

2010 NEW STUDENT SURVEY



Fall 2010

Troy University Office of Institutional
Research, Planning, and Effectiveness

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Troy University Fall 2010 New Student Survey Report

Executive Summary

As an annual institutional effectiveness effort, the Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the *New Student Survey* in fall 2010. This was the sixth time that this survey has been conducted. The purpose of the *survey* was to identify the satisfaction of the fall 2010 new students with their experiences at Troy University and to determine how well the University served their needs as new students.

The *Survey* was administered through an online survey program. The target population was the new students who enrolled at the University for the first time in fall 2010. On October 25, 2010 the online survey was distributed via email to the group of 6,257 students who enrolled for the first time during the fall semester. After three follow up emails on November 11, 2010, December 3, 2010 and January 5, 2011, and a total of 1,136 responses were received, representing an 18% response rate. This is down from a response rate of 31% in 2009 and 21% in 2008. Further participation analysis revealed that of the 6257 invitation to participate emails distributed that 311 bounced back as invalid addresses. Also of the 6257 invitation to participate emails only 1403 students clicked the survey link which was embedded into the email message.

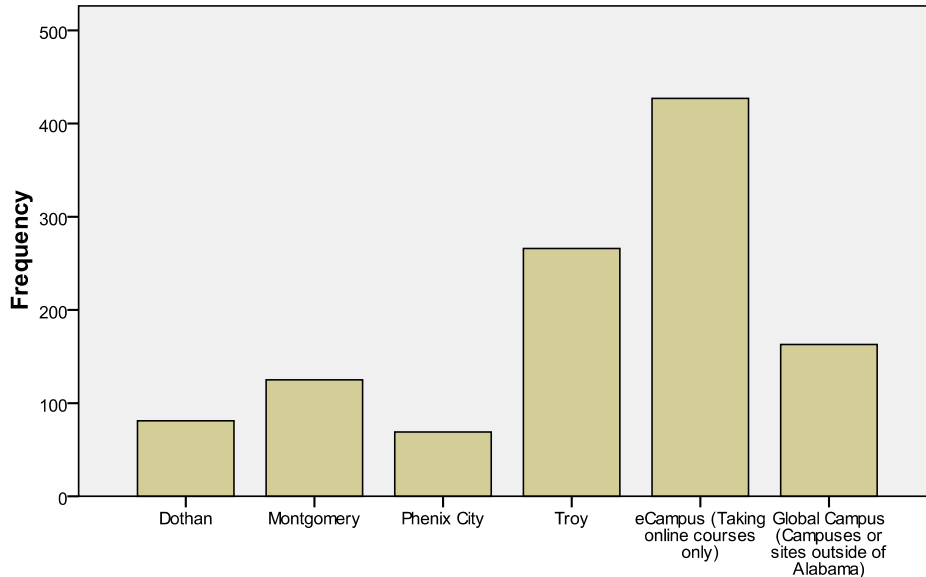
The descriptive method of data analysis was used to identify the areas with which students were most and least satisfied, based on campuses, colleges, and academic levels. Comparative analyses were also conducted to determine if significant differences existed in student satisfaction based on gender,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

Highlights of the Findings

Demographic Information:

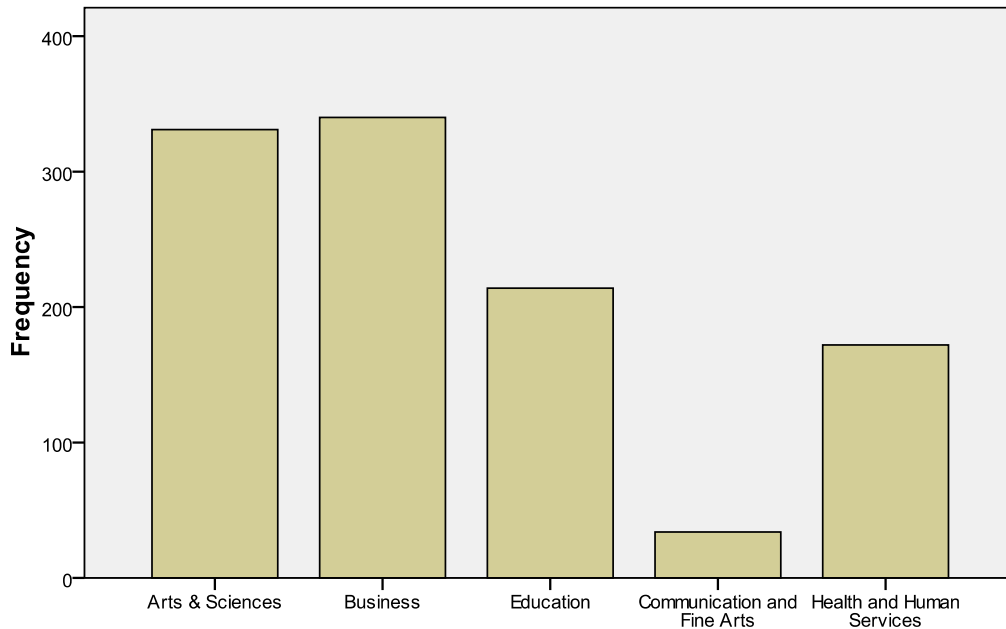
The majority of the respondents were female (74%), white (52%), and non-traditional students (25 years or older) (66%). This distribution reflected the distribution of the new students in Fall 2010 and is parallel to the demographics of survey participants in prior years; however, because the TROY campuses serve different types of students (Troy serves traditional students and other campuses serve predominantly non-traditional students), the generalization of survey findings should be made with caution. It should also be noted that 37% of the respondents to this survey were eCampus students followed by the Troy Campus at 23%, Global Campus at 14%, Montgomery Campus at 11%, Dothan Campus with 7% and Phenix City with 6%.

Campus where you are currently enrolled:



Of all the respondents, 73% were undergraduate students (30% first-time freshmen, 40% transfer students, and 3% transient students) and 27% were graduate students (19% new graduate students, 4% transfer, and 1% transient). The remaining students selected “other.” Overall, 31% were business majors, 30% were Arts & Sciences students, 19% were College of Education students, 15% were Health and Human Services students, and 3% were Communication and Fine Arts students.

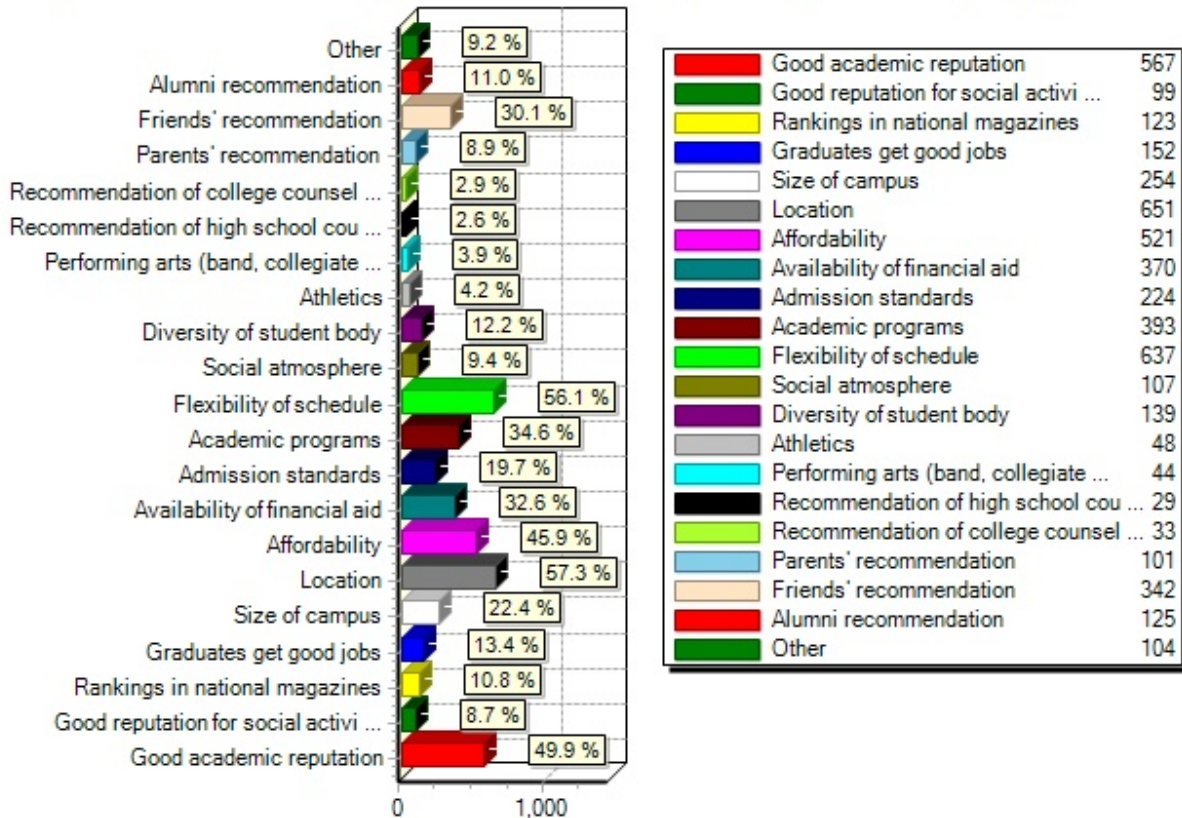
College you are attending:



College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 69% selected Troy University as first choice when applying for college admission and 23% had Troy University as their second choice. The most common reasons why new students selected Troy University was its Location (57%) and Flexibility of Schedule (56%). Other common reasons included Good Academic Reputation (49%) and affordability (45%). Additionally, approximately 48% of the respondents had visited the Troy campuses before they enrolled at Troy University.

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



Student Satisfaction - Strengths:

As indicated in Appendix 1, overall, new students were satisfied with their experiences at Troy University. The majority of the students (84%) agreed or strongly agreed that they were receiving a quality education at Troy University; 84% responded that the semester/term format implemented at Troy University accommodated their learning, and 82% indicated that they would recommend Troy University to a friend.

Among the top items ranked by agreement level were “Troy University has a good reputation in my community” (81%), “The printed Schedule of Classes is informative and easy to follow” (81%), “Classes are offered at convenient times” (80%), “Troy personnel are knowledgeable and helpful” (78%), “The University offers a variety of majors at my location” 77%, “The bill that I received from the University was easily understood. (77%), and “The online Schedule of Classes is informative and easy to follow” (79%). The top seven items were parallel in the order of their ranking from the prior year.

Student Satisfaction – Weaknesses

Based on the student agreement levels, the survey identified some areas of weakness. These include the campus housing meeting expectations when needed, students getting the “run around” when seeking information, availability of student organizations, sufficiency of tutorial services, and the on-site registration process. In particular, 27% of the respondents disagreed that “Students seldom get the ‘run around’ when seeking information” (15% were neutral; and 56% agreed). These items were also rated low or ranked at the bottom in most locations and colleges. Other areas, such as the registration process, academic advising, and class times, were in need of improvement on some campuses. Special attention should be directed to these items and plans to improve should be developed and implemented. (See reports in Appendixes 1 – 12.)

Comparison

Group means for students with different characteristics were compared to identify possible significant differences in student satisfaction for these groups. The analyses (See Appendix 17) found that the satisfaction means for males and females were significantly different with males more satisfied for “Academic advising is adequate” and females more satisfied for “Campus housing met my expectations upon arriving to campus” and “Student recreational opportunities and facilities have met my expectations.”

Furthermore, the satisfaction means for students of Other Minorities/Blacks and Whites were significantly different (See Appendix 18), with Whites more satisfied for:

- The University offers a variety of majors at my location.
- Tutorial services are sufficient.
- Purchasing textbooks through Troy Virtual Book Store is convenient.
- Student organizations are available for my participation.
- Troy has a good reputation in my community.

Additionally, the satisfaction means for non-traditional students (aged 25 or older) and traditional students (under age 25) were significantly different (See Appendix 19) with non-traditional students more satisfied for:

- The tuition payment plan is beneficial for students.
- Class information provided prior to enrollment was helpful.
- The on-site registration process is user-friendly.
- Students seldom get the “run around” when seeking information.
- The printed Schedule of Classes is informative and easy to follow.
- Classes are offered at convenient times.
- The classes I attend are well organized and well taught.
- Tutorial services are sufficient.
- On-campus bookstore hours are convenient for students.
- Student organizations are available for my participation.
- Campus housing met my expectations upon arriving to campus.
- Student recreational opportunities and facilities have met my expectations.
- I feel that the campus is a safe and secure environment

Traditional students were more satisfied for:

- I feel I can talk to faculty about my academic concerns.
- Academic advising is adequate.

Further analysis (See Appendix 20) found that the satisfaction means for students who selected Troy University as their first choice were significantly different than the means of students who did not select Troy as their first choice for:

- I feel I can talk to faculty about my academic concerns.
- Academic advising is adequate.
- Registration dates, times, and procedures were made clear to me prior to enrollment.
- Students seldom get the “run around” when seeking information.
- I would recommend Troy University to a friend who is planning to go to college.
- Campus housing met my expectations upon arriving to campus.
- Student recreational opportunities and facilities have met my expectations.

Learning about Troy University: 42% of the new students indicated that they learned about Troy University through “Word of Mouth” (Question 12) while 54% learned about the registration dates and times via “Internet” (Question 13). (See Appendix 28)

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

New Student Description of Troy University:

69% of the new students described Troy University as “Convenient,” 49% considered the University to be “Friendly,” 48% thought it was of a “Good Value for the price,” and 48% considered it to be academically challenging. (Question 15). (Appendix 28)

A Culture of Reading

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

Frequency of reading: When asked about their general frequency of reading, most students (55%) reported that “I don’t have much time to read for pleasure, but I like to when I get the chance.” However, 27% of students reported, “I read constantly for my own personal satisfaction, and I love it.” 14% of new students reported that “I only read what I am supposed to for school.” Only 2% of new students reported that “I basically don’t read books much at all.”

Reason for reading: The most frequently reported reason for reading (37%) was “Just for the pleasure of it.” 29% responded, “To learn new things on my own.” 28% of survey respondents reported that they read “Because I have to for school.” Less than 4% reported that they read for the following reasons: “I don’t really read much.” 3%, and “Because I get bored and have nothing else to do.” (1%).

Reading ability: Almost all (96%) of new students reported that their reading level is Average (27%), Above Average (44%) or Advanced (25%). Less than three percent of new students reported that their reading ability is below average (2%) or Poor (.1%).

Reading materials: New students were asked what types of reading materials they read. The five most common responses were: Books assigned for class (91%), Books I read outside of class for pleasure (69%), Newspapers (66%), Online websites or webzines (62%), and Cereal boxes, instructional pamphlets and other product packaging (51%). The five types of resources which the lowest percentage of new students reported reading were: Magazines about video games (9%), Comic books or graphic novels (12%), Sports magazines (19%), Puzzles/Games/Humor magazines (23%) and Computer manuals or other electronic equipment manuals (25%).

Volume of reading: New students were asked “Not including school assignments, how much do you read?” “Under One book per month” was reported by 31% and “One book per month” by 27%. 21% reported reading “2-3 books per month.” 7% of new students reported reading three or more books per month while 6% reported that outside of school assignments they do not read at all.

Preferred genre: New students were asked to report what types of books they like to read for pleasure. The five most common answers were: True stories (53%), Romance (42%), Adventure

(40%), Biography/Autobiography (36%), and Mystery (38%). The five least favored types were: Sports (12%), Factual books, like a book about dinosaurs or space (16%), Horror (17%), Science Fiction (17%), and Books about hobbies or collecting (18%).

Characters: New students were asked which characters/people they liked to read about. The five most common answers were: People or characters who are a lot different than me (44%), Historical figures (43%), People or characters my age who have done some cool or amazing thing (42%), People or characters who are lot like me (37%), People or characters my age wrestling with tough issues like crime, drug abuse or poverty (36%), and Celebrities (35%). The five least most common characters were: Sports figures (14%), Animals (18%), Fantasy characters – like super heroes, people from other worlds, or future (26%). Musicians (24%), and Characters from movies or television shows (29%).

Discussing reading: New students were asked to report how often they discuss books with others. The following percentages were reported: Daily (7%), Weekly (23%), Monthly (21%), A few times per year (29%), Once per year (5%) and Never (12%).

Implications

1. Troy University has done a good job in meeting the needs of new students even though there are areas that need to be improved.
2. The University might use the following in its recruitment and advancement efforts:
 - 84% of new students responded that they were receiving a quality education at Troy University;
 - 82% of the new students indicated that they would recommend Troy to a friend.
 - 84% of the new students indicated that the semester/term accommodated their learning;
 - 81% of new students agreed that Troy has a good reputation in their community;
 - 81% of the new students described Troy University as convenient.
3. New student satisfaction results may be used as information to assist student recruitment efforts.
4. Efforts should be made to maintain the strengths of the University and improve areas of weakness.
5. Significant differences in satisfaction of students with different characteristics should be considered as student services personnel work to meet the needs of a diverse student population.
6. Most new students consider themselves to be good readers, but they find little time for reading. Very few students are encouraged to read by their parents. While students are under the influence of the University reading should be modeled and encouraged.

Note: In Appendices 1-16, the instruction for all items was: “Q11: Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University.” The percentages may not total 100% due to “not applicable” responses.

Appendix 1. 2010 New Student Perceptions about Troy University - Overall

Ranked by Frequency of Agreement Total respondents = 1,136

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
I am receiving a quality education at Troy University.	1	1	1	1	1	84.3%	8.5%	7.2%	1,100
The semester/term format accommodates my learning.	2	3	3	3	3	84.0%	9.5%	6.5%	1,080
I would recommend Troy University to a friend...	3	2	2	2	2	82.3%	6.8%	10.9%	1,107
Troy University has a good reputation in my community.	4	4	8	4	5	81.1%	11.1%	7.8%	1,080
The printed Schedule of Classes is informative and easy to follow.	5	5	12	12	6	81.1%	11.4%	7.4%	996
Classes are offered at convenient times.	6	6	4	5	4	80.9%	10.3%	8.8%	1,052
TROY personnel are knowledgeable and helpful.	7	7	5	7	7	78.3%	8.9%	12.7%	1,131
The University offers a variety of majors at my location.	8	12	13	14	17	77.6%	12.2%	10.2%	1,071
The bill that I received from the University was easily understood.	9	14				77.2%	13.7%	9.1%	941
The online Schedule of Classes is informative and easy to follow.	10	10	11	11	9	76.4%	13.8%	9.8%	1,047
Class drop/add procedures are appropriate.	11	15	19	17	14	76.0%	15.7%	8.3%	974
I feel that the campus is a safe and secure environment	12					76.0%	16.1%	8.0%	791
Sufficient financial aid options are available.	13	16	16	16	16	75.7%	13.6%	10.7%	1,019
I feel I can talk to faculty about my academic concerns.	14	17	9	10	11	75.5%	13.6%	10.9%	1,112
Faculty care about students as individuals.	15	11	6	8	12	75.4%	14.7%	9.9%	1,117
The classes I attend are well organized and well taught.	16	9	77	9	10	74.7%	13.3%	12.1%	1,085
Registration dates, times, and procedures were made clear to me.	17	8	10	6	8	74.6%	10.1%	15.2%	1,116
The tuition payment plan is beneficial for students.	18	13	18	15	13	74.6%	17.2%	8.2%	965
The online registration process is user-friendly.	19	20	17	19	19	70.9%	14.4%	14.7%	1,031
Purchasing textbooks through Virtual Book Store is convenient.	20	22	20	22	21	70.3%	20.0%	9.7%	920
Academic advising is adequate.	21	21	15	18	20	69.7%	13.9%	16.5%	1,104
On-campus bookstore hours are convenient for students.	22	23	23	23	22	69.1%	20.4%	10.5%	783
Class information provided prior to enrollment was helpful.	23	19	14	13	15	68.6%	16.3%	15.1%	1,114
The on-site registration process is user-friendly.	24	18	21	20	18	68.4%	18.4%	13.2%	911
Student organizations are available for my participation.	25	25	25	25	25	66.3%	23.3%	10.5%	800
Tutorial services are sufficient.	26	24	24	24	23	65.0%	25.2%	9.9%	799
Student recreational opportunities and facilities have met my expectations	27					58.7%	31.0%	10.2%	596
Students seldom get the "run around" when seeking information.	28	26	22	21	24	56.9%	15.4%	27.7%	1,086
Campus housing met my expectations upon arriving to campus.	29	27				41.5%	42.6%	15.9%	472

* Note: Agree = Agree + Strong Agree / Disagree = Disagree + Strongly Disagree NA responses were not included in the analysis.

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Appendix 1A. 2010 New Student Perceptions about Troy University - Overall

Ranked by Frequency of Strongly Agree

Total respondents = 1,136

Rankings

Academic programs, services, and administration	2010	2009	2008	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N
I would recommend Troy University to a friend who is planning to go to college.	1	2	2	50.0%	32.3%	6.8%	3.7%	7.2%	1,107
I am receiving a quality education at Troy University.	2	1	1	48.9%	35.4%	8.5%	2.7%	4.5%	1,100
The semester/term format at my location accommodates my learning.	3	3	3	46.0%	38.0%	9.5%	2.6%	3.9%	1,080
Troy University has a good reputation in my community.	4	4	5	44.6%	36.5%	11.1%	3.1%	4.6%	1,080
Classes are offered at convenient times.	5	5	4	43.3%	37.5%	10.3%	4.3%	4.6%	1,052
Sufficient financial aid options are available.	6	16	16	41.7%	34.0%	13.6%	5.2%	5.5%	1,019
TROY personnel are knowledgeable and helpful.	7	7	7	41.6%	36.8%	8.9%	6.2%	6.5%	1,131
I feel I can talk to faculty about my academic concerns.	8	10	11	40.8%	34.7%	13.6%	5.2%	5.7%	1,112
Registration dates, times, and procedures were made clear to me prior to enrollment.	9	6	8	39.9%	34.8%	10.1%	8.4%	6.8%	1,116
The bill that I received from the University was easily understood.	10			39.7%	37.4%	13.7%	3.9%	5.2%	941
The printed Schedule of Classes is informative and easy to follow.	11	12	6	39.5%	41.7%	11.4%	3.3%	4.1%	996
The University offers a variety of majors at my location.	12	14	17	39.1%	38.5%	12.2%	5.1%	5.0%	1,071
Faculty care about students as individuals.	13	8	12	39.0%	36.3%	14.7%	4.3%	5.6%	1,117
The classes I attend are well organized and well taught.	14	9	10	38.8%	35.9%	13.3%	6.3%	5.8%	1,085
The tuition payment plan is beneficial for students.	15	15	13	38.8%	35.9%	17.2%	2.9%	5.3%	965
Purchasing textbooks through TROY Virtual Book Store is convenient.	16	22	21	38.0%	32.3%	20.0%	3.9%	5.8%	920
I feel that the campus is a safe and secure environment	17			37.4%	38.6%	16.1%	3.0%	4.9%	791
The online Schedule of Classes is informative and easy to follow.	18	11	9	37.1%	39.4%	13.8%	4.9%	5.0%	1,047
Class drop/add procedures are appropriate.	19	17	14	37.0%	39.0%	15.7%	3.6%	4.7%	974
Academic advising is adequate.	20	18	20	36.2%	33.4%	13.9%	8.4%	8.1%	1,104
The online registration process is user-friendly.	21	19	19	35.8%	35.1%	14.4%	7.6%	7.2%	1,031
The on-site registration process is user-friendly.	22	20	18	35.5%	32.9%	18.4%	5.8%	7.4%	911
Class information provided prior to enrollment was helpful.	23	13	15	32.0%	36.6%	16.3%	8.3%	6.8%	1,114
Student organizations are available for my participation.	24	25	25	31.6%	34.6%	23.3%	4.1%	6.4%	800
On-campus bookstore hours are convenient for students.	25	23	22	30.9%	38.2%	20.4%	5.0%	5.5%	783
Tutorial services are sufficient.	26	24	23	28.2%	36.8%	25.2%	4.0%	5.9%	799
Students seldom get the “run around” when seeking information.	27	21	24	26.2%	30.8%	15.4%	13.6%	14.1%	1,086

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Student recreational opportunities and facilities have met my expectations	28	25.2%	33.6%	31.0%	3.5%	6.7%	596
Campus housing met my expectations upon arriving to campus.	29	17.8%	23.7%	42.6%	5.9%	10.0%	472

Troy University Fall 2010 New Student Survey

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

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	84.3%	86.7%	82.5%	80.2%	85.8%	85.2%	-0.9%	7.2%	6.2%	5.0%	4.7%	5.9%	5.9%	1.3%
The semester/term format accommodates my learning.	84.0%	83.9%	80.2%	78.5%	83.3%	82.6%	1.4%	6.5%	6.6%	5.5%	4.6%	5.5%	5.9%	0.6%
I would recommend TROY to a friend...	82.3%	85.3%	80.3%	79.3%	84.6%	83.0%	-0.7%	10.9%	8.2%	7.8%	5.7%	7.1%	7.8%	3.1%
Troy University has a good reputation in my community.	81.1%	83.7%	74.5%	75.5%	82.6%	79.8%	1.3%	7.8%	6.1%	5.8%	5.1%	5.7%	6.6%	1.2%
The printed Schedule of Classes is informative and easy to follow.	81.1%	82.3%	69.4%	70.7%	80.5%	80.2%	0.9%	7.4%	7.5%	6.1%	5.7%	7.4%	6.8%	0.6%
Classes are offered at convenient times.	80.9%	81.7%	77.0%	75.3%	82.6%	79.3%	1.6%	8.8%	9.2%	6.6%	6.8%	7.7%	9.2%	-0.4%
TROY personnel are knowledgeable and helpful.	78.3%	81.3%	76.9%	74.5%	79.2%	77.4%	0.9%	12.7%	9.8%	11.5%	9.9%	8.4%	10.1%	2.6%
The University offers a variety of majors at my location.	77.6%	78.1%	69.4%	68.2%	73.2%	71.5%	6.1%	10.2%	10.0%	9.8%	10.4%	10.8%	12.0%	-1.8%
The bill that I received from the University was easily understood.	77.2%	76.4%	N/A	N/A	N/A	N/A	0.8%	9.1%	10.5%	N/A	N/A	N/A	N/A	-1.4%
The online Schedule of Classes is informative and easy to follow.	76.4%	79.1%	70.7%	71.9%	78.4%	74.5%	1.9%	9.8%	9.1%	8.3%	7.3%	8.9%	9.9%	-0.1%
Class drop/add procedures are appropriate.	76.0%	76.2%	60.8%	64.4%	75.3%	71.3%	4.7%	8.3%	8.0%	7.2%	5.9%	7.7%	8.7%	-0.4%
I feel that the campus is a safe and secure environment	76.0%	N/A	N/A	N/A	N/A	N/A	NA	8.0%	N/A	N/A	N/A	N/A	N/A	NA
Sufficient financial aid options are available.	75.7%	76.0%	62.6%	64.6%	73.2%	69.3%	6.4%	10.7%	10.8%	10.5%	7.6%	10.1%	11.0%	-0.3%
I feel I can talk to faculty about my academic concerns.	75.5%	75.7%	74.0%	72.7%	77.2%	76.7%	-1.2%	10.9%	9.7%	10.0%	8.3%	9.6%	8.7%	2.2%
Faculty care about students as individuals.	75.4%	78.4%	75.2%	74.1%	76.8%	76.0%	-0.6%	9.9%	9.0%	8.9%	7.0%	7.3%	7.9%	2.0%
The classes I attend are well organized and well taught.	74.7%	79.1%	75.0%	73.2%	78.2%	77.9%	-3.2%	12.1%	10.1%	8.7%	8.6%	9.1%	9.1%	3.0%
Reg. dates, times, & procedures were made clear to me.	74.6%	79.2%	72.9%	75.1%	78.4%	N/A	-3.8%	15.2%	12.2%	14.2%	10.4%	12.0%	N/A	3.2%
The tuition payment plan is beneficial for students.	74.6%	77.3%	61.7%	65.6%	75.3%	74.6%	0.0%	8.2%	7.7%	7.2%	5.7%	6.4%	6.8%	1.4%
The online registration process is user-friendly.	70.9%	72.5%	61.8%	63.4%	71.2%	67.8%	3.1%	14.7%	13.0%	10.9%	8.9%	11.6%	12.6%	2.1%
Purchasing textbooks through Virtual Book Store is convenient.	70.3%	70.2%	56.9%	51.4%	64.7%	57.4%	12.9%	9.7%	11.5%	8.5%	9.5%	11.1%	12.1%	-2.4%
Academic advising is adequate.	69.7%	70.9%	63.9%	63.7%	69.8%	67.3%	2.4%	16.5%	13.6%	14.8%	12.5%	12.5%	14.2%	2.3%
On-campus bookstore hours are convenient for students.	69.1%	69.4%	42.0%	47.7%	63.2%	61.4%	7.7%	10.5%	9.9%	6.0%	5.5%	9.9%	11.7%	-1.2%
Class information provided prior to enrollment was helpful.	68.6%	74.2%	67.6%	69.9%	75.2%	N/A	-6.6%	15.1%	12.6%	16.0%	10.7%	11.6%	N/A	3.5%
The on-site registration process is user-friendly.	68.4%	74.4%	54.2%	56.4%	71.6%	67.4%	1.0%	13.2%	10.2%	7.6%	7.3%	9.7%	11.5%	1.7%
Student organizations are available for my participation.	66.3%	63.1%	37.7%	41.1%	55.8%	55.0%	11.3%	10.5%	11.0%	7.0%	7.5%	11.0%	12.2%	-1.7%
Tutorial services are sufficient.	65.0%	64.1%	40.2%	43.0%	61.6%	57.2%	7.8%	9.9%	9.3%	6.5%	6.0%	8.4%	8.2%	1.7%
Student recreational opportunities and facilities have met my expectations	58.7%	N/A	N/A	N/A	N/A	N/A	NA	10.2%	N/A	N/A	N/A	N/A	N/A	NA
Students seldom get the “run around” when seeking information.	56.9%	59.8%	53.4%	53.3%	61.5%	56.7%	0.2%	27.7%	22.8%	24.9%	22.1%	20.9%	24.8%	2.9%
Campus housing met my expectations upon arriving to campus.	41.5%	40.2%	N/A	N/A	N/A	N/A	1.3%	15.9%	16.6%	N/A	N/A	N/A	N/A	-0.7%

Troy University Fall 2010 New Student Survey
Appendix 2. New Student Perceptions about Troy University - Dothan
 Ranked by Agreement Level

Total respondents = 81

	Rankings					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
Academic programs, services, and administration									
Troy University has a good reputation in my community.	1	9	11	5	10	85.0%	6.3%	8.8%	80
The printed Schedule of Classes is informative and easy to follow.	2	3	2	4	4	84.8%	2.5%	12.7%	79
TROY personnel are knowledgeable and helpful.	3	8	3	2	3	80.2%	4.9%	14.8%	81
The semester/term format at my location accommodates my learning.	4	4	1	3	1	80.0%	12.5%	7.5%	80
I feel I can talk to faculty about my academic concerns.	5	5	8	8	5	80.0%	7.5%	12.5%	80
The University offers a variety of majors at my location.	6	12	15	14	8	79.5%	7.7%	12.8%	78
Sufficient financial aid options are available.	7	14	10	11	15	79.2%	6.5%	14.3%	77
I feel that the campus is a safe and secure environment	8					79.2%	10.4%	10.4%	77
I am receiving a quality education at Troy University.	9	1	7	9	7	79.0%	9.9%	11.1%	81
I would recommend Troy University to a friend who is planning to go to college.	10	2	9	1	2	77.5%	10.0%	12.5%	80
On-campus bookstore hours are convenient for students.	11	11	6	13	9	77.3%	9.3%	13.3%	75
The bill that I received from the University was easily understood.	12	26	23	24	24	77.3%	12.0%	10.7%	75
The on-site registration process is user-friendly.	13	19	18	17	13	75.9%	8.9%	15.2%	79
Faculty care about students as individuals.	14	7	5	7	12	75.3%	13.6%	11.1%	81
The tuition payment plan is beneficial for students.	15	15	20	20	11	75.0%	12.5%	12.5%	72
The online Schedule of Classes is informative and easy to follow.	16	18	14	15	14	72.0%	17.3%	10.7%	75
Class drop/add procedures are appropriate.	17	20	17	16	20	70.6%	13.2%	16.2%	68
Student organizations are available for my participation.	18	21	21	21	21	69.1%	22.1%	8.8%	68
Registration dates, times, and procedures were made clear to me prior to enrollment.	19	10	19	19	19	67.5%	12.5%	20.0%	80
Academic advising is adequate.	20	13				67.1%	15.2%	17.7%	79
Class information provided prior to enrollment was helpful.	21	17	13	12	17	66.7%	14.8%	18.5%	81
Classes are offered at convenient times.	22	25	24	25	23	65.4%	12.8%	21.8%	78
Student recreational opportunities and facilities have met my expectations	23					65.3%	26.5%	8.2%	49
The classes I attend are well organized and well taught.	24	6	4	6	6	65.0%	15.0%	20.0%	80
The online registration process is user-friendly.	25	22	25	18	18	64.8%	16.9%	18.3%	71
Purchasing textbooks through TROY Virtual Book Store is convenient.	26	23	22	23	22	62.3%	26.2%	11.5%	61
Tutorial services are sufficient.	27	24	16	22	25	62.1%	17.2%	20.7%	58
Students seldom get the “run around” when seeking information.	28	16	12	10	16	59.7%	10.4%	29.9%	77
Campus housing met my expectations upon arriving to campus.	29	27				39.4%	48.5%	12.1%	33

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

Troy University Fall 2010 New Student Survey

Appendix 2.1. New Student Perceptions about Troy University - Dothan

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
Troy University has a good reputation in my community.	85.0%	89.5%	73.3%	85.0%	83.8%	86.1%	-1.1%	8.8%	0.8%	6.7%	7.8%	3.8%	4.2%	4.6%
The printed Schedule of Classes is informative and easy to follow.	84.8%	86.3%	77.8%	82.6%	82.8%	78.5%	6.3%	12.7%	6.5%	10.0%	5.4%	5.5%	6.9%	5.8%
TROY personnel are knowledgeable and helpful.	80.2%	87.6%	74.4%	73.0%	82.2%	72.5%	7.7%	14.8%	6.2%	8.9%	12.0%	5.4%	12.1%	2.7%
The semester/term format at my location accommodates my learning.	80.0%	86.7%	77.8%	76.6%	80.2%	74.3%	5.7%	7.5%	2.5%	5.6%	5.6%	6.3%	6.9%	0.6%
I feel I can talk to faculty about my academic concerns.	80.0%	86.6%	77.8%	73.6%	75.0%	73.5%	6.5%	12.5%	3.9%	6.7%	10.8%	11.7%	10.9%	1.6%
The University offers a variety of majors at my location.	79.5%	79.0%	66.7%	71.2%	70.0%	62.3%	17.2%	12.8%	5.9%	11.1%	4.8%	15.4%	15.8%	-3.0%
Sufficient financial aid options are available.	79.2%	77.2%	63.3%	64.6%	70.1%	68.1%	11.1%	14.3%	3.5%	15.6%	9.0%	9.4%	14.1%	0.2%
I feel that the campus is a safe and secure environment	79.2%	N/A	N/A	N/A	N/A	N/A	NA	10.4%	N/A	N/A	N/A	N/A	N/A	NA
I am receiving a quality education at Troy University.	79.0%	88.7%	85.6%	80.8%	84.4%	86.3%	-7.3%	11.1%	3.2%	4.4%	7.2%	4.7%	5.5%	5.6%
I would recommend Troy to a friend who is planning to go to college.	77.5%	89.4%	78.9%	79.6%	82.8%	77.8%	-0.3%	12.5%	3.3%	11.1%	7.8%	7.0%	6.9%	5.6%
On-campus bookstore hours are convenient for students.	77.3%	86.2%	67.8%	77.2%	75.8%	70.6%	6.7%	13.3%	3.3%	6.7%	4.2%	9.4%	11.9%	1.4%
The bill that I received from the University was easily understood.	77.3%	83.8%	N/A	N/A	N/A	N/A	-6.5%	10.7%	7.6%	N/A	N/A	N/A	N/A	3.1%
The on-site registration process is user-friendly.	75.9%	85.0%	54.4%	56.9%	65.3%	58.6%	17.3%	15.2%	8.0%	14.4%	9.0%	17.8%	25.6%	-10.4%
Faculty care about students as individuals.	75.3%	93.8%	75.6%	72.4%	79.7%	70.9%	4.4%	11.1%	2.3%	8.9%	8.4%	5.5%	13.5%	-2.4%
The tuition payment plan is beneficial for students.	75.0%	83.8%	58.9%	66.4%	78.0%	66.7%	8.3%	12.5%	2.9%	8.9%	3.6%	4.2%	10.6%	1.9%
The online Schedule of Classes is informative and easy to follow.	72.0%	77.1%	56.7%	61.6%	72.8%	66.2%	5.8%	10.7%	5.5%	11.1%	6.6%	7.9%	11.0%	-0.3%
Class drop/add procedures are appropriate.	70.6%	79.4%	52.2%	54.5%	75.7%	62.5%	8.1%	16.2%	2.8%	7.8%	4.6%	9.3%	10.9%	5.3%
Student organizations are available for my participation.	69.1%	72.5%	45.6%	53.9%	62.7%	64.0%	5.1%	8.8%	4.4%	8.9%	4.2%	9.8%	9.6%	-0.8%
Reg. dates, times, and procedures were made clear to me	67.5%	79.7%	68.9%	70.0%	70.0%		67.5%	20.0%	7.8%	12.2%	15.6%	14.6%		20.0%
Academic advising is adequate.	67.1%	77.8%	63.3%	70.0%	69.0%	60.4%	6.7%	17.7%	7.9%	11.1%	12.6%	10.1%	20.1%	-2.4%
Class information provided prior to enrollment was helpful.	66.7%	73.2%	56.7%	63.5%	63.1%		66.7%	18.5%	8.7%	23.3%	12.0%	16.2%		18.5%
Classes are offered at convenient times.	65.4%	72.2%	66.7%	60.5%	66.9%	56.8%	8.6%	21.8%	10.3%	13.3%	19.2%	15.4%	18.9%	2.9%
Student recreational opportunities and facilities	65.3%	N/A	N/A	N/A	N/A	N/A	NA	8.2%	N/A	N/A	N/A	N/A	N/A	NA
The classes I attend are well organized and well taught.	65.0%	83.9%	77.8%	68.2%	75.8%	78.1%	-13.1%	20.0%	5.6%	6.7%	9.6%	7.0%	10.3%	9.7%
The online registration process is user-friendly.	64.8%	70.9%	43.3%	42.0%	61.7%	53.9%	10.9%	18.3%	7.6%	11.1%	4.2%	9.6%	14.8%	3.5%
Purchasing textbooks through TROY Virtual Book Store is convenient.	62.3%	61.8%	41.1%	37.2%	54.8%	44.4%	17.9%	11.5%	10.5%	6.7%	8.4%	9.5%	8.1%	3.4%
Tutorial services are sufficient.	62.1%	65.4%	31.1%	34.8%	57.3%	38.2%	23.9%	20.7%	6.4%	11.1%	2.4%	8.5%	6.9%	13.8%
Students seldom get the “run around” when seeking information.	59.7%	70.4%	57.8%	46.7%	52.0%	49.0%	10.7%	29.9%	13.6%	23.3%	24.6%	25.6%	31.0%	-1.1%
Campus housing met my expectations upon arriving to campus.	39.4%	35.5%	N/A	N/A	N/A	N/A	3.9%	12.1%	9.7%	N/A	N/A	N/A	N/A	2.4%

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree In 2009 Neutral values were handled differently.

Troy University Fall 2010 New Student Survey

Appendix 3. New Student Perceptions about Troy University - Montgomery

Ranked by Agreement Total respondents = 125

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
Troy University has a good reputation in my community.	1	1	1	2	1	82.6%	6.1%	11.3%	115
The printed Schedule of Classes is informative and easy to follow.	2	3	5	1	6	82.1%	11.1%	6.8%	117
The semester/term format at my location accommodates my learning.	3	4	3	4	5	80.5%	8.5%	11.0%	118
I would recommend Troy University to a friend who is planning to go to college.	4	2	4	6	4	79.7%	8.5%	11.9%	118
I feel I can talk to faculty about my academic concerns.	5	17	11	10	12	78.7%	11.5%	9.8%	122
Classes are offered at convenient times.	6	6	6	5	3	78.1%	13.2%	8.8%	114
I feel that the campus is a safe and secure environment	7					78.0%	11.9%	10.1%	109
The bill that I received from the University was easily understood.	8	9				77.3%	11.8%	10.9%	110
I am receiving a quality education at Troy University.	9	5	2	3	2	76.5%	16.0%	7.6%	119
TROY personnel are knowledgeable and helpful.	10	13	9	13	9	75.0%	12.1%	12.9%	124
The tuition payment plan is beneficial for students.	11	7	16	12	7	74.5%	18.9%	6.6%	106
Sufficient financial aid options are available.	12	12	14	15	8	73.5%	13.7%	12.8%	117
The University offers a variety of majors at my location.	13	10	8	8	16	73.1%	17.6%	9.2%	119
Faculty care about students as individuals.	14	18	10	9	13	72.8%	16.0%	11.2%	125
Academic advising is adequate.	15	20	12	20	20	72.1%	13.1%	14.8%	122
On-campus bookstore hours are convenient for students.	16	8	13	16	11	70.4%	17.6%	12.0%	108
Class drop/add procedures are appropriate.	17	19		18	15	70.1%	21.5%	8.4%	107
Class information provided prior to enrollment was helpful.	18	21	18	14	18	70.0%	16.7%	13.3%	120
The online Schedule of Classes is informative and easy to follow.	19	14	19	17	17	69.6%	19.6%	10.7%	112
Registration dates, times, and procedures were made clear to me prior to enrollment.	20	11	15	7	14	67.8%	14.0%	18.2%	121
The classes I attend are well organized and well taught.	21	15	7	11	10	65.8%	19.7%	14.5%	117
The on-site registration process is user-friendly.	22	16	17	19	19	64.3%	22.3%	13.4%	112
Student organizations are available for my participation.	23	24	21	23	25	64.2%	26.3%	9.5%	95
The online registration process is user-friendly.	24	22	23	22	21	62.7%	20.0%	17.3%	110
Purchasing textbooks through TROY Virtual Book Store is convenient.	25	23	22	25	23	61.1%	30.5%	8.4%	95
Tutorial services are sufficient.	26	25	24	24	24	58.0%	31.8%	10.2%	88
Students seldom get the “run around” when seeking information.	27	26	20	21	22	56.0%	13.8%	30.2%	116

Troy University Fall 2010 New Student Survey

Student recreational opportunities and facilities have met my expectations	28		51.4%	38.9%	9.7%	72
Campus housing met my expectations upon arriving to campus.	29	27	26.4%	56.6%	17.0%	53

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

Troy University Fall 2010 New Student Survey

Appendix 3.1. New Student Perceptions about Troy University - Montgomery

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
Troy University has a good reputation in my community.	82.6%	85.4%	81.8%	81.3%	89.5%	82.2%	0.4%	11.3%	6.6%	8.4%	5.2%	3.9%	7.3%	4.0%
The printed Schedule of Classes is informative and easy to follow.	82.1%	84.8%	75.5%	81.7%	82.5%	83.5%	-1.4%	6.8%	9.7%	9.1%	7.7%	4.8%	5.2%	1.6%
The semester/term format accommodates my learning.	80.5%	84.6%	80.4%	80.5%	83.3%	80.6%	-0.1%	11.0%	6.3%	7.7%	5.1%	3.9%	7.8%	3.2%
I would recommend TROY to a friend ...	79.7%	85.2%	77.6%	79.0%	83.4%	81.8%	-2.1%	11.9%	9.9%	9.8%	4.0%	5.8%	8.6%	3.3%
I feel I can talk to faculty about my academic concerns.	78.7%	71.0%	73.4%	75.0%	77.5%	74.5%	4.2%	9.8%	11.7%	15.4%	9.2%	8.1%	10.7%	-0.9%
Classes are offered at convenient times.	78.1%	81.4%	74.8%	80.2%	83.4%	77.5%	0.6%	8.8%	10.7%	12.6%	8.4%	8.5%	10.7%	-1.9%
I feel that the campus is a safe and secure environment	78.0%	N/A	N/A	N/A	N/A	N/A	NA	10.1%	N/A	N/A	N/A	N/A	N/A	NA
The bill that I received from the University was easily understood.	77.3%	78.5%	N/A	N/A	N/A	N/A	-1.2%	10.9%	7.7%	N/A	N/A	N/A	N/A	#VALUE!
I am receiving a quality education at Troy University.	76.5%	83.6%	80.4%	80.5%	85.3%	83.6%	-7.1%	7.6%	8.2%	8.4%	4.8%	5.0%	7.0%	-0.6%
TROY personnel are knowledgeable and helpful.	75.0%	76.2%	74.1%	73.9%	80.5%	73.4%	1.6%	12.9%	12.2%	16.1%	11.4%	6.7%	13.0%	-0.1%
The tuition payment plan is beneficial for students.	74.5%	80.0%	68.5%	73.9%	82.2%	73.2%	1.3%	6.6%	8.8%	9.1%	4.4%	4.7%	7.4%	-0.8%
Sufficient financial aid options are available.	73.5%	76.5%	70.6%	71.7%	81.8%	68.6%	4.9%	12.8%	11.0%	12.6%	5.5%	7.6%	10.9%	1.9%
The University offers a variety of majors at my location.	73.1%	78.1%	74.1%	76.9%	75.2%	69.0%	4.1%	9.2%	11.6%	11.2%	11.4%	7.9%	12.4%	-3.2%
Faculty care about students as individuals.	72.8%	70.7%	76.2%	75.8%	75.7%	72.7%	0.1%	11.2%	12.9%	9.8%	7.0%	7.6%	9.1%	2.1%
Academic advising is adequate.	72.1%	66.0%	72.7%	65.5%	69.4%	71.7%	0.4%	14.8%	19.7%	12.6%	12.9%	9.8%	12.4%	2.4%
On-campus bookstore hours are convenient for students.	70.4%	79.3%	72.0%	69.8%	78.4%	71.2%	-0.8%	12.0%	11.1%	8.4%	7.0%	4.9%	8.8%	3.2%
Class drop/add procedures are appropriate.	70.1%	70.3%	64.3%	67.3%	75.3%	71.7%	-1.6%	8.4%	8.6%	9.1%	5.9%	8.1%	8.1%	0.3%
Class information provided prior to enrollment was helpful.	70.0%	66.0%	65.0%	72.7%	73.3%	N/A	-3.3%	13.3%	16.0%	18.9%	11.0%	11.0%	N/A	2.3%
The online Schedule of Classes is informative and easy to follow.	69.6%	72.5%	57.3%	67.6%	73.4%	73.3%	-3.7%	10.7%	12.5%	7.7%	8.8%	6.4%	7.9%	2.8%
Reg. dates, times, and procedures were made clear to me.	67.8%	78.0%	69.2%	78.3%	75.6%	N/A	-7.8%	18.2%	14.9%	21.7%	9.9%	10.6%	N/A	7.6%
The classes I attend are well organized and well taught.	65.8%	72.0%	74.8%	74.2%	78.5%	72.7%	-6.9%	14.5%	12.6%	13.3%	10.6%	9.6%	12.8%	1.7%
The on-site registration process is user-friendly.	64.3%	71.4%	67.1%	66.6%	72.5%	66.5%	-2.2%	13.4%	15.8%	12.6%	8.4%	9.0%	13.8%	-0.4%
Student organizations are available for my participation.	64.2%	58.9%	51.0%	48.9%	50.7%	49.4%	14.8%	9.5%	12.5%	9.1%	8.8%	8.1%	12.1%	-2.6%
The online registration process is user-friendly.	62.7%	63.2%	49.7%	53.0%	67.3%	66.7%	-4.0%	17.3%	13.2%	9.8%	7.7%	9.1%	13.6%	3.7%
Purchasing textbooks through Virtual Book Store is convenient.	61.1%	62.9%	51.0%	42.3%	59.5%	54.3%	6.8%	8.4%	11.3%	6.3%	6.6%	4.9%	9.6%	-1.2%
Tutorial services are sufficient.	58.0%	56.7%	44.1%	43.4%	57.6%	58.1%	-0.1%	10.2%	16.3%	5.6%	8.1%	6.6%	9.0%	1.2%
Students seldom get the “run around” when seeking information.	56.0%	55.7%	56.6%	55.6%	59.8%	54.5%	1.5%	30.2%	26.4%	27.3%	22.8%	22.0%	23.6%	6.6%
Student recreational opportunities and facilities have met my expectations	51.4%	N/A	N/A	N/A	N/A	N/A	NA	9.7%	N/A	N/A	N/A	N/A	N/A	NA

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

Troy University Fall 2010 New Student Survey

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

Ranked by Agreement Total respondents = 89

	Rankings					Agree*	Neutral	Disagree*	N
Academic programs, services, and administration	2010	2009	2008	2007	2006				
Troy University has a good reputation in my community.	1	1	4	4	5	86.6%	7.5%	6.0%	67
Classes are offered at convenient times.	2	8	1	6	12	85.3%	8.8%	5.9%	68
The semester/term format at my location accommodates my learning.	3	3	6	1	6	83.3%	9.1%	7.6%	66
I would recommend Troy to a friend who is planning to go to college.	4	6	2	2	2	82.1%	7.5%	10.4%	67
I am receiving a quality education at Troy University.	5	2	3	3	1	81.5%	12.3%	6.2%	65
The bill that I received from the University was easily understood.	6	11				80.0%	8.3%	11.7%	60
On-campus bookstore hours are convenient for students.	7	19	21	19	20	79.7%	15.3%	5.1%	59
The printed Schedule of Classes is informative and easy to follow.	8	7	9	5	3	79.4%	13.2%	7.4%	68
Faculty care about students as individuals.	9	9	7	8	16	78.8%	10.6%	10.6%	66
I feel that the campus is a safe and secure environment	10					78.1%	12.5%	9.4%	64
The classes I attend are well organized and well taught.	11	13	8	9	4	77.6%	10.4%	11.9%	67
The tuition payment plan is beneficial for students.	12	5	12	10	8	77.4%	12.9%	9.7%	62
Academic advising is adequate.	13	16	14	12	19	77.3%	7.6%	15.2%	66
Class drop/add procedures are appropriate.	14	12	20	20	13	77.2%	17.5%	5.3%	57
The online Schedule of Classes is informative and easy to follow.	15	18	16	16	7	77.0%	14.8%	8.2%	61
I feel I can talk to faculty about my academic concerns.	16	14	11	7	9	76.1%	14.9%	9.0%	67
Sufficient financial aid options are available.	17	17	17	13	10	75.4%	9.2%	15.4%	65
TROY personnel are knowledgeable and helpful.	18	4	5	14	11	75.0%	11.8%	13.2%	68
The University offers a variety of majors at my location.	19	21	15	18	17	71.6%	10.4%	17.9%	68
Reg. dates, times, and procedures were made clear to me prior to enrollment.	20	15	10	11	15	69.1%	11.8%	19.1%	68
The on-site registration process is user-friendly.	21	10	13	15	14	67.7%	11.3%	21.0%	62
Purchasing textbooks through TROY Virtual Book Store is convenient.	22	24	23	24	22	66.7%	25.9%	7.4%	54
The online registration process is user-friendly.	23	23	22	21	21	66.1%	21.4%	12.5%	56
Tutorial services are sufficient.	24	25	24	23	24	64.4%	35.6%	0.0%	45
Student organizations are available for my participation.	25	26	25	25	25	63.6%	27.3%	9.1%	55
Students seldom get the “run around” when seeking information.	26	22	19	22	23	60.3%	11.8%	27.9%	68
Class information provided prior to enrollment was helpful.	27	20	18	17	18	58.8%	17.6%	23.5%	68
Student recreational opportunities and facilities have met my expectations	28					55.0%	37.5%	7.5%	40
Campus housing met my expectations upon arriving to campus.	29	27				48.0%	48.0%	4.0%	25

Troy University Fall 2010 New Student Survey

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

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
Troy University has a good reputation in my community.	86.6%	87.1%	83.1%	83.2%	87.4%	83.8%	2.8%	6.0%	7.1%	3.9%	2.3%	6.7%	7.0%	-1.0%
Classes are offered at convenient times.	85.3%	80.7%	87.0%	80.9%	78.6%	80.7%	4.6%	5.9%	10.2%	3.9%	6.1%	12.0%	7.9%	-2.0%
The semester/term format accommodates my learning.	83.3%	83.5%	81.8%	86.2%	83.3%	91.5%	-8.2%	7.6%	11.8%	5.2%	80.0%	8.3%	6.2%	1.4%
I would recommend TROY to a friend...	82.1%	81.9%	83.1%	85.4%	88.4%	85.3%	-3.2%	10.4%	10.8%	5.2%	3.0%	8.3%	7.0%	3.4%
I am receiving a quality education at Troy University.	81.5%	84.7%	83.1%	84.7%	89.3%	83.8%	-2.3%	6.2%	8.2%	3.9%	1.6%	6.6%	6.2%	0.0%
The bill that I received from the University was easily understood.	80.0%	76.5%	N/A	N/A	N/A	N/A	3.5%	11.7%	11.1%	N/A	N/A	N/A	N/A	0.6%
On-campus bookstore hours are convenient for students.	79.7%	67.5%	49.4%	64.1%	68.1%	75.5%	4.2%	5.1%	14.3%	11.7%	6.8%	11.2%	12.2%	-7.1%
The printed Schedule of Classes is informative and easy to follow.	79.4%	81.4%	77.9%	82.5%	87.6%	85.0%	-5.6%	7.4%	11.6%	5.2%	3.0%	9.1%	7.1%	0.3%
Faculty care about students as individuals.	78.8%	78.8%	79.2%	80.1%	73.0%	78.6%	0.2%	10.6%	12.9%	9.1%	3.0%	9.0%	7.6%	3.0%
I feel that the campus is a safe and secure environment	78.1%	N/A	N/A	N/A	N/A	N/A	NA	9.4%	N/A	N/A	N/A	N/A	N/A	NA
The classes I attend are well organized and well taught.	77.6%	75.9%	79.2%	77.8%	87.4%	80.2%	-2.6%	11.9%	11.5%	7.8%	4.6%	7.6%	8.4%	3.5%
The tuition payment plan is beneficial for students.	77.4%	82.3%	75.3%	77.1%	81.4%	84.4%	-7.0%	9.7%	7.6%	5.2%	1.6%	10.6%	4.1%	5.6%
Academic advising is adequate.	77.3%	72.6%	70.1%	74.1%	70.6%	64.8%	12.5%	15.2%	13.1%	10.4%	6.1%	15.1%	18.4%	-3.2%
Class drop/add procedures are appropriate.	77.2%	76.4%	53.2%	62.6%	76.2%	74.3%	2.9%	5.3%	6.9%	10.4%	3.1%	7.9%	5.7%	-0.4%
The online Schedule of Classes is informative and easy to follow.	77.0%	68.1%	62.3%	71.0%	82.1%	75.2%	1.8%	8.2%	13.9%	9.1%	4.6%	8.9%	12.4%	-4.2%
I feel I can talk to faculty about my academic concerns.	76.1%	73.5%	76.6%	80.1%	80.2%	75.9%	0.2%	9.0%	14.5%	7.8%	3.1%	9.1%	7.1%	1.9%
Sufficient financial aid options are available.	75.4%	70.7%	61.0%	73.3%	78.9%	67.2%	8.2%	15.4%	15.9%	11.7%	5.4%	10.5%	12.5%	2.9%
TROY personnel are knowledgeable and helpful.	75.0%	82.8%	83.1%	73.2%	78.7%	75.7%	-0.7%	13.2%	12.6%	9.1%	9.9%	13.1%	9.7%	3.5%
The University offers a variety of majors at my location.	71.6%	66.3%	37.5%	64.1%	72.9%	71.7%	-0.1%	17.9%	16.9%	10.4%	7.6%	16.1%	12.3%	5.6%
Reg. dates, times, and procedures were made clear to me.	69.1%	73.3%	77.9%	75.6%	74.4%	N/A	-5.3%	19.1%	14.0%	11.7%	6.1%	16.5%	N/A	2.6%
The on-site registration process is user-friendly.	67.7%	78.0%	72.7%	73.2%	76.1%	63.9%	3.8%	21.0%	13.4%	3.9%	9.2%	10.6%	11.5%	9.5%
Purchasing textbooks through Virtual BookStore is convenient.	66.7%	56.9%	35.1%	34.4%	58.5%	51.5%	15.2%	7.4%	21.5%	7.8%	9.9%	17.1%	11.3%	-3.9%
The online registration process is user-friendly.	66.1%	62.1%	39.0%	51.2%	64.0%	56.4%	9.7%	12.5%	15.5%	9.1%	6.8%	11.6%	13.7%	-1.2%
Tutorial services are sufficient.	64.4%	50.0%	29.9%	37.4%	54.1%	54.7%	9.7%	0.0%	17.3%	6.5%	3.8%	10.8%	10.5%	10.5%
Student organizations are available for my participation.	63.6%	49.1%	29.9%	30.5%	51.7%	50.5%	13.1%	9.1%	18.2%	5.2%	7.6%	11.2%	10.3%	-1.2%
Students seldom get the “run around” when seeking information.	60.3%	66.3%	61.0%	49.7%	55.4%	55.0%	5.3%	27.9%	23.3%	22.1%	23.7%	26.4%	29.3%	-1.4%
Class information provided prior to enrollment was helpful.	58.8%	67.4%	61.0%	67.1%	72.5%	N/A	13.7%	23.5%	22.1%	13.0%	5.4%	12.5%	N/A	11.0%

Troy University Fall 2010 New Student Survey

Student recreational opportunities and facilities have met my expectations	55.0%	N/A	N/A	N/A	N/A	N/A	13.5%	7.5%	N/A	N/A	N/A	N/A	N/A	N/A
Campus housing met my expectations upon arriving to campus.	48.0%	34.5%	N/A	N/A	N/A	N/A	13.5%	4.0%	13.8%	N/A	N/A	N/A	N/A	-9.8%

Troy University Fall 2010 New Student Survey

Appendix 5. New Student Perceptions about Troy University - Troy

Ranked by Agreement Total respondents = 261

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
I am receiving a quality education at Troy University.	1	1	1	1	1	87.4%	8.0%	4.6%	261
The University offers a variety of majors at my location.	2	3	7	6	7	87.2%	7.8%	5.0%	258
The printed Schedule of Classes is informative and easy to follow.	3	6	9	12	3	85.3%	8.7%	6.0%	252
The semester/term format at my location accommodates my learning.	4	7	2	2	5	84.5%	12.0%	3.5%	258
I feel that the campus is a safe and secure environment	5					82.7%	9.0%	8.2%	255
TROY personnel are knowledgeable and helpful.	6	2	4	3	6	81.5%	9.4%	9.1%	265
I would recommend Troy University to a friend who is planning to go to college.	7	4	3	4	4	81.5%	8.8%	9.6%	260
Troy University has a good reputation in my community.	8	5	5	5	2	80.4%	12.3%	7.3%	260
Student organizations are available for my participation.	9	9	11	10	14	80.3%	13.3%	6.4%	249
Faculty care about students as individuals.	10	12	6	8	12	77.7%	15.0%	7.3%	260
I feel I can talk to faculty about my academic concerns.	11	14	12	11	8	76.9%	16.5%	6.5%	260
The online Schedule of Classes is informative and easy to follow.	12	17	16	19	13	76.9%	16.0%	7.1%	238
Classes are offered at convenient times.	13	8	8	7	10	75.8%	14.7%	9.4%	265
The classes I attend are well organized and well taught.	14	10	10	13	9	74.6%	16.5%	8.8%	260
On-campus bookstore hours are convenient for students.	15	15	13	9	20	73.5%	15.4%	11.1%	253
Class drop/add procedures are appropriate.	16	23	21	20	17	73.2%	19.9%	6.9%	231
The bill that I received from the University was easily understood.	17	20				72.9%	18.3%	8.8%	251
Registration dates, times, and procedures were made clear to me prior to enrollment.	18	13	14	14	11	72.8%	12.3%	14.9%	261
The tuition payment plan is beneficial for students.	19	16	17	15	15	72.8%	18.9%	8.2%	243
Sufficient financial aid options are available.	20	22	19	16	21	71.9%	17.3%	10.8%	249
Student recreational opportunities and facilities have met my expectations	21					71.7%	18.0%	103.0%	233
Academic advising is adequate.	22	18	15	17	18	71.4%	15.4%	13.1%	259
Tutorial services are sufficient.	23	21	23	23	19	67.6%	22.7%	9.7%	216
Class information provided prior to enrollment was helpful.	24	25	18	18	16	65.1%	20.5%	14.3%	258
The online registration process is user-friendly.	25	24	22	21	22	62.2%	20.4%	17.4%	230
The on-site registration process is user-friendly.	26	19	20	22	23	61.3%	22.2%	16.5%	243
Purchasing textbooks through TROY Virtual Book Store is convenient.	27	26	25	25	25	60.9%	29.3%	9.8%	184
Students seldom get the “run around” when seeking information.	28	27	24	24	24	49.6%	23.0%	27.3%	256
Campus housing met my expectations upon arriving to campus.	29	28				48.4%	29.0%	22.6%	186

Troy University Fall 2010 New Student Survey

Appendix 5.1. New Student Perceptions about Troy University - Troy

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	87.4%	88.4%	87.9%	79.7%	86.8%	84.8%	2.6%	4.6%	3.5%	2.9%	5.0%	3.7%	4.3%	0.3%
The University offers a variety of majors at my location.	87.2%	85.4%	79.6%	77.1%	79.5%	78.4%	8.8%	5.0%	5.8%	6.8%	8.2%	6.1%	8.1%	-3.1%
The printed Schedule of Classes is informative and easy to follow.	85.3%	84.0%	78.6%	73.2%	83.5%	81.4%	3.9%	6.0%	6.1%	6.1%	6.5%	5.5%	6.0%	0.0%
The semester/term format at my location accommodates my learning.	84.5%	81.0%	83.6%	78.2%	81.7%	79.5%	5.0%	3.5%	5.3%	2.9%	4.4%	3.8%	4.1%	-0.6%
I feel that the campus is a safe and secure environment	82.7%	N/A	N/A	N/A	N/A	N/A	NA	8.2%	N/A	N/A	N/A	N/A	N/A	NA
I would recommend TROY to a friend ...	81.5%	85.1%	82.1%	77.7%	82.0%	79.7%	1.8%	9.6%	6.1%	6.4%	5.5%	7.1%	10.4%	-0.8%
TROY personnel are knowledgeable and helpful.	81.5%	85.6%	81.4%	78.0%	81.3%	73.1%	8.4%	9.1%	6.1%	5.7%	6.5%	7.0%	11.6%	-2.5%
Troy University has a good reputation in my community.	80.4%	84.7%	81.1%	77.4%	83.9%	77.7%	2.7%	7.3%	5.4%	3.6%	5.7%	5.0%	8.5%	-1.2%
Student organizations are available for my participation.	80.3%	80.3%	76.4%	74.0%	75.0%	77.6%	2.7%	6.4%	6.2%	3.9%	6.1%	6.7%	6.2%	0.2%
Faculty care about students as individuals.	77.7%	79.5%	80.0%	75.9%	76.6%	71.9%	5.8%	7.3%	5.9%	6.4%	6.5%	6.8%	8.4%	-1.1%
I feel I can talk to faculty about my academic concerns.	76.9%	78.8%	76.1%	73.8%	79.0%	75.0%	1.9%	6.5%	5.7%	7.1%	5.9%	7.1%	10.2%	-3.7%
The online Schedule of Classes is informative and easy to follow.	76.9%	75.4%	66.4%	62.3%	76.2%	70.7%	6.2%	7.1%	9.2%	6.8%	7.5%	7.3%	9.0%	-1.9%
Classes are offered at convenient times.	75.8%	80.3%	78.6%	76.9%	77.5%	74.5%	1.3%	9.4%	8.3%	6.8%	7.2%	7.4%	10.4%	-1.0%
The classes I attend are well organized and well taught.	74.6%	79.8%	77.1%	73.2%	78.5%	73.6%	1.0%	8.8%	7.6%	8.6%	8.3%	6.9%	8.1%	0.7%
On-campus bookstore hours are convenient for students.	73.5%	75.6%	72.9%	74.4%	70.1%	68.7%	4.8%	11.1%	11.5%	8.2%	6.7%	12.0%	12.6%	-1.5%
Class drop/add procedures are appropriate.	73.2%	71.2%	58.9%	59.8%	72.4%	70.5%	2.7%	6.9%	9.2%	7.5%	8.4%	7.7%	10.1%	-3.2%
The bill that I received from the University was easily understood.	72.9%	72.2%	N/A	N/A	N/A	N/A	0.7%	8.8%	11.3%	N/A	N/A	N/A	N/A	-2.5%
Reg. dates, times, and procedures were made clear to me..	72.8%	79.0%	70.0%	70.1%	76.8%	N/A	-4.0%	14.9%	10.1%	13.2%	10.9%	12.1%	N/A	2.8%
The tuition payment plan is beneficial for students.	72.8%	75.5%	66.1%	69.2%	73.9%	72.1%	0.7%	8.2%	7.7%	7.9%	6.9%	5.5%	9.2%	-1.0%
Sufficient financial aid options are available.	71.9%	71.7%	63.6%	68.0%	69.3%	65.5%	6.4%	10.8%	11.3%	11.1%	8.6%	13.8%	15.6%	-4.8%
Student recreational opportunities and facilities have met my expectations	71.7%	N/A	N/A	N/A	N/A	N/A		10.3%	N/A	N/A	N/A	N/A	N/A	NA
Academic advising is adequate.	71.4%	73.7%	67.1%	66.3%	71.6%	62.5%	8.9%	13.1%	7.4%	11.8%	9.4%	9.2%	16.7%	-3.6%
Tutorial services are sufficient.	67.6%	72.0%	57.9%	57.9%	70.4%	64.5%	3.1%	9.7%	4.8%	4.6%	6.1%	5.1%	7.7%	2.0%
Class information provided prior to enrollment was helpful.	65.1%	67.6%	66.1%	64.3%	73.5%	N/A	-8.4%	14.3%	12.9%	14.3%	10.3%	10.0%	N/A	4.3%
The online registration process is user-friendly.	62.2%	69.7%	58.2%	59.0%	69.3%	67.1%	-4.9%	17.4%	10.0%	7.1%	6.5%	9.0%	10.1%	7.3%
The on-site registration process is user-friendly.	61.3%	73.1%	63.6%	58.1%	68.6%	65.0%	-3.7%	16.5%	9.3%	6.8%	8.2%	8.1%	11.3%	5.2%
Purchasing textbooks through Virtual BookStore is convenient.	60.9%	60.1%	43.9%	38.0%	59.2%	45.3%	15.6%	9.8%	11.0%	5.7%	10.2%	11.9%	15.2%	-5.4%
Students seldom get the “run around” when seeking information.	49.6%	53.8%	51.8%	49.0%	60.7%	46.4%	3.2%	27.3%	22.2%	18.9%	19.4%	20.1%	30.0%	-2.7%
Campus housing met my expectations upon arriving to campus.	48.4%	47.7%	N/A	N/A	N/A	N/A	0.7%	22.6%	26.5%	N/A	N/A	N/A	N/A	-3.9%

Troy University Fall 2010 New Student Survey

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

Ranked by Agreement Total respondents = 161

Rankings

Academic programs, services, and administration	2010	2009	2008	2007	2006	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	8	3	4	87.4%	5.0%	7.5%	159
TROY personnel are knowledgeable and helpful.	2	7	5	5	7	86.3%	3.1%	10.6%	161
Classes are offered at convenient times.	3	9	1	7	3	84.8%	6.3%	8.9%	158
I would recommend Troy University to a friend who is planning to go to college.	4	2	3	2	2	84.3%	5.7%	10.1%	159
The semester/term format at my location accommodates my learning.	5	6	2	1	1	83.8%	10.0%	6.3%	160
The printed Schedule of Classes is informative and easy to follow.	6	5	10	12	8	82.3%	9.5%	8.2%	147
The classes I attend are well organized and well taught.	7	11	7	10	12	82.1%	9.0%	9.0%	156
Registration dates, times, and procedures were made clear to me prior to enrollment.	8	3	9	9	10	81.8%	6.3%	11.9%	159
I feel I can talk to faculty about my academic concerns.	9	10	6	6	5	80.8%	8.3%	10.9%	156
Faculty care about students as individuals.	10	8	4	4	6	80.7%	11.2%	8.1%	161
Troy University has a good reputation in my community.	11	4	12	8	9	79.4%	13.1%	7.5%	160
The bill that I received from the University was easily understood.	12	18				77.6%	13.8%	8.6%	116
I feel that the campus is a safe and secure environment	13					76.9%	14.5%	8.5%	117
Class drop/add procedures are appropriate.	14	13	21	18	18	76.8%	13.8%	9.4%	138
Sufficient financial aid options are available.	15	12	18	17	17	76.7%	14.7%	8.5%	129
Class information provided prior to enrollment was helpful.	16	16	11	11	11	75.6%	11.3%	13.1%	160
Academic advising is adequate.	17	19	13	14	16	74.2%	10.1%	15.7%	159
The tuition payment plan is beneficial for students.	18	15	16	16	15	72.2%	16.7%	11.1%	126
The online registration process is user-friendly.	19	20	20	20	20	72.1%	10.9%	17.0%	147
The on-site registration process is user-friendly.	20	14	15	15	13	71.6%	16.3%	12.1%	141
The online Schedule of Classes is informative and easy to follow.	21	17	14	13	14	70.5%	16.5%	12.9%	139
Students seldom get the “run around” when seeking information.	22	22	17	19	19	70.4%	8.8%	20.8%	159
Purchasing textbooks through TROY Virtual BookStore is convenient.	23	21	22	22	22	65.3%	21.5%	13.2%	144
The University offers a variety of majors at my location.	24	23	19	21	21	61.1%	22.3%	16.6%	157
Tutorial services are sufficient.	25	24	23	23	23	58.7%	27.9%	13.5%	104
On-campus bookstore hours are convenient for students.	26	26	25	24	24	55.3%	28.9%	15.8%	76
Student organizations are available for my participation.	27	25	24	25	25	52.6%	30.9%	16.5%	97
Student recreational opportunities and facilities have met my expectations	28					43.4%	32.1%	24.5%	53
Campus housing met my expectations upon arriving to campus.	29	27				37.8%	44.4%	17.8%	45

Troy University Fall 2010 New Student Survey

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

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	87.4%	86.6%	74.6%	82.2%	86.8%	85.6%	1.8%	7.5%	7.7%	7.8%	4.2%	5.4%	7.1%	0.4%
TROY personnel are knowledgeable and helpful.	86.3%	83.7%	76.1%	79.9%	84.6%	82.1%	4.2%	10.6%	11.0%	13.2%	7.9%	6.9%	9.8%	0.8%
Classes are offered at convenient times.	84.8%	81.3%	80.5%	79.3%	87.1%	86.0%	-1.2%	8.9%	10.9%	7.3%	6.4%	6.2%	6.7%	2.2%
I would recommend TROY to a friend...	84.3%	85.6%	76.1%	83.2%	87.9%	84.6%	-0.3%	10.1%	8.6%	10.2%	5.2%	5.4%	7.1%	3.0%
The semester/term format accommodates my learning.	83.8%	83.7%	78.0%	83.2%	88.0%	85.0%	-1.2%	6.3%	7.8%	7.9%	4.7%	5.2%	6.4%	-0.1%
The printed Schedule of Classes is informative and easy to follow.	82.3%	83.9%	71.2%	74.6%	83.6%	83.2%	-0.9%	8.2%	7.7%	6.8%	5.9%	6.4%	6.0%	2.2%
The classes I attend are well organized and well taught.	82.1%	81.0%	76.1%	76.6%	79.9%	82.6%	-0.5%	9.0%	10.9%	9.8%	7.7%	8.4%	9.3%	-0.3%
Reg. dates, times, and procedures were made clear to me.	81.8%	85.4%	73.2%	77.8%	81.8%	N/A	0.0%	11.9%	10.0%	16.6%	9.2%	9.4%	N/A	2.5%
I feel I can talk to faculty about my academic concerns.	80.8%	81.3%	76.1%	79.6%	85.3%	82.8%	-2.0%	10.9%	9.3%	9.8%	7.2%	5.9%	7.7%	3.2%
Faculty care about students as individuals.	80.7%	82.4%	76.1%	81.2%	84.8%	80.2%	0.5%	8.1%	9.2%	11.7%	5.4%	5.3%	7.8%	0.3%
Troy University has a good reputation in my community.	79.4%	84.5%	68.8%	78.8%	83.1%	77.4%	2.0%	7.5%	6.4%	9.8%	5.3%	5.2%	6.3%	1.2%
The bill that I received from the University was easily understood.	77.6%	78.7%	N/A	N/A	N/A	N/A	-1.1%	8.6%	12.7%	N/A	N/A	N/A	N/A	-4.1%
I feel that the campus is a safe and secure environment	76.9%	N/A	N/A	N/A	N/A	N/A		8.5%	N/A	N/A	N/A	N/A	N/A	NA
Class drop/add procedures are appropriate.	76.8%	80.8%	52.7%	65.9%	73.4%	68.4%	8.4%	9.4%	9.4%	7.8%	4.8%	6.6%	9.4%	0.0%
Sufficient financial aid options are available.	76.7%	81.0%	55.1%	66.0%	75.5%	71.5%	5.2%	8.5%	10.2%	12.7%	8.2%	8.2%	9.5%	-1.0%
Class information provided prior to enrollment was helpful.	75.6%	79.2%	69.3%	75.1%	81.1%	N/A	-5.5%	13.1%	12.7%	19.5%	10.0%	9.3%	N/A	3.8%
Academic advising is adequate.	74.2%	77.0%	66.3%	72.6%	76.3%	71.0%	3.2%	15.7%	13.3%	13.2%	9.8%	9.5%	12.1%	3.6%
The tuition payment plan is beneficial for students.	72.2%	79.6%	58.5%	67.4%	77.0%	79.2%	-7.0%	11.1%	8.6%	4.9%	5.2%	5.8%	4.3%	6.8%
The online registration process is user-friendly.	72.1%	76.0%	53.7%	63.5%	68.7%	67.3%	4.8%	17.0%	13.4%	12.7%	8.3%	11.7%	11.7%	5.3%
The on-site registration process is user-friendly.	71.6%	80.4%	60.5%	69.6%	78.3%	75.4%	-3.8%	12.1%	10.7%	6.8%	7.8%	8.0%	9.5%	2.6%
The online Schedule of Classes is informative and easy to follow.	70.5%	78.7%	63.9%	72.6%	77.5%	76.6%	-6.1%	12.9%	10.4%	8.8%	7.4%	8.7%	9.4%	3.5%
Students seldom get the “run around” when seeking information.	70.4%	66.7%	56.1%	65.4%	70.1%	61.3%	9.1%	20.8%	19.0%	25.9%	17.0%	15.7%	24.2%	-3.4%
Purchasing textbooks through Virtual Book Store is convenient.	65.3%	67.0%	47.8%	54.0%	60.3%	62.4%	2.9%	13.2%	14.4%	12.7%	12.4%	12.5%	14.9%	-1.7%
The University offers a variety of majors at my location.	61.1%	66.0%	54.1%	59.9%	67.7%	66.2%	-5.1%	16.6%	16.6%	17.6%	16.9%	17.0%	16.9%	-0.3%
Tutorial services are sufficient.	58.7%	54.5%	28.3%	39.3%	50.2%	47.7%	11.0%	13.5%	12.6%	8.3%	7.8%	10.0%	9.0%	4.5%
On-campus bookstore hours are convenient for students.	55.3%	43.2%	14.6%	37.0%	43.1%	39.5%	15.8%	15.8%	16.7%	8.3%	7.3%	13.9%	17.1%	-1.3%
Student organizations are available for my participation.	52.6%	43.5%	16.1%	31.7%	37.7%	36.5%	16.1%	16.5%	23.0%	12.2%	11.4%	21.3%	24.6%	-8.1%
Student recreational opportunities and facilities have met my expectations	43.4%	N/A	N/A	N/A	N/A	N/A	NA	24.5%	N/A	N/A	N/A	N/A	N/A	NA
Campus housing met my expectations upon arriving to campus.	37.8%	29.6%	N/A	N/A	N/A	N/A	8.2%	17.8%	17.3%	N/A	N/A	N/A	N/A	0.5%

Troy University Fall 2010 New Student Survey

Appendix 7. New Student Perceptions about Troy University - eCampus

Ranked by Agreement Total respondents = 427

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
Classes are offered at convenient times.	1	4	5	6	1	86.8%	6.9%	6.3%	364
The semester/term format at my location accommodates my learning.	2	2	4	5	4	85.5%	7.6%	6.9%	394
I am receiving a quality education at Troy University.	3	1	1	1	2	84.9%	7.1%	8.0%	410
I would recommend Troy University to a friend who is planning to go to college.	4	3	2	3	3	83.7%	4.5%	11.7%	418
Purchasing textbooks through TROY Virtual Book Store is convenient.	5	8	15	17	19	81.7%	10.1%	8.2%	377
The online Schedule of Classes is informative and easy to follow.	6	5	3	2	5	81.3%	8.6%	10.1%	417
Class drop/add procedures are appropriate.	7	12	16	15	8	80.4%	12.0%	7.6%	368
Troy University has a good reputation in my community.	8	6	12	11	7	80.2%	12.5%	7.4%	393
The University offers a variety of majors at my location.	9	7	14	14	16	79.8%	10.6%	9.6%	387
The bill that I received from the University was easily understood.	10	16				79.6%	12.0%	8.3%	324
The online registration process is user-friendly.	11	18	9	7	14	79.6%	9.0%	11.4%	412
Registration dates, times, and procedures were made clear to me prior to enrollment.	12	14	7	4	6	78.0%	7.8%	14.2%	422
Sufficient financial aid options are available.	13	15	17	18	18	77.7%	13.0%	9.3%	377
The printed Schedule of Classes is informative and easy to follow.	14	11	18	16	10	77.4%	15.2%	7.3%	328
The tuition payment plan is beneficial for students.	15	19	20	19	17	76.1%	17.4%	6.6%	351
The classes I attend are well organized and well taught.	16	10	8	8	9	76.0%	10.8%	13.3%	400
TROY personnel are knowledgeable and helpful.	17	13	6	9	11	74.7%	10.1%	15.2%	427
The on-site registration process is user-friendly.	18	21	22	22	20	72.6%	18.9%	8.5%	270
Faculty care about students as individuals.	19	17	10	12	13	71.8%	16.5%	11.7%	419
I feel I can talk to faculty about my academic concerns.	20	20	11	13	15	70.9%	15.4%	13.7%	433
Class information provided prior to enrollment was helpful.	21	9	13	10	12	70.1%	15.2%	14.7%	422
Tutorial services are sufficient.	22	23	23	23	22	68.3%	23.6%	8.1%	284
Academic advising is adequate.	23	22	19	20	21	65.2%	15.2%	19.6%	414
On-campus bookstore hours are convenient for students.	24	24	24	24	24	62.7%	30.1%	7.2%	209
I feel that the campus is a safe and secure environment	25					61.2%	34.5%	4.2%	165
Student organizations are available for my participation.	26	26	25	25	25	57.9%	28.8%	13.3%	233
Students seldom get the “run around” when seeking information.	27	25	21	21	23	55.8%	14.3%	29.9%	405
Student recreational opportunities and facilities have met my expectations	28					46.6%	46.6%	6.8%	146
Campus housing met my expectations upon arriving to campus.	29	27				39.1%	52.3%	8.6%	128

Troy University Fall 2010 New Student Survey

Appendix 7.1. New Student Perceptions about Troy University - eCampus

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
Classes are offered at convenient times.	86.8%	84.8%	76.2%	74.1%	85.3%	83.9%	2.9%	6.3%	8.6%	4.5%	4.9%	6.8%	7.4%	-1.1%
The semester/term format accommodates my learning.	85.5%	85.5%	79.6%	76.2%	82.7%	83.8%	1.7%	6.9%	7.2%	5.4%	4.9%	6.1%	5.8%	1.1%
I am receiving a quality education at Troy University.	84.9%	86.5%	83.3%	79.8%	85.1%	85.8%	-0.9%	8.0%	7.2%	4.5%	4.8%	7.0%	5.8%	2.2%
I would recommend TROY to a friend...	83.7%	85.2%	81.7%	78.3%	84.6%	84.9%	-1.2%	11.7%	9.5%	7.0%	6.5%	7.8%	6.7%	5.0%
Purchasing textbooks through Virtual Book Store is convenient.	81.7%	79.6%	69.6%	62.4%	70.8%	65.8%	15.9%	8.2%	9.8%	9.2%	8.6%	11.2%	10.6%	-2.4%
The online Schedule of Classes is informative and easy to follow.	81.3%	84.2%	79.6%	79.1%	80.7%	77.5%	3.8%	10.1%	7.9%	8.6%	7.5%	10.1%	11.0%	-0.9%
Class drop/add procedures are appropriate.	80.4%	78.0%	65.0%	67.2%	76.8%	74.3%	6.1%	7.6%	7.8%	6.3%	6.2%	7.6%	7.9%	-0.3%
Troy University has a good reputation in my community.	80.2%	81.1%	72.0%	70.4%	79.6%	79.0%	1.2%	7.4%	7.2%	5.2%	4.8%	6.6%	5.8%	1.6%
The University offers a variety of majors at my location.	79.8%	80.0%	70.0%	67.5%	72.7%	73.0%	6.8%	9.6%	9.9%	8.4%	9.1%	10.0%	10.9%	-1.3%
The online registration process is user-friendly.	79.6%	75.3%	72.9%	72.9%	74.7%	72.9%	6.7%	11.4%	14.8%	12.3%	11.5%	13.1%	13.7%	-2.3%
The bill that I received from the University was easily understood.	79.6%	76.5%	N/A	N/A	N/A	N/A	3.1%	8.3%	10.4%	N/A	N/A	N/A	N/A	-2.1%
Reg. dates, times, and procedures were made clear to me.	78.0%	77.8%	74.9%	76.5%	79.8%	N/A	-1.8%	14.2%	14.5%	12.7%	11.0%	12.2%	N/A	2.0%
Sufficient financial aid options are available.	77.7%	76.8%	63.3%	60.8%	71.5%	71.5%	6.2%	9.3%	11.5%	8.5%	7.7%	9.9%	7.8%	1.5%
The printed Schedule of Classes is informative and easy to follow.	77.4%	78.7%	61.8%	63.0%	76.4%	75.0%	2.4%	7.3%	7.3%	5.2%	5.4%	9.2%	8.4%	-1.1%
The tuition payment plan is beneficial for students.	76.1%	74.8%	58.9%	60.6%	72.2%	73.9%	2.2%	6.6%	8.1%	6.8%	6.7%	7.1%	5.9%	0.7%
The classes I attend are well organized and well taught.	76.0%	79.1%	73.8%	72.1%	76.7%	79.6%	-3.6%	13.3%	11.4%	7.9%	9.3%	10.3%	8.0%	5.3%
TROY personnel are knowledgeable and helpful.	74.7%	77.8%	76.0%	71.9%	76.0%	80.4%	-5.7%	15.2%	11.3%	13.0%	12.0%	9.5%	8.0%	7.2%
The on-site registration process is user-friendly.	72.6%	70.0%	44.4%	45.2%	70.4%	66.7%	5.9%	8.5%	9.3%	6.4%	6.2%	9.9%	8.1%	0.4%
Faculty care about students as individuals.	71.8%	75.5%	72.4%	69.9%	74.7%	78.0%	-6.2%	11.7%	10.6%	8.6%	8.4%	8.1%	6.1%	5.6%
I feel I can talk to faculty about my academic concerns.	70.9%	71.4%	72.2%	68.1%	73.7%	76.0%	-5.1%	13.7%	12.3%	10.6%	10.1%	11.8%	7.5%	6.2%
Class information provided prior to enrollment was helpful.	70.1%	79.3%	70.4%	71.3%	76.0%	N/A	-5.9%	14.7%	11.2%	14.4%	11.9%	12.4%	N/A	2.3%
Tutorial services are sufficient.	68.3%	64.6%	37.9%	40.4%	63.8%	60.6%	7.7%	8.1%	9.5%	6.3%	5.4%	9.3%	7.7%	0.4%
Academic advising is adequate.	65.2%	67.0%	59.8%	56.4%	66.9%	68.2%	-3.0%	19.6%	17.0%	18.1%	16.0%	15.4%	12.7%	6.9%
On-campus bookstore hours are convenient for students.	62.7%	63.3%	28.5%	33.2%	56.4%	51.5%	11.2%	7.2%	6.1%	3.2%	3.9%	9.1%	9.9%	-2.7%
I feel that the campus is a safe and secure environment	61.2%	N/A	N/A	N/A	N/A	N/A	NA	4.2%	N/A	N/A	N/A	N/A	N/A	NA
Student organizations are available for my participation.	57.9%	55.4%	26.5%	29.7%	52.6%	46.9%	11.0%	13.3%	11.0%	6.3%	6.3%	10.6%	12.2%	1.1%
Students seldom get the “run around” when seeking information.	55.8%	59.5%	51.0%	50.4%	61.0%	62.9%	-7.1%	29.9%	25.3%	27.3%	25.7%	21.6%	20.5%	9.4%

Troy University Fall 2010 New Student Survey

Student recreational opportunities and facilities have met my expectations	46.6%	N/A	N/A	N/A	N/A	N/A	NA	6.8%	N/A	N/A	N/A	N/A	N/A	NA
Campus housing met my expectations upon arriving to campus.	39.1%	39.0%	N/A	N/A	N/A	N/A	0.1%	8.6%	6.1%	N/A	N/A	N/A	N/A	2.5%

Troy University Fall 2010 New Student Survey

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

Ranked by Agreement Total respondents = 330

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
I am receiving a quality education at Troy University.	1	1	1	2	1	85.3%	7.2%	7.5%	320
I would recommend Troy University to a friend who is planning to go to college.	2	2	2	1	3	85.1%	5.3%	9.6%	322
The semester/term format at my location accommodates my learning.	3	3	3	3	2	82.8%	10.9%	6.3%	320
Classes are offered at convenient times.	4	5	5	6	4	82.6%	9.5%	7.9%	304
The printed Schedule of Classes is informative and easy to follow.	5	6	13	14	6	82.3%	12.4%	5.3%	283
TROY personnel are knowledgeable and helpful.	6	7	6	8	7	81.2%	8.2%	10.6%	330
The University offers a variety of majors at my location.	7	12	15	13	16	80.6%	10.4%	9.1%	309
Troy University has a good reputation in my community.	8	4	7	7	5	80.3%	11.5%	8.3%	314
Class drop/add procedures are appropriate.	9	15	17	15	14	79.9%	14.1%	6.0%	283
I feel I can talk to faculty about my academic concerns.	10	17	8	12	9	79.1%	10.0%	10.9%	321
The bill that I received from the University was easily understood.	11	18				77.8%	14.1%	8.1%	270
The online Schedule of Classes is informative and easy to follow.	12	8	9	5	10	76.7%	14.9%	8.4%	309
Faculty care about students as individuals.	13	10	4	11	12	76.2%	16.4%	7.4%	324
The classes I attend are well organized and well taught.	14	9	10	9	8	76.0%	13.2%	10.7%	317
Registration dates, times, and procedures were made clear to me prior to enrollment.	15	11	11	4	11	75.2%	10.1%	14.7%	326
Sufficient financial aid options are available.	16	14	16	19	18	74.9%	13.4%	11.7%	291
The tuition payment plan is beneficial for students.	17	16	20	18	13	73.6%	18.3%	8.1%	273
The online registration process is user-friendly.	18	20	14	16	17	72.7%	15.3%	12.0%	308
I feel that the campus is a safe and secure environment	19					72.2%	19.9%	7.9%	216
The on-site registration process is user-friendly.	20	19	22	22	20	70.3%	16.6%	13.1%	259
Purchasing textbooks through TROY Virtual Book Store is convenient.	21	21	18	20	21	69.5%	20.6%	9.9%	262
Academic advising is adequate.	22	23	19	17	19	69.4%	15.1%	15.4%	324
Class information provided prior to enrollment was helpful.	23	13	12	10	15	69.3%	16.1%	14.6%	322
On-campus bookstore hours are convenient for students.	24	22	24	23	24	68.5%	22.2%	9.3%	216
Student organizations are available for my participation.	25	26	25	25	25	64.9%	25.0%	10.1%	228
Tutorial services are sufficient.	26	24	23	24	22	64.8%	25.0%	10.2%	236
Students seldom get the “run around” when seeking information.	27	25	21	21	23	60.2%	16.6%	23.2%	319
Student recreational opportunities and facilities have met my expectations	28					56.7%	35.1%	8.2%	171
Campus housing met my expectations upon arriving to campus.	29	27				41.2%	42.6%	16.2%	148

Troy University Fall 2010 New Student Survey

Appendix 8.1. New Student Perceptions about Troy University - College of Arts & Sciences

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	85.3%	89.6%	85.2%	83.0%	86.3%	84.1%	1.2%	7.5%	4.5%	4.0%	3.3%	5.1%	6.6%	0.9%
I would recommend TROY to a friend,,,	85.1%	87.5%	81.6%	83.4%	85.5%	82.1%	3.0%	9.6%	6.3%	7.1%	3.9%	6.6%	9.0%	0.6%
The semester/term format accommodates my learning.	82.8%	86.5%	81.6%	80.8%	86.1%	80.8%	2.0%	6.3%	4.2%	4.6%	3.7%	5.4%	7.2%	-0.9%
Classes are offered at convenient times.	82.6%	84.4%	76.8%	77.3%	84.5%	76.5%	6.1%	7.9%	7.0%	4.9%	4.9%	7.2%	11.0%	-3.1%
The printed Schedule of Classes is informative and easy to follow.	82.3%	83.7%	67.9%	70.0%	81.8%	80.2%	2.1%	5.3%	4.9%	4.6%	3.9%	6.3%	7.2%	-1.9%
TROY personnel are knowledgeable and helpful.	81.2%	83.6%	76.5%	76.9%	81.5%	78.8%	2.4%	10.6%	7.7%	10.4%	8.6%	6.7%	9.8%	0.8%
The University offers a variety of majors at my location.	80.6%	80.0%	66.2%	71.9%	75.0%	71.7%	8.9%	9.1%	9.0%	10.4%	10.0%	9.9%	14.0%	-4.9%
Troy University has a good reputation in my community.	80.3%	86.3%	75.9%	77.1%	83.4%	80.0%	0.3%	8.3%	3.6%	4.9%	3.1%	4.4%	6.5%	1.8%
Class drop/add procedures are appropriate.	79.9%	78.1%	62.2%	69.0%	77.1%	71.2%	8.7%	6.0%	5.1%	6.2%	4.1%	7.4%	10.5%	-4.5%
I feel I can talk to faculty about my academic concerns.	79.1%	76.7%	75.4%	73.7%	80.6%	76.9%	2.2%	10.9%	6.8%	8.4%	8.4%	7.6%	9.1%	1.8%
The bill that I received from the University was easily understood.	77.8%	76.1%	N/A	N/A	N/A	N/A	1.7%	8.1%	10.2%	N/A	N/A	N/A	N/A	-2.1%
The online Schedule of Classes is informative and easy to follow.	76.7%	83.2%	75.0%	78.0%	80.2%	75.2%	1.5%	8.4%	6.4%	8.0%	4.6%	8.4%	10.7%	-2.3%
Faculty care about students as individuals.	76.2%	81.7%	78.1%	74.3%	78.6%	75.2%	1.0%	7.4%	6.9%	6.9%	6.4%	6.2%	8.0%	-0.6%
The classes I attend are well organized and well taught.	76.0%	82.9%	74.3%	76.7%	80.9%	77.2%	-1.2%	10.7%	9.1%	8.0%	8.1%	8.4%	9.6%	1.1%
Reg. dates, times, and procedures were made clear to m.	75.2%	80.0%	73.5%	80.0%	79.8%	N/A	-4.6%	14.7%	10.1%	13.3%	8.1%	9.4%	N/A	5.3%
Sufficient financial aid options are available.	74.9%	78.5%	64.8%	63.1%	72.9%	71.3%	3.6%	11.7%	8.2%	8.8%	7.4%	8.7%	11.0%	0.7%
The tuition payment plan is beneficial for students.	73.6%	77.6%	59.1%	64.1%	77.4%	74.6%	-1.0%	8.1%	7.0%	6.2%	4.9%	5.2%	7.0%	1.1%
The online registration process is user-friendly.	72.7%	74.4%	66.6%	68.1%	74.8%	67.6%	5.1%	12.0%	10.8%	10.2%	8.5%	10.0%	14.3%	-2.3%
I feel that the campus is a safe and secure environment	72.2%	N/A	N/A	N/A	N/A	N/A	NA	7.9%	N/A	N/A	N/A	N/A	N/A	NA
The on-site registration process is user-friendly.	70.3%	74.6%	50.9%	52.3%	72.5%	67.8%	2.5%	13.1%	7.7%	5.3%	5.4%	11.0%	11.7%	1.4%
Purchasing textbooks through Virtual Book Store is convenient.	69.5%	69.4%	60.8%	55.7%	70.4%	58.8%	10.7%	9.9%	9.3%	8.4%	9.5%	9.4%	13.1%	-3.2%
Academic advising is adequate.	69.4%	68.5%	60.6%	64.6%	72.8%	67.0%	2.4%	15.4%	13.9%	13.7%	12.9%	10.5%	16.0%	-0.6%
Class information provided prior to enrollment was helpful.	69.3%	78.6%	69.9%	74.5%	76.8%	N/A	-7.5%	14.6%	9.5%	13.3%	9.5%	9.8%	N/A	4.8%
On-campus bookstore hours are convenient for students.	68.5%	68.8%	33.2%	43.8%	65.2%	59.2%	9.3%	9.3%	7.6%	4.9%	4.0%	10.4%	11.9%	-2.6%
Student organizations are available for my participation.	64.9%	60.2%	30.1%	37.2%	58.0%	54.1%	10.8%	10.1%	10.5%	7.3%	7.6%	11.5%	12.8%	-2.7%
Tutorial services are sufficient.	64.8%	65.0%	64.7%	42.6%	65.7%	59.7%	5.1%	10.2%	8.7%	6.2%	6.1%	6.8%	10.5%	-0.3%
Students seldom get the “run around” when seeking information.	60.2%	61.3%	54.0%	54.4%	65.3%	58.2%	2.0%	23.2%	20.4%	24.3%	20.9%	17.4%	22.8%	0.4%
Student recreational opportunities and facilities have met my expectations	56.7%	N/A	N/A	N/A	N/A	N/A	NA	8.2%	N/A	N/A	N/A	N/A	N/A	NA
Campus housing met my expectations upon arriving to campus.	41.2%	38.5%	N/A	N/A	N/A	N/A	2.7%	16.2%	14.4%	N/A	N/A	N/A	N/A	1.8%

Troy University Fall 2010 New Student Survey

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

Ranked by Agreement Total respondents = 333

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
The semester/term format at my location accommodates my learning.	1	1	1	2	4	85.8%	8.4%	5.9%	323
I am receiving a quality education at Troy University.	2	2	2	1	1	84.7%	9.2%	6.1%	326
I would recommend Troy University to a friend who is planning to go to college.	3	3	3	3	3	83.4%	7.8%	8.7%	332
Troy University has a good reputation in my community.	4	4	11	6	5	80.6%	12.8%	6.6%	320
Classes are offered at convenient times.	5	6	4	4	2	80.0%	12.3%	7.7%	310
The printed Schedule of Classes is informative and easy to follow.	6	5	14	12	6	79.7%	13.1%	7.2%	290
The bill that I received from the University was easily understood.	7	11				78.0%	14.2%	7.8%	268
Class drop/add procedures are appropriate.	8	17	16	14	10	77.9%	15.9%	6.2%	289
TROY personnel are knowledgeable and helpful.	9	7	5	7	9	76.9%	8.6%	14.5%	338
Registration dates, times, and procedures were made clear to me prior to enrollment.	10	8	7	5	7	76.9%	9.9%	13.2%	333
The online Schedule of Classes is informative and easy to follow.	11	9	8	9	8	76.5%	14.5%	9.0%	311
I feel that the campus is a safe and secure environment	12					75.8%	16.9%	7.3%	219
The University offers a variety of majors at my location.	13	12	12	13	17	75.2%	14.6%	10.2%	322
The classes I attend are well organized and well taught.	14	13	6	10	12	74.8%	14.2%	11.0%	318
The online registration process is user-friendly.	15	22	17	16	19	74.7%	11.4%	14.0%	308
Purchasing textbooks through TROY Virtual BookStore is convenient.	16	18	20	21	21	74.5%	16.4%	9.1%	298
Sufficient financial aid options are available.	17	15	19	17	16	74.4%	15.6%	10.0%	301
Faculty care about students as individuals.	18	10	10	8	14	73.5%	16.9%	9.6%	332
The tuition payment plan is beneficial for students.	19	14	18	15	13	73.0%	18.9%	8.1%	285
I feel I can talk to faculty about my academic concerns.	20	20	9	11	15	73.0%	17.1%	9.9%	333
The on-site registration process is user-friendly.	21	19	22	19	18	69.6%	20.8%	9.6%	260
Academic advising is adequate.	22	21	15	18	20	69.0%	13.9%	17.2%	332
Class information provided prior to enrollment was helpful.	23	16	13	22	11	67.9%	18.9%	13.2%	333
Tutorial services are sufficient.	24	24	23	24	22	66.8%	24.6%	8.6%	232
On-campus bookstore hours are convenient for students.	25	23	24	23	24	64.7%	23.7%	11.6%	207
Student organizations are available for my participation.	26	25	25	25	25	62.3%	26.5%	11.2%	215
Students seldom get the “run around” when seeking information.	27	26	21	20	23	55.6%	16.7%	27.8%	324
Student recreational opportunities and facilities have met my expectations	28					55.5%	32.9%	11.6%	155

Troy University Fall 2010 New Student Survey

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

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
The semester/term format accommodates my learning.	85.8%	85.6%	81.0%	78.2%	81.6%	82.5%	3.3%	5.9%	7.7%	5.7%	5.8%	5.7%	5.8%	0.1%
I am receiving a quality education at Troy University.	84.7%	85.2%	80.4%	79.1%	85.3%	85.4%	-0.7%	6.1%	7.5%	6.0%	5.5%	6.6%	5.1%	1.0%
I would recommend TROY to a friend...	83.4%	83.7%	79.3%	77.8%	83.1%	84.3%	-0.9%	8.7%	8.9%	7.5%	6.5%	7.9%	7.3%	1.4%
Troy University has a good reputation in my community.	80.6%	80.7%	72.2%	73.8%	81.1%	80.2%	0.4%	6.6%	7.9%	6.8%	6.5%	6.4%	6.7%	-0.1%
Classes are offered at convenient times.	80.0%	79.7%	79.1%	75.7%	83.5%	83.1%	-3.1%	7.7%	10.6%	7.0%	7.4%	8.1%	7.2%	0.5%
The printed Schedule of Classes is informative and easy to follow.	79.7%	80.0%	67.0%	69.6%	78.9%	79.1%	0.6%	7.2%	8.8%	6.4%	7.3%	8.7%	7.0%	0.2%
The bill that I received from the University was easily understood.	78.0%	77.4%	N/A	N/A	N/A	N/A	0.6%	7.8%	10.5%	N/A	N/A	N/A	N/A	-2.7%
Class drop/add procedures are appropriate.	77.9%	75.1%	63.7%	66.1%	76.2%	72.8%	5.1%	6.2%	8.7%	8.1%	7.1%	9.0%	7.6%	-1.4%
Reg. dates, times, and procedures were made clear to me.	76.9%	77.7%	74.0%	75.4%	78.8%	N/A	-1.9%	13.2%	14.3%	13.6%	11.1%	12.7%	N/A	0.5%
TROY personnel are knowledgeable and helpful.	76.9%	78.6%	77.1%	72.9%	76.7%	78.6%	-1.7%	14.5%	11.5%	13.4%	11.0%	10.1%	8.8%	5.7%
The online Schedule of Classes is informative and easy to follow.	76.5%	77.6%	72.9%	72.4%	78.2%	74.0%	2.5%	9.0%	10.2%	8.4%	9.5%	10.0%	9.5%	-0.5%
I feel that the campus is a safe and secure environment	75.8%	N/A	N/A	N/A	N/A	N/A	NA	7.3%	N/A	N/A	N/A	N/A	N/A	NA
The University offers a variety of majors at my location.	75.2%	77.0%	72.0%	66.9%	72.7%	71.3%	3.9%	10.2%	10.5%	9.5%	11.4%	11.3%	10.8%	-0.6%
The classes I attend are well organized and well taught.	74.8%	76.3%	75.1%	72.4%	75.5%	77.8%	-3.0%	11.0%	11.1%	10.6%	8.7%	10.6%	9.0%	2.0%
The online registration process is user-friendly.	74.7%	70.6%	61.4%	64.4%	70.1%	70.1%	4.6%	14.0%	15.6%	11.9%	9.7%	14.6%	12.1%	1.9%
Purchasing textbooks through Virtual Book Store is convenient.	74.5%	74.6%	59.5%	52.5%	63.8%	59.2%	15.3%	9.1%	12.1%	8.4%	10.3%	13.7%	12.1%	-3.0%
Sufficient financial aid options are available.	74.4%	75.5%	59.5%	64.1%	72.7%	67.0%	7.4%	10.0%	11.5%	11.4%	8.4%	11.4%	10.5%	-0.5%
Faculty care about students as individuals.	73.5%	77.4%	72.7%	72.7%	74.3%	78.1%	-4.6%	9.6%	9.9%	11.2%	7.9%	8.7%	7.2%	2.4%
The tuition payment plan is beneficial for students.	73.0%	75.8%	60.8%	65.5%	74.7%	73.9%	-0.9%	8.1%	8.2%	7.7%	7.2%	7.1%	6.5%	1.6%
I feel I can talk to faculty about my academic concerns.	73.0%	72.0%	72.9%	71.5%	73.3%	77.1%	-4.1%	9.9%	11.9%	12.5%	8.9%	12.5%	8.0%	1.9%
The on-site registration process is user-friendly.	69.6%	73.6%	51.8%	58.9%	71.6%	69.7%	-0.1%	9.6%	12.3%	9.5%	7.8%	9.7%	11.2%	-1.6%
Academic advising is adequate.	69.0%	71.3%	64.1%	61.4%	68.6%	67.7%	1.3%	17.2%	13.7%	16.7%	14.0%	14.8%	13.7%	3.5%
Class information provided prior to enrollment was helpful.	67.9%	75.4%	68.5%	50.8%	75.8%	N/A	-7.9%	13.2%	12.4%	15.6%	11.3%	12.5%	N/A	0.7%
Tutorial services are sufficient.	66.8%	63.1%	40.8%	41.0%	59.5%	54.7%	12.1%	8.6%	10.8%	7.7%	8.4%	10.1%	9.5%	-0.9%
On-campus bookstore hours are convenient for students.	64.7%	65.6%	40.3%	44.5%	59.1%	59.0%	5.7%	11.6%	10.7%	6.6%	7.6%	9.7%	12.6%	-1.0%
Student organizations are available for my participation.	62.3%	60.6%	37.0%	39.2%	50.9%	49.9%	12.4%	11.2%	12.2%	7.3%	9.2%	12.5%	15.6%	-4.4%
Students seldom get the “run around” when seeking information.	55.6%	59.5%	52.9%	54.3%	59.4%	57.8%	-2.2%	27.8%	24.5%	24.7%	23.4%	22.6%	24.6%	3.2%
Student recreational opportunities and facilities have met my expectations	55.5%	N/A	N/A	N/A	N/A	N/A	NA	11.6%	N/A	N/A	N/A	N/A	N/A	NA
Campus housing met my expectations upon arriving to campus.	38.7%	37.7%	N/A	N/A	N/A	N/A	1.0%	12.9%	15.2%	N/A	N/A	N/A	N/A	-2.3%

Troy University Fall 2010 New Student Survey

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

Ranked by Agreement Total respondents = 213

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
The semester/term format at my location accommodates my learning.	1	5	2	3	5	82.2%	9.4%	8.4%	202
Troy University has a good reputation in my community.	2	2	9	5	3	82.0%	8.3%	9.7%	206
I am receiving a quality education at Troy University.	3	3	1	1	2	81.3%	10.5%	8.1%	209
The bill that I received from the University was easily understood.	4	15				79.5%	8.6%	11.9%	185
The printed Schedule of Classes is informative and easy to follow.	5	4	10	7	9	79.4%	9.8%	10.8%	194
I feel that the campus is a safe and secure environment	6					78.6%	11.6%	9.8%	173
I would recommend TROY to a friend who is planning to go to college.	7	1	3	2	1	77.5%	8.6%	13.9%	209
Classes are offered at convenient times.	8	11	6	11	4	77.2%	7.4%	15.3%	202
TROY personnel are knowledgeable and helpful.	9	6	4	8	6	76.5%	7.5%	16.0%	213
Sufficient financial aid options are available.	10	19	16	14	15	75.9%	11.1%	13.1%	199
The online Schedule of Classes is informative and easy to follow.	11	10	12	15	13	75.4%	11.8%	12.8%	195
The University offers a variety of majors at my location.	12	17	13	17	19	75.4%	12.6%	12.1%	207
The tuition payment plan is beneficial for students.	13	14	15	13	11	75.3%	14.4%	10.3%	194
Class drop/add procedures are appropriate.	14	9	20	18	16	74.7%	15.6%	9.7%	186
The classes I attend are well organized and well taught.	15	7	5	9	10	74.2%	12.4%	13.4%	209
I feel I can talk to faculty about my academic concerns.	16	12	7	4	8	73.9%	14.2%	11.8%	211
Faculty care about students as individuals.	17	13	8	6	7	73.7%	12.2%	14.1%	213
On-campus bookstore hours are convenient for students.	18	22	23	21	21	73.1%	16.9%	10.0%	160
Reg. dates, times, and procedures were made clear to me prior to enrollment.	19	8	11	10	12	69.7%	10.4%	19.9%	211
Academic advising is adequate.	20	18	14	12	17	68.8%	14.4%	16.8%	208
Class information provided prior to enrollment was helpful.	21	21	17	16	14	68.2%	11.8%	19.9%	211
Purchasing textbooks through TROY Virtual Book Store is convenient.	22	23	22	24	23	66.1%	23.0%	10.9%	165
The on-site registration process is user-friendly.	23	16	18	19	18	65.9%	17.0%	17.0%	182
Student organizations are available for my participation.	24	26	24	25	25	64.8%	21.6%	13.6%	162
The online registration process is user-friendly.	25	20	19	20	20	64.0%	15.3%	20.6%	189
Tutorial services are sufficient.	26	25	25	23	24	62.3%	27.8%	9.9%	151
Student recreational opportunities and facilities have met my expectations	27					56.6%	32.0%	11.5%	122
Students seldom get the “run around” when seeking information.	28	24	21	22	22	56.3%	12.5%	31.3%	208
Campus housing met my expectations upon arriving to campus.	29	27				40.9%	39.8%	19.3%	88

Troy University Fall 2010 New Student Survey

Appendix 10.1. New Student Perceptions about Troy University - College of Education

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
The semester/term format accommodates my learning.	82.2%	82.3%	76.9%	79.6%	84.5%	86.7%	-4.5%	8.4%	7.4%	7.1%	5.5%	4.6%	4.7%	3.7%
Troy University has a good reputation in my community.	82.0%	85.6%	72.6%	76.9%	86.4%	81.1%	0.9%	9.7%	6.8%	6.4%	6.4%	4.1%	6.3%	3.4%
I am receiving a quality education at Troy University.	81.3%	85.3%	79.0%	81.4%	88.2%	85.3%	-4.0%	8.1%	6.1%	5.3%	5.9%	5.0%	6.3%	1.8%
The bill that I received from the University was easily understood.	79.5%	77.9%	N/A	N/A	N/A	N/A	1.6%	11.9%	9.1%	N/A	N/A	N/A	N/A	2.8%
The printed Schedule of Classes is informative and easy to follow.	79.4%	85.1%	72.6%	75.2%	82.0%	83.8%	-4.4%	10.8%	6.9%	6.4%	5.5%	4.8%	4.7%	6.1%
I feel that the campus is a safe and secure environment	78.6%	N/A	N/A	N/A	N/A	N/A	NA	9.8%	N/A	N/A	N/A	N/A	N/A	NA
I would recommend TROY to a friend...	77.5%	86.4%	76.2%	79.8%	88.5%	80.5%	-3.0%	13.9%	8.6%	10.3%	7.6%	5.0%	6.8%	7.1%
Classes are offered at convenient times.	77.2%	79.7%	74.7%	70.4%	84.5%	81.3%	-4.1%	15.3%	9.7%	7.8%	11.2%	7.3%	8.7%	6.6%
TROY personnel are knowledgeable and helpful.	76.5%	82.1%	75.4%	74.6%	83.6%	72.5%	4.0%	16.0%	11.0%	13.2%	11.2%	5.6%	12.5%	3.5%
Sufficient financial aid options are available.	75.9%	74.6%	63.3%	68.4%	76.2%	73.4%	2.5%	13.1%	12.4%	13.5%	7.8%	7.8%	10.8%	2.3%
The online Schedule of Classes is informative and easy to follow.	75.4%	79.9%	64.8%	66.9%	78.1%	75.5%	-0.1%	12.8%	8.8%	9.3%	7.4%	6.9%	10.0%	2.8%
The University offers a variety of majors at my location.	75.4%	75.2%	64.8%	65.6%	70.8%	69.7%	5.7%	12.1%	12.2%	11.7%	11.6%	11.4%	14.5%	-2.4%
The tuition payment plan is beneficial for students.	75.3%	79.0%	63.3%	69.8%	78.2%	77.7%	-2.4%	10.3%	6.1%	8.9%	5.1%	6.3%	6.0%	4.3%
Class drop/add procedures are appropriate.	74.7%	80.1%	54.8%	60.8%	73.4%	67.2%	7.5%	9.7%	7.5%	7.5%	5.9%	4.8%	8.0%	1.7%
The classes I attend are well organized and well taught.	74.2%	80.3%	75.4%	72.4%	80.6%	81.0%	-6.8%	13.4%	9.6%	8.5%	10.1%	6.7%	9.2%	4.2%
I feel I can talk to faculty about my academic concerns.	73.9%	79.2%	73.7%	77.2%	82.0%	76.1%	-2.2%	11.8%	9.7%	10.0%	8.3%	5.7%	8.4%	3.4%
Faculty care about students as individuals.	73.7%	79.0%	73.0%	76.8%	83.1%	74.5%	-0.8%	14.1%	8.8%	10.3%	7.7%	5.2%	8.3%	5.8%
On-campus bookstore hours are convenient for students.	73.1%	73.3%	43.8%	55.0%	67.0%	66.7%	6.4%	10.0%	8.4%	6.4%	3.9%	7.4%	10.4%	-0.4%
Reg. dates, times, and procedures were made clear to me.	69.7%	80.2%	69.0%	71.3%	78.2%	N/A	-8.5%	19.9%	11.3%	18.5%	13.6%	11.1%	N/A	8.8%
Academic advising is adequate.	68.8%	74.8%	63.7%	70.4%	72.5%	67.4%	1.4%	16.8%	12.2%	16.0%	12.5%	9.7%	13.0%	3.8%
Class information provided prior to enrollment was helpful.	68.2%	73.3%	61.2%	66.4%	76.6%	N/A	-8.4%	19.9%	12.5%	21.0%	11.6%	9.3%	N/A	10.6%
Purchasing textbooks through Virtual BookStore is convenient.	66.1%	67.8%	48.4%	43.4%	60.4%	54.1%	12.0%	10.9%	12.1%	8.5%	10.7%	8.4%	9.9%	1.0%
The on-site registration process is user-friendly.	65.9%	75.9%	58.0%	58.4%	71.7%	65.7%	0.2%	17.0%	9.9%	7.8%	9.6%	8.0%	14.3%	2.7%
Student organizations are available for my participation.	64.8%	61.6%	38.1%	43.2%	56.2%	59.3%	5.5%	13.6%	9.8%	8.2%	6.3%	8.0%	8.1%	5.5%
The online registration process is user-friendly.	64.0%	74.0%	56.2%	57.4%	70.3%	61.4%	2.6%	20.6%	11.3%	10.0%	7.3%	7.1%	13.9%	6.7%
Tutorial services are sufficient.	62.3%	63.8%	36.3%	44.1%	57.2%	56.0%	6.3%	9.9%	8.9%	6.0%	4.4%	7.6%	4.6%	5.3%
Student recreational opportunities and facilities have met my expectations	56.6%	N/A	N/A	N/A	N/A	N/A	NA	11.5%	N/A	N/A	N/A	N/A	N/A	NA
Students seldom get the “run around” when seeking information.	56.3%	63.9%	50.5%	52.0%	63.4%	53.6%	2.7%	31.3%	21.3%	31.3%	21.5%	17.9%	29.5%	1.8%
Campus housing met my expectations upon arriving to campus.	40.9%	39.6%	N/A	N/A	N/A	N/A	1.3%	19.3%	16.5%	N/A	N/A	N/A	N/A	2.8%

Troy University Fall 2010 New Student Survey

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

Ranked by Agreement Total respondents = 34

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
Student organizations are available for my participation.	1	6	13	14	9	92.9%	3.6%	3.6%	28
Sufficient financial aid options are available.	2	12	20	17	17	90.3%	9.7%	0.0%	31
The printed Schedule of Classes is informative and easy to follow.	3	9	10	9	7	90.0%	10.0%	0.0%	30
I feel that the campus is a safe and secure environment	4					90.0%	6.7%	3.3%	30
Student recreational opportunities and facilities have met my expectations	5					88.9%	7.4%	3.7%	27
Faculty care about students as individuals.	6	7	6	2	4	88.2%	2.9%	8.8%	34
The University offers a variety of majors at my location.	7	1	8	5	2	87.9%	9.1%	3.0%	33
The semester/term format at my location accommodates my learning.	8	3	7	4	1	87.1%	12.9%	0.0%	31
I am receiving a quality education at Troy University.	9	4	1	1	3	85.3%	8.8%	5.9%	34
Troy University has a good reputation in my community.	10	5	5	7	6	83.3%	13.3%	3.3%	30
Purchasing textbooks through TROY Virtual Book Store is convenient.	11	25	24	25	25	83.3%	12.5%	4.2%	24
The online Schedule of Classes is informative and easy to follow.	12	17	16	12	15	80.6%	12.9%	6.5%	31
On-campus bookstore hours are convenient for students.	13	21	18	21	22	80.6%	12.9%	6.5%	31
I feel I can talk to faculty about my academic concerns.	14	11	11	10	11	79.4%	8.8%	11.8%	34
I would recommend Troy University to a friend who is planning to go to college.	15	8	3	11	10	78.8%	12.1%	9.1%	33
Classes are offered at convenient times.	16	15	2	8	19	78.8%	18.2%	3.0%	33
The tuition payment plan is beneficial for students.	17	14	17	15	21	78.6%	21.4%	0.0%	28
Academic advising is adequate.	18	18	21	22	14	77.4%	6.5%	16.1%	31
TROY personnel are knowledgeable and helpful.	19	2	9	3	12	76.5%	11.8%	11.8%	34
Tutorial services are sufficient.	20	23	22	24	13	75.0%	16.7%	8.3%	24
The online registration process is user-friendly.	21	24	14	18	18	74.2%	19.4%	6.5%	31
The classes I attend are well organized and well taught.	22	13	4	6	5	73.5%	14.7%	11.8%	34
Registration dates, times, and procedures were made clear to me prior to enrollment.	23	10	12	13	8	72.7%	21.2%	6.1%	33
Class drop/add procedures are appropriate.	24	19	23	16	16	71.4%	25.0%	3.6%	28
Class information provided prior to enrollment was helpful.	25	22	15	19	23	70.6%	23.5%	5.9%	34
Campus housing met my expectations upon arriving to campus.	26	26				70.0%	20.0%	10.0%	20
Students seldom get the “run around” when seeking information.	27	27	25	23	24	62.5%	9.4%	28.1%	32
The bill that I received from the University was easily understood.	28	20				61.3%	32.3%	6.5%	31
The on-site registration process is user-friendly.	29	16	19	20	20	60.7%	25.0%	14.3%	28

Troy University Fall 2010 New Student Survey
Appendix 11.1. New Student Perceptions about Troy University - College of Communication & Fine Arts
Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
Student organizations are available for my participation.	92.9%	69.8%	72.3%	65.0%	79.1%	71.4%	21.5%	3.6%	12.2%	8.5%	1.2%	9.3%	4.1%	-0.5%
Sufficient financial aid options are available.	90.3%	73.6%	63.8%	63.9%	72.2%	71.2%	19.1%	0.0%	10.8%	8.5%	2.4%	13.9%	5.8%	-5.8%
The printed Schedule of Classes is informative and easy to follow.	90.0%	80.3%	74.5%	72.3%	80.0%	78.6%	11.4%	0.0%	9.4%	8.5%	1.2%	8.9%	8.9%	-8.9%
I feel that the campus is a safe and secure environment	90.0%	N/A	N/A	N/A	N/A	N/A	NA	3.3%	N/A	N/A	N/A	N/A	N/A	NA
Student recreational opportunities and facilities have met my expectations	88.9%	N/A	N/A	N/A	N/A	N/A	NA	3.7%	N/A	N/A	N/A	N/A	N/A	NA
Faculty care about students as individuals.	88.2%	74.5%	80.9%	80.7%	83.3%	72.7%	15.5%	8.8%	11.3%	8.5%	2.4%	8.3%	10.9%	-2.1%
The University offers a variety of majors at my location.	87.9%	80.7%	80.9%	73.5%	87.2%	74.1%	13.8%	3.0%	6.4%	8.5%	6.0%	6.4%	11.1%	-8.1%
The semester/term format at my location accommodates my learning.	87.1%	79.6%	80.9%	75.9%	87.5%	77.4%	9.7%	0.0%	8.0%	4.3%	0.0%	4.2%	3.8%	-3.8%
I am receiving a quality education at Troy University.	85.3%	87.3%	91.5%	83.2%	84.1%	85.7%	-0.4%	5.9%	6.6%	4.3%	2.4%	6.8%	3.6%	2.3%
Troy University has a good reputation in my community.	83.3%	83.5%	83.0%	73.5%	80.4%	77.8%	5.5%	3.3%	5.5%	4.3%	3.6%	10.9%	9.3%	-6.0%
Purchasing textbooks through Virtual Book Store is convenient.	83.3%	71.6%	44.7%	44.6%	44.8%	36.1%	47.2%	4.2%	10.9%	6.4%	6.0%	13.8%	5.6%	-1.4%
The online Schedule of Classes is informative and easy to follow.	80.6%	74.4%	68.1%	68.7%	72.7%	62.3%	18.3%	6.5%	11.8%	4.3%	7.2%	11.4%	5.7%	0.8%
On-campus bookstore hours are convenient for students.	80.6%	71.1%	68.1%	57.8%	62.8%	60.8%	19.8%	6.5%	10.5%	10.6%	2.4%	18.6%	13.7%	-7.2%
I feel I can talk to faculty about my academic concerns.	79.4%	74.6%	72.3%	72.3%	76.1%	77.2%	2.2%	11.8%	10.5%	12.8%	1.2%	8.7%	10.5%	1.3%
I would recommend TROY to a friend....	78.8%	84.0%	87.2%	71.1%	78.3%	85.7%	-6.9%	9.1%	8.4%	8.5%	1.2%	10.9%	3.6%	5.5%
Classes are offered at convenient times.	78.8%	83.2%	87.2%	73.5%	70.2%	69.6%	9.2%	3.0%	9.5%	4.3%	6.3%	10.6%	8.9%	-5.9%
The tuition payment plan is beneficial for students.	78.6%	78.3%	68.1%	65.0%	65.0%	73.5%	5.1%	0.0%	9.4%	2.1%	2.4%	2.5%	6.1%	-6.1%
Academic advising is adequate.	77.4%	69.2%	57.4%	51.8%	73.3%	60.0%	17.4%	16.1%	14.7%	19.1%	4.8%	8.9%	16.0%	0.1%
TROY personnel are knowledgeable and helpful.	76.5%	81.4%	74.5%	78.4%	74.0%	71.9%	4.6%	11.8%	10.4%	8.5%	2.4%	12.0%	14.0%	-2.2%
Tutorial services are sufficient.	75.0%	65.1%	55.3%	47.0%	73.5%	56.8%	18.2%	8.3%	8.1%	2.1%	1.2%	8.8%	4.5%	3.8%
The online registration process is user-friendly.	74.2%	73.5%	70.2%	63.9%	71.1%	54.7%	19.5%	6.5%	12.2%	12.8%	6.0%	13.2%	13.2%	-6.7%
The classes I attend are well organized and well taught.	73.5%	77.1%	85.1%	73.5%	81.6%	80.7%	-7.2%	11.8%	10.8%	10.6%	4.8%	6.1%	7.0%	4.8%
Reg. dates, times, and procedures were made clear to me .	72.7%	79.5%	72.3%	67.4%	79.2%	N/A	-6.5%	6.1%	13.1%	17.0%	13.3%	14.6%	N/A	-8.5%
Class drop/add procedures are appropriate.	71.4%	72.1%	53.2%	63.9%	72.5%	72.3%	-0.9%	3.6%	10.0%	10.6%	3.6%	7.5%	6.4%	-2.8%
Class information provided prior to enrollment was helpful.	70.6%	68.6%	70.2%	61.5%	60.9%	N/A	9.7%	5.9%	17.9%	17.0%	9.6%	23.9%	N/A	18.0%
Campus housing met my expectations upon arriving to campus.	70.0%	46.6%	N/A	N/A	N/A	N/A	23.4%	10.0%	19.8%	N/A	N/A	N/A	N/A	-9.8%
Students seldom get the “run around” when seeking information.	62.5%	56.4%	42.6%	50.6%	50.0%	37.5%	25.0%	28.1%	23.1%	31.9%	24.0%	37.5%	33.9%	-5.8%
The bill that I received from the University was easily understood.	61.3%	76.6%	N/A	N/A	N/A	N/A	15.3%	6.5%	12.4%	N/A	N/A	N/A	N/A	-5.9%

Troy University Fall 2010 New Student Survey

The on-site registration process is user-friendly.



Troy University Fall 2010 New Student Survey

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

Ranked by Agreement Level Total respondents = 171

Academic programs, services, and administration	Ranking					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
I am receiving a quality education at Troy University.	1	1	1	1	1	86.3%	6.5%	7.1%	168
Troy University has a good reputation in my community.	2	3	6	5	5	83.9%	9.5%	6.5%	168
The semester/term format at my location accommodates my learning.	3	8	3	4	2	83.3%	9.9%	6.8%	162
Classes are offered at convenient times.	4	4	12	3	7	82.7%	11.1%	6.2%	162
The printed Schedule of Classes is informative and easy to follow.	5	7	11	9	4	82.4%	10.1%	7.5%	159
I would recommend TROY to a friend who is planning to go to college.	6	2	2	2	3	80.7%	5.4%	13.9%	166
The tuition payment plan is beneficial for students.	7	10	14	14	16	80.1%	13.0%	6.8%	146
I feel that the campus is a safe and secure environment	8					78.7%	15.0%	6.3%	127
TROY personnel are knowledgeable and helpful.	9	5	4	7	8	78.4%	11.1%	10.5%	171
The University offers a variety of majors at my location.	10	6	8	12	13	78.4%	12.3%	9.3%	162
Faculty care about students as individuals.	11	15	5	6	18	77.6%	12.4%	10.0%	170
The online Schedule of Classes is informative and easy to follow.	12	16	17	15	6	76.7%	12.6%	10.7%	159
The bill that I received from the University was easily understood.	13	12				76.5%	13.7%	9.8%	153
I feel I can talk to faculty about my academic concerns.	14	14	7	10	10	75.9%	13.5%	10.6%	170
Reg. dates, times, and procedures were made clear to me prior to enrollment.	15	9	9	8	11	75.0%	8.9%	16.1%	168
Sufficient financial aid options are available.	16	17	16	11	12	75.0%	14.7%	10.3%	156
The classes I attend are well organized and well taught.	17	11	10	13	9	73.6%	11.0%	15.3%	163
On-campus bookstore hours are convenient for students.	18	21	21	21	20	72.9%	17.9%	9.3%	140
Academic advising is adequate.	19	23	13	17	22	71.4%	11.9%	16.7%	168
Student organizations are available for my participation.	20	22	25	25	24	69.4%	23.9%	6.7%	134
Class drop/add procedures are appropriate.	21	19	20	18	15	69.3%	17.0%	13.7%	153
The online registration process is user-friendly.	22	18	22	19	19	67.1%	16.8%	16.1%	155
Class information provided prior to enrollment was helpful.	23	24	15	16	14	66.9%	16.6%	16.6%	169
Purchasing textbooks through TROY Virtual Book Store is convenient.	24	20	23	23	21	66.4%	23.1%	10.4%	134
The on-site registration process is user-friendly.	25	13	19	20	17	66.2%	18.6%	15.2%	145
Tutorial services are sufficient.	26	25	24	24	23	65.4%	24.4%	10.2%	127
Student recreational opportunities and facilities have met my expectations	27					62.6%	27.3%	10.1%	99
Students seldom get the “run around” when seeking information.	28	26	18	22	25	53.1%	14.8%	32.1%	162
Campus housing met my expectations upon arriving to campus.	29	27				44.0%	40.0%	16.0%	75

Troy University Fall 2010 New Student Survey

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

Trend Fall 2009 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	86.3%	87.3%	87.6%	78.8%	81.4%	87.6%	-1.3%	7.1%	6.6%	3.5%	4.4%	8.2%	6.2%	0.9%
Troy University has a good reputation in my community.	83.9%	83.5%	79.4%	76.9%	78.2%	79.5%	4.4%	6.5%	5.5%	3.5%	4.6%	8.4%	5.9%	0.6%
The semester/term format accommodates my learning.	83.3%	79.6%	81.8%	77.2%	80.6%	82.8%	0.5%	6.8%	8.0%	4.1%	3.0%	7.4%	6.4%	0.4%
Classes are offered at convenient times.	82.7%	83.2%	72.9%	78.3%	77.2%	74.8%	7.9%	6.2%	9.5%	8.2%	5.7%	8.4%	11.6%	-5.4%
The printed Schedule of Classes is informative and easy to follow.	82.4%	80.3%	74.1%	72.9%	78.3%	79.0%	3.4%	7.5%	9.4%	7.6%	6.2%	9.9%	7.9%	-0.4%
I would recommend TROY to a friend...	80.7%	84.0%	85.3%	78.8%	79.7%	84.6%	-3.9%	13.9%	8.4%	5.3%	6.8%	9.8%	8.7%	5.2%
The tuition payment plan is beneficial for students.	80.1%	78.3%	68.2%	68.8%	70.5%	74.3%	5.8%	6.8%	9.4%	7.1%	4.6%	8.1%	7.6%	-0.8%
I feel that the campus is a safe and secure environment	78.7%	N/A	N/A	N/A	N/A	N/A	NA	6.3%	N/A	N/A	N/A	N/A	N/A	NA
TROY personnel are knowledgeable and helpful.	78.4%	81.4%	81.2%	75.6%	75.2%	78.5%	-0.1%	10.5%	10.4%	7.1%	12.0%	10.9%	11.0%	-0.5%
The University offers a variety of majors at my location.	78.4%	80.7%	76.5%	69.3%	71.2%	74.9%	3.5%	9.3%	6.4%	6.5%	8.7%	13.4%	9.0%	0.3%
Faculty care about students as individuals.	77.6%	74.5%	80.0%	76.0%	69.0%	76.4%	1.2%	10.0%	11.3%	5.9%	7.3%	9.6%	7.8%	2.2%
The online Schedule of Classes is informative and easy to follow.	76.7%	74.4%	65.3%	67.3%	77.2%	75.2%	1.5%	10.7%	11.8%	7.1%	7.0%	10.4%	10.3%	0.4%
The bill that I received from the University was easily understood.	76.5%	76.6%	N/A	N/A	N/A	N/A	-0.1%	9.8%	12.4%	N/A	N/A	N/A	N/A	-2.6%
I feel I can talk to faculty about my academic concerns.	75.9%	74.6%	77.1%	70.4%	74.1%	78.0%	-2.1%	10.6%	10.5%	5.3%	9.2%	12.0%	9.4%	1.2%
Reg. dates, times, and procedures were made clear to me.	75.0%	79.5%	75.3%	73.4%	72.8%	N/A	2.2%	16.1%	13.1%	10.6%	10.9%	16.7%	N/A	-0.6%
Sufficient financial aid options are available.	75.0%	73.6%	67.1%	69.8%	71.3%	63.0%	12.0%	10.3%	10.8%	8.8%	7.1%	12.9%	14.1%	-3.8%
The classes I attend are well organized and well taught.	73.6%	77.1%	75.3%	69.1%	74.4%	75.6%	-2.0%	15.3%	10.8%	6.5%	10.3%	11.2%	8.6%	6.7%
On-campus bookstore hours are convenient for students.	72.9%	71.1%	60.0%	54.0%	64.7%	66.0%	6.9%	9.3%	10.5%	4.7%	5.7%	10.7%	9.7%	-0.4%
Academic advising is adequate.	71.4%	69.2%	72.4%	64.2%	62.2%	67.6%	3.8%	16.7%	14.7%	10.6%	11.4%	15.4%	13.3%	3.4%
Student organizations are available for my participation.	69.4%	69.8%	50.0%	46.2%	57.4%	61.1%	8.3%	6.7%	12.2%	4.1%	7.1%	11.2%	9.2%	-2.5%
Class drop/add procedures are appropriate.	69.3%	72.1%	60.6%	62.2%	70.8%	73.4%	-4.1%	13.7%	10.0%	5.3%	6.2%	9.7%	9.5%	4.2%
The online registration process is user-friendly.	67.1%	73.5%	56.5%	60.0%	66.8%	71.6%	-4.5%	16.1%	12.2%	11.2%	11.2%	14.5%	11.3%	4.8%
Class information provided prior to enrollment was helpful.	66.9%	68.6%	68.2%	64.9%	70.8%	N/A	-3.9%	16.6%	17.9%	15.3%	12.5%	14.3%	N/A	2.3%
Purchasing textbooks through Virtual Book Store is convenient.	66.4%	71.6%	54.1%	50.8%	63.3%	59.4%	7.0%	10.4%	10.9%	8.8%	8.4%	11.7%	13.4%	-3.0%
The on-site registration process is user-friendly.	66.2%	76.0%	61.8%	57.9%	70.3%	67.7%	-1.5%	15.2%	12.5%	6.5%	9.0%	10.8%	8.6%	6.6%
Tutorial services are sufficient.	65.4%	65.1%	54.1%	46.5%	60.7%	63.2%	2.2%	10.2%	8.1%	4.7%	3.5%	9.5%	7.3%	2.9%
Student recreational opportunities and facilities have met my expectations	62.6%	N/A	N/A	N/A	N/A	N/A	NA	10.1%	N/A	N/A	N/A	N/A	N/A	NA
Students seldom get the “run around” when seeking information.	53.1%	56.4%	62.4%	53.5%	57.3%	57.0%	-3.9%	32.1%	23.1%	16.5%	22.8%	26.3%	23.6%	8.5%
Campus housing met my expectations upon arriving to campus.	44.0%	46.6%	N/A	N/A	N/A	N/A	-2.6%	16.0%	19.8%	N/A	N/A	N/A	N/A	-3.8%

Troy University Fall 2010 New Student Survey

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

Ranked by Frequency of Agreement Total respondents = 797

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
I am receiving a quality education at Troy University.	1	1	1	1	1	84.9%	8.4%	6.7%	773
The semester/term format at my location accommodates my learning.	2	4	2	3	4	84.0%	10.2%	5.8%	763
I would recommend TROY to a friend who is planning to go to college.	3	2	3	2	2	83.5%	6.5%	10.0%	781
Troy University has a good reputation in my community.	4	3	4	4	3	82.2%	11.1%	6.7%	759
The printed Schedule of Classes is informative and easy to follow.	5	5	13	9	5	81.9%	10.6%	7.5%	717
The University offers a variety of majors at my location.	6	8	10	12	14	81.1%	10.0%	8.9%	761
Classes are offered at convenient times.	7	7	6	6	6	80.1%	10.9%	8.9%	740
TROY personnel are knowledgeable and helpful.	8	6	5	8	9	78.4%	9.2%	12.4%	797
I feel that the campus is a safe and secure environment	9					76.9%	15.0%	8.1%	580
Sufficient financial aid options are available.	10	14	15	17	16	76.4%	13.2%	10.4%	737
Class drop/add procedures are appropriate.	11	15	18	15	11	76.4%	15.7%	7.9%	694
I feel I can talk to faculty about my academic concerns.	12	17	9	13	13	76.4%	13.5%	10.1%	785
The online Schedule of Classes is informative and easy to follow.	13	11	12	11	7	76.3%	14.1%	9.6%	743
The bill that I received from the University was easily understood.	14	16				76.3%	14.2%	9.5%	662
The classes I attend are well organized and well taught.	15	9	8	7	8	75.5%	13.4%	11.1%	766
Reg. dates, times, and procedures were made clear to me prior to enrollment.	16	10	11	5	10	75.3%	9.8%	15.0%	789
Faculty care about students as individuals.	17	12	7	10	15	75.2%	15.8%	9.0%	789
The tuition payment plan is beneficial for students.	18	13	17	16	12	74.9%	16.9%	8.2%	697
On-campus bookstore hours are convenient for students.	19	21	23	21	22	72.1%	18.0%	9.9%	584
The online registration process is user-friendly.	20	20	19	18	19	71.3%	14.3%	14.4%	727
Purchasing textbooks through TROY Virtual Book Store is convenient.	21	22	20	22	21	70.9%	20.0%	9.1%	670
Academic advising is adequate.	22	23	16	19	20	70.1%	13.5%	16.4%	776
Student organizations are available for my participation.	23	24	25	25	24	69.1%	22.0%	8.8%	599
Tutorial services are sufficient.	24	25	24	24	23	68.6%	22.9%	8.6%	595
The on-site registration process is user-friendly.	25	18	21	20	18	68.5%	18.2%	13.3%	653
Class information provided prior to enrollment was helpful.	26	19	14	14	17	68.4%	16.4%	15.1%	786
Student recreational opportunities and facilities have met my expectations	27					63.3%	27.5%	9.2%	466
Students seldom get the “run around” when seeking information.	28	26	22	23	25	56.3%	16.2%	27.5%	765
Campus housing met my expectations upon arriving to campus.	29	27				44.1%	39.8%	16.1%	372

Troy University Fall 2010 New Student Survey

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

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	84.9%	87.6%	84.4%	80.2%	85.8%	85.4%	-0.5%	6.7%	6.2%	4.5%	4.4%	6.0%	5.3%	1.4%
The semester/term format accommodates my learning.	84.0%	83.7%	51.9%	78.7%	82.1%	81.5%	2.5%	5.8%	6.7%	4.7%	4.1%	5.8%	5.4%	0.4%
I would recommend TROY to a friend...	83.5%	86.4%	81.8%	79.4%	84.3%	82.3%	1.2%	10.0%	7.6%	6.8%	5.5%	7.6%	7.4%	2.6%
Troy University has a good reputation in my community.	82.2%	84.3%	78.2%	76.2%	83.4%	80.7%	1.5%	6.7%	6.1%	4.5%	4.4%	5.8%	6.0%	0.7%
The printed Schedule of Classes is informative and easy to follow.	81.9%	81.6%	70.4%	72.9%	81.1%	79.7%	2.2%	7.5%	8.5%	5.9%	5.4%	7.5%	6.7%	0.8%
The University offers a variety of majors at my location.	81.1%	79.9%	74.2%	71.8%	74.6%	74.4%	6.7%	8.9%	9.4%	8.2%	8.2%	9.3%	10.6%	-1.7%
Classes are offered at convenient times.	80.1%	80.0%	77.1%	74.8%	80.5%	78.1%	2.0%	8.9%	9.8%	6.2%	6.8%	8.5%	10.0%	-1.1%
TROY personnel are knowledgeable and helpful.	78.4%	80.4%	77.5%	74.0%	77.1%	75.7%	2.7%	12.4%	10.3%	10.4%	10.2%	9.6%	10.6%	1.8%
I feel that the campus is a safe and secure environment	76.9%	N/A	N/A	N/A	N/A	N/A	NA	8.1%	N/A	N/A	N/A	N/A	N/A	NA
Class drop/add procedures are appropriate.	76.4%	74.5%	63.3%	66.5%	76.0%	72.8%	3.6%	7.9%	8.2%	6.7%	5.6%	7.8%	7.6%	0.3%
I feel I can talk to faculty about my academic concerns.	76.4%	74.2%	75.6%	71.3%	74.9%	75.0%	1.4%	10.1%	10.1%	9.1%	9.1%	11.1%	9.5%	0.6%
Sufficient financial aid options are available.	76.4%	74.9%	66.7%	66.2%	73.2%	70.0%	6.4%	10.4%	10.7%	9.4%	7.0%	10.7%	11.5%	-1.1%
The online Schedule of Classes is informative and easy to follow.	76.3%	77.3%	72.2%	72.7%	78.9%	74.8%	1.5%	9.6%	9.8%	8.2%	6.5%	8.9%	9.0%	0.6%
The bill that I received from the University was easily understood.	76.3%	74.4%	N/A	N/A	N/A	N/A	1.9%	9.5%	11.0%	N/A	N/A	N/A	N/A	-1.5%
The classes I attend are well organized and well taught.	75.5%	79.0%	76.0%	74.0%	77.7%	75.9%	-0.4%	11.1%	9.9%	7.9%	8.4%	9.0%	9.0%	2.1%
Reg. dates, times, and procedures were made clear to me.	75.3%	78.4%	72.9%	75.5%	76.9%	N/A	-1.6%	15.0%	12.4%	12.9%	10.1%	12.4%	N/A	2.6%
Faculty care about students as individuals.	75.2%	77.2%	76.3%	72.8%	74.3%	74.6%	0.6%	9.0%	9.4%	8.5%	7.7%	8.5%	8.0%	1.0%
The tuition payment plan is beneficial for students.	74.9%	75.5%	64.7%	66.3%	75.1%	74.1%	0.8%	8.2%	8.2%	7.1%	5.2%	6.6%	7.2%	1.0%
On-campus bookstore hours are convenient for students.	72.1%	70.7%	48.8%	53.6%	65.5%	67.5%	4.6%	9.9%	9.4%	5.1%	5.2%	10.7%	10.6%	-0.7%
The online registration process is user-friendly.	71.3%	72.1%	62.5%	63.5%	71.2%	67.9%	3.4%	14.4%	12.7%	10.1%	8.6%	11.5%	12.2%	2.2%
Purchasing textbooks through Virtual Book Store is convenient.	70.9%	69.6%	59.8%	52.0%	65.7%	57.3%	13.6%	9.1%	11.8%	7.2%	9.2%	10.9%	10.8%	-1.7%
Academic advising is adequate.	70.1%	69.4%	64.8%	62.8%	68.3%	66.8%	3.3%	16.4%	14.3%	14.9%	13.2%	14.0%	14.6%	1.8%
Student organizations are available for my participation.	69.1%	65.9%	43.9%	46.7%	60.1%	61.5%	7.6%	8.8%	9.8%	5.6%	6.7%	9.9%	9.8%	-1.0%
Tutorial services are sufficient.	68.6%	65.6%	46.2%	47.4%	64.7%	61.3%	7.3%	8.6%	9.4%	5.6%	5.3%	8.4%	7.8%	0.8%
The on-site registration process is user-friendly.	68.5%	72.9%	56.0%	56.3%	71.4%	67.0%	1.5%	13.3%	9.6%	7.1%	7.2%	9.9%	11.2%	2.1%
Class information provided prior to enrollment was helpful.	68.4%	72.5%	69.4%	68.7%	73.1%	N/A	-4.7%	15.1%	12.8%	14.2%	10.9%	12.2%	N/A	2.9%
Student recreational opportunities and facilities have met my expectations	63.3%	N/A	N/A	N/A	N/A	N/A	NA	9.2%	N/A	N/A	N/A	N/A	N/A	NA
Students seldom get the “run around” when seeking information.	56.3%	57.8%	53.3%	51.4%	59.3%	54.2%	2.1%	27.5%	23.6%	24.4%	23.4%	22.6%	25.4%	2.1%
Campus housing met my expectations upon arriving to campus.	44.1%	39.9%	N/A	N/A	N/A	N/A	4.2%	16.1%	17.5%	N/A	N/A	N/A	N/A	-1.4%

Troy University Fall 2010 New Student Survey

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

Ranked by Agreement Level Total respondents = 537

Academic programs, services, and administration	Ranking					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
Classes are offered at convenient times.	1	3	3	4	1	84.6%	7.2%	8.2%	279
The semester/term format at my location accommodates my learning.	2	2	2	3	2	84.3%	7.7%	8.0%	286
I am receiving a quality education at Troy University.	3	1	1	1	3	83.2%	8.2%	8.6%	292
I would recommend TROY to a friend who is planning to go to college.	4	5	4	2	4	80.4%	7.2%	12.4%	291
The bill that I received from the University was easily understood.	5	11				79.8%	12.5%	7.7%	248
The printed Schedule of Classes is informative and easy to follow.	6	6	11	13	10	79.7%	13.9%	6.4%	251
Troy University has a good reputation in my community.	7	8	12	9	6	79.1%	11.1%	9.8%	287
TROY personnel are knowledgeable and helpful.	8	7	5	8	7	77.5%	8.7%	13.8%	298
The online Schedule of Classes is informative and easy to follow.	9	4	10	10	13	77.3%	12.5%	10.3%	273
Faculty care about students as individuals.	10	9	6	5	5	76.4%	11.0%	12.7%	292
Class drop/add procedures are appropriate.	11	13	19	19	15	75.1%	16.9%	8.0%	249
The tuition payment plan is beneficial for students.	12	12	17	16	14	74.7%	18.1%	7.2%	237
I feel I can talk to faculty about my academic concerns.	13	16	9	6	8	74.4%	13.0%	12.6%	293
I feel that the campus is a safe and secure environment	14					74.3%	18.2%	7.5%	187
Reg. dates, times, and procedures were made clear to me prior to enrollment.	15	10	8	7	9	73.3%	9.9%	16.8%	292
Sufficient financial aid options are available.	16	17	18	18	16	73.2%	16.0%	10.8%	250
The classes I attend are well organized and well taught.	17	14	7	12	12	72.9%	12.3%	14.8%	284
The on-site registration process is user-friendly.	18	18	22	21	17	70.6%	16.2%	13.2%	228
The online registration process is user-friendly.	19	19	15	15	19	70.0%	14.4%	15.6%	270
Class information provided prior to enrollment was helpful.	20	15	13	11	11	69.5%	15.1%	15.4%	292
The University offers a variety of majors at my location.	21	21	16	17	20	69.3%	18.6%	12.1%	280
Purchasing textbooks through TROY Virtual Book Store is convenient.	22	22	21	22	22	69.1%	20.6%	10.3%	223
Academic advising is adequate.	23	20	14	14	18	68.3%	15.0%	16.7%	293
Students seldom get the “run around” when seeking information.	24	23	20	20	21	59.9%	12.9%	27.2%	287
On-campus bookstore hours are convenient for students.	25	24	23	23	23	59.0%	28.9%	12.1%	173
Student organizations are available for my participation.	26	26	25	25	25	55.4%	28.2%	16.4%	177
Tutorial services are sufficient.	27	25	24	24	24	52.5%	33.9%	13.6%	177
Student recreational opportunities and facilities have met my expectations	28					39.4%	45.9%	14.7%	109
Campus housing met my expectations upon arriving to campus.	29	27				32.6%	54.7%	12.8%	86

Troy University Fall 2010 New Student Survey

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

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
Classes are offered at convenient times.	84.6%	84.5%	78.2%	77.9%	86.3%	82.2%	2.4%	8.2%	8.6%	7.1%	6.5%	6.6%	8.2%	0.0%
The semester/term format accommodates my learning.	84.3%	84.5%	78.2%	79.4%	86.1%	84.4%	-0.1%	8.0%	7.0%	7.3%	5.9%	5.5%	7.0%	1.0%
I am receiving a quality education at Troy University.	83.2%	85.9%	80.2%	80.9%	86.1%	85.3%	-2.1%	8.6%	6.3%	6.1%	5.8%	5.7%	7.3%	1.3%
I would recommend TROY to a friend.	80.4%	83.4%	78.0%	80.5%	85.1%	84.1%	-3.7%	12.4%	9.3%	9.8%	6.4%	6.7%	8.6%	3.8%
The bill that I received from the University was easily understood.	79.8%	80.8%	N/A	N/A	N/A	N/A	-1.0%	7.7%	9.7%	N/A	N/A	N/A	N/A	-2.0%
The printed Schedule of Classes is informative and easy to follow.	79.7%	83.3%	68.2%	68.3%	79.6%	81.9%	-2.2%	6.4%	5.9%	6.7%	6.2%	7.6%	7.6%	-1.2%
Troy University has a good reputation in my community.	79.1%	82.5%	68.0%	75.2%	81.1%	79.7%	-0.6%	9.8%	6.4%	8.0%	6.2%	5.8%	7.8%	2.0%
TROY personnel are knowledgeable and helpful.	77.5%	83.2%	76.7%	75.6%	80.9%	80.3%	-2.8%	13.8%	8.9%	13.9%	10.5%	7.2%	9.7%	4.1%
The online Schedule of Classes is informative and easy to follow.	77.3%	83.9%	68.8%	74.9%	77.2%	75.0%	2.3%	10.3%	7.7%	8.6%	8.2%	9.1%	11.1%	-0.8%
Faculty care about students as individuals.	76.4%	82.0%	14.7%	77.8%	81.1%	78.4%	-2.0%	12.7%	8.0%	9.8%	6.5%	5.3%	8.5%	4.2%
Class drop/add procedures are appropriate.	75.1%	80.0%	56.1%	62.2%	74.8%	68.7%	6.4%	8.0%	7.8%	8.4%	6.3%	7.6%	10.8%	-2.8%
The tuition payment plan is beneficial for students.	74.7%	80.6%	56.3%	64.3%	76.8%	76.1%	-1.4%	7.2%	7.1%	7.6%	6.6%	6.7%	6.6%	0.6%
I feel I can talk to faculty about my academic concerns.	74.4%	79.1%	72.0%	76.3%	80.6%	79.6%	-5.2%	12.6%	8.7%	12.0%	7.5%	7.4%	7.8%	4.8%
I feel that the campus is a safe and secure environment	74.3%	N/A	N/A	N/A	N/A	N/A	NA	7.5%	N/A	N/A	N/A	N/A	N/A	NA
Reg. dates, times, and procedures were made clear to me.	73.3%	81.9%	73.1%	75.8%	80.3%	N/A	-7.0%	16.8%	11.7%	16.9%	11.0%	11.9%	N/A	4.9%
Sufficient financial aid options are available.	73.2%	78.6%	56.1%	63.3%	73.3%	70.0%	3.2%	10.8%	10.9%	12.9%	8.1%	10.1%	10.1%	0.7%
The classes I attend are well organized and well taught.	72.9%	79.9%	74.1%	72.8%	79.4%	81.3%	-8.4%	14.8%	10.7%	10.4%	9.7%	9.2%	9.6%	5.2%
The on-site registration process is user-friendly.	70.6%	77.3%	50.8%	56.9%	72.1%	68.7%	1.9%	13.2%	11.5%	8.6%	7.7%	9.3%	12.0%	1.2%
The online registration process is user-friendly.	70.0%	74.7%	60.4%	66.0%	71.3%	67.6%	2.4%	15.6%	13.5%	12.9%	9.8%	12.1%	14.2%	1.4%
Class information provided prior to enrollment was helpful.	69.5%	79.4%	64.9%	74.1%	79.4%	N/A	69.5%	15.4%	12.4%	19.2%	11.6%	11.1%	N/A	4.3%
The University offers a variety of majors at my location.	69.3%	73.2%	60.2%	63.9%	71.3%	68.3%	1.0%	12.1%	12.5%	13.3%	13.3%	13.8%	14.5%	-2.4%
Purchasing textbooks through Virtual Book Store is convenient.	69.1%	72.4%	51.8%	51.7%	62.2%	58.7%	10.4%	10.3%	11.0%	11.2%	9.8%	12.8%	14.0%	-3.7%
Academic advising is adequate.	68.3%	74.0%	62.7%	66.2%	71.9%	68.8%	-0.5%	16.7%	12.6%	14.7%	12.7%	10.6%	14.1%	2.6%
Students seldom get the “run around” when seeking information.	59.9%	65.1%	53.9%	57.4%	64.6%	61.8%	-1.9%	27.2%	21.4%	26.3%	22.0%	19.4%	24.5%	2.7%
On-campus bookstore hours are convenient for students.	59.0%	63.9%	27.8%	34.8%	57.8%	50.8%	8.2%	12.1%	12.1%	7.3%	5.4%	9.1%	13.8%	-1.7%
Student organizations are available for my participation.	55.4%	53.9%	24.9%	27.7%	48.2%	42.7%	12.7%	16.4%	14.7%	10.0%	8.8%	14.3%	17.6%	-1.2%
Tutorial services are sufficient.	52.5%	58.8%	27.8%	34.0%	55.4%	51.4%	1.1%	13.6%	9.2%	8.6%	6.9%	9.1%	8.9%	4.7%
Student recreational opportunities and facilities have met my expectations	39.4%	N/A	N/A	N/A	N/A	N/A	NA	14.7%	N/A	N/A	N/A	N/A	N/A	NA
Campus housing met my expectations upon arriving to campus.	32.6%	40.0%	N/A	N/A	N/A	N/A	-7.4%	12.8%	13.7%	N/A	N/A	N/A	N/A	-0.9%

Troy University Fall 2010 New Student Survey

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

Ranked by Agreement Level Total respondents = 344

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2010	2009	2008	2007	2006				
I am receiving a quality education at Troy University.	1	2	1	1	1	86.9%	6.3%	6.9%	335
The semester/term format at my location accommodates my learning.	2	7	3	5	5	85.2%	8.8%	6.1%	330
I would recommend TROY to a friend who is planning to go to college.	3	1	2	2	3	85.1%	4.8%	10.1%	336
The printed Schedule of Classes is informative and easy to follow.	4	8	11	7	4	84.3%	8.3%	7.4%	324
TROY personnel are knowledgeable and helpful.	5	4	7	6	6	82.0%	7.0%	11.0%	344
The University offers a variety of majors at my location.	6	5	10	8	13	81.0%	10.2%	8.7%	332
Troy University has a good reputation in my community.	7	3	4	3	2	80.7%	11.0%	8.3%	337
Classes are offered at convenient times.	8	6	5	4	7	80.2%	10.8%	9.0%	333
Student organizations are available for my participation.	9	19	20	20	23	78.1%	14.0%	7.9%	292
Sufficient financial aid options are available.	10	11	13	13	17	77.6%	13.8%	8.6%	326
I feel I can talk to faculty about my academic concerns.	11	13	8	12	11	77.6%	12.2%	10.1%	335
Faculty care about students as individuals.	12	12	9	9	9	77.4%	14.4%	8.2%	340
Reg. dates, times, and procedures were made clear to me prior to enrollment.	13	9	12	11	12	77.2%	8.3%	14.5%	338
The online Schedule of Classes is informative and easy to follow.	14	15	16	18	10	77.2%	13.8%	9.0%	311
I feel that the campus is a safe and secure environment	15					77.1%	10.9%	12.0%	275
The classes I attend are well organized and well taught.	16	10	6	10	8	76.3%	12.7%	10.9%	338
Class drop/add procedures are appropriate.	17	16	18	19	15	74.8%	16.9%	8.3%	301
The tuition payment plan is beneficial for students.	18	14	17	14	14	74.4%	16.8%	8.9%	316
Academic advising is adequate.	19	22	14	15	18	74.3%	12.4%	13.3%	338
The bill that I received from the University was easily understood.	20	23				74.1%	15.5%	10.4%	297
On-campus bookstore hours are convenient for students.	21	20	19	16	22	73.4%	14.1%	12.5%	297
Student recreational opportunities and facilities have met my expectations	22					71.4%	18.4%	10.2%	245
Tutorial services are sufficient.	23	21	23	23	21	71.2%	19.7%	9.1%	274
The online registration process is user-friendly.	24	17	22	22	19	70.5%	14.1%	15.4%	312
Class information provided prior to enrollment was helpful.	25	24	15	17	16	69.3%	16.5%	14.2%	339
The on-site registration process is user-friendly.	26	18	21	21	20	67.2%	18.5%	14.2%	302
Purchasing textbooks through TROY Virtual Book Store is convenient.	27	25	25	25	24	66.5%	22.3%	11.2%	278
Students seldom get the “run around” when seeking information.	28	26	24	24	25	55.8%	18.5%	25.8%	330
Campus housing met my expectations upon arriving to campus.	29	27				47.5%	32.7%	19.8%	202

Troy University Fall 2010 New Student Survey

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

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	86.9%	88.8%	86.8%	81.3%	87.3%	86.0%	0.9%	6.9%	5.1%	2.9%	3.7%	5.4%	4.3%	2.6%
The semester/term format accommodates my learning.	85.2%	82.6%	84.1%	78.2%	82.9%	80.7%	4.5%	6.1%	6.2%	3.2%	4.2%	5.5%	4.8%	1.3%
I would recommend TROY to a friend...	85.1%	89.2%	85.6%	80.8%	85.2%	83.4%	1.7%	10.1%	5.7%	5.1%	5.0%	7.2%	6.7%	3.4%
The printed Schedule of Classes is informative and easy to follow.	84.3%	82.0%	76.3%	77.0%	83.5%	79.6%	4.7%	7.4%	8.4%	4.9%	6.1%	6.4%	6.3%	1.1%
TROY personnel are knowledgeable and helpful.	82.0%	85.8%	80.0%	77.8%	82.0%	75.9%	6.1%	11.0%	6.6%	7.8%	8.1%	6.3%	9.0%	2.0%
The University offers a variety of majors at my location.	81.0%	84.8%	78.5%	76.5%	78.1%	74.8%	6.2%	8.7%	7.4%	4.9%	8.7%	8.0%	9.3%	-0.6%
Troy University has a good reputation in my community.	80.7%	85.8%	82.0%	79.2%	86.0%	80.4%	0.3%	8.3%	5.8%	3.7%	4.6%	6.1%	6.1%	2.2%
Classes are offered at convenient times.	80.2%	83.8%	80.7%	78.5%	80.3%	77.4%	2.8%	9.0%	7.3%	4.9%	5.4%	8.4%	8.1%	0.9%
Student organizations are available for my participation.	78.1%	75.9%	64.1%	63.5%	68.8%	68.4%	9.7%	7.9%	7.6%	3.9%	6.4%	8.4%	7.7%	0.2%
I feel I can talk to faculty about my academic concerns.	77.6%	78.8%	79.8%	73.8%	78.8%	73.5%	4.1%	10.1%	6.7%	6.8%	6.9%	7.4%	8.6%	1.5%
Sufficient financial aid options are available.	77.6%	80.0%	72.9%	72.5%	75.1%	73.1%	4.5%	8.6%	8.1%	9.3%	6.0%	11.4%	10.4%	-1.8%
Faculty care about students as individuals.	77.4%	78.9%	79.5%	76.4%	79.1%	76.3%	1.1%	8.2%	7.8%	5.4%	6.5%	6.4%	5.7%	2.5%
The online Schedule of Classes is informative and easy to follow.	77.2%	76.5%	70.5%	68.0%	78.9%	75.0%	2.2%	9.0%	9.8%	6.6%	7.2%	7.5%	8.4%	0.6%
Reg. dates, times, and procedures were made clear to me.	77.2%	81.3%	74.9%	74.9%	78.3%	N/A	-1.1%	14.5%	10.6%	11.2%	9.6%	11.1%	N/A	3.4%
I feel that the campus is a safe and secure environment	77.1%	N/A	N/A	N/A	N/A	N/A	NA	12.0%	N/A	N/A	N/A	N/A	N/A	
The classes I attend are well organized and well taught.	76.3%	80.6%	80.5%	75.7%	79.7%	74.4%	1.9%	10.9%	8.2%	5.4%	7.1%	7.4%	9.5%	1.4%
Class drop/add procedures are appropriate.	74.8%	76.3%	65.9%	66.1%	76.2%	73.9%	0.9%	8.3%	7.4%	5.9%	5.1%	7.1%	5.8%	2.5%
The tuition payment plan is beneficial for students.	74.4%	78.1%	68.3%	69.9%	76.2%	73.0%	1.4%	8.9%	8.0%	6.3%	4.9%	7.2%	7.4%	1.5%
Academic advising is adequate.	74.3%	73.2%	71.0%	69.4%	74.2%	66.6%	7.7%	13.3%	10.4%	10.0%	8.2%	9.8%	12.8%	0.5%
The bill that I received from the University was easily understood.	74.1%	72.3%	N/A	N/A	N/A	N/A	1.8%	10.4%	11.3%	N/A	N/A	N/A	N/A	-0.9%
On-campus bookstore hours are convenient for students.	73.4%	75.7%	64.6%	68.5%	69.9%	70.5%	2.9%	12.5%	10.6%	6.1%	5.7%	11.2%	10.0%	2.5%
Student recreational opportunities and facilities have met my expectations	71.4%	N/A	N/A	N/A	N/A	N/A	NA	10.2%	N/A	N/A	N/A	N/A	N/A	NA
Tutorial services are sufficient.	71.2%	73.9%	59.8%	55.6%	69.9%	66.4%	4.8%	9.1%	6.4%	4.4%	5.5%	7.7%	7.4%	1.7%
The online registration process is user-friendly.	70.5%	76.3%	62.7%	61.0%	73.7%	70.5%	0.0%	15.4%	9.8%	7.8%	7.0%	9.6%	9.3%	6.1%
Class information provided prior to enrollment was helpful.	69.3%	71.7%	70.5%	68.4%	75.7%	N/A	-6.4%	14.2%	12.7%	12.9%	8.6%	9.9%	N/A	4.3%
The on-site registration process is user-friendly.	67.2%	76.2%	63.9%	61.1%	72.7%	68.3%	-1.1%	14.2%	6.9%	5.6%	6.4%	8.0%	8.3%	5.9%
Purchasing textbooks through Virtual Book Store is convenient.	66.5%	70.6%	58.3%	48.5%	65.7%	53.9%	12.6%	11.2%	10.2%	6.3%	9.4%	9.1%	11.3%	-0.1%
Students seldom get the “run around” when seeking information.	55.8%	61.4%	54.4%	53.0%	63.9%	53.1%	2.7%	25.8%	17.7%	22.2%	17.8%	18.5%	22.8%	3.0%
Campus housing met my expectations upon arriving to campus.	47.5%	47.9%	N/A	N/A	N/A	N/A	-0.4%	19.8%	22.3%	N/A	N/A	N/A	N/A	-2.5%

Troy University Fall 2010 New Student Survey

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

Ranked by Agreement Level Total respondents = 216

Academic programs, services, and administration	Rankings				Agree*	Neutral	Disagree*	N
	2010	2008	2007	2006				
The semester/term format at my location accommodates my learning.	1	3	3	4	87.0%	5.3%	7.7%	208
I am receiving a quality education at Troy University.	2	1	1	1	85.3%	6.6%	8.1%	211
Classes are offered at convenient times.	3	6	9	5	84.6%	8.0%	7.5%	201
The online Schedule of Classes is informative and easy to follow.	4	9	6	7	83.3%	9.1%	7.6%	198
I would recommend TROY to a friend who is planning to go to college.	5	2	2	2	82.2%	6.1%	11.7%	213
The bill that I received from the University was easily understood.	6				81.3%	10.4%	8.2%	182
The printed Schedule of Classes is informative and easy to follow.	7	13	12	6	80.8%	12.1%	7.1%	182
Troy University has a good reputation in my community.	8	5	5	3	79.4%	11.5%	9.1%	209
Faculty care about students as individuals.	9	8	11	18	78.4%	9.9%	11.7%	213
TROY personnel are knowledgeable and helpful.	10	4	8	12	78.2%	8.3%	13.4%	216
Class drop/add procedures are appropriate.	11	16	15	10	77.7%	14.0%	8.4%	179
The tuition payment plan is beneficial for students.	12	17	16	11	77.7%	15.4%	6.9%	175
The classes I attend are well organized and well taught.	13	7	7	9	77.3%	11.1%	11.6%	207
Sufficient financial aid options are available.	14	15	18	14	77.2%	12.5%	10.3%	184
I feel that the campus is a safe and secure environment	15				76.9%	14.6%	8.5%	130
Reg. dates, times, and procedures were made clear to me prior to enrollment.	16	12	4	8	75.9%	7.1%	17.0%	212
The online registration process is user-friendly.	17	18	17	19	75.3%	11.1%	13.6%	198
I feel I can talk to faculty about my academic concerns.	18	10	10	13	75.0%	13.7%	11.3%	212
The on-site registration process is user-friendly.	19	22	21	17	74.3%	15.0%	10.8%	167
Purchasing textbooks through TROY Virtual Book Store is convenient.	20	20	20	20	74.2%	17.8%	8.0%	163
The University offers a variety of majors at my location.	21	11	14	15	73.9%	14.6%	11.6%	199
Class information provided prior to enrollment was helpful.	22	14	13	16	71.0%	13.1%	15.9%	214
Academic advising is adequate.	23	19	19	21	68.5%	14.6%	16.9%	213
On-campus bookstore hours are convenient for students.	24	23	23	22	61.8%	27.6%	10.6%	123
Students seldom get the “run around” when seeking information.	25	21	22	24	61.5%	11.1%	27.4%	208
Student organizations are available for my participation.	26	25	25	25	61.2%	22.5%	16.3%	129
Tutorial services are sufficient.	27	24	24	23	55.5%	32.0%	12.5%	128
Student recreational opportunities and facilities have met my expectations	28				45.2%	39.7%	15.1%	73
Campus housing met my expectations upon arriving to campus.	29				36.8%	49.1%	14.0%	57

Troy University Fall 2010 New Student Survey

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

Trend Fall 2010 to Fall 2005

Academic programs, services, and administration	Agree							Disagree						
	FA10	FA09	FA08	FA07	FA06	FA05	Diff	FA10	FA09	FA08	FA07	FA06	FA05	Diff
The semester/term format accommodates my learning.	84.4%	85.7%	78.7%	79.4%	82.4%	82.8%	1.6%	4.8%	5.8%	5.9%	3.5%	5.6%	5.7%	-0.9%
I am receiving a quality education at Troy University.	84.3%	87.6%	82.5%	80.6%	85.1%	86.0%	-1.7%	6.3%	6.1%	5.6%	4.2%	6.0%	5.4%	0.9%
Troy University has a good reputation in my community.	84.1%	84.2%	75.5%	75.6%	82.7%	81.7%	2.4%	5.4%	5.5%	5.6%	3.9%	5.4%	5.7%	-0.3%
I would recommend TROY to a friend ...	82.4%	85.5%	79.4%	79.6%	84.3%	82.6%	-0.2%	9.6%	7.9%	7.5%	5.0%	7.3%	7.5%	2.1%
The University offers a variety of majors at my location.	82.2%	77.9%	72.2%	68.6%	72.5%	75.1%	7.1%	9.0%	9.8%	10.7%	9.8%	10.7%	10.5%	-1.5%
Classes are offered at convenient times.	80.3%	79.2%	74.7%	72.3%	80.7%	78.3%	2.0%	8.7%	10.2%	6.8%	7.6%	8.6%	11.5%	-2.8%
The printed Schedule of Classes is informative and easy to follow.	79.4%	82.1%	67.8%	70.6%	80.1%	80.0%	-0.6%	8.2%	7.7%	6.5%	4.5%	7.4%	7.0%	1.2%
Class drop/add procedures are appropriate.	77.8%	73.3%	62.2%	67.1%	76.3%	72.3%	5.5%	7.5%	8.6%	7.0%	5.2%	8.3%	8.6%	-1.1%
The bill that I received from the University was easily understood.	77.1%	76.2%	N/A	N/A	N/A	N/A	0.9%	9.7%	10.6%	N/A	N/A	N/A	N/A	-0.9%
I feel that the campus is a safe and secure environment	76.4%	N/A	N/A	N/A	N/A	N/A	NA	4.8%	N/A	N/A	N/A	N/A	N/A	NA
TROY personnel are knowledgeable and helpful.	76.2%	77.4%	75.7%	72.5%	74.1%	75.8%	0.4%	13.2%	12.6%	12.1%	10.2%	11.5%	11.5%	1.7%
I feel I can talk to faculty about my academic concerns.	76.2%	72.1%	72.2%	71.1%	72.9%	75.8%	0.4%	10.2%	12.0%	10.5%	9.7%	13.6%	10.2%	0.0%
The online Schedule of Classes is informative and easy to follow.	75.8%	78.5%	72.9%	75.3%	79.6%	75.0%	0.8%	10.4%	8.9%	9.4%	5.7%	9.2%	9.2%	1.2%
The tuition payment plan is beneficial for students.	75.4%	74.9%	62.1%	65.7%	74.9%	75.5%	-0.1%	7.1%	6.9%	7.7%	5.1%	6.2%	6.7%	0.4%
Sufficient financial aid options are available.	75.1%	72.9%	63.1%	62.7%	72.9%	68.4%	6.7%	12.5%	12.4%	9.6%	8.1%	10.2%	12.5%	0.0%
The classes I attend are well organized and well taught.	74.8%	78.7%	74.1%	73.6%	76.9%	77.6%	-2.8%	10.7%	10.3%	9.4%	7.8%	9.8%	8.4%	2.3%
Faculty care about students as individuals.	74.7%	77.1%	73.3%	71.1%	71.3%	73.4%	1.3%	9.2%	9.5%	10.7%	7.8%	9.3%	9.2%	0.0%
Purchasing textbooks through Virtual Book Store is convenient.	74.6%	69.2%	60.7%	55.3%	66.6%	60.5%	14.1%	7.9%	12.4%	7.3%	8.4%	12.3%	10.4%	-2.5%
Reg. dates, times, and procedures were made clear to me.	74.5%	77.2%	71.3%	75.8%	77.1%	N/A	-2.6%	14.3%	12.9%	14.0%	10.3%	12.8%	N/A	1.5%
On-campus bookstore hours are convenient for students.	73.3%	69.3%	40.0%	46.9%	62.4%	65.7%	7.6%	5.8%	7.0%	4.7%	4.8%	10.3%	10.9%	-5.1%
The online registration process is user-friendly.	71.7%	69.7%	61.4%	65.0%	70.2%	66.3%	5.4%	13.3%	14.2%	11.5%	8.6%	12.1%	13.8%	-0.5%
Academic advising is adequate.	69.2%	67.2%	61.4%	60.2%	64.8%	67.2%	2.0%	18.0%	15.9%	17.8%	15.8%	16.9%	16.0%	2.0%
Tutorial services are sufficient.	69.0%	60.6%	38.1%	43.6%	60.9%	57.3%	11.7%	8.0%	10.6%	6.3%	5.3%	8.9%	8.2%	-0.2%
The on-site registration process is user-friendly.	68.8%	73.3%	51.6%	54.1%	71.4%	65.9%	2.9%	12.7%	10.4%	8.2%	7.1%	10.6%	13.2%	-0.5%
Class information provided prior to enrollment was helpful.	68.7%	74.2%	67.8%	70.3%	71.8%	N/A	-3.1%	16.2%	11.3%	15.2%	11.3%	13.2%	N/A	3.0%
Student organizations are available for my participation.	62.7%	57.7%	31.6%	38.9%	54.2%	55.9%	6.8%	9.6%	11.2%	7.0%	7.3%	11.4%	11.5%	-1.9%
Student recreational opportunities and facilities have met my expectations	59.4%	N/A	N/A	N/A	N/A	N/A	NA	6.4%	N/A	N/A	N/A	N/A	N/A	NA
Students seldom get the “run around” when seeking information.	57.0%	56.4%	52.6%	51.8%	56.2%	54.8%	2.2%	29.4%	27.4%	24.8%	24.8%	25.0%	27.5%	1.9%
Campus housing met my expectations upon arriving to campus.	42.5%	34.0%	N/A	N/A	N/A	N/A	8.5%	11.1%	10.3%	N/A	N/A	N/A	N/A	0.8%

Troy University Fall 2010 New Student Survey

Appendix 17. 2010 New Student Perceptions about Troy University

Mean Comparison: Male vs. Female

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

* Mean differences were found significant at the significance level = 0.05

Group Statistics

	Gender:	N	Mean	Std. Deviation	Significance
TROY personnel are knowledgeable and helpful.	Male	285	2.91	1.176	.902
	Female	841	3.04	1.158	
Faculty care about students as individuals.	Male	285	2.96	1.135	.936
	Female	836	3.03	1.115	
I feel I can talk to faculty about my academic concerns.	Male	284	3.00	1.190	.669
	Female	836	3.03	1.128	
Academic advising is adequate.	Male	285	2.67	1.296	.017
	Female	833	2.92	1.243	
Sufficient financial aid options are available.	Male	280	3.22	1.295	.088
	Female	836	3.20	1.185	
The tuition payment plan is beneficial for students.	Male	282	3.20	1.240	.776
	Female	835	3.31	1.205	
Class information provided prior to enrollment was helpful.	Male	283	2.77	1.183	.725
	Female	839	2.84	1.205	
Registration dates, times, and procedures were made clear to me prior to enrollment.	Male	283	2.92	1.227	.990
	Female	836	2.96	1.211	
The online registration process is user-friendly.	Male	285	2.91	1.346	.333
	Female	835	3.09	1.270	
The on-site registration process is user-friendly.	Male	284	3.22	1.408	.275

Troy University Fall 2010 New Student Survey

	Female	828	3.25	1.353	
Students seldom get the "run around" when seeking information.	Male	285	2.42	1.446	.721
	Female	834	2.53	1.430	
The online Schedule of Classes is informative and easy to follow.	Male	278	3.04	1.142	.093
	Female	829	3.14	1.139	
The printed Schedule of Classes is informative and easy to follow.	Male	284	3.20	1.147	.783
	Female	832	3.35	1.103	
Class drop/add procedures are appropriate.	Male	283	3.25	1.202	.995
	Female	831	3.27	1.183	
Classes are offered at convenient times.	Male	283	3.13	1.125	.508
	Female	831	3.26	1.116	
The classes I attend are well organized and well taught.	Male	283	2.89	1.222	.154
	Female	827	3.06	1.154	
The University offers a variety of majors at my location.	Male	284	3.09	1.155	.530
	Female	837	3.13	1.141	
Tutorial services are sufficient.	Male	284	3.34	1.383	.817
	Female	826	3.43	1.353	
On-campus bookstore hours are convenient for students.	Male	283	3.48	1.402	.181
	Female	831	3.50	1.325	
Purchasing textbooks through Troy Virtual Book Store is convenient.	Male	282	3.17	1.397	.075
	Female	837	3.36	1.246	
Student organizations are available for my participation.	Male	282	3.40	1.360	.945
	Female	825	3.45	1.365	
The semester/term format at my location accommodates my learning.	Male	283	3.28	1.012	.727
	Female	833	3.27	1.027	

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Troy University has a good reputation in my community.	Male	285	3.13	1.092	.680
	Female	833	3.24	1.079	
I am receiving a quality education at Troy University.	Male	282	3.19	1.118	.124
	Female	831	3.27	1.015	
I would recommend Troy University to a friend who is planning to go to college.	Male	284	3.12	1.217	.759
	Female	835	3.20	1.161	
The bill that I received from the University was easily understood.	Male	275	3.32	1.202	.716
	Female	829	3.34	1.229	
Campus housing met my expectations upon arriving to campus.	Male	279	3.78	1.612	<u>.007</u>
	Female	824	3.90	1.477	
Student recreational opportunities and facilities have met my expectations.	Male	274	3.68	1.492	<u>.014</u>
	Female	829	3.78	1.378	
I feel that the campus is a safe and secure environment.	Male	278	3.58	1.316	.191
	Female	830	3.58	1.254	

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Appendix 18. 2010 New Student Perceptions about Troy University

Mean Comparison: White vs. Black vs. Other Minorities

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

		N	Mean	Std. Deviation	Significance
TROY personnel are knowledgeable and helpful.	Black	436	3.01	1.195	.861
	White	595	3.03	1.138	
	Other	104	2.96	1.174	
	Total	1135	3.01	1.163	
Faculty care about students as individuals.	Black	435	2.98	1.160	.532
	White	593	3.05	1.093	
	Other	102	2.94	1.079	
	Total	1130	3.01	1.118	
I feel I can talk to faculty about my academic concerns.	Black	433	3.02	1.130	.339
	White	593	3.06	1.137	
	Other	103	2.88	1.215	
	Total	1129	3.03	1.142	
Academic advising is adequate.	Black	431	2.94	1.233	.153
	White	594	2.83	1.270	
	Other	102	2.69	1.327	
	Total	1127	2.86	1.263	
Sufficient financial aid options are available.	Black	433	3.17	1.211	.200
	White	590	3.25	1.196	
	Other	102	3.03	1.331	

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	Total	1125	3.20	1.215	
The tuition payment plan is beneficial for students.	Black	432	3.19	1.266	.040
	White	590	3.37	1.165	
	Other	103	3.19	1.253	
	Total	1125	3.28	1.215	
Class information provided prior to enrollment was helpful.	Black	435	2.93	1.193	<u>.060</u>
	White	594	2.75	1.213	
	Other	102	2.76	1.101	
	Total	1131	2.82	1.198	
Registration dates, times, and procedures were made clear to me prior to enrollment.	Black	432	2.96	1.253	.857
	White	594	2.93	1.208	
	Other	102	2.99	1.094	
	Total	1128	2.95	1.215	
The online registration process is user-friendly.	Black	431	3.10	1.260	.165
	White	595	3.02	1.339	
	Other	103	2.83	1.138	
	Total	1129	3.03	1.293	
The on-site registration process is user-friendly.	Black	428	3.27	1.333	.462
	White	590	3.24	1.401	
	Other	103	3.09	1.269	
	Total	1121	3.24	1.363	
Students seldom get the "run around" when seeking information.	Black	430	2.61	1.450	,096
	White	594	2.47	1.418	
	Other	104	2.32	1.436	

Troy University Fall 2010 New Student Survey

	Total	1128	2.51	1.434	
The online Schedule of Classes is informative and easy to follow.	Black	428	3.15	1.172	.298
	White	592	3.11	1.126	
	Other	96	2.95	1.155	
	Total	1116	3.11	1.147	
The printed Schedule of Classes is informative and easy to follow.	Black	431	3.32	1.097	.660
	White	591	3.32	1.137	
	Other	103	3.21	1.152	
	Total	1125	3.31	1.123	
Class drop/add procedures are appropriate.	Black	431	3.23	1.172	.468
	White	589	3.30	1.201	
	Other	102	3.18	1.181	
	Total	1122	3.26	1.188	
Classes are offered at convenient times.	Black	430	3.21	1.096	.144
	White	589	3.27	1.117	
	Other	103	3.04	1.188	
	Total	1122	3.23	1.117	
The classes I attend are well organized and well taught.	Black	427	3.07	1.168	.143
	White	590	3.01	1.160	
	Other	101	2.82	1.252	
	Total	1118	3.02	1.173	
The University offers a variety of majors at my location.	Black	433	3.13	1.139	.013
	White	593	3.16	1.105	
	Other	103	2.81	1.321	
	Total	1129	3.12	1.143	

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Tutorial services are sufficient.	Black	427	3.37	1.320	<u>.028</u>
	White	590	3.49	1.356	
	Other	101	3.11	1.509	
	Total	1118	3.41	1.360	
On-campus bookstore hours are convenient for students.	Black	432	3.46	1.369	.799
	White	588	3.51	1.311	
	Other	102	3.54	1.447	
	Total	1122	3.49	1.345	
Purchasing textbooks through Troy Virtual Book Store is convenient.	Black	433	3.29	1.193	<u>.016</u>
	White	592	3.38	1.329	
	Other	102	2.99	1.418	
	Total	1127	3.31	1.290	
Student organizations are available for my participation.	Black	428	3.40	1.392	<u>.012</u>
	White	585	3.51	1.314	
	Other	102	3.08	1.520	
	Total	1115	3.43	1.368	
The semester/term format at my location accommodates my learning.	Black	431	3.26	1.059	<u>.019</u>
	White	591	3.32	.974	
	Other	102	3.01	1.156	
	Total	1124	3.27	1.028	
Troy University has a good reputation in my community.	Black	433	3.20	1.132	<u>.006</u>
	White	591	3.27	1.019	
	Other	103	2.90	1.201	
	Total	1127	3.21	1.085	
I am receiving a quality education at Troy University.	Black	431	3.28	1.092	.114

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	White	588	3.26	.980	
	Other	103	3.05	1.124	
	Total	1122	3.25	1.039	
I would recommend Troy University to a friend who is planning to go to college.	Black	434	3.21	1.195	.072
	White	591	3.20	1.161	
	Other	103	2.92	1.169	
	Total	1128	3.18	1.177	
The bill that I received from the University was easily understood.	Black	429	3.32	1.262	.601
	White	589	3.35	1.176	
	Other	95	3.22	1.314	
	Total	1113	3.33	1.221	
Campus housing met my expectations upon arriving to campus.	Black	427	3.87	1.486	.624
	White	590	3.89	1.535	
	Other	95	3.73	1.491	
	Total	1112	3.87	1.512	
Student recreational opportunities and facilities have met my expectations.	Black	429	3.73	1.432	.570
	White	589	3.78	1.387	
	Other	94	3.63	1.481	
	Total	1112	3.75	1.412	
I feel that the campus is a safe and secure environment.	Black	430	3.60	1.241	.935
	White	591	3.58	1.289	
	Other	96	3.58	1.245	
	Total	1117	3.59	1.266	

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Appendix 19. 2010 New Student Perceptions about Troy University

Mean Comparison: Traditional vs. Non-Traditional

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

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

Group Statistics

	Age Grouped	N	Mean	Std. Deviation	Significance
TROY personnel are knowledgeable and helpful.	Traditional	364	3.05	1.102	.059
	Non-Traditional	771	2.99	1.190	
Faculty care about students as individuals.	Traditional	362	3.04	1.043	.061
	Non-Traditional	768	3.00	1.152	
I feel I can talk to faculty about my academic concerns.	Traditional	363	3.07	1.064	.048
	Non-Traditional	766	3.01	1.177	
Academic advising is adequate.	Traditional	361	2.89	1.168	.000
	Non-Traditional	766	2.84	1.306	
Sufficient financial aid options are available.	Traditional	360	3.04	1.192	.160
	Non-Traditional	765	3.27	1.219	
The tuition payment plan is beneficial for students.	Traditional	362	3.15	1.139	.009
	Non-Traditional	763	3.35	1.246	
Class information provided prior to enrollment was helpful.	Traditional	360	2.80	1.105	.014
	Non-Traditional	771	2.83	1.239	
Registration dates, times, and procedures were made clear to me prior to enrollment.	Traditional	360	2.91	1.157	.114
	Non-Traditional	768	2.96	1.241	

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The online registration process is user-friendly.	Traditional	361	3.01	1.295	<u>.759</u>
	Non-Traditional	768	3.05	1.292	
The on-site registration process is user-friendly.	Traditional	358	2.99	1.294	<u>.005</u>
	Non-Traditional	763	3.36	1.380	
Students seldom get the “run around” when seeking information.	Traditional	361	2.49	1.373	<u>.032</u>
	Non-Traditional	767	2.52	1.462	
The online Schedule of Classes is informative and easy to follow.	Traditional	353	3.16	1.122	.573
	Non-Traditional	763	3.09	1.158	
The printed Schedule of Classes is informative and easy to follow.	Traditional	362	3.27	1.003	<u>.000</u>
	Non-Traditional	763	3.33	1.175	
Class drop/add procedures are appropriate.	Traditional	363	3.22	1.157	.390
	Non-Traditional	759	3.28	1.202	
Classes are offered at convenient times.	Traditional	362	3.04	1.073	<u>.013</u>
	Non-Traditional	760	3.32	1.127	
The classes I attend are well organized and well taught.	Traditional	361	2.94	1.071	<u>.010</u>
	Non-Traditional	757	3.05	1.217	
The University offers a variety of majors at my location.	Traditional	363	3.12	1.050	<u>.005</u>
	Non-Traditional	766	3.12	1.185	
Tutorial services are sufficient.	Traditional	362	3.29	1.315	<u>.040</u>
	Non-Traditional	756	3.47	1.378	
On-campus bookstore hours are convenient for students.	Traditional	359	3.17	1.183	<u>.000</u>
	Non-Traditional	763	3.64	1.390	
Purchasing textbooks through	Traditional	363	3.37	1.324	.091

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Troy Virtual BookStore is convenient.	Non-Traditional	764	3.28	1.274	
Student organizations are available for my participation.	Traditional	361	3.32	1.146	.000
	Non-Traditional	754	3.48	1.461	
The semester/term format at my location accommodates my learning.	Traditional	360	3.27	.930	.009
	Non-Traditional	764	3.27	1.071	
Troy University has a good reputation in my community.	Traditional	363	3.17	1.032	.080
	Non-Traditional	764	3.23	1.110	
I am receiving a quality education at Troy University.	Traditional	361	3.26	.959	.054
	Non-Traditional	761	3.25	1.076	
I would recommend Troy University to a friend who is planning to go to college.	Traditional	363	3.18	1.123	.374
	Non-Traditional	765	3.17	1.202	
The bill that I received from the University was easily understood.	Traditional	354	3.15	1.199	.326
	Non-Traditional	759	3.42	1.223	
Campus housing met my expectations upon arriving to campus.	Traditional	354	3.39	1.624	.000
	Non-Traditional	758	4.09	1.404	
Student recreational opportunities and facilities have met my expectations.	Traditional	354	3.33	1.311	.002
	Non-Traditional	758	3.95	1.416	
I feel that the campus is a safe and secure environment.	Traditional	355	3.23	1.147	.000
	Non-Traditional	762	3.75	1.286	

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Appendix 20. 2008 New Student Perceptions about Troy University

Mean Comparison: First Choice vs. Other Choices

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

Group Statistics

	Choice	N	Mean	Std. Deviation	Significance
TROY personnel are knowledgeable and helpful.	First Choice	778	3.11	1.124	.006
	Other Choices	357	2.81	1.219	
Faculty care about students as individuals.	First Choice	774	3.11	1.086	.055
	Other Choices	356	2.79	1.155	
I feel I can talk to faculty about my academic concerns.	First Choice	774	3.12	1.111	.049
	Other Choices	355	2.83	1.185	
Academic advising is adequate.	First Choice	771	2.95	1.218	.000
	Other Choices	356	2.65	1.333	
Sufficient financial aid options are available.	First Choice	772	3.28	1.185	.805
	Other Choices	353	3.02	1.261	
The tuition payment plan is beneficial for students.	First Choice	774	3.35	1.209	.864
	Other Choices	351	3.13	1.217	
Class information provided prior to enrollment was helpful.	First Choice	775	2.92	1.185	.079
	Other Choices	356	2.61	1.200	
Registration dates, times, and procedures were made clear to me prior to enrollment.	First Choice	775	3.04	1.180	.005
	Other Choices	353	2.74	1.264	
The online registration process is user-friendly.	First Choice	774	3.14	1.279	.403
	Other Choices	355	2.81	1.297	
The on-site registration process is user-friendly.	First Choice	770	3.30	1.331	.108
	Other Choices	355	2.81	1.297	

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	Other Choices	351	3.11	1.425	
Students seldom get the “run around” when seeking information.	First Choice	773	2.62	1.403	.021
	Other Choices	355	2.27	1.473	
The online Schedule of Classes is informative and easy to follow.	First Choice	768	3.18	1.123	.696
	Other Choices	348	2.95	1.182	
The printed Schedule of Classes is informative and easy to follow.	First Choice	773	3.34	1.116	.964
	Other Choices	352	3.25	1.135	
Class drop/add procedures are appropriate.	First Choice	767	3.32	1.201	.154
	Other Choices	355	3.14	1.150	
Classes are offered at convenient times.	First Choice	769	3.28	1.109	.790
	Other Choices	353	3.10	1.126	
The classes I attend are well organized and well taught.	First Choice	766	3.10	1.163	.489
	Other Choices	352	2.83	1.172	
The University offers a variety of majors at my location.	First Choice	774	3.19	1.116	.697
	Other Choices	355	2.96	1.184	
Tutorial services are sufficient.	First Choice	764	3.49	1.347	.935
	Other Choices	354	3.23	1.373	
On-campus bookstore hours are convenient for students.	First Choice	769	3.55	1.340	.602
	Other Choices	353	3.36	1.350	
Purchasing textbooks through Troy Virtual BookStore is convenient.	First Choice	772	3.35	1.282	.741
	Other Choices	355	3.22	1.305	
Student organizations are available for my participation.	First Choice	763	3.50	1.348	.430
	Other Choices	352	3.28	1.401	
The semester/term format at my location accommodates my learning.	First Choice	772	3.31	1.009	.396
	Other Choices	352	3.18	1.064	

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Troy University has a good reputation in my community.	First Choice	771	3.31	1.043	.868
	Other Choices	356	3.00	1.144	
I am receiving a quality education at Troy University.	First Choice	770	3.33	1.027	.853
	Other Choices	352	3.09	1.048	
I would recommend Troy University to a friend who is planning to go to college.	First Choice	772	3.29	1.123	<u>.029</u>
	Other Choices	356	2.92	1.250	
The bill that I received from the University was easily understood.	First Choice	766	3.38	1.224	.420
	Other Choices	347	3.22	1.209	
Campus housing met my expectations upon arriving to campus.	First Choice	763	3.97	1.469	<u>.000</u>
	Other Choices	349	3.65	1.584	
Student recreational opportunities and facilities have met my expectations.	First Choice	763	3.85	1.384	<u>.036</u>
	Other Choices	349	3.54	1.451	
I feel that the campus is a safe and secure environment.	First Choice	767	3.65	1.253	.399
	Other Choices	350	3.45	1.285	

Frequencies by Campus

Appendix 21. Troy University Fall 2009 New Student Survey Responses – Dothan

Frequency Table

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	13	16.0	16.0	16.0
	Female	68	84.0	84.0	100.0
	Total	81	100.0	100.0	

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	23	28.4	28.4	28.4
	Hispanic	1	1.2	1.2	29.6
	White, non-Hispanic	55	67.9	67.9	97.5
	Race/ethnicity unknown	1	1.2	1.2	98.8
	Multi-racial	1	1.2	1.2	100.0
	Total	81	100.0	100.0	

Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	8	9.9	11.0	11.0
	20-21	11	13.6	15.1	26.0
	21-24	12	14.8	16.4	42.5
	25-29	12	14.8	16.4	58.9

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	30-34	7	8.6	9.6	68.5
	35-39	8	9.9	11.0	79.5
	40-49	8	9.9	11.0	90.4
	50-64	7	8.6	9.6	100.0
	Total	73	90.1	100.0	
Missing	System	8	9.9		
	Total	81	100.0		

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	6	7.4	7.4	7.4
	Dually-enrolled high school student	1	1.2	1.2	8.6
	First-time freshman (an undergraduate student attending coll	20	24.7	24.7	33.3
	First-time graduate (a graduate student enrolled in a gradua	9	11.1	11.1	44.4
	Undergraduate transfer student (an undergraduate student who	40	49.4	49.4	93.8
	Graduate transfer student (a graduate student who transferre	4	4.9	4.9	98.8
	Undergraduate transient student (an undergraduate student at	1	1.2	1.2	100.0
	Total	81	100.0	100.0	

College you are attending:

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	23	28.4	28.8	28.8
	Business	17	21.0	21.3	50.0
	Education	33	40.7	41.3	91.3
	Communication and Fine Arts	1	1.2	1.3	92.5
	Health and Human Services	6	7.4	7.5	100.0
	Total	80	98.8	100.0	
Missing	System	1	1.2		
	Total	81	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	7	8.6	23.3	23.3
	Applied Computer Science	1	1.2	3.3	26.7
	Biology	8	9.9	26.7	53.3
	Biology Education	1	1.2	3.3	56.7
	Chemistry	2	2.5	6.7	63.3
	Criminal Justice	3	3.7	10.0	73.3
	English	1	1.2	3.3	76.7
	English Language Arts Education	1	1.2	3.3	80.0
	Environmental Science	1	1.2	3.3	83.3
	General Education	2	2.5	6.7	90.0
	International Relations	1	1.2	3.3	93.3
	Social Science	2	2.5	6.7	100.0
	Total	30	37.0	100.0	
	Missing	System	51	63.0	
Total		81	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	1.2	5.9	5.9
	Accounting	6	7.4	35.3	41.2
	Economics	1	1.2	5.9	47.1
	Finance	1	1.2	5.9	52.9
	Marketing	1	1.2	5.9	58.8
	Management	2	2.5	11.8	70.6
	Human Resource Management	1	1.2	5.9	76.5
	General Business	4	4.9	23.5	100.0
	Total	17	21.0	100.0	
Missing	System	64	79.0		
	Total	81	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	1.2	100.0	100.0
Missing	System	80	98.8		
	Total	81	100.0		

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Early Childhood Education	3	3.7	8.8	8.8
	Elementary Education	11	13.6	32.4	41.2

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	Secondary Education	5	6.2	14.7	55.9
	Post-Secondary Education	1	1.2	2.9	58.8
	Gifted Education	1	1.2	2.9	61.8
	Collaborative Teacher K – 6	1	1.2	2.9	64.7
	School Counseling	1	1.2	2.9	67.6
	Substance Abuse Counseling	1	1.2	2.9	70.6
	Clinical Mental Counseling	1	1.2	2.9	73.5
	Psychology	9	11.1	26.5	100.0
	Total	34	42.0	100.0	
Missing	System	47	58.0		
	Total	81	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	1.2	12.5	12.5
	Athletic Training	1	1.2	12.5	25.0
	Nursing	3	3.7	37.5	62.5
	Social Work	3	3.7	37.5	100.0
	Total	8	9.9	100.0	
Missing	System	73	90.1		
	Total	81	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	60	74.1	75.0	75.0
	Second choice	16	19.8	20.0	95.0
	Third choice	3	3.7	3.8	98.8

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	Fourth choice	1	1.2	1.3	100.0
	Total	80	98.8	100.0	
Missing	System	1	1.2		
	Total	81	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	59.3	60.0	60.0
	No	32	39.5	40.0	100.0
	Total	80	98.8	100.0	
Missing	System	1	1.2		
	Total	81	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	34	42.0	42.0	42.0
	Yes	47	58.0	58.0	100.0
	Total	81	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	76	93.8	93.8	93.8

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Yes	5	6.2	6.2	100.0
Total	81	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	68	84.0	84.0	84.0
Yes	13	16.0	16.0	100.0
Total	81	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	54	66.7	66.7	66.7
Yes	27	33.3	33.3	100.0
Total	81	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	14	17.3	17.3	17.3
Yes	67	82.7	82.7	100.0
Total	81	100.0	100.0	

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

(select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	46	56.8	56.8	56.8
	Yes	35	43.2	43.2	100.0
	Total	81	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	55	67.9	67.9	67.9
	Yes	26	32.1	32.1	100.0
	Total	81	100.0	100.0	

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

(select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	70	86.4	86.4	86.4
	Yes	11	13.6	13.6	100.0
	Total	81	100.0	100.0	

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	55	67.9	67.9	67.9
	Yes	26	32.1	32.1	100.0

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	55	67.9	67.9	67.9
	Yes	26	32.1	32.1	100.0
	Total	81	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	45	55.6	55.6	55.6
	Yes	36	44.4	44.4	100.0
	Total	81	100.0	100.0	

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

(select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	71	87.7	87.7	87.7
	Yes	10	12.3	12.3	100.0
	Total	81	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	71	87.7	87.7	87.7
	Yes	10	12.3	12.3	100.0

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Diversity of student body**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	71	87.7	87.7	87.7
	Yes	10	12.3	12.3	100.0
	Total	81	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	80	98.8	98.8	98.8
	Yes	1	1.2	1.2	100.0
	Total	81	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Performing arts (band, collegiate singers,
drama, etc.)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	80	98.8	98.8	98.8
	Yes	1	1.2	1.2	100.0
	Total	81	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	79	97.5	97.5	97.5

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Yes	2	2.5	2.5	100.0
Total	81	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	79	97.5	97.5	97.5
Yes	2	2.5	2.5	100.0
Total	81	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	69	85.2	85.2	85.2
Yes	12	14.8	14.8	100.0
Total	81	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	68	84.0	84.0	84.0
Yes	13	16.0	16.0	100.0
Total	81	100.0	100.0	

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

(select as many as apply): : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	65	80.2	80.2	80.2
	Yes	16	19.8	19.8	100.0
	Total	81	100.0	100.0	

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

(select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	78	96.3	96.3	96.3
	Yes	3	3.7	3.7	100.0
	Total	81	100.0	100.0	

TROY personnel are knowledgeable and helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	8.6	8.6	8.6
	2 - Disagree	5	6.2	6.2	14.8
	3 - Neutral	4	4.9	4.9	19.8
	4 - Agree	26	32.1	32.1	51.9
	5 - Strongly Agree	39	48.1	48.1	100.0
	Total	81	100.0	100.0	

Faculty care about students as individuals.

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	1 - Strongly Disagree	6	7.4	7.4	7.4
	2 - Disagree	3	3.7	3.7	11.1
	3 - Neutral	11	13.6	13.6	24.7
	4 - Agree	32	39.5	39.5	64.2
	5 - Strongly Agree	29	35.8	35.8	100.0
	Total	81	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	8.6	8.8	8.8
	2 - Disagree	3	3.7	3.8	12.5
	3 - Neutral	6	7.4	7.5	20.0
	4 - Agree	36	44.4	45.0	65.0
	5 - Strongly Agree	28	34.6	35.0	100.0
	Total	80	98.8	100.0	
Missing	System	1	1.2		
	Total	81	100.0		

Academic advising is adequate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	11.1	11.3	11.3
	2 - Disagree	5	6.2	6.3	17.5
	3 - Neutral	12	14.8	15.0	32.5
	4 - Agree	24	29.6	30.0	62.5
	5 - Strongly Agree	29	35.8	36.3	98.8
	6 - Not Applicable	1	1.2	1.3	100.0
	Total	80	98.8	100.0	

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Missing	System	1	1.2	
	Total	81	100.0	

Sufficient financial aid options are available.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	8.6	8.6	8.6
	2 - Disagree	4	4.9	4.9	13.6
	3 - Neutral	5	6.2	6.2	19.8
	4 - Agree	23	28.4	28.4	48.1
	5 - Strongly Agree	38	46.9	46.9	95.1
	6 - Not Applicable	4	4.9	4.9	100.0
	Total	81	100.0	100.0	

The tuition payment plan is beneficial for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	6	7.4	7.4	7.4
	2 - Disagree	3	3.7	3.7	11.1
	3 - Neutral	9	11.1	11.1	22.2
	4 - Agree	24	29.6	29.6	51.9
	5 - Strongly Agree	30	37.0	37.0	88.9
	6 - Not Applicable	9	11.1	11.1	100.0
	Total	81	100.0	100.0	

Class information provided prior to enrollment was helpful.

	Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	No	72	88.9	88.9	88.9
	Yes	9	11.1	11.1	100.0
	Total	81	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	9.9	9.9	9.9
	2 - Disagree	8	9.9	9.9	19.8
	3 - Neutral	10	12.3	12.3	32.1
	4 - Agree	23	28.4	28.4	60.5
	5 - Strongly Agree	31	38.3	38.3	98.8
	6 - Not Applicable	1	1.2	1.2	100.0
	Total	81	100.0	100.0	

The online registration process is user-friendly.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	9.9	9.9	9.9
	2 - Disagree	5	6.2	6.2	16.0
	3 - Neutral	12	14.8	14.8	30.9
	4 - Agree	16	19.8	19.8	50.6
	5 - Strongly Agree	30	37.0	37.0	87.7
	6 - Not Applicable	10	12.3	12.3	100.0
	Total	81	100.0	100.0	

The on-site registration process is user-friendly.

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	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	8	9.9	9.9	9.9
2 - Disagree	4	4.9	4.9	14.8
3 - Neutral	7	8.6	8.6	23.5
4 - Agree	28	34.6	34.6	58.0
5 - Strongly Agree	32	39.5	39.5	97.5
6 - Not Applicable	2	2.5	2.5	100.0
Total	81	100.0	100.0	

Students seldom get the “run around” when seeking information.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	14	17.3	17.3	17.3
2 - Disagree	9	11.1	11.1	28.4
3 - Neutral	8	9.9	9.9	38.3
4 - Agree	22	27.2	27.2	65.4
5 - Strongly Agree	24	29.6	29.6	95.1
6 - Not Applicable	4	4.9	4.9	100.0
Total	81	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	5	6.2	6.2	6.2
2 - Disagree	3	3.7	3.7	9.9
3 - Neutral	13	16.0	16.0	25.9
4 - Agree	21	25.9	25.9	51.9
5 - Strongly Agree	33	40.7	40.7	92.6

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6 - Not Applicable	6	7.4	7.4	100.0
Total	81	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	5	6.2	6.2	6.2
2 - Disagree	5	6.2	6.2	12.3
3 - Neutral	2	2.5	2.5	14.8
4 - Agree	30	37.0	37.0	51.9
5 - Strongly Agree	37	45.7	45.7	97.5
6 - Not Applicable	2	2.5	2.5	100.0
Total	81	100.0	100.0	

Class drop/add procedures are appropriate.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	6	7.4	7.5	7.5
2 - Disagree	5	6.2	6.3	13.8
3 - Neutral	9	11.1	11.3	25.0
4 - Agree	22	27.2	27.5	52.5
5 - Strongly Agree	26	32.1	32.5	85.0
6 - Not Applicable	12	14.8	15.0	100.0
Total	80	98.8	100.0	
Missing System	1	1.2		
Total	81	100.0		

Classes are offered at convenient times.

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	11.1	11.4	11.4
	2 - Disagree	8	9.9	10.1	21.5
	3 - Neutral	10	12.3	12.7	34.2
	4 - Agree	17	21.0	21.5	55.7
	5 - Strongly Agree	34	42.0	43.0	98.7
	6 - Not Applicable	1	1.2	1.3	100.0
	Total	79	97.5	100.0	
Missing	System	2	2.5		
	Total	81	100.0		

The classes I attend are well organized and well taught.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	11.1	11.1	11.1
	2 - Disagree	7	8.6	8.6	19.8
	3 - Neutral	12	14.8	14.8	34.6
	4 - Agree	18	22.2	22.2	56.8
	5 - Strongly Agree	34	42.0	42.0	98.8
	6 - Not Applicable	1	1.2	1.2	100.0
	Total	81	100.0	100.0	

The University offers a variety of majors at my location.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	6	7.4	7.4	7.4
	2 - Disagree	4	4.9	4.9	12.3
	3 - Neutral	6	7.4	7.4	19.8

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4 - Agree	30	37.0	37.0	56.8
5 - Strongly Agree	32	39.5	39.5	96.3
6 - Not Applicable	3	3.7	3.7	100.0
Total	81	100.0	100.0	

Tutorial services are sufficient.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	9	11.1	11.1	11.1
2 - Disagree	3	3.7	3.7	14.8
3 - Neutral	10	12.3	12.3	27.2
4 - Agree	20	24.7	24.7	51.9
5 - Strongly Agree	16	19.8	19.8	71.6
6 - Not Applicable	23	28.4	28.4	100.0
Total	81	100.0	100.0	

On-campus bookstore hours are convenient for students.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	7	8.6	8.6	8.6
2 - Disagree	3	3.7	3.7	12.3
3 - Neutral	7	8.6	8.6	21.0
4 - Agree	29	35.8	35.8	56.8
5 - Strongly Agree	29	35.8	35.8	92.6
6 - Not Applicable	6	7.4	7.4	100.0
Total	81	100.0	100.0	

Purchasing textbooks through Troy Virtual BookStore is convenient.

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	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	5	6.2	6.2	6.2
2 - Disagree	2	2.5	2.5	8.6
3 - Neutral	16	19.8	19.8	28.4
4 - Agree	16	19.8	19.8	48.1
5 - Strongly Agree	22	27.2	27.2	75.3
6 - Not Applicable	20	24.7	24.7	100.0
Total	81	100.0	100.0	

Student organizations are available for my participation.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	6	7.4	7.5	7.5
3 - Neutral	15	18.5	18.8	26.3
4 - Agree	20	24.7	25.0	51.3
5 - Strongly Agree	27	33.3	33.8	85.0
6 - Not Applicable	12	14.8	15.0	100.0
Total	80	98.8	100.0	
Missing System	1	1.2		
Total	81	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	5	6.2	6.2	6.2
2 - Disagree	1	1.2	1.2	7.4
3 - Neutral	10	12.3	12.3	19.8
4 - Agree	25	30.9	30.9	50.6

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5 - Strongly Agree	39	48.1	48.1	98.8
6 - Not Applicable	1	1.2	1.2	100.0
Total	81	100.0	100.0	

Troy University has a good reputation in my community.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	6	7.4	7.4	7.4
2 - Disagree	1	1.2	1.2	8.6
3 - Neutral	5	6.2	6.2	14.8
4 - Agree	26	32.1	32.1	46.9
5 - Strongly Agree	42	51.9	51.9	98.8
6 - Not Applicable	1	1.2	1.2	100.0
Total	81	100.0	100.0	

I am receiving a quality education at Troy University.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	6	7.4	7.4	7.4
2 - Disagree	3	3.7	3.7	11.1
3 - Neutral	8	9.9	9.9	21.0
4 - Agree	23	28.4	28.4	49.4
5 - Strongly Agree	41	50.6	50.6	100.0
Total	81	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent

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Valid	1 - Strongly Disagree	6	7.4	7.4	7.4
	2 - Disagree	4	4.9	4.9	12.3
	3 - Neutral	8	9.9	9.9	22.2
	4 - Agree	22	27.2	27.2	49.4
	5 - Strongly Agree	40	49.4	49.4	98.8
	6 - Not Applicable	1	1.2	1.2	100.0
	Total	81	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	6.2	6.2	6.2
	2 - Disagree	3	3.7	3.7	9.9
	3 - Neutral	9	11.1	11.1	21.0
	4 - Agree	22	27.2	27.2	48.1
	5 - Strongly Agree	36	44.4	44.4	92.6
	6 - Not Applicable	6	7.4	7.4	100.0
	Total	81	100.0	100.0	

Campus housing met my expectations upon arriving to campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	4.9	4.9	4.9
	3 - Neutral	16	19.8	19.8	24.7
	4 - Agree	4	4.9	4.9	29.6
	5 - Strongly Agree	9	11.1	11.1	40.7
	6 - Not Applicable	48	59.3	59.3	100.0
	Total	81	100.0	100.0	

Student recreational opportunities and facilities have met my expectations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	4.9	5.0	5.0
	3 - Neutral	13	16.0	16.3	21.3
	4 - Agree	12	14.8	15.0	36.3
	5 - Strongly Agree	20	24.7	25.0	61.3
	6 - Not Applicable	31	38.3	38.8	100.0
	Total	80	98.8	100.0	
Missing	System	1	1.2		
	Total	81	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	8.6	8.6	8.6
	2 - Disagree	1	1.2	1.2	9.9
	3 - Neutral	8	9.9	9.9	19.8
	4 - Agree	22	27.2	27.2	46.9
	5 - Strongly Agree	39	48.1	48.1	95.1
	6 - Not Applicable	4	4.9	4.9	100.0
Total	81	100.0	100.0		

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	10	12.3	12.3	12.3
	Alumni	16	19.8	19.8	32.1
	Billboard	1	1.2	1.2	33.3

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Direct Mail	1	1.2	1.2	34.6
Guidance Counselor	6	7.4	7.4	42.0
Internet	6	7.4	7.4	49.4
Television	1	1.2	1.2	50.6
Word of mouth	40	49.4	49.4	100.0
Total	81	100.0	100.0	

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	13	16.0	16.3	16.3
	Billboard	3	3.7	3.8	20.0
	Direct Mail	13	16.0	16.3	36.3
	Internet	37	45.7	46.3	82.5
	Newspaper	1	1.2	1.3	83.8
	Word of mouth	13	16.0	16.3	100.0
	Total	80	98.8	100.0	
Missing	System	1	1.2		
	Total	81	100.0		

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	1.2	1.3	1.3
	Billboard	3	3.7	3.8	5.0
	Direct Mail	7	8.6	8.8	13.8
	Internet	28	34.6	35.0	48.8
	Newspaper	1	1.2	1.3	50.0
	Radio	2	2.5	2.5	52.5

	Television	3	3.7	3.8	56.3
	Word of mouth	35	43.2	43.8	100.0
	Total	80	98.8	100.0	
Missing	System	1	1.2		
	Total	81	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	79	97.5	97.5	97.5
	No	2	2.5	2.5	100.0
	Total	81	100.0	100.0	

Appendix 22. Troy University Fall 2009 New Student Survey Responses – Montgomery

Frequency Table

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	23	18.4	18.5	18.5
	Female	101	80.8	81.5	100.0
	Total	124	99.2	100.0	
Missing	System	1	.8		
	Total	125	100.0		

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	69	55.2	55.6	55.6
	American Indian/Alaska Native	1	.8	.8	56.5
	Asian/Pacific Islander	1	.8	.8	57.3
	Hispanic	1	.8	.8	58.1
	White, non-Hispanic	48	38.4	38.7	96.8
	Multi-racial	4	3.2	3.2	100.0
	Total	124	99.2	100.0	
	Missing	System	1	.8	
	Total	125	100.0		

Age:

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	9	7.2	7.3	7.3
	20-21	5	4.0	4.1	11.4
	21-24	15	12.0	12.2	23.6
	25-29	21	16.8	17.1	40.7
	30-34	17	13.6	13.8	54.5
	35-39	17	13.6	13.8	68.3
	40-49	24	19.2	19.5	87.8
	50-64	15	12.0	12.2	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	12	9.6	9.9	9.9
	First-time freshman (an undergraduate student attending coll	37	29.6	30.6	40.5
	First-time graduate (a graduate student enrolled in a gradua	28	22.4	23.1	63.6
	Undergraduate transfer student (an undergraduate student who	33	26.4	27.3	90.9
	Graduate transfer student (a graduate student who transferre	8	6.4	6.6	97.5
	Undergraduate transient student (an undergraduate student at	1	.8	.8	98.3

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	Graduate transient student (a graduate student attending TRO	2	1.6	1.7	100.0
	Total	121	96.8	100.0	
Missing	System	4	3.2		
	Total	125	100.0		

College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	27	21.6	22.5	22.5
	Business	39	31.2	32.5	55.0
	Education	26	20.8	21.7	76.7
	Communication and Fine Arts	1	.8	.8	77.5
	Health and Human Services	27	21.6	22.5	100.0
	Total	120	96.0	100.0	
Missing	System	5	4.0		
	Total	125	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	6	4.8	17.6	17.6
	Computer Science	10	8.0	29.4	47.1
	Criminal Justice	2	1.6	5.9	52.9
	English	4	3.2	11.8	64.7
	General Education	3	2.4	8.8	73.5
	History	2	1.6	5.9	79.4
	History Education	1	.8	2.9	82.4

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	Political Science	1	.8	2.9	85.3
	Social Science	1	.8	2.9	88.2
	Sociology	4	3.2	11.8	100.0
	Total	34	27.2	100.0	
Missing	System	91	72.8		
	Total	125	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.8	2.6	2.6
	Associate of Science in Business	5	4.0	13.2	15.8
	Accounting	7	5.6	18.4	34.2
	Finance	1	.8	2.6	36.8
	Management	6	4.8	15.8	52.6
	Human Resource Management	2	1.6	5.3	57.9
	General Business	10	8.0	26.3	84.2
	Master of Business Administration	6	4.8	15.8	100.0
	Total	38	30.4	100.0	
Missing	System	87	69.6		
	Total	125	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Art	2	1.6	40.0	40.0
	Art Education	1	.8	20.0	60.0

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	Design, Technology, and Industry	2	1.6	40.0	100.0
	Total	5	4.0	100.0	
Missing	System	120	96.0		
	Total	125	100.0		

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Early Childhood Education	1	.8	3.4	3.4
	Secondary Education	1	.8	3.4	6.9
	Post-Secondary Education	1	.8	3.4	10.3
	Adult Education	1	.8	3.4	13.8
	Rehabilitation Counseling	1	.8	3.4	17.2
	Substance Abuse Counseling	3	2.4	10.3	27.6
	Clinical Mental Counseling	8	6.4	27.6	55.2
	Community Counseling	1	.8	3.4	58.6
	Psychology	12	9.6	41.4	100.0
	Total	29	23.2	100.0	
Missing	System	96	76.8		
	Total	125	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Human Services	1	.8	2.9	2.9
	Rehabilitation	1	.8	2.9	5.7
	Nursing	28	22.4	80.0	85.7
	Social Work	5	4.0	14.3	100.0
	Total	35	28.0	100.0	

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Missing	System	90	72.0	
	Total	125	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	82	65.6	66.1	66.1
	Second choice	36	28.8	29.0	95.2
	Third choice	4	3.2	3.2	98.4
	Fourth choice	2	1.6	1.6	100.0
	Total	124	99.2	100.0	
Missing	System	1	.8		
	Total	125	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	58	46.4	46.8	46.8
	No	66	52.8	53.2	100.0
	Total	124	99.2	100.0	
Missing	System	1	.8		
	Total	125	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	77	61.6	61.6	61.6

Yes	48	38.4	38.4	100.0
Total	125	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	120	96.0	96.0	96.0
Yes	5	4.0	4.0	100.0
Total	125	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	116	92.8	92.8	92.8
Yes	9	7.2	7.2	100.0
Total	125	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	107	85.6	85.6	85.6
Yes	18	14.4	14.4	100.0
Total	125	100.0	100.0	

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

(select as many as apply): : Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	100	80.0	80.0	80.0
	Yes	25	20.0	20.0	100.0
	Total	125	100.0	100.0	

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

(select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	38	30.4	30.4	30.4
	Yes	87	69.6	69.6	100.0
	Total	125	100.0	100.0	

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

(select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	58	46.4	46.4	46.4
	Yes	67	53.6	53.6	100.0
	Total	125	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	86	68.8	68.8	68.8
	Yes	39	31.2	31.2	100.0

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	86	68.8	68.8	68.8
	Yes	39	31.2	31.2	100.0
	Total	125	100.0	100.0	

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

(select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	93	74.4	74.4	74.4
	Yes	32	25.6	25.6	100.0
	Total	125	100.0	100.0	

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	86	68.8	68.8	68.8
	Yes	39	31.2	31.2	100.0
	Total	125	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	37	29.6	29.6	29.6
	Yes	88	70.4	70.4	100.0

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	37	29.6	29.6	29.6
	Yes	88	70.4	70.4	100.0
	Total	125	100.0	100.0	

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

(select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	115	92.0	92.0	92.0
	Yes	10	8.0	8.0	100.0
	Total	125	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	102	81.6	81.6	81.6
	Yes	23	18.4	18.4	100.0
	Total	125	100.0	100.0	

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

(select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	124	99.2	99.2	99.2
	Yes	1	.8	.8	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	124	99.2	99.2	99.2
	Yes	1	.8	.8	100.0
	Total	125	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	125	100.0	100.0	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	125	100.0	100.0	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	120	96.0	96.0	96.0
	Yes	5	4.0	4.0	100.0
	Total	125	100.0	100.0	

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

(select as many as apply) : Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	115	92.0	92.0	92.0
	Yes	10	8.0	8.0	100.0
	Total	125	100.0	100.0	

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

(select as many as apply) : Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	90	72.0	72.0	72.0
	Yes	35	28.0	28.0	100.0
	Total	125	100.0	100.0	

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

(select as many as apply) : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	115	92.0	92.0	92.0
	Yes	10	8.0	8.0	100.0
	Total	125	100.0	100.0	

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

(select as many as apply) : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	115	92.0	92.0	92.0
	Yes	10	8.0	8.0	100.0

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

(select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	115	92.0	92.0	92.0
	Yes	10	8.0	8.0	100.0
	Total	125	100.0	100.0	

TROY personnel are knowledgeable and helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	7.2	7.2	7.2
	2 - Disagree	7	5.6	5.6	12.8
	3 - Neutral	15	12.0	12.0	24.8
	4 - Agree	49	39.2	39.2	64.0
	5 - Strongly Agree	44	35.2	35.2	99.2
	6 - Not Applicable	1	.8	.8	100.0
	Total	125	100.0	100.0	

Faculty care about students as individuals.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	6	4.8	4.8	4.8
	2 - Disagree	8	6.4	6.4	11.2
	3 - Neutral	20	16.0	16.0	27.2
	4 - Agree	44	35.2	35.2	62.4
	5 - Strongly Agree	47	37.6	37.6	100.0
	Total	125	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	4.0	4.1	4.1
	2 - Disagree	7	5.6	5.7	9.8
	3 - Neutral	14	11.2	11.4	21.1
	4 - Agree	45	36.0	36.6	57.7
	5 - Strongly Agree	51	40.8	41.5	99.2
	6 - Not Applicable	1	.8	.8	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

Academic advising is adequate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	4.0	4.0	4.0
	2 - Disagree	13	10.4	10.5	14.5
	3 - Neutral	16	12.8	12.9	27.4
	4 - Agree	38	30.4	30.6	58.1
	5 - Strongly Agree	50	40.0	40.3	98.4
	6 - Not Applicable	2	1.6	1.6	100.0
	Total	124	99.2	100.0	
Missing	System	1	.8		
	Total	125	100.0		

Sufficient financial aid options are available.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	5.6	5.6	5.6

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2 - Disagree	8	6.4	6.4	12.0
3 - Neutral	16	12.8	12.8	24.8
4 - Agree	43	34.4	34.4	59.2
5 - Strongly Agree	43	34.4	34.4	93.6
6 - Not Applicable	8	6.4	6.4	100.0
Total	125	100.0	100.0	

The tuition payment plan is beneficial for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	4.0	4.1	4.1
	2 - Disagree	2	1.6	1.6	5.7
	3 - Neutral	20	16.0	16.4	22.1
	4 - Agree	36	28.8	29.5	51.6
	5 - Strongly Agree	43	34.4	35.2	86.9
	6 - Not Applicable	16	12.8	13.1	100.0
	Total	122	97.6	100.0	
Missing	System	3	2.4		
	Total	125	100.0		

Class information provided prior to enrollment was helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	7.2	7.2	7.2
	2 - Disagree	7	5.6	5.6	12.8
	3 - Neutral	20	16.0	16.0	28.8
	4 - Agree	46	36.8	36.8	65.6
	5 - Strongly Agree	38	30.4	30.4	96.0
	6 - Not Applicable	5	4.0	4.0	100.0

Class information provided prior to enrollment was helpful.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	9	7.2	7.2	7.2
2 - Disagree	7	5.6	5.6	12.8
3 - Neutral	20	16.0	16.0	28.8
4 - Agree	46	36.8	36.8	65.6
5 - Strongly Agree	38	30.4	30.4	96.0
6 - Not Applicable	5	4.0	4.0	100.0
Total	125	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	9	7.2	7.3	7.3
2 - Disagree	13	10.4	10.5	17.7
3 - Neutral	17	13.6	13.7	31.5
4 - Agree	38	30.4	30.6	62.1
5 - Strongly Agree	44	35.2	35.5	97.6
6 - Not Applicable	3	2.4	2.4	100.0
Total	124	99.2	100.0	
Missing System	1	.8		
Total	125	100.0		

The online registration process is user-friendly.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	11	8.8	8.8	8.8
2 - Disagree	8	6.4	6.4	15.2

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3 - Neutral	22	17.6	17.6	32.8
4 - Agree	32	25.6	25.6	58.4
5 - Strongly Agree	37	29.6	29.6	88.0
6 - Not Applicable	15	12.0	12.0	100.0
Total	125	100.0	100.0	

The on-site registration process is user-friendly.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	5.6	5.7	5.7
	2 - Disagree	8	6.4	6.5	12.2
	3 - Neutral	25	20.0	20.3	32.5
	4 - Agree	35	28.0	28.5	61.0
	5 - Strongly Agree	37	29.6	30.1	91.1
	6 - Not Applicable	11	8.8	8.9	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

Students seldom get the “run around” when seeking information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	17	13.6	13.8	13.8
	2 - Disagree	18	14.4	14.6	28.5
	3 - Neutral	16	12.8	13.0	41.5
	4 - Agree	37	29.6	30.1	71.5
	5 - Strongly Agree	28	22.4	22.8	94.3
	6 - Not Applicable	7	5.6	5.7	100.0
	Total	123	98.4	100.0	

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Missing	System	2	1.6	
	Total	125	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	6.4	6.4	6.4
	2 - Disagree	4	3.2	3.2	9.6
	3 - Neutral	22	17.6	17.6	27.2
	4 - Agree	40	32.0	32.0	59.2
	5 - Strongly Agree	38	30.4	30.4	89.6
	6 - Not Applicable	13	10.4	10.4	100.0
	Total	125	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	3.2	3.3	3.3
	2 - Disagree	4	3.2	3.3	6.5
	3 - Neutral	13	10.4	10.6	17.1
	4 - Agree	48	38.4	39.0	56.1
	5 - Strongly Agree	48	38.4	39.0	95.1
	6 - Not Applicable	6	4.8	4.9	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

Class drop/add procedures are appropriate.

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	5.6	5.7	5.7
	2 - Disagree	2	1.6	1.6	7.3
	3 - Neutral	23	18.4	18.7	26.0
	4 - Agree	37	29.6	30.1	56.1
	5 - Strongly Agree	38	30.4	30.9	87.0
	6 - Not Applicable	16	12.8	13.0	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

Classes are offered at convenient times.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	4.0	4.1	4.1
	2 - Disagree	5	4.0	4.1	8.1
	3 - Neutral	15	12.0	12.2	20.3
	4 - Agree	39	31.2	31.7	52.0
	5 - Strongly Agree	50	40.0	40.7	92.7
	6 - Not Applicable	9	7.2	7.3	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

The classes I attend are well organized and well taught.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	5.6	5.7	5.7
	2 - Disagree	10	8.0	8.2	13.9

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	3 - Neutral	23	18.4	18.9	32.8
	4 - Agree	36	28.8	29.5	62.3
	5 - Strongly Agree	41	32.8	33.6	95.9
	6 - Not Applicable	5	4.0	4.1	100.0
	Total	122	97.6	100.0	
Missing	System	3	2.4		
	Total	125	100.0		

The University offers a variety of majors at my location.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	4.0	4.0	4.0
	2 - Disagree	6	4.8	4.8	8.9
	3 - Neutral	21	16.8	16.9	25.8
	4 - Agree	44	35.2	35.5	61.3
	5 - Strongly Agree	43	34.4	34.7	96.0
	6 - Not Applicable	5	4.0	4.0	100.0
	Total	124	99.2	100.0	
Missing	System	1	.8		
	Total	125	100.0		

Tutorial services are sufficient.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	6.4	6.5	6.5
	2 - Disagree	1	.8	.8	7.3
	3 - Neutral	28	22.4	22.8	30.1
	4 - Agree	31	24.8	25.2	55.3
	5 - Strongly Agree	20	16.0	16.3	71.5

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	6 - Not Applicable	35	28.0	28.5	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

On-campus bookstore hours are convenient for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	4.0	4.0	4.0
	2 - Disagree	8	6.4	6.5	10.5
	3 - Neutral	19	15.2	15.3	25.8
	4 - Agree	46	36.8	37.1	62.9
	5 - Strongly Agree	30	24.0	24.2	87.1
	6 - Not Applicable	16	12.8	12.9	100.0
	Total	124	99.2	100.0	
Missing	System	1	.8		
	Total	125	100.0		

Purchasing textbooks through Troy Virtual BookStore is convenient.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	4.0	4.1	4.1
	2 - Disagree	3	2.4	2.5	6.6
	3 - Neutral	29	23.2	23.8	30.3
	4 - Agree	28	22.4	23.0	53.3
	5 - Strongly Agree	30	24.0	24.6	77.9
	6 - Not Applicable	27	21.6	22.1	100.0
	Total	122	97.6	100.0	
Missing	System	3	2.4		
	Total	125	100.0		

Student organizations are available for my participation.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	6	4.8	4.9	4.9
	2 - Disagree	3	2.4	2.5	7.4
	3 - Neutral	25	20.0	20.5	27.9
	4 - Agree	37	29.6	30.3	58.2
	5 - Strongly Agree	24	19.2	19.7	77.9
	6 - Not Applicable	27	21.6	22.1	100.0
	Total	122	97.6	100.0	
Missing	System	3	2.4		
	Total	125	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	6	4.8	4.9	4.9
	2 - Disagree	7	5.6	5.7	10.6
	3 - Neutral	10	8.0	8.1	18.7
	4 - Agree	45	36.0	36.6	55.3
	5 - Strongly Agree	50	40.0	40.7	95.9
	6 - Not Applicable	5	4.0	4.1	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

Troy University has a good reputation in my community.

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	4.0	4.0	4.0
	2 - Disagree	8	6.4	6.5	10.5
	3 - Neutral	7	5.6	5.6	16.1
	4 - Agree	47	37.6	37.9	54.0
	5 - Strongly Agree	48	38.4	38.7	92.7
	6 - Not Applicable	9	7.2	7.3	100.0
	Total	124	99.2	100.0	
Missing	System	1	.8		
	Total	125	100.0		

I am receiving a quality education at Troy University.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	3.2	3.3	3.3
	2 - Disagree	5	4.0	4.1	7.3
	3 - Neutral	19	15.2	15.4	22.8
	4 - Agree	40	32.0	32.5	55.3
	5 - Strongly Agree	51	40.8	41.5	96.7
	6 - Not Applicable	4	3.2	3.3	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	6.4	6.5	6.5
	2 - Disagree	6	4.8	4.8	11.3

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	3 - Neutral	10	8.0	8.1	19.4
	4 - Agree	42	33.6	33.9	53.2
	5 - Strongly Agree	52	41.6	41.9	95.2
	6 - Not Applicable	6	4.8	4.8	100.0
	Total	124	99.2	100.0	
Missing	System	1	.8		
	Total	125	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	5.6	5.7	5.7
	2 - Disagree	5	4.0	4.1	9.8
	3 - Neutral	13	10.4	10.6	20.3
	4 - Agree	43	34.4	35.0	55.3
	5 - Strongly Agree	42	33.6	34.1	89.4
	6 - Not Applicable	13	10.4	10.6	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

Campus housing met my expectations upon arriving to campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	6.4	6.5	6.5
	2 - Disagree	1	.8	.8	7.3
	3 - Neutral	30	24.0	24.4	31.7
	4 - Agree	9	7.2	7.3	39.0
	5 - Strongly Agree	5	4.0	4.1	43.1

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	6 - Not Applicable	70	56.0	56.9	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

Student recreational opportunities and facilities have met my expectations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	4.0	4.1	4.1
	2 - Disagree	2	1.6	1.6	5.7
	3 - Neutral	28	22.4	22.8	28.5
	4 - Agree	23	18.4	18.7	47.2
	5 - Strongly Agree	14	11.2	11.4	58.5
	6 - Not Applicable	51	40.8	41.5	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	4.0	4.1	4.1
	2 - Disagree	6	4.8	4.9	8.9
	3 - Neutral	13	10.4	10.6	19.5
	4 - Agree	39	31.2	31.7	51.2
	5 - Strongly Agree	46	36.8	37.4	88.6
	6 - Not Applicable	14	11.2	11.4	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	12	9.6	9.6	9.6
	Alumni	19	15.2	15.2	24.8
	Guidance Counselor	5	4.0	4.0	28.8
	Internet	14	11.2	11.2	40.0
	Newspaper	2	1.6	1.6	41.6
	Radio	2	1.6	1.6	43.2
	Television	4	3.2	3.2	46.4
	Word of mouth	67	53.6	53.6	100.0
	Total	125	100.0	100.0	

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	28	22.4	22.8	22.8
	Direct Mail	8	6.4	6.5	29.3
	Internet	56	44.8	45.5	74.8
	Word of mouth	31	24.8	25.2	100.0
	Total	123	98.4	100.0	
Missing	System	2	1.6		
	Total	125	100.0		

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	1.6	1.6	1.6

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	Billboard	2	1.6	1.6	3.2
	Direct Mail	7	5.6	5.6	8.9
	Internet	40	32.0	32.3	41.1
	Newspaper	1	.8	.8	41.9
	Radio	5	4.0	4.0	46.0
	Television	13	10.4	10.5	56.5
	Word of mouth	54	43.2	43.5	100.0
	Total	124	99.2	100.0	
Missing	System	1	.8		
	Total	125	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	113	90.4	92.6	92.6
	No	9	7.2	7.4	100.0
	Total	122	97.6	100.0	
Missing	System	3	2.4		
	Total	125	100.0		

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

Frequency Table

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	9	13.0	13.2	13.2
	Female	59	85.5	86.8	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	33	47.8	49.3	49.3
	Hispanic	2	2.9	3.0	52.2
	White, non-Hispanic	31	44.9	46.3	98.5
	Multi-racial	1	1.4	1.5	100.0
	Total	67	97.1	100.0	
Missing	System	2	2.9		
	Total	69	100.0		

Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	3	4.3	4.6	4.6

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	20-21	3	4.3	4.6	9.2
	21-24	5	7.2	7.7	16.9
	25-29	11	15.9	16.9	33.8
	30-34	13	18.8	20.0	53.8
	35-39	11	15.9	16.9	70.8
	40-49	12	17.4	18.5	89.2
	50-64	7	10.1	10.8	100.0
	Total	65	94.2	100.0	
Missing	System	4	5.8		
	Total	69	100.0		

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First-time freshman (an undergraduate student attending coll	12	17.4	17.4	17.4
	First-time graduate (a graduate student enrolled in a gradua	18	26.1	26.1	43.5
	Undergraduate transfer student (an undergraduate student who	31	44.9	44.9	88.4
	Graduate transfer student (a graduate student who transferre	5	7.2	7.2	95.7
	Undergraduate transient student (an undergraduate student at	1	1.4	1.4	97.1
	Graduate transient student (a graduate student attending TRO	2	2.9	2.9	100.0
	Total	69	100.0	100.0	

College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	1	1.4	1.5	1.5
	Business	23	33.3	35.4	36.9
	Education	26	37.7	40.0	76.9
	Health and Human Services	15	21.7	23.1	100.0
	Total	65	94.2	100.0	
Missing	System	4	5.8		
	Total	69	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	10	14.5	55.6	55.6
	Computer Science	1	1.4	5.6	61.1
	Criminal Justice	2	2.9	11.1	72.2
	General Education	3	4.3	16.7	88.9
	Political Science	1	1.4	5.6	94.4
	Social Science	1	1.4	5.6	100.0
	Total	18	26.1	100.0	
Missing	System	51	73.9		
	Total	69	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent

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Valid	Other	1	1.4	4.8	4.8
	Accounting	4	5.8	19.0	23.8
	Finance	1	1.4	4.8	28.6
	Human Resource Management	3	4.3	14.3	42.9
	Information System	3	4.3	14.3	57.1
	General Business	6	8.7	28.6	85.7
	Master of Business Administration	3	4.3	14.3	100.0
	Total	21	30.4	100.0	
Missing	System	48	69.6		
	Total	69	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Broadcast Journalism	1	1.4	50.0	50.0
	Music Education	1	1.4	50.0	100.0
	Total	2	2.9	100.0	
Missing	System	67	97.1		
	Total	69	100.0		

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Early Childhood Education	3	4.3	12.5	12.5
	Elementary Education	10	14.5	41.7	54.2
	School Counseling	3	4.3	12.5	66.7
	Clinical Mental Counseling	6	8.7	25.0	91.7
	Psychology	2	2.9	8.3	100.0

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	Total	24	34.8	100.0
Missing	System	45	65.2	
	Total	69	100.0	

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	1.4	5.9	5.9
	Rehabilitation	2	2.9	11.8	17.6
	Nursing	6	8.7	35.3	52.9
	Social Work	8	11.6	47.1	100.0
	Total	17	24.6	100.0	
Missing	System	52	75.4		
	Total	69	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	49	71.0	72.1	72.1
	Second choice	18	26.1	26.5	98.5
	Fourth choice	1	1.4	1.5	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Yes	34	49.3	49.3	49.3
	No	35	50.7	50.7	100.0
	Total	69	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	31	44.9	44.9	44.9
	Yes	38	55.1	55.1	100.0
	Total	69	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	65	94.2	94.2	94.2
	Yes	4	5.8	5.8	100.0
	Total	69	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	63	91.3	91.3	91.3
	Yes	6	8.7	8.7	100.0
	Total	69	100.0	100.0	

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

(select as many as apply): : Graduates get good jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	62	89.9	89.9	89.9
	Yes	7	10.1	10.1	100.0
	Total	69	100.0	100.0	

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

(select as many as apply): : Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	53	76.8	76.8	76.8
	Yes	16	23.2	23.2	100.0
	Total	69	100.0	100.0	

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

(select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	26	37.7	37.7	37.7
	Yes	43	62.3	62.3	100.0
	Total	69	100.0	100.0	

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

(select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	46	66.7	66.7	66.7
	Yes	23	33.3	33.3	100.0

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

(select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	46	66.7	66.7	66.7
	Yes	23	33.3	33.3	100.0
	Total	69	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	55	79.7	79.7	79.7
	Yes	14	20.3	20.3	100.0
	Total	69	100.0	100.0	

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

(select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	64	92.8	92.8	92.8
	Yes	5	7.2	7.2	100.0
	Total	69	100.0	100.0	

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	50	72.5	72.5	72.5
	Yes	19	27.5	27.5	100.0

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	50	72.5	72.5	72.5
	Yes	19	27.5	27.5	100.0
	Total	69	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	24	34.8	34.8	34.8
	Yes	45	65.2	65.2	100.0
	Total	69	100.0	100.0	

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

(select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	67	97.1	97.1	97.1
	Yes	2	2.9	2.9	100.0
	Total	69	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	58	84.1	84.1	84.1
	Yes	11	15.9	15.9	100.0

Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	58	84.1	84.1	84.1
	Yes	11	15.9	15.9	100.0
	Total	69	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	68	98.6	98.6	98.6
	Yes	1	1.4	1.4	100.0
	Total	69	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	68	98.6	98.6	98.6
	Yes	1	1.4	1.4	100.0
	Total	69	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	68	98.6	98.6	98.6

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Yes	1	1.4	1.4	100.0
Total	69	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	66	95.7	95.7	95.7
Yes	3	4.3	4.3	100.0
Total	69	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	65	94.2	94.2	94.2
Yes	4	5.8	5.8	100.0
Total	69	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	47	68.1	68.1	68.1
Yes	22	31.9	31.9	100.0
Total	69	100.0	100.0	

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

(select as many as apply): : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	65	94.2	94.2	94.2
	Yes	4	5.8	5.8	100.0
	Total	69	100.0	100.0	

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

(select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	61	88.4	88.4	88.4
	Yes	8	11.6	11.6	100.0
	Total	69	100.0	100.0	

TROY personnel are knowledgeable and helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	7.2	7.4	7.4
	2 - Disagree	4	5.8	5.9	13.2
	3 - Neutral	8	11.6	11.8	25.0
	4 - Agree	18	26.1	26.5	51.5
	5 - Strongly Agree	33	47.8	48.5	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

Faculty care about students as individuals.

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	5.8	5.9	5.9
	2 - Disagree	3	4.3	4.4	10.3
	3 - Neutral	7	10.1	10.3	20.6
	4 - Agree	24	34.8	35.3	55.9
	5 - Strongly Agree	28	40.6	41.2	97.1
	6 - Not Applicable	2	2.9	2.9	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	6	8.7	8.8	8.8
	3 - Neutral	10	14.5	14.7	23.5
	4 - Agree	21	30.4	30.9	54.4
	5 - Strongly Agree	30	43.5	44.1	98.5
	6 - Not Applicable	1	1.4	1.5	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

Academic advising is adequate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	7.2	7.6	7.6
	2 - Disagree	5	7.2	7.6	15.2
	3 - Neutral	5	7.2	7.6	22.7

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	4 - Agree	26	37.7	39.4	62.1
	5 - Strongly Agree	25	36.2	37.9	100.0
	Total	66	95.7	100.0	
Missing	System	3	4.3		
	Total	69	100.0		

Sufficient financial aid options are available.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	5.8	6.0	6.0
	2 - Disagree	6	8.7	9.0	14.9
	3 - Neutral	6	8.7	9.0	23.9
	4 - Agree	19	27.5	28.4	52.2
	5 - Strongly Agree	30	43.5	44.8	97.0
	6 - Not Applicable	2	2.9	3.0	100.0
	Total	67	97.1	100.0	
Missing	System	2	2.9		
	Total	69	100.0		

The tuition payment plan is beneficial for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	3	4.3	4.4	4.4
	2 - Disagree	3	4.3	4.4	8.8
	3 - Neutral	8	11.6	11.8	20.6
	4 - Agree	21	30.4	30.9	51.5
	5 - Strongly Agree	27	39.1	39.7	91.2
	6 - Not Applicable	6	8.7	8.8	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		

The tuition payment plan is beneficial for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	3	4.3	4.4	4.4
	2 - Disagree	3	4.3	4.4	8.8
	3 - Neutral	8	11.6	11.8	20.6
	4 - Agree	21	30.4	30.9	51.5
	5 - Strongly Agree	27	39.1	39.7	91.2
	6 - Not Applicable	6	8.7	8.8	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

Class information provided prior to enrollment was helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	5.8	5.9	5.9
	2 - Disagree	12	17.4	17.6	23.5
	3 - Neutral	12	17.4	17.6	41.2
	4 - Agree	24	34.8	35.3	76.5
	5 - Strongly Agree	16	23.2	23.5	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	7.2	7.4	7.4
	2 - Disagree	8	11.6	11.8	19.1

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	3 - Neutral	8	11.6	11.8	30.9
	4 - Agree	26	37.7	38.2	69.1
	5 - Strongly Agree	21	30.4	30.9	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

The online registration process is user-friendly.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	3	4.3	4.4	4.4
	2 - Disagree	4	5.8	5.9	10.3
	3 - Neutral	12	17.4	17.6	27.9
	4 - Agree	19	27.5	27.9	55.9
	5 - Strongly Agree	18	26.1	26.5	82.4
	6 - Not Applicable	12	17.4	17.6	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

The on-site registration process is user-friendly.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	5.8	6.0	6.0
	2 - Disagree	9	13.0	13.4	19.4
	3 - Neutral	7	10.1	10.4	29.9
	4 - Agree	22	31.9	32.8	62.7
	5 - Strongly Agree	20	29.0	29.9	92.5
	6 - Not Applicable	5	7.2	7.5	100.0

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	Total	67	97.1	100.0
Missing	System	2	2.9	
	Total	69	100.0	

Students seldom get the “run around” when seeking information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	13.0	13.2	13.2
	2 - Disagree	10	14.5	14.7	27.9
	3 - Neutral	8	11.6	11.8	39.7
	4 - Agree	22	31.9	32.4	72.1
	5 - Strongly Agree	19	27.5	27.9	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	2	2.9	3.0	3.0
	2 - Disagree	3	4.3	4.5	7.5
	3 - Neutral	9	13.0	13.4	20.9
	4 - Agree	26	37.7	38.8	59.7
	5 - Strongly Agree	21	30.4	31.3	91.0
	6 - Not Applicable	6	8.7	9.0	100.0
	Total	67	97.1	100.0	
Missing	System	2	2.9		
	Total	69	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	3	4.3	4.4	4.4
	2 - Disagree	2	2.9	2.9	7.4
	3 - Neutral	9	13.0	13.2	20.6
	4 - Agree	27	39.1	39.7	60.3
	5 - Strongly Agree	27	39.1	39.7	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

Class drop/add procedures are appropriate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	1	1.4	1.5	1.5
	2 - Disagree	2	2.9	2.9	4.4
	3 - Neutral	10	14.5	14.7	19.1
	4 - Agree	22	31.9	32.4	51.5
	5 - Strongly Agree	22	31.9	32.4	83.8
	6 - Not Applicable	11	15.9	16.2	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

Classes are offered at convenient times.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	3	4.3	4.4	4.4
	2 - Disagree	1	1.4	1.5	5.9

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	3 - Neutral	6	8.7	8.8	14.7
	4 - Agree	29	42.0	42.6	57.4
	5 - Strongly Agree	29	42.0	42.6	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

The classes I attend are well organized and well taught.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	5.8	5.9	5.9
	2 - Disagree	4	5.8	5.9	11.8
	3 - Neutral	7	10.1	10.3	22.1
	4 - Agree	22	31.9	32.4	54.4
	5 - Strongly Agree	30	43.5	44.1	98.5
	6 - Not Applicable	1	1.4	1.5	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

The University offers a variety of majors at my location.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	5.8	5.9	5.9
	2 - Disagree	8	11.6	11.8	17.6
	3 - Neutral	7	10.1	10.3	27.9
	4 - Agree	25	36.2	36.8	64.7
	5 - Strongly Agree	23	33.3	33.8	98.5
	6 - Not Applicable	1	1.4	1.5	100.0

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	Total	68	98.6	100.0
Missing	System	1	1.4	
	Total	69	100.0	

Tutorial services are sufficient.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3 - Neutral	16	23.2	23.9	23.9
	4 - Agree	19	27.5	28.4	52.2
	5 - Strongly Agree	10	14.5	14.9	67.2
	6 - Not Applicable	22	31.9	32.8	100.0
	Total	67	97.1	100.0	
Missing	System	2	2.9		
	Total	69	100.0		

On-campus bookstore hours are convenient for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	2	2.9	3.0	3.0
	2 - Disagree	1	1.4	1.5	4.5
	3 - Neutral	9	13.0	13.4	17.9
	4 - Agree	29	42.0	43.3	61.2
	5 - Strongly Agree	18	26.1	26.9	88.1
	6 - Not Applicable	8	11.6	11.9	100.0
	Total	67	97.1	100.0	
Missing	System	2	2.9		
	Total	69	100.0		

Purchasing textbooks through Troy Virtual BookStore is convenient.

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	3	4.3	4.4	4.4
	2 - Disagree	1	1.4	1.5	5.9
	3 - Neutral	14	20.3	20.6	26.5
	4 - Agree	19	27.5	27.9	54.4
	5 - Strongly Agree	17	24.6	25.0	79.4
	6 - Not Applicable	14	20.3	20.6	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

Student organizations are available for my participation.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	5.8	6.1	6.1
	2 - Disagree	1	1.4	1.5	7.6
	3 - Neutral	15	21.7	22.7	30.3
	4 - Agree	20	29.0	30.3	60.6
	5 - Strongly Agree	15	21.7	22.7	83.3
	6 - Not Applicable	11	15.9	16.7	100.0
	Total	66	95.7	100.0	
Missing	System	3	4.3		
	Total	69	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	3	4.3	4.5	4.5
	2 - Disagree	2	2.9	3.0	7.5

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	3 - Neutral	6	8.7	9.0	16.4
	4 - Agree	27	39.1	40.3	56.7
	5 - Strongly Agree	28	40.6	41.8	98.5
	6 - Not Applicable	1	1.4	1.5	100.0
	Total	67	97.1	100.0	
Missing	System	2	2.9		
	Total	69	100.0		

Troy University has a good reputation in my community.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	5.8	5.9	5.9
	3 - Neutral	5	7.2	7.4	13.2
	4 - Agree	27	39.1	39.7	52.9
	5 - Strongly Agree	31	44.9	45.6	98.5
	6 - Not Applicable	1	1.4	1.5	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

I am receiving a quality education at Troy University.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	5.8	6.0	6.0
	3 - Neutral	8	11.6	11.9	17.9
	4 - Agree	24	34.8	35.8	53.7
	5 - Strongly Agree	29	42.0	43.3	97.0
	6 - Not Applicable	2	2.9	3.0	100.0
	Total	67	97.1	100.0	
Missing	System	2	2.9		

I am receiving a quality education at Troy University.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	5.8	6.0	6.0
	3 - Neutral	8	11.6	11.9	17.9
	4 - Agree	24	34.8	35.8	53.7
	5 - Strongly Agree	29	42.0	43.3	97.0
	6 - Not Applicable	2	2.9	3.0	100.0
	Total	67	97.1	100.0	
Missing	System	2	2.9		
	Total	69	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	4	5.8	5.9	5.9
	2 - Disagree	3	4.3	4.4	10.3
	3 - Neutral	5	7.2	7.4	17.6
	4 - Agree	20	29.0	29.4	47.1
	5 - Strongly Agree	35	50.7	51.5	98.5
	6 - Not Applicable	1	1.4	1.5	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	3	4.3	4.5	4.5
	2 - Disagree	4	5.8	6.1	10.6

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	3 - Neutral	5	7.2	7.6	18.2
	4 - Agree	20	29.0	30.3	48.5
	5 - Strongly Agree	28	40.6	42.4	90.9
	6 - Not Applicable	6	8.7	9.1	100.0
	Total	66	95.7	100.0	
Missing	System	3	4.3		
	Total	69	100.0		

Campus housing met my expectations upon arriving to campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	1	1.4	1.5	1.5
	3 - Neutral	12	17.4	18.2	19.7
	4 - Agree	7	10.1	10.6	30.3
	5 - Strongly Agree	5	7.2	7.6	37.9
	6 - Not Applicable	41	59.4	62.1	100.0
	Total	66	95.7	100.0	
Missing	System	3	4.3		
	Total	69	100.0		

Student recreational opportunities and facilities have met my expectations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	3	4.3	4.5	4.5
	3 - Neutral	15	21.7	22.4	26.9
	4 - Agree	11	15.9	16.4	43.3
	5 - Strongly Agree	11	15.9	16.4	59.7
	6 - Not Applicable	27	39.1	40.3	100.0
	Total	67	97.1	100.0	
Missing	System	2	2.9		

Student recreational opportunities and facilities have met my expectations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	3	4.3	4.5	4.5
	3 - Neutral	15	21.7	22.4	26.9
	4 - Agree	11	15.9	16.4	43.3
	5 - Strongly Agree	11	15.9	16.4	59.7
	6 - Not Applicable	27	39.1	40.3	100.0
	Total	67	97.1	100.0	
Missing	System	2	2.9		
	Total	69	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	5	7.2	7.4	7.4
	2 - Disagree	1	1.4	1.5	8.8
	3 - Neutral	8	11.6	11.8	20.6
	4 - Agree	24	34.8	35.3	55.9
	5 - Strongly Agree	26	37.7	38.2	94.1
	6 - Not Applicable	4	5.8	5.9	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	7	10.1	10.3	10.3
	Alumni	10	14.5	14.7	25.0

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	Billboard	5	7.2	7.4	32.4
	Guidance Counselor	1	1.4	1.5	33.8
	Internet	9	13.0	13.2	47.1
	Radio	1	1.4	1.5	48.5
	Television	4	5.8	5.9	54.4
	Word of mouth	31	44.9	45.6	100.0
	Total	68	98.6	100.0	
Missing	System	1	1.4		
	Total	69	100.0		

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	10	14.5	14.5	14.5
	Billboard	1	1.4	1.4	15.9
	Direct Mail	4	5.8	5.8	21.7
	Internet	36	52.2	52.2	73.9
	Newspaper	1	1.4	1.4	75.4
	Television	2	2.9	2.9	78.3
	Word of mouth	15	21.7	21.7	100.0
	Total	69	100.0	100.0	

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	2	2.9	3.0	3.0
	Direct Mail	2	2.9	3.0	6.1
	Internet	20	29.0	30.3	36.4
	Newspaper	1	1.4	1.5	37.9

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	Television	9	13.0	13.6	51.5
	Word of mouth	32	46.4	48.5	100.0
	Total	66	95.7	100.0	
Missing	System	3	4.3		
	Total	69	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	68	98.6	100.0	100.0
Missing	System	1	1.4		
	Total	69	100.0		

Appendix 24. Troy University Fall 2009 New Student Survey Responses – Troy

Frequency Table

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	72	27.1	27.3	27.3
	Female	192	72.2	72.7	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	58	21.8	22.0	22.0
	Asian/Pacific Islander	18	6.8	6.8	28.8
	Hispanic	3	1.1	1.1	29.9
	White, non-Hispanic	178	66.9	67.4	97.3
	Race/ethnicity unknown	1	.4	.4	97.7
	Multi-racial	6	2.3	2.3	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

Age:

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	158	59.4	62.2	62.2
	20-21	30	11.3	11.8	74.0
	21-24	23	8.6	9.1	83.1
	25-29	14	5.3	5.5	88.6
	30-34	9	3.4	3.5	92.1
	35-39	7	2.6	2.8	94.9
	40-49	8	3.0	3.1	98.0
	50-64	5	1.9	2.0	100.0
	Total	254	95.5	100.0	
Missing	System	12	4.5		
	Total	266	100.0		

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	6	2.3	2.3	2.3
	Dually-enrolled high school student	1	.4	.4	2.7
	First-time freshman (an undergraduate student attending coll	167	62.8	63.3	65.9
	First-time graduate (a graduate student enrolled in a gradua	17	6.4	6.4	72.3
	Undergraduate transfer student (an undergraduate student who	61	22.9	23.1	95.5
	Graduate transfer student (a graduate student who transferre	7	2.6	2.7	98.1

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	Undergraduate transient student (an undergraduate student at	4	1.5	1.5	99.6
	Graduate transient student (a graduate student attending TRO	1	.4	.4	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	81	30.5	31.2	31.2
	Business	46	17.3	17.7	48.8
	Education	55	20.7	21.2	70.0
	Communication and Fine Arts	26	9.8	10.0	80.0
	Health and Human Services	52	19.5	20.0	100.0
	Total	260	97.7	100.0	
Missing	System	6	2.3		
	Total	266	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	19	7.1	20.0	20.0
	Applied Computer Science	1	.4	1.1	21.1
	Computer Science	7	2.6	7.4	28.4
	Biology	18	6.8	18.9	47.4
	Biology Education	1	.4	1.1	48.4

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	Chemistry	3	1.1	3.2	51.6
	Comprehensive General Science	1	.4	1.1	52.6
	Criminal Justice	17	6.4	17.9	70.5
	English	4	1.5	4.2	74.7
	English Language Arts Education	1	.4	1.1	75.8
	Environmental and Biological Science	1	.4	1.1	76.8
	Environmental Science	1	.4	1.1	77.9
	General Education	2	.8	2.1	80.0
	History	3	1.1	3.2	83.2
	History Education	2	.8	2.1	85.3
	International Relations	1	.4	1.1	86.3
	Mathematics	5	1.9	5.3	91.6
	Political Science	5	1.9	5.3	96.8
	Public Administration	1	.4	1.1	97.9
	Social Science	1	.4	1.1	98.9
	Social Science Education	1	.4	1.1	100.0
	Total	95	35.7	100.0	
Missing	System	171	64.3		
	Total	266	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.4	2.2	2.2
	Associate of Science in Business	4	1.5	8.7	10.9
	Accounting	14	5.3	30.4	41.3
	Economics	1	.4	2.2	43.5

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	Marketing	1	.4	2.2	45.7
	Management	2	.8	4.3	50.0
	Human Resource Management	5	1.9	10.9	60.9
	Hospitality and Tourism Management	1	.4	2.2	63.0
	Information System	3	1.1	6.5	69.6
	International Economic Development	1	.4	2.2	71.7
	General Business	7	2.6	15.2	87.0
	International Business	3	1.1	6.5	93.5
	Risk Management and Insurance	1	.4	2.2	95.7
	Master of Business Administration	2	.8	4.3	100.0
	Total	46	17.3	100.0	
Missing	System	220	82.7		
	Total	266	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Art	1	.4	3.6	3.6
	Art Education	1	.4	3.6	7.1
	Communication Arts - Dramatic Arts	1	.4	3.6	10.7
	Communication Arts - Speech Communication	1	.4	3.6	14.3
	Communication Arts - Communication Studies	1	.4	3.6	17.9
	Design, Technology, and Industry	4	1.5	14.3	32.1

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	Journalism	6	2.3	21.4	53.6
	Broadcast Journalism	8	3.0	28.6	82.1
	Music	1	.4	3.6	85.7
	Music Education	3	1.1	10.7	96.4
	Foreign Language	1	.4	3.6	100.0
	Total	28	10.5	100.0	
Missing	System	238	89.5		
	Total	266	100.0		

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	7	2.6	12.5	12.5
	Elementary Education	15	5.6	26.8	39.3
	Secondary Education	8	3.0	14.3	53.6
	Post-Secondary Education	5	1.9	8.9	62.5
	Collaborative Teacher K – 6	3	1.1	5.4	67.9
	Education Administration and Leadership	1	.4	1.8	69.6
	Correction Counseling	1	.4	1.8	71.4
	Psychology	16	6.0	28.6	100.0
	Total	56	21.1	100.0	
Missing	System	210	78.9		
	Total	266	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	.8	3.6	3.6
	Athletic Training	13	4.9	23.6	27.3

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	Human Services	1	.4	1.8	29.1
	Rehabilitation	2	.8	3.6	32.7
	Physical Education	2	.8	3.6	36.4
	Nursing	22	8.3	40.0	76.4
	Social Work	6	2.3	10.9	87.3
	Sport and Fitness Management	7	2.6	12.7	100.0
	Total	55	20.7	100.0	
Missing	System	211	79.3		
	Total	266	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	166	62.4	62.4	62.4
	Second choice	72	27.1	27.1	89.5
	Third choice	20	7.5	7.5	97.0
	Fourth choice	8	3.0	3.0	100.0
	Total	266	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	208	78.2	78.8	78.8
	No	56	21.1	21.2	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	145	54.5	54.5	54.5
	Yes	121	45.5	45.5	100.0
	Total	266	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	216	81.2	81.2	81.2
	Yes	50	18.8	18.8	100.0
	Total	266	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	223	83.8	83.8	83.8
	Yes	43	16.2	16.2	100.0
	Total	266	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	211	79.3	79.3	79.3

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Yes	55	20.7	20.7	100.0
Total	266	100.0	100.0	

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

(select as many as apply): : Size of campus

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	129	48.5	48.5	48.5
Yes	137	51.5	51.5	100.0
Total	266	100.0	100.0	

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

(select as many as apply): : Location

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	82	30.8	30.8	30.8
Yes	184	69.2	69.2	100.0
Total	266	100.0	100.0	

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

(select as many as apply): : Affordability

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	129	48.5	48.5	48.5
Yes	137	51.5	51.5	100.0
Total	266	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	155	58.3	58.3	58.3
	Yes	111	41.7	41.7	100.0
	Total	266	100.0	100.0	

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

(select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	206	77.4	77.4	77.4
	Yes	60	22.6	22.6	100.0
	Total	266	100.0	100.0	

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	186	69.9	69.9	69.9
	Yes	80	30.1	30.1	100.0
	Total	266	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	207	77.8	77.8	77.8
	Yes	59	22.2	22.2	100.0

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	207	77.8	77.8	77.8
	Yes	59	22.2	22.2	100.0
	Total	266	100.0	100.0	

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

(select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	205	77.1	77.1	77.1
	Yes	61	22.9	22.9	100.0
	Total	266	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	217	81.6	81.6	81.6
	Yes	49	18.4	18.4	100.0
	Total	266	100.0	100.0	

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

(select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	234	88.0	88.0	88.0
	Yes	32	12.0	12.0	100.0

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

(select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	234	88.0	88.0	88.0
	Yes	32	12.0	12.0	100.0
	Total	266	100.0	100.0	

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

(select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	231	86.8	86.8	86.8
	Yes	35	13.2	13.2	100.0
	Total	266	100.0	100.0	

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

(select as many as apply): : Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	246	92.5	92.5	92.5
	Yes	20	7.5	7.5	100.0
	Total	266	100.0	100.0	

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

(select as many as apply): : Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	260	97.7	97.7	97.7

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Yes	6	2.3	2.3	100.0
Total	266	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	211	79.3	79.3	79.3
Yes	55	20.7	20.7	100.0
Total	266	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	173	65.0	65.0	65.0
Yes	93	35.0	35.0	100.0
Total	266	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	224	84.2	84.2	84.2
Yes	42	15.8	15.8	100.0
Total	266	100.0	100.0	

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

(select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	248	93.2	93.2	93.2
	Yes	18	6.8	6.8	100.0
	Total	266	100.0	100.0	

TROY personnel are knowledgeable and helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	13	4.9	4.9	4.9
	2 - Disagree	11	4.1	4.1	9.0
	3 - Neutral	25	9.4	9.4	18.4
	4 - Agree	116	43.6	43.6	62.0
	5 - Strongly Agree	100	37.6	37.6	99.6
	6 - Not Applicable	1	.4	.4	100.0
	Total	266	100.0	100.0	

Faculty care about students as individuals.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	10	3.8	3.8	3.8
	2 - Disagree	9	3.4	3.4	7.2
	3 - Neutral	39	14.7	14.8	22.0
	4 - Agree	113	42.5	42.8	64.8
	5 - Strongly Agree	89	33.5	33.7	98.5
	6 - Not Applicable	4	1.5	1.5	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		

Faculty care about students as individuals.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	10	3.8	3.8	3.8
	2 - Disagree	9	3.4	3.4	7.2
	3 - Neutral	39	14.7	14.8	22.0
	4 - Agree	113	42.5	42.8	64.8
	5 - Strongly Agree	89	33.5	33.7	98.5
	6 - Not Applicable	4	1.5	1.5	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	3.0	3.0	3.0
	2 - Disagree	9	3.4	3.4	6.4
	3 - Neutral	43	16.2	16.3	22.7
	4 - Agree	108	40.6	40.9	63.6
	5 - Strongly Agree	92	34.6	34.8	98.5
	6 - Not Applicable	4	1.5	1.5	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

Academic advising is adequate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	19	7.1	7.2	7.2

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	2 - Disagree	15	5.6	5.7	12.9
	3 - Neutral	40	15.0	15.2	28.0
	4 - Agree	109	41.0	41.3	69.3
	5 - Strongly Agree	76	28.6	28.8	98.1
	6 - Not Applicable	5	1.9	1.9	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

Sufficient financial aid options are available.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	11	4.1	4.2	4.2
	2 - Disagree	16	6.0	6.1	10.3
	3 - Neutral	43	16.2	16.3	26.6
	4 - Agree	91	34.2	34.6	61.2
	5 - Strongly Agree	88	33.1	33.5	94.7
	6 - Not Applicable	14	5.3	5.3	100.0
	Total	263	98.9	100.0	
Missing	System	3	1.1		
	Total	266	100.0		

The tuition payment plan is beneficial for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	3.4	3.4	3.4
	2 - Disagree	11	4.1	4.2	7.6
	3 - Neutral	46	17.3	17.4	25.0
	4 - Agree	91	34.2	34.5	59.5

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	5 - Strongly Agree	86	32.3	32.6	92.0
	6 - Not Applicable	21	7.9	8.0	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

Class information provided prior to enrollment was helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	12	4.5	4.6	4.6
	2 - Disagree	25	9.4	9.5	14.1
	3 - Neutral	53	19.9	20.2	34.2
	4 - Agree	98	36.8	37.3	71.5
	5 - Strongly Agree	70	26.3	26.6	98.1
	6 - Not Applicable	5	1.9	1.9	100.0
	Total	263	98.9	100.0	
Missing	System	3	1.1		
	Total	266	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	17	6.4	6.4	6.4
	2 - Disagree	22	8.3	8.3	14.8
	3 - Neutral	32	12.0	12.1	26.9
	4 - Agree	106	39.8	40.2	67.0
	5 - Strongly Agree	84	31.6	31.8	98.9
	6 - Not Applicable	3	1.1	1.1	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	17	6.4	6.4	6.4
	2 - Disagree	22	8.3	8.3	14.8
	3 - Neutral	32	12.0	12.1	26.9
	4 - Agree	106	39.8	40.2	67.0
	5 - Strongly Agree	84	31.6	31.8	98.9
	6 - Not Applicable	3	1.1	1.1	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

The online registration process is user-friendly.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	16	6.0	6.1	6.1
	2 - Disagree	24	9.0	9.2	15.3
	3 - Neutral	47	17.7	17.9	33.2
	4 - Agree	91	34.2	34.7	67.9
	5 - Strongly Agree	52	19.5	19.8	87.8
	6 - Not Applicable	32	12.0	12.2	100.0
	Total	262	98.5	100.0	
Missing	System	4	1.5		
	Total	266	100.0		

The on-site registration process is user-friendly.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	22	8.3	8.4	8.4

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	2 - Disagree	18	6.8	6.9	15.3
	3 - Neutral	54	20.3	20.6	35.9
	4 - Agree	93	35.0	35.5	71.4
	5 - Strongly Agree	56	21.1	21.4	92.7
	6 - Not Applicable	19	7.1	7.3	100.0
	Total	262	98.5	100.0	
Missing	System	4	1.5		
	Total	266	100.0		

Students seldom get the “run around” when seeking information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	27	10.2	10.2	10.2
	2 - Disagree	43	16.2	16.3	26.5
	3 - Neutral	59	22.2	22.3	48.9
	4 - Agree	84	31.6	31.8	80.7
	5 - Strongly Agree	43	16.2	16.3	97.0
	6 - Not Applicable	8	3.0	3.0	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	3.0	3.0	3.0
	2 - Disagree	9	3.4	3.4	6.4
	3 - Neutral	38	14.3	14.4	20.8
	4 - Agree	112	42.1	42.4	63.3

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	5 - Strongly Agree	71	26.7	26.9	90.2
	6 - Not Applicable	26	9.8	9.8	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	3.0	3.0	3.0
	2 - Disagree	7	2.6	2.7	5.7
	3 - Neutral	22	8.3	8.4	14.1
	4 - Agree	128	48.1	48.7	62.7
	5 - Strongly Agree	87	32.7	33.1	95.8
	6 - Not Applicable	11	4.1	4.2	100.0
	Total	263	98.9	100.0	
Missing	System	3	1.1		
	Total	266	100.0		

Class drop/add procedures are appropriate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	2.6	2.6	2.6
	2 - Disagree	9	3.4	3.4	6.0
	3 - Neutral	46	17.3	17.4	23.4
	4 - Agree	108	40.6	40.8	64.2
	5 - Strongly Agree	61	22.9	23.0	87.2
	6 - Not Applicable	34	12.8	12.8	100.0
	Total	265	99.6	100.0	
Missing	System	1	.4		

Class drop/add procedures are appropriate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	2.6	2.6	2.6
	2 - Disagree	9	3.4	3.4	6.0
	3 - Neutral	46	17.3	17.4	23.4
	4 - Agree	108	40.6	40.8	64.2
	5 - Strongly Agree	61	22.9	23.0	87.2
	6 - Not Applicable	34	12.8	12.8	100.0
	Total	265	99.6	100.0	
Missing	System	1	.4		
	Total	266	100.0		

Classes are offered at convenient times.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	3.4	3.4	3.4
	2 - Disagree	16	6.0	6.0	9.4
	3 - Neutral	39	14.7	14.7	24.1
	4 - Agree	128	48.1	48.1	72.2
	5 - Strongly Agree	73	27.4	27.4	99.6
	6 - Not Applicable	1	.4	.4	100.0
	Total	266	100.0	100.0	

The classes I attend are well organized and well taught.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	3.4	3.4	3.4
	2 - Disagree	14	5.3	5.3	8.7
	3 - Neutral	43	16.2	16.3	25.1

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	4 - Agree	122	45.9	46.4	71.5
	5 - Strongly Agree	72	27.1	27.4	98.9
	6 - Not Applicable	3	1.1	1.1	100.0
	Total	263	98.9	100.0	
Missing	System	3	1.1		
	Total	266	100.0		

The University offers a variety of majors at my location.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	2.6	2.6	2.6
	2 - Disagree	6	2.3	2.3	4.9
	3 - Neutral	20	7.5	7.5	12.5
	4 - Agree	120	45.1	45.3	57.7
	5 - Strongly Agree	105	39.5	39.6	97.4
	6 - Not Applicable	7	2.6	2.6	100.0
	Total	265	99.6	100.0	
Missing	System	1	.4		
	Total	266	100.0		

Tutorial services are sufficient.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	3.4	3.4	3.4
	2 - Disagree	12	4.5	4.5	7.9
	3 - Neutral	49	18.4	18.5	26.4
	4 - Agree	84	31.6	31.7	58.1
	5 - Strongly Agree	62	23.3	23.4	81.5
	6 - Not Applicable	49	18.4	18.5	100.0

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	Total	265	99.6	100.0
Missing	System	1	.4	
	Total	266	100.0	

On-campus bookstore hours are convenient for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	12	4.5	4.6	4.6
	2 - Disagree	16	6.0	6.1	10.7
	3 - Neutral	39	14.7	14.9	25.7
	4 - Agree	112	42.1	42.9	68.6
	5 - Strongly Agree	74	27.8	28.4	96.9
	6 - Not Applicable	8	3.0	3.1	100.0
	Total	261	98.1	100.0	
Missing	System	5	1.9		
	Total	266	100.0		

Purchasing textbooks through Troy Virtual BookStore is convenient.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	3.4	3.4	3.4
	2 - Disagree	9	3.4	3.4	6.8
	3 - Neutral	54	20.3	20.4	27.2
	4 - Agree	66	24.8	24.9	52.1
	5 - Strongly Agree	46	17.3	17.4	69.4
	6 - Not Applicable	81	30.5	30.6	100.0
	Total	265	99.6	100.0	
Missing	System	1	.4		
	Total	266	100.0		

Student organizations are available for my participation.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	11	4.1	4.2	4.2
	2 - Disagree	5	1.9	1.9	6.1
	3 - Neutral	33	12.4	12.5	18.6
	4 - Agree	104	39.1	39.4	58.0
	5 - Strongly Agree	96	36.1	36.4	94.3
	6 - Not Applicable	15	5.6	5.7	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	6	2.3	2.3	2.3
	2 - Disagree	3	1.1	1.1	3.4
	3 - Neutral	31	11.7	11.7	15.2
	4 - Agree	133	50.0	50.4	65.5
	5 - Strongly Agree	85	32.0	32.2	97.7
	6 - Not Applicable	6	2.3	2.3	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

Troy University has a good reputation in my community.

		Frequency	Percent	Valid Percent	Cumulative Percent

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Valid	1 - Strongly Disagree	7	2.6	2.6	2.6
	2 - Disagree	12	4.5	4.5	7.2
	3 - Neutral	32	12.0	12.1	19.2
	4 - Agree	109	41.0	41.1	60.4
	5 - Strongly Agree	100	37.6	37.7	98.1
	6 - Not Applicable	5	1.9	1.9	100.0
	Total	265	99.6	100.0	
Missing	System	1	.4		
	Total	266	100.0		

I am receiving a quality education at Troy University.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	2.6	2.7	2.7
	2 - Disagree	5	1.9	1.9	4.5
	3 - Neutral	21	7.9	8.0	12.5
	4 - Agree	114	42.9	43.2	55.7
	5 - Strongly Agree	114	42.9	43.2	98.9
	6 - Not Applicable	3	1.1	1.1	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	14	5.3	5.3	5.3
	2 - Disagree	11	4.1	4.1	9.4
	3 - Neutral	23	8.6	8.6	18.0

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4 - Agree	88	33.1	33.1	51.1
5 - Strongly Agree	124	46.6	46.6	97.7
6 - Not Applicable	6	2.3	2.3	100.0
Total	266	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	3.4	3.4	3.4
	2 - Disagree	13	4.9	4.9	8.3
	3 - Neutral	46	17.3	17.4	25.8
	4 - Agree	109	41.0	41.3	67.0
	5 - Strongly Agree	74	27.8	28.0	95.1
	6 - Not Applicable	13	4.9	4.9	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

Campus housing met my expectations upon arriving to campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	19	7.1	7.2	7.2
	2 - Disagree	23	8.6	8.7	15.9
	3 - Neutral	54	20.3	20.5	36.4
	4 - Agree	59	22.2	22.3	58.7
	5 - Strongly Agree	31	11.7	11.7	70.5
	6 - Not Applicable	78	29.3	29.5	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		

Campus housing met my expectations upon arriving to campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	19	7.1	7.2	7.2
	2 - Disagree	23	8.6	8.7	15.9
	3 - Neutral	54	20.3	20.5	36.4
	4 - Agree	59	22.2	22.3	58.7
	5 - Strongly Agree	31	11.7	11.7	70.5
	6 - Not Applicable	78	29.3	29.5	100.0
	Total	264	99.2	100.0	
Missing	System	2	.8		
	Total	266	100.0		

Student recreational opportunities and facilities have met my expectations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	14	5.3	5.3	5.3
	2 - Disagree	10	3.8	3.8	9.1
	3 - Neutral	42	15.8	16.0	25.1
	4 - Agree	112	42.1	42.6	67.7
	5 - Strongly Agree	55	20.7	20.9	88.6
	6 - Not Applicable	30	11.3	11.4	100.0
	Total	263	98.9	100.0	
Missing	System	3	1.1		
	Total	266	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	3.4	3.4	3.4

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2 - Disagree	12	4.5	4.5	7.9
3 - Neutral	23	8.6	8.6	16.5
4 - Agree	126	47.4	47.4	63.9
5 - Strongly Agree	85	32.0	32.0	95.9
6 - Not Applicable	11	4.1	4.1	100.0
Total	266	100.0	100.0	

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	49	18.4	18.5	18.5
	Alumni	50	18.8	18.9	37.4
	Billboard	4	1.5	1.5	38.9
	Direct Mail	10	3.8	3.8	42.6
	Guidance Counselor	18	6.8	6.8	49.4
	Internet	25	9.4	9.4	58.9
	Newspaper	1	.4	.4	59.2
	Television	9	3.4	3.4	62.6
	Word of mouth	99	37.2	37.4	100.0
	Total	265	99.6	100.0	
Missing	System	1	.4		
	Total	266	100.0		

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	26	9.8	9.8	9.8
	Billboard	4	1.5	1.5	11.3
	Direct Mail	58	21.8	21.9	33.2

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	Internet	124	46.6	46.8	80.0
	Newspaper	1	.4	.4	80.4
	Word of mouth	52	19.5	19.6	100.0
	Total	265	99.6	100.0	
Missing	System	1	.4		
	Total	266	100.0		

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	5	1.9	1.9	1.9
	Billboard	1	.4	.4	2.3
	Direct Mail	36	13.5	13.7	16.0
	Internet	80	30.1	30.4	46.4
	Newspaper	1	.4	.4	46.8
	Radio	1	.4	.4	47.1
	Television	32	12.0	12.2	59.3
	Word of mouth	107	40.2	40.7	100.0
	Total	263	98.9	100.0	
Missing	System	3	1.1		
	Total	266	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	255	95.9	96.2	96.2
	No	10	3.8	3.8	100.0
	Total	265	99.6	100.0	
Missing	System	1	.4		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	255	95.9	96.2	96.2
	No	10	3.8	3.8	100.0
	Total	265	99.6	100.0	
Missing	System	1	.4		
	Total	266	100.0		

Appendix 25. Troy University Fall 2009 New Student Survey Responses – eCampus

Frequency Table

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	106	24.8	25.0	25.0
	Female	318	74.5	75.0	100.0
	Total	424	99.3	100.0	
Missing	System	3	.7		
	Total	427	100.0		

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	174	40.7	41.0	41.0
	American Indian/Alaska Native	1	.2	.2	41.3
	Asian/Pacific Islander	4	.9	.9	42.2
	Hispanic	10	2.3	2.4	44.6
	White, non-Hispanic	222	52.0	52.4	96.9
	Race/ethnicity unknown	1	.2	.2	97.2
	Multi-racial	12	2.8	2.8	100.0
	Total	424	99.3	100.0	
	Missing	System	3	.7	
Total		427	100.0		

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Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	6	1.4	1.5	1.5
	20-21	12	2.8	3.0	4.5
	21-24	38	8.9	9.5	13.9
	25-29	102	23.9	25.4	39.3
	30-34	74	17.3	18.4	57.7
	35-39	68	15.9	16.9	74.6
	40-49	80	18.7	19.9	94.5
	50-64	22	5.2	5.5	100.0
	Total	402	94.1	100.0	
Missing	System	25	5.9		
	Total	427	100.0		

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	37	8.7	8.8	8.8
	Dually-enrolled high school student	2	.5	.5	9.2
	First-time freshman (an undergraduate student attending coll	81	19.0	19.2	28.4
	First-time graduate (a graduate student enrolled in a gradua	86	20.1	20.4	48.8
	Undergraduate transfer student (an undergraduate student who	182	42.6	43.1	91.9

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	Graduate transfer student (a graduate student who transferre	16	3.7	3.8	95.7
	Undergraduate transient student (an undergraduate student at	9	2.1	2.1	97.9
	Graduate transient student (a graduate student attending TRO	9	2.1	2.1	100.0
	Total	422	98.8	100.0	
Missing	System	5	1.2		
	Total	427	100.0		

College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	134	31.4	32.9	32.9
	Business	157	36.8	38.6	71.5
	Education	57	13.3	14.0	85.5
	Communication and Fine Arts	5	1.2	1.2	86.7
	Health and Human Services	54	12.6	13.3	100.0
	Total	407	95.3	100.0	
Missing	System	20	4.7		
	Total	427	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	25	5.9	14.5	14.5
	Applied Computer Science	8	1.9	4.6	19.1

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	Computer Science	4	.9	2.3	21.4
	Biology	1	.2	.6	22.0
	Criminal Justice	49	11.5	28.3	50.3
	English	2	.5	1.2	51.4
	General Education	6	1.4	3.5	54.9
	History	17	4.0	9.8	64.7
	History Education	3	.7	1.7	66.5
	International Relations	9	2.1	5.2	71.7
	Mathematics	1	.2	.6	72.3
	Political Science	6	1.4	3.5	75.7
	Public Administration	16	3.7	9.2	85.0
	Social Science	20	4.7	11.6	96.5
	Social Science Education	1	.2	.6	97.1
	Sociology	5	1.2	2.9	100.0
	Total	173	40.5	100.0	
Missing	System	254	59.5		
	Total	427	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	3	.7	1.8	1.8
	Associate of Science in Business	14	3.3	8.5	10.3
	Accounting	3	.7	1.8	12.1
	Finance	1	.2	.6	12.7
	Marketing	2	.5	1.2	13.9
	Management	31	7.3	18.8	32.7
	Human Resource Management	35	8.2	21.2	53.9

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	Hospitality and Tourism Management	2	.5	1.2	55.2
	Information System	2	.5	1.2	56.4
	General Business	45	10.5	27.3	83.6
	International Business	2	.5	1.2	84.8
	Small Business and Entrepreneurship	2	.5	1.2	86.1
	Technology and Resource Management	3	.7	1.8	87.9
	Master of Business Administration	20	4.7	12.1	100.0
	Total	165	38.6	100.0	
Missing	System	262	61.4		
	Total	427	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	.5	15.4	15.4
	Art	3	.7	23.1	38.5
	Art Education	2	.5	15.4	53.8
	Communication Arts - Speech Communication	1	.2	7.7	61.5
	Broadcast Journalism	1	.2	7.7	69.2
	Music	2	.5	15.4	84.6
	Music Education	1	.2	7.7	92.3
	Foreign Language	1	.2	7.7	100.0
	Total	13	3.0	100.0	
Missing	System	414	97.0		
	Total	427	100.0		

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	5	1.2	6.9	6.9
	Early Childhood Education	1	.2	1.4	8.3
	Elementary Education	3	.7	4.2	12.5
	Post-Secondary Education	14	3.3	19.4	31.9
	Collaborative Teacher K – 6	2	.5	2.8	34.7
	Collaborative Teacher 6 – 12	1	.2	1.4	36.1
	Adult Education	2	.5	2.8	38.9
	Educational Administration	1	.2	1.4	40.3
	Community Counseling	1	.2	1.4	41.7
	Correction Counseling	1	.2	1.4	43.1
	Psychology	41	9.6	56.9	100.0
	Total	72	16.9	100.0	
Missing	System	355	83.1		
	Total	427	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	5	1.2	9.3	9.3
	Athletic Training	1	.2	1.9	11.1
	Human Services	7	1.6	13.0	24.1
	Rehabilitation	2	.5	3.7	27.8
	Nursing	24	5.6	44.4	72.2
	Social Work	9	2.1	16.7	88.9
	Sport and Fitness Management	6	1.4	11.1	100.0
	Total	54	12.6	100.0	

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Missing	System	373	87.4	
	Total	427	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	307	71.9	72.7	72.7
	Second choice	82	19.2	19.4	92.2
	Third choice	22	5.2	5.2	97.4
	Fourth choice	11	2.6	2.6	100.0
	Total	422	98.8	100.0	
Missing	System	5	1.2		
	Total	427	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	114	26.7	27.0	27.0
	No	308	72.1	73.0	100.0
	Total	422	98.8	100.0	
Missing	System	5	1.2		
	Total	427	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	196	45.9	45.9	45.9

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Yes	231	54.1	54.1	100.0
Total	427	100.0	100.0	

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

(select as many as apply) : Good reputation for social activities

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	408	95.6	95.6	95.6
Yes	19	4.4	4.4	100.0
Total	427	100.0	100.0	

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

(select as many as apply) : Rankings in national magazines

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	388	90.9	90.9	90.9
Yes	39	9.1	9.1	100.0
Total	427	100.0	100.0	

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

(select as many as apply) : Graduates get good jobs

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	387	90.6	90.6	90.6
Yes	40	9.4	9.4	100.0
Total	427	100.0	100.0	

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

(select as many as apply): : Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	401	93.9	93.9	93.9
	Yes	26	6.1	6.1	100.0
	Total	427	100.0	100.0	

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

(select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	281	65.8	65.8	65.8
	Yes	146	34.2	34.2	100.0
	Total	427	100.0	100.0	

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

(select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	243	56.9	56.9	56.9
	Yes	184	43.1	43.1	100.0
	Total	427	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	289	67.7	67.7	67.7
	Yes	138	32.3	32.3	100.0

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	289	67.7	67.7	67.7
	Yes	138	32.3	32.3	100.0
	Total	427	100.0	100.0	

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

(select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	348	81.5	81.5	81.5
	Yes	79	18.5	18.5	100.0
	Total	427	100.0	100.0	

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	255	59.7	59.7	59.7
	Yes	172	40.3	40.3	100.0
	Total	427	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	135	31.6	31.6	31.6
	Yes	292	68.4	68.4	100.0

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	135	31.6	31.6	31.6
	Yes	292	68.4	68.4	100.0
	Total	427	100.0	100.0	

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

(select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	421	98.6	98.6	98.6
	Yes	6	1.4	1.4	100.0
	Total	427	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	403	94.4	94.4	94.4
	Yes	24	5.6	5.6	100.0
	Total	427	100.0	100.0	

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

(select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	418	97.9	97.9	97.9
	Yes	9	2.1	2.1	100.0

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

(select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	418	97.9	97.9	97.9
	Yes	9	2.1	2.1	100.0
	Total	427	100.0	100.0	

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

(select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	422	98.8	98.8	98.8
	Yes	5	1.2	1.2	100.0
	Total	427	100.0	100.0	

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

(select as many as apply): : Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	423	99.1	99.1	99.1
	Yes	4	.9	.9	100.0
	Total	427	100.0	100.0	

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

(select as many as apply): : Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	416	97.4	97.4	97.4

Yes	11	2.6	2.6	100.0
Total	427	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	413	96.7	96.7	96.7
Yes	14	3.3	3.3	100.0
Total	427	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	297	69.6	69.6	69.6
Yes	130	30.4	30.4	100.0
Total	427	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	389	91.1	91.1	91.1
Yes	38	8.9	8.9	100.0
Total	427	100.0	100.0	

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

(select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	372	87.1	87.1	87.1
	Yes	55	12.9	12.9	100.0
	Total	427	100.0	100.0	

TROY personnel are knowledgeable and helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	29	6.8	6.8	6.8
	2 - Disagree	36	8.4	8.4	15.2
	3 - Neutral	43	10.1	10.1	25.3
	4 - Agree	150	35.1	35.1	60.4
	5 - Strongly Agree	169	39.6	39.6	100.0
	Total	427	100.0	100.0	

Faculty care about students as individuals.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	27	6.3	6.4	6.4
	2 - Disagree	22	5.2	5.2	11.6
	3 - Neutral	69	16.2	16.3	27.8
	4 - Agree	144	33.7	34.0	61.8
	5 - Strongly Agree	157	36.8	37.0	98.8
	6 - Not Applicable	5	1.2	1.2	100.0
	Total	424	99.3	100.0	
Missing	System	3	.7		
	Total	427	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	25	5.9	5.9	5.9
	2 - Disagree	33	7.7	7.7	13.6
	3 - Neutral	65	15.2	15.2	28.8
	4 - Agree	130	30.4	30.4	59.3
	5 - Strongly Agree	169	39.6	39.6	98.8
	6 - Not Applicable	5	1.2	1.2	100.0
	Total	427	100.0	100.0	

Academic advising is adequate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	38	8.9	8.9	8.9
	2 - Disagree	43	10.1	10.1	19.0
	3 - Neutral	63	14.8	14.8	33.8
	4 - Agree	131	30.7	30.8	64.6
	5 - Strongly Agree	139	32.6	32.6	97.2
	6 - Not Applicable	12	2.8	2.8	100.0
	Total	426	99.8	100.0	
Missing	System	1	.2		
	Total	427	100.0		

Sufficient financial aid options are available.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	19	4.4	4.5	4.5

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	2 - Disagree	16	3.7	3.8	8.3
	3 - Neutral	49	11.5	11.6	19.9
	4 - Agree	131	30.7	31.0	50.9
	5 - Strongly Agree	162	37.9	38.4	89.3
	6 - Not Applicable	45	10.5	10.7	100.0
	Total	422	98.8	100.0	
Missing	System	5	1.2		
	Total	427	100.0		

The tuition payment plan is beneficial for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	17	4.0	4.0	4.0
	2 - Disagree	6	1.4	1.4	5.4
	3 - Neutral	61	14.3	14.4	19.9
	4 - Agree	131	30.7	31.0	50.8
	5 - Strongly Agree	136	31.9	32.2	83.0
	6 - Not Applicable	72	16.9	17.0	100.0
	Total	423	99.1	100.0	
Missing	System	4	.9		
	Total	427	100.0		

Class information provided prior to enrollment was helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	29	6.8	6.8	6.8
	2 - Disagree	33	7.7	7.7	14.5
	3 - Neutral	64	15.0	15.0	29.5
	4 - Agree	156	36.5	36.5	66.0

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5 - Strongly Agree	140	32.8	32.8	98.8
6 - Not Applicable	5	1.2	1.2	100.0
Total	427	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	27	6.3	6.4	6.4
	2 - Disagree	33	7.7	7.8	14.1
	3 - Neutral	33	7.7	7.8	21.9
	4 - Agree	143	33.5	33.6	55.5
	5 - Strongly Agree	186	43.6	43.8	99.3
	6 - Not Applicable	3	.7	.7	100.0
	Total	425	99.5	100.0	
Missing	System	2	.5		
	Total	427	100.0		

The online registration process is user-friendly.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	22	5.2	5.2	5.2
	2 - Disagree	25	5.9	5.9	11.1
	3 - Neutral	37	8.7	8.7	19.8
	4 - Agree	154	36.1	36.2	56.0
	5 - Strongly Agree	174	40.7	40.9	96.9
	6 - Not Applicable	13	3.0	3.1	100.0
	Total	425	99.5	100.0	
Missing	System	2	.5		
	Total	427	100.0		

The on-site registration process is user-friendly.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	14	3.3	3.3	3.3
	2 - Disagree	9	2.1	2.1	5.4
	3 - Neutral	51	11.9	12.1	17.5
	4 - Agree	86	20.1	20.3	37.8
	5 - Strongly Agree	110	25.8	26.0	63.8
	6 - Not Applicable	153	35.8	36.2	100.0
	Total	423	99.1	100.0	
Missing	System	4	.9		
	Total	427	100.0		

Students seldom get the “run around” when seeking information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	69	16.2	16.2	16.2
	2 - Disagree	52	12.2	12.2	28.5
	3 - Neutral	58	13.6	13.6	42.1
	4 - Agree	121	28.3	28.5	70.6
	5 - Strongly Agree	105	24.6	24.7	95.3
	6 - Not Applicable	20	4.7	4.7	100.0
	Total	425	99.5	100.0	
Missing	System	2	.5		
	Total	427	100.0		

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

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	19	4.4	4.5	4.5
	2 - Disagree	23	5.4	5.5	10.0
	3 - Neutral	36	8.4	8.6	18.6
	4 - Agree	169	39.6	40.2	58.8
	5 - Strongly Agree	170	39.8	40.5	99.3
	6 - Not Applicable	3	.7	.7	100.0
	Total	420	98.4	100.0	
Missing	System	7	1.6		
	Total	427	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	12	2.8	2.8	2.8
	2 - Disagree	12	2.8	2.8	5.7
	3 - Neutral	50	11.7	11.8	17.5
	4 - Agree	130	30.4	30.7	48.1
	5 - Strongly Agree	124	29.0	29.2	77.4
	6 - Not Applicable	96	22.5	22.6	100.0
	Total	424	99.3	100.0	
Missing	System	3	.7		
	Total	427	100.0		

Class drop/add procedures are appropriate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	14	3.3	3.3	3.3
	2 - Disagree	14	3.3	3.3	6.7

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	3 - Neutral	44	10.3	10.5	17.2
	4 - Agree	151	35.4	36.1	53.3
	5 - Strongly Agree	145	34.0	34.7	88.0
	6 - Not Applicable	50	11.7	12.0	100.0
	Total	418	97.9	100.0	
Missing	System	9	2.1		
	Total	427	100.0		

Classes are offered at convenient times.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	12	2.8	2.9	2.9
	2 - Disagree	11	2.6	2.6	5.5
	3 - Neutral	25	5.9	5.9	11.4
	4 - Agree	128	30.0	30.4	41.8
	5 - Strongly Agree	188	44.0	44.7	86.5
	6 - Not Applicable	57	13.3	13.5	100.0
	Total	421	98.6	100.0	
Missing	System	6	1.4		
	Total	427	100.0		

The classes I attend are well organized and well taught.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	25	5.9	6.0	6.0
	2 - Disagree	28	6.6	6.7	12.6
	3 - Neutral	43	10.1	10.3	22.9
	4 - Agree	133	31.1	31.7	54.7
	5 - Strongly Agree	171	40.0	40.8	95.5

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	6 - Not Applicable	19	4.4	4.5	100.0
	Total	419	98.1	100.0	
Missing	System	8	1.9		
	Total	427	100.0		

The University offers a variety of majors at my location.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	15	3.5	3.5	3.5
	2 - Disagree	22	5.2	5.2	8.7
	3 - Neutral	41	9.6	9.7	18.4
	4 - Agree	141	33.0	33.3	51.8
	5 - Strongly Agree	168	39.3	39.7	91.5
	6 - Not Applicable	36	8.4	8.5	100.0
	Total	423	99.1	100.0	
Missing	System	4	.9		
	Total	427	100.0		

Tutorial services are sufficient.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	11	2.6	2.6	2.6
	2 - Disagree	12	2.8	2.9	5.5
	3 - Neutral	67	15.7	16.0	21.5
	4 - Agree	107	25.1	25.6	47.1
	5 - Strongly Agree	87	20.4	20.8	67.9
	6 - Not Applicable	134	31.4	32.1	100.0
	Total	418	97.9	100.0	
Missing	System	9	2.1		
	Total	427	100.0		

On-campus bookstore hours are convenient for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	1.6	1.7	1.7
	2 - Disagree	8	1.9	1.9	3.6
	3 - Neutral	63	14.8	15.0	18.5
	4 - Agree	65	15.2	15.4	34.0
	5 - Strongly Agree	66	15.5	15.7	49.6
	6 - Not Applicable	212	49.6	50.4	100.0
	Total	421	98.6	100.0	
Missing	System	6	1.4		
	Total	427	100.0		

Purchasing textbooks through Troy Virtual BookStore is convenient.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	18	4.2	4.3	4.3
	2 - Disagree	13	3.0	3.1	7.3
	3 - Neutral	38	8.9	9.0	16.3
	4 - Agree	127	29.7	30.0	46.3
	5 - Strongly Agree	181	42.4	42.8	89.1
	6 - Not Applicable	46	10.8	10.9	100.0
	Total	423	99.1	100.0	
Missing	System	4	.9		
	Total	427	100.0		

Student organizations are available for my participation.

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	15	3.5	3.6	3.6
	2 - Disagree	16	3.7	3.8	7.5
	3 - Neutral	67	15.7	16.1	23.6
	4 - Agree	71	16.6	17.1	40.6
	5 - Strongly Agree	64	15.0	15.4	56.0
	6 - Not Applicable	183	42.9	44.0	100.0
	Total	416	97.4	100.0	
Missing	System	11	2.6		
	Total	427	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	14	3.3	3.3	3.3
	2 - Disagree	13	3.0	3.1	6.4
	3 - Neutral	30	7.0	7.1	13.5
	4 - Agree	130	30.4	30.7	44.2
	5 - Strongly Agree	207	48.5	48.9	93.1
	6 - Not Applicable	29	6.8	6.9	100.0
	Total	423	99.1	100.0	
Missing	System	4	.9		
	Total	427	100.0		

Troy University has a good reputation in my community.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	18	4.2	4.3	4.3
	2 - Disagree	11	2.6	2.6	6.9

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	3 - Neutral	49	11.5	11.6	18.5
	4 - Agree	130	30.4	30.9	49.4
	5 - Strongly Agree	185	43.3	43.9	93.3
	6 - Not Applicable	28	6.6	6.7	100.0
	Total	421	98.6	100.0	
Missing	System	6	1.4		
	Total	427	100.0		

I am receiving a quality education at Troy University.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	19	4.4	4.5	4.5
	2 - Disagree	14	3.3	3.3	7.9
	3 - Neutral	29	6.8	6.9	14.8
	4 - Agree	136	31.9	32.4	47.1
	5 - Strongly Agree	212	49.6	50.5	97.6
	6 - Not Applicable	10	2.3	2.4	100.0
	Total	420	98.4	100.0	
Missing	System	7	1.6		
	Total	427	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	36	8.4	8.5	8.5
	2 - Disagree	13	3.0	3.1	11.6
	3 - Neutral	19	4.4	4.5	16.1
	4 - Agree	136	31.9	32.2	48.2
	5 - Strongly Agree	214	50.1	50.6	98.8

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	6 - Not Applicable	5	1.2	1.2	100.0
	Total	423	99.1	100.0	
Missing	System	4	.9		
	Total	427	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	17	4.0	4.0	4.0
	2 - Disagree	10	2.3	2.4	6.4
	3 - Neutral	39	9.1	9.3	15.7
	4 - Agree	121	28.3	28.7	44.4
	5 - Strongly Agree	137	32.1	32.5	77.0
	6 - Not Applicable	97	22.7	23.0	100.0
	Total	421	98.6	100.0	
Missing	System	6	1.4		
	Total	427	100.0		

Campus housing met my expectations upon arriving to campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	2.1	2.1	2.1
	2 - Disagree	2	.5	.5	2.6
	3 - Neutral	67	15.7	16.0	18.6
	4 - Agree	27	6.3	6.4	25.0
	5 - Strongly Agree	23	5.4	5.5	30.5
	6 - Not Applicable	292	68.4	69.5	100.0
	Total	420	98.4	100.0	
Missing	System	7	1.6		
	Total	427	100.0		

Student recreational opportunities and facilities have met my expectations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	1.9	1.9	1.9
	2 - Disagree	2	.5	.5	2.4
	3 - Neutral	68	15.9	16.1	18.5
	4 - Agree	32	7.5	7.6	26.1
	5 - Strongly Agree	36	8.4	8.5	34.6
	6 - Not Applicable	276	64.6	65.4	100.0
	Total	422	98.8	100.0	
Missing	System	5	1.2		
	Total	427	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	6	1.4	1.4	1.4
	2 - Disagree	1	.2	.2	1.7
	3 - Neutral	57	13.3	13.5	15.2
	4 - Agree	53	12.4	12.6	27.8
	5 - Strongly Agree	48	11.2	11.4	39.2
	6 - Not Applicable	256	60.0	60.8	100.0
	Total	421	98.6	100.0	
Missing	System	6	1.4		
	Total	427	100.0		

How did you first learn about TROY?

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	62	14.5	14.6	14.6
	Alumni	64	15.0	15.1	29.6
	Billboard	12	2.8	2.8	32.5
	Direct Mail	1	.2	.2	32.7
	Guidance Counselor	20	4.7	4.7	37.4
	Internet	73	17.1	17.2	54.6
	Newspaper	6	1.4	1.4	56.0
	Radio	5	1.2	1.2	57.2
	Television	8	1.9	1.9	59.1
	Word of mouth	174	40.7	40.9	100.0
	Total	425	99.5	100.0	
Missing	System	2	.5		
	Total	427	100.0		

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	48	11.2	11.4	11.4
	Billboard	4	.9	.9	12.3
	Direct Mail	13	3.0	3.1	15.4
	Internet	288	67.4	68.2	83.6
	Newspaper	2	.5	.5	84.1
	Television	1	.2	.2	84.4
	Word of mouth	66	15.5	15.6	100.0
	Total	422	98.8	100.0	
Missing	System	5	1.2		
	Total	427	100.0		

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	12	2.8	2.8	2.8
	Billboard	6	1.4	1.4	4.2
	Direct Mail	22	5.2	5.2	9.4
	Internet	140	32.8	33.0	42.5
	Newspaper	3	.7	.7	43.2
	Radio	6	1.4	1.4	44.6
	Television	33	7.7	7.8	52.4
	Word of mouth	202	47.3	47.6	100.0
	Total	424	99.3	100.0	
Missing	System	3	.7		
	Total	427	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	417	97.7	98.3	98.3
	No	7	1.6	1.7	100.0
	Total	424	99.3	100.0	
Missing	System	3	.7		
	Total	427	100.0		

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

Frequency Table

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	62	38.0	38.5	38.5
	Female	99	60.7	61.5	100.0
	Total	161	98.8	100.0	
Missing	System	2	1.2		
	Total	163	100.0		

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	77	47.2	47.8	47.8
	Asian/Pacific Islander	9	5.5	5.6	53.4
	Hispanic	10	6.1	6.2	59.6
	White, non-Hispanic	58	35.6	36.0	95.7
	Race/ethnicity unknown	1	.6	.6	96.3
	Multi-racial	6	3.7	3.7	100.0
	Total	161	98.8	100.0	
Missing	System	2	1.2		
	Total	163	100.0		

Age:

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	4	2.5	2.5	2.5
	20-21	7	4.3	4.5	7.0
	21-24	14	8.6	8.9	15.9
	25-29	28	17.2	17.8	33.8
	30-34	29	17.8	18.5	52.2
	35-39	21	12.9	13.4	65.6
	40-49	40	24.5	25.5	91.1
	50-64	14	8.6	8.9	100.0
	Total	157	96.3	100.0	
Missing	System	6	3.7		
	Total	163	100.0		

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	9	5.5	5.6	5.6
	First-time freshman (an undergraduate student attending coll	28	17.2	17.4	23.0
	First-time graduate (a graduate student enrolled in a gradua	60	36.8	37.3	60.2
	Undergraduate transfer student (an undergraduate student who	46	28.2	28.6	88.8
	Graduate transfer student (a graduate student who transferre	13	8.0	8.1	96.9
	Undergraduate transient student (an undergraduate student at	2	1.2	1.2	98.1

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	Graduate transient student (a graduate student attending TRO	3	1.8	1.9	100.0
	Total	161	98.8	100.0	
Missing	System	2	1.2		
	Total	163	100.0		

College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	62	38.0	40.3	40.3
	Business	58	35.6	37.7	77.9
	Education	17	10.4	11.0	89.0
	Health and Human Services	17	10.4	11.0	100.0
	Total	154	94.5	100.0	
Missing	System	9	5.5		
	Total	163	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	17	10.4	21.8	21.8
	Applied Computer Science	2	1.2	2.6	24.4
	Computer Science	2	1.2	2.6	26.9
	Biology	1	.6	1.3	28.2
	Chemistry	1	.6	1.3	29.5
	Criminal Justice	21	12.9	26.9	56.4
	History	2	1.2	2.6	59.0
	International Relations	12	7.4	15.4	74.4

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	Political Science	2	1.2	2.6	76.9
	Public Administration	12	7.4	15.4	92.3
	Social Science	4	2.5	5.1	97.4
	Social Science Education	2	1.2	2.6	100.0
	Total	78	47.9	100.0	
Missing	System	85	52.1		
	Total	163	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate of Science in Business	6	3.7	11.8	11.8
	Accounting	2	1.2	3.9	15.7
	Finance	2	1.2	3.9	19.6
	Marketing	1	.6	2.0	21.6
	Management	11	6.7	21.6	43.1
	Human Resource Management	12	7.4	23.5	66.7
	Hospitality and Tourism Management	2	1.2	3.9	70.6
	Information System	2	1.2	3.9	74.5
	General Business	7	4.3	13.7	88.2
	Technology and Resource Management	1	.6	2.0	90.2
	Master of Business Administration	5	3.1	9.8	100.0
	Total	51	31.3	100.0	
Missing	System	112	68.7		
	Total	163	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.6	33.3	33.3
	Communication Arts - Speech Communication	1	.6	33.3	66.7
	Music	1	.6	33.3	100.0
	Total	3	1.8	100.0	
Missing	System	160	98.2		
	Total	163	100.0		

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	1.2	7.7	7.7
	Post-Secondary Education	3	1.8	11.5	19.2
	Education Administration and Leadership	2	1.2	7.7	26.9
	Social Services Counseling	4	2.5	15.4	42.3
	Clinical Mental Counseling	6	3.7	23.1	65.4
	Student Services Counseling	2	1.2	7.7	73.1
	Psychology	7	4.3	26.9	100.0
	Total	26	16.0	100.0	
Missing	System	137	84.0		
	Total	163	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent

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Valid	Other	6	3.7	46.2	46.2
	Human Services	1	.6	7.7	53.8
	Rehabilitation	1	.6	7.7	61.5
	Health and Physical Education	1	.6	7.7	69.2
	Nursing	1	.6	7.7	76.9
	Social Work	3	1.8	23.1	100.0
	Total	13	8.0	100.0	
Missing	System	150	92.0		
	Total	163	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	111	68.1	68.5	68.5
	Second choice	41	25.2	25.3	93.8
	Third choice	8	4.9	4.9	98.8
	Fourth choice	2	1.2	1.2	100.0
	Total	162	99.4	100.0	
Missing	System	1	.6		
	Total	163	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	85	52.1	52.8	52.8
	No	76	46.6	47.2	100.0
	Total	161	98.8	100.0	
Missing	System	2	1.2		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	85	52.1	52.8	52.8
	No	76	46.6	47.2	100.0
	Total	161	98.8	100.0	
Missing	System	2	1.2		
	Total	163	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	83	50.9	50.9	50.9
	Yes	80	49.1	49.1	100.0
	Total	163	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	151	92.6	92.6	92.6
	Yes	12	7.4	7.4	100.0
	Total	163	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	No	142	87.1	87.1	87.1
	Yes	21	12.9	12.9	100.0
	Total	163	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	144	88.3	88.3	88.3
	Yes	19	11.7	11.7	100.0
	Total	163	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	141	86.5	86.5	86.5
	Yes	22	13.5	13.5	100.0
	Total	163	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	43	26.4	26.4	26.4
	Yes	120	73.6	73.6	100.0
	Total	163	100.0	100.0	

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

(select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	89	54.6	54.6	54.6
	Yes	74	45.4	45.4	100.0
	Total	163	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	122	74.8	74.8	74.8
	Yes	41	25.2	25.2	100.0
	Total	163	100.0	100.0	

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

(select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	127	77.9	77.9	77.9
	Yes	36	22.1	22.1	100.0
	Total	163	100.0	100.0	

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	106	65.0	65.0	65.0
	Yes	57	35.0	35.0	100.0

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	106	65.0	65.0	65.0
	Yes	57	35.0	35.0	100.0
	Total	163	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	50	30.7	30.7	30.7
	Yes	113	69.3	69.3	100.0
	Total	163	100.0	100.0	

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

(select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	145	89.0	89.0	89.0
	Yes	18	11.0	11.0	100.0
	Total	163	100.0	100.0	

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

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	142	87.1	87.1	87.1
	Yes	21	12.9	12.9	100.0

Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	142	87.1	87.1	87.1
	Yes	21	12.9	12.9	100.0
	Total	163	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	159	97.5	97.5	97.5
	Yes	4	2.5	2.5	100.0
	Total	163	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University
(select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	161	98.8	98.8	98.8
	Yes	2	1.2	1.2	100.0
	Total	163	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	161	98.8	98.8	98.8

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Yes	2	1.2	1.2	100.0
Total	163	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	157	96.3	96.3	96.3
Yes	6	3.7	3.7	100.0
Total	163	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	157	96.3	96.3	96.3
Yes	6	3.7	3.7	100.0
Total	163	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	115	70.6	70.6	70.6
Yes	48	29.4	29.4	100.0
Total	163	100.0	100.0	

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

(select as many as apply): : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	149	91.4	91.4	91.4
	Yes	14	8.6	8.6	100.0
	Total	163	100.0	100.0	

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

(select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	153	93.9	93.9	93.9
	Yes	10	6.1	6.1	100.0
	Total	163	100.0	100.0	

TROY personnel are knowledgeable and helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	11	6.7	6.7	6.7
	2 - Disagree	6	3.7	3.7	10.4
	3 - Neutral	5	3.1	3.1	13.5
	4 - Agree	56	34.4	34.4	47.9
	5 - Strongly Agree	83	50.9	50.9	98.8
	6 - Not Applicable	2	1.2	1.2	100.0
	Total	163	100.0	100.0	

Faculty care about students as individuals.

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	10	6.1	6.1	6.1
	2 - Disagree	3	1.8	1.8	8.0
	3 - Neutral	18	11.0	11.0	19.0
	4 - Agree	45	27.6	27.6	46.6
	5 - Strongly Agree	85	52.1	52.1	98.8
	6 - Not Applicable	2	1.2	1.2	100.0
	Total	163	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	11	6.7	6.8	6.8
	2 - Disagree	6	3.7	3.7	10.5
	3 - Neutral	13	8.0	8.0	18.5
	4 - Agree	43	26.4	26.5	45.1
	5 - Strongly Agree	83	50.9	51.2	96.3
	6 - Not Applicable	6	3.7	3.7	100.0
	Total	162	99.4	100.0	
Missing	System	1	.6		
	Total	163	100.0		

Academic advising is adequate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	13	8.0	8.0	8.0
	2 - Disagree	12	7.4	7.4	15.4
	3 - Neutral	16	9.8	9.9	25.3

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	4 - Agree	39	23.9	24.1	49.4
	5 - Strongly Agree	79	48.5	48.8	98.1
	6 - Not Applicable	3	1.8	1.9	100.0
	Total	162	99.4	100.0	
Missing	System	1	.6		
	Total	163	100.0		

Sufficient financial aid options are available.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	4.9	4.9	4.9
	2 - Disagree	3	1.8	1.9	6.8
	3 - Neutral	19	11.7	11.7	18.5
	4 - Agree	36	22.1	22.2	40.7
	5 - Strongly Agree	63	38.7	38.9	79.6
	6 - Not Applicable	33	20.2	20.4	100.0
	Total	162	99.4	100.0	
Missing	System	1	.6		
	Total	163	100.0		

The tuition payment plan is beneficial for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	11	6.7	6.8	6.8
	2 - Disagree	3	1.8	1.9	8.6
	3 - Neutral	21	12.9	13.0	21.6
	4 - Agree	40	24.5	24.7	46.3
	5 - Strongly Agree	51	31.3	31.5	77.8
	6 - Not Applicable	36	22.1	22.2	100.0

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	Total	162	99.4	100.0
Missing	System	1	.6	
	Total	163	100.0	

Class information provided prior to enrollment was helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	11	6.7	6.8	6.8
	2 - Disagree	10	6.1	6.2	13.0
	3 - Neutral	18	11.0	11.1	24.1
	4 - Agree	59	36.2	36.4	60.5
	5 - Strongly Agree	62	38.0	38.3	98.8
	6 - Not Applicable	2	1.2	1.2	100.0
	Total	162	99.4	100.0	
Missing	System	1	.6		
	Total	163	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	10	6.1	6.2	6.2
	2 - Disagree	9	5.5	5.6	11.8
	3 - Neutral	10	6.1	6.2	18.0
	4 - Agree	52	31.9	32.3	50.3
	5 - Strongly Agree	78	47.9	48.4	98.8
	6 - Not Applicable	2	1.2	1.2	100.0
	Total	161	98.8	100.0	
Missing	System	2	1.2		
	Total	163	100.0		

The online registration process is user-friendly.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	14	8.6	8.6	8.6
	2 - Disagree	11	6.7	6.7	15.3
	3 - Neutral	16	9.8	9.8	25.2
	4 - Agree	49	30.1	30.1	55.2
	5 - Strongly Agree	57	35.0	35.0	90.2
	6 - Not Applicable	16	9.8	9.8	100.0
	Total	163	100.0	100.0	

The on-site registration process is user-friendly.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	12	7.4	7.5	7.5
	2 - Disagree	5	3.1	3.1	10.6
	3 - Neutral	23	14.1	14.3	24.8
	4 - Agree	35	21.5	21.7	46.6
	5 - Strongly Agree	66	40.5	41.0	87.6
	6 - Not Applicable	20	12.3	12.4	100.0
	Total	161	98.8	100.0	
Missing	System	2	1.2		
	Total	163	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	17	10.4	10.5	10.5
	2 - Disagree	16	9.8	9.9	20.4

Troy University Fall 2010 New Student Survey

	3 - Neutral	14	8.6	8.6	29.0
	4 - Agree	48	29.4	29.6	58.6
	5 - Strongly Agree	64	39.3	39.5	98.1
	6 - Not Applicable	3	1.8	1.9	100.0
	Total	162	99.4	100.0	
Missing	System	1	.6		
	Total	163	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	10	6.1	6.5	6.5
	2 - Disagree	8	4.9	5.2	11.7
	3 - Neutral	23	14.1	14.9	26.6
	4 - Agree	44	27.0	28.6	55.2
	5 - Strongly Agree	54	33.1	35.1	90.3
	6 - Not Applicable	15	9.2	9.7	100.0
	Total	154	94.5	100.0	
Missing	System	9	5.5		
	Total	163	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	5.5	5.6	5.6
	2 - Disagree	3	1.8	1.9	7.5
	3 - Neutral	14	8.6	8.7	16.1
	4 - Agree	52	31.9	32.3	48.4
	5 - Strongly Agree	69	42.3	42.9	91.3

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	6 - Not Applicable	14	8.6	8.7	100.0
	Total	161	98.8	100.0	
Missing	System	2	1.2		
	Total	163	100.0		

Class drop/add procedures are appropriate.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	11	6.7	6.7	6.7
	2 - Disagree	2	1.2	1.2	8.0
	3 - Neutral	19	11.7	11.7	19.6
	4 - Agree	39	23.9	23.9	43.6
	5 - Strongly Agree	67	41.1	41.1	84.7
	6 - Not Applicable	25	15.3	15.3	100.0
	Total	163	100.0	100.0	

Classes are offered at convenient times.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	10	6.1	6.3	6.3
	2 - Disagree	4	2.5	2.5	8.8
	3 - Neutral	10	6.1	6.3	15.0
	4 - Agree	54	33.1	33.8	48.8
	5 - Strongly Agree	80	49.1	50.0	98.8
	6 - Not Applicable	2	1.2	1.3	100.0
	Total	160	98.2	100.0	
Missing	System	3	1.8		
	Total	163	100.0		

The classes I attend are well organized and well taught.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	5.5	5.6	5.6
	2 - Disagree	5	3.1	3.1	8.8
	3 - Neutral	14	8.6	8.8	17.5
	4 - Agree	57	35.0	35.6	53.1
	5 - Strongly Agree	71	43.6	44.4	97.5
	6 - Not Applicable	4	2.5	2.5	100.0
	Total	160	98.2	100.0	
Missing	System	3	1.8		
	Total	163	100.0		

The University offers a variety of majors at my location.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	17	10.4	10.4	10.4
	2 - Disagree	9	5.5	5.5	16.0
	3 - Neutral	35	21.5	21.5	37.4
	4 - Agree	49	30.1	30.1	67.5
	5 - Strongly Agree	47	28.8	28.8	96.3
	6 - Not Applicable	6	3.7	3.7	100.0
	Total	163	100.0	100.0	

Tutorial services are sufficient.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	10	6.1	6.3	6.3
	2 - Disagree	4	2.5	2.5	8.8

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	3 - Neutral	29	17.8	18.1	26.9
	4 - Agree	32	19.6	20.0	46.9
	5 - Strongly Agree	29	17.8	18.1	65.0
	6 - Not Applicable	56	34.4	35.0	100.0
	Total	160	98.2	100.0	
Missing	System	3	1.8		
	Total	163	100.0		

On-campus bookstore hours are convenient for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	10	6.1	6.1	6.1
	2 - Disagree	2	1.2	1.2	7.4
	3 - Neutral	22	13.5	13.5	20.9
	4 - Agree	17	10.4	10.4	31.3
	5 - Strongly Agree	25	15.3	15.3	46.6
	6 - Not Applicable	87	53.4	53.4	100.0
	Total	163	100.0	100.0	

Purchasing textbooks through Troy Virtual BookStore is convenient.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	13	8.0	8.0	8.0
	2 - Disagree	6	3.7	3.7	11.7
	3 - Neutral	31	19.0	19.0	30.7
	4 - Agree	40	24.5	24.5	55.2
	5 - Strongly Agree	54	33.1	33.1	88.3
	6 - Not Applicable	19	11.7	11.7	100.0
	Total	163	100.0	100.0	

Student organizations are available for my participation.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	9	5.5	5.6	5.6
	2 - Disagree	7	4.3	4.3	9.9
	3 - Neutral	30	18.4	18.5	28.4
	4 - Agree	24	14.7	14.8	43.2
	5 - Strongly Agree	27	16.6	16.7	59.9
	6 - Not Applicable	65	39.9	40.1	100.0
	Total	162	99.4	100.0	
Missing	System	1	.6		
	Total	163	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	4.9	4.9	4.9
	2 - Disagree	2	1.2	1.2	6.2
	3 - Neutral	16	9.8	9.9	16.0
	4 - Agree	48	29.4	29.6	45.7
	5 - Strongly Agree	86	52.8	53.1	98.8
	6 - Not Applicable	2	1.2	1.2	100.0
	Total	162	99.4	100.0	
Missing	System	1	.6		
	Total	163	100.0		

Troy University has a good reputation in my community.

Troy University Fall 2010 New Student Survey

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	10	6.1	6.1	6.1
2 - Disagree	2	1.2	1.2	7.4
3 - Neutral	21	12.9	12.9	20.2
4 - Agree	53	32.5	32.5	52.8
5 - Strongly Agree	74	45.4	45.4	98.2
6 - Not Applicable	3	1.8	1.8	100.0
Total	163	100.0	100.0	

I am receiving a quality education at Troy University.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	9	5.5	5.6	5.6
2 - Disagree	3	1.8	1.9	7.4
3 - Neutral	8	4.9	4.9	12.3
4 - Agree	50	30.7	30.9	43.2
5 - Strongly Agree	89	54.6	54.9	98.1
6 - Not Applicable	3	1.8	1.9	100.0
Total	162	99.4	100.0	
Missing System	1	.6		
Total	163	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - Strongly Disagree	12	7.4	7.5	7.5
2 - Disagree	4	2.5	2.5	9.9
3 - Neutral	9	5.5	5.6	15.5

Troy University Fall 2010 New Student Survey

	4 - Agree	48	29.4	29.8	45.3
	5 - Strongly Agree	86	52.8	53.4	98.8
	6 - Not Applicable	2	1.2	1.2	100.0
	Total	161	98.8	100.0	
Missing	System	2	1.2		
	Total	163	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	8	4.9	5.2	5.2
	2 - Disagree	2	1.2	1.3	6.5
	3 - Neutral	16	9.8	10.5	17.0
	4 - Agree	35	21.5	22.9	39.9
	5 - Strongly Agree	55	33.7	35.9	75.8
	6 - Not Applicable	37	22.7	24.2	100.0
	Total	153	93.9	100.0	
Missing	System	10	6.1		
	Total	163	100.0		

Campus housing met my expectations upon arriving to campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	6	3.7	3.9	3.9
	2 - Disagree	2	1.2	1.3	5.2
	3 - Neutral	20	12.3	13.1	18.3
	4 - Agree	6	3.7	3.9	22.2
	5 - Strongly Agree	11	6.7	7.2	29.4
	6 - Not Applicable	108	66.3	70.6	100.0

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	Total	153	93.9	100.0
Missing	System	10	6.1	
	Total	163	100.0	

Student recreational opportunities and facilities have met my expectations.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	6	3.7	3.9	3.9
	2 - Disagree	7	4.3	4.6	8.6
	3 - Neutral	17	10.4	11.2	19.7
	4 - Agree	9	5.5	5.9	25.7
	5 - Strongly Agree	14	8.6	9.2	34.9
	6 - Not Applicable	99	60.7	65.1	100.0
	Total	152	93.3	100.0	
Missing	System	11	6.7		
	Total	163	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Strongly Disagree	7	4.3	4.6	4.6
	2 - Disagree	3	1.8	2.0	6.5
	3 - Neutral	17	10.4	11.1	17.6
	4 - Agree	39	23.9	25.5	43.1
	5 - Strongly Agree	51	31.3	33.3	76.5
	6 - Not Applicable	36	22.1	23.5	100.0
	Total	153	93.9	100.0	
Missing	System	10	6.1		
	Total	163	100.0		

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	35	21.5	21.5	21.5
	Alumni	20	12.3	12.3	33.7
	Billboard	7	4.3	4.3	38.0
	Guidance Counselor	4	2.5	2.5	40.5
	Internet	16	9.8	9.8	50.3
	Newspaper	4	2.5	2.5	52.8
	Radio	1	.6	.6	53.4
	Television	4	2.5	2.5	55.8
	Word of mouth	72	44.2	44.2	100.0
	Total	163	100.0	100.0	

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	36	22.1	22.2	22.2
	Billboard	5	3.1	3.1	25.3
	Direct Mail	14	8.6	8.6	34.0
	Internet	66	40.5	40.7	74.7
	Newspaper	1	.6	.6	75.3
	Radio	3	1.8	1.9	77.2
	Television	5	3.1	3.1	80.2
	Word of mouth	32	19.6	19.8	100.0
	Total	162	99.4	100.0	
Missing	System	1	.6		
	Total	163	100.0		

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	4	2.5	2.5	2.5
	Billboard	6	3.7	3.7	6.1
	Direct Mail	10	6.1	6.1	12.3
	Internet	33	20.2	20.2	32.5
	Newspaper	2	1.2	1.2	33.7
	Radio	12	7.4	7.4	41.1
	Television	12	7.4	7.4	48.5
	Word of mouth	84	51.5	51.5	100.0
	Total	163	100.0	100.0	

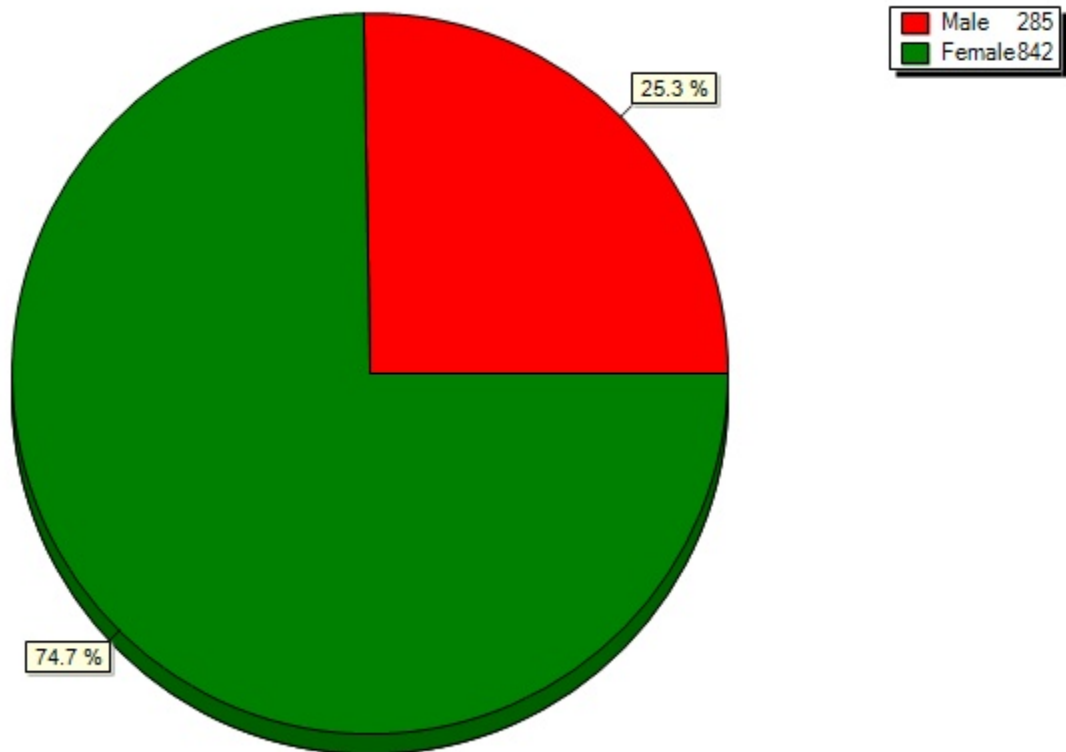
Do you have your own personal comptuer that you will be using to complete assigned work in your courses?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	150	92.0	97.4	97.4
	No	4	2.5	2.6	100.0
	Total	154	94.5	100.0	
Missing	System	9	5.5		
	Total	163	100.0		

Appendix 28 – 2010 Results in Graphics for All Campuses

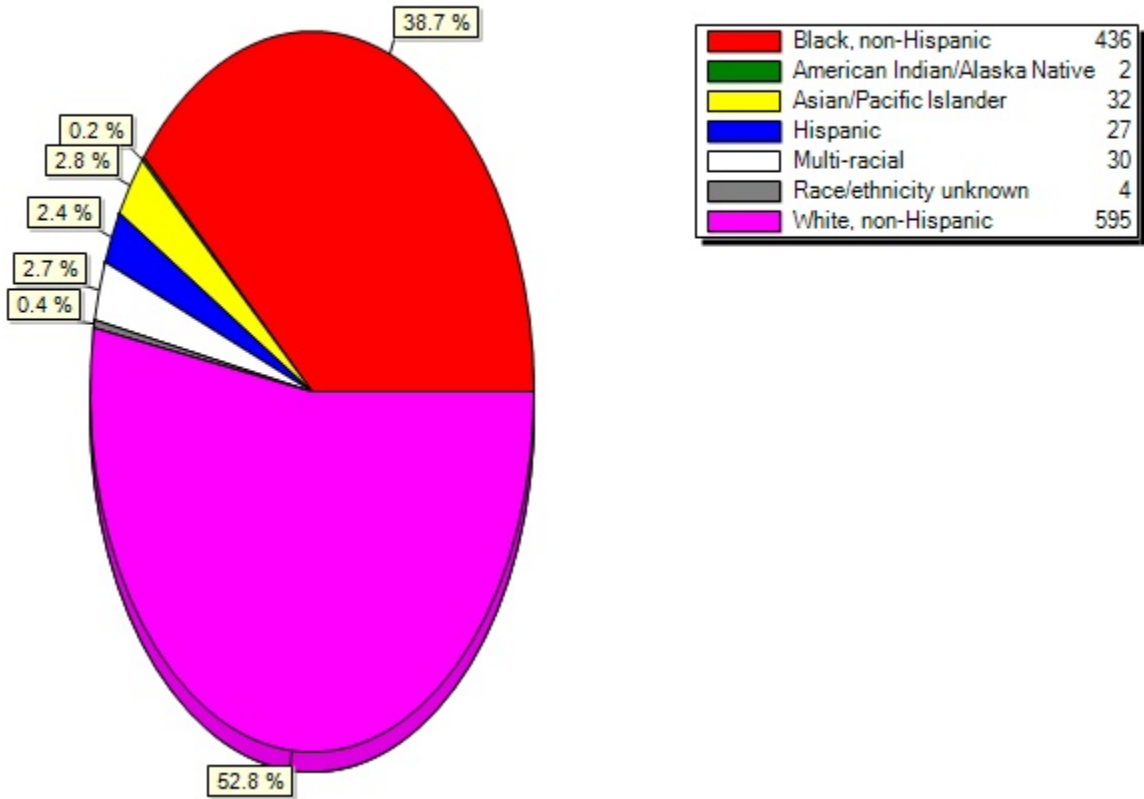
1) Gender:

1) Gender:



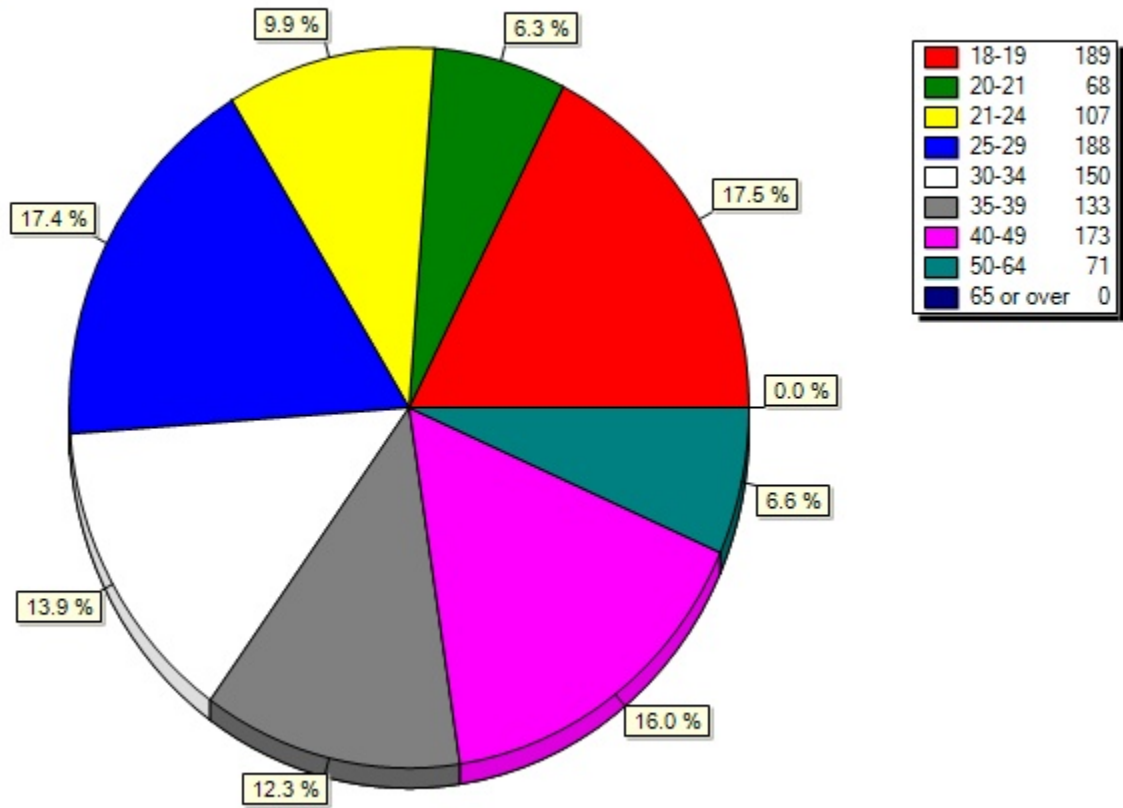
2) Ethnicity:

2) Ethnicity:



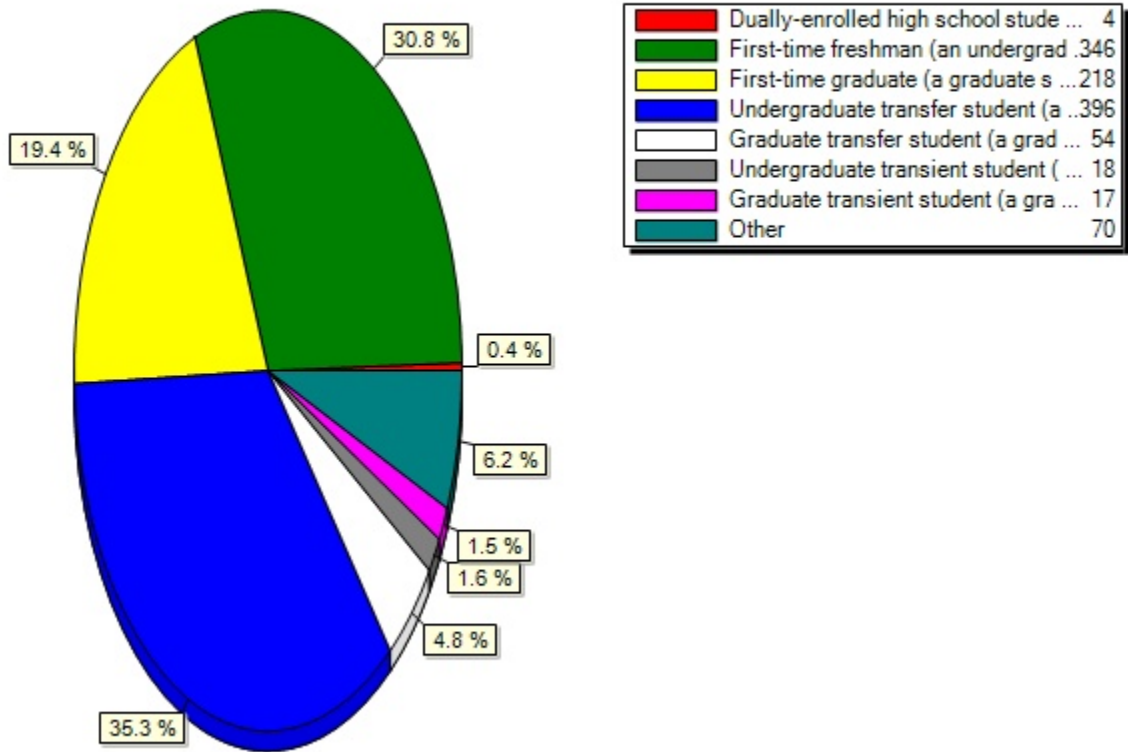
3) Age:

3) Age:



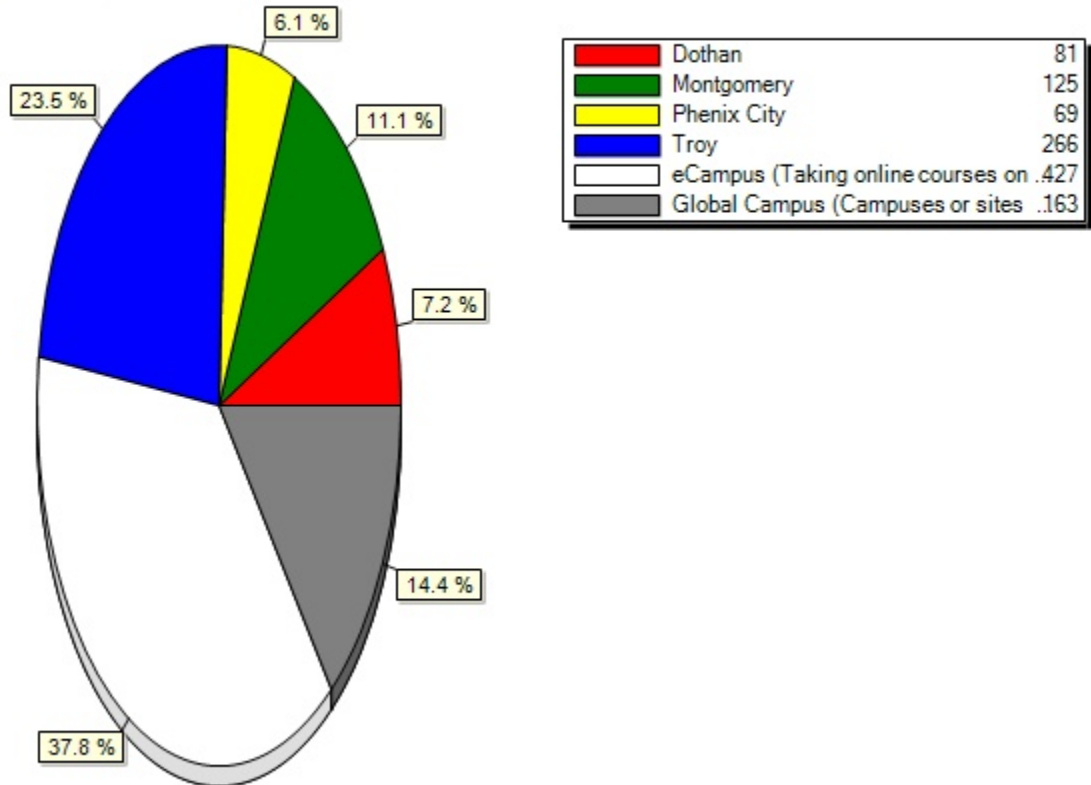
4) Enrollment Status:

4) Enrollment Status:



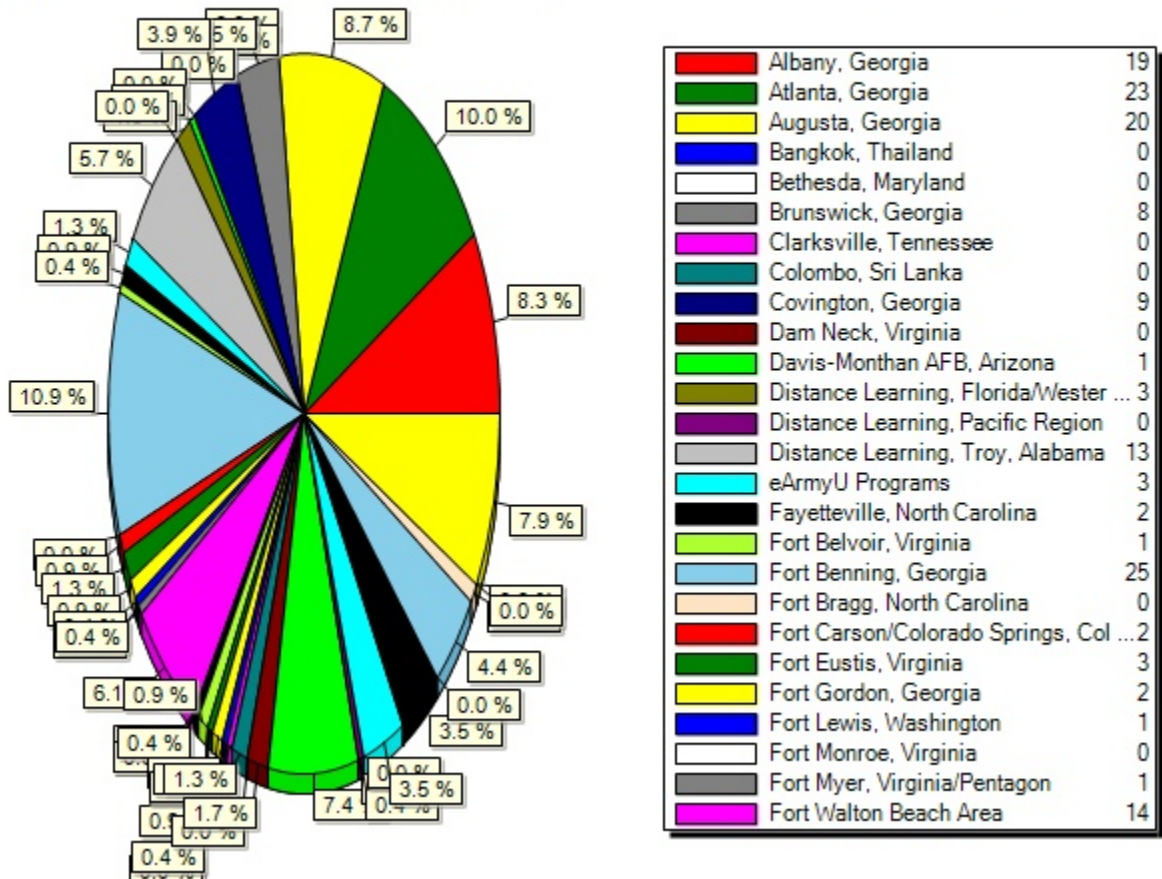
5) Campus where you are currently enrolled:

5) Campus where you are currently enrolled:



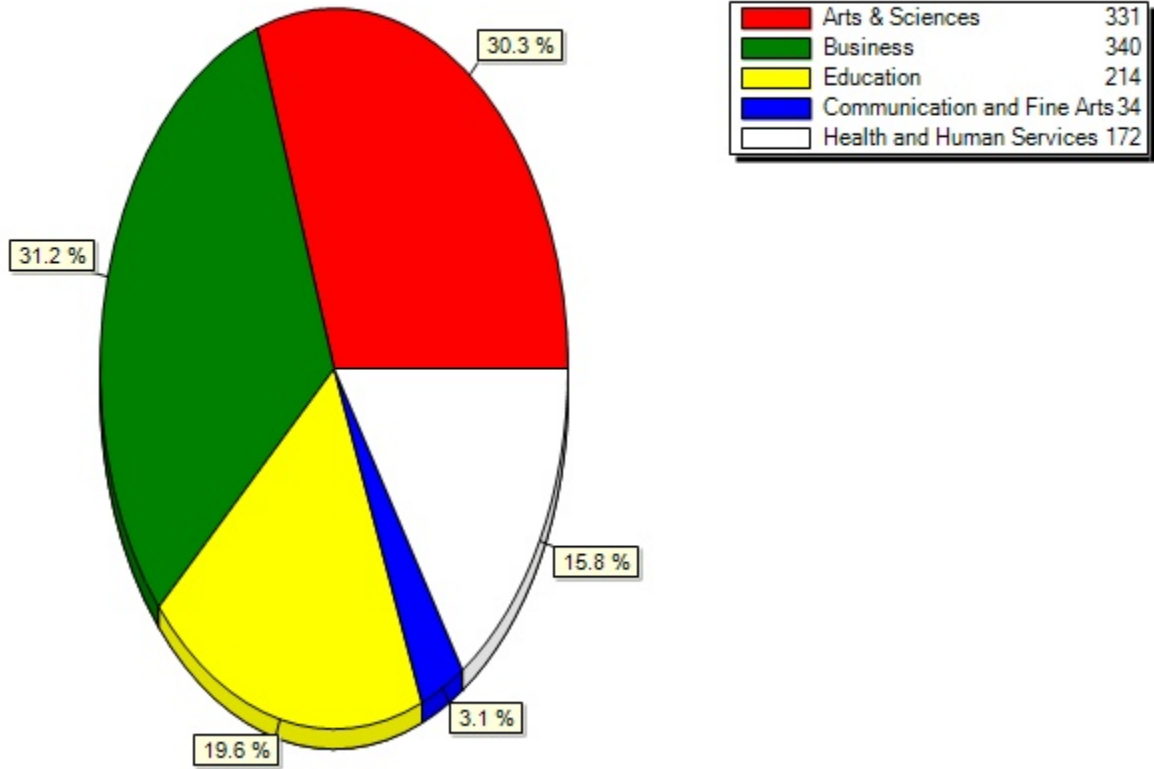
6) If you selected Global Campus in the prior question, please select the site from which you are taking classes now:

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



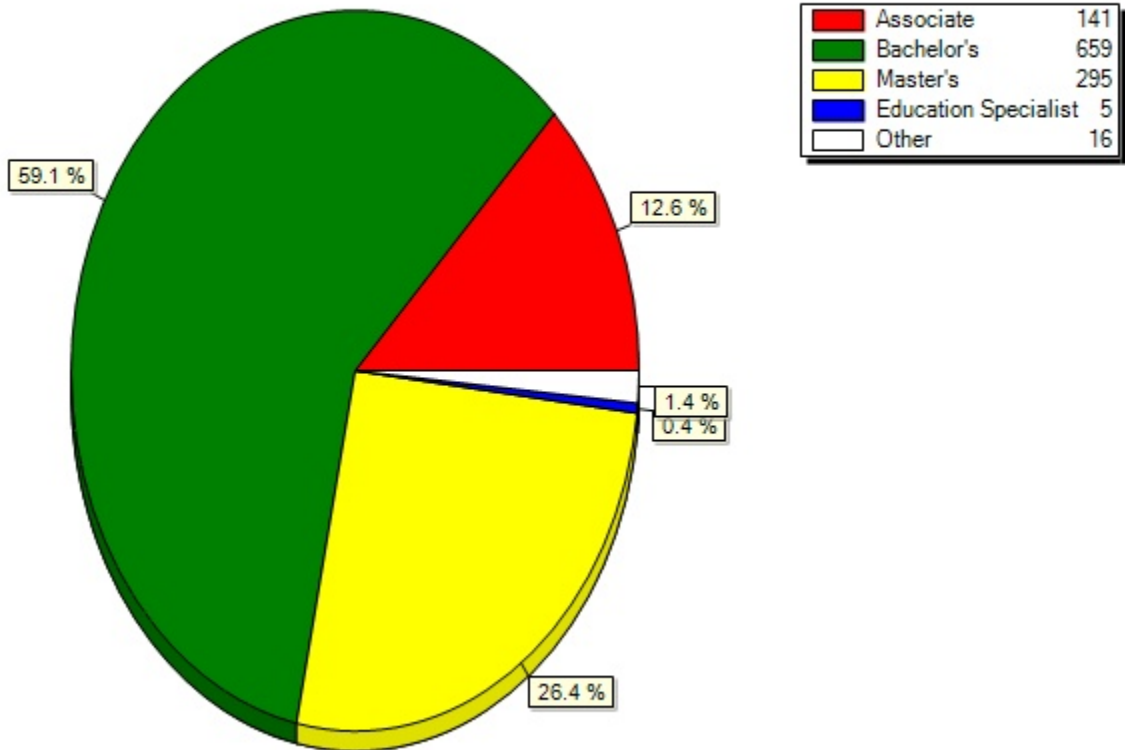
7) College you are attending:

7) College you are attending:



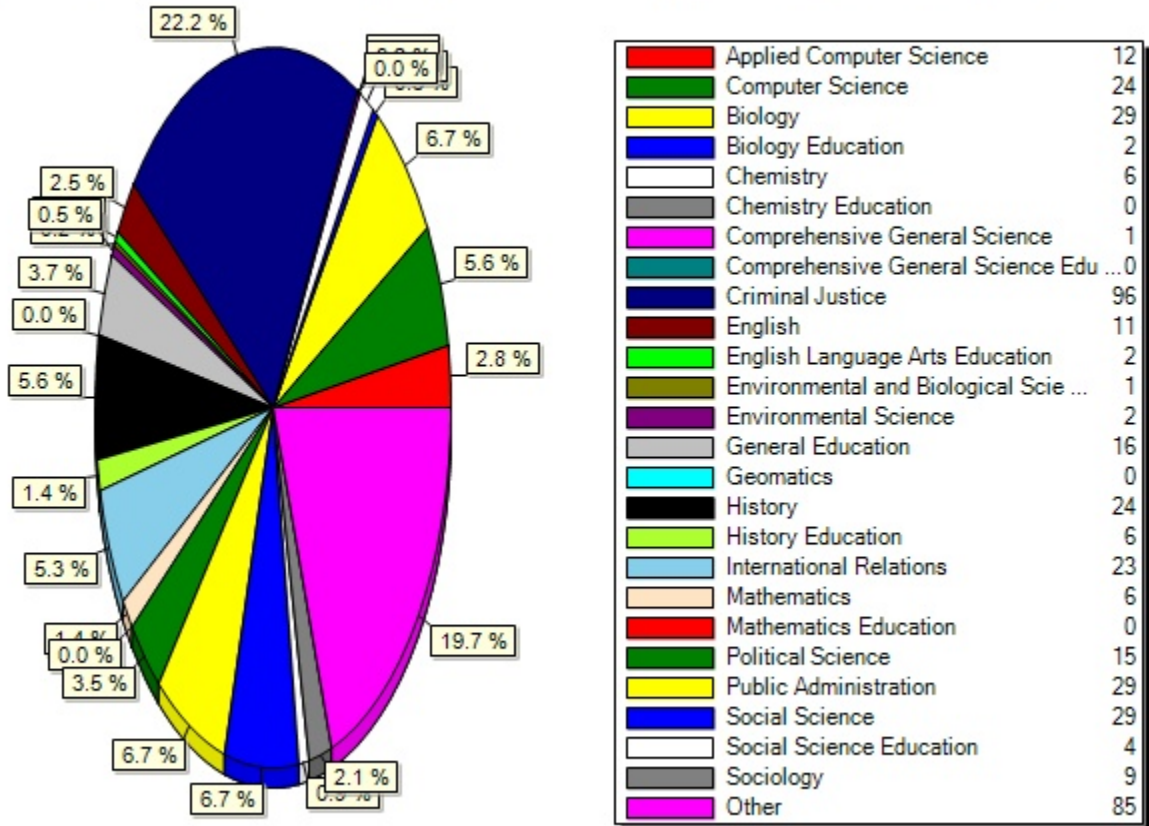
8) Degree program you are in:

8) Degree program you are in:



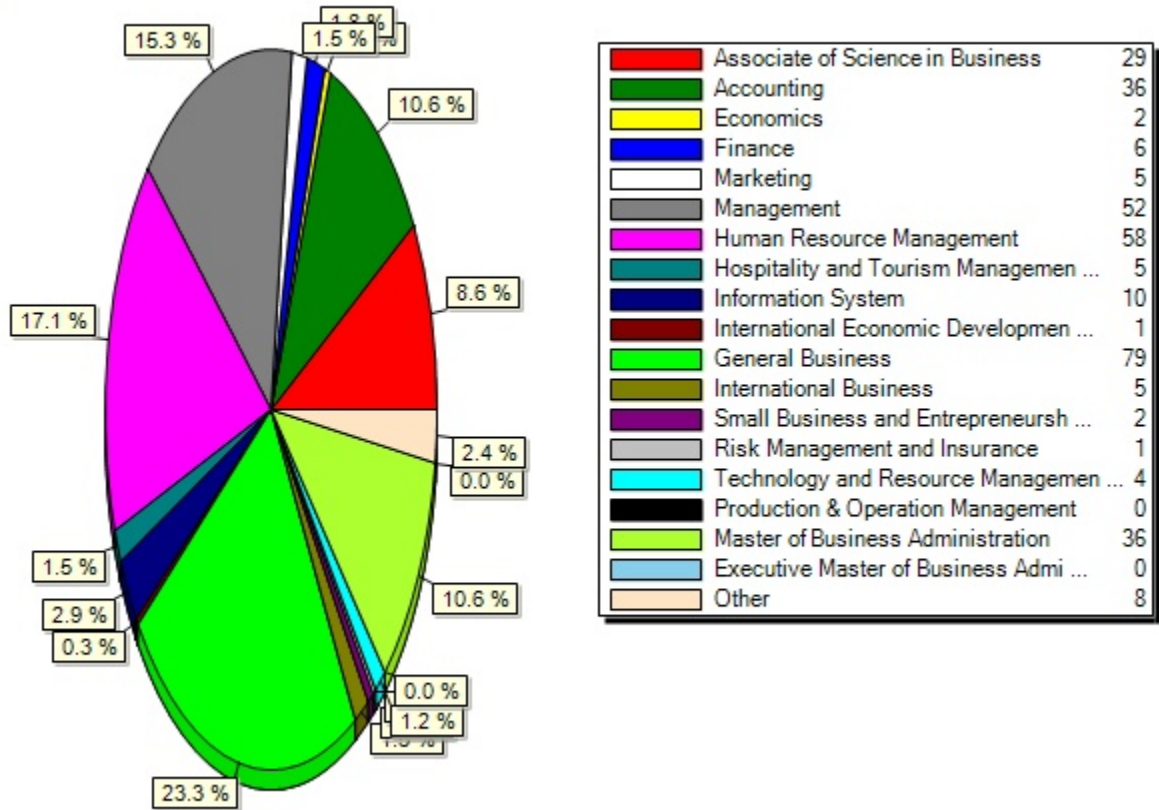
9) What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

9) What is your major/concentration? (Select your major from the appropriate college you belong to.)Colleg



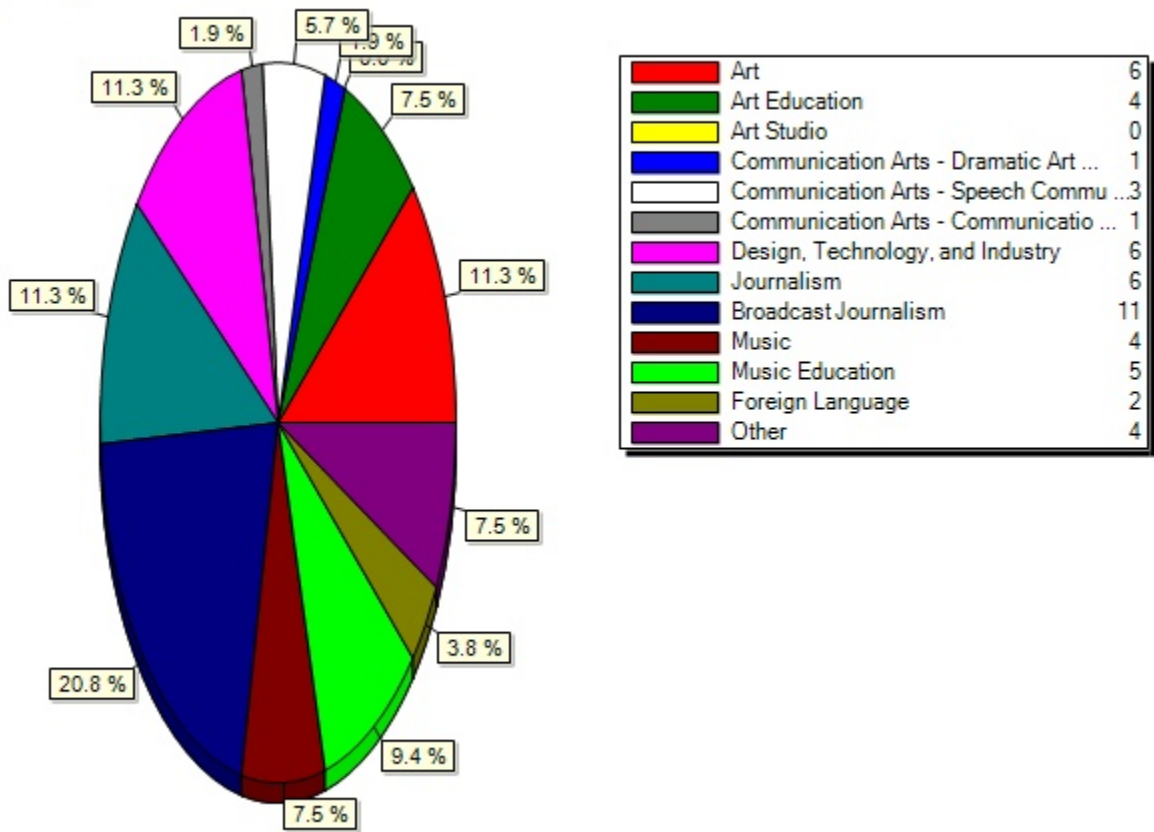
10) Sorrell College of Business

10) Sorrell College of Business



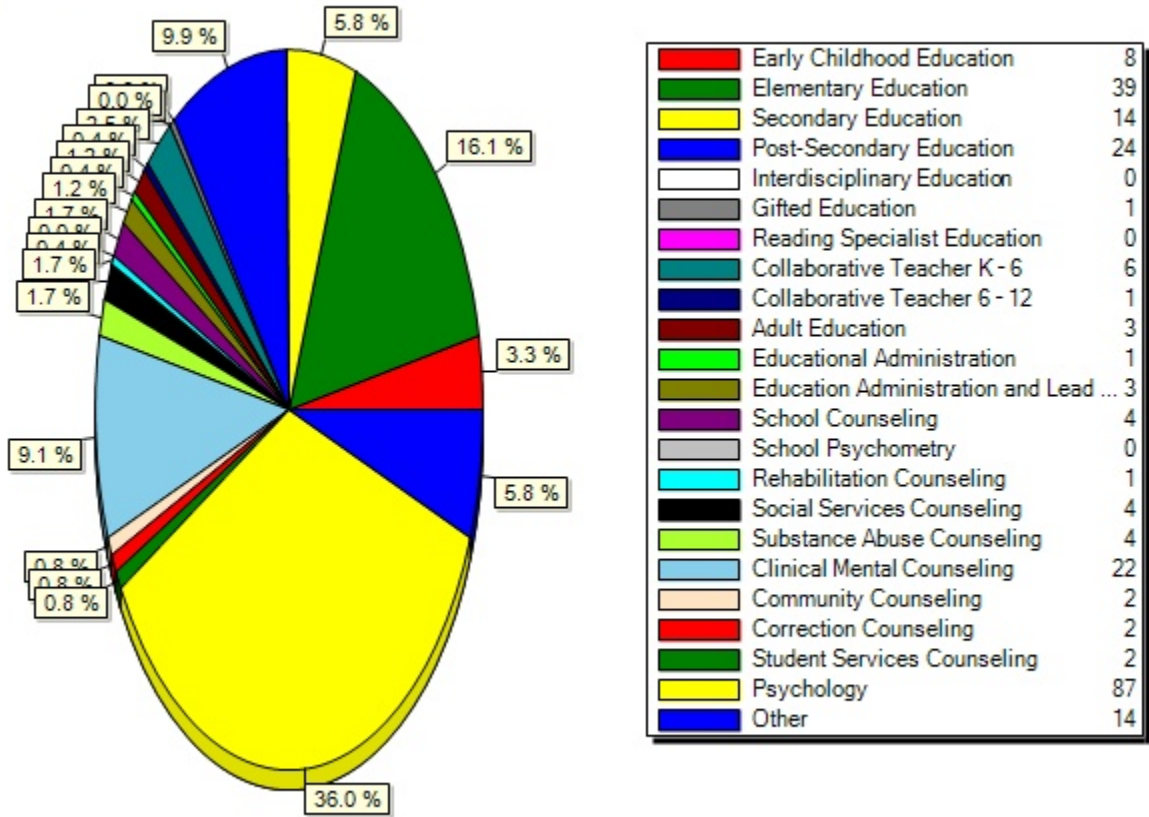
11) College of Communication and Fine Arts

11) College of Communication and Fine Arts



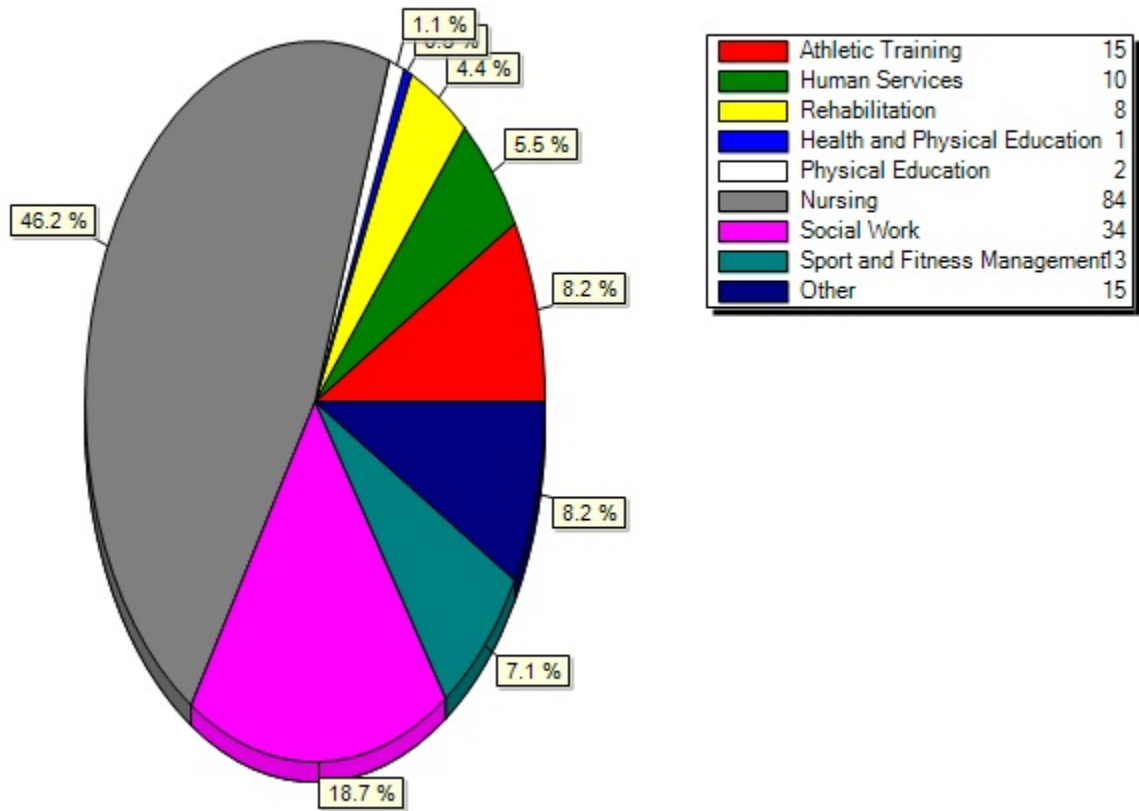
12) College of Education

12) College of Education



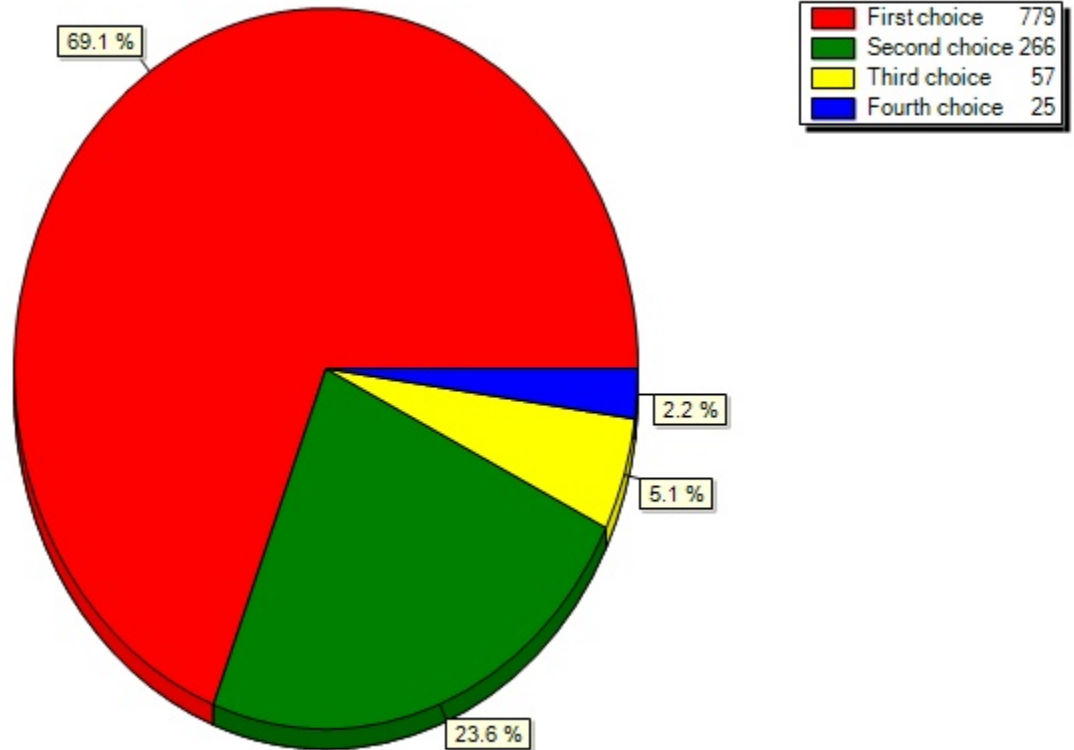
13) College of Health and Human Services

13) College of Health and Human Services



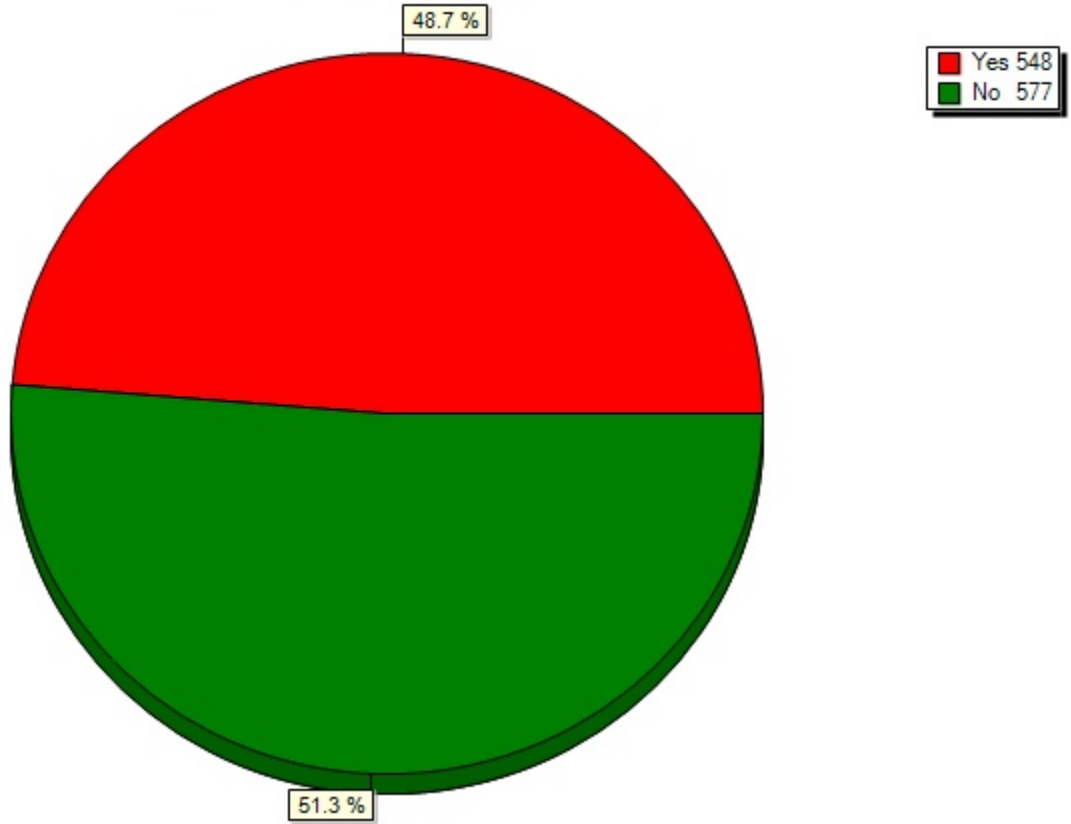
14) When you applied for admission to college, Troy University was your:

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



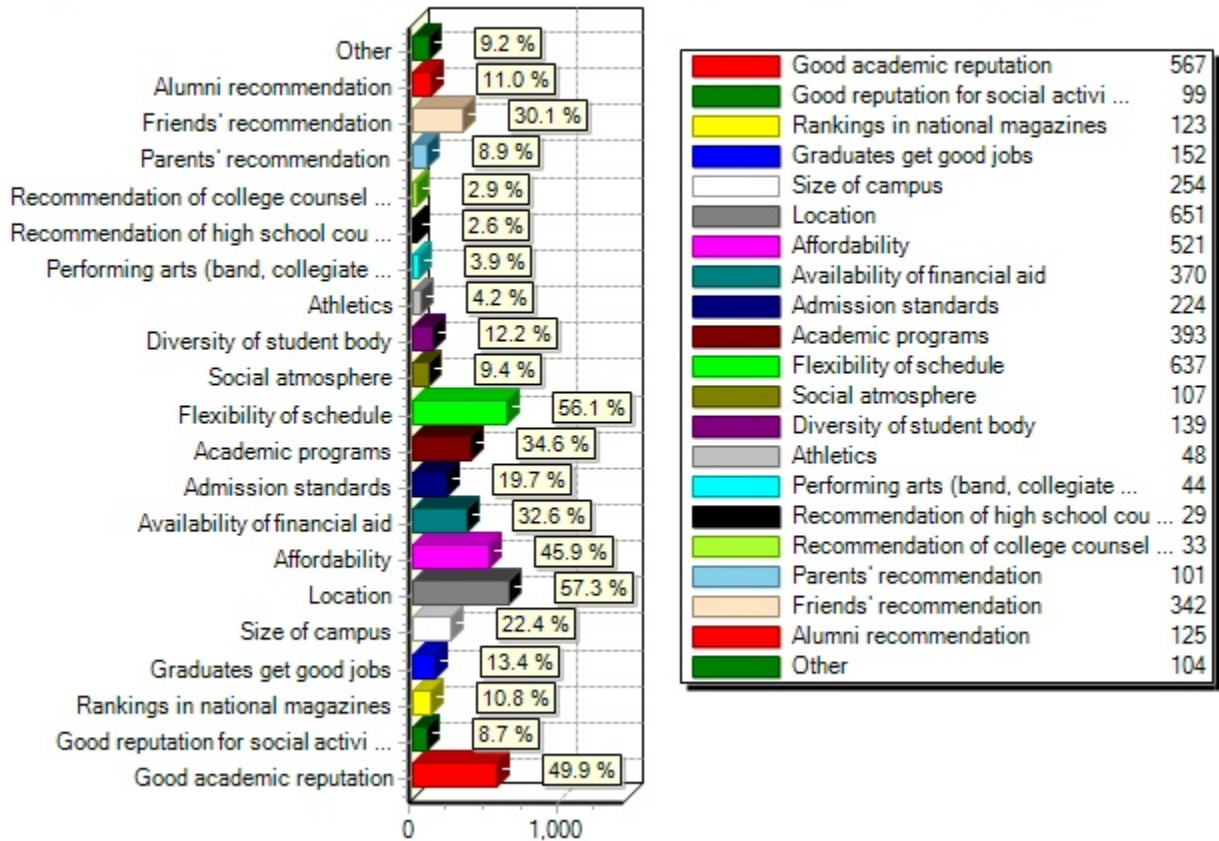
15) Prior to enrollment in Troy University, did you visit the campus where you enrolled?

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

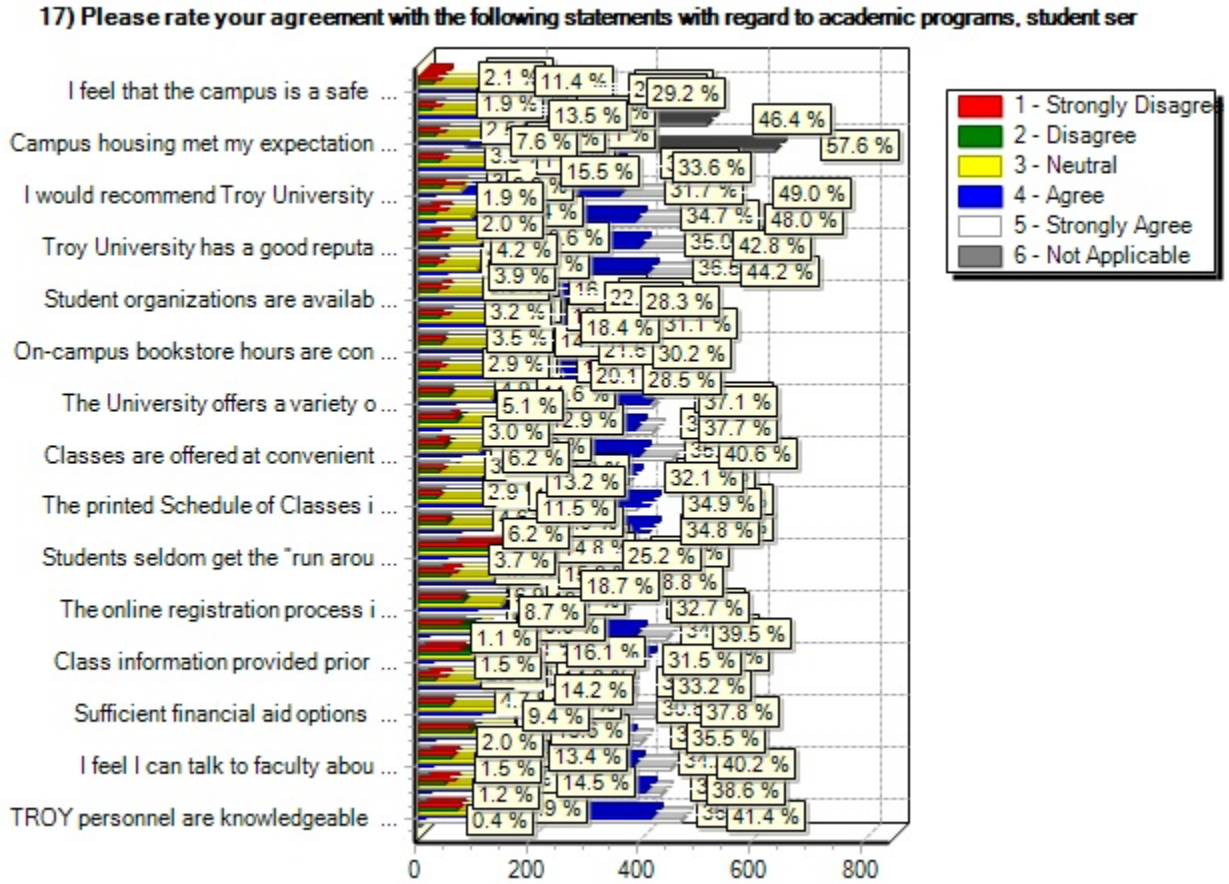


16) Please select the reasons why you have chosen to attend Troy University (select as many as apply):

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

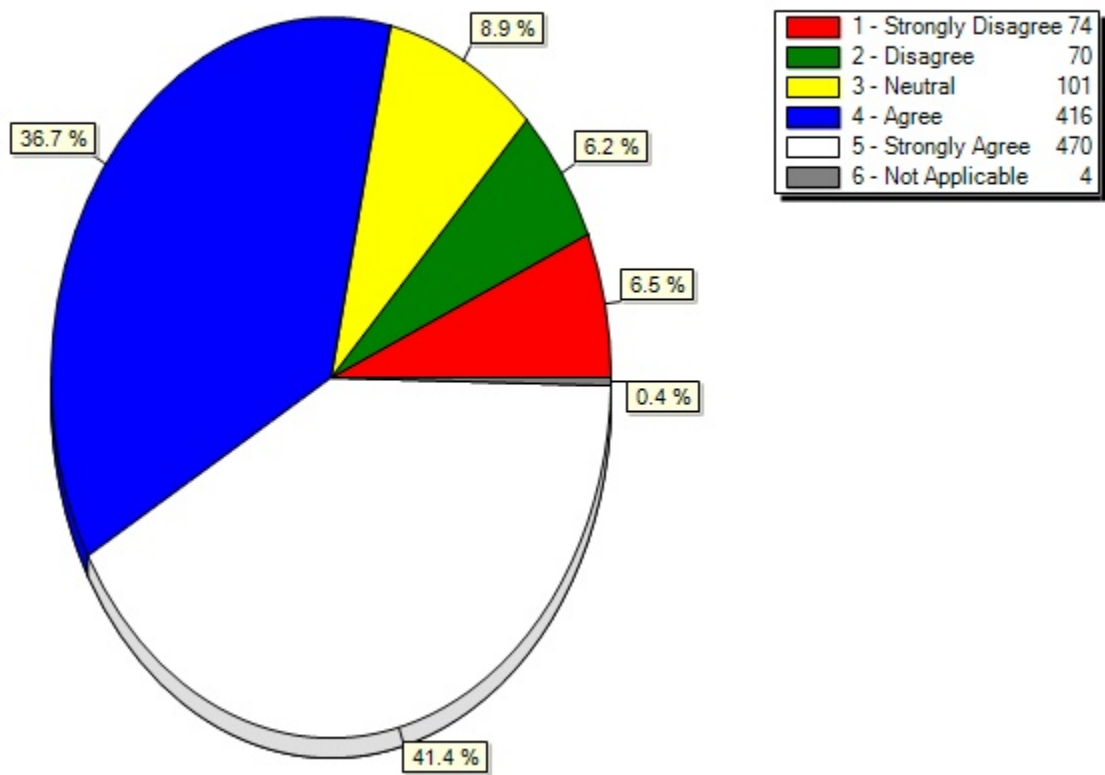


17) Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:



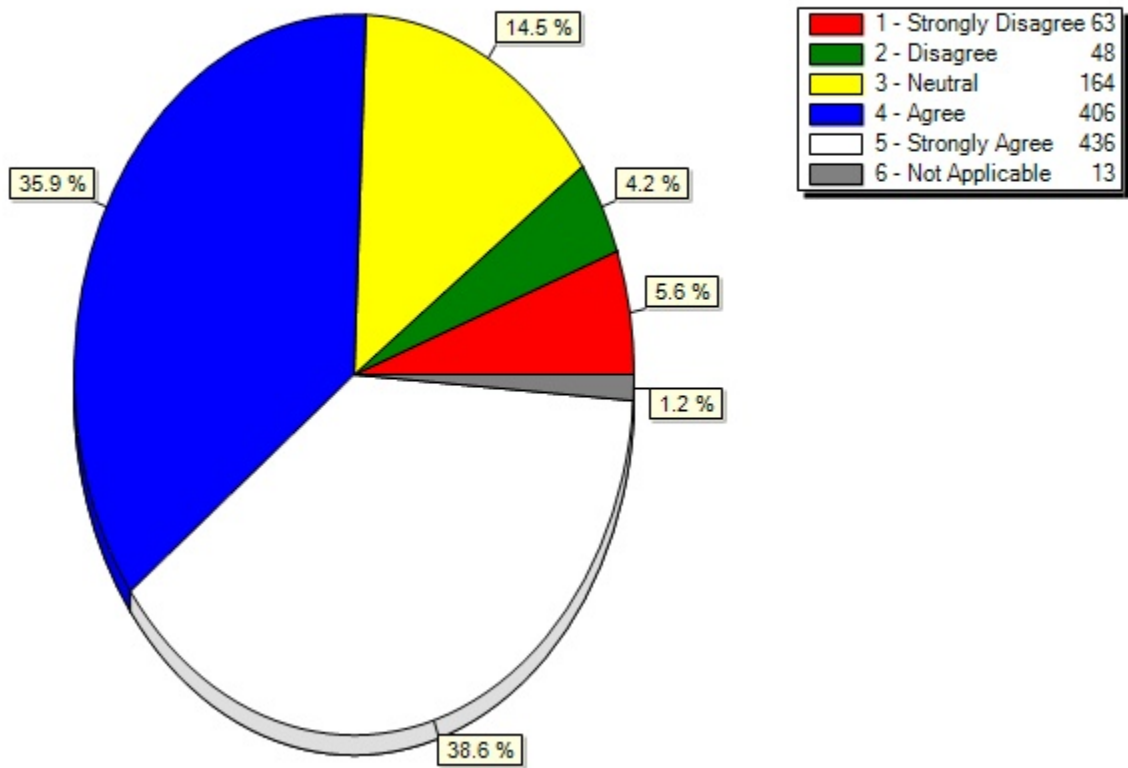
17.1) TROY personnel are knowledgeable and helpful.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.1) TROY personnel are knowledgeable and helpful.(Please rate your agreement with the following statemen



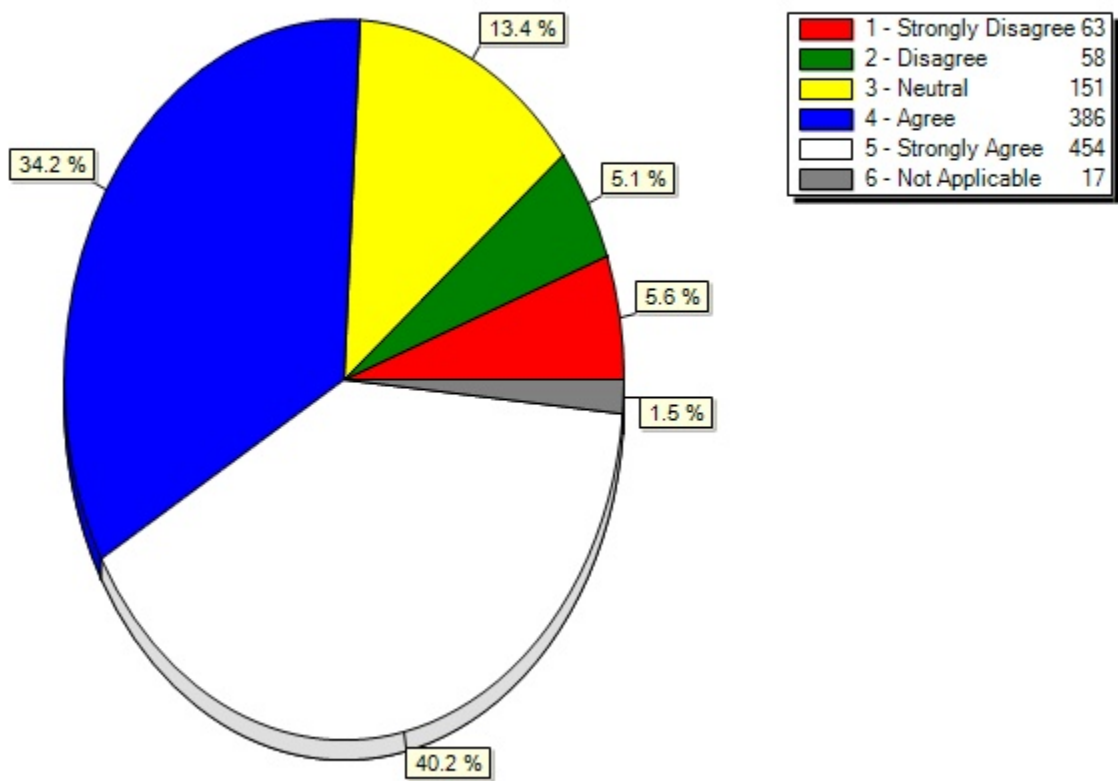
17.2) Faculty care about students as individuals.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.2) Faculty care about students as individuals.(Please rate your agreement with the following statements



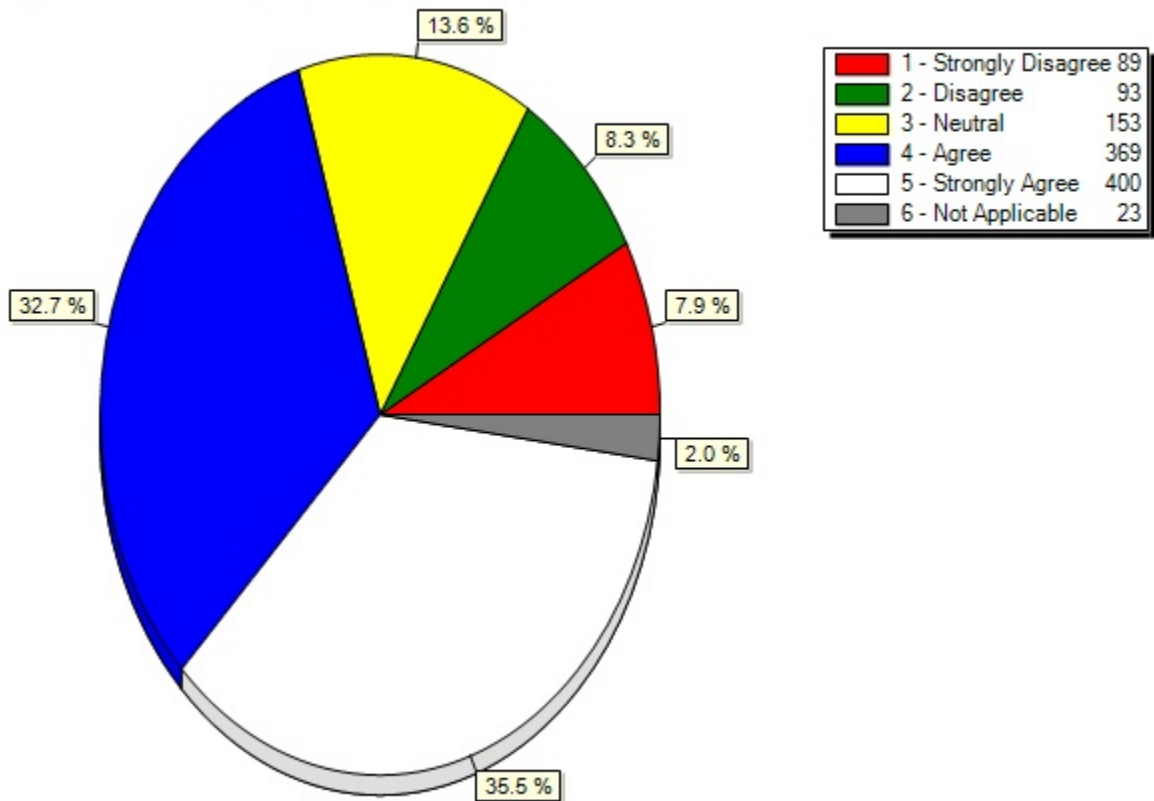
17.3) I feel I can talk to faculty about my academic concerns.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.3) I feel I can talk to faculty about my academic concerns.(Please rate your agreement with the followi



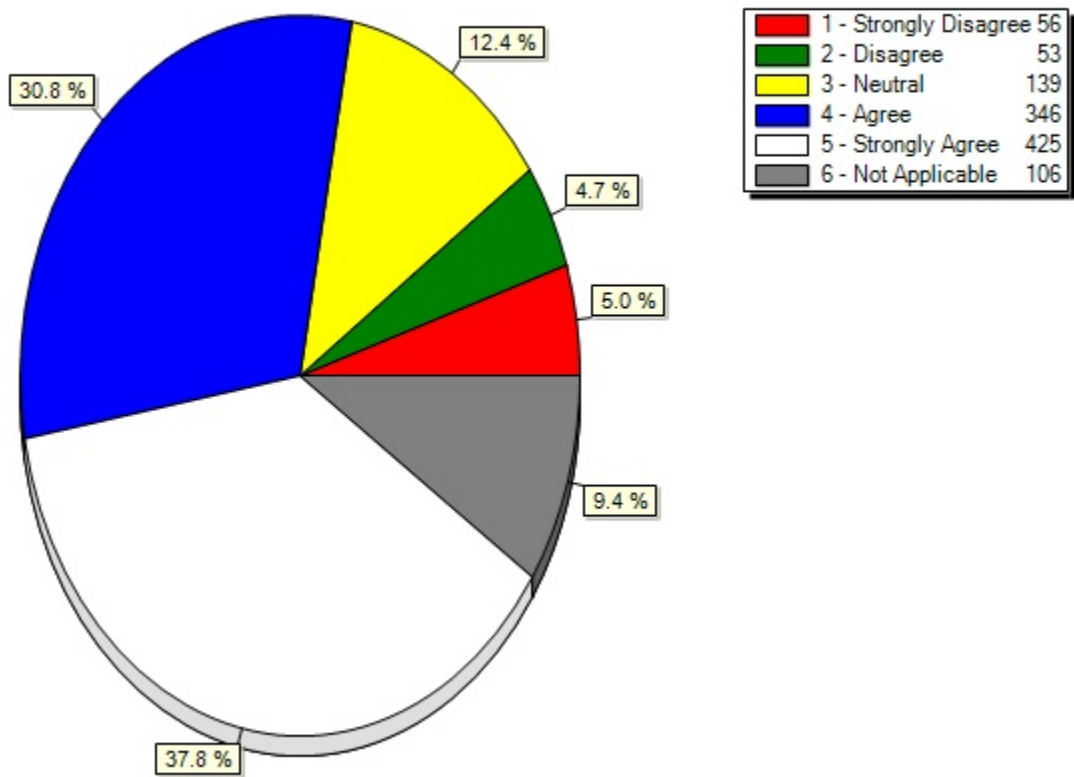
17.4) Academic advising is adequate.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.4) Academic advising is adequate.(Please rate your agreement with the following statements with regard



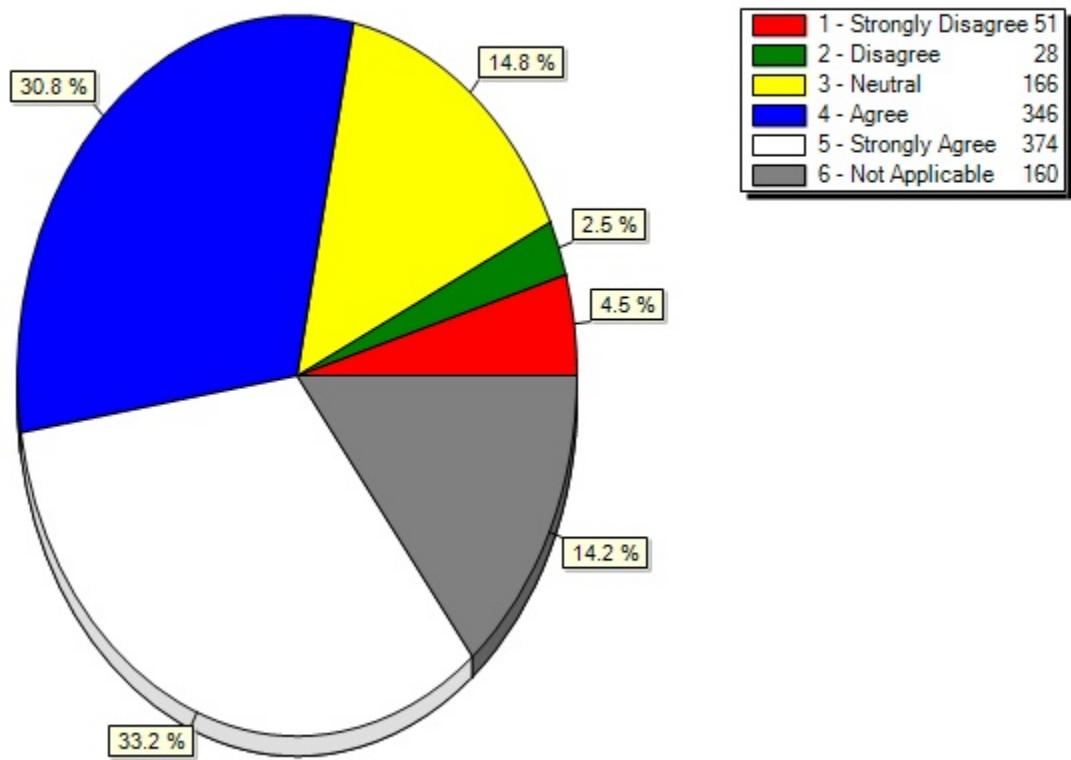
17.5) Sufficient financial aid options are available.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.5) Sufficient financial aid options are available.(Please rate your agreement with the following statem



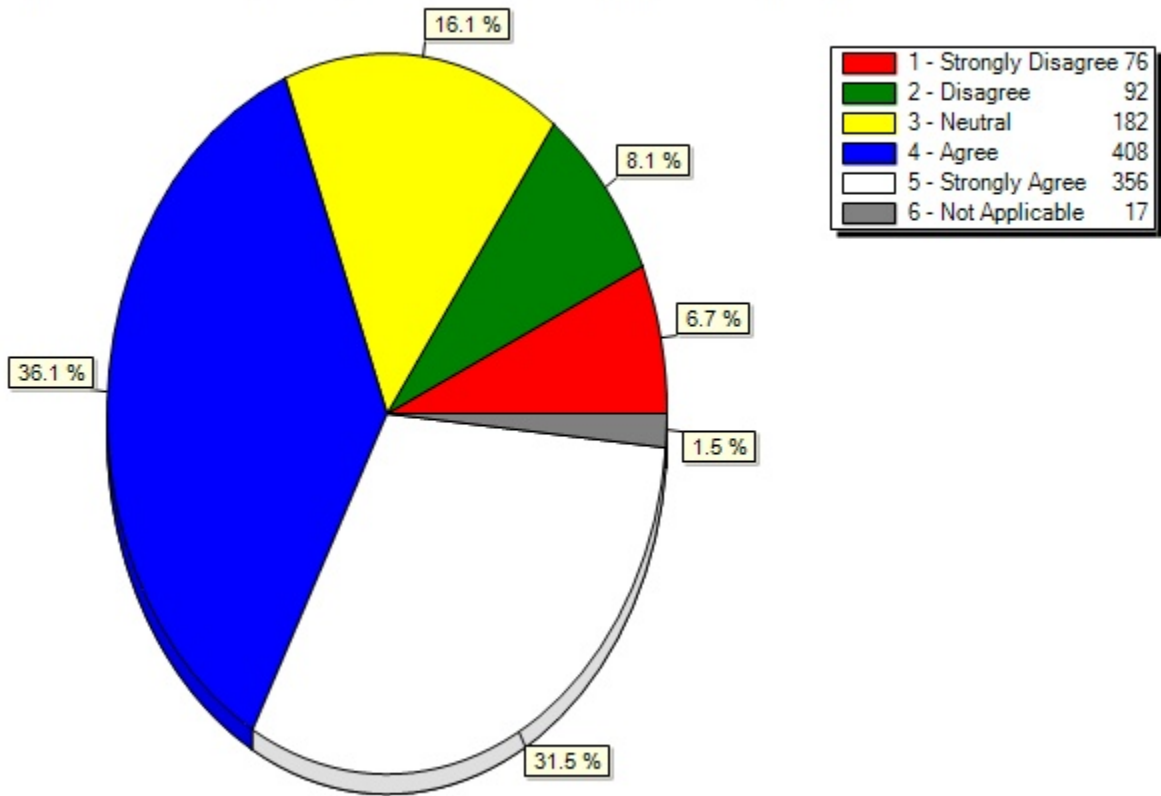
17.6) The tuition payment plan is beneficial for students.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.6) The tuition payment plan is beneficial for students.(Please rate your agreement with the following s



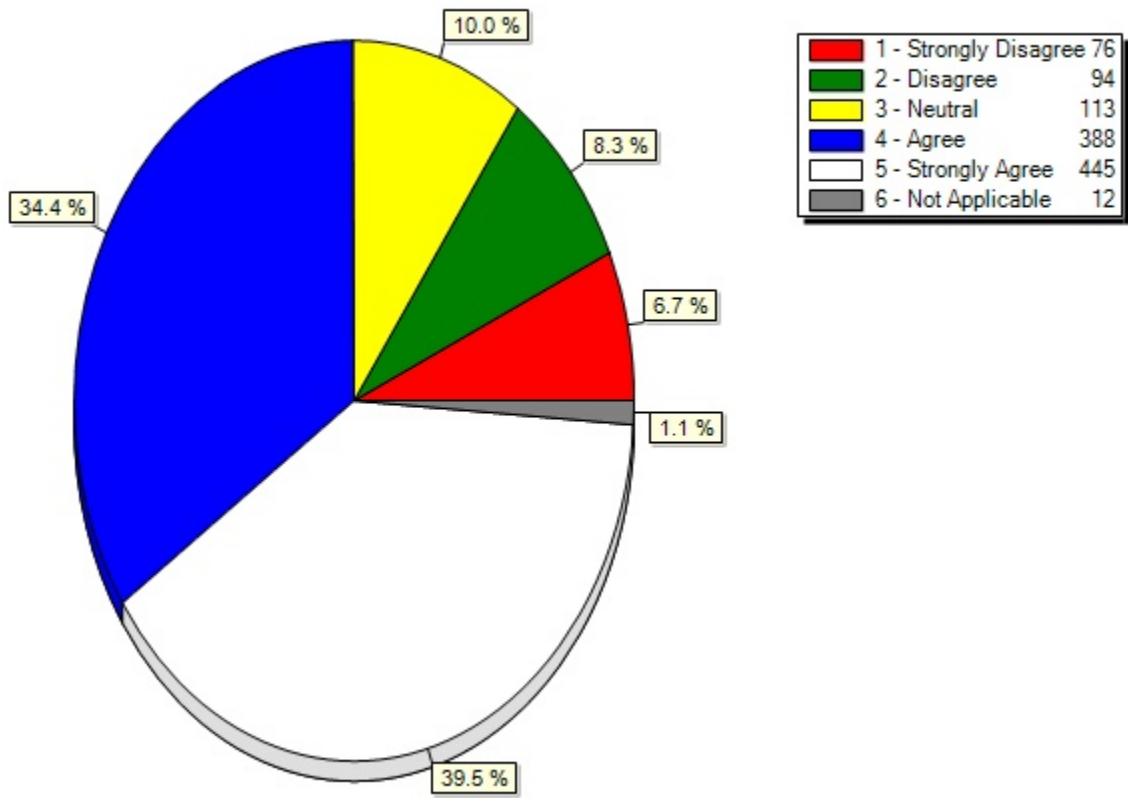
17.7) Class information provided prior to enrollment was helpful.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.7) Class information provided prior to enrollment was helpful.(Please rate your agreement with the foll



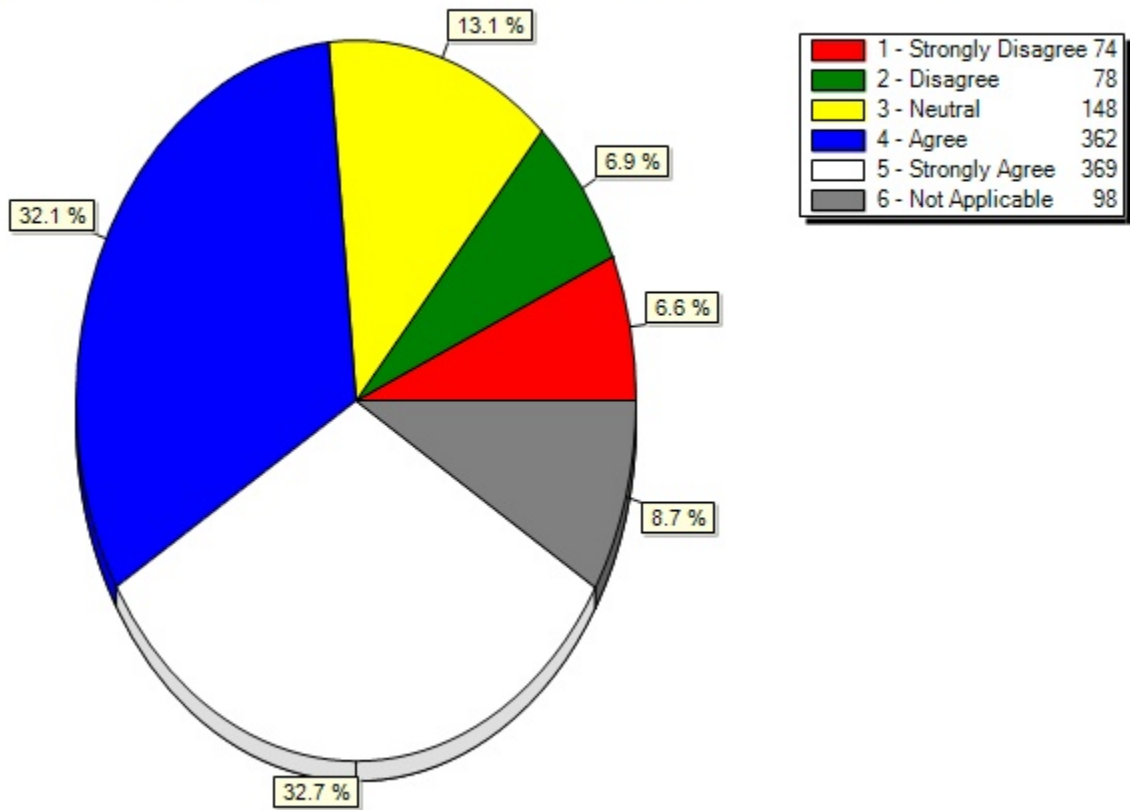
17.8) Registration dates, times, and procedures were made clear to me prior to enrollment. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.8) Registration dates, times, and procedures were made clear to me prior to enrollment. (Please rate you



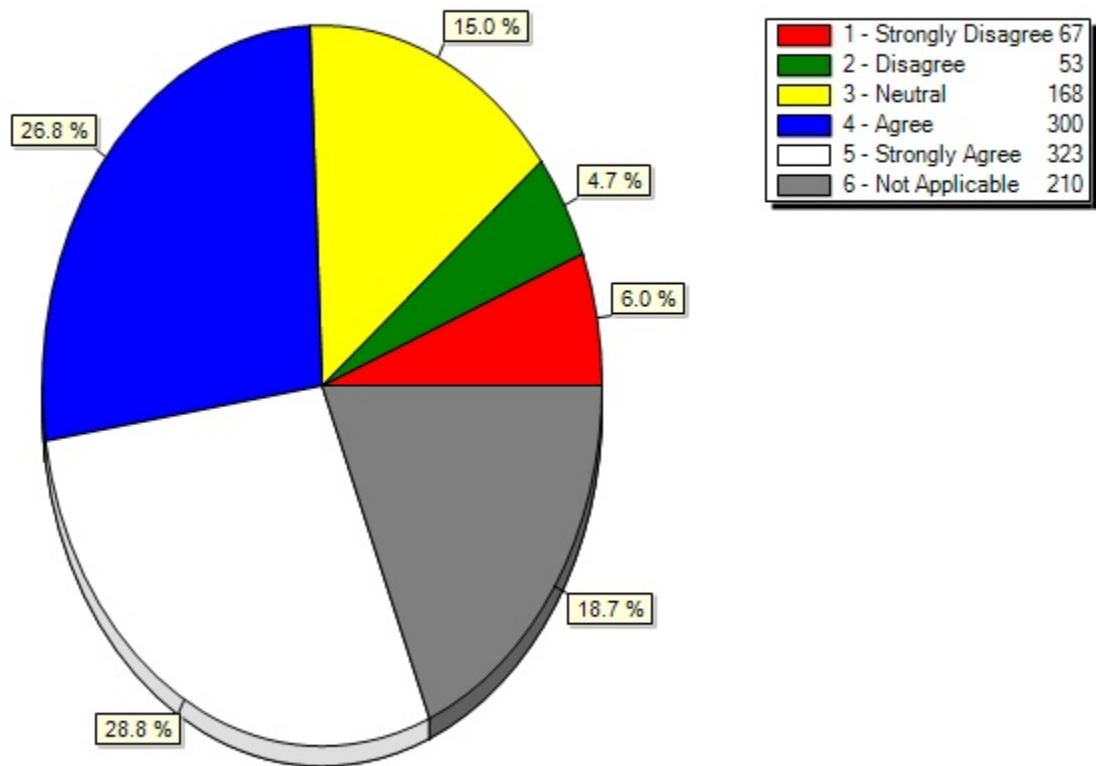
17.9) The online registration process is user-friendly.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.9) The online registration process is user-friendly.(Please rate your agreement with the following stat



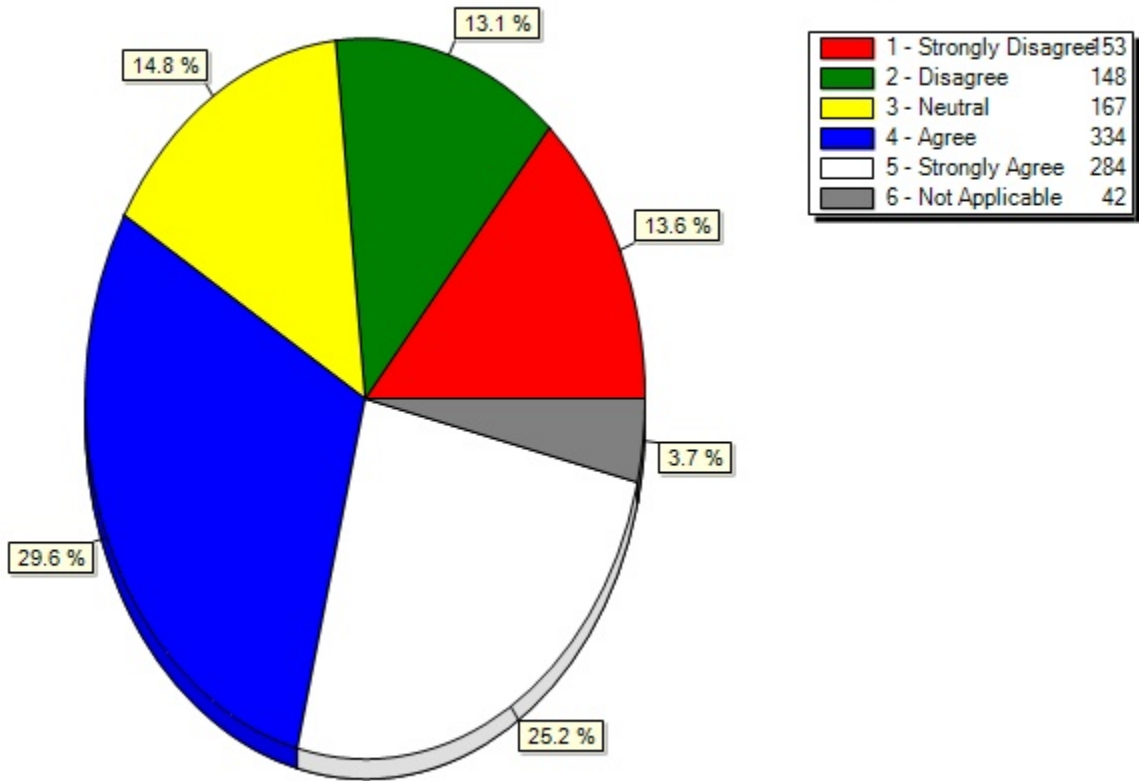
17.10) The on-site registration process is user-friendly.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.10) The on-site registration process is user-friendly.(Please rate your agreement with the following st



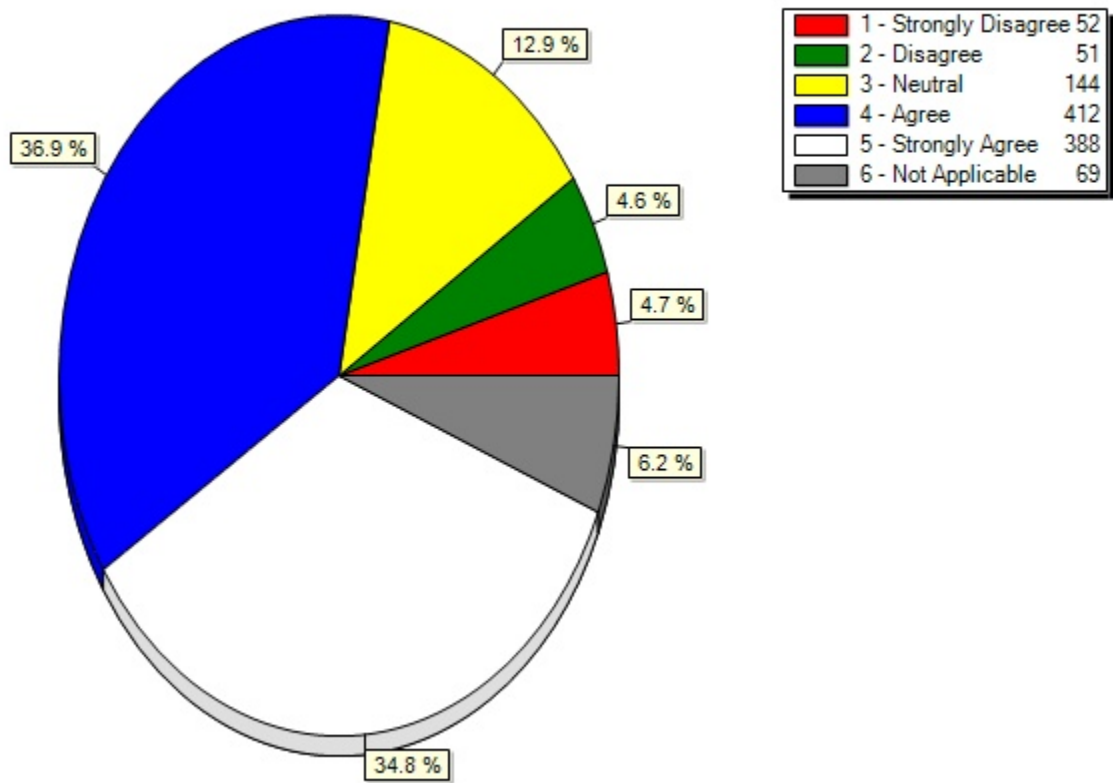
17.11) Students seldom get the “run around” when seeking information.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

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



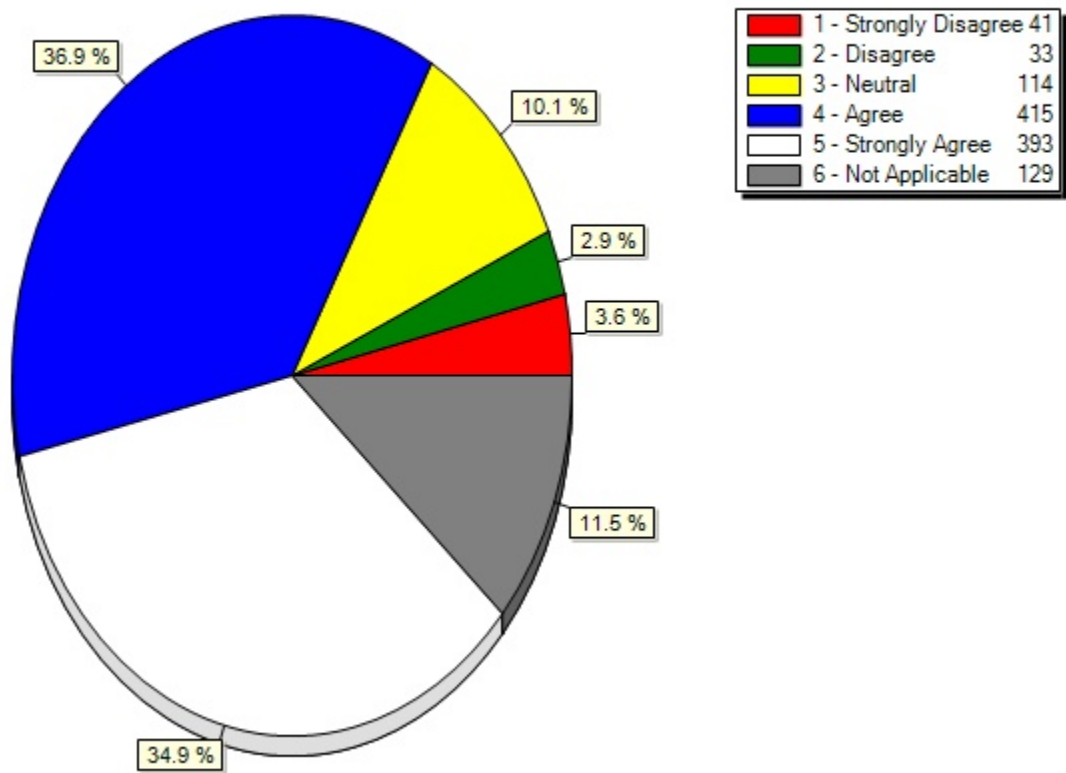
17.12) The online Schedule of Classes is informative and easy to follow.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.12) The online Schedule of Classes is informative and easy to follow.(Please rate your agreement with t



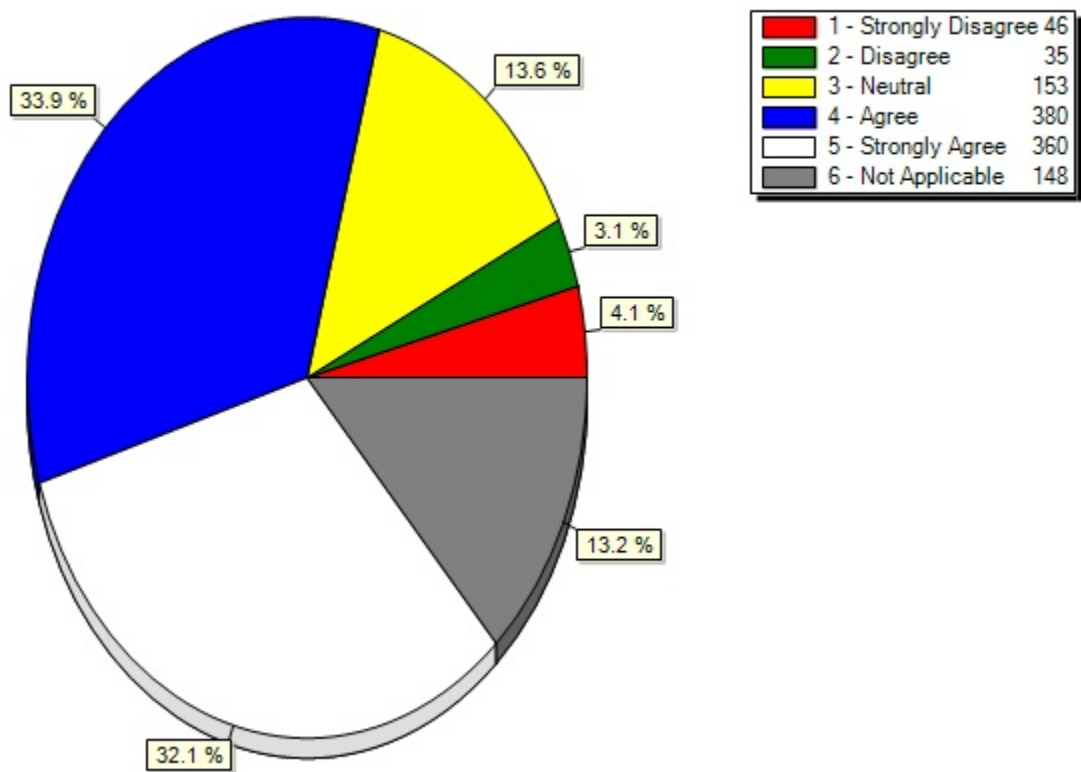
17.13) The printed Schedule of Classes is informative and easy to follow. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.13) The printed Schedule of Classes is informative and easy to follow. (Please rate your agreement with



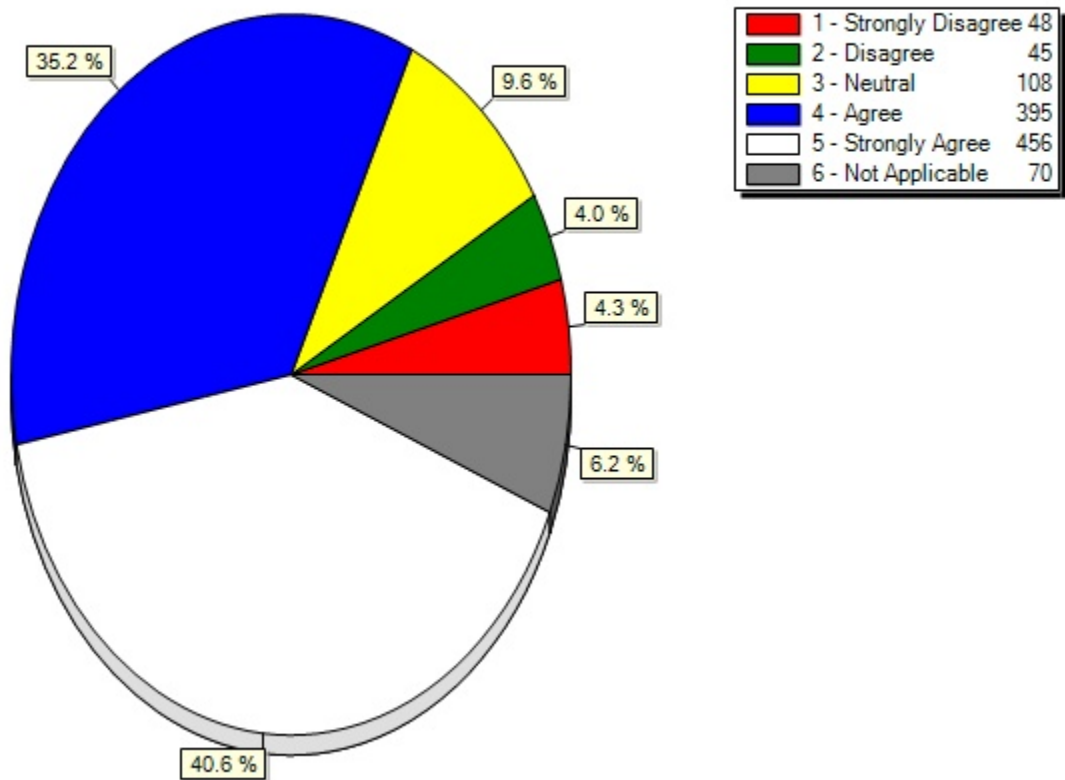
17.14) Class drop/add procedures are appropriate. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.14) Class drop/add procedures are appropriate. (Please rate your agreement with the following statements



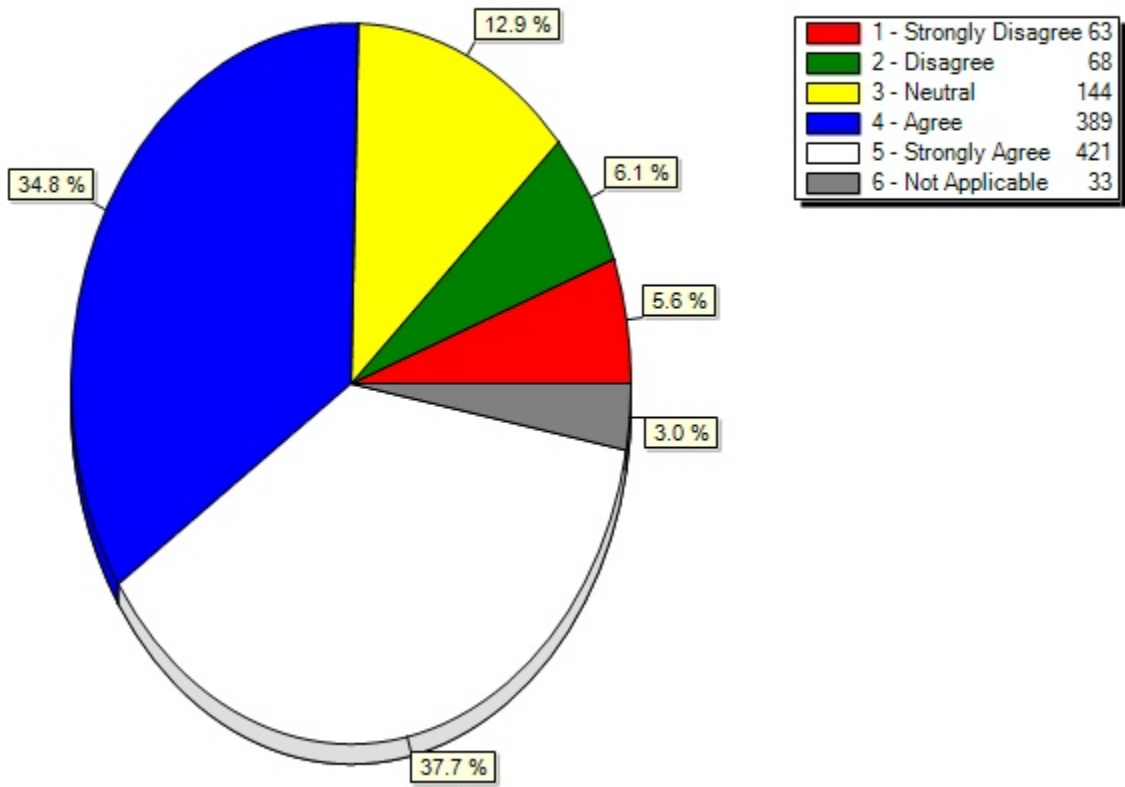
17.15) Classes are offered at convenient times.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.15) Classes are offered at convenient times.(Please rate your agreement with the following statements w



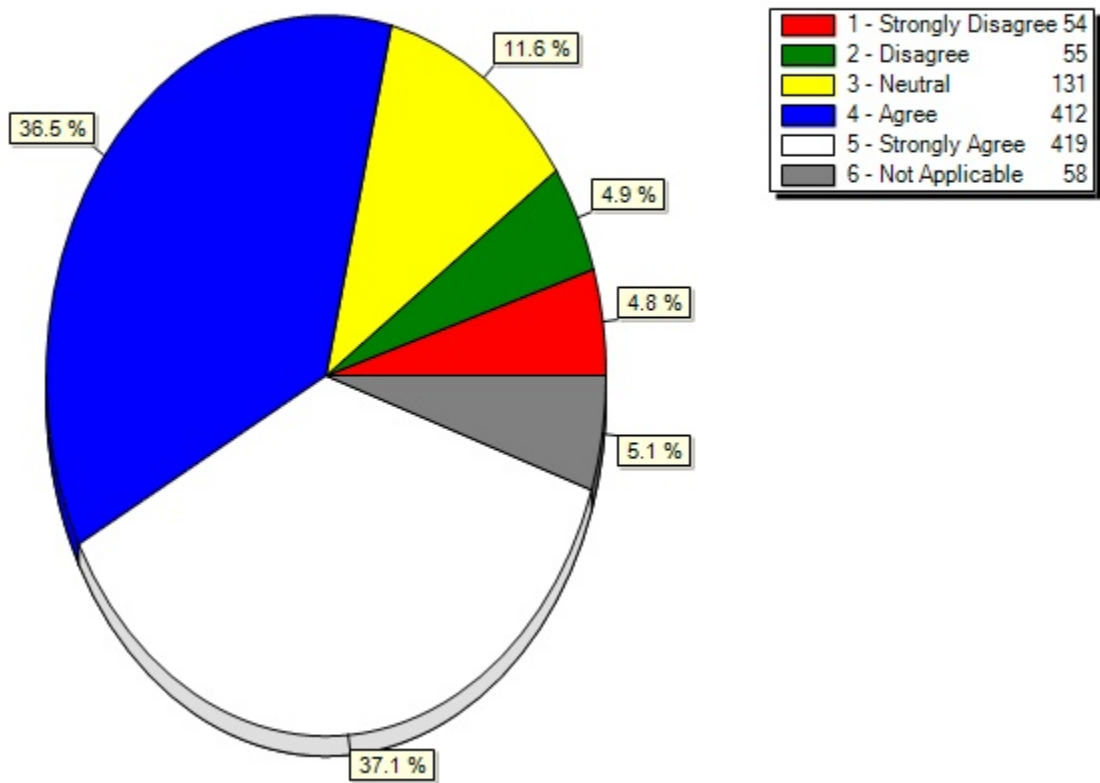
17.16) The classes I attend are well organized and well taught.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.16) The classes I attend are well organized and well taught.(Please rate your agreement with the follow



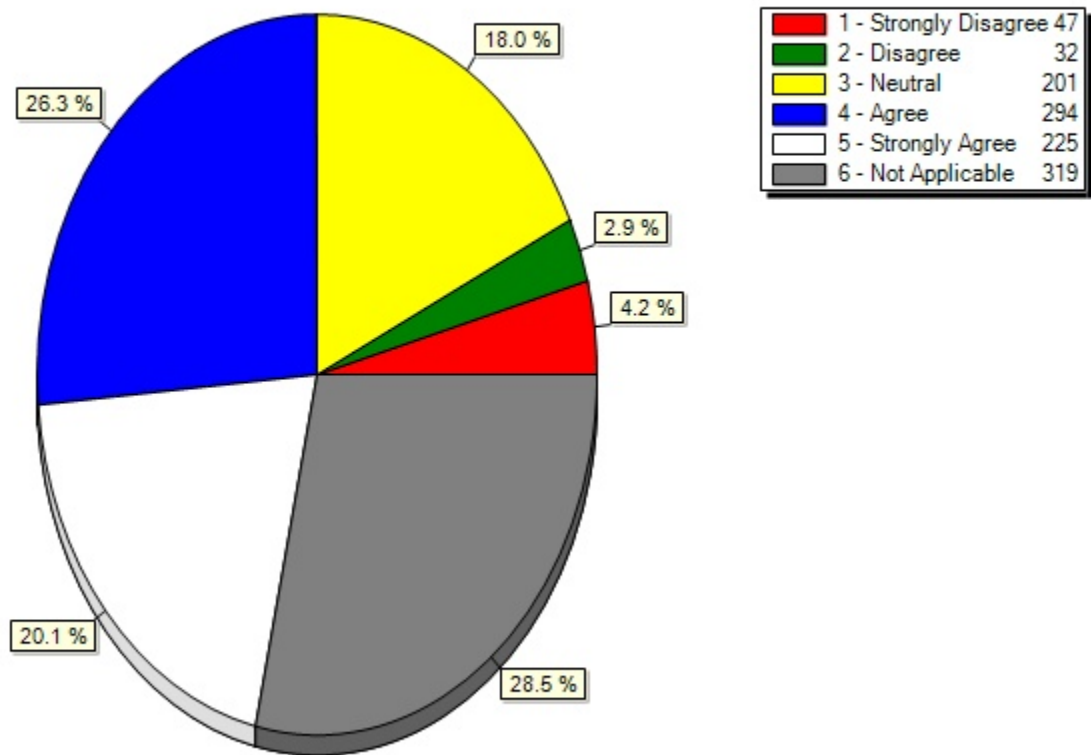
17.17) The University offers a variety of majors at my location.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.17) The University offers a variety of majors at my location.(Please rate your agreement with the follo



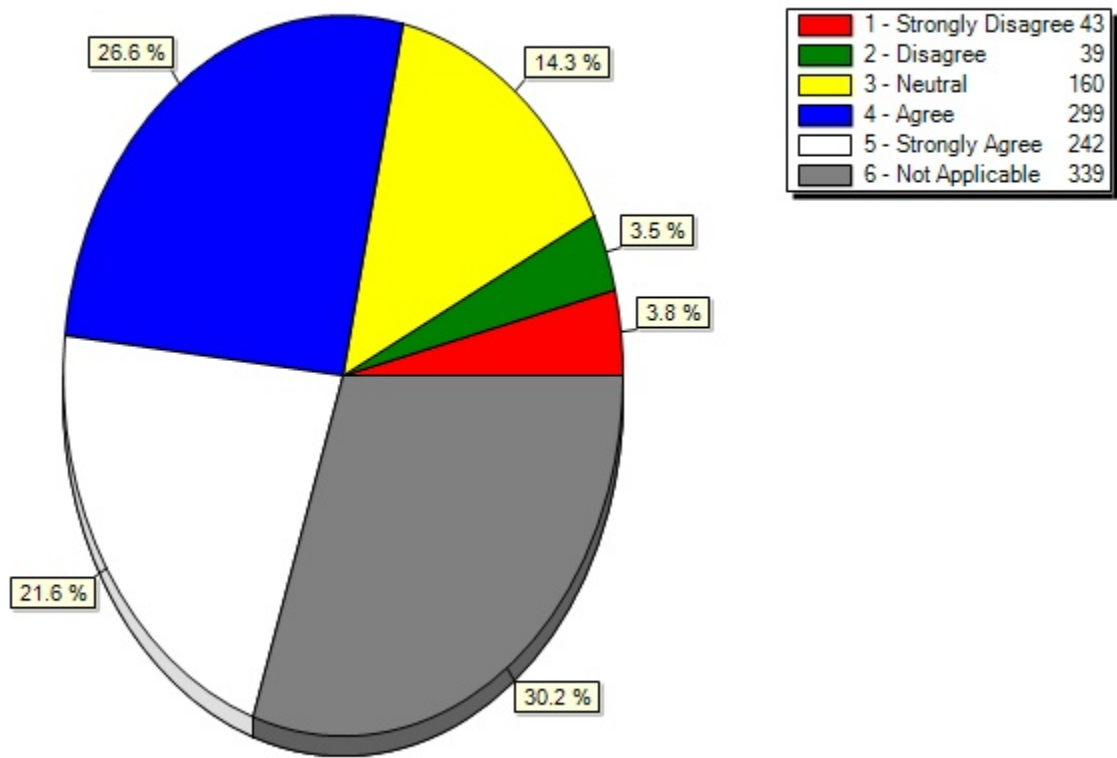
17.18) Tutorial services are sufficient.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.18) Tutorial services are sufficient.(Please rate your agreement with the following statements with reg



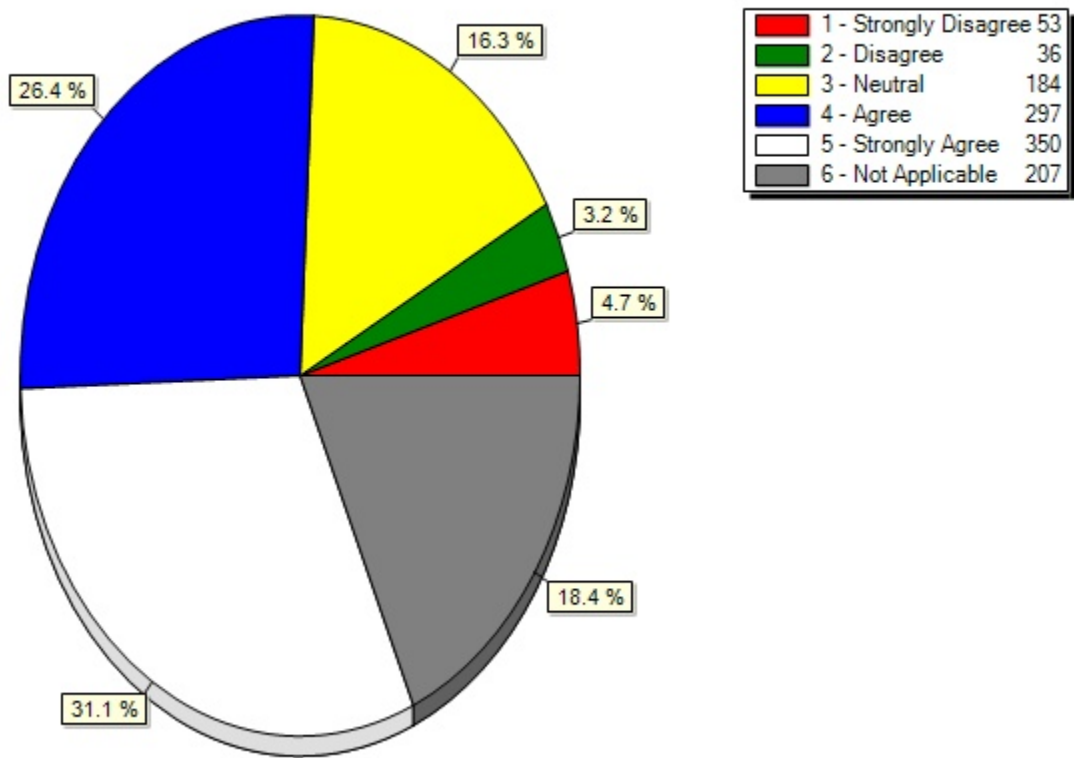
17.19) On-campus bookstore hours are convenient for students.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.19) On-campus bookstore hours are convenient for students.(Please rate your agreement with the followin



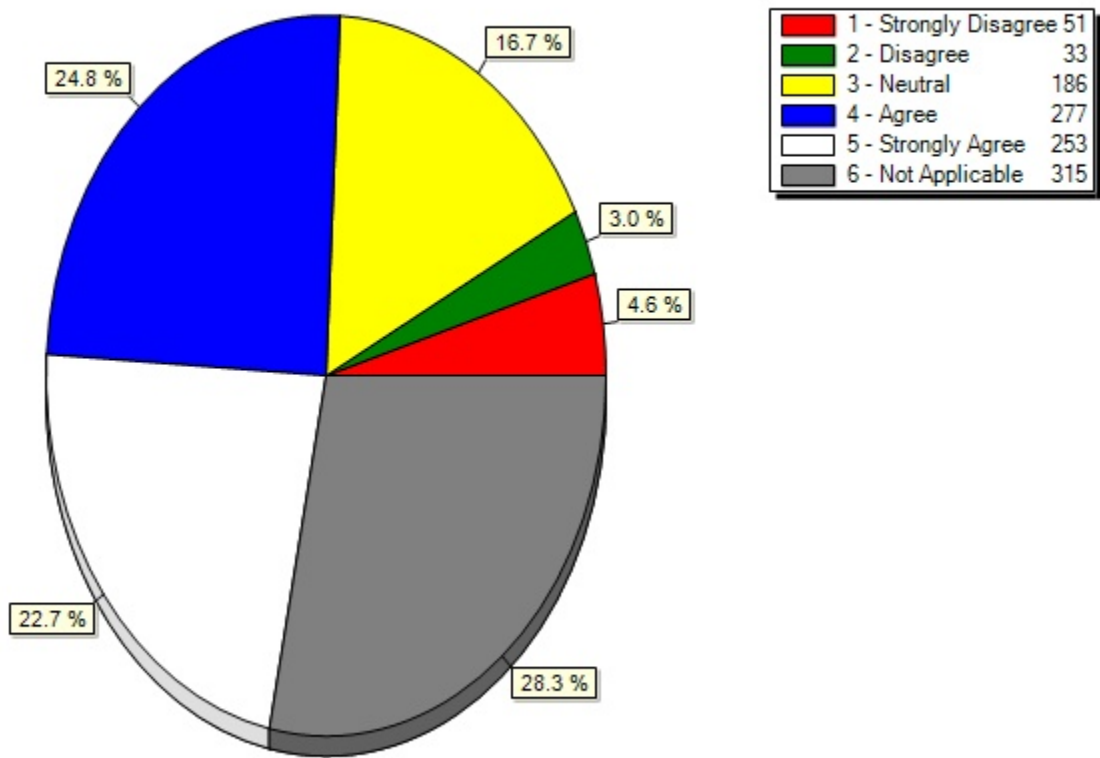
17.20) Purchasing textbooks through Troy Virtual BookStore is convenient.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.20) Purchasing textbooks through Troy Virtual BookStore is convenient.(Please rate your agreement with



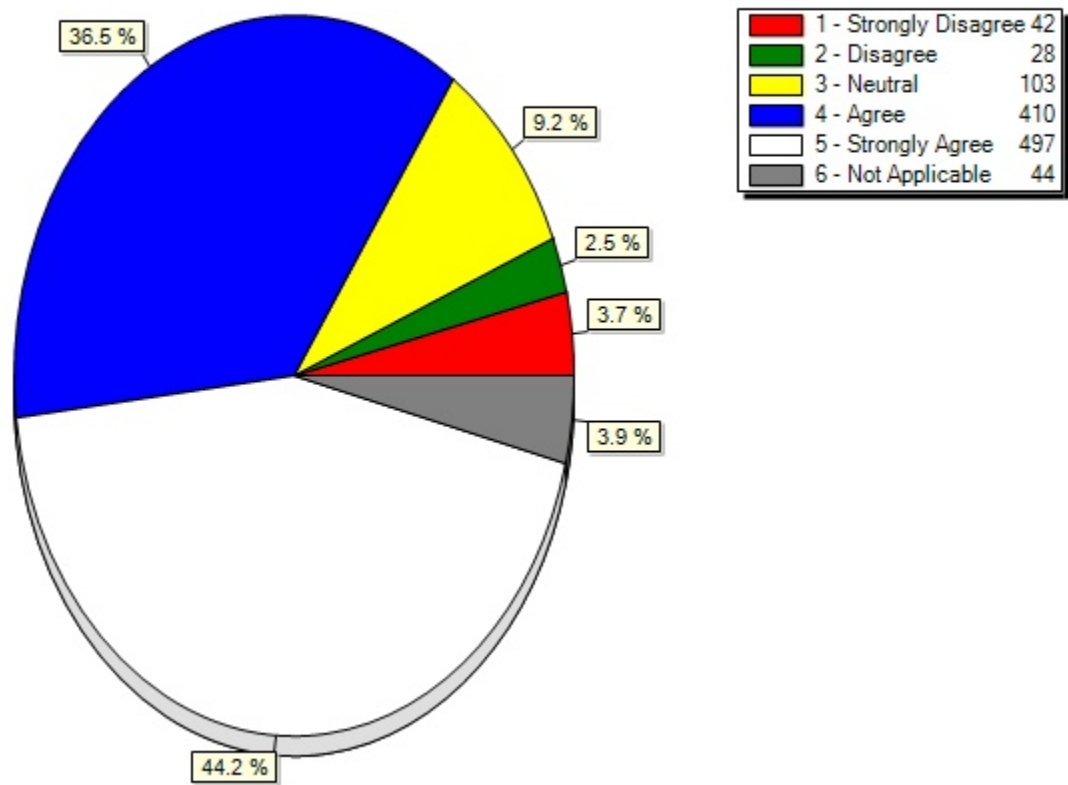
17.21) Student organizations are available for my participation.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.21) Student organizations are available for my participation.(Please rate your agreement with the follo



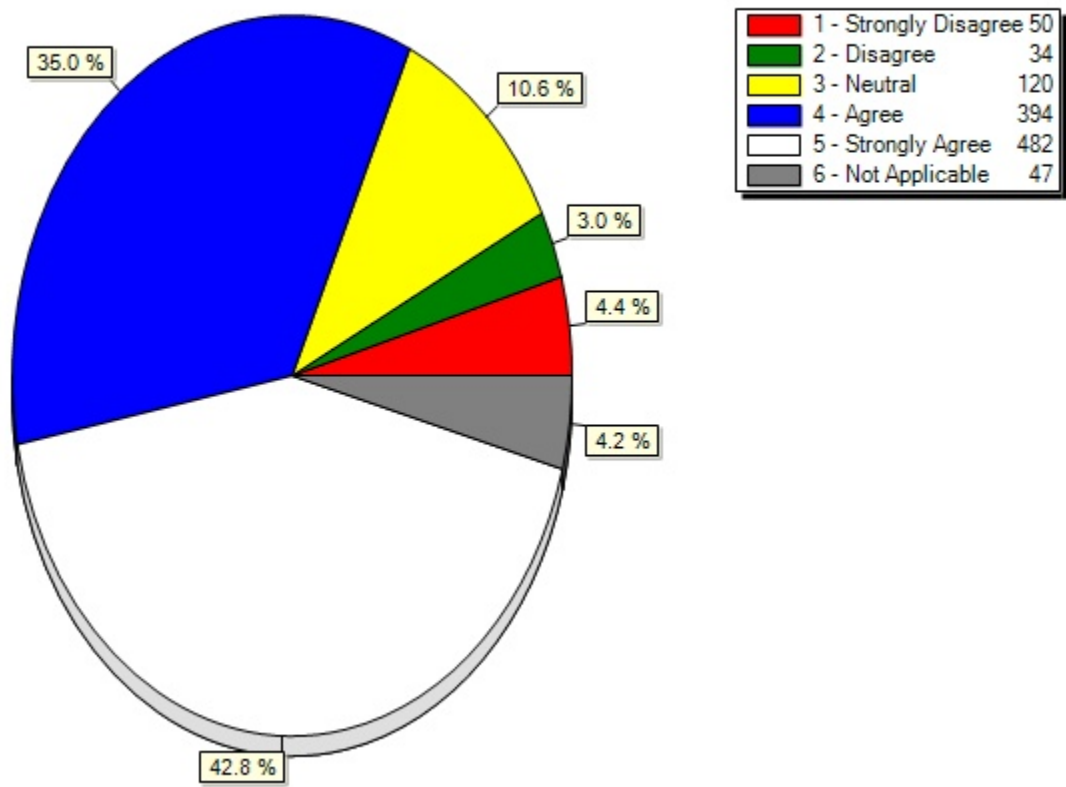
17.22) The semester/term format at my location accommodates my learning.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.22) The semester/term format at my location accommodates my learning.(Please rate your agreement with t



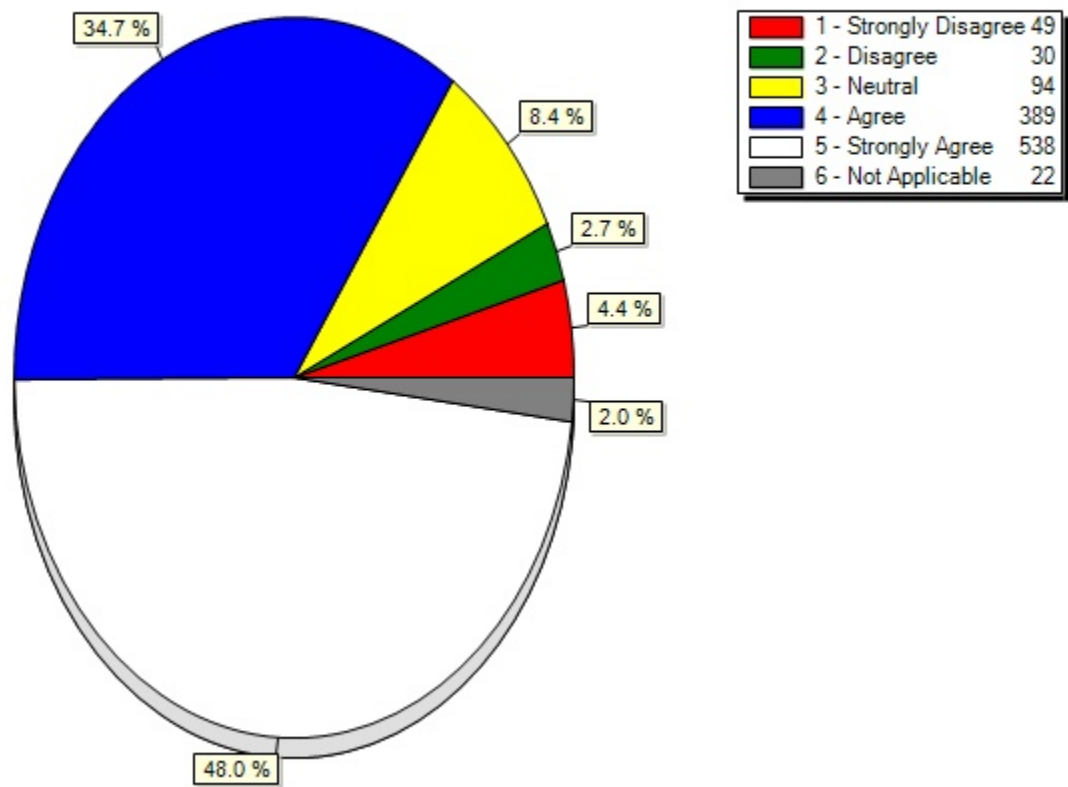
17.23) Troy University has a good reputation in my community.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.23) Troy University has a good reputation in my community.(Please rate your agreement with the followin



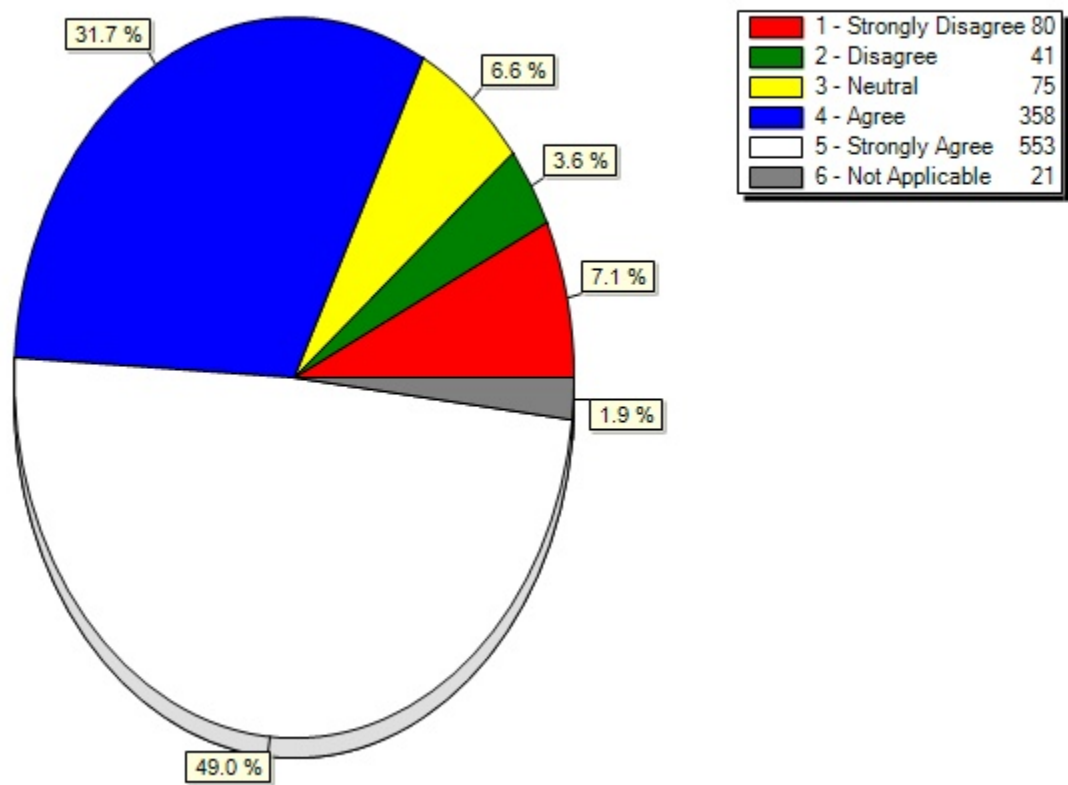
17.24) I am receiving a quality education at Troy University.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.24) I am receiving a quality education at Troy University.(Please rate your agreement with the followin



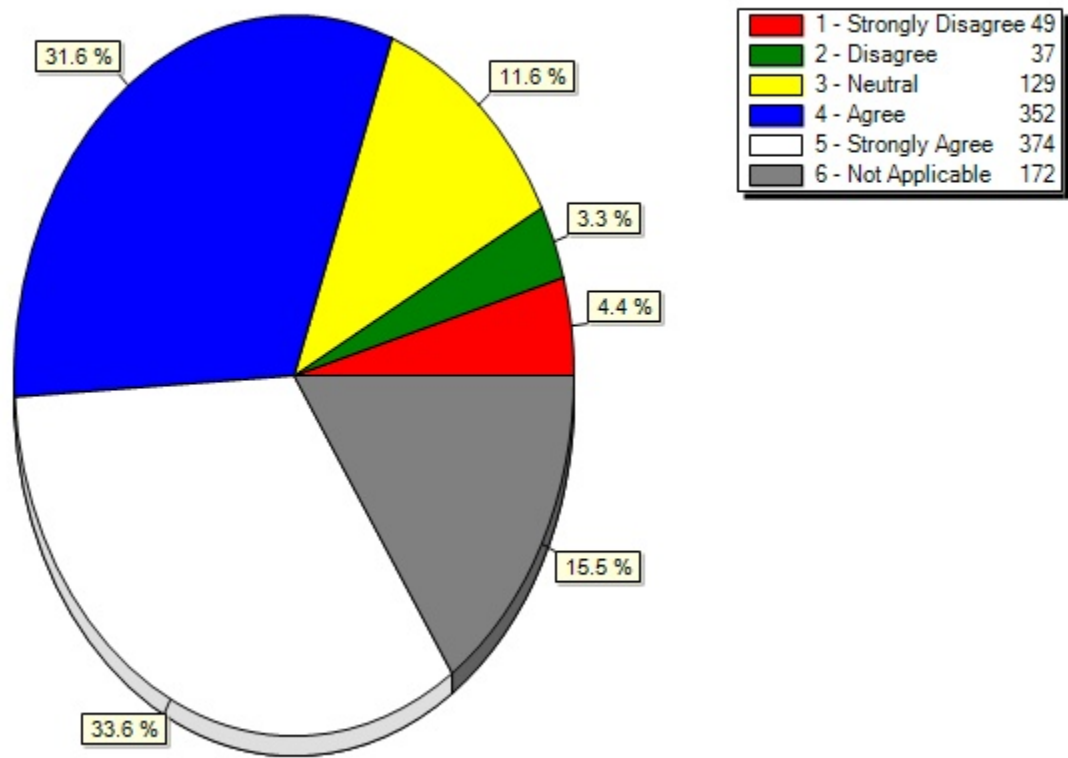
17.25) I would recommend Troy University to a friend who is planning to go to college. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.25) I would recommend Troy University to a friend who is planning to go to college. (Please rate your ag



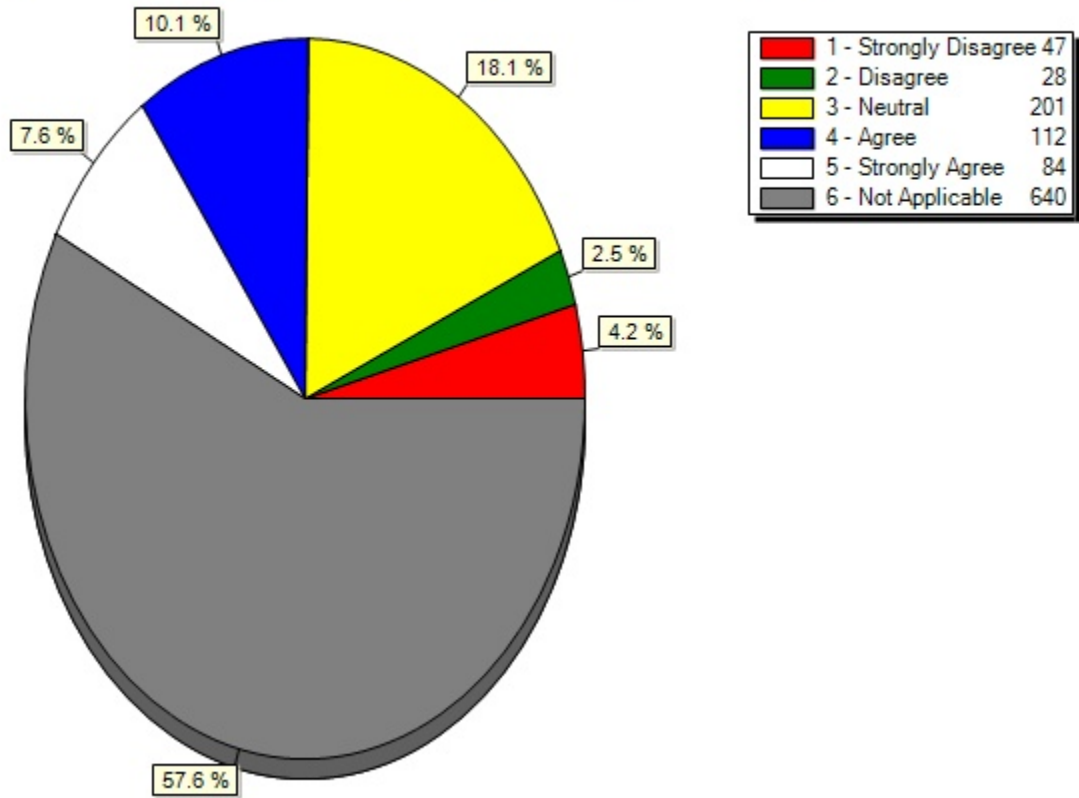
17.26) The bill that I received from the University was easily understood.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.26) The bill that I received from the University was easily understood.(Please rate your agreement with



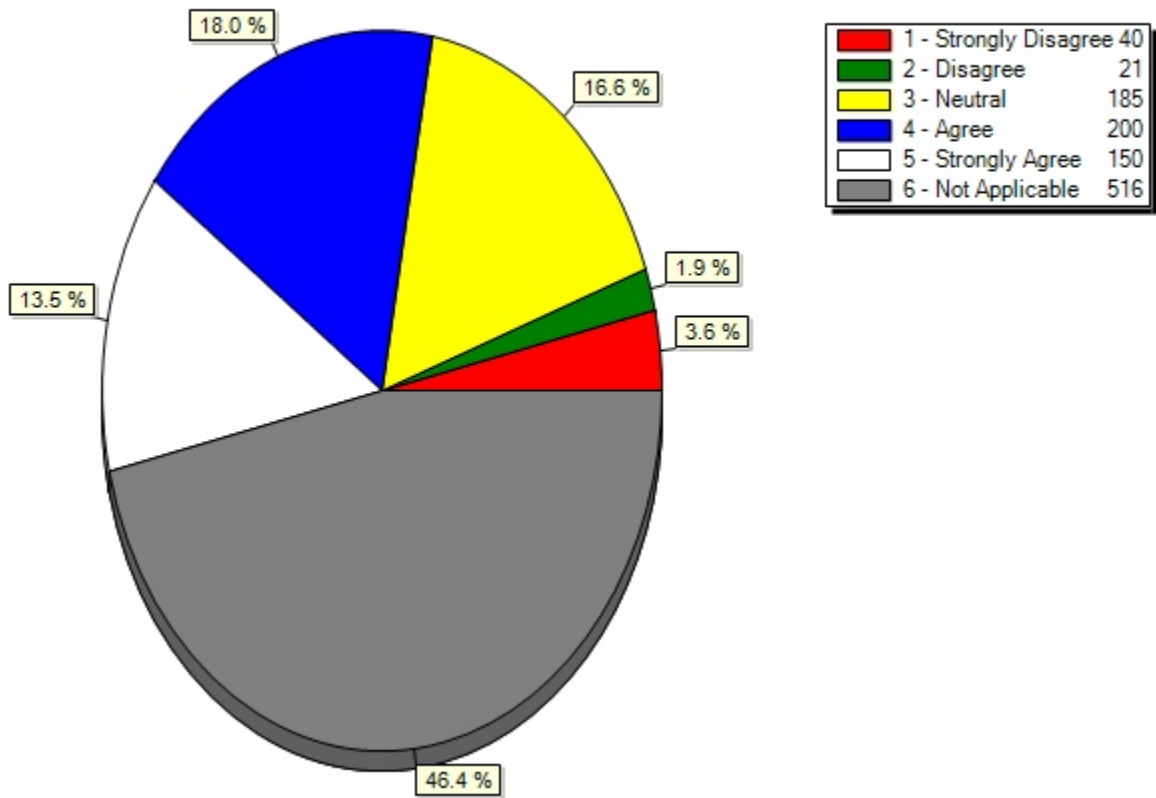
17.27) Campus housing met my expectations upon arriving to campus.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.27) Campus housing met my expectations upon arriving to campus.(Please rate your agreement with the fol



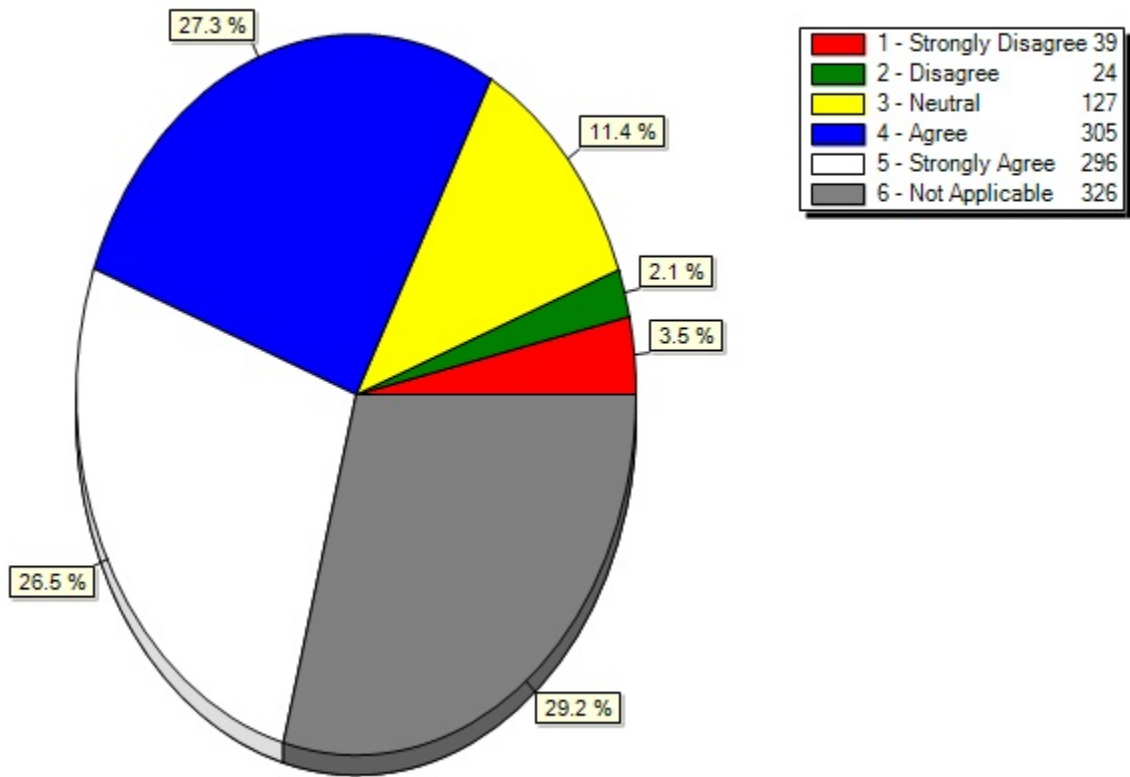
17.28) Student recreational opportunities and facilities have met my expectations.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.28) Student recreational opportunities and facilities have met my expectations.(Please rate your agreement



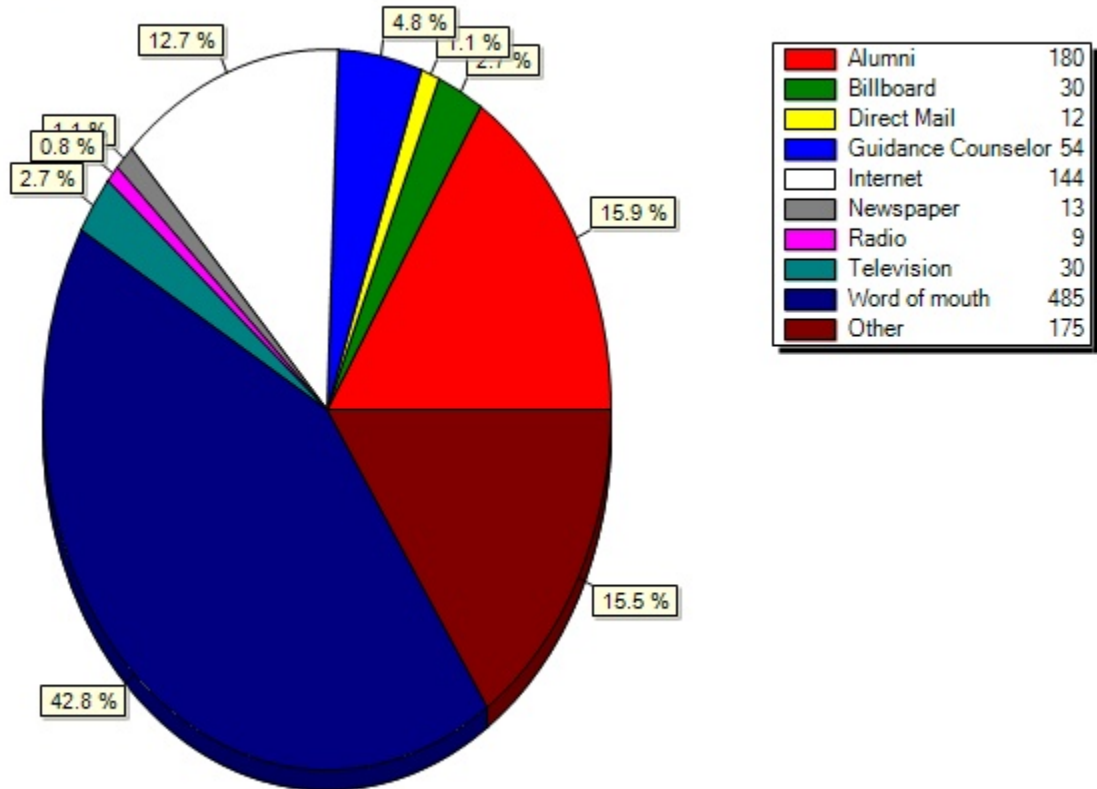
17.29) I feel that the campus is a safe and secure environment.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.29) I feel that the campus is a safe and secure environment.(Please rate your agreement with the follow



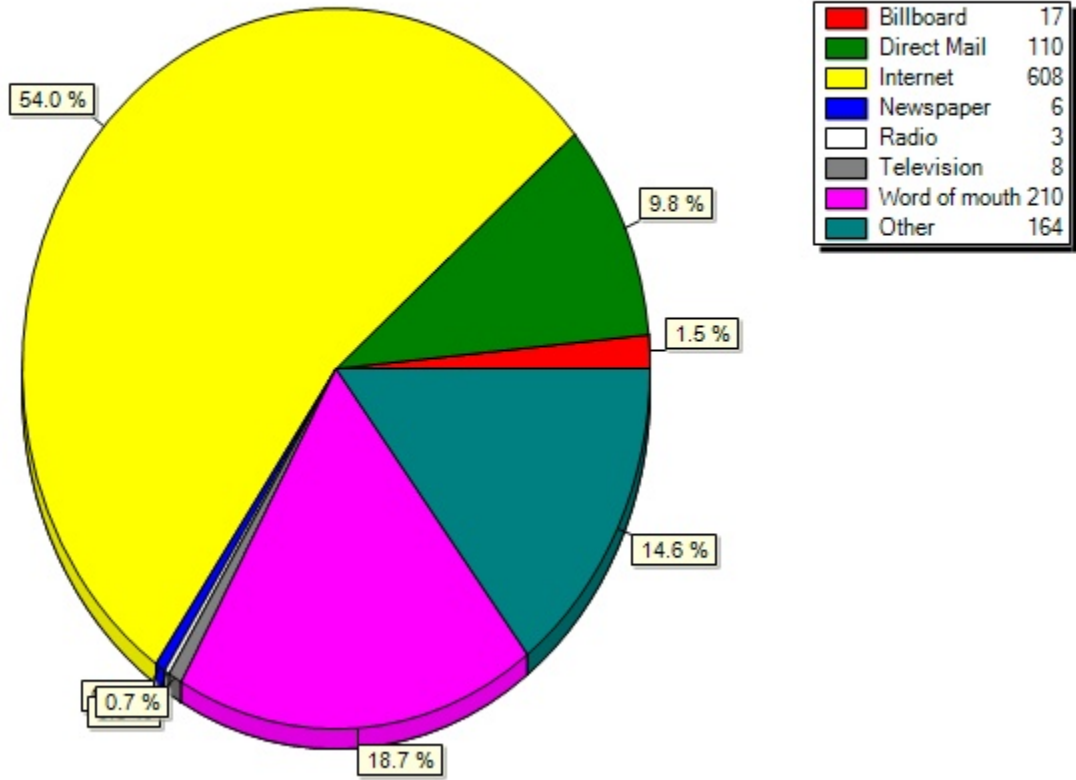
18) How did you first learn about TROY?

18) How did you first learn about TROY?



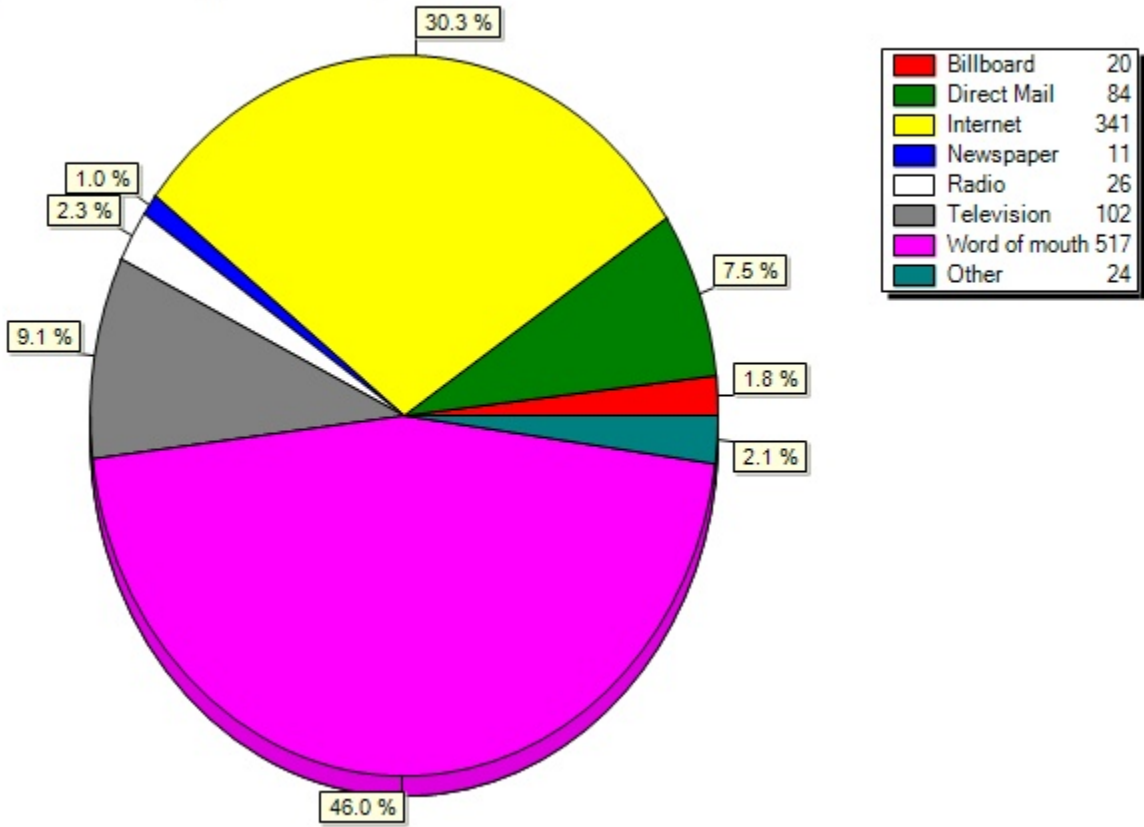
19) How did you learn about registration dates and times?

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

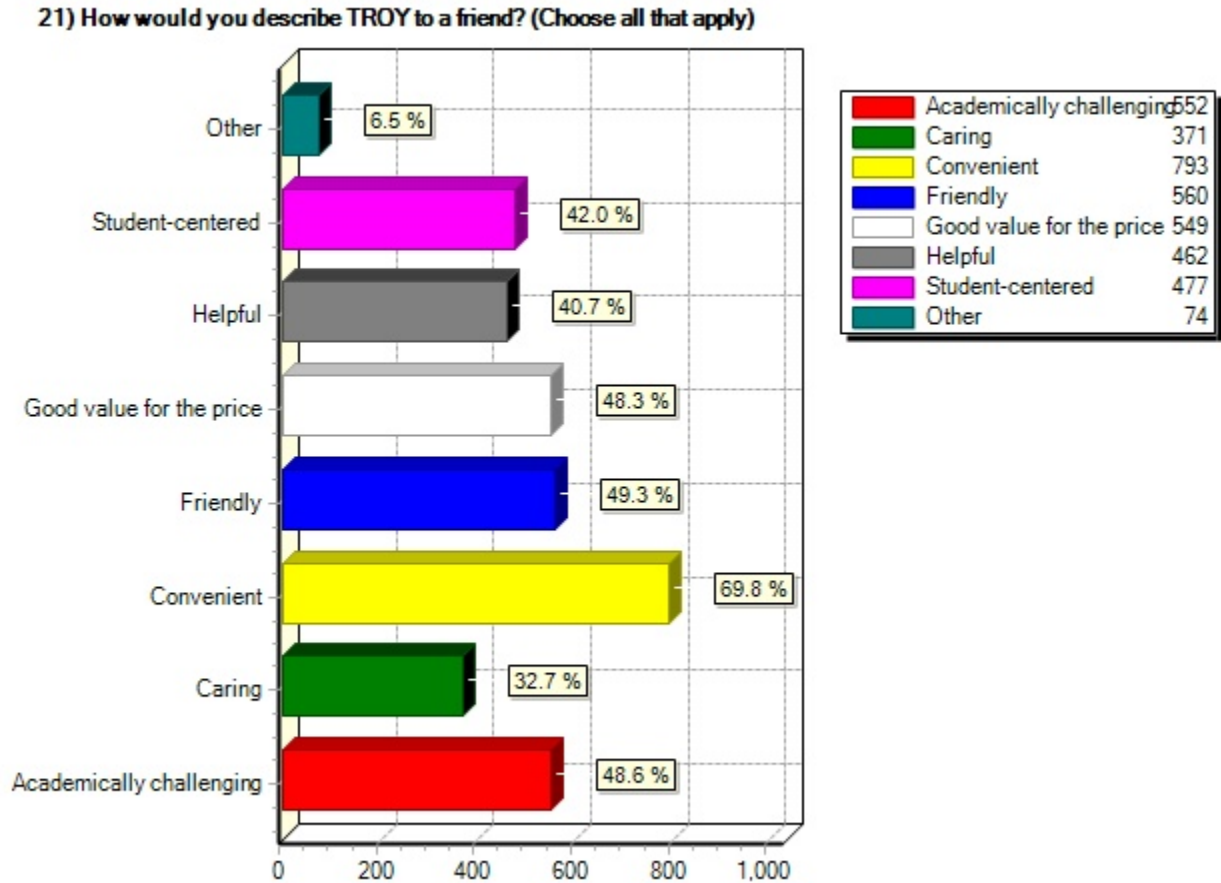


20) What is the best way to advertise to your friends?

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

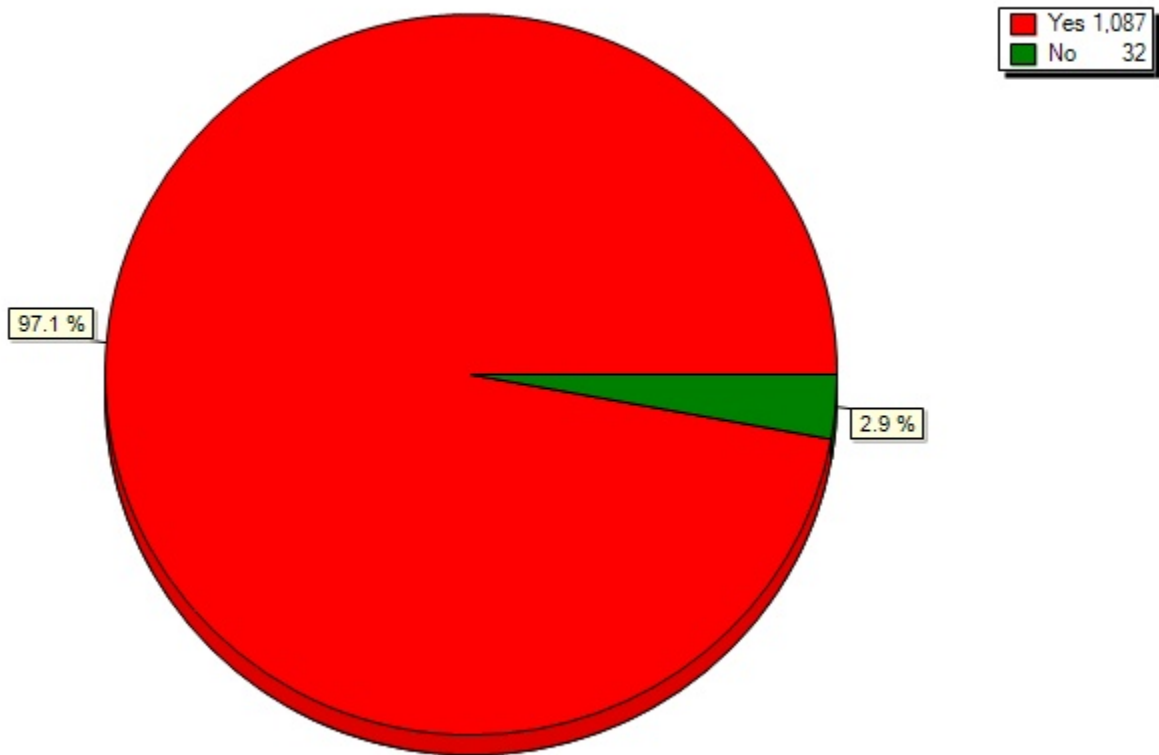


21) How would you describe TROY to a friend? (Choose all that apply)



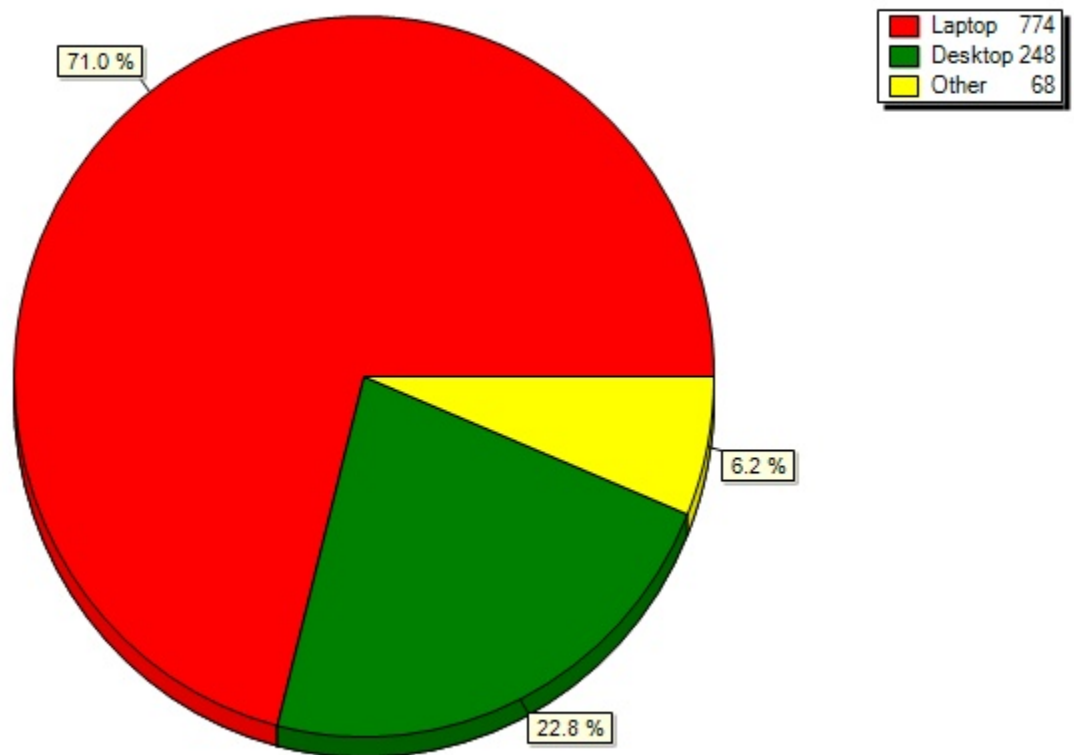
22) Do you have your own personal comptuer that you will be using to complete assigned work in your courses?

22) Do you have your own personal comptuer that you will be using to complete assigned work in your course



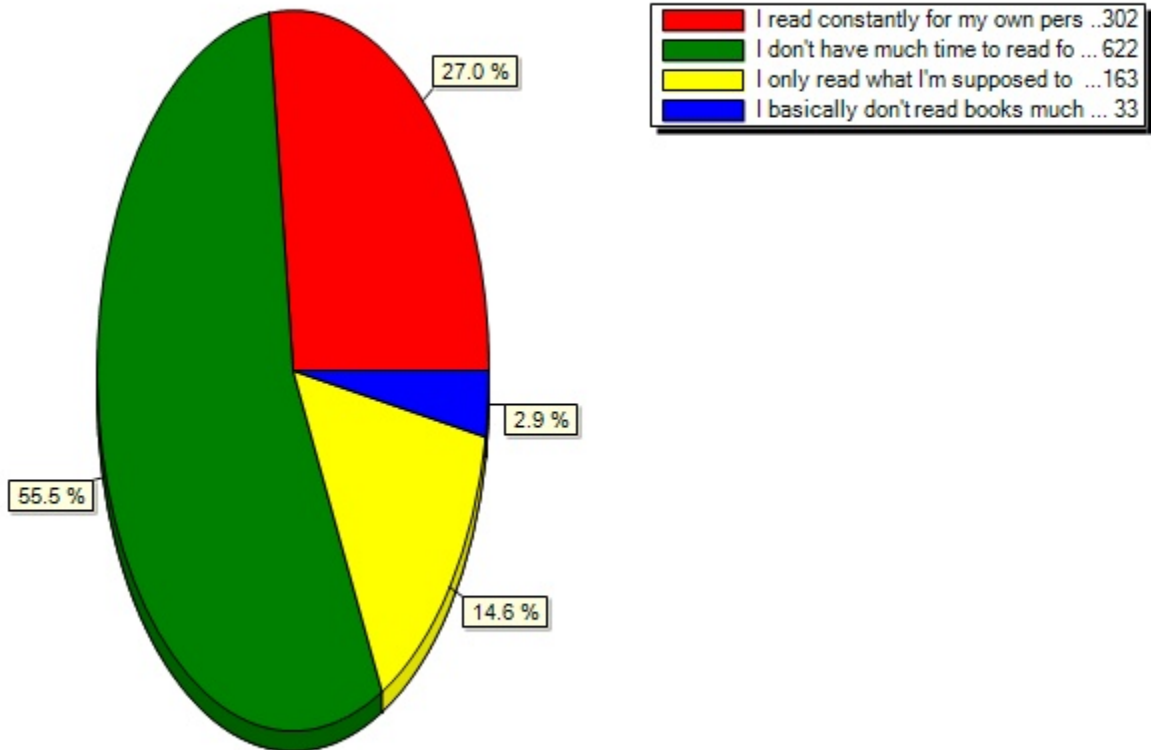
23) If you answered "Yes" that you have your own computer, is that computer a laptop or a desktop?

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



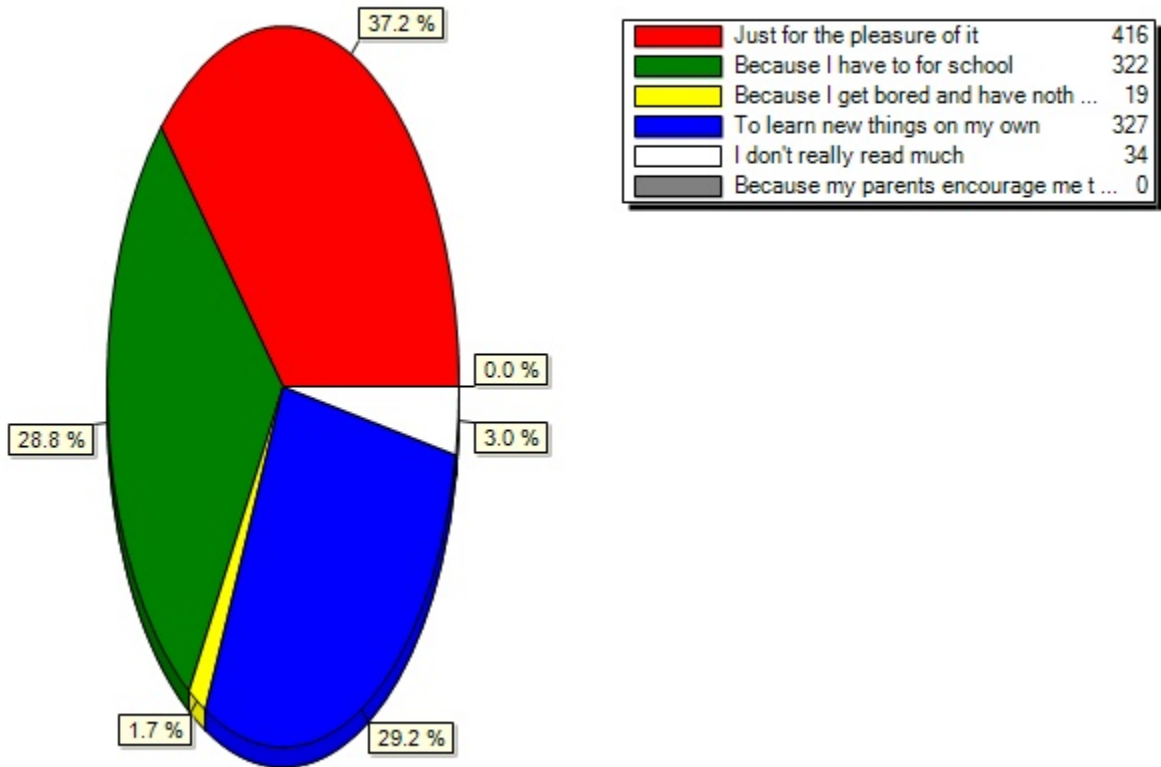
24) Which statement below do you agree with most?

24) Which statement below do you agree with most?



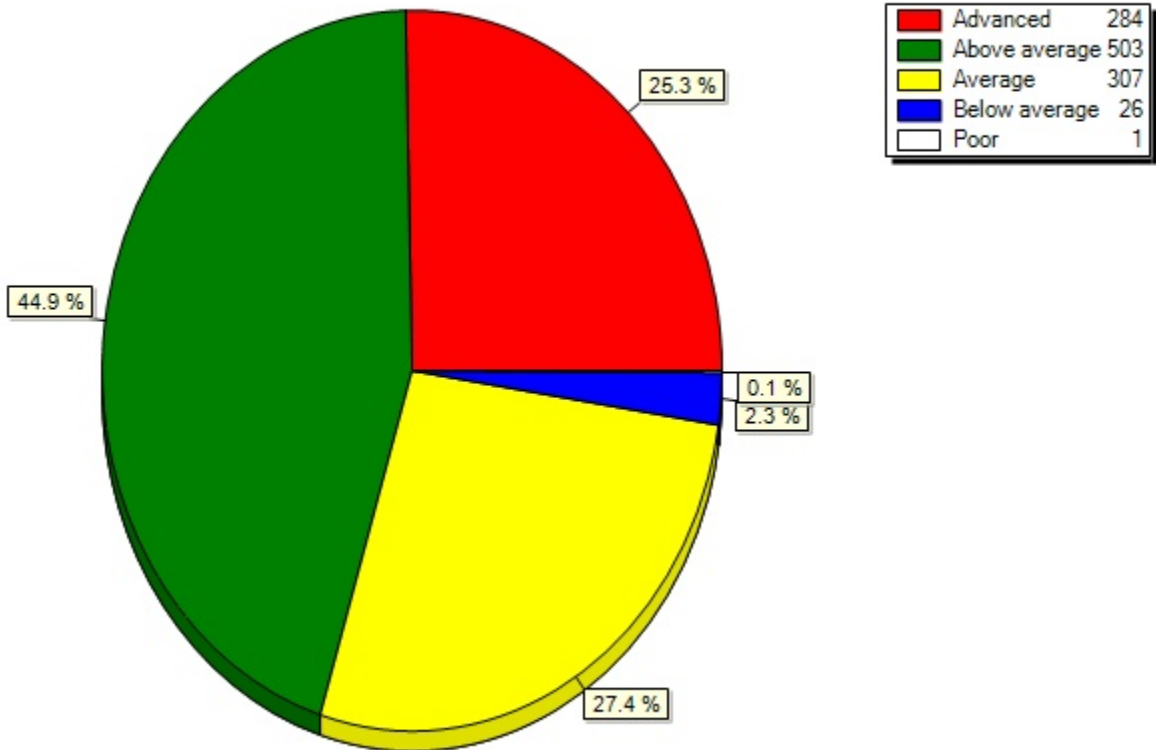
25) Most often, the reason I read is... (Please choose the best answer from this selection).

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

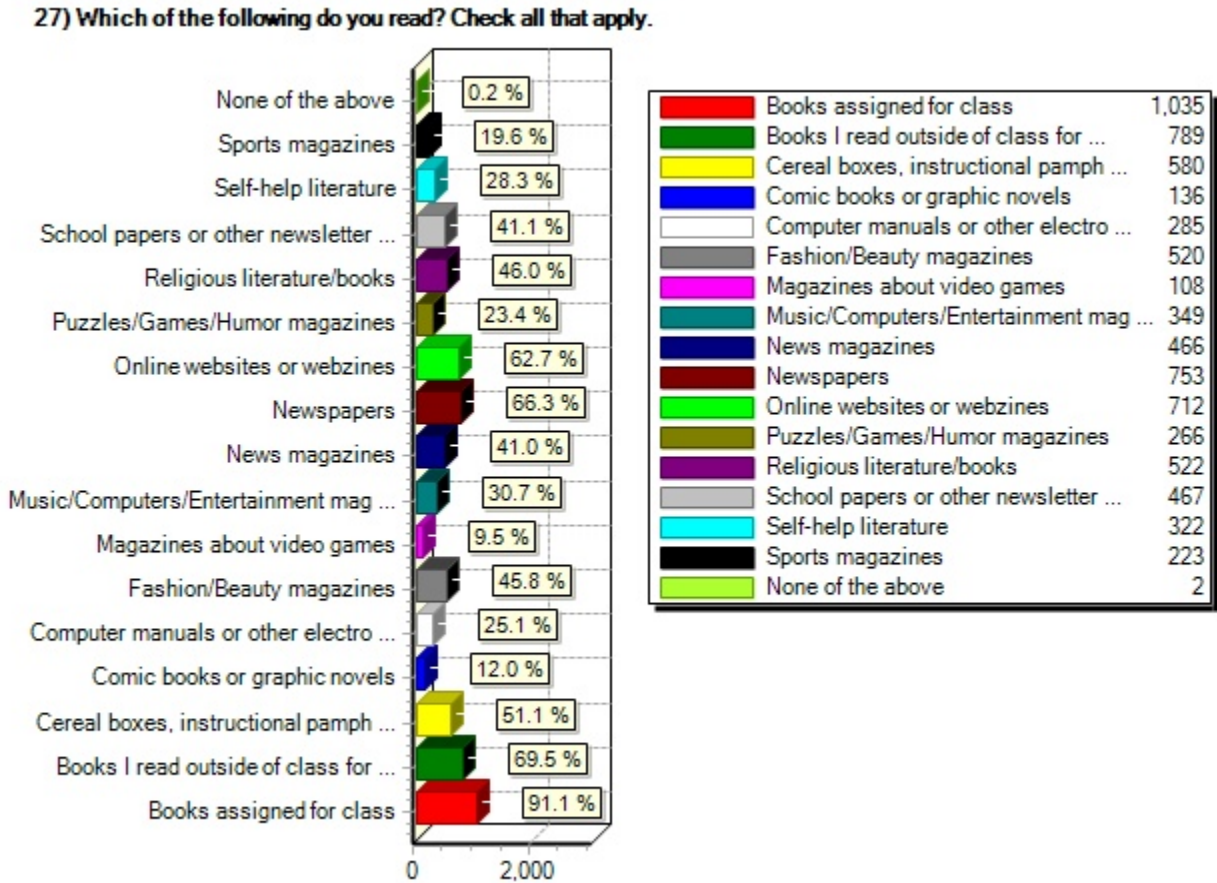


26) How would you rate your reading level?

26) How would you rate your reading level?

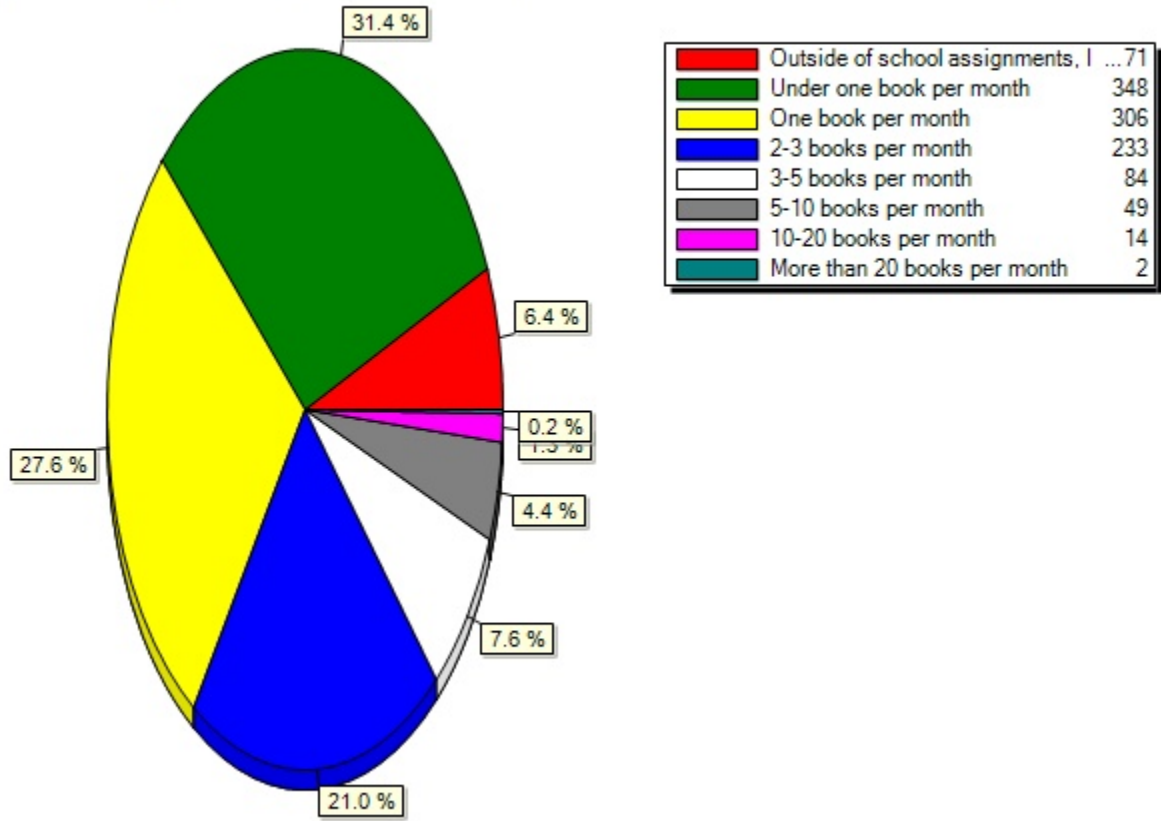


27) Which of the following do you read? Check all that apply.



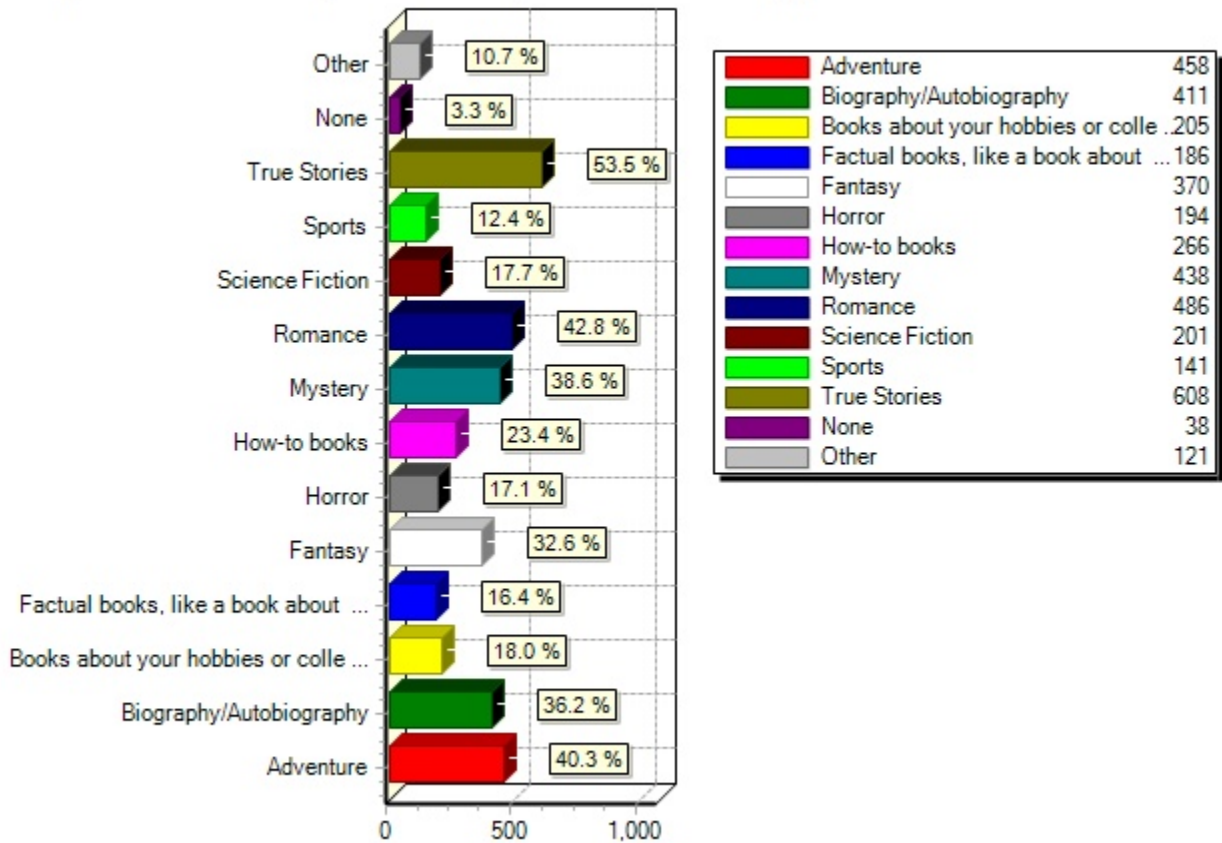
28) Not including school assignments, how much do you read?

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



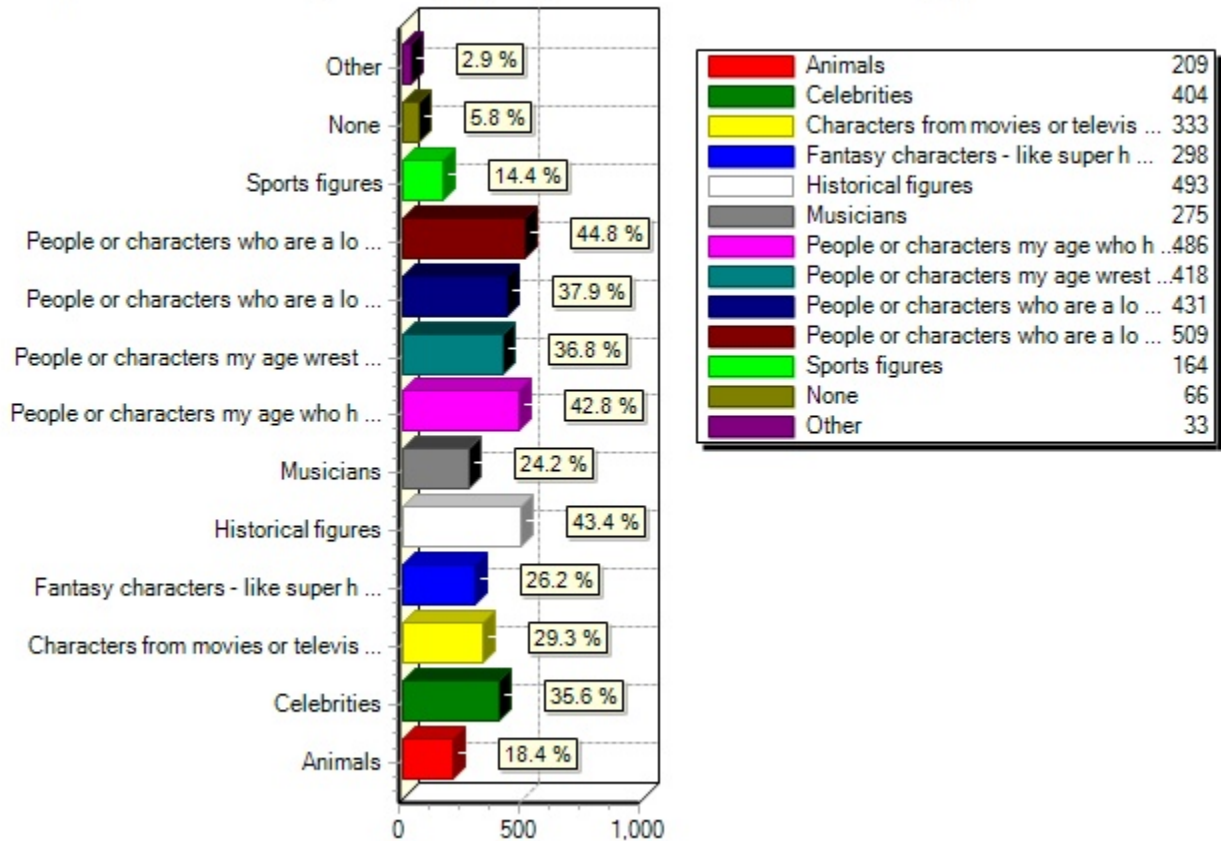
29) What kind of books do you like to read for pleasure? Check all that apply.

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



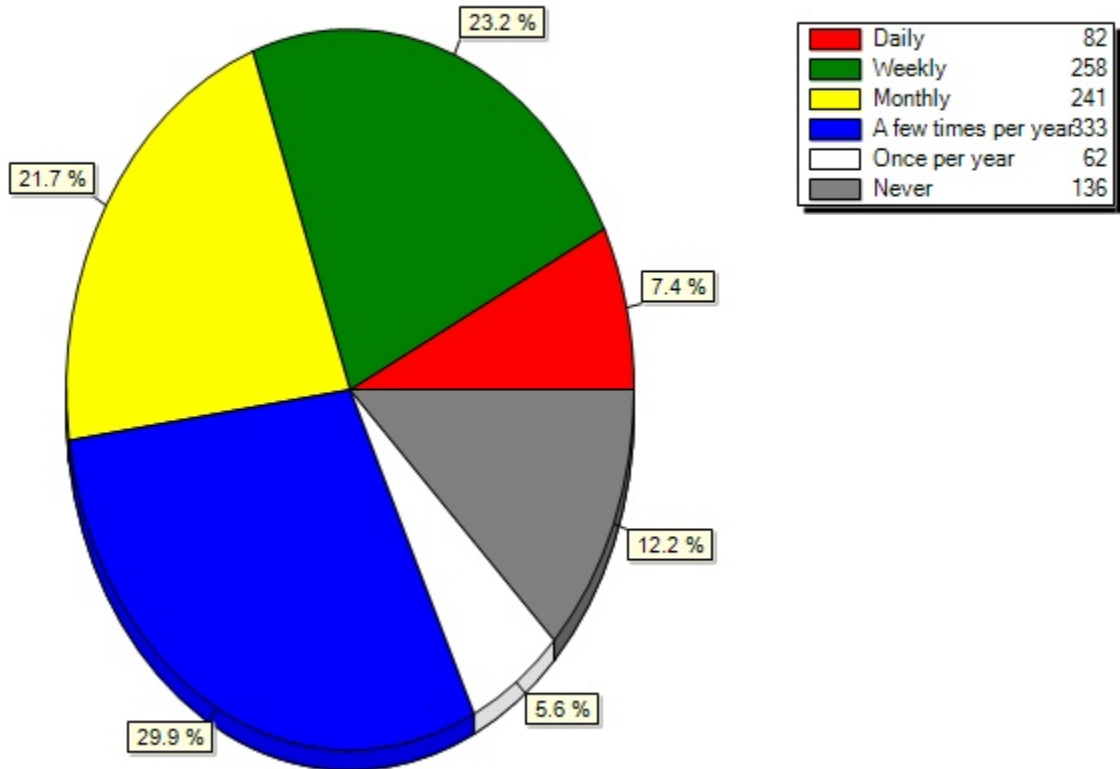
**30) Which of the following characters/people do you like to read about?
Check all that apply.**

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



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

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



Appendix 30 – 2010 New Student Survey Instrument

2010/2011 New Student Survey

Troy University is interested in your success as a new student. Your feedback is needed to help evaluate the University's programs and services. Your thoughtful and honest responses to the survey questions are highly appreciated. Your input is anonymous.

GENERAL INFORMATION

1) Gender:

- Male
- Female

2) Ethnicity:

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

3) Age:

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

4) Enrollment Status:

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

- Graduate transfer student (a graduate student who transferred to TROY from another college or university)
- Undergraduate transient student (an undergraduate student attending TROY temporarily)
- Graduate transient student (a graduate student attending TROY temporarily)
- Other (please specify)

If you selected other, please specify

5) Campus where you are currently enrolled:

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

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

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

If you selected other, please specify

7) College you are attending:

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

8) Degree program you are in:

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

9) What is your major/concentration? (Select your major from the appropriate college you belong to.)

College of Arts & Sciences

- Applied Computer Science
- Computer Science
- Biology
- Biology Education
- Chemistry
- Chemistry Education
- Comprehensive General Science
- Comprehensive General Science Education
- Criminal Justice
- English
- English Language Arts Education
- Environmental and Biological Science
- Environmental Science
- General Education
- Geomatics
- History
- History Education
- International Relations
- Mathematics
- Mathematics Education
- Political Science
- Public Administration
- Social Science
- Social Science Education
- Sociology
- Other (please specify)

If you selected other, please specify

10) Sorrell College of Business

- Associate of Science in Business
- Accounting
- Economics
- Finance
- Marketing
- Management
- Human Resource Management
- Hospitality and Tourism Management
- Information System
- International Economic Development
- General Business
- International Business
- Small Business and Entrepreneurship
- Risk Management and Insurance
- Technology and Resource Management
- Production & Operation Management
- Master of Business Administration
- Executive Master of Business Administration

- Other (please specify)

If you selected other, please specify

11) College of Communication and Fine Arts

- Art
- Art Education
- Art Studio
- Communication Arts - Dramatic Arts
- Communication Arts - Speech Communication
- Communication Arts - Communication Studies
- Design, Technology, and Industry
- Journalism
- Broadcast Journalism
- Music
- Music Education
- Foreign Language
- Other (please specify)

If you selected other, please specify

12) 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

13) 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

CHOICE OF TROY UNIVERSITY

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

- First choice
- Second choice
- Third choice
- Fourth choice

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

- Yes
- No

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

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

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

If you selected other, please specify

SATISFACTION WITH TROY UNIVERSITY

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

	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	6 - Not Applicable
TROY personnel are knowledgeable and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty care about students as individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I can talk to faculty about my academic concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sufficient financial aid options are available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The tuition payment plan is beneficial for students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Class information provided prior to enrollment was helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration dates, times, and procedures were made clear to me prior to enrollment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The online registration process is user-friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The on-site registration process is user-friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Students seldom get the "run around" when seeking information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The online Schedule of Classes is informative and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The printed Schedule of Classes is informative and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Class drop/add procedures are appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classes are offered at convenient times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The classes I attend are well organized and well taught.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The University offers a variety of majors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

at my location.						
Tutorial services are sufficient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-campus bookstore hours are convenient for students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing textbooks through Troy Virtual BookStore is convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student organizations are available for my participation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The semester/term format at my location accommodates my learning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Troy University has a good reputation in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am receiving a quality education at Troy University.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend Troy University to a friend who is planning to go to college.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The bill that I received from the University was easily understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus housing met my expectations upon arriving to campus.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student recreational opportunities and facilities have met my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that the campus is a safe and secure environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

RECEIVING INFORMATION ABOUT TROY UNIVERSITY

18) How did you first learn about TROY?

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

If you selected other, please specify

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

- Billboard
- Direct Mail
- Internet
- Newspaper

- Radio
- Television
- Word of mouth
- Other (please specify)

If you selected other, please specify

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

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

If you selected other, please specify

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

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

If you selected other, please specify

COMPUTER ACCESS

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

- Yes
- No

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

- Laptop
- Desktop

- Other (please specify)

If you selected other, please specify

READING HABITS

24) Which statement below do you agree with most?

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

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

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

26) How would you rate your reading level?

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

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

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

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

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

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

- Adventure
- Biography/Autobiography
- Books about your hobbies or collecting
- Factual books, like a book about dinosaurs or space
- Fantasy
- Horror
- How-to books
- Mystery
- Romance
- Science Fiction
- Sports
- True Stories
- None
- Other (please specify)

If you selected other, please specify

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

- Animals
- Celebrities
- Characters from movies or television shows
- Fantasy characters - like super heroes, people from other worlds, or the future
- Historical figures
- Musicians
- People or characters my age who have done some cool or amazing thing
- People or characters my age wrestling with tough issues, like crime, drug abuse or poverty
- People or characters who are a lot different than me
- People or characters who are a lot like me
- Sports figures
- None
- Other (please specify)

If you selected other, please specify

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

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

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

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