Troy University

New Student Survey Report

Fall 2007

[redacted]

Office of Institutional Research, Planning,
and Effectiveness

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Troy University Fall 2007 New Student Survey Report

Executive Summary

As an annual institutional effectiveness effort, the Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the *New Student Survey* in Fall 2007. This was the third time that this survey has been conducted. The purpose of the *survey* was to identify the satisfaction of the Fall 2007 new students with their experiences at Troy University and to determine how well the University served their needs as new students.

The *Survey* was administered through an online survey program. The target population was the new students who enrolled at the University for the first time in Fall 2007. In October 2007, the online survey was distributed via email to the first group of 5,617 students who enrolled during the first part of the Fall semester, and in December, the second group of 2,696 students who started in the second half of the Fall Semester were surveyed. After two follow-up emails to each group every two weeks after the first emailing, data collection was completed in the middle of January 2008, and a total of 2,934 responses were received, representing a 35% response rate.

The descriptive method of data analysis was used to identify the areas with which students were most and least satisfied, based on campuses, colleges, and academic levels. Comparative analyses were also conducted to determine if significant differences existed in student satisfaction based on gender, ethnicity, age, and selection of Troy University as first choice. The major findings are reported in "Highlights of the Findings," and more detailed information, including frequencies of the responses, mean comparisons, demographic information and other related information can be found in the appendices. For the 2007 report a column was added to the tables which compared the rankings to those of the prior year.

Highlights of the Findings

Demographic Information:

The majority of the respondents were female (69%), white (49%), and non-traditional students (25 years or older) (70%). This distribution reflected the distribution of the new students in Fall 2007; however, because the TROY campuses serve different types of students (Troy serves traditional students and other campuses serve predominantly non-traditional students), the generalization of survey findings should be made with caution.

Of all the respondents, 63% were undergraduate students (27% first-time freshmen, 34% transfer students, and 2% transient students) and 28% were graduate students (24% new graduate students, 3% transfer, and 1% transient). Overall, 39% were business majors, 28% were Arts & Sciences students, 17% were College of Education students, 13% were Health and Human Services students, and 3% were Communication and Fine Arts students. Additionally, 38% of the students were enrolled on campuses in Alabama (23% in Troy and Phenix City, 9% in Montgomery, 6% in Dothan), 21% were students of University College, and 41% were Distance

Learning students. The percentage of distance learning students responding was up from 34% from the previous year.

College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 74% selected Troy University as first choice when applying for college admission and 21% had Troy University as their second choice. The survey also found that approximately 56% of the students selected Troy University because of its flexibility of schedule, 54% because of location, and approximately 46% indicated that they chose Troy University because of its academic programs and affordability.

campuses. Special attention should be directed to these items and plans to improve should be developed and implemented. (See reports in Appendixes 1 – 12.)

An item which ranked low in student perceptions in 2006 was “Students seldom get the “run around” when seeking information. In 2007 this item was no longer the lowest ranked perception item. It moved from 25th to 21st showing improvement in this perception.

Comparison

Group means for students with different characteristics were compared to identify possible significant differences in student satisfaction for these groups. The analyses found that the satisfaction means for males and females were significantly different with males more satisfied for:

- Knowledge and helpfulness of personnel
- Faculty’s concern for st

- Usefulness of the printed schedule

(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:

- Knowledge and helpfulness of personnel
- Faculty’s concern about students as individuals
- Feeling of being able to talk with faculty about academic concerns
- Adequacy of academic advising
- Availability of sufficient financial aid options
- User-friendliness of the online registration process
- Students seldom getting the ‘run-ar

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:
   - 80% of new students responded that they were receiving a quality education at Troy University;
   -79% of the new students indicated that the semester/term accommodated their learning;
   -79% of the new students indicated that they would recommend Troy University to a friend;
   -67% of the new students described Troy University as convenient;
   -56% of the new students selected Troy University because of its flexibility of schedule.
3. New student satisfaction results may be used as information to assist student recruitment efforts.
4. Efforts should be made 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.

Note: In Appendices 1-16 which follow, 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.”

Appendix 1. New Student Perceptions about Troy University - Overall

Ranked by Frequency of Agreement

Academic programs, services, and administration	RANK	Prior Year Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	80.2%	8.8%	4.7%	2,821
I would recommend Troy University to a friend who is planning to go to college.	2	2	79.3%	8.8%	5.7%	2,836

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

Ranked by Frequency of Agreement

Academic programs, services, and administration	RANK	Prior Year Rank	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N
I am receiving a quality education at Troy University.	1	1	43.1%	37.1%	8.8%	1.9%	3.2%	2,821

Appendix 2. New Student Perceptions about Troy University - Dothan

Ranked by Agreement Level

Academic programs, services, and administration	RANK	Prior Year Rank	Agree*	Neutral	Disagree*	N
Troy University has a good reputation in my community.	1	2	85.0%	4.2%	7.8%	162
The printed Schedule of Classes is informative and easy to follow.	2	3	82.6%	7.2%	5.4%	163
I am receiving a quality education at Troy University.	3	1	80.8%	6.6%	7.2%	162
I would recommend Troy University to a friend who is planning to go to college.	4	4	79.6%	7.8%	7.8%	162
On-campus bookstore hours are convenient for students.	5	10	77.2%	8.4%	4.2%	162
The semester/term format at my location accommodates my learning.	6	6	76.6%	11.4%	5.6%	162
I feel I can talk to faculty about my academic concerns.	7	12	73.6%	12.0%	10.8%	163
Troy personnel are knowledgeable and helpful.	8	5	73.0%	10.8%	12.0%	162
Faculty care about students as individuals.	9	7	72.4%	14.4%	8.4%	161
The University offers a variety of majors at my location.	10	16	71.2%	12.6%	4.8%	163
Registration dates, times, and procedures were made clear to me prior to enrollment.	11	15	70.0%	9.0%	15.6%	163
Academic advising is adequate.	12	17	70.0%	13.2%	12.6%	162
The classes I attend are well organized and well taught.	13	9	68.2%	15.6%	9.6%	161
The tuition payment plan is beneficial for students.	14	8	66.4%	14.4%	3.6%	162
Sufficient financial aid options are available.	15	14	64.6%	15.0%	9.0%	160
Class information provided prior to enrollment was helpful.	16	20	63.5%	19.2%	12.0%	163
The online Schedule of Classes is informative and easy to follow.	17	13	61.6%	14.4%	6.6%	162
Classes are offered at convenient times.	18	18	60.5%	16.2%	19.2%	163
The on-site registration process is user-friendly.	19	19	56.9%	21.6%	9.0%	159
Class drop/add procedures are appropriate.	20	11	54.5%	16.8%	4.6%	163
Student organizations are available for my participation.	21	21	53.9%	18.0%	4.2%	159
Students seldom get the “run around” when seeking information.	22	25	46.7%	24.6%	24.6%	163
The online registration process is user-friendly.	23	22	42.0%	22.2%	4.2%	163
Purchasing textbooks through Troy Virtual Book Store is convenient.	24	24	37.2%	18.0%	8.4%	162
Tutorial services are sufficient.	25	23	34.8%	21.6%	2.4%	160

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

Total respondents = 167

Appendix 3. New Student Perceptions about Troy University - Montgomery

Ranked by Agreement

Academic programs, services, and administration	RANK	Prior Year Rank	Agree*	Neutral	Disagree*	N
The printed Schedule of Classes is informative and easy to follow.	1	6	81.7%	7.4%	7.7%	263
Troy University has a good reputation in my community.	2	1	81.3%	8.5%	5.2%	258
I am receiving a quality education at Troy University.	3	2	80.5%	9.9%	4.8%	259
The semester/term format at my location accommodates my learning.	4	5	80.5%	10.3%	5.1%	261
Classes are offered at convenient times.	5	3	80.2%	8.1%	8.4%	263
I would recommend Troy University to a friend who is planning to go to college.	6	4	79.0%	11.4%	4.0%	257
Registration dates, times, and procedures were made clear to me prior to enrollment.	7	14	78.3%	8.5%	9.9%	263
The University offers a variety of majors at my location.	8	16	76.9%	7.7%	11.4%	261
Faculty care about students as individuals.	9	13	75.8%	15.4%	7.0%	267
I feel I can talk to faculty about my academic concerns.	10	12	75.0%	12.9%	9.2%	264
The classes I attend are well organized and well taught.	11	10	74.2%	10.3%	10.6%	259
The tuition payment plan is beneficial for students.	12	7	73.9%	12.1%	4.4%	246
Troy personnel are knowledgeable and helpful.	13	9	73.9%	12.9%	11.4%	267
Class information provided prior to enrollment was helpful.	14	18	72.7%	11.4%	11.0%	259
Sufficient financial aid options are available.	15	8	71.7%	11.4%	5.5%	241
On-campus bookstore hours are convenient for students.	16	11	69.8%	13.6%	7.0%	246
The online Schedule of Classes is informative and easy to follow.	17	17	67.6%	12.1%	8.8%	241
Class drop/add procedures are appropriate.	18	15	67.3%	13.6%	5.9%	236
The on-site registration process is user-friendly.	19	19	66.6%	14.7%	8.4%	244
Academic advising is adequate.	20	20	65.5%	14.3%	12.9%	252
Students seldom get the “run around” when seeking information.	21	22	55.6%	17.6%	22.8%	261
The online registration process is user-friendly.	22	21	53.0%	15.4%	7.7%	207
Student organizations are available for my participation.	23	25	48.9%	21.7%	8.8%	216
Tutorial services are sufficient.	24	24	43.4%	20.6%	8.1%	196
Purchasing textbooks through Troy Virtual BookStore is convenient.	25	23	42.3%	22.8%	6.6%	195

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

Total respondents = 277

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

Ranked by Agreement

Academic programs, services, and administration

Appendix 4.1. New Student Perceptions about Troy University - Phenix City

Fall 2007 vs. Fall 2006 vs. Fall 2005

	Agree*	Disagree*
Academic programs, services, and		

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Troy University Fall 2007 New Student Survey

Appendix 5.1. New Student Perceptions about Troy University - Troy

Fall 2007 vs. Fall 2006 vs. Fall 2005

	Agree*				Disagree*			
Academic programs, services, and administration	**FA07**	**FA06**	**FA05**	**Diff**	**FA07**	**FA06**	**FA05**	**Diff**
I am receiving a quality education at								

Appendix 6. New Student Perceptions about Troy University - University College

Appendix 7. New Student Perceptions about Troy University - eCampus

Ranked by Agreement

Academic programs, services, and administration	RANK	Prior Year Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	2	79.8%	9.8%	4.8%	1135
The online Schedule of Classes is informative and easy to follow.	2	5	79.1%	9.1%	7.5%	1149
I would recommend Troy University to a friend who is planning to go to college.	3	3	78.3%	10.4%	6.5%	1144
Registration dates, times, and procedures were made clear to me prior to enrollment.	4	6	76.5%	8.2%	11.0%	1149
The semester/term format at my location accommodates my learning.	5	4	76.2%	10.4%	4.9%	1098
Classes are offered at convenient times.	6	1	74.1%	7.2%	4.9%	1035
The online registration process is user-friendly.	7	14	72.9%	10.2%	11.5%	1137
The classes I attend are well organized and well taught.	8	9	72.1%	11.1%	9.3%	1113
Troy personnel are knowledgeable and helpful.	9	11	71.9%	12.7%	12.0%	1159
Class information provided prior to enrollment was helpful.	10	12	71.3%	12.3%	11.9%	1147
Troy University has a good reputation in my community.	11	7	70.4%	14.2%	4.8%	1074
Faculty care about students as individuals.	12	13	69.9%	17.3%	8.4%	1148
I feel I can talk to faculty about my academic concerns.	13	15	68.1%	15.7%	10.1%	1128
The University offers a variety of majors at my location.	14	16	67.5%	10.8%	9.1%	1050
Class drop/add procedures are appropriate.	15	8	67.2%	13.2%	6.2%	1040
The printed Schedule of Classes is informative and easy to follow.	16	10	63.0%	11.7%	5.4%	963
Purchasing textbooks through Troy Virtual Book Store is convenient.	17	19	62.4%	14.2%	8.6%	1022
Sufficient financial aid options are available.	18	18	60.8%	15.4%	7.7%	1007
The tuition payment plan is beneficial for students.	19	17	60.6%	15.6%	6.7%	995

Appendix 7.1. New Student Perceptions about Troy University - eCampus

Fall 2007 vs. Fall 2006 vs. Fall 2005

	Agree*				Disagree*			
Academic programs, services, and administration	**FA07**	**FA06**	**FA05**	**Diff**	**FA07**	**FA06**	**FA05**	**Diff**
Classes are offered at convenient times.	74.1%	85.3%	83.9%	-9.8%	4.9%	6.8%	7.4%	-2.5%
I am receiving a quality education at Troy University.	79.8%	85.1%	85.8%	-6.0%	4.8%	7.0%	5.8%	-1.0%
I would recommend Troy University to a friend who is planning to go to college.	78.3%	84.6%	84.9%	-6.6%	6.5%	7.8%	6.7%	-0.2%
The semester/term format at my location accommodates my learning.	76.2%	82.7%	83.8%	-7.6%	4.9%	6.1%	5.8%	-0.9%
The online Schedule of Classes is informative and easy to follow.	79.1%	80.7%	77.5%	1.6%	7.5%	10.1%	11.0%	-3.5%
Registration dates, times, and procedures were made clear to me prior to enrollment.	76.5%	79.8%	N/A	-3.3%	11.0%	12.2%	N/A	-1.2%
Troy University has a good reputation in my community.	70.4%	79.6%	79.0%	-8.6%	4.8%	6.6%	5.8%	-1.0%
Class drop/add procedures are appropriate.	67.2%	76.8%	74.3%	-7.1%	6.2%	7.6%	7.9%	-1.7%
The classes I attend are well organized and well taught.	72.1%	76.7%	79.6%	-7.5%	9.3%	10.3%	8.0%	1.3%
The printed Schedule of Classes is informative and easy to follow.	63.0%	76.4%	75.0%	-12.0%	5.4%	9.2%	8.4%	-3.0%

