	24	24	70.2%	22.5%	7.3%	466
Purchasing textbooks through TROY Virtual BookStore is convenient.	25	25	27	27	23	68.4%	21.0%	10.6%	491
The tuition payment plan is beneficial for students.	26	21	24	23	20	68.3%	22.4%	9.3%	486
Student recreational opportunities and facilities have met my expectations.	27	27	20	25	27	65.5%	20.2%	14.3%	441
Students seldom get the "run around" when seeking information.	28	29	29	28	28	57.9%	22.3%	19.9%	539
Campus housing met my expectations upon arriving to campus.	29	28	28	29	29	54.8%	28.1%	17.0%	405

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

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

Total respondents = 672

Academic programs, services, and  
administration

FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
------	------	------	------	------	------	------	------	------	------	------	------



On-campus bookstore hours are convenient for students.	75.7%	79.2%	76.6%	78.4%	77.3%	-1.6%	9.0%	9.6%	10.3%	7.3%	9.0%	0.0%
Academic advising is adequate.	75.3%	77.0%	76.2%	81.7%	77.9%	-2.6%	12.9%	12.4%	9.9%	6.8%	9.9%	3.0%
The on-site registration process is user-friendly.	73.8%	72.8%	71.1%	75.9%	69.4%	4.4%	8.6%	9.9%	8.7%	5.6%	8.4%	0.2%
Class information provided prior to enrollment was helpful.	71.2%	74.5%	69.6%	69.1%	70.2%	1.0%	12.3%	11.6%	15.1%	11.7%	11.1%	1.2%
I feel that the campus is a safe and secure environment.	70.5%	73.3%	76.9%	78.4%	76.6%	-6.1%	9.7%	11.8%	9.8%	6.4%	6.2%	3.5%
Tutorial services are sufficient.	70.2%	73.5%	71.6%	71.9%	71.1%	-0.9%	7.3%	6.0%	7.4%	5.1%	4.8%	2.5%
Purchasing textbooks through TROY Virtual BookStore is convenient.	68.4%	73.1%	64.3%	64.5%	72.5%	-4.1%	10.6%	8.7%	11.4%	7.3%	7.8%	2.8%
The tuition payment plan is beneficial for students.	68.3%	75.8%	71.2%	74.0%	75.9%	-7.6%	9.3%	7.9%	9.5%	5.5%	7.0%	2.3%
Student recreational opportunities and facilities have met my expectations.	65.5%	66.3%	72.1%	70.5%	68.9%	-3.4%	14.3%	13.9%	9.2%	9.3%	7.9%	6.4%
Students seldom get the “run around” when seeking information.	57.9%	55.4%	56.4%	60.3%	54.9%	3.0%	19.9%	25.1%	24.1%	19.1%	21.4%	-1.5%
Campus housing met my expectations upon arriving to campus.	54.8%	60.5%	57.5%	59.1%	53.8%	1.0%	17.0%	12.2%	16.8%	15.3%	13.7%	3.3%

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

Data sorted descending by level of agreement.

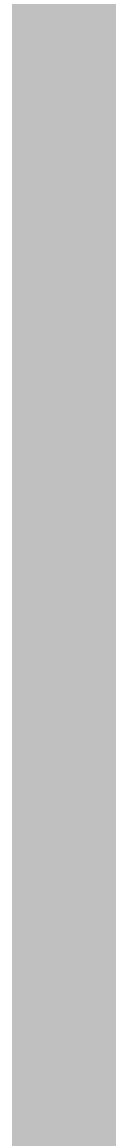
N/A responses and missing values were not included in the analysis.

Total respondents = 145

	2016	2015	2014	2013	2012	Agree*	Neutral	Disagree*	N
Academic programs, services, and administration	1	4	10	5	7	87.9%	4.5%	7.6%	132
TROY personnel are knowledgeable and helpful.	2	1	2	6	4	86.8%	7.8%	5.4%	129
I am receiving a quality education at Troy University.	3	7	12	10	11	86.3%	3.8%	9.9%	131
Reg. dates, times, and procedures were made clear to me prior to enrollment.	4	13	13	16	3	85.2%	8.2%	6.6%	122
Troy University has a good reputation in my community.	5	8	1	14	12	84.9%	7.1%	7.9%	126
Classes are offered at convenient times.	6	5	3	1	5	84.0%	8.4%	7.6%	131
Faculty care about students as individuals.	7	10	4	7	1	83.7%	10.1%	6.2%	129
I would recommend Troy University to a friend who is planning to go to college.	8	9	15	8	18	81.9%	6.3%	11.8%	127
The online Schedule of Classes is informative and easy to follow.	9	20	21	21	9	81.3%	11.2%	7.5%	107
The tuition payment plan is beneficial for students.	10	14	18	15	16	80.8%	10.0%	9.2%	130
Academic advising is adequate.	11	25	27	26	17	80.6%	10.2%	9.3%	108
Purchasing textbooks through TROY Virtual BookStore is convenient.	12	2	5	4	2	80.0%	13.6%	6.4%	125y aon accommoda

Total respondents = 145

Academic programs, services, and  
administration





The printed Schedule of Classes is informative and easy to follow.	77.4%	80.0%	80.7%	82.8%	80.8%	-3.4%	7.5%	4.7%	8.8%	10.3%	2.6%	4.9%
The classes I attend are well organized and well taught.	76.6%	79.6%	82.6%	76.0%	82.2%	-5.6%	10.2%	11.7%	10.1%	12.5%	13.3%	-3.1%
Sufficient financial aid options are available.	75.8%	75.8%	72.7%	73.6%	76.7%	-0.9%	13.3%	17.9%	12.1%	12.6%	8.1%	5.2%
The University offers a variety of majors at my location.	72.0%	76.1%	65.7%	74.7%	79.5%	-7.5%	11.0%	10.9%	16.4%	8.0%	12.0%	-1.0%
The on-site registration process is user-friendly.	71.7%	73.1%	67.3%	79.7%	72.2%	-0.5%	9.1%	7.7%	10.9%	7.2%	5.6%	3.5%
Students seldom get the “run around” when seeking information.	69.3%	72.5%	60.0%	63.3%	67.0%	2.3%	16.5%	15.7%	24.3%	22.4%	23.1%	-6.6%
On-campus bookstore hours are convenient for students.	68.5%	58.0%	62.5%	66.1%	67.7%	0.8%	7.9%	10.1%	8.3%	9.7%	6.5%	1.4%
Tutorial services are sufficient.	63.6%	70.0%	61.5%	58.8%	60.0%	3.6%	10.1%	7.5%	15.4%	8.8%	6.2%	3.9%
Student organizations are available for my participation.	60.0%	64.6%	61.5%	68.2%	65.1%	-5.1%	11.0%	11.0%	5.8%	12.1%	11.1%	-0.1%
Student recreational opportunities and facilities have met my expectations.	59.2%	50.8%	41.0%	55.0%	54.0%	5.2%	14.1%	18.0%	10.3%	15.0%	8.0%	6.1%
Campus housing met my expectations upon arriving to campus.	56.4%	37.5%	44.1%	46.7%	52.8%	3.6%	7.3%	12.5%	2.9%	8.9%	8.3%	-1.0%

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

Data sorted descending by level of agreement.

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

Total respondents = 424

Academic programs, services, and administration	2016	2015	2014	2013	2012	Agree*	Neutral	Disagree*	N
The semester/term format at my location accommodates my learning.	1	4	9	4	4	87.9%	8.7%	3.4%	322
I am receiving a quality education at Troy University.	2	1	1	2	1	87.4%	6.8%	5.8%	325
TROY personnel are knowledgeable and helpful.	3	2	6	1	3	86.8%	7.9%	5.3%	341
The University offers a variety of majors at my location.	4	7	5	3	2	85.4%	8.4%	6.2%	323
I would recommend Troy University to a friend who is planning to go to college.	5	6	3	7	5	83.9%	7.9%	8.2%	316
I feel I can talk to faculty about my academic concerns.	6	8	7	11	11	83.0%	9.9%	7.2%	335
Faculty care about students as individuals.	7	3	8	5	10	82.6%	12.6%	4.8%	334
Classes are offered at convenient times.	8	10	20	13	14	81.9%	10.3%	7.8%	321
Student organizations are available for my participation.	9	14	4	6	6	81.9%	11.7%	6.3%	315
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	12	18	19	17	81.0%	8.0%	11.0%	327
The classes I attend are well organized and well taught.	11	13	14	10	20	79.8%	11.9%	8.3%	327
The online Schedule of Classes is informative and easy to follow.	12	5	13	17	23	79.8%	11.5%	8.7%	321
The online registration process is user-friendly.	13	16	23	16	24	79.5%	11.6%	8.9%	327
Troy University has a good reputation in my community.	14	15	10	14	8	79.2%	14.3%	6.5%	322
On-campus bookstore hours are convenient for students.	15	20	15	15	9	77.8%	13.3%	8.9%	316
The bill that I received from the University was easily understood.	16	18	24	22	18	77.8%	12.5%	9.6%	311
The printed Schedule of Classes is informative and easy to follow.	17	11	2	8	7	77.7%	15.7%	6.6%	305



Class drop/add procedures are appropriate.	75.1%	81.8%	81.4%	83.8%	81.0%	-5.9%	10.1%	5.7%	3.3%	3.8%	5.7%	4.4%
Sufficient financial aid options are available.	75.1%	76.2%	79.8%	78.9%	80.9%	-5.8%	12.1%	7.6%	7.0%	7.7%	10.4%	1.7%
The on-site registration process is user-friendly.	73.7%	66.7%	68.9%	74.6%	67.5%	6.2%	8.0%	12.1%	8.2%	5.6%	11.0%	-3.0%
Academic advising is adequate.	71.6%	75.5%	73.8%	83.0%	78.4%	-6.8%	13.6%	12.2%	9.7%	6.9%	7.0%	6.6%
Tutorial services are sufficient.	71.3%	71.4%	72.1%	75.9%	78.8%	-7.5%	6.6%	6.5%	5.0%	4.4%	6.1%	0.5%
I feel that the campus is a safe and secure environment.	71.3%	64.8%	75.6%	78.5%	74.4%	-3.1%	9.5%	15.4%	10.0%	8.1%	7.4%	2.1%
Class information provided prior to enrollment was helpful.	71.1%	70.1%	67.2%	65.5%	67.2%	3.9%	12.9%	11.8%	13.9%	12.5%	12.4%	0.5%
Student recreational opportunities and facilities have met my expectations.	69.0%	63.6%	75.4%	73.7%	74.5%	-5.5%	15.0%	13.9%	8.2%	8.8%	7.3%	7.7%
The tuition payment plan is beneficial for students.	68.7%	74.6%	70.5%	74.3%	75.0%	-6.3%	9.6%	7.3%	10.7%	6.3%	8.1%	1.5%
Purchasing textbooks through TROY Virtual BookStore is convenient.	66.7%	67.3%	63.7%	60.9%	68.9%	-2.2%	12.0%	7.9%	11.2%	8.2%	7.9%	4.1%
Campus housing met my expectations upon arriving to campus.	63.3%	60.1%	59.6%	62.5%	59.0%	4.3%	16.5%	15.3%	19.3%	17.7%	17.3%	-0.8%
Students seldom get the “run around” when seeking information.	54.7%	53.5%	53.0%	57.3%	48.0%	6.7%	19.3%	23.5%	26.0%	18.9%	20.9%	-1.6%

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree  
Data sorted descending by level of agreement.  
N/A responses and missing values were not included in the analysis.

Total respondents = 240

Academic programs, services, and administration	2016	2015	2014	2013	2012	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	2	1	5	1	82.8%	8.8%	8.4%	215
TROY personnel are knowledgeable and helpful.	2	11	3	1	4	82.5%	6.9%	10.6%	217
I feel I can talk to faculty about my academic concerns.	3	19	9	10	6	82.3%	7.9%	9.8%	215
The University offers a variety of majors at my location.	4	4	15	24	9	81.4%	11.4%	7.1%	210
Troy University has a good reputation in my community.	5	5	11	4	5	81.3%	11.1%	7.7%	208
I would recommend Troy University to a friend who is planning to go to college.	6	10	5	2	3	81.2%	9.4%	9.4%	213
Academic advising is adequate.	7	21	10	14	16	80.9%	7.0%	12.1%	215
Faculty care about students as individuals.	8	18	20	8	7	80.2%	12.0%	7.8%	217
The online registration process is user-friendly.	9	9	18	12	19	79.7%	9.0%	11.3%	212
The online Schedule of Classes is informative and easy to follow.	10	6	7	9	21	79.5%	11.2%	9.3%	215
The printed Schedule of Classes is informative and easy to follow.	11	1	2	6	8	79.3%	12.4%	8.3%	193
Reg. dates, times, and procedures were made clear to me prior to enrollment.	12	13	19	11	11	78.7%	8.8%	12.5%	216
Sufficient financial aid options are available.	13	24	16	13	10	78.5%	10.0%	11.5%	209
Class drop/add procedures are appropriate.	14	8	8	3	14	77.0%	14.2%	8.8%	204
The semester/term format at my location accommodates my learning.	15	3	4	7	2	76.9%	11.8%	11.3%	212
The on-site registration process is user-friendly.	16	16	17	15	24	74.4%	15.7%	9.9%	172
The classes I attend are well organized and well taught.	17	14	12	17	15	73.6%	14.8%	11.6%	216
The bill that I received from the University was easily understood.	18	17	13	18	12	73.3%	16.8%	9.9%	191
On-campus bookstore hours are convenient for students.	19	7	14	22	23	72.4%	18.2%	9.4%	170
Classes are offered at students.	18	15	12	18	12	bill tharc [(frienext.241 hatrogan 50.69Virtstu B241STd (Ogisses are ofenient for students15(7)37.05(7)-19			

Appendix 16.1. New Student Perceptions about Troy University - Undergraduate Transfer Students  
Five Year Trend from Fall 2012 through Fall 2016

Total respondents = 240

	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
Academic programs, services, and administration												
I am receiving a quality education at Troy University.	82.8%	88.9%	85.5%	85.7%	89.1%	-6.3%	8.4%	4.3%	7.3%	4.3%	3.5%	4.9%
TROY personnel are knowledgeable and helpful.	82.5%	83.5%	83.0%	86.7%	86.8%	-4.3%	10.6%	9.1%	7.1%	5.5%	8.3%	2.3%
I feel I can talk to faculty about my academic concerns.	82.3%	79.3%	79.6%	82.4%	84.9%	-2.6%	9.8%	10.4%	11.3%	4.2%	5.9%	3.9%
The University offers a variety of majors at my location.	81.4%	85.9%	77.6%	71.7%	81.6%	-0.2%	7.1%	7.1%	13.4%	13.2%	8.0%	-0.9%
Troy University has a good reputation in my community.	81.3%	85.8%	79.3%	85.7%	86.4%	-5.2%	7.7%	6.5%	8.9%	5.0%	4.7%	3.0%
I would recommend Troy University to a friend who is planning to go to college.	81.2%	83.8%	80.4%	86.3%	87.5%	-6.3%	9.4%	8.8%	11.6%	7.5%	5.5%	3.9%
Academic advising is adequate.	80.9%	77.6%	79.4%	78.9%	78.0%	2.9%	12.1%	14.5%	11.4%	6.8%	12.5%	-0.4%
Faculty care about students as individuals.	80.2%	80.2%	75.5%	83.6%	84.3%	-4.1%	7.8%	9.3%	9.8%	4.8%	5.9%	1.9%
The online registration process is user-friendly.	79.7%	83.9%	75.8%	81.6%	76.2%	3.5%	11.3%	6.2%	10.9%	5.7%	8.6%	2.7%
The online Schedule of Classes is informative and easy to follow.	79.5%	84.8%	80.3%	82.8%	72.6%	6.9%	9.3%	5.5%	11.4%	3.8%	7.6%	1.7%
The printed Schedule of Classes is informative and easy to follow.	79.3%	89.5%	84.0%	85.3%	83.2%	-3.9%	8.3%	4.2%	7.6%	3.3%	7.8%	0.5%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	78.7%	82.1%	75.7%	81.7%	80.4%	-1.7%	12.5%	11.1%	17.1%	7.9%	7.4%	5.1%
Sufficient financial aid options are available.	78.5%	76.7%	76.6%	80.5%	80.7%	-2.2%	11.5%	13.2%	13.9%	7.8%	7.1%	4.4%
Class drop/add procedures are appropriate.	77.0%	84.4%	80.0%	85.7%	79.1%	-2.1%	8.8%	7.5%	8.0%	4.8%	3.2%	5.6%
The semester/term format at my location accommodates my learning.	76.9%	86.7%	82.0%	84.9%	88.2%	-11.3%	11.3%	7.6%	10.1%	6.3%	2.5%	8.8%
The on-site registration process is user-friendly.	74.4%	80.6%	76.2%	78.4%	70.1%	4.3%	9.9%	6.5%	10.7%	5.8%	6.1%	3.8%
The classes I attend are well organized and well taught.	73.6%	81.8%	78.8%	78.1%	79.1%	-5.5%	11.6%	8.8%	11.7%	8.1%	7.5%	4.1%
The bill that I received from the University was easily understood.	73.3%	80.6%	78.3%	78.1%	80.2%	-6.9%	9.9%	7.9%	9.3%	8.8%	4.5%	5.4%

On-campus bookstore hours are convenient for students.	72.4%	84.8%	78.2%	72.4%	72.0%	0.4%	9.4%	7.2%	8.9%	6.7%	7.0%	2.4%
Classes are offered at convenient times.	72.3%	80.7%	69.2%	76.9%	79.5%	-7.2%	14.4%	9.3%	16.5%	14.7%	12.3%	2.1%
Purchasing textbooks through TROY Virtual BookStore is convenient.	71.8%	77.6%	67.3%	72.1%	75.4%	-3.6%	8.2%	9.9%	9.7%	5.9%	7.4%	0.8%
Class information provided prior to enrollment was helpful.	71.3%	79.0%	73.6%	75.2%	72.5%	-1.2%	11.6%	12.7%	17.9%	10.6%	10.0%	1.6%
Tutorial services are sufficient.	69.1%	75.4%	69.8%	63.7%	62.0%	7.1%	8.0%	6.0%	11.8%	6.7%	3.8%	4.2%
I feel that the campus is a safe and secure environment.	68.9%	82.4%	80.3%	78.4%	77.9%	-9.0%	10.4%	8.0%	10.3%	3.0%	5.2%	5.2%
The tuition payment plan is beneficial for students.	67.9%	77.0%	72.2%	74.1%	76.8%	-8.9%	8.9%	9.4%	7.9%	4.3%	5.1%	3.8%
Student organizations are available for my participation.	66.3%	73.3%	75.4%	68.9%	64.6%	1.7%	11.6%	12.2%	9.8%	5.9%	9.9%	1.7%
Students seldom get the “run around” when seeking information.	62.7%	56.9%	62.8%	65.6%	59.6%	3.1%	21.2%	26.3%	19.7%	19.4%	22.2%	-1.0%
Student recreational opportunities and facilities have met my expectations.	57.7%	68.5%	64.3%	62.6%	60.9%	-3.2%	13.1%	13.0%	13.3%	11.2%	8.3%	4.8%
Campus housing met my expectations upon arriving to campus.	35.8%	57.5%	52.1%	48.2%	44.0%	-8.2%	18.7%	9.2%	8.5%	8.2%	8.0%	10.7%

Appendix 17. 2016 New Student Perceptions about Troy University  
Overall Rank Comparisons by Campus

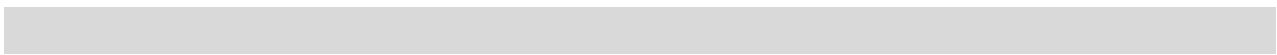
Academic programs, services, and administration	Overall Rank	Dothan Rank	Montgomery Rank	Phenix City Rank	Troy Rank	TROY Online Rank	Support Sites Rank
I am receiving a quality education at Troy University.	1	18	3	9	1	1	1
TROY personnel are knowledgeable and helpful.	2	8	11	11	2	2	2
I would recommend Troy University to a friend who is planning to go to college.	3	10	15	5	8	3	6
The semester/term format at my location accommodates my learning.	4	15	19	18	3	13	10
Faculty care about students as individuals.	5	12	16	6	6	7	9
I feel I can talk to faculty about my academic concerns.	6	9	5	10	7	11	5
The University offers a variety of majors at my location.	7	16	13	19	4	14	25
Troy University has a good reputation in my community.	8	3	2	12	12	8	4
Registration dates, times, and procedures were made clear to me prior to enrollment.	9	5	20	1	15	4	3
The online Schedule of Classes is informative and easy to follow.	10	6	10	16	13	9	16
The online registration process is user-friendly.	11	2	8	13	16	10	17
Classes are offered at convenient times.	12	24	18	24	10	5	7
The printed Schedule of Classes is informative and easy to follow.	13	11	6	7	14	16	20
The classes I attend are well organized and well taught.	14	20	17	17	9	23	12
The bill that I received from the University was easily understood.	15	17	14	15	17	15	13
Class drop/add procedures are appropriate.	16	7	4	2	18	17	15
Academic advising is adequate.	17	13	22	23	19	6	8
Sufficient financial aid options are available.	18	22	9	3	20	12	22
On-campus bookstore hours are convenient for students.	19	14	7	22	11	25	28
Student organizations are available for my participation.	20	28	29	21	5	26	26
The on-site registration process is user-friendly.	21	4	21	4	21	21	23
Class information provided prior to enrollment was helpful.	22	19	23	26	24	19	19
I feel that the campus is a safe and secure environment.	23	1	12	14	22	27	14



Appendix 17. 2016 New Student Perceptions about Troy University  
Overall Rank Comparisons by Campus

Academic programs, services, and administration	Overall Rank	Dothan Rank	Montgomery Rank	Phenix City Rank	Troy Rank	TROY Online Rank	Support Sites Rank
Purchasing textbooks through Troy Virtual BookStore is convenient.	24	27	1	8	27	18	21
The tuition payment plan is beneficial for students.	25	23	24	20	26	20	18
Tutorial services are sufficient.	26	25	25	25	23	24	24
Student recreational opportunities and facilities have met my expectations.	27	21	27	29	25	28	27
Students seldom get the “run around” when seeking information.	28	26	26	27	29	22	11
Campus housing met my expectations upon arriving to campus.	29	29	28	28	28	29	29

	Overall Rank	A&S Rank	SCOB Rank	COE Rank	CFA Rank	HHS Rank
Academic programs, services, and administration						
I am receiving a quality education at Troy University.	1					



