

# 2011 NEW STUDENT SURVEY



Fall 2011

Troy University Office of Institutional  
Research, Planning, and Effectiveness

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## **Troy University Fall 2011 New Student Survey Report**

### **Executive Summary**

As an annual institutional effectiveness effort, the Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the *New Student Survey* in fall 2011. This was the seventh time that this survey has been conducted. The purpose of the *survey* was to identify the satisfaction of the fall 2011 new students with their experiences at Troy University and to determine how well the University served their needs as new students.

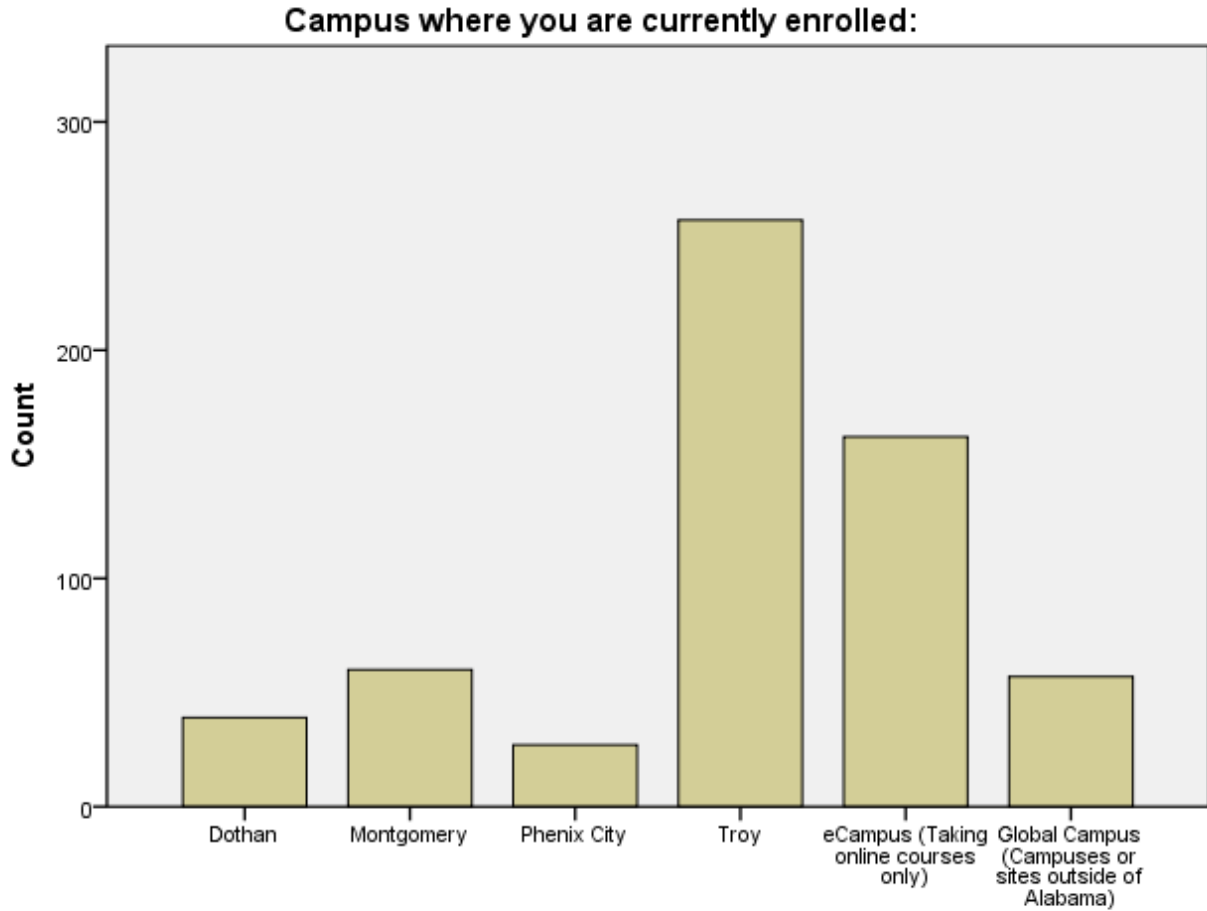
The *Survey* was administered through an online survey program. The target population was the new students who enrolled at the University for the first time in fall 2011. On November 1, 2011 the online survey was distributed via email to the group of 3,195 students who enrolled for the first time during the fall semester. After two follow up emails on November 30, 2011 and January 17, 2012, a total of 604 responses were received, representing a 19% response rate. This is up slightly from the 18% response in 2010 but down from a response rate of 31% in 2009 and 21% in 2008.

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

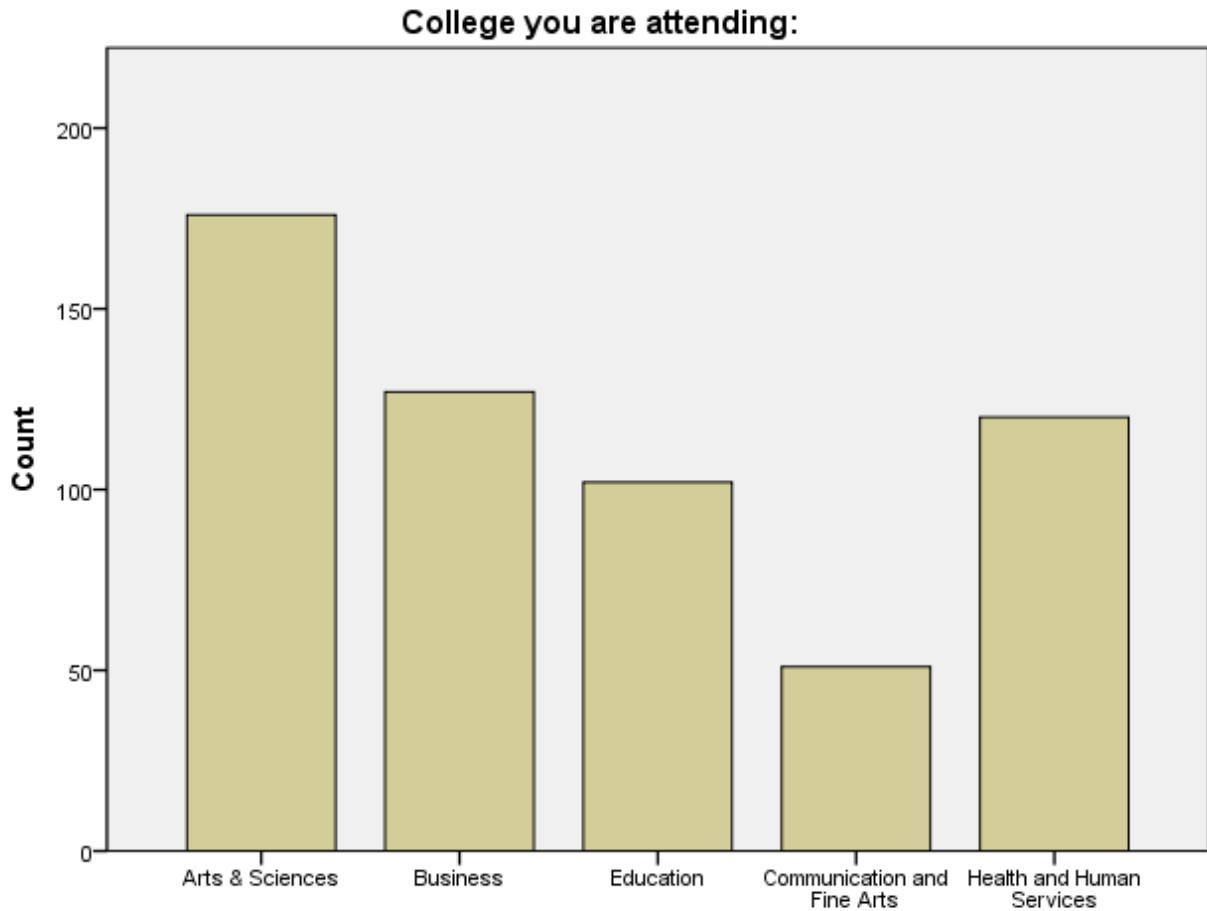
### **Highlights of the Findings**

#### Demographic Information:

The majority of the respondents were female (76%), white (61%), and traditional students (24 years or younger) (56%). The 2011 Survey distribution is slightly different from previous years in that 43% of the respondents were from the Troy Campus, followed by eTROY students at 27%, then Montgomery Campus and Global Campus at 10%, Dothan Campus at 7%, and Phenix City Campus at 5%. Because the TROY campuses serve different types of students (Troy serves traditional students and other campuses serve predominantly non-traditional students), the generalization of survey findings should be made with caution.



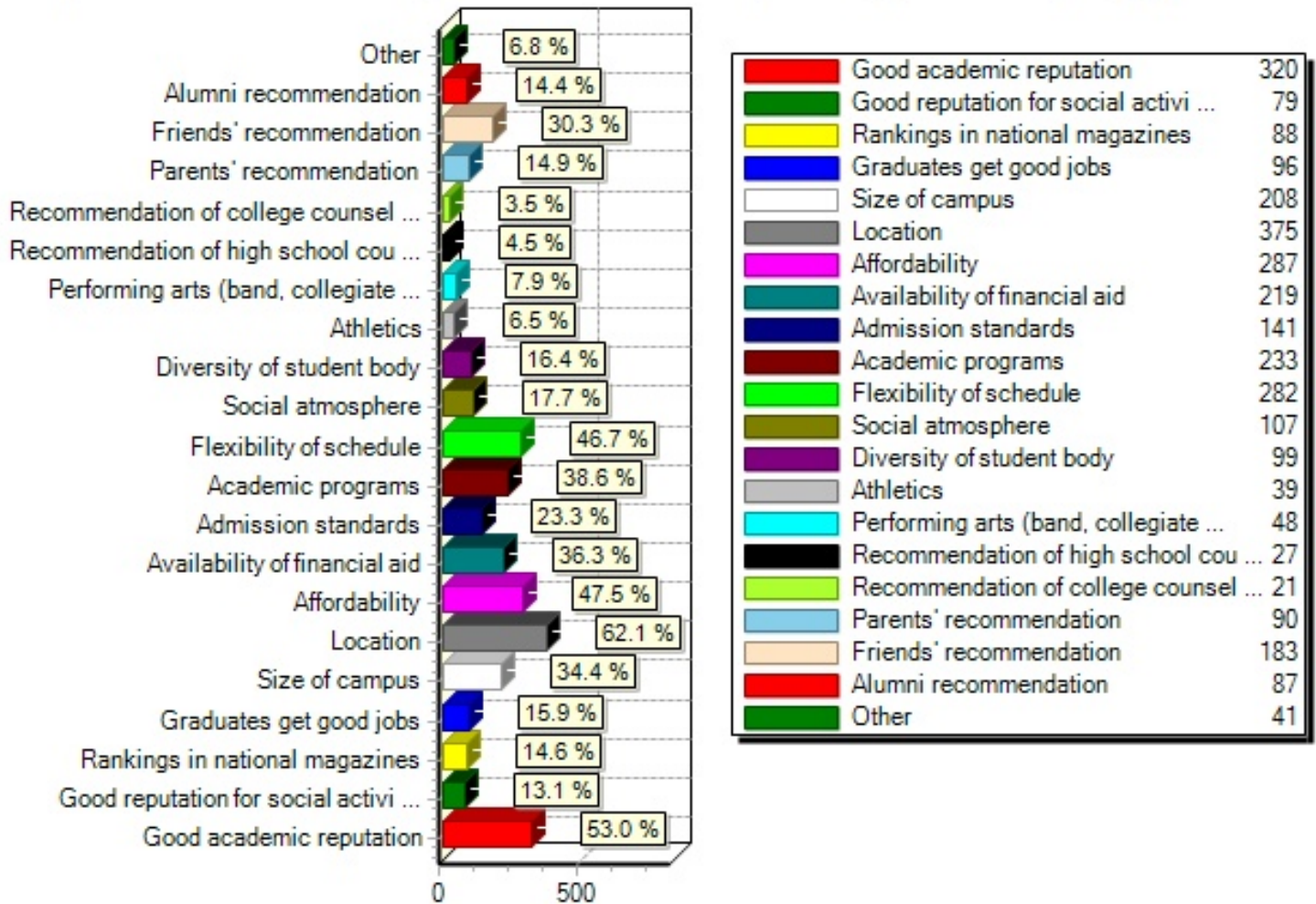
Of all the respondents, 83% were undergraduate students (41% first-time freshmen, 40% transfer students, and 1% transient students) and 17% were graduate students (13% new graduate students, 3% transfer, and 1% transient). The remaining students selected “other.” Overall, 30% were Arts & Sciences students, 22% were business majors, 21% were Health and Human Services students, 18% were College of Education students, and 9% were Communication and Fine Arts students.



College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 66% selected Troy University as first choice when applying for college admission and 27% had Troy University as their second choice. The most common reasons why new students selected Troy University were Location (62%) and Good Academic Reputation (53%). Other common reasons included Affordability (48%) and Flexibility of Schedule (47%). Additionally, approximately 59% of the respondents had visited one of the Troy campuses before they enrolled at Troy University.

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



Student Satisfaction - Strengths:

As indicated in Appendix 1, overall, new students were satisfied with their experiences at Troy University. The majority of the students (85.7%) agreed or strongly agreed that they were “receiving a quality education at Troy University.” This statement has ranked number one by frequency of agreement for six years in a row. Next among the top seven items ranked by agreement level was “Troy University has a good reputation in my community” (82.6%). Further, 82.6% indicated that they would recommend Troy University to a friend. Additionally, items ranked number four through seven were “The semester/term format accommodates my learning” (80.8%), and “Faculty care about students as individuals” (79.9%), “TROY personnel are knowledgeable and helpful” (79.3%) and “The printed Schedule of Classes is informative and easy to follow” (78.3%).

Six of the top seven items were parallel in the order of their ranking from the prior year, except for “Faculty care about students as individuals” This item moved up in rank from number fifteen in 2010 to number five in 2011.

Student Satisfaction – Weaknesses:

Based on the student agreement levels, the survey identified some areas of weakness. These include the campus housing meeting expectations when needed, students getting the “run around” when seeking information, registration dates, times, and procedures, online registration process, and class information provided prior to enrollment. In particular, 27% of the respondents disagreed that “Students seldom get the ‘run around’ when seeking information” (19% were neutral; and 54% agreed). These items were also rated low or ranked at the bottom in most locations and colleges. Other areas, such as the registration process, class times, and academic advising, were in need of improvement on some campuses. Special attention should be directed to these items and plans to improve should be developed and implemented. (See reports in Appendices 1 – 12.)

Comparison:

This report includes new 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 colleges were relatively consistent, while rankings among campuses differed greatly. For example, the number 1 item for both Phenix City and Montgomery was “Troy University has a good reputation in my community”. Further analyses of the rank order comparisons can provide a useful tool in assessing strengths and weaknesses among the college level and campus level.

Group means for students with different characteristics were compared to identify possible significant differences in student satisfaction for these groups. While the majority of the sample size was predominately female (76% vs 24% male), the analyses (See Appendix 19) found that the satisfaction means for males and females were not significantly different on any of the 29 items. Although differences were not significant, they did still exist. The largest differences in means occurred with females agreeing more that “campus housing met expectations upon arriving to campus”. The second largest difference was that females agreed more that “class information provided prior to enrollment was helpful.”

Furthermore, the satisfaction means for students of Other Minorities/Blacks and Whites were significantly different (See Appendix 20), on two items:

- Tutorial services are sufficient. (Whites most satisfied)
- The online registration process is user-friendly (Blacks most satisfied)

Additionally, the satisfaction means for non-traditional students (aged 25 or older) and traditional students (under age 25) were significantly different (See Appendix 21) with non-traditional students more satisfied for:

- Sufficient financial aid options are available.
- Registration dates, times, and procedures were made clear to me prior to enrollment.
- The online registration process is user-friendly.

- The on-site registration process is user-friendly
- Students seldom get the “run around” when seeking information.
- The online Schedule of Classes is informative and easy to follow.
- Class drop/add procedures are appropriate.
- The bill that I received from the University was easily understood.

Traditional students were more satisfied for:

- Student organizations are available for my participation

Further analysis (See Appendix 22) found that the satisfaction means for students who selected Troy University as their first choice were significantly different than the means of students who did not select Troy as their first choice for:

- Academic advising is adequate.
- Class information provided prior to enrollment was helpful.
- Registration dates, times, and procedures were made clear to me prior to enrollment.
- Students seldom get the “run around” when seeking information.
- The online Schedule of Classes is informative and easy to follow.
- The classes I attend are well organized and well taught.
- Purchasing textbooks through Troy Virtual BookStore is convenient.
- The semester/term format at my location accommodates my learning.
- Troy University has a good reputation in my community.
- I am receiving a quality education at Troy University.
- I would recommend Troy University to a friend who is planning to go to college.

Learning about Troy University: 46% of the new students indicated that they learned about Troy University through “Word of Mouth” (Question 18) while 53% learned about the registration dates and times via “Internet” (Question 19). (See Appendix 29)

Best way to advertise Troy University: 45% of the new students thought that “Word of Mouth” was the best way to advertise Troy University and 34% indicated that the best way was through “Internet” (Question 20). (See Appendix 29)

New Student Description of Troy University:

70% of the new students described Troy University as “Convenient,” 59% considered the University to be “Friendly,” 54% thought it was of a “Good Value for the price,” and 49% considered it to be “student-centered”. (Question 21). (Appendix 29)

A Culture of Reading:

Troy University is committed to fostering a culture of reading among its students. The Quality Enhancement Plan (QEP) of Troy University focuses on strengthening student literacy and learning by setting high expectations for reading and by supporting new initiatives that will enable students to become better readers. Detailed results of these questions (24-31) are presented in Appendix 29.



**Frequency of reading:** When asked about their general frequency of reading, most students (50%) reported that “I don’t have much time to read for pleasure, but I like to when I get the chance.” However, 29% of students reported, “I read constantly for my own personal satisfaction, and I love it.” 18% of new students reported that “I only read what I am supposed to for school.” Only 3% of new students reported that “I basically don’t read books much at all.”

**Reason for reading:** The most frequently reported reason for reading (38%) was “Just for the pleasure of it.” 32% of survey respondents reported that they read “Because I have to for school.” 24% responded, “To learn new things on my own.” Less than 6% reported that they read for the following reasons: “I don’t really read much.” (3%), “Because I get bored and have nothing else to do.” (2.5%), and “Because my parents encourage me to read.” (0.3%)

**Reading ability:** Almost all (98%) of new students reported that their reading level is Average (26%), Above Average (40%) or Advanced (32%). Less than two percent of new students reported that their reading ability is Below Average (1.8%) and no students rated their reading level as Poor.

**Reading materials:** New students were asked what types of reading materials they read. The five most common responses were: Books assigned for class (94%), Books I read outside of class for pleasure (69%), Newspapers (65%), Online websites or webzines (64%), and Cereal boxes, instructional pamphlets and other product packaging (50%). The five types of resources which the lowest percentage of new students reported reading were: Magazines about video games (12%), Comic books or graphic novels (18%), Sports magazines (22%), Computer manuals or other electronic equipment manuals (22%), and Self-help literature (26%).

**Volume of reading:** New students were asked “Not including school assignments, how much do you read?” “Under One book per month” was reported by 32% and “One book per month” by 25%. 18% reported reading “2-3 books per month.” 15% of new students reported reading three or more books per month while 10% reported that outside of school assignments they do not read at all.

**Preferred genre:** New students were asked to report what types of books they like to read for pleasure. The five most common answers were: True stories (55%), Mystery (46.2%), Romance (45.9%), Adventure (45.4%), and Fantasy (36.6%). The five least favored types were: Sports (15.6%), Horror (17.9%), Books about hobbies or collecting (18.0%), Factual books, like a book about dinosaurs or space (18.7%), and How-to books (21.5%).

**Characters:** New students were asked which characters/people they liked to read about. The five most common answers were: People or characters who are a lot like me (46.9%), People or characters my age who have done some cool or amazing thing (44.4%), Historical figures (41.7%), People or characters who are a lot different than me (40.2%), People or characters my age wrestling with tough issues like crime, drug abuse or poverty (39.1%). The five least most common characters were: Sports figures (17.1%), Animals (22.7%), Musicians (24.8%), Celebrities (28.8%), and Characters from movies or television shows (32.1%).

**Discussing reading:** New students were asked to report how often they discuss books with others. The following percentages were reported: Daily (8.4%), Weekly (23.3%), Monthly (18.5%), A few times per year (29%), Once per year (5.5%) and Never (15.3%).

### **Implications**

1. Troy University has done a good job in meeting the needs of new students even though there are areas that need to be improved.
2. The University might use the following in its recruitment and advancement efforts:
  - a. 86% of new students responded that they were receiving a quality education at Troy University.
  - b. 83% of new students agreed that Troy has a good reputation in their community.
  - c. 83% of the new students indicated that they would recommend Troy to a friend.
  - d. 81% of the new students indicated that the semester/term accommodated their learning.
  - e. 80% of the new students felt that faculty care about students as individuals.
3. New student satisfaction results may be used as information to assist student recruitment efforts.
4. Efforts should be made to maintain the strengths of the University and improve areas of weakness.
5. Significant differences in satisfaction of students with different characteristics should be considered as student services personnel work to meet the needs of a diverse student population.
6. Most new students consider themselves to be good readers, but they find little time for reading. Very few students are encouraged to read by their parents. While students are under the influence of the University, reading should be modeled and encouraged.

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

**Appendix 1. 2011 New Student Perceptions about Troy University - Overall**

Ranked by Frequency of Agreement

Total respondents = 604

<b>Academic programs, services, and administration</b>	<b>Rankings</b>					<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>				
I am receiving a quality education at Troy University.	1	1	1	1	1	85.7%	7.6%	6.7%	580
Troy University has a good reputation in my community.	2	4	4	8	4	82.6%	10.4%	7.0%	558
I would recommend Troy University to a friend who is planning to go to college.	3	3	2	2	2	82.6%	8.4%	9.1%	585
The semester/term format accommodates my learning.	4	2	3	3	3	80.8%	11.3%	7.8%	574
Faculty care about students as individuals.	5	15	11	6	8	79.9%	10.6%	9.5%	592
TROY personnel are knowledgeable and helpful.	6	7	7	5	7	79.3%	10.6%	10.1%	594
The printed Schedule of Classes is informative and easy to follow.	7	5	5	12	12	78.3%	12.2%	9.5%	549
Classes are offered at convenient times.	8	6	6	4	5	78.0%	11.4%	10.5%	560
The University offers a variety of majors at my location.	9	8	12	13	14	77.9%	11.4%	10.7%	560
The classes I attend are well organized and well taught.	10	16	9	77	9	77.1%	11.5%	11.3%	573
I feel I can talk to faculty about my academic concerns.	11	14	17	9	10	76.9%	11.9%	11.2%	590
The bill that I received from the University was easily understood.	12	9	14	N/A	N/A	76.5%	10.8%	12.7%	527
Class drop/add procedures are appropriate.	13	11	15	19	17	75.2%	15.2%	9.6%	532
The online Schedule of Classes is informative and easy to follow.	14	10	10	11	11	74.0%	14.1%	11.9%	553
I feel that the campus is a safe and secure environment	15	12				73.5%	17.1%	9.5%	475
Sufficient financial aid options are available.	16	13	16	16	16	73.0%	14.8%	12.2%	566
Registration dates, times, and procedures were made clear to me.	17	17	8	10	6	72.1%	10.6%	17.3%	585
Academic advising is adequate.	18	21	21	15	18	71.0%	14.7%	14.3%	587
On-campus bookstore hours are convenient for students.	19	22	23	23	23	71.0%	18.3%	10.8%	465
The tuition payment plan is beneficial for students.	20	18	13	18	15	70.3%	20.5%	9.3%	518
Class information provided prior to enrollment was helpful.	21	23	19	14	13	68.6%	15.5%	16.0%	582
Student organizations are available for my participation.	22	25	25	25	25	68.2%	18.5%	13.3%	465
The online registration process is user-friendly.	23	19	20	17	19	68.1%	14.7%	17.1%	543
The on-site registration process is user-friendly.	24	24	18	21	20	67.5%	18.4%	14.1%	495
Purchasing textbooks through Virtual Book Store is convenient.	25	20	22	20	22	63.9%	23.3%	12.8%	454
Tutorial services are sufficient.	26	26	24	24	24	63.2%	24.1%	12.7%	448
Student recreational opportunities and facilities have met my expectations	27	27	N/A	N/A	N/A	61.2%	23.5%	15.3%	392
Students seldom get the "run around" when seeking information.	28	28	26	22	21	53.5%	19.1%	27.4%	581
Campus housing met my expectations upon arriving to campus.	29	29	27	N/A	N/A	44.9%	32.8%	22.3%	314

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

**Appendix 1A. 2011 New Student Perceptions about Troy University - Overall**  
 Ranked by Frequency of Strongly Agree

Total respondents = 604

<b>Academic programs, services, and administration</b>	<u>Rankings</u>				<b>Strongly</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly</b>	<b>N/A</b>	<b>N</b>
	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Disagree</b>	<b>N/A</b>	<b>N</b>
I would recommend Troy University to a friend who is planning to go to college.	1	1	2	2	52.0%	28.8%	8.2%	3.0%	5.9%	2.2%	598
I am receiving a quality education at Troy University.	2	2	1	1	49.3%	34.1%	7.4%	1.8%	4.7%	2.7%	596
Troy University has a good reputation in my community.	3	4	4	5	43.6%	33.7%	9.7%	1.7%	4.9%	6.4%	596
The semester/term format at my location accommodates my learning.	4	3	3	3	43.2%	34.5%	10.9%	2.8%	4.7%	3.9%	597
TROY personnel are knowledgeable and helpful.	5	7	7	7	42.7%	35.8%	10.5%	5.0%	5.0%	1.0%	600
I feel I can talk to faculty about my academic concerns.	6	8	10	11	42.7%	33.0%	11.7%	5.8%	5.2%	1.7%	600
Faculty care about students as individuals.	7	13	8	12	40.8%	38.0%	10.5%	4.2%	5.2%	1.3%	600
Sufficient financial aid options are available.	8	6	16	16	40.4%	28.8%	14.1%	6.0%	5.5%	5.2%	597
The printed Schedule of Classes is informative and easy to follow.	9	11	12	6	39.8%	32.1%	11.2%	3.7%	5.0%	8.2%	598
The University offers a variety of majors at my location.	10	12	14	17	38.1%	34.8%	10.7%	4.8%	5.2%	6.4%	598
Academic advising is adequate.	11	20	18	20	38.0%	31.5%	14.3%	6.8%	7.2%	2.2%	600
Classes are offered at convenient times.	12	5	5	4	38.0%	34.8%	10.7%	4.7%	5.2%	6.7%	600
Registration dates, times, and procedures were made clear to me prior to enrollment.	13	9	6	8	36.8%	33.5%	10.3%	9.7%	7.2%	2.5%	600
The classes I attend are well organized and well taught.	14	14	9	10	36.0%	38.0%	11.0%	6.2%	4.7%	4.2%	598
The online Schedule of Classes is informative and easy to follow.	15	18	11	9	34.8%	33.7%	13.1%	6.2%	4.9%	7.4%	597
The bill that I received from the University was easily understood.	16	10	N/A	N/A	34.8%	32.9%	9.6%	4.9%	6.4%	11.4%	595
The tuition payment plan is beneficial for students.	17	15	15	13	33.8%	27.4%	17.8%	3.0%	5.0%	12.9%	595
The online registration process is user-friendly.	18	21	19	19	32.8%	29.1%	13.4%	8.2%	7.4%	9.0%	597
Class drop/add procedures are appropriate.	19	19	17	14	32.1%	34.8%	13.5%	3.2%	5.4%	11.0%	598
Class information provided prior to enrollment was helpful.	20	23	13	15	32.0%	34.9%	15.1%	9.7%	5.9%	2.3%	596

**Appendix 1A. 2011 New Student Perceptions about Troy University - Overall**  
 Ranked by Frequency of Strongly Agree

Total respondents = 604

<b>Academic programs, services, and administration</b>	<u>Rankings</u>								<b>Strongly</b>		
	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>Strongly</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Disagree</b>	<b>N/A</b>	<b>N</b>
I feel that the campus is a safe and secure environment.	21	17	N/A	N/A	31.5%	27.0%	13.6%	3.2%	4.4%	20.4%	597
Student organizations are available for my participation.	22	24	25	25	29.9%	23.3%	14.4%	4.7%	5.7%	22.0%	596
The on-site registration process is user-friendly.	23	22	20	18	28.9%	26.9%	15.2%	5.2%	6.5%	17.2%	598
Purchasing textbooks through TROY Virtual BookStore is convenient.	24	16	22	21	26.3%	22.3%	17.8%	3.5%	6.2%	23.8%	596
On-campus bookstore hours are convenient for students.	25	25	23	22	26.1%	29.1%	14.2%	3.9%	4.5%	22.1%	597
Students seldom get the "run around" when seeking information.	26	27	21	24	24.2%	27.8%	18.6%	15.2%	11.4%	2.8%	598
Tutorial services are sufficient.	27	26	24	23	22.9%	24.5%	18.1%	4.4%	5.2%	25.0%	597
Student recreational opportunities and facilities have met my expectations.	28	28	N/A	N/A	20.3%	20.3%	15.5%	3.5%	6.6%	33.8%	592
Campus housing met my expectations upon arriving to campus.	29	29	N/A	N/A	12.1%	11.6%	17.3%	5.7%	6.0%	47.4%	597

**Appendix 1.1. New Student Perceptions about Troy University - Overall Comparison**  
 Five Year Trend from Fall 2007 through Fall 2011

<b>Academic programs, services, and administration</b>	<b>Agree</b>						<b>Disagree</b>					
	<b>FA11</b>	<b>FA10</b>	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>Diff</b>	<b>FA11</b>	<b>FA10</b>	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>Diff</b>
I am receiving a quality education at Troy University.	85.70%	84.3%	86.7%	82.5%	80.2%	5.5%	6.7%	7.2%	6.2%	5.0%	4.7%	2.0%
Troy University has a good reputation in my community.	82.60%	81.1%	83.7%	74.5%	75.5%	7.1%	7.0%	7.8%	6.1%	5.8%	5.1%	1.9%
I would recommend Troy University to a friend who is planning to go to college.	82.60%	82.3%	85.3%	80.3%	79.3%	3.3%	9.1%	10.9%	8.2%	7.8%	5.7%	3.4%
The semester/term format accommodates my learning.	80.80%	84.0%	83.9%	80.2%	78.5%	2.3%	7.8%	6.5%	6.6%	5.5%	4.6%	3.2%
Faculty care about students as individuals.	79.90%	75.4%	78.4%	75.2%	74.1%	5.8%	9.5%	9.9%	9.0%	8.9%	7.0%	2.5%
TROY personnel are knowledgeable and helpful.	79.30%	78.3%	81.3%	76.9%	74.5%	4.8%	10.1%	12.7%	9.8%	11.5%	9.9%	0.2%
The printed Schedule of Classes is informative and easy to follow.	78.30%	81.1%	82.3%	69.4%	70.7%	7.6%	9.5%	7.4%	7.5%	6.1%	5.7%	3.8%
Classes are offered at convenient times.	78.00%	80.9%	81.7%	77.0%	75.3%	2.7%	10.5%	8.8%	9.2%	6.6%	6.8%	3.7%
The University offers a variety of majors at my location.	77.90%	77.6%	78.1%	69.4%	68.2%	9.7%	10.7%	10.2%	10.0%	9.8%	10.4%	0.3%
The classes I attend are well organized and well taught.	77.10%	74.7%	79.1%	75.0%	73.2%	3.9%	11.3%	12.1%	10.1%	8.7%	8.6%	2.7%
I feel I can talk to faculty about my academic concerns.	76.90%	75.5%	75.7%	74.0%	72.7%	4.2%	11.2%	10.9%	9.7%	10.0%	8.3%	2.9%
The bill that I received from the University was easily understood.	76.50%	77.2%	76.4%	N/A	N/A	N/A	12.7%	9.1%	10.5%	N/A	N/A	N/A
Class drop/add procedures are appropriate.	75.20%	76.0%	76.2%	60.8%	64.4%	10.8%	9.6%	8.3%	8.0%	7.2%	5.9%	3.7%
The online Schedule of Classes is informative and easy to follow.	74.00%	76.4%	79.1%	70.7%	71.9%	2.1%	11.9%	9.8%	9.1%	8.3%	7.3%	4.6%
I feel that the campus is a safe and secure environment.	73.50%	76.0%	N/A	N/A	N/A	N/A	9.5%	8.0%	N/A	N/A	N/A	N/A
Sufficient financial aid options are available.	73.00%	75.7%	76.0%	62.6%	64.6%	8.4%	12.2%	10.7%	10.8%	10.5%	7.6%	4.6%
Reg. dates, times, & procedures were made clear to me.	72.10%	74.6%	79.2%	72.9%	75.1%	-3.0%	17.3%	15.2%	12.2%	14.2%	10.4%	6.9%
Academic advising is adequate.	71.00%	69.7%	70.9%	63.9%	63.7%	7.3%	14.3%	16.5%	13.6%	14.8%	12.5%	1.8%

**Appendix 1.1. New Student Perceptions about Troy University - Overall Comparison**  
 Five Year Trend from Fall 2007 through Fall 2011

Academic programs, services, and administration	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
On-campus bookstore hours are convenient for students.	71.00%	69.1%	69.4%	42.0%	47.7%	23.3%	10.8%	10.5%	9.9%	6.0%	5.5%	5.3%
The tuition payment plan is beneficial for students.	70.30%	74.6%	77.3%	61.7%	65.6%	4.7%	9.3%	8.2%	7.7%	7.2%	5.7%	3.6%
Class information provided prior to enrollment was helpful.	68.60%	68.6%	74.2%	67.6%	69.9%	-1.3%	16.0%	15.1%	12.6%	16.0%	10.7%	5.3%
Student organizations are available for my participation.	68.20%	66.3%	63.1%	37.7%	41.1%	27.1%	13.3%	10.5%	11.0%	7.0%	7.5%	5.8%
The online registration process is user-friendly.	68.10%	70.9%	72.5%	61.8%	63.4%	4.7%	17.1%	14.7%	13.0%	10.9%	8.9%	8.2%
The on-site registration process is user-friendly.	67.50%	68.4%	74.4%	54.2%	56.4%	11.1%	14.1%	13.2%	10.2%	7.6%	7.3%	6.8%
Purchasing textbooks through Virtual BookStore is convenient.	63.90%	70.3%	70.2%	56.9%	51.4%	12.5%	12.8%	9.7%	11.5%	8.5%	9.5%	3.3%
Tutorial services are sufficient.	63.20%	65.0%	64.1%	40.2%	43.0%	20.2%	12.7%	9.9%	9.3%	6.5%	6.0%	6.7%
Student recreational opportunities and facilities have met my expectations.	61.20%	58.7%	N/A	N/A	N/A	N/A	15.3%	10.2%	N/A	N/A	N/A	N/A
Students seldom get the "run around" when seeking information.	53.50%	56.9%	59.8%	53.4%	53.3%	0.2%	27.4%	27.7%	22.8%	24.9%	22.1%	5.3%
Campus housing met my expectations upon arriving to campus.	44.90%	41.5%	40.2%	N/A	N/A	N/A	22.3%	15.9%	16.6%	N/A	N/A	N/A

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
 Data Sorted decending by level of agreement.

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

Total respondents = 38

	Rankings					Agree*	Neutral	Disagree*	N
	2011	2010	2009	2008	2007				
<b>Academic programs, services, and administration</b>									
I feel I can talk to faculty about my academic concerns.	1	5	5	8	8	89.5%	5.3%	5.3%	38
I feel that the campus is a safe and secure environment.	2	8	N/A	N/A	N/A	89.5%	5.3%	5.3%	38
I am receiving a quality education at Troy University.	3	9	1	7	9	89.2%	5.4%	5.4%	37
The semester/term format at my location accommodates my learning.	4	4	4	1	3	86.8%	5.3%	7.9%	38
Troy University has a good reputation in my community.	5	1	9	11	5	86.5%	8.1%	5.4%	37
TROY personnel are knowledgeable and helpful.	6	3	8	3	2	83.8%	10.8%	5.4%	37
The classes I attend are well organized and well taught.	7	24	6	4	6	83.8%	8.1%	8.1%	37
The printed Schedule of Classes is informative and easy to follow.	8	2	3	2	4	83.3%	8.3%	8.3%	36
The bill that I received from the University was easily understood.	9	12	26	23	24	82.9%	8.6%	8.6%	35
Faculty care about students as individuals.	10	14	7	5	7	81.6%	10.5%	7.9%	38
I would recommend Troy University to a friend who is planning to go to college.	11	10	2	9	1	81.6%	13.2%	5.3%	38
The tuition payment plan is beneficial for students.	12	15	15	20	20	81.3%	12.5%	6.3%	32
The on-site registration process is user-friendly.	13	13	19	18	17	80.0%	11.4%	8.6%	35
Academic advising is adequate.	14	20	13	N/A	N/A	78.9%	13.2%	7.9%	38
Class drop/add procedures are appropriate.	15	17	20	17	16	75.0%	15.6%	9.4%	32
Sufficient financial aid options are available.	16	7	14	10	11	74.3%	20.0%	5.7%	35
The University offers a variety of majors at my location.	17	6	12	15	14	73.0%	13.5%	13.5%	37
Class information provided prior to enrollment was helpful.	18	21	17	13	12	72.2%	13.9%	13.9%	36
The online Schedule of Classes is informative and easy to follow.	19	16	18	14	15	70.6%	14.7%	14.7%	34
The online registration process is user-friendly.	20	25	22	25	18	67.7%	22.6%	9.7%	31
On-campus bookstore hours are convenient for students.	21	11	11	6	13	67.6%	26.5%	5.9%	34
Registration dates, times, and procedures were made clear to me prior to enrollment.	22	19	10	19	19	67.6%	13.5%	18.9%	37
Students seldom get the "run around" when seeking information.	23	28	16	12	10	65.8%	18.4%	15.8%	38
Student organizations are available for my participation.	24	18	21	21	21	62.5%	21.9%	15.6%	32
Tutorial services are sufficient.	25	27	24	16	22	57.7%	34.6%	7.7%	26
Classes are offered at convenient times.	26	22	25	24	25	54.1%	27.0%	18.9%	37
Student recreational opportunities and facilities have met my expectations.	27	23	N/A	N/A	N/A	50.0%	25.0%	25.0%	24
Purchasing textbooks through TROY Virtual BookStore is convenient.	28	26	23	22	23	44.0%	44.0%	12.0%	25
Campus housing met my expectations upon arriving to campus.	29	29	27	N/A	N/A	36.4%	36.4%	27.3%	11

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



**Appendix 2.1. New Student Perceptions about Troy University - Dothan**  
Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 38

	Agree						Diff	Disagree					
	FA11	FA10	FA09	FA08	FA07	FA11		FA10	FA09	FA08	FA07	Diff	
<b>Academic programs, services, and administration</b>													
I feel I can talk to faculty about my academic concerns.	89.5%	80.0%	86.6%	77.8%	73.6%	15.9%	5.3%	12.5%	3.9%	6.7%	10.8%	-5.5%	
I feel that the campus is a safe and secure environment.	89.5%	79.2%	N/A	N/A	N/A	10.3%	5.3%	10.4%	N/A	N/A	N/A	-5.1%	
I am receiving a quality education at Troy University.	89.2%	79.0%	88.7%	85.6%	80.8%	8.4%	5.4%	11.1%	3.2%	4.4%	7.2%	-1.8%	
The semester/term format at my location accommodates my learning.	86.8%	80.0%	86.7%	77.8%	76.6%	10.2%	7.9%	7.5%	2.5%	5.6%	5.6%	2.3%	
Troy University has a good reputation in my community.	86.5%	85.0%	89.5%	73.3%	85.0%	1.5%	5.4%	8.8%	0.8%	6.7%	7.8%	-2.4%	
TROY personnel are knowledgeable and helpful.	83.8%	80.2%	87.6%	74.4%	73.0%	10.8%	5.4%	14.8%	6.2%	8.9%	12.0%	-6.6%	
The classes I attend are well organized and well taught.	83.8%	65.0%	83.9%	77.8%	68.2%	15.6%	8.1%	20.0%	5.6%	6.7%	9.6%	-1.5%	
The printed Schedule of Classes is informative and easy to follow.	83.3%	84.8%	86.3%	77.8%	82.6%	0.7%	8.3%	12.7%	6.5%	10.0%	5.4%	2.9%	
The bill that I received from the University was easily understood.	82.9%	77.3%	83.8%	N/A	N/A	-0.9%	8.6%	10.7%	7.6%	N/A	N/A	1.0%	
Faculty care about students as individuals.	81.6%	75.3%	93.8%	75.6%	72.4%	9.2%	7.9%	11.1%	2.3%	8.9%	8.4%	-0.5%	
I would recommend Troy to a friend who is planning to go to college.	81.6%	77.5%	89.4%	78.9%	79.6%	2.0%	5.3%	12.5%	3.3%	11.1%	7.8%	-2.5%	
The tuition payment plan is beneficial for students.	81.3%	75.0%	83.8%	58.9%	66.4%	14.9%	6.3%	12.5%	2.9%	8.9%	3.6%	2.7%	
The on-site registration process is user-friendly.	80.0%	75.9%	85.0%	54.4%	56.9%	23.1%	8.6%	15.2%	8.0%	14.4%	9.0%	-0.4%	
Academic advising is adequate.	78.9%	67.1%	77.8%	63.3%	70.0%	8.9%	7.9%	17.7%	7.9%	11.1%	12.6%	-4.7%	
Class drop/add procedures are appropriate.	75.0%	70.6%	79.4%	52.2%	54.5%	20.5%	9.4%	16.2%	2.8%	7.8%	4.6%	4.8%	
Sufficient financial aid options are available.	74.3%	79.2%	77.2%	63.3%	64.6%	9.7%	5.7%	14.3%	3.5%	15.6%	9.0%	-3.3%	
The University offers a variety of majors at my location.	73.0%	79.5%	79.0%	66.7%	71.2%	1.8%	13.5%	12.8%	5.9%	11.1%	4.8%	8.7%	
Class information provided prior to enrollment was helpful.	72.2%	66.7%	73.2%	56.7%	63.5%	8.7%	13.9%	18.5%	8.7%	23.3%	12.0%	1.9%	

**Appendix 2.1. New Student Perceptions about Troy University - Dothan**  
 Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 38

	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
<b>Academic programs, services, and administration</b>												
The online Schedule of Classes is informative and easy to follow.	70.6%	72.0%	77.1%	56.7%	61.6%	9.0%	14.7%	10.7%	5.5%	11.1%	6.6%	8.1%
The online registration process is user-friendly.	67.7%	64.8%	70.9%	43.3%	42.0%	25.7%	9.7%	18.3%	7.6%	11.1%	4.2%	5.5%
Reg. dates, times, and procedures were made clear to me.	67.6%	67.5%	79.7%	68.9%	70.0%	-2.4%	18.9%	20.0%	7.8%	12.2%	15.6%	3.3%
On-campus bookstore hours are convenient for students.	67.6%	77.3%	86.2%	67.8%	77.2%	-9.6%	5.9%	13.3%	3.3%	6.7%	4.2%	1.7%
Students seldom get the “run around” when seeking information.	65.8%	59.7%	70.4%	57.8%	46.7%	19.1%	15.8%	29.9%	13.6%	23.3%	24.6%	-8.8%
Student organizations are available for my participation.	62.5%	69.1%	72.5%	45.6%	53.9%	8.6%	15.6%	8.8%	4.4%	8.9%	4.2%	11.4%
Tutorial services are sufficient.	57.7%	62.1%	65.4%	31.1%	34.8%	22.9%	7.7%	20.7%	6.4%	11.1%	2.4%	5.3%
Classes are offered at convenient times.	54.1%	65.4%	72.2%	66.7%	60.5%	-6.4%	18.9%	21.8%	10.3%	13.3%	19.2%	-0.3%
Student recreational opportunities and facilities	50.0%	65.3%	N/A	N/A	N/A	-15.3%	25.0%	8.2%	N/A	N/A	N/A	16.8%
Purchasing textbooks through TROY Virtual BookStore is convenient.	44.0%	62.3%	61.8%	41.1%	37.2%	6.8%	12.0%	11.5%	10.5%	6.7%	8.4%	3.6%
Campus housing met my expectations upon arriving to campus.	36.4%	39.4%	35.5%	N/A	N/A	0.9%	27.3%	12.1%	9.7%	N/A	N/A	17.6%

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
 Data Sorted descending by level of agreement.

**Appendix 3. New Student Perceptions about Troy University - Montgomery**  
 Ranked by Agreement Level

Total respondents = 60

	Rankings					Agree*	Neutral	Disagree*	N
	2011	2010	2009	2008	2007				
<b>Academic programs, services, and administration</b>									
Troy University has a good reputation in my community.	1	1	1	1	2	86.0%	5.3%	8.8%	57
I am receiving a quality education at Troy University.	2	9	5	2	3	84.5%	6.9%	8.6%	58
I would recommend Troy University to a friend who is planning to go to college.	3	4	2	4	6	82.8%	6.9%	10.3%	58
On-campus bookstore hours are convenient for students.	4	16	8	13	16	82.5%	7.0%	10.5%	57
I feel that the campus is a safe and secure environment.	5	7	N/A	N/A	N/A	80.7%	8.8%	10.5%	57
The University offers a variety of majors at my location.	6	13	10	8	8	79.3%	12.1%	8.6%	58
The printed Schedule of Classes is informative and easy to follow.	7	2	3	5	1	77.6%	10.3%	12.1%	58
The online Schedule of Classes is informative and easy to follow.	8	19	14	19	17	77.4%	11.3%	11.3%	53
The semester/term format at my location accommodates my learning.	9	3	4	3	4	76.8%	14.3%	8.9%	56
The online registration process is user-friendly.	10	24	22	23	22	75.5%	10.2%	14.3%	49
The bill that I received from the University was easily understood.	11	8	9	N/A	N/A	75.4%	10.5%	14.0%	57
Registration dates, times, and procedures were made clear to me prior to enrollment.	12	20	11	15	7	75.4%	12.3%	12.3%	57
Classes are offered at convenient times.	13	6	6	6	5	75.4%	7.0%	17.5%	57
Faculty care about students as individuals.	14	14	18	10	9	75.0%	6.7%	18.3%	60
I feel I can talk to faculty about my academic concerns.	15	5	17	11	10	74.6%	10.2%	15.3%	59
Class drop/add procedures are appropriate.	16	17	19		18	74.5%	7.8%	17.6%	51
Class information provided prior to enrollment was helpful.	17	18	21	18	14	73.3%	16.7%	10.0%	60
The classes I attend are well organized and well taught.	18	21	15	7	11	73.2%	8.9%	17.9%	56
TROY personnel are knowledgeable and helpful.	19	10	13	9	13	72.9%	11.9%	15.3%	59
Academic advising is adequate.	20	15	20	12	20	72.9%	15.3%	11.9%	59
Sufficient financial aid options are available.	21	12	12	14	15	72.4%	10.3%	17.2%	58
The tuition payment plan is beneficial for students.	22	11	7	16	12	70.9%	14.5%	14.5%	55
The on-site registration process is user-friendly.	23	22	16	17	19	68.8%	16.7%	14.6%	48
Student organizations are available for my participation.	24	23	24	21	23	63.5%	11.5%	25.0%	52
Purchasing textbooks through TROY Virtual BookStore is convenient.	25	25	23	22	25	62.5%	17.5%	20.0%	40
Tutorial services are sufficient.	26	26	25	24	24	60.9%	23.9%	15.2%	46
Student recreational opportunities and facilities have met my expectations.	27	28	N/A	N/A	N/A	55.0%	22.5%	22.5%	40
Students seldom get the "run around" when seeking information.	28	27	26	20	21	48.2%	10.7%	41.1%	56
Campus housing met my expectations upon arriving to campus.	29	29	27	N/A	N/A	44.4%	40.7%	14.8%	27

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

**Appendix 3.1. New Student Perceptions about Troy University - Montgomery**  
 Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 60

	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
<b>Academic programs, services, and administration</b>												
Troy University has a good reputation in my community.	86.0%	82.6%	85.4%	81.8%	81.3%	4.7%	8.8%	11.3%	6.6%	8.4%	5.2%	3.6%
I am receiving a quality education at Troy University.	84.5%	76.5%	83.6%	80.4%	80.5%	4.0%	8.6%	7.6%	8.2%	8.4%	4.8%	3.8%
I would recommend Troy University to a friend who is planning to go to college.	82.8%	79.7%	85.2%	77.6%	79.0%	3.8%	10.3%	11.9%	9.9%	9.8%	4.0%	6.3%
On-campus bookstore hours are convenient for students.	82.5%	70.4%	79.3%	72.0%	69.8%	12.7%	10.5%	12.0%	11.1%	8.4%	7.0%	3.5%
I feel that the campus is a safe and secure environment.	80.7%	78.0%	N/A	N/A	N/A	2.7%	10.5%	10.1%	N/A	N/A	N/A	0.4%
The University offers a variety of majors at my location.	79.3%	73.1%	78.1%	74.1%	76.9%	2.4%	8.6%	9.2%	11.6%	11.2%	11.4%	-2.8%
The printed Schedule of Classes is informative and easy to follow.	77.6%	82.1%	84.8%	75.5%	81.7%	-4.1%	12.1%	6.8%	9.7%	9.1%	7.7%	4.4%
The online Schedule of Classes is informative and easy to follow.	77.4%	69.6%	72.5%	57.3%	67.6%	9.8%	11.3%	10.7%	12.5%	7.7%	8.8%	2.5%
The semester/term format accommodates my learning.	76.8%	80.5%	84.6%	80.4%	80.5%	-3.7%	8.9%	11.0%	6.3%	7.7%	5.1%	3.8%
The online registration process is user-friendly. Reg. dates, times, and procedures were made clear to me.	75.5%	62.7%	63.2%	49.7%	53.0%	22.5%	14.3%	17.3%	13.2%	9.8%	7.7%	6.6%
Classes are offered at convenient times.	75.4%	67.8%	78.0%	69.2%	78.3%	-2.9%	12.3%	18.2%	14.9%	21.7%	9.9%	2.4%
The bill that I received from the University was easily understood.	75.4%	77.3%	78.5%	N/A	N/A	-3.1%	14.0%	10.9%	7.7%	N/A	N/A	6.3%
Faculty care about students as individuals. I feel I can talk to faculty about my academic concerns.	75.0%	72.8%	70.7%	76.2%	75.8%	-0.8%	18.3%	11.2%	12.9%	9.8%	7.0%	11.3%
Class drop/add procedures are appropriate.	74.6%	78.7%	71.0%	73.4%	75.0%	-0.4%	15.3%	9.8%	11.7%	15.4%	9.2%	6.1%
Class information provided prior to enrollment was helpful.	74.5%	70.1%	70.3%	64.3%	67.3%	7.2%	17.6%	8.4%	8.6%	9.1%	5.9%	11.7%
The classes I attend are well organized and well taught.	73.3%	70.0%	66.0%	65.0%	72.7%	0.6%	10.0%	13.3%	16.0%	18.9%	11.0%	-1.0%
TROY personnel are knowledgeable and helpful.	73.2%	65.8%	72.0%	74.8%	74.2%	-1.0%	17.9%	14.5%	12.6%	13.3%	10.6%	7.3%
	72.9%	75.0%	76.2%	74.1%	73.9%	-1.0%	15.3%	12.9%	12.2%	16.1%	11.4%	3.9%

**Appendix 3.1. New Student Perceptions about Troy University - Montgomery**  
Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 60

	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
<b>Academic programs, services, and administration</b>												
Academic advising is adequate.	72.9%	72.1%	66.0%	72.7%	65.5%	7.4%	11.9%	14.8%	19.7%	12.6%	12.9%	-1.0%
Sufficient financial aid options are available.	72.4%	73.5%	76.5%	70.6%	71.7%	0.7%	17.2%	12.8%	11.0%	12.6%	5.5%	11.7%
The tuition payment plan is beneficial for students.	70.9%	74.5%	80.0%	68.5%	73.9%	-3.0%	14.5%	6.6%	8.8%	9.1%	4.4%	10.1%
The on-site registration process is user-friendly.	68.8%	64.3%	71.4%	67.1%	66.6%	2.2%	14.6%	13.4%	15.8%	12.6%	8.4%	6.2%
Student organizations are available for my participation.	63.5%	64.2%	58.9%	51.0%	48.9%	14.6%	25.0%	9.5%	12.5%	9.1%	8.8%	16.2%
Purchasing textbooks through Virtual BookStore is convenient.	62.5%	61.1%	62.9%	51.0%	42.3%	20.2%	20.0%	8.4%	11.3%	6.3%	6.6%	13.4%
Tutorial services are sufficient.	60.9%	58.0%	56.7%	44.1%	43.4%	17.5%	15.2%	10.2%	16.3%	5.6%	8.1%	7.1%
Student recreational opportunities and facilities have met my expectations.	55.0%	51.4%	N/A	N/A	N/A	3.6%	22.5%	9.7%	N/A	N/A	N/A	12.8%
Students seldom get the "run around" when seeking information.	48.2%	56.0%	55.7%	56.6%	55.6%	-7.4%	41.1%	30.2%	26.4%	27.3%	22.8%	18.3%
Campus housing met my expectations upon arriving to campus.	44.4%	26.4%	25.0%	N/A	N/A	19.4%	14.8%	17.0%	12.5%	N/A	N/A	2.3%

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
Data Sorted decending by level of agreement.

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

Ranked by Agreement Level

Total respondents = 27

	Rankings					Agree*	Neutral	Disagree*	N
	2011	2010	2009	2008	2007				
<b>Academic programs, services, and administration</b>									
Troy University has a good reputation in my community.	1	1	1	4	4	92.6%	0.0%	7.4%	27
TROY personnel are knowledgeable and helpful.	2	18	4	5	14	88.9%	3.7%	7.4%	27
Faculty care about students as individuals.	3	9	9	7	8	88.9%	3.7%	7.4%	27
I would recommend Troy to a friend who is planning to go to college.	4	4	6	2	2	85.2%	11.1%	3.7%	27
I feel I can talk to faculty about my academic concerns.	5	16	14	11	7	85.2%	3.7%	11.1%	27
I feel that the campus is a safe and secure environment	6	10	N/A	N/A	N/A	84.6%	11.5%	3.8%	26
The semester/term format at my location accommodates my learning.	7	3	3	6	1	80.8%	11.5%	7.7%	26
I am receiving a quality education at Troy University.	8	5	2	3	3	77.8%	18.5%	3.7%	27
Classes are offered at convenient times.	9	2	8	1	6	77.8%	14.8%	7.4%	27
The classes I attend are well organized and well taught.	10	11	13	8	9	77.8%	14.8%	7.4%	27
Reg. dates, times, and procedures were made clear to me prior to enrollment.	11	20	15	10	11	74.1%	18.5%	7.4%	27
Academic advising is adequate.	12	13	16	14	12	70.4%	14.8%	14.8%	27
Students seldom get the "run around" when seeking information.	13	26	22	19	22	70.4%	18.5%	11.1%	27
The bill that I received from the University was easily understood.	14	6	11	N/A	N/A	69.6%	17.4%	13.0%	23
The University offers a variety of majors at my location.	15	19	21	15	18	69.2%	15.4%	15.4%	26
The printed Schedule of Classes is informative and easy to follow.	16	8	7	9	5	69.2%	19.2%	11.5%	26
Class information provided prior to enrollment was helpful.	17	27	20	18	17	63.0%	18.5%	18.5%	27
Sufficient financial aid options are available.	18	17	17	17	13	63.0%	25.9%	11.1%	27
The on-site registration process is user-friendly.	19	21	10	13	15	60.9%	26.1%	13.0%	23
Class drop/add procedures are appropriate.	20	14	12	20	20	60.0%	36.0%	4.0%	25
The tuition payment plan is beneficial for students.	21	12	5	12	10	60.0%	32.0%	8.0%	25
On-campus bookstore hours are convenient for students.	22	7	19	21	19	58.3%	29.2%	12.5%	24
Student recreational opportunities and facilities have met my expectations	23	28	N/A	N/A	N/A	57.9%	26.3%	15.8%	19
Purchasing textbooks through TROY Virtual BookStore is convenient.	24	22	24	23	24	57.1%	23.8%	19.0%	21
The online Schedule of Classes is informative and easy to follow.	25	15	18	16	16	51.9%	11.1%	37.0%	27
Student organizations are available for my participation.	26	25	26	25	25	50.0%	22.7%	27.3%	22
Tutorial services are sufficient.	27	24	25	24	23	50.0%	27.3%	22.7%	22
Campus housing met my expectations upon arriving to campus.	28	29	27	N/A	N/A	50.0%	41.7%	8.3%	12
The online registration process is user-friendly.	29	23	23	22	21	48.0%	32.0%	20.0%	25

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

**Appendix 4.1. New Student Perceptions about Troy University - Phenix City**  
 Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 27

Academic programs, services, and administration	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
Troy University has a good reputation in my community.	92.6%	86.6%	87.1%	83.1%	83.2%	9.4%	7.4%	6.0%	7.1%	3.9%	2.3%	5.1%
TROY personnel are knowledgeable and helpful.	88.9%	75.0%	82.8%	83.1%	73.2%	15.7%	7.4%	13.2%	12.6%	9.1%	9.9%	-2.5%
Faculty care about students as individuals.	88.9%	78.8%	78.8%	79.2%	80.1%	8.8%	7.4%	10.6%	12.9%	9.1%	3.0%	4.4%
I feel I can talk to faculty about my academic concerns.	85.2%	76.1%	73.5%	76.6%	80.1%	5.1%	11.1%	9.0%	14.5%	7.8%	3.1%	8.0%
I would recommend Troy University to a friend who is planning to go to college.	85.2%	82.1%	81.9%	83.1%	85.4%	-0.2%	3.7%	10.4%	10.8%	5.2%	3.0%	0.7%
I feel that the campus is a safe and secure environment	84.6%	78.1%	N/A	N/A	N/A	6.5%	3.8%	9.4%	N/A	N/A	N/A	-5.6%
The semester/term format accommodates my learning.	80.8%	83.3%	83.5%	81.8%	86.2%	-5.4%	7.7%	7.6%	11.8%	5.2%	80.0%	-72.3%
Classes are offered at convenient times.	77.8%	85.3%	80.7%	87.0%	80.9%	-3.1%	7.4%	5.9%	10.2%	3.9%	6.1%	1.3%
The classes I attend are well organized and well taught.	77.8%	77.6%	75.9%	79.2%	77.8%	0.0%	7.4%	11.9%	11.5%	7.8%	4.6%	2.8%
I am receiving a quality education at Troy University.	77.8%	81.5%	84.7%	83.1%	84.7%	-6.9%	3.7%	6.2%	8.2%	3.9%	1.6%	2.1%
Reg. dates, times, and procedures were made clear to me.	74.1%	69.1%	73.3%	77.9%	75.6%	-1.5%	7.4%	19.1%	14.0%	11.7%	6.1%	1.3%
Academic advising is adequate.	70.4%	77.3%	72.6%	70.1%	74.1%	-3.7%	14.8%	15.2%	13.1%	10.4%	6.1%	8.7%
Students seldom get the "run around" when seeking information.	70.4%	60.3%	66.3%	61.0%	49.7%	20.7%	11.1%	27.9%	23.3%	22.1%	23.7%	-12.6%
The bill that I received from the University was easily understood.	69.6%	80.0%	76.5%	N/A	N/A	-6.9%	13.0%	11.7%	11.1%	N/A	N/A	1.9%
The printed Schedule of Classes is informative and easy to follow.	69.2%	79.4%	81.4%	77.9%	82.5%	-13.3%	11.5%	7.4%	11.6%	5.2%	3.0%	8.5%
The University offers a variety of majors at my location.	69.2%	71.6%	66.3%	37.5%	64.1%	5.1%	15.4%	17.9%	16.9%	10.4%	7.6%	7.8%
Sufficient financial aid options are available.	63.0%	75.4%	70.7%	61.0%	73.3%	-10.3%	11.1%	15.4%	15.9%	11.7%	5.4%	5.7%
Class information provided prior to enrollment was helpful.	63.0%	58.8%	67.4%	61.0%	67.1%	-4.1%	18.5%	23.5%	22.1%	13.0%	5.4%	13.1%
The on-site registration process is user-friendly.	60.9%	67.7%	78.0%	72.7%	73.2%	-12.3%	13.0%	21.0%	13.4%	3.9%	9.2%	3.8%

**Appendix 4.1. New Student Perceptions about Troy University - Phenix City**  
 Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 27

Academic programs, services, and administration	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
The tuition payment plan is beneficial for students.	60.0%	77.4%	82.3%	75.3%	77.1%	-17.1%	8.0%	9.7%	7.6%	5.2%	1.6%	6.4%
Class drop/add procedures are appropriate.	60.0%	77.2%	76.4%	53.2%	62.6%	-2.6%	4.0%	5.3%	6.9%	10.4%	3.1%	0.9%
On-campus bookstore hours are convenient for students.	58.3%	79.7%	67.5%	49.4%	64.1%	-5.8%	12.5%	5.1%	14.3%	11.7%	6.8%	5.7%
Student recreational opportunities and facilities have met my expectations	57.9%	55.0%	N/A	N/A	N/A	2.9%	15.8%	7.5%	N/A	N/A	N/A	8.3%
Purchasing textbooks through Virtual BookStore is convenient.	57.1%	66.7%	56.9%	35.1%	34.4%	22.7%	19.0%	7.4%	21.5%	7.8%	9.9%	9.1%
The online Schedule of Classes is informative and easy to follow.	51.9%	77.0%	68.1%	62.3%	71.0%	-19.1%	37.0%	8.2%	13.9%	9.1%	4.6%	32.4%
Tutorial services are sufficient.	50.0%	64.4%	50.0%	29.9%	37.4%	12.6%	22.7%	0.0%	17.3%	6.5%	3.8%	18.9%
Student organizations are available for my participation.	50.0%	63.6%	49.1%	29.9%	30.5%	19.5%	27.3%	9.1%	18.2%	5.2%	7.6%	19.7%
Campus housing met my expectations upon arriving to campus.	50.0%	48.0%	34.5%	N/A	N/A	15.5%	8.3%	4.0%	13.8%	N/A	N/A	-5.5%
The online registration process is user-friendly.	48.0%	66.1%	62.1%	39.0%	51.2%	-3.2%	20.0%	12.5%	15.5%	9.1%	6.8%	13.2%

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
 Data Sorted decending by level of agreement.



