

2016 NEW STUDENT SURVEY



Fall 2016

Troy University Office of Institutional
Research, Planning, and Effectiveness

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Troy University Fall 2016 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 spring 2017. This survey was first administered in 2006 and this was the twelfth consecutive year that this survey has been conducted. The purpose of the survey was to identify the satisfaction of the fall 2016 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 2016. On January 19, 2017 the online survey was distributed via email to the group of 4,135 students. After two follow up emails on February 1, 2017 and February 6, 2017, a total of 850 responses were received; representing a 21% response rate. This response rate is an 8% increase over the previous year and is higher than any of the previous 5 years' rates with 13% in 2015, 19% in 2014, 19% in 2013, and 16% in 2012.

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.

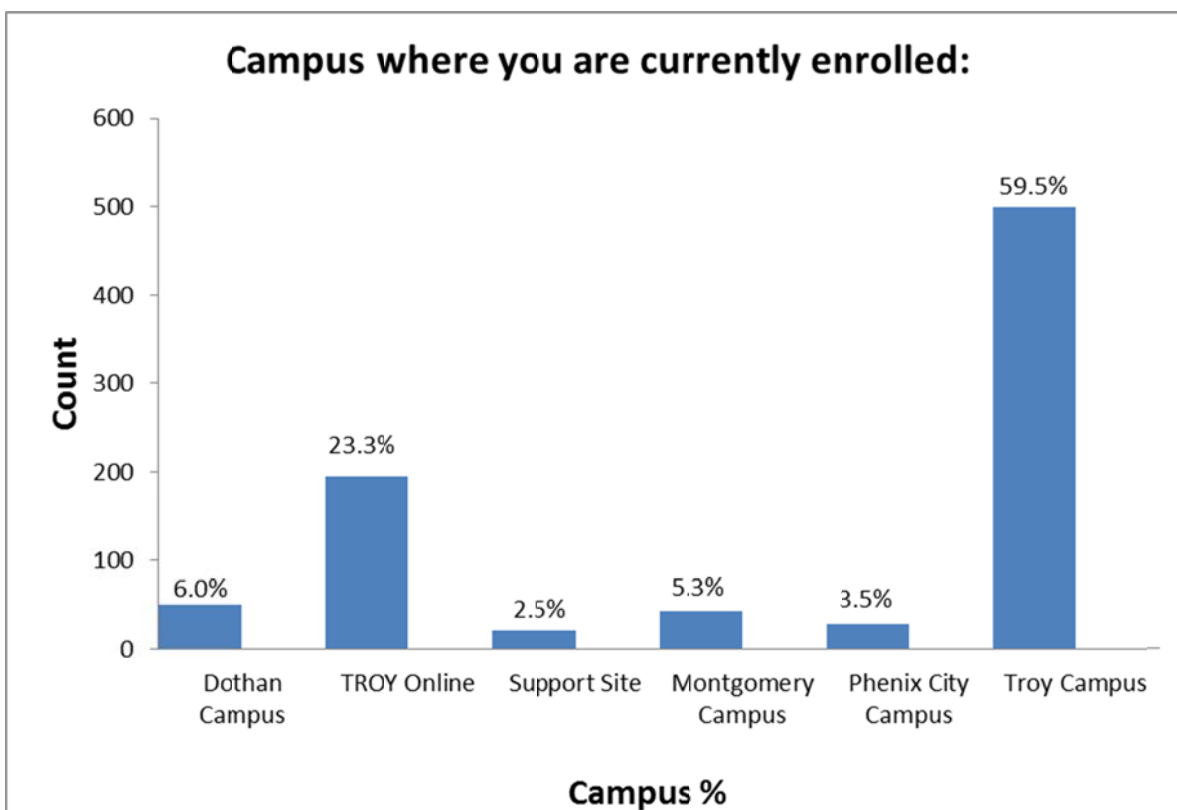
Additionally, the 2016 survey retained questions that were newly added to the 2015 survey. This included a demographic question regarding First Generation status as well as a section of questions related to Student Advising. The 2015 data on these questions provided a baseline from which the 2016 questions can now be assessed.

Highlights of the Findings

Demographic Information:

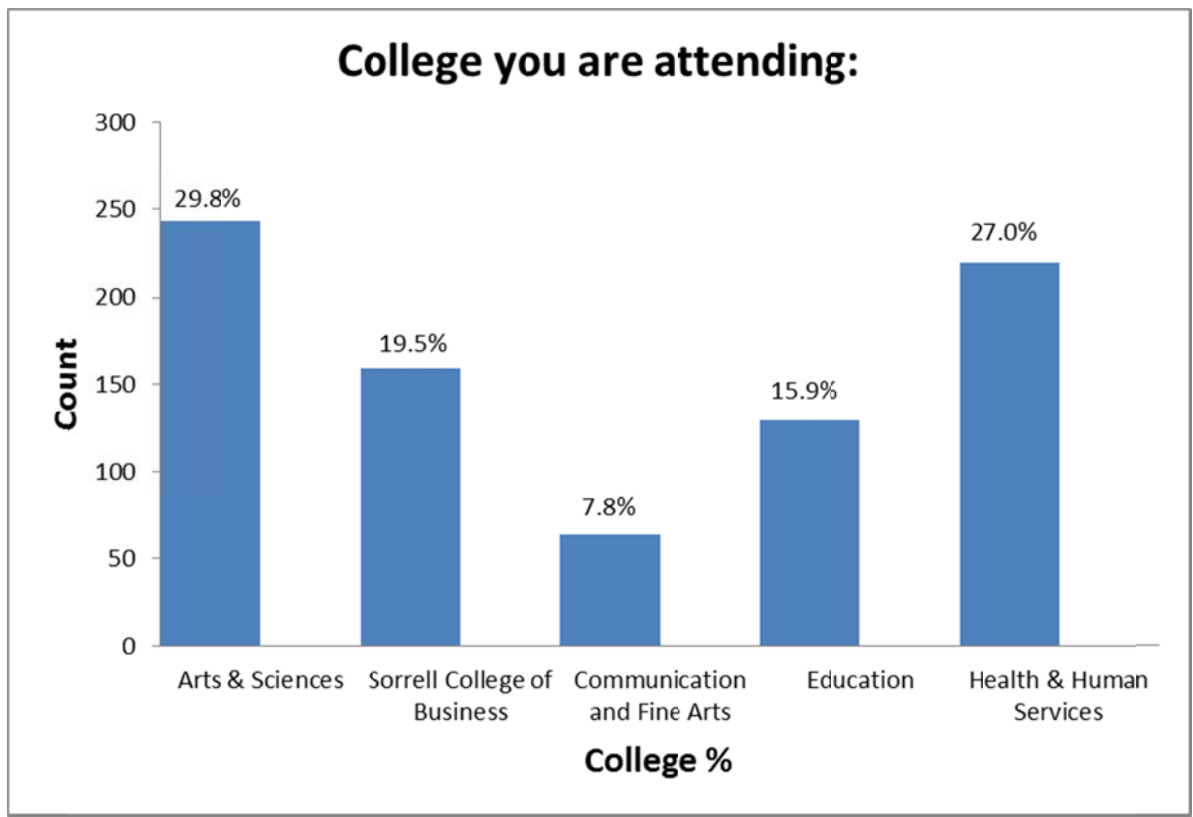
The majority of the respondents were female (69%), white (53%), and traditional-aged (24 years or younger) students (67%). The addition of a new question regarding First Generation status revealed that 52% of the overall student population was first generation students, meaning neither of their parents or guardians have received a baccalaureate degree from a college or university. When looking at first generation status by age group, the traditional age students are 43% first generation while the non-traditional aged students are 69% first generation.

The campus breakouts revealed that the majority (60%) of respondents were from the Troy Campus, followed by TROYOnline students at 23%, then Dothan Campus at 6%, Montgomery Campus at 5%, and lastly Phenix City Campus at 4%. Support Sites were represented by 3%. 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, 80% were undergraduate students (50% first-time freshmen, 28% transfer students, and 1% transient students) and 18% were graduate students (13% new graduate students and 4% transfer students). The remaining students selected “other.”

Overall, 30% were Arts & Sciences students, 27% were Health and Human Services students, 20% were business majors, 16% were College of Education students, and 8% were Communication and Fine Arts students.



College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 62% selected Troy University as first choice when applying for college admission and 27% had Troy University as their second choice. The most common reasons why new students selected Troy University were Location (52%), Affordability (47%), Academic Reputation (42%), and Academic Programs (38%). Other common reasons included size of campus (38%) and Availability of financial aid (35%). A full list of reasons in ranked order is included in the table below. Furthermore, approximately 56% of the respondents had visited one of the Troy campuses before they enrolled at Troy University.

Please select the reasons why you have chosen to attend Troy University.	Count	%
Location	445	52.4%
Affordability	402	47.3%
Academic reputation	356	41.9%
Academic programs	320	37.6%
Size of campus	319	37.5%
Availability of financial aid	295	34.7%
Flexibility of schedule	293	34.5%
Friends' recommendation	199	23.4%
Diversity of student body	178	20.9%
Social atmosphere	162	19.1%
Admission standards	140	16.5%
Alumni recommendation	140	16.5%
Graduates get good jobs	132	15.5%
Parents' recommendation	124	14.6%
Reputation for social activities	73	8.6%
Athletics	58	6.8%
Other (please specify)	58	6.8%
Recommendation of high school counselor	51	6.0%
Performing arts (band, collegiate singers, drama, etc.)	48	5.6%
Rankings in national magazines	47	5.5%
Recommendation of college counselor	29	3.4%

Student Satisfaction - Strengths:

As indicated in Appendix 1, overall, new students were satisfied with their experiences at Troy University. The majority of the students (86.3%) 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 2016, ranked by frequency of agreement, also included: 2. *“TROY personnel are knowledgeable and helpful”* (85.9%), 3. *“I would recommend Troy University to a friend”* (83.6%), 4. *“The semester/term format accommodates my learning”* (83.3%) and 5. *“Faculty care about students as individuals”* (82.5%).

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...”* (49.4%), and the number two item *“I am receiving a quality education at Troy University”* (46.1%). The major areas of strengths for TROY remain in the areas of quality education and

reputation, faculty approachability and care for the students, and the semester/term format.

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 six 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; campus housing meeting expectations when needed; student recreational opportunities and facilities meeting expectations; class information provided prior to enrollment; academic advising is adequate; and sufficient financial aid options available. In particular, 18.9% of the respondents disagreed that “Students seldom get the ‘run around’ when seeking information” (20.8% were neutral; and 60.3% 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 TROYOnline Campuses only; Montgomery ranked this item number 3, while Phenix City ranked it number 9, and Dothan at number 18. 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 (69% vs 31% male), the analyses found that the means for males and females were not significantly

different on the 24 of the 29 items. Although mean differences were not statistically significant on many of the items, they did still exist. Females had higher means than males on 28 of the 29 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 percentages of individuals represented by each of these categories were 31% black, 52% white and 17% other. The 2016 survey highlights 5 areas of statistical significance in the means between ethnicity categories. Black students had higher means than white and other minorities for 15 of 29 items, with three of these differences being statistically significant.

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 26 of the items with the non-traditional students having higher means on each of these significant items. Overall, non-traditional students had higher means all of the 29 items. The top ten items that had statistically significant differences are listed below starting with number one in order of largest mean difference and highest significance level.

1. Students seldom get the “run around” when seeking information.
2. Purchasing textbooks through Troy Virtual BookStore is convenient.
3. Registration dates, times, and procedures were made clear to me prior to enrollment.
4. The tuition payment plan is beneficial for students.
5. Academic advising is adequate.
6. TROY personnel are knowledgeable and helpful.
7. Class information provided prior to enrollment was helpful.
8. Class drop/add procedures are appropriate.
9. I would recommend Troy University to a friend who is planning to go to college.
10. Troy University has a good reputation in my community.

The majority of the students (62%) selected Troy University as their first choice while 38% 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 26 of the 29 items.

Learning about Troy University: When asked how students first learned about TROY, 36% of the new students indicated that they initially learned about Troy University through “Word of Mouth” (Question 13) and 64% learned about the registration dates and times via “Internet” (Question 14). (See Appendix 23)

Best way to advertise Troy University: When asked about advertising to their friends, 45% of the new students thought that the best way was through the “Internet”

while 38% of students indicated “Word of Mouth” was the best way to advertise Troy University (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)

How would you describe TROY to a friend?	Count	%
Convenient	462	54.4%
Friendly	451	53.1%
Good value for the price	391	46.0%
Student-centered	372	43.8%
Helpful	345	40.6%
Caring	322	37.9%
Academically challenging	310	36.5%
Other (please specify)	32	3.8%

New Student Advising:

Several cycles of data over time have showed a decline in student satisfaction with advising services. In order to investigate this area further, there was addition of new advising questions to the 2015 survey followed by a second iteration in the 2016 survey. Detailed results of these questions (18-22) are presented in Appendix 23.

Academic Advisor assignment and contact (Q18-19): When asked about whether an academic advisor was assigned to the student during their first semester at TROY, 85% of students said Yes, they had an assigned advisor, 7% said No, and 9% did not know if they had an assigned advisor. It is important to note here that the percentage of students who responded yes to being assigned an advisor increased 7%, from 78% in 2015 to 85% in 2016. Students were also asked if they had any contact with their advisor during the first semester at TROY, 85% reported contact and 15% reported no contact.

Statements regarding advising (Q20): The survey presented nine statements regarding advising and asked students to rate them on level of agreement. Below is a table listing the statements and the level of agreement for each statement for both the current survey cycle and the previous year. Several items improved from the 2015 survey cycle to the 2016 cycle. The total satisfaction can be seen more clearly when combining Agree and Strongly Agree percentages together. An increase of 7% in overall satisfaction was present for the statement “Overall, I am satisfied with the academic advising provided at Troy University” from 66.4% in 2015 to 73.1% in 2016.

New Student Satisfaction Survey		AY 16-17		AY 15-16	
		Count	%	Count	%
My academic advisor is readily available.	Strongly Agree	250	35.3%	146	30.7%
	Agree	275	38.8%	179	37.6%
	Neither Agree nor Disagree	76	10.7%	84	17.6%
	Disagree	45	6.4%	23	4.8%
	Strongly Disagree	36	5.1%	29	6.1%
	Not Applicable	26	3.7%	15	3.2%
	<i>Total</i>	<i>708</i>	<i>100.0%</i>	<i>476</i>	<i>100.0%</i>
My academic advisor is helpful in scheduling my classes.	Strongly Agree	253	36.1%	161	34.0%
	Agree	249	35.6%	145	30.6%
	Neither Agree nor Disagree	81	11.6%	85	17.9%
	Disagree	49	7.0%	32	6.8%
	Strongly Disagree	36	5.1%	27	5.7%
	Not Applicable	32	4.6%	24	5.1%
	<i>Total</i>	<i>700</i>	<i>100.0%</i>	<i>474</i>	<i>100.0%</i>
My academic advisor is helpful in the registration process.	Strongly Agree	240	34.3%	154	32.6%
	Agree	250	35.8%	151	32.0%
	Neither Agree nor Disagree	85	12.2%	84	17.8%
	Disagree	50	7.2%	33	7.0%
	Strongly Disagree	36	5.2%	26	5.5%
	Not Applicable	38	5.4%	24	5.1%
	<i>Total</i>	<i>699</i>	<i>100.0%</i>	<i>472</i>	<i>100.0%</i>
My advisor provides accurate info about my major and my program requirements.	Strongly Agree	256	36.6%	164	34.7%
	Agree	248	35.5%	152	32.2%
	Neither Agree nor Disagree	88	12.6%	75	15.9%
	Disagree	37	5.3%	28	5.9%
	Strongly Disagree	32	4.6%	28	5.9%
	Not Applicable	38	5.4%	25	5.3%
	<i>Total</i>	<i>699</i>	<i>100.0%</i>	<i>472</i>	<i>100.0%</i>
Consulting with my advisor enables me to better understand my program of study.	Strongly Agree	244	35.0%	150	32.0%
	Agree	245	35.1%	144	30.7%
	Neither Agree nor Disagree	86	12.3%	93	19.8%
	Disagree	47	6.7%	33	7.0%
	Strongly Disagree	31	4.4%	25	5.3%
	Not Applicable	45	6.4%	24	5.1%
	<i>Total</i>	<i>698</i>	<i>100.0%</i>	<i>469</i>	<i>100.0%</i>
My advisor respects his/her students and is interested in them as individuals.	Strongly Agree	262	37.6%	174	37.2%
	Agree	259	37.2%	153	32.7%
	Neither Agree nor Disagree	94	13.5%	78	16.7%
	Disagree	20	2.9%	15	3.2%
	Strongly Disagree	22	3.2%	23	4.9%
	Not Applicable	39	5.6%	25	5.3%
	<i>Total</i>	<i>696</i>	<i>100.0%</i>	<i>468</i>	<i>100.0%</i>

I feel comfortable working with my advisor.	Strongly Agree	262	37.9%	169	36.4%
	Agree	253	36.6%	150	32.3%
	Neither Agree nor Disagree	91	13.2%	73	15.7%
	Disagree	22	3.2%	24	5.2%
	Strongly Disagree	30	4.3%	25	5.4%
	Not Applicable	34	4.9%	23	5.0%
	<i>Total</i>	692	100.0%	464	100.0%
The academic advising process at Troy University adequately meets my needs.	Strongly Agree	231	33.2%	144	30.8%
	Agree	266	38.3%	164	35.0%
	Neither Agree nor Disagree	92	13.2%	83	17.7%
	Disagree	44	6.3%	35	7.5%
	Strongly Disagree	29	4.2%	23	4.9%
	Not Applicable	33	4.7%	19	4.1%
	<i>Total</i>	695	100.0%	468	100.0%
Overall, I am satisfied with the academic advising provided at Troy University.	Strongly Agree	254	36.7%	155	33.2%
	Agree	252	36.4%	155	33.2%
	Neither Agree nor Disagree	75	10.8%	77	16.5%
	Disagree	48	6.9%	34	7.3%
	Strongly Disagree	36	5.2%	29	6.2%
	Not Applicable	27	3.9%	17	3.6%
	<i>Total</i>	692	100.0%	467	100.0%

Preferences for academic advising (Q22): Students were also asked which of type of academic advising option they would like best, 64% prefer face-to-face advising, 20% prefer online, and 13% prefer the phone, 2% prefer a combination of these three options.

Implications

1. Troy University has done a very good job in meeting the needs of new students even though there are a few areas that offer opportunities for improvement.
2. The University might use the following in its recruitment and advancement efforts:
 - a. 86% of new students responded that they were receiving a quality education at Troy University.
 - b. 81% of new students agreed that Troy has a good reputation in their community.
 - c. 84% of the new students indicated that they would recommend Troy to a friend.
 - d. 83% 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 internet and word of mouth. 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 top five main reasons students choose to attend Troy University are location, affordability, academic reputation, academic programs and size of campus. The top three ways students would describe Troy University are convenient, friendly, and good value for the price. 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. When looking at differences in means by category, females score higher than males, blacks higher than whites or other minorities, and non-traditional aged students higher than traditional aged students. The students with the lowest means satisfaction ratings were traditional aged white male students, for this survey those students made up over one-third (37%) of the male student population.

6. Student advising is one area that needs a strategic plan for improvement, only 72% of students strongly agree or agreed that the academic advising process at the university meets their needs and only 73% are satisfied with the overall academic advising provided to them. Upon enrollment, 7% of students surveyed responded that they had not been assigned an academic advisor during their first semester.

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. 2016 New Student Perceptions about Troy University - Overall
Ranked by Frequency of Agreement

Total respondents = 850

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
I am receiving a quality education at Troy University.	1	1	1	2	1	86.3%	7.4%	6.3%	700
TROY personnel are knowledgeable and helpful.	2	3	3	1	3	85.9%	7.1%	7.1%	722
I would recommend Troy University to a friend who is planning to go to college.	3	7	4	5	4	83.6%	8.6%	7.8%	689
The semester/term format at my location accommodates my learning.	4	2	5	3	2	83.3%	10.4%	6.2%	689
Faculty care about students as individuals.	5	6	7	4	8	82.5%	11.5%	6.0%	713
I feel I can talk to faculty about my academic concerns.	6	10	6	7	9	82.5%	9.1%	8.4%	713
The University offers a variety of majors at my location.	7	9	9	10	6	81.9%	10.9%	7.2%	679
Troy University has a good reputation in my community.	8	8	8	9	5	81.4%	12.0%	6.6%	682
Reg. dates, times, and procedures were made clear to me prior to enrollment.	9	11	16	15	14	81.3%	7.5%	11.2%	706
The <i>online</i> Schedule of Classes is informative and easy to follow.	10	5	14	14	20	80.3%	10.5%	9.2%	694
The online registration process is user-friendly.	11	13	21	13	22	80.0%	9.7%	10.3%	699
Classes are offered at convenient times.	12	12	19	16	11	80.0%	10.5%	9.6%	679
The <i>printed</i> Schedule of Classes is informative and easy to follow.	13	4	2	6	7	79.0%	13.9%	7.1%	633
The classes I attend are well organized and well taught.	14	15	12	12	16	77.4%	13.2%	9.4%	702
The bill that I received from the University was easily understood.	15	16	20	19	12	77.0%	13.7%	9.3%	648
Class drop/add procedures are appropriate.	16	14	11	8	10	76.9%	14.0%	9.1%	672
Academic advising is adequate.	17	17	17	11	17	76.8%	11.3%	11.9%	706
Sufficient financial aid options are available.	18	18	13	20	13	76.2%	11.9%	11.9%	681
On-campus bookstore hours are convenient for students.	19	20	18	21	19	74.9%	16.4%	8.7%	598
The on-site registration process is user-friendly.	20	23	23	22	25	74.0%	17.6%	8.4%	584
Student organizations are available for my participation.	21	22	10	17	21	74.0%	17.4%	8.5%	620
Class information provided prior to enrollment was helpful.	22	21	24	24	24	73.0%	15.1%	11.9%	703
I feel that the campus is a safe and secure environment.	23	24	15	18	18	72.3%	18.3%	9.5%	591
The tuition payment plan is beneficial for students.	24	19	22	23	15	70.7%	20.5%	8.8%	614
Purchasing textbooks through TROY Virtual BookStore is convenient.	25	26	27	27	23	70.7%	19.0%	10.3%	622
Tutorial services are sufficient.	26	25	25	25	26	69.5%	23.0%	7.5%	583
Student recreational opportunities and facilities have met my expectations.	27	27	26	26	27	64.9%	21.1%	14.0%	527
Students seldom get the "run around" when seeking information.	28	28	28	28	28	60.3%	20.8%	18.9%	693
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	55.2%	29.3%	15.6%	475

* 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 2012 through Fall 2016

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
I am receiving a quality education at Troy University.	86.3%	89.1%	87.4%	86.7%	89.5%	-3.2%	6.3%	5.1%	4.1%	5.0%	4.3%	2.0%
TROY personnel are knowledgeable and helpful.	85.9%	85.2%	84.9%	87.6%	87.2%	-1.3%	7.1%	7.9%	6.6%	4.6%	7.7%	-0.6%
I would recommend Troy University to a friend who is planning to go to college.	83.6%	82.9%	84.6%	85.2%	87.2%	-3.6%	7.8%	8.6%	8.2%	7.2%	5.8%	2.0%
The semester/term format at my location accommodates my learning.	83.3%	86.2%	84.3%	86.5%	88.5%	-5.2%	6.2%	6.6%	5.1%	4.9%	3.3%	2.9%
Faculty care about students as individuals.	82.5%	83.4%	82.8%	86.0%	83.7%	-1.2%	6.0%	8.0%	5.4%	5.6%	6.6%	-0.6%
I feel I can talk to faculty about my academic concerns.	82.5%	81.8%	83.5%	83.6%	83.0%	-0.5%	8.4%	8.4%	8.0%	6.3%	7.8%	0.6%
The University offers a variety of majors at my location.	81.9%	82.0%	81.2%	81.2%	84.3%	-2.4%	7.2%	8.4%	8.9%	7.8%	7.4%	-0.2%
Troy University has a good reputation in my community.	81.4%	82.1%	81.7%	81.8%	85.8%	-4.4%	6.6%	7.9%	6.2%	5.9%	5.4%	1.2%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	81.3%	81.8%	75.1%	80.1%	78.6%	2.7%	11.2%	10.4%	16.0%	8.6%	10.9%	0.3%
The <i>online</i> Schedule of Classes is informative and easy to follow.	80.3%	83.5%	77.7%	80.3%	74.7%	5.6%	9.2%	6.0%	9.1%	7.6%	9.1%	0.1%
The online registration process is user-friendly.	80.0%	81.4%	72.5%	80.3%	73.6%	6.4%	10.3%	9.4%	12.8%	8.8%	10.4%	-0.1%
Classes are offered at convenient times.	80.0%	81.5%	74.1%	79.6%	80.3%	-0.3%	9.6%	8.4%	13.6%	9.8%	10.1%	-0.5%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	79.0%	83.6%	85.5%	83.8%	83.8%	-4.8%	7.1%	6.1%	5.6%	6.5%	6.4%	0.7%
The classes I attend are well organized and well taught.	77.4%	80.7%	78.1%	80.4%	77.1%	0.3%	9.4%	9.4%	9.9%	9.0%	10.5%	-1.1%
The bill that I received from the University was easily understood.	77.0%	78.9%	73.4%	77.6%	79.6%	-2.6%	9.3%	7.5%	9.5%	8.2%	6.6%	2.7%
Class drop/add procedures are appropriate.	76.9%	81.4%	80.0%	83.0%	80.9%	-4.0%	9.1%	6.7%	6.2%	5.4%	4.4%	4.7%
Academic advising is adequate.	76.8%	77.6%	75.1%	80.5%	76.9%	-0.1%	11.9%	12.4%	10.5%	7.7%	11.0%	0.9%
Sufficient financial aid options are available.	76.2%	75.8%	78.0%	77.3%	79.0%	-2.8%	11.9%	11.9%	9.5%	8.9%	9.2%	2.7%
On-campus bookstore hours are convenient for students.	74.9%	75.4%	74.7%	76.7%	75.9%	-1.0%	8.7%	9.7%	9.8%	8.1%	8.6%	0.1%
Student organizations are available for my participation.	74.0%	73.8%	80.6%	78.7%	74.7%	-0.7%	8.5%	10.6%	5.7%	6.4%	7.6%	0.9%
The on-site registration process is user-friendly.	74.0%	72.9%	70.8%	75.9%	69.6%	4.4%	8.4%	9.5%	8.8%	6.4%	8.7%	-0.3%

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

Five Year Trend from Fall 2012 through Fall 2016

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
Class information provided prior to enrollment was helpful.	73.0%	75.3%	70.2%	70.3%	70.6%	2.4%	11.9%	12.0%	14.9%	12.6%	11.5%	0.4%
I feel that the campus is a safe and secure environment.	72.3%	72.9%	75.4%	78.1%	76.4%	-4.1%	9.5%	12.1%	9.4%	6.9%	5.9%	3.6%
Purchasing textbooks through TROY Virtual BookStore is convenient.	70.7%	71.9%	62.2%	64.2%	73.3%	-2.6%	10.3%	9.7%	12.6%	8.9%	8.1%	2.2%
The tuition payment plan is beneficial for students.	70.7%	75.6%	71.0%	73.4%	77.4%	-6.7%	8.8%	8.5%	9.3%	5.7%	7.3%	1.5%
Tutorial services are sufficient.	69.5%	72.8%	70.1%	69.4%	68.9%	0.6%	7.5%	6.3%	7.9%	6.0%	5.7%	1.8%
Student recreational opportunities and facilities have met my expectations.	64.9%	63.7%	68.5%	67.9%	65.9%	-1.0%	14.0%	14.6%	9.6%	10.1%	8.3%	5.7%
Students seldom get the “run around” when seeking information.	60.3%	59.1%	57.1%	60.9%	57.0%	3.3%	18.9%	23.0%	23.6%	19.8%	22.7%	-3.8%
Campus housing met my expectations upon arriving to campus.	55.2%	56.9%	56.1%	57.6%	52.7%	2.5%	15.6%	12.2%	15.5%	14.7%	13.1%	2.5%

* 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 1A. 2016 New Student Perceptions about Troy University - Overall
 Ranked by Frequency of **Strongly Agree**

Total respondents = 850

	Rankings					Strongly			Strongly			N/A	N
	2016	2015	2014	2013	2012	Agree	Agree	Neutral	Disagree	Disagree			
Academic programs, services, and administration													
I would recommend Troy University to a friend who is planning to go to college.	1	1	1	1	1	49.4%	31.2%	8.3%	2.7%	4.9%	3.6%	715	
I am receiving a quality education at Troy University.	2	2	2	2	2	46.1%	38.6%	7.3%	2.1%	4.1%	1.8%	713	
The University offers a variety of majors at my location.	3	7	9	9	7	42.5%	35.5%	10.4%	2.8%	4.1%	4.8%	713	
Troy University has a good reputation in my community.	4	9	4	5	5	42.3%	35.7%	11.5%	2.0%	4.4%	4.2%	712	
TROY personnel are knowledgeable and helpful.	5	10	6	3	4	41.8%	43.7%	7.0%	2.9%	4.1%	0.4%	725	
Reg. dates, times, and procedures were made clear to me prior to enrollment.	6	6	8	8	10	41.4%	38.6%	7.4%	5.7%	5.3%	1.5%	717	
The online registration process is user-friendly.	7	8	18	12	16	41.4%	36.8%	9.5%	5.5%	4.6%	2.2%	715	
Faculty care about students as individuals.	8	4	5	6	6	41.1%	40.5%	11.4%	1.8%	4.2%	1.1%	721	
I feel I can talk to faculty about my academic concerns.	9	3	3	4	3	40.8%	40.5%	9.0%	3.5%	4.8%	1.4%	723	
The <i>online</i> Schedule of Classes is informative and easy to follow.	10	13	15	13	19	39.7%	38.2%	10.2%	4.5%	4.5%	2.9%	715	
The semester/term format at my location accommodates my learning.	11	5	7	7	8	39.0%	41.6%	10.1%	2.0%	4.1%	3.2%	712	
Classes are offered at convenient times.	12	11	19	15	14	38.4%	37.7%	9.9%	4.8%	4.3%	4.9%	714	
Sufficient financial aid options are available.	13	12	13	16	9	37.3%	34.9%	11.3%	6.4%	4.9%	5.3%	719	
The classes I attend are well organized and well taught	14	16	11	11	11	36.4%	39.6%	13.0%	5.3%	3.9%	1.7%	714	
Academic advising is adequate.	15	17	12	14	12	35.9%	39.5%	11.1%	6.5%	5.1%	1.8%	719	
The <i>printed</i> Schedule of Classes is informative and easy to follow.	16	15	10	10	15	35.8%	34.4%	12.3%	2.4%	3.9%	11.2%	713	
Class drop/add procedures are appropriate.	17	21	16	17	17	34.6%	37.6%	13.1%	4.3%	4.2%	6.1%	716	
The bill that I received from the University was easily understood.	18	14	17	18	18	34.0%	35.8%	12.4%	4.2%	4.2%	9.4%	715	
Class information provided prior to enrollment was helpful.	19	18	20	22	20	33.7%	37.7%	14.8%	6.1%	5.6%	2.1%	718	
Student organizations are available for my participation.	20	22	14	20	23	33.1%	31.5%	15.2%	2.8%	4.6%	12.8%	711	

Appendix 1A. 2016 New Student Perceptions about Troy University - Overall
 Ranked by Frequency of **Strongly Agree**

Total respondents = 850

Academic programs, services, and administration	Rankings					Strongly					Strongly		
	2016	2015	2014	2013	2012	Agree	Agree	Neutral	Disagree	Disagree	N/A	N	
Purchasing textbooks through TROY Virtual BookStore is convenient.	21	20	25	26	22	30.7%	31.2%	16.6%	3.8%	5.2%	12.5%	711	
The on-site registration process is user-friendly.	22	24	23	23	25	30.6%	30.1%	14.5%	2.4%	4.5%	18.0%	712	
The tuition payment plan is beneficial for students.	23	19	22	21	13	29.5%	30.9%	17.5%	2.1%	5.4%	14.6%	719	
I feel that the campus is a safe and secure environment.	24	26	21	19	21	29.2%	30.5%	15.1%	3.5%	4.3%	17.3%	715	
On-campus bookstore hours are convenient for students.	25	23	24	24	24	27.9%	35.2%	13.8%	3.1%	4.2%	15.8%	710	
Students seldom get the “run around” when seeking information.	26	27	27	27	27	26.9%	31.6%	20.1%	9.8%	8.5%	3.1%	715	
Tutorial services are sufficient.	27	25	26	25	26	25.9%	30.9%	18.8%	2.2%	3.9%	18.2%	713	
Student recreational opportunities and facilities have met my expectations.	28	28	28	28	28	20.8%	27.2%	15.6%	5.0%	5.3%	26.1%	713	
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	17.2%	19.7%	19.5%	4.8%	5.6%	33.2%	711	

