# 2017 NEW STUDENT SURVEY

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# Troy University Fall 2017 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 2018. This survey was first administered in 2006 and this was the thirteenth consecutive year that this survey has been conducted. The purpose of the survey was to identify the satisfaction of the fall 2017 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 2017. On January 31, 2018 the online survey was distributed via email to the group of 4,638 students. After two follow up emails on February 5, 2018 and February 15, 2018, a total of 684 responses were received; representing a 15% response rate.

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 2017 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 and 2016 data on these questions provided a baseline from which the 2017 questions can now be assessed.

# Highlights of the Findings

**Demographic Information:**

The majority of the respondents were female (75%), white (61%), and traditional-aged (24 years or younger) students (67%). The question regarding First Generation status revealed that 50% of the overall new student survey respondents were 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 55% first generation while the non-traditional aged students are 45% first generation.

The campus breakouts revealed that the majority (56%) of respondents were from the Troy Campus, followed by TROYOnline students at 22%, then Montgomery Campus at 7.3%, Dothan Campus at 6.7%, and lastly Phenix City Campus at 4%. Support Sites were represented by 4% also. 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.

### Campus where you are currently enrolled:

Y-axis: **Count** (0 to 400)
X-axis: **Campus %**

- Dothan Campus: 6.7%
- TROY Online: 22.1%
- Support Site: 4.0%
- Montgomery Campus: 7.3%
- Phenix City Campus: 4.0%
- Troy Campus: 55.8%
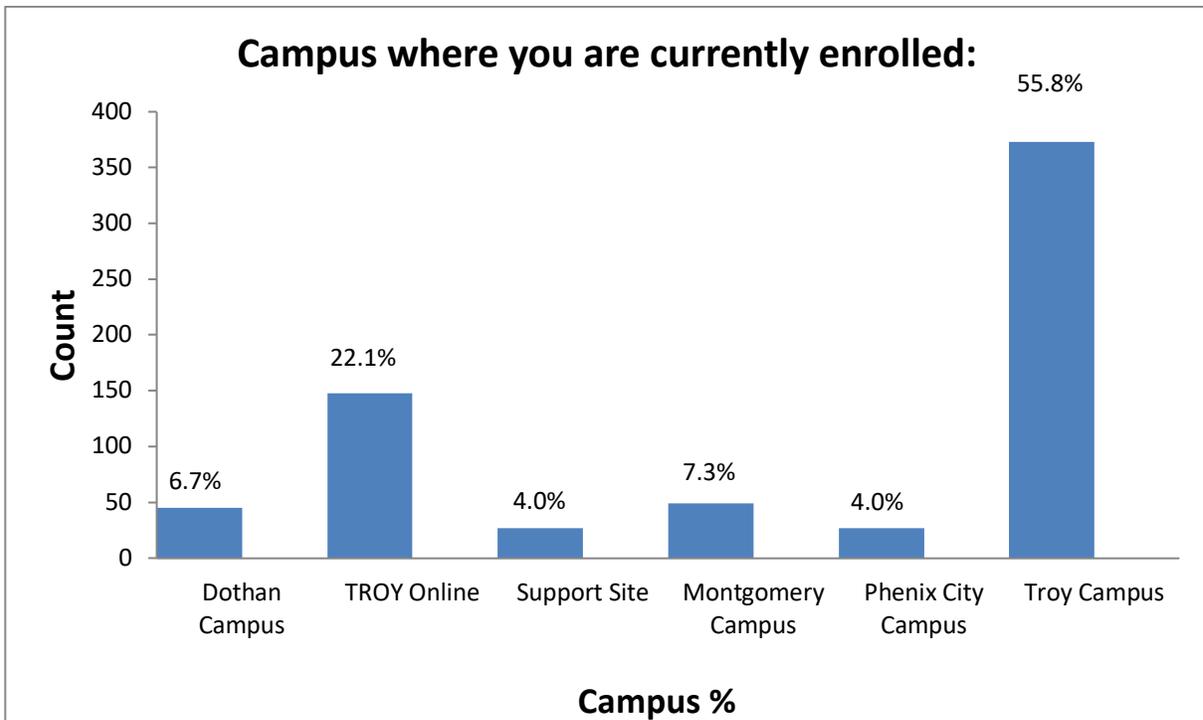
Of all the respondents, 72% were undergraduate students (46% first-time freshmen, 25% transfer students, and 1% transient students) and 21% were graduate students (17% new graduate students and 4% transfer students). The remaining students selected "other."

Overall, 28.4% were Health and Human Services students, 27.6% were Arts & Sciences students, 21% were business students, 15% were College of Education students, and 7% were Communication and Fine Arts students.

## College you are attending:
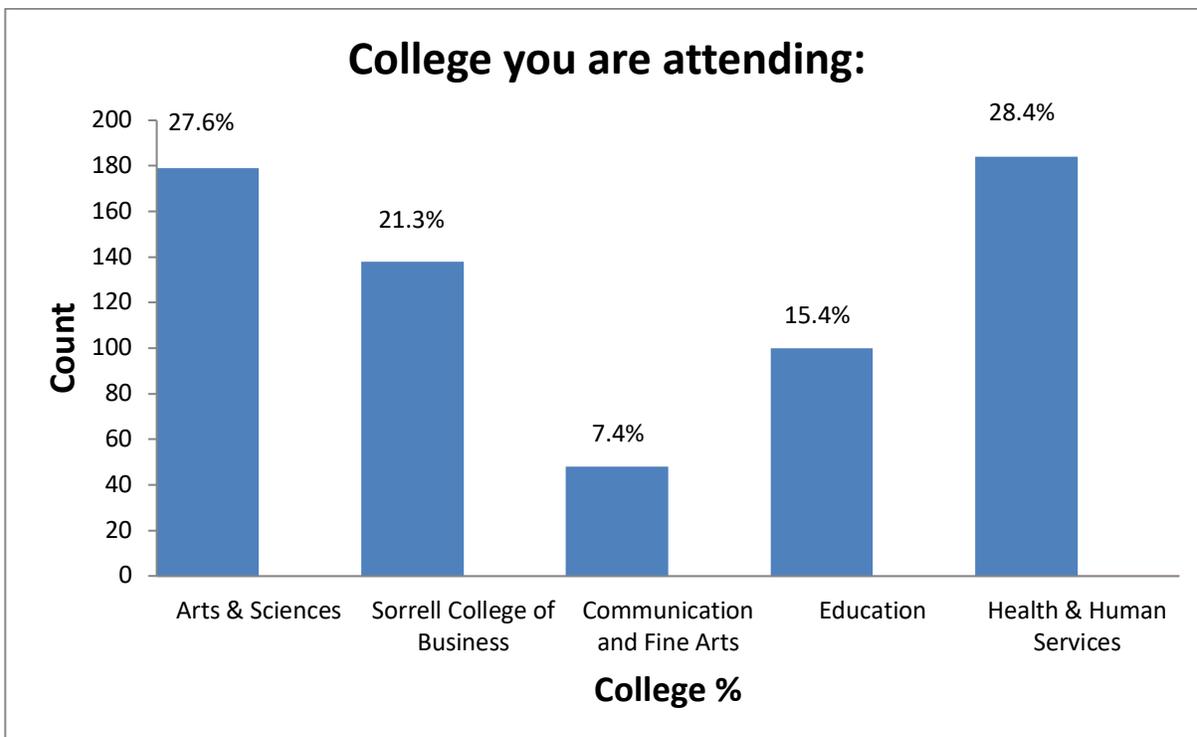


**College Choice and reason for choosing Troy University:**

Of all the new students who responded to the survey, 65% selected Troy University as first choice when applying for college admission and 23% had Troy University as their second choice. The most common reasons why new students selected Troy University were Location (52%), Affordability (48%), Academic Programs (38%), and Academic Reputation (36%). Other common reasons included size of campus (33%) and Availability of financial aid (29%). A full list of reasons in ranked order is included in the table below. Furthermore, approximately 60% 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 | 354 | 51.8% |
| Affordability | 329 | 48.1% |
| Academic programs | 258 | 37.7% |
| Academic reputation | 248 | 36.3% |
| Size of campus | 223 | 32.6% |
| Flexibility of schedule | 218 | 31.9% |
| Availability of financial aid | 201 | 29.4% |
| Friends' recommendation | 145 | 21.2% |
| Social atmosphere | 134 | 19.6% |
| Diversity of student body | 117 | 17.1% |
| Graduates get good jobs | 113 | 16.5% |
| Admission standards | 107 | 15.6% |
| Parents' recommendation | 94 | 13.7% |
| Alumni recommendation | 74 | 10.8% |
| Other (please specify) | 72 | 10.5% |
| Recommendation of high school counselor | 46 | 6.7% |
| Performing arts (band, collegiate singers, drama, etc.) | 45 | 6.6% |
| Reputation for social activities | 44 | 6.4% |
| Athletics | 42 | 6.1% |
| Rankings in national magazines | 38 | 5.6% |
| Recommendation of college counselor | 22 | 3.2% |

## Student Satisfaction - Strengths:

As indicated in Appendix 1, overall, new students were satisfied with their experiences at Troy University. The overwhelming majority of the students (90.2%) agreed or strongly agreed that they were *"receiving a quality education at Troy University."* This statement has ranked number one for ten out of the past eleven survey years. The top five items for 2017, ranked by frequency of agreement, also included: *2. "TROY personnel are knowledgeable and helpful"* (87.5%), *3. "The semester/term format accommodates my learning"* (86.9%), *4. "I would recommend Troy University to a friend"* (85.8%) and *5. "Troy University has a good reputation in my community"* (84.7%). It should be noted that the previous three years ranked this last item at number eight in the ranked list. The last time this statement was ranked in the top five was in 2012.

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…"* (48.9%), and the number two

item *"I am receiving a quality education at Troy University"* (45.8%).  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 knowledge/helpfulness of personnel.

## 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; registration dates, times, and procedures made clear; and academic advising is adequate. In particular, 20.1% of the respondents disagreed that "Students seldom get the 'run around' when seeking information" (23.3% were neutral; and 56.7% 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 Phenix City Campuses only; Dothan ranked this item number 2,  while Montgomery and TROYOnline ranked it number 3,  and Support Sites  at number 11. The limited representation for these campuses by the overall survey population sometimes reflects an inaccurate picture of the overall student perceptions for each campus. The college divisions have a representation that more adequately reflects the overall student population; however sample sizes may also limit the generalizability of the data.  The analysis here provides a common platform by using the rank order comparisons which provide a useful tool in assessing strengths and weaknesses among the college divisions and campuses.  This tool can be used to identify areas of further study and develop more detailed instruments for future analysis.

Group means for students with different characteristics were compared to identify possible significant differences in student agreeability/satisfaction for these groups. The first comparison group presented in Appendix 19 is based on gender. While the majority of the sample size was predominately female (75% vs 25% male), the analyses found that the means for males and females were significantly different on 20 of the 29 items. Females had higher satisfaction means than males on all 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 24% black, 61% white and 15% other. The 2017 survey highlights 18 areas of statistical significance in the means between ethnicity categories. Black students had higher means than white and other minorities for 17 of 29 items, with eleven of these differences being statistically significant. White students had higher means than black and other minorities for 11 of 29 items, with seven 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 12 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 five 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. Student organizations are available for my participation.
3. Registration dates, times, and procedures were made clear to me prior to enrollment.
4. Student recreational opportunities and facilities have met my expectations.
5. Troy University has a good reputation in my community.

The majority of the students (65%) selected Troy University as their first choice while 35% selected 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 27 of the 29 items.

**Learning about Troy University**: When asked how students first learned about TROY, 38% of the new students indicated that they initially learned about Troy University through "Word of Mouth" (Question 13) and 63% 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, 44% of the new students thought that the best way was through the "Internet"

while 41% 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 considered it to be "student-centered" and say it is a "Good Value for the price". (Question16). (See Appendix 23)

| How would you describe TROY to a friend? | Count | % |
|---|---|---|
| Convenient | 363 | 53.1% |
| Friendly | 317 | 46.3% |
| Student-centered | 292 | 42.7% |
| Good value for the price | 286 | 41.8% |
| Helpful | 233 | 34.1% |
| Caring | 225 | 32.9% |
| Academically challenging | 205 | 30.0% |
| Other (please specify) | 33 | 4.8% |

**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 and third in the 2016 and 2017 surveys respectively. 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, 84% of students said Yes, they had an assigned advisor, 8% said No, and 9% did not know if they had an assigned advisor. Students were also asked if they had any contact with their advisor during the first semester at TROY, 86% reported contact and 14% 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 two years.

| New Student Satisfaction Survey | | AY 17-18 | | AY 16-17 | | AY 15-16 | |
|---|---|---|---|---|---|---|---|
| | | Count | % | Count | % | Count | % |
| My academic advisor is readily available. | Strongly Agree | 198 | 33.4% | 250 | 35.3% | 146 | 30.7% |
| | Agree | 224 | 37.8% | 275 | 38.8% | 179 | 37.6% |
| | Neither Agree nor Disagree | 85 | 14.3% | 76 | 10.7% | 84 | 17.6% |
| | Disagree | 42 | 7.1% | 45 | 6.4% | 23 | 4.8% |
| | Strongly Disagree | 28 | 4.7% | 36 | 5.1% | 29 | 6.1% |
| | Not Applicable | 16 | 2.7% | 26 | 3.7% | 15 | 3.2% |
| | *Total* | *593* | *100.0%* | *708* | *100.0%* | *476* | *100.0%* |
| My academic advisor is helpful in scheduling my classes. | Strongly Agree | 210 | 35.5% | 253 | 36.1% | 161 | 34.0% |
| | Agree | 206 | 34.9% | 249 | 35.6% | 145 | 30.6% |
| | Neither Agree nor Disagree | 86 | 14.6% | 81 | 11.6% | 85 | 17.9% |
| | Disagree | 39 | 6.6% | 49 | 7.0% | 32 | 6.8% |
| | Strongly Disagree | 28 | 4.7% | 36 | 5.1% | 27 | 5.7% |
| | Not Applicable | 22 | 3.7% | 32 | 4.6% | 24 | 5.1% |
| | *Total* | *591* | *100.0%* | *700* | *100.0%* | *474* | *100.0%* |
| My academic advisor is helpful in the registration process. | Strongly Agree | 203 | 34.3% | 240 | 34.3% | 154 | 32.6% |
| | Agree | 217 | 36.7% | 250 | 35.8% | 151 | 32.0% |
| | Neither Agree nor Disagree | 79 | 13.4% | 85 | 12.2% | 84 | 17.8% |
| | Disagree | 41 | 6.9% | 50 | 7.2% | 33 | 7.0% |
| | Strongly Disagree | 27 | 4.6% | 36 | 5.2% | 26 | 5.5% |
| | Not Applicable | 24 | 4.1% | 38 | 5.4% | 24 | 5.1% |
| | *Total* | *591* | *100.0%* | *699* | *100.0%* | *472* | *100.0%* |
| My advisor provides accurate info about my major and my program requirements. | Strongly Agree | 217 | 36.8% | 256 | 36.6% | 164 | 34.7% |
| | Agree | 212 | 35.9% | 248 | 35.5% | 152 | 32.2% |
| | Neither Agree nor Disagree | 94 | 15.9% | 88 | 12.6% | 75 | 15.9% |
| | Disagree | 27 | 4.6% | 37 | 5.3% | 28 | 5.9% |
| | Strongly Disagree | 22 | 3.7% | 32 | 4.6% | 28 | 5.9% |
| | Not Applicable | 18 | 3.1% | 38 | 5.4% | 25 | 5.3% |
| | *Total* | *590* | *100.0%* | *699* | *100.0%* | *472* | *100.0%* |
| Consulting with my advisor enables me to better understand my program of study. | Strongly Agree | 201 | 34.1% | 244 | 35.0% | 150 | 32.0% |
| | Agree | 199 | 33.7% | 245 | 35.1% | 144 | 30.7% |
| | Neither Agree nor Disagree | 104 | 17.6% | 86 | 12.3% | 93 | 19.8% |
| | Disagree | 35 | 5.9% | 47 | 6.7% | 33 | 7.0% |
| | Strongly Disagree | 19 | 3.2% | 31 | 4.4% | 25 | 5.3% |
| | Not Applicable | 32 | 5.4% | 45 | 6.4% | 24 | 5.1% |
| | *Total* | *590* | *100.0%* | *698* | *100.0%* | *469* | *100.0%* |
| My advisor respects his/her students and is interested in them as individuals. | Strongly Agree | 211 | 35.9% | 262 | 37.6% | 174 | 37.2% |
| | Agree | 214 | 36.5% | 259 | 37.2% | 153 | 32.7% |
| | Neither Agree nor Disagree | 93 | 15.8% | 94 | 13.5% | 78 | 16.7% |
| | Disagree | 23 | 3.9% | 20 | 2.9% | 15 | 3.2% |
| | Strongly Disagree | 17 | 2.9% | 22 | 3.2% | 23 | 4.9% |
| | Not Applicable | 29 | 4.9% | 39 | 5.6% | 25 | 5.3% |
| | *Total* | *587* | *100.0%* | *696* | *100.0%* | *468* | *100.0%* |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| I feel comfortable working with my advisor. | Strongly Agree | 210 | 35.8% | 262 | 37.9% | 169 | 36.4% |
| | Agree | 221 | 37.7% | 253 | 36.6% | 150 | 32.3% |
| | Neither Agree nor Disagree | 82 | 14.0% | 91 | 13.2% | 73 | 15.7% |
| | Disagree | 33 | 5.6% | 22 | 3.2% | 24 | 5.2% |
| | Strongly Disagree | 19 | 3.2% | 30 | 4.3% | 25 | 5.4% |
| | Not Applicable | 21 | 3.6% | 34 | 4.9% | 23 | 5.0% |
| | *Total* | *586* | *100.0%* | *692* | *100.0%* | *464* | *100.0%* |
| The academic advising process at Troy University adequately meets my needs. | Strongly Agree | 197 | 33.7% | 231 | 33.2% | 144 | 30.8% |
| | Agree | 210 | 35.9% | 266 | 38.3% | 164 | 35.0% |
| | Neither Agree nor Disagree | 94 | 16.1% | 92 | 13.2% | 83 | 17.7% |
| | Disagree | 43 | 7.4% | 44 | 6.3% | 35 | 7.5% |
| | Strongly Disagree | 25 | 4.3% | 29 | 4.2% | 23 | 4.9% |
| | Not Applicable | 16 | 2.7% | 33 | 4.7% | 19 | 4.1% |
| | *Total* | *585* | *100.0%* | *695* | *100.0%* | *468* | *100.0%* |
| Overall, I am satisfied with the academic advising provided at Troy University. | Strongly Agree | 213 | 36.5% | 254 | 36.7% | 155 | 33.2% |
| | Agree | 208 | 35.6% | 252 | 36.4% | 155 | 33.2% |
| | Neither Agree nor Disagree | 81 | 13.9% | 75 | 10.8% | 77 | 16.5% |
| | Disagree | 38 | 6.5% | 48 | 6.9% | 34 | 7.3% |
| | Strongly Disagree | 30 | 5.1% | 36 | 5.2% | 29 | 6.2% |
| | Not Applicable | 14 | 2.4% | 27 | 3.9% | 17 | 3.6% |
| | *Total* | *584* | *100.0%* | *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, 67% prefer face-to-face advising, 23% prefer online, and 8% 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. 90% of new students responded that they were receiving a quality education at Troy University.
   b. 88% of new students feel that TROY personnel are knowledgeable and helpful.
   c. 87% of the new students indicated that the semester/term accommodated their learning.
   d. 86% of the new students indicated that they would recommend Troy to a friend.
   e. 85% of new students agreed that Troy has a good reputation in their community.
   f. 84% 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. Only 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 programs, academic reputation and size of campus. The top three ways students would describe Troy University are convenient, friendly, and student-centered. Troy University has a unique market segment and should continue efforts to maintain the strengths of the University and improve areas of weakness.

5. Significant differences in satisfaction of students with different characteristics should be considered as student services personnel work to meet the needs of a diverse student population. 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 (41%) of the male student respondents.

6. Student advising is one area that needs a strategic plan for improvement, only 70% of the new students strongly agree or agreed that the academic advising process at the university meets their needs and only 72% are satisfied with the overall academic advising provided to them. Upon enrollment, 8% 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. 2017 New Student Perceptions about Troy University - Overall**

Ranked by Frequency of Agreement

Total respondents = 684

| Academic programs, services, and administration | Rankings | | | | | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| | 2017 | 2016 | 2015 | 2014 | 2013 | | | | |
| I am receiving a quality education at Troy University. | 1 | 1 | 1 | 1 | 2 | 90.2% | 6.4% | 3.4% | 613 |
| TROY personnel are knowledgeable and helpful. | 2 | 2 | 3 | 3 | 1 | 87.5% | 6.4% | 6.1% | 626 |
| The semester/term format at my location accommodates my learning. | 3 | 4 | 2 | 5 | 3 | 86.9% | 10.3% | 2.8% | 609 |
| I would recommend Troy University to a friend who is planning to go to college. | 4 | 3 | 7 | 4 | 5 | 85.8% | 8.2% | 6.0% | 612 |
| Troy University has a good reputation in my community. | 5 | 8 | 8 | 8 | 9 | 84.7% | 10.6% | 4.7% | 602 |
| Faculty care about students as individuals. | 6 | 5 | 6 | 7 | 4 | 84.0% | 11.5% | 4.5% | 624 |
| I feel I can talk to faculty about my academic concerns. | 7 | 6 | 10 | 6 | 7 | 84.0% | 10.1% | 5.9% | 624 |
| The University offers a variety of majors at my location. | 8 | 7 | 9 | 9 | 10 | 83.8% | 9.5% | 6.7% | 599 |
| The online registration process is user-friendly. | 9 | 11 | 13 | 21 | 13 | 81.5% | 10.6% | 7.9% | 606 |
| The *printed* Schedule of Classes is informative and easy to follow. | 10 | 13 | 4 | 2 | 6 | 81.0% | 14.3% | 4.7% | 553 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 11 | 9 | 11 | 16 | 15 | 80.5% | 7.8% | 11.8% | 619 |
| The *online* Schedule of Classes is informative and easy to follow. | 12 | 10 | 5 | 14 | 14 | 80.3% | 12.1% | 7.6% | 603 |
| The classes I attend are well organized and well taught. | 13 | 14 | 15 | 12 | 12 | 80.3% | 11.3% | 8.4% | 608 |
| Class drop/add procedures are appropriate. | 14 | 16 | 14 | 11 | 8 | 79.4% | 12.9% | 7.7% | 582 |
| Classes are offered at convenient times. | 15 | 12 | 12 | 19 | 16 | 78.0% | 12.5% | 9.5% | 599 |
| The bill that I received from the University was easily understood. | 16 | 15 | 16 | 20 | 19 | 77.6% | 14.0% | 8.3% | 577 |
| Academic advising is adequate. | 17 | 17 | 17 | 17 | 11 | 76.1% | 12.4% | 11.5% | 620 |
| Sufficient financial aid options are available. | 18 | 18 | 18 | 13 | 20 | 76.1% | 12.8% | 11.1% | 594 |
| On-campus bookstore hours are convenient for students. | 19 | 19 | 20 | 18 | 21 | 75.8% | 13.7% | 10.6% | 520 |
| Student organizations are available for my participation. | 20 | 21 | 22 | 10 | 17 | 75.4% | 15.7% | 9.0% | 536 |
| I feel that the campus is a safe and secure environment. | 21 | 23 | 24 | 15 | 18 | 75.4% | 17.7% | 7.0% | 532 |
| The on-site registration process is user-friendly. | 22 | 20 | 23 | 23 | 22 | 74.3% | 19.8% | 5.8% | 530 |
| The tuition payment plan is beneficial for students. | 23 | 24 | 19 | 22 | 23 | 73.5% | 20.2% | 6.4% | 550 |
| Class information provided prior to enrollment was helpful. | 24 | 22 | 21 | 24 | 24 | 70.3% | 16.1% | 13.6% | 616 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 25 | 25 | 26 | 27 | 27 | 67.3% | 21.3% | 11.4% | 544 |
| Tutorial services are sufficient. | 26 | 26 | 25 | 25 | 25 | 65.7% | 28.7% | 5.7% | 527 |
| Student recreational opportunities and facilities have met my expectations. | 27 | 27 | 27 | 26 | 26 | 58.6% | 27.0% | 14.4% | 459 |
| Students seldom get the "run around" when seeking information. | 28 | 28 | 28 | 28 | 28 | 56.7% | 23.3% | 20.1% | 593 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 29 | 29 | 29 | 48.6% | 32.1% | 19.3% | 405 |

* 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 2013 through Fall 2017

| Academic programs, services, and administration | Agree | | | | | | Disgaree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| I am receiving a quality education at Troy University. | 90.2% | 86.3% | 89.1% | 87.4% | 86.7% | 3.5% | 3.4% | 6.3% | 5.1% | 4.1% | 5.0% | -1.6% |
| TROY personnel are knowledgeable and helpful. | 87.5% | 85.9% | 85.2% | 84.9% | 87.6% | -0.1% | 6.1% | 7.1% | 7.9% | 6.6% | 4.6% | 1.5% |
| The semester/term format at my location accommodates my learning. | 86.9% | 83.3% | 86.2% | 84.3% | 86.5% | 0.4% | 2.8% | 6.2% | 6.6% | 5.1% | 4.9% | -2.1% |
| I would recommend Troy University to a friend who is planning to go to college. | 85.8% | 83.6% | 82.9% | 84.6% | 85.2% | 0.6% | 6.0% | 7.8% | 8.6% | 8.2% | 7.2% | -1.2% |
| Troy University has a good reputation in my community. | 84.7% | 81.4% | 82.1% | 81.7% | 81.8% | 2.9% | 4.7% | 6.6% | 7.9% | 6.2% | 5.9% | -1.2% |
| Faculty care about students as individuals. | 84.0% | 82.5% | 83.4% | 82.8% | 86.0% | -2.0% | 4.5% | 6.0% | 8.0% | 5.4% | 5.6% | -1.1% |
| I feel I can talk to faculty about my academic concerns. | 84.0% | 82.5% | 81.8% | 83.5% | 83.6% | 0.4% | 5.9% | 8.4% | 8.4% | 8.0% | 6.3% | -0.4% |
| The University offers a variety of majors at my location. | 83.8% | 81.9% | 82.0% | 81.2% | 81.2% | 2.6% | 6.7% | 7.2% | 8.4% | 8.9% | 7.8% | -1.1% |
| The online registration process is user-friendly. | 81.5% | 80.0% | 81.4% | 72.5% | 80.3% | 1.2% | 7.9% | 10.3% | 9.4% | 12.8% | 8.8% | -0.9% |
| The *printed* Schedule of Classes is informative and easy to follow. | 81.0% | 79.0% | 83.6% | 85.5% | 83.8% | -2.8% | 4.7% | 7.1% | 6.1% | 5.6% | 6.5% | -1.8% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 80.5% | 81.3% | 81.8% | 75.1% | 80.1% | 0.4% | 11.8% | 11.2% | 10.4% | 16.0% | 8.6% | 3.2% |
| The *online* Schedule of Classes is informative and easy to follow. | 80.3% | 80.3% | 83.5% | 77.7% | 80.3% | 0.0% | 7.6% | 9.2% | 6.0% | 9.1% | 7.6% | 0.0% |
| The classes I attend are well organized and well taught. | 80.3% | 77.4% | 80.7% | 78.1% | 80.4% | -0.1% | 8.4% | 9.4% | 9.4% | 9.9% | 9.0% | -0.6% |
| Class drop/add procedures are appropriate. | 79.4% | 76.9% | 81.4% | 80.0% | 83.0% | -3.6% | 7.7% | 9.1% | 6.7% | 6.2% | 5.4% | 2.3% |
| Classes are offered at convenient times. | 78.0% | 80.0% | 81.5% | 74.1% | 79.6% | -1.6% | 9.5% | 9.6% | 8.4% | 13.6% | 9.8% | -0.3% |
| The bill that I received from the University was easily understood. | 77.6% | 77.0% | 78.9% | 73.4% | 77.6% | 0.0% | 8.3% | 9.3% | 7.5% | 9.5% | 8.2% | 0.1% |
| Academic advising is adequate. | 76.1% | 76.8% | 77.6% | 75.1% | 80.5% | -4.4% | 11.5% | 11.9% | 12.4% | 10.5% | 7.7% | 3.8% |
| Sufficient financial aid options are available. | 76.1% | 76.2% | 75.8% | 78.0% | 77.3% | -1.2% | 11.1% | 11.9% | 11.9% | 9.5% | 8.9% | 2.2% |
| On-campus bookstore hours are convenient for students. | 75.8% | 74.9% | 75.4% | 74.7% | 76.7% | -0.9% | 10.6% | 8.7% | 9.7% | 9.8% | 8.1% | 2.5% |

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

Five Year Trend from Fall 2013 through Fall 2017

| Academic programs, services, and administration | Agree | | | | | | Disgaree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| Student organizations are available for my participation. | 75.4% | 74.0% | 73.8% | 80.6% | 78.7% | -3.3% | 9.0% | 8.5% | 10.6% | 5.7% | 6.4% | 2.6% |
| I feel that the campus is a safe and secure environment. | 75.4% | 72.3% | 72.9% | 75.4% | 78.1% | -2.7% | 7.0% | 9.5% | 12.1% | 9.4% | 6.9% | 0.1% |
| The on-site registration process is user-friendly. | 74.3% | 74.0% | 72.9% | 70.8% | 75.9% | -1.6% | 5.8% | 8.4% | 9.5% | 8.8% | 6.4% | -0.6% |
| The tuition payment plan is beneficial for students. | 73.5% | 70.7% | 75.6% | 71.0% | 73.4% | 0.1% | 6.4% | 8.8% | 8.5% | 9.3% | 5.7% | 0.7% |
| Class information provided prior to enrollment was helpful. | 70.3% | 73.0% | 75.3% | 70.2% | 70.3% | 0.0% | 13.6% | 11.9% | 12.0% | 14.9% | 12.6% | 1.0% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 67.3% | 70.7% | 71.9% | 62.2% | 64.2% | 3.1% | 11.4% | 10.3% | 9.7% | 12.6% | 8.9% | 2.5% |
| Tutorial services are sufficient. | 65.7% | 69.5% | 72.8% | 70.1% | 69.4% | -3.7% | 5.7% | 7.5% | 6.3% | 7.9% | 6.0% | -0.3% |
| Student recreational opportunities and facilities have met my expectations. | 58.6% | 64.9% | 63.7% | 68.5% | 67.9% | -9.3% | 14.4% | 14.0% | 14.6% | 9.6% | 10.1% | 4.3% |
| Students seldom get the "run around" when seeking information. | 56.7% | 60.3% | 59.1% | 57.1% | 60.9% | -4.2% | 20.1% | 18.9% | 23.0% | 23.6% | 19.8% | 0.3% |
| Campus housing met my expectations upon arriving to campus. | 48.6% | 55.2% | 56.9% | 56.1% | 57.6% | -9.0% | 19.3% | 15.6% | 12.2% | 15.5% | 14.7% | 4.6% |

\* 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 1A. 2017 New Student Perceptions about Troy University - Overall**
Ranked by Frequency of *Strongly Agree*

Total respondents = 684

| Academic programs, services, and administration | 2017 | 2016 | 2015 | 2014 | 2013 | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | N/A | N |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | **Rankings** | | | | | | | | | |
| I would recommend Troy University to a friend who is planning to go to college. | 1 | 1 | 1 | 1 | 1 | 48.9% | 35.9% | 8.1% | 2.9% | 3.1% | 1.1% | 619 |
| I am receiving a quality education at Troy University. | 2 | 2 | 2 | 2 | 2 | 45.8% | 43.4% | 6.3% | 1.8% | 1.6% | 1.1% | 620 |
| I feel I can talk to faculty about my academic concerns. | 3 | 9 | 3 | 3 | 4 | 44.5% | 39.1% | 10.0% | 2.9% | 3.0% | 0.5% | 627 |
| TROY personnel are knowledgeable and helpful. | 4 | 5 | 10 | 6 | 3 | 43.8% | 43.5% | 6.4% | 3.0% | 3.0% | 0.3% | 628 |
| Faculty care about students as individuals. | 5 | 8 | 4 | 5 | 6 | 42.3% | 41.3% | 11.5% | 2.2% | 2.2% | 0.5% | 627 |
| Troy University has a good reputation in my community. | 6 | 4 | 9 | 4 | 5 | 40.9% | 41.2% | 10.3% | 2.4% | 2.1% | 3.1% | 621 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 7 | 6 | 6 | 8 | 8 | 36.9% | 42.7% | 7.7% | 7.7% | 4.0% | 1.1% | 626 |
| The University offers a variety of majors at my location. | 8 | 3 | 7 | 9 | 9 | 36.9% | 44.0% | 9.2% | 3.9% | 2.6% | 3.5% | 621 |
| The online registration process is user-friendly. | 9 | 7 | 8 | 18 | 12 | 36.7% | 42.5% | 10.3% | 4.8% | 2.9% | 2.9% | 624 |
| The semester/term format at my location accommodates my learning. | 10 | 11 | 5 | 7 | 7 | 36.0% | 49.0% | 10.1% | 1.0% | 1.8% | 2.2% | 623 |
| Academic advising is adequate. | 11 | 15 | 17 | 12 | 14 | 34.5% | 40.9% | 12.3% | 7.2% | 4.2% | 1.0% | 626 |
| The classes I attend are well organized and well taught. | 12 | 14 | 16 | 11 | 11 | 32.9% | 45.8% | 11.1% | 5.3% | 2.9% | 1.9% | 620 |
| Sufficient financial aid options are available. | 13 | 13 | 12 | 13 | 16 | 32.3% | 40.3% | 12.2% | 6.4% | 4.2% | 4.7% | 623 |
| The *online* Schedule of Classes is informative and easy to follow. | 14 | 10 | 13 | 15 | 13 | 32.2% | 45.3% | 11.7% | 5.1% | 2.2% | 3.5% | 625 |
| Class drop/add procedures are appropriate. | 15 | 17 | 21 | 16 | 17 | 31.8% | 42.4% | 12.1% | 4.2% | 3.1% | 6.4% | 622 |
| Classes are offered at convenient times. | 16 | 12 | 11 | 19 | 15 | 30.5% | 44.5% | 12.1% | 5.5% | 3.7% | 3.7% | 622 |
| The bill that I received from the University was easily understood. | 17 | 18 | 14 | 17 | 18 | 29.8% | 42.4% | 13.1% | 4.8% | 2.9% | 6.9% | 620 |
| Class information provided prior to enrollment was helpful. | 18 | 19 | 18 | 20 | 22 | 29.4% | 39.8% | 15.8% | 9.6% | 3.8% | 1.6% | 626 |
| The *printed* Schedule of Classes is informative and easy to follow. | 19 | 16 | 15 | 10 | 10 | 28.3% | 43.7% | 12.7% | 2.3% | 1.9% | 11.1% | 622 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 20 | 21 | 20 | 25 | 26 | 27.7% | 31.2% | 18.6% | 5.9% | 4.0% | 12.5% | 622 |

**Appendix 1A.  2017 New Student Perceptions about Troy University - Overall**
Ranked by Frequency of *Strongly Agree*

Total respondents = 684

| Academic programs, services, and administration | 2017 | 2016 | 2015 | 2014 | 2013 | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | N/A | N |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| I feel that the campus is a safe and secure environment. | 21 | 24 | 26 | 21 | 19 | 26.8% | 37.6% | 15.1% | 3.9% | 2.1% | 14.5% | 622 |
| The tuition payment plan is beneficial for students. | 22 | 23 | 19 | 22 | 21 | 26.7% | 37.9% | 17.7% | 3.2% | 2.4% | 12.1% | 626 |
| Student organizations are available for my participation. | 23 | 20 | 22 | 14 | 20 | 26.6% | 38.5% | 13.5% | 5.2% | 2.6% | 13.7% | 621 |
| The on-site registration process is user-friendly. | 24 | 22 | 24 | 23 | 23 | 25.3% | 37.8% | 16.8% | 2.1% | 2.9% | 15.1% | 624 |
| On-campus bookstore hours are convenient for students. | 25 | 25 | 23 | 24 | 24 | 22.7% | 41.1% | 11.5% | 6.1% | 2.8% | 15.9% | 618 |
| Tutorial services are sufficient. | 26 | 27 | 25 | 26 | 25 | 22.2% | 33.4% | 24.3% | 1.9% | 2.9% | 15.3% | 622 |
| Students seldom get the "run around" when seeking information. | 27 | 26 | 27 | 27 | 27 | 21.3% | 32.9% | 22.2% | 13.2% | 6.0% | 4.5% | 621 |
| Student recreational opportunities and facilities have met my expectations. | 28 | 28 | 28 | 28 | 28 | 15.8% | 27.6% | 20.0% | 6.9% | 3.7% | 25.8% | 619 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 29 | 29 | 29 | 10.8% | 21.0% | 21.0% | 6.9% | 5.6% | 34.7% | 620 |

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

Total resopndents = 45

| Academic programs, services, and administration | Rankings | | | | | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| | 2017 | 2016 | 2015 | 2014 | 2013 | | | | |
| Troy University has a good reputation in my community. | 1 | 3 | 14 | 16 | 3 | 90.5% | 2.4% | 7.1% | 42 |
| I am receiving a quality education at Troy University. | 2 | 18 | 2 | 4 | 7 | 90.5% | 2.4% | 7.1% | 42 |
| TROY personnel are knowledgeable and helpful. | 3 | 8 | 11 | 1 | 2 | 90.2% | 4.9% | 4.9% | 41 |
| I feel that the campus is a safe and secure environment. | 4 | 1 | 3 | 5 | 1 | 90.2% | 4.9% | 4.9% | 41 |
| The bill that I received from the University was easily understood. | 5 | 17 | 5 | 15 | 18 | 89.2% | 2.7% | 8.1% | 37 |
| I feel I can talk to faculty about my academic concerns. | 6 | 9 | 7 | 2 | 14 | 88.1% | 4.8% | 7.1% | 42 |
| The classes I attend are well organized and well taught. | 7 | 20 | 6 | 18 | 10 | 88.1% | 4.8% | 7.1% | 42 |
| Faculty care about students as individuals. | 8 | 12 | 16 | 3 | 5 | 85.7% | 9.5% | 4.8% | 42 |
| The semester/term format at my location accommodates my learning. | 9 | 15 | 10 | 12 | 16 | 85.7% | 7.1% | 7.1% | 42 |
| I would recommend Troy University to a friend who is planning to go to college. | 10 | 10 | 15 | 13 | 15 | 85.7% | 4.8% | 9.5% | 42 |
| Academic advising is adequate. | 11 | 13 | 13 | 8 | 17 | 83.3% | 9.5% | 7.1% | 42 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 12 | 5 | 21 | 17 | 20 | 82.5% | 5.0% | 12.5% | 40 |
| Class drop/add procedures are appropriate. | 13 | 7 | 4 | 9 | 12 | 82.5% | 7.5% | 10.0% | 40 |
| The online registration process is user-friendly. | 14 | 2 | 23 | 19 | 9 | 77.5% | 10.0% | 12.5% | 40 |
| The *printed* Schedule of Classes is informative and easy to follow. | 15 | 11 | 1 | 6 | 4 | 77.5% | 12.5% | 10.0% | 40 |
| The tuition payment plan is beneficial for students. | 16 | 23 | 22 | 21 | 13 | 76.9% | 12.8% | 10.3% | 39 |
| The on-site registration process is user-friendly. | 17 | 4 | 12 | 14 | 8 | 76.3% | 15.8% | 7.9% | 38 |
| The *online* Schedule of Classes is informative and easy to follow. | 18 | 6 | 8 | 10 | 11 | 75.6% | 7.3% | 17.1% | 41 |
| Sufficient financial aid options are available. | 19 | 22 | 26 | 11 | 21 | 66.7% | 17.9% | 15.4% | 39 |
| The University offers a variety of majors at my location. | 20 | 16 | 24 | 24 | 23 | 65.9% | 22.0% | 12.2% | 41 |
| Students seldom get the "run around" when seeking information. | 21 | 26 | 27 | 28 | 27 | 65.0% | 15.0% | 20.0% | 40 |
| On-campus bookstore hours are convenient for students. | 22 | 14 | 9 | 7 | 6 | 64.1% | 7.7% | 28.2% | 39 |
| Student organizations are available for my participation. | 23 | 28 | 19 | 22 | 19 | 62.9% | 25.7% | 11.4% | 35 |
| Class information provided prior to enrollment was helpful. | 24 | 19 | 18 | 25 | 22 | 59.5% | 16.7% | 23.8% | 42 |
| Student recreational opportunities and facilities have met my expectations. | 25 | 21 | 25 | 26 | 24 | 58.6% | 17.2% | 24.1% | 29 |
| Classes are offered at convenient times. | 26 | 24 | 28 | 27 | 25 | 57.1% | 9.5% | 33.3% | 42 |
| Tutorial services are sufficient. | 27 | 25 | 17 | 20 | 28 | 56.8% | 35.1% | 8.1% | 37 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 28 | 27 | 20 | 23 | 26 | 56.8% | 21.6% | 21.6% | 37 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 29 | 29 | 29 | 36.8% | 52.6% | 10.5% | 19 |

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

*Total resopndents = 45*

| Academic programs, services, and administration | Agree | | | | | | Disgaree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| Troy University has a good reputation in my community. | 90.5% | 87.0% | 87.9% | 80.5% | 93.6% | -3.1% | 7.1% | 4.3% | 6.1% | 7.3% | 2.1% | 5.0% |
| I am receiving a quality education at Troy University. | 90.5% | 75.6% | 97.0% | 90.0% | 89.1% | 1.4% | 7.1% | 8.9% | 0.0% | 2.5% | 0.0% | 7.1% |
| TROY personnel are knowledgeable and helpful. | 90.2% | 83.0% | 90.6% | 92.7% | 93.6% | -3.4% | 4.9% | 6.4% | 6.3% | 7.3% | 0.0% | 4.9% |
| I feel that the campus is a safe and secure environment. | 90.2% | 90.9% | 97.0% | 89.5% | 95.7% | -5.5% | 4.9% | 4.5% | 3.0% | 5.3% | 0.0% | 4.9% |
| The bill that I received from the University was easily understood. | 89.2% | 75.6% | 96.2% | 81.1% | 83.3% | 5.9% | 8.1% | 9.8% | 3.8% | 5.4% | 4.8% | 3.3% |
| I feel I can talk to faculty about my academic concerns. | 88.1% | 82.6% | 93.8% | 92.5% | 85.1% | 3.0% | 7.1% | 10.9% | 0.0% | 5.0% | 2.1% | 5.0% |
| The classes I attend are well organized and well taught. | 88.1% | 73.3% | 93.9% | 80.0% | 86.7% | 1.4% | 7.1% | 11.1% | 0.0% | 5.0% | 2.2% | 4.9% |
| Faculty care about students as individuals. | 85.7% | 80.9% | 87.5% | 90.0% | 89.4% | -3.7% | 4.8% | 6.4% | 6.3% | 2.5% | 2.1% | 2.7% |
| The semester/term format at my location accommodates my learning. | 85.7% | 77.8% | 90.9% | 82.5% | 84.8% | 0.9% | 7.1% | 15.6% | 6.1% | 10.0% | 2.2% | 4.9% |
| I would recommend Troy University to a friend who is planning to go to college. | 85.7% | 82.2% | 87.9% | 82.5% | 85.1% | 0.6% | 9.5% | 4.4% | 6.1% | 7.5% | 4.3% | 5.2% |
| Academic advising is adequate. | 83.3% | 79.5% | 87.9% | 87.5% | 84.4% | -1.1% | 7.1% | 13.6% | 6.1% | 2.5% | 4.4% | 2.7% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 82.5% | 84.8% | 84.8% | 80.0% | 78.7% | 3.8% | 12.5% | 8.7% | 9.1% | 12.5% | 10.6% | 1.9% |
| Class drop/add procedures are appropriate. | 82.5% | 84.1% | 96.6% | 85.3% | 86.4% | -3.9% | 10.0% | 4.5% | 0.0% | 2.9% | 4.5% | 5.5% |
| The online registration process is user-friendly. | 77.5% | 88.4% | 81.3% | 79.4% | 87.5% | -10.0% | 12.5% | 9.3% | 12.5% | 8.8% | 5.0% | 7.5% |
| The *printed* Schedule of Classes is informative and easy to follow. | 77.5% | 81.0% | 100% | 89.2% | 91.3% | -13.8% | 10.0% | 4.8% | 0.0% | 8.1% | 0.0% | 10.0% |
| The tuition payment plan is beneficial for students. | 76.9% | 70.3% | 81.5% | 78.8% | 85.4% | -8.5% | 10.3% | 10.8% | 3.7% | 3.0% | 2.4% | 7.9% |
| The on-site registration process is user-friendly. | 76.3% | 86.0% | 89.7% | 82.4% | 87.8% | -11.5% | 7.9% | 4.7% | 3.4% | 8.8% | 7.3% | 0.6% |
| The *online* Schedule of Classes is informative and easy to follow. | 75.6% | 84.4% | 93.8% | 84.2% | 86.4% | -10.8% | 17.1% | 6.7% | 3.1% | 7.9% | 0.0% | 17.1% |
| Sufficient financial aid options are available. | 66.7% | 72.1% | 71.9% | 82.9% | 78.3% | -11.6% | 15.4% | 16.3% | 18.8% | 5.7% | 6.5% | 8.9% |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| The University offers a variety of majors at my location. | 65.9% | 76.1% | 80.6% | 70.0% | 76.1% | -10.2% | 12.2% | 15.2% | 9.7% | 12.5% | 4.3% | 7.9% |
| Students seldom get the "run around" when seeking information. | 65.0% | 63.6% | 66.7% | 64.1% | 61.7% | 3.3% | 20.0% | 20.5% | 24.2% | 18.0% | 25.5% | -5.5% |
| On-campus bookstore hours are convenient for students. | 64.1% | 78.6% | 93.5% | 87.8% | 89.1% | -25.0% | 28.2% | 7.1% | 3.2% | 4.9% | 0.0% | 28.2% |
| Student organizations are available for my participation. | 62.9% | 60.0% | 86.2% | 77.1% | 79.5% | -16.6% | 11.4% | 8.9% | 13.8% | 11.4% | 0.0% | 11.4% |
| Class information provided prior to enrollment was helpful. | 59.5% | 73.9% | 87.1% | 69.2% | 76.6% | -17.1% | 23.8% | 13.0% | 9.7% | 12.8% | 12.8% | 11.0% |
| Student recreational opportunities and facilities have met my expectations. | 58.6% | 72.4% | 78.9% | 68.0% | 74.3% | -15.7% | 24.1% | 6.9% | 5.3% | 16.0% | 2.9% | 21.2% |
| Classes are offered at convenient times. | 57.1% | 70.2% | 60.6% | 65.0% | 73.9% | -16.8% | 33.3% | 14.9% | 21.2% | 22.5% | 19.6% | 13.7% |
| Tutorial services are sufficient. | 56.8% | 65.8% | 87.5% | 79.4% | 61.1% | -4.3% | 8.1% | 5.3% | 4.2% | 8.8% | 5.6% | 2.5% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 56.8% | 63.2% | 85.7% | 74.1% | 65.7% | -8.9% | 21.6% | 10.5% | 7.1% | 3.7% | 0.0% | 21.6% |
| Campus housing met my expectations upon arriving to campus. | 36.8% | 41.7% | 53.8% | 35.7% | 56.0% | -19.2% | 10.5% | 12.5% | 15.4% | 7.1% | 4.0% | 6.5% |

\* 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 resopndents = 49

| Academic programs, services, and administration | Rankings | | | | | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| | 2017 | 2016 | 2015 | 2014 | 2013 | | | | |
| I would recommend Troy University to a friend who is planning to go to college. | 1 | 15 | 21 | 12 | 4 | 95.7% | 4.3% | 0.0% | 46 |
| Troy University has a good reputation in my community. | 2 | 2 | 14 | 8 | 6 | 93.6% | 4.3% | 2.1% | 47 |
| I am receiving a quality education at Troy University. | 3 | 3 | 6 | 1 | 2 | 93.6% | 6.4% | 0.0% | 47 |
| The semester/term format at my location accommodates my learning. | 4 | 19 | 17 | 7 | 7 | 93.2% | 4.5% | 2.3% | 44 |
| TROY personnel are knowledgeable and helpful. | 5 | 11 | 2 | 2 | 12 | 91.5% | 6.4% | 2.1% | 47 |
| I feel I can talk to faculty about my academic concerns. | 6 | 5 | 8 | 14 | 5 | 89.4% | 0.0% | 10.6% | 47 |
| Faculty care about students as individuals. | 7 | 16 | 4 | 17 | 8 | 89.4% | 8.5% | 2.1% | 47 |
| On-campus bookstore hours are convenient for students. | 8 | 7 | 16 | 26 | 11 | 88.9% | 11.1% | 0.0% | 45 |
| The bill that I received from the University was easily understood. | 9 | 14 | 26 | 20 | 15 | 88.4% | 7.0% | 4.7% | 43 |
| I feel that the campus is a safe and secure environment. | 10 | 12 | 3 | 10 | 1 | 87.0% | 8.7% | 4.3% | 46 |
| The classes I attend are well organized and well taught. | 11 | 17 | 5 | 9 | 10 | 87.0% | 10.9% | 2.2% | 46 |
| Class drop/add procedures are appropriate. | 12 | 4 | 20 | 5 | 9 | 86.4% | 9.1% | 4.5% | 44 |
| The tuition payment plan is beneficial for students. | 13 | 24 | 18 | 22 | 27 | 85.7% | 14.3% | 0.0% | 42 |
| The University offers a variety of majors at my location. | 14 | 13 | 13 | 11 | 23 | 84.4% | 11.1% | 4.4% | 45 |
| The *printed* Schedule of Classes is informative and easy to follow. | 15 | 6 | 1 | 3 | 3 | 84.1% | 15.9% | 0.0% | 44 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 16 | 20 | 10 | 6 | 13 | 83.0% | 10.6% | 6.4% | 47 |
| Academic advising is adequate. | 17 | 22 | 9 | 21 | 20 | 82.2% | 11.1% | 6.7% | 45 |
| The *online* Schedule of Classes is informative and easy to follow. | 18 | 10 | 7 | 4 | 19 | 81.4% | 18.6% | 0.0% | 43 |
| The on-site registration process is user-friendly. | 19 | 21 | 19 | 15 | 14 | 81.0% | 19.0% | 0.0% | 42 |
| The online registration process is user-friendly. | 20 | 8 | 12 | 13 | 16 | 77.3% | 13.6% | 9.1% | 44 |
| Class information provided prior to enrollment was helpful. | 21 | 23 | 11 | 23 | 21 | 76.6% | 10.6% | 12.8% | 47 |
| Student organizations are available for my participation. | 22 | 29 | 22 | 16 | 22 | 75.6% | 22.0% | 2.4% | 41 |
| Sufficient financial aid options are available. | 23 | 9 | 27 | 18 | 17 | 75.0% | 11.4% | 13.6% | 44 |
| Classes are offered at convenient times. | 24 | 18 | 15 | 24 | 18 | 72.3% | 23.4% | 4.3% | 47 |
| Tutorial services are sufficient. | 25 | 25 | 23 | 25 | 28 | 70.3% | 27.0% | 2.7% | 37 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 26 | 1 | 24 | 28 | 24 | 67.6% | 32.4% | 0.0% | 37 |
| Students seldom get the "run around" when seeking information. | 27 | 26 | 25 | 19 | 25 | 58.7% | 21.7% | 19.6% | 46 |
| Student recreational opportunities and facilities have met my expectations. | 28 | 27 | 28 | 27 | 26 | 58.6% | 37.9% | 3.4% | 29 |
| Campus housing met my expectations upon arriving to campus. | 29 | 28 | 29 | 29 | 29 | 45.5% | 50.0% | 4.5% | 22 |

* 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 2013 through Fall 2017

*Total resopndents = 49*

| Academic programs, services, and administration | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| I would recommend Troy University to a friend who is planning to go to college. | 95.7% | 82.1% | 76.7% | 85.0% | 92.3% | 3.4% | 0.0% | 12.8% | 13.3% | 0.0% | 2.6% | -2.6% |
| Troy University has a good reputation in my community. | 93.6% | 89.7% | 82.1% | 90.0% | 89.2% | 4.4% | 2.1% | 10.3% | 7.1% | 0.0% | 2.7% | -0.6% |
| I am receiving a quality education at Troy University. | 93.6% | 87.2% | 86.7% | 100% | 94.7% | -1.1% | 0.0% | 7.7% | 10.0% | 0.0% | 0.0% | 0.0% |
| The semester/term format at my location accommodates my learning. | 93.2% | 81.1% | 79.3% | 90.0% | 89.2% | 4.0% | 2.3% | 10.8% | 10.3% | 5.0% | 2.7% | -0.4% |
| TROY personnel are knowledgeable and helpful. | 91.5% | 82.9% | 90.0% | 100% | 84.6% | 6.9% | 2.1% | 12.2% | 6.7% | 0.0% | 2.6% | -0.5% |
| Faculty care about students as individuals. | 89.4% | 82.1% | 86.7% | 76.2% | 87.2% | 2.2% | 2.1% | 7.7% | 10.0% | 9.5% | 2.6% | -0.5% |
| I feel I can talk to faculty about my academic concerns. | 89.4% | 85.0% | 83.3% | 80.0% | 89.7% | -0.3% | 10.6% | 12.5% | 6.7% | 10.0% | 2.6% | 8.0% |
| On-campus bookstore hours are convenient for students. | 88.9% | 84.6% | 79.3% | 58.8% | 86.1% | 2.8% | 0.0% | 7.7% | 6.9% | 11.8% | 5.6% | -5.6% |
| The bill that I received from the University was easily understood. | 88.4% | 82.4% | 70.4% | 75.0% | 82.4% | 6.0% | 4.7% | 14.7% | 7.4% | 5.0% | 2.9% | 1.8% |
| The classes I attend are well organized and well taught. | 87.0% | 81.6% | 86.7% | 89.5% | 86.5% | 0.5% | 2.2% | 10.5% | 13.3% | 5.3% | 5.4% | -3.2% |
| I feel that the campus is a safe and secure environment. | 87.0% | 82.5% | 89.7% | 89.5% | 97.4% | -10.4% | 4.3% | 10.0% | 6.9% | 5.3% | 0.0% | 4.3% |
| Class drop/add procedures are appropriate. | 86.4% | 85.7% | 76.9% | 94.7% | 87.2% | -0.8% | 4.5% | 8.6% | 7.7% | 0.0% | 0.0% | 4.5% |
| The tuition payment plan is beneficial for students. | 85.7% | 71.9% | 79.2% | 73.7% | 64.7% | 21.0% | 0.0% | 12.5% | 16.7% | 10.5% | 0.0% | 0.0% |
| The University offers a variety of majors at my location. | 84.4% | 82.5% | 82.8% | 85.0% | 73.0% | 11.4% | 4.4% | 12.5% | 10.3% | 15.0% | 16.2% | -11.8% |
| The *printed* Schedule of Classes is informative and easy to follow. | 84.1% | 85.0% | 93.1% | 100% | 92.3% | -8.2% | 0.0% | 7.5% | 6.9% | 0.0% | 2.6% | -2.6% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 83.0% | 80.0% | 83.3% | 90.0% | 84.2% | -1.2% | 6.4% | 20.0% | 10.0% | 10.0% | 10.5% | -4.1% |
| Academic advising is adequate. | 82.2% | 77.5% | 83.3% | 73.7% | 78.9% | 3.3% | 6.7% | 15.0% | 6.7% | 15.8% | 2.6% | 4.1% |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| The *online* Schedule of Classes is informative and easy to follow. | 81.4% | 83.8% | 85.7% | 94.7% | 79.5% | 1.9% | 0.0% | 13.5% | 7.1% | 0.0% | 2.6% | -2.6% |
| The on-site registration process is user-friendly. | 81.0% | 77.8% | 78.6% | 79.0% | 82.9% | -1.9% | 0.0% | 8.3% | 7.1% | 5.3% | 0.0% | 0.0% |
| The online registration process is user-friendly. | 77.3% | 84.2% | 82.8% | 84.2% | 81.6% | -4.3% | 9.1% | 10.5% | 10.3% | 5.3% | 5.3% | 3.8% |
| Class information provided prior to enrollment was helpful. | 76.6% | 75.6% | 82.8% | 70.0% | 75.7% | 0.9% | 12.8% | 17.1% | 10.3% | 10.0% | 2.7% | 10.1% |
| Student organizations are available for my participation. | 75.6% | 57.9% | 75.0% | 77.8% | 73.3% | 2.3% | 2.4% | 13.2% | 12.5% | 0.0% | 3.3% | -0.9% |
| Sufficient financial aid options are available. | 75.0% | 84.2% | 69.0% | 75.0% | 81.1% | -6.1% | 13.6% | 13.2% | 17.2% | 15.0% | 2.7% | 10.9% |
| Classes are offered at convenient times. | 72.3% | 81.6% | 80.0% | 68.4% | 81.1% | -8.8% | 4.3% | 13.2% | 16.7% | 15.8% | 5.4% | -1.1% |
| Tutorial services are sufficient. | 70.3% | 67.6% | 74.1% | 64.7% | 58.1% | 12.2% | 2.7% | 11.8% | 11.1% | 5.9% | 3.2% | -0.5% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 67.6% | 91.2% | 72.0% | 52.6% | 69.0% | -1.4% | 0.0% | 2.9% | 12.0% | 10.5% | 0.0% | 0.0% |
| Students seldom get the "run around" when seeking information. | 58.7% | 65.9% | 71.4% | 75.0% | 68.4% | -9.7% | 19.6% | 14.6% | 25.0% | 5.0% | 15.8% | 3.8% |
| Student recreational opportunities and facilities have met my expectations. | 58.6% | 64.5% | 61.9% | 53.3% | 66.7% | -8.1% | 3.4% | 16.1% | 9.5% | 13.3% | 7.4% | -4.0% |
| Campus housing met my expectations upon arriving to campus. | 45.5% | 60.9% | 52.9% | 45.5% | 39.1% | 6.4% | 4.5% | 8.7% | 17.6% | 0.0% | 8.7% | -4.2% |

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

    Data sorted descending by level of agreement.

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

## Appendix 4. New Student Perceptions about Troy University - Phenix City
Ranked by Agreement Level

Total resopndents = 27

| Academic programs, services, and administration | 2017 | 2016 | 2015 | 2014 | 2013 | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| | | | Rankings | | | | | | |
| I am receiving a quality education at Troy University. | 1 | 9 | 9 | 13 | 6 | 96.2% | 3.8% | 0.0% | 26 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 2 | 1 | 7 | 26 | 18 | 92.3% | 0.0% | 7.7% | 26 |
| I feel that the campus is a safe and secure environment. | 3 | 14 | 17 | 8 | 3 | 86.4% | 9.1% | 4.5% | 22 |
| TROY personnel are knowledgeable and helpful. | 4 | 11 | 14 | 1 | 5 | 84.6% | 7.7% | 7.7% | 26 |
| Troy University has a good reputation in my community. | 5 | 12 | 2 | 3 | 4 | 84.0% | 12.0% | 4.0% | 25 |
| The semester/term format at my location accommodates my learning. | 6 | 18 | 3 | 2 | 8 | 84.0% | 16.0% | 0.0% | 25 |
| Classes are offered at convenient times. | 7 | 24 | 12 | 6 | 11 | 83.3% | 0.0% | 16.7% | 24 |
| The classes I attend are well organized and well taught. | 8 | 17 | 8 | 20 | 14 | 82.6% | 0.0% | 17.4% | 23 |
| I would recommend Troy University to a friend who is planning to go to college. | 9 | 5 | 18 | 4 | 13 | 80.8% | 15.4% | 3.8% | 26 |
| The online registration process is user-friendly. | 10 | 13 | 1 | 18 | 19 | 80.8% | 11.5% | 7.7% | 26 |
| Faculty care about students as individuals. | 11 | 6 | 15 | 19 | 9 | 80.0% | 8.0% | 12.0% | 25 |
| The University offers a variety of majors at my location. | 12 | 19 | 11 | 15 | 27 | 80.0% | 12.0% | 8.0% | 25 |
| On-campus bookstore hours are convenient for students. | 13 | 22 | 25 | 9 | 20 | 78.9% | 10.5% | 10.5% | 19 |
| The on-site registration process is user-friendly. | 14 | 4 | 21 | 14 | 15 | 77.3% | 22.7% | 0.0% | 22 |
| The *online* Schedule of Classes is informative and easy to follow. | 15 | 27 | 10 | 27 | 2 | 76.9% | 15.4% | 7.7% | 26 |
| The bill that I received from the University was easily understood. | 16 | 15 | 6 | 7 | 12 | 75.0% | 16.7% | 8.3% | 24 |
| Class information provided prior to enrollment was helpful. | 17 | 26 | 26 | 5 | 21 | 75.0% | 12.5% | 12.5% | 24 |
| The *printed* Schedule of Classes is informative and easy to follow. | 18 | 7 | 5 | 23 | 1 | 73.9% | 21.7% | 4.3% | 23 |
| The tuition payment plan is beneficial for students. | 19 | 20 | 13 | 24 | 25 | 72.7% | 22.7% | 4.5% | 22 |
| I feel I can talk to faculty about my academic concerns. | 20 | 10 | 16 | 11 | 7 | 72.0% | 12.0% | 16.0% | 25 |
| Student organizations are available for my participation. | 21 | 21 | 19 | 21 | 24 | 71.4% | 23.8% | 4.8% | 21 |
| Class drop/add procedures are appropriate. | 22 | 2 | 22 | 17 | 17 | 70.8% | 20.8% | 8.3% | 24 |
| Sufficient financial aid options are available. | 23 | 3 | 4 | 16 | 16 | 70.8% | 25.0% | 4.2% | 24 |
| Tutorial services are sufficient. | 24 | 25 | 23 | 10 | 26 | 70.0% | 20.0% | 10.0% | 20 |
| Students seldom get the "run around" when seeking information. | 25 | 16 | 28 | 22 | 22 | 68.0% | 16.0% | 16.0% | 25 |
| Academic advising is adequate. | 26 | 23 | 24 | 12 | 10 | 61.5% | 15.4% | 23.1% | 26 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 27 | 8 | 20 | 25 | 23 | 50.0% | 40.0% | 10.0% | 20 |
| Student recreational opportunities and facilities have met my expectations. | 28 | 29 | 27 | 29 | 28 | 15.4% | 69.2% | 15.4% | 13 |
| Campus housing met my expectations upon arriving to campus. | 29 | 28 | 29 | 28 | 29 | 12.5% | 87.5% | 0.0% | 8 |

* 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 2013 through Fall 2017

*Total resopndents = 27*

| Academic programs, services, and administration | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| I am receiving a quality education at Troy University. | 96.2% | 85.2% | 87.5% | 85.7% | 88.2% | 8.0% | 0.0% | 3.7% | 0.0% | 7.1% | 5.9% | -5.9% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 92.3% | 96.2% | 88.0% | 71.4% | 76.5% | 15.8% | 7.7% | 3.8% | 4.0% | 14.3% | 5.9% | 1.8% |
| I feel that the campus is a safe and secure environment. | 86.4% | 84.6% | 79.2% | 92.3% | 94.1% | -7.7% | 4.5% | 7.7% | 4.2% | 7.7% | 0.0% | 4.5% |
| TROY personnel are knowledgeable and helpful. | 84.6% | 85.2% | 80.8% | 92.9% | 94.1% | -9.5% | 7.7% | 7.4% | 19.2% | 0.0% | 0.0% | 7.7% |
| The semester/term format at my location accommodates my learning. | 84.0% | 81.5% | 91.7% | 92.9% | 88.2% | -4.2% | 0.0% | 14.8% | 0.0% | 7.1% | 5.9% | -5.9% |
| Troy University has a good reputation in my community. | 84.0% | 84.6% | 91.7% | 92.9% | 94.1% | -10.1% | 4.0% | 3.8% | 0.0% | 0.0% | 0.0% | 4.0% |
| Classes are offered at convenient times. | 83.3% | 74.1% | 84.0% | 92.3% | 87.5% | -4.2% | 16.7% | 11.1% | 4.0% | 7.7% | 6.3% | 10.4% |
| The classes I attend are well organized and well taught. | 82.6% | 81.5% | 87.5% | 78.6% | 82.4% | 0.2% | 17.4% | 7.4% | 8.3% | 14.3% | 5.9% | 11.5% |
| The online registration process is user-friendly. | 80.8% | 84.6% | 91.7% | 80.0% | 76.5% | 4.3% | 7.7% | 11.5% | 0.0% | 0.0% | 17.6% | -9.9% |
| I would recommend Troy University to a friend who is planning to go to college. | 80.8% | 92.6% | 78.3% | 92.9% | 82.4% | -1.6% | 3.8% | 3.7% | 13.0% | 7.1% | 11.8% | -8.0% |
| Faculty care about students as individuals. | 80.0% | 88.9% | 80.8% | 78.6% | 88.2% | -8.2% | 12.0% | 7.4% | 3.8% | 14.3% | 0.0% | 12.0% |
| The University offers a variety of majors at my location. | 80.0% | 80.8% | 84.0% | 84.6% | 47.1% | 32.9% | 8.0% | 7.7% | 0.0% | 7.7% | 17.6% | -9.6% |
| On-campus bookstore hours are convenient for students. | 78.9% | 77.3% | 76.2% | 91.7% | 70.6% | 8.3% | 10.5% | 0.0% | 4.8% | 0.0% | 5.9% | 4.6% |
| The on-site registration process is user-friendly. | 77.3% | 95.8% | 77.3% | 84.6% | 82.4% | -5.1% | 0.0% | 4.2% | 4.5% | 7.7% | 5.9% | -5.9% |
| The *online* Schedule of Classes is informative and easy to follow. | 76.9% | 66.7% | 84.6% | 71.4% | 100.0% | -23.1% | 7.7% | 14.8% | 0.0% | 14.3% | 0.0% | 7.7% |
| Class information provided prior to enrollment was helpful. | 75.0% | 70.4% | 76.0% | 92.3% | 70.6% | 4.4% | 12.5% | 11.1% | 12.0% | 7.7% | 5.9% | 6.6% |
| The bill that I received from the University was easily understood. | 75.0% | 83.3% | 88.9% | 92.3% | 84.6% | -9.6% | 8.3% | 8.3% | 0.0% | 0.0% | 7.7% | 0.6% |
| The *printed* Schedule of Classes is informative and easy to follow. | 73.9% | 87.5% | 90.9% | 76.9% | 100.0% | -26.1% | 4.3% | 4.2% | 0.0% | 0.0% | 0.0% | 4.3% |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| The tuition payment plan is beneficial for students. | 72.7% | 78.9% | 81.8% | 75.0% | 56.3% | 16.4% | 4.5% | 5.3% | 4.5% | 8.3% | 0.0% | 4.5% |
| I feel I can talk to faculty about my academic concerns. | 72.0% | 85.2% | 80.8% | 85.7% | 88.2% | -16.2% | 16.0% | 7.4% | 7.7% | 14.3% | 5.9% | 10.1% |
| Student organizations are available for my participation. | 71.4% | 78.3% | 78.3% | 77.8% | 57.1% | 14.3% | 4.8% | 8.7% | 4.3% | 0.0% | 21.4% | -16.6% |
| Sufficient financial aid options are available. | 70.8% | 96.0% | 91.7% | 83.3% | 81.3% | -10.5% | 4.2% | 4.0% | 8.3% | 16.7% | 6.3% | -2.1% |
| Class drop/add procedures are appropriate. | 70.8% | 96.0% | 77.3% | 83.3% | 78.6% | -7.8% | 8.3% | 4.0% | 0.0% | 0.0% | 0.0% | 8.3% |
| Tutorial services are sufficient. | 70.0% | 73.7% | 77.3% | 90.0% | 53.8% | 16.2% | 10.0% | 5.3% | 0.0% | 0.0% | 7.7% | 2.3% |
| Students seldom get the "run around" when seeking information. | 68.0% | 81.5% | 52.0% | 76.9% | 68.8% | -0.8% | 16.0% | 7.4% | 28.0% | 0.0% | 6.3% | 9.7% |
| Academic advising is adequate. | 61.5% | 76.9% | 76.9% | 85.7% | 88.2% | -26.7% | 23.1% | 15.4% | 23.1% | 14.3% | 0.0% | 23.1% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 50.0% | 85.7% | 78.3% | 75.0% | 61.5% | -11.5% | 10.0% | 0.0% | 4.3% | 0.0% | 0.0% | 10.0% |
| Student recreational opportunities and facilities have met my expectations. | 15.4% | 56.3% | 62.5% | 16.7% | 38.5% | -23.1% | 15.4% | 6.3% | 6.3% | 16.7% | 7.7% | 7.7% |
| Campus housing met my expectations upon arriving to campus. | 12.5% | 63.6% | 50.0% | 50.0% | 33.3% | -20.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

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

      Data sorted descending by level of agreement.

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

## Appendix 5. New Student Perceptions about Troy University - Troy
### Ranked by Agreement Level

Total resopndents = 373

| Academic programs, services, and administration | Rankings | | | | | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| | 2017 | 2016 | 2015 | 2014 | 2013 | | | | |
| I am receiving a quality education at Troy University. | 1 | 1 | 1 | 1 | 3 | 90.9% | 6.5% | 2.6% | 341 |
| The University offers a variety of majors at my location. | 2 | 4 | 5 | 4 | 4 | 88.8% | 5.6% | 5.6% | 340 |
| TROY personnel are knowledgeable and helpful. | 3 | 2 | 3 | 6 | 2 | 87.1% | 7.2% | 5.7% | 349 |
| The semester/term format at my location accommodates my learning. | 4 | 3 | 2 | 9 | 1 | 87.0% | 10.1% | 2.9% | 345 |
| I would recommend Troy University to a friend who is planning to go to college. | 5 | 8 | 6 | 5 | 8 | 84.8% | 8.5% | 6.7% | 341 |
| Student organizations are available for my participation. | 6 | 5 | 13 | 2 | 6 | 84.2% | 8.0% | 7.7% | 336 |
| Troy University has a good reputation in my community. | 7 | 12 | 12 | 10 | 13 | 83.8% | 10.9% | 5.3% | 339 |
| I feel I can talk to faculty about my academic concerns. | 8 | 7 | 8 | 7 | 10 | 82.8% | 12.1% | 5.2% | 348 |
| Faculty care about students as individuals. | 9 | 6 | 4 | 8 | 5 | 81.9% | 13.5% | 4.6% | 349 |
| The *printed* Schedule of Classes is informative and easy to follow. | 10 | 14 | 10 | 3 | 7 | 81.2% | 14.0% | 4.9% | 329 |
| The online registration process is user-friendly. | 11 | 16 | 17 | 25 | 19 | 80.1% | 11.6% | 8.3% | 337 |
| On-campus bookstore hours are convenient for students. | 12 | 11 | 14 | 15 | 14 | 79.5% | 8.6% | 11.9% | 336 |
| The classes I attend are well organized and well taught. | 13 | 9 | 11 | 13 | 12 | 78.7% | 12.2% | 9.0% | 343 |
| The *online* Schedule of Classes is informative and easy to follow. | 14 | 13 | 9 | 14 | 15 | 78.6% | 12.8% | 8.6% | 336 |
| Classes are offered at convenient times. | 15 | 10 | 7 | 20 | 16 | 78.1% | 13.5% | 8.5% | 342 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 16 | 15 | 16 | 19 | 17 | 76.7% | 8.6% | 14.7% | 347 |
| Sufficient financial aid options are available. | 17 | 20 | 21 | 11 | 20 | 75.9% | 11.6% | 12.5% | 336 |
| I feel that the campus is a safe and secure environment. | 18 | 22 | 24 | 16 | 18 | 75.4% | 16.1% | 8.5% | 341 |
| Class drop/add procedures are appropriate. | 19 | 18 | 15 | 12 | 11 | 74.8% | 15.8% | 9.4% | 329 |
| The bill that I received from the University was easily understood. | 20 | 17 | 18 | 23 | 21 | 73.8% | 16.3% | 9.9% | 332 |
| Academic advising is adequate. | 21 | 19 | 19 | 18 | 9 | 73.0% | 13.5% | 13.5% | 348 |
| The on-site registration process is user-friendly. | 22 | 21 | 25 | 24 | 22 | 71.5% | 21.2% | 7.3% | 316 |
| The tuition payment plan is beneficial for students. | 23 | 26 | 20 | 22 | 23 | 71.0% | 20.8% | 8.2% | 317 |
| Tutorial services are sufficient. | 24 | 23 | 22 | 21 | 24 | 67.2% | 27.2% | 5.6% | 302 |
| Class information provided prior to enrollment was helpful. | 25 | 24 | 23 | 26 | 26 | 66.0% | 19.2% | 14.8% | 344 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 26 | 27 | 26 | 28 | 29 | 65.3% | 20.7% | 14.0% | 300 |
| Student recreational opportunities and facilities have met my expectations. | 27 | 25 | 27 | 17 | 25 | 64.7% | 18.8% | 16.6% | 320 |
| Campus housing met my expectations upon arriving to campus. | 28 | 28 | 28 | 27 | 27 | 54.5% | 20.9% | 24.6% | 297 |
| Students seldom get the "run around" when seeking information. | 29 | 29 | 29 | 29 | 28 | 47.6% | 28.3% | 24.1% | 332 |

\* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
   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 resopndents = 148

| Academic programs, services, and administration | Rankings 2017 | 2016 | 2015 | 2014 | 2013 | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| Class drop/add procedures are appropriate. | 1 | 17 | 5 | 12 | 7 | 87.6% | 7.4% | 5.0% | 121 |
| The semester/term format at my location accommodates my learning. | 2 | 13 | 3 | 1 | 9 | 86.7% | 10.9% | 2.3% | 128 |
| I am receiving a quality education at Troy University. | 3 | 1 | 1 | 3 | 8 | 86.4% | 7.6% | 6.1% | 132 |
| TROY personnel are knowledgeable and helpful. | 4 | 2 | 11 | 7 | 1 | 86.2% | 5.8% | 8.0% | 138 |
| Faculty care about students as individuals. | 5 | 7 | 14 | 15 | 5 | 86.0% | 10.3% | 3.7% | 136 |
| The online registration process is user-friendly. | 6 | 10 | 4 | 5 | 3 | 85.8% | 8.2% | 6.0% | 134 |
| I would recommend Troy University to a friend who is planning to go to college. | 7 | 3 | 10 | 4 | 4 | 85.6% | 7.6% | 6.8% | 132 |
| The *online* Schedule of Classes is informative and easy to follow. | 8 | 9 | 9 | 10 | 12 | 85.0% | 9.8% | 5.3% | 133 |
| Classes are offered at convenient times. | 9 | 5 | 7 | 2 | 10 | 84.9% | 10.9% | 4.2% | 119 |
| I feel I can talk to faculty about my academic concerns. | 10 | 11 | 18 | 11 | 6 | 84.7% | 10.9% | 4.4% | 137 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 11 | 4 | 6 | 14 | 2 | 83.7% | 8.1% | 8.1% | 135 |
| The bill that I received from the University was easily understood. | 12 | 15 | 12 | 6 | 15 | 82.6% | 11.6% | 5.8% | 121 |
| Troy University has a good reputation in my community. | 13 | 8 | 8 | 9 | 14 | 81.6% | 15.2% | 3.2% | 125 |
| Academic advising is adequate. | 14 | 6 | 19 | 18 | 20 | 81.3% | 10.4% | 8.2% | 134 |
| The University offers a variety of majors at my location. | 15 | 14 | 2 | 13 | 11 | 79.4% | 15.9% | 4.8% | 126 |
| Sufficient financial aid options are available. | 16 | 12 | 15 | 17 | 16 | 79.1% | 13.2% | 7.8% | 129 |
| The *printed* Schedule of Classes is informative and easy to follow. | 17 | 16 | 13 | 8 | 17 | 78.1% | 16.7% | 5.2% | 96 |
| Class information provided prior to enrollment was helpful. | 18 | 19 | 17 | 16 | 19 | 77.6% | 12.7% | 9.7% | 134 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 19 | 18 | 16 | 22 | 13 | 77.3% | 16.4% | 6.3% | 128 |
| The classes I attend are well organized and well taught. | 20 | 23 | 20 | 19 | 21 | 76.7% | 14.7% | 8.5% | 129 |
| The tuition payment plan is beneficial for students. | 21 | 20 | 21 | 20 | 18 | 74.8% | 21.6% | 3.6% | 111 |
| The on-site registration process is user-friendly. | 22 | 21 | 23 | 21 | 22 | 73.9% | 20.7% | 5.4% | 92 |
| Students seldom get the "run around" when seeking information. | 23 | 22 | 24 | 24 | 24 | 69.3% | 17.3% | 13.4% | 127 |
| Tutorial services are sufficient. | 24 | 24 | 22 | 23 | 23 | 62.7% | 31.8% | 5.5% | 110 |
| On-campus bookstore hours are convenient for students. | 25 | 25 | 25 | 25 | 26 | 58.8% | 38.2% | 2.9% | 68 |
| Student organizations are available for my participation. | 26 | 26 | 26 | 26 | 25 | 56.3% | 31.0% | 12.6% | 87 |
| I feel that the campus is a safe and secure environment. | 27 | 27 | 27 | 27 | 27 | 50.8% | 46.0% | 3.2% | 63 |
| Student recreational opportunities and facilities have met my expectations. | 28 | 28 | 28 | 28 | 28 | 37.9% | 56.9% | 5.2% | 58 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 29 | 29 | 29 | 27.5% | 68.6% | 3.9% | 51 |

* 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 2013 through Fall 2017

*Total resopndents = 373*

| Academic programs, services, and administration | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| I am receiving a quality education at Troy University. | 90.9% | 84.7% | 86.2% | 87.9% | 87.0% | 3.9% | 2.6% | 7.7% | 7.8% | 3.1% | 5.0% | -2.4% |
| The University offers a variety of majors at my location. | 88.8% | 82.2% | 81.1% | 85.6% | 86.7% | 2.1% | 5.6% | 6.7% | 9.0% | 5.1% | 5.6% | 0.0% |
| TROY personnel are knowledgeable and helpful. | 87.1% | 83.7% | 83.5% | 84.9% | 87.6% | -0.5% | 5.7% | 7.4% | 7.8% | 5.8% | 4.6% | 1.1% |
| The semester/term format at my location accommodates my learning. | 87.0% | 83.3% | 83.8% | 83.6% | 88.2% | -1.2% | 2.9% | 5.1% | 7.5% | 3.1% | 4.4% | -1.5% |
| I would recommend Troy University to a friend who is planning to go to college. | 84.8% | 79.4% | 80.5% | 85.3% | 84.5% | 0.3% | 6.7% | 10.6% | 10.4% | 7.1% | 7.1% | -0.4% |
| Student organizations are available for my participation. | 84.2% | 80.9% | 77.2% | 86.7% | 84.8% | -0.6% | 7.7% | 7.3% | 10.7% | 4.3% | 6.1% | 1.6% |
| Troy University has a good reputation in my community. | 83.8% | 76.7% | 77.4% | 82.1% | 79.9% | 3.9% | 5.3% | 8.1% | 10.9% | 6.0% | 7.4% | -2.1% |
| I feel I can talk to faculty about my academic concerns. | 82.8% | 79.8% | 80.0% | 84.6% | 82.3% | 0.5% | 5.2% | 9.2% | 10.0% | 7.4% | 7.5% | -2.3% |
| Faculty care about students as individuals. | 81.9% | 80.0% | 83.3% | 84.1% | 85.3% | -3.4% | 4.6% | 6.5% | 7.1% | 4.4% | 6.4% | -1.8% |
| The *printed* Schedule of Classes is informative and easy to follow. | 81.2% | 75.9% | 78.4% | 86.4% | 84.7% | -3.5% | 4.9% | 8.1% | 9.9% | 4.8% | 7.4% | -2.5% |
| The online registration process is user-friendly. | 80.1% | 75.3% | 75.7% | 68.2% | 77.3% | 2.8% | 8.3% | 10.7% | 13.2% | 13.7% | 9.4% | -1.1% |
| On-campus bookstore hours are convenient for students. | 79.5% | 77.1% | 76.6% | 76.3% | 79.3% | 0.2% | 11.9% | 10.1% | 13.0% | 11.0% | 9.8% | 2.1% |
| The classes I attend are well organized and well taught. | 78.7% | 77.9% | 77.5% | 78.3% | 81.9% | -3.2% | 9.0% | 8.9% | 11.4% | 8.6% | 9.6% | -0.6% |
| The *online* Schedule of Classes is informative and easy to follow. | 78.6% | 76.2% | 79.7% | 76.4% | 79.2% | -0.6% | 8.6% | 10.7% | 8.2% | 8.3% | 8.3% | 0.3% |
| Classes are offered at convenient times. | 78.1% | 77.5% | 80.4% | 71.9% | 78.8% | -0.7% | 8.5% | 9.8% | 8.9% | 14.4% | 8.8% | -0.3% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 76.7% | 75.3% | 76.1% | 73.4% | 77.9% | -1.2% | 14.7% | 13.5% | 14.3% | 17.1% | 8.4% | 6.3% |
| Sufficient financial aid options are available. | 75.9% | 70.7% | 72.4% | 79.0% | 77.2% | -1.3% | 12.5% | 14.0% | 12.1% | 8.6% | 9.9% | 2.6% |
| I feel that the campus is a safe and secure environment. | 75.4% | 69.6% | 66.8% | 74.9% | 77.6% | -2.2% | 8.5% | 11.3% | 16.4% | 10.3% | 9.4% | -0.9% |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Class drop/add procedures are appropriate. | 74.8% | 71.1% | 76.2% | 78.7% | 82.3% | -7.5% | 9.4% | 11.8% | 10.6% | 5.7% | 6.2% | 3.2% |
| The bill that I received from the University was easily understood. | 73.8% | 72.9% | 75.2% | 70.1% | 75.7% | -1.9% | 9.9% | 10.9% | 9.6% | 11.6% | 10.0% | -0.1% |
| Academic advising is adequate. | 73.0% | 71.1% | 75.2% | 73.9% | 82.5% | -9.5% | 13.5% | 14.6% | 13.9% | 10.3% | 8.2% | 5.3% |
| The on-site registration process is user-friendly. | 71.5% | 69.8% | 66.4% | 69.0% | 74.1% | -2.6% | 7.3% | 10.3% | 13.5% | 8.3% | 7.2% | 0.1% |
| The tuition payment plan is beneficial for students. | 71.0% | 65.7% | 72.6% | 70.8% | 72.8% | -1.8% | 8.2% | 10.5% | 10.2% | 9.7% | 7.2% | 1.0% |
| Tutorial services are sufficient. | 67.2% | 69.1% | 69.9% | 70.9% | 72.8% | -5.6% | 5.6% | 8.7% | 7.9% | 6.3% | 6.6% | -1.0% |
| Class information provided prior to enrollment was helpful. | 66.0% | 68.2% | 69.2% | 67.4% | 66.4% | -0.4% | 14.8% | 14.1% | 14.3% | 16.2% | 14.3% | 0.5% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 65.3% | 62.9% | 65.9% | 59.9% | 57.1% | 8.2% | 14.0% | 13.6% | 10.4% | 13.1% | 11.8% | 2.2% |
| Student recreational opportunities and facilities have met my expectations. | 64.7% | 66.5% | 64.3% | 73.9% | 72.0% | -7.3% | 16.6% | 16.5% | 17.8% | 9.0% | 11.6% | 5.0% |
| Campus housing met my expectations upon arriving to campus. | 54.5% | 57.1% | 60.2% | 60.3% | 61.9% | -7.4% | 24.6% | 19.0% | 15.2% | 17.8% | 18.7% | 5.9% |
| Students seldom get the "run around" when seeking information. | 47.6% | 50.8% | 50.4% | 53.2% | 58.3% | -10.7% | 24.1% | 23.1% | 26.3% | 26.0% | 20.4% | 3.7% |

\* 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 6.1.  New Student Perceptions about Troy University - TROY Online
Five Year Trend from Fall 2013 through Fall 2017

*Total resopndents = 148*

| | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Academic programs, services, and administration** | **FA17** | **FA16** | **FA15** | **FA14** | **FA13** | **Diff** | **FA17** | **FA16** | **FA15** | **FA14** | **FA13** | **Diff** |
| Class drop/add procedures are appropriate. | 87.6% | 82.8% | 88.5% | 77.5% | 83.3% | 4.3% | 5.0% | 5.2% | 1.9% | 12.5% | 6.1% | -1.1% |
| The semester/term format at my location accommodates my learning. | 86.7% | 85.1% | 88.8% | 84.5% | 82.7% | 4.0% | 2.3% | 3.4% | 6.0% | 10.7% | 5.5% | -3.2% |
| I am receiving a quality education at Troy University. | 86.4% | 91.8% | 91.8% | 81.6% | 83.1% | 3.3% | 6.1% | 2.7% | 1.6% | 9.2% | 8.5% | -2.4% |
| TROY personnel are knowledgeable and helpful. | 86.2% | 91.4% | 84.6% | 79.8% | 85.6% | 0.6% | 8.0% | 5.4% | 7.3% | 10.1% | 7.6% | 0.4% |
| Faculty care about students as individuals. | 86.0% | 86.9% | 81.3% | 76.7% | 84.2% | 1.8% | 3.7% | 4.4% | 11.4% | 8.9% | 6.8% | -3.1% |
| The online registration process is user-friendly. | 85.8% | 86.4% | 88.5% | 80.7% | 85.4% | 0.4% | 6.0% | 8.7% | 4.1% | 14.8% | 7.7% | -1.7% |
| I would recommend Troy University to a friend who is planning to go to college. | 85.6% | 90.8% | 85.8% | 81.6% | 85.3% | 0.3% | 6.8% | 2.7% | 5.0% | 14.9% | 9.3% | -2.5% |
| The *online* Schedule of Classes is informative and easy to follow. | 85.0% | 86.6% | 86.1% | 78.4% | 80.2% | 4.8% | 5.3% | 5.4% | 4.1% | 17.1% | 9.9% | -4.6% |
| Classes are offered at convenient times. | 84.9% | 88.4% | 87.5% | 82.5% | 82.6% | 2.3% | 4.2% | 6.7% | 2.9% | 8.8% | 8.7% | -4.5% |
| I feel I can talk to faculty about my academic concerns. | 84.7% | 86.3% | 79.8% | 77.8% | 83.3% | 1.4% | 4.4% | 5.5% | 8.9% | 10.0% | 6.1% | -1.7% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 83.7% | 90.3% | 88.3% | 77.3% | 85.5% | -1.8% | 8.1% | 6.5% | 5.0% | 17.1% | 7.6% | 0.5% |
| The bill that I received from the University was easily understood. | 82.6% | 84.2% | 83.5% | 80.0% | 77.8% | 4.8% | 5.8% | 4.4% | 5.8% | 5.3% | 6.5% | -0.7% |
| Troy University has a good reputation in my community. | 81.6% | 86.7% | 87.1% | 79.0% | 78.7% | 2.9% | 3.2% | 3.5% | 4.3% | 9.9% | 5.5% | -2.3% |
| Academic advising is adequate. | 81.3% | 87.4% | 78.2% | 73.9% | 72.9% | 8.4% | 8.2% | 4.9% | 11.3% | 12.5% | 10.1% | -1.9% |
| The University offers a variety of majors at my location. | 79.4% | 84.9% | 90.9% | 77.5% | 82.2% | -2.8% | 4.8% | 4.2% | 3.6% | 15.0% | 6.8% | -2.0% |
| Sufficient financial aid options are available. | 79.1% | 85.7% | 81.0% | 75.0% | 76.9% | 2.2% | 7.8% | 6.3% | 8.6% | 12.5% | 9.1% | -1.3% |
| The *printed* Schedule of Classes is informative and easy to follow. | 78.1% | 83.8% | 83.3% | 79.2% | 76.9% | 1.2% | 5.2% | 5.6% | 1.1% | 11.1% | 6.5% | -1.3% |
| Class information provided prior to enrollment was helpful. | 77.6% | 82.5% | 80.3% | 76.1% | 74.4% | 3.2% | 9.7% | 6.0% | 9.4% | 13.6% | 12.4% | -2.7% |

| Statement | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 77.3% | 82.7% | 80.4% | 70.0% | 79.3% | -2.0% | 6.3% | 6.5% | 8.9% | 15.0% | 6.6% | -0.3% |
| The classes I attend are well organized and well taught. | 76.7% | 74.9% | 77.8% | 73.6% | 72.3% | 4.4% | 8.5% | 10.4% | 8.5% | 18.4% | 11.5% | -3.0% |
| The tuition payment plan is beneficial for students. | 74.8% | 80.7% | 77.1% | 72.2% | 76.9% | -2.1% | 3.6% | 4.0% | 6.3% | 8.9% | 5.6% | -2.0% |
| The on-site registration process is user-friendly. | 73.9% | 77.3% | 76.1% | 70.3% | 72.1% | 1.8% | 5.4% | 5.0% | 4.2% | 14.1% | 5.8% | -0.4% |
| Students seldom get the "run around" when seeking information. | 69.3% | 75.4% | 70.1% | 64.4% | 63.4% | 5.9% | 13.4% | 12.3% | 16.2% | 20.7% | 18.3% | -4.9% |
| Tutorial services are sufficient. | 62.7% | 72.1% | 76.7% | 66.7% | 70.6% | -7.9% | 5.5% | 4.4% | 4.4% | 13.9% | 3.9% | 1.6% |
| On-campus bookstore hours are convenient for students. | 58.8% | 65.3% | 67.7% | 64.3% | 58.0% | 0.8% | 2.9% | 6.1% | 6.2% | 8.9% | 5.8% | -2.9% |
| Student organizations are available for my participation. | 56.3% | 64.7% | 66.7% | 61.3% | 61.4% | -5.1% | 12.6% | 10.1% | 7.4% | 12.9% | 7.2% | 5.4% |
| I feel that the campus is a safe and secure environment. | 50.8% | 62.8% | 65.5% | 58.5% | 54.1% | -3.3% | 3.2% | 3.8% | 5.5% | 7.3% | 3.3% | -0.1% |
| Student recreational opportunities and facilities have met my expectations. | 37.9% | 59.2% | 60.4% | 51.2% | 50.8% | -12.9% | 5.2% | 5.6% | 11.3% | 9.8% | 6.6% | -1.4% |
| Campus housing met my expectations upon arriving to campus. | 27.5% | 51.5% | 51.2% | 45.7% | 46.2% | -18.7% | 3.9% | 4.5% | 2.3% | 8.6% | 1.9% | 2.0% |

* 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 resopndents = 27

| Academic programs, services, and administration | Rankings | | | | | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| | 2017 | 2016 | 2015 | 2014 | 2013 | | | | |
| The *printed* Schedule of Classes is informative and easy to follow. | 1 | 20 | 5 | 10 | 25 | 100.0% | 0.0% | 0.0% | 21 |
| The on-site registration process is user-friendly. | 2 | 23 | 1 | 19 | 16 | 100.0% | 0.0% | 0.0% | 20 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 3 | 3 | 7 | 12 | 10 | 95.8% | 0.0% | 4.2% | 24 |
| TROY personnel are knowledgeable and helpful. | 4 | 2 | 4 | 11 | 2 | 92.0% | 0.0% | 8.0% | 25 |
| Faculty care about students as individuals. | 5 | 9 | 14 | 7 | 1 | 92.0% | 4.0% | 4.0% | 25 |
| The online registration process is user-friendly. | 6 | 17 | 12 | 5 | 5 | 92.0% | 4.0% | 4.0% | 25 |
| I feel I can talk to faculty about my academic concerns. | 7 | 5 | 9 | 14 | 3 | 92.0% | 4.0% | 4.0% | 25 |
| Class information provided prior to enrollment was helpful. | 8 | 19 | 17 | 8 | 8 | 92.0% | 4.0% | 4.0% | 25 |
| The classes I attend are well organized and well taught. | 9 | 12 | 10 | 9 | 15 | 92.0% | 4.0% | 4.0% | 25 |
| Class drop/add procedures are appropriate. | 10 | 15 | 11 | 6 | 11 | 91.7% | 8.3% | 0.0% | 24 |
| I am receiving a quality education at Troy University. | 11 | 1 | 2 | 2 | 6 | 88.0% | 8.0% | 4.0% | 25 |
| I would recommend Troy University to a friend who is planning to go to college. | 12 | 6 | 3 | 1 | 4 | 88.0% | 12.0% | 0.0% | 25 |
| The *online* Schedule of Classes is informative and easy to follow. | 13 | 16 | 13 | 17 | 17 | 87.5% | 8.3% | 4.2% | 24 |
| Troy University has a good reputation in my community. | 14 | 4 | 16 | 16 | 14 | 87.5% | 8.3% | 4.2% | 24 |
| Students seldom get the "run around" when seeking information. | 15 | 11 | 22 | 22 | 22 | 87.0% | 8.7% | 4.3% | 23 |
| Sufficient financial aid options are available. | 16 | 22 | 19 | 21 | 18 | 86.4% | 9.1% | 4.5% | 22 |
| I feel that the campus is a safe and secure environment. | 17 | 14 | 15 | 18 | 20 | 84.2% | 10.5% | 5.3% | 19 |
| Classes are offered at convenient times. | 18 | 7 | 8 | 3 | 13 | 84.0% | 4.0% | 12.0% | 25 |
| Academic advising is adequate. | 19 | 8 | 21 | 15 | 7 | 84.0% | 12.0% | 4.0% | 25 |
| The semester/term format at my location accommodates my learning. | 20 | 10 | 6 | 4 | 12 | 80.0% | 20.0% | 0.0% | 25 |
| The tuition payment plan is beneficial for students. | 21 | 18 | 18 | 20 | 19 | 73.7% | 26.3% | 0.0% | 19 |
| The bill that I received from the University was easily understood. | 22 | 13 | 20 | 13 | 9 | 70.0% | 25.0% | 5.0% | 20 |
| The University offers a variety of majors at my location. | 23 | 25 | 27 | 27 | 29 | 68.2% | 4.5% | 27.3% | 22 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 24 | 21 | 23 | 23 | 23 | 68.2% | 22.7% | 9.1% | 22 |
| Tutorial services are sufficient. | 25 | 24 | 24 | 24 | 26 | 61.9% | 33.3% | 4.8% | 21 |
| On-campus bookstore hours are convenient for students. | 26 | 28 | 28 | 25 | 28 | 53.8% | 46.2% | 0.0% | 13 |
| Student recreational opportunities and facilities have met my expectations. | 27 | 27 | 25 | 29 | 24 | 40.0% | 60.0% | 0.0% | 10 |
| Campus housing met my expectations upon arriving to campus. | 28 | 29 | 29 | 28 | 27 | 37.5% | 62.5% | 0.0% | 8 |
| Student organizations are available for my participation. | 29 | 26 | 26 | 26 | 21 | 25.0% | 43.8% | 31.3% | 16 |

* 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 2013 through Fall 2017

*Total resopndents = 27*

| Academic programs, services, and administration | Agree | | | | | | Disgaree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| The on-site registration process is user-friendly. | 100% | 64% | 100% | 66.7% | 77.8% | 22.2% | 0.0% | 7.1% | 0.0% | 0.0% | 5.6% | -5.6% |
| The *printed* Schedule of Classes is informative and easy to follow. | 100% | 73.3% | 95.7% | 81.3% | 60.9% | 39.1% | 0.0% | 6.7% | 0.0% | 6.3% | 17.4% | -17.4% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 95.8% | 93.8% | 92.3% | 79.0% | 80.8% | 15.0% | 4.2% | 6.3% | 7.7% | 5.3% | 11.5% | -7.3% |
| TROY personnel are knowledgeable and helpful. | 92.0% | 93.8% | 96.2% | 79.0% | 88.5% | 3.5% | 8.0% | 6.3% | 3.8% | 10.5% | 3.8% | 4.2% |
| Faculty care about students as individuals. | 92.0% | 87.5% | 88.5% | 84.2% | 96.0% | -4.0% | 4.0% | 6.3% | 3.8% | 5.3% | 4.0% | 0.0% |
| I feel I can talk to faculty about my academic concerns. | 92.0% | 93.8% | 92.3% | 73.7% | 88.0% | 4.0% | 4.0% | 6.3% | 3.8% | 10.5% | 4.0% | 0.0% |
| Class information provided prior to enrollment was helpful. | 92.0% | 75.0% | 84.6% | 84.2% | 83.3% | 8.7% | 4.0% | 12.5% | 7.7% | 10.5% | 8.3% | -4.3% |
| The online registration process is user-friendly. | 92.0% | 81.3% | 88.5% | 88.2% | 84.0% | 8.0% | 4.0% | 18.8% | 3.8% | 5.9% | 12.0% | -8.0% |
| The classes I attend are well organized and well taught. | 92.0% | 87.5% | 92.3% | 84.2% | 80.0% | 12.0% | 4.0% | 6.3% | 3.8% | 5.3% | 8.0% | -4.0% |
| Class drop/add procedures are appropriate. | 91.7% | 84.6% | 91.3% | 87.5% | 80.8% | 10.9% | 0.0% | 7.7% | 4.3% | 6.3% | 3.8% | -3.8% |
| I am receiving a quality education at Troy University. | 88.0% | 93.8% | 96.2% | 89.5% | 84.0% | 4.0% | 4.0% | 6.3% | 3.8% | 5.3% | 4.0% | 0.0% |
| I would recommend Troy University to a friend who is planning to go to college. | 88.0% | 93.3% | 96.2% | 89.5% | 84.6% | 3.4% | 0.0% | 6.7% | 3.8% | 5.3% | 7.7% | -7.7% |
| The *online* Schedule of Classes is informative and easy to follow. | 87.5% | 81.3% | 88.5% | 70.6% | 72.0% | 15.5% | 4.2% | 18.8% | 3.8% | 5.9% | 12.0% | -7.8% |
| Troy University has a good reputation in my community. | 87.5% | 93.8% | 84.6% | 73.7% | 80.8% | 6.7% | 4.2% | 6.3% | 7.7% | 5.3% | 3.8% | 0.4% |
| Students seldom get the "run around" when seeking information. | 87.0% | 87.5% | 73.1% | 55.6% | 65.4% | 21.6% | 4.3% | 6.3% | 15.4% | 27.8% | 23.1% | -18.8% |
| Sufficient financial aid options are available. | 86.4% | 64.3% | 81.8% | 61.1% | 68.4% | 18.0% | 4.5% | 21.4% | 13.6% | 11.1% | 10.5% | -6.0% |
| I feel that the campus is a safe and secure environment. | 84.2% | 86.7% | 88.0% | 70.6% | 68.4% | 15.8% | 5.3% | 6.7% | 12.0% | 11.8% | 10.5% | -5.2% |
| Academic advising is adequate. | 84.0% | 87.5% | 76.9% | 73.7% | 84.0% | 0.0% | 4.0% | 6.3% | 7.7% | 15.8% | 8.0% | -4.0% |
| Classes are offered at convenient times. | 84.0% | 87.5% | 92.3% | 89.5% | 80.8% | 3.2% | 12.0% | 6.3% | 3.8% | 5.3% | 19.2% | -7.2% |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| The semester/term format at my location accommodates my learning. | 80.0% | 87.5% | 92.3% | 88.9% | 80.8% | -0.8% | 0.0% | 12.5% | 3.8% | 5.6% | 15.4% | -15.4% |
| The tuition payment plan is beneficial for students. | 73.7% | 78.6% | 84.2% | 62.5% | 68.4% | 5.3% | 0.0% | 7.1% | 0.0% | 12.5% | 5.3% | -5.3% |
| The bill that I received from the University was easily understood. | 70.0% | 86.7% | 77.3% | 78.6% | 81.8% | -11.8% | 5.0% | 6.7% | 4.5% | 7.1% | 4.5% | 0.5% |
| The University offers a variety of majors at my location. | 68.2% | 57.1% | 45.5% | 27.8% | 43.5% | 24.7% | 27.3% | 14.3% | 31.8% | 44.4% | 30.4% | -3.1% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 68.2% | 68.8% | 64.0% | 50.0% | 65.0% | 3.2% | 9.1% | 6.3% | 12.0% | 16.7% | 15.0% | -5.9% |
| Tutorial services are sufficient. | 61.9% | 61.5% | 61.1% | 46.7% | 50.0% | 11.9% | 4.8% | 7.7% | 0.0% | 20.0% | 12.5% | -7.7% |
| On-campus bookstore hours are convenient for students. | 53.8% | 33.3% | 42.9% | 46.2% | 46.2% | 7.6% | 0.0% | 8.3% | 0.0% | 7.7% | 15.4% | -15.4% |
| Student recreational opportunities and facilities have met my expectations. | 40.0% | 40.0% | 50.0% | 18.2% | 61.5% | -21.5% | 0.0% | 10.0% | 6.3% | 9.1% | 15.4% | -15.4% |
| Campus housing met my expectations upon arriving to campus. | 37.5% | 12.5% | 38.5% | 18.2% | 50.0% | -12.5% | 0.0% | 12.5% | 0.0% | 9.1% | 10.0% | -10.0% |
| Student organizations are available for my participation. | 25.0% | 41.7% | 45.8% | 35.7% | 66.7% | -41.7% | 31.3% | 16.7% | 20.8% | 7.1% | 20.0% | 11.3% |

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

Total resopndents = 179

| Academic programs, services, and administration | 2017 | 2016 | 2015 | 2014 | 2013 | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| I am receiving a quality education at Troy University. | 1 | 2 | 1 | 1 | 2 | 88.4% | 8.5% | 3.0% | 164 |
| TROY personnel are knowledgeable and helpful. | 2 | 1 | 5 | 6 | 1 | 87.6% | 7.7% | 4.7% | 169 |
| I feel I can talk to faculty about my academic concerns. | 3 | 7 | 16 | 7 | 9 | 85.7% | 9.5% | 4.8% | 168 |
| Troy University has a good reputation in my community. | 4 | 12 | 13 | 11 | 18 | 85.6% | 11.3% | 3.1% | 160 |
| I would recommend Troy University to a friend who is planning to go to college. | 5 | 11 | 11 | 3 | 6 | 85.5% | 7.8% | 6.6% | 166 |
| Faculty care about students as individuals. | 6 | 9 | 6 | 12 | 4 | 85.0% | 12.6% | 2.4% | 167 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 7 | 15 | 8 | 17 | 11 | 83.8% | 8.4% | 7.8% | 167 |
| The semester/term format at my location accommodates my learning. | 8 | 3 | 4 | 8 | 5 | 83.5% | 14.6% | 1.8% | 164 |
| The University offers a variety of majors at my location. | 9 | 8 | 9 | 14 | 8 | 83.3% | 9.3% | 7.4% | 162 |
| The *printed* Schedule of Classes is informative and easy to follow. | 10 | 10 | 7 | 2 | 7 | 82.2% | 13.0% | 4.8% | 146 |
| The *online* Schedule of Classes is informative and easy to follow. | 11 | 6 | 10 | 16 | 15 | 81.6% | 10.8% | 7.6% | 158 |
| The online registration process is user-friendly. | 12 | 4 | 3 | 19 | 10 | 80.6% | 12.1% | 7.3% | 165 |
| The classes I attend are well organized and well taught. | 13 | 18 | 14 | 13 | 14 | 80.4% | 12.9% | 6.7% | 163 |
| Class drop/add procedures are appropriate. | 14 | 19 | 12 | 4 | 3 | 78.3% | 15.9% | 5.7% | 157 |
| The bill that I received from the University was easily understood. | 15 | 13 | 15 | 22 | 17 | 78.1% | 11.9% | 9.9% | 151 |
| On-campus bookstore hours are convenient for students. | 16 | 21 | 21 | 10 | 20 | 74.6% | 18.7% | 6.7% | 134 |
| Sufficient financial aid options are available. | 17 | 14 | 17 | 5 | 19 | 74.1% | 12.3% | 13.6% | 162 |
| Classes are offered at convenient times. | 18 | 5 | 2 | 21 | 12 | 73.8% | 17.7% | 8.5% | 164 |
| Student organizations are available for my participation. | 19 | 20 | 22 | 9 | 21 | 73.6% | 18.1% | 8.3% | 144 |
| I feel that the campus is a safe and secure environment. | 20 | 22 | 23 | 29 | 16 | 73.4% | 20.9% | 5.8% | 139 |
| The tuition payment plan is beneficial for students. | 21 | 23 | 20 | 15 | 22 | 71.9% | 22.6% | 5.5% | 146 |
| Academic advising is adequate. | 22 | 17 | 19 | 18 | 13 | 71.6% | 16.6% | 11.8% | 169 |
| The on-site registration process is user-friendly. | 23 | 16 | 24 | 23 | 24 | 71.5% | 23.4% | 5.1% | 137 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 24 | 26 | 26 | 27 | 27 | 66.2% | 26.5% | 7.4% | 136 |
| Class information provided prior to enrollment was helpful. | 25 | 25 | 18 | 24 | 23 | 66.1% | 22.4% | 11.5% | 165 |
| Student recreational opportunities and facilities have met my expectations. | 26 | 27 | 27 | 25 | 25 | 64.2% | 28.3% | 7.5% | 120 |
| Tutorial services are sufficient. | 27 | 24 | 25 | 20 | 26 | 60.4% | 35.3% | 4.3% | 139 |
| Students seldom get the "run around" when seeking information. | 28 | 28 | 28 | 26 | 28 | 56.6% | 25.2% | 18.2% | 159 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 29 | 28 | 29 | 45.7% | 31.4% | 22.9% | 105 |

\* 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 2013 through Fall 2017

*Total resopndents = 179*

| Academic programs, services, and administration | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| I am receiving a quality education at Troy University. | 88.4% | 83.9% | 92.5% | 87.8% | 84.9% | 3.5% | 3.0% | 6.8% | 1.5% | 4.5% | 5.8% | -2.8% |
| TROY personnel are knowledgeable and helpful. | 87.6% | 84.4% | 86.1% | 81.7% | 86.0% | 1.6% | 4.7% | 10.4% | 5.8% | 8.2% | 5.6% | -0.9% |
| I feel I can talk to faculty about my academic concerns. | 85.7% | 82.3% | 80.3% | 81.7% | 80.7% | 5.0% | 4.8% | 8.1% | 7.3% | 9.5% | 6.8% | -2.0% |
| Troy University has a good reputation in my community. | 85.6% | 76.8% | 82.2% | 78.7% | 74.9% | 10.7% | 3.1% | 5.7% | 5.4% | 6.7% | 7.6% | -4.5% |
| I would recommend Troy University to a friend who is planning to go to college. | 85.5% | 79.7% | 83.2% | 85.4% | 81.5% | 4.0% | 6.6% | 10.9% | 4.6% | 8.3% | 8.1% | -1.5% |
| Faculty care about students as individuals. | 85.0% | 80.4% | 86.0% | 78.6% | 83.1% | 1.9% | 2.4% | 6.2% | 6.6% | 6.9% | 7.3% | -4.9% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 83.8% | 76.0% | 84.4% | 76.1% | 78.5% | 5.3% | 7.8% | 14.4% | 7.4% | 14.2% | 8.5% | -0.7% |
| The semester/term format at my location accommodates my learning. | 83.5% | 83.7% | 86.3% | 81.2% | 82.5% | 1.0% | 1.8% | 6.4% | 3.8% | 7.8% | 6.4% | -4.6% |
| The University offers a variety of majors at my location. | 83.3% | 81.5% | 84.4% | 77.0% | 80.8% | 2.5% | 7.4% | 7.2% | 6.3% | 13.5% | 7.6% | -0.2% |
| The *printed* Schedule of Classes is informative and easy to follow. | 82.2% | 80.0% | 85.0% | 86.1% | 80.8% | 1.4% | 4.8% | 7.0% | 4.2% | 6.3% | 8.4% | -3.6% |
| The *online* Schedule of Classes is informative and easy to follow. | 81.6% | 82.4% | 84.0% | 76.4% | 76.3% | 5.3% | 7.6% | 7.8% | 2.3% | 10.1% | 9.2% | -1.6% |
| The online registration process is user-friendly. | 80.6% | 82.9% | 86.6% | 75.2% | 79.6% | 1.0% | 7.3% | 10.2% | 5.2% | 12.1% | 8.4% | -1.1% |
| The classes I attend are well organized and well taught. | 80.4% | 74.5% | 81.2% | 78.5% | 77.3% | 3.1% | 6.7% | 8.2% | 6.8% | 12.0% | 13.1% | -6.4% |
| Class drop/add procedures are appropriate. | 78.3% | 73.7% | 82.8% | 82.0% | 83.9% | -5.6% | 5.7% | 10.6% | 4.3% | 7.2% | 5.0% | 0.7% |
| The bill that I received from the University was easily understood. | 78.1% | 76.6% | 80.3% | 73.6% | 75.8% | 2.3% | 9.9% | 9.4% | 6.6% | 12.5% | 6.8% | 3.1% |
| On-campus bookstore hours are convenient for students. | 74.6% | 71.6% | 75.9% | 78.8% | 73.6% | 1.0% | 6.7% | 8.0% | 6.5% | 10.2% | 7.6% | -0.9% |
| Sufficient financial aid options are available. | 74.1% | 76.0% | 78.4% | 81.8% | 74.3% | -0.2% | 13.6% | 13.0% | 8.8% | 8.8% | 10.8% | 2.8% |
| Classes are offered at convenient times. | 73.8% | 82.7% | 86.8% | 74.2% | 78.3% | -4.5% | 8.5% | 8.1% | 4.7% | 16.6% | 12.7% | -4.2% |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Student organizations are available for my participation. | 73.6% | 71.9% | 75.9% | 79.3% | 70.0% | 3.6% | 8.3% | 8.4% | 8.9% | 8.6% | 8.6% | -0.3% |
| I feel that the campus is a safe and secure environment. | 73.4% | 71.3% | 74.3% | 71.4% | 76.3% | -2.9% | 5.8% | 11.9% | 7.6% | 11.3% | 5.8% | 0.0% |
| The tuition payment plan is beneficial for students. | 71.9% | 69.4% | 76.1% | 76.9% | 69.0% | 2.9% | 5.5% | 9.4% | 6.2% | 6.7% | 5.2% | 0.3% |
| Academic advising is adequate. | 71.6% | 74.5% | 77.4% | 76.0% | 77.6% | -6.0% | 11.8% | 13.0% | 8.0% | 13.9% | 8.6% | 3.2% |
| The on-site registration process is user-friendly. | 71.5% | 75.5% | 73.4% | 72.9% | 68.8% | 2.7% | 5.1% | 9.8% | 6.4% | 10.1% | 7.1% | -2.0% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 66.2% | 67.6% | 70.0% | 60.5% | 61.6% | 4.6% | 7.4% | 10.4% | 8.3% | 12.7% | 9.6% | -2.2% |
| Class information provided prior to enrollment was helpful. | 66.1% | 67.6% | 77.6% | 70.7% | 68.8% | -2.7% | 11.5% | 13.5% | 9.0% | 13.4% | 13.3% | -1.8% |
| Student recreational opportunities and facilities have met my expectations. | 64.2% | 62.3% | 63.4% | 65.6% | 64.8% | -0.6% | 7.5% | 15.9% | 8.9% | 11.8% | 11.2% | -3.7% |
| Tutorial services are sufficient. | 60.4% | 67.7% | 70.9% | 74.4% | 64.6% | -4.2% | 4.3% | 7.9% | 3.6% | 9.0% | 6.9% | -2.6% |
| Students seldom get the "run around" when seeking information. | 56.6% | 59.3% | 57.9% | 60.5% | 61.0% | -4.4% | 18.2% | 19.1% | 22.6% | 20.4% | 19.8% | -1.6% |
| Campus housing met my expectations upon arriving to campus. | 45.7% | 50.7% | 55.7% | 54.3% | 53.0% | -7.3% | 22.9% | 17.9% | 12.5% | 15.2% | 14.5% | 8.4% |

* 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 9.  New Student Perceptions about Troy University - Sorrell College of Business
### Ranked by Agreement

Total resopndents = 138

| Academic programs, services, and administration | Rankings 2017 | 2016 | 2015 | 2014 | 2013 | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| TROY personnel are knowledgeable and helpful. | 1 | 3 | 1 | 1 | 2 | 88.2% | 3.9% | 7.9% | 127 |
| I am receiving a quality education at Troy University. | 2 | 2 | 5 | 4 | 10 | 87.8% | 8.1% | 4.1% | 123 |
| The University offers a variety of majors at my location. | 3 | 8 | 8 | 8 | 17 | 87.3% | 7.6% | 5.1% | 118 |
| The semester/term format at my location accommodates my learning. | 4 | 4 | 2 | 9 | 1 | 86.7% | 9.2% | 4.2% | 120 |
| I would recommend Troy University to a friend who is planning to go to college. | 5 | 5 | 13 | 5 | 3 | 86.4% | 8.8% | 4.8% | 125 |
| I feel I can talk to faculty about my academic concerns. | 6 | 11 | 9 | 3 | 15 | 85.7% | 9.5% | 4.8% | 126 |
| The online registration process is user-friendly. | 7 | 13 | 6 | 13 | 23 | 83.6% | 8.2% | 8.2% | 122 |
| The *online* Schedule of Classes is informative and easy to follow. | 8 | 14 | 3 | 11 | 9 | 82.9% | 11.4% | 5.7% | 123 |
| Classes are offered at convenient times. | 9 | 10 | 11 | 12 | 16 | 82.9% | 8.5% | 8.5% | 117 |
| Faculty care about students as individuals. | 10 | 7 | 15 | 6 | 6 | 81.7% | 12.7% | 5.6% | 126 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 11 | 1 | 7 | 16 | 19 | 81.6% | 5.6% | 12.8% | 125 |
| The bill that I received from the University was easily understood. | 12 | 12 | 14 | 19 | 12 | 80.7% | 13.4% | 5.9% | 119 |
| Class drop/add procedures are appropriate. | 13 | 16 | 12 | 17 | 14 | 80.4% | 11.6% | 8.0% | 112 |
| Troy University has a good reputation in my community. | 14 | 6 | 10 | 7 | 5 | 80.0% | 13.3% | 6.7% | 120 |
| The classes I attend are well organized and well taught. | 15 | 9 | 22 | 25 | 18 | 77.9% | 13.9% | 8.2% | 122 |
| Student organizations are available for my participation. | 16 | 22 | 19 | 14 | 7 | 77.5% | 14.7% | 7.8% | 102 |
| On-campus bookstore hours are convenient for students. | 17 | 25 | 26 | 15 | 22 | 76.5% | 11.2% | 12.2% | 98 |
| The on-site registration process is user-friendly. | 18 | 24 | 17 | 18 | 13 | 76.4% | 19.8% | 3.8% | 106 |
| Sufficient financial aid options are available. | 19 | 18 | 18 | 20 | 11 | 76.3% | 15.3% | 8.5% | 118 |
| The *printed* Schedule of Classes is informative and easy to follow. | 20 | 15 | 4 | 2 | 4 | 76.0% | 18.3% | 5.8% | 104 |
| The tuition payment plan is beneficial for students. | 21 | 23 | 21 | 22 | 8 | 75.5% | 19.8% | 4.7% | 106 |
| Academic advising is adequate. | 22 | 17 | 20 | 23 | 20 | 75.0% | 13.7% | 11.3% | 124 |
| Class information provided prior to enrollment was helpful. | 23 | 19 | 16 | 21 | 26 | 73.6% | 16.0% | 10.4% | 125 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 24 | 20 | 23 | 26 | 28 | 72.6% | 17.1% | 10.3% | 117 |
| Tutorial services are sufficient. | 25 | 27 | 27 | 27 | 25 | 67.0% | 27.2% | 5.8% | 103 |
| I feel that the campus is a safe and secure environment. | 26 | 21 | 24 | 10 | 21 | 66.7% | 24.0% | 9.4% | 96 |
| Student recreational opportunities and facilities have met my expectations. | 27 | 28 | 25 | 24 | 24 | 58.9% | 21.1% | 20.0% | 90 |
| Students seldom get the "run around" when seeking information. | 28 | 26 | 28 | 29 | 27 | 56.7% | 21.7% | 21.7% | 120 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 29 | 28 | 29 | 55.7% | 30.4% | 13.9% | 79 |

* 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 2013 through Fall 2017

*Total resopndents = 138*

| Academic programs, services, and administration | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| TROY personnel are knowledgeable and helpful. | 88.2% | 86.9% | 84.4% | 88.6% | 87.0% | 1.2% | 7.9% | 5.1% | 7.8% | 8.0% | 5.0% | 2.9% |
| I am receiving a quality education at Troy University. | 87.8% | 87.5% | 81.4% | 81.6% | 81.1% | 6.7% | 4.1% | 6.3% | 9.3% | 5.8% | 7.4% | -3.3% |
| The University offers a variety of majors at my location. | 87.3% | 82.5% | 80.0% | 80.2% | 77.9% | 9.4% | 5.1% | 6.3% | 9.4% | 4.7% | 11.6% | -6.5% |
| The semester/term format at my location accommodates my learning. | 86.7% | 84.3% | 84.3% | 78.8% | 89.7% | -3.0% | 4.2% | 4.7% | 9.6% | 5.9% | 5.2% | -1.0% |
| I would recommend Troy University to a friend who is planning to go to college. | 86.4% | 84.3% | 77.0% | 81.6% | 85.3% | 1.1% | 4.8% | 5.5% | 12.6% | 9.2% | 8.4% | -3.6% |
| I feel I can talk to faculty about my academic concerns. | 85.7% | 80.6% | 79.8% | 81.8% | 78.0% | 7.7% | 4.8% | 8.2% | 9.0% | 9.1% | 9.0% | -4.2% |
| The online registration process is user-friendly. | 83.6% | 79.8% | 81.0% | 74.7% | 74.5% | 9.1% | 8.2% | 11.6% | 8.3% | 9.6% | 8.5% | -0.3% |
| The *online* Schedule of Classes is informative and easy to follow. | 82.9% | 79.2% | 83.9% | 77.0% | 81.6% | 1.3% | 5.7% | 10.0% | 9.2% | 8.1% | 8.2% | -2.5% |
| Classes are offered at convenient times. | 82.9% | 80.8% | 78.8% | 75.9% | 77.9% | 5.0% | 8.5% | 10.4% | 10.0% | 9.2% | 11.6% | -3.1% |
| Faculty care about students as individuals. | 81.7% | 82.8% | 76.1% | 80.7% | 83.0% | -1.3% | 5.6% | 6.7% | 12.5% | 4.6% | 6.0% | -0.4% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 81.6% | 87.9% | 80.2% | 72.7% | 76.8% | 4.8% | 12.8% | 6.8% | 12.8% | 17.1% | 11.1% | 1.7% |
| The bill that I received from the University was easily understood. | 80.7% | 80.3% | 76.9% | 72.0% | 80.7% | 0.0% | 5.9% | 7.4% | 9.0% | 7.3% | 8.0% | -2.1% |
| Class drop/add procedures are appropriate. | 80.4% | 76.8% | 77.8% | 72.5% | 79.3% | 1.1% | 8.0% | 10.4% | 9.9% | 6.3% | 8.7% | -0.7% |
| Troy University has a good reputation in my community. | 80.0% | 84.1% | 78.8% | 80.5% | 83.3% | -3.3% | 6.7% | 6.3% | 10.6% | 4.6% | 7.3% | -0.6% |
| The classes I attend are well organized and well taught. | 77.9% | 81.3% | 70.6% | 67.8% | 77.3% | 0.6% | 8.2% | 8.6% | 12.9% | 13.8% | 12.4% | -4.2% |
| Student organizations are available for my participation. | 77.5% | 72.4% | 73.5% | 73.8% | 81.9% | -4.4% | 7.8% | 9.5% | 8.8% | 6.3% | 6.0% | 1.8% |
| On-campus bookstore hours are convenient for students. | 76.5% | 70.4% | 68.6% | 72.8% | 74.7% | 1.8% | 12.2% | 9.3% | 15.7% | 8.6% | 8.4% | 3.8% |
| The on-site registration process is user-friendly. | 76.4% | 70.5% | 73.6% | 72.0% | 79.3% | -2.9% | 3.8% | 9.5% | 11.1% | 8.5% | 6.9% | -3.1% |

| Statement | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Sufficient financial aid options are available. | 76.3% | 75.2% | 73.6% | 71.8% | 80.9% | -4.6% | 8.5% | 11.2% | 13.8% | 11.8% | 7.4% | 1.1% |
| The *printed* Schedule of Classes is informative and easy to follow. | 76.0% | 78.1% | 83.1% | 84.9% | 84.9% | -8.9% | 5.8% | 7.0% | 7.0% | 5.8% | 8.6% | -2.8% |
| The tuition payment plan is beneficial for students. | 75.5% | 70.5% | 71.4% | 69.1% | 81.7% | -6.2% | 4.7% | 8.9% | 13.0% | 7.4% | 6.1% | -1.4% |
| Academic advising is adequate. | 75.0% | 75.4% | 73.0% | 69.0% | 76.3% | -1.3% | 11.3% | 12.7% | 19.1% | 11.5% | 7.2% | 4.1% |
| Class information provided prior to enrollment was helpful. | 73.6% | 75.0% | 74.1% | 71.3% | 65.7% | 7.9% | 10.4% | 9.8% | 16.5% | 17.2% | 20.2% | -9.8% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 72.6% | 74.6% | 69.4% | 65.3% | 65.5% | 7.1% | 10.3% | 9.6% | 16.5% | 13.3% | 10.3% | 0.0% |
| Tutorial services are sufficient. | 67.0% | 68.0% | 68.1% | 64.6% | 69.5% | -2.5% | 5.8% | 7.8% | 11.1% | 7.6% | 7.3% | -1.5% |
| I feel that the campus is a safe and secure environment. | 66.7% | 73.5% | 69.2% | 77.9% | 76.2% | -9.5% | 9.4% | 8.8% | 13.8% | 3.9% | 8.3% | 1.1% |
| Student recreational opportunities and facilities have met my expectations. | 58.9% | 63.3% | 69.0% | 68.9% | 70.5% | -11.6% | 20.0% | 15.6% | 13.8% | 9.5% | 6.4% | 13.6% |
| Students seldom get the "run around" when seeking information. | 56.7% | 68.7% | 63.5% | 57.7% | 65.6% | -8.9% | 21.7% | 16.8% | 16.5% | 25.9% | 20.8% | 0.9% |
| Campus housing met my expectations upon arriving to campus. | 55.7% | 56.0% | 48.0% | 60.6% | 60.0% | -4.3% | 13.9% | 17.9% | 20.0% | 9.1% | 15.7% | -1.8% |

* 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 resopndents = 100

| Academic programs, services, and administration | Rankings | | | | | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| | 2017 | 2016 | 2015 | 2014 | 2013 | | | | |
| I am receiving a quality education at Troy University. | 1 | 1 | 1 | 2 | 2 | 92.4% | 4.3% | 3.3% | 92 |
| The semester/term format at my location accommodates my learning. | 2 | 6 | 3 | 5 | 8 | 89.2% | 7.5% | 3.2% | 93 |
| TROY personnel are knowledgeable and helpful. | 3 | 3 | 8 | 4 | 3 | 89.1% | 6.5% | 4.3% | 92 |
| Troy University has a good reputation in my community. | 4 | 5 | 4 | 6 | 10 | 87.9% | 6.6% | 5.5% | 91 |
| The online registration process is user-friendly. | 5 | 11 | 16 | 21 | 12 | 85.4% | 3.4% | 11.2% | 89 |
| The bill that I received from the University was easily understood. | 6 | 12 | 14 | 19 | 18 | 85.2% | 8.0% | 6.8% | 88 |
| Class drop/add procedures are appropriate. | 7 | 15 | 9 | 9 | 9 | 83.9% | 6.9% | 9.2% | 87 |
| I would recommend Troy University to a friend who is planning to go to college. | 8 | 2 | 2 | 7 | 6 | 83.5% | 11.0% | 5.5% | 91 |
| Faculty care about students as individuals. | 9 | 7 | 5 | 1 | 1 | 82.8% | 9.7% | 7.5% | 93 |
| I feel I can talk to faculty about my academic concerns. | 10 | 4 | 6 | 3 | 4 | 81.7% | 10.8% | 7.5% | 93 |
| The classes I attend are well organized and well taught. | 11 | 17 | 10 | 11 | 7 | 80.6% | 6.5% | 12.9% | 93 |
| I feel that the campus is a safe and secure environment. | 12 | 23 | 25 | 13 | 14 | 80.5% | 12.6% | 6.9% | 87 |
| The *online* Schedule of Classes is informative and easy to follow. | 13 | 8 | 13 | 17 | 13 | 80.4% | 8.7% | 10.9% | 92 |
| The on-site registration process is user-friendly. | 14 | 24 | 17 | 22 | 19 | 80.2% | 14.0% | 5.8% | 86 |
| The University offers a variety of majors at my location. | 15 | 14 | 11 | 15 | 21 | 78.9% | 13.3% | 7.8% | 90 |
| Classes are offered at convenient times. | 16 | 19 | 22 | 18 | 20 | 78.5% | 7.5% | 14.0% | 93 |
| Sufficient financial aid options are available. | 17 | 13 | 23 | 10 | 16 | 77.8% | 11.1% | 11.1% | 90 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 18 | 9 | 20 | 16 | 17 | 77.8% | 6.7% | 15.6% | 90 |
| The *printed* Schedule of Classes is informative and easy to follow. | 19 | 16 | 7 | 12 | 5 | 77.6% | 18.8% | 3.5% | 85 |
| The tuition payment plan is beneficial for students. | 20 | 22 | 12 | 27 | 23 | 77.1% | 15.7% | 7.2% | 83 |
| Academic advising is adequate. | 21 | 10 | 19 | 8 | 11 | 76.1% | 7.6% | 16.3% | 92 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 22 | 25 | 18 | 26 | 27 | 73.2% | 14.6% | 12.2% | 82 |
| Class information provided prior to enrollment was helpful. | 23 | 20 | 24 | 20 | 24 | 72.5% | 9.9% | 17.6% | 91 |
| On-campus bookstore hours are convenient for students. | 24 | 21 | 15 | 25 | 15 | 72.3% | 13.3% | 14.5% | 83 |
| Student organizations are available for my participation. | 25 | 18 | 26 | 14 | 22 | 69.9% | 16.9% | 13.3% | 83 |
| Tutorial services are sufficient. | 26 | 26 | 21 | 23 | 25 | 63.2% | 31.6% | 5.3% | 76 |
| Students seldom get the "run around" when seeking information. | 27 | 28 | 27 | 28 | 28 | 60.0% | 20.0% | 20.0% | 90 |
| Student recreational opportunities and facilities have met my expectations. | 28 | 27 | 28 | 24 | 26 | 52.6% | 30.3% | 17.1% | 76 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 29 | 29 | 29 | 43.9% | 30.3% | 25.8% | 66 |

* 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 2013 through Fall 2017

*Total resopndents = 100*

| Academic programs, services, and administration | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| I am receiving a quality education at Troy University. | 92.4% | 90.5% | 90.1% | 89.1% | 92.0% | 0.4% | 3.3% | 5.2% | 4.4% | 2.2% | 2.7% | 0.6% |
| The semester/term format at my location accommodates my learning. | 89.2% | 83.3% | 86.5% | 85.6% | 86.5% | 2.7% | 3.2% | 7.0% | 6.7% | 4.4% | 3.6% | -0.4% |
| TROY personnel are knowledgeable and helpful. | 89.1% | 85.3% | 84.0% | 86.8% | 88.4% | 0.7% | 4.3% | 4.3% | 8.5% | 4.4% | 2.7% | 1.6% |
| Troy University has a good reputation in my community. | 87.9% | 83.3% | 85.6% | 82.2% | 85.7% | 2.2% | 5.5% | 5.3% | 7.8% | 5.6% | 4.5% | 1.0% |
| The online registration process is user-friendly. | 85.4% | 79.3% | 77.7% | 68.6% | 84.5% | 0.9% | 11.2% | 11.2% | 11.7% | 15.1% | 5.5% | 5.7% |
| The bill that I received from the University was easily understood. | 85.2% | 79.2% | 81.6% | 72.1% | 80.8% | 4.4% | 6.8% | 5.9% | 7.9% | 10.5% | 6.1% | 0.7% |
| Class drop/add procedures are appropriate. | 83.9% | 77.3% | 82.8% | 80.2% | 86.4% | -2.5% | 9.2% | 5.5% | 4.6% | 8.1% | 1.9% | 7.3% |
| I would recommend Troy University to a friend who is planning to go to college. | 83.5% | 87.5% | 86.5% | 82.2% | 87.4% | -3.9% | 5.5% | 4.5% | 6.7% | 8.9% | 5.4% | 0.1% |
| Faculty care about students as individuals. | 82.8% | 83.1% | 85.1% | 89.1% | 92.0% | -9.2% | 7.5% | 4.2% | 6.4% | 4.4% | 2.7% | 4.8% |
| I feel I can talk to faculty about my academic concerns. | 81.7% | 84.7% | 85.1% | 87.0% | 88.4% | -6.7% | 7.5% | 7.6% | 8.5% | 6.5% | 4.5% | 3.0% |
| The classes I attend are well organized and well taught. | 80.6% | 76.7% | 82.6% | 79.1% | 87.2% | -6.6% | 12.9% | 12.1% | 10.9% | 5.5% | 4.6% | 8.3% |
| I feel that the campus is a safe and secure environment. | 80.5% | 70.7% | 72.3% | 78.6% | 83.7% | -3.2% | 6.9% | 9.1% | 13.3% | 10.7% | 5.8% | 1.1% |
| The *online* Schedule of Classes is informative and easy to follow. | 80.4% | 83.0% | 81.9% | 73.0% | 84.3% | -3.9% | 10.9% | 8.0% | 6.4% | 11.2% | 3.7% | 7.2% |
| The on-site registration process is user-friendly. | 80.2% | 69.1% | 76.9% | 68.4% | 80.2% | 0.0% | 5.8% | 7.4% | 9.0% | 7.9% | 3.1% | 2.7% |
| The University offers a variety of majors at my location. | 78.9% | 78.4% | 82.1% | 75.8% | 77.4% | 1.5% | 7.8% | 5.4% | 9.5% | 11.0% | 6.6% | 1.2% |
| Classes are offered at convenient times. | 78.5% | 74.3% | 75.6% | 73.0% | 79.3% | -0.8% | 14.0% | 10.6% | 13.3% | 12.4% | 9.0% | 5.0% |
| Sufficient financial aid options are available. | 77.8% | 78.9% | 74.7% | 79.8% | 81.6% | -3.8% | 11.1% | 10.5% | 12.1% | 7.9% | 6.8% | 4.3% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 77.8% | 81.9% | 76.1% | 73.3% | 81.3% | -3.5% | 15.6% | 10.3% | 14.1% | 13.3% | 7.1% | 8.5% |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| The *printed* Schedule of Classes is informative and easy to follow. | 77.6% | 77.2% | 84.9% | 78.8% | 87.7% | -10.1% | 3.5% | 5.0% | 4.7% | 7.1% | 2.8% | 0.7% |
| The tuition payment plan is beneficial for students. | 77.1% | 71.6% | 82.1% | 60.2% | 74.4% | 2.7% | 7.2% | 6.9% | 9.0% | 12.1% | 3.3% | 3.9% |
| Academic advising is adequate. | 76.1% | 79.6% | 76.3% | 81.3% | 85.6% | -9.5% | 16.3% | 9.7% | 15.1% | 7.7% | 7.2% | 9.1% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 73.2% | 67.9% | 76.8% | 60.5% | 64.0% | 9.2% | 12.2% | 8.5% | 7.3% | 13.6% | 4.5% | 7.7% |
| Class information provided prior to enrollment was helpful. | 72.5% | 72.4% | 74.4% | 70.3% | 70.9% | 1.6% | 17.6% | 12.1% | 15.6% | 13.2% | 9.1% | 8.5% |
| On-campus bookstore hours are convenient for students. | 72.3% | 72.0% | 78.6% | 66.3% | 81.8% | -9.5% | 14.5% | 9.0% | 11.4% | 13.3% | 5.1% | 9.4% |
| Student organizations are available for my participation. | 69.9% | 74.5% | 65.9% | 77.1% | 76.5% | -6.6% | 13.3% | 7.1% | 15.9% | 4.8% | 5.1% | 8.2% |
| Tutorial services are sufficient. | 63.2% | 66.0% | 75.7% | 68.0% | 65.6% | -2.4% | 5.3% | 6.2% | 5.4% | 5.3% | 3.3% | 2.0% |
| Students seldom get the "run around" when seeking information. | 60.0% | 50.0% | 59.6% | 49.4% | 58.2% | 1.8% | 20.0% | 23.7% | 25.5% | 21.4% | 20.9% | -0.9% |
| Student recreational opportunities and facilities have met my expectations. | 52.6% | 61.0% | 58.1% | 67.1% | 65.5% | -12.9% | 17.1% | 9.8% | 19.4% | 9.2% | 10.3% | 6.8% |
| Campus housing met my expectations upon arriving to campus. | 43.9% | 42.0% | 57.9% | 43.5% | 54.5% | -10.6% | 25.8% | 17.4% | 5.3% | 17.4% | 9.1% | 16.7% |

* 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 11.  New Student Perceptions about Troy University - College of Communication & Fine Arts
### Ranked by Agreement

Total resopndents = 48

| Academic programs, services, and administration | 2017 | 2016 | 2015 | 2014 | 2013 | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| I am receiving a quality education at Troy University. | 1 | 5 | 6 | 5 | 5 | 86.4% | 11.4% | 2.3% | 44 |
| Student organizations are available for my participation. | 2 | 16 | 15 | 1 | 1 | 85.4% | 7.3% | 7.3% | 41 |
| TROY personnel are knowledgeable and helpful. | 3 | 1 | 7 | 8 | 2 | 84.4% | 11.1% | 4.4% | 45 |
| The semester/term format at my location accommodates my learning. | 4 | 10 | 13 | 4 | 3 | 84.1% | 11.4% | 4.5% | 44 |
| I would recommend Troy University to a friend who is planning to go to college. | 5 | 9 | 12 | 14 | 7 | 84.1% | 11.4% | 4.5% | 44 |
| I feel I can talk to faculty about my academic concerns. | 6 | 6 | 17 | 6 | 4 | 82.2% | 11.1% | 6.7% | 45 |
| Faculty care about students as individuals. | 7 | 2 | 3 | 11 | 8 | 82.2% | 15.6% | 2.2% | 45 |
| Troy University has a good reputation in my community. | 8 | 3 | 19 | 13 | 6 | 81.8% | 15.9% | 2.3% | 44 |
| Academic advising is adequate. | 9 | 13 | 10 | 21 | 9 | 77.3% | 11.4% | 11.4% | 44 |
| Sufficient financial aid options are available. | 10 | 20 | 24 | 17 | 11 | 76.2% | 11.9% | 11.9% | 42 |
| The University offers a variety of majors at my location. | 11 | 4 | 1 | 3 | 10 | 75.6% | 15.6% | 8.9% | 45 |
| The *printed* Schedule of Classes is informative and easy to follow. | 12 | 19 | 16 | 2 | 12 | 73.8% | 14.3% | 11.9% | 42 |
| Class drop/add procedures are appropriate. | 13 | 8 | 9 | 7 | 20 | 72.7% | 15.9% | 11.4% | 44 |
| On-campus bookstore hours are convenient for students. | 14 | 17 | 5 | 19 | 18 | 72.5% | 10.0% | 17.5% | 40 |
| The classes I attend are well organized and well taught. | 15 | 11 | 8 | 10 | 14 | 70.5% | 20.5% | 9.1% | 44 |
| The online registration process is user-friendly. | 16 | 7 | 4 | 25 | 15 | 69.8% | 18.6% | 11.6% | 43 |
| The *online* Schedule of Classes is informative and easy to follow. | 17 | 18 | 11 | 9 | 23 | 69.8% | 14.0% | 16.3% | 43 |
| Classes are offered at convenient times. | 18 | 12 | 2 | 12 | 21 | 66.7% | 16.7% | 16.7% | 42 |
| I feel that the campus is a safe and secure environment. | 19 | 23 | 22 | 28 | 16 | 65.0% | 22.5% | 12.5% | 40 |
| Class information provided prior to enrollment was helpful. | 20 | 14 | 26 | 22 | 27 | 63.6% | 11.4% | 25.0% | 44 |
| Tutorial services are sufficient. | 21 | 25 | 21 | 18 | 25 | 63.4% | 29.3% | 7.3% | 41 |
| The on-site registration process is user-friendly. | 22 | 15 | 25 | 20 | 13 | 62.5% | 20.0% | 17.5% | 40 |
| The tuition payment plan is beneficial for students. | 23 | 26 | 23 | 27 | 17 | 62.5% | 22.5% | 15.0% | 40 |
| Student recreational opportunities and facilities have met my expectations. | 24 | 21 | 28 | 15 | 19 | 61.1% | 22.2% | 16.7% | 36 |
| The bill that I received from the University was easily understood. | 25 | 24 | 18 | 23 | 22 | 60.5% | 23.3% | 16.3% | 43 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 26 | 22 | 14 | 16 | 24 | 55.6% | 15.6% | 28.9% | 45 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 27 | 28 | 20 | 26 | 28 | 51.3% | 17.9% | 30.8% | 39 |
| Students seldom get the "run around" when seeking information. | 28 | 29 | 29 | 29 | 29 | 47.6% | 33.3% | 19.0% | 42 |
| Campus housing met my expectations upon arriving to campus. | 29 | 27 | 27 | 24 | 26 | 47.1% | 38.2% | 14.7% | 34 |

\* 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 2013 through Fall 2017

*Total resopndents = 48*

| Academic programs, services, and administration | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| I am receiving a quality education at Troy University. | 86.4% | 88.7% | 83.3% | 85.1% | 92.3% | -5.9% | 2.3% | 0.0% | 8.3% | 6.4% | 0.0% | 2.3% |
| Student organizations are available for my participation. | 85.4% | 79.6% | 78.8% | 95.6% | 100% | -14.6% | 7.3% | 4.1% | 9.1% | 4.4% | 0.0% | 7.3% |
| TROY personnel are knowledgeable and helpful. | 84.4% | 92.5% | 81.6% | 83.0% | 96.2% | -11.8% | 4.4% | 5.7% | 5.3% | 4.3% | 0.0% | 4.4% |
| The semester/term format at my location accommodates my learning. | 84.1% | 84.9% | 80.0% | 87.5% | 94.3% | -10.2% | 4.5% | 3.8% | 5.7% | 4.2% | 0.0% | 4.5% |
| I would recommend Troy University to a friend who is planning to go to college. | 84.1% | 86.8% | 80.6% | 80.9% | 92.2% | -8.1% | 4.5% | 3.8% | 8.3% | 10.6% | 2.0% | 2.5% |
| Faculty care about students as individuals. | 82.2% | 90.6% | 84.2% | 81.3% | 90.6% | -8.4% | 2.2% | 3.8% | 7.9% | 8.3% | 3.8% | -1.6% |
| I feel I can talk to faculty about my academic concerns. | 82.2% | 88.7% | 75.7% | 83.3% | 94.2% | -12.0% | 6.7% | 7.5% | 10.8% | 10.4% | 3.8% | 2.9% |
| Troy University has a good reputation in my community. | 81.8% | 90.4% | 74.3% | 80.9% | 92.2% | -10.4% | 2.3% | 3.8% | 11.4% | 6.4% | 3.9% | -1.6% |
| Academic advising is adequate. | 77.3% | 82.7% | 81.1% | 74.5% | 90.2% | -12.9% | 11.4% | 5.8% | 10.8% | 6.4% | 3.9% | 7.5% |
| Sufficient financial aid options are available. | 76.2% | 78.0% | 70.3% | 78.7% | 84.0% | -7.8% | 11.9% | 10.0% | 10.8% | 10.6% | 8.0% | 3.9% |
| The University offers a variety of majors at my location. | 75.6% | 90.2% | 86.1% | 87.5% | 88.5% | -12.9% | 8.9% | 3.9% | 5.6% | 2.1% | 7.7% | 1.2% |
| The *printed* Schedule of Classes is informative and easy to follow. | 73.8% | 79.2% | 78.4% | 91.3% | 84.0% | -10.2% | 11.9% | 6.3% | 10.8% | 6.5% | 6.0% | 5.9% |
| Class drop/add procedures are appropriate. | 72.7% | 88.0% | 81.1% | 83.3% | 78.4% | -5.7% | 11.4% | 4.0% | 5.4% | 2.4% | 9.8% | 1.6% |
| On-campus bookstore hours are convenient for students. | 72.5% | 79.6% | 83.8% | 76.1% | 79.2% | -6.7% | 17.5% | 8.2% | 8.1% | 8.7% | 10.4% | 7.1% |
| The classes I attend are well organized and well taught. | 70.5% | 84.9% | 81.6% | 83.0% | 82.7% | -12.2% | 9.1% | 3.8% | 7.9% | 10.6% | 5.8% | 3.3% |
| The online registration process is user-friendly. | 69.8% | 88.7% | 83.8% | 70.5% | 82.0% | -12.2% | 11.6% | 5.7% | 10.8% | 15.9% | 6.0% | 5.6% |
| The *online* Schedule of Classes is informative and easy to follow. | 69.8% | 79.2% | 80.6% | 83.0% | 77.4% | -7.6% | 16.3% | 7.5% | 8.3% | 12.8% | 9.4% | 6.9% |
| Classes are offered at convenient times. | 66.7% | 82.7% | 86.1% | 81.3% | 78.0% | -11.3% | 16.7% | 3.8% | 5.6% | 8.3% | 8.0% | 8.7% |
| I feel that the campus is a safe and secure environment. | 65.0% | 75.5% | 72.2% | 68.9% | 81.3% | -16.3% | 12.5% | 4.1% | 13.9% | 15.6% | 6.3% | 6.2% |

| | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Class information provided prior to enrollment was helpful. | 63.6% | 82.7% | 64.9% | 73.9% | 68.6% | -5.0% | 25.0% | 7.7% | 13.5% | 15.2% | 9.8% | 15.2% |
| Tutorial services are sufficient. | 63.4% | 73.2% | 74.2% | 77.5% | 75.0% | -11.6% | 7.3% | 0.0% | 3.2% | 5.0% | 0.0% | 7.3% |
| The tuition payment plan is beneficial for students. | 62.5% | 72.9% | 71.4% | 68.9% | 80.4% | -17.9% | 15.0% | 4.2% | 5.7% | 13.3% | 4.3% | 10.7% |
| The on-site registration process is user-friendly. | 62.5% | 80.9% | 67.6% | 75.6% | 83.0% | -20.5% | 17.5% | 6.4% | 8.8% | 7.3% | 6.4% | 11.1% |
| Student recreational opportunities and facilities have met my expectations. | 61.1% | 77.6% | 58.3% | 79.6% | 78.7% | -17.6% | 16.7% | 6.1% | 13.9% | 6.8% | 8.5% | 8.2% |
| The bill that I received from the University was easily understood. | 60.5% | 74.0% | 75.0% | 73.9% | 77.6% | -17.1% | 16.3% | 6.0% | 8.3% | 13.0% | 10.2% | 6.1% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 55.6% | 77.4% | 78.9% | 79.2% | 76.9% | -21.3% | 28.9% | 11.3% | 10.5% | 20.8% | 7.7% | 21.2% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 51.3% | 66.7% | 74.2% | 70.0% | 61.9% | -10.6% | 30.8% | 9.5% | 9.7% | 5.0% | 7.1% | 23.7% |
| Students seldom get the "run around" when seeking information. | 47.6% | 56.9% | 54.3% | 63.0% | 59.6% | -12.0% | 19.0% | 17.6% | 25.7% | 21.7% | 15.4% | 3.6% |
| Campus housing met my expectations upon arriving to campus. | 47.1% | 70.8% | 64.5% | 73.0% | 70.5% | -23.4% | 14.7% | 10.4% | 9.7% | 18.9% | 13.6% | 1.1% |

\* 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 12. New Student Perceptions about Troy University - College of Health & Human Service
### Ranked by Agreement Level

Total resopndents = 184

| Academic programs, services, and administration | Rankings | | | | | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| | 2017 | 2016 | 2015 | 2014 | 2013 | | | | |
| I am receiving a quality education at Troy University. | 1 | 1 | 1 | 1 | 2 | 93.1% | 3.4% | 3.4% | 175 |
| The semester/term format at my location accommodates my learning. | 2 | 6 | 2 | 3 | 3 | 90.7% | 7.6% | 1.7% | 172 |
| TROY personnel are knowledgeable and helpful. | 3 | 2 | 3 | 7 | 1 | 88.1% | 4.5% | 7.4% | 176 |
| The University offers a variety of majors at my location. | 4 | 8 | 13 | 5 | 5 | 87.6% | 7.6% | 4.7% | 170 |
| The *printed* Schedule of Classes is informative and easy to follow. | 5 | 11 | 11 | 4 | 7 | 87.3% | 10.2% | 2.4% | 166 |
| I would recommend Troy University to a friend who is planning to go to college. | 6 | 3 | 9 | 2 | 4 | 86.5% | 6.4% | 7.0% | 171 |
| Troy University has a good reputation in my community. | 7 | 9 | 10 | 6 | 10 | 86.1% | 9.2% | 4.6% | 173 |
| Faculty care about students as individuals. | 8 | 5 | 8 | 8 | 8 | 84.7% | 10.8% | 4.5% | 176 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 9 | 4 | 4 | 16 | 9 | 84.6% | 6.9% | 8.6% | 175 |
| The classes I attend are well organized and well taught. | 10 | 17 | 6 | 12 | 17 | 84.1% | 8.8% | 7.1% | 170 |
| The online registration process is user-friendly. | 11 | 20 | 18 | 20 | 15 | 82.5% | 11.7% | 5.8% | 171 |
| I feel I can talk to faculty about my academic concerns. | 12 | 10 | 5 | 9 | 6 | 82.3% | 10.9% | 6.9% | 175 |
| I feel that the campus is a safe and secure environment. | 13 | 25 | 23 | 14 | 20 | 81.5% | 13.4% | 5.1% | 157 |
| Classes are offered at convenient times. | 14 | 12 | 15 | 22 | 13 | 81.5% | 11.3% | 7.1% | 168 |
| The *online* Schedule of Classes is informative and easy to follow. | 15 | 14 | 7 | 13 | 12 | 80.7% | 14.0% | 5.3% | 171 |
| Class drop/add procedures are appropriate. | 16 | 15 | 12 | 10 | 11 | 79.9% | 13.0% | 7.1% | 169 |
| Academic advising is adequate. | 17 | 13 | 14 | 19 | 14 | 79.4% | 11.4% | 9.1% | 175 |
| On-campus bookstore hours are convenient for students. | 18 | 7 | 19 | 18 | 18 | 79.1% | 11.8% | 9.2% | 153 |
| The bill that I received from the University was easily understood. | 19 | 22 | 17 | 15 | 24 | 77.4% | 15.9% | 6.7% | 164 |
| Sufficient financial aid options are available. | 20 | 21 | 21 | 17 | 23 | 76.8% | 13.7% | 9.5% | 168 |
| Student organizations are available for my participation. | 21 | 18 | 24 | 11 | 16 | 76.8% | 15.5% | 7.7% | 155 |
| The on-site registration process is user-friendly. | 22 | 19 | 26 | 25 | 19 | 75.5% | 19.9% | 4.6% | 151 |
| The tuition payment plan is beneficial for students. | 23 | 26 | 22 | 21 | 25 | 74.7% | 19.8% | 5.6% | 162 |
| Class information provided prior to enrollment was helpful. | 24 | 16 | 16 | 24 | 21 | 73.6% | 13.8% | 12.6% | 174 |
| Tutorial services are sufficient. | 25 | 23 | 20 | 23 | 22 | 71.0% | 22.6% | 6.5% | 155 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 26 | 24 | 25 | 27 | 27 | 64.9% | 25.3% | 9.7% | 154 |
| Students seldom get the "run around" when seeking information. | 27 | 28 | 29 | 29 | 28 | 56.8% | 21.3% | 21.9% | 169 |
| Student recreational opportunities and facilities have met my expectations. | 28 | 27 | 27 | 26 | 26 | 56.2% | 29.2% | 14.6% | 130 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 28 | 28 | 29 | 50.9% | 31.6% | 17.5% | 114 |

\* 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 2013 through Fall 2017

*Total resopndents = 184*

| Academic programs, services, and administration | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| I am receiving a quality education at Troy University. | 93.1% | 85.2% | 92.4% | 89.1% | 89.3% | 3.8% | 3.4% | 8.8% | 4.8% | 2.9% | 5.0% | -1.6% |
| The semester/term format at my location accommodates my learning. | 90.7% | 82.0% | 89.3% | 86.9% | 88.4% | 2.3% | 1.7% | 7.9% | 6.8% | 2.9% | 5.1% | -3.4% |
| TROY personnel are knowledgeable and helpful. | 88.1% | 84.6% | 86.8% | 85.9% | 89.4% | -1.3% | 7.4% | 7.4% | 10.4% | 5.6% | 5.0% | 2.4% |
| The University offers a variety of majors at my location. | 87.6% | 81.1% | 82.5% | 86.0% | 87.1% | 0.5% | 4.7% | 10.0% | 8.7% | 7.4% | 6.1% | -1.4% |
| The *printed* Schedule of Classes is informative and easy to follow. | 87.3% | 78.9% | 83.5% | 86.0% | 86.1% | 1.2% | 2.4% | 9.4% | 7.2% | 4.4% | 4.4% | -2.0% |
| I would recommend Troy University to a friend who is planning to go to college. | 86.5% | 83.9% | 84.8% | 88.2% | 87.9% | -1.4% | 7.0% | 10.0% | 11.4% | 5.9% | 7.9% | -0.9% |
| Troy University has a good reputation in my community. | 86.1% | 80.6% | 84.6% | 85.9% | 85.6% | 0.5% | 4.6% | 10.0% | 7.7% | 6.7% | 4.3% | 0.3% |
| Faculty care about students as individuals. | 84.7% | 82.1% | 84.9% | 85.9% | 85.7% | -1.0% | 4.5% | 7.6% | 6.6% | 3.5% | 5.0% | -0.5% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 84.6% | 82.9% | 86.7% | 74.5% | 85.6% | -1.0% | 8.6% | 12.2% | 8.6% | 17.0% | 7.2% | 1.4% |
| The classes I attend are well organized and well taught. | 84.1% | 75.7% | 85.4% | 80.6% | 82.0% | 2.1% | 7.1% | 11.6% | 8.7% | 7.2% | 6.5% | 0.6% |
| The online registration process is user-friendly. | 82.5% | 74.4% | 77.9% | 70.9% | 82.4% | 0.1% | 5.8% | 11.1% | 11.5% | 13.4% | 11.8% | -6.0% |
| I feel I can talk to faculty about my academic concerns. | 82.3% | 80.3% | 85.8% | 85.2% | 86.5% | -4.2% | 6.9% | 9.8% | 6.6% | 5.6% | 5.0% | 1.9% |
| Classes are offered at convenient times. | 81.5% | 78.0% | 81.6% | 69.1% | 83.7% | -2.2% | 7.1% | 12.4% | 6.8% | 15.8% | 6.7% | 0.4% |
| I feel that the campus is a safe and secure environment. | 81.5% | 71.1% | 76.0% | 75.8% | 78.7% | 2.8% | 5.1% | 9.6% | 12.5% | 8.3% | 7.1% | -2.0% |
| The *online* Schedule of Classes is informative and easy to follow. | 80.7% | 77.1% | 85.4% | 80.0% | 84.8% | -4.1% | 5.3% | 12.3% | 5.8% | 6.7% | 5.1% | 0.2% |
| Class drop/add procedures are appropriate. | 79.9% | 76.4% | 83.5% | 81.8% | 85.5% | -5.6% | 7.1% | 10.9% | 7.2% | 3.8% | 3.8% | 3.3% |
| Academic advising is adequate. | 79.4% | 77.2% | 82.1% | 73.4% | 82.7% | -3.3% | 9.1% | 12.5% | 11.3% | 10.1% | 5.8% | 3.3% |
| On-campus bookstore hours are convenient for students. | 79.1% | 81.2% | 76.3% | 73.5% | 79.5% | -0.4% | 9.2% | 9.7% | 7.5% | 9.9% | 8.7% | 0.5% |

| | Agree | | | | | Diff | Disagree | | | | | Diff |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| The bill that I received from the University was easily understood. | 77.4% | 74.3% | 79.0% | 74.6% | 76.3% | 1.1% | 6.7% | 13.2% | 7.0% | 3.9% | 9.9% | -3.2% |
| Sufficient financial aid options are available. | 76.8% | 74.4% | 76.2% | 73.5% | 76.3% | 0.5% | 9.5% | 13.6% | 13.9% | 10.3% | 7.2% | 2.3% |
| Student organizations are available for my participation. | 76.8% | 75.6% | 75.8% | 81.3% | 82.3% | -5.5% | 7.7% | 11.0% | 9.5% | 3.9% | 6.9% | 0.8% |
| The on-site registration process is user-friendly. | 75.5% | 75.2% | 72.1% | 67.2% | 79.1% | -3.6% | 4.6% | 8.1% | 10.5% | 8.6% | 6.2% | -1.6% |
| The tuition payment plan is beneficial for students. | 74.7% | 70.9% | 76.0% | 70.5% | 73.8% | 0.9% | 5.6% | 11.4% | 7.3% | 10.1% | 5.4% | 0.2% |
| Class information provided prior to enrollment was helpful. | 73.6% | 75.8% | 79.8% | 67.4% | 78.4% | -4.8% | 12.6% | 13.2% | 7.7% | 16.3% | 7.9% | 4.7% |
| Tutorial services are sufficient. | 71.0% | 73.9% | 76.3% | 68.3% | 76.8% | -5.8% | 6.5% | 9.7% | 6.2% | 8.3% | 6.4% | 0.1% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 64.9% | 73.5% | 74.2% | 59.2% | 66.4% | -1.5% | 9.7% | 12.3% | 7.5% | 14.2% | 10.1% | -0.4% |
| Students seldom get the "run around" when seeking information. | 56.8% | 61.8% | 59.2% | 55.2% | 63.0% | -6.2% | 21.9% | 18.5% | 26.2% | 27.9% | 18.8% | 3.1% |
| Student recreational opportunities and facilities have met my expectations. | 56.2% | 67.6% | 69.8% | 66.7% | 69.9% | -13.7% | 14.6% | 16.2% | 18.6% | 8.6% | 10.6% | 4.0% |
| Campus housing met my expectations upon arriving to campus. | 50.9% | 61.2% | 60.0% | 56.7% | 58.6% | -7.7% | 17.5% | 13.2% | 12.0% | 17.3% | 17.2% | 0.3% |

* 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 13. New Student Perceptions about Troy University - Undergraduate Students
### Ranked by Frequency of Agreement

Total resopndents = 491

| Academic programs, services, and administration | 2017 | 2016 | 2015 | 2014 | 2013 | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| I am receiving a quality education at Troy University. | 1 | 1 | 1 | 1 | 2 | 91.0% | 6.3% | 2.7% | 444 |
| TROY personnel are knowledgeable and helpful. | 2 | 2 | 3 | 3 | 1 | 88.5% | 6.2% | 5.3% | 453 |
| I would recommend Troy University to a friend who is planning to go to college. | 3 | 5 | 7 | 4 | 4 | 86.3% | 8.1% | 5.6% | 444 |
| I feel I can talk to faculty about my academic concerns. | 4 | 6 | 14 | 6 | 8 | 84.4% | 10.4% | 5.3% | 454 |
| Class drop/add procedures are appropriate. | 5 | 18 | 10 | 11 | 7 | 77.9% | 14.0% | 8.1% | 430 |
| Troy University has a good reputation in my community. | 6 | 9 | 8 | 9 | 10 | 84.7% | 10.7% | 4.6% | 439 |
| Faculty care about students as individuals. | 7 | 7 | 9 | 10 | 5 | 84.5% | 11.3% | 4.2% | 453 |
| The online registration process is user-friendly. | 8 | 11 | 15 | 23 | 14 | 81.0% | 12.0% | 7.0% | 441 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 9 | 8 | 11 | 18 | 16 | 79.8% | 7.6% | 12.7% | 450 |
| The *printed* Schedule of Classes is informative and easy to follow. | 10 | 12 | 4 | 2 | 6 | 80.7% | 14.5% | 4.8% | 414 |
| The *online* Schedule of Classes is informative and easy to follow. | 11 | 10 | 5 | 13 | 15 | 79.9% | 11.4% | 8.7% | 437 |
| The classes I attend are well organized and well taught. | 12 | 14 | 12 | 14 | 11 | 80.7% | 11.6% | 7.7% | 441 |
| Classes are offered at convenient times. | 13 | 13 | 13 | 21 | 17 | 77.3% | 12.7% | 10.0% | 441 |
| The semester/term format at my location accommodates my learning. | 14 | 4 | 2 | 5 | 3 | 88.1% | 10.1% | 1.8% | 446 |
| The bill that I received from the University was easily understood. | 15 | 16 | 17 | 19 | 21 | 76.6% | 14.1% | 9.4% | 427 |
| I feel that the campus is a safe and secure environment. | 16 | 23 | 24 | 15 | 20 | 74.9% | 17.4% | 7.7% | 414 |
| Academic advising is adequate. | 17 | 20 | 18 | 17 | 12 | 76.1% | 13.1% | 10.8% | 452 |
| The University offers a variety of majors at my location. | 18 | 3 | 6 | 7 | 9 | 84.8% | 9.1% | 6.1% | 441 |
| Class information provided prior to enrollment was helpful. | 19 | 22 | 22 | 26 | 26 | 67.9% | 18.1% | 14.1% | 448 |
| The tuition payment plan is beneficial for students. | 20 | 26 | 21 | 24 | 23 | 72.4% | 21.3% | 6.4% | 409 |
| The on-site registration process is user-friendly. | 21 | 21 | 26 | 25 | 22 | 73.3% | 20.4% | 6.2% | 401 |
| Sufficient financial aid options are available. | 22 | 15 | 20 | 12 | 18 | 76.8% | 12.6% | 10.6% | 436 |
| Students seldom get the "run around" when seeking information. | 23 | 28 | 29 | 29 | 28 | 54.1% | 25.1% | 20.9% | 431 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 24 | 25 | 25 | 27 | 27 | 66.8% | 20.4% | 12.7% | 401 |
| On-campus bookstore hours are convenient for students. | 25 | 19 | 16 | 16 | 19 | 78.5% | 11.1% | 10.4% | 414 |
| Tutorial services are sufficient. | 26 | 24 | 23 | 22 | 24 | 67.1% | 27.4% | 5.5% | 398 |
| Student organizations are available for my participation. | 27 | 17 | 19 | 8 | 13 | 80.5% | 12.1% | 7.4% | 421 |
| Student recreational opportunities and facilities have met my expectations. | 28 | 27 | 27 | 20 | 25 | 61.1% | 23.5% | 15.4% | 370 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 28 | 28 | 29 | 51.5% | 26.9% | 21.6% | 334 |

\* 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 2013 through Fall 2017

*Total resopndents = 491*

| Academic programs, services, and administration | Agree | | | | | | Disgaree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| I am receiving a quality education at Troy University. | 91.0% | 85.7% | 88.7% | 88.1% | 88.2% | 2.8% | 2.7% | 6.8% | 5.0% | 3.8% | 3.9% | -1.2% |
| TROY personnel are knowledgeable and helpful. | 88.5% | 85.3% | 85.0% | 85.5% | 88.4% | 0.1% | 5.3% | 7.3% | 7.0% | 5.7% | 4.0% | 1.3% |
| The semester/term format at my location accommodates my learning. | 88.1% | 83.5% | 85.1% | 83.8% | 86.9% | 1.2% | 1.8% | 6.5% | 6.5% | 5.0% | 3.9% | -2.1% |
| I would recommend Troy University to a friend who is planning to go to college. | 86.3% | 83.0% | 83.1% | 84.9% | 85.8% | 0.5% | 5.6% | 8.6% | 8.3% | 7.2% | 6.2% | -0.6% |
| The University offers a variety of majors at my location. | 84.8% | 84.0% | 83.5% | 83.5% | 83.0% | 1.8% | 6.1% | 6.5% | 7.8% | 7.9% | 7.5% | -1.4% |
| Troy University has a good reputation in my community. | 84.7% | 80.2% | 82.8% | 82.3% | 82.6% | 2.1% | 4.6% | 6.9% | 8.2% | 6.4% | 5.2% | -0.6% |
| Faculty care about students as individuals. | 84.5% | 81.8% | 82.7% | 82.1% | 85.7% | -1.2% | 4.2% | 5.9% | 7.0% | 5.5% | 5.3% | -1.1% |
| I feel I can talk to faculty about my academic concerns. | 84.4% | 82.7% | 80.3% | 83.6% | 83.2% | 1.2% | 5.3% | 8.1% | 8.1% | 7.5% | 5.7% | -0.4% |
| The online registration process is user-friendly. | 81.0% | 79.6% | 80.2% | 71.5% | 81.1% | -0.1% | 7.0% | 9.7% | 9.3% | 12.9% | 7.0% | 0.0% |
| The *printed* Schedule of Classes is informative and easy to follow. | 80.7% | 78.5% | 84.5% | 86.3% | 84.7% | -4.0% | 4.8% | 7.2% | 6.5% | 5.5% | 5.3% | -0.5% |
| The classes I attend are well organized and well taught. | 80.7% | 77.2% | 81.0% | 77.6% | 81.8% | -1.1% | 7.7% | 9.5% | 8.8% | 9.6% | 7.9% | -0.2% |
| Student organizations are available for my participation. | 80.5% | 76.2% | 76.2% | 83.3% | 81.3% | -0.8% | 7.4% | 8.2% | 10.5% | 5.9% | 4.7% | 2.7% |
| The *online* Schedule of Classes is informative and easy to follow. | 79.9% | 79.7% | 83.6% | 78.7% | 80.4% | -0.5% | 8.7% | 8.9% | 5.7% | 8.9% | 6.3% | 2.4% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 79.8% | 80.3% | 81.1% | 75.1% | 79.9% | -0.1% | 12.7% | 11.5% | 10.9% | 16.0% | 7.4% | 5.3% |
| On-campus bookstore hours are convenient for students. | 78.5% | 75.7% | 79.2% | 76.6% | 78.4% | 0.1% | 10.4% | 9.0% | 9.6% | 10.3% | 7.3% | 3.1% |
| Class drop/add procedures are appropriate. | 77.9% | 76.0% | 82.4% | 80.9% | 84.6% | -6.7% | 8.1% | 9.5% | 6.7% | 5.1% | 4.1% | 4.0% |
| Classes are offered at convenient times. | 77.3% | 78.2% | 80.8% | 72.0% | 79.7% | -2.4% | 10.0% | 10.2% | 8.2% | 15.1% | 9.2% | 0.8% |
| Sufficient financial aid options are available. | 76.8% | 76.4% | 75.8% | 79.0% | 79.0% | -2.2% | 10.6% | 11.8% | 10.3% | 8.9% | 7.6% | 3.0% |
| The bill that I received from the University was easily understood. | 76.6% | 76.3% | 79.0% | 72.2% | 76.2% | 0.4% | 9.4% | 9.7% | 7.2% | 10.4% | 8.3% | 1.1% |
| Academic advising is adequate. | 76.1% | 75.3% | 77.0% | 76.2% | 81.7% | -5.6% | 10.8% | 12.9% | 12.4% | 9.9% | 6.8% | 4.0% |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| I feel that the campus is a safe and secure environment. | 74.9% | 70.5% | 73.3% | 76.9% | 78.4% | -3.5% | 7.7% | 9.7% | 11.8% | 9.8% | 6.4% | 1.3% |
| The on-site registration process is user-friendly. | 73.3% | 73.8% | 72.8% | 71.1% | 75.9% | -2.6% | 6.2% | 8.6% | 9.9% | 8.7% | 5.6% | 0.6% |
| The tuition payment plan is beneficial for students. | 72.4% | 68.3% | 75.8% | 71.2% | 74.0% | -1.6% | 6.4% | 9.3% | 7.9% | 9.5% | 5.5% | 0.9% |
| Class information provided prior to enrollment was helpful. | 67.9% | 71.2% | 74.5% | 69.6% | 69.1% | -1.2% | 14.1% | 12.3% | 11.6% | 15.1% | 11.7% | 2.4% |
| Tutorial services are sufficient. | 67.1% | 70.2% | 73.5% | 71.6% | 71.9% | -4.8% | 5.5% | 7.3% | 6.0% | 7.4% | 5.1% | 0.4% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 66.8% | 68.4% | 73.1% | 64.3% | 64.5% | 2.3% | 12.7% | 10.6% | 8.7% | 11.4% | 7.3% | 5.4% |
| Student recreational opportunities and facilities have met my expectations. | 61.1% | 65.5% | 66.3% | 72.1% | 70.5% | -9.4% | 15.4% | 14.3% | 13.9% | 9.2% | 9.3% | 6.1% |
| Students seldom get the "run around" when seeking information. | 54.1% | 57.9% | 55.4% | 56.4% | 60.3% | -6.2% | 20.9% | 19.9% | 25.1% | 24.1% | 19.1% | 1.8% |
| Campus housing met my expectations upon arriving to campus. | 51.5% | 54.8% | 60.5% | 57.5% | 59.1% | -7.6% | 21.6% | 17.0% | 12.2% | 16.8% | 15.3% | 6.3% |

\* 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 resopndents = 145

| Academic programs, services, and administration | Rankings 2017 | 2016 | 2015 | 2014 | 2013 | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| I am receiving a quality education at Troy University. | 1 | 2 | 1 | 2 | 6 | 87.0% | 6.9% | 6.1% | 131 |
| TROY personnel are knowledgeable and helpful. | 2 | 1 | 4 | 10 | 5 | 85.1% | 6.0% | 9.0% | 134 |
| I would recommend Troy University to a friend who is planning to go to college. | 3 | 7 | 10 | 4 | 7 | 84.0% | 8.4% | 7.6% | 131 |
| I feel I can talk to faculty about my academic concerns. | 4 | 14 | 3 | 8 | 2 | 83.3% | 7.6% | 9.1% | 132 |
| Class drop/add procedures are appropriate. | 5 | 15 | 17 | 14 | 11 | 82.8% | 9.0% | 8.2% | 122 |
| Troy University has a good reputation in my community. | 6 | 4 | 13 | 13 | 16 | 82.7% | 11.0% | 6.3% | 127 |
| Faculty care about students as individuals. | 7 | 6 | 5 | 3 | 1 | 82.0% | 12.0% | 6.0% | 133 |
| The online registration process is user-friendly. | 8 | 16 | 6 | 11 | 13 | 81.8% | 6.8% | 11.4% | 132 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 9 | 3 | 7 | 12 | 10 | 81.8% | 6.8% | 11.4% | 132 |
| The *printed* Schedule of Classes is informative and easy to follow. | 10 | 19 | 11 | 9 | 9 | 81.4% | 13.3% | 5.3% | 113 |
| The *online* Schedule of Classes is informative and easy to follow. | 11 | 8 | 9 | 15 | 8 | 80.9% | 13.7% | 5.3% | 131 |
| The classes I attend are well organized and well taught. | 12 | 20 | 12 | 6 | 19 | 80.0% | 8.5% | 11.5% | 130 |
| Classes are offered at convenient times. | 13 | 5 | 8 | 1 | 14 | 79.8% | 9.7% | 10.5% | 124 |
| The semester/term format at my location accommodates my learning. | 14 | 12 | 2 | 5 | 4 | 79.5% | 13.4% | 7.1% | 127 |
| The bill that I received from the University was easily understood. | 15 | 13 | 15 | 7 | 3 | 78.6% | 14.5% | 6.8% | 117 |
| I feel that the campus is a safe and secure environment. | 16 | 18 | 23 | 19 | 18 | 78.5% | 16.1% | 5.4% | 93 |
| Academic advising is adequate. | 17 | 10 | 14 | 18 | 15 | 78.3% | 9.3% | 12.4% | 129 |
| The University offers a variety of majors at my location. | 18 | 22 | 18 | 22 | 20 | 78.0% | 11.8% | 10.2% | 127 |
| Class information provided prior to enrollment was helpful. | 19 | 17 | 16 | 16 | 17 | 78.0% | 9.1% | 12.9% | 132 |
| The tuition payment plan is beneficial for students. | 20 | 9 | 20 | 21 | 21 | 76.6% | 16.2% | 7.2% | 111 |
| The on-site registration process is user-friendly. | 21 | 23 | 21 | 20 | 12 | 75.0% | 19.2% | 5.8% | 104 |
| Sufficient financial aid options are available. | 22 | 21 | 19 | 17 | 22 | 74.2% | 14.5% | 11.3% | 124 |
| Students seldom get the "run around" when seeking information. | 23 | 24 | 22 | 26 | 25 | 65.1% | 15.9% | 19.0% | 126 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 24 | 11 | 25 | 27 | 26 | 63.1% | 27.0% | 9.9% | 111 |
| On-campus bookstore hours are convenient for students. | 25 | 25 | 27 | 23 | 24 | 63.0% | 23.5% | 13.6% | 81 |
| Tutorial services are sufficient. | 26 | 26 | 24 | 24 | 27 | 58.4% | 34.7% | 6.9% | 101 |
| Student organizations are available for my participation. | 27 | 27 | 26 | 25 | 23 | 51.6% | 31.9% | 16.5% | 91 |
| Student recreational opportunities and facilities have met my expectations. | 28 | 28 | 28 | 29 | 28 | 44.3% | 44.3% | 11.4% | 70 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 29 | 28 | 29 | 32.7% | 58.2% | 9.1% | 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 2013 through Fall 2017

*Total resopndents = 145*

| Academic programs, services, and administration | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| I am receiving a quality education at Troy University. | 87.0% | 86.8% | 90.4% | 87.1% | 83.3% | 3.7% | 6.1% | 5.4% | 5.8% | 4.3% | 7.3% | -1.2% |
| TROY personnel are knowledgeable and helpful. | 85.1% | 87.9% | 86.0% | 80.0% | 83.5% | 1.6% | 9.0% | 7.6% | 11.2% | 11.4% | 7.2% | 1.8% |
| I would recommend Troy University to a friend who is planning to go to college. | 84.0% | 83.7% | 82.5% | 85.7% | 83.3% | 0.7% | 7.6% | 6.2% | 9.7% | 10.0% | 10.4% | -2.8% |
| I feel I can talk to faculty about my academic concerns. | 83.3% | 79.5% | 86.9% | 81.7% | 84.4% | -1.1% | 9.1% | 11.4% | 9.3% | 12.7% | 9.4% | -0.3% |
| Class drop/add procedures are appropriate. | 82.8% | 79.5% | 77.8% | 77.8% | 80.9% | 1.9% | 8.2% | 8.2% | 6.7% | 9.5% | 9.0% | -0.8% |
| Troy University has a good reputation in my community. | 82.7% | 85.2% | 79.6% | 78.3% | 77.4% | 5.3% | 6.3% | 6.6% | 6.8% | 4.4% | 7.5% | -1.2% |
| Faculty care about students as individuals. | 82.0% | 84.0% | 86.0% | 85.9% | 87.6% | -5.6% | 6.0% | 7.6% | 11.2% | 7.0% | 7.2% | -1.2% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 81.8% | 86.3% | 84.0% | 78.6% | 81.3% | 0.5% | 11.4% | 9.9% | 8.5% | 14.3% | 13.5% | -2.1% |
| The online registration process is user-friendly. | 81.8% | 78.9% | 85.6% | 79.1% | 79.6% | 2.2% | 11.4% | 14.1% | 9.6% | 11.9% | 14.0% | -2.6% |
| The *printed* Schedule of Classes is informative and easy to follow. | 81.4% | 77.4% | 80.0% | 80.7% | 82.8% | -1.4% | 5.3% | 7.5% | 4.7% | 8.8% | 10.3% | -5.0% |
| The *online* Schedule of Classes is informative and easy to follow. | 80.9% | 81.9% | 83.0% | 76.1% | 83.2% | -2.3% | 5.3% | 11.8% | 7.0% | 10.5% | 10.5% | -5.2% |
| The classes I attend are well organized and well taught. | 80.0% | 76.6% | 79.6% | 82.6% | 76.0% | 4.0% | 11.5% | 10.2% | 11.7% | 10.1% | 12.5% | -1.0% |
| Classes are offered at convenient times. | 79.8% | 84.9% | 83.7% | 92.7% | 78.9% | 0.9% | 10.5% | 7.9% | 9.2% | 4.4% | 12.2% | -1.7% |
| The semester/term format at my location accommodates my learning. | 79.5% | 80.0% | 90.1% | 85.3% | 84.0% | -4.5% | 7.1% | 6.4% | 6.9% | 7.4% | 8.5% | -1.4% |
| The bill that I received from the University was easily understood. | 78.6% | 80.0% | 78.5% | 82.0% | 84.3% | -5.7% | 6.8% | 8.3% | 8.6% | 6.6% | 6.7% | 0.1% |
| I feel that the campus is a safe and secure environment. | 78.5% | 77.6% | 71.1% | 67.3% | 76.6% | 1.9% | 5.4% | 9.4% | 13.2% | 7.7% | 7.8% | -2.4% |
| Academic advising is adequate. | 78.3% | 80.8% | 79.4% | 68.6% | 78.7% | -0.4% | 12.4% | 9.2% | 12.1% | 12.9% | 10.6% | 1.8% |
| Class information provided prior to enrollment was helpful. | 78.0% | 77.7% | 77.9% | 75.4% | 76.6% | 1.4% | 12.9% | 10.8% | 13.5% | 14.5% | 12.8% | 0.1% |

| | Agree* | | | | | | Disagree* | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| The University offers a variety of majors at my location. | 78.0% | 72.0% | 76.1% | 65.7% | 74.7% | 3.3% | 10.2% | 11.0% | 10.9% | 16.4% | 8.0% | 2.2% |
| The tuition payment plan is beneficial for students. | 76.6% | 81.3% | 75.0% | 67.2% | 73.8% | 2.8% | 7.2% | 7.5% | 10.7% | 11.5% | 6.3% | 0.9% |
| The on-site registration process is user-friendly. | 75.0% | 71.7% | 73.1% | 67.3% | 79.7% | -4.7% | 5.8% | 9.1% | 7.7% | 10.9% | 7.2% | -1.4% |
| Sufficient financial aid options are available. | 74.2% | 75.8% | 75.8% | 72.7% | 73.6% | 0.6% | 11.3% | 13.3% | 17.9% | 12.1% | 12.6% | -1.3% |
| Students seldom get the "run around" when seeking information. | 65.1% | 69.3% | 72.5% | 60.0% | 63.3% | 1.8% | 19.0% | 16.5% | 15.7% | 24.3% | 22.4% | -3.4% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 63.1% | 80.6% | 67.8% | 53.3% | 60.3% | 2.8% | 9.9% | 9.3% | 13.3% | 16.7% | 15.4% | -5.5% |
| On-campus bookstore hours are convenient for students. | 63.0% | 68.5% | 58.0% | 62.5% | 66.1% | -3.1% | 13.6% | 7.9% | 10.1% | 8.3% | 9.7% | 3.9% |
| Tutorial services are sufficient. | 58.4% | 63.6% | 70.0% | 61.5% | 58.8% | -0.4% | 6.9% | 10.1% | 7.5% | 15.4% | 8.8% | -1.9% |
| Student organizations are available for my participation. | 51.6% | 60.0% | 64.6% | 61.5% | 68.2% | -16.6% | 16.5% | 11.0% | 11.0% | 5.8% | 12.1% | 4.4% |
| Student recreational opportunities and facilities have met my expectations. | 44.3% | 59.2% | 50.8% | 41.0% | 55.0% | -10.7% | 11.4% | 14.1% | 18.0% | 10.3% | 15.0% | -3.6% |
| Campus housing met my expectations upon arriving to campus. | 32.7% | 56.4% | 37.5% | 44.1% | 46.7% | -14.0% | 9.1% | 7.3% | 12.5% | 2.9% | 8.9% | 0.2% |

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

    Data sorted descending by level of agreement.

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

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

Ranked by Agreement Level

Total resopndents = 316

| Academic programs, services, and administration | Rankings 2017 | 2016 | 2015 | 2014 | 2013 | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| I am receiving a quality education at Troy University. | 1 | 2 | 1 | 1 | 2 | 90.6% | 7.0% | 2.4% | 287 |
| TROY personnel are knowledgeable and helpful. | 2 | 3 | 2 | 6 | 1 | 90.0% | 5.8% | 4.1% | 291 |
| I would recommend Troy University to a friend who is planning to go to college. | 3 | 5 | 6 | 3 | 7 | 87.5% | 7.3% | 5.2% | 287 |
| The semester/term format at my location accommodates my learning. | 4 | 1 | 4 | 9 | 4 | 87.2% | 11.1% | 1.7% | 289 |
| The University offers a variety of majors at my location. | 5 | 4 | 7 | 5 | 3 | 86.4% | 8.0% | 5.6% | 286 |
| Troy University has a good reputation in my community. | 6 | 14 | 15 | 10 | 14 | 86.0% | 10.9% | 3.2% | 285 |
| Student organizations are available for my participation. | 7 | 9 | 14 | 4 | 6 | 84.2% | 10.5% | 5.3% | 285 |
| I feel I can talk to faculty about my academic concerns. | 8 | 6 | 8 | 7 | 11 | 83.8% | 10.7% | 5.5% | 291 |
| Faculty care about students as individuals. | 9 | 7 | 3 | 8 | 5 | 83.6% | 12.0% | 4.5% | 292 |
| The online registration process is user-friendly. | 10 | 13 | 16 | 23 | 16 | 81.6% | 12.0% | 6.4% | 283 |
| The classes I attend are well organized and well taught. | 11 | 11 | 13 | 14 | 10 | 81.5% | 12.2% | 6.3% | 286 |
| The *online* Schedule of Classes is informative and easy to follow. | 12 | 12 | 5 | 13 | 17 | 80.9% | 10.6% | 8.5% | 282 |
| The *printed* Schedule of Classes is informative and easy to follow. | 13 | 17 | 11 | 2 | 8 | 79.7% | 14.4% | 5.9% | 271 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 14 | 10 | 12 | 18 | 19 | 79.0% | 7.9% | 13.1% | 291 |
| Class drop/add procedures are appropriate. | 15 | 18 | 9 | 11 | 9 | 79.0% | 13.9% | 7.1% | 281 |
| On-campus bookstore hours are convenient for students. | 16 | 15 | 20 | 15 | 15 | 78.8% | 10.6% | 10.6% | 283 |
| Classes are offered at convenient times. | 17 | 8 | 10 | 20 | 13 | 78.6% | 14.0% | 7.4% | 285 |
| Sufficient financial aid options are available. | 18 | 19 | 17 | 12 | 18 | 78.2% | 12.3% | 9.5% | 285 |
| The bill that I received from the University was easily understood. | 19 | 16 | 18 | 24 | 22 | 76.5% | 14.4% | 9.0% | 277 |
| I feel that the campus is a safe and secure environment. | 20 | 23 | 26 | 16 | 20 | 74.1% | 18.1% | 7.8% | 282 |
| Academic advising is adequate. | 21 | 21 | 19 | 19 | 12 | 74.0% | 13.8% | 12.1% | 289 |
| The on-site registration process is user-friendly. | 22 | 20 | 25 | 25 | 23 | 73.4% | 20.9% | 5.7% | 263 |
| The tuition payment plan is beneficial for students. | 23 | 26 | 21 | 22 | 24 | 71.0% | 21.8% | 7.3% | 262 |
| Tutorial services are sufficient. | 24 | 22 | 22 | 21 | 21 | 69.7% | 24.9% | 5.4% | 261 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 25 | 27 | 24 | 27 | 28 | 66.5% | 21.8% | 11.7% | 257 |
| Class information provided prior to enrollment was helpful. | 26 | 24 | 23 | 26 | 26 | 64.8% | 21.6% | 13.6% | 287 |
| Student recreational opportunities and facilities have met my expectations. | 27 | 25 | 27 | 17 | 25 | 64.0% | 20.2% | 15.7% | 267 |
| Campus housing met my expectations upon arriving to campus. | 28 | 28 | 28 | 28 | 27 | 55.3% | 22.1% | 22.5% | 253 |
| Students seldom get the "run around" when seeking information. | 29 | 29 | 29 | 29 | 29 | 48.4% | 30.3% | 21.3% | 277 |

* 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 2013 through Fall 2017

*Total resopndents = 316*

| Academic programs, services, and administration | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| TROY personnel are knowledgeable and helpful. | 90.0% | 86.8% | 86.9% | 86.6% | 89.6% | 0.4% | 4.1% | 5.3% | 4.7% | 4.7% | 3.3% | 0.8% |
| Faculty care about students as individuals. | 83.6% | 82.6% | 84.7% | 84.6% | 87.0% | -3.4% | 4.5% | 4.8% | 4.7% | 3.7% | 5.5% | -1.0% |
| I feel I can talk to faculty about my academic concerns. | 83.8% | 83.0% | 82.0% | 85.3% | 83.3% | 0.5% | 5.5% | 7.2% | 6.3% | 5.7% | 6.5% | -1.0% |
| Academic advising is adequate. | 74.0% | 71.6% | 75.5% | 73.8% | 83.0% | -9.0% | 12.1% | 13.6% | 12.2% | 9.7% | 6.9% | 5.2% |
| Sufficient financial aid options are available. | 78.2% | 75.1% | 76.2% | 79.8% | 78.9% | -0.7% | 9.5% | 12.1% | 7.6% | 7.0% | 7.7% | 1.8% |
| The tuition payment plan is beneficial for students. | 71.0% | 68.7% | 74.6% | 70.5% | 74.3% | -3.3% | 7.3% | 9.6% | 7.3% | 10.7% | 6.3% | 1.0% |
| Class information provided prior to enrollment was helpful. | 64.8% | 71.1% | 70.1% | 67.2% | 65.5% | -0.7% | 13.6% | 12.9% | 11.8% | 13.9% | 12.5% | 1.1% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 79.0% | 81.0% | 80.6% | 74.3% | 78.7% | 0.3% | 13.1% | 11.0% | 10.2% | 15.9% | 7.2% | 5.9% |
| The online registration process is user-friendly. | 81.6% | 79.5% | 78.0% | 69.4% | 80.5% | 1.1% | 6.4% | 8.9% | 11.8% | 14.1% | 7.8% | -1.4% |
| The on-site registration process is user-friendly. | 73.4% | 73.7% | 66.7% | 68.9% | 74.6% | -1.2% | 5.7% | 8.0% | 12.1% | 8.2% | 5.6% | 0.1% |
| Students seldom get the "run around" when seeking information. | 48.4% | 54.7% | 53.5% | 53.0% | 57.3% | -8.9% | 21.3% | 19.3% | 23.5% | 26.0% | 18.9% | 2.4% |
| The *online* Schedule of Classes is informative and easy to follow. | 80.9% | 79.8% | 82.6% | 77.2% | 79.2% | 1.7% | 8.5% | 8.7% | 6.5% | 7.9% | 7.6% | 0.9% |
| The *printed* Schedule of Classes is informative and easy to follow. | 79.7% | 77.7% | 81.1% | 87.0% | 84.2% | -4.5% | 5.9% | 6.6% | 8.9% | 4.4% | 6.3% | -0.4% |
| Class drop/add procedures are appropriate. | 79.0% | 75.1% | 81.8% | 81.4% | 83.8% | -4.8% | 7.1% | 10.1% | 5.7% | 3.3% | 3.8% | 3.3% |
| Classes are offered at convenient times. | 78.6% | 81.9% | 81.3% | 73.2% | 81.3% | -2.7% | 7.4% | 7.8% | 8.0% | 14.6% | 6.4% | 1.0% |
| The classes I attend are well organized and well taught. | 81.5% | 79.8% | 80.2% | 77.2% | 83.6% | -2.1% | 6.3% | 8.3% | 8.6% | 8.4% | 7.9% | -1.6% |
| The University offers a variety of majors at my location. | 86.4% | 85.4% | 82.3% | 86.7% | 88.7% | -2.3% | 5.6% | 6.2% | 9.1% | 5.5% | 4.7% | 0.9% |
| Tutorial services are sufficient. | 69.7% | 71.3% | 71.4% | 72.1% | 75.9% | -6.2% | 5.4% | 6.6% | 6.5% | 5.0% | 4.4% | 1.0% |
| On-campus bookstore hours are convenient for students. | 78.8% | 77.8% | 75.4% | 76.4% | 80.9% | -2.1% | 10.6% | 8.9% | 11.7% | 11.0% | 7.7% | 2.9% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 66.5% | 66.7% | 67.3% | 63.7% | 60.9% | 5.6% | 11.7% | 12.0% | 7.9% | 11.2% | 8.2% | 3.5% |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Student organizations are available for my participation. | 84.2% | 81.9% | 79.7% | 86.9% | 86.8% | -2.6% | 5.3% | 6.3% | 8.5% | 4.2% | 4.2% | 1.1% |
| The semester/term format at my location accommodates my learning. | 87.2% | 87.9% | 83.4% | 84.1% | 88.1% | -0.9% | 1.7% | 3.4% | 5.5% | 2.8% | 2.3% | -0.6% |
| Troy University has a good reputation in my community. | 86.0% | 79.2% | 79.0% | 83.8% | 81.1% | 4.9% | 3.2% | 6.5% | 9.9% | 5.5% | 5.3% | -2.1% |
| I am receiving a quality education at Troy University. | 90.6% | 87.4% | 88.0% | 89.5% | 89.4% | 1.2% | 2.4% | 5.8% | 5.5% | 2.4% | 3.7% | -1.3% |
| I would recommend Troy University to a friend who is planning to go to college. | 87.5% | 83.9% | 82.4% | 87.0% | 85.7% | 1.8% | 5.2% | 8.2% | 8.8% | 5.1% | 5.7% | -0.5% |
| The bill that I received from the University was easily understood. | 76.5% | 77.8% | 76.0% | 69.0% | 74.9% | 1.6% | 9.0% | 9.6% | 7.8% | 11.4% | 8.2% | 0.8% |
| Campus housing met my expectations upon arriving to campus. | 55.3% | 63.3% | 60.1% | 59.6% | 62.5% | -7.2% | 22.5% | 16.5% | 15.3% | 19.3% | 17.7% | 4.8% |
| Student recreational opportunities and facilities have met my expectations. | 64.0% | 69.0% | 63.6% | 75.4% | 73.7% | -9.7% | 15.7% | 15.0% | 13.9% | 8.2% | 8.8% | 6.9% |
| I feel that the campus is a safe and secure environment. | 74.1% | 71.3% | 64.8% | 75.6% | 78.5% | -4.4% | 7.8% | 9.5% | 15.4% | 10.0% | 8.1% | -0.3% |

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

Ranked by Agreement Level

Total resopndents = 168

| Academic programs, services, and administration | Rankings 2017 | 2016 | 2015 | 2014 | 2013 | Agree* | Neutral | Disagree* | N |
|---|---|---|---|---|---|---|---|---|---|
| I am receiving a quality education at Troy University. | 1 | 1 | 2 | 1 | 5 | 91.6% | 5.2% | 3.2% | 154 |
| The semester/term format at my location accommodates my learning. | 2 | 15 | 3 | 4 | 7 | 89.6% | 8.4% | 1.9% | 154 |
| TROY personnel are knowledgeable and helpful. | 3 | 2 | 11 | 3 | 1 | 86.0% | 7.0% | 7.0% | 157 |
| Faculty care about students as individuals. | 4 | 8 | 18 | 20 | 8 | 85.9% | 10.3% | 3.8% | 156 |
| I feel I can talk to faculty about my academic concerns. | 5 | 3 | 19 | 9 | 10 | 84.8% | 10.1% | 5.1% | 158 |
| I would recommend Troy University to a friend who is planning to go to college. | 6 | 6 | 10 | 5 | 2 | 83.7% | 9.8% | 6.5% | 153 |
| Troy University has a good reputation in my community. | 7 | 5 | 5 | 11 | 4 | 82.1% | 10.6% | 7.3% | 151 |
| The *printed* Schedule of Classes is informative and easy to follow. | 8 | 11 | 1 | 2 | 6 | 81.9% | 15.2% | 2.9% | 138 |
| The University offers a variety of majors at my location. | 9 | 4 | 4 | 15 | 24 | 81.5% | 11.3% | 7.3% | 151 |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 10 | 12 | 13 | 19 | 11 | 80.6% | 7.1% | 12.3% | 155 |
| The classes I attend are well organized and well taught. | 11 | 17 | 14 | 12 | 17 | 79.5% | 9.9% | 10.6% | 151 |
| The online registration process is user-friendly. | 12 | 9 | 9 | 18 | 12 | 79.2% | 12.3% | 8.4% | 154 |
| Academic advising is adequate. | 13 | 7 | 21 | 10 | 14 | 79.1% | 12.0% | 8.9% | 158 |
| The *online* Schedule of Classes is informative and easy to follow. | 14 | 10 | 6 | 7 | 9 | 77.3% | 13.3% | 9.3% | 150 |
| On-campus bookstore hours are convenient for students. | 15 | 19 | 7 | 14 | 22 | 77.3% | 12.5% | 10.2% | 128 |
| The bill that I received from the University was easily understood. | 16 | 18 | 17 | 13 | 18 | 76.9% | 13.6% | 9.5% | 147 |
| I feel that the campus is a safe and secure environment. | 17 | 24 | 12 | 6 | 16 | 75.8% | 16.4% | 7.8% | 128 |
| Class drop/add procedures are appropriate. | 18 | 14 | 8 | 8 | 3 | 75.3% | 14.4% | 10.3% | 146 |
| The tuition payment plan is beneficial for students. | 19 | 25 | 23 | 23 | 21 | 74.8% | 20.3% | 4.9% | 143 |
| Classes are offered at convenient times. | 20 | 20 | 15 | 25 | 19 | 74.8% | 9.9% | 15.2% | 151 |
| Sufficient financial aid options are available. | 21 | 13 | 24 | 16 | 13 | 73.5% | 13.6% | 12.9% | 147 |
| Class information provided prior to enrollment was helpful. | 22 | 22 | 20 | 22 | 20 | 73.1% | 12.2% | 14.7% | 156 |
| The on-site registration process is user-friendly. | 23 | 16 | 16 | 17 | 15 | 72.4% | 20.1% | 7.5% | 134 |
| Student organizations are available for my participation. | 24 | 26 | 26 | 21 | 25 | 72.2% | 15.8% | 12.0% | 133 |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 25 | 21 | 22 | 26 | 23 | 66.7% | 18.4% | 14.9% | 141 |
| Students seldom get the "run around" when seeking information. | 26 | 27 | 29 | 28 | 26 | 63.6% | 15.9% | 20.5% | 151 |
| Tutorial services are sufficient. | 27 | 23 | 25 | 24 | 27 | 61.2% | 32.8% | 6.0% | 134 |
| Student recreational opportunities and facilities have met my expectations. | 28 | 28 | 27 | 27 | 28 | 53.0% | 32.0% | 15.0% | 100 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 28 | 29 | 29 | 38.5% | 43.6% | 17.9% | 78 |

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

*Total resopndents = 168*

| Academic programs, services, and administration | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FA17 | FA16 | FA15 | FA14 | FA13 | Diff | FA17 | FA16 | FA15 | FA14 | FA13 | Diff |
| I am receiving a quality education at Troy University. | 91.6% | 82.8% | 88.9% | 85.5% | 85.7% | 5.9% | 3.2% | 8.4% | 4.3% | 7.3% | 4.3% | -1.1% |
| The semester/term format at my location accommodates my learning. | 89.6% | 76.9% | 86.7% | 82.0% | 84.9% | 4.7% | 1.9% | 11.3% | 7.6% | 10.1% | 6.3% | -4.4% |
| TROY personnel are knowledgeable and helpful. | 86.0% | 82.5% | 83.5% | 83.0% | 86.7% | -0.7% | 7.0% | 10.6% | 9.1% | 7.1% | 5.5% | 1.5% |
| Faculty care about students as individuals. | 85.9% | 80.2% | 80.2% | 75.5% | 83.6% | 2.3% | 3.8% | 7.8% | 9.3% | 9.8% | 4.8% | -1.0% |
| I feel I can talk to faculty about my academic concerns. | 84.8% | 82.3% | 79.3% | 79.6% | 82.4% | 2.4% | 5.1% | 9.8% | 10.4% | 11.3% | 4.2% | 0.9% |
| I would recommend Troy University to a friend who is planning to go to college. | 83.7% | 81.2% | 83.8% | 80.4% | 86.3% | -2.6% | 6.5% | 9.4% | 8.8% | 11.6% | 7.5% | -1.0% |
| Troy University has a good reputation in my community. | 82.1% | 81.3% | 85.8% | 79.3% | 85.7% | -3.6% | 7.3% | 7.7% | 6.5% | 8.9% | 5.0% | 2.3% |
| The *printed* Schedule of Classes is informative and easy to follow. | 81.9% | 79.3% | 89.5% | 84.0% | 85.3% | -3.4% | 2.9% | 8.3% | 4.2% | 7.6% | 3.3% | -0.4% |
| The University offers a variety of majors at my location. | 81.5% | 81.4% | 85.9% | 77.6% | 71.7% | 9.8% | 7.3% | 7.1% | 7.1% | 13.4% | 13.2% | -5.9% |
| Reg. dates, times, and procedures were made clear to me prior to enrollment. | 80.6% | 78.7% | 82.1% | 75.7% | 81.7% | -1.1% | 12.3% | 12.5% | 11.1% | 17.1% | 7.9% | 4.4% |
| The classes I attend are well organized and well taught. | 79.5% | 73.6% | 81.8% | 78.8% | 78.1% | 1.4% | 10.6% | 11.6% | 8.8% | 11.7% | 8.1% | 2.5% |
| The online registration process is user-friendly. | 79.2% | 79.7% | 83.9% | 75.8% | 81.6% | -2.4% | 8.4% | 11.3% | 6.2% | 10.9% | 5.7% | 2.7% |
| Academic advising is adequate. | 79.1% | 80.9% | 77.6% | 79.4% | 78.9% | 0.2% | 8.9% | 12.1% | 14.5% | 11.4% | 6.8% | 2.1% |
| The *online* Schedule of Classes is informative and easy to follow. | 77.3% | 79.5% | 84.8% | 80.3% | 82.8% | -5.5% | 9.3% | 9.3% | 5.5% | 11.4% | 3.8% | 5.5% |
| On-campus bookstore hours are convenient for students. | 77.3% | 72.4% | 84.8% | 78.2% | 72.4% | 4.9% | 10.2% | 9.4% | 7.2% | 8.9% | 6.7% | 3.5% |
| The bill that I received from the University was easily understood. | 76.9% | 73.3% | 80.6% | 78.3% | 78.1% | -1.2% | 9.5% | 9.9% | 7.9% | 9.3% | 8.8% | 0.7% |
| I feel that the campus is a safe and secure environment. | 75.8% | 68.9% | 82.4% | 80.3% | 78.4% | -2.6% | 7.8% | 10.4% | 8.0% | 10.3% | 3.0% | 4.8% |

| | Agree | | | | | | Disagree | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Class drop/add procedures are appropriate. | 75.3% | 77.0% | 84.4% | 80.0% | 85.7% | -10.4% | 10.3% | 8.8% | 7.5% | 8.0% | 4.8% | 5.5% |
| The tuition payment plan is beneficial for students. | 74.8% | 67.9% | 77.0% | 72.2% | 74.1% | 0.7% | 4.9% | 8.9% | 9.4% | 7.9% | 4.3% | 0.6% |
| Classes are offered at convenient times. | 74.8% | 72.3% | 80.7% | 69.2% | 76.9% | -2.1% | 15.2% | 14.4% | 9.3% | 16.5% | 14.7% | 0.5% |
| Sufficient financial aid options are available. | 73.5% | 78.5% | 76.7% | 76.6% | 80.5% | -7.0% | 12.9% | 11.5% | 13.2% | 13.9% | 7.8% | 5.1% |
| Class information provided prior to enrollment was helpful. | 73.1% | 71.3% | 79.0% | 73.6% | 75.2% | -2.1% | 14.7% | 11.6% | 12.7% | 17.9% | 10.6% | 4.1% |
| The on-site registration process is user-friendly. | 72.4% | 74.4% | 80.6% | 76.2% | 78.4% | -6.0% | 7.5% | 9.9% | 6.5% | 10.7% | 5.8% | 1.7% |
| Student organizations are available for my participation. | 72.2% | 66.3% | 73.3% | 75.4% | 68.9% | 3.3% | 12.0% | 11.6% | 12.2% | 9.8% | 5.9% | 6.1% |
| Purchasing textbooks through TROY Virtual BookStore is convenient. | 66.7% | 71.8% | 77.6% | 67.3% | 72.1% | -5.4% | 14.9% | 8.2% | 9.9% | 9.7% | 5.9% | 9.0% |
| Students seldom get the "run around" when seeking information. | 63.6% | 62.7% | 56.9% | 62.8% | 65.6% | -2.0% | 20.5% | 21.2% | 26.3% | 19.7% | 19.4% | 1.1% |
| Tutorial services are sufficient. | 61.2% | 69.1% | 75.4% | 69.8% | 63.7% | -2.5% | 6.0% | 8.0% | 6.0% | 11.8% | 6.7% | -0.7% |
| Student recreational opportunities and facilities have met my expectations. | 53.0% | 57.7% | 68.5% | 64.3% | 62.6% | -9.6% | 15.0% | 13.1% | 13.0% | 13.3% | 11.2% | 3.8% |
| Campus housing met my expectations upon arriving to campus. | 38.5% | 35.8% | 57.5% | 52.1% | 48.2% | -9.7% | 17.9% | 18.7% | 9.2% | 8.5% | 8.2% | 9.7% |

* 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. 2017 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 | 2 | 3 | 1 | 1 | 3 | 11 |
| TROY personnel are knowledgeable and helpful. | 2 | 3 | 5 | 4 | 3 | 4 | 4 |
| The semester/term format at my location accommodates my learning. | 3 | 9 | 4 | 6 | 4 | 2 | 20 |
| I would recommend Troy University to a friend who is planning to go to college. | 4 | 10 | 1 | 9 | 5 | 7 | 12 |
| Troy University has a good reputation in my community. | 5 | 1 | 2 | 5 | 7 | 13 | 14 |
| Faculty care about students as individuals. | 6 | 8 | 7 | 11 | 9 | 5 | 5 |
| I feel I can talk to faculty about my academic concerns. | 7 | 6 | 6 | 20 | 8 | 10 | 7 |
| The University offers a variety of majors at my location. | 8 | 20 | 14 | 12 | 2 | 15 | 23 |
| The online registration process is user-friendly. | 9 | 14 | 20 | 10 | 11 | 6 | 6 |
| The printed Schedule of Classes is informative and easy to follow. | 10 | 15 | 15 | 18 | 10 | 17 | 1 |
| Registration dates, times, and procedures were made clear to me prior to enrollment. | 11 | 12 | 16 | 2 | 16 | 11 | 3 |
| The online Schedule of Classes is informative and easy to follow. | 12 | 18 | 18 | 15 | 14 | 8 | 13 |
| The classes I attend are well organized and well taught. | 13 | 7 | 11 | 8 | 13 | 20 | 9 |
| Class drop/add procedures are appropriate. | 14 | 13 | 12 | 22 | 19 | 1 | 10 |
| Classes are offered at convenient times. | 15 | 26 | 24 | 7 | 15 | 9 | 18 |
| The bill that I received from the University was easily understood. | 16 | 5 | 9 | 16 | 20 | 12 | 22 |
| Academic advising is adequate. | 17 | 11 | 17 | 26 | 21 | 14 | 19 |
| Sufficient financial aid options are available. | 18 | 19 | 23 | 23 | 17 | 16 | 16 |
| On-campus bookstore hours are convenient for students. | 19 | 22 | 8 | 13 | 12 | 25 | 26 |
| Student organizations are available for my participation. | 20 | 23 | 22 | 21 | 6 | 26 | 29 |

**Appendix 17.  2017 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 feel that the campus is a safe and secure environment. | 21 | 4 | 10 | 3 | 18 | 27 | 17 |
| The on-site registration process is user-friendly. | 22 | 17 | 19 | 14 | 22 | 22 | 2 |
| The tuition payment plan is beneficial for students. | 23 | 16 | 13 | 19 | 23 | 21 | 21 |
| Class information provided prior to enrollment was helpful. | 24 | 24 | 21 | 17 | 25 | 18 | 8 |
| Purchasing textbooks through Troy Virtual BookStore is convenient. | 25 | 28 | 26 | 27 | 26 | 19 | 24 |
| Tutorial services are sufficient. | 26 | 27 | 25 | 24 | 24 | 24 | 25 |
| Student recreational opportunities and facilities have met my expectations. | 27 | 25 | 28 | 28 | 27 | 28 | 27 |
| Students seldom get the "run around" when seeking information. | 28 | 21 | 27 | 25 | 29 | 23 | 15 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 29 | 29 | 28 | 29 | 28 |

## Appendix 18.  2017 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 | 1 | 2 | 1 | 1 | 1 |
| TROY personnel are knowledgeable and helpful. | 2 | 2 | 1 | 3 | 3 | 3 |
| The semester/term format at my location accommodates my learning. | 3 | 8 | 4 | 2 | 4 | 2 |
| I would recommend Troy University to a friend who is planning to go to college. | 4 | 5 | 5 | 8 | 5 | 6 |
| Troy University has a good reputation in my community. | 5 | 4 | 14 | 4 | 8 | 7 |
| Faculty care about students as individuals. | 6 | 6 | 10 | 9 | 7 | 8 |
| I feel I can talk to faculty about my academic concerns. | 7 | 3 | 6 | 10 | 6 | 12 |
| The University offers a variety of majors at my location. | 8 | 9 | 3 | 15 | 11 | 4 |
| The online registration process is user-friendly. | 9 | 12 | 7 | 5 | 16 | 11 |
| The printed Schedule of Classes is informative and easy to follow. | 10 | 10 | 20 | 19 | 12 | 5 |
| Registration dates, times, and procedures were made clear to me prior to enrollment. | 11 | 7 | 11 | 18 | 26 | 9 |
| The online Schedule of Classes is informative and easy to follow. | 12 | 11 | 8 | 13 | 17 | 15 |
| The classes I attend are well organized and well taught. | 13 | 13 | 15 | 11 | 15 | 10 |
| Class drop/add procedures are appropriate. | 14 | 14 | 13 | 7 | 13 | 16 |
| Classes are offered at convenient times. | 15 | 18 | 9 | 16 | 18 | 14 |
| The bill that I received from the University was easily understood. | 16 | 15 | 12 | 6 | 25 | 19 |
| Academic advising is adequate. | 17 | 22 | 22 | 21 | 9 | 17 |
| Sufficient financial aid options are available. | 18 | 17 | 19 | 17 | 10 | 20 |
| On-campus bookstore hours are convenient for students. | 19 | 16 | 17 | 24 | 14 | 18 |
| Student organizations are available for my participation. | 20 | 19 | 16 | 25 | 2 | 21 |
| I feel that the campus is a safe and secure environment. | 21 | 20 | 26 | 12 | 19 | 13 |
| The on-site registration process is user-friendly. | 22 | 23 | 18 | 14 | 22 | 22 |
| The tuition payment plan is beneficial for students. | 23 | 21 | 21 | 20 | 23 | 23 |
| Class information provided prior to enrollment was helpful. | 24 | 25 | 23 | 23 | 20 | 24 |
| Purchasing textbooks through Troy Virtual BookStore is convenient. | 25 | 24 | 24 | 22 | 27 | 26 |
| Tutorial services are sufficient. | 26 | 27 | 25 | 26 | 21 | 25 |
| Student recreational opportunities and facilities have met my expectations. | 27 | 26 | 27 | 28 | 24 | 28 |
| Students seldom get the "run around" when seeking information. | 28 | 28 | 28 | 27 | 28 | 27 |
| Campus housing met my expectations upon arriving to campus. | 29 | 29 | 29 | 29 | 29 | 29 |

## Appendix 19.  2017 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 | 158 | 4.0253 | 1.08815 | **.002** |
|  | *Female* | 468 | 4.2906 | .84883 |  |
|  | Total | 626 | 4.2236 | .92147 |  |
| 2. Faculty care about students as individuals.* | Male | 156 | 4.0192 | 1.03157 | **.004** |
|  | *Female* | 468 | 4.2564 | .83195 |  |
|  | Total | 624 | 4.1971 | .89115 |  |
| 3. I feel I can talk to faculty about my academic concerns.* | Male | 156 | 3.9936 | 1.07461 | **.002** |
|  | *Female* | 468 | 4.2650 | .89388 |  |
|  | Total | 624 | 4.1971 | .94873 |  |
| 4. Academic advising is adequate.* | Male | 157 | 3.7643 | 1.11597 | **.010** |
|  | *Female* | 463 | 4.0173 | 1.04432 |  |
|  | Total | 620 | 3.9532 | 1.06770 |  |
| 5. Sufficient financial aid options are available. | Male | 150 | 3.8667 | 1.12725 | .300 |
|  | Female | 444 | 3.9707 | 1.03943 |  |
|  | Total | 594 | 3.9444 | 1.06228 |  |
| 6. The tuition payment plan is beneficial for students.* | Male | 137 | 3.7591 | .99651 | **.007** |
|  | *Female* | 413 | 4.0097 | .92164 |  |
|  | Total | 550 | 3.9473 | .94616 |  |
| 7. Class information provided prior to enrollment was helpful.* | Male | 157 | 3.6115 | 1.10157 | **.004** |
|  | *Female* | 459 | 3.8998 | 1.06696 |  |
|  | Total | 616 | 3.8263 | 1.08231 |  |
| 8. Registration dates, times, and procedures were made clear to me prior to enrollment.* | Male | 154 | 3.8247 | 1.19985 | **.008** |
|  | *Female* | 465 | 4.0839 | 1.00401 |  |
|  | Total | 619 | 4.0194 | 1.06105 |  |
| 9. The online registration process is user-friendly. | Male | 152 | 3.9803 | 1.03239 | .128 |
|  | Female | 454 | 4.1189 | .94854 |  |
|  | Total | 606 | 4.0842 | .97125 |  |
| 10. The on-site registration process is user-friendly.* | Male | 134 | 3.7612 | 1.02729 | **.008** |
|  | *Female* | 396 | 4.0126 | .91255 |  |
|  | Total | 530 | 3.9491 | .94821 |  |
| 11. Students seldom get the "run around" when seeking information. | Male | 147 | 3.4490 | 1.20606 | .353 |
|  | Female | 446 | 3.5516 | 1.14589 |  |
|  | Total | 593 | 3.5261 | 1.16091 |  |
| 12. The online Schedule of Classes is informative and easy to follow. | Male | 149 | 3.9195 | 1.02349 | .079 |
|  | Female | 454 | 4.0749 | .90309 |  |
|  | Total | 603 | 4.0365 | .93581 |  |
| 13. The printed Schedule of Classes is informative and easy to follow.* | Male | 140 | 3.9214 | .93738 | **.029** |
|  | *Female* | 413 | 4.1065 | .84087 |  |
|  | Total | 553 | 4.0597 | .86919 |  |
| 14. Class drop/add procedures are appropriate.* | Male | 141 | 3.8227 | 1.08420 | **.005** |
|  | *Female* | 441 | 4.0884 | .92386 |  |
|  | Total | 582 | 4.0241 | .97089 |  |
| 15. Classes are offered at convenient times. | Male | 150 | 3.8667 | 1.12128 | .175 |
|  | Female | 449 | 3.9955 | .96593 |  |
|  | Total | 599 | 3.9633 | 1.00766 |  |

## Appendix 19. 2017 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 | 154 | 3.8766 | 1.09262 | **.028** |
|  | *Female* | 454 | 4.0749 | .91523 |  |
|  | Total | 608 | 4.0247 | .96617 |  |
| 17. The University offers a variety of majors at my location.* | Male | 148 | 3.9257 | 1.16111 | **.002** |
|  | *Female* | 451 | 4.1929 | .83028 |  |
|  | Total | 599 | 4.1269 | .92923 |  |
| 18. Tutorial services are sufficient. | Male | 132 | 3.7576 | 1.07803 | .335 |
|  | Female | 395 | 3.8506 | .91544 |  |
|  | Total | 527 | 3.8273 | .95854 |  |
| 19. On-campus bookstore hours are convenient for students.* | Male | 133 | 3.6767 | 1.06279 | **.004** |
|  | *Female* | 387 | 3.9612 | .95551 |  |
|  | Total | 520 | 3.8885 | .99084 |  |
| 20. Purchasing textbooks through Troy Virtual BookStore is convenient.* | Male | 140 | 3.5500 | 1.14002 | **.000** |
|  | *Female* | 404 | 3.9257 | 1.05644 |  |
|  | Total | 544 | 3.8290 | 1.08997 |  |
| 21. Student organizations are available for my participation.* | Male | 141 | 3.7589 | 1.09480 | **.010** |
|  | *Female* | 395 | 4.0076 | .93572 |  |
|  | Total | 536 | 3.9422 | .98513 |  |
| 22. The semester/term format at my location accommodates my learning.* | Male | 154 | 4.0130 | .95648 | **.001** |
|  | *Female* | 455 | 4.2505 | .72925 |  |
|  | Total | 609 | 4.1905 | .79875 |  |
| 23. Troy University has a good reputation in my community.* | Male | 152 | 4.0066 | 1.00658 | **.002** |
|  | *Female* | 450 | 4.2667 | .83092 |  |
|  | Total | 602 | 4.2010 | .88496 |  |
| 24. I am receiving a quality education at Troy University.* | Male | 155 | 4.0645 | 1.02360 | **.000** |
|  | *Female* | 458 | 4.3996 | .69679 |  |
|  | Total | 613 | 4.3148 | .80464 |  |
| 25. I would recommend Troy University to a friend who is planning to go to college.* | Male | 155 | 4.0839 | 1.11049 | **.007** |
|  | *Female* | 457 | 4.3217 | .88570 |  |
|  | Total | 612 | 4.2614 | .95236 |  |
| 26. The bill that I received from the University was easily understood.* | Male | 150 | 3.8000 | 1.06185 | **.008** |
|  | *Female* | 427 | 4.0468 | .93581 |  |
|  | Total | 577 | 3.9827 | .97524 |  |
| 27. Campus housing met my expectations upon arriving to campus. | Male | 111 | 3.2523 | 1.18681 | .191 |
|  | Female | 294 | 3.4184 | 1.12000 |  |
|  | Total | 405 | 3.3728 | 1.13963 |  |
| 28. Student recreational opportunities and facilities have met my expectations. | Male | 123 | 3.4797 | 1.18978 | .129 |
|  | Female | 336 | 3.6518 | 1.02834 |  |
|  | Total | 459 | 3.6057 | 1.07535 |  |
| 29. I feel that the campus is a safe and secure environment. | Male | 138 | 3.8913 | .98666 | .234 |
|  | Female | 394 | 4.0025 | .92876 |  |
|  | Total | 532 | 3.9737 | .94444 |  |

## Appendix 20. 2017 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 | 153 | 4.2484 | 1.02136 | .243 |
| | White | 380 | 4.2500 | .87963 | |
| | Other | 93 | 4.0753 | .91172 | |
| | Total | 626 | 4.2236 | .92147 | |
| 2. Faculty care about students as individuals.* | Black | 152 | 4.2105 | .93943 | **.017** |
| | White | 379 | 4.2507 | .83759 | |
| | Other | 93 | 3.9570 | .98812 | |
| | Total | 624 | 4.1971 | .89115 | |
| 3. I feel I can talk to faculty about my academic concerns.* | Black | 152 | 4.1579 | 1.01711 | **.003** |
| | White | 379 | 4.2823 | .86494 | |
| | Other | 93 | 3.9140 | 1.09996 | |
| | Total | 624 | 4.1971 | .94873 | |
| 4. Academic advising is adequate.* | Black | 149 | 4.1745 | 1.01163 | **.006** |
| | White | 378 | 3.9153 | 1.05711 | |
| | Other | 93 | 3.7527 | 1.14831 | |
| | Total | 620 | 3.9532 | 1.06770 | |
| 5. Sufficient financial aid options are available.* | Black | 146 | 4.0479 | 1.05263 | **.030** |
| | White | 361 | 3.9668 | 1.02686 | |
| | Other | 87 | 3.6782 | 1.18610 | |
| | Total | 594 | 3.9444 | 1.06228 | |
| 6. The tuition payment plan is beneficial for students. | Black | 137 | 3.9416 | 1.04857 | .055 |
| | White | 328 | 4.0061 | .86025 | |
| | Other | 85 | 3.7294 | 1.06221 | |
| | Total | 550 | 3.9473 | .94616 | |
| 7. Class information provided prior to enrollment was helpful.* | Black | 149 | 4.0336 | 1.07437 | **.018** |
| | White | 376 | 3.7819 | 1.07346 | |
| | Other | 91 | 3.6703 | 1.09600 | |
| | Total | 616 | 3.8263 | 1.08231 | |
| 8. Registration dates, times, and procedures were made clear to me prior to enrollment.* | Black | 152 | 4.2434 | .98999 | **.004** |
| | White | 375 | 3.9813 | 1.04558 | |
| | Other | 92 | 3.8043 | 1.17893 | |
| | Total | 619 | 4.0194 | 1.06105 | |
| 9. The online registration process is user-friendly. | Black | 150 | 4.0933 | 1.04494 | .064 |
| | White | 365 | 4.1342 | .92941 | |
| | Other | 91 | 3.8681 | .99117 | |
| | Total | 606 | 4.0842 | .97125 | |
| 10. The on-site registration process is user-friendly.* | Black | 128 | 4.0469 | .93791 | **.010** |
| | White | 317 | 3.9842 | .86588 | |
| | Other | 85 | 3.6706 | 1.18912 | |
| | Total | 530 | 3.9491 | .94821 | |
| 11. Students seldom get the "run around" when seeking information. | Black | 143 | 3.4266 | 1.29185 | .481 |
| | White | 360 | 3.5500 | 1.11097 | |
| | Other | 90 | 3.5889 | 1.14061 | |
| | Total | 593 | 3.5261 | 1.16091 | |

# Appendix 20.  2017 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 | 148 | 4.0743 | .96954 | .060 |
| | White | 367 | 4.0736 | .87312 | |
| | Other | 88 | 3.8182 | 1.09906 | |
| | Total | 603 | 4.0365 | .93581 | |
| 13. The printed Schedule of Classes is informative and easy to follow. | Black | 134 | 4.1343 | .91595 | .125 |
| | White | 336 | 4.0714 | .84692 | |
| | Other | 83 | 3.8916 | .86971 | |
| | Total | 553 | 4.0597 | .86919 | |
| 14. Class drop/add procedures are appropriate.* | *Black* | 145 | 4.2069 | .96391 | **.027** |
| | White | 351 | 3.9772 | .99401 | |
| | Other | 86 | 3.9070 | .84891 | |
| | Total | 582 | 4.0241 | .97089 | |
| 15. Classes are offered at convenient times.* | *Black* | 146 | 4.1370 | 1.00776 | **.002** |
| | White | 367 | 3.9646 | .98144 | |
| | Other | 86 | 3.6628 | 1.05842 | |
| | Total | 599 | 3.9633 | 1.00766 | |
| 15. The classes I attend are well organized and well taught. | Black | 145 | 4.0414 | 1.05985 | .761 |
| | White | 375 | 4.0347 | .91123 | |
| | Other | 88 | 3.9545 | 1.03845 | |
| | Total | 608 | 4.0247 | .96617 | |
| 17. The University offers a variety of majors at my location.* | Black | 147 | 4.1565 | .96302 | **.001** |
| | *White* | 364 | 4.1951 | .86428 | |
| | Other | 88 | 3.7955 | 1.06306 | |
| | Total | 599 | 4.1269 | .92923 | |
| 18. Tutorial services are sufficient.* | *Black* | 138 | 4.0072 | .95517 | **.000** |
| | White | 307 | 3.8502 | .90226 | |
| | Other | 82 | 3.4390 | 1.06687 | |
| | Total | 527 | 3.8273 | .95854 | |
| 19. On-campus bookstore hours are convenient for students.* | *Black* | 125 | 4.0160 | 1.05482 | **.020** |
| | White | 315 | 3.9048 | .93948 | |
| | Other | 80 | 3.6250 | 1.04790 | |
| | Total | 520 | 3.8885 | .99084 | |
| 20. Purchasing textbooks through Troy Virtual BookStore is convenient. * | *Black* | 135 | 4.0074 | 1.08927 | **.000** |
| | White | 326 | 3.8589 | 1.06916 | |
| | Other | 83 | 3.4217 | 1.08336 | |
| | Total | 544 | 3.8290 | 1.08997 | |
| 21. Student organizations are available for my participation.* | Black | 126 | 3.9365 | 1.01781 | **.000** |
| | *White* | 327 | 4.0428 | .93238 | |
| | Other | 83 | 3.5542 | 1.05059 | |
| | Total | 536 | 3.9422 | .98513 | |
| 22. The semester/term format at my location accommodates my learning.* | *Black* | 147 | 4.2313 | .85262 | **.024** |
| | White | 373 | 4.2252 | .76038 | |
| | Other | 89 | 3.9775 | .83907 | |
| | Total | 609 | 4.1905 | .79875 | |

## Appendix 20.  2017 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. |
|---|---|---|---|---|---|
| 23. Troy University has a good reputation in my community.* | Black | 147 | 4.1361 | .97671 | **.000** |
| | *White* | 367 | 4.3161 | .77413 | |
| | Other | 88 | 3.8295 | 1.04190 | |
| | Total | 602 | 4.2010 | .88496 | |
| 24. I am receiving a quality education at Troy University.* | Black | 150 | 4.3133 | .87575 | **.024** |
| | *White* | 376 | 4.3644 | .74669 | |
| | Other | 87 | 4.1034 | .88966 | |
| | Total | 613 | 4.3148 | .80464 | |
| 25. I would recommend Troy University to a friend who is planning to go to college.* | Black | 148 | 4.2162 | .95860 | **.001** |
| | *White* | 376 | 4.3537 | .89436 | |
| | Other | 88 | 3.9432 | 1.10753 | |
| | Total | 612 | 4.2614 | .95236 | |
| 26. The bill that I received from the University was easily understood. | Black | 140 | 4.0000 | .96708 | .084 |
| | White | 350 | 4.0286 | .95712 | |
| | Other | 87 | 3.7701 | 1.04215 | |
| | Total | 577 | 3.9827 | .97524 | |
| 27. Campus housing met my expectations upon arriving to campus. | Black | 93 | 3.4516 | 1.15642 | .523 |
| | White | 243 | 3.3786 | 1.16273 | |
| | Other | 69 | 3.2464 | 1.03477 | |
| | Total | 405 | 3.3728 | 1.13963 | |
| 28. Student recreational opportunities and facilities have met my expectations. | Black | 107 | 3.6636 | 1.10696 | .084 |
| | White | 278 | 3.6511 | 1.06326 | |
| | Other | 74 | 3.3514 | 1.05249 | |
| | Total | 459 | 3.6057 | 1.07535 | |
| 29. I feel that the campus is a safe and secure environment. | Black | 127 | 4.1024 | .96638 | .099 |
| | White | 322 | 3.9627 | .90954 | |
| | Other | 83 | 3.8193 | 1.02582 | |
| | Total | 532 | 3.9737 | .94444 | |

## Appendix 21.  2017 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 | 411 | 4.1898 | .8370 | .204 |
| | Non-Traditional | 215 | 4.2884 | 1.0637 | |
| | Total | 626 | 4.2236 | .9215 | |
| 2. Faculty care about students as individuals.* | Traditional | 413 | 4.1429 | .8484 | **.033** |
| | Non-Traditional | 211 | 4.3033 | .9626 | |
| | Total | 624 | 4.1971 | .8912 | |
| 3. I feel I can talk to faculty about my academic concerns.* | Traditional | 412 | 4.1408 | .9040 | **.039** |
| | Non-Traditional | 212 | 4.3066 | 1.0236 | |
| | Total | 624 | 4.1971 | .9487 | |
| 4. Academic advising is adequate. | Traditional | 409 | 3.8998 | 1.0060 | .083 |
| | Non-Traditional | 211 | 4.0569 | 1.1738 | |
| | Total | 620 | 3.9532 | 1.0677 | |
| 5. Sufficient financial aid options are available. | Traditional | 396 | 3.8889 | 1.0423 | .071 |
| | Non-Traditional | 198 | 4.0556 | 1.0954 | |
| | Total | 594 | 3.9444 | 1.0623 | |
| 6. The tuition payment plan is beneficial for students. * | Traditional | 379 | 3.8786 | .9406 | **.011** |
| | Non-Traditional | 171 | 4.0994 | .9434 | |
| | Total | 550 | 3.9473 | .9462 | |
| 7. Class information provided prior to enrollment was helpful.* | Traditional | 405 | 3.7605 | 1.0528 | **.036** |
| | Non-Traditional | 211 | 3.9526 | 1.1287 | |
| | Total | 616 | 3.8263 | 1.0823 | |
| 8. Registration dates, times, and procedures were made clear to me prior to enrollment.* | Traditional | 408 | 3.9069 | 1.0613 | **.000** |
| | Non-Traditional | 211 | 4.2370 | 1.0285 | |
| | Total | 619 | 4.0194 | 1.0611 | |
| 9. The online registration process is user-friendly. | Traditional | 401 | 4.0474 | .9275 | .193 |
| | Non-Traditional | 205 | 4.1561 | 1.0502 | |
| | Total | 606 | 4.0842 | .9713 | |
| 10. The on-site registration process is user-friendly.* | Traditional | 364 | 3.8901 | .9145 | **.034** |
| | Non-Traditional | 166 | 4.0783 | 1.0090 | |
| | Total | 530 | 3.9491 | .9482 | |
| 11. Students seldom get the "run around" when seeking information. * | Traditional | 392 | 3.3546 | 1.1100 | **.000** |
| | Non-Traditional | 201 | 3.8607 | 1.1876 | |
| | Total | 593 | 3.5261 | 1.1609 | |
| 12. The online Schedule of Classes is informative and easy to follow.* | Traditional | 402 | 3.9826 | .9001 | **.045** |
| | Non-Traditional | 201 | 4.1443 | .9970 | |
| | Total | 603 | 4.0365 | .9358 | |
| 13. The printed Schedule of Classes is informative and easy to follow. | Traditional | 377 | 4.0398 | .8095 | .432 |
| | Non-Traditional | 176 | 4.1023 | .9861 | |
| | Total | 553 | 4.0597 | .8692 | |
| 14. Class drop/add procedures are appropriate. | Traditional | 394 | 3.9721 | .9527 | .061 |
| | Non-Traditional | 188 | 4.1330 | 1.0018 | |
| | Total | 582 | 4.0241 | .9709 | |
| 15. Classes are offered at convenient times. | Traditional | 400 | 3.9275 | .9431 | .218 |
| | Non-Traditional | 199 | 4.0352 | 1.1254 | |
| | Total | 599 | 3.9633 | 1.0077 | |

## Appendix 21.  2017 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 | 405 | 3.9901 | .9307 | .213 |
|  | Non-Traditional | 203 | 4.0936 | 1.0322 |  |
|  | Total | 608 | 4.0247 | .9662 |  |
| 17. The University offers a variety of majors at my location. | Traditional | 404 | 4.1411 | .8526 | .590 |
|  | Non-Traditional | 195 | 4.0974 | 1.0725 |  |
|  | Total | 599 | 4.1269 | .9292 |  |
| 18. Tutorial services are sufficient. | Traditional | 358 | 3.8380 | .9084 | .710 |
|  | Non-Traditional | 169 | 3.8047 | 1.0594 |  |
|  | Total | 527 | 3.8273 | .9585 |  |
| 19. On-campus bookstore hours are convenient for students. | Traditional | 379 | 3.9024 | .9448 | .600 |
|  | Non-Traditional | 141 | 3.8511 | 1.1080 |  |
|  | Total | 520 | 3.8885 | .9908 |  |
| 20. Purchasing textbooks through Troy Virtual BookStore is convenient. | Traditional | 359 | 3.7716 | 1.0666 | .087 |
|  | Non-Traditional | 185 | 3.9405 | 1.1286 |  |
|  | Total | 544 | 3.8290 | 1.0900 |  |
| 21. Student organizations are available for my participation.* | *Traditional* | 382 | 4.0733 | .8902 | **.000** |
|  | Non-Traditional | 154 | 3.6169 | 1.1272 |  |
|  | Total | 536 | 3.9422 | .9851 |  |
| 22. The semester/term format at my location accommodates my learning. | Traditional | 407 | 4.1523 | .7167 | .094 |
|  | Non-Traditional | 202 | 4.2673 | .9399 |  |
|  | Total | 609 | 4.1905 | .7988 |  |
| 23. Troy University has a good reputation in my community. * | Traditional | 398 | 4.1382 | .8479 | **.015** |
|  | *Non-Traditional* | 204 | 4.3235 | .9433 |  |
|  | Total | 602 | 4.2010 | .8850 |  |
| 24. I am receiving a quality education at Troy University. | Traditional | 404 | 4.2822 | .7386 | .162 |
|  | Non-Traditional | 209 | 4.3780 | .9176 |  |
|  | Total | 613 | 4.3148 | .8046 |  |
| 25. I would recommend Troy University to a friend who is planning to go to college. | Traditional | 404 | 4.2426 | .9052 | .495 |
|  | Non-Traditional | 208 | 4.2981 | 1.0391 |  |
|  | Total | 612 | 4.2614 | .9524 |  |
| 26. The bill that I received from the University was easily understood. | Traditional | 389 | 3.9306 | .9486 | .065 |
|  | Non-Traditional | 188 | 4.0904 | 1.0224 |  |
|  | Total | 577 | 3.9827 | .9752 |  |
| 27. Campus housing met my expectations upon arriving to campus. | Traditional | 328 | 3.4055 | 1.1640 | .235 |
|  | Non-Traditional | 77 | 3.2338 | 1.0247 |  |
|  | Total | 405 | 3.3728 | 1.1396 |  |
| 28. Student recreational opportunities and facilities have met my expectations. * | *Traditional* | 357 | 3.6779 | 1.0679 | **.007** |
|  | Non-Traditional | 102 | 3.3529 | 1.0684 |  |
|  | Total | 459 | 3.6057 | 1.0754 |  |
| 29. I feel that the campus is a safe and secure environment.* | Traditional | 383 | 3.9217 | .9176 | **.042** |
|  | *Non-Traditional* | 149 | 4.1074 | 1.0010 |  |
|  | Total | 532 | 3.9737 | .9444 |  |

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

# Appendix 22. 2017 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.* | First Choice | 411 | 4.3017 | .92471 | **.003** |
| | Other Choices | 215 | 4.0744 | .89862 | |
| | Total | 626 | 4.2236 | .92147 | |
| 2. Faculty care about students as individuals.* | First Choice | 410 | 4.2878 | .86502 | **.000** |
| | Other Choices | 214 | 4.0234 | .91642 | |
| | Total | 624 | 4.1971 | .89115 | |
| 3. I feel I can talk to faculty about my academic concerns.* | First Choice | 410 | 4.3317 | .85485 | **.000** |
| | Other Choices | 214 | 3.9393 | 1.06195 | |
| | Total | 624 | 4.1971 | .94873 | |
| 4. Academic advising is adequate.* | First Choice | 407 | 4.0516 | 1.04329 | **.001** |
| | Other Choices | 213 | 3.7653 | 1.09083 | |
| | Total | 620 | 3.9532 | 1.06770 | |
| 5. Sufficient financial aid options are available.* | First Choice | 384 | 4.0547 | .99850 | **.001** |
| | Other Choices | 210 | 3.7429 | 1.14523 | |
| | Total | 594 | 3.9444 | 1.06228 | |
| 6. The tuition payment plan is beneficial for students.* | First Choice | 351 | 4.0541 | .91021 | **.000** |
| | Other Choices | 199 | 3.7588 | 0.98068 | |
| | Total | 550 | 3.9473 | .94616 | |
| 7. Class information provided prior to enrollment was helpful.* | First Choice | 404 | 3.9901 | 0.99373 | **.000** |
| | Other Choices | 212 | 3.5142 | 1.17429 | |
| | Total | 616 | 3.8263 | 1.08231 | |
| 8. Registration dates, times, and procedures were made clear to me prior to enrollment.* | First Choice | 404 | 4.1757 | 0.97171 | **.000** |
| | Other Choices | 215 | 3.7256 | 1.15768 | |
| | Total | 619 | 4.0194 | 1.06105 | |
| 9. The online registration process is user-friendly.* | First Choice | 397 | 4.2217 | .90801 | **.000** |
| | Other Choices | 209 | 3.8230 | 1.03415 | |
| | Total | 606 | 4.0842 | 0.97125 | |
| 10. The on-site registration process is user-friendly.* | First Choice | 342 | 4.1140 | .86400 | **.000** |
| | Other Choices | 188 | 3.6489 | 1.02072 | |
| | Total | 530 | 3.9491 | 0.94821 | |
| 11. Students seldom get the "run around" when seeking information.* | First Choice | 385 | 3.6571 | 1.13507 | **.000** |
| | Other Choices | 208 | 3.2837 | 1.17186 | |
| | Total | 593 | 3.5261 | 1.16091 | |
| 12. The online Schedule of Classes is informative and easy to follow.* | First Choice | 396 | 4.1313 | .90731 | **.001** |
| | Other Choices | 207 | 3.8551 | 0.96455 | |
| | Total | 603 | 4.0365 | .93581 | |
| 13. The printed Schedule of Classes is informative and easy to follow.* | First Choice | 358 | 4.1201 | .84984 | **.027** |
| | Other Choices | 195 | 3.9487 | .89525 | |
| | Total | 553 | 4.0597 | .86919 | |
| 14. Class drop/add procedures are appropriate.* | First Choice | 379 | 4.1346 | .89994 | **.000** |
| | Other Choices | 203 | 3.8177 | 1.06301 | |
| | Total | 582 | 4.0241 | .97089 | |
| 15. Classes are offered at convenient times.* | First Choice | 389 | 4.1003 | 0.95395 | **.000** |
| | Other Choices | 210 | 3.7095 | 1.05649 | |
| | Total | 599 | 3.9633 | 1.00766 | |

**Appendix 22. 2017 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.* | *First Choice* | 398 | 4.1432 | .91563 | **.000** |
| | Other Choices | 210 | 3.8000 | 1.02037 | |
| | Total | 608 | 4.0247 | 0.96617 | |
| 17. The University offers a variety of majors at my location.* | *First Choice* | 390 | 4.2128 | 0.91170 | **.002** |
| | Other Choices | 209 | 3.9665 | .94249 | |
| | Total | 599 | 4.1269 | .92923 | |
| 18. Tutorial services are sufficient.* | *First Choice* | 343 | 3.9038 | .95180 | **.012** |
| | Other Choices | 184 | 3.6848 | 0.95733 | |
| | Total | 527 | 3.8273 | 0.95854 | |
| 19. On-campus bookstore hours are convenient for students.* | *First Choice* | 327 | 3.9969 | .92510 | **.001** |
| | Other Choices | 193 | 3.7047 | 1.07084 | |
| | Total | 520 | 3.8885 | .99084 | |
| 20. Purchasing textbooks through Troy Virtual BookStore is convenient.* | *First Choice* | 357 | 3.9356 | 1.03522 | **.002** |
| | Other Choices | 187 | 3.6257 | 1.16351 | |
| | Total | 544 | 3.8290 | 1.08997 | |
| 21. Student organizations are available for my participation. | First Choice | 341 | 4.0000 | .95178 | .072 |
| | Other Choices | 195 | 3.8410 | 1.03563 | |
| | Total | 536 | 3.9422 | .98513 | |
| 22. The semester/term format at my location accommodates my learning.* | *First Choice* | 399 | 4.2657 | .80176 | **.001** |
| | Other Choices | 210 | 4.0476 | .77498 | |
| | Total | 609 | 4.1905 | .79875 | |
| 23. Troy University has a good reputation in my community.* | *First Choice* | 397 | 4.3627 | .80680 | **.000** |
| | Other Choices | 205 | 3.8878 | .94563 | |
| | Total | 602 | 4.2010 | .88496 | |
| 24. I am receiving a quality education at Troy University.* | *First Choice* | 402 | 4.4254 | .76432 | **.000** |
| | Other Choices | 211 | 4.1043 | .83867 | |
| | Total | 613 | 4.3148 | .80464 | |
| 25. I would recommend Troy University to a friend who is planning to go to college.* | *First Choice* | 399 | 4.4361 | .84491 | **.000** |
| | Other Choices | 213 | 3.9343 | 1.05303 | |
| | Total | 612 | 4.2614 | 0.95236 | |
| 26. The bill that I received from the University was easily understood.* | *First Choice* | 373 | 4.1046 | .93746 | **.000** |
| | Other Choices | 204 | 3.7598 | 1.00548 | |
| | Total | 577 | 3.9827 | .97524 | |
| 27. Campus housing met my expectations upon arriving to campus. | First Choice | 244 | 3.4508 | 1.14829 | .090 |
| | Other Choices | 161 | 3.2547 | 1.11960 | |
| | Total | 405 | 3.3728 | 1.13963 | |
| 28. Student recreational opportunities and facilities have met my expectations.* | *First Choice* | 279 | 3.7921 | 1.01063 | **.000** |
| | Other Choices | 180 | 3.3167 | 1.11102 | |
| | Total | 459 | 3.6057 | 1.07535 | |
| 29. I feel that the campus is a safe and secure environment.* | *First Choice* | 337 | 4.1513 | .85788 | **.000** |
| | Other Choices | 195 | 3.6667 | 1.00855 | |
| | Total | 532 | 3.9737 | .94444 | |

# Appendix 23.  2017 Overall
# Demographics and Frequencies

**Age**

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Traditional | 455 | 66.5 |
| | Non-Traditional | 229 | 33.5 |
| | Total | 684 | 100.0 |

**Ethnicity**

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Black | 165 | 24.1 |
| | White | 414 | 60.5 |
| | Other | 105 | 15.4 |
| | Total | 684 | 100.0 |

**Level**

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Undergraduate | 491 | 77.2 |
| | Graduate | 145 | 22.8 |
| | Total | 636 | 100.0 |
| Missing | System | 48 | |
| Total | | 684 | |

**Choice**

| | | Frequency | Percent |
|---|---|---|---|
| Valid | First Choice | 431 | 63.0 |
| | Other | 253 | 37.0 |
| | Total | 684 | 100.0 |

## GENERAL INFORMATION

| | | Frequency | Percent |
|---|---|---|---|
| Valid | RESPONSE COUNT | 684 | 100.0 |

**1) Gender:**

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Male | 169 | 24.8 |
| | Female | 513 | 75.2 |
| | Total | 682 | 100.0 |
| Missing | System | 2 | |
| Total | | 684 | |

## 2) Ethnicity:

|   |   | Frequency | Percent |
|---|---|---|---|
| Valid | African American | 165 | 24.2 |
|   | American Indian/Alaska Native | 2 | 0.3 |
|   | Asian | 35 | 5.1 |
|   | Caucasian | 414 | 60.8 |
|   | Hawaiian or Other Pacific Islander | 3 | 0.4 |
|   | Hispanic | 29 | 4.3 |
|   | Multi-Racial | 30 | 4.4 |
|   | Race/Ethnicity Unknown | 3 | 0.4 |
|   | Total | 681 | 100.0 |
| Missing | System | 3 |  |
| Total |   | 684 |  |

## 3) Age:

|   |   | Frequency | Percent |
|---|---|---|---|
| Valid | 18-19 | 293 | 43.1 |
|   | 20-21 | 78 | 11.5 |
|   | 22-24 | 84 | 12.4 |
|   | 25-29 | 75 | 11.0 |
|   | 30-34 | 47 | 6.9 |
|   | 35-39 | 32 | 4.7 |
|   | 40-49 | 45 | 6.6 |
|   | 50-64 | 24 | 3.5 |
|   | 65 or over | 2 | 0.3 |
|   | Total | 680 | 100.0 |
| Missing | System | 4 |  |
| Total |   | 684 |  |

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

|   |   | Frequency | Percent |
|---|---|---|---|
| Valid | Yes | 342 | 50.4 |
|   | No | 336 | 49.6 |
|   | Total | 678 | 100.0 |
| Missing | System | 6 |  |
| Total |   | 684 |  |

**4) Enrollment Status:**

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Dually-enrolled high school student | 11 | 1.6 |
|  | First-time freshman (an undergraduate student attending college for the first time) | 316 | 46.3 |
|  | First-time graduate (a graduate student enrolled in a graduate program for the first time) | 117 | 17.2 |
|  | Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university) | 168 | 24.6 |
|  | Graduate transfer student (a graduate student who transferred to TROY from another college or university) | 26 | 3.8 |
|  | Undergraduate transient student (an undergraduate student attending TROY temporarily) | 7 | 1.0 |
|  | Graduate transient student (a graduate student attending TROY temporarily) | 2 | 0.3 |
|  | Other | 35 | 5.1 |
|  | Total | 682 | 100.0 |
| Missing | System | 2 |  |
| Total |  | 684 |  |

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Dothan | 45 | 6.7 |
|  | TROY Online | 148 | 22.1 |
|  | Support Sites | 27 | 4.0 |
|  | Montgomery | 49 | 7.3 |
|  | Phenix City | 27 | 4.0 |
|  | Troy | 373 | 55.8 |
|  | Total | 669 | 100.0 |
| Missing | System | 15 |  |
| Total |  | 684 |  |

**If you selected Support Sites in the prior question, please select the site from which you are taking classes now?**

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Atlanta, GA | 6 | 22.2 |
|  | Brunswick, GA | 1 | 3.7 |
|  | Columbus, GA (Off Base- Manchester Exp) | 1 | 3.7 |
|  | Fort Walton Beach, FL | 3 | 11.1 |
|  | Misawa (Misawa Air Base) | 1 | 3.7 |
|  | Orlando, FL | 1 | 3.7 |
|  | Panama City, FL (Off Base- Airport Road) | 2 | 7.4 |
|  | Pensacola, FL | 4 | 14.8 |
|  | Saigon, Vietnam | 1 | 3.7 |
|  | Tampa Bay, FL | 7 | 25.9 |
|  | Total | 27 | 100.0 |
| Missing | System | 657 |  |
| Total |  | 684 |  |

**Do you know that, in addition to AL campus locations in Troy, Dothan, Montgomery, and Phenix City, Troy University has support sites located across multiple states and countries?**

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Yes | 567 | 84.8 |
| | No | 102 | 15.2 |
| | Total | 669 | 100.0 |
| Missing | System | 15 | |
| Total | | 684 | |

**To what extent did support sites influence your decision to attend Troy University?**

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not at all | 210 | 37.2 |
| | Not very much | 130 | 23.0 |
| | Somewhat | 145 | 25.7 |
| | Very Much | 79 | 14.0 |
| | Total | 564 | 100.0 |
| Missing | System | 120 | |
| Total | | 684 | |

**Have you visited a support site since you began taking classes at Troy University?**

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Yes | 82 | 12.3 |
| | No | 586 | 87.7 |
| | Total | 668 | 100.0 |
| Missing | System | 16 | |
| Total | | 684 | |

**For what purpose(s) have you visited a Troy University Support site?**

| | | |
|---|---|---|
| Academic Calendar | | |
| ACCUPLACER testing | | |
| Attending class. | | |
| books  Livetext | | |
| Class | | |
| Classes | | |
| Computer and speak to staff | | |
| Enroll Take Exam | | |
| Enrollment assistance. | | |
| Exam | | |
| Field trip | | |
| Financial Aid issues | | |
| Follow up information. | | |
| For an exam. | | |
| For homework | | |
| For writing advice | | |
| general ?s/ Support IT | | |
| General info, net tutor for my papers | | |
| Grammar | | |
| help | | |
| Help with classes and scheduling | | |
| help with forms, proctored exams, just to visit | | |
| Help with my writing skill. | | |
| Help with resources and tutoring | | |
| I am a student at the support site in Tampa, FL | | |

| |
|---|
| I attend school at the Tampa site. The question is a little confusing because I consider the Tampa site somewhat of a "campus". In fact I never know what to select when registering and choosing the campus. I think I have to select Global (which you said hre in this survey is online only) when I want to see Tampa's classes (which are in-person mostly). |
| I couldn't log into my account when I first got here. |
| I had support from IT to log in with my laptop. |
| I live in Montgomery, AL. |
| I visit to take a short tour about Troy since this is my very first time study abroad. I may need images, photos, videos, ect… And more important, my parent need to see it too so they can know how is Troy! |
| I visited the Troy Proctor site to take my college entry exam. It was great because it allowed me to take the exam at a convenient time on base. I also visited the Dothan Site to make my college ID and review my financial standing. |
| Information, Canvas, email |
| Library |
| online Bookstore to purchase books. |
| Panama |
| Proctor |
| Proctor exam |
| Proctor testing |
| Proctored exam. |
| proctored exams |
| Proctored exams |
| registration |
| Rosa parks Museum |
| Scholarship |
| Scholarship required me to. |
| Test taking |
| testing |
| Testing |
| They assisted me in enrolling and I have also taken exams at the Fort Walton Beach facility. |
| To attend classes. |
| To attend my classes. |
| TO enroll and start the application process. |
| To get information on a task I was confused about. |
| To get more information about the different programs offered at troy. |
| To have an idea how they look. |
| To see what was offered and talk with staff. |
| To take a class |
| To take my mid-term exams and I also took my MAT to gain entry to my program. |
| To utilize the internet system and talk with a VA counselor. |
| trip in undergrad |
| Tutoring |

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Associate | 47 | 7.1 |
|  | Bachelor's | 436 | 65.5 |
|  | Master's | 151 | 22.7 |
|  | Education Specialist | 6 | 0.9 |
|  | Doctorate | 7 | 1.1 |
|  | Other | 19 | 2.9 |
|  | Total | 666 | 100.0 |
| Missing | System | 18 |  |
| Total |  | 684 |  |

**7) College you are attending:**

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Arts & Sciences | 179 | 27.6 |
|  | Sorrell College of Business | 138 | 21.3 |
|  | Communication and Fine Arts | 48 | 7.4 |
|  | Education | 100 | 15.4 |
|  | Health & Human Services | 184 | 28.4 |
|  | Total | 649 | 100.0 |
| Missing | System | 35 |  |
| Total |  | 684 |  |

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Anthropology Major | 2 | 1.1 |
|  | Biology Major | 16 | 9.0 |
|  | Biology Program | 8 | 4.5 |
|  | Biology, Preprofessional Major | 14 | 7.9 |
|  | Chemistry Major | 3 | 1.7 |
|  | Computer Science | 18 | 10.2 |
|  | Computer Science, Applied Major | 9 | 5.1 |
|  | Criminal Justice | 22 | 12.4 |
|  | Environmental and Biological Sciences | 1 | 0.6 |
|  | Environmental Science Program | 2 | 1.1 |
|  | History Major | 6 | 3.4 |
|  | International Relations | 8 | 4.5 |
|  | Marine Biology Program | 1 | 0.6 |
|  | Mathematics Major | 6 | 3.4 |
|  | Political Science Major | 8 | 4.5 |
|  | Public Administration | 15 | 8.5 |
|  | Social Science Major | 6 | 3.4 |
|  | Sociology Major | 2 | 1.1 |
|  | Other | 30 | 16.9 |
|  | Total | 177 | 100.0 |
| Missing | System | 507 |  |
| Total |  | 684 |  |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Accounting Major | 33 | 23.9 |
| | Business | 7 | 5.1 |
| | Business Administration | 11 | 8.0 |
| | Finance Major | 6 | 4.3 |
| | General Business Major | 8 | 5.8 |
| | Human Resource Management | 19 | 13.8 |
| | Information Systems Major | 3 | 2.2 |
| | Management | 22 | 15.9 |
| | Marketing Major | 15 | 10.9 |
| | Resources and Technology Management | 2 | 1.4 |
| | Risk Management and Insurance Major | 4 | 2.9 |
| | Other | 8 | 5.8 |
| | Total | 138 | 100.0 |
| Missing | System | 546 | |
| Total | | 684 | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Art Major | 4 | 8.5 |
| | Broadcast Journalism Major | 6 | 12.8 |
| | Communication Arts Major - Communication Studies Track | 5 | 10.6 |
| | Communication Arts Major - Theatre Track | 2 | 4.3 |
| | Design, Technology and Innovation Program | 3 | 6.4 |
| | English Major | 5 | 10.6 |
| | Music Major | 5 | 10.6 |
| | Studio Arts | 2 | 4.3 |
| | Other | 15 | 31.9 |
| | Total | 47 | 100.0 |
| Missing | System | 637 | |
| Total | | 684 | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Adult Education | 2 | 2.1 |
| | Collaborative Teacher (Grades 6-12) | 4 | 4.2 |
| | Collaborative Teacher (Grades K-6) | 3 | 3.1 |
| | Counseling and Psychology - Clinical Mental Health Counseling | 7 | 7.3 |
| | Counseling and Psychology - Rehabilitation Counseling Counseling | 3 | 3.1 |
| | Counseling and Psychology - Student Affairs Counseling | 1 | 1.0 |
| | Counseling and Psychology - Substance Abuse Counseling | 1 | 1.0 |
| | Early Childhood Education (Grades P-3) | 2 | 2.1 |
| | Elementary Education (Grades K-6) | 37 | 38.5 |
| | Instructional Leadership and Administration | 2 | 2.1 |
| | Interpreter Training Program | 3 | 3.1 |
| | Psychology Major | 15 | 15.6 |
| | Secondary Education (Grades 6-12) - Biology Education | 1 | 1.0 |
| | Secondary Education (Grades 6-12) - English-Language Arts Education | 3 | 3.1 |
| | Secondary Education (Grades 6-12) - General Science Education | 1 | 1.0 |
| | Secondary Education (Grades 6-12) - History Education | 1 | 1.0 |
| | Secondary Education (Grades 6-12) - Mathematics Education | 3 | 3.1 |
| | Secondary Education (Grades 6-12) - Social Science Education | 2 | 2.1 |
| | Other | 5 | 5.2 |
| | Total | 96 | 100.0 |
| Missing | System | 588 | |
| Total | | 684 | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Athletic Training | 6 | 3.3 |
| | Health Education | 1 | 0.5 |
| | Human Services | 10 | 5.5 |
| | Nursing | 87 | 47.5 |
| | Rehabilitation | 2 | 1.1 |
| | Social Work | 39 | 21.3 |
| | Sports & Fitness Management | 15 | 8.2 |
| | Other | 23 | 12.6 |
| | Total | 183 | 100.0 |
| Missing | System | 501 | |
| Total | | 684 | |

# CHOICE OF TROY UNIVERSITY

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | First choice | 431 | 65.1 |
| | Second choice | 154 | 23.3 |
| | Third choice | 41 | 6.2 |
| | Fourth choice | 16 | 2.4 |
| | Other (please specify) | 20 | 3.0 |
| | Total | 662 | 100.0 |
| Missing | System | 22 | |
| Total | | 684 | |

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

| | |
|---|---|
| 2+2 corporation program | |
| 6th or 7th | |
| cant remember | |
| I am obtaining a second undergrad, I only applied to Troy | |
| I only came here because I tore my ACL in high school and couldn't get an athletic scholarship to Kentucky, Duke, or North Carolina | |
| I was able to take CE courses | |
| It was the most convenient | |
| It wasn't necessarily a numbered choice. I was looking for any university that offered online courses. | |
| Last | |
| Last Resort | |
| My college choice is based on location due to husband's career. | |
| Not till recommended | |
| only choice | |
| Only choice | |
| Recruiter | |
| The schedule for USF Tampa would have had me wait or a year and a half, so I decided on Troy which started right away. | |
| This is only for Dual Enrollment | |
| Transfer from another college | |
| Troy was not on my list at first | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Yes | 394 | 59.6 |
| | No | 267 | 40.4 |
| | Total | 661 | 100.0 |
| Missing | System | 23 | |
| Total | | 684 | |

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

### Academic reputation

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 436 | 63.7 |
|  | Selected | 248 | 36.3 |
|  | Total | 684 | 100.0 |

### Reputation for social activities

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 640 | 93.6 |
|  | Selected | 44 | 6.4 |
|  | Total | 684 | 100.0 |

### Rankings in national magazines

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 646 | 94.4 |
|  | Selected | 38 | 5.6 |
|  | Total | 684 | 100.0 |

### Graduates get good jobs

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 571 | 83.5 |
|  | Selected | 113 | 16.5 |
|  | Total | 684 | 100.0 |

### Size of campus

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 461 | 67.4 |
|  | Selected | 223 | 32.6 |
|  | Total | 684 | 100.0 |

### Location

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 330 | 48.2 |
|  | Selected | 354 | 51.8 |
|  | Total | 684 | 100.0 |

### Affordability

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 355 | 51.9 |
|  | Selected | 329 | 48.1 |
|  | Total | 684 | 100.0 |

### Availability of financial aid

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 483 | 70.6 |
|  | Selected | 201 | 29.4 |
|  | Total | 684 | 100.0 |

### Admission standards

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 577 | 84.4 |
| | Selected | 107 | 15.6 |
| | Total | 684 | 100.0 |

### Academic programs

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 426 | 62.3 |
| | Selected | 258 | 37.7 |
| | Total | 684 | 100.0 |

### Flexibility of schedule

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 466 | 68.1 |
| | Selected | 218 | 31.9 |
| | Total | 684 | 100.0 |

### Social atmosphere

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 550 | 80.4 |
| | Selected | 134 | 19.6 |
| | Total | 684 | 100.0 |

### Diversity of student body

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 567 | 82.9 |
| | Selected | 117 | 17.1 |
| | Total | 684 | 100.0 |

### Athletics

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 642 | 93.9 |
| | Selected | 42 | 6.1 |
| | Total | 684 | 100.0 |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 639 | 93.4 |
| | Selected | 45 | 6.6 |
| | Total | 684 | 100.0 |

### Recommendation of high school counselor

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 638 | 93.3 |
| | Selected | 46 | 6.7 |
| | Total | 684 | 100.0 |

### Recommendation of college counselor

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 662 | 96.8 |
| | Selected | 22 | 3.2 |
| | Total | 684 | 100.0 |

## Parents' recommendation

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 590 | 86.3 |
| | Selected | 94 | 13.7 |
| | Total | 684 | 100.0 |

## Friends' recommendation

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 539 | 78.8 |
| | Selected | 145 | 21.2 |
| | Total | 684 | 100.0 |

## Alumni recommendation

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 610 | 89.2 |
| | Selected | 74 | 10.8 |
| | Total | 684 | 100.0 |

## Other (please specify)

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 612 | 89.5 |
| | Selected | 72 | 10.5 |
| | Total | 684 | 100.0 |

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

| |
|---|
| 9-week terms instead of semesters help speed graduation |
| accommodates people with full time jobs |
| Aflac education partner |
| and the fact I could get a major completely online since I move a lot. |
| Attended Troy for undergrad |
| beautiful campus |
| Both academic reputation and alumni recommendation |
| Campus Beauty |
| Cheap |
| Corporate Partnership |
| Diversity of the Graduate Degree Options for Procurement |
| Dual Enrollment |
| Earned BS here |
| Excellent for military going to school online |
| Faculty Recommendation |
| Few colleges have this degree |
| Full ride scholarship |
| Go campus |
| Had already dual enrolled with TROY online |
| Had the degree plan I wanted and I enjoyed my experience as an undergraduate student through Troy online. |
| I am alumni and wanted to continue experiencing excellent education. |
| I came here because the basketball program is trash and I wanted to be the reason they became good and won the national championship |
| I completed my undergrad here. |
| I heard that the Nursing Program was amazing. |
| I liked the professors in my undergraduate program |

| |
|---|
| I'm still in high school |
| It is a cooperation project with my Chinese university |
| Korean Language classes |
| Military benefits |
| Military ffriendly |
| Military support |
| Military Support and Understanding |
| MSHRM degree offered |
| My supervisors graduated from Troy. |
| New Faculty |
| Nursing School Reputation |
| Offer my degree |
| offered a RHO in ILA |
| One of 2 accepted me |
| online classes |
| Online classes |
| Online program |
| Online Programs |
| Only campus that has general counseling degree so I can become a guidance counselor. |
| Only school I got in to |
| Partner program |
| Program choice (pre law) |
| Quality online MBA |
| Quick process |
| Recommended by a Licensed Mental Health Counselor who had knowledge of the school. |
| Recommended by military education office |
| Relationship with our military |
| Reputation for graduates and the job oppurtunities for Troy graduate |
| ROTC Program |
| scholarship |
| Scholarship |
| Scholarship opportunities |
| scholarships |
| Southern feel |
| TA and Military scholarship |
| The accomedations and resources the college has for veterans like me. |
| The only online class I can do online for my degree |
| There was a dance major |
| Vocational Rehabilitation recommendation |
| went to undergrad at troy |

# SATISFACTION WITH TROY UNIVERSITY

**TROY personnel are knowledgeable and helpful.**

|       |                           | Frequency | Percent |
|-------|---------------------------|-----------|---------|
| Valid | Not Applicable            | 2         | 0.3     |
|       | Strongly Disagree         | 19        | 3.0     |
|       | Disagree                  | 19        | 3.0     |
|       | Neither Agree nor Disagree| 40        | 6.4     |
|       | Agree                     | 273       | 43.5    |
|       | Strongly Agree            | 275       | 43.8    |
|       | Total                     | 628       | 100.0   |
| Missing | System                  | 56        |         |
| Total |                           | 684       |         |

**Faculty care about students as individuals.**

|       |                           | Frequency | Percent |
|-------|---------------------------|-----------|---------|
| Valid | Not Applicable            | 3         | 0.5     |
|       | Strongly Disagree         | 14        | 2.2     |
|       | Disagree                  | 14        | 2.2     |
|       | Neither Agree nor Disagree| 72        | 11.5    |
|       | Agree                     | 259       | 41.3    |
|       | Strongly Agree            | 265       | 42.3    |
|       | Total                     | 627       | 100.0   |
| Missing | System                  | 57        |         |
| Total |                           | 684       |         |

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

|       |                           | Frequency | Percent |
|-------|---------------------------|-----------|---------|
| Valid | Not Applicable            | 3         | 0.5     |
|       | Strongly Disagree         | 19        | 3.0     |
|       | Disagree                  | 18        | 2.9     |
|       | Neither Agree nor Disagree| 63        | 10.0    |
|       | Agree                     | 245       | 39.1    |
|       | Strongly Agree            | 279       | 44.5    |
|       | Total                     | 627       | 100.0   |
| Missing | System                  | 57        |         |
| Total |                           | 684       |         |

**Academic advising is adequate.**

|       |                           | Frequency | Percent |
|-------|---------------------------|-----------|---------|
| Valid | Not Applicable            | 6         | 1.0     |
|       | Strongly Disagree         | 26        | 4.2     |
|       | Disagree                  | 45        | 7.2     |
|       | Neither Agree nor Disagree| 77        | 12.3    |
|       | Agree                     | 256       | 40.9    |
|       | Strongly Agree            | 216       | 34.5    |
|       | Total                     | 626       | 100.0   |
| Missing | System                  | 58        |         |
| Total |                           | 684       |         |

**Sufficient financial aid options are available.**

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 29 | 4.7 |
|  | Strongly Disagree | 26 | 4.2 |
|  | Disagree | 40 | 6.4 |
|  | Neither Agree nor Disagree | 76 | 12.2 |
|  | Agree | 251 | 40.3 |
|  | Strongly Agree | 201 | 32.3 |
|  | Total | 623 | 100.0 |
| Missing | System | 61 |  |
| Total |  | 684 |  |

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 76 | 12.1 |
|  | Strongly Disagree | 15 | 2.4 |
|  | Disagree | 20 | 3.2 |
|  | Neither Agree nor Disagree | 111 | 17.7 |
|  | Agree | 237 | 37.9 |
|  | Strongly Agree | 167 | 26.7 |
|  | Total | 626 | 100.0 |
| Missing | System | 58 |  |
| Total |  | 684 |  |

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 10 | 1.6 |
|  | Strongly Disagree | 24 | 3.8 |
|  | Disagree | 60 | 9.6 |
|  | Neither Agree nor Disagree | 99 | 15.8 |
|  | Agree | 249 | 39.8 |
|  | Strongly Agree | 184 | 29.4 |
|  | Total | 626 | 100.0 |
| Missing | System | 58 |  |
| Total |  | 684 |  |

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 7 | 1.1 |
|  | Strongly Disagree | 25 | 4.0 |
|  | Disagree | 48 | 7.7 |
|  | Neither Agree nor Disagree | 48 | 7.7 |
|  | Agree | 267 | 42.7 |
|  | Strongly Agree | 231 | 36.9 |
|  | Total | 626 | 100.0 |
| Missing | System | 58 |  |
| Total |  | 684 |  |

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

|       |                            | Frequency | Percent |
|-------|----------------------------|-----------|---------|
| Valid | Not Applicable             | 18        | 2.9     |
|       | Strongly Disagree          | 18        | 2.9     |
|       | Disagree                   | 30        | 4.8     |
|       | Neither Agree nor Disagree | 64        | 10.3    |
|       | Agree                      | 265       | 42.5    |
|       | Strongly Agree             | 229       | 36.7    |
|       | Total                      | 624       | 100.0   |
| Missing | System                   | 60        |         |
| Total |                            | 684       |         |

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

|       |                            | Frequency | Percent |
|-------|----------------------------|-----------|---------|
| Valid | Not Applicable             | 94        | 15.1    |
|       | Strongly Disagree          | 18        | 2.9     |
|       | Disagree                   | 13        | 2.1     |
|       | Neither Agree nor Disagree | 105       | 16.8    |
|       | Agree                      | 236       | 37.8    |
|       | Strongly Agree             | 158       | 25.3    |
|       | Total                      | 624       | 100.0   |
| Missing | System                   | 60        |         |
| Total |                            | 684       |         |

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

|       |                            | Frequency | Percent |
|-------|----------------------------|-----------|---------|
| Valid | Not Applicable             | 28        | 4.5     |
|       | Strongly Disagree          | 37        | 6.0     |
|       | Disagree                   | 82        | 13.2    |
|       | Neither Agree nor Disagree | 138       | 22.2    |
|       | Agree                      | 204       | 32.9    |
|       | Strongly Agree             | 132       | 21.3    |
|       | Total                      | 621       | 100.0   |
| Missing | System                   | 63        |         |
| Total |                            | 684       |         |

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

|       |                            | Frequency | Percent |
|-------|----------------------------|-----------|---------|
| Valid | Not Applicable             | 22        | 3.5     |
|       | Strongly Disagree          | 14        | 2.2     |
|       | Disagree                   | 32        | 5.1     |
|       | Neither Agree nor Disagree | 73        | 11.7    |
|       | Agree                      | 283       | 45.3    |
|       | Strongly Agree             | 201       | 32.2    |
|       | Total                      | 625       | 100.0   |
| Missing | System                   | 59        |         |
| Total |                            | 684       |         |

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 69 | 11.1 |
|  | Strongly Disagree | 12 | 1.9 |
|  | Disagree | 14 | 2.3 |
|  | Neither Agree nor Disagree | 79 | 12.7 |
|  | Agree | 272 | 43.7 |
|  | Strongly Agree | 176 | 28.3 |
|  | Total | 622 | 100.0 |
| Missing | System | 62 |  |
| Total |  | 684 |  |

### Class drop/add procedures are appropriate.

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 40 | 6.4 |
|  | Strongly Disagree | 19 | 3.1 |
|  | Disagree | 26 | 4.2 |
|  | Neither Agree nor Disagree | 75 | 12.1 |
|  | Agree | 264 | 42.4 |
|  | Strongly Agree | 198 | 31.8 |
|  | Total | 622 | 100.0 |
| Missing | System | 62 |  |
| Total |  | 684 |  |

### Classes are offered at convenient times.

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 23 | 3.7 |
|  | Strongly Disagree | 23 | 3.7 |
|  | Disagree | 34 | 5.5 |
|  | Neither Agree nor Disagree | 75 | 12.1 |
|  | Agree | 277 | 44.5 |
|  | Strongly Agree | 190 | 30.5 |
|  | Total | 622 | 100.0 |
| Missing | System | 62 |  |
| Total |  | 684 |  |

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 12 | 1.9 |
|  | Strongly Disagree | 18 | 2.9 |
|  | Disagree | 33 | 5.3 |
|  | Neither Agree nor Disagree | 69 | 11.1 |
|  | Agree | 284 | 45.8 |
|  | Strongly Agree | 204 | 32.9 |
|  | Total | 620 | 100.0 |
| Missing | System | 64 |  |
| Total |  | 684 |  |

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 22 | 3.5 |
|  | Strongly Disagree | 16 | 2.6 |
|  | Disagree | 24 | 3.9 |
|  | Neither Agree nor Disagree | 57 | 9.2 |
|  | Agree | 273 | 44.0 |
|  | Strongly Agree | 229 | 36.9 |
|  | Total | 621 | 100.0 |
| Missing | System | 63 |  |
| Total |  | 684 |  |

## Tutorial services are sufficient.

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 95 | 15.3 |
|  | Strongly Disagree | 18 | 2.9 |
|  | Disagree | 12 | 1.9 |
|  | Neither Agree nor Disagree | 151 | 24.3 |
|  | Agree | 208 | 33.4 |
|  | Strongly Agree | 138 | 22.2 |
|  | Total | 622 | 100.0 |
| Missing | System | 62 |  |
| Total |  | 684 |  |

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 98 | 15.9 |
|  | Strongly Disagree | 17 | 2.8 |
|  | Disagree | 38 | 6.1 |
|  | Neither Agree nor Disagree | 71 | 11.5 |
|  | Agree | 254 | 41.1 |
|  | Strongly Agree | 140 | 22.7 |
|  | Total | 618 | 100.0 |
| Missing | System | 66 |  |
| Total |  | 684 |  |

## Purchasing textbooks through Troy Virtual BookStore is convenient.

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 78 | 12.5 |
|  | Strongly Disagree | 25 | 4.0 |
|  | Disagree | 37 | 5.9 |
|  | Neither Agree nor Disagree | 116 | 18.6 |
|  | Agree | 194 | 31.2 |
|  | Strongly Agree | 172 | 27.7 |
|  | Total | 622 | 100.0 |
| Missing | System | 62 |  |
| Total |  | 684 |  |

## Student organizations are available for my participation.

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 85 | 13.7 |
| | Strongly Disagree | 16 | 2.6 |
| | Disagree | 32 | 5.2 |
| | Neither Agree nor Disagree | 84 | 13.5 |
| | Agree | 239 | 38.5 |
| | Strongly Agree | 165 | 26.6 |
| | Total | 621 | 100.0 |
| Missing | System | 63 | |
| Total | | 684 | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 14 | 2.2 |
| | Strongly Disagree | 11 | 1.8 |
| | Disagree | 6 | 1.0 |
| | Neither Agree nor Disagree | 63 | 10.1 |
| | Agree | 305 | 49.0 |
| | Strongly Agree | 224 | 36.0 |
| | Total | 623 | 100.0 |
| Missing | System | 61 | |
| Total | | 684 | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 19 | 3.1 |
| | Strongly Disagree | 13 | 2.1 |
| | Disagree | 15 | 2.4 |
| | Neither Agree nor Disagree | 64 | 10.3 |
| | Agree | 256 | 41.2 |
| | Strongly Agree | 254 | 40.9 |
| | Total | 621 | 100.0 |
| Missing | System | 63 | |
| Total | | 684 | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 7 | 1.1 |
| | Strongly Disagree | 10 | 1.6 |
| | Disagree | 11 | 1.8 |
| | Neither Agree nor Disagree | 39 | 6.3 |
| | Agree | 269 | 43.4 |
| | Strongly Agree | 284 | 45.8 |
| | Total | 620 | 100.0 |
| Missing | System | 64 | |
| Total | | 684 | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 7 | 1.1 |
| | Strongly Disagree | 19 | 3.1 |
| | Disagree | 18 | 2.9 |
| | Neither Agree nor Disagree | 50 | 8.1 |
| | Agree | 222 | 35.9 |
| | Strongly Agree | 303 | 48.9 |
| | Total | 619 | 100.0 |
| Missing | System | 65 | |
| Total | | 684 | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 43 | 6.9 |
| | Strongly Disagree | 18 | 2.9 |
| | Disagree | 30 | 4.8 |
| | Neither Agree nor Disagree | 81 | 13.1 |
| | Agree | 263 | 42.4 |
| | Strongly Agree | 185 | 29.8 |
| | Total | 620 | 100.0 |
| Missing | System | 64 | |
| Total | | 684 | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 215 | 34.7 |
| | Strongly Disagree | 35 | 5.6 |
| | Disagree | 43 | 6.9 |
| | Neither Agree nor Disagree | 130 | 21.0 |
| | Agree | 130 | 21.0 |
| | Strongly Agree | 67 | 10.8 |
| | Total | 620 | 100.0 |
| Missing | System | 64 | |
| Total | | 684 | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 160 | 25.8 |
| | Strongly Disagree | 23 | 3.7 |
| | Disagree | 43 | 6.9 |
| | Neither Agree nor Disagree | 124 | 20.0 |
| | Agree | 171 | 27.6 |
| | Strongly Agree | 98 | 15.8 |
| | Total | 619 | 100.0 |
| Missing | System | 65 | |
| Total | | 684 | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 90 | 14.5 |
| | Strongly Disagree | 13 | 2.1 |
| | Disagree | 24 | 3.9 |
| | Neither Agree nor Disagree | 94 | 15.1 |
| | Agree | 234 | 37.6 |
| | Strongly Agree | 167 | 26.8 |
| | Total | 622 | 100.0 |
| Missing | System | 62 | |
| Total | | 684 | |

## RECEIVING INFORMATION ABOUT TROY UNIVERSITY

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Alumni | 158 | 25.3 |
| | Billboard | 3 | 0.5 |
| | Direct Mail | 9 | 1.4 |
| | Guidance Counselor | 45 | 7.2 |
| | Internet | 82 | 13.1 |
| | Radio | 1 | 0.2 |
| | Television | 8 | 1.3 |
| | Word of mouth | 235 | 37.6 |
| | Other (please specify) | 84 | 13.4 |
| | Total | 625 | 100.0 |
| Missing | System | 59 | |
| Total | | 684 | |

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

| | |
|---|---|
| A student in troy university | |
| Admissions Counselor came to high school | |
| Advisor | |
| aflac partner in education | |
| Athletics | |
| Band Events | |
| Campus tour | |
| Clayton County Government | |
| cooperation program | |
| Cousin | |
| Current student | |
| Distinguished Young Women | |
| Distinguished Young Women Program | |
| Dr. Carmen Lewis | |
| Employee | |
| Exchange project | |
| Family member | |
| Family/Parents… | |
| food safety | |
| Friend | |
| Friend and relatives attend | |
| Friend's recomendation | |
| Friends | |
| friends and family | |

| |
|---|
| Go campus |
| hoby |
| Hometown |
| I am from the area, so I knew about Troy University. |
| I drove past it years ago |
| I have always lived in Troy, so I grew up around the school. |
| I live in Troy so i already knew about it. |
| I recently for my undergrad from Troy |
| I'm from Elba, which is close to Troy. |
| I'm from Troy. |
| I'm from Troy |
| I'm from Troy. |
| informational meeting at HR |
| known of, drive by it |
| Leadership Forum |
| Lived in Troy my whole life |
| Local |
| Marching Band Sues |
| Military |
| Military Bases/advertisements |
| Military College Office |
| military education fair |
| Military education office |
| Mother and Friend |
| Mother is an instructor |
| my brother |
| My employer |
| My mother told me about Troy University |
| My neice went yo Troy in Troy Alabama |
| my teacher |
| New Faculty |
| Ohlone College Website |
| other military soldiers |
| Parents |
| part of tuition from at the company I work for |
| Professor at Columbus state university |
| recruited |
| recruiter |
| Recruiter |
| Recruiting for Atheletics |
| recuiter came to offices |
| Reputation for Bachelors, Alumni for Masters |
| Resident of town in which the University resides. |
| School administrator |
| Sibling |
| South Eastern United States Honor bands |
| Student (brother) |
| The program for my major I was looking for was on the list when I looked through Alabama. |
| Troy Band Day |
| Troy rep @ Kadena AB, Japan |
| Trumbauer Secondary Theatre Festival |
| Visit |
| Vocational Rehab Counselor |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Billboard | 7 | 1.1 |
| | Direct Mail | 91 | 14.6 |
| | Internet | 392 | 62.8 |
| | Television | 1 | 0.2 |
| | Word of mouth | 78 | 12.5 |
| | Other (please specify) | 55 | 8.8 |
| | Total | 624 | 100.0 |
| Missing | System | 60 | |
| Total | | 684 | |

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

| |
|---|
| A student in Troy University |
| Admissions Department |
| Adviser |
| Advisor |
| Asked on site campus for list. |
| Brochure at education fair |
| Called the school |
| called Troy Montgomery campus |
| Clayton County Government |
| Counselor |
| Dr. Davis |
| Email |
| Email with coordinators |
| Go campus |
| Haley McKinnon |
| I called |
| I called and spoke with university staff |
| I have no idea |
| I looked at the Troy University website |
| I never did, my sister had to tell me |
| I received an email from admissions |
| I visited the Campuse Site |
| I went to the campus. |
| Impact |
| IMPACT |
| Impact and University Orientation |
| Instructor |
| Internet |
| Military Education Office pamphlet |
| My advisor |
| New Faculty |
| parents |
| Program Secretary |
| Recruiter |
| Recruiter Jacqueline Prestwood |
| Recruitment |
| school website |
| searching Troy's website |
| SO MANY TROY ADS |
| Spoke with Troy Office Staff |
| Staff |

| | | |
|---|---|---|
| Troy Email | | |
| Troy Lunch and Learn | | |
| Troy recruiter | | |
| troy representative at my job | | |
| Troy University representatives | | |
| Troy University web site and on-site admissions assistance | | |
| Visited the campus | | |
| Walk in | | |
| When I was admitted | | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Billboard | 8 | 1.3 |
| | Direct Mail | 51 | 8.2 |
| | Internet | 276 | 44.2 |
| | Radio | 6 | 1.0 |
| | Television | 16 | 2.6 |
| | Word of mouth | 259 | 41.5 |
| | Other (please specify) | 8 | 1.3 |
| | Total | 624 | 100.0 |
| Missing | System | 60 | |
| Total | | 684 | |

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

| | |
|---|---|
| College Offices, not enough military personnel know what Troy has to offer | |
| Facebook type apps (but I'm 50 years old so I don't know about the younger folks) | |
| Military Education Office | |
| Military Education Officer | |
| Nothing, because they won't go there based on my experience | |
| Social media | |
| Social Media | |
| Social media ad | |

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

**Academically challenging**

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 479 | 70.0 |
| | Selected | 205 | 30.0 |
| | Total | 684 | 100.0 |

**Caring**

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 459 | 67.1 |
| | Selected | 225 | 32.9 |
| | Total | 684 | 100.0 |

**Convenient**

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Selected | 321 | 46.9 |
| | Selected | 363 | 53.1 |
| | Total | 684 | 100.0 |

### Friendly

| | | Frequency | Percent |
|---|---|---:|---:|
| Valid | Not Selected | 367 | 53.7 |
| | Selected | 317 | 46.3 |
| | Total | 684 | 100.0 |

### Good value for the price

| | | Frequency | Percent |
|---|---|---:|---:|
| Valid | Not Selected | 398 | 58.2 |
| | Selected | 286 | 41.8 |
| | Total | 684 | 100.0 |

### Helpful

| | | Frequency | Percent |
|---|---|---:|---:|
| Valid | Not Selected | 451 | 65.9 |
| | Selected | 233 | 34.1 |
| | Total | 684 | 100.0 |

### Student-centered

| | | Frequency | Percent |
|---|---|---:|---:|
| Valid | Not Selected | 392 | 57.3 |
| | Selected | 292 | 42.7 |
| | Total | 684 | 100.0 |

### Other (please specify)

| | | Frequency | Percent |
|---|---|---:|---:|
| Valid | Not Selected | 651 | 95.2 |
| | Selected | 33 | 4.8 |
| | Total | 684 | 100.0 |

### 16) How would you describe TROY to a friend?
### -Other (please specify)-TEXT

| |
|---|
| A "newer" University |
| a decent online program.  better than UMUC Asia. not better than a brick-and-mortar institution. |
| A waste of money. |
| Adding or dropping classes are almost impossible to do. |
| Awful |
| Cheap |
| comfortable |
| Convenient |
| convenient… but not helpful when it comes to getting help or information from staff |
| Depends on the campus and or degree |
| Diverse |
| Diversity |
| Easy, unchallenging, wasting money and students potential |
| Great campus |
| Great classrooms |
| Great professional atmosphere for adult learners |
| Great program to graudate fast |
| I want my program to be solely on the Dothan campus, driving to Troy is very much out of the way and was not specified before starting classes |
| I wouldn't recommend Troy online at all . But I would recommend Troy on campus |

| Inadequate teachers and labs |
|---|
| It's not the best. |
| just a great place to go to school overall |
| Lack of guidance for Military students |
| Military friendly |
| Military Friendly |
| Over-priced for essentially a community college degree |
| Small campus atmosphere |
| Sometimes you'll enjoy it and sometimes you'll hate it. |
| Southern |
| Trash |
| Well organized, and diverse. |
| You must find the right people for all of the above to apply |

## COMPUTER ACCESS

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Yes | 574 | 96.0 |
|  | No | 24 | 4.0 |
|  | Total | 598 | 100.0 |
| Missing | System | 86 |  |
| Total |  | 684 |  |

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Laptop | 524 | 91.4 |
|  | Desktop | 30 | 5.2 |
|  | Other (please specify) | 19 | 3.3 |
|  | Total | 573 | 100.0 |
| Missing | System | 111 |  |
| Total |  | 684 |  |

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

|  |  |
|---|---|
| both |  |
| Both |  |
| Both a laptop and a desktop |  |
| Both laptop and desktop |  |
| both, as my lifestyle mandates that I travel often. |  |
| i have both where I work |  |
| IPad Pro |  |
| Tablet |  |

# STUDENT ADVISING

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Yes | 499 | 83.6 |
| | No | 46 | 7.7 |
| | I do not know | 52 | 8.7 |
| | Total | 597 | 100.0 |
| Missing | System | 87 | |
| Total | | 684 | |

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

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Yes | 511 | 86.3 |
| | No | 81 | 13.7 |
| | Total | 592 | 100.0 |
| Missing | System | 92 | |
| Total | | 684 | |

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

### My academic advisor is readily available.

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 16 | 2.7 |
| | Strongly Disagree | 28 | 4.7 |
| | Disagree | 42 | 7.1 |
| | Neither Agree nor Disagree | 85 | 14.3 |
| | Agree | 224 | 37.8 |
| | Strongly Agree | 198 | 33.4 |
| | Total | 593 | 100.0 |
| Missing | System | 91 | |
| Total | | 684 | |

### My academic advisor is helpful in scheduling my classes.

| | | Frequency | Percent |
|---|---|---|---|
| Valid | Not Applicable | 22 | 3.7 |
| | Strongly Disagree | 28 | 4.7 |
| | Disagree | 39 | 6.6 |
| | Neither Agree nor Disagree | 86 | 14.6 |
| | Agree | 206 | 34.9 |
| | Strongly Agree | 210 | 35.5 |
| | Total | 591 | 100.0 |
| Missing | System | 93 | |
| Total | | 684 | |

**My academic advisor is helpful in the registration process.**

|       |                           | Frequency | Percent |
|-------|---------------------------|-----------|---------|
| Valid | Not Applicable            | 24        | 4.1     |
|       | Strongly Disagree         | 27        | 4.6     |
|       | Disagree                  | 41        | 6.9     |
|       | Neither Agree nor Disagree| 79        | 13.4    |
|       | Agree                     | 217       | 36.7    |
|       | Strongly Agree            | 203       | 34.3    |
|       | Total                     | 591       | 100.0   |
| Missing | System                  | 93        |         |
| Total |                           | 684       |         |

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

|       |                           | Frequency | Percent |
|-------|---------------------------|-----------|---------|
| Valid | Not Applicable            | 18        | 3.1     |
|       | Strongly Disagree         | 22        | 3.7     |
|       | Disagree                  | 27        | 4.6     |
|       | Neither Agree nor Disagree| 94        | 15.9    |
|       | Agree                     | 212       | 35.9    |
|       | Strongly Agree            | 217       | 36.8    |
|       | Total                     | 590       | 100.0   |
| Missing | System                  | 94        |         |
| Total |                           | 684       |         |

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

|       |                           | Frequency | Percent |
|-------|---------------------------|-----------|---------|
| Valid | Not Applicable            | 32        | 5.4     |
|       | Strongly Disagree         | 19        | 3.2     |
|       | Disagree                  | 35        | 5.9     |
|       | Neither Agree nor Disagree| 104       | 17.6    |
|       | Agree                     | 199       | 33.7    |
|       | Strongly Agree            | 201       | 34.1    |
|       | Total                     | 590       | 100.0   |
| Missing | System                  | 94        |         |
| Total |                           | 684       |         |

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

|       |                           | Frequency | Percent |
|-------|---------------------------|-----------|---------|
| Valid | Not Applicable            | 29        | 4.9     |
|       | Strongly Disagree         | 17        | 2.9     |
|       | Disagree                  | 23        | 3.9     |
|       | Neither Agree nor Disagree| 93        | 15.8    |
|       | Agree                     | 214       | 36.5    |
|       | Strongly Agree            | 211       | 35.9    |
|       | Total                     | 587       | 100.0   |
| Missing | System                  | 97        |         |
| Total |                           | 684       |         |

**I feel comfortable working with my advisor.**

|         |                            | Frequency | Percent |
| ------- | -------------------------- | --------- | ------- |
| Valid   | Not Applicable             | 21        | 3.6     |
|         | Strongly Disagree          | 19        | 3.2     |
|         | Disagree                   | 33        | 5.6     |
|         | Neither Agree nor Disagree | 82        | 14.0    |
|         | Agree                      | 221       | 37.7    |
|         | Strongly Agree             | 210       | 35.8    |
|         | Total                      | 586       | 100.0   |
| Missing | System                     | 98        |         |
| Total   |                            | 684       |         |

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

|         |                            | Frequency | Percent |
| ------- | -------------------------- | --------- | ------- |
| Valid   | Not Applicable             | 16        | 2.7     |
|         | Strongly Disagree          | 25        | 4.3     |
|         | Disagree                   | 43        | 7.4     |
|         | Neither Agree nor Disagree | 94        | 16.1    |
|         | Agree                      | 210       | 35.9    |
|         | Strongly Agree             | 197       | 33.7    |
|         | Total                      | 585       | 100.0   |
| Missing | System                     | 99        |         |
| Total   |                            | 684       |         |

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

|         |                            | Frequency | Percent |
| ------- | -------------------------- | --------- | ------- |
| Valid   | Not Applicable             | 14        | 2.4     |
|         | Strongly Disagree          | 30        | 5.1     |
|         | Disagree                   | 38        | 6.5     |
|         | Neither Agree nor Disagree | 81        | 13.9    |
|         | Agree                      | 208       | 35.6    |
|         | Strongly Agree             | 213       | 36.5    |
|         | Total                      | 584       | 100.0   |
| Missing | System                     | 100       |         |
| Total   |                            | 684       |         |

**21) Please enter any additional comments you have regarding your academic advising experience:**

| 1 | about how to choose my courses. |
|---|---------------------------------|
| 2 | Although my academic advisor is friendly, knowledgeable and helpful, I felt on my own when it came to understanding how my transfer credit hours were evaluated. I had to seek out my own research and still feel that there were mistakes in applying credit hurs to the appropriate areas of requirement (subheadings in the general studies area) that I am still seeking to get reevaluated with out any guidance whatsoever. This has been frustrating and very upsetting to me. |
| 3 | Although our social work department chair was not my assigned advisor, she has shown great interest and been VERY, VERY helpful in navigating this unfamiliar academic process.  I know that she has a tremendous workload, but her interest has made a world o difference in my experience.  I greatly appreciate the time and effort given to assist with guiding and advising me.  The content of the survey taken above is answered according to the experience had with our department chair and not my assigned advisor. |

| 4 | Always available to contact and for any of my questions, very helpful. |
|---|---|
| 5 | As a graduate student I do not have a specific advisor. I have the program dorector and pre health advisor which are helpful, but occasionally have conflicting information regarding classes.   As an undergrad I had an advisor who was knowledgeable about ourses but did not seem particularly interested in my goals as a student. I felt rushed to ask questions so he could move on to the next student. |
| 6 | As the program is not too intense, I understand the lack of communication.  Graduate programs are different than undergraduate programs. |
| 7 | ███████████ is ALWAYS friendly, helpful and concerned about my well-being and success with Troy! |
| 8 | did not like my advisor. was not helpful |
| 9 | Do not really have an academic advising experience,  I have only gone once prior to enrollment of second semester since it was mandatory |
| 10 | █████████, ██ and ████ are always extremely friendly and more than willing to help with the selection of classes, registration and anything else I've needed regarding my education at Troy. |
| 11 | Dr. ████ is quite fantastic. |
| 12 | Good |
| 13 | Haven't really used him at all yet |
| 14 | He was very helpful and always responded to my emails in a timely manner. |
| 15 | He's old and he needs to retire |
| 16 | I absolutely love how the Troy staff continuously calls to check up on me at the beginning and end of my terms and also assist where needed between terms. I have never been to a school so helpful in my life! |
| 17 | I am GiBill student and through the lack of guidance, I'm now taking classes that my GiBill doesn't cover. No one told me this nor reviewed my classes before starting. I now must pay Troy back before I can take another class. I have a family of 7 and o money to do this. Why have an advisor if they never give advice, good or bad? |
| 18 | I am having my major in Art and my minor in Business so my academic advising needs are much different. Maybe I should have 2 advisers? I do not have a car and my legs may broke if I keep running around for collecting information. |
| 19 | I am the first person he has advised so he doesn't know what he is doing completely and my schedule isn't the best but that is not an issue so far but he does his best to help me and when he doesn't know something he looks it up or talks to other peple to make sure he figures it out. |
| 20 | I can't say this for any specific advisor, but my own. He has been extremely helpful and answered any questions that I have. |
| 21 | I could never get a hold of my advisor before in my first term. My advisor now is very helpful and readily available. |
| 22 | I do not feel comfortable answering questions about my academic advisor.  I should but, I do not. |
| 23 | I do not know my official plan of study and I've never met my advisor. I didn't even know who my advisor was until asking other students. |
| 24 | I do not know who is supposed to be my academic advisor because I switched majors during add-and-drop, however, a lady that has been helping me even is wonderful and very patient with me. |

| 25 | I don't use it, but I'm sure like the other staff they are extremely helpful. |
|----|---|
| 26 | I enjoy meeting with my advisor when I have questions or need to make changes with in my degree planning. |
| 27 | I feel like my advisors care about me and my success at Troy and in life. |
| 28 | I feel that more information on CLEP and AP could have been provided. The information needed for registration i.e. transcripts from other schools are slow to be uploaded. There isn't vast knowledge of what courses will be credited or what will be duplicatd. |
| 29 | I have been at TU for less than a year and have already had three (maybe four?) academic "advisers".  When questioned about the specifics of my degree program, I was referred to a department head who never returned my emails.  Aside from being hounded to eclare a minor (I have only taken two classes in my degree path thus far), I get little to no useful information from any given academic adviser.  I have had to glean almost all of the information I have used from the website.  This includes but is not liited to:  testing procedures, degrees, degree paths, classes, scheduling, prerequisites, registration procedures, registration deadlines, and book purchasing. ▮▮▮▮ was a great academic adviser, he had little information but at least emailed me mothly to check in and see if I needed any additional help.  The other two that I have had are lackluster, at best. |
| 30 | I have found Dr. ▮▮▮▮ extremely helpful. |
| 31 | I have only met with my academic advisor one time when I initially started going to Troy. From my understanding from other students, he is only available by appointment only. I am still learning how to read my academic requirements and it would be nice tohave someone readily available at the Phenix City campus who can advise me every semester or term if I am proceeding in the right direction and taking the correct classes to complete my degree. |
| 32 | I have only so far taken the core classes and two electives, so I have had little advisement need, so to speak. |
| 33 | I haven't really needed my advisor.  I schedule all of my classes.  In the defense of my advisor, I remain self-sufficient, but my advisor was of no help when I asked my advisor to help me with my course electives.  I am not upset about this, it just mae my scheduling of classes harder.  Overall, I am very happy with TROY. |
| 34 | I liked the way he assisted my needs . |
| 35 | I love it because I like some people who can attend me by directly walking not by appointments |
| 36 | I love Tori Lee Averett |
| 37 | I only had them during my first semester but she was very nice and helpful. |
| 38 | I really like my advisor, she is very caring and always there when I need her. She answers her emails quickly and calls. I like the Dothan campus way better than the troy in troy campus. |
| 39 | I sent several messages over several months and I have not received any messages back. |
| 40 | I think online students should be given the e-mail of an advisor that teaches in their major. |

| 41 | I think that advisers do a better job on campus, but I had to find my own way online. I had to figure out the classes that I needed to take. It was somewhat daunting, but I have two classes under my belt and it is getting better. |
|----|---|
| 42 | I thought my adviser was helpful in planning my schedule and keeping me on track. |
| 43 | I understand that advisors have many students to juggle, however, timelines is important for students who need answers quickly for important things. |
| 44 | I was assigned an advisor and she did not contact me or respond to my attempts for over a week. I was given anew advisor after complaining about the lack of service. After that the second advisor was not entirely helpful, but did at least give me the nae of someone else that could assist me.   I have not received any contact from my advisor unless I initiate. |
| 45 | I was assigned an advisor from the wrong department at first. It was a hassle to get it corrected. |
| 46 | I was not aware that I had an advisor until this semester. I have had to go to the head of the program to get any help and have had some issues with the order in which to take my classes. |
| 47 | I was previously undeclared and my advisor for that was very understanding and helpful. When I finally declared my major, my advisor was super kind and helpful to me. Overall, I have had a great experience with my advisors. |
| 48 | I wish I would've known who they were and met with them before my classes |
| 49 | I wish she had set hours we could come instead of having to make an appointment. That is really hard to do with my life style. |
| 50 | I would email my advisor when I needed help determining which classes I needed to take but I never got a response so I had to email her again a few weeks later and she just approved my schedule, she never scheduled to see me. |
| 51 | I'm Bio Education, and my adviser who was listed on trojan web express was an education guy, I forget his name. So I go to last semester to get my courses approved for this semester and get my adviser hold taken off, and there were a million other student there as well and it was really hectic and the adviser wasn't even there. No one payed attention to me and I had no idea what to do. Anyway later I realize my adviser hold was never taken off, so I was trying to contact my adviser to figure out what's upwhen I'm told that I actually have TWO advisers and need to get TWO holds taken off. I was never informed of this before. ███████ is my adviser and she's fine, no real complaints, and she told me only need to get her approval of my courses and don't ned two adviser holds taken off or whatever and anyway it was a whole confusing mess. Now tell me, how is it that my major, biology education, is part of the education college but I don't need to consult with an education adviser, only a biology adviser? I' annoyed lol can y'all just be more clear to the secondary education students about their requirements? |
| 52 | If something looks incorrect and the student doesn't know it, it would be nice to have my advisor shoot me an email confirming the issue. |
| 53 | It is very difficult to meet with my adviser since she has so many other students to meet with. |

| 54 | It took 4 weeks for Troy University to find my transcript because someone had never sent it to the correct people. It took until 4 days before classes started and several phones cause to finally get that transcript found and downloaded into the system. Thy then waited until the 1st month until term 3 to inform me that I was missing 2 student acknowledgement forums and that I would need to turn them in to be able to apply for term 4. I had confirmation emails for 3 acknowledgment forums that said they werein the system. I then had to call the Troy campus again and find out why this was stopping me from signing up for term 4 classes. They then found the acknowledgement forums again sitting there waiting to be downloaded. |
|---|---|
| 55 | It took over three weeks to get a response from my first academic advisor. That response came after two other faculty members had to let my advisor know I had sent multiple emails and placed multiple phone calls trying to get a hold of them. I pay for thee services just to get treated as a number. |
| 56 | Love Dr. ██████ |
| 57 | Mr ████████ and Mrs. ██████████████ haven been extremely helpful and patient with me, my schedule and a host of other concerns and questions i presented to them. These two are an asset to the university. |
| 58 | Mrs. ████████ Is wonderful, She always help me solve my problems when it comes to school.   Thant You |
| 59 | My academic advisor is extremely helpful, and really helped me adjust to Troy University when I first transferred. |
| 60 | My academic advisor is knowledgeable and a great help! |
| 61 | My academic advisor is readily available to me but honestly I have not needed her frequently due to the online resources available on Troy's website and Trojan web express. Student planning advising in Trojan web express has been extremely helpful in planing and mapping out my degree plan. |
| 62 | My academic advisor is wonderful! ██████ really takes the time to make sure that my classes are going well, also ensuring that I have good communication with my professors. She always sends me a list of possible course suggestions that line up with my degee before a term begins. when I need to reach her by phone or email, she is always responsive. My birthday is coming up and I haven't put much attention to it, but I came home one day last week and while going through my mail I found a TROY postcard that rooke had sent wishing my a happy birthday. I must say that it was a very challenging week for me so for me to find that in the mail box, it really made my day. You can really tell when someone really enjoys what they do for a living. ████ ██████████████ is GREAT. I couldn't have been designated a better advisor. |
| 63 | My academic advisor was ████████ , but she left and she was the best advisor /teacher … hope to see her back soon |
| 64 | My academic advisor was ██████████████ fornConditionally Accepted students he was the best and I appreciate everything he did for Troy needs more people like him. |
| 65 | My academic advisor, ██████████ , is great.  I was surprised that she stays in contact with me throughout the terms. She checks in frequently and is always helpful. Having such an involved academic advisor makes me feel valued as a student. |
| 66 | My acedmic advisor has been extremely kind and helpful. She's gone out of her way to keep me informed and updated. |

| 67 | My advisor always responds to email on time to schedule my appointments with her. |
|----|-----------------------------------------------------------------------------------|
| 68 | My advisor did his best not to met with me and only emailed me to tell me I had it figured out for the next semester. |
| 69 | My advisor doesn't seem the best accuainted with my program and the requirements for my major and left me feeling a little confused at times. |
| 70 | My advisor has been such a big help. I absolutely adore her. |
| 71 | My advisor has helped me when needed to aid me with academic issues, I would gladly say he is a good man and has good intent for all his students. But he is at times difficult to contact and does not abide by his set office hours. |
| 72 | my advisor has too many students. |
| 73 | My Advisor is Professor ███, she is also my professor. She really cares about me and my path in class. She's always super helpful when it comes to registration and course questions. A lot of friends i have here say that their advisors aren't very helpfu, but i guess I got lucky with her!! |
| 74 | My advisor is super friendly, helpful, and smart. |
| 75 | My advisor is the best!! |
| 76 | My advisor is very easy to talk to and work with which is to me very important. |
| 77 | My advisor is very patient and has answered all of my questions in a timely manner. |
| 78 | My advisor keeps in contact with me and checks on my progress and how I'm doing. She's always available if I need assistance and offers options when needed.  She is knowledgeable with Troy academics, classes and Troy itself. |
| 79 | My advisor left and was replaced last semester. I have not spoken to my new advisor yet. |
| 80 | My advisor never answers my emails. When I go to her office it seems like an inconvenience for her. She answers my questions with the bare minimum of information. |
| 81 | My advisor seems to be sweet but also uneducated in the education program. My advisor is not very experienced at Troy and that concerns me with how my classes should be planned out. |
| 82 | My advisor that I had for my first semester, Fall 2017, at Troy, Dothan is not there anymore and on my web express it still lists her as my advisor even though she is not at Troy, Dothan. So I don't really know who my advisor is now. |
| 83 | My advisor was extremely helpful. |
| 84 | My advisor was very helpful with making sure that I took the right classes. |
| 85 | My advisor was very rude and obviously going through the motions. |
| 86 | My advisor, and this is just my experience, wasn't very helpful at all with the registering of classes. When trying to schedule a time to meet he gave me the wrong time to meet him twice in a row and canceled the third time, meaning I had to contact him fur times before we could ever meet. During our meeting, he seemed to not know much about the computer science program and couldn't answer all of the questions I had. I'm sure other advisors are fine, but my experience was poor. |

| 87 | My advisor, the department chair, is rarely in his office. When he is it is difficult to schedule a meeting, I have tried email and phone to, usually, no avail. |
| 88 | My English adviser Dr. ███ transferred to the Troy campus shortly before I started, so I could not travel to meet with her. Dr. ████ has been a tremendous help with me. Dr. ███ accurately explained everything I needed to know with the Education classs. |
| 89 | My first semester advisor was not a good advisor AT ALL. I now have a new advisor and she is wonderful. |
| 90 | My Student Advisor is ██████ and she is absolutely WONDERFUL!!! |
| 91 | My student services advisor ███████ has been the most helpful.  I have had little help from my faculty academic advisor and no help from the academic advisor. Is my faculty academic advisor the same as my academic advisor? |
| 92 | n/a |
| 93 | N/A |
| 94 | No clue who it is. |
| 95 | None. |
| 96 | Please have a faculty member available to help the student leaders at Impact when planning future students' classes to avoid scheduling mishaps (i.e., enrolling a student in two different orientation classes - TROY orientation and Honors orientation), and to ensure students are enrolled in classes that will enable them to graduate on time as a Freshman. |
| 97 | Regarding my academic advising experience, I have had the worst time. My advisor has not been helpful at all and has not tried to help me at all. I emailed them numerous times to seek help for schedule advisement and every time I did, i either did not hea back or they were not at work. |
| 98 | She didn't know any of the questions I asked her. And they were related to my career path and classes I needed to take. All she kept saying was "I don't know" |
| 99 | She doesn't answer me when I try to get in touch with her and she hasn't been in the office when I've gone. |
| 100 | She was very helpful and knowledgeable. |
| 101 | The above information is for my 'student services advisor' ██████████ I'm not sure I have a 'academic advisor' for my program. I have tried to reach out multiple times to the IR department head, Dr. ████████ regards to graduate transfer credit however I waited a month for the first response (after probing Mr. ██████ for help getting a response) and was able to exchange 2 emails with Dr. ███, and now am going on another 2 weeks without a response. I plan to reach out to Mr. Moseley to help png Mr. ████ again to check emails/reply. I'm at a critical part in my academics that I need to know what classes will transfer so I can properly plan my next classes. I sent in not only course names, but course descriptions from my previous Masters degre to help outline requirements but have yet to receive a response. I have been working this issue since Mid December and still in February, I have not received solid guidance on how to proceed forward with transfer credits. |
| 102 | The Academic Advising staff for athletes works really hard to support us. |

| 103 | The academic advisors are so nice but some are ill informed on how to achieve the nursing degree . I had to talk to the director of nursing to get my required pre req |
| --- | --- |
| 104 | The athletic academic advisors are great |
| 105 | The faculty of the Health and Human Services are AMAZING and the best advisory that I have ever received! I wish I had this great assistance in my undergrad years. Extremely helpful, understanding, supportive, and most of all, motivational! |
| 106 | The first quarter of the year, I'm extremely busy with two jobs, not to mention duties at home. She was completly understand and very helful with recommending classes that would accomodate my situation during the third term. |
| 107 | The only bad thing about my advising experience is that she does not take the time with me and seems like she wants the appointment to end, and doesn't help in adding more beneficial classes for me. She is readily available and organized though. |
| 108 | Their behavior is so bad. For example: when my mom and me want to know about the program in the school, they just run around and refuse to ask my mom. They told the reason to us: "Sorry, we have a lot of work in here. We can't answer you now". Then they ddn't even try to contact my mom later. They don't have any responsibility about their job. I am very disappointed about academic advising like the school spend the money to help me but they are lazy. They just want to finish it as soon as possible. If the say they are busy. Of course, the school pay the money for them have their own reason. Now they say like that to me. I totally disagrees with them. Therefore, I hope school send a number of supervisors to my school in ████████████████ an fix this please. |
| 109 | Those comments above were about my precious advisor. I absolutely COULD NOT get ahold of her via email and had to track her down. I emailed her 12 times to clear my holds, but she never did. I got them cleared through the honors program instead. I feel lie I know nothing about the path I want to take in my life or if I'm doing anything right. However, I changed to another one, and haven't had a problem yet. |
| 110 | Tried repeatedly to get in touch with my advisor but he completely ignored me to the point I had to get my schedule approved last minute by my honors advisor. |
| 111 | Troy canvas is amazing. My academic advisor contacts me weekly and is extremely helpful/knowledgeable. Amazing experience so far. Thank you. |
| 112 | Troy is a Soldier friendly environment for Soldiers to advance their education, Job Well Done. |
| 113 | Understanding that students need to be self sufficient, is imperative to their success as a professional in their field. However, providing limited resources and the bare minimum of actual experience is not contributing to the success of students within te program. For an out of state transfer student this has been one of the challenging experiences of my life and the guidance I've received from the advisor has been very minimally beneficial to my success as a student at Troy. ████████████████ ████████████████ |
| 114 | Useless |
| 115 | Very informational, helpful, and answered any question I had. |
| 116 | We had an academic advisor for the golf team that wasn't the best to say the least. Thankfully, we were appointed a better advisor for the 2nd semester who is way better than the first one. The above answers are regarding the first advisor we were given. |

| 117 | When applying to Troy, I, along with many others that are in my ▮ classes, were not informed that ▮classes start at certain times of the year. Being a transfer student, this has put me back a whole year and has messed with my financial aid. I honestl would have picked a different college if I would have known this was going to happen. It was also very frustrating that a couple of my advisors that I got ahold of were unaware that ▮ classes fell on a certain schedule as well. Then, when going to get elp from ▮▮▮▮, she was allowing certain students to take classes ahead of time but not others. A few of us classmates have talked and think it has been an unfair experience thus far. I hope that future students know when ▮ classes start and itdoes not make them behind as well. |
|---|---|
| 118 | When I was an undergraduate, the academic advising was terrible and was lead incorrectly numerous times and had unanswered e-mails.  As a graduate student, I receive fantastic support and have been contacted many times with people very willing to help.  I's a completely different experience as a graduate student.  While I love the attention and support now, it should have happened years ago as an undergrad. |
| 119 | While I could go to my advisor to schedule classes, Troy has made it easy for me to schedule my own classes online. |
| 120 | While my academic advisor did help me plan out which classes to take, in my concentrated major of Human Resources he is the only academic advisor so setting up a time to meet was difficult. If there was another advisor for that area it would be better. |
| 121 | While my advisor is nice, she has often given me the wrong information. At one time, she told me I only needed 1 class for the semester, and when I went back to register for the next sememster, I was told I needed more (which put me behind schedule). WhenI asked if these were classes I could have taken the previous semester, she said "yes". In fact, every time I've been in there, it has been very unorganized, and I have left very discouraged. I've had some great experiences with my previous advisors at oter schools, so I have been very disappointed in my advising experience at Troy. |

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

|  |  | Frequency | Percent |
|---|---|---|---|
| Valid | Face-to-face | 400 | 67.6 |
|  | Online | 136 | 23.0 |
|  | Via phone | 47 | 7.9 |
|  | Other (please specify) | 9 | 1.5 |
|  | Total | 592 | 100.0 |
| Missing | System | 92 |  |
| Total |  | 684 |  |

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

| |
|---|
| A combination of the above. I like to meet them in person but after that we can interact via web or phone. |
| All of the above, depending on he issue and availability |
| Any of the options |
| E-mail |
| E-mail. I work full time, I feel advisors need to be willing to work with their students. |
| email |
| Email |
| Mix of online and face to face |
| Webex |

# Appendix 24. 2017 Overall Additional Comments

| | **Additional comments about your experience as a new student at Troy University:** |
|---|---|
| 1 | Additional, unexpected, fees throughout the semester should not be required. The FNP program should incorporate this into their fees with tuition. Students should not be charged "fees" with tuition, yet required to pay more fees for programs online tht are required to complete school work, such as, TYPHON, shadow health, proctorU, etc. If a proctored exam is required, the option for in person exams should be an option. |
| 2 | After my first semester, I've really grown to love Troy. The campus is beautiful, the people are extremely friendly, the professors want to get to know you and want the best for you. I feel like there is a bigger emphasis on learning and understanding te material rather than just memorizing the information for a good grade in the class - I like that. |
| 3 | All the people I have met have been kind. The teachers are nice and help me with any problem I have and if I need any assistance I can definitely go to them. Also we have a amazing football team which to say the least WE JUST BEAT LSU. Troy's atmosphere i amazing and I can not imagine spending 4 years anywhere else. |
| 4 | An awesome University, I have no complaints. All that I have been in contact with are very helpful. ' Thank You |
| 5 | As a new student at Troy I feel welcomed by all staff members and feel that this is the right college for me. |
| 6 | Better than AU. Go Trojans!! |
| 7 | Coming from the north, the friendly atmosphere is exceptional. The grounds are very well kept, however I wish he had better parking. Maybe a parking garage to ultime the space. And another dorm on campus to accommodate for the growth. |
| 8 | Dining could be better . Food places close to early , causing people to eat off campus more |
| 9 | Don't come as a graduate student needing pre requisites. The process was not great. |
| 10 | During the add or drop week I had several issues trying to add or drop classes due to staff not being on campus to help me. I was sent to 4 different people including my dean major. No one I was instructed to see was there that day to assist me. |
| 11 | During the University weather closing it was not very clear what classes would not meet at the Manchester expressway site. Some of the weekend classes that did not meet were not addresses. Students came from the Auburn area for class and had not been notiied that class was cancelled. There were more than ten students there for several classes that were cancelled. |
| 12 | Ensure those professors that are providing online services are within Troy standards. Graduate courses are not supposed to be easy, but there is such thing as "busy work". Also, for those students that aren't "getting it", why continue to allow them to articipate within a program? Online courses often show those that are "coasting" through and those that are putting in the leg work. Online feedback is critical to students. So overloading the professor with students is not a great feature. They shouldbe able to handle the amount of students adequately, i.e., late grading. (This is more adjunct, vice perm staff.) |
| 13 | Everyone and everything has been excellent except Dr. ████████ |

14 Everything is fine over here but as an international student fees are killing me and it's gonna be the reason for switching to other college. I do have a finincal aid but after getting it still fees are $8k per semester! - no where near to get a job oncampus -parking system are needs to be improved (e.g/- I park my car at all the way to Trojan areana and walk to the Hawkins hall.) -after paying $7626 tution fees what's the reason to pay $70 to Pearson and $80 to web assign ?

15 Everything is going as expected!

16 Facilities should extend their hours on campus.

17 feel relax

18 Get cable back on the TV's please.

19 Get used to the environment.To experience the good life in university and do better everyday !

20 Go Troy!!

21 Great experience overall! I received welcome emails frequently asking if I had any concerns.

22 Great school, great instructors and great class flexibility!

23 Great school.

24 Had major issues with the manager at the bookstore on Campus..VERY rude, disrespectful, and not helpful at all. Also, my entire class last term (Fall 2018) had issues with the instructor. (██ ██)..didn't show up on first day of class, tested us on materal we did not know/had not covered which resulted in bad grades even after "being scaled." We then went to the director of the department about the issue, but nothing was ever resolved.

25 Helpful to my academic career.

26 Honestly, I thought it was a huge step up from my last school, which it still is, but this semester I kinda got that old school feeling again. My advisor is great, but financial aid not so much. First, I wasn't getting my full financial aid, then I got t all worked out this semester. Now that everything finally got all worked out, I now find out I can't afford school anymore because I suddenly don't qualify for SAP anymore. I understand the policy. Good with the policy. I've been going to this schol for two semesters now, and I just find out that i'm not going to be able to finish because i'm not going to be able to finish my degree before 180 credits. I just don't understand why I wasn't notified when I first started through the financialaid and registration policy. It's a great school otherwise, but I think some departments need to be fine tuned.

27 I absolutely love this school! Being from Troy, I was not sure about my choice to return home this year. I would not be happier anywhere else! Troy University has been a blessing and I am thankful for everyone (teachers and students) on this campus.

28 I absolutely love Troy University & I'm so grateful for the opportunity to be part of the Troy Trojan family! One of the best decisions I've ever made.

29 I am a dual-enrolled student at Troy University, and the professors help me a lot. They are very understanding about my being late sometimes, and help me with things I may not understand. Everything is taught in a way that can be understood by most anybod. I am very thankful for my time spent at Troy.

30 I am disappointed with the courses offered (not enough choices) in my major and minor at Troy Montgomery. It seems that online is the only choice that is promoted. I like attending in a classroom setting and there is not enough encouragement from departent heads through emails stating what courses are available.

31 I am glad I chose Troy. Periodically, my student advisor will call and check up on me to see if everything is going smoothly or not. Such consideration is highly endearing.   I qualified for a semester of academic scholarship - I wish, I as an online studnt, had more options for financial aid (that is not Federal or Army-based).   Other than that, I am pretty satisfied right now :)

32 I am lucky enough to work with an employer who allows me to attend school during the day and make up my hours outside of the normal work schedule. I really wish Troy would offer night classes for those seeking their Master's degree in Accounting; or offerthis program at the Dothan campus.

33 I am proud to be a student of Troy Uni. But there are aspects of Troy life which I do not care for. Examples of such are as follows: Lack of info that can be obtained from staff, The strong emphasis on foreign students (American students feel alien in clases with non-American professors/classmates) , The allowance of leftist propaganda to be displayed to the student body (on bulletin broads etc.), The shunning of right wing political views in the classroom by faculty, Misleading information on tuition recipts (fees? $700?) , The fact students are NOT given a parking sticker with payment of tuition but have to spent additional money to obtain one ($100 without a troy tag).   I hope these comments are read and taken into consideration in the near future.   od bless, and lets all do our part to Make America Great Again!

34 I am very excited and happy to be a part of Troy University. As a non-traditional student, however, I feel quite alone in the process. I do wish there was a way to connect with other students like myself. There are no adult learner groups that I'm aware o or support. Naturally, everything is geared to the traditional learner. For example, I was asked by my initial advisor on Impact Day if I would be interested in interning or joining the Accounting Society. She asked as if the answer was going to be a no.When, in actuality, it was a yes. Of course, I'm interested in being able to find a job in the accounting field which would include being able to intern. That is what I'm here for. My age should not be an issue. It was a disappointment to feel excluded frm the very beginning.

35 I am very frustrated with my college experience. Each term, it is apparent that, with respect to workload, each class was designed with total disregard for the fact that students have more than one class, not to mention that we also are trying to hold dow full-time employment and raise families. Students should not be "punished" with homework overload. We are just trying to better ourselves. My experience thus far has led me to question my decision to return to school. I am very unhappy with the collee world right now, and if the rest of my classes turn out like my first few, it is very unlikely I will change my mind.

36 I cannot wait to transfer to the University of Alabama in Birmingham! My first and last year at Troy was horrible! I wouldn't wish it on my worst enemies!

37 I currently live in New Residence Hall. For how much I pay each month/semester I would love for this dorm to work. My shower always sprays out, I even bought a new liner and the water still escapes. The WiFi needs to improve because it is slow and won'talways connect to all devices ie my printer and Roku. THE ELEVATOR NEVER WORKS. I live on the 4th floor. Yes I do need the exercise but when I'm tired I would love to have the elevator as an option. And lastly the instilation is horrible. You can hear eerything that goes on. This dorm needs major improvements.

38 I did not answer the question about my field of study because I could not find it in your choices. I am getting my Masters in Counseling/Psychology

39 I didn't hate Troy but the city is really boring and nothing to do. Not many campus clubs so I was in my dorm a lot and we need more food places

40 I enjoy meeting students from many other countries.

41

I enjoy the instructors/professors at Troy, especially the psychology department. They seem genuine in wanting to help their students. Keep up the great job Professors ███████ and ████████ !

42

I feel for ONLINE classes: I understand and agree with the concept of proctored exams to know the student is doing the class and that is fine; however, it would be more acceptable if ALL professors would allow them to be open book open notes. Basically onine you are self-teaching/learning, you read or do the assigned information/discussions and take tests.  Although the professors are available for your questions but some do not have much interaction with the class and others overload you with informationand then you have to wonder or guess what to study.   For example, I have a class where the study guide is given but not reviewed by the instructor to know if the information you have is correct and yet the mid term is proctored closed book closed notes, o me that is setting up an online student for possible failure.  I take online because I have to work fulltime hours plus mandatory overtime plays a factor in the availability of when I may take a class.

43  I feel it's fulfilling to my learning I'm just getting used to learning in such a short period of time.

44  I feel like facilities at Troy University need to be updated, as well as technology around campus. We are definitely behind others when it comes to technology within the classroom.

45  I feel that my time management is freedom and comfort, and I can meet various of people from different countries. Every professor is friendly and helped me a lot, both studies and life.

46

I finished my first semester at Troy University in December. My first semester there and the University was on the news because of racism. Given the fact that I am a "minority" I was deeply offended by the acts of the students there. Further, even though he University "acted" on it, they did not do enough to punish what happened. This acts and how the University reacted has hurt its reputation, and honestly sometimes I do not feel welcome there. The University needs to do more for students. Especially minrity students, whether its based on race or sexual orientation. The University does not do a good job representing minorities, and in this time in age they also should do a better job representing and reaching out to the LGBTQ Community.   Further, the stff is not helpful, and I say this from personal experience. The records office hinder me while trying to get register for classes as they stated they did not received one of my transcripts, when in reality they did. It took days of me running around and sressing for them to realized it was their mistake. They had put my transcripts on the wrong file, and when they realized it, they did not even apologize for their mistake instead they were rude to me.

47  I graduated from troy last year with my bachelor's in psychology. I attended the troy in troy campus. I am a new graduate student and I like all of my classes so far that  I have taken.

48

I have a limited amount of funds to pay for classes and I was advised to take two classes I didn't need because my transcripts where not accepted but then they where accepted. I wanted to get two classes in place of those and they wouldn't let me and statd that there was nothing that could be done when I was told that I had to take those classes for my degree program. I didn't want a refund, I just wanted two other classes I needed. So I'm still ticked about have wasted $2500 of cash I needed for other clsses.

49  I have answered several questions as (strongly disagree) based on specific instances. The answers are not reflecting the overall satisfaction and personal experience as a Trojan student. I am satisfied with my experience which has been to me a rewarding oe.

50  I have been enjoying my classes at Troy Online. Amazing teachers and program. Keep up the good work!

| 51 | I have enjoyed my limited experience at Troy ONLINE and I hope that I will be able to continue to pursue my educational goals through this university in years to come. |
|----|---|
| 52 | I have loved how involved everyone is on campus! I came from a community college with no campus life and it wasn't as fun as being here! Whether it's Greek life, campus ministries, or other organizations, there is something for everyone! |
| 53 | I have loved it. |
| 54 | I have really enjoyed it here. I find it hard when trying to find a good club that I will fit in with. |
| 55 | I have really enjoyed Troy University as a whole. I would like more scholarships to be given to students that don't test well on the ACT. I think its important to offer opportunity to everyone! |
| 56 | I have really enjoyed Troy University! |
| 57 | I have thoroughly enjoyed my experience thus far at Troy University. The decision to attend was an excellent one! So thrilled to see how the next few years go! |
| 58 | I haven't been offered opportunity's to get connected like I would like to. I want to find my people on campus and I still have not. |
| 59 | I highly recommend Troy University Online program. I am learning much and Canvas very user-friendly. |
| 60 | I love being a Troy student, and I hope I can use what I learn here in the future. |
| 61 | I love it here at troy the professors are great my advisor is wonderful she helps me out a lot with we planning out me pointing out my schedule seeing which classes are available for me for my major It's a Wonderful atmosphere. |
| 62 | I love my University. Troy is a great school. |
| 63 | I love the band and I believe they deserve more recognition. I love Troy University. |
| 64 | I love the classes, the professors, and the overall experience. I'm so glad I chose Troy |
| 65 | I love the convenience. |
| 66 | I love Troy and feel that it is a good school for anyone. |
| 67 | I love troy s a whole and I would recommend it ... although I think the busses could be a little more efficient |
| 68 | I LOVE TROY UNIVERSITY!!! |
| 69 | I love troy. Admission process was the best ever . Very quick and they got me in there fast. And accepted me without my test scores and then I provided them when I received them. |
| 70 | I never thought that I would be able to go to college, much less afford it. Thanks to my advisor, Dr. ███████ I am now working on that dream. She helped me realize that even though I am a single working mother, that it is possible. Thank you! |
| 71 | I only I have one issue and this concerns the online bookstore as well as the Dothan Campus bookstore. I never received the books I ordered but thankfully the Campus bookstore had extra books but I was never given a reason for not receiving my books. I set several emails and was never officially given any answers. |
| 72 | I personally believe Troy sends too many promotional emails. We should be given an "unsubscribe" option. I am not interested in the writing center, going to Italy, or any of the other various emails I get. I receive at a minimum four emails that arepromotional each day. |
| 73 | I really enjoy Troy University as a whole. It makes me feel as if I was at home. I really hope my next couple of years gets better and better. |

74

I received the One Course Scholarship at Troy my first semester. I was assured several times that my tuition would be covered. I later received an email saying I owed the tuition that the scholarship was supposed to pay for. When I sent along the emails vrifying this, they had no records of it. Finally, they said they found it and that it would be taken care of. When I went to register for the next semester, I was told I had a hold on my account because of a bill. I had to go through the whole process sevral times in explaining that I received this scholarship for transferring to Troy, but for whatever reason, even after going through several people, it still had not been taken care of. I almost missed registering for a class that was quickly filling up bcause of this. Having said all of that, the office (advisor and finance) has not been helpful at all. The teachers, however, have been great! My actual class experiences have been nothing but positive. It's trying to get in those classes that has been a ral aggrevating task.

75
I see this campus growing and that is really exciting. However I hope with that growth the morale doesn't change and this remains one of the best universities at an affordable price. I would also like to see more things open up in Troy on the weekends t give students something to do.

76

I think some of the professors don't care that much about you and really only care about you getting the work done. I have a few lovely teachers who are amazing, but some who are not the best at teaching and are not willing to go into further details whn there is a misunderstanding. Also there is not that many VEGAN options. It would be amazing if we didn't have to pay extra for dairy free milk. Like, just because my stomach can't handle dairy, you're going to charge me extra?? I get that most plaes charge you extra but one step at a time, right? Also I wish that there was ways to get help with classes, like tutors. I know there is the writing center but i don't go that much because some of the workers are a bit TOO harsh and quite cold for somereason. Thanks!

77
I waited over twenty-five years to attend college and thus far my experience has been a delightful one. I have really enjoyed all of my classes and look forward to completing my degree and the bragging rights that I am a Troy University graduate!

78
I was actually a "new student" at Troy STATE University many years ago! I am now a returning student, and I would not have it any other way!! GO TROJANS!

79
I was slightly concerned about a few rumors I heard when I considered enrolling (which is why Troy became my second choice), but I have absolutely adored the entire experience so far.

80
I went through one of the latter IMPACT sessions, which made me register late for classes. Because of this I was faced with difficult professors and bottom of the barrel classes. It's not particularly fair for incoming freshman who cannot attend earlier sssions to be placed in the last classes available.

81
I wish I knew more about different services offered at Troy, Dothan, for example Tutoring.

82
I wish that Troy University had more safety features such as more emergency poles. I also wish that there were more crosswalks near the new parking lot, because it feels dangerous around that area with so much traffic and not enough crosswalks.

83
I wish there was a more robust philosophy department; I've developed a great interest in that field, but I feel like I won't be able to venture very far into that field here.

84
I wish there were a healthier option to eat late at night. I would love to see a Smoothie King put in.

85
I wish there were healthier options on the TC. Cookies and ice cream is yummy every once in a while, but it becomes a little hard when you're trying to live a healthy lifestyle. I wish there was like a healthy smoothie/snack place. On every that's actally healthy and doesn't just dump sugar in smoothies (or dump fruit juice that has sugar in it).

86   I wish they would open all the assignments at once.  People in the graduate program are normally working as well and getting a little bit ahead often helps.  I was in a predicament where I had to goto the field, and I wish I could have the opportunity to et that work complete ahead of time instead of playing Catch up.

87   I would like to see more outdoor or agricultural opportunities at Troy. It is in the heart of a heavy agriculture area and I believe having opportunities like this would benefit both our state and the school.

88

I'm generally unimpressed.  I guess I didn't know what to expect from an online university, but the staff support has been minimal.  Professors don't seem to care at all about the thoughts their students post, and instead just respond with canned summarie of the week's lesson.  Academic advisers have the exact same information as the online campus daily newsletter; heaven forbid you have a problem or question not contained therein.  I may or may not continue with Troy based on my experience and the cost. I was in a unique living situation that required me to take classes online, but as that comes to a close and other options arise, I may choose to spend my money at an institution that at least provides academic advisers with adequate contacts in each depatment that can answer specific questions about classes, degrees, or concepts (because clearly, the professors can't be bothered to do so).

89   I'm glad I chose Troy University. Thank you.

90   I'm glad I ended up going to Troy University and I wouldn't choose any other school. Go Trojans!

91   I'm glad that I chose Troy.

92   I'm really enjoying my college! Go Trojans!

93   In my computer school I ask my professsor about an issue I was having so he answer the question but he also insist that I drop the class I did not like especially when the class is almost over

94   It has been a really good experience so far and I cannot wait to see what the next three years has in store for me

95   It is hard to join clubs. Saga needs better hours and a better salad bar.

96   It is winter and the airconditioning is blasting in the classrooms all day. I am a warm natured person, but i freeze even with a jacket on in class. The more cold the room gets the more drowsy I become. It would be more convenient if the classroom temps cld be controled.

97   It just a wonderful experience all around.

98   It was because of my experience as a Troy undergraduate student that led me to choose Troy for my graduate coursework.

99   It was not easy getting enrolled with Troy. Paperwork was misplaced, I was assigned a different advisor at least 4 times, and it seemed like information wasn't getting passed on each time it happened. It was very frustrating, and I almost gave up because f it. I'm glad I didn't.

100  It was scary at first, but it ended up being way easier than I had originally anticipated.

101  It's totally different from a community college and it's more challenging. It's worth it

102  Keep up the great work!

103

Multicultural competency and counseling is a strongly promoted discipline, that should also be supported at the academic level. Has a graduate student, life for us goes beyond school, but also work and personal values. With that said, weekend classes willbe necessary, but classes on Sundays dismisses the cultural perspective of faith based students. For some of us our faith and beliefs are innate values that are governed by traditions/practices essential and imperative to us. Please revisit Sunday classes in an effort to be an example of what is expected of us counselors in training.

| 104 | My advisor before was not interested in helping me. Now that I have Ms. ███████████ I feel so much better about my experience. She is very helpful and will return my calls unlike the first advisor that I had who would not return my calls and made me feel like a nuisance. Overall as of now I am pleased with my experience. |
| 105 | My experience as a new student here at troy has been fine so far. Other than ██████████ class the first semester it's been ok. I do feel like I was harrased heavily by her GA's and I don't like the way she runs her class. |
| 106 | My experience at Troy has been great. The only thing that has been a problem is parking. I live in the New Residential hall and there is not adequate parking for this hall. I have driven around for almost an hour before finding a parking spot. More parkin would be great! |
| 107 | n/a |
| 108 | N/A |
| 109 | None |
| 110 | None. |
| 111 | Nursing needs more funding on Dothan's campus. |
| 112 | Overall it was decent for the most part BUT I will say the one problem I really have is with the Student Support Services. Specifically ██████████ All of the other women are really nice and approachable except for her. It seemed like she had a problem wth me since I joined. She makes me feel uncomfortable to go in there. She even tried to imply that I was trying to harass a female friend of mine one day in the lab which was definitely NOT the case. My friend was about to have an anxiety attack and I wa trying to calm her down until ██████████ came in and rudely assumed I was doing something inappropriate and wouldn't let me explain myself. It's like she went out of her way to be negative towards me during my first semester. |
| 113 | Overall my experience has been an awesome one! I have been pleased with the schedule provided for the classes I've taken. I feel the University offers diversity which will be beneficial once the actual degree is put to use. The staff has been amazing, andeven though my class was a fairly large one, I feel all of my educational needs are being met. |
| 114 | Overall, I don't hate this school. The questions asked were simply geared towards the areas I feel the most animosity towards. I feel this university, at least my academic department, has a long way to go before I feel comfortable recommending anyone toattend Troy University. |
| 115 | Parking is HORRIBLE!!!!!!! Wifi is HORRIBLE my dorm was dirty when I moved in. maintenance never fulfilled my work orders I sent in. We had mold in our cabinet that never got fixed. I pay too much for the dorm I am in to have to come in and deep clean it hen I move in. Someone should freshen up paint and other things every few years. My bathtub is dirty from so many years of people using it. at some point, some things bleach will not fix. ALSO, I WANT CABLE BACK!!!!! again I pay too much to not have cabl in my dorm. Thank you!!! |
| 116 | Saga and TC need to be open longer. Closing the two at 7pm forces students to spend their own money off campus. We're already paying an expensive price for the meal plan per semester so staying open a couple hours longer shouldn't be an issue! Help stdents out!! |
| 117 | School lack many of material facilities and Infrastructure. Please improve it. |
| 118 | See Above |

**119**

So far, I have been disappointed in the teaching quality here. Every student I know has at least one bad teacher. For me, my Physics teacher taught me nothing. The class average grades for the exams were in the 30's. I learned nothing from the class, nd I have never dreaded going to a class more. I loved Physics I when I took it during dual enrollment, but this teacher made me despise Physics II. I really suggest getting new Physics teachers. This semester's bad teacher is my organic chemistry lab here our grades are based on how much he likes you. When you ask him to review you lab report before turning it in, he asks you to change things and then he will count of for those changes for the final grade. Some serious changes need to obviously happn in the science and physics departments. However, I have had other Troy teachers that I loved who I honestly believe want their students to learn and make a good grade. Compared to the college I went to for dual enrollment, Troy is lacking heavily in taching quality. There just shouldn't be this many instances of bad teachers who don't teach, base your grades on how much they like you, or give you impossible tests that make the class average be in the 30's. If this happens, that is a hint that maybe his teacher needs to be replaced because they are obviously not doing the job they are being paid to do, and only the students are suffering as a result.

**120** Sound of the South is actually the worst. Please have a talk with the band director about making sure his students and staff respect each other.

**121** Students need to eat for free if you attend ! We need to take away parking passes people are broke.. why pay 100 for parking if we attend .. if you are enrolled we need to get them for free.. off camp students need to have more tc points !

**122**

Students want healthier dining options and from what I hear from upper classmen, this has been a want for a long time. Saga does a great job of preparing healthy dishes. However, grilled nuggets/sandwich or a salad from Chick Fil A are basically the only ealthy options in TC and they (while delish) get old after a while. Please look into something like a Panera Bread, Zoe's Kitchen, or Tropical Smoothie. Really we will take anything with healthy options!! Other than that my experience so far has been wnderful. Go Trojans!!!!

**123** Thank you for supporting me

**124** Thank you!

**125**

The dining options could have more variety. I also understand that an entire new recreational center is being built. There is no doubt this facility is going to cost millions of dollars, yet the students were denied cable on campus halfway through the yea. I was very disappointed as watching shows is a stress reliever and not everyone has access to additional personnel costs of Roku's and/or streaming devices. The teachers are very nice; however, I do not believe the staff is up to date on excused absencemake-up work policies, as I was denied a makeup quiz even with my University excused absence. Maybe this is none of your concern, but other students coming into the school might also find these problems concerning. However, I love the campus and it is ver beautiful and offers so many activities to be a part of. GO ARMY!

**126** The dorm need a lot of work; I spent way to much money to have the internet not work, the elevator breaking, and having things broken al the time!

**127** The Faculty and everyone that I have come into contact with right down to the gentleman in Montgomery, Alabama that schedules you for exams, are ABSOLUTELY THE BEST!!!

**128** The key fob system for the on campus housing needs to be fixed because we are paying a certain price for the dorm and we are not getting what we paid for. Also, having the dorms unlocked all day isn't safe for anyone who lives in the building. Go Trojan!

129 The new parking zones are ridiculous. You need more parking for commuting Freshmen.

130 The online course teachers were unprofessional. Emailing me back as if we friends or associates, speaking nothing like a instructor. Even going as far as insulting my intelligence by saying my work was lower than undergraduate work when I received a bacheors degree and associate degree. Also saying things like, "it looks like you found a random article and just turned it in", speaking as if I didn't do my research on a topic in wich I most definitely did. I just think instructors should speak to eveyone in a professional but effective manner, without insulting their intelligence or speaking to them as if they know the students lives and such.

131 The only complaint I have is about the on campus dining. The hours are very inconvenient for someone as busy as me. Sometimes I do not have time to eat until 7 or 8 and by that time the dining hall is closed and I wish more things were open until midnight Also I wish for healthier on campus restaurants. The restaurants we have now are good but for a student like me trying to eat healthy, I have to eat most things off campus.

132 The only real complaint I have is having to pass the Praxis before getting into the teaching program.

133 The parking police are terrible. There's no parking anywhere. I know a new lot was just made but still there's no parking anywhere. I feel that the people that are over the ticket appeals really don't read the student's appeal forms or care about the stuents overall. They just automatically deny the ticket being appealed to get money.

134 The parking sucks and I have to walk across campus late at night by myself because there is no parking available outside of my dorm. Students living in dorms should have assigned parking spots close to their dorms

135 The professors are very friendly.

136 The program I am currently enrolled in has not been enjoyable. My professors have been late in completing their responsibilities and in so doing negligent to my learning, or the course work is below a masters level. Most courses seem to be nothing more thn glorified reading lists. Professors often take excessive amounts of time to respond or resolve a situation. I often feel the online program is an afterthought to most professors and is easy for them to neglect. Grading is largely nontransparent and feel subjective. Because of this I do not feel fully comfortable expressing myself in class. Online discussions always seem to be a failure. The discussions boards just seem to be people talking at one another and no actual discussion is achieved. There has nver been any back and forth or debate on material. Assignments are often not graded until the last minute and if a student has no opportunities to correct their understanding of material from one assignment to the next.

137 the school bus is good, but sometimes they can not come out accurately in the morning, it makes me upset.

138 The student services department led by Dean Reeves is extremely helpful, and empathetic towards students who are having a hard time. I appreciate Him for helping me remain in school!

139 The treatment as a graduate student is great and much better than as an undergrad.

140 The WiFi in Trojan Village is absolutely awful. It's hard to get anything done while my internet is down for the majority of the time. That needs to be fixed. Also, the parking is the worst thing about the campus. There are never any parking spots remotel close to Trojan Village 100 and when I do find a spot, I will get a ticket for parking there the next day. The nearest place I can usually park is about a 5-10 minute walk from where I live. This needs to get fixed ASAP.

141
There appears to be a disconnect between the faculty and the "higher-ups" this has made it difficult for myself in particular to get things done regarding my thesis work.  I find it extremely odd that for labs in the biology and E.B.S. departments requir students to drive to their lab locations without receiving any form of reimbursement. There is no reason that a student should have to drive up to 90 minutes to attend a lab.  Also, I find it to be quite detrimental that graduate students are unable to each classes until they have completed &gt;16 credit hours. By that point most graduate students are either beginning to draft their thesis or studying for comp. exams. It is a pool of underutilized resources. Graduate students that want to become professr should not be stifled in their opportunities to gain valuable experience.

142 There is a lack of communication at Troy, especially for new students.

143
There is lack of support for non-traditional students at Troy. The teaching style at Troy is designed specifically for traditional students with disregard to those who have other obligations. Professors at Troy treat students like they're still in high chool, giving quizzes every class period, hours of work per night that do not match credit hours, as if it's to hold them accountable. Testing on things they do not cover in class or within required materials, trick questions, etc. 50 minute class perios with professors trying to get through 40 power point slides each time.  Troy is not an institute that actually teaches.  It needs to be restructured. Also, students should be able to purchase meal plans with their financial aid is they want to. The lackof the option to opt out makes it feel as if Troy is trying to control the student's finances.

144 They give you the run around about classes. I was told I would be finished a particular month now its months later. Some of the professors have bad attitudes and talk to the students like we in high school.

145 Trip

146 Troy has been an amazing experience and my dream school so far that has fostered my growth.

147
Troy has been really difficult. My class schedule was hard to work out and the teachers were helpful, but the other staff were not and the registration process was extremely frustrating and stressful.

148 Troy is a good school

149 Troy is a great school for transfer students. The process for applying was easy. The acceptance was fast. I am well informed of important deadlines.  Overall my experience has been amazing.

150 Troy is a great School.

151 Troy is great and would recommend to anyone!

152 Troy is great! I really am enjoying my experience.

153 Troy is trash, there's nothing to do on campus and nothing do in the city but go party and all there is on campus is parties and that's about it. Most dorms are trash and every dorm but one has cable. The internet sucks as well

154 Troy offers online classes for people that work full-time which is convenient for people that want to go back to college and finish their degrees.

155 Troy University has an amazing atmosphere with caring qualified professors. An outstanding experience.

156 Troy University is a great campus for those that want a Division 1 size college but do not feel overwhelmed by the size. The professors care about student success and work with you.

157 Troy University is an awesome place to study

158 Troy University is so adult friendly. It is almost unbelievable how helpful and caring everyone that I've met has been. I can sense the sincerity and genuineness in the staff's encouragement and desire for me to succeed.  Very refreshing!!

159 Troy university should provide more suitable jobs for international students, especially the Asians. Everyone may need a small job to help their life better, to help their family finance. But the chance of Asian student to receive a job is seem to be lowe than the others, eventhough some of us can work much better. And.. please create some jobs in the Art career. If somebody who need a job which is not only provide some money but also help them to enhance their skills in crafting, painting or dancing or snging... Fortunately, Art jobs are mainly effected by the individual's ability, not as much as the language requirement like any other type of jobs.

160 Troy was one of the only online universities able to offer IR curriculum/course that were desired. I'm doing a special program through the military which requires 12 credits in a specific region; Troy was one of the only online IR masters programs that ofered the full 12 credits in a specific region. This was one of the main reasons I chose Troy.  I have been very happy with the program/academics thus far and am excited to continue my studies.

161 tuition fees are high. Scholarships for graduate students. false promises

162 We need more things to do! The only organizations I ever hear about are greeks and ministries.

163 We need to have a cafeteria for night school students.

164 When I was first looking into colleges to attend, Troy appealed to me because of available scholarships and its reputation as a good institution. Once I visited the campus I knew this is where I needed to go. It is beautiful here! The atmosphere is amazin and there is an overwhelming sense of community. I wouldn't want to go anywhere else! I love it here so much!! Go Trojans!!

165 You need to fix the WiFi because it's terrible. I have been on larger campuses such as UGA and Old Miss, as well as UA and various campuses across Alabama, some of which are smaller colleges than Troy. Troy University's WiFi is by far the worst I'veencountered, and every other student I've spoken with on the issue has agreed.

# Appendix 25 – 2017 New Student Survey Instrument

## 2017 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
- ❍ TROY Online (Taking online courses only)
- ❍ Global Campus (Campuses or sites outside of Alabama)
- ❍ Montgomery Campus
- ❍ Phenix City Campus
- ❍ Troy Campus

If you selected Global Campus in the prior question, please select the site from which you are taking classes now:
- ❍ Albany, GA
- ❍ Atlanta, GA
- ❍ Augusta, GA
- ❍ Brunswick, GA
- ❍ Colorado Springs, CO (Off Base- Explorer Dr)
- ❍ Columbus, GA (Off Base- Manchester Exp)
- ❍ Covington, GA
- ❍ Davis Monthan AFB (Tucson), AZ
- ❍ Eglin AFB, FL
- ❍ Fayetteville, NC
- ❍ Fort Belvoir, VA
- ❍ Fort Benning (Columbus), GA
- ❍ Fort Carson (Colorado Springs), CO
- ❍ Fort Eustis, VA
- ❍ Fort Gordon (Augusta), GA
- ❍ Fort Lewis, WA
- ❍ Fort Walton Beach, FL
- ❍ Hanoi, Vietnam (HUST)
- ❍ Hanoi, Vietnam (UEB-VNU)
- ❍ Hanoi, Vietnam (UET-VNU)
- ❍ Harrisburg, PA
- ❍ Hurlburt Field, FL
- ❍ JEB Little Creek - Ft. Story (VA)

- ❍ Jubail, Saudi Arabia
- ❍ Langley AFB, VA
- ❍ Malmstrom AFB, MT
- ❍ Marianna, FL
- ❍ Melaka, Malaysia
- ❍ Misawa (Misawa Air Base)
- ❍ Naval Station Norfolk (Norfolk, VA)
- ❍ Norfolk Regional, VA
- ❍ Okinawa (Kadena Air Base)
- ❍ Orlando, FL
- ❍ Osan Air Base
- ❍ Panama City, FL (Off Base- Airport Road)
- ❍ Pensacola, FL
- ❍ Saigon, Vietnam
- ❍ San Antonio, TX
- ❍ Seoul (Yongsan Army Garrison)
- ❍ Sumter, SC
- ❍ Tampa Bay, FL
- ❍ Tyndall AFB (Panama City), FL

Do you know that in addition to AL campus locations in Troy, Dothan, Montgomery, and Phenix City, Troy University has support sites located across multiple states and countries?
- ❍ Yes
- ❍ No

To what extent did support sites influence your decision to attend Troy University?
- ❍ Very Much
- ❍ Somewhat
- ❍ Not very much
- ❍ Not at all

Have you visited a support site since you began taking classes at Troy University?
- ❍ Yes
- ❍ No

For what purpose(s) have you visited a Troy University Support site?

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. | ○ | ○ | ○ | ○ | ○ | ○ |
| 2. Faculty care about students as individuals. | ○ | ○ | ○ | ○ | ○ | ○ |
| 3. I feel I can talk to faculty about my academic concerns. | ○ | ○ | ○ | ○ | ○ | ○ |
| 4. Academic advising is adequate. | ○ | ○ | ○ | ○ | ○ | ○ |
| 5. Sufficient financial aid options are available. | ○ | ○ | ○ | ○ | ○ | ○ |
| 6. The tuition payment plan is beneficial for students. | ○ | ○ | ○ | ○ | ○ | ○ |
| 7. Class information provided prior to enrollment was helpful. | ○ | ○ | ○ | ○ | ○ | ○ |
| 8. Registration dates, times, and procedures were made clear to me prior to enrollment. | ○ | ○ | ○ | ○ | ○ | ○ |
| 9. The online registration process is user-friendly. | ○ | ○ | ○ | ○ | ○ | ○ |
| 10. The on-site registration process is user-friendly. | ○ | ○ | ○ | ○ | ○ | ○ |
| 11. Students seldom get the "run around" when seeking information. | ○ | ○ | ○ | ○ | ○ | ○ |
| 12. The online Schedule of Classes is informative and easy to follow. | ○ | ○ | ○ | ○ | ○ | ○ |
| 13. The printed Schedule of Classes is informative and easy to follow. | ○ | ○ | ○ | ○ | ○ | ○ |
| 14. Class drop/add procedures are appropriate. | ○ | ○ | ○ | ○ | ○ | ○ |
| 15. Classes are offered at convenient times. | ○ | ○ | ○ | ○ | ○ | ○ |

| | | | | | | |
|---|---|---|---|---|---|---|
| 16. The classes I attend are well organized and well taught. | ○ | ○ | ○ | ○ | ○ | ○ |
| 17. The University offers a variety of majors at my location. | ○ | ○ | ○ | ○ | ○ | ○ |
| 18. Tutorial services are sufficient. | ○ | ○ | ○ | ○ | ○ | ○ |
| 19. On-campus bookstore hours are convenient for students. | ○ | ○ | ○ | ○ | ○ | ○ |
| 20. Purchasing textbooks through Troy Virtual BookStore is convenient. | ○ | ○ | ○ | ○ | ○ | ○ |
| 21. Student organizations are available for my participation. | ○ | ○ | ○ | ○ | ○ | ○ |
| 22. The semester/term format at my location accommodates my learning. | ○ | ○ | ○ | ○ | ○ | ○ |
| 23. Troy University has a good reputation in my community. | ○ | ○ | ○ | ○ | ○ | ○ |
| 24. I am receiving a quality education at Troy University. | ○ | ○ | ○ | ○ | ○ | ○ |
| 25. I would recommend Troy University to a friend who is planning to go to college. | ○ | ○ | ○ | ○ | ○ | ○ |
| 26. The bill that I received from the University was easily understood. | ○ | ○ | ○ | ○ | ○ | ○ |
| 27. Campus housing met my expectations upon arriving to campus. | ○ | ○ | ○ | ○ | ○ | ○ |
| 28. Student recreational opportunities and facilities have met my expectations. | ○ | ○ | ○ | ○ | ○ | ○ |
| 29. I feel that the campus is a safe and secure environment. | ○ | ○ | ○ | ○ | ○ | ○ |

## 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. | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |
| 2. My academic advisor is helpful in scheduling my classes. | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |
| 3. My academic advisor is helpful in the registration process. | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |
| 4. My advisor provides accurate info about my major and my program requirements. | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |
| 5. Consulting with my academic advisor enables me to better understand my program of study. | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |
| 6. My academic advisor respects his/her students and is interested in them as individuals. | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |
| 7. I feel comfortable working with my academic advisor. | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |
| 8. The academic advising process at Troy University adequately meets my needs. | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |
| 9. Overall, I am satisfied with the academic advising provided at Troy University. | ❍ | ❍ | ❍ | ❍ | ❍ | ❍ |

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!