

2015 NEW STUDENT SURVEY



Fall 2015

Troy University Office of Institutional
Research, Planning, and Effectiveness

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Troy University Fall 2015 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 2015. This survey was first administered in 2006 and this was the eleventh consecutive year that this survey has been conducted. The purpose of the survey was to identify the satisfaction of the fall 2015 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 2015. On January 14, 2016 the online survey was distributed via email to the group of 4,219 students. After two follow up emails on January 27, 2016 and March 9, 2016, a total of 558 responses were received, representing a 13% response rate. This response rate is slightly lower than the previous years' rates with 19% in 2014, 19% in 2013, 16% in 2012, and 19% in 2011.

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.

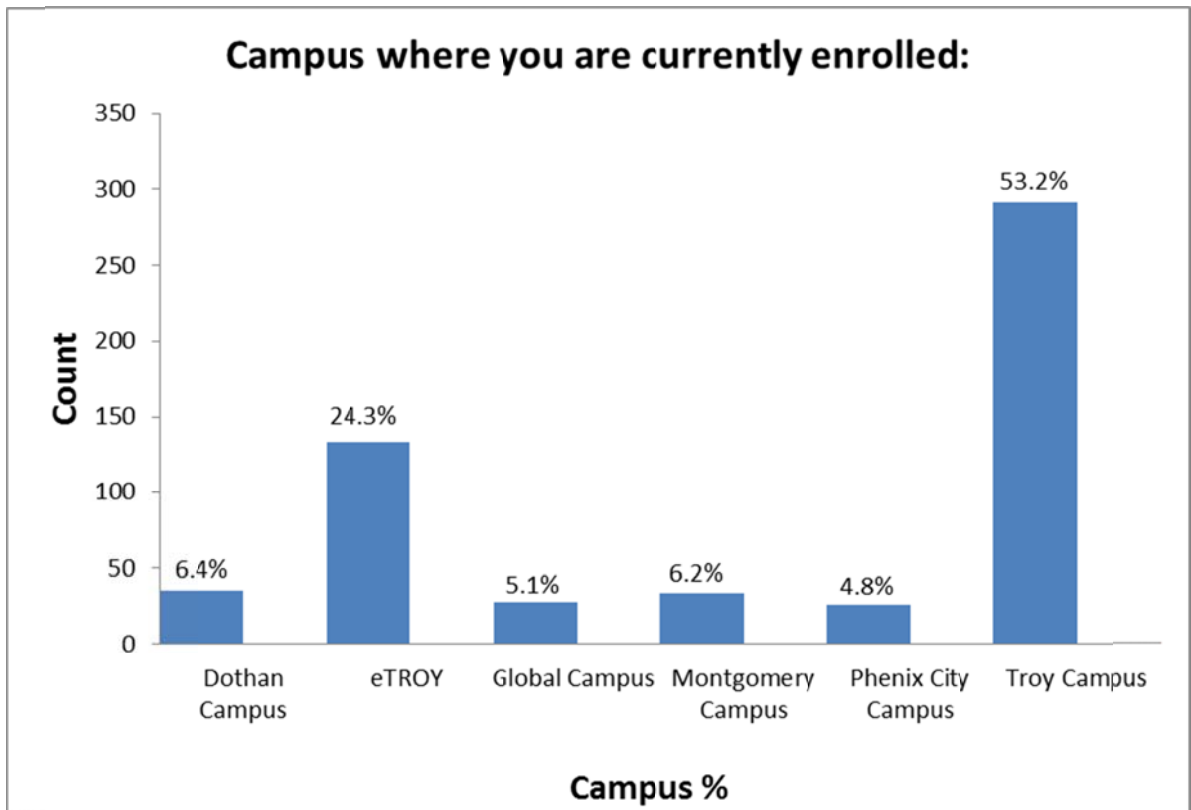
New to the 2015 survey was the addition of a demographic question regarding First Generation status as well as a section of questions related to Student Advising. The advising questions replaced those questions that were previously on the survey assessing reading habits of students.

Highlights of the Findings

Demographic Information:

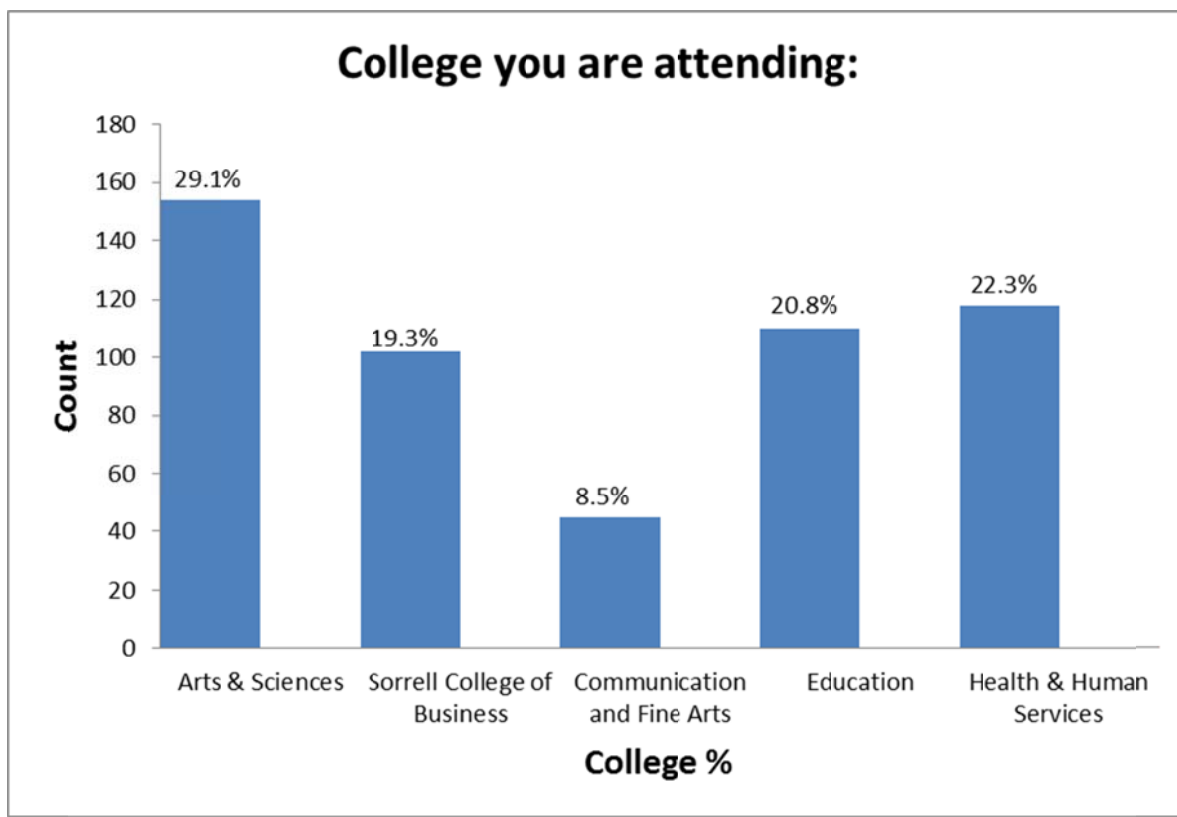
The majority of the respondents were female (74%), white (55%), and traditional-aged (24 years or younger) students (63%). The addition of a new question regarding First Generation status revealed that 53% of the overall student population was first generation students, meaning neither of their parents or guardians have received a baccalaureate degree from a college or university. When looking at first generation status by age group, the traditional age students are 43% first generation while the non-traditional aged students are 70% first generation.

The campus breakouts revealed that the majority (53%) of respondents were from the Troy Campus, followed by TROYOnline students at 24%, then Dothan Campus and Montgomery Campus each at 6%, and lastly Phenix City Campus and Global Campus were each represented by 3%. Because the TROY campuses serve different types of students (Troy serves traditional students and other campuses serve predominantly non-traditional students), the generalization of survey findings across locations should be made with caution.



Of all the respondents, 77% were undergraduate students (43% first-time freshmen, 33% transfer students, and 2% transient students) and 23% were graduate students (14% new graduate students and 3% transfer students). The remaining

students selected “other.” Overall, 29% were Arts & Sciences students, 22% were Health and Human Services students, 21% were College of Education students, 19% were business majors, and 9% were Communication and Fine Arts students.



College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 64% selected Troy University as first choice when applying for college admission and 22% had Troy University as their second choice. The most common reasons why new students selected Troy University were Location (49%), Affordability (47%), Academic Programs (40%), and Academic Reputation (37%). Other common reasons included Flexibility of schedule (35%) and Availability of financial aid (32%). A full list of reasons in ranked order is included in the table below. Additionally, approximately 52% 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	273	48.9%
Affordability	262	47.0%
Academic programs	224	40.1%

Academic reputation	207	37.1%
Flexibility of schedule	196	35.1%
Availability of financial aid	181	32.4%
Size of campus	165	29.6%
Friends' recommendation	148	26.5%
Admission standards	97	17.4%
Graduates get good jobs	83	14.9%
Alumni recommendation	82	14.7%
Parents' recommendation	79	14.2%
Diversity of student body	76	13.6%
Social atmosphere	70	12.5%
Rankings in national magazines	40	7.2%
Reputation for social activities	28	5.0%
Recommendation of high school counselor	28	5.0%
Performing arts (band, collegiate singers, drama, etc.)	27	4.8%
Recommendation of college counselor	26	4.7%
Athletics	22	3.9%
Other (please specify)	51	9.1%

Student Satisfaction - Strengths:

As indicated in Appendix 1, overall, new students were satisfied with their experiences at Troy University. The majority of the students (89.1%) agreed or strongly agreed that they were “receiving a quality education at Troy University.” This statement has ranked number one for nine out of the past ten survey years. The top five items for 2015, ranked by frequency of agreement, also included: 2. “The semester/term format accommodates my learning” (86.2%), 3. “TROY personnel are knowledgeable and helpful” (85.2%), 4. “The printed schedule of classes is informative and easy to follow (83.6%) and 5. “The online schedule of classes is informative and easy to follow (83.5%).

The top five items for 2015 remained similar to those from previous years, but for the first time, the “online schedule of classes” was included this year coming in at number five.

Satisfaction among students is measured by adding the percentages of Agree and Strongly Agree responses for an overall Agree total. While this is sufficient for a good general analysis, and is considered standard practice, a more detailed look at the overall student perceptions is provided in Appendix 1A. This additional appendix details the raw data with each scale category represented and presents the overall rankings by frequency of Strongly Agree only. The top five items as ranked by Strongly agree offer more consistency over the past five years with the number one ranked item being “I would recommend Troy University to a friend...” (46.1%), and the number two item “I am receiving a quality education at Troy University” (45.0%). The major areas of strengths for TROY remain in the areas of quality education, faculty approachability and care for the students, and the semester/term format.

Student Satisfaction – Weaknesses:

Based on the student agreement levels, the survey identified some areas of weakness. Although these areas are not all ranked at the bottom of the list according to agreement levels, these six items had the largest percentage marked disagree or strongly disagree by the students. They are listed here in descending order: students getting the “run around” when seeking information; student recreational opportunities and facilities meeting expectations; academic advising is adequate; campus housing meeting expectations when needed; feeling that the campus is a safe and secure environment; and class information provided prior to enrollment. In particular, 23% of the respondents disagreed that “Students seldom get the ‘run around’ when seeking information” (18% were neutral; and 59% agreed). Although these items show an overall need, there are notable differences between campus locations and colleges. Special attention should be directed to these items and plans to improve should be developed and implemented. (See reports in Appendices 1 – 12.)

Comparison:

This report includes comparisons among campuses and colleges based on rankings (See Appendices 17-18). The total list of 29 items was rank ordered according to agreement level. The total percentage of students who “Agree” with an item was calculated by adding the number of “Agree” and “Strongly Agree” responses together. This list was then sorted in descending order so that number 1 represents the statement of highest agreement level. Rankings among the five college divisions were relatively aligned, showing discrepancies in some areas. Location differences became more apparent as the rankings among campuses were quite diverse in some areas. For example, the Overall number 1 ranked item was “I am receiving a quality education at Troy University” this ranking includes the Troy and TROYOnline Campuses only; Dothan and Global Campus ranked this item number 2, while Montgomery ranked it number 6, and Phenix City at number 9. The limited representation for these campuses by the overall survey population sometimes reflects an inaccurate picture of the overall student perceptions for each campus. The college divisions have a representation that more adequately reflects the overall student population; however sample sizes may also limit the generalizability of the data. The analysis here provides a common platform by using the rank order

comparisons which provide a useful tool in assessing strengths and weaknesses among the college divisions and campuses. This tool can be used to identify areas of further study and develop more detailed instruments for future analysis.

Group means for students with different characteristics were compared to identify possible significant differences in student agreeability/satisfaction for these groups. The first comparison group presented in Appendix 19 is based on gender. While the majority of the sample size was predominately female (74% vs 26% male), the analyses found that the means for males and females were not significantly different on the 29 items. Although mean differences were not statistically significant, they did still exist. Females had higher means than Males on 20 of the 29 items while males scored higher on the other 9 items.

Ethnicity was the second category of means comparison (see Appendix 20), with the agreeability/satisfaction means for students grouped by ethnicity categories of black, white, and other minorities. The percentage of individuals in each of these categories were 26% black, 54% white and 20% other. The 2015 survey highlights 21 areas of statistical significance in the means between ethnicity categories. Black students had higher means than white and other minorities for all 29 items, with 21 of these differences being statistically significant.

Additionally, the agreeability/satisfaction means for non-traditional students (aged 25 or older) and traditional students (under age 25) were also significantly different (See Appendix 21) on 13 of the items with the non-traditional students having higher means on each of these significant items. Overall, non-traditional students had higher means on 25 of the 29 items. The items that had statistically significant differences are listed below in order of largest mean difference and highest significance level.

- Sufficient financial aid options are available.
- Students seldom get the “run around” when seeking information.
- The on-site registration process is user-friendly.
- I feel that the campus is a safe and secure environment.
- The online registration process is user-friendly.
- Troy University has a good reputation in my community.
- The tuition payment plan is beneficial for students.
- The bill that I received from the University was easily understood.
- Registration dates, times, and procedures were made clear to me prior to enrollment.
- Class information provided prior to enrollment was helpful.
- Class drop/add procedures are appropriate.
- I am receiving a quality education at Troy University.
- Classes are offered at convenient times.

The majority of the students (62%) selected Troy University as their first choice while 38% select Troy as second or other. The agreeability/satisfaction means for students who selected Troy University as their first choice were higher than the

means of students who did not select Troy as their first choice (See Appendix 22) for all 29 items on the list. At the statistically significant level (.05) were 6 of the 29 items. A list of these 6 items is provided below in order of largest mean difference.

- Sufficient financial aid options are available.
- I would recommend Troy University to a friend who is planning to go to college.
- Troy University has a good reputation in my community.
- The tuition payment plan is beneficial for students.
- Students seldom get the “run around” when seeking information.
- Class information provided prior to enrollment was helpful.

Learning about Troy University: 37% of the new students indicated that they initially learned about Troy University through “Word of Mouth” (Question 13) and 61% learned about the registration dates and times via “Internet” (Question 14). (See Appendix 23)

Best way to advertise Troy University: 42% of the new students thought that “Word of Mouth” was the best way to advertise Troy University and 41% indicated that the best way was through “Internet” (Question 15). (See Appendix 23)

New Student Description of Troy University:

The majority of the new students would describe Troy University to a friend as “Convenient,” followed by “Friendly” and many would say it is a “Good Value for the price” and considered it to be “student-centered”. (Question16). (See Appendix 23)

How would you describe TROY to a friend?	Count	%
Convenient	275	49.3%
Friendly	250	44.8%
Good value for the price	241	43.2%
Student-centered	210	37.6%
Helpful	184	33.0%
Academically challenging	173	31.0%
Caring	165	29.6%
Other (please specify)	29	5.2%

New Student Advising:

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

Academic Advisor assignment and contact (Q18-19): When asked about whether an academic advisor was assigned to the student during their first semester at TROY, 78% of students said Yes, they had an assigned advisor, 13% said No, and 9% did not know if they had an assigned advisor. Students were also asked if they had any contact with their advisor during the first semester at TROY, 81% reported contact and 19% reported no contact.

Statements regarding advising (Q20): The survey presented nine statements regarding advising and asked students to rate them on level of agreement. Below is a table listing the statements and the level of agreement for each statement.

2015 New Student Survey		Count	%
My academic advisor is readily available.	Strongly Agree	146	30.7%
	Agree	179	37.6%
	Neither Agree nor Disagree	84	17.6%
	Disagree	23	4.8%
	Strongly Disagree	29	6.1%
	Not Applicable	15	3.2%
	<i>Total</i>	<i>476</i>	<i>100.0%</i>
My academic advisor is helpful in scheduling my classes.	Strongly Agree	161	34.0%
	Agree	145	30.6%
	Neither Agree nor Disagree	85	17.9%
	Disagree	32	6.8%
	Strongly Disagree	27	5.7%
	Not Applicable	24	5.1%
	<i>Total</i>	<i>474</i>	<i>100.0%</i>
My academic advisor is helpful in the registration process.	Strongly Agree	154	32.6%
	Agree	151	32.0%
	Neither Agree nor Disagree	84	17.8%
	Disagree	33	7.0%
	Strongly Disagree	26	5.5%
	Not Applicable	24	5.1%
	<i>Total</i>	<i>472</i>	<i>100.0%</i>
My advisor provides accurate info about my major and my program requirements.	Strongly Agree	164	34.7%
	Agree	152	32.2%
	Neither Agree nor Disagree	75	15.9%
	Disagree	28	5.9%
	Strongly Disagree	28	5.9%
	Not Applicable	25	5.3%
	<i>Total</i>	<i>472</i>	<i>100.0%</i>

Consulting with my advisor enables me to better understand my program of study.	Strongly Agree	150	32.0%
	Agree	144	30.7%
	Neither Agree nor Disagree	93	19.8%
	Disagree	33	7.0%
	Strongly Disagree	25	5.3%
	Not Applicable	24	5.1%
	<i>Total</i>	<i>469</i>	<i>100.0%</i>
My advisor respects his/her students and is interested in them as individuals.	Strongly Agree	174	37.2%
	Agree	153	32.7%
	Neither Agree nor Disagree	78	16.7%
	Disagree	15	3.2%
	Strongly Disagree	23	4.9%
	Not Applicable	25	5.3%
	<i>Total</i>	<i>468</i>	<i>100.0%</i>
I feel comfortable working with my advisor.	Strongly Agree	169	36.4%
	Agree	150	32.3%
	Neither Agree nor Disagree	73	15.7%
	Disagree	24	5.2%
	Strongly Disagree	25	5.4%
	Not Applicable	23	5.0%
	<i>Total</i>	<i>464</i>	<i>100.0%</i>
The academic advising process at Troy University adequately meets my needs.	Strongly Agree	144	30.8%
	Agree	164	35.0%
	Neither Agree nor Disagree	83	17.7%
	Disagree	35	7.5%
	Strongly Disagree	23	4.9%
	Not Applicable	19	4.1%
	<i>Total</i>	<i>468</i>	<i>100.0%</i>
Overall, I am satisfied with the academic advising provided at Troy University.	Strongly Agree	155	33.2%
	Agree	155	33.2%
	Neither Agree nor Disagree	77	16.5%
	Disagree	34	7.3%
	Strongly Disagree	29	6.2%
	Not Applicable	17	3.6%
	<i>Total</i>	<i>467</i>	<i>100.0%</i>

Preferences for academic advising (Q22): Students were also asked which of type of academic advising option they would like best, 63% prefer face-to-face advising, 22% prefer online, and 13% prefer the phone, 2% prefer a combination of these three options.

Implications

1. Troy University has done a very good job in meeting the needs of new students even though there are a few areas that offer opportunities for improvement.
2. The University might use the following in its recruitment and advancement efforts:
 - a. 89% of new students responded that they were receiving a quality education at Troy University.
 - b. 82% of new students agreed that Troy has a good reputation in their community.
 - c. 83% of the new students indicated that they would recommend Troy to a friend.
 - d. 86% of the new students indicated that the semester/term accommodated their learning.
 - e. 83% of the new students felt that faculty care about students as individuals.
3. The top three ways students learn about Troy University are through word of mouth, alumni, and the internet and most students recommend the best way to advertise to friends is through word of mouth and internet. Less than two percent of students agree that billboards are an effective means of advertising. This should be considered when selecting resources for marketing and advertising.
4. New student satisfaction results may be used as information to assist student recruitment efforts. The top five main reasons students choose to attend Troy University are location, affordability, academic programs, academic reputation, and flexibility of schedule. The top three ways students would describe Troy University are convenient, friendly, and good value for the price. Troy University has a unique market segment and should continue efforts to maintain the strengths of the University and improve areas of weakness.
5. Significant differences in satisfaction of students with different characteristics should be considered as student services personnel work to meet the needs of a diverse student population. When looking at differences in means by category, females score higher than males, blacks higher than whites or other minorities, and non-traditional aged students higher than traditional aged students. The students with the lowest means satisfaction ratings were traditional aged white male students, for this survey those students made up over one-third (35%) of the male student population.
6. Student advising is one area that needs a strategic plan for improvement, only 66% of students strongly agree or agreed that the academic advising process at the university meets their needs and only 66% are satisfied with the overall academic advising provided to them. Upon enrollment, 13% of students

surveyed responded that they had not been assigned an academic advisor during their first semester.

Notes: In Appendices 1-16, the instruction for all items was: "Q11: Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University." The original scale for these items included five points: 5-Strongly Agree, 4-Agree, 3-Neutral, 2-Disagree, 1-Strongly Disagree, and 0-Not Applicable. This scale was collapsed into three points, Agree, Neutral, and Disagree for reporting purposes and Not Applicable responses are not included in the tables. The means analyses in Appendices 19-22 reflect the full five point scale, excluding Not Applicable responses.

Appendix 1. 2015 New Student Perceptions about Troy University - Overall
Ranked by Frequency of Agreement

Total respondents = 558

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
I am receiving a quality education at Troy University.	1	1	2	1	1	89.1%	5.8%	5.1%	467
The semester/term format at my location accommodates my learning.	2	5	3	2	4	86.2%	7.2%	6.6%	456
TROY personnel are knowledgeable and helpful.	3	3	1	3	6	85.2%	6.9%	7.9%	480
The <i>printed</i> Schedule of Classes is informative and easy to follow.	4	2	6	7	7	83.6%	10.3%	6.1%	426
The <i>online</i> Schedule of Classes is informative and easy to follow.	5	14	14	20	14	83.5%	10.5%	6.0%	466
Faculty care about students as individuals.	6	7	4	8	5	83.4%	8.6%	8.0%	477
I would recommend Troy University to a friend who is planning to go to college.	7	4	5	4	3	82.9%	8.4%	8.6%	463
Troy University has a good reputation in my community.	8	8	9	5	2	82.1%	10.1%	7.9%	457
The University offers a variety of majors at my location.	9	9	10	6	9	82.0%	9.6%	8.4%	450
I feel I can talk to faculty about my academic concerns.	10	6	7	9	11	81.8%	9.8%	8.4%	478
Reg. dates, times, and procedures were made clear to me prior to enrollment.	11	16	15	14	17	81.8%	7.8%	10.4%	472
Classes are offered at convenient times.	12	19	16	11	8	81.5%	10.2%	8.4%	453
The online registration process is user-friendly.	13	21	13	22	23	81.4%	9.2%	9.4%	468
Class drop/add procedures are appropriate.	14	11	8	10	13	81.4%	11.8%	6.7%	431
The classes I attend are well organized and well taught.	15	12	12	16	10	80.7%	9.9%	9.4%	466
The bill that I received from the University was easily understood.	16	20	19	12	12	78.9%	13.6%	7.5%	426
Academic advising is adequate.	17	17	11	17	18	77.6%	10.1%	12.4%	477
Sufficient financial aid options are available.	18	13	20	13	16	75.8%	12.3%	11.9%	455
The tuition payment plan is beneficial for students.	19	22	23	15	20	75.6%	15.9%	8.5%	414
On-campus bookstore hours are convenient for students.	20	18	21	19	19	75.4%	14.8%	9.7%	391
Class information provided prior to enrollment was helpful.	21	24	24	24	21	75.3%	12.7%	12.0%	465
Student organizations are available for my participation.	22	10	17	21	22	73.8%	15.6%	10.6%	405
The on-site registration process is user-friendly.	23	23	22	25	24	72.9%	17.6%	9.5%	391
I feel that the campus is a safe and secure environment.	24	15	18	18	15	72.9%	15.1%	12.1%	398
Tutorial services are sufficient.	25	25	25	26	26	72.8%	20.9%	6.3%	397
Purchasing textbooks through TROY Virtual BookStore is convenient.	26	27	27	23	25	71.9%	18.4%	9.7%	424
Student recreational opportunities and facilities have met my expectations.	27	26	26	27	27	63.7%	21.7%	14.6%	355
Students seldom get the "run around" when seeking information.	28	28	28	28	28	59.1%	17.8%	23.0%	465
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	56.9%	30.9%	12.2%	311

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

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

Five Year Trend from Fall 2011 through Fall 2015

	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
Academic programs, services, and administration												
I am receiving a quality education at Troy University.	89.1%	87.4%	86.7%	89.5%	85.7%	3.4%	5.1%	4.1%	5.0%	4.3%	6.7%	-1.6%
The semester/term format at my location accommodates my learning.	86.2%	84.3%	86.5%	88.5%	80.8%	5.4%	6.6%	5.1%	4.9%	3.3%	7.8%	-1.2%
TROY personnel are knowledgeable and helpful.	85.2%	84.9%	87.6%	87.2%	79.3%	5.9%	7.9%	6.6%	4.6%	7.7%	10.1%	-2.2%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	83.6%	85.5%	83.8%	83.8%	78.3%	5.3%	6.1%	5.6%	6.5%	6.4%	9.5%	-3.4%
The <i>online</i> Schedule of Classes is informative and easy to follow.	83.5%	77.7%	80.3%	74.7%	74.0%	9.5%	6.0%	9.1%	7.6%	9.1%	11.9%	-5.9%
Faculty care about students as individuals.	83.4%	82.8%	86.0%	83.7%	79.9%	3.5%	8.0%	5.4%	5.6%	6.6%	9.5%	-1.5%
I would recommend Troy University to a friend who is planning to go to college.	82.9%	84.6%	85.2%	87.2%	82.6%	0.3%	8.6%	8.2%	7.2%	5.8%	9.1%	-0.5%
Troy University has a good reputation in my community.	82.1%	81.7%	81.8%	85.8%	82.6%	-0.5%	7.9%	6.2%	5.9%	5.4%	7.0%	0.9%
The University offers a variety of majors at my location.	82.0%	81.2%	81.2%	84.3%	77.9%	4.1%	8.4%	8.9%	7.8%	7.4%	10.7%	-2.3%
I feel I can talk to faculty about my academic concerns.	81.8%	83.5%	83.6%	83.0%	76.9%	4.9%	8.4%	8.0%	6.3%	7.8%	11.2%	-2.8%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	81.8%	75.1%	80.1%	78.6%	72.1%	9.7%	10.4%	16.0%	8.6%	10.9%	17.3%	-6.9%
Classes are offered at convenient times.	81.5%	74.1%	79.6%	80.3%	78.0%	3.5%	8.4%	13.6%	9.8%	10.1%	10.5%	-2.1%
The online registration process is user-friendly.	81.4%	72.5%	80.3%	73.6%	68.1%	13.3%	9.4%	12.8%	8.8%	10.4%	17.1%	-7.7%
Class drop/add procedures are appropriate.	81.4%	80.0%	83.0%	80.9%	75.2%	6.2%	6.7%	6.2%	5.4%	4.4%	9.6%	-2.9%
The classes I attend are well organized and well taught.	80.7%	78.1%	80.4%	77.1%	77.1%	3.6%	9.4%	9.9%	9.0%	10.5%	11.3%	-1.9%
The bill that I received from the University was easily understood.	78.9%	73.4%	77.6%	79.6%	76.5%	2.4%	7.5%	9.5%	8.2%	6.6%	12.7%	-5.2%
Academic advising is adequate.	77.6%	75.1%	80.5%	76.9%	71.0%	6.6%	12.4%	10.5%	7.7%	11.0%	14.3%	-1.9%
Sufficient financial aid options are available.	75.8%	78.0%	77.3%	79.0%	73.0%	2.8%	11.9%	9.5%	8.9%	9.2%	12.2%	-0.3%
The tuition payment plan is beneficial for students.	75.6%	71.0%	73.4%	77.4%	70.3%	5.3%	8.5%	9.3%	5.7%	7.3%	9.3%	-0.8%

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

Five Year Trend from Fall 2011 through Fall 2015

	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
Academic programs, services, and administration												
On-campus bookstore hours are convenient for students.	75.4%	74.7%	76.7%	75.9%	71.0%	4.4%	9.7%	9.8%	8.1%	8.6%	10.8%	-1.1%
Class information provided prior to enrollment was helpful.	75.3%	70.2%	70.3%	70.6%	68.6%	6.7%	12.0%	14.9%	12.6%	11.5%	16.0%	-4.0%
Student organizations are available for my participation.	73.8%	80.6%	78.7%	74.7%	68.2%	5.6%	10.6%	5.7%	6.4%	7.6%	13.3%	-2.7%
The on-site registration process is user-friendly.	72.9%	70.8%	75.9%	69.6%	67.5%	5.4%	9.5%	8.8%	6.4%	8.7%	14.1%	-4.6%
I feel that the campus is a safe and secure environment.	72.9%	75.4%	78.1%	76.4%	73.5%	-0.6%	12.1%	9.4%	6.9%	5.9%	9.5%	2.6%
Tutorial services are sufficient.	72.8%	70.1%	69.4%	68.9%	63.2%	9.6%	6.3%	7.9%	6.0%	5.7%	12.7%	-6.4%
Purchasing textbooks through TROY Virtual BookStore is convenient.	71.9%	62.2%	64.2%	73.3%	63.9%	8.0%	9.7%	12.6%	8.9%	8.1%	12.8%	-3.1%
Student recreational opportunities and facilities have met my expectations.	63.7%	68.5%	67.9%	65.9%	61.2%	2.5%	14.6%	9.6%	10.1%	8.3%	15.3%	-0.7%
Students seldom get the “run around” when seeking information.	59.1%	57.1%	60.9%	57.0%	53.5%	5.6%	23.0%	23.6%	19.8%	22.7%	27.4%	-4.4%
Campus housing met my expectations upon arriving to campus.	56.9%	56.1%	57.6%	52.7%	44.9%	12.0%	12.2%	15.5%	14.7%	13.1%	22.3%	-10.1%

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

Data sorted descending by level of agreement.

