

# 2014 NEW STUDENT SURVEY



Fall 2014

Troy University Office of Institutional  
Research, Planning, and Effectiveness

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# Troy University Fall 2014 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 2014. This survey was first administered in 2006 and this was the tenth consecutive year that this survey has been conducted. The purpose of the survey was to identify the satisfaction of the fall 2014 new students with their experiences at Troy University and to determine how well the University served their needs as new students.

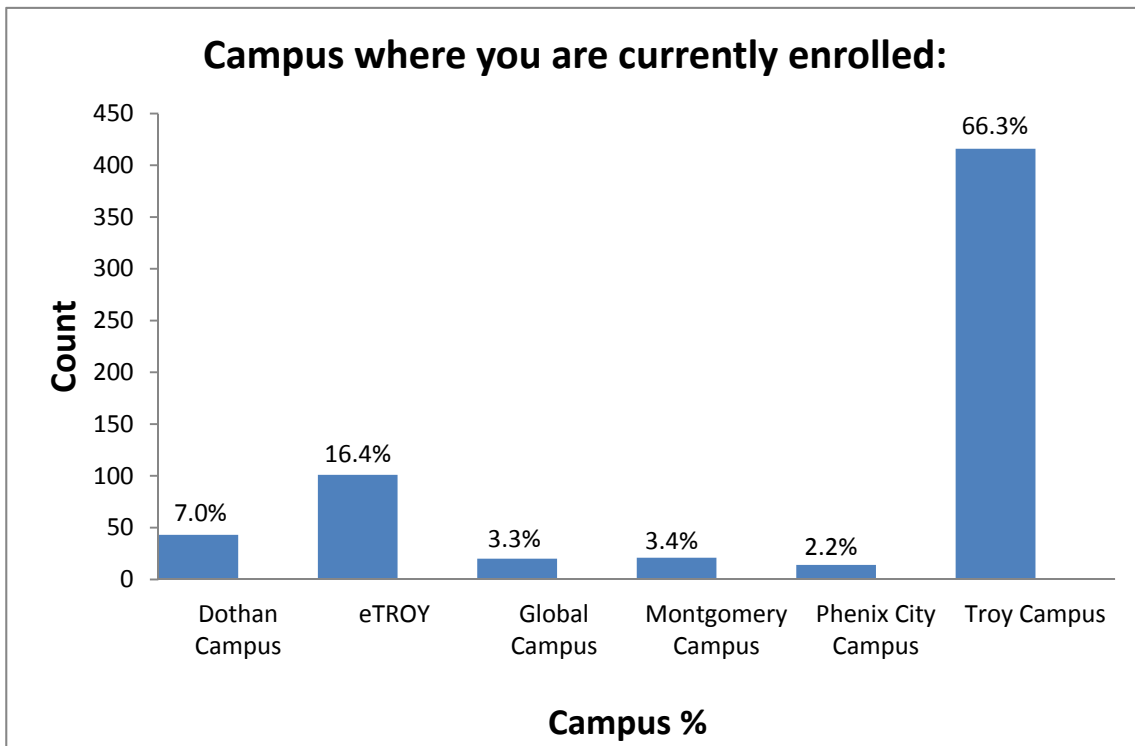
The *New Student Survey* was administered through an online survey program. The target population was the new students who enrolled at the University for the first time during the fall semester in 2014. On October 23, 2014 the online survey was distributed via email to the group of 3,336 students. After two follow up emails on October 29, 2014 and November 18, 2014, a total of 627 responses were received, representing a 19% response rate. This response rate is parallel to previous years' rates with 19% in 2013, 16% in 2012, 19% in 2011, and 18% in 2010.

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.

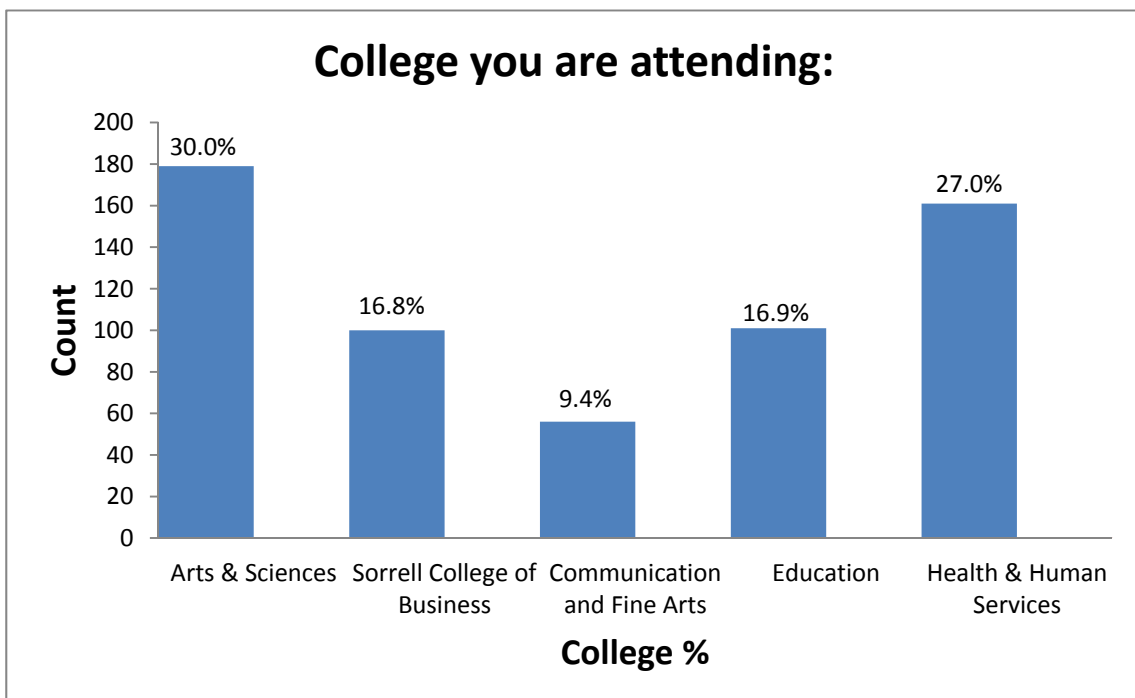
## Highlights of the Findings

### Demographic Information:

The majority of the respondents were female (78%), white (64%), and traditional-aged (24 years or younger) students (73%). The campus breakouts revealed that the majority (68%) of respondents were from the Troy Campus, followed by eTROY students at 16%, then Dothan Campus at 7%. The Montgomery Campus and Global Campus were each represented by 3% and the Phenix City Campus with 2%. 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 across locations should be made with caution.



Of all the respondents, 83% were undergraduate students (54% first-time freshmen, 26% transfer students, and 2% transient students) and 12% were graduate students (9% new graduate students and 3% transfer students). The remaining students selected “other.” Overall, 30% were Arts & Sciences students, 27% were Health and Human Services students, 17% were College of Education students, 17% were business majors, and 9% were Communication and Fine Arts students.



### **College Choice and reason for choosing Troy University:**

Of all the new students who responded to the survey, 57% selected Troy University as first choice when applying for college admission and 30% had Troy University as their second choice. The most common reasons why new students selected Troy University were Location (58%), Affordability (48%), Size of Campus (42%), and Academic Reputation (39%). Other common reasons included Academic Programs (37%) and Availability of financial aid (35%). A full list of reasons is included in the table below. Additionally, approximately 63% of the respondents had visited one of the Troy campuses before they enrolled at Troy University.

<b>Please select the reasons why you have chosen to attend Troy University.</b>	<b>Count</b>	<b>%</b>
Location	363	57.9%
Affordability	302	48.2%
Size of campus	261	41.6%
Academic reputation	242	38.6%
Academic programs	228	36.4%
Availability of financial aid	218	34.8%
Flexibility of schedule	175	27.9%
Friends' recommendation	140	22.3%
Social atmosphere	135	21.5%
Admission standards	134	21.4%
Parents' recommendation	115	18.3%
Diversity of student body	111	17.7%
Alumni recommendation	99	15.8%
Graduates get good jobs	98	15.6%
Other (please specify)	66	10.5%
Reputation for social activities	58	9.3%
Performing arts (band, collegiate singers, drama, etc.)	58	9.3%
Recommendation of high school counselor	55	8.8%
Athletics	37	5.9%
Recommendation of college counselor	25	4.0%
Rankings in national magazines	22	3.5%

### **Student Satisfaction - Strengths:**

As indicated in Appendix 1, overall, new students were satisfied with their experiences at Troy University. The majority of the students (87.4%) agreed or strongly agreed that they were “receiving a quality education at Troy University.” This statement has ranked number one for nine out of the past ten survey years. The top five items for 2014, ranked by agreement level, also included: 2. “The printed schedule of classes is informative and easy to follow (85.5%), 3. TROY personnel are knowledgeable and helpful” (84.9%), 4. I would recommend Troy to a friend who is planning to go to college (84.6%) and 5. “The semester/term format accommodates my learning” (84.3%).

The top five items for 2014 remained similar to those from previous years, but for the first time since 2010, the “printed schedule of classes” returns to the top five, this year coming in at number two.

Satisfaction among students is measured by adding the percentages of Agree and Strongly Agree responses for an overall Agree total. While this is sufficient for a good general analysis, and is considered standard practice, a more detailed look at the overall student perceptions is provided in Appendix 1A. This additional appendix details the raw data with each scale category represented and presents the overall rankings by frequency of Strongly Agree only. The top five items as ranked by Strongly agree offer more consistency over the past five years with the number one ranked item being “I would recommend Troy University to a friend...” (43.1%), and the number two item “I am receiving a quality education at Troy University” (42.3%). The major area of strengths for TROY remain in the areas of quality education, faculty approachability and care for the students, and the reputation of TROY in the community.

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

Based on the student agreement levels, the survey identified some areas of weakness. Although these areas are not all ranked at the bottom of the list according to agreement levels, these five items had the largest percentage marked disagree or strongly disagree by the students. They are listed here in descending order: students getting the “run around” when seeking information; registration dates, times, and procedures made clear prior to enrollment; campus housing meeting expectations when needed; class information provided prior to enrollment; and classes offered at convenient times. In particular, 24% of the respondents disagreed that “Students seldom get the ‘run around’ when seeking information” (19% were neutral; and 57% agreed). Although these items show an overall need, there are notable differences between campus locations and colleges. Special attention should be directed to these items and plans to improve should be developed and implemented. (See reports in Appendices 1 – 12.)

### **Comparison:**

This report includes comparisons among campuses and colleges based on rankings (See Appendices 17-18). The total list of 29 items was rank ordered according to agreement level. The total percentage of students who “Agree” with an item was calculated by adding the number of “Agree” and “Strongly Agree” responses together. This list was then sorted in descending order so that number 1 represents the statement of highest agreement level. Rankings among the five college divisions were relatively aligned, showing discrepancies in some areas. Location differences became more apparent as the rankings among campuses were quite diverse in some areas. For example, the Overall number 1 ranked item was “I am receiving a quality education at Troy University” this ranking includes the Troy and Montgomery Campuses only; Global Campus ranked this item number 2, while eTROY ranked it

number 3, Dothan at number 4, and Phenix City at number 11. The limited representation for these campuses by the overall survey population sometimes reflects an inaccurate picture of the overall student perceptions for each campus. The college divisions have a representation that more adequately reflects the overall student population; however sample sizes may also limit the generalizability of the data. The analysis here provides a common platform by using the rank order comparisons which provide a useful tool in assessing strengths and weaknesses among the college divisions and campuses. This tool can be used to identify areas of further study and develop more detailed instruments for future analysis.

Group means for students with different characteristics were compared to identify possible significant differences in student agreeability/satisfaction for these groups. The first comparison group presented in Appendix 19 is based on gender. While the majority of the sample size was predominately female (78% vs 22% male), the analyses found that the means for males and females were not significantly different on the 29 items. Although mean differences were not statistically significant, they did still exist. Males had higher means than Females on 15 of the 29 items while females scored higher on the other 14 items.

Ethnicity was the second category of means comparison (see Appendix 20), with the agreeability/satisfaction means for students grouped by ethnicity categories of black, white, and other minorities. The percentage of individuals in each of these categories were 23% black, 63% white and 14% other. Although previous year's data showed several significant mean differences, the 2014 survey only highlights one area of statistical significance. This is represented by higher means among white students for "The University offers a variety of majors at my location". Overall, black students had higher means for 17 of the 29 items while whites had higher means on 11 items and the other minorities had a higher mean on 1 item.

Additionally, the agreeability/satisfaction means for non-traditional students (aged 25 or older) and traditional students (under age 25) were also significantly different (See Appendix 21) on eight of the items with the non-traditional students having higher means on six of the eight significant items. Overall, non-traditional students had higher means on 25 of the 29 items. The items that had statistically significant differences are listed below in order of largest mean differences and highest significance level.

- Students seldom get the "run around" when seeking information. (NT)
- Classes are offered at convenient times. (NT)
- The online registration process is user-friendly. (NT)
- The semester/term format at my location accommodates my learning. (NT)
- The tuition payment plan is beneficial for students. (NT)
- The bill I received from the University was easily understood. (NT)
- Student organizations are available for my participation. (T)
- Student recreational opportunities and facilities have met my expectations. (T)

The majority of the students (56%) selected Troy University as their first choice while 44% select Troy as second or other. The agreeability/satisfaction means for students who selected Troy University as their first choice were higher than the means of students who did not select Troy as their first choice (See Appendix 22) for all 29 items on the list. At the statistically significant level (.05) were 21 of the 29 items. A list of these 21 items is provided below in order of largest mean difference.

- Registration dates, times, and procedures were made clear to me prior to enrollment.
- Class information provided prior to enrollment was helpful.
- I would recommend Troy University to a friend who is planning to go to college.
- The online registration process is user-friendly.
- I am receiving a quality education at Troy University.
- The on-site registration process is user-friendly.
- Purchasing textbooks through Troy Virtual BookStore is convenient.
- The classes I attend are well organized and well taught.
- TROY personnel are knowledgeable and helpful.
- Students seldom get the “run around” when seeking information.
- Troy University has a good reputation in my community.
- Academic advising is adequate.
- Student recreational opportunities and facilities have met my expectations.
- I feel I can talk to faculty about my academic concerns.
- Faculty care about students as individuals.
- The semester/term format at my location accommodates my learning.
- Tutorial services are sufficient.
- The online Schedule of Classes is informative and easy to follow.
- I feel that the campus is a safe and secure environment.
- The bill that I received from the University was easily understood.
- On-campus bookstore hours are convenient for students.

**Learning about Troy University:** 38% of the new students indicated that they initially learned about Troy University through “Word of Mouth” (Question 13) and 56% learned about the registration dates and times via “Internet” (Question 14). (See Appendix 23)

**Best way to advertise Troy University:** 42% of the new students thought that “Word of Mouth” was the best way to advertise Troy University and 38% indicated that the best way was through “Internet” (Question 15). (See Appendix 23)



### **New Student Description of Troy University:**

The majority of the new students would describe Troy University to a friend as “Convenient,” followed by “Friendly” and many would say it is a “Good Value for the price” and considered it to be “student-centered”. (Question16). (See Appendix 23)

<b>How would you describe TROY to a friend?</b>	<b>Count</b>	<b>%</b>
Convenient	333	53.1%
Friendly	318	50.7%
Student-centered	273	43.5%
Good value for the price	271	43.2%
Helpful	232	37.0%
Caring	228	36.4%
Academically challenging	209	33.3%
Other (please specify)	45	7.2%

### **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 (18-25) are presented in Appendix 23.

**Frequency of reading (Q18):** When asked about their general frequency of reading, most students (49%) reported that “I don’t have much time to read for pleasure, but I like to when I get the chance.” However, 26% of students reported, “I read constantly for my own personal satisfaction, and I love it.” 19% of new students reported that “I only read what I am supposed to for school.” Only 5% of new students reported that “I basically don’t read books much at all.”

**Reason for reading (Q19):** The most frequently reported reason for reading (39%) was “because I have to for school,” followed closely by “just for the pleasure of it” (36%). Reading for the sake of learning was important as 19% of survey respondents reported that they read “to learn new things on my own.” Less than 7% reported that they read for the following reasons: “I don’t really read much” (3.9%), “because I get bored and have nothing else to do” (2.4%).

**Reading ability (Q20):** Almost all (97%) of new students reported that their reading level is average or above. The breakdown by category is represented with Average (27%), Above Average (41%), and Advanced (29%). Less than three percent of new students reported that their reading ability is Below Average (2.9%) and 1 individual student rated the reading level as Poor.

**Reading materials (Q21):** New students were asked what types of reading materials they read. The five most common responses were: Books assigned for class (81%), Books I read outside of class for pleasure (56%), Online websites or webzines (54%), Cereal boxes, instructional pamphlets and other product packaging (45%), and Newspapers (38%), The five types of resources which the lowest percentage of new students reported reading were: Magazines about video games (8%), Comic books or graphic novels (12%), Computer manuals or other electronic equipment manuals (13%), Sports magazines (15%), and Self-help literature (16%).

**Volume of reading (Q22):** New students were asked “Not including school assignments, how much do you read?” “Under one book per month” was reported by 32% and “one book per month” by 26%. Higher volumes of reading were reported by a select group of new students, with 16% reading “2-3 books per month” and 10% reading four or more books per month. A small minority of new students (15%) reported that outside of school assignments they do not read at all.

**Preferred genre (Q23):** New students were asked to report what types of books they like to read for pleasure. The five most common answers were: Romance (43%), Adventure (42%), Mystery (39%), True Stories (36%), and Fantasy (34%). The five least favored types were: Sports (10%), How-to books (12%), Factual books, like a book about dinosaurs or space (14%), Books about hobbies or collecting (14%), and Horror (17%).

**Characters (Q24):** 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 like me (44%), People or characters who are a lot different than me (35%), People or characters my age who have done some cool or amazing thing (33.8%), People or characters my age wrestling with tough issues like crime, drug abuse or poverty (33.5%), and Fantasy characters (32%). The five least most common characters were: Sports figures (11%), Musicians (16%), Animals (16%), Celebrities (22%), and Characters from movies or television shows (25%).

**Discussing reading (Q25):** New students were asked to report how often they discuss books with others. The following percentages were reported: Daily (7.9%), Weekly (22.8%), Monthly (17.5%), A few times per year (26.8%), Once per year (7.4%), and Never (17.6%).

## 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:
  - a. 87% of new students responded that they were receiving a quality education at Troy University.
  - b. 82% of new students agreed that Troy has a good reputation in their community.
  - c. 85% of the new students indicated that they would recommend Troy to a friend.
  - d. 84% of the new students indicated that the semester/term accommodated their learning.
  - e. 83% of the new students felt that faculty care about students as individuals.
3. The top three ways students learn about Troy University are through word of mouth, alumni, and the internet and most students recommend the best way to advertise to friends is through word of mouth and internet. Less than one percent of students agree that billboards are an effective means of advertising. This should be considered when selecting resources for marketing and advertising.
4. New student satisfaction results may be used as information to assist student recruitment efforts. The main reasons students choose to attend Troy University are location, affordability, size of campus, and academic reputation and the top ways students would describe Troy University include convenient, friendly, and student-centered. Troy University has a unique market segment and should continue efforts to maintain the strengths of the University and improve areas of weakness.
5. Significant differences in satisfaction of students with different characteristics should be considered as student services personnel work to meet the needs of a diverse student population.
6. Most new students consider themselves to be good readers, but they find little time for reading. Very few, if any students are encouraged to read by their parents. While students are under the influence of Troy University, reading should be modeled and encouraged.

Notes: In Appendices 1-16, the instruction for all items was: "Q11: Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University." The original scale for these items included five points: 5-Strongly Agree, 4-Agree, 3-Neutral, 2-Disagree, 1-Strongly Disagree, and 0-Not Applicable. This scale was collapsed into three points, Agree, Neutral, and Disagree for reporting purposes and Not Applicable responses are not included in the tables. The means analyses in Appendices 19-22 reflect the full five point scale, excluding Not Applicable responses.

## Appendix 1. 2014 New Student Perceptions about Troy University - Overall

Ranked by Frequency of Agreement

Total respondents = 627

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
I am receiving a quality education at Troy University.	1	2	1	1	1	87.4%	8.5%	4.1%	541
The printed Schedule of Classes is informative and easy to follow.	2	6	7	7	5	85.5%	8.9%	5.6%	516
TROY personnel are knowledgeable and helpful.	3	1	3	6	7	84.9%	8.6%	6.6%	550
I would recommend Troy University to a friend who is planning to go to college.	4	5	4	3	3	84.6%	7.3%	8.2%	538
The semester/term format accommodates my learning.	5	3	2	4	2	84.3%	10.7%	5.1%	534
I feel I can talk to faculty about my academic concerns.	6	7	9	11	14	83.5%	8.5%	8.0%	552
Faculty care about students as individuals.	7	4	8	5	15	82.8%	11.8%	5.4%	553
Troy University has a good reputation in my community.	8	9	5	2	4	81.7%	12.1%	6.2%	531
The University offers a variety of majors at my location.	9	10	6	9	8	81.2%	10.0%	8.9%	531
Student organizations are available for my participation.	10	17	21	22	25	80.6%	13.7%	5.7%	495
Class drop/add procedures are appropriate.	11	8	10	13	11	80.0%	13.8%	6.2%	499
The classes I attend are well organized and well taught.	12	12	16	10	16	78.1%	12.0%	9.9%	544
Sufficient financial aid options are available.	13	20	13	16	13	78.0%	12.6%	9.5%	526
The online Schedule of Classes is informative and easy to follow.	14	14	20	14	10	77.7%	13.3%	9.1%	528
I feel that the campus is a safe and secure environment.	15	18	18	15	12	75.4%	15.2%	9.4%	492
Registration dates, times, and procedures were made clear to me.	16	15	14	17	17	75.1%	8.8%	16.0%	543
Academic advising is adequate.	17	11	17	18	21	75.1%	14.5%	10.5%	545
On-campus bookstore hours are convenient for students.	18	21	19	19	22	74.7%	15.5%	9.8%	498
Classes are offered at convenient times.	19	16	11	8	6	74.1%	12.3%	13.6%	536
The bill that I received from the University was easily understood.	20	19	12	12	9	73.4%	17.1%	9.5%	508
The online registration process is user-friendly.	21	13	22	23	19	72.5%	14.7%	12.8%	516
The tuition payment plan is beneficial for students.	22	23	15	20	18	71.0%	19.7%	9.3%	493
The on-site registration process is user-friendly.	23	22	25	24	24	70.8%	20.4%	8.8%	476
Class information provided prior to enrollment was helpful.	24	24	24	21	23	70.2%	14.9%	14.9%	543
Tutorial services are sufficient.	25	25	26	26	26	70.1%	22.0%	7.9%	468
Student recreational opportunities and facilities have met my expectations.	26	26	27	27	27	68.5%	21.9%	9.6%	448
Purchasing textbooks through Virtual Book Store is convenient.	27	27	23	25	20	62.2%	25.2%	12.6%	468
Students seldom get the "run around" when seeking information.	28	28	28	28	28	57.1%	19.3%	23.6%	529
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	56.1%	28.4%	15.5%	394

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

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

Five Year Trend from Fall 2010 through Fall 2014

Academic programs, services, and administration	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
I am receiving a quality education at Troy University.	87.4%	86.7%	89.5%	85.7%	84.3%	3.1%	4.1%	5.0%	4.3%	6.7%	7.2%	-3.1%
The printed Schedule of Classes is informative and easy to follow.	85.5%	83.8%	83.8%	78.3%	81.1%	4.4%	5.6%	6.5%	6.4%	9.5%	7.4%	-1.8%
TROY personnel are knowledgeable and helpful.	84.9%	87.6%	87.2%	79.3%	78.3%	6.6%	6.6%	4.6%	7.7%	10.1%	12.7%	-6.2%
I would recommend Troy University to a friend who is planning to go to college.	84.6%	85.2%	87.2%	82.6%	82.3%	2.3%	8.2%	7.2%	5.8%	9.1%	10.9%	-2.7%
The semester/term format accommodates my learning.	84.3%	86.5%	88.5%	80.8%	84.0%	0.3%	5.1%	4.9%	3.3%	7.8%	6.5%	-1.4%
I feel I can talk to faculty about my academic concerns.	83.5%	83.6%	83.0%	76.9%	75.5%	8.0%	8.0%	6.3%	7.8%	11.2%	10.9%	-2.9%
Faculty care about students as individuals.	82.8%	86.0%	83.7%	79.9%	75.4%	7.4%	5.4%	5.6%	6.6%	9.5%	9.9%	-4.5%
Troy University has a good reputation in my community.	81.7%	81.8%	85.8%	82.6%	81.1%	0.6%	6.2%	5.9%	5.4%	7.0%	7.8%	-1.6%
The University offers a variety of majors at my location.	81.2%	81.2%	84.3%	77.9%	77.6%	3.6%	8.9%	7.8%	7.4%	10.7%	10.2%	-1.4%
Student organizations are available for my participation.	80.6%	78.7%	74.7%	68.2%	66.3%	14.3%	5.7%	6.4%	7.6%	13.3%	10.5%	-4.8%
Class drop/add procedures are appropriate.	80.0%	83.0%	80.9%	75.2%	76.0%	4.0%	6.2%	5.4%	4.4%	9.6%	8.3%	-2.1%
The classes I attend are well organized and well taught.	78.1%	80.4%	77.1%	77.1%	74.7%	3.4%	9.9%	9.0%	10.5%	11.3%	12.1%	-2.2%
Sufficient financial aid options are available.	78.0%	77.3%	79.0%	73.0%	75.7%	2.3%	9.5%	8.9%	9.2%	12.2%	10.7%	-1.2%
The online Schedule of Classes is informative and easy to follow.	77.7%	80.3%	74.7%	74.0%	76.4%	1.3%	9.1%	7.6%	9.1%	11.9%	9.8%	-0.7%
I feel that the campus is a safe and secure environment.	75.4%	78.1%	76.4%	73.5%	76.0%	-0.6%	9.4%	6.9%	5.9%	9.5%	8.0%	1.4%

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

Five Year Trend from Fall 2010 through Fall 2014

Academic programs, services, and administration	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
Reg. dates, times, & procedures were made clear to me.	75.1%	80.1%	78.6%	72.1%	74.6%	0.5%	16.0%	8.6%	10.9%	17.3%	15.2%	0.8%
Academic advising is adequate.	75.1%	80.5%	76.9%	71.0%	69.7%	5.4%	10.5%	7.7%	11.0%	14.3%	16.5%	-6.0%
On-campus bookstore hours are convenient for students.	74.7%	76.7%	75.9%	71.0%	69.1%	5.6%	9.8%	8.1%	8.6%	10.8%	10.5%	-0.7%
Classes are offered at convenient times.	74.1%	79.6%	80.3%	78.0%	80.9%	-6.8%	13.6%	9.8%	10.1%	10.5%	8.8%	4.8%
The bill that I received from the University was easily understood.	73.4%	77.6%	79.6%	76.5%	77.2%	-3.8%	9.5%	8.2%	6.6%	12.7%	9.1%	0.4%
The online registration process is user-friendly.	72.5%	80.3%	73.6%	68.1%	70.9%	1.6%	12.8%	8.8%	10.4%	17.1%	14.7%	-1.9%
The tuition payment plan is beneficial for students.	71.0%	73.4%	77.4%	70.3%	74.6%	-3.6%	9.3%	5.7%	7.3%	9.3%	8.2%	1.1%
The on-site registration process is user-friendly.	70.8%	75.9%	69.6%	67.5%	68.4%	2.4%	8.8%	6.4%	8.7%	14.1%	13.2%	-4.4%
Class information provided prior to enrollment was helpful.	70.2%	70.3%	70.6%	68.6%	68.6%	1.6%	14.9%	12.6%	11.5%	16.0%	15.1%	-0.2%
Tutorial services are sufficient.	70.1%	69.4%	68.9%	63.2%	65.0%	5.1%	7.9%	6.0%	5.7%	12.7%	9.9%	-2.0%
Student recreational opportunities and facilities have met my expectations.	68.5%	67.9%	65.9%	61.2%	58.7%	9.8%	9.6%	10.1%	8.3%	15.3%	10.2%	-0.6%
Purchasing textbooks through Virtual BookStore is convenient.	62.2%	64.2%	73.3%	63.9%	70.3%	-8.1%	12.6%	8.9%	8.1%	12.8%	9.7%	2.9%
Students seldom get the “run around” when seeking information.	57.1%	60.9%	57.0%	53.5%	56.9%	0.2%	23.6%	19.8%	22.7%	27.4%	27.7%	-4.1%
Campus housing met my expectations upon arriving to campus.	56.1%	57.6%	52.7%	44.9%	41.5%	14.6%	15.5%	14.7%	13.1%	22.3%	15.9%	-0.4%

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

**Appendix 1A. 2014 New Student Perceptions about Troy University - Overall**  
 Ranked by Frequency of **Strongly Agree**

Total respondents = 627

<b>Academic programs, services, and administration</b>	<u>Rankings</u>				<b>Strongly</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly</b>	<b>N/A</b>	<b>N</b>
	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>Agree</b>				<b>Disagree</b>		
I would recommend Troy University to a friend who is planning to go to college.	1	1	1	1	43.1%	40.0%	7.1%	4.0%	4.0%	1.6%	547
I am receiving a quality education at Troy University.	2	2	2	2	42.3%	44.3%	8.4%	1.8%	2.2%	0.9%	546
I feel I can talk to faculty about my academic concerns.	3	4	3	6	38.1%	45.1%	8.5%	5.6%	2.3%	0.4%	554
Troy University has a good reputation in my community.	4	5	5	3	37.1%	42.2%	11.7%	3.1%	2.9%	2.9%	547
Faculty care about students as individuals.	5	6	6	7	36.8%	45.8%	11.7%	2.7%	2.7%	0.4%	555
TROY personnel are knowledgeable and helpful.	6	3	4	5	34.7%	49.7%	8.5%	3.6%	2.9%	0.5%	553
The semester/term format at my location accommodates my learning.	7	7	8	4	34.7%	47.9%	10.5%	3.1%	1.8%	2.0%	545
Registration dates, times, and procedures were made clear to me prior to enrollment.	8	8	10	13	33.8%	40.4%	8.7%	9.5%	6.4%	1.3%	550
The University offers a variety of majors at my location.	9	9	7	10	33.6%	45.2%	9.7%	4.9%	3.7%	2.9%	547
The printed Schedule of Classes is informative and easy to follow.	10	10	15	9	33.6%	46.9%	8.4%	3.1%	2.2%	5.8%	548
The classes I attend are well organized and well taught.	11	11	11	14	31.9%	45.5%	11.8%	5.8%	4.0%	0.9%	549
Academic advising is adequate.	12	14	12	11	31.6%	42.7%	14.3%	6.4%	4.0%	1.1%	551
Sufficient financial aid options are available.	13	16	9	8	31.4%	43.0%	12.0%	4.7%	4.4%	4.5%	551
Student organizations are available for my participation.	14	20	23	22	29.4%	43.5%	12.4%	2.7%	2.4%	9.5%	547
The online Schedule of Classes is informative and easy to follow.	15	13	19	15	29.3%	45.4%	12.8%	5.3%	3.5%	3.8%	549
Class drop/add procedures are appropriate.	16	17	17	19	29.1%	43.9%	12.6%	2.4%	3.3%	8.8%	547
The bill that I received from the University was easily understood.	17	18	18	16	28.3%	39.8%	15.9%	6.2%	2.6%	7.3%	548
The online registration process is user-friendly.	18	12	16	18	27.8%	40.1%	13.8%	7.8%	4.2%	6.4%	551
Classes are offered at convenient times.	19	15	14	12	27.7%	44.6%	12.0%	8.7%	4.6%	2.4%	549
Class information provided prior to enrollment was helpful.	20	22	20	20	26.2%	42.7%	14.6%	9.8%	4.9%	1.8%	553

**Appendix 1A. 2014 New Student Perceptions about Troy University - Overall**  
 Ranked by Frequency of **Strongly Agree**

Total respondents = 627

<b>Academic programs, services, and administration</b>	<b>Rankings</b>				<b>Strongly</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly</b>	<b>N/A</b>	<b>N</b>
	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>Agree</b>				<b>Disagree</b>		
I feel that the campus is a safe and secure environment	21	19	21	21	25.7%	42.0%	13.7%	5.7%	2.7%	10.2%	548
The tuition payment plan is beneficial for students.	22	21	13	17	24.8%	38.5%	17.5%	5.6%	2.7%	10.9%	553
The on-site registration process is user-friendly.	23	23	25	23	24.6%	36.9%	17.7%	4.4%	3.3%	13.1%	548
On-campus bookstore hours are convenient for students.	24	24	24	25	24.0%	44.1%	14.1%	6.2%	2.7%	8.8%	546
Purchasing textbooks through TROY Virtual BookStore is convenient.	25	26	22	24	22.8%	30.3%	21.5%	6.4%	4.4%	14.6%	548
Tutorial services are sufficient.	26	25	26	27	22.3%	37.6%	18.8%	2.7%	4.0%	14.6%	548
Students seldom get the “run around” when seeking information.	27	27	27	26	19.7%	35.4%	18.6%	13.9%	8.9%	3.5%	548
Student recreational opportunities and facilities have met my expectations.	28	28	28	28	19.3%	37.1%	18.0%	4.6%	3.3%	17.8%	545
Campus housing met my expectations upon arriving to campus.	29	29	29	29	13.7%	26.6%	20.4%	6.0%	5.1%	28.1%	548