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

Total respondents = 257

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2011	2010	2009	2008	2007				
I am receiving a quality education at Troy University.	1	1	1	1	1	84.2%	5.7%	10.1%	247
The University offers a variety of majors at my location.	2	2	3	7	6	81.7%	8.4%	10.0%	251
I would recommend Troy University to a friend who is planning to go to college.	3	7	4	3	4	81.1%	6.0%	12.9%	249
Troy University has a good reputation in my community.	4	8	5	5	5	80.4%	9.2%	10.4%	240
Student organizations are available for my participation.	5	9	9	11	10	79.2%	11.0%	9.8%	245
The semester/term format at my location accommodates my learning.	6	4	7	2	2	77.9%	11.6%	10.4%	249
Faculty care about students as individuals.	7	10	12	6	8	77.6%	11.0%	11.4%	254
The printed Schedule of Classes is informative and easy to follow.	8	3	6	9	12	77.4%	10.5%	12.1%	248
Classes are offered at convenient times.	9	13	8	8	7	76.8%	10.8%	12.4%	250
On-campus bookstore hours are convenient for students.	10	15	15	13	9	76.1%	10.7%	13.2%	243
The classes I attend are well organized and well taught.	11	14	10	10	13	75.2%	12.8%	12.0%	250
I feel I can talk to faculty about my academic concerns.	12	11	14	12	11	75.0%	12.3%	12.7%	252
TROY personnel are knowledgeable and helpful.	13	6	2	4	3	74.8%	12.2%	13.0%	254
I feel that the campus is a safe and secure environment.	14	5	N/A	N/A	N/A	72.6%	15.7%	11.7%	248
Sufficient financial aid options are available.	15	20	22	19	16	72.2%	12.5%	15.3%	248
Class drop/add procedures are appropriate.	16	16	23	21	20	71.6%	15.6%	12.9%	225
Student recreational opportunities and facilities have met my expectations.	17	21	N/A	N/A	N/A	69.9%	15.0%	15.0%	226
The bill that I received from the University was easily understood.	18	17	20	N/A	N/A	68.9%	11.2%	19.9%	241
Tutorial services are sufficient.	19	23	21	23	23	68.8%	17.7%	13.5%	215
The online Schedule of Classes is informative and easy to follow.	20	12	17	16	19	68.1%	17.9%	14.0%	229
The tuition payment plan is beneficial for students.	21	19	16	17	15	67.7%	19.9%	12.4%	226
Class information provided prior to enrollment was helpful.	22	24	25	18	18	67.3%	14.1%	18.5%	248
Academic advising is adequate.	23	22	18	15	17	66.7%	14.5%	18.9%	249
Registration dates, times, and procedures were made clear to me prior to enrollment.	24	18	13	14	14	62.0%	11.6%	26.4%	250
The on-site registration process is user-friendly.	25	26	19	20	22	61.8%	17.6%	20.6%	233
Purchasing textbooks through TROY Virtual BookStore is convenient.	26	27	26	25	25	58.6%	28.0%	13.4%	186
The online registration process is user-friendly.	27	25	24	22	21	56.2%	17.2%	26.6%	233
Campus housing met my expectations upon arriving to campus.	28	29	28	N/A	N/A	46.9%	24.0%	29.1%	196
Students seldom get the "run around" when seeking information.	29	28	27	24	24	45.6%	25.0%	29.4%	248

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

**Appendix 5.1. New Student Perceptions about Troy University - Troy**  
 Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 257

<b>Academic programs, services, and administration</b>	<b>Agree</b>						<b>Diff</b>	<b>Disagree</b>					
	<b>FA11</b>	<b>FA10</b>	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA11</b>		<b>FA10</b>	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>Diff</b>	
I am receiving a quality education at Troy University.	84.2%	87.4%	88.4%	87.9%	79.7%	4.5%	10.1%	4.6%	3.5%	2.9%	5.0%	5.1%	
The University offers a variety of majors at my location.	81.7%	87.2%	85.4%	79.6%	77.1%	4.6%	10.0%	5.0%	5.8%	6.8%	8.2%	1.8%	
TROY personnel are knowledgeable and helpful.	81.1%	81.5%	85.6%	81.4%	78.0%	3.1%	12.9%	9.1%	6.1%	5.7%	6.5%	6.4%	
Troy University has a good reputation in my community.	80.4%	80.4%	84.7%	81.1%	77.4%	3.0%	10.4%	7.3%	5.4%	3.6%	5.7%	4.7%	
Student organizations are available for my participation.	79.2%	80.3%	80.3%	76.4%	74.0%	5.2%	9.8%	6.4%	6.2%	3.9%	6.1%	3.7%	
The semester/term format at my location accommodates my learning.	77.9%	84.5%	81.0%	83.6%	78.2%	-0.3%	10.4%	3.5%	5.3%	2.9%	4.4%	6.0%	
Faculty care about students as individuals.	77.6%	77.7%	79.5%	80.0%	75.9%	1.7%	11.4%	7.3%	5.9%	6.4%	6.5%	4.9%	
The printed Schedule of Classes is informative and easy to follow.	77.4%	85.3%	84.0%	78.6%	73.2%	4.2%	12.1%	6.0%	6.1%	6.1%	6.5%	5.6%	
Classes are offered at convenient times.	76.8%	75.8%	80.3%	78.6%	76.9%	-0.1%	12.4%	9.4%	8.3%	6.8%	7.2%	5.2%	
On-campus bookstore hours are convenient for students.	76.1%	73.5%	75.6%	72.9%	74.4%	1.7%	13.2%	11.1%	11.5%	8.2%	6.7%	6.5%	
The classes I attend are well organized and well taught.	75.2%	74.6%	79.8%	77.1%	73.2%	2.0%	12.0%	8.8%	7.6%	8.6%	8.3%	3.7%	
I feel I can talk to faculty about my academic concerns.	75.0%	76.9%	78.8%	76.1%	73.8%	1.2%	12.7%	6.5%	5.7%	7.1%	5.9%	6.8%	
I would recommend Troy University to a friend who is planning to go to college.	74.8%	81.5%	85.1%	82.1%	77.7%	-2.9%	13.0%	9.6%	6.1%	6.4%	5.5%	7.5%	
I feel that the campus is a safe and secure environment	72.6%	82.7%	N/A	N/A	N/A	-10.1%	11.7%	8.2%	N/A	N/A	N/A	3.5%	
Sufficient financial aid options are available.	72.2%	71.9%	71.7%	63.6%	68.0%	4.2%	15.3%	10.8%	11.3%	11.1%	8.6%	6.7%	
Class drop/add procedures are appropriate.	71.6%	73.2%	71.2%	58.9%	59.8%	11.8%	12.9%	6.9%	9.2%	7.5%	8.4%	4.5%	
Student recreational opportunities and facilities have met my expectations.	69.9%	71.7%	N/A	N/A	N/A	-1.8%	15.0%	10.3%	N/A	N/A	N/A	4.7%	
The bill that I received from the University was easily understood.	68.9%	72.9%	72.2%	N/A	N/A	-3.3%	19.9%	8.8%	11.3%	N/A	N/A	8.6%	
Tutorial services are sufficient.	68.8%	67.6%	72.0%	57.9%	57.9%	10.9%	13.5%	9.7%	4.8%	4.6%	6.1%	7.4%	

**Appendix 5.1. New Student Perceptions about Troy University - Troy**  
Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 257

<b>Academic programs, services, and administration</b>	<b>Agree</b>						<b>Diff</b>	<b>Disagree</b>					
	<b>FA11</b>	<b>FA10</b>	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA11</b>		<b>FA10</b>	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>Diff</b>	
The online Schedule of Classes is informative and easy to follow.	68.1%	76.9%	75.4%	66.4%	62.3%	5.8%	14.0%	7.1%	9.2%	6.8%	7.5%	6.5%	
The tuition payment plan is beneficial for students.	67.7%	72.8%	75.5%	66.1%	69.2%	-1.5%	12.4%	8.2%	7.7%	7.9%	6.9%	5.5%	
Class information provided prior to enrollment was helpful.	67.3%	65.1%	67.6%	66.1%	64.3%	3.0%	18.5%	14.3%	12.9%	14.3%	10.3%	8.2%	
Academic advising is adequate.	66.7%	71.4%	73.7%	67.1%	66.3%	0.4%	18.9%	13.1%	7.4%	11.8%	9.4%	9.5%	
Reg. dates, times, and procedures were made clear to me.	62.0%	72.8%	79.0%	70.0%	70.1%	-8.1%	26.4%	14.9%	10.1%	13.2%	10.9%	15.5%	
The on-site registration process is user-friendly.	61.8%	61.3%	73.1%	63.6%	58.1%	3.7%	20.6%	16.5%	9.3%	6.8%	8.2%	12.4%	
Purchasing textbooks through Virtual BookStore is convenient.	58.6%	60.9%	60.1%	43.9%	38.0%	20.6%	13.4%	9.8%	11.0%	5.7%	10.2%	3.2%	
The online registration process is user-friendly.	56.2%	62.2%	69.7%	58.2%	59.0%	-2.8%	26.6%	17.4%	10.0%	7.1%	6.5%	20.1%	
Campus housing met my expectations upon arriving to campus.	46.9%	48.4%	47.7%	N/A	N/A	-0.8%	29.1%	22.6%	26.5%	N/A	N/A	2.6%	
Students seldom get the "run around" when seeking information.	45.6%	49.6%	53.8%	51.8%	49.0%	-3.4%	29.4%	27.3%	22.2%	18.9%	19.4%	10.0%	

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
Data Sorted decending by level of agreement.

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

Ranked by Agreement Level

Total respondents = 57

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2011	2010	2009	2008	2007				
The bill that I received from the University was easily understood.	1	12	18	N/A	N/A	95.9%	4.1%	0.0%	49
I am receiving a quality education at Troy University.	2	1	1	8	3	94.5%	5.5%	0.0%	55
I would recommend Troy University to a friend who is planning to go to college.	3	4	2	3	2	94.5%	5.5%	0.0%	55
Faculty care about students as individuals.	4	10	8	4	4	93.0%	5.3%	1.8%	57
TROY personnel are knowledgeable and helpful.	5	2	7	5	5	91.2%	8.8%	0.0%	57
The on-site registration process is user-friendly.	6	20	14	15	15	89.4%	8.5%	2.1%	47
The printed Schedule of Classes is informative and easy to follow.	7	6	5	10	12	89.1%	1.8%	9.1%	55
The semester/term format at my location accommodates my learning.	8	5	6	2	1	88.9%	9.3%	1.9%	54
Troy University has a good reputation in my community.	9	11	4	12	8	88.2%	11.8%	0.0%	51
Class drop/add procedures are appropriate.	10	14	13	21	18	86.0%	8.0%	6.0%	50
Registration dates, times, procedures were made clear to me prior to enrollment.	11	8	3	9	9	86.0%	12.3%	1.8%	57
The online Schedule of Classes is informative and easy to follow.	12	21	17	14	13	85.2%	9.3%	5.6%	54
The classes I attend are well organized and well taught.	13	7	11	7	10	84.2%	8.8%	7.0%	57
Classes are offered at convenient times.	14	3	9	1	7	83.9%	7.1%	8.9%	56
I feel I can talk to faculty about my academic concerns.	15	9	10	6	6	83.9%	10.7%	5.4%	56
Sufficient financial aid options are available.	16	15	12	18	17	82.4%	15.7%	2.0%	51
The online registration process is user-friendly.	17	19	20	20	20	80.8%	11.5%	7.7%	52
Academic advising is adequate.	18	17	19	13	14	80.4%	10.7%	8.9%	56
I feel that the campus is a safe and secure environment	19	13	N/A	N/A	N/A	78.6%	14.3%	7.1%	42
The tuition payment plan is beneficial for students.	20	18	15	16	16	77.8%	22.2%	0.0%	45
Students seldom get the "run around" when seeking information.	21	22	22	17	19	75.4%	8.8%	15.8%	57
Purchasing textbooks through TROY Virtual BookStore is convenient.	22	23	21	22	22	73.3%	20.0%	6.7%	45
Class information provided prior to enrollment was helpful.	23	16	16	11	11	69.6%	17.9%	12.5%	56
The University offers a variety of majors at my location.	24	24	23	19	21	63.5%	17.3%	19.2%	52
Student organizations are available for my participation.	25	27	25	24	25	58.8%	29.4%	11.8%	34
On-campus bookstore hours are convenient for students.	26	26	26	25	24	56.3%	34.4%	9.4%	32
Tutorial services are sufficient.	27	25	24	23	23	55.3%	28.9%	15.8%	38
Student recreational opportunities and facilities have met my expectations.	28	28	N/A	N/A	N/A	46.7%	36.7%	16.7%	30
Campus housing met my expectations upon arriving to campus.	29	29	27	N/A	N/A	45.5%	45.5%	9.1%	22

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

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 57 <b>Academic programs, services, and administration</b>	Agree						Diff	Disagree						Diff
	FA11	FA10	FA09	FA08	FA07	FA11		FA10	FA09	FA08	FA07			
The bill that I received from the University was easily understood.	95.9%	77.6%	78.7%	N/A	N/A	17.2%	0.0%	8.6%	12.7%	N/A	N/A	-12.7%		
I am receiving a quality education at Troy University.	94.5%	87.4%	86.6%	74.6%	82.2%	12.3%	0.0%	7.5%	7.7%	7.8%	4.2%	-4.2%		
I would recommend Troy University to a friend who is planning to go to college.	94.5%	84.3%	85.6%	76.1%	83.2%	11.3%	0.0%	10.1%	8.6%	10.2%	5.2%	-5.2%		
Faculty care about students as individuals.	93.0%	80.7%	82.4%	76.1%	81.2%	11.8%	1.8%	8.1%	9.2%	11.7%	5.4%	-3.6%		
TROY personnel are knowledgeable and helpful.	91.2%	86.3%	83.7%	76.1%	79.9%	11.3%	0.0%	10.6%	11.0%	13.2%	7.9%	-7.9%		
The on-site registration process is user-friendly.	89.4%	71.6%	80.4%	60.5%	69.6%	19.8%	2.1%	12.1%	10.7%	6.8%	7.8%	-5.7%		
The printed Schedule of Classes is informative and easy to follow.	89.1%	82.3%	83.9%	71.2%	74.6%	14.5%	9.1%	8.2%	7.7%	6.8%	5.9%	3.2%		
The semester/term format accommodates my learning.	88.9%	83.8%	83.7%	78.0%	83.2%	5.7%	1.9%	6.3%	7.8%	7.9%	4.7%	-2.8%		
Troy University has a good reputation in my community.	88.2%	79.4%	84.5%	68.8%	78.8%	9.4%	0.0%	7.5%	6.4%	9.8%	5.3%	-5.3%		
Reg. dates, times, and procedures were made clear to me.	86.0%	81.8%	85.4%	73.2%	77.8%	8.2%	1.8%	11.9%	10.0%	16.6%	9.2%	-7.4%		
Class drop/add procedures are appropriate.	86.0%	76.8%	80.8%	52.7%	65.9%	20.1%	6.0%	9.4%	9.4%	7.8%	4.8%	1.2%		
The online Schedule of Classes is informative and easy to follow.	85.2%	70.5%	78.7%	63.9%	72.6%	12.6%	5.6%	12.9%	10.4%	8.8%	7.4%	-1.8%		
The classes I attend are well organized and well taught.	84.2%	82.1%	81.0%	76.1%	76.6%	7.6%	7.0%	9.0%	10.9%	9.8%	7.7%	-0.7%		
I feel I can talk to faculty about my academic concerns.	83.9%	80.8%	81.3%	76.1%	79.6%	4.3%	5.4%	10.9%	9.3%	9.8%	7.2%	-1.8%		
Classes are offered at convenient times.	83.9%	84.8%	81.3%	80.5%	79.3%	4.6%	8.9%	8.9%	10.9%	7.3%	6.4%	2.5%		
Sufficient financial aid options are available.	82.4%	76.7%	81.0%	55.1%	66.0%	16.4%	2.0%	8.5%	10.2%	12.7%	8.2%	-6.2%		
The online registration process is user-friendly.	80.8%	72.1%	76.0%	53.7%	63.5%	17.3%	7.7%	17.0%	13.4%	12.7%	8.3%	-0.6%		
Academic advising is adequate.	80.4%	74.2%	77.0%	66.3%	72.6%	7.8%	8.9%	15.7%	13.3%	13.2%	9.8%	-0.9%		
I feel that the campus is a safe and secure environment	78.6%	76.9%	N/A	N/A	N/A	1.7%	7.1%	8.5%	N/A	N/A	N/A	-1.4%		
The tuition payment plan is beneficial for students.	77.8%	72.2%	79.6%	58.5%	67.4%	10.4%	0.0%	11.1%	8.6%	4.9%	5.2%	-5.2%		
Students seldom get the "run around" when seeking information.	75.4%	70.4%	66.7%	56.1%	65.4%	10.0%	15.8%	20.8%	19.0%	25.9%	17.0%	-1.2%		

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 57

**Academic programs, services, and administration**

	Agree						Diff	Disagree					
	FA11	FA10	FA09	FA08	FA07	FA11		FA10	FA09	FA08	FA07	Diff	
Purchasing textbooks through Virtual Book Store is convenient.	73.3%	65.3%	67.0%	47.8%	54.0%	19.3%	6.7%	13.2%	14.4%	12.7%	12.4%	-5.7%	
Class information provided prior to enrollment was helpful.	69.6%	75.6%	79.2%	69.3%	75.1%	-5.5%	12.5%	13.1%	12.7%	19.5%	10.0%	2.5%	
The University offers a variety of majors at my location.	63.5%	61.1%	66.0%	54.1%	59.9%	3.6%	19.2%	16.6%	16.6%	17.6%	16.9%	2.3%	
Student organizations are available for my participation.	58.8%	52.6%	43.5%	16.1%	31.7%	27.1%	11.8%	16.5%	23.0%	12.2%	11.4%	0.4%	
On-campus bookstore hours are convenient for students.	56.3%	55.3%	43.2%	14.6%	37.0%	19.3%	9.4%	15.8%	16.7%	8.3%	7.3%	2.1%	
Tutorial services are sufficient.	55.3%	58.7%	54.5%	28.3%	39.3%	16.0%	15.8%	13.5%	12.6%	8.3%	7.8%	8.0%	
Student recreational opportunities and facilities have met my expectations.	46.7%	43.4%	N/A	N/A	N/A	3.3%	16.7%	24.5%	N/A	N/A	N/A	-7.8%	
Campus housing met my expectations upon arriving to campus.	45.5%	37.8%	29.6%	N/A	N/A	15.9%	9.1%	17.8%	17.3%	N/A	N/A	-8.2%	

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
 Data Sorted decending by level of agreement.

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

Ranked by Agreement Level

Total respondents = 158

<b>Academic programs, services, and administration</b>	<b>Rankings</b>					<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>				
I am receiving a quality education at Troy University.	1	3	1	1	1	85.7%	10.4%	3.9%	154
Classes are offered at convenient times.	2	1	4	5	6	85.6%	11.4%	3.0%	132
The bill that I received from the University was easily understood.	3	10	16	N/A	N/A	83.3%	12.5%	4.2%	120
The online Schedule of Classes is informative and easy to follow.	4	6	5	3	2	82.7%	8.3%	9.0%	156
Reg. dates, times, and procedures were made clear to me prior to enrollment.	5	12	14	7	4	82.6%	5.8%	11.6%	155
The semester/term format at my location accommodates my learning.	6	2	2	4	5	82.6%	12.1%	5.4%	149
TROY personnel are knowledgeable and helpful.	7	17	13	6	9	81.6%	9.5%	8.9%	158
The online registration process is user-friendly.	8	11	18	9	7	81.0%	9.8%	9.2%	153
I would recommend Troy University to a friend who is planning to go to college.	9	4	3	2	3	80.1%	12.2%	7.7%	156
Troy University has a good reputation in my community.	10	8	6	12	11	79.9%	16.7%	3.5%	144
Class drop/add procedures are appropriate.	11	7	12	16	15	79.6%	16.3%	4.1%	147
The University offers a variety of majors at my location.	12	9	7	14	14	79.1%	13.4%	7.5%	134
Faculty care about students as individuals.	13	19	17	10	12	78.6%	14.9%	6.5%	154
The classes I attend are well organized and well taught.	14	16	10	8	8	77.2%	11.7%	11.0%	145
The printed Schedule of Classes is informative and easy to follow.	15	14	11	18	16	76.6%	20.2%	3.2%	124
I feel I can talk to faculty about my academic concerns.	16	20	20	11	13	73.7%	15.4%	10.9%	156
Sufficient financial aid options are available.	17	13	15	17	18	72.6%	17.1%	10.3%	146
Purchasing textbooks through TROY Virtual Book Store is convenient.	18	5	8	15	17	72.6%	16.3%	11.1%	135
Academic advising is adequate.	19	23	22	19	20	71.8%	16.7%	11.5%	156
The tuition payment plan is beneficial for students.	20	15	19	20	19	70.9%	23.1%	6.0%	134
Class information provided prior to enrollment was helpful.	21	21	9	13	10	68.0%	16.3%	15.7%	153
The on-site registration process is user-friendly.	22	18	21	22	22	64.4%	27.9%	7.7%	104
Tutorial services are sufficient.	23	22	23	23	23	59.4%	32.7%	7.9%	101
Students seldom get the “run around” when seeking information.	24	27	25	21	21	57.5%	18.3%	24.2%	153
On-campus bookstore hours are convenient for students.	25	24	24	24	24	57.3%	37.3%	5.3%	75
I feel that the campus is a safe and secure environment	26	25	N/A	N/A	N/A	53.1%	40.6%	6.3%	64
Student organizations are available for my participation.	27	26	26	25	25	49.4%	39.2%	11.4%	79
Student recreational opportunities and facilities have met my expectations.	28	28	N/A	N/A	N/A	43.4%	50.9%	5.7%	53
Campus housing met my expectations upon arriving to campus.	29	29	27	N/A	N/A	37.0%	56.5%	6.5%	46

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

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

Five Year Trend from Fall 2007 through Fall 2011

Academic programs, services, and administration	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
I am receiving a quality education at Troy University.	85.7%	84.9%	86.5%	83.3%	79.8%	5.9%	3.9%	8.0%	7.2%	4.5%	4.8%	-0.9%
Classes are offered at convenient times.	85.6%	86.8%	84.8%	76.2%	74.1%	11.5%	3.0%	6.3%	8.6%	4.5%	4.9%	-1.9%
The bill that I received from the University was easily understood.	83.3%	79.6%	76.5%	N/A	N/A	6.8%	4.2%	8.3%	10.4%	N/A	N/A	-6.2%
The online Schedule of Classes is informative and easy to follow.	82.7%	81.3%	84.2%	79.6%	79.1%	3.6%	9.0%	10.1%	7.9%	8.6%	7.5%	1.5%
Reg. dates, times, and procedures were made clear to me.	82.6%	78.0%	77.8%	74.9%	76.5%	6.1%	11.6%	14.2%	14.5%	12.7%	11.0%	0.6%
The semester/term format accommodates my learning.	82.6%	85.5%	85.5%	79.6%	76.2%	6.4%	5.4%	6.9%	7.2%	5.4%	4.9%	0.5%
TROY personnel are knowledgeable and helpful.	81.6%	74.7%	77.8%	76.0%	71.9%	9.7%	8.9%	15.2%	11.3%	13.0%	12.0%	-3.1%
The online registration process is user-friendly.	81.0%	79.6%	75.3%	72.9%	72.9%	8.1%	9.2%	11.4%	14.8%	12.3%	11.5%	-2.3%
I would recommend Troy University to a friend who is planning to go to college.	80.1%	83.7%	85.2%	81.7%	78.3%	1.8%	7.7%	11.7%	9.5%	7.0%	6.5%	1.2%
Troy University has a good reputation in my community.	79.9%	80.2%	81.1%	72.0%	70.4%	9.5%	3.5%	7.4%	7.2%	5.2%	4.8%	-1.3%
Class drop/add procedures are appropriate.	79.6%	80.4%	78.0%	65.0%	67.2%	12.4%	4.1%	7.6%	7.8%	6.3%	6.2%	-2.1%
The University offers a variety of majors at my location.	79.1%	79.8%	80.0%	70.0%	67.5%	11.6%	7.5%	9.6%	9.9%	8.4%	9.1%	-1.6%
Faculty care about students as individuals.	78.6%	71.8%	75.5%	72.4%	69.9%	8.7%	6.5%	11.7%	10.6%	8.6%	8.4%	-1.9%
The classes I attend are well organized and well taught.	77.2%	76.0%	79.1%	73.8%	72.1%	5.1%	11.0%	13.3%	11.4%	7.9%	9.3%	1.7%
The printed Schedule of Classes is informative and easy to follow.	76.6%	77.4%	78.7%	61.8%	63.0%	13.6%	3.2%	7.3%	7.3%	5.2%	5.4%	-2.2%
I feel I can talk to faculty about my academic concerns.	73.7%	70.9%	71.4%	72.2%	68.1%	5.6%	10.9%	13.7%	12.3%	10.6%	10.1%	0.8%
Sufficient financial aid options are available.	72.6%	77.7%	76.8%	63.3%	60.8%	11.8%	10.3%	9.3%	11.5%	8.5%	7.7%	2.6%
Purchasing textbooks through Virtual BookStore is convenient.	72.6%	81.7%	79.6%	69.6%	62.4%	10.2%	11.1%	8.2%	9.8%	9.2%	8.6%	2.5%
Academic advising is adequate.	71.8%	65.2%	67.0%	59.8%	56.4%	15.4%	11.5%	19.6%	17.0%	18.1%	16.0%	-4.5%
The tuition payment plan is beneficial for students.	70.9%	76.1%	74.8%	58.9%	60.6%	10.3%	6.0%	6.6%	8.1%	6.8%	6.7%	-0.7%



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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 158

**Academic programs, services, and administration**

	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
Class information provided prior to enrollment was helpful.	68.0%	70.1%	79.3%	70.4%	71.3%	-3.3%	15.7%	14.7%	11.2%	14.4%	11.9%	3.8%
The on-site registration process is user-friendly.	64.4%	72.6%	70.0%	44.4%	45.2%	19.2%	7.7%	8.5%	9.3%	6.4%	6.2%	1.5%
Tutorial services are sufficient.	59.4%	68.3%	64.6%	37.9%	40.4%	19.0%	7.9%	8.1%	9.5%	6.3%	5.4%	2.5%
Students seldom get the “run around” when seeking information.	57.5%	55.8%	59.5%	51.0%	50.4%	7.1%	24.2%	29.9%	25.3%	27.3%	25.7%	-1.5%
On-campus bookstore hours are convenient for students.	57.3%	62.7%	63.3%	28.5%	33.2%	24.1%	5.3%	7.2%	6.1%	3.2%	3.9%	1.4%
I feel that the campus is a safe and secure environment.	53.1%	61.2%	N/A	N/A	N/A	-8.1%	6.3%	4.2%	N/A	N/A	N/A	2.1%
Student organizations are available for my participation.	49.4%	57.9%	55.4%	26.5%	29.7%	19.7%	11.4%	13.3%	11.0%	6.3%	6.3%	5.1%
Student recreational opportunities and facilities have met my expectations	43.4%	46.6%	N/A	N/A	N/A	-3.2%	5.7%	6.8%	N/A	N/A	N/A	-1.1%
Campus housing met my expectations upon arriving to campus.	37.0%	39.1%	39.0%	N/A	N/A	-2.0%	6.5%	8.6%	6.1%	N/A	N/A	0.4%

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
Data Sorted decending by level of agreement.

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

Ranked by Agreement

Total respondents = 176

<b>Academic programs, services, and administration</b>	<b>Rankings</b>					<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>				
I am receiving a quality education at Troy University.	1	1	1	1	2	88.2%	8.2%	3.5%	170
I would recommend Troy University to a friend who is planning to go to college.	2	2	2	2	1	87.7%	6.4%	5.8%	171
Troy University has a good reputation in my community.	3	8	4	7	7	86.5%	10.4%	3.1%	163
TROY personnel are knowledgeable and helpful.	4	6	7	6	8	85.0%	9.8%	5.2%	173
The semester/term format at my location accommodates my learning.	5	3	3	3	3	83.4%	11.2%	5.3%	169
Classes are offered at convenient times.	6	4	5	5	6	82.3%	9.1%	8.5%	164
The classes I attend are well organized and well taught.	7	14	9	10	9	81.8%	7.1%	11.2%	170
The printed Schedule of Classes is informative and easy to follow.	8	5	6	13	14	81.2%	13.6%	5.2%	154
Faculty care about students as individuals.	9	13	10	4	11	80.8%	14.0%	5.2%	172
I feel I can talk to faculty about my academic concerns.	10	10	17	8	12	80.6%	10.6%	8.8%	170
The bill that I received from the University was easily understood.	11	11	18	N/A	N/A	79.9%	11.7%	8.4%	154
Class drop/add procedures are appropriate.	12	9	15	17	15	78.1%	14.8%	7.1%	155
Sufficient financial aid options are available.	13	16	14	16	19	76.8%	15.2%	7.9%	164
The University offers a variety of majors at my location.	14	7	12	15	13	76.6%	13.2%	10.2%	167
Reg. dates, times, and procedures were made clear to me prior to enrollment.	15	15	11	11	4	76.3%	12.1%	11.6%	173
The online Schedule of Classes is informative and easy to follow.	16	12	8	9	5	75.6%	16.5%	7.9%	164
Academic advising is adequate.	17	22	23	19	17	74.9%	12.9%	12.3%	171
The tuition payment plan is beneficial for students.	18	17	16	20	18	74.7%	20.1%	5.2%	154
On-campus bookstore hours are convenient for students.	19	24	22	24	23	72.8%	23.5%	3.7%	136
I feel that the campus is a safe and secure environment	20	19	N/A	N/A	N/A	72.0%	19.7%	8.3%	132
Class information provided prior to enrollment was helpful.	21	23	13	12	10	70.8%	15.5%	13.7%	168
Student organizations are available for my participation.	22	25	26	25	25	70.1%	19.0%	10.9%	137
The online registration process is user-friendly.	23	18	20	14	16	69.3%	18.1%	12.7%	166
Tutorial services are sufficient.	24	26	24	23	24	67.4%	23.3%	9.3%	129
Purchasing textbooks through TROY Virtual BookStore is convenient.	25	21	21	18	20	66.7%	25.2%	8.1%	135
The on-site registration process is user-friendly.	26	20	19	22	22	66.0%	24.1%	9.9%	141
Student recreational opportunities and facilities have met my expectations.	27	28	N/A	N/A	N/A	57.0%	30.7%	12.3%	114
Students seldom get the "run around" when seeking information.	28	27	25	21	21	52.3%	22.7%	25.0%	172
Campus housing met my expectations upon arriving to campus.	29	29	27	N/A	N/A	46.8%	39.4%	13.8%	94

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

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 176

**Academic programs, services, and administration**

	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
I am receiving a quality education at Troy University.	88.2%	85.3%	89.6%	85.2%	83.0%	5.2%	3.5%	7.5%	4.5%	4.0%	3.3%	0.2%
I would recommend Troy University to a friend who is planning to go to college.	87.7%	85.1%	87.5%	81.6%	83.4%	4.3%	5.8%	9.6%	6.3%	7.1%	3.9%	1.9%
Troy University has a good reputation in my community.	86.5%	80.3%	86.3%	75.9%	77.1%	9.4%	3.1%	8.3%	3.6%	4.9%	3.1%	0.0%
TROY personnel are knowledgeable and helpful.	85.0%	81.2%	83.6%	76.5%	76.9%	8.1%	5.2%	10.6%	7.7%	10.4%	8.6%	-3.4%
The semester/term format accommodates my learning.	83.4%	82.8%	86.5%	81.6%	80.8%	2.6%	5.3%	6.3%	4.2%	4.6%	3.7%	1.6%
Classes are offered at convenient times.	82.3%	82.6%	84.4%	76.8%	77.3%	5.0%	8.5%	7.9%	7.0%	4.9%	4.9%	3.6%
The classes I attend are well organized and well taught.	81.8%	76.0%	82.9%	74.3%	76.7%	5.1%	11.2%	10.7%	9.1%	8.0%	8.1%	3.1%
The printed Schedule of Classes is informative and easy to follow.	81.2%	82.3%	83.7%	67.9%	70.0%	11.2%	5.2%	5.3%	4.9%	4.6%	3.9%	1.3%
Faculty care about students as individuals.	80.8%	76.2%	81.7%	78.1%	74.3%	6.5%	5.2%	7.4%	6.9%	6.9%	6.4%	-1.2%
I feel I can talk to faculty about my academic concerns.	80.6%	79.1%	76.7%	75.4%	73.7%	6.9%	8.8%	10.9%	6.8%	8.4%	8.4%	0.4%
The bill that I received from the University was easily understood.	79.9%	77.8%	76.1%	N/A	N/A	3.8%	8.4%	8.1%	10.2%	N/A	N/A	-1.8%
Class drop/add procedures are appropriate.	78.1%	79.9%	78.1%	62.2%	69.0%	9.1%	7.1%	6.0%	5.1%	6.2%	4.1%	3.0%
Sufficient financial aid options are available.	76.8%	74.9%	78.5%	64.8%	63.1%	13.7%	7.9%	11.7%	8.2%	8.8%	7.4%	0.5%
The University offers a variety of majors at my location.	76.6%	80.6%	80.0%	66.2%	71.9%	4.7%	10.2%	9.1%	9.0%	10.4%	10.0%	0.2%
Reg. dates, times, and procedures were made clear to m.	76.3%	75.2%	80.0%	73.5%	80.0%	-3.7%	11.6%	14.7%	10.1%	13.3%	8.1%	3.5%
The online Schedule of Classes is informative and easy to follow.	75.6%	76.7%	83.2%	75.0%	78.0%	-2.4%	7.9%	8.4%	6.4%	8.0%	4.6%	3.3%
Academic advising is adequate.	74.9%	69.4%	68.5%	60.6%	64.6%	10.3%	12.3%	15.4%	13.9%	13.7%	12.9%	-0.6%
The tuition payment plan is beneficial for students.	74.7%	73.6%	77.6%	59.1%	64.1%	10.6%	5.2%	8.1%	7.0%	6.2%	4.9%	0.3%
On-campus bookstore hours are convenient for students.	72.8%	68.5%	68.8%	33.2%	43.8%	29.0%	3.7%	9.3%	7.6%	4.9%	4.0%	-0.3%
I feel that the campus is a safe and secure environment.	72.0%	72.2%	N/A	N/A	N/A	-0.2%	8.3%	7.9%	N/A	N/A	N/A	0.4%

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 176

Agree

Disagree

**Academic programs, services, and administration**

	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
Class information provided prior to enrollment was helpful.	70.8%	69.3%	78.6%	69.9%	74.5%	-3.7%	13.7%	14.6%	9.5%	13.3%	9.5%	4.2%
Student organizations are available for my participation.	70.1%	64.9%	60.2%	30.1%	37.2%	32.9%	10.9%	10.1%	10.5%	7.3%	7.6%	3.3%
The online registration process is user-friendly.	69.3%	72.7%	74.4%	66.6%	68.1%	1.2%	12.7%	12.0%	10.8%	10.2%	8.5%	4.2%
Tutorial services are sufficient.	67.4%	64.8%	65.0%	64.7%	42.6%	24.8%	9.3%	10.2%	8.7%	6.2%	6.1%	3.2%
Purchasing textbooks through Virtual Book Store is convenient.	66.7%	69.5%	69.4%	60.8%	55.7%	11.0%	8.1%	9.9%	9.3%	8.4%	9.5%	-1.4%
The on-site registration process is user-friendly.	66.0%	70.3%	74.6%	50.9%	52.3%	13.7%	9.9%	13.1%	7.7%	5.3%	5.4%	4.5%
Student recreational opportunities and facilities have met my expectations	57.0%	56.7%	N/A	N/A	N/A	0.3%	12.3%	8.2%	N/A	N/A	N/A	4.1%
Students seldom get the "run around" when seeking information.	52.3%	60.2%	61.3%	54.0%	54.4%	-2.1%	25.0%	23.2%	20.4%	24.3%	20.9%	4.1%
Campus housing met my expectations upon arriving to campus.	46.8%	41.2%	38.5%	N/A	N/A	8.3%	13.8%	16.2%	14.4%	N/A	N/A	-0.6%

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
Data Sorted decending by level of agreement.

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

Ranked by Agreement

Total respondents = 127

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2011	2010	2009	2008	2007				
I am receiving a quality education at Troy University.	1	2	2	2	1	82.6%	11.6%	5.8%	121
The semester/term format at my location accommodates my learning.	2	1	1	1	2	82.4%	10.9%	6.7%	119
Troy University has a good reputation in my community.	3	4	4	11	6	81.9%	12.1%	6.0%	116
I would recommend Troy University to a friend who is planning to go to college.	4	3	3	3	3	81.3%	11.4%	7.3%	123
The bill that I received from the University was easily understood.	5	7	11	N/A	N/A	81.2%	10.9%	7.9%	101
The printed Schedule of Classes is informative and easy to follow.	6	6	5	14	12	80.5%	10.6%	8.8%	113
Class drop/add procedures are appropriate.	7	8	17	16	14	80.5%	15.0%	4.4%	113
Sufficient financial aid options are available.	8	17	15	19	17	79.7%	12.7%	7.6%	118
Classes are offered at convenient times.	9	5	6	4	4	79.5%	12.5%	8.0%	112
The University offers a variety of majors at my location.	10	13	12	12	13	78.8%	11.5%	9.7%	113
Faculty care about students as individuals.	11	18	10	10	8	77.6%	12.8%	9.6%	125
TROY personnel are knowledgeable and helpful.	12	9	7	5	7	77.4%	12.1%	10.5%	124
I feel that the campus is a safe and secure environment	13	12	N/A	N/A	N/A	76.2%	17.9%	6.0%	84
The online Schedule of Classes is informative and easy to follow.	14	11	9	8	9	75.8%	13.3%	10.8%	120
I feel I can talk to faculty about my academic concerns.	15	20	20	9	11	75.8%	10.5%	13.7%	124
The online registration process is user-friendly.	16	15	22	17	16	75.2%	11.0%	13.8%	109
Reg. dates, times, and procedures were made clear to me prior to enrollment.	17	10	8	7	5	74.6%	8.2%	17.2%	122
The on-site registration process is user-friendly.	18	21	19	22	19	71.7%	16.3%	12.0%	92
Academic advising is adequate.	19	22	21	15	18	71.0%	13.7%	15.3%	124
The classes I attend are well organized and well taught.	20	14	13	6	10	68.4%	20.5%	11.1%	117
The tuition payment plan is beneficial for students.	21	19	14	18	15	68.3%	26.0%	5.8%	104
On-campus bookstore hours are convenient for students.	22	25	23	24	23	68.2%	22.4%	9.4%	85
Class information provided prior to enrollment was helpful.	23	23	16	13	22	68.0%	13.9%	18.0%	122
Purchasing textbooks through TROY Virtual BookStore is convenient.	24	16	18	20	21	64.0%	26.0%	10.0%	100
Student organizations are available for my participation.	25	26	25	25	25	61.7%	27.2%	11.1%	81
Tutorial services are sufficient.	26	24	24	23	24	59.8%	28.7%	11.5%	87
Student recreational opportunities and facilities have met my expectations.	27	28	N/A	N/A	N/A	57.8%	26.6%	15.6%	64
Students seldom get the "run around" when seeking information.	28	27	26	21	20	57.0%	15.7%	27.3%	121
Campus housing met my expectations upon arriving to campus.	29	29	27	N/A	N/A	44.0%	38.0%	18.0%	50

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

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 127 <b>Academic programs, services, and administration</b>	Agree						Diff	Disagree					
	FA11	FA10	FA09	FA08	FA07	FA11		FA10	FA09	FA08	FA07	Diff	
I am receiving a quality education at Troy University.	82.6%	84.7%	85.2%	80.4%	79.1%	3.5%	5.8%	6.1%	7.5%	6.0%	5.5%	0.3%	
The semester/term format accommodates my learning.	82.4%	85.8%	85.6%	81.0%	78.2%	4.2%	6.7%	5.9%	7.7%	5.7%	5.8%	0.9%	
Troy University has a good reputation in my community.	81.9%	80.6%	80.7%	72.2%	73.8%	8.1%	6.0%	6.6%	7.9%	6.8%	6.5%	-0.5%	
I would recommend Troy University to a friend who is planning to go to college.	81.3%	83.4%	83.7%	79.3%	77.8%	3.5%	7.3%	8.7%	8.9%	7.5%	6.5%	0.8%	
The bill that I received from the University was easily understood.	81.2%	78.0%	77.4%	N/A	N/A	3.8%	7.9%	7.8%	10.5%	N/A	N/A	-2.6%	
The printed Schedule of Classes is informative and easy to follow.	80.5%	79.7%	80.0%	67.0%	69.6%	10.9%	8.8%	7.2%	8.8%	6.4%	7.3%	1.5%	
Class drop/add procedures are appropriate.	80.5%	77.9%	75.1%	63.7%	66.1%	14.4%	4.4%	6.2%	8.7%	8.1%	7.1%	-2.7%	
Sufficient financial aid options are available.	79.7%	74.4%	75.5%	59.5%	64.1%	15.6%	7.6%	10.0%	11.5%	11.4%	8.4%	-0.8%	
Classes are offered at convenient times.	79.5%	80.0%	79.7%	79.1%	75.7%	3.8%	8.0%	7.7%	10.6%	7.0%	7.4%	0.6%	
The University offers a variety of majors at my location.	78.8%	75.2%	77.0%	72.0%	66.9%	11.9%	9.7%	10.2%	10.5%	9.5%	11.4%	-1.7%	
Faculty care about students as individuals.	77.6%	73.5%	77.4%	72.7%	72.7%	4.9%	9.6%	9.6%	9.9%	11.2%	7.9%	1.7%	
TROY personnel are knowledgeable and helpful.	77.4%	76.9%	78.6%	77.1%	72.9%	4.5%	10.5%	14.5%	11.5%	13.4%	11.0%	-0.5%	
I feel that the campus is a safe and secure environment.	76.2%	75.8%	N/A	N/A	N/A	0.4%	6.0%	7.3%	N/A	N/A	N/A	-1.3%	
I feel I can talk to faculty about my academic concerns.	75.8%	73.0%	72.0%	72.9%	71.5%	4.3%	13.7%	9.9%	11.9%	12.5%	8.9%	4.8%	
The online Schedule of Classes is informative and easy to follow.	75.8%	76.5%	77.6%	72.9%	72.4%	3.4%	10.8%	9.0%	10.2%	8.4%	9.5%	1.3%	
The online registration process is user-friendly. Reg. dates, times, and procedures were made clear to me.	75.2%	74.7%	70.6%	61.4%	64.4%	10.8%	13.8%	14.0%	15.6%	11.9%	9.7%	4.1%	
The on-site registration process is user-friendly.	74.6%	76.9%	77.7%	74.0%	75.4%	-0.8%	17.2%	13.2%	14.3%	13.6%	11.1%	6.1%	
Academic advising is adequate.	71.0%	69.0%	71.3%	64.1%	61.4%	9.6%	15.3%	17.2%	13.7%	16.7%	14.0%	1.3%	
The classes I attend are well organized and well taught.	68.4%	74.8%	76.3%	75.1%	72.4%	-4.0%	11.1%	11.0%	11.1%	10.6%	8.7%	2.4%	
The tuition payment plan is beneficial for students.	68.3%	73.0%	75.8%	60.8%	65.5%	2.8%	5.8%	8.1%	8.2%	7.7%	7.2%	-1.4%	

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 127

**Academic programs, services, and administration**

	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
On-campus bookstore hours are convenient for students.	68.2%	64.7%	65.6%	40.3%	44.5%	23.7%	9.4%	11.6%	10.7%	6.6%	7.6%	1.8%
Class information provided prior to enrollment was helpful.	68.0%	67.9%	75.4%	68.5%	50.8%	17.2%	18.0%	13.2%	12.4%	15.6%	11.3%	6.7%
Purchasing textbooks through Virtual Book Store is convenient.	64.0%	74.5%	74.6%	59.5%	52.5%	11.5%	10.0%	9.1%	12.1%	8.4%	10.3%	-0.3%
Student organizations are available for my participation.	61.7%	62.3%	60.6%	37.0%	39.2%	22.5%	11.1%	11.2%	12.2%	7.3%	9.2%	1.9%
Tutorial services are sufficient.	59.8%	66.8%	63.1%	40.8%	41.0%	18.8%	11.5%	8.6%	10.8%	7.7%	8.4%	3.1%
Student recreational opportunities and facilities have met my expectations.	57.8%	55.5%	N/A	N/A	N/A	2.3%	15.6%	11.6%	N/A	N/A	N/A	4.0%
Students seldom get the "run around" when seeking information.	57.0%	55.6%	59.5%	52.9%	54.3%	2.7%	27.3%	27.8%	24.5%	24.7%	23.4%	3.9%
Campus housing met my expectations upon arriving to campus.	44.0%	38.7%	37.7%	N/A	N/A	6.3%	18.0%	12.9%	15.2%	N/A	N/A	2.8%

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
Data Sorted decending by level of agreement.

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

Ranked by Agreement

Total respondents = 102

<b>Academic programs, services, and administration</b>	<b>Rankings</b>					<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>				
Faculty care about students as individuals.	1	17	13	8	6	87.0%	4.0%	9.0%	100
I am receiving a quality education at Troy University.	2	3	3	1	1	85.9%	7.1%	7.1%	99
The classes I attend are well organized and well taught.	3	15	7	5	9	81.8%	11.1%	7.1%	99
I would recommend TROY to a friend who is planning to go to college.	4	7	1	3	2	81.6%	8.2%	10.2%	98
Troy University has a good reputation in my community.	5	2	2	9	5	80.9%	11.7%	7.4%	94
TROY personnel are knowledgeable and helpful.	6	9	6	4	8	80.0%	12.0%	8.0%	100
The University offers a variety of majors at my location.	7	12	17	13	17	79.8%	8.5%	11.7%	94
The semester/term format at my location accommodates my learning.	8	1	5	2	3	79.6%	12.2%	8.2%	98
I feel I can talk to faculty about my academic concerns.	9	16	12	7	4	78.2%	12.9%	8.9%	101
The printed Schedule of Classes is informative and easy to follow.	10	5	4	10	7	77.7%	11.7%	10.6%	94
The online Schedule of Classes is informative and easy to follow.	11	11	10	12	15	76.6%	11.7%	11.7%	94
On-campus bookstore hours are convenient for students.	12	18	22	23	21	75.9%	12.7%	11.4%	79
Classes are offered at convenient times.	13	8	11	6	11	75.0%	12.5%	12.5%	96
The bill that I received from the University was easily understood.	14	4	15	N/A	N/A	72.2%	15.6%	12.2%	90
I feel that the campus is a safe and secure environment	15	6	N/A	N/A	N/A	71.9%	19.1%	9.0%	89
Class drop/add procedures are appropriate.	16	14	9	20	18	71.6%	20.5%	8.0%	88
Reg. dates, times, and procedures were made clear to me prior to enrollment.	17	19	8	11	10	71.4%	12.2%	16.3%	98
Class information provided prior to enrollment was helpful.	18	21	21	17	16	70.7%	13.1%	16.2%	99
The tuition payment plan is beneficial for students.	19	13	14	15	13	70.2%	21.4%	8.3%	84
Student organizations are available for my participation.	20	24	26	24	25	69.4%	21.2%	9.4%	85
The online registration process is user-friendly.	21	25	20	19	20	68.9%	15.6%	15.6%	90
The on-site registration process is user-friendly.	22	23	16	18	19	68.9%	20.0%	11.1%	90
Purchasing textbooks through TROY Virtual Book Store is convenient.	23	22	23	22	24	67.6%	22.1%	10.3%	68
Sufficient financial aid options are available.	24	10	19	16	14	67.4%	16.8%	15.8%	95
Academic advising is adequate.	25	20	18	14	12	66.0%	20.0%	14.0%	100
Tutorial services are sufficient.	26	26	25	25	23	65.4%	24.4%	10.3%	78
Student recreational opportunities and facilities have met my expectations.	27	27	N/A	N/A	N/A	61.8%	25.0%	13.2%	68
Students seldom get the "run around" when seeking information.	28	28	24	21	22	57.6%	11.1%	31.3%	99
Campus housing met my expectations upon arriving to campus.	29	29	27	N/A	N/A	46.0%	26.0%	28.0%	50

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



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

Five Year Trend from Fall 2007 through Fall 2011

Academic programs, services, and administration	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
Total respondents = 102												
Faculty care about students as individuals.	87.0%	73.7%	79.0%	73.0%	76.8%	10.2%	9.0%	14.1%	8.8%	10.3%	7.7%	1.3%
I am receiving a quality education at Troy University.	85.9%	81.3%	85.3%	79.0%	81.4%	4.5%	7.1%	8.1%	6.1%	5.3%	5.9%	1.2%
The classes I attend are well organized and well taught.	81.8%	74.2%	80.3%	75.4%	72.4%	9.4%	7.1%	13.4%	9.6%	8.5%	10.1%	-3.0%
I would recommend Troy University to a friend who is planning to go to college.	81.6%	77.5%	86.4%	76.2%	79.8%	1.8%	10.2%	13.9%	8.6%	10.3%	7.6%	2.6%
Troy University has a good reputation in my community.	80.9%	82.0%	85.6%	72.6%	76.9%	4.0%	7.4%	9.7%	6.8%	6.4%	6.4%	1.0%
TROY personnel are knowledgeable and helpful.	80.0%	76.5%	82.1%	75.4%	74.6%	5.4%	8.0%	16.0%	11.0%	13.2%	11.2%	-3.2%
The University offers a variety of majors at my location.	79.8%	75.4%	75.2%	64.8%	65.6%	14.2%	11.7%	12.1%	12.2%	11.7%	11.6%	0.1%
The semester/term format accommodates my learning.	79.6%	82.2%	82.3%	76.9%	79.6%	0.0%	8.2%	8.4%	7.4%	7.1%	5.5%	2.7%
I feel I can talk to faculty about my academic concerns.	78.2%	73.9%	79.2%	73.7%	77.2%	1.0%	8.9%	11.8%	9.7%	10.0%	8.3%	0.6%
The printed Schedule of Classes is informative and easy to follow.	77.7%	79.4%	85.1%	72.6%	75.2%	2.5%	10.6%	10.8%	6.9%	6.4%	5.5%	5.1%
The online Schedule of Classes is informative and easy to follow.	76.6%	75.4%	79.9%	64.8%	66.9%	9.7%	11.7%	12.8%	8.8%	9.3%	7.4%	4.3%
On-campus bookstore hours are convenient for students.	75.9%	73.1%	73.3%	43.8%	55.0%	20.9%	11.4%	10.0%	8.4%	6.4%	3.9%	7.5%
Classes are offered at convenient times.	75.0%	77.2%	79.7%	74.7%	70.4%	4.6%	12.5%	15.3%	9.7%	7.8%	11.2%	1.3%
The bill that I received from the University was easily understood.	72.2%	79.5%	77.9%	N/A	N/A	-5.7%	12.2%	11.9%	9.1%	N/A	N/A	3.1%
I feel that the campus is a safe and secure environment.	71.9%	78.6%	N/A	N/A	N/A	-6.7%	9.0%	9.8%	N/A	N/A	N/A	-0.8%
Class drop/add procedures are appropriate.	71.6%	74.7%	80.1%	54.8%	60.8%	10.8%	8.0%	9.7%	7.5%	7.5%	5.9%	2.1%
Registration dates, times, and procedures were made clear to me.	71.4%	69.7%	80.2%	69.0%	71.3%	0.1%	16.3%	19.9%	11.3%	18.5%	13.6%	2.7%
Class information provided prior to enrollment was helpful.	70.7%	68.2%	73.3%	61.2%	66.4%	4.3%	16.2%	19.9%	12.5%	21.0%	11.6%	4.6%
The tuition payment plan is beneficial for students.	70.2%	75.3%	79.0%	63.3%	69.8%	0.4%	8.3%	10.3%	6.1%	8.9%	5.1%	3.2%

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 102

**Academic programs, services, and administration**

	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
Student organizations are available for my participation.	69.4%	64.8%	61.6%	38.1%	43.2%	26.2%	9.4%	13.6%	9.8%	8.2%	6.3%	3.1%
The online registration process is user-friendly.	68.9%	64.0%	74.0%	56.2%	57.4%	11.5%	15.6%	20.6%	11.3%	10.0%	7.3%	8.3%
The on-site registration process is user-friendly.	68.9%	65.9%	75.9%	58.0%	58.4%	10.5%	11.1%	17.0%	9.9%	7.8%	9.6%	1.5%
Purchasing textbooks through Virtual BookStore is convenient.	67.6%	66.1%	67.8%	48.4%	43.4%	24.2%	10.3%	10.9%	12.1%	8.5%	10.7%	-0.4%
Sufficient financial aid options are available.	67.4%	75.9%	74.6%	63.3%	68.4%	-1.0%	15.8%	13.1%	12.4%	13.5%	7.8%	8.0%
Academic advising is adequate.	66.0%	68.8%	74.8%	63.7%	70.4%	-4.4%	14.0%	16.8%	12.2%	16.0%	12.5%	1.5%
Tutorial services are sufficient.	65.4%	62.3%	63.8%	36.3%	44.1%	21.3%	10.3%	9.9%	8.9%	6.0%	4.4%	5.9%
Student recreational opportunities and facilities have met my expectations.	61.8%	56.6%	N/A	N/A	N/A	5.2%	13.2%	11.5%	N/A	N/A	N/A	1.7%
Students seldom get the “run around” when seeking information.	57.6%	56.3%	63.9%	50.5%	52.0%	5.6%	31.3%	31.3%	21.3%	31.3%	21.5%	9.8%
Campus housing met my expectations upon arriving to campus.	46.0%	40.9%	39.6%	N/A	N/A	6.4%	28.0%	19.3%	16.5%	N/A	N/A	11.5%

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
Data Sorted decending by level of agreement.