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

Ranked by Agreement

Academic programs, services, and administration	RANK	Prior Year Rank	Agree*	Neutral	Disagree*	N
I would recommend Troy University to a friend who is planning to go to college.	1	3 7(o)-883	83.4%	8.3%	38.o%	

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Appendix 8.1. New Student Perceptions about Tr

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

Ranked by Agreement

Academic programs, services, and administration	RANK	PriorYear Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	79.1%	9.6%	5.5%	1001
The semester/term format at my location accommodates my learning.	2	4	78.2%	8.9%	5.8%	987
I would recommend Troy University to a friend who is planning to go to college.	3	3	77.8%	10.0%	6.5%	1002
Classes are offered at convenient times.	4	2	75.7%	7.9%	7.4%	967

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

Ranked by Agreement

Academic programs, services, and administration	**RANK**	**PriorYear Rank**	**Agree***	**Neutral**	**Disagree***	**N**
I am receiving a quality education at Troy University.	1	2	81.4%	8.1%	5.9%	435
I would recommend Troy University to a friend who is planning to go to college.	2	1	79.8%	7.7%	7.6%	434
The semester/term format at my location accommodates my learning.	3	5	79.6%	9.6%	5.5%	432
I feel I can talk to faculty about my academic concerns.	4	8	77.2%	10.7%	8.3%	439
Troy University has a good reputation in my community.	5	3	76.9%	9.9%	6.4%	425

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

Ranked by Agreement

Academic programs, services, and administration	RANK	Prior Year Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	3	83.2%	6.0%	2.4%	76
Faculty care about students as individuals.	2	4	80.7%	12.0%	2.4%	79
Troy personnel are knowledgeable and helpful.	3	12	78.4%	15.7%	2.4%	80
The semester/term format at my location accommodates my learning.	4	1	75.9%	15.7%	0.0%	76
The University offers a variety of majors at my location.	5	2	73.5%	7.2%	6.0%	72
The classes I attend are well organized and well taught.	6	5	73.5%	15.7%	4.8%	78
Troy University has a good reputation in my community.	7	6	73.5%	8.4%	3.6%	71
Classes are offered at convenient times.	8	19	73.5%	13.3%	6.3%	75
The printed Schedule of Classes is informative and easy to follow.	9	7	72.3%	15.7%	1.2%	74
I feel I can talk to faculty about my academic concerns.	10	11	72.3%	16.9%	1.2%	75
I would recommend Troy University to a friend who is planning to go to college.	11	10	71.1%	19.3%	1.2%	76
The online Schedule of Classes is informative and easy to follow.	12	15	68.7%	14.5%	7.2%	75
Registration dates, times, and procedures were made clear to me prior to enrollment.	13	8	67.4%	14.5%	13.3%	79
Student organizations are available for my participation.	14	9	65.0%	12.0%	1.2%	65
The tuition payment plan is beneficial for students.	15	21	65.0%	20.5%	2.4%	73
Class drop/add procedures are appropriate.	16	16	63.9%	16.9%	3.6%	70
Sufficient financial aid options are available.	17	17	63.9%	20.5%	2.4%	72
The online registration process is user-friendly.	18	18	63.9%	18.1%	6.0%	73
Class information provided prior to enrollment was helpful.	19	23	61.5%	20.5%	9.6%	76
The on-site registration process is user-friendly.	20	20	59.0%	19.3%	6.0%	70
On-campus bookstore hours are convenient for students.	21	22	57.8%	19.3%	2.4%	66
Academic advising is adequate.	22	14	51.8%	27.7%	4.8%	70
Students seldom get the “run around” when seeking information.	23	24	50.6%	14.5%	24.0%	74
Tutorial services are sufficient.	24	13	47.0%	21.7%	1.2%	58
Purchasing textbooks through Troy Virtual Book Store is convenient.	25	25	44.6%	16.9%	6.0%	56

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

Total respondents = 52

Appendix 11.1. New Student Perceptions about Troy University - College of Communication & Fine Arts

Appendix 12. New Student Perceptions about Troy University - College of Health & Human Service

Ranked by Agreement Level

Academic programs, services, and administration	RANK	Prior Year Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	78.8%	9.0%	4.4%	339
I would recommend Troy University to a friend who is planning to go to college.	2	3	78.8%	6.2%	6.8%	338
Classes are offered at convenient times.	3	7	78.3%	6.8%	5.7%	334
The semester/term format at my location accommodates my learning.	4	2	77.2%	12.5%	3.0%	341
Troy University has a good reputation in my community.	5	5	76.9%	8.7%	4.6%	332
Faculty care about students as individuals.	6	18	76.0%	12.2%	7.3%	352
Troy personnel are knowledgeable and helpful.	7	8	75.6%	9.0%	12.0%	355
Registration dates, times, and procedures were made clear to me prior to enrollment.	8	11	73.4%	9.2%	10.9%	344
The printed Schedule of Classes is informative and easy to follow.	9	4	72.9%	9.0%	6.2%	324
I feel I can talk to faculty about my academic concerns.	10	10	70.4%	13.9%	9.2%	345
Sufficient financial aid options are available.	11	12	69.8%	12.8%	7.1%	330
The University offers a variety of majors at my location.	12	13	69.3%	11.4%	8.7%	329
The classes I attend are well organized and well taught.	13	9	69.1%	9.2%	10.3%	326
The tuition payment plan is beneficial for students.	14	16	68.8%	13.3%	4.6%	319
The online Schedule of Classes is informative and easy to follow.	15	6	67.3%	13.3%	7.0%	323
Class information provided prior to enrollment was helpful.	16	14	64.9%	16.0%	12.5%	344
Academic advising is adequate.	17	22	64.2%	16.0%	11.4%	337
Class drop/add procedures are appropriate.	18	15	62.2%	17.7%	6.2%	317
The online registration process is user-friendly.	19	19	60.0%	12.0%	11.2%	306
The on-site registration process is user-friendly.	20	17	57.9%	12.8%	9.0%	293
On-campus bookstore hours are convenient for students.	21	20	54.0%	15.2%	5.7%	276
Students seldom get the “run around” when seeking information.	22	25	53.5%	14.9%	22.8%	336
Purchasing textbooks through Troy Virtual BookStore is convenient.	23	21	50.8%	16.8%	8.4%	280
Tutorial services are sufficient.	24	23	46.5%	21.5%	3.5%	263
Student organizations are available for my participation.	25	24	46.2%	19.3%	7.1%	267

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

Total respondents = 339

Appendix 12.1. New Student Perceptions about Troy University - College of Health & Human Service

Fall 2007 vs. Fall 2006 vs. Fall 2005

	Agree*				Disagree*			
Academic programs, services, and administration	**FA07**	**FA06**	**FA05**	**Diff**	**FA07**	**FA06**	**FA05**	**Diff**
I am receiving a quality education at Troy University.	78.8%	81.4%	87.6%	-8.8%	4.4%	8.2%	6.2%	-1.8%
The semester/term format at my location accommodates my learning.	77.2%	80.6%	82.8%	-5.6%	3.0%	7.4%	6.4%	-3.4%
I would recommend Troy University to a friend who is planning to go to college.	78.8%	79.7%	84.6%	-5.8%	6.8%	9.8%	8.7%	-1.9%
The printed Schedule of Classes is informative and easy to follow.	72.9%	78.3%	79.0%	-6.1%	6.2%	9.9%	7.9%	-1.7%
Troy University has a good reputation in my community.	76.9%	78.2%	79.5%	-2.6%	4.6%	8.4%	5.9%	-1.3%

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

Ranked by Frequency of Agreement

Academic programs, services, and administration	RANK	Prior Year Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	80.2%	8.8%	4.4%	1,705
I would recommend Troy University to a friend who is planning to go to college.	2	2	79.4%	8.7%	5.5%	1,707
The semester/term format at my location accommodates my learning.	3	4	78.7%	10.1%	4.1%	1,694
Troy University has a good reputation in my community.	4	3	76.2%	10.6%	4.4%	1,664
Registration dates, times, and procedures were made clear to me prior to enrollment.	5	10	75.5%	9.9%	10.1%	1,743
Classes are offered at convenient times.	6	6	74.8%	9.1%	6.8%	1,655
The classes I attend are well organized and well taught.	7	8	74.0%	11.2%	8.4%	1,707
Troy personnel are knowledgeable and helpful.	8	9	74.0%	12.5%	10.2%	1,763
The printed Schedule of Classes is informative and easy to follow.	9	5	72.9%	9.6%	5.4%	1,605
Faculty care about students as individuals.	10	15	72.8%	15.5%	7.7%	1,752
The online Schedule of Classes is informative and easy to follow.	11	7	72.7%	11.0%	6.5%	1,647
The University offers a variety of majors at my location.	12	14	71.8%	9.9%	8.2%	1,656
I feel I can talk to faculty about my academic concerns.	13	13	71.3%	13.7%	9.1%	1,717
Class information provided prior to enrollment was helpful.	14	17	68.7%	15.0%	10.9%	1,724

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

Ranked by Agreement Level

Academic programs, services, and administration	RANK	Prior Year Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	3	80.9%	8.4%	5.8%	861
I would recommend Troy University to a friend who is planning to go to college.	2	4	80.5%	8.5%	6.4%	863
The semester/term format at my location accommodates my learning.	3	2	79.4%	7.5%	5.9%	839
Classes are offered at convenient times.	4	1	77.9%	6.5%	6.5%	822
Faculty care about students as individuals.	5	5	77.8%	12.6%	6.5%	877
I feel I can talk to faculty about my academic concerns.	6	8	76.3%	11.5%	7.5%	862
Registration dates, times, and procedures were made clear to me prior to enrollment.	7	9	75.8%	8.5%	11.0%	862
Troy personnel are knowledgeable and helpful.	8	7	75.6%	11.5%	10.5%	883
Troy University has a good reputation in my community.	9	6	75.2%	11.3%	6.2%	838
The online Schedule of Classes is informative and easy to follow.	10	13	74.9%	10.3%	8.2%	844
Class information provided prior to enrollment was helpful.	11	11	74.1%	10.4%	11.6%	868
The classes I attend are well organized and well taught.	12	12	72.8%	10.0%	9.7%	836
The printed Schedule of Classes is informative and easy to follow.	13	10	68.3%	11.1%	6.2%	774
Academic advising is adequate.	14	18	66.2%	13.8%	12.7%	838
The online registration process is user-friendly.	15	19	66.0%	12.2%	9.8%	795
The tuition payment plan is beneficial for students.	16	14	64.3%	13.6%	6.6%	765
The University offers a variety of majors at my location.	17	20	63.9%	12.6%	13.3%	812
Sufficient financial aid options are available.	18	16	63.3%	13.9%	8.1%	772
Class drop/add procedures are appropriate.	19	15	62.2%	14.2%	6.3%	747
Students seldom get the “run around” when seeking information.	20	21	57.4%	14.0%	22.0%	845
The on-site registration process is user-friendly.	21	17	56.9%	12.3%	7.7%	695
Purchasing textbooks through Troy Virtual BookStore is convenient.	22	22	51.7%	17.3%	9.8%	712
On-campus bookstore hours are convenient for students.	23	23	34.8%	18.5%	5.4%	530
Tutorial services are sufficient.	24	24	34.0%	20.9%	6.9%	558
Student organizations are available for my participation.	25	25	27.7%	22.5%	8.8%	532

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

Total respondents = 800c800

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

Fall 2007 vs. Fall 2006 vs. Fall 2005

	Agree*				Disagree*			
Academic programs, services, and administration	**FA07**	**FA06**	**FA05**	**Diff**	**FA07**	**FA06**	**FA05**	**Diff**
Classes are offered at convenient times.	77.9%	86.3%	82.2%	-4.3%	6.5%	6.6%	8.2%	-1.7%
The semester/term format at my location accommodates my learning.	79.4%	86.1%	84.4%	-5.0%	5.9%	5.5%	7.0%	-1.1%
I am receiving a quality education at Troy University.	80.9%	86.1%	85.3%	-4.4%	5.8%	5.7%	7.3%	

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

Ranked by Agreement Level

Academic programs, services, and administration	RANK	Prior Year Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	81.3%	8.3%	3.7%	729
I would recommend Troy University to a friend who is planning to go to college.	2	3	80.8%	8.3%	5.0%	735
Troy University has a good reputation in my community.	3	2	79.2%	8.8%	4.6%	723
Classes are offered at convenient times.	4	7	78.5%	9.2%	5.4%	727
The semester/term format at my location accommodates my learning.	5	5	78.2%	11.8%	4.2%	736
Troy personnel are knowledgeable and helpful.	6	6	77.8%	11.1%	8.1%	758
The printed Schedule of Classes is informative and easy to follow.	7	4	77.0%	9.5%	6.1%	723
The University offers a variety of majors at my location.	8	13	76.5%	8.1%	8.7%	729
Faculty care about students as individuals.	9	9	76.4%	13.4%	6.5%	753
The classes I attend are well organized and well taught.	10	8	75.7%	11.3%	7.1%	735
Registration dates, times, and procedures were made clear to me prior to enrollment.	11	12	74.9%	11.3%	9.6%	748
I feel I can talk to faculty about my academic concerns.	12	11	73.8%	14.1%	6.9%	740
Sufficient financial aid options are available.	13	17	72.5%	13.1%	6.0%	715
The tuition payment plan is beneficial for students.	14	14	69.9%	15.2%	4.9%	703
Academic advising is adequate.	15	18	69.4%	15.7%	8.2%	729
On-campus bookstore hours are convenient for students.	16	22	68.5%	12.2%	5.7%	675
Class information provided prior to enrollment was helpful.	17	16	68.4%	16.9%	8.6%	733
The online Schedule of Classes is informative and easy to follow.	18	10	68.0%	12.8%	7.2%	687
Class drop/add procedures are appropriate.	19	15	66.1%	14.0%	5.1%	665
Student organizations are available for my participation.	20	23	63.5%	13.7%	6.4%	653
The on-site registration process is user-friendly.	21	20	61.1%	14.6%	6.4%	641
The online registration process is user-friendly.	22	19	61.0%	14.3%	7.0%	644
Tutorial services are sufficient.	23	21	55.6%	15.1%	5.5%	595
Students seldom get the “run around” when seeking information.	24	25	53.0%	22.3%	17.8%	727
Purchasing textbooks through Troy Virtual Book Store is convenient.	25	24	48.5%	17.3%	9.4%	588

