2015 Associates Degree Survey

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Troy University 2015 Associates Degree Survey Report

Executive Summary

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

As an annual effort of institutional effectiveness, the Troy University Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the *Troy University Associates Degree Survey* on all campuses of the University during the months of April and May 2015. 259 students participated in the survey, yielding a response rate of 29%. The Office of IRPE provided a list of 899 persons identified as being enrolled in an Associate's degree program and near completion of that program. These individuals were then sent an invitation to participate via email. This is the fifth year that the *Associate's Degree Survey* has been administered at Troy University.

The questionnaire for the survey contained 22 questions. One question contained nine parts and another question contained three parts. The first 15 questions ask for information regarding students' demographics, academics, employment, and financial aid. Questions 16 – 22 of the survey focus on measuring students' perceptions about and satisfaction with their experiences in the Associate's degree program. The final question was an open-ended question allowing for additional comments.

For data analysis, descriptive methods were used for the overall University as well as for each individual campus, and degree program. Questions 18 to 21 were tabulated and items were presented in a cross tabulation by several demographic variables. Questions 16 - 21, which contain measures in 16 areas, are analyzed based on the factors defined from the same measures in the previous year's survey.

Descriptive Statistics of Demographic Variables

Attachment one contains a graphical representation of each of the descriptive variables measured through the survey.

Summary statements from demographic variables:

- A combined 54% of survey participants plan to graduate in Spring, Summer, or Fall 2013.
- 71% of participants were female.
- 43% of participants were Black, non-Hispanic and 50% of participants were White, non-Hispanic.
- 50% were eTROY students and 40% were Montgomery Campus students.
- Global Campus was represented by 3% of the sample and the site with the strongest representation was Brunswick, GA with 4 participants.
- 39% of participants were enrolled in the General Education program, 26% in Business Administration, 30% in Nursing and 5% in Computer Science.
- The majority of participants, 68%, were unconditionally admitted undergraduate students when they first started at Troy University. 27% were conditionally admitted.
- 24% did not transfer any credit hours to Troy University.
- 80% had taken an online or distance education course through Troy University.
- 32% have only been enrolled with the University for one year or less and 28% for two years. 13% have been enrolled for more than five years.
- Over one third (37%) of participants self-reported an overall GPA of 2.50 to 2.99.
- Nearly half (48%) of the participants plan on continuing their education upon completion of the Associate's degree program. 34% plan on working in an area related to their degree.
- Among those who do plan to continue their education 51% envision a bachelor's degree as their ultimate educational goal and 36% a master's degree.
- 79% were employed while attending Troy University.
- Among those who are employed 66% work 40 or more hours per week.
- 52% reported receiving loans and 38% reported receiving grants as forms of financial aid.

Student Satisfaction Measurements

Associate's degree students were asked to rate their satisfaction with nine aspects of the degree program. Reponses were collected on a five-point scale of Excellent, Good, Average, Fair or Poor.

The percentage of students who rated these aspects as Excellent/Good or Fair/Poor are compared to prior years in Tables 1 and 2. It should be noted that student input of "Not Applicable" was removed from these calculations so that the percentages of satisfaction are representative only of students who did receive these services. The percentages in this table may not equal 100% because percentages of participants who reported the services as "average" are not displayed in the table. The 2015 survey data shows an increase in satisfaction from the 2013 survey data in four of the nine areas listed in Table 1 and two of the three questions listed in Table 2.

Table 1	Excellent/Good				Fair/Poor			
	2015	2013	2012	2011	2015	2013	2012	2011
Overall quality of your academic program	88.0%	88.3%	87.9%	87.0%	4.4%	2.6%	2.7%	3.0%
Academic advising	77.2%	74.3%	76.5%	70.0%	12.0%	11.9%	11.0%	12.0%
Faculty accessibility	80.5%	80.3%	78.4%	76.0%	5.8%	8.5%	9.3%	8.0%
Instruction in major courses	80.4%	83.2%	84.3%	81.0%	4.1%	4.7%	5.9%	6.0%
Instruction in general education courses	78.0%	83.0%	83.5%	82.0%	4.5%	4.6%	5.1%	4.0%
Faculty's use of technologies to enhance teaching	83.0%	81.8%	82.4%	79.0%	5.7%	5.6%	5.9%	7.0%
Course availability in your major	77.1%	84.5%	79.8%	78.0%	9.4%	7.1%	7.5%	7.0%
Library	77.8%	83.7%	81.0%	83.0%	10.1%	4.6%	5.7%	5.0%
Tutorial support	70.1%	72.3%	73.8%	67.0%	13.2%	10.4%	9.7%	13.0%

Table 2	Excellent/Good				Fair/Poor			
	2015	2013	2012	2011	2015	2013	2012	2011
How would you rate Troy University's preparation of you for employment?	74.7%	73.0%	73.4%	75%	9.8%	8.8%	7.9%	6%
How would you rate Troy University's preparation of you for further education?	82.6%	82.4%	80.6%	80%	5.8%	7.8%	5.7%	4%
What is your overall rating of your college experiences at TROY?	82.2%	82.8%	83.1%	81%	5.4%	8.7%	6.0%	4%

Regarding whether or not students would make the same academic choices again and if they would recommend the Associate's degree program to others four questions were asked on a four point scale of "Definitely yes, Probably yes, Probably No, Definitely No" For the purposes of data analysis the yes and no responses were grouped together in Table 3.