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

Total respondents = 50

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
I feel that the campus is a safe and secure environment.	1	3	5	1	3	90.9%	4.5%	4.5%	44
The online registration process is user-friendly.	2	23	19	9	26	88.4%	2.3%	9.3%	43
Troy University has a good reputation in my community.	3	14	16	3	7	87.0%	8.7%	4.3%	46
The on-site registration process is user-friendly.	4	12	14	8	22	86.0%	9.3%	4.7%	43
Reg. dates, times, and procedures were made clear to me prior to enrollment.	5	21	17	20	10	84.8%	6.5%	8.7%	46
The <i>online</i> Schedule of Classes is informative and easy to follow.	6	8	10	11	20	84.4%	8.9%	6.7%	45
Class drop/add procedures are appropriate.	7	4	9	12	16	84.1%	11.4%	4.5%	44
TROY personnel are knowledgeable and helpful.	8	11	1	2	1	83.0%	10.6%	6.4%	47
I feel I can talk to faculty about my academic concerns.	9	7	2	14	2	82.6%	6.5%	10.9%	46
I would recommend Troy University to a friend who is planning to go to college.	10	15	13	15	11	82.2%	13.3%	4.4%	45
The <i>printed</i> Schedule of Classes is informative and easy to follow.	11	1	6	4	6	81.0%	14.3%	4.8%	42
Faculty care about students as individuals.	12	16	3	5	4	80.9%	12.8%	6.4%	47
Academic advising is adequate.	13	13	8	17	14	79.5%	6.8%	13.6%	44
On-campus bookstore hours are convenient for students.	14	9	7	6	19	78.6%	14.3%	7.1%	42
The semester/term format at my location accommodates my learning.	15	10	12	16	9	77.8%	6.7%	15.6%	45
The University offers a variety of majors at my location.	16	24	24	23	17	76.1%	8.7%	15.2%	46
The bill that I received from the University was easily understood.	17	5	15	18	13	75.6%	14.6%	9.8%	41
I am receiving a quality education at Troy University.	18	2	4	7	8	75.6%	15.6%	8.9%	45
Class information provided prior to enrollment was helpful.	19	18	25	22	15	73.9%	13.0%	13.0%	46
The classes I attend are well organized and well taught.	20	6	18	10	5	73.3%	15.6%	11.1%	45
Student recreational opportunities and facilities have met my expectations.	21	25	26	24	27	72.4%	20.7%	6.9%	29
Sufficient financial aid options are available.	22	26	11	21	12	72.1%	11.6%	16.3%	43
The tuition payment plan is beneficial for students.	23	22	21	13	18	70.3%	18.9%	10.8%	37
Classes are offered at convenient times.	24	28	27	25	21	70.2%	14.9%	14.9%	47
Tutorial services are sufficient.	25	17	20	28	25	65.8%	28.9%	5.3%	38
Students seldom get the "run around" when seeking information.	26	27	28	27	28	63.6%	15.9%	20.5%	44
Purchasing textbooks through TROY Virtual BookStore is convenient.	27	20	23	26	23	63.2%	26.3%	10.5%	38
Student organizations are available for my participation.	28	19	22	19	24	60.0%	31.1%	8.9%	45
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	41.7%	45.8%	12.5%	24

* 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 2012 through Fall 2016

Total respondents = 50

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
I feel that the campus is a safe and secure environment.	90.9%	97.0%	89.5%	95.7%	92.5%	-1.6%	4.5%	3.0%	5.3%	0.0%	0.0%	4.5%
The online registration process is user-friendly.	88.4%	81.3%	79.4%	87.5%	61.3%	27.1%	9.3%	12.5%	8.8%	5.0%	3.2%	6.1%
Troy University has a good reputation in my community.	87.0%	87.9%	80.5%	93.6%	90.0%	-3.0%	4.3%	6.1%	7.3%	2.1%	2.5%	1.8%
The on-site registration process is user-friendly.	86.0%	89.7%	82.4%	87.8%	68.4%	17.6%	4.7%	3.4%	8.8%	7.3%	7.9%	-3.2%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	84.8%	84.8%	80.0%	78.7%	87.5%	-2.7%	8.7%	9.1%	12.5%	10.6%	5.0%	3.7%
The <i>online</i> Schedule of Classes is informative and easy to follow.	84.4%	93.8%	84.2%	86.4%	72.2%	12.2%	6.7%	3.1%	7.9%	0.0%	5.6%	1.1%
Class drop/add procedures are appropriate.	84.1%	96.6%	85.3%	86.4%	75.0%	9.1%	4.5%	0.0%	2.9%	4.5%	2.8%	1.7%
TROY personnel are knowledgeable and helpful.	83.0%	90.6%	92.7%	93.6%	95.1%	-12.1%	6.4%	6.3%	7.3%	0.0%	2.4%	4.0%
I feel I can talk to faculty about my academic concerns.	82.6%	93.8%	92.5%	85.1%	92.7%	-10.1%	10.9%	0.0%	5.0%	2.1%	0.0%	10.9%
I would recommend Troy University to a friend who is planning to go to college.	82.2%	87.9%	82.5%	85.1%	87.5%	-5.3%	4.4%	6.1%	7.5%	4.3%	2.5%	1.9%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	81.0%	100%	89.2%	91.3%	90.0%	-9.0%	4.8%	0.0%	8.1%	0.0%	5.0%	-0.2%
Faculty care about students as individuals.	80.9%	87.5%	90.0%	89.4%	90.2%	-9.3%	6.4%	6.3%	2.5%	2.1%	2.4%	4.0%
Academic advising is adequate.	79.5%	87.9%	87.5%	84.4%	80.5%	-1.0%	13.6%	6.1%	2.5%	4.4%	7.3%	6.3%
On-campus bookstore hours are convenient for students.	78.6%	93.5%	87.8%	89.1%	72.5%	6.1%	7.1%	3.2%	4.9%	0.0%	17.5%	-10.4%
The semester/term format at my location accommodates my learning.	77.8%	90.9%	82.5%	84.8%	87.8%	-10.0%	15.6%	6.1%	10.0%	2.2%	0.0%	15.6%
The University offers a variety of majors at my location.	76.1%	80.6%	70.0%	76.1%	75.0%	1.1%	15.2%	9.7%	12.5%	4.3%	10.0%	5.2%
The bill that I received from the University was easily understood.	75.6%	96.2%	81.1%	83.3%	80.6%	-5.0%	9.8%	3.8%	5.4%	4.8%	5.6%	4.2%
I am receiving a quality education at Troy University.	75.6%	97.0%	90.0%	89.1%	90.0%	-14.4%	8.9%	0.0%	2.5%	0.0%	0.0%	8.9%

Class information provided prior to enrollment was helpful.	73.9%	87.1%	69.2%	76.6%	80.5%	-6.6%	13.0%	9.7%	12.8%	12.8%	7.3%	5.7%
The classes I attend are well organized and well taught.	73.3%	93.9%	80.0%	86.7%	90.2%	-16.9%	11.1%	0.0%	5.0%	2.2%	0.0%	11.1%
Student recreational opportunities and facilities have met my expectations.	72.4%	78.9%	68.0%	74.3%	58.1%	14.3%	6.9%	5.3%	16.0%	2.9%	3.2%	3.7%
Sufficient financial aid options are available.	72.1%	71.9%	82.9%	78.3%	84.6%	-12.5%	16.3%	18.8%	5.7%	6.5%	5.1%	11.2%
The tuition payment plan is beneficial for students.	70.3%	81.5%	78.8%	85.4%	74.3%	-4.0%	10.8%	3.7%	3.0%	2.4%	5.7%	5.1%
Classes are offered at convenient times.	70.2%	60.6%	65.0%	73.9%	70.7%	-0.5%	14.9%	21.2%	22.5%	19.6%	14.6%	0.3%
Tutorial services are sufficient.	65.8%	87.5%	79.4%	61.1%	62.1%	3.7%	5.3%	4.2%	8.8%	5.6%	0.0%	5.3%
Students seldom get the “run around” when seeking information.	63.6%	66.7%	64.1%	61.7%	46.3%	17.3%	20.5%	24.2%	18.0%	25.5%	26.8%	-6.3%
Purchasing textbooks through TROY Virtual BookStore is convenient.	63.2%	85.7%	74.1%	65.7%	63.6%	-0.4%	10.5%	7.1%	3.7%	0.0%	6.1%	4.4%
Student organizations are available for my participation.	60.0%	86.2%	77.1%	79.5%	63.4%	-3.4%	8.9%	13.8%	11.4%	0.0%	4.9%	4.0%
Campus housing met my expectations upon arriving to campus.	41.7%	53.8%	35.7%	56.0%	41.2%	0.5%	12.5%	15.4%	7.1%	4.0%	0.0%	12.5%

* 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 3. New Student Perceptions about Troy University - Montgomery

Ranked by Agreement Level

Total respondents = 44

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
Purchasing textbooks through TROY Virtual BookStore is convenient.	1	24	28	24	24	91.2%	5.9%	2.9%	34
Troy University has a good reputation in my community.	2	14	8	6	1	89.7%	0.0%	10.3%	39
I am receiving a quality education at Troy University.	3	6	1	2	3	87%	5.1%	7.7%	39
Class drop/add procedures are appropriate.	4	20	5	9	20	85.7%	5.7%	8.6%	35
I feel I can talk to faculty about my academic concerns.	5	8	14	5	17	85.0%	2.5%	12.5%	40
The <i>printed</i> Schedule of Classes is informative and easy to follow.	6	1	3	3	5	85%	7.5%	7.5%	40
On-campus bookstore hours are convenient for students.	7	16	26	11	18	84.6%	7.7%	7.7%	39
The online registration process is user-friendly.	8	12	13	16	21	84.2%	5.3%	10.5%	38
Sufficient financial aid options are available.	9	27	18	17	8	84.2%	2.6%	13.2%	38
The <i>online</i> Schedule of Classes is informative and easy to follow.	10	7	4	19	15	83.8%	2.7%	13.5%	37
TROY personnel are knowledgeable and helpful.	11	2	2	12	16	83%	4.9%	12.2%	41
I feel that the campus is a safe and secure environment.	12	3	10	1	12	82.5%	7.5%	10.0%	40
The University offers a variety of majors at my location.	13	13	11	23	11	82.5%	5.0%	12.5%	40
The bill that I received from the University was easily understood.	14	26	20	15	6	82.4%	2.9%	14.7%	34
I would recommend Troy University to a friend who is planning to go to college.	15	21	12	4	2	82.1%	5.1%	12.8%	39
Faculty care about students as individuals.	16	4	17	8	13	82.1%	10.3%	7.7%	39
The classes I attend are well organized and well taught.	17	5	9	10	19	81.6%	7.9%	10.5%	38
Classes are offered at convenient times.	18	15	24	18	9	81.6%	5.3%	13.2%	38
The semester/term format at my location accommodates my learning.	19	17	7	7	10	81.1%	8.1%	10.8%	37
Reg. dates, times, and procedures were made clear to me prior to enrollment.	20	10	6	13	14	80.0%	0.0%	20.0%	40
The on-site registration process is user-friendly.	21	19	15	14	23	77.8%	13.9%	8.3%	36
Academic advising is adequate.	22	9	21	20	22	77.5%	7.5%	15.0%	40
Class information provided prior to enrollment was helpful.	23	11	23	21	7	75.6%	7.3%	17.1%	41
The tuition payment plan is beneficial for students.	24	18	22	27	4	71.9%	15.6%	12.5%	32
Tutorial services are sufficient.	25	23	25	28	26	67.6%	20.6%	11.8%	34
Students seldom get the "run around" when seeking information.	26	25	19	25	28	65.9%	19.5%	14.6%	41
Student recreational opportunities and facilities have met my expectations.	27	28	27	26	27	64.5%	19.4%	16.1%	31
Campus housing met my expectations upon arriving to campus.	28	29	29	29	29	60.9%	30.4%	8.7%	23
Student organizations are available for my participation.	29	22	16	22	25	57.9%	28.9%	13.2%	38

* 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 2012 through Fall 2016

Total respondents = 44

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
Purchasing textbooks through TROY Virtual BookStore is convenient.	91.2%	72.0%	52.6%	69.0%	70.0%	21.2%	2.9%	12.0%	10.5%	0.0%	4.0%	-1.1%
Troy University has a good reputation in my community.	89.7%	82.1%	90.0%	89.2%	96.6%	-6.9%	10.3%	7.1%	0.0%	2.7%	1.7%	8.6%
I am receiving a quality education at Troy University.	87.2%	86.7%	100%	94.7%	91.5%	-4.3%	7.7%	10.0%	0.0%	0.0%	3.4%	4.3%
Class drop/add procedures are appropriate.	85.7%	76.9%	94.7%	87.2%	79.6%	6.1%	8.6%	7.7%	0.0%	0.0%	1.9%	6.7%
I feel I can talk to faculty about my academic concerns.	85.0%	83.3%	80.0%	89.7%	81.7%	3.3%	12.5%	6.7%	10.0%	2.6%	6.7%	5.8%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	85.0%	93.1%	100%	92.3%	87.5%	-2.5%	7.5%	6.9%	0.0%	2.6%	0.0%	7.5%
On-campus bookstore hours are convenient for students.	84.6%	79.3%	58.8%	86.1%	80.8%	3.8%	7.7%	6.9%	11.8%	5.6%	0.0%	7.7%
Sufficient financial aid options are available.	84.2%	69.0%	75.0%	81.1%	86.2%	-2.0%	13.2%	17.2%	15.0%	2.7%	3.4%	9.8%
The online registration process is user-friendly.	84.2%	82.8%	84.2%	81.6%	77.8%	6.4%	10.5%	10.3%	5.3%	5.3%	9.3%	1.2%
The <i>online</i> Schedule of Classes is informative and easy to follow.	83.8%	85.7%	94.7%	79.5%	82.1%	1.7%	13.5%	7.1%	0.0%	2.6%	3.6%	9.9%
TROY personnel are knowledgeable and helpful.	82.9%	90.0%	100%	84.6%	81.7%	1.2%	12.2%	6.7%	0.0%	2.6%	6.7%	5.5%
The University offers a variety of majors at my location.	82.5%	82.8%	85.0%	73.0%	85.7%	-3.2%	12.5%	10.3%	15.0%	16.2%	7.1%	5.4%
I feel that the campus is a safe and secure environment.	82.5%	89.7%	89.5%	97.4%	85.7%	-3.2%	10.0%	6.9%	5.3%	0.0%	1.8%	8.2%
The bill that I received from the University was easily understood.	82.4%	70.4%	75.0%	82.4%	87.5%	-5.1%	14.7%	7.4%	5.0%	2.9%	3.6%	11.1%
Faculty care about students as individuals.	82.1%	86.7%	76.2%	87.2%	85.0%	-2.9%	7.7%	10.0%	9.5%	2.6%	6.7%	1.0%
I would recommend Troy University to a friend who is planning to go to college.	82.1%	76.7%	85.0%	92.3%	93.1%	-11.0%	12.8%	13.3%	0.0%	2.6%	3.4%	9.4%
Classes are offered at convenient times.	81.6%	80.0%	68.4%	81.1%	86.0%	-4.4%	13.2%	16.7%	15.8%	5.4%	12.3%	0.9%
The classes I attend are well organized and well taught.	81.6%	86.7%	89.5%	86.5%	80.7%	0.9%	10.5%	13.3%	5.3%	5.4%	12.3%	-1.8%

The semester/term format at my location accommodates my learning.	81.1%	79.3%	90.0%	89.2%	86.0%	-4.9%	10.8%	10.3%	5.0%	2.7%	1.8%	9.0%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	80.0%	83.3%	90.0%	84.2%	83.1%	-3.1%	20.0%	10.0%	10.0%	10.5%	5.1%	14.9%
The on-site registration process is user-friendly.	77.8%	78.6%	79.0%	82.9%	72.7%	5.1%	8.3%	7.1%	5.3%	0.0%	9.1%	-0.8%
Academic advising is adequate.	77.5%	83.3%	73.7%	78.9%	77.2%	0.3%	15.0%	6.7%	15.8%	2.6%	10.5%	4.5%
Class information provided prior to enrollment was helpful.	75.6%	82.8%	70.0%	75.7%	86.7%	-11.1%	17.1%	10.3%	10.0%	2.7%	5.0%	12.1%
The tuition payment plan is beneficial for students.	71.9%	79.2%	73.7%	64.7%	87.7%	-15.8%	12.5%	16.7%	10.5%	0.0%	0.0%	12.5%
Tutorial services are sufficient.	67.6%	74.1%	64.7%	58.1%	64.0%	3.6%	11.8%	11.1%	5.9%	3.2%	4.0%	7.8%
Students seldom get the “run around” when seeking information.	65.9%	71.4%	75.0%	68.4%	57.9%	8.0%	14.6%	25.0%	5.0%	15.8%	24.6%	-10.0%
Student recreational opportunities and facilities have met my expectations.	64.5%	61.9%	53.3%	66.7%	59.1%	5.4%	16.1%	9.5%	13.3%	7.4%	4.5%	11.6%
Campus housing met my expectations upon arriving to campus.	60.9%	52.9%	45.5%	39.1%	48.6%	12.3%	8.7%	17.6%	0.0%	8.7%	0.0%	8.7%
Student organizations are available for my participation.	57.9%	75.0%	77.8%	73.3%	66.7%	-8.8%	13.2%	12.5%	0.0%	3.3%	7.8%	5.4%

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

Ranked by Agreement Level

Total respondents = 29

	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
Academic programs, services, and administration									
Reg. dates, times, and procedures were made clear to me prior to enrollment.	1	7	26	18	14	96.2%	0.0%	3.8%	26
Class drop/add procedures are appropriate.	2	22	17	17	16	96.0%	0.0%	4.0%	25
Sufficient financial aid options are available.	3	4	16	16	17	96.0%	0.0%	4.0%	25
The on-site registration process is user-friendly.	4	21	14	15	24	95.8%	0.0%	4.2%	24
I would recommend Troy University to a friend who is planning to go to college.	5	18	4	13	3	92.6%	3.7%	3.7%	27
Faculty care about students as individuals.	6	15	19	9	5	88.9%	3.7%	7.4%	27
The <i>printed</i> Schedule of Classes is informative and easy to follow.	7	5	23	1	12	87.5%	8.3%	4.2%	24
Purchasing textbooks through TROY Virtual BookStore is convenient.	8	20	25	23	19	85.7%	14.3%	0.0%	21
I am receiving a quality education at Troy University.	9	9	13	6	2	85.2%	11.1%	3.7%	27
I feel I can talk to faculty about my academic concerns.	10	16	11	7	6	85.2%	7.4%	7.4%	27
TROY personnel are knowledgeable and helpful.	11	14	1	5	4	85.2%	7.4%	7.4%	27
Troy University has a good reputation in my community.	12	2	3	4	7	84.6%	11.5%	3.8%	26
The online registration process is user-friendly.	13	1	18	19	22	84.6%	3.8%	11.5%	26
I feel that the campus is a safe and secure environment.	14	17	8	3	10	84.6%	7.7%	7.7%	26
The bill that I received from the University was easily understood.	15	6	7	12	11	83.3%	8.3%	8.3%	24
Students seldom get the "run around" when seeking information.	16	28	22	22	25	81.5%	11.1%	7.4%	27
The classes I attend are well organized and well taught.	17	8	20	14	9	81.5%	11.1%	7.4%	27
The semester/term format at my location accommodates my learning.	18	3	2	8	1	81.5%	3.7%	14.8%	27
The University offers a variety of majors at my location.	19	11	15	27	15	80.8%	11.5%	7.7%	26
The tuition payment plan is beneficial for students.	20	13	24	25	18	78.9%	15.8%	5.3%	19
Student organizations are available for my participation.	21	19	21	24	27	78.3%	13.0%	8.7%	23
On-campus bookstore hours are convenient for students.	22	25	9	20	23	77.3%	22.7%	0.0%	22
Academic advising is adequate.	23	24	12	10	8	76.9%	7.7%	15.4%	26
Classes are offered at convenient times.	24	12	6	11	20	74.1%	14.8%	11.1%	27
Tutorial services are sufficient.	25	23	10	26	21	73.7%	21.1%	5.3%	19
Class information provided prior to enrollment was helpful.	26	26	5	21	13	70.4%	18.5%	11.1%	27
The <i>online</i> Schedule of Classes is informative and easy to follow.	27	10	27	2	29	66.7%	18.5%	14.8%	27
Campus housing met my expectations upon arriving to campus.	28	29	28	29	26	63.6%	36.4%	0.0%	11
Student recreational opportunities and facilities have met my expectations.	29	27	29	28	28	56.3%	37.5%	6.3%	16

* 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 2012 through Fall 2016

Total respondents = 29

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
Reg. dates, times, and procedures were made clear to me prior to enrollment.	96.2%	88.0%	71.4%	76.5%	77.8%	18.4%	3.8%	4.0%	14.3%	5.9%	11.1%	-7.3%
Sufficient financial aid options are available.	96.0%	91.7%	83.3%	81.3%	74.1%	21.9%	4.0%	8.3%	16.7%	6.3%	18.5%	-14.5%
Class drop/add procedures are appropriate.	96.0%	77.3%	83.3%	78.6%	75.0%	21.0%	4.0%	0.0%	0.0%	0.0%	12.5%	-8.5%
The on-site registration process is user-friendly.	95.8%	77.3%	84.6%	82.4%	65.4%	30.4%	4.2%	4.5%	7.7%	5.9%	19.2%	-15.0%
I would recommend Troy University to a friend who is planning to go to college.	92.6%	78.3%	92.9%	82.4%	88.5%	4.1%	3.7%	13.0%	7.1%	11.8%	7.7%	-4.0%
Faculty care about students as individuals.	88.9%	80.8%	78.6%	88.2%	85.2%	3.7%	7.4%	3.8%	14.3%	0.0%	11.1%	-3.7%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	87.5%	90.9%	76.9%	100.0%	80.0%	7.5%	4.2%	0.0%	0.0%	0.0%	16.0%	-11.8%
Purchasing textbooks through TROY Virtual BookStore is convenient.	85.7%	78.3%	75.0%	61.5%	73.3%	12.4%	0.0%	4.3%	0.0%	0.0%	26.7%	-26.7%
TROY personnel are knowledgeable and helpful.	85.2%	80.8%	92.9%	94.1%	85.2%	0.0%	7.4%	19.2%	0.0%	0.0%	14.8%	-7.4%
I feel I can talk to faculty about my academic concerns.	85.2%	80.8%	85.7%	88.2%	85.2%	0.0%	7.4%	7.7%	14.3%	5.9%	14.8%	-7.4%
I am receiving a quality education at Troy University.	85.2%	87.5%	85.7%	88.2%	88.5%	-3.3%	3.7%	0.0%	7.1%	5.9%	3.8%	-0.1%
The online registration process is user-friendly.	84.6%	91.7%	80.0%	76.5%	70.8%	13.8%	11.5%	0.0%	0.0%	17.6%	16.7%	-5.2%
Troy University has a good reputation in my community.	84.6%	91.7%	92.9%	94.1%	84.6%	0.0%	3.8%	0.0%	0.0%	0.0%	3.8%	0.0%
I feel that the campus is a safe and secure environment.	84.6%	79.2%	92.3%	94.1%	83.3%	1.3%	7.7%	4.2%	7.7%	0.0%	12.5%	-4.8%
The bill that I received from the University was easily understood.	83.3%	88.9%	92.3%	84.6%	82.6%	0.7%	8.3%	0.0%	0.0%	7.7%	8.7%	-0.4%
Students seldom get the “run around” when seeking information.	81.5%	52.0%	76.9%	68.8%	64.0%	17.5%	7.4%	28.0%	0.0%	6.3%	16.0%	-8.6%
The classes I attend are well organized and well taught.	81.5%	87.5%	78.6%	82.4%	84.0%	-2.5%	7.4%	8.3%	14.3%	5.9%	12.0%	-4.6%
The semester/term format at my location accommodates my learning.	81.5%	91.7%	92.9%	88.2%	96.0%	-14.5%	14.8%	0.0%	7.1%	5.9%	4.0%	10.8%

The University offers a variety of majors at my location.	80.8%	84.0%	84.6%	47.1%	76.0%	4.8%	7.7%	0.0%	7.7%	17.6%	8.0%	-0.3%
The tuition payment plan is beneficial for students.	78.9%	81.8%	75.0%	56.3%	73.9%	5.0%	5.3%	4.5%	8.3%	0.0%	13.0%	-7.7%
Student organizations are available for my participation.	78.3%	78.3%	77.8%	57.1%	55.0%	23.3%	8.7%	4.3%	0.0%	21.4%	25.0%	-16.3%
On-campus bookstore hours are convenient for students.	77.3%	76.2%	91.7%	70.6%	69.6%	7.7%	0.0%	4.8%	0.0%	5.9%	13.0%	-13.0%
Academic advising is adequate.	76.9%	76.9%	85.7%	88.2%	84.0%	-7.1%	15.4%	23.1%	14.3%	0.0%	12.0%	3.4%
Classes are offered at convenient times.	74.1%	84.0%	92.3%	87.5%	73.1%	1.0%	11.1%	4.0%	7.7%	6.3%	19.2%	-8.1%
Tutorial services are sufficient.	73.7%	77.3%	90.0%	53.8%	71.4%	2.3%	5.3%	0.0%	0.0%	7.7%	14.3%	-9.0%
Class information provided prior to enrollment was helpful.	70.4%	76.0%	92.3%	70.6%	77.8%	-7.4%	11.1%	12.0%	7.7%	5.9%	14.8%	-3.7%
The <i>online</i> Schedule of Classes is informative and easy to follow.	66.7%	84.6%	71.4%	100.0%	54.2%	12.5%	14.8%	0.0%	14.3%	0.0%	33.3%	-18.5%
Campus housing met my expectations upon arriving to campus.	63.6%	50.0%	50.0%	33.3%	62.5%	1.1%	0.0%	0.0%	0.0%	0.0%	12.5%	-12.5%
Student recreational opportunities and facilities have met my expectations.	56.3%	62.5%	16.7%	38.5%	54.5%	1.8%	6.3%	6.3%	16.7%	7.7%	27.3%	-21.1%

* 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 5. New Student Perceptions about Troy University - Troy

Ranked by Agreement Level

Total respondents = 499

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
I am receiving a quality education at Troy University.	1	1	1	3	1	84.7%	7.7%	7.7%	391
TROY personnel are knowledgeable and helpful.	2	3	6	2	4	83.7%	8.9%	7.4%	405
The semester/term format at my location accommodates my learning.	3	2	9	1	3	83.3%	11.6%	5.1%	389
The University offers a variety of majors at my location.	4	5	4	4	2	82.2%	11.1%	6.7%	387
Student organizations are available for my participation.	5	13	2	6	5	80.9%	11.7%	7.3%	383
Faculty care about students as individuals.	6	4	8	5	9	80.0%	13.5%	6.5%	401
I feel I can talk to faculty about my academic concerns.	7	8	7	10	11	79.8%	11.0%	9.2%	401
I would recommend Troy University to a friend who is planning to go to college.	8	6	5	8	7	79.4%	10.0%	10.6%	379
The classes I attend are well organized and well taught.	9	11	13	12	20	77.9%	13.2%	8.9%	393
Classes are offered at convenient times.	10	7	20	16	14	77.5%	12.7%	9.8%	387
On-campus bookstore hours are convenient for students.	11	14	15	14	12	77.1%	12.7%	10.1%	385
Troy University has a good reputation in my community.	12	12	10	13	8	76.7%	15.2%	8.1%	382
The <i>online</i> Schedule of Classes is informative and easy to follow.	13	9	14	15	23	76.2%	13.1%	10.7%	383
The <i>printed</i> Schedule of Classes is informative and easy to follow.	14	10	3	7	6	75.9%	15.9%	8.1%	370
Reg. dates, times, and procedures were made clear to me prior to enrollment.	15	16	19	17	18	75.3%	11.2%	13.5%	393
The online registration process is user-friendly.	16	17	25	19	24	75.3%	14.0%	10.7%	392
The bill that I received from the University was easily understood.	17	18	23	21	16	72.9%	16.2%	10.9%	376
Class drop/add procedures are appropriate.	18	15	12	11	10	71.1%	17.1%	11.8%	381
Academic advising is adequate.	19	19	18	9	13	71.1%	14.3%	14.6%	398
Sufficient financial aid options are available.	20	21	11	20	15	70.7%	15.3%	14.0%	386
The on-site registration process is user-friendly.	21	25	24	22	25	69.8%	19.8%	10.3%	348
I feel that the campus is a safe and secure environment.	22	24	16	18	19	69.6%	19.1%	11.3%	388
Tutorial services are sufficient.	23	22	21	24	17	69.1%	22.2%	8.7%	343
Class information provided prior to enrollment was helpful.	24	23	26	26	27	68.2%	17.7%	14.1%	390
Student recreational opportunities and facilities have met my expectations.	25	27	17	25	22	66.5%	17.0%	16.5%	370
The tuition payment plan is beneficial for students.	26	20	22	23	21	65.7%	23.8%	10.5%	362
Purchasing textbooks through TROY Virtual BookStore is convenient.	27	26	28	29	26	62.9%	23.5%	13.6%	345
Campus housing met my expectations upon arriving to campus.	28	28	27	27	28	57.1%	23.9%	19.0%	343
Students seldom get the "run around" when seeking information.	29	29	29	28	29	50.8%	26.2%	23.1%	386

* 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 2012 through Fall 2016

Total respondents = 49

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
I am receiving a quality education at Troy University.	84.7%	86.2%	87.9%	87.0%	90.0%	-5.3%	7.7%	7.8%	3.1%	5.0%	4.4%	3.3%
TROY personnel are knowledgeable and helpful.	83.7%	83.5%	84.9%	87.6%	88.6%	-4.9%	7.4%	7.8%	5.8%	4.6%	5.9%	1.5%
The semester/term format at my location accommodates my learning.	83.3%	83.8%	83.6%	88.2%	89.1%	-5.8%	5.1%	7.5%	3.1%	4.4%	3.0%	2.1%
The University offers a variety of majors at my location.	82.2%	81.1%	85.6%	86.7%	89.6%	-7.4%	6.7%	9.0%	5.1%	5.6%	4.3%	2.4%
Student organizations are available for my participation.	80.9%	77.2%	86.7%	84.8%	86.8%	-5.9%	7.3%	10.7%	4.3%	6.1%	5.3%	2.0%
Faculty care about students as individuals.	80.0%	83.3%	84.1%	85.3%	82.6%	-2.6%	6.5%	7.1%	4.4%	6.4%	5.1%	1.4%
I feel I can talk to faculty about my academic concerns.	79.8%	80.0%	84.6%	82.3%	81.8%	-2.0%	9.2%	10.0%	7.4%	7.5%	8.1%	1.1%
I would recommend Troy University to a friend who is planning to go to college.	79.4%	80.5%	85.3%	84.5%	85.7%	-6.3%	10.6%	10.4%	7.1%	7.1%	6.5%	4.1%
The classes I attend are well organized and well taught.	77.9%	77.5%	78.3%	81.9%	74.9%	3.0%	8.9%	11.4%	8.6%	9.6%	10.6%	-1.7%
Classes are offered at convenient times.	77.5%	80.4%	71.9%	78.8%	77.7%	-0.2%	9.8%	8.9%	14.4%	8.8%	11.6%	-1.8%
On-campus bookstore hours are convenient for students.	77.1%	76.6%	76.3%	79.3%	81.0%	-3.9%	10.1%	13.0%	11.0%	9.8%	9.3%	0.8%
Troy University has a good reputation in my community.	76.7%	77.4%	82.1%	79.9%	85.5%	-8.8%	8.1%	10.9%	6.0%	7.4%	7.0%	1.1%
The <i>online</i> Schedule of Classes is informative and easy to follow.	76.2%	79.7%	76.4%	79.2%	70.0%	6.2%	10.7%	8.2%	8.3%	8.3%	10.0%	0.7%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	75.9%	78.4%	86.4%	84.7%	86.6%	-10.7%	8.1%	9.9%	4.8%	7.4%	5.6%	2.5%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	75.3%	76.1%	73.4%	77.9%	75.6%	-0.3%	13.5%	14.3%	17.1%	8.4%	13.2%	0.3%
The online registration process is user-friendly.	75.3%	75.7%	68.2%	77.3%	69.0%	6.3%	10.7%	13.2%	13.7%	9.4%	11.4%	-0.7%
The bill that I received from the University was easily understood.	72.9%	75.2%	70.1%	75.7%	76.3%	-3.4%	10.9%	9.6%	11.6%	10.0%	7.8%	3.1%

Class drop/add procedures are appropriate.	71.1%	76.2%	78.7%	82.3%	81.9%	-10.8%	11.8%	10.6%	5.7%	6.2%	4.6%	7.2%
Academic advising is adequate.	71.1%	75.2%	73.9%	82.5%	78.8%	-7.7%	14.6%	13.9%	10.3%	8.2%	8.2%	6.4%
Sufficient financial aid options are available.	70.7%	72.4%	79.0%	77.2%	76.7%	-6.0%	14.0%	12.1%	8.6%	9.9%	11.0%	3.0%
The on-site registration process is user-friendly.	69.8%	66.4%	69.0%	74.1%	68.3%	1.5%	10.3%	13.5%	8.3%	7.2%	9.3%	1.0%
I feel that the campus is a safe and secure environment.	69.6%	66.8%	74.9%	77.6%	75.2%	-5.6%	11.3%	16.4%	10.3%	9.4%	7.4%	3.9%
Tutorial services are sufficient.	69.1%	69.9%	70.9%	72.8%	76.2%	-7.1%	8.7%	7.9%	6.3%	6.6%	5.9%	2.8%
Class information provided prior to enrollment was helpful.	68.2%	69.2%	67.4%	66.4%	63.2%	5.0%	14.1%	14.3%	16.2%	14.3%	13.0%	1.1%
Student recreational opportunities and facilities have met my expectations.	66.5%	64.3%	73.9%	72.0%	73.6%	-7.1%	16.5%	17.8%	9.0%	11.6%	8.2%	8.3%
The tuition payment plan is beneficial for students.	65.7%	72.6%	70.8%	72.8%	74.1%	-8.4%	10.5%	10.2%	9.7%	7.2%	8.5%	2.0%
Purchasing textbooks through TROY Virtual BookStore is convenient.	62.9%	65.9%	59.9%	57.1%	66.1%	-3.2%	13.6%	10.4%	13.1%	11.8%	9.3%	4.3%
Campus housing met my expectations upon arriving to campus.	57.1%	60.2%	60.3%	61.9%	56.2%	0.9%	19.0%	15.2%	17.8%	18.7%	18.4%	0.6%
Students seldom get the “run around” when seeking information.	50.8%	50.4%	53.2%	58.3%	55.2%	-4.4%	23.1%	26.3%	26.0%	20.4%	17.9%	5.2%

* 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 6. New Student Perceptions about Troy University - TROY Online

Ranked by Agreement Level

Total respondents = 195

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
I am receiving a quality education at Troy University.	1	1	3	8	2	91.8%	5.5%	2.7%	182
TROY personnel are knowledgeable and helpful.	2	11	7	1	6	91.4%	3.2%	5.4%	186
I would recommend Troy University to a friend who is planning to go to college.	3	10	4	4	5	90.8%	6.5%	2.7%	184
Reg. dates, times, and procedures were made clear to me prior to enrollment.	4	6	14	2	17	90.3%	3.2%	6.5%	185
Classes are offered at convenient times.	5	7	2	10	3	88.4%	4.9%	6.7%	164
Academic advising is adequate.	6	19	18	20	19	87.4%	7.7%	4.9%	182
Faculty care about students as individuals.	7	14	15	5	10	86.9%	8.7%	4.4%	183
Troy University has a good reputation in my community.	8	8	9	14	16	86.7%	9.8%	3.5%	173
The <i>online</i> Schedule of Classes is informative and easy to follow.	9	9	10	12	15	86.6%	8.1%	5.4%	186
The online registration process is user-friendly.	10	4	5	3	14	86.4%	4.9%	8.7%	184
I feel I can talk to faculty about my academic concerns.	11	18	11	6	12	86.3%	8.2%	5.5%	183
Sufficient financial aid options are available.	12	15	17	16	11	85.7%	8.0%	6.3%	175
The semester/term format at my location accommodates my learning.	13	3	1	9	4	85.1%	11.4%	3.4%	175
The University offers a variety of majors at my location.	14	2	13	11	7	84.9%	10.8%	4.2%	166
The bill that I received from the University was easily understood.	15	12	6	15	13	84.2%	11.4%	4.4%	158
The <i>printed</i> Schedule of Classes is informative and easy to follow.	16	13	8	17	21	83.8%	10.6%	5.6%	142
Class drop/add procedures are appropriate.	17	5	12	7	9	82.8%	12.1%	5.2%	174
Purchasing textbooks through TROY Virtual BookStore is convenient.	18	16	22	13	1	82.7%	10.7%	6.5%	168
Class information provided prior to enrollment was helpful.	19	17	16	19	20	82.5%	11.5%	6.0%	183
The tuition payment plan is beneficial for students.	20	21	20	18	8	80.7%	15.3%	4.0%	150
The on-site registration process is user-friendly.	21	23	21	22	22	77.3%	17.6%	5.0%	119
Students seldom get the "run around" when seeking information.	22	24	24	24	25	75.4%	12.3%	12.3%	179
The classes I attend are well organized and well taught.	23	20	19	21	18	74.9%	14.8%	10.4%	183
Tutorial services are sufficient.	24	22	23	23	24	72.1%	23.5%	4.4%	136
On-campus bookstore hours are convenient for students.	25	25	25	26	23	65.3%	28.6%	6.1%	98
Student organizations are available for my participation.	26	26	26	25	26	64.7%	25.2%	10.1%	119
I feel that the campus is a safe and secure environment.	27	27	27	27	27	62.8%	33.3%	3.8%	78
Student recreational opportunities and facilities have met my expectations.	28	28	28	28	28	59.2%	35.2%	5.6%	71
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	51.5%	43.9%	4.5%	66

* 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 - TROY Online

Five Year Trend from Fall 2012 through Fall 2016

Total respondents = 195

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
I am receiving a quality education at Troy University.	91.8%	91.8%	81.6%	83.1%	87.0%	4.8%	2.7%	1.6%	9.2%	8.5%	6.1%	-3.4%
TROY personnel are knowledgeable and helpful.	91.4%	84.6%	79.8%	85.6%	84.3%	7.1%	5.4%	7.3%	10.1%	7.6%	11.9%	-6.5%
I would recommend Troy University to a friend who is planning to go to college.	90.8%	85.8%	81.6%	85.3%	84.5%	6.3%	2.7%	5.0%	14.9%	9.3%	7.0%	-4.3%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	90.3%	88.3%	77.3%	85.5%	77.6%	12.7%	6.5%	5.0%	17.1%	7.6%	12.7%	-6.2%
Classes are offered at convenient times.	88.4%	87.5%	82.5%	82.6%	85.8%	2.6%	6.7%	2.9%	8.8%	8.7%	4.2%	2.5%
Academic advising is adequate.	87.4%	78.2%	73.9%	72.9%	71.2%	16.2%	4.9%	11.3%	12.5%	10.1%	17.4%	-12.5%
Faculty care about students as individuals.	86.9%	81.3%	76.7%	84.2%	81.3%	5.6%	4.4%	11.4%	8.9%	6.8%	10.4%	-6.0%
Troy University has a good reputation in my community.	86.7%	87.1%	79.0%	78.7%	78.3%	8.4%	3.5%	4.3%	9.9%	5.5%	6.7%	-3.2%
The <i>online</i> Schedule of Classes is informative and easy to follow.	86.6%	86.1%	78.4%	80.2%	80.0%	6.6%	5.4%	4.1%	17.1%	9.9%	10.8%	-5.4%
The online registration process is user-friendly.	86.4%	88.5%	80.7%	85.4%	80.2%	6.2%	8.7%	4.1%	14.8%	7.7%	12.2%	-3.5%
I feel I can talk to faculty about my academic concerns.	86.3%	79.8%	77.8%	83.3%	80.6%	5.7%	5.5%	8.9%	10.0%	6.1%	9.7%	-4.2%
Sufficient financial aid options are available.	85.7%	81.0%	75.0%	76.9%	80.8%	4.9%	6.3%	8.6%	12.5%	9.1%	7.5%	-1.2%
The semester/term format at my location accommodates my learning.	85.1%	88.8%	84.5%	82.7%	85.7%	-0.6%	3.4%	6.0%	10.7%	5.5%	5.3%	-1.9%
The University offers a variety of majors at my location.	84.9%	90.9%	77.5%	82.2%	83.7%	1.2%	4.2%	3.6%	15.0%	6.8%	6.5%	-2.3%
The bill that I received from the University was easily understood.	84.2%	83.5%	80.0%	77.8%	80.6%	3.6%	4.4%	5.8%	5.3%	6.5%	6.5%	-2.1%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	83.8%	83.3%	79.2%	76.9%	70.3%	13.5%	5.6%	1.1%	11.1%	6.5%	12.1%	-6.5%
Class drop/add procedures are appropriate.	82.8%	88.5%	77.5%	83.3%	82.4%	0.4%	5.2%	1.9%	12.5%	6.1%	5.0%	0.2%
Purchasing textbooks through TROY Virtual BookStore is convenient.	82.7%	80.4%	70.0%	79.3%	87.7%	-5.0%	6.5%	8.9%	15.0%	6.6%	5.7%	0.8%

Class information provided prior to enrollment was helpful.	82.5%	80.3%	76.1%	74.4%	71.0%	11.5%	6.0%	9.4%	13.6%	12.4%	14.5%	-8.5%
The tuition payment plan is beneficial for students.	80.7%	77.1%	72.2%	76.9%	82.4%	-1.7%	4.0%	6.3%	8.9%	5.6%	6.5%	-2.5%
The on-site registration process is user-friendly. Students seldom get the “run around” when seeking information.	77.3%	76.1%	70.3%	72.1%	70.0%	7.3%	5.0%	4.2%	14.1%	5.8%	6.3%	-1.3%
The classes I attend are well organized and well taught.	75.4%	70.1%	64.4%	63.4%	62.1%	13.3%	12.3%	16.2%	20.7%	18.3%	27.3%	-15.0%
Tutorial services are sufficient.	74.9%	77.8%	73.6%	72.3%	72.2%	2.7%	10.4%	8.5%	18.4%	11.5%	13.5%	-3.1%
On-campus bookstore hours are convenient for students.	72.1%	76.7%	66.7%	70.6%	62.2%	9.9%	4.4%	4.4%	13.9%	3.9%	6.1%	-1.7%
	65.3%	67.7%	64.3%	58.0%	62.3%	3.0%	6.1%	6.2%	8.9%	5.8%	5.8%	0.3%
Student organizations are available for my participation.	64.7%	66.7%	61.3%	61.4%	57.1%	7.6%	10.1%	7.4%	12.9%	7.2%	10.4%	-0.3%
I feel that the campus is a safe and secure environment.	62.8%	65.5%	58.5%	54.1%	51.9%	10.9%	3.8%	5.5%	7.3%	3.3%	7.7%	-3.9%
Student recreational opportunities and facilities have met my expectations.	59.2%	60.4%	51.2%	50.8%	47.1%	12.1%	5.6%	11.3%	9.8%	6.6%	11.8%	-6.2%
Campus housing met my expectations upon arriving to campus.	51.5%	51.2%	45.7%	46.2%	37.5%	14.0%	4.5%	2.3%	8.6%	1.9%	7.5%	-3.0%

* 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 7. New Student Perceptions about Troy University - Support Sites

Ranked by Agreement Level

Total respondents = 21

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
I am receiving a quality education at Troy University.	1	2	2	6	3	93.8%	0.0%	6.3%	16
TROY personnel are knowledgeable and helpful.	2	4	11	2	6	93.8%	0.0%	6.3%	16
Reg. dates, times, and procedures were made clear to me prior to enrollment.	3	7	12	10	9	93.8%	0.0%	6.3%	16
Troy University has a good reputation in my community.	4	16	16	14	4	93.8%	0.0%	6.3%	16
I feel I can talk to faculty about my academic concerns.	5	9	14	3	8	93.8%	0.0%	6.3%	16
I would recommend Troy University to a friend who is planning to go to college.	6	3	1	4	1	93.3%	0.0%	6.7%	15
Classes are offered at convenient times.	7	8	3	13	11	87.5%	6.3%	6.3%	16
Academic advising is adequate.	8	21	15	7	18	87.5%	6.3%	6.3%	16
Faculty care about students as individuals.	9	14	7	1	7	87.5%	6.3%	6.3%	16
The semester/term format at my location accommodates my learning.	10	6	4	12	2	87.5%	0.0%	12.5%	16
Students seldom get the "run around" when seeking information.	11	22	22	22	24	87.5%	6.3%	6.3%	16
The classes I attend are well organized and well taught.	12	10	9	15	10	87.5%	6.3%	6.3%	16
The bill that I received from the University was easily understood.	13	20	13	9	16	86.7%	6.7%	6.7%	15
I feel that the campus is a safe and secure environment.	14	15	18	20	12	86.7%	6.7%	6.7%	15
Class drop/add procedures are appropriate.	15	11	6	11	17	84.6%	7.7%	7.7%	13
The <i>online</i> Schedule of Classes is informative and easy to follow.	16	13	17	17	13	81.3%	0.0%	18.8%	16
The online registration process is user-friendly.	17	12	5	5	15	81.3%	0.0%	18.8%	16
The tuition payment plan is beneficial for students.	18	18	20	19	23	78.6%	14.3%	7.1%	14
Class information provided prior to enrollment was helpful.	19	17	8	8	19	75.0%	12.5%	12.5%	16
The <i>printed</i> Schedule of Classes is informative and easy to follow.	20	5	10	25	5	73.3%	20.0%	6.7%	15
Purchasing textbooks through TROY Virtual BookStore is convenient.	21	23	23	23	20	68.8%	25.0%	6.3%	16
Sufficient financial aid options are available.	22	19	21	18	21	64.3%	14.3%	21.4%	14
The on-site registration process is user-friendly.	23	1	19	16	14	64.3%	28.6%	7.1%	14
Tutorial services are sufficient.	24	24	24	26	29	61.5%	30.8%	7.7%	13
The University offers a variety of majors at my location.	25	27	27	29	27	57.1%	28.6%	14.3%	14
Student organizations are available for my participation.	26	26	26	21	22	41.7%	41.7%	16.7%	12
Student recreational opportunities and facilities have met my expectations.	27	25	29	24	28	40.0%	50.0%	10.0%	10
On-campus bookstore hours are convenient for students.	28	28	25	28	25	33.3%	58.3%	8.3%	12
Campus housing met my expectations upon arriving to campus.	29	29	28	27	26	12.5%	75.0%	12.5%	8

* 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 - Support Sites

Five Year Trend from Fall 2012 through Fall 2016

Total respondents = 21

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
TROY personnel are knowledgeable and helpful.	93.8%	96.2%	79.0%	88.5%	90.3%	3.5%	6.3%	3.8%	10.5%	3.8%	6.5%	-0.3%
I feel I can talk to faculty about my academic concerns.	93.8%	92.3%	73.7%	88.0%	90.0%	3.8%	6.3%	3.8%	10.5%	4.0%	3.3%	3.0%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	93.8%	92.3%	79.0%	80.8%	89.7%	4.1%	6.3%	7.7%	5.3%	11.5%	3.4%	2.9%
Troy University has a good reputation in my community.	93.8%	84.6%	73.7%	80.8%	92.9%	0.8%	6.3%	7.7%	5.3%	3.8%	0.0%	6.3%
I am receiving a quality education at Troy University.	93.8%	96.2%	89.5%	84.0%	93.1%	0.6%	6.3%	3.8%	5.3%	4.0%	3.4%	2.9%
I would recommend Troy University to a friend who is planning to go to college.	93.3%	96.2%	89.5%	84.6%	96.6%	-3.3%	6.7%	3.8%	5.3%	7.7%	3.4%	3.3%
Faculty care about students as individuals.	87.5%	88.5%	84.2%	96.0%	90.3%	-2.8%	6.3%	3.8%	5.3%	4.0%	3.2%	3.1%
Academic advising is adequate.	87.5%	76.9%	73.7%	84.0%	79.3%	8.2%	6.3%	7.7%	15.8%	8.0%	10.3%	-4.1%
Students seldom get the "run around" when seeking information.	87.5%	73.1%	55.6%	65.4%	65.5%	22.0%	6.3%	15.4%	27.8%	23.1%	20.7%	-14.5%
Classes are offered at convenient times.	87.5%	92.3%	89.5%	80.8%	86.2%	1.3%	6.3%	3.8%	5.3%	19.2%	3.4%	2.9%
The classes I attend are well organized and well taught.	87.5%	92.3%	84.2%	80.0%	86.7%	0.8%	6.3%	3.8%	5.3%	8.0%	6.7%	-0.5%
The semester/term format at my location accommodates my learning.	87.5%	92.3%	88.9%	80.8%	96.4%	-8.9%	12.5%	3.8%	5.6%	15.4%	3.6%	8.9%
The bill that I received from the University was easily understood.	86.7%	77.3%	78.6%	81.8%	82.1%	4.6%	6.7%	4.5%	7.1%	4.5%	3.6%	3.1%
I feel that the campus is a safe and secure environment.	86.7%	88.0%	70.6%	68.4%	85.7%	1.0%	6.7%	12.0%	11.8%	10.5%	0.0%	6.7%
Class drop/add procedures are appropriate.	84.6%	91.3%	87.5%	80.8%	81.5%	3.1%	7.7%	4.3%	6.3%	3.8%	0.0%	7.7%
The online registration process is user-friendly.	81.3%	88.5%	88.2%	84.0%	83.3%	-2.1%	18.8%	3.8%	5.9%	12.0%	0.0%	18.8%
The <i>online</i> Schedule of Classes is informative and easy to follow.	81.3%	88.5%	70.6%	72.0%	85.2%	-4.0%	18.8%	3.8%	5.9%	12.0%	3.7%	15.1%
The tuition payment plan is beneficial for students.	78.6%	84.2%	62.5%	68.4%	67.9%	10.7%	7.1%	0.0%	12.5%	5.3%	14.3%	-7.2%

Class information provided prior to enrollment was helpful.	75.0%	84.6%	84.2%	83.3%	76.7%	-1.7%	12.5%	7.7%	10.5%	8.3%	3.3%	9.2%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	73.3%	95.7%	81.3%	60.9%	92.0%	-18.7%	6.7%	0.0%	6.3%	17.4%	0.0%	6.7%
Purchasing textbooks through TROY Virtual BookStore is convenient.	68.8%	64.0%	50.0%	65.0%	73.1%	-4.4%	6.3%	12.0%	16.7%	15.0%	11.5%	-5.3%
Sufficient financial aid options are available.	64.3%	81.8%	61.1%	68.4%	71.4%	-7.1%	21.4%	13.6%	11.1%	10.5%	10.7%	10.7%
The on-site registration process is user-friendly.	64%	100%	66.7%	77.8%	84.2%	-19.9%	7.1%	0.0%	0.0%	5.6%	0.0%	7.1%
Tutorial services are sufficient.	61.5%	61.1%	46.7%	50.0%	50.0%	11.5%	7.7%	0.0%	20.0%	12.5%	8.3%	-0.6%
The University offers a variety of majors at my location.	57.1%	45.5%	27.8%	43.5%	59.3%	-2.2%	14.3%	31.8%	44.4%	30.4%	33.3%	-19.0%
Student organizations are available for my participation.	41.7%	45.8%	35.7%	66.7%	70.6%	-28.9%	16.7%	20.8%	7.1%	20.0%	11.8%	4.9%
Student recreational opportunities and facilities have met my expectations.	40.0%	50.0%	18.2%	61.5%	57.1%	-17.1%	10.0%	6.3%	9.1%	15.4%	7.1%	2.9%
On-campus bookstore hours are convenient for students.	33.3%	42.9%	46.2%	46.2%	64.7%	-31.4%	8.3%	0.0%	7.7%	15.4%	11.8%	-3.5%
Campus housing met my expectations upon arriving to campus.	12.5%	38.5%	18.2%	50.0%	63.6%	-51.1%	12.5%	0.0%	9.1%	10.0%	0.0%	12.5%

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

Ranked by Agreement

Total respondents = 243

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
TROY personnel are knowledgeable and helpful.	1	5	6	1	1	84.4%	5.2%	10.4%	212
I am receiving a quality education at Troy University.	2	1	1	2	5	83.9%	9.3%	6.8%	205
The semester/term format at my location accommodates my learning.	3	4	8	5	2	83.7%	9.9%	6.4%	202
The online registration process is user-friendly.	4	3	19	10	17	82.9%	6.8%	10.2%	205
Classes are offered at convenient times.	5	2	21	12	7	82.7%	9.1%	8.1%	197
The <i>online</i> Schedule of Classes is informative and easy to follow.	6	10	16	15	18	82.4%	9.8%	7.8%	204
I feel I can talk to faculty about my academic concerns.	7	16	7	9	11	82.3%	9.6%	8.1%	209
The University offers a variety of majors at my location.	8	9	14	8	12	81.5%	11.3%	7.2%	195
Faculty care about students as individuals.	9	6	12	4	6	80.4%	13.4%	6.2%	209
The <i>printed</i> Schedule of Classes is informative and easy to follow.	10	7	2	7	13	80.0%	13.0%	7.0%	185
I would recommend Troy University to a friend who is planning to go to college.	11	11	3	6	3	79.7%	9.4%	10.9%	202
Troy University has a good reputation in my community.	12	13	11	18	4	76.8%	17.5%	5.7%	194
The bill that I received from the University was easily understood.	13	15	22	17	16	76.6%	14.1%	9.4%	192
Sufficient financial aid options are available.	14	17	5	19	8	76.0%	11.0%	13.0%	200
Reg. dates, times, and procedures were made clear to me prior to enrollment.	15	8	17	11	15	76.0%	9.6%	14.4%	208
The on-site registration process is user-friendly.	16	24	23	24	26	75.5%	14.7%	9.8%	163
Academic advising is adequate.	17	19	18	13	19	74.5%	12.5%	13.0%	208
The classes I attend are well organized and well taught.	18	14	13	14	14	74.5%	17.3%	8.2%	208
Class drop/add procedures are appropriate.	19	12	4	3	9	73.7%	15.7%	10.6%	198
Student organizations are available for my participation.	20	22	9	21	24	71.9%	19.7%	8.4%	178
On-campus bookstore hours are convenient for students.	21	21	10	20	21	71.6%	20.4%	8.0%	162
I feel that the campus is a safe and secure environment.	22	23	29	16	22	71.3%	16.9%	11.9%	160
The tuition payment plan is beneficial for students.	23	20	15	22	10	69.4%	21.1%	9.4%	180
Tutorial services are sufficient.	24	25	20	26	25	67.7%	24.4%	7.9%	164
Class information provided prior to enrollment was helpful.	25	18	24	23	23	67.6%	18.8%	13.5%	207
Purchasing textbooks through TROY Virtual BookStore is convenient.	26	26	27	27	20	67.6%	22.0%	10.4%	182
Student recreational opportunities and facilities have met my expectations.	27	27	25	25	28	62.3%	21.9%	15.9%	151
Students seldom get the "run around" when seeking information.	28	28	26	28	27	59.3%	21.6%	19.1%	204
Campus housing met my expectations upon arriving to campus.	29	29	28	29	29	50.7%	31.3%	17.9%	134

* 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 2012 through Fall 2016

Total respondents = 243

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
TROY personnel are knowledgeable and helpful.	84.4%	86.1%	81.7%	86.0%	89.1%	-4.7%	10.4%	5.8%	8.2%	5.6%	4.8%	5.6%
I am receiving a quality education at Troy University.	83.9%	92.5%	87.8%	84.9%	86.8%	-2.9%	6.8%	1.5%	4.5%	5.8%	4.2%	2.6%
The semester/term format at my location accommodates my learning.	83.7%	86.3%	81.2%	82.5%	88.7%	-5.0%	6.4%	3.8%	7.8%	6.4%	1.4%	5.0%
The online registration process is user-friendly.	82.9%	86.6%	75.2%	79.6%	77.7%	5.2%	10.2%	5.2%	12.1%	8.4%	7.2%	3.0%
Classes are offered at convenient times.	82.7%	86.8%	74.2%	78.3%	85.1%	-2.4%	8.1%	4.7%	16.6%	12.7%	6.4%	1.7%
The <i>online</i> Schedule of Classes is informative and easy to follow.	82.4%	84.0%	76.4%	76.3%	77.2%	5.2%	7.8%	2.3%	10.1%	9.2%	6.2%	1.6%
I feel I can talk to faculty about my academic concerns.	82.3%	80.3%	81.7%	80.7%	83.0%	-0.7%	8.1%	7.3%	9.5%	6.8%	4.8%	3.3%
The University offers a variety of majors at my location.	81.5%	84.4%	77.0%	80.8%	82.0%	-0.5%	7.2%	6.3%	13.5%	7.6%	6.5%	0.7%
Faculty care about students as individuals.	80.4%	86.0%	78.6%	83.1%	85.7%	-5.3%	6.2%	6.6%	6.9%	7.3%	6.1%	0.1%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	80.0%	85.0%	86.1%	80.8%	80.3%	-0.3%	7.0%	4.2%	6.3%	8.4%	6.6%	0.4%
I would recommend Troy University to a friend who is planning to go to college.	79.7%	83.2%	85.4%	81.5%	87.5%	-7.8%	10.9%	4.6%	8.3%	8.1%	6.3%	4.6%
Troy University has a good reputation in my community.	76.8%	82.2%	78.7%	74.9%	86.9%	-10.1%	5.7%	5.4%	6.7%	7.6%	4.4%	1.3%
The bill that I received from the University was easily understood.	76.6%	80.3%	73.6%	75.8%	78.1%	-1.5%	9.4%	6.6%	12.5%	6.8%	8.6%	0.8%
Sufficient financial aid options are available.	76.0%	78.4%	81.8%	74.3%	84.8%	-8.8%	13.0%	8.8%	8.8%	10.8%	3.6%	9.4%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	76.0%	84.4%	76.1%	78.5%	78.8%	-2.8%	14.4%	7.4%	14.2%	8.5%	11.0%	3.4%
The on-site registration process is user-friendly.	75.5%	73.4%	72.9%	68.8%	68.5%	7.0%	9.8%	6.4%	10.1%	7.1%	7.4%	2.4%
Academic advising is adequate.	74.5%	77.4%	76.0%	77.6%	77.1%	-2.6%	13.0%	8.0%	13.9%	8.6%	8.3%	4.7%
The classes I attend are well organized and well taught.	74.5%	81.2%	78.5%	77.3%	78.9%	-4.4%	8.2%	6.8%	12.0%	13.1%	9.2%	-1.0%
Class drop/add procedures are appropriate.	73.7%	82.8%	82.0%	83.9%	84.3%	-10.6%	10.6%	4.3%	7.2%	5.0%	3.0%	7.6%

Student organizations are available for my participation.	71.9%	75.9%	79.3%	70.0%	69.9%	2.0%	8.4%	8.9%	8.6%	8.6%	9.7%	-1.3%
On-campus bookstore hours are convenient for students.	71.6%	75.9%	78.8%	73.6%	75.4%	-3.8%	8.0%	6.5%	10.2%	7.6%	8.8%	-0.8%
I feel that the campus is a safe and secure environment.	71.3%	74.3%	71.4%	76.3%	71.7%	-0.4%	11.9%	7.6%	11.3%	5.8%	2.8%	9.1%
The tuition payment plan is beneficial for students.	69.4%	76.1%	76.9%	69.0%	83.7%	-14.3%	9.4%	6.2%	6.7%	5.2%	3.3%	6.1%
Tutorial services are sufficient.	67.7%	70.9%	74.4%	64.6%	68.8%	-1.1%	7.9%	3.6%	9.0%	6.9%	2.8%	5.1%
Class information provided prior to enrollment was helpful.	67.6%	77.6%	70.7%	68.8%	70.5%	-2.9%	13.5%	9.0%	13.4%	13.3%	11.0%	2.5%
Purchasing textbooks through TROY Virtual BookStore is convenient.	67.6%	70.0%	60.5%	61.6%	75.8%	-8.2%	10.4%	8.3%	12.7%	9.6%	6.5%	3.9%
Student recreational opportunities and facilities have met my expectations.	62.3%	63.4%	65.6%	64.8%	58.2%	4.1%	15.9%	8.9%	11.8%	11.2%	8.8%	7.1%
Students seldom get the “run around” when seeking information.	59.3%	57.9%	60.5%	61.0%	60.0%	-0.7%	19.1%	22.6%	20.4%	19.8%	22.8%	-3.7%
Campus housing met my expectations upon arriving to campus.	50.7%	55.7%	54.3%	53.0%	49.3%	1.4%	17.9%	12.5%	15.2%	14.5%	7.0%	10.9%

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

Ranked by Agreement

Total respondents = 159

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
Reg. dates, times, and procedures were made clear to me prior to enrollment.	1	7	16	19	1	87.9%	5.3%	6.8%	132
I am receiving a quality education at Troy University.	2	5	4	10	3	87.5%	6.3%	6.3%	128
TROY personnel are knowledgeable and helpful.	3	1	1	2	4	86.9%	8.0%	5.1%	137
The semester/term format at my location accommodates my learning.	4	2	9	1	2	84.3%	11.0%	4.7%	127
I would recommend Troy University to a friend who is planning to go to college.	5	13	5	3	7	84.3%	10.2%	5.5%	127
Troy University has a good reputation in my community.	6	10	7	5	6	84.1%	9.5%	6.3%	126
Faculty care about students as individuals.	7	15	6	6	10	82.8%	10.4%	6.7%	134
The University offers a variety of majors at my location.	8	8	8	17	5	82.5%	11.1%	6.3%	126
The classes I attend are well organized and well taught.	9	22	25	18	20	81.3%	10.2%	8.6%	128
Classes are offered at convenient times.	10	11	12	16	8	80.8%	8.8%	10.4%	125
I feel I can talk to faculty about my academic concerns.	11	9	3	15	21	80.6%	11.2%	8.2%	134
The bill that I received from the University was easily understood.	12	14	19	12	12	80.3%	12.3%	7.4%	122
The online registration process is user-friendly.	13	6	13	23	13	79.8%	8.5%	11.6%	129
The <i>online</i> Schedule of Classes is informative and easy to follow.	14	3	11	9	15	79.2%	10.8%	10.0%	130
The <i>printed</i> Schedule of Classes is informative and easy to follow.	15	4	2	4	9	78.1%	14.9%	7.0%	114
Class drop/add procedures are appropriate.	16	12	17	14	16	76.8%	12.8%	10.4%	125
Academic advising is adequate.	17	20	23	20	17	75.4%	11.9%	12.7%	134
Sufficient financial aid options are available.	18	18	20	11	19	75.2%	13.6%	11.2%	125
Class information provided prior to enrollment was helpful.	19	16	21	26	22	75.0%	15.2%	9.8%	132
Purchasing textbooks through TROY Virtual BookStore is convenient.	20	23	26	28	11	74.6%	15.8%	9.6%	114
I feel that the campus is a safe and secure environment.	21	24	10	21	14	73.5%	17.6%	8.8%	102
Student organizations are available for my participation.	22	19	14	7	25	72.4%	18.1%	9.5%	116
The tuition payment plan is beneficial for students.	23	21	22	8	18	70.5%	20.5%	8.9%	112
The on-site registration process is user-friendly.	24	17	18	13	24	70.5%	20.0%	9.5%	105
On-campus bookstore hours are convenient for students.	25	26	15	22	23	70.4%	20.4%	9.3%	108
Students seldom get the "run around" when seeking information.	26	28	29	27	28	68.7%	14.5%	16.8%	131
Tutorial services are sufficient.	27	27	27	25	27	68.0%	24.3%	7.8%	103
Student recreational opportunities and facilities have met my expectations.	28	25	24	24	26	63.3%	21.1%	15.6%	90
Campus housing met my expectations upon arriving to campus.	29	29	28	29	29	56.0%	26.2%	17.9%	84

* 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 - Sorrell College of Business

Five Year Trend from Fall 2012 through Fall 2016

Total respondents = 159

	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
Academic programs, services, and administration												
Reg. dates, times, and procedures were made clear to me prior to enrollment.	87.9%	80.2%	72.7%	76.8%	90.5%	-2.6%	6.8%	12.8%	17.1%	11.1%	5.3%	1.5%
I am receiving a quality education at Troy University.	87.5%	81.4%	81.6%	81.1%	90.3%	-2.8%	6.3%	9.3%	5.8%	7.4%	3.2%	3.1%
TROY personnel are knowledgeable and helpful.	86.9%	84.4%	88.6%	87.0%	87.6%	-0.7%	5.1%	7.8%	8.0%	5.0%	6.2%	-1.1%
The semester/term format at my location accommodates my learning.	84.3%	84.3%	78.8%	89.7%	90.3%	-6.0%	4.7%	9.6%	5.9%	5.2%	2.2%	2.5%
I would recommend Troy University to a friend who is planning to go to college.	84.3%	77.0%	81.6%	85.3%	84.6%	-0.3%	5.5%	12.6%	9.2%	8.4%	4.4%	1.1%
Troy University has a good reputation in my community.	84.1%	78.8%	80.5%	83.3%	85.6%	-1.5%	6.3%	10.6%	4.6%	7.3%	4.4%	1.9%
Faculty care about students as individuals.	82.8%	76.1%	80.7%	83.0%	78.1%	4.7%	6.7%	12.5%	4.6%	6.0%	9.4%	-2.7%
The University offers a variety of majors at my location.	82.5%	80.0%	80.2%	77.9%	86.7%	-4.2%	6.3%	9.4%	4.7%	11.6%	5.6%	0.7%
The classes I attend are well organized and well taught.	81.3%	70.6%	67.8%	77.3%	75.3%	6.0%	8.6%	12.9%	13.8%	12.4%	10.8%	-2.2%
Classes are offered at convenient times.	80.8%	78.8%	75.9%	77.9%	83.3%	-2.5%	10.4%	10.0%	9.2%	11.6%	7.8%	2.6%
I feel I can talk to faculty about my academic concerns.	80.6%	79.8%	81.8%	78.0%	75.0%	5.6%	8.2%	9.0%	9.1%	9.0%	9.4%	-1.2%
The bill that I received from the University was easily understood.	80.3%	76.9%	72.0%	80.7%	78.0%	2.3%	7.4%	9.0%	7.3%	8.0%	1.2%	6.2%
The online registration process is user-friendly.	79.8%	81.0%	74.7%	74.5%	77.9%	1.9%	11.6%	8.3%	9.6%	8.5%	9.3%	2.3%
The <i>online</i> Schedule of Classes is informative and easy to follow.	79.2%	83.9%	77.0%	81.6%	76.7%	2.5%	10.0%	9.2%	8.1%	8.2%	6.7%	3.3%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	78.1%	83.1%	84.9%	84.9%	78.8%	-0.7%	7.0%	7.0%	5.8%	8.6%	8.2%	-1.2%
Class drop/add procedures are appropriate.	76.8%	77.8%	72.5%	79.3%	76.4%	0.4%	10.4%	9.9%	6.3%	8.7%	2.2%	8.2%
Academic advising is adequate.	75.4%	73.0%	69.0%	76.3%	76.3%	-0.9%	12.7%	19.1%	11.5%	7.2%	6.5%	6.2%
Sufficient financial aid options are available.	75.2%	73.6%	71.8%	80.9%	76.1%	-0.9%	11.2%	13.8%	11.8%	7.4%	8.7%	2.5%

Class information provided prior to enrollment was helpful.	75.0%	74.1%	71.3%	65.7%	75.0%	0.0%	9.8%	16.5%	17.2%	20.2%	10.4%	-0.6%
Purchasing textbooks through TROY Virtual BookStore is convenient.	74.6%	69.4%	65.3%	65.5%	78.1%	-3.5%	9.6%	16.5%	13.3%	10.3%	5.5%	4.1%
I feel that the campus is a safe and secure environment.	73.5%	69.2%	77.9%	76.2%	77.8%	-4.3%	8.8%	13.8%	3.9%	8.3%	5.6%	3.2%
Student organizations are available for my participation.	72.4%	73.5%	73.8%	81.9%	71.6%	0.8%	9.5%	8.8%	6.3%	6.0%	2.7%	6.8%
The tuition payment plan is beneficial for students.	70.5%	71.4%	69.1%	81.7%	76.2%	-5.7%	8.9%	13.0%	7.4%	6.1%	7.1%	1.8%
The on-site registration process is user-friendly.	70.5%	73.6%	72.0%	79.3%	72.2%	-1.7%	9.5%	11.1%	8.5%	6.9%	5.1%	4.4%
On-campus bookstore hours are convenient for students.	70.4%	68.6%	72.8%	74.7%	74.0%	-3.6%	9.3%	15.7%	8.6%	8.4%	1.4%	7.9%
Students seldom get the “run around” when seeking information.	68.7%	63.5%	57.7%	65.6%	60.2%	8.5%	16.8%	16.5%	25.9%	20.8%	23.7%	-6.9%
Tutorial services are sufficient.	68.0%	68.1%	64.6%	69.5%	63.3%	4.7%	7.8%	11.1%	7.6%	7.3%	5.1%	2.7%
Student recreational opportunities and facilities have met my expectations.	63.3%	69.0%	68.9%	70.5%	64.6%	-1.3%	15.6%	13.8%	9.5%	6.4%	1.5%	14.1%
Campus housing met my expectations upon arriving to campus.	56.0%	48.0%	60.6%	60.0%	48.9%	7.1%	17.9%	20.0%	9.1%	15.7%	10.6%	7.3%

* 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 Agreement

Total respondents = 130

	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
Academic programs, services, and administration									
I am receiving a quality education at Troy University.	1	1	2	2	3	90.5%	4.3%	5.2%	116
I would recommend Troy University to a friend who is planning to go to college.	2	2	7	6	1	87.5%	8.0%	4.5%	112
TROY personnel are knowledgeable and helpful.	3	8	4	3	4	85.3%	10.3%	4.3%	116
I feel I can talk to faculty about my academic concerns.	4	6	3	4	2	84.7%	7.6%	7.6%	118
Troy University has a good reputation in my community.	5	4	6	10	8	83.3%	11.4%	5.3%	114
The semester/term format at my location accommodates my learning.	6	3	5	8	5	83.3%	9.6%	7.0%	114
Faculty care about students as individuals.	7	5	1	1	7	83.1%	12.7%	4.2%	118
The <i>online</i> Schedule of Classes is informative and easy to follow.	8	13	17	13	25	83.0%	8.9%	8.0%	112
Reg. dates, times, and procedures were made clear to me prior to enrollment.	9	20	16	17	20	81.9%	7.8%	10.3%	116
Academic advising is adequate.	10	19	8	11	12	79.6%	10.6%	9.7%	113
The online registration process is user-friendly.	11	16	21	12	26	79.3%	9.5%	11.2%	116
The bill that I received from the University was easily understood.	12	14	19	18	10	79.2%	14.9%	5.9%	101
Sufficient financial aid options are available.	13	23	10	16	14	78.9%	10.5%	10.5%	114
The University offers a variety of majors at my location.	14	11	15	21	11	78.4%	16.2%	5.4%	111
Class drop/add procedures are appropriate.	15	9	9	9	16	77.3%	17.3%	5.5%	110
The <i>printed</i> Schedule of Classes is informative and easy to follow.	16	7	12	5	6	77.2%	17.8%	5.0%	101
The classes I attend are well organized and well taught.	17	10	11	7	13	76.7%	11.2%	12.1%	116
Student organizations are available for my participation.	18	26	14	22	19	74.5%	18.4%	7.1%	98
Classes are offered at convenient times.	19	22	18	20	15	74.3%	15.0%	10.6%	113
Class information provided prior to enrollment was helpful.	20	24	20	24	21	72.4%	15.5%	12.1%	116
On-campus bookstore hours are convenient for students.	21	15	25	15	22	72.0%	19.0%	9.0%	100
The tuition payment plan is beneficial for students.	22	12	27	23	17	71.6%	21.6%	6.9%	102
I feel that the campus is a safe and secure environment.	23	25	13	14	9	70.7%	20.2%	9.1%	99
The on-site registration process is user-friendly.	24	17	22	19	24	69.1%	23.4%	7.4%	94
Purchasing textbooks through TROY Virtual BookStore is convenient.	25	18	26	27	18	67.9%	23.6%	8.5%	106
Tutorial services are sufficient.	26	21	23	25	27	66.0%	27.8%	6.2%	97
Student recreational opportunities and facilities have met my expectations.	27	28	24	26	23	61.0%	29.3%	9.8%	82
Students seldom get the "run around" when seeking information.	28	27	28	28	28	50.0%	26.3%	23.7%	114
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	42.0%	40.6%	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 2012 through Fall 2016

Total respondents = 130

	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
Academic programs, services, and administration												
I am receiving a quality education at Troy University.	90.5%	90.1%	89.1%	92.0%	85.4%	5.1%	5.2%	4.4%	2.2%	2.7%	6.3%	-1.1%
I would recommend Troy University to a friend who is planning to go to college.	87.5%	86.5%	82.2%	87.4%	89.6%	-2.1%	4.5%	6.7%	8.9%	5.4%	6.3%	-1.8%
TROY personnel are knowledgeable and helpful.	85.3%	84.0%	86.8%	88.4%	85.1%	0.2%	4.3%	8.5%	4.4%	2.7%	11.9%	-7.6%
I feel I can talk to faculty about my academic concerns.	84.7%	85.1%	87.0%	88.4%	86.1%	-1.4%	7.6%	8.5%	6.5%	4.5%	8.9%	-1.3%
The semester/term format at my location accommodates my learning.	83.3%	86.5%	85.6%	86.5%	85.0%	-1.7%	7.0%	6.7%	4.4%	3.6%	6.0%	1.0%
Troy University has a good reputation in my community.	83.3%	85.6%	82.2%	85.7%	82.3%	1.0%	5.3%	7.8%	5.6%	4.5%	8.3%	-3.0%
Faculty care about students as individuals.	83.1%	85.1%	89.1%	92.0%	83.2%	-0.1%	4.2%	6.4%	4.4%	2.7%	6.9%	-2.7%
The <i>online</i> Schedule of Classes is informative and easy to follow.	83.0%	81.9%	73.0%	84.3%	63.4%	19.6%	8.0%	6.4%	11.2%	3.7%	16.1%	-8.1%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	81.9%	76.1%	73.3%	81.3%	69.7%	12.2%	10.3%	14.1%	13.3%	7.1%	16.2%	-5.9%
Academic advising is adequate.	79.6%	76.3%	81.3%	85.6%	75.8%	3.8%	9.7%	15.1%	7.7%	7.2%	13.1%	-3.4%
The online registration process is user-friendly.	79.3%	77.7%	68.6%	84.5%	61.3%	18.0%	11.2%	11.7%	15.1%	5.5%	17.2%	-6.0%
The bill that I received from the University was easily understood.	79.2%	81.6%	72.1%	80.8%	78.4%	0.8%	5.9%	7.9%	10.5%	6.1%	6.8%	-0.9%
Sufficient financial aid options are available.	78.9%	74.7%	79.8%	81.6%	74.7%	4.2%	10.5%	12.1%	7.9%	6.8%	13.1%	-2.6%
The University offers a variety of majors at my location.	78.4%	82.1%	75.8%	77.4%	77.1%	1.3%	5.4%	9.5%	11.0%	6.6%	11.5%	-6.1%
Class drop/add procedures are appropriate.	77.3%	82.8%	80.2%	86.4%	73.3%	4.0%	5.5%	4.6%	8.1%	1.9%	8.9%	-3.4%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	77.2%	84.9%	78.8%	87.7%	84.4%	-7.2%	5.0%	4.7%	7.1%	2.8%	7.8%	-2.8%
The classes I attend are well organized and well taught.	76.7%	82.6%	79.1%	87.2%	75.5%	1.2%	12.1%	10.9%	5.5%	4.6%	9.2%	2.9%
Student organizations are available for my participation.	74.5%	65.9%	77.1%	76.5%	69.9%	4.6%	7.1%	15.9%	4.8%	5.1%	8.4%	-1.3%

Classes are offered at convenient times.	74.3%	75.6%	73.0%	79.3%	73.5%	0.8%	10.6%	13.3%	12.4%	9.0%	15.3%	-4.7%
Class information provided prior to enrollment was helpful.	72.4%	74.4%	70.3%	70.9%	67.3%	5.1%	12.1%	15.6%	13.2%	9.1%	12.2%	-0.1%
On-campus bookstore hours are convenient for students.	72.0%	78.6%	66.3%	81.8%	67.1%	4.9%	9.0%	11.4%	13.3%	5.1%	19.0%	-10.0%
The tuition payment plan is beneficial for students.	71.6%	82.1%	60.2%	74.4%	72.5%	-0.9%	6.9%	9.0%	12.1%	3.3%	11.0%	-4.1%
I feel that the campus is a safe and secure environment.	70.7%	72.3%	78.6%	83.7%	80.2%	-9.5%	9.1%	13.3%	10.7%	5.8%	11.1%	-2.0%
The on-site registration process is user-friendly.	69.1%	76.9%	68.4%	80.2%	65.8%	3.3%	7.4%	9.0%	7.9%	3.1%	11.4%	-4.0%
Purchasing textbooks through TROY Virtual BookStore is convenient.	67.9%	76.8%	60.5%	64.0%	70.9%	-3.0%	8.5%	7.3%	13.6%	4.5%	12.7%	-4.2%
Tutorial services are sufficient.	66.0%	75.7%	68.0%	65.6%	58.7%	7.3%	6.2%	5.4%	5.3%	3.3%	10.7%	-4.5%
Student recreational opportunities and facilities have met my expectations.	61.0%	58.1%	67.1%	65.5%	66.2%	-5.2%	9.8%	19.4%	9.2%	10.3%	7.4%	2.4%
Students seldom get the “run around” when seeking information.	50.0%	59.6%	49.4%	58.2%	52.6%	-2.6%	23.7%	25.5%	21.4%	20.9%	21.6%	2.1%
Campus housing met my expectations upon arriving to campus.	42.0%	57.9%	43.5%	54.5%	45.5%	-3.5%	17.4%	5.3%	17.4%	9.1%	9.1%	8.3%

* 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 Agreement

Total respondents = 64

	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
Academic programs, services, and administration									
TROY personnel are knowledgeable and helpful.	1	7	8	2	4	92.5%	1.9%	5.7%	53
Faculty care about students as individuals.	2	3	11	8	6	90.6%	5.7%	3.8%	53
Troy University has a good reputation in my community.	3	19	13	6	5	90.4%	5.8%	3.8%	52
The University offers a variety of majors at my location.	4	1	3	10	7	90.2%	5.9%	3.9%	51
I am receiving a quality education at Troy University.	5	6	5	5	1	88.7%	11.3%	0.0%	53
I feel I can talk to faculty about my academic concerns.	6	17	6	4	2	88.7%	3.8%	7.5%	53
The online registration process is user-friendly.	7	4	25	15	21	88.7%	5.7%	5.7%	53
Class drop/add procedures are appropriate.	8	9	7	20	11	88.0%	8.0%	4.0%	50
I would recommend Troy University to a friend who is planning to go to college.	9	12	14	7	10	86.8%	9.4%	3.8%	53
The semester/term format at my location accommodates my learning.	10	13	4	3	3	84.9%	11.3%	3.8%	53
The classes I attend are well organized and well taught.	11	8	10	14	13	84.9%	11.3%	3.8%	53
Classes are offered at convenient times.	12	2	12	21	20	82.7%	13.5%	3.8%	52
Academic advising is adequate.	13	10	21	9	14	82.7%	11.5%	5.8%	52
Class information provided prior to enrollment was helpful.	14	26	22	27	24	82.7%	9.6%	7.7%	52
The on-site registration process is user-friendly.	15	25	20	13	26	80.9%	12.8%	6.4%	47
Student organizations are available for my participation.	16	15	1	1	8	79.6%	16.3%	4.1%	49
On-campus bookstore hours are convenient for students.	17	5	19	18	18	79.6%	12.2%	8.2%	49
The <i>online</i> Schedule of Classes is informative and easy to follow.	18	11	9	23	16	79.2%	13.2%	7.5%	53
The <i>printed</i> Schedule of Classes is informative and easy to follow.	19	16	2	12	9	79.2%	14.6%	6.3%	48
Sufficient financial aid options are available.	20	24	17	11	19	78.0%	12.0%	10.0%	50
Student recreational opportunities and facilities have met my expectations.	21	28	15	19	22	77.6%	16.3%	6.1%	49
Reg. dates, times, and procedures were made clear to me prior to enrollment.	22	14	16	24	23	77.4%	11.3%	11.3%	53
I feel that the campus is a safe and secure environment.	23	22	28	16	12	75.5%	20.4%	4.1%	49
The bill that I received from the University was easily understood.	24	18	23	22	17	74.0%	20.0%	6.0%	50
Tutorial services are sufficient.	25	21	18	25	25	73.2%	26.8%	0.0%	41
The tuition payment plan is beneficial for students.	26	23	27	17	15	72.9%	22.9%	4.2%	48
Campus housing met my expectations upon arriving to campus.	27	27	24	26	28	70.8%	18.8%	10.4%	48
Purchasing textbooks through TROY Virtual BookStore is convenient.	28	20	26	28	27	66.7%	23.8%	9.5%	42
Students seldom get the "run around" when seeking information.	29	29	29	29	29	56.9%	25.5%	17.6%	51

* 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 2012 through Fall 2016

Total respondents = 64

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
TROY personnel are knowledgeable and helpful.	92.5%	81.6%	83.0%	96.2%	86.8%	5.7%	5.7%	5.3%	4.3%	0.0%	10.5%	-4.8%
Faculty care about students as individuals.	90.6%	84.2%	81.3%	90.6%	84.2%	6.4%	3.8%	7.9%	8.3%	3.8%	5.3%	-1.5%
Troy University has a good reputation in my community.	90.4%	74.3%	80.9%	92.2%	86.1%	4.3%	3.8%	11.4%	6.4%	3.9%	11.1%	-7.3%
The University offers a variety of majors at my location.	90.2%	86.1%	87.5%	88.5%	83.8%	6.4%	3.9%	5.6%	2.1%	7.7%	10.8%	-6.9%
I feel I can talk to faculty about my academic concerns.	88.7%	75.7%	83.3%	94.2%	89.5%	-0.8%	7.5%	10.8%	10.4%	3.8%	7.9%	-0.4%
The online registration process is user-friendly.	88.7%	83.8%	70.5%	82.0%	64.5%	24.2%	5.7%	10.8%	15.9%	6.0%	12.9%	-7.2%
I am receiving a quality education at Troy University.	88.7%	83.3%	85.1%	92.3%	91.9%	-3.2%	0.0%	8.3%	6.4%	0.0%	8.1%	-8.1%
Class drop/add procedures are appropriate.	88.0%	81.1%	83.3%	78.4%	79.4%	8.6%	4.0%	5.4%	2.4%	9.8%	8.8%	-4.8%
I would recommend Troy University to a friend who is planning to go to college.	86.8%	80.6%	80.9%	92.2%	81.1%	5.7%	3.8%	8.3%	10.6%	2.0%	8.1%	-4.3%
The classes I attend are well organized and well taught.	84.9%	81.6%	83.0%	82.7%	73.7%	11.2%	3.8%	7.9%	10.6%	5.8%	15.8%	-12.0%
The semester/term format at my location accommodates my learning.	84.9%	80.0%	87.5%	94.3%	88.9%	-4.0%	3.8%	5.7%	4.2%	0.0%	5.6%	-1.8%
Academic advising is adequate.	82.7%	81.1%	74.5%	90.2%	73.0%	9.7%	5.8%	10.8%	6.4%	3.9%	16.2%	-10.4%
Class information provided prior to enrollment was helpful.	82.7%	64.9%	73.9%	68.6%	61.1%	21.6%	7.7%	13.5%	15.2%	9.8%	19.4%	-11.7%
Classes are offered at convenient times.	82.7%	86.1%	81.3%	78.0%	66.7%	16.0%	3.8%	5.6%	8.3%	8.0%	19.4%	-15.6%
The on-site registration process is user-friendly.	80.9%	67.6%	75.6%	83.0%	53.3%	27.6%	6.4%	8.8%	7.3%	6.4%	13.3%	-6.9%
On-campus bookstore hours are convenient for students.	79.6%	83.8%	76.1%	79.2%	70.3%	9.3%	8.2%	8.1%	8.7%	10.4%	13.5%	-5.3%
Student organizations are available for my participation.	79.6%	78.8%	95.6%	100%	82.9%	-3.3%	4.1%	9.1%	4.4%	0.0%	14.3%	-10.2%
The <i>online</i> Schedule of Classes is informative and easy to follow.	79.2%	80.6%	83.0%	77.4%	71.9%	7.3%	7.5%	8.3%	12.8%	9.4%	12.5%	-5.0%

The <i>printed</i> Schedule of Classes is informative and easy to follow.	79.2%	78.4%	91.3%	84.0%	82.4%	-3.2%	6.3%	10.8%	6.5%	6.0%	8.8%	-2.6%
Sufficient financial aid options are available.	78.0%	70.3%	78.7%	84.0%	68.6%	9.4%	10.0%	10.8%	10.6%	8.0%	17.1%	-7.1%
Student recreational opportunities and facilities have met my expectations.	77.6%	58.3%	79.6%	78.7%	64.5%	13.1%	6.1%	13.9%	6.8%	8.5%	19.4%	-13.3%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	77.4%	78.9%	79.2%	76.9%	63.2%	14.2%	11.3%	10.5%	20.8%	7.7%	15.8%	-4.5%
I feel that the campus is a safe and secure environment.	75.5%	72.2%	68.9%	81.3%	74.3%	1.2%	4.1%	13.9%	15.6%	6.3%	11.4%	-7.3%
The bill that I received from the University was easily understood.	74.0%	75.0%	73.9%	77.6%	70.6%	3.4%	6.0%	8.3%	13.0%	10.2%	17.6%	-11.6%
Tutorial services are sufficient.	73.2%	74.2%	77.5%	75.0%	58.6%	14.6%	0.0%	3.2%	5.0%	0.0%	13.8%	-13.8%
The tuition payment plan is beneficial for students.	72.9%	71.4%	68.9%	80.4%	71.9%	1.0%	4.2%	5.7%	13.3%	4.3%	12.5%	-8.3%
Campus housing met my expectations upon arriving to campus.	70.8%	64.5%	73.0%	70.5%	51.6%	19.2%	10.4%	9.7%	18.9%	13.6%	22.6%	-12.2%
Purchasing textbooks through TROY Virtual BookStore is convenient.	66.7%	74.2%	70.0%	61.9%	51.7%	15.0%	9.5%	9.7%	5.0%	7.1%	24.1%	-14.6%
Students seldom get the “run around” when seeking information.	56.9%	54.3%	63.0%	59.6%	45.7%	11.2%	17.6%	25.7%	21.7%	15.4%	28.6%	-11.0%

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

Ranked by Agreement Level

Total respondents = 220

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
I am receiving a quality education at Troy University.	1	1	1	2	1	85.2%	6.0%	8.8%	182
TROY personnel are knowledgeable and helpful.	2	3	7	1	8	84.6%	8.0%	7.4%	188
I would recommend Troy University to a friend who is planning to go to college.	3	9	2	4	5	83.9%	6.1%	10.0%	180
Reg. dates, times, and procedures were made clear to me prior to enrollment.	4	4	16	9	17	82.9%	5.0%	12.2%	181
Faculty care about students as individuals.	5	8	8	8	9	82.1%	10.3%	7.6%	184
The semester/term format at my location accommodates my learning.	6	2	3	3	3	82.0%	10.1%	7.9%	178
On-campus bookstore hours are convenient for students.	7	19	18	18	12	81.2%	9.1%	9.7%	165
The University offers a variety of majors at my location.	8	13	5	5	4	81.1%	8.9%	10.0%	180
Troy University has a good reputation in my community.	9	10	6	10	6	80.6%	9.4%	10.0%	180
I feel I can talk to faculty about my academic concerns.	10	5	9	6	11	80.3%	9.8%	9.8%	183
The <i>printed</i> Schedule of Classes is informative and easy to follow.	11	11	4	7	2	78.9%	11.7%	9.4%	171
Classes are offered at convenient times.	12	15	22	13	13	78.0%	9.6%	12.4%	177
Academic advising is adequate.	13	14	19	14	19	77.2%	10.3%	12.5%	184
The <i>online</i> Schedule of Classes is informative and easy to follow.	14	7	13	12	16	77.1%	10.6%	12.3%	179
Class drop/add procedures are appropriate.	15	12	10	11	7	76.4%	12.6%	10.9%	174
Class information provided prior to enrollment was helpful.	16	16	24	21	24	75.8%	11.0%	13.2%	182
The classes I attend are well organized and well taught.	17	6	12	17	20	75.7%	12.7%	11.6%	181
Student organizations are available for my participation.	18	24	11	16	14	75.6%	13.4%	11.0%	164
The on-site registration process is user-friendly.	19	26	25	19	25	75.2%	16.8%	8.1%	161
The online registration process is user-friendly.	20	18	20	15	22	74.4%	14.4%	11.1%	180
Sufficient financial aid options are available.	21	21	17	23	18	74.4%	11.9%	13.6%	176
The bill that I received from the University was easily understood.	22	17	15	24	10	74.3%	12.6%	13.2%	167
Tutorial services are sufficient.	23	20	23	22	15	73.9%	16.4%	9.7%	165
Purchasing textbooks through TROY Virtual BookStore is convenient.	24	25	27	27	26	73.5%	14.2%	12.3%	162
I feel that the campus is a safe and secure environment.	25	23	14	20	21	71.1%	19.3%	9.6%	166
The tuition payment plan is beneficial for students.	26	22	21	25	23	70.9%	17.7%	11.4%	158
Student recreational opportunities and facilities have met my expectations.	27	27	26	26	27	67.6%	16.2%	16.2%	142
Students seldom get the "run around" when seeking information.	28	29	29	28	29	61.8%	19.7%	18.5%	178
Campus housing met my expectations upon arriving to campus.	29	28	28	29	28	61.2%	25.6%	13.2%	129

* 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 2012 through Fall 2016

Total respondents = 220

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
I am receiving a quality education at Troy University.	85.2%	92.4%	89.1%	89.3%	95.3%	-10.1%	8.8%	4.8%	2.9%	5.0%	3.1%	5.7%
TROY personnel are knowledgeable and helpful.	84.6%	86.8%	85.9%	89.4%	88.3%	-3.7%	7.4%	10.4%	5.6%	5.0%	6.3%	1.1%
I would recommend Troy University to a friend who is planning to go to college.	83.9%	84.8%	88.2%	87.9%	89.1%	-5.2%	10.0%	11.4%	5.9%	7.9%	4.7%	5.3%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	82.9%	86.7%	74.5%	85.6%	82.0%	0.9%	12.2%	8.6%	17.0%	7.2%	7.8%	4.4%
Faculty care about students as individuals.	82.1%	84.9%	85.9%	85.7%	86.7%	-4.6%	7.6%	6.6%	3.5%	5.0%	4.7%	2.9%
The semester/term format at my location accommodates my learning.	82.0%	89.3%	86.9%	88.4%	90.5%	-8.5%	7.9%	6.8%	2.9%	5.1%	3.2%	4.7%
On-campus bookstore hours are convenient for students.	81.2%	76.3%	73.5%	79.5%	85.3%	-4.1%	9.7%	7.5%	9.9%	8.7%	4.6%	5.1%
The University offers a variety of majors at my location.	81.1%	82.5%	86.0%	87.1%	90.2%	-9.1%	10.0%	8.7%	7.4%	6.1%	5.7%	4.3%
Troy University has a good reputation in my community.	80.6%	84.6%	85.9%	85.6%	88.6%	-8.0%	10.0%	7.7%	6.7%	4.3%	3.3%	6.7%
I feel I can talk to faculty about my academic concerns.	80.3%	85.8%	85.2%	86.5%	85.9%	-5.6%	9.8%	6.6%	5.6%	5.0%	7.0%	2.8%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	78.9%	83.5%	86.0%	86.1%	91.8%	-12.9%	9.4%	7.2%	4.4%	4.4%	2.5%	6.9%
Classes are offered at convenient times.	78.0%	81.6%	69.1%	83.7%	84.0%	-6.0%	12.4%	6.8%	15.8%	6.7%	7.2%	5.2%
Academic advising is adequate.	77.2%	82.1%	73.4%	82.7%	81.5%	-4.3%	12.5%	11.3%	10.1%	5.8%	11.3%	1.2%
The <i>online</i> Schedule of Classes is informative and easy to follow.	77.1%	85.4%	80.0%	84.8%	82.1%	-5.0%	12.3%	5.8%	6.7%	5.1%	5.1%	7.2%
Class drop/add procedures are appropriate.	76.4%	83.5%	81.8%	85.5%	88.5%	-12.1%	10.9%	7.2%	3.8%	3.8%	2.7%	8.2%
Class information provided prior to enrollment was helpful.	75.8%	79.8%	67.4%	78.4%	74.8%	1.0%	13.2%	7.7%	16.3%	7.9%	8.7%	4.5%
The classes I attend are well organized and well taught.	75.7%	85.4%	80.6%	82.0%	81.0%	-5.3%	11.6%	8.7%	7.2%	6.5%	9.5%	2.1%

Student organizations are available for my participation.	75.6%	75.8%	81.3%	82.3%	83.2%	-7.6%	11.0%	9.5%	3.9%	6.9%	5.3%	5.7%
The on-site registration process is user-friendly.	75.2%	72.1%	67.2%	79.1%	74.8%	0.4%	8.1%	10.5%	8.6%	6.2%	9.9%	-1.8%
The online registration process is user-friendly.	74.4%	77.9%	70.9%	82.4%	78.1%	-3.7%	11.1%	11.5%	13.4%	11.8%	7.9%	3.2%
Sufficient financial aid options are available.	74.4%	76.2%	73.5%	76.3%	81.8%	-7.4%	13.6%	13.9%	10.3%	7.2%	10.7%	2.9%
The bill that I received from the University was easily understood.	74.3%	79.0%	74.6%	76.3%	86.1%	-11.8%	13.2%	7.0%	3.9%	9.9%	4.9%	8.3%
Tutorial services are sufficient.	73.9%	76.3%	68.3%	76.8%	82.6%	-8.7%	9.7%	6.2%	8.3%	6.4%	3.7%	6.0%
Purchasing textbooks through TROY Virtual BookStore is convenient.	73.5%	74.2%	59.2%	66.4%	74.5%	-1.0%	12.3%	7.5%	14.2%	10.1%	5.7%	6.6%
I feel that the campus is a safe and secure environment.	71.1%	76.0%	75.8%	78.7%	80.5%	-9.4%	9.6%	12.5%	8.3%	7.1%	3.5%	6.1%
The tuition payment plan is beneficial for students.	70.9%	76.0%	70.5%	73.8%	77.8%	-6.9%	11.4%	7.3%	10.1%	5.4%	6.8%	4.6%
Student recreational opportunities and facilities have met my expectations.	67.6%	69.8%	66.7%	69.9%	74.3%	-6.7%	16.2%	18.6%	8.6%	10.6%	6.9%	9.3%
Students seldom get the “run around” when seeking information.	61.8%	59.2%	55.2%	63.0%	59.7%	2.1%	18.5%	26.2%	27.9%	18.8%	20.2%	-1.7%
Campus housing met my expectations upon arriving to campus.	61.2%	60.0%	56.7%	58.6%	61.5%	-0.3%	13.2%	12.0%	17.3%	17.2%	18.8%	-5.6%

* 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 = 672

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
I am receiving a quality education at Troy University.	1	1	1	2	1	85.7%	7.5%	6.8%	545
TROY personnel are knowledgeable and helpful.	2	3	3	1	2	85.3%	7.5%	7.3%	563
The University offers a variety of majors at my location.	3	6	7	9	5	84.0%	9.5%	6.5%	537
The semester/term format at my location accommodates my learning.	4	2	5	3	3	83.5%	10.0%	6.5%	539
I would recommend Troy University to a friend who is planning to go to college.	5	7	4	4	4	83.0%	8.4%	8.6%	534
I feel I can talk to faculty about my academic concerns.	6	14	6	8	9	82.7%	9.2%	8.1%	555
Faculty care about students as individuals.	7	9	10	5	8	81.8%	12.2%	5.9%	556
Reg. dates, times, and procedures were made clear to me prior to enrollment.	8	11	18	16	13	80.3%	8.2%	11.5%	548
Troy University has a good reputation in my community.	9	8	9	10	6	80.2%	12.9%	6.9%	535
The <i>online</i> Schedule of Classes is informative and easy to follow.	10	5	13	15	22	79.7%	11.5%	8.9%	541
The online registration process is user-friendly.	11	15	23	14	21	79.6%	10.7%	9.7%	544
The <i>printed</i> Schedule of Classes is informative and easy to follow.	12	4	2	6	7	78.5%	14.3%	7.2%	502
Classes are offered at convenient times.	13	13	21	17	11	78.2%	11.6%	10.2%	527
The classes I attend are well organized and well taught.	14	12	14	11	17	77.2%	13.3%	9.5%	548
Sufficient financial aid options are available.	15	20	12	18	10	76.4%	11.8%	11.8%	535
The bill that I received from the University was easily understood.	16	17	19	21	15	76.3%	14.0%	9.7%	506
Student organizations are available for my participation.	17	19	8	13	18	76.2%	15.6%	8.2%	500
Class drop/add procedures are appropriate.	18	10	11	7	12	76.0%	14.4%	9.5%	526
On-campus bookstore hours are convenient for students.	19	16	16	19	16	75.7%	15.3%	9.0%	490
Academic advising is adequate.	20	18	17	12	14	75.3%	11.8%	12.9%	551
The on-site registration process is user-friendly.	21	26	25	22	26	73.8%	17.6%	8.6%	466
Class information provided prior to enrollment was helpful.	22	22	26	26	25	71.2%	16.5%	12.3%	546
I feel that the campus is a safe and secure environment.	23	24	15	20	19	70.5%	19.8%	9.7%	485
Tutorial services are sufficient.	24	23	22	24	24	70.2%	22.5%	7.3%	466
Purchasing textbooks through TROY Virtual BookStore is convenient.	25	25	27	27	23	68.4%	21.0%	10.6%	491
The tuition payment plan is beneficial for students.	26	21	24	23	20	68.3%	22.4%	9.3%	486
Student recreational opportunities and facilities have met my expectations.	27	27	20	25	27	65.5%	20.2%	14.3%	441
Students seldom get the "run around" when seeking information.	28	29	29	28	28	57.9%	22.3%	19.9%	539
Campus housing met my expectations upon arriving to campus.	29	28	28	29	29	54.8%	28.1%	17.0%	405

* 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 2012 through Fall 2016

Total respondents = 672

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
I am receiving a quality education at Troy University.	85.7%	88.7%	88.1%	88.2%	90.1%	-4.4%	6.8%	5.0%	3.8%	3.9%	3.6%	3.2%
TROY personnel are knowledgeable and helpful.	85.3%	85.0%	85.5%	88.4%	88.3%	-3.0%	7.3%	7.0%	5.7%	4.0%	6.7%	0.6%
The University offers a variety of majors at my location.	84.0%	83.5%	83.5%	83.0%	86.0%	-2.0%	6.5%	7.8%	7.9%	7.5%	6.1%	0.4%
The semester/term format at my location accommodates my learning.	83.5%	85.1%	83.8%	86.9%	88.3%	-4.8%	6.5%	6.5%	5.0%	3.9%	3.0%	3.5%
I would recommend Troy University to a friend who is planning to go to college.	83.0%	83.1%	84.9%	85.8%	87.2%	-4.2%	8.6%	8.3%	7.2%	6.2%	5.9%	2.7%
I feel I can talk to faculty about my academic concerns.	82.7%	80.3%	83.6%	83.2%	83.1%	-0.4%	8.1%	8.1%	7.5%	5.7%	6.7%	1.4%
Faculty care about students as individuals.	81.8%	82.7%	82.1%	85.7%	83.3%	-1.5%	5.9%	7.0%	5.5%	5.3%	5.5%	0.4%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	80.3%	81.1%	75.1%	79.9%	79.3%	1.0%	11.5%	10.9%	16.0%	7.4%	10.0%	1.5%
Troy University has a good reputation in my community.	80.2%	82.8%	82.3%	82.6%	85.3%	-5.1%	6.9%	8.2%	6.4%	5.2%	5.8%	1.1%
The <i>online</i> Schedule of Classes is informative and easy to follow.	79.7%	83.6%	78.7%	80.4%	73.3%	6.4%	8.9%	5.7%	8.9%	6.3%	9.2%	-0.3%
The online registration process is user-friendly.	79.6%	80.2%	71.5%	81.1%	73.6%	6.0%	9.7%	9.3%	12.9%	7.0%	9.2%	0.5%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	78.5%	84.5%	86.3%	84.7%	84.7%	-6.2%	7.2%	6.5%	5.5%	5.3%	7.1%	0.1%
Classes are offered at convenient times.	78.2%	80.8%	72.0%	79.7%	80.3%	-2.1%	10.2%	8.2%	15.1%	9.2%	10.0%	0.2%
The classes I attend are well organized and well taught.	77.2%	81.0%	77.6%	81.8%	77.0%	0.2%	9.5%	8.8%	9.6%	7.9%	8.6%	0.9%
Sufficient financial aid options are available.	76.4%	75.8%	79.0%	79.0%	80.7%	-4.3%	11.8%	10.3%	8.9%	7.6%	8.5%	3.3%
The bill that I received from the University was easily understood.	76.3%	79.0%	72.2%	76.2%	77.8%	-1.5%	9.7%	7.2%	10.4%	8.3%	6.7%	3.0%
Student organizations are available for my participation.	76.2%	76.2%	83.3%	81.3%	76.6%	-0.4%	8.2%	10.5%	5.9%	4.7%	6.8%	1.4%
Class drop/add procedures are appropriate.	76.0%	82.4%	80.9%	84.6%	80.2%	-4.2%	9.5%	6.7%	5.1%	4.1%	4.3%	5.2%

On-campus bookstore hours are convenient for students.	75.7%	79.2%	76.6%	78.4%	77.3%	-1.6%	9.0%	9.6%	10.3%	7.3%	9.0%	0.0%
Academic advising is adequate.	75.3%	77.0%	76.2%	81.7%	77.9%	-2.6%	12.9%	12.4%	9.9%	6.8%	9.9%	3.0%
The on-site registration process is user-friendly.	73.8%	72.8%	71.1%	75.9%	69.4%	4.4%	8.6%	9.9%	8.7%	5.6%	8.4%	0.2%
Class information provided prior to enrollment was helpful.	71.2%	74.5%	69.6%	69.1%	70.2%	1.0%	12.3%	11.6%	15.1%	11.7%	11.1%	1.2%
I feel that the campus is a safe and secure environment.	70.5%	73.3%	76.9%	78.4%	76.6%	-6.1%	9.7%	11.8%	9.8%	6.4%	6.2%	3.5%
Tutorial services are sufficient.	70.2%	73.5%	71.6%	71.9%	71.1%	-0.9%	7.3%	6.0%	7.4%	5.1%	4.8%	2.5%
Purchasing textbooks through TROY Virtual BookStore is convenient.	68.4%	73.1%	64.3%	64.5%	72.5%	-4.1%	10.6%	8.7%	11.4%	7.3%	7.8%	2.8%
The tuition payment plan is beneficial for students.	68.3%	75.8%	71.2%	74.0%	75.9%	-7.6%	9.3%	7.9%	9.5%	5.5%	7.0%	2.3%
Student recreational opportunities and facilities have met my expectations.	65.5%	66.3%	72.1%	70.5%	68.9%	-3.4%	14.3%	13.9%	9.2%	9.3%	7.9%	6.4%
Students seldom get the “run around” when seeking information.	57.9%	55.4%	56.4%	60.3%	54.9%	3.0%	19.9%	25.1%	24.1%	19.1%	21.4%	-1.5%
Campus housing met my expectations upon arriving to campus.	54.8%	60.5%	57.5%	59.1%	53.8%	1.0%	17.0%	12.2%	16.8%	15.3%	13.7%	3.3%

* 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 Agreement Level

Total respondents = 145

	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
Academic programs, services, and administration									
TROY personnel are knowledgeable and helpful.	1	4	10	5	7	87.9%	4.5%	7.6%	132
I am receiving a quality education at Troy University.	2	1	2	6	4	86.8%	7.8%	5.4%	129
Reg. dates, times, and procedures were made clear to me prior to enrollment.	3	7	12	10	11	86.3%	3.8%	9.9%	131
Troy University has a good reputation in my community.	4	13	13	16	3	85.2%	8.2%	6.6%	122
Classes are offered at convenient times.	5	8	1	14	12	84.9%	7.1%	7.9%	126
Faculty care about students as individuals.	6	5	3	1	5	84.0%	8.4%	7.6%	131
I would recommend Troy University to a friend who is planning to go to college.	7	10	4	7	1	83.7%	10.1%	6.2%	129
The <i>online</i> Schedule of Classes is informative and easy to follow.	8	9	15	8	18	81.9%	6.3%	11.8%	127
The tuition payment plan is beneficial for students.	9	20	21	21	9	81.3%	11.2%	7.5%	107
Academic advising is adequate.	10	14	18	15	16	80.8%	10.0%	9.2%	130
Purchasing textbooks through TROY Virtual BookStore is convenient.	11	25	27	26	17	80.6%	10.2%	9.3%	108
The semester/term format at my location accommodates my learning.	12	2	5	4	2	80.0%	13.6%	6.4%	125
The bill that I received from the University was easily understood.	13	15	7	3	6	80.0%	11.7%	8.3%	120
I feel I can talk to faculty about my academic concerns.	14	3	8	2	8	79.5%	9.1%	11.4%	132
Class drop/add procedures are appropriate.	15	17	14	11	10	79.5%	12.3%	8.2%	122
The online registration process is user-friendly.	16	6	11	13	21	78.9%	7.0%	14.1%	128
Class information provided prior to enrollment was helpful.	17	16	16	17	22	77.7%	11.5%	10.8%	130
I feel that the campus is a safe and secure environment.	18	23	19	18	19	77.6%	12.9%	9.4%	85
The <i>printed</i> Schedule of Classes is informative and easy to follow.	19	11	9	9	14	77.4%	15.1%	7.5%	106
The classes I attend are well organized and well taught.	20	12	6	19	13	76.6%	13.3%	10.2%	128
Sufficient financial aid options are available.	21	19	17	22	20	75.8%	10.8%	13.3%	120
The University offers a variety of majors at my location.	22	18	22	20	15	72.0%	16.9%	11.0%	118
The on-site registration process is user-friendly.	23	21	20	12	23	71.7%	19.2%	9.1%	99
Students seldom get the "run around" when seeking information.	24	22	26	25	25	69.3%	14.2%	16.5%	127
On-campus bookstore hours are convenient for students.	25	27	23	24	24	68.5%	23.6%	7.9%	89
Tutorial services are sufficient.	26	24	24	27	27	63.6%	26.3%	10.1%	99
Student organizations are available for my participation.	27	26	25	23	26	60.0%	29.0%	11.0%	100
Student recreational opportunities and facilities have met my expectations.	28	28	29	28	28	59.2%	26.8%	14.1%	71
Campus housing met my expectations upon arriving to campus.	29	29	28	29	29	56.4%	36.4%	7.3%	55

* 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 2012 through Fall 2016

Total respondents = 145

	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
Academic programs, services, and administration												
TROY personnel are knowledgeable and helpful.	87.9%	86.0%	80.0%	83.5%	86.3%	1.6%	7.6%	11.2%	11.4%	7.2%	7.4%	0.2%
I am receiving a quality education at Troy University.	86.8%	90.4%	87.1%	83.3%	89.9%	-3.1%	5.4%	5.8%	4.3%	7.3%	4.5%	0.9%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	86.3%	84.0%	78.6%	81.3%	82.6%	3.7%	9.9%	8.5%	14.3%	13.5%	9.8%	0.1%
Troy University has a good reputation in my community.	85.2%	79.6%	78.3%	77.4%	91.0%	-5.8%	6.6%	6.8%	4.4%	7.5%	0.0%	6.6%
Classes are offered at convenient times.	84.9%	83.7%	92.7%	78.9%	82.6%	2.3%	7.9%	9.2%	4.4%	12.2%	5.8%	2.1%
Faculty care about students as individuals.	84.0%	86.0%	85.9%	87.6%	87.4%	-3.4%	7.6%	11.2%	7.0%	7.2%	8.4%	-0.8%
I would recommend Troy University to a friend who is planning to go to college.	83.7%	82.5%	85.7%	83.3%	91.2%	-7.5%	6.2%	9.7%	10.0%	10.4%	3.3%	2.9%
The <i>online</i> Schedule of Classes is informative and easy to follow.	81.9%	83.0%	76.1%	83.2%	78.3%	3.6%	11.8%	7.0%	10.5%	10.5%	8.4%	3.4%
The tuition payment plan is beneficial for students.	81.3%	75.0%	67.2%	73.8%	85.2%	-3.9%	7.5%	10.7%	11.5%	6.3%	4.9%	2.6%
Academic advising is adequate.	80.8%	79.4%	68.6%	78.7%	78.9%	1.9%	9.2%	12.1%	12.9%	10.6%	10.0%	-0.8%
Purchasing textbooks through TROY Virtual BookStore is convenient.	80.6%	67.8%	53.3%	60.3%	78.6%	2.0%	9.3%	13.3%	16.7%	15.4%	5.7%	3.6%
The semester/term format at my location accommodates my learning.	80.0%	90.1%	85.3%	84.0%	91.1%	-11.1%	6.4%	6.9%	7.4%	8.5%	1.1%	5.3%
The bill that I received from the University was easily understood.	80.0%	78.5%	82.0%	84.3%	87.1%	-7.1%	8.3%	8.6%	6.6%	6.7%	3.5%	4.8%
I feel I can talk to faculty about my academic concerns.	79.5%	86.9%	81.7%	84.4%	86.3%	-6.8%	11.4%	9.3%	12.7%	9.4%	9.5%	1.9%
Class drop/add procedures are appropriate.	79.5%	77.8%	77.8%	80.9%	85.0%	-5.5%	8.2%	6.7%	9.5%	9.0%	2.5%	5.7%
The online registration process is user-friendly.	78.9%	85.6%	79.1%	79.6%	76.5%	2.4%	14.1%	9.6%	11.9%	14.0%	10.6%	3.5%
Class information provided prior to enrollment was helpful.	77.7%	77.9%	75.4%	76.6%	76.3%	1.4%	10.8%	13.5%	14.5%	12.8%	9.7%	1.1%
I feel that the campus is a safe and secure environment.	77.6%	71.1%	67.3%	76.6%	77.8%	-0.2%	9.4%	13.2%	7.7%	7.8%	3.2%	6.2%

The <i>printed</i> Schedule of Classes is informative and easy to follow.	77.4%	80.0%	80.7%	82.8%	80.8%	-3.4%	7.5%	4.7%	8.8%	10.3%	2.6%	4.9%
The classes I attend are well organized and well taught.	76.6%	79.6%	82.6%	76.0%	82.2%	-5.6%	10.2%	11.7%	10.1%	12.5%	13.3%	-3.1%
Sufficient financial aid options are available.	75.8%	75.8%	72.7%	73.6%	76.7%	-0.9%	13.3%	17.9%	12.1%	12.6%	8.1%	5.2%
The University offers a variety of majors at my location.	72.0%	76.1%	65.7%	74.7%	79.5%	-7.5%	11.0%	10.9%	16.4%	8.0%	12.0%	-1.0%
The on-site registration process is user-friendly.	71.7%	73.1%	67.3%	79.7%	72.2%	-0.5%	9.1%	7.7%	10.9%	7.2%	5.6%	3.5%
Students seldom get the “run around” when seeking information.	69.3%	72.5%	60.0%	63.3%	67.0%	2.3%	16.5%	15.7%	24.3%	22.4%	23.1%	-6.6%
On-campus bookstore hours are convenient for students.	68.5%	58.0%	62.5%	66.1%	67.7%	0.8%	7.9%	10.1%	8.3%	9.7%	6.5%	1.4%
Tutorial services are sufficient.	63.6%	70.0%	61.5%	58.8%	60.0%	3.6%	10.1%	7.5%	15.4%	8.8%	6.2%	3.9%
Student organizations are available for my participation.	60.0%	64.6%	61.5%	68.2%	65.1%	-5.1%	11.0%	11.0%	5.8%	12.1%	11.1%	-0.1%
Student recreational opportunities and facilities have met my expectations.	59.2%	50.8%	41.0%	55.0%	54.0%	5.2%	14.1%	18.0%	10.3%	15.0%	8.0%	6.1%
Campus housing met my expectations upon arriving to campus.	56.4%	37.5%	44.1%	46.7%	52.8%	3.6%	7.3%	12.5%	2.9%	8.9%	8.3%	-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 15. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen

Ranked by Agreement Level

Total respondents = 424

	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
Academic programs, services, and administration									
The semester/term format at my location accommodates my learning.	1	4	9	4	4	87.9%	8.7%	3.4%	322
I am receiving a quality education at Troy University.	2	1	1	2	1	87.4%	6.8%	5.8%	325
TROY personnel are knowledgeable and helpful.	3	2	6	1	3	86.8%	7.9%	5.3%	341
The University offers a variety of majors at my location.	4	7	5	3	2	85.4%	8.4%	6.2%	323
I would recommend Troy University to a friend who is planning to go to college.	5	6	3	7	5	83.9%	7.9%	8.2%	316
I feel I can talk to faculty about my academic concerns.	6	8	7	11	11	83.0%	9.9%	7.2%	335
Faculty care about students as individuals.	7	3	8	5	10	82.6%	12.6%	4.8%	334
Classes are offered at convenient times.	8	10	20	13	14	81.9%	10.3%	7.8%	321
Student organizations are available for my participation.	9	14	4	6	6	81.9%	11.7%	6.3%	315
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	12	18	19	17	81.0%	8.0%	11.0%	327
The classes I attend are well organized and well taught.	11	13	14	10	20	79.8%	11.9%	8.3%	327
The <i>online</i> Schedule of Classes is informative and easy to follow.	12	5	13	17	23	79.8%	11.5%	8.7%	321
The online registration process is user-friendly.	13	16	23	16	24	79.5%	11.6%	8.9%	327
Troy University has a good reputation in my community.	14	15	10	14	8	79.2%	14.3%	6.5%	322
On-campus bookstore hours are convenient for students.	15	20	15	15	9	77.8%	13.3%	8.9%	316
The bill that I received from the University was easily understood.	16	18	24	22	18	77.8%	12.5%	9.6%	311
The <i>printed</i> Schedule of Classes is informative and easy to follow.	17	11	2	8	7	77.7%	15.7%	6.6%	305
Class drop/add procedures are appropriate.	18	9	11	9	12	75.1%	14.8%	10.1%	317
Sufficient financial aid options are available.	19	17	12	18	13	75.1%	12.8%	12.1%	321
The on-site registration process is user-friendly.	20	25	25	23	26	73.7%	18.3%	8.0%	289
Academic advising is adequate.	21	19	19	12	16	71.6%	14.8%	13.6%	331
Tutorial services are sufficient.	22	22	21	21	15	71.3%	22.0%	6.6%	286
I feel that the campus is a safe and secure environment.	23	26	16	20	22	71.3%	19.2%	9.5%	317
Class information provided prior to enrollment was helpful.	24	23	26	26	27	71.1%	16.0%	12.9%	325
Student recreational opportunities and facilities have met my expectations.	25	27	17	25	21	69.0%	16.0%	15.0%	300
The tuition payment plan is beneficial for students.	26	21	22	24	19	68.7%	21.6%	9.6%	291
Purchasing textbooks through TROY Virtual BookStore is convenient.	27	24	27	28	25	66.7%	21.3%	12.0%	291
Campus housing met my expectations upon arriving to campus.	28	28	28	27	28	63.3%	20.1%	16.5%	278
Students seldom get the "run around" when seeking information.	29	29	29	29	29	54.7%	26.1%	19.3%	322

* 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 2012 through Fall 2016

Total respondents = 424

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
The semester/term format at my location accommodates my learning.	87.9%	83.4%	84.1%	88.1%	87.8%	0.1%	3.4%	5.5%	2.8%	2.3%	3.9%	-0.5%
I am receiving a quality education at Troy University.	87.4%	88.0%	89.5%	89.4%	91.3%	-3.9%	5.8%	5.5%	2.4%	3.7%	3.3%	2.5%
TROY personnel are knowledgeable and helpful.	86.8%	86.9%	86.6%	89.6%	89.9%	-3.1%	5.3%	4.7%	4.7%	3.3%	4.8%	0.5%
The University offers a variety of majors at my location.	85.4%	82.3%	86.7%	88.7%	90.7%	-5.3%	6.2%	9.1%	5.5%	4.7%	3.8%	2.4%
I would recommend Troy University to a friend who is planning to go to college.	83.9%	82.4%	87.0%	85.7%	86.8%	-2.9%	8.2%	8.8%	5.1%	5.7%	6.0%	2.2%
I feel I can talk to faculty about my academic concerns.	83.0%	82.0%	85.3%	83.3%	81.9%	1.1%	7.2%	6.3%	5.7%	6.5%	6.9%	0.3%
Faculty care about students as individuals.	82.6%	84.7%	84.6%	87.0%	82.4%	0.2%	4.8%	4.7%	3.7%	5.5%	4.8%	0.0%
Classes are offered at convenient times.	81.9%	81.3%	73.2%	81.3%	80.0%	1.9%	7.8%	8.0%	14.6%	6.4%	8.1%	-0.3%
Student organizations are available for my participation.	81.9%	79.7%	86.9%	86.8%	86.3%	-4.4%	6.3%	8.5%	4.2%	4.2%	4.4%	1.9%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	81.0%	80.6%	74.3%	78.7%	77.5%	3.5%	11.0%	10.2%	15.9%	7.2%	12.8%	-1.8%
The classes I attend are well organized and well taught.	79.8%	80.2%	77.2%	83.6%	74.5%	5.3%	8.3%	8.6%	8.4%	7.9%	9.8%	-1.5%
The <i>online</i> Schedule of Classes is informative and easy to follow.	79.8%	82.6%	77.2%	79.2%	73.9%	5.9%	8.7%	6.5%	7.9%	7.6%	10.8%	-2.1%
The online registration process is user-friendly.	79.5%	78.0%	69.4%	80.5%	71.3%	8.2%	8.9%	11.8%	14.1%	7.8%	9.8%	-0.9%
Troy University has a good reputation in my community.	79.2%	79.0%	83.8%	81.1%	84.1%	-4.9%	6.5%	9.9%	5.5%	5.3%	6.6%	-0.1%
On-campus bookstore hours are convenient for students.	77.8%	75.4%	76.4%	80.9%	82.8%	-5.0%	8.9%	11.7%	11.0%	7.7%	10.6%	-1.7%
The bill that I received from the University was easily understood.	77.8%	76.0%	69.0%	74.9%	76.0%	1.8%	9.6%	7.8%	11.4%	8.2%	8.8%	0.8%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	77.7%	81.1%	87.0%	84.2%	85.6%	-7.9%	6.6%	8.9%	4.4%	6.3%	6.7%	-0.1%

Class drop/add procedures are appropriate.	75.1%	81.8%	81.4%	83.8%	81.0%	-5.9%	10.1%	5.7%	3.3%	3.8%	5.7%	4.4%
Sufficient financial aid options are available.	75.1%	76.2%	79.8%	78.9%	80.9%	-5.8%	12.1%	7.6%	7.0%	7.7%	10.4%	1.7%
The on-site registration process is user-friendly.	73.7%	66.7%	68.9%	74.6%	67.5%	6.2%	8.0%	12.1%	8.2%	5.6%	11.0%	-3.0%
Academic advising is adequate.	71.6%	75.5%	73.8%	83.0%	78.4%	-6.8%	13.6%	12.2%	9.7%	6.9%	7.0%	6.6%
Tutorial services are sufficient.	71.3%	71.4%	72.1%	75.9%	78.8%	-7.5%	6.6%	6.5%	5.0%	4.4%	6.1%	0.5%
I feel that the campus is a safe and secure environment.	71.3%	64.8%	75.6%	78.5%	74.4%	-3.1%	9.5%	15.4%	10.0%	8.1%	7.4%	2.1%
Class information provided prior to enrollment was helpful.	71.1%	70.1%	67.2%	65.5%	67.2%	3.9%	12.9%	11.8%	13.9%	12.5%	12.4%	0.5%
Student recreational opportunities and facilities have met my expectations.	69.0%	63.6%	75.4%	73.7%	74.5%	-5.5%	15.0%	13.9%	8.2%	8.8%	7.3%	7.7%
The tuition payment plan is beneficial for students.	68.7%	74.6%	70.5%	74.3%	75.0%	-6.3%	9.6%	7.3%	10.7%	6.3%	8.1%	1.5%
Purchasing textbooks through TROY Virtual BookStore is convenient.	66.7%	67.3%	63.7%	60.9%	68.9%	-2.2%	12.0%	7.9%	11.2%	8.2%	7.9%	4.1%
Campus housing met my expectations upon arriving to campus.	63.3%	60.1%	59.6%	62.5%	59.0%	4.3%	16.5%	15.3%	19.3%	17.7%	17.3%	-0.8%
Students seldom get the “run around” when seeking information.	54.7%	53.5%	53.0%	57.3%	48.0%	6.7%	19.3%	23.5%	26.0%	18.9%	20.9%	-1.6%

* 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 Agreement Level

Total respondents = 240

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2016	2015	2014	2013	2012				
I am receiving a quality education at Troy University.	1	2	1	5	1	82.8%	8.8%	8.4%	215
TROY personnel are knowledgeable and helpful.	2	11	3	1	4	82.5%	6.9%	10.6%	217
I feel I can talk to faculty about my academic concerns.	3	19	9	10	6	82.3%	7.9%	9.8%	215
The University offers a variety of majors at my location.	4	4	15	24	9	81.4%	11.4%	7.1%	210
Troy University has a good reputation in my community.	5	5	11	4	5	81.3%	11.1%	7.7%	208
I would recommend Troy University to a friend who is planning to go to college.	6	10	5	2	3	81.2%	9.4%	9.4%	213
Academic advising is adequate.	7	21	10	14	16	80.9%	7.0%	12.1%	215
Faculty care about students as individuals.	8	18	20	8	7	80.2%	12.0%	7.8%	217
The online registration process is user-friendly.	9	9	18	12	19	79.7%	9.0%	11.3%	212
The <i>online</i> Schedule of Classes is informative and easy to follow.	10	6	7	9	21	79.5%	11.2%	9.3%	215
The <i>printed</i> Schedule of Classes is informative and easy to follow.	11	1	2	6	8	79.3%	12.4%	8.3%	193
Reg. dates, times, and procedures were made clear to me prior to enrollment.	12	13	19	11	11	78.7%	8.8%	12.5%	216
Sufficient financial aid options are available.	13	24	16	13	10	78.5%	10.0%	11.5%	209
Class drop/add procedures are appropriate.	14	8	8	3	14	77.0%	14.2%	8.8%	204
The semester/term format at my location accommodates my learning.	15	3	4	7	2	76.9%	11.8%	11.3%	212
The on-site registration process is user-friendly.	16	16	17	15	24	74.4%	15.7%	9.9%	172
The classes I attend are well organized and well taught.	17	14	12	17	15	73.6%	14.8%	11.6%	216
The bill that I received from the University was easily understood.	18	17	13	18	12	73.3%	16.8%	9.9%	191
On-campus bookstore hours are convenient for students.	19	7	14	22	23	72.4%	18.2%	9.4%	170
Classes are offered at convenient times.	20	15	25	19	13	72.3%	13.4%	14.4%	202
Purchasing textbooks through TROY Virtual BookStore is convenient.	21	22	26	23	20	71.8%	20.0%	8.2%	195
Class information provided prior to enrollment was helpful.	22	20	22	20	22	71.3%	17.1%	11.6%	216
Tutorial services are sufficient.	23	25	24	27	26	69.1%	22.9%	8.0%	175
I feel that the campus is a safe and secure environment.	24	12	6	16	17	68.9%	20.7%	10.4%	164
The tuition payment plan is beneficial for students.	25	23	23	21	18	67.9%	23.2%	8.9%	190
Student organizations are available for my participation.	26	26	21	25	25	66.3%	22.1%	11.6%	181
Students seldom get the "run around" when seeking information.	27	29	28	26	28	62.7%	16.0%	21.2%	212
Student recreational opportunities and facilities have met my expectations.	28	27	27	28	27	57.7%	29.2%	13.1%	137
Campus housing met my expectations upon arriving to campus.	29	28	29	29	29	35.8%	45.5%	18.7%	123

* 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 2012 through Fall 2016

Total respondents = 240

Academic programs, services, and administration	Agree						Disagree					
	FA16	FA15	FA14	FA13	FA12	Diff	FA16	FA15	FA14	FA13	FA12	Diff
I am receiving a quality education at Troy University.	82.8%	88.9%	85.5%	85.7%	89.1%	-6.3%	8.4%	4.3%	7.3%	4.3%	3.5%	4.9%
TROY personnel are knowledgeable and helpful.	82.5%	83.5%	83.0%	86.7%	86.8%	-4.3%	10.6%	9.1%	7.1%	5.5%	8.3%	2.3%
I feel I can talk to faculty about my academic concerns.	82.3%	79.3%	79.6%	82.4%	84.9%	-2.6%	9.8%	10.4%	11.3%	4.2%	5.9%	3.9%
The University offers a variety of majors at my location.	81.4%	85.9%	77.6%	71.7%	81.6%	-0.2%	7.1%	7.1%	13.4%	13.2%	8.0%	-0.9%
Troy University has a good reputation in my community.	81.3%	85.8%	79.3%	85.7%	86.4%	-5.2%	7.7%	6.5%	8.9%	5.0%	4.7%	3.0%
I would recommend Troy University to a friend who is planning to go to college.	81.2%	83.8%	80.4%	86.3%	87.5%	-6.3%	9.4%	8.8%	11.6%	7.5%	5.5%	3.9%
Academic advising is adequate.	80.9%	77.6%	79.4%	78.9%	78.0%	2.9%	12.1%	14.5%	11.4%	6.8%	12.5%	-0.4%
Faculty care about students as individuals.	80.2%	80.2%	75.5%	83.6%	84.3%	-4.1%	7.8%	9.3%	9.8%	4.8%	5.9%	1.9%
The online registration process is user-friendly.	79.7%	83.9%	75.8%	81.6%	76.2%	3.5%	11.3%	6.2%	10.9%	5.7%	8.6%	2.7%
The <i>online</i> Schedule of Classes is informative and easy to follow.	79.5%	84.8%	80.3%	82.8%	72.6%	6.9%	9.3%	5.5%	11.4%	3.8%	7.6%	1.7%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	79.3%	89.5%	84.0%	85.3%	83.2%	-3.9%	8.3%	4.2%	7.6%	3.3%	7.8%	0.5%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	78.7%	82.1%	75.7%	81.7%	80.4%	-1.7%	12.5%	11.1%	17.1%	7.9%	7.4%	5.1%
Sufficient financial aid options are available.	78.5%	76.7%	76.6%	80.5%	80.7%	-2.2%	11.5%	13.2%	13.9%	7.8%	7.1%	4.4%
Class drop/add procedures are appropriate.	77.0%	84.4%	80.0%	85.7%	79.1%	-2.1%	8.8%	7.5%	8.0%	4.8%	3.2%	5.6%
The semester/term format at my location accommodates my learning.	76.9%	86.7%	82.0%	84.9%	88.2%	-11.3%	11.3%	7.6%	10.1%	6.3%	2.5%	8.8%
The on-site registration process is user-friendly.	74.4%	80.6%	76.2%	78.4%	70.1%	4.3%	9.9%	6.5%	10.7%	5.8%	6.1%	3.8%
The classes I attend are well organized and well taught.	73.6%	81.8%	78.8%	78.1%	79.1%	-5.5%	11.6%	8.8%	11.7%	8.1%	7.5%	4.1%
The bill that I received from the University was easily understood.	73.3%	80.6%	78.3%	78.1%	80.2%	-6.9%	9.9%	7.9%	9.3%	8.8%	4.5%	5.4%

On-campus bookstore hours are convenient for students.	72.4%	84.8%	78.2%	72.4%	72.0%	0.4%	9.4%	7.2%	8.9%	6.7%	7.0%	2.4%
Classes are offered at convenient times.	72.3%	80.7%	69.2%	76.9%	79.5%	-7.2%	14.4%	9.3%	16.5%	14.7%	12.3%	2.1%
Purchasing textbooks through TROY Virtual BookStore is convenient.	71.8%	77.6%	67.3%	72.1%	75.4%	-3.6%	8.2%	9.9%	9.7%	5.9%	7.4%	0.8%
Class information provided prior to enrollment was helpful.	71.3%	79.0%	73.6%	75.2%	72.5%	-1.2%	11.6%	12.7%	17.9%	10.6%	10.0%	1.6%
Tutorial services are sufficient.	69.1%	75.4%	69.8%	63.7%	62.0%	7.1%	8.0%	6.0%	11.8%	6.7%	3.8%	4.2%
I feel that the campus is a safe and secure environment.	68.9%	82.4%	80.3%	78.4%	77.9%	-9.0%	10.4%	8.0%	10.3%	3.0%	5.2%	5.2%
The tuition payment plan is beneficial for students.	67.9%	77.0%	72.2%	74.1%	76.8%	-8.9%	8.9%	9.4%	7.9%	4.3%	5.1%	3.8%
Student organizations are available for my participation.	66.3%	73.3%	75.4%	68.9%	64.6%	1.7%	11.6%	12.2%	9.8%	5.9%	9.9%	1.7%
Students seldom get the “run around” when seeking information.	62.7%	56.9%	62.8%	65.6%	59.6%	3.1%	21.2%	26.3%	19.7%	19.4%	22.2%	-1.0%
Student recreational opportunities and facilities have met my expectations.	57.7%	68.5%	64.3%	62.6%	60.9%	-3.2%	13.1%	13.0%	13.3%	11.2%	8.3%	4.8%
Campus housing met my expectations upon arriving to campus.	35.8%	57.5%	52.1%	48.2%	44.0%	-8.2%	18.7%	9.2%	8.5%	8.2%	8.0%	10.7%

* 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. 2016 New Student Perceptions about Troy University
Overall Rank Comparisons by Campus**

Academic programs, services, and administration	Overall Rank	Dothan Rank	Montgomery Rank	Phenix City Rank	Troy Rank	TROY Online Rank	Support Sites Rank
I am receiving a quality education at Troy University.	1	18	3	9	1	1	1
TROY personnel are knowledgeable and helpful.	2	8	11	11	2	2	2
I would recommend Troy University to a friend who is planning to go to college.	3	10	15	5	8	3	6
The semester/term format at my location accommodates my learning.	4	15	19	18	3	13	10
Faculty care about students as individuals.	5	12	16	6	6	7	9
I feel I can talk to faculty about my academic concerns.	6	9	5	10	7	11	5
The University offers a variety of majors at my location.	7	16	13	19	4	14	25
Troy University has a good reputation in my community.	8	3	2	12	12	8	4
Registration dates, times, and procedures were made clear to me prior to enrollment.	9	5	20	1	15	4	3
The online Schedule of Classes is informative and easy to follow.	10	6	10	16	13	9	16
The online registration process is user-friendly.	11	2	8	13	16	10	17
Classes are offered at convenient times.	12	24	18	24	10	5	7
The printed Schedule of Classes is informative and easy to follow.	13	11	6	7	14	16	20
The classes I attend are well organized and well taught.	14	20	17	17	9	23	12
The bill that I received from the University was easily understood.	15	17	14	15	17	15	13
Class drop/add procedures are appropriate.	16	7	4	2	18	17	15
Academic advising is adequate.	17	13	22	23	19	6	8
Sufficient financial aid options are available.	18	22	9	3	20	12	22
On-campus bookstore hours are convenient for students.	19	14	7	22	11	25	28
Student organizations are available for my participation.	20	28	29	21	5	26	26
The on-site registration process is user-friendly.	21	4	21	4	21	21	23
Class information provided prior to enrollment was helpful.	22	19	23	26	24	19	19
I feel that the campus is a safe and secure environment.	23	1	12	14	22	27	14

**Appendix 17. 2016 New Student Perceptions about Troy University
Overall Rank Comparisons by Campus**

Academic programs, services, and administration	Overall Rank	Dothan Rank	Montgomery Rank	Phenix City Rank	Troy Rank	TROY Online Rank	Support Sites Rank
Purchasing textbooks through Troy Virtual BookStore is convenient.	24	27	1	8	27	18	21
The tuition payment plan is beneficial for students.	25	23	24	20	26	20	18
Tutorial services are sufficient.	26	25	25	25	23	24	24
Student recreational opportunities and facilities have met my expectations.	27	21	27	29	25	28	27
Students seldom get the “run around” when seeking information.	28	26	26	27	29	22	11
Campus housing met my expectations upon arriving to campus.	29	29	28	28	28	29	29

**Appendix 18. 2016 New Student Perceptions about Troy University
Overall Rank Comparisons by College**

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

Appendix 19. 2016 New Student Perceptions about Troy University

Mean Comparison: Male vs. Female

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

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

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.	Male	223	4.1435	1.02097	.677
	Female	499	4.1764	.95741	
	Total	722	4.1662	.97689	
2. Faculty care about students as individuals.	Male	220	4.0636	1.03171	.180
	Female	493	4.1704	.95816	
	Total	713	4.1374	.98195	
3. I feel I can talk to faculty about my academic concerns.	Male	219	4.0913	1.06266	.812
	Female	494	4.1113	1.02788	
	Total	713	4.1052	1.03798	
4. Academic advising is adequate.	Male	217	3.9355	1.09945	.674
	Female	489	3.9734	1.10574	
	Total	706	3.9618	1.10317	
5. Sufficient financial aid options are available.	Male	208	3.8894	1.18047	.137
	Female	473	4.0275	1.08597	
	Total	681	3.9853	1.11662	
6. The tuition payment plan is beneficial for students.	Male	191	3.8743	1.09781	.691
	Female	423	3.9125	1.10338	
	Total	614	3.9007	1.10090	
7. Class information provided prior to enrollment was helpful.	Male	218	3.7890	1.15262	.084
	Female	485	3.9464	1.09903	
	Total	703	3.8976	1.11748	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	Male	218	3.9725	1.15570	.123
	Female	488	4.1107	1.07236	
	Total	706	4.0680	1.09980	
9. The online registration process is user-friendly.	Male	216	3.9722	1.10776	.099
	Female	483	4.1180	1.06459	
	Total	699	4.0730	1.07942	
10. The on-site registration process is user-friendly.	Male	179	3.8492	1.12412	.062
	Female	405	4.0296	1.05263	
	Total	584	3.9743	1.07730	
11. Students seldom get the "run around" when seeking information.	Male	217	3.6544	1.17276	.462
	Female	476	3.5798	1.26322	
	Total	693	3.6032	1.23524	
12. The online Schedule of Classes is informative and easy to follow.	Male	217	4.0046	1.06934	.246
	Female	477	4.1048	1.04596	
	Total	694	4.0735	1.05358	
13. The printed Schedule of Classes is informative and easy to follow.	Male	194	4.0155	1.05042	.311
	Female	439	4.1048	1.00816	
	Total	633	4.0774	1.02130	
14. Class drop/add procedures are appropriate.	Male	207	3.9275	1.07014	.213
	Female	465	4.0366	1.03638	
	Total	672	4.0030	1.04731	
15. Classes are offered at convenient times.	Male	209	4.0287	1.05573	.586
	Female	470	4.0766	1.05826	
	Total	679	4.0619	1.05694	

Appendix 19. 2016 New Student Perceptions about Troy University

Mean Comparison: Male vs. Female

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

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

		N	Mean	Std. Deviation	Sig.
16. The classes I attend are well organized and well taught.	Male	217	3.9309	1.08858	.178
	Female	485	4.0454	1.01538	
	Total	702	4.0100	1.03913	
17. The University offers a variety of majors at my location.	Male	211	4.0806	1.06822	.232
	Female	468	4.1816	.99416	
	Total	679	4.1502	1.01804	
18. Tutorial services are sufficient.*	Male	182	3.7473	1.09336	.027
	Female	401	3.9526	1.00760	
	Total	583	3.8885	1.03856	
19. On-campus bookstore hours are convenient for students.	Male	183	3.8361	1.07182	.096
	Female	415	3.9904	1.03088	
	Total	598	3.9431	1.04510	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.*	Male	188	3.7074	1.24726	.005
	Female	434	3.9770	1.04159	
	Total	622	3.8955	1.11367	
21. Student organizations are available for my participation.	Male	195	3.9538	1.07594	.675
	Female	425	3.9929	1.08046	
	Total	620	3.9806	1.07833	
22. The semester/term format at my location accommodates my learning.	Male	216	4.0463	.99191	.119
	Female	473	4.1712	.96674	
	Total	689	4.1321	.97571	
23. Troy University has a good reputation in my community.	Male	210	4.0429	1.05044	.084
	Female	472	4.1886	.99917	
	Total	682	4.1437	1.01669	
24. I am receiving a quality education at Troy University.*	Male	217	4.1152	1.04110	.039
	Female	483	4.2795	.94151	
	Total	700	4.2286	.97569	
25. I would recommend Troy University to a friend who is planning to go to college.*	Male	212	4.0802	1.12624	.021
	Female	477	4.2809	1.02116	
	Total	689	4.2192	1.05785	
26. The bill that I received from the University was easily understood.	Male	202	3.9653	1.06214	.508
	Female	446	4.0247	1.05440	
	Total	648	4.0062	1.05635	
27. Campus housing met my expectations upon arriving to campus.	Male	150	3.4667	1.22429	.205
	Female	325	3.6154	1.16921	
	Total	475	3.5684	1.18760	
28. Student recreational opportunities and facilities have met my expectations.*	Male	165	3.5152	1.25234	.007
	Female	362	3.8094	1.09879	
	Total	527	3.7173	1.15597	
29. I feel that the campus is a safe and secure environment.	Male	178	3.8764	1.17238	.440
	Female	413	3.9516	1.04397	
	Total	591	3.9289	1.08379	

Appendix 20. 2016 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	226	4.1460	1.07947	.454
	White	375	4.2053	.94103	
	Other	121	4.0826	.88116	
	Total	722	4.1662	.97689	
2. Faculty care about students as individuals.	Black	222	4.1126	1.07245	.078
	White	373	4.2038	.90476	
	Other	118	3.9746	1.02500	
	Total	713	4.1374	.98195	
3. I feel I can talk to faculty about my academic concerns.	Black	224	4.0357	1.14374	.396
	White	371	4.1536	.96456	
	Other	118	4.0847	1.05065	
	Total	713	4.1052	1.03798	
4. Academic advising is adequate.	Black	219	3.9635	1.18420	.547
	White	370	3.9919	1.05535	
	Other	117	3.8632	1.09785	
	Total	706	3.9618	1.10317	
5. Sufficient financial aid options are available.*	Black	218	4.0505	1.16089	.031
	White	350	4.0257	1.07694	
	Other	113	3.7345	1.12613	
	Total	681	3.9853	1.11662	
6. The tuition payment plan is beneficial for students.	Black	197	3.9239	1.22445	.745
	White	306	3.9118	1.02208	
	Other	111	3.8288	1.08606	
	Total	614	3.9007	1.10090	
7. Class information provided prior to enrollment was helpful.	Black	221	4.0181	1.12801	.147
	White	368	3.8505	1.09592	
	Other	114	3.8158	1.15648	
	Total	703	3.8976	1.11748	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.*	Black	219	4.2055	1.08313	.049
	White	371	4.0350	1.10104	
	Other	116	3.9138	1.10783	
	Total	706	4.0680	1.09980	
9. The online registration process is user-friendly.	Black	217	4.1152	1.15894	.428
	White	370	4.0838	1.03385	
	Other	112	3.9554	1.06871	
	Total	699	4.0730	1.07942	
10. The on-site registration process is user-friendly.	Black	185	4.0649	1.13545	.366
	White	295	3.9424	1.06270	
	Other	104	3.9038	1.00985	
	Total	584	3.9743	1.07730	
11. Students seldom get the "run around" when seeking information.	Black	216	3.5833	1.35801	.746
	White	364	3.6346	1.20193	
	Other	113	3.5398	1.09410	
	Total	693	3.6032	1.23524	

Appendix 20. 2016 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	217	4.0922	1.11421	.551
	White	367	4.0926	1.02009	
	Other	110	3.9727	1.04451	
	Total	694	4.0735	1.05358	
13. The printed Schedule of Classes is informative and easy to follow.	Black	207	4.1643	1.04838	.329
	White	320	4.0344	1.00877	
	Other	106	4.0377	1.00403	
	Total	633	4.0774	1.02130	
14. Class drop/add procedures are appropriate.	Black	210	4.0524	1.08143	.471
	White	349	4.0057	1.01990	
	Other	113	3.9027	1.06875	
	Total	672	4.0030	1.04731	
15. Classes are offered at convenient times.	Black	212	4.0943	1.08439	.297
	White	356	4.0871	1.01856	
	Other	111	3.9189	1.12116	
	Total	679	4.0619	1.05694	
15. The classes I attend are well organized and well taught.	Black	219	3.9817	1.11686	.490
	White	370	4.0514	.98502	
	Other	113	3.9292	1.05827	
	Total	702	4.0100	1.03913	
17. The University offers a variety of majors at my location.	Black	211	4.1611	1.06575	.082
	White	360	4.2028	.95614	
	Other	108	3.9537	1.10550	
	Total	679	4.1502	1.01804	
18. Tutorial services are sufficient.	Black	178	3.9213	1.10699	.742
	White	304	3.8914	.98741	
	Other	101	3.8218	1.07141	
	Total	583	3.8885	1.03856	
19. On-campus bookstore hours are convenient for students.	Black	180	4.0944	1.05012	.059
	White	317	3.8927	1.00372	
	Other	101	3.8317	1.14078	
	Total	598	3.9431	1.04510	
20. Purchasing textbooks through Troy Virtual BookStore is convenient. *	Black	198	3.9899	1.13545	.021
	White	324	3.9228	1.07759	
	Other	100	3.6200	1.15277	
	Total	622	3.8955	1.11367	
21. Student organizations are available for my participation.	Black	188	3.9734	1.12546	.499
	White	327	4.0183	1.03895	
	Other	105	3.8762	1.11541	
	Total	620	3.9806	1.07833	
22. The semester/term format at my location accommodates my learning.	Black	211	4.0758	1.08405	.499
	White	366	4.1721	.91585	
	Other	112	4.1071	.95254	
	Total	689	4.1321	.97571	
23. Troy University has a good reputation in my community.	Black	214	4.1963	1.02951	.208
	White	358	4.1592	1.00687	
	Other	110	3.9909	1.01814	
	Total	682	4.1437	1.01669	

Appendix 20. 2016 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	218	4.2110	1.04792	.032
	White	370	4.3000	.90122	
	Other	112	4.0268	1.04373	
	Total	700	4.2286	.97569	
25. I would recommend Troy University to a friend who is planning to go to college.*	Black	218	4.2248	1.08187	.005
	White	361	4.3047	.98387	
	Other	110	3.9273	1.19409	
	Total	689	4.2192	1.05785	
26. The bill that I received from the University was easily understood.	Black	204	4.0294	1.08238	.345
	White	335	4.0358	1.02011	
	Other	109	3.8716	1.11472	
	Total	648	4.0062	1.05635	
27. Campus housing met my expectations upon arriving to campus.	Black	144	3.6250	1.22260	.056
	White	245	3.6327	1.11425	
	Other	86	3.2907	1.30037	
	Total	475	3.5684	1.18760	
28. Student recreational opportunities and facilities have met my expectations.	Black	163	3.7853	1.18500	.170
	White	271	3.7454	1.09109	
	Other	93	3.5161	1.27359	
	Total	527	3.7173	1.15597	
29. I feel that the campus is a safe and secure environment.	Black	182	3.9670	1.12186	.589
	White	308	3.9383	1.02386	
	Other	101	3.8317	1.19222	
	Total	591	3.9289	1.08379	

Appendix 21. 2016 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	461	4.0108	.9791	.000
	<i>Non-Traditional</i>	261	4.4406	.9122	
	Total	722	4.1662	.9769	
2. Faculty care about students as individuals.*	Traditional	455	4.0330	.9873	.000
	<i>Non-Traditional</i>	258	4.3217	.9466	
	Total	713	4.1374	.9820	
3. I feel I can talk to faculty about my academic concerns.*	Traditional	454	3.9912	1.0485	.000
	<i>Non-Traditional</i>	259	4.3050	.9901	
	Total	713	4.1052	1.0380	
4. Academic advising is adequate.*	Traditional	450	3.8022	1.1202	.000
	<i>Non-Traditional</i>	256	4.2422	1.0155	
	Total	706	3.9618	1.1032	
5. Sufficient financial aid options are available.*	Traditional	436	3.8624	1.1404	.000
	<i>Non-Traditional</i>	245	4.2041	1.0398	
	Total	681	3.9853	1.1166	
6. The tuition payment plan is beneficial for students. *	Traditional	403	3.7419	1.1298	.000
	<i>Non-Traditional</i>	211	4.2038	.9765	
	Total	614	3.9007	1.1009	
7. Class information provided prior to enrollment was helpful.*	Traditional	443	3.7449	1.1398	.000
	<i>Non-Traditional</i>	260	4.1577	1.0296	
	Total	703	3.8976	1.1175	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.*	Traditional	446	3.8969	1.1546	.000
	<i>Non-Traditional</i>	260	4.3615	.9300	
	Total	706	4.0680	1.0998	
9. The online registration process is user-friendly. *	Traditional	445	3.9663	1.0848	.001
	<i>Non-Traditional</i>	254	4.2598	1.0461	
	Total	699	4.0730	1.0794	
10. The on-site registration process is user-friendly.*	Traditional	396	3.8687	1.0711	.001
	<i>Non-Traditional</i>	188	4.1968	1.0590	
	Total	584	3.9743	1.0773	
11. Students seldom get the "run around" when seeking information. *	Traditional	437	3.3844	1.2298	.000
	<i>Non-Traditional</i>	256	3.9766	1.1545	
	Total	693	3.6032	1.2352	
12. The online Schedule of Classes is informative and easy to follow.*	Traditional	437	3.9611	1.0712	.000
	<i>Non-Traditional</i>	257	4.2646	.9961	
	Total	694	4.0735	1.0536	
13. The printed Schedule of Classes is informative and easy to follow.*	Traditional	418	3.9713	1.0361	.000
	<i>Non-Traditional</i>	215	4.2837	.9611	
	Total	633	4.0774	1.0213	
14. Class drop/add procedures are appropriate.*	Traditional	428	3.8621	1.0678	.000
	<i>Non-Traditional</i>	244	4.2500	.9639	
	Total	672	4.0030	1.0473	
15. Classes are offered at convenient times. *	Traditional	436	3.9289	1.0794	.000
	<i>Non-Traditional</i>	243	4.3004	.9729	
	Total	679	4.0619	1.0569	

Appendix 21. 2016 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	445	3.9303	1.0276	.007
	Non-Traditional	257	4.1479	1.0465	
	Total	702	4.0100	1.0391	
17. The University offers a variety of majors at my location.*	Traditional	438	4.0731	1.0189	.008
	Non-Traditional	241	4.2905	1.0035	
	Total	679	4.1502	1.0180	
18. Tutorial services are sufficient.*	Traditional	386	3.7902	1.0345	.001
	Non-Traditional	197	4.0812	1.0220	
	Total	583	3.8885	1.0386	
19. On-campus bookstore hours are convenient for students.*	Traditional	428	3.8785	1.0466	.016
	Non-Traditional	170	4.1059	1.0266	
	Total	598	3.9431	1.0451	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.*	Traditional	394	3.7005	1.1354	.000
	Non-Traditional	228	4.2325	.9904	
	Total	622	3.8955	1.1137	
21. Student organizations are available for my participation.	Traditional	429	4.0047	1.0590	.406
	Non-Traditional	191	3.9267	1.1215	
	Total	620	3.9806	1.0783	
22. The semester/term format at my location accommodates my learning.*	Traditional	441	4.0113	.9897	.000
	Non-Traditional	248	4.3468	.9136	
	Total	689	4.1321	.9757	
23. Troy University has a good reputation in my community.*	Traditional	433	4.0069	1.0617	.000
	Non-Traditional	249	4.3815	.8862	
	Total	682	4.1437	1.0167	
24. I am receiving a quality education at Troy University.*	Traditional	443	4.1174	1.0200	.000
	Non-Traditional	257	4.4202	.8629	
	Total	700	4.2286	.9757	
25. I would recommend Troy University to a friend who is planning to go to college.*	Traditional	432	4.0787	1.1412	.000
	Non-Traditional	257	4.4553	.8518	
	Total	689	4.2192	1.0579	
26. The bill that I received from the University was easily understood.*	Traditional	422	3.8863	1.0772	.000
	Non-Traditional	226	4.2301	.9799	
	Total	648	4.0062	1.0564	
27. Campus housing met my expectations upon arriving to campus.	Traditional	377	3.5172	1.2096	.065
	Non-Traditional	98	3.7653	1.0822	
	Total	475	3.5684	1.1876	
28. Student recreational opportunities and facilities have met my expectations.	Traditional	402	3.6766	1.1561	.148
	Non-Traditional	125	3.8480	1.1504	
	Total	527	3.7173	1.1560	
29. I feel that the campus is a safe and secure environment.*	Traditional	429	3.8345	1.0887	.001
	Non-Traditional	162	4.1790	1.0330	
	Total	591	3.9289	1.0838	

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

Appendix 22. 2016 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>	451	4.2772	.96650	.000
	Other Choices	271	3.9815	.96783	
	Total	722	4.1662	.97689	
2. Faculty care about students as individuals.*	<i>First Choice</i>	446	4.2265	.96236	.002
	Other Choices	267	3.9888	.99806	
	Total	713	4.1374	.98195	
3. I feel I can talk to faculty about my academic concerns.*	<i>First Choice</i>	447	4.1857	1.00178	.007
	Other Choices	266	3.9699	1.08464	
	Total	713	4.1052	1.03798	
4. Academic advising is adequate.*	<i>First Choice</i>	443	4.0790	1.04236	.000
	Other Choices	263	3.7643	1.17445	
	Total	706	3.9618	1.10317	
5. Sufficient financial aid options are available.*	<i>First Choice</i>	424	4.0566	1.10087	.032
	Other Choices	257	3.8677	1.13451	
	Total	681	3.9853	1.11662	
6. The tuition payment plan is beneficial for students.*	<i>First Choice</i>	383	3.9896	1.07562	.010
	Other Choices	231	3.7532	1.12855	
	Total	614	3.9007	1.10090	
7. Class information provided prior to enrollment was helpful. *	<i>First Choice</i>	443	4.0248	1.07283	.000
	Other Choices	260	3.6808	1.15999	
	Total	703	3.8976	1.11748	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	<i>First Choice</i>	442	4.1765	1.06717	.001
	Other Choices	264	3.8864	1.13129	
	Total	706	4.0680	1.09980	
9. The online registration process is user-friendly.*	<i>First Choice</i>	437	4.1465	1.06511	.020
	Other Choices	262	3.9504	1.09397	
	Total	699	4.0730	1.07942	
10. The on-site registration process is user-friendly.*	<i>First Choice</i>	360	4.0750	1.03015	.004
	Other Choices	224	3.8125	1.13273	
	Total	584	3.9743	1.07730	
11. Students seldom get the "run around" when seeking information.*	<i>First Choice</i>	432	3.6968	1.23679	.010
	Other Choices	261	3.4483	1.21932	
	Total	693	3.6032	1.23524	
12. The online Schedule of Classes is informative and easy to follow.*	<i>First Choice</i>	435	4.1793	1.03400	.001
	Other Choices	259	3.8958	1.06419	
	Total	694	4.0735	1.05358	
13. The printed Schedule of Classes is informative and easy to follow.*	<i>First Choice</i>	391	4.1458	1.04107	.032
	Other Choices	242	3.9669	.98059	
	Total	633	4.0774	1.02130	
14. Class drop/add procedures are appropriate.	First Choice	420	4.0595	1.04037	.071
	Other Choices	252	3.9087	1.05412	
	Total	672	4.0030	1.04731	
15. Classes are offered at convenient times.*	<i>First Choice</i>	424	4.1722	1.00640	.000
	Other Choices	255	3.8784	1.11403	
	Total	679	4.0619	1.05694	

Appendix 22. 2016 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>	438	4.0982	1.02462	.004
	Other Choices	264	3.8636	1.04843	
	Total	702	4.0100	1.03913	
17. The University offers a variety of majors at my location.*	<i>First Choice</i>	425	4.2165	1.00010	.028
	Other Choices	254	4.0394	1.03993	
	Total	679	4.1502	1.01804	
18. Tutorial services are sufficient.*	<i>First Choice</i>	366	3.9863	1.03491	.003
	Other Choices	217	3.7235	1.02607	
	Total	583	3.8885	1.03856	
19. On-campus bookstore hours are convenient for students.	First Choice	369	3.9892	1.05031	.172
	Other Choices	229	3.8690	1.03464	
	Total	598	3.9431	1.04510	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.*	<i>First Choice</i>	396	3.9773	1.08476	.015
	Other Choices	226	3.7522	1.15108	
	Total	622	3.8955	1.11367	
21. Student organizations are available for my participation.*	<i>First Choice</i>	379	4.1003	1.04678	.001
	Other Choices	241	3.7925	1.10232	
	Total	620	3.9806	1.07833	
22. The semester/term format at my location accommodates my learning.*	<i>First Choice</i>	432	4.1991	.97400	.019
	Other Choices	257	4.0195	.97007	
	Total	689	4.1321	.97571	
23. Troy University has a good reputation in my community.*	<i>First Choice</i>	427	4.2389	.98538	.002
	Other Choices	255	3.9843	1.04982	
	Total	682	4.1437	1.01669	
24. I am receiving a quality education at Troy University.*	<i>First Choice</i>	439	4.3280	.94212	.000
	Other Choices	261	4.0613	1.00961	
	Total	700	4.2286	.97569	
25. I would recommend Troy University to a friend who is planning to go to college.*	<i>First Choice</i>	431	4.3573	.94620	.000
	Other Choices	258	3.9884	1.18841	
	Total	689	4.2192	1.05785	
26. The bill that I received from the University was easily understood.*	<i>First Choice</i>	399	4.0952	1.06613	.006
	Other Choices	249	3.8635	1.02658	
	Total	648	4.0062	1.05635	
27. Campus housing met my expectations upon arriving to campus.	First Choice	284	3.6127	1.21736	.323
	Other Choices	191	3.5026	1.14190	
	Total	475	3.5684	1.18760	
28. Student recreational opportunities and facilities have met my expectations.*	<i>First Choice</i>	316	3.8070	1.16459	.029
	Other Choices	211	3.5829	1.13242	
	Total	527	3.7173	1.15597	
29. I feel that the campus is a safe and secure environment.*	<i>First Choice</i>	357	4.0168	1.08086	.015
	Other Choices	234	3.7949	1.07678	
	Total	591	3.9289	1.08379	

Appendix 23. 2016 Overall Demographics and Frequencies

1) Gender:

		Frequency	Valid Percent
Valid	Male	261	30.7
	Female	588	69.3
	Total	849	100.0
Missing	System	1	
Total		850	

2) Ethnicity:

		Frequency	Valid Percent
Valid	African American	266	31.5
	American Indian/Alaska Native	2	.2
	Asian	75	8.9
	Caucasian	444	52.5
	Hawaiian or Other Pacific Islander	1	.1
	Hispanic	15	1.8
	Multi-Racial	28	3.3
	Race/Ethnicity Unknown	14	1.7
	Total	845	100.0
Missing	System	5	
Total		850	

3) Age:

		Frequency	Valid Percent
Valid	18-19	391	46.1
	20-21	104	12.3
	22-24	71	8.4
	25-29	95	11.2
	30-34	48	5.7
	35-39	48	5.7
	40-49	61	7.2
	50-64	30	3.5
	Total	848	100.0
Missing	System	2	
Total		850	

Age

		Frequency	Valid Percent
Valid	Traditional	566	66.6
	Non-Traditional	284	33.4
	Total	850	100.0

Ethnicity

		Frequency	Valid Percent
Valid	Black	266	31.3
	White	444	52.2
	Other	140	16.5
	Total	850	100.0

Level

		Frequency	Valid Percent
Valid	Undergraduate	672	82.3
	Graduate	145	17.7
	Total	817	100.0
Missing	System	33	
Total		850	

Choice

		Frequency	Valid Percent
Valid	First Choice	510	60.0
	Other Choice	340	40.0
	Total	850	100.0

First-Generation Status: Did the parent(s) with whom you resides/resided receive a baccalaureate...

		Frequency	Valid Percent
Valid	Yes	408	48.4
	No	435	51.6
	Total	843	100.0
Missing	System	7	
Total		850	

4) Enrollment Status:

		Frequency	Valid Percent
Valid	Dually-enrolled high school student	6	.7
	First-time freshman (an undergraduate student attending college for the first time)	424	50.1
	First-time graduate (a graduate student enrolled in a graduate program for the first time)	109	12.9
	Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university)	240	28.3
	Graduate transfer student (a graduate student who transferred to TROY from another college or university)	33	3.9
	Undergraduate transient student (an undergraduate student attending TROY temporarily)	8	.9
	Graduate transient student (a graduate student attending TROY temporarily)	3	.4
	Other	24	2.8
	Total	847	100.0
Missing	System	3	
Total		850	

5) Which Troy University campus are you currently enrolled?

		Frequency	Valid Percent
Valid	Dothan Campus	50	6.0
	TROY Online (Taking online courses only)	195	23.3
	Global Campus (Campuses or sites outside of Alabama)	21	2.5
	Montgomery Campus	44	5.3
	Phenix City Campus	29	3.5
	Troy Campus	499	59.5
	Total	838	100.0
Missing	System	12	
Total		850	

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

		Frequency	Valid Percent
Valid	Atlanta, GA	4	21.1
	Augusta, GA	1	5.3
	Brunswick, GA	1	5.3
	Fort Walton Beach, FL	1	5.3
	Orlando, FL	2	10.5
	Osan Air Base	1	5.3
	Panama City, FL (Off Base- Airport Road)	2	10.5
	Pensacola, FL	3	15.8
	Seoul (Yongsan Army Garrison)	1	5.3
	Tampa Bay, FL	3	15.8
	Total	19	100.0
Missing	System	831	
Total		850	

6) Degree program you are in:

		Frequency	Valid Percent
Valid	Associate	68	8.1
	Bachelor's	595	71.1
	Master's	148	17.7
	Education Specialist	6	.7
	Doctorate	5	.6
	Other	15	1.8
	Total	837	100.0
Missing	System	13	
Total		850	

7) College you are attending:

		Frequency	Valid Percent
Valid	Arts & Sciences	243	29.8
	Sorrell College of Business	159	19.5
	Communication and Fine Arts	64	7.8
	Education	130	15.9
	Health & Human Services	220	27.0
	Total	816	100.0
Missing	System	34	
Total		850	

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

		Frequency	Valid Percent
Valid	Anthropology Major	5	2.1
	Biology Major	17	7.1
	Biology Program	9	3.7
	Biology, Preprofessional Major	19	7.9
	Chemistry Major	8	3.3
	Computer Science	36	14.9
	Computer Science, Applied Major	13	5.4
	Criminal Justice	32	13.3
	Environmental and Biological Sciences	3	1.2
	Environmental Science Program	1	.4
	General Education	2	.8
	History Major	8	3.3
	International Relations	13	5.4
	Marine Biology Program	3	1.2
	Mathematics Major	6	2.5
	Political Science Major	7	2.9
	Public Administration	14	5.8
	Social Science Major	4	1.7
	Sociology Major	5	2.1
	Surveying and Geomatics Sciences Program	1	.4
	Other	35	14.5
	Total	241	100.0
Missing	System	609	
Total		850	

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

		Frequency	Valid Percent
Valid	Accounting Major	31	20.5
	Business	8	5.3
	Business Administration	14	9.3
	Finance Major	7	4.6
	General Business Major	15	9.9
	Human Resource Management	27	17.9
	Information Systems Major	3	2.0
	Management	15	9.9
	Marketing Major	15	9.9
	Resources and Technology Management	1	.7
	Risk Management and Insurance Major	7	4.6
	Other	8	5.3
	Total	151	100.0
Missing	System	699	
Total		850	

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

		Frequency	Valid Percent
Valid	Art Major	1	1.6
	Broadcast Journalism Major	9	14.8
	Communication Arts Major - Communication Studies Track	8	13.1
	Communication Arts Major - Theatre Track	2	3.3
	Design, Technology and Innovation Program	2	3.3
	English Major	7	11.5
	Journalism, Print Major	4	6.6
	Music Major	17	27.9
	Studio Arts	1	1.6
	Other	10	16.4
	Total	61	100.0
Missing	System	789	
Total		850	

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

		Frequency	Valid Percent
Valid	Adult Education	4	3.2
	Collaborative Teacher (Grades 6-12)	1	.8
	Collaborative Teacher (Grades K-6)	8	6.5
	Counseling and Psychology - Clinical Mental Health Counseling	9	7.3
	Counseling and Psychology - Rehabilitation Counseling Counseling	1	.8
	Early Childhood Education (Grades P-3)	3	2.4
	Elementary Education (Grades K-6)	35	28.2
	Instructional Leadership and Administration	1	.8
	Interdisciplinary Education (Grades P-12) - Art Education	2	1.6
	Interdisciplinary Education (Grades P-12) - Physical Education	3	2.4
	Interdisciplinary Education (P-12) - Gifted Education	1	.8
	Interpreter Training Program	8	6.5
	Psychology Major	27	21.8
	School Counseling (P-12)	1	.8
	Secondary Education (Grades 6-12) - Biology Education	1	.8
	Secondary Education (Grades 6-12) - English-Language Arts Education	5	4.0
	Secondary Education (Grades 6-12) - General Science Education	1	.8
	Secondary Education (Grades 6-12) - History Education	3	2.4
	Secondary Education (Grades 6-12) - Mathematics Education	2	1.6
	Other	8	6.5
	Total	124	100.0
Missing	System	726	
Total		850	

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

		Frequency	Valid Percent
Valid	Athletic Training	7	3.2
	Human Services	10	4.6
	Nursing	88	40.7
	Rehabilitation	11	5.1
	Social Work	52	24.1
	Sports & Fitness Management	27	12.5
	Other	21	9.7
	Total	216	100.0
Missing	System	634	
Total		850	

CHOICE OF TROY UNIVERSITY

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

		Frequency	Valid Percent
Valid	First choice	510	61.7
	Second choice	224	27.1
	Third choice	54	6.5
	Fourth choice	15	1.8
	Other (please specify)	23	2.8
	Total	826	100.0
Missing	System	24	
Total		850	

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

		Frequency	Valid Percent
	5th or 6th		
	Cheapest Choice		
	Closest to home		
	didn't even consider until I came on a tour and fell in love		
	Fifth		
	First choice after I decided to transfer from my last college.		
	First for Nursing. Have previously attended several colleges.		
	Had never heard of it until my friend told me about the military scholarship, so far I am extremely pleased with my choice!		
	had never thought of troy, initially		
	I chose Troy because of the job I applied for		
	i did not choose troy university		
	I didn't apply to Troy my first time applying to colleges.		
	I honestly did not think about it all until my friend mentioned you		
	I'm a transfer		
	last choice		
	My only option close to home, because I have a family.		
	no choice, I'm just here because of Life		
	Non of the above, It was not in my list		
	One of my options		
	Only		
	Safe choice		
	Sixth choice		
	Sports		

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

		Frequency	Valid Percent
Valid	Yes	459	55.6
	No	366	44.4
	Total	825	100.0
Missing	System	25	
Total		850	

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

Academic reputation

		Frequency	Valid Percent
Valid	Not Selected	494	58.1
	Selected	356	41.9
	Total	850	100.0

Reputation for social activities

		Frequency	Valid Percent
Valid	Not Selected	777	91.4
	Selected	73	8.6
	Total	850	100.0

Rankings in national magazines

		Frequency	Valid Percent
Valid	Not Selected	803	94.5
	Selected	47	5.5
	Total	850	100.0

Graduates get good jobs

		Frequency	Valid Percent
Valid	Not Selected	718	84.5
	Selected	132	15.5
	Total	850	100.0

Size of campus

		Frequency	Valid Percent
Valid	Not Selected	531	62.5
	Selected	319	37.5
	Total	850	100.0

Location

		Frequency	Valid Percent
Valid	Not Selected	405	47.6
	Selected	445	52.4
	Total	850	100.0

Affordability

		Frequency	Valid Percent
Valid	Not Selected	448	52.7
	Selected	402	47.3
	Total	850	100.0

Availability of financial aid

		Frequency	Valid Percent
Valid	Not Selected	555	65.3
	Selected	295	34.7
	Total	850	100.0

Admission standards

		Frequency	Valid Percent
Valid	Not Selected	710	83.5
	Selected	140	16.5
	Total	850	100.0

Academic programs

		Frequency	Valid Percent
Valid	Not Selected	530	62.4
	Selected	320	37.6
	Total	850	100.0

Flexibility of schedule

		Frequency	Valid Percent
Valid	Not Selected	557	65.5
	Selected	293	34.5
	Total	850	100.0

Social atmosphere

		Frequency	Valid Percent
Valid	Not Selected	688	80.9
	Selected	162	19.1
	Total	850	100.0

Diversity of student body

		Frequency	Valid Percent
Valid	Not Selected	672	79.1
	Selected	178	20.9
	Total	850	100.0

Athletics

		Frequency	Valid Percent
Valid	Not Selected	792	93.2
	Selected	58	6.8
	Total	850	100.0

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

		Frequency	Valid Percent
Valid	Not Selected	802	94.4
	Selected	48	5.6
	Total	850	100.0

Recommendation of high school counselor

		Frequency	Valid Percent
Valid	Not Selected	799	94.0
	Selected	51	6.0
	Total	850	100.0

Recommendation of college counselor

		Frequency	Valid Percent
Valid	Not Selected	821	96.6
	Selected	29	3.4
	Total	850	100.0

Parents' recommendation

		Frequency	Valid Percent
Valid	Not Selected	726	85.4
	Selected	124	14.6
	Total	850	100.0

Friends' recommendation

		Frequency	Valid Percent
Valid	Not Selected	651	76.6
	Selected	199	23.4
	Total	850	100.0

Alumni recommendation

		Frequency	Valid Percent
Valid	Not Selected	710	83.5
	Selected	140	16.5
	Total	850	100.0

Other (please specify)

		Frequency	Valid Percent
Valid	Not Selected	792	93.2
	Selected	58	6.8
	Total	850	100.0

11) Please select the reasons why you have chosen to attend Troy University (select as many as ap...-Other (please specify)-TEXT

<p>Valid</p> <p>bc my sister went to Troy</p> <p>Chi Alpha</p> <p>Closer to home</p> <p>Closest proximity to my new home</p> <p>college fair</p> <p>Corporate partnership</p> <p>Couldn't join US Marine Corps</p> <p>Courses available</p> <p>Dothan Vocational Rehabilitation Services</p> <p>Faculty</p> <p>Family member recommendation</p> <p>For my first job</p> <p>Good program for my major, closer to home</p> <p>got married to a troy student</p> <p>Had what I needed</p> <p>Have a representative on my military base</p> <p>Impression speaking with program director</p> <p>military accomodation</p> <p>Military friendly</p> <p>Military Friendly</p> <p>Moving forward with my education</p> <p>Music Education (John M. Long)</p> <p>Music Industry Program</p> <p>My mother got her three degrees from here</p> <p>my scolarship's spensors have chosen it for me</p> <p>offered my degree completely online</p> <p>Offered web enhanced classes; mixture of class and online is the best option for me with a full-time job.</p> <p>Offering of degree online</p> <p>online</p> <p>online accessibilty</p> <p>online availability</p> <p>Online Degree</p> <p>paid for application fee</p> <p>Received Scholarship</p> <p>Research area</p> <p>Scholarship</p> <p>Scholarship (main reason)</p> <p>Scholarships</p> <p>Sibling recommendation</p> <p>sound of the south</p> <p>Support of military families</p> <p>The campus was pretty</p> <p>the convience of going online</p> <p>The Sound Of The South</p> <p>This is my hometown</p> <p>Troy is one of few schools in the country that still offers a full ride scholarship.</p> <p>Veteran reputation</p> <p>Was told by staff member Aviation program would be available for Veterans using benefits by the end of Fall 16' so I moved my family from California. Still hasn't been approved.</p> <p>Work well with military members</p>		
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SATISFACTION WITH TROY UNIVERSITY

TROY personnel are knowledgeable and helpful.

		Frequency	Valid Percent
Valid	Not Applicable	3	.4
	Strongly Disagree	30	4.1
	Disagree	21	2.9
	Neither Agree nor Disagree	51	7.0
	Agree	317	43.7
	Strongly Agree	303	41.8
	Total	725	100.0
Missing	System	125	
Total		850	

Faculty care about students as individuals.

		Frequency	Valid Percent
Valid	Not Applicable	8	1.1
	Strongly Disagree	30	4.2
	Disagree	13	1.8
	Neither Agree nor Disagree	82	11.4
	Agree	292	40.5
	Strongly Agree	296	41.1
	Total	721	100.0
Missing	System	129	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	10	1.4
	Strongly Disagree	35	4.8
	Disagree	25	3.5
	Neither Agree nor Disagree	65	9.0
	Agree	293	40.5
	Strongly Agree	295	40.8
	Total	723	100.0
Missing	System	127	
Total		850	

Academic advising is adequate.

		Frequency	Valid Percent
Valid	Not Applicable	13	1.8
	Strongly Disagree	37	5.1
	Disagree	47	6.5
	Neither Agree nor Disagree	80	11.1
	Agree	284	39.5
	Strongly Agree	258	35.9
	Total	719	100.0
Missing	System	131	
Total		850	

Sufficient financial aid options are available.

		Frequency	Valid Percent
Valid	Not Applicable	38	5.3
	Strongly Disagree	35	4.9
	Disagree	46	6.4
	Neither Agree nor Disagree	81	11.3
	Agree	251	34.9
	Strongly Agree	268	37.3
	Total	719	100.0
Missing	System	131	
Total		850	

The tuition payment plan is beneficial for students.

		Frequency	Valid Percent
Valid	Not Applicable	105	14.6
	Strongly Disagree	39	5.4
	Disagree	15	2.1
	Neither Agree nor Disagree	126	17.5
	Agree	222	30.9
	Strongly Agree	212	29.5
	Total	719	100.0
Missing	System	131	
Total		850	

Class information provided prior to enrollment was helpful.

		Frequency	Valid Percent
Valid	Not Applicable	15	2.1
	Strongly Disagree	40	5.6
	Disagree	44	6.1
	Neither Agree nor Disagree	106	14.8
	Agree	271	37.7
	Strongly Agree	242	33.7
	Total	718	100.0
Missing	System	132	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	11	1.5
	Strongly Disagree	38	5.3
	Disagree	41	5.7
	Neither Agree nor Disagree	53	7.4
	Agree	277	38.6
	Strongly Agree	297	41.4
	Total	717	100.0
Missing	System	133	
Total		850	

The online registration process is user-friendly.

		Frequency	Valid Percent
Valid	Not Applicable	16	2.2
	Strongly Disagree	33	4.6
	Disagree	39	5.5
	Neither Agree nor Disagree	68	9.5
	Agree	263	36.8
	Strongly Agree	296	41.4
	Total	715	100.0
Missing	System	135	
Total		850	

The on-site registration process is user-friendly.

		Frequency	Valid Percent
Valid	Not Applicable	128	18.0
	Strongly Disagree	32	4.5
	Disagree	17	2.4
	Neither Agree nor Disagree	103	14.5
	Agree	214	30.1
	Strongly Agree	218	30.6
	Total	712	100.0
Missing	System	138	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	22	3.1
	Strongly Disagree	61	8.5
	Disagree	70	9.8
	Neither Agree nor Disagree	144	20.1
	Agree	226	31.6
	Strongly Agree	192	26.9
	Total	715	100.0
Missing	System	135	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	21	2.9
	Strongly Disagree	32	4.5
	Disagree	32	4.5
	Neither Agree nor Disagree	73	10.2
	Agree	273	38.2
	Strongly Agree	284	39.7
	Total	715	100.0
Missing	System	135	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	80	11.2
	Strongly Disagree	28	3.9
	Disagree	17	2.4
	Neither Agree nor Disagree	88	12.3
	Agree	245	34.4
	Strongly Agree	255	35.8
	Total	713	100.0
Missing	System	137	
Total		850	

Class drop/add procedures are appropriate.

		Frequency	Valid Percent
Valid	Not Applicable	44	6.1
	Strongly Disagree	30	4.2
	Disagree	31	4.3
	Neither Agree nor Disagree	94	13.1
	Agree	269	37.6
	Strongly Agree	248	34.6
	Total	716	100.0
Missing	System	134	
Total		850	

Classes are offered at convenient times.

		Frequency	Valid Percent
Valid	Not Applicable	35	4.9
	Strongly Disagree	31	4.3
	Disagree	34	4.8
	Neither Agree nor Disagree	71	9.9
	Agree	269	37.7
	Strongly Agree	274	38.4
	Total	714	100.0
Missing	System	136	
Total		850	

The classes I attend are well organized and well taught.

		Frequency	Valid Percent
Valid	Not Applicable	12	1.7
	Strongly Disagree	28	3.9
	Disagree	38	5.3
	Neither Agree nor Disagree	93	13.0
	Agree	283	39.6
	Strongly Agree	260	36.4
	Total	714	100.0
Missing	System	136	
Total		850	

The University offers a variety of majors at my location.

		Frequency	Valid Percent
Valid	Not Applicable	34	4.8
	Strongly Disagree	29	4.1
	Disagree	20	2.8
	Neither Agree nor Disagree	74	10.4
	Agree	253	35.5
	Strongly Agree	303	42.5
	Total	713	100.0
Missing	System	137	
Total		850	

Tutorial services are sufficient.

		Frequency	Valid Percent
Valid	Not Applicable	130	18.2
	Strongly Disagree	28	3.9
	Disagree	16	2.2
	Neither Agree nor Disagree	134	18.8
	Agree	220	30.9
	Strongly Agree	185	25.9
	Total	713	100.0
Missing	System	137	
Total		850	

On-campus bookstore hours are convenient for students.

		Frequency	Valid Percent
Valid	Not Applicable	112	15.8
	Strongly Disagree	30	4.2
	Disagree	22	3.1
	Neither Agree nor Disagree	98	13.8
	Agree	250	35.2
	Strongly Agree	198	27.9
	Total	710	100.0
Missing	System	140	
Total		850	

Purchasing textbooks through Troy Virtual BookStore is convenient.

		Frequency	Valid Percent
Valid	Not Applicable	89	12.5
	Strongly Disagree	37	5.2
	Disagree	27	3.8
	Neither Agree nor Disagree	118	16.6
	Agree	222	31.2
	Strongly Agree	218	30.7
	Total	711	100.0
Missing	System	139	
Total		850	

Student organizations are available for my participation.

		Frequency	Valid Percent
Valid	Not Applicable	91	12.8
	Strongly Disagree	33	4.6
	Disagree	20	2.8
	Neither Agree nor Disagree	108	15.2
	Agree	224	31.5
	Strongly Agree	235	33.1
	Total	711	100.0
Missing	System	139	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	23	3.2
	Strongly Disagree	29	4.1
	Disagree	14	2.0
	Neither Agree nor Disagree	72	10.1
	Agree	296	41.6
	Strongly Agree	278	39.0
	Total	712	100.0
Missing	System	138	
Total		850	

Troy University has a good reputation in my community.

		Frequency	Valid Percent
Valid	Not Applicable	30	4.2
	Strongly Disagree	31	4.4
	Disagree	14	2.0
	Neither Agree nor Disagree	82	11.5
	Agree	254	35.7
	Strongly Agree	301	42.3
	Total	712	100.0
Missing	System	138	
Total		850	

I am receiving a quality education at Troy University.

		Frequency	Valid Percent
Valid	Not Applicable	13	1.8
	Strongly Disagree	29	4.1
	Disagree	15	2.1
	Neither Agree nor Disagree	52	7.3
	Agree	275	38.6
	Strongly Agree	329	46.1
	Total	713	100.0
Missing	System	137	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	26	3.6
	Strongly Disagree	35	4.9
	Disagree	19	2.7
	Neither Agree nor Disagree	59	8.3
	Agree	223	31.2
	Strongly Agree	353	49.4
	Total	715	100.0
Missing	System	135	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	67	9.4
	Strongly Disagree	30	4.2
	Disagree	30	4.2
	Neither Agree nor Disagree	89	12.4
	Agree	256	35.8
	Strongly Agree	243	34.0
	Total	715	100.0
Missing	System	135	
Total		850	

Campus housing met my expectations upon arriving to campus.

		Frequency	Valid Percent
Valid	Not Applicable	236	33.2
	Strongly Disagree	40	5.6
	Disagree	34	4.8
	Neither Agree nor Disagree	139	19.5
	Agree	140	19.7
	Strongly Agree	122	17.2
	Total	711	100.0
Missing	System	139	
Total		850	

Student recreational opportunities and facilities have met my expectations.

		Frequency	Valid Percent
Valid	Not Applicable	186	26.1
	Strongly Disagree	38	5.3
	Disagree	36	5.0
	Neither Agree nor Disagree	111	15.6
	Agree	194	27.2
	Strongly Agree	148	20.8
	Total	713	100.0
Missing	System	137	
Total		850	

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

		Frequency	Valid Percent
Valid	Not Applicable	124	17.3
	Strongly Disagree	31	4.3
	Disagree	25	3.5
	Neither Agree nor Disagree	108	15.1
	Agree	218	30.5
	Strongly Agree	209	29.2
	Total	715	100.0
Missing	System	135	
Total		850	

RECEIVING INFORMATION ABOUT TROY UNIVERSITY

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

		Frequency	Valid Percent
Valid	Alumni	155	21.4
	Billboard	14	1.9
	Direct Mail	14	1.9
	Guidance Counselor	56	7.7
	Internet	115	15.9
	Newspaper	1	.1
	Radio	3	.4
	Television	20	2.8
	Word of mouth	259	35.8
	Other (please specify)	87	12.0
	Total	724	100.0
Missing	System	126	
Total		850	

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

		Frequency	Valid Percent
Valid	2 of my children graduated from Troy (main campus)		
	a college fair at my high school		
	Army Career Center		
	Band Competition		
	Band events		
	Base Education office		
	Baseball		
	Basketball		
	Brother		
	Brunswick Site		
	Cate Gooch-Coolidge Recruiter Troy University		
	Class in high school, visiting Troy was apart of passing the class.		
	co worker		
	colleague		
	college fair		
	College fair		
	College Fair		
	College fair day		
	Command Indoctrination		
	counselor at another college recommended		
	Dad		
	Discussion at Fort Rucker		
	Dothan Vocational Rehabilitation Services		
	Drove by the campus when I lived in AL		
	Employer		
	Family member		

Friend
 Friend from high school wanted to go here
 friends
 Friends
 From my friend
 Graduate School Fair
 Grew up in troy
 High School teacher
 HOBY
 I am from Troy, AL
 I am from Troy, Al.
 I got recruited
 I live near Troy,AL
 I'm from Montgomery so I knew about Troy
 I'm from Troy
 It's in my town
 Job Fair
 Lived in Troy my whole life
 Local
 military
 military friendly/ our military community
 Military Spouse Financial Aid
 mom
 mother was cheer coach here
 Mother/student
 My advisor from Wallace
 My aunt who was an instructor.
 My brother
 My mom
 My mom works here
 my niece and daughter went there
 Navy College Office
 onsite visit to a conference
 Parent
 Parents
 Parents raised me to be a TROY fan
 Representative spoke at my employer
 Resident
 Roger Smith
 Scholarship i recieved at the previous college
 self
 sibling
 Sibling attended
 Sister
 sound of the south
 Southeast Georgia Health System
 Sports
 Student Success
 Students
 Tennis coach
 The Sound of the South
 Through my High School Band Program
 trambuer
 Troy Representative
 Trumbauer State Competition
 visited my place of employment
 Walter State Trumbauer Festival
 Went to visit Gulf Coast State College and talked with Troy
 as well
 Work

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

		Frequency	Valid Percent
Valid	Billboard	5	.7
	Direct Mail	102	14.2
	Internet	459	63.8
	Newspaper	2	.3
	Radio	4	.6
	Television	4	.6
	Word of mouth	81	11.3
	Other (please specify)	63	8.8
	Total	720	100.0
Missing	System	130	
Total		850	

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

Valid	Admission		
	Admission officer		
	Admissions counselor		
	advisor		
	Advisor		
	Alumni		
	Brunswick site		
	called and asked		
	called the school		
	called Troy Fort Walton directly		
	Campus Visit		
	college fair		
	College Fair		
	Contact with the University.		
	Counselor		
	Covington Campus		
	Education Office on Tyndall AFB		
	email		
	Email		
	emailing		
	Emails and the website		
	Employee		
	Employer		
	Guidance Counselor		
	High school guidance counselor		
	I called and also searched the Troy Website.		
	I called Troy Ft Walton campus.		
	I had to call the school multiple times. Every answer was different.		
	I visit website		
	Lunch and learn		
	Met with counselor		
	My advisor told me about it		
My boss			
My brother			
On-campus information during visits			
Personnel at local office.			
phone			
Phone call to the campus			
Phone call with Troy			
Same discussion			
school email			
Spoke with Registrar's office			
Staff			

<p>Student email</p> <p>Student Success</p> <p>Tennis coach</p> <p>The representative at the education center at Ft. Gordon handed me a bookmark with registration dates and times, and has followed up via e-mail each term.</p> <p>Troy Campus</p> <p>Troy Center at Fort Rucker Alabama</p> <p>Troy Representative</p> <p>Troy Univ. had a site campus at the education office where I was looking at different graduate programs.</p> <p>visited campus and spoke to adviser</p> <p>visited my place of employment</p> <p>Walk In</p> <p>walk-in to admissions office</p> <p>Walked into the office in Atlanta GA</p> <p>website</p> <p>Went in admissions office</p> <p>Word of mouth and emails</p>		
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15) What is the best way to advertise to your friends? (select one)

		Frequency	Valid Percent
Valid	Billboard	7	1.0
	Direct Mail	58	8.1
	Internet	319	44.5
	Radio	10	1.4
	Television	28	3.9
	Word of mouth	273	38.1
	Other (please specify)	22	3.1
	Total	717	100.0
Missing	System	133	
Total		850	

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

		Frequency	Valid Percent
Valid	Billboards specific to Alumni success		
	Both Internet and Word of Mouth		
	Email		
	get good		
	mail,radio,tv		
	Military connections		
	my soundcloud		
	Na		
	Phone		
	social media		
	Social media		
	Social Media		
	spotify		
	Tell them to go to another college		
	text message		
	Troy Promo Items/Student ID		
	visited my place of employment		

16) How would you describe TROY to a friend?

Academically challenging

		Frequency	Valid Percent
Valid	Not Selected	540	63.5
	Selected	310	36.5
	Total	850	100.0

Caring

		Frequency	Valid Percent
Valid	Not Selected	528	62.1
	Selected	322	37.9
	Total	850	100.0

Convenient

		Frequency	Valid Percent
Valid	Not Selected	388	45.6
	Selected	462	54.4
	Total	850	100.0

Friendly

		Frequency	Valid Percent
Valid	Not Selected	399	46.9
	Selected	451	53.1
	Total	850	100.0

Good value for the price

		Frequency	Valid Percent
Valid	Not Selected	459	54.0
	Selected	391	46.0
	Total	850	100.0

Helpful

		Frequency	Valid Percent
Valid	Not Selected	505	59.4
	Selected	345	40.6
	Total	850	100.0

Student-centered

		Frequency	Valid Percent
Valid	Not Selected	478	56.2
	Selected	372	43.8
	Total	850	100.0

Other (please specify)

		Frequency	Valid Percent
Valid	Not Selected	818	96.2
	Selected	32	3.8
	Total	850	100.0

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

A Family
A waste of money, Teachers do what ever they want, and the school is taking all your money for the renovatoinis
Always improving
Always someone to help!
Best option if you can't afford Alabama, Auburn, or out of state tuition.
boring
Boring
Broad Spectrum of Degree Programs that they can earn and be a productive member of the community
Can be academically challenging, but great!
Cheap
clearly those who make major decisions do not understand the full effects of them or do not care for the students
expensive books
Faculty are world class experts
fun
Good if you can learn on your own and don't need professor's input
Has a full ride scholarship, so little reason to go anywhere else.
I'm so pleased with this school!
If you are looking for University feel, do not attend the Montgomery campus
lots of parties... no parking... EVER
Most of the staff are horrible to deal with. Financial aid is rude, the police chief and most of the department are extremely rude and seem to always try to get over on the students and their parents with these tickets instead of warnings(either citation arning or warnings posted around campus!)
Not Helpful
Positive environment
Terrible
Terrible online program. Avoid at all costs
The perfect school
The staff continually calls, emails and texts to check in with you. They are there for you if you have questions or concerns.
Very impressive teachers who care for your education
Web enhanced classes/comprehensive exams for graduate students with full-time jobs is the best option for getting good value and learning from a masters program.
Wonderful scholarships
Worthful experience with good memories
You must be self motivated for the online classes

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	687	96.9
	No	22	3.1
	Total	709	100.0
Missing	System	141	
Total		850	

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

		Frequency	Valid Percent
Valid	Laptop	612	89.6
	Desktop	44	6.4
	Other (please specify)	27	4.0
	Total	683	100.0
Missing	System	167	
Total		850	

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

		Frequency	Valid Percent
Valid	Both have both both Both Both laptop and desktop Both. Both. Laptop for on campus and a Desktop at home. I have both I have one of each I have used both, and the iphone app. I use a laptop and iPad Pro 12.7" for completing assignments and taking notes iPad Laptop and tablet Laptop, Desktop, iPad Tablet Yes		

STUDENT ADVISING

18) Was an academic advisor assigned to you prior to enrolling or during your first semester/term...

		Frequency	Valid Percent
Valid	Yes	599	84.5
	No	46	6.5
	I do not know	64	9.0
	Total	709	100.0
Missing	System	141	
Total		850	

19) If you have been assigned an academic advisor, did you have any contact with your advisor dur...

		Frequency	Valid Percent
Valid	Yes	603	85.2
	No	105	14.8
	Total	708	100.0
Missing	System	142	
Total		850	

20) Select one choice that indicates your level of agreement regarding academic advising at Troy

My academic advisor is readily available.

		Frequency	Valid Percent
Valid	Not Applicable	26	3.7
	Strongly Disagree	36	5.1
	Disagree	45	6.4
	Neither Agree nor Disagree	76	10.7
	Agree	275	38.8
	Strongly Agree	250	35.3
	Total	708	100.0
Missing	System	142	
Total		850	

My academic advisor is helpful in scheduling my classes.

		Frequency	Valid Percent
Valid	Not Applicable	32	4.6
	Strongly Disagree	36	5.1
	Disagree	49	7.0
	Neither Agree nor Disagree	81	11.6
	Agree	249	35.6
	Strongly Agree	253	36.1
	Total	700	100.0
Missing	System	150	
Total		850	

My academic advisor is helpful in the registration process.

		Frequency	Valid Percent
Valid	Not Applicable	38	5.4
	Strongly Disagree	36	5.2
	Disagree	50	7.2
	Neither Agree nor Disagree	85	12.2
	Agree	250	35.8
	Strongly Agree	240	34.3
	Total	699	100.0
Missing	System	151	
Total		850	

My advisor provides accurate info about my major and my program requirements.

		Frequency	Valid Percent
Valid	Not Applicable	38	5.4
	Strongly Disagree	32	4.6
	Disagree	37	5.3
	Neither Agree nor Disagree	88	12.6
	Agree	248	35.5
	Strongly Agree	256	36.6
	Total	699	100.0
Missing	System	151	
Total		850	

Consulting with my advisor enables me to better understand my program of study.

		Frequency	Valid Percent
Valid	Not Applicable	45	6.4
	Strongly Disagree	31	4.4
	Disagree	47	6.7
	Neither Agree nor Disagree	86	12.3
	Agree	245	35.1
	Strongly Agree	244	35.0
	Total	698	100.0
Missing	System	152	
Total		850	

My advisor respects his/her students and is interested in them as individuals.

		Frequency	Valid Percent
Valid	Not Applicable	39	5.6
	Strongly Disagree	22	3.2
	Disagree	20	2.9
	Neither Agree nor Disagree	94	13.5
	Agree	259	37.2
	Strongly Agree	262	37.6
	Total	696	100.0
Missing	System	154	
Total		850	

I feel comfortable working with my advisor.

		Frequency	Valid Percent
Valid	Not Applicable	34	4.9
	Strongly Disagree	30	4.3
	Disagree	22	3.2
	Neither Agree nor Disagree	91	13.2
	Agree	253	36.6
	Strongly Agree	262	37.9
	Total	692	100.0
Missing	System	158	
Total		850	

The academic advising process at Troy University adequately meets my needs.

		Frequency	Valid Percent
Valid	Not Applicable	33	4.7
	Strongly Disagree	29	4.2
	Disagree	44	6.3
	Neither Agree nor Disagree	92	13.2
	Agree	266	38.3
	Strongly Agree	231	33.2
	Total	695	100.0
Missing	System	155	
Total		850	

Overall, I am satisfied with the academic advising provided at Troy University.

		Frequency	Valid Percent
Valid	Not Applicable	27	3.9
	Strongly Disagree	36	5.2
	Disagree	48	6.9
	Neither Agree nor Disagree	75	10.8
	Agree	252	36.4
	Strongly Agree	254	36.7
	Total	692	100.0
Missing	System	158	
Total		850	

21) Please enter any additional comments you have regarding your academic advising experience in...

1 Absolutely terrible experience. Was not helpful in resolving classroom issues.
2 Academic advising in Troy University is really helpful. The function of advising in my department EBS is not limited to my assigned adviser alone but all faculties have come in contact with have been of great help. I will say in summary that they are morethan advisers; they are absolutely mentors.
3 Academic Advisor is kind and friendly, but does not give me much useful information.
4 Academic experience is very good but I am very upset from rules of international department about insurance. They are force us to take insurance from university instead of we get cheaper plan from outside of university. They even don't sericifice with us nd do not understand our financial condition. All students does not come from rich family. So, if you can change rules about insurance than that will be fine.
5 Advising is unable to assist when transcripts are NOT converted prior to the initial contact. This is unhelpful when registering for your first term
6 Advisor was kind and helpful.
7 After the initial contact, the rest of the process I handle myself online. I do get emails from my advisor telling me to contact him should I have any issues.

8 As a 51 year old freshman my adviser has been the greatest asset in this journey.

9 At first it was very hard to get a hold of my adviser so I had to get help from others but by the end of the second term I was able to get a hold of him and he helped me understand things that I was not sure of. I also recently sent him an email and he reponded within 24 hours. The relationship is much better now.

10 Cool

11 Doctor kirby is amazing!

12 xxxxxx has been a great advisor and teacher during my first year at Troy. He always takes the time to understand my needs and what is needed form e to achieve the goals I am seeking.

13 Dr. Madison is great!!!

14 Dr. xxxxxx is truly the best advisor I've ever had. I have had multiple advisors from changing my major so often. Dr. Madison made sure my scheduling fit my needs for hours I wanted and when I wanted to graduate. She was very helpful at making a plan andkeeping me on track to graduate. She has helped me out in more ways than I explain and she is truly an exceptional professional.

15 Dr. xxxxxx of the Sorrell College of Business is a wonderful advisor. He represents the university and his students very well.

16 Dr. xxxxxx is a welcoming, caring advisor that is always happy to answer my questions.

17 During the beginning of the course terms, many of the syllabuses are not updated. I

18 Easy to contact

19 Excellent!

20 General requirements are stupid, advisors should mention that we can CLEP them. Also, advisors should give us advice about our minor.

21 great job

22 Great job so far!!

23 Great job!

24 great school

25 He is a great helper.. I was very concerned about making sure I took all the right classes and he made out an excel spreadsheet that mapped out all my classes I needed to take and when for the rest of my time here at Troy.

26 He is a man who is rarely in his office with unclear office hours. Truly spews an essence of not caring what so ever. No guidance no friendship, a blank cold stare like I'm bothering him when I walk in there. Mandatory to meet with him to just waste my tie and he STILL FORGOT to remove the advising hold 2 WEEKS after the fact. And I can't help but think how I PAY CASH out of MY savings to pay for this incompetent man's salary. He went to school, went through a hiring process for this specific job and stil doesn't do it. I would love to get paid a nice amount for not doing my job. This school does not care about minority students at all.

27 he is excellent

28 He was a good man and have a cordial relationship with not only me but all the students who were assigned to him. I saw him as a fatherly figure and he was a great man and very popular among international students at Environment and Biological Sciences Deartment. He was an open minded man and he was always ready to answer questions and gives us the best advise. He was a very good listener and his office was always opened to students. It is with a heavy heart i write this comments. He passed away on the 1 January 2017 and his name is Dr. Neil Billington. He will be missed by all students in the department of Environmental Biology especially we the international student at the department. God will surely pay him for his wonderful service to Man. RIP Dr, B

29 I actually use the dean of the xxxxxx as my advisor instead of my assigned advisor. Dr. xxxxxx just seems more understanding and I can relate with her much better than my assigned advisor. Nothing wrong with my assigned advisor, just lke Dr. xxxxxx better!

30 I am extremely disappointed with the services of my academic advisor. I have been searching for someone else to communicate with because my advisor does not appear to know the rules of admissions and aca

31 I am giving my academic advisors low scores due to the fact I did IMPACT session and was not advised by my academic advisors, was simply told to go to a classroom and meet with a Science Professor and they would help me pick my classes for my degree. I wa very disappointed with this process. The professor did not know what classes I had taken due to the fact I was not given a copy of my transcript and was advising me to take classes I had because he did not know what I have taken previously or what transf credits I received. I do not think he did not try to assist me, but it was challenging. I then was enrolled in online classes that was only nine weeks and campus classes. This proved to be difficult when I finally met with my advisors because of the creit hour per semester rules. So after, I got enrolled is when I met with my advisors. My education advisor was saying no right off the bat without meeting with me. But once we met he had to go through the Dean to get me in classes. I think this could have een avoided. But. I can say both my advisors have met with me and laid out a schedule and degree plan. SO they did do their job when given the opportunity, but the registration process was a NITGHTMARE.

32 I am very pleased with the help I have received in every aspect of my enrollment and counseling opportunities. Every person I have come to contact has been prompt, courteous and respectful.

33 I changed advisors during the semester, and I found both my advisors extremely helpful with respect to my area of study, but significantly less aware of general studies requirements and classes. So far, I have not found it particularly difficult to arrane the general classes (my parents have helped me), while the help on the major-specific classes has been quite valuable.

34 I don't really have any communication with my advisor. I am usually the one placing the call

35 I feel some of the charges the school applies to student accounts, such as the \$25 fee for food which goes on your Troy ID is pointless. I am in the masters program and only on campus once a week. I often do not want to buy food on campus. Also, I feelif not used the remaining amount should roll over to the next term. I do not feel it is fair it does not roll over when I am not on campus often and when I can only use it during center times. I have attempted to use it in the beginning of the term and wa told I could not use it yet. If you are going to charge me for it, I should be allowed to let it roll over it and use it any time. Also, if it is not used by the end of the year, it should be refunded or go toward financial aid. I understand since it is harged to our accounts the parking passes are cheaper, however I would rather pay full price for the parking pass. If I do not use the money for the entire year, I might as well have paid the full price of the parking pass.

36 I had the wrong advisor all of first semester, and had trouble figuring out who it even was. No one explained I needed to meet with my advisor prior to registration, either.

37 I had two academic advisors. One was for education and the other was for my major. My education advisor was unavailable.

38 I hate that the exercise science program does group advising when it comes to figuring out what classes to take. I really would like to have one on one time always with my advisor

39 I have a hard time getting the information I feel I need from my adviser. Whether it be because I am asking the wrong questions or because she is not forth-coming with information - I don't know.

40 I have been in contact with the Student Services Advisor and Student Coaching throughout my time ad a student. I have not communicated with my advisor.

41 I have had 4 advisors within the 1st year, and they all provided me with different information regarding my degree plan and major. This was very confusing and set me back.

- 42 I have never communicated with my academic advisor. I have spoken to my success coach several times but not about academic planning. I use the online academic planning tool to plan my courses.
- 43 I have never met my academic advisor and i dont know who it is.
- 44 I have NO idea who my advisor is. I register and hope that I am taking all of the appropriate classes.
- 45 I have not spoken with my academic adviser.
- 46 I have only interacted with my adviser on two occasions and she is quite new
- 47 I have sent a email and also left a voice message but still no reply from advisor.
- 48 I have talked to my academic advisor 4 times and she didn't have ANY useful information. I asked her very direct questions about my classes and she had no idea and tried to send me to the dean of the business department to ask. I went to a different advisr and all of my questions were answered within 10 minutes.
- 49 I haven't had to utilize my academic advisor. The registration and flow of classes is easy to follow.
- 50 I haven't heard anything from my advisor, just my student success coach.
- 51 I haven't met with my academic advisor.
- 52 I haven't received instruction from my advisor since my 1st term. I'm ok though!!
- 53 I just received an advisor the second semester.
- 54 I like him. He's cool. No further comment.
- 55 I love that you dont get the run around! I have gotten answers to all my concerns and quickly as well.
- 56 I met with an adviser but she wasn't my adviser. I was told when I sign in anyone available would help me. It is my understanding that there is now only 1 adviser for all students and she is retiring soon.
- 57 I need a new advisor seriously I dont feel like she really cares that I am trying to get into the program.
- 58 I really enjoy having an advisor to help me through my time at Troy University.
- 59 I spoke to an advisor, filling in while my actual advisor was away, about what classes I needed to take for the upcoming semester, and I haven't attempted or spoke with them since. I will follow up prior to next term and summer classes.
- 60 I think the teachers I have worked with so far are phenomenal! xxxxxxx for Criminal Justice Classes and xxxxxx for Math classes are very involved with making sure my knowledge is there in the subject matter. I truly appreciate these tw instructors/professors and the time and efforts they are putting forth. They are awesome!
- 61 I tried to declare my major and get an advisor several times and it never happened until the end of last semester. I wasn't able to work with my advisor because of this.
- 62 I used to have xxxxxx was my adviser, and she was horrible. She is a good teacher, but she didn't do her job as an adviser and treated me like DIRT. I had arranged with her to register after I got my transfer credits processed and asked if she would be available to accept my schedule. She agreed with me that she would do it that night. When registration day came around, she still hadn't until TWO WINDOWS AFTER MY WINDOW. I got tons of classes I didn't want and my schedule completely messed up. Also, when I asked her about it during my window, she SCREAMED at me and pretended like it hadn't happened later. Screaming at someone just because you don't have time to do your own job is completely unacceptable. I pay for the service of an academic adviser, o I expect to have one that does their job. I switched to another faulty member but I feel great pity for her students still.

63 I view my academic advisor different from my PhD advisor . The academic advisor has helped me very much in figuring out the logistics of classes . My PhD advisor is helping me with the specific courses to take and guiding me down that path.

64 I wanted a concentration in Project Management and I started during T2. I laid out my plan of courses to the advisor, they made a few suggestions and said it seemed like a workable plan. Problem was the Intro to Project Management wasn't offered in the erm I submitted. The advisor didn't catch the issue and I registered in T2 for other courses. It wasn't until registration when I discovered the error, by then it was too late to change and I had to switch to Leadership concentration instead of Project an.

65 I was assigned an academic advisor and when I emailed that advisor, I never got a reply. So, I ended up recieving advisement from an advisor that was not assigned to me.

66 I was conditionally admitted, and it seemed like my advisor was putting me in more difficult classes. Having seldom knowledge of my major and my degree map.

67 I was given a new advisor at end of the fall semester, and I emailed her regarding a question about taking a placement exam to move through my course load faster. She was unsure about my answer, and said she would get back to me after she asked another adisor. I have not heard back from her, and it has been several weeks. I would like to see the advisors have more knowledge about the different degrees in their department, and have a little bit more time for their advisees so that we are able to correctly chedule our degree map.

68 I went 3 terms without ever even knowing who my academic advisor is, let alone speaking to them. Not once in the three terms I have attended did they reach out to even introduce themselves. I've had more help and contact with my student success coach thanmy adviser. My student success coach is the one who actually told me who my advisor was and gave me their contact information.

69 I wish that the requirements were easier to follow since I have a phone relationship with xxxxx To understand what courses I need to complete exactly is very difficult to comprehend and compare.

70 I work closely with the onsite coordinator when I need assistance with enrollement and other Troy University related issues. I recommend the onsite coordinator be the focal point for students overseas at military bases.

71 I would like a comprehensive way to find out what is available to take during my whole plan of study without having to work with a printout. I would like this digitally so that I can just plug and play my whole program.

72 Initially I had Doctor xxxxxx for my academic advisor and the experience I had with her was a nightmare. All the answers above are applied to her. She does not show enough respect for me as a human being. And she is one of the reasons I am not comng back to Troy. Although I switched to a new advisor, the terrible experience I had with her still haunts me. Rude, outdated and irresponsible Dr xxxxxx

73 It is hard, when you switch majors, to find your academic advisor. When I went to Eldridge to see about switching, and for advising to see what I wanted to do, no one knew where to send me after I decided on a major. I went around the world to try to findmy advisor. Long story short, it took me almost 20 minutes to finally get to my advisor.

74 It was great.

75 It was very easy to understand and at a good pace for me.

76 I've had several advisors reach out to me, that I haven't responded to all of them, but I do try to respond to e-mail and I appreciate the voicemails. I mostly consult with my representative advisor at the education center at Ft. Gordon.

77 I've worked closely with Dr. xxxxxx for academic advisement simply because he was the first person I met with before I decided to attend and he's been extremely helpful and very knowledgeable. So all the answers relating to meeting with academic advisor ar about Dr. xxxxxx

78 xxxxxx is AMAZING!!

79 Make a clearer way to contact besides email

80 My academic adviser is a very nice individual, but is not helpful at all. When I contact my adviser, my adviser is not very helpful with helping me resolve an issue or directing me to someone who can. It is frustrating for my adviser to tell me I am wrong but a student at the front desk of Records tell me I am right and resolved an issue for me. My adviser goes to the wrong people for information or, at least, goes to the right person but receives incorrect information. (The "higher people" at Troy Univerity could be the issue too.) And when I specifically ask my adviser to be directed to someone who can help me better, I am not directed by someone and my adviser tells me I am wrong again.

81 My academic advisor is always ready to talk about my grades and requirements.

82 My academic advisor was unavailable at the time I needed her for scheduling my classes. I did it on my own and had to go to the honors department for them to sign off.

83 My academic advisor, Mrs. xxxxxx, has been very helpful in helping me plan my degree plan. She has gone above and beyond in her assistance and I feel I would have been lost without her help. I'm deeply appreciative of all the hard work she puts into helpin students succeed.

84 My academic advisor, Ms. xxxxxx, has been wonderful. She tells me what I need to know before I even ask. With her help my initial enrollment process was very simple and easy--this relieved a lot of anxiety that I had about beginning classes and helped me tofeel much more in control and prepared, and has therefore made my entire college experience much more positive.

85 My actual advisor could be more helpful however the help I receive from the staff at Troy in admissions has been helpful.

86 My adviser didn't seem to have time for me. He posted certain hours you had to sign up to meet with him and all the times i needed to talk with him, he was unavailable.

87 My adviser is helpful.

88 My advisor changed during the semester, but I had a pleasant experience with my new advisor. He was very helpful and answered my emails/questions in a timely manner.

89 My advisor changes twice without my knowledge of it.

90 My advisor has been so great! I am very happy with him.

91 My advisor has been there if I needed anything, but the process is so easy online that I haven't needed help registering for classes. The program is laid out so well that I know exactly what I need to take each session.

92 My advisor has been wonderful. She has helped me get two classes from my previous college approved for transfer equivalence. This saves me time and money, things that are very important when you're a full time college student. Being able to speak with thesame person throughout my academic career takes the confusion out of transferring colleges.

93 My advisor is a wonderful faculty member and friend to work with. I now that when I go to see him that I can count on him to help me out and get the job done.

94 My advisor is amazing. She called me several times during the semester and has suggested classes each term. She returns my calls expediently.

- 95 My advisor is xxxxxx and he does not talk to me, and would not clear my advisor hold. I would rather have an advisor that knows what she/he is doing.
- 96 My advisor is xxxxxx and she does not care to take the time and talk to her students about their schedule. I actually want another one. She tries to get you in and out without helping.
- 97 My advisor is new to the advising process and is still learning. But he goes out of his way to try to find the answers to my questions.
- 98 My advisor never answered her emails, and when she did, it was weeks later. Dr. xxxxxx took me in and worked with me on everything I needed since I could never get a hold of my own advisor. Dr. xxxxxx was always willing to meet and always answered my emails in a timely manner.
- 99 My advisor uses something called Starfish and it didn't have me in the system as a student so planning a meeting with her was very hard at first. I hope now the problem is resolved and I can properly schedule appointments with her via Starfish.
- 100 My advisor wasn't able to provide me with adequate information. She sent me to about 5 different people, who in return told me she was the one who was supposed to help me with that issue. She eventually helped after getting another administrator involved.
- 101 My advisor will just tell me which classes to take he doesn't give me a variety to choose from she just suggest the two that he thinks I should take and that is final. He does not have a degree plan outlined for me. I have no idea what progress I am makin towards my degree. I can not get him to respond to my questions.
- 102 My last advisor resigned and I have not officially been assigned to a new advisor.
- 103 N/A
- 104 No Comments
- 105 None noted.
- 106 Not thinking about it.
- 107 Ok
- 108 Overall it's good
- 109 Pleasant experience.
- 110 Professor xxxxxx is amazing
- 111 Professor xxxxxx is awesome!

- 112 Really work with you about fitting classes in your schedule.
- 113 Really would be helpful for advisors to walk through with new students or transfer students in the Graduate programs on how to register classes because I still do not know how to do it myself.
- 114 xxxxxx is amazing.
- 115 She has the exact major and minor I would like to achieve and is extremely helpful with the easiest routes possible.
- 116 She is extremely friendly.
- 117 Some advisors are so busy that their schedule is too full to meet with students.
- 118 Sometimes I feel uneasy about going to my advisor. Whenever I asked them a question and I communicated my response they would look at me like I sounded crazy or didn't have the slightest clue as to what I was communicating. This made me feel uncomfortabl. I am not afraid of believing in my own opinion or disagreeing with someone else's opinion but they didn't like it. I wanted them to challenge me, I wanted to learn from them. I was anxious to build a relationship with my advisor from the very beginningbut now I've failed to do so.
- 119 The only complaint I have is the lack of explanation provided to me about the difference between terms and semesters my first term. I took 12 credit hours my first term thinking that was a full time schedule for a term. I also work a full time job and I hve children. I honestly wasn't sure I was going to make it that first term. I almost quit from all the stress. I did pull through and even with a 4.0 GPA, but if I had known that 6 credit hours was full time for a term, I definitely would not have taken 2. Troy almost lost a student and I almost gave up on my dreams. The differences between terms and semesters should be better explains for online students before they registere for their first term.
- 120 The parking situation needs to be improved as well as the recreation center
- 121 The reason, most of the times I haven't agreed with the above informations, is that I've never got to meet my advisor and even my courses were approved by another respected personnel.
- 122 The steps that need to be taken could be more clear. I feel I have to figure things out on my own often, this can be frustrating. I feel like no one ever really has a clear answer. You just go with what you think is right and cross your fingers that it's he right thing!
- 123 Thh hanks to my advising he always the for me
- 124 Very friendly and helpful!
- 125 Very helpful for a first semester late registration situations and outlining future program requirements.
- 126 When I became a student at Troy I had not chosen a major. I have decided now I just have to submit a change of major form. My next advisor will be able to help me more thouroughly with my courses.
- 127 When I first enrolled at Troy, I was assigned an academic advisor whos name I could not even pronounce. The email for the advisor was not available on web express and I was never able to actually meet face to face. I went to the office in the Adams Adminitration building and spoke with a student who I assume is in a work study about how I needed to change my major before registration opened for Spring 2017. She had absolutely no idea on what to do and the man that was sitting in the back of the office nevr asked to help me or anything. I knew I wanted to switch from Economics to Risk Management and Insurance. So, I decided to go to the RMI office where I met with Dr. Duett, he was extremely helpful and helped my switch over my degree. I now go to him for ll of my class registration and needed advising on my degree. The office in Adams is the opposite of helpful and I really hope for the incoming freshman class it gets changed.
- 128 your great TroyU

22) Which of the following academic advising options would you like best?

		Frequency	Valid Percent
Valid	Face-to-face	455	64.3
	Online	148	20.9
	Via phone	94	13.3
	Other (please specify)	11	1.6
	Total	708	100.0
Missing	System	142	
Total		850	

22) Which of the following academic advising options would you like best?-TEXT

Valid	<p>all are good options</p> <p>Any would have been nice!</p> <p>direct emails via troy email service or text</p> <p>Face - to - Face and Email</p> <p>I expect my academic advisor to be flexible and capable of working on all platforms.</p> <p>i need a new advisor</p> <p>I would like face to face or online depending on my needs</p> <p>If I wasn't a full time worker and parent, full time would be great; however, since I am both of those, I prefer online</p> <p>Online or face-to-face</p> <p>With someone who knows the Pre-Med route and actually cares about every individual student that is under them.</p> <p>With the adviser I have now, nothing.</p>		

Appendix 24. 2016 Overall Additional Comments

#	Additional comments about your experience as a new student at Troy University:
1	Dr. xxxxx , Dr. xxxxx, Dr. xxxxx & xxxxx have been very helpful and encouraging and engaging as I have started this next academic journey. I came to Troy and the recommendation of a colleague at Temple University and I have not been disappointed . I knew the faculty was outstanding , however I had no idea the caliber of leaders that exist in every dimension of the sport management industry. I feel very grateful and thankful to be part of this incredible program . I believe I will receive world class training to become a contributor to the sport management academic world .
2	A very good school.
3	Absolutely horrible experience. Class loads are not developed for the working adult and are poorly organized and managed. Courses use inferior, expensive Pearson technologies that contain WRONG answers and incorrect prompts. The worst online school I've ever attended and do not intend to return.
4	Add parking Better saga
5	Although I am only starting my second semester, I have already come to realize that some professors care more about student success than others. I think that professors need to realize that it is quite a transition for Freshman, and we should not be spoonfed, but also should not be taught at a Senior level. Some courses are made more difficult than they should be for first semester students. I also think it should be required by the University that ALL professors use Blackboard - and it not be an option and professors are held responsible for keeping it updated in a timely manner. One last thing ... the bookstore is a joke! College costs enough as it is, and professors should coordinate with exactly what they require for their class, instead of the bookstore just listing everything that is "required" because sometimes that is not the case. Students/parents spend hundreds of dollars unnecessarily because of this. There should be some way for students who register for a class with a particular teacher to know in advance if the textbook, codes, etc. is required. Overall, my first semester was good. I definitely learned about time management. I am enjoying my experience at Troy thus far.
6	Although I have only done one online course, I really wish my work schedule permitted my enrollment into classes offered on base. I have met with the base professors and am really impressed with the caliber of professors and staff here at Yongsan! I have enjoyed my Troy experience thus far and look forward to my continued education through Troy!
7	As a first-year college student, my experience here at Troy has been an overall good one. Troy & its campus makes it easy to adjust to college life. However, I do have some suggestions to contribute in order to better the experience at Troy. It would be nice to have expanded dining choices around the campus, other than just Trojan Center and the Dining Hall. Concerning in-dorm laundry, it would be more convenient to place coin exchange machines in the laundry rooms. It is such a hassle trying to get quarters in order to use the washer or dryer. Having more options for exercise and fitness would be beneficial as well. A nice, new student recreational & fitness facility would appeal to students to get active and would be able to better handle the volume of students that exercise than the Trojan Gym currently does.
8	As a freshman returning to school after many, many years, Troy has exceeded my expectations.
9	As an online student. I would learn much better if there was a video discussion to watch and hear about rather than teaching myself the material from the books.
10	Being a student at Troy, Phenix City, I feel as if the main campus, Troy, AL. Does not look at us as the same Troy family. Everytime I have to call main campus I get a rude or unhelpful voice on the other line. I also see the same thing when Phenix City faculty have to call main campus too. The main campus is a few hours away and I can't just come into the offices to address my questions or issues. There has also been a few problems where the faculty at Phenix City tell me one thing and then main campus doesn't honor what I am being told or guaranteed. Is Troy in Phenix City the same as Troy University?? I am proud to be apart of Troy, it would be nice to be treated as so.
11	Being that my entire program is online it would be nice to have some form of lecture from the professors. While the classes and expectations are clearly laid out from the beginning, most of the classes are self-taught with little explanation from the staff unless specific questions are asked. While I enjoy the freedom to take classes from thousands of miles away, it would be nice to still have some of the same classroom characteristics that I enjoyed during my undergrad classes.
12	Better parking would be great.

- 13 Books and materials are expensive for college already. Why require students to buy books if they aren't used in the classroom? And why have students buy a \$60 clicker just to sign in for class when the professor can pass around a sheet of paper or call roll?! Other than that my experience has been pleasant. Minus everyone walking around with their heads down at their phones not paying attention to where they are going. ;)
- 14 Books are too expensive. I just paid \$375.00 to get a book that I will only use for nine weeks and will not even get half of that trying to sell it back.
- 15 Can we please have roll over flex points and more healthy alternatives for on campus food.
- 16 Coming to Troy was the best decision I have ever made. It is really a great school, friendly environment, athletic department is awesome! I love being a Troy Trojan
- 17 Course surveys should be open for a week after a course is complete. I am not going to complete a survey prior to completing the course.
- 18 Ever since day 1 of my applying, I have been getting "the run around" and been treated like dirt by faculty members and I am SICK of it. I'm ready to go to the head of department and the dean. No one has lifted a finger to help me all year unless I end up in tears or begging them. I am a nice, respectful person and I am trying my hardest, but the way I was treated last semester (my first semester) was completely unacceptable. I am incredibly disappointed in Troy University.
- 19 Everyone business offices needs to be on the same page whenever a student's information is enter into the system. I shouldn't be able to see something on webexpress as a student and the FA offices can't see it until a system wide update it done. If i'm caling about my FA they shouldn't let someone answer the phone that can't do simple math to see why a refund hasn't been issued yet for money left in the account. To many people employed that doesn't seem to know how to do their job unless they referring yo to someone who doesn't have a clue either.
- 20 feel good
- 21 From the impact to the housing to the food to the classes. None of these things are up to par, housing is an overpriced joke including this meal plan that is robbing us blind. The mysterious school fees that have gone up from LAST SEMESTER. No care for th American dollar seeing that a single black female with no parent assistance paid y'all \$10,000 LITERALLY CASH from my account to attend for one year. The extremely and unnecessarily fast pace of the courses. IF YOU DON'T HAVE ENOUGH TIME FOR ALL OF THE MTERIAL THEN CUT DOWN ON THE MATERIAL!!!! This is all ridiculous the unprofessional-ism from your faculty, they state and I quote "If I don't like your email or if it isn't in the right format I'm just not going to respond" What the hell?! If I did that a work which, I have been in the working world for 6+ years now, I would be Fired! They have too much lee way. There shouldn't be such an extreme difference in the SAME general bio course because one teacher likes teaching and the other is in competition with his students. IF there is extra credit in one Gen Bio then ALL Gen Bios need to offer extra credit. The food service is crap and so are their attitudes. I can't believe it is legal for you all to steal money from us like this for this unnecessary projets that we will most likely not even see! No one cares.
- 22 Great diverse of students and welcoming campus, but needs more scholarship opportunities for those who do not have enough financial aid to cover for some expenses(books, room and board, meal plan, etc.)and are not able to qualify for work study.
- 23 I absolutely love the school and the band is the best thing about the school, but the city itself has nothing to do.
- 24 I am 3 terms into my online degree pursuit and am satisfied so far.
- 25 I am 51 returning to school to obtain MSN/FNP license. Troy is doing everything possible to make this transition smooth!
- 26 I am a student at the Atlanta, GA campus. I was wondering if there was any way we could receive student ID's?
- 27 I am alarmed at the current continual rise of tuition each year. I also do not like that, if rumors are correct, that athletes will get full time use of the rec center whereas regular Troy students will only be able to attend classes in. And lastly, as soeone who has been to the campus yearly for the past 4 or 5 years now, seeing the constant construction and expanding of Troy but very little expanding of the amount of parking is troubling. There is not enough parking and while we offer above the requirednational average for parking, it should be based off what the school needs, not a national average. Even teachers are having difficulty finding parking. Also the reserved parking spots for certain people when those people are rarely there makes it difficut because there are open parking spots that can't be used.
- 28 I am an older student returning to college and Troy has made this so easy for me. I like having an advisor who is active in my education planning and also having a student success coach is an asset.

- 29 I am definitely thankful for the online program that Troy has available. Without such a setup, I probably would have had to put my college education on hold indefinitely--I have such a busy schedule that online classes are the only option that works for m. It's been a great experience so far and I look forward to finishing my degree here.
- 30 I am enjoying my educational en-devours at Troy University!!!
- 31 I am not a fan of this new TEP program!! I love kids and enjoy it, but this whole process doesn't help us; it only stresses us all out even more than we already are.
- 32 I am so impressed with the level of good quality teachers here that actually care and respond to all my concerns and at the amount of resources used as an online student, it is challenging and I work very hard, but the teachers give you the tools to set yu up for success. As an online student I was very worried about not hearing from my teachers at first, but they have all been nothing but amazing so far and respond within the day! I tell everyone about this school, what an amazing oppourtunity for militar spouse students like myself! I wish i had known about Troy years ago.
- 33 I am very happy I transferred. It's all I have wanted for a quality education
- 34 I am very happy that I chose Troy University! My education comes first to the staff. They all treat me with respect and I the same with them. I will highly recommend this institution over the other central universities.
- 35 I asked a ton of people why they choose Troy, most likely than not it is because of the price (They have a scholarship). General requirements should not be obligatory. Let internationals know that they can CLEP them or take them in a community college and all these options nobody told me about. It is also horrible for people who don't have a car. The officers at Troy would just say: "make friends with cars" and that is it. the buses we request from the international office should have one price for all s we can split it as a group, not a price per person. I have not gone deep into cs classes yet. But the seniors mostly are complaining. I am afraid I would not learn enough. Also, the only option for careers or hiring is CGI, while there is a ton of opprtunities out there for computer science. There are research programs federally funded that Troy could participate at. One more note: nobody reads the Dothan eagle. Please invest in a few dollars to subscribe to the NYtimes again. This campus has potencial. Professors are okay mostly and students are like everywhere else, but a 34% graduation rate says something. and if you don't start working on Troy then eventually there will be no more Troy. About 50% of the people I know here entertained the idea of transferring at least once. The people in the international office are very nice though. It is one of the best parts of being in Troy. It is fun when we, as internationals, are asked if we are going to stay in the us after graduation. If we worked to ge to a US university then probably we are planning to stay at least for a while. Troy does not give us much comfort that we will find a decent job when we finish school.
- 36 I can not stress enough the disparity between large scale changes made to the university and the desires of the student body; it would be nice to have some direct interaction between the students and the administrators. I would not recommend this univrsity for this reason.
- 37 I don't really like the nine week classes because you still have to learn what you would in 16 week of classes and it just put extra stress on a person. I also do not really like how my professor Dr. xxxxx just teaches by lectures with his notes he maes but he doesn't give the class any notes all he gives us are a list of vocabulary words. When you ask him to repeat something from the lecture he gets up set are he says he doesn't remember. I record what he lectures about but he gets off subject alot.
- 38 I enjoy my time. Online registration is convenient, but it is a hassle. The site crashes in the middle of trying to register due to the fact so many are trying to log on to it.
- 39 I enjoyed my first semester at Troy very much. The instructors were approachable and professional.
- 40 I experienced some pretty poor customer service in the financial aid department when I called to ask about my private student loan funds. I understand this department gets calls from everyone but I felt like they were talking down to me when I'd ask questons and kept interrupting me to say "go to Troy.edu" instead of answering.
- 41 I feel like my transition to this new school went very well. There were things that I had to slowly learn and get used to but everyone was very helpful throughout the way
- 42 I feel more professors teaching any course needs to be more accommodating for students with disabilities. My first English class, the professor was not as accommodating as I would normally expect and as a result of that, I was given a D as a final grade. y second term with Troy, the classes were much easier as I was given the accommodations needed to improve my skills and learn new information for that course. However, in my third term (what I'm in right now), the professor in Criminal Justice has a very trict schedule for assignments and it is not as easy for me to complete discussion posts since she closes them by 9pm Sundays.
- 43 I feel that one of my classes that I am taking now is not well put together. I am struggling to get through that class because of my concern. Thanks.

- 44 I have found that Math and Science classes are often scheduled so as to overlap. I'm majoring in math, and might have considered a science as an appropriate minor, but that would be inconvenient or even impossible the way things are usually scheduled. My teachers have been wonderfully accommodating to students, and I am deeply grateful. I'm taking Calculus 2 now, so I can't say that isn't challenging, but in all my previous classes, I would have loved to have had more pressure toward mastery and excellence in the material. Teachers were nonetheless always willing and eager to help me learn more.
- 45 I have had a great experience with Troy University so far.
- 46 I have had a wonderful experience thus far; and the student success coach has been extremely helpful, as well as all other staff and faculty.
- 47 I have never been to a university that truly cares about its students' success in the way that Troy does. There is no reason any student should not have a successful experience at Troy.
- 48 I have never felt a foreign student in Troy University!
- 49 I have taken online classes at another university. In that setting there were video lectures and more interaction with the professor than just Blackboard announcements and syllabus/course schedule. I feel that this is a read and learn on your own program and I am just paying tuition to purchase my degree. I am not being "taught" just being processed.
- 50 I improve my English and increase my knowledge.
- 51 I left Troy after my first semester but I still take time to finish this survey because I hope my opinions can help improve Troy's academic environment. For current and also future Trojans. I hope you consider my honest opinions as important as you said. Good luck!
- 52 I like it. It's cool. No further comment.
- 53 I like the process. I just wish some professors would take different approaches when they see majority of their classes are failing. Not everyone learns the same way, and telling a student to read 2-3 chapters a week 7 or 8 times isn't a good approach either. Other than that, I love most of the classes the university offers and the variety of professors who love their work.
- 54 I love attending Troy University. The people here are wonderful and most of the professors I've had have been incredible. I also had a small health issue not too long ago and the professors were very understanding and very helpful. I've had a great experience at Troy so far, and I can't wait to see how the next few years will go!
- 55 I love football season, homecoming week, and Phi Mu!
- 56 I love it at Troy.
- 57 I love it here.
- 58 I love the convenience of the online academic programs offered. Troy University Online has made it possible for me (a single mother that works a full time job) to return to college after 8 years. I am also extremely grateful for the Transfer Merit Scholarship that I am receiving.
- 59 I love the fact that classes are not intimidating, nor are the professors.
- 60 I love Troy so far and I encourage fellow soldiers, specifically, to take advantage of the school, especially because it honors the tuition assistance cap.
- 61 I love Troy University and the faculty.
- 62 I think for first time grad students, the introductory classes are more difficult than the actual classes. I think this has been one of my issues with Troy. Grad school intro courses should offer more learning steps (either live sessions, or recorded ones).
- 63 I think that Troy is a great school to earn a Master's degree. I wish that I could go to actual classes as opposed to online however; the online courses are sufficient.
- 64 I think there could be a more organized way to list all the events happening on campus. So many different organizations post their flyers literally the day or two, before the event. Calendars could be implemented.
- 65 I truly love my new school. Troy has created so many great opportunities for me! There are so many options for student involvement, while still excelling in academics! Troy has become more than just a school, it's a family. Here's to the school we love! We are Trojans one and all!
- 66 I wish I could feel more a part of the community and receive local discounts as a student BUT Troy U does not issue student IDs to online students.
- 67 I wish that financial aid and admissions office secretaries were more friendly and helpful in helping me apply for classes and pay for tuition. Also regarding financial aid I wish they would break down how much each class cost for tuition. Also I think that each teacher should respond back to emails within 24 to 48 hours.
- 68 I'm tired of not being able to understand my professors. Find some that can actually speak English well.
- 69 I've come to love Troy during this semester. There are times when I'm just walking on the quad between classes and I just have a sense of gratitude and joy that just feels like home.

- 70 I've enjoyed Troy University more than expected. There is much about the Dothan campus I enjoy, including the class sizes and the class times. However, both students and faculty express near constant distaste for the term system. Specifically in English class, we don't have time to cover the material the professors and students wish to cover. Not having a spring break is a big drawback, especially with the fast pace. The campus is nicer than anticipated, and the staff is friendly and helpful.
- 71 IMPACT needs improvement for transfers who have worked or attended college and are not freshman.
- 72 It's a great place to go to receive an education, and should hold its standards high for the students that attend.
- 73 It has been a wonderful experience so far.
- 74 It has been an adjustment but I am finally comfortable with the way Troy does things.
- 75 It has been an exciting process that has required diligent work, yet I have managed to keep 4.0 g.p.a. so far.
- 76 It is very hard to do important paperwork ESPECIALLY with financial aid. It took me months to get mine in because they kept giving me the run around and telling me everything was ready only to call a week later and say there is more to do. This happened multiple times. Terrible system.
- 77 It's a good experience in Troy. I liked being here but I have a small issue about job. As me being an international student and undergraduate it is difficult for us to get a job, if Troy can help me get a job that will be a big help. Thank you
- 78 It's a good school overall. I wish there were more efficient ways to get on sports teams & a better selection of roommates.
- 79 It's an overall challenge with me being out of school for a minute, but I am absolutely enjoying this journey forwarding my education with Troy University. It's reliable and they definitely work well with you on whatever you may need assistance with. Troy is a great college to attend.
- 80 It's great. I love Troy University and everything it comes with.
- 81 It's lit
- 82 Love it here. Definitely made the right choice! Go Trojans, and blow sound of the south!
- 83 Loved it!
- 84 MORE PARKING I MEAN COME ON WE NEED MORE FOOD CHOICES NICER ICE CREAM EMPLOYEES LONGER SAGA HOURS
- 85 more parking plz
- 86 Most of the time, my impression on Troy University is very good. Faculty and students are nice and professors are enthusiastic enough to motivate students to study deeper. But there was a professor who didn't give any syllabus to students on the first day of the semester. Almost at the end of the semester, I got one, but even it was not the syllabus for the class: date, textbook, assignment, everything was different from the class I was taking. It was very disappointing and it made me question the quality of educational service of Troy University. I hope it will not happen again later on.
- 87 My experience at Troy is great.
- 88 My experience so far has been pleasant and friendly but I have only been here 4 months.
- 89 My first year here has been amazing!
- 90 N/A
- 91 N/A.
- 92 NA
- 93 Need more faculty or subject scholarships
- 94 Need more parking
- 95 Newman needs brighter bulbs. The energy efficient bulbs are very dim.
- 96 No
- 97 No big issues right now. All together the school is very competitive. Having no contact with the advisor has been very annoying. But I have managed to work around this situation. Thanks!
- 98 No Comments
- 99 none
- 100 None
- 101 none great job
- 102 Over all my academic experience has been great, but something should be done about the safety of the students after dark on campus. Possibly more lighting.
- 103 Overall I really am enjoying my time at TroyU
- 104 Overall it is convenient and challenging but the advising should be more together.
- 105 Overall it was a good experience but it could be better if Troy University had some more financial aid or assistance opportunity for the International undergraduate student.

- 106 Overall my experience has been pleasant. There have been a couple hiccups along the way with not so great communication from advisers and professors. But all in all I like Troy and am proud to be a Trojan!
- 107 Public transportation is not that convient.
- 108 Reach out to students about any scholarships they can receive during their time at troy.
- 109 School is cool!
- 110 Somebody is not kind to me, I don't feel cool.
- 111 Student Coaches are constantly involved and provide a sense of security, but I am always nervous because I don't understand all of the acronyms and online classes are new to me.
- 112 terrific, I feel flattered to be one of trojans !
- 113 Thank you Troy!
- 114 Thanks for all you have done
- 115 The classes are very informative and interesting. I feel I am learning a lot of important information that will aid me in my new career choice. I appreciate every moment in class and devour every bit of information in the lectures and from our text book. I appreciate the opportunity to be a student at Troy.
- 116 The English degree suffers in Dothan Campus because there aren't as diverse a range of courses offered on campus; for example, creative writing courses or magazine courses-- the sort of courses that would prepare a student for a specific career, particulaly in publishing.
- 117 The only bad thing I have to say about Troy is the parking.
- 118 The only concern is the parking fee requirement for students to pay if you do not have a Troy University license plate. This should be included in the university fees that are in conjunction with registration.
- 119 The only thing that I wish to put in this comment section, is that I wish Troy would add more parking spaces on campus. I realized we are very limited to parking spaces, but it is a constant problem for me, being a commuter to campus everyday, trying to fnd a parking spot everyday and parking in the correct area without getting a ticket. So more parking would be great. Another issue I would like to bring up, even though I imagine nothing can be done about it, I wish textbooks would not be so expensive. s students, we are already paying so much to come to school here and trying to afford housing here as well, it is very difficult to afford books in the bookstore. Which I usually go to other websites to find cheaper books to find. However, overall Tro is a beautiful campus and I love the faculty and staff here. Its a great school and I would highly recommend it to others.
- 120 The quality of education has not met my expectation. I hope Troy university hires more proficient and enthusiastic professor.
- 121 The student recreational areas are lacking badly, and Student dining services on the weekend is vastly sub-par for a state college, but this place is a very good bang for your buck.
- 122 There are many organizations and jobs available but very few are opened to freshmen....I spent a lot of time in my first semester looking for something to do. I finally got an office work which gave me just 11hrs....I have very good grades and I was hopin I could do different things and still keep my grades,but it isn't the case for internationals who can't stand for long at sodexo jobs. I am hoping some exceptions are given to some students in the future. I love Troy so much.You made my dream of studyingabroad a reality. I can't wait to be an alumni.
- 123 There needs to be a pool with a diving board or a competitive diving platform like they use in the Olympics.
- 124 There should be some alternatives for students that are going through rough patches in life beyond their control. For example, dealing with the hurricanes in South Georgia with many services down in a city, instructors should be understanding of this.
- 125 This has been a very trying time. Most of the staff treat you as if you are supposed to know EVERYTHING when you get to college! Hello, just a few months before that we were still under the wing of our parents, some of us still having to ask for permissio in school to go to the restroom; but now all of a sudden you expect us to be full fledged adults?! You all really need to be more caring, concerned and considerate when it comes to new students. Not everyone knows your policies and procedures, so give usa break and give us a chance! You are making more people want to leave than want to stay! AND BY ALL MEANS, TEAR DOWN HAMIL AND REPLACE IT OR AT LEAST RENOVATE IT! Hamil is a disgrace. Everyone else has the opportunity to stay in much nicer dorms! Give ussomething to be proud of! And is it absolutely necessary to make this meal plan so expensive and MANDATORY?
- 126 To much greek life
- 127 Toys family is so we coming and caring
- 128 Troy could be more mindful that we are transferring from one level of schooling to another level of school
- 129 TROY has been a integral part of my life since I was born, but being a student here has been an amazing experience. I hope that the TROJAN nation continues to grow. GO TROY!!!

- 130 Troy has by far met my expectations in every aspect.. I love it here!!
- 131 Troy is a great university and I'm looking forward to continuing my education here!
- 132 Troy is a wonderful campus however, some things can be changed as well as any other campus. I do not fully agree with tuition and the fees charged nor do I agree with the limited financial aid. Also, times for food services and food options could be better. Availability of work study jobs could be improved as well. I understand it is first come first serve but some people rely on those due to a demanding schedule based on your major. Overall, I love the school, environment, and people involved. I have had wonderful experience at Troy thus far.
- 133 Troy is awesome! The teachers are helpful, the students are nice, and once you get involved you find your family away from your family.
- 134 Troy is really pretty, but it needs a YMCA like South has. That can lead students to go to South because there are more things to do in Mobile. Troy University needs to work with the city on getting more in Troy, expanding it for the public eye. Overall Troy is a great school and the campus is one of the prettiest out there. The Faculty is very caring and helpful.
- 135 Troy needs to accommodate for having a larger number of students. More parking, more on-campus housing, and more advisors especially in the exercise science department.
- 136 Troy University feels like one of those small town universities you see in the movies.
- 137 Troy University is a great campus and so far I am really enjoying my first experience of being a college student.
- 138 Troy University is a wonderful school and I definitely would recommend this school to friends, family, and others in the hopes that they will also consider Troy for their educational advancement.
- 139 Troy University is great!!!
- 140 Troy University is, in my opinion, the best place on earth for me to be.
- 141 Very beautiful campus
- 142 We need more parking, longer SAGA hours, more food choices, straws in SAGA. Other than that Troy is excellent!
- 143 WE NEED MORE PARKING!!!!!!!!!!!!!!
- 144 When I tried to receive my transcript. A lady who was working the front desk in the office where you pick them up wasn't very helpful and it seemed like she had a attitude . I didn't feel very helped and the paper to fill out to receive the transcript was very confusing and not clearly understood. It doesn't state the fee.
- 145 When the University is going to go in and drop a class that a student has already registered for, it would be very nice if they would inform the student of that class being dropped. So, the student does not show up to the class and no one else.
- 146 WiFi needs to be better on campus

Appendix 25 – 2016 New Student Survey Instrument

2016 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

First-Generation Status: Did the parent(s) with whom you resides/resided receive a baccalaureate degree from a college or university?

- Yes
- No

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
- TROYOnline (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 (JEB-VNU)
- Hanoi, Vietnam (JET-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? (select one)
- 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? (select one)
- Billboard
 - Direct Mail
 - Internet
 - Newspaper
 - Radio
 - Television
 - Word of mouth
 - Other (please specify) _____
- 15) What is the best way to advertise to your friends? (select one)
- 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

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

- Laptop
- Desktop
- Other (please specify) _____

STUDENT ADVISING

18) Was an academic advisor assigned to you prior to enrolling or during your first semester at TROY?

- Yes
- No
- I do not know

19) If you have been assigned an advisor, did you have any contact with your advisor during your first semester at TROY?

- Yes
- No

20) Select one choice that indicates your level of agreement regarding academic advising at Troy University:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1. My academic advisor is readily available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My academic advisor is helpful in scheduling my classes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My academic advisor is helpful in the registration process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My advisor provides accurate info about my major and my program requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Consulting with my academic advisor enables me to better understand my program of study.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My academic advisor respects his/her students and is interested in them as individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I feel comfortable working with my academic advisor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The academic advising process at Troy University adequately meets my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Overall, I am satisfied with the academic advising provided at Troy University.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21) Please enter any additional comments you have regarding your academic advising experience in the box below:

22) Which of the following academic advising options would you like best?

- Face-to-face
- Online
- Via phone
- Other (please specify) _____

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

End of Survey

Thank you for participating, your opinions are important to us!