**Appendix 2. New Student Perceptions about Troy University - Dothan**

Ranked by Frequency of Agreement

Total respondents = 43

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
TROY personnel are knowledgeable and helpful.	1	2	1	6	3	92.7%	0.0%	7.3%	41
I feel I can talk to faculty about my academic concerns.	2	14	2	1	5	92.5%	2.5%	5.0%	40
Faculty care about students as individuals.	3	5	4	10	14	90.0%	7.5%	2.5%	40
I am receiving a quality education at Troy University.	4	7	8	3	9	90.0%	7.5%	2.5%	40
I feel that the campus is a safe and secure environment.	5	1	3	2	8	89.5%	5.3%	5.3%	38
The <i>printed</i> Schedule of Classes is informative and easy to follow.	6	4	6	8	2	89.2%	2.7%	8.1%	37
On-campus bookstore hours are convenient for students.	7	6	19	21	11	87.8%	7.3%	4.9%	41
Academic advising is adequate.	8	17	14	14	20	87.5%	10.0%	2.5%	40
Class drop/add procedures are appropriate.	9	12	16	15	17	85.3%	11.8%	2.9%	34
The <i>online</i> Schedule of Classes is informative and easy to follow.	10	11	20	19	16	84.2%	7.9%	7.9%	38
Sufficient financial aid options are available.	11	21	12	16	7	82.9%	11.4%	5.7%	35
The semester/term format at my location accommodates my learning.	12	16	9	4	4	82.5%	7.5%	10.0%	40
I would recommend Troy University to a friend who is planning to go to college.	13	15	11	11	10	82.5%	10.0%	7.5%	40
The on-site registration process is user-friendly.	14	8	22	13	13	82.4%	8.8%	8.8%	34
The bill that I received from the University was easily understood.	15	18	13	9	12	81.1%	13.5%	5.4%	37
Troy University has a good reputation in my community.	16	3	7	5	1	80.5%	12.2%	7.3%	41
Reg. dates, times, and procedures were made clear to me prior to enrollment.	17	20	10	22	19	80.0%	7.5%	12.5%	40
The classes I attend are well organized and well taught.	18	10	5	7	24	80.0%	15.0%	5.0%	40
The online registration process is user-friendly.	19	9	26	20	25	79.4%	11.8%	8.8%	34
Tutorial services are sufficient.	20	28	25	25	27	79.4%	11.8%	8.8%	34
The tuition payment plan is beneficial for students.	21	13	18	12	15	78.8%	18.2%	3.0%	33
Student organizations are available for my participation.	22	19	24	24	18	77.1%	11.4%	11.4%	35
Purchasing textbooks through TROY Virtual BookStore is convenient.	23	26	23	28	26	74.1%	22.2%	3.7%	27
The University offers a variety of majors at my location.	24	23	17	17	6	70.0%	17.5%	12.5%	40
Class information provided prior to enrollment was helpful.	25	22	15	18	21	69.2%	18.0%	12.8%	39
Student recreational opportunities and facilities have met my expectations.	26	24	27	27	23	68.0%	16.0%	16.0%	25
Classes are offered at convenient times.	27	25	21	26	22	65.0%	12.5%	22.5%	40
Students seldom get the "run around" when seeking information.	28	27	28	23	28	64.1%	18.0%	18.0%	39
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	35.7%	57.1%	7.1%	14

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

## Appendix 2.1. New Student Perceptions about Troy University - Dothan

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 43

### Academic programs, services, and administration

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
TROY personnel are knowledgeable and helpful.	92.7%	93.6%	95.1%	83.8%	80.2%	12.5%	7.3%	0.0%	2.4%	5.4%	14.8%	-7.5%
I feel I can talk to faculty about my academic concerns.	92.5%	85.1%	92.7%	89.5%	80.0%	12.5%	5.0%	2.1%	0.0%	5.3%	12.5%	-7.5%
Faculty care about students as individuals.	90.0%	89.4%	90.2%	81.6%	75.3%	14.7%	2.5%	2.1%	2.4%	7.9%	11.1%	-8.6%
I am receiving a quality education at Troy University.	90.0%	89.1%	90.0%	89.2%	79.0%	11.0%	2.5%	0.0%	0.0%	5.4%	11.1%	-8.6%
I feel that the campus is a safe and secure environment.	89.5%	95.7%	92.5%	89.5%	79.2%	10.3%	5.3%	0.0%	0.0%	5.3%	10.4%	-5.1%
The printed Schedule of Classes is informative and easy to follow.	89.2%	91.3%	90.0%	83.3%	84.8%	4.4%	8.1%	0.0%	5.0%	8.3%	12.7%	-4.6%
On-campus bookstore hours are convenient for students.	87.8%	89.1%	72.5%	67.6%	77.3%	10.5%	4.9%	0.0%	17.5%	5.9%	13.3%	-8.4%
Academic advising is adequate.	87.5%	84.4%	80.5%	78.9%	67.1%	20.4%	2.5%	4.4%	7.3%	7.9%	17.7%	-15.2%
Class drop/add procedures are appropriate.	85.3%	86.4%	75.0%	75.0%	70.6%	14.7%	2.9%	4.5%	2.8%	9.4%	16.2%	-13.3%
The online Schedule of Classes is informative and easy to follow.	84.2%	86.4%	72.2%	70.6%	72.0%	12.2%	7.9%	0.0%	5.6%	14.7%	10.7%	-2.8%
Sufficient financial aid options are available.	82.9%	78.3%	84.6%	74.3%	79.2%	3.7%	5.7%	6.5%	5.1%	5.7%	14.3%	-8.6%
The semester/term format at my location accommodates my learning.	82.5%	84.8%	87.8%	86.8%	80.0%	2.5%	10.0%	2.2%	0.0%	7.9%	7.5%	2.5%
I would recommend Troy to a friend who is planning to go to college.	82.5%	85.1%	87.5%	81.6%	77.5%	5.0%	7.5%	4.3%	2.5%	5.3%	12.5%	-5.0%
The on-site registration process is user-friendly.	82.4%	87.8%	68.4%	80.0%	75.9%	6.5%	8.8%	7.3%	7.9%	8.6%	15.2%	-6.4%
The bill that I received from the University was easily understood.	81.1%	83.3%	80.6%	82.9%	77.3%	3.8%	5.4%	4.8%	5.6%	8.6%	10.7%	-5.3%

## Appendix 2.1. New Student Perceptions about Troy University - Dothan

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 43

### Academic programs, services, and administration

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
Troy University has a good reputation in my community.	80.5%	93.6%	90.0%	86.5%	85.0%	-4.5%	7.3%	2.1%	2.5%	5.4%	8.8%	-1.5%
Reg. dates, times, and procedures were made clear to me.	80.0%	78.7%	87.5%	67.6%	67.5%	12.5%	12.5%	10.6%	5.0%	18.9%	20.0%	-7.5%
The classes I attend are well organized and well taught.	80.0%	86.7%	90.2%	83.8%	65.0%	15.0%	5.0%	2.2%	0.0%	8.1%	20.0%	-15.0%
The online registration process is user-friendly.	79.4%	87.5%	61.3%	67.7%	64.8%	14.6%	8.8%	5.0%	3.2%	9.7%	18.3%	-9.5%
Tutorial services are sufficient.	79.4%	61.1%	62.1%	57.7%	62.1%	17.3%	8.8%	5.6%	0.0%	7.7%	20.7%	-11.9%
The tuition payment plan is beneficial for students.	78.8%	85.4%	74.3%	81.3%	75.0%	3.8%	3.0%	2.4%	5.7%	6.3%	12.5%	-9.5%
Student organizations are available for my participation.	77.1%	79.5%	63.4%	62.5%	69.1%	8.0%	11.4%	0.0%	4.9%	15.6%	8.8%	2.6%
Purchasing textbooks through TROY Virtual BookStore is convenient.	74.1%	65.7%	63.6%	44.0%	62.3%	11.8%	3.7%	0.0%	6.1%	12.0%	11.5%	-7.8%
The University offers a variety of majors at my location.	70.0%	76.1%	75.0%	73.0%	79.5%	-9.5%	12.5%	4.3%	10.0%	13.5%	12.8%	-0.3%
Class information provided prior to enrollment was helpful.	69.2%	76.6%	80.5%	72.2%	66.7%	2.5%	12.8%	12.8%	7.3%	13.9%	18.5%	-5.7%
Student recreational opportunities and facilities.	68.0%	74.3%	58.1%	50.0%	65.3%	2.7%	16.0%	2.9%	3.2%	25.0%	8.2%	7.8%
Classes are offered at convenient times.	65.0%	73.9%	70.7%	54.1%	65.4%	-0.4%	22.5%	19.6%	14.6%	18.9%	21.8%	0.7%
Students seldom get the "run around" when seeking information.	64.1%	61.7%	46.3%	65.8%	59.7%	4.4%	18.0%	25.5%	26.8%	15.8%	29.9%	-12.0%
Campus housing met my expectations upon arriving to campus.	35.7%	56.0%	41.2%	36.4%	39.4%	-3.7%	7.1%	4.0%	0.0%	27.3%	12.1%	-5.0%

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

Data sorted descending by level of agreement.

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

### Appendix 3. New Student Perceptions about Troy University - Montgomery

Ranked by Frequency of Agreement

Total respondents = 21

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
I am receiving a quality education at Troy University.	1	2	3	2	9	100%	0.0%	0.0%	20
TROY personnel are knowledgeable and helpful.	2	12	16	19	10	100%	0.0%	0.0%	19
The printed Schedule of Classes is informative and easy to follow.	3	3	5	7	2	100%	0.0%	0.0%	19
The online Schedule of Classes is informative and easy to follow.	4	19	15	8	19	94.7%	5.3%	0.0%	19
Class drop/add procedures are appropriate.	5	9	20	16	17	94.7%	5.3%	0.0%	19
Registration dates, times, and procedures were made clear to me prior to enrollment.	6	13	14	12	20	90.0%	0.0%	10.0%	20
The semester/term format at my location accommodates my learning.	7	7	10	9	3	90.0%	5.0%	5.0%	20
Troy University has a good reputation in my community.	8	6	1	1	1	90.0%	10.0%	0.0%	20
The classes I attend are well organized and well taught.	9	10	19	18	21	89.5%	5.3%	5.3%	19
I feel that the campus is a safe and secure environment.	10	1	12	5	7	89.5%	5.3%	5.3%	19
The University offers a variety of majors at my location.	11	23	11	6	13	85.0%	0.0%	15.0%	20
I would recommend Troy University to a friend who is planning to go to college.	12	4	2	3	4	85.0%	15.0%	0.0%	20
The online registration process is user-friendly.	13	16	21	10	24	84.2%	10.5%	5.3%	19
I feel I can talk to faculty about my academic concerns.	14	5	17	15	5	80.0%	10.0%	10.0%	20
The on-site registration process is user-friendly.	15	14	23	23	22	79.0%	15.8%	5.3%	19
Student organizations are available for my participation.	16	22	25	24	23	77.8%	22.2%	0.0%	18
Faculty care about students as individuals.	17	8	13	14	14	76.2%	14.3%	9.5%	21
Sufficient financial aid options are available.	18	17	8	21	12	75.0%	10.0%	15.0%	20
Students seldom get the "run around" when seeking information.	19	25	28	28	27	75.0%	20.0%	5.0%	20
The bill that I received from the University was easily understood.	20	15	6	11	8	75.0%	20.0%	5.0%	20
Academic advising is adequate.	21	20	22	20	15	73.7%	10.5%	15.8%	19
The tuition payment plan is beneficial for students.	22	27	4	22	11	73.7%	15.8%	10.5%	19
Class information provided prior to enrollment was helpful.	23	21	7	17	18	70.0%	20.0%	10.0%	20
Classes are offered at convenient times.	24	18	9	13	6	68.4%	15.8%	15.8%	19
Tutorial services are sufficient.	25	28	26	26	26	64.7%	29.4%	5.9%	17
On-campus bookstore hours are convenient for students.	26	11	18	4	16	58.8%	29.4%	11.8%	17
Student recreational opportunities and facilities have met my expectations.	27	26	27	27	28	53.3%	33.3%	13.3%	15
Purchasing textbooks through TROY Virtual BookStore is convenient.	28	24	24	25	25	52.6%	36.8%	10.5%	19
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	45.5%	54.6%	0.0%	11

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

### Appendix 3.1. New Student Perceptions about Troy University - Montgomery

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 21

#### Academic programs, services, and administration

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
TROY personnel are knowledgeable and helpful.	100%	84.6%	81.7%	72.9%	75.0%	25.0%	0.0%	2.6%	6.7%	15.3%	12.9%	-12.9%
The printed Schedule of Classes is informative and easy to follow.	100%	92.3%	87.5%	77.6%	82.1%	17.9%	0.0%	2.6%	0.0%	12.1%	6.8%	-6.8%
I am receiving a quality education at Troy University.	100%	94.7%	91.5%	84.5%	76.5%	23.5%	0.0%	0.0%	3.4%	8.6%	7.6%	-7.6%
The online Schedule of Classes is informative and easy to follow.	94.7%	79.5%	82.1%	77.4%	69.6%	25.1%	0.0%	2.6%	3.6%	11.3%	10.7%	-10.7%
Class drop/add procedures are appropriate.	94.7%	87.2%	79.6%	74.5%	70.1%	24.6%	0.0%	0.0%	1.9%	17.6%	8.4%	-8.4%
Reg. dates, times, and procedures were made clear to me.	90.0%	84.2%	83.1%	75.4%	67.8%	22.2%	10.0%	10.5%	5.1%	12.3%	18.2%	-8.2%
The semester/term format accommodates my learning.	90.0%	89.2%	86.0%	76.8%	80.5%	9.5%	5.0%	2.7%	1.8%	8.9%	11.0%	-6.0%
Troy University has a good reputation in my community.	90.0%	89.2%	96.6%	86.0%	82.6%	7.4%	0.0%	2.7%	1.7%	8.8%	11.3%	-11.3%
The classes I attend are well organized and well taught.	89.5%	86.5%	80.7%	73.2%	65.8%	23.7%	5.3%	5.4%	12.3%	17.9%	14.5%	-9.2%
I feel that the campus is a safe and secure environment	89.5%	97.4%	85.7%	80.7%	78.0%	11.5%	5.3%	0.0%	1.8%	10.5%	10.1%	-4.8%
The University offers a variety of majors at my location.	85.0%	73.0%	85.7%	79.3%	73.1%	11.9%	15.0%	16.2%	7.1%	8.6%	9.2%	5.8%
I would recommend TROY to a friend ...	85.0%	92.3%	93.1%	82.8%	79.7%	5.3%	0.0%	2.6%	3.4%	10.3%	11.9%	-11.9%
The online registration process is user-friendly.	84.2%	81.6%	77.8%	75.5%	62.7%	21.5%	5.3%	5.3%	9.3%	14.3%	17.3%	-12.0%
I feel I can talk to faculty about my academic concerns.	80.0%	89.7%	81.7%	74.6%	78.7%	1.3%	10.0%	2.6%	6.7%	15.3%	9.8%	0.2%
The on-site registration process is user-friendly.	79.0%	82.9%	72.7%	68.8%	64.3%	14.7%	5.3%	0.0%	9.1%	14.6%	13.4%	-8.1%

### Appendix 3.1. New Student Perceptions about Troy University - Montgomery

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 21

#### Academic programs, services, and administration

	Agree					Diff	Disagree					Diff
	FA14	FA13	FA12	FA11	FA10		FA14	FA13	FA12	FA11	FA10	
Student organizations are available for my participation.	77.8%	73.3%	66.7%	63.5%	64.2%	13.6%	0.0%	3.3%	7.8%	25.0%	9.5%	-9.5%
Faculty care about students as individuals.	76.2%	87.2%	85.0%	75.0%	72.8%	3.4%	9.5%	2.6%	6.7%	18.3%	11.2%	-1.7%
Sufficient financial aid options are available.	75.0%	81.1%	86.2%	72.4%	73.5%	1.5%	15.0%	2.7%	3.4%	17.2%	12.8%	2.2%
Students seldom get the “run around” when seeking information.	75.0%	68.4%	57.9%	48.2%	56.0%	19.0%	5.0%	15.8%	24.6%	41.1%	30.2%	-25.2%
Classes are offered at convenient times.	75.0%	82.4%	87.5%	75.4%	77.3%	-2.3%	5.0%	2.9%	3.6%	14.0%	10.9%	-5.9%
Academic advising is adequate.	73.7%	78.9%	77.2%	72.9%	72.1%	1.6%	15.8%	2.6%	10.5%	11.9%	14.8%	1.0%
The tuition payment plan is beneficial for students.	73.7%	64.7%	87.7%	70.9%	74.5%	-0.8%	10.5%	0.0%	0.0%	14.5%	6.6%	3.9%
Class information provided prior to enrollment was helpful.	70.0%	75.7%	86.7%	73.3%	70.0%	0.0%	10.0%	2.7%	5.0%	10.0%	13.3%	-3.3%
Classes are offered at convenient times.	68.4%	81.1%	86.0%	75.4%	78.1%	-9.7%	15.8%	5.4%	12.3%	17.5%	8.8%	7.0%
Tutorial services are sufficient.	64.7%	58.1%	64.0%	60.9%	58.0%	6.7%	5.9%	3.2%	4.0%	15.2%	10.2%	-4.3%
On-campus bookstore hours are convenient for students.	58.8%	86.1%	80.8%	82.5%	70.4%	-11.6%	11.8%	5.6%	0.0%	10.5%	12.0%	-0.2%
Student recreational opportunities and facilities have met my expectations	53.3%	66.7%	59.1%	55.0%	51.4%	1.9%	13.3%	7.4%	4.5%	22.5%	9.7%	3.6%
Purchasing textbooks through Virtual BookStore is convenient.	52.6%	69.0%	70.0%	62.5%	61.1%	-8.5%	10.5%	0.0%	4.0%	20.0%	8.4%	2.1%
Campus housing met my expectations upon arriving to campus.	45.5%	39.1%	48.6%	44.4%	26.4%	19.1%	0.0%	8.7%	0.0%	14.8%	17.0%	-17.0%

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

Data sorted descending by level of agreement.

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

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

Ranked by Frequency of Agreement

Total respondents = 14

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
TROY personnel are knowledgeable and helpful.	1	5	4	2	18	92.9%	7.1%	0.0%	14
The semester/term format at my location accommodates my learning.	2	8	1	7	3	92.9%	0.0%	7.1%	14
Troy University has a good reputation in my community.	3	4	7	1	1	92.9%	7.1%	0.0%	14
I would recommend Troy to a friend who is planning to go to college.	4	13	3	4	4	92.9%	0.0%	7.1%	14
Class information provided prior to enrollment was helpful.	5	21	13	17	27	92.3%	0.0%	7.7%	13
Classes are offered at convenient times.	6	11	20	9	2	92.3%	0.0%	7.7%	13
The bill that I received from the University was easily understood.	7	12	11	14	6	92.3%	7.7%	0.0%	13
I feel that the campus is a safe and secure environment.	8	3	10	6	10	92.3%	0.0%	7.7%	13
On-campus bookstore hours are convenient for students.	9	20	23	22	7	91.7%	8.3%	0.0%	12
Tutorial services are sufficient.	10	26	21	27	24	90.0%	10.0%	0.0%	10
I feel I can talk to faculty about my academic concerns.	11	7	6	5	16	85.7%	0.0%	14.3%	14
Academic advising is adequate.	12	10	8	12	13	85.7%	0.0%	14.3%	14
I am receiving a quality education at Troy University.	13	6	2	8	5	85.7%	7.1%	7.1%	14
Students seldom get the "run around" when seeking information.	14	15	24	13	26	84.6%	7.7%	7.7%	13
The University offers a variety of majors at my location.	15	27	15	15	19	84.6%	7.7%	7.7%	13
Sufficient financial aid options are available.	16	16	17	18	17	83.3%	0.0%	16.7%	12
Class drop/add procedures are appropriate.	17	17	16	20	14	83.3%	16.7%	0.0%	12
The on-site registration process is user-friendly.	18	19	22	19	21	80.0%	20.0%	0.0%	10
Faculty care about students as individuals.	19	9	5	3	9	78.6%	7.1%	14.3%	14
The classes I attend are well organized and well taught.	20	14	9	10	11	78.6%	7.1%	14.3%	14
Student organizations are available for my participation.	21	24	27	26	25	77.8%	22.2%	0.0%	9
The online registration process is user-friendly.	22	22	25	29	23	76.9%	23.1%	0.0%	13
The printed Schedule of Classes is informative and easy to follow.	23	1	12	16	8	76.9%	23.1%	0.0%	13
The tuition payment plan is beneficial for students.	24	25	18	21	12	75.0%	16.7%	8.3%	12
Purchasing textbooks through TROY Virtual BookStore is convenient.	25	23	19	24	22	75.0%	25.0%	0.0%	8
Reg. dates, times, and procedures were made clear to me prior to enrollment.	26	18	14	11	20	71.4%	14.3%	14.3%	14
The online Schedule of Classes is informative and easy to follow.	27	2	29	25	15	71.4%	14.3%	14.3%	14
Campus housing met my expectations upon arriving to campus.	28	29	26	28	29	50.0%	50.0%	0.0%	4
Student recreational opportunities and facilities have met my expectations.	29	28	28	23	28	16.7%	66.7%	16.7%	6

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

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 14

#### Academic programs, services, and administration

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
TROY personnel are knowledgeable and helpful.	92.9%	94.1%	85.2%	88.9%	75.0%	17.9%	0.0%	0.0%	14.8%	7.4%	13.2%	-13.2%
The semester/term format accommodates my learning.	92.9%	88.2%	96.0%	80.8%	83.3%	9.6%	7.1%	5.9%	4.0%	7.7%	7.6%	-0.5%
Troy University has a good reputation in my community.	92.9%	94.1%	84.6%	92.6%	86.6%	6.3%	0.0%	0.0%	3.8%	7.4%	6.0%	-6.0%
Classes are offered at convenient times.	92.9%	82.4%	88.5%	85.2%	82.1%	10.8%	7.1%	11.8%	7.7%	3.7%	10.4%	-3.3%
Class information provided prior to enrollment was helpful.	92.3%	70.6%	77.8%	63.0%	58.8%	33.5%	7.7%	5.9%	14.8%	18.5%	23.5%	-15.8%
Classes are offered at convenient times.	92.3%	87.5%	73.1%	77.8%	85.3%	7.0%	7.7%	6.3%	19.2%	7.4%	5.9%	1.8%
The bill that I received from the University was easily understood.	92.3%	84.6%	82.6%	69.6%	80.0%	12.3%	0.0%	7.7%	8.7%	13.0%	11.7%	-11.7%
I feel that the campus is a safe and secure environment	92.3%	94.1%	83.3%	84.6%	78.1%	14.2%	7.7%	0.0%	12.5%	3.8%	9.4%	-1.7%
On-campus bookstore hours are convenient for students.	91.7%	70.6%	69.6%	58.3%	79.7%	12.0%	0.0%	5.9%	13.0%	12.5%	5.1%	-5.1%
Tutorial services are sufficient.	90.0%	53.8%	71.4%	50.0%	64.4%	25.6%	0.0%	7.7%	14.3%	22.7%	0.0%	0.0%
I feel I can talk to faculty about my academic concerns.	85.7%	88.2%	85.2%	85.2%	76.1%	9.6%	14.3%	5.9%	14.8%	11.1%	9.0%	5.3%
Academic advising is adequate.	85.7%	88.2%	84.0%	70.4%	77.3%	8.4%	14.3%	0.0%	12.0%	14.8%	15.2%	-0.9%
I am receiving a quality education at Troy University.	85.7%	88.2%	88.5%	77.8%	81.5%	4.2%	7.1%	5.9%	3.8%	3.7%	6.2%	0.9%
Students seldom get the “run around” when seeking information.	84.6%	82.4%	65.4%	70.4%	60.3%	24.3%	7.7%	5.9%	19.2%	11.1%	27.9%	-20.2%
The University offers a variety of majors at my location.	84.6%	47.1%	76.0%	69.2%	71.6%	13.0%	7.7%	17.6%	8.0%	15.4%	17.9%	-10.2%



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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 14

**Academic programs, services, and administration**

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
Sufficient financial aid options are available.	83.3%	81.3%	74.1%	63.0%	75.4%	7.9%	16.7%	6.3%	18.5%	11.1%	15.4%	1.3%
Class drop/add procedures are appropriate.	83.3%	78.6%	75.0%	60.0%	77.2%	6.1%	0.0%	0.0%	12.5%	4.0%	5.3%	-5.3%
The on-site registration process is user-friendly.	80.0%	76.5%	70.8%	60.9%	67.7%	12.3%	0.0%	17.6%	16.7%	13.0%	21.0%	-21.0%
Faculty care about students as individuals.	78.6%	88.2%	85.2%	88.9%	78.8%	-0.2%	14.3%	0.0%	11.1%	7.4%	10.6%	3.7%
The classes I attend are well organized and well taught.	78.6%	82.4%	84.0%	77.8%	77.6%	1.0%	14.3%	5.9%	12.0%	7.4%	11.9%	2.4%
Student organizations are available for my participation.	77.8%	57.1%	55.0%	50.0%	63.6%	14.2%	0.0%	21.4%	25.0%	27.3%	9.1%	-9.1%
The online registration process is user-friendly.	76.9%	68.8%	64.0%	48.0%	66.1%	10.8%	0.0%	6.3%	16.0%	20.0%	12.5%	-12.5%
The printed Schedule of Classes is informative and easy to follow.	76.9%	100.0%	80.0%	69.2%	79.4%	-2.5%	0.0%	0.0%	16.0%	11.5%	7.4%	-7.4%
The tuition payment plan is beneficial for students.	75.0%	56.3%	73.9%	60.0%	77.4%	-2.4%	8.3%	0.0%	13.0%	8.0%	9.7%	-1.4%
Purchasing textbooks through Virtual BookStore is convenient.	75.0%	61.5%	73.3%	57.1%	66.7%	8.3%	0.0%	0.0%	26.7%	19.0%	7.4%	-7.4%
Reg. dates, times, and procedures were made clear to me.	71.4%	76.5%	77.8%	74.1%	69.1%	2.3%	14.3%	5.9%	11.1%	7.4%	19.1%	-4.8%
The online Schedule of Classes is informative and easy to follow.	71.4%	100.0%	54.2%	51.9%	77.0%	-5.6%	14.3%	0.0%	33.3%	37.0%	8.2%	6.1%
Campus housing met my expectations upon arriving to campus.	50.0%	33.3%	62.5%	50.0%	48.0%	2.0%	0.0%	0.0%	12.5%	8.3%	4.0%	-4.0%
Student recreational opportunities and facilities have met my expectations	16.7%	38.5%	54.5%	57.9%	55.0%	-38.3%	16.7%	7.7%	27.3%	15.8%	7.5%	9.2%

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

Data sorted descending by level of agreement.

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

## Appendix 5. New Student Perceptions about Troy University - Troy

Ranked by Frequency of Agreement

Total respondents = 416

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
I am receiving a quality education at Troy University.	1	3	1	1	1	87.9%	9.0%	3.1%	356
Student organizations are available for my participation.	2	6	5	5	9	86.7%	9.1%	4.3%	352
The printed Schedule of Classes is informative and easy to follow.	3	7	6	8	3	86.4%	8.8%	4.8%	354
The University offers a variety of majors at my location.	4	4	2	2	2	85.6%	9.3%	5.1%	355
I would recommend Troy University to a friend who is planning to go to college.	5	8	7	3	7	85.3%	7.7%	7.1%	353
TROY personnel are knowledgeable and helpful.	6	2	4	13	6	84.9%	9.4%	5.8%	363
I feel I can talk to faculty about my academic concerns.	7	10	11	12	11	84.6%	8.0%	7.4%	364
Faculty care about students as individuals.	8	5	9	7	10	84.1%	11.5%	4.4%	364
The semester/term format at my location accommodates my learning.	9	1	3	6	4	83.6%	13.3%	3.1%	353
Troy University has a good reputation in my community.	10	13	8	4	8	82.1%	12.0%	6.0%	351
Sufficient financial aid options are available.	11	20	15	15	20	79.0%	12.4%	8.6%	348
Class drop/add procedures are appropriate.	12	11	10	16	16	78.7%	15.6%	5.7%	333
The classes I attend are well organized and well taught.	13	12	20	11	14	78.3%	13.1%	8.6%	360
The online Schedule of Classes is informative and easy to follow.	14	15	23	20	12	76.4%	15.2%	8.3%	348
On-campus bookstore hours are convenient for students.	15	14	12	10	15	76.3%	12.7%	11.0%	354
I feel that the campus is a safe and secure environment.	16	18	19	14	5	74.9%	14.8%	10.3%	359
Student recreational opportunities and facilities have met my expectations.	17	25	22	17	21	73.9%	17.1%	9.0%	345
Academic advising is adequate.	18	9	13	23	22	73.9%	15.8%	10.3%	360
Registration dates, times, and procedures were made clear to me prior to enrollment.	19	17	18	24	18	73.4%	9.5%	17.1%	357
Classes are offered at convenient times.	20	16	14	9	13	71.9%	13.6%	14.4%	360
Tutorial services are sufficient.	21	24	17	19	23	70.9%	22.8%	6.3%	316
The tuition payment plan is beneficial for students.	22	23	21	21	19	70.8%	19.5%	9.7%	329
The bill that I received from the University was easily understood.	23	21	16	18	17	70.1%	18.3%	11.6%	344
The on-site registration process is user-friendly.	24	22	25	25	26	69.0%	22.7%	8.3%	326
The online registration process is user-friendly.	25	19	24	27	25	68.2%	18.1%	13.7%	343
Class information provided prior to enrollment was helpful.	26	26	27	22	24	67.4%	16.4%	16.2%	359
Campus housing met my expectations upon arriving to campus.	27	27	28	28	29	60.3%	21.9%	17.8%	315
Purchasing textbooks through TROY Virtual BookStore is convenient.	28	29	26	26	27	59.9%	26.9%	13.1%	312
Students seldom get the "run around" when seeking information.	29	28	29	29	28	53.2%	20.8%	26.0%	346

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

### Appendix 5.1. New Student Perceptions about Troy University - Troy

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 416

#### Academic programs, services, and administration

	Agree					Diff	Disagree					Diff
	FA14	FA13	FA12	FA11	FA10		FA14	FA13	FA12	FA11	FA10	
I would recommend TROY to a friend ...	84.9%	87.6%	88.6%	74.8%	81.5%	3.4%	5.8%	4.6%	5.9%	13.0%	9.6%	-3.8%
Faculty care about students as individuals.	84.1%	85.3%	82.6%	77.6%	77.7%	6.4%	4.4%	6.4%	5.1%	11.4%	7.3%	-2.9%
I feel I can talk to faculty about my academic concerns.	84.6%	82.3%	81.8%	75.0%	76.9%	7.7%	7.4%	7.5%	8.1%	12.7%	6.5%	0.9%
Academic advising is adequate.	73.9%	82.5%	78.8%	66.7%	71.4%	2.5%	10.3%	8.2%	8.2%	18.9%	13.1%	-2.8%
Sufficient financial aid options are available.	79.0%	77.2%	76.7%	72.2%	71.9%	7.1%	8.6%	9.9%	11.0%	15.3%	10.8%	-2.2%
The tuition payment plan is beneficial for students.	70.8%	72.8%	74.1%	67.7%	72.8%	-2.0%	9.7%	7.2%	8.5%	12.4%	8.2%	1.5%
Class information provided prior to enrollment was helpful.	67.4%	66.4%	63.2%	67.3%	65.1%	2.3%	16.2%	14.3%	13.0%	18.5%	14.3%	1.9%
Reg. dates, times, and procedures were made clear to me..	73.4%	77.9%	75.6%	62.0%	72.8%	0.6%	17.1%	8.4%	13.2%	26.4%	14.9%	2.2%
The online registration process is user-friendly.	68.2%	77.3%	69.0%	56.2%	62.2%	6.0%	13.7%	9.4%	11.4%	26.6%	17.4%	-3.7%
The on-site registration process is user-friendly.	69.0%	74.1%	68.3%	61.8%	61.3%	7.7%	8.3%	7.2%	9.3%	20.6%	16.5%	-8.2%
Students seldom get the "run around" when seeking information.	53.2%	58.3%	55.2%	45.6%	49.6%	3.6%	26.0%	20.4%	17.9%	29.4%	27.3%	-1.3%
Classes are offered at convenient times.	76.4%	79.2%	70.0%	68.1%	76.9%	-0.5%	8.3%	8.3%	10.0%	14.0%	7.1%	1.2%
The printed Schedule of Classes is informative and easy to follow.	86.4%	84.7%	86.6%	77.4%	85.3%	1.1%	4.8%	7.4%	5.6%	12.1%	6.0%	-1.2%
Class drop/add procedures are appropriate.	78.7%	82.3%	81.9%	71.6%	73.2%	5.5%	5.7%	6.2%	4.6%	12.9%	6.9%	-1.2%
Classes are offered at convenient times.	71.9%	78.8%	77.7%	76.8%	75.8%	-3.9%	14.4%	8.8%	11.6%	12.4%	9.4%	5.0%

### Appendix 5.1. New Student Perceptions about Troy University - Troy

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 416

	Agree						Disagree					
The classes I attend are well organized and well taught.	78.3%	81.9%	74.9%	75.2%	74.6%	3.7%	8.6%	9.6%	10.6%	12.0%	8.8%	-0.2%
The University offers a variety of majors at my location.	85.6%	86.7%	89.6%	81.7%	87.2%	-1.6%	5.1%	5.6%	4.3%	10.0%	5.0%	0.1%
Tutorial services are sufficient.	70.9%	72.8%	76.2%	68.8%	67.6%	3.3%	6.3%	6.6%	5.9%	13.5%	9.7%	-3.4%
On-campus bookstore hours are convenient for students.	76.3%	79.3%	81.0%	76.1%	73.5%	2.8%	11.0%	9.8%	9.3%	13.2%	11.1%	-0.1%
Purchasing textbooks through Virtual BookStore is convenient.	59.9%	57.1%	66.1%	58.6%	60.9%	-1.0%	13.1%	11.8%	9.3%	13.4%	9.8%	3.3%
Student organizations are available for my participation.	86.7%	84.8%	86.8%	79.2%	80.3%	6.4%	4.3%	6.1%	5.3%	9.8%	6.4%	-2.1%
The semester/term format at my location accommodates my learning.	83.6%	88.2%	89.1%	77.9%	84.5%	-0.9%	3.1%	4.4%	3.0%	10.4%	3.5%	-0.4%
Troy University has a good reputation in my community.	82.1%	79.9%	85.5%	80.4%	80.4%	1.7%	6.0%	7.4%	7.0%	10.4%	7.3%	-1.3%
I am receiving a quality education at Troy University.	87.9%	87.0%	90.0%	84.2%	87.4%	0.5%	3.1%	5.0%	4.4%	10.1%	4.6%	-1.5%
TROY personnel are knowledgeable and helpful.	85.3%	84.5%	85.7%	81.1%	81.5%	3.8%	7.1%	7.1%	6.5%	12.9%	9.1%	-2.0%
The bill that I received from the University was easily understood.	70.1%	75.7%	76.3%	68.9%	72.9%	-2.8%	11.6%	10.0%	7.8%	19.9%	8.8%	2.8%
Campus housing met my expectations upon arriving to campus.	60.3%	61.9%	56.2%	46.9%	48.4%	11.9%	17.8%	18.7%	18.4%	29.1%	22.6%	-4.8%
Student recreational opportunities and facilities have met my expectations	73.9%	72.0%	73.6%	69.9%	71.7%	2.2%	9.0%	11.6%	8.2%	15.0%	10.3%	-1.3%
I feel that the campus is a safe and secure environment	74.9%	77.6%	75.2%	72.6%	82.7%	-7.8%	10.3%	9.4%	7.4%	11.7%	8.2%	2.1%

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

Data sorted descending by level of agreement.

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

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

Ranked by Frequency of Agreement

Total respondents = 20

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
I would recommend Troy University to a friend who is planning to go to college.	1	4	1	3	4	89.5%	5.3%	5.3%	19
I am receiving a quality education at Troy University.	2	6	3	2	1	89.5%	5.3%	5.3%	19
Classes are offered at convenient times.	3	13	11	14	3	89.5%	5.3%	5.3%	19
The semester/term format at my location accommodates my learning.	4	12	2	8	5	88.9%	5.6%	5.6%	18
The online registration process is user-friendly.	5	5	15	17	19	88.2%	5.9%	5.9%	17
Class drop/add procedures are appropriate.	6	11	17	10	14	87.5%	6.3%	6.3%	16
Faculty care about students as individuals.	7	1	7	4	10	84.2%	10.5%	5.3%	19
Class information provided prior to enrollment was helpful.	8	8	19	23	16	84.2%	5.3%	10.5%	19
The classes I attend are well organized and well taught.	9	15	10	13	7	84.2%	10.5%	5.3%	19
The printed Schedule of Classes is informative and easy to follow.	10	25	5	7	6	81.3%	12.5%	6.3%	16
TROY personnel are knowledgeable and helpful.	11	2	6	5	2	79.0%	10.5%	10.5%	19
Registration dates, times, and procedures were made clear to me prior to enrollment.	12	10	9	11	8	79.0%	15.8%	5.3%	19
The bill that I received from the University was easily understood.	13	9	16	1	12	78.6%	14.3%	7.1%	14
I feel I can talk to faculty about my academic concerns.	14	3	8	15	9	73.7%	15.8%	10.5%	19
Academic advising is adequate.	15	7	18	18	17	73.7%	10.5%	15.8%	19
Troy University has a good reputation in my community.	16	14	4	9	11	73.7%	21.1%	5.3%	19
The online Schedule of Classes is informative and easy to follow.	17	17	13	12	21	70.6%	23.5%	5.9%	17
I feel that the campus is a safe and secure environment	18	20	12	19	13	70.6%	17.7%	11.8%	17
The on-site registration process is user-friendly.	19	16	14	6	20	66.7%	33.3%	0.0%	15
The tuition payment plan is beneficial for students.	20	19	23	20	18	62.5%	25.0%	12.5%	16
Sufficient financial aid options are available.	21	18	21	16	15	61.1%	27.8%	11.1%	18
Students seldom get the "run around" when seeking information.	22	22	24	21	22	55.6%	16.7%	27.8%	18
Purchasing textbooks through TROY Virtual BookStore is convenient.	23	23	20	22	23	50.0%	33.3%	16.7%	18
Tutorial services are sufficient.	24	26	29	27	25	46.7%	33.3%	20.0%	15
On-campus bookstore hours are convenient for students.	25	28	25	26	26	46.2%	46.2%	7.7%	13
Student organizations are available for my participation.	26	21	22	25	27	35.7%	57.1%	7.1%	14
The University offers a variety of majors at my location.	27	29	27	24	24	27.8%	27.8%	44.4%	18
Campus housing met my expectations upon arriving to campus.	28	27	26	29	29	18.2%	72.7%	9.1%	11
Student recreational opportunities and facilities have met my expectations	29	24	28	28	28	18.2%	72.7%	9.1%	11

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

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 20

#### Academic programs, services, and administration

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
I would recommend TROY to a friend...	89.5%	84.6%	96.6%	94.5%	84.3%	5.2%	5.3%	7.7%	3.4%	0.0%	10.1%	-4.8%
I am receiving a quality education at Troy University.	89.5%	84.0%	93.1%	94.5%	87.4%	2.1%	5.3%	4.0%	3.4%	0.0%	7.5%	-2.2%
Classes are offered at convenient times.	89.5%	80.8%	86.2%	83.9%	84.8%	4.7%	5.3%	19.2%	3.4%	8.9%	8.9%	-3.6%
The semester/term format accommodates my learning.	88.9%	80.8%	96.4%	88.9%	83.8%	5.1%	5.6%	15.4%	3.6%	1.9%	6.3%	-0.7%
The online registration process is user-friendly.	88.2%	84.0%	83.3%	80.8%	72.1%	16.1%	5.9%	12.0%	0.0%	7.7%	17.0%	-11.1%
Class drop/add procedures are appropriate.	87.5%	80.8%	81.5%	86.0%	76.8%	10.7%	6.3%	3.8%	0.0%	6.0%	9.4%	-3.2%
Faculty care about students as individuals.	84.2%	96.0%	90.3%	93.0%	80.7%	3.5%	5.3%	4.0%	3.2%	1.8%	8.1%	-2.8%
Class information provided prior to enrollment was helpful.	84.2%	83.3%	76.7%	69.6%	75.6%	8.6%	10.5%	8.3%	3.3%	12.5%	13.1%	-2.6%
Classes are offered at convenient times.	84.2%	80.0%	86.7%	84.2%	82.1%	2.1%	5.3%	8.0%	6.7%	7.0%	9.0%	-3.7%
The printed Schedule of Classes is informative and easy to follow.	81.3%	60.9%	92.0%	89.1%	82.3%	-1.1%	6.3%	17.4%	0.0%	9.1%	8.2%	-2.0%
TROY personnel are knowledgeable and helpful.	79.0%	88.5%	90.3%	91.2%	86.3%	-7.4%	10.5%	3.8%	6.5%	0.0%	10.6%	-0.1%
Reg. dates, times, and procedures were made clear to me.	79.0%	80.8%	89.7%	86.0%	81.8%	-2.9%	5.3%	11.5%	3.4%	1.8%	11.9%	-6.6%
The bill that I received from the University was easily understood.	78.6%	81.8%	82.1%	95.9%	77.6%	1.0%	7.1%	4.5%	3.6%	0.0%	8.6%	-1.5%
I feel I can talk to faculty about my academic concerns.	73.7%	88.0%	90.0%	83.9%	80.8%	-7.1%	10.5%	4.0%	3.3%	5.4%	10.9%	-0.4%
Academic advising is adequate.	73.7%	84.0%	79.3%	80.4%	74.2%	-0.5%	15.8%	8.0%	10.3%	8.9%	15.7%	0.1%

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 20

**Academic programs, services, and administration**

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
Troy University has a good reputation in my community.	73.7%	80.8%	92.9%	88.2%	79.4%	-5.7%	5.3%	3.8%	0.0%	0.0%	7.5%	-2.2%
The online Schedule of Classes is informative and easy to follow.	70.6%	72.0%	85.2%	85.2%	70.5%	0.1%	5.9%	12.0%	3.7%	5.6%	12.9%	-7.0%
I feel that the campus is a safe and secure environment	70.6%	68.4%	85.7%	78.6%	76.9%	-6.3%	11.8%	10.5%	0.0%	7.1%	8.5%	3.3%
The on-site registration process is user-friendly.	66.7%	77.8%	84.2%	89.4%	71.6%	-4.9%	0.0%	5.6%	0.0%	2.1%	12.1%	-12.1%
The tuition payment plan is beneficial for students.	62.5%	68.4%	67.9%	77.8%	72.2%	-9.7%	12.5%	5.3%	14.3%	0.0%	11.1%	1.4%
Sufficient financial aid options are available.	61.1%	68.4%	71.4%	82.4%	76.7%	-15.6%	11.1%	10.5%	10.7%	2.0%	8.5%	2.6%
Students seldom get the “run around” when seeking information.	55.6%	65.4%	65.5%	75.4%	70.4%	-14.8%	27.8%	23.1%	20.7%	15.8%	20.8%	7.0%
Purchasing textbooks through Virtual Book Store is convenient.	50.0%	65.0%	73.1%	73.3%	65.3%	-15.3%	16.7%	15.0%	11.5%	6.7%	13.2%	3.5%
Tutorial services are sufficient.	46.7%	50.0%	50.0%	55.3%	58.7%	-12.0%	20.0%	12.5%	8.3%	15.8%	13.5%	6.5%
On-campus bookstore hours are convenient for students.	46.2%	46.2%	64.7%	56.3%	55.3%	-9.2%	7.7%	15.4%	11.8%	9.4%	15.8%	-8.1%
Student organizations are available for my participation.	35.7%	66.7%	70.6%	58.8%	52.6%	-16.9%	7.1%	20.0%	11.8%	11.8%	16.5%	-9.4%
The University offers a variety of majors at my location.	27.8%	43.5%	59.3%	63.5%	61.1%	-33.3%	44.4%	30.4%	33.3%	19.2%	16.6%	27.8%
Campus housing met my expectations upon arriving to campus.	18.2%	50.0%	63.6%	45.5%	37.8%	-19.6%	9.1%	10.0%	0.0%	9.1%	17.8%	-8.7%
Student recreational opportunities and facilities have met my expectations	18.2%	61.5%	57.1%	46.7%	43.4%	-25.2%	9.1%	15.4%	7.1%	16.7%	24.5%	-15.4%

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

Data sorted descending by level of agreement.

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

## Appendix 7. New Student Perceptions about Troy University - eTROY

Ranked by Frequency of Agreement

Total respondents = 101

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
The semester/term format at my location accommodates my learning.	1	9	4	6	2	84.5%	4.8%	10.7%	84
Classes are offered at convenient times.	2	10	3	2	1	82.5%	8.8%	8.8%	80
I am receiving a quality education at Troy University.	3	8	2	1	3	81.6%	9.2%	9.2%	87
I would recommend Troy University to a friend who is planning to go to college.	4	4	5	9	4	81.6%	3.5%	14.9%	87
The online registration process is user-friendly.	5	3	14	8	11	80.7%	4.6%	14.8%	88
The bill that I received from the University was easily understood.	6	15	13	3	10	80.0%	14.7%	5.3%	75
TROY personnel are knowledgeable and helpful.	7	1	6	7	17	79.8%	10.1%	10.1%	89
The printed Schedule of Classes is informative and easy to follow.	8	17	21	15	14	79.2%	9.7%	11.1%	72
Troy University has a good reputation in my community.	9	14	16	10	8	79.0%	11.1%	9.9%	81
The online Schedule of Classes is informative and easy to follow.	10	12	15	4	6	78.4%	4.6%	17.1%	88
I feel I can talk to faculty about my academic concerns.	11	6	12	16	20	77.8%	12.2%	10.0%	90
Class drop/add procedures are appropriate.	12	7	9	11	7	77.5%	10.0%	12.5%	80
The University offers a variety of majors at my location.	13	11	7	12	9	77.5%	7.5%	15.0%	80
Registration dates, times, and procedures were made clear to me prior to enrollment.	14	2	17	5	12	77.3%	5.7%	17.1%	88
Faculty care about students as individuals.	15	5	10	13	19	76.7%	14.4%	8.9%	90
Class information provided prior to enrollment was helpful.	16	19	20	21	21	76.1%	10.2%	13.6%	88
Sufficient financial aid options are available.	17	16	11	17	13	75.0%	12.5%	12.5%	88
Academic advising is adequate.	18	20	19	19	23	73.9%	13.6%	12.5%	88
The classes I attend are well organized and well taught.	19	21	18	14	16	73.6%	8.1%	18.4%	87
The tuition payment plan is beneficial for students.	20	18	8	20	15	72.2%	19.0%	8.9%	79
The on-site registration process is user-friendly.	21	22	22	22	18	70.3%	15.6%	14.1%	64
Purchasing textbooks through TROY Virtual Book Store is convenient.	22	13	1	18	5	70.0%	15.0%	15.0%	80
Tutorial services are sufficient.	23	23	24	23	22	66.7%	19.4%	13.9%	72
Students seldom get the "run around" when seeking information.	24	24	25	24	27	64.4%	14.9%	20.7%	87
On-campus bookstore hours are convenient for students.	25	26	23	25	24	64.3%	26.8%	8.9%	56
Student organizations are available for my participation.	26	25	26	27	26	61.3%	25.8%	12.9%	62
I feel that the campus is a safe and secure environment	27	27	27	26	25	58.5%	34.2%	7.3%	41
Student recreational opportunities and facilities have met my expectations	28	28	28	28	28	51.2%	39.0%	9.8%	41
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	45.7%	45.7%	8.6%	35

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



### Appendix 7.1. New Student Perceptions about Troy University - eTROY

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 101

**Academic programs, services, and administration**

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
The semester/term format accommodates my learning.	84.5%	82.7%	85.7%	82.6%	85.5%	-1.0%	10.7%	5.5%	5.3%	5.4%	6.9%	3.8%
Classes are offered at convenient times.	82.5%	82.6%	85.8%	85.6%	86.8%	-4.3%	8.8%	8.7%	4.2%	3.0%	6.3%	2.5%
I am receiving a quality education at Troy University.	81.6%	83.1%	87.0%	85.7%	84.9%	-3.3%	9.2%	8.5%	6.1%	3.9%	8.0%	1.2%
I would recommend TROY to a friend...	81.6%	85.3%	84.5%	80.1%	83.7%	-2.1%	14.9%	9.3%	7.0%	7.7%	11.7%	3.2%
The online registration process is user-friendly.	80.7%	85.4%	80.2%	81.0%	79.6%	1.1%	14.8%	7.7%	12.2%	9.2%	11.4%	3.4%
Classes are offered at convenient times.	80.0%	77.8%	80.6%	83.3%	79.6%	0.4%	5.3%	6.5%	6.5%	4.2%	8.3%	-3.0%
TROY personnel are knowledgeable and helpful.	79.8%	85.6%	84.3%	81.6%	74.7%	5.1%	10.1%	7.6%	11.9%	8.9%	15.2%	-5.1%
The printed Schedule of Classes is informative and easy to follow.	79.2%	76.9%	70.3%	76.6%	77.4%	1.8%	11.1%	6.5%	12.1%	3.2%	7.3%	3.8%
Troy University has a good reputation in my community.	79.0%	78.7%	78.3%	79.9%	80.2%	-1.2%	9.9%	5.5%	6.7%	3.5%	7.4%	2.5%
The online Schedule of Classes is informative and easy to follow.	78.4%	80.2%	80.0%	82.7%	81.3%	-2.9%	17.1%	9.9%	10.8%	9.0%	10.1%	7.0%
I feel I can talk to faculty about my academic concerns.	77.8%	83.3%	80.6%	73.7%	70.9%	6.9%	10.0%	6.1%	9.7%	10.9%	13.7%	-3.7%
Class drop/add procedures are appropriate.	77.5%	83.3%	82.4%	79.6%	80.4%	-2.9%	12.5%	6.1%	5.0%	4.1%	7.6%	4.9%
The University offers a variety of majors at my location.	77.5%	82.2%	83.7%	79.1%	79.8%	-2.3%	15.0%	6.8%	6.5%	7.5%	9.6%	5.4%
Reg. dates, times, and procedures were made clear to me.	77.3%	85.5%	77.6%	82.6%	78.0%	-0.7%	17.1%	7.6%	12.7%	11.6%	14.2%	2.9%
Faculty care about students as individuals.	76.7%	84.2%	81.3%	78.6%	71.8%	4.9%	8.9%	6.8%	10.4%	6.5%	11.7%	-2.8%

### Appendix 7.1. New Student Perceptions about Troy University - eTROY

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 101

**Academic programs, services, and administration**

	Agree					Diff	Disagree					Diff
	FA14	FA13	FA12	FA11	FA10		FA14	FA13	FA12	FA11	FA10	
Class information provided prior to enrollment was helpful.	76.1%	74.4%	71.0%	68.0%	70.1%	6.0%	13.6%	12.4%	14.5%	15.7%	14.7%	-1.1%
Sufficient financial aid options are available.	75.0%	76.9%	80.8%	72.6%	77.7%	-2.7%	12.5%	9.1%	7.5%	10.3%	9.3%	3.2%
Academic advising is adequate.	73.9%	72.9%	71.2%	71.8%	65.2%	8.7%	12.5%	10.1%	17.4%	11.5%	19.6%	-7.1%
The classes I attend are well organized and well taught.	73.6%	72.3%	72.2%	77.2%	76.0%	-2.4%	18.4%	11.5%	13.5%	11.0%	13.3%	5.1%
The tuition payment plan is beneficial for students.	72.2%	76.9%	82.4%	70.9%	76.1%	-4.0%	8.9%	5.6%	6.5%	6.0%	6.6%	2.3%
The on-site registration process is user-friendly.	70.3%	72.1%	70.0%	64.4%	72.6%	-2.3%	14.1%	5.8%	6.3%	7.7%	8.5%	5.6%
Purchasing textbooks through Virtual BookStore is convenient.	70.0%	79.3%	87.7%	72.6%	81.7%	-11.7%	15.0%	6.6%	5.7%	11.1%	8.2%	6.8%
Tutorial services are sufficient.	66.7%	70.6%	62.2%	59.4%	68.3%	-1.6%	13.9%	3.9%	6.1%	7.9%	8.1%	5.8%
Students seldom get the “run around” when seeking information.	64.4%	63.4%	62.1%	57.5%	55.8%	8.6%	20.7%	18.3%	27.3%	24.2%	29.9%	-9.2%
On-campus bookstore hours are convenient for students.	64.3%	58.0%	62.3%	57.3%	62.7%	1.6%	8.9%	5.8%	5.8%	5.3%	7.2%	1.7%
Student organizations are available for my participation.	61.3%	61.4%	57.1%	49.4%	57.9%	3.4%	12.9%	7.2%	10.4%	11.4%	13.3%	-0.4%
I feel that the campus is a safe and secure environment	58.5%	54.1%	51.9%	53.1%	61.2%	-2.7%	7.3%	3.3%	7.7%	6.3%	4.2%	3.1%
Student recreational opportunities and facilities have met my expectations	51.2%	50.8%	47.1%	43.4%	46.6%	4.6%	9.8%	6.6%	11.8%	5.7%	6.8%	3.0%
Campus housing met my expectations upon arriving to campus.	45.7%	46.2%	37.5%	37.0%	39.1%	6.6%	8.6%	1.9%	7.5%	6.5%	8.6%	0.0%

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

Data sorted descending by level of agreement.

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

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

Ranked by Frequency of Agreement

Total respondents = 179

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
I am receiving a quality education at Troy University.	1	2	5	1	1	87.8%	7.7%	4.5%	156
The printed Schedule of Classes is informative and easy to follow.	2	7	13	8	5	86.1%	7.6%	6.3%	144
I would recommend Troy University to a friend who is planning to go to college.	3	6	3	2	2	85.4%	6.4%	8.3%	157
Class drop/add procedures are appropriate.	4	3	9	12	9	82.0%	10.8%	7.2%	139
Sufficient financial aid options are available.	5	19	8	13	16	81.8%	9.5%	8.8%	148
TROY personnel are knowledgeable and helpful.	6	1	1	4	6	81.7%	10.1%	8.2%	158
I feel I can talk to faculty about my academic concerns.	7	9	11	10	10	81.7%	8.9%	9.5%	158
The semester/term format at my location accommodates my learning.	8	5	2	5	3	81.2%	11.0%	7.8%	154
Student organizations are available for my participation.	9	21	24	22	25	79.3%	12.1%	8.6%	140
On-campus bookstore hours are convenient for students.	10	20	21	19	24	78.8%	11.0%	10.2%	137
Troy University has a good reputation in my community.	11	18	4	3	8	78.7%	14.7%	6.7%	150
Faculty care about students as individuals.	12	4	6	9	13	78.6%	14.5%	6.9%	159
The classes I attend are well organized and well taught.	13	14	14	7	14	78.5%	9.5%	12.0%	158
The University offers a variety of majors at my location.	14	8	12	14	7	77.0%	9.5%	13.5%	148
The tuition payment plan is beneficial for students.	15	22	10	18	17	76.9%	16.4%	6.7%	134
The online Schedule of Classes is informative and easy to follow.	16	15	18	16	12	76.4%	13.5%	10.1%	148
Registration dates, times, and procedures were made clear to me prior to enrollment.	17	11	15	15	15	76.1%	9.7%	14.2%	155
Academic advising is adequate.	18	13	19	17	22	76.0%	10.1%	13.9%	158
The online registration process is user-friendly.	19	10	17	23	18	75.2%	12.8%	12.1%	149
Tutorial services are sufficient.	20	26	25	24	26	74.4%	16.5%	9.0%	133
Classes are offered at convenient times.	21	12	7	6	4	74.2%	9.3%	16.6%	151
The bill that I received from the University was easily understood.	22	17	16	11	11	73.6%	13.9%	12.5%	144
The on-site registration process is user-friendly.	23	24	26	26	20	72.9%	17.1%	10.1%	129
Class information provided prior to enrollment was helpful.	24	23	23	21	23	70.7%	15.9%	13.4%	157
Student recreational opportunities and facilities have met my expectations	25	25	28	27	28	65.6%	22.7%	11.8%	119
Students seldom get the "run around" when seeking information.	26	28	27	28	27	60.5%	19.1%	20.4%	152
Purchasing textbooks through TROY Virtual BookStore is convenient.	27	27	20	25	21	60.5%	26.9%	12.7%	134
Campus housing met my expectations upon arriving to campus.	28	29	29	29	29	54.3%	30.5%	15.2%	105
I feel that the campus is a safe and secure environment.	29	16	22	20	19	71.4%	17.3%	11.3%	133

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

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 179

### Academic programs, services, and administration

	Agree					Diff	Disagree					Diff
	FA14	FA13	FA12	FA11	FA10		FA14	FA13	FA12	FA11	FA10	
I am receiving a quality education at Troy University.	87.8%	84.9%	86.8%	88.2%	85.3%	2.5%	4.5%	5.8%	4.2%	3.5%	7.5%	-3.0%
The printed Schedule of Classes is informative and easy to follow.	86.1%	80.8%	80.3%	81.2%	82.3%	3.8%	6.3%	8.4%	6.6%	5.2%	5.3%	1.0%
I would recommend TROY to a friend...	85.4%	81.5%	87.5%	87.7%	85.1%	0.3%	8.3%	8.1%	6.3%	5.8%	9.6%	-1.3%
Class drop/add procedures are appropriate.	82.0%	83.9%	84.3%	78.1%	79.9%	2.1%	7.2%	5.0%	3.0%	7.1%	6.0%	1.2%
Sufficient financial aid options are available.	81.8%	74.3%	84.8%	76.8%	74.9%	6.9%	8.8%	10.8%	3.6%	7.9%	11.7%	-2.9%
TROY personnel are knowledgeable and helpful.	81.7%	86.0%	89.1%	85.0%	81.2%	0.4%	8.2%	5.6%	4.8%	5.2%	10.6%	-2.4%
I feel I can talk to faculty about my academic concerns.	81.7%	80.7%	83.0%	80.6%	79.1%	2.6%	9.5%	6.8%	4.8%	8.8%	10.9%	-1.4%
The semester/term format accommodates my learning.	81.2%	82.5%	88.7%	83.4%	82.8%	-1.6%	7.8%	6.4%	1.4%	5.3%	6.3%	1.5%
Student organizations are available for my participation.	79.3%	70.0%	69.9%	70.1%	64.9%	14.4%	8.6%	8.6%	9.7%	10.9%	10.1%	-1.5%
On-campus bookstore hours are convenient for students.	78.8%	73.6%	75.4%	72.8%	68.5%	10.3%	10.2%	7.6%	8.8%	3.7%	9.3%	0.9%
Troy University has a good reputation in my community.	78.7%	74.9%	86.9%	86.5%	80.3%	-1.6%	6.7%	7.6%	4.4%	3.1%	8.3%	-1.6%
Faculty care about students as individuals.	78.6%	83.1%	85.7%	80.8%	76.2%	2.4%	6.9%	7.3%	6.1%	5.2%	7.4%	-0.5%
The classes I attend are well organized and well taught.	78.5%	77.3%	78.9%	81.8%	76.0%	2.5%	12.0%	13.1%	9.2%	11.2%	10.7%	1.3%
The University offers a variety of majors at my location.	77.0%	80.8%	82.0%	76.6%	80.6%	-3.6%	13.5%	7.6%	6.5%	10.2%	9.1%	4.4%
The tuition payment plan is beneficial for students.	76.9%	69.0%	83.7%	74.7%	73.6%	3.3%	6.7%	5.2%	3.3%	5.2%	8.1%	-1.4%

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 179

**Academic programs, services, and administration**

	Agree					Diff	Disagree					Diff
	FA14	FA13	FA12	FA11	FA10		FA14	FA13	FA12	FA11	FA10	
Classes are offered at convenient times.	76.4%	76.3%	77.2%	75.6%	76.7%	-0.4%	10.1%	9.2%	6.2%	7.9%	8.4%	1.7%
Reg. dates, times, and procedures were made clear to me.	76.1%	78.5%	78.8%	76.3%	75.2%	0.9%	14.2%	8.5%	11.0%	11.6%	14.7%	-0.5%
Academic advising is adequate.	76.0%	77.6%	77.1%	74.9%	69.4%	6.6%	13.9%	8.6%	8.3%	12.3%	15.4%	-1.5%
The online registration process is user-friendly.	75.2%	79.6%	77.7%	69.3%	72.7%	2.5%	12.1%	8.4%	7.2%	12.7%	12.0%	0.1%
Tutorial services are sufficient.	74.4%	64.6%	68.8%	67.4%	64.8%	9.6%	9.0%	6.9%	2.8%	9.3%	10.2%	-1.2%
Classes are offered at convenient times.	74.2%	78.3%	85.1%	82.3%	82.6%	-8.4%	16.6%	12.7%	6.4%	8.5%	7.9%	8.7%
The bill that I received from the University was easily understood.	73.6%	75.8%	78.1%	79.9%	77.8%	-4.2%	12.5%	6.8%	8.6%	8.4%	8.1%	4.4%
The on-site registration process is user-friendly.	72.9%	68.8%	68.5%	66.0%	70.3%	2.6%	10.1%	7.1%	7.4%	9.9%	13.1%	-3.0%
I feel that the campus is a safe and secure environment.	71.4%	76.3%	71.7%	72.0%	72.2%	-0.8%	11.3%	5.8%	2.8%	8.3%	7.9%	3.4%
Class information provided prior to enrollment was helpful.	70.7%	68.8%	70.5%	70.8%	69.3%	1.4%	13.4%	13.3%	11.0%	13.7%	14.6%	-1.2%
Student recreational opportunities and facilities have met my expectations	65.6%	64.8%	58.2%	57.0%	56.7%	8.9%	11.8%	11.2%	8.8%	12.3%	8.2%	3.6%
Students seldom get the "run around" when seeking information.	60.5%	61.0%	60.0%	52.3%	60.2%	0.3%	20.4%	19.8%	22.8%	25.0%	23.2%	-2.8%
Purchasing textbooks through Virtual Book Store is convenient.	60.5%	61.6%	75.8%	66.7%	69.5%	-9.0%	12.7%	9.6%	6.5%	8.1%	9.9%	2.8%
Campus housing met my expectations upon arriving to campus.	54.3%	53.0%	49.3%	46.8%	41.2%	13.1%	15.2%	14.5%	7.0%	13.8%	16.2%	-1.0%

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

Data sorted descending by level of agreement.