Appendix 19. 2016 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.
1. TROY personnel are knowledgeable and helpful.	Male	223	4.1435	1.02097	.677
	Female	499	4.1764	.95741	
	Total	722	4.1662	.97689	
2. Faculty care about students as individuals.	Male	220	4.0636	1.03171	.180
	Female	493	4.1704	.95816	
	Total	713	4.1374	.98195	
3. I feel I can talk to faculty about my academic concerns.	Male	219	4.0913	1.06266	.812
	Female	494	4.1113	1.02788	
	Total	713	4.1052	1.03798	
4. Academic advising is adequate.	Male	217	3.9355	1.09945	.674
	Female	489	3.9734	1.10574	
	Total	706	3.9618	1.10317	
5. Sufficient financial aid options are available.	Male	208	3.8894	1.18047	.137
	Female	473	4.0275	1.08597	
	Total	681	3.9853	1.11662	
6. The tuition payment plan is beneficial for students.	Male	191	3.8743	1.09781	.691
	Female	423	3.9125	1.10338	
	Total	614	3.9007	1.10090	
7. Class information provided prior to enrollment was helpful.	Male	218	3.7890	1.15262	.084
	Female	485	3.9464	1.09903	
	Total	703	3.8976	1.11748	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	Male	218	3.9725	1.15570	.123
	Female	488	4.1107	1.07236	
	Total	706	4.0680	1.09980	
9. The online registration process is user-friendly.	Male	216	3.9722	1.10776	.099
	Female	483	4.1180	1.06459	
	Total	699	4.0730	1.07942	
10. The on-site registration process is user-friendly.	Male	179	3.8492	1.12412	.062
	Female	405	4.0296	1.05263	
	Total	584	3.9743	1.07730	
11. Students seldom get the "run around" when seeking information.	Male	217	3.6544	1.17276	.462
	Female	476	3.5798	1.26322	
	Total	693	3.6032	1.23524	
12. The online Schedule of Classes is informative and easy to follow.	Male	217	4.0046	1.06934	.246
	Female	477	4.1048	1.04596	
	Total	694	4.0735	1.05358	
13. The printed Schedule of Classes is informative and easy to follow.	Male	194	4.0155	1.05042	.311
	Female	439	4.1048	1.00816	
	Total	633	4.0774	1.02130	
14. Class drop/add procedures are appropriate.	Male	207	3.9275	1.07014	.213
	Female	465	4.0366	1.03638	
	Total	672	4.0030	1.04731	
15. Classes are offered at convenient times.	Male	209	4.0287	1.05573	.586
	Female	470	4.0766	1.05826	
	Total	679	4.0619	1.05694	

Appendix 19. 2016 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	217	3.9309	1.08858	.178
	Female	485	4.0454	1.01538	
	Total	702	4.0100	1.03913	
	Male	211	4.0806	1.06822	.232
	Female	468	4.1816	.99416	
	Total	679	4.1502	1.01804	
	Male	182	3.7473	1.09336	<u>.027</u>
	Female	401	3.9526	1.00760	
	Total	583	3.8885	1.03856	
	Male	183	3.8361	1.07182	.096
	Female	415	3.9904	1.03088	
	Total	598	3.9431	1.04510	
	Male	188	3.7074	1.24726	<u>.005</u>
	Female	434	3.9770	1.04159	
	Total	622	3.8955	1.11367	
	Male	195	3.9538	1.07594	.675
	Female	425	3.9929	1.08046	
	Total	620	3.9806	1.07833	
	Male	216	4.0463	.99191	.119
	Female	473	4.1712	.96674	
	Total	689	4.1321	.97571	
	Male	210	4.0429	1.05044	.084
	Female	472	4.1886	.99917	
	Total	682	4.1437	1.01669	
24. I am receiving a quality education arriving to campus.	Male	217	4.1152	1.04110	<u>.039</u>
	Female	483	4.2795	.94151	
	Total	700	4.2286	.97569	
25. I would recommend Troy University to a friend who is planning to go to college.*	Male	212	4.0802	1.12624	<u>.021</u>
28. Student tutoring services are sufficient.	Female	477	4.2809	1.02116	
	Total	689	4.2192	1.05785	
26. The bill that I received from the University was easily understood.	Male	202	3.9653	1.06214	.508
	Female	446	4.0247	1.05440	
	Total	648	4.0062	1.05635	
27. Campus housing met my expectations upon arriving to campus.	Male	150	3.4667	1.22429	.205
	Female	325	3.6154	1.16921	
	Total	475	3.5684	1.18760	
28. Student recreational opportunities and facilities have met my expectations.*	Male	165	3.5152	1.25234	<u>.007</u>
	Female	362	3.8094	1.09879	
	Total	527	3.7173	1.15597	
29. I feel that the campus is a safe and secure environment.	Male	178	3.8764	1.17238	.440
	Female	413	3.9516	1.04397	
	Total	591	3.9289	1.08379	

Appendix 20. 2016 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.
1. TROY personnel are knowledgeable and helpful.	Black	226	4.1460	1.07947	.454
	White	375	4.2053	.94103	
	Other	121	4.0826	.88116	
	Total	722	4.1662	.97689	
2. Faculty care about students as individuals.	Black	222	4.1126	1.07245	.078
	White	373	4.2038	.90476	
	Other	118	3.9746	1.02500	
	Total	713	4.1374	.98195	
3. I feel I can talk to faculty about my academic concerns.	Black	224	4.0357	1.14374	.396
	White	371	4.1536	.96456	
	Other	118	4.0847	1.05065	
	Total	713	4.1052	1.03798	
4. Academic advising is adequate.	Black	219	3.9635	1.18420	.547
	White	370	3.9919	1.05535	
	Other	117	3.8632	1.09785	
	Total	706	3.9618	1.10317	
5. Sufficient financial aid options are available.*	Black	218	4.0505	1.16089	.031
	White	350	4.0257	1.07694	
	Other	113	3.7345	1.12613	
	Total	681	3.9853	1.11662	
6. The tuition payment plan is beneficial for students.	Black	197	3.9239	1.22445	.745
	White	306	3.9118	1.02208	
	Other	111	3.8288	1.08606	
	Total	614	3.9007	1.10090	
7. Class information provided prior to enrollment was helpful.	Black	221	4.0181	1.12801	.147
	White	368	3.8505	1.09592	
	Other	114	3.8158	1.15648	
	Total	703	3.8976	1.11748	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.*	Black	219	4.2055	1.08313	.049
	White	371	4.0350	1.10104	
	Other	116	3.9138	1.10783	
	Total	706	4.0680	1.09980	
9. The online registration process is user-friendly.	Black	217	4.1152	1.15894	.428
	White	370	4.0838	1.03385	
	Other	112	3.9554	1.06871	
	Total	699	4.0730	1.07942	
10. The on-site registration process is user-friendly.	Black	185	4.0649	1.13545	.366
	White	295	3.9424	1.06270	
	Other	104	3.9038	1.00985	
	Total	584	3.9743	1.07730	
11. Students seldom get the "run around" when seeking information.	Black	216	3.5833	1.35801	.746
	White	364	3.6346	1.20193	
	Other	113	3.5398	1.09410	
	Total	693	3.6032	1.23524	

Appendix 20. 2016 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.
	Black	217	4.0922	1.11421	.551
	White	367	4.0926	1.02009	
	Other	110	3.9727	1.04451	
	Total	694	4.0735	1.05358	
13. The printed Schedule of Classes is informative	Black	207	4.1643	1.04838	.329
	White	320	4.0344	1.00877	
	Other	106	4.0377	1.00403	
	Total	633	4.0774	1.02130	
	Black	210	4.0524	1.08143	.471
	White	349	4.0057	1.01990	
	Other	113	3.9027	1.06875	
	Total	672	4.0030	1.04731	
	Black	212	4.0943	1.08439	.297
	White	356	4.0871	1.01856	
	Other	111	3.9189	1.12116	
	Total	679	4.0619	1.05694	
	Black	219	3.9817	1.11686	.490
	White	370	4.0514	.98502	
	Other	113	3.9292	1.05827	
	Total	702	4.0100	1.03913	
	Black	211	4.1611	1.06575	.082
	White	360	4.2028	.95614	
	Other	108	3.9537	1.10550	
	Total	679	4.1502	1.01804	
	Black	178	3.9213	1.10699	.742
	White	304	3.8914	.98741	
	Other	101	3.8218	1.07141	
	Total	583	3.8885	1.03856	
	Black	180	4.0944	1.05012	.059
	White	317	3.8927	1.00372	
	Other	101	3.8317	1.14078	
	Total	598	3.9431	1.04510	
	Black	198	3.9899	1.13545	<u>.021</u>
	White	324	3.9228	1.07759	
	Other	100	3.6200	1.15277	
	Total	622	3.8955	1.11367	
	Black	188	3.9734	1.12546	.499
	White	327	4.0183	1.03895	
	Other	105	3.8762	1.11541	
	Total	620	3.9806	1.07833	
	Black	211	4.0758	1.08405	.499
	White	366	4.1721	.91585	
	Other	112	4.1071	.95254	
	Total	689	4.1321	.97571	
	Black	214	4.1963	1.02951	.208
	White	358	4.1592	1.00687	
	Other	110	3.9909	1.01814	
	Total	682	4.1437	1.01669	

Appendix 20. 2016 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.
Black	218	4.2110	1.04792	<u>.032</u>
White	370	4.3000	.90122	
Other	112	4.0268	1.04373	
Total	700	4.2286	.97569	
Black	218	4.2248	1.08187	<u>.005</u>
White	361	4.3047	.98387	

Appendix 21. 2016 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.
1. TROY personnel are knowledgeable and helpful.*	Traditional	461	4.0108	.9791	<u>.000</u>
	Non-Traditional	261	4.4406	.9122	
	Total	722	4.1662	.9769	
2. Faculty care about students as individuals.*	Traditional	455	4.0330	.9873	<u>.000</u>
	Non-Traditional	258	4.3217	.9466	
	Total	713	4.1374	.9820	
3. I feel I can talk to faculty about my academic concerns.*	Traditional	454	3.9912	1.0485	<u>.000</u>
	Non-Traditional	259	4.3050	.9901	
	Total	713	4.1052	1.0380	
4. Academic advising is adequate.*	Traditional	450	3.8022	1.1202	<u>.000</u>
	Non-Traditional	256	4.2422	1.0155	
	Total	706	3.9618	1.1032	
5. Sufficient financial aid options are available.*	Traditional	436	3.8624	1.1404	<u>.000</u>
	Non-Traditional	245	4.2041	1.0398	
	Total	681	3.9853	1.1166	
6. The tuition payment plan is beneficial for students. *	Traditional	403	3.7419	1.1298	<u>.000</u>
	Non-Traditional	211	4.2038	.9765	
	Total	614	3.9007	1.1009	
7. Class information provided prior to enrollment was helpful.*	Traditional	443	3.7449	1.1398	<u>.000</u>
	Non-Traditional	260	4.1577	1.0296	
	Total	703	3.8976	1.1175	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.*	Traditional	446	3.8969	1.1546	<u>.000</u>
	Non-Traditional	260	4.3615	.9300	
	Total	706	4.0680	1.0998	
9. The online registration process is user-friendly. *	Traditional	445	3.9663	1.0848	<u>.001</u>
	Non-Traditional	254	4.2598	1.0461	
	Total	699	4.0730	1.0794	
10. The on-site registration process is user-friendly.*	Traditional	396	3.8687	1.0711	<u>.001</u>
	Non-Traditional	188	4.1968	1.0590	
	Total	584	3.9743	1.0773	
11. Students seldom get the "run around" when seeking information. *	Traditional	437	3.3844	1.2298	<u>.000</u>
	Non-Traditional	256	3.9766	1.1545	
	Total	693	3.6032	1.2352	
12. The online Schedule of Classes is informative and easy to follow.*	Traditional	437	3.9611	1.0712	<u>.000</u>
	Non-Traditional	257	4.2646	.9961	
	Total	694	4.0735	1.0536	
13. The printed Schedule of Classes is informative and easy to follow.*	Traditional	418	3.9713	1.0361	<u>.000</u>
	Non-Traditional	215	4.2837	.9611	
	Total	633	4.0774	1.0213	
14. Class drop/add procedures are appropriate.*	Traditional	428	3.8621	1.0678	<u>.000</u>
	Non-Traditional	244	4.2500	.9639	
	Total	672	4.0030	1.0473	
15. Classes are offered at convenient times. *	Traditional	436	3.9289	1.0794	<u>.000</u>
	Non-Traditional	243	4.3004	.9729	
	Total	679	4.0619	1.0569	



Appendix 21. 2016 New Student Perceptions about Troy University

First Choice	451	4.2772	.96650	<u>.000</u>
Other Choices	271	3.9815	.96783	
Total	722	4.1662	.97689	
First Choice	446	4.2265	.96236	<u>.002</u>
Other Choices	267	3.9888	.99806	
Total	713	4.1374	.98195	
First Choice	447	4.1857	1.00178	<u>.007</u>
Other Choices	266	3.9699	1.08464	
Total	713	4.1052	1.03798	
First Choice	443	4.0790	1.04236	<u>.000</u>
Other Choices	263	3.7643	1.17445	
Total	706	3.9618	1.10317	
First Choice				

Appendix 22. 2016 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. Deviation	Sig.
First Choice	438	4.0982	1.02462	<u>.004</u>
Other Choices	264	3.8636	1.04843	
Total	702	4.0100	1.03913	
First Choice	425	4.2165	1.00010	<u>.028</u>
Other Choices	254	4.0394	1.03993	
Total	679	4.1502	1.01804	
First Choice	366	3.9863	1.03491	<u>.003</u>
Other Choices	217	3.7235	1.02607	
Total	583	3.8885	1.03856	
First Choice	369	3.9892	1.05031	.172
Other Choices	229	3.8690	1.03464	
Total	598	3.9431	1.04510	
First Choice	396	3.9773	1.08476	<u>.015</u>
Other Choices	226	3.7522	1.15108	
Total	622	3.8955	1.11367	
First Choice	379	4.1003	1.04678	<u>.001</u>
Other Choices	241	3.7925	1.10232	
Total	620	3.9806	1.07833	
First Choice	432	4.1991	.97400	<u>.019</u>
Other Choices	257	4.0195	.97007	
Total	689	4.1321	.97571	
First Choice	427	4.2389	.98538	<u>.002</u>
Other Choices	255	3.9843	1.04982	
Total	682	4.1437	1.01669	
First Choice	439	4.3280	.94212	<u>.000</u>
Other Choices	261	4.0613	1.00961	
Total	700	4.2286	.97569	
First Choice	431	4.3573	.94620	<u>.000</u>
Other Choices	258	3.9884	1.18841	
Total	689	4.2192	1.05785	
First Choice	399	4.0952	1.06613	<u>.006</u>
Other Choices	249	3.8635	1.02658	
Total	648	4.0062	1.05635	
First Choice	284	3.6127	1.21736	.323
Other Choices	191	3.5026	1.14190	
Total	475	3.5684	1.18760	
First Choice	316	3.8070	1.16459	
Total				

## Appendix 23. 2016 Overall Demographics and Frequencies

### 1) Gender:

		Frequency	Valid Percent
Valid	Male	261	30.7
	Female	588	69.3
	Total	849	100.0
Missing	System	1	
Total		850	

### 2) Ethnicity:

		Frequency	Valid Percent
Valid	African American	266	31.5
	American Indian/Alaska Native	2	.2
	Asian	75	8.9
	Caucasian	444	52.5
	Hawaiian or Other Pacific Islander	1	.1
	Hispanic	15	1.8
	Multi-Racial	28	3.3
	Race/Ethnicity Unknown	14	1.7
	Total	845	100.0
Missing	System	5	
Total		850	

### 3) Age:

		Frequency	Valid Percent
Valid	18-19	391	46.1
	20-21	104	12.3
	22-24	71	8.4
	25-29	95	11.2
	30-34	48	5.7
	35-39	48	5.7
	40-49	61	7.2
	50-64	30	3.5
	Total	848	100.0
Missing	System	2	
Total		850	

### Age

		Frequency	Valid Percent
Valid	Traditional	566	66.6
	Non-Traditional	284	33.4
	Total	850	100.0

Ethnicity

		Frequency	Valid Percent
Valid	Black	266	31.3
	White	444	52.2
	Other	140	16.5
	Total	850	100.0

Level

		Frequency	Valid Percent
Valid	Undergraduate	672	82.3
	Graduate	145	17.7
	Total	817	100.0
Missing	System	33	
Total		850	

Choice

		Frequency	Valid Percent
Valid	First Choice	510	60.0
	Other Choice	340	40.0
	Total	850	100.0

First-Generation Status: Did the parent(s) with whom you resides/resided receive a baccalaureate...

		Frequency	Valid Percent
Valid	Yes	408	48.4
	No	435	51.6
	Total	843	100.0
Missing	System	7	
Total		850	

4) Enrollment Status:

		Frequency	Valid Percent
Valid	Dually-enrolled high school student	6	.7
	First-time freshman (an undergraduate student attending college for the first time)	424	50.1
	First-time graduate (a graduate student enrolled in a graduate program for the first time)	109	12.9
	Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university)	240	28.3
	Graduate transfer student (a graduate student who transferred to TROY from another college or university)	33	3.9
	Undergraduate transient student (an undergraduate student attending TROY temporarily)	8	.9
	Graduate transient student (a graduate student attending TROY temporarily)	3	.4
	Other	24	2.8
	Total	847	100.0
Missing	System	3	
Total		850	

5) Which Troy University campus are you currently enrolled?

		Frequency	Valid Percent
Valid	Dothan Campus	50	6.0
	TROY Online (Taking online courses only)	195	23.3
	Global Campus (Campuses or sites outside of Alabama)	21	2.5
	Montgomery Campus	44	5.3
	Phenix City Campus	29	3.5
	Troy Campus	499	59.5
	Total	838	100.0
Missing	System	12	
Total		850	

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

		Frequency	Valid Percent
Valid	Atlanta, GA	4	21.1
	Augusta, GA	1	5.3
	Brunswick, GA	1	5.3
	Fort Walton Beach, FL	1	5.3
	Orlando, FL	2	10.5
	Osan Air Base	1	5.3
	Panama City, FL (Off Base- Airport Road)	2	10.5
	Pensacola, FL	3	15.8
	Seoul (Yongsan Army Garrison)	1	5.3
	Tampa Bay, FL	3	15.8
Total	19	100.0	
Missing	System	831	
Total		850	

6) Degree program you are in:

		Frequency	Valid Percent
Valid	Associate	68	8.1
	Bachelor's	595	71.1
	Master's	148	17.7
	Education Specialist	6	.7
	Doctorate	5	.6
	Other	15	1.8
	Total	837	100.0
Missing	System	13	
Total		850	

7) College you are attending:

		Frequency	Valid Percent
Valid	Arts & Sciences	243	29.8
	Sorrell College of Business	159	19.5
	Communication and Fine Arts	64	7.8
	Education	130	15.9
	Health & Human Services	220	27.0
	Total	816	100.0
Missing	System	34	
Total		850	

Anthropology Major

Frequency      Valid  
Percent

	Frequency	Valid Percent
Art Major	1	1.6
Broadcast Journalism Major	9	14.8
Communication Arts Major - Communication Studies Track	8	13.1
Communication Arts Major - Theatre Track	2	3.3
Design, Technology and Innovation Program	2	3.3
English Major	7	11.5
Journalism, Print Major	4	6.6
Music Major	17	27.9
Studio Arts	1	1.6
Other	10	16.4
Total	61	100.0
Missing System	789	
	850	

	Frequency	Valid Percent
Adult Education	4	3.2
Collaborative Teacher (Grades 6-12)	1	.8
Collaborative Teacher (Grades K-6)	8	6.5
Counseling and Psychology - Clinical Mental Health Counseling	9	7.3
Counseling and Psychology - Rehabilitation Counseling Counseling	1	.8
Early Childhood Education (Grades P-3)	3	2.4
Elementary Education (Grades K-6)	35	28.2
Instructional Leadership and Administration	1	.8
Interdisciplinary Education (Grades P-12) - Art Education		



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

		Frequency	Valid Percent
	Athletic Training	7	3.2
	Human Services	10	4.6
	Nursing	88	40.7
	Rehabilitation	11	5.1
	Social Work	52	24.1
	Sports & Fitness Management	27	12.5
	Other	21	9.7
	Total	216	100.0
Missing	System	634	
		850	

		Frequency	Valid Percent
	First choice	510	61.7
	Second choice	224	27.1
	Third choice	54	6.5
	Fourth choice	15	1.8
	Other (please specify)	23	2.8
	Total	826	100.0
Missing	System	24	
		850	

5th or 6th

Cheapest Choice

Closest to home

didn't even consider until I came on a tour and fell in love

Fifth

First choice after I decided to transfer from my last college.

First for Nursing. Have previously attended several colleges.

Had never heard of it until my friend told me about the military scholarship, so far I am extremely pleased with my choice!

no choice, I'm just here because of Life

Non of the above, It was not in my list

One of my options

Only

Sports

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

		Frequency	Valid Percent
Valid	Yes	459	55.6
	No	366	44.4
	Total	825	100.0
Missing	System	25	
Total		850	

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

Academic reputation

		Frequency	Valid Percent
Valid	Not Selected	494	58.1
	Selected	356	41.9
	Total	850	100.0

Reputation for social activities

		Frequency	Valid Percent
Valid	Not Selected	777	91.4
	Selected	73	8.6
	Total	850	100.0

Rankings in national magazines

		Frequency	Valid Percent
Valid	Not Selected	803	94.5
	Selected	47	5.5
	Total	850	100.0

Graduates get good jobs

		Frequency	Valid Percent
Valid	Not Selected	718	84.5
	Selected	132	15.5
	Total	850	100.0

Size of campus

		Frequency	Valid Percent
Valid	Not Selected	531	62.5
	Selected	319	37.5
	Total	850	100.0

Location

		Frequency	Valid Percent
Valid	Not Selected	405	47.6
	Selected	445	52.4
	Total	850	100.0

		Frequency	Valid Percent
Valid	Not Selected	448	52.7
	Selected	402	47.3
	Total	850	100.0

		Frequency	Valid Percent
	Not Selected	555	65.3
	Selected	295	34.7
	Total	850	100.0

		Frequency	Valid Percent
	Not Selected	710	83.5
	Selected	140	16.5
	Total	850	100.0

		Frequency	Valid Percent
	Not Selected	530	62.4
	Selected	320	37.6
	Total	850	100.0

		Frequency	Valid Percent
	Not Selected	557	65.5
	Selected	293	34.5
	Total	850	100.0

		Frequency	Valid Percent
Valid	Not Selected	688	80.9
	Selected	162	19.1
	Total	850	100.0

Diversity of student body

		Frequency	Valid Percent
	Not Selected	672	79.1
	Selected	178	20.9
	Total	850	100.0

		Frequency	Valid Percent
	Not Selected	792	93.2
	Selected	58	6.8
	Total	850	100.0

Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Valid Percent
Valid	Not Selected	802	94.4
	Selected	48	5.6
	Total	850	100.0

Recommendation of high school counselor

		Frequency	Valid Percent
Valid	Not Selected	799	94.0
	Selected	51	6.0
	Total	850	100.0

Recommendation of college counselor

		Frequency	Valid Percent
Valid	Not Selected	821	96.6
	Selected	29	3.4
	Total	850	100.0

Parents' recommendation

		Frequency	Valid Percent
Valid	Not Selected	726	85.4
	Selected	124	14.6
	Total	850	100.0

Friends' recommendation

		Frequency	Valid Percent
Valid	Not Selected	651	76.6
	Selected	199	23.4
	Total	850	100.0

Alumni recommendation

		Frequency	Valid Percent
Valid	Not Selected	710	83.5
	Selected	140	16.5
	Total	850	100.0

Other (please specify)

		Frequency	Valid Percent
Valid	Not Selected	792	93.2
	Selected	58	6.8
	Total	850	100.0

11) Please select the reasons why you have chosen to attend Troy University (select as many as ap...-Other (please specify)-TEXT

<p>Valid</p> <ul style="list-style-type: none"> <li>bc my sister went to Troy</li> <li>Chi Alpha</li> <li>Closer to home</li> <li>Closest proximity to my new home</li> <li>college fair</li> <li>Corporate partnership</li> <li>Couldn't join US Marine Corps</li> <li>Courses available</li> <li>Dothan Vocational Rehabilitation Services</li> <li>Faculty</li> <li>Family member recommendation</li> <li>For my first job</li> <li>Good program for my major, closer to home</li> <li>got married to a troy student</li> <li>Had what I needed</li> <li>Have a representative on my military base</li> <li>Impression speaking with program director</li> <li>military accomodation</li> <li>Military friendly</li> <li>Military Friendly</li> <li>Moving forward with my education</li> <li>Music Education (John M. Long)</li> <li>Music Industry Program</li> <li>My mother got her three degrees from here</li> <li>my scholarship's sponsors have chosen it for me</li> <li>offered my degree completely online</li> <li>Offered web enhanced classes; mixture of class and online is the best option for me with a full-time job.</li> <li>Offering of degree online</li> <li>online</li> <li>online accessibilty</li> <li>online availability</li> <li>Online Degree</li> <li>paid for application fee</li> <li>Received Scholarship</li> <li>Research area</li> <li>Scholarship</li> <li>Scholarship (main reason)</li> <li>Scholarships</li> <li>Sibling recommendation</li> <li>sound of the south</li> <li>Support of military families</li> <li>The campus was pretty</li> <li>the convience of going online</li> <li>The Sound Of The South</li> <li>This is my hometown</li> <li>Troy is one of few schools in the country that still offers a full ride scholarship.</li> <li>Veteran reputation</li> <li>Was told by staff member Aviation program would be available for Veterans using benefits by the end of Fall 16' so I moved my family from California. Still hasn't been approved.</li> <li>Work well with military members</li> </ul>		
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SATISFACTION WITH TROY UNIVERSITY

TROY personnel are knowledgeable and helpful.

