

2012 NEW STUDENT SURVEY



Fall 2012

Troy University Office of Institutional
Research, Planning, and Effectiveness

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Troy University Fall 2012 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 2012. This was the eighth consecutive year that this survey has been conducted. The purpose of the survey was to identify the satisfaction of the fall 2012 new students with their experiences at Troy University and to determine how well the University served their needs as new students.

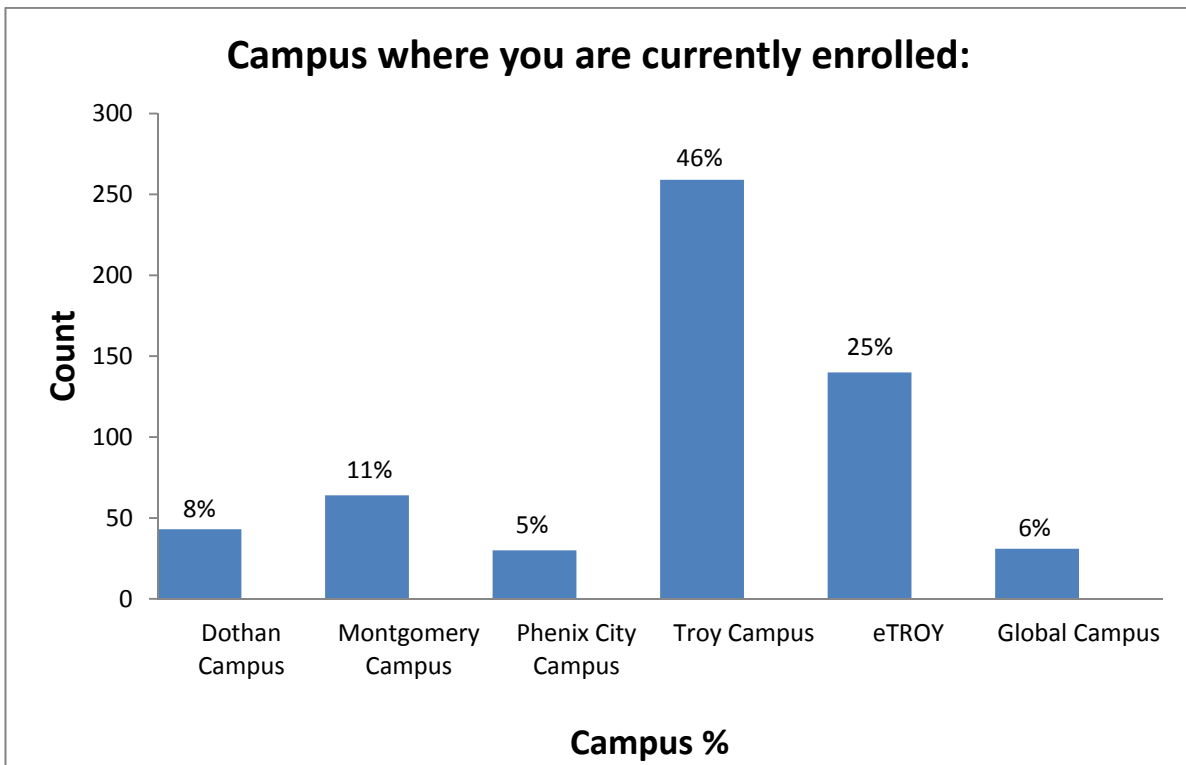
The *New Student Survey* was administered through an online survey program. The target population was the new students who enrolled at the University for the first time during the fall semester in 2012. On October 30, 2012 the online survey was distributed via email to the group of 3,520 students. After two follow up emails on November 15, 2012 and January 14, 2013, a total of 568 responses were received, representing a 16% response rate.

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

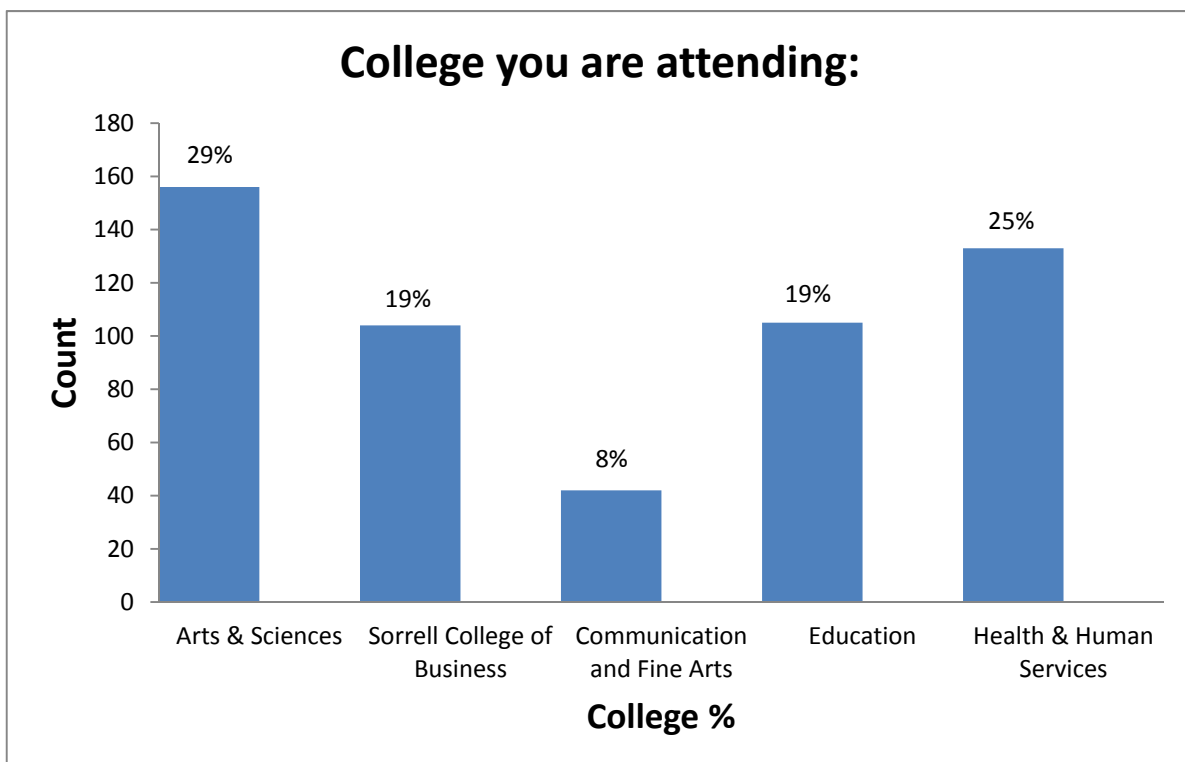
Highlights of the Findings

Demographic Information:

The majority of the respondents were female (76%), white (60%), and traditional students (24 years or younger) (56%). The 2012 Survey distribution is very similar to the 2011 distribution in that 46% of the respondents were from the Troy Campus, followed by eTROY students at 25%, then Montgomery Campus at 11%, Dothan Campus at 8%, Global Campus at 6%, 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, 76% were undergraduate students (36% first-time freshmen, 38% transfer students, and 2% transient students) and 18% were graduate students (14% new graduate students, 3% transfer, and 1% transient). The remaining students selected “other.” Overall, 29% were Arts & Sciences students, 25% were Health and Human Services students, 19% were business majors, 19% were College of Education students, and 8% were Communication and Fine Arts students.



College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 65% selected Troy University as first choice when applying for college admission and 23% had Troy University as their second choice. The most common reasons why new students selected Troy University were Location (56%), Affordability (50%), and Academic Reputation (43%). Other common reasons included Flexibility of Schedule (41%) and Academic Programs (40%). Additionally, approximately 51% of the respondents had visited one of the Troy campuses before they enrolled at Troy University.

Please select the reasons why you have chosen to attend Troy University.	Count	%
Location	317	55.8%
Affordability	285	50.2%
Academic reputation	244	43.0%
Flexibility of schedule	235	41.4%
Academic programs	226	39.8%
Size of campus	198	34.9%
Availability of financial aid	187	32.9%
Friends' recommendation	153	26.9%
Admission standards	122	21.5%
Alumni recommendation	107	18.8%
Graduates get good jobs	95	16.7%
Diversity of student body	95	16.7%
Parents' recommendation	75	13.2%
Social atmosphere	66	11.6%
Other (please specify)	53	9.3%
Rankings in national magazines	42	7.4%
Reputation for social activities	39	6.9%
Athletics	36	6.3%
Performing arts (band, collegiate singers, drama, etc.)	34	6.0%
Recommendation of high school counselor	23	4.0%
Recommendation of college counselor	19	3.3%

Student Satisfaction - Strengths:

As indicated in Appendix 1, overall, new students were satisfied with their experiences at Troy University. The majority of the students (89.5%) 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 seven years in a row. Next among the top five items ranked by agreement level was “The semester/term format accommodates my learning” (88.5%). 87.2% of the students feel that “TROY personnel are knowledgeable and helpful” and 87.2% indicated that they would recommend Troy University to a friend. The fifth ranked item on the list at 85.8% is “Troy University has a good reputation in my community.”

Four of the top five items were parallel in the order of their ranking from the prior year, except for “TROY personnel are knowledgeable and helpful.” This item moved up in rank from number six in 2011 to number three in 2012.

Student Satisfaction – Weaknesses:

Based on the student agreement levels, the survey identified some areas of weakness. The five items that had the largest percentage marked disagree or strongly disagree in descending order are: students getting the “run around” when seeking information, campus housing meeting expectations when needed, class information provided prior to enrollment, academic advising, and registration dates, times, and procedures were made clear. In particular, 22.7% of the respondents disagreed that “Students seldom get the ‘run around’ when seeking information” (20% were neutral; and 57% 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 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 Overall number 1 ranked item was “Troy University has a good reputation in my community” this ranking includes the Troy Campus only; both Phenix City and eTROY ranked this item number 2, while Montgomery and Global campus ranked it number 3 and lastly Dothan ranked it at number 8. Further analyses of the rank order comparisons can provide a useful tool in assessing strengths and weaknesses among the college divisions and campuses.

Group means for students with different characteristics were compared to identify possible significant differences in student agreeability/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 means for males and females were not significantly different on 28 of the 29 items. Although mean differences were not significant, they did still exist. The only significant difference 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 “student recreational opportunities and facilities have met expectations.”

Furthermore, the agreeability/satisfaction means for students grouped by ethnicity of black, white, and other minorities were significantly different (See Appendix 20), for 6 of the 29 items (listed in order of largest differences):

- The University offers a variety of majors at my location
- Sufficient financial aid options are available.
- On-campus bookstore hours are convenient for students.
- I am receiving a quality education at Troy University.
- The online registration process is user-friendly.
- Class information provided prior to enrollment was helpful.

Additionally, the agreeability/satisfaction means for non-traditional students (aged 25 or older) and traditional students (under age 25) were significantly different (See Appendix 21) on two items with non-traditional students more satisfied with the bill received from the University being easily understood and traditional students more satisfied with student organizations available for participation.

The agreeability/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 (See Appendix 22) for 21 of the 29 items (listed below in order of largest differences):

- I would recommend Troy University to a friend who is planning to go to college.
- The classes I attend are well organized and well taught.
- Students seldom get the “run around” when seeking information.
- Faculty care about students as individuals.
- Troy University has a good reputation in my community.
- I feel I can talk to faculty about my academic concerns.
- Academic advising is adequate.
- Campus housing met my expectations upon arriving to campus.
- Class information provided prior to enrollment was helpful.
- I am receiving a quality education at Troy University.
- The printed Schedule of Classes is informative and easy to follow.
- Classes are offered at convenient times.
- TROY personnel are knowledgeable and helpful.
- The University offers a variety of majors at my location.
- Purchasing textbooks through Troy Virtual BookStore is convenient.
- I feel that the campus is a safe and secure environment.
- On-campus bookstore hours are convenient for students.
- Sufficient financial aid options are available.
- The online Schedule of Classes is informative and easy to follow.
- The bill that I received from the University was easily understood.
- The semester/term format at my location accommodates my learning.

Learning about Troy University: 40% of the new students indicated that they initially learned about Troy University through “Word of Mouth” (Question 13) and 59% learned about the registration dates and times via “Internet” (Question 14). (See Appendix 23)

Best way to advertise Troy University: 41% of the new students thought that “Word of Mouth” was the best way to advertise Troy University and 38% indicated that the best way was through “Internet” (Question 15). (See Appendix 23)

New Student Description of Troy University:

61% of the new students would describe Troy University to a friend as “Convenient,” 49% considered the University to be “Friendly,” 49% thought it was a “Good Value for the price,” and 46% considered it to be “student-centered”. (Question 16). (See Appendix 23)

A Culture of Reading:

Troy University is committed to fostering a culture of reading among its students. The Quality Enhancement Plan (QEP) of Troy University focuses on strengthening student literacy and learning by setting high expectations for reading and by supporting new initiatives that will enable students to become better readers. Detailed results of these questions (18-25) are presented in Appendix 22.

Frequency of reading (Q18): When asked about their general frequency of reading, most students (52%) reported that “I don’t have much time to read for pleasure, but I like to when I get the chance.” However, 24% of students reported, “I read constantly for my own personal satisfaction, and I love it.” 20% 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 (Q19): The most frequently reported reason for reading (34.53%) was “because I have to for school,” followed closely by (33.96%) “just for the pleasure of it.” Reading for the sake of learning was important as 23% of survey respondents reported that they read “to learn new things on my own.” Less than 9% reported that they read for the following reasons: “I don’t really read much” (4.6%), “because I get bored and have nothing else to do” (3.4%), and “because my parents encourage me to read.” (0.6%)

Reading ability (Q20): Almost all (98%) of new students reported that their reading level is Average (30%), Above Average (40%) or Advanced (28%). Less than two percent of new students reported that their reading ability is Below Average (1.9%) and 3 individual students rated their reading level as Poor.

Reading materials (Q21): New students were asked what types of reading materials they read. The five most common responses were: Books assigned for class (83%), Books I read outside of class for pleasure (63%), Online websites or webzines (54%), Newspapers (53%), and Cereal boxes, instructional pamphlets and

other product packaging (43%). The five types of resources which the lowest percentage of new students reported reading were: Magazines about video games (9%), Comic books or graphic novels (11%), Computer manuals or other electronic equipment manuals (16%), Sports magazines (17%), and Self-help literature (19%).

Volume of reading (Q22): New students were asked “Not including school assignments, how much do you read?” “Under one book per month” was reported by 33% and “one book per month” by 26%. Higher volumes of reading were reported by a select group of new students, with 20% reading “2-3 books per month” and 10% reading four or more books per month. A small minority of new students (11%) reported that outside of school assignments they do not read at all.

Preferred genre (Q23): New students were asked to report what types of books they like to read for pleasure. The five most common answers were: True stories (45%), Romance (44%), Adventure (42%), Mystery (40%), and Fantasy (32%). The five least favored types were: Sports (12%), Factual books, like a book about dinosaurs or space (13%), Books about hobbies or collecting (16%), Horror (17%), and How-to books (17%).

Characters (Q24): New students were asked which characters/people they liked to read about. The five most common answers were: People or characters my age who have done some cool or amazing thing (45%), People or characters who are a lot like me (44%), Historical figures (38%), People or characters my age wrestling with tough issues like crime, drug abuse or poverty (38%), and People or characters who are a lot different than me (37%). The five least most common characters were: Sports figures (12%), Animals (14%), Musicians (21%), Celebrities (24%), and Fantasy characters (28%).

Discussing reading (Q25): New students were asked to report how often they discuss books with others. The following percentages were reported: Daily (8.0%), Weekly (22.8%), Monthly (18.0%), A few times per year (29.1%), Once per year (6.3%) and Never (15.9%).

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. 90% of new students responded that they were receiving a quality education at Troy University.
 - b. 86% of new students agreed that Troy has a good reputation in their community.
 - c. 87% of the new students indicated that they would recommend Troy to a friend.

- d. 89% of the new students indicated that the semester/term accommodated their learning.
 - e. 84% 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 Troy University, reading should be modeled and encouraged.

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

Appendix 1. 2012 New Student Perceptions about Troy University - Overall

Ranked by Frequency of Agreement

Total respondents = 568

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
I am receiving a quality education at Troy University.	1	1	1	1	1	89.5%	6.2%	4.3%	515
The semester/term format accommodates my learning.	2	4	2	3	3	88.5%	8.2%	3.3%	515
TROY personnel are knowledgeable and helpful.	3	6	7	7	5	87.2%	5.1%	7.7%	530
I would recommend Troy University to a friend who is planning to go to college	4	3	3	2	2	87.2%	7.0%	5.8%	514
Troy University has a good reputation in my community.	5	2	4	4	8	85.8%	8.8%	5.4%	500
The University offers a variety of majors at my location.	6	9	8	12	13	84.3%	8.4%	7.4%	502
The printed Schedule of Classes is informative and easy to follow.	7	7	5	5	12	83.8%	9.8%	6.4%	469
Faculty care about students as individuals.	8	5	15	11	6	83.7%	9.6%	6.6%	529
I feel I can talk to faculty about my academic concerns.	9	11	14	17	9	83.0%	9.3%	7.8%	529
Class drop/add procedures are appropriate.	10	13	11	15	19	80.9%	14.7%	4.4%	477
Classes are offered at convenient times.	11	8	6	6	4	80.3%	9.7%	10.1%	507
The bill that I received from the University was easily understood.	12	12	9	14	N/A	79.6%	13.8%	6.6%	471
Sufficient financial aid options are available.	13	16	13	16	16	79.0%	11.8%	9.2%	500
Registration dates, times, and procedures were made clear to me.	14	17	17	8	10	78.6%	10.5%	10.9%	524
The tuition payment plan is beneficial for students.	15	20	18	13	18	77.4%	15.3%	7.3%	464
The classes I attend are well organized and well taught.	16	10	16	9	77	77.1%	12.4%	10.5%	515
Academic advising is adequate.	17	18	21	21	15	76.9%	12.0%	11.0%	516
I feel that the campus is a safe and secure environment	18	15	12			76.4%	17.7%	5.9%	424
On-campus bookstore hours are convenient for students.	19	19	22	23	23	75.9%	15.4%	8.6%	428
The online Schedule of Classes is informative and easy to follow.	20	14	10	10	11	74.7%	16.2%	9.1%	495
Student organizations are available for my participation.	21	22	25	25	25	74.7%	17.7%	7.6%	435
The online registration process is user-friendly.	22	23	19	20	17	73.6%	16.0%	10.4%	481
Purchasing textbooks through Virtual Book Store is convenient.	23	25	20	22	20	73.3%	18.6%	8.1%	430
Class information provided prior to enrollment was helpful.	24	21	23	19	14	70.6%	17.9%	11.5%	521
The on-site registration process is user-friendly.	25	24	24	18	21	69.6%	21.7%	8.7%	424
Tutorial services are sufficient.	26	26	26	24	24	68.9%	25.4%	5.7%	418
Student recreational opportunities and facilities have met my expectations.	27	27	27	N/A	N/A	65.9%	25.8%	8.3%	372
Students seldom get the "run around" when seeking information.	28	28	28	26	22	57.0%	20.3%	22.7%	507
Campus housing met my expectations upon arriving to campus.	29	29	29	27	N/A	52.7%	34.2%	13.1%	313

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

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

Appendix 1A. 2012 New Student Perceptions about Troy University - Overall

Ranked by Frequency of Strongly Agree

Total respondents = 568

Academic programs, services, and administration	Rankings				Strongly			Strongly			N
	2012	2011	2010	2009	Agree	Agree	Neutral	Disagree	Disagree	N/A	
I would recommend Troy University to a friend who is planning to go to college.	1	1	1	2	49.7%	35.0%	6.8%	2.3%	3.4%	2.8%	529
I am receiving a quality education at Troy University.	2	2	2	1	46.4%	40.9%	6.1%	1.7%	2.5%	2.5%	528
I feel I can talk to faculty about my academic concerns.	3	6	8	10	44.4%	38.2%	9.2%	4.0%	3.8%	0.4%	531
TROY personnel are knowledgeable and helpful.	4	5	7	7	42.2%	44.8%	5.1%	4.7%	3.0%	0.2%	531
Troy University has a good reputation in my community.	5	3	4	4	41.7%	39.6%	8.3%	2.5%	2.7%	5.3%	528
Faculty care about students as individuals.	6	7	13	8	40.9%	42.6%	9.6%	3.6%	3.0%	0.4%	531
The University offers a variety of majors at my location.	7	10	12	14	40.7%	39.4%	8.0%	4.0%	3.0%	4.9%	528
The semester/term format at my location accommodates my learning.	8	4	3	3	39.4%	47.8%	8.0%	1.0%	2.3%	1.5%	523
Sufficient financial aid options are available.	9	8	6	16	39.1%	35.5%	11.2%	4.9%	3.8%	5.5%	529
Registration dates, times, and procedures were made clear to me prior to enrollment.	10	13	9	6	37.7%	40.0%	10.4%	5.7%	5.1%	1.1%	530
The classes I attend are well organized and well taught.	11	14	14	9	35.9%	39.5%	12.2%	6.8%	3.4%	2.1%	526
Academic advising is adequate.	12	11	20	18	35.3%	39.6%	11.7%	5.5%	5.3%	2.6%	530
The tuition payment plan is beneficial for students.	13	17	15	15	35.1%	32.6%	13.4%	2.8%	3.6%	12.5%	530
Classes are offered at convenient times.	14	12	5	5	34.9%	42.3%	9.3%	5.9%	3.8%	3.8%	527
The printed Schedule of Classes is informative and easy to follow.	15	9	11	12	33.6%	41.4%	8.8%	3.6%	2.1%	10.5%	524
The online registration process is user-friendly.	16	18	21	19	32.4%	34.7%	14.6%	5.5%	4.0%	8.9%	528
Class drop/add procedures are appropriate.	17	19	19	17	32.1%	41.2%	13.3%	1.5%	2.5%	9.5%	527
The bill that I received from the University was easily understood.	18	16	10	N/A	32.1%	38.8%	12.3%	2.8%	3.0%	11.0%	529
The online Schedule of Classes is informative and easy to follow.	19	15	18	11	31.8%	38.3%	15.2%	5.5%	3.0%	6.3%	528
Class information provided prior to enrollment was helpful.	20	20	23	13	30.7%	39.1%	17.6%	7.8%	3.6%	1.1%	527

Appendix 1A. 2012 New Student Perceptions about Troy University - Overall

Ranked by Frequency of Strongly Agree

Total respondents = 568

Academic programs, services, and administration	Rankings								Strongly		
	2012	2011	2010	2009	Strongly	Agree	Neutral	Disagree	Strongly	N/A	N
I feel that the campus is a safe and secure environment.	21	21	17	N/A	29.3%	32.3%	14.3%	2.5%	2.3%	19.4%	526
Purchasing textbooks through TROY Virtual BookStore is convenient.	22	24	16	22	28.2%	31.4%	15.2%	2.7%	4.0%	18.6%	528
Student organizations are available for my participation.	23	22	24	25	28.1%	33.7%	14.6%	3.4%	2.9%	17.3%	526
On-campus bookstore hours are convenient for students.	24	25	25	23	27.0%	34.8%	12.5%	4.0%	3.0%	18.6%	526
The on-site registration process is user-friendly.	25	23	22	20	26.6%	29.4%	17.5%	4.4%	2.7%	19.5%	527
Tutorial services are sufficient.	26	27	26	24	25.2%	29.4%	20.1%	1.5%	3.0%	20.8%	528
Students seldom get the "run around" when seeking information.	27	26	27	21	23.7%	31.1%	19.5%	11.8%	10.1%	3.8%	527
Student recreational opportunities and facilities have met my expectations.	28	28	28	N/A	19.7%	26.8%	18.2%	2.8%	3.0%	29.4%	527
Campus housing met my expectations upon arriving to campus.	29	29	29	N/A	13.6%	17.6%	20.3%	3.6%	4.2%	40.7%	528

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

Five Year Trend from Fall 2008 through Fall 2012

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
I am receiving a quality education at Troy University.	89.5%	85.7%	84.3%	86.7%	82.5%	7.0%	4.3%	6.7%	7.2%	6.2%	5.0%	-0.7%
The semester/term format accommodates my learning.	88.5%	80.8%	84.0%	83.9%	80.2%	8.3%	3.3%	7.8%	6.5%	6.6%	5.5%	-2.2%
TROY personnel are knowledgeable and helpful.	87.2%	79.3%	78.3%	81.3%	76.9%	10.3%	7.7%	10.1%	12.7%	9.8%	11.5%	-3.8%
I would recommend Troy University to a friend who is planning to go to college.	87.2%	82.6%	82.3%	85.3%	80.3%	6.9%	5.8%	9.1%	10.9%	8.2%	7.8%	-2.0%
Troy University has a good reputation in my community.	85.8%	82.6%	81.1%	83.7%	74.5%	11.3%	5.4%	7.0%	7.8%	6.1%	5.8%	-0.4%
The University offers a variety of majors at my location.	84.3%	77.9%	77.6%	78.1%	69.4%	14.9%	7.4%	10.7%	10.2%	10.0%	9.8%	-2.4%
The printed Schedule of Classes is informative and easy to follow.	83.8%	78.3%	81.1%	82.3%	69.4%	14.4%	6.4%	9.5%	7.4%	7.5%	6.1%	0.3%
Faculty care about students as individuals.	83.7%	79.9%	75.4%	78.4%	75.2%	8.5%	6.6%	9.5%	9.9%	9.0%	8.9%	-2.3%
I feel I can talk to faculty about my academic concerns.	83.0%	76.9%	75.5%	75.7%	74.0%	9.0%	7.8%	11.2%	10.9%	9.7%	10.0%	-2.2%
Class drop/add procedures are appropriate.	80.9%	75.2%	76.0%	76.2%	60.8%	20.1%	4.4%	9.6%	8.3%	8.0%	7.2%	-2.8%
Classes are offered at convenient times.	80.3%	78.0%	80.9%	81.7%	77.0%	3.3%	10.1%	10.5%	8.8%	9.2%	6.6%	3.5%
The bill that I received from the University was easily understood.	79.6%	76.5%	77.2%	76.4%	N/A	3.2%	6.6%	12.7%	9.1%	10.5%	N/A	-3.9%
Sufficient financial aid options are available.	79.0%	73.0%	75.7%	76.0%	62.6%	16.4%	9.2%	12.2%	10.7%	10.8%	10.5%	-1.3%
Reg. dates, times, & procedures were made clear to me.	78.6%	72.1%	74.6%	79.2%	72.9%	5.7%	10.9%	17.3%	15.2%	12.2%	14.2%	-3.3%
The tuition payment plan is beneficial for students.	77.4%	70.3%	74.6%	77.3%	61.7%	15.7%	7.3%	9.3%	8.2%	7.7%	7.2%	0.1%
The classes I attend are well organized and well taught.	77.1%	77.1%	74.7%	79.1%	75.0%	2.1%	10.5%	11.3%	12.1%	10.1%	8.7%	1.8%
Academic advising is adequate.	76.9%	71.0%	69.7%	70.9%	63.9%	13.0%	11.0%	14.3%	16.5%	13.6%	14.8%	-3.8%
I feel that the campus is a safe and secure environment.	76.4%	73.5%	76.0%	N/A	N/A	0.4%	5.9%	9.5%	8.0%	N/A	N/A	-2.1%