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

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

Ranked by Frequency of Agreement

Total respondents = 100

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
TROY personnel are knowledgeable and helpful.	1	2	4	12	9	88.6%	3.4%	8.0%	88
The printed Schedule of Classes is informative and easy to follow.	2	4	9	6	6	84.9%	9.3%	5.8%	86
I feel I can talk to faculty about my academic concerns.	3	15	21	15	20	81.8%	9.1%	9.1%	88
I am receiving a quality education at Troy University.	4	10	3	1	2	81.6%	12.6%	5.8%	87
I would recommend Troy University to a friend who is planning to go to college.	5	3	7	4	3	81.6%	9.2%	9.2%	87
Faculty care about students as individuals.	6	6	10	11	18	80.7%	14.8%	4.6%	88
Troy University has a good reputation in my community.	7	5	6	3	4	80.5%	14.9%	4.6%	87
The University offers a variety of majors at my location.	8	17	5	10	13	80.2%	15.1%	4.7%	86
The semester/term format at my location accommodates my learning.	9	1	2	2	1	78.8%	15.3%	5.9%	85
I feel that the campus is a safe and secure environment	10	21	14	13	12	77.9%	18.2%	3.9%	77
The online Schedule of Classes is informative and easy to follow.	11	9	15	14	11	77.0%	14.9%	8.1%	87
Classes are offered at convenient times.	12	16	8	9	5	75.9%	14.9%	9.2%	87
The online registration process is user-friendly.	13	23	13	16	15	74.7%	15.7%	9.6%	83
Student organizations are available for my participation.	14	7	25	25	26	73.8%	20.0%	6.3%	80
On-campus bookstore hours are convenient for students.	15	22	23	22	25	72.8%	18.5%	8.6%	81
Registration dates, times, and procedures were made clear to me prior to enrollment	16	19	1	17	10	72.7%	10.2%	17.1%	88
Class drop/add procedures are appropriate.	17	14	16	7	8	72.5%	21.3%	6.3%	80
The on-site registration process is user-friendly.	18	13	24	18	21	72.0%	19.5%	8.5%	82
The bill that I received from the University was easily understood.	19	12	12	5	7	72.0%	20.7%	7.3%	82
Sufficient financial aid options are available.	20	11	19	8	17	71.8%	16.5%	11.8%	85
Class information provided prior to enrollment was helpful.	21	26	22	23	23	71.3%	11.5%	17.2%	87
The tuition payment plan is beneficial for students.	22	8	18	21	19	69.1%	23.5%	7.4%	81
Academic advising is adequate.	23	20	17	19	22	69.0%	19.5%	11.5%	87
Student recreational opportunities and facilities have met my expectations	24	24	26	27	28	68.9%	21.6%	9.5%	74
The classes I attend are well organized and well taught.	25	18	20	20	14	67.8%	18.4%	13.8%	87
Purchasing textbooks through TROY Virtual BookStore is convenient.	26	28	11	24	16	65.3%	21.3%	13.3%	75
Tutorial services are sufficient.	27	25	27	26	24	64.6%	27.9%	7.6%	79
Campus housing met my expectations upon arriving to campus.	28	29	29	29	29	60.6%	30.3%	9.1%	66
Students seldom get the "run around" when seeking information.	29	27	28	28	27	57.7%	16.5%	25.9%	85

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

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 100

**Academic programs, services, and administration**

	Agree					Diff	Disagree					Diff
	FA14	FA13	FA12	FA11	FA10		FA14	FA13	FA12	FA11	FA10	
TROY personnel are knowledgeable and helpful.	88.6%	87.0%	87.6%	77.4%	76.9%	11.7%	8.0%	5.0%	6.2%	10.5%	14.5%	-6.6%
The printed Schedule of Classes is informative and easy to follow.	84.9%	84.9%	78.8%	80.5%	79.7%	5.2%	5.8%	8.6%	8.2%	8.8%	7.2%	-1.4%
Classes are offered at convenient times.	81.8%	78.0%	75.0%	75.8%	73.0%	8.8%	9.1%	9.0%	9.4%	13.7%	9.9%	-0.8%
I am receiving a quality education at Troy University.	81.6%	81.1%	90.3%	82.6%	84.7%	-3.1%	5.8%	7.4%	3.2%	5.8%	6.1%	-0.4%
I would recommend TROY to a friend...	81.6%	85.3%	84.6%	81.3%	83.4%	-1.8%	9.2%	8.4%	4.4%	7.3%	8.7%	0.5%
Faculty care about students as individuals.	80.7%	83.0%	78.1%	77.6%	73.5%	7.2%	4.6%	6.0%	9.4%	9.6%	9.6%	-5.1%
Troy University has a good reputation in my community.	80.5%	83.3%	85.6%	81.9%	80.6%	-0.1%	4.6%	7.3%	4.4%	6.0%	6.6%	-2.0%
The University offers a variety of majors at my location.	80.2%	77.9%	86.7%	78.8%	75.2%	5.0%	4.7%	11.6%	5.6%	9.7%	10.2%	-5.6%
The semester/term format accommodates my learning.	78.8%	89.7%	90.3%	82.4%	85.8%	-7.0%	5.9%	5.2%	2.2%	6.7%	5.9%	0.0%
I feel that the campus is a safe and secure environment	77.9%	76.2%	77.8%	76.2%	75.8%	2.1%	3.9%	8.3%	5.6%	6.0%	7.3%	-3.4%
The online Schedule of Classes is informative and easy to follow.	77.0%	81.6%	76.7%	75.8%	76.5%	0.5%	8.1%	8.2%	6.7%	10.8%	9.0%	-0.9%
Classes are offered at convenient times.	75.9%	77.9%	83.3%	79.5%	80.0%	-4.1%	9.2%	11.6%	7.8%	8.0%	7.7%	1.5%
The online registration process is user-friendly.	74.7%	74.5%	77.9%	75.2%	74.7%	0.0%	9.6%	8.5%	9.3%	13.8%	14.0%	-4.4%
Student organizations are available for my participation.	73.8%	81.9%	71.6%	61.7%	62.3%	11.5%	6.3%	6.0%	2.7%	11.1%	11.2%	-5.0%
On-campus bookstore hours are convenient for students.	72.8%	74.7%	74.0%	68.2%	64.7%	8.1%	8.6%	8.4%	1.4%	9.4%	11.6%	-3.0%

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 100

**Academic programs, services, and administration**

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
Reg. dates, times, and procedures were made clear to me.	72.7%	76.8%	90.5%	74.6%	76.9%	-4.2%	17.1%	11.1%	5.3%	17.2%	13.2%	3.9%
Class drop/add procedures are appropriate.	72.5%	79.3%	76.4%	80.5%	77.9%	-5.4%	6.3%	8.7%	2.2%	4.4%	6.2%	0.1%
The on-site registration process is user-friendly.	72.0%	79.3%	72.2%	71.7%	69.6%	2.4%	8.5%	6.9%	5.1%	12.0%	9.6%	-1.1%
The bill that I received from the University was easily understood.	72.0%	80.7%	78.0%	81.2%	78.0%	-6.1%	7.3%	8.0%	1.2%	7.9%	7.8%	-0.5%
Sufficient financial aid options are available.	71.8%	80.9%	76.1%	79.7%	74.4%	-2.6%	11.8%	7.4%	8.7%	7.6%	10.0%	1.8%
Class information provided prior to enrollment was helpful.	71.3%	65.7%	75.0%	68.0%	67.9%	3.4%	17.2%	20.2%	10.4%	18.0%	13.2%	4.0%
The tuition payment plan is beneficial for students.	69.1%	81.7%	76.2%	68.3%	73.0%	-3.9%	7.4%	6.1%	7.1%	5.8%	8.1%	-0.7%
Academic advising is adequate.	69.0%	76.3%	76.3%	71.0%	69.0%	0.0%	11.5%	7.2%	6.5%	15.3%	17.2%	-5.7%
Student recreational opportunities and facilities have met my expectations	68.9%	70.5%	64.6%	57.8%	55.5%	13.4%	9.5%	6.4%	1.5%	15.6%	11.6%	-2.1%
The classes I attend are well organized and well taught.	67.8%	77.3%	75.3%	68.4%	74.8%	-7.0%	13.8%	12.4%	10.8%	11.1%	11.0%	2.8%
Purchasing textbooks through Virtual Book Store is convenient.	65.3%	65.5%	78.1%	64.0%	74.5%	-9.2%	13.3%	10.3%	5.5%	10.0%	9.1%	4.2%
Tutorial services are sufficient.	64.6%	69.5%	63.3%	59.8%	66.8%	-2.2%	7.6%	7.3%	5.1%	11.5%	8.6%	-1.0%
Campus housing met my expectations upon arriving to campus.	60.6%	60.0%	48.9%	44.0%	38.7%	21.9%	9.1%	15.7%	10.6%	18.0%	12.9%	-3.8%
Students seldom get the "run around" when seeking information.	57.7%	65.6%	60.2%	57.0%	55.6%	2.1%	25.9%	20.8%	23.7%	27.3%	27.8%	-1.9%

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

Data sorted descending by level of agreement.

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



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

Ranked by Frequency of Agreement

Total respondents = 101

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
Faculty care about students as individuals.	1	1	7	1	17	89.1%	6.5%	4.4%	92
I am receiving a quality education at Troy University.	2	2	3	2	3	89.1%	8.7%	2.2%	92
I feel I can talk to faculty about my academic concerns.	3	4	2	9	16	87.0%	6.5%	6.5%	92
TROY personnel are knowledgeable and helpful.	4	3	4	6	9	86.8%	8.8%	4.4%	91
The semester/term format at my location accommodates my learning.	5	8	5	8	1	85.6%	10.0%	4.4%	90
Troy University has a good reputation in my community.	6	10	8	5	2	82.2%	12.2%	5.6%	90
I would recommend TROY to a friend who is planning to go to college.	7	6	1	4	7	82.2%	8.9%	8.9%	90
Academic advising is adequate.	8	11	12	25	20	81.3%	11.0%	7.7%	91
Class drop/add procedures are appropriate.	9	9	16	16	14	80.2%	11.6%	8.1%	86
Sufficient financial aid options are available.	10	16	14	24	10	79.8%	12.4%	7.9%	89
The classes I attend are well organized and well taught.	11	7	13	3	15	79.1%	15.4%	5.5%	91
The printed Schedule of Classes is informative and easy to follow.	12	5	6	10	5	78.8%	14.1%	7.1%	85
I feel that the campus is a safe and secure environment	13	14	9	15	6	78.6%	10.7%	10.7%	84
Student organizations are available for my participation.	14	22	19	20	24	77.1%	18.1%	4.8%	83
The University offers a variety of majors at my location.	15	21	11	7	12	75.8%	13.2%	11.0%	91
Reg. dates, times, and procedures were made clear to me prior to enrollment.	16	17	20	17	19	73.3%	13.3%	13.3%	90
The online Schedule of Classes is informative and easy to follow.	17	13	25	11	11	73.0%	15.7%	11.2%	89
Classes are offered at convenient times.	18	20	15	13	8	73.0%	14.6%	12.4%	89
The bill that I received from the University was easily understood.	19	18	10	14	4	72.1%	17.4%	10.5%	86
Class information provided prior to enrollment was helpful.	20	24	21	18	21	70.3%	16.5%	13.2%	91
The online registration process is user-friendly.	21	12	26	21	25	68.6%	16.3%	15.1%	86
The on-site registration process is user-friendly.	22	19	24	22	23	68.4%	23.7%	7.9%	76
Tutorial services are sufficient.	23	25	27	26	26	68.0%	26.7%	5.3%	75
Student recreational opportunities and facilities have met my expectations	24	26	23	27	27	67.1%	23.7%	9.2%	76
On-campus bookstore hours are convenient for students.	25	15	22	12	18	66.3%	20.5%	13.3%	83
Purchasing textbooks through TROY Virtual Book Store is convenient.	26	27	18	23	22	60.5%	25.9%	13.6%	81
The tuition payment plan is beneficial for students.	27	23	17	19	13	60.2%	27.7%	12.1%	83
Students seldom get the "run around" when seeking information.	28	28	28	28	28	49.4%	29.2%	21.4%	89
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	43.5%	39.1%	17.4%	69

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

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 101

**Academic programs, services, and administration**

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
Faculty care about students as individuals.	89.1%	92.0%	83.2%	87.0%	73.7%	15.4%	4.4%	2.7%	6.9%	9.0%	14.1%	-9.8%
I am receiving a quality education at Troy University.	89.1%	92.0%	85.4%	85.9%	81.3%	7.8%	2.2%	2.7%	6.3%	7.1%	8.1%	-5.9%
I feel I can talk to faculty about my academic concerns.	87.0%	88.4%	86.1%	78.2%	73.9%	13.1%	6.5%	4.5%	8.9%	8.9%	11.8%	-5.3%
TROY personnel are knowledgeable and helpful.	86.8%	88.4%	85.1%	80.0%	76.5%	10.3%	4.4%	2.7%	11.9%	8.0%	16.0%	-11.6%
The semester/term format accommodates my learning.	85.6%	86.5%	85.0%	79.6%	82.2%	3.4%	4.4%	3.6%	6.0%	8.2%	8.4%	-4.0%
Troy University has a good reputation in my community.	82.2%	85.7%	82.3%	80.9%	82.0%	0.2%	5.6%	4.5%	8.3%	7.4%	9.7%	-4.1%
I would recommend TROY to a friend...	82.2%	87.4%	89.6%	81.6%	77.5%	4.7%	8.9%	5.4%	6.3%	10.2%	13.9%	-5.0%
Academic advising is adequate.	81.3%	85.6%	75.8%	66.0%	68.8%	12.5%	7.7%	7.2%	13.1%	14.0%	16.8%	-9.1%
Class drop/add procedures are appropriate.	80.2%	86.4%	73.3%	71.6%	74.7%	5.5%	8.1%	1.9%	8.9%	8.0%	9.7%	-1.6%
Sufficient financial aid options are available.	79.8%	81.6%	74.7%	67.4%	75.9%	3.9%	7.9%	6.8%	13.1%	15.8%	13.1%	-5.2%
The classes I attend are well organized and well taught.	79.1%	87.2%	75.5%	81.8%	74.2%	4.9%	5.5%	4.6%	9.2%	7.1%	13.4%	-7.9%
The printed Schedule of Classes is informative and easy to follow.	78.8%	87.7%	84.4%	77.7%	79.4%	-0.6%	7.1%	2.8%	7.8%	10.6%	10.8%	-3.7%
I feel that the campus is a safe and secure environment	78.6%	83.7%	80.2%	71.9%	78.6%	0.0%	10.7%	5.8%	11.1%	9.0%	9.8%	0.9%
Student organizations are available for my participation.	77.1%	76.5%	69.9%	69.4%	64.8%	12.3%	4.8%	5.1%	8.4%	9.4%	13.6%	-8.8%
The University offers a variety of majors at my location.	75.8%	77.4%	77.1%	79.8%	75.4%	0.4%	11.0%	6.6%	11.5%	11.7%	12.1%	-1.1%

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 101

**Academic programs, services, and administration**

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
Reg. dates, times, and procedures were made clear to me.	73.3%	81.3%	69.7%	71.4%	69.7%	3.6%	13.3%	7.1%	16.2%	16.3%	19.9%	-6.6%
The online Schedule of Classes is informative and easy to follow.	73.0%	84.3%	63.4%	76.6%	75.4%	-2.4%	11.2%	3.7%	16.1%	11.7%	12.8%	-1.6%
Classes are offered at convenient times.	73.0%	79.3%	73.5%	75.0%	77.2%	-4.2%	12.4%	9.0%	15.3%	12.5%	15.3%	-2.9%
The bill that I received from the University was easily understood.	72.1%	80.8%	78.4%	72.2%	79.5%	-7.4%	10.5%	6.1%	6.8%	12.2%	11.9%	-1.4%
Class information provided prior to enrollment was helpful.	70.3%	70.9%	67.3%	70.7%	68.2%	2.1%	13.2%	9.1%	12.2%	16.2%	19.9%	-6.7%
The online registration process is user-friendly.	68.6%	84.5%	61.3%	68.9%	64.0%	4.6%	15.1%	5.5%	17.2%	15.6%	20.6%	-5.5%
The on-site registration process is user-friendly.	68.4%	80.2%	65.8%	68.9%	65.9%	2.5%	7.9%	3.1%	11.4%	11.1%	17.0%	-9.1%
Tutorial services are sufficient.	68.0%	65.6%	58.7%	65.4%	62.3%	5.7%	5.3%	3.3%	10.7%	10.3%	9.9%	-4.6%
Student recreational opportunities and facilities have met my expectations	67.1%	65.5%	66.2%	61.8%	56.6%	10.5%	9.2%	10.3%	7.4%	13.2%	11.5%	-2.3%
Classes are offered at convenient times.	66.3%	81.8%	67.1%	75.9%	73.1%	-6.8%	13.3%	5.1%	19.0%	11.4%	10.0%	3.3%
Purchasing textbooks through Virtual BookStore is convenient.	60.5%	64.0%	70.9%	67.6%	66.1%	-5.6%	13.6%	4.5%	12.7%	10.3%	10.9%	2.7%
The tuition payment plan is beneficial for students.	60.2%	74.4%	72.5%	70.2%	75.3%	-15.1%	12.1%	3.3%	11.0%	8.3%	10.3%	1.8%
Students seldom get the "run around" when seeking information.	49.4%	58.2%	52.6%	57.6%	56.3%	-6.9%	21.4%	20.9%	21.6%	31.3%	31.3%	-10.0%
Campus housing met my expectations upon arriving to campus.	43.5%	54.5%	45.5%	46.0%	40.9%	2.6%	17.4%	9.1%	9.1%	28.0%	19.3%	-1.9%

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

Data sorted descending by level of agreement.

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

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

Ranked by Frequency of Agreement

Total respondents = 56

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
Student organizations are available for my participation.	1	1	8	7	1	95.6%	0.0%	4.4%	45
The printed Schedule of Classes is informative and easy to follow.	2	12	9	9	3	91.3%	2.2%	6.5%	46
The University offers a variety of majors at my location.	3	10	7	2	7	87.5%	10.4%	2.1%	48
The semester/term format at my location accommodates my learning.	4	3	3	4	8	87.5%	8.3%	4.2%	48
I am receiving a quality education at Troy University.	5	5	1	1	9	85.1%	8.5%	6.4%	47
I feel I can talk to faculty about my academic concerns.	6	4	2	6	14	83.3%	6.3%	10.4%	48
Class drop/add procedures are appropriate.	7	20	11	12	24	83.3%	14.3%	2.4%	42
TROY personnel are knowledgeable and helpful.	8	2	4	15	19	83.0%	12.8%	4.3%	47
The online Schedule of Classes is informative and easy to follow.	9	23	16	18	12	83.0%	4.3%	12.8%	47
The classes I attend are well organized and well taught.	10	14	13	8	22	83.0%	6.4%	10.6%	47
Faculty care about students as individuals.	11	8	6	14	6	81.3%	10.4%	8.3%	48
Classes are offered at convenient times.	12	21	20	11	16	81.3%	10.4%	8.3%	48
Troy University has a good reputation in my community.	13	6	5	5	10	80.9%	12.8%	6.4%	47
I would recommend Troy University to a friend who is planning to go to college.	14	7	10	3	15	80.9%	8.5%	10.6%	47
Student recreational opportunities and facilities have met my expectations	15	19	22	17	5	79.6%	13.6%	6.8%	44
Registration dates, times, and procedures were made clear to me prior to enrollment	16	24	23	22	23	79.2%	0.0%	20.8%	48
Sufficient financial aid options are available.	17	11	19	19	2	78.7%	10.6%	10.6%	47
Tutorial services are sufficient.	18	25	25	25	20	77.5%	17.5%	5.0%	40
On-campus bookstore hours are convenient for students.	19	18	18	23	13	76.1%	15.2%	8.7%	46
The on-site registration process is user-friendly.	20	13	26	24	29	75.6%	17.1%	7.3%	41
Academic advising is adequate.	21	9	14	16	18	74.5%	19.2%	6.4%	47
Class information provided prior to enrollment was helpful.	22	27	24	21	25	73.9%	10.9%	15.2%	46
The bill that I received from the University was easily understood.	23	22	17	13	28	73.9%	13.0%	13.0%	46
Campus housing met my expectations upon arriving to campus.	24	26	28	27	26	73.0%	8.1%	18.9%	37
The online registration process is user-friendly.	25	15	21	26	21	70.5%	13.6%	15.9%	44
Purchasing textbooks through TROY Virtual Book Store is convenient.	26	28	27	29	11	70.0%	25.0%	5.0%	40
The tuition payment plan is beneficial for students.	27	17	15	20	17	68.9%	17.8%	13.3%	45
I feel that the campus is a safe and secure environment	28	16	12	10	4	68.9%	15.6%	15.6%	45
Students seldom get the "run around" when seeking information.	29	29	29	28	27	63.0%	15.2%	21.7%	46

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

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 56

**Academic programs, services, and administration**

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
Student organizations are available for my participation.	95.6%	100%	82.9%	73.9%	92.9%	2.7%	4.4%	0.0%	14.3%	17.4%	3.6%	0.8%
The printed Schedule of Classes is informative and easy to follow.	91.3%	84.0%	82.4%	72.9%	90.0%	1.3%	6.5%	6.0%	8.8%	14.6%	0.0%	6.5%
The University offers a variety of majors at my location.	87.5%	88.5%	83.8%	81.3%	87.9%	-0.4%	2.1%	7.7%	10.8%	12.5%	3.0%	-0.9%
The semester/term format at my location accommodates my learning.	87.5%	94.3%	88.9%	78.7%	87.1%	0.4%	4.2%	0.0%	5.6%	10.6%	0.0%	4.2%
I am receiving a quality education at Troy University.	85.1%	92.3%	91.9%	83.3%	85.3%	-0.2%	6.4%	0.0%	8.1%	10.4%	5.9%	0.5%
I feel I can talk to faculty about my academic concerns.	83.3%	94.2%	89.5%	74.0%	79.4%	3.9%	10.4%	3.8%	7.9%	18.0%	11.8%	-1.4%
Class drop/add procedures are appropriate.	83.3%	78.4%	79.4%	69.8%	71.4%	11.9%	2.4%	9.8%	8.8%	23.3%	3.6%	-1.2%
TROY personnel are knowledgeable and helpful.	83.0%	96.2%	86.8%	68.0%	76.5%	6.5%	4.3%	0.0%	10.5%	22.0%	11.8%	-7.5%
The online Schedule of Classes is informative and easy to follow.	83.0%	77.4%	71.9%	65.1%	80.6%	2.4%	12.8%	9.4%	12.5%	18.6%	6.5%	6.3%
The classes I attend are well organized and well taught.	83.0%	82.7%	73.7%	72.9%	73.5%	9.5%	10.6%	5.8%	15.8%	14.6%	11.8%	-1.2%
Faculty care about students as individuals.	81.3%	90.6%	84.2%	68.0%	88.2%	-7.0%	8.3%	3.8%	5.3%	18.0%	8.8%	-0.5%
Classes are offered at convenient times.	81.3%	78.0%	66.7%	70.8%	78.8%	2.5%	8.3%	8.0%	19.4%	16.7%	3.0%	5.3%
Troy University has a good reputation in my community.	80.9%	92.2%	86.1%	78.3%	83.3%	-2.5%	6.4%	3.9%	11.1%	13.0%	3.3%	3.1%
I would recommend TROY to a friend....	80.9%	92.2%	81.1%	79.6%	78.8%	2.1%	10.6%	2.0%	8.1%	12.2%	9.1%	1.5%
Student recreational opportunities and facilities have met my expectations	79.6%	78.7%	64.5%	66.7%	88.9%	-9.4%	6.8%	8.5%	19.4%	23.1%	3.7%	3.1%

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 56

**Academic programs, services, and administration**

	Agree					Diff	Disagree					Diff
	FA14	FA13	FA12	FA11	FA10		FA14	FA13	FA12	FA11	FA10	
Reg. dates, times, and procedures were made clear to me .	79.2%	76.9%	63.2%	59.2%	72.7%	6.5%	20.8%	7.7%	15.8%	32.7%	6.1%	14.7%
Sufficient financial aid options are available.	78.7%	84.0%	68.6%	64.0%	90.3%	-11.6%	10.6%	8.0%	17.1%	18.0%	0.0%	10.6%
Tutorial services are sufficient.	77.5%	75.0%	58.6%	52.9%	75.0%	2.5%	5.0%	0.0%	13.8%	29.4%	8.3%	-3.3%
On-campus bookstore hours are convenient for students.	76.1%	79.2%	70.3%	56.5%	80.6%	-4.5%	8.7%	10.4%	13.5%	23.9%	6.5%	2.2%
The on-site registration process is user-friendly.	75.6%	83.0%	53.3%	55.3%	60.7%	14.9%	7.3%	6.4%	13.3%	27.7%	14.3%	-7.0%
Academic advising is adequate.	74.5%	90.2%	73.0%	66.7%	77.4%	-2.9%	6.4%	3.9%	16.2%	22.9%	16.1%	-9.7%
Class information provided prior to enrollment was helpful.	73.9%	68.6%	61.1%	61.2%	70.6%	3.3%	15.2%	9.8%	19.4%	20.4%	5.9%	9.3%
The bill that I received from the University was easily understood.	73.9%	77.6%	70.6%	69.6%	61.3%	12.6%	13.0%	10.2%	17.6%	30.4%	6.5%	6.5%
Campus housing met my expectations upon arriving to campus.	73.0%	70.5%	51.6%	39.5%	70.0%	3.0%	18.9%	13.6%	22.6%	39.5%	10.0%	8.9%
Classes are offered at convenient times.	70.5%	82.0%	64.5%	45.8%	74.2%	-3.8%	15.9%	6.0%	12.9%	33.3%	6.5%	9.4%
Purchasing textbooks through Virtual Book Store is convenient.	70.0%	61.9%	51.7%	37.8%	83.3%	-13.3%	5.0%	7.1%	24.1%	27.0%	4.2%	0.8%
The tuition payment plan is beneficial for students.	68.9%	80.4%	71.9%	62.8%	78.6%	-9.7%	13.3%	4.3%	12.5%	18.6%	0.0%	13.3%
I feel that the campus is a safe and secure environment	68.9%	81.3%	74.3%	72.3%	90.0%	-21.1%	15.6%	6.3%	11.4%	17.0%	3.3%	12.3%
Students seldom get the "run around" when seeking information.	63.0%	59.6%	45.7%	38.8%	62.5%	0.5%	21.7%	15.4%	28.6%	30.6%	28.1%	-6.4%

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

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

Ranked by Frequency of Agreement

Total respondents = 161

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
I am receiving a quality education at Troy University.	1	2	1	1	1	89.1%	8.0%	2.9%	137
I would recommend TROY to a friend who is planning to go to college.	2	4	5	3	6	88.2%	5.9%	5.9%	135
The semester/term format at my location accommodates my learning.	3	3	3	6	3	86.9%	10.2%	2.9%	137
The printed Schedule of Classes is informative and easy to follow.	4	7	2	8	5	86.0%	9.6%	4.4%	136
The University offers a variety of majors at my location.	5	5	4	9	10	86.0%	6.6%	7.4%	136
Troy University has a good reputation in my community.	6	10	6	2	2	85.9%	7.4%	6.7%	135
TROY personnel are knowledgeable and helpful.	7	1	8	5	9	85.9%	8.5%	5.6%	142
Faculty care about students as individuals.	8	8	9	4	11	85.9%	10.6%	3.5%	142
I feel I can talk to faculty about my academic concerns.	9	6	11	13	14	85.2%	9.2%	5.6%	142
Class drop/add procedures are appropriate.	10	11	7	17	21	81.8%	14.4%	3.8%	132
Student organizations are available for my participation.	11	16	14	24	20	81.3%	14.8%	3.9%	128
The classes I attend are well organized and well taught.	12	17	20	7	17	80.6%	12.2%	7.2%	139
The online Schedule of Classes is informative and easy to follow.	13	12	16	18	12	80.0%	13.3%	6.7%	135
I feel that the campus is a safe and secure environment	14	20	21	10	8	75.8%	15.9%	8.3%	132
The bill that I received from the University was easily understood.	15	24	10	11	13	74.6%	21.5%	3.9%	130
Reg. dates, times, and procedures were made clear to me prior to enrollment.	16	9	17	21	15	74.5%	8.5%	17.0%	141
Sufficient financial aid options are available.	17	23	18	16	16	73.5%	16.2%	10.3%	136
On-campus bookstore hours are convenient for students.	18	18	12	14	18	73.5%	16.7%	9.9%	132
Academic advising is adequate.	19	14	19	15	19	73.4%	16.6%	10.1%	139
The online registration process is user-friendly.	20	15	22	23	22	70.9%	15.7%	13.4%	134
The tuition payment plan is beneficial for students.	21	25	23	19	7	70.5%	19.4%	10.1%	129
Classes are offered at convenient times.	22	13	13	12	4	69.1%	15.1%	15.8%	139
Tutorial services are sufficient.	23	22	15	27	26	68.3%	23.3%	8.3%	120
Class information provided prior to enrollment was helpful.	24	21	24	20	23	67.4%	16.3%	16.3%	141
The on-site registration process is user-friendly.	25	19	25	22	25	67.2%	24.2%	8.6%	128
Student recreational opportunities and facilities have met my expectations	26	26	27	25	27	66.7%	24.8%	8.6%	117
Purchasing textbooks through TROY Virtual Book Store is convenient.	27	27	26	26	24	59.2%	26.7%	14.2%	120
Campus housing met my expectations upon arriving to campus.	28	29	28	29	29	56.7%	26.0%	17.3%	104
Students seldom get the "run around" when seeking information.	29	28	29	28	28	55.2%	16.9%	27.9%	136

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

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 161

### Academic programs, services, and administration

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
I am receiving a quality education at Troy University.	89.1%	89.3%	95.3%	84.6%	86.3%	2.8%	2.9%	5.0%	3.1%	10.3%	7.1%	-4.2%
I would recommend TROY to a friend...	88.2%	87.9%	89.1%	79.5%	80.7%	7.4%	5.9%	7.9%	4.7%	13.7%	13.9%	-8.0%
The semester/term format accommodates my learning.	86.9%	88.4%	90.5%	76.3%	83.3%	3.6%	2.9%	5.1%	3.2%	11.4%	6.8%	-3.9%
The printed Schedule of Classes is informative and easy to follow.	86.0%	86.1%	91.8%	76.1%	82.4%	3.6%	4.4%	4.4%	2.5%	12.4%	7.5%	-3.1%
The University offers a variety of majors at my location.	86.0%	87.1%	90.2%	75.7%	78.4%	7.6%	7.4%	6.1%	5.7%	11.7%	9.3%	-2.0%
Troy University has a good reputation in my community.	85.9%	85.6%	88.6%	81.6%	83.9%	2.0%	6.7%	4.3%	3.3%	10.5%	6.5%	0.2%
TROY personnel are knowledgeable and helpful.	85.9%	89.4%	88.3%	77.5%	78.4%	7.5%	5.6%	5.0%	6.3%	14.2%	10.5%	-4.9%
Faculty care about students as individuals.	85.9%	85.7%	86.7%	78.8%	77.6%	8.3%	3.5%	5.0%	4.7%	12.7%	10.0%	-6.5%
I feel I can talk to faculty about my academic concerns.	85.2%	86.5%	85.9%	72.9%	75.9%	9.3%	5.6%	5.0%	7.0%	11.9%	10.6%	-5.0%
Class drop/add procedures are appropriate.	81.8%	85.5%	88.5%	70.1%	69.3%	12.5%	3.8%	3.8%	2.7%	15.0%	13.7%	-9.9%
Student organizations are available for my participation.	81.3%	82.3%	83.2%	66.3%	69.4%	11.9%	3.9%	6.9%	5.3%	19.4%	6.7%	-2.8%
The classes I attend are well organized and well taught.	80.6%	82.0%	81.0%	76.1%	73.6%	7.0%	7.2%	6.5%	9.5%	14.2%	15.3%	-8.1%
The online Schedule of Classes is informative and easy to follow.	80.0%	84.8%	82.1%	70.0%	76.7%	3.3%	6.7%	5.1%	5.1%	16.4%	10.7%	-4.0%
I feel that the campus is a safe and secure environment	75.8%	78.7%	80.5%	75.2%	78.7%	-2.9%	8.3%	7.1%	3.5%	9.9%	6.3%	2.0%
The bill that I received from the University was easily understood.	74.6%	76.3%	86.1%	74.8%	76.5%	-1.9%	3.9%	9.9%	4.9%	15.3%	9.8%	-6.0%



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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 161

### Academic programs, services, and administration

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
Reg. dates, times, and procedures were made clear to me.	74.5%	85.6%	82.0%	68.1%	75.0%	-0.5%	17.0%	7.2%	7.8%	20.7%	16.1%	0.9%
Sufficient financial aid options are available.	73.5%	76.3%	81.8%	70.8%	75.0%	-1.5%	10.3%	7.2%	10.7%	16.8%	10.3%	0.0%
On-campus bookstore hours are convenient for students.	73.5%	79.5%	85.3%	72.7%	72.9%	0.6%	9.9%	8.7%	4.6%	14.1%	9.3%	0.6%
Academic advising is adequate.	73.4%	82.7%	81.5%	70.9%	71.4%	2.0%	10.1%	5.8%	11.3%	14.5%	16.7%	-6.6%
Classes are offered at convenient times.	70.9%	82.4%	78.1%	66.4%	67.1%	3.8%	13.4%	11.8%	7.9%	21.5%	16.1%	-2.7%
The tuition payment plan is beneficial for students.	70.5%	73.8%	77.8%	70.0%	80.1%	-9.6%	10.1%	5.4%	6.8%	14.5%	6.8%	3.3%
Classes are offered at convenient times.	69.1%	83.7%	84.0%	74.3%	82.7%	-13.6%	15.8%	6.7%	7.2%	13.3%	6.2%	9.6%
Tutorial services are sufficient.	68.3%	76.8%	82.6%	60.6%	65.4%	2.9%	8.3%	6.4%	3.7%	14.1%	10.2%	-1.9%
Class information provided prior to enrollment was helpful.	67.4%	78.4%	74.8%	68.6%	66.9%	0.5%	16.3%	7.9%	8.7%	13.6%	16.6%	-0.3%
The on-site registration process is user-friendly.	67.2%	79.1%	74.8%	66.7%	66.2%	1.0%	8.6%	6.2%	9.9%	19.6%	15.2%	-6.6%
Student recreational opportunities and facilities have met my expectations	66.7%	69.9%	74.3%	65.2%	62.6%	4.1%	8.6%	10.6%	6.9%	16.9%	10.1%	-1.6%
Purchasing textbooks through Virtual Book Store is convenient.	59.2%	66.4%	74.5%	62.4%	66.4%	-7.2%	14.2%	10.1%	5.7%	20.4%	10.4%	3.8%
Campus housing met my expectations upon arriving to campus.	56.7%	58.6%	61.5%	46.3%	44.0%	12.7%	17.3%	17.2%	18.8%	23.9%	16.0%	1.3%
Students seldom get the "run around" when seeking information.	55.2%	63.0%	59.7%	52.1%	53.1%	2.1%	27.9%	18.8%	20.2%	27.4%	32.1%	-4.2%

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

Data sorted descending by level of agreement.