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

Total respondents = 612

Appendix 15.1. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen

Fall 2007 vs. Fall 2006 vs. Fall 2005

	Agree*				Disagree*			
Academic programs, services, and administration	**FA07**	**FA06**	**FA05**	**Diff**	**FA07**	**FA06**	**FA05**	**Diff**
I am receiving a quality education at Troy University.	81.3%	87.3%	86.0%	-4.7%	3.7%	5.4%	4.3%	-0.6%
Troy University has a good reputation in my community.	79.2%	86.0%	80.4%	-1.2%	4.6%	6.1%	6.1%	-1.5%
I would recommend Troy University to a friend who is planning to go to college.	80.8%	85.2%	83.4%	-2.6%	5.0%	7.2%	6.7%	-1.7%
The printed Schedule of Classes is informative and easy to follow.	77.0%	83.5%	79.6%	-2.6%	6.1%	6.4%	6.3%	-0.2%

Appendix 16.1. New Student Perceptions about Troy University - Undergraduate Transfer Students

Fall 2007 vs. Fall 2006 vs. Fall 2005

	Agree*				Disagree*			
Academic programs, services, and administration	**FA07**	**FA06**	**FA05**	**Diff**	**FA07**	**FA06**	**FA05**	**Diff**
I am receiving a quality education at Troy University.	80.6%	85.1%	86.0%	-5.4%	4.2%	6.0%	5.4%	-1.2%
I would recommend Troy University to a friend who is planning to go to college.	79.6%	84.3%	82.6%	-3.0%	5.0%	7.3%	7.5%	-2.5%
Troy University has a good reputation in my community.	75.6%	82.7%	81.7%	-6.1%	3.9%	5.4%	5.7%	-1.8%
The semester/term format at my location accommodates my learning.	79.4%	82.4%	82.8%	-3.4%	3.5%	5.6%	5.7%	-2.2%
Classes are offered at convenient times.	72.3%	80.7%	78.3%	-6.0%	7.6%	8.6%	11.5%	-3.9%
The printed Schedule of Classes is informative and easy to follow.	70.6%	80.1%	80.0%	-9.4%	4.5%	7.4%	7.0%	-2.5%
The online Schedule of Classes is informative and easy to follow.	75.3%	79.6%	75.0%	0.3%	5.7%	9.2%	9.2%	-3.5%
Registration dates, times, and procedures were made clear to me prior to enrollment.	75.8%	77.1%	N/A	-1.3%	10.3%	12.8%	N/A	-2.5%
The classes I attend are well organized and well taught.	73.6%	76.9%	77.6%	-4.0%	7.8%	9.8%	8.4%	-0.6%
Class drop/add procedures are appropriate.	67.1%	76.3%	72.3%	-5.2%	5.2%	8.3%	8.6%	-3.4%
The tuition payment plan is beneficial for students.	65.7%	74.9%	75.5%	-9.8%	5.1%	6.2%	6.7%	-1.6%
Troy personnel are knowledgeable and helpful.	72.5%	74.1%	75.8%	-3.3%	10.2%	11.5%	11.5%	-1.3%
I feel I can talk to faculty about my academic concerns.	71.1%	72.9%	75.8%	-4.7%	9.7%	13.6%	10.2%	-0.5%
Sufficient financial aid options are available.	62.7%	72.9%	68.4%	-5.7%	8.1%	10.2%	12.5%	-4.4%
The University offers a variety of majors at my location.	68.6%	72.5%	75.1%	-6.5%	9.8%	10.7%	10.5%	-0.7%
Class information provided prior to enrollment was helpful.	70.3%	71.8%	N/A	-1.5%	11.3%	13.2%	N/A	-1.9%
The on-site registration process is user-friendly.	54.1%	71.4%	65.9%	-11.8%	7.1%	10.6%	13.2%	-6.1%
Faculty care about students as individuals.	71.1%	71.3%	73.4%	-2.3%	7.8%	9.3%	9.2%	-1.4%
The online registration process is user-friendly.	65.0%	70.2%	66.3%	-1.3%	8.6%	12.1%	13.8%	-5.2%
Purchasing textbooks through Troy Virtual Book Store is convenient.	55.3%	66.6%	60.5%	-5.2%	8.4%	12.3%	10.4%	-2.0%
Academic advising is adequate.	60.2%	64.8%	67.2%	-7.0%	15.8%	16.9%	16.0%	-0.2%
On-campus bookstore hours are convenient for students.	46.9%	62.4%	65.7%	-18.8%	4.8%	10.3%	10.9%	-6.1%
Tutorial services are sufficient.	43.6%	60.9%	57.3%	-13.7%	5.3%	8.9%	8.2%	-2.9%
Students seldom get the “run around” when seeking information.	51.8%	56.2%	54.8%	-3.0%	24.8%	25.0%	27.5%	-2.7%
Student organizations are available for my participation.	38.9%	54.2%	55.9%	-17.0%	7.3%	11.4%	11.5%	-4.2%

Appendix 17. 2007 New Student Perceptions about Troy University

Mean Comparison: Male vs. Female

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

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	**Male**		**Female**		**SIG.***
	MEAN	**SD**	**MEAN**	**SD**	
Troy personnel are knowledgeable and helpful.	***4.11***	1.02	***3.97***	1.11	***0.002***
Faculty care about students as individuals.	***4.13***	0.99	***4.03***	1.04	***0.013***
I feel I can talk to faculty about my academic concerns.	***4.12***	0.99	***3.99***	1.09	***0.003***
Academic advising is adequate.	3.94	1.15	3.85	1.19	0.069
Sufficient financial aid options are available.	***4.29***	1.21	***4.16***	1.16	***0.009***
The tuition payment plan is beneficial for students.	***4.38***	1.13	***4.18***	1.12	***0.000***
Class information provided prior to enrollment was helpful.	3.98	1.11	3.94	1.12	0.404
Registration dates, times, and procedures were made clear to me prior to enrollment.	4.10	1.04	4.02	1.11	0.059
The online registration process is user-friendly.	***4.09***	1.17	***4.21***	1.21	***0.021***
The on-site registration process is user-friendly.	***4.37***	1.21	***4.27***	1.26	***0.040***
Students seldom get the "run around" when seeking information.	***3.66***	1.31	***3.53***	1.38	***0.025***
The online Schedule of Classes is informative and easy to follow.	4.11	1.09	4.17	1.07	0.188
The printed Schedule of Classes is informative and easy to follow.	4.26	1.10	4.27	1.07	0.842
Class drop/add procedures are appropriate.	4.25	1.12	4.25	1.19	0.940
Classes are offered at convenient times.	4.25	1.04	4.23	1.05	0.738
The classes I attend are well organized and well taught.	4.11	1.09	4.08	1.09	0.431
The University offers a variety of majors at my location.	***4.16***	1.07	***4.04***		

Appendix 18. 2007 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

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	**White**		**Black**		**Other Minor**		**SIG.***
	MEAN	**SD**	**MEAN**	**SD**	**MEAN**	**SD**	
Troy personnel are knowledgeable and helpful.	4.02	1.07	4.02	1.12	4.03	0.91	0.988
Faculty care about students as individuals.	4.06	1.00	4.07	1.06	4.02	0.92	0.855
I feel I can talk to faculty about my academic concerns.	4.04	1.03	4.03	1.11	4.02	0.94	0.956
Academic advising is adequate.	***3.83***	1.22	***3.94***	1.15	3.86	0.94	***0.038***
Sufficient financial aid options are available.	***4.28***	1.16	***4.13***	1.18	***3.97***	1.18	***0.001***
The tuition payment plan is beneficial for students.	***4.33***	1.10	***4.17***	1.16	***4.04***	0.97	***0.001***
Class information provided prior to enrollment was helpful.	***3.89***	1.12	***4.04***	1.13	3.89	1.04	***0.002***
Registration dates, times and procedures were made clear to me at enrollment	***3.99***	1.10	***4.13***	1.09	3.94	0.95	***0.003***
The online registration process is user-friendly.	4.19	1.22	4.18	1.20	***3.98***	1.13	***0.048***
The on-site registration process is user-friendly.	4.35	1.28	4.27	1.22	4.15	1.13	***0.046***

Appendix 19. 2007 New Student Perceptions about Troy University

Mean Comparison: Traditional vs. Non-Traditional

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

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	**Traditional**		**Non-Traditional**		**SIG.***
	MEAN	**SD**	**MEAN**	**SD**	
Troy personnel are knowledgeable and helpful.	***4.08***	0.96	***3.98***	1.15	***0.013***
Faculty care about students as individuals.	4.08	0.91	4.04	1.08	0.358
I feel I can talk to faculty about my academic concerns.	4.06	0.96	4.02	1.10	0.243
Academic advising is adequate.	***3.96***	1.02	***3.83***	1.24	***0.006***
Sufficient financial aid options are available.	***4.10***	1.10	***4.24***	1.21	***0.002***
The tuition payment plan is beneficial for students.	4.18	1.01	4.27	1.18	0.024
Class information provided prior to enrollment was helpful.	3.91	1.01	3.97	1.17	0.131
Registration dates, times and procedures were made clear to me prior to enrollment.	4.00	1.02	4.06	1.13	0.217
The online registration process is user-friendly.	4.22	1.15	4.15	1.24	0.14
The on-site registration process is user-friendly.	4.24	1.12	4.33	1.31	0.061
Students seldom get the “run around” when seeking information.	3.57	1.29	3.56	1.39	0.899
The online Schedule of Classes is informative and easy to follow.	4.16	1.07	4.14	1.08	0.708
The printed Schedule of Classes is informative and easy to follow.	***4.20***	0.97	***4.29***	1.13	***0.035***
Class drop/add procedures are appropriate.	4.24	1.08	4.25	1.19	0.747
Classes are offered at convenient times.	***4.14***	0.96	***4.28***	1.09	***0.001***
The classes I attend are well organized and well taught.	4.11	0.97	4.08	1.15	0.416
The University offers a variety of majors at my location.	4.09	1.07	4.07	1.20	0.572
Tutorial services are sufficient.	4.35	1.21	4.37	1.39	0.623
On-campus bookstore hours are convenient for students.	***4.34***	1.11	***4.51***	1.37	***0.001***
Purchasing textbooks through Troy Virtual Book Store is convenient.	4.29	1.35	4.17	1.34	0.021
Student organizations are available for my participation.	4.30	1.20	4.36	1.47	0.304

Appendix 20. 2--7 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

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	**First Choice**		**Other Choices**		**SIG.***
	MEAN	**SD**	**MEAN**	**SD**	
Troy personnel are knowledgeable and helpful.	***4.05***	1.09	***3.89***	1.09	***0.001***
Faculty care about students as individuals.	***4.09***	1.02	***3.94***	1.05	***0.001***
I feel I can talk to faculty about my academic concerns.	***4.06***	1.05	***3.95***	1.08	***0.014***
Academic advising is adequate.	***3.9***	1.18	***3.78***	1.17	***0.021***
Sufficient financial aid options are available.	***4.22***	1.17	***4.08***	1.20	***0.006***
The tuition payment plan is beneficial for students.	***4.26***	1.11	***4.16***	1.16	***0.037***
Class information provided prior to enrollment was helpful	***3.99***	1.11	***3.84***	1.14	***0.002***
Registration dates, times and procedures were made clear to me prior to enrollment	***4.07***	1.07	***3.95***	1.13	***0.015***
The online registration process is user-friendly.	***4.2***	1.21	***4.08***	1.20	***0.019***
The on-site registration process is user-friendly.	4.32	1.24	4.23	1.26	0.128
Students seldom get the "run around" when seeking information.	***3.59***	1.36	***3.45***	1.34	***0.014***
The online Schedule of Classes is informative and easy to follow.	***4.17***	1.07	***4.06***	1.09	***0.014***
The printed Schedule of Classes is informative and easy to follow.	4.27	1.07	4.21	1.12	0.249
Class drop/add procedures are appropriate.	4.25	1.14	4.21	1.17	0.427
Classes are offered at convenient times.	4.24	1.05	4.20	1.05	0.424
The classes I attend are well organized and well taught.	***4.12***	1.09	***4.01***	1.10	***0.023***
The University offers a variety of majors at my location.	***4.1***	1.13	***3.99***	1.21	***0.022***
Tutorial services are sufficient.	4.39	1.31	4.27	1.39	0.059
On-campus bookstore hours are convenient for students.	4.46	1.28	4.39	1.32	0.249
Purchasing textbooks through Troy Virtual Book Store is convenient.	4.23	1.33	4.12	1.38	0.071
Student organizations are available for my participation.	4.33	1.39	4.32	1.39	0.916
The semester/term format at my location accommodates my learning.	***4.27***	0.96	***4.16***	0.97	***0.017***
Troy University has a good reputation in my community.	***4.27***	1.00	***4.15***	1.03	***0.011***
I am receiving a quality education at Troy University.	***4.29***	0.97	***4.2***	0.98	***0.025***
I would recommend Troy University to a friend who is planning to go to college.	***4.31***	1.00	***4.17***	1.06	***0.002***