Table 3	Yes				No			
	2015	2013	2012	2011	2015	2013	2012	2011
If you were starting over, would you enroll in the same program?	82.5%	80.3%	83.3%	86%	17.5%	19.7%	16.7%	13%
If you could start college over, would you attend Troy University again?	88.0%	87.1%	90.7%	88%	12.0%	12.9%	9.3%	11%
Would you recommend your academic program to other students?	90.0%	92.1%	91.0%	91%	10.0%	7.9%	9.0%	8%
Would you recommend Troy University to someone planning to go to college?	91.2%	91.2%	92.7%	92%	8.8%	8.8%	7.3%	7%

Further analysis was conducted to determine the degree to which there were differences across demographic variables on the items related to student satisfaction. Attachment 2 contains a detailed report of this analysis by gender, ethnicity, campus, and degree program. The following observations emerged from that analysis:

- A difference exists between gender groups with satisfaction among male students being higher (as indicated by the percentage reporting "excellent/good") than satisfaction among female students for all of the nine items measured.
- Differences between ethnic groups depend on the satisfaction variable; Caucasian students had higher satisfaction ratings on five of the nine items listed while African American students had higher satisfaction ratings on four of the nine items.
- The highest degrees of satisfaction were reported from Global Campus and eTROY students.
- Levels of satisfaction were highest for students in the General Education degree programs, followed by Computer Science, and then Nursing. Students in Business Administration degree programs reported the lowest satisfaction ratings.

Attachment 3 contains the general comments that were submitted by survey participants.

Attachment 4 is the 2015 Associate's Degree Survey instrument.

Attachment 1: Overall and Demographic Variables

1) Semester of Intended Graduation:

Answer		Response	%
Spring 2015		64	25%
Summer 2015		28	11%
Fall 2015		48	19%
Spring 2016		76	29%
Other (please specify)		42	16%
Total		258	100%

2) Gender:

Answer		Response	%
Male		76	29%
Female		182	71%
Total		258	100%

3) Ethnicity:

Answer		Response	%
African American		111	43%
American Indian/Alaska Native		2	1%
Asian		3	1%
Caucasian		129	50%
Hawaiian or Other Pacific Islander		2	1%
Hispanic		6	2%
Multi-Racial		2	1%
Race/Ethnicity Unknown		4	2%
Total		259	100%

4) From which Troy University campus will you graduate?

Answer		Response	%
Dothan Campus		5	2%
eTROY		128	50%
Global Campus		9	3%
Montgomery Campus		102	40%
Phenix City Campus		7	3%
Troy Campus		7	3%
Total		258	100%

You selected Global Campus, from which site did you file your intent to graduate?

Answer		Response	%
Albany, GA		1	11%
Atlanta, GA		1	11%
Brunswick, GA		4	44%
Columbus, GA		1	11%
Fort Walton Beach, FL		1	11%
San Antonio, TX		1	11%
Total		9	100%

5) In which Associate's Degree Program/Major are you enrolled?

Answer		Response	%
Biology		1	0%
Business Administration		27	11%
Computer Science		10	4%
Criminal Justice		25	10%
English		2	1%
General Business		33	13%
History		3	1%
Military Operations		23	9%
Nursing		69	27%
Political Science		2	1%
Psychology		35	14%
Recreation		2	1%
Social Science		6	2%
Sociology		10	4%
Other		3	1%
Total		251	100%

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

Answer		Response	%
Dually-admitted student		12	5%
Conditionally admitted undergraduate student		67	27%
Unconditionally admitted undergraduate student		168	68%
Total		247	100%

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

Answer		Response	%
1-15		57	22%
16-30		55	21%
More than 30		83	32%
I did not transfer any credit hours.		61	24%
Total		256	100%

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

Answer		Response	%
Yes		203	80%
No		50	20%
Total		253	100%

9) How long have you attended Troy University in pursuit of this Associate's Degree?

Answer		Response	%
1 year		81	32%
2 years		71	28%
3 years		36	14%
4 years		30	12%
5 years		9	4%
6 years		7	3%
7 years		3	1%
8 years		5	2%
9 years		0	0%
10 years		4	2%
More than 10years		6	2%
Total		252	100%

10) What is your overall GPA?

Answer		Response	%
Less than 2.0		3	1%
2.00-2.49		35	14%
2.50-2.99		95	37%
3.00-3.49		85	33%
3.50-4.00		37	15%
Total		255	100%

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

Answer		Response	%
Work in an area related to your major field of study		86	34%
Work in an area outside your major field of study		3	1%
Continue working in the job that you have had		25	10%
Continue your education		123	48%
Undecided		17	7%
Total		254	100%

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

Answer		Response	%
A Bachelor's degree		125	51%
A Master's degree		89	36%
An Education Specialist degree		1	0%
A Professional degree		1	0%
A Doctoral degree		31	13%
Total		247	100%

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

Answer		Response	%
Yes		200	79%
No		53	21%
Total		253	100%

14) If you answered "Yes" to Question 13, how many hours do/did you usually work per week?

Answer		Response	%
1 - 9 hours		4	2%
10 - 19 hours		22	11%
20 - 29 hours		20	10%
30 - 39 hours		23	11%
40 or more hours		133	66%
Total		202	100%

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

Answer		Response	%
Scholarship/fellowship		18	7%
Graduate assistantship		0	0%
Grants		97	38%
Loans		133	52%
Work study		4	2%
Tuition assistance		75	30%
Third party pay		8	3%
None		27	11%
Other (please specify)		24	9%

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

Question	Excellent	Good	Average	Fair	Poor	Total	Mean
Overall quality of your academic program	45.4%	42.6%	7.6%	2.8%	1.6%	251	4.3
Academic advising	38.8%	38.4%	10.8%	7.2%	4.8%	250	4.0
Faculty accessibility	44.0%	36.5%	13.7%	4.1%	1.7%	241	4.2
Instruction in major courses	39.2%	41.2%	15.5%	2.9%	1.2%	245	4.1
Instruction in general education courses	36.3%	41.6%	17.6%	2.9%	1.6%	245	4.1
Faculty's use of technologies to enhance teaching	37.2%	45.7%	11.3%	2.4%	3.2%	247	4.1
Course availability in your major	41.6%	35.5%	13.5%	4.5%	4.9%	245	4.0
Library	40.6%	37.2%	12.1%	7.2%	2.9%	207	4.1
Tutorial support	31.6%	38.5%	16.7%	6.3%	6.9%	174	3.8