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

Five Year Trend from Fall 2008 through Fall 2012

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
On-campus bookstore hours are convenient for students.	75.9%	71.0%	69.1%	69.4%	42.0%	33.9%	8.6%	10.8%	10.5%	9.9%	6.0%	2.6%
The online Schedule of Classes is informative and easy to follow.	74.7%	74.0%	76.4%	79.1%	70.7%	4.0%	9.1%	11.9%	9.8%	9.1%	8.3%	0.8%
Student organizations are available for my participation.	74.7%	68.2%	66.3%	63.1%	37.7%	37.0%	7.6%	13.3%	10.5%	11.0%	7.0%	0.6%
The online registration process is user-friendly.	73.6%	68.1%	70.9%	72.5%	61.8%	11.8%	10.4%	17.1%	14.7%	13.0%	10.9%	-0.5%
Purchasing textbooks through Virtual BookStore is convenient.	73.3%	63.9%	70.3%	70.2%	56.9%	16.4%	8.1%	12.8%	9.7%	11.5%	8.5%	-0.4%
Class information provided prior to enrollment was helpful.	70.6%	68.6%	68.6%	74.2%	67.6%	3.0%	11.5%	16.0%	15.1%	12.6%	16.0%	-4.5%
The on-site registration process is user-friendly.	69.6%	67.5%	68.4%	74.4%	54.2%	15.4%	8.7%	14.1%	13.2%	10.2%	7.6%	1.1%
Tutorial services are sufficient.	68.9%	63.2%	65.0%	64.1%	40.2%	28.7%	5.7%	12.7%	9.9%	9.3%	6.5%	-0.8%
Student recreational opportunities and facilities have met my expectations.	65.9%	61.2%	58.7%	N/A	N/A	7.2%	8.3%	15.3%	10.2%	N/A	N/A	-1.9%
Students seldom get the “run around” when seeking information.	57.0%	53.5%	56.9%	59.8%	53.4%	3.6%	22.7%	27.4%	27.7%	22.8%	24.9%	-2.2%
Campus housing met my expectations upon arriving to campus.	52.7%	44.9%	41.5%	40.2%	N/A	12.5%	13.1%	22.3%	15.9%	16.6%	N/A	-3.5%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 2. 2012 New Student Perceptions about Troy University - Dothan Campus

Ranked by Agreement Level

Total respondents = 43

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
TROY personnel are knowledgeable and helpful.	1	6	3	8	3	95.1%	2.4%	2.4%	41
I feel I can talk to faculty about my academic concerns.	2	1	5	5	8	92.7%	7.3%	0.0%	41
I feel that the campus is a safe and secure environment.	3	2	8	N/A	N/A	92.5%	7.5%	0.0%	40
Faculty care about students as individuals.	4	10	14	7	5	90.2%	7.3%	2.4%	41
The classes I attend are well organized and well taught.	5	7	24	6	4	90.2%	9.8%	0.0%	41
The printed Schedule of Classes is informative and easy to follow.	6	8	2	3	2	90.0%	5.0%	5.0%	40
Troy University has a good reputation in my community.	7	5	1	9	11	90.0%	7.5%	2.5%	40
I am receiving a quality education at Troy University.	8	3	9	1	7	90.0%	10.0%	0.0%	40
The semester/term format at my location accommodates my learning.	9	4	4	4	1	87.8%	12.2%	0.0%	41
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	22	19	10	19	87.5%	7.5%	5.0%	40
I would recommend Troy University to a friend who is planning to go to college.	11	11	10	2	9	87.5%	10.0%	2.5%	40
Sufficient financial aid options are available.	12	16	7	14	10	84.6%	10.3%	5.1%	39
The bill that I received from the University was easily understood.	13	9	12	26	23	80.6%	13.9%	5.6%	36
Academic advising is adequate.	14	14	20	13	N/A	80.5%	12.2%	7.3%	41
Class information provided prior to enrollment was helpful.	15	18	21	17	13	80.5%	12.2%	7.3%	41
Class drop/add procedures are appropriate.	16	15	17	20	17	75.0%	22.2%	2.8%	36
The University offers a variety of majors at my location.	17	17	6	12	15	75.0%	15.0%	10.0%	40
The tuition payment plan is beneficial for students.	18	12	15	15	20	74.3%	20.0%	5.7%	35
On-campus bookstore hours are convenient for students.	19	21	11	11	6	72.5%	10.0%	17.5%	40
The online Schedule of Classes is informative and easy to follow.	20	19	16	18	14	72.2%	22.2%	5.6%	36
Classes are offered at convenient times.	21	26	22	25	24	70.7%	14.6%	14.6%	41
The on-site registration process is user-friendly.	22	13	13	19	18	68.4%	23.7%	7.9%	38
Purchasing textbooks through TROY Virtual BookStore is convenient.	23	28	26	23	22	63.6%	30.3%	6.1%	33
Student organizations are available for my participation.	24	24	18	21	21	63.4%	31.7%	4.9%	41
Tutorial services are sufficient.	25	25	27	24	16	62.1%	37.9%	0.0%	29
The online registration process is user-friendly.	26	20	25	22	25	61.3%	35.5%	3.2%	31
Student recreational opportunities and facilities have met my expectations.	27	27	23	N/A	N/A	58.1%	38.7%	3.2%	31
Students seldom get the "run around" when seeking information.	28	23	28	16	12	46.3%	26.8%	26.8%	41
Campus housing met my expectations upon arriving to campus.	29	29	29	27	N/A	41.2%	58.8%	0.0%	17

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 43

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
TROY personnel are knowledgeable and helpful.	95.1%	83.8%	80.2%	87.6%	74.4%	20.7%	2.4%	5.4%	14.8%	6.2%	8.9%	-6.5%
I feel I can talk to faculty about my academic concerns.	92.7%	89.5%	80.0%	86.6%	77.8%	14.9%	0.0%	5.3%	12.5%	3.9%	6.7%	-6.7%
I feel that the campus is a safe and secure environment	92.5%	89.5%	79.2%	N/A	N/A	13.3%	0.0%	5.3%	10.4%	N/A	N/A	-10.4%
Faculty care about students as individuals.	90.2%	81.6%	75.3%	93.8%	75.6%	14.6%	2.4%	7.9%	11.1%	2.3%	8.9%	-6.5%
The classes I attend are well organized and well taught.	90.2%	83.8%	65.0%	83.9%	77.8%	12.4%	0.0%	8.1%	20.0%	5.6%	6.7%	-6.7%
The printed Schedule of Classes is informative and easy to follow.	90.0%	83.3%	84.8%	86.3%	77.8%	12.2%	5.0%	8.3%	12.7%	6.5%	10.0%	-5.0%
Troy University has a good reputation in my community.	90.0%	86.5%	85.0%	89.5%	73.3%	16.7%	2.5%	5.4%	8.8%	0.8%	6.7%	-4.2%
I am receiving a quality education at Troy University.	90.0%	89.2%	79.0%	88.7%	85.6%	4.4%	0.0%	5.4%	11.1%	3.2%	4.4%	-4.4%
The semester/term format at my location accommodates my learning.	87.8%	86.8%	80.0%	86.7%	77.8%	10.0%	0.0%	7.9%	7.5%	2.5%	5.6%	-5.6%
Reg. dates, times, and procedures were made clear to me	87.5%	67.6%	67.5%	79.7%	68.9%	18.6%	5.0%	18.9%	20.0%	7.8%	12.2%	-7.2%
I would recommend Troy to a friend who is planning to go to college.	87.5%	81.6%	77.5%	89.4%	78.9%	8.6%	2.5%	5.3%	12.5%	3.3%	11.1%	-8.6%
Sufficient financial aid options are available.	84.6%	74.3%	79.2%	77.2%	63.3%	21.3%	5.1%	5.7%	14.3%	3.5%	15.6%	-10.5%
The bill that I received from the University was easily understood.	80.6%	82.9%	77.3%	83.8%	N/A	-3.2%	5.6%	8.6%	10.7%	7.6%	N/A	-2.0%
Academic advising is adequate.	80.5%	78.9%	67.1%	77.8%	63.3%	17.2%	7.3%	7.9%	17.7%	7.9%	11.1%	-3.8%
Class information provided prior to enrollment was helpful.	80.5%	72.2%	66.7%	73.2%	56.7%	23.8%	7.3%	13.9%	18.5%	8.7%	23.3%	-16.0%
Class drop/add procedures are appropriate.	75.0%	75.0%	70.6%	79.4%	52.2%	22.8%	2.8%	9.4%	16.2%	2.8%	7.8%	-5.0%
The University offers a variety of majors at my location.	75.0%	73.0%	79.5%	79.0%	66.7%	8.3%	10.0%	13.5%	12.8%	5.9%	11.1%	-1.1%
The tuition payment plan is beneficial for students.	74.3%	81.3%	75.0%	83.8%	58.9%	15.4%	5.7%	6.3%	12.5%	2.9%	8.9%	-3.2%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 43

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
On-campus bookstore hours are convenient for students.	72.5%	67.6%	77.3%	86.2%	67.8%	4.7%	17.5%	5.9%	13.3%	3.3%	6.7%	10.8%
The online Schedule of Classes is informative and easy to follow.	72.2%	70.6%	72.0%	77.1%	56.7%	15.5%	5.6%	14.7%	10.7%	5.5%	11.1%	-5.5%
Classes are offered at convenient times.	70.7%	54.1%	65.4%	72.2%	66.7%	4.0%	14.6%	18.9%	21.8%	10.3%	13.3%	1.3%
The on-site registration process is user-friendly.	68.4%	80.0%	75.9%	85.0%	54.4%	14.0%	7.9%	8.6%	15.2%	8.0%	14.4%	-6.5%
Purchasing textbooks through TROY Virtual BookStore is convenient.	63.6%	44.0%	62.3%	61.8%	41.1%	22.5%	6.1%	12.0%	11.5%	10.5%	6.7%	-0.6%
Student organizations are available for my participation.	63.4%	62.5%	69.1%	72.5%	45.6%	17.8%	4.9%	15.6%	8.8%	4.4%	8.9%	-4.0%
Tutorial services are sufficient.	62.1%	57.7%	62.1%	65.4%	31.1%	31.0%	0.0%	7.7%	20.7%	6.4%	11.1%	-11.1%
The online registration process is user-friendly.	61.3%	67.7%	64.8%	70.9%	43.3%	18.0%	3.2%	9.7%	18.3%	7.6%	11.1%	-7.9%
Student recreational opportunities and facilities	58.1%	50.0%	65.3%	N/A	N/A	-7.2%	3.2%	25.0%	8.2%	N/A	N/A	-5.0%
Students seldom get the "run around" when seeking information.	46.3%	65.8%	59.7%	70.4%	57.8%	-11.5%	26.8%	15.8%	29.9%	13.6%	23.3%	3.5%
Campus housing met my expectations upon arriving to campus.	41.2%	36.4%	39.4%	35.5%	N/A	5.7%	0.0%	27.3%	12.1%	9.7%	N/A	-9.7%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 3. 2012 New Student Perceptions about Troy University - Montgomery Campus

Ranked by Agreement Level

Total respondents = 64

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
Troy University has a good reputation in my community.	1	1	1	1	1	96.6%	1.7%	1.7%	60
I would recommend Troy University to a friend who is planning to go to college.	2	3	4	2	4	93.1%	3.4%	3.4%	58
I am receiving a quality education at Troy University.	3	2	9	5	2	91.5%	5.1%	3.4%	57
The tuition payment plan is beneficial for students.	4	22	11	7	16	87.7%	12.3%	0.0%	59
The printed Schedule of Classes is informative and easy to follow.	5	7	2	3	5	87.5%	12.5%	0.0%	56
The bill that I received from the University was easily understood.	6	11	8	9	N/A	87.5%	8.9%	3.6%	57
Class information provided prior to enrollment was helpful.	7	17	18	21	18	86.7%	8.3%	5.0%	58
Sufficient financial aid options are available.	8	21	12	12	14	86.2%	10.3%	3.4%	58
Classes are offered at convenient times.	9	13	6	6	6	86.0%	1.8%	12.3%	57
The semester/term format at my location accommodates my learning.	10	9	3	4	3	86.0%	12.3%	1.8%	59
The University offers a variety of majors at my location.	11	6	13	10	8	85.7%	7.1%	7.1%	56
I feel that the campus is a safe and secure environment	12	5	7	N/A	N/A	85.7%	12.5%	1.8%	60
Faculty care about students as individuals.	13	14	14	18	10	85.0%	8.3%	6.7%	44
Reg. dates, times, and procedures were made clear to me prior to enrollment.	14	12	20	11	15	83.1%	11.9%	5.1%	57
The online Schedule of Classes is informative and easy to follow.	15	8	19	14	19	82.1%	14.3%	3.6%	50
TROY personnel are knowledgeable and helpful.	16	19	10	13	9	81.7%	11.7%	6.7%	56
I feel I can talk to faculty about my academic concerns.	17	15	5	17	11	81.7%	11.7%	6.7%	35
On-campus bookstore hours are convenient for students.	18	4	16	8	13	80.8%	19.2%	0.0%	57
The classes I attend are well organized and well taught.	19	18	21	15	7	80.7%	7.0%	12.3%	54
Class drop/add procedures are appropriate.	20	16	17	19		79.6%	18.5%	1.9%	57
The online registration process is user-friendly.	21	10	24	22	23	77.8%	13.0%	9.3%	51
Academic advising is adequate.	22	20	15	20	12	77.2%	12.3%	10.5%	56
The on-site registration process is user-friendly.	23	23	22	16	17	72.7%	18.2%	9.1%	50
Purchasing textbooks through TROY Virtual BookStore is convenient.	24	25	25	23	22	70.0%	26.0%	4.0%	55
Student organizations are available for my participation.	25	24	23	24	21	66.7%	25.5%	7.8%	54
Tutorial services are sufficient.	26	26	26	25	24	64.0%	32.0%	4.0%	56
Student recreational opportunities and facilities have met my expectations.	27	27	28	N/A	N/A	59.1%	36.4%	4.5%	60
Students seldom get the "run around" when seeking information.	28	28	27	26	20	57.9%	17.5%	24.6%	52
Campus housing met my expectations upon arriving to campus.	29	29	29	27	N/A	48.6%	51.4%	0.0%	60

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 64

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
Troy University has a good reputation in my community.	96.6%	86.0%	82.6%	85.4%	81.8%	14.8%	1.7%	8.8%	11.3%	6.6%	8.4%	-6.7%
I would recommend TROY to a friend ...	93.1%	82.8%	79.7%	85.2%	77.6%	15.5%	3.4%	10.3%	11.9%	9.9%	9.8%	-6.4%
I am receiving a quality education at Troy University.	91.5%	84.5%	76.5%	83.6%	80.4%	11.1%	3.4%	8.6%	7.6%	8.2%	8.4%	-5.0%
The tuition payment plan is beneficial for students.	87.7%	70.9%	74.5%	80.0%	68.5%	19.2%	0.0%	14.5%	6.6%	8.8%	9.1%	-9.1%
The printed Schedule of Classes is informative and easy to follow.	87.5%	77.6%	82.1%	84.8%	75.5%	12.0%	0.0%	12.1%	6.8%	9.7%	9.1%	-9.1%
The bill that I received from the University was easily understood.	87.5%	75.4%	77.3%	78.5%	N/A	9.0%	3.6%	14.0%	10.9%	7.7%	N/A	-4.1%
Class information provided prior to enrollment was helpful.	86.7%	73.3%	70.0%	66.0%	65.0%	21.7%	5.0%	10.0%	13.3%	16.0%	18.9%	-13.9%
Sufficient financial aid options are available.	86.2%	72.4%	73.5%	76.5%	70.6%	15.6%	3.4%	17.2%	12.8%	11.0%	12.6%	-9.2%
Classes are offered at convenient times.	86.0%	75.4%	78.1%	81.4%	74.8%	11.2%	12.3%	17.5%	8.8%	10.7%	12.6%	-0.3%
The semester/term format accommodates my learning.	86.0%	76.8%	80.5%	84.6%	80.4%	5.6%	1.8%	8.9%	11.0%	6.3%	7.7%	-5.9%
The University offers a variety of majors at my location.	85.7%	79.3%	73.1%	78.1%	74.1%	11.6%	7.1%	8.6%	9.2%	11.6%	11.2%	-4.1%
I feel that the campus is a safe and secure environment.	85.7%	80.7%	78.0%	N/A	N/A	7.7%	1.8%	10.5%	10.1%	N/A	N/A	-8.3%
Faculty care about students as individuals.	85.0%	75.0%	72.8%	70.7%	76.2%	8.8%	6.7%	18.3%	11.2%	12.9%	9.8%	-3.1%
Reg. dates, times, and procedures were made clear to me.	83.1%	75.4%	67.8%	78.0%	69.2%	13.9%	5.1%	12.3%	18.2%	14.9%	21.7%	-16.6%
The online Schedule of Classes is informative and easy to follow.	82.1%	77.4%	69.6%	72.5%	57.3%	24.8%	3.6%	11.3%	10.7%	12.5%	7.7%	-4.1%
TROY personnel are knowledgeable and helpful.	81.7%	72.9%	75.0%	76.2%	74.1%	7.6%	6.7%	15.3%	12.9%	12.2%	16.1%	-9.4%
I feel I can talk to faculty about my academic concerns.	81.7%	74.6%	78.7%	71.0%	73.4%	8.3%	6.7%	15.3%	9.8%	11.7%	15.4%	-8.7%
On-campus bookstore hours are convenient for students.	80.8%	82.5%	70.4%	79.3%	72.0%	8.8%	0.0%	10.5%	12.0%	11.1%	8.4%	-8.4%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 64

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
The classes I attend are well organized and well taught.	80.7%	73.2%	65.8%	72.0%	74.8%	5.9%	12.3%	17.9%	14.5%	12.6%	13.3%	-1.0%
Class drop/add procedures are appropriate.	79.6%	74.5%	70.1%	70.3%	64.3%	15.3%	1.9%	17.6%	8.4%	8.6%	9.1%	-7.2%
The online registration process is user-friendly.	77.8%	75.5%	62.7%	63.2%	49.7%	28.1%	9.3%	14.3%	17.3%	13.2%	9.8%	-0.5%
Academic advising is adequate.	77.2%	72.9%	72.1%	66.0%	72.7%	4.5%	10.5%	11.9%	14.8%	19.7%	12.6%	-2.1%
The on-site registration process is user-friendly.	72.7%	68.8%	64.3%	71.4%	67.1%	5.6%	9.1%	14.6%	13.4%	15.8%	12.6%	-3.5%
Purchasing textbooks through Virtual BookStore is convenient.	70.0%	62.5%	61.1%	62.9%	51.0%	19.0%	4.0%	20.0%	8.4%	11.3%	6.3%	-2.3%
Student organizations are available for my participation.	66.7%	63.5%	64.2%	58.9%	51.0%	15.7%	7.8%	25.0%	9.5%	12.5%	9.1%	-1.3%
Tutorial services are sufficient.	64.0%	60.9%	58.0%	56.7%	44.1%	19.9%	4.0%	15.2%	10.2%	16.3%	5.6%	-1.6%
Student recreational opportunities and facilities have met my expectations	59.1%	55.0%	51.4%	N/A	N/A	7.7%	4.5%	22.5%	9.7%	N/A	N/A	-5.2%
Students seldom get the "run around" when seeking information.	57.9%	48.2%	56.0%	55.7%	56.6%	1.3%	24.6%	41.1%	30.2%	26.4%	27.3%	-2.7%
Campus housing met my expectations upon arriving to campus.	48.6%	44.4%	26.4%	25.0%	N/A	23.6%	0.0%	14.8%	17.0%	12.5%	N/A	-12.5%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 4. 2012 New Student Perceptions about Troy University - Phenix City Campus

Ranked by Agreement Level

Total respondents = 30

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
The semester/term format at my location accommodates my learning.	1	7	3	3	6	96.0%	0.0%	4.0%	25
I am receiving a quality education at Troy University.	2	8	5	2	3	88.5%	7.7%	3.8%	26
I would recommend Troy to a friend who is planning to go to college.	3	4	4	6	2	88.5%	3.8%	7.7%	26
TROY personnel are knowledgeable and helpful.	4	2	18	4	5	85.2%	0.0%	14.8%	27
Faculty care about students as individuals.	5	3	9	9	7	85.2%	3.7%	11.1%	27
I feel I can talk to faculty about my academic concerns.	6	5	16	14	11	85.2%	0.0%	14.8%	27
Troy University has a good reputation in my community.	7	1	1	1	4	84.6%	11.5%	3.8%	26
Academic advising is adequate.	8	12	13	16	14	84.0%	4.0%	12.0%	25
The classes I attend are well organized and well taught.	9	10	11	13	8	84.0%	4.0%	12.0%	25
I feel that the campus is a safe and secure environment	10	6	10	N/A	N/A	83.3%	4.2%	12.5%	24
The bill that I received from the University was easily understood.	11	14	6	11	N/A	82.6%	8.7%	8.7%	23
The printed Schedule of Classes is informative and easy to follow.	12	16	8	7	9	80.0%	4.0%	16.0%	25
Class information provided prior to enrollment was helpful.	13	17	27	20	18	77.8%	7.4%	14.8%	27
Reg. dates, times, and procedures were made clear to me prior to enrollment.	14	11	20	15	10	77.8%	11.1%	11.1%	27
The University offers a variety of majors at my location.	15	15	19	21	15	76.0%	16.0%	8.0%	25
Class drop/add procedures are appropriate.	16	20	14	12	20	75.0%	12.5%	12.5%	24
Sufficient financial aid options are available.	17	18	17	17	17	74.1%	7.4%	18.5%	27
The tuition payment plan is beneficial for students.	18	21	12	5	12	73.9%	13.0%	13.0%	23
Purchasing textbooks through TROY Virtual BookStore is convenient.	19	24	22	24	23	73.3%	0.0%	26.7%	15
Classes are offered at convenient times.	20	9	2	8	1	73.1%	7.7%	19.2%	26
Tutorial services are sufficient.	21	27	24	25	24	71.4%	14.3%	14.3%	14
The on-site registration process is user-friendly.	22	19	21	10	13	70.8%	12.5%	16.7%	24
On-campus bookstore hours are convenient for students.	23	22	7	19	21	69.6%	17.4%	13.0%	23
Students seldom get the "run around" when seeking information.	24	13	26	22	19	65.4%	15.4%	19.2%	26
The online registration process is user-friendly.	25	29	23	23	22	64.0%	20.0%	16.0%	25
Campus housing met my expectations upon arriving to campus.	26	28	29	27	N/A	62.5%	25.0%	12.5%	8
Student organizations are available for my participation.	27	26	25	26	25	55.0%	20.0%	25.0%	20
Student recreational opportunities and facilities have met my expectations	28	23	28	N/A	N/A	54.5%	18.2%	27.3%	11
The online Schedule of Classes is informative and easy to follow.	29	25	15	18	16	54.2%	12.5%	33.3%	24

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 30

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
The semester/term format accommodates my learning.	96.0%	80.8%	83.3%	83.5%	81.8%	14.2%	4.0%	7.7%	7.6%	11.8%	5.2%	-1.2%
I am receiving a quality education at Troy University.	88.5%	77.8%	81.5%	84.7%	83.1%	5.4%	3.8%	3.7%	6.2%	8.2%	3.9%	-0.1%
I would recommend TROY to a friend...	88.5%	85.2%	82.1%	81.9%	83.1%	5.4%	7.7%	3.7%	10.4%	10.8%	5.2%	2.5%
TROY personnel are knowledgeable and helpful.	85.2%	88.9%	75.0%	82.8%	83.1%	2.1%	14.8%	7.4%	13.2%	12.6%	9.1%	5.7%
Faculty care about students as individuals.	85.2%	88.9%	78.8%	78.8%	79.2%	6.0%	11.1%	7.4%	10.6%	12.9%	9.1%	2.0%
I feel I can talk to faculty about my academic concerns.	85.2%	85.2%	76.1%	73.5%	76.6%	8.6%	14.8%	11.1%	9.0%	14.5%	7.8%	7.0%
Troy University has a good reputation in my community.	84.6%	92.6%	86.6%	87.1%	83.1%	1.5%	3.8%	7.4%	6.0%	7.1%	3.9%	-0.1%
Academic advising is adequate.	84.0%	70.4%	77.3%	72.6%	70.1%	13.9%	12.0%	14.8%	15.2%	13.1%	10.4%	1.6%
The classes I attend are well organized and well taught.	84.0%	77.8%	77.6%	75.9%	79.2%	4.8%	12.0%	7.4%	11.9%	11.5%	7.8%	4.2%
I feel that the campus is a safe and secure environment	83.3%	84.6%	78.1%	N/A	N/A	5.2%	12.5%	3.8%	9.4%	N/A	N/A	3.1%
The bill that I received from the University was easily understood.	82.6%	69.6%	80.0%	76.5%	N/A	6.1%	8.7%	13.0%	11.7%	11.1%	N/A	-2.4%
I feel that the campus is a safe and secure environment.	80.0%	69.2%	79.4%	81.4%	77.9%	2.1%	16.0%	11.5%	7.4%	11.6%	5.2%	10.8%
Class information provided prior to enrollment was helpful.	77.8%	63.0%	58.8%	67.4%	61.0%	16.8%	14.8%	18.5%	23.5%	22.1%	13.0%	1.8%
Reg. dates, times, and procedures were made clear to me.	77.8%	74.1%	69.1%	73.3%	77.9%	-0.1%	11.1%	7.4%	19.1%	14.0%	11.7%	-0.6%
The University offers a variety of majors at my location.	76.0%	69.2%	71.6%	66.3%	37.5%	38.5%	8.0%	15.4%	17.9%	16.9%	10.4%	-2.4%
Class drop/add procedures are appropriate.	75.0%	60.0%	77.2%	76.4%	53.2%	21.8%	12.5%	4.0%	5.3%	6.9%	10.4%	2.1%
Sufficient financial aid options are available.	74.1%	63.0%	75.4%	70.7%	61.0%	13.1%	18.5%	11.1%	15.4%	15.9%	11.7%	6.8%
The tuition payment plan is beneficial for students.	73.9%	60.0%	77.4%	82.3%	75.3%	-1.4%	13.0%	8.0%	9.7%	7.6%	5.2%	7.8%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 30

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
Purchasing textbooks through Virtual BookStore is convenient.	73.3%	57.1%	66.7%	56.9%	35.1%	38.2%	26.7%	19.0%	7.4%	21.5%	7.8%	18.9%
Classes are offered at convenient times.	73.1%	77.8%	85.3%	80.7%	87.0%	-13.9%	19.2%	7.4%	5.9%	10.2%	3.9%	15.3%
Tutorial services are sufficient.	71.4%	50.0%	64.4%	50.0%	29.9%	41.5%	14.3%	22.7%	0.0%	17.3%	6.5%	7.8%
The on-site registration process is user-friendly.	70.8%	60.9%	67.7%	78.0%	72.7%	-1.9%	16.7%	13.0%	21.0%	13.4%	3.9%	12.8%
On-campus bookstore hours are convenient for students.	69.6%	58.3%	79.7%	67.5%	49.4%	20.2%	13.0%	12.5%	5.1%	14.3%	11.7%	1.3%
Students seldom get the “run around” when seeking information.	65.4%	70.4%	60.3%	66.3%	61.0%	4.4%	19.2%	11.1%	27.9%	23.3%	22.1%	-2.9%
The online registration process is user-friendly.	64.0%	48.0%	66.1%	62.1%	39.0%	25.0%	16.0%	20.0%	12.5%	15.5%	9.1%	6.9%
Campus housing met my expectations upon arriving to campus.	62.5%	50.0%	48.0%	34.5%	N/A	28.0%	12.5%	8.3%	4.0%	13.8%	N/A	-1.3%
Student organizations are available for my participation.	55.0%	50.0%	63.6%	49.1%	29.9%	25.1%	25.0%	27.3%	9.1%	18.2%	5.2%	19.8%
Student recreational opportunities and facilities have met my expectations	54.5%	57.9%	55.0%	N/A	N/A	-0.5%	27.3%	15.8%	7.5%	N/A	N/A	19.8%
The online Schedule of Classes is informative and easy to follow.	54.2%	51.9%	77.0%	68.1%	62.3%	-8.1%	33.3%	37.0%	8.2%	13.9%	9.1%	24.2%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 5. 2012 New Student Perceptions about Troy University - Troy Campus

Ranked by Agreement Level

Total respondents = 259

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
I am receiving a quality education at Troy University.	1	1	1	1	1	90.0%	5.7%	4.4%	229
The University offers a variety of majors at my location.	2	2	2	3	7	89.6%	6.1%	4.3%	230
The semester/term format at my location accommodates my learning.	3	6	4	7	2	89.1%	7.8%	3.0%	230
TROY personnel are knowledgeable and helpful.	4	13	6	2	4	88.6%	5.5%	5.9%	236
Student organizations are available for my participation.	5	5	9	9	11	86.8%	7.9%	5.3%	228
The printed Schedule of Classes is informative and easy to follow.	6	8	3	6	9	86.6%	7.8%	5.6%	231
I would recommend Troy University to a friend who is planning to go to college.	7	3	7	4	3	85.7%	7.8%	6.5%	231
Troy University has a good reputation in my community.	8	4	8	5	5	85.5%	7.5%	7.0%	227
Faculty care about students as individuals.	9	7	10	12	6	82.6%	12.3%	5.1%	235
Class drop/add procedures are appropriate.	10	16	16	23	21	81.9%	13.4%	4.6%	216
I feel I can talk to faculty about my academic concerns.	11	12	11	14	12	81.8%	10.2%	8.1%	236
On-campus bookstore hours are convenient for students.	12	10	15	15	13	81.0%	9.7%	9.3%	226
Academic advising is adequate.	13	23	22	18	15	78.8%	13.0%	8.2%	231
Classes are offered at convenient times.	14	9	13	8	8	77.7%	10.7%	11.6%	233
Sufficient financial aid options are available.	15	15	20	22	19	76.7%	12.3%	11.0%	227
The bill that I received from the University was easily understood.	16	18	17	20	N/A	76.3%	16.0%	7.8%	219
Tutorial services are sufficient.	17	19	23	21	23	76.2%	17.8%	5.9%	202
Reg. dates, times, and procedures were made clear to me prior to enrollment.	18	24	18	13	14	75.6%	11.1%	13.2%	234
I feel that the campus is a safe and secure environment	19	14	5	N/A	N/A	75.2%	17.4%	7.4%	230
The classes I attend are well organized and well taught.	20	11	14	10	10	74.9%	14.5%	10.6%	235
The tuition payment plan is beneficial for students.	21	21	19	16	17	74.1%	17.5%	8.5%	212
Student recreational opportunities and facilities have met my expectations	22	17	21	N/A	N/A	73.6%	18.2%	8.2%	220
The online Schedule of Classes is informative and easy to follow.	23	20	12	17	16	70.0%	20.0%	10.0%	220
The online registration process is user-friendly.	24	27	25	24	22	69.0%	19.5%	11.4%	210
The on-site registration process is user-friendly.	25	25	26	19	20	68.3%	22.4%	9.3%	205
Purchasing textbooks through TROY Virtual BookStore is convenient.	26	26	27	26	25	66.1%	24.6%	9.3%	183
Class information provided prior to enrollment was helpful.	27	22	24	25	18	63.2%	23.8%	13.0%	231
Campus housing met my expectations upon arriving to campus.	28	28	29	28	N/A	56.2%	25.4%	18.4%	201
Students seldom get the "run around" when seeking information.	29	29	28	27	24	55.2%	26.9%	17.9%	223

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 259

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
I am receiving a quality education at Troy University.	90.0%	84.2%	87.4%	88.4%	87.9%	2.1%	4.4%	10.1%	4.6%	3.5%	2.9%	1.5%
The University offers a variety of majors at my location.	89.6%	81.7%	87.2%	85.4%	79.6%	10.0%	4.3%	10.0%	5.0%	5.8%	6.8%	-2.5%
The semester/term format at my location accommodates my learning.	89.1%	77.9%	84.5%	81.0%	83.6%	5.5%	3.0%	10.4%	3.5%	5.3%	2.9%	0.1%
I would recommend TROY to a friend ...	88.6%	74.8%	81.5%	85.1%	82.1%	6.5%	5.9%	13.0%	9.6%	6.1%	6.4%	-0.5%
Student organizations are available for my participation.	86.8%	79.2%	80.3%	80.3%	76.4%	10.4%	5.3%	9.8%	6.4%	6.2%	3.9%	1.4%
The printed Schedule of Classes is informative and easy to follow.	86.6%	77.4%	85.3%	84.0%	78.6%	8.0%	5.6%	12.1%	6.0%	6.1%	6.1%	-0.5%
TROY personnel are knowledgeable and helpful.	85.7%	81.1%	81.5%	85.6%	81.4%	4.3%	6.5%	12.9%	9.1%	6.1%	5.7%	0.8%
Troy University has a good reputation in my community.	85.5%	80.4%	80.4%	84.7%	81.1%	4.4%	7.0%	10.4%	7.3%	5.4%	3.6%	3.4%
Faculty care about students as individuals.	82.6%	77.6%	77.7%	79.5%	80.0%	2.6%	5.1%	11.4%	7.3%	5.9%	6.4%	-1.3%
Class drop/add procedures are appropriate.	81.9%	71.6%	73.2%	71.2%	58.9%	23.0%	4.6%	12.9%	6.9%	9.2%	7.5%	-2.9%
I feel I can talk to faculty about my academic concerns.	81.8%	75.0%	76.9%	78.8%	76.1%	5.7%	8.1%	12.7%	6.5%	5.7%	7.1%	1.0%
I feel that the campus is a safe and secure environment.	81.0%	76.1%	73.5%	75.6%	72.9%	8.1%	9.3%	13.2%	11.1%	11.5%	8.2%	1.1%
Academic advising is adequate.	78.8%	66.7%	71.4%	73.7%	67.1%	11.7%	8.2%	18.9%	13.1%	7.4%	11.8%	-3.6%
Classes are offered at convenient times.	77.7%	76.8%	75.8%	80.3%	78.6%	-0.9%	11.6%	12.4%	9.4%	8.3%	6.8%	4.8%
Sufficient financial aid options are available.	76.7%	72.2%	71.9%	71.7%	63.6%	13.1%	11.0%	15.3%	10.8%	11.3%	11.1%	-0.1%
The bill that I received from the University was easily understood.	76.3%	68.9%	72.9%	72.2%	N/A	4.1%	7.8%	19.9%	8.8%	11.3%	N/A	-3.5%
Tutorial services are sufficient.	76.2%	68.8%	67.6%	72.0%	57.9%	18.3%	5.9%	13.5%	9.7%	4.8%	4.6%	1.3%
Reg. dates, times, and procedures were made clear to me..	75.6%	62.0%	72.8%	79.0%	70.0%	5.6%	13.2%	26.4%	14.9%	10.1%	13.2%	0.0%
I feel that the campus is a safe and secure environment	75.2%	72.6%	82.7%	N/A	N/A	-7.5%	7.4%	11.7%	8.2%	N/A	N/A	-0.8%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 259

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
The classes I attend are well organized and well taught.	74.9%	75.2%	74.6%	79.8%	77.1%	-2.2%	10.6%	12.0%	8.8%	7.6%	8.6%	2.0%
The tuition payment plan is beneficial for students.	74.1%	67.7%	72.8%	75.5%	66.1%	8.0%	8.5%	12.4%	8.2%	7.7%	7.9%	0.6%
Student recreational opportunities and facilities have met my expectations	73.6%	69.9%	71.7%	N/A	N/A	1.9%	8.2%	15.0%	10.3%	N/A	N/A	-2.1%
The online Schedule of Classes is informative and easy to follow.	70.0%	68.1%	76.9%	75.4%	66.4%	3.6%	10.0%	14.0%	7.1%	9.2%	6.8%	3.2%
The online registration process is user-friendly.	69.0%	56.2%	62.2%	69.7%	58.2%	10.8%	11.4%	26.6%	17.4%	10.0%	7.1%	4.3%
The on-site registration process is user-friendly.	68.3%	61.8%	61.3%	73.1%	63.6%	4.7%	9.3%	20.6%	16.5%	9.3%	6.8%	2.5%
Purchasing textbooks through Virtual BookStore is convenient.	66.1%	58.6%	60.9%	60.1%	43.9%	22.2%	9.3%	13.4%	9.8%	11.0%	5.7%	3.6%
Class information provided prior to enrollment was helpful.	63.2%	67.3%	65.1%	67.6%	66.1%	-2.9%	13.0%	18.5%	14.3%	12.9%	14.3%	-1.3%
Campus housing met my expectations upon arriving to campus.	56.2%	46.9%	48.4%	47.7%	N/A	8.5%	18.4%	29.1%	22.6%	26.5%	N/A	-8.1%
Students seldom get the "run around" when seeking information.	55.2%	45.6%	49.6%	53.8%	51.8%	3.4%	17.9%	29.4%	27.3%	22.2%	18.9%	-1.0%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 6. 2012 New Student Perceptions about Troy University - Global Campus

Ranked by Agreement Level

Total respondents = 31

	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
Academic programs, services, and administration									
I would recommend Troy University to a friend who is planning to go to college.	1	3	4	2	3	96.6%	0.0%	3.4%	29
The semester/term format at my location accommodates my learning.	2	8	5	6	2	96.4%	0.0%	3.6%	28
I am receiving a quality education at Troy University.	3	2	1	1	8	93.1%	3.4%	3.4%	29
Troy University has a good reputation in my community.	4	9	11	4	12	92.9%	7.1%	0.0%	28
The printed Schedule of Classes is informative and easy to follow.	5	7	6	5	10	92.0%	8.0%	0.0%	25
TROY personnel are knowledgeable and helpful.	6	5	2	7	5	90.3%	3.2%	6.5%	31
Faculty care about students as individuals.	7	4	10	8	4	90.3%	6.5%	3.2%	31
I feel I can talk to faculty about my academic concerns.	8	15	9	10	6	90.0%	6.7%	3.3%	30
Reg. dates, times, and procedures were made clear to me prior to enrollment.	9	11	8	3	9	89.7%	6.9%	3.4%	29
The classes I attend are well organized and well taught.	10	13	7	11	7	86.7%	6.7%	6.7%	30
Classes are offered at convenient times.	11	14	3	9	1	86.2%	10.3%	3.4%	29
I feel that the campus is a safe and secure environment	12	19	13	N/A	N/A	85.7%	14.3%	0.0%	21
The online Schedule of Classes is informative and easy to follow.	13	12	21	17	14	85.2%	11.1%	3.7%	27
The on-site registration process is user-friendly.	14	6	20	14	15	84.2%	15.8%	0.0%	19
The online registration process is user-friendly.	15	17	19	20	20	83.3%	16.7%	0.0%	30
The bill that I received from the University was easily understood.	16	1	12	18	N/A	82.1%	14.3%	3.6%	28
Class drop/add procedures are appropriate.	17	10	14	13	21	81.5%	18.5%	0.0%	27
Academic advising is adequate.	18	18	17	19	13	79.3%	10.3%	10.3%	29
Class information provided prior to enrollment was helpful.	19	23	16	16	11	76.7%	20.0%	3.3%	30
Purchasing textbooks through TROY Virtual BookStore is convenient.	20	22	23	21	22	73.1%	15.4%	11.5%	26
Sufficient financial aid options are available.	21	16	15	12	18	71.4%	17.9%	10.7%	28
Student organizations are available for my participation.	22	25	27	25	24	70.6%	17.6%	11.8%	17
The tuition payment plan is beneficial for students.	23	20	18	15	16	67.9%	17.9%	14.3%	28
Students seldom get the "run around" when seeking information.	24	21	22	22	17	65.5%	13.8%	20.7%	29
On-campus bookstore hours are convenient for students.	25	26	26	26	25	64.7%	23.5%	11.8%	17
Campus housing met my expectations upon arriving to campus.	26	29	29	27	N/A	63.6%	36.4%	0.0%	11
The University offers a variety of majors at my location.	27	24	24	23	19	59.3%	7.4%	33.3%	27
Student recreational opportunities and facilities have met my expectations.	28	28	28	N/A	N/A	57.1%	35.7%	7.1%	14
Tutorial services are sufficient.	29	27	25	24	23	50.0%	41.7%	8.3%	24

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 31

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
I would recommend TROY to a friend...	96.6%	94.5%	84.3%	85.6%	76.1%	20.5%	3.4%	0.0%	10.1%	8.6%	10.2%	-6.8%
The semester/term format accommodates my learning.	96.4%	88.9%	83.8%	83.7%	78.0%	18.4%	3.6%	1.9%	6.3%	7.8%	7.9%	-4.3%
I am receiving a quality education at Troy University.	93.1%	94.5%	87.4%	86.6%	74.6%	18.5%	3.4%	0.0%	7.5%	7.7%	7.8%	-4.4%
Troy University has a good reputation in my community.	92.9%	88.2%	79.4%	84.5%	68.8%	24.1%	0.0%	0.0%	7.5%	6.4%	9.8%	-9.8%
The printed Schedule of Classes is informative and easy to follow.	92.0%	89.1%	82.3%	83.9%	71.2%	20.8%	0.0%	9.1%	8.2%	7.7%	6.8%	-6.8%
TROY personnel are knowledgeable and helpful.	90.3%	91.2%	86.3%	83.7%	76.1%	14.2%	6.5%	0.0%	10.6%	11.0%	13.2%	-6.7%
Faculty care about students as individuals.	90.3%	93.0%	80.7%	82.4%	76.1%	14.2%	3.2%	1.8%	8.1%	9.2%	11.7%	-8.5%
I feel I can talk to faculty about my academic concerns.	90.0%	83.9%	80.8%	81.3%	76.1%	13.9%	3.3%	5.4%	10.9%	9.3%	9.8%	-6.5%
Reg. dates, times, and procedures were made clear to me.	89.7%	86.0%	81.8%	85.4%	73.2%	16.5%	3.4%	1.8%	11.9%	10.0%	16.6%	-13.2%
The classes I attend are well organized and well taught.	86.7%	84.2%	82.1%	81.0%	76.1%	10.6%	6.7%	7.0%	9.0%	10.9%	9.8%	-3.1%
Classes are offered at convenient times.	86.2%	83.9%	84.8%	81.3%	80.5%	5.7%	3.4%	8.9%	8.9%	10.9%	7.3%	-3.9%
I feel that the campus is a safe and secure environment.	85.7%	78.6%	76.9%	N/A	N/A	8.8%	0.0%	7.1%	8.5%	N/A	N/A	-8.5%
The online Schedule of Classes is informative and easy to follow.	85.2%	85.2%	70.5%	78.7%	63.9%	21.3%	3.7%	5.6%	12.9%	10.4%	8.8%	-5.1%
The on-site registration process is user-friendly.	84.2%	89.4%	71.6%	80.4%	60.5%	23.7%	0.0%	2.1%	12.1%	10.7%	6.8%	-6.8%
The online registration process is user-friendly.	83.3%	80.8%	72.1%	76.0%	53.7%	29.6%	0.0%	7.7%	17.0%	13.4%	12.7%	-12.7%
The bill that I received from the University was easily understood.	82.1%	95.9%	77.6%	78.7%	N/A	3.4%	3.6%	0.0%	8.6%	12.7%	N/A	-9.1%
Class drop/add procedures are appropriate.	81.5%	86.0%	76.8%	80.8%	52.7%	28.8%	0.0%	6.0%	9.4%	9.4%	7.8%	-7.8%
Academic advising is adequate.	79.3%	80.4%	74.2%	77.0%	66.3%	13.0%	10.3%	8.9%	15.7%	13.3%	13.2%	-2.9%
Class information provided prior to enrollment was helpful.	76.7%	69.6%	75.6%	79.2%	69.3%	7.4%	3.3%	12.5%	13.1%	12.7%	19.5%	-16.2%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 31

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
Purchasing textbooks through Virtual Book Store is convenient.	73.1%	73.3%	65.3%	67.0%	47.8%	25.3%	11.5%	6.7%	13.2%	14.4%	12.7%	-1.2%
Sufficient financial aid options are available.	71.4%	82.4%	76.7%	81.0%	55.1%	16.3%	10.7%	2.0%	8.5%	10.2%	12.7%	-2.0%
Student organizations are available for my participation.	70.6%	58.8%	52.6%	43.5%	16.1%	54.5%	11.8%	11.8%	16.5%	23.0%	12.2%	-0.4%
The tuition payment plan is beneficial for students.	67.9%	77.8%	72.2%	79.6%	58.5%	9.4%	14.3%	0.0%	11.1%	8.6%	4.9%	9.4%
Students seldom get the “run around” when seeking information.	65.5%	75.4%	70.4%	66.7%	56.1%	9.4%	20.7%	15.8%	20.8%	19.0%	25.9%	-5.2%
On-campus bookstore hours are convenient for students.	64.7%	56.3%	55.3%	43.2%	14.6%	50.1%	11.8%	9.4%	15.8%	16.7%	8.3%	3.5%
Campus housing met my expectations upon arriving to campus.	63.6%	45.5%	37.8%	29.6%	N/A	34.0%	0.0%	9.1%	17.8%	17.3%	N/A	-17.3%
The University offers a variety of majors at my location.	59.3%	63.5%	61.1%	66.0%	54.1%	5.2%	33.3%	19.2%	16.6%	16.6%	17.6%	15.7%
Student recreational opportunities and facilities have met my expectations	57.1%	46.7%	43.4%	N/A	N/A	13.7%	7.1%	16.7%	24.5%	N/A	N/A	-17.4%
Tutorial services are sufficient.	50.0%	55.3%	58.7%	54.5%	28.3%	21.7%	8.3%	15.8%	13.5%	12.6%	8.3%	0.0%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 7. 2012 New Student Perceptions about Troy University - eTROY

Ranked by Agreement Level

Total respondents = 140

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
Purchasing textbooks through TROY Virtual Book Store is convenient.	1	18	5	8	15	87.7%	6.6%	5.7%	122
I am receiving a quality education at Troy University.	2	1	3	1	1	87.0%	6.9%	6.1%	131
Classes are offered at convenient times.	3	2	1	4	5	85.8%	10.0%	4.2%	120
The semester/term format at my location accommodates my learning.	4	6	2	2	4	85.7%	9.0%	5.3%	133
I would recommend Troy University to a friend who is planning to go to college.	5	9	4	3	2	84.5%	8.5%	7.0%	129
TROY personnel are knowledgeable and helpful.	6	7	17	13	6	84.3%	3.7%	11.9%	134
The University offers a variety of majors at my location.	7	12	9	7	14	83.7%	9.8%	6.5%	123
The tuition payment plan is beneficial for students.	8	20	15	19	20	82.4%	11.1%	6.5%	108
Class drop/add procedures are appropriate.	9	11	7	12	16	82.4%	12.6%	5.0%	119
Faculty care about students as individuals.	10	13	19	17	10	81.3%	8.2%	10.4%	134
Sufficient financial aid options are available.	11	17	13	15	17	80.8%	11.7%	7.5%	120
I feel I can talk to faculty about my academic concerns.	12	16	20	20	11	80.6%	9.7%	9.7%	134
The bill that I received from the University was easily understood.	13	3	10	16	N/A	80.6%	13.0%	6.5%	108
The online registration process is user-friendly.	14	8	11	18	9	80.2%	7.6%	12.2%	131
The online Schedule of Classes is informative and easy to follow.	15	4	6	5	3	80.0%	9.2%	10.8%	130
Troy University has a good reputation in my community.	16	10	8	6	12	78.3%	15.0%	6.7%	120
Reg. dates, times, and procedures were made clear to me prior to enrollment.	17	5	12	14	7	77.6%	9.7%	12.7%	134
The classes I attend are well organized and well taught.	18	14	16	10	8	72.2%	14.3%	13.5%	126
Academic advising is adequate.	19	19	23	22	19	71.2%	11.4%	17.4%	132
Class information provided prior to enrollment was helpful.	20	21	21	9	13	71.0%	14.5%	14.5%	131
The printed Schedule of Classes is informative and easy to follow.	21	15	14	11	18	70.3%	17.6%	12.1%	91
The on-site registration process is user-friendly.	22	22	18	21	22	70.0%	23.8%	6.3%	80
On-campus bookstore hours are convenient for students.	23	25	24	24	24	62.3%	31.9%	5.8%	69
Tutorial services are sufficient.	24	23	22	23	23	62.2%	31.6%	6.1%	98
Students seldom get the "run around" when seeking information.	25	24	27	25	21	62.1%	10.6%	27.3%	132
Student organizations are available for my participation.	26	27	26	26	25	57.1%	32.5%	10.4%	77
I feel that the campus is a safe and secure environment	27	26	25	N/A	N/A	51.9%	40.4%	7.7%	52
Student recreational opportunities and facilities have met my expectations.	28	28	28	N/A	N/A	47.1%	41.2%	11.8%	51
Campus housing met my expectations upon arriving to campus.	29	29	29	27	N/A	37.5%	55.0%	7.5%	40

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

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

Appendix 7.1. New Student Perceptions about Troy University - eTROY

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 140

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
Purchasing textbooks through Virtual BookStore is convenient.	87.7%	72.6%	81.7%	79.6%	69.6%	18.1%	5.7%	11.1%	8.2%	9.8%	9.2%	-3.5%
I am receiving a quality education at Troy University.	87.0%	85.7%	84.9%	86.5%	83.3%	3.7%	6.1%	3.9%	8.0%	7.2%	4.5%	1.6%
Classes are offered at convenient times.	85.8%	85.6%	86.8%	84.8%	76.2%	9.6%	4.2%	3.0%	6.3%	8.6%	4.5%	-0.3%
The semester/term format accommodates my learning.	85.7%	82.6%	85.5%	85.5%	79.6%	6.1%	5.3%	5.4%	6.9%	7.2%	5.4%	-0.1%
I would recommend TROY to a friend...	84.5%	80.1%	83.7%	85.2%	81.7%	2.8%	7.0%	7.7%	11.7%	9.5%	7.0%	0.0%
TROY personnel are knowledgeable and helpful.	84.3%	81.6%	74.7%	77.8%	76.0%	8.3%	11.9%	8.9%	15.2%	11.3%	13.0%	-1.1%
The University offers a variety of majors at my location.	83.7%	79.1%	79.8%	80.0%	70.0%	13.7%	6.5%	7.5%	9.6%	9.9%	8.4%	-1.9%
The tuition payment plan is beneficial for students.	82.4%	70.9%	76.1%	74.8%	58.9%	23.5%	6.5%	6.0%	6.6%	8.1%	6.8%	-0.3%
Class drop/add procedures are appropriate.	82.4%	79.6%	80.4%	78.0%	65.0%	17.4%	5.0%	4.1%	7.6%	7.8%	6.3%	-1.3%
Faculty care about students as individuals.	81.3%	78.6%	71.8%	75.5%	72.4%	8.9%	10.4%	6.5%	11.7%	10.6%	8.6%	1.8%
Sufficient financial aid options are available.	80.8%	72.6%	77.7%	76.8%	63.3%	17.5%	7.5%	10.3%	9.3%	11.5%	8.5%	-1.0%
I feel that the campus is a safe and secure environment.	80.6%	73.7%	70.9%	71.4%	72.2%	8.4%	9.7%	10.9%	13.7%	12.3%	10.6%	-0.9%
The bill that I received from the University was easily understood.	80.6%	83.3%	79.6%	76.5%	N/A	4.1%	6.5%	4.2%	8.3%	10.4%	N/A	-3.9%
The online registration process is user-friendly.	80.2%	81.0%	79.6%	75.3%	72.9%	7.3%	12.2%	9.2%	11.4%	14.8%	12.3%	-0.1%
The online Schedule of Classes is informative and easy to follow.	80.0%	82.7%	81.3%	84.2%	79.6%	0.4%	10.8%	9.0%	10.1%	7.9%	8.6%	2.2%
Troy University has a good reputation in my community.	78.3%	79.9%	80.2%	81.1%	72.0%	6.3%	6.7%	3.5%	7.4%	7.2%	5.2%	1.5%
Reg. dates, times, and procedures were made clear to me.	77.6%	82.6%	78.0%	77.8%	74.9%	2.7%	12.7%	11.6%	14.2%	14.5%	12.7%	0.0%
The classes I attend are well organized and well taught.	72.2%	77.2%	76.0%	79.1%	73.8%	-1.6%	13.5%	11.0%	13.3%	11.4%	7.9%	5.6%
Academic advising is adequate.	71.2%	71.8%	65.2%	67.0%	59.8%	11.4%	17.4%	11.5%	19.6%	17.0%	18.1%	-0.7%

Appendix 7.1. New Student Perceptions about Troy University - eTROY

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 140

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
Class information provided prior to enrollment was helpful.	71.0%	68.0%	70.1%	79.3%	70.4%	0.6%	14.5%	15.7%	14.7%	11.2%	14.4%	0.1%
The printed Schedule of Classes is informative and easy to follow.	70.3%	76.6%	77.4%	78.7%	61.8%	8.5%	12.1%	3.2%	7.3%	7.3%	5.2%	6.9%
The on-site registration process is user-friendly.	70.0%	64.4%	72.6%	70.0%	44.4%	25.6%	6.3%	7.7%	8.5%	9.3%	6.4%	-0.1%
On-campus bookstore hours are convenient for students.	62.3%	57.3%	62.7%	63.3%	28.5%	33.8%	5.8%	5.3%	7.2%	6.1%	3.2%	2.6%
Tutorial services are sufficient.	62.2%	59.4%	68.3%	64.6%	37.9%	24.3%	6.1%	7.9%	8.1%	9.5%	6.3%	-0.2%
Students seldom get the "run around" when seeking information.	62.1%	57.5%	55.8%	59.5%	51.0%	11.1%	27.3%	24.2%	29.9%	25.3%	27.3%	0.0%
Student organizations are available for my participation.	57.1%	49.4%	57.9%	55.4%	26.5%	30.6%	10.4%	11.4%	13.3%	11.0%	6.3%	4.1%
I feel that the campus is a safe and secure environment	51.9%	53.1%	61.2%	N/A	N/A	-9.3%	7.7%	6.3%	4.2%	N/A	N/A	3.5%
Student recreational opportunities and facilities have met my expectations	47.1%	43.4%	46.6%	N/A	N/A	0.5%	11.8%	5.7%	6.8%	N/A	N/A	5.0%
Campus housing met my expectations upon arriving to campus.	37.5%	37.0%	39.1%	39.0%	N/A	-1.5%	7.5%	6.5%	8.6%	6.1%	N/A	1.4%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 8. 2012 New Student Perceptions about Troy University - College of Arts & Sciences

Ranked by Agreement

Total respondents = 156

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
TROY personnel are knowledgeable and helpful.	1	4	6	7	6	89.1%	6.1%	4.8%	147
The semester/term format at my location accommodates my learning.	2	5	3	3	3	88.7%	9.9%	1.4%	142
I would recommend Troy University to a friend who is planning to go to college.	3	2	2	2	2	87.5%	6.3%	6.3%	144
Troy University has a good reputation in my community.	4	3	8	4	7	86.9%	8.8%	4.4%	137
I am receiving a quality education at Troy University.	5	1	1	1	1	86.8%	9.0%	4.2%	144
Faculty care about students as individuals.	6	9	13	10	4	85.7%	8.2%	6.1%	147
Classes are offered at convenient times.	7	6	4	5	5	85.1%	8.5%	6.4%	141
Sufficient financial aid options are available.	8	13	16	14	16	84.8%	11.6%	3.6%	138
Class drop/add procedures are appropriate.	9	12	9	15	17	84.3%	12.7%	3.0%	134
The tuition payment plan is beneficial for students.	10	18	17	16	20	83.7%	13.0%	3.3%	123
I feel I can talk to faculty about my academic concerns.	11	10	10	17	8	83.0%	12.2%	4.8%	147
The University offers a variety of majors at my location.	12	14	7	12	15	82.0%	11.5%	6.5%	139
The printed Schedule of Classes is informative and easy to follow.	13	8	5	6	13	80.3%	13.1%	6.6%	122
The classes I attend are well organized and well taught.	14	7	14	9	10	78.9%	12.0%	9.2%	142
Reg. dates, times, and procedures were made clear to me prior to enrollment.	15	15	15	11	11	78.8%	10.3%	11.0%	146
The bill that I received from the University was easily understood.	16	11	11	18	N/A	78.1%	13.3%	8.6%	128
The online registration process is user-friendly.	17	23	18	20	14	77.7%	15.1%	7.2%	139
The online Schedule of Classes is informative and easy to follow.	18	16	12	8	9	77.2%	16.6%	6.2%	145
Academic advising is adequate.	19	17	22	23	19	77.1%	14.6%	8.3%	144
Purchasing textbooks through TROY Virtual BookStore is convenient.	20	25	21	21	18	75.8%	17.7%	6.5%	124
On-campus bookstore hours are convenient for students.	21	19	24	22	24	75.4%	15.8%	8.8%	114
I feel that the campus is a safe and secure environment	22	20	19	N/A	N/A	71.7%	25.5%	2.8%	106
Class information provided prior to enrollment was helpful.	23	21	23	13	12	70.5%	18.5%	11.0%	146
Student organizations are available for my participation.	24	22	25	26	25	69.9%	20.4%	9.7%	113
Tutorial services are sufficient.	25	24	26	24	23	68.8%	28.4%	2.8%	109
The on-site registration process is user-friendly.	26	26	20	19	22	68.5%	24.1%	7.4%	108
Students seldom get the "run around" when seeking information.	27	28	27	25	21	60.0%	17.2%	22.8%	145
Student recreational opportunities and facilities have met my expectations.	28	27	28	N/A	N/A	58.2%	33.0%	8.8%	91
Campus housing met my expectations upon arriving to campus.	29	29	29	27	N/A	49.3%	43.7%	7.0%	71

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 156

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
TROY personnel are knowledgeable and helpful.	89.1%	85.0%	81.2%	83.6%	76.5%	12.6%	4.8%	5.2%	10.6%	7.7%	10.4%	-5.6%
The semester/term format accommodates my learning.	88.7%	83.4%	82.8%	86.5%	81.6%	7.1%	1.4%	5.3%	6.3%	4.2%	4.6%	-3.2%
I would recommend TROY to a friend...	87.5%	87.7%	85.1%	87.5%	81.6%	5.9%	6.3%	5.8%	9.6%	6.3%	7.1%	-0.8%
Troy University has a good reputation in my community.	86.9%	86.5%	80.3%	86.3%	75.9%	11.0%	4.4%	3.1%	8.3%	3.6%	4.9%	-0.5%
I am receiving a quality education at Troy University.	86.8%	88.2%	85.3%	89.6%	85.2%	1.6%	4.2%	3.5%	7.5%	4.5%	4.0%	0.2%
Faculty care about students as individuals.	85.7%	80.8%	76.2%	81.7%	78.1%	7.6%	6.1%	5.2%	7.4%	6.9%	6.9%	-0.8%
Classes are offered at convenient times.	85.1%	82.3%	82.6%	84.4%	76.8%	8.3%	6.4%	8.5%	7.9%	7.0%	4.9%	1.5%
Sufficient financial aid options are available.	84.8%	76.8%	74.9%	78.5%	64.8%	20.0%	3.6%	7.9%	11.7%	8.2%	8.8%	-5.2%
Class drop/add procedures are appropriate.	84.3%	78.1%	79.9%	78.1%	62.2%	22.1%	3.0%	7.1%	6.0%	5.1%	6.2%	-3.2%
The tuition payment plan is beneficial for students.	83.7%	74.7%	73.6%	77.6%	59.1%	24.6%	3.3%	5.2%	8.1%	7.0%	6.2%	-2.9%
I feel I can talk to faculty about my academic concerns.	83.0%	80.6%	79.1%	76.7%	75.4%	7.6%	4.8%	8.8%	10.9%	6.8%	8.4%	-3.6%
I feel that the campus is a safe and secure environment.	82.0%	76.6%	80.6%	80.0%	66.2%	15.8%	6.5%	10.2%	9.1%	9.0%	10.4%	-3.9%
The printed Schedule of Classes is informative and easy to follow.	80.3%	81.2%	82.3%	83.7%	67.9%	12.4%	6.6%	5.2%	5.3%	4.9%	4.6%	2.0%
The classes I attend are well organized and well taught.	78.9%	81.8%	76.0%	82.9%	74.3%	4.6%	9.2%	11.2%	10.7%	9.1%	8.0%	1.2%
Reg. dates, times, and procedures were made clear to me.	78.8%	76.3%	75.2%	80.0%	73.5%	5.3%	11.0%	11.6%	14.7%	10.1%	13.3%	-2.3%
The bill that I received from the University was easily understood.	78.1%	79.9%	77.8%	76.1%	N/A	2.0%	8.6%	8.4%	8.1%	10.2%	N/A	-1.6%
The online registration process is user-friendly.	77.7%	69.3%	72.7%	74.4%	66.6%	11.1%	7.2%	12.7%	12.0%	10.8%	10.2%	-3.0%
The online Schedule of Classes is informative and easy to follow.	77.2%	75.6%	76.7%	83.2%	75.0%	2.2%	6.2%	7.9%	8.4%	6.4%	8.0%	-1.8%
Academic advising is adequate.	77.1%	74.9%	69.4%	68.5%	60.6%	16.5%	8.3%	12.3%	15.4%	13.9%	13.7%	-5.4%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 156

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
Purchasing textbooks through Virtual Book Store is convenient.	75.8%	66.7%	69.5%	69.4%	60.8%	15.0%	6.5%	8.1%	9.9%	9.3%	8.4%	-1.9%
On-campus bookstore hours are convenient for students.	75.4%	72.8%	68.5%	68.8%	33.2%	42.2%	8.8%	3.7%	9.3%	7.6%	4.9%	3.9%
I feel that the campus is a safe and secure environment	71.7%	72.0%	72.2%	N/A	N/A	-0.5%	2.8%	8.3%	7.9%	N/A	N/A	-5.1%
Class information provided prior to enrollment was helpful.	70.5%	70.8%	69.3%	78.6%	69.9%	0.6%	11.0%	13.7%	14.6%	9.5%	13.3%	-2.3%
Student organizations are available for my participation.	69.9%	70.1%	64.9%	60.2%	30.1%	39.8%	9.7%	10.9%	10.1%	10.5%	7.3%	2.4%
Tutorial services are sufficient.	68.8%	67.4%	64.8%	65.0%	64.7%	4.1%	2.8%	9.3%	10.2%	8.7%	6.2%	-3.4%
The on-site registration process is user-friendly.	68.5%	66.0%	70.3%	74.6%	50.9%	17.6%	7.4%	9.9%	13.1%	7.7%	5.3%	2.1%
Students seldom get the "run around" when seeking information.	60.0%	52.3%	60.2%	61.3%	54.0%	6.0%	22.8%	25.0%	23.2%	20.4%	24.3%	-1.5%
Student recreational opportunities and facilities have met my expectations.	58.2%	57.0%	56.7%	N/A	N/A	1.5%	8.8%	12.3%	8.2%	N/A	N/A	0.6%
Campus housing met my expectations upon arriving to campus.	49.3%	46.8%	41.2%	38.5%	N/A	10.8%	7.0%	13.8%	16.2%	14.4%	N/A	-7.4%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 9. 2012 New Student Perceptions about Troy University - College of Business

Ranked by Agreement

Total respondents = 104

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
Reg. dates, times, and procedures were made clear to me prior to enrollment.	1	17	10	8	7	90.5%	4.2%	5.3%	95
The semester/term format at my location accommodates my learning.	2	2	1	1	1	90.3%	7.5%	2.2%	93
I am receiving a quality education at Troy University.	3	1	2	2	2	90.3%	6.5%	3.2%	93
TROY personnel are knowledgeable and helpful.	4	12	9	7	5	87.6%	6.2%	6.2%	97
The University offers a variety of majors at my location.	5	10	13	12	12	86.7%	7.8%	5.6%	90
Troy University has a good reputation in my community.	6	3	4	4	11	85.6%	10.0%	4.4%	90
I would recommend Troy University to a friend who is planning to go to college.	7	4	3	3	3	84.6%	11.0%	4.4%	91
Classes are offered at convenient times.	8	9	5	6	4	83.3%	8.9%	7.8%	90
The printed Schedule of Classes is informative and easy to follow.	9	6	6	5	14	78.8%	12.9%	8.2%	85
Faculty care about students as individuals.	10	11	18	10	10	78.1%	12.5%	9.4%	96
Purchasing textbooks through TROY Virtual BookStore is convenient.	11	24	16	18	20	78.1%	16.4%	5.5%	73
The bill that I received from the University was easily understood.	12	5	7	11	N/A	78.0%	20.7%	1.2%	82
The online registration process is user-friendly.	13	16	15	22	17	77.9%	12.8%	9.3%	86
I feel that the campus is a safe and secure environment	14	13	12	N/A	N/A	77.8%	16.7%	5.6%	72
The online Schedule of Classes is informative and easy to follow.	15	14	11	9	8	76.7%	16.7%	6.7%	90
Class drop/add procedures are appropriate.	16	7	8	17	16	76.4%	21.3%	2.2%	89
Academic advising is adequate.	17	19	22	21	15	76.3%	17.2%	6.5%	93
The tuition payment plan is beneficial for students.	18	21	19	14	18	76.2%	16.7%	7.1%	84
Sufficient financial aid options are available.	19	8	17	15	19	76.1%	15.2%	8.7%	92
The classes I attend are well organized and well taught.	20	20	14	13	6	75.3%	14.0%	10.8%	93
I feel I can talk to faculty about my academic concerns.	21	15	20	20	9	75.0%	15.6%	9.4%	96
Class information provided prior to enrollment was helpful.	22	23	23	16	13	75.0%	14.6%	10.4%	96
On-campus bookstore hours are convenient for students.	23	22	25	23	24	74.0%	24.7%	1.4%	73
The on-site registration process is user-friendly.	24	18	21	19	22	72.2%	22.8%	5.1%	79
Student organizations are available for my participation.	25	25	26	25	25	71.6%	25.7%	2.7%	74
Student recreational opportunities and facilities have met my expectations.	26	27	28	N/A	N/A	64.6%	33.8%	1.5%	65
Tutorial services are sufficient.	27	26	24	24	23	63.3%	31.6%	5.1%	79
Students seldom get the "run around" when seeking information.	28	28	27	26	21	60.2%	16.1%	23.7%	93
Campus housing met my expectations upon arriving to campus.	29	29	29	27	N/A	48.9%	40.4%	10.6%	47

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 104

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
Reg. dates, times, and procedures were made clear to me.	90.5%	74.6%	76.9%	77.7%	74.0%	16.5%	5.3%	17.2%	13.2%	14.3%	13.6%	-8.3%
The semester/term format accommodates my learning.	90.3%	82.4%	85.8%	85.6%	81.0%	9.3%	2.2%	6.7%	5.9%	7.7%	5.7%	-3.5%
I am receiving a quality education at Troy University.	90.3%	82.6%	84.7%	85.2%	80.4%	9.9%	3.2%	5.8%	6.1%	7.5%	6.0%	-2.8%
TROY personnel are knowledgeable and helpful.	87.6%	77.4%	76.9%	78.6%	77.1%	10.5%	6.2%	10.5%	14.5%	11.5%	13.4%	-7.2%
The University offers a variety of majors at my location.	86.7%	78.8%	75.2%	77.0%	72.0%	14.7%	5.6%	9.7%	10.2%	10.5%	9.5%	-3.9%
Troy University has a good reputation in my community.	85.6%	81.9%	80.6%	80.7%	72.2%	13.4%	4.4%	6.0%	6.6%	7.9%	6.8%	-2.4%
I would recommend TROY to a friend...	84.6%	81.3%	83.4%	83.7%	79.3%	5.3%	4.4%	7.3%	8.7%	8.9%	7.5%	-3.1%
Classes are offered at convenient times.	83.3%	79.5%	80.0%	79.7%	79.1%	4.2%	7.8%	8.0%	7.7%	10.6%	7.0%	0.8%
The printed Schedule of Classes is informative and easy to follow.	78.8%	80.5%	79.7%	80.0%	67.0%	11.8%	8.2%	8.8%	7.2%	8.8%	6.4%	1.8%
Faculty care about students as individuals.	78.1%	77.6%	73.5%	77.4%	72.7%	5.4%	9.4%	9.6%	9.6%	9.9%	11.2%	-1.8%
Purchasing textbooks through Virtual Book Store is convenient.	78.1%	64.0%	74.5%	74.6%	59.5%	18.6%	5.5%	10.0%	9.1%	12.1%	8.4%	-2.9%
I feel that the campus is a safe and secure environment.	78.0%	81.2%	78.0%	77.4%	N/A	0.6%	1.2%	7.9%	7.8%	10.5%	N/A	-9.3%
The online registration process is user-friendly.	77.9%	75.2%	74.7%	70.6%	61.4%	16.5%	9.3%	13.8%	14.0%	15.6%	11.9%	-2.6%
I feel that the campus is a safe and secure environment	77.8%	76.2%	75.8%	N/A	N/A	2.0%	5.6%	6.0%	7.3%	N/A	N/A	-1.7%
The online Schedule of Classes is informative and easy to follow.	76.7%	75.8%	76.5%	77.6%	72.9%	3.8%	6.7%	10.8%	9.0%	10.2%	8.4%	-1.7%
Class drop/add procedures are appropriate.	76.4%	80.5%	77.9%	75.1%	63.7%	12.7%	2.2%	4.4%	6.2%	8.7%	8.1%	-5.9%
Academic advising is adequate.	76.3%	71.0%	69.0%	71.3%	64.1%	12.2%	6.5%	15.3%	17.2%	13.7%	16.7%	-10.2%
The tuition payment plan is beneficial for students.	76.2%	68.3%	73.0%	75.8%	60.8%	15.4%	7.1%	5.8%	8.1%	8.2%	7.7%	-0.6%
Sufficient financial aid options are available.	76.1%	79.7%	74.4%	75.5%	59.5%	16.6%	8.7%	7.6%	10.0%	11.5%	11.4%	-2.7%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 104

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
The classes I attend are well organized and well taught.	75.3%	68.4%	74.8%	76.3%	75.1%	0.2%	10.8%	11.1%	11.0%	11.1%	10.6%	0.2%
I feel I can talk to faculty about my academic concerns.	75.0%	75.8%	73.0%	72.0%	72.9%	2.1%	9.4%	13.7%	9.9%	11.9%	12.5%	-3.1%
Class information provided prior to enrollment was helpful.	75.0%	68.0%	67.9%	75.4%	68.5%	6.5%	10.4%	18.0%	13.2%	12.4%	15.6%	-5.2%
On-campus bookstore hours are convenient for students.	74.0%	68.2%	64.7%	65.6%	40.3%	33.7%	1.4%	9.4%	11.6%	10.7%	6.6%	-5.2%
The on-site registration process is user-friendly.	72.2%	71.7%	69.6%	73.6%	51.8%	20.4%	5.1%	12.0%	9.6%	12.3%	9.5%	-4.4%
Student organizations are available for my participation.	71.6%	61.7%	62.3%	60.6%	37.0%	34.6%	2.7%	11.1%	11.2%	12.2%	7.3%	-4.6%
Student recreational opportunities and facilities have met my expectations	64.6%	57.8%	55.5%	N/A	N/A	9.1%	1.5%	15.6%	11.6%	N/A	N/A	-10.1%
Tutorial services are sufficient.	63.3%	59.8%	66.8%	63.1%	40.8%	22.5%	5.1%	11.5%	8.6%	10.8%	7.7%	-2.6%
Students seldom get the "run around" when seeking information.	60.2%	57.0%	55.6%	59.5%	52.9%	7.3%	23.7%	27.3%	27.8%	24.5%	24.7%	-1.0%
Campus housing met my expectations upon arriving to campus.	48.9%	44.0%	38.7%	37.7%	N/A	11.2%	10.6%	18.0%	12.9%	15.2%	N/A	-4.6%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 10. 2012 New Student Perceptions about Troy University - College of Education

Ranked by Agreement

Total respondents = 105

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
I would recommend TROY to a friend who is planning to go to college.	1	4	7	1	3	89.6%	4.2%	6.3%	93
I feel I can talk to faculty about my academic concerns.	2	9	16	12	7	86.1%	5.0%	8.9%	96
I am receiving a quality education at Troy University.	3	2	3	3	1	85.4%	8.3%	6.3%	79
TROY personnel are knowledgeable and helpful.	4	6	9	6	4	85.1%	3.0%	11.9%	96
The semester/term format at my location accommodates my learning.	5	8	1	5	2	85.0%	9.0%	6.0%	79
The printed Schedule of Classes is informative and easy to follow.	6	10	5	4	10	84.4%	7.8%	7.8%	98
Faculty care about students as individuals.	7	1	17	13	8	83.2%	9.9%	6.9%	101
Troy University has a good reputation in my community.	8	5	2	2	9	82.3%	9.4%	8.3%	68
I feel that the campus is a safe and secure environment	9	15	6	N/A	N/A	80.2%	8.6%	11.1%	55
The bill that I received from the University was easily understood.	10	14	4	15	N/A	78.4%	14.8%	6.8%	93
The University offers a variety of majors at my location.	11	7	12	17	13	77.1%	11.5%	11.5%	91
Academic advising is adequate.	12	25	20	18	14	75.8%	11.1%	13.1%	101
The classes I attend are well organized and well taught.	13	3	15	7	5	75.5%	15.3%	9.2%	90
Sufficient financial aid options are available.	14	24	10	19	16	74.7%	12.1%	13.1%	100
Classes are offered at convenient times.	15	13	8	11	6	73.5%	11.2%	15.3%	98
Class drop/add procedures are appropriate.	16	16	14	9	20	73.3%	17.8%	8.9%	99
The tuition payment plan is beneficial for students.	17	19	13	14	15	72.5%	16.5%	11.0%	90
Purchasing textbooks through TROY Virtual Book Store is convenient.	18	23	22	23	22	70.9%	16.5%	12.7%	99
Student organizations are available for my participation.	19	20	24	26	24	69.9%	21.7%	8.4%	98
Reg. dates, times, and procedures were made clear to me prior to enrollment.	20	17	19	8	11	69.7%	14.1%	16.2%	96
Class information provided prior to enrollment was helpful.	21	18	21	21	17	67.3%	20.4%	12.2%	101
On-campus bookstore hours are convenient for students.	22	12	18	22	23	67.1%	13.9%	19.0%	83
Student recreational opportunities and facilities have met my expectations.	23	27	27	N/A	N/A	66.2%	26.5%	7.4%	97
The on-site registration process is user-friendly.	24	22	23	16	18	65.8%	22.8%	11.4%	88
The online Schedule of Classes is informative and easy to follow.	25	11	11	10	12	63.4%	20.4%	16.1%	99
The online registration process is user-friendly.	26	21	25	20	19	61.3%	21.5%	17.2%	81
Tutorial services are sufficient.	27	26	26	25	25	58.7%	30.7%	10.7%	79
Students seldom get the "run around" when seeking information.	28	28	28	24	21	52.6%	25.8%	21.6%	96
Campus housing met my expectations upon arriving to campus.	29	29	29	27	N/A	45.5%	45.5%	9.1%	75

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 105

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
I would recommend TROY to a friend...	89.6%	81.6%	77.5%	86.4%	76.2%	13.4%	6.3%	10.2%	13.9%	8.6%	10.3%	-4.0%
I feel I can talk to faculty about my academic concerns.	86.1%	78.2%	73.9%	79.2%	73.7%	12.4%	8.9%	8.9%	11.8%	9.7%	10.0%	-1.1%
I am receiving a quality education at Troy University.	85.4%	85.9%	81.3%	85.3%	79.0%	6.4%	6.3%	7.1%	8.1%	6.1%	5.3%	1.0%
TROY personnel are knowledgeable and helpful.	85.1%	80.0%	76.5%	82.1%	75.4%	9.7%	11.9%	8.0%	16.0%	11.0%	13.2%	-1.3%
The semester/term format accommodates my learning.	85.0%	79.6%	82.2%	82.3%	76.9%	8.1%	6.0%	8.2%	8.4%	7.4%	7.1%	-1.1%
The printed Schedule of Classes is informative and easy to follow.	84.4%	77.7%	79.4%	85.1%	72.6%	11.8%	7.8%	10.6%	10.8%	6.9%	6.4%	1.4%
Faculty care about students as individuals.	83.2%	87.0%	73.7%	79.0%	73.0%	10.2%	6.9%	9.0%	14.1%	8.8%	10.3%	-3.4%
Troy University has a good reputation in my community.	82.3%	80.9%	82.0%	85.6%	72.6%	9.7%	8.3%	7.4%	9.7%	6.8%	6.4%	1.9%
I feel that the campus is a safe and secure environment	80.2%	71.9%	78.6%	N/A	N/A	1.6%	11.1%	9.0%	9.8%	N/A	N/A	1.3%
The bill that I received from the University was easily understood.	78.4%	72.2%	79.5%	77.9%	N/A	0.5%	6.8%	12.2%	11.9%	9.1%	N/A	-2.3%
The University offers a variety of majors at my location.	77.1%	79.8%	75.4%	75.2%	64.8%	12.3%	11.5%	11.7%	12.1%	12.2%	11.7%	-0.2%
I feel that the campus is a safe and secure environment.	75.8%	66.0%	68.8%	74.8%	63.7%	12.1%	13.1%	14.0%	16.8%	12.2%	16.0%	-2.9%
The classes I attend are well organized and well taught.	75.5%	81.8%	74.2%	80.3%	75.4%	0.1%	9.2%	7.1%	13.4%	9.6%	8.5%	0.7%
Sufficient financial aid options are available.	74.7%	67.4%	75.9%	74.6%	63.3%	11.4%	13.1%	15.8%	13.1%	12.4%	13.5%	-0.4%
Classes are offered at convenient times.	73.5%	75.0%	77.2%	79.7%	74.7%	-1.2%	15.3%	12.5%	15.3%	9.7%	7.8%	7.5%
Class drop/add procedures are appropriate.	73.3%	71.6%	74.7%	80.1%	54.8%	18.5%	8.9%	8.0%	9.7%	7.5%	7.5%	1.4%
The tuition payment plan is beneficial for students.	72.5%	70.2%	75.3%	79.0%	63.3%	9.2%	11.0%	8.3%	10.3%	6.1%	8.9%	2.1%
Purchasing textbooks through Virtual BookStore is convenient.	70.9%	67.6%	66.1%	67.8%	48.4%	22.5%	12.7%	10.3%	10.9%	12.1%	8.5%	4.2%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 105

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
Student organizations are available for my participation.	69.9%	69.4%	64.8%	61.6%	38.1%	31.8%	8.4%	9.4%	13.6%	9.8%	8.2%	0.2%
Reg. dates, times, and procedures were made clear to me.	69.7%	71.4%	69.7%	80.2%	69.0%	0.7%	16.2%	16.3%	19.9%	11.3%	18.5%	-2.3%
Class information provided prior to enrollment was helpful.	67.3%	70.7%	68.2%	73.3%	61.2%	6.1%	12.2%	16.2%	19.9%	12.5%	21.0%	-8.8%
On-campus bookstore hours are convenient for students.	67.1%	75.9%	73.1%	73.3%	43.8%	23.3%	19.0%	11.4%	10.0%	8.4%	6.4%	12.6%
Student recreational opportunities and facilities have met my expectations	66.2%	61.8%	56.6%	N/A	N/A	9.6%	7.4%	13.2%	11.5%	N/A	N/A	-4.1%
The on-site registration process is user-friendly.	65.8%	68.9%	65.9%	75.9%	58.0%	7.8%	11.4%	11.1%	17.0%	9.9%	7.8%	3.6%
The online Schedule of Classes is informative and easy to follow.	63.4%	76.6%	75.4%	79.9%	64.8%	-1.4%	16.1%	11.7%	12.8%	8.8%	9.3%	6.8%
The online registration process is user-friendly.	61.3%	68.9%	64.0%	74.0%	56.2%	5.1%	17.2%	15.6%	20.6%	11.3%	10.0%	7.2%
Tutorial services are sufficient.	58.7%	65.4%	62.3%	63.8%	36.3%	22.4%	10.7%	10.3%	9.9%	8.9%	6.0%	4.7%
Students seldom get the "run around" when seeking information.	52.6%	57.6%	56.3%	63.9%	50.5%	2.1%	21.6%	31.3%	31.3%	21.3%	31.3%	-9.7%
Campus housing met my expectations upon arriving to campus.	45.5%	46.0%	40.9%	39.6%	N/A	5.9%	9.1%	28.0%	19.3%	16.5%	N/A	-7.4%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 11. 2012 New Student Perceptions about Troy University - College of Communication & Fine Arts

Ranked by Agreement

Total respondents = 42

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
I am receiving a quality education at Troy University.	1	1	9	4	1	91.9%	0.0%	8.1%	37
I feel I can talk to faculty about my academic concerns.	2	6	14	11	11	89.5%	2.6%	7.9%	38
The semester/term format at my location accommodates my learning.	3	4	8	3	7	88.9%	5.6%	5.6%	36
TROY personnel are knowledgeable and helpful.	4	15	19	2	9	86.8%	2.6%	10.5%	38
Troy University has a good reputation in my community.	5	5	10	5	5	86.1%	2.8%	11.1%	36
Faculty care about students as individuals.	6	14	6	7	6	84.2%	10.5%	5.3%	38
The University offers a variety of majors at my location.	7	2	7	1	8	83.8%	5.4%	10.8%	37
Student organizations are available for my participation.	8	7	1	6	13	82.9%	2.9%	14.3%	35
The printed Schedule of Classes is informative and easy to follow.	9	9	3	9	10	82.4%	8.8%	8.8%	34
I would recommend Troy University to a friend who is planning to go to college.	10	3	15	8	3	81.1%	10.8%	8.1%	37
Class drop/add procedures are appropriate.	11	12	24	19	23	79.4%	11.8%	8.8%	34
I feel that the campus is a safe and secure environment	12	10	4	N/A	N/A	74.3%	14.3%	11.4%	35
The classes I attend are well organized and well taught.	13	8	22	13	4	73.7%	10.5%	15.8%	38
Academic advising is adequate.	14	16	18	18	21	73.0%	10.8%	16.2%	37
The tuition payment plan is beneficial for students.	15	20	17	14	17	71.9%	15.6%	12.5%	32
The online Schedule of Classes is informative and easy to follow.	16	18	12	17	16	71.9%	15.6%	12.5%	32
The bill that I received from the University was easily understood.	17	13	28	20	N/A	70.6%	11.8%	17.6%	34
On-campus bookstore hours are convenient for students.	18	23	13	21	18	70.3%	16.2%	13.5%	37
Sufficient financial aid options are available.	19	19	2	12	20	68.6%	14.3%	17.1%	35
Classes are offered at convenient times.	20	11	16	15	2	66.7%	13.9%	19.4%	36
The online registration process is user-friendly.	21	26	21	24	14	64.5%	22.6%	12.9%	31
Student recreational opportunities and facilities have met my expectations.	22	17	5	N/A	N/A	64.5%	16.1%	19.4%	31
Reg. dates, times, and procedures were made clear to me prior to enrollment.	23	22	23	10	12	63.2%	21.1%	15.8%	38
Class information provided prior to enrollment was helpful.	24	21	25	22	15	61.1%	19.4%	19.4%	36
Tutorial services are sufficient.	25	25	20	23	22	58.6%	27.6%	13.8%	29
The on-site registration process is user-friendly.	26	24	29	16	19	53.3%	33.3%	13.3%	30
Purchasing textbooks through TROY Virtual Book Store is convenient.	27	29	11	25	24	51.7%	24.1%	24.1%	29
Campus housing met my expectations upon arriving to campus.	28	27	26	26	N/A	51.6%	25.8%	22.6%	31
Students seldom get the "run around" when seeking information.	29	28	27	27	25	45.7%	25.7%	28.6%	35

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 42

Academic programs, services, and administration	Agree						Diff	Disagree					
	FA12	FA11	FA10	FA09	FA08	FA12		FA11	FA10	FA09	FA08	Diff	
I am receiving a quality education at Troy University.	91.9%	83.3%	85.3%	87.3%	91.5%	0.4%	8.1%	10.4%	5.9%	6.6%	4.3%	3.8%	
I feel I can talk to faculty about my academic concerns.	89.5%	74.0%	79.4%	74.6%	72.3%	17.2%	7.9%	18.0%	11.8%	10.5%	12.8%	-4.9%	
The semester/term format at my location accommodates my learning.	88.9%	78.7%	87.1%	79.6%	80.9%	8.0%	5.6%	10.6%	0.0%	8.0%	4.3%	1.3%	
TROY personnel are knowledgeable and helpful.	86.8%	68.0%	76.5%	81.4%	74.5%	12.3%	10.5%	22.0%	11.8%	10.4%	8.5%	2.0%	
Troy University has a good reputation in my community.	86.1%	78.3%	83.3%	83.5%	83.0%	3.1%	11.1%	13.0%	3.3%	5.5%	4.3%	6.8%	
Faculty care about students as individuals.	84.2%	68.0%	88.2%	74.5%	80.9%	3.3%	5.3%	18.0%	8.8%	11.3%	8.5%	-3.2%	
The University offers a variety of majors at my location.	83.8%	81.3%	87.9%	80.7%	80.9%	2.9%	10.8%	12.5%	3.0%	6.4%	8.5%	2.3%	
Student organizations are available for my participation.	82.9%	73.9%	92.9%	69.8%	72.3%	10.6%	14.3%	17.4%	3.6%	12.2%	8.5%	5.8%	
The printed Schedule of Classes is informative and easy to follow.	82.4%	72.9%	90.0%	80.3%	74.5%	7.9%	8.8%	14.6%	0.0%	9.4%	8.5%	0.3%	
I would recommend TROY to a friend....	81.1%	79.6%	78.8%	84.0%	87.2%	-6.1%	8.1%	12.2%	9.1%	8.4%	8.5%	-0.4%	
Class drop/add procedures are appropriate.	79.4%	69.8%	71.4%	72.1%	53.2%	26.2%	8.8%	23.3%	3.6%	10.0%	10.6%	-1.8%	
I feel that the campus is a safe and secure environment.	74.3%	72.3%	90.0%	N/A	N/A	-15.7%	11.4%	17.0%	3.3%	N/A	N/A	8.1%	
The classes I attend are well organized and well taught.	73.7%	72.9%	73.5%	77.1%	85.1%	-11.4%	15.8%	14.6%	11.8%	10.8%	10.6%	5.2%	
Academic advising is adequate.	73.0%	66.7%	77.4%	69.2%	57.4%	15.6%	16.2%	22.9%	16.1%	14.7%	19.1%	-2.9%	
The tuition payment plan is beneficial for students.	71.9%	62.8%	78.6%	78.3%	68.1%	3.8%	12.5%	18.6%	0.0%	9.4%	2.1%	10.4%	
The online Schedule of Classes is informative and easy to follow.	71.9%	65.1%	80.6%	74.4%	68.1%	3.8%	12.5%	18.6%	6.5%	11.8%	4.3%	8.2%	
The bill that I received from the University was easily understood.	70.6%	69.6%	61.3%	76.6%	N/A	-6.0%	17.6%	30.4%	6.5%	12.4%	N/A	5.2%	
On-campus bookstore hours are convenient for students.	70.3%	56.5%	80.6%	71.1%	68.1%	2.2%	13.5%	23.9%	6.5%	10.5%	10.6%	2.9%	

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 42

Academic programs, services, and administration	Agree						Diff	Disagree					
	FA12	FA11	FA10	FA09	FA08	FA12		FA11	FA10	FA09	FA08	Diff	
Sufficient financial aid options are available.	68.6%	64.0%	90.3%	73.6%	63.8%	4.8%	17.1%	18.0%	0.0%	10.8%	8.5%	8.6%	
Classes are offered at convenient times.	66.7%	70.8%	78.8%	83.2%	87.2%	-20.5%	19.4%	16.7%	3.0%	9.5%	4.3%	15.1%	
The online registration process is user-friendly.	64.5%	45.8%	74.2%	73.5%	70.2%	-5.7%	12.9%	33.3%	6.5%	12.2%	12.8%	0.1%	
Student recreational opportunities and facilities have met my expectations.	64.5%	66.7%	88.9%	N/A	N/A	-24.4%	19.4%	23.1%	3.7%	N/A	N/A	15.7%	
Reg. dates, times, and procedures were made clear to me .	63.2%	59.2%	72.7%	79.5%	72.3%	-9.1%	15.8%	32.7%	6.1%	13.1%	17.0%	-1.2%	
Class information provided prior to enrollment was helpful.	61.1%	61.2%	70.6%	68.6%	70.2%	-9.1%	19.4%	20.4%	5.9%	17.9%	17.0%	2.4%	
Tutorial services are sufficient.	58.6%	52.9%	75.0%	65.1%	55.3%	3.3%	13.8%	29.4%	8.3%	8.1%	2.1%	11.7%	
The on-site registration process is user-friendly.	53.3%	55.3%	60.7%	76.0%	66.0%	-12.7%	13.3%	27.7%	14.3%	12.5%	6.4%	6.9%	
Purchasing textbooks through Virtual Book Store is convenient.	51.7%	37.8%	83.3%	71.6%	44.7%	7.0%	24.1%	27.0%	4.2%	10.9%	6.4%	17.7%	
Campus housing met my expectations upon arriving to campus.	51.6%	39.5%	70.0%	46.6%	N/A	5.0%	22.6%	39.5%	10.0%	19.8%	N/A	2.8%	
Students seldom get the “run around” when seeking information.	45.7%	38.8%	62.5%	56.4%	42.6%	3.1%	28.6%	30.6%	28.1%	23.1%	31.9%	-3.3%	

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 12. 2012 New Student Perceptions about Troy University - College of Health & Human Service

Ranked by Agreement Level

Total respondents = 133

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
I am receiving a quality education at Troy University.	1	1	1	1	1	95.3%	1.6%	3.1%	128
The printed Schedule of Classes is informative and easy to follow.	2	8	5	7	11	91.8%	5.7%	2.5%	122
The semester/term format at my location accommodates my learning.	3	6	3	8	3	90.5%	6.3%	3.2%	126
The University offers a variety of majors at my location.	4	9	10	6	8	90.2%	4.1%	5.7%	122
I would recommend TROY to a friend who is planning to go to college.	5	3	6	2	2	89.1%	6.3%	4.7%	128
Troy University has a good reputation in my community.	6	2	2	3	6	88.6%	8.1%	3.3%	123
Class drop/add procedures are appropriate.	7	17	21	19	20	88.5%	8.8%	2.7%	113
TROY personnel are knowledgeable and helpful.	8	5	9	5	4	88.3%	5.5%	6.3%	128
Faculty care about students as individuals.	9	4	11	15	5	86.7%	8.6%	4.7%	128
The bill that I received from the University was easily understood.	10	11	13	12	N/A	86.1%	9.0%	4.9%	122
I feel I can talk to faculty about my academic concerns.	11	13	14	14	7	85.9%	7.0%	7.0%	128
On-campus bookstore hours are convenient for students.	12	14	18	21	21	85.3%	10.1%	4.6%	109
Classes are offered at convenient times.	13	12	4	4	12	84.0%	8.8%	7.2%	125
Student organizations are available for my participation.	14	24	20	22	25	83.2%	11.5%	5.3%	113
Tutorial services are sufficient.	15	27	26	25	24	82.6%	13.8%	3.7%	109
The online Schedule of Classes is informative and easy to follow.	16	18	12	16	17	82.1%	12.8%	5.1%	117
Reg. dates, times, and procedures were made clear to me prior to enrollment.	17	21	15	9	9	82.0%	10.2%	7.8%	128
Sufficient financial aid options are available.	18	16	16	17	16	81.8%	7.4%	10.7%	121
Academic advising is adequate.	19	15	19	23	13	81.5%	7.3%	11.3%	124
The classes I attend are well organized and well taught.	20	7	17	11	10	81.0%	9.5%	9.5%	126
I feel that the campus is a safe and secure environment	21	10	8	N/A	N/A	80.5%	15.9%	3.5%	113
The online registration process is user-friendly.	22	23	22	18	22	78.1%	14.0%	7.9%	114
The tuition payment plan is beneficial for students.	23	19	7	10	14	77.8%	15.4%	6.8%	117
Class information provided prior to enrollment was helpful.	24	20	23	24	15	74.8%	16.5%	8.7%	127
The on-site registration process is user-friendly.	25	22	25	13	19	74.8%	15.3%	9.9%	111
Purchasing textbooks through TROY Virtual Book Store is convenient.	26	26	24	20	23	74.5%	19.8%	5.7%	106
Student recreational opportunities and facilities have met my expectations.	27	25	27	N/A	N/A	74.3%	18.8%	6.9%	101
Campus housing met my expectations upon arriving to campus.	28	29	29	27	N/A	61.5%	19.8%	18.8%	96
Students seldom get the "run around" when seeking information.	29	28	28	26	18	59.7%	20.2%	20.2%	119

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 133

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
I am receiving a quality education at Troy University.	95.3%	84.6%	86.3%	87.3%	87.6%	7.7%	3.1%	10.3%	7.1%	6.6%	3.5%	-0.4%
The printed Schedule of Classes is informative and easy to follow.	91.8%	76.1%	82.4%	80.3%	74.1%	17.7%	2.5%	12.4%	7.5%	9.4%	7.6%	-5.1%
The semester/term format accommodates my learning.	90.5%	76.3%	83.3%	79.6%	81.8%	8.7%	3.2%	11.4%	6.8%	8.0%	4.1%	-0.9%
The University offers a variety of majors at my location.	90.2%	75.7%	78.4%	80.7%	76.5%	13.7%	5.7%	11.7%	9.3%	6.4%	6.5%	-0.8%
I would recommend TROY to a friend...	89.1%	79.5%	80.7%	84.0%	85.3%	3.8%	4.7%	13.7%	13.9%	8.4%	5.3%	-0.6%
Troy University has a good reputation in my community.	88.6%	81.6%	83.9%	83.5%	79.4%	9.2%	3.3%	10.5%	6.5%	5.5%	3.5%	-0.2%
Class drop/add procedures are appropriate.	88.5%	70.1%	69.3%	72.1%	60.6%	27.9%	2.7%	15.0%	13.7%	10.0%	5.3%	-2.6%
TROY personnel are knowledgeable and helpful.	88.3%	77.5%	78.4%	81.4%	81.2%	7.1%	6.3%	14.2%	10.5%	10.4%	7.1%	-0.8%
Faculty care about students as individuals.	86.7%	78.8%	77.6%	74.5%	80.0%	6.7%	4.7%	12.7%	10.0%	11.3%	5.9%	-1.2%
The bill that I received from the University was easily understood.	86.1%	74.8%	76.5%	76.6%	N/A	9.5%	4.9%	15.3%	9.8%	12.4%	N/A	-7.5%
I feel I can talk to faculty about my academic concerns.	85.9%	72.9%	75.9%	74.6%	77.1%	8.8%	7.0%	11.9%	10.6%	10.5%	5.3%	1.7%
I feel that the campus is a safe and secure environment.	85.3%	72.7%	72.9%	71.1%	60.0%	25.3%	4.6%	14.1%	9.3%	10.5%	4.7%	-0.1%
Classes are offered at convenient times.	84.0%	74.3%	82.7%	83.2%	72.9%	11.1%	7.2%	13.3%	6.2%	9.5%	8.2%	-1.0%
Student organizations are available for my participation.	83.2%	66.3%	69.4%	69.8%	50.0%	33.2%	5.3%	19.4%	6.7%	12.2%	4.1%	1.2%
Tutorial services are sufficient.	82.6%	60.6%	65.4%	65.1%	54.1%	28.5%	3.7%	14.1%	10.2%	8.1%	4.7%	-1.0%
The online Schedule of Classes is informative and easy to follow.	82.1%	70.0%	76.7%	74.4%	65.3%	16.8%	5.1%	16.4%	10.7%	11.8%	7.1%	-2.0%
Reg. dates, times, and procedures were made clear to me.	82.0%	68.1%	75.0%	79.5%	75.3%	6.7%	7.8%	20.7%	16.1%	13.1%	10.6%	-2.8%
Sufficient financial aid options are available.	81.8%	70.8%	75.0%	73.6%	67.1%	14.7%	10.7%	16.8%	10.3%	10.8%	8.8%	1.9%
Academic advising is adequate.	81.5%	70.9%	71.4%	69.2%	72.4%	9.1%	11.3%	14.5%	16.7%	14.7%	10.6%	0.7%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 133

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
The classes I attend are well organized and well taught.	81.0%	76.1%	73.6%	77.1%	75.3%	5.7%	9.5%	14.2%	15.3%	10.8%	6.5%	3.0%
I feel that the campus is a safe and secure environment.	80.5%	75.2%	78.7%	N/A	N/A	1.8%	3.5%	9.9%	6.3%	N/A	N/A	-2.8%
The online registration process is user-friendly.	78.1%	66.4%	67.1%	73.5%	56.5%	21.6%	7.9%	21.5%	16.1%	12.2%	11.2%	-3.3%
The tuition payment plan is beneficial for students.	77.8%	70.0%	80.1%	78.3%	68.2%	9.6%	6.8%	14.5%	6.8%	9.4%	7.1%	-0.3%
Class information provided prior to enrollment was helpful.	74.8%	68.6%	66.9%	68.6%	68.2%	6.6%	8.7%	13.6%	16.6%	17.9%	15.3%	-6.6%
The on-site registration process is user-friendly.	74.8%	66.7%	66.2%	76.0%	61.8%	13.0%	9.9%	19.6%	15.2%	12.5%	6.5%	3.4%
Purchasing textbooks through Virtual Book Store is convenient.	74.5%	62.4%	66.4%	71.6%	54.1%	20.4%	5.7%	20.4%	10.4%	10.9%	8.8%	-3.1%
Student recreational opportunities and facilities have met my expectations.	74.3%	65.2%	62.6%	N/A	N/A	11.7%	6.9%	16.9%	10.1%	N/A	N/A	-3.2%
Campus housing met my expectations upon arriving to campus.	61.5%	46.3%	44.0%	46.6%	N/A	14.9%	18.8%	23.9%	16.0%	19.8%	N/A	-1.0%
Students seldom get the "run around" when seeking information.	59.7%	52.1%	53.1%	56.4%	62.4%	-2.7%	20.2%	27.4%	32.1%	23.1%	16.5%	3.7%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 13. 2012 New Student Perceptions about Troy University - Undergraduate Students

Ranked by Frequency of Agreement

Total respondents = 433

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
I am receiving a quality education at Troy University.	1	1	1	1	1	90.1%	6.3%	3.6%	394
TROY personnel are knowledgeable and helpful.	2	6	8	6	5	88.3%	5.0%	6.7%	403
The semester/term format at my location accommodates my learning.	3	4	2	4	2	88.3%	8.6%	3.0%	394
I would recommend TROY to a friend who is planning to go to college.	4	2	3	2	3	87.2%	6.9%	5.9%	391
The University offers a variety of majors at my location.	5	7	6	8	10	86.0%	7.9%	6.1%	392
Troy University has a good reputation in my community.	6	3	4	3	4	85.3%	8.9%	5.8%	381
The printed Schedule of Classes is informative and easy to follow.	7	9	5	5	13	84.7%	8.2%	7.1%	366
Faculty care about students as individuals.	8	5	17	12	7	83.3%	11.2%	5.5%	402
I feel I can talk to faculty about my academic concerns.	9	8	12	17	9	83.1%	10.2%	6.7%	402
Sufficient financial aid options are available.	10	14	10	14	15	80.7%	10.8%	8.5%	389
Classes are offered at convenient times.	11	11	7	7	6	80.3%	9.7%	10.0%	390
Class drop/add procedures are appropriate.	12	12	11	15	18	80.2%	15.4%	4.3%	369
Reg. dates, times, and procedures were made clear to me prior to enrollment.	13	18	16	10	11	79.3%	10.8%	10.0%	400
Academic advising is adequate.	14	19	22	23	16	77.9%	12.2%	9.9%	394
The bill that I received from the University was easily understood.	15	13	14	16	N/A	77.8%	15.4%	6.7%	356
On-campus bookstore hours are convenient for students.	16	17	19	21	23	77.3%	13.7%	9.0%	343
The classes I attend are well organized and well taught.	17	10	15	9	8	77.0%	14.4%	8.6%	395
Student organizations are available for my participation.	18	21	23	24	25	76.6%	16.5%	6.8%	351
I feel that the campus is a safe and secure environment	19	15	9	N/A	N/A	76.6%	17.2%	6.2%	338
The tuition payment plan is beneficial for students.	20	20	18	13	17	75.9%	17.1%	7.0%	357
The online registration process is user-friendly.	21	23	20	20	19	73.6%	17.1%	9.2%	368
The online Schedule of Classes is informative and easy to follow.	22	16	13	11	12	73.3%	17.5%	9.2%	382
Purchasing textbooks through TROY Virtual Book Store is convenient.	23	27	21	22	20	72.5%	19.8%	7.8%	334
Tutorial services are sufficient.	24	25	24	25	24	71.1%	24.1%	4.8%	332
Class information provided prior to enrollment was helpful.	25	22	26	19	14	70.2%	18.7%	11.1%	396
The on-site registration process is user-friendly.	26	24	25	18	21	69.4%	22.2%	8.4%	333
Student recreational opportunities and facilities have met my expectations.	27	26	27	N/A	N/A	68.9%	23.3%	7.9%	305
Students seldom get the "run around" when seeking information.	28	28	28	26	22	54.9%	23.7%	21.4%	384
Campus housing met my expectations upon arriving to campus.	29	29	29	27	N/A	53.8%	32.4%	13.7%	262

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 433

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
I am receiving a quality education at Troy University.	90.1%	86.1%	84.9%	87.6%	84.4%	5.7%	3.6%	7.0%	6.7%	6.2%	4.5%	-0.9%
TROY personnel are knowledgeable and helpful.	88.3%	80.0%	78.4%	80.4%	77.5%	10.8%	6.7%	10.6%	12.4%	10.3%	10.4%	-3.7%
The semester/term format accommodates my learning.	88.3%	81.2%	84.0%	83.7%	51.9%	36.4%	3.0%	7.9%	5.8%	6.7%	4.7%	-1.7%
I would recommend TROY to a friend...	87.2%	83.2%	83.5%	86.4%	81.8%	5.4%	5.9%	9.3%	10.0%	7.6%	6.8%	-0.9%
The University offers a variety of majors at my location.	86.0%	79.6%	81.1%	79.9%	74.2%	11.8%	6.1%	9.9%	8.9%	9.4%	8.2%	-2.1%
Troy University has a good reputation in my community.	85.3%	82.5%	82.2%	84.3%	78.2%	7.1%	5.8%	7.6%	6.7%	6.1%	4.5%	1.3%
The printed Schedule of Classes is informative and easy to follow.	84.7%	78.7%	81.9%	81.6%	70.4%	14.3%	7.1%	9.3%	7.5%	8.5%	5.9%	1.2%
Faculty care about students as individuals.	83.3%	81.0%	75.2%	77.2%	76.3%	7.0%	5.5%	9.2%	9.0%	9.4%	8.5%	-3.0%
Sufficient financial aid options are available.	83.1%	78.8%	76.4%	74.9%	66.7%	16.4%	6.7%	10.1%	10.4%	10.7%	9.4%	-2.7%
Class drop/add procedures are appropriate.	80.7%	73.7%	76.4%	74.5%	63.3%	17.4%	8.5%	13.6%	7.9%	8.2%	6.7%	1.8%
Classes are offered at convenient times.	80.3%	76.7%	80.1%	80.0%	77.1%	3.2%	10.0%	11.1%	8.9%	9.8%	6.2%	3.8%
I feel that the campus is a safe and secure environment.	80.2%	74.9%	76.4%	74.2%	75.6%	4.6%	4.3%	10.6%	10.1%	10.1%	9.1%	-4.8%
Reg. dates, times, and procedures were made clear to me.	79.3%	71.7%	75.3%	78.4%	72.9%	6.4%	10.0%	18.6%	15.0%	12.4%	12.9%	-2.9%
Academic advising is adequate.	77.9%	71.2%	70.1%	69.4%	64.8%	13.1%	9.9%	14.6%	16.4%	14.3%	14.9%	-5.0%
The bill that I received from the University was easily understood.	77.8%	73.9%	76.3%	74.4%	N/A	3.4%	6.7%	14.7%	9.5%	11.0%	N/A	-4.3%
On-campus bookstore hours are convenient for students.	77.3%	72.6%	72.1%	70.7%	48.8%	28.5%	9.0%	11.3%	9.9%	9.4%	5.1%	3.9%
The classes I attend are well organized and well taught.	77.0%	76.8%	75.5%	79.0%	76.0%	1.0%	8.6%	11.3%	11.1%	9.9%	7.9%	0.7%
Student organizations are available for my participation.	76.6%	69.3%	69.1%	65.9%	43.9%	32.7%	6.8%	13.6%	8.8%	9.8%	5.6%	1.2%
I feel that the campus is a safe and secure environment.	76.6%	73.5%	76.9%	N/A	N/A	-0.3%	6.2%	9.2%	8.1%	N/A	N/A	-1.9%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 433

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
The tuition payment plan is beneficial for students.	75.9%	69.5%	74.9%	75.5%	64.7%	11.2%	7.0%	10.3%	8.2%	8.2%	7.1%	-0.1%
The online registration process is user-friendly.	73.6%	67.5%	71.3%	72.1%	62.5%	11.1%	9.2%	16.8%	14.4%	12.7%	10.1%	-0.9%
The online Schedule of Classes is informative and easy to follow.	73.3%	73.0%	76.3%	77.3%	72.2%	1.1%	9.2%	13.0%	9.6%	9.8%	8.2%	1.0%
Purchasing textbooks through Virtual Book Store is convenient.	72.5%	62.5%	70.9%	69.6%	59.8%	12.7%	7.8%	13.6%	9.1%	11.8%	7.2%	0.6%
Tutorial services are sufficient.	71.1%	64.3%	68.6%	65.6%	46.2%	24.9%	4.8%	12.0%	8.6%	9.4%	5.6%	-0.8%
Class information provided prior to enrollment was helpful.	70.2%	68.0%	68.4%	72.5%	69.4%	0.8%	11.1%	16.5%	15.1%	12.8%	14.2%	-3.1%
The on-site registration process is user-friendly.	69.4%	66.3%	68.5%	72.9%	56.0%	13.4%	8.4%	14.6%	13.3%	9.6%	7.1%	1.3%
Student recreational opportunities and facilities have met my expectations.	68.9%	63.0%	63.3%	N/A	N/A	5.6%	7.9%	15.7%	9.2%	N/A	N/A	-1.3%
Students seldom get the “run around” when seeking information.	54.9%	53.0%	56.3%	57.8%	53.3%	1.6%	21.4%	27.4%	27.5%	23.6%	24.4%	-3.0%
Campus housing met my expectations upon arriving to campus.	53.8%	45.9%	44.1%	39.9%	N/A	13.9%	13.7%	22.9%	16.1%	17.5%	N/A	-3.8%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 14. 2012 New Student Perceptions about Troy University - Graduate Students

Ranked by Agreement Level

Total respondents = 102

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
I would recommend TROY to a friend who is planning to go to college.	1	8	4	5	4	91.2%	5.5%	3.3%	91
The semester/term format at my location accommodates my learning.	2	5	2	2	2	91.1%	7.8%	1.1%	90
Troy University has a good reputation in my community.	3	3	7	8	12	91.0%	9.0%	0.0%	89
I am receiving a quality education at Troy University.	4	2	3	1	1	89.9%	5.6%	4.5%	89
Faculty care about students as individuals.	5	11	10	9	6	87.4%	4.2%	8.4%	95
The bill that I received from the University was easily understood.	6	1	5	11	N/A	87.1%	9.4%	3.5%	85
TROY personnel are knowledgeable and helpful.	7	12	8	7	5	86.3%	6.3%	7.4%	95
I feel I can talk to faculty about my academic concerns.	8	23	13	16	9	86.3%	4.2%	9.5%	95
The tuition payment plan is beneficial for students.	9	14	12	12	17	85.2%	9.9%	4.9%	81
Class drop/add procedures are appropriate.	10	10	11	13	19	85.0%	12.5%	2.5%	80
Reg. dates, times, and procedures were made clear to me prior to enrollment.	11	13	15	10	8	82.6%	7.6%	9.8%	92
Classes are offered at convenient times.	12	4	1	3	3	82.6%	11.6%	5.8%	86
The classes I attend are well organized and well taught.	13	9	17	14	7	82.2%	4.4%	13.3%	90
The printed Schedule of Classes is informative and easy to follow.	14	7	6	6	11	80.8%	16.7%	2.6%	78
The University offers a variety of majors at my location.	15	19	21	21	16	79.5%	8.4%	12.0%	83
Academic advising is adequate.	16	22	23	20	14	78.9%	11.1%	10.0%	90
Purchasing textbooks through TROY Virtual Book Store is convenient.	17	21	22	22	21	78.6%	15.7%	5.7%	70
The online Schedule of Classes is informative and easy to follow.	18	6	9	4	10	78.3%	13.3%	8.4%	83
I feel that the campus is a safe and secure environment	19	20	14	N/A	N/A	77.8%	19.0%	3.2%	63
Sufficient financial aid options are available.	20	16	16	17	18	76.7%	15.1%	8.1%	86
The online registration process is user-friendly.	21	15	19	19	15	76.5%	12.9%	10.6%	85
Class information provided prior to enrollment was helpful.	22	18	20	15	13	76.3%	14.0%	9.7%	93
The on-site registration process is user-friendly.	23	17	18	18	22	72.2%	22.2%	5.6%	72
On-campus bookstore hours are convenient for students.	24	25	25	24	23	67.7%	25.8%	6.5%	62
Students seldom get the "run around" when seeking information.	25	27	24	23	20	67.0%	9.9%	23.1%	91
Student organizations are available for my participation.	26	24	26	26	25	65.1%	23.8%	11.1%	63
Tutorial services are sufficient.	27	26	27	25	24	60.0%	33.8%	6.2%	65
Student recreational opportunities and facilities have met my expectations.	28	28	28	N/A	N/A	54.0%	38.0%	8.0%	50
Campus housing met my expectations upon arriving to campus.	29	29	29	27	N/A	52.8%	38.9%	8.3%	36

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 102

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
I would recommend TROY to a friend.	91.2%	79.4%	80.4%	83.4%	78.0%	13.2%	3.3%	8.2%	12.4%	9.3%	9.8%	-6.5%
The semester/term format accommodates my learning.	91.1%	81.7%	84.3%	84.5%	78.2%	12.9%	1.1%	5.4%	8.0%	7.0%	7.3%	-6.2%
Troy University has a good reputation in my community.	91.0%	82.4%	79.1%	82.5%	68.0%	23.0%	0.0%	3.3%	9.8%	6.4%	8.0%	-8.0%
I am receiving a quality education at Troy University.	89.9%	83.5%	83.2%	85.9%	80.2%	9.7%	4.5%	4.1%	8.6%	6.3%	6.1%	-1.6%
Faculty care about students as individuals.	87.4%	77.0%	76.4%	82.0%	14.7%	72.7%	8.4%	9.0%	12.7%	8.0%	9.8%	-1.4%
The bill that I received from the University was easily understood.	87.1%	87.1%	79.8%	80.8%	N/A	6.3%	3.5%	3.5%	7.7%	9.7%	N/A	-6.2%
TROY personnel are knowledgeable and helpful.	86.3%	75.8%	77.5%	83.2%	76.7%	9.6%	7.4%	8.1%	13.8%	8.9%	13.9%	-6.5%
I feel I can talk to faculty about my academic concerns.	86.3%	70.7%	74.4%	79.1%	72.0%	14.3%	9.5%	16.2%	12.6%	8.7%	12.0%	-2.5%
The tuition payment plan is beneficial for students.	85.2%	73.8%	74.7%	80.6%	56.3%	28.9%	4.9%	3.8%	7.2%	7.1%	7.6%	-2.7%
Class drop/add procedures are appropriate.	85.0%	78.3%	75.1%	80.0%	56.1%	28.9%	2.5%	6.0%	8.0%	7.8%	8.4%	-5.9%
Reg. dates, times, and procedures were made clear to me.	82.6%	75.8%	73.3%	81.9%	73.1%	9.5%	9.8%	8.1%	16.8%	11.7%	16.9%	-7.1%
I feel that the campus is a safe and secure environment.	82.6%	81.7%	84.6%	84.5%	78.2%	4.4%	5.8%	8.6%	8.2%	8.6%	7.1%	-1.3%
The classes I attend are well organized and well taught.	82.2%	78.6%	72.9%	79.9%	74.1%	8.1%	13.3%	11.2%	14.8%	10.7%	10.4%	2.9%
The printed Schedule of Classes is informative and easy to follow.	80.8%	80.6%	79.7%	83.3%	68.2%	12.6%	2.6%	8.6%	6.4%	5.9%	6.7%	-4.1%
The University offers a variety of majors at my location.	79.5%	72.3%	69.3%	73.2%	60.2%	19.3%	12.0%	14.5%	12.1%	12.5%	13.3%	-1.3%
Academic advising is adequate.	78.9%	71.1%	68.3%	74.0%	62.7%	16.2%	10.0%	13.4%	16.7%	12.6%	14.7%	-4.7%
Purchasing textbooks through Virtual Book Store is convenient.	78.6%	71.6%	69.1%	72.4%	51.8%	26.8%	5.7%	9.0%	10.3%	11.0%	11.2%	-5.5%
The online Schedule of Classes is informative and easy to follow.	78.3%	81.5%	77.3%	83.9%	68.8%	9.5%	8.4%	6.5%	10.3%	7.7%	8.6%	-0.2%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 102

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
I feel that the campus is a safe and secure environment.	77.8%	72.3%	74.3%	N/A	N/A	3.5%	3.2%	12.3%	7.5%	N/A	N/A	-4.3%
Sufficient financial aid options are available.	76.7%	73.3%	73.2%	78.6%	56.1%	20.6%	8.1%	4.7%	10.8%	10.9%	12.9%	-4.8%
The online registration process is user-friendly.	76.5%	73.6%	70.0%	74.7%	60.4%	16.1%	10.6%	14.9%	15.6%	13.5%	12.9%	-2.3%
Class information provided prior to enrollment was helpful.	76.3%	72.9%	69.5%	79.4%	64.9%	11.4%	9.7%	12.5%	15.4%	12.4%	19.2%	-9.5%
The on-site registration process is user-friendly.	72.2%	73.0%	70.6%	77.3%	50.8%	21.4%	5.6%	10.8%	13.2%	11.5%	8.6%	-3.0%
On-campus bookstore hours are convenient for students.	67.7%	56.9%	59.0%	63.9%	27.8%	39.9%	6.5%	8.6%	12.1%	12.1%	7.3%	-0.8%
Students seldom get the "run around" when seeking information.	67.0%	56.1%	59.9%	65.1%	53.9%	13.1%	23.1%	26.5%	27.2%	21.4%	26.3%	-3.2%
Student organizations are available for my participation.	65.1%	62.1%	55.4%	53.9%	24.9%	40.2%	11.1%	12.1%	16.4%	14.7%	10.0%	1.1%
Tutorial services are sufficient.	60.0%	56.5%	52.5%	58.8%	27.8%	32.2%	6.2%	16.1%	13.6%	9.2%	8.6%	-2.4%
Student recreational opportunities and facilities have met my expectations.	54.0%	50.0%	39.4%	N/A	N/A	14.6%	8.0%	13.6%	14.7%	N/A	N/A	-6.7%
Campus housing met my expectations upon arriving to campus.	52.8%	36.4%	32.6%	40.0%	N/A	12.8%	8.3%	21.2%	12.8%	13.7%	N/A	-5.4%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 15. 2012 New Student Perceptions about Troy University - Undergraduate First-Time Freshmen

Ranked by Agreement Level

Total respondents = 208

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
I am receiving a quality education at Troy University.	1	1	1	2	1	91.3%	5.5%	3.3%	183
The University offers a variety of majors at my location.	2	3	6	5	10	90.7%	5.5%	3.8%	183
TROY personnel are knowledgeable and helpful.	3	7	5	4	7	89.9%	5.3%	4.8%	188
The semester/term format at my location accommodates my learning.	4	6	2	7	3	87.8%	8.3%	3.9%	181
I would recommend TROY to a friend who is planning to go to college.	5	2	3	1	2	86.8%	7.1%	6.0%	182
Student organizations are available for my participation.	6	11	9	19	20	86.3%	9.3%	4.4%	182
The printed Schedule of Classes is informative and easy to follow.	7	12	4	8	11	85.6%	7.8%	6.7%	180
Troy University has a good reputation in my community.	8	4	7	3	4	84.1%	9.3%	6.6%	182
On-campus bookstore hours are convenient for students.	9	13	21	20	19	82.8%	6.7%	10.6%	180
Faculty care about students as individuals.	10	8	12	12	9	82.4%	12.8%	4.8%	188
I feel I can talk to faculty about my academic concerns.	11	9	11	13	8	81.9%	11.2%	6.9%	188
Class drop/add procedures are appropriate.	12	16	17	16	18	81.0%	13.2%	5.7%	174
Sufficient financial aid options are available.	13	14	10	11	13	80.9%	8.7%	10.4%	183
Classes are offered at convenient times.	14	5	8	6	5	80.0%	11.9%	8.1%	185
Tutorial services are sufficient.	15	20	23	21	23	78.8%	15.2%	6.1%	165
Academic advising is adequate.	16	19	19	22	14	78.4%	14.6%	7.0%	185
Reg. dates, times, and procedures were made clear to me prior to enrollment.	17	24	13	9	12	77.5%	9.6%	12.8%	187
The bill that I received from the University was easily understood.	18	17	20	23	N/A	76.0%	15.2%	8.8%	171
The tuition payment plan is beneficial for students.	19	21	18	14	17	75.0%	16.9%	8.1%	172
The classes I attend are well organized and well taught.	20	10	16	10	6	74.5%	15.8%	9.8%	184
Student recreational opportunities and facilities have met my expectations.	21	23	22	N/A	N/A	74.5%	18.2%	7.3%	165
I feel that the campus is a safe and secure environment	22	15	15	N/A	N/A	74.4%	18.2%	7.4%	176
The online Schedule of Classes is informative and easy to follow.	23	22	14	15	16	73.9%	15.3%	10.8%	176
The online registration process is user-friendly.	24	27	24	17	22	71.3%	19.0%	9.8%	174
Purchasing textbooks through TROY Virtual Book Store is convenient.	25	26	27	25	25	68.9%	23.2%	7.9%	151
The on-site registration process is user-friendly.	26	25	26	18	21	67.5%	21.5%	11.0%	163
Class information provided prior to enrollment was helpful.	27	18	25	24	15	67.2%	20.4%	12.4%	186
Campus housing met my expectations upon arriving to campus.	28	28	29	27	N/A	59.0%	23.7%	17.3%	156
Students seldom get the "run around" when seeking information.	29	29	28	26	24	48.0%	31.1%	20.9%	177

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 208

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
I am receiving a quality education at Troy University.	91.3%	84.3%	86.9%	88.8%	86.8%	4.5%	3.3%	10.2%	6.9%	5.1%	2.9%	0.4%
The University offers a variety of majors at my location.	90.7%	81.4%	81.0%	84.8%	78.5%	12.2%	3.8%	8.9%	8.7%	7.4%	4.9%	-1.1%
TROY personnel are knowledgeable and helpful.	89.9%	77.5%	82.0%	85.8%	80.0%	9.9%	4.8%	12.9%	11.0%	6.6%	7.8%	-3.0%
The semester/term format accommodates my learning.	87.8%	78.0%	85.2%	82.6%	84.1%	3.7%	3.9%	10.8%	6.1%	6.2%	3.2%	0.7%
I would recommend TROY to a friend...	86.8%	82.3%	85.1%	89.2%	85.6%	1.2%	6.0%	11.8%	10.1%	5.7%	5.1%	0.9%
Student organizations are available for my participation.	86.3%	75.9%	78.1%	75.9%	64.1%	22.2%	4.4%	13.8%	7.9%	7.6%	3.9%	0.5%
The printed Schedule of Classes is informative and easy to follow.	85.6%	75.2%	84.3%	82.0%	76.3%	9.3%	6.7%	10.7%	7.4%	8.4%	4.9%	1.8%
Troy University has a good reputation in my community.	84.1%	80.1%	80.7%	85.8%	82.0%	2.1%	6.6%	10.6%	8.3%	5.8%	3.7%	2.9%
On-campus bookstore hours are convenient for students.	82.8%	73.2%	73.4%	75.7%	64.6%	18.2%	10.6%	13.6%	12.5%	10.6%	6.1%	4.5%
Faculty care about students as individuals.	82.4%	77.0%	77.4%	78.9%	79.5%	2.9%	4.8%	12.6%	8.2%	7.8%	5.4%	-0.6%
I feel I can talk to faculty about my academic concerns.	81.9%	76.6%	77.6%	78.8%	79.8%	2.1%	6.9%	12.6%	10.1%	6.7%	6.8%	0.1%
I feel that the campus is a safe and secure environment.	81.0%	71.3%	74.8%	76.3%	65.9%	15.1%	5.7%	13.4%	8.3%	7.4%	5.9%	-0.2%
Sufficient financial aid options are available.	80.9%	72.9%	77.6%	80.0%	72.9%	8.0%	10.4%	15.7%	8.6%	8.1%	9.3%	1.1%
Classes are offered at convenient times.	80.0%	78.2%	80.2%	83.8%	80.7%	-0.7%	8.1%	10.7%	9.0%	7.3%	4.9%	3.2%
Tutorial services are sufficient.	78.8%	68.2%	71.2%	73.9%	59.8%	19.0%	6.1%	11.8%	9.1%	6.4%	4.4%	1.7%
Academic advising is adequate.	78.4%	68.2%	74.3%	73.2%	71.0%	7.4%	7.0%	16.1%	13.3%	10.4%	10.0%	-3.0%
Reg. dates, times, and procedures were made clear to me.	77.5%	66.0%	77.2%	81.3%	74.9%	2.6%	12.8%	21.7%	14.5%	10.6%	11.2%	1.6%
The bill that I received from the University was easily understood.	76.0%	69.5%	74.1%	72.3%	N/A	3.7%	8.8%	18.1%	10.4%	11.3%	N/A	-2.5%
The tuition payment plan is beneficial for students.	75.0%	67.6%	74.4%	78.1%	68.3%	6.7%	8.1%	12.0%	8.9%	8.0%	6.3%	1.8%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 208

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
The classes I attend are well organized and well taught.	74.5%	75.9%	76.3%	80.6%	80.5%	-6.0%	9.8%	13.9%	10.9%	8.2%	5.4%	4.4%
Student recreational opportunities and facilities have met my expectations.	74.5%	67.0%	71.4%	N/A	N/A	3.1%	7.3%	15.8%	10.2%	N/A	N/A	-2.9%
I feel that the campus is a safe and secure environment.	74.4%	71.8%	77.1%	N/A	N/A	-2.7%	7.4%	11.5%	12.0%	N/A	N/A	-4.6%
The online Schedule of Classes is informative and easy to follow.	73.9%	67.4%	77.2%	76.5%	70.5%	3.4%	10.8%	14.2%	9.0%	9.8%	6.6%	4.2%
The online registration process is user-friendly.	71.3%	60.1%	70.5%	76.3%	62.7%	8.6%	9.8%	23.8%	15.4%	9.8%	7.8%	2.0%
Purchasing textbooks through Virtual Book Store is convenient.	68.9%	62.1%	66.5%	70.6%	58.3%	10.6%	7.9%	14.3%	11.2%	10.2%	6.3%	1.6%
The on-site registration process is user-friendly.	67.5%	65.3%	67.2%	76.2%	63.9%	3.6%	11.0%	18.8%	14.2%	6.9%	5.6%	5.4%
Class information provided prior to enrollment was helpful.	67.2%	68.9%	69.3%	71.7%	70.5%	-3.3%	12.4%	17.0%	14.2%	12.7%	12.9%	-0.5%
Campus housing met my expectations upon arriving to campus.	59.0%	49.7%	47.5%	47.9%	N/A	11.1%	17.3%	26.5%	19.8%	22.3%	N/A	-5.0%
Students seldom get the "run around" when seeking information.	48.0%	47.2%	55.8%	61.4%	54.4%	-6.4%	20.9%	28.9%	25.8%	17.7%	22.2%	-1.3%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 16. 2012 New Student Perceptions about Troy University - Undergraduate Transfer Students

Ranked by Agreement Level

Total respondents = 215

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2012	2011	2010	2009	2008				
I am receiving a quality education at Troy University.	1	1	2	1	1	89.1%	7.5%	3.5%	201
The semester/term format at my location accommodates my learning.	2	5	1	2	3	88.2%	9.3%	2.5%	204
I would recommend TROY to a friend who is planning to go to college.	3	3	5	3	2	87.5%	7.0%	5.5%	200
TROY personnel are knowledgeable and helpful.	4	6	10	10	4	86.8%	4.9%	8.3%	205
Troy University has a good reputation in my community.	5	2	8	4	5	86.4%	8.9%	4.7%	191
I feel I can talk to faculty about my academic concerns.	6	7	18	19	10	84.9%	9.3%	5.9%	205
Faculty care about students as individuals.	7	4	9	12	8	84.3%	9.8%	5.9%	204
The printed Schedule of Classes is informative and easy to follow.	8	8	7	5	13	83.2%	8.9%	7.8%	179
The University offers a variety of majors at my location.	9	10	21	9	11	81.6%	10.4%	8.0%	201
Sufficient financial aid options are available.	10	19	14	18	15	80.7%	12.2%	7.1%	197
Reg. dates, times, and procedures were made clear to me prior to enrollment.	11	14	16	11	12	80.4%	12.3%	7.4%	204
The bill that I received from the University was easily understood.	12	9	6	13	N/A	80.2%	15.3%	4.5%	177
Classes are offered at convenient times.	13	16	3	6	6	79.5%	8.2%	12.3%	195
Class drop/add procedures are appropriate.	14	12	11	17	16	79.1%	17.6%	3.2%	187
The classes I attend are well organized and well taught.	15	11	13	7	7	79.1%	13.4%	7.5%	201
Academic advising is adequate.	16	17	23	23	19	78.0%	9.5%	12.5%	200
I feel that the campus is a safe and secure environment	17	15	15	N/A	N/A	77.9%	16.9%	5.2%	154
The tuition payment plan is beneficial for students.	18	21	12	14	17	76.8%	18.1%	5.1%	177
The online registration process is user-friendly.	19	18	17	20	18	76.2%	15.1%	8.6%	185
Purchasing textbooks through TROY Virtual Book Store is convenient.	20	25	20	22	20	75.4%	17.1%	7.4%	175
The online Schedule of Classes is informative and easy to follow.	21	13	4	8	9	72.6%	19.8%	7.6%	197
Class information provided prior to enrollment was helpful.	22	22	22	15	14	72.5%	17.5%	10.0%	200
On-campus bookstore hours are convenient for students.	23	20	24	21	23	72.0%	21.0%	7.0%	157
The on-site registration process is user-friendly.	24	23	19	16	22	70.1%	23.8%	6.1%	164
Student organizations are available for my participation.	25	24	26	25	25	64.6%	25.5%	9.9%	161
Tutorial services are sufficient.	26	26	27	24	24	62.0%	34.2%	3.8%	158
Student recreational opportunities and facilities have met my expectations.	27	28	28	N/A	N/A	60.9%	30.8%	8.3%	133
Students seldom get the "run around" when seeking information.	28	27	25	26	21	59.6%	18.2%	22.2%	198
Campus housing met my expectations upon arriving to campus.	29	29	29	27	N/A	44.0%	48.0%	8.0%	100

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

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

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 215

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
I am receiving a quality education at Troy University.	89.1%	88.1%	84.3%	87.6%	82.5%	6.6%	3.5%	3.1%	6.3%	6.1%	5.6%	-2.1%
The semester/term format accommodates my learning.	88.2%	83.8%	84.4%	85.7%	78.7%	9.5%	2.5%	5.2%	4.8%	5.8%	5.9%	-3.4%
I would recommend TROY to a friend ...	87.5%	84.3%	82.4%	85.5%	79.4%	8.1%	5.5%	6.1%	9.6%	7.9%	7.5%	-2.0%
TROY personnel are knowledgeable and helpful.	86.8%	80.8%	76.2%	77.4%	75.7%	11.1%	8.3%	7.7%	13.2%	12.6%	12.1%	-3.8%
Troy University has a good reputation in my community.	86.4%	85.5%	84.1%	84.2%	75.5%	10.9%	4.7%	4.1%	5.4%	5.5%	5.6%	-0.9%
I feel I can talk to faculty about my academic concerns.	84.9%	80.5%	76.2%	72.1%	72.2%	12.7%	5.9%	7.8%	10.2%	12.0%	10.5%	-4.6%
Faculty care about students as individuals.	84.3%	84.1%	74.7%	77.1%	73.3%	11.0%	5.9%	6.0%	9.2%	9.5%	10.7%	-4.8%
The printed Schedule of Classes is informative and easy to follow.	83.2%	80.4%	79.4%	82.1%	67.8%	15.4%	7.8%	8.3%	8.2%	7.7%	6.5%	1.3%
The University offers a variety of majors at my location.	81.6%	78.5%	82.2%	77.9%	72.2%	9.4%	8.0%	10.3%	9.0%	9.8%	10.7%	-2.7%
Sufficient financial aid options are available.	80.7%	73.5%	75.1%	72.9%	63.1%	17.6%	7.1%	10.6%	12.5%	12.4%	9.6%	-2.5%
Reg. dates, times, and procedures were made clear to me.	80.4%	75.8%	74.5%	77.2%	71.3%	9.1%	7.4%	16.0%	14.3%	12.9%	14.0%	-6.6%
I feel that the campus is a safe and secure environment.	80.2%	79.1%	77.1%	76.2%	N/A	4.0%	4.5%	10.0%	9.7%	10.6%	N/A	-6.1%
Classes are offered at convenient times.	79.5%	75.2%	80.3%	79.2%	74.7%	4.8%	12.3%	11.2%	8.7%	10.2%	6.8%	5.5%
Class drop/add procedures are appropriate.	79.1%	78.0%	77.8%	73.3%	62.2%	16.9%	3.2%	6.1%	7.5%	8.6%	7.0%	-3.8%
The classes I attend are well organized and well taught.	79.1%	78.1%	74.8%	78.7%	74.1%	5.0%	7.5%	7.8%	10.7%	10.3%	9.4%	-1.9%
Academic advising is adequate.	78.0%	73.8%	69.2%	67.2%	61.4%	16.6%	12.5%	12.9%	18.0%	15.9%	17.8%	-5.3%
I feel that the campus is a safe and secure environment	77.9%	75.3%	76.4%	N/A	N/A	1.5%	5.2%	7.1%	4.8%	N/A	N/A	0.4%
The tuition payment plan is beneficial for students.	76.8%	71.5%	75.4%	74.9%	62.1%	14.7%	5.1%	7.5%	7.1%	6.9%	7.7%	-2.6%
The online registration process is user-friendly.	76.2%	73.8%	71.7%	69.7%	61.4%	14.8%	8.6%	11.2%	13.3%	14.2%	11.5%	-2.9%

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

Five Year Trend from Fall 2008 through Fall 2012

Total respondents = 215

Academic programs, services, and administration	Agree						Disagree					
	FA12	FA11	FA10	FA09	FA08	Diff	FA12	FA11	FA10	FA09	FA08	Diff
Purchasing textbooks through Virtual Book Store is convenient.	75.4%	64.2%	74.6%	69.2%	60.7%	14.7%	7.4%	11.6%	7.9%	12.4%	7.3%	0.1%
The online Schedule of Classes is informative and easy to follow.	72.6%	77.2%	75.8%	78.5%	72.9%	-0.3%	7.6%	11.6%	10.4%	8.9%	9.4%	-1.8%
Class information provided prior to enrollment was helpful.	72.5%	67.4%	68.7%	74.2%	67.8%	4.7%	10.0%	15.7%	16.2%	11.3%	15.2%	-5.2%
On-campus bookstore hours are convenient for students.	72.0%	72.0%	73.3%	69.3%	40.0%	32.0%	7.0%	8.3%	5.8%	7.0%	4.7%	2.3%
The on-site registration process is user-friendly.	70.1%	67.2%	68.8%	73.3%	51.6%	18.5%	6.1%	10.9%	12.7%	10.4%	8.2%	-2.1%
Student organizations are available for my participation.	64.6%	65.3%	62.7%	57.7%	31.6%	33.0%	9.9%	11.8%	9.6%	11.2%	7.0%	2.9%
Tutorial services are sufficient.	62.0%	61.3%	69.0%	60.6%	38.1%	23.9%	3.8%	11.7%	8.0%	10.6%	6.3%	-2.5%
Student recreational opportunities and facilities have met my expectations.	60.9%	57.9%	59.4%	N/A	N/A	1.5%	8.3%	15.0%	6.4%	N/A	N/A	1.9%
Students seldom get the "run around" when seeking information.	59.6%	58.4%	57.0%	56.4%	52.6%	7.0%	22.2%	25.2%	29.4%	27.4%	24.8%	-2.6%
Campus housing met my expectations upon arriving to campus.	44.0%	38.5%	42.5%	34.0%	N/A	10.0%	8.0%	18.7%	11.1%	10.3%	N/A	-2.3%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

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

Appendix 17. 2012 New Student Perceptions about Troy University
 Ranking Comparisons by Campus

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

Appendix 17. 2012 New Student Perceptions about Troy University
 Ranking Comparisons by Campus

Academic programs, services, and administration	Overall Rank	Dothan Rank	Montgomery Rank	Phenix City Rank	Troy Rank	eTROY Rank	Global Campus Rank
Purchasing textbooks through Troy Virtual BookStore is convenient.	23	23	24	19	26	1	20
Class information provided prior to enrollment was helpful.	24	15	7	13	27	20	19
The on-site registration process is user-friendly.	25	22	23	24	25	22	14
Tutorial services are sufficient.	26	25	26	21	17	24	29
Student recreational opportunities and facilities have met my expectations.	27	27	27	28	22	28	28
Students seldom get the “run around” when seeking information.	28	28	28	25	29	25	24
Campus housing met my expectations upon arriving to campus.	29	29	29	26	28	29	26

Appendix 18. 2012 New Student Perceptions about Troy University
 Ranking Comparisons by College

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

Appendix 19. 2012 New Student Perceptions about Troy University

Mean Comparison: Male vs. Female

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

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

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.	Male	119	4.2941	.82701	.163
	Female	410	4.1561	.98150	
	Total	529	4.1871	.94995	
2. Faculty care about students as individuals.	Male	118	4.2119	.88532	.434
	Female	410	4.1341	.96848	
	Total	528	4.1515	.95026	
3. I feel I can talk to faculty about my academic concerns.	Male	119	4.1513	.94455	.905
	Female	409	4.1638	1.02664	
	Total	528	4.1610	1.00786	
4. Academic advising is adequate.	Male	115	4.0348	.93593	.452
	Female	400	3.9475	1.13709	
	Total	515	3.9670	1.09512	
5. Sufficient financial aid options are available.	Male	109	3.9908	.96701	.348
	Female	390	4.0974	1.06872	
	Total	499	4.0741	1.04733	
6. The tuition payment plan is beneficial for students.	Male	104	3.9712	1.01882	.314
	Female	359	4.0864	1.02799	
	Total	463	4.0605	1.02597	
7. Class information provided prior to enrollment was helpful.	Male	117	3.8974	.98598	.710
	Female	403	3.8561	1.07857	
	Total	520	3.8654	1.05766	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	Male	118	4.0339	1.06162	.766
	Female	405	4.0000	1.09680	
	Total	523	4.0076	1.08805	
9. The online registration process is user-friendly.	Male	105	3.9048	1.13953	.673
	Female	376	3.9548	1.05354	
	Total	481	3.9439	1.07188	
10. The on-site registration process is user-friendly.	Male	93	3.8710	1.01324	.715
	Female	330	3.9152	1.03381	
	Total	423	3.9054	1.02829	
11. Students seldom get the "run around" when seeking information.	Male	114	3.4912	1.25681	.947
	Female	392	3.4821	1.27926	
	Total	506	3.4842	1.27300	
12. The online Schedule of Classes is informative and easy to follow.	Male	112	3.9375	.96124	.757
	Female	383	3.9713	1.02926	
	Total	495	3.9636	1.01342	
13. The printed Schedule of Classes is informative and easy to follow.	Male	103	4.0680	.86616	.465
	Female	365	4.1425	.92670	
	Total	468	4.1261	.91333	
14. Class drop/add procedures are appropriate.	Male	108	4.0648	.88891	.719
	Female	369	4.1003	.90182	
	Total	477	4.0922	.89811	
15. Classes are offered at convenient times.	Male	115	4.1130	.96214	.302
	Female	391	4.0000	1.05003	
	Total	506	4.0257	1.03088	

Appendix 19. 2012 New Student Perceptions about Troy University

Mean Comparison: Male vs. Female

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

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

		N	Mean	Std. Deviation	Sig.
16. The classes I attend are well organized and well taught.	Male	117	3.9915	1.02129	.938
	Female	398	4.0000	1.05037	
	Total	515	3.9981	1.04285	
17. The University offers a variety of majors at my location.	Male	114	4.1491	.92394	.836
	Female	387	4.1705	.98531	
	Total	501	4.1657	.97082	
18. Tutorial services are sufficient.	Male	94	3.7872	.99323	.161
	Female	323	3.9505	.99253	
	Total	417	3.9137	.99384	
19. On-campus bookstore hours are convenient for students.	Male	96	3.8750	.97603	.298
	Female	331	3.9970	1.01950	
	Total	427	3.9696	1.01005	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.	Male	97	3.9278	1.02314	.823
	Female	333	3.9550	1.05899	
	Total	430	3.9488	1.04989	
21. Student organizations are available for my participation.	Male	95	3.9053	.95732	.414
	Female	339	4.0000	1.00884	
	Total	434	3.9793	.99747	
22. The semester/term format at my location accommodates my learning.	Male	116	4.2328	.83778	.962
	Female	398	4.2286	.82192	
	Total	514	4.2296	.82470	
23. Troy University has a good reputation in my community.	Male	111	4.1351	.98614	.290
	Female	388	4.2397	.89603	
	Total	499	4.2164	.91685	
24. I am receiving a quality education at Troy University.	Male	115	4.3043	.81836	.991
	Female	399	4.3033	.87728	
	Total	514	4.3035	.86366	
25. I would recommend Troy University to a friend who is planning to go to college.	Male	116	4.3448	.92411	.486
	Female	397	4.2746	.96278	
	Total	513	4.2904	.95374	
26. The bill that I received from the University was easily understood.	Male	104	3.9808	1.04260	.359
	Female	366	4.0792	.94318	
	Total	470	4.0574	.96578	
27. Campus housing met my expectations upon arriving to campus.*	Male	69	3.3188	1.15673	.046
	Female	244	3.6230	1.10239	
	Total	313	3.5559	1.11986	
28. Student recreational opportunities and facilities have met my expectations.	Male	86	3.6395	1.10520	.072
	Female	285	3.8667	.99812	
	Total	371	3.8140	1.02689	
29. I feel that the campus is a safe and secure environment.	Male	95	3.9158	.98568	.143
	Female	328	4.0793	.94810	
	Total	423	4.0426	.95792	

Appendix 20. 2012 New Student Perceptions about Troy University

Mean Comparison: Black vs. White vs. Other

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

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

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.	Black	151	4.2649	.92881	.470
	White	315	4.1492	.99038	
	Other	62	4.1935	.78592	
	Total	528	4.1875	.95082	
2. Faculty care about students as individuals.	Black	150	4.1400	1.03645	.967
	White	315	4.1524	.96216	
	Other	62	4.1774	.64080	
	Total	527	4.1518	.95114	
3. I feel I can talk to faculty about my academic concerns.	Black	151	4.2119	1.06839	.383
	White	314	4.1115	1.02539	
	Other	62	4.2742	.72811	
	Total	527	4.1594	1.00815	
4. Academic advising is adequate.	Black	148	4.1419	1.03681	.074
	White	306	3.8954	1.12009	
	Other	60	3.9167	1.07816	
	Total	514	3.9689	1.09536	
5. Sufficient financial aid options are available.*	Black	147	4.2109	1.00840	.010
	White	297	4.0741	1.04359	
	Other	55	3.7091	1.10005	
	Total	499	4.0741	1.04733	
6. The tuition payment plan is beneficial for students.	Black	140	4.1786	.99833	.291
	White	268	4.0149	1.06694	
	Other	54	4.0185	.85761	
	Total	462	4.0649	1.02470	
7. Class information provided prior to enrollment was helpful.*	Black	150	4.0267	1.02287	.048
	White	309	3.7735	1.08434	
	Other	60	3.9333	.97192	
	Total	519	3.8651	1.05866	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	Black	150	4.1933	1.00132	.057
	White	310	3.9452	1.08843	
	Other	62	3.9355	1.18558	
	Total	522	4.0153	1.08016	
9. The online registration process is user-friendly.*	Black	138	4.1304	1.01684	.047
	White	284	3.8592	1.10949	
	Other	57	3.9825	.89625	
	Total	479	3.9520	1.06474	
10. The on-site registration process is user-friendly.	Black	124	4.0323	1.05873	.241
	White	248	3.8468	1.02238	
	Other	50	3.9600	.87970	
	Total	422	3.9147	1.01874	
11. Students seldom get the "run around" when seeking information.	Black	143	3.6364	1.25342	.207
	White	301	3.4086	1.30223	
	Other	61	3.5246	1.16342	
	Total	505	3.4871	1.27411	

Appendix 20. 2012 New Student Perceptions about Troy University

Mean Comparison: Black vs. White vs. Other

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

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

		N	Mean	Std. Deviation	Sig.
12. The online Schedule of Classes is informative and easy to follow.	Black	140	4.0786	1.03928	.226
	White	294	3.9082	1.02946	
	Other	59	4.0339	.76488	
	Total	493	3.9716	1.00568	
13. The printed Schedule of Classes is informative and easy to follow.	Black	135	4.2222	.95156	.277
	White	278	4.0719	.92021	
	Other	54	4.1667	.77093	
	Total	467	4.1263	.91430	
14. Class drop/add procedures are appropriate.	Black	134	4.1642	.94347	.537
	White	286	4.0629	.89220	
	Other	55	4.1273	.72148	
	Total	475	4.0989	.88869	
15. Classes are offered at convenient times.	Black	145	4.1586	1.04533	.210
	White	299	3.9833	1.03125	
	Other	61	3.9672	.94811	
	Total	505	4.0317	1.02691	
15. The classes I attend are well organized and well taught.	Black	145	4.1103	1.06143	.331
	White	307	3.9544	1.04999	
	Other	61	4.0000	.93095	
	Total	513	4.0039	1.04020	
17. The University offers a variety of majors at my location.*	Black	147	4.2177	.95456	.007
	White	298	4.2148	.94683	
	Other	55	3.7818	1.06616	
	Total	500	4.1680	.97039	
18. Tutorial services are sufficient.	Black	124	4.0645	1.01806	.117
	White	239	3.8619	.98826	
	Other	53	3.7925	.94784	
	Total	416	3.9135	.99503	
19. On-campus bookstore hours are convenient for students.*	Black	120	4.1583	.94376	.027
	White	257	3.9339	1.03054	
	Other	49	3.7347	.97416	
	Total	426	3.9742	1.00670	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.	Black	128	4.0469	1.03376	.252
	White	250	3.9360	1.03934	
	Other	50	3.7600	1.15281	
	Total	428	3.9486	1.05234	
21. Student organizations are available for my participation.	Black	120	4.0667	1.01859	.288
	White	261	3.9847	.95261	
	Other	52	3.8077	1.08535	
	Total	433	3.9861	.98826	
22. The semester/term format at my location accommodates my learning.	Black	147	4.3129	.81764	.245
	White	304	4.2171	.85146	
	Other	62	4.1129	.68004	
	Total	513	4.2320	.82372	
23. Troy University has a good reputation in my community.	Black	148	4.3108	.89482	.095
	White	294	4.2143	.93382	
	Other	56	4.0000	.85280	
	Total	498	4.2189	.91614	

Appendix 20. 2012 New Student Perceptions about Troy University

Mean Comparison: Black vs. White vs. Other

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

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

		N	Mean	Std. Deviation	Sig.
24. I am receiving a quality education at Troy University.*	Black	150	4.4267	.83019	.040
	White	305	4.2787	.87605	
	Other	58	4.1034	.85203	
	Total	513	4.3021	.86396	
25. I would recommend Troy University to a friend who is planning to go to college.	Black	148	4.3514	.97496	.223
	White	304	4.2961	.94634	
	Other	60	4.1000	.93337	
	Total	512	4.2891	.95415	
26. The bill that I received from the University was easily understood.*	Black	137	4.2190	.91326	.052
	White	279	4.0072	.98548	
	Other	54	3.9074	.95697	
	Total	470	4.0574	.96578	
27. Campus housing met my expectations upon arriving to campus.	Black	84	3.5357	1.26535	.452
	White	189	3.5238	1.08946	
	Other	39	3.7692	.93080	
	Total	312	3.5577	1.12121	
28. Student recreational opportunities and facilities have met my expectations.	Black	100	3.8100	1.14323	.807
	White	226	3.8407	.98040	
	Other	45	3.7333	.91453	
	Total	371	3.8194	1.01728	
29. I feel that the campus is a safe and secure environment.	Black	122	4.0902	1.06797	.428
	White	253	3.9960	.93647	
	Other	48	4.1667	.75324	
	Total	423	4.0426	.95792	

Appendix 21. 2012 New Student Perceptions about Troy University

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

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.	Traditional	292	4.2021	.83126	.682
	Non-Traditional	238	4.1681	1.07773	
	Total	530	4.1868	.94909	
2. Faculty care about students as individuals.	Traditional	291	4.1718	.87377	.582
	Non-Traditional	238	4.1261	1.03569	
	Total	529	4.1512	.94938	
3. I feel I can talk to faculty about my academic concerns.	Traditional	291	4.1649	.91742	.914
	Non-Traditional	238	4.1555	1.10855	
	Total	529	4.1607	1.00693	
4. Academic advising is adequate.	Traditional	283	3.9788	.97463	.788
	Non-Traditional	233	3.9528	1.22559	
	Total	516	3.9671	1.09406	
5. Sufficient financial aid options are available.	Traditional	285	4.0070	1.04137	.110
	Non-Traditional	215	4.1581	1.05153	
	Total	500	4.0720	1.04738	
6. The tuition payment plan is beneficial for students.	Traditional	263	4.0076	1.01512	.205
	Non-Traditional	201	4.1294	1.03595	
	Total	464	4.0603	1.02486	
7. Class information provided prior to enrollment was helpful.	Traditional	287	3.7979	.98286	.105
	Non-Traditional	234	3.9487	1.13732	
	Total	521	3.8656	1.05666	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	Traditional	290	4.0103	1.00684	.949
	Non-Traditional	234	4.0043	1.18103	
	Total	524	4.0076	1.08701	
9. The online registration process is user-friendly.	Traditional	261	3.9004	1.00271	.333
	Non-Traditional	220	3.9955	1.14874	
	Total	481	3.9439	1.07188	
10. The on-site registration process is user-friendly.	Traditional	253	3.8656	.99089	.329
	Non-Traditional	171	3.9649	1.07864	
	Total	424	3.9057	1.02709	
11. Students seldom get the "run around" when seeking information.	Traditional	276	3.4420	1.17871	.404
	Non-Traditional	231	3.5368	1.37594	
	Total	507	3.4852	1.27195	
12. The online Schedule of Classes is informative and easy to follow.	Traditional	272	3.9081	.93852	.178
	Non-Traditional	223	4.0314	1.09623	
	Total	495	3.9636	1.01342	
13. The printed Schedule of Classes is informative and easy to follow.	Traditional	279	4.1649	.82762	.261
	Non-Traditional	190	4.0684	1.02382	
	Total	469	4.1258	.91238	
14. Class drop/add procedures are appropriate.	Traditional	266	4.0752	.86982	.642
	Non-Traditional	211	4.1137	.93419	
	Total	477	4.0922	.89811	
15. Classes are offered at convenient times.	Traditional	286	3.9720	.96569	.183
	Non-Traditional	221	4.0950	1.10578	
	Total	507	4.0256	1.02986	

Appendix 21. 2012 New Student Perceptions about Troy University

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

		N	Mean	Std. Deviation	Sig.
16. The classes I attend are well organized and well taught.	Traditional	289	3.9792	.98579	.644
	Non-Traditional	226	4.0221	1.11333	
	Total	515	3.9981	1.04285	
17. The University offers a variety of majors at my location.	Traditional	283	4.2191	.88007	.158
	Non-Traditional	219	4.0959	1.07299	
	Total	502	4.1653	.96988	
18. Tutorial services are sufficient.	Traditional	248	3.9677	.96023	.162
	Non-Traditional	170	3.8294	1.03790	
	Total	418	3.9115	.99365	
19. On-campus bookstore hours are convenient for students.	Traditional	269	3.9442	1.02971	.540
	Non-Traditional	159	4.0063	.97758	
	Total	428	3.9673	1.00995	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.	Traditional	233	3.8627	1.02890	.064
	Non-Traditional	197	4.0508	1.06783	
	Total	430	3.9488	1.04989	
21. Student organizations are available for my participation.*	Traditional	276	4.1051	.91840	.000
	Non-Traditional	159	3.7547	1.08917	
	Total	435	3.9770	.99743	
22. The semester/term format at my location accommodates my learning.	Traditional	285	4.2000	.73542	.372
	Non-Traditional	230	4.2652	.92236	
	Total	515	4.2291	.82396	
23. Troy University has a good reputation in my community.	Traditional	281	4.1744	.89932	.250
	Non-Traditional	219	4.2694	.93628	
	Total	500	4.2160	.91598	
24. I am receiving a quality education at Troy University.	Traditional	286	4.3077	.78790	.888
	Non-Traditional	229	4.2969	.95009	
	Total	515	4.3029	.86293	
25. I would recommend Troy University to a friend who is planning to go to college.	Traditional	283	4.2686	.92174	.575
	Non-Traditional	231	4.3160	.99111	
	Total	514	4.2899	.95289	
26. The bill that I received from the University was easily understood.*	Traditional	269	3.9703	.94585	.024
	Non-Traditional	202	4.1733	.97973	
	Total	471	4.0573	.96475	
27. Campus housing met my expectations upon arriving to campus.*	Traditional	231	3.5498	1.13670	.871
	Non-Traditional	82	3.5732	1.07761	
	Total	313	3.5559	1.11986	
28. Student recreational opportunities and facilities have met my expectations.	Traditional	256	3.8633	1.00238	.151
	Non-Traditional	116	3.6983	1.07315	
	Total	372	3.8118	1.02637	
29. I feel that the campus is a safe and secure environment.	Traditional	275	3.9855	.92796	.111
	Non-Traditional	149	4.1409	1.00687	
	Total	424	4.0401	.95813	

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

Appendix 22. 2012 New Student Perceptions about Troy University

Mean Comparison: First Choices vs. Other Choices

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

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

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.*	First Choice	346	4.2832	.88177	.001
	Other Choices	184	4.0054	1.04279	
	Total	530	4.1868	.94909	
2. Faculty care about students as individuals.*	First Choice	345	4.2696	.87923	.000
	Other Choices	184	3.9293	1.03512	
	Total	529	4.1512	.94938	
3. I feel I can talk to faculty about my academic concerns.*	First Choice	345	4.2783	.92649	.000
	Other Choices	184	3.9402	1.11213	
	Total	529	4.1607	1.00693	
4. Academic advising is adequate.*	First Choice	338	4.0828	1.03883	.001
	Other Choices	178	3.7472	1.16353	
	Total	516	3.9671	1.09406	
5. Sufficient financial aid options are available.*	First Choice	327	4.1529	1.02777	.017
	Other Choices	173	3.9191	1.06985	
	Total	500	4.0720	1.04738	
6. The tuition payment plan is beneficial for students.	First Choice	303	4.1089	1.04755	.162
	Other Choices	161	3.9689	.97738	
	Total	464	4.0603	1.02486	
7. Class information provided prior to enrollment was helpful.*	First Choice	340	3.9765	1.05009	.001
	Other Choices	181	3.6575	1.04020	
	Total	521	3.8656	1.05666	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	First Choice	343	4.0525	1.07477	.194
	Other Choices	181	3.9227	1.10784	
	Total	524	4.0076	1.08701	
9. The online registration process is user-friendly.	First Choice	319	3.9530	1.11069	.794
	Other Choices	162	3.9259	.99412	
	Total	481	3.9439	1.07188	
10. The on-site registration process is user-friendly.	First Choice	275	3.9709	1.04247	.076
	Other Choices	149	3.7852	.99025	
	Total	424	3.9057	1.02709	
11. Students seldom get the "run around" when seeking information.*	First Choice	328	3.6067	1.24427	.004
	Other Choices	179	3.2626	1.29532	
	Total	507	3.4852	1.27195	
12. The online Schedule of Classes is informative and easy to follow.*	First Choice	327	4.0367	.98386	.025
	Other Choices	168	3.8214	1.05718	
	Total	495	3.9636	1.01342	
13. The printed Schedule of Classes is informative and easy to follow.*	First Choice	305	4.2295	.85057	.001
	Other Choices	164	3.9329	.99157	
	Total	469	4.1258	.91238	
14. Class drop/add procedures are appropriate.	First Choice	314	4.1433	.90887	.085
	Other Choices	163	3.9939	.87133	
	Total	477	4.0922	.89811	
15. Classes are offered at convenient times.*	First Choice	328	4.1280	.96518	.002
	Other Choices	179	3.8380	1.11754	
	Total	507	4.0256	1.02986	

Appendix 22. 2012 New Student Perceptions about Troy University

Mean Comparison: First Choices vs. Other Choices

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

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

		N	Mean	Std. Deviation	Sig.
16. The classes I attend are well organized and well taught.*	First Choice	332	4.1295	.98237	.000
	Other Choices	183	3.7596	1.10797	
	Total	515	3.9981	1.04285	
17. The University offers a variety of majors at my location.*	First Choice	329	4.2584	.94521	.003
	Other Choices	173	3.9884	.99410	
	Total	502	4.1653	.96988	
18. Tutorial services are sufficient.	First Choice	266	3.9737	.99965	.090
	Other Choices	152	3.8026	.97681	
	Total	418	3.9115	.99365	
19. On-campus bookstore hours are convenient for students.*	First Choice	279	4.0502	.99874	.020
	Other Choices	149	3.8121	1.01588	
	Total	428	3.9673	1.00995	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.*	First Choice	279	4.0394	1.06035	.015
	Other Choices	151	3.7815	1.01255	
	Total	430	3.9488	1.04989	
21. Student organizations are available for my participation.	First Choice	277	4.0181	1.01601	.256
	Other Choices	158	3.9051	.96293	
	Total	435	3.9770	.99743	
22. The semester/term format at my location accommodates my learning.*	First Choice	335	4.2985	.80073	.009
	Other Choices	180	4.1000	.85286	
	Total	515	4.2291	.82396	
23. Troy University has a good reputation in my community.*	First Choice	326	4.3344	.84953	.000
	Other Choices	174	3.9943	.99419	
	Total	500	4.2160	.91598	
24. I am receiving a quality education at Troy University.*	First Choice	334	4.4102	.80689	.000
	Other Choices	181	4.1050	.92798	
	Total	515	4.3029	.86293	
25. I would recommend Troy University to a friend who is planning to go to college.*	First Choice	332	4.4217	.85322	.000
	Other Choices	182	4.0495	1.07342	
	Total	514	4.2899	.95289	
26. The bill that I received from the University was easily understood.*	First Choice	308	4.1299	.94955	.025
	Other Choices	163	3.9202	.98119	
	Total	471	4.0573	.96475	
27. Campus housing met my expectations upon arriving to campus.*	First Choice	189	3.6825	1.08900	.013
	Other Choices	124	3.3629	1.14292	
	Total	313	3.5559	1.11986	
28. Student recreational opportunities and facilities have met my expectations.	First Choice	234	3.8761	1.02209	.116
	Other Choices	138	3.7029	1.02814	
	Total	372	3.8118	1.02637	
29. I feel that the campus is a safe and secure environment.*	First Choice	272	4.1287	.94984	.011
	Other Choices	152	3.8816	.95553	
	Total	424	4.0401	.95813	

Appendix 23. 2012 Overall Demographics and Frequencies

1) Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	135	23.8	23.8	23.8
	Female	432	76.1	76.2	100.0
	Total	567	99.8	100.0	
Missing	System	1	.2		
Total		568	100.0		

2) Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	African American	161	28.3	28.5	28.5
	American Indian/Alaska Native	1	.2	.2	28.7
	Asian	29	5.1	5.1	33.8
	Caucasian	337	59.3	59.6	93.5
	Hawaiian or Other Pacific Islander	3	.5	.5	94.0
	Hispanic	19	3.3	3.4	97.3
	Multi-Racial	9	1.6	1.6	98.9
	Race/Ethnicity Unknown	6	1.1	1.1	100.0
	Total	565	99.5	100.0	
Missing	System	3	.5		
Total		568	100.0		

3) Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	189	33.3	33.3	33.3
	20-21	67	11.8	11.8	45.1
	22-24	62	10.9	10.9	56.0
	25-29	92	16.2	16.2	72.2
	30-34	61	10.7	10.7	82.9
	35-39	32	5.6	5.6	88.6
	40-49	51	9.0	9.0	97.5
	50-64	13	2.3	2.3	99.8
	65 or over	1	.2	.2	100.0
Total		568	100.0	100.0	

4) Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dually-enrolled high school student.	2	.4	.4	.4
	First-time freshman (an undergraduate student attending college for the first time).	208	36.6	36.6	37.0
	First-time graduate (a graduate student enrolled in a graduate program for the first time).	78	13.7	13.7	50.7
	Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university).	215	37.9	37.9	88.6
	Graduate transfer student (a graduate student who transferred to TROY from another college or university).	19	3.3	3.3	91.9
	Undergraduate transient student (an undergraduate student attending TROY temporarily).	10	1.8	1.8	93.7

Graduate transient student (a graduate student attending TROY temporarily).	5	.9	.9	94.5
Other	31	5.5	5.5	100.0
Total	568	100.0	100.0	

Ethnicity Grouped

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black	161	28.3	28.5	28.5
	White	337	59.3	59.6	88.1
	Other	67	11.8	11.9	100.0
	Total	565	99.5	100.0	
Missing	System	3	.5		
Total		568	100.0		

Age Grouped

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Traditional	318	56.0	56.0	56.0
	Non-Traditional	250	44.0	44.0	100.0
	Total	568	100.0	100.0	

Level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	UnderGrad	433	76.2	80.9	80.9
	Grad	102	18.0	19.1	100.0
	Total	535	94.2	100.0	
Missing	System	33	5.8		
Total		568	100.0		

Choice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	360	63.4	64.5	64.5
	Other Choices	198	34.9	35.5	100.0
	Total	558	98.2	100.0	
Missing	System	10	1.8		
Total		568	100.0		

5) Which Troy University campus are you currently enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dothan Campus	43	7.6	7.6	7.6
	eTROY (Taking online courses only)	140	24.6	24.7	32.3
	Global Campus (Campuses or sites outside of Alabama)	31	5.5	5.5	37.7
	Montgomery Campus	64	11.3	11.3	49.0
	Phenix City Campus	30	5.3	5.3	54.3
	Troy Campus	259	45.6	45.7	100.0
	Total	567	99.8	100.0	
Missing	System	1	.2		
Total		568	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Albany, GA	1	.2	4.8	4.8
Atlanta, GA	1	.2	4.8	9.5
Augusta, GA	4	.7	19.0	28.6
Columbus, GA (Off Base- Manchester Exp)	1	.2	4.8	33.3
Eglin AFB, FL	1	.2	4.8	38.1
Fort Belvoir, VA	1	.2	4.8	42.9
Fort Benning (Columbus), GA	1	.2	4.8	47.6
Melaka, Malaysia	1	.2	4.8	52.4
Orlando, FL	5	.9	23.8	76.2
Pensacola, FL	2	.4	9.5	85.7
Tampa Bay, FL	2	.4	9.5	95.2
Tyndall AFB (Panama City), FL	1	.2	4.8	100.0
Total	21	3.7	100.0	
Missing System	547	96.3		
Total	568	100.0		

6) Degree program you are in:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Associate	61	10.7	10.9	10.9
Bachelor's	362	63.7	64.6	75.5
Master's	109	19.2	19.5	95.0
Education Specialist	3	.5	.5	95.5
Doctorate	7	1.2	1.3	96.8
Other	18	3.2	3.2	100.0
Total	560	98.6	100.0	
Missing System	8	1.4		
Total	568	100.0		

7) College you are attending:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Arts & Sciences	156	27.5	28.9	28.9
Sorrell College of Business	104	18.3	19.3	48.1
Communication and Fine Arts	42	7.4	7.8	55.9
Education	105	18.5	19.4	75.4
Health & Human Services	133	23.4	24.6	100.0
Total	540	95.1	100.0	
Missing System	28	4.9		
Total	568	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Anthropology Major	1	.2	.6	.6
Biology Major	6	1.1	3.9	4.5
Biology Program	4	.7	2.6	7.1
Biology, Preprofessional Major	12	2.1	7.7	14.8
Chemistry Major	3	.5	1.9	16.8
Chemistry Program	1	.2	.6	17.4
Computer Science	14	2.5	9.0	26.5
Computer Science, Applied Major	6	1.1	3.9	30.3
Criminal Justice	21	3.7	13.5	43.9
General Education	1	.2	.6	44.5
History Major	4	.7	2.6	47.1
Liberal Studies	1	.2	.6	47.7

	International Relations	10	1.8	6.5	54.2
	Marine Biology Program	1	.2	.6	54.8
	Mathematics Major	1	.2	.6	55.5
	Political Science Major	14	2.5	9.0	64.5
	Public Administration	9	1.6	5.8	70.3
	Social Science Major	6	1.1	3.9	74.2
	Sociology Major	9	1.6	5.8	80.0
	Surveying and Geomatics Sciences Program	1	.2	.6	80.6
	Other	30	5.3	19.4	100.0
	Total	155	27.3	100.0	
Missing	System	413	72.7		
Total		568	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Accounting Major	20	3.5	19.4	19.4
	Business	6	1.1	5.8	25.2
	Business Administration	24	4.2	23.3	48.5
	Executive Master of Business Administration	1	.2	1.0	49.5
	Finance Major	1	.2	1.0	50.5
	General Business Major	10	1.8	9.7	60.2
	Human Resource Management	15	2.6	14.6	74.8
	Information Systems Major	7	1.2	6.8	81.6
	Management	10	1.8	9.7	91.3
	Marketing Major	3	.5	2.9	94.2
	Risk Management and Insurance Major	1	.2	1.0	95.1
	Taxation	1	.2	1.0	96.1
	Other	4	.7	3.9	100.0
	Total	103	18.1	100.0	
Missing	System	465	81.9		
Total		568	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Broadcast Journalism Major	6	1.1	14.3	14.3
	Communication Arts Major - Communication Studies Track	1	.2	2.4	16.7
	Communication Arts Major - Theatre Track	4	.7	9.5	26.2
	Design, Technology and Innovation Program	4	.7	9.5	35.7
	English Major	9	1.6	21.4	57.1
	Journalism, Print Major	3	.5	7.1	64.3
	Music Major	8	1.4	19.0	83.3
	Studio Arts	1	.2	2.4	85.7
	Other	6	1.1	14.3	100.0
	Total	42	7.4	100.0	
Missing	System	526	92.6		
Total		568	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Adult Education	1	.2	1.0	1.0
	Collaborative Teacher (Grades 6-12)	1	.2	1.0	1.9
	Collaborative Teacher (Grades K-6)	5	.9	4.8	6.7
	Counseling and Psychology - Clinical Mental Health Counseling	10	1.8	9.5	16.2
	Counseling and Psychology - Social Services Counseling	2	.4	1.9	18.1
	Counseling and Psychology - Student Affairs Counseling	1	.2	1.0	19.0
	Early Childhood Education (Grades P-3)	3	.5	2.9	21.9
	Elementary Education (Grades K-6)	29	5.1	27.6	49.5
	Instructional Leadership and Administration	1	.2	1.0	50.5
	Interdisciplinary Education (Grades P-12) - Music, Instrumental Education	1	.2	1.0	51.4
	Interdisciplinary Education (Grades P-12) - Physical Education	1	.2	1.0	52.4
	Interpreter Training Program	11	1.9	10.5	62.9
	Post Secondary Education	1	.2	1.0	63.8
	Psychology Comprehensive Program	2	.4	1.9	65.7
	Psychology Major	13	2.3	12.4	78.1
	School Counseling (P-12)	1	.2	1.0	79.0
	Secondary Education (Grades 6-12) - English-Language Arts Education	4	.7	3.8	82.9
	Secondary Education (Grades 6-12) - History Education	4	.7	3.8	86.7
	Secondary Education (Grades 6-12) - Mathematics Education	6	1.1	5.7	92.4
	Other	8	1.4	7.6	100.0
	Total	105	18.5	100.0	
Missing	System	463	81.5		
Total		568	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Athletic Training	11	1.9	8.3	8.3
	Human Services	7	1.2	5.3	13.5
	Nursing	86	15.1	64.7	78.2
	Physical Education	1	.2	.8	78.9
	Rehabilitation	4	.7	3.0	82.0
	Social Work	8	1.4	6.0	88.0
	Sports & Fitness Management	8	1.4	6.0	94.0
	Other	8	1.4	6.0	100.0
	Total	133	23.4	100.0	
Missing	System	435	76.6		
Total		568	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	360	63.4	64.5	64.5
	Second choice	130	22.9	23.3	87.8
	Third choice	30	5.3	5.4	93.2
	Fourth choice	11	1.9	2.0	95.2
	Other (please specify)	27	4.8	4.8	100.0
	Total	558	98.2	100.0	
Missing	System	10	1.8		
	Total	568	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	285	50.2	51.1	51.1
	No	273	48.1	48.9	100.0
	Total	558	98.2	100.0	
Missing	System	10	1.8		
	Total	568	100.0		

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

Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	324	57.0	57.0	57.0
	Selected	244	43.0	43.0	100.0
	Total	568	100.0	100.0	

Reputation for social activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	529	93.1	93.1	93.1
	Selected	39	6.9	6.9	100.0
	Total	568	100.0	100.0	

Rankings in national magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	526	92.6	92.6	92.6
	Selected	42	7.4	7.4	100.0
	Total	568	100.0	100.0	

Graduates get good jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	473	83.3	83.3	83.3
	Selected	95	16.7	16.7	100.0
	Total	568	100.0	100.0	

Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	370	65.1	65.1	65.1
	Selected	198	34.9	34.9	100.0
	Total	568	100.0	100.0	

Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	251	44.2	44.2	44.2
	Selected	317	55.8	55.8	100.0
	Total	568	100.0	100.0	

Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	283	49.8	49.8	49.8
	Selected	285	50.2	50.2	100.0
	Total	568	100.0	100.0	

Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	381	67.1	67.1	67.1
	Selected	187	32.9	32.9	100.0
	Total	568	100.0	100.0	

Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	446	78.5	78.5	78.5
	Selected	122	21.5	21.5	100.0
	Total	568	100.0	100.0	

Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	342	60.2	60.2	60.2
	Selected	226	39.8	39.8	100.0
	Total	568	100.0	100.0	

Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	333	58.6	58.6	58.6
	Selected	235	41.4	41.4	100.0
	Total	568	100.0	100.0	

Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	502	88.4	88.4	88.4
	Selected	66	11.6	11.6	100.0
	Total	568	100.0	100.0	

Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	473	83.3	83.3	83.3
	Selected	95	16.7	16.7	100.0
	Total	568	100.0	100.0	

Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	532	93.7	93.7	93.7
	Selected	36	6.3	6.3	100.0
	Total	568	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	534	94.0	94.0	94.0
	Selected	34	6.0	6.0	100.0
	Total	568	100.0	100.0	

Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	545	96.0	96.0	96.0
	Selected	23	4.0	4.0	100.0
	Total	568	100.0	100.0	

Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	549	96.7	96.7	96.7
	Selected	19	3.3	3.3	100.0
	Total	568	100.0	100.0	

Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	493	86.8	86.8	86.8
	Selected	75	13.2	13.2	100.0
	Total	568	100.0	100.0	

Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	415	73.1	73.1	73.1
	Selected	153	26.9	26.9	100.0
	Total	568	100.0	100.0	

Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	461	81.2	81.2	81.2
	Selected	107	18.8	18.8	100.0
	Total	568	100.0	100.0	

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	515	90.7	90.7	90.7
	Selected	53	9.3	9.3	100.0
	Total	568	100.0	100.0	

13) How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	102	18.0	19.2	19.2
	Billboard	8	1.4	1.5	20.7
	Direct Mail	9	1.6	1.7	22.4
	Guidance Counselor	39	6.9	7.3	29.8
	Internet	83	14.6	15.6	45.4
	Newspaper	2	.4	.4	45.8
	Radio	1	.2	.2	46.0
	Television	14	2.5	2.6	48.6
	Word of mouth	210	37.0	39.5	88.1
	Other (please specify)	63	11.1	11.9	100.0
	Total	531	93.5	100.0	
Missing	System	37	6.5		
	Total	568	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	7	1.2	1.3	1.3
	Direct Mail	88	15.5	16.6	18.0
	Internet	311	54.8	58.8	76.7
	Word of mouth	77	13.6	14.6	91.3
	Other (please specify)	46	8.1	8.7	100.0
	Total	529	93.1	100.0	
Missing	System	39	6.9		
	Total	568	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	8	1.4	1.5	1.5
	Direct Mail	46	8.1	8.7	10.2
	Internet	200	35.2	37.9	48.1
	Newspaper	1	.2	.2	48.3
	Radio	2	.4	.4	48.7
	Television	43	7.6	8.1	56.8
	Word of mouth	217	38.2	41.1	97.9
	Other (please specify)	11	1.9	2.1	100.0
	Total	528	93.0	100.0	
Missing	System	40	7.0		
	Total	568	100.0		

16) How would you describe TROY to a friend?

Academically challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	324	57.0	57.0	57.0
	Selected	244	43.0	43.0	100.0
	Total	568	100.0	100.0	

Caring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	380	66.9	66.9	66.9
	Selected	188	33.1	33.1	100.0
	Total	568	100.0	100.0	

Convenient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	223	39.3	39.3	39.3
	Selected	345	60.7	60.7	100.0
	Total	568	100.0	100.0	

Friendly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	291	51.2	51.2	51.2
	Selected	277	48.8	48.8	100.0
	Total	568	100.0	100.0	

Good value for the price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	291	51.2	51.2	51.2
	Selected	277	48.8	48.8	100.0
	Total	568	100.0	100.0	

Helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	358	63.0	63.0	63.0
	Selected	210	37.0	37.0	100.0
	Total	568	100.0	100.0	

Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	307	54.0	54.0	54.0
	Selected	261	46.0	46.0	100.0
	Total	568	100.0	100.0	

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	532	93.7	93.7	93.7
	Selected	36	6.3	6.3	100.0
	Total	568	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	508	89.4	96.8	96.8
	No	17	3.0	3.2	100.0
	Total	525	92.4	100.0	
Missing	System	43	7.6		
	Total	568	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	Laptop	448	78.9	87.2	87.2
	Desktop	45	7.9	8.8	95.9
	Other (please specify)	21	3.7	4.1	100.0
	Total	514	90.5	100.0	
Missing	System	54	9.5		
	Total	568	100.0		

18) 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 it.	128	22.5	24.3	24.3
	I don't have much time to read for pleasure, but I like to when I get the chance.	276	48.6	52.4	76.7
	I only read what I'm supposed to for school.	106	18.7	20.1	96.8
	I basically don't read books much at all.	17	3.0	3.2	100.0
	Total	527	92.8	100.0	
Missing	System	41	7.2		
	Total	568	100.0		

19) 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	179	31.5	34.0	34.0
Because I have to for school	182	32.0	34.5	68.5
Because I get bored and have nothing else to do	18	3.2	3.4	71.9
To learn new things on my own	121	21.3	23.0	94.9
I don't really read much	24	4.2	4.6	99.4
Because my parents encourage me to	3	.5	.6	100.0
Total	527	92.8	100.0	
Missing System	41	7.2		
Total	568	100.0		

20) How would you rate your reading level?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Advanced	148	26.1	28.0	28.0
Above average	211	37.1	40.0	68.0
Average	156	27.5	29.5	97.5
Below average	10	1.8	1.9	99.4
Poor	3	.5	.6	100.0
Total	528	93.0	100.0	
Missing System	40	7.0		
Total	568	100.0		

21) Which of the following do you read?

Books assigned for class

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not Selected	96	16.9	16.9	16.9
Selected	472	83.1	83.1	100.0
Total	568	100.0	100.0	

Books I read outside of class for pleasure

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not Selected	210	37.0	37.0	37.0
Selected	358	63.0	63.0	100.0
Total	568	100.0	100.0	

Cereal boxes, instructional pamphlets and other product packaging

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not Selected	324	57.0	57.0	57.0
Selected	244	43.0	43.0	100.0
Total	568	100.0	100.0	

Comic books or graphic novels

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not Selected	504	88.7	88.7	88.7
Selected	64	11.3	11.3	100.0
Total	568	100.0	100.0	

Computer manuals or other electronic equipment manuals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	480	84.5	84.5	84.5
	Selected	88	15.5	15.5	100.0
	Total	568	100.0	100.0	

Fashion/Beauty magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	325	57.2	57.2	57.2
	Selected	243	42.8	42.8	100.0
	Total	568	100.0	100.0	

Magazines about video games

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	517	91.0	91.0	91.0
	Selected	51	9.0	9.0	100.0
	Total	568	100.0	100.0	

Music/Computers/Entertainment magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	429	75.5	75.5	75.5
	Selected	139	24.5	24.5	100.0
	Total	568	100.0	100.0	

News magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	403	71.0	71.0	71.0
	Selected	165	29.0	29.0	100.0
	Total	568	100.0	100.0	

Newspapers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	268	47.2	47.2	47.2
	Selected	300	52.8	52.8	100.0
	Total	568	100.0	100.0	

Online websites or webzines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	261	46.0	46.0	46.0
	Selected	307	54.0	54.0	100.0
	Total	568	100.0	100.0	

Puzzles/Games/Humor magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	459	80.8	80.8	80.8
	Selected	109	19.2	19.2	100.0
	Total	568	100.0	100.0	

Religious literature/books

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	364	64.1	64.1	64.1
	Selected	204	35.9	35.9	100.0
	Total	568	100.0	100.0	

School papers or other newsletters

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	379	66.7	66.7	66.7
	Selected	189	33.3	33.3	100.0
	Total	568	100.0	100.0	

Self-help literature

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	463	81.5	81.5	81.5
	Selected	105	18.5	18.5	100.0
	Total	568	100.0	100.0	

Sports magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	469	82.6	82.6	82.6
	Selected	99	17.4	17.4	100.0
	Total	568	100.0	100.0	

None of the above

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	564	99.3	99.3	99.3
	Selected	4	.7	.7	100.0
	Total	568	100.0	100.0	

22) 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	59	10.4	11.2	11.2
	Under one book per month	172	30.3	32.6	43.8
	One book per month	138	24.3	26.2	70.0
	2-3 books per month	105	18.5	19.9	89.9
	4-5 books per month	32	5.6	6.1	96.0
	6-10 books per month	11	1.9	2.1	98.1
	11-20 books per month	4	.7	.8	98.9
	More than 20 books per month	6	1.1	1.1	100.0
	Total	527	92.8	100.0	
Missing	System	41	7.2		
	Total	568	100.0		

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

Adventure

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	332	58.5	58.5	58.5
	Selected	236	41.5	41.5	100.0
	Total	568	100.0	100.0	

Biography/Autobiography

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	420	73.9	73.9	73.9
	Selected	148	26.1	26.1	100.0
	Total	568	100.0	100.0	

Books about your hobbies or collecting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	477	84.0	84.0	84.0
	Selected	91	16.0	16.0	100.0
	Total	568	100.0	100.0	

Factual books, like a book about dinosaurs or space

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	493	86.8	86.8	86.8
	Selected	75	13.2	13.2	100.0
	Total	568	100.0	100.0	

Fantasy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	388	68.3	68.3	68.3
	Selected	180	31.7	31.7	100.0
	Total	568	100.0	100.0	

Horror

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	473	83.3	83.3	83.3
	Selected	95	16.7	16.7	100.0
	Total	568	100.0	100.0	

How-to books

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	471	82.9	82.9	82.9
	Selected	97	17.1	17.1	100.0
	Total	568	100.0	100.0	

Mystery

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	341	60.0	60.0	60.0
	Selected	227	40.0	40.0	100.0
	Total	568	100.0	100.0	

Romance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	321	56.5	56.5	56.5
	Selected	247	43.5	43.5	100.0
	Total	568	100.0	100.0	

Science Fiction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	454	79.9	79.9	79.9
	Selected	114	20.1	20.1	100.0
	Total	568	100.0	100.0	

Sports

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	502	88.4	88.4	88.4
	Selected	66	11.6	11.6	100.0
	Total	568	100.0	100.0	

True Stories

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	312	54.9	54.9	54.9
	Selected	256	45.1	45.1	100.0
	Total	568	100.0	100.0	

None

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	536	94.4	94.4	94.4
	Selected	32	5.6	5.6	100.0
	Total	568	100.0	100.0	

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	518	91.2	91.2	91.2
	Selected	50	8.8	8.8	100.0
	Total	568	100.0	100.0	

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

Animals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	487	85.7	85.7	85.7
	Selected	81	14.3	14.3	100.0
	Total	568	100.0	100.0	

Celebrities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	433	76.2	76.2	76.2
	Selected	135	23.8	23.8	100.0
	Total	568	100.0	100.0	

Characters from movies or television shows

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	402	70.8	70.8	70.8
	Selected	166	29.2	29.2	100.0
	Total	568	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	411	72.4	72.4	72.4
	Selected	157	27.6	27.6	100.0
	Total	568	100.0	100.0	

Historical figures

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	351	61.8	61.8	61.8
	Selected	217	38.2	38.2	100.0
	Total	568	100.0	100.0	

Musicians

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	452	79.6	79.6	79.6
	Selected	116	20.4	20.4	100.0
	Total	568	100.0	100.0	

People or characters my age who have done some cool or amazing thing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	315	55.5	55.5	55.5
	Selected	253	44.5	44.5	100.0
	Total	568	100.0	100.0	

People or characters my age wrestling with tough issues, like crime, drug abuse or poverty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	353	62.1	62.1	62.1
	Selected	215	37.9	37.9	100.0
	Total	568	100.0	100.0	

People or characters who are a lot different than me

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	360	63.4	63.4	63.4
	Selected	208	36.6	36.6	100.0
	Total	568	100.0	100.0	

People or characters who are a lot like me

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	319	56.2	56.2	56.2
	Selected	249	43.8	43.8	100.0
	Total	568	100.0	100.0	

Sports figures

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	499	87.9	87.9	87.9
	Selected	69	12.1	12.1	100.0
	Total	568	100.0	100.0	

None

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	526	92.6	92.6	92.6
	Selected	42	7.4	7.4	100.0
	Total	568	100.0	100.0	

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Selected	558	98.2	98.2	98.2
	Selected	10	1.8	1.8	100.0
	Total	568	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	42	7.4	8.0	8.0
	Weekly	119	21.0	22.8	30.8
	Monthly	94	16.5	18.0	48.8
	A few times per year	152	26.8	29.1	77.8
	Once per year	33	5.8	6.3	84.1
	Never	83	14.6	15.9	100.0
	Total	523	92.1	100.0	
Missing	System	45	7.9		
	Total	568	100.0		

Appendix 24 – 2012 New Student Survey Instrument

2012/2013 New Student Survey

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

GENERAL INFORMATION

1) Gender:

- Male
- Female

2) Ethnicity:

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

3) Age:

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

4) Enrollment Status:

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

5) Which Troy University campus are you currently enrolled?

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

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

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

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

6) Degree program you are in:

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

7) College you are attending:

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

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

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

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

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

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

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

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

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

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

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

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

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

CHOICE OF TROY UNIVERSITY

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

- First choice
- Second choice
- Third choice
- Fourth choice
- Other (please specify) _____

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

- Yes
- No

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

- Academic reputation
- Reputation for social activities
- Rankings in national magazines
- Graduates get good jobs
- Size of campus
- Location
- Affordability
- Availability of financial aid
- Admission standards
- Academic programs
- Flexibility of schedule
- Social atmosphere
- Diversity of student body
- Athletics
- Performing arts (band, collegiate singers, drama, etc.)
- Recommendation of high school counselor
- Recommendation of college counselor
- Parents' recommendation
- Friends' recommendation
- Alumni recommendation
- Other (please specify) _____

SATISFACTION WITH TROY UNIVERSITY

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

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1. TROY personnel are knowledgeable and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Faculty care about students as individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I feel I can talk to faculty about my academic concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Academic advising is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Sufficient financial aid options are available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The tuition payment plan is beneficial for students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Class information provided prior to enrollment was helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The online registration process is user-friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The on-site registration process is user-friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Students seldom get the "run around" when seeking information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. The online Schedule of Classes is informative and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The printed Schedule of Classes is informative and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Class drop/add procedures are appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Classes are offered at convenient times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

RECEIVING INFORMATION ABOUT TROY UNIVERSITY

13) How did you first learn about TROY?

- Alumni
- Billboard
- Direct Mail
- Guidance Counselor
- Internet
- Newspaper
- Radio
- Television
- Word of mouth
- Other (please specify) _____

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

- Billboard
- Direct Mail
- Internet
- Newspaper
- Radio
- Television
- Word of mouth
- Other (please specify) _____

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

- Billboard
- Direct Mail
- Internet
- Newspaper
- Radio
- Television
- Word of mouth
- Other (please specify) _____

16) How would you describe TROY to a friend? (Choose all that apply)

- Academically challenging
- Caring
- Convenient
- Friendly
- Good value for the price
- Helpful
- Student-centered
- Other (please specify) _____

COMPUTER ACCESS

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

- Yes
- No

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

- Laptop
- Desktop
- Other (please specify) _____

READING HABITS

18) Which statement below do you agree with most?

- I read constantly for my own personal satisfaction, and I love it.
- I don't have much time to read for pleasure, but I like to when I get the chance.
- I only read what I'm supposed to for school.
- I basically don't read books much at all.

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

- Just for the pleasure of it
- Because I have to for school
- Because I get bored and have nothing else to do
- To learn new things on my own
- I don't really read much
- Because my parents encourage me to

20) How would you rate your reading level?

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

21) Which of the following do you read? Check all that apply

- Books assigned for class
- Books I read outside of class for pleasure
- Cereal boxes, instructional pamphlets and other product packaging
- Comic books or graphic novels
- Computer manuals or other electronic equipment manuals
- Fashion/Beauty magazines
- Magazines about video games
- Music/Computers/Entertainment magazines

- News magazines
- Newspapers
- Online websites or webzines
- Puzzles/Games/Humor magazines
- Religious literature/books
- School papers or other newsletters
- Self-help literature
- Sports magazines
- None of the above

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

- Outside of school assignments, I don't read at all
- Under one book per month
- One book per month
- 2-3 books per month
- 4-5 books per month
- 6-10 books per month
- 11-20 books per month
- More than 20 books per month

23) What kind of books do you like to read for pleasure? Check all that apply.

- Adventure
- Biography/Autobiography
- Books about your hobbies or collecting
- Factual books, like a book about dinosaurs or space
- Fantasy
- Horror
- How-to books
- Mystery
- Romance
- Science Fiction
- Sports
- True Stories
- None
- Other (please specify) _____

24) Which of the following characters/people do you like to read about? Check all that apply.

- Animals
- Celebrities
- Characters from movies or television shows
- Fantasy characters - like super heroes, people from other worlds, or the future
- Historical figures
- Musicians
- People or characters my age who have done some cool or amazing thing
- People or characters my age wrestling with tough issues, like crime, drug abuse or poverty
- People or characters who are a lot different than me
- People or characters who are a lot like me
- Sports figures
- None
- Other (please specify) _____

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

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

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