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

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

Ranked by Frequency of Agreement

Total respondents = 519

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
I am receiving a quality education at Troy University.	1	2	1	1	1	88.1%	8.1%	3.8%	447
The printed Schedule of Classes is informative and easy to follow.	2	6	7	9	5	86.3%	8.2%	5.5%	437
TROY personnel are knowledgeable and helpful.	3	1	2	6	8	85.5%	8.8%	5.7%	455
I would recommend TROY to a friend who is planning to go to college.	4	4	4	2	3	84.9%	7.9%	7.2%	445
The semester/term format at my location accommodates my learning.	5	3	3	4	2	83.8%	11.3%	5.0%	443
I feel I can talk to faculty about my academic concerns.	6	8	9	8	12	83.6%	9.0%	7.5%	456
The University offers a variety of majors at my location.	7	9	5	7	6	83.5%	8.6%	7.9%	442
Student organizations are available for my participation.	8	13	18	21	23	83.3%	10.9%	5.9%	424
Troy University has a good reputation in my community.	9	10	6	3	4	82.3%	11.4%	6.4%	440
Faculty care about students as individuals.	10	5	8	5	17	82.1%	12.5%	5.5%	457
Class drop/add procedures are appropriate.	11	7	12	12	11	80.9%	14.0%	5.1%	413
Sufficient financial aid options are available.	12	18	10	14	10	79.0%	12.1%	8.9%	438
The online Schedule of Classes is informative and easy to follow.	13	15	22	16	13	78.7%	12.4%	8.9%	436
The classes I attend are well organized and well taught.	14	11	17	10	15	77.6%	12.9%	9.6%	450
I feel that the campus is a safe and secure environment	15	20	19	15	9	76.9%	13.3%	9.8%	420
On-campus bookstore hours are convenient for students.	16	19	16	17	19	76.6%	13.1%	10.3%	428
Academic advising is adequate.	17	12	14	19	22	76.2%	13.9%	9.9%	453
Reg. dates, times, and procedures were made clear to me prior to enrollment.	18	16	13	18	16	75.1%	8.9%	16.0%	449
The bill that I received from the University was easily understood.	19	21	15	13	14	72.2%	17.4%	10.4%	425
Student recreational opportunities and facilities have met my expectations	20	25	27	26	27	72.1%	18.7%	9.2%	390
Classes are offered at convenient times.	21	17	11	11	7	72.0%	12.9%	15.1%	443
Tutorial services are sufficient.	22	24	24	25	24	71.6%	21.1%	7.4%	394
The online registration process is user-friendly.	23	14	21	23	20	71.5%	15.5%	12.9%	425
The tuition payment plan is beneficial for students.	24	23	20	20	18	71.2%	19.3%	9.5%	410
The on-site registration process is user-friendly.	25	22	26	24	25	71.1%	20.2%	8.7%	402
Class information provided prior to enrollment was helpful.	26	26	25	22	26	69.6%	15.3%	15.1%	451
Purchasing textbooks through TROY Virtual Book Store is convenient.	27	27	23	27	21	64.3%	24.3%	11.4%	387
Campus housing met my expectations upon arriving to campus.	28	29	29	29	29	57.5%	25.7%	16.8%	346
Students seldom get the "run around" when seeking information.	29	28	28	28	28	56.4%	19.5%	24.1%	436

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

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 519

#### Academic programs, services, and administration

	Agree						Diff	Disagree						Diff
	FA14	FA13	FA12	FA11	FA10	FA14		FA13	FA12	FA11	FA10			
I am receiving a quality education at Troy University.	88.1%	88.2%	90.1%	86.1%	84.9%	3.2%	3.8%	3.9%	3.6%	7.0%	6.7%	-2.9%		
The printed Schedule of Classes is informative and easy to follow.	86.3%	84.7%	84.7%	78.7%	81.9%	4.4%	5.5%	5.3%	7.1%	9.3%	7.5%	-2.0%		
TROY personnel are knowledgeable and helpful.	85.5%	88.4%	88.3%	80.0%	78.4%	7.1%	5.7%	4.0%	6.7%	10.6%	12.4%	-6.7%		
I would recommend TROY to a friend...	84.9%	85.8%	87.2%	83.2%	83.5%	1.4%	7.2%	6.2%	5.9%	9.3%	10.0%	-2.8%		
The semester/term format accommodates my learning.	83.8%	86.9%	88.3%	81.2%	84.0%	-0.2%	5.0%	3.9%	3.0%	7.9%	5.8%	-0.8%		
Sufficient financial aid options are available.	83.6%	83.2%	83.1%	78.8%	76.4%	7.2%	7.5%	5.7%	6.7%	10.1%	10.4%	-2.9%		
The University offers a variety of majors at my location.	83.5%	83.0%	86.0%	79.6%	81.1%	2.4%	7.9%	7.5%	6.1%	9.9%	8.9%	-1.0%		
Student organizations are available for my participation.	83.3%	81.3%	76.6%	69.3%	69.1%	14.2%	5.9%	4.7%	6.8%	13.6%	8.8%	-2.9%		
Troy University has a good reputation in my community.	82.3%	82.6%	85.3%	82.5%	82.2%	0.1%	6.4%	5.2%	5.8%	7.6%	6.7%	-0.3%		
Faculty care about students as individuals.	82.1%	85.7%	83.3%	81.0%	75.2%	6.9%	5.5%	5.3%	5.5%	9.2%	9.0%	-3.5%		
I feel I can talk to faculty about my academic concerns.	80.9%	84.6%	80.2%	74.9%	76.4%	4.5%	5.1%	4.1%	4.3%	10.6%	10.1%	-5.0%		
Class drop/add procedures are appropriate.	79.0%	79.0%	80.7%	73.7%	76.4%	2.6%	8.9%	7.6%	8.5%	13.6%	7.9%	1.0%		
Classes are offered at convenient times.	78.7%	80.4%	73.3%	73.0%	76.3%	2.4%	8.9%	6.3%	9.2%	13.0%	9.6%	-0.7%		
The classes I attend are well organized and well taught.	77.6%	81.8%	77.0%	76.8%	75.5%	2.1%	9.6%	7.9%	8.6%	11.3%	11.1%	-1.5%		
I feel that the campus is a safe and secure environment	76.9%	78.4%	76.6%	73.5%	76.9%	0.0%	9.8%	6.4%	6.2%	9.2%	8.1%	1.7%		

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 519

**Academic programs, services, and administration**

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
On-campus bookstore hours are convenient for students.	76.6%	78.4%	77.3%	72.6%	72.1%	4.5%	10.3%	7.3%	9.0%	11.3%	9.9%	0.4%
Academic advising is adequate.	76.2%	81.7%	77.9%	71.2%	70.1%	6.1%	9.9%	6.8%	9.9%	14.6%	16.4%	-6.5%
Reg. dates, times, and procedures were made clear to me.	75.1%	79.9%	79.3%	71.7%	75.3%	-0.2%	16.0%	7.4%	10.0%	18.6%	15.0%	1.0%
The bill that I received from the University was easily understood.	72.2%	76.2%	77.8%	73.9%	76.3%	-4.1%	10.4%	8.3%	6.7%	14.7%	9.5%	0.8%
Student recreational opportunities and facilities have met my expectations	72.1%	70.5%	68.9%	63.0%	63.3%	8.8%	9.2%	9.3%	7.9%	15.7%	9.2%	0.0%
Classes are offered at convenient times.	72.0%	79.7%	80.3%	76.7%	80.1%	-8.1%	15.1%	9.2%	10.0%	11.1%	8.9%	6.2%
Tutorial services are sufficient.	71.6%	71.9%	71.1%	64.3%	68.6%	3.0%	7.4%	5.1%	4.8%	12.0%	8.6%	-1.2%
The online registration process is user-friendly.	71.5%	81.1%	73.6%	67.5%	71.3%	0.2%	12.9%	7.0%	9.2%	16.8%	14.4%	-1.5%
The tuition payment plan is beneficial for students.	71.2%	74.0%	75.9%	69.5%	74.9%	-3.7%	9.5%	5.5%	7.0%	10.3%	8.2%	1.3%
The on-site registration process is user-friendly.	71.1%	75.9%	69.4%	66.3%	68.5%	2.6%	8.7%	5.6%	8.4%	14.6%	13.3%	-4.6%
Class information provided prior to enrollment was helpful.	69.6%	69.1%	70.2%	68.0%	68.4%	1.2%	15.1%	11.7%	11.1%	16.5%	15.1%	0.0%
Purchasing textbooks through Virtual Book Store is convenient.	64.3%	64.5%	72.5%	62.5%	70.9%	-6.6%	11.4%	7.3%	7.8%	13.6%	9.1%	2.3%
Campus housing met my expectations upon arriving to campus.	57.5%	59.1%	53.8%	45.9%	44.1%	13.4%	16.8%	15.3%	13.7%	22.9%	16.1%	0.7%
Students seldom get the "run around" when seeking information.	56.4%	60.3%	54.9%	53.0%	56.3%	0.1%	24.1%	19.1%	21.4%	27.4%	27.5%	-3.4%

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

Data sorted descending by level of agreement.

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

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

Ranked by Frequency of Agreement

Total respondents = 77

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
Classes are offered at convenient times.	14	12	4	1	92.7%	2.9%	4.4%	68	
I am receiving a quality education at Troy University.	6	4	2	3	87.1%	8.6%	4.3%	70	
Faculty care about students as individuals.	1	5	11	10	85.9%	7.0%	7.0%	71	
I would recommend TROY to a friend who is planning to go to college.	7	1	8	4	85.7%	4.3%	10.0%	70	
The semester/term format at my location accommodates my learning.	4	2	5	2	85.3%	7.4%	7.4%	68	
The classes I attend are well organized and well taught.	19	13	9	17	82.6%	7.3%	10.1%	69	
The bill that I received from the University was easily understood.	3	6	1	5	82.0%	11.5%	6.6%	61	
I feel I can talk to faculty about my academic concerns.	2	8	23	13	81.7%	5.6%	12.7%	71	
The printed Schedule of Classes is informative and easy to follow.	9	14	7	6	80.7%	10.5%	8.8%	57	
TROY personnel are knowledgeable and helpful.	5	7	12	8	80.0%	8.6%	11.4%	70	
The online registration process is user-friendly.	13	21	15	19	79.1%	9.0%	11.9%	67	
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	11	13	15	78.6%	7.1%	14.3%	70	
Troy University has a good reputation in my community.	16	3	3	7	78.3%	17.4%	4.4%	69	
Class drop/add procedures are appropriate.	11	10	10	11	77.8%	12.7%	9.5%	63	
The online Schedule of Classes is informative and easy to follow.	8	18	6	9	76.1%	13.4%	10.5%	67	
Class information provided prior to enrollment was helpful.	17	22	18	20	75.4%	10.1%	14.5%	69	
Sufficient financial aid options are available.	22	20	16	16	72.7%	15.2%	12.1%	66	
Academic advising is adequate.	15	16	22	23	68.6%	18.6%	12.9%	70	
I feel that the campus is a safe and secure environment	18	19	20	14	67.3%	25.0%	7.7%	52	
The on-site registration process is user-friendly.	12	23	17	18	67.3%	21.8%	10.9%	55	
The tuition payment plan is beneficial for students.	21	9	14	12	67.2%	21.3%	11.5%	61	
The University offers a variety of majors at my location.	20	15	19	21	65.7%	17.9%	16.4%	67	
On-campus bookstore hours are convenient for students.	24	24	25	25	62.5%	29.2%	8.3%	48	
Tutorial services are sufficient.	27	27	26	27	61.5%	23.1%	15.4%	52	
Student organizations are available for my participation.	23	26	24	26	61.5%	32.7%	5.8%	52	
Students seldom get the "run around" when seeking information.	25	25	27	24	60.0%	15.7%	24.3%	70	
Purchasing textbooks through TROY Virtual Book Store is convenient.	26	17	21	22	53.3%	30.0%	16.7%	60	
Campus housing met my expectations upon arriving to campus.	29	29	29	29	44.1%	52.9%	2.9%	34	
Student recreational opportunities and facilities have met my expectations	28	28	28	28	41.0%	48.7%	10.3%	39	

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

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 77

**Academic programs, services, and administration**

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
Classes are offered at convenient times.	92.7%	78.9%	82.6%	81.7%	84.6%	8.1%	4.4%	12.2%	5.8%	8.6%	8.2%	-3.8%
I am receiving a quality education at Troy University.	87.1%	83.3%	89.9%	83.5%	83.2%	3.9%	4.3%	7.3%	4.5%	4.1%	8.6%	-4.3%
Faculty care about students as individuals.	85.9%	87.6%	87.4%	77.0%	76.4%	9.5%	7.0%	7.2%	8.4%	9.0%	12.7%	-5.7%
I would recommend TROY to a friend.	85.7%	83.3%	91.2%	79.4%	80.4%	5.3%	10.0%	10.4%	3.3%	8.2%	12.4%	-2.4%
The semester/term format accommodates my learning.	85.3%	84.0%	91.1%	81.7%	84.3%	1.0%	7.4%	8.5%	1.1%	5.4%	8.0%	-0.7%
The classes I attend are well organized and well taught.	82.6%	76.0%	82.2%	78.6%	72.9%	9.7%	10.1%	12.5%	13.3%	11.2%	14.8%	-4.7%
The bill that I received from the University was easily understood.	82.0%	84.3%	87.1%	87.1%	79.8%	2.2%	6.6%	6.7%	3.5%	3.5%	7.7%	-1.1%
I feel I can talk to faculty about my academic concerns.	81.7%	84.4%	86.3%	70.7%	74.4%	7.3%	12.7%	9.4%	9.5%	16.2%	12.6%	0.1%
The printed Schedule of Classes is informative and easy to follow.	80.7%	82.8%	80.8%	80.6%	79.7%	1.0%	8.8%	10.3%	2.6%	8.6%	6.4%	2.4%
TROY personnel are knowledgeable and helpful.	80.0%	83.5%	86.3%	75.8%	77.5%	2.5%	11.4%	7.2%	7.4%	8.1%	13.8%	-2.4%
The online registration process is user-friendly. Reg. dates, times, and procedures were made clear to me.	79.1%	79.6%	76.5%	73.6%	70.0%	9.1%	11.9%	14.0%	10.6%	14.9%	15.6%	-3.7%
Troy University has a good reputation in my community.	78.6%	81.3%	82.6%	75.8%	73.3%	5.3%	14.3%	13.5%	9.8%	8.1%	16.8%	-2.5%
Class drop/add procedures are appropriate.	78.3%	77.4%	91.0%	82.4%	79.1%	-0.8%	4.4%	7.5%	0.0%	3.3%	9.8%	-5.5%
The online Schedule of Classes is informative and easy to follow.	77.8%	80.9%	85.0%	78.3%	75.1%	2.7%	9.5%	9.0%	2.5%	6.0%	8.0%	1.5%
	76.1%	83.2%	78.3%	81.5%	77.3%	-1.2%	10.5%	10.5%	8.4%	6.5%	10.3%	0.2%

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 77

**Academic programs, services, and administration**

	Agree					Diff	Disagree					Diff
	FA14	FA13	FA12	FA11	FA10		FA14	FA13	FA12	FA11	FA10	
Class information provided prior to enrollment was helpful.	75.4%	76.6%	76.3%	72.9%	69.5%	5.9%	14.5%	12.8%	9.7%	12.5%	15.4%	-0.9%
Sufficient financial aid options are available.	72.7%	73.6%	76.7%	73.3%	73.2%	-0.5%	12.1%	12.6%	8.1%	4.7%	10.8%	1.3%
Classes are offered at convenient times.	68.6%	78.7%	78.9%	71.1%	68.3%	0.3%	12.9%	10.6%	10.0%	13.4%	16.7%	-3.8%
I feel that the campus is a safe and secure environment	67.3%	76.6%	77.8%	72.3%	74.3%	-7.0%	7.7%	7.8%	3.2%	12.3%	7.5%	0.2%
The on-site registration process is user-friendly.	67.3%	79.7%	72.2%	73.0%	70.6%	-3.3%	10.9%	7.2%	5.6%	10.8%	13.2%	-2.3%
The tuition payment plan is beneficial for students.	67.2%	73.8%	85.2%	73.8%	74.7%	-7.5%	11.5%	6.3%	4.9%	3.8%	7.2%	4.3%
The University offers a variety of majors at my location.	65.7%	74.7%	79.5%	72.3%	69.3%	-3.6%	16.4%	8.0%	12.0%	14.5%	12.1%	4.3%
On-campus bookstore hours are convenient for students.	62.5%	66.1%	67.7%	56.9%	59.0%	3.5%	8.3%	9.7%	6.5%	8.6%	12.1%	-3.8%
Tutorial services are sufficient.	61.5%	58.8%	60.0%	56.5%	52.5%	9.0%	15.4%	8.8%	6.2%	16.1%	13.6%	1.8%
Student organizations are available for my participation.	61.5%	68.2%	65.1%	62.1%	55.4%	6.1%	5.8%	12.1%	11.1%	12.1%	16.4%	-10.6%
Students seldom get the “run around” when seeking information.	60.0%	63.3%	67.0%	56.1%	59.9%	0.1%	24.3%	22.4%	23.1%	26.5%	27.2%	-2.9%
Purchasing textbooks through Virtual Book Store is convenient.	53.3%	60.3%	78.6%	71.6%	69.1%	-15.8%	16.7%	15.4%	5.7%	9.0%	10.3%	6.4%
Campus housing met my expectations upon arriving to campus.	44.1%	46.7%	52.8%	36.4%	32.6%	11.5%	2.9%	8.9%	8.3%	21.2%	12.8%	-9.9%
Student recreational opportunities and facilities have met my expectations	41.0%	55.0%	54.0%	50.0%	39.4%	1.6%	10.3%	15.0%	8.0%	13.6%	14.7%	-4.4%

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

Data sorted descending by level of agreement.

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

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

Ranked by Frequency of Agreement

Total respondents = 339

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
I am receiving a quality education at Troy University.	1	2	1	1	1	89.5%	8.2%	2.4%	294
The printed Schedule of Classes is informative and easy to follow.	2	8	7	12	4	87.0%	8.5%	4.4%	293
I would recommend TROY to a friend who is planning to go to college.	3	7	5	2	3	87.0%	7.9%	5.1%	292
Student organizations are available for my participation.	4	6	6	11	9	86.9%	9.0%	4.2%	289
The University offers a variety of majors at my location.	5	3	2	3	6	86.7%	7.9%	5.5%	293
TROY personnel are knowledgeable and helpful.	6	1	3	7	5	86.6%	8.7%	4.7%	299
I feel I can talk to faculty about my academic concerns.	7	11	11	9	11	85.3%	9.0%	5.7%	299
Faculty care about students as individuals.	8	5	10	8	12	84.6%	11.7%	3.7%	299
The semester/term format at my location accommodates my learning.	9	4	4	6	2	84.1%	13.2%	2.8%	289
Troy University has a good reputation in my community.	10	14	8	4	7	83.8%	10.7%	5.5%	290
Class drop/add procedures are appropriate.	11	9	12	16	17	81.4%	15.3%	3.3%	274
Sufficient financial aid options are available.	12	18	13	14	10	79.8%	13.2%	7.0%	287
The online Schedule of Classes is informative and easy to follow.	13	17	23	22	14	77.2%	14.8%	7.9%	290
The classes I attend are well organized and well taught.	14	10	20	10	16	77.2%	14.4%	8.4%	298
On-campus bookstore hours are convenient for students.	15	15	9	13	21	76.4%	12.7%	11.0%	292
I feel that the campus is a safe and secure environment	16	20	22	15	15	75.6%	14.4%	10.0%	291
Student recreational opportunities and facilities have met my expectations	17	25	21	23	22	75.4%	16.4%	8.2%	280
Reg. dates, times, and procedures were made clear to me prior to enrollment.	18	19	17	24	13	74.3%	9.8%	15.9%	296
Academic advising is adequate.	19	12	16	19	19	73.8%	16.4%	9.7%	298
Classes are offered at convenient times.	20	13	14	5	8	73.2%	12.2%	14.6%	295
Tutorial services are sufficient.	21	21	15	20	23	72.1%	22.9%	5.0%	262
The tuition payment plan is beneficial for students.	22	24	19	21	18	70.5%	18.8%	10.7%	271
The online registration process is user-friendly.	23	16	24	27	24	69.4%	16.6%	14.1%	284
The bill that I received from the University was easily understood.	24	22	18	17	20	69.0%	19.6%	11.4%	281
The on-site registration process is user-friendly.	25	23	26	25	26	68.9%	22.9%	8.2%	267
Class information provided prior to enrollment was helpful.	26	26	27	18	25	67.2%	18.9%	13.9%	296
Purchasing textbooks through TROY Virtual Book Store is convenient.	27	28	25	26	27	63.7%	25.1%	11.2%	259
Campus housing met my expectations upon arriving to campus.	28	27	28	28	29	59.6%	21.1%	19.3%	265
Students seldom get the "run around" when seeking information.	29	29	29	29	28	53.0%	21.1%	26.0%	285

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



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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 339

### Academic programs, services, and administration

	Agree						Disagree					
	FA14	FA13	FA12	FA11	FA10	Diff	FA14	FA13	FA12	FA11	FA10	Diff
I am receiving a quality education at Troy University.	89.5%	89.4%	91.3%	84.3%	86.9%	2.6%	2.4%	3.7%	3.3%	10.2%	6.9%	-4.5%
The printed Schedule of Classes is informative and easy to follow.	87.0%	84.2%	85.6%	75.2%	84.3%	2.7%	4.4%	6.3%	6.7%	10.7%	7.4%	-3.0%
I would recommend TROY to a friend...	87.0%	85.7%	86.8%	82.3%	85.1%	1.9%	5.1%	5.7%	6.0%	11.8%	10.1%	-5.0%
Student organizations are available for my participation.	86.9%	86.8%	86.3%	75.9%	78.1%	8.8%	4.2%	4.2%	4.4%	13.8%	7.9%	-3.8%
The University offers a variety of majors at my location.	86.7%	88.7%	90.7%	81.4%	81.0%	5.7%	5.5%	4.7%	3.8%	8.9%	8.7%	-3.2%
TROY personnel are knowledgeable and helpful.	86.6%	89.6%	89.9%	77.5%	82.0%	4.6%	4.7%	3.3%	4.8%	12.9%	11.0%	-6.3%
I feel I can talk to faculty about my academic concerns.	85.3%	83.3%	81.9%	76.6%	77.6%	7.7%	5.7%	6.5%	6.9%	12.6%	10.1%	-4.4%
Faculty care about students as individuals.	84.6%	87.0%	82.4%	77.0%	77.4%	7.2%	3.7%	5.5%	4.8%	12.6%	8.2%	-4.5%
The semester/term format accommodates my learning.	84.1%	88.1%	87.8%	78.0%	85.2%	-1.1%	2.8%	2.3%	3.9%	10.8%	6.1%	-3.3%
Troy University has a good reputation in my community.	83.8%	81.1%	84.1%	80.1%	80.7%	3.1%	5.5%	5.3%	6.6%	10.6%	8.3%	-2.8%
Class drop/add procedures are appropriate.	81.4%	83.8%	81.0%	71.3%	74.8%	6.6%	3.3%	3.8%	5.7%	13.4%	8.3%	-5.0%
Sufficient financial aid options are available.	79.8%	78.9%	80.9%	72.9%	77.6%	2.2%	7.0%	7.7%	10.4%	15.7%	8.6%	-1.6%
The online Schedule of Classes is informative and easy to follow.	77.2%	79.2%	73.9%	67.4%	77.2%	0.0%	7.9%	7.6%	10.8%	14.2%	9.0%	-1.1%
The classes I attend are well organized and well taught.	77.2%	83.6%	74.5%	75.9%	76.3%	0.9%	8.4%	7.9%	9.8%	13.9%	10.9%	-2.5%
Classes are offered at convenient times.	76.4%	80.9%	82.8%	73.2%	73.4%	3.0%	11.0%	7.7%	10.6%	13.6%	12.5%	-1.5%

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 339

### Academic programs, services, and administration

	Agree						Diff	Disagree					
	FA14	FA13	FA12	FA11	FA10	FA14		FA13	FA12	FA11	FA10	Diff	
I feel that the campus is a safe and secure environment	75.6%	78.5%	74.4%	71.8%	77.1%	-1.5%	10.0%	8.1%	7.4%	11.5%	12.0%	-2.0%	
Student recreational opportunities and facilities have met my expectations	75.4%	73.7%	74.5%	67.0%	71.4%	4.0%	8.2%	8.8%	7.3%	15.8%	10.2%	-2.0%	
Reg. dates, times, and procedures were made clear to me.	74.3%	78.7%	77.5%	66.0%	77.2%	-2.9%	15.9%	7.2%	12.8%	21.7%	14.5%	1.4%	
Academic advising is adequate.	73.8%	83.0%	78.4%	68.2%	74.3%	-0.5%	9.7%	6.9%	7.0%	16.1%	13.3%	-3.6%	
Classes are offered at convenient times.	73.2%	81.3%	80.0%	78.2%	80.2%	-7.0%	14.6%	6.4%	8.1%	10.7%	9.0%	5.6%	
Tutorial services are sufficient.	72.1%	75.9%	78.8%	68.2%	71.2%	0.9%	5.0%	4.4%	6.1%	11.8%	9.1%	-4.1%	
The tuition payment plan is beneficial for students.	70.5%	74.3%	75.0%	67.6%	74.4%	-3.9%	10.7%	6.3%	8.1%	12.0%	8.9%	1.8%	
The online registration process is user-friendly.	69.4%	80.5%	71.3%	60.1%	70.5%	-1.1%	14.1%	7.8%	9.8%	23.8%	15.4%	-1.3%	
The bill that I received from the University was easily understood.	69.0%	74.9%	76.0%	69.5%	74.1%	-5.1%	11.4%	8.2%	8.8%	18.1%	10.4%	1.0%	
The on-site registration process is user-friendly.	68.9%	74.6%	67.5%	65.3%	67.2%	1.7%	8.2%	5.6%	11.0%	18.8%	14.2%	-6.0%	
Class information provided prior to enrollment was helpful.	67.2%	65.5%	67.2%	68.9%	69.3%	-2.1%	13.9%	12.5%	12.4%	17.0%	14.2%	-0.3%	
Purchasing textbooks through Virtual Book Store is convenient.	63.7%	60.9%	68.9%	62.1%	66.5%	-2.8%	11.2%	8.2%	7.9%	14.3%	11.2%	0.0%	
Campus housing met my expectations upon arriving to campus.	59.6%	62.5%	59.0%	49.7%	47.5%	12.1%	19.3%	17.7%	17.3%	26.5%	19.8%	-0.6%	
Students seldom get the "run around" when seeking information.	53.0%	57.3%	48.0%	47.2%	55.8%	-2.8%	26.0%	18.9%	20.9%	28.9%	25.8%	0.2%	

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

Data sorted descending by level of agreement.

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

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

Ranked by Frequency of Agreement

Total respondents = 165

	Rankings					Agree*	Neutral	Disagree*	N
	2014	2013	2012	2011	2010				
<b>Academic programs, services, and administration</b>									
I am receiving a quality education at Troy University.	1	5	1	1	2	85.5%	7.3%	7.3%	138
The printed Schedule of Classes is informative and easy to follow.	2	6	8	8	7	84.0%	8.4%	7.6%	131
TROY personnel are knowledgeable and helpful.	3	1	4	6	10	83.0%	9.9%	7.1%	141
The semester/term format at my location accommodates my learning.	4	7	2	5	1	82.0%	7.9%	10.1%	139
I would recommend TROY to a friend who is planning to go to college.	5	2	3	3	5	80.4%	8.0%	11.6%	138
I feel that the campus is a safe and secure environment	6	16	17	15	15	80.3%	9.4%	10.3%	117
The online Schedule of Classes is informative and easy to follow.	7	9	21	13	4	80.3%	8.3%	11.4%	132
Class drop/add procedures are appropriate.	8	3	14	12	11	80.0%	12.0%	8.0%	125
I feel I can talk to faculty about my academic concerns.	9	10	6	7	18	79.6%	9.2%	11.3%	142
Academic advising is adequate.	10	14	16	17	23	79.4%	9.2%	11.4%	141
Troy University has a good reputation in my community.	11	4	5	2	8	79.3%	11.9%	8.9%	135
The classes I attend are well organized and well taught.	12	17	15	11	13	78.8%	9.5%	11.7%	137
The bill that I received from the University was easily understood.	13	18	12	9	6	78.3%	12.4%	9.3%	129
On-campus bookstore hours are convenient for students.	14	22	23	20	24	78.2%	12.9%	8.9%	124
The University offers a variety of majors at my location.	15	24	9	10	21	77.6%	9.0%	13.4%	134
Sufficient financial aid options are available.	16	13	10	19	14	76.6%	9.5%	13.9%	137
The on-site registration process is user-friendly.	17	15	24	23	19	76.2%	13.1%	10.7%	122
The online registration process is user-friendly.	18	12	19	18	17	75.8%	13.3%	10.9%	128
Reg. dates, times, and procedures were made clear to me prior to enrollment.	19	11	11	14	16	75.7%	7.1%	17.1%	140
Faculty care about students as individuals.	20	8	7	4	9	75.5%	14.7%	9.8%	143
Student organizations are available for my participation.	21	25	25	24	26	75.4%	14.8%	9.8%	122
Class information provided prior to enrollment was helpful.	22	20	22	22	22	73.6%	8.6%	17.9%	140
The tuition payment plan is beneficial for students.	23	21	18	21	12	72.2%	19.8%	7.9%	126
Tutorial services are sufficient.	24	27	26	26	27	69.8%	18.5%	11.8%	119
Classes are offered at convenient times.	25	19	13	16	3	69.2%	14.3%	16.5%	133
Purchasing textbooks through TROY Virtual Book Store is convenient.	26	23	20	25	20	67.3%	23.0%	9.7%	113
Student recreational opportunities and facilities have met my expectations	27	28	27	28	28	64.3%	22.5%	13.3%	98
Students seldom get the "run around" when seeking information.	28	26	28	27	25	62.8%	17.5%	19.7%	137
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	52.1%	39.4%	8.5%	71

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

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 165

### Academic programs, services, and administration

	Agree					Diff	Disagree					Diff
	FA14	FA13	FA12	FA11	FA10		FA14	FA13	FA12	FA11	FA10	
TROY personnel are knowledgeable and helpful.	83.0%	86.7%	86.8%	80.8%	76.2%	6.8%	7.1%	5.5%	8.3%	7.7%	13.2%	-6.1%
Faculty care about students as individuals.	75.5%	83.6%	84.3%	84.1%	74.7%	0.8%	9.8%	4.8%	5.9%	6.0%	9.2%	0.6%
I feel I can talk to faculty about my academic concerns.	79.6%	82.4%	84.9%	80.5%	76.2%	3.4%	11.3%	4.2%	5.9%	7.8%	10.2%	1.1%
Academic advising is adequate.	79.4%	78.9%	78.0%	73.8%	69.2%	10.2%	11.4%	6.8%	12.5%	12.9%	18.0%	-6.7%
Sufficient financial aid options are available.	76.6%	80.5%	80.7%	73.5%	75.1%	1.5%	13.9%	7.8%	7.1%	10.6%	12.5%	1.4%
The tuition payment plan is beneficial for students.	72.2%	74.1%	76.8%	71.5%	75.4%	-3.2%	7.9%	4.3%	5.1%	7.5%	7.1%	0.8%
Class information provided prior to enrollment was helpful.	73.6%	75.2%	72.5%	67.4%	68.7%	4.9%	17.9%	10.6%	10.0%	15.7%	16.2%	1.7%
Reg. dates, times, and procedures were made clear to me.	75.7%	81.7%	80.4%	75.8%	74.5%	1.2%	17.1%	7.9%	7.4%	16.0%	14.3%	2.8%
The online registration process is user-friendly.	75.8%	81.6%	76.2%	73.8%	71.7%	4.1%	10.9%	5.7%	8.6%	11.2%	13.3%	-2.4%
Classes are offered at convenient times.	76.2%	78.4%	70.1%	67.2%	68.8%	7.4%	10.7%	5.8%	6.1%	10.9%	12.7%	-2.0%
Students seldom get the "run around" when seeking information.	62.8%	65.6%	59.6%	58.4%	57.0%	5.8%	19.7%	19.4%	22.2%	25.2%	29.4%	-9.7%
The online Schedule of Classes is informative and easy to follow.	80.3%	82.8%	72.6%	77.2%	75.8%	4.5%	11.4%	3.8%	7.6%	11.6%	10.4%	1.0%
The printed Schedule of Classes is informative and easy to follow.	84.0%	85.3%	83.2%	80.4%	79.4%	4.6%	7.6%	3.3%	7.8%	8.3%	8.2%	-0.6%
Class drop/add procedures are appropriate.	80.0%	85.7%	79.1%	78.0%	77.8%	2.2%	8.0%	4.8%	3.2%	6.1%	7.5%	0.5%
Classes are offered at convenient times.	69.2%	76.9%	79.5%	75.2%	80.3%	-11.1%	16.5%	14.7%	12.3%	11.2%	8.7%	7.8%

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

Five Year Trend from Fall 2010 through Fall 2014

Total respondents = 165

### Academic programs, services, and administration

	Agree					Diff	Disagree					Diff
	FA14	FA13	FA12	FA11	FA10		FA14	FA13	FA12	FA11	FA10	
The classes I attend are well organized and well taught.	78.8%	78.1%	79.1%	78.1%	74.8%	4.0%	11.7%	8.1%	7.5%	7.8%	10.7%	1.0%
The University offers a variety of majors at my location.	77.6%	71.7%	81.6%	78.5%	82.2%	-4.6%	13.4%	13.2%	8.0%	10.3%	9.0%	4.4%
Tutorial services are sufficient.	69.8%	63.7%	62.0%	61.3%	69.0%	0.8%	11.8%	6.7%	3.8%	11.7%	8.0%	3.8%
On-campus bookstore hours are convenient for students.	78.2%	72.4%	72.0%	72.0%	73.3%	4.9%	8.9%	6.7%	7.0%	8.3%	5.8%	3.1%
Purchasing textbooks through Virtual Book Store is convenient.	67.3%	72.1%	75.4%	64.2%	74.6%	-7.3%	9.7%	5.9%	7.4%	11.6%	7.9%	1.8%
Student organizations are available for my participation.	75.4%	68.9%	64.6%	65.3%	62.7%	12.7%	9.8%	5.9%	9.9%	11.8%	9.6%	0.2%
The semester/term format accommodates my learning.	82.0%	84.9%	88.2%	83.8%	84.4%	-2.4%	10.1%	6.3%	2.5%	5.2%	4.8%	5.3%
Troy University has a good reputation in my community.	79.3%	85.7%	86.4%	85.5%	84.1%	-4.8%	8.9%	5.0%	4.7%	4.1%	5.4%	3.5%
I am receiving a quality education at Troy University.	85.5%	85.7%	89.1%	88.1%	84.3%	1.2%	7.3%	4.3%	3.5%	3.1%	6.3%	0.9%
I would recommend TROY to a friend ...	80.4%	86.3%	87.5%	84.3%	82.4%	-2.0%	11.6%	7.5%	5.5%	6.1%	9.6%	2.0%
The bill that I received from the University was easily understood.	78.3%	78.1%	80.2%	79.1%	77.1%	1.2%	9.3%	8.8%	4.5%	10.0%	9.7%	-0.4%
Campus housing met my expectations upon arriving to campus.	52.1%	48.2%	44.0%	38.5%	42.5%	9.6%	8.5%	8.2%	8.0%	18.7%	11.1%	-2.7%
Student recreational opportunities and facilities have met my expectations	64.3%	62.6%	60.9%	57.9%	59.4%	4.9%	13.3%	11.2%	8.3%	15.0%	6.4%	6.9%
I feel that the campus is a safe and secure environment	80.3%	78.4%	77.9%	75.3%	76.4%	3.9%	10.3%	3.0%	5.2%	7.1%	4.8%	5.5%

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

Data sorted descending by level of agreement.

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

**Appendix 17. 2014 New Student Perceptions about Troy University  
Overall Rank Comparisons by Campus**

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

**Appendix 17. 2014 New Student Perceptions about Troy University  
Overall Rank Comparisons by Campus**

<b>Academic programs, services, and administration</b>	<b>Overall Rank</b>	<b>Dothan Rank</b>	<b>Montgomery Rank</b>	<b>Phenix City Rank</b>	<b>Troy Rank</b>	<b>eTROY Rank</b>	<b>Global Campus Rank</b>
Class information provided prior to enrollment was helpful.	24	25	23	7	26	16	8
Tutorial services are sufficient.	25	20	25	10	21	23	24
Student recreational opportunities and facilities have met my expectations.	26	26	27	29	17	28	28
Purchasing textbooks through Troy Virtual BookStore is convenient.	27	23	28	25	28	22	23
Students seldom get the "run around" when seeking information.	28	28	20	27	29	24	22
Campus housing met my expectations upon arriving to campus.	29	29	29	28	27	29	29

**Appendix 18. 2014 New Student Perceptions about Troy University  
Overall Rank Comparisons by College**

<b>Academic programs, services, and administration</b>	<b>Overall Rank</b>	<b>A&amp;S Rank</b>	<b>SCOB Rank</b>	<b>COE Rank</b>	<b>CCFA Rank</b>	<b>HHS Rank</b>
I am receiving a quality education at Troy University.	1	1	4	1	5	1
The printed Schedule of Classes is informative and easy to follow.	2	2	2	12	2	4
TROY personnel are knowledgeable and helpful.	3	6	1	4	10	7
I would recommend Troy University to a friend who is planning to go to college.	4	3	5	6	13	2
The semester/term format at my location accommodates my learning.	5	8	9	5	4	3
I feel I can talk to faculty about my academic concerns.	6	7	3	3	6	9
Faculty care about students as individuals.	7	12	6	2	11	8
Troy University has a good reputation in my community.	8	11	7	7	14	6
The University offers a variety of majors at my location.	9	14	8	15	3	5
Student organizations are available for my participation.	10	9	14	14	1	11
Class drop/add procedures are appropriate.	11	4	17	9	7	10
The classes I attend are well organized and well taught.	12	13	25	11	9	12
Sufficient financial aid options are available.	13	5	20	10	17	17
The online Schedule of Classes is informative and easy to follow.	14	16	11	17	8	13
I feel that the campus is a safe and secure environment.	15	24	10	13	27	14
Registration dates, times, and procedures were made clear to me prior to enrollment.	16	17	16	16	16	16
Academic advising is adequate.	17	18	23	8	21	19
On-campus bookstore hours are convenient for students.	18	10	15	25	19	18
Classes are offered at convenient times.	19	21	12	18	12	22
The bill that I received from the University was easily understood.	20	22	18	19	22	15
The online registration process is user-friendly.	21	19	13	21	25	20
The tuition payment plan is beneficial for students.	22	15	22	27	28	21
The on-site registration process is user-friendly.	23	23	19	22	20	25
Class information provided prior to enrollment was helpful.	24	25	21	20	23	24
Tutorial services are sufficient.	25	20	27	23	18	23
Student recreational opportunities and facilities have met my expectations.	26	26	24	24	15	26
Purchasing textbooks through Troy Virtual BookStore is convenient.	27	28	26	26	26	27
Students seldom get the “run around” when seeking information.	28	27	29	28	29	29
Campus housing met my expectations upon arriving to campus.	29	29	28	29	24	28



## Appendix 19. 2014 New Student Perceptions about Troy University

Mean Comparison: Male vs. Female

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

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.	Male	119	4.1597	.86341	.450
	Female	431	4.0882	.92592	
	Total	550	4.1036	.91246	
2. Faculty care about students as individuals.	Male	120	4.0417	.93840	.314
	Female	433	4.1363	.90134	
	Total	553	4.1157	.90948	
3. I feel I can talk to faculty about my academic concerns.	Male	119	4.0756	1.00135	.616
	Female	433	4.1247	.92954	
	Total	552	4.1141	.94476	
4. Academic advising is adequate.	Male	119	3.9076	1.07350	.838
	Female	426	3.9296	1.03115	
	Total	545	3.9248	1.03958	
5. Sufficient financial aid options are available.	Male	112	3.9107	1.05313	.510
	Female	414	3.9831	1.02615	
	Total	526	3.9677	1.03137	
6. The tuition payment plan is beneficial for students.	Male	109	3.9083	.90821	.599
	Female	384	3.8516	1.01495	
	Total	493	3.8641	.99173	
7. Class information provided prior to enrollment was helpful.	Male	116	3.7672	1.06614	.978
	Female	427	3.7705	1.11067	
	Total	543	3.7698	1.10034	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	Male	116	3.8707	1.12312	.988
	Female	427	3.8689	1.18941	
	Total	543	3.8692	1.17454	
9. The online registration process is user-friendly.	Male	108	3.8611	.99961	.894
	Female	408	3.8456	1.09642	
	Total	516	3.8488	1.07596	
10. The on-site registration process is user-friendly.	Male	102	3.9804	.91175	.194
	Female	374	3.8342	1.03001	
	Total	476	3.8655	1.00671	
11. Students seldom get the "run around" when seeking information.	Male	112	3.5625	1.10512	.258
	Female	417	3.4149	1.25502	
	Total	529	3.4461	1.22530	
12. The online Schedule of Classes is informative and easy to follow.	Male	108	3.9444	.93562	.906
	Female	420	3.9571	1.00503	
	Total	528	3.9545	.99038	
13. The printed Schedule of Classes is informative and easy to follow.	Male	108	4.1759	.80685	.557
	Female	408	4.1201	.89651	
	Total	516	4.1318	.87804	
14. Class drop/add procedures are appropriate.	Male	103	3.9515	.92226	.407
	Female	396	4.0379	.94726	
	Total	499	4.0200	.94189	
15. Classes are offered at convenient times.	Male	113	3.9381	.96624	.284
	Female	423	3.8156	1.10537	
	Total	536	3.8414	1.07783	

## Appendix 19. 2014 New Student Perceptions about Troy University

Mean Comparison: Male vs. Female

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

		N	Mean	Std. Deviation	Sig.
16. The classes I attend are well organized and well taught.	Male	116	3.9569	.99032	.940
	Female	428	3.9650	1.02940	
	Total	544	3.9632	1.02030	
17. The University offers a variety of majors at my location.	Male	113	4.0708	.97940	.641
	Female	418	4.0215	.99977	
	Total	531	4.0320	.99476	
18. Tutorial services are sufficient.	Male	104	3.7404	1.02394	.274
	Female	364	3.8626	.99742	
	Total	468	3.8355	1.00356	
19. On-campus bookstore hours are convenient for students.	Male	104	3.9135	.89346	.708
	Female	394	3.8731	.99573	
	Total	498	3.8815	.97453	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.	Male	101	3.5545	1.15304	.104
	Female	367	3.7548	1.07623	
	Total	468	3.7115	1.09511	
21. Student organizations are available for my participation.	Male	107	3.9252	.89760	.112
	Female	388	4.0825	.90557	
	Total	495	4.0485	.90527	
22. The semester/term format at my location accommodates my learning.	Male	116	4.1379	.83298	.881
	Female	418	4.1244	.86987	
	Total	534	4.1273	.86124	
23. Troy University has a good reputation in my community.	Male	110	4.0545	.87615	.511
	Female	421	4.1211	.96217	
	Total	531	4.1073	.94458	
24. I am receiving a quality education at Troy University.	Male	115	4.1739	.78652	.362
	Female	426	4.2559	.87193	
	Total	541	4.2384	.85444	
25. I would recommend Troy University to a friend who is planning to go to college.	Male	115	4.1826	.88439	.803
	Female	423	4.1560	1.04144	
	Total	538	4.1617	1.00920	
26. The bill that I received from the University was easily understood.	Male	109	3.9174	.95383	.999
	Female	399	3.9173	1.00535	
	Total	508	3.9173	.99360	
27. Campus housing met my expectations upon arriving to campus.	Male	80	3.6250	.99842	.368
	Female	314	3.5000	1.13399	
	Total	394	3.5254	1.10774	
28. Student recreational opportunities and facilities have met my expectations.	Male	94	3.7234	.94362	.511
	Female	354	3.7994	1.01093	
	Total	448	3.7835	.99664	
29. I feel that the campus is a safe and secure environment.	Male	100	4.0000	.96400	.341
	Female	392	3.8954	.98416	
	Total	492	3.9167	.98003	

## Appendix 20. 2014 New Student Perceptions about Troy University

Mean Comparison: Black vs. White vs. Other

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

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

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.	Black	134	4.0448	1.06104	.647
	White	337	4.1306	.86646	
	Other	79	4.0886	.83497	
	Total	550	4.1036	.91246	
2. Faculty care about students as individuals.	Black	135	4.0000	1.06505	.164
	White	338	4.1716	.85793	
	Other	80	4.0750	.82332	
	Total	553	4.1157	.90948	
3. I feel I can talk to faculty about my academic concerns.	Black	135	4.0296	1.05760	.161
	White	337	4.1751	.88753	
	Other	80	4.0000	.96784	
	Total	552	4.1141	.94476	
4. Academic advising is adequate.	Black	135	4.0074	1.08240	.564
	White	332	3.8946	1.03022	
	Other	78	3.9103	1.00887	
	Total	545	3.9248	1.03958	
5. Sufficient financial aid options are available.	Black	135	3.9926	1.11634	.518
	White	315	3.9873	.99673	
	Other	76	3.8421	1.02049	
	Total	526	3.9677	1.03137	
6. The tuition payment plan is beneficial for students.	Black	127	3.8346	1.12521	.680
	White	294	3.8946	.92690	
	Other	72	3.7917	1.00614	
	Total	493	3.8641	.99173	
7. Class information provided prior to enrollment was helpful.	Black	134	3.8806	1.14409	.294
	White	330	3.7121	1.09107	
	Other	79	3.8228	1.05926	
	Total	543	3.7698	1.10034	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	Black	133	4.0226	1.20897	.110
	White	332	3.7861	1.19138	
	Other	78	3.9615	1.01216	
	Total	543	3.8692	1.17454	
9. The online registration process is user-friendly.	Black	128	3.9688	1.09356	.234
	White	312	3.7853	1.10336	
	Other	76	3.9079	.91181	
	Total	516	3.8488	1.07596	
10. The on-site registration process is user-friendly.	Black	122	3.9918	1.12445	.191
	White	291	3.8007	.97634	
	Other	63	3.9206	.88539	
	Total	476	3.8655	1.00671	
11. Students seldom get the "run around" when seeking information.	Black	130	3.5846	1.28669	.069
	White	326	3.3497	1.23554	
	Other	73	3.6301	1.02071	
	Total	529	3.4461	1.22530	

## Appendix 20. 2014 New Student Perceptions about Troy University

Mean Comparison: Black vs. White vs. Other

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

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

		N	Mean	Std. Deviation	Sig.
12. The online Schedule of Classes is informative and easy to follow.	Black	132	3.9697	1.09781	.899
	White	321	3.9595	.94286	
	Other	75	3.9067	1.00234	
	Total	528	3.9545	.99038	
13. The printed Schedule of Classes is informative and easy to follow.	Black	129	4.1240	1.03084	.937
	White	318	4.1415	.82667	
	Other	69	4.1014	.80704	
	Total	516	4.1318	.87804	
14. Class drop/add procedures are appropriate.	Black	126	4.0476	1.05722	.442
	White	301	4.0399	.86318	
	Other	72	3.8889	1.04215	
	Total	499	4.0200	.94189	
15. Classes are offered at convenient times.	Black	132	3.9545	1.10422	.194
	White	328	3.7744	1.09671	
	Other	76	3.9342	.92859	
	Total	536	3.8414	1.07783	
15. The classes I attend are well organized and well taught.	Black	133	3.9850	1.10086	.703
	White	332	3.9367	1.02192	
	Other	79	4.0380	.86888	
	Total	544	3.9632	1.02030	
17. The University offers a variety of majors at my location. *	Black	128	3.8906	1.14489	<b>.023</b>
	White	328	4.1250	.92183	
	Other	75	3.8667	.99095	
	Total	531	4.0320	.99476	
18. Tutorial services are sufficient.	Black	119	3.8824	1.09061	.840
	White	281	3.8185	.96685	
	Other	68	3.8235	1.00656	
	Total	468	3.8355	1.00356	
19. On-campus bookstore hours are convenient for students.	Black	124	3.9758	.97500	.087
	White	308	3.8929	.94725	
	Other	66	3.6515	1.07406	
	Total	498	3.8815	.97453	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.	Black	117	3.7863	1.14341	.181
	White	282	3.7340	1.05549	
	Other	69	3.4928	1.15839	
	Total	468	3.7115	1.09511	
21. Student organizations are available for my participation.	Black	121	4.0579	.95129	.258
	White	306	4.0817	.87019	
	Other	68	3.8824	.97014	
	Total	495	4.0485	.90527	
22. The semester/term format at my location accommodates my learning.	Black	127	4.1102	.99386	.859
	White	329	4.1429	.81579	
	Other	78	4.0897	.82471	
	Total	534	4.1273	.86124	
23. Troy University has a good reputation in my community.	Black	131	4.0687	1.07554	.558
	White	326	4.1411	.92072	
	Other	74	4.0270	.79335	
	Total	531	4.1073	.94458	

## Appendix 20. 2014 New Student Perceptions about Troy University

Mean Comparison: Black vs. White vs. Other

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

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

		N	Mean	Std. Deviation	Sig.
24. I am receiving a quality education at Troy University.	Black	131	4.2061	.99782	.628
	White	331	4.2659	.81017	
	Other	79	4.1772	.78052	
	Total	541	4.2384	.85444	
25. I would recommend Troy University to a friend who is planning to go to college.	Black	131	4.0840	1.14380	.573
	White	330	4.1939	.99174	
	Other	77	4.1558	.82820	
	Total	538	4.1617	1.00920	
26. The bill that I received from the University was easily understood.	Black	124	4.0161	1.01999	.411
	White	314	3.8758	.99545	
	Other	70	3.9286	.93749	
	Total	508	3.9173	.99360	
27. Campus housing met my expectations upon arriving to campus.	Black	92	3.6413	1.13468	.501
	White	241	3.4813	1.10711	
	Other	61	3.5246	1.07404	
	Total	394	3.5254	1.10774	
28. Student recreational opportunities and facilities have met my expectations.	Black	104	3.8077	1.06194	.926
	White	277	3.7834	.98724	
	Other	67	3.7463	.94297	
	Total	448	3.7835	.99664	
29. I feel that the campus is a safe and secure environment.	Black	121	4.0661	.93751	.153
	White	301	3.8638	.98220	
	Other	70	3.8857	1.02918	
	Total	492	3.9167	.98003	

## Appendix 21. 2014 New Student Perceptions about Troy University

Mean Comparison: \*\*Traditional vs. Non-Traditional Age Students  
 5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree  
 \*Mean differences were found significant at the significance level = 0.05

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.	Traditional	396	4.0631	.85302	.095
	Non-Traditional	154	4.2078	1.04585	
	Total	550	4.1036	.91246	
2. Faculty care about students as individuals.	Traditional	397	4.0982	.85453	.471
	Non-Traditional	156	4.1603	1.03797	
	Total	553	4.1157	.90948	
3. I feel I can talk to faculty about my academic concerns.	Traditional	397	4.0982	.89776	.528
	Non-Traditional	155	4.1548	1.05770	
	Total	552	4.1141	.94476	
4. Academic advising is adequate.	Traditional	394	3.8832	.98155	.132
	Non-Traditional	151	4.0331	1.17426	
	Total	545	3.9248	1.03958	
5. Sufficient financial aid options are available.	Traditional	382	3.9634	.99274	.876
	Non-Traditional	144	3.9792	1.13105	
	Total	526	3.9677	1.03137	
6. The tuition payment plan is beneficial for students. *	Traditional	363	3.7989	.99212	<b>.015</b>
	<i>Non-Traditional</i>	130	4.0462	.97139	
	Total	493	3.8641	.99173	
7. Class information provided prior to enrollment was helpful.	Traditional	392	3.7296	1.07677	.170
	Non-Traditional	151	3.8742	1.15646	
	Total	543	3.7698	1.10034	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	Traditional	390	3.8436	1.15336	.417
	Non-Traditional	153	3.9346	1.22836	
	Total	543	3.8692	1.17454	
9. The online registration process is user-friendly. *	Traditional	374	3.7701	1.07895	<b>.007</b>
	<i>Non-Traditional</i>	142	4.0563	1.04355	
	Total	516	3.8488	1.07596	
10. The on-site registration process is user-friendly.	Traditional	356	3.8258	.97172	.138
	Non-Traditional	120	3.9833	1.09991	
	Total	476	3.8655	1.00671	
11. Students seldom get the "run around" when seeking information. *	Traditional	378	3.3386	1.22383	<b>.001</b>
	<i>Non-Traditional</i>	151	3.7152	1.19095	
	Total	529	3.4461	1.22530	
12. The online Schedule of Classes is informative and easy to follow.	Traditional	379	3.9367	.94628	.509
	Non-Traditional	149	4.0000	1.09668	
	Total	528	3.9545	.99038	
13. The printed Schedule of Classes is informative and easy to follow.	Traditional	385	4.1299	.84395	.932
	Non-Traditional	131	4.1374	.97478	
	Total	516	4.1318	.87804	
14. Class drop/add procedures are appropriate.	Traditional	366	3.9863	.89891	.185
	Non-Traditional	133	4.1128	1.04920	
	Total	499	4.0200	.94189	
15. Classes are offered at convenient times. *	Traditional	388	3.7474	1.06050	<b>.001</b>
	<i>Non-Traditional</i>	148	4.0878	1.08752	
	Total	536	3.8414	1.07783	

## Appendix 21. 2014 New Student Perceptions about Troy University

Mean Comparison: \*\*Traditional vs. Non-Traditional Age Students  
 5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

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

		N	Mean	Std. Deviation	Sig.
16. The classes I attend are well organized and well taught.	Traditional	393	3.9389	.96433	.371
	Non-Traditional	151	4.0265	1.15439	
	Total	544	3.9632	1.02030	
17. The University offers a variety of majors at my location.	Traditional	386	4.0803	.92091	.068
	Non-Traditional	145	3.9034	1.16264	
	Total	531	4.0320	.99476	
18. Tutorial services are sufficient.	Traditional	345	3.8261	.96684	.735
	Non-Traditional	123	3.8618	1.10383	
	Total	468	3.8355	1.00356	
19. On-campus bookstore hours are convenient for students.	Traditional	381	3.8661	.98164	.525
	Non-Traditional	117	3.9316	.95346	
	Total	498	3.8815	.97453	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.	Traditional	340	3.6559	1.06533	.073
	Non-Traditional	128	3.8594	1.16196	
	Total	468	3.7115	1.09511	
21. Student organizations are available for my participation.*	<i>Traditional</i>	381	4.0997	.87691	<b>.021</b>
	Non-Traditional	114	3.8772	.97890	
	Total	495	4.0485	.90527	
22. The semester/term format at my location accommodates my learning. *	Traditional	383	4.0679	.79960	<b>.011</b>
	<i>Non-Traditional</i>	151	4.2781	.98765	
	Total	534	4.1273	.86124	
23. Troy University has a good reputation in my community.	Traditional	383	4.0705	.91396	.148
	Non-Traditional	148	4.2027	1.01659	
	Total	531	4.1073	.94458	
24. I am receiving a quality education at Troy University.	Traditional	388	4.2320	.78934	.779
	Non-Traditional	153	4.2549	1.00348	
	Total	541	4.2384	.85444	
25. I would recommend Troy University to a friend who is planning to go to college.	Traditional	386	4.1373	.98261	.372
	Non-Traditional	152	4.2237	1.07468	
	Total	538	4.1617	1.00920	
26. The bill that I received from the University was easily understood. *	Traditional	375	3.8560	.98413	<b>.019</b>
	<i>Non-Traditional</i>	133	4.0902	1.00347	
	Total	508	3.9173	.99360	
27. Campus housing met my expectations upon arriving to campus.	Traditional	333	3.5285	1.14726	.895
	Non-Traditional	61	3.5082	.86839	
	Total	394	3.5254	1.10774	
28. Student recreational opportunities and facilities have met my expectations. *	<i>Traditional</i>	370	3.8297	.98536	<b>.032</b>
	Non-Traditional	78	3.5641	1.02678	
	Total	448	3.7835	.99664	
29. I feel that the campus is a safe and secure environment.	Traditional	383	3.8982	.97485	.433
	Non-Traditional	109	3.9817	.99983	
	Total	492	3.9167	.98003	

\*\*Note: Traditional Age = 17-24; Non-Traditional Age = 25 and older

## Appendix 22. 2014 New Student Perceptions about Troy University

Mean Comparison: First Choices vs. Other Choices

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

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

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.*	<i>First Choice</i>	315	4.2095	.88183	<b>.002</b>
	Other Choices	235	3.9617	.93520	
	Total	550	4.1036	.91246	
2. Faculty care about students as individuals. *	<i>First Choice</i>	317	4.2050	.85624	<b>.007</b>
	Other Choices	236	3.9958	.96535	
	Total	553	4.1157	.90948	
3. I feel I can talk to faculty about my academic concerns.*	<i>First Choice</i>	317	4.2050	.89243	<b>.009</b>
	Other Choices	235	3.9915	.99996	
	Total	552	4.1141	.94476	
4. Academic advising is adequate.*	<i>First Choice</i>	316	4.0190	1.01401	<b>.013</b>
	Other Choices	229	3.7948	1.06242	
	Total	545	3.9248	1.03958	
5. Sufficient financial aid options are available.	First Choice	301	4.0399	.99920	.063
	Other Choices	225	3.8711	1.06750	
	Total	526	3.9677	1.03137	
6. The tuition payment plan is beneficial for students.	First Choice	286	3.9301	.94517	.083
	Other Choices	207	3.7729	1.04818	
	Total	493	3.8641	.99173	
7. Class information provided prior to enrollment was helpful. *	<i>First Choice</i>	313	3.9105	1.03697	<b>.000</b>
	Other Choices	230	3.5783	1.15613	
	Total	543	3.7698	1.10034	
8. Registration dates, times, and procedures were made clear to me prior to enrollment. *	<i>First Choice</i>	314	4.0287	1.05555	<b>.000</b>
	Other Choices	229	3.6507	1.29108	
	Total	543	3.8692	1.17454	
9. The online registration process is user-friendly. *	<i>First Choice</i>	294	3.9762	.98250	<b>.002</b>
	Other Choices	222	3.6802	1.16955	
	Total	516	3.8488	1.07596	
10. The on-site registration process is user-friendly.*	<i>First Choice</i>	269	3.9814	.91608	<b>.004</b>
	Other Choices	207	3.7150	1.09762	
	Total	476	3.8655	1.00671	
11. Students seldom get the "run around" when seeking information.*	<i>First Choice</i>	305	3.5508	1.19409	<b>.022</b>
	Other Choices	224	3.3036	1.25523	
	Total	529	3.4461	1.22530	
12. The online Schedule of Classes is informative and easy to follow. *	<i>First Choice</i>	305	4.0361	.93647	<b>.027</b>
	Other Choices	223	3.8430	1.05161	
	Total	528	3.9545	.99038	
13. The printed Schedule of Classes is informative and easy to follow.	First Choice	295	4.1831	.86527	.126
	Other Choices	221	4.0633	.89217	
	Total	516	4.1318	.87804	
14. Class drop/add procedures are appropriate.	First Choice	285	4.0877	.93975	.064
	Other Choices	214	3.9299	.93935	
	Total	499	4.0200	.94189	
15. Classes are offered at convenient times.	First Choice	306	3.9150	1.07091	.068
	Other Choices	230	3.7435	1.08153	
	Total	536	3.8414	1.07783	



## Appendix 22. 2014 New Student Perceptions about Troy University

Mean Comparison: First Choices vs. Other Choices

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

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

		N	Mean	Std. Deviation	Sig.
16. The classes I attend are well organized and well taught. *	<i>First Choice</i>	311	4.0707	.96794	<b>.004</b>
	Other Choices	233	3.8197	1.07164	
	Total	544	3.9632	1.02030	
17. The University offers a variety of majors at my location.	<i>First Choice</i>	305	4.0656	1.00113	.367
	Other Choices	226	3.9867	.98649	
	Total	531	4.0320	.99476	
18. Tutorial services are sufficient. *	<i>First Choice</i>	262	3.9237	.99515	<b>.032</b>
	Other Choices	206	3.7233	1.00542	
	Total	468	3.8355	1.00356	
19. On-campus bookstore hours are convenient for students.*	<i>First Choice</i>	279	3.9570	.95865	<b>.051</b>
	Other Choices	219	3.7854	.98826	
	Total	498	3.8815	.97453	
20. Purchasing textbooks through Troy Virtual BookStore is convenient. *	<i>First Choice</i>	270	3.8185	1.03491	<b>.013</b>
	Other Choices	198	3.5657	1.15904	
	Total	468	3.7115	1.09511	
21. Student organizations are available for my participation.	<i>First Choice</i>	277	4.0722	.89393	.512
	Other Choices	218	4.0183	.92065	
	Total	495	4.0485	.90527	
22. The semester/term format at my location accommodates my learning.*	<i>First Choice</i>	306	4.2157	.82535	<b>.006</b>
	Other Choices	228	4.0088	.89537	
	Total	534	4.1273	.86124	
23. Troy University has a good reputation in my community.*	<i>First Choice</i>	306	4.2092	.92438	<b>.004</b>
	Other Choices	225	3.9689	.95614	
	Total	531	4.1073	.94458	
24. I am receiving a quality education at Troy University.*	<i>First Choice</i>	309	4.3560	.79127	<b>.000</b>
	Other Choices	232	4.0819	.91036	
	Total	541	4.2384	.85444	
25. I would recommend Troy University to a friend who is planning to go to college.*	<i>First Choice</i>	307	4.3029	.92324	<b>.000</b>
	Other Choices	231	3.9740	1.08717	
	Total	538	4.1617	1.00920	
26. The bill that I received from the University was easily understood.*	<i>First Choice</i>	290	3.9931	.97012	<b>.047</b>
	Other Choices	218	3.8165	1.01750	
	Total	508	3.9173	.99360	
27. Campus housing met my expectations upon arriving to campus.	<i>First Choice</i>	210	3.6000	1.05450	.153
	Other Choices	184	3.4402	1.16258	
	Total	394	3.5254	1.10774	
28. Student recreational opportunities and facilities have met my expectations. *	<i>First Choice</i>	243	3.8848	.93326	<b>.019</b>
	Other Choices	205	3.6634	1.05667	
	Total	448	3.7835	.99664	
29. I feel that the campus is a safe and secure environment. *	<i>First Choice</i>	275	3.9964	.97598	<b>.042</b>
	Other Choices	217	3.8157	.97806	
	Total	492	3.9167	.98003	

## Appendix 23. 2014 Overall Demographics and Frequencies

### GROUPED DESCRIPTIVE VARIABLES

#### Ethnicity Grouped

		Frequency	Valid Percent
Valid	Black	144	23.0
	White	396	63.2
	Other	87	13.9
	Total	627	100.0

#### Age Grouped

		Frequency	Valid Percent
Valid	Traditional	457	72.9
	Non-Traditional	170	27.1
	Total	627	100.0

#### Status Grouped

		Frequency	Valid Percent
Valid	Undergraduate	519	87.1
	Graduate	77	12.9
	Total	596	100.0
Missing	System	31	
	Total	627	

#### Choice Grouped

		Frequency	Valid Percent
Valid	First Choice	352	56.1
	Other Choice	275	43.9
	Total	627	100.0

### SURVEY DEMOGRAPHICS

#### 1) Gender:

		Frequency	Valid Percent
Valid	Male	140	22.3
	Female	487	77.7
	Total	627	100.0

**2) Ethnicity:**

		Frequency	Valid Percent
Valid	African American	144	23.2
	American Indian/Alaska Native	6	1.0
	Asian	34	5.5
	Caucasian	396	63.8
	Hawaiian or Other Pacific Islander	1	.2
	Hispanic	16	2.6
	Multi-Racial	15	2.4
	Race/Ethnicity Unknown	9	1.4
	Total	621	100.0
Missing	System	6	
Total		627	

**3) Age:**

		Frequency	Valid Percent
Valid	18-19	340	54.6
	20-21	67	10.8
	22-24	50	8.0
	25-29	49	7.9
	30-34	29	4.7
	35-39	28	4.5
	40-49	37	5.9
	50-64	23	3.7
	Total	623	100.0
Missing	System	4	
Total		627	

**4) Enrollment Status:**

		Frequency	Valid Percent
Valid	Dually-enrolled high school student	6	1.0
	First-time freshman (an undergraduate student attending college for the first time)	339	54.2
	First-time graduate (a graduate student enrolled in a graduate program for the first time)	59	9.4
	Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university)	165	26.4
	Graduate transfer student (a graduate student who transferred to TROY from another college or university)	17	2.7
	Undergraduate transient student (an undergraduate student attending TROY temporarily)	15	2.4
	Graduate transient student (a graduate student attending TROY temporarily)	1	.2
	Other	24	3.8
	Total	626	100.0
Missing	System	1	
Total		627	

**5) Which Troy University campus are you currently enrolled?**

		Frequency	Valid Percent
Valid	Dothan Campus	43	7.0
	eTROY (Taking online courses only)	101	16.4
	Global Campus (Campuses or sites outside of Alabama)	20	3.3
	Montgomery Campus	21	3.4
	Phenix City Campus	14	2.3
	Troy Campus	416	67.6
	Total	615	100.0
Missing	System	12	
Total		627	

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

		Frequency	Valid Percent
Valid	Atlanta, GA	2	10.0
	Augusta, GA	1	5.0
	Brunswick, GA	2	10.0
	Fort Benning (Columbus), GA	1	5.0
	Okinawa (Kadena Air Base)	1	5.0
	Orlando, FL	2	10.0
	Panama City, FL (Off Base- Airport Road)	3	15.0
	Pensacola, FL	3	15.0
	Seoul (Yongsan Army Garrison)	1	5.0
	Tampa Bay, FL	4	20.0
	Total	20	100.0
Missing	System	607	
Total		627	

**6) Degree program you are in:**

		Frequency	Valid Percent
Valid	Associate	50	8.1
	Bachelor's	468	75.5
	Master's	80	12.9
	Education Specialist	4	.6
	Doctorate	1	.2
	Other	17	2.7
	Total	620	100.0
Missing	System	7	
Total		627	

**7) College you are attending:**

		Frequency	Valid Percent
Valid	Arts & Sciences	179	30.0
	Sorrell College of Business	100	16.8
	Communication and Fine Arts	56	9.4
	Education	101	16.9
	Health & Human Services	161	27.0
	Total	597	100.0
Missing	System	30	
Total		627	

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

		Frequency	Valid Percent
Valid	Anthropology Major	1	.6
	Biology Major	11	6.3
	Biology Program	4	2.3
	Biology, Preprofessional Major	15	8.6
	Chemistry Major	6	3.4
	Computer Science	20	11.4
	Computer Science, Applied Major	5	2.9
	Criminal Justice	38	21.7
	Environmental and Biological Sciences	2	1.1
	General Education	1	.6
	History Major	5	2.9
	Liberal Studies	1	.6
	International Relations	5	2.9
	Marine Biology Program	6	3.4
	Mathematics Major	9	5.1
	Political Science Major	6	3.4
	Public Administration	9	5.1
	Social Science Major	3	1.7
	Sociology Major	5	2.9
	Surveying and Geomatics Sciences Program	3	1.7
	Other	20	11.4
	Total	175	100.0
Missing	System	452	
Total		627	

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

		Frequency	Valid Percent
Valid	Accounting Major	18	18.2
	Business	5	5.1
	Business Administration	15	15.2
	Executive Master of Business Administration	1	1.0
	Finance Major	4	4.0
	General Business Major	6	6.1
	Human Resource Management	13	13.1
	Information Systems Major	2	2.0
	Management	14	14.1
	Marketing Major	7	7.1
	Resources and Technology Management	1	1.0
	Risk Management and Insurance Major	4	4.0
	Other	9	9.1
	Total	99	100.0
Missing	System	528	
Total		627	

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

		Frequency	Valid Percent
Valid	Art Major	1	1.9
	Broadcast Journalism Major	15	27.8
	Communication Arts Major - Communication Studies Track	6	11.1
	Communication Arts Major - Theatre Track	3	5.6
	Design, Technology and Innovation Program	5	9.3
	English Major	4	7.4
	Foreign Language Major	2	3.7
	Journalism, Print Major	1	1.9
	Music Major	10	18.5
	Other	7	13.0
	Total	54	100.0
Missing	System	573	
Total		627	

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

		Frequency	Valid Percent
Valid	Adult Education	1	1.0
	Collaborative Teacher (Grades 6-12)	2	2.0
	Collaborative Teacher (Grades K-6)	5	5.1
	Counseling and Psychology - Clinical Mental Health Counseling	6	6.1
	Counseling and Psychology - Social Services Counseling	2	2.0
	Early Childhood Education (Grades P-3)	1	1.0
	Elementary Education (Grades K-6)	23	23.2
	Interdisciplinary Education (Grades P-12) - Music, Instrumental Education	2	2.0
	Interdisciplinary Education (Grades P-12) - Physical Education	2	2.0
	Interdisciplinary Education (Grades P-12) - Theatre Education	2	2.0
	Interpreter Training Program	10	10.1
	Psychology Comprehensive Program	2	2.0
	Psychology Major	22	22.2
	School Counseling - Certification Program	1	1.0
	School Counseling (P-12)	1	1.0
	Secondary Education (Grades 6-12) - Biology Education	1	1.0
	Secondary Education (Grades 6-12) - English-Language Arts Education	3	3.0
	Secondary Education (Grades 6-12) - History Education	1	1.0
	Secondary Education (Grades 6-12) - Mathematics Education	8	8.1
	Secondary Education (Grades 6-12) - Social Science Education	1	1.0
	Other	3	3.0
	Total	99	100.0
Missing	System	528	
Total		627	

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

		Frequency	Valid Percent
Valid	Athletic Training	10	6.3
	Health Education	1	.6
	Human Services	4	2.5
	Nursing	87	54.4
	Physical Education	1	.6
	Rehabilitation	7	4.4
	Social Work	23	14.4
	Sports & Fitness Management	10	6.3
	Other	17	10.6
	Total	160	100.0
Missing	System	467	
Total		627	

**CHOICE OF TROY UNIVERSITY**

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

		Frequency	Valid Percent
Valid	First choice	352	57.1
	Second choice	183	29.7
	Third choice	33	5.4
	Fourth choice	15	2.4
	Other (please specify)	33	5.4
	Total	616	100.0
Missing	System	11	
Total		627	

**9) When you applied for admission to college, Troy University was your:-TEXT**

10th choice
convenient choice
Didn't want to attend
dual enrollment
First choice out of high school but due to sports circumstances I chose a different school
I attended Auburn University after high school graduation and attended LBWCC Greenville prior to enrollment at Troy.
I did not choose Troy. IREX made the choice.
I did not know about Troy University
I enrolled to Troy because I knew that I could easily get in. It was not my ideal school. I was on a time crunch and chose the easy way out.
i had not looked at troy my scholarship designated me here.
I transfered here to be closer to home after having my son. Troy was not a choice but a requirement
I was placed here by IREX exchange program
I would have preferred to finish my degree at my original institution., but because of my change in emphasis, I needed to be close to the college location that I am attending. Troy is the closest to where I live.
I'm an exchange student. When I first applied to college, it was in my home country. Troy was my first choice for an exchange school, though.
If I did not go here, I would have went to a community college back home
Initially not interested. Transfered from MSU
last choice
Last choice
Last resort
Limited options

lost in the list of many
my choice was influenced by the availability of classes
My sponsor decided this
only
Program chose for me
seeking 2nd Bachelor's degree
toss up school it was between Troy University and South University
Transfer
Transferred
transient
Wasn't sure at the time
When I first enrolled in college, it was at a different school almost 10 years ago. This time, Troy was my first choice.