		Frequency	Valid Percent
Valid	Not Applicable	3	.4
	Strongly Disagree	30	4.1
	Disagree	21	2.9
	Neither Agree nor Disagree	51	7.0
	Agree	317	43.7
	Strongly Agree	303	41.8
	Total	725	100.0
Missing	System	125	
Total		850	

Faculty care about students as individuals.

		Frequency	Valid Percent
Valid	Not Applicable	8	1.1
	Strongly Disagree	30	4.2
	Disagree	13	1.8
	Neither Agree nor Disagree	82	11.4
	Agree	292	40.5
	Strongly Agree	296	41.1
	Total	721	100.0
Missing	System	129	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	10	1.4
	Strongly Disagree	35	4.8
	Disagree	25	3.5
	Neither Agree nor Disagree	65	9.0
	Agree	293	40.5
	Strongly Agree	295	40.8
	Total	723	100.0
Missing	System	127	
Total		850	

Academic advising is adequate.

		Frequency	Valid Percent
Valid	Not Applicable	13	1.8
	Strongly Disagree	37	5.1
	Disagree	47	6.5
	Neither Agree nor Disagree	80	11.1
	Agree	284	39.5
	Strongly Agree	258	35.9
	Total	719	100.0
Missing	System	131	
Total		850	

Sufficient financial aid options are available.

		Frequency	Valid Percent
Valid	Not Applicable	38	5.3
	Strongly Disagree	35	4.9
	Disagree	46	6.4
	Neither Agree nor Disagree	81	11.3
	Agree	251	34.9
	Strongly Agree	268	37.3
	Total	719	100.0
Missing	System	131	
Total		850	

The tuition payment plan is beneficial for students.

		Frequency	Valid Percent
Valid	Not Applicable	105	14.6
	Strongly Disagree	39	5.4
	Disagree	15	2.1
	Neither Agree nor Disagree	126	17.5
	Agree	222	30.9
	Strongly Agree	212	29.5
	Total	719	100.0
Missing	System	131	
Total		850	

Class information provided prior to enrollment was helpful.

		Frequency	Valid Percent
Valid	Not Applicable	15	2.1
	Strongly Disagree	40	5.6
	Disagree	44	6.1
	Neither Agree nor Disagree	106	14.8
	Agree	271	37.7
	Strongly Agree	242	33.7
	Total	718	100.0
Missing	System	132	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	11	1.5
	Strongly Disagree	38	5.3
	Disagree	41	5.7
	Neither Agree nor Disagree	53	7.4
	Agree	277	38.6
	Strongly Agree	297	41.4
	Total	717	100.0
Missing	System	133	
Total		850	

The online registration process is user-friendly.

		Frequency	Valid Percent
Valid	Not Applicable	16	2.2
	Strongly Disagree	33	4.6
	Disagree	39	5.5
	Neither Agree nor Disagree	68	9.5
	Agree	263	36.8
	Strongly Agree	296	41.4
	Total	715	100.0
Missing	System	135	
Total		850	

The on-site registration process is user-friendly.

		Frequency	Valid Percent
Valid	Not Applicable	128	18.0
	Strongly Disagree	32	4.5
	Disagree	17	2.4
	Neither Agree nor Disagree	103	14.5
	Agree	214	30.1
	Strongly Agree	218	30.6
	Total	712	100.0
Missing	System	138	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	22	3.1
	Strongly Disagree	61	8.5
	Disagree	70	9.8
	Neither Agree nor Disagree	144	20.1
	Agree	226	31.6
	Strongly Agree	192	26.9
	Total	715	100.0
Missing	System	135	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	21	2.9
	Strongly Disagree	32	4.5
	Disagree	32	4.5
	Neither Agree nor Disagree	73	10.2
	Agree	273	38.2
	Strongly Agree	284	39.7
	Total	715	100.0
Missing	System	135	
Total		850	





The University offers a variety of majors at my location.

		Frequency	Valid Percent
Valid	Not Applicable	34	4.8
	Strongly Disagree	29	4.1
	Disagree	20	2.8
	Neither Agree nor Disagree	74	10.4
	Agree	253	35.5
	Strongly Agree	303	42.5
	Total	713	100.0
Missing	System	137	
Total		850	

Tutorial services are sufficient.

		Frequency	Valid Percent
Valid	Not Applicable	130	18.2
	Strongly Disagree	28	3.9
	Disagree	16	2.2
	Neither Agree nor Disagree	134	18.8
	Agree	220	30.9
	Strongly Agree	185	25.9
	Total	713	100.0
Missing	System	137	
Total		850	

On-campus bookstore hours are convenient for students.

		Frequency	Valid Percent
Valid	Not Applicable	112	15.8
	Strongly Disagree	30	4.2
	Disagree	22	3.1
	Neither Agree nor Disagree	98	13.8
	Agree	250	35.2
	Strongly Agree	198	27.9
	Total	710	100.0
Missing	System	140	
Total		850	

Purchasing textbooks through Troy Virtual BookStore is convenient.

		Frequency	Valid Percent
Valid	Not Applicable	89	12.5
	Strongly Disagree	37	5.2
	Disagree	27	3.8
	Neither Agree nor Disagree	118	16.6
	Agree	222	31.2
	Strongly Agree	218	30.7
	Total	711	100.0
Missing	System	139	
Total		850	

	Frequency	Valid Percent
Not Applicable	91	12.8
Strongly Disagree	33	4.6
Disagree	20	2.8
Neither Agree nor Disagree	108	15.2
Agree	224	31.5
Strongly Agree	235	33.1
Total	711	100.0
Missing System	139	
	850	

	Frequency	Valid Percent
Not Applicable	23	3.2
Strongly Disagree	29	4.1
Disagree	14	2.0
Neither Agree nor Disagree	72	10.1
Agree	296	41.6
Strongly Agree	278	39.0
Total		

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

		Frequency	Valid Percent
Valid	Not Applicable	26	3.6
	Strongly Disagree	35	4.9
	Disagree	19	2.7
	Neither Agree nor Disagree	59	8.3
	Agree	223	31.2
	Strongly Agree	353	49.4
	Total	715	100.0
Missing	System	135	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	67	9.4
	Strongly Disagree	30	4.2
	Disagree	30	4.2
	Neither Agree nor Disagree	89	12.4
	Agree	256	35.8
	Strongly Agree	243	34.0
	Total	715	100.0
Missing	System	135	
Total		850	

Campus housing met my expectations upon arriving to campus.

		Frequency	Valid Percent
Valid	Not Applicable	236	33.2
	Strongly Disagree	40	5.6
	Disagree	34	4.8
	Neither Agree nor Disagree	139	19.5
	Agree	140	19.7
	Strongly Agree	122	17.2
	Total	711	100.0
Missing	System	139	
Total		850	

Student recreational opportunities and facilities have met my expectations.

		Frequency	Valid Percent
Valid	Not Applicable	186	26.1
	Strongly Disagree	38	5.3
	Disagree	36	5.0
	Neither Agree nor Disagree	111	15.6
	Agree	194	27.2
	Strongly Agree	148	20.8
	Total	713	100.0
Missing	System	137	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	124	17.3
	Strongly Disagree	31	4.3
	Disagree	25	3.5
	Neither Agree nor Disagree	108	15.1
	Agree	218	30.5
	Strongly Agree	209	29.2
	Total	715	100.0
Missing	System	135	
Total		850	

RECEIVING INFORMATION ABOUT TROY UNIVERSITY

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

		Frequency	Valid Percent
Valid	Alumni	155	21.4
	Billboard	14	1.9
	Direct Mail	14	1.9
	Guidance Counselor	56	7.7
	Internet	115	15.9
	Newspaper	1	.1
	Radio	3	.4
	Television	20	2.8
	Word of mouth	259	35.8
	Other (please specify)	87	12.0
	Total	724	100.0
Missing	System	126	
Total		850	

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

		Frequency	Valid Percent
Valid	2 of my children graduated from Troy (main campus)		
	a college fair at my high school		
	Army Career Center		
	Band Competition		
	Band events		
	Base Education office		
	Baseball		
	Basketball		
	Brother		
	Brunswick Site		
	Cate Gooch-Coolidge Recruiter Troy University		
	Class in high school, visiting Troy was apart of passing the class.		
	co worker		
	colleague		
	college fair		
	College fair		
	College Fair		
	College fair day		
	Command Indoctrination		
	counselor at another college recommended		
	Dad		
	Discussion at Fort Rucker		
	Dothan Vocational Rehabilitation Services		
	Drove by the campus when I lived in AL		
	Employer		
	Family member		

Friend  
Friend from high school wanted to go here  
friends  
Friends  
From my friend  
Graduate School Fair  
Grew up in troy  
High School teacher  
HOBY  
I am from Troy, AL  
I am from Troy, Al.  
I got recruited  
I live near Troy,AL  
I'm from Montgomery so I knew about Troy  
I'm from Troy  
It's in my town  
Job Fair  
Lived in Troy my whole life  
Local  
military  
military friendly/ our military community  
Military Spouse Financial Aid  
mom  
mother was cheer coach here  
Mother/student  
My advisor from Wallace  
My aunt who was an instructor.  
My brother  
My mom  
My mom works here  
my niece and daughter went there  
Navy College Office  
onsite visit to a conference  
Parent  
Parents  
Parents raised me to be a TROY fan  
Representative spoke at my employer  
Resident  
Roger Smith  
Scholarship i recieved at the previous college  
self  
sibling  
Sibling attended  
Sister  
sound of the south  
Southeast Georgia Health System  
Sports  
Student Success  
Students  
Tennis coach  
The Sound of the South  
Through my High School Band Program  
trambuer  
Troy Representative  
Trumbauer State Competition  
visited my place of employment  
Walter State Trumbauer Festival  
Went to visit Gulf Coast State College and talked with Troy  
as well  
Work

	Frequency	Valid Percent
Billboard	5	.7
Direct Mail	102	14.2
Internet	459	63.8
Newspaper	2	.3
Radio	4	.6
Television	4	.6
Word of mouth	81	11.3
Other (please specify)	63	8.8
Total	720	100.0
Missing System	130	
	850	

Admission

Admission Td[(459)-81]ewspaper

Student email  
 Student Success  
 Tennis coach  
 The representative at the education center at Ft. Gordon handed me a bookmark with registration dates and times, and has followed up via e-mail each term.

Troy Campus  
 Troy Center at Fort Rucker Alabama  
 Troy Representative  
 Troy Univ. had a site campus at the education office where I was looking at different graduate programs.  
 visited campus and spoke to adviser  
 visited my place of employment  
 Walk In  
 walk-in to admissions office  
 Walked into the office in Atlanta GA  
 website  
 Went in admissions office  
 Word of mouth and emails

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

		Frequency	Valid Percent
Valid	Billboard	7	1.0
	Direct Mail	58	8.1
	Internet	319	44.5
	Radio	10	1.4
	Television	28	3.9
	Word of mouth	273	38.1
	Other (please specify)	22	3.1
	Total	717	100.0
Missing	System	133	
Total		850	

15) What is the best way to advertise to your friends? (select one)-TEXT

	Frequency	Valid Percent
Valid		
fac/TT0 Co* Bms at the pduni /w/ Subtype /Head		
boardspecuni /w/ Subtype /Head		
fac/TT0 Co* (nts a		
Both Internet and Word of Mouth		
Email		
get good		
mail,radio,tv		
Military connections		
my soundcloud		
Na		
Phone		
social media		
Social media		
Social Media		
spotify		
Tell them to go to another college		
text message		
Troy Promo Items/Student ID		
visited my place of employment		

- 95 -)/Subtype /Head



16) How would you describe TROY to a friend?

Academically challenging

		Frequency	Valid Percent
Valid	Not Selected	540	63.5
	Selected	310	36.5
	Total	850	100.0

Caring

		Frequency	Valid Percent
Valid	Not Selected	528	62.1
	Selected	322	37.9
	Total	850	100.0

Convenient

		Frequency	Valid Percent
Valid	Not Selected	388	45.6
	Selected	462	54.4
	Total	850	100.0

Friendly

		Frequency	Valid Percent
Valid	Not Selected	399	46.9
	Selected	451	53.1
	Total	850	100.0

Good value for the price

		Frequency	Valid Percent
Valid	Not Selected	459	54.0
	Selected	391	46.0
	Total	850	100.0

Helpful

		Frequency	Valid Percent
Valid	Not Selected	505	59.4
	Selected	345	40.6
	Total	850	100.0



## COMPUTER ACCESS

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

		Frequency	Valid Percent
Valid	Yes	687	96.9
	No	22	3.1
	Total	709	100.0
Missing	System	141	
Total		850	

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

		Frequency	Valid Percent
Valid	Laptop	612	89.6
	Desktop	44	6.4
	Other (please specify)	27	4.0
	Total	683	100.0
Missing	System	167	
Total		850	

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

		Frequency	Valid Percent
Valid	Both have both both Both Both laptop and desktop Both. Both. Laptop for on campus and a Desktop at home. I have both I have one of each I have used both, and the iphone app. I use a laptop and iPad Pro 12.7" for completing assignments and taking notes iPad Laptop and tablet Laptop, Desktop, iPad Tablet Yes		

	Frequency	Valid Percent
Yes	599	84.5
No		

		Frequency	Valid Percent
	Not Applicable	38	5.4
	Strongly Disagree	36	5.2
	Disagree	50	7.2
	Neither Agree nor Disagree	85	12.2
	Agree	250	35.8
	Strongly Agree	240	34.3
	Total	699	100.0
Missing	System	151	
		850	

		Frequency	Valid Percent
	Not Applicable	38	5.4
	Strongly Disagree	32	4.6
	Disagree	37	5.3
	Neither Agree nor Disagree	88	12.6
	Agree		



8

9 At first it was very hard to get a hold of my adviser so I had to get help from others but by the end of the second term I was able to get a hold of him and he helped me understand things that I was not sure of. I also recently sent him an email and he responded within 24 hours. The relationship is much better now.

10 Cool

11 Doctor kirby is amazing!

12 xxxxxx has been a great advisor and teacher during my first year at Troy. He always takes the time to understand my needs and what is needed form e to achieve the goals I am seeking.

13 Dr. Madison is great!!!

14 Dr. xxxxxx is truly the best advisor I've ever had. I have had multiple advisors from cNltiplroxxxr0e,etter

15 Dr. xxxxxx of the Sorrell College of Business is a wonderful advisor. He represents the university and his students very well.

16 Dr. xxxxxx is a welcoming, caring advisor that is always happy to answer my questions.

17 During the beginning of the course terms, many of the syllabuses are not updated. I

18 Easy to contact

19 Excellent!

20 General requirements are stupid, advisors should mention that we can CLEP them. Also, advisors should give us advice about our minor.

21 great job

22 Great job so far!!

23 Great job!

24 great school

25 He is a great helper.. I was very concerned about making sure I took all the right classes and he made out an excel spreadsheet that mapped out all my classes I needed to take and when for the rest of my time here at Troy.

26 He is a man who is rarely in his office with unclear office hours. Truly spews an essence of not caring what so ever. No guidance no friendship, a blank cold stare like I'm bothering him when I walk in there. Mandatory to meet with him to just waste my tie and he STILL FORGOT to remove the advising hold 2 WEEKS after the fact. And I can't help but think how I PAY CASH out of MY savings to pay for this incompetent man's salary. He went to school, went through a hiring process for this specific job and stil doesn't do it. I would love to get paid a nice amount for not doing my job. This school does not care about minority students at all.

27 he is excellent

28 He was a good man and have a cordial relationship with not only me but all the students who were assigned to him. I saw him as a fatherly figure and he was a great man and very popular among international students at Environment and Biological Sciences Deartment. He was an open minded man and he was always ready to answer questions and gives us the best advise. He was a very good listener and his office was always opened to students. It is with a heavy heart i write this comments. He passed away on the 1 January 2017 and his name is Dr. Neil Billington. He will be missed by all students in the department of Environmental Biology especially we the international student at the department.God will surely pay him for his wonderful service to Man. RIP Dr, B

29 I actually use the dean of the xxxxxx as my advisor instead of my assigned advisor. Dr. xxxxxx just seems more understanding and I can relate with her much better than my assigned advisor. Nothing wrong with my assigned advisor, just lke Dr. xxxxxx better!

30 I am extremely disappointed with the services of my academic advisor. I have been searching for someone else to communicate with because my advisor does not appear to know the rules of admissions and aca

31 I am giving my academic advisors low scores due to the fact I did IMPACT session and was not advised by my academic advisors, was simply told to go to a classroom and meet with a Science Professor and they would help me pick my classes for my degree. I wa very disappointed with this process. The professor did not know what classes I had taken due to the fact I was not given a copy of my transcript and was advising me to take classes I had because he did not know what I have taken previously or what transf credits I received. I do not think he did not try to assist me, but it was challenging. I then was enrolled in online classes that was only nine weeks and campus classes. This proved to be difficult when I finally met with my advisors because of the creit hour per semester rules. So after, I got enrolled is when I met with my advisors. My education advisor was saying no right off the bat without meeting with me. But once we met he had to go through the Dean to get me in classes. I think this could have een avoided. But. I can say both my advisors have met with me and laid out a schedule and degree plan. SO they did do their job when given the opportunity, but the registration process was a NITGHTMARE.

32 I am very pleased with the help I have received in every aspect of my enrollment and counseling opportunities. Every person I have come to contact has been prompt, courteous and respectful.

33 I changed advisors during the semester, and I found both my advisors extremely helpful with respect to my area of study, but significantly less aware of general studies requirements and classes. So far, I have not found it particularly difficult to arrane the general classes (my parents have helped me), while the help on the major-specific classes has been quite valuable.

34 I don't really have any communication with my advisor. I am usually the one placing the call

35 I feel some of the charges the school applies to student accounts, such as the \$25 fee for food which goes on your Troy ID is pointless. I am in the masters program and only on campus once a week. I often do not want to buy food on campus. Also, I feelif not used the remaining amount should roll over to the next term. I do not feel it is fair it does not roll over when I am not on campus often and when I can only use it during center times. I have attempted to use it in the beginning of the term and wa told I could not use it yet. If you are going to charge me for it, I should be allowed to let it roll over it and use it any time. Also, if it is not used by the end of the year, it should be refunded or go toward financial aid. I understand since it is harged to our accounts the parking passes are cheaper, however I would rather pay full price for the parking pass. If I do not use the money for the entire year, I might as well have paid the full price of the parking pass.

36 I had the wrong advisor all of first semester, and had trouble figuring out who it even was. No one explained I needed to meet with my advisor prior to registration, either.

37 I had two academic advisors. One was for education and the other was for my major. My education advisor was unavailable.

38 I hate that the exercise science program does group advising when it comes to figuring out what classes to take. I really would like to have one on one time always with my advisor

39 I have a hard time getting the information I feel I need from my adviser. Whether it be because I am asking the wrong questions or because she is not forth-coming with information - I don't know.

40 I have been in contact with the Student Services Advisor and Student Coaching throughout my time ad a student. I have not communicated with my advisor.

41 I have had 4 advisors within the 1st year, and they all provided me with different information regarding my degree plan and major. This was very confusing and set me back.



- 42 I have never communicated with my academic advisor. I have spoken to my success coach several times but not about academic planning. I use the online academic planning tool to plan my courses.
- 43 I have never met my academic advisor and i dont know who it is.
- 44 I have NO idea who my advisor is. I register and hope that I am taking all of the appropriate classes.
- 45 I have not spoken with my academic adviser.
- 46 I have only interacted with my adviser on two occasions and she is quite new
- 47 I have sent a email and also left a voice message but still no reply from advisor.
- 48 I have talked to my academic advisor 4 times and she didn't have ANY useful information. I asked her very direct questions about my classes and she had no idea and tried to send me to the dean of the business department to ask. I went to a different advisr and all of my questions were answered within 10 minutes.
- 49 I haven't had to utilize my academic advisor. The registration and flow of classes is easy to follow.
- 50 I haven't heard anything from my advisor, just my student success coach.
- 51 I haven't met with my academic advisor.
- 52 I haven't received instruction from my advisor since my 1st term. I'm ok though!!
- 53 I just received an advisor the second semester.
- 54 I like him. He's cool. No further comment.
- 55 I love that you dont get the run around! I have gotten answers to all my concerns and quickly as well.
- 56 I met with an adviser but she wasn't my adviser. I was told when I sign in anyone available would help me. It is my understanding that there is now only 1 adviser for all students and she is retiring soon.
- 57 I need a new advisor seriously I dont feel like she really cares that I am trying to get into the program.
- 58 I really enjoy having an advisor to help me through my time at Troy University.
- 59 I spoke to an advisor, filling in while my actual advisor was away, about what classes I needed to take for the upcoming semester, and I haven't attempted or spoke with them since. I will follow up prior to next term and summer classes.
- 60 I think the teachers I have worked with so far are phenomenal! xxxxxxx for Criminal Justice Classes and xxxxxx for Math classes are very involved with making sure my knowledge is there in the subject matter. I truly appreciate these tw instructors/professors and the time and efforts they are putting forth. They are awesome!
- 61 I tried to declare my major and get an advisor several times and it never happened until the end of last semester. I wasn't able to work with my advisor because of this.
- 62 I used to have xxxxxx was my adviser, and she was horrible. She is a good teacher, but she didn't do her job as an adviser and treated me like DIRT. I had arranged with her to register after I got my transfer credits processed and asked if she would be available to accept my schedule. She agreed with me that she would do it that night. When registration day came around, she still hadn't until TWO WINDOWS AFTER MY WINDOW. I got tons of classes I didn't want and my schedule completely messed up. Also, when I asked her about it during my window, she SCREAMED at me and pretended like it hadn't happened later. Screaming at someone just because you don't have time to do your own job is completely unacceptable. I pay for the service of an academic adviser, o I expect to have one that does their job. I switched to another faulty member but I feel great pity for her students still.

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- 95 My advisor is xxxxxx and he does not talk to me, and would not clear my advisor hold. I would rather have an advisor that knows what she/he is doing.
- 96 My advisor is xxxxxx and she does not care to take the time and talk to her students about their schedule. I actually want another one. She tries to get you in and out without helping.
- 97 My advisor is new to the advising process and is still learning. But he goes out of his way to try to find the answers to my questions.
- 98 My advisor never answered her emails, and when she did, it was weeks later. Dr. xxxxxx took me in and worked with me on everything I needed since I could never get a hold of my own advisor. Dr. xxxxxx was always willing to meet and always answered my emails in a timely manner.
- 99 My advisor uses something called Starfish and it didn't have me in the system as a student so planning a meeting with her was very hard at first. I hope now the problem is resolved and I can properly schedule appointments with her via Starfish.
- 100 My advisor wasn't able to provide me with adequate information. She sent me to about 5 different people, who in return told me she was the one who was supposed to help me with that issue. She eventually helped after getting another administrator involved.
- 101 My advisor will just tell me which classes to take he doesn't give me a variety to choose from she just suggest the two that he thinks I should take and that is final. He does not have a degree plan outlined for me. I have no idea what progress I am makin towards my degree. I can not get him to respond to my questions.
- 102 My last advisor resigned and I have not officially been assigned to a new advisor.
- 103 N/A
- 104 No Comments
- 105 None noted.
- 106 Not thinking about it.
- 107 Ok
- 108 Overall it's good
- 109 Pleasant experience.
- 110 Professor xxxxxx is amazing
- 111 Professor xxxxxx is awesome!



22) Which of the following academic advising options would you like best?

		Frequency	Valid Percent
Valid	Face-to-face	455	64.3
	Online	148	20.9
	Via phone	94	13.3
	Other (please specify)	11	1.6
	Total	708	100.0
Missing	System	142	
Total		850	

22) Which of the following academic advising options would you like best?-TEXT

		Frequency	Valid Percent
Valid	all are good options		
	Any would have been nice!		
	direct emails via troy email service or text		
	Face - to - Face and Email		
	I expect my academic advisor to be flexible and capable of working on all platforms.		
	i need a new advisor		
	I would like face to face or online depending on my needs		
	If I wasn't a full time worker and parent, full time would be great; however, since I am both of those, I prefer online		
	Online or face-to-face		
	With someone who knows the Pre-Med route and actually cares about every individual student that is under them.		
	With the adviser I have now, nothing.		

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

1 Dr. xxxxx , Dr. xxxxx, Dr. xxxxx & xxxxx have been very helpful and have helped me realize my goals. I have learned a lot from them and they have been a great support system. I have also learned a lot from my professors and they have been a great support system. I have also learned a lot from my professors and they have been a great support system.

4. xxxxxAdd pIDko2 gBettr saga

5. xxxxxAlthough I am only a first-year student, I have already learned a lot from my professors and they have been a great support system. I have also learned a lot from my professors and they have been a great support system.

- 13 Books and materials are expensive for college already. Why require students to buy books if they aren't used in the classroom? And why have students buy a \$60 clicker just to sign in for class when the professor can pass around a sheet of paper or call roll?! Other than that my experience has been pleasant. Minus everyone walking around with their heads down at their phones not paying attention to where they are going. ; )
- 14 Books are too expensive. I just paid \$375.00 to get a book that I will only use for nine weeks and will not even get half of that trying to sell it back.
- 15 Can we please have roll over flex points and more healthy alternatives for on campus food.
- 16 Coming to Troy was the best decision I have ever made. It is really a great school, friendly environment, athletic department is awesome! I love being a Troy Trojan
- 17 Course surveys should be open for a week after a course is complete. I am not going to complete a survey prior to completing the course.
- 18 Ever since day 1 of my applying, I have been getting "the run around" and been treated like dirt by faculty members and I am SICK of it. I'm ready to go to the head of department and the dean. No one has lifted a finger to help me all year unless I end up in tears or begging them. I am a nice, respectful person and I am trying my hardest, but the way I was treated last semester (my first semester) was completely unacceptable. I am incredibly disappointed in Troy University.
- 19 Everyone business offices needs to be on the same page whenever a student's information is enter into the system. I shouldn't be able to see something on webexpress as a student and the FA offices can't see it until a system wide update it done. If i'm caling about my FA they shouldn't let someone answer the phone that can't do simple math to see why a refund hasn't been issued yet for money left in the account. To many people employed that doesn't seem to know how to do their job unless they referring yo to someone who doesn't have a clue either.
- 20 feel good
- 21 From the impact to the housing to the food to the classes. None of these things are up to par, housing is an overpriced joke including this meal plan that is robbing us blind. The mysterious school fees that have gone up from LAST SEMESTER. No care for th American dollar seeing that a single black female with no parent assistance paid y'all \$10,000 LITERALLY CASH from my account to attend for one year. The extremely and unnecessarily fast pace of the courses. IF YOU DON'T HAVE ENOUGH TIME FOR ALL OF THE MTERIAL THEN CUT DOWN ON THE MATERIAL!!!! This is all ridiculous the unprofessional-ism from your faculty, they state and I quote "If I don't like your email or if it isn't in the right format I'm just not going to respond" What the hell?! If I did that a work which, I have been in the working world for 6+ years now, I would be Fired! They have too much lee way. There shouldn't be such an extreme difference in the SAME general bio course because one teacher likes teaching and the other is in competition with his students. IF there is extra credit in one Gen Bio then ALL Gen Bios need to offer extra credit. The food service is crap and so are their attitudes. I can't believe it is legal for you all to steal money from us like this for this unnecessary projets that we will most likely not even see! No one cares.
- 22 Great diverse of students and welcoming campus, but needs more scholarship opportunities for those who do not have enough financial aid to cover for some expenses(books, room and board, meal plan, etc.)and are not able to qualify for work study.
- 23 I absolutely love the school and the band is the best thing about the school, but the city itself has nothing to do.
- 24 I am 3 terms into my online degree pursuit and am satisfied so far.
- 25 I am 51 returning to school to obtain MSN/FNP license. Troy is doing everything possible to make this transition smooth!
- 26 I am a student at the Atlanta, GA campus. I was wondering if there was any way we could receive student ID's?
- 27 I am alarmed at the current continual rise of tuition each year. I also do not like that, if rumors are correct, that athletes will get full time use of the rec center whereas regular Troy students will only be able to attend classes in. And lastly, as soeone who has been to the campus yearly for the past 4 or 5 years now, seeing the constant construction and expanding of Troy but very little expanding of the amount of parking is troubling. There is not enough parking and while we offer above the requirednational average for parking, it should be based off what the school needs, not a national average. Even teachers are having difficulty finding parking. Also the reserved parking spots for certain people when those people are rarely there makes it difficut because there are open parking spots that can't be used.
- 28 I am an older student returning to college and Troy has made this so easy for me. I like having an advisor who is active in my education planning and also having a student success coach is an asset.



29 I am definitely thankful for the online program that Troy has available. Without such a setup, I probably would have had to put my college education on hold indefinitely--I have such a busy schedule that online classes are the only option that works for me. It's been a great experience so far and I look forward to finishing my degree here.

30 I am enjoying my educational endeavours at Troy University!!!

31 I am not a fan of this new TEP program!! I love kids and enjoy it, but this whole process doesn't help us; it only stresses us all out even more than we already are.

32 I am so impressed with the level of good quality teachers here that actually care and respond to all my concerns and at the amount of resources used as an online student, it is challenging and I work very hard, but the teachers give you the tools to set you up for success. As an online student I was very worried about not hearing from my teachers at first, but they have all been nothing but amazing so far and respond within the day! I tell everyone about this school, what an amazing opportunity for military spouse students like myself! I wish I had known about Troy years ago.

33 I am very happy I transferred. It's all I have wanted for a quality education

34 I am very happy that I chose Troy University! My education comes first to the staff. They all treat me with respect and I the same with them. I will highly recommend this institution over the other central universities.

35 I asked a ton of people why they choose Troy, most likely than not it is because of the price (They have a scholarship). General requirements should not be obligatory. Let internationals know that they can CLEP them or take them in a community college and all these options nobody told me about. It is also horrible for people who don't have a car. The officers at Troy would just say: "make friends with cars" and that is it. The buses we request from the international office should have one price for all so we can split it as a group, not a price per person. I have not gone deep into CS classes yet. But the seniors mostly are complaining. I am afraid I would not learn enough. Also, the only option for careers or hiring is CGI, while there is a ton of opportunities out there for computer science. There are research programs federally funded that Troy could participate at. One more note: nobody reads the Dothan eagle. Please invest in a few dollars to

- 44 I have found that Math and Science classes are often scheduled so as to overlap. I'm majoring in math, and might have considered a science as an appropriate minor, but that would be inconvenient or even impossible the way things are usually scheduled. My teachers have been wonderfully accommodating to students, and I am deeply grateful. I'm taking Calculus 2 now, so I can't say that isn't challenging, but in all my previous classes, I would have loved to have had more pressure toward mastery and excellence in the material. Teachers were nonetheless always willing and eager to help me learn more.
- 45 I have had a great experience with Troy University so far.
- 46 I have had a wonderful experience thus far; and the student success coach has been extremely helpful, as well as all other staff and faculty.
- 47 I have never been to a university that truly cares about its students' success in the way that Troy does. There is no reason any student should not have a successful experience at Troy.
- 48 I have never felt a foreign student in Troy University!
- 49 I have taken online classes at another university. In that setting there were video lectures and more interaction with the professor than just Blackboard announcements and syllabus/course schedule. I feel that this is a read and learn on your own program and I am just paying tuition to purchase my degree. I am not being "taught" just being processed.
- 50 I improve my English and increase my knowledge.
- 51 I left Troy after my first semester but I still take time to finish this survey because I hope my opinions can help improve Troy's academic environment. For current and also future Trojans. I hope you consider my honest opinions as important as you said. Good luck!
- 52 I like it. It's cool. No further comment.
- 53 I like the process. I just wish some professors would take different approaches when they see majority of their classes are failing. Not everyone learns the same way, and telling a student to read 2-3 chapters a week 7 or 8 times isn't a good approach either. Other than that, I love most of the classes the university offers and the variety of professors who love their work.
- 54 I love attending Troy University. The people here are wonderful and most of the professors I've had have been incredible. I also had a small health issue not too long ago and the professors were very understanding and very helpful. I've had a great experience at Troy so far, and I can't wait to see how the next few years will go!
- 55 I love football season, homecoming week, and Phi Mu!
- 56 I love it at Troy.
- 57 I love it here.
- 58 I love the convenience of the online academic programs offered. Troy University Online has made it possible for me (a single mother that works a full time job) to return to college after 8 years. I am also extremely grateful for the Transfer Merit Scholarship that I am receiving.
- 59 I love the fact that classes are not intimidating, nor are the professors.
- 60 I love Troy so far and I encourage fellow soldiers, specifically, to take advantage of the school, especially because it honors the tuition assistance cap.
- 61 I love Troy University and the faculty.
- 62 I think for first time grad students, the introductory classes are more difficult than the actual classes. I think this has been one of my issues with Troy. Grad school intro courses should offer more learning steps (either live sessions, or recorded ones).
- 63 I think that Troy is a great school to earn a Master's degree. I wish that I could go to actual classes as opposed to online however; the online courses are sufficient.
- 64 I think there could be a more organized way to list all the events happening on campus. So many different organizations post their flyers literally the day or two, before the event. Calendars could be implemented.
- 65 I truly love my new school. Troy has created so many great opportunities for me! There are so many options for student involvement, while still excelling in academics! Troy has become more than just a school, it's a family. Here's to the school we love! We are Trojans one and all!
- 66 I wish I could feel more a part of the community and receive local discounts as a student BUT Troy U does not issue student IDs to online students.
- 67 I wish that financial aid and admissions office secretaries were more friendly and helpful in helping me apply for classes and pay for tuition. Also regarding financial aid I wish they would break down how much each class cost for tuition. Also I think that each teacher should respond back to emails within 24 to 48 hours.
- 68 I'm tired of not being able to understand my professors. Find some that can actually speak English well.
- 69 I've come to love Troy during this semester. There are times when I'm just walking on the quad between classes and I

- 70 I've enjoyed Troy University more than expected. There is much about the Dothan campus I enjoy, including the class sizes and the class times. However, both students and faculty express near constant distaste for the term system. Specifically in English class, we don't have time to cover the material the professors and students wish to cover. Not having a spring break is a big drawback, especially with the fast pace. The campus is nicer than anticipated, and the staff is friendly and helpful.
- 71 IMPACT needs improvement for transfers who have worked or attended college and are not freshman.
- 72 It's a great place to go to receive an education, and should hold its standards high for the students that attend.
- 73 It has been a wonderful experience so far.
- 74 It has been an adjustment but I am finally comfortable with the way Troy does things.
- 75 It has been an exciting process that has required diligent work, yet I have managed to keep 4.0 g.p.a. so far.
- 76 It is very hard to do important paperwork ESPECIALLY with financial aid. It took me months to get mine in because they kept giving me the run around and telling me everything was ready only to call a week later and say there is more to do. This happened multiple times. Terrible system.
- 77 It's a good experience in Troy. I liked being here but I have a small issue about job. As me being an international student and undergraduate it is difficult for us to get a job, if Troy can help me get a job that will be a big help. Thank you
- 78 It's a good school overall. I wish there were more efficient ways to get on sports teams & a better selection of roommates.
- 79 It's an overall challenge with me being out of school for a minute, but I am absolutely enjoying this journey forwarding my education with Troy University. It's reliable and they definitely work well with you on whatever you may need assistance with. Troy is a great college to attend.
- 80 It's great. I love Troy University and everything it comes with.
- 81 It's lit
- 82 Love it here. Definitely made the right choice! Go Trojans, and blow sound of the south!
- 83 Loved it!
- 84 MORE PARKING I MEAN COME ON WE NEED MORE FOOD CHOICES NICER ICE CREAM EMPLOYEES LONGER SAGA HOURS
- 85 more parking plz
- 86 Most of the time, my impression on Troy University is very good. Faculty and students are nice and professors are enthusiastic enough to motivate students to study deeper. But there was a professor who didn't give any syllabus to students on the first day of the semester. Almost at the end of the semester, I got one, but even it was not the syllabus for the class: date, textbook, assignment, everything was different from the class I was taking. It was very disappointing and it made me question the quality of educational service of Troy University. I hope it will not happen again later on.
- 87 My experience at Troy is great.
- 88 My experience so far has been pleasant and friendly but I have only been here 4 months.
- 89 My first year here has been amazing!
- 90 N/A
- 91 N/A.
- 92 NA
- 93 Need more faculty or subject scholarships
- 94 Need more parking
- 95 Newman needs brighter bulbs. The energy efficient bulbs are very dim.
- 96 No
- 97 No big issues right now. All together the school is very competitive. Having no contact with the advisor has been very annoying. But I have managed to work around this situation. Thanks!
- 98 No Comments
- 99 none
- 100 None
- 101 none great job
- 102 Over all my academic experience has been great, but something should be done about the safety of the students after dark on campus. Possibly more lighting.
- 103 Overall I really am enjoying my time at TroyU
- 104 Overall it is convenient and challenging but the advising should be more together.
- 105 Overall it was a good experience but it could be better if Troy University had some more financial aid or assistance opportunity for the International undergraduate student.

- 106 Overall my experience has been pleasant. There have been a couple hiccups along the way with not so great communication from advisers and professors. But all in all I like Troy and am proud to be a Trojan!
- 107 Public transportation is not that convient.
- 108 Reach out to students about any scholarships they can receive during their time at troy.
- 109 School is cool!
- 110 Somebody is not kind to me, I don't feel cool.
- 111 Student Coaches are constantly involved and provide a sense of security, but I am always nervous because I don't understand all of the acronyms and online classes are new to me.
- 112 terrific>\*I feel flattered to be one of trojans>
- 113 Thank you Troy!
- 114 Thanks for all you have done
- 115 The classes are very informative and interesting. I feel I am learning a lot of important information that will aid me in my new career choice. I appreciate every moment in class and devour every bit of information in the lectures and from our text book. I appreciate the opportunity to be a student at Troy.
- 116 The English degree suffers in Dothan Campus because there aren't as diverse a range of courses offered on campus; for example, creative writing courses or magazine courses-- the sort of courses that would prepare a student for a specific career, particulaly in publishing.
- 117 The only bad thing I have to say about Troy is the parking.
- 118 The only concern is the parking fee requirement for students to pay if you do not have a Troy University license plate. This should be included in the university fees that are in conjunction with registration.
- 119 The only thing that I wish to put in this comment section, is that I wish Troy would add more parking spaces on campus. I realized we are very limited to parking spaces, but it is a constant problem for me, being a commuter to campus everyday, trying to fnd a parking spot everyday and parking in the correct area without getting a ticket. So more parking would be great. Another issue I would like to bring up, even though I imagine nothing can be done about it, I wish textbooks would not be so expensive. s students, we are already paying so much to come to school here and trying to afford housing here as well, it is very difficult to afford books in the bookstore. Which I usually go to other websites to find cheaper books to find. However, overall Tro is a beautiful campus and I love the faculty and staff here. Its a great school and I would highly recommend it to others.
- 120 The quality of education has not met my expectation. I hope Troy university hires more proficient and enthusiastic professor.
- 121 The student recreational areas are lacking badly, and Student dining services on the weekend is vastly sub-par for a state college, but this place is a very good bang for your buck.
- 122 There are many organizations and jobs available but very few are opened to freshmen....I spent a lot of time in my first semester looking for something to do. I finally got an office work which gave me just 11hrs....I have very good grades and I was hopin I could do different things and still keep my grades,but it isn't the case for internationals who can't stand for long at sodexo jobs. I am hoping some exceptions are given to some students in the future. I love Troy so much.You made my dream of studyingabroad a reality. I can't wait to be an alumni.
- 123 There needs to be a pool with a diving board or a competitive diving platform like they use in the Olympics.
- 124 There should be some alternatives for students that are going through rough patches in life beyond their control. For example, dealing with the hurricanes in South Georgia with many services down in a city, instructors should be understanding of this.
- 125 This has been a very trying time. Most of the staff treat you as if you are supposed to know EVERYTHING when you get to college! Hello, just a few months before that we were still under the wing of our parents, some of us still having to ask for permissio in school to go to the restroom; but now all of a sudden you expect us to be full fledged adults?! You all really need to be more caring, concerned and considerate when it comes to new students. Not everyone knows your policies and procedures, so give usa break and give us a chance! You are making more people want to leave than want to stay! AND BY ALL MEANS, TEAR DOWN HAMIL AND REPLACE IT OR AT LEAST RENOVATE IT! Hamil is a disgrace. Everyone else has the opportunity to stay in much nicer dorms! Give ussomething to be proud of! And is it absolutely necessary to make this meal plan so expensive and MANDATORY?
- 126 To much greek life
- 127 Toys family is so we coming and caring
- 128 Troy could be more mindful that we are transferring from one level of schooling to another level of school
- 129 TROY has been a integral part of my life since I was born, but being a student here has been an amazing experience. I hope that the TROJAN nation continues to grow. GO TROY!!!

- 130 Troy has by far met my expectations in every aspect.. I love it here!!
- 131 Troy is a great university and I'm looking forward to continuing my education here!
- 132 Troy is a wonderful campus however, some things can be changed as well as any other campus. I do not fully agree with tuition and the fees charged nor do I agree with the limited financial aid. Also, times for food services and food options could be better. Availability of work study jobs could be improved as well. I understand it is first come first serve but some people rely on those due to a demanding schedule based on your major. Overall, I love the school, environment, and people involved. I have had wonderful experience at Troy thus far.
- 133 Troy is awesome! The teachers are helpful, the students are nice, and once you get involved you find your family away from your family.
- 134 Troy is really pretty, but it needs a YMCA like South has. That can lead students to go to South because there are more things to do in Mobile. Troy University needs to work with the city on getting more in Troy, expanding it for the public eye. Overall Troy is a great school and the campus is one of the prettiest out there. The Faculty is very caring and helpful.
- 135 Troy needs to accommodate for having a larger number of students. More parking, more on-campus housing, and more advisors especially in the exercise science department.
- 136 Troy University feels like one of those small town universities you see in the movies.
- 137 Troy University is a great campus and so far I am really enjoying my first experience of being a college student.
- 138 Troy University is a wonderful school and I definitely would recommend this school to friends, family, and others in the hopes that they will also consider Troy for their educational advancement.
- 139 Troy University is great!!!
- 140 Troy University is, in my opinion, the best place on earth for me to be.
- 141 Very beautiful campus
- 142 We need more parking, longer SAGA hours, more food choices, straws in SAGA. Other than that Troy is excellent!
- 143 WE NEED MORE PARKING!!!!!!!!!!!!!!
- 144 When I tried to receive my transcript. A lady who was working the front desk in the office where you pick them up wasn't very helpful and it seemed like she had an attitude. I didn't feel very helped and the paper to fill out to receive the transcript was very confusing and not clearly understood. It doesn't state the fee.
- 145 When the University is going to go in and drop a class that a student has already registered for, it would be very nice if they would inform the student of that class being dropped. So, the student does not show up to the class and no one else.
- 146 WiFi needs to be better on campus

## Appendix 25 – 2016 New Student Survey Instrument

### 2016 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

First-Generation Status: Did the parent(s) with whom you resides/resided receive a baccalaureate degree from a college or university?

- Yes
- No

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

6) Degree program you are in:

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

7) College you are attending:

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



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

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

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

- Accounting Major
- Business
- Business Administration
- Executive Master of Business Administration
- Finance Major
- General Business Major
- Human Resource Management
- Information Systems Major
- Management
- Marketing Major
- Resources and Technology Management
- Risk Management and Insurance Major
- Taxation
- Other

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

- Art Major
- Broadcast Journalism Major
- Communication Arts Major - Communication Studies Track
- Communication Arts Major - Theatre Track
- Design, Technology and Innovation Program
- English Major
- Foreign Language Major
- Journalism, Print Major
- Music Major
- Studio Arts
- Other

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

- Adult Education
- Collaborative Teacher (Grades 6-12)
- Collaborative Teacher (Grades K-6)
- Community Counseling (Non-Certificate Program)
- Counseling and Psychology - Clinical Mental Health Counseling
- Counseling and Psychology - Rehabilitation Counseling Counseling
- Counseling and Psychology - Social Services Counseling
- Counseling and Psychology - Student Affairs Counseling
- Counseling and Psychology - Substance Abuse Counseling
- Early Childhood Education (Grades P-3)
- Educational Administration and Leadership
- Elementary Education (Grades K-6)
- Instructional Leadership and Administration
- Interdisciplinary Education (Grades P-12) - Art Education
- Interdisciplinary Education (Grades P-12) - Music, Choral Education
- Interdisciplinary Education (Grades P-12) - Music, Instrumental Education
- Interdisciplinary Education (Grades P-12) - Physical Education
- Interdisciplinary Education (Grades P-12) - Theatre Education
- Interdisciplinary Education (P-12) - Gifted Education
- Interpreter Training Program
- Post Secondary Education
- Psychology Comprehensive Program
- Psychology Major
- School Counseling - Certification Program
- School Counseling (P-12)
- School Psychology (P-12)
- School Psychometry - Certification Program
- Secondary Education (Grades 6-12) - Biology Education
- Secondary Education (Grades 6-12) - Chemistry Education
- Secondary Education (Grades 6-12) - English-Language Arts Education



- % Social atmosphere
- % Diversity of student body
- % Athletics
- % Performing arts (band, collegiate singers, drama, etc.)
- % Recommendation of high school counselor
- % Recommendation of college counselor
- % Parents' recommendation
- % Friends' recommendation
- % Alumni recommendation
- % Other (please specify) \_\_\_\_\_

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

## RECEIVING INFORMATION ABOUT TROY UNIVERSITY

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

- 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? (select one)

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

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

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

16) How would you describe TROY to a friend? (Choose all that apply)

- Academically challenging
- Caring
- Convenient
- Friendly
- Good value for the price
- Helpful
- Student-centered
- Other (please specify) \_\_\_\_\_

## COMPUTER ACCESS

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

- Yes
- No

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

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

## STUDENT ADVISING

18) Was an academic advisor assigned to you prior to  
You answered "Yes" that you have your own comput

21) Please enter any additional comments you have regarding your academic advising experience in the box below: