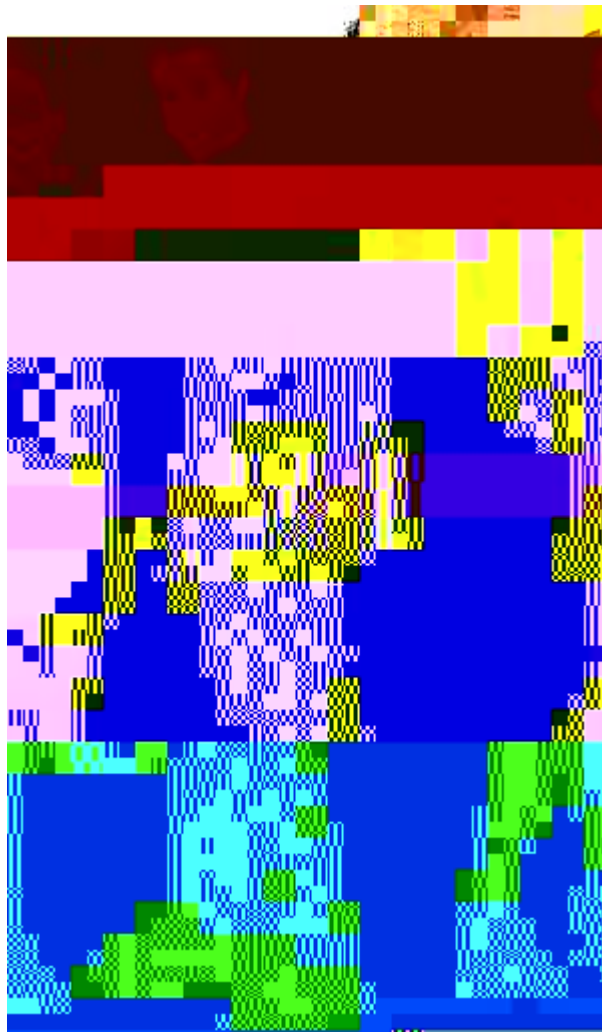


•! 1 + ••
' () ~ 1 " (•
') &* 1 -



Fall 2009

Troy University Office of Institutional
Research, Planning, and Effectiveness

Table of Contents

Executive Summary2

Appendix 1: Satisfaction – Overall.....8

Appendix 2: Satisfaction – Dothan10

Appendix 3: Satisfaction – Montgomery12

Appendix 4: Satisfaction – Phenix City.....14

Appendix 5: Satisfaction – Troy16

Appendix 6: Satisfaction – Global Campus.....18

Appendix 7: Satisfaction – eCampus20

Appendix 8: Satisfaction – Arts & Sciences.....22

Appendix 9: Satisfaction – Business.....24

Appendix 10: Satisfaction – Education.....26

Appendix 11: Satisfaction – Communication & Fine Arts.....28

Appendix 12: Satisfaction – Health & Human Service30

Appendix 13: Satisfaction – Undergraduate Students32

Appendix 14: Satisfaction – Graduate Students34

Appendix 15: Satisfaction – Undergraduate First-Time Freshmen36

Appendix 16: Satisfaction – Undergraduate Transfer Students.....38

Appendix 17: Comparison – Male and Female40

Appendix 18: Comparison – White, Black, and Other Minorities41

Appendix 19: Comparison – Traditional and Non-Traditional.....42

Appendix 20: Comparison – First Choice and Other Choices.....43

Appendix 21: Other Responses – Dothan.....45

Appendix 22: Other Responses – Montgomery.....61

Appendix 23: Other Responses – Phenix City.....79

Appendix 24: Other Responses – Troy95

Appendix 25: Other Responses – eCampus114

Appendix 26: Other Responses – Global Campus132

Appendix 27: Other Responses – Overall.....150

Appendix 28: Results in Graphics for All Campuses167

Appendix 29: 2008 New Student Survey Instrument224

College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 72% selected Troy University as first choice when applying for college admission and 21% had Troy University as their second choice. The most common reasons why new students selected Troy University was its location (57%) and good academic reputation (56%). Other common reasons included flexibility of schedule (53%) and affordability (48%). Additionally, approximately 46% of the respondents

knowledgeable and helpful” (81%), “Registration dates, times, and procedures were made clear to me” (79%), “The classes I attend are well organized and well taught” (79%), and “The online Schedule of Classes is informative and easy to follow” (79%).

Student Satisfaction – Weaknesses

Based on the student agreement levels, the survey identified some areas of weakness. These include the campus housing meeting expectations when needed, students getting the “run around” when seeking information, availability of student organizations, sufficiency of tutorial services, and the on-campus bookstore hours. In particular, 22% of the respondents disagreed that “Students seldom get the ‘run around’ when seeking information” (17% were neutral; and 59% agreed). These items were also rated low or ranked at the bottom in most locations and colleges. Other areas, such as the registration process, academic advising, and class times, were in need of improvement on some campuses. Special attention should be directed to these items and plans to improve should be developed and implemented. (See reports in Appendixes 1 – 12.)

Additionally, the satisfaction means for non-traditional students (aged 25 or older) and traditional students (under age 25) were significantly different with traditional students more satisfied for:

- Troy personnel are knowledgeable and helpful.
- Faculty care about students as individuals.
- I feel I can talk to faculty about my academic concerns.
- Academic advising is adequate.
- The online registration process is user-friendly.
- Tutorial services are sufficient.
- On-campus bookstore hours are convenient for students.
- Student organizations are available for my participation.

Non-traditional students were more satisfied for:

- The tuition payment plan is beneficial for students.
- Registration dates, times, and procedures were made clear to me prior to enrollment.
- Students seldom "get lost" when seeking information.
- Classes are offered at convenient times.
- The semester/term format at my location accommodates my learning.
- Troy University has a good reputation in my community.
- I am receiving a quality education at Troy University.
- Campus housing met my expectations upon arriving to campus.

(See Appendix 19)

Further analysis found that the satisfaction means for students who selected Troy University as their first choice were significantly different than the means of students who did not select Troy as their first choice for:

- Class information provided to me prior to enrollment was helpful.
- Purchasing textbooks through the Troy University bookstore is convenient,

(See Appendix 20)

Learning about Troy University: 48% of the new students indicated that they learned about Troy University through "Word of Mouth" (Question 12) while 55% learned about the registration dates and times via "Internet" (Question 13). (See Appendix 28)

Best way to advertise Troy University: 46% of the new students thought that "Word of Mouth" was the best way to advertise Troy University and 30% indicated that the best way was through "Internet" (Question 14). (See Appendix 28)

New Student Description of Troy University:

66% of the new students described Troy University as “Convenient,” 47% thought it was of a “Good Value for the price,” 44% considered it to be academically challenging, and 45% believed that the staff of the University were “Friendly” (Question 15). (Appendix 28)

A Culture of Reading

Troy University is committed to fostering a culture of reading among its students. The Quality Enhancement Plan (QEP) of Troy University focuses on strengthening student literacy and learning by setting high expectations for reading and by supporting new initiatives that will enable students to become better readers. Detailed results of these questions are presented in Appendix 28.

Frequency of reading: When asked about their general frequency of reading, most students (52.1%) reported that “I don’t have much time to read for pleasure, but I

Preferred genre: New students were asked to report what types of books they like to read for pleasure. The five most common answers were: True stories (53.7%), Romance (41.5%), Biography/Autobiography (38.8%), Mystery (36.9%), and Adventure (36.9%). The five least favored types were: Sports (14.3%), Horror (16.8%), Science Fiction (17.3%), Books about hobbies or collecting (17.7%), and Factual books, like a book about dinosaurs or space (17.7%).

Characters: New students were asked which characters/people they liked to read about. The five most common answers were: Historical figures (43.4%) People or characters who are a lot different than me (41.0%), People or characters my age who have done some cool or amazing thing (38.6%), People or characters who are lot like me (36.8%), People or characters my age wrestling with tough issues like crime, drug abuse or poverty (35.4%), and Celebrities (33.4%). The five least most common characters were: Sports figures (15.2%), Animals (18%), Fantasy characters – like super heroes, people from other worlds, or future (22.9%). Musicians (20.2%), and Characters from movies or television shows (26.4%).

Discussing reading: New students were asked to report how often they discuss books with others. The following percentages were reported: Daily (9%), Weekly (23%), Monthly (20.7%), A few times per year (29.4%), Once per year (5.1%) and Never (12.8%).

Implications

1. Troy University has done a good job in meeting the needs of new students even though there are areas that need to be improved.
2. The University might use the following in its recruitment and advancement efforts:
 - 86.7% of new students responded that they were receiving a quality education at Troy University;
 - 85.3% of the new students indicated that they would recommend Troy to a friend.
 - 83.9% of the new students indicated that the semester/term accommodated their learning;
 - 83.7% of new students agreed that Troy has a good reputation in their community;
 - 81.7% of the new students described Troy University as convenient.
- 3.

Appendix 1. 2009 New Student Perceptions about Troy University - Overall

Ranked by Frequency of Agreement Total respondents = 1,789

Academic programs, services, and administration	09 Rank	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	1	1	86.7%	7.1%	6.2%	1,697

Troy University Fall 2009 New Student Survey

Appendix 1.1. New Student Perceptions about Troy University - Overall Comparison

Trend Fall 2009 to Fall 2005

Academic programs, services, and administration	Agree*						Disagree*					
	FA09	FA08	FA07	FA06	FA05	Diff	FA09	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	86.7%	82.5%	80.2%	85.8%	85.2%	1.5%	6.2%	5.0%	4.7%	5.9%	5.9%	0.3%
I would recommend Troy to a friend...	85.3%	80.3%	79.3%	84.6%	83.0%	2.3%	8.2%	7.8%	5.7%	7.1%	7.8%	0.4%
The semester/term format accommodates my learning.	83.9%	80.2%	78.5%	83.3%	82.6%	1.3%	6.6%	5.5%	4.6%	5.5%	5.9%	0.7%
Classes are offered at convenient times.	81.7%	77.0%	75.3%	82.6%	79.3%	2.4%	9.2%	6.6%	6.8%	7.7%	9.2%	0.0%
Troy University has a good reputation in my community.	83.7%	74.5%	75.5%	82.6%	79.8%	3.9%	6.1%	5.8%	5.1%	5.7%	6.6%	-0.5%
The printed Schedule of Classes is informative and easy to follow.	82.3%	69.4%	70.7%	80.5%	80.2%	2.1%	7.5%	6.1%	5.7%	7.4%	6.8%	0.7%
Troy personnel are knowledgeable and helpful.	81.3%	76.9%	74.5%	79.2%	77.4%	3.9%	9.8%	11.5%	9.9%	8.4%	10.1%	-0.3%
Reg. dates, times, procedures were made clear to me.	79.2%	72.9%	75.1%	78.4%	N/A	0.8%	12.2%	14.2%	10.4%	12.0%	N/A	0.2%
The online Schedule of Classes is informative and easy to follow.	79.1%	70.7%	71.9%	78.4%	74.5%		9.1%	8.3%	7.3%	8.9%	9.9%	-0.8%
The classes I attend are well organized and well taught.	79.1%	75.0%	73.2%	78.2%	77.9%	1.2%	10.1%	8.7%	8.6%	9.1%	9.1%	1.0%
I feel I can talk to faculty about my academic concerns.	75.7%	74.0%	72.7%	77.2%	76.7%	-1.0%	9.7%	10.0%	8.3%	9.6%	8.7%	1.0%
Faculty care about students as individuals.	78.4%	75.2%	74.1%	76.8%	76.0%	2.4%	9.0%	8.9%	7.0%	7.3%	7.9%	4.1%
The tuition payment plan is beneficial for students.	77.3%	61.7%	61.7%	75.4%	75.5%	2.7%	7.7%	7.2%	5.7%	7.2%	6.8%	0.9%
Class drop/add	77.3%	61.7%	61.7%	75.4%	75.5%	2.7%	7.7%	7.2%	5.7%	7.2%	6.8%	0.9%

Troy University Fall 2009 New Student Survey

Appendix 3. New Student Perceptions about Troy University - Montgomery

Ranked by Agreement Total respondents = 149

Academic programs, services, and administration	09 Rank	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
Troy University has a good reputation in my community.	1	1	2	1	85.4%	8.0%	6.6%	137
I would recommend Troy University to a friend who is planning to go to college.	2	4	6	4	85.2%	4.9%	9.9%	142
The printed Schedule of Classes is informative and easy to follow.	3	5	1	6	84.8%	5.5%	9.7%	145
The semester/term format at my location accommodates my learning.	4	3	4	5	84.6%	9.1%	6.3%	143
I am receiving a quality education at Troy University.	5	2	3	2	83.6%	8.2%	8.2%	146
Classes are offered at convenient times.	6	6	5	3	81.4%	7.9%	10.7%	140
The tuition payment plan is beneficial for students.	7	16	12	7	80.0%	11.2%	8.8%	125
On-campus bookstore hours are convenient for students.	8	13	16	11	79.3%	9.6%	11.1%	135
The bill that I received from the University was easily understood.	9				78.5%	13.8%	7.7%	130
The University offers a variety of majors at my location.	10	8	8	16	78.1%	10.3%	11.6%	146
Registration dates, times, and procedures were made clear to me prior to enrollment.	11	15	7	14	78.0%	7.1%	14.9%	141
Sufficient financial aid options are available.	12	14	15	8	76.5%	12.5%	11.0%	136
Troy personnel are knowledgeable and helpful.	13	9	13	9	76.2%	11.6%	12.2%	147
The online Schedule of Classes is informative and easy to follow.	14	19	17	17	72.5%	15.0%	12.5%	120
The classes I attend are well organized and well taught.	15	7	11	10	72.0%	15.4%	12.6%	143
The on-site registration process is user-friendly.	16	17	19	19	71.4%	12.8%	15.8%	133
I feel I can talk to faculty about my academic concerns.	17	11	10	12	71.0%	17.2%	11.7%	145
Faculty care about students as individuals.	18	10	9	13	70.7%	16.3%	12.9%	147
Class drop/add procedures are appropriate.	19		18	15	70.3%	21.1%	8.6%	128
Academic advising is adequate.	20	12	20	20	66.0%	14.3%	19.7%	147
Class information provided prior to enrollment was helpful concerns.								

Troy University Fall 2009 New Student Survey

Appendix 3.1. New Student Perceptions about Troy University - Montgomery

Trend Fall 2009 to Fall 2005

Agree*

Disagree*

Academic programs, services, and administration

FA09

FA08

FA07

FA06

FA05

Troy University Fall 2009 New Student Survey

Appendix 4. New Student Perceptions about Troy University - Phenix City

Ranked by Agreement Total respondents = 89

Academic programs, services, and administration	09 Rank	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
Troy University has a good reputation in my community.	1	4	4	5	87.1%	5.9%	7.1%	85
I am receiving a quality education at Troy University.	2	3	3	1	84.7%	7.1%	8.2%	85
The semester/term format at my location accommodates my learning.	3	6	1	6	83.5%	4.7%	11.8%	85
Troy personnel are knowledgeable and helpful.	4	5	14	11	82.8%	4.6%	12.6%	87
The tuition payment plan is beneficial for students.	5	12	10	8	82.3%	10.1%	7.6%	79
I would recommend Troy to a friend who is planning to go to college.	6	2	2	2	81.9%	7.2%	10.8%	68
The printed Schedule of Classes is informative and easy to follow.	7	9	5	3	81.4%	7.0%	11.6%	86
Classes are offered at convenient times.	8	1	6	12	80.7%	9.1%	10.2%	88
Faculty care about students as individuals.	9	7	8	16	78.8%	8.2%	12.9%	85
The on-site registration process is user-friendly.	10	13	15	14	78.0%	8.5%	13.4%	82
The bill that I received from the University was easily understood.	11				76.5%	12.3%	11.1%	81
Class drop/add procedures are appropriate.	12	20	20	13	76.4%	16.7%	6.9%	72
The classes I attend are well organized and well taught.	13	8	9	4	75.9%	12.6%	11.5%	87
I feel I can talk to faculty about my academic concerns.	14	11	7	9	73.5%	12.0%	14.5%	83
Reg. dates, times, and procedures were made clear to me prior to enrollment.	15	10	11	15	73.3%	12.8%	14.0%	86
Academic advising is adequate.	16	14	12	19	72.6%	14.3%	13.1%	84
Sufficient financial aid options are available.	17	17	13	10	70.7%	13.4%	15.9%	82
The online Schedule of Classes is informative and easy to follow.	18	16	16	7	68.1%	18.1%	13.9%	72
On-campus bookstore hours are convenient for students.	19	21	19	20	67.5%	18.2%	14.3%	77
Class information provided prior to enrollment was helpful.	20	18	17	18	67.4%	10.5%	22.1%	86
The University offers a variety of majors at my location.	21	15	18	17	66.3%	16.9%	16.9%	83
Students seldom get the “run around” when seeking information.	22	19	22	23	66.3%	10.5%	23.3%	86
The online registration process is user-friendly.	23	22	21	21	62.1%	22.4%	15.5%	58

Troy University Fall 2009 New Student Survey

Appendix 5. New Student Perceptions about Troy University - Troy

Ranked by Agreement Total respondents = 417

				06				
	09 Rank	08 Rank	07 Rank	Rank	Agree*	Neutral	Disagree*	N
Academic programs, services, and administration								
I am receiving a quality education at Troy University.								

Troy University Fall 2009 New Student Survey

Appendix 5.1. New Student Perceptions about Troy University - Troy

Trend Fall 2009 to Fall 2005

Agree*

Disagree*

Troy University Fall 2009 New Student Survey

Appendix 6. New Student Perceptions about Troy University - Global Campus

Ranked by Agreement Total respondents = 268

Academic programs, services, and administration	09 Rank	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	8	3	4	86.6%	5.7%	7.7%	261
I would recommend Troy University to a friend who is planning to go to college.	2	3	2	2	85.6%	5.8%	8.6%	257
Registration dates, times, and procedures were made clear to me prior to enrollment.	3	9	9	10	85.4%	4.6%	10.0%	261
Troy University has a good reputation in my community.	4	12	8	9	84.5%	9.2%	6.4%	251
The printed Schedule of Classes is informative and easy to follow.	5	10	12	8	83.9%	8.5%	7.7%	248
The semester/term format at my location accommodates my learning.	6	2	1	1	83.7%	8.6%	7.8%	257
Troy personnel are knowledgeable and helpful.	7	5	5	7	83.7%	5.3%	11.0%	264
Faculty care about students as individuals.	8	4	4	6	82.4%	8.4%	9.2%	262
Classes are offered at convenient times.	9	1	7	3	81.3%	7.8%	10.9%	257
I feel I can talk to faculty about my academic concerns.	10	6	6	5	81.3%	9.3%	9.3%	257
The classes I attend are well organized and well taught.	11	7	10	12	81.0%	8.1%	10.9%	258
Sufficient financial aid options are available.	12	18	17	17	81.0%	8.8%	10.2%	226
Class drop/add procedures are appropriate.	13	21	18	18	80.8%	9.9%	9.4%	213
The on-site registration process is user-friendly.	14	15	15	13	80.4%	8.9%	10.7%	225
The tuition payment plan is beneficial for students.	15	16	16	15	79.6%	11.8%	8.6%	221
Class information provided prior to enrollment was helpful.	16	11	11	11	79.2%	8.1%	12.7%	259
The online Schedule of Classes is								

Troy University Fall 2009 New Student Survey

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

Trend Fall 2000 to Fall 2005

	Agree*						Disagree*					
	FA09	FA08	FA07	FA06	FA05	Diff	FA09	FA08	FA07	FA06	FA05	Diff
Academic programs, services, and administration												
The semester/term format accommodates my learning.	83.7%	78.0%	83.2%	88.0%	85.0%	-1.3%	7.8%	7.9%	4.7%	5.2%	6.4%	1.4%
I would recommend Troy to a friend...	85.6%	76.1%	83.2%	87.9%	84.6%	1.0%	8.6%	10.2%	5.2%	5.4%	7.1%	1.5%
Classes are offered at convenient times.	81.3%	80.5%	79.3%	87.1%	86.0%	-4.7%	10.9%	7.3%	6.4%	6.2%	6.7%	4.2%
I am receiving a quality education at Troy University.	86.6%	74.6%	82.2%	86.8%	85.6%	1.0%	7.7%	7.8%	4.2%	5.4%	7.1%	0.6%
I feel I can talk to faculty about my academic concerns.	81.3%	76.1%	79.6%	85.3%	82.8%	-1.5%	9.3%	9.8%	7.2%	5.9%	7.7%	1.6%
Faculty care about students as individuals.	82.4%	76.1%	81.2%	84.8%	80.2%	2.2%	9.2%	11.7%	5.4%	5.3%	7.8%	1.4%
Troy personnel are knowledgeable and helpful.	83.7%	76.1%	79.9%	84.6%	82.1%	1.6%	11.0%	13.2%	7.9%	6.9%	9.8%	1.2%
The printed Schedule of Classes is informative and easy to follow.	83.9%	71.2%	74.6%	83.6%	83.2%	0.7%	7.7%	6.8%	5.9%	6.4%	6.0%	1.7%
Troy University has a good reputation in my community.	84.5%	68.8%	78.8%	83.1%	77.4%	7.1%	6.4%	9.8%	5.3%	5.2%	6.3%	0.1%
Reg. dates, times, and procedures were made clear to me.	85.4%	73.2%	77.8%	81.8%	N/A	3.6%	10.0%	16.6%	9.2%	9.4%	N/A	0.6%
Class information provided prior to enrollment was helpful.	79.2%	69.3%	75.1%	81.1%	N/A	-1.9%	12.7%	19.5%	10.0%	9.3%	N/A	3.4%
The classes I attend are well organized and well taught.	81.0%	76.1%	76.6%	79.9%	82.6%	-1.6%	10.9%	9.8%	7.7%	8.4%	9.3%	1.6%
The on-site registration process is user-friendly.	80.4%	60.5%	69.6%	78.3%	75.4%	5.0%	10.7%	6.8%	7.8%	8.0%	9.5%	1.2%
The online Schedule of Classes is informative and easy to follow.	78.7%	63.9%	72.6%	77.5%	76.6%	2.1%	10.4%	8.8%	7.4%	8.7%	9.4%	1.0%
The tuition payment plan is beneficial for students.	79.6%	58.5%	67.4%	77.0%	79.2%	0.4%	8.6%	4.9%	5.2%	5.8%	4.3%	4.3%
Academic advising is adequate.	77.0%	66.3%	72.6%	76.3%	71.0%	6.0%	13.3%	13.2%	9.8%	9.5%	12.1%	1.2%
Sufficient financial aid options are available.	81.0%	55.1%	66.0%	75.5%	71.5%	9.5%	10.2%	12.7%	8.2%	8.2%	9.5%	0.7%
Class drop/add procedures are appropriate.	80.8%	52.7%	65.9%	73.4%	68.4%	12.4%	9.4%	7.8%	4.8%	6.6%	9.4%	0.0%

Troy University Fall 2009 New Student Survey

Appendix 7. New Student Perceptions about Troy University - eCampus

Ranked by Agreement Total respondents = 715

Academic programs, services, and administration	09 Rank	08 Rank	07 Rank	08 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	1	2	86.5%	6.3%	7.2%	669
The semester/term format at my location accommodates my learning.	2	4	5	4	85.5%	7.3%	7.2%	641
I would recommend Troy University to a friend who is planning to go to college.	3	2	3	3	85.2%	5.3%	9.5%	674
Classes are offered at convenient times.	4	5	6	1	84.8%	6.6%	8.6%	594
The online Schedule of Classes is informative and easy to follow.	5	3	2	5	84.2%	7.9%	7.9%	682
Troy University has a good reputation in my community.	6	12	11	7	81.1%	11.6%	7.2%	636
The University offers a variety of majors at my location.	7	14	14	16	80.0%	10.1%	9.9%	615
Purchasing textbooks through Troy Virtual Book Store is convenient.	8	15	17	19	79.6%	10.6%	9.8%	614
Class information provided prior to enrollment was helpful.	9	13	10	12	79.3%	9.5%	11.2%	681
The classes I attend are well organized and well taught.	10	8	8	9	79.1%	9.5%	11.4%	651
The printed Schedule of Classes is informative and easy to follow.	11	18	16	10	78.7%	13.9%	7.3%	545
Class drop/add procedures are appropriate.	12	16	15	8	78.0%	14.2%	7.8%	592
Troy personnel are knowledgeable and helpful.	13	6	9	11	77.8%	10.9%	11.3%	698
Registration dates, times, and procedures were made clear to me prior to enrollment.	14	7	4	6	77.8%	7.7%	14.5%	688

Troy University Fall 2009 New Student Survey

Appendix 7.1. New Student Perceptions about Troy University - eCampus

Trend Fall 09 to Fall 2005

	Agree*						Disagree*					
	FA09	FA08	FA07	FA06	FA05	Diff	FA09	FA08	FA07	FA06	FA05	Diff
Academic programs, services, and administration												
Classes are offered at convenient times.	84.8%	76.2%	74.1%	85.3%	83.9%	0.9%	8.6%	4.5%	4.9%	6.8%	7.4%	1.2%
I am receiving a quality education at Troy University.	86.5%	83.3%	79.8%	85.1%	85.8%	0.7%	7.2%	4.5%	4.8%	7.0%	5.8%	1.4%
I would recommend Troy to a friend...	85.2%	81.7%	78.3%	84.6%	84.9%	0.3%	9.5%	7.0%	6.5%	7.8%	6.7%	2.8%
The semester/term format accommodates my learning.	85.5%	79.6%	76.2%	82.7%	83.8%	1.7%	7.2%	5.4%	4.9%	6.1%	5.8%	1.4%
The online Schedule of Classes is informative and easy to follow.	84.2%	79.6%	79.1%	80.7%	77.5%	6.7%	7.9%	8.6%	7.5%	10.1%	11.0%	-3.1%
Reg. dates, times, and procedures were made clear to me.	77.8%	74.9%	76.5%	79.8%	N/A	-2.0%	14.5%	12.7%	11.0%	12.2%	N/A	2.3%
Troy University has a good reputation in my community.	81.1%	72.0%	70.4%	79.6%	79.0%	2.1%	7.2%	5.2%	4.8%	6.6%	5.8%	1.4%
Class drop/add procedures are appropriate.	78.0%	65.0%	67.2%	76.8%	74.3%	3.7%	7.8%	6.3%	6.2%	7.6%	7.9%	-0.1%
The classes I attend are well organized and well taught.	79.1%	73.8%	72.1%	76.7%	79.6%	-0.5%	11.4%	7.9%	9.3%	10.3%	8.0%	3.4%
The printed Schedule of Classes is informative and easy to follow.	78.7%	61.8%	63.0%	76.4%	75.0%	3.7%	7.3%	5.2%	5.4%	9.2%	8.4%	-1.1%
Troy personnel are knowledgeable and helpful.	77.8%	76.0%	71.9%	76.0%	80.4%	-2.6%	11.3%	13.0%	12.0%	9.5%	8.0%	3.3%
Class information provided prior to enrollment was helpful.	79.3%	70.4%	71.3%	76.0%	N/A	3.3%	11.2%	14.4%	11.9%	12.4%	N/A	-1.2%
Faculty care about students as individuals.	75.5%	72.4%	69.9%	74.7%	78.0%	-2.5%	10.6%	8.6%	8.4%	8.1%	6.1%	4.5%
The online registration process is user-friendly.	75.3%	72.9%	72.9%	74.7%	72.9%	2.4%	14.8%	12.3%	11.5%	13.1%	13.7%	1.1%
I feel I can talk to faculty about my academic concerns.	71.4%	72.2%	68.1%	73.7%	76.0%	-4.6%	12.3%	10.6%	10.1%	11.8%	7.5%	4.8%
The University offers a variety of majors at my location.	80.0%	70.0%	67.5%	72.7%	73.0%	7.0%	9.9%	8.4%	9.1%	10.0%	10.9%	-1.0%
The tuition payment plan is beneficial for students.	74.8%	58.9%	60.6%	72.2%	73.9%	0.9%	8.1%	6.8%	6.7%	7.1%	5.9%	2.2%
Sufficient financial aid options are available.	76.8%	63.3%	60.8%	71.5%	71.5%	5.3%	11.5%	8.5%	7.7%	9.9%	7.8%	3.7%
Purchasing textbooks through Virtual BookStore is convenient.	79.6%	69.6%	62.4%	70.8%	65.8%	13.8%	9.8%	9.2%	8.6%	11.2%	10.6%	-0.8%
The on-site registration process is user-friendly.	70.0%	44.4%	45.2%	70.4%	66.7%	3.3%	9.3%	6.4%	6.2%	9.9%	8.1%	1.2%
Academic advising is adequate.	67.0%	59.8%	56.4%	66.9%	68.2%	-1.2%	17.0%	18.1%	16.0%	15.4%	12.7%	4.3%
Tutorial services are sufficient.	64.6%	37.9%	40.4%	63.8%	60.6%	4.0%	9.5%	6.3%	5.4%	9.3%	7.7%	1.8%
Students seldom get the “run around” when seeking information.	59.5%	51.0%	50.4%	61.0%	62.9%	-3.4%	25.3%	27.3%	25.7%	21.6%	20.5%	4.8%
On-campus bookstore hours are convenient for students.	63.3%	28.5%	33.2%	56.4%	51.5%	11.8%	6.1%	3.2%	3.9%	9.1%	9.9%	

Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Total respondents = 524

Academic programs, services, and administration	09 Rank	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	2	1	89.6%	5.9%	4.5%	491
I would recommend Troy University to a friend who is planning to go to college.	2	2	1	3	87.5%	6.3%	6.3%	495
The semester/term format at my location accommodates my learning.	3	3	3	2	86.5%	9.3%	4.2%	474
Troy University has a good reputation in my community.	4	7	7	5	86.3%	10.0%	3.6%	468
Classes are offered at convenient times.	5	5	6	4	84.4%	8.6%	7.0%	474
The printed Schedule of Classes is informative and easy to follow.	6	13	14	6	83.7%	11.4%	4.9%	429
Troy personnel are knowledgeable and helpful.	7	6	8	7	83.6%	8.7%	7.7%	517
The online Schedule of Classes is informative and easy to follow.	8	9	5	10	83.2%	10.4%	6.4%	483
The classes I attend are well organized and well taught.	9	10	9	8	82.9%	8.0%	9.1%	497
Faculty care about students as individuals.	10	4	11	12	81.7%	11.4%	6.9%	507
Registration dates, times, and procedures were made clear to me prior to enrollment.	11	11	4	11	80.0%	9.9%	10.1%	504
The University offers a variety of majors at my location.	12	15	13	16	80.0%	11.1%	9.0%	469
Class information provided prior to enrollment was helpful.	13	12	10	15	78.6%	11.9%	9.5%	496
Sufficient financial aid options are available.	14	16	19	18	78.5%	13.3%	8.2%	451
Class drop/add procedures are appropriate.	15	17	15	14	78.1%	16.9%	5.1%	433
The tuition payment plan is beneficial for students.	16	20	18	13	77.6%	15.4%	7.0%	415
I feel I can talk to faculty about my academic concerns.	17	8	12	9	76.7%	16.5%	6.8%	498
The bill that I received from the University was easily understood.	18				76.1%	13.7%	10.2%	410
The on-site registration process is user-friendly.	19	22	22	20	74.6%	17.8%	7.7%	366
The online registration process is user-friendly.	20	14	16	17	74.4%	14.8%	10.8%	453
Purchasing textbooks through Troy Virtual Book Store is convenient.	21	18	20	21	69.4%	21.4%	9.3%	421
On-campus bookstore hours are convenient for students.	22	24	23	24	68.8%	23.6%	7.6%	301
Academic advising is adequate.	23	19	17	19	68.5%	17.6%	13.9%	489
Tutorial services are sufficient.	24	23	24	22	65.0%	26.3%	8.7%	346
Students seldom get the “run around” when seeking information.	25	21	21	23	61.3%	18.3%	20.4%	491
Student organizations are available for my participation.	26	25	25	25	60.2%	29.3%	10.5%	324
Campus housing met my expectations upon arriving to campus.	27				38.5%	47.1%	14.4%	187

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Troy University Fall 2009 New Student Survey

Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Total respondents = 520

Academic programs, services, and administration	09 Rank	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
The semester/term format at my location accommodates my learning.	1	1	2	4	85.6%	6.7%	7.7%	479
I am receiving a quality education at Troy University.	2	2	1	1	85.2%	7.3%	7.5%	493
I would recommend Troy University to a friend who is planning to go to college.	3	3	3	3	83.7%	7.4%	8.9%	485
Troy University has a good reputation in my community.	4	11	6	5	80.7%	11.5%	7.9%	471
The printed Schedule of Classes is informative and easy to follow.	5	14	12	6	80.0%	11.2%	8.8%	445
Classes are offered at convenient times.	6	4	4	2	79.7%	9.7%	10.6%	454
Troy personnel are knowledgeable and helpful.	7	5	7	9	78.6%	9.9%	11.5%	505
Registration dates, times, and procedures were made clear to me prior to enrollment.	8	7	5	7	77.7%	8.0%	14.3%	498
The online Schedule of Classes is informative and easy to follow.	9	8	9	8	77.6%	12.2%	10.2%	459
Faculty care about students as individuals.	10	10	8	14	77.4%	12.7%	9.9%	504
The bill that I received from the University was easily understood.	11				77.4%	12.0%	10.5%	399
The University offers a variety of majors at my location.	12	12	13	17	77.0%	12.5%	10.5%	465
The classes I attend are well organized and well taught.	13	6	10	12	76.3%	12.6%	11.1%	476
The tuition payment plan is beneficial for students.	14	18	15	13	75.8%	16.0%	8.2%	425
Sufficient financial aid options are available.	15	19	17	16	75.5%	13.0%	11.5%	445
Class information provided prior to enrollment was helpful.	16	13	22	11	75.4%	12.2%	12.4%	499
Class drop/add procedures are appropriate.	17	16	14	10	75.1%	16.2%	8.7%	425

Troy University Fall 2009 New Student Survey

Appendix 9.1. New Student Perceptions about Troy University - College of Business

Trend Fall 2009 to Fall 2005

Academic programs, services, and administration	Agree*						Disagree*					
	FA09	FA08	FA07	FA06	FA05	Diff	FA09	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	85.2%	80.4%	79.1%	85.3%	85.4%	-0.2%	7.5%	6.0%	5.5%	6.6%	5.1%	2.4%
Classes are offered at convenient times.	79.7%	79.1%	75.7%	83.5%	83.1%	-3.4%	10.6%	7.0%	7.4%	8.1%	7.2%	3.4%
I would recommend Troy to a friend...	83.7%	79.3%	77.8%	83.1%	84.3%	-0.6%	8.9%	7.5%	6.5%	7.9%	7.3%	1.6%
The semester/term format accommodates my learning.	85.6%	81.0%	78.2%	81.6%	82.5%	3.1%	7.7%	5.7%	5.8%	5.7%	5.8%	1.9%
Troy University has a good reputation in my community.	80.7%	72.2%	73.8%	81.1%	80.2%	0.5%	7.9%	6.8%	6.5%	6.4%	6.7%	1.2%
The printed Schedule of Classes is informative and easy to follow.	80.0%	67.0%	69.6%	78.9%	79.1%	0.9%	8.8%	6.4%	7.3%	8.7%	7.0%	1.8%
Reg. dates, times, and procedures were made clear to me.	77.7%	74.0%	75.4%	78.8%	N/A	-1.1%	14.3%	13.6%	11.1%	12.7%	N/A	1.6%
The online Schedule of Classes is informative and easy to follow.	77.6%	72.9%	72.4%	78.2%	74.0%	3.6%	10.2%	8.4%	9.5%	10.0%	9.5%	0.7%
Troy personnel are knowledgeable and helpful.	78.6%	77.1%	72.9%	76.7%	78.6%	0.0%	11.5%	13.4%	11.0%	10.1%	8.8%	2.7%
Class drop/add procedures are appropriate.	75.1%	63.7%	66.1%	76.2%	72.8%	2.3%	8.7%	8.1%	7.1%	9.0%	7.6%	1.1%
Class information provided prior to enrollment was helpful.	75.4%	68.5%	50.8%	75.8%	N/A	-0.4%	12.4%	15.6%	11.3%	12.5%	N/A	-0.1%
The classes I attend are well organized and well taught.	76.3%	75.1%	72.4%	75.5%	77.8%	-1.5%	11.1%	10.6%	8.7%	10.6%	9.0%	2.1%
The tuition payment plan is beneficial for students.	75.8%	60.8%	65.5%	74.7%	73.9%	1.9%	8.2%	7.7%	7.2%	7.1%	6.5%	1.7%
Faculty care about students as individuals.	77.4%	72.7%	72.7%	74.3%	78.1%	-0.7%	9.9%	11.2%	7.9%	8.7%	7.2%	2.7%
I feel I can talk to faculty about my academic concerns.	72.0%	72.9%	71.5%	73.3%	77.1%	-5.1%	11.9%	12.5%	8.9%	12.5%	8.0%	3.9%
Sufficient financial aid options are available.	75.5%	59.5%	64.1%	72.7%	67.0%	8.5%	11.5%	11.4%	8.4%	11.4%	10.5%	1.0%
The University offers a variety of majors at my location.	77.0%	72.0%	66.9%	72.7%	71.3%	5.7%	10.5%	9.5%	11.4%	11.3%	10.8%	-0.3%
The on-site registration process is user-friendly.	73.6%	51.8%	58.9%	71.6%	69.7%	3.9%	12.3%	9.5%	7.8%	9.7%	11.2%	1.1%
The online registration process is user-friendly.	70.6%	61.4%	64.4%	70.1%	70.1%	0.5%	15.6%	11.9%	9.7%	14.6%	12.1%	3.5%
Academic advising is adequate.	71.3%	64.1%	61.4%	68.6%	67.7%	3.6%	13.7%	16.7%	14.0%	14.8%	13.7%	0.0%
Purchasing textbooks through Virtual Book Store is convenient.	74.6%	59.5%	52.5%	63.8%	59.2%	15.4%	12.1%	8.4%	10.3%	13.7%	12.1%	0.0%
Tutorial services are sufficient.	63.1%	40.8%	41.0%	59.5%	54.7%	8.4%	10.8%	7.7%	8.4%	10.1%	9.5%	1.3%
Students seldom get the “run around” when seeking information.	59.5%	52.9%	54.3%	59.4%	57.8%	1.7%	24.5%	24.7%	23.4%	22.6%	24.6%	-0.1%
On-campus bookstore hours are convenient for students.	65.6%	40.3%	44.5%	59.1%	59.0%	6.6%	10.7%	6.6%	7.6%	9.7%	12.6%	-1.9%
Student organizations are available for my participation.	60.6%	37.0%	39.2%	50.9%	49.9%	10.7%	12.2%	7.3%	9.2%	12.5%	15.6%	-3.4%

Troy University Fall 2009 New Student Survey

Appendix 10. New Student Perceptions about Troy University - College of Education

Ranked by Agreement Total respondents = 369

Academic programs, services, and administration	09 Rank	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
I would recommend Troy to a friend who is planning to go to college.	1	3	2	1	86.4%	5.0%	8.6%	361
Troy University has a good reputation in my community.	2	9	5	3	85.6%	7.6%	6.8%	354
I am receiving a quality education at Troy University.	3	1	1	2	85.3%	8.6%	6.1%	361
The printed Schedule of Classes is informative and easy to follow.	4	10	7	9	85.1%	8.1%	6.9%	335
The semester/term format at my location accommodates my learning.	5	2	3	5	82.3%	10.3%	7.4%	350
Troy personnel are knowledgeable and helpful.	6	4	8	6	82.1%	6.9%	11.0%	364
The classes I attend are well organized and well taught.	7	5	9	10	80.3%	10.1%	9.6%	356
Reg. dates, times, and procedures were made clear to me prior to enrollment.								

Appendix 11.1. New Student Perceptions about Troy Un

Appendix 12.1. New Student Perceptions about Troy University - College of Health & Human Service
Trend Fall 2009 to Fall 2005

Troy University Fall 2009 New Student Survey

Appendix 1. New Student Perceptions about Troy University - Undergraduate Students

Ranked by Frequency of Agreement Total respondents = 1180

Academic programs, services, and administration	09 Rank	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	1	1	87.6%	6.2%	6.2%	1,116
I would recommend Troy to a friend who is planning to go to college.	2	3	2	2	86.4%	5.9%	7.6%	1,112
Troy University has a good reputation in my community.	3	4	4	3	84.3%	9.6%	6.1%	1,078
The semester/term format at my location accommodates my learning.	4	2	3	4	83.7%	9.6%	6.7%	1,093
The printed Schedule of Classes is informative and easy to follow.	5	13	9	5	81.6%	9.9%	8.5%	1,037
Troy personnel are knowledgeable and helpful.	6	5	8	9	80.4%	9.3%	10.3%	1,156
Classes are offered at convenient times.	7	6	6	6	80.0%	10.2%	9.8%	1,075
The University offers a variety of majors at my location.	8	10	12	14	79.9%	10.7%	9.4%	1,080
The classes I attend are well organized and well taught.	9	8	7	8	79.0%	11.1%	9.9%	1,105
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	11	5	10	78.4%	9.2%	12.4%	1,141
The online Schedule of Classes is informative and easy to follow.	11	12	11	7	77.3%	12.9%	9.8%	1,062

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

Agree*

Disagree*

Academic programs, services, and administration

FA09ic

programs, services, and ad

Troy University Fall 2009 New Student Survey

Appendix 14. New Student Perceptions about Troy University - Graduate Students

Ranked by Agreement Level Total respondents = 537

Academic programs, services, and administration	09 Rank	08 Rank	07 Rank	08 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	1	3	85.9%	7.8%	6.3%	524
The semester/term format at my location accommodates my learning.	2	2	3	2	84.5%	8.5%	7.0%	503
Classes are offered at convenient times.	3	3	4	1	84.5%	7.0%	8.6%	489
The online Schedule of Classes is informative and easy to follow.	4	10	10	13	83.9%	8.4%	7.7%	478
I would recommend Troy to a friend who is planning to go to college.								

Troy University Fall 2009 New Student Survey

Appendix 14.1. New Student Perceptions about Troy University - Graduate Students

Trend Fall 2009 Fall 2005

Academic programs, services, and administration	Agree*					Diff	Disagree*					Diff
	FA09	FA08	FA07	FA06	FA05		FA09	FA08	FA07	FA06	FA05	
Classes are offered at convenient times.	84.5%	78.2%	77.9%	86.3%	82.2%	2.3%	8.6%	7.1%	6.5%	6.6%	8.2%	0.4%
The semester/term format accommodates my learning.	84.5%	78.2%	79.4%	86.1%	84.4%	0.1%	7.0%	7.3%	5.9%	5.5%	7.0%	0.0%
I am receiving a quality education at Troy University.	85.9%	80.2%	80.9%	86.1%	85.3%	0.6%	6.3%	6.1%	5.8%	5.7%	7.3%	-1.0%
I would recommend Troy to a friend.	83.4%	78.0%	80.5%	85.1%	84.1%	-0.7%	9.3%	9.8%	6.4%	6.7%	8.6%	0.7%
Faculty care about students as individuals.	82.0%	14.7%	77.8%	81.1%	78.4%	3.6%	8.0%	9.8%	6.5%	5.3%	8.5%	-0.5%
Troy University has a good reputation in my community.	82.5%	68.0%	75.2%	81.1%	79.7%	2.8%	6.4%	8.0%	6.2%	5.8%	7.8%	-1.4%
Troy personnel are knowledgeable and helpful.	83.2%	76.7%	75.6%	80.9%	80.3%	2.9%	8.9%	13.9%	10.5%	7.2%	9.7%	-0.8%
I feel I can talk to faculty about my academic concerns.	79.1%	72.0%	76.3%	80.6%	79.6%	-0.5%	8.7%	12.0%	7.5%	7.4%	7.8%	0.9%
Reg. dates, times, and procedures were made clear to me.	81.9%	73.1%	75.8%	80.3%	N/A	1.6%	11.7%	16.9%	11.0%	11.9%	N/A	-0.2%
The printed Schedule of Classes is informative and easy to follow.	83.3%	68.2%	68.3%	79.6%	81.9%	1.4%	5.9%	6.7%	6.2%	7.6%	7.6%	-1.7%
Class information provided prior to enrollment was helpful.	79.4%	64.9%	74.1%	79.4%	N/A	0.0%	12.4%	19.2%	11.6%	11.1%	N/A	1.3%
The classes I attend are well organized and well taught.	79.9%	74.1%	72.8%	79.4%	81.3%	-1.4%	10.7%	10.4%	9.7%	9.2%	9.6%	1.1%
The online Schedule of Classes is informative and easy to follow.	83.9%	68.8%	74.9%	77.2%	75.0%	8.9%	7.7%	8.6%	8.2%	9.1%	11.1%	-3.4%
The tuition payment plan is beneficial for students.	80.6%	56.3%	64.3%	76.8%	76.1%	4.5%	7.1%	7.6%	6.6%	6.7%	6.6%	0.5%
Class drop/add procedures are appropriate.	80.0%	56.1%	62.2%	74.8%	68.7%	11.3%	7.8%	8.4%	6.3%	7.6%	10.8%	-3.0%
Sufficient financial aid options are available.	78.6%	56.1%	63.3%	73.3%	70.0%	8.6%	10.9%	12.9%	8.1%	10.1%	10.1%	0.8%
The on-site registration process is user-friendly.	77.3%	50.8%	56.9%	72.1%	68.7%	8.6%	11.5%	8.6%	7.7%	9.3%	12.0%	-0.5%
Academic advising is adequate.	74.0%	62.7%	66.2%	71.9%	68.8%	5.2%	12.6%	14.7%	12.7%	10.6%	14.1%	-1.5%
The online registration process is user-friendly.	74.7%	60.4%	66.0%	71.3%	67.6%	7.1%	13.5%	12.9%	9.8%	12.1%	14.2%	-0.7%
The University offers a variety of majors at my location.	73.2%	60.2%	63.9%	71.3%	68.3%	4.9%	12.5%	13.3%	13.3%	13.8%	14.5%	-2.0%
Students seldom get the “run around” when seeking information.	65.1%	53.9%	57.4%	64.6%	61.8%	3.3%	21.4%	26.3%	22.0%	19.4%	24.5%	-3.1%

Troy University Fall 2009 New Student Survey

Appendix 15. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen

Ranked by Agreement Level Total respondents = 537

	09	08	07	06				
Academic programs, services, and administration	Rank	Rank	Rank	Rank	Agree*	Neutral	Disagree*	N

First-Time Freshmen

Disagree*

09	FA08	FA07	FA06	FA05	Diff
9%	2.9%	3.7%	5.4%	4.3%	0.8%

Troy University Fall 2009 New Student Survey

Appendix 16. New Student Perceptions about Troy University - Undergraduate Transfer Students

Ranked by Agreement Level Total respondents = 607

Academic programs, services, and administration	09 Rank	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
Campus housing met my expectations upon arriving to campus.	1				34.0%	55.7%	10.3%	203
Students seldom get the “run around” when seeking information.	2	21	22	24	56.4%	16.2%	27.4%	574
Student organizations are available for my participation.	3	25	25	25	57.7%	31.2%	11.2%	385
Tutorial services are sufficient.	4	24	24	23	60.6%	28.9%	10.6%	398

A

Troy University Fall 2009 New Student Survey

Appendix 18. 2008 New Student Perceptions about Troy University

Mean Comparison: White vs. Black vs. Other Minorities

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

	White		Black		Other		SIG*
	Mean	SD	Mean	SD	Mean	SD	
TROY personnel are knowledgeable and helpful.	4.18	1.02	4.00	1.16	4.08	1.01	<u>.004</u>
Faculty care about students as individuals.	4.13	1.02	3.95	1.18	4.06	.99	<u>.006</u>
I feel I can talk to faculty about my academic concerns.	4.08	1.04	3.93	1.19	3.95	1.01	<u>.017</u>
Academic advising is adequate.	3.86	1.13	3.85	1.22	3.89	.98	.896
Sufficient financial aid options are available.	4.06	1.05	3.99	1.24	3.80	1.26	.062
The tuition payment plan is beneficial for students.	4.10	1.00	4.04	1.15	4.00	1.02	.478
Class information provided prior to enrollment was helpful.	3.92	1.12	3.98	1.19	3.93	1.05	.631
Registration dates, times, and procedures were made clear to me.	4.10	1.09	3.99	1.26	4.04	1.00	.169
The online registration process is user-friendly.	3.94	1.14	3.91	1.25	3.92	.98	.858
The on-site registration process is user-friendly.	3.98	1.06	3.98	1.22	3.86	.98	.575
Students seldom get the “run around” when seeking information.	3.58	1.29	3.47	1.40	3.61	1.17	.202
The online Schedule of Classes is informative and easy to follow.	4.09	1.00	4.04	1.18	4.12	.94	.585
The printed Schedule of Classes is informative and easy to follow.	4.15	.94	4.10	1.14	4.09	.97	0.625
Class drop/add procedures are appropriate.	4.03	.99	3.98	1.15	3.93	.99	.556
Classes are offered at convenient times.	4.16	1.01	4.11	1.17	4.08	1.05	.565
The classes I attend are well organized and well taught.	4.11	1.07	4.03	1.18	4.00	1.05	.253
The University offers a variety of majors at my location.	4.14	.99	3.94	1.21	3.90	1.05	<u>.001</u>
Tutorial services are sufficient.	3.84	1.03	3.74	1.19	3.82	.93	.283
On-campus bookstore hours are convenient for students.	3.92	1.06	3.86	1.19	3.63	1.08	.055.
Purchasing textbooks through Troy Virtual Book Store is convenient.	3.95	1.13	3.89	1.23	3.76	1.18	.265
Student organizations are available for my participation.	3.87	1.08	3.71	1.23	3.66	1.01	<u>.037</u>

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

Troy University Fall 2009 New Student Survey

Appendix 19. 2008 New Student Perceptions about Troy University

Mean Comparison: Traditional vs. Non Traditional

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

Notes: 1. Mean differences were found significant at the significance level = 0.05

Traditional	Non-Traditional	
-------------	-----------------	--

*SIG

Troy University Fall 2009 New Student Survey

Appendix 20. 2008 New Student Perceptions about Troy University

Mean Comparison: First Choice vs. Other Choices

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

	First Choice		Other Choices		SIG*
	Mean	SD	Mean	SD	

Frequencies by Campus

Troy University Fall 2009 New Student Survey

35-39	16	12.4	12.5	83.6
40-49	12		9.4	93.0
50-64	9	7.0	7.0	100.0

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	29	22.5	23.0	23.0
	Business	35	27.1	27.8	50.8

Troy University Fall 2009 New Student Survey

 Chemistry	2	1.6	4.3	55.3
---	---	-----	-----	------

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nursing	1	.8	50.0	50.0
	Social Work	1	.8	50.0	100.0
	Total	2	1.6	100.0	
Missing	System	127	98.4		
Total		129	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	98	76.0	77.8	77.8
	Second choice	24	18.6	19.0	96.8
	Third choice	4	3.1	3.2	100.0
	Total	126	97.7	100.0	
Missing	System	3	2.3		
Total		129			

Cumulative Percent
48.1

(r1: 2.2.5 4.7(0) 203.28 43 re56.8242.13033.7506.829.02 r8 f20 ref013

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	79	61.2	61.2	61.2
	Yes	50	38.8	38.8	100.0
	Total	129	100.0	100.0	

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

(select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	10	7.8	7.8	7.8
	Yes	119	92.2	92.2	100.0

Troy University Fall 2009 New Student Survey

Valid	No	92	71.3	71.3	71.3
	Yes	37	28.7	28.7	

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

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Recommendation of high school counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	126	97.7	97.7	97.7
	Yes	3	2.3	2.3	100.0
	Total	129	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Recommendation of college counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	128	99.2	99.2	99.2
	Yes	1	.8	.8	100.0
	Total	129	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Parents' recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	119	92.2	92.2	92.2
	Yes	10	7.8	7.8	100.0
	Total	129	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Friends' recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent

Troy University Fall 2009 New Student Survey

Valid	No	102	79.1	79.1	79.1
-------	----	-----	------	------	------

Troy University Fall 2009 New Student Survey

	Word of mouth	61	47.3	47.7	100.0
	Total	128	99.2	100.0	
Missing	System	1	.8		
Total		129	100.0		

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

Aca emically21(d)228.61 g72.96 65728.61 g72.96 65728.61 6.02 refBT9 0 0 52f301ET998 22.96

Frequency

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

Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	76	58.9	58.9	58.9
	Yes	53	41.1	41.1	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	125	96.9	96.9	96.9
	Yes	4	3.1	3.1	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	125	96.9	96.9	96.9
	No	4	3.1	3.1	100.0
	Total	129	100.0	100.0	

Appendix 22. Troy University Fall 20 20

Troy University Fall 2009 New Student Survey

21-24	13	8.7	8.7	26.2
25-29	34	22.8	22.8	49.0

College you are attending:

Troy University Fall 2009 New Student Survey

	Criminal Justice	1	.7	2.1	61.7
	English	4	2.7	8.5	70.2
	General Education	4	2.7	8.5	78.7
	History	2	1.3	4.3	83.0
	Mathematics	2	1.3	4.3	87.2
	Political Science	2	1.3	4.3	91.5
	Social Science	3	2.0	6.4	97.9
	Sociology	1	.7	2.1	100.0
	Total	47	31.5	100.0	
Missing	System	102	68.5		
Total		149	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.7	2.0	2.0
	Associate of Science in Business	3	2.0	6.1	8.2
	Accounting	9	6.0	18.4	26.5
	Marketing	2	1.3	4.1	30.6
	Management	11	7.4	22.4	53.1
	Human Resource Management	7	4.7	14.3	67.3
	Hospitality and Tourism Management	1	.7	2.0	69.4
	Information System	1	.7	2.0	71.4
	General Business	9	6.0	18.4	89.8
	Technology and Resource Management	1	.7	2.0	91.8
	Master of Business Administration	4	2.7	8.2	100.0

Troy University Fall 2009 New Student Survey

Total	49	32.9	100.0
Missing System	100	67.1	
Total	149	100.0	

College of Communication and Fine Arts

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Other	3	2.0	42.9	42.9
Art	2	1.3	28.6	71.4
Communication Arts - Dramatic Arts	1	.7	14.3	85.7
Communication Arts - Speech Communication	1	.7	14.3	100.0
Total	7	4.7	100.0	
Missing System	142	95.3		
Total	149	100.0		

College of Education

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Elementary Education	3	2.0	8.8	8.8
Secondary Education	2	1.3	5.9	14.7
Post-Secondary Education	2	1.3	5.9	20.6
Adult Education	1	.7	2.9	23.5
Education Administration and Leadership	1	.7	2.9	26.5
School Counseling	2	1.3	5.9	32.4
School Psychometry	2	1.3	5.9	38.2
Rehabilitation Counseling	1	.7	2.9	41.2
Community Counseling	5	3.4	14.7	55.9

Troy University Fall 2009 New Student Survey

	Psychology	15	10.1	44.1	100.0
	Total	34	22.8	100.0	
Missing	System	115	77.2		
Total		149	100.0		

College of Health and Human Services

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

(select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	93	62.4	62.4	62.4
	Yes	56	37.6	37.6	100.0
	Total	149	100.0	100.0	

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

(select as many as apply): : Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	99	66.4	66.4	66.4
	Yes	50	33.6	33.6	100.0
	Total	149	100.0	100.0	

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

(select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	121	81.2	81.2	81.2
	Yes	28	18.8	18.8	100.0
	Total	149	100.0	100.0	

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	111	74.5	74.5	74.5
	Yes	38	25.5	25.5	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	111	74.5	74.5	74.5
	Yes	38	25.5	25.5	100.0
	Total			100.0	

Troy University

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	46			30.9

Yes 6

elect the reasons why you have chosen to attend Troy University

(select as many as apply): : Diversity of student body

	Frequency	Percent	Valid Percent	Cumulative Percent
do	124	83.2	83.2	83.2
es	25	16.8	16.8	100.0
total	149	100.0	100.0	

elect the reasons why you have chosen to attend Troy University

(select as many as apply): : Athletics

	Frequency	Percent	Valid Percent	Cumulative Percent
				100.0

elect the reasons why you have chosen to attend Troy University

ngers,

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Recommendation of college counselor**

Frequency

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

How did you first learn about TROY?

Troy University Fall 2009 New Student Survey

		Frequency	Percent		Cumulative Percent
Valid	Other	1	.7	.7	.7
	Billboard	7	4.7	4.8	5.4
	Direct Mail	13	8.7	8.8	14.3
	Internet	44	29.5	29.9	44.2
	Newspaper	1	.7	.7	44.9
	Radio	6	4.0	4.1	49.0
	Television	16	10.7	10.9	59.9
	Word of mouth	59	39.6	40.1	100.0
	Total	147	98.7	100.0	

Missinsf1 g7 17.52 ref1 g304.2 640.98 69.72 1.5 ref0 g303.722i5.02 46.38 18.96 ref73.5 471.5 ref0 g252.84 493.981 g304016 Tc(100.0

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

Convenient

Troy University Fall 2009 New Student Survey

Missing	System	3	2.0		
Total		149	100.0		

Appendix 23. Troy University Fall 2009 New Student Survey Responses - Phenix City

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	10	11.2	11.4	11.4
	Female	78	87.6	88.6	100.0
	Total	88	98.9	100.0	
Missing	System	1	1.1		
Total		89	100.0		

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	42	47.2	47.7	47.7
	Asian/Pacific Islander	3	3.4	3.4	51.1
	Hispanic	3	3.4	3.4	54.5
	White, non-Hispanic				

Troy University Fall 2009 New Student Survey

	Biology	1	1.1	5.3	68.4
	Criminal Justice	1	1.1	5.3	73.7
	General Education	4	4.5	21.1	94.7
	Sociology	1	1.1	5.3	100.0
	Total	19	21.3	100.0	
Missing	System	70	78.7		
Total		89	100.0		

Sorrell College of Business

	Frequency	Percent	Cumulative Percent
--	-----------	---------	-----------------------

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	1.1	2.1	2.1
	Early Childhood Education	9	10.1	19.1	21.3

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	67	75.3	76.1	76.1
	Second choice	17	19.1	19.3	95.5
	Third choice	4	4.5	4.5	100.0
	Total	88	98.9	100.0	
Missing	System	1	1.1		
Total		89	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	43	48.3	48.9	48.9
	No	45	50.6	51.1	100.0
	Total	88	98.9	100.0	
Missing	System	1	1.1		
Total		89	100.0		

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Good academic reputation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	34	38.2	38.2	38.2
	Yes	55	61.8	61.8	100.0
Total		89	100.0	100.0	

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

(select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15	16.9	16.9	16.9
	Yes	74	83.1	83.1	100.0
	Total	89			

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

(select as many as apply):Affordability33 0 TD0 Tc0 Tw9.17TjET1 g72 718.5 325.74 1.5 ref541 685.02 325.74 1.

Please select the reasons why you have chosen to attend Troy University
 (select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	70	78.7	78.7	
	Yes	19	21.3	21.3	100.0

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

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Recommendation of high school counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	88	98.9	98.9	

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Friends' recommendation**

Frequency

Troy University Fall 2009 New Student Survey

Billboard	1	1.1	1.2	32.6
Direct Mail	1	1.1	1.2	33.7

Troy University Fall 2009 New Student Survey

Valid	Other	3	3.4	3.4	3.4
	Billboard	3	3.4	3.4	6.9
	Direct Mail	6	6.7	6.9	13.8
	Internet	23	25.8	26.4	40.2
	Newspaper	2	2.2	2.3	42.5
	Radio	5	5.6	5.7	48.3
	Television	8	9.0	9.2	57.5
	Word of mouth	37	41.6	42.5	100.0
	Total	87	97.8	100.0	
Missing	System	2	2.2		
Total		89	100.0		

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	32	36.0	36.0	36.0
	Yes	57	64.0	64.0	100.0
	Total	89	100.0	100.0	

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

Friendly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	47	52.8	52.8	52.8
	Yes	42	47.2	47.2	100.0
	Total	89	100.0	100.0	

How would you describe TROY to a friend? (Choose all that apply) : Good value for the price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	46	51.7	51.7	51.7
	Yes	43	48.3	48.3	100.0
	Total	89	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	58	65.2	65.2	65.2
	Yes	31	34.8	34.8	100.0
	Total	89	100.0	100.0	

Troy University Fall 2009 New Student Survey

	30-34	16	3.8	3.8	91.8
	35-39	18	4.3	4.3	96.2
	40-49	10	2.4	2.4	98.6
	50-64	6	1.4	1.4	100.0
	Total	416	99.8	100.0	
Missing	System	1	.2		
Total		417	100.0		

Enrollment Status:

	Frequency	Percent	Valid Percent	Cumulative Percent
--	-----------	---------	---------------	--------------------

College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	98	23.5	24.7	24.7
	Business	83	19.9	20.9	45.6
	Education	68	16.3	17.1	62.7
	Communication and Fine Arts	47	11.3	11.8	74.6
	Health and Human Services	101	24.2	25.4	100.0
	Total	397	95.2	100.0	
Missing	System	20	4.8		
Total		417	100.0		

Degree program you are in:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate				

Troy University Fall 2009 New Student Survey

Applied Computer Science	2	.5	1.6	23.6
Computer Science	2	.5	1.6	25.2
Biology	29	7.0	22.8	48.0
Biology Education	2	.5	1.6	49.6
Chemistry	3	.7	2.4	52.0
Comprehensive General Science Education	1	.2	.8	52.8
Criminal Justice	15		11.8	64.6

Troy University Fall 2009 New Student Survey

Valid	Other	1	.2	1.2	1.2
	Associate of Science in Business	1	.2	1.2	2.4
	Accounting	28	6.7	33.7	36.1
	Economics	2	.5	2.4	38.6
	Finance	7	1.7	8.4	47.0
	Marketing	3	.7	3.6	50.6
	Management	7	1.7	8.4	59.0
	Human Resource Management	5	1.2	6.0	65.1
	Hospitality and Tourism Management	2	.5	2.4	67.5
	Information System	7	1.7	8.4	75.9

Missing	System	2	.5
---------	--------	---	----

Troy University Fall 2009 New Student Survey

Yes	284	68.1	68.1	100.0
Total	417	100.0	100.0	

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

(select as many as apply): Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	270	64.7	64.7	64.7
	Yes	147	35.3	35.3	100.0
Total		417			

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

Yes	42	10.1	10.1	100.0
Total	417	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Recommendation of college counselor**

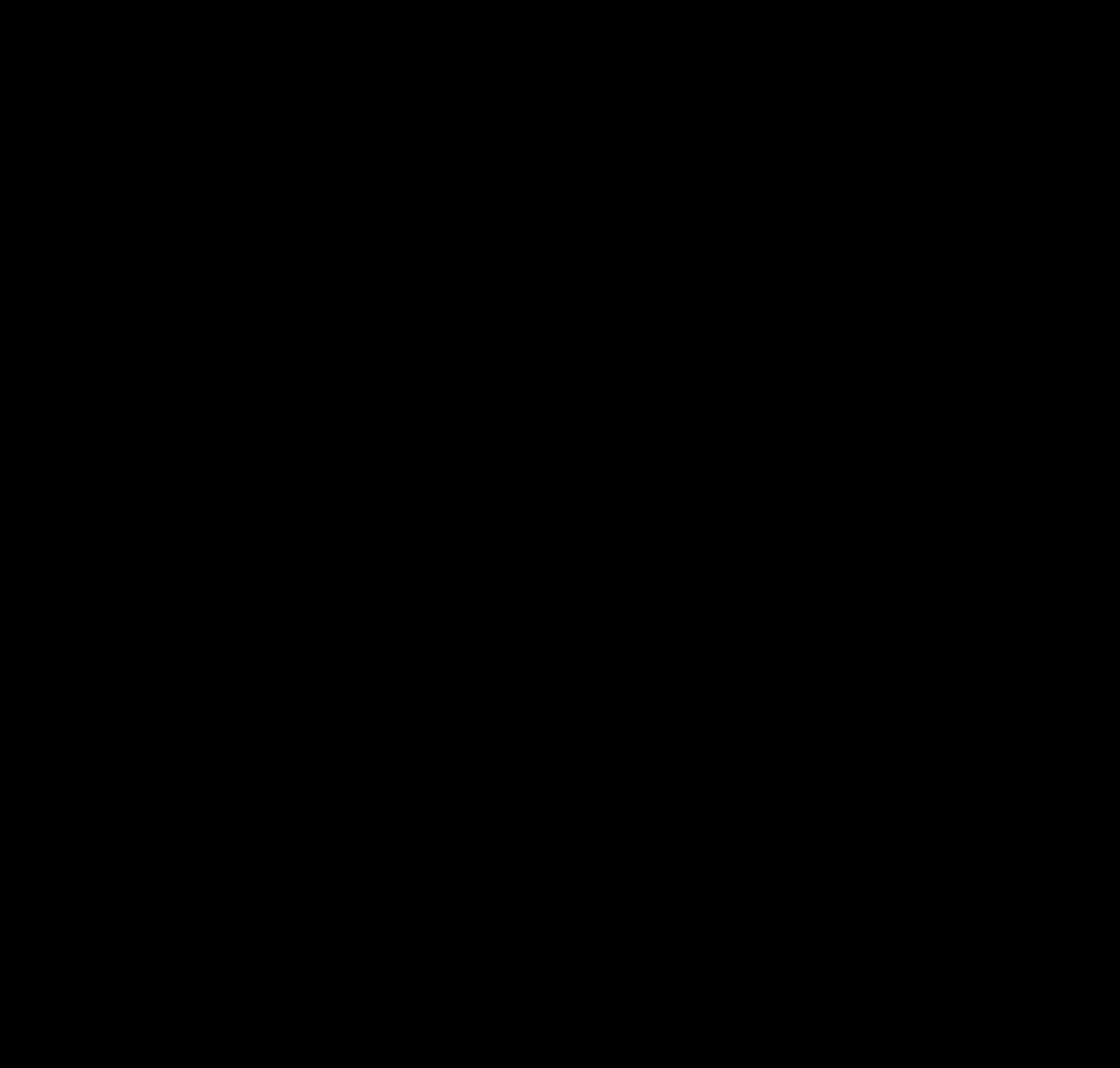
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	402	96.4	96.4	96.4
Yes	15	3.6	3.6	100.0
Total	417	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Parents' recommendation**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	309	74.1	74.1	74.1
Yes	108	25.9	25.9	100.0
Total	417	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Friends' recommendation**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	295	70.7	70.7	70.7
Yes	122	29.3	29.3	100.0
Total	417	100.0	100.0	



How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	71	17.0	17.5	17.5
		62	14.9	15.3	32.8

Troy University Fall 2009 New Student Survey

Missing	System	5	1.2		
Total		417	100.0		

Troy University Fall 2009 New Student Survey

Graduate transient student (a graduate student attending TRO	11	1.5
--	----	-----

What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	60	8.4	16.8	16.8
	Applied Computer Science	21	2.9	5.9	22.6
	Computer Science	21	2.9	5.9	28.5
	Biology	3	.4	.8	29.3
	Comprehensive General Science Education	1	.1	.3	29.6
	Criminal Justice	98	13.7	27.4	57.0
	General Education	22	3.1	6.1	63.1
	History	13	1.8	3.6	66.8
	History Education	5	.7	1.4	68.2
	International Relations	25	3.5	7.0	75.1
	Political Science	13	1.8	3.6	78.8
	Public Administration	39	5.5	10.9	89.7
	Social Science	27	3.8	7.5	97.2
	Social Science Education	4	.6	1.1	98.3
	Sociology	6	.8	1.7	100.0
	Total	358	50.1	100.0	
Missing	System	357	49.9		
Total		715	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	7	1.0	2.9	2.9

Troy University Fall 2009 New Student Survey

	Art Education	2	.3	11.1	55.6
	Art Studio	1	.1	5.6	61.1
	Communication Arts - Communication Studies	1	.1	5.6	66.7
	Journalism	1	.1	5.6	72.2
	Music	1	.1	5.6	77.8
	Music Education	1	.1	5.6	83.3
	Foreign Language	3	.4	16.7	100.0
	Total	18	2.5	100.0	
Missing	System	697	97.5		
Total		715	100.0		

College of Education

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

	Frequency	Percent	Valid Percent	Cumulative Percent
--	-----------	---------	---------------	-----------------------

Troy University Fall 2009 New Student Survey

Valid	No	643	89.9	89.9	89.9
	Yes	72	10.1	10.1	100.0
	Total	715	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Graduates get good jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	643	89.9	89.9	89.9
	Yes	72	10.1	10.1	100.0
	Total	715	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Size of campus

		Frequency	Percent	Valid Percent	
Valid	No	687	96.1	96.1	96.1
	Yes	28	3.9	3.9	100.0
	Total	715	100.0		

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	404	56.5	56.5	56.5
	Yes	311	43.5	43.5	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	266	37.2	37.2	37.2
	Yes	449	62.8	62.8	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	693	96.9	96.9	96.9
	Yes	22	3.1	3.1	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	663	92.7	92.7	92.7
	Yes	52	7.3	7.3	100.0

Troy University Fall 2009 New Student Survey

Please indicate how you have chosen to attend Troy University
apply): : Diversity of student body

	Valid	No				
			663	92.7	92.7	92.7

Troy University Fall 2009 New Student Survey

Yes	9	1.3	1.3	100.0
-----	---	-----	-----	-------

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

(select as many as apply): : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	634	88.7	88.7	88.7
	Yes	81	11.3	11.3	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	626	87.6	87.6	87.6
	Yes	89	12.4	12.4	100.0
	Total	715	100.0	100.0	

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	93	13.0	13.2	13.2
	Alumni	91	12.7	13.0	26.2
	Billboard	15	2.1	2.1	28.3
	Direct Mail	3	.4	.4	28.8
	Guidance Counselor	19	2.7	2.7	31.5
	Internet	115	16.1	16.4	47.9
	Newspaper	6	.8	.9	48.7
	Radio	6	.8	.9	49.6
	Television	27	3.8	3.8	53.4
	Word of mouth	327	45.7	46.6	100.0
	Total	702	98.2	100.0	

Troy University Fall 2009 New Student Survey

Missing	System	13	1.8	
Total		715	100.0	

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	87	12.2	12.5	12.5
	Billboard	11	1.5	1.6	14.1

Troy University Fall 2009 New Student Survey

Total	695	97.2	100.0
Missing System	20	2.8	
Total	715	100.0	

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

Friendly

Frequency	Percent	Valid Percent
-----------	---------	---------------

Troy University Fall 2009 New Student Survey

Appendix 26. Troy University Fall 2009 New Student Survey Responses - Global Campus

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	85	31.7	31.8	31.8
	Female	182	67.9	68.2	100.0
	Total	267	99.6	100.0	
Missing	System	1	.4		
Total		268	100.0		

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
--	--	-----------	---------	---------------	--------------------

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	3	1.1	1.1	1.1
	20-21	1	.4	.4	1.5
	21-24	33	12.3	12.3	13.8
	25-29	55	20.5	20.5	34.3
	30-34	36	13.4	13.4	47.8
	35-39	41	15.3	15.3	63.1
	40-49	76	28.4	28.4	91.4
	50-64	23	8.6	8.6	100.0
	Total	268	100.0	100.0	

What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	32	11.9	22.7	22.7
	Applied Computer Science	1	.4	.7	23.4
	Computer Science	7	2.6	5.0	28.4
	Criminal Justice	18	6.7	12.8	41.1
	English	1	.4	.7	41.8
	General Education	6	2.2	4.3	46.1
	History	3	1.1	2.1	48.2
	International Relations	13	4.9	9.2	57.4
	Political Science	1	.4	.7	58.2
	Public Administration	46	17.2	32.6	90.8
	Social Science	11	4.1	7.8	98.6
	Sociology	2	.7	1.4	100.0
	Total	141	52.6	100.0	
Missing	System	127	47.4		
Total		268	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	.7	2.4	2.4
	Associate of Science in Business	13	4.9	15.9	18.3
	Accounting	1	.4	1.2	19.5
	Marketing	2	.7	2.4	22.0
	Management	25	9.3	30.5	52.4

Adult Education

2

.7

Troy University Fall 2009 New Student Survey

Total	266	99.3	100.0
Missing System	2	.7	
Total	268	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	136	50.7	50.9	50.9
No	131	48.9	49.1	100.0
Total	267	99.6	100.0	
Missing System	1	.4		
Total	268	100.0		

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good academic reputation

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	135	50.4	50.4	50.4
No	133	49.6	49.6	100.0

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Rankings in national magazines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	245	91.4	91.4	91.4
	Yes	23	8.6	8.6	100.0

Please select the reasons why you have chosen to attend Troy University
 (select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	162	60.4	60.4	60.4
	Yes	106	39.6	39.6	100.0

Total

Troy University Fall 2009 New Student Survey

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

(select as many as apply): : Diversity of student body

	Frequency	Percent	Valid Percent	Cumulative Percent
--	-----------	---------	---------------	-----------------------

What is the best way to advertise to your friends?

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	254	94.8	97.3	97.3
	No	7	2.6	2.7	100.0
	Total	261	97.4	100.0	
Missing	System	7	2.6		
Total		268	100.0		

Appendix 27. Troy University Fall 2009 New Student Survey Responses - All Campuses

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	473	26.4	26.6	26.6
	Female	1306	73.0	73.4	100.0
	Total	1779	99.4	100.0	
Missing	System	10	.6		
Total		1789	100.0		

Troy University Fall 2009 New Student Survey

25-29	340	19.0	19.1	52.3
30-34	261	14.6	14.7	67.0
35-39				

Troy University Fall 2009 New Student Survey

College you are attending:

Frequency	Percent
-----------	---------

University

Biology	2.4	
Biology Education	.1	
Chemistry	.3	
Comprehensive General Science Education	.1	
Criminal Justice	8.0	
English	.9	
English Language Arts Education	.2	
Environmental and Biological Science	.2	
Environmental Science	.3	
General Education	2.2	
Geomatics	.3	.7
History	1.2	2.8
History Education	.3	.7
International Relations	2.3	5.6
Mathematics	.4	.9
Mathematics Education	.	.4

Politi 526.7999 34 15.96 ref5.96 ree63.58 352.02 63.9 18.8.96 rf264.12 353.52 62.4 15..96 refBT9 0 0 9 316.5 397.5 Tm0

Troy University Fall 2009 New Student Survey

Associate of Science in Business	45	2.5	8.6	11.5
Accounting	64	3.6	12.3	23.8
Economics	2	.1	.4	24.1
Finance	12	.7	2.3	26.4
Marketing	9	.5	1.7	28.2
Management	110	6.1	21.1	49.2
Human Resource Management	88	4.9	16.9	66.1.5

Troy University Fall 2009 New Student Survey

Art Education	3	.2	3.7	31.7
---------------	---	----	-----	------

Troy University Fall 2009 New Student Survey

	Educational Administration	3	.2	.7	52.4
	Education Administration and Leadership	3	.2	.7	53.1
	School Counseling	3	.2	.7	53.9
	School Psychometry	3	.2	.7	54.6
	Rehabilitation Counseling	4	.2	1.0	55.6
	Social Services Counseling	7	.4	1.7	57.4
	Substance Abuse Counseling	3	.2	.7	58.1
	Clinical Mental Counseling	11	.6	2.7	60.8
	Community Counseling	21	1.2	5.2	66.1
	Student Services Counseling	2	.1	.5	66.6
	Psychology	134	7.5	33.4	100.0
	Total	401	22.4	100.0	
Missing	System	1388	77.6		
Total		1789	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	24	1.3	10.8	10.8

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
First choice				

Frequency

Troy University Fall 2009 New Student Survey



Frequency	Percent	Valid Percent	Cumulative Percent
-----------	---------	---------------	--------------------

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1702	95.1	95.1	95.1
	Yes	87	4.9	4.9	100.0
	Total	1789	100.0	100.0	

90.2

100.0

ersity (select a4.48 ref2 16.02 refBT9 0 0 9 111 16.02 refBT9

Troy University Fall 2009 New Student Survey

	Frequency	Percent	Valid Percent	Cumulative Percent
--	-----------	---------	---------------	--------------------

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	28	1.6	1.6	1.6
	Billboard	31	1.7	1.8	3.4
	Direct Mail	127	7.1	7.3	10.7
	Internet	533	29.8	30.7	41.4
	Newspaper	19	1.1	1.1	42.5
	Radio	41	2.3	2.4	44.8
	Television	152	8.5	8.7	53.6
	Word of mouth	807	45.1	46.4	100.0
	Total	1738	97.1	100.0	
Missing	System	51	2.9		
Total		1789	100.0		

How would you describe TROY to a friend? (Choose all that apply) : Academically challenging

Frequency	Percent	<u>Valid Percent</u>	Cumulative Percent
-----------	---------	----------------------	--------------------

Troy University Fall 2009 New Student Survey

Valid	No	1026	57.4	57.4	57.4
	Yes	763	42.6	42.6	100.0
	Total	1789	100.0	100.0	

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

Frequency Percent Valid Percent

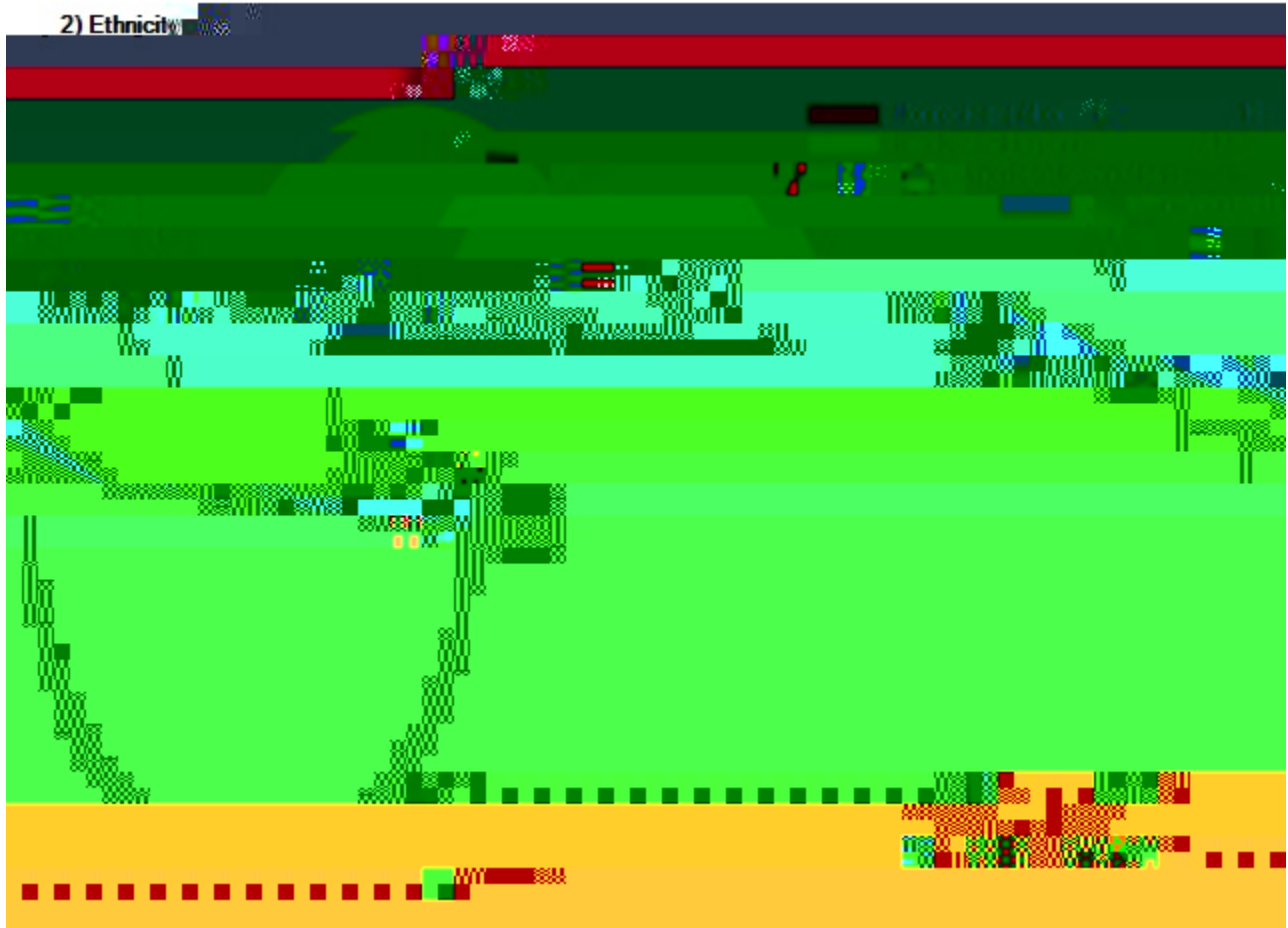
Appendix 28 – 2009 Results in Graphics for All Campuses

1) Gender:

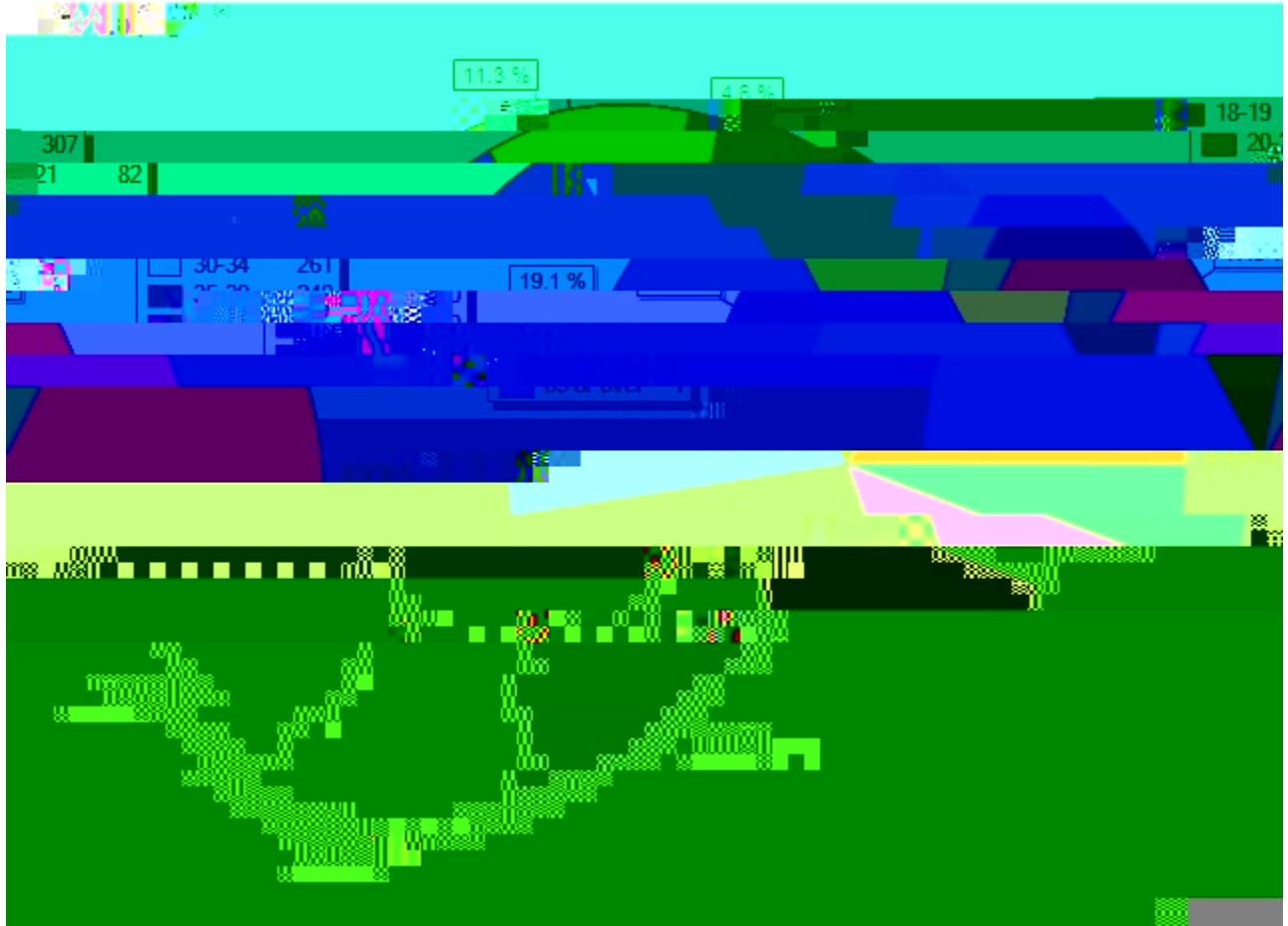
1) Gender:



2) Ethnicity:



3) Age:



4) Enrollment Status:



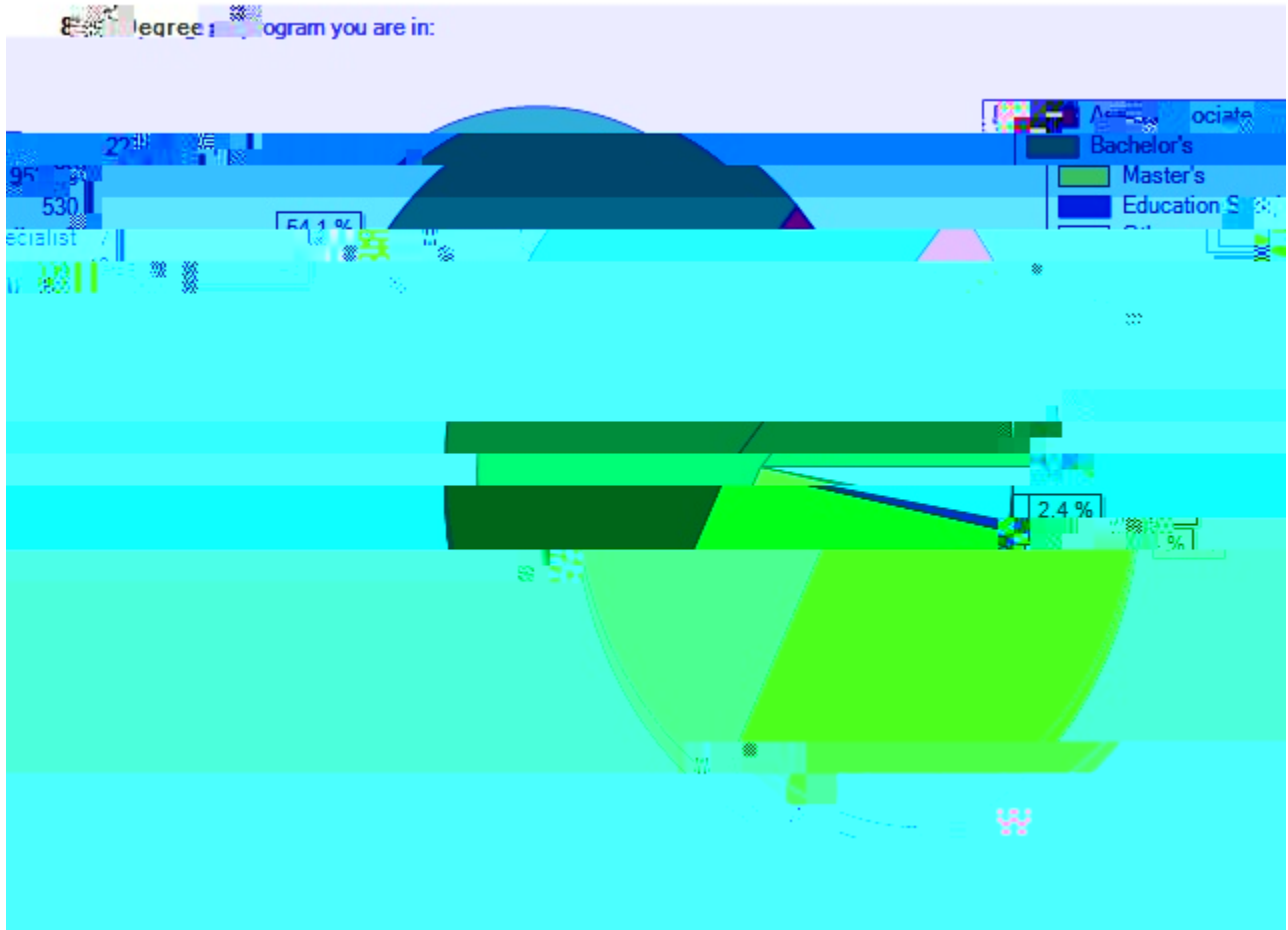
5) Campus where you are currently enrolled:



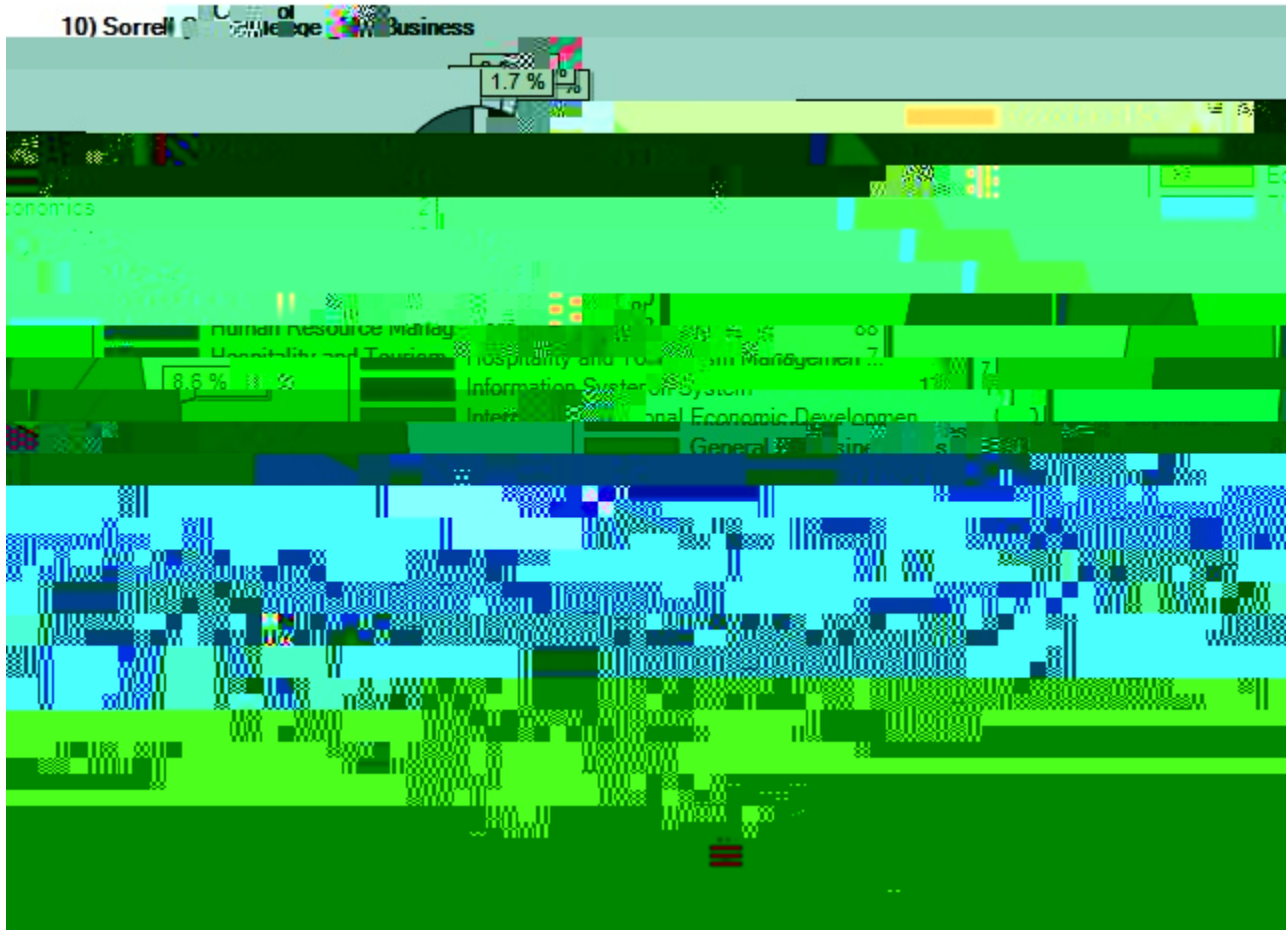
7) College you are attending:



8) Degree program you are in:



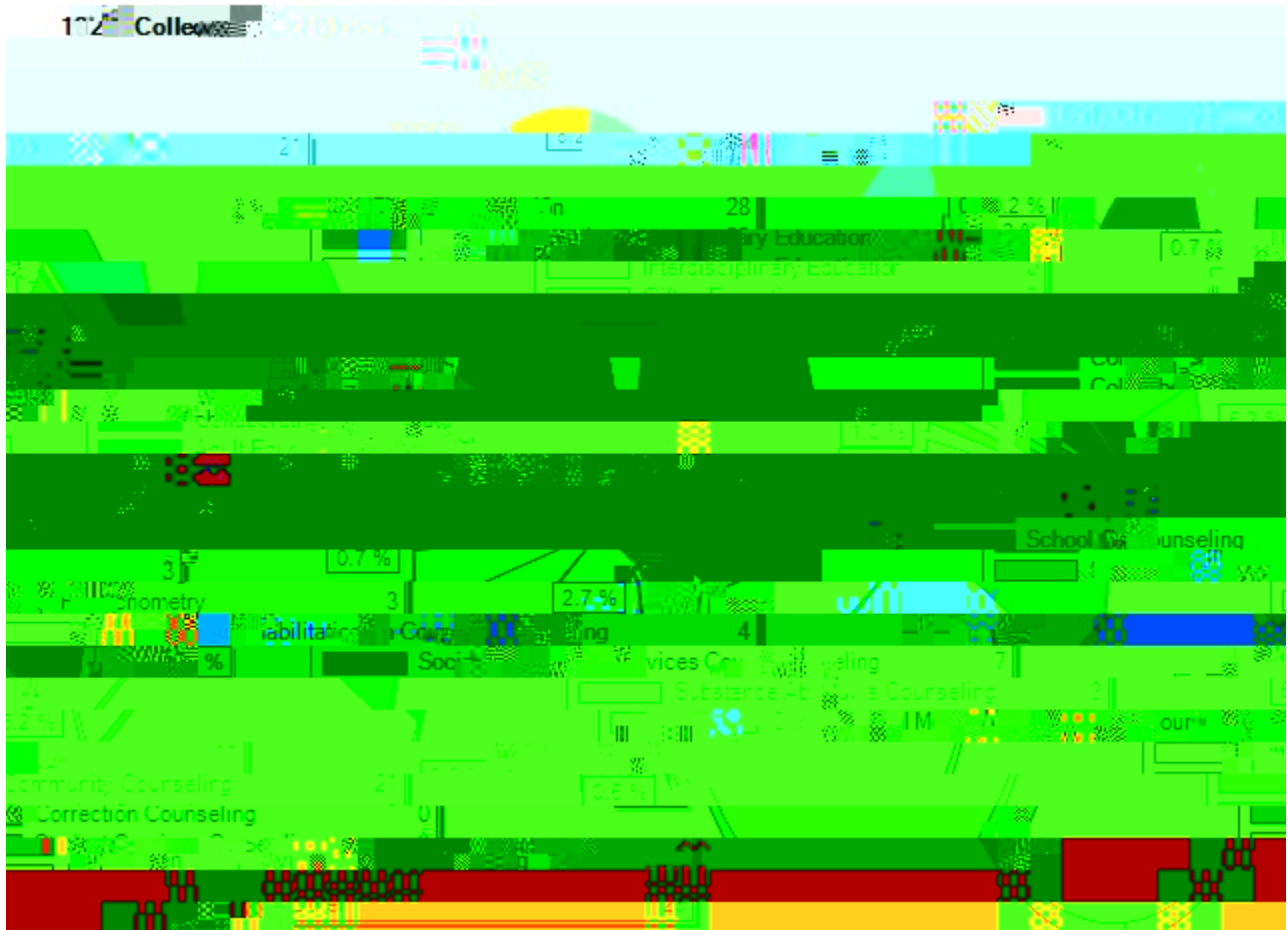
10) Sorrell College of Business



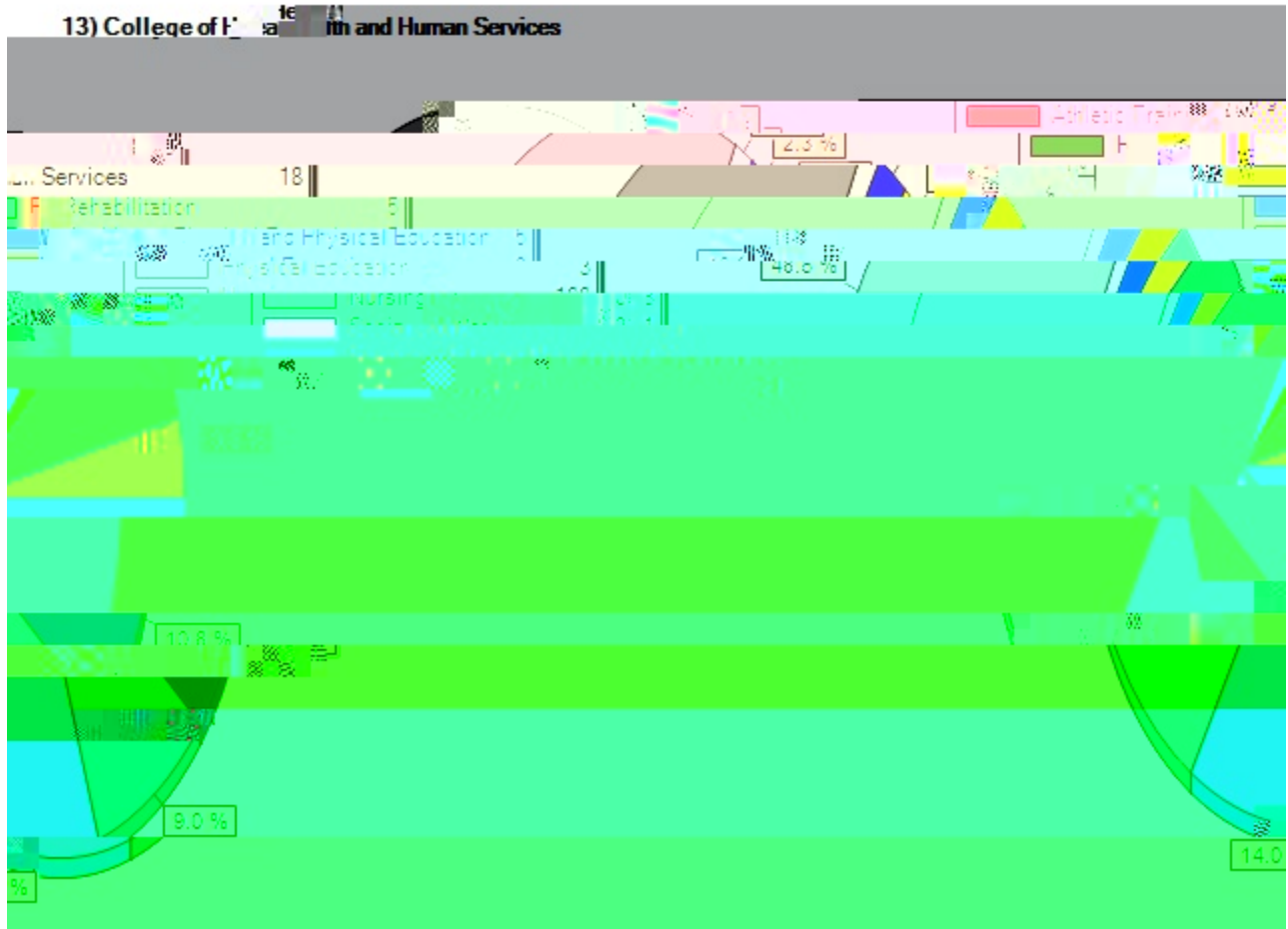
11) College of Communication and Fine Arts



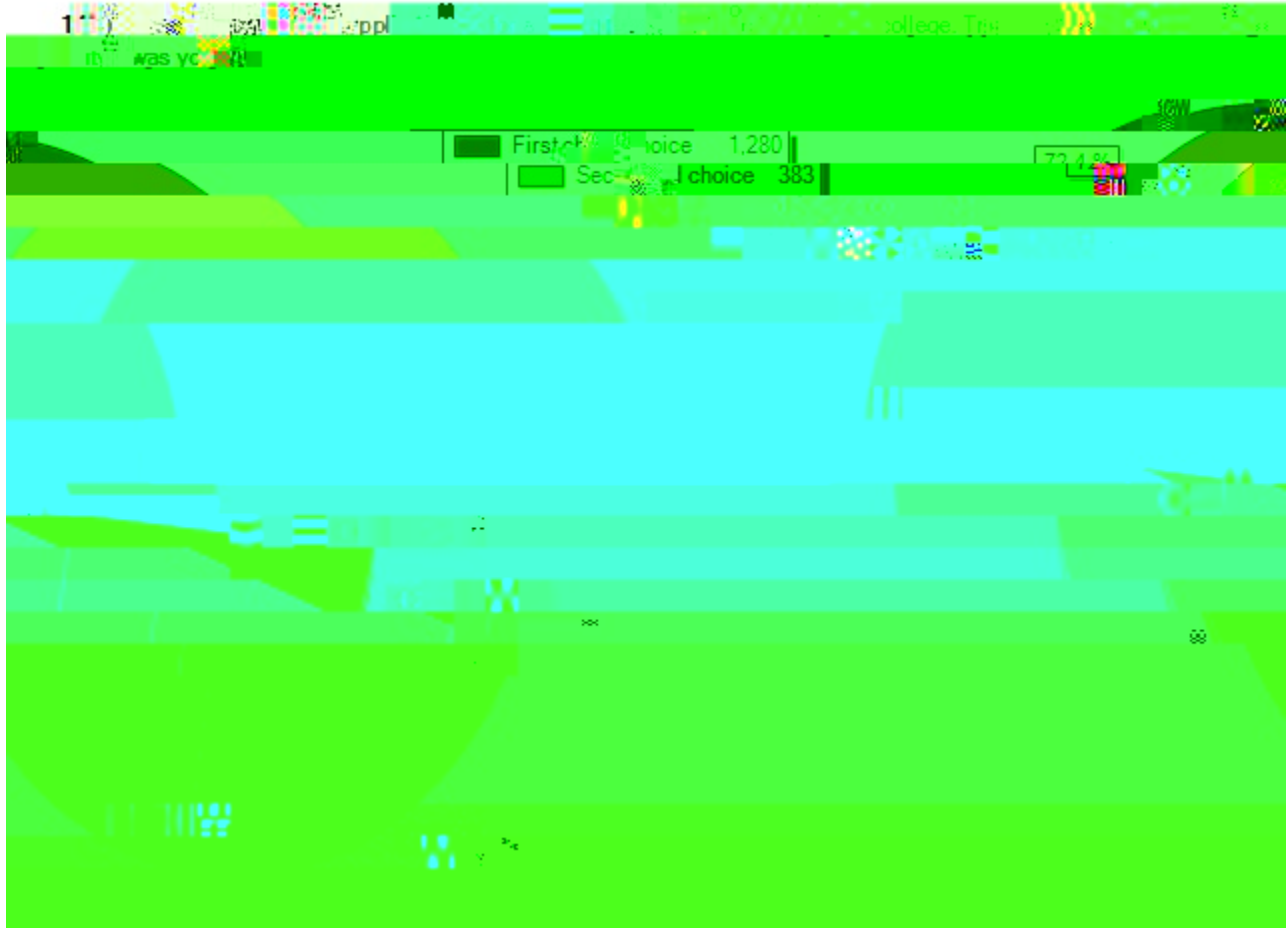
12) College of Education



13) College of Health and Human Services



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



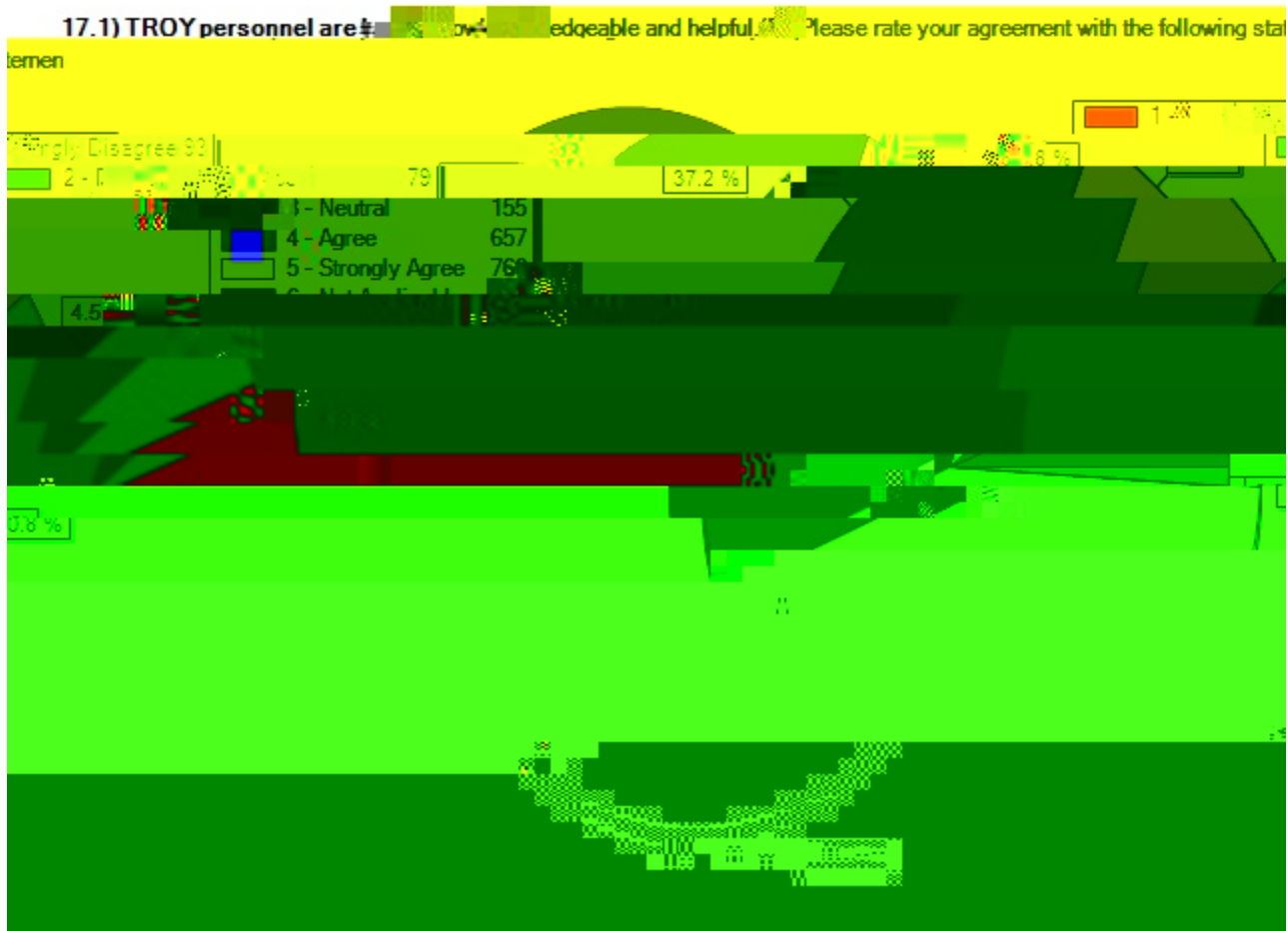
15) Prior to enrollment in Troy University, did you visit the campus where you enrolled?



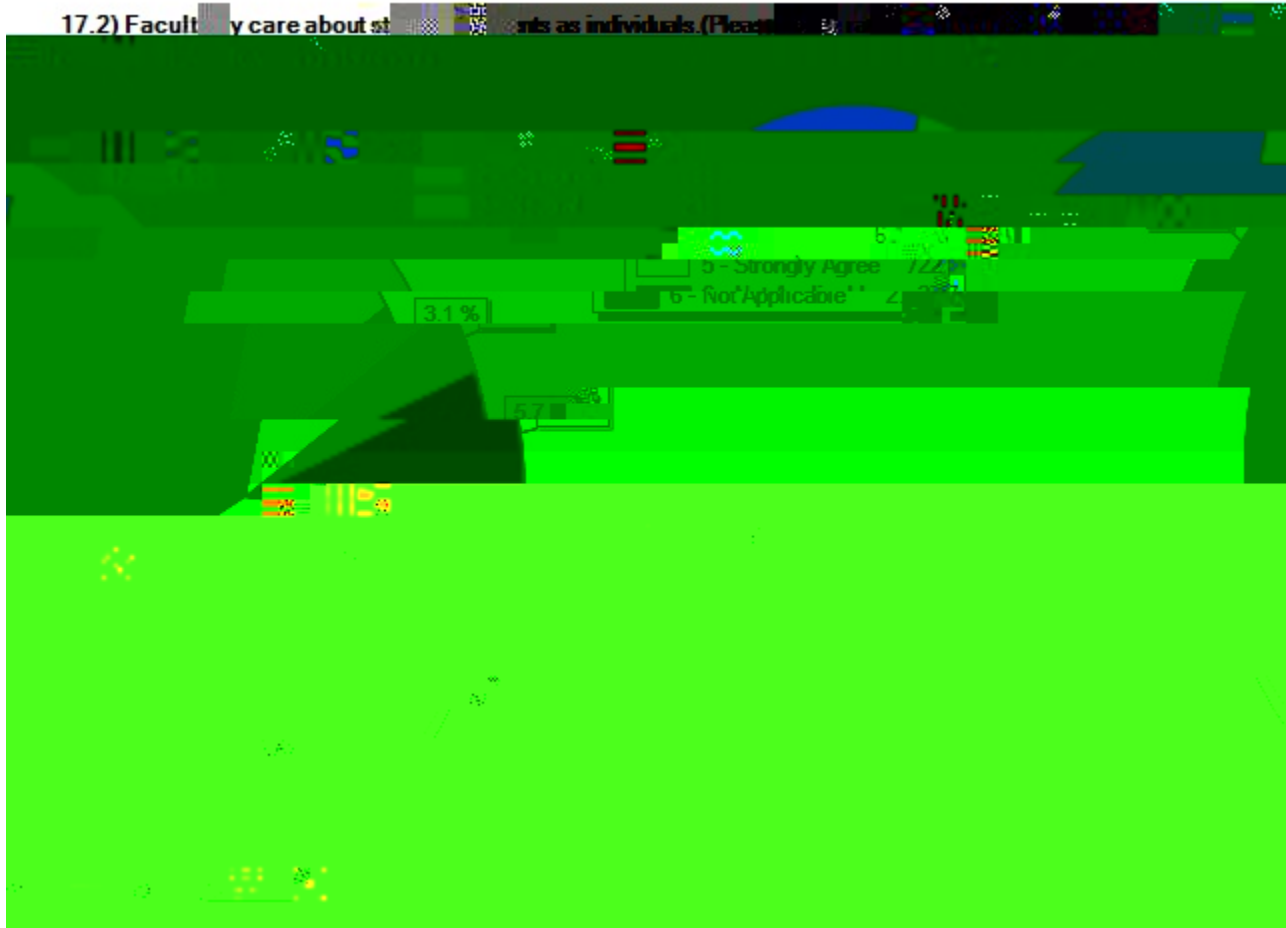
16) Please select the reasons why you have chosen to attend Troy University (select as many as apply):



17.1) TROY personnel are knowledgeable and helpful. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

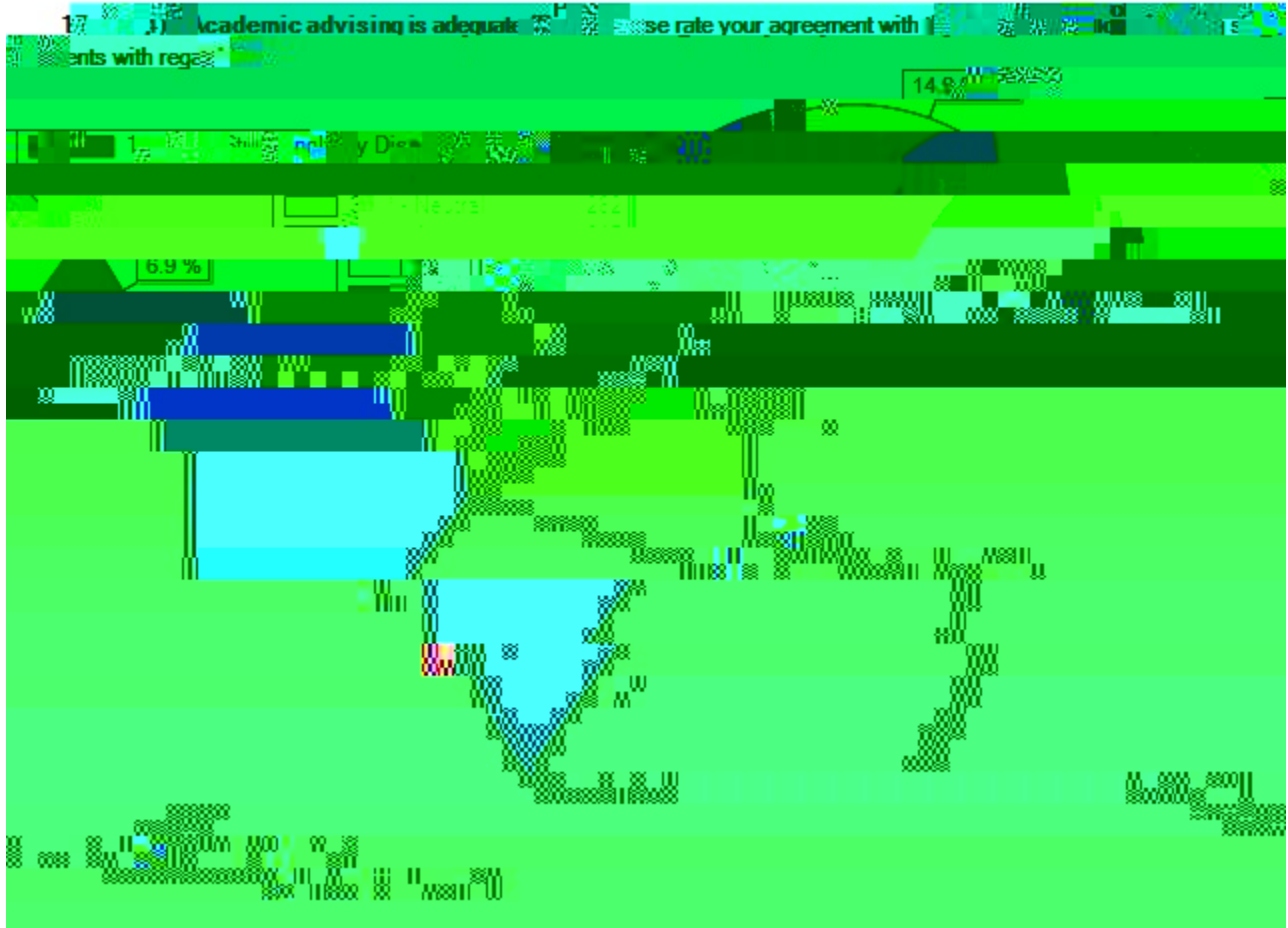


17.2) Faculty care about students as individuals. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



17.3) I feel I can talk to faculty about my academic concerns.(Please rate

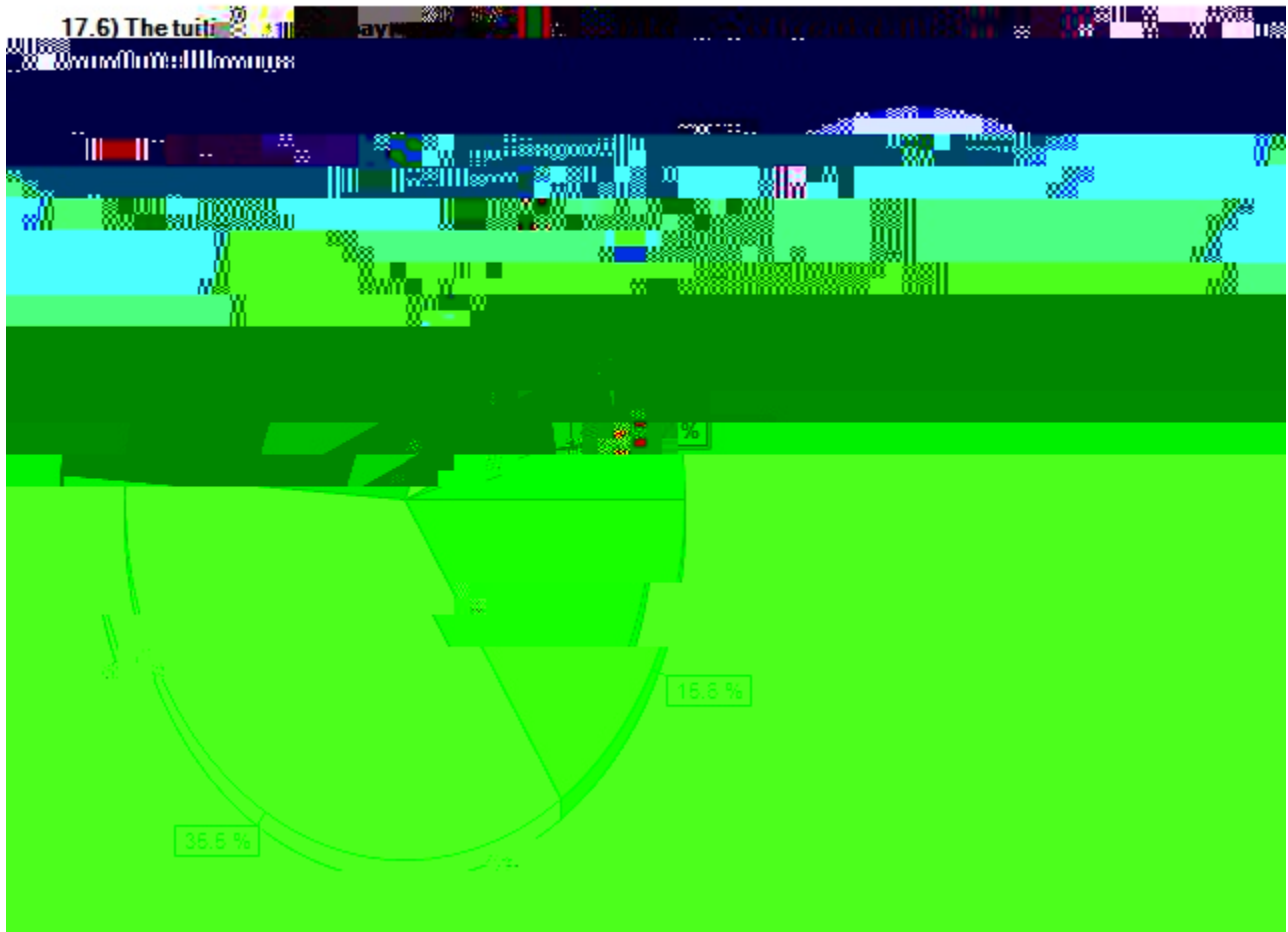
17.4) Academic advising is adequate. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



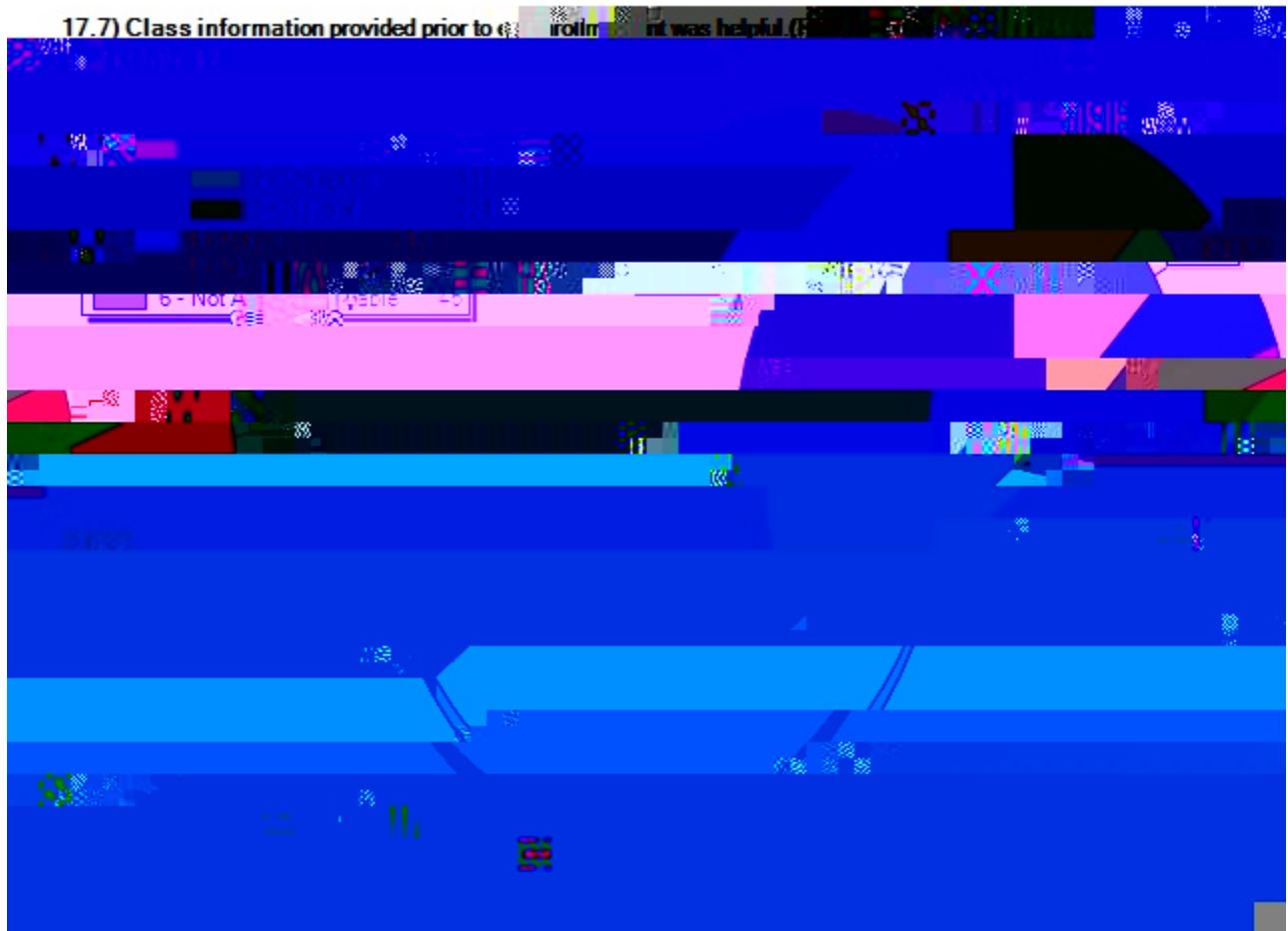
17.5) Sufficient financial aid options are available. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



17.6) The tuition payment plan is beneficial for students. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



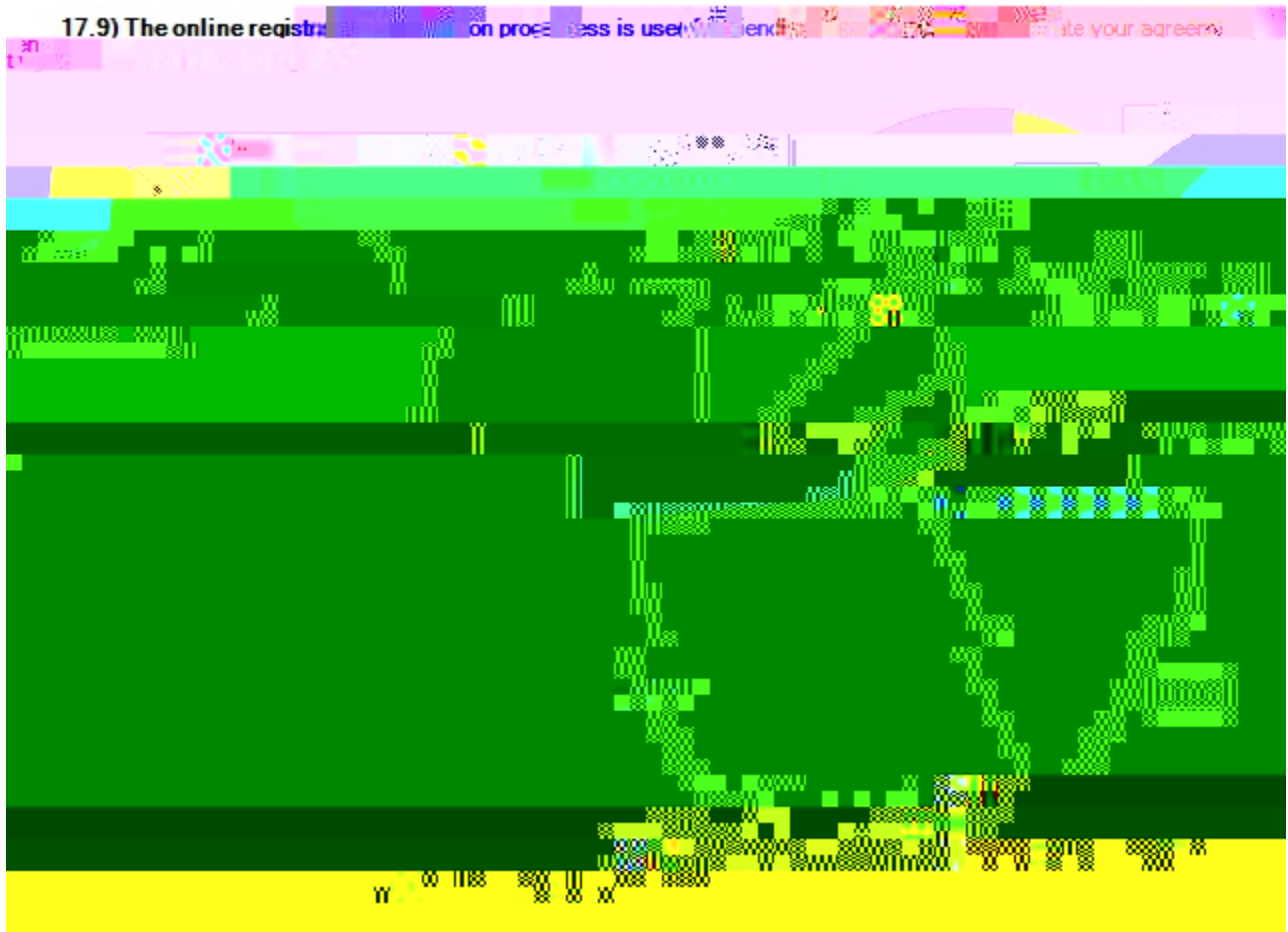
17.7) Class information provided prior to enrollment was helpful. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



17.8) Registration dates, times, and procedures were made clear to me prior to enrollment. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



17.9) The online registration process is user-friendly. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

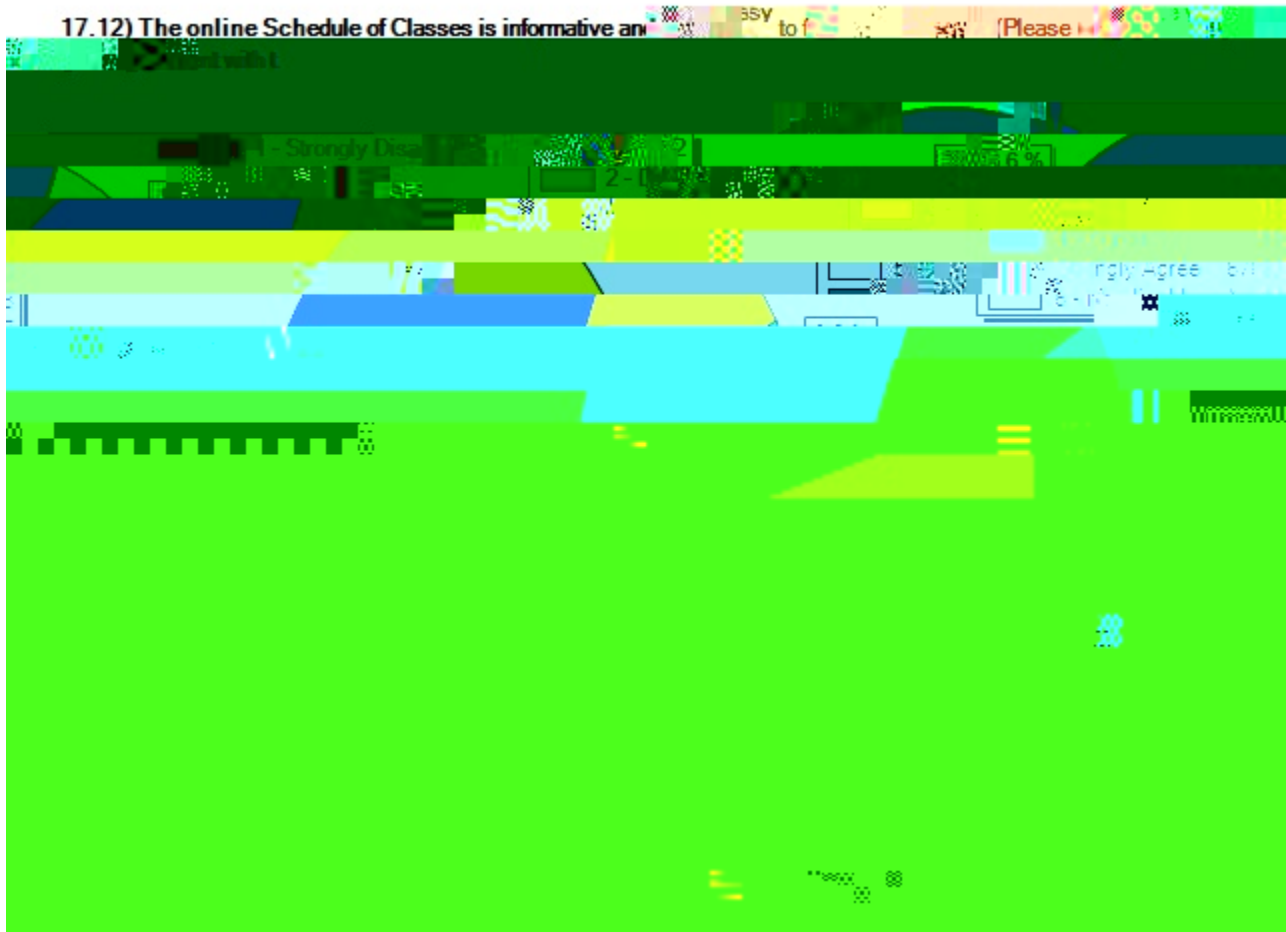


17.10) The on-site registration process is user-friendly. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



17.11) Students seldom get the “run around” when seeking information. (Please rate your agreement with the following

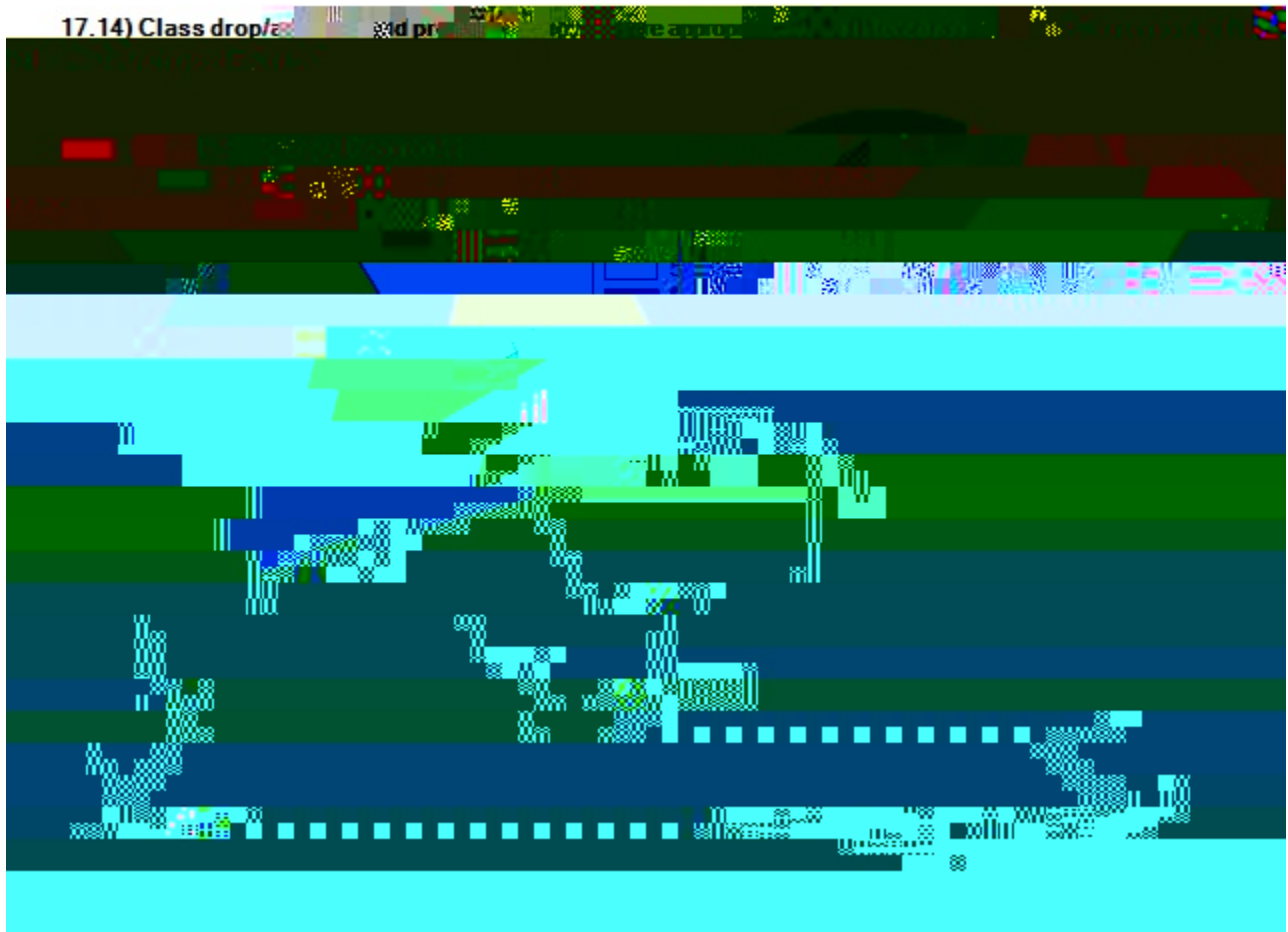
17.12) The online Schedule of Classes is informative and easy to follow. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



17.13) The printed Schedule of Classes is informative and easy to follow. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



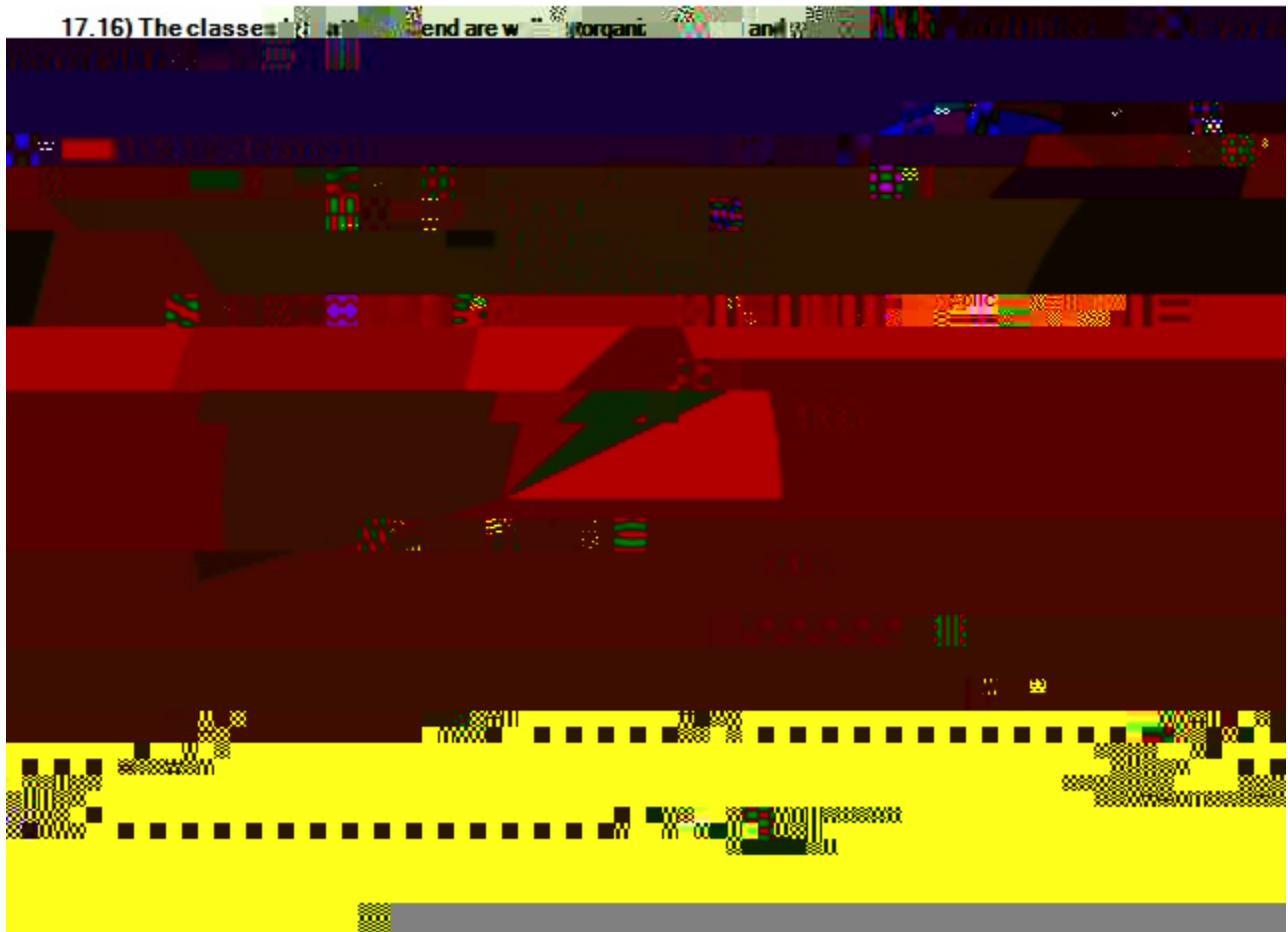
17.14) Class drop/add procedures are appropriate. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



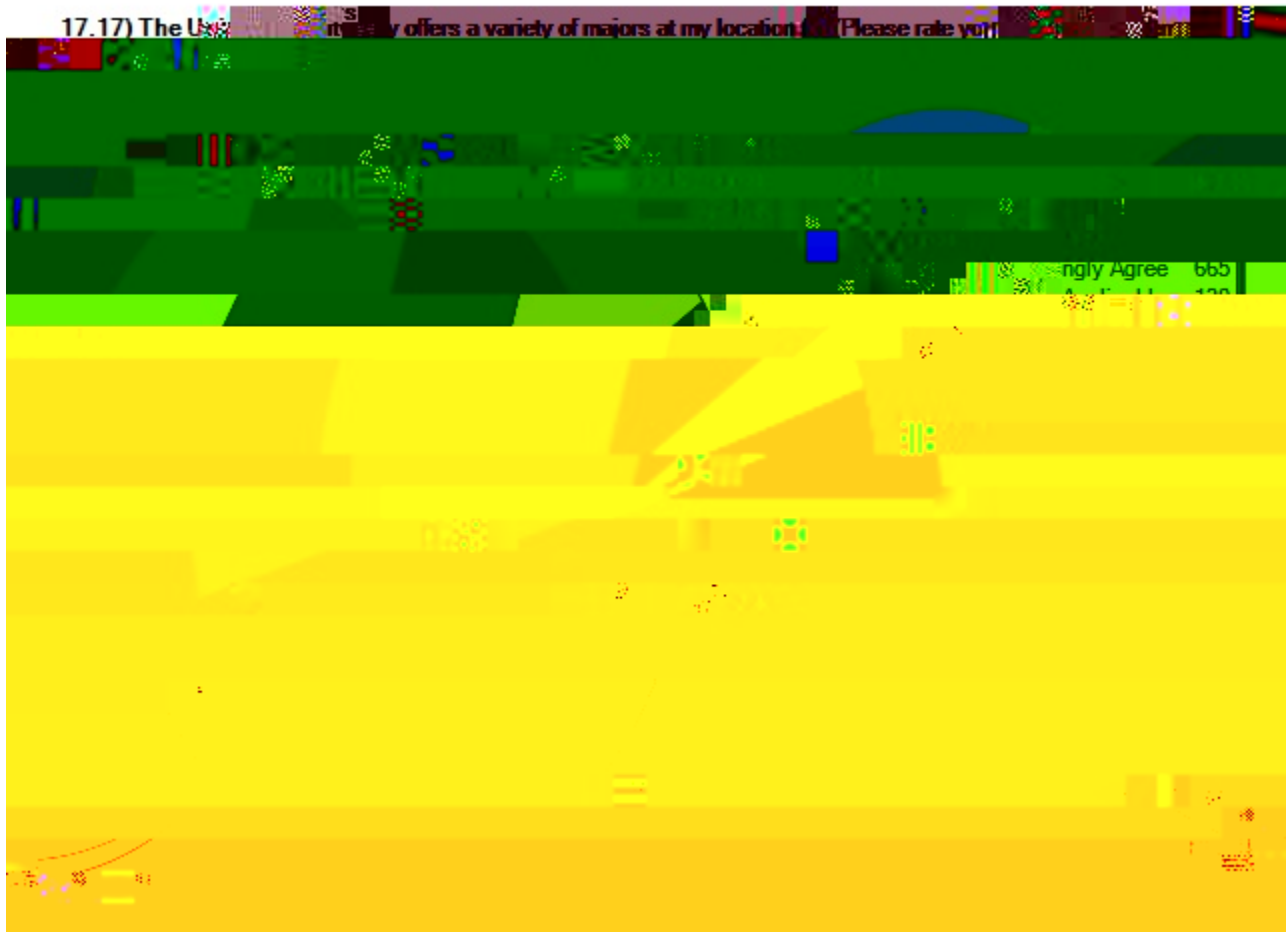
17.15) Classes are offered at convenient times.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



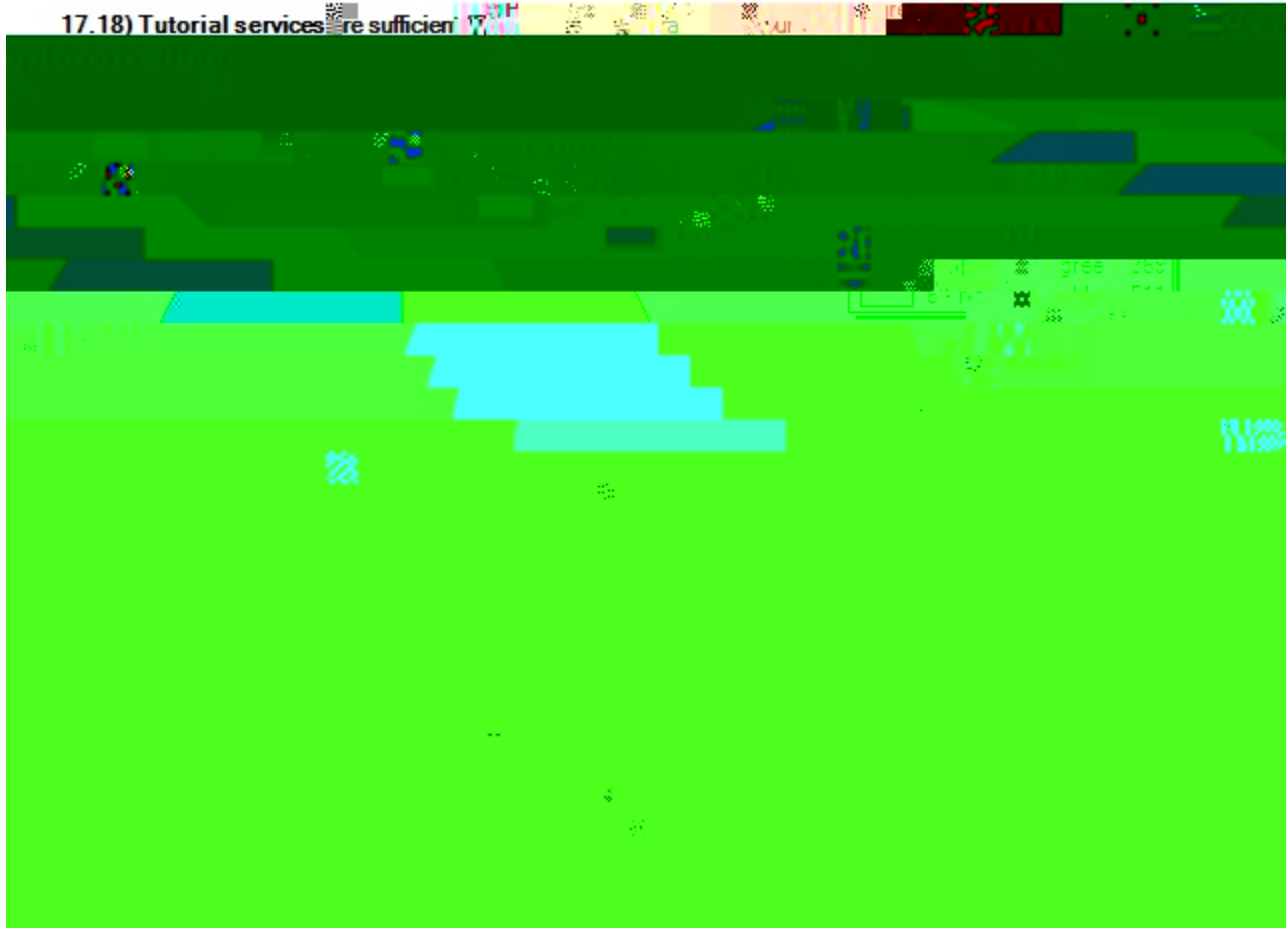
17.16) The classes I attend are well organized and well taught. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



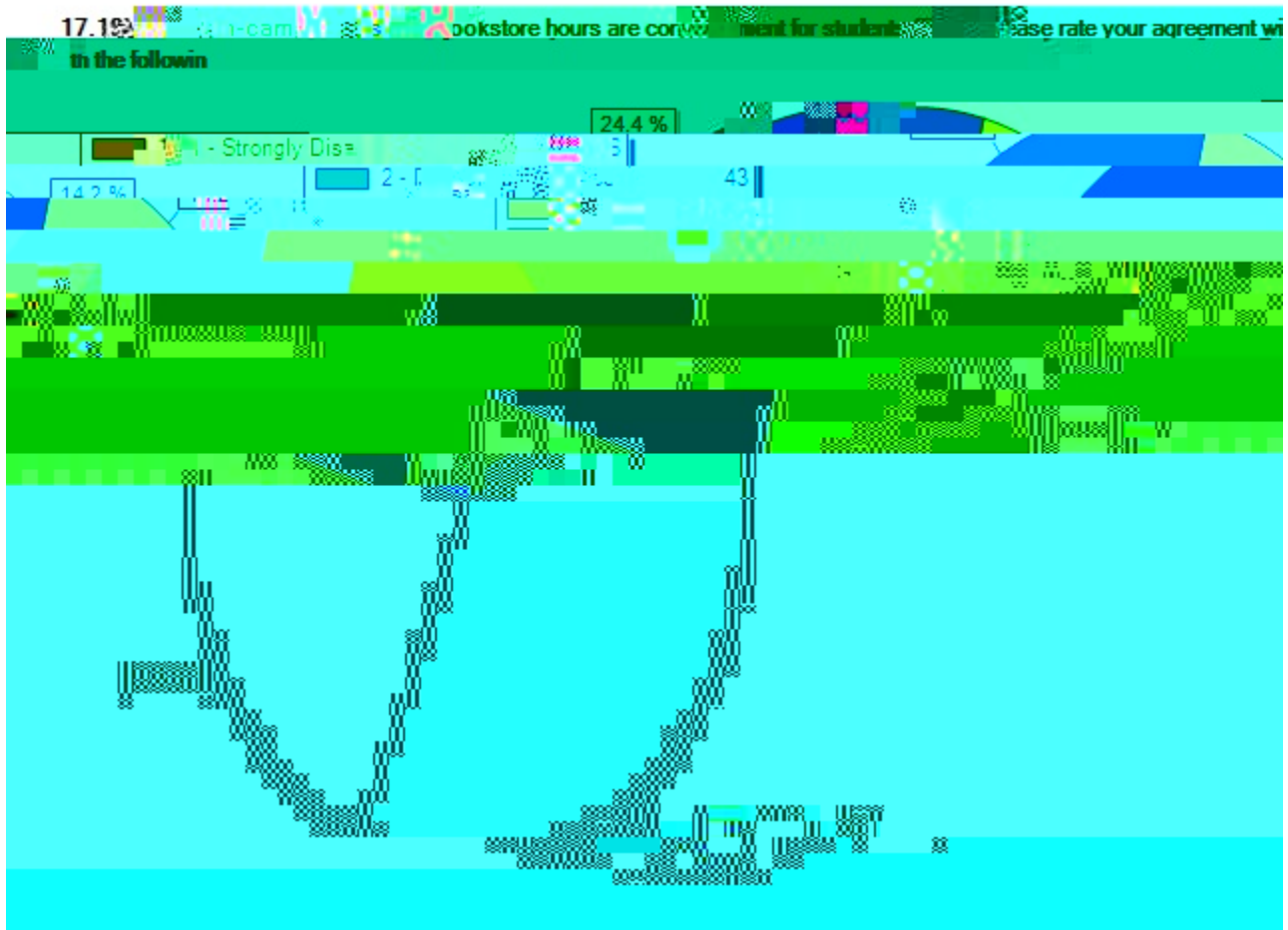
17.17) The University offers a variety of majors at my location.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



17.18) Tutorial services are sufficient.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



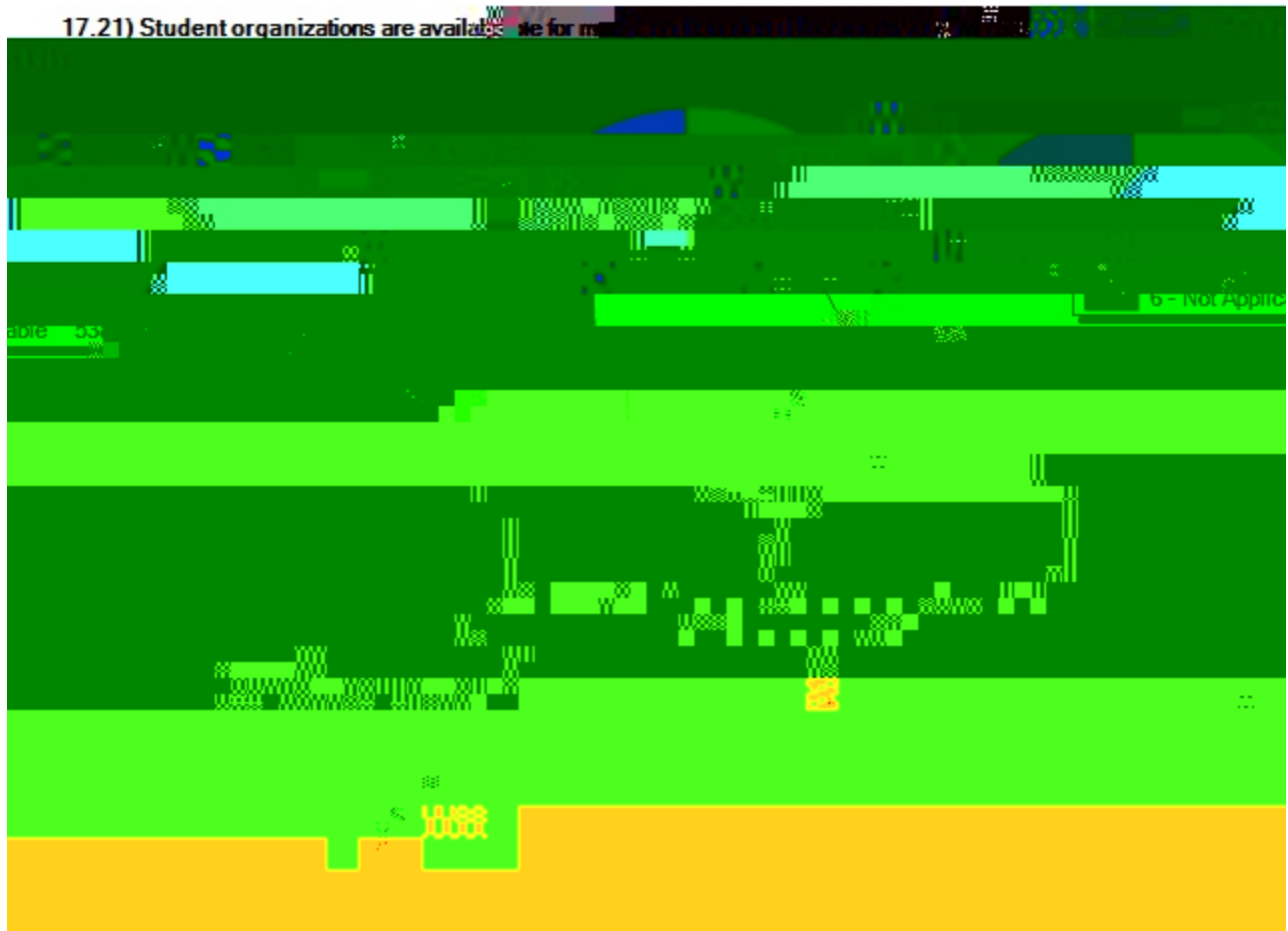
17.19) On-campus bookstore hours are convenient for students. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



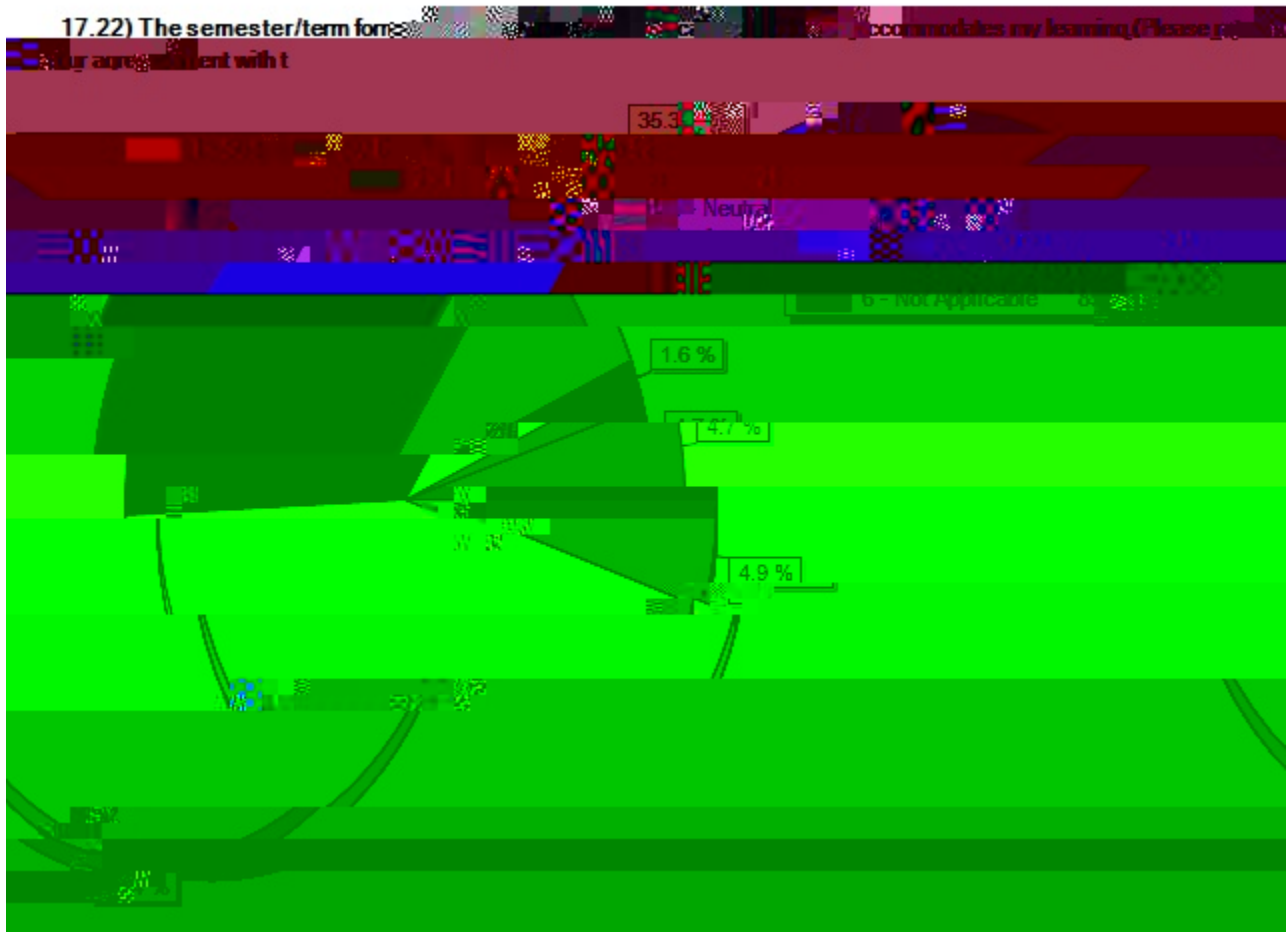
17.20) Purchasing textbooks through Troy Virtual BookStore is convenient. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



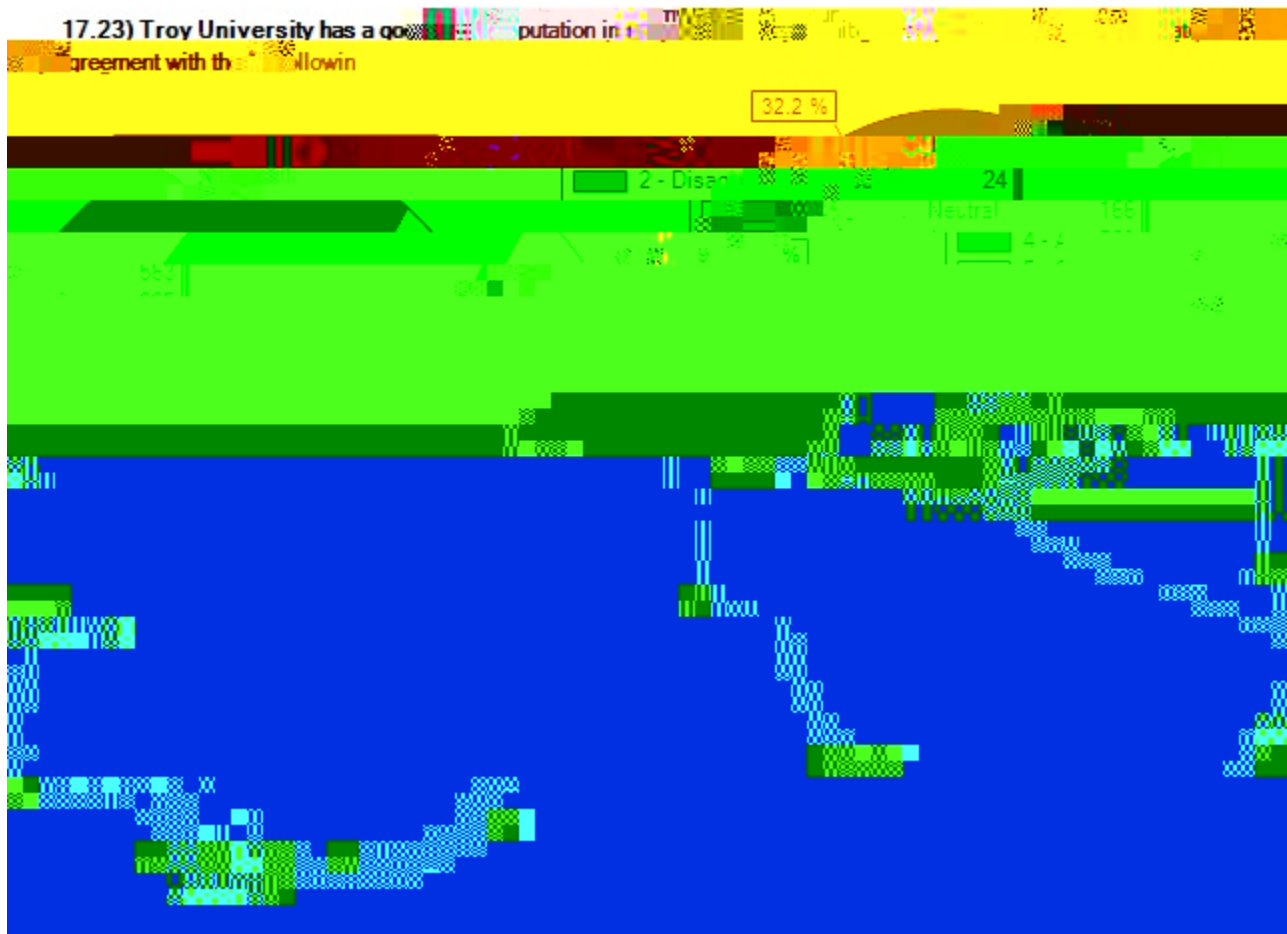
17.21) Student organizations are available for my participation. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



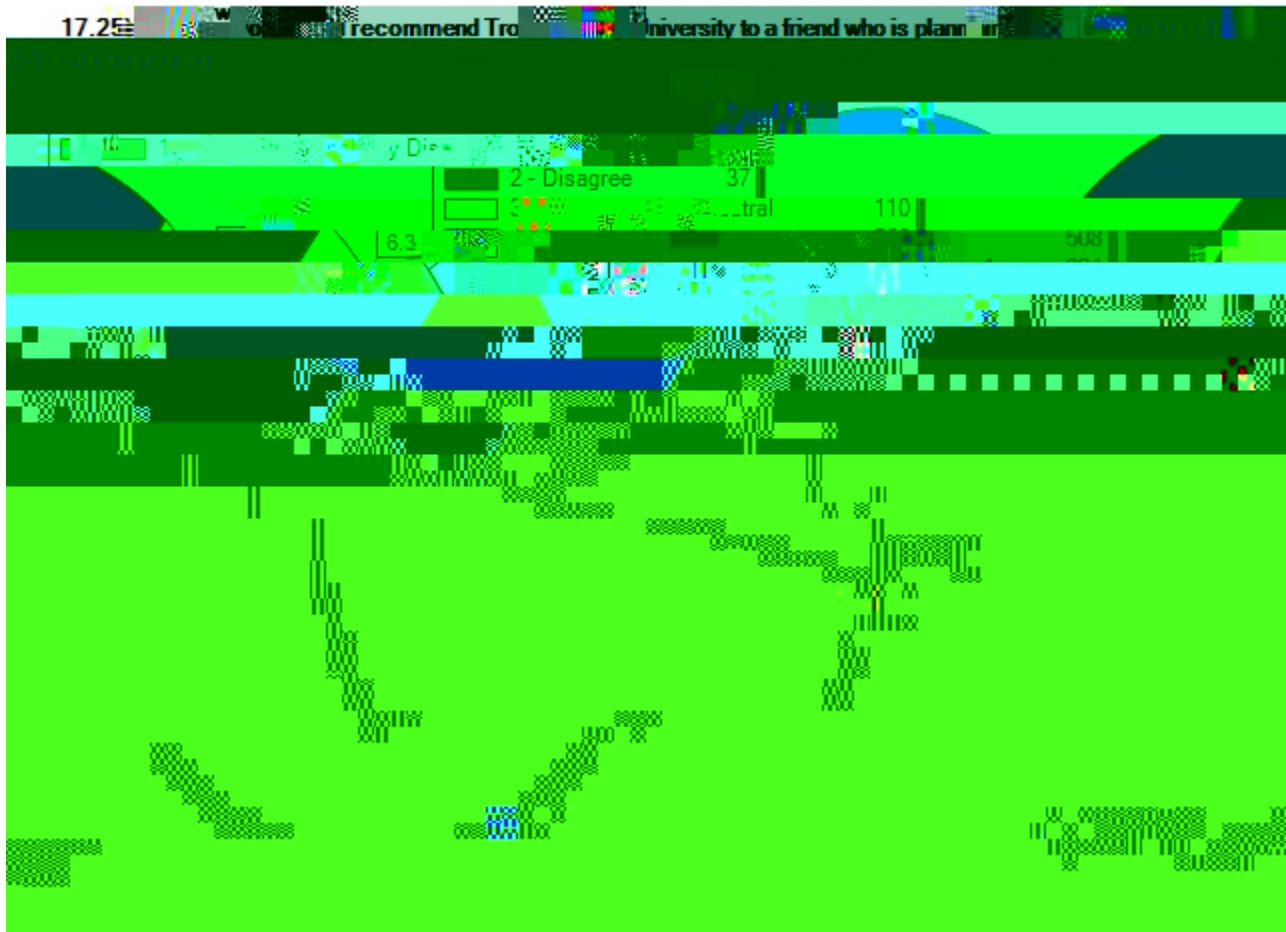
17.22) The semester/term format at my location accommodates my learning. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



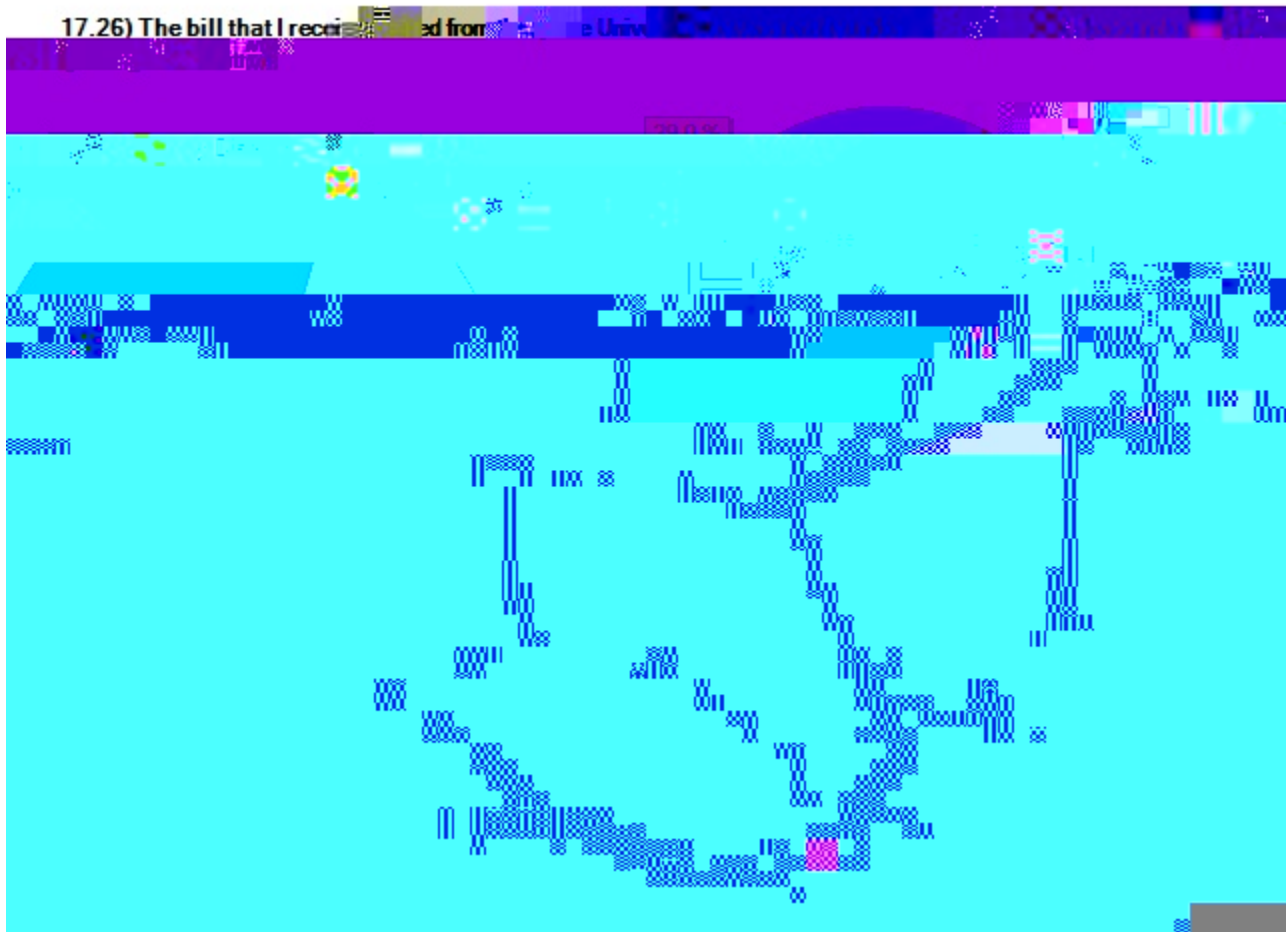
17.23) Troy University has a good reputation in my community. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



17.25) I would recommend Troy University to a friend who is planning to go to college. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



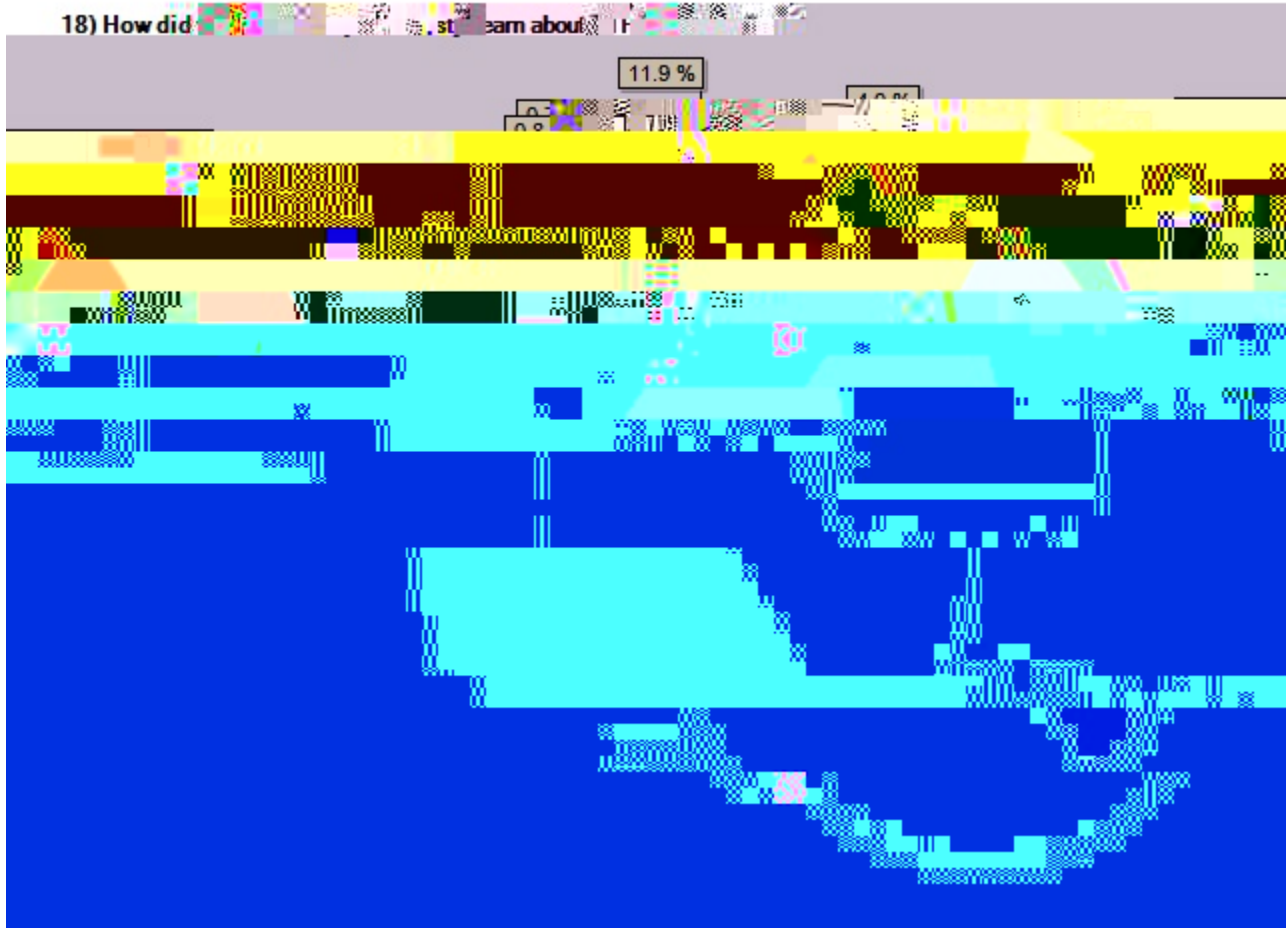
17.26) The bill that I received from the University was easily understood.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



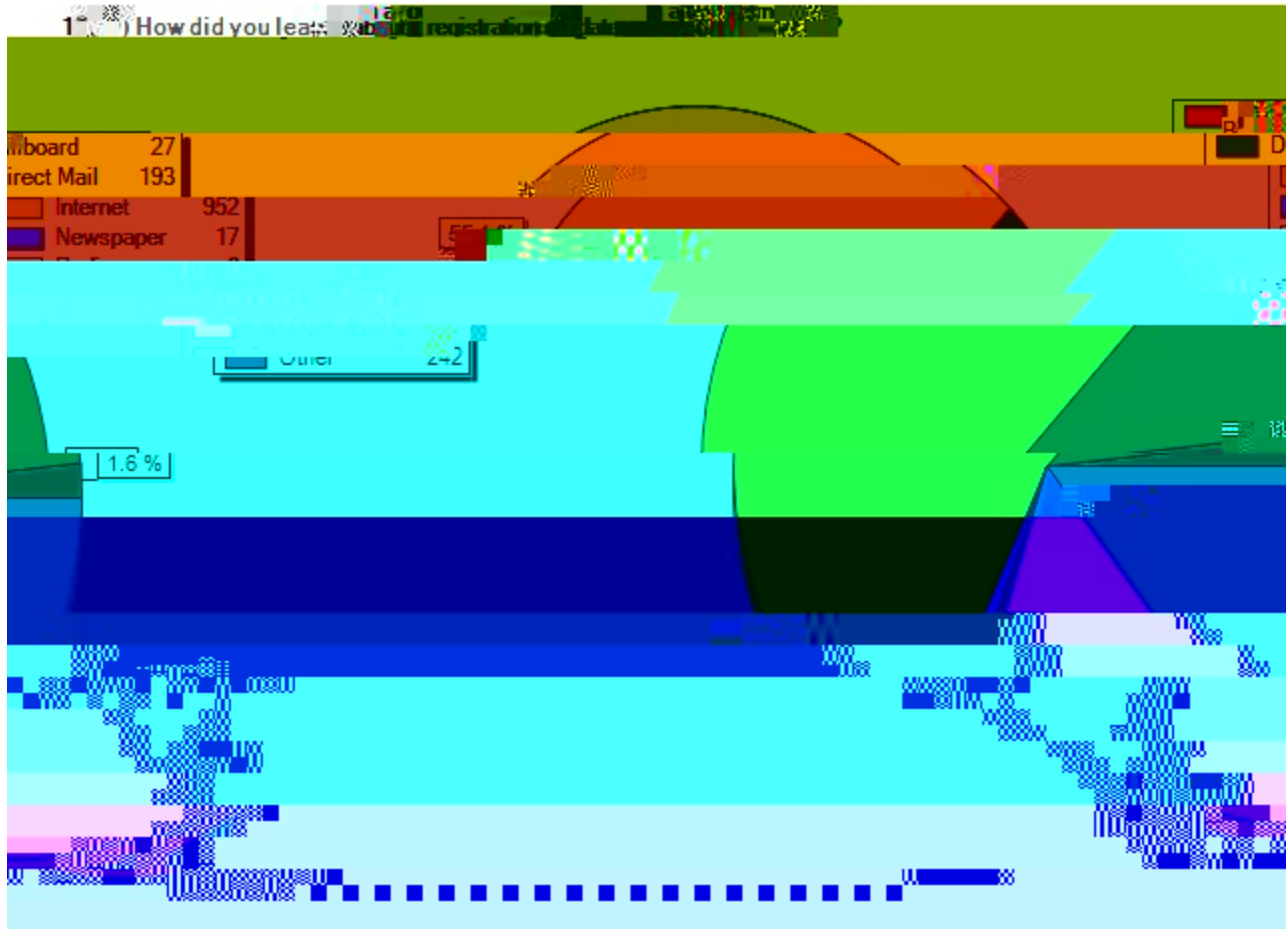
17.27) Campus housing met my expectations upon arriving to campus. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)



18) How did you first learn about TROY?



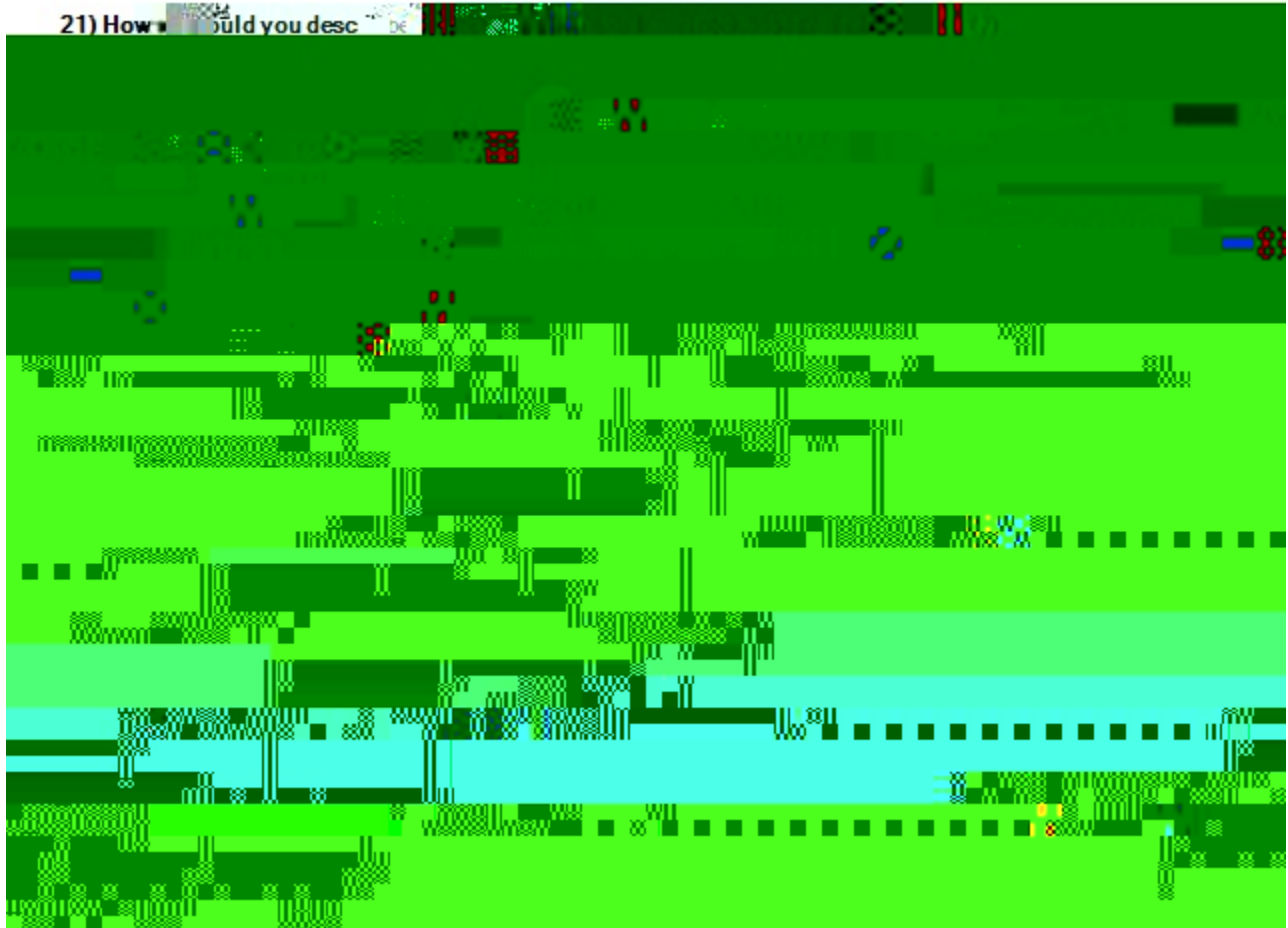
19) How did you learn about registration dates and times?



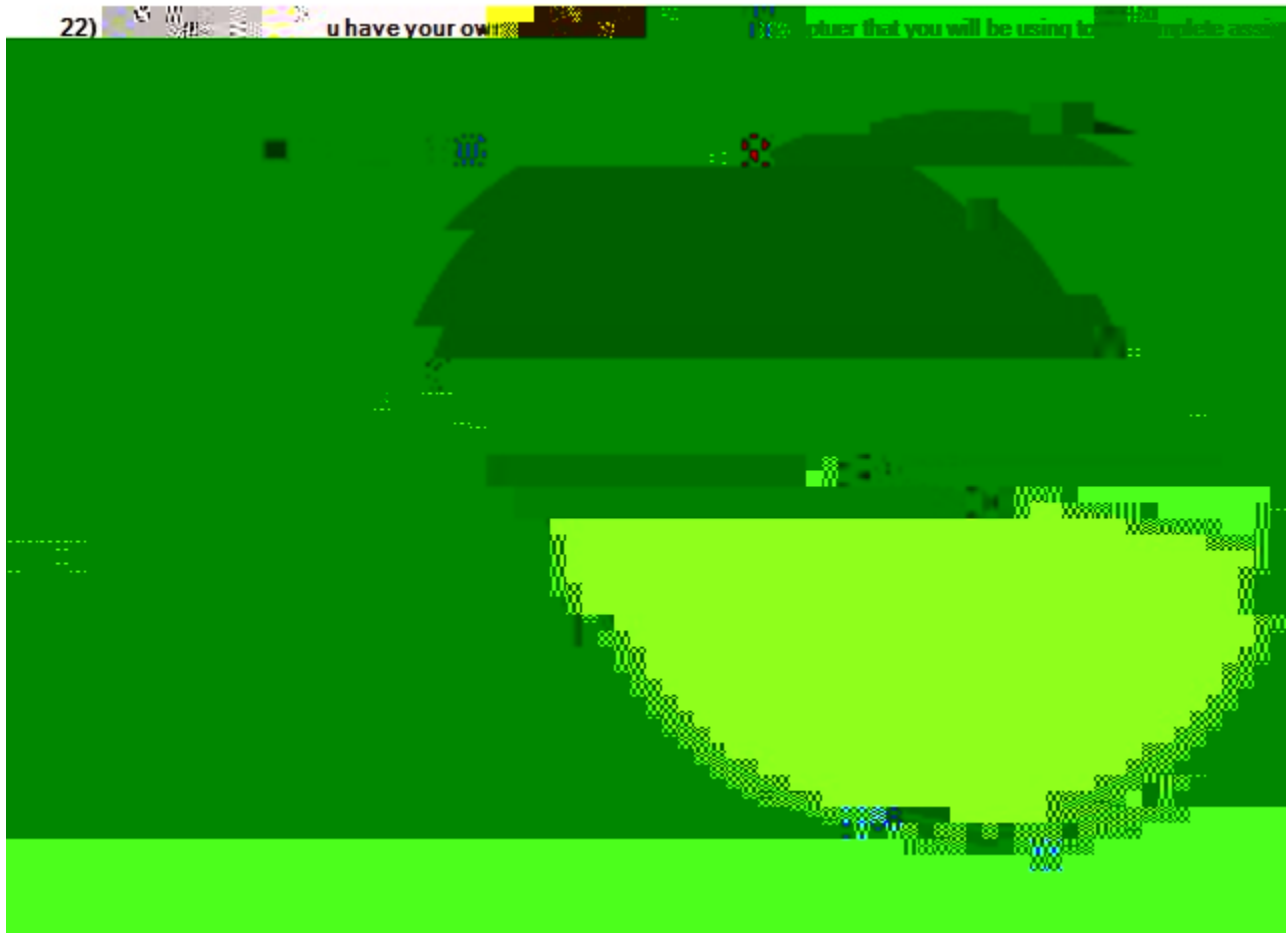
20) What is the best way to advertise to your friends?



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



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



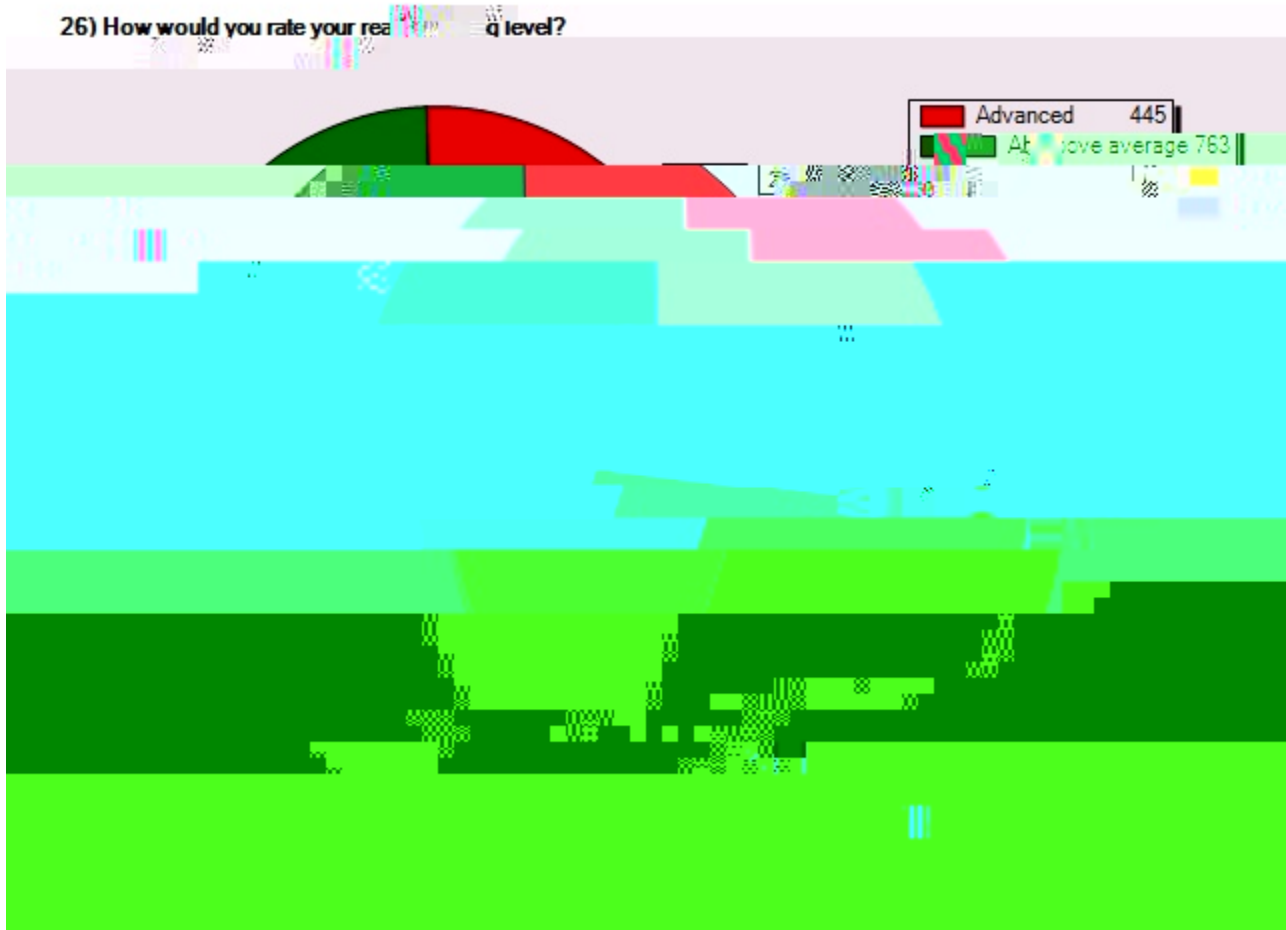
24) Which statement below do you agree with most?

00 0 15TF- m

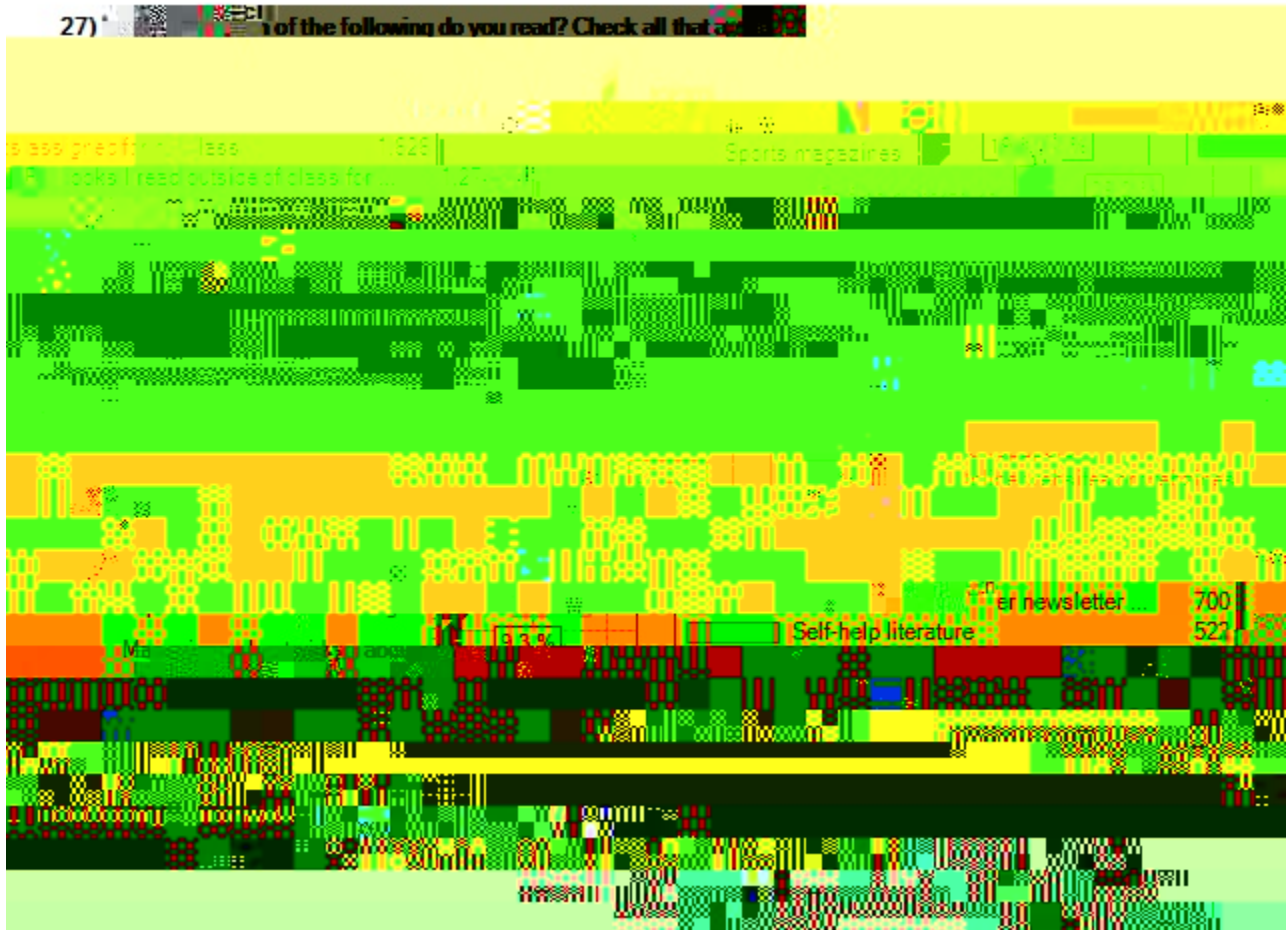
25) Most often, the reason I read is... (Please choose the best answer from this selection).



26) How would you rate your reading level?



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



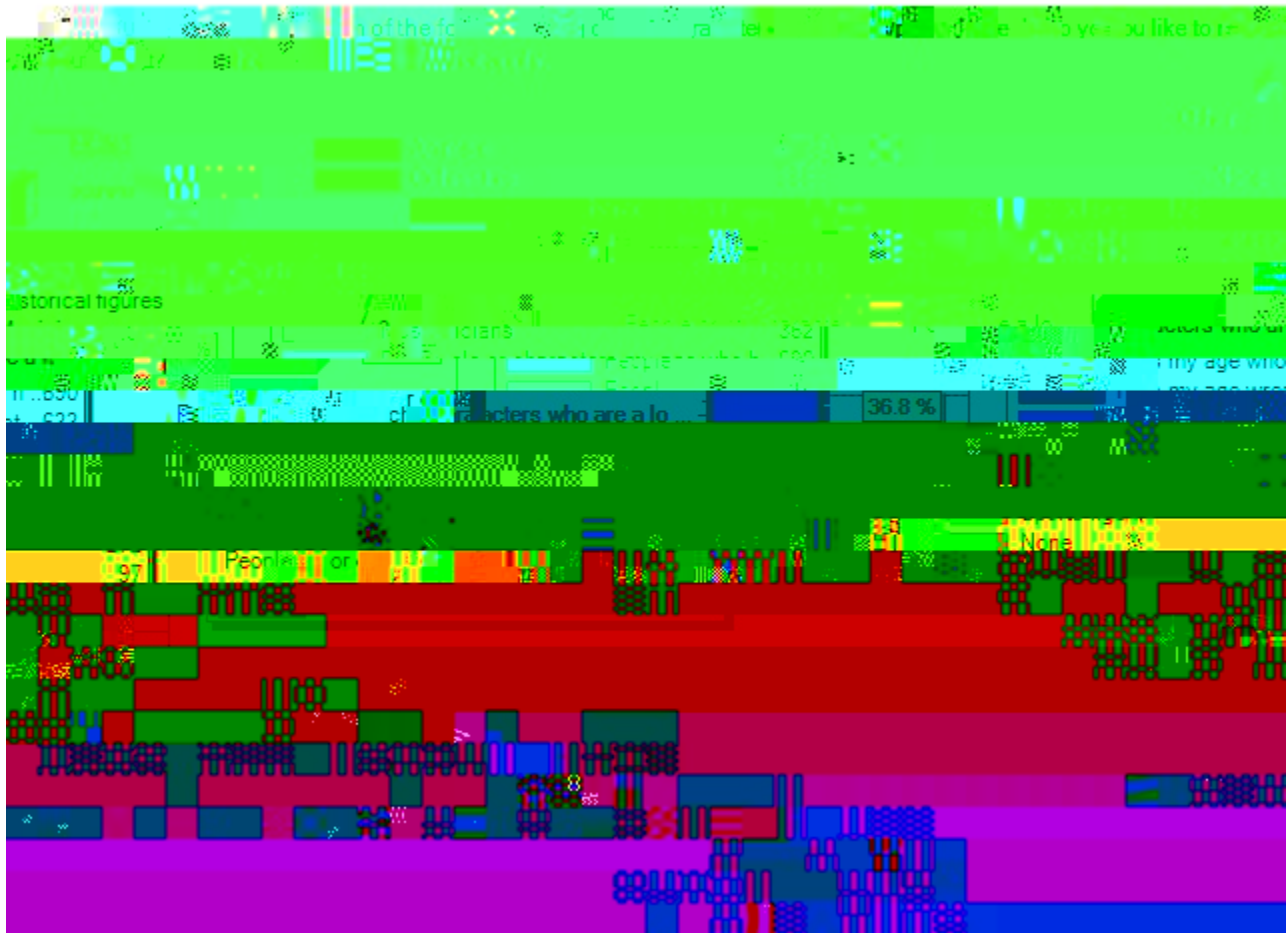
28) Not including school assignments, how much do you read?



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



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



Appendix 30 – 2009 New Student Survey Instrument

2009 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 anonymous.

GENERAL INFORMATION

1) Gender:

- Male
- Female

2) Ethnicity:

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

3) Age:

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

4) Enrollment Status:

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

- Undergraduate transient student (an undergraduate student attending TROY temporarily)
- Graduate transient student (a graduate student attending TROY temporarily)
- Other (please specify)

If you selected other, please specify

5) Campus where you are currently enrolled:

- Dothan
- Montgomery
- Phenix City
- Troy
- eCampus (Taking online courses only)
- Global Campus (Campuses or sites outside of Alabama formerly called University College)

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

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

- ~ Hong Kong
- ~ Jacksonville, Florida
- ~ Kadena AB, Okinawa, Japan
- ~ Kuala Lumpur, Malaysia
- ~ Langley AFB, Virginia
- ~

- ~ Applied Computer Science
- ~ Computer Science
- ~ Biology
- ~ Biology Education
- ~ Chemistry
- ~ Chemistry Education
- ~ Comprehensive General Science
- ~

- £ Recommendation of college counselor
- £ Parents' recommendation
- £ Friends' recommendation
- £ Alumni recommendation
- £ Other (please specify)

If you selected other, please specify

SATISFACTION WITH TROY UNIVERSITY

17) Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:

	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	6 - Not Applicable
TROY personnel are knowledgeable and helpful.	~	~	~	~	~	~
Faculty care about students as individuals.	~	~	~	~	~	~
I feel I can talk to faculty about my academic concerns.	~	~	~	~	~	~
Academic advising is adequate.	~	~	~	~	~	~
Sufficient financial aid options are available.	~	~	~	~	~	~
The tuition payment plan is beneficial for students.	~	~	~	~	~	~
Class information provided prior to enrollment was helpful.	~	~	~	~	~	~
Registration dates, times, and procedures were made clear to me prior to enrollment.	~	~	~	~	~	~
The online registration process is user-friendly.	~	~	~	~	~	~
The on-site registration process is user-friendly.	~	~	~	~	~	~
Students seldom get the "run around" when seeking information.	~	~	~	~	~	~
The online Schedule of Classes is informative and easy to follow.	~	~	~	~	~	~

at my location. at my loc5f04 58.56 .95996 -.01312.36 78.98 57.00md[at my loc)6.2(5f04 re44 .95996 3.68312.36 78.98 9

If you selected other, please specify

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

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

If you selected other, please specify

21) 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)

If you selected other, please specify

COMPUTER ACCESS

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

- Yes
- No

If you selected other, please specify

READING HABITS

24) Which statement below do you agree with most?

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

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

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

26) How would you rate your reading level?

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

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

- Books assigned for class
- Books I read outside of class for pleasure
- Cereal boxes, instructional pamphlets and other product packaging
- Comic books or graphic novels
- Computer manuals or other electronic equipment manuals
- Fashion/Beauty magazines
- Magazines about video games
- Music/Computers/Entertainment magazines
- News magazines
- Newspapers
- Online websites or webzines
- Puzzles/Games/Humor magazines
- Religious literature/books
- School papers or other newsletters
- Self-help literature
- Sports magazines
- None of the above

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

- Outside of school assignments, I don't read at all

- ~ Monthly
- ~ A few times per year
- ~ Once per year
- ~ Never

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

Thank you for participating in the Troy University New Student Survey.