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

		Frequency	Valid Percent
Valid	Yes	386	62.9
	No	228	37.1
	Total	614	100.0
Missing	System	13	
Total		627	

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

**Academic reputation**

		Frequency	Valid Percent
Valid	Not Selected	385	61.4
	Selected	242	38.6
	Total	627	100.0

**Reputation for social activities**

		Frequency	Valid Percent
Valid	Not Selected	569	90.7
	Selected	58	9.3
	Total	627	100.0

**Rankings in national magazines**

		Frequency	Valid Percent
Valid	Not Selected	605	96.5
	Selected	22	3.5
	Total	627	100.0



**Graduates get good jobs**

		Frequency	Valid Percent
Valid	Not Selected	529	84.4
	Selected	98	15.6
	Total	627	100.0

**Size of campus**

		Frequency	Valid Percent
Valid	Not Selected	366	58.4
	Selected	261	41.6
	Total	627	100.0

**Location**

		Frequency	Valid Percent
Valid	Not Selected	264	42.1
	Selected	363	57.9
	Total	627	100.0

**Affordability**

		Frequency	Valid Percent
Valid	Not Selected	325	51.8
	Selected	302	48.2
	Total	627	100.0

**Availability of financial aid**

		Frequency	Valid Percent
Valid	Not Selected	409	65.2
	Selected	218	34.8
	Total	627	100.0

**Admission standards**

		Frequency	Valid Percent
Valid	Not Selected	493	78.6
	Selected	134	21.4
	Total	627	100.0

**Academic programs**

		Frequency	Valid Percent
Valid	Not Selected	399	63.6
	Selected	228	36.4
	Total	627	100.0

**Flexibility of schedule**

		Frequency	Valid Percent
Valid	Not Selected	452	72.1
	Selected	175	27.9
	Total	627	100.0

**Social atmosphere**

		Frequency	Valid Percent
Valid	Not Selected	492	78.5
	Selected	135	21.5
	Total	627	100.0

**Diversity of student body**

		Frequency	Valid Percent
Valid	Not Selected	516	82.3
	Selected	111	17.7
	Total	627	100.0

**Athletics**

		Frequency	Valid Percent
Valid	Not Selected	590	94.1
	Selected	37	5.9
	Total	627	100.0

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

		Frequency	Valid Percent
Valid	Not Selected	569	90.7
	Selected	58	9.3
	Total	627	100.0

**Recommendation of high school counselor**

		Frequency	Valid Percent
Valid	Not Selected	572	91.2
	Selected	55	8.8
	Total	627	100.0

**Recommendation of college counselor**

		Frequency	Valid Percent
Valid	Not Selected	602	96.0
	Selected	25	4.0
	Total	627	100.0

**Parents' recommendation**

		Frequency	Valid Percent
Valid	Not Selected	512	81.7
	Selected	115	18.3
	Total	627	100.0

**Friends' recommendation**

		Frequency	Valid Percent
Valid	Not Selected	487	77.7
	Selected	140	22.3
	Total	627	100.0

**Alumni recommendation**

		Frequency	Valid Percent
Valid	Not Selected	528	84.2
	Selected	99	15.8
	Total	627	100.0

**Other (please specify)**

		Frequency	Valid Percent
Valid	Not Selected	561	89.5
	Selected	66	10.5
	Total	627	100.0

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

ADA program
Availability to take ASL interpreting courses online, was my main reason for picking Troy
Best friend is a professor there.
CACREP
cacrep certified
Cause I felt like it
Daughter graduated from TROY
dual enrollment
Extremely flexible to my "non-standardness" as a student
face to face classes
From Troy, AL
good online program
Greek Life
I did not choose Troy University
I have honestly loved this college and have wanted to attend since 8th grade.
Interpreting program
job opportunities
Major
many online degrees offered
military friendly
Military friendly
Military Friendly
Millennium Scholarship
my scholarship
My sister is going here.
My sponsors chose it for me
Networking
on line program
online
online classes
Only school I found that offers my degree online that actually continues interpreting education
Originally the MPA program
Professor Marlene Dixon
program
quicker graduation
Received Scholarship
Recommendation of Sponsor
Safer than the university I was attending.
Safty
scholarship
Scholarship
Scholarship Opportunities
scholarships
Scholarships
Sign Language Interpreter
son goes here
Symphony Band and the SOTS
there was many review
they have a good athletic training program
They just placed me here It was not planned

Troy is the only college in Alabama that offers the ITP
Troy recruiter Timothy Sinclair and online classes offered for Master's degree

## 12) SATISFACTION WITH TROY UNIVERSITY

### TROY personnel are knowledgeable and helpful.

		Frequency	Valid Percent
Valid	Strongly Disagree	16	2.9
	Disagree	20	3.6
	Neither Agree nor Disagree	47	8.5
	Agree	275	49.7
	Strongly Agree	192	34.7
	Not Applicable	3	.5
	Total	553	100.0
Missing	System	74	
	Total	627	

### Faculty care about students as individuals.

		Frequency	Valid Percent
Valid	Strongly Disagree	15	2.7
	Disagree	15	2.7
	Neither Agree nor Disagree	65	11.7
	Agree	254	45.8
	Strongly Agree	204	36.8
	Not Applicable	2	.4
	Total	555	100.0
Missing	System	72	
	Total	627	

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

		Frequency	Valid Percent
Valid	Strongly Disagree	13	2.3
	Disagree	31	5.6
	Neither Agree nor Disagree	47	8.5
	Agree	250	45.1
	Strongly Agree	211	38.1
	Not Applicable	2	.4
	Total	554	100.0
Missing	System	73	
	Total	627	

### Academic advising is adequate.

		Frequency	Valid Percent
Valid	Strongly Disagree	22	4.0
	Disagree	35	6.4
	Neither Agree nor Disagree	79	14.3
	Agree	235	42.6
	Strongly Agree	174	31.6
	Not Applicable	6	1.1
	Total	551	100.0
Missing	System	76	
	Total	627	

**Sufficient financial aid options are available.**

		Frequency	Valid Percent
Valid	Strongly Disagree	24	4.4
	Disagree	26	4.7
	Neither Agree nor Disagree	66	12.0
	Agree	237	43.0
	Strongly Agree	173	31.4
	Not Applicable	25	4.5
	Total	551	100.0
Missing	System	76	
Total		627	

**The tuition payment plan is beneficial for students.**

		Frequency	Valid Percent
Valid	Strongly Disagree	15	2.7
	Disagree	31	5.6
	Neither Agree nor Disagree	97	17.5
	Agree	213	38.5
	Strongly Agree	137	24.8
	Not Applicable	60	10.8
	Total	553	100.0
Missing	System	74	
Total		627	

**Class information provided prior to enrollment was helpful.**

		Frequency	Valid Percent
Valid	Strongly Disagree	27	4.9
	Disagree	54	9.8
	Neither Agree nor Disagree	81	14.6
	Agree	236	42.7
	Strongly Agree	145	26.2
	Not Applicable	10	1.8
	Total	553	100.0
Missing	System	74	
Total		627	

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

		Frequency	Valid Percent
Valid	Strongly Disagree	35	6.4
	Disagree	52	9.5
	Neither Agree nor Disagree	48	8.7
	Agree	222	40.4
	Strongly Agree	186	33.8
	Not Applicable	7	1.3
	Total	550	100.0
Missing	System	77	
Total		627	

**The online registration process is user-friendly.**

		Frequency	Valid Percent
Valid	Strongly Disagree	23	4.2
	Disagree	43	7.8
	Neither Agree nor Disagree	76	13.8
	Agree	221	40.1
	Strongly Agree	153	27.8
	Not Applicable	35	6.4
	Total	551	100.0
Missing	System	76	
Total		627	

**The on-site registration process is user-friendly.**

		Frequency	Valid Percent
Valid	Strongly Disagree	18	3.3
	Disagree	24	4.4
	Neither Agree nor Disagree	97	17.7
	Agree	202	36.9
	Strongly Agree	135	24.6
	Not Applicable	72	13.1
	Total	548	100.0
Missing	System	79	
Total		627	

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

		Frequency	Valid Percent
Valid	Strongly Disagree	49	8.9
	Disagree	76	13.9
	Neither Agree nor Disagree	102	18.6
	Agree	194	35.4
	Strongly Agree	108	19.7
	Not Applicable	19	3.5
	Total	548	100.0
Missing	System	79	
Total		627	

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

		Frequency	Valid Percent
Valid	Strongly Disagree	19	3.5
	Disagree	29	5.3
	Neither Agree nor Disagree	70	12.8
	Agree	249	45.4
	Strongly Agree	161	29.3
	Not Applicable	21	3.8
	Total	549	100.0
Missing	System	78	
Total		627	

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

		Frequency	Valid Percent
Valid	Strongly Disagree	12	2.2
	Disagree	17	3.1
	Neither Agree nor Disagree	46	8.4
	Agree	257	46.9
	Strongly Agree	184	33.6
	Not Applicable	32	5.8
	Total	548	100.0
Missing	System	79	
Total		627	

**Class drop/add procedures are appropriate.**

		Frequency	Valid Percent
Valid	Strongly Disagree	18	3.3
	Disagree	13	2.4
	Neither Agree nor Disagree	69	12.6
	Agree	240	43.9
	Strongly Agree	159	29.1
	Not Applicable	48	8.8
	Total	547	100.0
Missing	System	80	
Total		627	

**Classes are offered at convenient times.**

		Frequency	Valid Percent
Valid	Strongly Disagree	25	4.6
	Disagree	48	8.7
	Neither Agree nor Disagree	66	12.0
	Agree	245	44.6
	Strongly Agree	152	27.7
	Not Applicable	13	2.4
	Total	549	100.0
Missing	System	78	
Total		627	

**The classes I attend are well organized and well taught.**

		Frequency	Valid Percent
Valid	Strongly Disagree	22	4.0
	Disagree	32	5.8
	Neither Agree nor Disagree	65	11.8
	Agree	250	45.5
	Strongly Agree	175	31.9
	Not Applicable	5	.9
	Total	549	100.0
Missing	System	78	
Total		627	

**The University offers a variety of majors at my location.**

		Frequency	Valid Percent
Valid	Strongly Disagree	20	3.7
	Disagree	27	4.9
	Neither Agree nor Disagree	53	9.7
	Agree	247	45.2
	Strongly Agree	184	33.6
	Not Applicable	16	2.9
	Total	547	100.0
Missing	System	80	
Total		627	

**Tutorial services are sufficient.**

		Frequency	Valid Percent
Valid	Strongly Disagree	22	4.0
	Disagree	15	2.7
	Neither Agree nor Disagree	103	18.8
	Agree	206	37.6
	Strongly Agree	122	22.3
	Not Applicable	80	14.6
	Total	548	100.0
Missing	System	79	
Total		627	

**On-campus bookstore hours are convenient for students.**

		Frequency	Valid Percent
Valid	Strongly Disagree	15	2.7
	Disagree	34	6.2
	Neither Agree nor Disagree	77	14.1
	Agree	241	44.1
	Strongly Agree	131	24.0
	Not Applicable	48	8.8
	Total	546	100.0
Missing	System	81	
Total		627	



**Purchasing textbooks through Troy Virtual BookStore is convenient.**

		Frequency	Valid Percent
Valid	Strongly Disagree	24	4.4
	Disagree	35	6.4
	Neither Agree nor Disagree	118	21.5
	Agree	166	30.3
	Strongly Agree	125	22.8
	Not Applicable	80	14.6
	Total	548	100.0
Missing	System	79	
	Total	627	

**Student organizations are available for my participation.**

		Frequency	Valid Percent
Valid	Strongly Disagree	13	2.4
	Disagree	15	2.7
	Neither Agree nor Disagree	68	12.4
	Agree	238	43.5
	Strongly Agree	161	29.4
	Not Applicable	52	9.5
	Total	547	100.0
Missing	System	80	
	Total	627	

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

		Frequency	Valid Percent
Valid	Strongly Disagree	10	1.8
	Disagree	17	3.1
	Neither Agree nor Disagree	57	10.5
	Agree	261	47.9
	Strongly Agree	189	34.7
	Not Applicable	11	2.0
	Total	545	100.0
Missing	System	82	
	Total	627	

**Troy University has a good reputation in my community.**

		Frequency	Valid Percent
Valid	Strongly Disagree	16	2.9
	Disagree	17	3.1
	Neither Agree nor Disagree	64	11.7
	Agree	231	42.2
	Strongly Agree	203	37.1
	Not Applicable	16	2.9
	Total	547	100.0
Missing	System	80	
	Total	627	

**I am receiving a quality education at Troy University.**

		Frequency	Valid Percent
Valid	Strongly Disagree	12	2.2
	Disagree	10	1.8
	Neither Agree nor Disagree	46	8.4
	Agree	242	44.3
	Strongly Agree	231	42.3
	Not Applicable	5	.9
	Total	546	100.0
Missing	System	81	
	Total	627	

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

		Frequency	Valid Percent
Valid	Strongly Disagree	22	4.0
	Disagree	22	4.0
	Neither Agree nor Disagree	39	7.1
	Agree	219	40.0
	Strongly Agree	236	43.1
	Not Applicable	9	1.6
	Total	547	100.0
Missing	System	80	
	Total	627	

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

		Frequency	Valid Percent
Valid	Strongly Disagree	14	2.6
	Disagree	34	6.2
	Neither Agree nor Disagree	87	15.9
	Agree	218	39.8
	Strongly Agree	155	28.3
	Not Applicable	40	7.3
	Total	548	100.0
Missing	System	79	
	Total	627	

**Campus housing met my expectations upon arriving to campus.**

		Frequency	Valid Percent
Valid	Strongly Disagree	28	5.1
	Disagree	33	6.0
	Neither Agree nor Disagree	112	20.4
	Agree	146	26.6
	Strongly Agree	75	13.7
	Not Applicable	154	28.1
	Total	548	100.0
Missing	System	79	
	Total	627	

**Student recreational opportunities and facilities have met my expectations.**

		Frequency	Valid Percent
Valid	Strongly Disagree	18	3.3
	Disagree	25	4.6
	Neither Agree nor Disagree	98	18.0
	Agree	202	37.1
	Strongly Agree	105	19.3
	Not Applicable	97	17.8
	Total	545	100.0
Missing	System	82	
Total		627	

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

		Frequency	Valid Percent
Valid	Strongly Disagree	15	2.7
	Disagree	31	5.7
	Neither Agree nor Disagree	75	13.7
	Agree	230	42.0
	Strongly Agree	141	25.7
	Not Applicable	56	10.2
	Total	548	100.0
Missing	System	79	
Total		627	

**RECEIVING INFORMATION ABOUT TROY UNIVERSITY**

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

		Frequency	Valid Percent
Valid	Alumni	106	19.2
	Billboard	11	2.0
	Direct Mail	12	2.2
	Guidance Counselor	50	9.0
	Internet	78	14.1
	Radio	1	.2
	Television	17	3.1
	Word of mouth	208	37.6
	Other (please specify)	70	12.7
	Total	553	100.0
Missing	System	74	
Total		627	

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

Admission Counselor
Admissions Counselor- Amber Carnathan
Army Education Center
Attended Band Event
Band
Band Day
CACREP website
college fair
College fair
College Fair
Current student

Distinguished Young Women
Distinguished Young Women Program
Family
Family Attends Troy University
Family lives here
family member
friend
Friend
Friy
High School Band
High school freshman trip
HOBY
I grew up in Montgomery AL
I knew about Troy before I could walk
I live in Enterprise
I live in Troy so I have always known about it.
I live in Troy, AL
I live less than an hour away!
I was contacted by the cross country coach
I'm from the area.
It is right across the street from my high school
J-day 2012
Live close by
live local
Live near campus
living close
Marching Band
Marching Band Competition at Troy
Mom works here
Mother works here
My aunt and uncle graduated from Troy.
My aunt, who teaches here
My boyfriends dad went here so I looked into Troy's programs
My brother is a student here
My Chinese university
My mother is employed by Troy University.
My mother's friend's daughter attends Troy, and she found out about it.
My sister
My sister went to Troy Dothan
NASPAA.org
Panama City Campus
Parents
Phone call from Troy Recruiter Timothy Sinclair
Professor Marlene Dixon
recruited
SEUS marching festival
SOTS
theatre director
through program
Troy Drum Major Camp
Troy faculty recruited at Southern Union
upward bound
VDAC German Exchange Program
Visited for Competition
we drove by it many times when I was young

**14) How did you learn about registration dates and times? (select one)**

		Frequency	Valid Percent
Valid	Billboard	4	.7
	Direct Mail	87	15.8
	Internet	311	56.4
	Radio	2	.4
	Television	1	.2
	Word of mouth	93	16.9
	Other (please specify)	53	9.6
	Total	551	100.0
Missing	System	76	
Total		627	

**14) How did you learn about registration dates and times? (select one)-TEXT**

advisor
Advisors
Allison Huges in ADA
Athletics
blazing luck due to lack of properly sent information
Contacted the School
Dr. Riley
education office
Etroy Coordinator Pam Gainey advised me of schedule and helped me tremendously
fayetteville campus
GoArmyEd
high school
I called...
I didn't use the standard registration times. My International Student Advisor registered me
I had to call to get the information the first time. None was provided.
impact
Impact
IMPACT
Impact Leader
International advisor
International Office
My mother
My teacher
my teacher registered me
Myself
none of the administration staff were helpful or competent
office on post
open house
Orientation Class
Orientation Instructor
Panama City Campus
sister
Speaking with Troy during application process on the phone
Student Advisor
Student Catalog
through program
Troy 1101
Troy advisor
Troy Office
Troy Open House
troy website
upward bound
visited the campus

Visiting Campus
walk-in
Webpage Research
Website and high school counselor
went to the campus

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

		Frequency	Valid Percent
Valid	Billboard	5	.9
	Direct Mail	53	9.6
	Internet	206	37.5
	Radio	8	1.5
	Television	42	7.6
	Word of mouth	229	41.6
	Other (please specify)	7	1.3
	Total	550	100.0
Missing	System	77	
Total		627	

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

Don't
High School
personal recomendation
Social Media
upward bound

**16) How would you describe TROY to a friend?**

**Academically challenging**

		Frequency	Valid Percent
Valid	Not Selected	418	66.7
	Selected	209	33.3
	Total	627	100.0

**Caring**

		Frequency	Valid Percent
Valid	Not Selected	399	63.6
	Selected	228	36.4
	Total	627	100.0

**Convenient**

		Frequency	Valid Percent
Valid	Not Selected	294	46.9
	Selected	333	53.1
	Total	627	100.0

**Friendly**

		Frequency	Valid Percent
Valid	Not Selected	309	49.3
	Selected	318	50.7
	Total	627	100.0

**Good value for the price**

		Frequency	Valid Percent
Valid	Not Selected	356	56.8
	Selected	271	43.2
	Total	627	100.0

**Helpful**

		Frequency	Valid Percent
Valid	Not Selected	395	63.0
	Selected	232	37.0
	Total	627	100.0

**Student-centered**

		Frequency	Valid Percent
Valid	Not Selected	354	56.5
	Selected	273	43.5
	Total	627	100.0

**Other (please specify)**

		Frequency	Valid Percent
Valid	Not Selected	582	92.8
	Selected	45	7.2
	Total	627	100.0

**16) How would you describe TROY to a friend? (Choose all that apply)-Other (please specify)-TEXT**

"Homey"
a mess of a school. some of the faculty and staff enjoy helping and teaching, and some do not belong on a college campus at all with the attitudes they have
academically appropriate
Academically Helpful (the academics will be as difficult as you allow them to be as a student in most cases)
All of the above
An abomination of satan.
AWESOME
Awful
Boring but good academia
Cheaper than many colleges
decent
don't waste your time
eh, it's school. I wish guns were permitted.
eTroy site in Fayetteville, NC is very helpful and the staff goes the extra mile to see to my needs.
great campus, smaller classes
Great Environment
Great school, but small town environment

humanism
I love Troy!!!
I would NOT describe Troy to a friend at this time. I DO NOT want to say anything bad so I wish not to say any thing at all!
I wouldn't
Irritating at times
Mismanaged and poorly run
more expensive than anticipated with outrageously priced books and unhelpful, snotty bookstore staff
N/A
none of the above
Not fun
not really a virtual class
not worth the money
ok
poor management and administration
Pretty
Realistic
School and town boring
Shitty
Small school
sociable
The MSN program is online classes yet there is a lack of flexibility regarding what time the test are taken which makes it more challenging for adult students and is not something that is typical for online courses.
the worst place in the world
Unorganized, Difficult online classes, because Blackboard is horrid.
very disorganized, and the students pay the price for it. Also a lot of unnecessary deadline when students work full time.
You know when you're going on a road trip and you pass through a small town and you think "oh that's cute I wonder how anyone makes a living."; or if you saw a burning cross on the side of the road no one would think any different.

### COMPUTER ACCESS

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

		Frequency	Valid Percent
Valid	Yes	531	96.9
	No	17	3.1
	Total	548	100.0
Missing	System	79	
Total		627	

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

		Frequency	Valid Percent
Valid	Laptop	480	90.9
	Desktop	27	5.1
	Other (please specify)	21	4.0
	Total	528	100.0
Missing	System	99	
Total		627	



## READING HABITS

### 18) Which statement below do you agree with most?

		Frequency	Valid Percent
Valid	I read constantly for my own personal satisfaction, and I love it.	142	25.9
	I don't have much time to read for pleasure, but I like to when I get the chance.	270	49.3
	I only read what I'm supposed to for school.	109	19.9
	I basically don't read books much at all.	27	4.9
	Total	548	100.0
Missing	System	79	
Total		627	

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

		Frequency	Valid Percent
Valid	Just for the pleasure of it	198	36.3
	Because I have to for school	210	38.5
	Because I get bored and have nothing else to do	13	2.4
	To learn new things on my own	103	18.9
	I don't really read much	21	3.9
	Total	545	100.0
Missing	System	82	
Total		627	

### 20) How would you rate your reading level?

		Frequency	Valid Percent
Valid	Advanced	157	28.8
	Above average	222	40.7
	Average	150	27.5
	Below average	16	2.9
	Poor	1	.2
	Total	546	100.0
Missing	System	81	
Total		627	

### 21) Which of the following do you read? Books assigned for class

		Frequency	Valid Percent
Valid	Not Selected	117	18.7
	Selected	510	81.3
	Total	627	100.0

### 21) Which of the following do you read? Books I read outside of class for pleasure

		Frequency	Valid Percent
Valid	Not Selected	274	43.7
	Selected	353	56.3
	Total	627	100.0

### 21) Which of the following do you read? Cereal boxes, instructional pamphlets and other product packaging

		Frequency	Valid Percent
Valid	Not Selected	346	55.2
	Selected	281	44.8
	Total	627	100.0

### 21) Which of the following do you read? Comic books or graphic novels

		Frequency	Valid Percent

Valid	Not Selected	549	87.6
	Selected	78	12.4
	Total	627	100.0

**21) Which of the following do you read? Computer manuals or other electronic equipment manuals**

		Frequency	Valid Percent
Valid	Not Selected	546	87.1
	Selected	81	12.9
	Total	627	100.0

**21) Which of the following do you read? Fashion/Beauty magazines**

		Frequency	Valid Percent
Valid	Not Selected	407	64.9
	Selected	220	35.1
	Total	627	100.0

**21) Which of the following do you read? Magazines about video games**

		Frequency	Valid Percent
Valid	Not Selected	579	92.3
	Selected	48	7.7
	Total	627	100.0

**21) Which of the following do you read? Music/Computers/Entertainment magazines**

		Frequency	Valid Percent
Valid	Not Selected	476	75.9
	Selected	151	24.1
	Total	627	100.0

**21) Which of the following do you read? News magazines**

		Frequency	Valid Percent
Valid	Not Selected	475	75.8
	Selected	152	24.2
	Total	627	100.0

**21) Which of the following do you read? Newspapers**

		Frequency	Valid Percent
Valid	Not Selected	387	61.7
	Selected	240	38.3
	Total	627	100.0

**21) Which of the following do you read? Online websites or webzines**

		Frequency	Valid Percent
Valid	Not Selected	288	45.9
	Selected	339	54.1
	Total	627	100.0

**21) Which of the following do you read? Puzzles/Games/Humor magazines**

		Frequency	Valid Percent
Valid	Not Selected	511	81.5
	Selected	116	18.5
	Total	627	100.0

**21) Which of the following do you read? Religious literature/books**

		Frequency	Valid Percent
Valid	Not Selected	392	62.5
	Selected	235	37.5
	Total	627	100.0

**21) Which of the following do you read? School papers or other newsletters**

		Frequency	Valid Percent
Valid	Not Selected	457	72.9
	Selected	170	27.1
	Total	627	100.0

**21) Which of the following do you read? Self-help literature**

		Frequency	Valid Percent
Valid	Not Selected	525	83.7
	Selected	102	16.3
	Total	627	100.0

**21) Which of the following do you read? Sports magazines**

		Frequency	Valid Percent
Valid	Not Selected	536	85.5
	Selected	91	14.5
	Total	627	100.0

**21) Which of the following do you read? None of the above**

		Frequency	Valid Percent
Valid	Not Selected	623	99.4
	Selected	4	.6
	Total	627	100.0

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

		Frequency	Valid Percent
Valid	Outside of school assignments, I don't read at all	80	14.6
	Under one book per month	178	32.5
	One book per month	144	26.3
	2-3 books per month	89	16.3
	4-5 books per month	29	5.3
	6-10 books per month	16	2.9
	11-20 books per month	7	1.3
	More than 20 books per month	4	.7
	Total	547	100.0
Missing	System	80	
	Total	627	

**23) What kind of books do you like to read for pleasure? Adventure**

		Frequency	Valid Percent
Valid	Not Selected	362	57.7
	Selected	265	42.3
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? Biography/Autobiography**

		Frequency	Valid Percent
Valid	Not Selected	497	79.3
	Selected	130	20.7
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? Books about your hobbies or collecting**

		Frequency	Valid Percent
Valid	Not Selected	539	86.0
	Selected	88	14.0
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? Factual books, like a book about dinosaurs or space**

		Frequency	Valid Percent
Valid	Not Selected	542	86.4
	Selected	85	13.6
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? Fantasy**

		Frequency	Valid Percent
Valid	Not Selected	414	66.0
	Selected	213	34.0
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? Horror**

		Frequency	Valid Percent
Valid	Not Selected	520	82.9
	Selected	107	17.1
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? How-to books**

		Frequency	Valid Percent
Valid	Not Selected	551	87.9
	Selected	76	12.1
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? Mystery**

		Frequency	Valid Percent
Valid	Not Selected	380	60.6
	Selected	247	39.4
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? Romance**

		Frequency	Valid Percent
Valid	Not Selected	360	57.4
	Selected	267	42.6
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? Science Fiction**

		Frequency	Valid Percent
Valid	Not Selected	461	73.5
	Selected	166	26.5
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? Sports**

		Frequency	Valid Percent
Valid	Not Selected	566	90.3
	Selected	61	9.7
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? True Stories**

		Frequency	Valid Percent
Valid	Not Selected	400	63.8
	Selected	227	36.2
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? None**

		Frequency	Valid Percent
Valid	Not Selected	589	93.9
	Selected	38	6.1
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? Other (please specify)**

		Frequency	Valid Percent
Valid	Not Selected	582	92.8
	Selected	45	7.2
	Total	627	100.0

**23) What kind of books do you like to read for pleasure? Check all that apply.-Other (please specify)-TEXT**

"girl" books
Batman
Bible
books related to my career field
christian
Christian
Christian Fiction
counseling
Crime novels
Criminal laws of Alabama
Dramatic literature about real-world scenarios. (For example, The Kite Runner.)

Dystopian
Dystopian Society
fanfiction
fiction
Fiction
historical
Historical Fiction
Histories
I read articles. I do not read books.
literature
Literature
magazines
Manga
newspaper
online literature about money and self-improvement
psychological thrillers
religious
Religious
Religious & Self Help
Suspense
The Bible
Thrillers
Thrillers,like Agatha Christie
True Crime
western

**24) Which of the following characters/people do you like to read about? Animals**

		Frequency	Valid Percent
Valid	Not Selected	529	84.4
	Selected	98	15.6
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? Celebrities**

		Frequency	Valid Percent
Valid	Not Selected	488	77.8
	Selected	139	22.2
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? Characters from movies or television shows**

		Frequency	Valid Percent
Valid	Not Selected	468	74.6
	Selected	159	25.4
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? Fantasy characters - like super heroes, people from other worlds, or the future**

		Frequency	Valid Percent
Valid	Not Selected	428	68.3
	Selected	199	31.7
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? Historical figures**

		Frequency	Valid Percent
Valid	Not Selected	456	72.7
	Selected	171	27.3
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? Musicians**

		Frequency	Valid Percent
Valid	Not Selected	529	84.4
	Selected	98	15.6
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? People or characters my age who have done some cool or amazing thing**

		Frequency	Valid Percent
Valid	Not Selected	415	66.2
	Selected	212	33.8
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? People or characters my age wrestling with tough issues, like crime, drug abuse or poverty**

		Frequency	Valid Percent
Valid	Not Selected	417	66.5
	Selected	210	33.5
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? People or characters who are a lot different than me**

		Frequency	Valid Percent
Valid	Not Selected	406	64.8
	Selected	221	35.2
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? People or characters who are a lot like me**

		Frequency	Valid Percent
Valid	Not Selected	349	55.7
	Selected	278	44.3
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? Sports figures**

		Frequency	Valid Percent
Valid	Not Selected	556	88.7
	Selected	71	11.3
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? None**

		Frequency	Valid Percent
Valid	Not Selected	584	93.1
	Selected	43	6.9
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? Other (please specify)**

		Frequency	Valid Percent
Valid	Not Selected	618	98.6
	Selected	9	1.4
	Total	627	100.0

**24) Which of the following characters/people do you like to read about? Check all that apply.-Other (please specify)-TEXT**

all type of people
Batman
behavioral issues
Biology and pharmacology
Christian
fictional heroines
Joseph Prince, Joel Osteen, Joyce Meyers, Creflo Dollar
supernatural beings
True Crime

**25) About how often do you discuss books with others?**

		Frequency	Valid Percent
Valid	Daily	43	7.9
	Weekly	124	22.8
	Monthly	95	17.5
	A few times per year	146	26.8
	Once per year	40	7.4
	Never	96	17.6
	Total	544	100.0
Missing	System	83	
	Total	627	



## Appendix 24. 2014 Overall Additional Comments

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

- 1) 1) I have been on the receiving end of this kind of survey results at times. Often, when reported, "agree" and "strongly agree" are lumped together. I did distinguish them. In particular, the caring and helpful attitude of faculty and staff is enormous compared to many other places—almost like another world. 2) I'd like more variety of classes and class times. If your ability to achieve this is limited, I would especially like to see certain key classes offered every semester instead of once a year. In one case, this would have allowed an overall better academic experience across my entire time here, since a lack of options in one semester can force a path with fewer options going forward. However, don't become a Big U to achieve this—that would be too high a price. 3) It is my perception after one semester that there is more variation based on which professor is teaching a course than there should be. This is more than style and actually reaches a substantive level. In particular, is the student expected to recognize something when put in front of them (e.g. multiple choice)? Should they provide it without aid (e.g. fill the blank)? Perhaps they should apply it to a straightforward problem (e.g. simple short answer)? Or maybe they should be able to apply it to a more difficult problem, having derived seemingly missing information from available information (e.g. complex short answer)? If professors were to share exams in a kind of repository, and agree on a standard, I think that would be beneficial. New professors could receive several years of previous exams as a benchmark. If this does not exist, I think it should exist. If it already does exist, there are cases where it is not immediately obvious that it is being used.
- 2) Apart from the poor graduate student doing all the work and the other nice lady at the desk up front, you will not see anyone else from the registrars office "working" or actually helping a student. I got one of them to come out of their holes once to assist me after having patiently waited and asking nicely. You would have thought that it was the end of the world for this individual. I have been to larger Universities during busier times and witnessed registrars who were still ecstatic to help their students. I just really dread the day I have to go back in there. Also, when registering for classes I noticed quite a few of the classes I would like to take were all offered at the same time which is really unfortunate for me. Thank you so much for your time.
- 3) As a challenging tool, another college I attended provided students in each class a "line" graph for each test we took. It gave us an idea as to where we stood compared to the other students in class when we took a test. It did not reveal the other students' names, rather, it gave a "dot" for the lowest score, a "dot" for the highest score and our own "dot" to show where we placed. It kinda helped me to know where I landed with my co-classmates since I only take on-line courses.
- 4) As a chemistry major and transfer student, the experience at Troy is different from what I am used to. I love my lab classes. The hands-on experience is great. I am off to a great start and I really like the school. The staff is very helpful with everything and I don't feel like I have to hesitate to ask any questions.
- 5) Being a transfer student (specifically, a transfer senior) is hard. You're not in with all the kids your age, but you don't quite have much in common with all of the Freshmen. It's November and I'm just now starting to feel welcome with other juniors and seniors. We (myself and other transfers) are not always given as much help/guidance as our peers because it's assumed that we're older, so we know how to do everything. That's really far from the truth. It's also unfortunate, because I transferred from a community college, there's this attitude that so many (students AND staff) seem to have towards you, like we're beneath them. It's not so great. I definitely recommend Troy to my friends, the music program is stellar— but I wish they were coming in as Freshmen. We saved money and got a QUALITY education, but I wish we'd just come sooner so we could avoid the negative stigma that comes with it. Maybe graduate school will be a more pleasant experience.
- 6) Flex
- 7) get more food places on campus and more parking. better housing RA's. nicer people in saga and tc
- 8) Go Trojans!
- 9) Happy to be a part of Troy 😊

- 10 I am a life-long learner with a Master's Degree in Adult Education. I absolutely hate, Blackboard Classroom, it is unorganized, not user friendly, confusing, you cannot make heads or tails out of anything. The comparison for me is University of Phoenix, they have a state of the art classroom, very user friendly, the teacher is there to help. and we learned. I graduated with a 4.0. I am in my 2nd class here at Troy, and I have not gotten one response from the instructor. I know she is deaf, lives in Austn, but there is no instruction, no help, no questions answered. The entire class has been asking, posting, emailing, leaving messages on Skype, and NO Response, no help, no guidance. I am spending a fortune on my education, books, and for class, and I am bout ready to quit, because of the online classroom. My entire education has been online, so this is not new to me. Please improve Troy University. Thanks
- 11 I am glad my scholarship put me here. I couldn't be anymore happier. I do also think that they should be stricter about the no smoking rule because people are getting away with it.
- 12 I am loving my school so far. Thanks for everything you guys do to help me.
- 13 I am so proud to be a student at Troy. The phone call I received from recruiter Charelle Farmer (I previously mentioned Timothy Sinclair but actually it was Mr. Farmer who called me) was a blessing. Mr. Timothy Sinclair is the Enrollment Coordinator. He hs been so helpful to me. Mrs. Pam Gainey and Mrs. Karen Tilley at the eTroy site in Fayetteville, NC had been a tremendous help to me as well. They have really made a great impression on me regarding the kind of staff Troy University employs. I have been o the site in Fayetteville and I was very impressed with the facility. I am so glad I am a student at Troy University.
- 14 I am very excited to be a Trojan and look forward to all the opportunities that Troy has to offer. I have been amazed at how easy it is to get involved, even as a freshman. I have been most disappointed with housing and the lack of deliverance on what hasbeen advertised.
- 15 I am very frustrated with the mailing system at Troy University. I was supposed to receive a package from my Aunt the second week of school, I literally received my package yesterday (two months later). Then I ordered another package that I got email confrmation that it had been delivered (September 13-15th) and it is still not here!!! I am a patient person but the disorganization of the mailing system angers me.
- 16 I am very pleased with my experience so far with Troy . Everyone is very nice and helpful. My advisor has been very helpful, she goes out of her way to help me. I love going to school.
- 17 I enjoy attending Troy University of Dothan and am glad to be a student there.
- 18 I feel like my education is going well and there is promise in the future. At first, I did not care for the town because of its size, but after making friends and joining some organizations around campus, I enjoy every moment.
- 19 I feel that Troy is an exceptional place to be. The environment is student friendly, the community is amazing. I feel welcomed and I feel at home being here at Troy.
- 20 I fell in love with Troy from the first day I got here. The Greek system is definitely something I would encourage others to get involved in.
- 21 I had a major issue arise and I am still dealing with it. But once I tried to talk to someone I spoke with about 15 ppl on the phone and was shuffled around and told to call this person and this person. Emailed 5 diff ppl. Finally spoke to a very nice lady and she put me in the right direction.
- 22 I have a daughter that is graduating high school in 2017 and another in 2019. I will not allow them to attend Troy University because it seems the driving force behind this school is keeping students here as long as possible, sucking as much money as possible out of them, and NOT helping them achieve their college goals. It is completely ridiculous the way this school does business.
- 23 I have been at Troy Dothan since August and all I have learned is that the office staff is unorganized and uninformed. I do not agree with the terms; it makes me feel like I am paying for the class but it isn't enough time to learn what I need to know. I lso do not agree with the additional payments such as "General University Fee," especially now that we have to pay that every 9 weeks. Quite frankly, I would not be returning Term 3 if I did not have a scholarship. I am not usually this outspoken either, ut I have had an absolutely terrible experience at the Dothan campus and I am very displeased with it.
- 24 I have been at Troy Montgomery for two Terms now and im in my second course. So far, I have been having a great experience the professors are very helpful and I really enjoy the connection I have gain with other students.
- 25 I have enjoyed my first term at Troy State University of Dothan. My main issue is having to pay for parking. Two parking lots go unused and when class is in session, the two that do get used are not even half way filled up. That is my only complaint so fa. I very much like TSUD so far.

- 26 I have enjoyed Troy University, however it has had downfalls. One thing that I distinctly remember hearing a lot at Trojan Day as well as Impact was how helpful advisors are and that you need to meet your advisor as soon as possible and get to know them because they will be with you for the next four years. I can say that for me this was not the case. I discussed some of the problems I was experiencing with other students at Troy and many of them have experienced the same thing. Every school has negatives and overall I have had a good experience.
- 27 I have had a hard time finding classes to meet my schedule. I can not do evening classes and I must be off campus by 2 pm. Most classes are evening time.
- 28 I have loved my experience at Troy it has been wonderful!!
- 29 I just love it here. It's definitely a school that cares.
- 30 I like how small the student body is
- 31 I like how Troy does games for anyone around campus to get the campus to bond
- 32 I like staying in room if I have no class. But the Wifi of Pace Hall is not good. I always can not get the important email in time.
- 33 I like Troy University. It is not that good, but it is good enough.
- 34 I love being on terms!! Please don't ever go back to semesters!!
- 35 I love going to school here! The only thing that frustrates me is wifi quality.
- 36 I love how caring this school is and how I am greeted with a smile everywhere I go. I could never imagine myself anywhere but here!
- 37 I love it so far and am pleased to be a student of Troy University and I suggest that lecturers should try and break down whatever they are teaching because not everyone has a quick understanding of what is being taught. As an international student I think most international students should be given extra attention in order to go along with each class.
- 38 I love Troy and am so blessed to be a part of this family!
- 39 I love Troy and would not attend another school if given the opportunity.
- 40 I love Troy University
- 41 I love Troy University and its staff. I recommend this university to everyone I meet.
- 42 I love Troy University, but the Dothan campus could use more groups/activities, in my opinion.
- 43 I love Troy.
- 44 I really am enjoying the experience, even though sometimes I get a little overwhelmed juggling school along with being a single mom! Student support are the best! They encourage me and inspire me to stick with it even when I feel like giving up! Really thank God that I'm attending this school where all the faculty and staff are always helpful, kind, and courteous! They are always willing to give a helping hand! I really am proud to be a Troy Trojan!
- 45 I really didn't expect to like the accelerated terms at first but, now I enjoy them. Easier to focus on my classes, fewer at a time. I can actually say, I love Troy University.
- 46 I really enjoy being on term based classes. They are convenient and make it easier to graduate in a faster amount of time. It is easy to juggle only 2 or 3 classes at the time compared to 4 or 5. I hope to keep terms throughout the next 4 years while attending Troy University Dothan Campus!
- 47 I really enjoy my time here! I definitely would recommend Troy to my friends!!
- 48 I really like how that even though I am a high school student, I don't get talked down to. I like how I am treated like the rest of the students on campus.

- 49 I really like that I chose to come here...the only issue and it is a big issue is that this school is very disorganized on this campus. They showed us the library feature which has a million steps just to find an article. I love, love, love the professors however I have 4 days of different deadlines a week...some at noon...some at midnight, and it is causing me right now to crash with work school, and more school. Every other college I have been to has one deadline per week, per class. With taking two classes there should only be 2 different deadline days per week-1 per class. I have 5 deadline days per week. This is absurdity and it causes less instead of more knowledge to be retained. I am going to take control over the situation though now and just do everything ahead of time and finish the class early. Also livetext is so confusing. I miss every single deadline because no one took the time to show me how to use it. Every college I have been to has had an orientation. In our orientation class there was a light summary, but not enough to explain the complexity this term with livetext has caused me. I really like how much the professors here care so adamantly about the students. I have not been here that long so I cannot say a personal investment has been taken yet, but as a whole it really surprises me how much the professors care. If this campus had better control on the online system and had one site that did it all....things would be much easier. Anyway, Dr. Messina's compassion for students is what led me to decide to continue here.
- 50 I really like the Dothan campus, but one of the campus police officers was a little too friendly towards me and did not take care of the issue I was having. Other than that, I have loved my teachers so far, they have been great and seem to care about the students. The majority of the students are very friendly and I have made a few new friends in my short time attending this college.
- 51 I think everything is ok.
- 52 I think that all of the Troy web sites should have the same login name and password for the students. Several sites I could not log on to due to I forgot my password.
- 53 I think that there should be more opportunities to help new students meet new friends, outside of organizations.
- 54 I think that Troy is really a good campus for studying, and there are a lot of trips available to the international students.
- 55 I think Troy University focuses much on theory, but not practice.
- 56 I think Troy University is a bit expensive. I am not sure why Troy follows a term schedule instead of a semester schedule. It is a bit hard to transfer from a university that follows a semester schedule to a university that follows a term schedule. Also, think proctoring services should be offered to students who are taking courses online. It is not fair that students that go to campus can be proctored for free while students who are taking online courses have to find alternative methods to be proctored and pay for the services. Tuition and fees are expensive enough without having to add additional expenses.
- 57 I work a full time job plus overtime and have A LOT of homework therefore, I do not have time to explain my answers to the survey. However, if desired to talk, I can be reached via cell phone at 205.765.3690. Best regards!
- 58 I would feel much safer and satisfied if Troy students and faculty were permitted to have firearms on campus, especially those who hold a CCW, such as myself.
- 59 I'm enjoying it!
- 60 It has been amazing!
- 61 It is a pretty fun place
- 62 It is very difficult to ascertain what minors are available and at which campus those minors are available at. It took going up to the administration office and even then they could not really provide me with a list of minors. They did however inform me that they do offer every minor or major. The difference is you may have to either take online courses or take courses on the main campus. The website doesn't make it very clear that you can sign up for online as well as on campus classes at the same time. And it seems that you can even attend classes at the main campus in addition to a satellite campus. All this information was not very clear on the website. Also, there are not that many time slots for classes at the Dothan campus. I find it very difficult to work around my work schedule, which varies. It seems that one class I need is offered in the morning and the other I need is offered at night, but there isn't a big enough gap between the two classes to work so I would end up having to take both of those days off which I can't afford. One last thing, when I applied and was accepted, I was never assigned an adviser. When I inquired about it they gave me the contact information for the department head, who advised me, but I still was not assigned an actual adviser. To me, that would seem to be one of the first things that would be done upon acceptance to the school. Thank You.
- 63 It may be an existing issue, but my friends and I would love a stable internet connection. Specifically Newman
- 64 It was a long process and confusing process at first.

- 65 It was very hard to get enrolled, very confusing process. None of the staff seemed knowledgeable on the subject of enrollment. I did not receive any of my enrollment material until two weeks prior to class beginning. I had to repeatedly call the admission office regarding that issue. Some of the faculty appear to be caring, however some are not very welcoming and are not helpful. One of my online classes was not updated with the correct dates, page numbers, and correct textbook. The test were based on information from previous editions, and were not question involving higher levels of thinking but solely based on memorization. For example, what year was Bo Jackson born? That does not require you to think, it is memorization and irrelevant. A professor should not be allowed to repost all of the same work from the previous semester without updating the reading material and chapters. If the teacher was going to teach out of the 7th edition, then I did not need to buy the new 8th edition.
- 66 It would be nice if information relevant to the entire student body, such as class registration dates and procedures, housing, meal plan, etc. were more readily available.
- 67 It's been overall a nice experience; however, I would like to feel more safe on campus. The lighting is poor in most areas and on several occasions I have been followed back to my dorm by men, boys holler cat calls at other girls, and there is an overall disrespect of women here that makes me feel very uncomfortable.
- 68 I've enjoyed my time at Troy so far, and I'm excited for what the future holds!
- 69 Living in Newman is rough sometimes considering the loud music from the Fraternity Houses. Wi-Fi throughout campus is rarely reliable.
- 70 Most of my teachers are not good at teaching, but good in their field of study. I struggle immensely despite studying in nearly all areas and am immensely frustrated with my experience. Financial aid has been less than satisfactory in helping me, and rather rude most of the time. The website is horrible, and trying to navigate it is similar to a minefield, where I don't want to disturb anything for fear of ruining everything.
- 71 My aunt graduated from Troy and she and my uncle have always been a huge part of Troy. As a girl I was always on campus for events. It was kind of destined for me to attend Troy. I am very pleased with my decision. It feels just like home.
- 72 My Computer Science Prof, Yanjun Zhao, is a disgrace. She barely speaks English and it's very difficult to learn programming languages from someone who can't even speak my language.
- 73 My experience at Troy Dothan has been awful and unhelpful. I complained to the university about what had happened and nothing was done about. I will transfer to another university for the spring. I will never recommend Troy Dothan to anyone I know.
- 74 My experience is great except I'm being treated very awful when it comes to the dorm.
- 75 My experience with the online MPA program has not been as great as it could. Professors are not as helpful and there are rarely actual lectures available for the material we read. It is hard to actually connect with professors and other classmates because you are not in a class setting, and professors seem to want to make you feel ignorant. I would like to meet professors who want to help you reach your goals and care about their students. It seems as if professors within the online MPA program want an easy paycheck.
- 76 My guidance counsellor was not very helpful.
- 77 My main issue with Troy has been the availability of admission staff. Very few of my emails were answered. I had to take time and actually go to the campus to get my admission status moving in the right direction. It was very frustrating. I almost went to a different university due to these problems. I am taking online classes due to the fact that I am employed full-time. One of my instructors is very available and helpful. However, the other class I am taking has vague instructions for assignments and no all requirements are posted on the rubric. I took classes online from another university and their instructions and guidelines were very specific.
- 78 Need a cafe, place to study in/hang out in. Longer hours in TC and dining hall. More organization when it comes to student centered events.
- 79 Need more parking.
- 80 Overall good first semester and looking forward to Spring semester.
- 81 Overall good so far.
- 82 Overall not impressed, has become better somewhat since first of year but I have told many of my younger friends planning on coming to Troy to look elsewhere. My Criminal Justice teachers are amazing during times that I am needing information or just help in general, to be honest they are the only positive influence I can think of at Troy, if it was not for them I would be planning on transferring at the end of the semester. I love my classes but getting in touch with ANYONE other than my CJ teachers is next to impossible. Financial Aid office offered me a job, said they sent many emails but I did not receive any and all of a sudden, job was gone. I had heard many negative things about Troy being very hard to communicate with but thought I would give it a shot myself.

- 83 Parking is absolutely terrible, often causing me to walk alone about 3 blocks at night. That damn train is too loud it wakes me up in trojan village. I also am woken up by whatever is almost constantly beeping in the lobby of trojan village. Every time someone talks in the lobby i hear that too. All of which makes sleeping very difficult and sleep is important for academic success. Safety issue: one of the doors to trojan village does not require a key fob half the time so anyone can walk right in. Last but not least, the hours that Saga is open are weird.
- 84 Parking is terrible!
- 85 Parking sucks, and the food workers SUCK!
- 86 please let me know how i can register by online by my self before I want you to teach me..
- 87 Please make the dining hall open until at least 8 pm.
- 88 So far I am enjoying the campus. I wish there was a greater variety of food on campus. I find the dining hall lacking most of the time and I don't enjoy eating fast food everyday. Most of the time, there is barely any breakfast left after 9:30 even though breakfast lasts until 10:30 and the lunch/dinner menu is greasy most of the time. I hope to see that improved over the months I will be attending the school. I love the convenient stores on campus. My classes are great. They are challenging but not impossible to complete and do not overwhelm me with homework. Although it is convenient living on campus, I found it a hassle having a roommate and suitemates and the room is extremely small for the price I'm paying for it. I enjoyed this survey and hope my opinions and concerns will be heard and considered. Go Trojans!
- 89 So far, so good!! I like being on terms better--longer hours yet it lightens the class load
- 90 Some teachers use entirely too much profanity and this can be offensive to students. Also, I have had a professor make racial jokes during class. I am not paying for their class so I can hear these things, I am paying so that I can learn. Lastly, I was confused during the registration process and wasn't able to register for a chemistry class that I really needed because I was not informed that I could do that at the nursing building.
- 91 The advising I receive is much more than etiquette. It is my guide to progress.
- 92 The atmosphere is very active. I love it!
- 93 The bathrooms need better toilet paper. The pavement in freshmen parking could be smoother for skateboard users
- 94 The bookstore and book prices need some serious overhauling! Also, my experience with the financial aid department left a sour taste in my mouth as I repeatedly asked the man at the desk if I turned in everything that I needed to, and he replied that I ha. About two weeks later I received a letter stating that I needed to turn in more paperwork, some of which required me to wait for the federal government to send, which almost interfered with my deadlines for submission. I found the financial aid quizzes to be an unnecessary burden also. Why does Troy University need to test me on accruing loan debt? To me, those quizzes overstep the bounds of gaining a higher education. All in all, administrative problems along with technical issues (WebAdvisor, MasteringBlackboard compatibility, and Blackboard issues) are my main complaints. However, these qualms pale in comparison with the issues I have with the bookstore staff, pricing, and knowledge of products and books that are sold.
- 95 The campus desperately needs an area in which bands such as guitar and drum-kit bands can freely get together and practice and even play for their friends and anyone who shows up. This would not only help the students but give another angle with which tro could promote itself as a student friendly student advancement centered college.
- 96 The dining hours are not fitting for college students. Everything is closed by the time we get hungry, so we can't use our flex points. Everything needs to stay open later
- 97 The faculty have definitely left me with something more to be desired.
- 98 The financial aid department, needs a complete, housecleaning!!! After being asked to wait for assistance, I waited with my spouse and son (a prospective student) we waited for nearly 40 minutes finally two ladies came in, both with fast food, they led a ten minute conversation behind the desk, after which, one went into the financial aid office and the other continued to eat. I finally approached her she made a series of calls then told me to go on back. I went from desk to desk. The first lady told me due to a meeting she was at lunch. The gentleman on the right, took the cake, obnoxious, rude and outright disregarded my family and then when I told him to continue to play his game I only hoped no other parents ran into him, he chased us around apologizing. They are rude, not the least bit helpful, I was told by the gentleman that I was disrupting his lunch, (he was playing a computer game). The entire department is a disgrace to the Troy name!! It is also the only area we have had any problems while enrolling..
- 99 The Internet is so slowly that sometimes influences my study.
- 100 The process of register for a class is very complicated and tedious.

- 101 The quality of the food served in Trojan Dining Hall could be better. More parking spots for on campus residents.
- 102 The website has a lot of stuff that needs updating.
- 103 There isn't much to do.
- 104 This is my Second Masters program. While I have had many professors over time, it is hard to find those that really understand the concept of a Working Professional and out-of-school obligations. Three of the four professors I have experienced at Troy met that understanding, but 1 has made her class so overly convoluted that I was forced to drop because she does not seem to understand the balance of Work, Family, and School. While I am sure she is a fine professor, I would ask that the school review th on-line programs and consider the audience they are appealing to, and the life requirements that have to be met in concert with school assignments. Secondly, the Blackboard platform is terrible and not as user friendly as others (i.e Mrooms & eCollege) I am sure there are better, but this Blackboard platform is not great.
- 105 This is my very first online class. I am now beginning to enjoy it. It was quite challenging for me at first.
- 106 This place is hell. It's run by the Greeks. It doesn't matter how many complaints are made towards their daily, obnoxious parties, the campus police NEVER do anything about them. If you are not in a fraternity or a sorority you will not have a good time at this school. The parking is ridiculous. None of the frat boys or sorority girls get tickets for parking in the wrong park in lot for a party, but the residents of the parking lot get tickets when they are forced to make a parking space because there is no parking. Like I said, this place is shit and that is the reason, starting in December, I will no longer be attending this hell hole.
- 107 this survey took too long
- 108 Troy blackboard is very easy to navigate which makes taking online classes easy.
- 109 Troy is a good school overall. Troy offers a decent diversity of classes, and most of the instructors are very knowledgeable in their fields of study. However, I do feel that as a student at Troy University, I have gotten the run around on several different occasions. I have been flat out lied to about the University's procedures in regard to financial aid refund disbursement. There have been times where I have happened upon information that should have been given to me in several meetings with Amanda (sorry, I don't know her last name) in the financial aid building. I have dealt with attitudes from the financial aid office, the bookstore, and just random faculty members who I have asked for directions around campus. I feel like if a person is going to work in a University setting where they are inevitably interacting with college students to help resolve the students' issues, that person should have exceptional communication skills, impeccable customer service skills, and superfluous patience.
- 110 Troy is a great place and is very student friendly! I would highly recommend Troy University!
- 111 Troy parking fees are completely unreasonable and does not take the student financial interest into consideration. Tuition at Troy University is already completely outrageous for the education you receive, and to compound the insult your charged a parking fee that is unreasonable.
- 112 Troy really offers opportunities. Whether it be student activities (like Humans Vs. Zombies, game day, and student rallies) or academics courses, Troy offers a fun and challenging array of daily, weekly, and monthly options. The only negative comments I have ever heard about Troy University were not because of anything Troy did, but about what a student chose to do with their time and money while at Troy.
- 113 Troy University is pretty fine, but Troy itself doesn't really have much to offer to enhance our student experience. Troy U should support and advise the city in creating a more attractive student atmosphere in order to avoid discontent of the student body.
- 114 Two of my professors should not have a job. Apart from being scatterbrained and inconsiderate, the rate at which people are failing the classes is astounding. Dr. King is a nice man that has no idea how to give instruction in chemistry. Barbara Wolfe is an inconsiderate, ill informed woman who despite her 40% passing rate, still somehow manages to hold a job here.
- 115 Very good and convenient university.
- 116 We NEED better parking. Not just "want." We NEED it. And SAGA staying open just one more hour would make a world of difference.
- 117 When entering into Troy, the counselors assured my parents that Freshman were taken care of in the sense of schedules and so forth. After one semester, I find it difficult to have enough time with my counselor and I do not feel that he is here to help me. Putting my 2nd semester schedule together was a nightmare, counselor just signed off, and then I had to jump through hoops to get the classes I needed. As a freshman, I would think there would be additional help if needed because it is very disappointing as well as frustrating.

- 118 When i first registered at Troy I was lost. The advisor that helped me in T-1 2014 was terrible. She registered me for 4 classes without telling me that it was too much to take. I thought 4 classes was full time at Troy but later I found out it is 2 classes. Also I was registered without my financial aid being cleared and I received an invoice. When I registered for T-2 2014 This white guy helped me, and the reason why I say white is because the lady that registered me in T-1 was black and she didn't give adam!!! Well anyway, the guy was very helpful he showed how to register for class, he told me how to get an academic advisor. He talked me out of taking too many classes. He even directed me to financial to make sure it was clear. I mean he was awesome.. I wish I knew his name I forgot it, but he does a GREAT JOB!!!  
Next, I want to talk about late classes. Classes from 8-10:15 pm is too late. The students is sleepy and tired from working and sitting in a 5:30 to 7:45 class. I think we should be able to ge a 3:00 class started. That should help alot.  
Finally, my main concern is food. I am sooo hungry at night. The cafeteria closes early. They don't sell anything healthy at all. Troy should provide us with some healthy food items. At most colleges have rel cafeterias with real healthy foods like fruits and vegetables. Troy does not provide anything healthy at all. Good health is very important to the human body. We really need good food to enhance our cognitive learning capabilities.
- 119 While my experience as a new student at Troy has been good I would like to say that I wish the communication was better in regards to the admissions department. Because I did not have all of my paperwork in in order to start my second term at Troy it woul have been nice to get a response sooner from the department when I asked what all I was missing.
- 120 Wifi and online registration are extremely frustrating.
- 121 Wifi needs improvement for on campus residents.
- 122 Wi-Fi never works properly
- 123 wish there were more scholarship opportunities for Florida students attending the Troy campus



# Appendix 25 – 2014 New Student Survey Instrument

## 2014 New Student Survey

Troy University is interested in your success as a new student. Your feedback is needed to help evaluate the University's programs and services. Your thoughtful and honest responses to the survey questions are highly appreciated. Your input is confidential.

### GENERAL INFORMATION

1) Gender:

- Male
- Female

2) Ethnicity:

- African American
- American Indian/Alaska Native
- Asian
- Caucasian
- Hawaiian or Other Pacific Islander
- Hispanic
- Multi-Racial
- Race/Ethnicity Unknown

3) Age:

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

4) Enrollment Status:

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

5) Which Troy University campus are you currently enrolled?

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

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

- Albany, GA
- Atlanta, GA
- Augusta, GA
- Brunswick, GA
- Colorado Springs, CO (Off Base- Explorer Dr)
- Columbus, GA (Off Base- Manchester Exp)
- Covington, GA
- Davis Monthan AFB (Tucson), AZ
- Eglin AFB, FL
- Fayetteville, NC
- Fort Belvoir, VA
- Fort Benning (Columbus), GA
- Fort Carson (Colorado Springs), CO
- Fort Eustis, VA
- Fort Gordon (Augusta), GA
- Fort Lewis, WA
- Fort Walton Beach, FL
- Hanoi, Vietnam (HUST)
- Hanoi, Vietnam (UEB-VNU)
- Hanoi, Vietnam (UET-VNU)
- Harrisburg, PA
- Hurlburt Field, FL
- JEB Little Creek - Ft. Story (VA)
- Jubail, Saudi Arabia
- Langley AFB, VA
- Malmstrom AFB, MT
- Marianna, FL
- Melaka, Malaysia
- Misawa (Misawa Air Base)
- Naval Station Norfolk (Norfolk, VA)
- Norfolk Regional, VA
- Okinawa (Kadena Air Base)
- Orlando, FL
- Osan Air Base

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

6) Degree program you are in:

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

7) College you are attending:

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

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

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

- Social Science Major
- Sociology Major
- Surveying and Geomatics Sciences Program
- Other

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

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

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

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

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

- Adult Education
- Collaborative Teacher (Grades 6-12)
- Collaborative Teacher (Grades K-6)
- Community Counseling (Non-Certificate Program)
- Counseling and Psychology - Clinical Mental Health Counseling
- Counseling and Psychology - Rehabilitation Counseling Counseling
- Counseling and Psychology - Social Services Counseling
- Counseling and Psychology - Student Affairs Counseling
- Counseling and Psychology - Substance Abuse Counseling
- Early Childhood Education (Grades P-3)

- Educational Administration and Leadership
- Elementary Education (Grades K-6)
- Instructional Leadership and Administration
- Interdisciplinary Education (Grades P-12) - Art Education
- Interdisciplinary Education (Grades P-12) - Music, Choral Education
- Interdisciplinary Education (Grades P-12) - Music, Instrumental Education
- Interdisciplinary Education (Grades P-12) - Physical Education
- Interdisciplinary Education (Grades P-12) - Theatre Education
- Interdisciplinary Education (P-12) - Gifted Education
- Interpreter Training Program
- Post Secondary Education
- Psychology Comprehensive Program
- Psychology Major
- School Counseling - Certification Program
- School Counseling (P-12)
- School Psychology (P-12)
- School Psychometry - Certification Program
- Secondary Education (Grades 6-12) - Biology Education
- Secondary Education (Grades 6-12) - Chemistry Education
- Secondary Education (Grades 6-12) - English-Language Arts Education
- Secondary Education (Grades 6-12) - General Science Education
- Secondary Education (Grades 6-12) - Health Education
- Secondary Education (Grades 6-12) - History Education
- Secondary Education (Grades 6-12) - Mathematics Education
- Secondary Education (Grades 6-12) - Social Science Education
- Other

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

- Athletic Training
- Health Education
- Human Services
- Nursing
- Physical Education
- Rehabilitation
- Social Work
- Sports & Fitness Management
- Other

## CHOICE OF TROY UNIVERSITY

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

- First choice
- Second choice
- Third choice
- Fourth choice
- Other (please specify) \_\_\_\_\_

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

- Yes
- No

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

(select as many as apply):

- Academic reputation
- 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) \_\_\_\_\_

## SATISFACTION WITH TROY UNIVERSITY

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

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1. TROY personnel are knowledgeable and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Faculty care about students as individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. 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"/>
4. Academic advising is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Sufficient financial aid options are available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. 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"/>
7. 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"/>
8. 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"/>
9. 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"/>
10. 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"/>
11. 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"/>
12. 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"/>
13. 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"/>
14. Class drop/add procedures are appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Classes are offered at convenient times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. 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"/>
17. The University offers a variety of majors at my location.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Tutorial services are sufficient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. 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"/>
20. 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"/>
21. 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"/>
22. 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"/>
23. 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"/>
24. 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"/>
25. 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"/>
26. 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"/>
27. 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"/>
28. 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"/>
29. 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

- 13) How did you first learn about TROY?
- Alumni
  - Billboard
  - Direct Mail
  - Guidance Counselor
  - Internet
  - Newspaper
  - Radio
  - Television
  - Word of mouth
  - Other (please specify) \_\_\_\_\_
- 14) How did you learn about registration dates and times?
- Billboard
  - Direct Mail
  - Internet
  - Newspaper
  - Radio
  - Television
  - Word of mouth
  - Other (please specify) \_\_\_\_\_
- 15) What is the best way to advertise to your friends?
- Billboard
  - Direct Mail
  - Internet
  - Newspaper
  - Radio
  - Television
  - Word of mouth
  - Other (please specify) \_\_\_\_\_
- 16) How would you describe TROY to a friend? (Choose all that apply)
- Academically challenging
  - Caring
  - Convenient
  - Friendly
  - Good value for the price
  - Helpful
  - Student-centered
  - Other (please specify) \_\_\_\_\_

## COMPUTER ACCESS

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

- Yes
- No

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

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

## READING HABITS

18) 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.

19) 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

20) How would you rate your reading level?

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

21) 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

22) 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
- 4-5 books per month
- 6-10 books per month
- 11-20 books per month
- More than 20 books per month

23) 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) \_\_\_\_\_

24) 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) \_\_\_\_\_

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

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

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