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

Total respondents = 51

<b>Academic programs, services, and administration</b>	<b>Rankings</b>					<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>				
I am receiving a quality education at Troy University.	1	9	4	1	1	83.3%	6.3%	10.4%	48
The University offers a variety of majors at my location.	2	7	1	8	5	81.3%	6.3%	12.5%	48
I would recommend Troy University to a friend who is planning to go to college.	3	15	8	3	11	79.6%	8.2%	12.2%	49
The semester/term format at my location accommodates my learning.	4	8	3	7	4	78.7%	10.6%	10.6%	47
Troy University has a good reputation in my community.	5	10	5	5	7	78.3%	8.7%	13.0%	46
I feel I can talk to faculty about my academic concerns.	6	14	11	11	10	74.0%	8.0%	18.0%	50
Student organizations are available for my participation.	7	1	6	13	14	73.9%	8.7%	17.4%	46
The classes I attend are well organized and well taught.	8	22	13	4	6	72.9%	12.5%	14.6%	48
The printed Schedule of Classes is informative and easy to follow.	9	3	9	10	9	72.9%	12.5%	14.6%	48
I feel that the campus is a safe and secure environment.	10	4	N/A	N/A	N/A	72.3%	10.6%	17.0%	47
Classes are offered at convenient times.	11	16	15	2	8	70.8%	12.5%	16.7%	48
Class drop/add procedures are appropriate.	12	24	19	23	16	69.8%	7.0%	23.3%	43
The bill that I received from the University was easily understood.	13	28	20	N/A	N/A	69.6%	0.0%	30.4%	46
Faculty care about students as individuals.	14	6	7	6	2	68.0%	14.0%	18.0%	50
TROY personnel are knowledgeable and helpful.	15	19	2	9	3	68.0%	10.0%	22.0%	50
Academic advising is adequate.	16	18	18	21	22	66.7%	10.4%	22.9%	48
Student recreational opportunities and facilities have met my expectations	17	5	N/A	N/A	N/A	66.7%	10.3%	23.1%	39
The online Schedule of Classes is informative and easy to follow.	18	12	17	16	12	65.1%	16.3%	18.6%	43
Sufficient financial aid options are available.	19	2	12	20	17	64.0%	18.0%	18.0%	50
The tuition payment plan is beneficial for students.	20	17	14	17	15	62.8%	18.6%	18.6%	43
Class information provided prior to enrollment was helpful.	21	25	22	15	19	61.2%	18.4%	20.4%	49
Reg. dates, times, and procedures were made clear to me prior to enrollment.	22	23	10	12	13	59.2%	8.2%	32.7%	49
On-campus bookstore hours are convenient for students.	23	13	21	18	21	56.5%	19.6%	23.9%	46
The on-site registration process is user-friendly.	24	29	16	19	20	55.3%	17.0%	27.7%	47
Tutorial services are sufficient.	25	20	23	22	24	52.9%	17.6%	29.4%	34
The online registration process is user-friendly.	26	21	24	14	18	45.8%	20.8%	33.3%	48
Campus housing met my expectations upon arriving to campus.	27	26	26	N/A	N/A	39.5%	21.1%	39.5%	38
Students seldom get the "run around" when seeking information.	28	27	27	25	23	38.8%	30.6%	30.6%	49
Purchasing textbooks through TROY Virtual Book Store is convenient.	29	11	25	24	25	37.8%	35.1%	27.0%	37

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

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

Five Year Trend from Fall 2007 through Fall 2011

Academic programs, services, and administration	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
I am receiving a quality education at Troy University.	83.3%	85.3%	87.3%	91.5%	83.2%	0.1%	10.4%	5.9%	6.6%	4.3%	2.4%	8.0%
The University offers a variety of majors at my location.	81.3%	87.9%	80.7%	80.9%	73.5%	7.8%	12.5%	3.0%	6.4%	8.5%	6.0%	6.5%
I would recommend Troy University to a friend who is planning to go to college.	79.6%	78.8%	84.0%	87.2%	71.1%	8.5%	12.2%	9.1%	8.4%	8.5%	1.2%	11.0%
The semester/term format at my location accommodates my learning.	78.7%	87.1%	79.6%	80.9%	75.9%	2.8%	10.6%	0.0%	8.0%	4.3%	0.0%	10.6%
Troy University has a good reputation in my community.	78.3%	83.3%	83.5%	83.0%	73.5%	4.8%	13.0%	3.3%	5.5%	4.3%	3.6%	9.4%
I feel I can talk to faculty about my academic concerns.	74.0%	79.4%	74.6%	72.3%	72.3%	1.7%	18.0%	11.8%	10.5%	12.8%	1.2%	16.8%
Student organizations are available for my participation.	73.9%	92.9%	69.8%	72.3%	65.0%	8.9%	17.4%	3.6%	12.2%	8.5%	1.2%	16.2%
The printed Schedule of Classes is informative and easy to follow.	72.9%	90.0%	80.3%	74.5%	72.3%	0.6%	14.6%	0.0%	9.4%	8.5%	1.2%	13.4%
The classes I attend are well organized and well taught.	72.9%	73.5%	77.1%	85.1%	73.5%	-0.6%	14.6%	11.8%	10.8%	10.6%	4.8%	9.8%
I feel that the campus is a safe and secure environment.	72.3%	90.0%	N/A	N/A	N/A	-17.7%	17.0%	3.3%	N/A	N/A	N/A	13.7%
Classes are offered at convenient times.	70.8%	78.8%	83.2%	87.2%	73.5%	-2.7%	16.7%	3.0%	9.5%	4.3%	6.3%	10.4%
Class drop/add procedures are appropriate.	69.8%	71.4%	72.1%	53.2%	63.9%	5.9%	23.3%	3.6%	10.0%	10.6%	3.6%	19.7%
The bill that I received from the University was easily understood.	69.6%	61.3%	76.6%	N/A	N/A	-7.0%	30.4%	6.5%	12.4%	N/A	N/A	18.0%
TROY personnel are knowledgeable and helpful.	68.0%	76.5%	81.4%	74.5%	78.4%	-10.4%	22.0%	11.8%	10.4%	8.5%	2.4%	19.6%
Faculty care about students as individuals.	68.0%	88.2%	74.5%	80.9%	80.7%	-12.7%	18.0%	8.8%	11.3%	8.5%	2.4%	15.6%
Academic advising is adequate.	66.7%	77.4%	69.2%	57.4%	51.8%	14.9%	22.9%	16.1%	14.7%	19.1%	4.8%	18.1%
Student recreational opportunities and facilities have met my expectations.	66.7%	88.9%	N/A	N/A	N/A	-22.2%	23.1%	3.7%	N/A	N/A	N/A	19.4%
The online Schedule of Classes is informative and easy to follow.	65.1%	80.6%	74.4%	68.1%	68.7%	-3.6%	18.6%	6.5%	11.8%	4.3%	7.2%	11.4%

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 51

**Academic programs, services, and administration**

	Agree					Diff	Disagree					Diff
	FA11	FA10	FA09	FA08	FA07		FA11	FA10	FA09	FA08	FA07	
Sufficient financial aid options are available.	64.0%	90.3%	73.6%	63.8%	63.9%	0.1%	18.0%	0.0%	10.8%	8.5%	2.4%	15.6%
The tuition payment plan is beneficial for students.	62.8%	78.6%	78.3%	68.1%	65.0%	-2.2%	18.6%	0.0%	9.4%	2.1%	2.4%	16.2%
Class information provided prior to enrollment was helpful.	61.2%	70.6%	68.6%	70.2%	61.5%	-0.3%	20.4%	5.9%	17.9%	17.0%	9.6%	10.8%
Reg. dates, times, and procedures were made clear to me .	59.2%	72.7%	79.5%	72.3%	67.4%	-8.2%	32.7%	6.1%	13.1%	17.0%	13.3%	19.4%
On-campus bookstore hours are convenient for students.	56.5%	80.6%	71.1%	68.1%	57.8%	-1.3%	23.9%	6.5%	10.5%	10.6%	2.4%	21.5%
The on-site registration process is user-friendly.	55.3%	60.7%	76.0%	66.0%	59.0%	-3.7%	27.7%	14.3%	12.5%	6.4%	6.0%	21.7%
Tutorial services are sufficient.	52.9%	75.0%	65.1%	55.3%	47.0%	5.9%	29.4%	8.3%	8.1%	2.1%	1.2%	28.2%
The online registration process is user-friendly.	45.8%	74.2%	73.5%	70.2%	63.9%	-18.1%	33.3%	6.5%	12.2%	12.8%	6.0%	27.3%
Campus housing met my expectations upon arriving to campus.	39.5%	70.0%	46.6%	N/A	N/A	-7.1%	39.5%	10.0%	19.8%	N/A	N/A	19.7%
Students seldom get the "run around" when seeking information.	38.8%	62.5%	56.4%	42.6%	50.6%	-11.8%	30.6%	28.1%	23.1%	31.9%	24.0%	6.6%
Purchasing textbooks through Virtual Book Store is convenient.	37.8%	83.3%	71.6%	44.7%	44.6%	-6.8%	27.0%	4.2%	10.9%	6.4%	6.0%	21.0%

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
Data Sorted decending by level of agreement.

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

Ranked by Agreement Level

Total respondents = 120

Academic programs, services, and administration	Ranking					Agree*	Neutral	Disagree*	N
	2011	2010	2009	2008	2007				
I am receiving a quality education at Troy University.	1	1	1	1	1	84.6%	5.1%	10.3%	117
Troy University has a good reputation in my community.	2	2	3	6	5	81.6%	7.9%	10.5%	114
I would recommend TROY to a friend who is planning to go to college.	3	6	2	2	2	79.5%	6.8%	13.7%	117
Faculty care about students as individuals.	4	11	15	5	6	78.8%	8.5%	12.7%	118
TROY personnel are knowledgeable and helpful.	5	9	5	4	7	77.5%	8.3%	14.2%	120
The semester/term format at my location accommodates my learning.	6	3	8	3	4	76.3%	12.3%	11.4%	114
The classes I attend are well organized and well taught.	7	17	11	10	13	76.1%	9.7%	14.2%	113
The printed Schedule of Classes is informative and easy to follow.	8	5	7	11	9	76.1%	11.5%	12.4%	113
The University offers a variety of majors at my location.	9	10	6	8	12	75.7%	12.6%	11.7%	111
I feel that the campus is a safe and secure environment	10	8	N/A	N/A	N/A	75.2%	14.9%	9.9%	101
The bill that I received from the University was easily understood.	11	13	12	N/A	N/A	74.8%	9.9%	15.3%	111
Classes are offered at convenient times.	12	4	4	12	3	74.3%	12.4%	13.3%	113
I feel I can talk to faculty about my academic concerns.	13	14	14	7	10	72.9%	15.3%	11.9%	118
On-campus bookstore hours are convenient for students.	14	18	21	21	21	72.7%	13.1%	14.1%	99
Academic advising is adequate.	15	19	23	13	17	70.9%	14.5%	14.5%	117
Sufficient financial aid options are available.	16	16	17	16	11	70.8%	12.4%	16.8%	113
Class drop/add procedures are appropriate.	17	21	19	20	18	70.1%	15.0%	15.0%	107
The online Schedule of Classes is informative and easy to follow.	18	12	16	17	15	70.0%	13.6%	16.4%	110
The tuition payment plan is beneficial for students.	19	7	10	14	14	70.0%	15.5%	14.5%	110
Class information provided prior to enrollment was helpful.	20	23	24	15	16	68.6%	17.8%	13.6%	118
Reg. dates, times, and procedures were made clear to me prior to enrollment.	21	15	9	9	8	68.1%	11.2%	20.7%	116
The on-site registration process is user-friendly.	22	25	13	19	20	66.7%	13.7%	19.6%	102
The online registration process is user-friendly.	23	22	18	22	19	66.4%	12.1%	21.5%	107
Student organizations are available for my participation.	24	20	22	25	25	66.3%	14.3%	19.4%	98
Student recreational opportunities and facilities have met my expectations.	25	27	N/A	N/A	N/A	65.2%	18.0%	16.9%	89
Purchasing textbooks through TROY Virtual Book Store is convenient.	26	24	20	23	23	62.4%	17.2%	20.4%	93
Tutorial services are sufficient.	27	26	25	24	24	60.6%	25.3%	14.1%	99
Students seldom get the "run around" when seeking information.	28	28	26	18	22	52.1%	20.5%	27.4%	117
Campus housing met my expectations upon arriving to campus.	29	29	27	N/A	N/A	46.3%	29.9%	23.9%	67

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

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 120 <b>Academic programs, services, and administration</b>	Agree						Diff	Disagree					
	FA11	FA10	FA09	FA08	FA07	FA11		FA10	FA09	FA08	FA07	Diff	
I am receiving a quality education at Troy University.	84.6%	86.3%	87.3%	87.6%	78.8%	5.8%	10.3%	7.1%	6.6%	3.5%	4.4%	5.9%	
Troy University has a good reputation in my community.	81.6%	83.9%	83.5%	79.4%	76.9%	4.7%	10.5%	6.5%	5.5%	3.5%	4.6%	5.9%	
I would recommend Troy University to a friend who is planning to go to college.	79.5%	80.7%	84.0%	85.3%	78.8%	0.7%	13.7%	13.9%	8.4%	5.3%	6.8%	6.9%	
Faculty care about students as individuals.	78.8%	77.6%	74.5%	80.0%	76.0%	2.8%	12.7%	10.0%	11.3%	5.9%	7.3%	5.4%	
TROY personnel are knowledgeable and helpful.	77.5%	78.4%	81.4%	81.2%	75.6%	1.9%	14.2%	10.5%	10.4%	7.1%	12.0%	2.2%	
The semester/term format accommodates my learning.	76.3%	83.3%	79.6%	81.8%	77.2%	-0.9%	11.4%	6.8%	8.0%	4.1%	3.0%	8.4%	
The printed Schedule of Classes is informative and easy to follow.	76.1%	82.4%	80.3%	74.1%	72.9%	3.2%	12.4%	7.5%	9.4%	7.6%	6.2%	6.2%	
The classes I attend are well organized and well taught.	76.1%	73.6%	77.1%	75.3%	69.1%	7.0%	14.2%	15.3%	10.8%	6.5%	10.3%	3.9%	
The University offers a variety of majors at my location.	75.7%	78.4%	80.7%	76.5%	69.3%	6.4%	11.7%	9.3%	6.4%	6.5%	8.7%	3.0%	
I feel that the campus is a safe and secure environment.	75.2%	78.7%	N/A	N/A	N/A	-3.5%	9.9%	6.3%	N/A	N/A	N/A	3.6%	
The bill that I received from the University was easily understood.	74.8%	76.5%	76.6%	N/A	N/A	-1.8%	15.3%	9.8%	12.4%	N/A	N/A	2.9%	
Classes are offered at convenient times.	74.3%	82.7%	83.2%	72.9%	78.3%	-4.0%	13.3%	6.2%	9.5%	8.2%	5.7%	7.6%	
I feel I can talk to faculty about my academic concerns.	72.9%	75.9%	74.6%	77.1%	70.4%	2.5%	11.9%	10.6%	10.5%	5.3%	9.2%	2.7%	
On-campus bookstore hours are convenient for students.	72.7%	72.9%	71.1%	60.0%	54.0%	18.7%	14.1%	9.3%	10.5%	4.7%	5.7%	8.4%	
Academic advising is adequate.	70.9%	71.4%	69.2%	72.4%	64.2%	6.7%	14.5%	16.7%	14.7%	10.6%	11.4%	3.1%	
Sufficient financial aid options are available.	70.8%	75.0%	73.6%	67.1%	69.8%	1.0%	16.8%	10.3%	10.8%	8.8%	7.1%	9.7%	
Class drop/add procedures are appropriate.	70.1%	69.3%	72.1%	60.6%	62.2%	7.9%	15.0%	13.7%	10.0%	5.3%	6.2%	8.8%	
The tuition payment plan is beneficial for students.	70.0%	80.1%	78.3%	68.2%	68.8%	1.2%	14.5%	6.8%	9.4%	7.1%	4.6%	9.9%	
The online Schedule of Classes is informative and easy to follow.	70.0%	76.7%	74.4%	65.3%	67.3%	2.7%	16.4%	10.7%	11.8%	7.1%	7.0%	9.4%	
Class information provided prior to enrollment was helpful.	68.6%	66.9%	68.6%	68.2%	64.9%	3.7%	13.6%	16.6%	17.9%	15.3%	12.5%	1.1%	

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 120

**Academic programs, services, and administration**

	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
Reg. dates, times, and procedures were made clear to me.	68.1%	75.0%	79.5%	75.3%	73.4%	-5.3%	20.7%	16.1%	13.1%	10.6%	10.9%	9.8%
The on-site registration process is user-friendly.	66.7%	66.2%	76.0%	61.8%	57.9%	8.8%	19.6%	15.2%	12.5%	6.5%	9.0%	10.6%
The online registration process is user-friendly.	66.4%	67.1%	73.5%	56.5%	60.0%	6.4%	21.5%	16.1%	12.2%	11.2%	11.2%	10.3%
Student organizations are available for my participation.	66.3%	69.4%	69.8%	50.0%	46.2%	20.1%	19.4%	6.7%	12.2%	4.1%	7.1%	12.3%
Student recreational opportunities and facilities have met my expectations	65.2%	62.6%	N/A	N/A	N/A	2.6%	16.9%	10.1%	N/A	N/A	N/A	6.8%
Purchasing textbooks through Virtual Book Store is convenient.	62.4%	66.4%	71.6%	54.1%	50.8%	11.6%	20.4%	10.4%	10.9%	8.8%	8.4%	12.0%
Tutorial services are sufficient.	60.6%	65.4%	65.1%	54.1%	46.5%	14.1%	14.1%	10.2%	8.1%	4.7%	3.5%	10.6%
Students seldom get the "run around" when seeking information.	52.1%	53.1%	56.4%	62.4%	53.5%	-1.4%	27.4%	32.1%	23.1%	16.5%	22.8%	4.6%
Campus housing met my expectations upon arriving to campus.	46.3%	44.0%	46.6%	N/A	N/A	-0.3%	23.9%	16.0%	19.8%	N/A	N/A	4.1%

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

Data Sorted decending by level of agreement.



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

Ranked by Frequency of Agreement

Total respondents = 478

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2011	2010	2009	2008	2007				
I am receiving a quality education at Troy University.	1	1	1	1	1	86.1%	7.0%	7.0%	460
I would recommend TROY to a friend who is planning to go to college.	2	3	2	3	2	83.2%	7.5%	9.3%	464
Troy University has a good reputation in my community.	3	4	3	4	4	82.5%	9.9%	7.6%	445
The semester/term format at my location accommodates my learning.	4	2	4	2	3	81.2%	10.9%	7.9%	457
Faculty care about students as individuals.	5	17	12	7	10	81.0%	9.8%	9.2%	468
TROY personnel are knowledgeable and helpful.	6	8	6	5	8	80.0%	9.3%	10.6%	471
The University offers a variety of majors at my location.	7	6	8	10	12	79.6%	10.5%	9.9%	456
I feel I can talk to faculty about my academic concerns.	8	12	17	9	13	78.8%	11.1%	10.1%	467
The printed Schedule of Classes is informative and easy to follow.	9	5	5	13	9	78.7%	12.0%	9.3%	432
The classes I attend are well organized and well taught.	10	15	9	8	7	76.8%	11.9%	11.3%	453
Classes are offered at convenient times.	11	7	7	6	6	76.7%	12.2%	11.1%	443
Class drop/add procedures are appropriate.	12	11	15	18	15	74.9%	14.6%	10.6%	426
The bill that I received from the University was easily understood.	13	14	16	N/A	N/A	73.9%	11.4%	14.7%	421
Sufficient financial aid options are available.	14	10	14	15	17	73.7%	12.7%	13.6%	457
I feel that the campus is a safe and secure environment.	15	9	N/A	N/A	N/A	73.5%	17.3%	9.2%	393
The online Schedule of Classes is informative and easy to follow.	16	13	11	12	11	73.0%	14.1%	13.0%	440
On-campus bookstore hours are convenient for students.	17	19	21	23	21	72.6%	16.2%	11.3%	390
Reg. dates, times, and procedures were made clear to me prior to enrollment.	18	16	10	11	5	71.7%	9.7%	18.6%	463
Academic advising is adequate.	19	22	23	16	19	71.2%	14.2%	14.6%	466
The tuition payment plan is beneficial for students.	20	18	13	17	16	69.5%	20.1%	10.3%	417
Student organizations are available for my participation.	21	23	24	25	25	69.3%	17.1%	13.6%	391
Class information provided prior to enrollment was helpful.	22	26	19	14	14	68.0%	15.6%	16.5%	462
The online registration process is user-friendly.	23	20	20	19	18	67.5%	15.7%	16.8%	434
The on-site registration process is user-friendly.	24	25	18	21	20	66.3%	19.1%	14.6%	398
Tutorial services are sufficient.	25	24	25	24	24	64.3%	23.7%	12.0%	367
Student recreational opportunities and facilities have met my expectations.	26	27	N/A	N/A	N/A	63.0%	21.4%	15.7%	332
Purchasing textbooks through TROY Virtual Book Store is convenient.	27	21	22	20	22	62.5%	23.9%	13.6%	368
Students seldom get the "run around" when seeking information.	28	28	26	22	23	53.0%	19.6%	27.4%	460
Campus housing met my expectations upon arriving to campus.	29	29	27	N/A	N/A	45.9%	31.2%	22.9%	266

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

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 478

Academic programs, services, and administration	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
I am receiving a quality education at Troy University.	86.1%	84.9%	87.6%	84.4%	80.2%	5.9%	7.0%	6.7%	6.2%	4.5%	4.4%	2.6%
I would recommend Troy University to a friend who is planning to go to college.	83.2%	83.5%	86.4%	81.8%	79.4%	3.8%	9.3%	10.0%	7.6%	6.8%	5.5%	3.8%
Troy University has a good reputation in my community.	82.5%	82.2%	84.3%	78.2%	76.2%	6.3%	7.6%	6.7%	6.1%	4.5%	4.4%	3.2%
The semester/term format accommodates my learning.	81.2%	84.0%	83.7%	51.9%	78.7%	2.5%	7.9%	5.8%	6.7%	4.7%	4.1%	3.8%
Faculty care about students as individuals.	81.0%	75.2%	77.2%	76.3%	72.8%	8.2%	9.2%	9.0%	9.4%	8.5%	7.7%	1.5%
TROY personnel are knowledgeable and helpful.	80.0%	78.4%	80.4%	77.5%	74.0%	6.0%	10.6%	12.4%	10.3%	10.4%	10.2%	0.4%
The University offers a variety of majors at my location.	79.6%	81.1%	79.9%	74.2%	71.8%	7.8%	9.9%	8.9%	9.4%	8.2%	8.2%	1.7%
Sufficient financial aid options are available.	78.8%	76.4%	74.9%	66.7%	66.2%	12.6%	10.1%	10.4%	10.7%	9.4%	7.0%	3.1%
The printed Schedule of Classes is informative and easy to follow.	78.7%	81.9%	81.6%	70.4%	72.9%	5.8%	9.3%	7.5%	8.5%	5.9%	5.4%	3.9%
The classes I attend are well organized and well taught.	76.8%	75.5%	79.0%	76.0%	74.0%	2.8%	11.3%	11.1%	9.9%	7.9%	8.4%	2.9%
Classes are offered at convenient times.	76.7%	80.1%	80.0%	77.1%	74.8%	1.9%	11.1%	8.9%	9.8%	6.2%	6.8%	4.3%
I feel I can talk to faculty about my academic concerns.	74.9%	76.4%	74.2%	75.6%	71.3%	3.6%	10.6%	10.1%	10.1%	9.1%	9.1%	1.5%
The bill that I received from the University was easily understood.	73.9%	76.3%	74.4%	N/A	N/A	-0.5%	14.7%	9.5%	11.0%	N/A	N/A	3.7%
Class drop/add procedures are appropriate.	73.7%	76.4%	74.5%	63.3%	66.5%	7.2%	13.6%	7.9%	8.2%	6.7%	5.6%	8.0%
I feel that the campus is a safe and secure environment.	73.5%	76.9%	N/A	N/A	N/A	-3.4%	9.2%	8.1%	N/A	N/A	N/A	1.1%
The online Schedule of Classes is informative and easy to follow.	73.0%	76.3%	77.3%	72.2%	72.7%	0.3%	13.0%	9.6%	9.8%	8.2%	6.5%	6.5%
On-campus bookstore hours are convenient for students.	72.6%	72.1%	70.7%	48.8%	53.6%	19.0%	11.3%	9.9%	9.4%	5.1%	5.2%	6.1%
Reg. dates, times, and procedures were made clear to me.	71.7%	75.3%	78.4%	72.9%	75.5%	-3.8%	18.6%	15.0%	12.4%	12.9%	10.1%	8.5%
Academic advising is adequate.	71.2%	70.1%	69.4%	64.8%	62.8%	8.4%	14.6%	16.4%	14.3%	14.9%	13.2%	1.4%
The tuition payment plan is beneficial for students.	69.5%	74.9%	75.5%	64.7%	66.3%	3.2%	10.3%	8.2%	8.2%	7.1%	5.2%	5.1%
Student organizations are available for my participation.	69.3%	69.1%	65.9%	43.9%	46.7%	22.6%	13.6%	8.8%	9.8%	5.6%	6.7%	6.9%
Class information provided prior to enrollment was helpful.	68.0%	68.4%	72.5%	69.4%	68.7%	-0.7%	16.5%	15.1%	12.8%	14.2%	10.9%	5.6%

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 478

**Academic programs, services, and administration**

	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
The online registration process is user-friendly.	67.5%	71.3%	72.1%	62.5%	63.5%	4.0%	16.8%	14.4%	12.7%	10.1%	8.6%	8.2%
The on-site registration process is user-friendly.	66.3%	68.5%	72.9%	56.0%	56.3%	10.0%	14.6%	13.3%	9.6%	7.1%	7.2%	7.4%
Tutorial services are sufficient.	64.3%	68.6%	65.6%	46.2%	47.4%	16.9%	12.0%	8.6%	9.4%	5.6%	5.3%	6.7%
Student recreational opportunities and facilities have met my expectations.	63.0%	63.3%	N/A	N/A	N/A	-0.3%	15.7%	9.2%	N/A	N/A	N/A	6.5%
Purchasing textbooks through Virtual Book Store is convenient.	62.5%	70.9%	69.6%	59.8%	52.0%	10.5%	13.6%	9.1%	11.8%	7.2%	9.2%	4.4%
Students seldom get the "run around" when seeking information.	53.0%	56.3%	57.8%	53.3%	51.4%	1.6%	27.4%	27.5%	23.6%	24.4%	23.4%	4.0%
Campus housing met my expectations upon arriving to campus.	45.9%	44.1%	39.9%	N/A	N/A	6.0%	22.9%	16.1%	17.5%	N/A	N/A	5.4%

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
Data Sorted descending by level of agreement.

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

Ranked by Agreement Level

Total respondents = 101

<b>Academic programs, services, and administration</b>	<b>Ranking</b>						<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>				
The bill that I received from the University was easily understood.	1	5	11	N/A	N/A	N/A	87.1%	9.4%	3.5%	85
I am receiving a quality education at Troy University.	2	3	1	1	1	3	83.5%	12.4%	4.1%	97
Troy University has a good reputation in my community.	3	7	8	12	9	6	82.4%	14.3%	3.3%	91
Classes are offered at convenient times.	4	1	3	3	4	1	81.7%	9.7%	8.6%	93
The semester/term format at my location accommodates my learning.	5	2	2	2	3	2	81.7%	12.9%	5.4%	93
The online Schedule of Classes is informative and easy to follow.	6	9	4	10	10	13	81.5%	12.0%	6.5%	92
The printed Schedule of Classes is informative and easy to follow.	7	6	6	11	13	10	80.6%	10.8%	8.6%	93
I would recommend TROY to a friend who is planning to go to college.	8	4	5	4	2	4	79.4%	12.4%	8.2%	97
The classes I attend are well organized and well taught.	9	17	14	7	12	12	78.6%	10.2%	11.2%	98
Class drop/add procedures are appropriate.	10	11	13	19	19	15	78.3%	15.7%	6.0%	83
Faculty care about students as individuals.	11	10	9	6	5	5	77.0%	14.0%	9.0%	100
TROY personnel are knowledgeable and helpful.	12	8	7	5	8	7	75.8%	16.2%	8.1%	99
Reg. dates, times, and procedures were made clear to me prior to enrollment.	13	15	10	8	7	9	75.8%	16.2%	8.1%	99
The tuition payment plan is beneficial for students.	14	12	12	17	16	14	73.8%	22.5%	3.8%	80
The online registration process is user-friendly.	15	19	19	15	15	19	73.6%	11.5%	14.9%	87
Sufficient financial aid options are available.	16	16	17	18	18	16	73.3%	22.1%	4.7%	86
The on-site registration process is user-friendly.	17	18	18	22	21	17	73.0%	16.2%	10.8%	74
Class information provided prior to enrollment was helpful.	18	20	15	13	11	11	72.9%	14.6%	12.5%	96
The University offers a variety of majors at my location.	19	21	21	16	17	20	72.3%	13.3%	14.5%	83
I feel that the campus is a safe and secure environment	20	14	N/A	N/A	N/A	N/A	72.3%	15.4%	12.3%	65
Purchasing textbooks through TROY Virtual Book Store is convenient.	21	22	22	21	22	22	71.6%	19.4%	9.0%	67
Academic advising is adequate.	22	23	20	14	14	18	71.1%	15.5%	13.4%	97
I feel I can talk to faculty about my academic concerns.	23	13	16	9	6	8	70.7%	13.1%	16.2%	99
Student organizations are available for my participation.	24	26	26	25	25	25	62.1%	25.9%	12.1%	58
On-campus bookstore hours are convenient for students.	25	25	24	23	23	23	56.9%	34.5%	8.6%	58
Tutorial services are sufficient.	26	27	25	24	24	24	56.5%	27.4%	16.1%	62
Students seldom get the "run around" when seeking information.	27	24	23	20	20	21	56.1%	17.3%	26.5%	98
Student recreational opportunities and facilities have met my expectations.	28	28	N/A	N/A	N/A	N/A	50.0%	36.4%	13.6%	44
Campus housing met my expectations upon arriving to campus.	29	29	27	N/A	N/A	N/A	36.4%	42.4%	21.2%	33

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

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 101

**Academic programs, services, and administration**

	Agree						Diff	Disagree					
	FA11	FA10	FA09	FA08	FA07	FA11		FA10	FA09	FA08	FA07	Diff	
The bill that I received from the University was easily understood.	87.1%	79.8%	80.8%	N/A	N/A	6.3%	3.5%	7.7%	9.7%	N/A	N/A	-6.2%	
I am receiving a quality education at Troy University.	83.5%	83.2%	85.9%	80.2%	80.9%	2.6%	4.1%	8.6%	6.3%	6.1%	5.8%	-1.7%	
Troy University has a good reputation in my community.	82.4%	79.1%	82.5%	68.0%	75.2%	7.2%	3.3%	9.8%	6.4%	8.0%	6.2%	-2.9%	
Classes are offered at convenient times.	81.7%	84.6%	84.5%	78.2%	77.9%	3.8%	8.6%	8.2%	8.6%	7.1%	6.5%	2.1%	
The semester/term format accommodates my learning.	81.7%	84.3%	84.5%	78.2%	79.4%	2.3%	5.4%	8.0%	7.0%	7.3%	5.9%	-0.5%	
The online Schedule of Classes is informative and easy to follow.	81.5%	77.3%	83.9%	68.8%	74.9%	6.6%	6.5%	10.3%	7.7%	8.6%	8.2%	-1.7%	
The printed Schedule of Classes is informative and easy to follow.	80.6%	79.7%	83.3%	68.2%	68.3%	12.3%	8.6%	6.4%	5.9%	6.7%	6.2%	2.4%	
I would recommend Troy University to a friend who is planning to go to college.	79.4%	80.4%	83.4%	78.0%	80.5%	-1.1%	8.2%	12.4%	9.3%	9.8%	6.4%	1.8%	
The classes I attend are well organized and well taught.	78.6%	72.9%	79.9%	74.1%	72.8%	5.8%	11.2%	14.8%	10.7%	10.4%	9.7%	1.5%	
Class drop/add procedures are appropriate.	78.3%	75.1%	80.0%	56.1%	62.2%	16.1%	6.0%	8.0%	7.8%	8.4%	6.3%	-0.3%	
Faculty care about students as individuals.	77.0%	76.4%	82.0%	14.7%	77.8%	-0.8%	9.0%	12.7%	8.0%	9.8%	6.5%	2.5%	
TROY personnel are knowledgeable and helpful.	75.8%	77.5%	83.2%	76.7%	75.6%	0.2%	8.1%	13.8%	8.9%	13.9%	10.5%	-2.4%	
Reg. dates, times, and procedures were made clear to me.	75.8%	73.3%	81.9%	73.1%	75.8%	0.0%	8.1%	16.8%	11.7%	16.9%	11.0%	-2.9%	
The tuition payment plan is beneficial for students.	73.8%	74.7%	80.6%	56.3%	64.3%	9.5%	3.8%	7.2%	7.1%	7.6%	6.6%	-2.8%	
The online registration process is user-friendly.	73.6%	70.0%	74.7%	60.4%	66.0%	7.6%	14.9%	15.6%	13.5%	12.9%	9.8%	5.1%	
Sufficient financial aid options are available.	73.3%	73.2%	78.6%	56.1%	63.3%	10.0%	4.7%	10.8%	10.9%	12.9%	8.1%	-3.4%	
The on-site registration process is user-friendly.	73.0%	70.6%	77.3%	50.8%	56.9%	16.1%	10.8%	13.2%	11.5%	8.6%	7.7%	3.1%	
Class information provided prior to enrollment was helpful.	72.9%	69.5%	79.4%	64.9%	74.1%	-1.2%	12.5%	15.4%	12.4%	19.2%	11.6%	0.9%	
The University offers a variety of majors at my location.	72.3%	69.3%	73.2%	60.2%	63.9%	8.4%	14.5%	12.1%	12.5%	13.3%	13.3%	1.2%	
I feel that the campus is a safe and secure environment.	72.3%	74.3%	N/A	N/A	N/A	-2.0%	12.3%	7.5%	N/A	N/A	N/A	4.8%	

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 101

**Academic programs, services, and administration**

	Agree						Diff	Disagree					
	FA11	FA10	FA09	FA08	FA07	FA11		FA10	FA09	FA08	FA07	Diff	
Purchasing textbooks through Virtual Book Store is convenient.	71.6%	69.1%	72.4%	51.8%	51.7%	19.9%	9.0%	10.3%	11.0%	11.2%	9.8%	-0.8%	
Academic advising is adequate.	71.1%	68.3%	74.0%	62.7%	66.2%	4.9%	13.4%	16.7%	12.6%	14.7%	12.7%	0.7%	
I feel I can talk to faculty about my academic concerns.	70.7%	74.4%	79.1%	72.0%	76.3%	-5.6%	16.2%	12.6%	8.7%	12.0%	7.5%	8.7%	
Student organizations are available for my participation.	62.1%	55.4%	53.9%	24.9%	27.7%	34.4%	12.1%	16.4%	14.7%	10.0%	8.8%	3.3%	
On-campus bookstore hours are convenient for students.	56.9%	59.0%	63.9%	27.8%	34.8%	22.1%	8.6%	12.1%	12.1%	7.3%	5.4%	3.2%	
Tutorial services are sufficient.	56.5%	52.5%	58.8%	27.8%	34.0%	22.5%	16.1%	13.6%	9.2%	8.6%	6.9%	9.2%	
Students seldom get the “run around” when seeking information.	56.1%	59.9%	65.1%	53.9%	57.4%	-1.3%	26.5%	27.2%	21.4%	26.3%	22.0%	4.5%	
Student recreational opportunities and facilities have met my expectations.	50.0%	39.4%	N/A	N/A	N/A	10.6%	13.6%	14.7%	N/A	N/A	N/A	-1.1%	
Campus housing met my expectations upon arriving to campus.	36.4%	32.6%	40.0%	N/A	N/A	-3.6%	21.2%	12.8%	13.7%	N/A	N/A	7.5%	

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
 Data Sorted decending by level of agreement.

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

Ranked by Agreement Level

Total respondents = 244

<b>Academic programs, services, and administration</b>	<b>Rankings</b>					<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>				
I am receiving a quality education at Troy University.	1	1	2	1	1	84.3%	5.5%	10.2%	235
I would recommend TROY to a friend who is planning to go to college.	2	3	1	2	2	82.3%	5.9%	11.8%	237
The University offers a variety of majors at my location.	3	6	5	10	8	81.4%	9.7%	8.9%	237
Troy University has a good reputation in my community.	4	7	3	4	3	80.1%	9.3%	10.6%	226
Classes are offered at convenient times.	5	8	6	5	4	78.2%	11.1%	10.7%	234
The semester/term format at my location accommodates my learning.	6	2	7	3	5	78.0%	11.2%	10.8%	232
TROY personnel are knowledgeable and helpful.	7	5	4	7	6	77.5%	9.6%	12.9%	240
Faculty care about students as individuals.	8	12	12	9	9	77.0%	10.5%	12.6%	239
I feel I can talk to faculty about my academic concerns.	9	11	13	8	12	76.6%	10.9%	12.6%	239
The classes I attend are well organized and well taught.	10	16	10	6	10	75.9%	10.1%	13.9%	237
Student organizations are available for my participation.	11	9	19	20	20	75.9%	10.3%	13.8%	224
The printed Schedule of Classes is informative and easy to follow.	12	4	8	11	7	75.2%	14.1%	10.7%	234
On-campus bookstore hours are convenient for students.	13	21	20	19	16	73.2%	13.2%	13.6%	228
Sufficient financial aid options are available.	14	10	11	13	13	72.9%	11.4%	15.7%	236
I feel that the campus is a safe and secure environment.	15	15	N/A	N/A	N/A	71.8%	16.7%	11.5%	227
Class drop/add procedures are appropriate.	16	17	16	18	19	71.3%	15.3%	13.4%	216
The bill that I received from the University was easily understood.	17	20	23	N/A	N/A	69.5%	12.4%	18.1%	226
Class information provided prior to enrollment was helpful.	18	25	24	15	17	68.9%	14.0%	17.0%	235
Academic advising is adequate.	19	19	22	14	15	68.2%	15.7%	16.1%	236
Tutorial services are sufficient.	20	23	21	23	23	68.2%	19.9%	11.8%	211
The tuition payment plan is beneficial for students.	21	18	14	17	14	67.6%	20.4%	12.0%	225
The online Schedule of Classes is informative and easy to follow.	22	14	15	16	18	67.4%	18.3%	14.2%	218
Student recreational opportunities and facilities have met my expectations.	23	22	N/A	N/A	N/A	67.0%	17.2%	15.8%	209
Reg. dates, times, and procedures were made clear to me prior to enrollment.	24	13	9	12	11	66.0%	12.3%	21.7%	235
The on-site registration process is user-friendly.	25	26	18	21	21	65.3%	16.0%	18.8%	213
Purchasing textbooks through TROY Virtual Book Store is convenient.	26	27	25	25	25	62.1%	23.6%	14.3%	182
The online registration process is user-friendly.	27	24	17	22	22	60.1%	16.1%	23.8%	223
Campus housing met my expectations upon arriving to campus.	28	29	27	N/A	N/A	49.7%	23.8%	26.5%	185
Students seldom get the "run around" when seeking information.	29	28	26	24	24	47.2%	23.8%	28.9%	235

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

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 244 <b>Academic programs, services, and administration</b>	Agree						Diff	Disagree					
	FA11	FA10	FA09	FA08	FA07	FA11		FA10	FA09	FA08	FA07	Diff	
I am receiving a quality education at Troy University.	84.3%	86.9%	88.8%	86.8%	81.3%	3.0%	10.2%	6.9%	5.1%	2.9%	3.7%	6.5%	
I would recommend Troy University to a friend who is planning to go to college.	82.3%	85.1%	89.2%	85.6%	80.8%	1.5%	11.8%	10.1%	5.7%	5.1%	5.0%	6.8%	
The University offers a variety of majors at my location.	81.4%	81.0%	84.8%	78.5%	76.5%	4.9%	8.9%	8.7%	7.4%	4.9%	8.7%	0.2%	
Troy University has a good reputation in my community.	80.1%	80.7%	85.8%	82.0%	79.2%	0.9%	10.6%	8.3%	5.8%	3.7%	4.6%	6.0%	
Classes are offered at convenient times.	78.2%	80.2%	83.8%	80.7%	78.5%	-0.3%	10.7%	9.0%	7.3%	4.9%	5.4%	5.3%	
The semester/term format accommodates my learning.	78.0%	85.2%	82.6%	84.1%	78.2%	-0.2%	10.8%	6.1%	6.2%	3.2%	4.2%	6.6%	
TROY personnel are knowledgeable and helpful.	77.5%	82.0%	85.8%	80.0%	77.8%	-0.3%	12.9%	11.0%	6.6%	7.8%	8.1%	4.8%	
Faculty care about students as individuals.	77.0%	77.4%	78.9%	79.5%	76.4%	0.6%	12.6%	8.2%	7.8%	5.4%	6.5%	6.1%	
I feel I can talk to faculty about my academic concerns.	76.6%	77.6%	78.8%	79.8%	73.8%	2.8%	12.6%	10.1%	6.7%	6.8%	6.9%	5.7%	
The classes I attend are well organized and well taught.	75.9%	76.3%	80.6%	80.5%	75.7%	0.2%	13.9%	10.9%	8.2%	5.4%	7.1%	6.8%	
Student organizations are available for my participation.	75.9%	78.1%	75.9%	64.1%	63.5%	12.4%	13.8%	7.9%	7.6%	3.9%	6.4%	7.4%	
The printed Schedule of Classes is informative and easy to follow.	75.2%	84.3%	82.0%	76.3%	77.0%	-1.8%	10.7%	7.4%	8.4%	4.9%	6.1%	4.6%	
On-campus bookstore hours are convenient for students.	73.2%	73.4%	75.7%	64.6%	68.5%	4.7%	13.6%	12.5%	10.6%	6.1%	5.7%	7.9%	
Sufficient financial aid options are available.	72.9%	77.6%	80.0%	72.9%	72.5%	0.4%	15.7%	8.6%	8.1%	9.3%	6.0%	9.7%	
I feel that the campus is a safe and secure environment.	71.8%	77.1%	N/A	N/A	N/A	-5.3%	11.5%	12.0%	N/A	N/A	N/A	-0.5%	
Class drop/add procedures are appropriate.	71.3%	74.8%	76.3%	65.9%	66.1%	5.2%	13.4%	8.3%	7.4%	5.9%	5.1%	8.3%	
The bill that I received from the University was easily understood.	69.5%	74.1%	72.3%	N/A	N/A	-2.8%	18.1%	10.4%	11.3%	N/A	N/A	6.8%	
Class information provided prior to enrollment was helpful.	68.9%	69.3%	71.7%	70.5%	68.4%	0.5%	17.0%	14.2%	12.7%	12.9%	8.6%	8.4%	
Academic advising is adequate.	68.2%	74.3%	73.2%	71.0%	69.4%	-1.2%	16.1%	13.3%	10.4%	10.0%	8.2%	7.9%	
Tutorial services are sufficient.	68.2%	71.2%	73.9%	59.8%	55.6%	12.6%	11.8%	9.1%	6.4%	4.4%	5.5%	6.3%	



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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 244

**Academic programs, services, and administration**

	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
The tuition payment plan is beneficial for students.	67.6%	74.4%	78.1%	68.3%	69.9%	-2.3%	12.0%	8.9%	8.0%	6.3%	4.9%	7.1%
The online Schedule of Classes is informative and easy to follow.	67.4%	77.2%	76.5%	70.5%	68.0%	-0.6%	14.2%	9.0%	9.8%	6.6%	7.2%	7.0%
Student recreational opportunities and facilities have met my expectations.	67.0%	71.4%	N/A	N/A	N/A	-4.4%	15.8%	10.2%	N/A	N/A	N/A	5.6%
Reg. dates, times, and procedures were made clear to me.	66.0%	77.2%	81.3%	74.9%	74.9%	-8.9%	21.7%	14.5%	10.6%	11.2%	9.6%	12.1%
The on-site registration process is user-friendly.	65.3%	67.2%	76.2%	63.9%	61.1%	4.2%	18.8%	14.2%	6.9%	5.6%	6.4%	12.4%
Purchasing textbooks through Virtual Book Store is convenient.	62.1%	66.5%	70.6%	58.3%	48.5%	13.6%	14.3%	11.2%	10.2%	6.3%	9.4%	4.9%
The online registration process is user-friendly.	60.1%	70.5%	76.3%	62.7%	61.0%	-0.9%	23.8%	15.4%	9.8%	7.8%	7.0%	16.8%
Campus housing met my expectations upon arriving to campus.	49.7%	47.5%	47.9%	N/A	N/A	1.8%	26.5%	19.8%	22.3%	N/A	N/A	4.2%
Students seldom get the "run around" when seeking information.	47.2%	55.8%	61.4%	54.4%	53.0%	-5.8%	28.9%	25.8%	17.7%	22.2%	17.8%	11.1%

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
Data Sorted decending by level of agreement.

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

Ranked by Agreement Level

Total respondents = 238

<b>Academic programs, services, and administration</b>	<b>Rankings</b>					<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>				
I am receiving a quality education at Troy University.	1	2	1	1	1	88.1%	8.8%	3.1%	227
Troy University has a good reputation in my community.	2	8	4	5	5	85.5%	10.4%	4.1%	221
I would recommend TROY to a friend who is planning to go to college.	3	5	3	2	2	84.3%	9.6%	6.1%	230
Faculty care about students as individuals.	4	9	12	8	11	84.1%	9.9%	6.0%	232
The semester/term format at my location accommodates my learning.	5	1	2	3	3	83.8%	10.9%	5.2%	229
TROY personnel are knowledgeable and helpful.	6	10	10	4	8	80.8%	11.5%	7.7%	234
I feel I can talk to faculty about my academic concerns.	7	18	19	10	10	80.5%	11.7%	7.8%	231
The printed Schedule of Classes is informative and easy to follow.	8	7	5	13	12	80.4%	11.3%	8.3%	204
The bill that I received from the University was easily understood.	9	6	13	N/A	N/A	79.1%	10.9%	10.0%	201
The University offers a variety of majors at my location.	10	21	9	11	14	78.5%	11.2%	10.3%	223
The classes I attend are well organized and well taught.	11	13	7	7	7	78.1%	14.2%	7.8%	219
Class drop/add procedures are appropriate.	12	11	17	16	15	78.0%	15.9%	6.1%	214
The online Schedule of Classes is informative and easy to follow.	13	4	8	9	6	77.2%	11.2%	11.6%	224
Reg. dates, times, and procedures were made clear to me prior to enrollment.	14	16	11	12	4	75.8%	8.2%	16.0%	231
I feel that the campus is a safe and secure environment.	15	15	N/A	N/A	N/A	75.3%	17.6%	7.1%	170
Classes are offered at convenient times.	16	3	6	6	9	75.2%	13.6%	11.2%	214
Academic advising is adequate.	17	23	23	19	19	73.8%	13.3%	12.9%	233
The online registration process is user-friendly.	18	17	20	18	17	73.8%	15.0%	11.2%	214
Sufficient financial aid options are available.	19	14	18	15	18	73.5%	15.9%	10.6%	226
On-campus bookstore hours are convenient for students.	20	24	21	23	23	72.0%	19.6%	8.3%	168
The tuition payment plan is beneficial for students.	21	12	14	17	16	71.5%	21.0%	7.5%	200
Class information provided prior to enrollment was helpful.	22	22	15	14	13	67.4%	17.0%	15.7%	230
The on-site registration process is user-friendly.	23	19	16	22	21	67.2%	21.9%	10.9%	192
Student organizations are available for my participation.	24	26	25	25	25	65.3%	22.9%	11.8%	170
Purchasing textbooks through TROY Virtual Book Store is convenient.	25	20	22	20	20	64.2%	24.2%	11.6%	190
Tutorial services are sufficient.	26	27	24	24	24	61.3%	27.0%	11.7%	163
Students seldom get the "run around" when seeking information.	27	25	26	21	22	58.4%	16.4%	25.2%	226
Student recreational opportunities and facilities have met my expectations.	28	28	N/A	N/A	N/A	57.9%	27.1%	15.0%	133
Campus housing met my expectations upon arriving to campus.	29	29	27	N/A	N/A	38.5%	42.9%	18.7%	91

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

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

Five Year Trend from Fall 2007 through Fall 2011

Academic programs, services, and administration	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
Total respondents = 238												
I am receiving a quality education at Troy University.	88.1%	84.3%	87.6%	82.5%	80.6%	7.5%	3.1%	6.3%	6.1%	5.6%	4.2%	-1.1%
Troy University has a good reputation in my community.	85.5%	84.1%	84.2%	75.5%	75.6%	9.9%	4.1%	5.4%	5.5%	5.6%	3.9%	0.2%
I would recommend Troy University to a friend who is planning to go to college.	84.3%	82.4%	85.5%	79.4%	79.6%	4.7%	6.1%	9.6%	7.9%	7.5%	5.0%	1.1%
Faculty care about students as individuals.	84.1%	74.7%	77.1%	73.3%	71.1%	13.0%	6.0%	9.2%	9.5%	10.7%	7.8%	-1.8%
The semester/term format accommodates my learning.	83.8%	84.4%	85.7%	78.7%	79.4%	4.4%	5.2%	4.8%	5.8%	5.9%	3.5%	1.7%
TROY personnel are knowledgeable and helpful.	80.8%	76.2%	77.4%	75.7%	72.5%	8.3%	7.7%	13.2%	12.6%	12.1%	10.2%	-2.5%
I feel I can talk to faculty about my academic concerns.	80.5%	76.2%	72.1%	72.2%	71.1%	9.4%	7.8%	10.2%	12.0%	10.5%	9.7%	-1.9%
The printed Schedule of Classes is informative and easy to follow.	80.4%	79.4%	82.1%	67.8%	70.6%	9.8%	8.3%	8.2%	7.7%	6.5%	4.5%	3.8%
The bill that I received from the University was easily understood.	79.1%	77.1%	76.2%	N/A	N/A	2.9%	10.0%	9.7%	10.6%	N/A	N/A	-0.6%
The University offers a variety of majors at my location.	78.5%	82.2%	77.9%	72.2%	68.6%	9.9%	10.3%	9.0%	9.8%	10.7%	9.8%	0.5%
The classes I attend are well organized and well taught.	78.1%	74.8%	78.7%	74.1%	73.6%	4.5%	7.8%	10.7%	10.3%	9.4%	7.8%	0.0%
Class drop/add procedures are appropriate.	78.0%	77.8%	73.3%	62.2%	67.1%	10.9%	6.1%	7.5%	8.6%	7.0%	5.2%	0.9%
The online Schedule of Classes is informative and easy to follow.	77.2%	75.8%	78.5%	72.9%	75.3%	1.9%	11.6%	10.4%	8.9%	9.4%	5.7%	5.9%
Reg. dates, times, and procedures were made clear to me.	75.8%	74.5%	77.2%	71.3%	75.8%	0.0%	16.0%	14.3%	12.9%	14.0%	10.3%	5.7%
I feel that the campus is a safe and secure environment.	75.3%	76.4%	N/A	N/A	N/A	-1.1%	7.1%	4.8%	N/A	N/A	N/A	2.3%
Classes are offered at convenient times.	75.2%	80.3%	79.2%	74.7%	72.3%	2.9%	11.2%	8.7%	10.2%	6.8%	7.6%	3.6%
Academic advising is adequate.	73.8%	69.2%	67.2%	61.4%	60.2%	13.6%	12.9%	18.0%	15.9%	17.8%	15.8%	-2.9%
The online registration process is user-friendly.	73.8%	71.7%	69.7%	61.4%	65.0%	8.8%	11.2%	13.3%	14.2%	11.5%	8.6%	2.6%
Sufficient financial aid options are available.	73.5%	75.1%	72.9%	63.1%	62.7%	10.8%	10.6%	12.5%	12.4%	9.6%	8.1%	2.5%
On-campus bookstore hours are convenient for students.	72.0%	73.3%	69.3%	40.0%	46.9%	25.1%	8.3%	5.8%	7.0%	4.7%	4.8%	3.5%

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

Five Year Trend from Fall 2007 through Fall 2011

Total respondents = 238

**Academic programs, services, and administration**

	Agree						Disagree					
	FA11	FA10	FA09	FA08	FA07	Diff	FA11	FA10	FA09	FA08	FA07	Diff
The tuition payment plan is beneficial for students.	71.5%	75.4%	74.9%	62.1%	65.7%	5.8%	7.5%	7.1%	6.9%	7.7%	5.1%	2.4%
Class information provided prior to enrollment was helpful.	67.4%	68.7%	74.2%	67.8%	70.3%	-2.9%	15.7%	16.2%	11.3%	15.2%	11.3%	4.4%
The on-site registration process is user-friendly.	67.2%	68.8%	73.3%	51.6%	54.1%	13.1%	10.9%	12.7%	10.4%	8.2%	7.1%	3.8%
Student organizations are available for my participation.	65.3%	62.7%	57.7%	31.6%	38.9%	26.4%	11.8%	9.6%	11.2%	7.0%	7.3%	4.5%
Purchasing textbooks through Virtual Book Store is convenient.	64.2%	74.6%	69.2%	60.7%	55.3%	8.9%	11.6%	7.9%	12.4%	7.3%	8.4%	3.2%
Tutorial services are sufficient.	61.3%	69.0%	60.6%	38.1%	43.6%	17.7%	11.7%	8.0%	10.6%	6.3%	5.3%	6.4%
Students seldom get the “run around” when seeking information.	58.4%	57.0%	56.4%	52.6%	51.8%	6.6%	25.2%	29.4%	27.4%	24.8%	24.8%	0.4%
Student recreational opportunities and facilities have met my expectations	57.9%	59.4%	N/A	N/A	N/A	-1.5%	15.0%	6.4%	N/A	N/A	N/A	8.6%
Campus housing met my expectations upon arriving to campus.	38.5%	42.5%	34.0%	N/A	N/A	4.5%	18.7%	11.1%	10.3%	N/A	N/A	8.4%

\* Note: Agree = Agree + Strongly Agree / Disagree = Disagree + Strongly Disagree  
 Data Sorted decending by level of agreement.

**Appendix 17. 2011 New Student Perceptions about Troy University  
Overall Rank Comparisons by Campus**

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

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Student organizations are available for my participation.	22	24	24	26	5	27	25
The online registration process is user-friendly.	23	20	10	19	27	8	17
The on-site registration process is user-friendly.	24	13	23	13	25	22	6
Purchasing textbooks through Troy Virtual BookStore is convenient.	25	28	25	24	26	18	22
Tutorial services are sufficient.	26	25	26	27	19	23	27
Student recreational opportunities and facilities have met my expectations.	27	27	27	23	17	28	28
Students seldom get the “run around” when seeking information.	28	23	28	25	29	24	21
Campus housing met my expectations upon arriving to campus.	29	29	29	28	28	29	29

Note: Rankings are based on frequency of agreement.

**Appendix 18. 2011 New Student Perceptions about Troy University  
Overall Rank Comparisons by College**

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

Note: Rankings are based on frequency of agreement.

**Appendix 19. 2011 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.
TROY personnel are knowledgeable and helpful.	Male	144	4.132	1.073	.455
	Female	447	4.054	1.099	
	Total	591	4.073	1.092	
Faculty care about students as individuals.	Male	144	4.090	1.044	.741
	Female	445	4.056	1.088	
	Total	589	4.065	1.077	
I feel I can talk to faculty about my academic concerns.	Male	143	4.112	1.108	.386
	Female	444	4.018	1.130	
	Total	587	4.041	1.125	
Academic advising is adequate.	Male	143	3.930	1.226	.624
	Female	441	3.873	1.205	
	Total	584	3.887	1.209	
Sufficient financial aid options are available.	Male	132	3.939	1.177	.673
	Female	431	3.988	1.164	
	Total	563	3.977	1.166	
The tuition payment plan is beneficial for students.	Male	118	3.864	1.147	.382
	Female	397	3.967	1.113	
	Total	515	3.944	1.121	
Class information provided prior to enrollment was helpful.	Male	141	3.631	1.221	.056
	Female	438	3.849	1.160	
	Total	579	3.796	1.178	
Registration dates, times, and procedures were made clear to me prior to enrollment.	Male	143	3.769	1.249	.325
	Female	439	3.886	1.226	
	Total	582	3.857	1.232	
The online registration process is user-friendly.	Male	132	3.727	1.261	.465
	Female	408	3.819	1.243	
	Total	540	3.796	1.247	
The on-site registration process is user-friendly.	Male	121	3.802	1.229	.888
	Female	371	3.819	1.196	
	Total	492	3.815	1.203	



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Students seldom get the "run around" when seeking information.	Male	142	3.359	1.370	.715
	Female	436	3.406	1.312	
	Total	578	3.394	1.326	
The online Schedule of Classes is informative and easy to follow.	Male	136	3.846	1.154	.214
	Female	414	3.983	1.108	
	Total	550	3.949	1.120	
The printed Schedule of Classes is informative and easy to follow.	Male	136	4.022	1.071	.576
	Female	410	4.083	1.109	
	Total	546	4.068	1.099	
Class drop/add procedures are appropriate.	Male	125	3.880	1.133	.360
	Female	404	3.983	1.083	
	Total	529	3.958	1.095	
Classes are offered at convenient times.	Male	140	4.057	1.044	.709
	Female	417	4.017	1.128	
	Total	557	4.027	1.106	
The classes I attend are well organized and well taught.	Male	143	3.986	1.068	.964
	Female	427	3.981	1.103	
	Total	570	3.982	1.093	
The University offers a variety of majors at my location.	Male	140	4.014	1.052	.858
	Female	417	4.034	1.120	
	Total	557	4.029	1.102	
Tutorial services are sufficient.	Male	104	3.635	1.150	.269
	Female	342	3.778	1.158	
	Total	446	3.744	1.156	
On-campus bookstore hours are convenient for students.	Male	108	3.870	1.069	.855
	Female	354	3.893	1.116	
	Total	462	3.887	1.104	
Purchasing textbooks through Troy Virtual BookStore is convenient.	Male	107	3.654	1.229	.213
	Female	345	3.820	1.195	
	Total	452	3.781	1.204	
Student organizations are available for my participation.	Male	106	3.792	1.177	.502
	Female	356	3.882	1.214	
	Total	462	3.861	1.205	
The semester/term format at my location accommodates my learning.	Male	141	4.113	1.049	.799
	Female	430	4.140	1.055	
	Total	571	4.133	1.053	

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Troy University has a good reputation in my community.	Male	141	4.106	1.067	.393
	Female	414	4.193	1.033	
	Total	555	4.171	1.041	
I am receiving a quality education at Troy University.	Male	144	4.201	1.014	.528
	Female	433	4.263	1.021	
	Total	577	4.248	1.019	
I would recommend Troy University to a friend who is planning to go to college.	Male	144	4.243	1.053	.647
	Female	438	4.194	1.133	
	Total	582	4.206	1.113	
The bill that I received from the University was easily understood.	Male	130	3.931	1.108	.744
	Female	394	3.970	1.191	
	Total	524	3.960	1.170	
Campus housing met my expectations upon arriving to campus.	Male	70	3.157	1.326	.171
	Female	242	3.393	1.245	
	Total	312	3.340	1.265	
Student recreational opportunities and facilities have met my expectations.	Male	88	3.580	1.220	.460
	Female	301	3.691	1.252	
	Total	389	3.666	1.244	
I feel that the campus is a safe and secure environment.	Male	109	4.018	1.105	.705
	Female	363	3.972	1.110	
	Total	472	3.983	1.108	

**Appendix 20. 2011 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.
TROY personnel are knowledgeable and helpful.	Black	193	4.0518	1.15353	.443
	White	356	4.1011	1.05665	
	Other	38	3.8684	1.14304	
	Total	587	4.0698	1.09462	
Faculty care about students as individuals.	Black	192	4.0365	1.13198	.506
	White	355	4.0958	1.02888	
	Other	38	3.8947	1.26895	
	Total	585	4.0632	1.07959	
I feel I can talk to faculty about my academic concerns.	Black	192	4.0208	1.18877	.468
	White	355	4.0704	1.07782	
	Other	36	3.8333	1.27615	
	Total	583	4.0395	1.12767	
Academic advising is adequate.	Black	192	4.0260	1.15516	.165
	White	351	3.8291	1.22561	
	Other	37	3.7838	1.31519	
	Total	580	3.8914	1.21032	
Sufficient financial aid options are available.	Black	183	3.9891	1.18595	.744
	White	339	3.9912	1.13181	
	Other	37	3.8378	1.36450	
	Total	559	3.9803	1.16458	
The tuition payment plan is beneficial for students.	Black	180	3.9500	1.13981	.945
	White	297	3.9495	1.10013	
	Other	34	3.8824	1.22511	
	Total	511	3.9452	1.12063	
Class information provided prior to enrollment was helpful.	Black	192	3.8594	1.19599	.728
	White	347	3.7752	1.16607	
	Other	36	3.8056	1.11661	
	Total	575	3.8052	1.17181	

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Registration dates, times, and procedures were made clear to me prior to enrollment.	Black	189	4.0053	1.16918	.101
	White	352	3.7699	1.26351	
	Other	37	3.9189	1.23330	
	Total	578	3.8564	1.23432	
The online registration process is user-friendly. *	Black	179	3.9944	1.16839	<b>.019</b>
	White	325	3.6677	1.28153	
	Other	32	3.8438	1.27278	
	Total	536	3.7873	1.25136	
The on-site registration process is user-friendly.	Black	156	3.9103	1.22011	.264
	White	301	3.7475	1.20113	
	Other	31	4.0000	1.09545	
	Total	488	3.8156	1.20181	
Students seldom get the "run around" when seeking information.	Black	187	3.4064	1.40106	.667
	White	349	3.4126	1.26920	
	Other	38	3.2105	1.43617	
	Total	574	3.3972	1.32333	
The online Schedule of Classes is informative and easy to follow.	Black	178	4.0225	1.12975	.492
	White	334	3.8982	1.10492	
	Other	36	3.9444	1.26366	
	Total	548	3.9416	1.12324	
The printed Schedule of Classes is informative and easy to follow.	Black	177	4.1582	1.08075	.370
	White	332	4.0331	1.08913	
	Other	33	3.9394	1.22320	
	Total	542	4.0683	1.09483	
Class drop/add procedures are appropriate.	Black	177	3.9718	1.16497	.956
	White	313	3.9521	1.04127	
	Other	35	3.9143	1.24550	
	Total	525	3.9562	1.09648	
Classes are offered at convenient times.	Black	182	4.1099	1.14139	.195
	White	335	4.0179	1.04951	
	Other	37	3.7568	1.32089	
	Total	554	4.0307	1.10111	

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The classes I attend are well organized and well taught.	Black	185	4.0432	1.11719	.470
	White	344	3.9680	1.06446	
	Other	38	3.8158	1.24890	
	Total	567	3.9824	1.09433	
The University offers a variety of majors at my location.	Black	188	4.0266	1.15362	.150
	White	331	4.0695	1.04939	
	Other	36	3.6944	1.19090	
	Total	555	4.0306	1.09683	
Tutorial services are sufficient.*	Black	157	3.7580	1.16245	<u>.055</u>
	White	256	3.8008	1.11468	
	Other	30	3.2667	1.31131	
	Total	443	3.7494	1.15063	
On-campus bookstore hours are convenient for students.	Black	152	3.9211	1.11300	.271
	White	276	3.9058	1.07796	
	Other	31	3.5806	1.25895	
	Total	459	3.8889	1.10313	
Purchasing textbooks through Troy Virtual BookStore is convenient.	Black	155	3.7935	1.25199	.569
	White	265	3.7811	1.16986	
	Other	28	3.5357	1.34666	
	Total	448	3.7701	1.20895	
Student organizations are available for my participation.	Black	152	3.7763	1.30814	.106
	White	281	3.9359	1.13523	
	Other	27	3.4815	1.31179	
	Total	460	3.8565	1.20866	
The semester/term format at my location accommodates my learning.	Black	186	4.0968	1.08119	.275
	White	346	4.1850	1.01319	
	Other	35	3.9143	1.17251	
	Total	567	4.1393	1.04661	
Troy University has a good reputation in my community.	Black	182	4.1538	1.11666	.334
	White	336	4.2113	.98040	
	Other	34	3.9412	1.20457	
	Total	552	4.1757	1.04174	
I am receiving a quality education at Troy University.	Black	187	4.2674	1.03859	.711
	White	352	4.2557	.99998	
	Other	35	4.1143	1.13167	
	Total	574	4.2509	1.01977	

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I would recommend Troy University to a friend who is planning to go to college.	Black	189	4.2116	1.13815	.509
	White	353	4.2266	1.08955	
	Other	36	4.0000	1.24212	
	Total	578	4.2076	1.11480	
The bill that I received from the University was easily understood.	Black	174	4.0000	1.18760	.881
	White	312	3.9455	1.15108	
	Other	35	3.9429	1.28207	
	Total	521	3.9635	1.17039	
Campus housing met my expectations upon arriving to campus.	Black	102	3.3627	1.31848	.986
	White	186	3.3441	1.25198	
	Other	22	3.3182	1.12911	
	Total	310	3.3484	1.26232	
Student recreational opportunities and facilities have met my expectations.	Black	126	3.5714	1.25493	.095
	White	236	3.7669	1.21372	
	Other	25	3.2800	1.36991	
	Total	387	3.6718	1.24189	
I feel that the campus is a safe and secure environment.	Black	152	3.9539	1.20890	.615
	White	291	4.0172	1.04867	
	Other	28	3.8214	1.15642	
	Total	471	3.9851	1.10790	

**Appendix 21. 2011 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.
TROY personnel are knowledgeable and helpful.	Traditional	308	4.0292	1.15386	.116
	Non-Traditional	248	4.1734	.96402	
	Total	556	4.0935	1.07480	
Faculty care about students as individuals.	Traditional	307	4.0163	1.14749	.122
	Non-Traditional	247	4.1579	.96450	
	Total	554	4.0794	1.07116	
I feel I can talk to faculty about my academic concerns.	Traditional	305	3.9967	1.15707	.208
	Non-Traditional	247	4.1174	1.06990	
	Total	552	4.0507	1.11952	
Academic advising is adequate.	Traditional	301	3.8306	1.27064	.116
	Non-Traditional	248	3.9919	1.09837	
	Total	549	3.9035	1.19754	
Sufficient financial aid options are available.*	Traditional	299	3.8763	1.24838	<b>.013</b>
	Non-Traditional	229	4.1310	1.03039	
	Total	528	3.9867	1.16471	
The tuition payment plan is beneficial for students.	Traditional	276	3.8623	1.22217	.082
	Non-Traditional	209	4.0431	.99666	
	Total	485	3.9402	1.13296	
Class information provided prior to enrollment was helpful.	Traditional	301	3.7940	1.22642	.623
	Non-Traditional	243	3.8436	1.09480	
	Total	544	3.8162	1.16867	
Registration dates, times, and procedures were made clear to me prior to enrollment.*	Traditional	303	3.7030	1.33628	<b>.000</b>
	Non-Traditional	245	4.0939	1.00987	
	Total	548	3.8777	1.21599	
The online registration process is user-friendly.*	Traditional	285	3.5930	1.33320	<b>.000</b>
	Non-Traditional	224	4.0625	1.06541	
	Total	509	3.7996	1.24353	

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The on-site registration process is user-friendly.*	Traditional	273	3.6557	1.29993	<b><u>.001</u></b>
	Non-Traditional	188	4.0426	1.03329	
	Total	461	3.8134	1.21222	
Students seldom get the "run around" when seeking information.*	Traditional	301	3.3123	1.32746	<b><u>.032</u></b>
	Non-Traditional	242	3.5537	1.27504	
	Total	543	3.4199	1.30869	
The online Schedule of Classes is informative and easy to follow.*	Traditional	281	3.8577	1.16849	<b><u>.021</u></b>
	Non-Traditional	236	4.0847	1.03205	
	Total	517	3.9613	1.11302	
The printed Schedule of Classes is informative and easy to follow.	Traditional	295	4.0610	1.14717	.761
	Non-Traditional	220	4.0909	1.04287	
	Total	515	4.0738	1.10288	
Class drop/add procedures are appropriate.*	Traditional	274	3.8212	1.18327	<b><u>.001</u></b>
	Non-Traditional	225	4.1511	.96562	
	Total	499	3.9699	1.10180	
Classes are offered at convenient times.	Traditional	299	3.9465	1.14274	.065
	Non-Traditional	230	4.1261	1.05595	
	Total	529	4.0246	1.10840	
The classes I attend are well organized and well taught.	Traditional	301	3.9302	1.12181	.123
	Non-Traditional	236	4.0763	1.04500	
	Total	537	3.9944	1.09014	
The University offers a variety of majors at my location.	Traditional	299	4.0836	1.09439	.219
	Non-Traditional	225	3.9644	1.10137	
	Total	524	4.0324	1.09793	
Tutorial services are sufficient.	Traditional	245	3.7918	1.21193	.423
	Non-Traditional	173	3.6994	1.08470	
	Total	418	3.7536	1.16052	
On-campus bookstore hours are convenient for students.	Traditional	279	3.9247	1.14963	.328
	Non-Traditional	158	3.8165	1.03959	
	Total	437	3.8856	1.11112	
Purchasing textbooks through Troy Virtual BookStore is convenient.	Traditional	224	3.6696	1.25914	.087
	Non-Traditional	197	3.8731	1.16459	
	Total	421	3.7648	1.21863	



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Student organizations are available for my participation.*	Traditional	284	3.9507	1.22591	<b><u>.038</u></b>
	Non-Traditional	153	3.6993	1.17027	
	Total	437	3.8627	1.21134	
The semester/term format at my location accommodates my learning.	Traditional	301	4.0764	1.13614	.139
	Non-Traditional	235	4.2128	.94589	
	Total	536	4.1362	1.05817	
Troy University has a good reputation in my community.	Traditional	290	4.0966	1.12428	.070
	Non-Traditional	233	4.2618	.90742	
	Total	523	4.1702	1.03562	
I am receiving a quality education at Troy University.	Traditional	300	4.2033	1.11631	.200
	Non-Traditional	244	4.3156	.87183	
	Total	544	4.2537	1.01462	
I would recommend Troy University to a friend who is planning to go to college.	Traditional	302	4.1755	1.20863	.306
	Non-Traditional	246	4.2724	.95352	
	Total	548	4.2190	1.10154	
The bill that I received from the University was easily understood.*	Traditional	284	3.8239	1.27935	<b><u>.001</u></b>
	Non-Traditional	210	4.1714	.94800	
	Total	494	3.9717	1.16194	
Campus housing met my expectations upon arriving to campus.	Traditional	212	3.3113	1.32324	.472
	Non-Traditional	84	3.4286	1.08977	
	Total	296	3.3446	1.26068	
Student recreational opportunities and facilities have met my expectations.	Traditional	257	3.7354	1.27477	.163
	Non-Traditional	108	3.5370	1.14733	
	Total	365	3.6767	1.24018	
I feel that the campus is a safe and secure environment.	Traditional	289	3.9654	1.14208	.505
	Non-Traditional	158	4.0380	1.01508	
	Total	447	3.9911	1.09827	

**Appendix 22. 2011 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.
TROY personnel are knowledgeable and helpful.	First Choice	388	4.1340	1.09383	.102
	Other Choices	201	3.9801	1.05811	
	Total	589	4.0815	1.08334	
Faculty care about students as individuals.	First Choice	386	4.1321	1.08144	.057
	Other Choices	202	3.9554	1.04286	
	Total	588	4.0714	1.07075	
I feel I can talk to faculty about my academic concerns.	First Choice	386	4.1062	1.11965	.063
	Other Choices	200	3.9250	1.11155	
	Total	586	4.0444	1.11925	
Academic advising is adequate.*	First Choice	384	3.9844	1.17625	<b>.006</b>
	Other Choices	199	3.6935	1.24378	
	Total	583	3.8851	1.20658	
Sufficient financial aid options are available.	First Choice	371	4.0081	1.17056	.402
	Other Choices	191	3.9215	1.13745	
	Total	562	3.9786	1.15913	
The tuition payment plan is beneficial for students.	First Choice	340	3.9853	1.12746	.262
	Other Choices	176	3.8693	1.08495	
	Total	516	3.9457	1.11345	
Class information provided prior to enrollment was helpful.*	First Choice	379	3.8707	1.14396	<b>.038</b>
	Other Choices	199	3.6583	1.20764	
	Total	578	3.7976	1.16960	
Registration dates, times, and procedures were made clear to me prior to enrollment.*	First Choice	383	3.9556	1.20018	<b>.006</b>
	Other Choices	198	3.6616	1.26717	
	Total	581	3.8554	1.23026	
The online registration process is user-friendly.	First Choice	355	3.8648	1.20909	.060
	Other Choices	184	3.6522	1.30099	
	Total	539	3.7922	1.24411	

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The on-site registration process is user-friendly.	First Choice	324	3.8765	1.18173	.075
	Other Choices	168	3.6726	1.23568	
	Total	492	3.8069	1.20307	
Students seldom get the "run around" when seeking information.*	First Choice	380	3.4816	1.32250	<b>.033</b>
	Other Choices	197	3.2335	1.31176	
	Total	577	3.3969	1.32295	
The online Schedule of Classes is informative and easy to follow.*	First Choice	358	4.0279	1.11987	<b>.020</b>
	Other Choices	191	3.7958	1.09313	
	Total	549	3.9472	1.11515	
The printed Schedule of Classes is informative and easy to follow.	First Choice	356	4.1124	1.09994	.211
	Other Choices	189	3.9894	1.07678	
	Total	545	4.0697	1.09255	
Class drop/add procedures are appropriate.	First Choice	346	4.0202	1.08596	.091
	Other Choices	182	3.8516	1.08987	
	Total	528	3.9621	1.08923	
Classes are offered at convenient times.	First Choice	365	4.0712	1.11944	.228
	Other Choices	191	3.9529	1.05774	
	Total	556	4.0306	1.09912	
The classes I attend are well organized and well taught.*	First Choice	374	4.0588	1.07457	<b>.026</b>
	Other Choices	195	3.8462	1.09682	
	Total	569	3.9859	1.08599	
The University offers a variety of majors at my location.	First Choice	365	4.0493	1.12308	.509
	Other Choices	191	3.9843	1.06364	
	Total	556	4.0270	1.10249	
Tutorial services are sufficient.	First Choice	297	3.7508	1.17629	.856
	Other Choices	148	3.7297	1.10407	
	Total	445	3.7438	1.15157	
On-campus bookstore hours are convenient for students.	First Choice	306	3.8791	1.10517	.866
	Other Choices	156	3.8974	1.09650	
	Total	462	3.8853	1.10109	
Purchasing textbooks through Troy Virtual BookStore is convenient.*	First Choice	300	3.9067	1.18715	<b>.002</b>
	Other Choices	150	3.5333	1.19094	
	Total	450	3.7822	1.20009	

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Student organizations are available for my participation.	First Choice	302	3.8642	1.22736	.964
	Other Choices	161	3.8696	1.14636	
	Total	463	3.8661	1.19857	
The semester/term format at my location accommodates my learning.*	First Choice	374	4.2032	1.02326	<b><u>.031</u></b>
	Other Choices	196	4.0051	1.07416	
	Total	570	4.1351	1.04436	
Troy University has a good reputation in my community.*	First Choice	366	4.2678	1.02804	<b><u>.003</u></b>
	Other Choices	188	3.9894	1.02373	
	Total	554	4.1733	1.03411	
I am receiving a quality education at Troy University.*	First Choice	377	4.3342	.99184	<b><u>.007</u></b>
	Other Choices	199	4.0955	1.02786	
	Total	576	4.2517	1.00995	
I would recommend Troy University to a friend who is planning to go to college.*	First Choice	381	4.3465	1.03653	<b><u>.000</u></b>
	Other Choices	200	3.9500	1.18936	
	Total	581	4.2100	1.10671	
The bill that I received from the University was easily understood.	First Choice	342	4.0175	1.15626	.133
	Other Choices	181	3.8564	1.17914	
	Total	523	3.9618	1.16563	
Campus housing met my expectations upon arriving to campus.	First Choice	206	3.4466	1.27051	.065
	Other Choices	106	3.1698	1.21476	
	Total	312	3.3526	1.25677	
Student recreational opportunities and facilities have met my expectations.	First Choice	260	3.7462	1.24157	.105
	Other Choices	130	3.5308	1.22119	
	Total	390	3.6744	1.23742	
I feel that the campus is a safe and secure environment.	First Choice	312	4.0321	1.09908	.197
	Other Choices	161	3.8944	1.09317	
	Total	473	3.9852	1.09786	

## Frequencies by Campus

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**Appendix 23. Troy University Fall 2011 New Student Survey Responses – Dothan Campus**

**Dothan: Frequency Tables**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	7	17.9	17.9	17.9
	Female	32	82.1	82.1	100.0
	Total	39	100.0	100.0	

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	6	15.4	15.4	15.4
	Asian/Pacific Islander	1	2.6	2.6	17.9
	Hispanic	1	2.6	2.6	20.5
	White, non-Hispanic	31	79.5	79.5	100.0
	Total	39	100.0	100.0	

**Age:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	6	15.4	17.1	17.1
	20-21	6	15.4	17.1	34.3
	21-24	7	17.9	20.0	54.3
	25-29	1	2.6	2.9	57.1
	30-34	4	10.3	11.4	68.6
	35-39	7	17.9	20.0	88.6
	40-49	2	5.1	5.7	94.3
	50-64	1	2.6	2.9	97.1
	65 or over	1	2.6	2.9	100.0
	Total	35	89.7	100.0	
Missing	System	4	10.3		
Total		39	100.0		

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First-time freshman (an undergraduate student attending coll	9	23.1	23.1	23.1
	First-time graduate (a graduate student enrolled in a gradua	4	10.3	10.3	33.3
	Undergraduate transfer student (an undergraduate student who	26	66.7	66.7	100.0
	Total	39	100.0	100.0	

**Campus where you are currently enrolled:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dothan	39	100.0	100.0	100.0

**College you are attending:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	13	33.3	34.2	34.2
	Business	8	20.5	21.1	55.3
	Education	14	35.9	36.8	92.1
	Communication and Fine Arts	1	2.6	2.6	94.7
	Health and Human Services	2	5.1	5.3	100.0
	Total	38	97.4	100.0	
Missing	System	1	2.6		
Total		39	100.0		

**Degree program you are in:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	3	7.7	7.7	7.7
	Bachelor's	31	79.5	79.5	87.2
	Master's	4	10.3	10.3	97.4
	Other	1	2.6	2.6	100.0
	Total	39	100.0	100.0	

**What is your major/concentration? (Select your major from the appropriate college you belong to.)**

**College of Arts & Sciences**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	4	10.3	26.7	26.7
	Applied Computer Science	1	2.6	6.7	33.3
	Computer Science	1	2.6	6.7	40.0
	Biology	2	5.1	13.3	53.3
	Chemistry	1	2.6	6.7	60.0
	Criminal Justice	1	2.6	6.7	66.7
	General Education	1	2.6	6.7	73.3
	Mathematics	1	2.6	6.7	80.0
	Mathematics Education	1	2.6	6.7	86.7
	Social Science	1	2.6	6.7	93.3
	Sociology	1	2.6	6.7	100.0
	Total	15	38.5	100.0	
Missing	System	24	61.5		
Total		39	100.0		



**Sorrell College of Business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Accounting	3	7.7	37.5	37.5
	Management	1	2.6	12.5	50.0
	General Business	2	5.1	25.0	75.0
	Master of Business Administration	2	5.1	25.0	100.0
	Total	8	20.5	100.0	
Missing	System	31	79.5		
Total		39	100.0		

**College of Communication and Fine Arts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	1	2.6	100.0	100.0
Missing	System	38	97.4		
Total		39	100.0		

**College of Education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Elementary Education	8	20.5	50.0	50.0
	Secondary Education	2	5.1	12.5	62.5
	Collaborative Teacher 6 – 12	1	2.6	6.3	68.8
	School Counseling	1	2.6	6.3	75.0
	Rehabilitation Counseling	1	2.6	6.3	81.3
	Clinical Mental Counseling	1	2.6	6.3	87.5
	Psychology	2	5.1	12.5	100.0
	Total	16	41.0	100.0	
Missing	System	23	59.0		
Total		39	100.0		

**College of Health and Human Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Human Services	1	2.6	50.0	50.0
	Rehabilitation	1	2.6	50.0	100.0
	Total	2	5.1	100.0	
Missing	System	37	94.9		
Total		39	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	29	74.4	74.4	74.4
	Second choice	7	17.9	17.9	92.3
	Third choice	3	7.7	7.7	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	46.2	46.2	46.2
	No	21	53.8	53.8	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Good academic reputation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	20	51.3	51.3	51.3
	Yes	19	48.7	48.7	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Good reputation  
for social activities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	37	94.9	94.9	94.9
	Yes	2	5.1	5.1	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Rankings in  
national magazines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	36	92.3	92.3	92.3
	Yes	3	7.7	7.7	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Graduates get  
good jobs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	35	89.7	89.7	89.7
	Yes	4	10.3	10.3	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Size of campus**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	23	59.0	59.0	59.0
	Yes	16	41.0	41.0	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Location**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	39	100.0	100.0	100.0

**Please select the reasons why you have chosen to attend: Affordability**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	20	51.3	51.3	51.3
	Yes	19	48.7	48.7	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Availability of financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22	56.4	56.4	56.4
	Yes	17	43.6	43.6	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Admission standards**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	29	74.4	74.4	74.4
	Yes	10	25.6	25.6	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Academic programs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	25	64.1	64.1	64.1
	Yes	14	35.9	35.9	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Flexibility of  
schedule**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	16	41.0	41.0	41.0
	Yes	23	59.0	59.0	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Social  
atmosphere**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	30	76.9	76.9	76.9
	Yes	9	23.1	23.1	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Diversity of  
student body**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	32	82.1	82.1	82.1
	Yes	7	17.9	17.9	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Athletics**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	39	100.0	100.0	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	39	100.0	100.0	100.0

Please select the reasons why you have chosen to attend:

**Recommendation of high school counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	38	97.4	97.4	97.4
	Yes	1	2.6	2.6	100.0
	Total	39	100.0	100.0	

Please select the reasons why you have chosen to attend:

**Recommendation of college counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	35	89.7	89.7	89.7
	Yes	4	10.3	10.3	100.0
	Total	39	100.0	100.0	

Please select the reasons why you have chosen to attend: Parents'

**recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	34	87.2	87.2	87.2
	Yes	5	12.8	12.8	100.0
	Total	39	100.0	100.0	

Please select the reasons why you have chosen to attend: Friends'

**recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	30	76.9	76.9	76.9
	Yes	9	23.1	23.1	100.0
	Total	39	100.0	100.0	

Please select the reasons why you have chosen to attend: Alumni

**recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	31	79.5	79.5	79.5
	Yes	8	20.5	20.5	100.0
	Total	39	100.0	100.0	

**Please select the reasons why you have chosen to attend: Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	38	97.4	97.4	97.4
	Yes	1	2.6	2.6	100.0
	Total	39	100.0	100.0	

**How did you first learn about TROY?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	5.1	5.1	5.1
	Alumni	6	15.4	15.4	20.5
	Billboard	1	2.6	2.6	23.1
	Guidance Counselor	6	15.4	15.4	38.5
	Internet	8	20.5	20.5	59.0
	Television	1	2.6	2.6	61.5
	Word of mouth	15	38.5	38.5	100.0
	Total	39	100.0	100.0	

**How did you learn about registration dates and times?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	5.1	5.1	5.1
	Billboard	1	2.6	2.6	7.7
	Direct Mail	5	12.8	12.8	20.5
	Internet	26	66.7	66.7	87.2
	Word of mouth	5	12.8	12.8	100.0
	Total	39	100.0	100.0	

**What is the best way to advertise to your friends?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	1	2.6	2.6	2.6
	Direct Mail	1	2.6	2.6	5.3
	Internet	18	46.2	47.4	52.6
	Television	2	5.1	5.3	57.9
	Word of mouth	16	41.0	42.1	100.0
	Total	38	97.4	100.0	
Missing	System	1	2.6		
Total		39	100.0		

**How would you describe TROY to a friend? Academically challenging**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	16	41.0	41.0	41.0
	Yes	23	59.0	59.0	100.0
	Total	39	100.0	100.0	

**How would you describe TROY to a friend? Caring**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18	46.2	46.2	46.2
	Yes	21	53.8	53.8	100.0
	Total	39	100.0	100.0	

**How would you describe TROY to a friend? Convenient**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6	15.4	15.4	15.4
	Yes	33	84.6	84.6	100.0
	Total	39	100.0	100.0	

**How would you describe TROY to a friend? Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7	17.9	17.9	17.9
	Yes	32	82.1	82.1	100.0
	Total	39	100.0	100.0	

**How would you describe TROY to a friend? Good value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18	46.2	46.2	46.2
	Yes	21	53.8	53.8	100.0
	Total	39	100.0	100.0	



**How would you describe TROY to a friend? Helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	14	35.9	35.9	35.9
	Yes	25	64.1	64.1	100.0
	Total	39	100.0	100.0	

**How would you describe TROY to a friend? Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	19	48.7	48.7	48.7
	Yes	20	51.3	51.3	100.0
	Total	39	100.0	100.0	

**How would you describe TROY to a friend? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	34	87.2	87.2	87.2
	Yes	5	12.8	12.8	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	38	97.4	97.4	97.4
	No	1	2.6	2.6	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	3	7.7	8.1	8.1
	Laptop	29	74.4	78.4	86.5
	Desktop	5	12.8	13.5	100.0
	Total	37	94.9	100.0	
Missing	System	2	5.1		
	Total	39	100.0		

**Which statement below do you agree with most?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I read constantly for my own personal satisfaction, and I lo	16	41.0	41.0	41.0
	I don't have much time to read for pleasure, but I like to w	16	41.0	41.0	82.1
	I only read what I'm supposed to for school.	4	10.3	10.3	92.3
	I basically don't read books much at all.	3	7.7	7.7	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Just for the pleasure of it	19	48.7	48.7	48.7
	Because I have to for school	9	23.1	23.1	71.8
	To learn new things on my own	10	25.6	25.6	97.4
	I don't really read much	1	2.6	2.6	100.0
	Total	39	100.0	100.0	

**How would you rate your reading level?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Advanced	15	38.5	38.5	38.5
	Above average	18	46.2	46.2	84.6
	Average	6	15.4	15.4	100.0
	Total	39	100.0	100.0	

**Which of the following do you read? Books assigned for class**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2	5.1	5.1	5.1
	Yes	37	94.9	94.9	100.0
	Total	39	100.0	100.0	

**Which of the following do you read? Books I read outside of class for pleasure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6	15.4	15.4	15.4
	Yes	33	84.6	84.6	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	20	51.3	51.3	51.3
	Yes	19	48.7	48.7	100.0
	Total	39	100.0	100.0	

**Which of the following do you read? Comic books or graphic novels**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	33	84.6	84.6	84.6
	Yes	6	15.4	15.4	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	28	71.8	71.8	71.8
	Yes	11	28.2	28.2	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	19	48.7	48.7	48.7
	Yes	20	51.3	51.3	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	33	84.6	84.6	84.6
	Yes	6	15.4	15.4	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	53.8	53.8	53.8
	Yes	18	46.2	46.2	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	24	61.5	61.5	61.5
	Yes	15	38.5	38.5	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11	28.2	28.2	28.2
	Yes	28	71.8	71.8	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11	28.2	28.2	28.2
	Yes	28	71.8	71.8	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	24	61.5	61.5	61.5
	Yes	15	38.5	38.5	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18	46.2	46.2	46.2
	Yes	21	53.8	53.8	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	17	43.6	43.6	43.6
	Yes	22	56.4	56.4	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	69.2	69.2	69.2
	Yes	12	30.8	30.8	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	30	76.9	76.9	76.9
	Yes	9	23.1	23.1	100.0
	Total	39	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	39	100.0	100.0	100.0

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Outside of school assignments, I don't read at all	4	10.3	10.3	10.3
Under one book per month	10	25.6	25.6	35.9
One book per month	11	28.2	28.2	64.1
2-3 books per month	6	15.4	15.4	79.5
3-5 books per month	2	5.1	5.1	84.6
5-10 books per month	2	5.1	5.1	89.7
10-20 books per month	4	10.3	10.3	100.0
Total	39	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	18	46.2	46.2	46.2
Yes	21	53.8	53.8	100.0
Total	39	100.0	100.0	

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

**Biography/Autobiography**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	25	64.1	64.1	64.1
Yes	14	35.9	35.9	100.0
Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	28	71.8	71.8	71.8
	Yes	11	28.2	28.2	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	69.2	69.2	69.2
	Yes	12	30.8	30.8	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	20	51.3	51.3	51.3
	Yes	19	48.7	48.7	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	69.2	69.2	69.2
	Yes	12	30.8	30.8	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	28	71.8	71.8	71.8
	Yes	11	28.2	28.2	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	16	41.0	41.0	41.0
	Yes	23	59.0	59.0	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22	56.4	56.4	56.4
	Yes	17	43.6	43.6	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	69.2	69.2	69.2
	Yes	12	30.8	30.8	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	34	87.2	87.2	87.2
	Yes	5	12.8	12.8	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	53.8	53.8	53.8
	Yes	18	46.2	46.2	100.0
	Total	39	100.0	100.0	



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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	37	94.9	94.9	94.9
	Yes	2	5.1	5.1	100.0
	Total	39	100.0	100.0	

**What kind of books do you like to read for pleasure? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	36	92.3	92.3	92.3
	Yes	3	7.7	7.7	100.0
	Total	39	100.0	100.0	

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

**Animals**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	29	74.4	74.4	74.4
	Yes	10	25.6	25.6	100.0
	Total	39	100.0	100.0	

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

**Celebrities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	29	74.4	74.4	74.4
	Yes	10	25.6	25.6	100.0
	Total	39	100.0	100.0	

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

**Characters from movies or television shows**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	53.8	53.8	53.8
	Yes	18	46.2	46.2	100.0
	Total	39	100.0	100.0	

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

**Fantasy characters - like super heroes, people from other worlds, or the future**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	53.8	53.8	53.8
	Yes	18	46.2	46.2	100.0
	Total	39	100.0	100.0	

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

**Historical figures**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22	56.4	56.4	56.4
	Yes	17	43.6	43.6	100.0
	Total	39	100.0	100.0	

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

**Musicians**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	69.2	69.2	69.2
	Yes	12	30.8	30.8	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	24	61.5	61.5	61.5
	Yes	15	38.5	38.5	100.0
	Total	39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	25	64.1	64.1	64.1
	Yes	14	35.9	35.9	100.0
Total		39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	20	51.3	51.3	51.3
	Yes	19	48.7	48.7	100.0
Total		39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	24	61.5	61.5	61.5
	Yes	15	38.5	38.5	100.0
Total		39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	32	82.1	82.1	82.1
	Yes	7	17.9	17.9	100.0
Total		39	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	36	92.3	92.3	92.3
	Yes	3	7.7	7.7	100.0
	Total	39	100.0	100.0	

**Which of the following characters/people do you like to read about? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	39	100.0	100.0	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	6	15.4	15.4	15.4
	Weekly	9	23.1	23.1	38.5
	Monthly	6	15.4	15.4	53.8
	A few times per year	11	28.2	28.2	82.1
	Never	7	17.9	17.9	100.0
	Total	39	100.0	100.0	

**Appendix 24. Troy University Fall 2011 New Student Survey Responses –  
Montgomery Campus**

**Montgomery: Frequency Tables**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	11	18.3	18.3	18.3
	Female	49	81.7	81.7	100.0
	Total	60	100.0	100.0	

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	43	71.7	71.7	71.7
	American Indian/Alaska Native	1	1.7	1.7	73.3
	Hispanic	1	1.7	1.7	75.0
	White, non-Hispanic	15	25.0	25.0	100.0
	Total	60	100.0	100.0	

**Age:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	12	20.0	20.3	20.3
	20-21	4	6.7	6.8	27.1
	21-24	10	16.7	16.9	44.1
	25-29	13	21.7	22.0	66.1
	30-34	5	8.3	8.5	74.6
	35-39	5	8.3	8.5	83.1
	40-49	8	13.3	13.6	96.6
	50-64	2	3.3	3.4	100.0
	Total	59	98.3	100.0	
Missing	System	1	1.7		
Total		60	100.0		

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	3.3	3.4	3.4
	First-time freshman (an undergraduate student attending coll	22	36.7	37.3	40.7
	First-time graduate (a graduate student enrolled in a gradua	13	21.7	22.0	62.7
	Undergraduate transfer student (an undergraduate student who	19	31.7	32.2	94.9
	Graduate transfer student (a graduate student who transferre	3	5.0	5.1	100.0
	Total	59	98.3	100.0	
Missing	System	1	1.7		
Total		60	100.0		

**Campus where you are currently enrolled:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Montgomery	60	100.0	100.0	100.0

**College you are attending:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	11	18.3	20.0	20.0
	Business	11	18.3	20.0	40.0
	Education	11	18.3	20.0	60.0
	Communication and Fine Arts	1	1.7	1.8	61.8
	Health and Human Services	21	35.0	38.2	100.0
	Total	55	91.7	100.0	
Missing	System	5	8.3		
Total		60	100.0		

**Degree program you are in:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	18	30.0	31.6	31.6
	Bachelor's	22	36.7	38.6	70.2
	Master's	16	26.7	28.1	98.2
	Other	1	1.7	1.8	100.0
	Total	57	95.0	100.0	
Missing	System	3	5.0		
Total		60	100.0		

**What is your major/concentration? (Select your major from the appropriate college you belong to.)**

**College of Arts & Sciences**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	3	5.0	18.8	18.8
	Applied Computer Science	1	1.7	6.3	25.0
	Computer Science	5	8.3	31.3	56.3
	Biology	1	1.7	6.3	62.5
	Criminal Justice	2	3.3	12.5	75.0
	Mathematics	1	1.7	6.3	81.3
	Social Science	1	1.7	6.3	87.5
	Social Science Education	1	1.7	6.3	93.8
	Sociology	1	1.7	6.3	100.0
	Total	16	26.7	100.0	
Missing	System	44	73.3		
Total		60	100.0		

**Sorrell College of Business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Accounting	4	6.7	36.4	36.4
	Management	1	1.7	9.1	45.5
	Human Resource Management	2	3.3	18.2	63.6
	Information System	1	1.7	9.1	72.7

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	General Business	2	3.3	18.2	90.9
	Master of Business Administration	1	1.7	9.1	100.0
	Total	11	18.3	100.0	
Missing	System	49	81.7		
Total		60	100.0		

**College of Communication and Fine Arts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Music	2	3.3	100.0	100.0
Missing	System	58	96.7		
Total		60	100.0		

**College of Education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Elementary Education	3	5.0	23.1	23.1
	Adult Education	1	1.7	7.7	30.8
	School Counseling	1	1.7	7.7	38.5
	Rehabilitation Counseling	2	3.3	15.4	53.8
	Social Services Counseling	1	1.7	7.7	61.5
	Student Services Counseling	1	1.7	7.7	69.2
	Psychology	4	6.7	30.8	100.0
	Total	13	21.7	100.0	
Missing	System	47	78.3		
Total		60	100.0		

**College of Health and Human Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nursing	20	33.3	95.2	95.2
	Social Work	1	1.7	4.8	100.0
	Total	21	35.0	100.0	
Missing	System	39	65.0		
Total		60	100.0		



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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	38	63.3	63.3	63.3
	Second choice	20	33.3	33.3	96.7
	Third choice	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	29	48.3	49.2	49.2
	No	30	50.0	50.8	100.0
	Total	59	98.3	100.0	
Missing	System	1	1.7		
Total		60	100.0		

**Please select the reasons why you have chosen to attend: Good academic reputation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	28	46.7	46.7	46.7
	Yes	32	53.3	53.3	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Good reputation for social activities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	54	90.0	90.0	90.0
	Yes	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Rankings in national magazines**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	53	88.3	88.3	88.3
Yes	7	11.7	11.7	100.0
Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Graduates get good jobs**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	45	75.0	75.0	75.0
Yes	15	25.0	25.0	100.0
Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Size of campus**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	41	68.3	68.3	68.3
Yes	19	31.7	31.7	100.0
Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Location**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	14	23.3	23.3	23.3
Yes	46	76.7	76.7	100.0
Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Affordability**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	37	61.7	61.7	61.7
Yes	23	38.3	38.3	100.0
Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Availability of financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	41	68.3	68.3	68.3
	Yes	19	31.7	31.7	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Admission standards**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	44	73.3	73.3	73.3
	Yes	16	26.7	26.7	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Academic programs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	39	65.0	65.0	65.0
	Yes	21	35.0	35.0	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Flexibility of schedule**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	35.0	35.0	35.0
	Yes	39	65.0	65.0	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Social atmosphere**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	54	90.0	90.0	90.0
	Yes	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Diversity of student body**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	49	81.7	81.7	81.7
	Yes	11	18.3	18.3	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Athletics**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	60	100.0	100.0	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	60	100.0	100.0	100.0

**Please select the reasons why you have chosen to attend: Recommendation of high school counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	58	96.7	96.7	96.7
	Yes	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend:**

**Recommendation of college counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	58	96.7	96.7	96.7
	Yes	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Parents'**

**recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	54	90.0	90.0	90.0
	Yes	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Friends'**

**recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	36	60.0	60.0	60.0
	Yes	24	40.0	40.0	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Alumni**

**recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	54	90.0	90.0	90.0
	Yes	6	10.0	10.0	100.0
	Total	60	100.0	100.0	

**Please select the reasons why you have chosen to attend: Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	57	95.0	95.0	95.0
	Yes	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

**How did you first learn about TROY?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	3.3	3.3	3.3
	Alumni	7	11.7	11.7	15.0
	Direct Mail	1	1.7	1.7	16.7
	Guidance Counselor	2	3.3	3.3	20.0
	Internet	7	11.7	11.7	31.7
	Television	2	3.3	3.3	35.0
	Word of mouth	39	65.0	65.0	100.0
	Total	60	100.0	100.0	

**How did you learn about registration dates and times?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	6	10.0	10.0	10.0
	Billboard	1	1.7	1.7	11.7
	Direct Mail	8	13.3	13.3	25.0
	Internet	34	56.7	56.7	81.7
	Word of mouth	11	18.3	18.3	100.0
	Total	60	100.0	100.0	

**What is the best way to advertise to your friends?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	3.3	3.4	3.4
	Billboard	2	3.3	3.4	6.8
	Direct Mail	2	3.3	3.4	10.2
	Internet	20	33.3	33.9	44.1
	Radio	2	3.3	3.4	47.5
	Television	8	13.3	13.6	61.0
	Word of mouth	23	38.3	39.0	100.0
	Total	59	98.3	100.0	
Missing	System	1	1.7		
Total		60	100.0		

**How would you describe TROY to a friend? Academically challenging**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	30	50.0	50.0	50.0
	Yes	30	50.0	50.0	100.0
	Total	60	100.0	100.0	

**How would you describe TROY to a friend? Caring**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	34	56.7	56.7	56.7
	Yes	26	43.3	43.3	100.0
	Total	60	100.0	100.0	

**How would you describe TROY to a friend? Convenient**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	13	21.7	21.7	21.7
	Yes	47	78.3	78.3	100.0
	Total	60	100.0	100.0	

**How would you describe TROY to a friend? Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	45.0	45.0	45.0
	Yes	33	55.0	55.0	100.0
	Total	60	100.0	100.0	

**How would you describe TROY to a friend? Good value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	38	63.3	63.3	63.3
	Yes	22	36.7	36.7	100.0
	Total	60	100.0	100.0	

**How would you describe TROY to a friend? Helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	31	51.7	51.7	51.7
	Yes	29	48.3	48.3	100.0
	Total	60	100.0	100.0	

**How would you describe TROY to a friend? Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	31	51.7	51.7	51.7
	Yes	29	48.3	48.3	100.0
	Total	60	100.0	100.0	

**How would you describe TROY to a friend? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	60	100.0	100.0	100.0



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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	52	86.7	86.7	86.7
	No	8	13.3	13.3	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	3	5.0	5.8	5.8
	Laptop	37	61.7	71.2	76.9
	Desktop	12	20.0	23.1	100.0
	Total	52	86.7	100.0	
Missing	System	8	13.3		
Total		60	100.0		

**Which statement below do you agree with most?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I read constantly for my own personal satisfaction, and I love to read for pleasure, but I like to read for school.	21	35.0	35.6	35.6
	I don't have much time to read for pleasure, but I like to read for school.	26	43.3	44.1	79.7
	I only read what I'm supposed to for school.	11	18.3	18.6	98.3
	I basically don't read books much at all.	1	1.7	1.7	100.0
	Total	59	98.3	100.0	
Missing	System	1	1.7		
Total		60	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Just for the pleasure of it	23	38.3	39.7	39.7
	Because I have to for school	18	30.0	31.0	70.7
	Because I get bored and have nothing else to do	2	3.3	3.4	74.1
	To learn new things on my own	15	25.0	25.9	100.0
	Total	58	96.7	100.0	
Missing	System	2	3.3		
Total		60	100.0		

**How would you rate your reading level?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Advanced	18	30.0	30.0	30.0
	Above average	25	41.7	41.7	71.7
	Average	17	28.3	28.3	100.0
	Total	60	100.0	100.0	

**Which of the following do you read? Books assigned for class**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4	6.7	6.7	6.7
	Yes	56	93.3	93.3	100.0
	Total	60	100.0	100.0	

**Which of the following do you read? Books I read outside of class for pleasure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	23	38.3	38.3	38.3
	Yes	37	61.7	61.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	35	58.3	58.3	58.3
	Yes	25	41.7	41.7	100.0
	Total	60	100.0	100.0	

**Which of the following do you read? Comic books or graphic novels**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	52	86.7	86.7	86.7
	Yes	8	13.3	13.3	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	49	81.7	81.7	81.7
	Yes	11	18.3	18.3	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	45.0	45.0	45.0
	Yes	33	55.0	55.0	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	53	88.3	88.3	88.3
	Yes	7	11.7	11.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	29	48.3	48.3	48.3
	Yes	31	51.7	51.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	29	48.3	48.3	48.3
	Yes	31	51.7	51.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	35.0	35.0	35.0
	Yes	39	65.0	65.0	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	25	41.7	41.7	41.7
	Yes	35	58.3	58.3	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	42	70.0	70.0	70.0
	Yes	18	30.0	30.0	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	34	56.7	56.7	56.7
	Yes	26	43.3	43.3	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	35	58.3	58.3	58.3
	Yes	25	41.7	41.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	39	65.0	65.0	65.0
	Yes	21	35.0	35.0	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	48	80.0	80.0	80.0
	Yes	12	20.0	20.0	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	59	98.3	98.3	98.3
	Yes	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Outside of school assignments, I don't read at all	6	10.0	10.0	10.0
	Under one book per month	17	28.3	28.3	38.3
	One book per month	17	28.3	28.3	66.7
	2-3 books per month	12	20.0	20.0	86.7
	3-5 books per month	6	10.0	10.0	96.7
	5-10 books per month	1	1.7	1.7	98.3
	More than 20 books per month	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	38	63.3	63.3	63.3
	Yes	22	36.7	36.7	100.0
	Total	60	100.0	100.0	

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

**Biography/Autobiography**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	41	68.3	68.3	68.3
	Yes	19	31.7	31.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	48	80.0	80.0	80.0
	Yes	12	20.0	20.0	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	49	81.7	81.7	81.7
	Yes	11	18.3	18.3	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	41	68.3	68.3	68.3
	Yes	19	31.7	31.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	47	78.3	78.3	78.3
	Yes	13	21.7	21.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	45	75.0	75.0	75.0
	Yes	15	25.0	25.0	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	38	63.3	63.3	63.3
	Yes	22	36.7	36.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	29	48.3	48.3	48.3
	Yes	31	51.7	51.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	49	81.7	81.7	81.7
	Yes	11	18.3	18.3	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	51	85.0	85.0	85.0
	Yes	9	15.0	15.0	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	20	33.3	33.3	33.3
	Yes	40	66.7	66.7	100.0
	Total	60	100.0	100.0	



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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	56	93.3	93.3	93.3
	Yes	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

**What kind of books do you like to read for pleasure? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	56	93.3	93.3	93.3
	Yes	4	6.7	6.7	100.0
	Total	60	100.0	100.0	

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

**Animals**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	46	76.7	76.7	76.7
	Yes	14	23.3	23.3	100.0
	Total	60	100.0	100.0	

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

**Celebrities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	31	51.7	51.7	51.7
	Yes	29	48.3	48.3	100.0
	Total	60	100.0	100.0	

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

**Characters from movies or television shows**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	38	63.3	63.3	63.3
	Yes	22	36.7	36.7	100.0
	Total	60	100.0	100.0	

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

**Fantasy characters - like super heroes, people from other worlds, or the future**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	48	80.0	80.0	80.0
	Yes	12	20.0	20.0	100.0
	Total	60	100.0	100.0	

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

**Historical figures**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	37	61.7	61.7	61.7
	Yes	23	38.3	38.3	100.0
	Total	60	100.0	100.0	

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

**Musicians**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	39	65.0	65.0	65.0
	Yes	21	35.0	35.0	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	34	56.7	56.7	56.7
	Yes	26	43.3	43.3	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	38	63.3	63.3	63.3
	Yes	22	36.7	36.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	37	61.7	61.7	61.7
	Yes	23	38.3	38.3	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	33	55.0	55.0	55.0
	Yes	27	45.0	45.0	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	49	81.7	81.7	81.7
	Yes	11	18.3	18.3	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	57	95.0	95.0	95.0
	Yes	3	5.0	5.0	100.0
	Total	60	100.0	100.0	

**Which of the following characters/people do you like to read about? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	59	98.3	98.3	98.3
	Yes	1	1.7	1.7	100.0
	Total	60	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	2	3.3	3.4	3.4
	Weekly	19	31.7	32.2	35.6
	Monthly	6	10.0	10.2	45.8
	A few times per year	19	31.7	32.2	78.0
	Once per year	4	6.7	6.8	84.7
	Never	9	15.0	15.3	100.0
	Total	59	98.3	100.0	
Missing	System	1	1.7		
	Total	60	100.0		

**Appendix 25. Troy University Fall 2011 New Student Survey Responses – Phenix City Campus**

**Phenix City: Frequency Tables**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	6	22.2	22.2	22.2
	Female	21	77.8	77.8	100.0
	Total	27	100.0	100.0	

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	9	33.3	33.3	33.3
	American Indian/Alaska Native	1	3.7	3.7	37.0
	Hispanic	1	3.7	3.7	40.7
	White, non-Hispanic	16	59.3	59.3	100.0
	Total	27	100.0	100.0	

**Age:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	2	7.4	7.7	7.7
	20-21	1	3.7	3.8	11.5
	21-24	2	7.4	7.7	19.2
	25-29	8	29.6	30.8	50.0
	30-34	1	3.7	3.8	53.8
	35-39	4	14.8	15.4	69.2
	40-49	6	22.2	23.1	92.3
	50-64	2	7.4	7.7	100.0
	Total	26	96.3	100.0	
Missing	System	1	3.7		
Total		27	100.0		

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First-time freshman (an undergraduate student attending coll	4	14.8	14.8	14.8
	First-time graduate (a graduate student enrolled in a gradua	3	11.1	11.1	25.9
	Undergraduate transfer student (an undergraduate student who	19	70.4	70.4	96.3
	Graduate transfer student (a graduate student who transferre	1	3.7	3.7	100.0
	Total	27	100.0	100.0	

**Campus where you are currently enrolled:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Phenix City	27	100.0	100.0	100.0

**College you are attending:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	3	11.1	11.1	11.1
	Business	13	48.1	48.1	59.3
	Education	4	14.8	14.8	74.1
	Health and Human Services	7	25.9	25.9	100.0
	Total	27	100.0	100.0	

**Degree program you are in:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	1	3.7	3.7	3.7
	Bachelor's	23	85.2	85.2	88.9
	Master's	3	11.1	11.1	100.0
	Total	27	100.0	100.0	

What is your major/concentration? (Select your major from the appropriate college you belong to.)

**College of Arts & Sciences**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Applied Computer Science	1	3.7	16.7	16.7
	Criminal Justice	2	7.4	33.3	50.0
	General Education	2	7.4	33.3	83.3
	Social Science	1	3.7	16.7	100.0
	Total	6	22.2	100.0	
Missing	System	21	77.8		
Total		27	100.0		

**Sorrell College of Business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Accounting	2	7.4	16.7	16.7
	Management	2	7.4	16.7	33.3
	Human Resource Management	3	11.1	25.0	58.3
	Information System	3	11.1	25.0	83.3
	General Business	1	3.7	8.3	91.7
	Small Business and Entrepreneurship	1	3.7	8.3	100.0
	Total	12	44.4	100.0	
Missing	System	15	55.6		
Total		27	100.0		

**College of Education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Early Childhood Education	1	3.7	25.0	25.0
	Elementary Education	1	3.7	25.0	50.0
	Psychology	2	7.4	50.0	100.0
	Total	4	14.8	100.0	
Missing	System	23	85.2		
Total		27	100.0		

**College of Health and Human Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Human Services	2	7.4	33.3	33.3
	Nursing	3	11.1	50.0	83.3
	Social Work	1	3.7	16.7	100.0
	Total	6	22.2	100.0	
Missing	System	21	77.8		
Total		27	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	21	77.8	77.8	77.8
	Second choice	6	22.2	22.2	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	44.4	44.4	44.4
	No	15	55.6	55.6	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Good academic reputation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	10	37.0	37.0	37.0
	Yes	17	63.0	63.0	100.0
	Total	27	100.0	100.0	



**Please select the reasons why you have chosen to attend: Good reputation  
for social activities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	24	88.9	88.9	88.9
	Yes	3	11.1	11.1	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Rankings in  
national magazines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	25	92.6	92.6	92.6
	Yes	2	7.4	7.4	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Graduates get  
good jobs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	19	70.4	70.4	70.4
	Yes	8	29.6	29.6	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Size of campus**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15	55.6	55.6	55.6
	Yes	12	44.4	44.4	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Location**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5	18.5	18.5	18.5
	Yes	22	81.5	81.5	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Affordability**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	12	44.4	44.4	44.4
	Yes	15	55.6	55.6	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Availability of financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	12	44.4	44.4	44.4
	Yes	15	55.6	55.6	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Admission standards**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	23	85.2	85.2	85.2
	Yes	4	14.8	14.8	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Academic programs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	16	59.3	59.3	59.3
	Yes	11	40.7	40.7	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Flexibility of schedule**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6	22.2	22.2	22.2
	Yes	21	77.8	77.8	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Social atmosphere**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	23	85.2	85.2	85.2
	Yes	4	14.8	14.8	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Diversity of student body**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	23	85.2	85.2	85.2
	Yes	4	14.8	14.8	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Athletics**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	100.0	100.0	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	100.0	100.0	100.0

**Please select the reasons why you have chosen to attend: Recommendation of high school counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	100.0	100.0	100.0

**Please select the reasons why you have chosen to attend: Recommendation of college counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	26	96.3	96.3	96.3
	Yes	1	3.7	3.7	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Parents' recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	25	92.6	92.6	92.6
	Yes	2	7.4	7.4	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Friends' recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	77.8	77.8	77.8
	Yes	6	22.2	22.2	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Alumni recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	24	88.9	88.9	88.9
	Yes	3	11.1	11.1	100.0
	Total	27	100.0	100.0	

**Please select the reasons why you have chosen to attend: Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	26	96.3	96.3	96.3
	Yes	1	3.7	3.7	100.0
	Total	27	100.0	100.0	

**How did you first learn about TROY?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	3	11.1	11.1	11.1
	Alumni	3	11.1	11.1	22.2
	Guidance Counselor	1	3.7	3.7	25.9
	Internet	3	11.1	11.1	37.0
	Television	1	3.7	3.7	40.7
	Word of mouth	16	59.3	59.3	100.0
	Total	27	100.0	100.0	

**How did you learn about registration dates and times?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Other	2	7.4	7.4	7.4
Billboard	1	3.7	3.7	11.1
Direct Mail	5	18.5	18.5	29.6
Internet	14	51.9	51.9	81.5
Newspaper	1	3.7	3.7	85.2
Television	1	3.7	3.7	88.9
Word of mouth	3	11.1	11.1	100.0
Total	27	100.0	100.0	

**What is the best way to advertise to your friends?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Internet	9	33.3	33.3	33.3
Radio	2	7.4	7.4	40.7
Television	3	11.1	11.1	51.9
Word of mouth	13	48.1	48.1	100.0
Total	27	100.0	100.0	

**How would you describe TROY to a friend? Academically challenging**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	15	55.6	55.6	55.6
Yes	12	44.4	44.4	100.0
Total	27	100.0	100.0	

**How would you describe TROY to a friend? Caring**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	14	51.9	51.9	51.9
Yes	13	48.1	48.1	100.0
Total	27	100.0	100.0	

**How would you describe TROY to a friend? Convenient**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4	14.8	14.8	14.8
	Yes	23	85.2	85.2	100.0
	Total	27	100.0	100.0	

**How would you describe TROY to a friend? Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	10	37.0	37.0	37.0
	Yes	17	63.0	63.0	100.0
	Total	27	100.0	100.0	

**How would you describe TROY to a friend? Good value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	12	44.4	44.4	44.4
	Yes	15	55.6	55.6	100.0
	Total	27	100.0	100.0	

**How would you describe TROY to a friend? Helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15	55.6	55.6	55.6
	Yes	12	44.4	44.4	100.0
	Total	27	100.0	100.0	

**How would you describe TROY to a friend? Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15	55.6	55.6	55.6
	Yes	12	44.4	44.4	100.0
	Total	27	100.0	100.0	

**How would you describe TROY to a friend? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	100.0	100.0	100.0

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	27	100.0	100.0	100.0

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Other	3	11.1	11.1	11.1
Laptop	22	81.5	81.5	92.6
Desktop	2	7.4	7.4	100.0
Total	27	100.0	100.0	

**Which statement below do you agree with most?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid I read constantly for my own personal satisfaction, and I lo	6	22.2	22.2	22.2
I don't have much time to read for pleasure, but I like to w	16	59.3	59.3	81.5
I only read what I'm supposed to for school.	4	14.8	14.8	96.3
I basically don't read books much at all.	1	3.7	3.7	100.0
Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Just for the pleasure of it	6	22.2	22.2	22.2
	Because I have to for school	10	37.0	37.0	59.3
	Because I get bored and have nothing else to do	1	3.7	3.7	63.0
	To learn new things on my own	9	33.3	33.3	96.3
	I don't really read much	1	3.7	3.7	100.0
	Total	27	100.0	100.0	

**How would you rate your reading level?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Advanced	7	25.9	25.9	25.9
	Above average	9	33.3	33.3	59.3
	Average	9	33.3	33.3	92.6
	Below average	2	7.4	7.4	100.0
	Total	27	100.0	100.0	

**Which of the following do you read? Books assigned for class**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2	7.4	7.4	7.4
	Yes	25	92.6	92.6	100.0
	Total	27	100.0	100.0	

**Which of the following do you read? Books I read outside of class for pleasure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8	29.6	29.6	29.6
	Yes	19	70.4	70.4	100.0
	Total	27	100.0	100.0	



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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11	40.7	40.7	40.7
	Yes	16	59.3	59.3	100.0
	Total	27	100.0	100.0	

**Which of the following do you read? Comic books or graphic novels**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	77.8	77.8	77.8
	Yes	6	22.2	22.2	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	19	70.4	70.4	70.4
	Yes	8	29.6	29.6	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15	55.6	55.6	55.6
	Yes	12	44.4	44.4	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	23	85.2	85.2	85.2
	Yes	4	14.8	14.8	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	77.8	77.8	77.8
	Yes	6	22.2	22.2	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	10	37.0	37.0	37.0
	Yes	17	63.0	63.0	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4	14.8	14.8	14.8
	Yes	23	85.2	85.2	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11	40.7	40.7	40.7
	Yes	16	59.3	59.3	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22	81.5	81.5	81.5
	Yes	5	18.5	18.5	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	14	51.9	51.9	51.9
	Yes	13	48.1	48.1	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	16	59.3	59.3	59.3
	Yes	11	40.7	40.7	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	16	59.3	59.3	59.3
	Yes	11	40.7	40.7	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	24	88.9	88.9	88.9
	Yes	3	11.1	11.1	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	100.0	100.0	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Outside of school assignments, I don't read at all	3	11.1	11.1	11.1
	Under one book per month	12	44.4	44.4	55.6
	One book per month	7	25.9	25.9	81.5
	2-3 books per month	3	11.1	11.1	92.6
	3-5 books per month	1	3.7	3.7	96.3
	10-20 books per month	1	3.7	3.7	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15	55.6	55.6	55.6
	Yes	12	44.4	44.4	100.0
	Total	27	100.0	100.0	

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

**Biography/Autobiography**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11	40.7	40.7	40.7
	Yes	16	59.3	59.3	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22	81.5	81.5	81.5
	Yes	5	18.5	18.5	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	77.8	77.8	77.8
	Yes	6	22.2	22.2	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	16	59.3	59.3	59.3
	Yes	11	40.7	40.7	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22	81.5	81.5	81.5
	Yes	5	18.5	18.5	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18	66.7	66.7	66.7
	Yes	9	33.3	33.3	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15	55.6	55.6	55.6
	Yes	12	44.4	44.4	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	17	63.0	63.0	63.0
	Yes	10	37.0	37.0	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	77.8	77.8	77.8
	Yes	6	22.2	22.2	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	25	92.6	92.6	92.6
	Yes	2	7.4	7.4	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8	29.6	29.6	29.6
	Yes	19	70.4	70.4	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	25	92.6	92.6	92.6
	Yes	2	7.4	7.4	100.0
	Total	27	100.0	100.0	

**What kind of books do you like to read for pleasure? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	100.0	100.0	100.0

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

**Animals**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22	81.5	81.5	81.5
	Yes	5	18.5	18.5	100.0
	Total	27	100.0	100.0	

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

**Celebrities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	77.8	77.8	77.8
	Yes	6	22.2	22.2	100.0
	Total	27	100.0	100.0	

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

**Characters from movies or television shows**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	19	70.4	70.4	70.4
	Yes	8	29.6	29.6	100.0
	Total	27	100.0	100.0	

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

**Fantasy characters - like super heroes, people from other worlds, or the future**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	17	63.0	63.0	63.0
	Yes	10	37.0	37.0	100.0
	Total	27	100.0	100.0	

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

**Historical figures**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11	40.7	40.7	40.7
	Yes	16	59.3	59.3	100.0
	Total	27	100.0	100.0	

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

**Musicians**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	21	77.8	77.8	77.8
	Yes	6	22.2	22.2	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15	55.6	55.6	55.6
	Yes	12	44.4	44.4	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15	55.6	55.6	55.6
	Yes	12	44.4	44.4	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15	55.6	55.6	55.6
	Yes	12	44.4	44.4	100.0
	Total	27	100.0	100.0	



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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	18	66.7	66.7	66.7
	Yes	9	33.3	33.3	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	25	92.6	92.6	92.6
	Yes	2	7.4	7.4	100.0
	Total	27	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	26	96.3	96.3	96.3
	Yes	1	3.7	3.7	100.0
	Total	27	100.0	100.0	

**Which of the following characters/people do you like to read about? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	100.0	100.0	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Weekly	7	25.9	25.9	25.9
	Monthly	5	18.5	18.5	44.4
	A few times per year	11	40.7	40.7	85.2
	Once per year	2	7.4	7.4	92.6
	Never	2	7.4	7.4	100.0
	Total	27	100.0	100.0	

**Appendix 26. Troy University Fall 2011 New Student Survey Responses – Troy Campus**

**Troy Campus: Frequency Tables**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	59	23.0	23.1	23.1
	Female	196	76.3	76.9	100.0
	Total	255	99.2	100.0	
Missing	System	2	.8		
Total		257	100.0		

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	54	21.0	21.3	21.3
	American Indian/Alaska Native	1	.4	.4	21.7
	Asian/Pacific Islander	6	2.3	2.4	24.0
	Hispanic	5	1.9	2.0	26.0
	White, non-Hispanic	185	72.0	72.8	98.8
	Race/ethnicity unknown	1	.4	.4	99.2
	Multi-racial	2	.8	.8	100.0
	Total	254	98.8	100.0	
	Missing	System	3	1.2	
Total		257	100.0		

**Age:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	177	68.9	72.8	72.8
	20-21	35	13.6	14.4	87.2
	21-24	17	6.6	7.0	94.2
	25-29	8	3.1	3.3	97.5
	30-34	2	.8	.8	98.4
	35-39	1	.4	.4	98.8
	40-49	2	.8	.8	99.6
	50-64	1	.4	.4	100.0
	Total	243	94.6	100.0	
Missing	System	14	5.4		
Total		257	100.0		

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	.8	.8	.8
	Dually-enrolled high school student	1	.4	.4	1.2
	First-time freshman (an undergraduate student attending coll	173	67.3	67.3	68.5
	First-time graduate (a graduate student enrolled in a gradua	7	2.7	2.7	71.2
	Undergraduate transfer student (an undergraduate student who	65	25.3	25.3	96.5
	Graduate transfer student (a graduate student who transferre	4	1.6	1.6	98.1
	Undergraduate transient student (an undergraduate student at	4	1.6	1.6	99.6

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Graduate transient student (a graduate student attending TRO)	1	.4	.4	100.0
Total	257	100.0	100.0	

**Campus where you are currently enrolled:**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Troy	257	100.0	100.0	100.0

**College you are attending:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	67	26.1	27.2	27.2
	Business	29	11.3	11.8	39.0
	Education	43	16.7	17.5	56.5
	Communication and Fine Arts	46	17.9	18.7	75.2
	Health and Human Services	61	23.7	24.8	100.0
	Total	246	95.7	100.0	
Missing	System	11	4.3		
Total		257	100.0		

**Degree program you are in:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	17	6.6	6.8	6.8
	Bachelor's	211	82.1	84.4	91.2
	Master's	18	7.0	7.2	98.4
	Other	4	1.6	1.6	100.0
	Total	250	97.3	100.0	
Missing	System	7	2.7		
Total		257	100.0		

What is your major/concentration? (Select your major from the appropriate college you belong to.)

**College of Arts & Sciences**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	17	6.6	21.8	21.8
	Computer Science	6	2.3	7.7	29.5
	Biology	26	10.1	33.3	62.8
	Biology Education	1	.4	1.3	64.1
	Chemistry	2	.8	2.6	66.7
	Criminal Justice	9	3.5	11.5	78.2
	Environmental and Biological Science	2	.8	2.6	80.8
	Environmental Science	1	.4	1.3	82.1
	Geomatics	1	.4	1.3	83.3
	History	4	1.6	5.1	88.5
	Mathematics	1	.4	1.3	89.7
	Mathematics Education	1	.4	1.3	91.0
	Political Science	3	1.2	3.8	94.9
	Social Science	2	.8	2.6	97.4
	Social Science Education	2	.8	2.6	100.0
	Total	78	30.4	100.0	
Missing	System	179	69.6		
Total		257	100.0		

**Sorrell College of Business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.4	3.6	3.6
	Accounting	7	2.7	25.0	28.6
	Economics	1	.4	3.6	32.1
	Finance	1	.4	3.6	35.7
	Marketing	3	1.2	10.7	46.4
	Management	3	1.2	10.7	57.1
	Human Resource Management	1	.4	3.6	60.7
	Information System	3	1.2	10.7	71.4

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	General Business	5	1.9	17.9	89.3
	International Business	3	1.2	10.7	100.0
	Total	28	10.9	100.0	
Missing	System	229	89.1		
Total		257	100.0		

**College of Communication and Fine Arts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	4	1.6	8.3	8.3
	Art	1	.4	2.1	10.4
	Communication Arts - Dramatic Arts	3	1.2	6.3	16.7
	Communication Arts - Speech Communication	1	.4	2.1	18.8
	Communication Arts - Communication Studies	3	1.2	6.3	25.0
	Design, Technology, and Industry	3	1.2	6.3	31.3
	Journalism	3	1.2	6.3	37.5
	Broadcast Journalism	7	2.7	14.6	52.1
	Music	7	2.7	14.6	66.7
	Music Education	10	3.9	20.8	87.5
	English	6	2.3	12.5	100.0
	Total	48	18.7	100.0	
Missing	System	209	81.3		
Total		257	100.0		

**College of Education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	7	2.7	16.7	16.7
	Elementary Education	12	4.7	28.6	45.2
	Secondary Education	6	2.3	14.3	59.5
	Collaborative Teacher K – 6	3	1.2	7.1	66.7
	Collaborative Teacher 6 – 12	1	.4	2.4	69.0
	Clinical Mental Counseling	1	.4	2.4	71.4

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	Psychology	12	4.7	28.6	100.0
	Total	42	16.3	100.0	
Missing	System	215	83.7		
Total		257	100.0		

**College of Health and Human Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	.8	3.1	3.1
	Athletic Training	8	3.1	12.3	15.4
	Human Services	5	1.9	7.7	23.1
	Rehabilitation	2	.8	3.1	26.2
	Health and Physical Education	3	1.2	4.6	30.8
	Physical Education	2	.8	3.1	33.8
	Nursing	33	12.8	50.8	84.6
	Social Work	4	1.6	6.2	90.8
	Sport and Fitness Management	6	2.3	9.2	100.0
	Total	65	25.3	100.0	
Missing	System	192	74.7		
Total		257	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	156	60.7	61.2	61.2
	Second choice	74	28.8	29.0	90.2
	Third choice	20	7.8	7.8	98.0
	Fourth choice	5	1.9	2.0	100.0
	Total	255	99.2	100.0	
Missing	System	2	.8		
Total		257	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	215	83.7	84.3	84.3
	No	40	15.6	15.7	100.0
	Total	255	99.2	100.0	
Missing	System	2	.8		
Total		257	100.0		

**Please select the reasons why you have chosen to attend: Good academic reputation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	122	47.5	47.5	47.5
	Yes	135	52.5	52.5	100.0
Total		257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Good reputation for social activities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	197	76.7	76.7	76.7
	Yes	60	23.3	23.3	100.0
Total		257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Rankings in national magazines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	204	79.4	79.4	79.4
	Yes	53	20.6	20.6	100.0
Total		257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Graduates get good jobs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	206	80.2	80.2	80.2
	Yes	51	19.8	19.8	100.0
Total		257	100.0	100.0	



**Please select the reasons why you have chosen to attend: Size of campus**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	105	40.9	40.9	40.9
	Yes	152	59.1	59.1	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Location**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	86	33.5	33.5	33.5
	Yes	171	66.5	66.5	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Affordability**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	117	45.5	45.5	45.5
	Yes	140	54.5	54.5	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Availability of financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	144	56.0	56.0	56.0
	Yes	113	44.0	44.0	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Admission standards**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	184	71.6	71.6	71.6
	Yes	73	28.4	28.4	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Academic programs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	168	65.4	65.4	65.4
	Yes	89	34.6	34.6	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Flexibility of schedule**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	207	80.5	80.5	80.5
	Yes	50	19.5	19.5	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Social atmosphere**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	177	68.9	68.9	68.9
	Yes	80	31.1	31.1	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Diversity of student body**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	193	75.1	75.1	75.1
	Yes	64	24.9	24.9	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Athletics**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	219	85.2	85.2	85.2
	Yes	38	14.8	14.8	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	210	81.7	81.7	81.7
	Yes	47	18.3	18.3	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend:**

**Recommendation of high school counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	234	91.1	91.1	91.1
	Yes	23	8.9	8.9	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend:**

**Recommendation of college counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	249	96.9	96.9	96.9
	Yes	8	3.1	3.1	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Parents'**

**recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	192	74.7	74.7	74.7
	Yes	65	25.3	25.3	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Friends'**

**recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	176	68.5	68.5	68.5
	Yes	81	31.5	31.5	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Alumni recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	211	82.1	82.1	82.1
	Yes	46	17.9	17.9	100.0
	Total	257	100.0	100.0	

**Please select the reasons why you have chosen to attend: Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	243	94.6	94.6	94.6
	Yes	14	5.4	5.4	100.0
	Total	257	100.0	100.0	

**How did you first learn about TROY?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	40	15.6	15.7	15.7
	Alumni	60	23.3	23.5	39.2
	Direct Mail	8	3.1	3.1	42.4
	Guidance Counselor	22	8.6	8.6	51.0
	Internet	13	5.1	5.1	56.1
	Television	5	1.9	2.0	58.0
	Word of mouth	107	41.6	42.0	100.0
	Total	255	99.2	100.0	
Missing	System	2	.8		
Total		257	100.0		

**How did you learn about registration dates and times?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	23	8.9	9.0	9.0
	Direct Mail	51	19.8	19.9	28.9
	Internet	121	47.1	47.3	76.2
	Word of mouth	61	23.7	23.8	100.0
	Total	256	99.6	100.0	
Missing	System	1	.4		
Total		257	100.0		

**What is the best way to advertise to your friends?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	7	2.7	2.7	2.7
	Billboard	3	1.2	1.2	3.9
	Direct Mail	35	13.6	13.7	17.6
	Internet	83	32.3	32.5	50.2
	Radio	1	.4	.4	50.6
	Television	15	5.8	5.9	56.5
	Word of mouth	111	43.2	43.5	100.0
	Total	255	99.2	100.0	
Missing	System	2	.8		
Total		257	100.0		

**How would you describe TROY to a friend? Academically challenging**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	140	54.5	54.5	54.5
	Yes	117	45.5	45.5	100.0
	Total	257	100.0	100.0	

**How would you describe TROY to a friend? Caring**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	131	51.0	51.0	51.0
	Yes	126	49.0	49.0	100.0
	Total	257	100.0	100.0	

**How would you describe TROY to a friend? Convenient**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	103	40.1	40.1	40.1
	Yes	154	59.9	59.9	100.0
	Total	257	100.0	100.0	

**How would you describe TROY to a friend? Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	78	30.4	30.4	30.4
	Yes	179	69.6	69.6	100.0
	Total	257	100.0	100.0	

**How would you describe TROY to a friend? Good value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	99	38.5	38.5	38.5
	Yes	158	61.5	61.5	100.0
	Total	257	100.0	100.0	

**How would you describe TROY to a friend? Helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	134	52.1	52.1	52.1
	Yes	123	47.9	47.9	100.0
	Total	257	100.0	100.0	

**How would you describe TROY to a friend? Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	104	40.5	40.5	40.5
	Yes	153	59.5	59.5	100.0
	Total	257	100.0	100.0	

**How would you describe TROY to a friend? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	239	93.0	93.0	93.0
	Yes	18	7.0	7.0	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	248	96.5	97.6	97.6
	No	6	2.3	2.4	100.0
	Total	254	98.8	100.0	
Missing	System	3	1.2		
Total		257	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	7	2.7	2.8	2.8
	Laptop	236	91.8	94.4	97.2
	Desktop	7	2.7	2.8	100.0
	Total	250	97.3	100.0	
Missing	System	7	2.7		
Total		257	100.0		

**Which statement below do you agree with most?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I read constantly for my own personal satisfaction, and I love to read for pleasure, but I like to read for school.	53	20.6	20.9	20.9
	I don't have much time to read for pleasure, but I like to read for school.	132	51.4	52.0	72.8
	I only read what I'm supposed to for school.	58	22.6	22.8	95.7
	I basically don't read books much at all.	11	4.3	4.3	100.0
	Total	254	98.8	100.0	
Missing	System	3	1.2		
Total		257	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Just for the pleasure of it	98	38.1	38.4	38.4
	Because I have to for school	98	38.1	38.4	76.9
	Because I get bored and have nothing else to do	9	3.5	3.5	80.4
	To learn new things on my own	35	13.6	13.7	94.1
	I don't really read much	13	5.1	5.1	99.2
	Because my parents encourage me to	2	.8	.8	100.0
	Total	255	99.2	100.0	
Missing	System	2	.8		
Total		257	100.0		

**How would you rate your reading level?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Advanced	83	32.3	32.5	32.5
	Above average	94	36.6	36.9	69.4
	Average	70	27.2	27.5	96.9
	Below average	8	3.1	3.1	100.0
	Total	255	99.2	100.0	
Missing	System	2	.8		
Total		257	100.0		

**Which of the following do you read? Books assigned for class**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	19	7.4	7.4	7.4
	Yes	238	92.6	92.6	100.0
	Total	257	100.0	100.0	



**Which of the following do you read? Books I read outside of class for pleasure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	89	34.6	34.6	34.6
	Yes	168	65.4	65.4	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	128	49.8	49.8	49.8
	Yes	129	50.2	50.2	100.0
	Total	257	100.0	100.0	

**Which of the following do you read? Comic books or graphic novels**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	200	77.8	77.8	77.8
	Yes	57	22.2	22.2	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	208	80.9	80.9	80.9
	Yes	49	19.1	19.1	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	123	47.9	47.9	47.9
	Yes	134	52.1	52.1	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	218	84.8	84.8	84.8
	Yes	39	15.2	15.2	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	171	66.5	66.5	66.5
	Yes	86	33.5	33.5	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	203	79.0	79.0	79.0
	Yes	54	21.0	21.0	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	111	43.2	43.2	43.2
	Yes	146	56.8	56.8	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	106	41.2	41.2	41.2
	Yes	151	58.8	58.8	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	185	72.0	72.0	72.0
	Yes	72	28.0	28.0	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	134	52.1	52.1	52.1
	Yes	123	47.9	47.9	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	144	56.0	56.0	56.0
	Yes	113	44.0	44.0	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	214	83.3	83.3	83.3
	Yes	43	16.7	16.7	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	193	75.1	75.1	75.1
	Yes	64	24.9	24.9	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	257	100.0	100.0	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Outside of school assignments, I don't read at all	35	13.6	13.8	13.8
	Under one book per month	89	34.6	35.2	49.0
	One book per month	46	17.9	18.2	67.2
	2-3 books per month	46	17.9	18.2	85.4
	3-5 books per month	16	6.2	6.3	91.7
	5-10 books per month	16	6.2	6.3	98.0
	10-20 books per month	3	1.2	1.2	99.2
	More than 20 books per month	2	.8	.8	100.0
	Total	253	98.4	100.0	
Missing	System	4	1.6		
Total		257	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	122	47.5	47.5	47.5
	Yes	135	52.5	52.5	100.0
	Total	257	100.0	100.0	

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

**Biography/Autobiography**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	202	78.6	78.6	78.6
	Yes	55	21.4	21.4	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	216	84.0	84.0	84.0
	Yes	41	16.0	16.0	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	230	89.5	89.5	89.5
	Yes	27	10.5	10.5	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	147	57.2	57.2	57.2
	Yes	110	42.8	42.8	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	212	82.5	82.5	82.5
	Yes	45	17.5	17.5	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	228	88.7	88.7	88.7
	Yes	29	11.3	11.3	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	122	47.5	47.5	47.5
	Yes	135	52.5	52.5	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	120	46.7	46.7	46.7
	Yes	137	53.3	53.3	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	178	69.3	69.3	69.3
	Yes	79	30.7	30.7	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	209	81.3	81.3	81.3
	Yes	48	18.7	18.7	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	140	54.5	54.5	54.5
	Yes	117	45.5	45.5	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	239	93.0	93.0	93.0
	Yes	18	7.0	7.0	100.0
	Total	257	100.0	100.0	

**What kind of books do you like to read for pleasure? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	242	94.2	94.2	94.2
	Yes	15	5.8	5.8	100.0
	Total	257	100.0	100.0	

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

**Animals**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	203	79.0	79.0	79.0
	Yes	54	21.0	21.0	100.0
	Total	257	100.0	100.0	

Which of the following characters/people do you like to read about?

**Celebrities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	190	73.9	73.9	73.9
	Yes	67	26.1	26.1	100.0
	Total	257	100.0	100.0	

Which of the following characters/people do you like to read about?

**Characters from movies or television shows**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	169	65.8	65.8	65.8
	Yes	88	34.2	34.2	100.0
	Total	257	100.0	100.0	

Which of the following characters/people do you like to read about?

**Fantasy characters - like super heroes, people from other worlds, or the future**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	152	59.1	59.1	59.1
	Yes	105	40.9	40.9	100.0
	Total	257	100.0	100.0	

Which of the following characters/people do you like to read about?

**Historical figures**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	176	68.5	68.5	68.5
	Yes	81	31.5	31.5	100.0
	Total	257	100.0	100.0	

Which of the following characters/people do you like to read about?

**Musicians**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	194	75.5	75.5	75.5
	Yes	63	24.5	24.5	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	137	53.3	53.3	53.3
	Yes	120	46.7	46.7	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	153	59.5	59.5	59.5
	Yes	104	40.5	40.5	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	153	59.5	59.5	59.5
	Yes	104	40.5	40.5	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	108	42.0	42.0	42.0
	Yes	149	58.0	58.0	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	207	80.5	80.5	80.5
	Yes	50	19.5	19.5	100.0
	Total	257	100.0	100.0	



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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	243	94.6	94.6	94.6
	Yes	14	5.4	5.4	100.0
	Total	257	100.0	100.0	

**Which of the following characters/people do you like to read about? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	255	99.2	99.2	99.2
	Yes	2	.8	.8	100.0
	Total	257	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	22	8.6	8.7	8.7
	Weekly	46	17.9	18.2	26.9
	Monthly	46	17.9	18.2	45.1
	A few times per year	72	28.0	28.5	73.5
	Once per year	17	6.6	6.7	80.2
	Never	50	19.5	19.8	100.0
	Total	253	98.4	100.0	
Missing	System	4	1.6		
	Total	257	100.0		

**Appendix 27. Troy University Fall 2011 New Student Survey Responses – eTROY**

**eTROY: Frequency Tables**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	40	24.7	24.8	24.8
	Female	121	74.7	75.2	100.0
	Total	161	99.4	100.0	
Missing	System	1	.6		
Total		162	100.0		

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	60	37.0	37.7	37.7
	Hispanic	3	1.9	1.9	39.6
	White, non-Hispanic	92	56.8	57.9	97.5
	Race/ethnicity unknown	2	1.2	1.3	98.7
	Multi-racial	2	1.2	1.3	100.0
	Total	159	98.1	100.0	
Missing	System	3	1.9		
Total		162	100.0		

**Age:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	3	1.9	2.1	2.1
	20-21	4	2.5	2.8	4.8
	21-24	20	12.3	13.8	18.6
	25-29	39	24.1	26.9	45.5
	30-34	21	13.0	14.5	60.0
	35-39	25	15.4	17.2	77.2
	40-49	21	13.0	14.5	91.7
	50-64	11	6.8	7.6	99.3
	65 or over	1	.6	.7	100.0
	Total	145	89.5	100.0	
Missing	System	17	10.5		
Total		162	100.0		

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	8	4.9	5.0	5.0
	Dually-enrolled high school student	3	1.9	1.9	6.9
	First-time freshman (an undergraduate student attending coll	29	17.9	18.1	25.0
	First-time graduate (a graduate student enrolled in a gradua	23	14.2	14.4	39.4
	Undergraduate transfer student (an undergraduate student who	89	54.9	55.6	95.0
	Graduate transfer student (a graduate student who transferre	4	2.5	2.5	97.5
	Graduate transient student (a graduate student attending TRO	4	2.5	2.5	100.0
	Total	160	98.8	100.0	
Missing	System	2	1.2		
Total		162	100.0		

**Campus where you are currently enrolled:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	eTROY (Taking online courses only)	162	100.0	100.0	100.0

**College you are attending:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	58	35.8	37.7	37.7
	Business	54	33.3	35.1	72.7
	Education	18	11.1	11.7	84.4
	Communication and Fine Arts	3	1.9	1.9	86.4
	Health and Human Services	21	13.0	13.6	100.0
	Total	154	95.1	100.0	
Missing	System	8	4.9		
Total		162	100.0		

**Degree program you are in:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	22	13.6	13.9	13.9
	Bachelor's	102	63.0	64.6	78.5
	Master's	30	18.5	19.0	97.5
	Other	4	2.5	2.5	100.0
	Total	158	97.5	100.0	
Missing	System	4	2.5		
Total		162	100.0		

**What is your major/concentration? (Select your major from the appropriate college you belong to.)**

**College of Arts & Sciences**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	14	8.6	19.4	19.4
	Applied Computer Science	4	2.5	5.6	25.0
	Computer Science	3	1.9	4.2	29.2
	Biology Education	1	.6	1.4	30.6
	Criminal Justice	17	10.5	23.6	54.2
	General Education	1	.6	1.4	55.6
	History	6	3.7	8.3	63.9
	International Relations	2	1.2	2.8	66.7
	Political Science	3	1.9	4.2	70.8
	Public Administration	8	4.9	11.1	81.9
	Social Science	8	4.9	11.1	93.1

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	Sociology	5	3.1	6.9	100.0
	Total	72	44.4	100.0	
Missing	System	90	55.6		
Total		162	100.0		

**Sorrell College of Business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.6	2.0	2.0
	Associate of Science in Business	4	2.5	7.8	9.8
	Finance	1	.6	2.0	11.8
	Management	11	6.8	21.6	33.3
	Human Resource Management	6	3.7	11.8	45.1
	Hospitality and Tourism Management	1	.6	2.0	47.1
	Information System	1	.6	2.0	49.0
	General Business	15	9.3	29.4	78.4
	International Business	2	1.2	3.9	82.4
	Small Business and Entrepreneurship	1	.6	2.0	84.3
	Risk Management and Insurance	1	.6	2.0	86.3
	Production & Operation Management	2	1.2	3.9	90.2
	Master of Business Administration	5	3.1	9.8	100.0
	Total	51	31.5	100.0	
Missing	System	111	68.5		
Total		162	100.0		

**College of Communication and Fine Arts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.6	50.0	50.0
	Communication Arts - Communication Studies	1	.6	50.0	100.0

Total		2	1.2	100.0
Missing	System	160	98.8	
Total		162	100.0	

**College of Education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	3	1.9	13.0	13.0
	Secondary Education	1	.6	4.3	17.4
	Post-Secondary Education	3	1.9	13.0	30.4
	Gifted Education	1	.6	4.3	34.8
	Reading Specialist Education	1	.6	4.3	39.1
	Psychology	14	8.6	60.9	100.0
	Total	23	14.2	100.0	
Missing	System	139	85.8		
Total		162	100.0		

**College of Health and Human Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	1.2	8.7	8.7
	Human Services	1	.6	4.3	13.0
	Nursing	14	8.6	60.9	73.9
	Social Work	4	2.5	17.4	91.3
	Sport and Fitness	2	1.2	8.7	100.0
	Management				
	Total	23	14.2	100.0	
Missing	System	139	85.8		
Total		162	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	110	67.9	69.2	69.2
	Second choice	39	24.1	24.5	93.7
	Third choice	8	4.9	5.0	98.7
	Fourth choice	2	1.2	1.3	100.0
	Total	159	98.1	100.0	
Missing	System	3	1.9		
Total		162	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	43	26.5	27.0	27.0
	No	116	71.6	73.0	100.0
	Total	159	98.1	100.0	
Missing	System	3	1.9		
Total		162	100.0		

**Please select the reasons why you have chosen to attend: Good academic reputation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	76	46.9	46.9	46.9
	Yes	86	53.1	53.1	100.0
Total		162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Good reputation for social activities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	155	95.7	95.7	95.7
	Yes	7	4.3	4.3	100.0
Total		162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Rankings in national magazines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	144	88.9	88.9	88.9
	Yes	18	11.1	11.1	100.0
Total		162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Graduates get good jobs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	148	91.4	91.4	91.4
	Yes	14	8.6	8.6	100.0
Total		162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Size of campus**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	160	98.8	98.8	98.8
	Yes	2	1.2	1.2	100.0
	Total	162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Location**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	108	66.7	66.7	66.7
	Yes	54	33.3	33.3	100.0
	Total	162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Affordability**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	105	64.8	64.8	64.8
	Yes	57	35.2	35.2	100.0
	Total	162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Availability of financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	121	74.7	74.7	74.7
	Yes	41	25.3	25.3	100.0
	Total	162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Admission standards**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	134	82.7	82.7	82.7
	Yes	28	17.3	17.3	100.0
	Total	162	100.0	100.0	



**Please select the reasons why you have chosen to attend: Academic programs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	91	56.2	56.2	56.2
	Yes	71	43.8	43.8	100.0
	Total	162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Flexibility of schedule**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	48	29.6	29.6	29.6
	Yes	114	70.4	70.4	100.0
	Total	162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Social atmosphere**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	161	99.4	99.4	99.4
	Yes	1	.6	.6	100.0
	Total	162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Diversity of student body**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	157	96.9	96.9	96.9
	Yes	5	3.1	3.1	100.0
	Total	162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Athletics**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	161	99.4	99.4	99.4
	Yes	1	.6	.6	100.0
	Total	162	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	161	99.4	99.4	99.4
	Yes	1	.6	.6	100.0
Total		162	100.0	100.0	

**Please select the reasons why you have chosen to attend:**

**Recommendation of high school counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	161	99.4	99.4	99.4
	Yes	1	.6	.6	100.0
Total		162	100.0	100.0	

**Please select the reasons why you have chosen to attend:**

**Recommendation of college counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	160	98.8	98.8	98.8
	Yes	2	1.2	1.2	100.0
Total		162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Parents'**

**recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	153	94.4	94.4	94.4
	Yes	9	5.6	5.6	100.0
Total		162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Friends'**

**recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	120	74.1	74.1	74.1
	Yes	42	25.9	25.9	100.0
Total		162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Alumni recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	147	90.7	90.7	90.7
	Yes	15	9.3	9.3	100.0
	Total	162	100.0	100.0	

**Please select the reasons why you have chosen to attend: Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	146	90.1	90.1	90.1
	Yes	16	9.9	9.9	100.0
	Total	162	100.0	100.0	

**How did you first learn about TROY?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	23	14.2	14.3	14.3
	Alumni	21	13.0	13.0	27.3
	Billboard	2	1.2	1.2	28.6
	Direct Mail	1	.6	.6	29.2
	Guidance Counselor	6	3.7	3.7	32.9
	Internet	31	19.1	19.3	52.2
	Television	2	1.2	1.2	53.4
	Word of mouth	75	46.3	46.6	100.0
	Total	161	99.4	100.0	
Missing	System	1	.6		
Total		162	100.0		

**How did you learn about registration dates and times?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	30	18.5	18.6	18.6
	Direct Mail	10	6.2	6.2	24.8
	Internet	98	60.5	60.9	85.7
	Word of mouth	23	14.2	14.3	100.0
	Total	161	99.4	100.0	
Missing	System	1	.6		
Total		162	100.0		

**What is the best way to advertise to your friends?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	7	4.3	4.4	4.4
	Direct Mail	12	7.4	7.5	11.9
	Internet	53	32.7	33.3	45.3
	Newspaper	2	1.2	1.3	46.5
	Radio	5	3.1	3.1	49.7
	Television	10	6.2	6.3	56.0
	Word of mouth	70	43.2	44.0	100.0
	Total	159	98.1	100.0	
Missing	System	3	1.9		
Total		162	100.0		

**How would you describe TROY to a friend? Academically challenging**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	78	48.1	48.1	48.1
	Yes	84	51.9	51.9	100.0
	Total	162	100.0	100.0	

**How would you describe TROY to a friend? Caring**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	120	74.1	74.1	74.1
	Yes	42	25.9	25.9	100.0
	Total	162	100.0	100.0	

**How would you describe TROY to a friend? Convenient**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	41	25.3	25.3	25.3
	Yes	121	74.7	74.7	100.0
	Total	162	100.0	100.0	

**How would you describe TROY to a friend? Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	100	61.7	61.7	61.7
	Yes	62	38.3	38.3	100.0
	Total	162	100.0	100.0	

**How would you describe TROY to a friend? Good value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	90	55.6	55.6	55.6
	Yes	72	44.4	44.4	100.0
	Total	162	100.0	100.0	

**How would you describe TROY to a friend? Helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	104	64.2	64.2	64.2
	Yes	58	35.8	35.8	100.0
	Total	162	100.0	100.0	

**How would you describe TROY to a friend? Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	106	65.4	65.4	65.4
	Yes	56	34.6	34.6	100.0
	Total	162	100.0	100.0	

**How would you describe TROY to a friend? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	148	91.4	91.4	91.4
	Yes	14	8.6	8.6	100.0
	Total	162	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	160	98.8	99.4	99.4
	No	1	.6	.6	100.0
	Total	161	99.4	100.0	
Missing	System	1	.6		
Total		162	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	6	3.7	3.7	3.7
	Laptop	122	75.3	75.8	79.5
	Desktop	33	20.4	20.5	100.0
	Total	161	99.4	100.0	
Missing	System	1	.6		
Total		162	100.0		

**Which statement below do you agree with most?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I read constantly for my own personal satisfaction, and I lo	54	33.3	33.5	33.5
	I don't have much time to read for pleasure, but I like to w	84	51.9	52.2	85.7
	I only read what I'm supposed to for school.	23	14.2	14.3	100.0
	Total	161	99.4	100.0	
Missing	System	1	.6		
Total		162	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Just for the pleasure of it	67	41.4	41.4	41.4
	Because I have to for school	41	25.3	25.3	66.7
	Because I get bored and have nothing else to do	2	1.2	1.2	67.9
	To learn new things on my own	51	31.5	31.5	99.4
	I don't really read much	1	.6	.6	100.0
	Total	162	100.0	100.0	

**How would you rate your reading level?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Advanced	52	32.1	32.1	32.1
	Above average	67	41.4	41.4	73.5
	Average	42	25.9	25.9	99.4
	Below average	1	.6	.6	100.0
	Total	162	100.0	100.0	

**Which of the following do you read? Books assigned for class**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8	4.9	4.9	4.9
	Yes	154	95.1	95.1	100.0
	Total	162	100.0	100.0	

**Which of the following do you read? Books I read outside of class for pleasure**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	42	25.9	25.9	25.9
	Yes	120	74.1	74.1	100.0
	Total	162	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	79	48.8	48.8	48.8
	Yes	83	51.2	51.2	100.0
	Total	162	100.0	100.0	

**Which of the following do you read? Comic books or graphic novels**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	141	87.0	87.0	87.0
	Yes	21	13.0	13.0	100.0
	Total	162	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	124	76.5	76.5	76.5
	Yes	38	23.5	23.5	100.0
	Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	101	62.3	62.3	62.3
Yes	61	37.7	37.7	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	151	93.2	93.2	93.2
Yes	11	6.8	6.8	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	115	71.0	71.0	71.0
Yes	47	29.0	29.0	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	94	58.0	58.0	58.0
Yes	68	42.0	42.0	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	52	32.1	32.1	32.1
Yes	110	67.9	67.9	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	48	29.6	29.6	29.6
Yes	114	70.4	70.4	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	127	78.4	78.4	78.4
Yes	35	21.6	21.6	100.0
Total	162	100.0	100.0	



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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	89	54.9	54.9	54.9
Yes	73	45.1	45.1	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	98	60.5	60.5	60.5
Yes	64	39.5	39.5	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	114	70.4	70.4	70.4
Yes	48	29.6	29.6	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	133	82.1	82.1	82.1
Yes	29	17.9	17.9	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	161	99.4	99.4	99.4
Yes	1	.6	.6	100.0
Total	162	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Outside of school assignments, I don't read at all	8	4.9	5.0	5.0
	Under one book per month	46	28.4	28.9	34.0
	One book per month	52	32.1	32.7	66.7
	2-3 books per month	31	19.1	19.5	86.2
	3-5 books per month	15	9.3	9.4	95.6
	5-10 books per month	4	2.5	2.5	98.1
	10-20 books per month	3	1.9	1.9	100.0
	Total	159	98.1	100.0	
Missing	System	3	1.9		
Total		162	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	93	57.4	57.4	57.4
	Yes	69	42.6	42.6	100.0
	Total	162	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	84	51.9	51.9	51.9
	Yes	78	48.1	48.1	100.0
	Total	162	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	129	79.6	79.6	79.6
	Yes	33	20.4	20.4	100.0
	Total	162	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	120	74.1	74.1	74.1
	Yes	42	25.9	25.9	100.0
	Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	110	67.9	67.9	67.9
Yes	52	32.1	32.1	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	134	82.7	82.7	82.7
Yes	28	17.3	17.3	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	112	69.1	69.1	69.1
Yes	50	30.9	30.9	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	96	59.3	59.3	59.3
Yes	66	40.7	40.7	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	98	60.5	60.5	60.5
Yes	64	39.5	39.5	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	122	75.3	75.3	75.3
Yes	40	24.7	24.7	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	141	87.0	87.0	87.0
Yes	21	13.0	13.0	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	57	35.2	35.2	35.2
Yes	105	64.8	64.8	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	158	97.5	97.5	97.5
Yes	4	2.5	2.5	100.0
Total	162	100.0	100.0	

**What kind of books do you like to read for pleasure? Other**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	153	94.4	94.4	94.4
Yes	9	5.6	5.6	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	120	74.1	74.1	74.1
Yes	42	25.9	25.9	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	119	73.5	73.5	73.5
Yes	43	26.5	26.5	100.0
Total	162	100.0	100.0	

**Which of the following characters/people do you like to read about? Characters**

**from movies or television shows**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	116	71.6	71.6	71.6
Yes	46	28.4	28.4	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	114	70.4	70.4	70.4
Yes	48	29.6	29.6	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	78	48.1	48.1	48.1
Yes	84	51.9	51.9	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	124	76.5	76.5	76.5
Yes	38	23.5	23.5	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	91	56.2	56.2	56.2
Yes	71	43.8	43.8	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	101	62.3	62.3	62.3
Yes	61	37.7	37.7	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	104	64.2	64.2	64.2
Yes	58	35.8	35.8	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	98	60.5	60.5	60.5
Yes	64	39.5	39.5	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	136	84.0	84.0	84.0
Yes	26	16.0	16.0	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	151	93.2	93.2	93.2
Yes	11	6.8	6.8	100.0
Total	162	100.0	100.0	

**Which of the following characters/people do you like to read about? Other**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	153	94.4	94.4	94.4
Yes	9	5.6	5.6	100.0
Total	162	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Daily	17	10.5	10.7	10.7
Weekly	39	24.1	24.5	35.2
Monthly	33	20.4	20.8	56.0
A few times per year	46	28.4	28.9	84.9
Once per year	6	3.7	3.8	88.7
Never	18	11.1	11.3	100.0
Total	159	98.1	100.0	
Missing System	3	1.9		
Total	162	100.0		

**Appendix 28. Troy University Fall 2011 New Student Survey Responses – Global Campus**

**Global Campus: Frequency Tables**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	22	38.6	38.6	38.6
	Female	35	61.4	61.4	100.0
	Total	57	100.0	100.0	

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	23	40.4	41.1	41.1
	Asian/Pacific Islander	1	1.8	1.8	42.9
	Hispanic	8	14.0	14.3	57.1
	White, non-Hispanic	23	40.4	41.1	98.2
	Race/ethnicity unknown	1	1.8	1.8	100.0
	Total	56	98.2	100.0	
Missing	System	1	1.8		
Total		57	100.0		

**Age:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-21	2	3.5	3.6	3.6
	21-24	6	10.5	10.7	14.3
	25-29	12	21.1	21.4	35.7
	30-34	9	15.8	16.1	51.8
	35-39	14	24.6	25.0	76.8
	40-49	9	15.8	16.1	92.9
	50-64	4	7.0	7.1	100.0
	Total	56	98.2	100.0	
Missing	System	1	1.8		
Total		57	100.0		

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	3.5	3.5	3.5
	First-time freshman (an undergraduate student attending coll	6	10.5	10.5	14.0
	First-time graduate (a graduate student enrolled in a gradua	25	43.9	43.9	57.9
	Undergraduate transfer student (an undergraduate student who	20	35.1	35.1	93.0
	Graduate transfer student (a graduate student who transferre	3	5.3	5.3	98.2
	Graduate transient student (a graduate student attending TRO	1	1.8	1.8	100.0
	Total	57	100.0	100.0	

**Campus where you are currently enrolled:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Global Campus (Campuses or sites outside of Alabama)	57	100.0	100.0	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Albany, GA	4	7.0	7.0	7.0
	Arlington, VA (eTROY Support Center)	1	1.8	1.8	8.8
	Atlanta, GA	2	3.5	3.5	12.3
	Augusta, GA (Off Base-Perimeter Parkway)	7	12.3	12.3	24.6



Fall 2011 New Student Satisfaction Survey

Brunswick, GA	4	7.0	7.0	31.6
Clarksville, TN (eTROY Support Center)	1	1.8	1.8	33.3
Columbus, GA (Off Base-Manchester Exp)	5	8.8	8.8	42.1
Covington, GA	3	5.3	5.3	47.4
Davis Monthan AFB (Tucson), AZ	1	1.8	1.8	49.1
Fort Benning (Columbus), GA	2	3.5	3.5	52.6
Fort Lewis, WA	1	1.8	1.8	54.4
Fort Walton Beach, FL	3	5.3	5.3	59.6
Harrisburg, PA	1	1.8	1.8	61.4
Hurlburt Field, FL (eTROY Support Center)	1	1.8	1.8	63.2
Misawa, Japan (Misawa Air Base)	1	1.8	1.8	64.9
Norfolk Regional, VA	1	1.8	1.8	66.7
Orlando, FL	8	14.0	14.0	80.7
Pensacola, FL (Off Base-Warrington Road)	4	7.0	7.0	87.7
Sumter, SC	3	5.3	5.3	93.0
Tampa Bay, FL	3	5.3	5.3	98.2
Tyndall AFB (Panama City), FL	1	1.8	1.8	100.0
Total	57	100.0	100.0	

College you are attending:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Arts & Sciences	23	40.4	42.6	42.6
Business	12	21.1	22.2	64.8
Education	11	19.3	20.4	85.2
Health and Human Services	8	14.0	14.8	100.0
Total	54	94.7	100.0	
Missing System	3	5.3		
Total	57	100.0		

**Degree program you are in:**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Associate	7	12.3	12.3	12.3
Bachelor's	19	33.3	33.3	45.6
Master's	30	52.6	52.6	98.2
Other	1	1.8	1.8	100.0
Total	57	100.0	100.0	

**What is your major/concentration? (Select your major from the appropriate college you belong to.)**

**College of Arts & Sciences**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Other	6	10.5	21.4	21.4
Applied Computer Science	1	1.8	3.6	25.0
Criminal Justice	11	19.3	39.3	64.3
General Education	1	1.8	3.6	67.9
International Relations	6	10.5	21.4	89.3
Public Administration	2	3.5	7.1	96.4
Social Science Education	1	1.8	3.6	100.0
Total	28	49.1	100.0	
Missing System	29	50.9		
Total	57	100.0		

**Sorrell College of Business**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Associate of Science in Business	1	1.8	7.7	7.7
Management	4	7.0	30.8	38.5
Human Resource Management	2	3.5	15.4	53.8
General Business	3	5.3	23.1	76.9
Technology and Resource Management	2	3.5	15.4	92.3
Master of Business Administration	1	1.8	7.7	100.0
Total	13	22.8	100.0	
Missing System	44	77.2		
Total	57	100.0		

**College of Communication and Fine Arts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	1.8	100.0	100.0
Missing	System	56	98.2		
Total		57	100.0		

**College of Education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Early Childhood Education	1	1.8	5.9	5.9
	Post-Secondary Education	1	1.8	5.9	11.8
	Rehabilitation Counseling	1	1.8	5.9	17.6
	Clinical Mental Counseling	12	21.1	70.6	88.2
	Psychology	2	3.5	11.8	100.0
Total		17	29.8	100.0	
Missing	System	40	70.2		
Total		57	100.0		

**College of Health and Human Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	3	5.3	100.0	100.0
Missing	System	54	94.7		
Total		57	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	37	64.9	64.9	64.9
	Second choice	16	28.1	28.1	93.0
	Third choice	3	5.3	5.3	98.2
	Fourth choice	1	1.8	1.8	100.0
Total		57	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	32	56.1	57.1	57.1
	No	24	42.1	42.9	100.0
	Total	56	98.2	100.0	
Missing	System	1	1.8		
Total		57	100.0		

**Please select the reasons why you have chosen to attend: Good academic reputation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	47.4	47.4	47.4
	Yes	30	52.6	52.6	100.0
	Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Good reputation for social activities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	56	98.2	98.2	98.2
	Yes	1	1.8	1.8	100.0
	Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Rankings in national magazines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	52	91.2	91.2	91.2
	Yes	5	8.8	8.8	100.0
	Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Graduates get good jobs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	53	93.0	93.0	93.0
	Yes	4	7.0	7.0	100.0
	Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Size of campus**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	50	87.7	87.7	87.7
	Yes	7	12.3	12.3	100.0
	Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Location**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	15	26.3	26.3	26.3
Yes	42	73.7	73.7	100.0
Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Affordability**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	24	42.1	42.1	42.1
Yes	33	57.9	57.9	100.0
Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Availability of financial aid**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	44	77.2	77.2	77.2
Yes	13	22.8	22.8	100.0
Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Admission standards**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	47	82.5	82.5	82.5
Yes	10	17.5	17.5	100.0
Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Academic programs**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	31	54.4	54.4	54.4
Yes	26	45.6	45.6	100.0
Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Flexibility of schedule**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	24	42.1	42.1	42.1
Yes	33	57.9	57.9	100.0
Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Social atmosphere**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	50	87.7	87.7	87.7
Yes	7	12.3	12.3	100.0
Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Diversity of student body**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	49	86.0	86.0	86.0
Yes	8	14.0	14.0	100.0
Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Athletics**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	57	100.0	100.0	100.0

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	57	100.0	100.0	100.0

**Please select the reasons why you have chosen to attend: Recommendation of high school counselor**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	57	100.0	100.0	100.0

**Please select the reasons why you have chosen to attend: Recommendation of college counselor**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	54	94.7	94.7	94.7
Yes	3	5.3	5.3	100.0
Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Parents' recommendation**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	55	96.5	96.5	96.5
Yes	2	3.5	3.5	100.0
Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Friends' recommendation**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	36	63.2	63.2	63.2
Yes	21	36.8	36.8	100.0
Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Alumni recommendation**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	49	86.0	86.0	86.0
Yes	8	14.0	14.0	100.0
Total	57	100.0	100.0	

**Please select the reasons why you have chosen to attend: Other**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	51	89.5	89.5	89.5
Yes	6	10.5	10.5	100.0
Total	57	100.0	100.0	

**How did you first learn about TROY?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Other	9	15.8	15.8	15.8
Alumni	14	24.6	24.6	40.4
Billboard	6	10.5	10.5	50.9
Guidance Counselor	1	1.8	1.8	52.6
Internet	5	8.8	8.8	61.4
Television	1	1.8	1.8	63.2
Word of mouth	21	36.8	36.8	100.0
Total	57	100.0	100.0	

**How did you learn about registration dates and times?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Other	15	26.3	27.3	27.3
Billboard	1	1.8	1.8	29.1
Direct Mail	3	5.3	5.5	34.5
Internet	23	40.4	41.8	76.4
Television	1	1.8	1.8	78.2
Word of mouth	12	21.1	21.8	100.0
Total	55	96.5	100.0	
Missing System	2	3.5		
Total	57	100.0		

**What is the best way to advertise to your friends?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	1	1.8	1.8	1.8
	Internet	17	29.8	29.8	31.6
	Newspaper	1	1.8	1.8	33.3
	Radio	4	7.0	7.0	40.4
	Television	1	1.8	1.8	42.1
	Word of mouth	33	57.9	57.9	100.0
	Total	57	100.0	100.0	

**How would you describe TROY to a friend? Academically challenging**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	31	54.4	54.4	54.4
	Yes	26	45.6	45.6	100.0
	Total	57	100.0	100.0	

**How would you describe TROY to a friend? Caring**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	39	68.4	68.4	68.4
	Yes	18	31.6	31.6	100.0
	Total	57	100.0	100.0	

**How would you describe TROY to a friend? Convenient**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	13	22.8	22.8	22.8
	Yes	44	77.2	77.2	100.0
	Total	57	100.0	100.0	

**How would you describe TROY to a friend? Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	25	43.9	43.9	43.9
	Yes	32	56.1	56.1	100.0
	Total	57	100.0	100.0	

**How would you describe TROY to a friend? Good value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	19	33.3	33.3	33.3
	Yes	38	66.7	66.7	100.0
	Total	57	100.0	100.0	



**How would you describe TROY to a friend? Helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	30	52.6	52.6	52.6
	Yes	27	47.4	47.4	100.0
Total		57	100.0	100.0	

**How would you describe TROY to a friend? Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	30	52.6	52.6	52.6
	Yes	27	47.4	47.4	100.0
Total		57	100.0	100.0	

**How would you describe TROY to a friend? Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	54	94.7	94.7	94.7
	Yes	3	5.3	5.3	100.0
Total		57	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	56	98.2	100.0	100.0
Missing	System	1	1.8		
Total		57	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	4	7.0	7.0	7.0
	Laptop	38	66.7	66.7	73.7
	Desktop	15	26.3	26.3	100.0
Total		57	100.0	100.0	

**Which statement below do you agree with most?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid I read constantly for my own personal satisfaction, and I lo	20	35.1	35.1	35.1
I don't have much time to read for pleasure, but I like to w	27	47.4	47.4	82.5
I only read what I'm supposed to for school.	9	15.8	15.8	98.2
I basically don't read books much at all.	1	1.8	1.8	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Just for the pleasure of it	14	24.6	24.6	24.6
Because I have to for school	18	31.6	31.6	56.1
Because I get bored and have nothing else to do	1	1.8	1.8	57.9
To learn new things on my own	22	38.6	38.6	96.5
I don't really read much	2	3.5	3.5	100.0
Total	57	100.0	100.0	

**How would you rate your reading level?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Advanced	19	33.3	33.3	33.3
Above average	24	42.1	42.1	75.4
Average	14	24.6	24.6	100.0
Total	57	100.0	100.0	

**Which of the following do you read? Books assigned for class**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	2	3.5	3.5	3.5
Yes	55	96.5	96.5	100.0
Total	57	100.0	100.0	

**Which of the following do you read? Books I read outside of class for pleasure**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	17	29.8	29.8	29.8
Yes	40	70.2	70.2	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	26	45.6	45.6	45.6
Yes	31	54.4	54.4	100.0
Total	57	100.0	100.0	

**Which of the following do you read? Comic books or graphic novels**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	47	82.5	82.5	82.5
Yes	10	17.5	17.5	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	41	71.9	71.9	71.9
Yes	16	28.1	28.1	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	29	50.9	50.9	50.9
Yes	28	49.1	49.1	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	49	86.0	86.0	86.0
Yes	8	14.0	14.0	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	40	70.2	70.2	70.2
Yes	17	29.8	29.8	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	32	56.1	56.1	56.1
Yes	25	43.9	43.9	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	14	24.6	24.6	24.6
Yes	43	75.4	75.4	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	19	33.3	33.3	33.3
Yes	38	66.7	66.7	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	43	75.4	75.4	75.4
Yes	14	24.6	24.6	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	28	49.1	49.1	49.1
Yes	29	50.9	50.9	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	31	54.4	54.4	54.4
Yes	26	45.6	45.6	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	35	61.4	61.4	61.4
Yes	22	38.6	38.6	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	42	73.7	73.7	73.7
Yes	15	26.3	26.3	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	57	100.0	100.0	100.0

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Outside of school assignments, I don't read at all	5	8.8	8.8	8.8
Under one book per month	15	26.3	26.3	35.1
One book per month	17	29.8	29.8	64.9
2-3 books per month	9	15.8	15.8	80.7
3-5 books per month	6	10.5	10.5	91.2
5-10 books per month	4	7.0	7.0	98.2
10-20 books per month	1	1.8	1.8	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	43	75.4	75.4	75.4
Yes	14	24.6	24.6	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	30	52.6	52.6	52.6
Yes	27	47.4	47.4	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	50	87.7	87.7	87.7
Yes	7	12.3	12.3	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	42	73.7	73.7	73.7
Yes	15	26.3	26.3	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	48	84.2	84.2	84.2
Yes	9	15.8	15.8	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	53	93.0	93.0	93.0
Yes	4	7.0	7.0	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	42	73.7	73.7	73.7
Yes	15	26.3	26.3	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	38	66.7	66.7	66.7
Yes	19	33.3	33.3	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	39	68.4	68.4	68.4
Yes	18	31.6	31.6	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	49	86.0	86.0	86.0
Yes	8	14.0	14.0	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	49	86.0	86.0	86.0
Yes	8	14.0	14.0	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	25	43.9	43.9	43.9
Yes	32	56.1	56.1	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	55	96.5	96.5	96.5
Yes	2	3.5	3.5	100.0
Total	57	100.0	100.0	

**What kind of books do you like to read for pleasure? Other**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	48	84.2	84.2	84.2
Yes	9	15.8	15.8	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	46	80.7	80.7	80.7
Yes	11	19.3	19.3	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	39	68.4	68.4	68.4
Yes	18	31.6	31.6	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	46	80.7	80.7	80.7
Yes	11	19.3	19.3	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	51	89.5	89.5	89.5
Yes	6	10.5	10.5	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	28	49.1	49.1	49.1
Yes	29	50.9	50.9	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	48	84.2	84.2	84.2
Yes	9	15.8	15.8	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	35	61.4	61.4	61.4
Yes	22	38.6	38.6	100.0
Total	57	100.0	100.0	



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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	35	61.4	61.4	61.4
Yes	22	38.6	38.6	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	32	56.1	56.1	56.1
Yes	25	43.9	43.9	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	39	68.4	68.4	68.4
Yes	18	31.6	31.6	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	50	87.7	87.7	87.7
Yes	7	12.3	12.3	100.0
Total	57	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	54	94.7	94.7	94.7
Yes	3	5.3	5.3	100.0
Total	57	100.0	100.0	

**Which of the following characters/people do you like to read about? Other**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	53	93.0	93.0	93.0
Yes	4	7.0	7.0	100.0
Total	57	100.0	100.0	

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

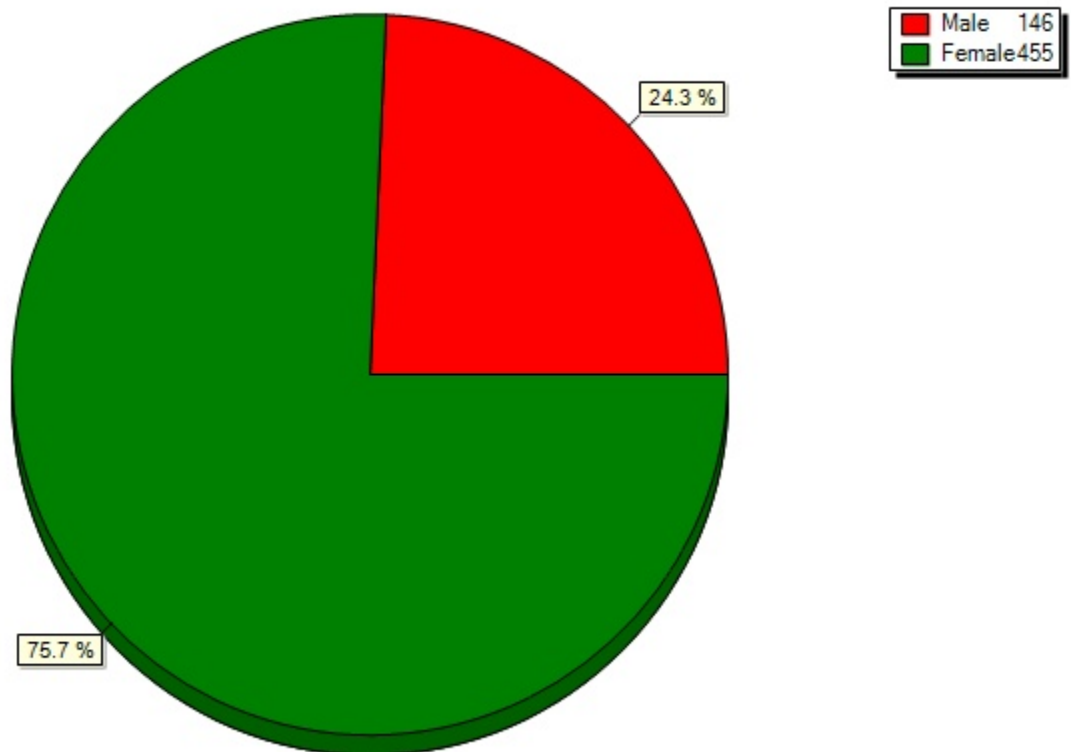
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	2	3.5	3.5	3.5
	Weekly	19	33.3	33.3	36.8
	Monthly	14	24.6	24.6	61.4
	A few times per year	13	22.8	22.8	84.2
	Once per year	4	7.0	7.0	91.2
	Never	5	8.8	8.8	100.0
	Total	57	100.0	100.0	

## Appendix 29 – 2011 Results in Graphics for All Campuses

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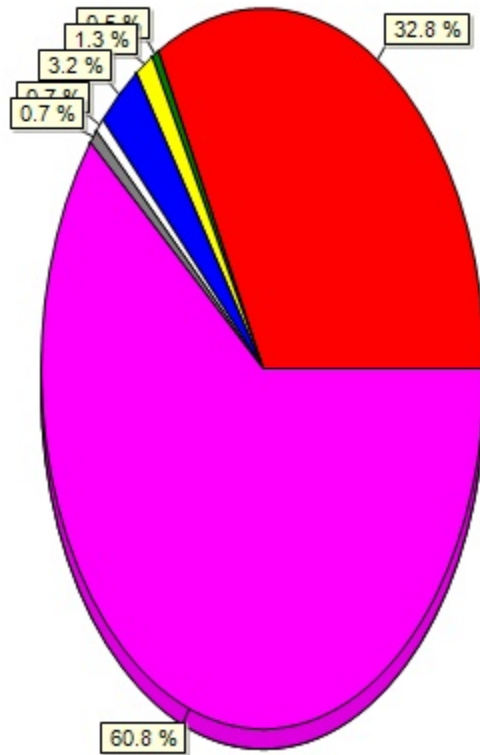
1) Gender:

1) Gender:



2) Ethnicity:

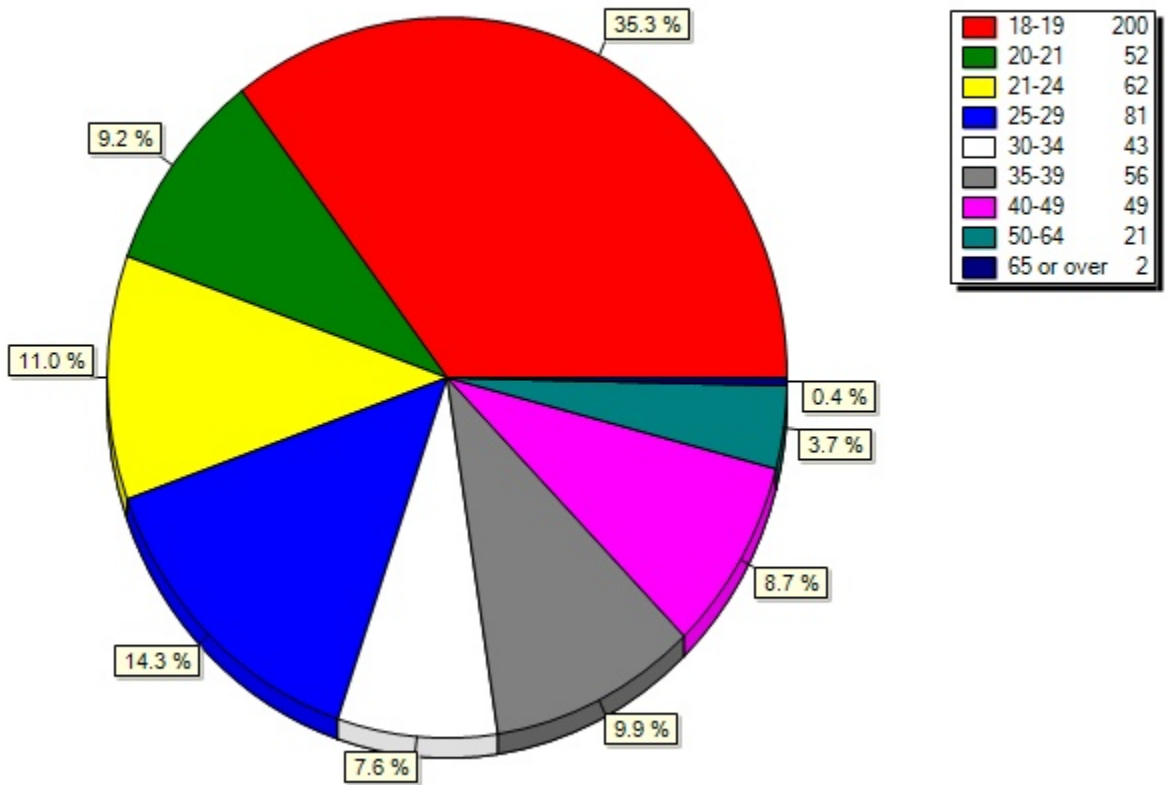
2) Ethnicity:



Black, non-Hispanic	196
American Indian/Alaska Native	3
Asian/Pacific Islander	8
Hispanic	19
Multi-racial	4
Race/ethnicity unknown	4
White, non-Hispanic	363

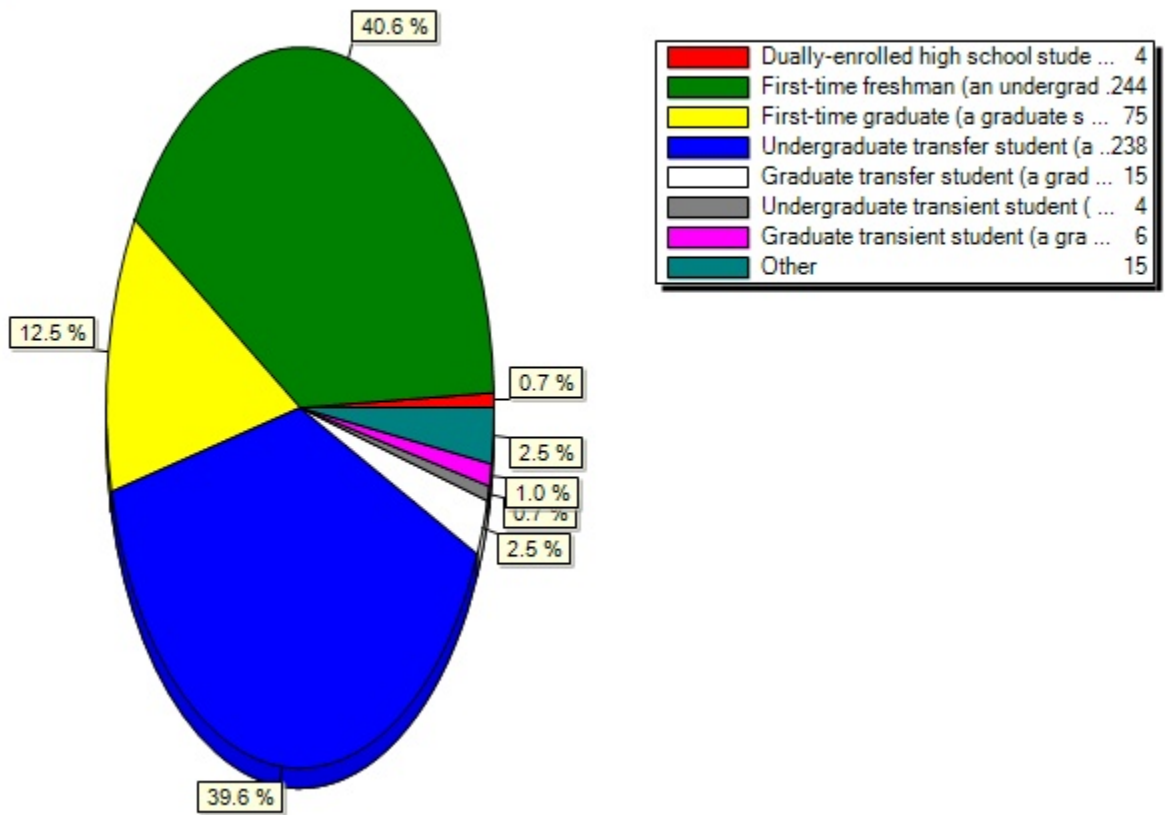
3) Age:

3) Age:



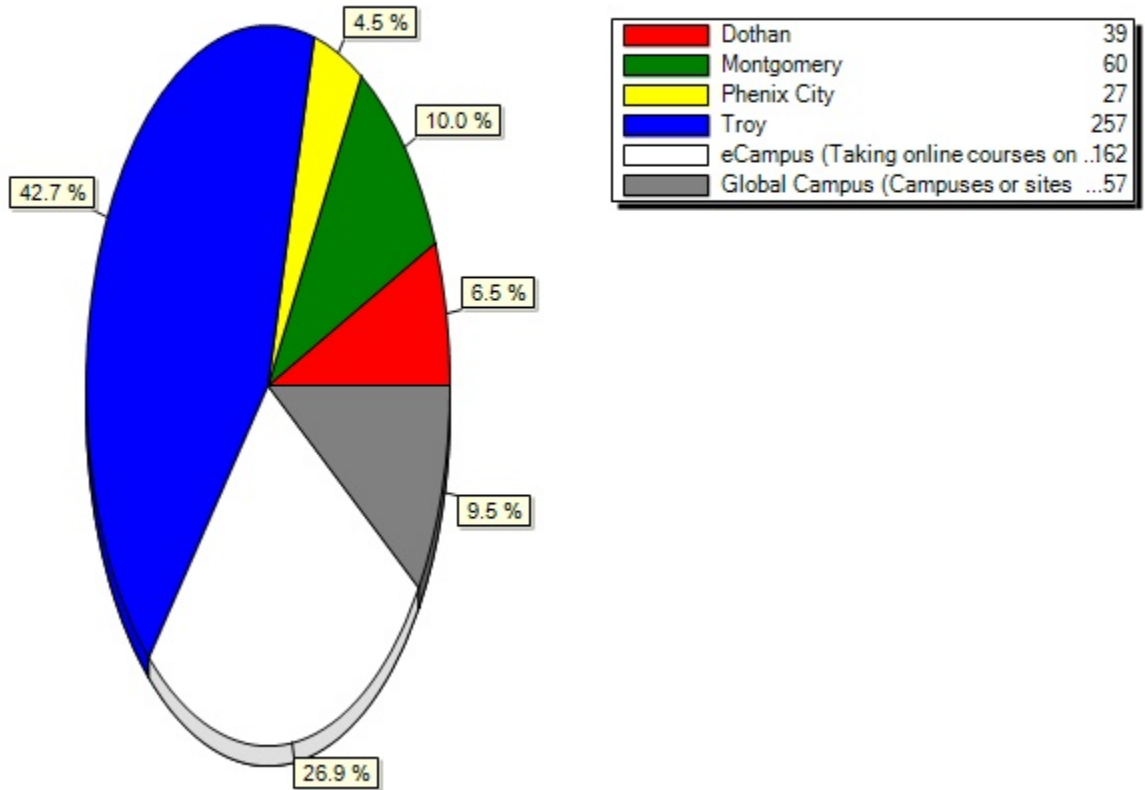
4) Enrollment Status:

4) Enrollment Status:



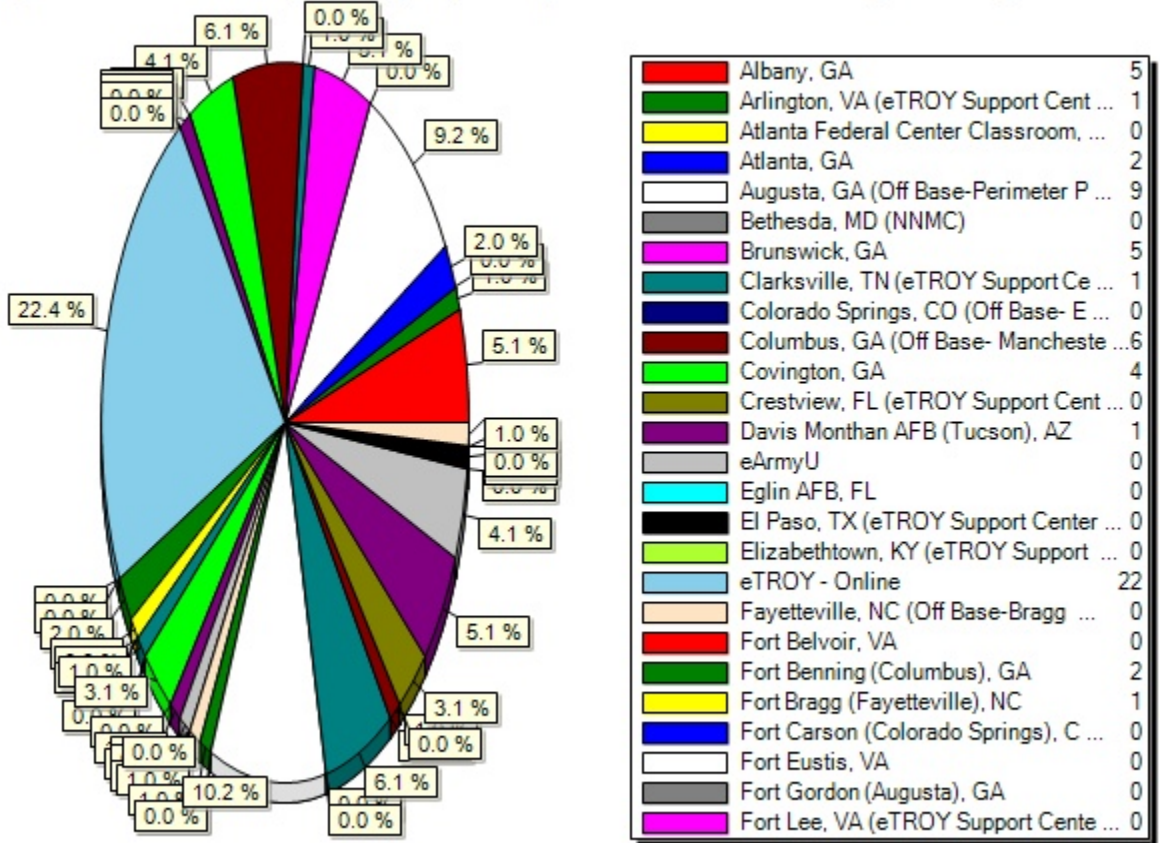
5) Campus where you are currently enrolled:

5) Campus where you are currently enrolled:



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

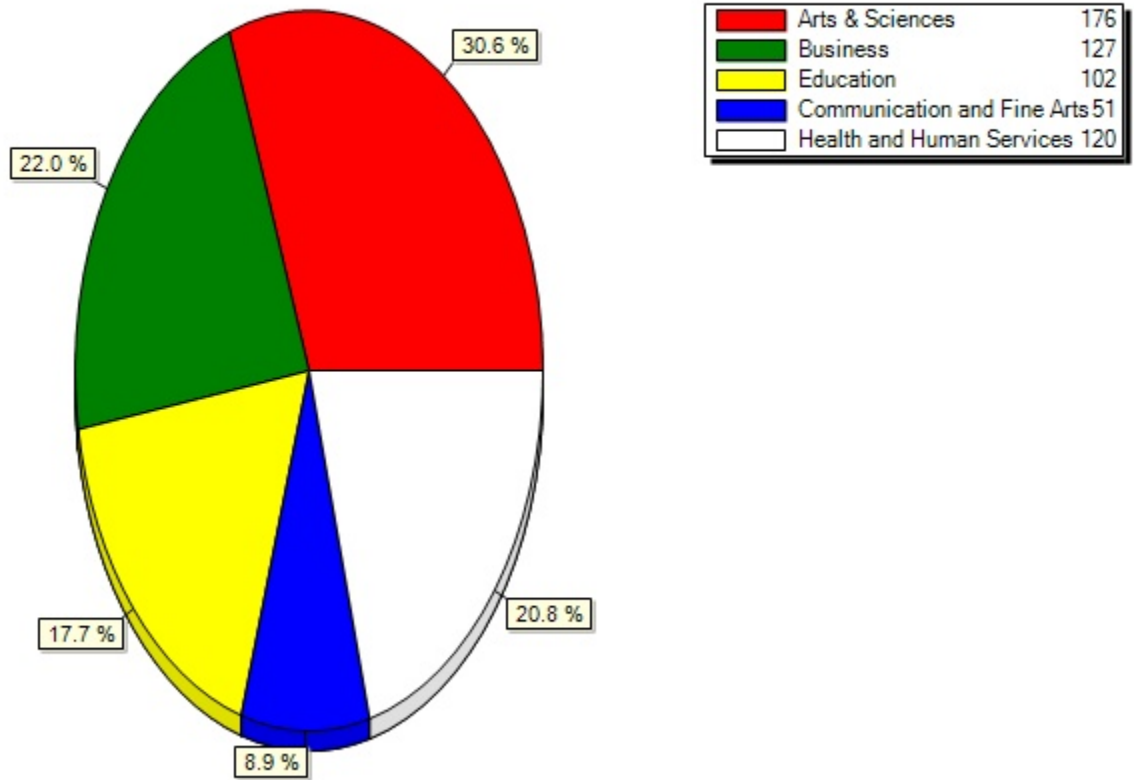
6) If you selected Global Campus in the prior question, please select the site from which you are taking c





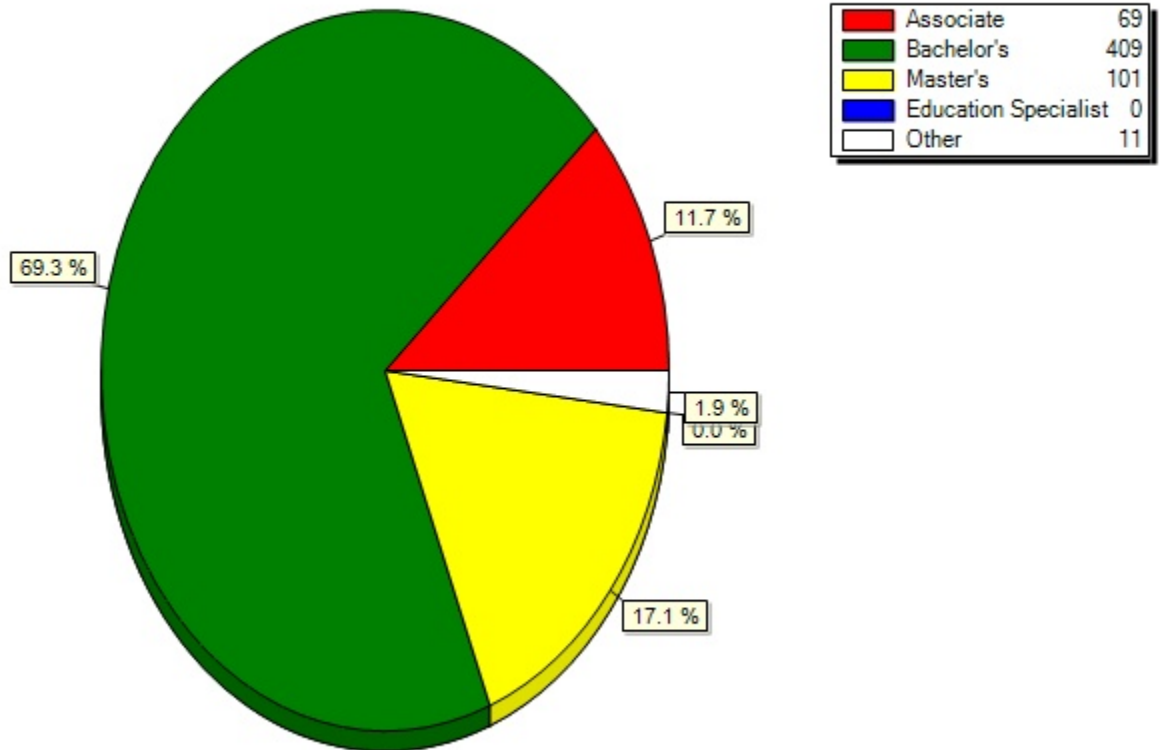
7) College you are attending:

7) College you are attending:



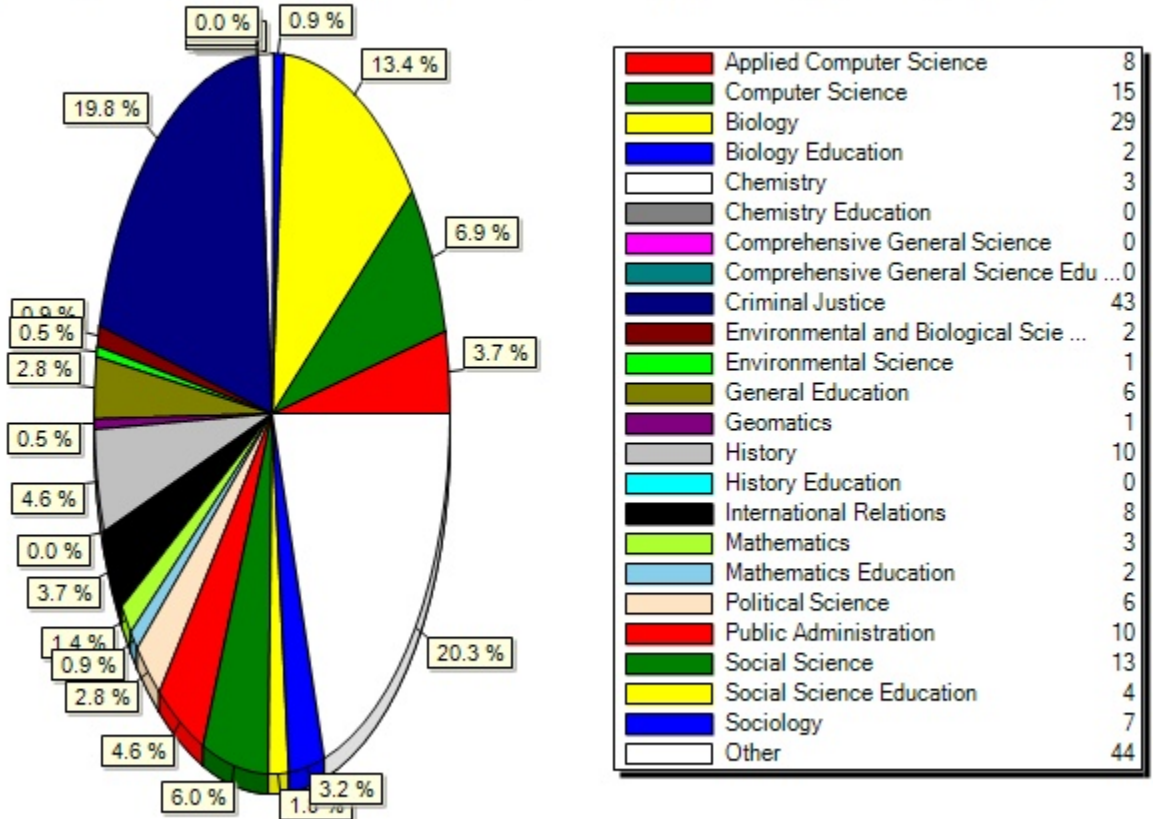
8) Degree program you are in:

8) Degree program you are in:



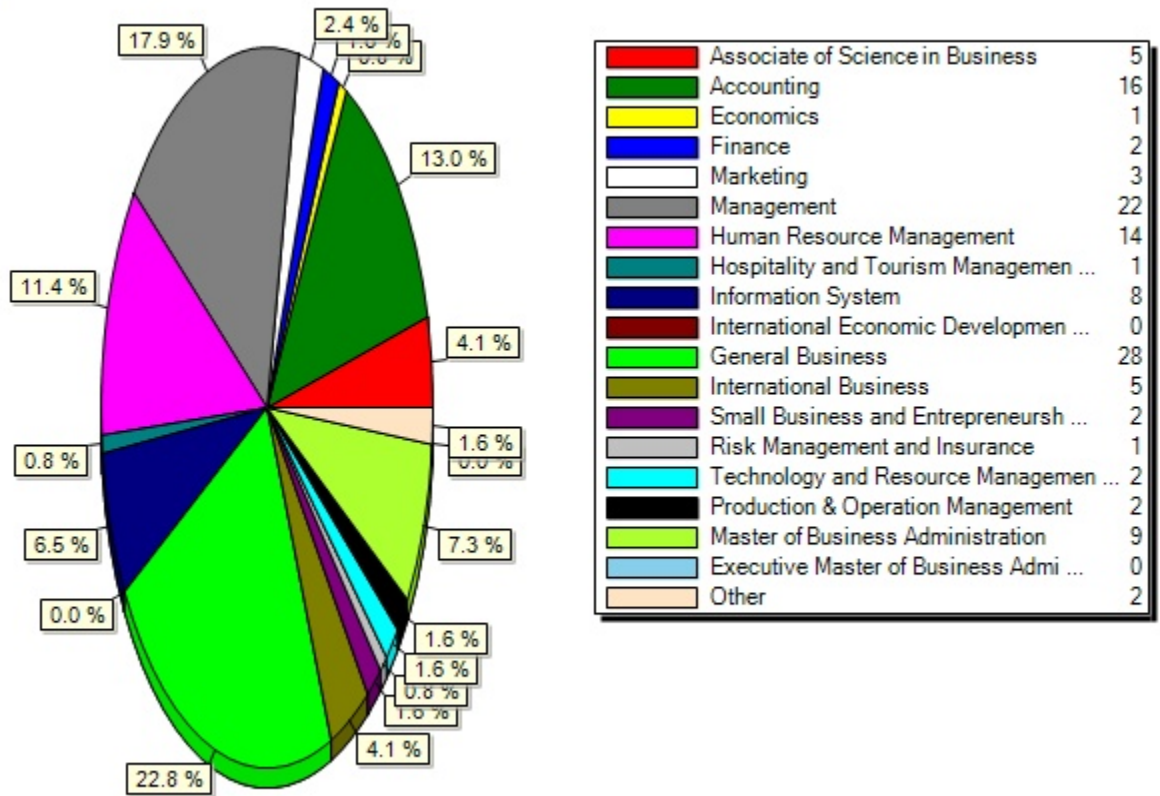
9) What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

9) What is your major/concentration? (Select your major from the appropriate college you belong to.)Colleg



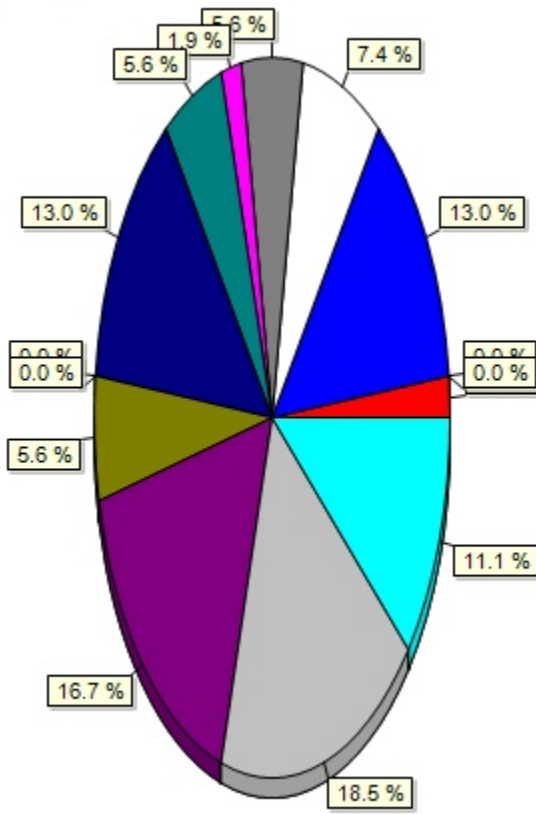
10) Sorrell College of Business

10) Sorrell College of Business



11) College of Communication and Fine Arts

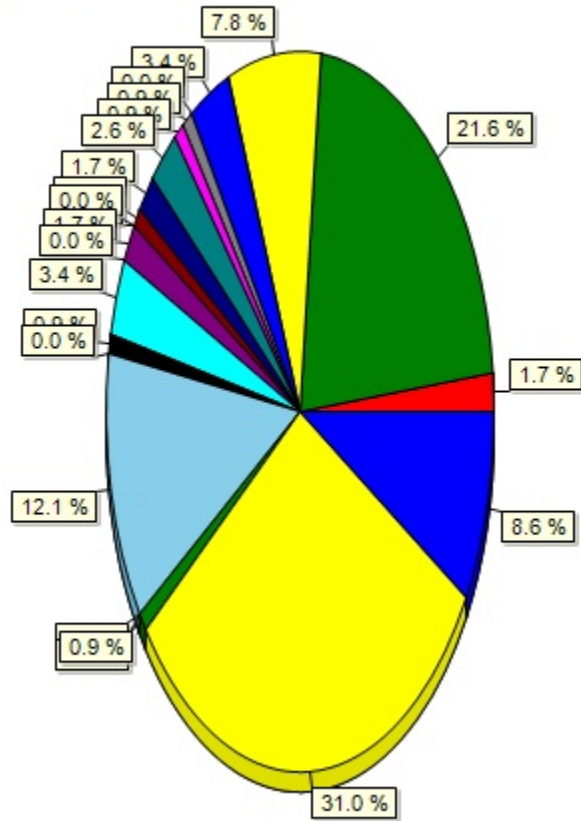
11) College of Communication and Fine Arts



Art	1
Art Education	0
Art Studio	0
Broadcast Journalism	7
Communication Arts - Communicatio ...	4
Communication Arts - Dramatic Art ...	3
Communication Arts - Speech Commu ...	1
Design, Technology, and Industry	3
English	7
English Language Arts Education	0
Foreign Language	0
Journalism	3
Music	9
Music Education	10
Other	6

## 12) College of Education

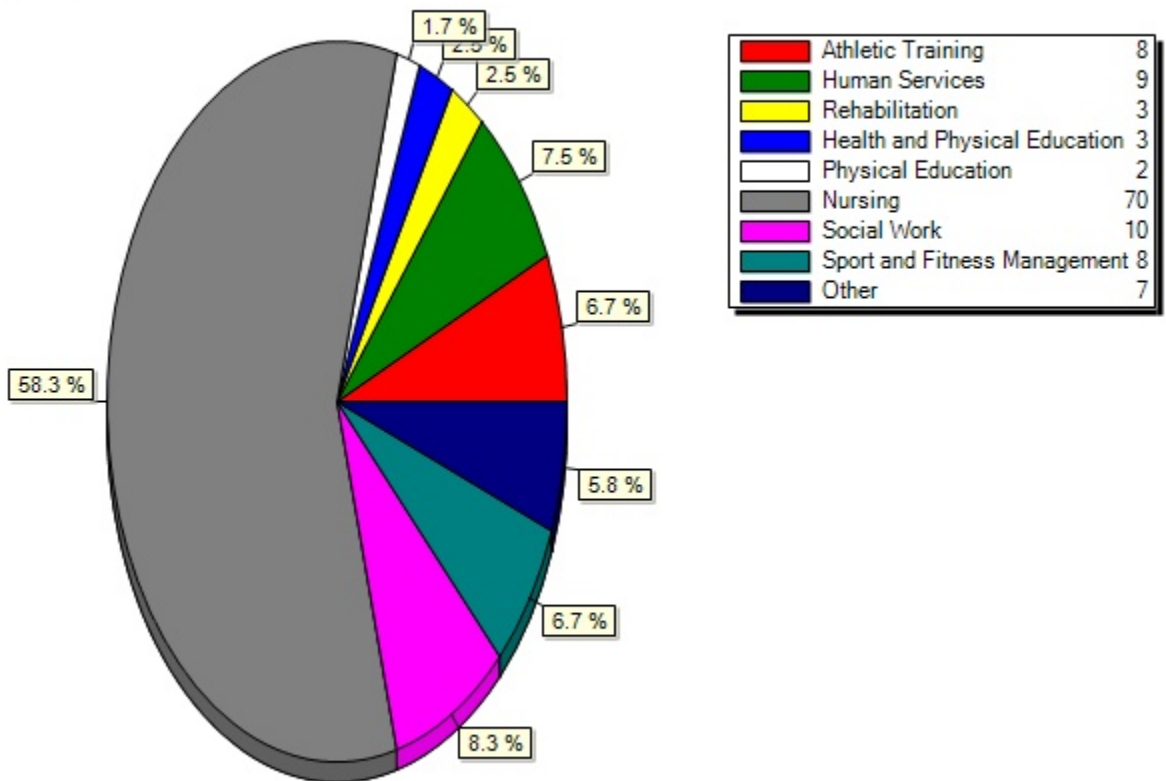
12) College of Education



Early Childhood Education	2
Elementary Education	25
Secondary Education	9
Post-Secondary Education	4
Interdisciplinary Education	0
Gifted Education	1
Reading Specialist Education	1
Collaborative Teacher K - 6	3
Collaborative Teacher 6 - 12	2
Adult Education	1
Educational Administration	0
Education Administration and Leadership	0
School Counseling	2
School Psychometry	0
Rehabilitation Counseling	4
Social Services Counseling	1
Substance Abuse Counseling	0
Clinical Mental Counseling	14
Community Counseling	0
Correction Counseling	0
Student Services Counseling	1
Psychology	36
Other	10

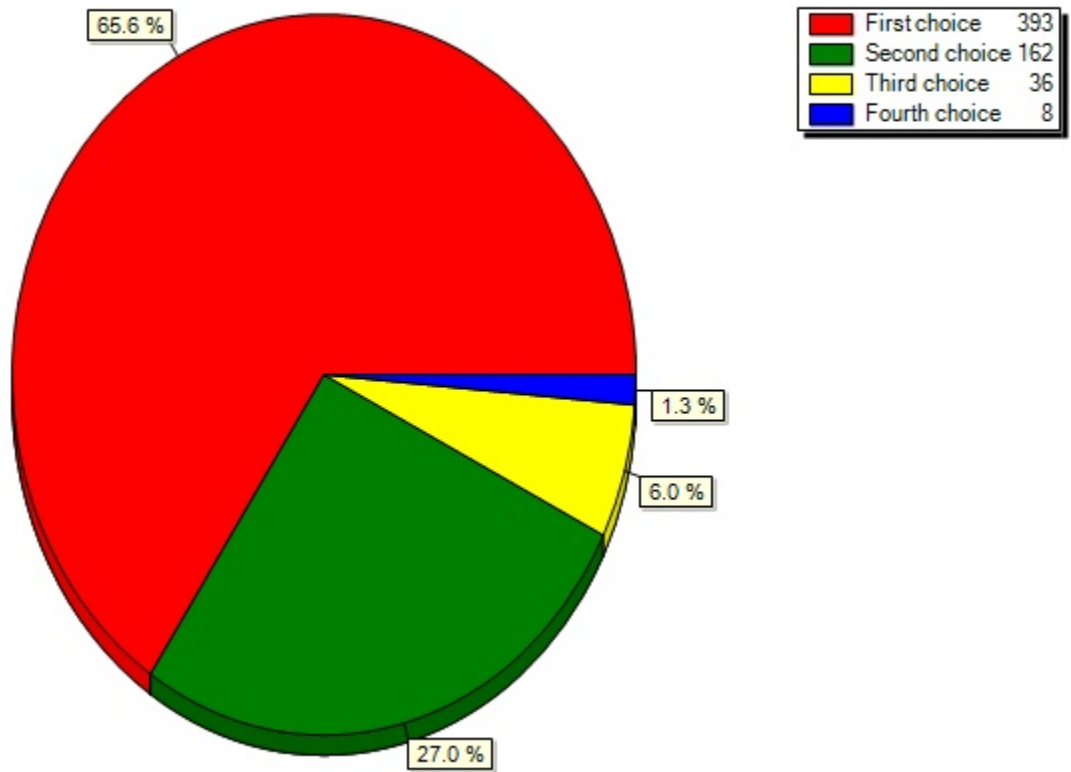
### 13) College of Health and Human Services

13) College of Health and Human Services



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

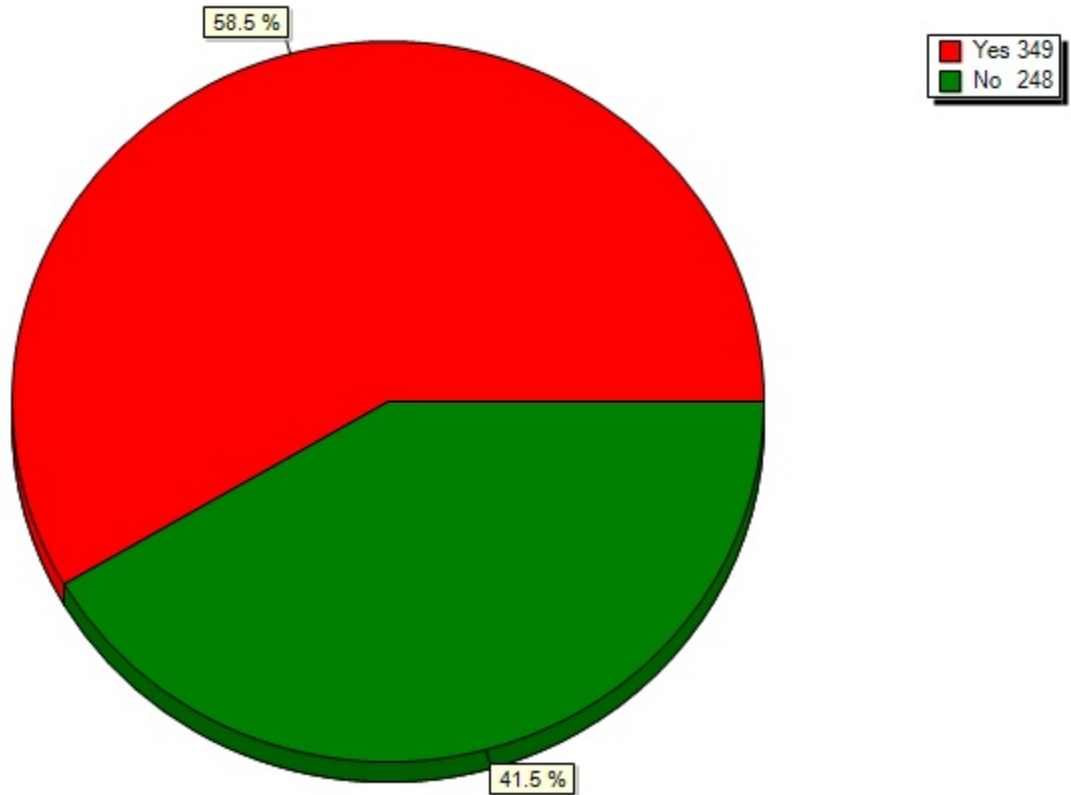
14) When you applied for admission to college, Troy University was your:





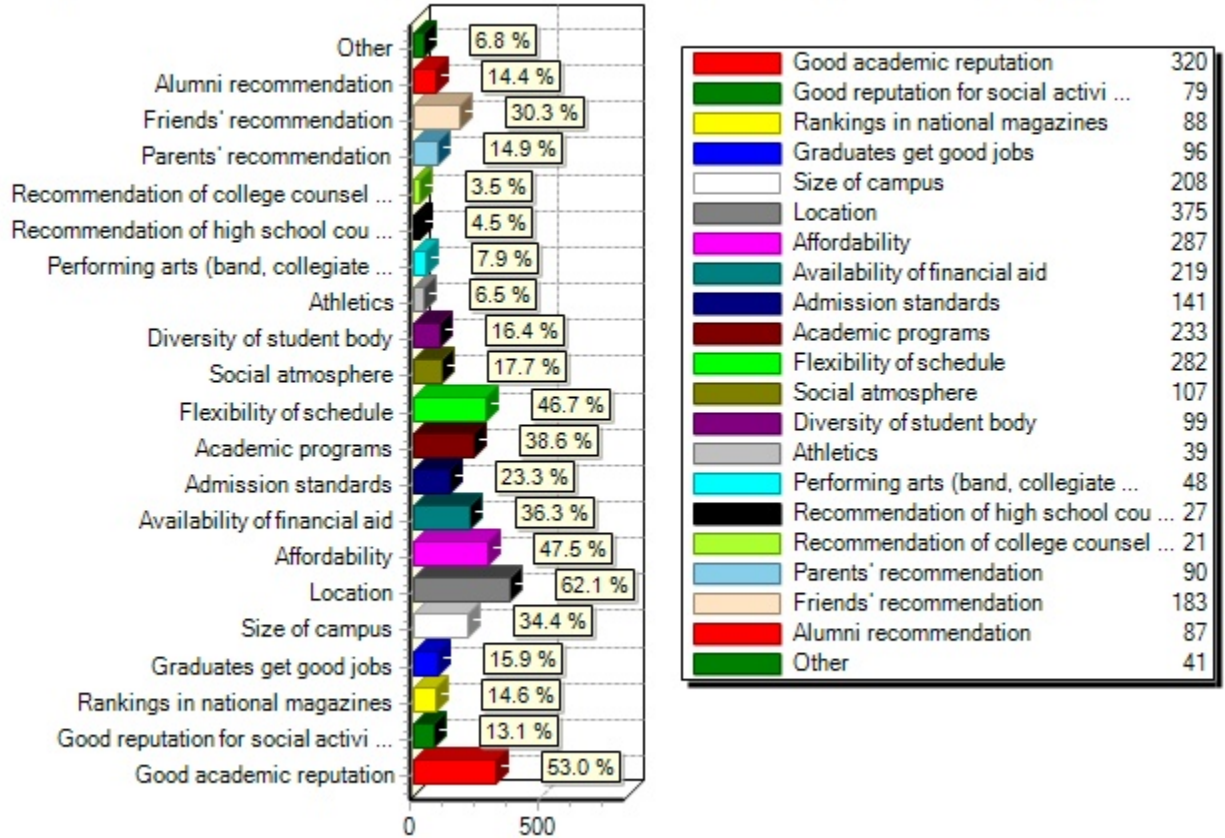
15) Prior to enrollment in Troy University, did you visit the campus where you enrolled?

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



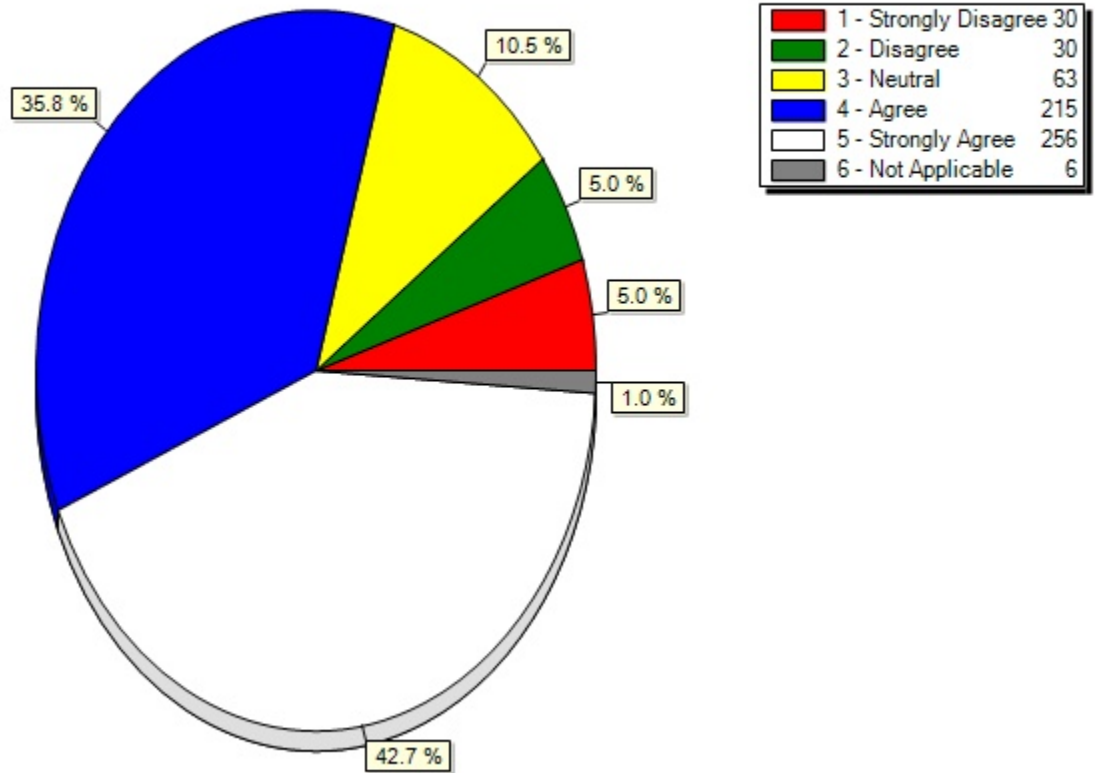
**16) Please select the reasons why you have chosen to attend Troy University (select as many as apply):**

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



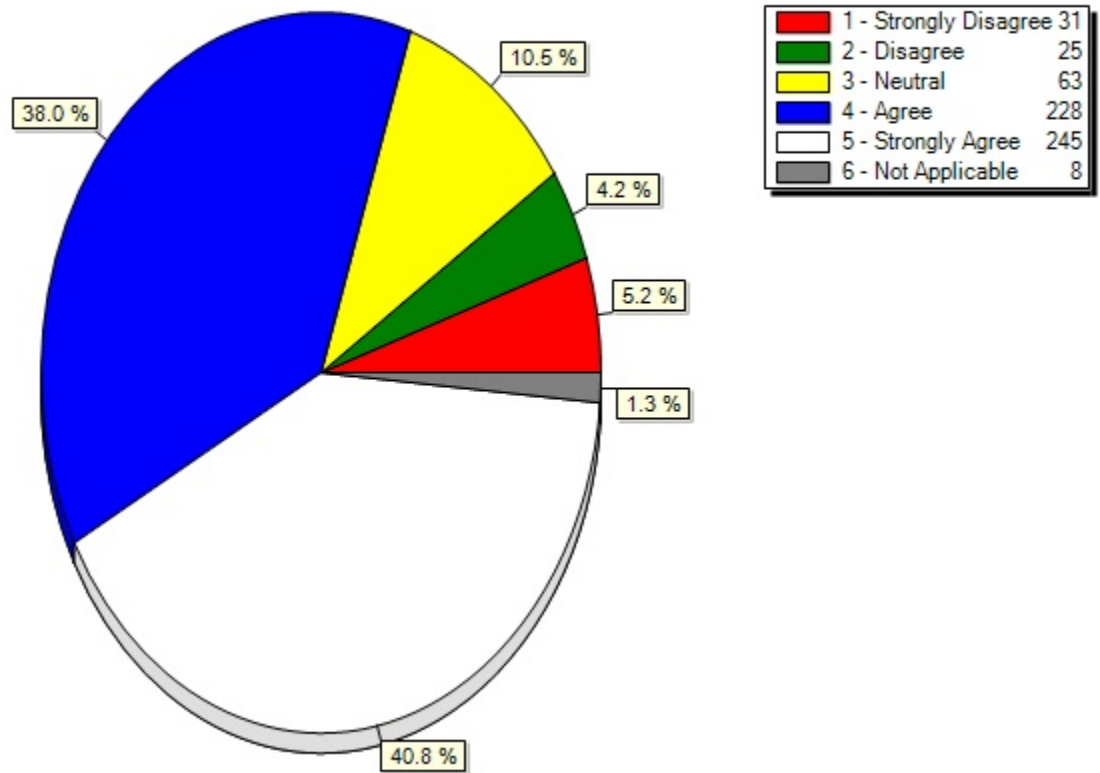
17.1) TROY personnel are knowledgeable and helpful

17.1) TROY personnel are knowledgeable and helpful.(Please rate your agreement with the following statemen



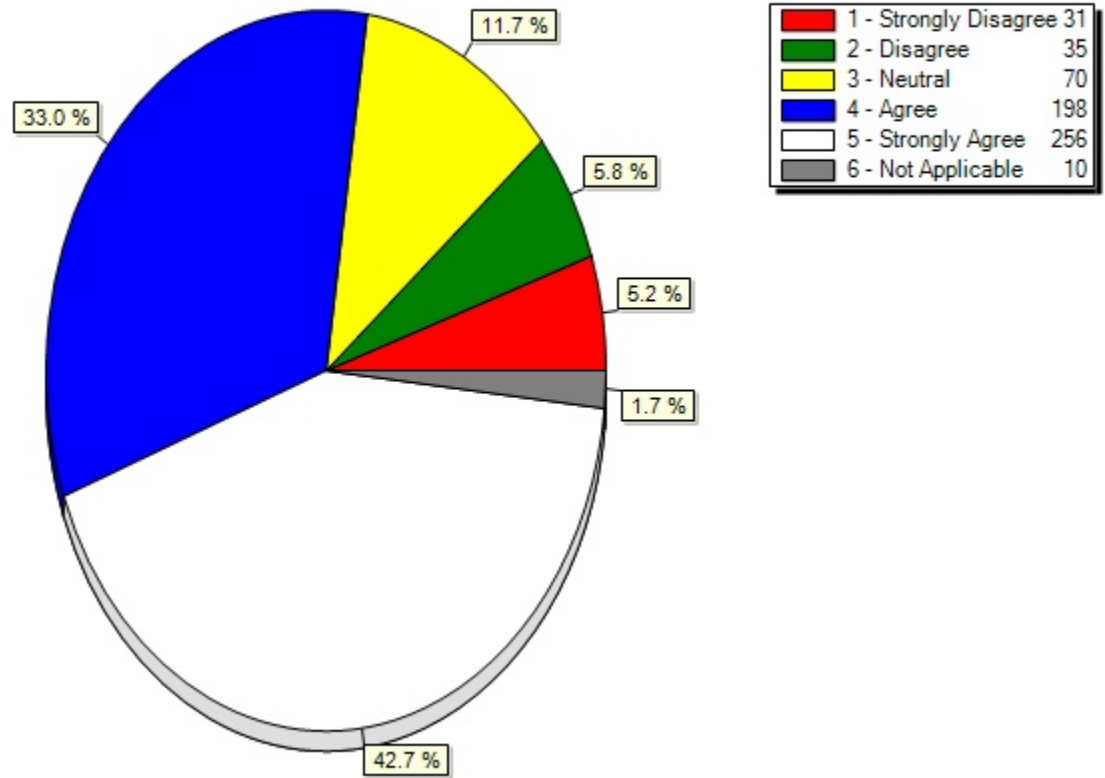
### 17.2) Faculty care about students as individuals

17.2) Faculty care about students as individuals. (Please rate your agreement with the following statements



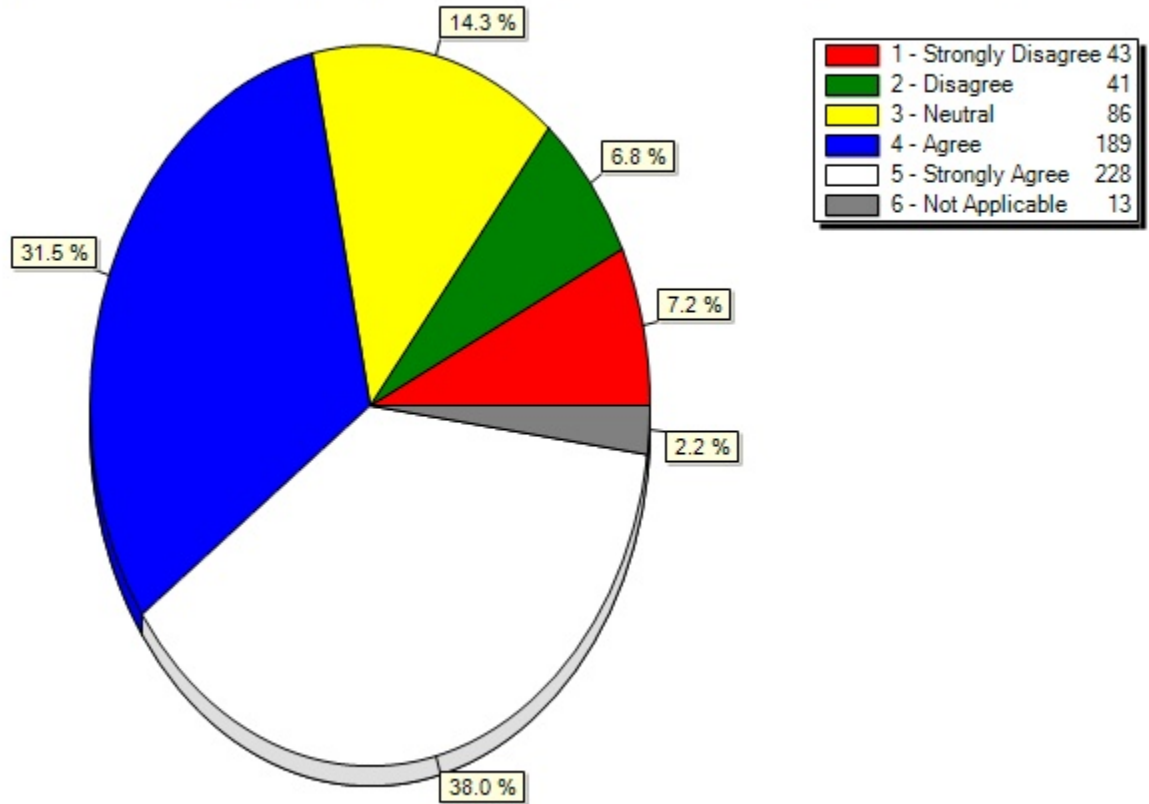
17.3) I feel I can talk to faculty about my academic concerns.

17.3) I feel I can talk to faculty about my academic concerns.(Please rate your agreement with the followi



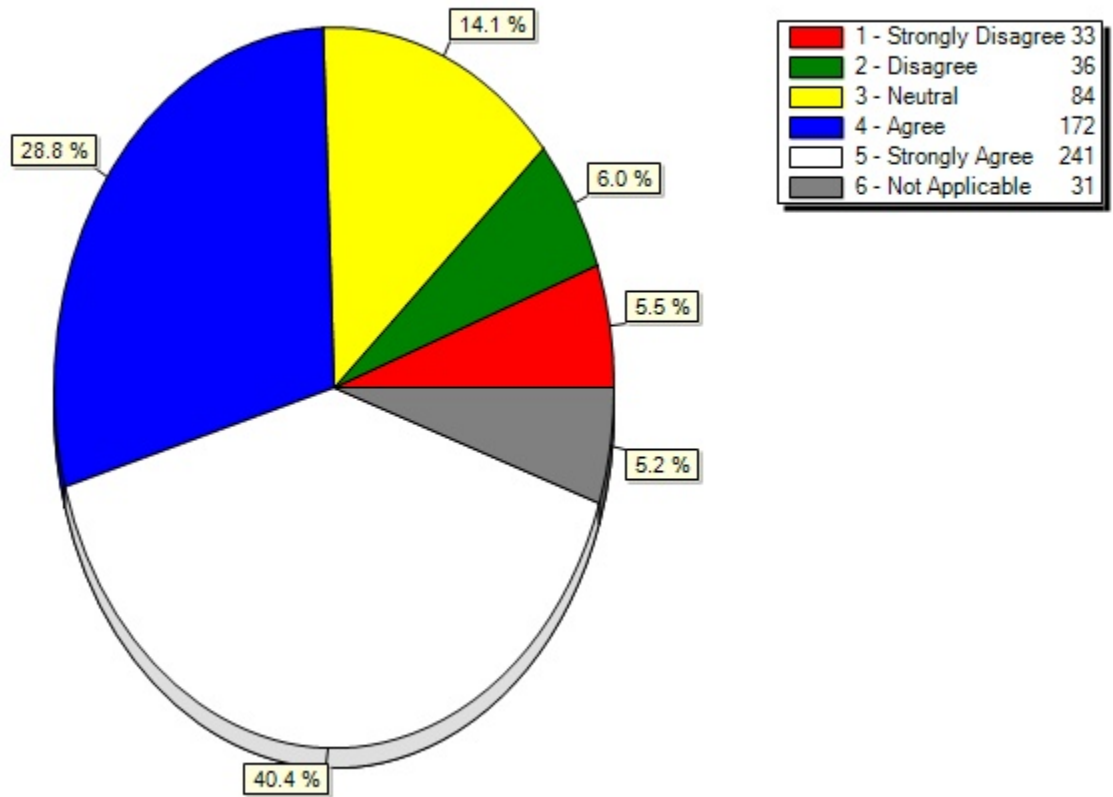
17.4) Academic advising is adequate.

17.4) Academic advising is adequate.(Please rate your agreement with the following statements with regard



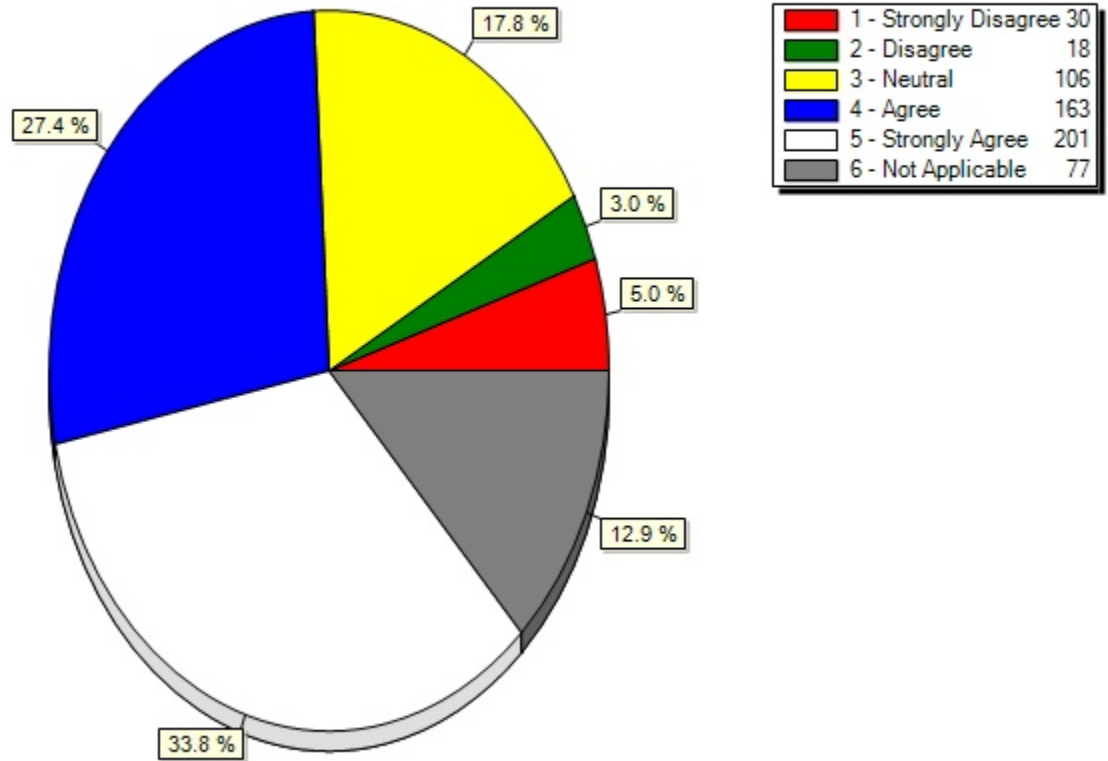
17.5) Sufficient financial aid options are available.

17.5) Sufficient financial aid options are available.(Please rate your agreement with the following statem



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

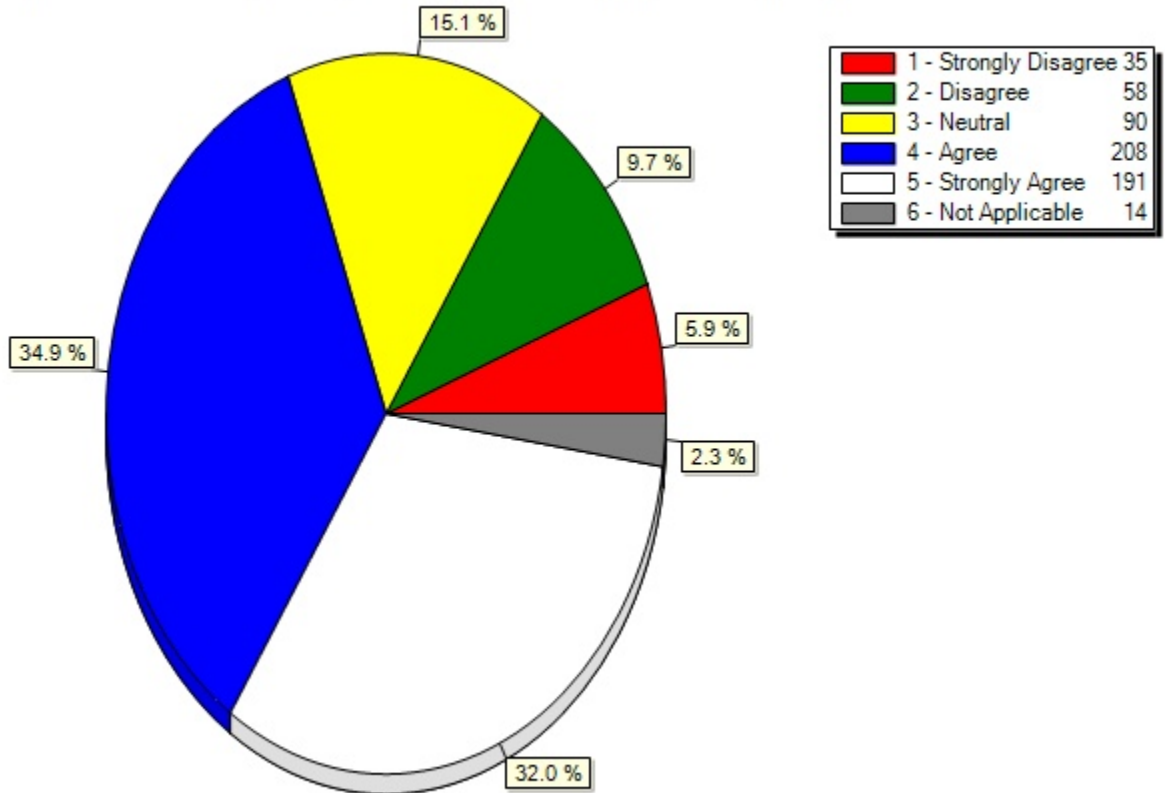
**17.6) The tuition payment plan is beneficial for students.(Please rate your agreement with the following s**





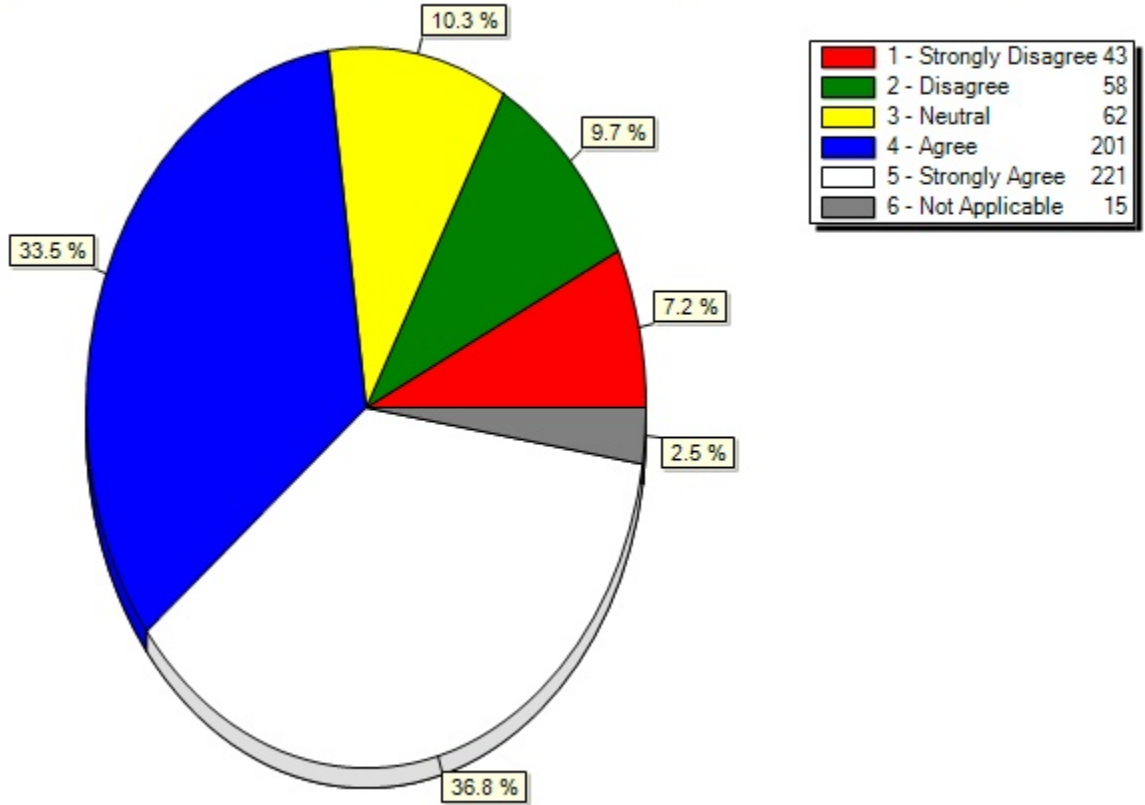
**17.7) Class information provided prior to enrollment was helpful.**

**17.7) Class information provided prior to enrollment was helpful.(Please rate your agreement with the foll**



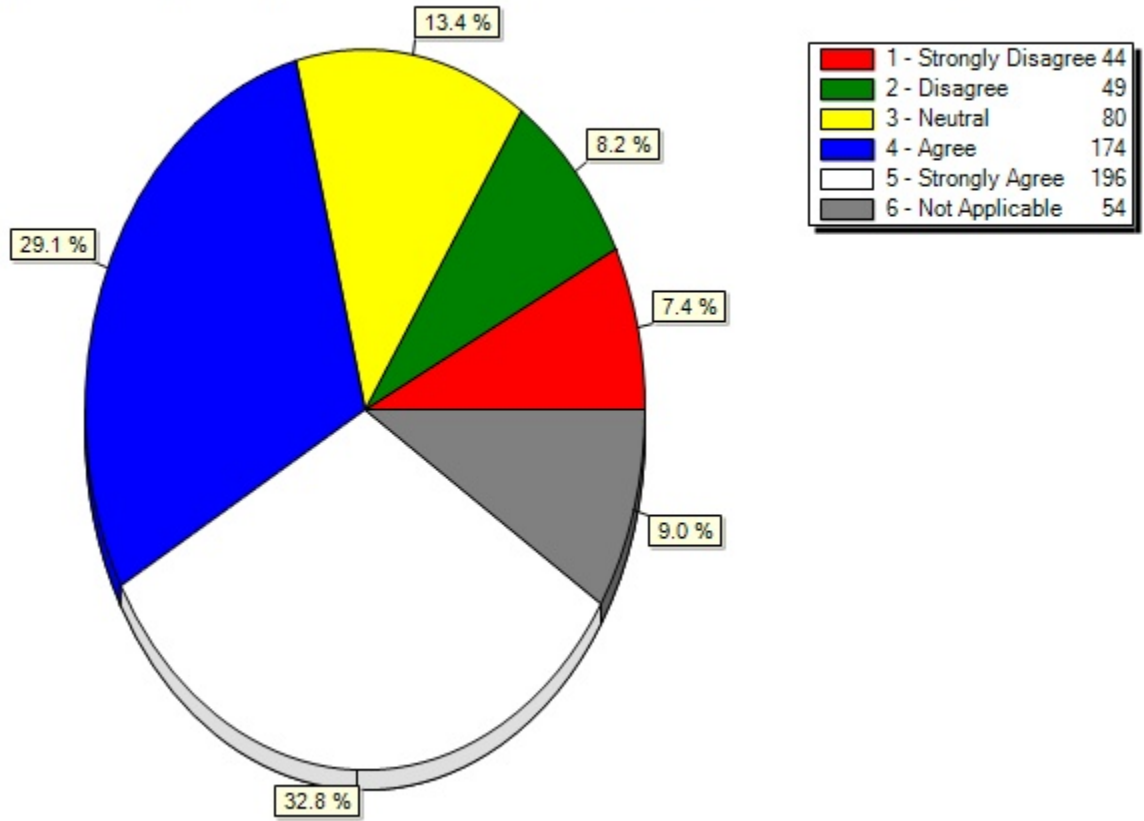
**17.8) Registration dates, times, and procedures were made clear to me prior to enrollment.**

17.8) Registration dates, times, and procedures were made clear to me prior to enrollment. (Please rate you



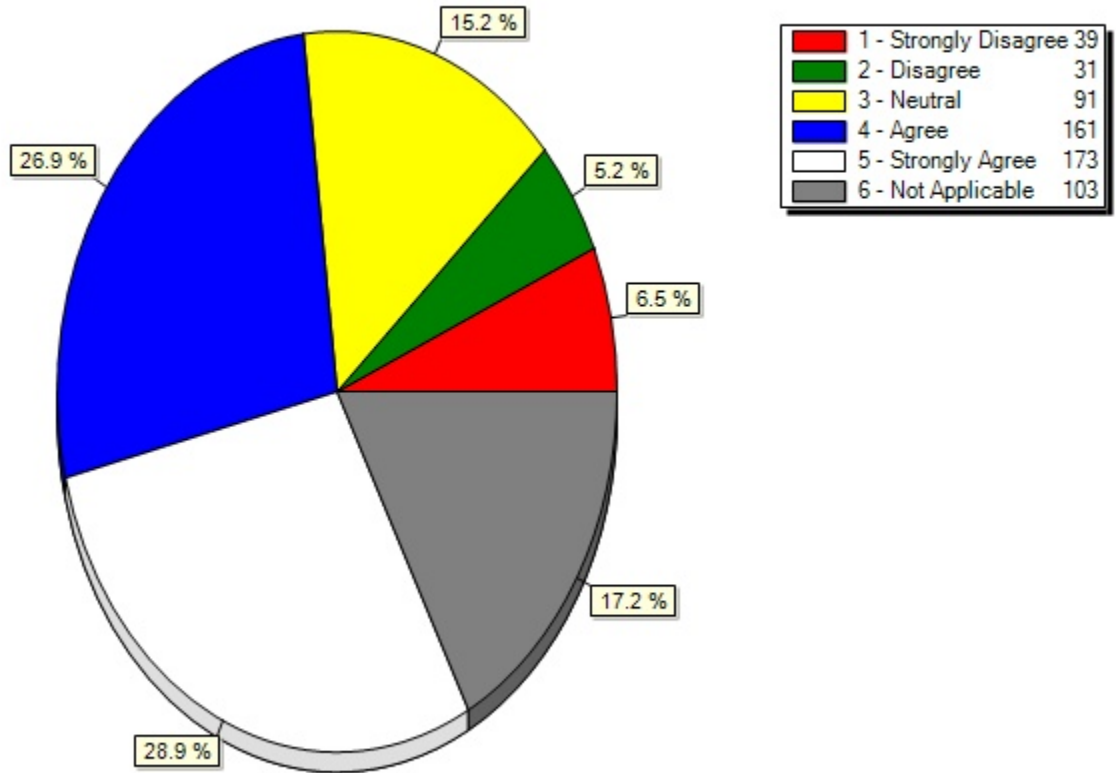
17.9) The online registration process is user-friendly.

17.9) The online registration process is user-friendly.(Please rate your agreement with the following stat



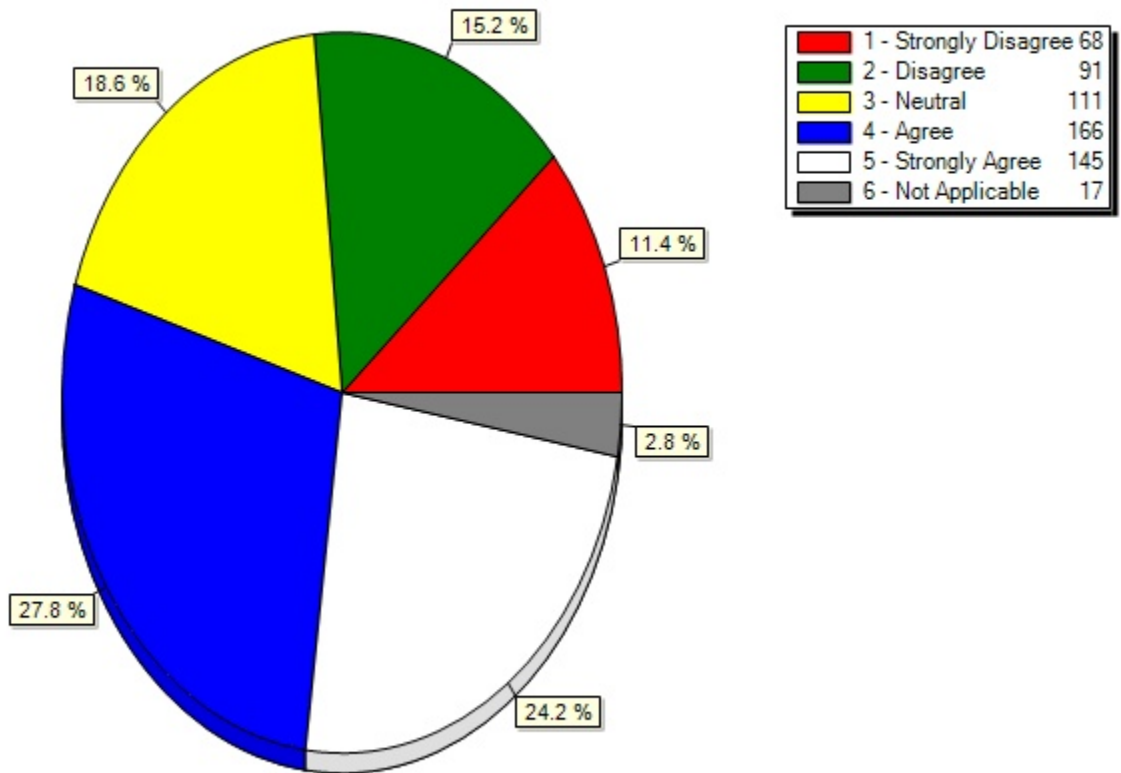
17.10) The on-site registration process is user-friendly.

17.10) The on-site registration process is user-friendly. (Please rate your agreement with the following st



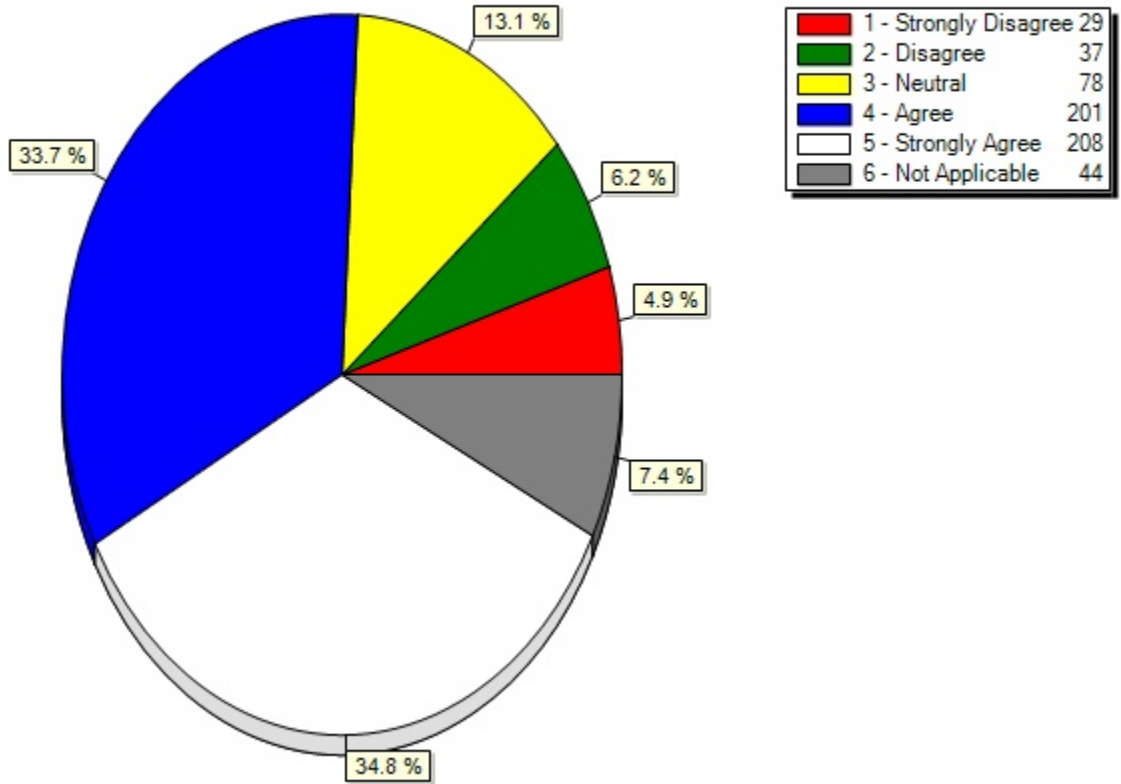
**17.11) Students seldom get the "run around" when seeking information.**

**17.11) Students seldom get the "run around" when seeking information.(Please rate your agreement with the**



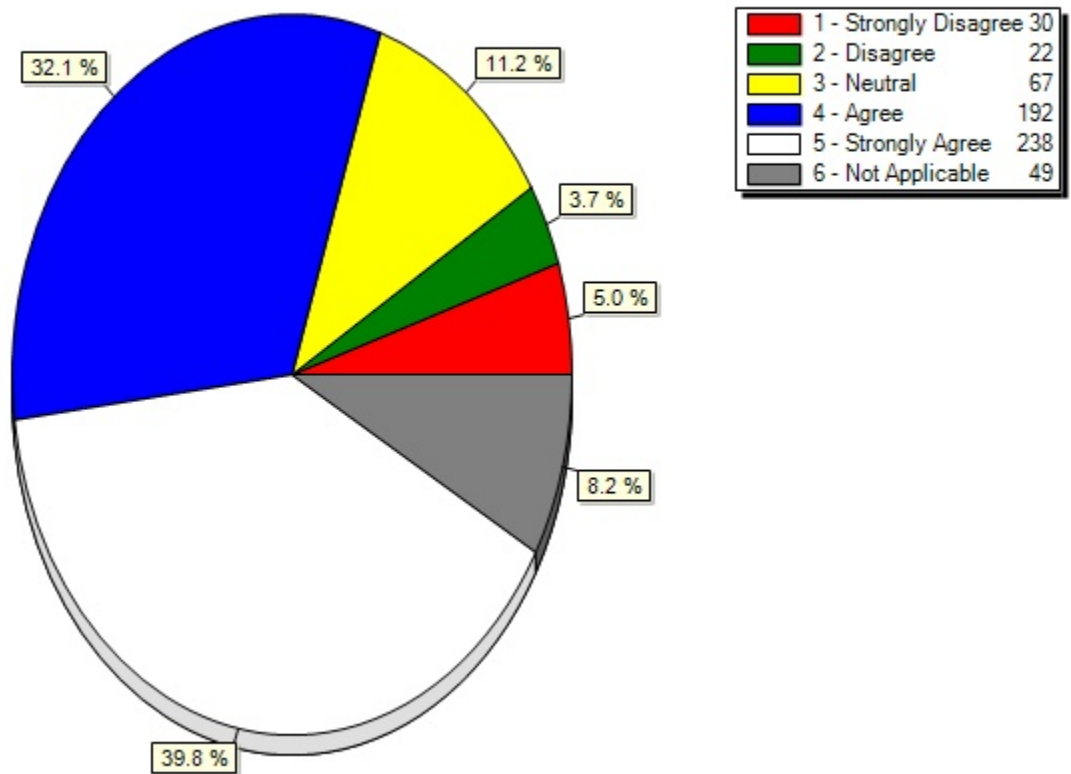
**17.12) The online Schedule of Classes is informative and easy to follow.**

**17.12) The online Schedule of Classes is informative and easy to follow.(Please rate your agreement with t**



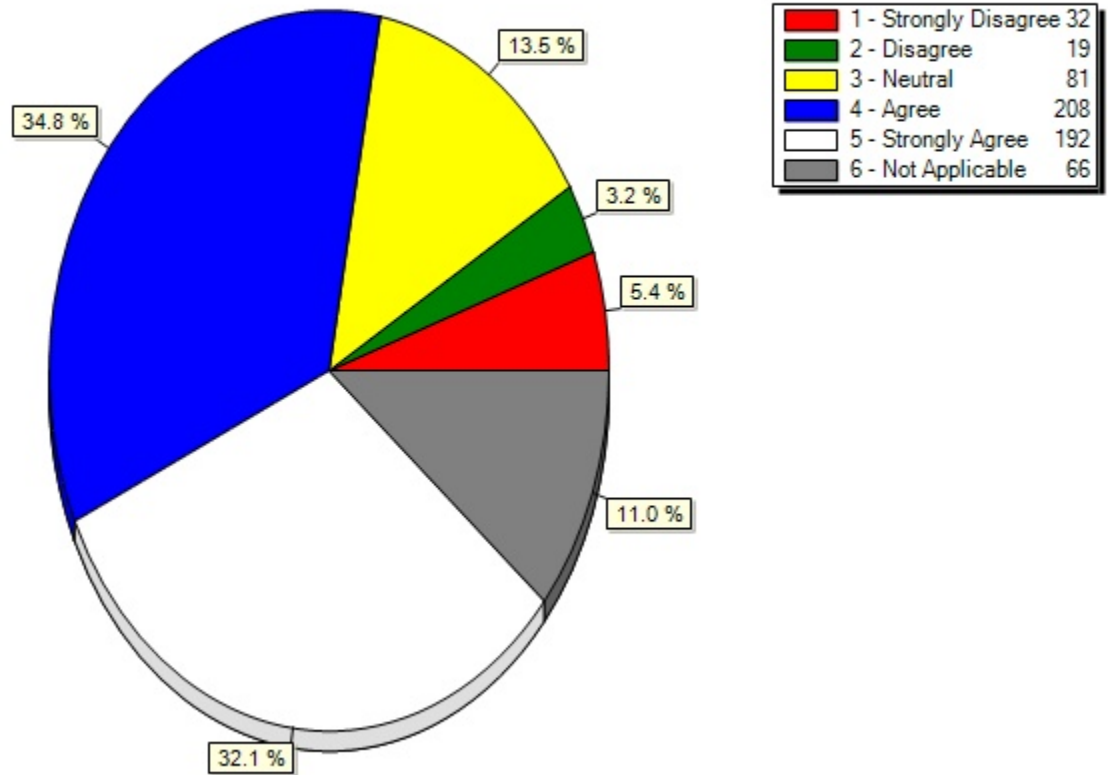
**17.13) The printed Schedule of Classes is informative and easy to follow.**

17.13) The printed Schedule of Classes is informative and easy to follow.(Please rate your agreement with



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

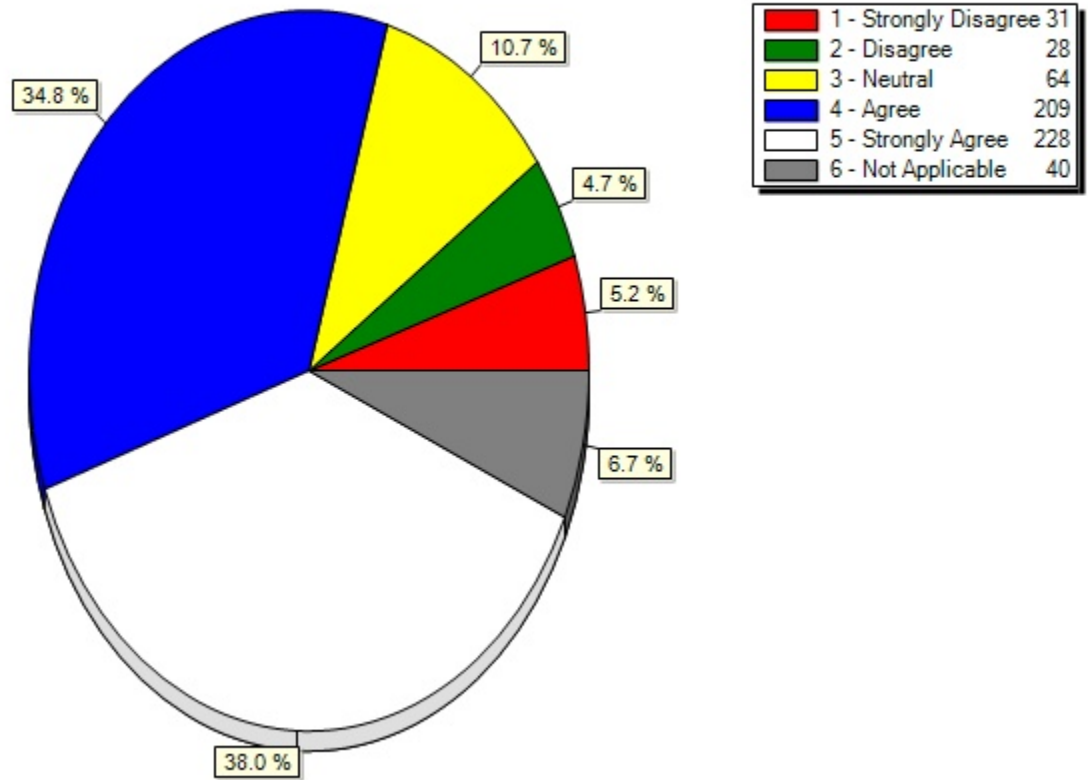
**17.14) Class drop/add procedures are appropriate.(Please rate your agreement with the following statements**





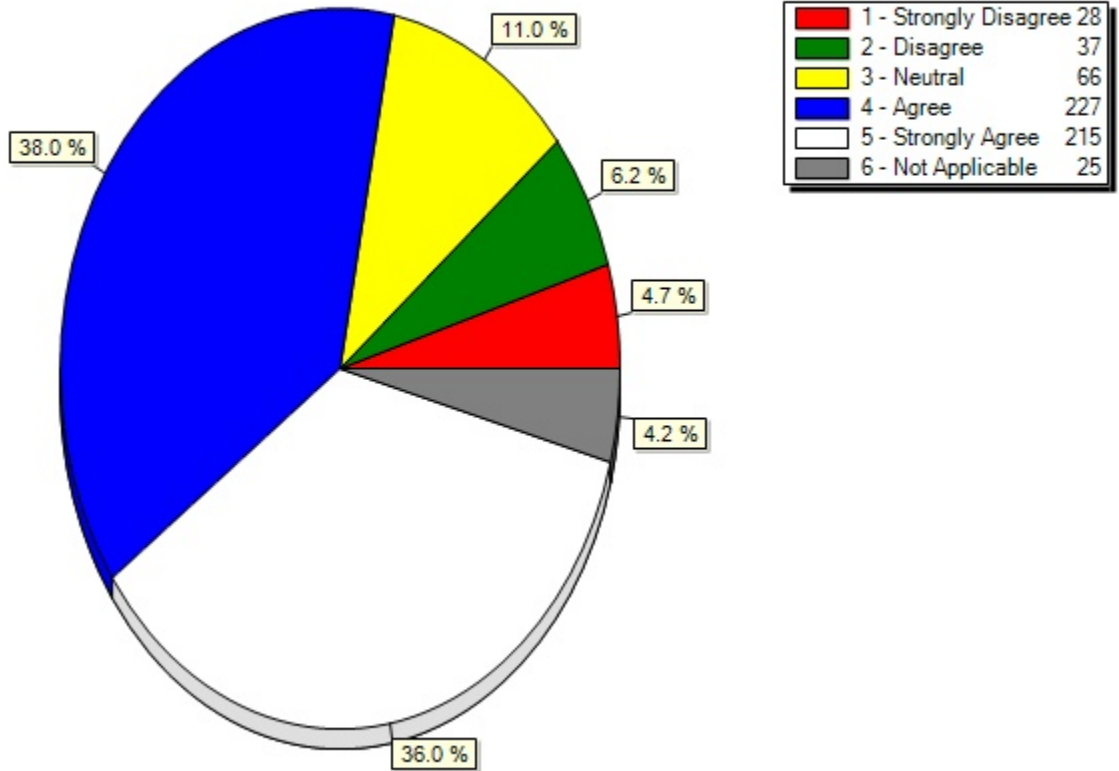
17.15) Classes are offered at convenient times.

17.15) Classes are offered at convenient times.(Please rate your agreement with the following statements w



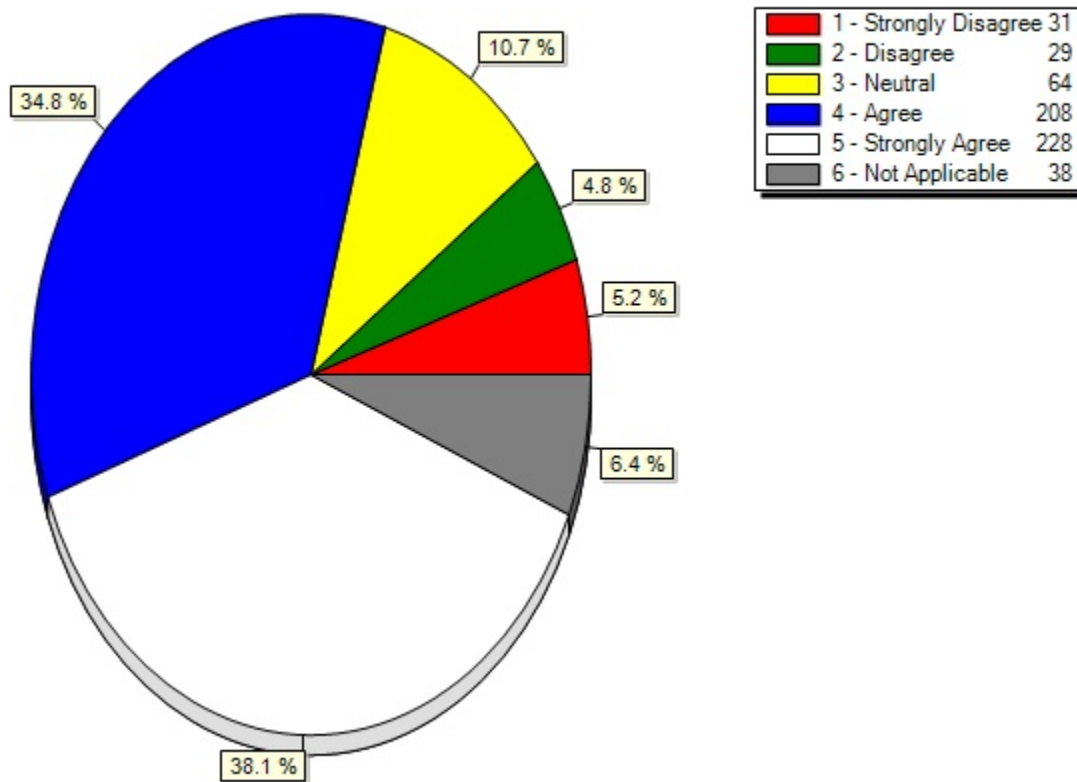
**17.16) The classes I attend are well organized and well taught.**

**17.16) The classes I attend are well organized and well taught.(Please rate your agreement with the follow**



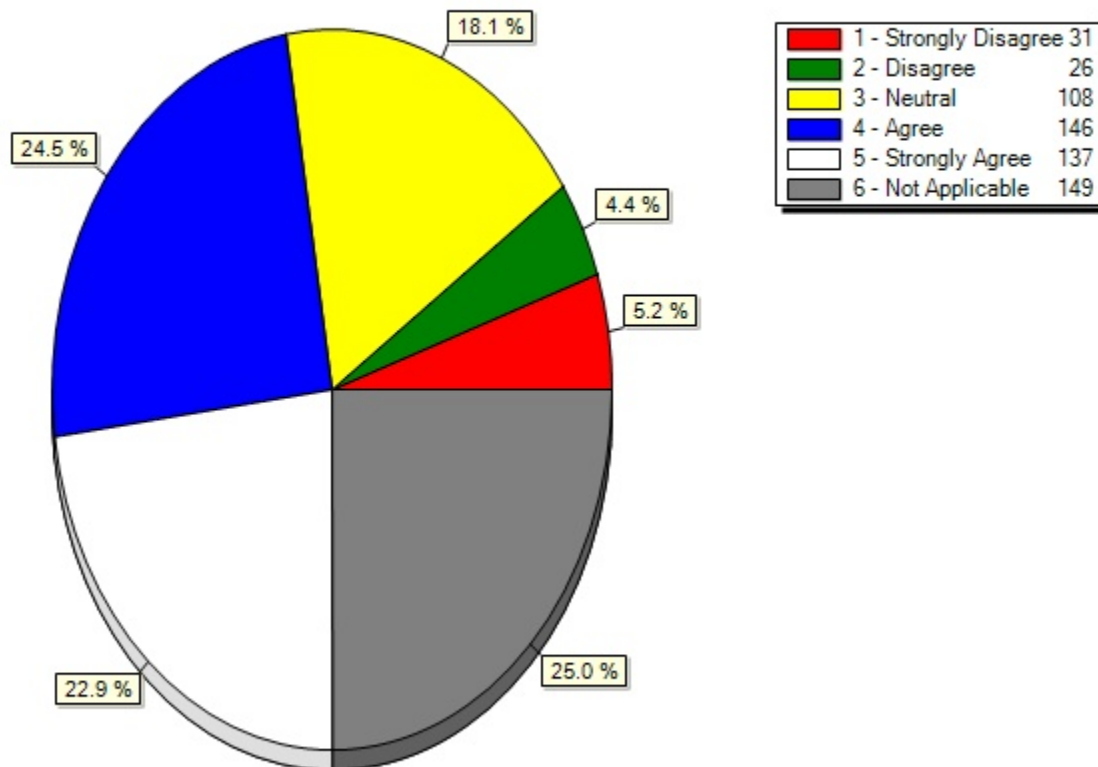
**17.17) The University offers a variety of majors at my location.**

17.17) The University offers a variety of majors at my location.(Please rate your agreement with the follo



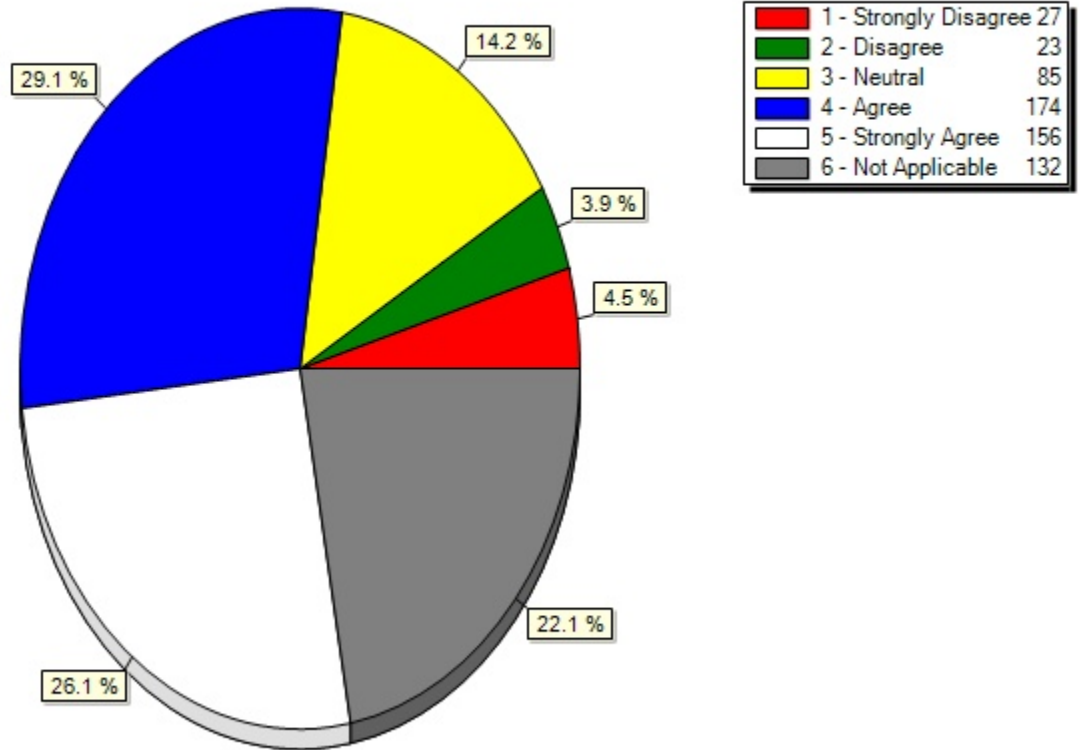
**17.18) Tutorial services are sufficient.**

17.18) Tutorial services are sufficient.(Please rate your agreement with the following statements with reg



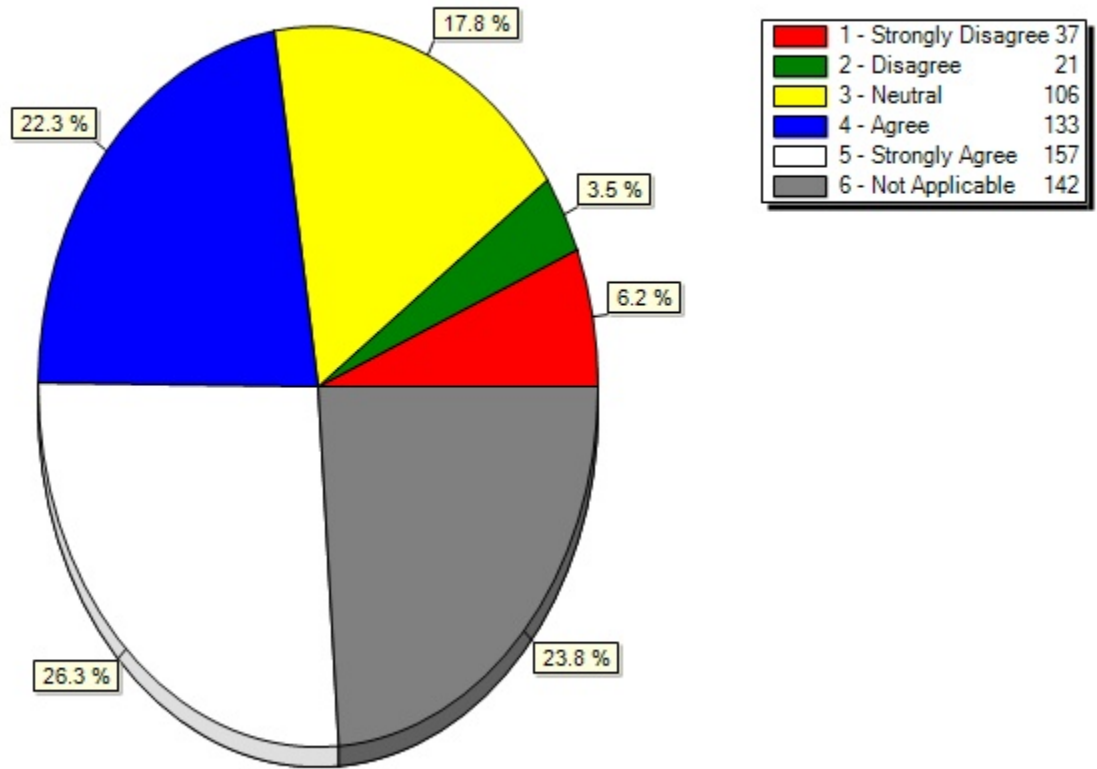
17.19) On-campus bookstore hours are convenient for students.

17.19) On-campus bookstore hours are convenient for students.(Please rate your agreement with the followin



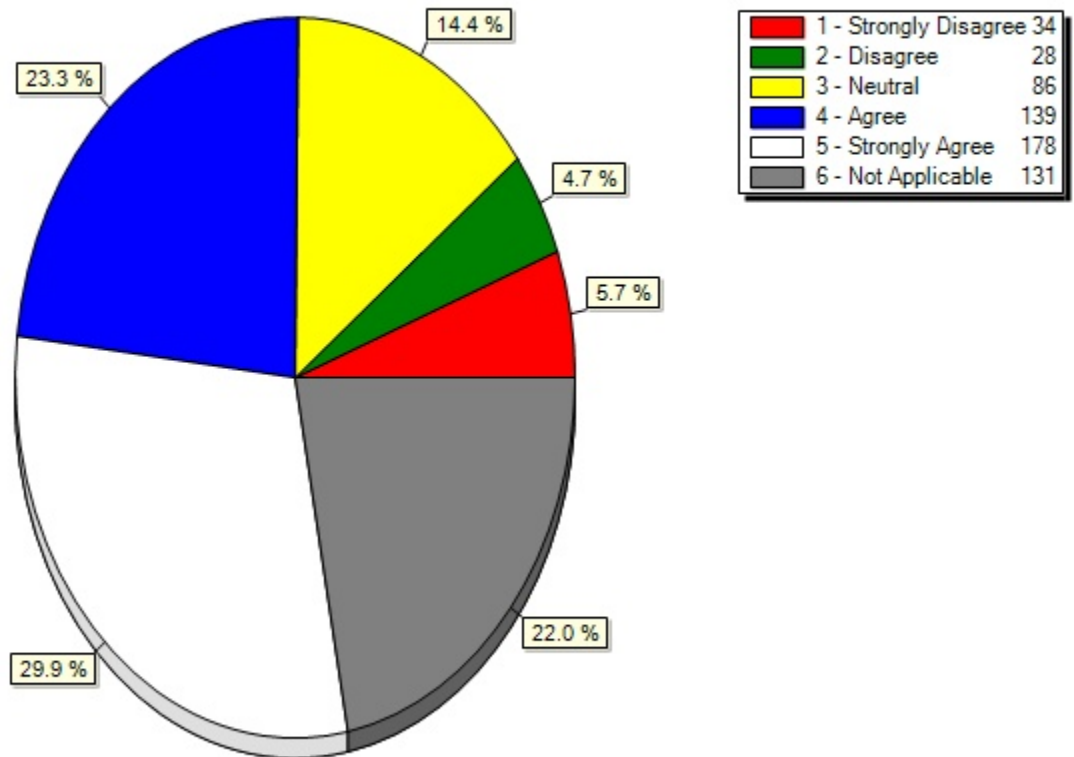
**17.20) Purchasing textbooks through Troy Virtual BookStore is convenient.**

17.20) Purchasing textbooks through Troy Virtual BookStore is convenient.(Please rate your agreement with



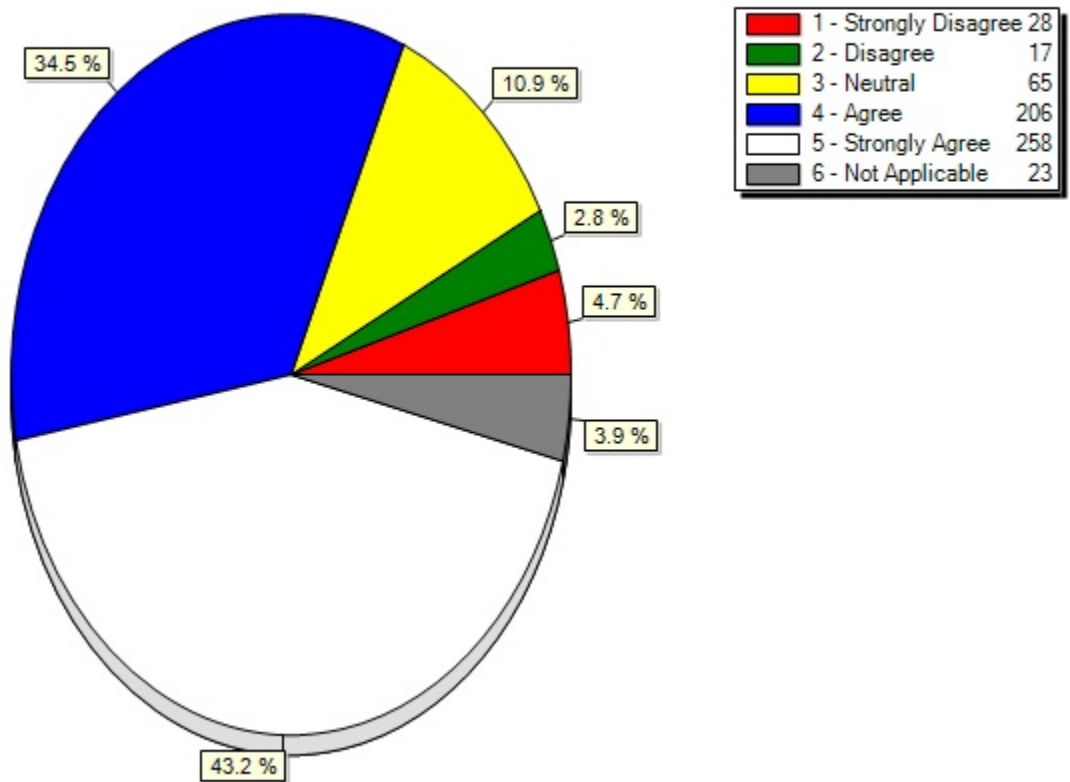
**17.21) Student organizations are available for my participation.**

**17.21) Student organizations are available for my participation.(Please rate your agreement with the follo**



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

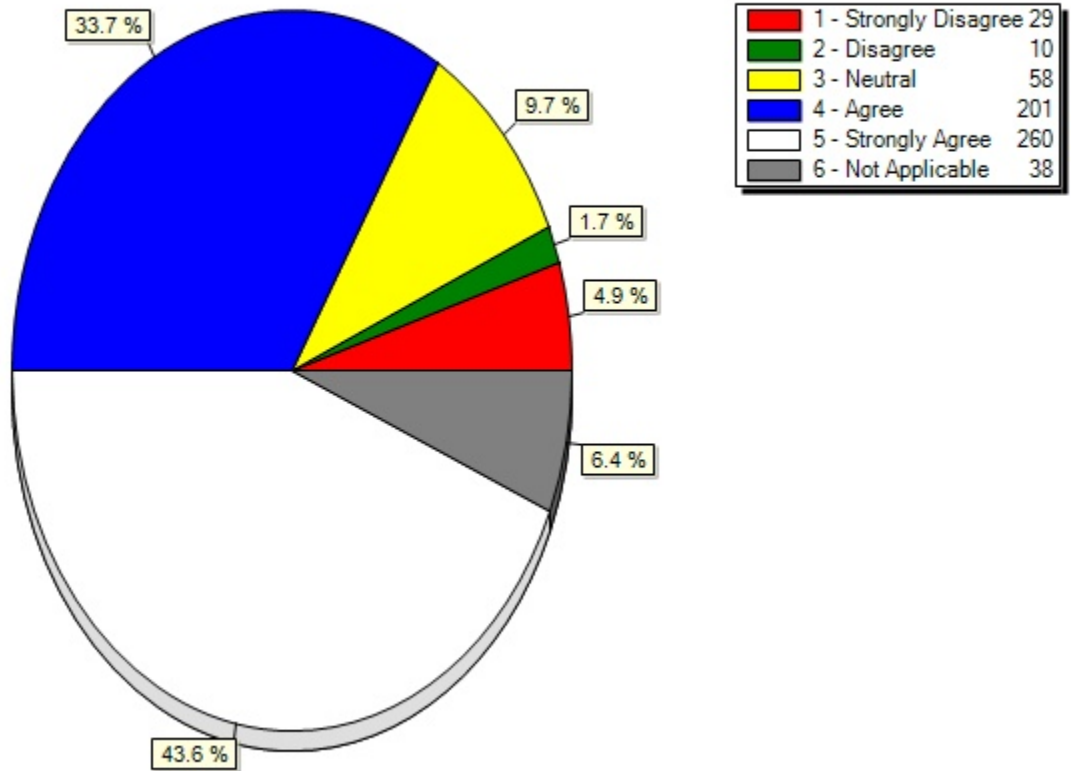
17.22) The semester/term format at my location accommodates my learning.(Please rate your agreement with t





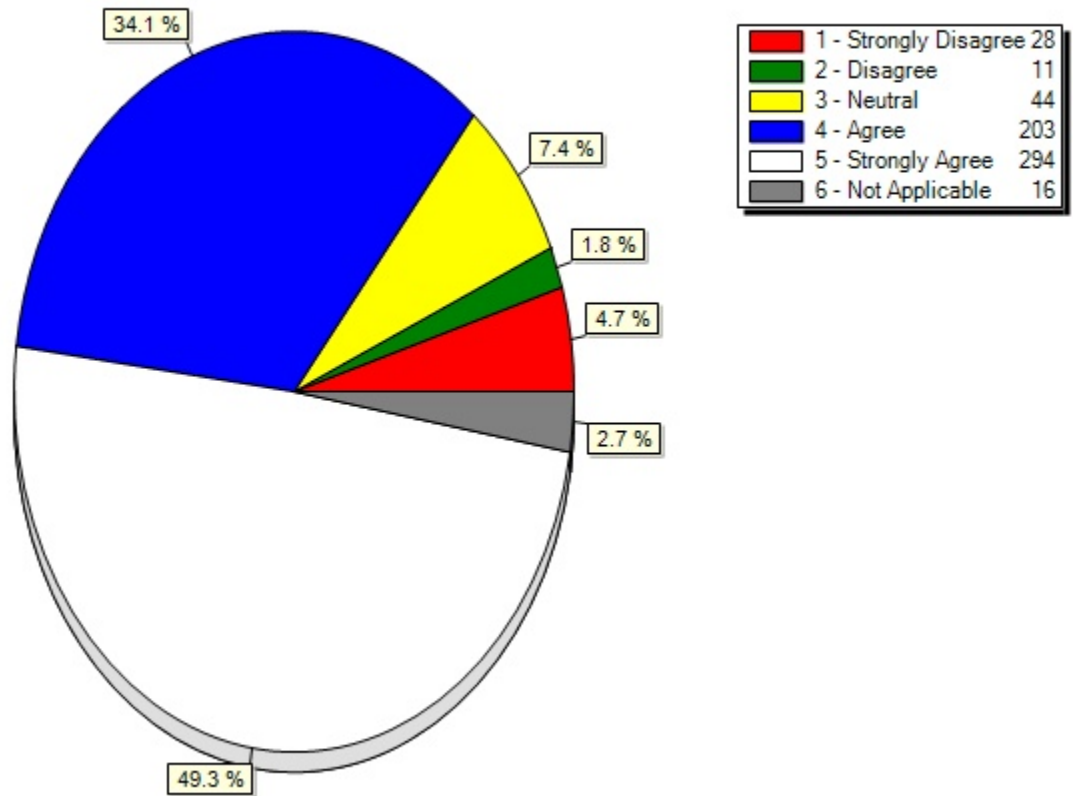
17.23) Troy University has a good reputation in my community.

17.23) Troy University has a good reputation in my community. (Please rate your agreement with the following)



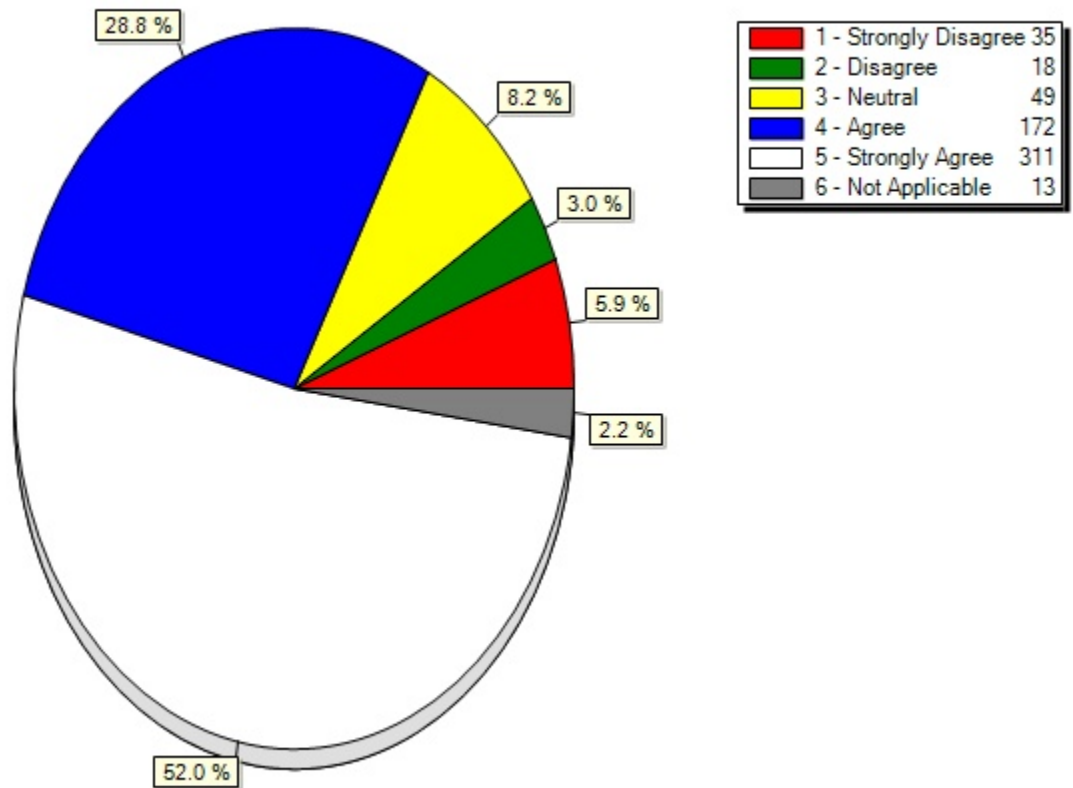
17.24) I am receiving a quality education at Troy University.

17.24) I am receiving a quality education at Troy University. (Please rate your agreement with the followin



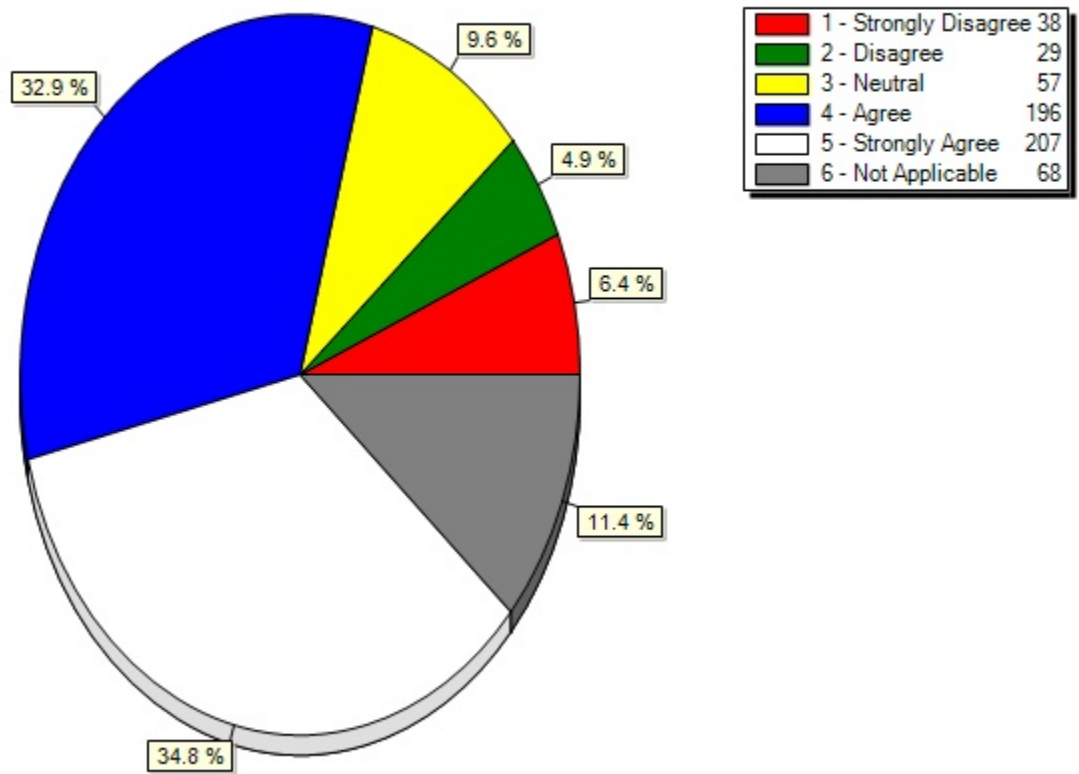
17.25) I would recommend Troy University to a friend who is planning to go to college.

17.25) I would recommend Troy University to a friend who is planning to go to college.(Please rate your ag



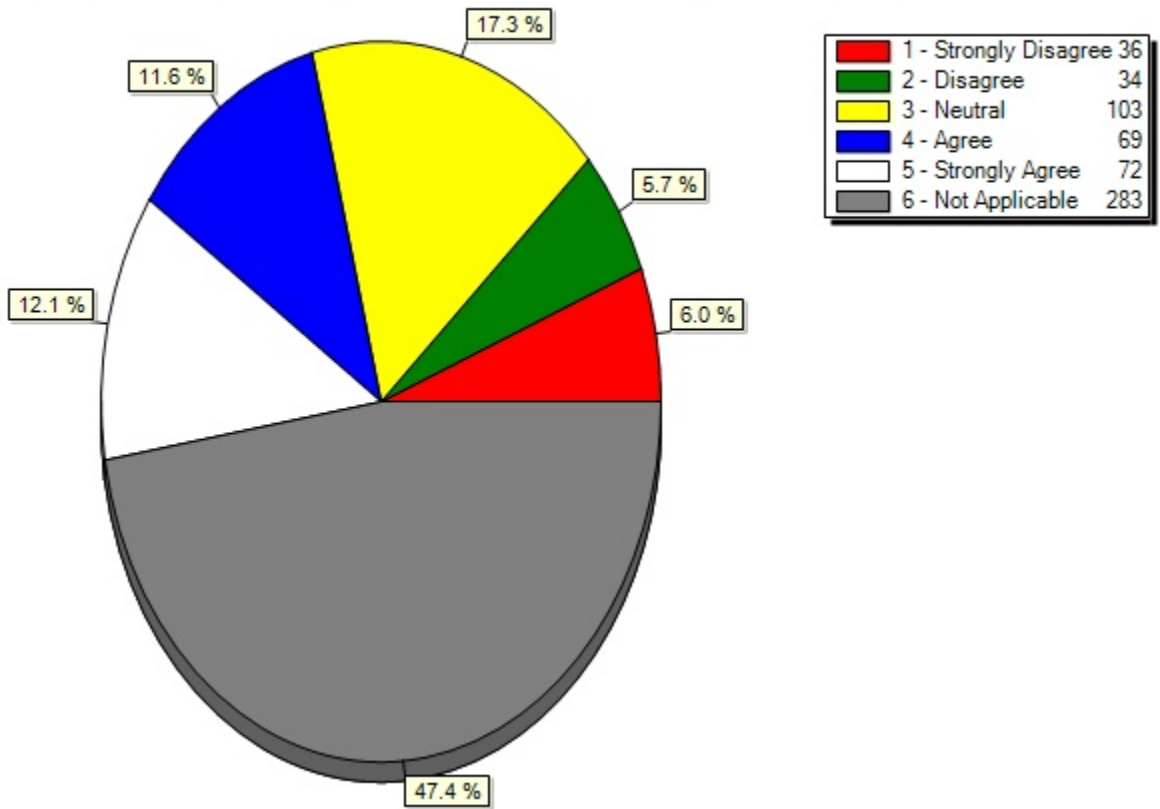
**17.26) The bill that I received from the University was easily understood.**

**17.26) The bill that I received from the University was easily understood.(Please rate your agreement with**



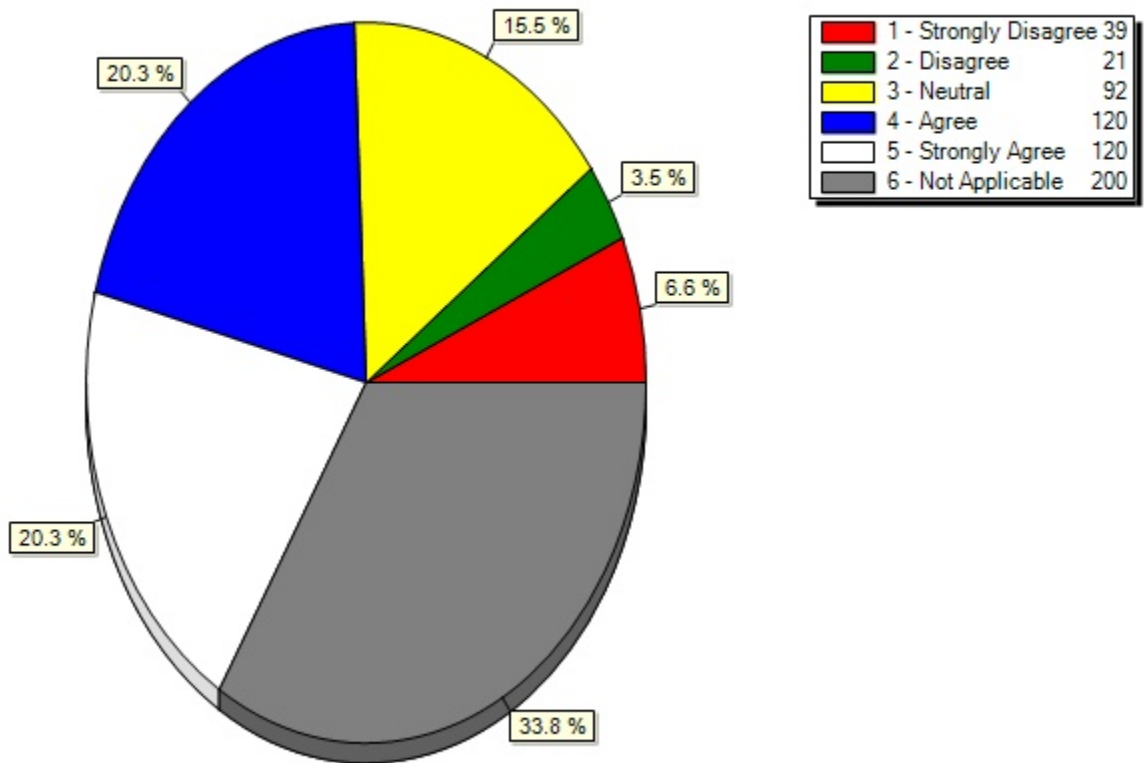
17.27) Campus housing met my expectations upon arriving to campus.

17.27) Campus housing met my expectations upon arriving to campus. (Please rate your agreement with the fol



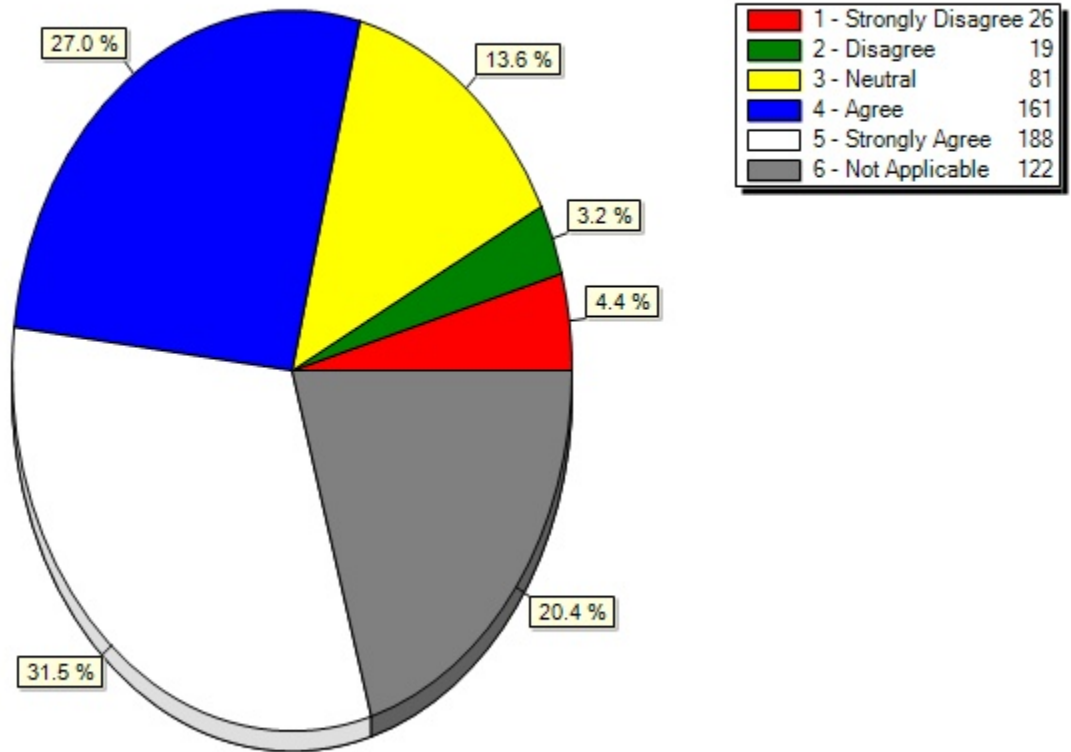
**17.28) Student recreational opportunities and facilities have met my expectations.**

**17.28) Student recreational opportunities and facilities have met my expectations. (Please rate your agree**



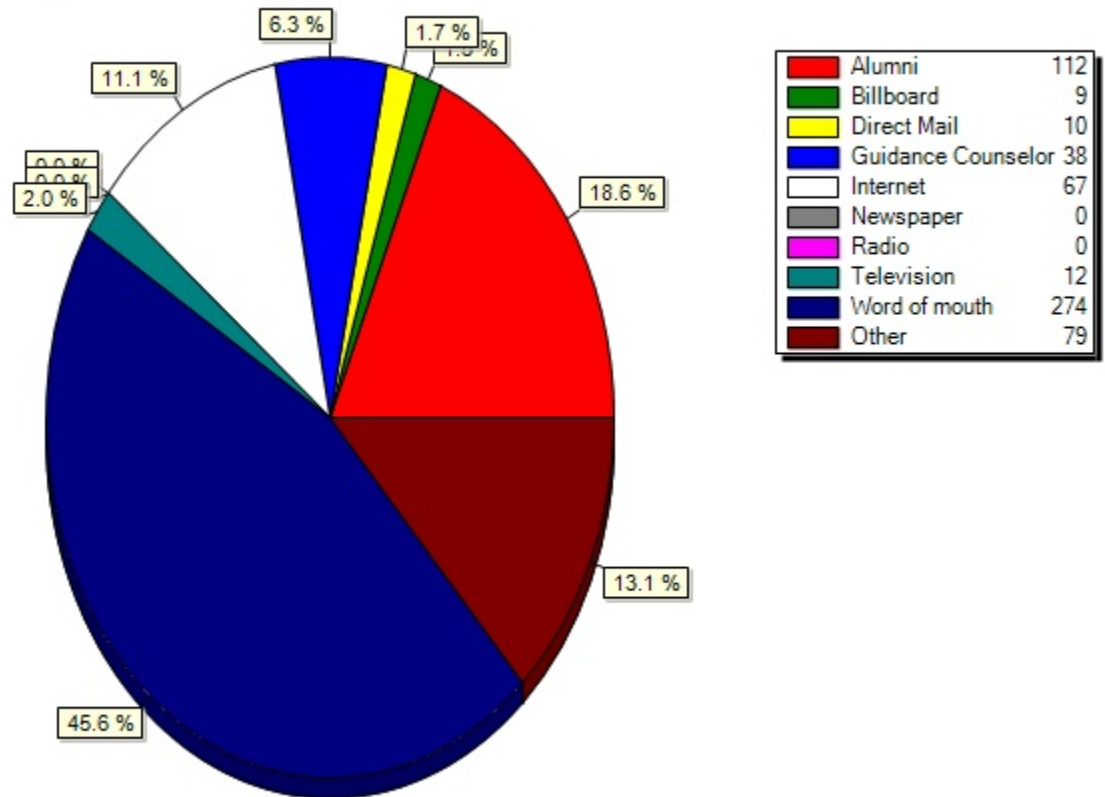
**17.29) I feel that the campus is a safe and secure environment.**

**17.29) I feel that the campus is a safe and secure environment.(Please rate your agreement with the follow**



18) How did you first learn about TROY?

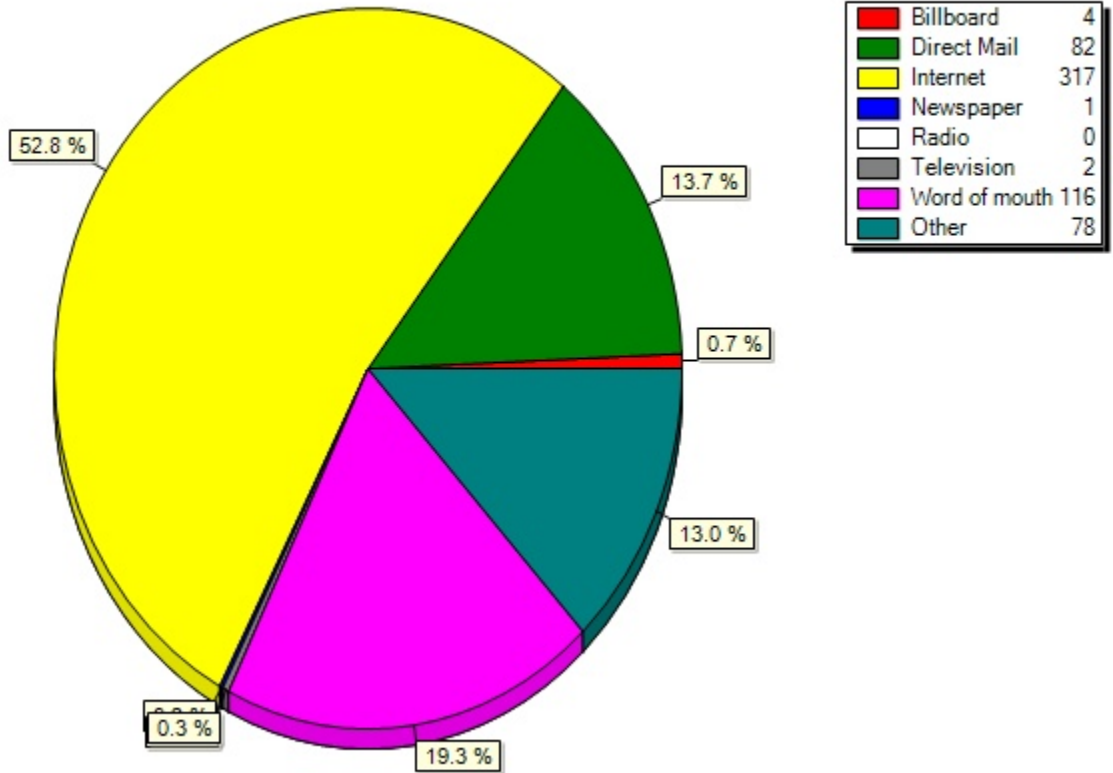
18) How did you first learn about TROY?





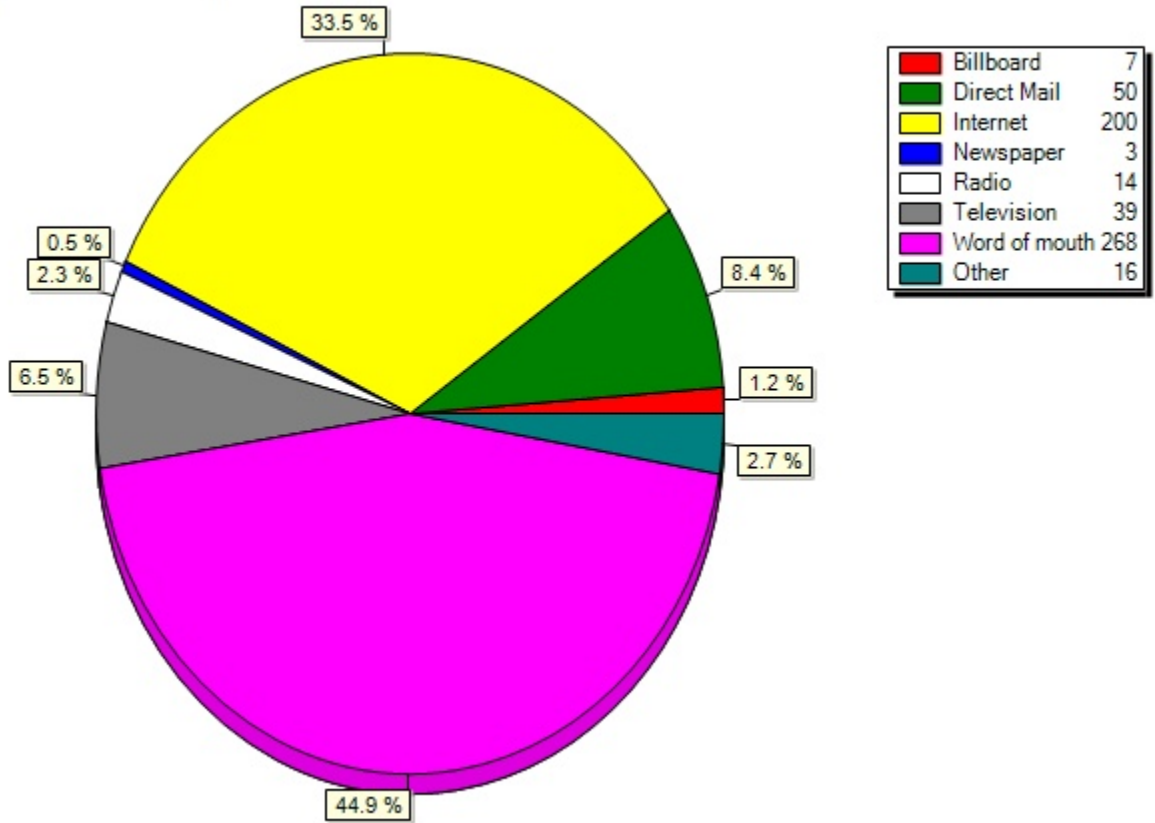
19) How did you learn about registration dates and times?

19) How did you learn about registration dates and times?

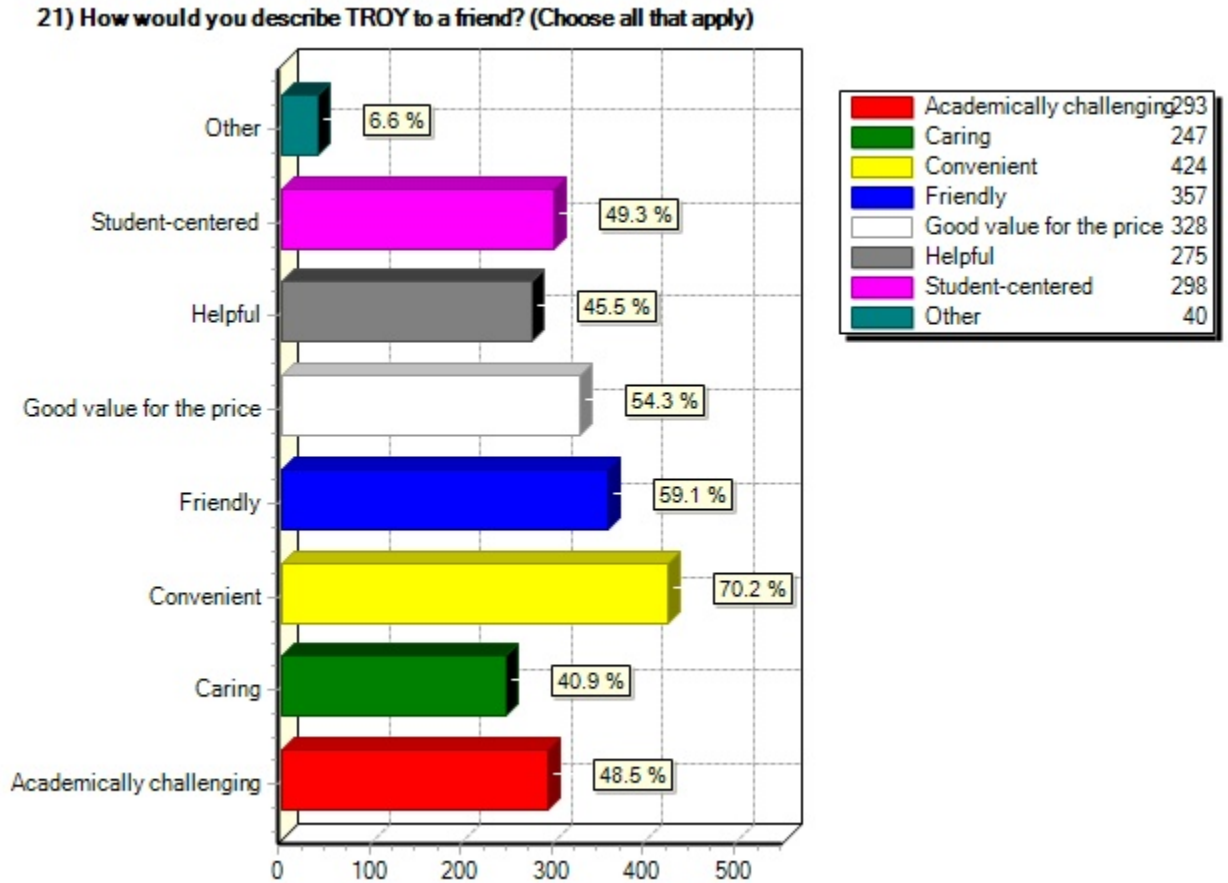


20) What is the best way to advertise to your friends?

20) What is the best way to advertise to your friends?

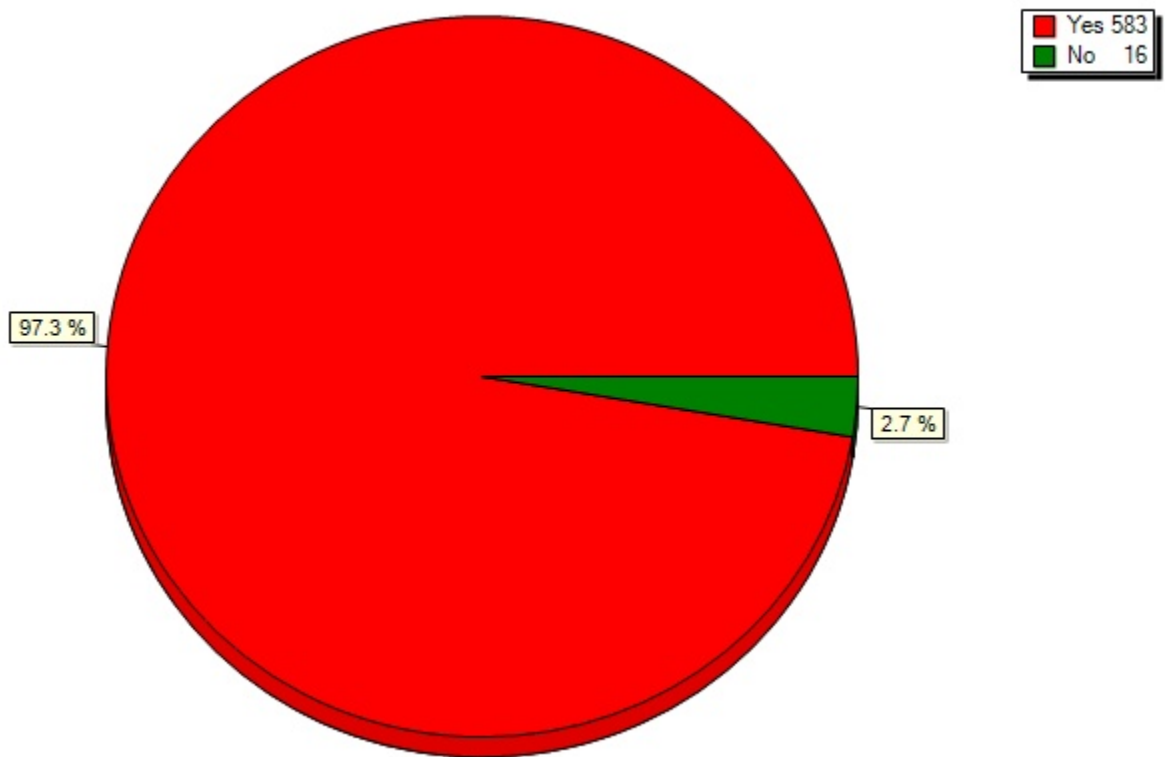


21) How would you describe TROY to a friend? (Choose all that apply)



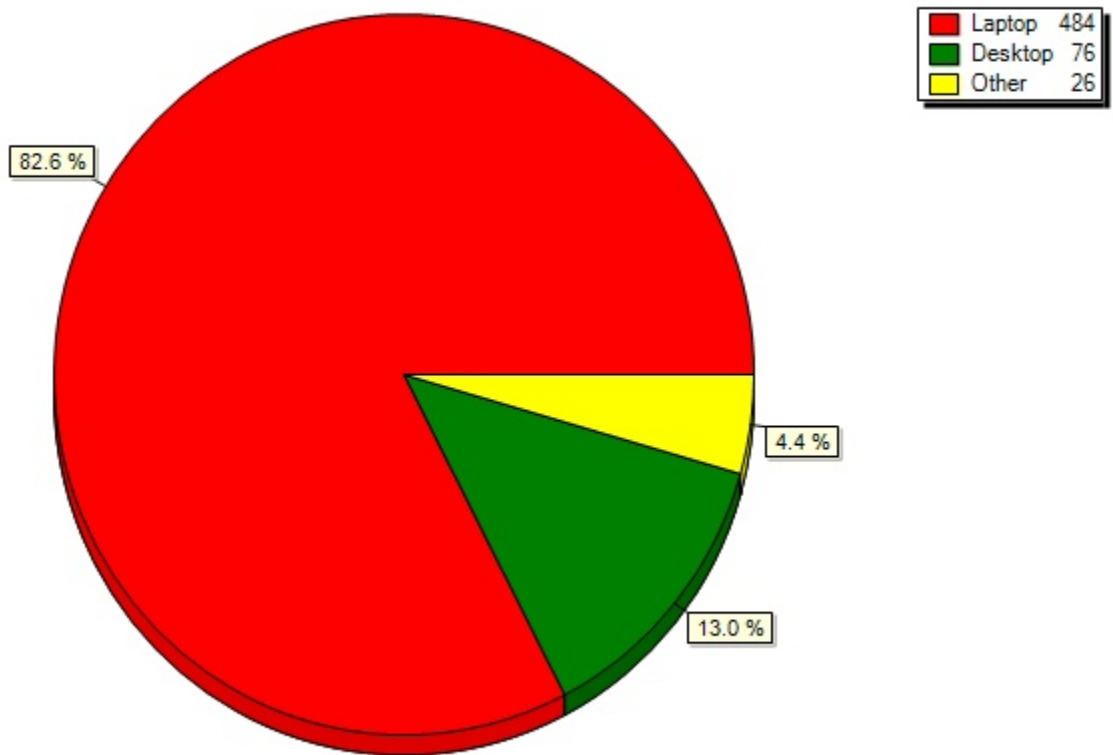
22) Do you have your own personal comptuer that you will be using to complete assigned work in your courses?

22) Do you have your own personal comptuer that you will be using to complete assigned work in your course



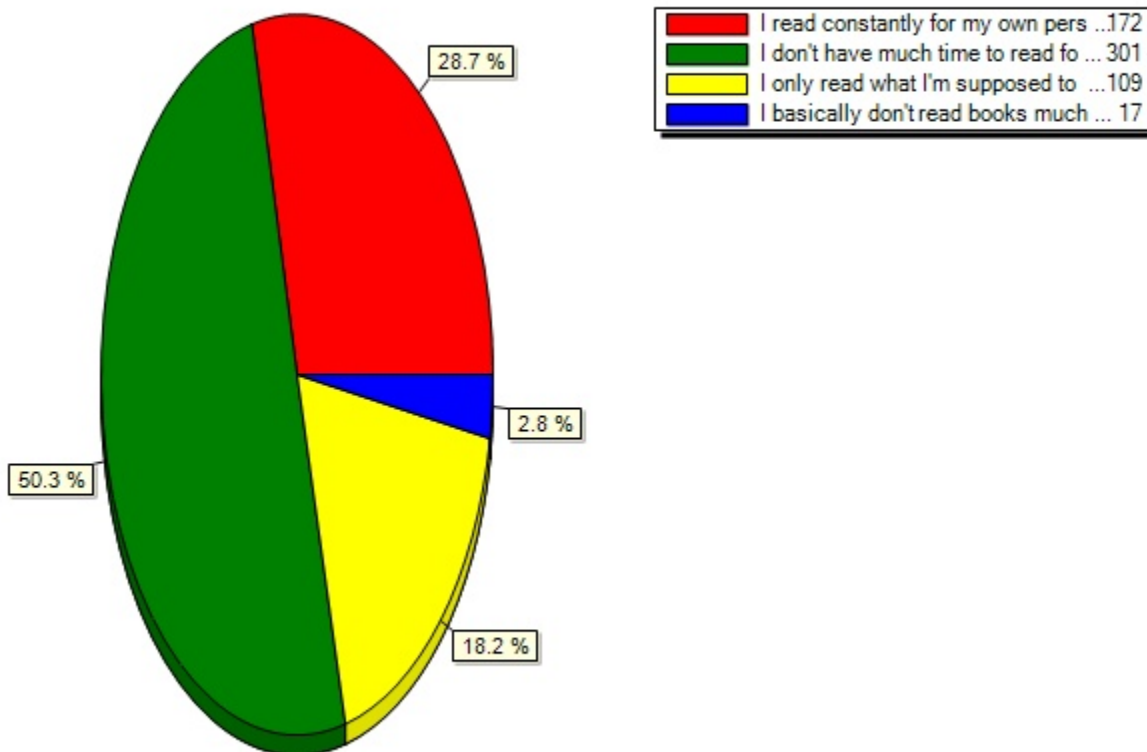
23) If you answered "Yes" that you have your own computer, is that computer a laptop or a desktop?

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



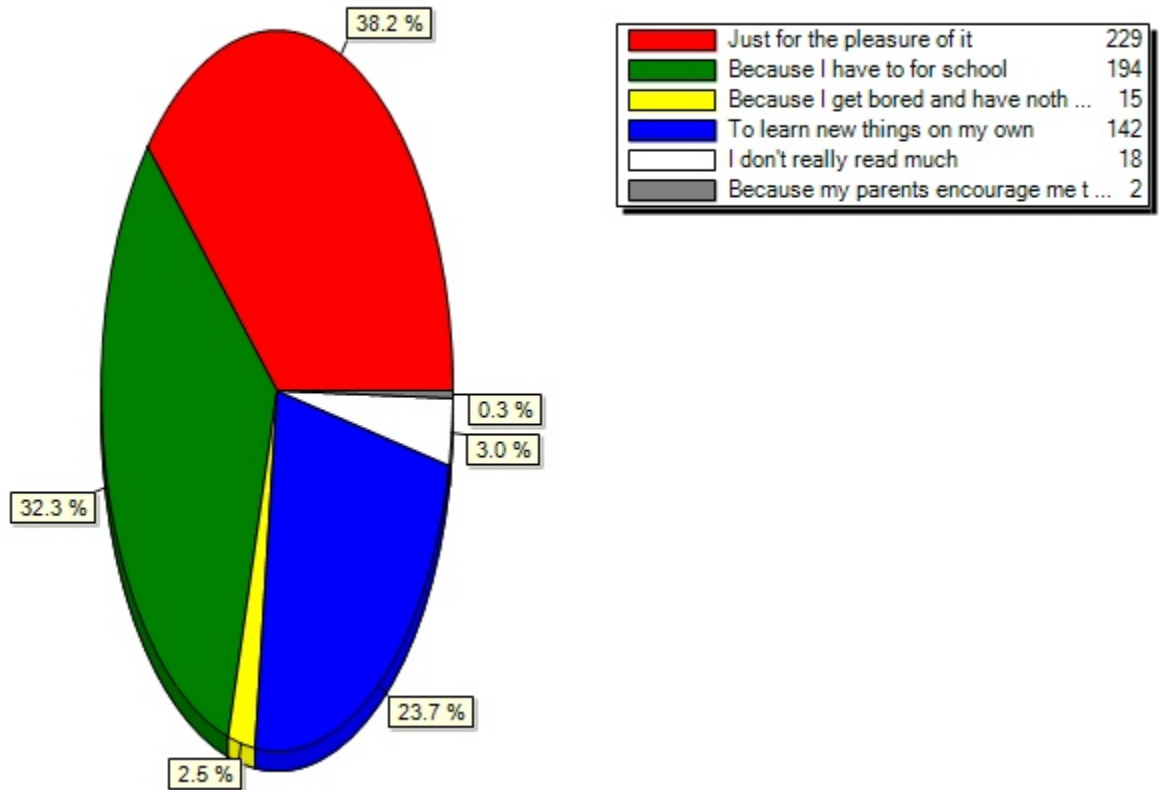
24) Which statement below do you agree with most?

24) Which statement below do you agree with most?



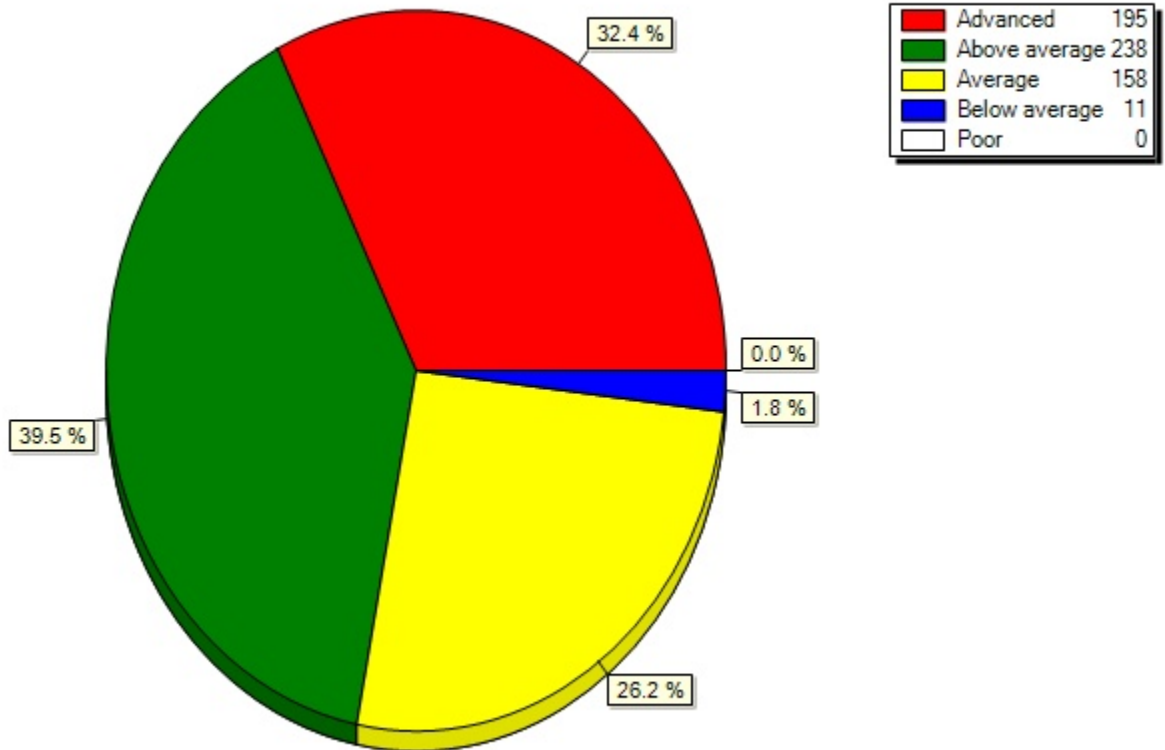
25) Most often, the reason I read is... (Please choose the best answer from this selection).

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



26) How would you rate your reading level?

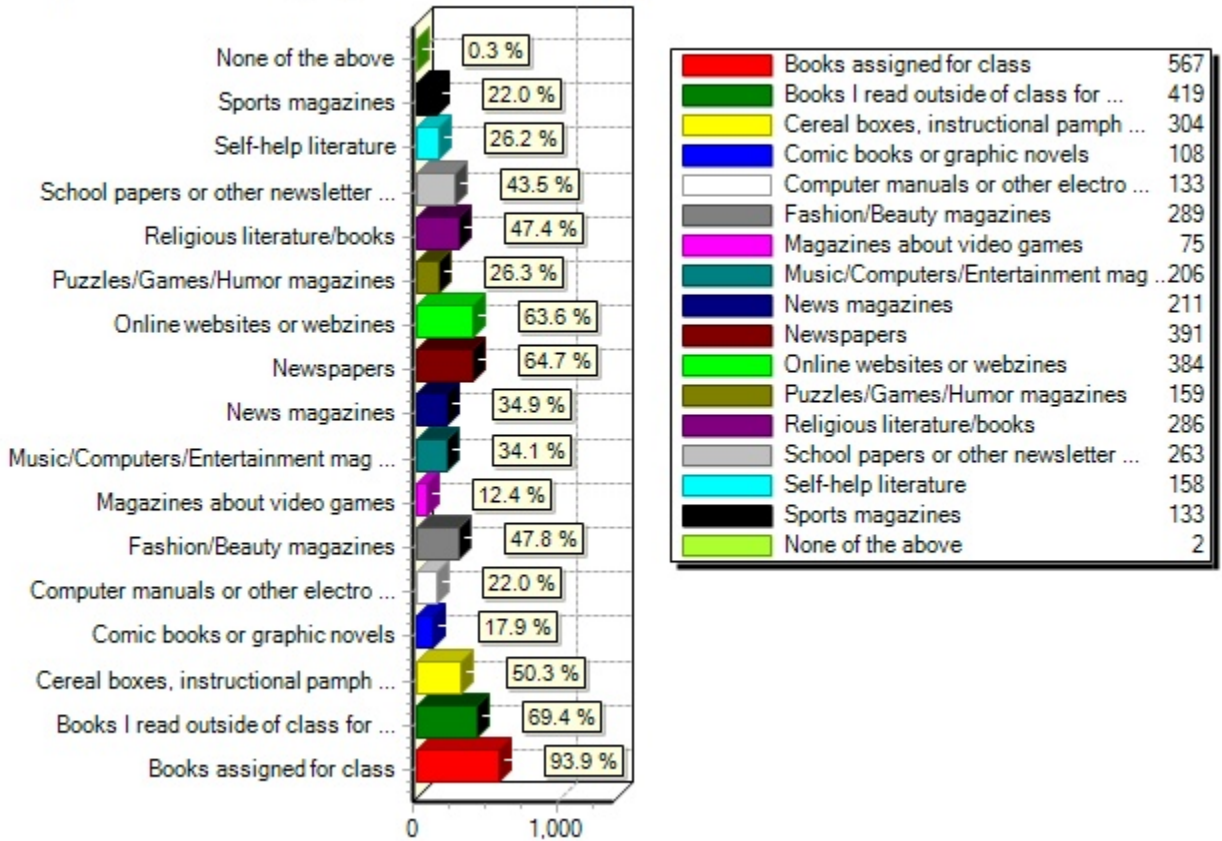
26) How would you rate your reading level?





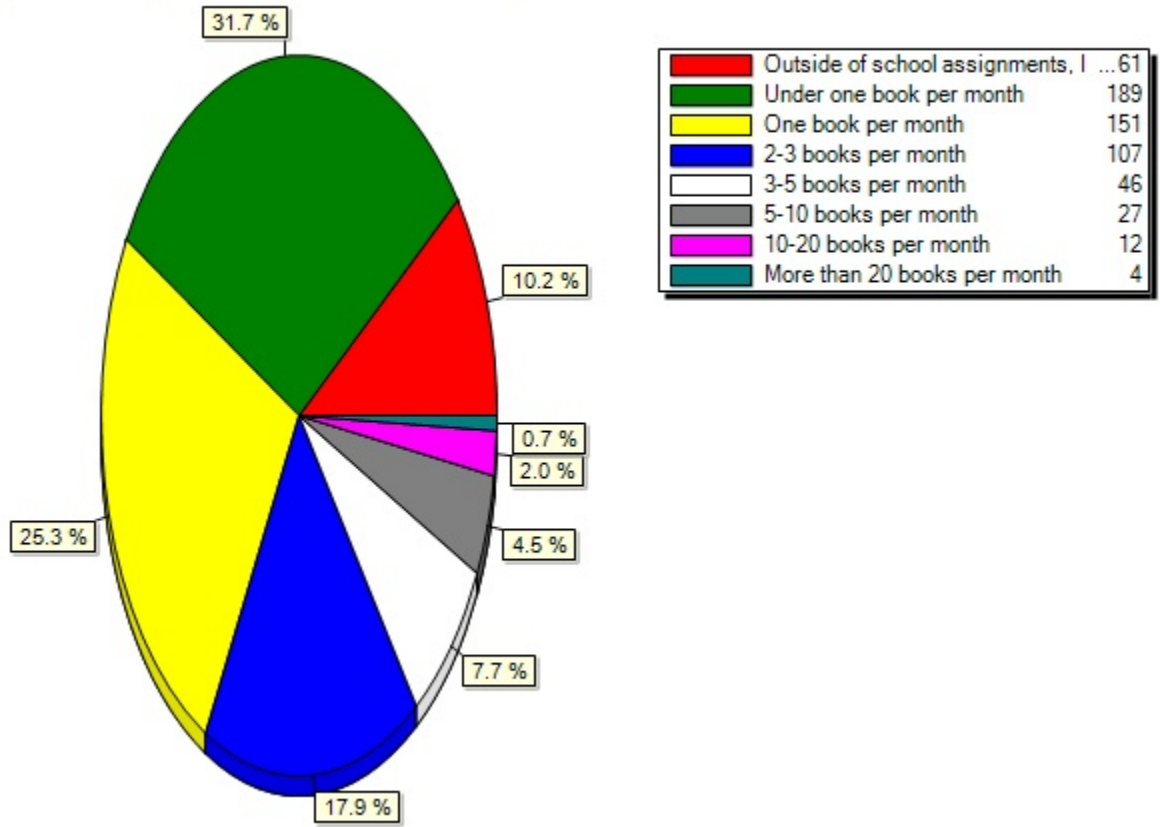
**27) Which of the following do you read? Check all that apply.**

**27) Which of the following do you read? Check all that apply.**

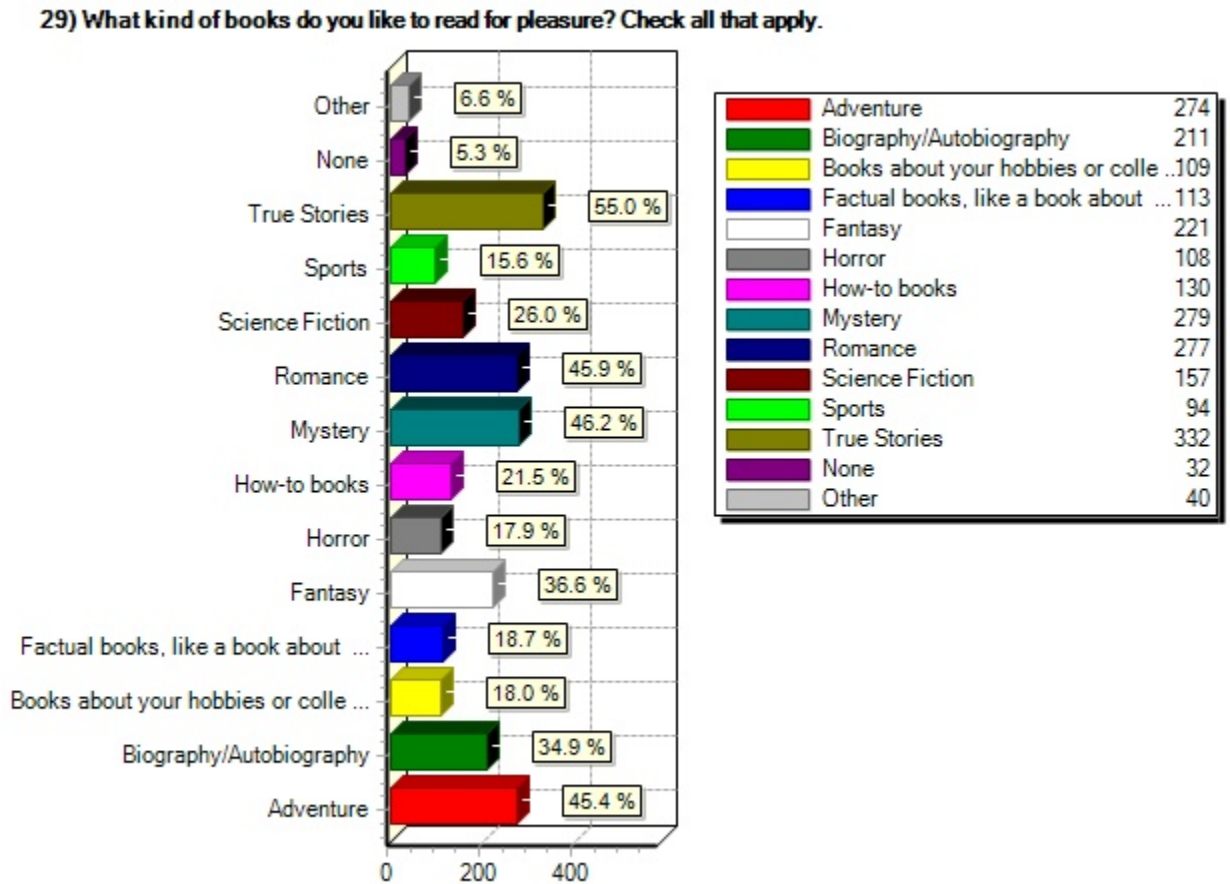


28) Not including school assignments, how much do you read?

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

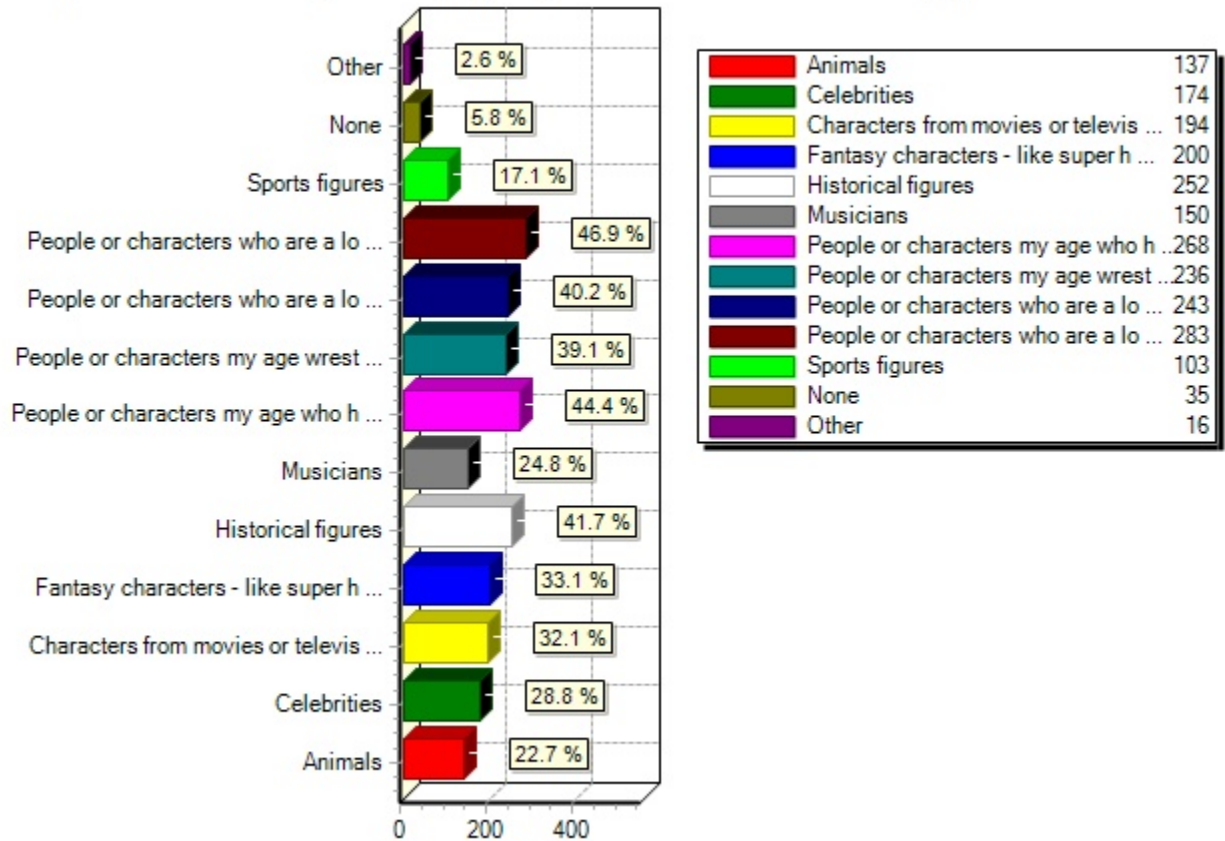


29) What kind of books do you like to read for pleasure? Check all that apply.



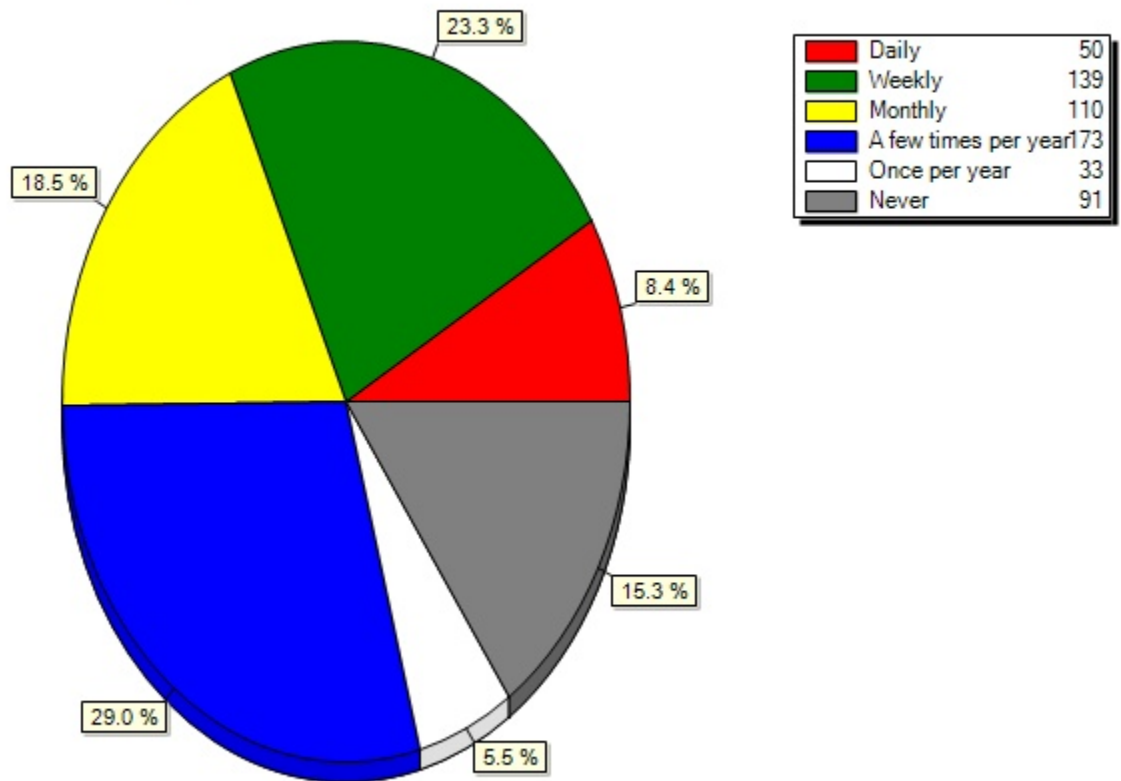
**30) Which of the following characters/people do you like to read about? Check all that apply.**

**30) Which of the following characters/people do you like to read about? Check all that apply.**



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

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



## Appendix 30 – 2011 New Student Survey Instrument

### 2011/2012 New Student Survey

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

#### GENERAL INFORMATION

**1) Gender:**

- Male
- Female

**2) Ethnicity:**

- Black, non-Hispanic
- American Indian/Alaska Native
- Asian/Pacific Islander
- Hispanic
- Multi-racial
- Race/ethnicity unknown
- White, non-Hispanic

**3) Age:**

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

**4) Enrollment Status:**

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

If you selected other, please specify

---

**5) Campus where you are currently enrolled:**

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

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

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li><input type="radio"/> Albany, GA</li> <li><input type="radio"/> Arlington, VA (eTROY Support Center)</li> <li><input type="radio"/> Atlanta Federal Center Classroom, GA</li> <li><input type="radio"/> Atlanta, GA</li> <li><input type="radio"/> Augusta, GA (Off Base-Perimeter Parkway)</li> <li><input type="radio"/> Bethesda, MD (NNMC)</li> <li><input type="radio"/> Brunswick, GA</li> <li><input type="radio"/> Clarksville, TN (eTROY Support Center)</li> <li><input type="radio"/> Colorado Springs, CO (Off Base- Explorer Dr)</li> <li><input type="radio"/> Columbus, GA (Off Base- Manchester Exp)</li> <li><input type="radio"/> Covington, GA</li> <li><input type="radio"/> Crestview, FL (eTROY Support Center)</li> <li><input type="radio"/> Davis Monthan AFB (Tucson), AZ</li> <li><input type="radio"/> eArmyU</li> <li><input type="radio"/> Eglin AFB, FL</li> <li><input type="radio"/> El Paso, TX (eTROY Support Center)</li> <li><input type="radio"/> Elizabethtown, KY (eTROY Support Center)</li> <li><input type="radio"/> eTROY - Online</li> <li><input type="radio"/> Fayetteville, NC (Off Base-Bragg Blvd)</li> <li><input type="radio"/> Fort Belvoir, VA</li> <li><input type="radio"/> Fort Benning (Columbus), GA</li> <li><input type="radio"/> Fort Bragg (Fayetteville), NC</li> <li><input type="radio"/> Fort Carson (Colorado Springs), CO</li> <li><input type="radio"/> Fort Eustis, VA</li> <li><input type="radio"/> Fort Gordon (Augusta), GA</li> <li><input type="radio"/> Fort Lee, VA (eTROY Support Center)</li> <li><input type="radio"/> Fort Lewis, WA</li> <li><input type="radio"/> Fort Monroe, VA</li> <li><input type="radio"/> Fort Myer, VA (eTROY Support Center)</li> <li><input type="radio"/> Fort Walton Beach, FL</li> <li><input type="radio"/> Gulfport, MS (eTROY Support Center)</li> <li><input type="radio"/> Harrisburg, PA</li> <li><input type="radio"/> Hurlburt Field, FL (eTROY Support Center)</li> <li><input type="radio"/> JEB Little Creek - Ft. Story (VA)</li> </ul> | <ul style="list-style-type: none"> <li><input type="radio"/> Langley AFB, VA</li> <li><input type="radio"/> Malmstrom AFB, MT</li> <li><input type="radio"/> Marianna, FL</li> <li><input type="radio"/> Misawa, Japan (Misawa Air Base)</li> <li><input type="radio"/> Naval Station Norfolk (Norfolk, VA)</li> <li><input type="radio"/> Norfolk Regional, VA</li> <li><input type="radio"/> Oceana NAS, VA (eTROY Support Center)</li> <li><input type="radio"/> Okinawa, Japan (Kadena Air Base)</li> <li><input type="radio"/> Orlando, FL</li> <li><input type="radio"/> Osan, Korea (Osan AFB)</li> <li><input type="radio"/> Panama City, FL (Off Base- Airport Road)</li> <li><input type="radio"/> Pensacola, FL (Off Base- Warrington Road)</li> <li><input type="radio"/> San Antonio, TX</li> <li><input type="radio"/> Savannah, GA</li> <li><input type="radio"/> Seoul, Korea (Yongsan Army Garrison)</li> <li><input type="radio"/> Sumter, SC</li> <li><input type="radio"/> Tampa Bay, FL</li> <li><input type="radio"/> Troy, AL (eTROY Support Center)</li> <li><input type="radio"/> Tucson, AZ (Off Base- Broadway Rd.)</li> <li><input type="radio"/> Tyndall AFB (Panama City), FL</li> <li><input type="radio"/> Wallops Island, VA (eTROY Support Center)</li> <li><input type="radio"/> Other (please specify)</li> </ul> |
|--|---|

If you selected other, please specify

---

**7) College you are attending:**

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

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

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

**9) What is your major/concentration? (Select your major from the appropriate college you belong to.)**

**College of Arts & Sciences**

- Applied Computer Science
- Computer Science
- Biology
- Biology Education
- Chemistry
- Chemistry Education
- Comprehensive General Science
- Comprehensive General Science Education
- Criminal Justice
- Environmental and Biological Science
- Environmental Science
- General Education
- Geomatics
- History
- History Education
- International Relations
- Mathematics
- Mathematics Education
- Political Science
- Public Administration
- Social Science
- Social Science Education
- Sociology
- Other (please specify)

If you selected other, please specify

---

**10) Sorrell College of Business**

- Associate of Science in Business
- Accounting
- Economics
- Finance
- Marketing
- Management



- Human Resource Management
- Hospitality and Tourism Management
- Information System
- International Economic Development
- General Business
- International Business
- Small Business and Entrepreneurship
- Risk Management and Insurance
- Technology and Resource Management
- Production & Operation Management
- Master of Business Administration
- Executive Master of Business Administration
- Other (please specify)

If you selected other, please specify

---

**11) College of Communication and Fine Arts**

- Art
- Art Education
- Art Studio
- Broadcast Journalism
- Communication Arts - Communication Studies
- Communication Arts - Dramatic Arts
- Communication Arts - Speech Communication
- Design, Technology, and Industry
- English
- English Language Arts Education
- Foreign Language
- Journalism
- Music
- Music Education
- Other (please specify)

If you selected other, please specify

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**12) College of Education**

- Early Childhood Education
- Elementary Education
- Secondary Education
- Post-Secondary Education
- Interdisciplinary Education
- Gifted Education
- Reading Specialist Education
- Collaborative Teacher K – 6
- Collaborative Teacher 6 – 12
- Adult Education
- Educational Administration
- Education Administration and Leadership
- School Counseling
- School Psychometry
- Rehabilitation Counseling

- Social Services Counseling
- Substance Abuse Counseling
- Clinical Mental Counseling
- Community Counseling
- Correction Counseling
- Student Services Counseling
- Psychology
- Other (please specify)

If you selected other, please specify

---

**13) College of Health and Human Services**

- Athletic Training
- Human Services
- Rehabilitation
- Health and Physical Education
- Physical Education
- Nursing
- Social Work
- Sport and Fitness Management
- Other (please specify)

If you selected other, please specify

---

## **CHOICE OF TROY UNIVERSITY**

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

- First choice
- Second choice
- Third choice
- Fourth choice

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

- Yes
- No

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

- Good academic reputation
- Good reputation for social activities
- Rankings in national magazines
- Graduates get good jobs
- Size of campus
- Location
- Affordability
- Availability of financial aid
- Admission standards
- Academic programs
- Flexibility of schedule
- Social atmosphere
- Diversity of student body

- Athletics
- Performing arts (band, collegiate singers, drama, etc.)
- Recommendation of high school counselor
- Recommendation of college counselor
- Parents' recommendation
- Friends' recommendation
- Alumni recommendation
- Other (please specify)

If you selected other, please specify

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## SATISFACTION WITH TROY UNIVERSITY

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

	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	6 - Not Applicable
TROY personnel are knowledgeable and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty care about students as individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I can talk to faculty about my academic concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sufficient financial aid options are available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The tuition payment plan is beneficial for students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Class information provided prior to enrollment was helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration dates, times, and procedures were made clear to me prior to enrollment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The online registration process is user-friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The on-site registration process is user-friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Students seldom get the "run around" when seeking information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The online Schedule of Classes is informative and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The printed Schedule of Classes is informative and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Class drop/add procedures are appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classes are offered at convenient times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The classes I attend are well organized and well taught.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The University offers a variety of majors at my location.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutorial services are sufficient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-campus bookstore hours are convenient for students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing textbooks through Troy Virtual BookStore is convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student organizations are available for my participation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The semester/term format at my location accommodates my learning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Troy University has a good reputation in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am receiving a quality education at Troy University.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend Troy University to a friend who is planning to go to college.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The bill that I received from the University was easily understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus housing met my expectations upon arriving to campus.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student recreational opportunities and facilities have met my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that the campus is a safe and secure environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## RECEIVING INFORMATION ABOUT TROY UNIVERSITY

### 18) How did you first learn about TROY?

- Alumni
- Billboard
- Direct Mail
- Guidance Counselor
- Internet
- Newspaper
- Radio
- Television
- Word of mouth
- Other (please specify)

If you selected other, please specify

---

### 19) How did you learn about registration dates and times?

- Billboard
- Direct Mail
- Internet
- Newspaper
- Radio
- Television
- Word of mouth

- Other (please specify)

If you selected other, please specify

---

**20) What is the best way to advertise to your friends?**

- Billboard
- Direct Mail
- Internet
- Newspaper
- Radio
- Television
- Word of mouth
- Other (please specify)

If you selected other, please specify

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**21) How would you describe TROY to a friend? (Choose all that apply)**

- Academically challenging
- Caring
- Convenient
- Friendly
- Good value for the price
- Helpful
- Student-centered
- Other (please specify)

If you selected other, please specify

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## COMPUTER ACCESS

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

- Yes
- No

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

- Laptop
- Desktop
- Other (please specify)

If you selected other, please specify

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## READING HABITS

**24) Which statement below do you agree with most?**

- I read constantly for my own personal satisfaction, and I love it.
- I don't have much time to read for pleasure, but I like to when I get the chance.

- I only read what I'm supposed to for school.
- I basically don't read books much at all.

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

- Just for the pleasure of it
- Because I have to for school
- Because I get bored and have nothing else to do
- To learn new things on my own
- I don't really read much
- Because my parents encourage me to

**26) How would you rate your reading level?**

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

**27) Which of the following do you read? Check all that apply.**

- Books assigned for class
- Books I read outside of class for pleasure
- Cereal boxes, instructional pamphlets and other product packaging
- Comic books or graphic novels
- Computer manuals or other electronic equipment manuals
- Fashion/Beauty magazines
- Magazines about video games
- Music/Computers/Entertainment magazines
- News magazines
- Newspapers
- Online websites or webzines
- Puzzles/Games/Humor magazines
- Religious literature/books
- School papers or other newsletters
- Self-help literature
- Sports magazines
- None of the above

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

- Outside of school assignments, I don't read at all
- Under one book per month
- One book per month
- 2-3 books per month
- 3-5 books per month
- 5-10 books per month
- 10-20 books per month
- More than 20 books per month

**29) What kind of books do you like to read for pleasure? Check all that apply.**

- Adventure
- Biography/Autobiography
- Books about your hobbies or collecting
- Factual books, like a book about dinosaurs or space
- Fantasy

- Horror
- How-to books
- Mystery
- Romance
- Science Fiction
- Sports
- True Stories
- None
- Other (please specify)

If you selected other, please specify

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**30) Which of the following characters/people do you like to read about? Check all that apply.**

- Animals
- Celebrities
- Characters from movies or television shows
- Fantasy characters - like super heroes, people from other worlds, or the future
- Historical figures
- Musicians
- People or characters my age who have done some cool or amazing thing
- People or characters my age wrestling with tough issues, like crime, drug abuse or poverty
- People or characters who are a lot different than me
- People or characters who are a lot like me
- Sports figures
- None
- Other (please specify)

If you selected other, please specify

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

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

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

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Thank you for participating in the Troy University New Student Survey.