17) Please provide your overall ratings of Troy University:

Question	Excellent	Good	Average	Fair	Poor	Total	Mean
How would you rate Troy University's preparation of you for employment?	35.1%	39.6%	15.5%	6.1%	3.7%	245	4.0
How would you rate Troy University's preparation of you for further education?	41.3%	41.3%	11.6%	4.1%	1.7%	242	4.2
What is your overall rating of your college experiences at TROY?	44.6%	37.6%	12.4%	2.5%	2.9%	242	4.2

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

Answer		Response	%
Definitely Yes		111	44%
Probably Yes		96	38%
Probably Not		39	16%
Definitely Not		5	2%
Total		251	100%

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

Answer		Response	%
Definitely Yes		127	51%
Probably Yes		93	37%
Probably Not		19	8%
Definitely Not		11	4%
Total		250	100%

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

Answer		Response	%
Definitely Yes		136	55%
Probably Yes		88	35%
Probably Not		18	7%
Definitely Not		7	3%
Total		249	100%

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

Answer		Response	%
Definitely Yes		145	58%
Probably Yes		82	33%
Probably Not		14	6%
Definitely Not		8	3%
Total		249	100%

Attachment 2: Analysis of Student Satisfaction by Demographic Variables

Additional analysis was conducted to determine the level of student satisfaction across several demographic variables.

Gender

2015 Associates Degree Survey Data		Gender:			
		Male		Female	
		N	%	N	%
Overall quality of your academic program	Excellent/Good	66	89.2%	154	87.5%
	Average	6	8.1%	13	7.4%
	Fair/Poor	2	2.7%	9	5.1%
	Total	74	100.0%	176	100.0%
Academic advising	Excellent/Good	66	89.2%	127	72.6%
	Average	1	1.4%	25	14.3%
	Fair/Poor	7	9.5%	23	13.1%
	Total	74	100.0%	175	100.0%
Faculty accessibility	Excellent/Good	62	89.9%	131	76.6%
	Average	4	5.8%	29	17.0%
	Fair/Poor	3	4.3%	11	6.4%
	Total	69	100.0%	171	100.0%
Instruction in major courses	Excellent/Good	62	88.6%	134	77.0%
	Average	7	10.0%	31	17.8%
	Fair/Poor	1	1.4%	9	5.2%
	Total	70	100.0%	174	100.0%
Instruction in general education courses	Excellent/Good	64	86.5%	127	74.7%
	Average	6	8.1%	36	21.2%
	Fair/Poor	4	5.4%	7	4.1%
	Total	74	100.0%	170	100.0%

Faculty's use of technologies to enhance teaching	Excellent/Good	65	89.0%	140	80.9%
	Average	4	5.5%	23	13.3%
	Fair/Poor	4	5.5%	10	5.8%
	Total	73	100.0%	173	100.0%
Course availability in your major	Excellent/Good	63	88.7%	125	72.3%
	Average	5	7.0%	28	16.2%
	Fair/Poor	3	4.2%	20	11.6%
	Total	71	100.0%	173	100.0%
Library	Excellent/Good	45	83.3%	116	76.3%
	Average	2	3.7%	22	14.5%
	Fair/Poor	7	13.0%	14	9.2%
	Total	54	100.0%	152	100.0%
Tutorial support	Excellent/Good	45	83.3%	77	64.7%
	Average	4	7.4%	25	21.0%
	Fair/Poor	5	9.3%	17	14.3%
	Total	54	100.0%	119	100.0%

Ethnicity

2015 Associates Degree Survey Data		African American		American Indian/Alaska Native		Asian		Caucasian		Hawaiian or Other Pacific Islander		Hispanic		Multi-Racial		Race/Ethnicity Unknown	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Overall quality of your academic program	Excellent/Good	97	89.8%	2	100.0%	3	100.0%	107	86.3%	2	100.0%	4	66.7%	2	100.0%	4	100.0%
	Average	8	7.4%	0	0.0%	0	0.0%	9	7.3%	0	0.0%	2	33.3%	0	0.0%	0	0.0%
	Fair/Poor	3	2.8%	0	0.0%	0	0.0%	8	6.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Total	108	100.0%	2	100.0%	3	100.0%	124	100.0%	2	100.0%	6	100.0%	2	100.0%	4	100.0%
Academic advising	Excellent/Good	80	74.1%	2	100.0%	3	100.0%	97	78.9%	2	100.0%	4	66.7%	2	100.0%	3	75.0%
	Average	15	13.9%	0	0.0%	0	0.0%	11	8.9%	0	0.0%	1	16.7%	0	0.0%	0	0.0%
	Fair/Poor	13	12.0%	0	0.0%	0	0.0%	15	12.2%	0	0.0%	1	16.7%	0	0.0%	1	25.0%
	Total	108	100.0%	2	100.0%	3	100.0%	123	100.0%	2	100.0%	6	100.0%	2	100.0%	4	100.0%
Faculty accessibility	Excellent/Good	83	82.2%	2	100.0%	2	66.7%	96	78.7%	2	100.0%	4	66.7%	2	100.0%	3	100.0%
	Average	12	11.9%	0	0.0%	1	33.3%	18	14.8%	0	0.0%	2	33.3%	0	0.0%	0	0.0%
	Fair/Poor	6	5.9%	0	0.0%	0	0.0%	8	6.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Total	101	100.0%	2	100.0%	3	100.0%	122	100.0%	2	100.0%	6	100.0%	2	100.0%	3	100.0%
Instruction in major courses	Excellent/Good	84	80.8%	2	100.0%	3	100.0%	99	81.1%	2	100.0%	3	50.0%	2	100.0%	2	50.0%
	Average	18	17.3%	0	0.0%	0	0.0%	17	13.9%	0	0.0%	2	33.3%	0	0.0%	1	25.0%
	Fair/Poor	2	1.9%	0	0.0%	0	0.0%	6	4.9%	0	0.0%	1	16.7%	0	0.0%	1	25.0%
	Total	104	100.0%	2	100.0%	3	100.0%	122	100.0%	2	100.0%	6	100.0%	2	100.0%	4	100.0%
Instruction in general education courses	Excellent/Good	85	80.2%	2	100.0%	3	100.0%	91	75.8%	2	100.0%	3	50.0%	2	100.0%	3	75.0%
	Average	18	17.0%	0	0.0%	0	0.0%	22	18.3%	0	0.0%	2	33.3%	0	0.0%	1	25.0%
	Fair/Poor	3	2.8%	0	0.0%	0	0.0%	7	5.8%	0	0.0%	1	16.7%	0	0.0%	0	0.0%
	Total	106	100.0%	2	100.0%	3	100.0%	120	100.0%	2	100.0%	6	100.0%	2	100.0%	4	100.0%