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

2. The bold and italian values undelined indicate that there is a significant difference between the two means.

Frequencies by Campus

Appendix 21. Troy University

30-34	17	10.2	10.2	79.0
35-39	5	3.0	3.0	82.0
40-49	23	13.8	13.8	95.8

	General Education	8	4.8	4.8	73.1
	History	1	.6	.6	73.7
	History Education	5	3.0	3.0	76.6
	Human Resource Management	8	4.8	4.8	81.4
	Management	3	1.8	1.8	83.2
	Marketing	2	1.2	1.2	84.4
	Master of Business Administration	3	1.8	1.8	86.2
	Mathematics	2	1.2	1.2	87.4
	Physical Education	1	.6	.6	88.0
	Psychology	11	6.6	6.6	94.6
	Public Administration	2	1.2	1.2	95.8
	Rehabilitation Counseling	1	.6	.6	96.4
	Secondary Education	2	1.2	1.2	97.6
	Social Science Education	1	.6	.6	98.2
	Sociology	2	1.2	1.2	99.4
	Undecided	1	.6	.6	100.0
	Total	167	100.0	100.0	

Choice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	1	.6	.6	.6
	[Not Answered]	3	1.8	1.8	2.4
	First choice	139	83.2	83.2	85.6
	Second choice	22	13.2	13.2	98.8
	Third choice	2	1.2	1.2	100.0
	Total	167	100.0	100.0	

Visit Campus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	1	.6	.6	.6
	[Not Answered]	1	.6	.6	1.2

Valid	!!!	1	.6	.6	.6
	[Not Selected]	118	70.7	70.7	71.3
	Academic programs	48	28.7	28.7	100.0
	Total	167	100.0		

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	1	.6	.6	.6
	[Not Selected]	165	98.8	98.8	99.4
	Athletics	1	.6	.6	100.0
	Total	167	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	1	.6	.6	.6
	[Not Selected]	165	98.8	98.8	99.4
	Performing arts (band, collegiate singers, drama, etc.)	1	.6	.6	100.0
	Total	167	100.0	100.0	

Why Select Troy

	Frequency	Percent	Valid Percent	Cumulative
				Percent WhyPercent

	Alumni recommendation	9	5.4	5.4	100.0
	Total	167	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	1	.6	.6	.6
	[Not Selected]	154	92.2	92.2	

[redacted]

20-21	15	5.5	5.5	21.3
21-24	30	11.0	11.0	32.4
25-29	58	21.3	21.3	53.7

Valid	[Not Answered]	17	6.2	6.2	6.2
	Arts & Sciences	45	16.5	16.5	22.8
	Business	112	41.2	41.2	64.0
	Communication and Fine Arts	1	.4	.4	64.3
	Education	32	11.8	11.8	76.1
	Health and Human Services	65			

	Technology and Resource Management	2	.7	.7	96.7
	Undecided	9	3.3	3.3	100.0
	Total	272	100.0	100.0	

Choice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Answered]	5	1.8	1.8	1.8

Why Select Troy

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Selected]	210	77.2	77.2	77.2
	Size of campus	62	22.8	22.8	100.0
	Total	272	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Selected]	66	24.3	24.3	24.3
	Location	206	75.7	75.7	100.0
	Total	272	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Selected]	148	54.4	54.4	54.4
	Affordability	124	45.6	45.6	100.0
	Total	272	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Selected]	181	66.5	66.5	66.5
	Availability of financial aid	91	33.5	33.5	100.0
	Total	272	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Selected]	268	98.5	98.5	98.5
	Recommendation of college counselor	4	1.5	1.5	100.0
	Total	272	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Selected]	253	93.0	93.0	93.0
	Parents’ recommendation	19	7.0	7.0	100.0
	Total	272	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Selected]	187	68.8	68.8	68.8

Describe Troy

Frequency

Describe Troy

Frequency

Appendix 23. Troy University Fall 2007 New Student Survey Responses – Phenix City

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	117	89.3	89.3	89.3
	Male	14	10.7	10.7	100.0
	Total	131	100.0	100.0	

Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
lid	[Not Answered]	1	.8	.8	

	Health and Human Services	28	21.4	21.4	100.0
	Total	131	100.0	100.0	

Degree Program

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor's	79	60.3	60.3	60.3
	Education Specialist	5	3.8	3.8	64.1
	Master's	44	33.6	33.6	97.7
	Other	3	2.3	2.3	100.0
	Total	131	100.0	100.0	

Major

		Frequency	Percent	Valid Percent	Cumulative

Management	3	2.3	2.3	76.3
Master of Business Administration	3	2.3	2.3	78.6
Nursing	10	7.6	7.6	86.3
Other	2	1.5	1.5	87.8
Psychology	7	5.3	5.3	93.1
Rehabilitation	1	.8	.8	93.9
Rehabilitation Counseling	3	2.3	2.3	96.2
Secondary Education	1	.8	.8	
Social Science	2			

Why Select Troy

	Frequency	Percent	Valid Percent	Cumulative Percent

[redacted]

[redacted]

Alumni recommendation	13	9.9

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	[Not Answered]	2	1.5	1.5	1.5	
	Billboard	1	.8	.8	2.3	
	Direct Mail	12	9.2	9.2	11.5	
	Internet	56	42.7	42.7	54.2	42.7

Academically challenging	49	37.4	37.4	100.0

	Good value for the price	65	49.6	49.6	100.0
	Total	131	100.0	100.0	

Describe Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Selected]	79	60.3	60.3	60.3
	Helpful	52	39.7	39.7	100.0
	Total	131	100.0	100.0	

Appendix 24. Troy University Fall 2007 New Student Survey Responses – Troy Campus

Gender

Frequency

18-19	331	63.3	63.3	63.9
20-21	47	9.0	9.0	72.8
21-24	42	8.0	8.0	80.9
25-29	38	7.3	7.3	88.1
30-34	19	3.6	3.6	91.8
35-39	10	1.9	1.9	93.7
40-49	25	4.8	4.8	98.5

[redacted]

Major

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Answered]	21	4.0	4.0	4.0
	Accounting	21	4.0	4.0	8.0
	Art	3	.6	.6	8.6
	Art Education	1	.2	.2	8.8
	Art Studio	1	.2	.2	9.0
	Associate of Science in Business	2	.4	.4	9.4
	Athletic Training	4	.8	.8	10.1
	Biology	39	7.5	7.5	17.6
	Biology Education	1	.2	.2	17.8
	Broadcast Journalism	17	3.3	3.3	21.0
	Chemistry	4	.8	.8	21.8
	Clinical Mental Counseling	1	.2	.2	22.0
	Collaborative Teacher K – 6	2	.4	.4	22.4
	Communication Arts - Communication Studies	1	.2	.2	22.6
	Communication Arts - Dramatic Arts	4	.8	.8	23.3
	Community Counseling	2	.4	.4	23.7
	Comprehensive General Science Education	2	.4	.4	24.1
	Computer Science	11			

	Education Administration and Leadership	3	.6	.6	33.5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	1	.2	.2	.2
	[Not Answered]	6	1.1	1.1	1.3
	No	154	29.4	29.4	30.8

[Not Selected]	479	91.6	91.6	91.8
Rankings in national magazines	43	8.2	8.2	100.0

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	1	.2	.2	.2
	[Not Selected]	230	44.0	44.0	

[Not Selected]	371	70.9	70.9

Valid	!!!	1	.2	.2	.2
	[Not Selected]	452	86.4	86.4	86.6
	Athletics	70	13.4	13.4	100.0
	Total	523	100.0	100.0	

Recommendation of college counselor	8	1.5	1.5	100.0
Total	523	100.0	100.0	

Why Select Troy

[redacted]

	Friendly	314	60.0	60.0	100.0
	Total	523	100.0	100.0	

Describe Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	1	.2	.2	.2

Describe Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	1	.2	.2	.2
	[Not Selected]	469	89.7	89.7	89.9
	Other (Specify)	53	10.1	10.1	100.0
	Total	523	100.0	100.0	

Appendix 25. Troy University Fall 2007 New Student Survey Responses – University College

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Answered]	1	.2	.2	.2
	Female	373	60.8	60.8	61.0
	Male	239	39.0	39.0	100.0

18-19	26	4.2	4.2	4.4
20-21	44	7.2	7.2	11.6
21-24	70	11.4	11.4	23.0
25-29	134	21.9	21.9	44.9
30-34	110	17.9	17.9	62.8
35-39	83	13.5	13.5	76.3
40-49	107	17.5	17.5	93.8
50-64	33	5.4	5.4	99.2

1	.2	.2	51.1
1	.2	.2	51.2
6	1.0	1.0	52.2
31	5.1	5.1	57.3
4	.7	.7	57.9

[redacted]

	Shaw AFB, South Carolina	11	1.8	1.8	92.0
	Tampa/MacDill AFB, Florida	20	3.3	3.3	95.3
	Troy, Alabama	1	.2	.2	95.4
	Tyndall AFB, Florida	24	3.9	3.9	99.3
	Vidalia, Georgia	4	.7	.7	100.0
	Total	613	100.0	100.0	

College

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Answered]	26	4.2	4.2	4.2
	Arts & Sciences	154	25.1	25.1	29.4
	Business	258	42.1	42.1	71.5

Communication an-fBT9 j.76 43105(o)-4.3atie9 j.7.5 Tm0 g-.0005 Tc.0027 23.96 436.5 Tm0 g[(42.1)-4.9( )]TJE 9 .20 0 9 294.

[redacted]

Major

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Answered]	70	11.4	11.4	11.4
	Accounting	6	1.0	1.0	12.4
	Adult Education	6	1.0	1.0	13.4
	Applied Computer Science	9	1.5	1.5	14.8
	Art	1	.2	.2	15.0

	Information System	3	.5	.5	48.5
	International Relations	14	2.3	2.3	50.7
	Management	69	11.3	11.3	62.0
	Marketing	1	.2	.2	62.2
	Master of Business Administration	18	2.9	2.9	65.1
	Other	24	3.9	3.9	69.0
	Political Science	1	.2	.2	69.2
	Post-Secondary Education	54	8.8	8.8	78.0
	Psychology	43	7.0	7.0	85.0
	Public Administration	42	6.9	6.9	91.8
	School Counseling	10	1.6	1.6	93.5
	School Psychometry	1	.2	.2	93.6
	Secondary Education	2	.3	.3	94.0
	Social Science	1	.2	.2	94.1
	Social Science Education	3	.5	.5	94.6
	Social Services Counseling	18	2.9	2.9	97.6
	Sociology	2	.3	.3	97.9
	Sport and Fitness Management	3	.5	.5	98.4
	Technology and Resource Management	8	1.3	1.3	99.7
	Undecided	2	.3	.3	100.0
	Total	613	100.0	100.0	

Choice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Answered]	8	1.3	1.3	1.3
	First choice	423	69.0	69.0	70.3
	Fourth choice	8	1.3	1.3	71.6

	Second choice	154	25.1	25.1	96.7
	Third choice	20	3.3	3.3	100.0
	Total	613	100.0	100.0	

Visit Campus?

		Frequency	Percent	Valid Percent	Cumulative Percent
d	[Not Answered]	5	.8	.8	.8
	No	339	55.3	55.3	56.1
	Yes	269	43.9	43.9	100.0
	Total	613	100.0	100.0	

Why Select Troy

Frequency	Percent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Selected]	290	47.3	47.3	47.3

Frequency

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Selected]	458	74.7	74.7	74.7
	Friends’ recommendation	155	25[illegible]05 r TmO g(7		

Direct Mail	2	.3	.3	21.9
Guidance Counselor	19	3.1	3.1	25.0
Internet	55	9.0	9.0	33.9

	Direct Mail	37	6.0	6.0	12.1
	Internet	136	22.2	22.2	34.3
	Newspaper	23	3.8	3.8	38.0
	Other (Specify)	17	2.8	2.8	40.8
	Radio	17	2.8	2.8	43.6
	Television	43	7.0	7.0	50.6
	Word of mouth	303	49.4	49.4	100.0
	Total	613	100.0	100.0	

Describe Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Selected]	373	60.8	60.8	

Describe Troy

[redacted]	Frequency	Percent	Valid Percent	Cumulative Percent

Describe Troy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				

Appendix 26. Troy University Fall 2007 New Student Survey Responses – eCampus

Gender

	Frequency	Percent	Valid Percent	Cumulative Percent

[redacted]

1.2	1.2	1.5
2.1	2.1	3.6
13.1	13.1	16.7
26.8	26.8	43.5
21.2	21.2	64.7
15.7	15.7	80.3
16.2	16.2	96.6
3.2	3.2	99.8
.2	.2	100.0
100.0	100.0	

.

rcent Vali394.68 699 79.14 19.02 ref13.7 431.7 59.1 13.8ET02 refBT9 0 0 9 113.71

Distance Learning, Florida/Western Region	10	.8	.8	88.3
Distance Learning, Pacific Region	2	.2	.2	88.5
Distance Learning, Troy, Alabama	28	2.3	2.3	90.8
Dothan, Alabama	1	.1	.1	90.9
eArmyU Programs	15	1.2	1.2	92.2
Fayetteville, North Carolina	4	.3	.3	92.5
Fort Benning, Georgia	24	2.0	2.0	94.5
Fort Bragg, North Carolina	2	.2	.2	94.7
	1	.1	.1	94.8
Fort Myer, Virginia/Pentagon	1	.1	.1	94.8
Fort Walton Beach Area	6	.5	.5	95.3
Guam Campus	1	.1	.1	95.4
Jacksonville, Florida	2	.2	.2	95.6
Kadena AB, Okinawa, Japan	1	.1	.1	95.7
Montgomery, Alabama	8	.7	.7	96.3
Norfolk Naval Station, Virginia	1	.1	.1	96.4
Norfolk Regional Office, Virginia	3	.2	.2	96.7
NAS, Virginia	1	.1	.1	96.8

Associate of Science in Business	33	2.7	2.7	11.9
Athletic Training	2	.2	.2	12.1
Biology	2	.2	.2	12.2
Computer Science	32	2.7	2.7	14.9
Criminal Justice	165	13.7	13.7	28.6
Early Childhood Education	2	.2	.2	28.8
Education Administration and Leadership	1	.1	.1	28.9
Elementary Education	6	.5	.5	29.4
English	2	.2	.2	29.6
Environmental and Biological Science	1	.1	.1	29.6
Finance	8	.7	.7	30.3
General Business	105		8.7	39.1
General Education	25	2.1	2.1	41.1
History	5	.4	.4	41.5
History Education	2	.2	.2	41.7
Human Resource Management	95	7.9	7.9	49.6
Information System	8	.7	.7	50.3
International Business	1	.1	.1	50.4
International Relations	44	3.7	3.7	54.0
Journalism	1	.1	.1	54.1
Management	100	8.3	8.3	62.4
	3	.2	.2	62.7
Master of Business Administra	36.			

[redacted]

Why Select Troy

[redacted]	Frequency	Percent	Valid Percent	Cumulative Percent

	Frequency	Percent

	Alumni recommendation	80	6.7	6.7	100.0
		1201	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	1	.1	.1	.1
	[Not Selected]	1021	85.0	85.0	85.1
	Other (specify)	179	14.9	14.9	100.0

	Frequency	Percent	Valid Percent	Cumulative Percent

	Friendly	334	27.8	27.8	100.0
	Total	1201	100.0	100.0	

Describe Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	1	.1	.1	.1
	[Not Selected]	655	54.5	54.5	54.6
	Good value for the price	545	45.4	45.4	100.0
	Total	1201	100.0	100.0	

Describe Troy

Describe Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	1	.1	.1	.1
	[Not Selected]	1119	93.2	93.2	93.3
	Other (Specify)	81	6.7	6.7	100.0
	Total	1201	100.0	100.0	

Appendix 27. Troy University Fall 2007 New Student Survey Responses – Overall

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Answered]	14	.5	.5	.5
	Female	2036	69.4	69.4	69.9
	Male	884	30.1	30.1	100.0
	Total	2934	100.0	100.0	

Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	[Not Answered]	27	.9	.9	.9
	American Indian/Alaska Native	16	.5	.5	1.5
	Asian/Pacific Islander	123	4.2	4.2	5.7
	Black, non-Hispanic	1212	41.3	41.3	47.0
	Hispanic	76	2.6	2.6	49.6
	Nonresident Alien	5	.2	.2	49.7
	Race/ethnicity unknown	41	1.4	1.4	51.1

White, non-His.41.3(nic)-9.9(y)5.41.3ite, non-H335.7 g245.c0 Tw(5)TjET1 g311.04 272.76 5 9 113.76 234.3 T5

18-19			15.3	15.3	15.9
20-21			5.4	5.4	21.3
21-24			12.2	12.2	33.5
25-29			20.8	20.8	[redacted]

	Atlanta, Georgia	86	2.9	2.9	70.8
	Augusta, Georgia	102	3.5	3.5	74.3
	Bangkok, Thailand	1	.0	.0	74.3
	Brunswick, Georgia	15	.5	.5	74.8
	Clarksville, Tennessee	4	.1	.1	74.9
	Covington, Georgia	43	1.5	1.5	76.4
	Dam Neck, Virginia	1	.0	.0	76.4
	Davis-Monthan AFB, Arizona	11	.4	.4	76.8
	Distance Learning, Florida/Western Region	12	.4	.4	77.2
	Distance Learning, Pacific Region	3	.1	.1	77.3
	Distance Learning, Troy, Alabama	30	1.0	1.0	78.4
	Dothan, Alabama	38	1.3	1.3	79.7
	eArmyU Programs	17	.6	.6	80.2
	Fayetteville, North Carolina	11	.4	.4	80.6
	Fort Benning, Georgia	60	2.0	2.0	82.7
	Fort Bragg, North Carolina	7	.2	.2	82.9
	Fort Carson/Colorado Springs, Colorado	2	.1	.1	83.0
	Fort Gordon, Georgia	6	.2	.2	83.2
	Fort Lewis, Washington	4	.1	.1	83.3
	Fort Monroe, Virginia	1	.0	.0	83.3
	Fort Myer, Virginia/Pentagon	1	.0	.0	83.4

Communication and Fine Arts	83	2.8	2.8	71.9
Education	456	15.5	15.5	87.5
Health and Human Services	368	12.5	12.5	100.0
Total	2934	100.0	100.0	

Biology	48	1.6	1.6	15.8
Biology Education	3	.1	.1	15.9
Broadcast Journalism	18	.6	.6	16.5
Chemistry	5	.2	.2	16.7
Clinical Mental Counseling	18	.6	.6	17.3
Collaborative Teacher K – 6	2	.1	.1	17.4
Communication Arts - Communication Studies	1	.0	.0	17.4
Communication Arts - Dramatic Arts	4	.1	.1	17.6
Community Counseling	24	.8	.8	18.411 g112.26 499.0o98.3

	General Business	170	5.8	5.8	43.4
	General Education	53	1.8	1.8	45.2
	Geomatics	4	.1	.1	45.3
	Health and Physical Education	2	.1	.1	45.4
	History	15	.5	.5	45.9

	School Counseling	11	.4	.4	91.2
	School Psychometry	3	.1	.1	91.3
	Secondary Education	13	.4	.4	91.8
	Small Business and Entrepreneurship	4	.1	.1	91.9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	6	.2	.2	.2
	[Not Answered]	44	1.5	1.5	1.7
	No	1732	59.0	59.0	60.7
	Yes	1152	39.3	39.3	100.0
	Total	2934	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	6	.2	.2	.2
	[Not Selected]	1659	56.5	56.5	56.7
	Good academic repulation	1269	43.3	43.3	100.0
	Total	2934	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	6	.2	.2	.2
	[Not Selected]	2669	91.0	91.0	91.2
	Good reputation for social activities	259	8.8	8.8	100.0
	Total	2934	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	6	.2	.2	.2

[Not Selected]	2763	94.2	94.2	94.4

Why Select Troy

	Frequency	Percent

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	6	.2	.2	.2
	[Not Selected]	2835	96.6	96.6	96.8
	Athletics	93	3.2	3.2	100.0
	Total	2934	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	6	.2	.2	.2
	[Not Selected]	2835	96.6	96.6	96.8
	Performing arts (band, collegiate singers, drama, etc.)	93	3.2	3.2	100.0
	Total	2934	100.0	100.0	

Why Select Troy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	!!!	6	.2	.2	.2
	[Not Selected]	2861	97.5	97.5	97.7
	Recommendation of high school counselor	67	2.3	2.3	100.0
	Total	2934	100.0	100.0	

Why Select Troy

Alumni recommendation	282	9.6	9.6	100.0

Describe Troy

	Frequency	Percent	Valid Percent	Cumulative Percent

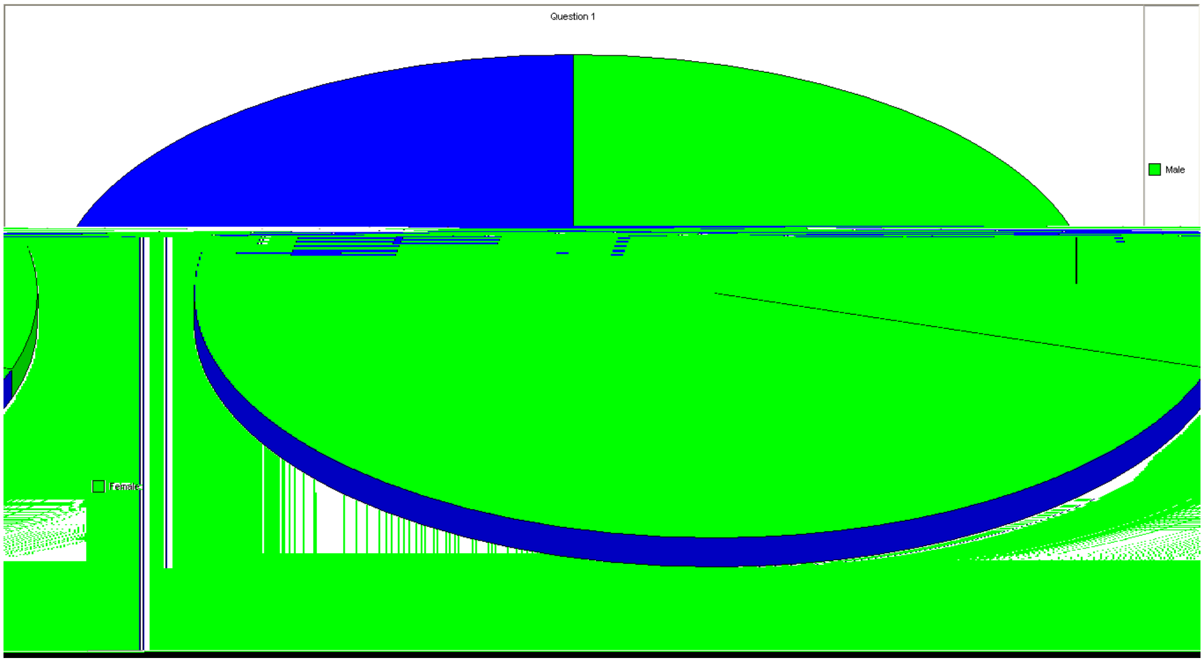
Friendly	1177	40.1	40.1	100.0
Total	2934	100.0	100.0	

Describe Troy

	Frequency	Percent

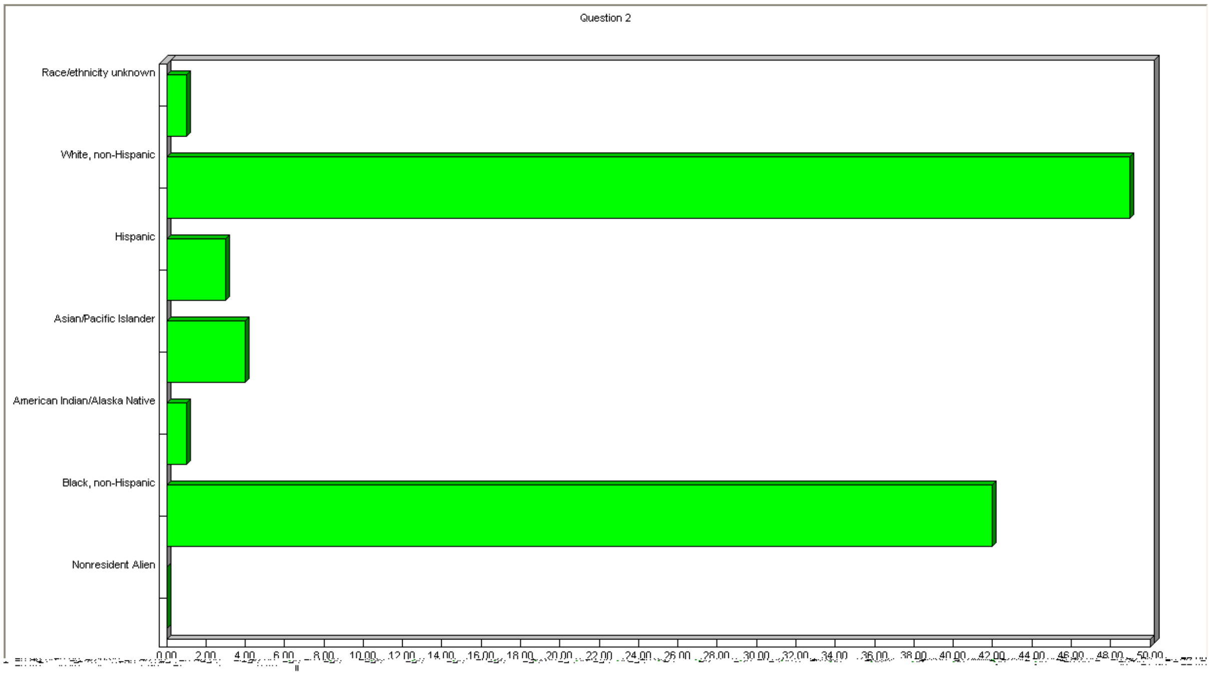
Appendix 28 – Demographic Information

Gender



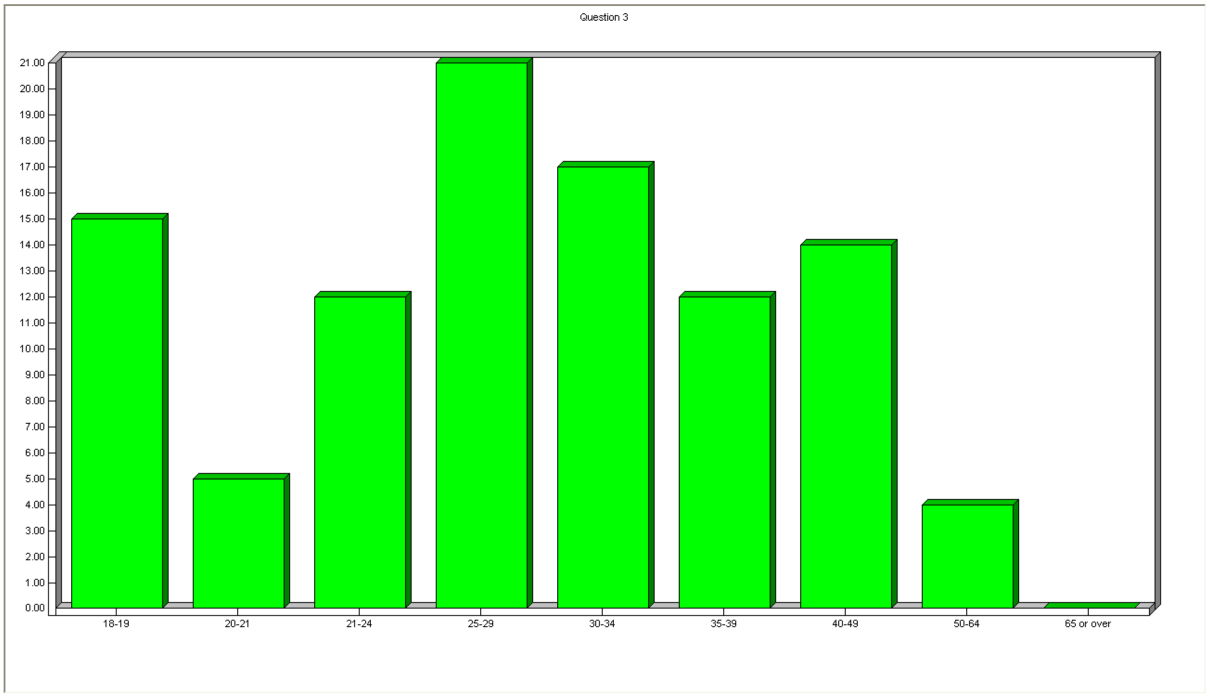
Choice	Count	Percentage of Sample Answering
Male	884	30.3%
Female	2036	69.7%

Race



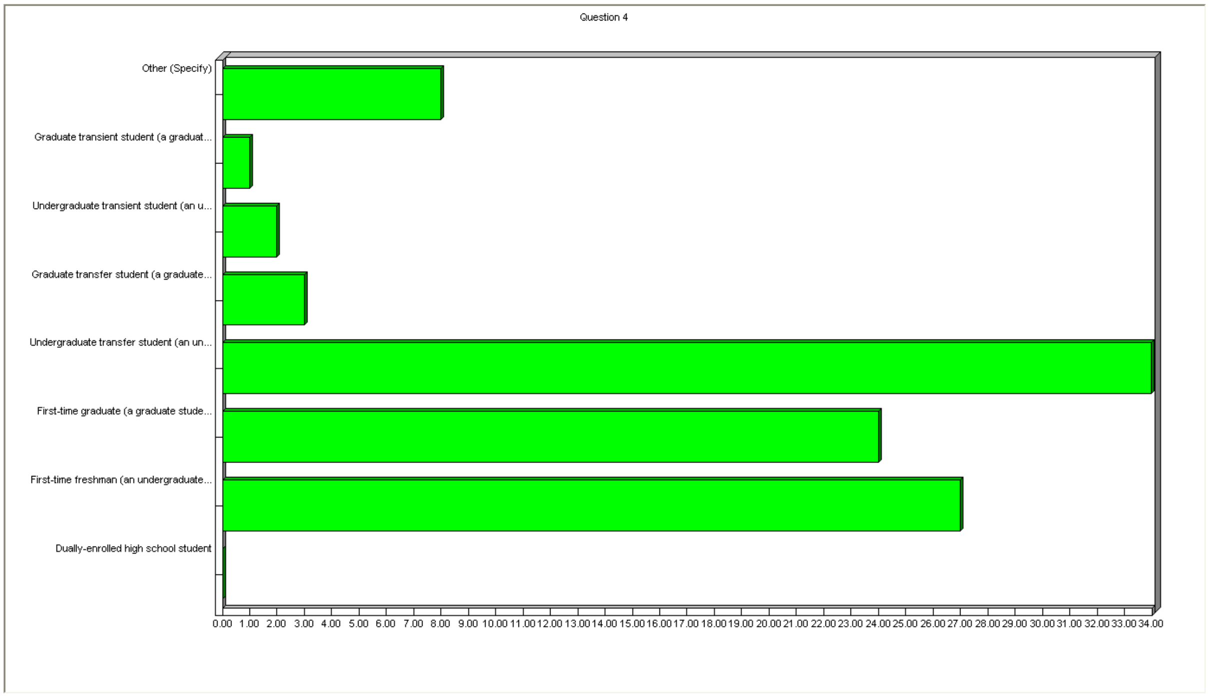
Choice	Count	Percentage of Sample Answering
Nonresident Alien	5	0.2%
Black, non-Hispanic	1212	41.7%
American Indian/Alaska Native	16	0.6%
Asian/Pacific Islander	123	4.2%
Hispanic	76	2.6%
White, non-Hispanic	1434	49.3%
Race/ethnicity unknown	41	1.4%

Age



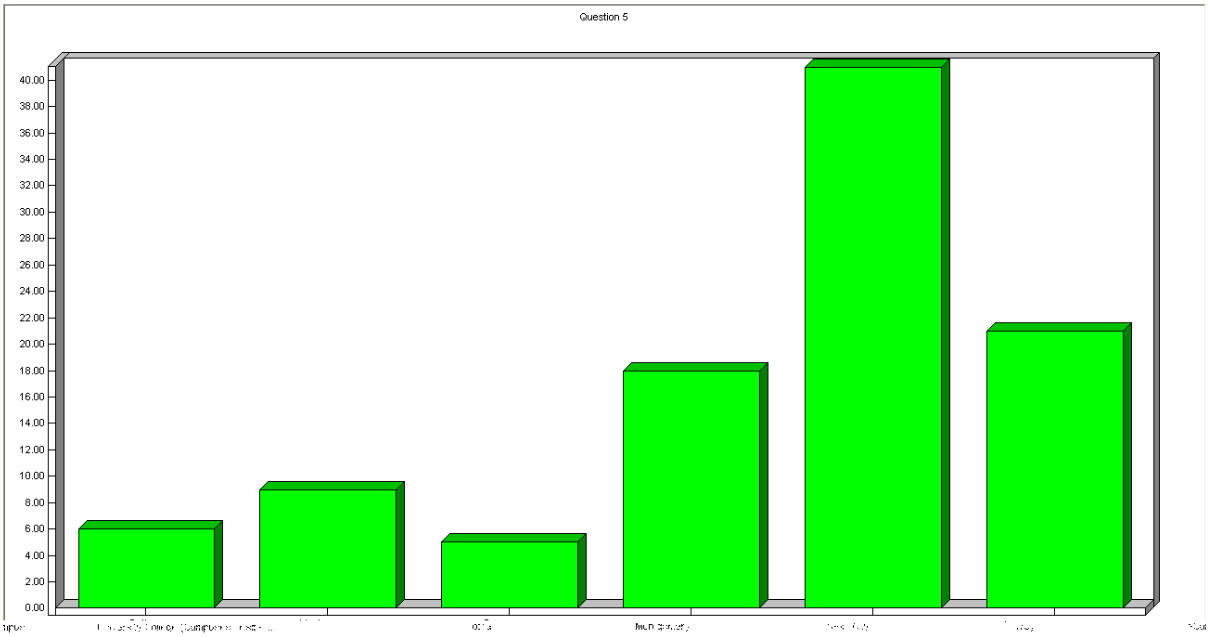
Choice	Count	Percentage of Sample Answering
18-19	449	15.4%
20-21	159	5.5%
21-24	357	12.2%
25-29	609	20.9%
30-34	482	16.5%
35-39	347	11.9%
40-49	400	13.7%
50-64	104	3.6%
65 or over	10	0.3%

Status



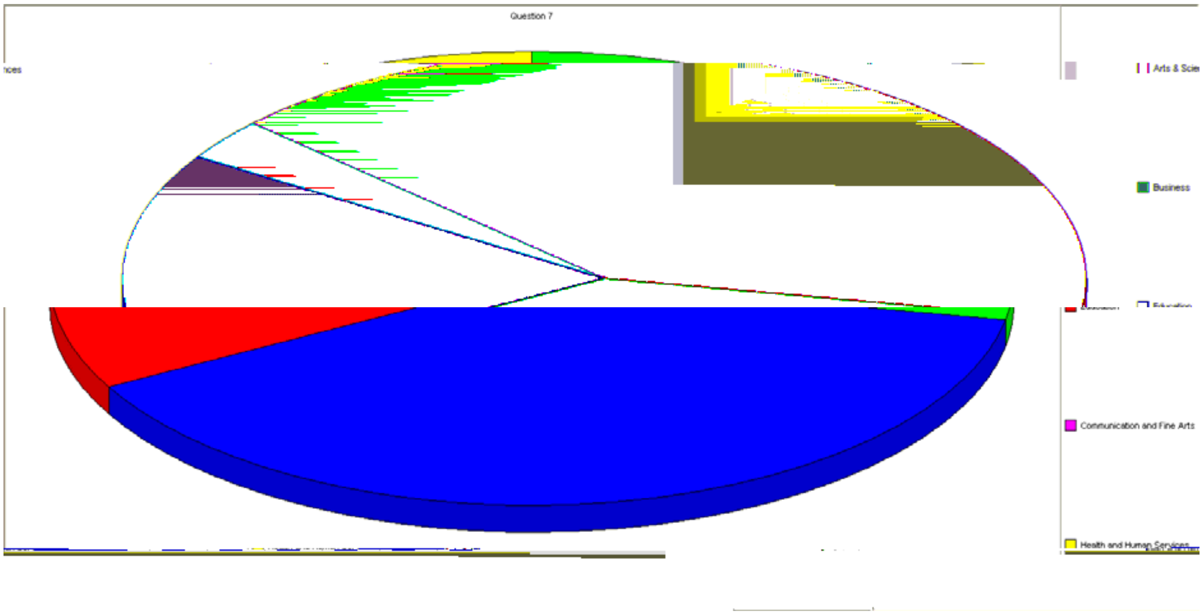
Choice	Count	Percentage of Sample Answering
Dually-enrolled high school student	9	0.3%
First-time freshman (an undergraduate student attending college for the first time)	781	27.0%
First-time graduate (a graduate student enrolled in a graduate program for the first time)	681	23.6%
Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university)	991	34.3%
Graduate transfer student (a graduate student who transferred to TROY from another college or university)	98	3.4%
Undergraduate transient student (an undergraduate student attending TROY temporarily)	68	2.4%
Graduate transient student (a graduate student attending TROY temporarily)	36	1.2%
Other (Specify)	224	7.8%

Campus



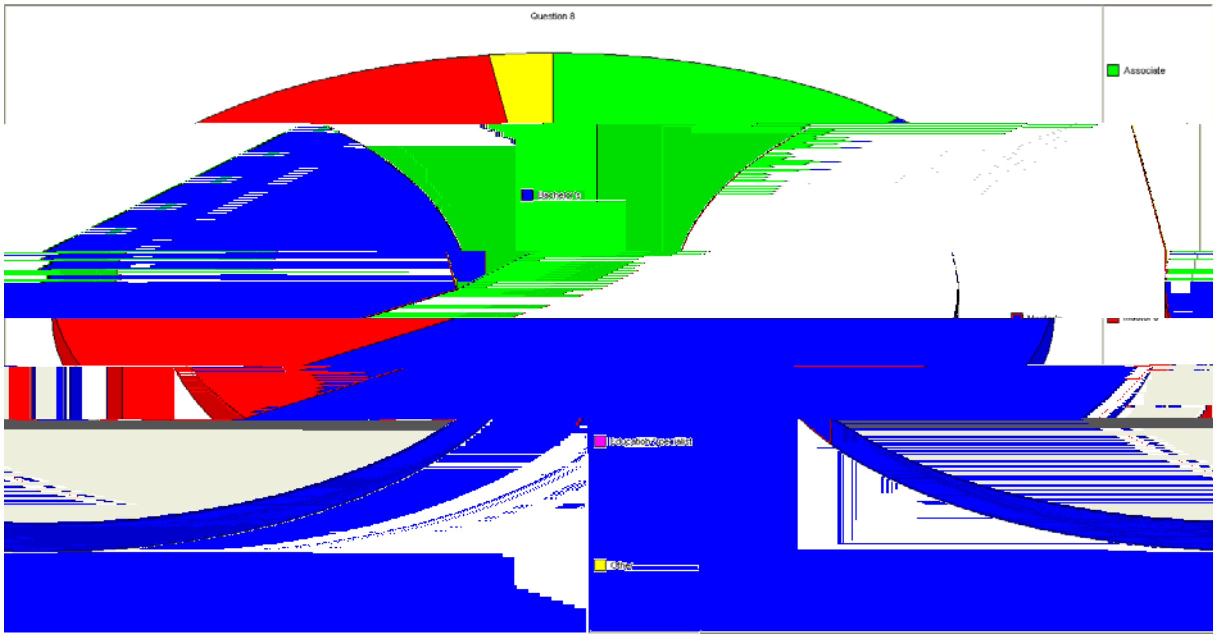
Choice	Count	Percentage of Sample Answering
Dothan	167	5.7%
Montgomery	272	9.4%
Phenix City	131	4.5%
Troy	523	18.0%
eCampus	1201	41.3%
University College (Campuses or sites outside of Alabama)	613	21.1%

College



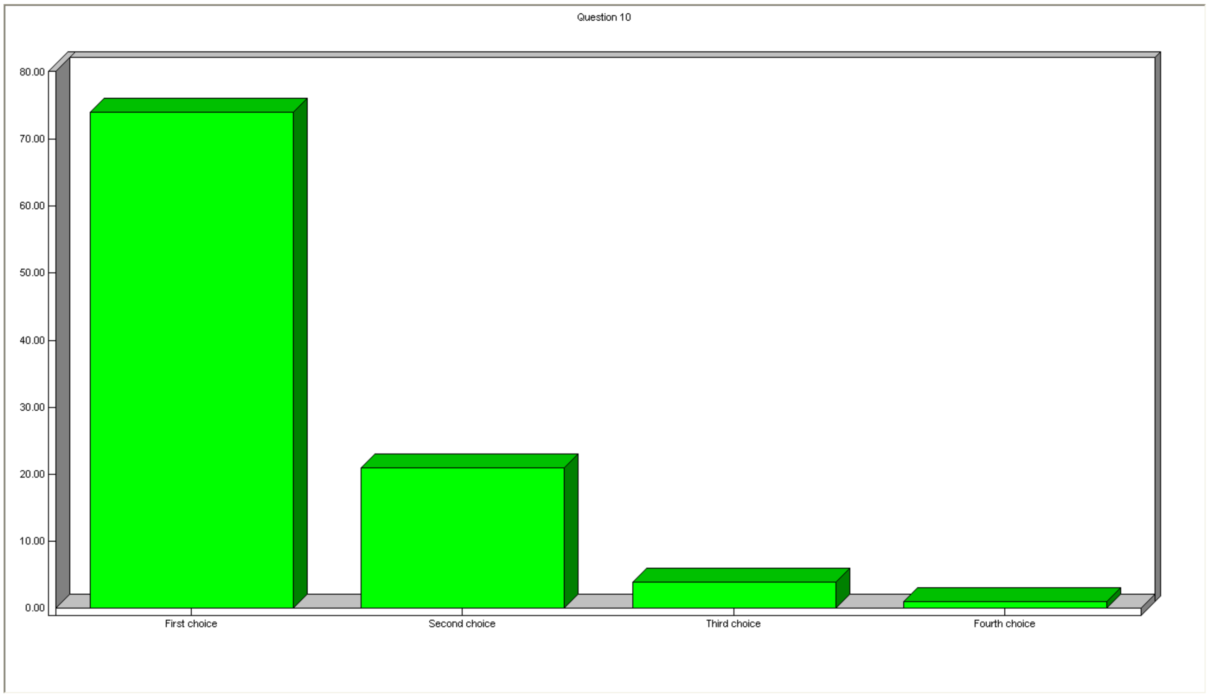
Choice	Count	Percentage of Sample Answering
Arts & Sciences	772	28.2%
Business	1062	38.7%
Education	456	16.6%
Communication and Fine Arts	83	3.0%
Health and Human Services	368	13.4%

Degree level



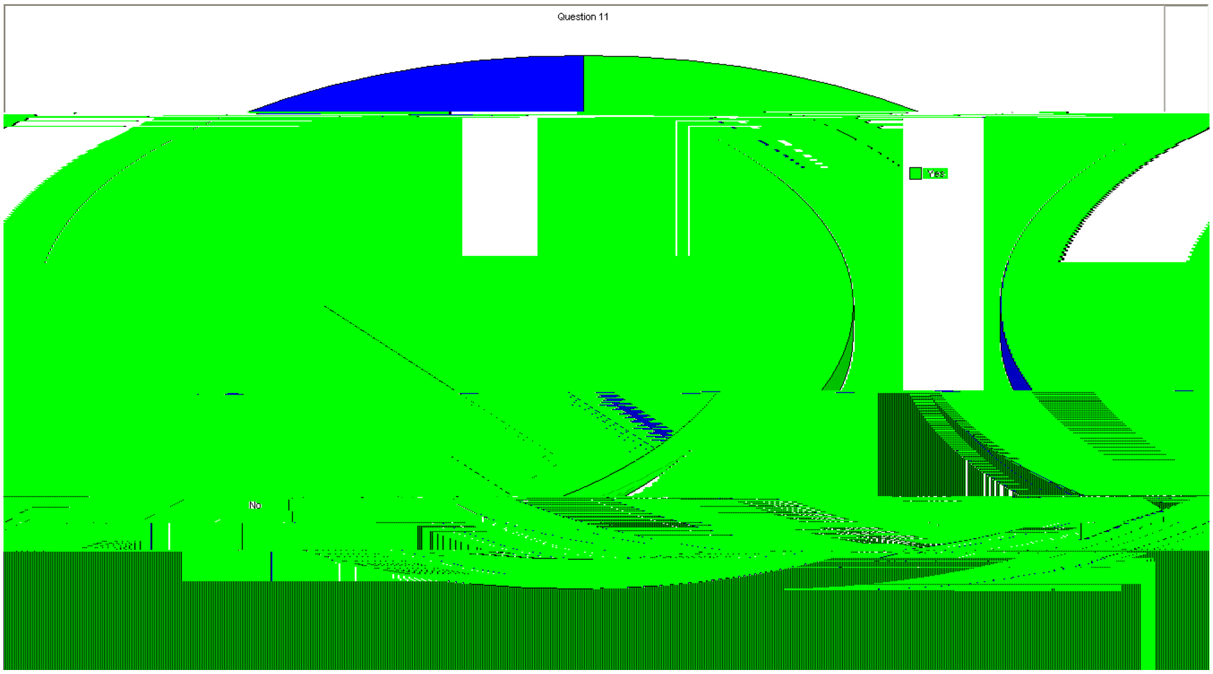
Choice	Count	Percentage of Sample Answering
Associate	335	12.0%
Bachelor's	1489	53.2%
Master's	904	32.3%
Education Specialist	8	0.3%
Other	65	2.3%

Choice of college



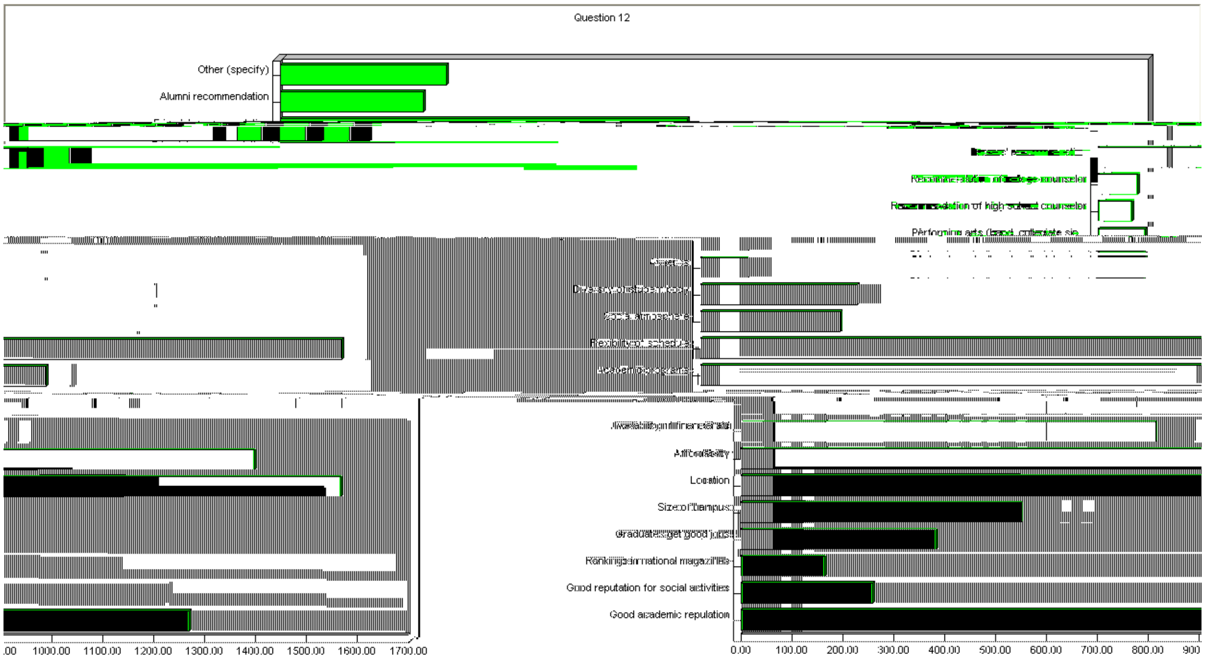
Choice	Count	Percentage of Sample Answering
First choice	2117	73.7%
Second choice	612	21.3%
Third choice	110	3.8%
Fourth choice	34	1.2%

Campus visit prior to enrollment



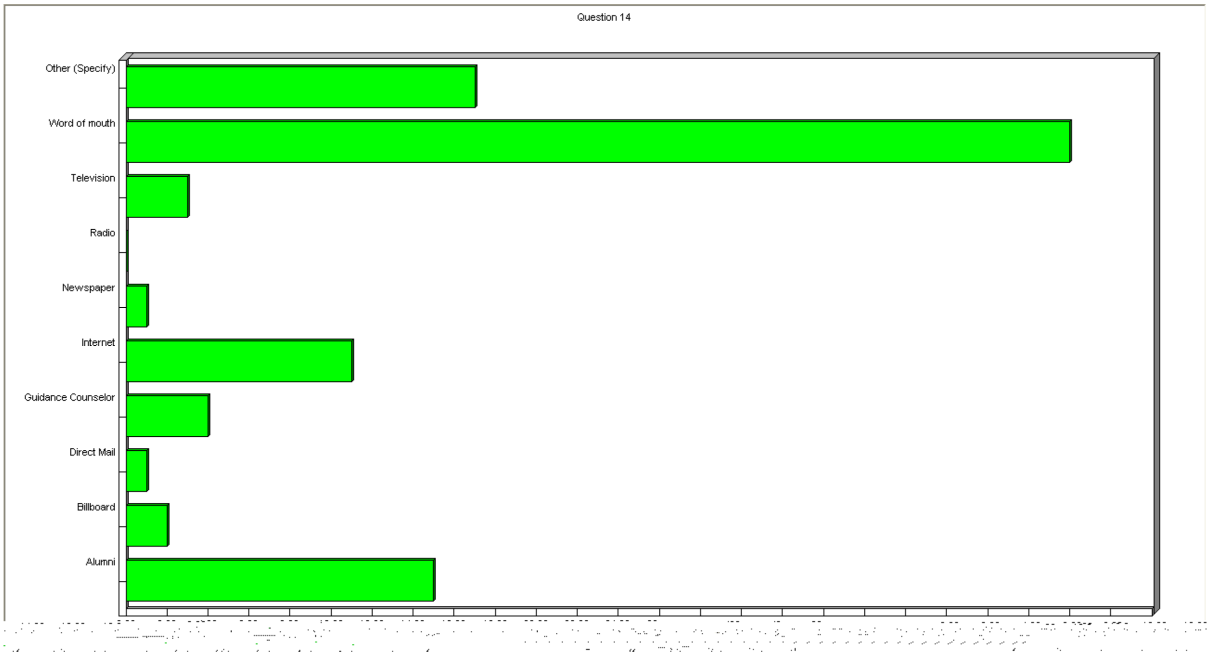
Choice	Count	Percentage of Sample Answering
Yes	1152	39.9%
No	1732	60.1%

Reasons selected Troy University



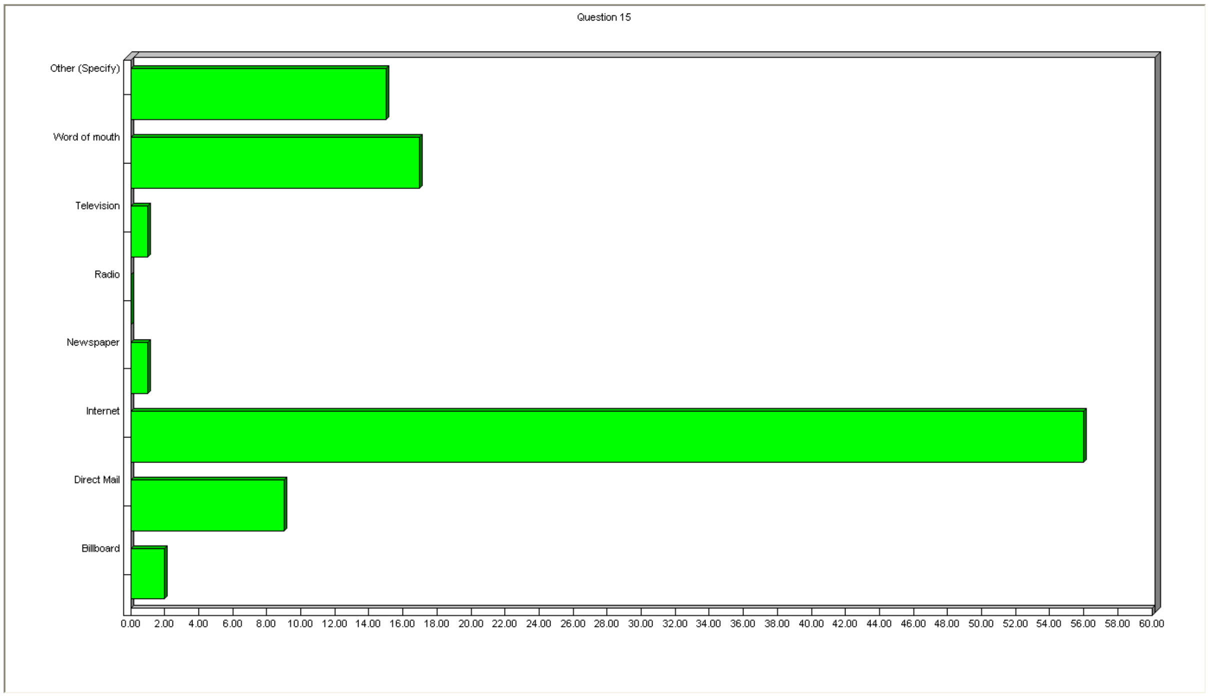
Choice	Count	Percent of Sample Asked
Good academic repulation	1269	43.3%
Good reputation for social activities	259	8.8%
Rankings in national magazines	165	5.6%
Graduates get good jobs	384	13.1%
Size of campus	551	18.8%
Location	1567	53.5%
Affordability	1397	47.7%
Availability of financial aid	816	27.9%
Admission standards	636	21.7%
Academic programs	1068	36.5%
Flexibility of schedule	1648	56.3%
Social atmosphere	277	9.5%
Diversity of student body	309	10.6%
Athletics	93	3.2%
Performing arts (band, collegiate singers, drama, etc.)	93	3.2%
Recommendation of high school counselor	67	2.3%
Recommendation of college counselor	79	2.7%
Parents’ recommendation	250	8.5%
Friends’ recommendation	800	27.3%
Alumni recommendation	282	9.6%
Other (specify)	327	11.2%

How learned about Troy University



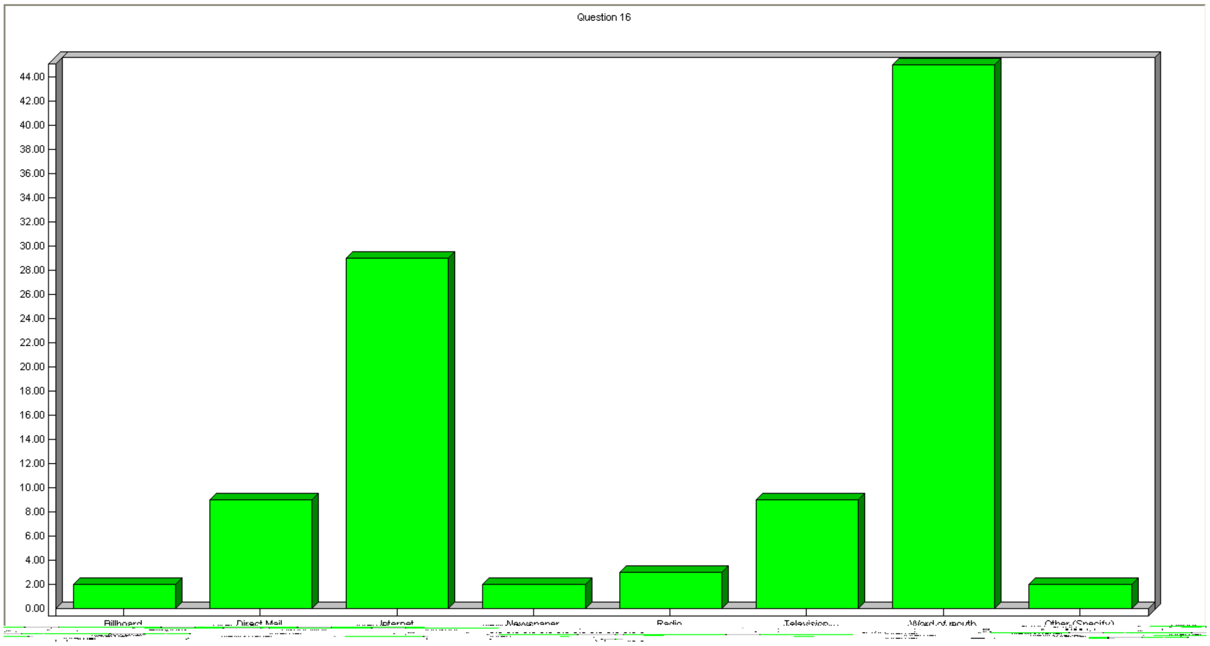
Choice	Count	Percentage of Sample Answering
Alumni	422	14.6%
Billboard	61	2.1%
Direct Mail	28	1.0%
Guidance Counselor	125	4.3%
Internet	312	10.8%
Newspaper	28	1.0%
Radio	13	0.5%
Television	81	2.8%
Word of mouth	1336	46.3%
Other (Specify)	479	16.6%

How learned about registration dates and times



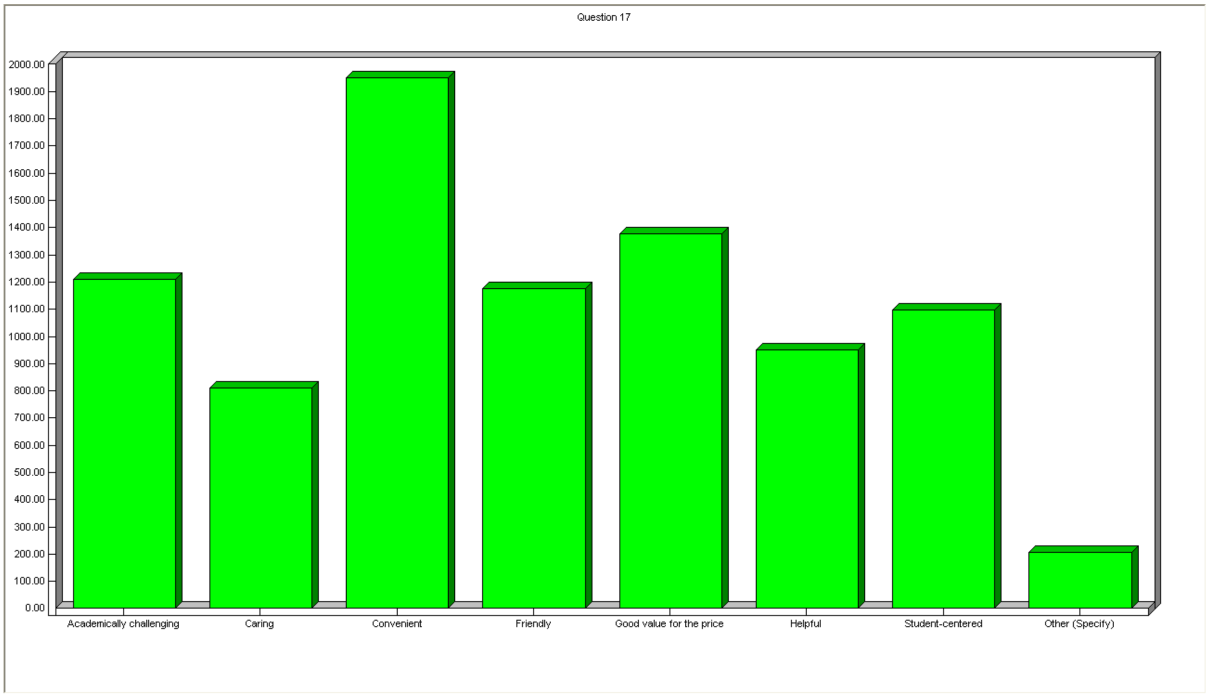
Choice	Count	Percentage of Sample Answering
Billboard	45	1.6%
Direct Mail	269	9.4%
Internet	1591	55.6%
Newspaper	27	0.9%
Radio	8	0.3%
Television	18	0.6%
Word of mouth	480	16.8%

Best way to advertise to friends



Choice	Count	Percentage of Sample Answering
Billboard	53	1.9%
Direct Mail	250	8.8%
Internet	821	28.9%
Newspaper	50	1.8%
Radio	77	2.7%
Television	263	9.3%
Word of mouth	1272	44.8%
Other (Specify)	53	1.9%

Words to describe Troy University to a friend



Choice	Count	Percent of Sample Asked
Academically challenging	1211	41.4%
Caring	811	27.7%
Convenient	1951	66.6%
Friendly	1177	40.2%
Good value for the price	1376	47.0%
Helpful	952	32.5%
Student-centered	1096	37.4%
Other (Specify)	207	7.1%

Appendix 29 – 2007 New Student Survey Instrument

Troy University is interested in your success as a 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.

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

5. **Campus where you are currently enrolled:**

- ¿ Dothan
- ¿ Montgomery
- ¿ Phenix City
- ¿ Troy
- ¿ eCampus
- ¿ University College (Campuses or sites outside of Alabama)

6. **If you selected University College in Question 5, 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
- ¿ Dothan, Alabama
- ¿ eArmyU Programs
- ¿ Fayetteville, North Carolina
- ¿ Fort Belvoir, Virginia
- ¿ Fort Benning, Georgia
- ¿ Fort Bragg, North Carolina
- ¿ Fort Carson/Colorado Springs, Colorado
- ¿ Fort Eustis, Virginia
- ¿ Fort Gordon, Georgia
- ¿ Fort Lewis, Washington
- ¿ Fort Monroe, Virginia
- ¿ Fort Myer, Virginia/Pentagon
- ¿ Fort Rucker, Alabama
- ¿ Fort Walton Beach Area
- ¿ Guam Campus
- ¿ Guantanamo Bay, Cuba
- ¿ Gunter AFB
- ¿ Guayaquil, Ecuador
- ¿ Hanoi, Vietnam
- ¿ Heidelberg, Germany
- ¿ Ho Chi Minh City, Vietnam
- ¿ Holloman AFB, New Mexico

¿ Hong Kong
¿ Jacksonville, Florida
¿ Kadena AB, Okinawa, Japan
¿ Kuala Lumpur, Malaysia
¿ Langley AFB, Virginia
¿ Little Creek Amphibious Base, Virginia
¿ Malacca, Malaysia
¿ Malmstrom AFB
¿ Maxwell AFB
¿ Misawa AB, Japan
¿ Montgomery, Alabama
¿ Mumbai, India
¿ New Orleans, Louisiana
¿ Norfolk Naval Station, Virginia
¿ Norfolk Regional Office, Virginia
¿ Oceana NAS, Virginia
¿ Orlando, Florida
¿ Pensacola, Florida
¿ Phenix City, Alabama
¿ Portsmouth
¿ Savannah, Georgia
¿ Seoul, Korea
¿ Sharjah, United Arab Emirates
¿ Shaw AFB, South Carolina
¿ Taipei, Taiwan
¿ Tampa/MacDill AFB, Florida
¿ Troy, Alabama
¿ Tyndall AFB, Florida
¿ Vidalia, Georgia
¿ Yongsan Garrison, Seoul, Korea
¿ Other

7. **College you are attending:**
¿ Arts & Sciences
¿ Business
¿ Education
¿ Communication and Fine Arts
¿ Health and Human Services

8. **Degree program you are in:**
¿ Associate
¿ Bachelor's
¿ Master's
¿ Education Specialist
¿ Other

9. **Your major at Troy University:**

¿ Applied Computer Science
¿ Computer Science
¿ Biology
¿ Biology Education
¿ Chemistry
¿ Chemistry Education
¿ Comprehensive General Science
¿ Comprehensive General Science Education
¿ Criminal Justice
¿ English
¿ English Language Arts Education
¿ Environmental and Biological Science
¿ Environmental Science
¿ General Education
¿ Geomatics
¿ History
¿ History Education
¿ International Relations
¿ Mathematics
¿ Mathematics Education
¿ Political Science
¿ Public Administration
¿ Social Science
¿ Social Science Education
¿ Sociology
¿ Associate of Science in Business
¿ Accounting
¿ Economics
¿ Finance
¿ Marketing
¿ Management
¿ Human Resource Management
¿ Hospitality and Tourism Management
¿ Information System
¿ International Economic Development
¿ General Business
¿ International Business
¿ Small Business and Entrepreneurship
¿ Risk Management and Insurance
¿ Technology and Resource Management
¿ Production & Operation Management
¿ Master of Business Administration
¿ Executive Master of Business Administration
¿ Art
¿ Art Education

¿ Art Studio
¿ Communication Arts - Dramatic Arts
¿ Communication Arts - Speech Communication
¿ Communication Arts - Communication Studies
¿ Design, Technology, and Industry
¿ Journalism
¿ Broadcast Journalism
¿ Music
¿ Music Education
¿ Foreign Language
¿ Early Childhood Education
¿ Elementary Education
¿ Secondary Education
¿ Post-Secondary Education
¿ Interdisciplinary Education
¿ Gifted Education
¿ Reading Specialist Education
¿ Collaborative Teacher K – 6
¿ Collaborative Teacher 6 – 12
¿ Adult Education
¿ Educational Administration
¿ Education Administration and Leadership
¿ School Counseling
¿ School Psychometry
¿ Rehabilitation Counseling
¿ Social Services Counseling
¿ Substance Abuse Counseling
¿ Clinical Mental Counseling
¿ Community Counseling
¿ Correction Counseling
¿ Student Services Counseling
¿ Psychology
¿ Athletic Training
¿ Human Services
¿ Rehabilitation
¿ Health and Physical Education
¿ Physical Education
¿ Nursing
¿ Social Work
¿ Sport and Fitness Management
¿ Other
¿ Undecided

10. **When you applied for admission to college, Troy University was your:**
¿ First choice
¿ Second choice

- ¿ Third choice
- ¿ Fourth choice

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

- ¿ Yes
- ¿ No

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

- Ç Good academic reputation
- Ç Good reputation for social activities
- Ç Rankings in national magazines
- Ç Graduates get good jobs
- Ç Size of campus
- Ç Location
- Ç Affordability
- Ç Availability of financial aid
- Ç Admission standards
- Ç Academic programs
- Ç Flexibility of schedule
- Ç Social atmosphere
- Ç Diversity of student body
- Ç Athletics
- Ç Performing arts (band, collegiate singers, drama, etc.)
- Ç Recommendation of high school counselor
- Ç Recommendation of college counselor
- Ç Parents' recommendation
- Ç Friends' recommendation
- Ç Alumni recommendation
- Ç Other (specify) ____________________________________

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

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.

- × Strongly Disagree
- × Disagree
- × Neutral
- × Agree
- × Strongly Agree
- × Not Applicable
- ¿ 1
- ¿ 2
- ¿ 3
- ¿ 4
- ¿ 5

Class information provided prior to enrollment was helpful.	¿ 6
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.	
The printed Schedule of Classes is informative and easy to follow.	
Class drop/add procedures are appropriate.	
Classes are offered at convenient times.	
The classes I attend are well organized and well taught.	
The University offers a variety of majors at my location.	
Tutorial services are sufficient.	
On-campus bookstore hours are convenient for students.	
Purchasing textbooks through Troy Virtual BookStore is convenient.	
Student organizations are available for my participation.	
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.	
I would recommend Troy University to a friend who is planning to go to college.	

14. **How did you first learn about TROY?**

¿ Alumni
¿ Billboard
¿ Direct Mail
¿ Guidance Counselor

¿ Internet
¿ Newspaper
¿ Radio
¿ Television
¿ Word of mouth
¿ Other (Specify) ________________________________

15. **How did you learn about registration dates and times?**
¿ Billboard
¿ Direct Mail
¿ Internet
¿ Newspaper
¿ Radio
¿ Television
¿ Word of mouth
¿ Other (Specify) ________________________________

16. **What is the best way to advertise to your friends?**
¿ Billboard
¿ Direct Mail
¿ Internet
¿ Newspaper
¿ Radio
¿ Television
¿ Word of mouth
¿ Other (Specify) ________________________________

17. **How would you describe TROY to a friend? (Choose all that apply)**
Ç Academically challenging
Ç Caring
Ç Convenient
Ç Friendly
Ç Good value for the price
Ç Helpful
Ç Student-centered
Ç Other (Specify) ________________________________

18. **Additional Comments:**

____
____
____