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

Appendix 1A. 2015 New Student Perceptions about Troy University - Overall
 Ranked by Frequency of **Strongly Agree**

Total respondents = 558

Academic programs, services, and administration	Rankings					Strongly			Strongly			N
	2015	2014	2013	2012	2011	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	1	1	46.1%	34.7%	8.2%	3.8%	4.6%	2.5%	475
I am receiving a quality education at Troy University.	2	2	2	2	2	45.0%	42.4%	5.7%	1.9%	3.2%	1.9%	476
I feel I can talk to faculty about my academic concerns.	3	3	4	3	6	42.7%	38.3%	9.7%	3.5%	4.8%	1.0%	483
Faculty care about students as individuals.	4	5	6	6	7	40.7%	41.9%	8.5%	4.4%	3.5%	1.0%	482
The semester/term format at my location accommodates my learning.	5	7	7	8	4	40.0%	43.2%	7.0%	1.9%	4.4%	3.4%	472
Reg. dates, times, and procedures were made clear to me prior to enrollment.	6	8	8	10	13	39.6%	40.8%	7.7%	5.4%	4.8%	1.7%	480
The University offers a variety of majors at my location.	7	9	9	7	10	39.4%	38.3%	9.1%	4.4%	3.6%	5.3%	475
The online registration process is user-friendly.	8	18	12	16	18	39.0%	40.4%	9.0%	4.8%	4.4%	2.5%	480
Troy University has a good reputation in my community.	9	4	5	5	3	38.5%	40.4%	9.7%	3.4%	4.2%	3.8%	475
TROY personnel are knowledgeable and helpful.	10	6	3	4	5	37.5%	47.2%	6.8%	3.7%	4.1%	0.6%	483
Classes are offered at convenient times.	11	19	15	14	12	35.2%	42.5%	9.7%	4.4%	3.6%	4.6%	475
Sufficient financial aid options are available.	12	13	16	9	8	34.9%	36.8%	11.6%	5.2%	6.0%	5.4%	481
The <i>online</i> Schedule of Classes is informative and easy to follow.	13	15	13	19	15	34.9%	46.3%	10.2%	1.9%	4.0%	2.7%	479
The bill that I received from the University was easily understood.	14	17	18	18	16	33.9%	36.8%	12.2%	2.7%	4.0%	10.3%	475
The <i>printed</i> Schedule of Classes is informative and easy to follow.	15	10	10	15	9	33.6%	41.2%	9.2%	2.7%	2.7%	10.5%	476
The classes I attend are well organized and well taught	16	11	11	11	14	33.5%	45.3%	9.6%	5.2%	4.0%	2.3%	477
Academic advising is adequate.	17	12	14	12	11	33.1%	43.9%	10.0%	8.3%	4.0%	0.8%	481
Class information provided prior to enrollment was helpful.	18	20	22	20	20	32.4%	40.8%	12.3%	6.3%	5.4%	2.7%	478
The tuition payment plan is beneficial for students.	19	22	21	13	17	30.8%	34.4%	13.8%	2.5%	4.8%	13.8%	480
Purchasing textbooks through TROY Virtual BookStore is convenient.	20	25	26	22	24	30.5%	33.6%	16.4%	3.6%	5.0%	10.9%	476

Appendix 1A. 2015 New Student Perceptions about Troy University - Overall
 Ranked by Frequency of **Strongly Agree**

Total respondents = 558

Academic programs, services, and administration	Rankings					Strongly			Strongly			N
	2015	2014	2013	2012	2011	Agree	Agree	Neutral	Disagree	Disagree	N/A	
Class drop/add procedures are appropriate.	21	16	17	17	19	30.4%	43.2%	10.7%	3.1%	2.9%	9.6%	477
Student organizations are available for my participation.	22	14	20	23	22	28.5%	34.6%	13.3%	4.4%	4.6%	14.6%	474
On-campus bookstore hours are convenient for students.	23	24	24	24	25	28.1%	34.7%	12.3%	4.3%	3.8%	16.8%	470
The on-site registration process is user-friendly.	24	23	23	25	23	27.3%	32.5%	14.5%	4.0%	3.8%	18.0%	477
Tutorial services are sufficient.	25	26	25	26	27	27.0%	34.0%	17.5%	1.9%	3.4%	16.2%	474
I feel that the campus is a safe and secure environment.	26	21	19	21	21	24.5%	36.3%	12.6%	5.5%	4.6%	16.6%	477
Students seldom get the “run around” when seeking information.	27	27	27	27	26	21.0%	36.3%	17.3%	12.3%	10.0%	3.1%	480
Student recreational opportunities and facilities have met my expectations.	28	28	28	28	28	19.3%	28.2%	16.2%	6.1%	4.8%	25.4%	476
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	16.0%	21.3%	20.2%	2.9%	5.1%	34.5%	475

Appendix 2. New Student Perceptions about Troy University - Dothan

Ranked by Agreement Level

Total respondents = 35

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
The <i>printed</i> Schedule of Classes is informative and easy to follow.	1	6	4	6	8	100.0%	0.0%	0.0%	30
I am receiving a quality education at Troy University.	2	4	7	8	3	97.0%	3.0%	0.0%	33
I feel that the campus is a safe and secure environment.	3	5	1	3	2	97.0%	0.0%	3.0%	33
Class drop/add procedures are appropriate.	4	9	12	16	15	96.6%	3.4%	0.0%	29
The bill that I received from the University was easily understood.	5	15	18	13	9	96.2%	0.0%	3.8%	26
The classes I attend are well organized and well taught.	6	18	10	5	7	93.9%	6.1%	0.0%	33
I feel I can talk to faculty about my academic concerns.	7	2	14	2	1	93.8%	6.3%	0.0%	32
The <i>online</i> Schedule of Classes is informative and easy to follow.	8	10	11	20	19	93.8%	3.1%	3.1%	32
On-campus bookstore hours are convenient for students.	9	7	6	19	21	93.5%	3.2%	3.2%	31
The semester/term format at my location accommodates my learning.	10	12	16	9	4	90.9%	3.0%	6.1%	33
TROY personnel are knowledgeable and helpful.	11	1	2	1	6	90.6%	3.1%	6.3%	32
The on-site registration process is user-friendly.	12	14	8	22	13	89.7%	6.9%	3.4%	29
Academic advising is adequate.	13	8	17	14	14	87.9%	6.1%	6.1%	33
Troy University has a good reputation in my community.	14	16	3	7	5	87.9%	6.1%	6.1%	33
I would recommend Troy University to a friend who is planning to go to college.	15	13	15	11	11	87.9%	6.1%	6.1%	33
Faculty care about students as individuals.	16	3	5	4	10	87.5%	6.3%	6.3%	32
Tutorial services are sufficient.	17	20	28	25	25	87.5%	8.3%	4.2%	24
Class information provided prior to enrollment was helpful.	18	25	22	15	18	87.1%	3.2%	9.7%	31
Student organizations are available for my participation.	19	22	19	24	24	86.2%	0.0%	13.8%	29
Purchasing textbooks through TROY Virtual BookStore is convenient.	20	23	26	23	28	85.7%	7.1%	7.1%	28
Reg. dates, times, and procedures were made clear to me prior to enrollment.	21	17	20	10	22	84.8%	6.1%	9.1%	33
The tuition payment plan is beneficial for students.	22	21	13	18	12	81.5%	14.8%	3.7%	27
The online registration process is user-friendly.	23	19	9	26	20	81.3%	6.3%	12.5%	32
The University offers a variety of majors at my location.	24	24	23	17	17	80.6%	9.7%	9.7%	31
Student recreational opportunities and facilities have met my expectations.	25	26	24	27	27	78.9%	15.8%	5.3%	19
Sufficient financial aid options are available.	26	11	21	12	16	71.9%	9.4%	18.8%	32
Students seldom get the "run around" when seeking information.	27	28	27	28	23	66.7%	9.1%	24.2%	33
Classes are offered at convenient times.	28	27	25	21	26	60.6%	18.2%	21.2%	33
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	53.8%	30.8%	15.4%	13

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

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

Appendix 2.1. New Student Perceptions about Troy University - Dothan

Five Year Trend from Fall 2011 through Fall 2015

Total respondents = 35

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
The <i>printed</i> Schedule of Classes is informative and easy to follow.	100%	89.2%	91.3%	90.0%	83.3%	16.7%	0.0%	8.1%	0.0%	5.0%	8.3%	-8.3%
I am receiving a quality education at Troy University.	97.0%	90.0%	89.1%	90.0%	89.2%	7.8%	0.0%	2.5%	0.0%	0.0%	5.4%	-5.4%
I feel that the campus is a safe and secure environment.	97.0%	89.5%	95.7%	92.5%	89.5%	7.5%	3.0%	5.3%	0.0%	0.0%	5.3%	-2.3%
Class drop/add procedures are appropriate.	96.6%	85.3%	86.4%	75.0%	75.0%	21.6%	0.0%	2.9%	4.5%	2.8%	9.4%	-9.4%
The bill that I received from the University was easily understood.	96.2%	81.1%	83.3%	80.6%	82.9%	13.3%	3.8%	5.4%	4.8%	5.6%	8.6%	-4.8%
The classes I attend are well organized and well taught.	93.9%	80.0%	86.7%	90.2%	83.8%	10.1%	0.0%	5.0%	2.2%	0.0%	8.1%	-8.1%
I feel I can talk to faculty about my academic concerns.	93.8%	92.5%	85.1%	92.7%	89.5%	4.3%	0.0%	5.0%	2.1%	0.0%	5.3%	-5.3%
The <i>online</i> Schedule of Classes is informative and easy to follow.	93.8%	84.2%	86.4%	72.2%	70.6%	23.2%	3.1%	7.9%	0.0%	5.6%	14.7%	-11.6%
On-campus bookstore hours are convenient for students.	93.5%	87.8%	89.1%	72.5%	67.6%	25.9%	3.2%	4.9%	0.0%	17.5%	5.9%	-2.7%
The semester/term format at my location accommodates my learning.	90.9%	82.5%	84.8%	87.8%	86.8%	4.1%	6.1%	10.0%	2.2%	0.0%	7.9%	-1.8%
TROY personnel are knowledgeable and helpful.	90.6%	92.7%	93.6%	95.1%	83.8%	6.8%	6.3%	7.3%	0.0%	2.4%	5.4%	0.9%
The on-site registration process is user-friendly.	89.7%	82.4%	87.8%	68.4%	80.0%	9.7%	3.4%	8.8%	7.3%	7.9%	8.6%	-5.2%
Academic advising is adequate.	87.9%	87.5%	84.4%	80.5%	78.9%	9.0%	6.1%	2.5%	4.4%	7.3%	7.9%	-1.8%
Troy University has a good reputation in my community.	87.9%	80.5%	93.6%	90.0%	86.5%	1.4%	6.1%	7.3%	2.1%	2.5%	5.4%	0.7%
I would recommend Troy University to a friend who is planning to go to college.	87.9%	82.5%	85.1%	87.5%	81.6%	6.3%	6.1%	7.5%	4.3%	2.5%	5.3%	0.8%
Faculty care about students as individuals.	87.5%	90.0%	89.4%	90.2%	81.6%	5.9%	6.3%	2.5%	2.1%	2.4%	7.9%	-1.6%
Tutorial services are sufficient.	87.5%	79.4%	61.1%	62.1%	57.7%	29.8%	4.2%	8.8%	5.6%	0.0%	7.7%	-3.5%
Class information provided prior to enrollment was helpful.	87.1%	69.2%	76.6%	80.5%	72.2%	14.9%	9.7%	12.8%	12.8%	7.3%	13.9%	-4.2%

Student organizations are available for my participation.	86.2%	77.1%	79.5%	63.4%	62.5%	23.7%	13.8%	11.4%	0.0%	4.9%	15.6%	-1.8%
Purchasing textbooks through TROY Virtual BookStore is convenient.	85.7%	74.1%	65.7%	63.6%	44.0%	41.7%	7.1%	3.7%	0.0%	6.1%	12.0%	-4.9%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	84.8%	80.0%	78.7%	87.5%	67.6%	17.2%	9.1%	12.5%	10.6%	5.0%	18.9%	-9.8%
The tuition payment plan is beneficial for students.	81.5%	78.8%	85.4%	74.3%	81.3%	0.2%	3.7%	3.0%	2.4%	5.7%	6.3%	-2.6%
The online registration process is user-friendly.	81.3%	79.4%	87.5%	61.3%	67.7%	13.6%	12.5%	8.8%	5.0%	3.2%	9.7%	2.8%
The University offers a variety of majors at my location.	80.6%	70.0%	76.1%	75.0%	73.0%	7.6%	9.7%	12.5%	4.3%	10.0%	13.5%	-3.8%
Student recreational opportunities and facilities have met my expectations.	78.9%	68.0%	74.3%	58.1%	50.0%	28.9%	5.3%	16.0%	2.9%	3.2%	25.0%	-19.7%
Sufficient financial aid options are available.	71.9%	82.9%	78.3%	84.6%	74.3%	-2.4%	18.8%	5.7%	6.5%	5.1%	5.7%	13.1%
Students seldom get the “run around” when seeking information.	66.7%	64.1%	61.7%	46.3%	65.8%	0.9%	24.2%	18.0%	25.5%	26.8%	15.8%	8.4%
Classes are offered at convenient times.	60.6%	65.0%	73.9%	70.7%	54.1%	6.5%	21.2%	22.5%	19.6%	14.6%	18.9%	2.3%
Campus housing met my expectations upon arriving to campus.	53.8%	35.7%	56.0%	41.2%	36.4%	17.4%	15.4%	7.1%	4.0%	0.0%	27.3%	-11.9%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
 Data sorted descending by level of agreement.
 N/A responses and missing values were not included in the analysis.

Appendix 3. New Student Perceptions about Troy University - Montgomery

Ranked by Agreement Level

Total respondents = 34

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
The <i>printed</i> Schedule of Classes is informative and easy to follow.	1	3	3	5	7	93%	0.0%	6.9%	30
TROY personnel are knowledgeable and helpful.	2	2	12	16	19	90%	3.3%	6.7%	30
I feel that the campus is a safe and secure environment.	3	10	1	12	5	89.7%	3.4%	6.9%	29
Faculty care about students as individuals.	4	17	8	13	14	86.7%	3.3%	10.0%	30
The classes I attend are well organized and well taught.	5	9	10	19	18	86.7%	0.0%	13.3%	30
I am receiving a quality education at Troy University.	6	1	2	3	2	87%	3.3%	10.0%	30
The <i>online</i> Schedule of Classes is informative and easy to follow.	7	4	19	15	8	85.7%	7.1%	7.1%	28
I feel I can talk to faculty about my academic concerns.	8	14	5	17	15	83.3%	10.0%	6.7%	30
Academic advising is adequate.	9	21	20	22	20	83.3%	10.0%	6.7%	30
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	6	13	14	12	83.3%	6.7%	10.0%	30
Class information provided prior to enrollment was helpful.	11	23	21	7	17	82.8%	6.9%	10.3%	29
The online registration process is user-friendly.	12	13	16	21	10	82.8%	6.9%	10.3%	29
The University offers a variety of majors at my location.	13	11	23	11	6	82.8%	6.9%	10.3%	29
Troy University has a good reputation in my community.	14	8	6	1	1	82.1%	10.7%	7.1%	28
Classes are offered at convenient times.	15	24	18	9	13	80.0%	3.3%	16.7%	30
On-campus bookstore hours are convenient for students.	16	26	11	18	4	79.3%	13.8%	6.9%	29
The semester/term format at my location accommodates my learning.	17	7	7	10	9	79.3%	10.3%	10.3%	29
The tuition payment plan is beneficial for students.	18	22	27	4	22	79.2%	4.2%	16.7%	24
The on-site registration process is user-friendly.	19	15	14	23	23	78.6%	14.3%	7.1%	28
Class drop/add procedures are appropriate.	20	5	9	20	16	76.9%	15.4%	7.7%	26
I would recommend Troy University to a friend who is planning to go to college.	21	12	4	2	3	76.7%	10.0%	13.3%	30
Student organizations are available for my participation.	22	16	22	25	24	75.0%	12.5%	12.5%	24
Tutorial services are sufficient.	23	25	28	26	26	74.1%	14.8%	11.1%	27
Purchasing textbooks through TROY Virtual BookStore is convenient.	24	28	24	24	25	72.0%	16.0%	12.0%	25
Students seldom get the "run around" when seeking information.	25	19	25	28	28	71.4%	3.6%	25.0%	28
The bill that I received from the University was easily understood.	26	20	15	6	11	70.4%	22.2%	7.4%	27
Sufficient financial aid options are available.	27	18	17	8	21	69.0%	13.8%	17.2%	29
Student recreational opportunities and facilities have met my expectations.	28	27	26	27	27	61.9%	28.6%	9.5%	21
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	52.9%	29.4%	17.6%	17

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

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

Appendix 3.1. New Student Perceptions about Troy University - Montgomery

Five Year Trend from Fall 2011 through Fall 2015

Total respondents = 34

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
The <i>printed</i> Schedule of Classes is informative and easy to follow.	93.1%	100%	92.3%	87.5%	77.6%	15.5%	6.9%	0.0%	2.6%	0.0%	12.1%	-5.2%
TROY personnel are knowledgeable and helpful.	90.0%	100%	84.6%	81.7%	72.9%	17.1%	6.7%	0.0%	2.6%	6.7%	15.3%	-8.6%
I feel that the campus is a safe and secure environment.	89.7%	89.5%	97.4%	85.7%	80.7%	9.0%	6.9%	5.3%	0.0%	1.8%	10.5%	-3.6%
Faculty care about students as individuals.	86.7%	76.2%	87.2%	85.0%	75.0%	11.7%	10.0%	9.5%	2.6%	6.7%	18.3%	-8.3%
The classes I attend are well organized and well taught.	86.7%	89.5%	86.5%	80.7%	73.2%	13.5%	13.3%	5.3%	5.4%	12.3%	17.9%	-4.6%
I am receiving a quality education at Troy University.	86.7%	100%	94.7%	91.5%	84.5%	2.2%	10.0%	0.0%	0.0%	3.4%	8.6%	1.4%
The <i>online</i> Schedule of Classes is informative and easy to follow.	85.7%	94.7%	79.5%	82.1%	77.4%	8.3%	7.1%	0.0%	2.6%	3.6%	11.3%	-4.2%
I feel I can talk to faculty about my academic concerns.	83.3%	80.0%	89.7%	81.7%	74.6%	8.7%	6.7%	10.0%	2.6%	6.7%	15.3%	-8.6%
Academic advising is adequate.	83.3%	73.7%	78.9%	77.2%	72.9%	10.4%	6.7%	15.8%	2.6%	10.5%	11.9%	-5.2%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	83.3%	90.0%	84.2%	83.1%	75.4%	7.9%	10.0%	10.0%	10.5%	5.1%	12.3%	-2.3%
Class information provided prior to enrollment was helpful.	82.8%	70.0%	75.7%	86.7%	73.3%	9.5%	10.3%	10.0%	2.7%	5.0%	10.0%	0.3%
The online registration process is user-friendly.	82.8%	84.2%	81.6%	77.8%	75.5%	7.3%	10.3%	5.3%	5.3%	9.3%	14.3%	-4.0%
The University offers a variety of majors at my location.	82.8%	85.0%	73.0%	85.7%	79.3%	3.5%	10.3%	15.0%	16.2%	7.1%	8.6%	1.7%
Troy University has a good reputation in my community.	82.1%	90.0%	89.2%	96.6%	86.0%	-3.9%	7.1%	0.0%	2.7%	1.7%	8.8%	-1.7%
Classes are offered at convenient times.	80.0%	68.4%	81.1%	86.0%	75.4%	4.6%	16.7%	15.8%	5.4%	12.3%	17.5%	-0.8%
On-campus bookstore hours are convenient for students.	79.3%	58.8%	86.1%	80.8%	82.5%	-3.2%	6.9%	11.8%	5.6%	0.0%	10.5%	-3.6%
The semester/term format at my location accommodates my learning.	79.3%	90.0%	89.2%	86.0%	76.8%	2.5%	10.3%	5.0%	2.7%	1.8%	8.9%	1.4%

The tuition payment plan is beneficial for students.	79.2%	73.7%	64.7%	87.7%	70.9%	8.3%	16.7%	10.5%	0.0%	0.0%	14.5%	2.2%
The on-site registration process is user-friendly.	78.6%	79.0%	82.9%	72.7%	68.8%	9.8%	7.1%	5.3%	0.0%	9.1%	14.6%	-7.5%
Class drop/add procedures are appropriate.	76.9%	94.7%	87.2%	79.6%	74.5%	2.4%	7.7%	0.0%	0.0%	1.9%	17.6%	-9.9%
I would recommend Troy University to a friend who is planning to go to college.	76.7%	85.0%	92.3%	93.1%	82.8%	-6.1%	13.3%	0.0%	2.6%	3.4%	10.3%	3.0%
Student organizations are available for my participation.	75.0%	77.8%	73.3%	66.7%	63.5%	11.5%	12.5%	0.0%	3.3%	7.8%	25.0%	-12.5%
Tutorial services are sufficient.	74.1%	64.7%	58.1%	64.0%	60.9%	13.2%	11.1%	5.9%	3.2%	4.0%	15.2%	-4.1%
Purchasing textbooks through TROY Virtual BookStore is convenient.	72.0%	52.6%	69.0%	70.0%	62.5%	9.5%	12.0%	10.5%	0.0%	4.0%	20.0%	-8.0%
Students seldom get the “run around” when seeking information.	71.4%	75.0%	68.4%	57.9%	48.2%	23.2%	25.0%	5.0%	15.8%	24.6%	41.1%	-16.1%
The bill that I received from the University was easily understood.	70.4%	75.0%	82.4%	87.5%	75.4%	-5.0%	7.4%	5.0%	2.9%	3.6%	14.0%	-6.6%
Sufficient financial aid options are available.	69.0%	75.0%	81.1%	86.2%	72.4%	-3.4%	17.2%	15.0%	2.7%	3.4%	17.2%	0.0%
Student recreational opportunities and facilities have met my expectations.	61.9%	53.3%	66.7%	59.1%	55.0%	6.9%	9.5%	13.3%	7.4%	4.5%	22.5%	-13.0%
Campus housing met my expectations upon arriving to campus.	52.9%	45.5%	39.1%	48.6%	44.4%	8.5%	17.6%	0.0%	8.7%	0.0%	14.8%	2.8%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
Data sorted descending by level of agreement.
N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement Level

Total respondents = 26

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
The online registration process is user-friendly.	1	18	19	22	19	91.7%	8.3%	0.0%	30
Troy University has a good reputation in my community.	2	3	4	7	1	91.7%	8.3%	0.0%	24
The semester/term format at my location accommodates my learning.	3	2	8	1	7	91.7%	8.3%	0.0%	24
Sufficient financial aid options are available.	4	16	16	17	18	91.7%	0.0%	8.3%	24
The <i>printed</i> Schedule of Classes is informative and easy to follow.	5	23	1	12	16	90.9%	9.1%	0.0%	22
The bill that I received from the University was easily understood.	6	7	12	11	14	88.9%	11.1%	0.0%	18
Reg. dates, times, and procedures were made clear to me prior to enrollment.	7	26	18	14	11	88.0%	8.0%	4.0%	25
The classes I attend are well organized and well taught.	8	20	14	9	10	87.5%	4.2%	8.3%	24
I am receiving a quality education at Troy University.	9	13	6	2	8	87.5%	12.5%	0.0%	24
The <i>online</i> Schedule of Classes is informative and easy to follow.	10	27	2	29	25	84.6%	15.4%	0.0%	26
The University offers a variety of majors at my location.	11	15	27	15	15	84.0%	16.0%	0.0%	25
Classes are offered at convenient times.	12	6	11	20	9	84.0%	12.0%	4.0%	25
The tuition payment plan is beneficial for students.	13	24	25	18	21	81.8%	13.6%	4.5%	22
TROY personnel are knowledgeable and helpful.	14	1	5	4	2	80.8%	0.0%	19.2%	26
Faculty care about students as individuals.	15	19	9	5	3	80.8%	15.4%	3.8%	26
I feel I can talk to faculty about my academic concerns.	16	11	7	6	5	80.8%	11.5%	7.7%	26
I feel that the campus is a safe and secure environment.	17	8	3	10	6	79.2%	16.7%	4.2%	24
I would recommend Troy University to a friend who is planning to go to college.	18	4	13	3	4	78.3%	8.7%	13.0%	23
Student organizations are available for my participation.	19	21	24	27	26	78.3%	17.4%	4.3%	23
Purchasing textbooks through TROY Virtual BookStore is convenient.	20	25	23	19	24	78.3%	17.4%	4.3%	23
The on-site registration process is user-friendly.	21	14	15	24	13	77.3%	18.2%	4.5%	22
Class drop/add procedures are appropriate.	22	17	17	16	20	77.3%	22.7%	0.0%	22
Tutorial services are sufficient.	23	10	26	21	27	77.3%	22.7%	0.0%	22
Academic advising is adequate.	24	12	10	8	12	76.9%	0.0%	23.1%	26
On-campus bookstore hours are convenient for students.	25	9	20	23	22	76.2%	19.0%	4.8%	21
Class information provided prior to enrollment was helpful.	26	5	21	13	17	76.0%	12.0%	12.0%	25
Student recreational opportunities and facilities have met my expectations.	27	29	28	28	23	62.5%	31.3%	6.3%	16
Students seldom get the "run around" when seeking information.	28	22	22	25	29	52.0%	20.0%	28.0%	25
Campus housing met my expectations upon arriving to campus.	29	28	29	26	28	50.0%	50.0%	0.0%	14

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

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

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

Five Year Trend from Fall 2011 through Fall 2015

Total respondents = 26

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
Sufficient financial aid options are available.	91.7%	83.3%	81.3%	74.1%	63.0%	28.7%	8.3%	16.7%	6.3%	18.5%	11.1%	-2.8%
The online registration process is user-friendly.	91.7%	80.0%	76.5%	70.8%	60.9%	30.8%	0.0%	0.0%	17.6%	16.7%	13.0%	-13.0%
The semester/term format at my location accommodates my learning.	91.7%	92.9%	88.2%	96.0%	80.8%	10.9%	0.0%	7.1%	5.9%	4.0%	7.7%	-7.7%
Troy University has a good reputation in my community.	91.7%	92.9%	94.1%	84.6%	92.6%	-0.9%	0.0%	0.0%	0.0%	3.8%	7.4%	-7.4%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	90.9%	76.9%	#####	80.0%	69.2%	21.7%	0.0%	0.0%	0.0%	16.0%	11.5%	-11.5%
The bill that I received from the University was easily understood.	88.9%	92.3%	84.6%	82.6%	69.6%	19.3%	0.0%	0.0%	7.7%	8.7%	13.0%	-13.0%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	88.0%	71.4%	76.5%	77.8%	74.1%	13.9%	4.0%	14.3%	5.9%	11.1%	7.4%	-3.4%
The classes I attend are well organized and well taught.	87.5%	78.6%	82.4%	84.0%	77.8%	9.7%	8.3%	14.3%	5.9%	12.0%	7.4%	0.9%
I am receiving a quality education at Troy University.	87.5%	85.7%	88.2%	88.5%	77.8%	9.7%	0.0%	7.1%	5.9%	3.8%	3.7%	-3.7%
The <i>online</i> Schedule of Classes is informative and easy to follow.	84.6%	71.4%	#####	54.2%	51.9%	32.7%	0.0%	14.3%	0.0%	33.3%	37.0%	-37.0%
Classes are offered at convenient times.	84.0%	92.3%	87.5%	73.1%	77.8%	6.2%	4.0%	7.7%	6.3%	19.2%	7.4%	-3.4%
The University offers a variety of majors at my location.	84.0%	84.6%	47.1%	76.0%	69.2%	14.8%	0.0%	7.7%	17.6%	8.0%	15.4%	-15.4%
The tuition payment plan is beneficial for students.	81.8%	75.0%	56.3%	73.9%	60.0%	21.8%	4.5%	8.3%	0.0%	13.0%	8.0%	-3.5%
TROY personnel are knowledgeable and helpful.	80.8%	92.9%	94.1%	85.2%	88.9%	-8.1%	19.2%	0.0%	0.0%	14.8%	7.4%	11.8%
Faculty care about students as individuals.	80.8%	78.6%	88.2%	85.2%	88.9%	-8.1%	3.8%	14.3%	0.0%	11.1%	7.4%	-3.6%
I feel I can talk to faculty about my academic concerns.	80.8%	85.7%	88.2%	85.2%	85.2%	-4.4%	7.7%	14.3%	5.9%	14.8%	11.1%	-3.4%
I feel that the campus is a safe and secure environment.	79.2%	92.3%	94.1%	83.3%	84.6%	-5.4%	4.2%	7.7%	0.0%	12.5%	3.8%	0.4%

Purchasing textbooks through TROY Virtual BookStore is convenient.	78.3%	75.0%	61.5%	73.3%	57.1%	21.2%	4.3%	0.0%	0.0%	26.7%	19.0%	-14.7%
Student organizations are available for my participation.	78.3%	77.8%	57.1%	55.0%	50.0%	28.3%	4.3%	0.0%	21.4%	25.0%	27.3%	-23.0%
I would recommend Troy University to a friend who is planning to go to college.	78.3%	92.9%	82.4%	88.5%	85.2%	-6.9%	13.0%	7.1%	11.8%	7.7%	3.7%	9.3%
The on-site registration process is user-friendly.	77.3%	84.6%	82.4%	65.4%	70.4%	6.9%	4.5%	7.7%	5.9%	19.2%	11.1%	-6.6%
Class drop/add procedures are appropriate.	77.3%	83.3%	78.6%	75.0%	60.0%	17.3%	0.0%	0.0%	0.0%	12.5%	4.0%	-4.0%
Tutorial services are sufficient.	77.3%	90.0%	53.8%	71.4%	50.0%	27.3%	0.0%	0.0%	7.7%	14.3%	22.7%	-22.7%
Academic advising is adequate.	76.9%	85.7%	88.2%	84.0%	70.4%	6.5%	23.1%	14.3%	0.0%	12.0%	14.8%	8.3%
On-campus bookstore hours are convenient for students.	76.2%	91.7%	70.6%	69.6%	58.3%	17.9%	4.8%	0.0%	5.9%	13.0%	12.5%	-7.7%
Class information provided prior to enrollment was helpful.	76.0%	92.3%	70.6%	77.8%	63.0%	13.0%	12.0%	7.7%	5.9%	14.8%	18.5%	-6.5%
Student recreational opportunities and facilities have met my expectations.	62.5%	16.7%	38.5%	54.5%	57.9%	4.6%	6.3%	16.7%	7.7%	27.3%	15.8%	-9.5%
Students seldom get the “run around” when seeking information.	52.0%	76.9%	68.8%	64.0%	48.0%	4.0%	28.0%	0.0%	6.3%	16.0%	20.0%	8.0%
Campus housing met my expectations upon arriving to campus.	50.0%	50.0%	33.3%	62.5%	50.0%	0.0%	0.0%	0.0%	0.0%	12.5%	8.3%	-8.3%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
Data sorted descending by level of agreement.
N/A responses and missing values were not included in the analysis.

Appendix 5. New Student Perceptions about Troy University - Troy

Ranked by Agreement Level

Total respondents = 291

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
I am receiving a quality education at Troy University.	1	1	3	1	1	86.2%	6.0%	7.8%	30
The semester/term format at my location accommodates my learning.	2	9	1	3	6	83.8%	8.8%	7.5%	228
TROY personnel are knowledgeable and helpful.	3	6	2	4	13	83.5%	8.6%	7.8%	243
Faculty care about students as individuals.	4	8	5	9	7	83.3%	9.6%	7.1%	240
The University offers a variety of majors at my location.	5	4	4	2	2	81.1%	9.9%	9.0%	233
I would recommend Troy University to a friend who is planning to go to college.	6	5	8	7	3	80.5%	9.1%	10.4%	231
Classes are offered at convenient times.	7	20	16	14	9	80.4%	10.6%	8.9%	235
I feel I can talk to faculty about my academic concerns.	8	7	10	11	12	80.0%	10.0%	10.0%	240
The <i>online</i> Schedule of Classes is informative and easy to follow.	9	14	15	23	20	79.7%	12.1%	8.2%	232
The <i>printed</i> Schedule of Classes is informative and easy to follow.	10	3	7	6	8	78.4%	11.6%	9.9%	232
The classes I attend are well organized and well taught.	11	13	12	20	11	77.5%	11.0%	11.4%	236
Troy University has a good reputation in my community.	12	10	13	8	4	77.4%	11.7%	10.9%	230
Student organizations are available for my participation.	13	2	6	5	5	77.2%	12.1%	10.7%	224
On-campus bookstore hours are convenient for students.	14	15	14	12	10	76.6%	10.4%	13.0%	231
Class drop/add procedures are appropriate.	15	12	11	10	16	76.2%	13.2%	10.6%	227
Reg. dates, times, and procedures were made clear to me prior to enrollment.	16	19	17	18	24	76.1%	9.7%	14.3%	238
The online registration process is user-friendly.	17	25	19	24	27	75.7%	11.1%	13.2%	235
The bill that I received from the University was easily understood.	18	23	21	16	18	75.2%	15.2%	9.6%	230
Academic advising is adequate.	19	18	9	13	23	75.2%	10.9%	13.9%	238
The tuition payment plan is beneficial for students.	20	22	23	21	21	72.6%	17.3%	10.2%	226
Sufficient financial aid options are available.	21	11	20	15	15	72.4%	15.5%	12.1%	232
Tutorial services are sufficient.	22	21	24	17	19	69.9%	22.2%	7.9%	216
Class information provided prior to enrollment was helpful.	23	26	26	27	22	69.2%	16.5%	14.3%	237
I feel that the campus is a safe and secure environment.	24	16	18	19	14	66.8%	16.8%	16.4%	232
The on-site registration process is user-friendly.	25	24	22	25	25	66.4%	20.2%	13.5%	223
Purchasing textbooks through TROY Virtual BookStore is convenient.	26	28	29	26	26	65.9%	23.7%	10.4%	211
Student recreational opportunities and facilities have met my expectations.	27	17	25	22	17	64.3%	17.8%	17.8%	230
Campus housing met my expectations upon arriving to campus.	28	27	27	28	28	60.2%	24.6%	15.2%	211
Students seldom get the "run around" when seeking information.	29	29	28	29	29	50.4%	23.3%	26.3%	236

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

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

Appendix 5.1. New Student Perceptions about Troy University - Troy

Five Year Trend from Fall 2011 through Fall 2015

Total respondents = 291

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
I am receiving a quality education at Troy University.	86.2%	87.9%	87.0%	90.0%	84.2%	2.0%	7.8%	3.1%	5.0%	4.4%	10.1%	-2.3%
The semester/term format at my location accommodates my learning.	83.8%	83.6%	88.2%	89.1%	77.9%	5.9%	7.5%	3.1%	4.4%	3.0%	10.4%	-2.9%
TROY personnel are knowledgeable and helpful.	83.5%	84.9%	87.6%	88.6%	74.8%	8.7%	7.8%	5.8%	4.6%	5.9%	13.0%	-5.2%
Faculty care about students as individuals.	83.3%	84.1%	85.3%	82.6%	77.6%	5.7%	7.1%	4.4%	6.4%	5.1%	11.4%	-4.3%
The University offers a variety of majors at my location.	81.1%	85.6%	86.7%	89.6%	81.7%	-0.6%	9.0%	5.1%	5.6%	4.3%	10.0%	-1.0%
I would recommend Troy University to a friend who is planning to go to college.	80.5%	85.3%	84.5%	85.7%	81.1%	-0.6%	10.4%	7.1%	7.1%	6.5%	12.9%	-2.5%
Classes are offered at convenient times.	80.4%	71.9%	78.8%	77.7%	76.8%	3.6%	8.9%	14.4%	8.8%	11.6%	12.4%	-3.5%
I feel I can talk to faculty about my academic concerns.	80.0%	84.6%	82.3%	81.8%	75.0%	5.0%	10.0%	7.4%	7.5%	8.1%	12.7%	-2.7%
The <i>online</i> Schedule of Classes is informative and easy to follow.	79.7%	76.4%	79.2%	70.0%	68.1%	11.6%	8.2%	8.3%	8.3%	10.0%	14.0%	-5.8%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	78.4%	86.4%	84.7%	86.6%	77.4%	1.0%	9.9%	4.8%	7.4%	5.6%	12.1%	-2.2%
The classes I attend are well organized and well taught.	77.5%	78.3%	81.9%	74.9%	75.2%	2.3%	11.4%	8.6%	9.6%	10.6%	12.0%	-0.6%
Troy University has a good reputation in my community.	77.4%	82.1%	79.9%	85.5%	80.4%	-3.0%	10.9%	6.0%	7.4%	7.0%	10.4%	0.5%
Student organizations are available for my participation.	77.2%	86.7%	84.8%	86.8%	79.2%	-2.0%	10.7%	4.3%	6.1%	5.3%	9.8%	0.9%
On-campus bookstore hours are convenient for students.	76.6%	76.3%	79.3%	81.0%	76.1%	0.5%	13.0%	11.0%	9.8%	9.3%	13.2%	-0.2%
Class drop/add procedures are appropriate.	76.2%	78.7%	82.3%	81.9%	71.6%	4.6%	10.6%	5.7%	6.2%	4.6%	12.9%	-2.3%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	76.1%	73.4%	77.9%	75.6%	62.0%	14.1%	14.3%	17.1%	8.4%	13.2%	26.4%	-12.1%
The online registration process is user-friendly.	75.7%	68.2%	77.3%	69.0%	56.2%	19.5%	13.2%	13.7%	9.4%	11.4%	26.6%	-13.4%
Academic advising is adequate.	75.2%	73.9%	82.5%	78.8%	66.7%	8.5%	13.9%	10.3%	8.2%	8.2%	18.9%	-5.0%

The bill that I received from the University was easily understood.	75.2%	70.1%	75.7%	76.3%	68.9%	6.3%	9.6%	11.6%	10.0%	7.8%	19.9%	-10.3%
The tuition payment plan is beneficial for students.	72.6%	70.8%	72.8%	74.1%	67.7%	4.9%	10.2%	9.7%	7.2%	8.5%	12.4%	-2.2%
Sufficient financial aid options are available.	72.4%	79.0%	77.2%	76.7%	72.2%	0.2%	12.1%	8.6%	9.9%	11.0%	15.3%	-3.2%
Tutorial services are sufficient.	69.9%	70.9%	72.8%	76.2%	68.8%	1.1%	7.9%	6.3%	6.6%	5.9%	13.5%	-5.6%
Class information provided prior to enrollment was helpful.	69.2%	67.4%	66.4%	63.2%	67.3%	1.9%	14.3%	16.2%	14.3%	13.0%	18.5%	-4.2%
I feel that the campus is a safe and secure environment.	66.8%	74.9%	77.6%	75.2%	72.6%	-5.8%	16.4%	10.3%	9.4%	7.4%	11.7%	4.7%
The on-site registration process is user-friendly.	66.4%	69.0%	74.1%	68.3%	61.8%	4.6%	13.5%	8.3%	7.2%	9.3%	20.6%	-7.1%
Purchasing textbooks through TROY Virtual BookStore is convenient.	65.9%	59.9%	57.1%	66.1%	58.6%	7.3%	10.4%	13.1%	11.8%	9.3%	13.4%	-3.0%
Student recreational opportunities and facilities have met my expectations.	64.3%	73.9%	72.0%	73.6%	69.9%	-5.6%	17.8%	9.0%	11.6%	8.2%	15.0%	2.8%
Campus housing met my expectations upon arriving to campus.	60.2%	60.3%	61.9%	56.2%	46.9%	13.3%	15.2%	17.8%	18.7%	18.4%	29.1%	-13.9%
Students seldom get the “run around” when seeking information.	50.4%	53.2%	58.3%	55.2%	45.6%	4.8%	26.3%	26.0%	20.4%	17.9%	29.4%	-3.1%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
 Data sorted descending by level of agreement.
 N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement Level

Total respondents = 28

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
The on-site registration process is user-friendly.	1	19	16	14	6	100.0%	0.0%	0.0%	30
I am receiving a quality education at Troy University.	2	2	6	3	2	96.2%	0.0%	3.8%	26
I would recommend Troy University to a friend who is planning to go to college.	3	1	4	1	3	96.2%	0.0%	3.8%	26
TROY personnel are knowledgeable and helpful.	4	11	2	6	5	96.2%	0.0%	3.8%	26
The <i>printed</i> Schedule of Classes is informative and easy to follow.	5	10	25	5	7	95.7%	4.3%	0.0%	23
The semester/term format at my location accommodates my learning.	6	4	12	2	8	92.3%	3.8%	3.8%	26
Reg. dates, times, and procedures were made clear to me prior to enrollment.	7	12	10	9	11	92.3%	0.0%	7.7%	26
Classes are offered at convenient times.	8	3	13	11	14	92.3%	3.8%	3.8%	26
I feel I can talk to faculty about my academic concerns.	9	14	3	8	15	92.3%	3.8%	3.8%	26
The classes I attend are well organized and well taught.	10	9	15	10	13	92.3%	3.8%	3.8%	26
Class drop/add procedures are appropriate.	11	6	11	17	10	91.3%	4.3%	4.3%	23
The online registration process is user-friendly.	12	5	5	15	17	88.5%	7.7%	3.8%	26
The <i>online</i> Schedule of Classes is informative and easy to follow.	13	17	17	13	12	88.5%	7.7%	3.8%	26
Faculty care about students as individuals.	14	7	1	7	4	88.5%	7.7%	3.8%	26
I feel that the campus is a safe and secure environment.	15	18	20	12	19	88.0%	0.0%	12.0%	25
Troy University has a good reputation in my community.	16	16	14	4	9	84.6%	7.7%	7.7%	26
Class information provided prior to enrollment was helpful.	17	8	8	19	23	84.6%	7.7%	7.7%	26
The tuition payment plan is beneficial for students.	18	20	19	23	20	84.2%	15.8%	0.0%	19
Sufficient financial aid options are available.	19	21	18	21	16	81.8%	4.5%	13.6%	22
The bill that I received from the University was easily understood.	20	13	9	16	1	77.3%	18.2%	4.5%	22
Academic advising is adequate.	21	15	7	18	18	76.9%	15.4%	7.7%	26
Students seldom get the "run around" when seeking information.	22	22	22	24	21	73.1%	11.5%	15.4%	26
Purchasing textbooks through TROY Virtual BookStore is convenient.	23	23	23	20	22	64.0%	24.0%	12.0%	25
Tutorial services are sufficient.	24	24	26	29	27	61.1%	38.9%	0.0%	18
Student recreational opportunities and facilities have met my expectations.	25	29	24	28	28	50.0%	43.8%	6.3%	16
Student organizations are available for my participation.	26	26	21	22	25	45.8%	33.3%	20.8%	24
The University offers a variety of majors at my location.	27	27	29	27	24	45.5%	22.7%	31.8%	22
On-campus bookstore hours are convenient for students.	28	25	28	25	26	42.9%	57.1%	0.0%	14
Campus housing met my expectations upon arriving to campus.	29	28	27	26	29	38.5%	61.5%	0.0%	13

* 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 2011 through Fall 2015

Total respondents = 28

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
The on-site registration process is user-friendly.	100%	66.7%	77.8%	84.2%	89.4%	10.6%	0.0%	0.0%	5.6%	0.0%	2.1%	-2.1%
TROY personnel are knowledgeable and helpful.	96.2%	79.0%	88.5%	90.3%	91.2%	5.0%	3.8%	10.5%	3.8%	6.5%	0.0%	3.8%
I am receiving a quality education at Troy University.	96.2%	89.5%	84.0%	93.1%	94.5%	1.7%	3.8%	5.3%	4.0%	3.4%	0.0%	3.8%
I would recommend Troy University to a friend who is planning to go to college.	96.2%	89.5%	84.6%	96.6%	94.5%	1.7%	3.8%	5.3%	7.7%	3.4%	0.0%	3.8%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	95.7%	81.3%	60.9%	92.0%	89.1%	6.6%	0.0%	6.3%	17.4%	0.0%	9.1%	-9.1%
I feel I can talk to faculty about my academic concerns.	92.3%	73.7%	88.0%	90.0%	83.9%	8.4%	3.8%	10.5%	4.0%	3.3%	5.4%	-1.6%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	92.3%	79.0%	80.8%	89.7%	86.0%	6.3%	7.7%	5.3%	11.5%	3.4%	1.8%	5.9%
Classes are offered at convenient times.	92.3%	89.5%	80.8%	86.2%	83.9%	8.4%	3.8%	5.3%	19.2%	3.4%	8.9%	-5.1%
The classes I attend are well organized and well taught.	92.3%	84.2%	80.0%	86.7%	84.2%	8.1%	3.8%	5.3%	8.0%	6.7%	7.0%	-3.2%
The semester/term format at my location accommodates my learning.	92.3%	88.9%	80.8%	96.4%	88.9%	3.4%	3.8%	5.6%	15.4%	3.6%	1.9%	1.9%
Class drop/add procedures are appropriate.	91.3%	87.5%	80.8%	81.5%	86.0%	5.3%	4.3%	6.3%	3.8%	0.0%	6.0%	-1.7%
Faculty care about students as individuals.	88.5%	84.2%	96.0%	90.3%	93.0%	-4.5%	3.8%	5.3%	4.0%	3.2%	1.8%	2.0%
The online registration process is user-friendly.	88.5%	88.2%	84.0%	83.3%	80.8%	7.7%	3.8%	5.9%	12.0%	0.0%	7.7%	-3.9%
The <i>online</i> Schedule of Classes is informative and easy to follow.	88.5%	70.6%	72.0%	85.2%	85.2%	3.3%	3.8%	5.9%	12.0%	3.7%	5.6%	-1.8%
I feel that the campus is a safe and secure environment.	88.0%	70.6%	68.4%	85.7%	78.6%	9.4%	12.0%	11.8%	10.5%	0.0%	7.1%	4.9%
Class information provided prior to enrollment was helpful.	84.6%	84.2%	83.3%	76.7%	69.6%	15.0%	7.7%	10.5%	8.3%	3.3%	12.5%	-4.8%
Troy University has a good reputation in my community.	84.6%	73.7%	80.8%	92.9%	88.2%	-3.6%	7.7%	5.3%	3.8%	0.0%	0.0%	7.7%
The tuition payment plan is beneficial for students.	84.2%	62.5%	68.4%	67.9%	77.8%	6.4%	0.0%	12.5%	5.3%	14.3%	0.0%	0.0%

Sufficient financial aid options are available.	81.8%	61.1%	68.4%	71.4%	82.4%	-0.6%	13.6%	11.1%	10.5%	10.7%	2.0%	11.6%
The bill that I received from the University was easily understood.	77.3%	78.6%	81.8%	82.1%	95.9%	-18.6%	4.5%	7.1%	4.5%	3.6%	0.0%	4.5%
Academic advising is adequate.	76.9%	73.7%	84.0%	79.3%	80.4%	-3.5%	7.7%	15.8%	8.0%	10.3%	8.9%	-1.2%
Students seldom get the “run around” when seeking information.	73.1%	55.6%	65.4%	65.5%	75.4%	-2.3%	15.4%	27.8%	23.1%	20.7%	15.8%	-0.4%
Purchasing textbooks through TROY Virtual BookStore is convenient.	64.0%	50.0%	65.0%	73.1%	73.3%	-9.3%	12.0%	16.7%	15.0%	11.5%	6.7%	5.3%
Tutorial services are sufficient.	61.1%	46.7%	50.0%	50.0%	55.3%	5.8%	0.0%	20.0%	12.5%	8.3%	15.8%	-15.8%
Student recreational opportunities and facilities have met my expectations.	50.0%	18.2%	61.5%	57.1%	46.7%	3.3%	6.3%	9.1%	15.4%	7.1%	16.7%	-10.4%
Student organizations are available for my participation.	45.8%	35.7%	66.7%	70.6%	58.8%	-13.0%	20.8%	7.1%	20.0%	11.8%	11.8%	9.0%
The University offers a variety of majors at my location.	45.5%	27.8%	43.5%	59.3%	63.5%	-18.0%	31.8%	44.4%	30.4%	33.3%	19.2%	12.6%
On-campus bookstore hours are convenient for students.	42.9%	46.2%	46.2%	64.7%	56.3%	-13.4%	0.0%	7.7%	15.4%	11.8%	9.4%	-9.4%
Campus housing met my expectations upon arriving to campus.	38.5%	18.2%	50.0%	63.6%	45.5%	-7.0%	0.0%	9.1%	10.0%	0.0%	9.1%	-9.1%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
 Data sorted descending by level of agreement.
 N/A responses and missing values were not included in the analysis.

Appendix 7. New Student Perceptions about Troy University - TROY Online

Ranked by Agreement Level

Total respondents = 133

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
I am receiving a quality education at Troy University.	1	3	8	2	1	91.8%	6.6%	1.6%	30
The University offers a variety of majors at my location.	2	13	11	7	12	90.9%	5.5%	3.6%	110
The semester/term format at my location accommodates my learning.	3	1	9	4	6	88.8%	5.2%	6.0%	116
The online registration process is user-friendly.	4	5	3	14	8	88.5%	7.4%	4.1%	122
Class drop/add procedures are appropriate.	5	12	7	9	11	88.5%	9.6%	1.9%	104
Reg. dates, times, and procedures were made clear to me prior to enrollment.	6	14	2	17	5	88.3%	6.7%	5.0%	120
Classes are offered at convenient times.	7	2	10	3	2	87.5%	9.6%	2.9%	104
Troy University has a good reputation in my community.	8	9	14	16	10	87.1%	8.6%	4.3%	116
The <i>online</i> Schedule of Classes is informative and easy to follow.	9	10	12	15	4	86.1%	9.8%	4.1%	122
I would recommend Troy University to a friend who is planning to go to college.	10	4	4	5	9	85.8%	9.2%	5.0%	120
TROY personnel are knowledgeable and helpful.	11	7	1	6	7	84.6%	8.1%	7.3%	123
The bill that I received from the University was easily understood.	12	6	15	13	3	83.5%	10.7%	5.8%	103
The <i>printed</i> Schedule of Classes is informative and easy to follow.	13	8	17	21	15	83.3%	15.6%	1.1%	90
Faculty care about students as individuals.	14	15	5	10	13	81.3%	7.3%	11.4%	123
Sufficient financial aid options are available.	15	17	16	11	17	81.0%	10.3%	8.6%	116
Purchasing textbooks through TROY Virtual BookStore is convenient.	16	22	13	1	18	80.4%	10.7%	8.9%	112
Class information provided prior to enrollment was helpful.	17	16	19	20	21	80.3%	10.3%	9.4%	117
I feel I can talk to faculty about my academic concerns.	18	11	6	12	16	79.8%	11.3%	8.9%	124
Academic advising is adequate.	19	18	20	19	19	78.2%	10.5%	11.3%	124
The classes I attend are well organized and well taught.	20	19	21	18	14	77.8%	13.7%	8.5%	117
The tuition payment plan is beneficial for students.	21	20	18	8	20	77.1%	16.7%	6.3%	96
Tutorial services are sufficient.	22	23	23	24	23	76.7%	18.9%	4.4%	90
The on-site registration process is user-friendly.	23	21	22	22	22	76.1%	19.7%	4.2%	71
Students seldom get the "run around" when seeking information.	24	24	24	25	24	70.1%	13.7%	16.2%	117
On-campus bookstore hours are convenient for students.	25	25	26	23	25	67.7%	26.2%	6.2%	65
Student organizations are available for my participation.	26	26	25	26	27	66.7%	25.9%	7.4%	81
I feel that the campus is a safe and secure environment.	27	27	27	27	26	65.5%	29.1%	5.5%	55
Student recreational opportunities and facilities have met my expectations.	28	28	28	28	28	60.4%	28.3%	11.3%	53
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	51.2%	46.5%	2.3%	43

* 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 - TROY Online

Five Year Trend from Fall 2011 through Fall 2015

Total respondents = 133

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
I am receiving a quality education at Troy University.	91.8%	81.6%	83.1%	87.0%	85.7%	6.1%	1.6%	9.2%	8.5%	6.1%	3.9%	-2.3%
The University offers a variety of majors at my location.	90.9%	77.5%	82.2%	83.7%	79.1%	11.8%	3.6%	15.0%	6.8%	6.5%	7.5%	-3.9%
The semester/term format at my location accommodates my learning.	88.8%	84.5%	82.7%	85.7%	82.6%	6.2%	6.0%	10.7%	5.5%	5.3%	5.4%	0.6%
The online registration process is user-friendly.	88.5%	80.7%	85.4%	80.2%	81.0%	7.5%	4.1%	14.8%	7.7%	12.2%	9.2%	-5.1%
Class drop/add procedures are appropriate.	88.5%	77.5%	83.3%	82.4%	79.6%	8.9%	1.9%	12.5%	6.1%	5.0%	4.1%	-2.2%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	88.3%	77.3%	85.5%	77.6%	82.6%	5.7%	5.0%	17.1%	7.6%	12.7%	11.6%	-6.6%
Classes are offered at convenient times.	87.5%	82.5%	82.6%	85.8%	85.6%	1.9%	2.9%	8.8%	8.7%	4.2%	3.0%	-0.1%
Troy University has a good reputation in my community.	87.1%	79.0%	78.7%	78.3%	79.9%	7.2%	4.3%	9.9%	5.5%	6.7%	3.5%	0.8%
The <i>online</i> Schedule of Classes is informative and easy to follow.	86.1%	78.4%	80.2%	80.0%	82.7%	3.4%	4.1%	17.1%	9.9%	10.8%	9.0%	-4.9%
I would recommend Troy University to a friend who is planning to go to college.	85.8%	81.6%	85.3%	84.5%	80.1%	5.7%	5.0%	14.9%	9.3%	7.0%	7.7%	-2.7%
TROY personnel are knowledgeable and helpful.	84.6%	79.8%	85.6%	84.3%	81.6%	3.0%	7.3%	10.1%	7.6%	11.9%	8.9%	-1.6%
The bill that I received from the University was easily understood.	83.5%	80.0%	77.8%	80.6%	83.3%	0.2%	5.8%	5.3%	6.5%	6.5%	4.2%	1.6%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	83.3%	79.2%	76.9%	70.3%	76.6%	6.7%	1.1%	11.1%	6.5%	12.1%	3.2%	-2.1%
Faculty care about students as individuals.	81.3%	76.7%	84.2%	81.3%	78.6%	2.7%	11.4%	8.9%	6.8%	10.4%	6.5%	4.9%
Sufficient financial aid options are available.	81.0%	75.0%	76.9%	80.8%	72.6%	8.4%	8.6%	12.5%	9.1%	7.5%	10.3%	-1.7%
Purchasing textbooks through TROY Virtual BookStore is convenient.	80.4%	70.0%	79.3%	87.7%	72.6%	7.8%	8.9%	15.0%	6.6%	5.7%	11.1%	-2.2%
Class information provided prior to enrollment was helpful.	80.3%	76.1%	74.4%	71.0%	68.0%	12.3%	9.4%	13.6%	12.4%	14.5%	15.7%	-6.3%
I feel I can talk to faculty about my academic concerns.	79.8%	77.8%	83.3%	80.6%	73.7%	6.1%	8.9%	10.0%	6.1%	9.7%	10.9%	-2.0%

Academic advising is adequate.	78.2%	73.9%	72.9%	71.2%	71.8%	6.4%	11.3%	12.5%	10.1%	17.4%	11.5%	-0.2%
The classes I attend are well organized and well taught.	77.8%	73.6%	72.3%	72.2%	77.2%	0.6%	8.5%	18.4%	11.5%	13.5%	11.0%	-2.5%
The tuition payment plan is beneficial for students.	77.1%	72.2%	76.9%	82.4%	70.9%	6.2%	6.3%	8.9%	5.6%	6.5%	6.0%	0.3%
Tutorial services are sufficient.	76.7%	66.7%	70.6%	62.2%	59.4%	17.3%	4.4%	13.9%	3.9%	6.1%	7.9%	-3.5%
The on-site registration process is user-friendly.	76.1%	70.3%	72.1%	70.0%	64.4%	11.7%	4.2%	14.1%	5.8%	6.3%	7.7%	-3.5%
Students seldom get the “run around” when seeking information.	70.1%	64.4%	63.4%	62.1%	57.5%	12.6%	16.2%	20.7%	18.3%	27.3%	24.2%	-8.0%
On-campus bookstore hours are convenient for students.	67.7%	64.3%	58.0%	62.3%	57.3%	10.4%	6.2%	8.9%	5.8%	5.8%	5.3%	0.9%
Student organizations are available for my participation.	66.7%	61.3%	61.4%	57.1%	49.4%	17.3%	7.4%	12.9%	7.2%	10.4%	11.4%	-4.0%
I feel that the campus is a safe and secure environment.	65.5%	58.5%	54.1%	51.9%	53.1%	12.4%	5.5%	7.3%	3.3%	7.7%	6.3%	-0.8%
Student recreational opportunities and facilities have met my expectations.	60.4%	51.2%	50.8%	47.1%	43.4%	17.0%	11.3%	9.8%	6.6%	11.8%	5.7%	5.6%
Campus housing met my expectations upon arriving to campus.	51.2%	45.7%	46.2%	37.5%	37.0%	14.2%	2.3%	8.6%	1.9%	7.5%	6.5%	-4.2%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
Data sorted descending by level of agreement.
N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement

Total respondents = 154

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
I am receiving a quality education at Troy University.	1	1	2	5	1	92.5%	6.0%	1.5%	30
Classes are offered at convenient times.	2	21	12	7	6	86.8%	8.5%	4.7%	129
The online registration process is user-friendly.	3	19	10	17	23	86.6%	8.2%	5.2%	134
The semester/term format at my location accommodates my learning.	4	8	5	2	5	86.3%	9.9%	3.8%	131
TROY personnel are knowledgeable and helpful.	5	6	1	1	4	86.1%	8.0%	5.8%	137
Faculty care about students as individuals.	6	12	4	6	9	86.0%	7.4%	6.6%	136
The <i>printed</i> Schedule of Classes is informative and easy to follow.	7	2	7	13	8	85.0%	10.8%	4.2%	120
Reg. dates, times, and procedures were made clear to me prior to enrollment.	8	17	11	15	15	84.4%	8.1%	7.4%	135
The University offers a variety of majors at my location.	9	14	8	12	14	84.4%	9.4%	6.3%	128
The <i>online</i> Schedule of Classes is informative and easy to follow.	10	16	15	18	16	84.0%	13.7%	2.3%	131
I would recommend Troy University to a friend who is planning to go to college.	11	3	6	3	2	83.2%	12.2%	4.6%	131
Class drop/add procedures are appropriate.	12	4	3	9	12	82.8%	12.9%	4.3%	116
Troy University has a good reputation in my community.	13	11	18	4	3	82.2%	12.4%	5.4%	129
The classes I attend are well organized and well taught.	14	13	14	14	7	81.2%	12.0%	6.8%	133
The bill that I received from the University was easily understood.	15	22	17	16	11	80.3%	13.1%	6.6%	122
I feel I can talk to faculty about my academic concerns.	16	7	9	11	10	80.3%	12.4%	7.3%	137
Sufficient financial aid options are available.	17	5	19	8	13	78.4%	12.8%	8.8%	125
Class information provided prior to enrollment was helpful.	18	24	23	23	21	77.6%	13.4%	9.0%	134
Academic advising is adequate.	19	18	13	19	17	77.4%	14.6%	8.0%	137
The tuition payment plan is beneficial for students.	20	15	22	10	18	76.1%	17.7%	6.2%	113
On-campus bookstore hours are convenient for students.	21	10	20	21	19	75.9%	17.6%	6.5%	108
Student organizations are available for my participation.	22	9	21	24	22	75.9%	15.2%	8.9%	112
I feel that the campus is a safe and secure environment.	23	29	16	22	20	74.3%	18.1%	7.6%	105
The on-site registration process is user-friendly.	24	23	24	26	26	73.4%	20.2%	6.4%	109
Tutorial services are sufficient.	25	20	26	25	24	70.9%	25.5%	3.6%	110
Purchasing textbooks through TROY Virtual BookStore is convenient.	26	27	27	20	25	70.0%	21.7%	8.3%	120
Student recreational opportunities and facilities have met my expectations.	27	25	25	28	27	63.4%	27.7%	8.9%	101
Students seldom get the "run around" when seeking information.	28	26	28	27	28	57.9%	19.5%	22.6%	133
Campus housing met my expectations upon arriving to campus.	29	28	29	29	29	55.7%	31.8%	12.5%	88

* 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 2011 through Fall 2015

Total respondents = 154

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
I am receiving a quality education at Troy University.	92.5%	87.8%	84.9%	86.8%	88.2%	4.3%	1.5%	4.5%	5.8%	4.2%	3.5%	-2.0%
Classes are offered at convenient times.	86.8%	74.2%	78.3%	85.1%	82.3%	4.5%	4.7%	16.6%	12.7%	6.4%	8.5%	-3.8%
The online registration process is user-friendly.	86.6%	75.2%	79.6%	77.7%	69.3%	17.3%	5.2%	12.1%	8.4%	7.2%	12.7%	-7.5%
The semester/term format at my location accommodates my learning.	86.3%	81.2%	82.5%	88.7%	83.4%	2.9%	3.8%	7.8%	6.4%	1.4%	5.3%	-1.5%
TROY personnel are knowledgeable and helpful.	86.1%	81.7%	86.0%	89.1%	85.0%	1.1%	5.8%	8.2%	5.6%	4.8%	5.2%	0.6%
Faculty care about students as individuals.	86.0%	78.6%	83.1%	85.7%	80.8%	5.2%	6.6%	6.9%	7.3%	6.1%	5.2%	1.4%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	85.0%	86.1%	80.8%	80.3%	81.2%	3.8%	4.2%	6.3%	8.4%	6.6%	5.2%	-1.0%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	84.4%	76.1%	78.5%	78.8%	76.3%	8.1%	7.4%	14.2%	8.5%	11.0%	11.6%	-4.2%
The University offers a variety of majors at my location.	84.4%	77.0%	80.8%	82.0%	76.6%	7.8%	6.3%	13.5%	7.6%	6.5%	10.2%	-3.9%
The <i>online</i> Schedule of Classes is informative and easy to follow.	84.0%	76.4%	76.3%	77.2%	75.6%	8.4%	2.3%	10.1%	9.2%	6.2%	7.9%	-5.6%
I would recommend Troy University to a friend who is planning to go to college.	83.2%	85.4%	81.5%	87.5%	87.7%	-4.5%	4.6%	8.3%	8.1%	6.3%	5.8%	-1.2%
Class drop/add procedures are appropriate.	82.8%	82.0%	83.9%	84.3%	78.1%	4.7%	4.3%	7.2%	5.0%	3.0%	7.1%	-2.8%
Troy University has a good reputation in my community.	82.2%	78.7%	74.9%	86.9%	86.5%	-4.3%	5.4%	6.7%	7.6%	4.4%	3.1%	2.3%
The classes I attend are well organized and well taught.	81.2%	78.5%	77.3%	78.9%	81.8%	-0.6%	6.8%	12.0%	13.1%	9.2%	11.2%	-4.4%
I feel I can talk to faculty about my academic concerns.	80.3%	81.7%	80.7%	83.0%	80.6%	-0.3%	7.3%	9.5%	6.8%	4.8%	8.8%	-1.5%
The bill that I received from the University was easily understood.	80.3%	73.6%	75.8%	78.1%	79.9%	0.4%	6.6%	12.5%	6.8%	8.6%	8.4%	-1.8%
Sufficient financial aid options are available.	78.4%	81.8%	74.3%	84.8%	76.8%	1.6%	8.8%	8.8%	10.8%	3.6%	7.9%	0.9%
Class information provided prior to enrollment was helpful.	77.6%	70.7%	68.8%	70.5%	70.8%	6.8%	9.0%	13.4%	13.3%	11.0%	13.7%	-4.7%

Academic advising is adequate.	77.4%	76.0%	77.6%	77.1%	74.9%	2.5%	8.0%	13.9%	8.6%	8.3%	12.3%	-4.3%
The tuition payment plan is beneficial for students.	76.1%	76.9%	69.0%	83.7%	74.7%	1.4%	6.2%	6.7%	5.2%	3.3%	5.2%	1.0%
On-campus bookstore hours are convenient for students.	75.9%	78.8%	73.6%	75.4%	72.8%	3.1%	6.5%	10.2%	7.6%	8.8%	3.7%	2.8%
Student organizations are available for my participation.	75.9%	79.3%	70.0%	69.9%	70.1%	5.8%	8.9%	8.6%	8.6%	9.7%	10.9%	-2.0%
I feel that the campus is a safe and secure environment.	74.3%	71.4%	76.3%	71.7%	72.0%	2.3%	7.6%	11.3%	5.8%	2.8%	8.3%	-0.7%
The on-site registration process is user-friendly.	73.4%	72.9%	68.8%	68.5%	66.0%	7.4%	6.4%	10.1%	7.1%	7.4%	9.9%	-3.5%
Tutorial services are sufficient.	70.9%	74.4%	64.6%	68.8%	67.4%	3.5%	3.6%	9.0%	6.9%	2.8%	9.3%	-5.7%
Purchasing textbooks through TROY Virtual BookStore is convenient.	70.0%	60.5%	61.6%	75.8%	66.7%	3.3%	8.3%	12.7%	9.6%	6.5%	8.1%	0.2%
Student recreational opportunities and facilities have met my expectations.	63.4%	65.6%	64.8%	58.2%	57.0%	6.4%	8.9%	11.8%	11.2%	8.8%	12.3%	-3.4%
Students seldom get the “run around” when seeking information.	57.9%	60.5%	61.0%	60.0%	52.3%	5.6%	22.6%	20.4%	19.8%	22.8%	25.0%	-2.4%
Campus housing met my expectations upon arriving to campus.	55.7%	54.3%	53.0%	49.3%	46.8%	8.9%	12.5%	15.2%	14.5%	7.0%	13.8%	-1.3%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
 Data sorted descending by level of agreement.
 N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement

Total respondents = 102

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
TROY personnel are knowledgeable and helpful.	1	1	2	4	12	84.4%	7.8%	7.8%	30
The semester/term format at my location accommodates my learning.	2	9	1	2	2	84.3%	6.0%	9.6%	83
The <i>online</i> Schedule of Classes is informative and easy to follow.	3	11	9	15	14	83.9%	6.9%	9.2%	87
The <i>printed</i> Schedule of Classes is informative and easy to follow.	4	2	4	9	6	83.1%	9.9%	7.0%	71
I am receiving a quality education at Troy University.	5	4	10	3	1	81.4%	9.3%	9.3%	86
The online registration process is user-friendly.	6	13	23	13	16	81.0%	10.7%	8.3%	84
Reg. dates, times, and procedures were made clear to me prior to enrollment.	7	16	19	1	17	80.2%	7.0%	12.8%	86
The University offers a variety of majors at my location.	8	8	17	5	10	80.0%	10.6%	9.4%	85
I feel I can talk to faculty about my academic concerns.	9	3	15	21	15	79.8%	11.2%	9.0%	89
Troy University has a good reputation in my community.	10	7	5	6	3	78.8%	10.6%	10.6%	85
Classes are offered at convenient times.	11	12	16	8	9	78.8%	11.3%	10.0%	80
Class drop/add procedures are appropriate.	12	17	14	16	7	77.8%	12.3%	9.9%	81
I would recommend Troy University to a friend who is planning to go to college.	13	5	3	7	4	77.0%	10.3%	12.6%	87
The bill that I received from the University was easily understood.	14	19	12	12	5	76.9%	14.1%	9.0%	78
Faculty care about students as individuals.	15	6	6	10	11	76.1%	11.4%	12.5%	88
Class information provided prior to enrollment was helpful.	16	21	26	22	23	74.1%	9.4%	16.5%	85
The on-site registration process is user-friendly.	17	18	13	24	18	73.6%	15.3%	11.1%	72
Sufficient financial aid options are available.	18	20	11	19	8	73.6%	12.6%	13.8%	87
Student organizations are available for my participation.	19	14	7	25	25	73.5%	17.6%	8.8%	68
Academic advising is adequate.	20	23	20	17	19	73.0%	7.9%	19.1%	89
The tuition payment plan is beneficial for students.	21	22	8	18	21	71.4%	15.6%	13.0%	77
The classes I attend are well organized and well taught.	22	25	18	20	20	70.6%	16.5%	12.9%	85
Purchasing textbooks through TROY Virtual BookStore is convenient.	23	26	28	11	24	69.4%	14.1%	16.5%	85
I feel that the campus is a safe and secure environment.	24	10	21	14	13	69.2%	16.9%	13.8%	65
Student recreational opportunities and facilities have met my expectations.	25	24	24	26	27	69.0%	17.2%	13.8%	58
On-campus bookstore hours are convenient for students.	26	15	22	23	22	68.6%	15.7%	15.7%	70
Tutorial services are sufficient.	27	27	25	27	26	68.1%	20.8%	11.1%	72
Students seldom get the "run around" when seeking information.	28	29	27	28	28	63.5%	20.0%	16.5%	85
Campus housing met my expectations upon arriving to campus.	29	28	29	29	29	48.0%	32.0%	20.0%	50

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

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

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

Five Year Trend from Fall 2011 through Fall 2015

Total respondents = 102

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
TROY personnel are knowledgeable and helpful.	84.4%	88.6%	87.0%	87.6%	77.4%	7.0%	7.8%	8.0%	5.0%	6.2%	10.5%	-2.7%
The semester/term format at my location accommodates my learning.	84.3%	78.8%	89.7%	90.3%	82.4%	1.9%	9.6%	5.9%	5.2%	2.2%	6.7%	2.9%
The <i>online</i> Schedule of Classes is informative and easy to follow.	83.9%	77.0%	81.6%	76.7%	75.8%	8.1%	9.2%	8.1%	8.2%	6.7%	10.8%	-1.6%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	83.1%	84.9%	84.9%	78.8%	80.5%	2.6%	7.0%	5.8%	8.6%	8.2%	8.8%	-1.8%
I am receiving a quality education at Troy University.	81.4%	81.6%	81.1%	90.3%	82.6%	-1.2%	9.3%	5.8%	7.4%	3.2%	5.8%	3.5%
The online registration process is user-friendly.	81.0%	74.7%	74.5%	77.9%	75.2%	5.8%	8.3%	9.6%	8.5%	9.3%	13.8%	-5.5%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	80.2%	72.7%	76.8%	90.5%	74.6%	5.6%	12.8%	17.1%	11.1%	5.3%	17.2%	-4.4%
The University offers a variety of majors at my location.	80.0%	80.2%	77.9%	86.7%	78.8%	1.2%	9.4%	4.7%	11.6%	5.6%	9.7%	-0.3%
I feel I can talk to faculty about my academic concerns.	79.8%	81.8%	78.0%	75.0%	75.8%	4.0%	9.0%	9.1%	9.0%	9.4%	13.7%	-4.7%
Classes are offered at convenient times.	78.8%	75.9%	77.9%	83.3%	79.5%	-0.7%	10.0%	9.2%	11.6%	7.8%	8.0%	2.0%
Troy University has a good reputation in my community.	78.8%	80.5%	83.3%	85.6%	81.9%	-3.1%	10.6%	4.6%	7.3%	4.4%	6.0%	4.6%
Class drop/add procedures are appropriate.	77.8%	72.5%	79.3%	76.4%	80.5%	-2.7%	9.9%	6.3%	8.7%	2.2%	4.4%	5.5%
I would recommend Troy University to a friend who is planning to go to college.	77.0%	81.6%	85.3%	84.6%	81.3%	-4.3%	12.6%	9.2%	8.4%	4.4%	7.3%	5.3%
The bill that I received from the University was easily understood.	76.9%	72.0%	80.7%	78.0%	81.2%	-4.3%	9.0%	7.3%	8.0%	1.2%	7.9%	1.1%
Faculty care about students as individuals.	76.1%	80.7%	83.0%	78.1%	77.6%	-1.5%	12.5%	4.6%	6.0%	9.4%	9.6%	2.9%
Class information provided prior to enrollment was helpful.	74.1%	71.3%	65.7%	75.0%	68.0%	6.1%	16.5%	17.2%	20.2%	10.4%	18.0%	-1.5%
Sufficient financial aid options are available.	73.6%	71.8%	80.9%	76.1%	79.7%	-6.1%	13.8%	11.8%	7.4%	8.7%	7.6%	6.2%
The on-site registration process is user-friendly.	73.6%	72.0%	79.3%	72.2%	71.7%	1.9%	11.1%	8.5%	6.9%	5.1%	12.0%	-0.9%

Student organizations are available for my participation.	73.5%	73.8%	81.9%	71.6%	61.7%	11.8%	8.8%	6.3%	6.0%	2.7%	11.1%	-2.3%
Academic advising is adequate.	73.0%	69.0%	76.3%	76.3%	71.0%	2.0%	19.1%	11.5%	7.2%	6.5%	15.3%	3.8%
The tuition payment plan is beneficial for students.	71.4%	69.1%	81.7%	76.2%	68.3%	3.1%	13.0%	7.4%	6.1%	7.1%	5.8%	7.2%
The classes I attend are well organized and well taught.	70.6%	67.8%	77.3%	75.3%	68.4%	2.2%	12.9%	13.8%	12.4%	10.8%	11.1%	1.8%
Purchasing textbooks through TROY Virtual BookStore is convenient.	69.4%	65.3%	65.5%	78.1%	64.0%	5.4%	16.5%	13.3%	10.3%	5.5%	10.0%	6.5%
I feel that the campus is a safe and secure environment.	69.2%	77.9%	76.2%	77.8%	76.2%	-7.0%	13.8%	3.9%	8.3%	5.6%	6.0%	7.8%
Student recreational opportunities and facilities have met my expectations.	69.0%	68.9%	70.5%	64.6%	57.8%	11.2%	13.8%	9.5%	6.4%	1.5%	15.6%	-1.8%
On-campus bookstore hours are convenient for students.	68.6%	72.8%	74.7%	74.0%	68.2%	0.4%	15.7%	8.6%	8.4%	1.4%	9.4%	6.3%
Tutorial services are sufficient.	68.1%	64.6%	69.5%	63.3%	59.8%	8.3%	11.1%	7.6%	7.3%	5.1%	11.5%	-0.4%
Students seldom get the “run around” when seeking information.	63.5%	57.7%	65.6%	60.2%	57.0%	6.5%	16.5%	25.9%	20.8%	23.7%	27.3%	-10.8%
Campus housing met my expectations upon arriving to campus.	48.0%	60.6%	60.0%	48.9%	44.0%	4.0%	20.0%	9.1%	15.7%	10.6%	18.0%	2.0%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
Data sorted descending by level of agreement.
N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement

Total respondents = 110

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
I am receiving a quality education at Troy University.	1	2	2	3	2	90.1%	5.5%	4.4%	30
I would recommend Troy University to a friend who is planning to go to college.	2	7	6	1	4	86.5%	6.7%	6.7%	89
The semester/term format at my location accommodates my learning.	3	5	8	5	8	86.5%	6.7%	6.7%	89
Troy University has a good reputation in my community.	4	6	10	8	5	85.6%	6.7%	7.8%	90
Faculty care about students as individuals.	5	1	1	7	1	85.1%	8.5%	6.4%	94
I feel I can talk to faculty about my academic concerns.	6	3	4	2	9	85.1%	6.4%	8.5%	94
The <i>printed</i> Schedule of Classes is informative and easy to follow.	7	12	5	6	10	84.9%	10.5%	4.7%	86
TROY personnel are knowledgeable and helpful.	8	4	3	4	6	84.0%	7.4%	8.5%	94
Class drop/add procedures are appropriate.	9	9	9	16	16	82.8%	12.6%	4.6%	87
The classes I attend are well organized and well taught.	10	11	7	13	3	82.6%	6.5%	10.9%	92
The University offers a variety of majors at my location.	11	15	21	11	7	82.1%	8.3%	9.5%	84
The tuition payment plan is beneficial for students.	12	27	23	17	19	82.1%	9.0%	9.0%	78
The <i>online</i> Schedule of Classes is informative and easy to follow.	13	17	13	25	11	81.9%	11.7%	6.4%	94
The bill that I received from the University was easily understood.	14	19	18	10	14	81.6%	10.5%	7.9%	76
On-campus bookstore hours are convenient for students.	15	25	15	22	12	78.6%	10.0%	11.4%	70
The online registration process is user-friendly.	16	21	12	26	21	77.7%	10.6%	11.7%	94
The on-site registration process is user-friendly.	17	22	19	24	22	76.9%	14.1%	9.0%	78
Purchasing textbooks through TROY Virtual BookStore is convenient.	18	26	27	18	23	76.8%	15.9%	7.3%	82
Academic advising is adequate.	19	8	11	12	25	76.3%	8.6%	15.1%	93
Reg. dates, times, and procedures were made clear to me prior to enrollment.	20	16	17	20	17	76.1%	9.8%	14.1%	92
Tutorial services are sufficient.	21	23	25	27	26	75.7%	18.9%	5.4%	74
Classes are offered at convenient times.	22	18	20	15	13	75.6%	11.1%	13.3%	90
Sufficient financial aid options are available.	23	10	16	14	24	74.7%	13.2%	12.1%	91
Class information provided prior to enrollment was helpful.	24	20	24	21	18	74.4%	10.0%	15.6%	90
I feel that the campus is a safe and secure environment.	25	13	14	9	15	72.3%	14.5%	13.3%	83
Student organizations are available for my participation.	26	14	22	19	20	65.9%	18.3%	15.9%	82
Students seldom get the "run around" when seeking information.	27	28	28	28	28	59.6%	14.9%	25.5%	94
Student recreational opportunities and facilities have met my expectations.	28	24	26	23	27	58.1%	22.6%	19.4%	62
Campus housing met my expectations upon arriving to campus.	29	29	29	29	29	57.9%	36.8%	5.3%	57

* 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 2011 through Fall 2015

Total respondents = 110

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
I am receiving a quality education at Troy University.	90.1%	89.1%	92.0%	85.4%	85.9%	4.2%	4.4%	2.2%	2.7%	6.3%	7.1%	-2.7%
The semester/term format at my location accommodates my learning.	86.5%	85.6%	86.5%	85.0%	79.6%	6.9%	6.7%	4.4%	3.6%	6.0%	8.2%	-1.5%
I would recommend Troy University to a friend who is planning to go to college.	86.5%	82.2%	87.4%	89.6%	81.6%	4.9%	6.7%	8.9%	5.4%	6.3%	10.2%	-3.5%
Troy University has a good reputation in my community.	85.6%	82.2%	85.7%	82.3%	80.9%	4.7%	7.8%	5.6%	4.5%	8.3%	7.4%	0.4%
Faculty care about students as individuals.	85.1%	89.1%	92.0%	83.2%	87.0%	-1.9%	6.4%	4.4%	2.7%	6.9%	9.0%	-2.6%
I feel I can talk to faculty about my academic concerns.	85.1%	87.0%	88.4%	86.1%	78.2%	6.9%	8.5%	6.5%	4.5%	8.9%	8.9%	-0.4%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	84.9%	78.8%	87.7%	84.4%	77.7%	7.2%	4.7%	7.1%	2.8%	7.8%	10.6%	-5.9%
TROY personnel are knowledgeable and helpful.	84.0%	86.8%	88.4%	85.1%	80.0%	4.0%	8.5%	4.4%	2.7%	11.9%	8.0%	0.5%
Class drop/add procedures are appropriate.	82.8%	80.2%	86.4%	73.3%	71.6%	11.2%	4.6%	8.1%	1.9%	8.9%	8.0%	-3.4%
The classes I attend are well organized and well taught.	82.6%	79.1%	87.2%	75.5%	81.8%	0.8%	10.9%	5.5%	4.6%	9.2%	7.1%	3.8%
The tuition payment plan is beneficial for students.	82.1%	60.2%	74.4%	72.5%	70.2%	11.9%	9.0%	12.1%	3.3%	11.0%	8.3%	0.7%
The University offers a variety of majors at my location.	82.1%	75.8%	77.4%	77.1%	79.8%	2.3%	9.5%	11.0%	6.6%	11.5%	11.7%	-2.2%
The <i>online</i> Schedule of Classes is informative and easy to follow.	81.9%	73.0%	84.3%	63.4%	76.6%	5.3%	6.4%	11.2%	3.7%	16.1%	11.7%	-5.3%
The bill that I received from the University was easily understood.	81.6%	72.1%	80.8%	78.4%	72.2%	9.4%	7.9%	10.5%	6.1%	6.8%	12.2%	-4.3%
On-campus bookstore hours are convenient for students.	78.6%	66.3%	81.8%	67.1%	75.9%	2.7%	11.4%	13.3%	5.1%	19.0%	11.4%	0.0%
The online registration process is user-friendly.	77.7%	68.6%	84.5%	61.3%	68.9%	8.8%	11.7%	15.1%	5.5%	17.2%	15.6%	-3.9%
The on-site registration process is user-friendly.	76.9%	68.4%	80.2%	65.8%	68.9%	8.0%	9.0%	7.9%	3.1%	11.4%	11.1%	-2.1%

Purchasing textbooks through TROY Virtual BookStore is convenient.	76.8%	60.5%	64.0%	70.9%	67.6%	9.2%	7.3%	13.6%	4.5%	12.7%	10.3%	-3.0%
Academic advising is adequate.	76.3%	81.3%	85.6%	75.8%	66.0%	10.3%	15.1%	7.7%	7.2%	13.1%	14.0%	1.1%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	76.1%	73.3%	81.3%	69.7%	71.4%	4.7%	14.1%	13.3%	7.1%	16.2%	16.3%	-2.2%
Tutorial services are sufficient.	75.7%	68.0%	65.6%	58.7%	65.4%	10.3%	5.4%	5.3%	3.3%	10.7%	10.3%	-4.9%
Classes are offered at convenient times.	75.6%	73.0%	79.3%	73.5%	75.0%	0.6%	13.3%	12.4%	9.0%	15.3%	12.5%	0.8%
Sufficient financial aid options are available.	74.7%	79.8%	81.6%	74.7%	67.4%	7.3%	12.1%	7.9%	6.8%	13.1%	15.8%	-3.7%
Class information provided prior to enrollment was helpful.	74.4%	70.3%	70.9%	67.3%	70.7%	3.7%	15.6%	13.2%	9.1%	12.2%	16.2%	-0.6%
I feel that the campus is a safe and secure environment.	72.3%	78.6%	83.7%	80.2%	71.9%	0.4%	13.3%	10.7%	5.8%	11.1%	9.0%	4.3%
Student organizations are available for my participation.	65.9%	77.1%	76.5%	69.9%	69.4%	-3.5%	15.9%	4.8%	5.1%	8.4%	9.4%	6.5%
Students seldom get the “run around” when seeking information.	59.6%	49.4%	58.2%	52.6%	57.6%	2.0%	25.5%	21.4%	20.9%	21.6%	31.3%	-5.8%
Student recreational opportunities and facilities have met my expectations.	58.1%	67.1%	65.5%	66.2%	61.8%	-3.7%	19.4%	9.2%	10.3%	7.4%	13.2%	6.2%
Campus housing met my expectations upon arriving to campus.	57.9%	43.5%	54.5%	45.5%	46.0%	11.9%	5.3%	17.4%	9.1%	9.1%	28.0%	-22.7%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
 Data sorted descending by level of agreement.
 N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement

Total respondents = 45

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
The University offers a variety of majors at my location.	1	3	10	7	2	86.1%	8.3%	5.6%	30
Classes are offered at convenient times.	2	12	21	20	11	86.1%	8.3%	5.6%	36
Faculty care about students as individuals.	3	11	8	6	14	84.2%	7.9%	7.9%	38
The online registration process is user-friendly.	4	25	15	21	26	83.8%	5.4%	10.8%	37
On-campus bookstore hours are convenient for students.	5	19	18	18	23	83.8%	8.1%	8.1%	37
I am receiving a quality education at Troy University.	6	5	5	1	1	83.3%	8.3%	8.3%	36
TROY personnel are knowledgeable and helpful.	7	8	2	4	15	81.6%	13.2%	5.3%	38
The classes I attend are well organized and well taught.	8	10	14	13	8	81.6%	10.5%	7.9%	38
Class drop/add procedures are appropriate.	9	7	20	11	12	81.1%	13.5%	5.4%	37
Academic advising is adequate.	10	21	9	14	16	81.1%	8.1%	10.8%	37
The <i>online</i> Schedule of Classes is informative and easy to follow.	11	9	23	16	18	80.6%	11.1%	8.3%	36
I would recommend Troy University to a friend who is planning to go to college.	12	14	7	10	3	80.6%	11.1%	8.3%	36
The semester/term format at my location accommodates my learning.	13	4	3	3	4	80.0%	14.3%	5.7%	35
Reg. dates, times, and procedures were made clear to me prior to enrollment.	14	16	24	23	22	78.9%	10.5%	10.5%	38
Student organizations are available for my participation.	15	1	1	8	7	78.8%	12.1%	9.1%	33
The <i>printed</i> Schedule of Classes is informative and easy to follow.	16	2	12	9	9	78.4%	10.8%	10.8%	37
I feel I can talk to faculty about my academic concerns.	17	6	4	2	6	75.7%	13.5%	10.8%	37
The bill that I received from the University was easily understood.	18	23	22	17	13	75.0%	16.7%	8.3%	36
Troy University has a good reputation in my community.	19	13	6	5	5	74.3%	14.3%	11.4%	35
Purchasing textbooks through TROY Virtual BookStore is convenient.	20	26	28	27	29	74.2%	16.1%	9.7%	31
Tutorial services are sufficient.	21	18	25	25	25	74.2%	22.6%	3.2%	31
I feel that the campus is a safe and secure environment.	22	28	16	12	10	72.2%	13.9%	13.9%	36
The tuition payment plan is beneficial for students.	23	27	17	15	20	71.4%	22.9%	5.7%	35
Sufficient financial aid options are available.	24	17	11	19	19	70.3%	18.9%	10.8%	37
The on-site registration process is user-friendly.	25	20	13	26	24	67.6%	23.5%	8.8%	34
Class information provided prior to enrollment was helpful.	26	22	27	24	21	64.9%	21.6%	13.5%	37
Campus housing met my expectations upon arriving to campus.	27	24	26	28	27	64.5%	25.8%	9.7%	31
Student recreational opportunities and facilities have met my expectations.	28	15	19	22	17	58.3%	27.8%	13.9%	36
Students seldom get the "run around" when seeking information.	29	29	29	29	28	54.3%	20.0%	25.7%	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 2011 through Fall 2015

Total respondents = 45

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
Classes are offered at convenient times.	86.1%	81.3%	78.0%	66.7%	70.8%	15.3%	5.6%	8.3%	8.0%	19.4%	16.7%	-11.1%
The University offers a variety of majors at my location.	86.1%	87.5%	88.5%	83.8%	81.3%	4.8%	5.6%	2.1%	7.7%	10.8%	12.5%	-6.9%
Faculty care about students as individuals.	84.2%	81.3%	90.6%	84.2%	68.0%	16.2%	7.9%	8.3%	3.8%	5.3%	18.0%	-10.1%
The online registration process is user-friendly.	83.8%	70.5%	82.0%	64.5%	45.8%	38.0%	10.8%	15.9%	6.0%	12.9%	33.3%	-22.5%
On-campus bookstore hours are convenient for students.	83.8%	76.1%	79.2%	70.3%	56.5%	27.3%	8.1%	8.7%	10.4%	13.5%	23.9%	-15.8%
I am receiving a quality education at Troy University.	83.3%	85.1%	92.3%	91.9%	83.3%	0.0%	8.3%	6.4%	0.0%	8.1%	10.4%	-2.1%
TROY personnel are knowledgeable and helpful.	81.6%	83.0%	96.2%	86.8%	68.0%	13.6%	5.3%	4.3%	0.0%	10.5%	22.0%	-16.7%
The classes I attend are well organized and well taught.	81.6%	83.0%	82.7%	73.7%	72.9%	8.7%	7.9%	10.6%	5.8%	15.8%	14.6%	-6.7%
Academic advising is adequate.	81.1%	74.5%	90.2%	73.0%	66.7%	14.4%	10.8%	6.4%	3.9%	16.2%	22.9%	-12.1%
Class drop/add procedures are appropriate.	81.1%	83.3%	78.4%	79.4%	69.8%	11.3%	5.4%	2.4%	9.8%	8.8%	23.3%	-17.9%
The <i>online</i> Schedule of Classes is informative and easy to follow.	80.6%	83.0%	77.4%	71.9%	65.1%	15.5%	8.3%	12.8%	9.4%	12.5%	18.6%	-10.3%
I would recommend Troy University to a friend who is planning to go to college.	80.6%	80.9%	92.2%	81.1%	79.6%	1.0%	8.3%	10.6%	2.0%	8.1%	12.2%	-3.9%
The semester/term format at my location accommodates my learning.	80.0%	87.5%	94.3%	88.9%	78.7%	1.3%	5.7%	4.2%	0.0%	5.6%	10.6%	-4.9%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	78.9%	79.2%	76.9%	63.2%	59.2%	19.7%	10.5%	20.8%	7.7%	15.8%	32.7%	-22.2%
Student organizations are available for my participation.	78.8%	95.6%	#####	82.9%	73.9%	4.9%	9.1%	4.4%	0.0%	14.3%	17.4%	-8.3%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	78.4%	91.3%	84.0%	82.4%	72.9%	5.5%	10.8%	6.5%	6.0%	8.8%	14.6%	-3.8%
I feel I can talk to faculty about my academic concerns.	75.7%	83.3%	94.2%	89.5%	74.0%	1.7%	10.8%	10.4%	3.8%	7.9%	18.0%	-7.2%
The bill that I received from the University was easily understood.	75.0%	73.9%	77.6%	70.6%	69.6%	5.4%	8.3%	13.0%	10.2%	17.6%	30.4%	-22.1%

Troy University has a good reputation in my community.	74.3%	80.9%	92.2%	86.1%	78.3%	-4.0%	11.4%	6.4%	3.9%	11.1%	13.0%	-1.6%
Tutorial services are sufficient.	74.2%	77.5%	75.0%	58.6%	52.9%	21.3%	3.2%	5.0%	0.0%	13.8%	29.4%	-26.2%
Purchasing textbooks through TROY Virtual BookStore is convenient.	74.2%	70.0%	61.9%	51.7%	37.8%	36.4%	9.7%	5.0%	7.1%	24.1%	27.0%	-17.3%
I feel that the campus is a safe and secure environment.	72.2%	68.9%	81.3%	74.3%	72.3%	-0.1%	13.9%	15.6%	6.3%	11.4%	17.0%	-3.1%
The tuition payment plan is beneficial for students.	71.4%	68.9%	80.4%	71.9%	62.8%	8.6%	5.7%	13.3%	4.3%	12.5%	18.6%	-12.9%
Sufficient financial aid options are available.	70.3%	78.7%	84.0%	68.6%	64.0%	6.3%	10.8%	10.6%	8.0%	17.1%	18.0%	-7.2%
The on-site registration process is user-friendly.	67.6%	75.6%	83.0%	53.3%	55.3%	12.3%	8.8%	7.3%	6.4%	13.3%	27.7%	-18.9%
Class information provided prior to enrollment was helpful.	64.9%	73.9%	68.6%	61.1%	61.2%	3.7%	13.5%	15.2%	9.8%	19.4%	20.4%	-6.9%
Campus housing met my expectations upon arriving to campus.	64.5%	73.0%	70.5%	51.6%	39.5%	25.0%	9.7%	18.9%	13.6%	22.6%	39.5%	-29.8%
Student recreational opportunities and facilities have met my expectations.	58.3%	79.6%	78.7%	64.5%	66.7%	-8.4%	13.9%	6.8%	8.5%	19.4%	23.1%	-9.2%
Students seldom get the “run around” when seeking information.	54.3%	63.0%	59.6%	45.7%	38.8%	15.5%	25.7%	21.7%	15.4%	28.6%	30.6%	-4.9%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
Data sorted descending by level of agreement.
N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement Level

Total respondents = 118

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
I am receiving a quality education at Troy University.	1	1	2	1	1	92.4%	2.9%	4.8%	30
The semester/term format at my location accommodates my learning.	2	3	3	3	6	89.3%	3.9%	6.8%	103
TROY personnel are knowledgeable and helpful.	3	7	1	8	5	86.8%	2.8%	10.4%	106
Reg. dates, times, and procedures were made clear to me prior to enrollment.	4	16	9	17	21	86.7%	4.8%	8.6%	105
I feel I can talk to faculty about my academic concerns.	5	9	6	11	13	85.8%	7.5%	6.6%	106
The classes I attend are well organized and well taught.	6	12	17	20	7	85.4%	5.8%	8.7%	103
The <i>online</i> Schedule of Classes is informative and easy to follow.	7	13	12	16	18	85.4%	8.7%	5.8%	103
Faculty care about students as individuals.	8	8	8	9	4	84.9%	8.5%	6.6%	106
I would recommend Troy University to a friend who is planning to go to college.	9	2	4	5	3	84.8%	3.8%	11.4%	105
Troy University has a good reputation in my community.	10	6	10	6	2	84.6%	7.7%	7.7%	104
The <i>printed</i> Schedule of Classes is informative and easy to follow.	11	4	7	2	8	83.5%	9.3%	7.2%	97
Class drop/add procedures are appropriate.	12	10	11	7	17	83.5%	9.3%	7.2%	97
The University offers a variety of majors at my location.	13	5	5	4	9	82.5%	8.7%	8.7%	103
Academic advising is adequate.	14	19	14	19	15	82.1%	6.6%	11.3%	106
Classes are offered at convenient times.	15	22	13	13	12	81.6%	11.7%	6.8%	103
Class information provided prior to enrollment was helpful.	16	24	21	24	20	79.8%	12.5%	7.7%	104
The bill that I received from the University was easily understood.	17	15	24	10	11	79.0%	14.0%	7.0%	100
The online registration process is user-friendly.	18	20	15	22	23	77.9%	10.6%	11.5%	104
On-campus bookstore hours are convenient for students.	19	18	18	12	14	76.3%	16.1%	7.5%	93
Tutorial services are sufficient.	20	23	22	15	27	76.3%	17.5%	6.2%	97
Sufficient financial aid options are available.	21	17	23	18	16	76.2%	9.9%	13.9%	101
The tuition payment plan is beneficial for students.	22	21	25	23	19	76.0%	16.7%	7.3%	96
I feel that the campus is a safe and secure environment.	23	14	20	21	10	76.0%	11.5%	12.5%	96
Student organizations are available for my participation.	24	11	16	14	24	75.8%	14.7%	9.5%	95
Purchasing textbooks through TROY Virtual BookStore is convenient.	25	27	27	26	26	74.2%	18.3%	7.5%	93
The on-site registration process is user-friendly.	26	25	19	25	22	72.1%	17.4%	10.5%	86
Student recreational opportunities and facilities have met my expectations.	27	26	26	27	25	69.8%	11.6%	18.6%	86
Campus housing met my expectations upon arriving to campus.	28	28	29	28	29	60.0%	28.0%	12.0%	75
Students seldom get the "run around" when seeking information.	29	29	28	29	28	59.2%	14.6%	26.2%	103

* 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 2011 through Fall 2015

Total respondents = 118

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
I am receiving a quality education at Troy University.	92.4%	89.1%	89.3%	95.3%	84.6%	7.8%	4.8%	2.9%	5.0%	3.1%	10.3%	-5.5%
The semester/term format at my location accommodates my learning.	89.3%	86.9%	88.4%	90.5%	76.3%	13.0%	6.8%	2.9%	5.1%	3.2%	11.4%	-4.6%
TROY personnel are knowledgeable and helpful. Reg. dates, times, and procedures were made clear to me prior to enrollment.	86.8%	85.9%	89.4%	88.3%	77.5%	9.3%	10.4%	5.6%	5.0%	6.3%	14.2%	-3.8%
I feel I can talk to faculty about my academic concerns.	86.7%	74.5%	85.6%	82.0%	68.1%	18.6%	8.6%	17.0%	7.2%	7.8%	20.7%	-12.1%
The <i>online</i> Schedule of Classes is informative and easy to follow.	85.8%	85.2%	86.5%	85.9%	72.9%	12.9%	6.6%	5.6%	5.0%	7.0%	11.9%	-5.3%
The classes I attend are well organized and well taught.	85.4%	80.0%	84.8%	82.1%	70.0%	15.4%	5.8%	6.7%	5.1%	5.1%	16.4%	-10.6%
Faculty care about students as individuals.	85.4%	80.6%	82.0%	81.0%	76.1%	9.3%	8.7%	7.2%	6.5%	9.5%	14.2%	-5.5%
I would recommend Troy University to a friend who is planning to go to college.	84.9%	85.9%	85.7%	86.7%	78.8%	6.1%	6.6%	3.5%	5.0%	4.7%	12.7%	-6.1%
Troy University has a good reputation in my community.	84.8%	88.2%	87.9%	89.1%	79.5%	5.3%	11.4%	5.9%	7.9%	4.7%	13.7%	-2.3%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	84.6%	85.9%	85.6%	88.6%	81.6%	3.0%	7.7%	6.7%	4.3%	3.3%	10.5%	-2.8%
Class drop/add procedures are appropriate.	83.5%	86.0%	86.1%	91.8%	76.1%	7.4%	7.2%	4.4%	4.4%	2.5%	12.4%	-5.2%
The University offers a variety of majors at my location.	83.5%	81.8%	85.5%	88.5%	70.1%	13.4%	7.2%	3.8%	3.8%	2.7%	15.0%	-7.8%
Academic advising is adequate.	82.5%	86.0%	87.1%	90.2%	75.7%	6.8%	8.7%	7.4%	6.1%	5.7%	11.7%	-3.0%
Classes are offered at convenient times.	82.1%	73.4%	82.7%	81.5%	70.9%	11.2%	11.3%	10.1%	5.8%	11.3%	14.5%	-3.2%
Class information provided prior to enrollment was helpful.	81.6%	69.1%	83.7%	84.0%	74.3%	7.3%	6.8%	15.8%	6.7%	7.2%	13.3%	-6.5%
The bill that I received from the University was easily understood.	79.8%	67.4%	78.4%	74.8%	68.6%	11.2%	7.7%	16.3%	7.9%	8.7%	13.6%	-5.9%
The online registration process is user-friendly.	79.0%	74.6%	76.3%	86.1%	74.8%	4.2%	7.0%	3.9%	9.9%	4.9%	15.3%	-8.3%
	77.9%	70.9%	82.4%	78.1%	66.4%	11.5%	11.5%	13.4%	11.8%	7.9%	21.5%	-10.0%

Tutorial services are sufficient.	76.3%	68.3%	76.8%	82.6%	60.6%	15.7%	6.2%	8.3%	6.4%	3.7%	14.1%	-7.9%
On-campus bookstore hours are convenient for students.	76.3%	73.5%	79.5%	85.3%	72.7%	3.6%	7.5%	9.9%	8.7%	4.6%	14.1%	-6.6%
Sufficient financial aid options are available.	76.2%	73.5%	76.3%	81.8%	70.8%	5.4%	13.9%	10.3%	7.2%	10.7%	16.8%	-2.9%
The tuition payment plan is beneficial for students.	76.0%	70.5%	73.8%	77.8%	70.0%	6.0%	7.3%	10.1%	5.4%	6.8%	14.5%	-7.2%
I feel that the campus is a safe and secure environment.	76.0%	75.8%	78.7%	80.5%	75.2%	0.8%	12.5%	8.3%	7.1%	3.5%	9.9%	2.6%
Student organizations are available for my participation.	75.8%	81.3%	82.3%	83.2%	66.3%	9.5%	9.5%	3.9%	6.9%	5.3%	19.4%	-9.9%
Purchasing textbooks through TROY Virtual BookStore is convenient.	74.2%	59.2%	66.4%	74.5%	62.4%	11.8%	7.5%	14.2%	10.1%	5.7%	20.4%	-12.9%
The on-site registration process is user-friendly.	72.1%	67.2%	79.1%	74.8%	66.7%	5.4%	10.5%	8.6%	6.2%	9.9%	19.6%	-9.1%
Student recreational opportunities and facilities have met my expectations.	69.8%	66.7%	69.9%	74.3%	65.2%	4.6%	18.6%	8.6%	10.6%	6.9%	16.9%	1.7%
Campus housing met my expectations upon arriving to campus.	60.0%	56.7%	58.6%	61.5%	46.3%	13.7%	12.0%	17.3%	17.2%	18.8%	23.9%	-11.9%
Students seldom get the “run around” when seeking information.	59.2%	55.2%	63.0%	59.7%	52.1%	7.1%	26.2%	27.9%	18.8%	20.2%	27.4%	-1.2%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
Data sorted descending by level of agreement.
N/A responses and missing values were not included in the analysis.

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

Ranked by Frequency of Agreement

Total respondents = 431

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
I am receiving a quality education at Troy University.	1	1	2	1	1	88.7%	6.3%	5.0%	30
The semester/term format at my location accommodates my learning.	2	5	3	3	4	85.1%	8.5%	6.5%	355
TROY personnel are knowledgeable and helpful.	3	3	1	2	6	85.0%	8.0%	7.0%	373
The <i>printed</i> Schedule of Classes is informative and easy to follow.	4	2	6	7	9	84.5%	9.1%	6.5%	341
The <i>online</i> Schedule of Classes is informative and easy to follow.	5	13	15	22	16	83.6%	10.7%	5.7%	366
The University offers a variety of majors at my location.	6	7	9	5	7	83.5%	8.7%	7.8%	358
I would recommend Troy University to a friend who is planning to go to college.	7	4	4	4	2	83.1%	8.6%	8.3%	360
Troy University has a good reputation in my community.	8	9	10	6	3	82.8%	9.0%	8.2%	354
Faculty care about students as individuals.	9	10	5	8	5	82.7%	10.3%	7.0%	370
Class drop/add procedures are appropriate.	10	11	7	12	12	82.4%	10.9%	6.7%	341
Reg. dates, times, and procedures were made clear to me prior to enrollment.	11	18	16	13	18	81.1%	7.9%	10.9%	366
The classes I attend are well organized and well taught.	12	14	11	17	10	81.0%	10.2%	8.8%	363
Classes are offered at convenient times.	13	21	17	11	11	80.8%	11.0%	8.2%	355
I feel I can talk to faculty about my academic concerns.	14	6	8	9	8	80.3%	11.6%	8.1%	371
The online registration process is user-friendly.	15	23	14	21	23	80.2%	10.4%	9.3%	364
On-campus bookstore hours are convenient for students.	16	16	19	16	17	79.2%	11.2%	9.6%	322
The bill that I received from the University was easily understood.	17	19	21	15	13	79.0%	13.8%	7.2%	333
Academic advising is adequate.	18	17	12	14	19	77.0%	10.5%	12.4%	370
Student organizations are available for my participation.	19	8	13	18	21	76.2%	13.3%	10.5%	323
Sufficient financial aid options are available.	20	12	18	10	14	75.8%	13.9%	10.3%	360
The tuition payment plan is beneficial for students.	21	24	23	20	20	75.8%	16.4%	7.9%	330
Class information provided prior to enrollment was helpful.	22	26	26	25	22	74.5%	13.9%	11.6%	361
Tutorial services are sufficient.	23	22	24	24	25	73.5%	20.5%	6.0%	317
I feel that the campus is a safe and secure environment.	24	15	20	19	15	73.3%	14.9%	11.8%	322
Purchasing textbooks through TROY Virtual BookStore is convenient.	25	27	27	23	27	73.1%	18.3%	8.7%	334
The on-site registration process is user-friendly.	26	25	22	26	24	72.8%	17.3%	9.9%	313
Student recreational opportunities and facilities have met my expectations.	27	20	25	27	26	66.3%	19.7%	13.9%	294
Campus housing met my expectations upon arriving to campus.	28	28	29	29	29	60.5%	27.4%	12.2%	263
Students seldom get the "run around" when seeking information.	29	29	28	28	28	55.4%	19.6%	25.1%	363

* 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 2011 through Fall 2015

Total respondents = 431

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
I am receiving a quality education at Troy University.	88.7%	88.1%	88.2%	90.1%	86.1%	2.6%	5.0%	3.8%	3.9%	3.6%	7.0%	-2.0%
The semester/term format at my location accommodates my learning.	85.1%	83.8%	86.9%	88.3%	81.2%	3.9%	6.5%	5.0%	3.9%	3.0%	7.9%	-1.4%
TROY personnel are knowledgeable and helpful.	85.0%	85.5%	88.4%	88.3%	80.0%	5.0%	7.0%	5.7%	4.0%	6.7%	10.6%	-3.6%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	84.5%	86.3%	84.7%	84.7%	78.7%	5.8%	6.5%	5.5%	5.3%	7.1%	9.3%	-2.8%
The <i>online</i> Schedule of Classes is informative and easy to follow.	83.6%	78.7%	80.4%	73.3%	73.0%	10.6%	5.7%	8.9%	6.3%	9.2%	13.0%	-7.3%
The University offers a variety of majors at my location.	83.5%	83.5%	83.0%	86.0%	79.6%	3.9%	7.8%	7.9%	7.5%	6.1%	9.9%	-2.1%
I would recommend Troy University to a friend who is planning to go to college.	83.1%	84.9%	85.8%	87.2%	83.2%	-0.1%	8.3%	7.2%	6.2%	5.9%	9.3%	-1.0%
Troy University has a good reputation in my community.	82.8%	82.3%	82.6%	85.3%	82.5%	0.3%	8.2%	6.4%	5.2%	5.8%	7.6%	0.6%
Faculty care about students as individuals.	82.7%	82.1%	85.7%	83.3%	81.0%	1.7%	7.0%	5.5%	5.3%	5.5%	9.2%	-2.2%
Class drop/add procedures are appropriate.	82.4%	80.9%	84.6%	80.2%	74.9%	7.5%	6.7%	5.1%	4.1%	4.3%	10.6%	-3.9%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	81.1%	75.1%	79.9%	79.3%	71.7%	9.4%	10.9%	16.0%	7.4%	10.0%	18.6%	-7.7%
The classes I attend are well organized and well taught.	81.0%	77.6%	81.8%	77.0%	76.8%	4.2%	8.8%	9.6%	7.9%	8.6%	11.3%	-2.5%
Classes are offered at convenient times.	80.8%	72.0%	79.7%	80.3%	76.7%	4.1%	8.2%	15.1%	9.2%	10.0%	11.1%	-2.9%
I feel I can talk to faculty about my academic concerns.	80.3%	83.6%	83.2%	83.1%	78.8%	1.5%	8.1%	7.5%	5.7%	6.7%	10.1%	-2.0%
The online registration process is user-friendly.	80.2%	71.5%	81.1%	73.6%	67.5%	12.7%	9.3%	12.9%	7.0%	9.2%	16.8%	-7.5%
On-campus bookstore hours are convenient for students.	79.2%	76.6%	78.4%	77.3%	72.6%	6.6%	9.6%	10.3%	7.3%	9.0%	11.3%	-1.7%
The bill that I received from the University was easily understood.	79.0%	72.2%	76.2%	77.8%	73.9%	5.1%	7.2%	10.4%	8.3%	6.7%	14.7%	-7.5%
Academic advising is adequate.	77.0%	76.2%	81.7%	77.9%	71.2%	5.8%	12.4%	9.9%	6.8%	9.9%	14.6%	-2.2%

Student organizations are available for my participation.	76.2%	83.3%	81.3%	76.6%	69.3%	6.9%	10.5%	5.9%	4.7%	6.8%	13.6%	-3.1%
Sufficient financial aid options are available.	75.8%	79.0%	79.0%	80.7%	73.7%	2.1%	10.3%	8.9%	7.6%	8.5%	13.6%	-3.3%
The tuition payment plan is beneficial for students.	75.8%	71.2%	74.0%	75.9%	69.5%	6.3%	7.9%	9.5%	5.5%	7.0%	10.3%	-2.4%
Class information provided prior to enrollment was helpful.	74.5%	69.6%	69.1%	70.2%	68.0%	6.5%	11.6%	15.1%	11.7%	11.1%	16.5%	-4.9%
Tutorial services are sufficient.	73.5%	71.6%	71.9%	71.1%	64.3%	9.2%	6.0%	7.4%	5.1%	4.8%	12.0%	-6.0%
I feel that the campus is a safe and secure environment.	73.3%	76.9%	78.4%	76.6%	73.5%	-0.2%	11.8%	9.8%	6.4%	6.2%	9.2%	2.6%
Purchasing textbooks through TROY Virtual BookStore is convenient.	73.1%	64.3%	64.5%	72.5%	62.5%	10.6%	8.7%	11.4%	7.3%	7.8%	13.6%	-4.9%
The on-site registration process is user-friendly.	72.8%	71.1%	75.9%	69.4%	66.3%	6.5%	9.9%	8.7%	5.6%	8.4%	14.6%	-4.7%
Student recreational opportunities and facilities have met my expectations.	66.3%	72.1%	70.5%	68.9%	63.0%	3.3%	13.9%	9.2%	9.3%	7.9%	15.7%	-1.8%
Campus housing met my expectations upon arriving to campus.	60.5%	57.5%	59.1%	53.8%	45.9%	14.6%	12.2%	16.8%	15.3%	13.7%	22.9%	-10.7%
Students seldom get the “run around” when seeking information.	55.4%	56.4%	60.3%	54.9%	53.0%	2.4%	25.1%	24.1%	19.1%	21.4%	27.4%	-2.3%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
 Data sorted descending by level of agreement.
 N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement Level

Total respondents = 127

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
I am receiving a quality education at Troy University.	1	2	6	4	2	90.4%	3.8%	5.8%	30
The semester/term format at my location accommodates my learning.	2	5	4	2	5	90.1%	3.0%	6.9%	101
I feel I can talk to faculty about my academic concerns.	3	8	2	8	23	86.9%	3.7%	9.3%	107
TROY personnel are knowledgeable and helpful.	4	10	5	7	12	86.0%	2.8%	11.2%	107
Faculty care about students as individuals.	5	3	1	5	11	86.0%	2.8%	11.2%	107
The online registration process is user-friendly.	6	11	13	21	15	85.6%	4.8%	9.6%	104
Reg. dates, times, and procedures were made clear to me prior to enrollment.	7	12	10	11	13	84.0%	7.5%	8.5%	106
Classes are offered at convenient times.	8	1	14	12	4	83.7%	7.1%	9.2%	98
The <i>online</i> Schedule of Classes is informative and easy to follow.	9	15	8	18	6	83.0%	10.0%	7.0%	100
I would recommend Troy University to a friend who is planning to go to college.	10	4	7	1	8	82.5%	7.8%	9.7%	103
The <i>printed</i> Schedule of Classes is informative and easy to follow.	11	9	9	14	7	80.0%	15.3%	4.7%	85
The classes I attend are well organized and well taught.	12	6	19	13	9	79.6%	8.7%	11.7%	103
Troy University has a good reputation in my community.	13	13	16	3	3	79.6%	13.6%	6.8%	103
Academic advising is adequate.	14	18	15	16	22	79.4%	8.4%	12.1%	107
The bill that I received from the University was easily understood.	15	7	3	6	1	78.5%	12.9%	8.6%	93
Class information provided prior to enrollment was helpful.	16	16	17	22	18	77.9%	8.7%	13.5%	104
Class drop/add procedures are appropriate.	17	14	11	10	10	77.8%	15.6%	6.7%	90
The University offers a variety of majors at my location.	18	22	20	15	19	76.1%	13.0%	10.9%	92
Sufficient financial aid options are available.	19	17	22	20	16	75.8%	6.3%	17.9%	95
The tuition payment plan is beneficial for students.	20	21	21	9	14	75.0%	14.3%	10.7%	84
The on-site registration process is user-friendly.	21	20	12	23	17	73.1%	19.2%	7.7%	78
Students seldom get the "run around" when seeking information.	22	26	25	25	27	72.5%	11.8%	15.7%	102
I feel that the campus is a safe and secure environment.	23	19	18	19	20	71.1%	15.8%	13.2%	76
Tutorial services are sufficient.	24	24	27	27	26	70.0%	22.5%	7.5%	80
Purchasing textbooks through TROY Virtual BookStore is convenient.	25	27	26	17	21	67.8%	18.9%	13.3%	90
Student organizations are available for my participation.	26	25	23	26	24	64.6%	24.4%	11.0%	82
On-campus bookstore hours are convenient for students.	27	23	24	24	25	58.0%	31.9%	10.1%	69
Student recreational opportunities and facilities have met my expectations.	28	29	28	28	28	50.8%	31.1%	18.0%	61
Campus housing met my expectations upon arriving to campus.	29	28	29	29	29	37.5%	50.0%	12.5%	48

* 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 2011 through Fall 2015

Total respondents = 127

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
I am receiving a quality education at Troy University.	90.4%	87.1%	83.3%	89.9%	83.5%	6.9%	5.8%	4.3%	7.3%	4.5%	4.1%	1.7%
The semester/term format at my location accommodates my learning.	90.1%	85.3%	84.0%	91.1%	81.7%	8.4%	6.9%	7.4%	8.5%	1.1%	5.4%	1.5%
I feel I can talk to faculty about my academic concerns.	86.9%	81.7%	84.4%	86.3%	70.7%	16.2%	9.3%	12.7%	9.4%	9.5%	16.2%	-6.9%
TROY personnel are knowledgeable and helpful.	86.0%	80.0%	83.5%	86.3%	75.8%	10.2%	11.2%	11.4%	7.2%	7.4%	8.1%	3.1%
Faculty care about students as individuals.	86.0%	85.9%	87.6%	87.4%	77.0%	9.0%	11.2%	7.0%	7.2%	8.4%	9.0%	2.2%
The online registration process is user-friendly.	85.6%	79.1%	79.6%	76.5%	73.6%	12.0%	9.6%	11.9%	14.0%	10.6%	14.9%	-5.3%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	84.0%	78.6%	81.3%	82.6%	75.8%	8.2%	8.5%	14.3%	13.5%	9.8%	8.1%	0.4%
Classes are offered at convenient times.	83.7%	92.7%	78.9%	82.6%	81.7%	2.0%	9.2%	4.4%	12.2%	5.8%	8.6%	0.6%
The <i>online</i> Schedule of Classes is informative and easy to follow.	83.0%	76.1%	83.2%	78.3%	81.5%	1.5%	7.0%	10.5%	10.5%	8.4%	6.5%	0.5%
I would recommend Troy University to a friend who is planning to go to college.	82.5%	85.7%	83.3%	91.2%	79.4%	3.1%	9.7%	10.0%	10.4%	3.3%	8.2%	1.5%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	80.0%	80.7%	82.8%	80.8%	80.6%	-0.6%	4.7%	8.8%	10.3%	2.6%	8.6%	-3.9%
The classes I attend are well organized and well taught.	79.6%	82.6%	76.0%	82.2%	78.6%	1.0%	11.7%	10.1%	12.5%	13.3%	11.2%	0.5%
Troy University has a good reputation in my community.	79.6%	78.3%	77.4%	91.0%	82.4%	-2.8%	6.8%	4.4%	7.5%	0.0%	3.3%	3.5%
Academic advising is adequate.	79.4%	68.6%	78.7%	78.9%	71.1%	8.3%	12.1%	12.9%	10.6%	10.0%	13.4%	-1.3%
The bill that I received from the University was easily understood.	78.5%	82.0%	84.3%	87.1%	87.1%	-8.6%	8.6%	6.6%	6.7%	3.5%	3.5%	5.1%
Class information provided prior to enrollment was helpful.	77.9%	75.4%	76.6%	76.3%	72.9%	5.0%	13.5%	14.5%	12.8%	9.7%	12.5%	1.0%
Class drop/add procedures are appropriate.	77.8%	77.8%	80.9%	85.0%	78.3%	-0.5%	6.7%	9.5%	9.0%	2.5%	6.0%	0.7%
The University offers a variety of majors at my location.	76.1%	65.7%	74.7%	79.5%	72.3%	3.8%	10.9%	16.4%	8.0%	12.0%	14.5%	-3.6%

Sufficient financial aid options are available.	75.8%	72.7%	73.6%	76.7%	73.3%	2.5%	17.9%	12.1%	12.6%	8.1%	4.7%	13.2%
The tuition payment plan is beneficial for students.	75.0%	67.2%	73.8%	85.2%	73.8%	1.2%	10.7%	11.5%	6.3%	4.9%	3.8%	6.9%
The on-site registration process is user-friendly.	73.1%	67.3%	79.7%	72.2%	73.0%	0.1%	7.7%	10.9%	7.2%	5.6%	10.8%	-3.1%
Students seldom get the “run around” when seeking information.	72.5%	60.0%	63.3%	67.0%	56.1%	16.4%	15.7%	24.3%	22.4%	23.1%	26.5%	-10.8%
I feel that the campus is a safe and secure environment.	71.1%	67.3%	76.6%	77.8%	72.3%	-1.2%	13.2%	7.7%	7.8%	3.2%	12.3%	0.9%
Tutorial services are sufficient.	70.0%	61.5%	58.8%	60.0%	56.5%	13.5%	7.5%	15.4%	8.8%	6.2%	16.1%	-8.6%
Purchasing textbooks through TROY Virtual BookStore is convenient.	67.8%	53.3%	60.3%	78.6%	71.6%	-3.8%	13.3%	16.7%	15.4%	5.7%	9.0%	4.3%
Student organizations are available for my participation.	64.6%	61.5%	68.2%	65.1%	62.1%	2.5%	11.0%	5.8%	12.1%	11.1%	12.1%	-1.1%
On-campus bookstore hours are convenient for students.	58.0%	62.5%	66.1%	67.7%	56.9%	1.1%	10.1%	8.3%	9.7%	6.5%	8.6%	1.5%
Student recreational opportunities and facilities have met my expectations.	50.8%	41.0%	55.0%	54.0%	50.0%	0.8%	18.0%	10.3%	15.0%	8.0%	13.6%	4.4%
Campus housing met my expectations upon arriving to campus.	37.5%	44.1%	46.7%	52.8%	36.4%	1.1%	12.5%	2.9%	8.9%	8.3%	21.2%	-8.7%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
Data sorted descending by level of agreement.
N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement Level

Total respondents = 237

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
I am receiving a quality education at Troy University.	1	1	2	1	1	88.0%	6.6%	5.5%	30
TROY personnel are knowledgeable and helpful.	2	6	1	3	7	86.9%	8.4%	4.7%	191
Faculty care about students as individuals.	3	8	5	10	8	84.7%	10.5%	4.7%	190
The semester/term format at my location accommodates my learning.	4	9	4	4	6	83.4%	11.0%	5.5%	181
The <i>online</i> Schedule of Classes is informative and easy to follow.	5	13	17	23	22	82.6%	10.9%	6.5%	184
I would recommend Troy University to a friend who is planning to go to college.	6	3	7	5	2	82.4%	8.8%	8.8%	182
The University offers a variety of majors at my location.	7	5	3	2	3	82.3%	8.6%	9.1%	186
I feel I can talk to faculty about my academic concerns.	8	7	11	11	9	82.0%	11.6%	6.3%	189
Class drop/add procedures are appropriate.	9	11	9	12	16	81.8%	12.5%	5.7%	176
Classes are offered at convenient times.	10	20	13	14	5	81.3%	10.7%	8.0%	187
The <i>printed</i> Schedule of Classes is informative and easy to follow.	11	2	8	7	12	81.1%	10.0%	8.9%	180
Reg. dates, times, and procedures were made clear to me prior to enrollment.	12	18	19	17	24	80.6%	9.1%	10.2%	186
The classes I attend are well organized and well taught.	13	14	10	20	10	80.2%	11.2%	8.6%	187
Student organizations are available for my participation.	14	4	6	6	11	79.7%	11.9%	8.5%	177
Troy University has a good reputation in my community.	15	10	14	8	4	79.0%	11.0%	9.9%	181
The online registration process is user-friendly.	16	23	16	24	27	78.0%	10.2%	11.8%	186
Sufficient financial aid options are available.	17	12	18	13	14	76.2%	16.2%	7.6%	185
The bill that I received from the University was easily understood.	18	24	22	18	17	76.0%	16.2%	7.8%	179
Academic advising is adequate.	19	19	12	16	19	75.5%	12.2%	12.2%	188
On-campus bookstore hours are convenient for students.	20	15	15	9	13	75.4%	12.8%	11.7%	179
The tuition payment plan is beneficial for students.	21	22	24	19	21	74.6%	18.1%	7.3%	177
Tutorial services are sufficient.	22	21	21	15	20	71.4%	22.0%	6.5%	168
Class information provided prior to enrollment was helpful.	23	26	26	27	18	70.1%	18.2%	11.8%	187
Purchasing textbooks through TROY Virtual BookStore is convenient.	24	27	28	25	26	67.3%	24.8%	7.9%	165
The on-site registration process is user-friendly.	25	25	23	26	25	66.7%	21.3%	12.1%	174
I feel that the campus is a safe and secure environment.	26	16	20	22	15	64.8%	19.8%	15.4%	182
Student recreational opportunities and facilities have met my expectations.	27	17	25	21	23	63.6%	22.5%	13.9%	173
Campus housing met my expectations upon arriving to campus.	28	28	27	28	28	60.1%	24.5%	15.3%	163
Students seldom get the "run around" when seeking information.	29	29	29	29	29	53.5%	23.0%	23.5%	187

* 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 2011 through Fall 2015

Total respondents = 237

Academic programs, services, and administration	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
I am receiving a quality education at Troy University.	88.0%	89.5%	89.4%	91.3%	84.3%	3.7%	5.5%	2.4%	3.7%	3.3%	10.2%	-4.7%
TROY personnel are knowledgeable and helpful.	86.9%	86.6%	89.6%	89.9%	77.5%	9.4%	4.7%	4.7%	3.3%	4.8%	12.9%	-8.2%
Faculty care about students as individuals.	84.7%	84.6%	87.0%	82.4%	77.0%	7.7%	4.7%	3.7%	5.5%	4.8%	12.6%	-7.9%
The semester/term format at my location accommodates my learning.	83.4%	84.1%	88.1%	87.8%	78.0%	5.4%	5.5%	2.8%	2.3%	3.9%	10.8%	-5.3%
The <i>online</i> Schedule of Classes is informative and easy to follow.	82.6%	77.2%	79.2%	73.9%	67.4%	15.2%	6.5%	7.9%	7.6%	10.8%	14.2%	-7.7%
I would recommend Troy University to a friend who is planning to go to college.	82.4%	87.0%	85.7%	86.8%	82.3%	0.1%	8.8%	5.1%	5.7%	6.0%	11.8%	-3.0%
The University offers a variety of majors at my location.	82.3%	86.7%	88.7%	90.7%	81.4%	0.9%	9.1%	5.5%	4.7%	3.8%	8.9%	0.2%
I feel I can talk to faculty about my academic concerns.	82.0%	85.3%	83.3%	81.9%	76.6%	5.4%	6.3%	5.7%	6.5%	6.9%	12.6%	-6.3%
Class drop/add procedures are appropriate.	81.8%	81.4%	83.8%	81.0%	71.3%	10.5%	5.7%	3.3%	3.8%	5.7%	13.4%	-7.7%
Classes are offered at convenient times.	81.3%	73.2%	81.3%	80.0%	78.2%	3.1%	8.0%	14.6%	6.4%	8.1%	10.7%	-2.7%
The <i>printed</i> Schedule of Classes is informative and easy to follow.	81.1%	87.0%	84.2%	85.6%	75.2%	5.9%	8.9%	4.4%	6.3%	6.7%	10.7%	-1.8%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	80.6%	74.3%	78.7%	77.5%	66.0%	14.6%	10.2%	15.9%	7.2%	12.8%	21.7%	-11.5%
The classes I attend are well organized and well taught.	80.2%	77.2%	83.6%	74.5%	75.9%	4.3%	8.6%	8.4%	7.9%	9.8%	13.9%	-5.3%
Student organizations are available for my participation.	79.7%	86.9%	86.8%	86.3%	75.9%	3.8%	8.5%	4.2%	4.2%	4.4%	13.8%	-5.3%
Troy University has a good reputation in my community.	79.0%	83.8%	81.1%	84.1%	80.1%	-1.1%	9.9%	5.5%	5.3%	6.6%	10.6%	-0.7%
The online registration process is user-friendly.	78.0%	69.4%	80.5%	71.3%	60.1%	17.9%	11.8%	14.1%	7.8%	9.8%	23.8%	-12.0%
Sufficient financial aid options are available.	76.2%	79.8%	78.9%	80.9%	72.9%	3.3%	7.6%	7.0%	7.7%	10.4%	15.7%	-8.1%
The bill that I received from the University was easily understood.	76.0%	69.0%	74.9%	76.0%	69.5%	6.5%	7.8%	11.4%	8.2%	8.8%	18.1%	-10.3%

Academic advising is adequate.	75.5%	73.8%	83.0%	78.4%	68.2%	7.3%	12.2%	9.7%	6.9%	7.0%	16.1%	-3.9%
On-campus bookstore hours are convenient for students.	75.4%	76.4%	80.9%	82.8%	73.2%	2.2%	11.7%	11.0%	7.7%	10.6%	13.6%	-1.9%
The tuition payment plan is beneficial for students.	74.6%	70.5%	74.3%	75.0%	67.6%	7.0%	7.3%	10.7%	6.3%	8.1%	12.0%	-4.7%
Tutorial services are sufficient.	71.4%	72.1%	75.9%	78.8%	68.2%	3.2%	6.5%	5.0%	4.4%	6.1%	11.8%	-5.3%
Class information provided prior to enrollment was helpful.	70.1%	67.2%	65.5%	67.2%	68.9%	1.2%	11.8%	13.9%	12.5%	12.4%	17.0%	-5.2%
Purchasing textbooks through TROY Virtual BookStore is convenient.	67.3%	63.7%	60.9%	68.9%	62.1%	5.2%	7.9%	11.2%	8.2%	7.9%	14.3%	-6.4%
The on-site registration process is user-friendly.	66.7%	68.9%	74.6%	67.5%	65.3%	1.4%	12.1%	8.2%	5.6%	11.0%	18.8%	-6.7%
I feel that the campus is a safe and secure environment.	64.8%	75.6%	78.5%	74.4%	71.8%	-7.0%	15.4%	10.0%	8.1%	7.4%	11.5%	3.9%
Student recreational opportunities and facilities have met my expectations.	63.6%	75.4%	73.7%	74.5%	67.0%	-3.4%	13.9%	8.2%	8.8%	7.3%	15.8%	-1.9%
Campus housing met my expectations upon arriving to campus.	60.1%	59.6%	62.5%	59.0%	49.7%	10.4%	15.3%	19.3%	17.7%	17.3%	26.5%	-11.2%
Students seldom get the “run around” when seeking information.	53.5%	53.0%	57.3%	48.0%	47.2%	6.3%	23.5%	26.0%	18.9%	20.9%	28.9%	-5.4%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
 Data sorted descending by level of agreement.
 N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement Level

Total respondents = 183

	Rankings					Agree*	Neutral	Disagree*	N
	2015	2014	2013	2012	2011				
Academic programs, services, and administration									
The <i>printed</i> Schedule of Classes is informative and easy to follow.	1	2	6	8	8	89.5%	6.3%	4.2%	30
I am receiving a quality education at Troy University.	2	1	5	1	1	88.9%	6.8%	4.3%	162
The semester/term format at my location accommodates my learning.	3	4	7	2	5	86.7%	5.7%	7.6%	158
The University offers a variety of majors at my location.	4	15	24	9	10	85.9%	7.1%	7.1%	156
Troy University has a good reputation in my community.	5	11	4	5	2	85.8%	7.7%	6.5%	155
The <i>online</i> Schedule of Classes is informative and easy to follow.	6	7	9	21	13	84.8%	9.8%	5.5%	164
On-campus bookstore hours are convenient for students.	7	14	22	23	20	84.8%	8.0%	7.2%	125
Class drop/add procedures are appropriate.	8	8	3	14	12	84.4%	8.2%	7.5%	147
The online registration process is user-friendly.	9	18	12	19	18	83.9%	9.9%	6.2%	161
I would recommend Troy University to a friend who is planning to go to college.	10	5	2	3	3	83.8%	7.5%	8.8%	160
TROY personnel are knowledgeable and helpful.	11	3	1	4	6	83.5%	7.3%	9.1%	164
I feel that the campus is a safe and secure environment.	12	6	16	17	15	82.4%	9.6%	8.0%	125
Reg. dates, times, and procedures were made clear to me prior to enrollment.	13	19	11	11	14	82.1%	6.8%	11.1%	162
The classes I attend are well organized and well taught.	14	12	17	15	11	81.8%	9.4%	8.8%	159
Classes are offered at convenient times.	15	25	19	13	16	80.7%	10.0%	9.3%	150
The on-site registration process is user-friendly.	16	17	15	24	23	80.6%	12.9%	6.5%	124
The bill that I received from the University was easily understood.	17	13	18	12	9	80.6%	11.5%	7.9%	139
Faculty care about students as individuals.	18	20	8	7	4	80.2%	10.5%	9.3%	162
I feel I can talk to faculty about my academic concerns.	19	9	10	6	7	79.3%	10.4%	10.4%	164
Class information provided prior to enrollment was helpful.	20	22	20	22	22	79.0%	8.3%	12.7%	157
Academic advising is adequate.	21	10	14	16	17	77.6%	7.9%	14.5%	165
Purchasing textbooks through TROY Virtual BookStore is convenient.	22	26	23	20	25	77.6%	12.5%	9.9%	152
The tuition payment plan is beneficial for students.	23	23	21	18	21	77.0%	13.7%	9.4%	139
Sufficient financial aid options are available.	24	16	13	10	19	76.7%	10.1%	13.2%	159
Tutorial services are sufficient.	25	24	27	26	26	75.4%	18.7%	6.0%	134
Student organizations are available for my participation.	26	21	25	25	24	73.3%	14.5%	12.2%	131
Student recreational opportunities and facilities have met my expectations.	27	27	28	27	28	68.5%	18.5%	13.0%	108
Campus housing met my expectations upon arriving to campus.	28	29	29	29	29	57.5%	33.3%	9.2%	87
Students seldom get the "run around" when seeking information.	29	28	26	28	27	56.9%	16.9%	26.3%	160

* 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 2011 through Fall 2015

Total respondents = 183

	Agree						Disagree					
	FA15	FA14	FA13	FA12	FA11	Diff	FA15	FA14	FA13	FA12	FA11	Diff
Academic programs, services, and administration												
The <i>printed</i> Schedule of Classes is informative and easy to follow.	89.5%	84.0%	85.3%	83.2%	80.4%	9.1%	4.2%	7.6%	3.3%	7.8%	8.3%	-4.1%
I am receiving a quality education at Troy University.	88.9%	85.5%	85.7%	89.1%	88.1%	0.8%	4.3%	7.3%	4.3%	3.5%	3.1%	1.2%
The semester/term format at my location accommodates my learning.	86.7%	82.0%	84.9%	88.2%	83.8%	2.9%	7.6%	10.1%	6.3%	2.5%	5.2%	2.4%
The University offers a variety of majors at my location.	85.9%	77.6%	71.7%	81.6%	78.5%	7.4%	7.1%	13.4%	13.2%	8.0%	10.3%	-3.2%
Troy University has a good reputation in my community.	85.8%	79.3%	85.7%	86.4%	85.5%	0.3%	6.5%	8.9%	5.0%	4.7%	4.1%	2.4%
The <i>online</i> Schedule of Classes is informative and easy to follow.	84.8%	80.3%	82.8%	72.6%	77.2%	7.6%	5.5%	11.4%	3.8%	7.6%	11.6%	-6.1%
On-campus bookstore hours are convenient for students.	84.8%	78.2%	72.4%	72.0%	72.0%	12.8%	7.2%	8.9%	6.7%	7.0%	8.3%	-1.1%
Class drop/add procedures are appropriate.	84.4%	80.0%	85.7%	79.1%	78.0%	6.4%	7.5%	8.0%	4.8%	3.2%	6.1%	1.4%
The online registration process is user-friendly.	83.9%	75.8%	81.6%	76.2%	73.8%	10.1%	6.2%	10.9%	5.7%	8.6%	11.2%	-5.0%
I would recommend Troy University to a friend who is planning to go to college.	83.8%	80.4%	86.3%	87.5%	84.3%	-0.5%	8.8%	11.6%	7.5%	5.5%	6.1%	2.7%
TROY personnel are knowledgeable and helpful.	83.5%	83.0%	86.7%	86.8%	80.8%	2.7%	9.1%	7.1%	5.5%	8.3%	7.7%	1.4%
I feel that the campus is a safe and secure environment.	82.4%	80.3%	78.4%	77.9%	75.3%	7.1%	8.0%	10.3%	3.0%	5.2%	7.1%	0.9%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	82.1%	75.7%	81.7%	80.4%	75.8%	6.3%	11.1%	17.1%	7.9%	7.4%	16.0%	-4.9%
The classes I attend are well organized and well taught.	81.8%	78.8%	78.1%	79.1%	78.1%	3.7%	8.8%	11.7%	8.1%	7.5%	7.8%	1.0%
Classes are offered at convenient times.	80.7%	69.2%	76.9%	79.5%	75.2%	5.5%	9.3%	16.5%	14.7%	12.3%	11.2%	-1.9%
The on-site registration process is user-friendly.	80.6%	76.2%	78.4%	70.1%	67.2%	13.4%	6.5%	10.7%	5.8%	6.1%	10.9%	-4.4%
The bill that I received from the University was easily understood.	80.6%	78.3%	78.1%	80.2%	79.1%	1.5%	7.9%	9.3%	8.8%	4.5%	10.0%	-2.1%
Faculty care about students as individuals.	80.2%	75.5%	83.6%	84.3%	84.1%	-3.9%	9.3%	9.8%	4.8%	5.9%	6.0%	3.3%

I feel I can talk to faculty about my academic concerns.	79.3%	79.6%	82.4%	84.9%	80.5%	-1.2%	10.4%	11.3%	4.2%	5.9%	7.8%	2.6%
Class information provided prior to enrollment was helpful.	79.0%	73.6%	75.2%	72.5%	67.4%	11.6%	12.7%	17.9%	10.6%	10.0%	15.7%	-3.0%
Academic advising is adequate.	77.6%	79.4%	78.9%	78.0%	73.8%	3.8%	14.5%	11.4%	6.8%	12.5%	12.9%	1.6%
Purchasing textbooks through TROY Virtual BookStore is convenient.	77.6%	67.3%	72.1%	75.4%	64.2%	13.4%	9.9%	9.7%	5.9%	7.4%	11.6%	-1.7%
The tuition payment plan is beneficial for students.	77.0%	72.2%	74.1%	76.8%	71.5%	5.5%	9.4%	7.9%	4.3%	5.1%	7.5%	1.9%
Sufficient financial aid options are available.	76.7%	76.6%	80.5%	80.7%	73.5%	3.2%	13.2%	13.9%	7.8%	7.1%	10.6%	2.6%
Tutorial services are sufficient.	75.4%	69.8%	63.7%	62.0%	61.3%	14.1%	6.0%	11.8%	6.7%	3.8%	11.7%	-5.7%
Student organizations are available for my participation.	73.3%	75.4%	68.9%	64.6%	65.3%	8.0%	12.2%	9.8%	5.9%	9.9%	11.8%	0.4%
Student recreational opportunities and facilities have met my expectations.	68.5%	64.3%	62.6%	60.9%	57.9%	10.6%	13.0%	13.3%	11.2%	8.3%	15.0%	-2.0%
Campus housing met my expectations upon arriving to campus.	57.5%	52.1%	48.2%	44.0%	38.5%	19.0%	9.2%	8.5%	8.2%	8.0%	18.7%	-9.5%
Students seldom get the “run around” when seeking information.	56.9%	62.8%	65.6%	59.6%	58.4%	-1.5%	26.3%	19.7%	19.4%	22.2%	25.2%	1.1%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
 Data sorted descending by level of agreement.
 N/A responses and missing values were not included in the analysis.

**Appendix 17. 2015 New Student Perceptions about Troy University
Overall Rank Comparisons by Campus**

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

**Appendix 17. 2015 New Student Perceptions about Troy University
Overall Rank Comparisons by Campus**

Academic programs, services, and administration	Overall Rank	Dothan Rank	Montgomery Rank	Phenix City Rank	Troy Rank	TROY Online Rank	Global Campus Rank
The on-site registration process is user-friendly.	23	12	19	21	25	23	1
I feel that the campus is a safe and secure environment.	24	3	3	17	24	27	15
Tutorial services are sufficient.	25	17	23	23	22	22	24
Purchasing textbooks through Troy Virtual BookStore is convenient.	26	20	24	20	26	16	23
Student recreational opportunities and facilities have met my expectations.	27	25	28	27	27	28	25
Students seldom get the “run around” when seeking information.	28	27	25	28	29	24	22
Campus housing met my expectations upon arriving to campus.	29	29	29	29	28	29	29

**Appendix 18. 2015 New Student Perceptions about Troy University
Overall Rank Comparisons by College**

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

Appendix 19. 2015 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	126	4.1190	.97658	.887
	Female	354	4.1045	.98305	
	Total	480	4.1083	.98036	
2. Faculty care about students as individuals.	Male	124	4.1855	.90497	.468
	Female	353	4.1105	1.01787	
	Total	477	4.1300	.98938	
3. I feel I can talk to faculty about my academic concerns.	Male	125	4.1280	.99981	.893
	Female	353	4.1133	1.06262	
	Total	478	4.1172	1.04554	
4. Academic advising is adequate.	Male	124	3.8871	1.00575	.477
	Female	353	3.9660	1.08134	
	Total	477	3.9455	1.06173	
5. Sufficient financial aid options are available.	Male	112	3.9554	1.12617	.912
	Female	343	3.9417	1.13791	
	Total	455	3.9451	1.13381	
6. The tuition payment plan is beneficial for students.	Male	107	3.9533	1.06738	.821
	Female	307	3.9805	1.06624	
	Total	414	3.9734	1.06531	
7. Class information provided prior to enrollment was helpful.	Male	123	3.8374	1.15499	.397
	Female	342	3.9357	1.08385	
	Total	465	3.9097	1.10271	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	Male	122	4.0820	1.02522	.865
	Female	350	4.0629	1.08205	
	Total	472	4.0678	1.06660	
9. The online registration process is user-friendly.	Male	117	4.0256	.96902	.557
	Female	351	4.0912	1.06782	
	Total	468	4.0748	1.04337	
10. The on-site registration process is user-friendly.	Male	104	3.8750	1.02102	.607
	Female	287	3.9373	1.06907	
	Total	391	3.9207	1.05556	
11. Students seldom get the "run around" when seeking information.	Male	122	3.4180	1.22535	.556
	Female	343	3.4956	1.25859	
	Total	465	3.4753	1.24911	
12. The online Schedule of Classes is informative and easy to follow.	Male	118	4.0593	.91794	.663
	Female	348	4.1034	.96072	
	Total	466	4.0923	.94929	
13. The printed Schedule of Classes is informative and easy to follow.	Male	108	4.1204	.89357	.993
	Female	318	4.1195	.94228	
	Total	426	4.1197	.92913	
14. Class drop/add procedures are appropriate.	Male	110	4.0091	.87257	.589
	Female	321	4.0654	.96441	
	Total	431	4.0510	.94115	
15. Classes are offered at convenient times.	Male	116	4.0690	.92053	.929
	Female	337	4.0593	1.02181	
	Total	453	4.0618	.99586	

Appendix 19. 2015 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	119	3.9748	1.01232	.616
	Female	347	4.0288	1.01394	
	Total	466	4.0150	1.01271	
17. The University offers a variety of majors at my location.	Male	117	4.0684	1.04820	.578
	Female	333	4.1291	1.00218	
	Total	450	4.1133	1.01352	
18. Tutorial services are sufficient.	Male	105	3.9333	.95340	.869
	Female	292	3.9521	1.00741	
	Total	397	3.9471	.99225	
19. On-campus bookstore hours are convenient for students.	Male	111	3.8468	1.05484	.227
	Female	280	3.9893	1.04892	
	Total	391	3.9488	1.05122	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.	Male	109	3.7523	1.17974	.084
	Female	315	3.9619	1.05508	
	Total	424	3.9080	1.09092	
21. Student organizations are available for my participation.	Male	108	3.8611	1.10613	.577
	Female	297	3.9293	1.08041	
	Total	405	3.9111	1.08637	
22. The semester/term format at my location accommodates my learning.	Male	118	4.0763	.91667	.255
	Female	338	4.1953	.99720	
	Total	456	4.1645	.97740	
23. Troy University has a good reputation in my community.	Male	118	4.0254	1.03331	.364
	Female	339	4.1239	1.00707	
	Total	457	4.0985	1.01369	
24. I am receiving a quality education at Troy University.	Male	122	4.2459	.88431	.780
	Female	345	4.2725	.90924	
	Total	467	4.2655	.90192	
25. I would recommend Troy University to a friend who is planning to go to college.	Male	120	4.1500	.97576	.824
	Female	343	4.1749	1.08351	
	Total	463	4.1685	1.05566	
26. The bill that I received from the University was easily understood.	Male	113	4.0531	.97138	.940
	Female	313	4.0447	1.03678	
	Total	426	4.0469	1.01872	
27. Campus housing met my expectations upon arriving to campus.	Male	93	3.4301	1.05705	.061
	Female	218	3.6927	1.15684	
	Total	311	3.6141	1.13265	
28. Student recreational opportunities and facilities have met my expectations.	Male	102	3.5784	1.18101	.264
	Female	253	3.7273	1.11658	
	Total	355	3.6845	1.13579	
29. I feel that the campus is a safe and secure environment.	Male	105	3.8857	1.02201	.669
	Female	293	3.8328	1.11159	
	Total	398	3.8467	1.08766	

Appendix 20. 2015 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	129	4.2713	.86378	.070
	White	263	4.0684	1.00527	
	Other	88	3.9886	1.04490	
	Total	480	4.1083	.98036	
2. Faculty care about students as individuals.	Black	128	4.2266	.95748	.135
	White	262	4.1412	.97434	
	Other	87	3.9540	1.06649	
	Total	477	4.1300	.98938	
3. I feel I can talk to faculty about my academic concerns.	Black	129	4.2713	.92493	.121
	White	261	4.0805	1.06574	
	Other	88	4.0000	1.13462	
	Total	478	4.1172	1.04554	
4. Academic advising is adequate.*	Black	129	4.1628	.97460	.024
	White	260	3.8577	1.09709	
	Other	88	3.8864	1.04422	
	Total	477	3.9455	1.06173	
5. Sufficient financial aid options are available.*	Black	126	4.1429	1.00967	.003
	White	249	3.9598	1.12091	
	Other	80	3.5875	1.27977	
	Total	455	3.9451	1.13381	
6. The tuition payment plan is beneficial for students.*	Black	120	4.2250	.82465	.001
	White	217	3.9493	1.04625	
	Other	77	3.6494	1.33541	
	Total	414	3.9734	1.06531	
7. Class information provided prior to enrollment was helpful.*	Black	125	4.2800	.81913	.000
	White	254	3.7598	1.15985	
	Other	86	3.8140	1.17335	
	Total	465	3.9097	1.10271	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.*	Black	126	4.3651	.79602	.001
	White	256	3.9297	1.15255	
	Other	90	4.0444	1.06961	
	Total	472	4.0678	1.06660	
9. The online registration process is user-friendly.*	Black	125	4.3360	.88849	.004
	White	258	4.0000	1.09473	
	Other	85	3.9176	1.03753	
	Total	468	4.0748	1.04337	
10. The on-site registration process is user-friendly. *	Black	103	4.1748	.95412	.014
	White	215	3.8512	1.08782	
	Other	73	3.7671	1.04776	
	Total	391	3.9207	1.05556	
11. Students seldom get the "run around" when seeking information.	Black	126	3.5556	1.34792	.542
	White	254	3.4173	1.23481	
	Other	85	3.5294	1.14005	
	Total	465	3.4753	1.24911	

Appendix 20. 2015 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	123	4.2846	.87329	.004
	White	257	4.0817	.92128	
	Other	86	3.8488	1.07941	
	Total	466	4.0923	.94929	
13. The printed Schedule of Classes is informative and easy to follow.*	Black	121	4.3058	.82506	.024
	White	222	4.0721	.94856	
	Other	83	3.9759	.98743	
	Total	426	4.1197	.92913	
14. Class drop/add procedures are appropriate.*	Black	121	4.2314	.85401	.002
	White	229	4.0611	.89134	
	Other	81	3.7531	1.12395	
	Total	431	4.0510	.94115	
15. Classes are offered at convenient times. *	Black	123	4.2764	.84253	.002
	White	247	4.0526	1.01276	
	Other	83	3.7711	1.08566	
	Total	453	4.0618	.99586	
15. The classes I attend are well organized and well taught.*	Black	126	4.1349	.99078	.016
	White	255	4.0471	.97898	
	Other	85	3.7412	1.10360	
	Total	466	4.0150	1.01271	
17. The University offers a variety of majors at my location. *	Black	121	4.2479	.92449	.006
	White	249	4.1486	1.00302	
	Other	80	3.8000	1.11832	
	Total	450	4.1133	1.01352	
18. Tutorial services are sufficient.*	Black	116	4.1121	.91149	.028
	White	206	3.9369	.98322	
	Other	75	3.7200	1.09742	
	Total	397	3.9471	.99225	
19. On-campus bookstore hours are convenient for students.*	Black	99	4.1414	.96901	.024
	White	219	3.9452	1.04342	
	Other	73	3.6986	1.13877	
	Total	391	3.9488	1.05122	
20. Purchasing textbooks through Troy Virtual BookStore is convenient. *	Black	120	4.1500	.91348	.004
	White	224	3.8750	1.11753	
	Other	80	3.6375	1.19327	
	Total	424	3.9080	1.09092	
21. Student organizations are available for my participation.	Black	111	4.0450	1.05647	.123
	White	222	3.9099	1.09750	
	Other	72	3.7083	1.08040	
	Total	405	3.9111	1.08637	
22. The semester/term format at my location accommodates my learning.*	Black	124	4.3226	.84149	.010
	White	248	4.1734	1.00916	
	Other	84	3.9048	1.02521	
	Total	456	4.1645	.97740	
23. Troy University has a good reputation in my community.*	Black	122	4.3115	.82404	.005
	White	249	4.0803	1.05951	
	Other	86	3.8488	1.06845	
	Total	457	4.0985	1.01369	

Appendix 20. 2015 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.*	<i>Black</i>	127	4.3937	.79839	.021
	White	254	4.2756	.91692	
	Other	86	4.0465	.96901	
	Total	467	4.2655	.90192	
25. I would recommend Troy University to a friend who is planning to go to college.	Black	125	4.2960	.97570	.067
	White	253	4.1779	1.07089	
	Other	85	3.9529	1.10093	
	Total	463	4.1685	1.05566	
26. The bill that I received from the University was easily understood.*	<i>Black</i>	115	4.1826	.92322	.018
	White	234	4.0726	1.00164	
	Other	77	3.7662	1.15731	
	Total	426	4.0469	1.01872	
27. Campus housing met my expectations upon arriving to campus.	Black	74	3.7432	1.06064	.153
	White	172	3.6453	1.16821	
	Other	65	3.3846	1.09961	
	Total	311	3.6141	1.13265	
28. Student recreational opportunities and facilities have met my expectations.	Black	91	3.8571	1.00633	.240
	White	196	3.6327	1.17135	
	Other	68	3.6029	1.18624	
	Total	355	3.6845	1.13579	
29. I feel that the campus is a safe and secure environment.*	<i>Black</i>	104	4.1538	.88974	.003
	White	222	3.7613	1.11418	
	Other	72	3.6667	1.18678	
	Total	398	3.8467	1.08766	

Appendix 21. 2015 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	289	4.0519	.9209	.121
	Non-Traditional	191	4.1937	1.0609	
	Total	480	4.1083	.9804	
2. Faculty care about students as individuals.	Traditional	286	4.1154	.9719	.694
	Non-Traditional	191	4.1518	1.0172	
	Total	477	4.1300	.9894	
3. I feel I can talk to faculty about my academic concerns.	Traditional	287	4.1010	1.0446	.680
	Non-Traditional	191	4.1414	1.0493	
	Total	478	4.1172	1.0455	
4. Academic advising is adequate.	Traditional	285	3.8807	1.0779	.104
	Non-Traditional	192	4.0417	1.0326	
	Total	477	3.9455	1.0617	
5. Sufficient financial aid options are available.*	Traditional	278	3.8237	1.1656	.004
	<i>Non-Traditional</i>	177	4.1356	1.0573	
	Total	455	3.9451	1.1338	
6. The tuition payment plan is beneficial for students. *	Traditional	265	3.8755	1.1093	.012
	<i>Non-Traditional</i>	149	4.1477	.9613	
	Total	414	3.9734	1.0653	
7. Class information provided prior to enrollment was helpful.*	Traditional	280	3.8179	1.1228	.027
	<i>Non-Traditional</i>	185	4.0486	1.0595	
	Total	465	3.9097	1.1027	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.*	Traditional	282	3.9716	1.1125	.017
	<i>Non-Traditional</i>	190	4.2105	.9802	
	Total	472	4.0678	1.0666	
9. The online registration process is user-friendly. *	Traditional	282	3.9645	1.0732	.005
	<i>Non-Traditional</i>	186	4.2419	.9757	
	Total	468	4.0748	1.0434	
10. The on-site registration process is user-friendly.*	Traditional	259	3.8185	1.0574	.007
	<i>Non-Traditional</i>	132	4.1212	1.0266	
	Total	391	3.9207	1.0556	
11. Students seldom get the "run around" when seeking information. *	Traditional	281	3.3523	1.2132	.009
	<i>Non-Traditional</i>	184	3.6630	1.2827	
	Total	465	3.4753	1.2491	
12. The online Schedule of Classes is informative and easy to follow.	Traditional	283	4.0353	.9596	.107
	Non-Traditional	183	4.1803	.9289	
	Total	466	4.0923	.9493	
13. The printed Schedule of Classes is informative and easy to follow.	Traditional	270	4.0556	.9720	.061
	Non-Traditional	156	4.2308	.8412	
	Total	426	4.1197	.9291	
14. Class drop/add procedures are appropriate.*	Traditional	268	3.9701	.9826	.022
	<i>Non-Traditional</i>	163	4.1840	.8552	
	Total	431	4.0510	.9412	
15. Classes are offered at convenient times. *	Traditional	278	3.9892	.9854	.050
	<i>Non-Traditional</i>	175	4.1771	1.0043	
	Total	453	4.0618	.9959	

Appendix 21. 2015 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	281	3.9929	.9892	.561
	Non-Traditional	185	4.0486	1.0492	
	Total	466	4.0150	1.0127	
17. The University offers a variety of majors at my location.	Traditional	276	4.0870	1.0053	.487
	Non-Traditional	174	4.1552	1.0280	
	Total	450	4.1133	1.0135	
18. Tutorial services are sufficient.	Traditional	251	3.8805	1.0088	.079
	Non-Traditional	146	4.0616	.9557	
	Total	397	3.9471	.9923	
19. On-campus bookstore hours are convenient for students.	Traditional	267	3.9588	1.0379	.784
	Non-Traditional	124	3.9274	1.0833	
	Total	391	3.9488	1.0512	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.	Traditional	254	3.8346	1.0799	.091
	Non-Traditional	170	4.0176	1.1012	
	Total	424	3.9080	1.0909	
21. Student organizations are available for my participation.	<i>Traditional</i>	261	3.9310	1.0968	.620
	<i>Non-Traditional</i>	144	3.8750	1.0701	
	Total	405	3.9111	1.0864	
22. The semester/term format at my location accommodates my learning.	Traditional	274	4.0985	.9690	.077
	<i>Non-Traditional</i>	182	4.2637	.9842	
	Total	456	4.1645	.9774	
23. Troy University has a good reputation in my community. *	Traditional	275	3.9891	1.0481	.004
	<i>Non-Traditional</i>	182	4.2637	.9383	
	Total	457	4.0985	1.0137	
24. I am receiving a quality education at Troy University.*	Traditional	278	4.1799	.9405	.013
	<i>Non-Traditional</i>	189	4.3915	.8284	
	Total	467	4.2655	.9019	
25. I would recommend Troy University to a friend who is planning to go to college.	Traditional	276	4.1123	1.0643	.165
	Non-Traditional	187	4.2513	1.0400	
	Total	463	4.1685	1.0557	
26. The bill that I received from the University was easily understood.*	Traditional	269	3.9517	1.0516	.011
	<i>Non-Traditional</i>	157	4.2102	.9408	
	Total	426	4.0469	1.0187	
27. Campus housing met my expectations upon arriving to campus.	Traditional	233	3.6781	1.1350	.085
	Non-Traditional	78	3.4231	1.1110	
	Total	311	3.6141	1.1327	
28. Student recreational opportunities and facilities have met my expectations.*	<i>Traditional</i>	255	3.7059	1.1206	.572
	<i>Non-Traditional</i>	100	3.6300	1.1777	
	Total	355	3.6845	1.1358	
29. I feel that the campus is a safe and secure environment.*	Traditional	268	3.7500	1.1088	.011
	<i>Non-Traditional</i>	130	4.0462	1.0181	
	Total	398	3.8467	1.0877	

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

Appendix 22. 2015 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	309	4.1521	.98668	.189
	Other Choices	171	4.0292	.96666	
	Total	480	4.1083	.98036	
2. Faculty care about students as individuals.	First Choice	306	4.1732	.98150	.202
	Other Choices	171	4.0526	1.00155	
	Total	477	4.1300	.98938	
3. I feel I can talk to faculty about my academic concerns.	First Choice	309	4.1294	1.05502	.729
	Other Choices	169	4.0947	1.03073	
	Total	478	4.1172	1.04554	
4. Academic advising is adequate.	First Choice	310	4.0032	1.04741	.106
	Other Choices	167	3.8383	1.08282	
	Total	477	3.9455	1.06173	
5. Sufficient financial aid options are available.*	First Choice	293	4.0478	1.09064	.009
	Other Choices	162	3.7593	1.18901	
	Total	455	3.9451	1.13381	
6. The tuition payment plan is beneficial for students.*	First Choice	265	4.0717	1.04743	.012
	Other Choices	149	3.7987	1.07791	
	Total	414	3.9734	1.06531	
7. Class information provided prior to enrollment was helpful. *	First Choice	298	3.9866	1.07300	.044
	Other Choices	167	3.7725	1.14427	
	Total	465	3.9097	1.10271	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	First Choice	303	4.1353	1.02849	.066
	Other Choices	169	3.9467	1.12472	
	Total	472	4.0678	1.06660	
9. The online registration process is user-friendly.	First Choice	302	4.0828	1.04218	.823
	Other Choices	166	4.0602	1.04851	
	Total	468	4.0748	1.04337	
10. The on-site registration process is user-friendly.	First Choice	253	3.9684	1.02691	.227
	Other Choices	138	3.8333	1.10462	
	Total	391	3.9207	1.05556	
11. Students seldom get the "run around" when seeking information.*	First Choice	300	3.5633	1.21831	.040
	Other Choices	165	3.3152	1.29165	
	Total	465	3.4753	1.24911	
12. The online Schedule of Classes is informative and easy to follow.	First Choice	301	4.1096	.95461	.594
	Other Choices	165	4.0606	0.94157	
	Total	466	4.0923	.94929	
13. The printed Schedule of Classes is informative and easy to follow.	First Choice	274	4.1496	.91561	.373
	Other Choices	152	4.0658	.95370	
	Total	426	4.1197	.92913	
14. Class drop/add procedures are appropriate.	First Choice	277	4.0650	.95331	.681
	Other Choices	154	4.0260	.92141	
	Total	431	4.0510	.94115	
15. Classes are offered at convenient times.	First Choice	292	4.0685	1.02985	.848
	Other Choices	161	4.0497	0.93409	
	Total	453	4.0618	0.99586	

Appendix 22. 2015 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	299	4.0535	.98843	.273
	Other Choices	167	3.9461	1.05429	
	Total	466	4.0150	1.01271	
17. The University offers a variety of majors at my location.	First Choice	295	4.1797	0.99570	.055
	Other Choices	155	3.9871	1.03815	
	Total	450	4.1133	1.01352	
18. Tutorial services are sufficient.	First Choice	259	3.9653	1.02429	.618
	Other Choices	138	3.9130	0.93182	
	Total	397	3.9471	0.99225	
19. On-campus bookstore hours are convenient for students.	First Choice	253	3.9802	1.05954	.425
	Other Choices	138	3.8913	1.03715	
	Total	391	3.9488	1.05122	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.	First Choice	278	3.9604	1.08246	.173
	Other Choices	146	3.8082	1.10369	
	Total	424	3.9080	1.09092	
21. Student organizations are available for my participation.	First Choice	264	3.9432	1.06115	.417
	Other Choices	141	3.8511	1.13349	
	Total	405	3.9111	1.08637	
22. The semester/term format at my location accommodates my learning.	First Choice	294	4.2075	.93536	.206
	Other Choices	162	4.0864	1.04789	
	Total	456	4.1645	.97740	
23. Troy University has a good reputation in my community.*	First Choice	297	4.1953	.95979	.005
	Other Choices	160	3.9188	1.08721	
	Total	457	4.0985	1.01369	
24. I am receiving a quality education at Troy University.	First Choice	302	4.3179	.88073	.090
	Other Choices	165	4.1697	.93459	
	Total	467	4.2655	.90192	
25. I would recommend Troy University to a friend who is planning to go to college.*	First Choice	300	4.2700	.98336	.005
	Other Choices	163	3.9816	1.15722	
	Total	463	4.1685	1.05566	
26. The bill that I received from the University was easily understood.	First Choice	272	4.0919	.98457	.226
	Other Choices	154	3.9675	1.07508	
	Total	426	4.0469	1.01872	
27. Campus housing met my expectations upon arriving to campus.	First Choice	196	3.6633	1.07602	.319
	Other Choices	115	3.5304	1.22347	
	Total	311	3.6141	1.13265	
28. Student recreational opportunities and facilities have met my expectations.	First Choice	224	3.7411	1.12649	.220
	Other Choices	131	3.5878	1.14938	
	Total	355	3.6845	1.13579	
29. I feel that the campus is a safe and secure environment.	First Choice	253	3.8933	1.05055	.260
	Other Choices	145	3.7655	1.14875	
	Total	398	3.8467	1.08766	

Appendix 23. 2015 Overall Demographics and Frequencies

Age

		Frequency	Percent
Valid	Traditional	351	62.9
	Non-Traditional	207	37.1
	Total	558	100.0

Ethnicity

		Frequency	Percent
Valid	Black	147	26.3
	White	303	54.3
	Other	108	19.4
	Total	558	100.0

Level

		Frequency	Percent
Valid	Undergraduate	431	77.2
	Graduate	127	22.8
	Total	558	100.0

Choice

		Frequency	Percent
Valid	First Choice	345	61.8
	Other Choice	213	38.2
	Total	558	100.0

GENERAL INFORMATION

		Frequency	Percent
Valid	RESPONSE COUNT	558	100.0

1) Gender:

		Frequency	Percent
Valid	Male	146	26.2
	Female	411	73.8
	Total	557	100.0
Missing	System	1	
Total		558	

2) Ethnicity:

		Frequency	Percent
Valid	African American	147	26.6
	American Indian/Alaska Native	4	.7
	Asian	57	10.3
	Caucasian	303	54.8
	Hawaiian or Other Pacific Islander	1	.2
	Hispanic	18	3.3
	Multi-Racial	12	2.2
	Race/Ethnicity Unknown	11	2.0
	Total	553	100.0
Missing	System	5	
Total		558	

3) Age:

		Frequency	Percent
Valid	18-19	208	37.4
	20-21	84	15.1
	22-24	59	10.6
	25-29	61	11.0
	30-34	44	7.9
	35-39	31	5.6
	40-49	48	8.6
	50-64	20	3.6
	65 or over	1	.2
	Total	556	100.0
Missing	System	2	
Total		558	

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

		Frequency	Percent
Valid	Yes	263	47.3
	No	293	52.7
	Total	556	100.0
Missing	System	2	
Total		558	

4) Enrollment Status:

		Frequency	Percent
Valid	Dually-enrolled high school student	4	.7
	First-time freshman (an undergraduate student attending college for the first time)	237	42.5
	First-time graduate (a graduate student enrolled in a graduate program for the first time)	76	13.6
	Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university)	183	32.9
	Graduate transfer student (a graduate student who transferred to TROY from another college or university)	16	2.9
	Undergraduate transient student (an undergraduate student attending TROY temporarily)	10	1.8
	Other	31	5.6
	Total	557	100.0
Missing	System	1	
Total		558	

5) Which Troy University campus are you currently enrolled?

		Frequency	Percent
Valid	Dothan Campus	35	6.4
	TROYOnline (Taking online courses only)	133	24.3
	Global Campus (Campuses or sites outside of Alabama)	28	5.1
	Montgomery Campus	34	6.2
	Phenix City Campus	26	4.8
	Troy Campus	291	53.2
	Total	547	100.0
Missing	System	11	
Total		558	

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

		Frequency	Percent
Valid	Atlanta, GA	2	7.1
	Augusta, GA	3	10.7
	Covington, GA	4	14.3
	Fort Benning (Columbus), GA	3	10.7
	Fort Walton Beach, FL	3	10.7
	Okinawa (Kadena Air Base)	1	3.6
	Orlando, FL	4	14.3
	Panama City, FL (Off Base- Airport Road)	2	7.1
	Pensacola, FL	5	17.9
	Tampa Bay, FL	1	3.6
	Total	28	100.0
Missing	System	530	
Total		558	

6) Degree program you are in:

		Frequency	Percent
Valid	Associate	40	7.3
	Bachelor's	391	71.7
	Master's	98	18.0
	Doctorate	6	1.1
	Other	10	1.8
	Total	545	100.0
Missing	System	13	
Total		558	

7) College you are attending:

		Frequency	Percent
Valid	Arts & Sciences	154	29.1
	Sorrell College of Business	102	19.3
	Communication and Fine Arts	45	8.5
	Education	110	20.8
	Health & Human Services	118	22.3
	Total	529	100.0
Missing	System	29	
Total		558	

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

		Frequency	Percent
Valid	Anthropology Major	3	2.0
	Biology Major	10	6.7
	Biology Program	4	2.7
	Biology, Preprofessional Major	13	8.7
	Chemistry Major	3	2.0
	Computer Science	24	16.0
	Computer Science, Applied Major	3	2.0
	Criminal Justice	24	16.0
	Environmental and Biological Sciences	1	.7
	Environmental Science Program	1	.7
	General Education	1	.7
	History Major	4	2.7
	Liberal Studies	1	.7
	International Relations	10	6.7
	Marine Biology Program	1	.7
	Mathematics Major	1	.7
	Political Science Major	4	2.7
	Public Administration	9	6.0
	Social Science Major	4	2.7
	Sociology Major	5	3.3
	Surveying and Geomatics Sciences Program	3	2.0
	Other	21	14.0
	Total	150	100.0
Missing	System	408	
Total		558	

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

		Frequency	Percent
Valid	Accounting Major	17	17.7
	Business	9	9.4
	Business Administration	11	11.5
	Finance Major	7	7.3
	General Business Major	12	12.5
	Human Resource Management	11	11.5
	Information Systems Major	4	4.2
	Management	10	10.4
	Marketing Major	6	6.3
	Risk Management and Insurance Major	2	2.1
	Other	7	7.3
	Total	96	100.0
Missing	System	462	
Total		558	

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

		Frequency	Percent
Valid	Art Major	4	9.1
	Broadcast Journalism Major	11	25.0
	Communication Arts Major - Communication Studies Track	9	20.5
	Communication Arts Major - Theatre Track	2	4.5
	English Major	6	13.6
	Journalism, Print Major	2	4.5
	Music Major	5	11.4
	Other	5	11.4
	Total	44	100.0
	Missing System	514	
Total	558		

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

		Frequency	Percent
Valid	Adult Education	2	1.9
	Collaborative Teacher (Grades K-6)	3	2.8
	Counseling and Psychology - Clinical Mental Health Counseling	13	12.3
	Counseling and Psychology - Rehabilitation Counseling Counseling	1	.9
	Counseling and Psychology - Social Services Counseling	1	.9
	Early Childhood Education (Grades P-3)	1	.9
	Elementary Education (Grades K-6)	32	30.2
	Interdisciplinary Education (P-12) - Gifted Education	1	.9
	Interpreter Training Program	4	3.8
	Psychology Major	18	17.0
	Secondary Education (Grades 6-12) - Biology Education	2	1.9
	Secondary Education (Grades 6-12) - English-Language Arts Education	7	6.6
	Secondary Education (Grades 6-12) - General Science Education	2	1.9
	Secondary Education (Grades 6-12) - History Education	3	2.8
	Secondary Education (Grades 6-12) - Mathematics Education	4	3.8
	Secondary Education (Grades 6-12) - Social Science Education	4	3.8
	Other	8	7.5
	Total	106	100.0
	Missing System	452	
	Total	558	

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

		Frequency	Percent
Valid	Athletic Training	5	4.3
	Human Services	11	9.5
	Nursing	45	38.8
	Rehabilitation	3	2.6
	Social Work	25	21.6
	Sports & Fitness Management	10	8.6
	Other	17	14.7
	Total	116	100.0
Missing System	442		
Total	558		

CHOICE OF TROY UNIVERSITY

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

		Frequency	Percent
Valid	First choice	345	64.0
	Second choice	118	21.9
	Third choice	46	8.5
	Fourth choice	14	2.6
	Other (please specify)	16	3.0
	Total	539	100.0
Missing	System	19	
Total		558	

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

		Frequency	Percent
Valid	Employee Tuition Assistance Program		
	Equal choice		
	exchange program		
	First Transfer choice in the State		
	Had just learned of the school so I transfred in		
	Here for scholarship.		
	I switched majors and came to Troy because the best AT		
	program is here.		
	Im old		
	It was another opportunity		
	last choice		
	Only choice		
	Pensacola State College		
	Transferred here after USA turned out to be a bad decision.		
Was no other choice (stationed overseas)			
Total			

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

		Frequency	Percent
Valid	Yes	281	52.0
	No	259	48.0
	Total	540	100.0
Missing	System	18	
Total		558	

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

Academic reputation

		Frequency	Percent
Valid	Not Selected	351	62.9
	Selected	207	37.1
	Total	558	100.0

Reputation for social activities

		Frequency	Percent
Valid	Not Selected	530	95.0
	Selected	28	5.0
	Total	558	100.0

Rankings in national magazines

		Frequency	Percent
Valid	Not Selected	518	92.8
	Selected	40	7.2
	Total	558	100.0

Graduates get good jobs

		Frequency	Percent
Valid	Not Selected	475	85.1
	Selected	83	14.9
	Total	558	100.0

Size of campus

		Frequency	Percent
Valid	Not Selected	393	70.4
	Selected	165	29.6
	Total	558	100.0

Location

		Frequency	Percent
Valid	Not Selected	285	51.1
	Selected	273	48.9
	Total	558	100.0

Affordability

		Frequency	Percent
Valid	Not Selected	296	53.0
	Selected	262	47.0
	Total	558	100.0

Availability of financial aid

		Frequency	Percent
Valid	Not Selected	377	67.6
	Selected	181	32.4
	Total	558	100.0

Admission standards

		Frequency	Percent
Valid	Not Selected	461	82.6
	Selected	97	17.4
	Total	558	100.0

Academic programs

		Frequency	Percent
Valid	Not Selected	334	59.9
	Selected	224	40.1
	Total	558	100.0

Flexibility of schedule

		Frequency	Percent
Valid	Not Selected	362	64.9
	Selected	196	35.1
	Total	558	100.0

Social atmosphere

		Frequency	Percent
Valid	Not Selected	488	87.5
	Selected	70	12.5
	Total	558	100.0

Diversity of student body

		Frequency	Percent
Valid	Not Selected	482	86.4
	Selected	76	13.6
	Total	558	100.0

Athletics

		Frequency	Percent
Valid	Not Selected	536	96.1
	Selected	22	3.9
	Total	558	100.0

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

		Frequency	Percent
Valid	Not Selected	531	95.2
	Selected	27	4.8
	Total	558	100.0

Recommendation of high school counselor

		Frequency	Percent
Valid	Not Selected	530	95.0
	Selected	28	5.0
	Total	558	100.0

Recommendation of college counselor

		Frequency	Percent
Valid	Not Selected	532	95.3
	Selected	26	4.7
	Total	558	100.0

Parents' recommendation

		Frequency	Percent
Valid	Not Selected	479	85.8
	Selected	79	14.2
	Total	558	100.0

Friends' recommendation

		Frequency	Percent
Valid	Not Selected	410	73.5
	Selected	148	26.5
	Total	558	100.0

Alumni recommendation

		Frequency	Percent
Valid	Not Selected	476	85.3
	Selected	82	14.7
	Total	558	100.0

Other (please specify)

		Frequency	Percent
Valid	Not Selected	507	90.9
	Selected	51	9.1
	Total	558	100.0

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

		Frequency	Percent
Valid		508	91.0
	Accounting Program	1	.2
	All of the above	1	.2
	because AUM sucks	1	.2
	Because they offer a BSN program	1	.2
	Best Scholarship	1	.2
	Came to my school	1	.2
	Carl Collins	1	.2
	College Fair	1	.2
	college fair representative	1	.2
	completely online program	1	.2
	Could take MAT instead of GRE Entrance exam	1	.2
	Dance Major	1	.2
	Daughter Attends	1	.2
	easy to get GPA for transferring	1	.2
	Employee Tuition Assistance Program	1	.2
	eTroy program	1	.2
	First school to send acceptance letter	1	.2
	Flexable schedule	1	.2
	government affiliation	1	.2
	Graduate Assistant Opportunity	1	.2
	I was awarded the Chancellor's Award. Also, everybody from Troy University was friendly and welcoming.	1	.2
	Its online and accredited	1	.2
	lower tuition than others	1	.2
	Military alliance	1	.2
	Military Friendly	2	.4
	Military friendly / available at bases	1	.2
	Military friendly & online	1	.2
	My job offered discounts	1	.2
	My partner teaches there	1	.2
	Number of internationals	1	.2
	Nursing program/ beautiful campus	1	.2
	One of the best interpreter programs	1	.2
	Online Classes	1	.2
	online opportunities	1	.2
	Personal reasons	1	.2
	preceived convenience for students in the work force	1	.2
	Program availability	1	.2
	Program quality	1	.2
	recommendation by Boss	1	.2
	scholarship	1	.2
	Scholarship	5	.9
	Scholarship for transfer students	1	.2
	scholarships	1	.2
	Sounds cool	1	.2
	When I called I recieved so much help and step by step walk through I felt at home before applying	1	.2
	Total	558	100.0

SATISFACTION WITH TROY UNIVERSITY

TROY personnel are knowledgeable and helpful.

		Frequency	Percent
Valid	Not Applicable	3	.6
	Strongly Disagree	20	4.1
	Disagree	18	3.7
	Neither Agree nor Disagree	33	6.8
	Agree	228	47.2
	Strongly Agree	181	37.5
	Total	483	100.0
Missing	System	75	
Total		558	

Faculty care about students as individuals.

		Frequency	Percent
Valid	Not Applicable	5	1.0
	Strongly Disagree	17	3.5
	Disagree	21	4.4
	Neither Agree nor Disagree	41	8.5
	Agree	202	41.9
	Strongly Agree	196	40.7
	Total	482	100.0
Missing	System	76	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	5	1.0
	Strongly Disagree	23	4.8
	Disagree	17	3.5
	Neither Agree nor Disagree	47	9.7
	Agree	185	38.3
	Strongly Agree	206	42.7
	Total	483	100.0
Missing	System	75	
Total		558	

Academic advising is adequate.

		Frequency	Percent
Valid	Not Applicable	4	.8
	Strongly Disagree	19	4.0
	Disagree	40	8.3
	Neither Agree nor Disagree	48	10.0
	Agree	211	43.9
	Strongly Agree	159	33.1
	Total	481	100.0
Missing	System	77	
Total		558	

Sufficient financial aid options are available.

		Frequency	Percent
Valid	Not Applicable	26	5.4
	Strongly Disagree	29	6.0
	Disagree	25	5.2
	Neither Agree nor Disagree	56	11.6
	Agree	177	36.8
	Strongly Agree	168	34.9
	Total	481	100.0
Missing	System	77	
Total		558	

The tuition payment plan is beneficial for students.

		Frequency	Percent
Valid	Not Applicable	66	13.8
	Strongly Disagree	23	4.8
	Disagree	12	2.5
	Neither Agree nor Disagree	66	13.8
	Agree	165	34.4
	Strongly Agree	148	30.8
	Total	480	100.0
Missing	System	78	
Total		558	

Class information provided prior to enrollment was helpful.

		Frequency	Percent
Valid	Not Applicable	13	2.7
	Strongly Disagree	26	5.4
	Disagree	30	6.3
	Neither Agree nor Disagree	59	12.3
	Agree	195	40.8
	Strongly Agree	155	32.4
	Total	478	100.0
Missing	System	80	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	8	1.7
	Strongly Disagree	23	4.8
	Disagree	26	5.4
	Neither Agree nor Disagree	37	7.7
	Agree	196	40.8
	Strongly Agree	190	39.6
	Total	480	100.0
Missing	System	78	
Total		558	

The online registration process is user-friendly.

		Frequency	Percent
Valid	Not Applicable	12	2.5
	Strongly Disagree	21	4.4
	Disagree	23	4.8
	Neither Agree nor Disagree	43	9.0
	Agree	194	40.4
	Strongly Agree	187	39.0
	Total	480	100.0
Missing	System	78	
Total		558	

The on-site registration process is user-friendly.

		Frequency	Percent
Valid	Not Applicable	86	18.0
	Strongly Disagree	18	3.8
	Disagree	19	4.0
	Neither Agree nor Disagree	69	14.5
	Agree	155	32.5
	Strongly Agree	130	27.3
	Total	477	100.0
Missing	System	81	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	15	3.1
	Strongly Disagree	48	10.0
	Disagree	59	12.3
	Neither Agree nor Disagree	83	17.3
	Agree	174	36.3
	Strongly Agree	101	21.0
	Total	480	100.0
Missing	System	78	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	13	2.7
	Strongly Disagree	19	4.0
	Disagree	9	1.9
	Neither Agree nor Disagree	49	10.2
	Agree	222	46.3
	Strongly Agree	167	34.9
	Total	479	100.0
Missing	System	79	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	50	10.5
	Strongly Disagree	13	2.7
	Disagree	13	2.7
	Neither Agree nor Disagree	44	9.2
	Agree	196	41.2
	Strongly Agree	160	33.6
	Total	476	100.0
Missing	System	82	
Total		558	

Class drop/add procedures are appropriate.

		Frequency	Percent
Valid	Not Applicable	46	9.6
	Strongly Disagree	14	2.9
	Disagree	15	3.1
	Neither Agree nor Disagree	51	10.7
	Agree	206	43.2
	Strongly Agree	145	30.4
	Total	477	100.0
Missing	System	81	
Total		558	

Classes are offered at convenient times.

		Frequency	Percent
Valid	Not Applicable	22	4.6
	Strongly Disagree	17	3.6
	Disagree	21	4.4
	Neither Agree nor Disagree	46	9.7
	Agree	202	42.5
	Strongly Agree	167	35.2
	Total	475	100.0
Missing	System	83	
Total		558	

The classes I attend are well organized and well taught.

		Frequency	Percent
Valid	Not Applicable	11	2.3
	Strongly Disagree	19	4.0
	Disagree	25	5.2
	Neither Agree nor Disagree	46	9.6
	Agree	216	45.3
	Strongly Agree	160	33.5
	Total	477	100.0
Missing	System	81	
Total		558	

The University offers a variety of majors at my location.

		Frequency	Percent
Valid	Not Applicable	25	5.3
	Strongly Disagree	17	3.6
	Disagree	21	4.4
	Neither Agree nor Disagree	43	9.1
	Agree	182	38.3
	Strongly Agree	187	39.4
	Total	475	100.0
Missing	System	83	
Total		558	

Tutorial services are sufficient.

		Frequency	Percent
Valid	Not Applicable	77	16.2
	Strongly Disagree	16	3.4
	Disagree	9	1.9
	Neither Agree nor Disagree	83	17.5
	Agree	161	34.0
	Strongly Agree	128	27.0
	Total	474	100.0
Missing	System	84	
Total		558	

On-campus bookstore hours are convenient for students.

		Frequency	Percent
Valid	Not Applicable	79	16.8
	Strongly Disagree	18	3.8
	Disagree	20	4.3
	Neither Agree nor Disagree	58	12.3
	Agree	163	34.7
	Strongly Agree	132	28.1
	Total	470	100.0
Missing	System	88	
Total		558	

Purchasing textbooks through Troy Virtual BookStore is convenient.

		Frequency	Percent
Valid	Not Applicable	52	10.9
	Strongly Disagree	24	5.0
	Disagree	17	3.6
	Neither Agree nor Disagree	78	16.4
	Agree	160	33.6
	Strongly Agree	145	30.5
	Total	476	100.0
Missing	System	82	
Total		558	

Student organizations are available for my participation.

		Frequency	Percent
Valid	Not Applicable	69	14.6
	Strongly Disagree	22	4.6
	Disagree	21	4.4
	Neither Agree nor Disagree	63	13.3
	Agree	164	34.6
	Strongly Agree	135	28.5
	Total	474	100.0
Missing	System	84	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	16	3.4
	Strongly Disagree	21	4.4
	Disagree	9	1.9
	Neither Agree nor Disagree	33	7.0
	Agree	204	43.2
	Strongly Agree	189	40.0
	Total	472	100.0
Missing	System	86	
Total		558	

Troy University has a good reputation in my community.

		Frequency	Percent
Valid	Not Applicable	18	3.8
	Strongly Disagree	20	4.2
	Disagree	16	3.4
	Neither Agree nor Disagree	46	9.7
	Agree	192	40.4
	Strongly Agree	183	38.5
	Total	475	100.0
Missing	System	83	
Total		558	

I am receiving a quality education at Troy University.

		Frequency	Percent
Valid	Not Applicable	9	1.9
	Strongly Disagree	15	3.2
	Disagree	9	1.9
	Neither Agree nor Disagree	27	5.7
	Agree	202	42.4
	Strongly Agree	214	45.0
	Total	476	100.0
Missing	System	82	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	12	2.5
	Strongly Disagree	22	4.6
	Disagree	18	3.8
	Neither Agree nor Disagree	39	8.2
	Agree	165	34.7
	Strongly Agree	219	46.1
	Total	475	100.0
Missing	System	83	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	49	10.3
	Strongly Disagree	19	4.0
	Disagree	13	2.7
	Neither Agree nor Disagree	58	12.2
	Agree	175	36.8
	Strongly Agree	161	33.9
	Total	475	100.0
Missing	System	83	
Total		558	

Campus housing met my expectations upon arriving to campus.

		Frequency	Percent
Valid	Not Applicable	164	34.5
	Strongly Disagree	24	5.1
	Disagree	14	2.9
	Neither Agree nor Disagree	96	20.2
	Agree	101	21.3
	Strongly Agree	76	16.0
	Total	475	100.0
Missing	System	83	
Total		558	

Student recreational opportunities and facilities have met my expectations.

		Frequency	Percent
Valid	Not Applicable	121	25.4
	Strongly Disagree	23	4.8
	Disagree	29	6.1
	Neither Agree nor Disagree	77	16.2
	Agree	134	28.2
	Strongly Agree	92	19.3
	Total	476	100.0
Missing	System	82	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	79	16.6
	Strongly Disagree	22	4.6
	Disagree	26	5.5
	Neither Agree nor Disagree	60	12.6
	Agree	173	36.3
	Strongly Agree	117	24.5
	Total	477	100.0
Missing	System	81	
Total		558	

RECEIVING INFORMATION ABOUT TROY UNIVERSITY

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

		Frequency	Percent
Valid	Alumni	98	20.3
	Billboard	13	2.7
	Direct Mail	2	.4
	Guidance Counselor	37	7.7
	Internet	77	16.0
	Radio	1	.2
	Television	4	.8
	Word of mouth	177	36.7
	Other (please specify)	73	15.1
	Total	482	100.0
Missing	System	76	
Total		558	

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

		Frequency	Percent
Valid	A school I was attending introduced me to fit my needs		
	Army Education Center		
	band contest		
	Band Day		
	Base Education Office		
	Boss		
	by working in the state of Alabama		
	CACREP		
	Carl Collins		
	Choir Tour		
	Church Activities		
	coach		
	colleague		
	college fair		
	College Fair		
	Community College		
	Distinguished Young Women Program		
	Drove by global location		
	Dual enrollment		
	employer		
	exchange student		
	family		
	Family		
	Family attend		
	family member		
	Father is alumin		
	Football recruiting		
	Friend		
	Friend that goes here		

Good friend		
High School		
Hometown		
I graduated from Troy with a Master's Degree		
I live near Troy Dothan		
i often visited with my high school band .		
IDP Agent		
in high school		
Independent search		
leadership conference		
Mail/College Fair		
Military		
Military Ed Center		
Military friends		
Military guidance counselor		
Mom		
My father		
Online search of International Relations Masters degrees		
Parent who works at Troy.		
Parents		
Parents attended/dad was professor		
Postings on base		
Sister		
Spouse		
Summer camp for colorguard		
They came to my work site		
TRIO		
VA VOC Rehab		
veteran job fair		
visit		
Vocational Rehabilitation Counselor		
VRC		
Walk in		

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

	Frequency	Percent
Valid Billboard	4	.8
Direct Mail	52	10.9
Internet	289	60.5
Television	1	.2
Word of mouth	75	15.7
Other (please specify)	57	11.9
Total	478	100.0
Missing System	80	
Total	558	

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

Valid		
Admissions		
Advisor		
Army Education Center		
Calendar		
call from advisor		
called school		
Called the school		
Calls		
coach		
College Fair		
Counselor		

current student		
email		
Email from admissions		
email from advisor		
Email from Jennifer in Admissions from Troy Atlanta, she was great!		
Email from Troy		
emailing about questions		
Faculty personnel		
Friend		
Guidance Counselor		
Had to go to the campus		
I asked		
I called in		
I didn't learn until I applied		
i had to call and ask		
I spoke with someone		
impact		
Impact		
International advisor		
Internet		
looked on Troy's site		
Military Ed Center		
Mr. Brown @ Fort Gordon		
My athletic counselor		
My Father		
N/A		
On campus		
receptionist at school		
School		
School email		
Staff		
Stopped into global location		
student adviser		
telephone		
TROY 1101		
Troy office on base		
Troy Website		
veteran job fair		
visit to campus		
Walked in the site		
yikyak		

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

	Frequency	Percent
Valid Billboard	6	1.2
Direct Mail	30	6.2
Internet	198	41.1
Newspaper	3	.6
Radio	6	1.2
Television	24	5.0
Word of mouth	200	41.5
Other (please specify)	15	3.1
Total	482	100.0
Missing System	76	
Total	558	

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

		Frequency	Percent
Valid		543	97.3
	College Fair	1	.2
	Email	1	.2
	Facebook	1	.2
	I work in the local high school. I have never seen Troy come in to set up for students. That should take place in the near future.	1	.2
	military bases	1	.2
	Military guidance counselor	1	.2
	Music events	1	.2
	phone/social media	1	.2
	Presence on base / open house	1	.2
	social media	1	.2
	Social media	1	.2
	Social Media	2	.4
	veteran job fair	1	.2
	Youtube	1	.2
	Total	558	100.0

16) How would you describe TROY to a friend?

Academically challenging

		Frequency	Percent
Valid	Not Selected	385	69.0
	Selected	173	31.0
	Total	558	100.0

Caring

		Frequency	Percent
Valid	Not Selected	393	70.4
	Selected	165	29.6
	Total	558	100.0

Convenient

		Frequency	Percent
Valid	Not Selected	283	50.7
	Selected	275	49.3
	Total	558	100.0

Friendly

		Frequency	Percent
Valid	Not Selected	308	55.2
	Selected	250	44.8
	Total	558	100.0

Good value for the price

		Frequency	Percent
Valid	Not Selected	317	56.8
	Selected	241	43.2
	Total	558	100.0

Helpful

		Frequency	Percent
Valid	Not Selected	374	67.0
	Selected	184	33.0
	Total	558	100.0

Student-centered

		Frequency	Percent
Valid	Not Selected	348	62.4
	Selected	210	37.6
	Total	558	100.0

Other (please specify)

		Frequency	Percent
Valid	Not Selected	529	94.8
	Selected	29	5.2
	Total	558	100.0

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

		Frequency	Percent
Valid	<p>A University where you can be involved</p> <p>Affordable</p> <p>All of the above</p> <p>Challenging in a good way.</p> <p>difficult to work with</p> <p>Easy</p> <p>Easy to get involved in</p> <p>EXPENSIVE</p> <p>Family-Oriented</p> <p>fun</p> <p>Good music program if you are an Education major</p> <p>Great for getting eductaion, but only if you want it yourself.</p> <p>Don't go with what other people say, do what you want to do.</p> <p>Great School</p> <p>Greek Centered</p> <p>I would advise to make sure they find an employee with the school who truly cares about the students. I have had nothing but issues with the staff and trying to get answers for my questions.</p> <p>International</p> <p>It is nothing like a community collge and that you have to make sure that you focus. Most of instructors here are nothing like community collge. The instructors are not as helpful as communtiy college instructors. YOU have to apply yourself and be ready t learn</p> <p>Military friendly</p> <p>Military Friendly</p> <p>Military members get scholarships</p> <p>Never do college online, especially with 9 week terms with teachers who won't teach</p> <p>nice</p> <p>Parking sucks, some of the departments are great. While others are terrible. All around I like the people, but some of the stuff aren't that competent. Ive sent my transcript in three times and they still haven't gotten it, and I saw my junior college sen it with my own eyes. So it's good if you get in the right learning program but not so good if you don't. I do enjoy it here though. So I say you should come.</p>		

pertinent education SACS accredited, State College not a for profit college, Professors are actual professors from Troy and not adjunct - Feel it makes a huge difference in their investment to the student and professionalism of professor		
too fast paced Unorganized		

COMPUTER ACCESS

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

		Frequency	Percent
Valid	Yes	468	97.9
	No	10	2.1
	Total	478	100.0
Missing	System	80	
Total		558	

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

		Frequency	Percent
Valid	Laptop	412	88.4
	Desktop	36	7.7
	Other (please specify)	18	3.9
	Total	466	100.0
Missing	System	92	
Total		558	

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

		Frequency	Percent
Valid		540	96.8
	both	9	1.6
	Both	5	.9
	cloud based laptop (chromebook)	1	.2
	laptop/tablet hybrid	1	.2
	Mac	1	.2
	one of each	1	.2
	Total	558	100.0

STUDENT ADVISING

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

		Frequency	Percent
Valid	Yes	371	77.5
	No	64	13.4
	I do not know	44	9.2
	Total	479	100.0
Missing	System	79	
Total		558	

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

		Frequency	Percent
Valid	Yes	386	81.4
	No	88	18.6
	Total	474	100.0
Missing	System	84	
Total		558	

20) Select one choice that indicates your level of agreement regarding

My academic advisor is readily available.

		Frequency	Percent
Valid	Not Applicable	15	3.2
	Strongly Disagree	29	6.1
	Disagree	23	4.8
	Neither Agree nor Disagree	84	17.6
	Agree	179	37.6
	Strongly Agree	146	30.7
	Total	476	100.0
Missing	System	82	
Total		558	

My academic advisor is helpful in scheduling my classes.

		Frequency	Percent
Valid	Not Applicable	24	5.1
	Strongly Disagree	27	5.7
	Disagree	32	6.8
	Neither Agree nor Disagree	85	17.9
	Agree	145	30.6
	Strongly Agree	161	34.0
	Total	474	100.0
Missing	System	84	
Total		558	

My academic advisor is helpful in the registration process.

		Frequency	Percent
Valid	Not Applicable	24	5.1
	Strongly Disagree	26	5.5
	Disagree	33	7.0
	Neither Agree nor Disagree	84	17.8
	Agree	151	32.0
	Strongly Agree	154	32.6
	Total	472	100.0
Missing	System	86	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	25	5.3
	Strongly Disagree	28	5.9
	Disagree	28	5.9
	Neither Agree nor Disagree	75	15.9
	Agree	152	32.2
	Strongly Agree	164	34.7
	Total	472	100.0
Missing	System	86	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	24	5.1
	Strongly Disagree	25	5.3
	Disagree	33	7.0
	Neither Agree nor Disagree	93	19.8
	Agree	144	30.7
	Strongly Agree	150	32.0
	Total	469	100.0
Missing	System	89	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	25	5.3
	Strongly Disagree	23	4.9
	Disagree	15	3.2
	Neither Agree nor Disagree	78	16.7
	Agree	153	32.7
	Strongly Agree	174	37.2
	Total	468	100.0
Missing	System	90	
Total		558	

I feel comfortable working with my advisor.

		Frequency	Percent
Valid	Not Applicable	23	5.0
	Strongly Disagree	25	5.4
	Disagree	24	5.2
	Neither Agree nor Disagree	73	15.7
	Agree	150	32.3
	Strongly Agree	169	36.4
	Total	464	100.0
Missing	System	94	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	19	4.1
	Strongly Disagree	23	4.9
	Disagree	35	7.5
	Neither Agree nor Disagree	83	17.7
	Agree	164	35.0
	Strongly Agree	144	30.8
	Total	468	100.0
Missing	System	90	
Total		558	

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

		Frequency	Percent
Valid	Not Applicable	17	3.6
	Strongly Disagree	29	6.2
	Disagree	34	7.3
	Neither Agree nor Disagree	77	16.5
	Agree	155	33.2
	Strongly Agree	155	33.2
	Total	467	100.0
Missing	System	91	
Total		558	

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

1	A course roadmap and list of suggested electives would be a lot more helpful when class scheduling p
2	Academic advising is fine here. The only reason I said my academic advisor isn't readily available, is because he is a busy man and it is my responsibility to find times that match his schedule and mine.
3	Advisors are not sure how to work the registration process. I needed to schedule classes for summer and fall, but the classes were not available to view when they would be available. This was very inconvenient and could cause me problems in the future.
4	Although I wasn't assigned to an advisor, when I obtained one, he was extremely patient and helpful with all of my concerns.
5	Always available via email and prompt in responding.
6	Convenient but the website can be a little confusing at first.
7	Dr Morin has been very helpful. The phone calls I've had with other "advisors" have been less helpful.
8	Dr. Cochran is absolutely wonderful at academic advising - so very friendly and helpful!
9	Dr. Ramroop is a bad adviser.
10	Due to the change to Web Express this year, some of the advisors didn't fully understand the process, but I got through it and got my classes scheduled.
11	Every time I have ever tried to reach her she immediately emails me back. She's always so helpful and friendly when I ask her a million questions.
12	Every time I reached out to them, they were readily available and extremely helpful!
13	Everyone is really easy to talk to and cooperate with.
14	Everything I do is online so it isn't like I will ever meet my adviser. I feel like the school has done its best to provide all the advising you need via online tools. So it is no fault of my adviser.
15	Everything is great!
16	Excellent
17	First time graduate, my advisor was never available when needed. Had to seek help from other advisors or students
18	For Graduate students online, I am not sure how much help they need but additional guidance before picking classes would be helpful by sending an email or some such activity.
19	Great
20	Great to work with, explained and pointed out a few things I did over look. Did her job perfectly.
21	Had difficulty finding who my advisor was and getting in touch with him/her. Finally went in my next semester and used a new advisor. last semester i was assigned to two classes that were not needed for my major or minor and a third class being a senior lvel class.
22	Have no need to use the academic advising since I have already graduated from another college and transferred to troy university.
23	He does a good job.
24	I am a graduate assistant in my department, so I think because of that any resources I need are available. Because of this I think I have just not been formally assigned an academic adviser, yet have benefit from the faculty through the GA work I am doing especially when I have questions about my academic work.
25	I am very happy I found this school. I love it here.

26	I appreciate the accurate information from all departments I've had the pleasure of speaking with.
27	I asked for a program plan so that I would know which classes to register for. In return I received a generic plan that didn't specify when each class is available or when I should take them.
28	I attended another college to earn my Associates. When I enrolled at Troy I expected a tedious process like my former school but that couldn't be further from the truth. My advisor has been exceptional! I have relied on her heavily to guide me through the online learning process. She has been very kind and helpful, always responding to emails quickly with whatever help I needed. The staff at the proctor site that I take tests at are very friendly. Overall my experience with Troy has been excellent. I have and will continue to recommend this school to anyone wanting to further their education. Keep up the outstanding work!
29	I do not know who is my advisor.
30	I enjoy talking to my advisor because he meets my needs as an individual and tries to give me the best he can.
31	I enrolled as undecided so I didn't have an advisor until I got into the ASN program. They are helpful and Troy, for the most part, has been good to me so far.
32	I feel advisors need to be able to schedule face-to-face appointments for course scheduling, especially for freshman. I got my courses approved by my advisor in person, however the scheduling process was confusing, and having to email questions to her was difficult and inconvenient.
33	I feel as though that my advisor could be more helpful when scheduling my classes. I have been just following my Program Evaluation form to figure out what class should I be taking next.
34	I felt great about my schedule after I registered
35	I felt the response to my questions were a bother and I was wasting the professor's time. I have learned quickly and will not contact the professor again!
36	I have been "assigned" several academic advisers and I never know which one to contact about what information. I am always told when I try and get information, that I need to talk to someone else. This is the case for most of the situations that I have encountered at Troy.
37	I HAVE GONE TO SSS AND MET WITH THEM, I DID NOT HAVE A GOOD EXPERIENCE WITH MY FIRST ADVISOR. SO SINCE I TAKE PART IN SSS I JUST STAY WITH THEM. AM COMFORTABLE WITH THEM..
38	I have never met with an adviser.
39	I have not really worked with my Advisor at this time.
40	I just received a new one, I have not interacted with him yet. Troy was very accommodating to change my advisor after I ran into issues with the last one.
41	I want to thank Ms. Brown.
42	I was actually never assigned an advisor.
43	I was never assigned an academic advisor and had to spend a whole day tracking my major's advisor down. When signing up for classes, they had about 50 of us in one session where personal questions were brushed off. It was too general and in no way helpful Each individual should have an academic advising session.
44	I was not given an academic advisor because I transferred it which is not fair.
45	I wasn't aware who my adviser was during the first semester at Troy and had to seek help from another professor to find an adviser.
46	I wish there was more for the students to do at Troy. I wish there was more Troy center student restaurants or a mall. People need to have more school spirit.
47	I would suggest if possible that advisers followed the schedule that is posted at their office. I have scheduled appointments with my adviser and there was a no call no show, as well as literally chasing her down to make sure my schedule was sufficient.

48	I've only had one sit-down with my advisor and on this one experince it was great.
49	If you major in one particular field but minor or have questions about minoring in a completely different field, my advisor (not the first one I was assigned to upon entering Troy but the replacement) has spent 6 months spinning me in circles and giving ot incorrect and expensive information and it has all been wrong. She actually passed me off to a department head who took an hour out of his personal time to be my advisor. Perhaps advising needs to be a team approach.
50	In addition to my academic advisor, my Student Services Advisor, JoAnn Smith, was very helpful. She has recently departed from Troy University to take another position, so whomever takes over her position definitely has some big shoes to fill. She went above and beyond to make my experience as a new student a very pleasant one. She helped me tremendously.
51	In my short time with Troy. I've had to deal with 4 separate advisors over 4 terms.
52	In the beginning, before your first semester, the school really uses student leaders to advise and guide you in registering for classes. I didn't get to meet my adviser to further along in the semester, before picking classes for my second term there. I flt the process was rushed both times, and though, my adviser is respectful and helpful, he is also very busy. It may just be the major, but he is absent and expects you to basically have your classes picked before ever having conversation.
53	It has been nearly impossible to meet with my academic advisor, and when I do manage to meet with him, it is virtually impossible to ask a question or talk, because he takes one word and tells you all about how you are wrong and you have to do everything his exact way. Asking questions if virtually impossible and getting a straight answer is even worse because he gives you a broad answer and makes you look up the answer and find it your own way, which I understand is helping to us as students. But as a stdent, I have spent time trying to find answers and have failed, thats the whole point of me going to my advisor, and he is completely helpless at this.
54	It is good
55	It was great!
56	It was mandatory to meet with my advisor prior to enrolling in term 2 classes. I am assigned two advisors, one of which I was unable to talk to because he was on leave and the other suggested that I talk to him about classes I wanted to take because she id not have knowledge of the biology portion of my major.
57	It was very hard getting in contact with my advisor when I needed her. Very frustrating process.
58	Justin Royal has been a great help to me when I had an issue/problem and was readily available. He always returned my calls or emails at a reasonable time.
59	Justin was very helpful.
60	Lana Johnson made my transition easy and has helped me throughout the entire process.
61	Lauren Kilcrease is my advisor and she went above and beyond what she had to just so I could get in the best classes with the best teachers
62	Mrs. Ensor is fantastic.
63	Mrs. Wimbish is a wonderful advisor and has made all of Troy's changes not as confusing.
64	Ms. Berry has been wonderful. Has called me prior to class registration times and has been very very helpful
65	My academic adviser did not speak nor help me with registering for my classes at all.
66	My academic advisor is Dr. Brooks at the Dothan campus. She does an exceptional job at giving guidance on the courses I should take, and is quick to help resolve any of my questions. She is doing a great job with her students. I know that I can go to her bout any academic concern or question.

67	My academic advisor was unable to help me through my conflicts last semester, and I needed to reach out to the Dean of the College of Education in order to get everything resolved. Before saying, "that's just the way it is," she should have taken that extra step rather than wait for me to pry courses of action out of her. As a result, my books arrived late and I was unable to register for one of the classes I needed this semester. Advisors matter. I have not had any in-depth discussion with mine regarding my major, recommendations about which classes to take in what order, and still do not have a firm grasp of what is going to be required to complete my course of study. It feels not unlike wading in a swamp with no sense of direction.
68	My adviser never contacted me and I don't even know who they are. There was a name on my transcript, but I have never talked to the person.
69	My adviser was clear about what needed to be done while I was registering for classes.
70	My advisor doesn't respond to my emails fast enough if at all. I feel like I don't have enough time to ask about what a class entails or requires of me. Also my advisor doesn't know much about other things besides registration.
71	My advisor has been on maternal leave. And they didn't tell me that and haven't even assigned me a replacement until she returns.
72	My advisor has never reached out to me.
73	My advisor has not contacted me But I have been provided with contact information.
74	My advisor is never really around for course advising.
75	My advisor is new and did not have a phone or computer in his office. I still have not spoken with him.
76	My advisor is the best advisor I can have
77	My advisor was not well planned for our meeting. And was not very helpful.
78	My advisor was very nice but it was difficult for me to get in contact with her and I also felt like she didn't really have time for me to ask all my questions. She seemed to have the attitude of "you just gotta get it done". She was very nice though and understand she is busy.
79	My original advisor helped me with the registration process, which included choosing my initial set of online classes. I was registered under a incorrect class and had to drop it and pick another one. I feel I was given wrong information and as a new student, it made the process nerve-wracking.
80	My present academic advisor had always been available when I need her. She makes it her duty to help me understand the process the third latter.
81	N/A
82	na
83	no
84	no thanks
85	None.
86	Nothing
87	Nothing personal to the academic advisor. I tend not to rely on others.
88	office didnt appoint any advisor for me
89	One on one, especially with freshman, could be helpful. I had to meet with my advisor in a big group and did not get the help I needed. They also made me uncomfortable in asking a question.
90	Parking sucks
91	Sadly, my advisor is leaving/has left after my first term with eTroy. I have not heard from anyone since the change.
92	she is a good listener
93	She was very sweet and told me to come back whenever I need her.
94	She's great.
95	So far so good

96	So far the Academic advising has been great.
97	Thanks
98	The academic advising experience has been completely horrendous. I am working on my second bachelor's degree. I acquired my first degree from a different university, which has made Troy look completely unorganized and unprofessional. I want to love Troy, but I have had the most ridiculous time getting someone to contact me back in regards to petitioning for credits. I have been given the run around for months and months now. I have constantly thought about transferring to a more organized university. The only person that has been helpful is a Troy recruiter on the military base.
99	The advisors and staff at the Fort Benning Education Center have been extremely helpful. The advisor I was assigned and normally receive e-mails from...not as much. I have responded by e-mail twice and never received a reply. Additionally, I did not feel they made an effort to keep up with me each term to keep me on track or suggest classes I could take to meet my degree. I prefer going to the Education Center, but the hours often cannot meet my needs from working.
100	The first advisor I had was so wonderful and helpful but my advisor got switched and the advisor I have now is not very helpful or knowledgeable. She takes forever to reply to emails and doesn't really seem to know much about my program of study. I wish I still had my initial advisor; I've been trying to make it work though because what other option do I have?
101	The online registering should be completely online. We should not have to get approval through our adviser to take classes if there is no conflict with the schedule.
102	Though my advisor has changed since I started classes in the fall, they have both been exceptional in assisting and checking in if there was anything I needed or questions I may have.
103	To solve the problem of the scholarship as soon as possible
104	Troy accepted the least number of transferred classes in comparison to other schools I had applied to so I felt that I wasted a lot of hard work and money in the classes that were thrown out. They were difficult to work with as far as accepting transferred classes.
105	Troy is a great school!!!!
106	Upon my own choice, not the choice of my academic adviser, I chose not to meet with him. I have family, and my own brain power to help me choose classes. However, I'm sure he will be available for whenever I do need him. And the word adviser is spelled incorrectly on your questionnaire.
107	When I was applying, enrolling, and registering, I worked with several different people who seemed to have separate roles. Some of these people changed as their employment status at the school changes. For me it was a bit confusing who I was supposed to communicate with for different issues. I believe there was one person for application issues, but another for transcript evaluation, and another once the application was complete, and then there were individuals for finance, major, course selection, and even one for life coach or student success coach or something like that. As an online student, I chose Troy for its convenience, and it would be preferable if there was one point of contact I could address questions to. Sometimes I would send an email to everyone who I had spoken with previously asking a question, hoping that one of them would respond. Don't get me wrong, all in all it has been an enjoyable process, and not particularly overwhelming, just a bit confusing at times.
108	Whenever I went to meet her, she was not available. I haven't even met my advisor yet.
109	Will most likely switch advisors if possible. I have professors I prefer to my current advisor.

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

		Frequency	Percent
Valid	Face-to-face	302	63.0
	Online	107	22.3
	Via phone	60	12.5
	Other (please specify)	10	2.1
	Total	479	100.0
Missing	System	79	
Total		558	

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

Valid	All all of them any one, I am fine with it. One good thing is that I do online and phone. Doesn't matter to me as long as they are willing to answer any question I may have Either face-to-face or online email Email and on the phone I would like all three to be available. I like the set up now where you plan out your classes and then send to the advisor for review. It would be helpful to contact them in the event that I had questions before the review also though.		
	none		
Total			

Appendix 24. 2015 Overall Additional Comments

Additional comments about your experience as a new student at Troy University:	
1	A lot of things to do and learn
2	AS an Active duty soldier, my biggest complaint is dealing with TROY VA services. So far every term I have had to write or call the Troy VA rep's and ask why my funding hasn't been applied and the answers I received was I don't know what happened but your certification form was never submitted to the VA or we see you submitted the Certification form but it was never processed. Everything eventually worked out by the end of the terms but I spend over half of each term trying to track down where in the proces it has broke down.
3	As an alumni of Troy, I am extremely dissatisfied with the service that I have received this term. Some of the employees of Troy have not shown any compassion nor attempted to resolve my issues with financial aid. I am being punished due to the advice of y advisor for providing incorrect information. Although, she has assisted me up to this point, this issue still hasn't been resolved. Troy's reputation is to help their students, but I feel that my issue is not a top priority like it should be.
4	As for a young person, I have heard of all these fantastic groups and services offered by the campus and organizations, however, I feel as if I have no way to learn or find out any information about any of these groups.
5	Awesome
6	Been good so far.
7	Coming from semesters to terms is hard but very convenient. That Is actually why I came to troy.
8	Delta Sigma Theta Sorority Incorporated should have more information on campus for the many young women on campus who would like to join.
9	End of Survey
10	Everyone is friendly. Also, some country's people have come to here, so I could communicate with them, and I thought that I am interesting.
11	Faculty needs to return emails. A lack of communication can easily lead in a transfer to another school
12	Gifted dept has been great. Helpful and knowledgable. Deeply dissatisfied with faculty (edu 6611) not replying to numerous emails about future enrollment. Poor communication like this wouldn't be acceptable in other professional communities.
13	good
14	Good experience so far.
15	Good!
16	Great experience!
17	Great school overall and very helpful!
18	Hello, Greetings of the day, My only request is to provide financial aid not only for Bachelor's but also for Master's too because student like me can't pay tuition fee 7500\$ per semester, it's too high for an Indian student. Moreover there are no GA/RATA any kind of posts for my department(Computer Science). Posts like GA/RA/TA are very important for international students. so, please provide posts and help students in financial way, make them happy. Thank you, Go Trojans!!!!!!!!!!!!!!!!!!!!
19	I am a full-time worker and I wish there was a wider selection of classes offered after 5pm on different days. I am running into the problem of the two classes I need being offered at the same time on the same day. I am trying to get used to the nine weekterms but other than that I have no complaints. Thanks for everything you all do.
20	I am currently considering transferring to another University because I feel that I am not receiving the information I need to finish my degree plan. I chose Troy University because it was supposed to help military members and their families receive a higher education. However, there is no support to reach my goal. Even so, the undergraduate catalog says that I only have to take 12 semester hours of my major field in residence with Troy University, I was denied the option to take classes as a transient student at another University with the same accrediting. While the registrar department confirmed the possibility, I was rejected by my adviser. The suggestion was that I should transfer instead of trying to find a solution. A transfer would mean that I wouldlose credits again, which pushes me even farther away from my goal. The life of a military family is complicated and is accompanied by many disadvantages; for instance, often moving or long separations. Troy University advertises to the military, but the ervice to the military is not different than any other educational institution.

21	I am disappointed that the classes are 100% "teach yourself." The point of college is to learn from professors so I wish that any of the professors posted at least short, weekly lectures on the chapter topics. Teaching myself from a book seems like a lessvaluable college experience and learning a lot less.
22	I am enjoying being at Troy.
23	I am extremely involved and it was an easy transition from my small high school. I love the class sizes, the fact the campus is always improving, and I love the facilities and programs available to me
24	I am loving it here! Go Trojans!
25	I am proud to be a Troy Trojan and am enjoying my online academic experience. I will make it my business to visit the Troy campus.
26	I am very pleased with my Troy Experience thus far, Looking forward to more.
27	I chose the Covington GA location partly for convenience. It has been my experience that it is far less convenient than one would assume. On many occasions I have attempted to go in to use the computer lab to find the location closed. This location is of a "typical" campus and I think it is perceived in the community as a campus for the working class. I do not understand why this campus is closed by 5 pm, even before many of the working class get off work themselves. I am taking an online class this erm and I'm required to take a proctored midterm exam. I just received notification that I will be required to take this exam at any time between 9:30 am and 3 pm. I get off work at 4 pm. So, now I have to take a partial day off from my job to completemy midterm. I don't know of any of the students that I attend (other classes) with that will not have to leave work to accommodate this ridiculous time frame. This is certainly *not* what I expected from a small, global campus. I really expected more flexibility at this campus but I am not finding that. Although I have enjoyed my classes and the teachers so far, I am not sure that I will be able to continue here given the inflexibility of the site. This is a huge disappointment for me. Other than tha, I have enjoyed my Troy experience.
28	I could not have chosen a more organized and caring school or faculty. I am enthused and beyond satisfied with the education that I am receiving.
29	I do not like having to pay 75 dollars for parking when I am already paying thousands to attend.
30	I feel that the classes are must harder. and its not enough resources for some of the classes. I feel that the instuctors should be more willing to offer help. And to give more information to help study. But overall I like Troy. I will strive to do my bes and become the BSN grauated that I came to TRoy to be. Thanks
31	I got some really unforgettable experiences at Troy University in my first semester. I love the atmosphere at here, also it has a lot of activities around campus so that it gives us good opportunity to make new friends
32	I had a great first semester at Troy and am very pleased with the education I have received and the opportunities that are available outside of academics.
33	I have a girl who has called a minimum of once a month to ask me how I am doing and if I need anything and that she is there if I need her. I don't have the faintest clue what department she is from or her scope of help which she could provide. Also, I ca see calling the first term or at most again during the second and leaving her contact info. and perhaps follow that up by an email with that contact info but the calls are a little excessive. I do love that (newly discovered) not only can you make Chancelor's list but that teachers can nominate you as an outstanding student!! That was a pleasant surprise to see in my inbox.
34	I have enjoyed my experience of this year.
35	I have enjoyed my first term.
36	I have really enjoyed Troy and hope to possibly complete my Bachelor's with them as well. It is very convenient with my schedule and I feel the classes are rigorous and indicative of a high level of education. I wanted to attend an easy to access, but nonprofit college and I think I found it in Troy.
37	I have throughly enjoyed my experience at Troy thus far. I have nothing but positive comments to say about the school.
38	I like the school but the courses online are not easy to understand and the teachers are not very helpful in making it any more user friendly.
39	I like Troy.
40	I love attending TU
41	I love it here at Troy!!!! Go Trjoans.
42	I love the campus. The only big issue I have is why do we pay so much for a general university fee. The more classes you have on your class schedule the higher the fee goes. I believe that the general university fee should be a set price no matter how man classes you add to your schedule.
43	I love the laid back, chill, yet academically stimulating atmosphere here. Every so often, you might run into an issue with the the teachers but overall, they ave very helpful and supportive to all the students.

44	I love troy
45	I love Troy
46	I love Troy!
47	I think Troy's terms are too short, I am going to try it again for the 2nd term and if I dont do well I will have to leave Troy and go to a semester school
48	I wish I was provided enough information about the classes my major requires at impact because then I would have scheduled differently. Also I was not given sufficient information about scheduling for an anatomy class because I did not know the nursing seretary had to place me in it and I was busy stuck in a lab and couldn't see her. Therefore I was placed on a waiting list and was stuck with an awful class time.
49	I would be really appreciative of more class offerings between the hours of 2pm-7pm. I am unable to take classes in the morning due to work, and being a single parent and paying for a sitter until 10 or 11 at night is proving to be difficult. Several of he classes I need are not offered online.
50	I'm kind of liking it here. Just more student based restaurants.
51	I've enjoyed it very much! Thanks for such a great scholarship. It makes all the difference.
52	In the bookstore prices of books are irrelevant to market price! This is my main concern! Thanks! Go go Troy :)
53	It is awesome
54	It is impossible to effectively learn a skill in 9 weeks with teachers who refuse to do lectures in video format. We buy all of these resources and materials and use them for four weeks then we are done with them. It's a waste of money and time. I am not appy with eTroy nor am I happy with Amanda Raiti or any of the other faculty I deal with for my schooling matters. I think Troy needs to do serious changes to their ITP online.
55	It's been a great experience. Having to initiate contact first when in doubt is something that I have to work on and being enrolled at Troy has steered me towards being more independent with helping myself.
56	Its great!
57	More food choices!!
58	My first experience at Troy was tedious and my academic questions did not get answered until I actually started my class at the university at the Troy location. Meaning, there were fees that were not fully documented in Trojan Web Express and my family an I had to learn the hard way. I paid for most of my tuition out of pocket and I wasn't offered any additional financial help. I was also told that work study jobs had been filled and it was nothing that the financial aid office could do. And no one could xplain to me as to why my tuition was that expensive. If I had known that Troy University was robbing me blind with hidden fees, I wouldn't have came here. Troy University doesn't pick the right Residential Assistants well at all. It seems as though the husing department hires anyone. The Residential Assistants aren't helpful and don't follow the housing rules themselves and still have the audacity to disrespect students if they bend the rules a little. The RA's are almost never in their rooms when I havequestions that need to be answered. That's hypocrisy at its finest. On another note, It doesn't make sense that students who are living in dorms have to pay for their room twice for a school year. Room fees should only be a one time fee for the 1st semeser. Also, the music program is a tiresome program. Students have to meet university academic requirements as well as the music program requirements and that puts a strain on students. Especially those who don't have a lot of music literacy but enjoy musicand want to make a career out of it. As a whole, I will be leaving Troy University. I refuse to give the school anymore of my money. It was a lesson learned and I learned the hard way.
59	My first semester of college has been wonderful! I now know that Troy is where I am supposed to be.
60	MY FIRST TERM WAS ABIT ROCKY HAD AN INSTRUCTOR THAT HAD SOME WHAT OF AN ATTITUDE.. SHE ONLY MET ONCE A WEEK AND CRAMED US WITH THE REST. RUSHING THROUGH AND WAS NOT REACHABLE. BUT MY SECOND TERM AND NOW THIRD AM ENJOYING MY INSTRUCTORS. MUCH MORE REACHABL AND VERY HELPFUL...
61	My only real complaint as a first year freshman, is that the orientation class should have been put into IMPACT and not a required course. all of the material in the course was presented past its useful point in time. If the course has to be kept as a required course, the material should be moved around to be more useful for the students. The first section about university history should have been left until after the important current university information such as the add/drop course section (which was pshed back until the monetary deadline), so that the information can be properly used when necessary.
62	My transfer process to Troy university was not easy. I could not receive the answers I needed. It was difficult finding someone to talk to who could give me clear answers. My advisor was not helpful, she signed me up for the wrong classes.

63	N/A
64	Need better parking. need better way have receiving transcripts from junior colleges. Better internet because it kicks everyone offline. Better RA's, new residential RA's suck they let everyone run around and beat and bang without any reprimands and it keeps me up all night, while they sit in there office and eat pizza and loly gag around than do there job. I love the CJ program.
65	None.
66	Over all my experience at Troy University has been good. The only problem that I am having is adjusting to the terms. I am having to study and cram just as much information i would receive in a semester, but with only half the time. I am literally studyin every spare second I have. When a toddler and work is added to it, I don't get to bed till 3 am and up again at 5 am to start all over again.
67	Overall I've had a great experience so far, everyone was helpful with me transitioning from another institution.
68	Overall my experience with Troy Dothan has been positive. My only concern is the fact that all of the math classes that I need to take for my degree are offered at night. The night time classes are very difficult for me to make work with having three chilren at home. It would be much more convient if the classes were offered during the day.
69	Overall Troy University is a very good school and I plan on my siblings going there!
70	Overall, very much satisfied. However, I feel students lack information regarding resources to help them gain work/community service opportunities that may help them with their majors (such as in preparation for applying to medical school). Also, honor scieties and clubs are not well-advertised (such as meeting times and commitment levels). This leaves many students who would like to be involved wondering how to even get involved.
71	people are all very friendly, love the time I stay in Troy University
72	People are very nice
73	PLEASE do something about the terrible wifi in the dorms (Newman 200 specifically). Most of the time it doesn't work. The gaming wifi, especially, NEVER works. It's almost non-existant. I think it's ridiculous to have had an increase in general fees this emester and still recieve horrible wifi.
74	Provide an advisor before classes start and make sure they are actually contacting and working with their students.
75	Really happy with my choice. I am appreciate the opportunities Troy is presenting to me now, and the continued opportunities my degree and experience at Troy will afford me in the future. My only complaint is the lack of social engagements, and the poorsmall fitness center.
76	So far a great experience, have already recommended Troy to family and friends. The only things that has not been great has been the online writing lab. I have used the online writing lab many times when they respond they are great but they do not makeit clear on the web site that they are only available Tuesday -Thursday. It seems there is only one online tutor advisor. Many times I turn things in and it will be almost two weeks before I get a response. Last term I sent several email and finally had o call because I could not get a response. There is no number for the online writing center, I had to call the on campus writing lab to get the number it was only then I finally got a response. As stated earlier they do a great job with the actual tutorig of papers but the turnaround is usually two weeks and no phone number if no email response. Maybe hire a few more writing lab tutors versus only one?
77	So far, I have enjoyed my time at Troy. The campus is nice and I enjoy being here but I wish the student population was more involved with things on campus. I have had trouble getting documents submitted to Troy, such as my high school and previous colleg transcripts so that has been a little frustrating. Overall though, since I visited Troy for the first time, it has felt like home and I have loved living on campus. Everyone is very friendly and welcoming.
78	student centered
79	Thanks
80	The ASL program is slightly under staffed. I'd like for classes such as ASL III to be offered during the Spring and Summer semesters more often if this problem is ever solved. It helps for ITP majors to be constantly practicing their major instead of havig several months of breaks where they may not be using their abilities and lose progress that they've made in previous semesters.
81	The books are too expensive
82	The inter-library loan is super difficult. Being a graduate student at a global location, it is extremely difficult to get the resources that I need to fulfill the requirements of my master's program.

83	The lengths at which most professors at Troy go to for their students is incredible. Troy really cares for their student's success and literally any faculty member would bend over backwards to help a student.
84	The online professors are often unclear will expectations, syllabus does not match class information on Blackboard-due dates, terminology, etc.- very difficult to met expectations when expectations are not stated or clear, work load is often oppressive!
85	the people on campus are all friendly, and there is plenty to do on campus
86	The petition for transfer of credits process has been a nightmare. My student services coordinator lost my petition at first. No one seemed to know the correct process. It has been 2.5 months, and I still have not received a decision. I cannot get anyone o return my calls or emails for updates. I had to register without knowing what classes would transfer, and if the classes don't transfer, it will significantly delay my graduate date due to limited availability of classes being offered.
87	The students needs to have better computer equipment and more teachers that has a passion for the boundary survey profession.
88	There is a troubling trend in my classes where exams are not unlocked until Thursday. I understand that courses are not self-paced and that the goal is to make students return to class several times a week to post their work, comment on the work of others take the exams, etc. I am 33 years old and working a full-time career; sometimes I have time at the beginning of the week to get my coursework done and sometimes it waits until the end of the week because of my professional commitments. Barring any legiimate reason why all the work in a week cannot be unlocked on the first day of the week, the current trend only serves to add undue stress eTroy students and make progression through the coursework more challenging. Please look at this trend and any associated policy, and weigh the reasoning of the institution against the needs of the student body.
89	Thus far I am enjoying my Troy experience and can not wait to graduate.
90	TROY has afforded me the opportunity to learn at a great pace from exceptional teachers . The faculty all seem to truly care and be helpful.
91	Troy is a very unique school and structure of learning is good. I have had no problems with the learning process. Because being a new student I could understand my way out from the advice of the advisor.
92	Troy main campus seems to not give the Dothan campus the tools it needs to be helpful to the community nor the autonomy it needs to provide the students with opportunities they need to succeed. It seems like Dothan is an after thought to the powers that e, which is discouraging to someone like me, who was very excited about coming to Troy. I wish Troy would provide the Dothan campus with the power to grow and attract people in this community to the campus. However, Troy seems content with let the Dothancampus die a slow death.
93	Troy University - one of the most things that annoys the crap out of me is the fact that I do not get enough loan money back to cover my books. So when I pay for them out of pocket and i am in a bind waiting for my 200 dollars of a LOAN that doesn't covera single book. Troy basically holds my loan refund ransom for 2 whole weeks (trying to make me buy from their rip off book store)> I call and get the dates of the loan refund and they are ALWAYS wrong. These are the things I absolutely HATE about college.
94	Troy university should try to keep good students from leaving. Troy should increase scholarships or financial aids to students who are doing good in their class. So that they get motivated that they get rewarded for getting good grades. This is applicablespecially for international students.
95	Troy University's textbook service via Barnes and Noble is atrocious. Prices are highly inflated compared to other retailers; for example, their used book prices are sometimes comparable to the same textbook offered in new condition elsewhere. Further, prces for new books are unspeakable. As a result, I do not order my texts via Troy's convenient textbook service. I use it to find the ISBN # and title of the text I need and obtain new books somewhere else for a reasonably, cheaper price. This is probably he only complaint I have with Troy.
96	very good start for incoming freshman to get used to college
97	We should be able to view available classes two semesters in advance to ensure that we take the correct classes in the correct order.

Appendix 25 – 2015 New Student Survey Instrument

2015 New Student Survey

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

GENERAL INFORMATION

1) Gender:

- Male
- Female

2) Ethnicity:

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

3) Age:

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

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

- Yes
- No

4) Enrollment Status:

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

5) Which Troy University campus are you currently enrolled?

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

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

- Albany, GA
- Atlanta, GA
- Augusta, GA
- Brunswick, GA
- Colorado Springs, CO (Off Base- Explorer Dr)
- Columbus, GA (Off Base- Manchester Exp)
- Covington, GA
- Davis Monthan AFB (Tucson), AZ
- Eglin AFB, FL
- Fayetteville, NC
- Fort Belvoir, VA
- Fort Benning (Columbus), GA
- Fort Carson (Colorado Springs), CO
- Fort Eustis, VA
- Fort Gordon (Augusta), GA
- Fort Lewis, WA
- Fort Walton Beach, FL
- Hanoi, Vietnam (HUST)
- Hanoi, Vietnam (JEB-VNU)
- Hanoi, Vietnam (JET-VNU)
- Harrisburg, PA
- Hurlburt Field, FL
- JEB Little Creek - Ft. Story (VA)

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

6) Degree program you are in:

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

7) College you are attending:

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

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

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

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

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

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

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

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

- Adult Education
- Collaborative Teacher (Grades 6-12)
- Collaborative Teacher (Grades K-6)
- Community Counseling (Non-Certificate Program)
- Counseling and Psychology - Clinical Mental Health Counseling
- Counseling and Psychology - Rehabilitation Counseling Counseling
- Counseling and Psychology - Social Services Counseling
- Counseling and Psychology - Student Affairs Counseling
- Counseling and Psychology - Substance Abuse Counseling
- Early Childhood Education (Grades P-3)
- Educational Administration and Leadership
- Elementary Education (Grades K-6)
- Instructional Leadership and Administration
- Interdisciplinary Education (Grades P-12) - Art Education
- Interdisciplinary Education (Grades P-12) - Music, Choral Education
- Interdisciplinary Education (Grades P-12) - Music, Instrumental Education
- Interdisciplinary Education (Grades P-12) - Physical Education
- Interdisciplinary Education (Grades P-12) - Theatre Education
- Interdisciplinary Education (P-12) - Gifted Education
- Interpreter Training Program
- Post Secondary Education
- Psychology Comprehensive Program
- Psychology Major
- School Counseling - Certification Program
- School Counseling (P-12)
- School Psychology (P-12)
- School Psychometry - Certification Program
- Secondary Education (Grades 6-12) - Biology Education
- Secondary Education (Grades 6-12) - Chemistry Education
- Secondary Education (Grades 6-12) - English-Language Arts Education

- Secondary Education (Grades 6-12) - General Science Education
- Secondary Education (Grades 6-12) - Health Education
- Secondary Education (Grades 6-12) - History Education
- Secondary Education (Grades 6-12) - Mathematics Education
- Secondary Education (Grades 6-12) - Social Science Education
- Other

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

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

CHOICE OF TROY UNIVERSITY

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

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

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

- Yes
- No

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

- Academic reputation
- Reputation for social activities
- Rankings in national magazines
- Graduates get good jobs
- Size of campus
- Location
- Affordability
- Availability of financial aid
- Admission standards
- Academic programs
- Flexibility of schedule

- Social atmosphere
- Diversity of student body
- Athletics
- Performing arts (band, collegiate singers, drama, etc.)
- Recommendation of high school counselor
- Recommendation of college counselor
- Parents' recommendation
- Friends' recommendation
- Alumni recommendation
- Other (please specify) _____

SATISFACTION WITH TROY UNIVERSITY

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

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

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

RECEIVING INFORMATION ABOUT TROY UNIVERSITY

- 13) How did you first learn about TROY? (select one)
- Alumni
 - Billboard
 - Direct Mail
 - Guidance Counselor
 - Internet
 - Newspaper
 - Radio
 - Television
 - Word of mouth
 - Other (please specify) _____
- 14) How did you learn about registration dates and times? (select one)
- Billboard
 - Direct Mail
 - Internet
 - Newspaper
 - Radio
 - Television
 - Word of mouth
 - Other (please specify) _____
- 15) What is the best way to advertise to your friends? (select one)
- Billboard
 - Direct Mail
 - Internet
 - Newspaper
 - Radio
 - Television
 - Word of mouth
 - Other (please specify) _____
- 16) How would you describe TROY to a friend? (Choose all that apply)
- Academically challenging
 - Caring
 - Convenient
 - Friendly
 - Good value for the price
 - Helpful
 - Student-centered
 - Other (please specify) _____

COMPUTER ACCESS

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

- Yes
- No

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

- Laptop
- Desktop
- Other (please specify) _____

STUDENT ADVISING

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

- Yes
- No
- I do not know

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

- Yes
- No

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

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

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

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

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

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

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

End of Survey

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