Item	Rating	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Faculty's use of technologies to enhance teaching	Excellent/Good	89	84.8%	1	50.0%	3	100.0%	100	81.3%	2	100.0%	4	66.7%	2	100.0%	4	100.0%
	Average	11	10.5%	1	50.0%	0	0.0%	16	13.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Fair/Poor	5	4.8%	0	0.0%	0	0.0%	7	5.7%	0	0.0%	2	33.3%	0	0.0%	0	0.0%
	Total	105	100.0%	2	100.0%	3	100.0%	123	100.0%	2	100.0%	6	100.0%	2	100.0%	4	100.0%
Course availability in your major	Excellent/Good	79	76.0%	2	100.0%	2	66.7%	94	77.0%	2	100.0%	4	66.7%	2	100.0%	4	100.0%
	Average	17	16.3%	0	0.0%	0	0.0%	16	13.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Fair/Poor	8	7.7%	0	0.0%	1	33.3%	12	9.8%	0	0.0%	2	33.3%	0	0.0%	0	0.0%
	Total	104	100.0%	2	100.0%	3	100.0%	122	100.0%	2	100.0%	6	100.0%	2	100.0%	4	100.0%
Library	Excellent/Good	68	73.9%	1	50.0%	2	100.0%	82	81.2%	2	100.0%	3	60.0%	1	100.0%	2	100.0%
	Average	16	17.4%	0	0.0%	0	0.0%	8	7.9%	0	0.0%	1	20.0%	0	0.0%	0	0.0%
	Fair/Poor	8	8.7%	1	50.0%	0	0.0%	11	10.9%	0	0.0%	1	20.0%	0	0.0%	0	0.0%
	Total	92	100.0%	2	100.0%	2	100.0%	101	100.0%	2	100.0%	5	100.0%	1	100.0%	2	100.0%
Tutorial support	Excellent/Good	51	65.4%	0	0.0%	1	100.0%	63	75.9%	2	100.0%	3	60.0%	1	100.0%	1	50.0%
	Average	15	19.2%	0	0.0%	0	0.0%	12	14.5%	0	0.0%	1	20.0%	0	0.0%	1	50.0%
	Fair/Poor	12	15.4%	2	100.0%	0	0.0%	8	9.6%	0	0.0%	1	20.0%	0	0.0%	0	0.0%
	Total	78	100.0%	2	100.0%	1	100.0%	83	100.0%	2	100.0%	5	100.0%	1	100.0%	2	100.0%

Campus

2015 Associates Degree Survey Data		Campus:										
		eTROY		Montgomery Campus		Global Campus		Phenix City Campus		Troy Campus		Dothan Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
Overall quality of your academic program	Excellent/Good	114	91.9%	84	85.7%	8	88.9%	6	85.7%	5	71.4%	3	60.0%
	Average	7	5.6%	9	9.2%	1	11.1%	1	14.3%	1	14.3%	0	0.0%
	Fair/Poor	3	2.4%	5	5.1%	0	0.0%	0	0.0%	1	14.3%	2	40.0%
	Total	124	100.0%	98	100.0%	9	100.0%	7	100.0%	7	100.0%	5	100.0%
Academic advising	Excellent/Good	105	84.7%	72	73.5%	6	75.0%	4	57.1%	4	57.1%	2	40.0%
	Average	11	8.9%	12	12.2%	1	12.5%	1	14.3%	0	0.0%	1	20.0%
	Fair/Poor	8	6.5%	14	14.3%	1	12.5%	2	28.6%	3	42.9%	2	40.0%
	Total	124	100.0%	98	100.0%	8	100.0%	7	100.0%	7	100.0%	5	100.0%
Faculty accessibility	Excellent/Good	97	84.3%	79	80.6%	7	87.5%	4	57.1%	4	57.1%	3	60.0%
	Average	14	12.2%	13	13.3%	1	12.5%	3	42.9%	0	0.0%	1	20.0%
	Fair/Poor	4	3.5%	6	6.1%	0	0.0%	0	0.0%	3	42.9%	1	20.0%
	Total	115	100.0%	98	100.0%	8	100.0%	7	100.0%	7	100.0%	5	100.0%
Instruction in major courses	Excellent/Good	96	81.4%	80	81.6%	8	88.9%	4	57.1%	4	57.1%	4	80.0%
	Average	19	16.1%	13	13.3%	1	11.1%	3	42.9%	2	28.6%	0	0.0%
	Fair/Poor	3	2.5%	5	5.1%	0	0.0%	0	0.0%	1	14.3%	1	20.0%
	Total	118	100.0%	98	100.0%	9	100.0%	7	100.0%	7	100.0%	5	100.0%
Instruction in general education courses	Excellent/Good	99	81.1%	72	76.6%	8	88.9%	4	57.1%	4	57.1%	3	60.0%
	Average	19	15.6%	19	20.2%	1	11.1%	3	42.9%	1	14.3%	0	0.0%
	Fair/Poor	4	3.3%	3	3.2%	0	0.0%	0	0.0%	2	28.6%	2	40.0%
	Total	122	100.0%	94	100.0%	9	100.0%	7	100.0%	7	100.0%	5	100.0%
Faculty's use of technologies to enhance teaching	Excellent/Good	105	86.8%	79	80.6%	8	100.0%	5	71.4%	4	57.1%	3	60.0%
	Average	11	9.1%	13	13.3%	0	0.0%	2	28.6%	2	28.6%	0	0.0%
	Fair/Poor	5	4.1%	6	6.1%	0	0.0%	0	0.0%	1	14.3%	2	40.0%
	Total	121	100.0%	98	100.0%	8	100.0%	7	100.0%	7	100.0%	5	100.0%

Course availability in your major	Excellent/Good	98	82.4%	73	75.3%	6	66.7%	4	57.1%	5	71.4%	2	40.0%
	Average	14	11.8%	13	13.4%	3	33.3%	1	14.3%	1	14.3%	1	20.0%
	Fair/Poor	7	5.9%	11	11.3%	0	0.0%	2	28.6%	1	14.3%	2	40.0%
	Total	119	100.0%	97	100.0%	9	100.0%	7	100.0%	7	100.0%	5	100.0%
Library	Excellent/Good	71	79.8%	71	77.2%	7	87.5%	3	50.0%	4	57.1%	4	100.0%
	Average	11	12.4%	8	8.7%	0	0.0%	3	50.0%	3	42.9%	0	0.0%
	Fair/Poor	7	7.9%	13	14.1%	1	12.5%	0	0.0%	0	0.0%	0	0.0%
	Total	89	100.0%	92	100.0%	8	100.0%	6	100.0%	7	100.0%	4	100.0%
Tutorial support	Excellent/Good	60	72.3%	43	66.2%	8	100.0%	4	57.1%	3	50.0%	3	75.0%
	Average	14	16.9%	11	16.9%	0	0.0%	3	42.9%	1	16.7%	0	0.0%
	Fair/Poor	9	10.8%	11	16.9%	0	0.0%	0	0.0%	2	33.3%	1	25.0%
	Total	83	100.0%	65	100.0%	8	100.0%	7	100.0%	6	100.0%	4	100.0%

Degree Program

2015 Associates Degree Survey Data		Degree Program:							
		Business Administration		Computer Science		General Education		Nursing	
		N	%	N	%	N	%	N	%
Overall quality of your academic program	Excellent/Good	48	81.4%	8	80.0%	80	90.9%	60	88.2%
	Average	9	15.3%	0	0.0%	3	3.4%	6	8.8%
	Fair/Poor	2	3.4%	2	20.0%	5	5.7%	2	2.9%
	Total	59	100.0%	10	100.0%	88	100.0%	68	100.0%
Academic advising	Excellent/Good	41	69.5%	8	80.0%	66	75.9%	54	79.4%
	Average	12	20.3%	0	0.0%	11	12.6%	4	5.9%
	Fair/Poor	6	10.2%	2	20.0%	10	11.5%	10	14.7%
	Total	59	100.0%	10	100.0%	87	100.0%	68	100.0%
Faculty accessibility	Excellent/Good	38	69.1%	8	80.0%	70	81.4%	56	82.4%
	Average	14	25.5%	1	10.0%	10	11.6%	8	11.8%
	Fair/Poor	3	5.5%	1	10.0%	6	7.0%	4	5.9%
	Total	55	100.0%	10	100.0%	86	100.0%	68	100.0%
Instruction in major courses	Excellent/Good	42	72.4%	8	88.9%	69	80.2%	54	79.4%
	Average	14	24.1%	0	0.0%	13	15.1%	11	16.2%
	Fair/Poor	2	3.4%	1	11.1%	4	4.7%	3	4.4%
	Total	58	100.0%	9	100.0%	86	100.0%	68	100.0%
Instruction in general education courses	Excellent/Good	44	75.9%	7	70.0%	69	79.3%	46	71.9%
	Average	11	19.0%	1	10.0%	15	17.2%	16	25.0%
	Fair/Poor	3	5.2%	2	20.0%	3	3.4%	2	3.1%
	Total	58	100.0%	10	100.0%	87	100.0%	64	100.0%
Faculty's use of technologies to enhance teaching	Excellent/Good	44	77.2%	9	90.0%	74	86.0%	53	77.9%
	Average	10	17.5%	0	0.0%	7	8.1%	10	14.7%
	Fair/Poor	3	5.3%	1	10.0%	5	5.8%	5	7.4%
	Total	57	100.0%	10	100.0%	86	100.0%	68	100.0%

Course availability in your major	Excellent/Good	43	75.4%	7	70.0%	63	72.4%	56	83.6%
	Average	9	15.8%	0	0.0%	14	16.1%	6	9.0%
	Fair/Poor	5	8.8%	3	30.0%	10	11.5%	5	7.5%
	Total	57	100.0%	10	100.0%	87	100.0%	67	100.0%
Library	Excellent/Good	33	75.0%	7	100.0%	55	76.4%	48	75.0%
	Average	9	20.5%	0	0.0%	8	11.1%	7	10.9%
	Fair/Poor	2	4.5%	0	0.0%	9	12.5%	9	14.1%
	Total	44	100.0%	7	100.0%	72	100.0%	64	100.0%
Tutorial support	Excellent/Good	25	64.1%	5	71.4%	47	72.3%	29	65.9%
	Average	9	23.1%	1	14.3%	8	12.3%	10	22.7%
	Fair/Poor	5	12.8%	1	14.3%	10	15.4%	5	11.4%
	Total	39	100.0%	7	100.0%	65	100.0%	44	100.0%

Attachment 3: General Comments

Text Response
The English program needs a greater online presence.
i take classes online for a reason, i can't stop working to seat in a classroom all day. Some instructors seems to forget that most of the student online do work all day and can't do homework while they are at work. I understand there is a lot of material to cover since it is only 9 weeks but some times it is too much busy work. I have one instructor that is requiring to post the same discussion board twice. one in black board under class discussion and then you have to email the same post to the instructor to get credit. That is a little too much since the instructor does not want to check the class discussion board. Once the post is done one time that should be enough for that post.
So far I have had an excellent experience and I am happy to be a student here...
Academically the school is a success. But as far as other areas, like cafe area where students can grab a bite to eat without having to leave campus in between classes, the Montgomery campus needs to work on that. Vending machine food is NOT the way to go.
The math classes that are required at Troy seem to be a little more strict than other colleges. I will have to continue my education at another college that doesn't require Business Calculus in the majority of degrees.
Attending Troy has been a rewarding experience, I've traveled all over the world, visit many cultures sitting in a class or through E Troy. I received information from many instructors whom taught in their individual manner to which has caused me to grow and expanded my horizons beyond all that I would have imagined. I was afforded a second chance to complete the degree I started many years ago, so it has been a blessing to be able to attend college and attending Troy made the experience more rewarding. As I look back at the many nights and weekends sacrificed, I have not one complaint about Troy, faculty or even the costs, the education and the experienced I've gained is priceless. I am elated and energized because hard work does eventually pay off. I will pass the gift of learning on to all I come into contact with as Troy will be at the top of my recommendations. I'm thankful to God for second chances, and everyone who had anything to do with my Troy journey. God bless!
Jumping through the hoops for the Financial Aide office is never fun and the bookstore prices are OUTRAGEOUS!
Troy needs to use the end of course surveys to decide whether or not a professor is worth keeping. I have had some of the worst experiences of my educational career at Troy University, and that is due in part to some of these AWFUL educators! Dr. ████████, Ms. █████, Dr. ███████, and about five others that I just can't recall their names, but they are a pathetic excuse for an educator!
My greatest concern is that the eTroy campus instructors are difficult to get support from. I have had some classes where the instructor did not respond to any questions. Some do , some don't and it is difficult to make a good grade if you need help and they do not respond. My wife and I joke about me becoming an online teacher so that I can get paid and do nothing. I know that this is a bad joke and is not directed to those who actually teach. The slackers make the group look bad.
Troy University of Montgomery Campus in general was great. The library hours are awful and I wish they would offer night nursing classes for people to attend instead of all day classes.

It would help students financially if books were given free of charge like some other colleges.
the communication between advisors and students should be better, however it did get better towards the end
Not at all satisfied with having to change Advisers as much as they did. Not at all happy with a complaint that I made concerning my English and the grade I received with very little if not response at all.
There are not a large amount of computer science classes offered online. The program evaluation is misleading; considering, it shows you the classes you have to take, but near the end of your courses several of the classes can't be take without taking several other classes. If it is going to be a prerequisite, then it should be a part of the program
The instructors are not that involved in eTroy. Most classes are done by Cengage or McGraw Hill. This is how it sounds to me... Welcome to my class, log into Cengage and do everything is says and I'll check in with you in a few weeks to see how things are going. There is minimum contact with instructors. Why bother hiring educated instructors with experience if the instructors are not going to share it with students? If Cengage was accredited I would not need Troy for anything. I'm not against using software for teaching, but the instructors have to be personally involved.
You will notice my comments and rating aren't in Troy's favor, and that is because Troy is about money, not students, not education, and definitely not providing value to the students. We are forced to buy new versions of text books constantly, for things that don't change. Not only that but we have to buy "Troy" versions, which are just abbreviated versions of the full texts. Along with that, online courses aren't taught, they are just monitored. We are all sold out to McGraw-Hill or Pearson learning because the teachers in these online classes aren't working them, they just give out instruction and collect their money.   I won't finish my BA at Troy because I don't want to be saddled with the debt that $1000+ online classes put on people. I have spent a lot of money at Troy and I don't feel like I've gotten the value for it. I'm so happy that I can get something in the form of a degree and get the hell out of this school now.
Troy University has made it, for the past couple of years, very easy to navigate the online courses, register for classes, and access the online library.
The experience has been a good one, except for dealing with financial aid. I found my financial advisor to be less than helpful and found that I had to pester this person to get them to help me. Definitely lacking in that area.
I really wish that the scholarships and/or grants were available to more students. I have had an excellent GPA throughout college and I am in several societies for academic success, but I tried to get a scholarship and grant and I was denied. There should be something established for students who have a certain GPA to help with the cost and/or to show them that they are recognized.
My overall view of Troy is certainly not a bad one. I enjoy school as a whole. I did run into some roadblocks along the way, but even that was dealt with, professionally. I do say the overall online system can be improve, some of the instructors are a "lil bit" eccentric, and as mention to me by a Dr. from another online school, the RUBRICS system maybe something that Troy should look into. I do plan to continue my educational experience, with Troy; nothing is perfect, neither are humans, so if you continue as you do with surveys such as this, things improve, so in consistency lies the power...a motto, I use daily.
When I enrolled, I didn't know I would need to take calculus. If I had known I may have chosen a different house.
As a current Student at Troy Montgomery it saddens me the limitations of career choices

provided to me at this particular campus. Student should have a variety of time choices regarding courses and more lectures that meet each particular major. How can we choose a career path when we are so limited. Troy Montgomery does not offered the courses I need and the lack of teachers and courses does not satisfy my learning experience.   However, If Troy Montgomery University starts to offered more traditional classes, variety of schedules and more instructors to teach them, it becomes more beneficial to Troy's students. We need options!   Furthermore, until this changes occur I will take my business to another University...

I attending two other colleges before Troy. If I could do all over again I would have attended Etroy for my first college experience. It has been a breeze from financial aid , transcripts, registering for class ect . it was been an awesome experience. The Etroy format is awesome!!

I honestly regret going to Troy Montgomery. An English teacher couldn't even produce grades or papers that had been turned in from students in class. I emailed an Economics teacher and explained the problems I was having, during class he went over some, but I didn't get my question answered and he left when class was over, I didn't have time to get his attention. Too much talk in his class about beer.   Ended up having to take this class again in the fall 2015. Business Communications - he talked mainly about his book writings. I thought I would literally implode going to his class each time. I feel as if I have WASTED my money and my time.

Free books for military students!

I wish the instructors online would teach the material so that we can understand a little more. We have to read 3 chapters with about 300 hundred pages and then in the second or third week take the test that is a lot of material to learn in a short period of time and you also have another class test to take in that same week with the same amount of material. If we had a study guide to at least let you know what to expect on the test I think more students would probably take more classes online.

More Business courses should be offered at the TROY site in Sumter South Carolina. I would like to experience the classroom at some time while getting my degree.

I really hate that the library is not open like it use to be. the hours are cut short and we have to find other places to find resources for. the library is a second home to me . and i hate the way the hours are now. student are attending less and less because of the complicated hours. I have no other place to go and i hate to drive all the way to AUM to study.

While I understand the cost of education, from past employment experiences with financial aide, I have to admit that the cost of attendance is very high compared to other colleges/universities in the area.

Excellent!

My Comments are mostly on my Financial Aid. I received my financial aid in troy for about two times and all of a sudden i went back to Financial aid office for my financial aid and i was told that i cannot receive financial aid anymore in this school, and i asked why the answer i got was that i had my first degree before, but when i enrolled with troy i was receiving my financial aid. I now asked another question can i be receiving any kind of loan to foot my school fees and they said no. I do not know why it has to go like that. I am still in Troy but i am not happy anymore because the Government gives us this money to pay for our school fees and books but school will not allow us use or lay our hands on the money. Right now i am paying out of my pocket and i am not finding it funny, i am not working atleast to support me.

I attended the main Troy campus immediately following high school and earned a bachelor's degree. Later I enrolled at the Montgomery campus to purse an associates in

nursing.   I loved and enjoyed my time at the main campus as a traditional student. I have also enjoyed my time as a non-traditional student.

I have made several recommendations for student to enroll at Troy University! I think it is a great school and I am enjoying it.

I've changed my degree plan a few years ago to a bachelors. I've spoken with an advisor concerning the change was never implemented on Trojan web express and was instructed that it didn't matter; therefore, I continue my education towards a bachelor. I'm not sure who needs to correct this but would like it to be corrected when I do view my plan on web express. Thank you!

I like study at Troy, the only thing is that our campus (Augusta) doesn't have many in-class classes. Majority of my main classes is online and can be very hard to achieve when I have to work 50-60 hours a week. If I wouldn't have to work, I would have as much stress to communicate to teachers that teaching oline classes.   Thank you or all you do.

N/A

Troy need to have help at the campus in Augusta, Georgia for the student taking on line classes. For students that is struggling with Math or other subjects.

The ASN program at TSUM is the most unorganized chaos I have ever experienced in my life. The majority of faculty at the SON are completely disorganized and the minority work their hardest to try to fail you. I am honestly surprised I made it to this point without failing anything because the staff at the SON could care less about your success as a nurse. Being in nursing school is scary and difficult enough, there should at least be people working there that have a passion for what they do.

I love being apart of Troy University, I've been given so many opportunities with the Nursing Program. I believe if the nursing program had more funding it could potentially further future students academic learning abilities even more.   Thank you. Kim H.

I attend previous school before Troy and a lot of classes I took did not transfer to Troy and the classes where accepted by more prestigious universities. I wanted to disenroll but in order to show my daughter how important it was to stick with it I didn't. I am still considering transferring after Associate because the Business Administration has a lot more course than the ones in my area...ODU, Hampton University, Norfolk State and William and Mary. Everytime I write my Student Advisor she doesn't remember me and I have to refresh her memory but she had just sent an email the day before asking how I 廊 ﹁刀怪 ﹂辨移絤 公⃝儀⃝帀⃝愀 ﹁辨剚 ﹁渼腫 ﹁婍 ２婍公⃝儀⃝帀⃝愀 溫 the military I feel when you need to work issues out and so forth. I had to pay for numerous transcripts and this panel that evaluates transfer credit I think needs to be evaluated because whatever they say its final. They wouldn't give me credit for the exact course I had already had credit for. I had to submit three request. Just not a very good start in my

My overall experience was awesome and that's why I'm continuing my education with Troy. However, I did struggle with some of the work load being a full-time employee and figured out I can not do what a traditional student does. There is a lot of reading and information to retain in a weeks time that a few terms I became an emotional eater from stressing and gained twenty pounds. I hope when I start the next term this fall will be ok if not I will have to look for an affordable school that caters to the working student. Its been a pleasure.

I have enjoyed my time at Troy. I have enjoyed most every one of my instructors with the exception of Ms██████████ in Microbiology lab. I feel like the curriculum is challenging and I am proud to go to clinicals because I feel like Troy has a great reputation. I am proud to tell people where I attend school. I will like for my daughter to attend once she finishes her prerequisites at our local community college.

The reason I wanted to attend Troy University is because Demarcus Ware went to Troy. I was a defensive end and loved the way he played the game. But, he was betrayed by the Cowboys.
I have never felt as though our voices, as students, were heard at any of the other colleges I've attended. Here at Troy, I feel that the students' input really does matter. I am proud to be a part of a place that continually and constantly tries to become the best place it can be! Go Trojans!
After waiting over 40 years and raising five children before attending college, I have enjoyed my educational experience through Troy, even if it had to be mostly online. I really appreciated the faculty and my advisor for helping me achieve my dream of a degree.
The general studies takes entirely too much, too much detail and its need to move faster in order to get into the core/major. Needs to be more simplified and less hours.
I started to dislike Troy when classes were cut to 9 weeks, making the actual learned material of less value. Felt rushed! I came to learn, not just get threw a class.
Troy Augusta campus doesn't have enough classes on campus.
Get your crap together. Mismanaged.
I enjoyed attending troy university. The teacher's were amazing and very helpful.
I am enjoying furthering my education @ Troy!
I'm attending Troy University School of Nursing at the Montgomery Campus. It will be very helpful if more Nursing classes could be available...
Your so called faculty for online courses is atrocious and your administration should be ashamed of themselves for employing people who get paid to do nothing.
Dr. Rodger Morrison has really helped me through the process, as I am an "older" person returning to complete my education.

Total Responses	54

Attachment 4: Survey Instrument

ASSOCIATE'S DEGREE SATISFACTION SURVEY 2015

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

GENERAL INFORMATION

1) Semester of Intended Graduation:

○ Spring 2015
○ Summer 2015
○ Fall 2015
○ Spring 2016
○ Other (please specify) _____

2) Gender:

○ Male
○ Female

3) Ethnicity:

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

4) From which Troy University campus will you graduate?

○ Dothan Campus
○ eTROY
○ Global Campus
○ Montgomery Campus
○ Phenix City Campus
○ Troy Campus

You selected Global Campus, from which site did you file your intent to graduate?

○ Albany, GA
○ Arlington, VA
○ Atlanta, GA
○ Augusta, GA
○ Brunswick, GA
○ Clarksville, TN
○ Columbus, GA
○ Covington, GA
○ Crestview, FL
○ Davis-Monthan AFB, AZ
○ Eglin AFB, FL
○ El Paso, TX
○ Elizabethtown, KY
○ Fort Walton Beach, FL
○ Ft. Lee, VA
○ Ft. Myer, VA
○ Gulfport, MS
○ Harrisburg, PA
○ Hurlburt Field, FL
○ Marianna, FL
○ Oceana NAS, VA
○ Pensacola, FL
○ Rock Hill, SC
○ San Antonio, TX
○ Savannah, GA
○ Sumter, SC
○ Tifton, GA
○ Wallops Island, VA
○ Whiting Field, FL
○ Other

5) In which Associate's Degree Program are you enrolled?

○ Biology
○ Business Administration
○ Computer Science
○ Criminal Justice
○ English
○ General Business

○ History
○ Military Operations
○ Nursing
○ Political Science
○ Psychology
○ Recreation
○ Social Science
○ Sociology
○ Other

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

○ Dually-admitted student
○ Conditionally admitted undergraduate student
○ Unconditionally admitted undergraduate student

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

○ 1-15
○ 16-30
○ More than 30
○ I did not transfer any credit hours.

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

○ Yes
○ No

9) How long have you attended Troy University in pursuit of this Associate's Degree?

○ 1 year
○ 2 years
○ 3 years
○ 4 years
○ 5 years
○ 6 years
○ 7 years
○ 8 years
○ 9 years
○ 10 years
○ More than 10years

10) What is your overall GPA?

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

GRADUATION / EMPLOYMENT PLANS

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

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

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

- ○ A Bachelor's degree
- ○ A Master's degree
- ○ An Education Specialist degree
- ○ A Professional degree
- ○ A Doctoral degree

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

- ○ Yes
- ○ No

14) If you answered "Yes" to Question 13, how many hours do/did you usually work per week?

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

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

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

PERCEPTIONS OF TROY UNIVERSITY

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

	Poor	Fair	Average	Good	Excellent	N/A
Overall quality of your academic program	○	○	○	○	○	○
Academic advising	○	○	○	○	○	○
Faculty accessibility	○	○	○	○	○	○
Instruction in major courses	○	○	○	○	○	○
Instruction in general education courses	○	○	○	○	○	○
Faculty's use of technologies to enhance teaching	○	○	○	○	○	○
Course availability in your major	○	○	○	○	○	○
Library	○	○	○	○	○	○
Tutorial support	○	○	○	○	○	○

OVERALL PERCEPTIONS

17) Please provide your overall ratings of Troy University:

	Poor	Fair	Average	Good	Excellent
How would you rate Troy University's preparation of you for employment?	○	○	○	○	○
How would you rate Troy University's preparation of you for further education?	○	○	○	○	○
What is your overall rating of your college experiences at TROY?	○	○	○	○	○

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

○ Definitely Yes
○ Probably Yes
○ Probably Not
○ Definitely Not

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

○ Definitely Yes
○ Probably Yes
○ Probably Not
○ Definitely Not

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

○ Definitely Yes
○ Probably Yes
○ Probably Not
○ Definitely Not

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

○ Definitely Yes
○ Probably Yes
○ Probably Not
○ Definitely Not

Please type any additional comments you have regarding Troy University below: