

2010-2011 GRADUATE STUDENT SURVEY



AY 2010/2011

Troy University Office of Institutional
Research, Planning, and Effectiveness

2010 - 2011 Graduate Student Survey Report

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Troy University 2010-11 Graduate Student Survey Report

Executive Summary

The purpose of this survey is to identify graduate student satisfaction with their experiences at Troy University, recognize student development as a result of their Troy University education, and identify areas that need to be improved. Data collected in this survey are used to help the University strengthen its graduate degree programs, better serve the needs of its students, and become more effective and efficient in accomplishing its mission and goals.

As an effort of institutional effectiveness, the Troy University Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the *Troy University Graduate Student Survey* on all campuses of the University from March 10, 2011 to May 26, 2011. During this time frame three invitations to participate emails were sent.

The questionnaire for the survey contained 43 questions and was adapted from the Senior Survey. The first 26 questions ask for information regarding students' demographics, academics, employment, and financial aid. Questions 27 – 42 of the survey, with a high reliability, focus on measuring students' perceptions about and satisfaction with their Troy experiences. The final question was an open-ended question allowing for additional comments.

For data analysis, descriptive methods were used for the overall University as well as for each individual campus, site, college, and degree. Questions 27 to 42 were tabulated and items were presented in a cross tabulation by campus so that comparison, if necessary, could be made between campuses or between campus and the overall University. In the end, frequency tables for all survey questions were provided as appendices for the overall responses as well as for each of the campuses and colleges.

Major Findings

The *Troy University Graduate Student Survey 2010 – 11* was administered from March 10, 2011 to May 26, 2011. During this time, students who were classified as graduate students in Datatel were emailed the link to the survey. By the time data collection was closed on May 26, 2011, 1520 responses were received. 5,985 students were identified as graduate students and were sent the invitation to participate email which resulted in a 25% response rate. The initial invitation to participate email was sent on 3/10/2011. Reminder emails were sent to non-respondents on 3/23/2011 and 4/4/2011. The characteristics of the survey respondents were determined to be similar to those of the total graduate students of the year although some variation existed. Therefore, the responses to the survey could be considered representative of the ideas and opinions of the graduate students who were attending in during the 2010-2011 Academic Year.

This is the second year that the Graduate Student Survey has been administered. In academic year 09/10 the Senior Survey was adapted for use as a Graduate Student Survey. The data for academic year 10/11 are presented with the previous 09/10 data alongside for comparison.

Items in eight major categories were measured on a 5-point scale with 1 as “Poor” and 5 as “Excellent.” The mean ratings for each of these categories is shown below with Leadership Development rating the highest and Student Services the lowest for both years.

	<i>AY 10-11</i>	<i>AY 09-10</i>
<i>Leadership Development</i>	4.22	4.19
<i>Intellectual Development</i>	4.05	4.01
<i>Administration</i>	3.98	3.93
<i>Instruction</i>	3.92	3.93
<i>Perceptions</i>	3.91	3.91
<i>Academic Support Services</i>	3.73	3.79
<i>Student Services</i>	3.57	3.65
<i>Overall Ratings</i>	3.89	3.93

Demographic Information

Of the 1,520, respondents, 69% were female, 31% were male, 47% were White compared to 44% Black and 93% were aged 25 or older. While the majority (96%) were US citizens, the 4% international student participants represented 20 countries in various parts of the world. The largest percentage of respondents were from eTROY, 32%. About 12% of the respondents were graduating from Troy Campus, 28% were Global Campus students, and the remainder of the students were from Dothan (7%), Montgomery (11%) and Phenix City (10%). Additionally, Global Campus students responded from 34 different sites.

Academic Information

Academically, 99% of the respondents were expecting to receive a Master’s degree and 1% were expecting to receive an Education Specialist degree. About 29% of the respondents were planning to graduate from the College of Arts and Sciences, 31% from Business, approximately 27% from Education, 13% from the College of Health and Human Services.

According to the responses, approximately 91% of the students did not transfer graduate credit hours from other institutions. For the 9% of students who did transfer graduate credit hours, 4% of them transferred from 3 to 6 credit hours and 5% transferred 7 – 12 credit hours. The majority of participating graduate students (56%) were conditionally admitted graduate students and 39% were unconditionally admitted. 2% were graduate transfer students and 3% were graduate transient or dually admitted.

While attending Troy University, 57% of the students had taken online courses. About 64% reported that their cumulative GPA's were between 3.5 and 4.0, and 30% had GPA's between 3.0 and 3.49. Of the 1,520 respondents, about 52% indicated that they had been in pursuit of the graduate degree for one year or less and 31% for two years.

Employment and Plan After Graduation

Approximately 84% of the respondents reported that they worked while attending Troy University with about 79% working full-time (40 hours or over). Upon graduation, about 57% were planning to work in areas related to their majors at Troy University, 20% would continue to work in the jobs they had already, and approximately 14% were going to continue their education. The survey also found that of those planning to continue their education about 58% would pursue a doctoral degree after they graduated, 27% would study for another masters degree, around 8% would seek an educational specialist degree, and another 8% would pursue a professional degree as their ultimate goal in education.

Financial Aid Information

While the financial aid options varied, over half of the respondents (60%) had received student loans, 3% obtained grants, 7% had scholarships or graduate assistantships, and about 13% received tuition assistance. Additionally, about 2% received a third party pay or other kind of financial aid, mostly from military or VA benefits.

Student Satisfaction

- Student self-rated development (Report 1 – Q27)

Eighteen items related to knowledge, skills, and abilities were provided for the students to rate their development as a result of Troy University education. From the 18 items, two factors were identified - ***Intellectual Development*** and ***Leadership Development***. An average rating for ***Intellectual Development*** was 4.05 for 10-11 and a mean rating for ***Leadership Development*** as 4.22 for 10-11 all on a 5-point scale with 1 as “Poor” and 5 as “Excellent.”

As indicated in Table 1, the majority of the areas measured for student ***Intellectual Development*** were rated high above 4.00 (on a scale of 1 to 5) and the majority of the students rated their development in these areas as either “Excellent” or “Good.”

Table 1. Ratings on areas related to *Intellectual Development*: AY 10-11

Graduate Student Survey Data AY 2010 - 2011	AY 10-11		AY 09-10	
	Excellent/Good	Mean	Excellent/Good	Mean
Critical thinking skills	90%	4.31	89%	4.27
Problem solving skills	88%	4.26	85%	4.21
Reading Skills	88%	4.29	86%	4.25
Research skills	86%	4.23	84%	4.19
Writing skills	85%	4.19	84%	4.16
Understanding different philosophy/culture	80%	4.07	78%	4.04
Speaking/presentation skills	78%	4.04	78%	4.01
Computer technologies	76%	4.00	76%	3.97
Scientific principles & methods	70%	3.85	69%	3.82
Appreciation of the arts	62%	3.69	60%	3.66
Mathematical skills	58%	3.63	58%	3.59
Overall Average Ratings	4.05		4.01	

Similar to the ratings on *Intellectual Development*, ratings on *Leadership Development* were also strong. As illustrated in Table 2, more than about 80% of the students gave positive ratings of either “Excellent” or “Good” to their development in almost all of the areas related to *Leadership Development*. All mean ratings for items were higher than 4.05, the factor mean was 4.22.

Table 2. Ratings on areas related to *Leadership Development*: AY10-11

Graduate Student Survey Data AY 2010 - 2011	AY 10 - 11		AY 09 - 10	
	Excellent/Good	Mean	Excellent/Good	Mean
Planning and carrying out projects	89%	4.32	86%	4.29
Management and organizational skills	87%	4.29	85%	4.26
Strategies for applying skills in the field	86%	4.21	85%	4.23
Time management	86%	4.25	83%	4.22
Working collaboratively in groups	83%	4.21	81%	4.16
Leadership skills	83%	4.19	80%	4.14
Citizenship skills	78%	4.05	76%	4.02
Overall Average Ratings	4.22		4.19	

For detailed ratings on areas included in these two factors, please see Report 1.

- Student ratings for quality of education and academic support services (Report 2 – Q28)

Eighteen items were measured in terms of what students thought about the quality of education and academic support services at Troy University. Again a factor analysis identified two factors, which include *Academic Support Services* and *Instruction*. The factor *Instruction*, or *Academics*, includes areas relating to instruction and faculty and has an average rating of 3.92 for 10-11 on a 5-point scale with 1 as “Poor” and 5 as “Excellent.”

Table 3. Ratings on areas of *Instruction* for AY 10-11:

Graduate Student Survey Data AY 2010 - 2011	AY 10-11		AY 09-10	
	Excellent/Good	Mean	Excellent/Good	Mean
Overall quality of academic program	82%	4.12	83%	4.14
Instruction in major courses	80%	4.06	80%	4.09
Instruction in general education	78%	4.02	78%	4.03
Registration procedures	76%	3.98	73%	3.98
Communication between faculty and students	75%	3.98	76%	3.99
Faculty's use technologies to enhance teaching	74%	3.96	76%	4.01
Faculty accessibility	73%	3.92	72%	3.90
Course availability in your major	70%	3.82	71%	3.84
Academic advising	68%	3.73	65%	3.70
IMPACT/New Student Orientation Program	63%	3.65	63%	3.64
Overall Average Ratings	3.92		3.93	

As indicated in the table above (Table 3), the majority of the students rated the areas related to *Instruction* as either “Excellent” or “Good.”. Seven areas, however, were rated below 4.00 in 10-11, with the ratings on IMPACT/New Student Orientation Program and Course availability in major being the lowest.

Table 4. Average ratings on *Instruction* by campus AY 10-11:

Graduate Student Survey Data AY 2010 - 2011	Dothan	Montgomery	Phenix City	Troy	eTROY	Global Campus
	Mean	Mean	Mean	Mean	Mean	Mean
Overall quality of your academic program	4.01	4.11	4.12	3.85	4.15	4.23
Academic advising	3.73	3.89	3.90	3.51	3.57	3.87
Faculty accessibility	3.84	3.91	3.86	3.81	3.88	4.05
Instruction in major courses	4.12	4.05	4.01	3.92	4.04	4.15
Instruction in general education courses	4.12	4.03	4.02	3.75	4.01	4.12
Faculty's use of technologies to enhance teaching	3.90	4.07	4.03	3.90	3.93	3.97
Course availability in your major	3.33	3.67	3.99	3.41	4.13	3.78
Communication between faculty and students	3.93	3.98	3.86	3.78	4.02	4.08
Registration procedures	3.84	4.04	3.94	3.57	4.00	4.19
IMPACT/New Student Orientation Program	3.30	3.83	3.56	3.48	3.58	3.81
OVERALL AVERAGE	3.81	3.96	3.93	3.70	3.93	4.02

The *Academic Support Services* include Library, Computer labs, Writing Center, Reading Center, Center for International Programs, etc., and the average rating for this factor is 3.73 for 10-11, relatively lower than expected. Overall, as indicated in Table 5, no areas in *Academic Support Services* had an average rating of 4.00 or higher nor did they have ratings of “Excellent” or “Good” for more than 71% of the respondents.

Table 5. Ratings on areas related to *Academic Support Services* for AY 10-11:

Graduate Student Survey Data AY 2010 - 2011	AY 10-11		AY 09-10	
	Excellent/Good	Mean	Excellent/Good	Mean
Library	71%	3.90	71%	3.88
Center for International Program	66%	3.75	64%	3.69
Computer Labs	65%	3.75	67%	3.80
Natural Science Center	64%	3.75	65%	3.74
Writing Center	63%	3.67	70%	3.84
Laboratory/instructional equipment	63%	3.70	66%	3.76
Testing Center	59%	3.57	67%	3.82
Overall Average Ratings		3.73		3.79

However, further examination by campus showed that ratings of students from different campuses varied (Table 6). Please be aware that only students who have used the services gave their ratings. The Natural Science Center, and Writing Center were rated by mostly Troy Campus students and only international students rated the Center for International Programs.

Table 6. Average ratings on Academic Support Service by campus for AY 10 - 11:

Graduate Student Survey Data AY 2010 - 2011	Dothan	Montgomery	Phenix City	Troy	eTROY	Global Campus
	Mean	Mean	Mean	Mean	Mean	Mean
Library	3.99	4.02	3.68	3.64	3.95	3.97
Computer labs	3.94	4.03	4.05	3.40	3.85	3.57
Laboratory/instructional equipment	3.83	3.91	3.68	3.41	3.91	3.64
Testing Center	3.82	3.85	3.69	3.32	3.56	3.49
Writing Center	3.89	4.02	3.70	3.21	3.81	3.62
Natural Science Center	4.28	4.02	3.61	3.36	3.84	3.71
Center for International Programs	3.96	4.00	3.71	3.46	3.81	3.80
OVERALL AVERAGE	3.96	3.98	3.73	3.40	3.82	3.69

- Student satisfaction with services provided by Troy University (Report 3 – Q29)

Sixteen offices and services of the University were measured in terms of student satisfaction. Two factors were identified. They were **Student Services** and **Administration**. **Student Services** includes such areas as Career Services, Placement Services, Student Health Services, etc, while **Administration** includes the Admissions Office, Registrar/Records Office, Business Office, Financial Aid Office, Trojan WebExpress, and so on. The overall average ratings for **Administration** being 3.98 in AY 10-11 (on a 5-point scale with 1 as “Very Dissatisfied” and 5 as “Very Satisfied”).

As can be seen from Table 7, under **Administration**, Trojan Web Express, Admissions Office, IT services, and the Registrar/Records Office were rated the best, with 75% or more of the students feeling “Satisfied” or “Very Satisfied” with their services. Most areas in **Administration** had relatively low ratings, below 4.00 (4.00 = Satisfied) on average, with the Veteran Services Office being rated the lowest and with less than 69% of the students feeling satisfied with the services they provided.

Table 7. Ratings on areas related to *Administration* for AY 10 – 11:

Graduate Student Survey Data AY 2010 - 2011	AY 10 - 11		AY 09 -10	
	Satisfied/ Very Satisfied	Mean	Satisfied/ Very Satisfied	Mean
Trojan WebExpress	85%	4.17	83%	4.14
Admissions Office	78%	4.02	75%	3.95
Registrar/Records Office	77%	4.00	75%	3.92
Business Office	76%	3.97	72%	3.91
Information Technology Services	74%	3.93	75%	3.96
Financial Aid Services	73%	3.87	71%	3.83
Veteran Services	69%	3.93	63%	3.84
Overall Average Ratings	3.98		3.93	

A breakdown by campus showed that students from Troy and Global Campus had the lowest level of satisfaction with the *Administration*. Global Campus students were found to be most satisfied regarding services provided by the administration offices compared to students from other campuses.

Table 8. Average ratings on *Administration* by campus for AY 10 - 11:

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eTROY		Global Campus	
		N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Admissions Office	Very Dissatisfied	6		5		5		9		22		19	
	Dissatisfied	5		4		6		12		21		9	
	Neutral	8		21		19		30		70		39	
	Satisfied	46		72		67		73		176		133	
	Very Satisfied	40		61		47		49		149		189	
	Subtotal		4.04		4.10		4.01		3.82		3.93		4.19
Registrar/Records Office	Very Dissatisfied	4		5		5		9		19		19	
	Dissatisfied	3		6		5		13		19		9	
	Neutral	9		20		18		27		71		46	
	Satisfied	48		72		68		78		170		127	
	Very Satisfied	38		59		42		43		140		165	
	Subtotal		4.11		4.07		3.99		3.78		3.94		4.12

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Veteran Services	Very Dissatisfied	0	3	1	1	11	5
	Dissatisfied	0	1	0	1	3	8
	Neutral	5	10	18	24	30	33
	Satisfied	12	20	15	26	65	39
	Very Satisfied	9	13	9	13	51	81
	Subtotal		4.15	3.83	3.72	3.75	3.89
Financial Aid Services	Very Dissatisfied	3	9	8	7	22	17
	Dissatisfied	5	11	7	15	17	21
	Neutral	9	15	21	26	55	42
	Satisfied	33	61	49	60	138	107
	Very Satisfied	28	50	39	25	114	120
	Subtotal		4.00	3.90	3.84	3.61	3.88
Business Office	Very Dissatisfied	4	3	2	5	15	19
	Dissatisfied	2	2	1	8	7	7
	Neutral	11	15	26	28	58	47
	Satisfied	45	68	57	67	140	110
	Very Satisfied	32	42	45	34	85	109
	Subtotal		4.05	4.11	4.08	3.82	3.90
Information Technology (IT) Services	Very Dissatisfied	6	3	3	7	18	16
	Dissatisfied	3	3	1	9	21	12
	Neutral	14	19	18	31	49	54
	Satisfied	37	64	56	59	129	113
	Very Satisfied	27	38	43	35	125	99
	Subtotal		3.87	4.03	4.12	3.75	3.94
Trojan Web Express	Very Dissatisfied	8	6	2	5	19	17
	Dissatisfied	2	3	2	10	12	14
	Neutral	5	6	9	19	44	30
	Satisfied	57	76	72	88	170	153
	Very Satisfied	33	75	57	52	221	187
	Subtotal		4.00	4.27	4.27	3.99	4.21

As shown below in Table 9, none of the areas in *Student Services* received an average rating of 4.00 or higher, with Placement Services, and University Media being the lowest. The overall average rating for AY 10 – 11 was 3.57.

Table 9. Ratings in *Student Services* for AY 10 – 11

Graduate Student Survey Data AY 2010 - 2011	AY 10 - 11		AY 09 -10	
	Satisfied/ Very Satisfied	Mean	Satisfied/ Very Satisfied	Mean
University Media	74.3%	3.93	71%	3.86
Safety and Security Services	69.2%	3.85	65%	3.77
Bookstore Services	68.9%	3.77	67%	3.75
Student Support Services	67.8%	3.82	65%	3.82
Adaptive Needs Services	64.0%	3.77	59%	3.71
Parking Facilities	63.1%	3.61	59%	3.48
Counseling Services	59.1%	3.64	56%	3.61
Career Services	53.1%	3.48	49%	3.46
Placement Services	48.7%	3.44	45%	3.41
Overall Average Ratings	3.57		3.65	

For Parking Facilities, approximately 55% of the students indicated that they were “Very Dissatisfied” or “Dissatisfied”. Further analysis found that Troy and Montgomery students were most dissatisfied with Parking Facilities. Table 10 shows mean ratings and counts on each of the areas related to *Student Services*. Further studies may be needed before actions are taken for improvement.

Table 10. Average ratings on *Student Services* by campus for AY 10 – 11:

Note: The mean is calculated on a scale with 1 being Very Dissatisfied and 5 being Very Satisfied.

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eTROY		Global Campus	
		N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Adaptive Needs Services	Very Dissatisfied	2		1		0		1		7		7	
	Dissatisfied	2		1		2		2		0		4	
	Neutral	5		9		18		28		37		32	
	Satisfied	15		31		13		27		46		43	
	Very Satisfied	4		13		8		14		31		37	
Subtotal			3.61		3.98		3.66		3.71		3.78		3.80

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Student Support Services	Very Dissatisfied	5	2	2	2	12	11
	Dissatisfied	0	1	3	5	8	10
	Neutral	8	13	21	30	45	39
	Satisfied	22	44	20	38	75	66
	Very Satisfied	8	26	15	25	58	60
	Subtotal		3.65	4.06	3.70	3.79	3.80
Career Services	Very Dissatisfied	5	4	5	6	19	15
	Dissatisfied	3	6	6	13	7	15
	Neutral	9	17	19	32	45	40
	Satisfied	14	37	8	32	49	33
	Very Satisfied	5	15	14	20	34	41
	Subtotal		3.31	3.67	3.38	3.46	3.47
Placement Services	Very Dissatisfied	5	4	4	3	15	8
	Dissatisfied	1	4	7	9	5	13
	Neutral	8	15	20	33	50	47
	Satisfied	16	26	8	20	36	33
	Very Satisfied	6	8	12	10	25	37
	Subtotal		3.47	3.53	3.33	3.33	3.39
Counseling Services	Very Dissatisfied	5	2	6	6	19	15
	Dissatisfied	0	3	2	10	7	12
	Neutral	7	9	19	32	53	40
	Satisfied	15	36	10	25	52	50
	Very Satisfied	17	18	18	22	40	54
	Subtotal		3.89	3.96	3.58	3.49	3.51
Bookstore Services	Very Dissatisfied	10	7	6	9	19	22
	Dissatisfied	6	7	11	13	18	22
	Neutral	16	22	10	28	60	55
	Satisfied	42	71	62	78	113	81
	Very Satisfied	25	44	35	28	106	78
	Subtotal		3.67	3.91	3.88	3.66	3.85
Safety and Security Services	Very Dissatisfied	5	5	5	10	7	6
	Dissatisfied	2	5	8	17	0	6
	Neutral	14	20	18	38	37	45
	Satisfied	38	66	50	52	38	69
	Very Satisfied	29	44	38	28	33	72
	Subtotal		3.95	3.99	3.91	3.49	3.78
Parking Facilities	Very Dissatisfied	5	15	7	38	13	6
	Dissatisfied	6	33	10	33	5	13
	Neutral	10	28	24	29	31	38
	Satisfied	52	56	49	37	33	115

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	Very Satisfied	27		25		40		23		31		103	
	Subtotal		3.90		3.27		3.81		2.84		3.57		4.08
University Media (website, newsletters, radio, TV, etc.)	Very Dissatisfied	5		3		3		8		10		12	
	Dissatisfied	3		4		1		10		11		7	
	Neutral	9		22		22		27		56		49	
	Satisfied	40		76		47		72		99		118	
	Very Satisfied	30		38		37		33		81		91	
	Subtotal		4.00		3.99		4.04		3.75		3.89		3.97

- Student perceptions about Troy University (Report 4 – Q30)

In this section, ten statements regarding the University in a broad sense were provided for the students to rate their agreement on a scale with 1 being Strongly Disagree and 5 being Strongly Agree. As indicated in Table 11 (derived from Report 4), over 84% of the students “Agree” or “Strongly Agree” with the first 3 statements, indicating strong satisfaction with the academic programs and confirming the findings in Table 3 above (derived from Report 2).

Table 11. Ratings on *Student Perceptions* about Troy University: 10/11

Graduate Student Survey Data AY 2010 - 2011	AY 10-11		AY 09-10	
	Strongly Agree/Agree	Mean	Strongly Agree/Agree	Mean
My academic program was intellectually challenging and stimulating.	86%	4.17	85%	4.14
Courses in my curriculum contributed to the skills and knowledge required in my field.	85%	4.16	86%	4.15
The degree program in which I enrolled is valuable for me in my employment.	84%	4.17	85%	4.17
The goals, objectives, and requirements for my academic programs were clearly defined.	82%	4.03	84%	4.03
Troy University faculty care about students as individuals.	74%	3.91	74%	3.91
The tuition and fees I paid at Troy University were a worthwhile investment.	71%	3.86	73%	3.9
The intellectual caliber of students in my academic program was high.	71%	3.78	71%	3.8
Courses were offered frequently enough for timely completion of my degree program.	68%	3.73	69%	3.74

Troy University is responsive to the needs of its students.	67%	3.74	66%	3.72
Troy University faculty were helpful with my career plan.	58%	3.57	57%	3.57
Overall Average Ratings		3.91		3.91

The lowest ratings in this section were “The University faculty were helpful with my career plan” (58% Agree/Strongly Agree; M=3.57) and “Troy University is responsive to the needs of its students” (67% Agree/Strongly Agree; M=3.74). Course offerings and student intellectual caliber were rated low as well.

The following table (Table 12) shows a breakdown by campus for *Student Perceptions*.

Table 12. Mean ratings on *Student Perceptions* by campus for AY 10 – 11:

Graduate Student Survey Data AY 2010 - 2011	Dothan	Montgomery	Phenix City	Troy	eTROY	Global Campus
	Mean	Mean	Mean	Mean	Mean	Mean
The goals, objectives, and requirements for my academic program were clearly defined.	3.86	4.17	4.03	3.78	4.03	4.13
My academic program was intellectually challenging and stimulating.	4.12	4.22	4.14	3.99	4.15	4.28
Courses in my curriculum contributed to the skills and knowledge required in my field.	4.07	4.21	4.16	3.92	4.18	4.25
Courses were offered frequently enough for timely completion of my degree program.	3.19	3.62	3.79	3.40	4.01	3.70
The intellectual caliber of students in my academic program was competitive.	3.67	3.81	3.66	3.66	3.81	3.88
The degree program in which I enrolled is valuable for me in my employment.	4.09	4.25	4.20	4.05	4.14	4.24
Troy University faculty care about students as individuals.	3.93	4.00	3.99	3.78	3.81	4.04
Troy University faculty were helpful with my career plan.	3.63	3.76	3.61	3.47	3.42	3.67
Troy University is responsive to the needs of its students.	3.71	3.84	3.82	3.52	3.66	3.89
The tuition and fees I paid at Troy University were a worthwhile investment.	3.57	3.91	3.92	3.61	3.81	4.06
OVERALL AVERAGE	3.78	3.96	3.92	3.71	3.89	4.00

- Overall ratings of Troy University (Report 5 – Q38)

Students were asked to rate their Troy preparation for employment and further education as well as to give an overall rating of their college experiences at Troy University. About three fourths of the students gave a positive rating to their overall college experiences at Troy University, with an mean rating of 3.98 on a scale of 1 to 5, while 67% and 72% of the respondents gave a rating of either “Excellent” or “Good” to their Troy preparation for employment and for further education, with a mean = 3.78 and 3.90 respectively.

Table 13. Overall ratings on Troy University: 10/11

Graduate Student Survey Data AY 2010 - 2011	AY 10-11		AY 09-10	
	Excellent/ Good	Mean	Excellent/ Good	Mean
What is your overall rating of your college experiences at Troy University?	75%	3.98	76%	4.03
How would you rate Troy University’s preparation of you for further education?	72%	3.9	74%	3.97
How would you rate Troy University’s preparation of you for employment?	67%	3.78	66%	3.80
Overall Average Ratings	3.89		3.93	

- Recommendation of Troy University (Report 6 – IF YOU WERE STARTING OVER, WOULD YOU ENROLL IN THE SAME PROGRAM?-WOULD YOU RECOMMEND TROY UNIVERSITY TO SOMEONE PLANNING TO GO TO COLLEGE?)

Important satisfaction indicators used by colleges and universities include whether students would re-enroll in the university, re-enroll in the same academic program, and recommend their university to others. The most important finding, which indicates student satisfaction with Troy University and academic programs, is that over 80% of the respondents would recommend Troy University and their academic programs.

Table 14. Recommendation of Troy University: 10/11

Graduate Student Survey Data AY 2010 - 2011	AY 10 - 11			AY 09 - 10		
	Total%	Definitely yes	Probably yes	Total%	Definitely yes	Probably yes
		Row N %	Row N %		Row N %	Row N %
If you were starting over, would you enroll in the same program?	83.2%	48.1%	35.1%	84.8%	52.1%	32.6%
If you could start college over, would you attend Troy University again?	84.6%	48.4%	36.2%	85.6%	48.7%	36.9%
Would you recommend your academic program to other students?	87.9%	54.3%	33.6%	89.2%	55.5%	33.7%
Would you recommend Troy University to someone planning to go to college?	88.5%	57.0%	31.5%	88.9%	56.3%	32.5%

- Reading habits information

As a measurement of the Quality Enhancement Plan of Troy University graduate students were ask to report factors about their reading habits. Students were asked about the degree to which their involvement in reading has: (1) Enhanced their ability to understand connections between the various materials they read, and (2) Enhanced they awareness of other people’s political and social view points.

Table 17

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eTROY		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
My involvement in reading as part of my graduate school experience has enhanced my ability to understand connections between the various materials I read.	Not at all	0	0.0%	2	1.2%	0	0.0%	3	1.7%	10	2.1%	7	1.7%
	In a very limited way	6	5.6%	6	3.6%	6	4.0%	8	4.6%	19	4.0%	13	3.2%
	Somewhat	26	24.3%	41	24.6%	46	30.9%	55	31.4%	109	22.8%	86	21.0%
	In a noticeable way	47	43.9%	67	40.1%	60	40.3%	62	35.4%	191	40.0%	156	38.1%
	Greatly	28	26.2%	51	30.5%	37	24.8%	47	26.9%	149	31.2%	147	35.9%
	Total	107	100%	167	100%	149	100%	175	100%	478	100%	409	100%
My involvement in reading as a part of my graduate school experience has enhanced my awareness of other people's political and social viewpoints.	Not at all	4	3.7%	4	2.4%	4	2.7%	7	4.1%	21	4.4%	15	3.7%
	In a very limited way	9	8.4%	5	3.0%	7	4.7%	15	8.7%	16	3.4%	11	2.7%
	Somewhat	32	29.9%	42	25.3%	49	33.1%	57	33.1%	118	24.8%	87	21.4%
	In a noticeable way	32	29.9%	60	36.1%	51	34.5%	49	28.5%	157	33.0%	134	32.9%
	Greatly	30	28.0%	55	33.1%	37	25.0%	44	25.6%	164	34.5%	160	39.3%
	Total	107	100%	166	100%	148	100%	172	100%	476	100%	407	100%

Table 18

Graduate Student Survey Data AY 2010 - 2011		From which college will you be graduating?							
		Arts & Sciences		Sorrell College of Business		Education		Health & Human Services	
		N	%	N	%	N	%	N	%
My involvement in reading as part of my graduate school experience has enhanced my ability to understand connections between the various materials I read.	Not at all	5	1.2%	9	2.0%	5	1.2%	2	1.0%
	In a very limited way	9	2.1%	24	5.4%	9	2.2%	17	8.8%
	Somewhat	82	19.2%	123	27.5%	106	26.2%	49	25.4%
	In a noticeable way	175	41.1%	170	38.0%	153	37.9%	75	38.9%
	Greatly	155	36.4%	121	27.1%	131	32.4%	50	25.9%
	Total	426	100%	447	100%	404	100%	193	100%
My involvement in reading as a part of my graduate school experience has enhanced my awareness of other people's political and social viewpoints.	Not at all	8	1.9%	23	5.1%	13	3.2%	10	5.2%
	In a very limited way	7	1.7%	29	6.5%	16	4.0%	11	5.8%
	Somewhat	89	21.1%	130	29.1%	100	24.9%	62	32.5%
	In a noticeable way	137	32.5%	147	32.9%	137	34.2%	58	30.4%
	Greatly	181	42.9%	118	26.4%	135	33.7%	50	26.2%
	Total	422	100%	447	100%	401	100%	191	100%

Regarding the types of literature read by graduate students, the top four types of literature that graduate students reported reading were: (1) books assigned for class, (2) books read outside of class for pleasure, (3) online websites, and (4) newspapers. Comic books and magazines about video games were reported as the least frequently read type of literature. Table 19 indicates the percentages of graduate students who reported reading each type of literature.

Table 19

Graduate Student Survey Data AY 2010 - 2011	No		Yes	
	N	%	N	%
Books assigned for class	88	5.8%	1432	94.2%
Books I read outside of class for pleasure	373	24.5%	1147	75.5%
Online websites or webzines	416	27.4%	1104	72.6%
Newspapers	443	29.1%	1077	70.9%
News magazines	700	46.1%	820	53.9%
Religious literature/books	758	49.9%	762	50.1%
Cereal boxes, instructional pamphlets and other product packaging	774	50.9%	746	49.1%
School papers or other newsletters	840	55.3%	680	44.7%
Fashion/Beauty magazines	844	55.5%	676	44.5%
Self-help literature	927	61.0%	593	39.0%
Music/Computers/Entertainment magazines	1103	72.6%	417	27.4%
Computer manuals or other electronic equipment manuals	1122	73.8%	398	26.2%
Sports magazines	1199	78.9%	321	21.1%
Puzzles/Games/Humor magazines	1230	80.9%	290	19.1%
Comic books or graphic novels	1372	90.3%	148	9.7%
Magazines about video games	1415	93.1%	105	6.9%
None of the above	1514	99.6%	6	.4%

Most graduate students (51%) indicated that they do not have much time to read for pleasure, but they like to read when they get a chance. The most commonly cited reason (37%) for reading was to learn things on their own. Most students (80%) considered their reading level to be “advanced” or “above average.” Not including school assignments about one-third (31%) of students reported reading less than one book per month and about one-third (30%) of students reported discussing books with others only a few times per year. Additional data regarding readings habits is included in the appendix of this report.

Implications

1. Overall, Troy University's graduate students were satisfied with their graduate school experience at TROY. In particular, the students were satisfied with their educational experiences at the University – instruction, the quality of education, and their academic programs, specifically. Furthermore, the students thought highly of their intellectual development and leadership development as a result of their education at Troy University.
2. The survey findings that about 83% of the graduating students would attend Troy University and enroll in the same programs again if they started over and that about 88% would recommend Troy University and their academic programs strongly suggest that Troy University was effective in offering quality education to its students.
3. However, the *Graduate Student Survey* satisfaction measures have identified areas that need to be improved, especially in the areas of ***Academic Support Services*** and ***Student Services***.
4. Furthermore, based on survey responses, faculty should do more to help students in their career planning and the University should be more responsive to student needs.
5. While building plans for improvement for areas in which students are less satisfied, the reader needs to consider that various factors may contribute to the ratings; therefore, further studies should be conducted to look more closely into the areas of need before decisions for improvement are made or actions are taken.

Troy University 2010-2011 Graduate Student Survey Report

Report 1 (Q27): Student self-rated development in their educational experiences

Graduate Student Survey Data AY 2010 - 2011	Poor		Fair		Average		Good		Excellent		Subtotal		
	N	%	N	%	N	%	N	%	N	%	Mean	Standard Deviation	Total N
Planning and carrying out projects	9	.6%	21	1.4%	135	9.1%	650	43.7%	673	45.2%	4.32	.74	1488
Critical Thinking Skills	5	.3%	17	1.1%	124	8.3%	717	48.0%	632	42.3%	4.31	.70	1495
Reading Skills	8	.5%	18	1.2%	153	10.2%	661	44.3%	653	43.7%	4.29	.74	1493
Management and organizational skills	9	.6%	29	1.9%	152	10.2%	630	42.2%	673	45.1%	4.29	.77	1493
Problem Solving Skills	5	.3%	20	1.3%	152	10.2%	722	48.5%	591	39.7%	4.26	.72	1490
Time Management	8	.5%	22	1.5%	184	12.3%	647	43.4%	629	42.2%	4.25	.77	1490
Research Skills	13	.9%	25	1.7%	174	11.7%	674	45.2%	605	40.6%	4.23	.78	1491
Strategies for applying skills in my field	21	1.4%	28	1.9%	163	11.0%	674	45.5%	594	40.1%	4.21	.82	1480
Working cooperatively in groups	24	1.6%	33	2.2%	189	12.7%	600	40.4%	639	43.0%	4.21	.87	1485
Writing Skills	7	.5%	24	1.6%	191	12.7%	732	48.7%	550	36.6%	4.19	.75	1504
Leadership Skills	20	1.4%	32	2.2%	198	13.4%	621	42.0%	606	41.0%	4.19	.85	1477
Understanding different philosophies and cultures	21	1.4%	42	2.8%	233	15.7%	696	47.0%	490	33.1%	4.07	.85	1482
Citizenship Skills	44	3.0%	38	2.6%	247	16.8%	603	41.1%	534	36.4%	4.05	.95	1466
Speaking/Presentation Skills	28	1.9%	41	2.7%	262	17.6%	674	45.2%	487	32.6%	4.04	.88	1492
Computer Technologies	18	1.2%	47	3.2%	288	19.4%	701	47.2%	432	29.1%	4.00	.85	1486
Scientific Principles and Methods	26	1.8%	59	4.0%	365	24.7%	695	47.0%	335	22.6%	3.85	.88	1480
Appreciation of the Arts	54	3.7%	101	6.9%	409	27.8%	584	39.7%	322	21.9%	3.69	1.00	1470
Mathematical Skills	41	2.8%	99	6.7%	481	32.6%	594	40.2%	261	17.7%	3.63	.94	1476

*Notes: 1. The ranking is based on the mean. 2. Those that did not respond or responded with NA were not included in the calculation of the means.

Troy University 2010-2011 Graduate Student Survey Report

Report 2 (Q28): Student ratings on education and academic support services

Graduate Student Survey Data AY 2010 - 2011	Poor		Fair		Average		Good		Excellent		Subtotal		
	N	%	N	%	N	%	N	%	N	%	Mean	Standard Deviation	Total N
Overall quality of your academic program	29	1.9%	68	4.6%	166	11.1%	665	44.6%	563	37.8%	4.12	.91	1491
Instruction in major courses	36	2.4%	73	5.0%	190	12.9%	640	43.5%	532	36.2%	4.06	.95	1471
Instruction in general education courses	22	1.9%	50	4.3%	191	16.3%	535	45.6%	375	32.0%	4.02	.91	1173
Registration Procedures	76	5.1%	73	4.9%	208	14.1%	566	38.3%	556	37.6%	3.98	1.08	1479
Communication between faculty and students	53	3.6%	88	5.9%	225	15.2%	589	39.7%	529	35.6%	3.98	1.03	1484
Faculty's use of technologies to enhance teaching	37	2.5%	89	6.1%	249	17.1%	601	41.3%	480	33.0%	3.96	.99	1456
Faculty accessibility	57	3.9%	108	7.3%	233	15.8%	578	39.2%	498	33.8%	3.92	1.06	1474
Library	42	3.6%	61	5.2%	235	20.0%	471	40.0%	368	31.3%	3.90	1.02	1177
Course availability in your program	104	7.0%	103	6.9%	245	16.5%	539	36.2%	496	33.4%	3.82	1.17	1487
Center for International Programs	15	4.2%	21	5.9%	86	24.0%	151	42.2%	85	23.7%	3.75	1.02	358
Computer Labs	53	5.9%	53	5.9%	207	22.9%	343	37.9%	248	27.4%	3.75	1.10	904
Natural Science Center	17	4.7%	20	5.6%	91	25.3%	140	39.0%	91	25.3%	3.75	1.05	359
Academic Advising	131	9.0%	121	8.3%	222	15.2%	525	36.0%	460	31.5%	3.73	1.24	1459
Library/instructional equipment	29	4.1%	50	7.1%	183	26.1%	277	39.5%	162	23.1%	3.70	1.03	701
Writing Center	41	7.7%	22	4.1%	135	25.4%	205	38.6%	128	24.1%	3.67	1.12	531
IMPACT/New Student Orientation Program	58	7.7%	51	6.8%	172	22.9%	286	38.1%	183	24.4%	3.65	1.15	750
Testing Center	61	8.1%	60	8.0%	185	24.7%	275	36.7%	168	22.4%	3.57	1.16	749

*Notes: 1. The ranking is based on the mean. 2. Those who did not respond or responded with NA were not included in the calculation of the means.

Troy University 2010-2011 Graduate Student Survey Report

Report 3 (Q29): Student satisfaction with the offices and services of Troy University

Graduate Student Survey Data AY 2010 - 2011	Very Dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied		Subtotal		
	N	%	N	%	N	%	N	%	N	%	Mean	Standard Deviation	Total N
Trojan Web Express	57	3.9%	43	2.9%	116	7.9%	620	42.3%	629	42.9%	4.17	.97	1465
Admissions Office	66	4.6%	58	4.1%	189	13.3%	575	40.4%	537	37.7%	4.02	1.04	1425
Registrar/Records Office	61	4.5%	55	4.0%	194	14.2%	570	41.6%	489	35.7%	4.00	1.03	1369
Business Office	48	4.4%	28	2.5%	187	17.0%	489	44.4%	349	31.7%	3.97	.99	1101
Information Technology (IT) Services	53	4.7%	49	4.4%	187	16.7%	462	41.3%	368	32.9%	3.93	1.05	1119
University Media	41	4.0%	37	3.6%	187	18.1%	455	44.1%	312	30.2%	3.93	.99	1032
Veteran Services	21	4.1%	14	2.7%	123	24.0%	179	34.9%	176	34.3%	3.93	1.03	513
Financial Aid Services	66	5.8%	77	6.7%	171	14.9%	453	39.6%	378	33.0%	3.87	1.12	1145
Safety and Security Services	38	4.7%	38	4.7%	174	21.4%	317	39.0%	245	30.2%	3.85	1.05	812
Student Support Services (SSS)	35	5.2%	27	4.0%	156	23.0%	267	39.4%	193	28.5%	3.82	1.05	678
Adaptive Needs Services	18	4.1%	11	2.5%	131	29.5%	177	39.9%	107	24.1%	3.77	.98	444
Bookstore Services	73	6.6%	78	7.0%	194	17.5%	450	40.5%	316	28.4%	3.77	1.13	1111
Counseling Services	54	8.9%	34	5.6%	161	26.4%	191	31.4%	169	27.8%	3.64	1.20	609
Parking Facilities	84	8.9%	101	10.7%	163	17.3%	346	36.7%	250	26.5%	3.61	1.23	944
Career Services	55	9.6%	50	8.7%	163	28.5%	175	30.6%	129	22.6%	3.48	1.21	572
Placement Services	40	8.1%	39	7.9%	173	35.2%	141	28.7%	98	20.0%	3.44	1.14	491

Troy University 2010-2011 Graduate Student Survey Report

Report 4 (Q30): Student opinions and perceptions about Troy University

Graduate Student Survey Data AY 2010 - 2011	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Subtotal		
	N	%	N	%	N	%	N	%	N	%	Mean	SD	Total N
My academic program was intellectually challenging and stimulating.	46	3.1%	46	3.1%	124	8.3%	672	44.9%	610	40.7%	4.17	.93	1498
The degree program in which I enrolled is valuable for me in my employment.	38	2.6%	53	3.6%	154	10.3%	622	41.8%	621	41.7%	4.17	.93	1488
Courses in my curriculum contributed to the skills and knowledge required in my field.	39	2.6%	47	3.1%	132	8.8%	694	46.5%	582	39.0%	4.16	.90	1494
The goals, objectives, and requirements for my academic program were clearly defined.	56	3.7%	73	4.9%	143	9.5%	731	48.8%	496	33.1%	4.03	.98	1499
Troy University faculty care about students as individuals.	73	4.9%	79	5.3%	234	15.6%	631	42.2%	479	32.0%	3.91	1.06	1496
The tuition and fees I paid at Troy University were a worthwhile investment.	79	5.3%	61	4.1%	292	19.6%	619	41.5%	439	29.5%	3.86	1.05	1490
The intellectual caliber of students in my academic program was competitive.	81	5.4%	99	6.6%	252	16.9%	689	46.2%	370	24.8%	3.78	1.06	1491
Troy University is responsive to the needs of its students.	93	6.2%	90	6.0%	303	20.3%	628	42.1%	379	25.4%	3.74	1.09	1493
Courses were offered frequently enough for timely completion of my degree program.	103	6.9%	153	10.3%	215	14.4%	599	40.2%	421	28.2%	3.73	1.18	1491
Troy University faculty were helpful with my career plan.	106	7.1%	136	9.1%	391	26.2%	525	35.2%	334	22.4%	3.57	1.14	1492

Troy University 2010-2011 Graduate Student Survey Report
 Report 5 (Q38): Overall ratings on Troy University

Graduate Student Survey Data AY 2010 - 2011	Poor		Fair		Average		Good		Excellent		Subtotal		
	N	%	N	%	N	%	N	%	N	%	Mean	Standard Deviation	Total N
What is your overall rating of your college experiences at Troy?	45	3.0%	92	6.2%	231	15.5%	599	40.2%	523	35.1%	3.98	1.01	1490
How would you rate Troy University's preparation of you for further education?	53	3.6%	80	5.4%	286	19.2%	610	41.0%	458	30.8%	3.90	1.01	1487
How would you rate Troy University's preparation of you for employment?	62	4.2%	89	6.0%	341	22.9%	621	41.7%	376	25.3%	3.78	1.02	1489

Report 6: Question 27: In regard to your education at Troy University, please rate your development in the following areas: CROSS TABULATION BY CAMPUS (Row % for each item)

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eTROY		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
Writing Skills	Poor	2	28.6%	1	14.3%	0	.0%	2	28.6%	2	28.6%	0	.0%
	Fair	1	4.3%	3	13.0%	2	8.7%	6	26.1%	4	17.4%	7	30.4%
	Average	10	5.3%	19	10.0%	18	9.5%	36	18.9%	51	26.8%	56	29.5%
	Good	62	8.6%	87	12.0%	86	11.9%	75	10.4%	231	31.9%	183	25.3%
	Excellent	33	6.0%	59	10.8%	42	7.7%	59	10.8%	188	34.3%	167	30.5%
Speaking/Presentation Skills	Poor	3	11.1%	0	.0%	0	.0%	0	.0%	23	85.2%	1	3.7%
	Fair	5	12.2%	5	12.2%	1	2.4%	4	9.8%	15	36.6%	11	26.8%
	Average	17	6.5%	22	8.4%	27	10.3%	33	12.6%	97	37.0%	66	25.2%
	Good	53	7.9%	83	12.4%	67	10.0%	89	13.3%	201	30.1%	174	26.1%
	Excellent	28	5.8%	58	12.0%	51	10.6%	52	10.8%	133	27.5%	161	33.3%
Reading Skills	Poor	1	12.5%	1	12.5%	0	.0%	1	12.5%	2	25.0%	3	37.5%
	Fair	1	5.9%	3	17.6%	2	11.8%	2	11.8%	3	17.6%	6	35.3%
	Average	15	9.9%	13	8.6%	17	11.2%	31	20.4%	38	25.0%	38	25.0%
	Good	48	7.3%	68	10.4%	63	9.6%	70	10.7%	227	34.7%	178	27.2%
	Excellent	42	6.5%	83	12.8%	65	10.0%	72	11.1%	201	30.9%	187	28.8%
Critical Thinking Skills	Poor	1	20.0%	0	.0%	0	.0%	1	20.0%	2	40.0%	1	20.0%
	Fair	2	12.5%	3	18.8%	1	6.3%	7	43.8%	2	12.5%	1	6.3%
	Average	13	10.6%	9	7.3%	13	10.6%	17	13.8%	33	26.8%	38	30.9%
	Good	61	8.6%	86	12.1%	68	9.6%	96	13.5%	212	29.8%	188	26.4%
	Excellent	31	4.9%	70	11.1%	66	10.5%	57	9.1%	222	35.3%	183	29.1%
Problem Solving Skills	Poor	1	20.0%	0	.0%	0	.0%	0	.0%	3	60.0%	1	20.0%
	Fair	2	10.5%	2	10.5%	2	10.5%	3	15.8%	3	15.8%	7	36.8%

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	Average	14	9.3%	11	7.3%	15	9.9%	25	16.6%	47	31.1%	39	25.8%
	Good	57	8.0%	83	11.6%	66	9.2%	92	12.9%	230	32.2%	187	26.2%
	Excellent	34	5.8%	71	12.1%	65	11.0%	57	9.7%	186	31.6%	176	29.9%
Mathematical Skills	Poor	3	7.3%	0	.0%	1	2.4%	5	12.2%	22	53.7%	10	24.4%
	Fair	4	4.1%	9	9.2%	7	7.1%	20	20.4%	28	28.6%	30	30.6%
	Average	32	6.7%	52	10.9%	45	9.4%	65	13.6%	144	30.1%	140	29.3%
	Good	45	7.6%	69	11.7%	61	10.4%	63	10.7%	185	31.4%	166	28.2%
	Excellent	22	8.5%	36	14.0%	33	12.8%	25	9.7%	85	32.9%	57	22.1%
Computer Technologies	Poor	1	5.9%	1	5.9%	1	5.9%	3	17.6%	6	35.3%	5	29.4%
	Fair	6	12.8%	2	4.3%	4	8.5%	5	10.6%	10	21.3%	20	42.6%
	Average	20	7.0%	24	8.4%	25	8.7%	45	15.7%	84	29.4%	88	30.8%
	Good	55	7.9%	88	12.6%	70	10.1%	85	12.2%	212	30.5%	186	26.7%
	Excellent	23	5.4%	54	12.6%	48	11.2%	40	9.3%	153	35.7%	111	25.9%
Research Skills	Poor	2	15.4%	1	7.7%	0	.0%	3	23.1%	3	23.1%	4	30.8%
	Fair	3	12.0%	1	4.0%	3	12.0%	8	32.0%	4	16.0%	6	24.0%
	Average	15	8.7%	16	9.2%	21	12.1%	29	16.8%	55	31.8%	37	21.4%
	Good	52	7.8%	91	13.6%	66	9.9%	77	11.5%	195	29.2%	187	28.0%
	Excellent	36	6.0%	57	9.5%	58	9.7%	60	10.0%	213	35.5%	176	29.3%
Scientific Principles and Methods	Poor	4	16.0%	1	4.0%	1	4.0%	5	20.0%	5	20.0%	9	36.0%
	Fair	2	3.4%	6	10.2%	7	11.9%	14	23.7%	13	22.0%	17	28.8%
	Average	31	8.5%	36	9.9%	34	9.4%	49	13.5%	125	34.4%	88	24.2%
	Good	46	6.7%	86	12.4%	68	9.8%	73	10.6%	226	32.7%	192	27.8%
	Excellent	21	6.3%	38	11.5%	38	11.5%	35	10.6%	96	29.0%	103	31.1%
Understanding different philosophies and cultures	Poor	2	10.0%	3	15.0%	0	.0%	2	10.0%	6	30.0%	7	35.0%
	Fair	4	9.5%	4	9.5%	2	4.8%	10	23.8%	12	28.6%	10	23.8%
	Average	19	8.2%	26	11.3%	26	11.3%	40	17.3%	76	32.9%	44	19.0%
	Good	55	8.0%	90	13.0%	70	10.1%	75	10.9%	220	31.9%	180	26.1%
	Excellent	26	5.3%	45	9.2%	48	9.9%	50	10.3%	153	31.4%	165	33.9%

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Appreciation of the Arts	Poor	2	3.8%	4	7.5%	2	3.8%	7	13.2%	22	41.5%	16	30.2%
	Fair	7	6.9%	9	8.9%	6	5.9%	12	11.9%	37	36.6%	30	29.7%
	Average	32	7.9%	51	12.6%	34	8.4%	53	13.1%	134	33.0%	102	25.1%
	Good	41	7.1%	68	11.7%	72	12.4%	63	10.8%	171	29.4%	166	28.6%
	Excellent	23	7.2%	34	10.7%	33	10.4%	41	12.9%	97	30.5%	90	28.3%
Leadership Skills	Poor	1	5.0%	0	.0%	0	.0%	2	10.0%	13	65.0%	4	20.0%
	Fair	3	9.7%	1	3.2%	1	3.2%	9	29.0%	11	35.5%	6	19.4%
	Average	17	8.6%	24	12.2%	21	10.7%	24	12.2%	59	29.9%	52	26.4%
	Good	57	9.3%	73	11.9%	60	9.7%	77	12.5%	186	30.2%	163	26.5%
	Excellent	29	4.8%	66	11.0%	65	10.8%	65	10.8%	195	32.4%	181	30.1%
Management and organizational skills	Poor	0	.0%	2	22.2%	0	.0%	2	22.2%	3	33.3%	2	22.2%
	Fair	3	10.7%	4	14.3%	1	3.6%	10	35.7%	6	21.4%	4	14.3%
	Average	14	9.3%	17	11.3%	20	13.2%	16	10.6%	39	25.8%	45	29.8%
	Good	55	8.8%	73	11.6%	60	9.6%	81	12.9%	187	29.8%	171	27.3%
	Excellent	35	5.2%	72	10.8%	66	9.9%	69	10.3%	236	35.4%	189	28.3%
Time Management	Poor	0	.0%	1	12.5%	0	.0%	3	37.5%	1	12.5%	3	37.5%
	Fair	3	14.3%	3	14.3%	3	14.3%	4	19.0%	5	23.8%	3	14.3%
	Average	13	7.1%	24	13.1%	16	8.7%	28	15.3%	47	25.7%	55	30.1%
	Good	58	9.0%	77	12.0%	68	10.6%	71	11.1%	193	30.1%	175	27.3%
	Excellent	33	5.3%	62	9.9%	59	9.4%	70	11.2%	226	36.2%	175	28.0%
Working cooperatively in groups	Poor	2	8.3%	1	4.2%	0	.0%	1	4.2%	15	62.5%	5	20.8%
	Fair	2	6.1%	2	6.1%	1	3.0%	9	27.3%	13	39.4%	6	18.2%
	Average	14	7.5%	16	8.6%	17	9.1%	22	11.8%	70	37.6%	47	25.3%
	Good	40	6.7%	77	13.0%	63	10.6%	73	12.3%	175	29.5%	166	27.9%
	Excellent	48	7.5%	70	11.0%	66	10.4%	72	11.3%	193	30.3%	187	29.4%
Planning and carrying out projects	Poor	0	.0%	0	.0%	0	.0%	2	22.2%	6	66.7%	1	11.1%
	Fair	2	10.0%	2	10.0%	1	5.0%	4	20.0%	6	30.0%	5	25.0%
	Average	8	6.0%	13	9.7%	13	9.7%	19	14.2%	39	29.1%	42	31.3%

	Good	55	8.5%	78	12.1%	69	10.7%	82	12.7%	194	30.1%	166	25.8%
	Excellent	41	6.1%	74	11.1%	65	9.7%	70	10.5%	223	33.3%	196	29.3%
Citizenship Skills	Poor	3	7.0%	2	4.7%	2	4.7%	6	14.0%	21	48.8%	9	20.9%
	Fair	3	7.9%	2	5.3%	1	2.6%	8	21.1%	11	28.9%	13	34.2%
	Average	20	8.2%	16	6.5%	24	9.8%	37	15.1%	76	31.0%	72	29.4%
	Good	45	7.5%	84	14.0%	65	10.8%	68	11.3%	183	30.4%	156	26.0%
	Excellent	34	6.4%	61	11.6%	52	9.8%	55	10.4%	169	32.0%	157	29.7%
Strategies for applying skills in my field	Poor	4	19.0%	1	4.8%	0	.0%	3	14.3%	8	38.1%	5	23.8%
	Fair	2	7.4%	2	7.4%	2	7.4%	5	18.5%	10	37.0%	6	22.2%
	Average	8	5.0%	20	12.4%	16	9.9%	23	14.3%	48	29.8%	46	28.6%
	Good	56	8.4%	77	11.5%	68	10.1%	76	11.3%	210	31.3%	183	27.3%
	Excellent	34	5.8%	65	11.0%	62	10.5%	69	11.7%	194	32.9%	166	28.1%

**27) In regard to your education at Troy University, please rate your development in the following areas:
CROSS TABULATION BY CAMPUS (Column % for each item)**

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?																	
		Dothan			Montgomery			Phenix City			Troy			eTROY			Global Campus		
		N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean
Writing Skills	Poor	2	1.9%		1	0.6%		0	0.0%		2	1.1%		2	0.4%		0	0.0%	
	Fair	1	0.9%		3	1.8%		2	1.4%		6	3.4%		4	0.8%		7	1.7%	
	Average	10	9.3%		19	11.2%		18	12.2%		36	20.2%		51	10.7%		56	13.6%	
	Good	62	57.4%		87	51.5%		86	58.1%		75	42.1%		231	48.5%		183	44.3%	
	Excellent	33	30.6%		59	34.9%		42	28.4%		59	33.1%		188	39.5%		167	40.4%	
	Total	108	100.0%	4.14	169	100.0%	4.18	148	100.0%	4.14	178	100.0%	4.03	476	100.0%	4.26	413	100.0%	4.23
Speaking/Presentation Skills	Poor	3	2.8%		0	0.0%		0	0.0%		0	0.0%		23	4.9%		1	0.2%	
	Fair	5	4.7%		5	3.0%		1	0.7%		4	2.2%		15	3.2%		11	2.7%	
	Average	17	16.0%		22	13.1%		27	18.5%		33	18.5%		97	20.7%		66	16.0%	
	Good	53	50.0%		83	49.4%		67	45.9%		89	50.0%		201	42.9%		174	42.1%	

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	Excellent	28	26.4%		58	34.5%		51	34.9%		52	29.2%		133	28.4%		161	39.0%	
	Total	106	100.0%	3.92	168	100.0%	4.15	146	100.0%	4.15	178	100.0%	4.06	469	100.0%	3.87	413	100.0%	4.17
Reading Skills	Poor	1	0.9%		1	0.6%		0	0.0%		1	0.6%		2	0.4%		3	0.7%	
	Fair	1	0.9%		3	1.8%		2	1.4%		2	1.1%		3	0.6%		6	1.5%	
	Average	15	14.0%		13	7.7%		17	11.6%		31	17.6%		38	8.1%		38	9.2%	
	Good	48	44.9%		68	40.5%		63	42.9%		70	39.8%		227	48.2%		178	43.2%	
	Excellent	42	39.3%		83	49.4%		65	44.2%		72	40.9%		201	42.7%		187	45.4%	
	Total	107	100.0%	4.21	168	100.0%	4.36	147	100.0%	4.30	176	100.0%	4.19	471	100.0%	4.32	412	100.0%	4.31
Critical Thinking Skills	Poor	1	0.9%		0	0.0%		0	0.0%		1	0.6%		2	0.4%		1	0.2%	
	Fair	2	1.9%		3	1.8%		1	0.7%		7	3.9%		2	0.4%		1	0.2%	
	Average	13	12.0%		9	5.4%		13	8.8%		17	9.6%		33	7.0%		38	9.2%	
	Good	61	56.5%		86	51.2%		68	45.9%		96	53.9%		212	45.0%		188	45.7%	
	Excellent	31	28.7%		70	41.7%		66	44.6%		57	32.0%		222	47.1%		183	44.5%	
	Total	108	100.0%	4.10	168	100.0%	4.33	148	100.0%	4.34	178	100.0%	4.13	471	100.0%	4.38	411	100.0%	4.34
Problem Solving Skills	Poor	1	0.9%		0	0.0%		0	0.0%		0	0.0%		3	0.6%		1	0.2%	
	Fair	2	1.9%		2	1.2%		2	1.4%		3	1.7%		3	0.6%		7	1.7%	
	Average	14	13.0%		11	6.6%		15	10.1%		25	14.1%		47	10.0%		39	9.5%	
	Good	57	52.8%		83	49.7%		66	44.6%		92	52.0%		230	49.0%		187	45.6%	
	Excellent	34	31.5%		71	42.5%		65	43.9%		57	32.2%		186	39.7%		176	42.9%	
	Total	108	100.0%	4.12	167	100.0%	4.34	148	100.0%	4.31	177	100.0%	4.15	469	100.0%	4.26	410	100.0%	4.29
Mathematical Skills	Poor	3	2.8%		0	0.0%		1	0.7%		5	2.8%		22	4.7%		10	2.5%	
	Fair	4	3.8%		9	5.4%		7	4.8%		20	11.2%		28	6.0%		30	7.4%	
	Average	32	30.2%		52	31.3%		45	30.6%		65	36.5%		144	31.0%		140	34.7%	
	Good	45	42.5%		69	41.6%		61	41.5%		63	35.4%		185	39.9%		166	41.2%	
	Excellent	22	20.8%		36	21.7%		33	22.4%		25	14.0%		85	18.3%		57	14.1%	
	Total	106	100.0%	3.75	166	100.0%	3.80	147	100.0%	3.80	178	100.0%	3.47	464	100.0%	3.61	403	100.0%	3.57
Computer Technologies	Poor	1	1.0%		1	0.6%		1	0.7%		3	1.7%		6	1.3%		5	1.2%	
	Fair	6	5.7%		2	1.2%		4	2.7%		5	2.8%		10	2.2%		20	4.9%	
	Average	20	19.0%		24	14.2%		25	16.9%		45	25.3%		84	18.1%		88	21.5%	
	Good	55	52.4%		88	52.1%		70	47.3%		85	47.8%		212	45.6%		186	45.4%	
	Excellent	23	21.9%		54	32.0%		48	32.4%		40	22.5%		153	32.9%		111	27.1%	
	Total	105	100.0%	3.89	169	100.0%	4.14	148	100.0%	4.08	178	100.0%	3.87	465	100.0%	4.07	410	100.0%	3.92
Research Skills	Poor	2	1.9%		1	0.6%		0	0.0%		3	1.7%		3	0.6%		4	1.0%	
	Fair	3	2.8%		1	0.6%		3	2.0%		8	4.5%		4	0.9%		6	1.5%	
	Average	15	13.9%		16	9.6%		21	14.2%		29	16.4%		55	11.7%		37	9.0%	
	Good	52	48.1%		91	54.8%		66	44.6%		77	43.5%		195	41.5%		187	45.6%	

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	Excellent	36	33.3%		57	34.3%		58	39.2%		60	33.9%		213	45.3%		176	42.9%	
	Total	108	100.0%	4.08	166	100.0%	4.22	148	100.0%	4.21	177	100.0%	4.03	470	100.0%	4.30	410	100.0%	4.28
Scientific Principles and Methods	Poor	4	3.8%		1	0.6%		1	0.7%		5	2.8%		5	1.1%		9	2.2%	
	Fair	2	1.9%		6	3.6%		7	4.7%		14	8.0%		13	2.8%		17	4.2%	
	Average	31	29.8%		36	21.6%		34	23.0%		49	27.8%		125	26.9%		88	21.5%	
	Good	46	44.2%		86	51.5%		68	45.9%		73	41.5%		226	48.6%		192	46.9%	
	Excellent	21	20.2%		38	22.8%		38	25.7%		35	19.9%		96	20.6%		103	25.2%	
	Total	104	100.0%	3.75	167	100.0%	3.92	148	100.0%	3.91	176	100.0%	3.68	465	100.0%	3.85	409	100.0%	3.89
Understanding different philosophies and cultures	Poor	2	1.9%		3	1.8%		0	0.0%		2	1.1%		6	1.3%		7	1.7%	
	Fair	4	3.8%		4	2.4%		2	1.4%		10	5.6%		12	2.6%		10	2.5%	
	Average	19	17.9%		26	15.5%		26	17.8%		40	22.6%		76	16.3%		44	10.8%	
	Good	55	51.9%		90	53.6%		70	47.9%		75	42.4%		220	47.1%		180	44.3%	
	Excellent	26	24.5%		45	26.8%		48	32.9%		50	28.2%		153	32.8%		165	40.6%	
	Total	106	100.0%	3.93	168	100.0%	4.01	146	100.0%	4.12	177	100.0%	3.91	467	100.0%	4.07	406	100.0%	4.20
Appreciation of the Arts	Poor	2	1.9%		4	2.4%		2	1.4%		7	4.0%		22	4.8%		16	4.0%	
	Fair	7	6.7%		9	5.4%		6	4.1%		12	6.8%		37	8.0%		30	7.4%	
	Average	32	30.5%		51	30.7%		34	23.1%		53	30.1%		134	29.1%		102	25.2%	
	Good	41	39.0%		68	41.0%		72	49.0%		63	35.8%		171	37.1%		166	41.1%	
	Excellent	23	21.9%		34	20.5%		33	22.4%		41	23.3%		97	21.0%		90	22.3%	
	Total	105	100.0%	3.72	166	100.0%	3.72	147	100.0%	3.87	176	100.0%	3.68	461	100.0%	3.62	404	100.0%	3.70
Leadership Skills	Poor	1	0.9%		0	0.0%		0	0.0%		2	1.1%		13	2.8%		4	1.0%	
	Fair	3	2.8%		1	0.6%		1	0.7%		9	5.1%		11	2.4%		6	1.5%	
	Average	17	15.9%		24	14.6%		21	14.3%		24	13.6%		59	12.7%		52	12.8%	
	Good	57	53.3%		73	44.5%		60	40.8%		77	43.5%		186	40.1%		163	40.1%	
	Excellent	29	27.1%		66	40.2%		65	44.2%		65	36.7%		195	42.0%		181	44.6%	
	Total	107	100.0%	4.03	164	100.0%	4.24	147	100.0%	4.29	177	100.0%	4.10	464	100.0%	4.16	406	100.0%	4.26
Management and organizational skills	Poor	0	0.0%		2	1.2%		0	0.0%		2	1.1%		3	0.6%		2	0.5%	
	Fair	3	2.8%		4	2.4%		1	0.7%		10	5.6%		6	1.3%		4	1.0%	
	Average	14	13.1%		17	10.1%		20	13.6%		16	9.0%		39	8.3%		45	10.9%	
	Good	55	51.4%		73	43.5%		60	40.8%		81	45.5%		187	39.7%		171	41.6%	
	Excellent	35	32.7%		72	42.9%		66	44.9%		69	38.8%		236	50.1%		189	46.0%	
	Total	107	100.0%	4.14	168	100.0%	4.24	147	100.0%	4.30	178	100.0%	4.15	471	100.0%	4.37	411	100.0%	4.32
Time Management	Poor	0	0.0%		1	0.6%		0	0.0%		3	1.7%		1	0.2%		3	0.7%	
	Fair	3	2.8%		3	1.8%		3	2.1%		4	2.3%		5	1.1%		3	0.7%	
	Average	13	12.1%		24	14.4%		16	11.0%		28	15.9%		47	10.0%		55	13.4%	
	Good	58	54.2%		77	46.1%		68	46.6%		71	40.3%		193	40.9%		175	42.6%	

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	Excellent	33	30.8%		62	37.1%		59	40.4%		70	39.8%		226	47.9%		175	42.6%	
	Total	107	100.0%	4.13	167	100.0%	4.17	146	100.0%	4.25	176	100.0%	4.14	472	100.0%	4.35	411	100.0%	4.26
Working cooperatively in groups	Poor	2	1.9%		1	0.6%		0	0.0%		1	0.6%		15	3.2%		5	1.2%	
	Fair	2	1.9%		2	1.2%		1	0.7%		9	5.1%		13	2.8%		6	1.5%	
	Average	14	13.2%		16	9.6%		17	11.6%		22	12.4%		70	15.0%		47	11.4%	
	Good	40	37.7%		77	46.4%		63	42.9%		73	41.2%		175	37.6%		166	40.4%	
	Excellent	48	45.3%		70	42.2%		66	44.9%		72	40.7%		193	41.4%		187	45.5%	
	Total	106	100.0%	4.23	166	100.0%	4.28	147	100.0%	4.32	177	100.0%	4.16	466	100.0%	4.11	411	100.0%	4.27
Planning and carrying out projects	Poor	0	0.0%		0	0.0%		0	0.0%		2	1.1%		6	1.3%		1	0.2%	
	Fair	2	1.9%		2	1.2%		1	0.7%		4	2.3%		6	1.3%		5	1.2%	
	Average	8	7.5%		13	7.8%		13	8.8%		19	10.7%		39	8.3%		42	10.2%	
	Good	55	51.9%		78	46.7%		69	46.6%		82	46.3%		194	41.5%		166	40.5%	
	Excellent	41	38.7%		74	44.3%		65	43.9%		70	39.5%		223	47.6%		196	47.8%	
	Total	106	100.0%	4.27	167	100.0%	4.34	148	100.0%	4.34	177	100.0%	4.21	468	100.0%	4.33	410	100.0%	4.34
Citizenship Skills	Poor	3	2.9%		2	1.2%		2	1.4%		6	3.4%		21	4.6%		9	2.2%	
	Fair	3	2.9%		2	1.2%		1	0.7%		8	4.6%		11	2.4%		13	3.2%	
	Average	20	19.0%		16	9.7%		24	16.7%		37	21.3%		76	16.5%		72	17.7%	
	Good	45	42.9%		84	50.9%		65	45.1%		68	39.1%		183	39.8%		156	38.3%	
	Excellent	34	32.4%		61	37.0%		52	36.1%		55	31.6%		169	36.7%		157	38.6%	
	Total	105	100.0%	3.99	165	100.0%	4.21	144	100.0%	4.14	174	100.0%	3.91	460	100.0%	4.02	407	100.0%	4.08
Strategies for applying skills in my field	Poor	4	3.8%		1	0.6%		0	0.0%		3	1.7%		8	1.7%		5	1.2%	
	Fair	2	1.9%		2	1.2%		2	1.4%		5	2.8%		10	2.1%		6	1.5%	
	Average	8	7.7%		20	12.1%		16	10.8%		23	13.1%		48	10.2%		46	11.3%	
	Good	56	53.8%		77	46.7%		68	45.9%		76	43.2%		210	44.7%		183	45.1%	
	Excellent	34	32.7%		65	39.4%		62	41.9%		69	39.2%		194	41.3%		166	40.9%	
	Total	104	100.0%	4.10	165	100.0%	4.23	148	100.0%	4.28	176	100.0%	4.15	470	100.0%	4.22	406	100.0%	4.23

Report 7: Question 28: Please rate the following areas related to the education and academic support services at Troy University: (Select “N/A” for any item that does not apply to you.)

CROSS TABULATION BY CAMPUS (Row % for each item)

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eTROY		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
Overall quality of your academic program	Poor	2	6.9%	5	17.2%	1	3.4%	7	24.1%	9	31.0%	5	17.2%
	Fair	8	11.9%	7	10.4%	8	11.9%	13	19.4%	18	26.9%	13	19.4%
	Average	14	8.5%	15	9.1%	14	8.5%	28	17.0%	53	32.1%	41	24.8%
	Good	45	6.8%	77	11.7%	74	11.2%	78	11.8%	207	31.4%	178	27.0%
	Excellent	37	6.6%	63	11.3%	50	8.9%	49	8.8%	185	33.1%	175	31.3%
Academic Advising	Poor	10	7.6%	8	6.1%	5	3.8%	23	17.6%	55	42.0%	30	22.9%
	Fair	9	7.6%	11	9.2%	18	15.1%	12	10.1%	38	31.9%	31	26.1%
	Average	16	7.2%	23	10.4%	16	7.2%	33	14.9%	84	37.8%	50	22.5%
	Good	36	7.0%	71	13.8%	57	11.0%	64	12.4%	152	29.5%	136	26.4%
	Excellent	35	7.6%	51	11.1%	52	11.4%	41	9.0%	128	27.9%	151	33.0%
Faculty accessibility	Poor	5	8.8%	6	10.5%	7	12.3%	6	10.5%	17	29.8%	16	28.1%
	Fair	8	7.5%	5	4.7%	15	14.0%	13	12.1%	39	36.4%	27	25.2%
	Average	16	6.9%	34	14.7%	17	7.4%	36	15.6%	82	35.5%	46	19.9%
	Good	48	8.4%	71	12.4%	61	10.7%	69	12.1%	171	29.9%	151	26.4%
	Excellent	30	6.0%	48	9.7%	47	9.5%	48	9.7%	156	31.5%	167	33.7%
Instruction in major courses	Poor	3	8.3%	4	11.1%	4	11.1%	4	11.1%	11	30.6%	10	27.8%
	Fair	4	5.6%	7	9.7%	7	9.7%	11	15.3%	27	37.5%	16	22.2%
	Average	11	5.8%	21	11.1%	18	9.5%	28	14.8%	62	32.8%	49	25.9%
	Good	48	7.6%	76	12.0%	71	11.2%	80	12.7%	198	31.3%	159	25.2%

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	Excellent	41	7.7%	56	10.6%	46	8.7%	49	9.2%	166	31.3%	172	32.5%
Instruction in general education courses	Poor	2	9.1%	2	9.1%	1	4.5%	6	27.3%	6	27.3%	5	22.7%
	Fair	4	8.2%	6	12.2%	7	14.3%	5	10.2%	16	32.7%	11	22.4%
	Average	8	4.2%	23	12.1%	19	10.0%	40	21.1%	60	31.6%	40	21.1%
	Good	46	8.7%	68	12.9%	57	10.8%	72	13.6%	153	28.9%	133	25.1%
	Excellent	33	8.8%	46	12.3%	39	10.4%	30	8.0%	113	30.2%	113	30.2%
Faculty's use of technologies to enhance teaching	Poor	3	8.1%	1	2.7%	7	18.9%	3	8.1%	10	27.0%	13	35.1%
	Fair	9	10.3%	9	10.3%	4	4.6%	7	8.0%	32	36.8%	26	29.9%
	Average	13	5.3%	25	10.1%	21	8.5%	41	16.6%	82	33.2%	65	26.3%
	Good	49	8.2%	74	12.5%	57	9.6%	75	12.6%	188	31.6%	151	25.4%
	Excellent	30	6.3%	58	12.1%	55	11.5%	46	9.6%	146	30.5%	144	30.1%
Course availability in your major	Poor	15	14.6%	13	12.6%	8	7.8%	20	19.4%	13	12.6%	34	33.0%
	Fair	12	11.7%	13	12.6%	5	4.9%	19	18.4%	19	18.4%	35	34.0%
	Average	22	9.0%	35	14.3%	22	9.0%	39	16.0%	62	25.4%	64	26.2%
	Good	39	7.4%	60	11.3%	59	11.1%	60	11.3%	179	33.8%	133	25.1%
	Excellent	19	3.8%	45	9.1%	54	10.9%	35	7.1%	198	40.0%	144	29.1%
Communication between faculty and students	Poor	5	9.6%	5	9.6%	7	13.5%	10	19.2%	13	25.0%	12	23.1%
	Fair	5	5.8%	7	8.1%	10	11.6%	12	14.0%	30	34.9%	22	25.6%
	Average	16	7.1%	29	12.9%	25	11.2%	35	15.6%	66	29.5%	53	23.7%
	Good	47	8.1%	69	11.8%	61	10.5%	64	11.0%	185	31.7%	157	26.9%
	Excellent	34	6.5%	55	10.4%	45	8.5%	51	9.7%	175	33.2%	167	31.7%
IMPACT/New Student Orientation Program	Poor	10	17.2%	3	5.2%	8	13.8%	9	15.5%	13	22.4%	15	25.9%
	Fair	2	3.9%	7	13.7%	4	7.8%	9	17.6%	18	35.3%	11	21.6%
	Average	8	4.7%	15	8.8%	16	9.4%	34	20.0%	54	31.8%	43	25.3%
	Good	16	5.7%	38	13.4%	32	11.3%	39	13.8%	63	22.3%	95	33.6%
	Excellent	10	5.5%	23	12.6%	15	8.2%	21	11.5%	47	25.7%	67	36.6%
Registration Procedures	Poor	5	6.8%	5	6.8%	10	13.5%	19	25.7%	19	25.7%	16	21.6%
	Fair	6	8.3%	7	9.7%	7	9.7%	14	19.4%	29	40.3%	9	12.5%

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	Average	21	10.2%	24	11.7%	19	9.3%	33	16.1%	67	32.7%	41	20.0%
	Good	44	7.8%	69	12.3%	57	10.1%	64	11.4%	174	30.9%	155	27.5%
	Excellent	31	5.6%	60	10.8%	54	9.8%	44	8.0%	180	32.5%	184	33.3%
Library	Poor	2	4.8%	2	4.8%	6	14.3%	9	21.4%	10	23.8%	13	31.0%
	Fair	4	6.6%	6	9.8%	11	18.0%	9	14.8%	14	23.0%	17	27.9%
	Average	16	6.9%	25	10.7%	19	8.2%	47	20.2%	67	28.8%	59	25.3%
	Good	44	9.4%	67	14.3%	44	9.4%	59	12.6%	126	26.9%	128	27.4%
	Excellent	29	7.9%	46	12.5%	25	6.8%	35	9.5%	109	29.7%	123	33.5%
Computer Labs	Poor	2	3.9%	2	3.9%	2	3.9%	17	33.3%	5	9.8%	23	45.1%
	Fair	6	11.3%	3	5.7%	6	11.3%	11	20.8%	4	7.5%	23	43.4%
	Average	16	7.7%	27	13.0%	22	10.6%	43	20.8%	34	16.4%	65	31.4%
	Good	45	13.3%	59	17.4%	50	14.7%	47	13.9%	45	13.3%	93	27.4%
	Excellent	28	11.3%	43	17.3%	46	18.5%	28	11.3%	38	15.3%	65	26.2%
Library/instructional equipment	Poor	3	11.1%	1	3.7%	2	7.4%	8	29.6%	2	7.4%	11	40.7%
	Fair	4	8.0%	4	8.0%	9	18.0%	12	24.0%	2	4.0%	19	38.0%
	Average	13	7.1%	21	11.5%	27	14.8%	39	21.4%	31	17.0%	51	28.0%
	Good	34	12.4%	51	18.6%	39	14.2%	37	13.5%	46	16.8%	67	24.5%
	Excellent	18	11.1%	23	14.2%	20	12.3%	19	11.7%	31	19.1%	51	31.5%
Testing Center	Poor	4	6.7%	2	3.3%	4	6.7%	8	13.3%	21	35.0%	21	35.0%
	Fair	2	3.3%	5	8.3%	4	6.7%	17	28.3%	9	15.0%	23	38.3%
	Average	10	5.4%	18	9.8%	17	9.2%	30	16.3%	45	24.5%	64	34.8%
	Good	31	11.4%	50	18.3%	27	9.9%	33	12.1%	63	23.1%	69	25.3%
	Excellent	15	8.9%	20	11.9%	16	9.5%	17	10.1%	45	26.8%	55	32.7%
Writing Center	Poor	2	4.9%	0	.0%	3	7.3%	17	41.5%	4	9.8%	15	36.6%
	Fair	1	4.5%	2	9.1%	2	9.1%	8	36.4%	4	18.2%	5	22.7%
	Average	6	4.5%	17	12.7%	12	9.0%	30	22.4%	34	25.4%	35	26.1%
	Good	16	7.9%	41	20.2%	19	9.4%	32	15.8%	47	23.2%	48	23.6%
	Excellent	10	7.8%	23	18.0%	11	8.6%	16	12.5%	31	24.2%	37	28.9%

Natural Science Center	Poor	0	.0%	0	.0%	2	11.8%	7	41.2%	3	17.6%	5	29.4%
	Fair	0	.0%	2	10.0%	1	5.0%	10	50.0%	2	10.0%	5	25.0%
	Average	4	4.4%	8	8.8%	13	14.3%	21	23.1%	23	25.3%	22	24.2%
	Good	13	9.4%	29	21.0%	13	9.4%	26	18.8%	30	21.7%	27	19.6%
	Excellent	12	13.2%	13	14.3%	7	7.7%	13	14.3%	23	25.3%	23	25.3%
Center for International Programs	Poor	1	6.7%	0	.0%	1	6.7%	9	60.0%	1	6.7%	3	20.0%
	Fair	1	4.8%	2	9.5%	1	4.8%	7	33.3%	6	28.6%	4	19.0%
	Average	4	4.7%	7	8.1%	12	14.0%	20	23.3%	22	25.6%	21	24.4%
	Good	12	8.0%	29	19.3%	13	8.7%	29	19.3%	33	22.0%	34	22.7%
	Excellent	8	9.4%	11	12.9%	7	8.2%	17	20.0%	21	24.7%	21	24.7%

**28) Please rate the following areas related to the education and academic support services at Troy University:
CROSS TABULATION BY CAMPUS (Column % for each item)**

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?																	
		Dothan			Montgomery			Phenix City			Troy			eTROY			Global Campus		
		N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean
Overall quality of your academic program	Poor	2	1.9%		5	3.0%		1	0.7%		7	4.0%		9	1.9%		5	1.2%	
	Fair	8	7.5%		7	4.2%		8	5.4%		13	7.4%		18	3.8%		13	3.2%	
	Average	14	13.2%		15	9.0%		14	9.5%		28	16.0%		53	11.2%		41	10.0%	
	Good	45	42.5%		77	46.1%		74	50.3%		78	44.6%		207	43.9%		178	43.2%	
	Excellent	37	34.9%		63	37.7%		50	34.0%		49	28.0%		185	39.2%		175	42.5%	
	Total	106	100.0%	4.01	167	100.0%	4.11	147	100.0%	4.12	175	100.0%	3.85	472	100.0%	4.15	412	100.0%	4.23
Academic Advising	Poor	10	9.4%		8	4.9%		5	3.4%		23	13.3%		55	12.0%		30	7.5%	
	Fair	9	8.5%		11	6.7%		18	12.2%		12	6.9%		38	8.3%		31	7.8%	
	Average	16	15.1%		23	14.0%		16	10.8%		33	19.1%		84	18.4%		50	12.6%	
	Good	36	34.0%		71	43.3%		57	38.5%		64	37.0%		152	33.3%		136	34.2%	
	Excellent	35	33.0%		51	31.1%		52	35.1%		41	23.7%		128	28.0%		151	37.9%	
	Total	106	100.0%	3.73	164	100.0%	3.89	148	100.0%	3.90	173	100.0%	3.51	457	100.0%	3.57	398	100.0%	3.87
Faculty accessibility	Poor	5	4.7%		6	3.7%		7	4.8%		6	3.5%		17	3.7%		16	3.9%	
	Fair	8	7.5%		5	3.0%		15	10.2%		13	7.6%		39	8.4%		27	6.6%	

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	Average	16	15.0%		34	20.7%		17	11.6%		36	20.9%		82	17.6%		46	11.3%	
	Good	48	44.9%		71	43.3%		61	41.5%		69	40.1%		171	36.8%		151	37.1%	
	Excellent	30	28.0%		48	29.3%		47	32.0%		48	27.9%		156	33.5%		167	41.0%	
	Total	107	100.0%	3.84	164	100.0%	3.91	147	100.0%	3.86	172	100.0%	3.81	465	100.0%	3.88	407	100.0%	4.05
Instruction in major courses	Poor	3	2.8%		4	2.4%		4	2.7%		4	2.3%		11	2.4%		10	2.5%	
	Fair	4	3.7%		7	4.3%		7	4.8%		11	6.4%		27	5.8%		16	3.9%	
	Average	11	10.3%		21	12.8%		18	12.3%		28	16.3%		62	13.4%		49	12.1%	
	Good	48	44.9%		76	46.3%		71	48.6%		80	46.5%		198	42.7%		159	39.2%	
	Excellent	41	38.3%		56	34.1%		46	31.5%		49	28.5%		166	35.8%		172	42.4%	
	Total	107	100.0%	4.12	164	100.0%	4.05	146	100.0%	4.01	172	100.0%	3.92	464	100.0%	4.04	406	100.0%	4.15
Instruction in general education courses	Poor	2	2.2%		2	1.4%		1	0.8%		6	3.9%		6	1.7%		5	1.7%	
	Fair	4	4.3%		6	4.1%		7	5.7%		5	3.3%		16	4.6%		11	3.6%	
	Average	8	8.6%		23	15.9%		19	15.4%		40	26.1%		60	17.2%		40	13.2%	
	Good	46	49.5%		68	46.9%		57	46.3%		72	47.1%		153	44.0%		133	44.0%	
	Excellent	33	35.5%		46	31.7%		39	31.7%		30	19.6%		113	32.5%		113	37.4%	
	Total	93	100.0%	4.12	145	100.0%	4.03	123	100.0%	4.02	153	100.0%	3.75	348	100.0%	4.01	302	100.0%	4.12
Faculty's use of technologies to enhance teaching	Poor	3	2.9%		1	0.6%		7	4.9%		3	1.7%		10	2.2%		13	3.3%	
	Fair	9	8.7%		9	5.4%		4	2.8%		7	4.1%		32	7.0%		26	6.5%	
	Average	13	12.5%		25	15.0%		21	14.6%		41	23.8%		82	17.9%		65	16.3%	
	Good	49	47.1%		74	44.3%		57	39.6%		75	43.6%		188	41.0%		151	37.8%	
	Excellent	30	28.8%		58	34.7%		55	38.2%		46	26.7%		146	31.9%		144	36.1%	
	Total	104	100.0%	3.90	167	100.0%	4.07	144	100.0%	4.03	172	100.0%	3.90	458	100.0%	3.93	399	100.0%	3.97
Course availability in your major	Poor	15	14.0%		13	7.8%		8	5.4%		20	11.6%		13	2.8%		34	8.3%	
	Fair	12	11.2%		13	7.8%		5	3.4%		19	11.0%		19	4.0%		35	8.5%	
	Average	22	20.6%		35	21.1%		22	14.9%		39	22.5%		62	13.2%		64	15.6%	
	Good	39	36.4%		60	36.1%		59	39.9%		60	34.7%		179	38.0%		133	32.4%	
	Excellent	19	17.8%		45	27.1%		54	36.5%		35	20.2%		198	42.0%		144	35.1%	
	Total	107	100.0%	3.33	166	100.0%	3.67	148	100.0%	3.99	173	100.0%	3.41	471	100.0%	4.13	410	100.0%	3.78
Communication between faculty and students	Poor	5	4.7%		5	3.0%		7	4.7%		10	5.8%		13	2.8%		12	2.9%	
	Fair	5	4.7%		7	4.2%		10	6.8%		12	7.0%		30	6.4%		22	5.4%	
	Average	16	15.0%		29	17.6%		25	16.9%		35	20.3%		66	14.1%		53	12.9%	
	Good	47	43.9%		69	41.8%		61	41.2%		64	37.2%		185	39.4%		157	38.2%	
	Excellent	34	31.8%		55	33.3%		45	30.4%		51	29.7%		175	37.3%		167	40.6%	
	Total	107	100.0%	3.93	165	100.0%	3.98	148	100.0%	3.86	172	100.0%	3.78	469	100.0%	4.02	411	100.0%	4.08
IMPACT/New Student Orientation	Poor	10	21.7%		3	3.5%		8	10.7%		9	8.0%		13	6.7%		15	6.5%	
	Fair	2	4.3%		7	8.1%		4	5.3%		9	8.0%		18	9.2%		11	4.8%	

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Program	Average	8	17.4%		15	17.4%		16	21.3%		34	30.4%		54	27.7%		43	18.6%	
	Good	16	34.8%		38	44.2%		32	42.7%		39	34.8%		63	32.3%		95	41.1%	
	Excellent	10	21.7%		23	26.7%		15	20.0%		21	18.8%		47	24.1%		67	29.0%	
	Total	46	100.0%	3.30	86	100.0%	3.83	75	100.0%	3.56	112	100.0%	3.48	195	100.0%	3.58	231	100.0%	3.81
Registration Procedures	Poor	5	4.7%		5	3.0%		10	6.8%		19	10.9%		19	4.1%		16	4.0%	
	Fair	6	5.6%		7	4.2%		7	4.8%		14	8.0%		29	6.2%		9	2.2%	
	Average	21	19.6%		24	14.5%		19	12.9%		33	19.0%		67	14.3%		41	10.1%	
	Good	44	41.1%		69	41.8%		57	38.8%		64	36.8%		174	37.1%		155	38.3%	
	Excellent	31	29.0%		60	36.4%		54	36.7%		44	25.3%		180	38.4%		184	45.4%	
	Total	107	100.0%	3.84	165	100.0%	4.04	147	100.0%	3.94	174	100.0%	3.57	469	100.0%	4.00	405	100.0%	4.19
Library	Poor	2	2.1%		2	1.4%		6	5.7%		9	5.7%		10	3.1%		13	3.8%	
	Fair	4	4.2%		6	4.1%		11	10.5%		9	5.7%		14	4.3%		17	5.0%	
	Average	16	16.8%		25	17.1%		19	18.1%		47	29.6%		67	20.6%		59	17.4%	
	Good	44	46.3%		67	45.9%		44	41.9%		59	37.1%		126	38.7%		128	37.6%	
	Excellent	29	30.5%		46	31.5%		25	23.8%		35	22.0%		109	33.4%		123	36.2%	
	Total	95	100.0%	3.99	146	100.0%	4.02	105	100.0%	3.68	159	100.0%	3.64	326	100.0%	3.95	340	100.0%	3.97
Computer Labs	Poor	2	2.1%		2	1.5%		2	1.6%		17	11.6%		5	4.0%		23	8.6%	
	Fair	6	6.2%		3	2.2%		6	4.8%		11	7.5%		4	3.2%		23	8.6%	
	Average	16	16.5%		27	20.1%		22	17.5%		43	29.5%		34	27.0%		65	24.2%	
	Good	45	46.4%		59	44.0%		50	39.7%		47	32.2%		45	35.7%		93	34.6%	
	Excellent	28	28.9%		43	32.1%		46	36.5%		28	19.2%		38	30.2%		65	24.2%	
	Total	97	100.0%	3.94	134	100.0%	4.03	126	100.0%	4.05	146	100.0%	3.40	126	100.0%	3.85	269	100.0%	3.57
Library/instructional equipment	Poor	3	4.2%		1	1.0%		2	2.1%		8	7.0%		2	1.8%		11	5.5%	
	Fair	4	5.6%		4	4.0%		9	9.3%		12	10.4%		2	1.8%		19	9.5%	
	Average	13	18.1%		21	21.0%		27	27.8%		39	33.9%		31	27.7%		51	25.6%	
	Good	34	47.2%		51	51.0%		39	40.2%		37	32.2%		46	41.1%		67	33.7%	
	Excellent	18	25.0%		23	23.0%		20	20.6%		19	16.5%		31	27.7%		51	25.6%	
	Total	72	100.0%	3.83	100	100.0%	3.91	97	100.0%	3.68	115	100.0%	3.41	112	100.0%	3.91	199	100.0%	3.64
Testing Center	Poor	4	6.5%		2	2.1%		4	5.9%		8	7.6%		21	11.5%		21	9.1%	
	Fair	2	3.2%		5	5.3%		4	5.9%		17	16.2%		9	4.9%		23	9.9%	
	Average	10	16.1%		18	18.9%		17	25.0%		30	28.6%		45	24.6%		64	27.6%	
	Good	31	50.0%		50	52.6%		27	39.7%		33	31.4%		63	34.4%		69	29.7%	
	Excellent	15	24.2%		20	21.1%		16	23.5%		17	16.2%		45	24.6%		55	23.7%	
	Total	62	100.0%	3.82	95	100.0%	3.85	68	100.0%	3.69	105	100.0%	3.32	183	100.0%	3.56	232	100.0%	3.49
Writing Center	Poor	2	5.7%		0	0.0%		3	6.4%		17	16.5%		4	3.3%		15	10.7%	
	Fair	1	2.9%		2	2.4%		2	4.3%		8	7.8%		4	3.3%		5	3.6%	

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	Average	6	17.1%		17	20.5%		12	25.5%		30	29.1%		34	28.3%		35	25.0%	
	Good	16	45.7%		41	49.4%		19	40.4%		32	31.1%		47	39.2%		48	34.3%	
	Excellent	10	28.6%		23	27.7%		11	23.4%		16	15.5%		31	25.8%		37	26.4%	
	Total	35	100.0%	3.89	83	100.0%	4.02	47	100.0%	3.70	103	100.0%	3.21	120	100.0%	3.81	140	100.0%	3.62
Natural Science Center	Poor	0	0.0%		0	0.0%		2	5.6%		7	9.1%		3	3.7%		5	6.1%	
	Fair	0	0.0%		2	3.8%		1	2.8%		10	13.0%		2	2.5%		5	6.1%	
	Average	4	13.8%		8	15.4%		13	36.1%		21	27.3%		23	28.4%		22	26.8%	
	Good	13	44.8%		29	55.8%		13	36.1%		26	33.8%		30	37.0%		27	32.9%	
	Excellent	12	41.4%		13	25.0%		7	19.4%		13	16.9%		23	28.4%		23	28.0%	
	Total	29	100.0%	4.28	52	100.0%	4.02	36	100.0%	3.61	77	100.0%	3.36	81	100.0%	3.84	82	100.0%	3.71
Center for International Programs	Poor	1	3.8%		0	0.0%		1	2.9%		9	11.0%		1	1.2%		3	3.6%	
	Fair	1	3.8%		2	4.1%		1	2.9%		7	8.5%		6	7.2%		4	4.8%	
	Average	4	15.4%		7	14.3%		12	35.3%		20	24.4%		22	26.5%		21	25.3%	
	Good	12	46.2%		29	59.2%		13	38.2%		29	35.4%		33	39.8%		34	41.0%	
	Excellent	8	30.8%		11	22.4%		7	20.6%		17	20.7%		21	25.3%		21	25.3%	
	Total	26	100.0%	3.96	49	100.0%	4.00	34	100.0%	3.71	82	100.0%	3.46	83	100.0%	3.81	83	100.0%	3.80

Report 8: Question 29: On a scale from 1 to 5, with 1 as “Very Dissatisfied” and 5 as “Very Satisfied,” please rate your satisfaction with the following offices and services of Troy University: (Select “Not Applicable” if the item does not apply to you.)

CROSS TABULATION BY CAMPUS (Row % for each item)

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eTROY		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
Admissions Office	Very Dissatisfied	6	9.1%	5	7.6%	5	7.6%	9	13.6%	22	33.3%	19	28.8%
	Dissatisfied	5	8.8%	4	7.0%	6	10.5%	12	21.1%	21	36.8%	9	15.8%
	Neutral	8	4.3%	21	11.2%	19	10.2%	30	16.0%	70	37.4%	39	20.9%
	Satisfied	46	8.1%	72	12.7%	67	11.8%	73	12.9%	176	31.0%	133	23.5%
	Very Satisfied	40	7.5%	61	11.4%	47	8.8%	49	9.2%	149	27.9%	189	35.3%
Registrar/Records Office	Very Dissatisfied	4	6.6%	5	8.2%	5	8.2%	9	14.8%	19	31.1%	19	31.1%
	Dissatisfied	3	5.5%	6	10.9%	5	9.1%	13	23.6%	19	34.5%	9	16.4%
	Neutral	9	4.7%	20	10.5%	18	9.4%	27	14.1%	71	37.2%	46	24.1%
	Satisfied	48	8.5%	72	12.8%	68	12.1%	78	13.9%	170	30.2%	127	22.6%
	Very Satisfied	38	7.8%	59	12.1%	42	8.6%	43	8.8%	140	28.7%	165	33.9%
Veteran Services	Very Dissatisfied	0	.0%	3	14.3%	1	4.8%	1	4.8%	11	52.4%	5	23.8%
	Dissatisfied	0	.0%	1	7.7%	0	.0%	1	7.7%	3	23.1%	8	61.5%
	Neutral	5	4.2%	10	8.3%	18	15.0%	24	20.0%	30	25.0%	33	27.5%
	Satisfied	12	6.8%	20	11.3%	15	8.5%	26	14.7%	65	36.7%	39	22.0%
	Very Satisfied	9	5.1%	13	7.4%	9	5.1%	13	7.4%	51	29.0%	81	46.0%
Financial Aid Services	Very Dissatisfied	3	4.5%	9	13.6%	8	12.1%	7	10.6%	22	33.3%	17	25.8%
	Dissatisfied	5	6.6%	11	14.5%	7	9.2%	15	19.7%	17	22.4%	21	27.6%
	Neutral	9	5.4%	15	8.9%	21	12.5%	26	15.5%	55	32.7%	42	25.0%
	Satisfied	33	7.4%	61	13.6%	49	10.9%	60	13.4%	138	30.8%	107	23.9%
	Very Satisfied	28	7.4%	50	13.3%	39	10.4%	25	6.6%	114	30.3%	120	31.9%

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Business Office	Very Dissatisfied	4	8.3%	3	6.3%	2	4.2%	5	10.4%	15	31.3%	19	39.6%
	Dissatisfied	2	7.4%	2	7.4%	1	3.7%	8	29.6%	7	25.9%	7	25.9%
	Neutral	11	5.9%	15	8.1%	26	14.1%	28	15.1%	58	31.4%	47	25.4%
	Satisfied	45	9.2%	68	14.0%	57	11.7%	67	13.8%	140	28.7%	110	22.6%
	Very Satisfied	32	9.2%	42	12.1%	45	13.0%	34	9.8%	85	24.5%	109	31.4%
Information Technology (IT) Services	Very Dissatisfied	6	11.3%	3	5.7%	3	5.7%	7	13.2%	18	34.0%	16	30.2%
	Dissatisfied	3	6.1%	3	6.1%	1	2.0%	9	18.4%	21	42.9%	12	24.5%
	Neutral	14	7.6%	19	10.3%	18	9.7%	31	16.8%	49	26.5%	54	29.2%
	Satisfied	37	8.1%	64	14.0%	56	12.2%	59	12.9%	129	28.2%	113	24.7%
	Very Satisfied	27	7.4%	38	10.4%	43	11.7%	35	9.5%	125	34.1%	99	27.0%
Trojan Web Express	Very Dissatisfied	8	14.0%	6	10.5%	2	3.5%	5	8.8%	19	33.3%	17	29.8%
	Dissatisfied	2	4.7%	3	7.0%	2	4.7%	10	23.3%	12	27.9%	14	32.6%
	Neutral	5	4.4%	6	5.3%	9	8.0%	19	16.8%	44	38.9%	30	26.5%
	Satisfied	57	9.3%	76	12.3%	72	11.7%	88	14.3%	170	27.6%	153	24.8%
	Very Satisfied	33	5.3%	75	12.0%	57	9.1%	52	8.3%	221	35.4%	187	29.9%
Adaptive Needs Services	Very Dissatisfied	2	11.1%	1	5.6%	0	.0%	1	5.6%	7	38.9%	7	38.9%
	Dissatisfied	2	18.2%	1	9.1%	2	18.2%	2	18.2%	0	.0%	4	36.4%
	Neutral	5	3.9%	9	7.0%	18	14.0%	28	21.7%	37	28.7%	32	24.8%
	Satisfied	15	8.6%	31	17.7%	13	7.4%	27	15.4%	46	26.3%	43	24.6%
	Very Satisfied	4	3.7%	13	12.1%	8	7.5%	14	13.1%	31	29.0%	37	34.6%
Student Support Services	Very Dissatisfied	5	14.7%	2	5.9%	2	5.9%	2	5.9%	12	35.3%	11	32.4%
	Dissatisfied	0	.0%	1	3.7%	3	11.1%	5	18.5%	8	29.6%	10	37.0%
	Neutral	8	5.1%	13	8.3%	21	13.5%	30	19.2%	45	28.8%	39	25.0%
	Satisfied	22	8.3%	44	16.6%	20	7.5%	38	14.3%	75	28.3%	66	24.9%
	Very Satisfied	8	4.2%	26	13.5%	15	7.8%	25	13.0%	58	30.2%	60	31.3%
Career Services	Very Dissatisfied	5	9.3%	4	7.4%	5	9.3%	6	11.1%	19	35.2%	15	27.8%
	Dissatisfied	3	6.0%	6	12.0%	6	12.0%	13	26.0%	7	14.0%	15	30.0%
	Neutral	9	5.6%	17	10.5%	19	11.7%	32	19.8%	45	27.8%	40	24.7%

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	Satisfied	14	8.1%	37	21.4%	8	4.6%	32	18.5%	49	28.3%	33	19.1%
	Very Satisfied	5	3.9%	15	11.6%	14	10.9%	20	15.5%	34	26.4%	41	31.8%
Placement Services	Very Dissatisfied	5	12.8%	4	10.3%	4	10.3%	3	7.7%	15	38.5%	8	20.5%
	Dissatisfied	1	2.6%	4	10.3%	7	17.9%	9	23.1%	5	12.8%	13	33.3%
	Neutral	8	4.6%	15	8.7%	20	11.6%	33	19.1%	50	28.9%	47	27.2%
	Satisfied	16	11.5%	26	18.7%	8	5.8%	20	14.4%	36	25.9%	33	23.7%
	Very Satisfied	6	6.1%	8	8.2%	12	12.2%	10	10.2%	25	25.5%	37	37.8%
Counseling Services	Very Dissatisfied	5	9.4%	2	3.8%	6	11.3%	6	11.3%	19	35.8%	15	28.3%
	Dissatisfied	0	.0%	3	8.8%	2	5.9%	10	29.4%	7	20.6%	12	35.3%
	Neutral	7	4.4%	9	5.6%	19	11.9%	32	20.0%	53	33.1%	40	25.0%
	Satisfied	15	8.0%	36	19.1%	10	5.3%	25	13.3%	52	27.7%	50	26.6%
	Very Satisfied	17	10.1%	18	10.7%	18	10.7%	22	13.0%	40	23.7%	54	32.0%
Bookstore Services	Very Dissatisfied	10	13.7%	7	9.6%	6	8.2%	9	12.3%	19	26.0%	22	30.1%
	Dissatisfied	6	7.8%	7	9.1%	11	14.3%	13	16.9%	18	23.4%	22	28.6%
	Neutral	16	8.4%	22	11.5%	10	5.2%	28	14.7%	60	31.4%	55	28.8%
	Satisfied	42	9.4%	71	15.9%	62	13.9%	78	17.4%	113	25.3%	81	18.1%
	Very Satisfied	25	7.9%	44	13.9%	35	11.1%	28	8.9%	106	33.5%	78	24.7%
Safety and Security Services	Very Dissatisfied	5	13.2%	5	13.2%	5	13.2%	10	26.3%	7	18.4%	6	15.8%
	Dissatisfied	2	5.3%	5	13.2%	8	21.1%	17	44.7%	0	.0%	6	15.8%
	Neutral	14	8.1%	20	11.6%	18	10.5%	38	22.1%	37	21.5%	45	26.2%
	Satisfied	38	12.1%	66	21.1%	50	16.0%	52	16.6%	38	12.1%	69	22.0%
	Very Satisfied	29	11.9%	44	18.0%	38	15.6%	28	11.5%	33	13.5%	72	29.5%
Parking Facilities	Very Dissatisfied	5	6.0%	15	17.9%	7	8.3%	38	45.2%	13	15.5%	6	7.1%
	Dissatisfied	6	6.0%	33	33.0%	10	10.0%	33	33.0%	5	5.0%	13	13.0%
	Neutral	10	6.3%	28	17.5%	24	15.0%	29	18.1%	31	19.4%	38	23.8%
	Satisfied	52	15.2%	56	16.4%	49	14.3%	37	10.8%	33	9.6%	115	33.6%
	Very Satisfied	27	10.8%	25	10.0%	40	16.1%	23	9.2%	31	12.4%	103	41.4%

University Media	Very Dissatisfied	5	12.2%	3	7.3%	3	7.3%	8	19.5%	10	24.4%	12	29.3%
	Dissatisfied	3	8.3%	4	11.1%	1	2.8%	10	27.8%	11	30.6%	7	19.4%
	Neutral	9	4.9%	22	11.9%	22	11.9%	27	14.6%	56	30.3%	49	26.5%
	Satisfied	40	8.8%	76	16.8%	47	10.4%	72	15.9%	99	21.9%	118	26.1%
	Very Satisfied	30	9.7%	38	12.3%	37	11.9%	33	10.6%	81	26.1%	91	29.4%

**29) On a scale from 1 to 5, with 1 as “Very Dissatisfied” and 5 as “Very Satisfied,” please rate your satisfaction with the following offices and services at Troy University:
CROSS TABULATION BY CAMPUS (Column % for each item)**

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?																	
		Dothan			Montgomery			Phenix City			Troy			eTROY			Global Campus		
		N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean
Admissions Office	Very Dissatisfied	6	5.7%		5	3.1%		5	3.5%		9	5.2%		22	5.0%		19	4.9%	
	Dissatisfied	5	4.8%		4	2.5%		6	4.2%		12	6.9%		21	4.8%		9	2.3%	
	Neutral	8	7.6%		21	12.9%		19	13.2%		30	17.3%		70	16.0%		39	10.0%	
	Satisfied	46	43.8%		72	44.2%		67	46.5%		73	42.2%		176	40.2%		133	34.2%	
	Very Satisfied	40	38.1%		61	37.4%		47	32.6%		49	28.3%		149	34.0%		189	48.6%	
	Total	105	100.0%	4.04	163	100.0%	4.10	144	100.0%	4.01	173	100.0%	3.82	438	100.0%	3.93	389	100.0%	4.19
Registrar/Records Office	Very Dissatisfied	4	3.9%		5	3.1%		5	3.6%		9	5.3%		19	4.5%		19	5.2%	
	Dissatisfied	3	2.9%		6	3.7%		5	3.6%		13	7.6%		19	4.5%		9	2.5%	
	Neutral	9	8.8%		20	12.3%		18	13.0%		27	15.9%		71	16.9%		46	12.6%	
	Satisfied	48	47.1%		72	44.4%		68	49.3%		78	45.9%		170	40.6%		127	34.7%	
	Very Satisfied	38	37.3%		59	36.4%		42	30.4%		43	25.3%		140	33.4%		165	45.1%	
	Total	102	100.0%	4.11	162	100.0%	4.07	138	100.0%	3.99	170	100.0%	3.78	419	100.0%	3.94	366	100.0%	4.12
Veteran Services	Very Dissatisfied	0	0.0%		3	6.4%		1	2.3%		1	1.5%		11	6.9%		5	3.0%	
	Dissatisfied	0	0.0%		1	2.1%		0	0.0%		1	1.5%		3	1.9%		8	4.8%	
	Neutral	5	19.2%		10	21.3%		18	41.9%		24	36.9%		30	18.8%		33	19.9%	

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	Satisfied	12	46.2%		20	42.6%		15	34.9%		26	40.0%		65	40.6%		39	23.5%	
	Very Satisfied	9	34.6%		13	27.7%		9	20.9%		13	20.0%		51	31.9%		81	48.8%	
	Total	26	100.0%	4.15	47	100.0%	3.83	43	100.0%	3.72	65	100.0%	3.75	160	100.0%	3.89	166	100.0%	4.10
Financial Aid Services	Very Dissatisfied	3	3.8%		9	6.2%		8	6.5%		7	5.3%		22	6.4%		17	5.5%	
	Dissatisfied	5	6.4%		11	7.5%		7	5.6%		15	11.3%		17	4.9%		21	6.8%	
	Neutral	9	11.5%		15	10.3%		21	16.9%		26	19.5%		55	15.9%		42	13.7%	
	Satisfied	33	42.3%		61	41.8%		49	39.5%		60	45.1%		138	39.9%		107	34.9%	
	Very Satisfied	28	35.9%		50	34.2%		39	31.5%		25	18.8%		114	32.9%		120	39.1%	
	Total	78	100.0%	4.00	146	100.0%	3.90	124	100.0%	3.84	133	100.0%	3.61	346	100.0%	3.88	307	100.0%	3.95
Business Office	Very Dissatisfied	4	4.3%		3	2.3%		2	1.5%		5	3.5%		15	4.9%		19	6.5%	
	Dissatisfied	2	2.1%		2	1.5%		1	0.8%		8	5.6%		7	2.3%		7	2.4%	
	Neutral	11	11.7%		15	11.5%		26	19.8%		28	19.7%		58	19.0%		47	16.1%	
	Satisfied	45	47.9%		68	52.3%		57	43.5%		67	47.2%		140	45.9%		110	37.7%	
	Very Satisfied	32	34.0%		42	32.3%		45	34.4%		34	23.9%		85	27.9%		109	37.3%	
	Total	94	100.0%	4.05	130	100.0%	4.11	131	100.0%	4.08	142	100.0%	3.82	305	100.0%	3.90	292	100.0%	3.97
Information Technology (IT) Services	Very Dissatisfied	6	6.9%		3	2.4%		3	2.5%		7	5.0%		18	5.3%		16	5.4%	
	Dissatisfied	3	3.4%		3	2.4%		1	0.8%		9	6.4%		21	6.1%		12	4.1%	
	Neutral	14	16.1%		19	15.0%		18	14.9%		31	22.0%		49	14.3%		54	18.4%	
	Satisfied	37	42.5%		64	50.4%		56	46.3%		59	41.8%		129	37.7%		113	38.4%	
	Very Satisfied	27	31.0%		38	29.9%		43	35.5%		35	24.8%		125	36.5%		99	33.7%	
	Total	87	100.0%	3.87	127	100.0%	4.03	121	100.0%	4.12	141	100.0%	3.75	342	100.0%	3.94	294	100.0%	3.91
Trojan Web Express	Very Dissatisfied	8	7.6%		6	3.6%		2	1.4%		5	2.9%		19	4.1%		17	4.2%	
	Dissatisfied	2	1.9%		3	1.8%		2	1.4%		10	5.7%		12	2.6%		14	3.5%	
	Neutral	5	4.8%		6	3.6%		9	6.3%		19	10.9%		44	9.4%		30	7.5%	
	Satisfied	57	54.3%		76	45.8%		72	50.7%		88	50.6%		170	36.5%		153	38.2%	
	Very Satisfied	33	31.4%		75	45.2%		57	40.1%		52	29.9%		221	47.4%		187	46.6%	
	Total	105	100.0%	4.00	166	100.0%	4.27	142	100.0%	4.27	174	100.0%	3.99	466	100.0%	4.21	401	100.0%	4.19
Adaptive Needs Services	Very Dissatisfied	2	7.1%		1	1.8%		0	0.0%		1	1.4%		7	5.8%		7	5.7%	
	Dissatisfied	2	7.1%		1	1.8%		2	4.9%		2	2.8%		0	0.0%		4	3.3%	
	Neutral	5	17.9%		9	16.4%		18	43.9%		28	38.9%		37	30.6%		32	26.0%	

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	Satisfied	15	53.6%		31	56.4%		13	31.7%		27	37.5%		46	38.0%		43	35.0%	
	Very Satisfied	4	14.3%		13	23.6%		8	19.5%		14	19.4%		31	25.6%		37	30.1%	
	Total	28	100.0%	3.61	55	100.0%	3.98	41	100.0%	3.66	72	100.0%	3.71	121	100.0%	3.78	123	100.0%	3.80
Student Support Services	Very Dissatisfied	5	11.6%		2	2.3%		2	3.3%		2	2.0%		12	6.1%		11	5.9%	
	Dissatisfied	0	0.0%		1	1.2%		3	4.9%		5	5.0%		8	4.0%		10	5.4%	
	Neutral	8	18.6%		13	15.1%		21	34.4%		30	30.0%		45	22.7%		39	21.0%	
	Satisfied	22	51.2%		44	51.2%		20	32.8%		38	38.0%		75	37.9%		66	35.5%	
	Very Satisfied	8	18.6%		26	30.2%		15	24.6%		25	25.0%		58	29.3%		60	32.3%	
	Total	43	100.0%	3.65	86	100.0%	4.06	61	100.0%	3.70	100	100.0%	3.79	198	100.0%	3.80	186	100.0%	3.83
Career Services	Very Dissatisfied	5	13.9%		4	5.1%		5	9.6%		6	5.8%		19	12.3%		15	10.4%	
	Dissatisfied	3	8.3%		6	7.6%		6	11.5%		13	12.6%		7	4.5%		15	10.4%	
	Neutral	9	25.0%		17	21.5%		19	36.5%		32	31.1%		45	29.2%		40	27.8%	
	Satisfied	14	38.9%		37	46.8%		8	15.4%		32	31.1%		49	31.8%		33	22.9%	
	Very Satisfied	5	13.9%		15	19.0%		14	26.9%		20	19.4%		34	22.1%		41	28.5%	
	Total	36	100.0%	3.31	79	100.0%	3.67	52	100.0%	3.38	103	100.0%	3.46	154	100.0%	3.47	144	100.0%	3.49
Placement Services	Very Dissatisfied	5	13.9%		4	7.0%		4	7.8%		3	4.0%		15	11.5%		8	5.8%	
	Dissatisfied	1	2.8%		4	7.0%		7	13.7%		9	12.0%		5	3.8%		13	9.4%	
	Neutral	8	22.2%		15	26.3%		20	39.2%		33	44.0%		50	38.2%		47	34.1%	
	Satisfied	16	44.4%		26	45.6%		8	15.7%		20	26.7%		36	27.5%		33	23.9%	
	Very Satisfied	6	16.7%		8	14.0%		12	23.5%		10	13.3%		25	19.1%		37	26.8%	
	Total	36	100.0%	3.47	57	100.0%	3.53	51	100.0%	3.33	75	100.0%	3.33	131	100.0%	3.39	138	100.0%	3.57
Counseling Services	Very Dissatisfied	5	11.4%		2	2.9%		6	10.9%		6	6.3%		19	11.1%		15	8.8%	
	Dissatisfied	0	0.0%		3	4.4%		2	3.6%		10	10.5%		7	4.1%		12	7.0%	
	Neutral	7	15.9%		9	13.2%		19	34.5%		32	33.7%		53	31.0%		40	23.4%	
	Satisfied	15	34.1%		36	52.9%		10	18.2%		25	26.3%		52	30.4%		50	29.2%	
	Very Satisfied	17	38.6%		18	26.5%		18	32.7%		22	23.2%		40	23.4%		54	31.6%	
	Total	44	100.0%	3.89	68	100.0%	3.96	55	100.0%	3.58	95	100.0%	3.49	171	100.0%	3.51	171	100.0%	3.68
Bookstore Services	Very Dissatisfied	10	10.1%		7	4.6%		6	4.8%		9	5.8%		19	6.0%		22	8.5%	
	Dissatisfied	6	6.1%		7	4.6%		11	8.9%		13	8.3%		18	5.7%		22	8.5%	
	Neutral	16	16.2%		22	14.6%		10	8.1%		28	17.9%		60	19.0%		55	21.3%	

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	Satisfied	42	42.4%		71	47.0%		62	50.0%		78	50.0%		113	35.8%		81	31.4%	
	Very Satisfied	25	25.3%		44	29.1%		35	28.2%		28	17.9%		106	33.5%		78	30.2%	
	Total	99	100.0%	3.67	151	100.0%	3.91	124	100.0%	3.88	156	100.0%	3.66	316	100.0%	3.85	258	100.0%	3.66
Safety and Security Services	Very Dissatisfied	5	5.7%		5	3.6%		5	4.2%		10	6.9%		7	6.1%		6	3.0%	
	Dissatisfied	2	2.3%		5	3.6%		8	6.7%		17	11.7%		0	0.0%		6	3.0%	
	Neutral	14	15.9%		20	14.3%		18	15.1%		38	26.2%		37	32.2%		45	22.7%	
	Satisfied	38	43.2%		66	47.1%		50	42.0%		52	35.9%		38	33.0%		69	34.8%	
	Very Satisfied	29	33.0%		44	31.4%		38	31.9%		28	19.3%		33	28.7%		72	36.4%	
	Total	88	100.0%	3.95	140	100.0%	3.99	119	100.0%	3.91	145	100.0%	3.49	115	100.0%	3.78	198	100.0%	3.98
Parking Facilities	Very Dissatisfied	5	5.0%		15	9.6%		7	5.4%		38	23.8%		13	11.5%		6	2.2%	
	Dissatisfied	6	6.0%		33	21.0%		10	7.7%		33	20.6%		5	4.4%		13	4.7%	
	Neutral	10	10.0%		28	17.8%		24	18.5%		29	18.1%		31	27.4%		38	13.8%	
	Satisfied	52	52.0%		56	35.7%		49	37.7%		37	23.1%		33	29.2%		115	41.8%	
	Very Satisfied	27	27.0%		25	15.9%		40	30.8%		23	14.4%		31	27.4%		103	37.5%	
	Total	100	100.0%	3.90	157	100.0%	3.27	130	100.0%	3.81	160	100.0%	2.84	113	100.0%	3.57	275	100.0%	4.08
University Media	Very Dissatisfied	5	5.7%		3	2.1%		3	2.7%		8	5.3%		10	3.9%		12	4.3%	
	Dissatisfied	3	3.4%		4	2.8%		1	0.9%		10	6.7%		11	4.3%		7	2.5%	
	Neutral	9	10.3%		22	15.4%		22	20.0%		27	18.0%		56	21.8%		49	17.7%	
	Satisfied	40	46.0%		76	53.1%		47	42.7%		72	48.0%		99	38.5%		118	42.6%	
	Very Satisfied	30	34.5%		38	26.6%		37	33.6%		33	22.0%		81	31.5%		91	32.9%	
	Total	87	100.0%	4.00	143	100.0%	3.99	110	100.0%	4.04	150	100.0%	3.75	257	100.0%	3.89	277	100.0%	3.97

Report 9: Question 30: On a scale from 1 to 5, with 1 as “Strongly Disagree” and 5 as “Strongly Agree,” please provide your opinion regarding the following areas:

CROSS TABULATION BY CAMPUS (Row % for each item)

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eTROY		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
The goals, objectives, and requirements for my academic program were clearly defined.	Strongly Disagree	7	12.7%	1	1.8%	3	5.5%	8	14.5%	20	36.4%	16	29.1%
	Disagree	6	8.2%	4	5.5%	6	8.2%	16	21.9%	28	38.4%	13	17.8%
	Neutral	7	5.0%	20	14.2%	17	12.1%	24	17.0%	35	24.8%	38	27.0%
	Agree	62	8.6%	85	11.8%	78	10.8%	85	11.8%	230	31.9%	181	25.1%
	Strongly Agree	25	5.0%	59	11.9%	43	8.7%	41	8.3%	164	33.1%	164	33.1%
My academic program was intellectually challenging and stimulating.	Strongly Disagree	4	8.9%	2	4.4%	3	6.7%	6	13.3%	20	44.4%	10	22.2%
	Disagree	3	6.5%	7	15.2%	3	6.5%	11	23.9%	14	30.4%	8	17.4%
	Neutral	11	9.1%	12	9.9%	14	11.6%	18	14.9%	33	27.3%	33	27.3%
	Agree	46	6.9%	78	11.7%	77	11.6%	82	12.3%	215	32.4%	166	25.0%
	Strongly Agree	42	6.9%	70	11.5%	50	8.2%	57	9.4%	194	31.9%	196	32.2%
Courses in my curriculum contributed to the skills and knowledge required in my field.	Strongly Disagree	4	10.5%	2	5.3%	3	7.9%	4	10.5%	16	42.1%	9	23.7%
	Disagree	5	10.6%	4	8.5%	2	4.3%	17	36.2%	9	19.1%	10	21.3%
	Neutral	11	8.5%	15	11.5%	14	10.8%	14	10.8%	41	31.5%	35	26.9%
	Agree	47	6.9%	83	12.1%	77	11.2%	91	13.3%	215	31.4%	172	25.1%
	Strongly Agree	40	6.9%	64	11.0%	51	8.8%	46	7.9%	193	33.2%	187	32.2%
Courses were offered frequently enough for timely completion of my degree program.	Strongly Disagree	14	13.7%	11	10.8%	9	8.8%	17	16.7%	22	21.6%	29	28.4%
	Disagree	24	15.7%	19	12.4%	13	8.5%	26	17.0%	21	13.7%	50	32.7%
	Neutral	16	7.5%	28	13.2%	19	9.0%	30	14.2%	58	27.4%	61	28.8%
	Agree	34	5.8%	73	12.4%	62	10.5%	70	11.8%	204	34.5%	148	25.0%
	Strongly Agree	19	4.5%	36	8.6%	42	10.0%	30	7.1%	170	40.5%	123	29.3%

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The intellectual caliber of students in my academic program was competitive.	Strongly Disagree	6	7.5%	11	13.8%	8	10.0%	11	13.8%	26	32.5%	18	22.5%
	Disagree	8	8.2%	8	8.2%	14	14.3%	7	7.1%	35	35.7%	26	26.5%
	Neutral	23	9.3%	23	9.3%	28	11.3%	42	16.9%	66	26.6%	66	26.6%
	Agree	47	6.9%	86	12.6%	65	9.5%	81	11.9%	223	32.7%	181	26.5%
	Strongly Agree	22	6.0%	40	10.8%	31	8.4%	31	8.4%	123	33.3%	122	33.1%
The degree program in which I enrolled is valuable for me in my employment.	Strongly Disagree	5	13.5%	2	5.4%	3	8.1%	2	5.4%	17	45.9%	8	21.6%
	Disagree	5	9.4%	6	11.3%	3	5.7%	8	15.1%	20	37.7%	11	20.8%
	Neutral	10	6.7%	17	11.3%	17	11.3%	25	16.7%	41	27.3%	40	26.7%
	Agree	42	6.8%	67	10.9%	63	10.2%	81	13.2%	196	31.9%	166	27.0%
	Strongly Agree	45	7.3%	77	12.4%	61	9.8%	56	9.0%	197	31.8%	184	29.7%
Troy University faculty care about students as individuals.	Strongly Disagree	4	5.6%	3	4.2%	6	8.5%	12	16.9%	23	32.4%	23	32.4%
	Disagree	4	5.1%	11	13.9%	8	10.1%	12	15.2%	29	36.7%	15	19.0%
	Neutral	18	7.8%	27	11.7%	22	9.5%	27	11.7%	89	38.5%	48	20.8%
	Agree	50	8.0%	69	11.1%	57	9.1%	75	12.0%	207	33.2%	165	26.5%
	Strongly Agree	31	6.5%	58	12.1%	54	11.3%	48	10.0%	126	26.3%	162	33.8%
Troy University faculty were helpful with my career plan.	Strongly Disagree	7	6.7%	6	5.7%	11	10.5%	13	12.4%	42	40.0%	26	24.8%
	Disagree	10	7.4%	12	8.9%	10	7.4%	21	15.6%	49	36.3%	33	24.4%
	Neutral	23	6.0%	42	10.9%	36	9.4%	42	10.9%	140	36.5%	101	26.3%
	Agree	41	7.9%	64	12.3%	55	10.6%	65	12.5%	154	29.6%	142	27.3%
	Strongly Agree	25	7.5%	44	13.2%	33	9.9%	32	9.6%	90	26.9%	110	32.9%
Troy University is responsive to the needs of its students.	Strongly Disagree	6	6.6%	6	6.6%	7	7.7%	17	18.7%	33	36.3%	22	24.2%
	Disagree	8	8.9%	10	11.1%	7	7.8%	13	14.4%	31	34.4%	21	23.3%
	Neutral	24	8.1%	32	10.7%	35	11.7%	35	11.7%	108	36.2%	64	21.5%
	Agree	41	6.6%	78	12.5%	54	8.7%	78	12.5%	194	31.2%	177	28.5%
	Strongly Agree	27	7.1%	43	11.3%	44	11.6%	29	7.7%	109	28.8%	127	33.5%
The tuition and fees I paid at Troy University were a worthwhile investment.	Strongly Disagree	10	12.8%	6	7.7%	6	7.7%	9	11.5%	32	41.0%	15	19.2%
	Disagree	6	10.0%	7	11.7%	2	3.3%	14	23.3%	21	35.0%	10	16.7%
	Neutral	25	8.7%	30	10.4%	33	11.5%	46	16.0%	87	30.2%	67	23.3%

Agree	44	7.2%	80	13.1%	62	10.1%	70	11.4%	197	32.2%	159	26.0%
Strongly Agree	21	4.8%	46	10.5%	43	9.8%	34	7.7%	137	31.2%	158	36.0%

30) On a scale from 1 to 5, with 1 as “Strongly Disagree” and 5 as “Strongly Agree,” please provide your opinion regarding the following areas:

CROSS TABULATION BY CAMPUS (Column % for each item)

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?																	
		Dothan			Montgomery			Phenix City			Troy			eTROY			Global Campus		
		N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean
The goals, objectives, and requirements for my academic program were clearly defined.	Strongly Disagree	7	6.5%		1	0.6%		3	2.0%		8	4.6%		20	4.2%		16	3.9%	
	Disagree	6	5.6%		4	2.4%		6	4.1%		16	9.2%		28	5.9%		13	3.2%	
	Neutral	7	6.5%		20	11.8%		17	11.6%		24	13.8%		35	7.3%		38	9.2%	
	Agree	62	57.9%		85	50.3%		78	53.1%		85	48.9%		230	48.2%		181	43.9%	
	Strongly Agree	25	23.4%		59	34.9%		43	29.3%		41	23.6%		164	34.4%		164	39.8%	
	Total	107	100.0%	3.86	169	100.0%	4.17	147	100.0%	4.03	174	100.0%	3.78	477	100.0%	4.03	412	100.0%	4.13
My academic program was intellectually challenging and stimulating.	Strongly Disagree	4	3.8%		2	1.2%		3	2.0%		6	3.4%		20	4.2%		10	2.4%	
	Disagree	3	2.8%		7	4.1%		3	2.0%		11	6.3%		14	2.9%		8	1.9%	
	Neutral	11	10.4%		12	7.1%		14	9.5%		18	10.3%		33	6.9%		33	8.0%	
	Agree	46	43.4%		78	46.2%		77	52.4%		82	47.1%		215	45.2%		166	40.2%	
	Strongly Agree	42	39.6%		70	41.4%		50	34.0%		57	32.8%		194	40.8%		196	47.5%	
	Total	106	100.0%	4.12	169	100.0%	4.22	147	100.0%	4.14	174	100.0%	3.99	476	100.0%	4.15	413	100.0%	4.28
Courses in my curriculum contributed to the skills and knowledge required in my field	Strongly Disagree	4	3.7%		2	1.2%		3	2.0%		4	2.3%		16	3.4%		9	2.2%	
	Disagree	5	4.7%		4	2.4%		2	1.4%		17	9.9%		9	1.9%		10	2.4%	
	Neutral	11	10.3%		15	8.9%		14	9.5%		14	8.1%		41	8.6%		35	8.5%	
	Agree	47	43.9%		83	49.4%		77	52.4%		91	52.9%		215	45.4%		172	41.6%	
	Strongly Agree	40	37.4%		64	38.1%		51	34.7%		46	26.7%		193	40.7%		187	45.3%	
	Total	107	100.0%	4.07	168	100.0%	4.21	147	100.0%	4.16	172	100.0%	3.92	474	100.0%	4.18	413	100.0%	4.25

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Courses were offered frequently enough for timely completion of my degree program.	Strongly Disagree	14	13.1%		11	6.6%		9	6.2%		17	9.8%		22	4.6%		29	7.1%	
	Disagree	24	22.4%		19	11.4%		13	9.0%		26	15.0%		21	4.4%		50	12.2%	
	Neutral	16	15.0%		28	16.8%		19	13.1%		30	17.3%		58	12.2%		61	14.8%	
	Agree	34	31.8%		73	43.7%		62	42.8%		70	40.5%		204	42.9%		148	36.0%	
	Strongly Agree	19	17.8%		36	21.6%		42	29.0%		30	17.3%		170	35.8%		123	29.9%	
	Total		107	100.0%	3.19	167	100.0%	3.62	145	100.0%	3.79	173	100.0%	3.40	475	100.0%	4.01	411	100.0%
The intellectual caliber of students in my academic program was competitive	Strongly Disagree	6	5.7%		11	6.5%		8	5.5%		11	6.4%		26	5.5%		18	4.4%	
	Disagree	8	7.5%		8	4.8%		14	9.6%		7	4.1%		35	7.4%		26	6.3%	
	Neutral	23	21.7%		23	13.7%		28	19.2%		42	24.4%		66	14.0%		66	16.0%	
	Agree	47	44.3%		86	51.2%		65	44.5%		81	47.1%		223	47.1%		181	43.8%	
	Strongly Agree	22	20.8%		40	23.8%		31	21.2%		31	18.0%		123	26.0%		122	29.5%	
	Total		106	100.0%	3.67	168	100.0%	3.81	146	100.0%	3.66	172	100.0%	3.66	473	100.0%	3.81	413	100.0%
The degree program in which I enrolled is valuable for me in my employment.	Strongly Disagree	5	4.7%		2	1.2%		3	2.0%		2	1.2%		17	3.6%		8	2.0%	
	Disagree	5	4.7%		6	3.6%		3	2.0%		8	4.7%		20	4.2%		11	2.7%	
	Neutral	10	9.3%		17	10.1%		17	11.6%		25	14.5%		41	8.7%		40	9.8%	
	Agree	42	39.3%		67	39.6%		63	42.9%		81	47.1%		196	41.6%		166	40.6%	
	Strongly Agree	45	42.1%		77	45.6%		61	41.5%		56	32.6%		197	41.8%		184	45.0%	
	Total		107	100.0%	4.09	169	100.0%	4.25	147	100.0%	4.20	172	100.0%	4.05	471	100.0%	4.14	409	100.0%
Troy University faculty care about students as individuals	Strongly Disagree	4	3.7%		3	1.8%		6	4.1%		12	6.9%		23	4.9%		23	5.6%	
	Disagree	4	3.7%		11	6.5%		8	5.4%		12	6.9%		29	6.1%		15	3.6%	
	Neutral	18	16.8%		27	16.1%		22	15.0%		27	15.5%		89	18.8%		48	11.6%	
	Agree	50	46.7%		69	41.1%		57	38.8%		75	43.1%		207	43.7%		165	40.0%	
	Strongly Agree	31	29.0%		58	34.5%		54	36.7%		48	27.6%		126	26.6%		162	39.2%	
	Total		107	100.0%	3.93	168	100.0%	4.00	147	100.0%	3.99	174	100.0%	3.78	474	100.0%	3.81	413	100.0%
Troy University faculty were helpful with my career plan.	Strongly Disagree	7	6.6%		6	3.6%		11	7.6%		13	7.5%		42	8.8%		26	6.3%	
	Disagree	10	9.4%		12	7.1%		10	6.9%		21	12.1%		49	10.3%		33	8.0%	
	Neutral	23	21.7%		42	25.0%		36	24.8%		42	24.3%		140	29.5%		101	24.5%	
	Agree	41	38.7%		64	38.1%		55	37.9%		65	37.6%		154	32.4%		142	34.5%	
	Strongly Agree	25	23.6%		44	26.2%		33	22.8%		32	18.5%		90	18.9%		110	26.7%	
	Total		107	100.0%	3.93	168	100.0%	4.00	147	100.0%	3.99	174	100.0%	3.78	474	100.0%	3.81	413	100.0%

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	Total	106	100.0%	3.63	168	100.0%	3.76	145	100.0%	3.61	173	100.0%	3.47	475	100.0%	3.42	412	100.0%	3.67
Troy University is responsive to the needs of its students	Strongly Disagree	6	5.7%		6	3.6%		7	4.8%		17	9.9%		33	6.9%		22	5.4%	
	Disagree	8	7.5%		10	5.9%		7	4.8%		13	7.6%		31	6.5%		21	5.1%	
	Neutral	24	22.6%		32	18.9%		35	23.8%		35	20.3%		108	22.7%		64	15.6%	
	Agree	41	38.7%		78	46.2%		54	36.7%		78	45.3%		194	40.8%		177	43.1%	
	Strongly Agree	27	25.5%		43	25.4%		44	29.9%		29	16.9%		109	22.9%		127	30.9%	
	Total	106	100.0%	3.71	169	100.0%	3.84	147	100.0%	3.82	172	100.0%	3.52	475	100.0%	3.66	411	100.0%	3.89
The tuition and fees I paid at Troy University were a worthwhile investment	Strongly Disagree	10	9.4%		6	3.6%		6	4.1%		9	5.2%		32	6.8%		15	3.7%	
	Disagree	6	5.7%		7	4.1%		2	1.4%		14	8.1%		21	4.4%		10	2.4%	
	Neutral	25	23.6%		30	17.8%		33	22.6%		46	26.6%		87	18.4%		67	16.4%	
	Agree	44	41.5%		80	47.3%		62	42.5%		70	40.5%		197	41.6%		159	38.9%	
	Strongly Agree	21	19.8%		46	27.2%		43	29.5%		34	19.7%		137	28.9%		158	38.6%	
	Total	106	100.0%	3.57	169	100.0%	3.91	146	100.0%	3.92	173	100.0%	3.61	474	100.0%	3.81	409	100.0%	4.06

**Report 10: Question 38: Please provide your overall ratings of Troy University:
CROSS TABULATION BY CAMPUS (Row % for each item)**

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eTROU		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
How would you rate Troy University's preparation of you for employment?	Poor	6	9.8%	4	6.6%	5	8.2%	7	11.5%	26	42.6%	13	21.3%
	Fair	6	6.8%	13	14.8%	7	8.0%	15	17.0%	24	27.3%	23	26.1%
	Average	28	8.3%	36	10.6%	33	9.7%	52	15.3%	109	32.2%	81	23.9%
	Good	37	6.0%	60	9.8%	57	9.3%	69	11.2%	211	34.4%	180	29.3%
	Excellent	29	7.8%	52	13.9%	45	12.0%	33	8.8%	104	27.8%	111	29.7%
How would you rate Troy University's preparation of you for further education?	Poor	5	9.6%	3	5.8%	6	11.5%	13	25.0%	16	30.8%	9	17.3%
	Fair	6	7.7%	9	11.5%	9	11.5%	15	19.2%	19	24.4%	20	25.6%
	Average	23	8.0%	33	11.5%	24	8.4%	42	14.7%	91	31.8%	73	25.5%
	Good	43	7.1%	60	10.0%	54	9.0%	63	10.4%	219	36.3%	164	27.2%
	Excellent	29	6.4%	61	13.4%	54	11.9%	42	9.2%	129	28.4%	140	30.8%
What is your overall rating of your college experiences at Troy?	Poor	6	13.6%	4	9.1%	2	4.5%	8	18.2%	16	36.4%	8	18.2%
	Fair	8	8.8%	11	12.1%	9	9.9%	14	15.4%	26	28.6%	23	25.3%
	Average	12	5.2%	26	11.4%	29	12.7%	36	15.7%	68	29.7%	58	25.3%
	Good	45	7.6%	66	11.1%	56	9.4%	63	10.6%	207	34.9%	156	26.3%
	Excellent	34	6.5%	59	11.3%	50	9.6%	52	10.0%	161	31.0%	164	31.5%

**38) Please provide your overall ratings of Troy University:
CROSS TABULATION BY CAMPUS (Column % for each item)**

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?																	
		Dothan			Montgomery			Phenix City			Troy			eTROY			Global Campus		
		N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean
How would you rate Troy University's preparation of you for employment?	Poor	6	5.7%		4	2.4%		5	3.4%		7	4.0%		26	5.5%		13	3.2%	
	Fair	6	5.7%		13	7.9%		7	4.8%		15	8.5%		24	5.1%		23	5.6%	
	Average	28	26.4%		36	21.8%		33	22.4%		52	29.5%		109	23.0%		81	19.9%	
	Good	37	34.9%		60	36.4%		57	38.8%		69	39.2%		211	44.5%		180	44.1%	
	Excellent	29	27.4%		52	31.5%		45	30.6%		33	18.8%		104	21.9%		111	27.2%	
	Total	106	100.0%	3.73	165	100.0%	3.87	147	100.0%	3.88	176	100.0%	3.60	474	100.0%	3.72	408	100.0%	3.87
How would you rate Troy University's preparation of you for further education?	Poor	5	4.7%		3	1.8%		6	4.1%		13	7.4%		16	3.4%		9	2.2%	
	Fair	6	5.7%		9	5.4%		9	6.1%		15	8.6%		19	4.0%		20	4.9%	
	Average	23	21.7%		33	19.9%		24	16.3%		42	24.0%		91	19.2%		73	18.0%	
	Good	43	40.6%		60	36.1%		54	36.7%		63	36.0%		219	46.2%		164	40.4%	
	Excellent	29	27.4%		61	36.7%		54	36.7%		42	24.0%		129	27.2%		140	34.5%	
	Total	106	100.0%	3.80	166	100.0%	4.01	147	100.0%	3.96	175	100.0%	3.61	474	100.0%	3.90	406	100.0%	4.00
What is your overall rating of your college experiences at Troy?	Poor	6	5.7%		4	2.4%		2	1.4%		8	4.6%		16	3.3%		8	2.0%	
	Fair	8	7.6%		11	6.6%		9	6.2%		14	8.1%		26	5.4%		23	5.6%	
	Average	12	11.4%		26	15.7%		29	19.9%		36	20.8%		68	14.2%		58	14.2%	
	Good	45	42.9%		66	39.8%		56	38.4%		63	36.4%		207	43.3%		156	38.1%	
	Excellent	34	32.4%		59	35.5%		50	34.2%		52	30.1%		161	33.7%		164	40.1%	
	Total	105	100.0%	3.89	166	100.0%	3.99	146	100.0%	3.98	173	100.0%	3.79	478	100.0%	3.99	409	100.0%	4.09

**Report 11: Questions 39- 41: Recommendation of Troy University.
CROSSTABULATION BY CAMPUS (Row % for each item)**

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eTROY		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
If you were starting over, would you enroll in the same program?	Definitely yes	56	7.8%	88	12.2%	68	9.4%	72	10.0%	228	31.6%	209	29.0%
	Probably yes	37	7.1%	52	10.0%	51	9.8%	57	10.9%	176	33.8%	148	28.4%
	Probably not	10	5.5%	21	11.5%	23	12.6%	35	19.1%	52	28.4%	42	23.0%
	Definitely not	5	7.4%	8	11.8%	6	8.8%	14	20.6%	23	33.8%	12	17.6%
If you could start college over, would you attend Troy University again?	Definitely yes	48	6.6%	96	13.3%	71	9.8%	73	10.1%	237	32.7%	199	27.5%
	Probably yes	39	7.2%	48	8.9%	59	10.9%	61	11.3%	174	32.3%	158	29.3%
	Probably not	13	8.2%	19	11.9%	15	9.4%	29	18.2%	42	26.4%	41	25.8%
	Definitely not	8	11.4%	6	8.6%	4	5.7%	15	21.4%	24	34.3%	13	18.6%
Would you recommend your academic program to other students?	Definitely yes	47	5.8%	101	12.5%	79	9.8%	78	9.6%	259	32.0%	245	30.3%
	Probably yes	45	9.1%	46	9.3%	50	10.1%	65	13.1%	167	33.6%	124	24.9%
	Probably not	10	8.3%	13	10.8%	16	13.3%	18	15.0%	37	30.8%	26	21.7%
	Definitely not	5	8.3%	8	13.3%	3	5.0%	15	25.0%	14	23.3%	15	25.0%
Would you recommend Troy University to someone planning to go to college?	Definitely yes	52	6.1%	108	12.7%	90	10.6%	89	10.4%	270	31.7%	244	28.6%
	Probably yes	39	8.4%	45	9.7%	46	9.9%	56	12.0%	153	32.9%	126	27.1%
	Probably not	8	7.1%	11	9.7%	10	8.8%	19	16.8%	37	32.7%	28	24.8%
	Definitely not	9	15.3%	5	8.5%	2	3.4%	13	22.0%	19	32.2%	11	18.6%

Questions 39- 41: Recommendation of Troy University

CROSS TABULATION BY CAMPUS (Column % for each item)

Graduate Student Survey Data AY 2010 - 2011		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eTROY		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
If you were starting over, would you enroll in the same program?	Definitely yes	56	51.9%	88	52.1%	68	45.9%	72	40.4%	228	47.6%	209	50.9%
	Probably yes	37	34.3%	52	30.8%	51	34.5%	57	32.0%	176	36.7%	148	36.0%
	Probably not	10	9.3%	21	12.4%	23	15.5%	35	19.7%	52	10.9%	42	10.2%
	Definitely not	5	4.6%	8	4.7%	6	4.1%	14	7.9%	23	4.8%	12	2.9%
	Total	108	100%	169	100%	148	100%	178	100%	479	100%	411	100%
If you could start college over, would you attend Troy University again?	Definitely yes	48	44.4%	96	56.8%	71	47.7%	73	41.0%	237	49.7%	199	48.4%
	Probably yes	39	36.1%	48	28.4%	59	39.6%	61	34.3%	174	36.5%	158	38.4%
	Probably not	13	12.0%	19	11.2%	15	10.1%	29	16.3%	42	8.8%	41	10.0%
	Definitely not	8	7.4%	6	3.6%	4	2.7%	15	8.4%	24	5.0%	13	3.2%
	Total	108	100%	169	100%	149	100%	178	100%	477	100%	411	100%
Would you recommend your academic program to other students?	Definitely yes	47	43.9%	101	60.1%	79	53.4%	78	44.3%	259	54.3%	245	59.8%
	Probably yes	45	42.1%	46	27.4%	50	33.8%	65	36.9%	167	35.0%	124	30.2%
	Probably not	10	9.3%	13	7.7%	16	10.8%	18	10.2%	37	7.8%	26	6.3%
	Definitely not	5	4.7%	8	4.8%	3	2.0%	15	8.5%	14	2.9%	15	3.7%
	Total	107	100%	168	100%	148	100%	176	100%	477	100.0%	410	100%
Would you recommend Troy University to someone planning to go to college?	Definitely yes	52	48.1%	108	63.9%	90	60.8%	89	50.3%	270	56.4%	244	59.7%
	Probably yes	39	36.1%	45	26.6%	46	31.1%	56	31.6%	153	31.9%	126	30.8%
	Probably not	8	7.4%	11	6.5%	10	6.8%	19	10.7%	37	7.7%	28	6.8%
	Definitely not	9	8.3%	5	3.0%	2	1.4%	13	7.3%	19	4.0%	11	2.7%
	Total	108	100%	169	100%	148	100%	177	100%	479	100%	409	100%

Report 12: Question 27: In regard to your education at Troy University, please rate your development in the following areas:

CROSS TABULATION BY COLLEGE (Row % for each item)

Graduate Student Survey Data AY 2010 - 2011		From which college will you be graduating?							
		Arts & Sciences		Sorrell College of Business		Education		Health & Human Services	
		N	%	N	%	N	%	N	%
Writing Skills	Poor	1	14.3%	2	28.6%	2	28.6%	2	28.6%
	Fair	8	33.3%	9	37.5%	4	16.7%	3	12.5%
	Average	39	20.9%	69	36.9%	36	19.3%	43	23.0%
	Good	186	26.0%	226	31.6%	214	29.9%	90	12.6%
	Excellent	190	34.8%	147	26.9%	152	27.8%	57	10.4%
Speaking/Presentation Skills	Poor	9	32.1%	15	53.6%	1	3.6%	3	10.7%
	Fair	13	31.7%	13	31.7%	9	22.0%	6	14.6%
	Average	92	35.8%	87	33.9%	43	16.7%	35	13.6%
	Good	167	25.3%	207	31.3%	189	28.6%	98	14.8%
	Excellent	138	28.7%	128	26.6%	163	33.9%	52	10.8%
Reading Skills	Poor	2	25.0%	4	50.0%	0	.0%	2	25.0%
	Fair	3	16.7%	6	33.3%	2	11.1%	7	38.9%
	Average	33	22.0%	52	34.7%	37	24.7%	28	18.7%
	Good	190	29.3%	199	30.7%	174	26.8%	86	13.3%
	Excellent	193	30.0%	188	29.2%	191	29.7%	71	11.0%
Critical Thinking Skills	Poor	2	40.0%	1	20.0%	1	20.0%	1	20.0%
	Fair	1	5.9%	9	52.9%	3	17.6%	4	23.5%
	Average	29	23.6%	42	34.1%	28	22.8%	24	19.5%
	Good	189	27.0%	221	31.5%	200	28.5%	91	13.0%
	Excellent	199	31.8%	179	28.6%	173	27.7%	74	11.8%

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Problem Solving Skills	Poor	2	40.0%	2	40.0%	0	.0%	1	20.0%
	Fair	8	40.0%	3	15.0%	5	25.0%	4	20.0%
	Average	42	27.8%	49	32.5%	33	21.9%	27	17.9%
	Good	194	27.4%	227	32.1%	193	27.3%	93	13.2%
	Excellent	171	29.2%	171	29.2%	175	29.9%	68	11.6%
Mathematical Skills	Poor	19	47.5%	9	22.5%	8	20.0%	4	10.0%
	Fair	41	42.3%	16	16.5%	26	26.8%	14	14.4%
	Average	158	33.3%	118	24.9%	126	26.6%	72	15.2%
	Good	144	24.7%	206	35.3%	151	25.9%	83	14.2%
	Excellent	50	19.5%	101	39.3%	87	33.9%	19	7.4%
Computer Technologies	Poor	5	29.4%	9	52.9%	1	5.9%	2	11.8%
	Fair	19	40.4%	12	25.5%	9	19.1%	7	14.9%
	Average	87	31.0%	82	29.2%	68	24.2%	44	15.7%
	Good	184	26.6%	215	31.1%	196	28.3%	97	14.0%
	Excellent	119	27.9%	131	30.8%	132	31.0%	44	10.3%
Research Skills	Poor	3	23.1%	5	38.5%	3	23.1%	2	15.4%
	Fair	4	16.0%	7	28.0%	7	28.0%	7	28.0%
	Average	39	22.8%	59	34.5%	38	22.2%	35	20.5%
	Good	175	26.4%	211	31.9%	184	27.8%	92	13.9%
	Excellent	197	33.1%	166	27.9%	174	29.2%	58	9.7%
Scientific Principles and Methods	Poor	4	16.0%	14	56.0%	4	16.0%	3	12.0%
	Fair	20	35.1%	13	22.8%	14	24.6%	10	17.5%
	Average	92	25.6%	126	35.0%	85	23.6%	57	15.8%
	Good	188	27.6%	216	31.7%	193	28.3%	85	12.5%
	Excellent	109	32.7%	79	23.7%	105	31.5%	40	12.0%
Understanding different philosophies and cultures	Poor	4	19.0%	14	66.7%	1	4.8%	2	9.5%
	Fair	11	26.2%	17	40.5%	9	21.4%	5	11.9%
	Average	47	20.5%	94	41.0%	49	21.4%	39	17.0%
	Good	184	27.0%	212	31.1%	190	27.9%	95	14.0%

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	Excellent	170	35.1%	110	22.7%	152	31.4%	52	10.7%
Appreciation of the Arts	Poor	9	17.0%	34	64.2%	6	11.3%	4	7.5%
	Fair	35	35.0%	34	34.0%	16	16.0%	15	15.0%
	Average	105	26.1%	141	35.1%	98	24.4%	58	14.4%
	Good	160	28.0%	162	28.3%	173	30.2%	77	13.5%
	Excellent	104	32.5%	77	24.1%	104	32.5%	35	10.9%
Leadership Skills	Poor	11	55.0%	6	30.0%	3	15.0%	0	.0%
	Fair	11	34.4%	11	34.4%	4	12.5%	6	18.8%
	Average	63	32.3%	52	26.7%	47	24.1%	33	16.9%
	Good	161	26.5%	181	29.8%	174	28.6%	92	15.1%
	Excellent	168	28.1%	198	33.1%	171	28.6%	61	10.2%
Management and organizational skills	Poor	3	33.3%	6	66.7%	0	.0%	0	.0%
	Fair	8	27.6%	8	27.6%	7	24.1%	6	20.7%
	Average	42	28.2%	37	24.8%	42	28.2%	28	18.8%
	Good	173	28.1%	175	28.4%	179	29.1%	89	14.4%
	Excellent	192	28.8%	227	34.0%	176	26.4%	72	10.8%
Time Management	Poor	3	37.5%	4	50.0%	1	12.5%	0	.0%
	Fair	5	22.7%	8	36.4%	3	13.6%	6	27.3%
	Average	45	24.9%	54	29.8%	58	32.0%	24	13.3%
	Good	182	28.6%	193	30.3%	176	27.6%	86	13.5%
	Excellent	183	29.6%	195	31.6%	161	26.1%	79	12.8%
Working cooperatively in groups	Poor	10	41.7%	8	33.3%	3	12.5%	3	12.5%
	Fair	15	45.5%	10	30.3%	5	15.2%	3	9.1%
	Average	77	41.6%	53	28.6%	31	16.8%	24	13.0%
	Good	156	26.5%	176	29.9%	166	28.2%	91	15.4%
	Excellent	157	24.9%	204	32.4%	196	31.1%	73	11.6%
Planning and carrying out projects	Poor	3	33.3%	6	66.7%	0	.0%	0	.0%
	Fair	6	28.6%	10	47.6%	2	9.5%	3	14.3%
	Average	43	32.3%	40	30.1%	27	20.3%	23	17.3%

	Good	178	28.1%	186	29.4%	177	28.0%	92	14.5%
	Excellent	185	27.7%	210	31.5%	195	29.2%	77	11.5%
Citizenship Skills	Poor	16	36.4%	20	45.5%	7	15.9%	1	2.3%
	Fair	13	36.1%	14	38.9%	3	8.3%	6	16.7%
	Average	71	29.2%	86	35.4%	47	19.3%	39	16.0%
	Good	162	27.2%	175	29.4%	173	29.1%	85	14.3%
	Excellent	150	28.5%	149	28.3%	166	31.6%	61	11.6%
Strategies for applying skills in my field	Poor	6	28.6%	9	42.9%	4	19.0%	2	9.5%
	Fair	9	32.1%	8	28.6%	4	14.3%	7	25.0%
	Average	41	25.5%	58	36.0%	37	23.0%	25	15.5%
	Good	185	27.9%	214	32.3%	173	26.1%	90	13.6%
	Excellent	179	30.6%	157	26.8%	181	30.9%	68	11.6%

**Question 27: In regard to your education at Troy University, please rate your development in the following areas:
CROSS TABULATION BY COLLEGE (Column % for each item)**

Graduate Student Survey Data AY 2010 - 2011		From which college will you be graduating?											
		Arts & Sciences			Sorrell College of Business			Education			Health & Human Services		
		N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean
Writing Skills	Poor	1	0.2%		2	0.4%		2	0.5%		2	1.0%	
	Fair	8	1.9%		9	2.0%		4	1.0%		3	1.5%	
	Average	39	9.2%		69	15.2%		36	8.8%		43	22.1%	
	Good	186	43.9%		226	49.9%		214	52.5%		90	46.2%	
	Excellent	190	44.8%		147	32.5%		152	37.3%		57	29.2%	
	Total	424	100%	4.31	453	100%	4.12	408	100%	4.25	195	100%	4.01
Speaking/Presentation Skills	Poor	9	2.1%		15	3.3%		1	0.2%		3	1.5%	
	Fair	13	3.1%		13	2.9%		9	2.2%		6	3.1%	
	Average	92	22.0%		87	19.3%		43	10.6%		35	18.0%	
	Good	167	39.9%		207	46.0%		189	46.7%		98	50.5%	

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	Excellent	138	32.9%		128	28.4%		163	40.2%		52	26.8%	
	Total	419	100%	3.98	450	100%	3.93	405	100%	4.24	194	100%	3.98
Reading Skills	Poor	2	0.5%		4	0.9%		0	0.0%		2	1.0%	
	Fair	3	0.7%		6	1.3%		2	0.5%		7	3.6%	
	Average	33	7.8%		52	11.6%		37	9.2%		28	14.4%	
	Good	190	45.1%		199	44.3%		174	43.1%		86	44.3%	
	Excellent	193	45.8%		188	41.9%		191	47.3%		71	36.6%	
	Total	421	100%	4.35	449	100%	4.25	404	100%	4.37	194	100%	4.12
Critical Thinking Skills	Poor	2	0.5%		1	0.2%		1	0.2%		1	0.5%	
	Fair	1	0.2%		9	2.0%		3	0.7%		4	2.1%	
	Average	29	6.9%		42	9.3%		28	6.9%		24	12.4%	
	Good	189	45.0%		221	48.9%		200	49.4%		91	46.9%	
	Excellent	199	47.4%		179	39.6%		173	42.7%		74	38.1%	
	Total	420	100%	4.39	452	100%	4.26	405	100%	4.34	194	100%	4.20
Problem Solving Skills	Poor	2	0.5%		2	0.4%		0	0.0%		1	0.5%	
	Fair	8	1.9%		3	0.7%		5	1.2%		4	2.1%	
	Average	42	10.1%		49	10.8%		33	8.1%		27	14.0%	
	Good	194	46.5%		227	50.2%		193	47.5%		93	48.2%	
	Excellent	171	41.0%		171	37.8%		175	43.1%		68	35.2%	
	Total	417	100%	4.26	452	100%	4.24	406	100%	4.33	193	100%	4.16
Mathematical Skills	Poor	19	4.6%		9	2.0%		8	2.0%		4	2.1%	
	Fair	41	10.0%		16	3.6%		26	6.5%		14	7.3%	
	Average	158	38.3%		118	26.2%		126	31.7%		72	37.5%	
	Good	144	35.0%		206	45.8%		151	37.9%		83	43.2%	
	Excellent	50	12.1%		101	22.4%		87	21.9%		19	9.9%	
	Total	412	100%	3.40	450	100%	3.83	398	100%	3.71	192	100%	3.52
Computer Technologies	Poor	5	1.2%		9	2.0%		1	0.2%		2	1.0%	
	Fair	19	4.6%		12	2.7%		9	2.2%		7	3.6%	
	Average	87	21.0%		82	18.3%		68	16.7%		44	22.7%	
	Good	184	44.4%		215	47.9%		196	48.3%		97	50.0%	
	Excellent	119	28.7%		131	29.2%		132	32.5%		44	22.7%	
	Total	414	100%	3.95	449	100%	4.00	406	100%	4.11	194	100%	3.90
Research Skills	Poor	3	0.7%		5	1.1%		3	0.7%		2	1.0%	
	Fair	4	1.0%		7	1.6%		7	1.7%		7	3.6%	
	Average	39	9.3%		59	13.2%		38	9.4%		35	18.0%	
	Good	175	41.9%		211	47.1%		184	45.3%		92	47.4%	

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	Excellent	197	47.1%		166	37.1%		174	42.9%		58	29.9%	
	Total	418	100.0%	4.34	448	100.0%	4.17	406	100.0%	4.28	194	100.0%	4.02
Scientific Principles and Methods	Poor	4	1.0%		14	3.1%		4	1.0%		3	1.5%	
	Fair	20	4.8%		13	2.9%		14	3.5%		10	5.1%	
	Average	92	22.3%		126	28.1%		85	21.2%		57	29.2%	
	Good	188	45.5%		216	48.2%		193	48.1%		85	43.6%	
	Excellent	109	26.4%		79	17.6%		105	26.2%		40	20.5%	
	Total	413	100%	3.92	448	100%	3.74	401	100%	3.95	195	100%	3.76
Understanding different philosophies and cultures	Poor	4	1.0%		14	3.1%		1	0.2%		2	1.0%	
	Fair	11	2.6%		17	3.8%		9	2.2%		5	2.6%	
	Average	47	11.3%		94	21.0%		49	12.2%		39	20.2%	
	Good	184	44.2%		212	47.4%		190	47.4%		95	49.2%	
	Excellent	170	40.9%		110	24.6%		152	37.9%		52	26.9%	
	Total	416	100%	4.21	447	100%	3.87	401	100%	4.20	193	100%	3.98
Appreciation of the Arts	Poor	9	2.2%		34	7.6%		6	1.5%		4	2.1%	
	Fair	35	8.5%		34	7.6%		16	4.0%		15	7.9%	
	Average	105	25.4%		141	31.5%		98	24.7%		58	30.7%	
	Good	160	38.7%		162	36.2%		173	43.6%		77	40.7%	
	Excellent	104	25.2%		77	17.2%		104	26.2%		35	18.5%	
	Total	413	100%	3.76	448	100%	3.48	397	100%	3.89	189	100%	3.66
Leadership Skills	Poor	11	2.7%		6	1.3%		3	0.8%		0	0.0%	
	Fair	11	2.7%		11	2.5%		4	1.0%		6	3.1%	
	Average	63	15.2%		52	11.6%		47	11.8%		33	17.2%	
	Good	161	38.9%		181	40.4%		174	43.6%		92	47.9%	
	Excellent	168	40.6%		198	44.2%		171	42.9%		61	31.8%	
	Total	414	100%	4.12	448	100%	4.24	399	100%	4.27	192	100%	4.08
Management and organizational skills	Poor	3	0.7%		6	1.3%		0	0.0%		0	0.0%	
	Fair	8	1.9%		8	1.8%		7	1.7%		6	3.1%	
	Average	42	10.0%		37	8.2%		42	10.4%		28	14.4%	
	Good	173	41.4%		175	38.6%		179	44.3%		89	45.6%	
	Excellent	192	45.9%		227	50.1%		176	43.6%		72	36.9%	
	Total	418	100%	4.30	453	100%	4.34	404	100%	4.30	195	100%	4.16
Time Management	Poor	3	0.7%		4	0.9%		1	0.3%		0	0.0%	
	Fair	5	1.2%		8	1.8%		3	0.8%		6	3.1%	
	Average	45	10.8%		54	11.9%		58	14.5%		24	12.3%	
	Good	182	43.5%		193	42.5%		176	44.1%		86	44.1%	

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	Excellent	183	43.8%		195	43.0%		161	40.4%		79	40.5%	
	Total	418	100%	4.28	454	100%	4.25	399	100%	4.24	195	100%	4.22
Working cooperatively in groups	Poor	10	2.4%		8	1.8%		3	0.7%		3	1.5%	
	Fair	15	3.6%		10	2.2%		5	1.2%		3	1.5%	
	Average	77	18.6%		53	11.8%		31	7.7%		24	12.4%	
	Good	156	37.6%		176	39.0%		166	41.4%		91	46.9%	
	Excellent	157	37.8%		204	45.2%		196	48.9%		73	37.6%	
	Total	415	100%	4.05	451	100%	4.24	401	100%	4.36	194	100%	4.18
Planning and carrying out projects	Poor	3	0.7%		6	1.3%		0	0.0%		0	0.0%	
	Fair	6	1.4%		10	2.2%		2	0.5%		3	1.5%	
	Average	43	10.4%		40	8.8%		27	6.7%		23	11.8%	
	Good	178	42.9%		186	41.2%		177	44.1%		92	47.2%	
	Excellent	185	44.6%		210	46.5%		195	48.6%		77	39.5%	
	Total	415	100%	4.29	452	100%	4.29	401	100%	4.41	195	100%	4.25
Citizenship Skills	Poor	16	3.9%		20	4.5%		7	1.8%		1	0.5%	
	Fair	13	3.2%		14	3.2%		3	0.8%		6	3.1%	
	Average	71	17.2%		86	19.4%		47	11.9%		39	20.3%	
	Good	162	39.3%		175	39.4%		173	43.7%		85	44.3%	
	Excellent	150	36.4%		149	33.6%		166	41.9%		61	31.8%	
	Total	412	100%	4.01	444	100%	3.94	396	100%	4.23	192	100%	4.04
Strategies for applying skills in my field	Poor	6	1.4%		9	2.0%		4	1.0%		2	1.0%	
	Fair	9	2.1%		8	1.8%		4	1.0%		7	3.6%	
	Average	41	9.8%		58	13.0%		37	9.3%		25	13.0%	
	Good	185	44.0%		214	48.0%		173	43.4%		90	46.9%	
	Excellent	179	42.6%		157	35.2%		181	45.4%		68	35.4%	
	Total	420	100%	4.24	446	100%	4.13	399	100%	4.31	192	100%	4.12

Report 13: Question 28: Please rate the following areas related to the education and academic support services at Troy University: (Select “N/A” for any item that does not apply to you.)

CROSS TABULATION BY COLLEGE (Row % for each item)

Graduate Student Survey Data AY 2010 - 2011		From which college will you be graduating?							
		Arts & Sciences		Sorrell College of Business		Education		Health & Human Services	
		N	%	N	%	N	%	N	%
Overall quality of your academic program	Poor	6	21.4%	11	39.3%	6	21.4%	5	17.9%
	Fair	13	19.1%	20	29.4%	16	23.5%	19	27.9%
	Average	32	19.4%	69	41.8%	42	25.5%	22	13.3%
	Good	169	26.1%	201	31.0%	189	29.2%	89	13.7%
	Excellent	203	36.5%	147	26.4%	148	26.6%	58	10.4%
Academic Advising	Poor	34	26.2%	45	34.6%	33	25.4%	18	13.8%
	Fair	28	23.7%	36	30.5%	30	25.4%	24	20.3%
	Average	59	26.7%	91	41.2%	43	19.5%	28	12.7%
	Good	144	28.3%	144	28.3%	154	30.3%	67	13.2%
	Excellent	143	31.4%	123	27.0%	135	29.7%	54	11.9%
Faculty accessibility	Poor	8	14.0%	23	40.4%	13	22.8%	13	22.8%
	Fair	20	18.7%	37	34.6%	34	31.8%	16	15.0%
	Average	62	27.3%	69	30.4%	60	26.4%	36	15.9%
	Good	152	26.9%	194	34.3%	147	26.0%	72	12.7%
	Excellent	177	36.0%	115	23.4%	143	29.1%	57	11.6%
Instruction in major courses	Poor	5	14.3%	16	45.7%	5	14.3%	9	25.7%
	Fair	17	23.6%	24	33.3%	19	26.4%	12	16.7%
	Average	45	23.9%	68	36.2%	44	23.4%	31	16.5%
	Good	162	25.8%	211	33.7%	169	27.0%	85	13.6%
	Excellent	187	35.7%	119	22.7%	164	31.3%	54	10.3%

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Instruction in general education courses	Poor	2	9.1%	12	54.5%	6	27.3%	2	9.1%
	Fair	12	24.5%	16	32.7%	12	24.5%	9	18.4%
	Average	42	22.0%	74	38.7%	49	25.7%	26	13.6%
	Good	128	24.6%	178	34.2%	146	28.0%	69	13.2%
	Excellent	122	32.8%	92	24.7%	119	32.0%	39	10.5%
Faculty's use of technologies to enhance teaching	Poor	8	22.2%	10	27.8%	8	22.2%	10	27.8%
	Fair	20	23.3%	29	33.7%	24	27.9%	13	15.1%
	Average	67	27.7%	88	36.4%	52	21.5%	35	14.5%
	Good	169	28.6%	180	30.5%	163	27.6%	79	13.4%
	Excellent	149	31.2%	123	25.8%	153	32.1%	52	10.9%
Course availability in your major	Poor	15	14.7%	30	29.4%	36	35.3%	21	20.6%
	Fair	19	18.6%	37	36.3%	29	28.4%	17	16.7%
	Average	58	23.9%	77	31.7%	71	29.2%	37	15.2%
	Good	159	30.5%	157	30.1%	138	26.4%	68	13.0%
	Excellent	171	34.8%	143	29.1%	128	26.0%	50	10.2%
Communication between faculty and students	Poor	11	20.8%	14	26.4%	13	24.5%	15	28.3%
	Fair	18	20.9%	30	34.9%	28	32.6%	10	11.6%
	Average	50	22.7%	80	36.4%	53	24.1%	37	16.8%
	Good	156	27.1%	192	33.3%	151	26.2%	77	13.4%
	Excellent	183	35.1%	129	24.7%	156	29.9%	54	10.3%
IMPACT/New Student Orientation Program	Poor	13	22.8%	13	22.8%	19	33.3%	12	21.1%
	Fair	12	24.5%	17	34.7%	9	18.4%	11	22.4%
	Average	45	26.3%	68	39.8%	37	21.6%	21	12.3%
	Good	77	27.8%	82	29.6%	71	25.6%	47	17.0%
	Excellent	58	31.9%	50	27.5%	51	28.0%	23	12.6%
Registration Procedures	Poor	9	12.0%	34	45.3%	18	24.0%	14	18.7%
	Fair	18	25.4%	21	29.6%	19	26.8%	13	18.3%
	Average	51	24.8%	76	36.9%	47	22.8%	32	15.5%
	Good	144	26.0%	178	32.2%	151	27.3%	80	14.5%

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	Excellent	200	36.4%	132	24.0%	163	29.7%	54	9.8%
Library	Poor	11	27.5%	14	35.0%	6	15.0%	9	22.5%
	Fair	13	22.0%	19	32.2%	17	28.8%	10	16.9%
	Average	58	24.8%	85	36.3%	58	24.8%	33	14.1%
	Good	123	26.6%	138	29.8%	139	30.0%	63	13.6%
	Excellent	122	33.4%	85	23.3%	114	31.2%	44	12.1%
Computer Labs	Poor	15	28.3%	18	34.0%	10	18.9%	10	18.9%
	Fair	11	20.8%	17	32.1%	18	34.0%	7	13.2%
	Average	41	20.1%	66	32.4%	58	28.4%	39	19.1%
	Good	67	20.1%	101	30.2%	125	37.4%	41	12.3%
	Excellent	55	22.4%	62	25.3%	99	40.4%	29	11.8%
Library/instructional equipment	Poor	6	20.7%	13	44.8%	5	17.2%	5	17.2%
	Fair	7	14.6%	13	27.1%	15	31.3%	13	27.1%
	Average	35	19.4%	60	33.3%	46	25.6%	39	21.7%
	Good	60	22.1%	80	29.5%	97	35.8%	34	12.5%
	Excellent	44	27.5%	46	28.8%	53	33.1%	17	10.6%
Testing Center	Poor	14	23.0%	28	45.9%	12	19.7%	7	11.5%
	Fair	12	21.1%	28	49.1%	9	15.8%	8	14.0%
	Average	45	24.5%	67	36.4%	46	25.0%	26	14.1%
	Good	65	24.3%	76	28.5%	86	32.2%	40	15.0%
	Excellent	54	32.9%	48	29.3%	41	25.0%	21	12.8%
Writing Center	Poor	15	36.6%	15	36.6%	5	12.2%	6	14.6%
	Fair	3	13.6%	7	31.8%	7	31.8%	5	22.7%
	Average	33	25.2%	51	38.9%	32	24.4%	15	11.5%
	Good	48	23.9%	58	28.9%	65	32.3%	30	14.9%
	Excellent	38	30.2%	30	23.8%	44	34.9%	14	11.1%
Natural Science Center	Poor	8	47.1%	4	23.5%	1	5.9%	4	23.5%
	Fair	3	15.8%	10	52.6%	2	10.5%	4	21.1%
	Average	25	28.1%	31	34.8%	20	22.5%	13	14.6%

	Good	28	20.3%	43	31.2%	47	34.1%	20	14.5%
	Excellent	26	28.9%	20	22.2%	32	35.6%	12	13.3%
Center for International Programs	Poor	4	26.7%	7	46.7%	1	6.7%	3	20.0%
	Fair	6	30.0%	9	45.0%	1	5.0%	4	20.0%
	Average	20	24.1%	34	41.0%	18	21.7%	11	13.3%
	Good	36	24.2%	51	34.2%	43	28.9%	19	12.8%
	Excellent	26	31.0%	22	26.2%	26	31.0%	10	11.9%

Question 28: Please rate the following areas related to the education and academic support services at Troy University:

CROSS TABULATION BY COLLEGE (Column % for each item)

Graduate Student Survey Data AY 2010 - 2011		From which college will you be graduating?											
		Arts & Sciences			Sorrell College of Business			Education			Health & Human Services		
		N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean
Overall quality of your academic program	Poor	6	1.4%		11	2.5%		6	1.5%		5	2.6%	
	Fair	13	3.1%		20	4.5%		16	4.0%		19	9.8%	
	Average	32	7.6%		69	15.4%		42	10.5%		22	11.4%	
	Good	169	40.0%		201	44.9%		189	47.1%		89	46.1%	
	Excellent	203	48.0%		147	32.8%		148	36.9%		58	30.1%	
	Total	423	100%	4.30	448	100%	4.01	401	100%	4.14	193	100%	3.91
Academic Advising	Poor	34	8.3%		45	10.3%		33	8.4%		18	9.4%	
	Fair	28	6.9%		36	8.2%		30	7.6%		24	12.6%	
	Average	59	14.5%		91	20.7%		43	10.9%		28	14.7%	
	Good	144	35.3%		144	32.8%		154	39.0%		67	35.1%	
	Excellent	143	35.0%		123	28.0%		135	34.2%		54	28.3%	
	Total	408	100%	3.82	439	100%	3.60	395	100%	3.83	191	100%	3.60
Faculty accessibility	Poor	8	1.9%		23	5.3%		13	3.3%		13	6.7%	
	Fair	20	4.8%		37	8.4%		34	8.6%		16	8.2%	
	Average	62	14.8%		69	15.8%		60	15.1%		36	18.6%	
	Good	152	36.3%		194	44.3%		147	37.0%		72	37.1%	

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	Excellent	177	42.2%		115	26.3%		143	36.0%		57	29.4%	
	Total	419	100%	4.12	438	100%	3.78	397	100%	3.94	194	100%	3.74
Instruction in major courses	Poor	5	1.2%		16	3.7%		5	1.2%		9	4.7%	
	Fair	17	4.1%		24	5.5%		19	4.7%		12	6.3%	
	Average	45	10.8%		68	15.5%		44	11.0%		31	16.2%	
	Good	162	38.9%		211	48.2%		169	42.1%		85	44.5%	
	Excellent	187	45.0%		119	27.2%		164	40.9%		54	28.3%	
	Total	416	100%	4.22	438	100%	3.90	401	100%	4.17	191	100%	3.85
Instruction in general education courses	Poor	2	0.7%		12	3.2%		6	1.8%		2	1.4%	
	Fair	12	3.9%		16	4.3%		12	3.6%		9	6.2%	
	Average	42	13.7%		74	19.9%		49	14.8%		26	17.9%	
	Good	128	41.8%		178	47.8%		146	44.0%		69	47.6%	
	Excellent	122	39.9%		92	24.7%		119	35.8%		39	26.9%	
	Total	306	100%	4.16	372	100%	3.87	332	100%	4.08	145	100%	3.92
Faculty's use of technologies to enhance teaching	Poor	8	1.9%		10	2.3%		8	2.0%		10	5.3%	
	Fair	20	4.8%		29	6.7%		24	6.0%		13	6.9%	
	Average	67	16.2%		88	20.5%		52	13.0%		35	18.5%	
	Good	169	40.9%		180	41.9%		163	40.8%		79	41.8%	
	Excellent	149	36.1%		123	28.6%		153	38.3%		52	27.5%	
	Total	413	100%	4.04	430	100%	3.88	400	100%	4.07	189	100%	3.79
Course availability in your major	Poor	15	3.6%		30	6.8%		36	9.0%		21	10.9%	
	Fair	19	4.5%		37	8.3%		29	7.2%		17	8.8%	
	Average	58	13.7%		77	17.3%		71	17.7%		37	19.2%	
	Good	159	37.7%		157	35.4%		138	34.3%		68	35.2%	
	Excellent	171	40.5%		143	32.2%		128	31.8%		50	25.9%	
	Total	422	100%	4.07	444	100%	3.78	402	100%	3.73	193	100%	3.56
Communication between faculty and students	Poor	11	2.6%		14	3.1%		13	3.2%		15	7.8%	
	Fair	18	4.3%		30	6.7%		28	7.0%		10	5.2%	
	Average	50	12.0%		80	18.0%		53	13.2%		37	19.2%	
	Good	156	37.3%		192	43.1%		151	37.7%		77	39.9%	
	Excellent	183	43.8%		129	29.0%		156	38.9%		54	28.0%	
	Total	418	100%	4.15	445	100%	3.88	401	100%	4.02	193	100%	3.75
IMPACT/New Student Orientation Program	Poor	13	6.3%		13	5.7%		19	10.2%		12	10.5%	
	Fair	12	5.9%		17	7.4%		9	4.8%		11	9.6%	
	Average	45	22.0%		68	29.6%		37	19.8%		21	18.4%	
	Good	77	37.6%		82	35.7%		71	38.0%		47	41.2%	

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	Excellent	58	28.3%		50	21.7%		51	27.3%		23	20.2%	
	Total	205	100%	3.76	230	100%	3.60	187	100%	3.67	114	100%	3.51
Registration Procedures	Poor	9	2.1%		34	7.7%		18	4.5%		14	7.3%	
	Fair	18	4.3%		21	4.8%		19	4.8%		13	6.7%	
	Average	51	12.1%		76	17.2%		47	11.8%		32	16.6%	
	Good	144	34.1%		178	40.4%		151	37.9%		80	41.5%	
	Excellent	200	47.4%		132	29.9%		163	41.0%		54	28.0%	
	Total	422	100%	4.20	441	100%	3.80	398	100%	4.06	193	100%	3.76
Library	Poor	11	3.4%		14	4.1%		6	1.8%		9	5.7%	
	Fair	13	4.0%		19	5.6%		17	5.1%		10	6.3%	
	Average	58	17.7%		85	24.9%		58	17.4%		33	20.8%	
	Good	123	37.6%		138	40.5%		139	41.6%		63	39.6%	
	Excellent	122	37.3%		85	24.9%		114	34.1%		44	27.7%	
	Total	327	100%	4.02	341	100%	3.77	334	100%	4.01	159	100%	3.77
Computer Labs	Poor	15	7.9%		18	6.8%		10	3.2%		10	7.9%	
	Fair	11	5.8%		17	6.4%		18	5.8%		7	5.6%	
	Average	41	21.7%		66	25.0%		58	18.7%		39	31.0%	
	Good	67	35.4%		101	38.3%		125	40.3%		41	32.5%	
	Excellent	55	29.1%		62	23.5%		99	31.9%		29	23.0%	
	Total	189	100%	3.72	264	100%	3.65	310	100%	3.92	126	100%	3.57
Library/instructional equipment	Poor	6	3.9%		13	6.1%		5	2.3%		5	4.6%	
	Fair	7	4.6%		13	6.1%		15	6.9%		13	12.0%	
	Average	35	23.0%		60	28.3%		46	21.3%		39	36.1%	
	Good	60	39.5%		80	37.7%		97	44.9%		34	31.5%	
	Excellent	44	28.9%		46	21.7%		53	24.5%		17	15.7%	
	Total	152	100%	3.85	212	100%	3.63	216	100%	3.82	108	100%	3.42
Testing Center	Poor	14	7.4%		28	11.3%		12	6.2%		7	6.9%	
	Fair	12	6.3%		28	11.3%		9	4.6%		8	7.8%	
	Average	45	23.7%		67	27.1%		46	23.7%		26	25.5%	
	Good	65	34.2%		76	30.8%		86	44.3%		40	39.2%	
	Excellent	54	28.4%		48	19.4%		41	21.1%		21	20.6%	
	Total	190	100%	3.70	247	100%	3.36	194	100%	3.70	102	100%	3.59
Writing Center	Poor	15	10.9%		15	9.3%		5	3.3%		6	8.6%	
	Fair	3	2.2%		7	4.3%		7	4.6%		5	7.1%	
	Average	33	24.1%		51	31.7%		32	20.9%		15	21.4%	
	Good	48	35.0%		58	36.0%		65	42.5%		30	42.9%	

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	Excellent	38	27.7%		30	18.6%		44	28.8%		14	20.0%	
	Total	137	100%	3.66	161	100%	3.50	153	100%	3.89	70	100%	3.59
Natural Science Center	Poor	8	8.9%		4	3.7%		1	1.0%		4	7.5%	
	Fair	3	3.3%		10	9.3%		2	2.0%		4	7.5%	
	Average	25	27.8%		31	28.7%		20	19.6%		13	24.5%	
	Good	28	31.1%		43	39.8%		47	46.1%		20	37.7%	
	Excellent	26	28.9%		20	18.5%		32	31.4%		12	22.6%	
	Total	90	100%	3.68	108	100%	3.60	102	100%	4.05	53	100%	3.60
Center for International Programs	Poor	4	4.3%		7	5.7%		1	1.1%		3	6.4%	
	Fair	6	6.5%		9	7.3%		1	1.1%		4	8.5%	
	Average	20	21.7%		34	27.6%		18	20.2%		11	23.4%	
	Good	36	39.1%		51	41.5%		43	48.3%		19	40.4%	
	Excellent	26	28.3%		22	17.9%		26	29.2%		10	21.3%	
	Total	92	100%	3.80	123	100%	3.59	89	100.0%	4.03	47	100%	3.62

Report 14: Question 29: On a scale from 1 to 5, with 1 as “Very Dissatisfied” and 5 as “Very Satisfied,” please rate your satisfaction with the following offices and services of Troy University: (Select “Not Applicable” if the item does not apply to you.)

CROSS TABULATION BY COLLEGE (Row % for each item)

Graduate Student Survey Data AY 2010 - 2011		From which college will you be graduating?							
		Arts & Sciences		Sorrell College of Business		Education		Health & Human Services	
		N	%	N	%	N	%	N	%
Admissions Office	Very Dissatisfied	17	26.6%	19	29.7%	18	28.1%	10	15.6%
	Dissatisfied	17	30.9%	21	38.2%	12	21.8%	5	9.1%
	Neutral	51	27.6%	60	32.4%	38	20.5%	36	19.5%
	Satisfied	134	23.7%	196	34.7%	161	28.5%	74	13.1%
	Very Satisfied	175	33.0%	134	25.2%	160	30.1%	62	11.7%
Registrar/Records Office	Very Dissatisfied	17	28.3%	18	30.0%	17	28.3%	8	13.3%
	Dissatisfied	14	25.9%	23	42.6%	13	24.1%	4	7.4%
	Neutral	53	28.2%	59	31.4%	46	24.5%	30	16.0%
	Satisfied	137	24.5%	179	32.0%	161	28.8%	82	14.7%
	Very Satisfied	154	31.8%	133	27.4%	142	29.3%	56	11.5%
Veteran Services	Very Dissatisfied	10	47.6%	6	28.6%	1	4.8%	4	19.0%
	Dissatisfied	7	53.8%	4	30.8%	2	15.4%	0	.0%
	Neutral	29	24.8%	45	38.5%	31	26.5%	12	10.3%
	Satisfied	59	33.5%	54	30.7%	40	22.7%	23	13.1%
	Very Satisfied	69	39.9%	46	26.6%	39	22.5%	19	11.0%
Financial Aid Services	Very Dissatisfied	19	28.8%	17	25.8%	23	34.8%	7	10.6%
	Dissatisfied	19	25.0%	25	32.9%	23	30.3%	9	11.8%
	Neutral	46	27.9%	51	30.9%	45	27.3%	23	13.9%
	Satisfied	118	26.5%	136	30.6%	127	28.5%	64	14.4%
	Very Satisfied	105	27.9%	108	28.7%	123	32.7%	40	10.6%

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Business Office	Very Dissatisfied	15	31.9%	15	31.9%	10	21.3%	7	14.9%
	Dissatisfied	5	18.5%	15	55.6%	3	11.1%	4	14.8%
	Neutral	45	24.9%	57	31.5%	49	27.1%	30	16.6%
	Satisfied	111	23.1%	168	35.0%	130	27.1%	71	14.8%
	Very Satisfied	90	26.0%	107	30.9%	120	34.7%	29	8.4%
Information Technology (IT) Services	Very Dissatisfied	17	32.7%	14	26.9%	13	25.0%	8	15.4%
	Dissatisfied	14	29.2%	17	35.4%	10	20.8%	7	14.6%
	Neutral	51	27.7%	62	33.7%	48	26.1%	23	12.5%
	Satisfied	117	25.8%	143	31.5%	124	27.3%	70	15.4%
	Very Satisfied	110	30.2%	106	29.1%	111	30.5%	37	10.2%
Trojan Web Express	Very Dissatisfied	18	32.1%	14	25.0%	16	28.6%	8	14.3%
	Dissatisfied	13	32.5%	13	32.5%	6	15.0%	8	20.0%
	Neutral	37	32.5%	45	39.5%	19	16.7%	13	11.4%
	Satisfied	161	26.5%	187	30.8%	170	28.0%	90	14.8%
	Very Satisfied	186	29.9%	186	29.9%	181	29.1%	70	11.2%
Adaptive Needs Services	Very Dissatisfied	7	38.9%	6	33.3%	0	.0%	5	27.8%
	Dissatisfied	3	33.3%	0	.0%	3	33.3%	3	33.3%
	Neutral	30	23.6%	53	41.7%	27	21.3%	17	13.4%
	Satisfied	47	27.3%	48	27.9%	53	30.8%	24	14.0%
	Very Satisfied	32	30.5%	31	29.5%	29	27.6%	13	12.4%
Student Support Services	Very Dissatisfied	12	34.3%	9	25.7%	5	14.3%	9	25.7%
	Dissatisfied	9	34.6%	9	34.6%	4	15.4%	4	15.4%
	Neutral	36	23.7%	56	36.8%	37	24.3%	23	15.1%
	Satisfied	76	29.2%	73	28.1%	76	29.2%	35	13.5%
	Very Satisfied	53	27.6%	60	31.3%	55	28.6%	24	12.5%
Career Services	Very Dissatisfied	17	30.9%	18	32.7%	12	21.8%	8	14.5%
	Dissatisfied	13	27.1%	20	41.7%	10	20.8%	5	10.4%
	Neutral	38	23.8%	58	36.3%	44	27.5%	20	12.5%
	Satisfied	52	30.4%	50	29.2%	47	27.5%	22	12.9%

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	Very Satisfied	33	26.0%	38	29.9%	37	29.1%	19	15.0%
Placement Services	Very Dissatisfied	12	30.0%	12	30.0%	8	20.0%	8	20.0%
	Dissatisfied	7	19.4%	11	30.6%	13	36.1%	5	13.9%
	Neutral	44	25.9%	67	39.4%	40	23.5%	19	11.2%
	Satisfied	42	30.4%	37	26.8%	36	26.1%	23	16.7%
	Very Satisfied	26	27.1%	21	21.9%	33	34.4%	16	16.7%
Counseling Services	Very Dissatisfied	17	31.5%	12	22.2%	13	24.1%	12	22.2%
	Dissatisfied	9	30.0%	14	46.7%	5	16.7%	2	6.7%
	Neutral	40	25.3%	60	38.0%	36	22.8%	22	13.9%
	Satisfied	52	27.5%	58	30.7%	50	26.5%	29	15.3%
	Very Satisfied	44	26.5%	45	27.1%	56	33.7%	21	12.7%
Bookstore Services	Very Dissatisfied	18	25.0%	17	23.6%	28	38.9%	9	12.5%
	Dissatisfied	17	22.7%	30	40.0%	17	22.7%	11	14.7%
	Neutral	52	27.4%	65	34.2%	44	23.2%	29	15.3%
	Satisfied	100	22.7%	136	30.9%	146	33.2%	58	13.2%
	Very Satisfied	94	30.0%	88	28.1%	96	30.7%	35	11.2%
Safety and Security Services	Very Dissatisfied	11	29.7%	7	18.9%	16	43.2%	3	8.1%
	Dissatisfied	5	13.2%	16	42.1%	11	28.9%	6	15.8%
	Neutral	40	23.8%	52	31.0%	49	29.2%	27	16.1%
	Satisfied	56	18.1%	79	25.5%	122	39.4%	53	17.1%
	Very Satisfied	49	20.3%	61	25.3%	102	42.3%	29	12.0%
Parking Facilities	Very Dissatisfied	21	25.6%	21	25.6%	31	37.8%	9	11.0%
	Dissatisfied	11	11.0%	40	40.0%	35	35.0%	14	14.0%
	Neutral	32	20.3%	53	33.5%	44	27.8%	29	18.4%
	Satisfied	61	18.0%	88	26.0%	136	40.2%	53	15.7%
	Very Satisfied	60	24.4%	56	22.8%	92	37.4%	38	15.4%
University Media	Very Dissatisfied	12	30.0%	10	25.0%	11	27.5%	7	17.5%
	Dissatisfied	11	30.6%	10	27.8%	15	41.7%	0	.0%

Neutral	46	25.3%	62	34.1%	46	25.3%	28	15.4%
Satisfied	107	23.8%	140	31.2%	143	31.8%	59	13.1%
Very Satisfied	82	26.7%	85	27.7%	109	35.5%	31	10.1%

Question 29: On a scale from 1 to 5, with 1 as “Very Dissatisfied” and 5 as “Very Satisfied,” please rate your satisfaction with the following offices and services of Troy University:

CROSS TABULATION BY COLLEGE (Column % for each item)

Graduate Student Survey Data AY 2010 - 2011		From which college will you be graduating?											
		Arts & Sciences			Sorrell College of Business			Education			Health & Human Services		
		N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean
Admissions Office	Very Dissatisfied	17	4.3%		19	4.4%		18	4.6%		10	5.3%	
	Dissatisfied	17	4.3%		21	4.9%		12	3.1%		5	2.7%	
	Neutral	51	12.9%		60	14.0%		38	9.8%		36	19.3%	
	Satisfied	134	34.0%		196	45.6%		161	41.4%		74	39.6%	
	Very Satisfied	175	44.4%		134	31.2%		160	41.1%		62	33.2%	
	Total	394	100%	4.10	430	100%	3.94	389	100%	4.11	187	100%	3.93
Registrar/Records Office	Very Dissatisfied	17	4.5%		18	4.4%		17	4.5%		8	4.4%	
	Dissatisfied	14	3.7%		23	5.6%		13	3.4%		4	2.2%	
	Neutral	53	14.1%		59	14.3%		46	12.1%		30	16.7%	
	Satisfied	137	36.5%		179	43.4%		161	42.5%		82	45.6%	
	Very Satisfied	154	41.1%		133	32.3%		142	37.5%		56	31.1%	
	Total	375	100%	4.06	412	100%	3.94	379	100%	4.05	180	100%	3.97
Veteran Services	Very Dissatisfied	10	5.7%		6	3.9%		1	0.9%		4	6.9%	
	Dissatisfied	7	4.0%		4	2.6%		2	1.8%		0	0.0%	
	Neutral	29	16.7%		45	29.0%		31	27.4%		12	20.7%	
	Satisfied	59	33.9%		54	34.8%		40	35.4%		23	39.7%	
	Very Satisfied	69	39.7%		46	29.7%		39	34.5%		19	32.8%	

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	Satisfied Total	174	100%	3.98	155	100%	3.84	113	100%	4.01	58	100%	3.91
Financial Aid Services	Very Dissatisfied	19	6.2%		17	5.0%		23	6.7%		7	4.9%	
	Dissatisfied	19	6.2%		25	7.4%		23	6.7%		9	6.3%	
	Neutral	46	15.0%		51	15.1%		45	13.2%		23	16.1%	
	Satisfied	118	38.4%		136	40.4%		127	37.2%		64	44.8%	
	Very Satisfied	105	34.2%		108	32.0%		123	36.1%		40	28.0%	
	Total	307	100%	3.88	337	100%	3.87	341	100%	3.89	143	100%	3.85
Business Office	Very Dissatisfied	15	5.6%		15	4.1%		10	3.2%		7	5.0%	
	Dissatisfied	5	1.9%		15	4.1%		3	1.0%		4	2.8%	
	Neutral	45	16.9%		57	15.7%		49	15.7%		30	21.3%	
	Satisfied	111	41.7%		168	46.4%		130	41.7%		71	50.4%	
	Very Satisfied	90	33.8%		107	29.6%		120	38.5%		29	20.6%	
	Total	266	100%	3.96	362	100%	3.93	312	100%	4.11	141	100%	3.79
Information Technology (IT) Services	Very Dissatisfied	17	5.5%		14	4.1%		13	4.2%		8	5.5%	
	Dissatisfied	14	4.5%		17	5.0%		10	3.3%		7	4.8%	
	Neutral	51	16.5%		62	18.1%		48	15.7%		23	15.9%	
	Satisfied	117	37.9%		143	41.8%		124	40.5%		70	48.3%	
	Very Satisfied	110	35.6%		106	31.0%		111	36.3%		37	25.5%	
	Total	309	100%	3.94	342	100%	3.91	306	100%	4.01	145	100%	3.83
Trojan Web Express	Very Dissatisfied	18	4.3%		14	3.1%		16	4.1%		8	4.2%	
	Dissatisfied	13	3.1%		13	2.9%		6	1.5%		8	4.2%	
	Neutral	37	8.9%		45	10.1%		19	4.8%		13	6.9%	
	Satisfied	161	38.8%		187	42.0%		170	43.4%		90	47.6%	
	Very Satisfied	186	44.8%		186	41.8%		181	46.2%		70	37.0%	
	Total	415	100%	4.17	445	100%	4.16	392	100%	4.26	189	100%	4.09
Adaptive Needs Services	Very Dissatisfied	7	5.9%		6	4.3%		0	0.0%		5	8.1%	
	Dissatisfied	3	2.5%		0	0.0%		3	2.7%		3	4.8%	
	Neutral	30	25.2%		53	38.4%		27	24.1%		17	27.4%	
	Satisfied	47	39.5%		48	34.8%		53	47.3%		24	38.7%	

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	Very Satisfied	32	26.9%		31	22.5%		29	25.9%		13	21.0%	
	Total	119	100%	3.79	138	100%	3.71	112	100%	3.96	62	100%	3.60
Student Support Services	Very Dissatisfied	12	6.5%		9	4.3%		5	2.8%		9	9.5%	
	Dissatisfied	9	4.8%		9	4.3%		4	2.3%		4	4.2%	
	Neutral	36	19.4%		56	27.1%		37	20.9%		23	24.2%	
	Satisfied	76	40.9%		73	35.3%		76	42.9%		35	36.8%	
	Very Satisfied	53	28.5%		60	29.0%		55	31.1%		24	25.3%	
	Total	186	100%	3.80	207	100%	3.80	177	100%	3.97	95	100%	3.64
Career Services	Very Dissatisfied	17	11.1%		18	9.8%		12	8.0%		8	10.8%	
	Dissatisfied	13	8.5%		20	10.9%		10	6.7%		5	6.8%	
	Neutral	38	24.8%		58	31.5%		44	29.3%		20	27.0%	
	Satisfied	52	34.0%		50	27.2%		47	31.3%		22	29.7%	
	Very Satisfied	33	21.6%		38	20.7%		37	24.7%		19	25.7%	
	Total	153	100%	3.46	184	100%	3.38	150	100%	3.58	74	100%	3.53
Placement Services	Very Dissatisfied	12	9.2%		12	8.1%		8	6.2%		8	11.3%	
	Dissatisfied	7	5.3%		11	7.4%		13	10.0%		5	7.0%	
	Neutral	44	33.6%		67	45.3%		40	30.8%		19	26.8%	
	Satisfied	42	32.1%		37	25.0%		36	27.7%		23	32.4%	
	Very Satisfied	26	19.8%		21	14.2%		33	25.4%		16	22.5%	
	Total	131	100%	3.48	148	100%	3.30	130	100%	3.56	71	100%	3.48
Counseling Services	Very Dissatisfied	17	10.5%		12	6.3%		13	8.1%		12	14.0%	
	Dissatisfied	9	5.6%		14	7.4%		5	3.1%		2	2.3%	
	Neutral	40	24.7%		60	31.7%		36	22.5%		22	25.6%	
	Satisfied	52	32.1%		58	30.7%		50	31.3%		29	33.7%	
	Very Satisfied	44	27.2%		45	23.8%		56	35.0%		21	24.4%	
	Total	162	100%	3.60	189	100%	3.58	160	100%	3.82	86	100%	3.52
Bookstore Services	Very Dissatisfied	18	6.4%		17	5.1%		28	8.5%		9	6.3%	
	Dissatisfied	17	6.0%		30	8.9%		17	5.1%		11	7.7%	
	Neutral	52	18.5%		65	19.3%		44	13.3%		29	20.4%	
	Satisfied	100	35.6%		136	40.5%		146	44.1%		58	40.8%	

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	Very Satisfied	94	33.5%		88	26.2%		96	29.0%		35	24.6%	
	Total	281	100%	3.84	336	100%	3.74	331	100%	3.80	142	100%	3.70
Safety and Security Services	Very Dissatisfied	11	6.8%		7	3.3%		16	5.3%		3	2.5%	
	Dissatisfied	5	3.1%		16	7.4%		11	3.7%		6	5.1%	
	Neutral	40	24.8%		52	24.2%		49	16.3%		27	22.9%	
	Satisfied	56	34.8%		79	36.7%		122	40.7%		53	44.9%	
	Very Satisfied	49	30.4%		61	28.4%		102	34.0%		29	24.6%	
	Total	161	100%	3.79	215	100%	3.80	300	100%	3.94	118	100%	3.84
Parking Facilities	Very Dissatisfied	21	11.4%		21	8.1%		31	9.2%		9	6.3%	
	Dissatisfied	11	5.9%		40	15.5%		35	10.4%		14	9.8%	
	Neutral	32	17.3%		53	20.5%		44	13.0%		29	20.3%	
	Satisfied	61	33.0%		88	34.1%		136	40.2%		53	37.1%	
	Very Satisfied	60	32.4%		56	21.7%		92	27.2%		38	26.6%	
	Total	185	100%	3.69	258	100%	3.46	338	100%	3.66	143	100%	3.68
University Media (website, newsletters, radio, TV, etc.)	Very Dissatisfied	12	4.7%		10	3.3%		11	3.4%		7	5.6%	
	Dissatisfied	11	4.3%		10	3.3%		15	4.6%		0	0.0%	
	Neutral	46	17.8%		62	20.2%		46	14.2%		28	22.4%	
	Satisfied	107	41.5%		140	45.6%		143	44.1%		59	47.2%	
	Very Satisfied	82	31.8%		85	27.7%		109	33.6%		31	24.8%	
	Total	258	100%	3.91	307	100%	3.91	324	100%	4.00	125	100%	3.86

**Report 15: Question 30: On a scale from 1 to 5, with 1 as “Strongly Disagree” and 5 as “Strongly Agree,” please provide your opinion regarding the following areas:
CROSS TABULATION BY COLLEGE (Row % for each item)**

Graduate Student Survey Data AY 2010 - 2011		From which college will you be graduating?							
		Arts & Sciences		Sorrell College of Business		Education		Health & Human Services	
		N	%	N	%	N	%	N	%
The goals, objectives, and requirements for my academic program were clearly defined.	Strongly Disagree	17	30.9%	9	16.4%	20	36.4%	9	16.4%
	Disagree	17	23.6%	23	31.9%	22	30.6%	10	13.9%
	Neutral	37	26.6%	44	31.7%	28	20.1%	30	21.6%
	Agree	193	27.0%	238	33.3%	191	26.7%	93	13.0%
	Strongly Agree	160	32.6%	137	27.9%	141	28.7%	53	10.8%
My academic program was intellectually challenging and stimulating.	Strongly Disagree	19	42.2%	11	24.4%	13	28.9%	2	4.4%
	Disagree	6	13.3%	12	26.7%	15	33.3%	12	26.7%
	Neutral	24	19.4%	48	38.7%	27	21.8%	25	20.2%
	Agree	175	26.8%	208	31.9%	181	27.7%	89	13.6%
	Strongly Agree	200	33.1%	170	28.1%	167	27.6%	67	11.1%
Courses in my curriculum contributed to the skills and knowledge required in my field.	Strongly Disagree	14	36.8%	9	23.7%	11	28.9%	4	10.5%
	Disagree	8	17.4%	11	23.9%	19	41.3%	8	17.4%
	Neutral	35	27.6%	44	34.6%	26	20.5%	22	17.3%
	Agree	183	27.0%	218	32.1%	181	26.7%	97	14.3%
	Strongly Agree	184	31.9%	166	28.8%	165	28.6%	62	10.7%
Courses were offered frequently enough for timely completion of my degree program.	Strongly Disagree	26	25.7%	22	21.8%	37	36.6%	16	15.8%
	Disagree	29	19.3%	42	28.0%	50	33.3%	29	19.3%
	Neutral	62	29.0%	63	29.4%	53	24.8%	36	16.8%
	Agree	155	26.6%	202	34.6%	153	26.2%	73	12.5%
	Strongly Agree	151	36.3%	120	28.8%	106	25.5%	39	9.4%
The intellectual caliber of students in my academic	Strongly Disagree	20	25.3%	28	35.4%	22	27.8%	9	11.4%
	Disagree	29	29.6%	29	29.6%	32	32.7%	8	8.2%

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program was competitive.	Neutral	68	27.4%	86	34.7%	56	22.6%	38	15.3%
	Agree	186	27.6%	213	31.6%	177	26.3%	97	14.4%
	Strongly Agree	118	32.2%	93	25.4%	114	31.1%	41	11.2%
The degree program in which I enrolled is valuable for me in my employment.	Strongly Disagree	15	41.7%	6	16.7%	11	30.6%	4	11.1%
	Disagree	17	32.1%	14	26.4%	14	26.4%	8	15.1%
	Neutral	50	33.1%	50	33.1%	25	16.6%	26	17.2%
	Agree	156	25.6%	200	32.8%	164	26.9%	90	14.8%
	Strongly Agree	183	29.9%	176	28.8%	187	30.6%	66	10.8%
Troy University faculty care about students as individuals.	Strongly Disagree	20	28.6%	19	27.1%	18	25.7%	13	18.6%
	Disagree	20	26.0%	30	39.0%	15	19.5%	12	15.6%
	Neutral	64	27.9%	78	34.1%	56	24.5%	31	13.5%
	Agree	168	27.1%	202	32.6%	160	25.8%	89	14.4%
	Strongly Agree	150	31.6%	122	25.7%	152	32.1%	50	10.5%
Troy University faculty were helpful with my career plan.	Strongly Disagree	31	29.5%	29	27.6%	28	26.7%	17	16.2%
	Disagree	34	25.2%	56	41.5%	29	21.5%	16	11.9%
	Neutral	118	31.2%	129	34.1%	83	22.0%	48	12.7%
	Agree	141	27.3%	153	29.6%	144	27.9%	79	15.3%
	Strongly Agree	97	29.4%	83	25.2%	115	34.8%	35	10.6%
Troy University is responsive to the needs of its students.	Strongly Disagree	29	31.9%	25	27.5%	26	28.6%	11	12.1%
	Disagree	18	20.9%	32	37.2%	20	23.3%	16	18.6%
	Neutral	92	30.9%	96	32.2%	73	24.5%	37	12.4%
	Agree	171	27.6%	190	30.7%	167	27.0%	91	14.7%
	Strongly Agree	114	30.6%	105	28.2%	116	31.2%	37	9.9%
The tuition and fees I paid at Troy University were a worthwhile investment.	Strongly Disagree	20	26.0%	26	33.8%	23	29.9%	8	10.4%
	Disagree	15	24.6%	19	31.1%	14	23.0%	13	21.3%
	Neutral	69	24.3%	94	33.1%	82	28.9%	39	13.7%
	Agree	174	28.7%	183	30.2%	162	26.7%	87	14.4%
	Strongly Agree	145	33.3%	125	28.7%	119	27.4%	46	10.6%

Question 30: On a scale from 1 to 5, with 1 as “Strongly Disagree” and 5 as “Strongly Agree,” please provide your opinion regarding the following areas:

CROSS TABULATION BY COLLEGE (Column % for each item)

Graduate Student Survey Data AY 2010 - 2011		From which college will you be graduating?											
		Arts & Sciences			Sorrell College of Business			Education			Health & Human Services		
		N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean
The goals, objectives, and requirements for my academic program were clearly defined.	Strongly Disagree	17	4.0%		9	2.0%		20	5.0%		9	4.6%	
	Disagree	17	4.0%		23	5.1%		22	5.5%		10	5.1%	
	Neutral	37	8.7%		44	9.8%		28	7.0%		30	15.4%	
	Agree	193	45.5%		238	52.8%		191	47.5%		93	47.7%	
	Strongly Agree	160	37.7%		137	30.4%		141	35.1%		53	27.2%	
	Total	424	100%	4.09	451	100%	4.04	402	100%	4.02	195	100%	3.88
My academic program was intellectually challenging and stimulating.	Strongly Disagree	19	4.5%		11	2.4%		13	3.2%		2	1.0%	
	Disagree	6	1.4%		12	2.7%		15	3.7%		12	6.2%	
	Neutral	24	5.7%		48	10.7%		27	6.7%		25	12.8%	
	Agree	175	41.3%		208	46.3%		181	44.9%		89	45.6%	
	Strongly Agree	200	47.2%		170	37.9%		167	41.4%		67	34.4%	
	Total	424	100%	4.25	449	100%	4.14	403	100%	4.18	195	100%	4.06
Courses in my curriculum contributed to the skills and knowledge required in my field	Strongly Disagree	14	3.3%		9	2.0%		11	2.7%		4	2.1%	
	Disagree	8	1.9%		11	2.5%		19	4.7%		8	4.1%	
	Neutral	35	8.3%		44	9.8%		26	6.5%		22	11.4%	
	Agree	183	43.2%		218	48.7%		181	45.0%		97	50.3%	
	Strongly Agree	184	43.4%		166	37.1%		165	41.0%		62	32.1%	
	Total	424	100%	4.21	448	100%	4.16	402	100%	4.17	193	100%	4.06
Courses were offered	Strongly Disagree	26	6.1%		22	4.9%		37	9.3%		16	8.3%	

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frequently enough for timely completion of my degree program.	Disagree	29	6.9%		42	9.4%		50	12.5%		29	15.0%	
	Neutral	62	14.7%		63	14.0%		53	13.3%		36	18.7%	
	Agree	155	36.6%		202	45.0%		153	38.3%		73	37.8%	
	Strongly Agree	151	35.7%		120	26.7%		106	26.6%		39	20.2%	
	Total	423	100%	3.89	449	100%	3.79	399	100%	3.60	193	100%	3.47
The intellectual caliber of students in my academic program was competitive	Strongly Disagree	20	4.8%		28	6.2%		22	5.5%		9	4.7%	
	Disagree	29	6.9%		29	6.5%		32	8.0%		8	4.1%	
	Neutral	68	16.2%		86	19.2%		56	14.0%		38	19.7%	
	Agree	186	44.2%		213	47.4%		177	44.1%		97	50.3%	
	Strongly Agree	118	28.0%		93	20.7%		114	28.4%		41	21.2%	
Total	421	100%	3.84	449	100%	3.70	401	100%	3.82	193	100%	3.79	
The degree program in which I enrolled is valuable for me in my employment.	Strongly Disagree	15	3.6%		6	1.3%		11	2.7%		4	2.1%	
	Disagree	17	4.0%		14	3.1%		14	3.5%		8	4.1%	
	Neutral	50	11.9%		50	11.2%		25	6.2%		26	13.4%	
	Agree	156	37.1%		200	44.8%		164	40.9%		90	46.4%	
	Strongly Agree	183	43.5%		176	39.5%		187	46.6%		66	34.0%	
Total	421	100%	4.13	446	100%	4.18	401	100%	4.25	194	100%	4.06	
Troy University faculty care about students as individuals	Strongly Disagree	20	4.7%		19	4.2%		18	4.5%		13	6.7%	
	Disagree	20	4.7%		30	6.7%		15	3.7%		12	6.2%	
	Neutral	64	15.2%		78	17.3%		56	14.0%		31	15.9%	
	Agree	168	39.8%		202	44.8%		160	39.9%		89	45.6%	
	Strongly Agree	150	35.5%		122	27.1%		152	37.9%		50	25.6%	
Total	422	100%	3.97	451	100%	3.84	401	100%	4.03	195	100%	3.77	
Troy University faculty were helpful with my career plan.	Strongly Disagree	31	7.4%		29	6.4%		28	7.0%		17	8.7%	
	Disagree	34	8.1%		56	12.4%		29	7.3%		16	8.2%	
	Neutral	118	28.0%		129	28.7%		83	20.8%		48	24.6%	
	Agree	141	33.5%		153	34.0%		144	36.1%		79	40.5%	
	Strongly Agree	97	23.0%		83	18.4%		115	28.8%		35	17.9%	
Total	421	100%	3.57	450	100%	3.46	399	100%	3.72	195	100%	3.51	
Troy University is responsive	Strongly Disagree	29	6.8%		25	5.6%		26	6.5%		11	5.7%	

to the needs of its students	Disagree	18	4.2%		32	7.1%		20	5.0%		16	8.3%	
	Neutral	92	21.7%		96	21.4%		73	18.2%		37	19.3%	
	Agree	171	40.3%		190	42.4%		167	41.5%		91	47.4%	
	Strongly Agree	114	26.9%		105	23.4%		116	28.9%		37	19.3%	
	Total	424	100%	3.76	448	100%	3.71	402	100%	3.81	192	100%	3.66
The tuition and fees I paid at Troy University were a worthwhile investment	Strongly Disagree	20	4.7%		26	5.8%		23	5.8%		8	4.1%	
	Disagree	15	3.5%		19	4.3%		14	3.5%		13	6.7%	
	Neutral	69	16.3%		94	21.0%		82	20.5%		39	20.2%	
	Agree	174	41.1%		183	40.9%		162	40.5%		87	45.1%	
	Strongly Agree	145	34.3%		125	28.0%		119	29.8%		46	23.8%	
	Total	423	100%	3.97	447	100%	3.81	400	100%	3.85	193	100%	3.78

**Report 16: Question 38: Please provide your overall ratings of Troy University:
CROSS TABULATION BY COLLEGE (Row % for each item)**

Graduate Student Survey Data AY 2010 - 2011		From which college will you be graduating?							
		Arts & Sciences		Sorrell College of Business		Education		Health & Human Services	
		N	%	N	%	N	%	N	%
How would you rate Troy University's preparation of you for employment?	Poor	20	32.8%	17	27.9%	13	21.3%	11	18.0%
	Fair	33	37.1%	34	38.2%	16	18.0%	6	6.7%
	Average	74	22.0%	124	36.9%	89	26.5%	49	14.6%
	Good	187	30.8%	176	28.9%	164	27.0%	81	13.3%
	Excellent	109	29.5%	94	25.4%	122	33.0%	45	12.2%
How would you rate Troy University's preparation of you for further education?	Poor	13	25.0%	19	36.5%	12	23.1%	8	15.4%
	Fair	29	36.3%	23	28.8%	17	21.3%	11	13.8%
	Average	64	22.6%	108	38.2%	73	25.8%	38	13.4%
	Good	182	30.5%	181	30.3%	151	25.3%	83	13.9%
	Excellent	135	29.9%	114	25.3%	150	33.3%	52	11.5%
What is your overall rating of your college experiences at Troy?	Poor	7	15.9%	16	36.4%	12	27.3%	9	20.5%
	Fair	25	27.5%	29	31.9%	25	27.5%	12	13.2%
	Average	49	21.4%	81	35.4%	62	27.1%	37	16.2%
	Good	170	29.1%	187	32.0%	151	25.9%	76	13.0%
	Excellent	172	33.4%	133	25.8%	152	29.5%	58	11.3%

**38: Please provide your overall ratings of Troy University:
CROSS TABULATION BY COLLEGE (Column % for each item)**

Graduate Student Survey Data AY 2010 - 2011		From which college will you be graduating?											
		Arts & Sciences			Sorrell College of Business			Education			Health & Human Services		
		N	%	Mean	N	%	Mean	N	%	Mean	N	%	Mean
How would you rate Troy University's preparation of you for employment?	Poor	20	4.7%		17	3.8%		13	3.2%		11	5.7%	
	Fair	33	7.8%		34	7.6%		16	4.0%		6	3.1%	
	Average	74	17.5%		124	27.9%		89	22.0%		49	25.5%	
	Good	187	44.2%		176	39.6%		164	40.6%		81	42.2%	
	Excellent	109	25.8%		94	21.1%		122	30.2%		45	23.4%	
	Total	423	100%	3.78	445	100%	3.67	404	100%	3.91	192	100%	3.74
How would you rate Troy University's preparation of you for further education?	Poor	13	3.1%		19	4.3%		12	3.0%		8	4.2%	
	Fair	29	6.9%		23	5.2%		17	4.2%		11	5.7%	
	Average	64	15.1%		108	24.3%		73	18.1%		38	19.8%	
	Good	182	43.0%		181	40.7%		151	37.5%		83	43.2%	
	Excellent	135	31.9%		114	25.6%		150	37.2%		52	27.1%	
	Total	423	100%	3.94	445	100%	3.78	403	100%	4.02	192	100%	3.83
What is your overall rating of your college experiences at Troy?	Poor	7	1.7%		16	3.6%		12	3.0%		9	4.7%	
	Fair	25	5.9%		29	6.5%		25	6.2%		12	6.3%	
	Average	49	11.6%		81	18.2%		62	15.4%		37	19.3%	
	Good	170	40.2%		187	41.9%		151	37.6%		76	39.6%	
	Excellent	172	40.7%		133	29.8%		152	37.8%		58	30.2%	
	Total	423	100%	4.12	446	100%	3.88	402	100%	4.01	192	100%	3.84

**Report 17: Questions 39- 41: Recommendation of Troy University.
CROSSTABULATION BY COLLEGE (Row % for each item)**

		From which college will you be graduating?							
		Arts & Sciences		Sorrell College of Business		Education		Health & Human Services	
		N	%	N	%	N	%	N	%
If you were starting over, would you enroll in the same program?	Definitely yes	228	32.0%	201	28.2%	200	28.1%	83	11.7%
	Probably yes	136	26.4%	163	31.6%	149	28.9%	68	13.2%
	Probably not	46	25.0%	64	34.8%	38	20.7%	36	19.6%
	Definitely not	15	22.4%	24	35.8%	19	28.4%	9	13.4%
If you could start college over, would you attend Troy University again?	Definitely yes	223	31.1%	209	29.1%	207	28.9%	78	10.9%
	Probably yes	150	28.1%	162	30.4%	140	26.3%	81	15.2%
	Probably not	33	20.8%	59	37.1%	43	27.0%	24	15.1%
	Definitely not	17	24.6%	22	31.9%	17	24.6%	13	18.8%
Would you recommend your academic program to other students?	Definitely yes	246	30.9%	230	28.9%	225	28.2%	96	12.0%
	Probably yes	141	28.5%	161	32.5%	129	26.1%	64	12.9%
	Probably not	22	18.3%	42	35.0%	34	28.3%	22	18.3%
	Definitely not	13	22.0%	19	32.2%	16	27.1%	11	18.6%
Would you recommend Troy University to someone planning to go to college?	Definitely yes	254	30.1%	244	28.9%	243	28.8%	102	12.1%
	Probably yes	130	28.0%	148	31.9%	119	25.6%	67	14.4%
	Probably not	24	21.6%	38	34.2%	31	27.9%	18	16.2%
	Definitely not	14	24.1%	21	36.2%	13	22.4%	10	17.2%

Questions 39- 41: Recommendation of Troy University.

CROSS TABULATION BY COLLEGE (Column % for each item)

Graduate Student Survey Data AY 2010 - 2011		From which college will you be graduating?							
		Arts & Sciences		Sorrell College of Business		Education		Health & Human Services	
		N	%	N	%	N	%	N	%
If you were starting over, would you enroll in the same program?	Definitely yes	228	53.6%	201	44.5%	200	49.3%	83	42.3%
	Probably yes	136	32.0%	163	36.1%	149	36.7%	68	34.7%
	Probably not	46	10.8%	64	14.2%	38	9.4%	36	18.4%
	Definitely not	15	3.5%	24	5.3%	19	4.7%	9	4.6%
	Total	425	100%	452	100%	406	100%	196	100%
If you could start college over, would you attend Troy University again?	Definitely yes	223	52.7%	209	46.2%	207	50.9%	78	39.8%
	Probably yes	150	35.5%	162	35.8%	140	34.4%	81	41.3%
	Probably not	33	7.8%	59	13.1%	43	10.6%	24	12.2%
	Definitely not	17	4.0%	22	4.9%	17	4.2%	13	6.6%
	Total	423	100%	452	100%	407	100%	196	100%
Would you recommend your academic program to other students?	Definitely yes	246	58.3%	230	50.9%	225	55.7%	96	49.7%
	Probably yes	141	33.4%	161	35.6%	129	31.9%	64	33.2%
	Probably not	22	5.2%	42	9.3%	34	8.4%	22	11.4%
	Definitely not	13	3.1%	19	4.2%	16	4.0%	11	5.7%
	Total	422	100%	452	100%	404	100%	193	100%
Would you recommend Troy University to someone planning to go to college?	Definitely yes	254	60.2%	244	54.1%	243	59.9%	102	51.8%
	Probably yes	130	30.8%	148	32.8%	119	29.3%	67	34.0%
	Probably not	24	5.7%	38	8.4%	31	7.6%	18	9.1%
	Definitely not	14	3.3%	21	4.7%	13	3.2%	10	5.1%
	Total	422	100%	451	100%	406	100%	197	100%

**Report 18: 2010 – 2011 Comparison of Intellectual Development and Leadership Development Items by Ethnicity
(Row % for each item)**

Graduate Student Survey Data AY 2010 - 2011		Ethnicity:													
		Nonresident alien		Black, non- Hispanic		American Indian/Alaska Native		Asian/Pacific Islander		Hispanic		White, non- Hispanic		Race/ethnicity unknown	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
Writing Skills	Poor	0	.0%	2	28.6%	0	.0%	1	14.3%	0	.0%	4	57.1%	0	.0%
	Fair	3	12.5%	5	20.8%	0	.0%	0	.0%	0	.0%	14	58.3%	2	8.3%
	Average	0	.0%	86	46.5%	4	2.2%	17	9.2%	3	1.6%	68	36.8%	7	3.8%
	Good	7	1.0%	335	46.6%	4	.6%	18	2.5%	25	3.5%	316	43.9%	14	1.9%
	Excellent	3	.5%	220	40.2%	2	.4%	8	1.5%	20	3.7%	285	52.1%	9	1.6%
Speaking/Presentation Skills	Poor	0	.0%	6	22.2%	1	3.7%	0	.0%	3	11.1%	17	63.0%	0	.0%
	Fair	1	2.4%	13	31.7%	1	2.4%	2	4.9%	1	2.4%	22	53.7%	1	2.4%
	Average	3	1.2%	94	36.6%	2	.8%	14	5.4%	5	1.9%	129	50.2%	10	3.9%
	Good	6	.9%	287	43.2%	4	.6%	19	2.9%	22	3.3%	313	47.1%	13	2.0%
	Excellent	3	.6%	244	50.7%	2	.4%	9	1.9%	17	3.5%	198	41.2%	8	1.7%
Reading Skills	Poor	1	12.5%	1	12.5%	0	.0%	0	.0%	0	.0%	6	75.0%	0	.0%
	Fair	0	.0%	6	33.3%	0	.0%	0	.0%	0	.0%	11	61.1%	1	5.6%
	Average	2	1.4%	51	34.7%	5	3.4%	10	6.8%	5	3.4%	72	49.0%	2	1.4%
	Good	5	.8%	291	45.0%	1	.2%	20	3.1%	21	3.2%	295	45.6%	14	2.2%
	Excellent	5	.8%	297	45.6%	4	.6%	13	2.0%	22	3.4%	295	45.3%	15	2.3%
Critical Thinking Skills	Poor	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	5	100.0%	0	.0%
	Fair	2	11.8%	4	23.5%	0	.0%	3	17.6%	1	5.9%	7	41.2%	0	.0%
	Average	0	.0%	54	44.6%	3	2.5%	7	5.8%	2	1.7%	50	41.3%	5	4.1%
	Good	6	.9%	307	43.5%	4	.6%	20	2.8%	26	3.7%	327	46.4%	15	2.1%
	Excellent	5	.8%	279	44.6%	3	.5%	14	2.2%	19	3.0%	296	47.3%	10	1.6%
Problem Solving	Poor	0	.0%	2	40.0%	0	.0%	0	.0%	0	.0%	3	60.0%	0	.0%

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Skills	Fair	0	.0%	7	36.8%	0	.0%	2	10.5%	0	.0%	9	47.4%	1	5.3%
	Average	1	.7%	58	38.9%	4	2.7%	9	6.0%	4	2.7%	71	47.7%	2	1.3%
	Good	6	.8%	307	43.2%	3	.4%	22	3.1%	24	3.4%	330	46.4%	19	2.7%
	Excellent	6	1.0%	268	45.8%	3	.5%	11	1.9%	18	3.1%	269	46.0%	10	1.7%
Mathematical Skills	Poor	0	.0%	14	34.1%	0	.0%	1	2.4%	3	7.3%	21	51.2%	2	4.9%
	Fair	1	1.0%	35	35.7%	0	.0%	2	2.0%	1	1.0%	55	56.1%	4	4.1%
	Average	3	.6%	187	39.5%	8	1.7%	14	3.0%	18	3.8%	232	48.9%	12	2.5%
	Good	6	1.0%	281	48.0%	1	.2%	16	2.7%	19	3.2%	251	42.8%	12	2.0%
	Excellent	3	1.2%	121	46.9%	1	.4%	11	4.3%	5	1.9%	115	44.6%	2	.8%
Computer Technologies	Poor	1	5.6%	4	22.2%	0	.0%	1	5.6%	0	.0%	12	66.7%	0	.0%
	Fair	0	.0%	15	31.9%	1	2.1%	3	6.4%	1	2.1%	24	51.1%	3	6.4%
	Average	1	.4%	111	39.1%	3	1.1%	10	3.5%	7	2.5%	147	51.8%	5	1.8%
	Good	8	1.2%	307	44.4%	4	.6%	18	2.6%	30	4.3%	306	44.3%	18	2.6%
	Excellent	3	.7%	209	48.8%	2	.5%	12	2.8%	9	2.1%	187	43.7%	6	1.4%
Research Skills	Poor	0	.0%	5	38.5%	0	.0%	1	7.7%	1	7.7%	6	46.2%	0	.0%
	Fair	0	.0%	6	25.0%	1	4.2%	4	16.7%	1	4.2%	12	50.0%	0	.0%
	Average	1	.6%	74	43.8%	3	1.8%	7	4.1%	6	3.6%	70	41.4%	8	4.7%
	Good	7	1.1%	295	44.4%	4	.6%	19	2.9%	24	3.6%	303	45.6%	12	1.8%
	Excellent	5	.8%	260	43.4%	2	.3%	13	2.2%	16	2.7%	291	48.6%	12	2.0%
Scientific Principles and Methods	Poor	0	.0%	11	44.0%	0	.0%	1	4.0%	0	.0%	13	52.0%	0	.0%
	Fair	1	1.7%	22	37.3%	0	.0%	2	3.4%	1	1.7%	31	52.5%	2	3.4%
	Average	4	1.1%	151	42.1%	4	1.1%	12	3.3%	14	3.9%	166	46.2%	8	2.2%
	Good	5	.7%	312	45.5%	4	.6%	18	2.6%	24	3.5%	306	44.7%	16	2.3%
	Excellent	3	.9%	144	43.2%	2	.6%	11	3.3%	9	2.7%	158	47.4%	6	1.8%
Understanding different philosophies and cultures	Poor	1	5.0%	6	30.0%	0	.0%	1	5.0%	0	.0%	11	55.0%	1	5.0%
	Fair	0	.0%	16	39.0%	1	2.4%	3	7.3%	1	2.4%	20	48.8%	0	.0%
	Average	3	1.3%	91	39.6%	3	1.3%	9	3.9%	4	1.7%	117	50.9%	3	1.3%
	Good	6	.9%	319	46.4%	3	.4%	21	3.1%	25	3.6%	297	43.2%	16	2.3%
	Excellent	3	.6%	209	43.3%	3	.6%	10	2.1%	18	3.7%	228	47.2%	12	2.5%

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Appreciation of the Arts	Poor	2	3.8%	18	34.6%	1	1.9%	4	7.7%	0	.0%	25	48.1%	2	3.8%
	Fair	1	1.0%	27	26.7%	0	.0%	4	4.0%	6	5.9%	62	61.4%	1	1.0%
	Average	1	.2%	158	39.3%	3	.7%	16	4.0%	12	3.0%	205	51.0%	7	1.7%
	Good	6	1.0%	279	48.5%	3	.5%	14	2.4%	18	3.1%	240	41.7%	15	2.6%
	Excellent	3	.9%	156	48.6%	3	.9%	6	1.9%	10	3.1%	136	42.4%	7	2.2%
Leadership Skills	Poor	1	5.3%	3	15.8%	1	5.3%	2	10.5%	1	5.3%	10	52.6%	1	5.3%
	Fair	1	3.1%	7	21.9%	0	.0%	7	21.9%	1	3.1%	14	43.8%	2	6.3%
	Average	0	.0%	62	31.8%	3	1.5%	9	4.6%	4	2.1%	113	57.9%	4	2.1%
	Good	6	1.0%	279	45.7%	3	.5%	15	2.5%	25	4.1%	269	44.0%	14	2.3%
	Excellent	5	.8%	288	48.0%	3	.5%	11	1.8%	16	2.7%	266	44.3%	11	1.8%
Management and organizational skills	Poor	1	11.1%	1	11.1%	0	.0%	1	11.1%	1	11.1%	4	44.4%	1	11.1%
	Fair	0	.0%	8	28.6%	0	.0%	5	17.9%	0	.0%	14	50.0%	1	3.6%
	Average	1	.7%	58	38.9%	4	2.7%	6	4.0%	5	3.4%	70	47.0%	5	3.4%
	Good	6	1.0%	268	43.2%	4	.6%	19	3.1%	19	3.1%	293	47.2%	12	1.9%
	Excellent	5	.8%	311	46.7%	2	.3%	13	2.0%	22	3.3%	300	45.0%	13	2.0%
Time Management	Poor	1	12.5%	1	12.5%	0	.0%	2	25.0%	0	.0%	4	50.0%	0	.0%
	Fair	0	.0%	8	36.4%	0	.0%	1	4.5%	0	.0%	11	50.0%	2	9.1%
	Average	3	1.7%	74	41.1%	4	2.2%	8	4.4%	6	3.3%	80	44.4%	5	2.8%
	Good	5	.8%	279	43.8%	3	.5%	20	3.1%	23	3.6%	296	46.5%	11	1.7%
	Excellent	4	.6%	279	44.9%	3	.5%	13	2.1%	19	3.1%	290	46.6%	14	2.3%
Working cooperatively in groups	Poor	0	.0%	6	25.0%	1	4.2%	2	8.3%	0	.0%	13	54.2%	2	8.3%
	Fair	1	3.0%	8	24.2%	1	3.0%	2	6.1%	1	3.0%	20	60.6%	0	.0%
	Average	1	.5%	55	29.7%	2	1.1%	10	5.4%	7	3.8%	104	56.2%	6	3.2%
	Good	5	.8%	260	44.0%	4	.7%	17	2.9%	20	3.4%	272	46.0%	13	2.2%
	Excellent	6	.9%	311	49.2%	2	.3%	13	2.1%	20	3.2%	269	42.6%	11	1.7%
Planning and carrying out projects	Poor	1	11.1%	1	11.1%	0	.0%	2	22.2%	0	.0%	5	55.6%	0	.0%
	Fair	1	4.8%	7	33.3%	1	4.8%	1	4.8%	0	.0%	10	47.6%	1	4.8%
	Average	0	.0%	53	40.2%	2	1.5%	7	5.3%	4	3.0%	62	47.0%	4	3.0%
	Good	5	.8%	272	42.7%	3	.5%	22	3.5%	25	3.9%	295	46.3%	15	2.4%

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	Excellent	6	.9%	308	46.2%	4	.6%	11	1.6%	19	2.8%	307	46.0%	12	1.8%
Citizenship Skills	Poor	2	4.5%	11	25.0%	1	2.3%	3	6.8%	1	2.3%	25	56.8%	1	2.3%
	Fair	1	2.6%	13	34.2%	0	.0%	4	10.5%	0	.0%	19	50.0%	1	2.6%
	Average	1	.4%	77	32.0%	5	2.1%	14	5.8%	14	5.8%	126	52.3%	4	1.7%
	Good	4	.7%	282	47.3%	2	.3%	14	2.3%	17	2.9%	259	43.5%	18	3.0%
	Excellent	4	.8%	253	47.9%	2	.4%	9	1.7%	15	2.8%	237	44.9%	8	1.5%
Strategies for applying skills in my field	Poor	0	.0%	8	38.1%	1	4.8%	1	4.8%	0	.0%	9	42.9%	2	9.5%
	Fair	1	3.6%	7	25.0%	0	.0%	2	7.1%	1	3.6%	14	50.0%	3	10.7%
	Average	1	.6%	68	42.8%	3	1.9%	10	6.3%	4	2.5%	70	44.0%	3	1.9%
	Good	6	.9%	301	45.3%	3	.5%	20	3.0%	26	3.9%	294	44.2%	15	2.3%
	Excellent	5	.9%	254	43.3%	3	.5%	11	1.9%	15	2.6%	291	49.6%	8	1.4%

Troy University 10-11 Graduate Student Survey Frequencies Overall

2) Gender:

	Frequency	Valid Percent
Male	468	31.0
Female	1041	69.0
Total	1509	100.0

3) Ethnicity:

	Frequency	Valid Percent
Nonresident alien	13	.9
Black, non-Hispanic	651	43.6
American Indian/Alaska Native	10	.7
Asian/Pacific Islander	44	2.9
Hispanic	49	3.3
White, non-Hispanic	695	46.5
Race/ethnicity unknown	32	2.1
Total	1494	100.0

4) Age:

	Frequency	Valid Percent
20-21	2	.1
22-24	104	7.0
25-29	367	24.7
30-34	268	18.1
35-39	234	15.8
40-49	370	24.9
50-64	137	9.2
65 or over	2	.1
Total	1484	100.0

5) Marital status:

	Frequency	Valid Percent
Single	543	37.9
Married	754	52.7
Divorced	112	7.8
Widowed	7	.5
Other	16	1.1
Total	1432	100.0

6) Are you a US citizen?

	Frequency	Valid Percent
Yes	1450	96.2
No	58	3.8
Total	1508	100.0

9) From which Troy University campus will you graduate?

	Frequency	Valid Percent
Dothan	108	7.2
Montgomery	170	11.3
Phenix City	149	9.9
Troy	178	11.8
eTROY (Taking online courses only)	486	32.3
Global Campus (Campuses or sites outside of Alabama)	415	27.6
Total	1506	100.0

11) What degree program are you currently completing at Troy University?

	Frequency	Valid Percent
Doctoral	2	.1
Master's	1461	98.9
Education Specialist	14	.9
Total	1477	100.0

12) From which college will you be graduating?

	Frequency	Valid Percent
Arts & Sciences	431	28.9
Sorrell College of Business	455	30.5
Education	409	27.4
Health & Human Services	197	13.2
Total	1492	100.0

13) What is your degree program in the College of Arts and Sciences?

	Frequency	Valid Percent
Other	59	13.1
Computer Science	5	1.1
Criminal Justice	97	21.5
International Relations	126	27.9
Public Administration	154	34.1
Environmental and Biological Science	10	2.2
Total	451	100.0

14) What is your degree program in the Sorrell College of Business?

	Frequency	Valid Percent
Other	4	.9
Accounting	31	6.8
Finance	4	.9
Marketing	2	.4

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Management	47	10.3
Human Resource Management	57	12.5
Information System	13	2.9
International Economic Development	2	.4
General Business	19	4.2
Master of Business Administration (MBA)	153	33.6
Executive Master of Business Administration	8	1.8
Master of Science in Management (MSM)	71	15.6
Master of Science in Human Resource Management (MSHRM)	41	9.0
Master of Taxation (MTax)	3	.7
Total	455	100.0

15) What is your major/concentration in the College of Education?

	Frequency	Valid Percent
Other	15	3.7
Early Childhood Education	6	1.5
Elementary Education	61	15.0
Secondary Education	16	3.9
Post-Secondary Education	79	19.4
Gifted Education	6	1.5
Collaborative Teacher K – 6	2	.5
Collaborative Teacher 6 – 12	1	.2
Adult Education	26	6.4
Educational Administration	5	1.2
Education Administration and Leadership	15	3.7
School Counseling	14	3.4
School Psychometry	5	1.2
Rehabilitation Counseling	24	5.9
Social Services Counseling	13	3.2

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Substance Abuse Counseling	7	1.7
Clinical Mental Counseling	47	11.5
Community Counseling	56	13.8
Student Services Counseling	4	1.0
Psychology	5	1.2
Total	407	100.0

16) What is your major/concentration in the College of Health and Human Services?

	Frequency	Valid Percent
Other	62	32.0
Human Services	21	10.8
Rehabilitation	11	5.7
Nursing	64	33.0
Social Work	17	8.8
Sport and Fitness Management	19	9.8
Total	194	100.0

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

	Frequency	Valid Percent
Dually-admitted student	23	1.7
Conditionally admitted graduate student	766	56.0
Unconditionally admitted graduate student	535	39.1
Graduate transfer student	25	1.8
Graduate transient student	20	1.5
Total	1369	100.0

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

	Frequency	Valid Percent
3 - 6	65	4.3
7 - 12	73	4.9
I did not transfer any credit hours.	1366	90.8
Total	1504	100.0

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

	Frequency	Valid Percent
Yes	863	57.2
No	645	42.8
Total	1508	100.0

20) How long have you attended Troy University in pursuit of this Master's Degree? (Do not include any time pursuing an undergraduate degree.)

	Frequency	Valid Percent
One year	766	52.3
Two years	451	30.8
Three years	155	10.6
Four years	44	3.0
Five years	19	1.3
Six years	15	1.0
Seven years	6	.4
Eight years	5	.3
Nine years	2	.1
Ten years	1	.1
Total	1464	100.0

21) What is your overall GPA?

	Frequency	Valid Percent
Less than 2.0	3	.2
2.00-2.49	12	.8
2.50-2.99	69	4.6
3.00-3.49	456	30.4
3.50-4.00	960	64.0
Total	1500	100.0

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

	Frequency	Valid Percent
Work in an area related to your field of study	867	57.2
Work in an area outside your field of study	28	1.8
Continue working in the job that you have had	296	19.5
Continue your education	204	13.5
Undecided	120	7.9
Total	1515	100.0

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

	Frequency	Valid Percent
A Master's degree	301	26.6
An Education Specialist degree	89	7.9
A professional degree	89	7.9
A doctoral degree	652	57.6
Total	1131	100.0

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

	Frequency	Valid Percent
Yes	1268	83.9
No	243	16.1
Total	1511	100.0

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

	Frequency	Valid Percent
1 - 9 hours	29	2.3
10 - 19 hours	40	3.1
20 - 29 hours	75	5.9
30 - 39 hours	124	9.7
40 or more hours	1010	79.0
Total	1278	100.0

26) What financial aid have you received at Troy University? (Choose as many as apply) : *Scholarship/fellowship*

	Frequency	Valid Percent
No	1466	96.4
Yes	54	3.6
Total	1520	100.0

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

Graduate assistantship

	Frequency	Valid Percent
No	1480	97.4
Yes	40	2.6
Total	1520	100.0

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

Grants

	Frequency	Valid Percent
No	1473	96.9
Yes	47	3.1
Total	1520	100.0

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

Loans

	Frequency	Valid Percent
No	604	39.7
Yes	916	60.3
Total	1520	100.0

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

Work study

	Frequency	Valid Percent
No	1510	99.3
Yes	10	.7
Total	1520	100.0

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

Tuition assistance

	Frequency	Valid Percent
No	1328	87.4
Yes	192	12.6
Total	1520	100.0

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

Third party pay

	Frequency	Valid Percent
No	1490	98.0
Yes	30	2.0
Total	1520	100.0

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

None

	Frequency	Valid Percent
No	1245	81.9
Yes	275	18.1
Total	1520	100.0

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

Other

	Frequency	Valid Percent
No	1380	90.8
Yes	140	9.2
Total	1520	100.0

31a) My involvement in reading as part of my graduate school experience has enhanced my ability to understand connections between the various materials I read.

	Frequency	Valid Percent
Not at all	22	1.5
In a very limited way	59	3.9
Somewhat	365	24.4
In a noticeable way	588	39.3
Greatly	462	30.9
Total	1520	

31b) My involvement in reading as a part of my graduate school experience has enhanced my awareness of other people's political and social viewpoints.

	Frequency	Valid Percent
Not at all	55	3.7
In a very limited way	63	4.2
Somewhat	389	26.2
In a noticeable way	489	32.9
Greatly	491	33.0
Total	1487	100.0

32) Which statement below do you agree with most?

	Frequency	Valid Percent
I read constantly for my own personal satisfaction, and I lo	554	36.8
I don't have much time to read for pleasure, but I like to w	772	51.3
I only read what I'm supposed to for school.	153	10.2
I basically don't read books much at all.	25	1.7
Total	1504	100.0

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

	Frequency	Valid Percent
Just for the pleasure of it	519	34.5
Because I have to for school	369	24.5
Because I get bored and have nothing else to do	22	1.5
To learn new things on my own	559	37.2
I don't really read much	32	2.1
Because my parents encourage me to	3	.2
Total	1504	100.0

34) How would you rate your reading level?

	Frequency	Valid Percent
Advanced	495	33.0
Above average	710	47.3
Average	285	19.0
Below average	11	.7
Poor	1	.1
Total	1502	100.0

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

	Frequency	Valid Percent
Outside of school assignments, I don't read at all	90	6.0
Under one book per month	471	31.4
One book per month	414	27.6
2-3 books per month	332	22.1
3-5 books per month	103	6.9
5-10 books per month	64	4.3
10-20 books per month	20	1.3
More than 20 books per month	5	.3
Total	1499	100.0

37) About how often do you discuss books with others?

	Frequency	Valid Percent
Daily	104	6.9
Weekly	341	22.7
Monthly	353	23.5
A few times per year	442	29.5
Once per year	93	6.2
Never	167	11.1
Total	1500	100.0

38a) How would you rate Troy University's preparation of you for employment?

	Frequency	Valid Percent
Excellent	376	25.3
Good	621	41.7
Average	341	22.9
Fair	89	6.0
Poor	62	4.2
Total	1489	100.0

38b) How would you rate Troy University's preparation of you for further education?

	Frequency	Valid Percent
Excellent	458	30.8
Good	610	41.0
Average	286	19.2
Fair	80	5.4
Poor	53	3.6
Total	1487	100.0

38c) What is your overall rating of your college experiences at TROY?

	Frequency	Valid Percent
Excellent	523	35.1
Good	599	40.2
Average	231	15.5
Fair	92	6.2
Poor	45	3.0
Total	1490	100.0

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

	Frequency	Valid Percent
Definitely yes	725	48.1
Probably yes	528	35.1

Probably not	185	12.3
Definitely not	68	4.5
Total	1506	100.0

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

	Frequency	Valid Percent
Definitely yes	728	48.4
Probably yes	545	36.2
Probably not	162	10.8
Definitely not	70	4.7
Total	1505	100.0

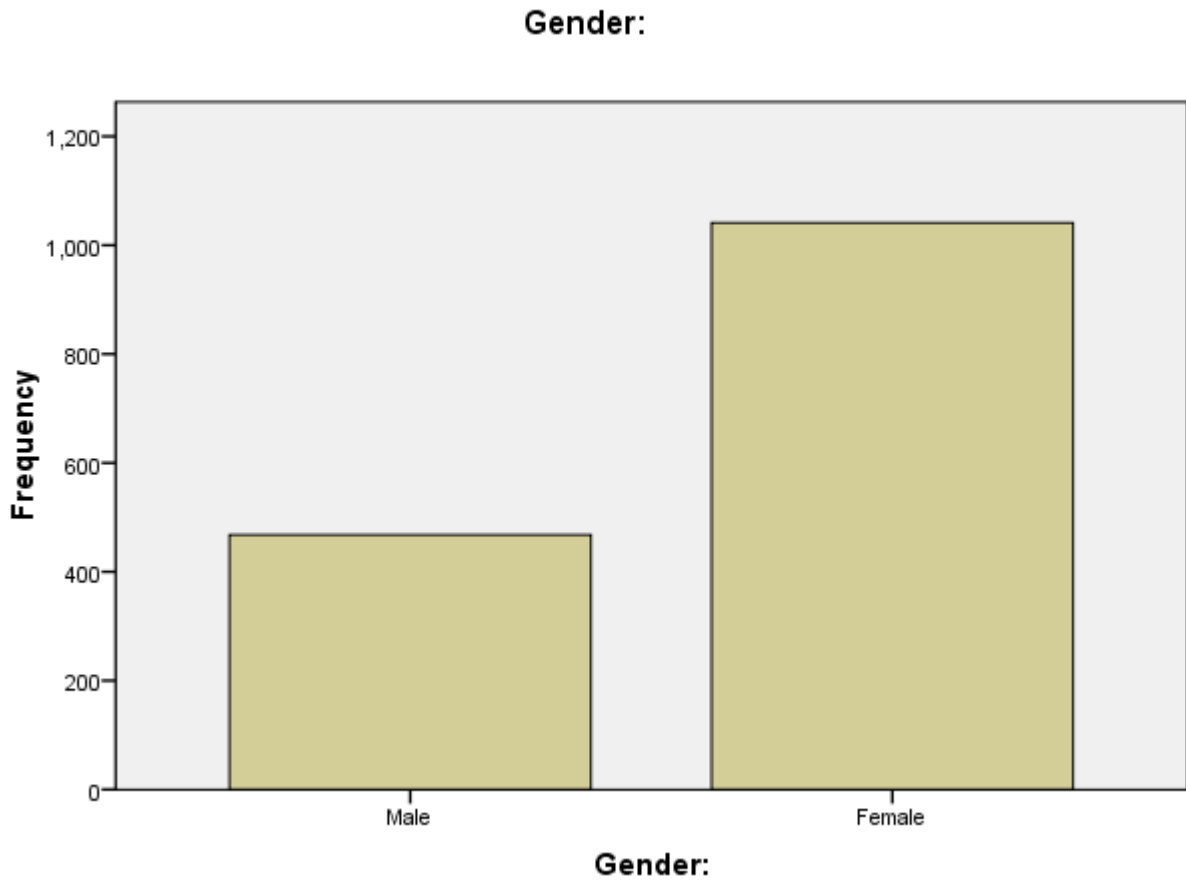
41) Would you recommend your academic program to other students?

	Frequency	Valid Percent
Definitely yes	814	54.3
Probably yes	503	33.6
Probably not	122	8.1
Definitely not	60	4.0
Total	1499	100.0

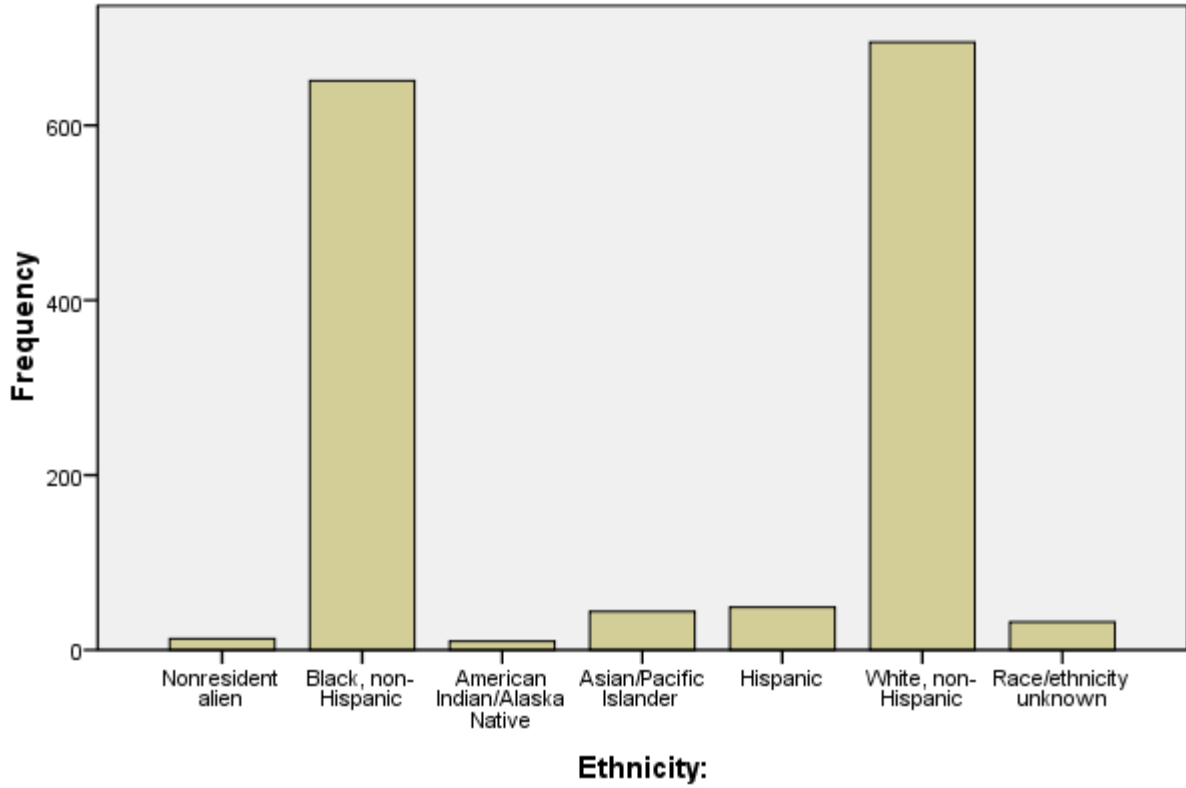
42) Would you recommend Troy University to someone planning to go to college?

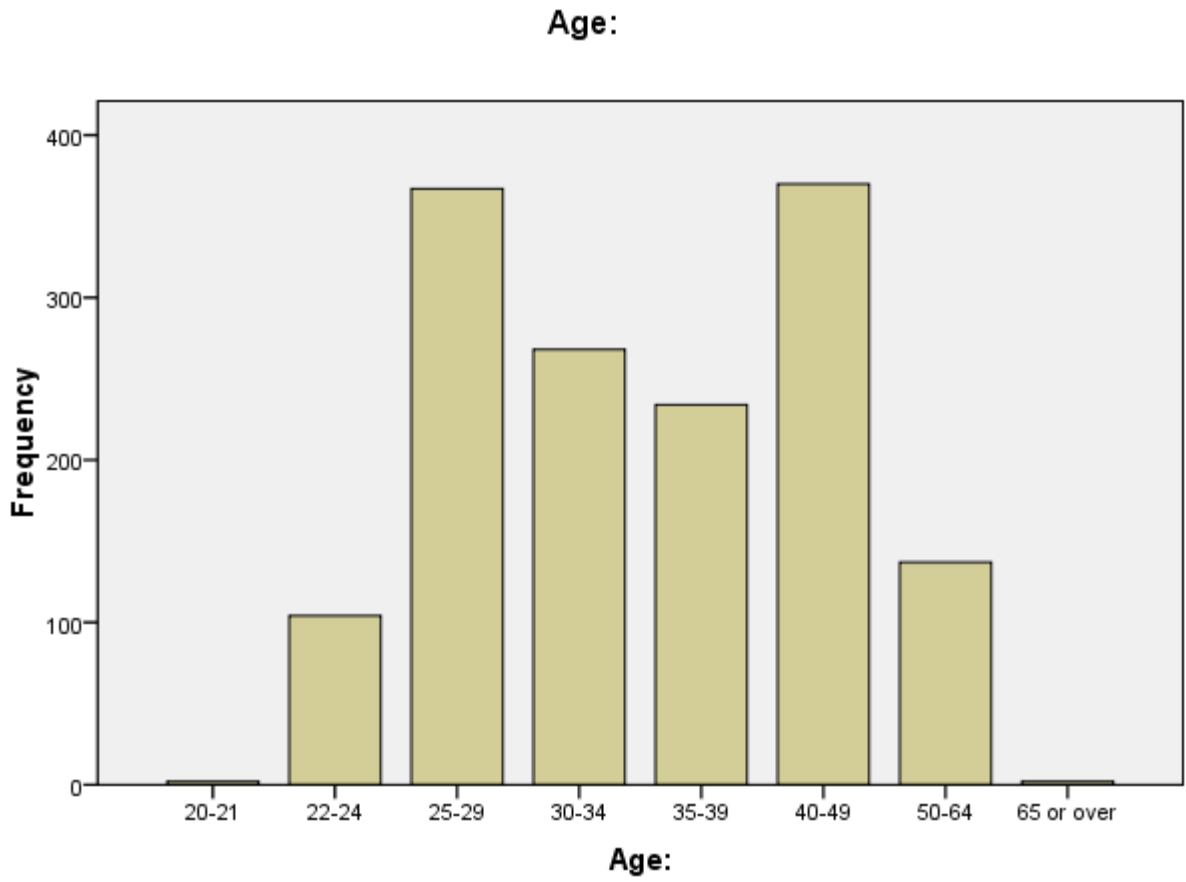
	Frequency	Valid Percent
Definitely yes	857	57.0
Probably yes	473	31.5
Probably not	114	7.6
Definitely not	59	3.9
Total	1503	100.0

Troy University 10-11 Graduate Student Survey Bar Charts

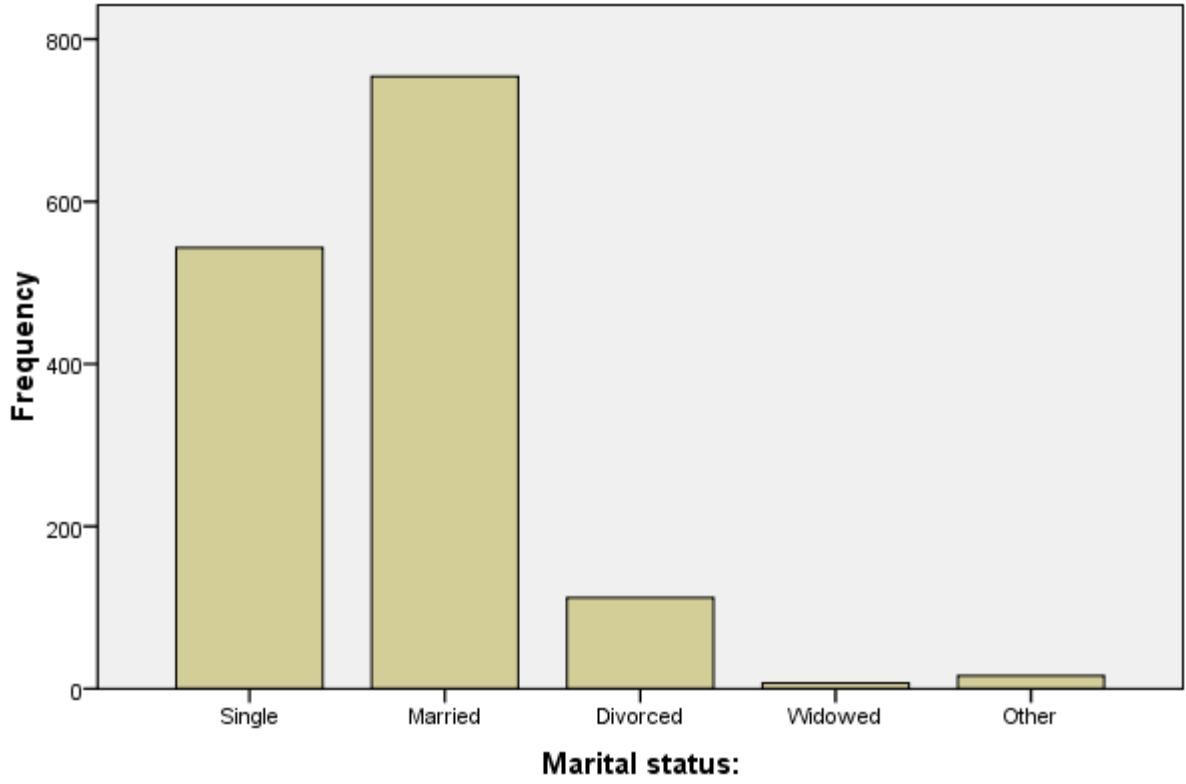


Ethnicity:

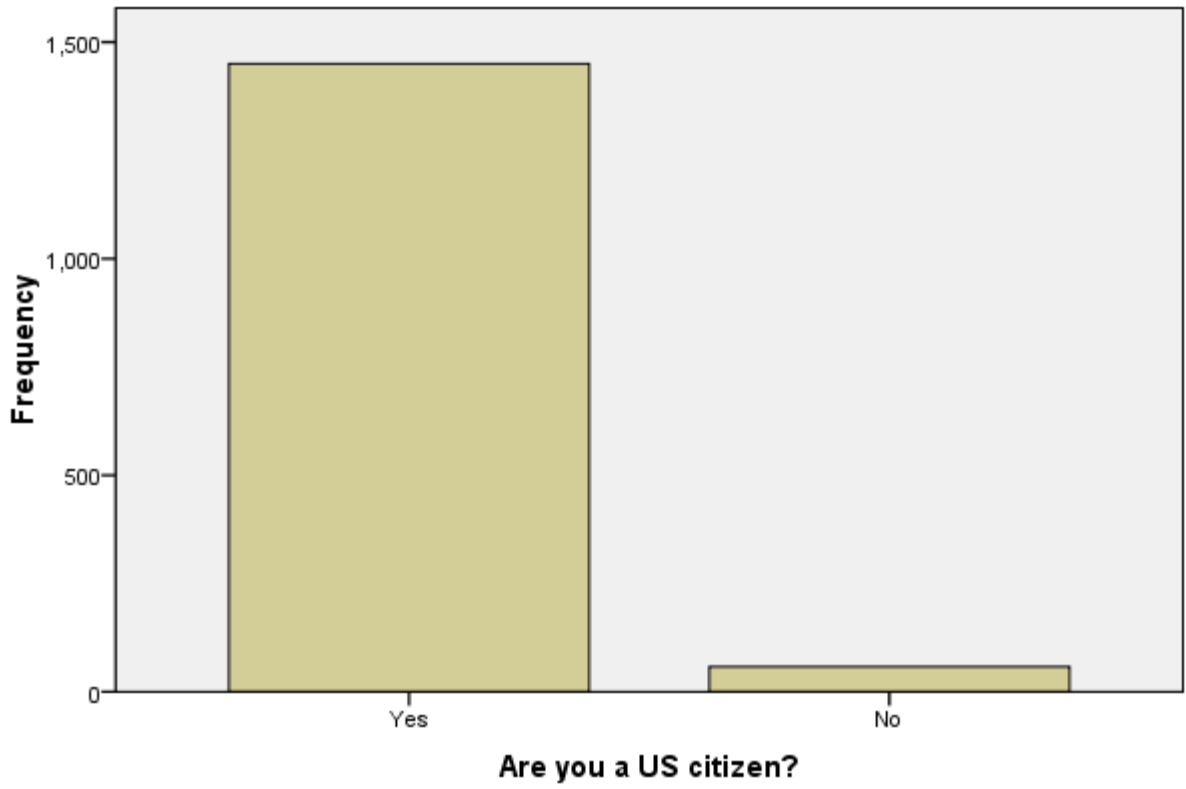




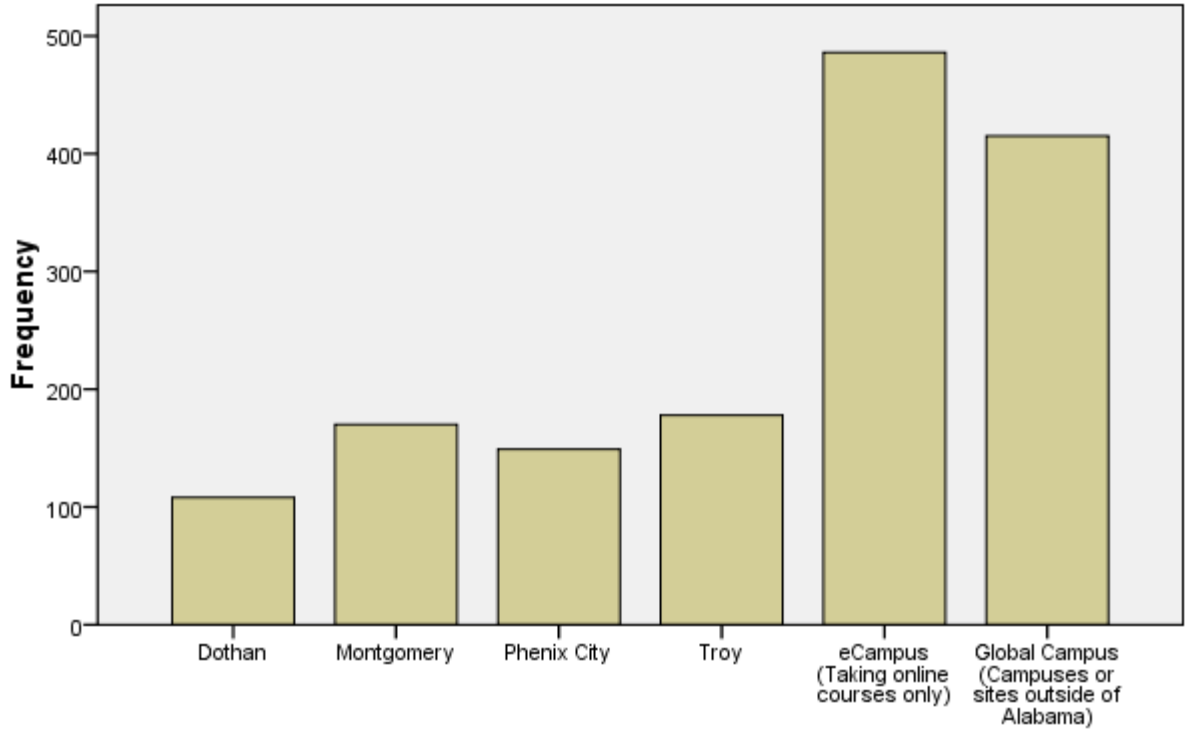
Marital status:



Are you a US citizen?

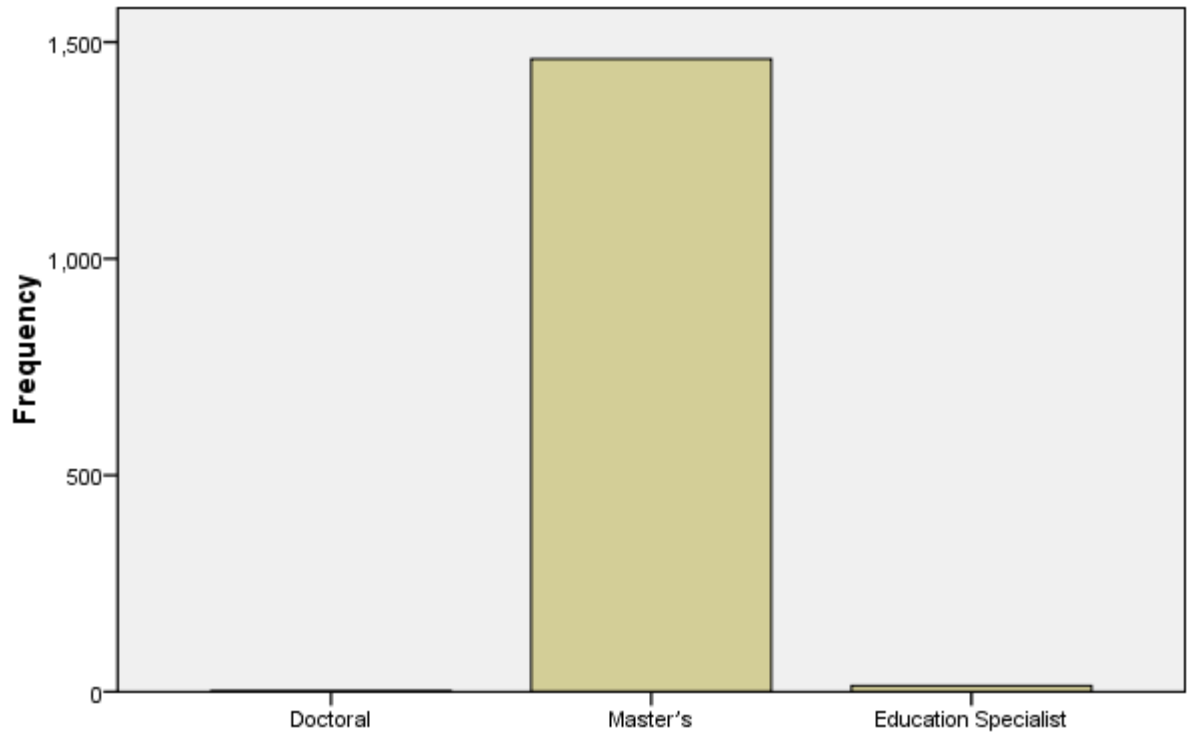


From which Troy University campus will you graduate?



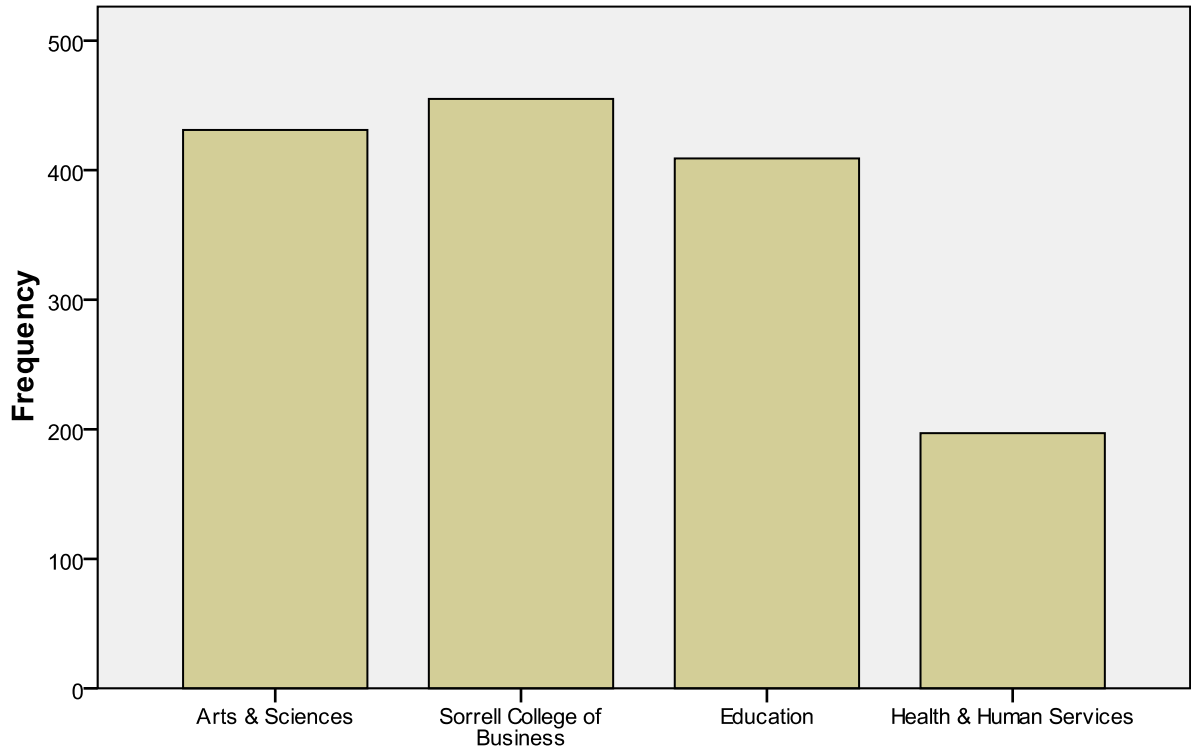
From which Troy University campus will you graduate?

What degree program are you currently completing at Troy University?



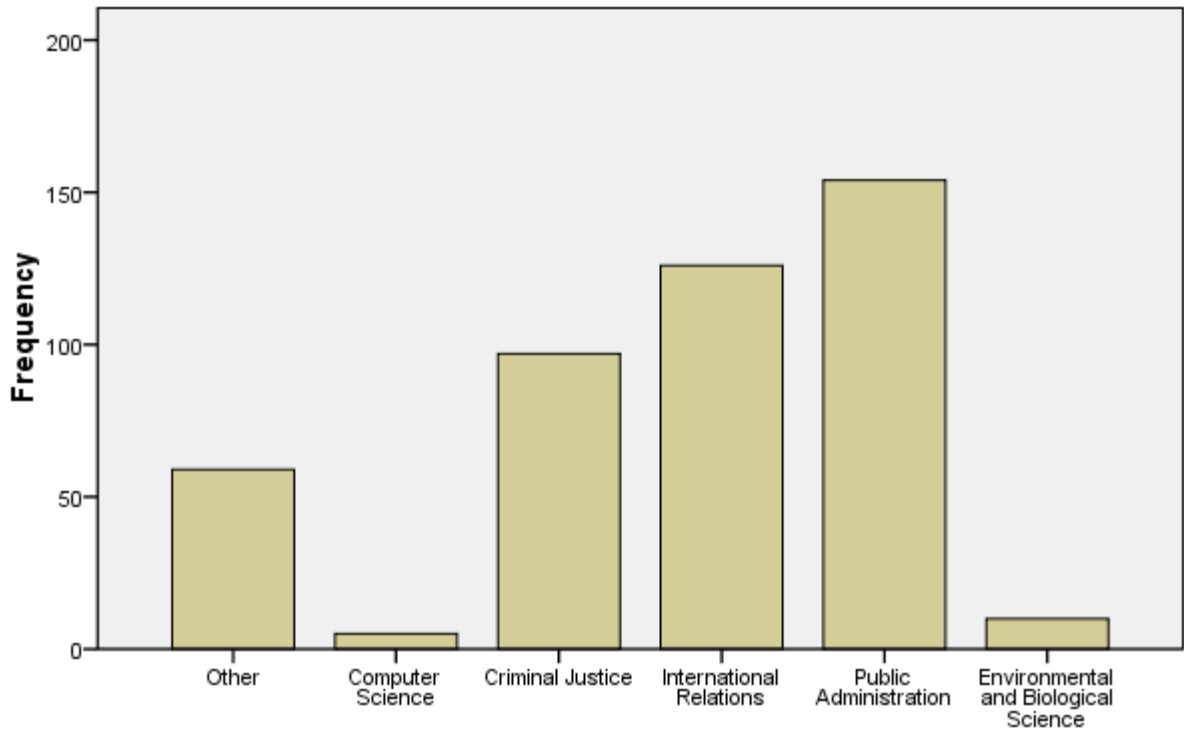
What degree program are you currently completing at Troy University?

From which college will you be graduating?



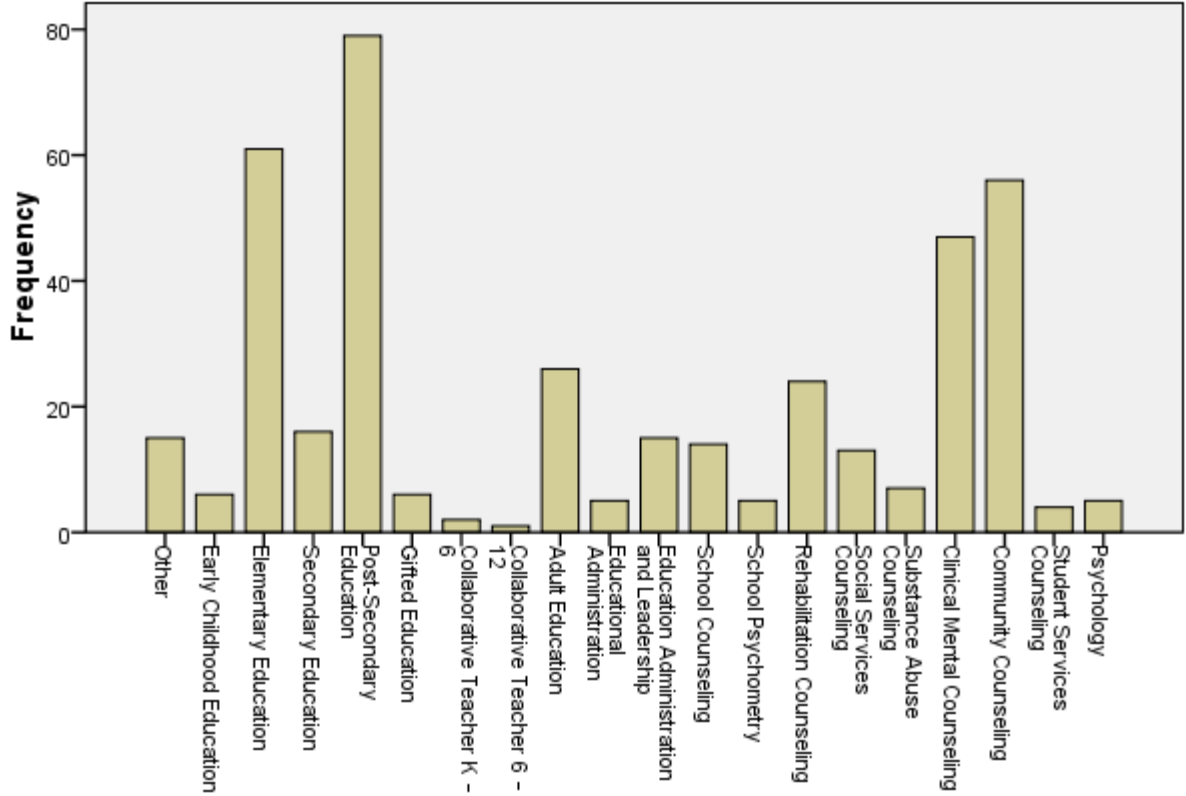
From which college will you be graduating?

What is your degree program in the College of Arts and Sciences?

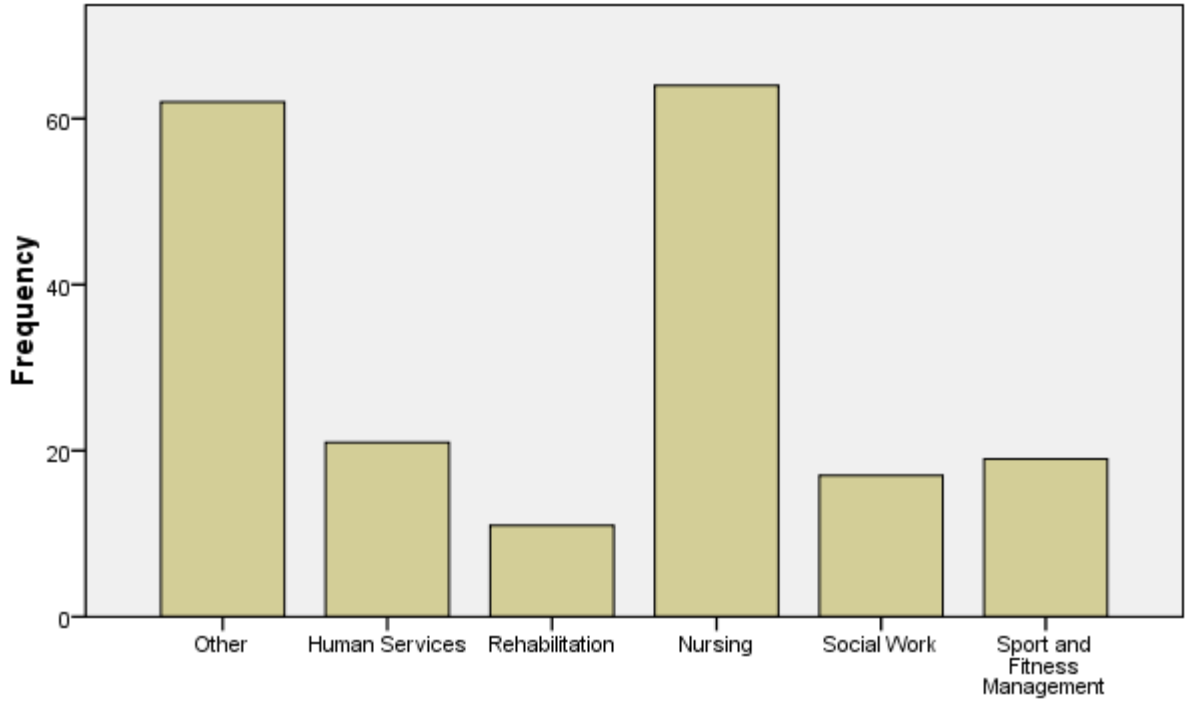


What is your degree program in the College of Arts and Sciences?

What is your major/concentration in the College of Education?

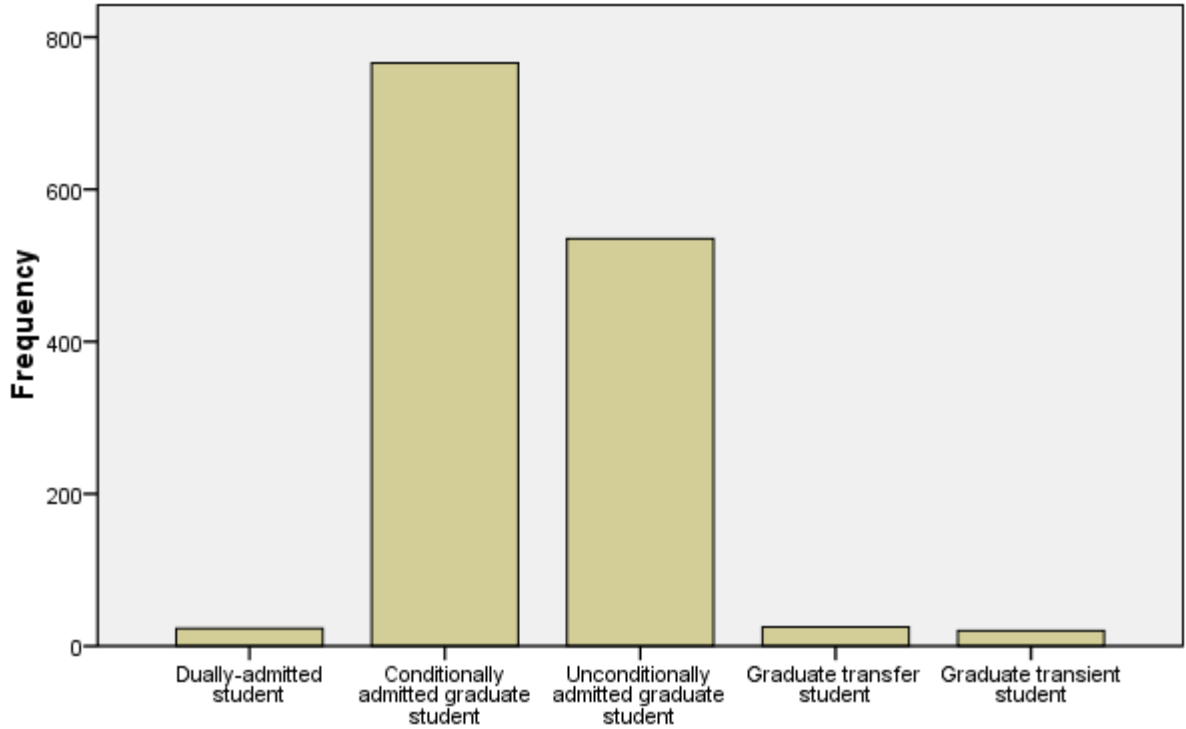


What is your major/concentration in the College of Health and Human Services?



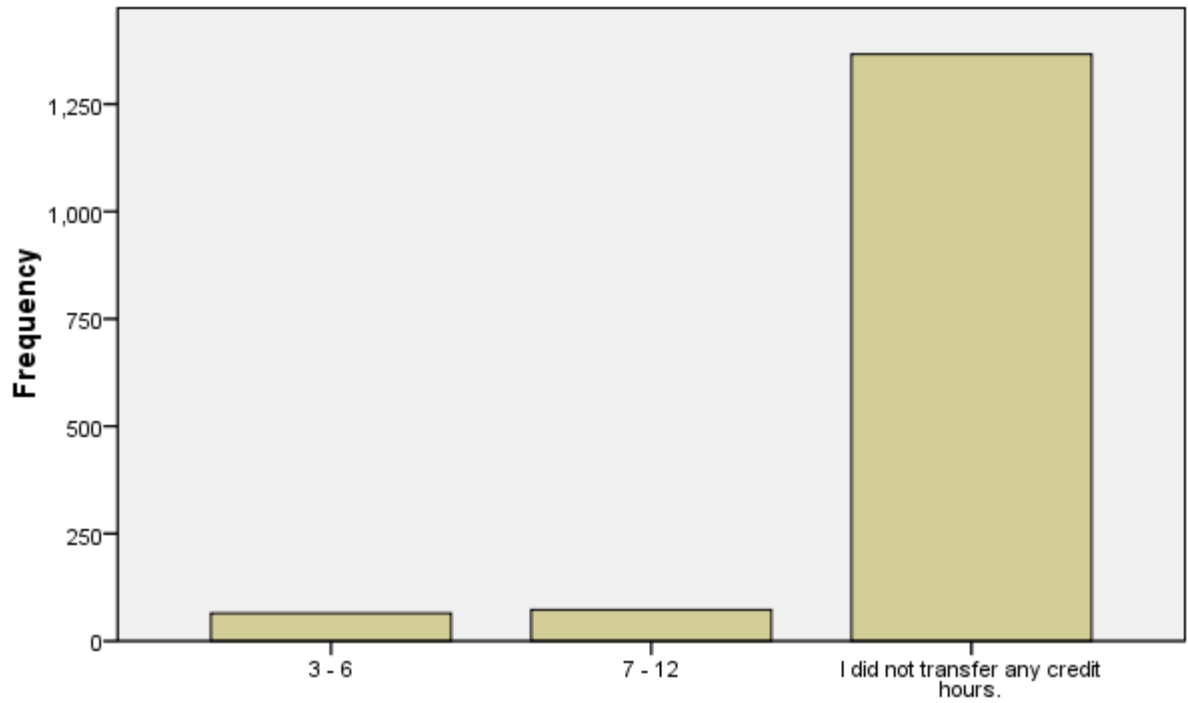
What is your major/concentration in the College of Health and Human Services?

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



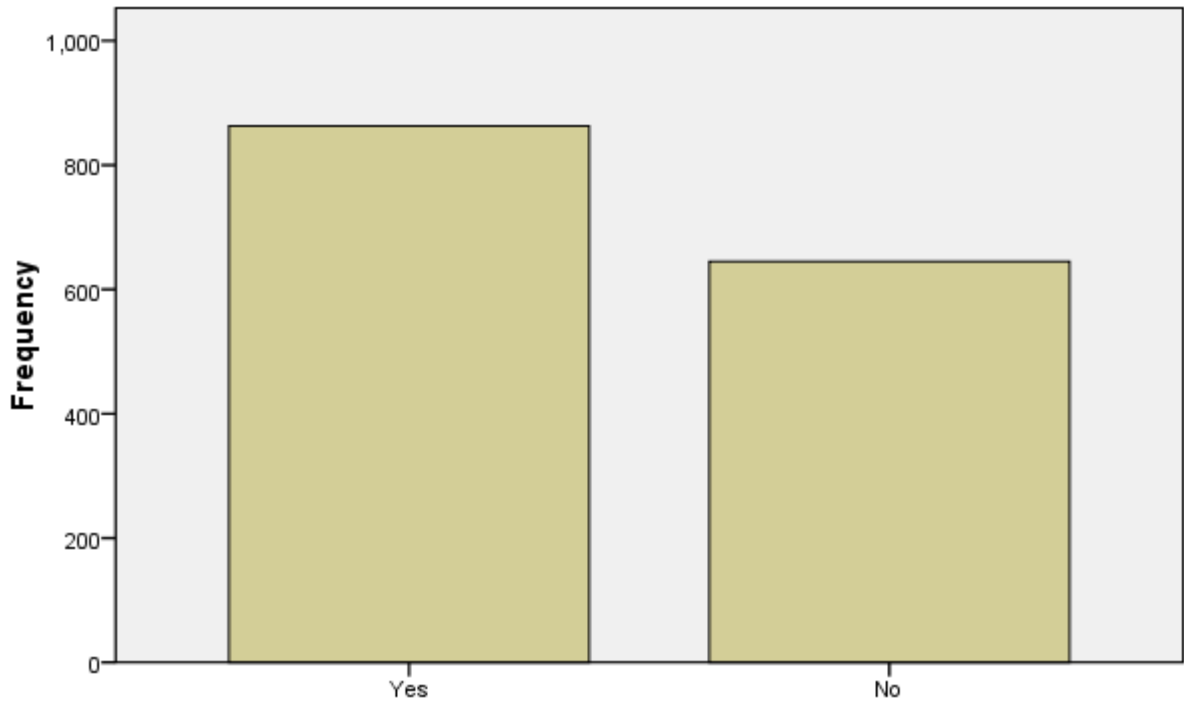
When you first started at Troy University, you were a:

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



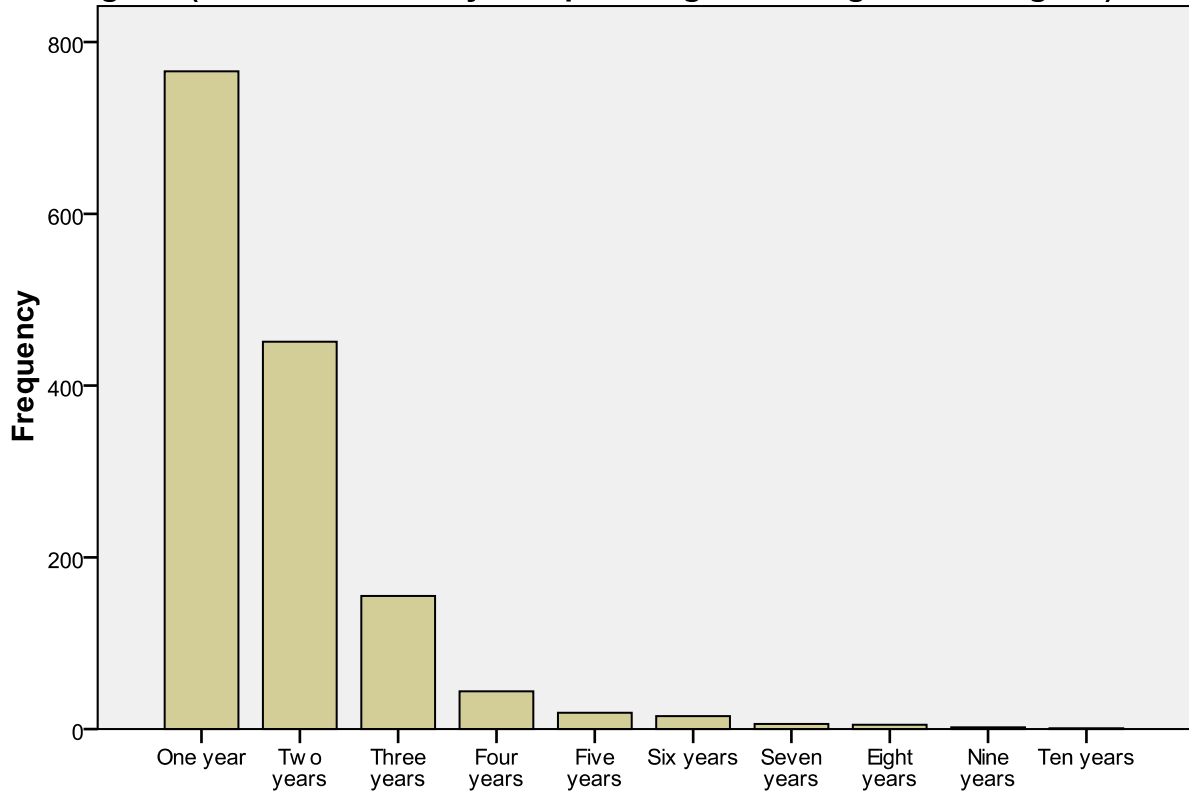
How many credit hours did you transfer to Troy University from another college or university?

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



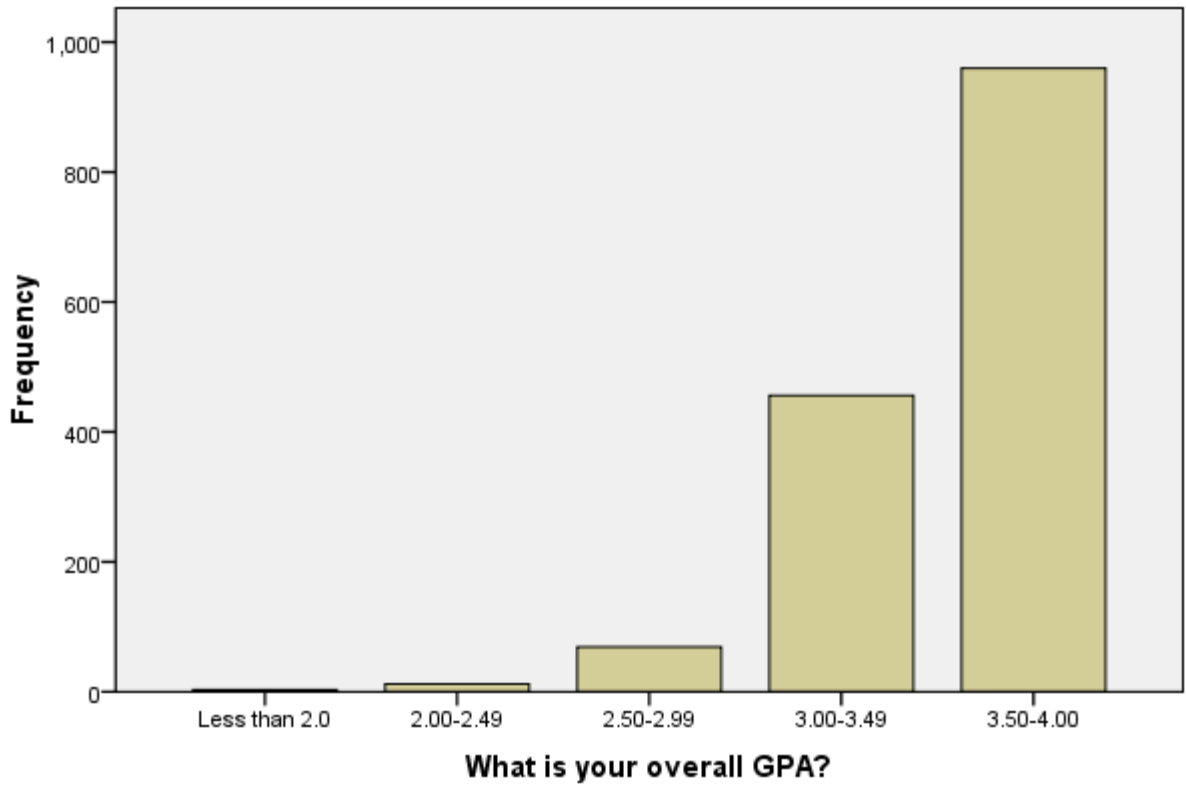
Have you taken any courses online or in any other Distance Learning format at Troy University?

How long have you attended Troy University in pursuit of this Master's Degree?(Do not include any time pursuing an undergraduate degree.)

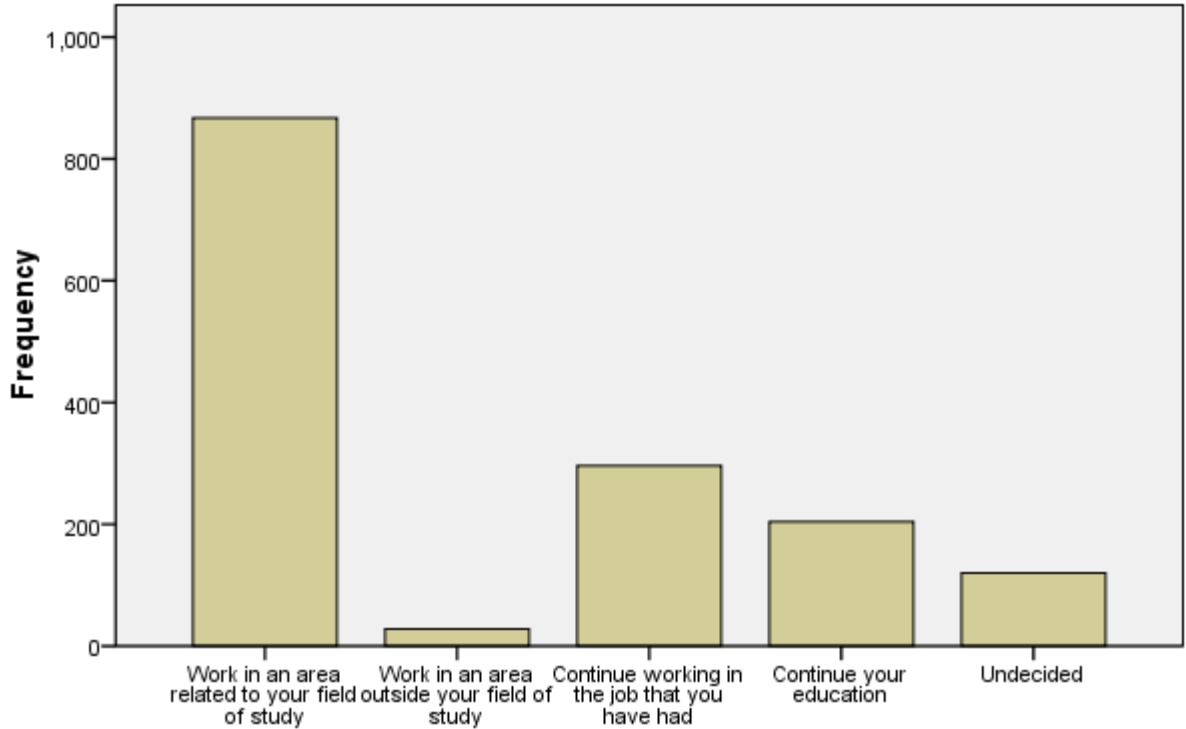


How long have you attended Troy University in pursuit of this Master's Degree? (Do not include any time pursuing an undergraduate degree.)

What is your overall GPA?

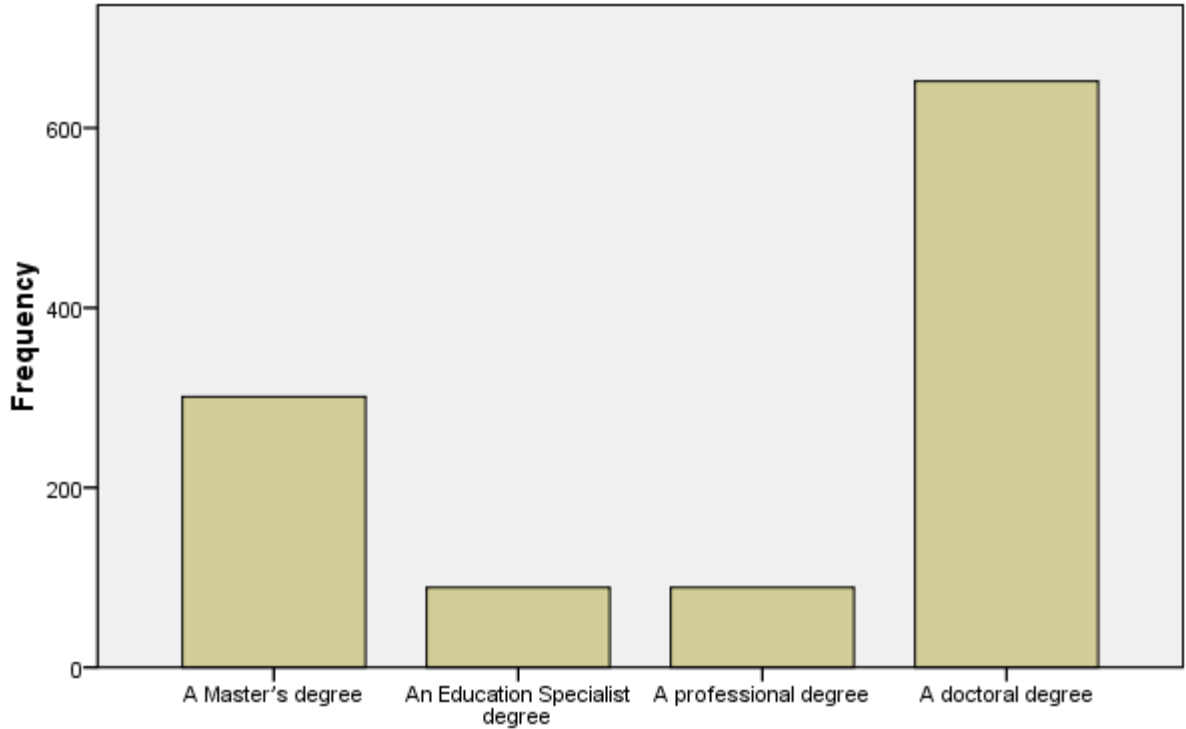


What do you plan to do after you graduate?



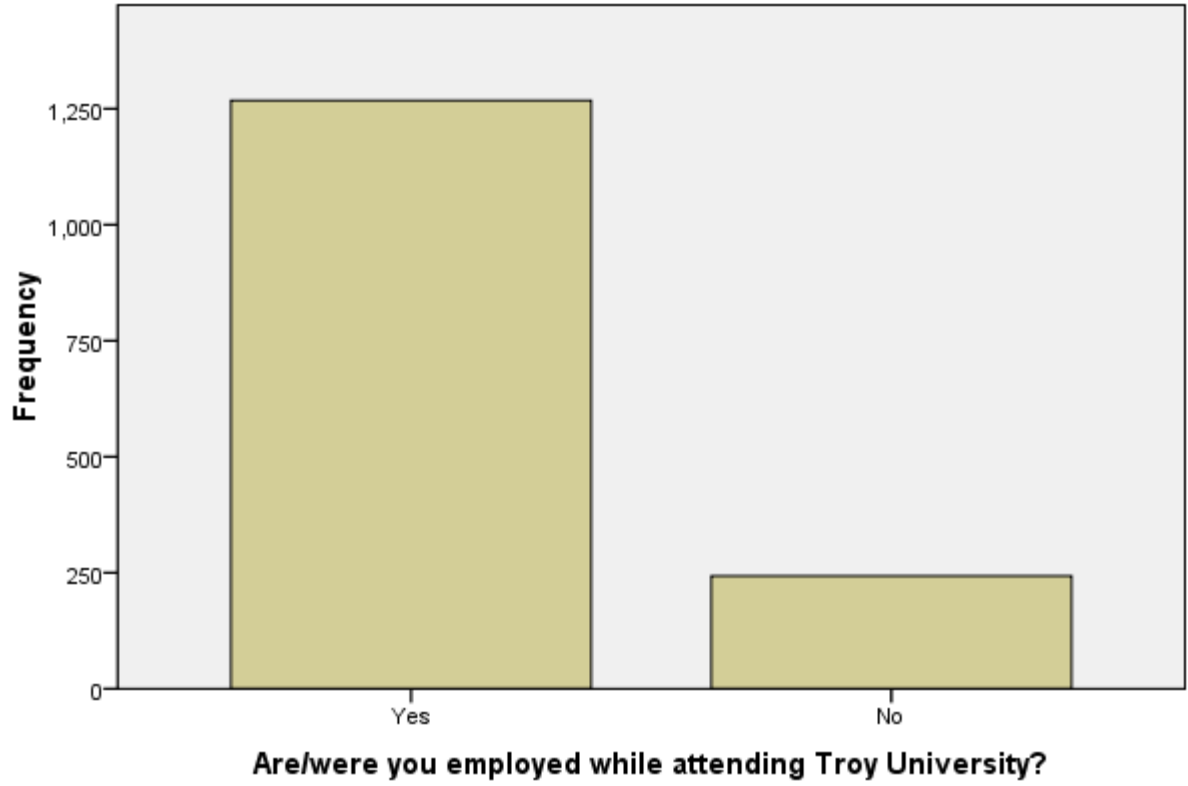
What do you plan to do after you graduate?

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

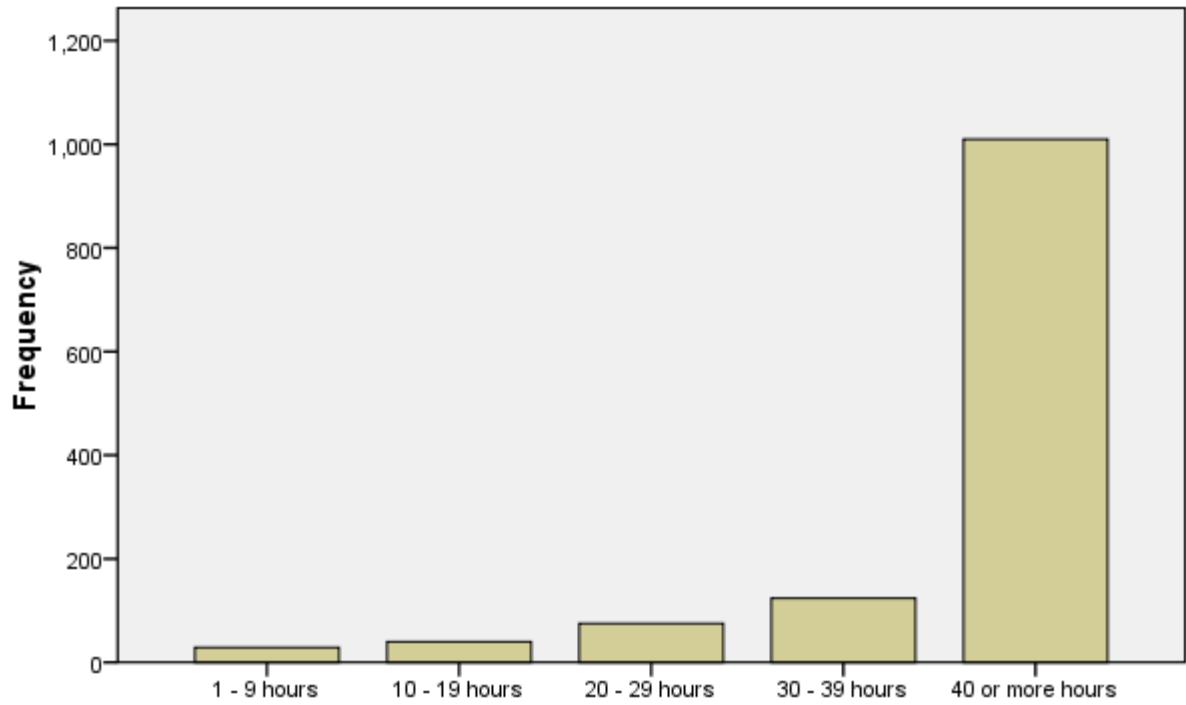


If you plan to continue your education, what is your ultimate goal?

Are/were you employed while attending Troy University?

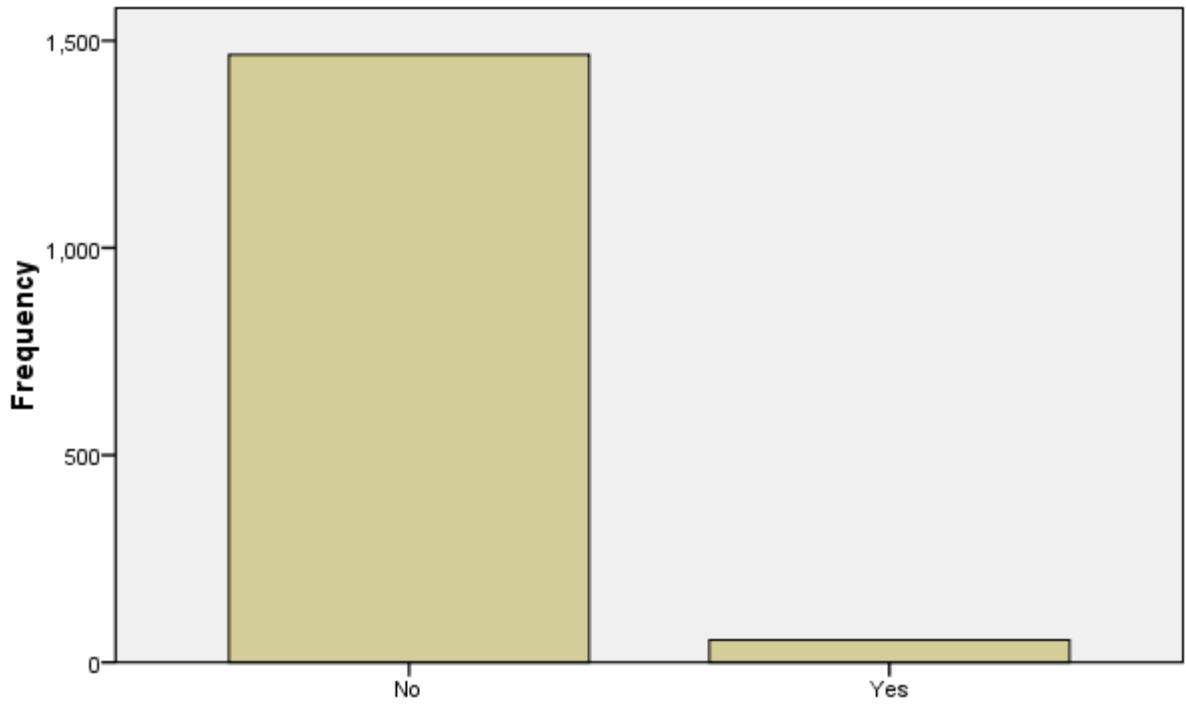


If you answered "Yes" to Question 24, how many hours do/did you usually work per week?



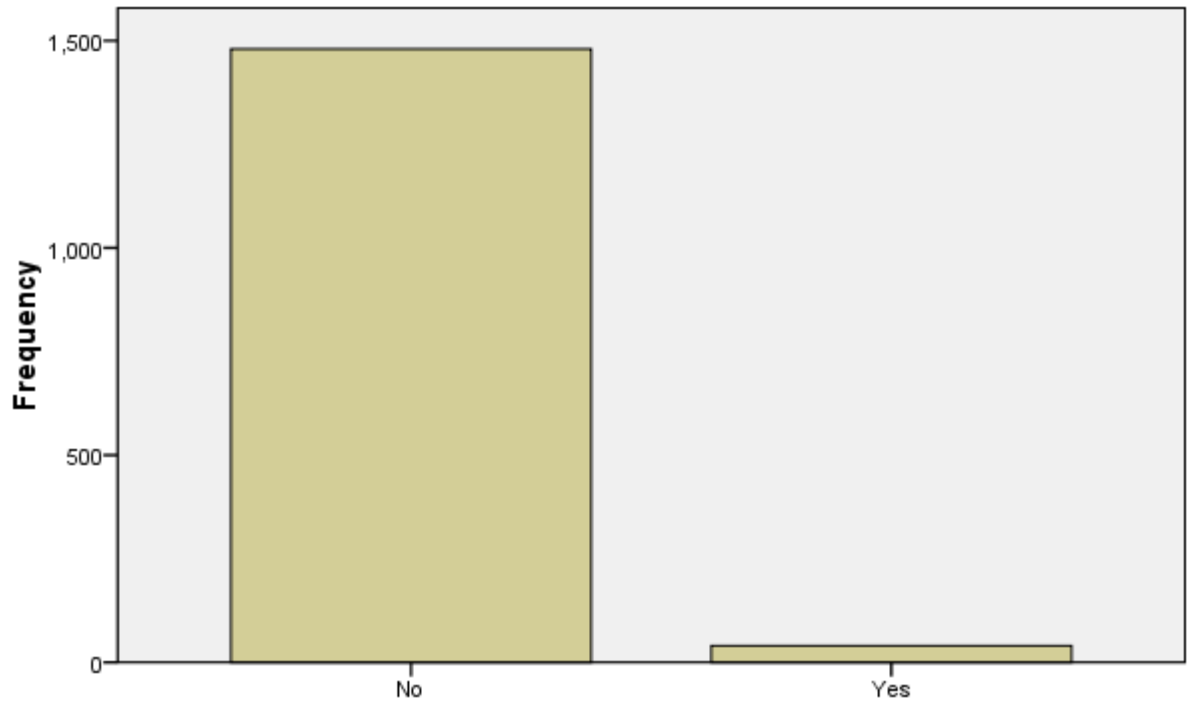
If you answered "Yes" to Question 24, how many hours do/did you usually work per week?

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



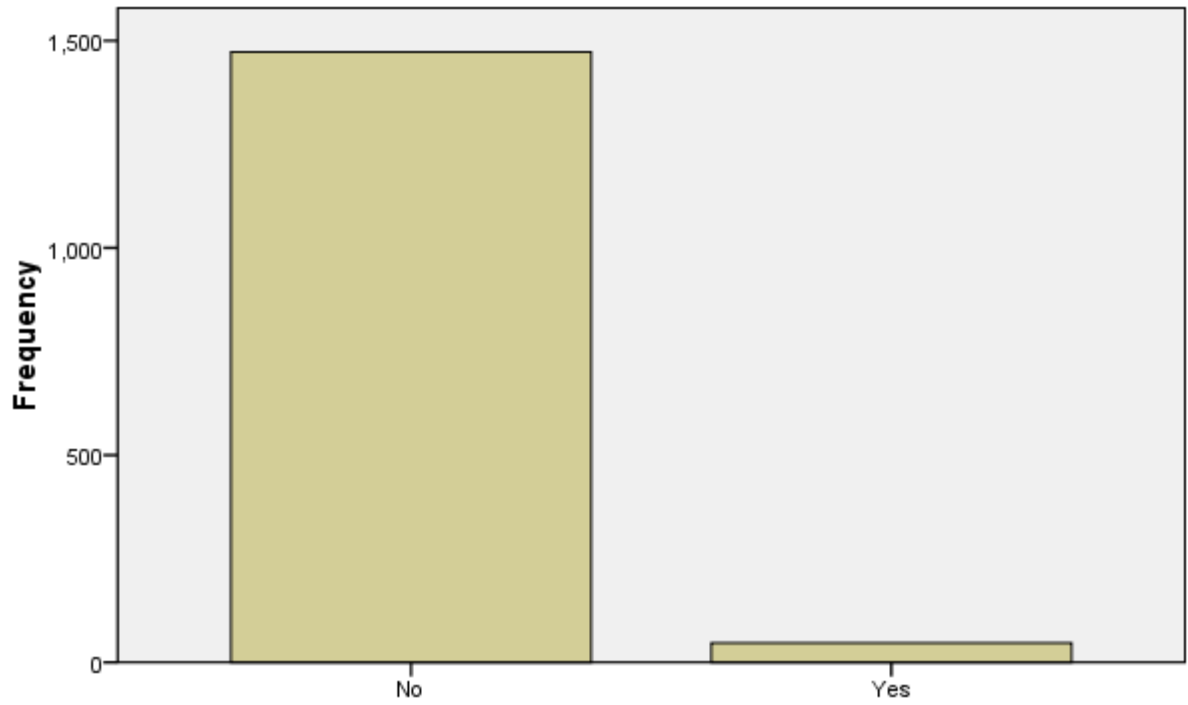
What financial aid have you received at Troy University? (Choose as many as apply) : Scholarship/fellowship

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



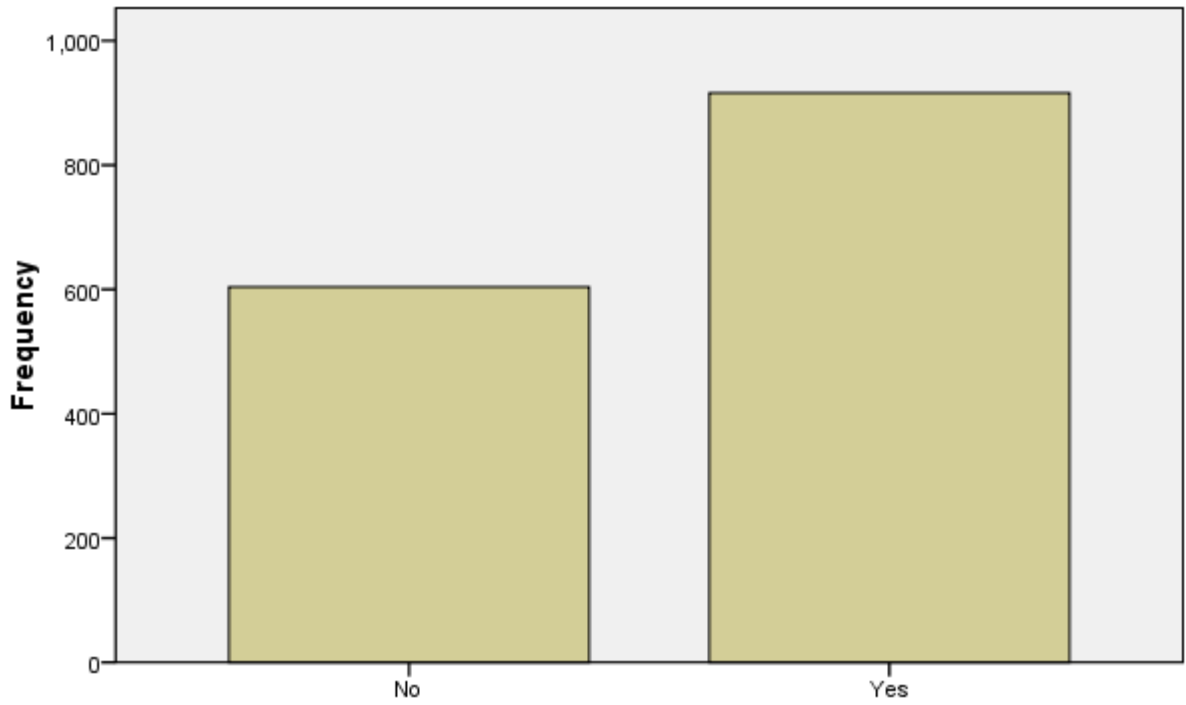
What financial aid have you received at Troy University? (Choose as many as apply) : Graduate assistantship

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



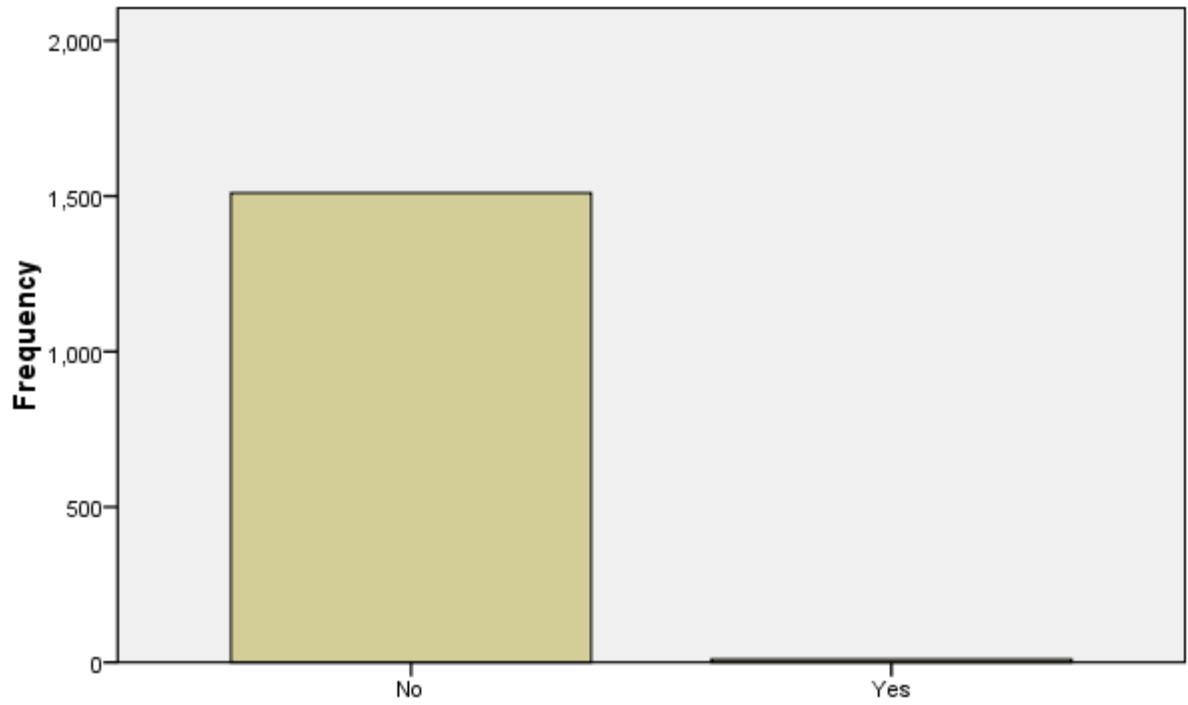
What financial aid have you received at Troy University? (Choose as many as apply) : Grants

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



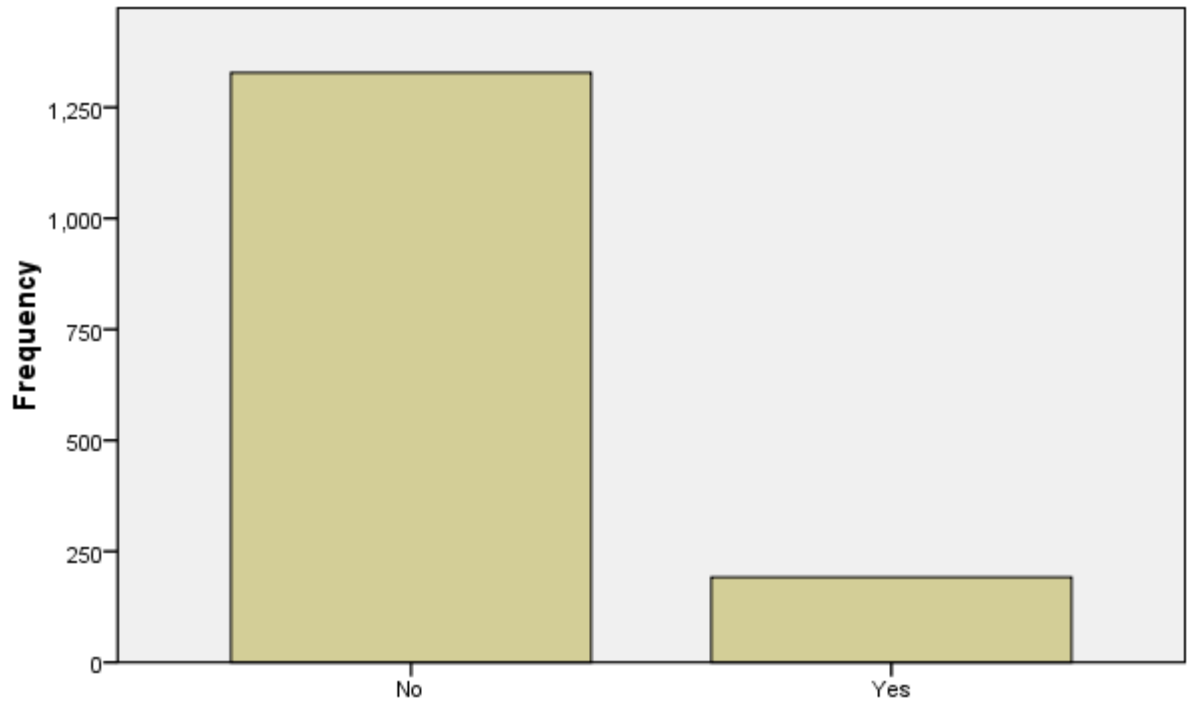
What financial aid have you received at Troy University? (Choose as many as apply) : Loans

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



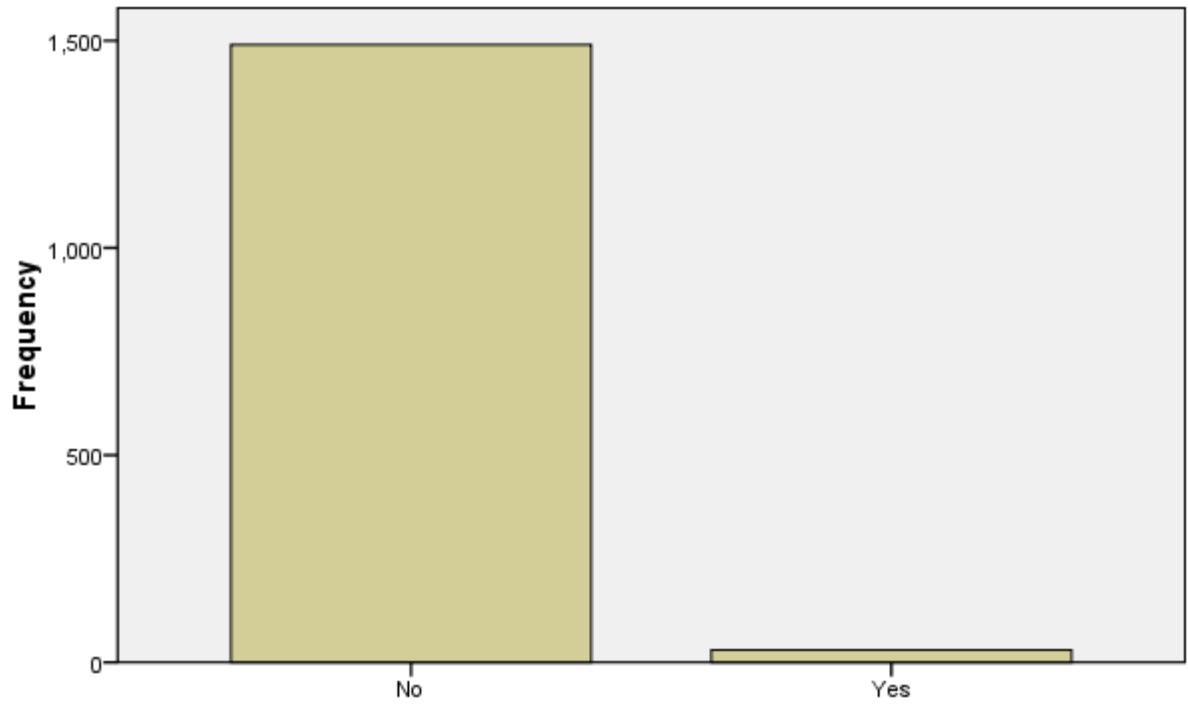
What financial aid have you received at Troy University? (Choose as many as apply) : Work study

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



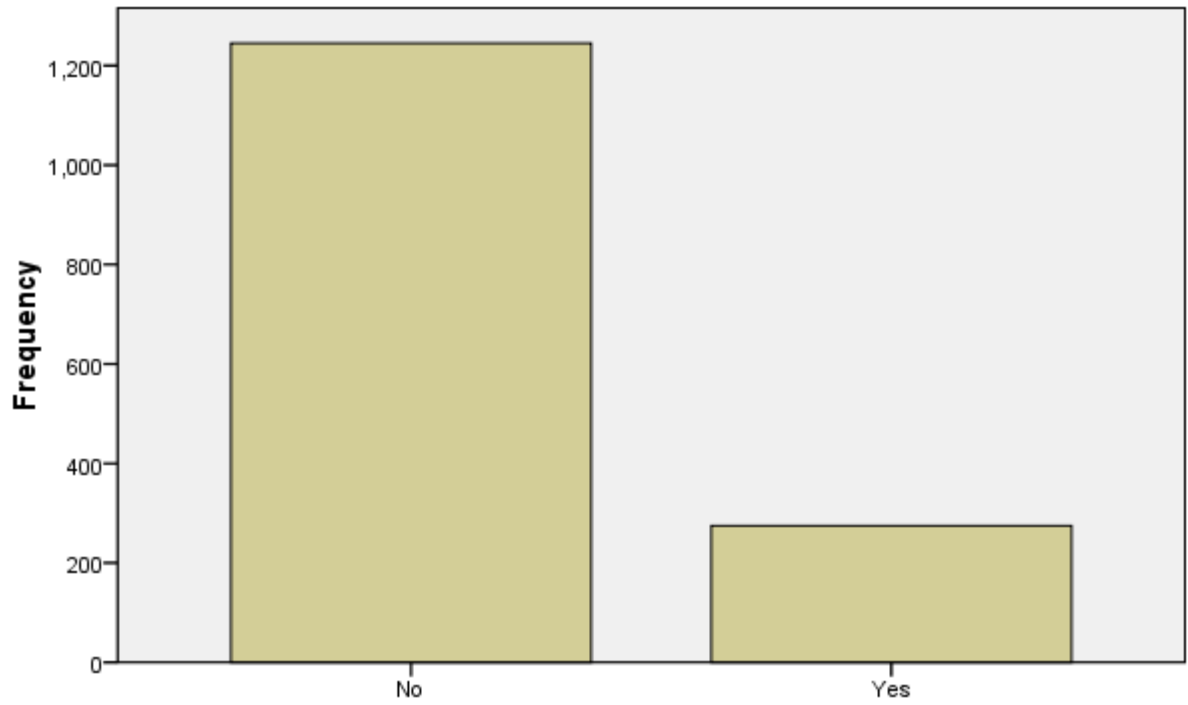
What financial aid have you received at Troy University? (Choose as many as apply) : Tuition assistance

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



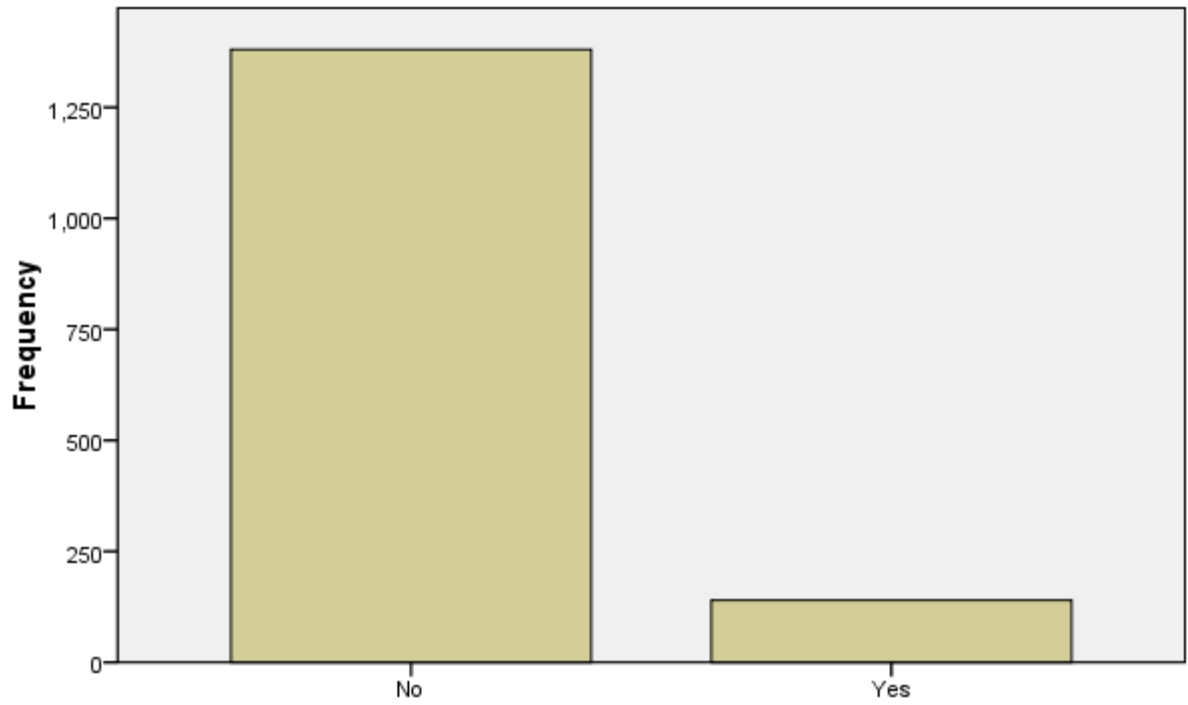
What financial aid have you received at Troy University? (Choose as many as apply) : Third party pay

What financial aid have you received at Troy University? (Choose as many as apply) : None



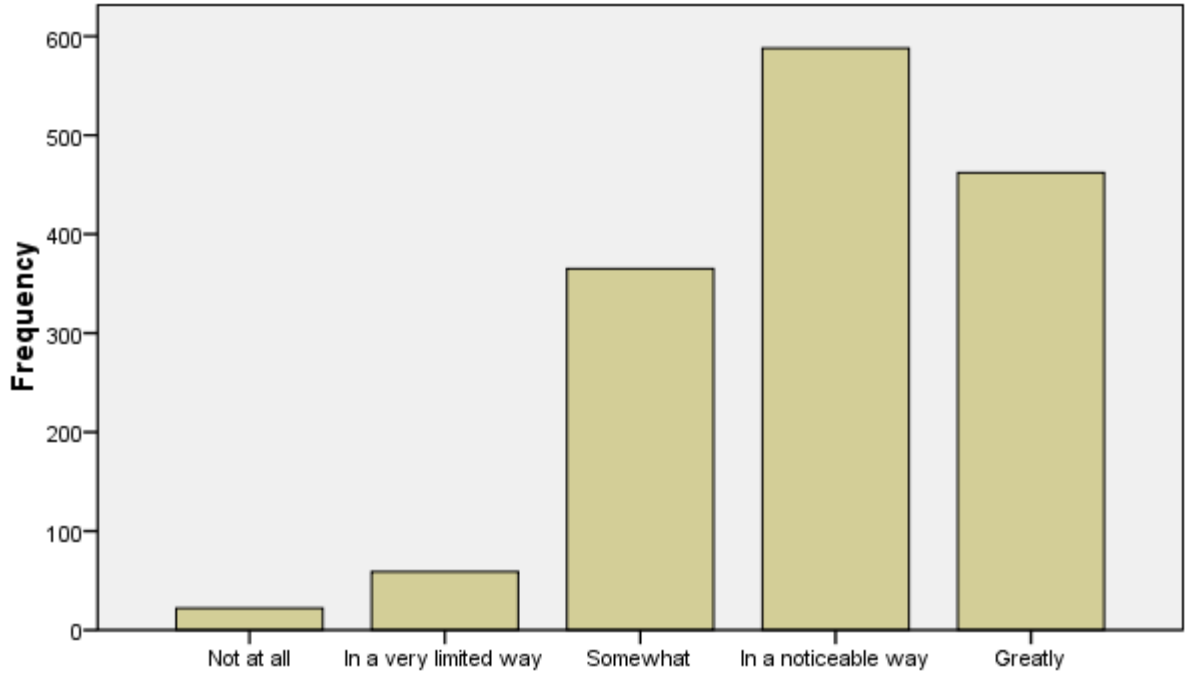
What financial aid have you received at Troy University? (Choose as many as apply) : None

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



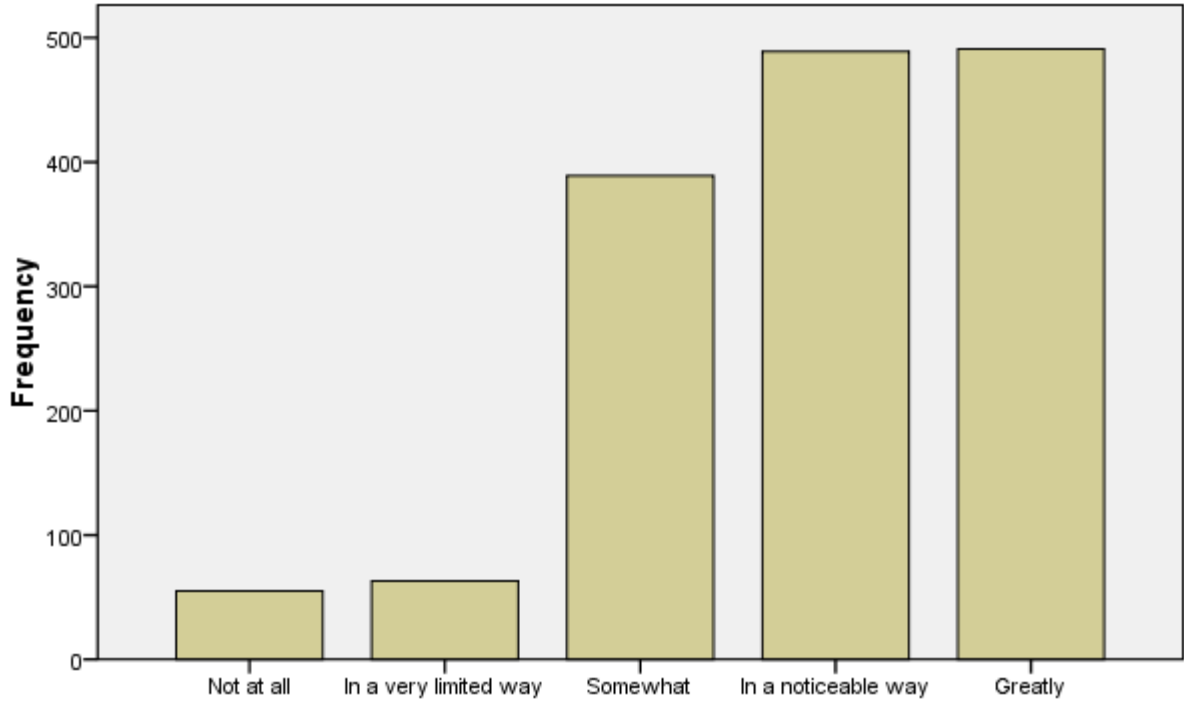
What financial aid have you received at Troy University? (Choose as many as apply) : Other

My involvement in reading as part of my graduate school experience has enhanced my ability to understand connections between the various materials I read.



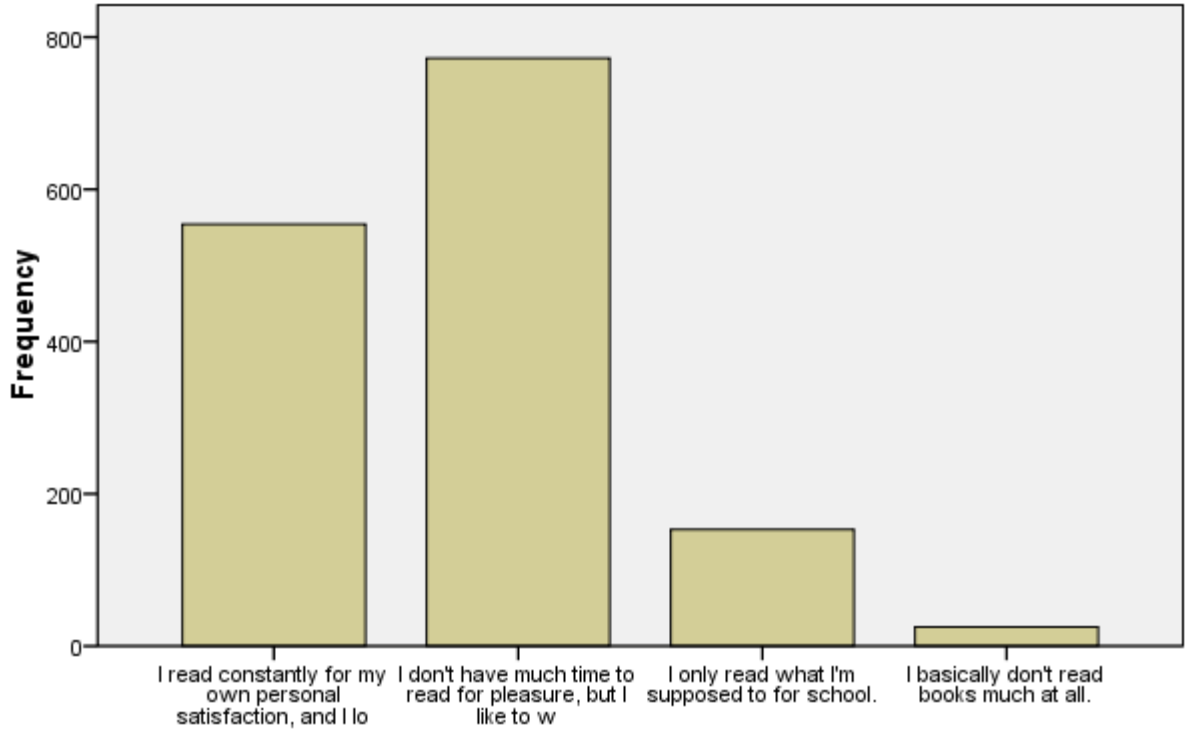
My involvement in reading as part of my graduate school experience has enhanced my ability to understand connections between the various materials I read.

My involvement in reading as a part of my graduate school experience has enhanced my awareness of other people's political and social viewpoints.



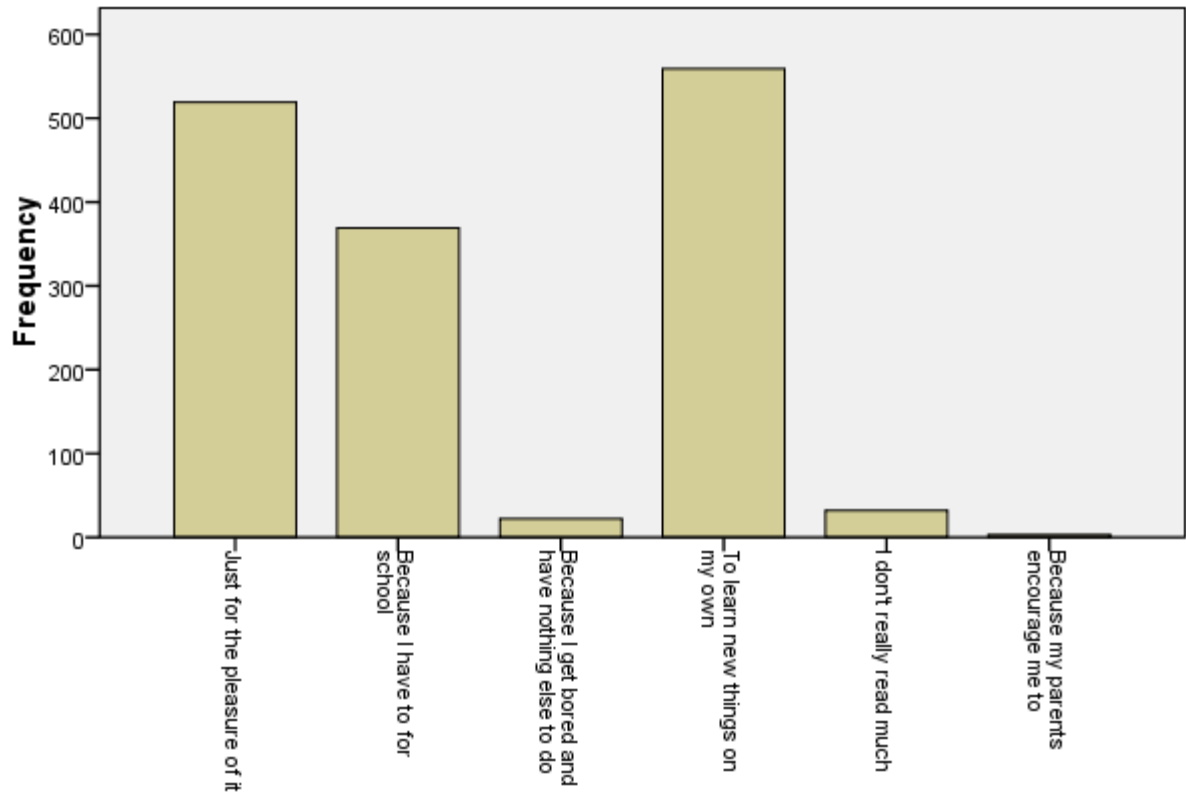
My involvement in reading as a part of my graduate school experience has enhanced my awareness of other people's political and social viewpoints.

Which statement below do you agree with most?

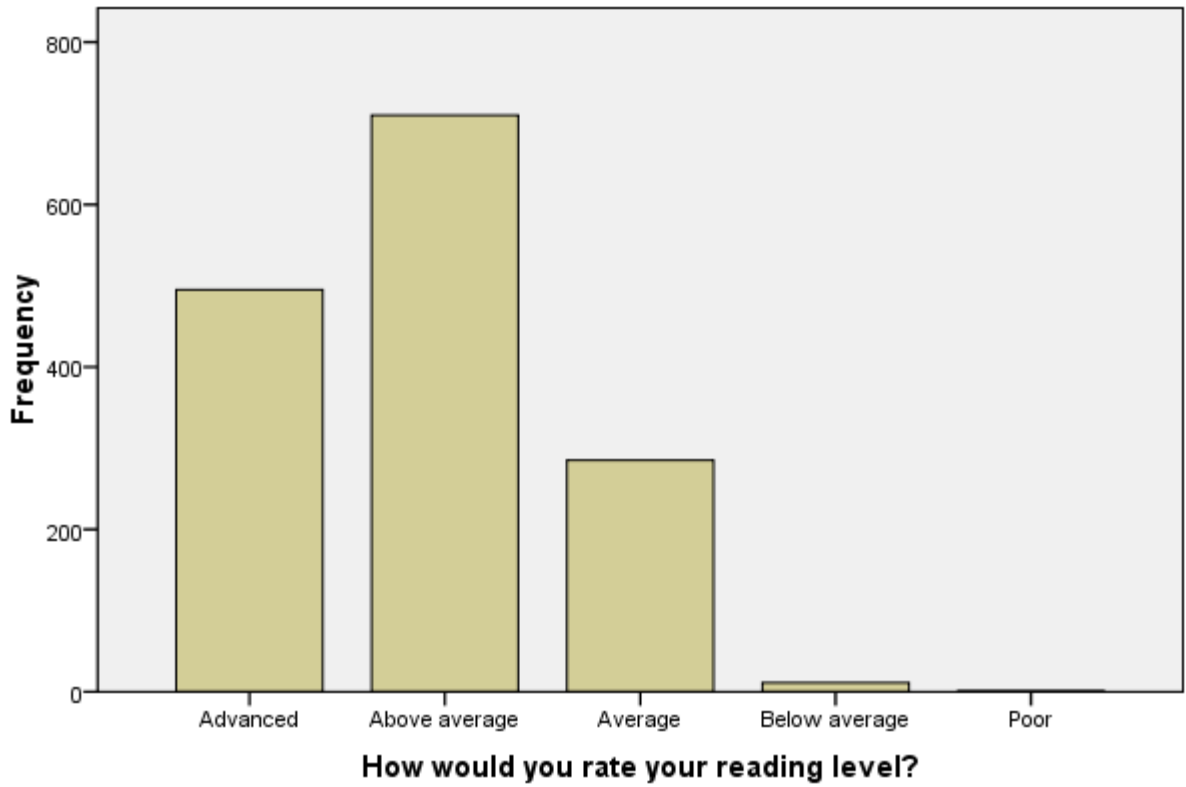


Which statement below do you agree with most?

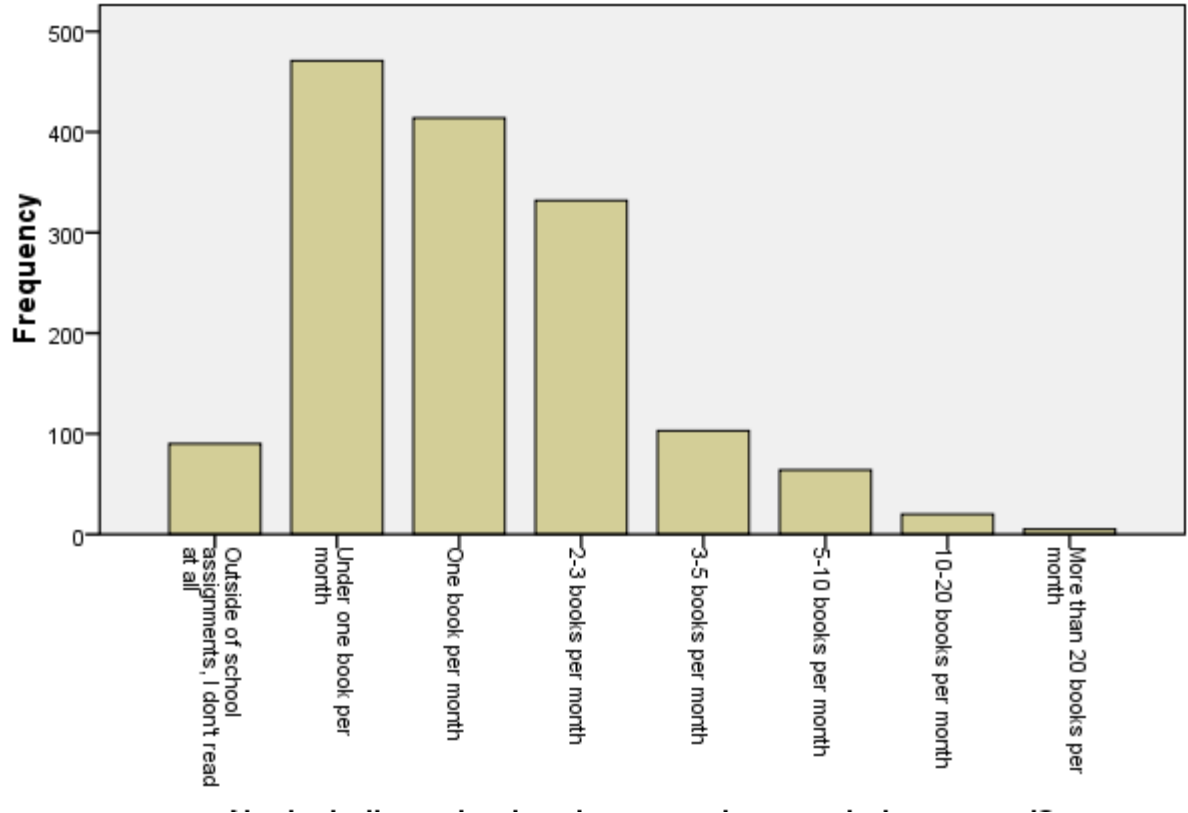
Most often, the reason I read is... (Please choose the best answer from this selection).



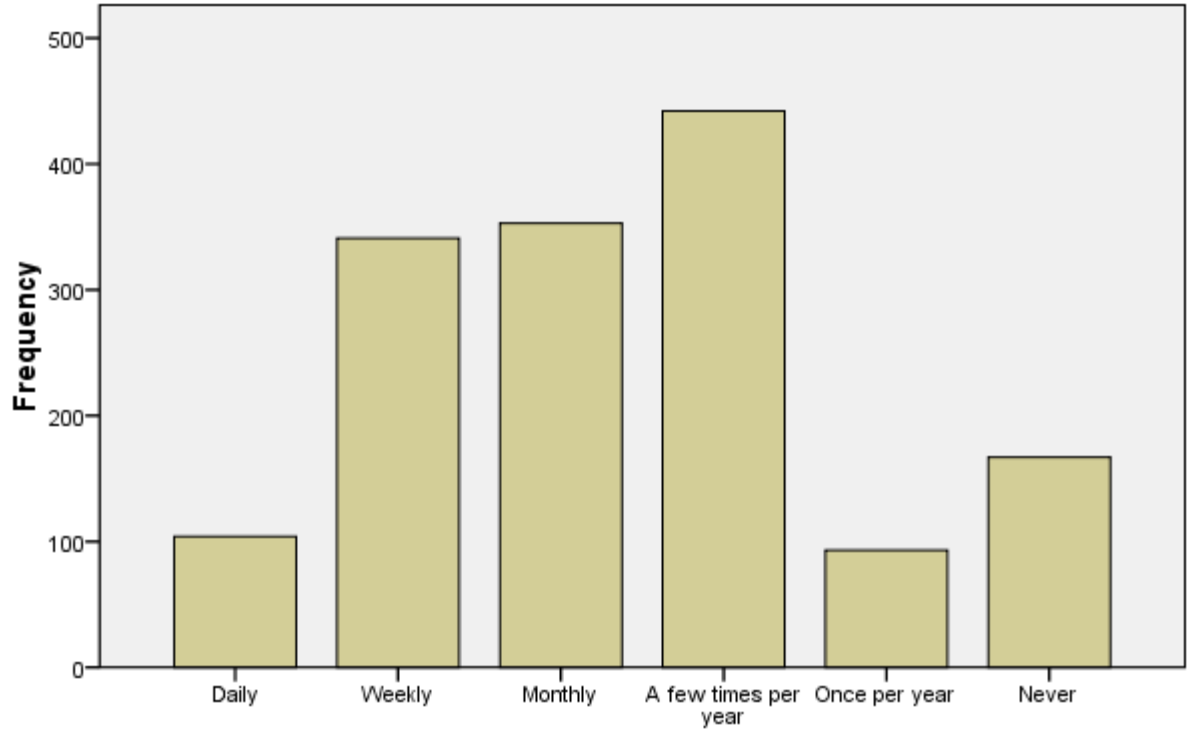
How would you rate your reading level?



Not including school assignments, how much do you read?

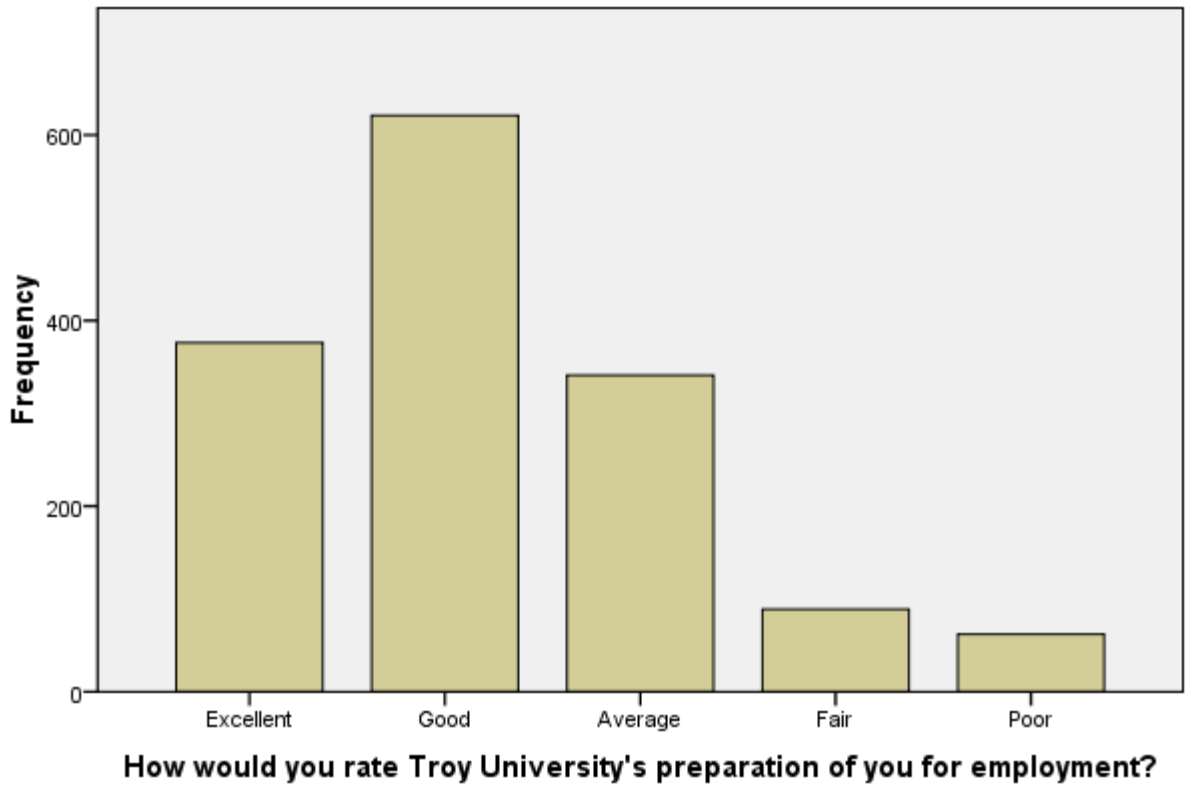


About how often do you discuss books with others?

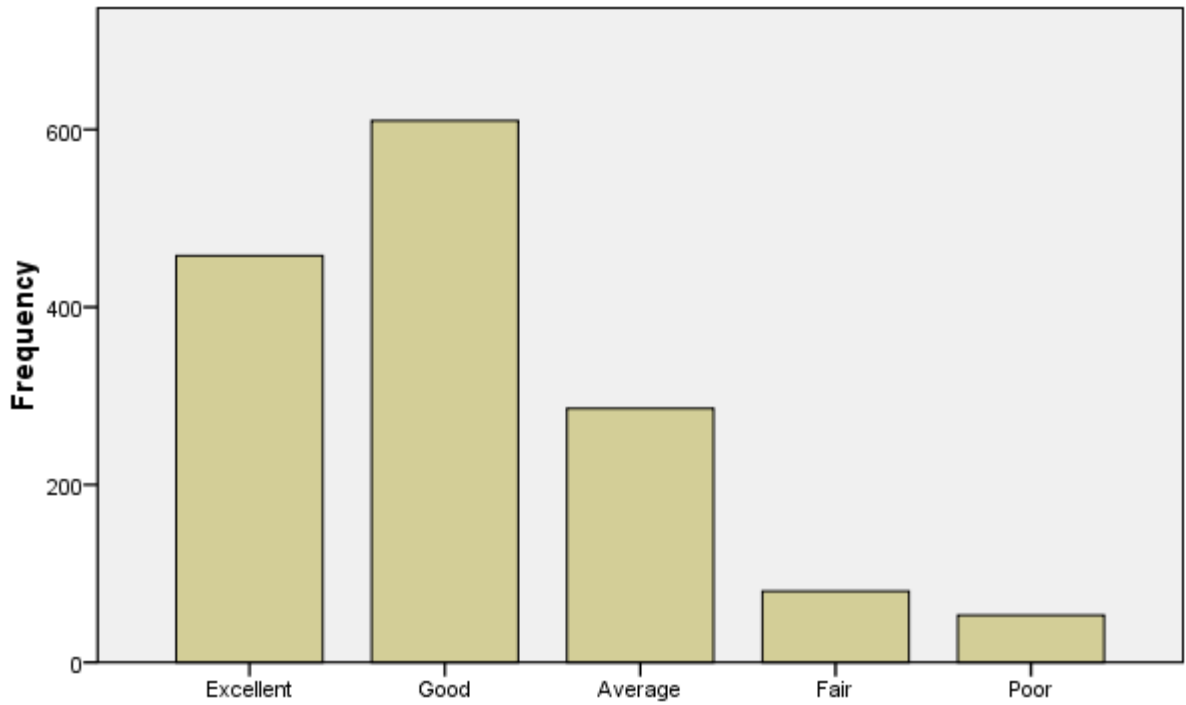


About how often do you discuss books with others?

How would you rate Troy University's preparation of you for employment?

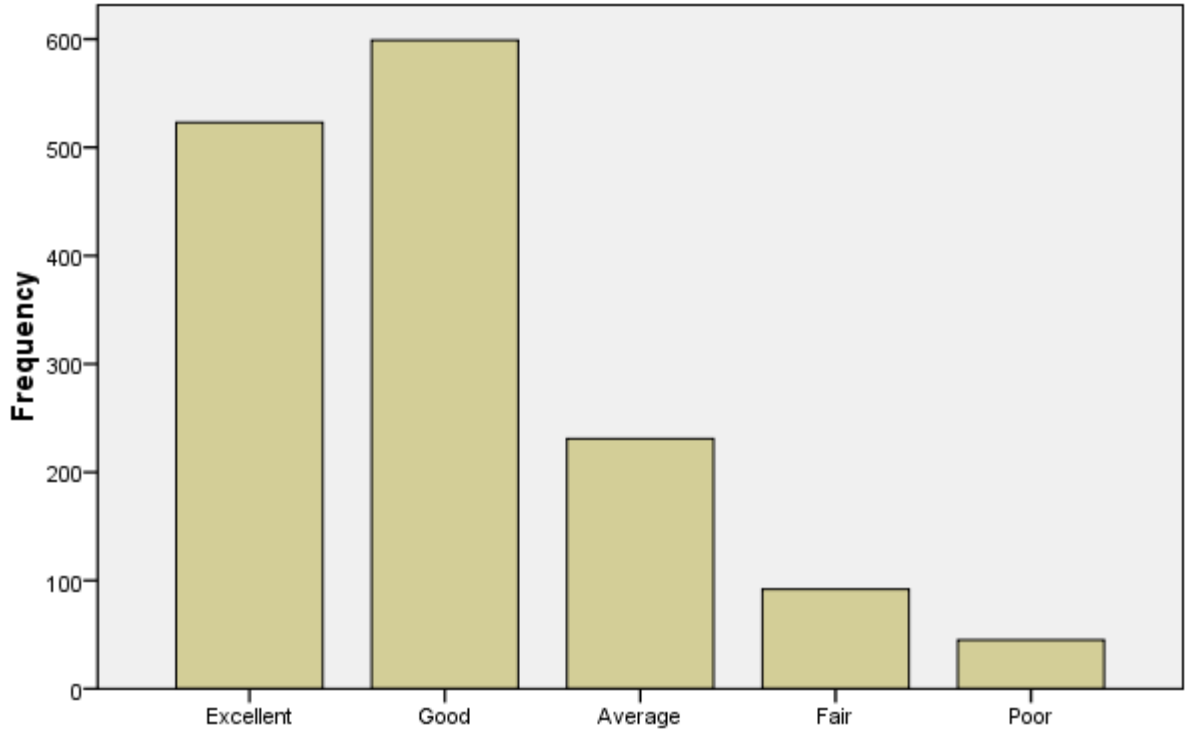


How would you rate Troy University's preparation of you for further education?



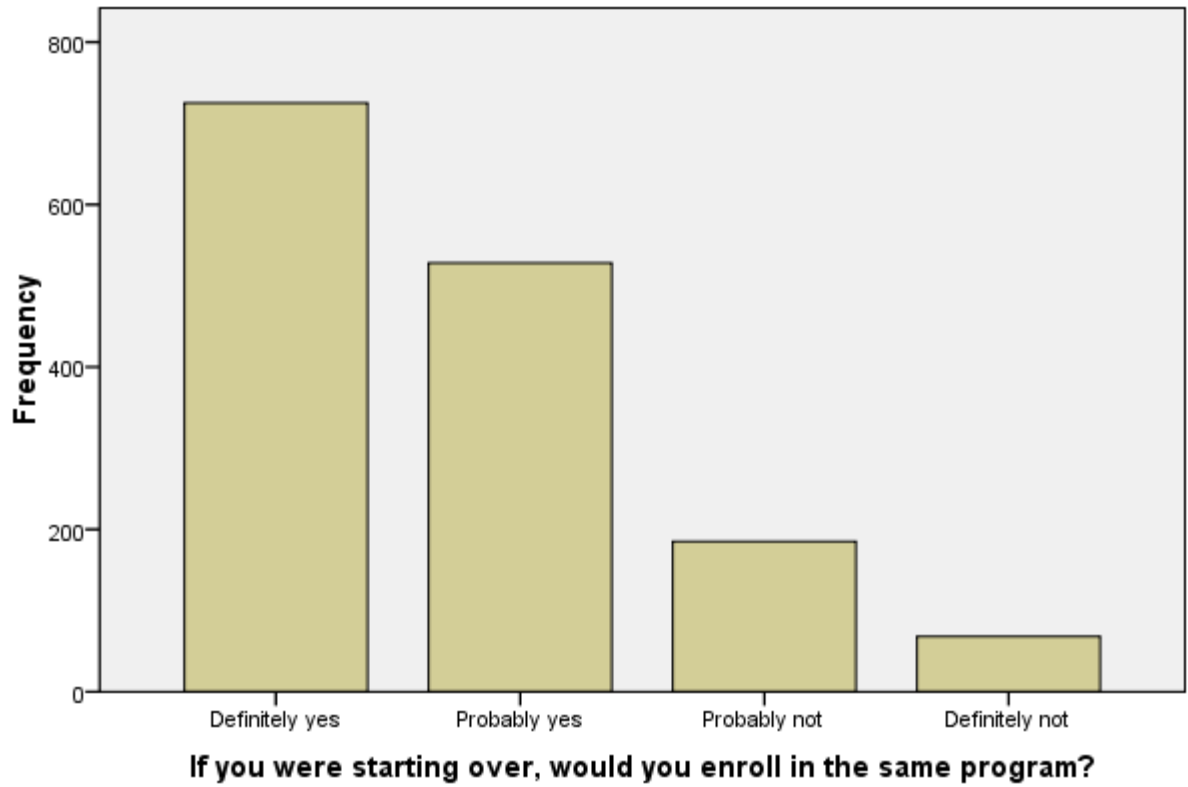
How would you rate Troy University's preparation of you for further education?

What is your overall rating of your college experiences at TROY?

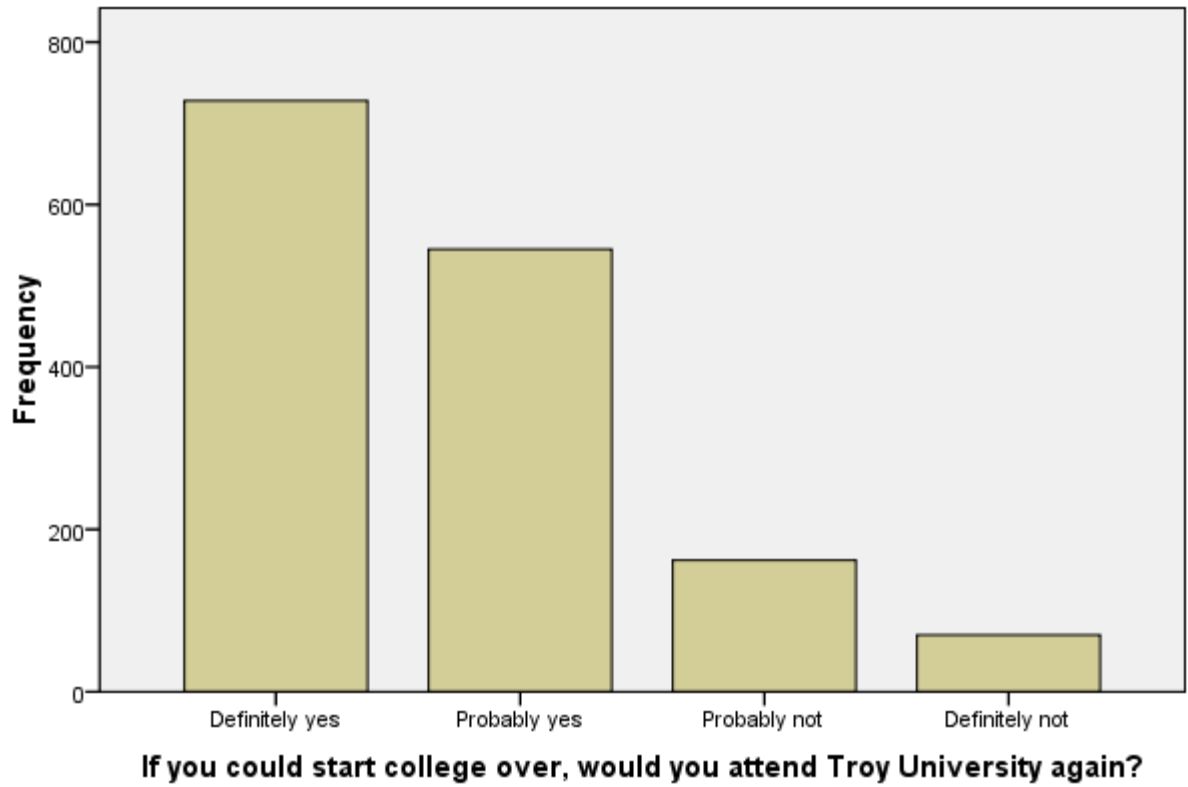


What is your overall rating of your college experiences at TROY?

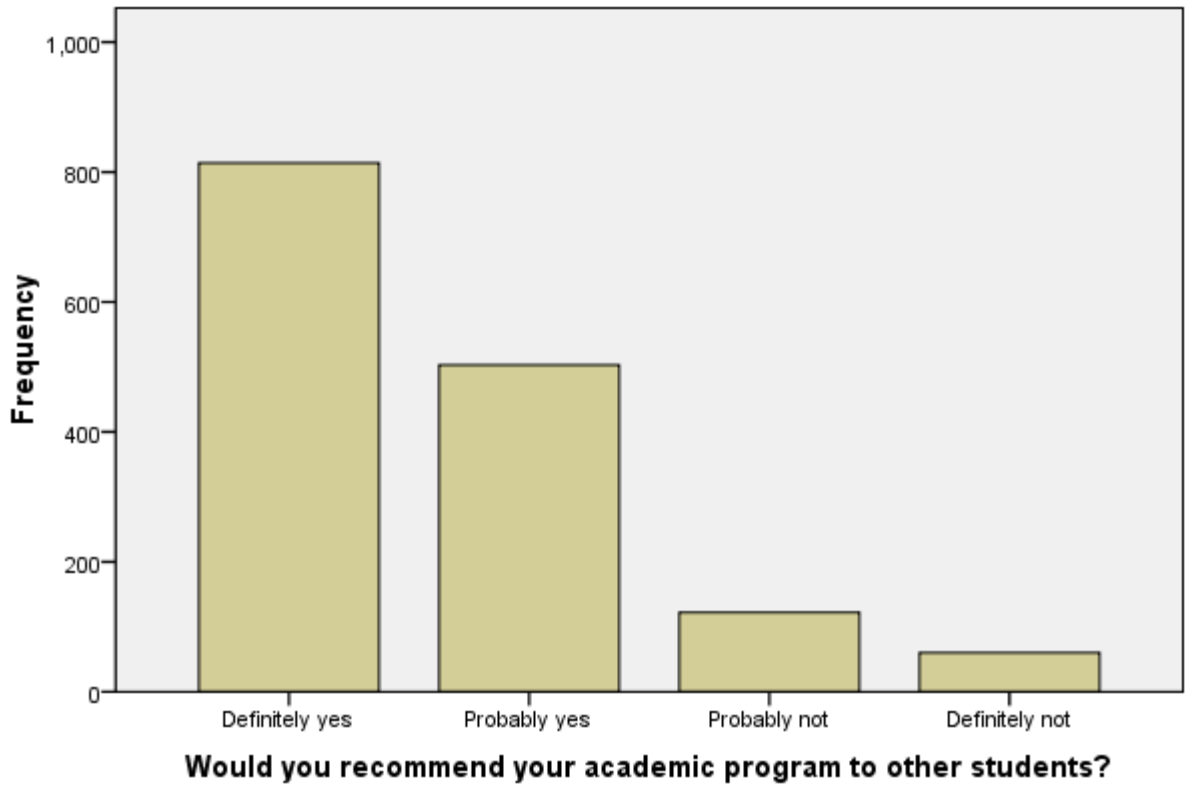
If you were starting over, would you enroll in the same program?



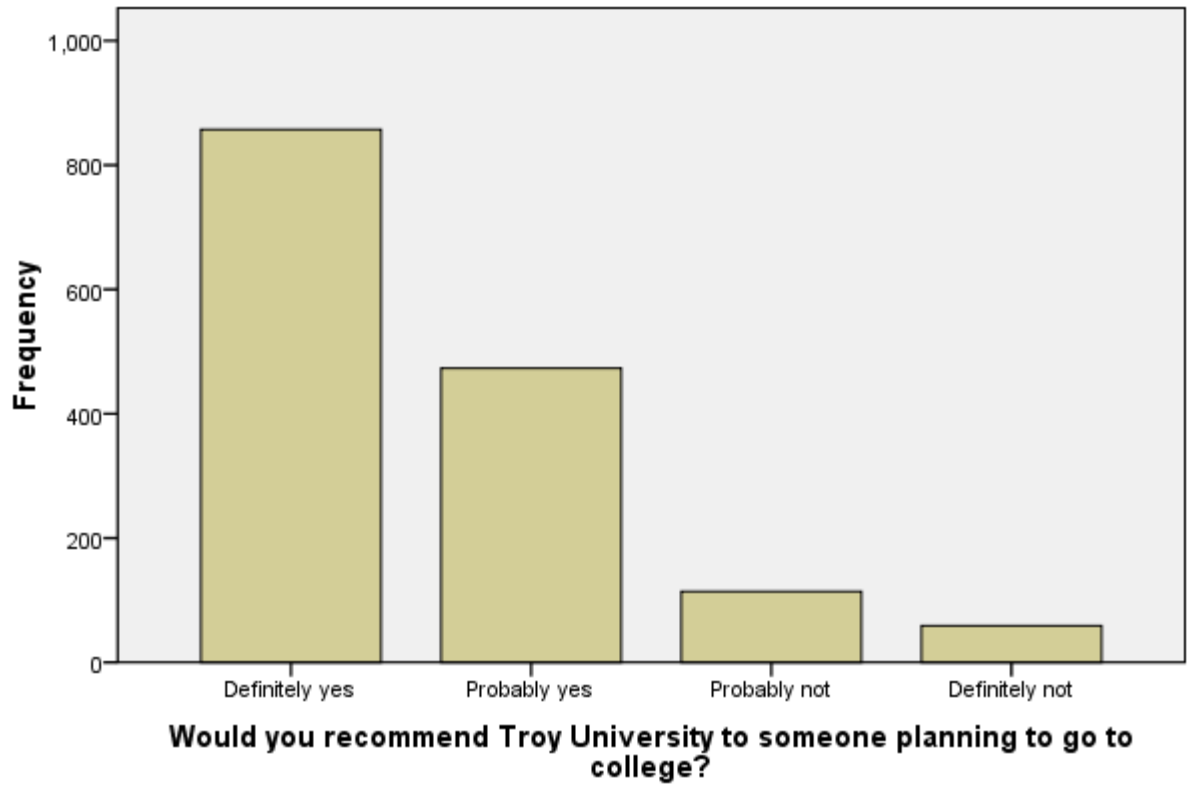
If you could start college over, would you attend Troy University again?



Would you recommend your academic program to other students?



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



2011 Graduate Student Satisfaction Survey

The information you provide on this survey will help Troy University improve and enhance its programs and services so that the University can better serve the educational needs of its students. Your responses will be kept strictly confidential and only group data will be reported. We thank you in advance for your participation in this survey.

All students who are classified as graduate students were sent an email inviting them to participate in this survey. However, some students are classified as graduate students for more than one academic year. If you plan on graduating later than the Summer Semester of 2011, do not complete this survey. You will be offered another chance during the next academic year.

GENERAL INFORMATION

1) Semester of Intended Graduation:

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

If you selected other, please specify

2) Gender:

- Male
- Female

3) Ethnicity:

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

4) Age:

- 18-19
- 20-21
- 22-24
- 25-29
- 30-34
- 35-39
- 40-49
- 50-64
- 65 or over

5) Marital status:

- Single
- Married

- Divorced
- Widowed
- Other

6) Are you a US citizen?

- Yes
- No

7) If you answered "No" to Question 6, which country are you from?

Country _____

8) If you answered "Yes" to Question 6, which state is your permanent home state in the United States?

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island

- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- Washington, D.C.
- West Virginia
- Wisconsin
- Wyoming

9) From which Troy University campus will you graduate?

- Dothan
- Montgomery
- Phenix City
- Troy
- eTROY (Taking online courses only)
- Global Campus (Campuses or sites outside of Alabama)

10) If you chose "Global Campus" in Question 9, from which site did you file your intent to graduate?

- 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
- 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 Walton Beach Area
- Guam Campus
- Guantanamo Bay, Cuba
- 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
- Misawa AB, Japan
- Mumbai, India
- New Orleans, Louisiana
- Norfolk Naval Station, Virginia
- Norfolk Regional Office, Virginia
- Oceana NAS, Virginia
- Orlando, Florida
- Pensacola, Florida
- Portsmouth
- Savannah, Georgia
- Seoul, Korea
- Sharjah, United Arab Emirates
- Shaw AFB, South Carolina
- Taipei, Taiwan
- Tampa/MacDill AFB, Florida
- Tyndall AFB, Florida
- Vidalia, Georgia
- Yongsan Garrison, Seoul, Korea
- Other

11) What degree program are you currently completing at Troy University?

- Doctoral
- Master's
- Education Specialist

12) From which college will you be graduating?

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

13) What is your degree program in the College of Arts and Sciences?

- Computer Science
- Criminal Justice
- Environmental and Biological Science
- International Relations
- Public Administration
- Other (please specify)

If you selected other, please specify

14) What is your degree program in the Sorrell College of 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 (MBA)
- Executive Master of Business Administration
- Master of Science in Management (MSM)
- Master of Science in Human Resource Management (MSHRM)
- Master of Taxation (MTax)
- Other (please specify)

If you selected other, please specify

15) What is your major/concentration in the College of Education?

- 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
- Other (please specify)

If you selected other, please specify

16) What is your major/concentration in the College of Health and Human Services?

- Athletic Training
- Human Services
- Rehabilitation
- Health and Physical Education
- Physical Education
- Nursing
- Social Work
- Sport and Fitness Management
- Other (please specify)

If you selected other, please specify

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

- Dually-admitted student
- Conditionally admitted graduate student
- Unconditionally admitted graduate student
- Graduate transfer student
- Graduate transient student

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

- 3 - 6
- 7 - 12
- I did not transfer any credit hours.

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

- Yes
- No

20) How long have you attended Troy University in pursuit of this Master's Degree? (Do not include any time pursuing an undergraduate degree.)

- One year
- Two years
- Three years
- Four years
- Five years
- Six years
- Seven years
- Eight years
- Nine years
- Ten years
- More than ten years

21) What is your overall GPA?

- Less than 2.0
- 2.00-2.49
- 2.50-2.99
- 3.00-3.49
- 3.50-4.00

GRADUATION / EMPLOYMENT PLANS

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

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

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

- A Master's degree
- An Education Specialist degree
- A professional degree
- A doctoral degree

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

- Yes
- No

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

- 1 - 9 hours
- 10 - 19 hours
- 20 - 29 hours
- 30 - 39 hours
- 40 or more hours

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

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

If you selected other, please specify

PERCEPTIONS OF TROY UNIVERSITY

27) In regard to your education at Troy University, please rate your development in the following areas:

	Excellent	Good	Average	Fair	Poor
Writing skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking/presentation skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Critical thinking skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem solving skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mathematical skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scientific principles and methods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding different philosophies and cultures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appreciation of the arts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leadership skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management and organizational skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working cooperatively in groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning and carrying out projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Citizenship skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strategies for applying skills in my field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Excellent	Good	Average	Fair	Poor	N/A
Overall quality of your academic program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instruction in major courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instruction in general education courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty's use of technologies to enhance teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course availability in your major	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication between faculty and students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IMPACT/New Student Orientation Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laboratory/instructional equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Testing Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural Science Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Center for International Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29) On a scale from 1 to 5, with 1 as “Very Dissatisfied” and 5 as “Very Satisfied,” please rate your satisfaction with the following offices and services at Troy University: (Select “Not Applicable” if the item does not apply to you.)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Admissions Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registrar/Records Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veteran Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Technology (IT) Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trojan Web Express	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adaptive Needs Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Support Services (SSS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placement Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bookstore Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety and Security Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
University Media (website, newsletters, radio, TV, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30) On a scale from 1 to 5, with 1 as “Strongly Disagree” and 5 as “Strongly Agree,” please provide your opinion regarding the following areas:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The goals, objectives, and requirements for my academic program were clearly defined.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My academic program was intellectually challenging and stimulating.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courses in my curriculum contributed to the skills and knowledge required in my field.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courses were offered frequently enough for timely completion of my degree program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The intellectual caliber of students in my academic program was competitive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The degree program in which I enrolled is valuable for me in my employment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Troy University faculty care about students as individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Troy University faculty were helpful with my career plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Troy University is responsive to the needs of its students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The tuition and fees I paid at Troy University were a worthwhile investment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

READING HABITS

31) Please indicate your level of involvement in reading.

	Not at all	In a very limited way	Somewhat	In a noticeable way	Greatly
My involvement in reading as part of my graduate school experience has enhanced my ability to understand connections between the various materials I read.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My involvement in reading as a part of my graduate school experience has enhanced my awareness of other people's political and social viewpoints.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

32) 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.

33) 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

34) How would you rate your reading level?

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

35) 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

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

- Outside of school assignments, I don't read at all
- Under one book per month
- One book per month
- 2-3 books per month
- 3-5 books per month
- 5-10 books per month
- 10-20 books per month
- More than 20 books per month

37) About how often do you discuss books with others?

- Daily
- Weekly
- Monthly
- A few times per year
- Once per year
- Never

OVERLL PERCEPTIONS

38) Please provide your overall ratings of Troy University:

	Excellent	Good	Average	Fair	Poor
How would you rate Troy University's preparation of you for employment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate Troy University's preparation of you for further education?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is your overall rating of your college experiences at TROY?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- Definitely yes
- Probably yes
- Probably not
- Definitely not

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

- Definitely yes
- Probably yes
- Probably not
- Definitely not

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

- Definitely yes
- Probably yes
- Probably not
- Definitely not

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

- Definitely yes
- Probably yes
- Probably not
- Definitely not

43) Additional comments:
