

# 2009 NEW STUDENT SURVEY



Fall 2009

Troy University Office of Institutional  
Research, Planning, and Effectiveness

Table of Contents

Executive Summary .....2

Appendix 1: Satisfaction – Overall.....8

Appendix 2: Satisfaction – Dothan .....10

Appendix 3: Satisfaction – Montgomery .....12

Appendix 4: Satisfaction – Phenix City.....14

Appendix 5: Satisfaction – Troy .....16

Appendix 6: Satisfaction – Global Campus.....18

Appendix 7: Satisfaction – eCampus .....20

Appendix 8: Satisfaction – Arts & Sciences.....22

Appendix 9: Satisfaction – Business.....24

Appendix 10: Satisfaction – Education.....26

Appendix 11: Satisfaction – Communication & Fine Arts.....28

Appendix 12: Satisfaction – Health & Human Service .....30

Appendix 13: Satisfaction – Undergraduate Students .....32

Appendix 14: Satisfaction – Graduate Students .....34

Appendix 15: Satisfaction – Undergraduate First-Time Freshmen .....36

Appendix 16: Satisfaction – Undergraduate Transfer Students.....38

Appendix 17: Comparison – Male and Female .....40

Appendix 18: Comparison – White, Black, and Other Minorities .....41

Appendix 19: Comparison – Traditional and Non-Traditional.....42

Appendix 20: Comparison – First Choice and Other Choices.....43

Appendix 21: Other Responses – Dothan.....45

Appendix 22: Other Responses – Montgomery.....61

Appendix 23: Other Responses – Phenix City.....79

Appendix 24: Other Responses – Troy .....95

Appendix 25: Other Responses – eCampus .....114

Appendix 26: Other Responses – Global Campus .....132

Appendix 27: Other Responses – Overall.....150

Appendix 28: Results in Graphics for All Campuses .....167

Appendix 29: 2008 New Student Survey Instrument .....224

## Troy University Fall 2009 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 2009. This was the fifth time that this survey has been conducted. The purpose of the *survey* was to identify the satisfaction of the fall 2009 new students with their experiences at Troy University and to determine how well the University served their needs as new students.

The *Survey* was administered through an online survey program. The target population was the new students who enrolled at the University for the first time in fall 2009. On September 10, 2009 the online survey was distributed via email to the group of 5,692 students who enrolled for the first time during the fall semester. After two follow up emails on September 22, 2009 and October 6, 2009, and a total of 1,789 responses were received, representing a 31% response rate. This is up from a response rate of 21% the prior year.

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

### Highlights of the Findings

#### Demographic Information:

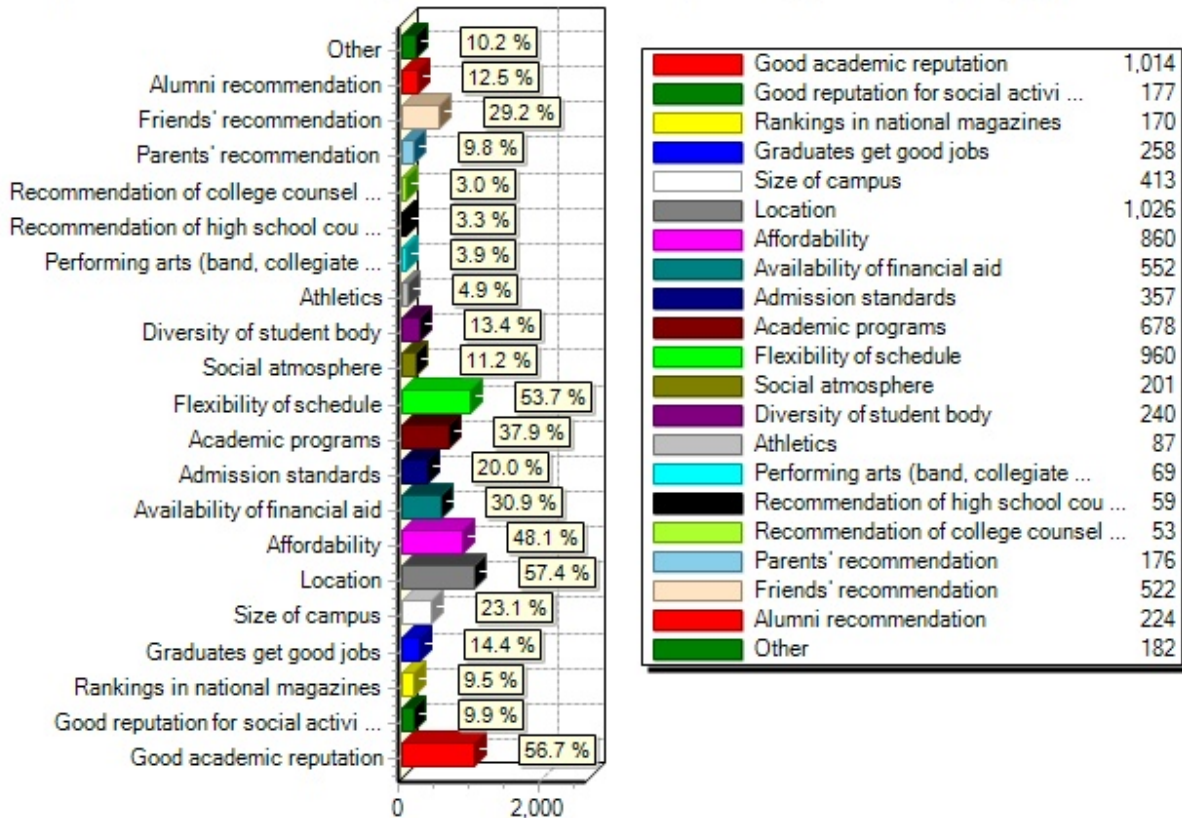
The majority of the respondents were female (73%), white (50%), and non-traditional students (25 years or older) (67%). This distribution reflected the distribution of the new students in Fall 2009; however, because the TROY campuses serve different types of students (Troy serves traditional students and other campuses serve predominantly non-traditional students), the generalization of survey findings should be made with caution. It should also be noted that 40% of the respondents to this survey were eCampus students followed by the Troy Campus at 23%, Global Campus at 15% and each of the Alabama campuses with less than 10% of the total respondents to this survey.

Of all the respondents, 67% were undergraduate students (30% first-time freshmen, 38% transfer students, and 2% transient students) and 33% were graduate students (22% new graduate students, 3% transfer, and 1% transient). Overall, 30% were business majors, 30% were Arts & Sciences students, 21% were College of Education students, 13% were Health and Human Services students, and 3% were Communication and Fine Arts students.

College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 72% selected Troy University as first choice when applying for college admission and 21% had Troy University as their second choice. The most common reasons why new students selected Troy University was its location (57%) and good academic reputation (56%). Other common reasons included flexibility of schedule (53%) and affordability (48%). Additionally, approximately 46% of the respondents had visited the Troy campuses before they enrolled at Troy University.

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



Student Satisfaction - Strengths:

As indicated in Appendix 1, overall, new students were satisfied with their experiences at Troy University. The majority of the students (86%) agreed or strongly agreed that they were receiving a quality education at Troy University; 85% indicated that they would recommend Troy University to a friend; and 83% responded that the semester/term format implemented at Troy University accommodated their learning.

Among the top items ranked by agreement level were “Troy University has a good reputation in my community” (83%), “The printed Schedule of Classes is informative and easy to follow” (82%), “Classes are offered at convenient times” (81%), “Troy personnel are

knowledgeable and helpful” (81%), “Registration dates, times, and procedures were made clear to me” (79%), “The classes I attend are well organized and well taught” (79%), and “The online Schedule of Classes is informative and easy to follow” (79%).

### Student Satisfaction – Weaknesses

Based on the student agreement levels, the survey identified some areas of weakness. These include the campus housing meeting expectations when needed, students getting the “run around” when seeking information, availability of student organizations, sufficiency of tutorial services, and the on-campus bookstore hours. In particular, 22% of the respondents disagreed that “Students seldom get the ‘run around’ when seeking information” (17% were neutral; and 59% agreed). These items were also rated low or ranked at the bottom in most locations and colleges. Other areas, such as the registration process, academic advising, and class times, were in need of improvement on some campuses. Special attention should be directed to these items and plans to improve should be developed and implemented. (See reports in Appendixes 1 – 12.)

### Comparison

Group means for students with different characteristics were compared to identify possible significant differences in student satisfaction for these groups. The analyses found that the satisfaction means for males and females were significantly different with males more satisfied for:

- Troy personnel are knowledgeable and helpful.
- Academic advising is adequate.
- Class information provided prior to enrollment was helpful.
- Registration dates, times and procedures were made clear to me prior to enrollment.
- Students seldom get the “run around” when seeking information.
- Class drop/add procedures are appropriate
- The University offers a variety of majors at my location.
- The University has a good reputation in my community.

(See Appendix 17)

Furthermore, the satisfaction means for students of Other Minorities/Blacks and Whites were significantly different, with Whites more satisfied for:

- Troy personnel are knowledgeable and helpful.
- Faculty care about students as individuals.
- I feel I can talk to faculty about my academic concerns.
- The University offers a variety of majors at my location.
- Student organizations are available for my participation.
- The semester/term format at my location accommodates by learning.
- Troy University has a good reputation in my community.

(See Appendix 18)

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

- Troy personnel are knowledgeable and helpful.
- Faculty care about students as individuals.
- I feel I can talk to faculty about my academic concerns.
- Academic advising is adequate.
- The online registration process is user-friendly.
- Tutorial services are sufficient.
- On-campus bookstore hours are convenient for students.
- Student organizations are available for my participation.

Non-traditional students were more satisfied for:

- The tuition payment plan is beneficial for students.
- Registration dates, times, and procedures were made clear to me prior to enrollment.
- Students seldom get the “run around” when seeking information.
- Classes are offered at convenient times.
- The semester/term format at my location accommodates my learning.
- Troy University has a good reputation in my community.
- I am receiving a quality education at Troy University.
- Campus housing met my expectations upon arriving to campus.

(See Appendix 19)

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

- Class information provided to me prior to enrollment was helpful.
- Purchasing textbooks through the Troy University bookstore is convenient,

(See Appendix 20)

Learning about Troy University: 48% of the new students indicated that they learned about Troy University through “Word of Mouth” (Question 12) while 55% learned about the registration dates and times via “Internet” (Question 13). (See Appendix 28)

Best way to advertise Troy University: 46% of the new students thought that “Word of Mouth” was the best way to advertise Troy University and 30% indicated that the best way was through “Internet” (Question 14). (See Appendix 28)

New Student Description of Troy University:

66% of the new students described Troy University as “Convenient,” 47% thought it was of a “Good Value for the price,” 44% considered it to be academically challenging, and 45% believed that the staff of the University were “Friendly” (Question 15). (Appendix 28)

A Culture of Reading

Troy University is committed to fostering a culture of reading among its students. The Quality Enhancement Plan (QEP) of Troy University focuses on strengthening student literacy and learning by setting high expectations for reading and by supporting new initiatives that will enable students to become better readers. Detailed results of these questions are presented in Appendix 28.

**Frequency of reading:** When asked about their general frequency of reading, most students (52.1%) reported that “I don’t have much time to read for pleasure, but I like to when I get the chance.” However, 30.6% of students reported, “I read constantly for my own personal satisfaction, and I love it.” 15.0 percent of new students reported that “I only read what I am supposed to for school.” Only 2.3% of new students reported that “I basically don’t read books much at all.”

**Reason for reading:** The most frequently reported reason for reading (37%) was “Just for the pleasure of it.” 30% responded, “To learn new things on my own.” 26.8% of survey respondents reported that they read “Because I have to for school.” Less than 4% reported that they read for the following reasons: “I don’t really read much.” 2.6%, and “Because I get bored and have nothing else to do.” (2.1%). Only .3% (less than half of one percent) of new students reported that they read “Because my parents encourage me to.”

**Reading ability:** Almost all (98.3%) of new students reported that their reading level is Average (29.3%), Above Average (43.6%) or Advanced (25.4%). Less than three percent of new students reported that their reading ability is below average (1.4%) or Poor (.2%).

**Reading materials:** New students were asked what types of reading materials they read. The five most common responses were: Books assigned for class (90.9%), Books I read outside of class for pleasure (71.2%), Newspapers (67.2%), Online websites or webzines (59.5%), and Cereal boxes, instructional pamphlets and other product packaging (47.4%). The five types of resources which the lowest percentage of new students reported reading were: Magazines about video games (9.3%), Comic books or graphic novels (12.1%), Sports magazines (19.8%), Puzzles/Games/Humor magazines (22%) and Computer manuals or other electronic equipment manuals (21.6%).

**Volume of reading:** New students were asked “Not including school assignments, how much do you read?” Two responses both received 28.7 percent of responses – “Under one book per month,” and “One book per month.” 21.1% reported reading “2-3 books per month.” 8.5% of new students reported reading three or more books per month while 7.5% reported that outside of school assignments they do not read at all.

**Preferred genre:** New students were asked to report what types of books they like to read for pleasure. The five most common answers were: True stories (53.7%), Romance (41.5%), Biography/Autobiography (38.8%), Mystery (36.9%), and Adventure (36.9%). The five least favored types were: Sports (14.3%), Horror (16.8%), Science Fiction (17.3%), Books about hobbies or collecting (17.7%), and Factual books, like a book about dinosaurs or space (17.7%).

**Characters:** New students were asked which characters/people they liked to read about. The five most common answers were: Historical figures (43.4%) People or characters who are a lot different than me (41.0%), People or characters my age who have done some cool or amazing thing (38.6%), People or characters who are lot like me (36.8%), People or characters my age wrestling with tough issues like crime, drug abuse or poverty (35.4%), and Celebrities (33.4%). The five least most common characters were: Sports figures (15.2%), Animals (18%), Fantasy characters – like super heroes, people from other worlds, or future (22.9%). Musicians (20.2%), and Characters from movies or television shows (26.4%).

**Discussing reading:** New students were asked to report how often they discuss books with others. The following percentages were reported: Daily (9%), Weekly (23%), Monthly (20.7%), A few times per year (29.4%), Once per year (5.1%) and Never (12.8%).

### Implications

1. Troy University has done a good job in meeting the needs of new students even though there are areas that need to be improved.
2. The University might use the following in its recruitment and advancement efforts:
  - 86.7% of new students responded that they were receiving a quality education at Troy University;
  - 85.3% of the new students indicated that they would recommend Troy to a friend.
  - 83.9% of the new students indicated that the semester/term accommodated their learning;
  - 83.7% of new students agreed that Troy has a good reputation in their community;
  - 81.7% of the new students described Troy University as convenient.
3. New student satisfaction results may be used as information to assist student recruitment efforts.
4. Efforts should be made to maintain the strengths of the University and improve areas of weakness.
5. Significant differences in satisfaction of students with different characteristics should be considered as student services personnel work to meet the needs of a diverse student population.
6. Most new students consider themselves to be good readers, but they find little time for reading. Very few students are encouraged to read by their parents. While students are under the influence of the University reading should be modeled and encouraged.

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



## Appendix 1. 2009 New Student Perceptions about Troy University - Overall

Ranked by Frequency of Agreement Total respondents = 1,789

<b>Academic programs, services, and administration</b>	<b>09 Rank</b>	<b>08 Rank</b>	<b>07 Rank</b>	<b>06 Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
I am receiving a quality education at Troy University.	1	1	1	1	86.7%	7.1%	6.2%	1,697
I would recommend Troy University to a friend...	2	2	2	2	85.3%	6.5%	8.2%	1,690
The semester/term format accommodates my learning.	3	3	3	3	83.9%	9.5%	6.6%	1,655
Troy University has a good reputation in my community.	4	8	4	5	83.7%	10.2%	6.1%	1,634
The printed Schedule of Classes is informative and easy to follow.	5	12	12	6	82.3%	10.3%	7.5%	1,555
Classes are offered at convenient times.	6	4	5	4	81.7%	9.1%	9.2%	1,620
Troy personnel are knowledgeable and helpful.	7	5	7	7	81.3%	8.9%	9.8%	1,750
Registration dates, times, and procedures were made clear to me.	8	10	6	8	79.2%	8.6%	12.2%	1,724
The classes I attend are well organized and well taught.	9	77	9	10	79.1%	10.8%	10.1%	1,674
The online Schedule of Classes is informative and easy to follow.	10	11	11	9	79.1%	11.8%	9.1%	1,598
Faculty care about students as individuals.	11	6	8	12	78.4%	12.6%	9.0%	1,735
The University offers a variety of majors at my location.	12	13	14	17	78.1%	11.8%	10.0%	1,615
The tuition payment plan is beneficial for students.	13	18	15	13	77.3%	15.0%	7.7%	1,477
The bill that I received from the University was easily understood.	14	18	15	13	76.4%	13.1%	10.5%	1,432
Class drop/add procedures are appropriate.	15	19	17	14	76.2%	15.8%	8.0%	1,484
Sufficient financial aid options are available.	16	16	16	16	76.0%	13.2%	10.8%	1,572
I feel I can talk to faculty about my academic concerns.	17	9	10	11	75.7%	14.7%	9.7%	1,713
The on-site registration process is user-friendly.	18	21	20	18	74.4%	15.3%	10.2%	1,362
Class information provided prior to enrollment was helpful.	19	14	13	15	74.2%	13.1%	12.6%	1,708
The online registration process is user-friendly.	20	17	19	19	72.5%	14.5%	13.0%	1,480
Academic advising is adequate.	21	15	18	20	70.9%	15.5%	13.6%	1,691
Purchasing textbooks through Virtual Book Store is convenient.	22	20	22	21	70.2%	18.3%	11.5%	1,370
On-campus bookstore hours are convenient for students.	23	23	23	22	69.4%	20.7%	9.9%	1,200
Tutorial services are sufficient.	24	24	24	23	64.1%	26.6%	9.3%	1,221
Student organizations are available for my participation.	25	25	25	25	63.1%	25.9%	11.0%	1,196
Students seldom get the “run around” when seeking information.	26	22	21	24	59.8%	17.4%	22.8%	1,681
Campus housing met my expectations upon arriving to campus.	27				40.2%	43.2%	16.6%	706

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

<b>Academic programs, services, and administration</b>	<b>Agree*</b>						<b>Disagree*</b>					
	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	<b>Diff</b>	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	<b>Diff</b>
I am receiving a quality education at Troy University.	86.7%	82.5%	80.2%	85.8%	85.2%	1.5%	6.2%	5.0%	4.7%	5.9%	5.9%	0.3%
I would recommend Troy to a friend...	85.3%	80.3%	79.3%	84.6%	83.0%	2.3%	8.2%	7.8%	5.7%	7.1%	7.8%	0.4%
The semester/term format accommodates my learning.	83.9%	80.2%	78.5%	83.3%	82.6%	1.3%	6.6%	5.5%	4.6%	5.5%	5.9%	0.7%
Classes are offered at convenient times.	81.7%	77.0%	75.3%	82.6%	79.3%	2.4%	9.2%	6.6%	6.8%	7.7%	9.2%	0.0%
Troy University has a good reputation in my community.	83.7%	74.5%	75.5%	82.6%	79.8%	3.9%	6.1%	5.8%	5.1%	5.7%	6.6%	-0.5%
The printed Schedule of Classes is informative and easy to follow.	82.3%	69.4%	70.7%	80.5%	80.2%	2.1%	7.5%	6.1%	5.7%	7.4%	6.8%	0.7%
Troy personnel are knowledgeable and helpful.	81.3%	76.9%	74.5%	79.2%	77.4%	3.9%	9.8%	11.5%	9.9%	8.4%	10.1%	-0.3%
Reg. dates, times, & procedures were made clear to me.	79.2%	72.9%	75.1%	78.4%	N/A	0.8%	12.2%	14.2%	10.4%	12.0%	N/A	0.2%
The online Schedule of Classes is informative and easy to follow.	79.1%	70.7%	71.9%	78.4%	74.5%	4.6%	9.1%	8.3%	7.3%	8.9%	9.9%	-0.8%
The classes I attend are well organized and well taught.	79.1%	75.0%	73.2%	78.2%	77.9%	1.2%	10.1%	8.7%	8.6%	9.1%	9.1%	1.0%
I feel I can talk to faculty about my academic concerns.	75.7%	74.0%	72.7%	77.2%	76.7%	-1.0%	9.7%	10.0%	8.3%	9.6%	8.7%	1.0%
Faculty care about students as individuals.	78.4%	75.2%	74.1%	76.8%	76.0%	2.4%	9.0%	8.9%	7.0%	7.3%	7.9%	1.1%
The tuition payment plan is beneficial for students.	77.3%	61.7%	65.6%	75.3%	74.6%	2.7%	7.7%	7.2%	5.7%	6.4%	6.8%	0.9%
Class drop/add procedures are appropriate.	76.2%	60.8%	64.4%	75.3%	71.3%	4.9%	8.0%	7.2%	5.9%	7.7%	8.7%	-0.7%
Class information provided prior to enrollment was helpful.	74.2%	67.6%	69.9%	75.2%	N/A	-1.0%	12.6%	16.0%	10.7%	11.6%	N/A	1.0%
Sufficient financial aid options are available.	76.0%	62.6%	64.6%	73.2%	69.3%	6.7%	10.8%	10.5%	7.6%	10.1%	11.0%	-0.2%
The University offers a variety of majors at my location.	78.1%	69.4%	68.2%	73.2%	71.5%	6.6%	10.0%	9.8%	10.4%	10.8%	12.0%	-2.0%
The on-site registration process is user-friendly.	74.4%	54.2%	56.4%	71.6%	67.4%	7.0%	10.2%	7.6%	7.3%	9.7%	11.5%	-1.3%
The online registration process is user-friendly.	72.5%	61.8%	63.4%	71.2%	67.8%	4.7%	13.0%	10.9%	8.9%	11.6%	12.6%	0.4%
Academic advising is adequate.	70.9%	63.9%	63.7%	69.8%	67.3%	3.6%	13.6%	14.8%	12.5%	12.5%	14.2%	-0.6%
Purchasing textbooks through Virtual Book Store is convenient.	70.2%	56.9%	51.4%	64.7%	57.4%	12.8%	11.5%	8.5%	9.5%	11.1%	12.1%	-0.6%
On-campus bookstore hours are convenient for students.	69.4%	42.0%	47.7%	63.2%	61.4%	8.0%	9.9%	6.0%	5.5%	9.9%	11.7%	-1.8%
Tutorial services are sufficient.	64.1%	40.2%	43.0%	61.6%	57.2%	6.9%	9.3%	6.5%	6.0%	8.4%	8.2%	1.1%
Students seldom get the "run around" when seeking information.	59.8%	53.4%	53.3%	61.5%	56.7%	3.1%	22.8%	24.9%	22.1%	20.9%	24.8%	-2.0%
Student organizations are available for my participation.	63.1%	37.7%	41.1%	55.8%	55.0%	8.1%	11.0%	7.0%	7.5%	11.0%	12.2%	-1.2%
The bill that I received from the University was easily understood.	76.4%	N/A	N/A	N/A	N/A		10.5%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	40.2%	N/A	N/A	N/A	N/A		16.6%	N/A	N/A	N/A	N/A	

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

Troy University Fall 2009 New Student Survey

**Appendix 2. 2009 New Student Perceptions about Troy University - Dothan**

Ranked by Agreement Level

				<b>06</b>				
<b>Academic programs, services, and administration</b>	<b>09 Rank</b>	<b>08 Rank</b>	<b>07 Rank</b>	<b>Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
Faculty care about students as individuals.	1	7	9	7	93%	3%	2%	128
I would recommend Troy University to a friend who is planning to go to college.	2	2	4	4	89%	7%	3%	123
Troy University has a good reputation in my community.	3	9	1	2	89%	9%	1%	124
I am receiving a quality education at Troy University.	4	1	3	1	88%	8%	3%	124
Troy personnel are knowledgeable and helpful.	5	8	8	5	87%	6%	6%	129
The printed Schedule of Classes is informative and easy to follow.	6	3	2	3	86%	7%	6%	124
The semester/term format at my location accommodates my learning.	7	4	6	6	86%	10%	2%	120
I feel I can talk to faculty about my academic concerns.	8	5	7	12	86%	9%	3%	127
On-campus bookstore hours are convenient for students.	9	11	5	10	86%	10%	3%	123
The on-site registration process is user-friendly.	10	19	19	19	85%	7%	8%	113
The classes I attend are well organized and well taught.	11	6	13	9	83%	10%	5%	124
The tuition payment plan is beneficial for students.	12	15	14	8	83%	13%	2%	105
The bill that I received from the University was easily understood	13				83%	8%	7%	105
Registration dates, times, and procedures were made clear to me prior to enrollment.	14	10	11	15	79%	12%	7%	128
The University offers a variety of majors at my location.	15	12	10	16	79%	15%	5%	119
Class drop/add procedures are appropriate.	16	20	20	11	79%	17%	2%	107
Academic advising is adequate.	17	13	12	17	77%	14%	7%	126
Sufficient financial aid options are available.	18	14	15	14	77%	19%	3%	114
The online Schedule of Classes is informative and easy to follow.	19	18	17	13	77%	17%	5%	109
Class information provided prior to enrollment was helpful.	20	17	16	20	73%	18%	8%	127
Student organizations are available for my participation.	21	21	21	21	72%	23%	4%	91
Classes are offered at convenient times.	22	25	18	18	72%	17%	10%	126
Students seldom get the “run around” when seeking information.	23	16	22	25	70%	16%	13%	125
The online registration process is user-friendly.	24	22	23	22	70%	21%	7%	79
Tutorial services are sufficient.	25	24	25	23	65%	28%	6%	78
Purchasing textbooks through Troy Virtual Book Store is convenient.	26	23	24	24	61%	27%	10%	76

\* Note: Agree = Agree + Strong Agree / Disagree = Disagree + Strongly Disagree Total respondents = 129

## Troy University Fall 2009 New Student Survey

### Appendix 2.1. 2009 New Student Perceptions about Troy University - Dothan

Five Year Trend Fall 2009 through Fall 2005

Academic programs, services, and administration	Agree*					Diff	Disagree*					Diff
	FA09	FA08	FA07	FA06	FA05		FA09	FA08	FA07	FA06	FA05	
I am receiving a quality education at Troy University.	88.7%	85.6%	80.8%	84.4%	86.3%	2.4%	3.2%	4.4%	7.2%	4.7%	5.5%	-2.3%
Troy University has a good reputation in my community.	89.5%	73.3%	85.0%	83.8%	86.1%	3.4%	1.0%	6.7%	7.8%	3.8%	4.2%	-3.2%
The printed Schedule of Classes is informative and easy to follow.	86.3%	77.8%	82.6%	82.8%	78.5%	7.8%	6.5%	10.0%	5.4%	5.5%	6.9%	-0.4%
I would recommend Troy to a friend ...	89.4%	78.9%	79.6%	82.8%	77.8%	11.6%	3.3%	11.1%	7.8%	7.0%	6.9%	-3.6%
Troy personnel are knowledgeable and helpful.	87.6%	74.4%	73.0%	82.2%	72.5%	15.1%	6.2%	8.9%	12.0%	5.4%	12.1%	-5.9%
The semester/term format accommodates my learning.	86.7%	77.8%	76.6%	80.2%	74.3%	12.4%	2.5%	5.6%	5.6%	6.3%	6.9%	-4.4%
Faculty care about students as individuals.	93.8%	75.6%	72.4%	79.7%	70.9%	22.9%	2.3%	8.9%	8.4%	5.5%	13.5%	-11.2%
The tuition payment plan is beneficial for students.	83.8%	58.9%	66.4%	78.0%	66.7%	17.1%	2.9%	8.9%	3.6%	4.2%	10.6%	-7.7%
The classes I attend are well organized and well taught.	83.9%	77.8%	68.2%	75.8%	78.1%	5.8%	5.6%	6.7%	9.6%	7.0%	10.3%	-4.7%
On-campus bookstore hours are convenient for students.	86.2%	67.8%	77.2%	75.8%	70.6%	15.6%	3.3%	6.7%	4.2%	9.4%	11.9%	-8.6%
Class drop/add procedures are appropriate.	79.4%	52.2%	54.5%	75.7%	62.5%	16.9%	2.8%	7.8%	4.6%	9.3%	10.9%	-8.1%
I feel I can talk to faculty about my academic concerns.	86.6%	77.8%	73.6%	75.0%	73.5%	13.1%	3.9%	6.7%	10.8%	11.7%	10.9%	-7.0%
The online Schedule of Classes is informative and easy to follow.	77.1%	56.7%	61.6%	72.8%	66.2%	10.9%	5.5%	11.1%	6.6%	7.9%	11.0%	-5.5%
Sufficient financial aid options are available.	77.2%	63.3%	64.6%	70.1%	68.1%	9.1%	3.5%	15.6%	9.0%	9.4%	14.1%	-10.6%
Reg. dates, times, and procedures were clear prior to enrollment.	79.7%	68.9%	70.0%	70.0%		79.7%	7.8%	12.2%	15.6%	14.6%		7.8%
The University offers a variety of majors at my location.	79.0%	66.7%	71.2%	70.0%	62.3%	16.7%	5.9%	11.1%	4.8%	15.4%	15.8%	-9.9%
Academic advising is adequate.	77.8%	63.3%	70.0%	69.0%	60.4%	17.4%	7.9%	11.1%	12.6%	10.1%	20.1%	-12.2%
Classes are offered at convenient times.	72.2%	66.7%	60.5%	66.9%	56.8%	15.4%	10.3%	13.3%	19.2%	15.4%	18.9%	-8.6%
The on-site registration process is user-friendly.	85.0%	54.4%	56.9%	65.3%	58.6%	26.4%	8.0%	14.4%	9.0%	17.8%	25.6%	-17.6%
Class information provided prior to enrollment was helpful.	73.2%	56.7%	63.5%	63.1%		73.2%	8.7%	23.3%	12.0%	16.2%		8.7%
Student organizations are available for my participation.	72.5%	45.6%	53.9%	62.7%	64.0%	8.5%	4.4%	8.9%	4.2%	9.8%	9.6%	-5.2%
The online registration process is user-friendly.	70.9%	43.3%	42.0%	61.7%	53.9%	17.0%	7.6%	11.1%	4.2%	9.6%	14.8%	-7.2%
Tutorial services are sufficient.	65.4%	31.1%	34.8%	57.3%	38.2%	27.2%	6.4%	11.1%	2.4%	8.5%	6.9%	-0.5%
Purchasing textbooks through Virtual Book Store is convenient.	61.8%	41.1%	37.2%	54.8%	44.4%	17.4%	10.5%	6.7%	8.4%	9.5%	8.1%	2.4%
Students seldom get the "run around" when seeking information.	70.4%	57.8%	46.7%	52.0%	49.0%	21.4%	13.6%	23.3%	24.6%	25.6%	31.0%	-17.4%
The bill that I received from the University was easily understood	83.8%						7.6%					

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

Troy University Fall 2009 New Student Survey

**Appendix 3. New Student Perceptions about Troy University - Montgomery**

Ranked by Agreement Total respondents = 149

<b>Academic programs, services, and administration</b>	<b>09 Rank</b>	<b>08 Rank</b>	<b>07 Rank</b>	<b>06 Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
Troy University has a good reputation in my community.	1	1	2	1	85.4%	8.0%	6.6%	137
I would recommend Troy University to a friend who is planning to go to college.	2	4	6	4	85.2%	4.9%	9.9%	142
The printed Schedule of Classes is informative and easy to follow.	3	5	1	6	84.8%	5.5%	9.7%	145
The semester/term format at my location accommodates my learning.	4	3	4	5	84.6%	9.1%	6.3%	143
I am receiving a quality education at Troy University.	5	2	3	2	83.6%	8.2%	8.2%	146
Classes are offered at convenient times.	6	6	5	3	81.4%	7.9%	10.7%	140
The tuition payment plan is beneficial for students.	7	16	12	7	80.0%	11.2%	8.8%	125
On-campus bookstore hours are convenient for students.	8	13	16	11	79.3%	9.6%	11.1%	135
The bill that I received from the University was easily understood.	9				78.5%	13.8%	7.7%	130
The University offers a variety of majors at my location.	10	8	8	16	78.1%	10.3%	11.6%	146
Registration dates, times, and procedures were made clear to me prior to enrollment.	11	15	7	14	78.0%	7.1%	14.9%	141
Sufficient financial aid options are available.	12	14	15	8	76.5%	12.5%	11.0%	136
Troy personnel are knowledgeable and helpful.	13	9	13	9	76.2%	11.6%	12.2%	147
The online Schedule of Classes is informative and easy to follow.	14	19	17	17	72.5%	15.0%	12.5%	120
The classes I attend are well organized and well taught.	15	7	11	10	72.0%	15.4%	12.6%	143
The on-site registration process is user-friendly.	16	17	19	19	71.4%	12.8%	15.8%	133
I feel I can talk to faculty about my academic concerns.	17	11	10	12	71.0%	17.2%	11.7%	145
Faculty care about students as individuals.	18	10	9	13	70.7%	16.3%	12.9%	147
Class drop/add procedures are appropriate.	19		18	15	70.3%	21.1%	8.6%	128
Academic advising is adequate.	20	12	20	20	66.0%	14.3%	19.7%	147
Class information provided prior to enrollment was helpful.	21	18	14	18	66.0%	18.1%	16.0%	144
The online registration process is user-friendly.	22	23	22	21	63.2%	23.6%	13.2%	106
Purchasing textbooks through Troy Virtual Book Store is convenient.	23	22	25	23	62.9%	25.8%	11.3%	97
Student organizations are available for my participation.	24	21	23	25	58.9%	28.6%	12.5%	112
Tutorial services are sufficient.	25	24	24	24	56.7%	26.9%	16.3%	104
Students seldom get the “run around” when seeking information.	26	20	21	22	55.7%	17.9%	26.4%	140
Campus housing met my expectations upon arriving to campus.	27				25.0%	62.5%	12.5%	48

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

<b>Academic programs, services, and administration</b>	<b>Agree*</b>						<b>Disagree*</b>					
	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	<b>Diff</b>	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	<b>Diff</b>
Troy University has a good reputation in my community.	85.4%	81.8%	81.3%	89.5%	82.2%	3.2%	6.6%	8.4%	5.2%	3.9%	7.3%	-0.7%
I am receiving a quality education at Troy University.	83.6%	80.4%	80.5%	85.3%	83.6%	0.0%	8.2%	8.4%	4.8%	5.0%	7.0%	1.2%
Classes are offered at convenient times.	81.4%	74.8%	80.2%	83.4%	77.5%	3.9%	10.7%	12.6%	8.4%	8.5%	10.7%	0.0%
I would recommend Troy to a friend ...	85.2%	77.6%	79.0%	83.4%	81.8%	3.4%	9.9%	9.8%	4.0%	5.8%	8.6%	1.3%
The semester/term format accommodates my learning.	84.6%	80.4%	80.5%	83.3%	80.6%	4.0%	6.3%	7.7%	5.1%	3.9%	7.8%	-1.5%
The printed Schedule of Classes is informative and easy to follow.	84.8%	75.5%	81.7%	82.5%	83.5%	1.3%	9.7%	9.1%	7.7%	4.8%	5.2%	4.5%
The tuition payment plan is beneficial for students.	80.0%	68.5%	73.9%	82.2%	73.2%	6.8%	8.8%	9.1%	4.4%	4.7%	7.4%	1.4%
Sufficient financial aid options are available.	76.5%	70.6%	71.7%	81.8%	68.6%	7.9%	11.0%	12.6%	5.5%	7.6%	10.9%	0.1%
Troy personnel are knowledgeable and helpful.	76.2%	74.1%	73.9%	80.5%	73.4%	2.8%	12.2%	16.1%	11.4%	6.7%	13.0%	-0.8%
The classes I attend are well organized and well taught.	72.0%	74.8%	74.2%	78.5%	72.7%	-0.7%	12.6%	13.3%	10.6%	9.6%	12.8%	-0.2%
On-campus bookstore hours are convenient for students.	79.3%	72.0%	69.8%	78.4%	71.2%	8.1%	11.1%	8.4%	7.0%	4.9%	8.8%	2.3%
I feel I can talk to faculty about my academic concerns.	71.0%	73.4%	75.0%	77.5%	74.5%	-3.5%	11.7%	15.4%	9.2%	8.1%	10.7%	1.0%
Faculty care about students as individuals.	70.7%	76.2%	75.8%	75.7%	72.7%	-2.0%	12.9%	9.8%	7.0%	7.6%	9.1%	3.8%
Reg. dates, times, and procedures were made clear to me.	78.0%	69.2%	78.3%	75.6%	N/A	2.4%	14.9%	21.7%	9.9%	10.6%	N/A	4.3%
Class drop/add procedures are appropriate.	70.3%	64.3%	67.3%	75.3%	71.7%	-1.4%	8.6%	9.1%	5.9%	8.1%	8.1%	0.5%
The University offers a variety of majors at my location.	78.1%	74.1%	76.9%	75.2%	69.0%	9.1%	11.6%	11.2%	11.4%	7.9%	12.4%	-0.8%
The online Schedule of Classes is informative and easy to follow.	72.5%	57.3%	67.6%	73.4%	73.3%	-0.8%	12.5%	7.7%	8.8%	6.4%	7.9%	4.6%
Class information provided prior to enrollment was helpful.	66.0%	65.0%	72.7%	73.3%	N/A	-7.3%	16.0%	18.9%	11.0%	11.0%	N/A	5.0%
The on-site registration process is user-friendly.	71.4%	67.1%	66.6%	72.5%	66.5%	4.9%	15.8%	12.6%	8.4%	9.0%	13.8%	2.0%
Academic advising is adequate.	66.0%	72.7%	65.5%	69.4%	71.7%	-5.7%	19.7%	12.6%	12.9%	9.8%	12.4%	7.3%
The online registration process is user-friendly.	63.2%	49.7%	53.0%	67.3%	66.7%	-3.5%	13.2%	9.8%	7.7%	9.1%	13.6%	-0.4%
Students seldom get the “run around” when seeking information.	55.7%	56.6%	55.6%	59.8%	54.5%	1.2%	26.4%	27.3%	22.8%	22.0%	23.6%	2.8%
Purchasing textbooks through Virtual BookStore is convenient.	62.9%	51.0%	42.3%	59.5%	54.3%	8.6%	11.3%	6.3%	6.6%	4.9%	9.6%	1.7%
Tutorial services are sufficient.	56.7%	44.1%	43.4%	57.6%	58.1%	-1.4%	16.3%	5.6%	8.1%	6.6%	9.0%	7.3%
Student organizations are available for my participation.	58.9%	51.0%	48.9%	50.7%	49.4%	9.5%	12.5%	9.1%	8.8%	8.1%	12.1%	0.4%
The bill that I received from the University was easily understood.	78.5%	N/A	N/A	N/A	N/A		7.7%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	25.0%	N/A	N/A	N/A	N/A		12.5%	N/A	N/A	N/A	N/A	

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

Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Total respondents = 89

	<b>09</b>	<b>08</b>	<b>07</b>	<b>06</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
<b>Academic programs, services, and administration</b>	<b>Rank</b>	<b>Rank</b>	<b>Rank</b>	<b>Rank</b>				
Troy University has a good reputation in my community.	1	4	4	5	87.1%	5.9%	7.1%	85
I am receiving a quality education at Troy University.	2	3	3	1	84.7%	7.1%	8.2%	85
The semester/term format at my location accommodates my learning.	3	6	1	6	83.5%	4.7%	11.8%	85
Troy personnel are knowledgeable and helpful.	4	5	14	11	82.8%	4.6%	12.6%	87
The tuition payment plan is beneficial for students.	5	12	10	8	82.3%	10.1%	7.6%	79
I would recommend Troy to a friend who is planning to go to college.	6	2	2	2	81.9%	7.2%	10.8%	68
The printed Schedule of Classes is informative and easy to follow.	7	9	5	3	81.4%	7.0%	11.6%	86
Classes are offered at convenient times.	8	1	6	12	80.7%	9.1%	10.2%	88
Faculty care about students as individuals.	9	7	8	16	78.8%	8.2%	12.9%	85
The on-site registration process is user-friendly.	10	13	15	14	78.0%	8.5%	13.4%	82
The bill that I received from the University was easily understood.	11				76.5%	12.3%	11.1%	81
Class drop/add procedures are appropriate.	12	20	20	13	76.4%	16.7%	6.9%	72
The classes I attend are well organized and well taught.	13	8	9	4	75.9%	12.6%	11.5%	87
I feel I can talk to faculty about my academic concerns.	14	11	7	9	73.5%	12.0%	14.5%	83
Reg. dates, times, and procedures were made clear to me prior to enrollment.	15	10	11	15	73.3%	12.8%	14.0%	86
Academic advising is adequate.	16	14	12	19	72.6%	14.3%	13.1%	84
Sufficient financial aid options are available.	17	17	13	10	70.7%	13.4%	15.9%	82
The online Schedule of Classes is informative and easy to follow.	18	16	16	7	68.1%	18.1%	13.9%	72
On-campus bookstore hours are convenient for students.	19	21	19	20	67.5%	18.2%	14.3%	77
Class information provided prior to enrollment was helpful.	20	18	17	18	67.4%	10.5%	22.1%	86
The University offers a variety of majors at my location.	21	15	18	17	66.3%	16.9%	16.9%	83
Students seldom get the “run around” when seeking information.	22	19	22	23	66.3%	10.5%	23.3%	86
The online registration process is user-friendly.	23	22	21	21	62.1%	22.4%	15.5%	58
Purchasing textbooks through Troy Virtual Book Store is convenient.	24	23	24	22	56.9%	21.5%	21.5%	65
Tutorial services are sufficient.	25	24	23	24	50.0%	32.7%	17.3%	52
Student organizations are available for my participation.	26	25	25	25	49.1%	32.7%	18.2%	55
Campus housing met my expectations upon arriving to campus.	27				34.5%	51.7%	13.8%	29

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

<b>Academic programs, services, and administration</b>	<b>Agree*</b>						<b>Disagree*</b>					
	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	<b>Diff</b>	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	<b>Diff</b>
I am receiving a quality education at Troy University.	84.7%	83.1%	84.7%	89.3%	83.8%	0.9%	8.2%	3.9%	1.6%	6.6%	6.2%	2.0%
I would recommend Troy to a friend...	81.9%	83.1%	85.4%	88.4%	85.3%	-3.4%	10.8%	5.2%	3.0%	8.3%	7.0%	3.8%
The printed Schedule of Classes is informative and easy to follow.	81.4%	77.9%	82.5%	87.6%	85.0%	-3.6%	11.6%	5.2%	3.0%	9.1%	7.1%	4.5%
The classes I attend are well organized and well taught.	75.9%	79.2%	77.8%	87.4%	80.2%	-4.3%	11.5%	7.8%	4.6%	7.6%	8.4%	3.1%
Troy University has a good reputation in my community.	87.1%	83.1%	83.2%	87.4%	83.8%	3.3%	7.1%	3.9%	2.3%	6.7%	7.0%	0.1%
The semester/term format accommodates my learning.	83.5%	81.8%	86.2%	83.3%	91.5%	-8.0%	11.8%	5.2%	80.0%	8.3%	6.2%	5.6%
The online Schedule of Classes is informative and easy to follow.	68.1%	62.3%	71.0%	82.1%	75.2%	-7.1%	13.9%	9.1%	4.6%	8.9%	12.4%	1.5%
The tuition payment plan is beneficial for students.	82.3%	75.3%	77.1%	81.4%	84.4%	-2.1%	7.6%	5.2%	1.6%	10.6%	4.1%	3.5%
I feel I can talk to faculty about my academic concerns.	73.5%	76.6%	80.1%	80.2%	75.9%	-2.4%	14.5%	7.8%	3.1%	9.1%	7.1%	7.4%
Sufficient financial aid options are available.	70.7%	61.0%	73.3%	78.9%	67.2%	3.5%	15.9%	11.7%	5.4%	10.5%	12.5%	3.4%
Troy personnel are knowledgeable and helpful.	82.8%	83.1%	73.2%	78.7%	75.7%	7.1%	12.6%	9.1%	9.9%	13.1%	9.7%	2.9%
Classes are offered at convenient times.	80.7%	87.0%	80.9%	78.6%	80.7%	0.0%	10.2%	3.9%	6.1%	12.0%	7.9%	2.3%
Class drop/add procedures are appropriate.	76.4%	53.2%	62.6%	76.2%	74.3%	2.1%	6.9%	10.4%	3.1%	7.9%	5.7%	1.2%
The on-site registration process is user-friendly.	78.0%	72.7%	73.2%	76.1%	63.9%	14.1%	13.4%	3.9%	9.2%	10.6%	11.5%	1.9%
Reg. dates, times, and procedures were made clear to me.	73.3%	77.9%	75.6%	74.4%	N/A	-1.1%	14.0%	11.7%	6.1%	16.5%	N/A	-2.5%
Faculty care about students as individuals.	78.8%	79.2%	80.1%	73.0%	78.6%	0.2%	12.9%	9.1%	3.0%	9.0%	7.6%	5.3%
The University offers a variety of majors at my location.	66.3%	37.5%	64.1%	72.9%	71.7%	-5.4%	16.9%	10.4%	7.6%	16.1%	12.3%	4.6%
Class information provided prior to enrollment was helpful.	67.4%	61.0%	67.1%	72.5%	N/A	-5.1%	22.1%	13.0%	5.4%	12.5%	N/A	9.6%
Academic advising is adequate.	72.6%	70.1%	74.1%	70.6%	64.8%	7.8%	13.1%	10.4%	6.1%	15.1%	18.4%	-5.3%
On-campus bookstore hours are convenient for students.	67.5%	49.4%	64.1%	68.1%	75.5%	-8.0%	14.3%	11.7%	6.8%	11.2%	12.2%	2.1%
The online registration process is user-friendly.	62.1%	39.0%	51.2%	64.0%	56.4%	5.7%	15.5%	9.1%	6.8%	11.6%	13.7%	1.8%
Purchasing textbooks through Virtual Book Store is convenient.	56.9%	35.1%	34.4%	58.5%	51.5%	5.4%	21.5%	7.8%	9.9%	17.1%	11.3%	10.2%
Students seldom get the "run around" when seeking information.	66.3%	61.0%	49.7%	55.4%	55.0%	11.3%	23.3%	22.1%	23.7%	26.4%	29.3%	-6.0%
Tutorial services are sufficient.	50.0%	29.9%	37.4%	54.1%	54.7%	-4.7%	17.3%	6.5%	3.8%	10.8%	10.5%	6.8%
Student organizations are available for my participation.	49.1%	29.9%	30.5%	51.7%	50.5%	-1.4%	18.2%	5.2%	7.6%	11.2%	10.3%	7.9%
The bill that I received from the University was easily understood.	76.5%	N/A	N/A	N/A	N/A		11.1%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	34.5%	N/A	N/A	N/A	N/A		13.8%	N/A	N/A	N/A	N/A	

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



Troy University Fall 2009 New Student Survey

**Appendix 5. New Student Perceptions about Troy University - Troy**

Ranked by Agreement Total respondents = 417

				<b>06</b>				
<b>Academic programs, services, and administration</b>	<b>09 Rank</b>	<b>08 Rank</b>	<b>07 Rank</b>	<b>Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
I am receiving a quality education at Troy University.	1	1	1	1	88.4%	8.1%	3.5%	396
Troy personnel are knowledgeable and helpful.	2	4	3	6	85.6%	8.3%	6.1%	410
The University offers a variety of majors at my location.	3	7	6	7	85.4%	8.8%	5.8%	396
I would recommend Troy University to a friend who is planning to go to college.	4	3	4	4	85.1%	8.9%	6.1%	395
Troy University has a good reputation in my community.	5	5	5	2	84.7%	9.8%	5.4%	386
The printed Schedule of Classes is informative and easy to follow.	6	9	12	3	84.0%	9.9%	6.1%	393
The semester/term format at my location accommodates my learning.	7	2	2	5	81.0%	13.7%	5.3%	395
Classes are offered at convenient times.	8	8	7	10	80.3%	11.5%	8.3%	400
Student organizations are available for my participation.	9	11	10	14	80.3%	13.5%	6.2%	385
The classes I attend are well organized and well taught.	10	10	13	9	79.8%	12.6%	7.6%	397
Faculty care about students as individuals.	12	6	8	12	79.5%	14.6%	5.9%	410
Registration dates, times, and procedures were made clear to me prior to enrollment.	13	14	14	11	79.0%	10.9%	10.1%	404
I feel I can talk to faculty about my academic concerns.	14	12	11	8	78.8%	15.6%	5.7%	405
On-campus bookstore hours are convenient for students.	15	13	9	20	75.6%	12.9%	11.5%	381
The tuition payment plan is beneficial for students.	16	17	15	15	75.5%	16.8%	7.7%	375
The online Schedule of Classes is informative and easy to follow.	17	16	19	13	75.4%	15.4%	9.2%	370
Academic advising is adequate.	18	15	17	18	73.7%	18.9%	7.4%	392
The on-site registration process is user-friendly.	19	20	22	23	73.1%	17.6%	9.3%	353
The bill that I received from the University was easily understood.	20				72.2%	16.4%	11.3%	371
Tutorial services are sufficient.	21	23	23	19	72.0%	23.2%	4.8%	336
Sufficient financial aid options are available.	22	19	16	21	71.7%	17.0%	11.3%	382
Class drop/add procedures are appropriate.	23	21	20	17	71.2%	19.6%	9.2%	358
The online registration process is user-friendly.	24	22	21	22	69.7%	20.3%	10.0%	340
Class information provided prior to enrollment was helpful.	25	18	18	16	67.6%	19.5%	12.9%	395
Purchasing textbooks through Troy Virtual Book Store is convenient.	26	25	25	25	60.1%	28.9%	11.0%	291
Students seldom get the “run around” when seeking information.	27	24	24	24	53.8%	24.0%	22.2%	396
Campus housing met my expectations upon arriving to campus.	28				47.7%	25.8%	26.5%	283

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

<b>Academic programs, services, and administration</b>	<b>Agree*</b>					<b>Diff</b>	<b>Disagree*</b>					<b>Diff</b>
	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>		<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	
I am receiving a quality education at Troy University.	88.4%	87.9%	79.7%	86.8%	84.8%	3.6%	3.5%	2.9%	5.0%	3.7%	4.3%	-0.8%
Troy University has a good reputation in my community.	84.7%	81.1%	77.4%	83.9%	77.7%	7.0%	5.4%	3.6%	5.7%	5.0%	8.5%	-3.1%
The printed Schedule of Classes is informative and easy to follow.	84.0%	78.6%	73.2%	83.5%	81.4%	2.6%	6.1%	6.1%	6.5%	5.5%	6.0%	0.1%
I would recommend Troy to a friend ...	85.1%	82.1%	77.7%	82.0%	79.7%	5.4%	6.1%	6.4%	5.5%	7.1%	10.4%	-4.3%
The semester/term format at my location accommodates my learning.	81.0%	83.6%	78.2%	81.7%	79.5%	1.5%	5.3%	2.9%	4.4%	3.8%	4.1%	1.2%
Troy personnel are knowledgeable and helpful.	85.6%	81.4%	78.0%	81.3%	73.1%	12.5%	6.1%	5.7%	6.5%	7.0%	11.6%	-5.5%
The University offers a variety of majors at my location.	85.4%	79.6%	77.1%	79.5%	78.4%	7.0%	5.8%	6.8%	8.2%	6.1%	8.1%	-2.3%
I feel I can talk to faculty about my academic concerns.	78.8%	76.1%	73.8%	79.0%	75.0%	3.8%	5.7%	7.1%	5.9%	7.1%	10.2%	-4.5%
The classes I attend are well organized and well taught.	79.8%	77.1%	73.2%	78.5%	73.6%	6.2%	7.6%	8.6%	8.3%	6.9%	8.1%	-0.5%
Classes are offered at convenient times.	80.3%	78.6%	76.9%	77.5%	74.5%	5.8%	8.3%	6.8%	7.2%	7.4%	10.4%	-2.1%
Reg. dates, times, and procedures were made clear to me..	79.0%	70.0%	70.1%	76.8%	N/A	2.2%	10.1%	13.2%	10.9%	12.1%	N/A	-2.0%
Faculty care about students as individuals.	79.5%	80.0%	75.9%	76.6%	71.9%	7.6%	5.9%	6.4%	6.5%	6.8%	8.4%	-2.5%
The online Schedule of Classes is informative and easy to follow.	75.4%	66.4%	62.3%	76.2%	70.7%	4.7%	9.2%	6.8%	7.5%	7.3%	9.0%	0.2%
Student organizations are available for my participation.	80.3%	76.4%	74.0%	75.0%	77.6%	2.7%	6.2%	3.9%	6.1%	6.7%	6.2%	0.0%
The tuition payment plan is beneficial for students.	75.5%	66.1%	69.2%	73.9%	72.1%	3.4%	7.7%	7.9%	6.9%	5.5%	9.2%	-1.5%
Class information provided prior to enrollment was helpful.	67.6%	66.1%	64.3%	73.5%	N/A	-5.9%	12.9%	14.3%	10.3%	10.0%	N/A	2.9%
Class drop/add procedures are appropriate.	71.2%	58.9%	59.8%	72.4%	70.5%	0.7%	9.2%	7.5%	8.4%	7.7%	10.1%	-0.9%
Academic advising is adequate.	73.7%	67.1%	66.3%	71.6%	62.5%	11.2%	7.4%	11.8%	9.4%	9.2%	16.7%	-9.3%
Tutorial services are sufficient.	72.0%	57.9%	57.9%	70.4%	64.5%	7.5%	4.8%	4.6%	6.1%	5.1%	7.7%	-2.9%
On-campus bookstore hours are convenient for students.	75.6%	72.9%	74.4%	70.1%	68.7%	6.9%	11.5%	8.2%	6.7%	12.0%	12.6%	-1.1%
Sufficient financial aid options are available.	71.7%	63.6%	68.0%	69.3%	65.5%	6.2%	11.3%	11.1%	8.6%	13.8%	15.6%	-4.3%
The online registration process is user-friendly.	69.7%	58.2%	59.0%	69.3%	67.1%	2.6%	10.0%	7.1%	6.5%	9.0%	10.1%	-0.1%
The on-site registration process is user-friendly.	73.1%	63.6%	58.1%	68.6%	65.0%	8.1%	9.3%	6.8%	8.2%	8.1%	11.3%	-2.0%
Students seldom get the "run around" when seeking information.	53.8%	51.8%	49.0%	60.7%	46.4%	7.4%	22.2%	18.9%	19.4%	20.1%	30.0%	-7.8%
Purchasing textbooks through Virtual BookStore is convenient.	60.1%	43.9%	38.0%	59.2%	45.3%	14.8%	11.0%	5.7%	10.2%	11.9%	15.2%	-4.2%
The bill that I received from the University was easily understood.	72.2%	N/A	N/A	N/A	N/A		11.3%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	47.7%	N/A	N/A	N/A	N/A		26.5%	N/A	N/A	N/A	N/A	

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

Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Total respondents = 268

<b>Academic programs, services, and administration</b>	<b>09 Rank</b>	<b>08 Rank</b>	<b>07 Rank</b>	<b>06 Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
I am receiving a quality education at Troy University.	1	8	3	4	86.6%	5.7%	7.7%	261
I would recommend Troy University to a friend who is planning to go to college.	2	3	2	2	85.6%	5.8%	8.6%	257
Registration dates, times, and procedures were made clear to me prior to enrollment.	3	9	9	10	85.4%	4.6%	10.0%	261
Troy University has a good reputation in my community.	4	12	8	9	84.5%	9.2%	6.4%	251
The printed Schedule of Classes is informative and easy to follow.	5	10	12	8	83.9%	8.5%	7.7%	248
The semester/term format at my location accommodates my learning.	6	2	1	1	83.7%	8.6%	7.8%	257
Troy personnel are knowledgeable and helpful.	7	5	5	7	83.7%	5.3%	11.0%	264
Faculty care about students as individuals.	8	4	4	6	82.4%	8.4%	9.2%	262
Classes are offered at convenient times.	9	1	7	3	81.3%	7.8%	10.9%	257
I feel I can talk to faculty about my academic concerns.	10	6	6	5	81.3%	9.3%	9.3%	257
The classes I attend are well organized and well taught.	11	7	10	12	81.0%	8.1%	10.9%	258
Sufficient financial aid options are available.	12	18	17	17	81.0%	8.8%	10.2%	226
Class drop/add procedures are appropriate.	13	21	18	18	80.8%	9.9%	9.4%	213
The on-site registration process is user-friendly.	14	15	15	13	80.4%	8.9%	10.7%	225
The tuition payment plan is beneficial for students.	15	16	16	15	79.6%	11.8%	8.6%	221
Class information provided prior to enrollment was helpful.	16	11	11	11	79.2%	8.1%	12.7%	259
The online Schedule of Classes is informative and easy to follow.	17	14	13	14	78.7%	10.9%	10.4%	230
The bill that I received from the University was easily understood.	18				78.7%	8.6%	12.7%	221
Academic advising is adequate.	19	13	14	16	77.0%	9.8%	13.3%	256
The online registration process is user-friendly.	20	20	20	20	76.0%	10.6%	13.4%	217
Purchasing textbooks through Troy Virtual BookStore is convenient.	21	22	22	22	67.0%	18.6%	14.4%	215
Students seldom get the “run around” when seeking information.	22	17	19	19	66.7%	14.3%	19.0%	252
The University offers a variety of majors at my location.	23	19	21	21	66.0%	17.4%	16.6%	241
Tutorial services are sufficient.	24	23	23	23	54.5%	32.9%	12.6%	167
Student organizations are available for my participation.	25	24	25	25	43.5%	33.5%	23.0%	161
On-campus bookstore hours are convenient for students.	26	25	24	24	43.2%	40.2%	16.7%	132
Campus housing met my expectations upon arriving to campus.	27				29.6%	53.1%	17.3%	81

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2000 to Fall 2005

	Agree*						Disagree*					
	FA09	FA08	FA07	FA06	FA05	Diff	FA09	FA08	FA07	FA06	FA05	Diff
<b>Academic programs, services, and administration</b>												
The semester/term format accommodates my learning.	83.7%	78.0%	83.2%	88.0%	85.0%	-1.3%	7.8%	7.9%	4.7%	5.2%	6.4%	1.4%
I would recommend Troy to a friend...	85.6%	76.1%	83.2%	87.9%	84.6%	1.0%	8.6%	10.2%	5.2%	5.4%	7.1%	1.5%
Classes are offered at convenient times.	81.3%	80.5%	79.3%	87.1%	86.0%	-4.7%	10.9%	7.3%	6.4%	6.2%	6.7%	4.2%
I am receiving a quality education at Troy University.	86.6%	74.6%	82.2%	86.8%	85.6%	1.0%	7.7%	7.8%	4.2%	5.4%	7.1%	0.6%
I feel I can talk to faculty about my academic concerns.	81.3%	76.1%	79.6%	85.3%	82.8%	-1.5%	9.3%	9.8%	7.2%	5.9%	7.7%	1.6%
Faculty care about students as individuals.	82.4%	76.1%	81.2%	84.8%	80.2%	2.2%	9.2%	11.7%	5.4%	5.3%	7.8%	1.4%
Troy personnel are knowledgeable and helpful.	83.7%	76.1%	79.9%	84.6%	82.1%	1.6%	11.0%	13.2%	7.9%	6.9%	9.8%	1.2%
The printed Schedule of Classes is informative and easy to follow.	83.9%	71.2%	74.6%	83.6%	83.2%	0.7%	7.7%	6.8%	5.9%	6.4%	6.0%	1.7%
Troy University has a good reputation in my community.	84.5%	68.8%	78.8%	83.1%	77.4%	7.1%	6.4%	9.8%	5.3%	5.2%	6.3%	0.1%
Reg. dates, times, and procedures were made clear to me.	85.4%	73.2%	77.8%	81.8%	N/A	3.6%	10.0%	16.6%	9.2%	9.4%	N/A	0.6%
Class information provided prior to enrollment was helpful.	79.2%	69.3%	75.1%	81.1%	N/A	-1.9%	12.7%	19.5%	10.0%	9.3%	N/A	3.4%
The classes I attend are well organized and well taught.	81.0%	76.1%	76.6%	79.9%	82.6%	-1.6%	10.9%	9.8%	7.7%	8.4%	9.3%	1.6%
The on-site registration process is user-friendly.	80.4%	60.5%	69.6%	78.3%	75.4%	5.0%	10.7%	6.8%	7.8%	8.0%	9.5%	1.2%
The online Schedule of Classes is informative and easy to follow.	78.7%	63.9%	72.6%	77.5%	76.6%	2.1%	10.4%	8.8%	7.4%	8.7%	9.4%	1.0%
The tuition payment plan is beneficial for students.	79.6%	58.5%	67.4%	77.0%	79.2%	0.4%	8.6%	4.9%	5.2%	5.8%	4.3%	4.3%
Academic advising is adequate.	77.0%	66.3%	72.6%	76.3%	71.0%	6.0%	13.3%	13.2%	9.8%	9.5%	12.1%	1.2%
Sufficient financial aid options are available.	81.0%	55.1%	66.0%	75.5%	71.5%	9.5%	10.2%	12.7%	8.2%	8.2%	9.5%	0.7%
Class drop/add procedures are appropriate.	80.8%	52.7%	65.9%	73.4%	68.4%	12.4%	9.4%	7.8%	4.8%	6.6%	9.4%	0.0%
Students seldom get the “run around” when seeking information.	66.7%	56.1%	65.4%	70.1%	61.3%	5.4%	19.0%	25.9%	17.0%	15.7%	24.2%	-5.2%
The online registration process is user-friendly.	76.0%	53.7%	63.5%	68.7%	67.3%	8.7%	13.4%	12.7%	8.3%	11.7%	11.7%	1.7%
The University offers a variety of majors at my location.	66.0%	54.1%	59.9%	67.7%	66.2%	-0.2%	16.6%	17.6%	16.9%	17.0%	16.9%	-0.3%
Purchasing textbooks through Virtual Book Store is convenient.	67.0%	47.8%	54.0%	60.3%	62.4%	4.6%	14.4%	12.7%	12.4%	12.5%	14.9%	-0.5%
Tutorial services are sufficient.	54.5%	28.3%	39.3%	50.2%	47.7%	6.8%	12.6%	8.3%	7.8%	10.0%	9.0%	3.6%
On-campus bookstore hours are convenient for students.	43.2%	14.6%	37.0%	43.1%	39.5%	3.7%	16.7%	8.3%	7.3%	13.9%	17.1%	-0.4%
Student organizations are available for my participation.	43.5%	16.1%	31.7%	37.7%	36.5%	7.0%	23.0%	12.2%	11.4%	21.3%	24.6%	-1.6%
The bill that I received from the University was easily understood.	78.7%	N/A	N/A	N/A	N/A		12.7%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	29.6%	N/A	N/A	N/A	N/A		17.3%	N/A	N/A	N/A	N/A	

Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Total respondents = 715

<b>Academic programs, services, and administration</b>	<b>09 Rank</b>	<b>08 Rank</b>	<b>07 Rank</b>	<b>08 Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
I am receiving a quality education at Troy University.	1	1	1	2	86.5%	6.3%	7.2%	669
The semester/term format at my location accommodates my learning.	2	4	5	4	85.5%	7.3%	7.2%	641
I would recommend Troy University to a friend who is planning to go to college.	3	2	3	3	85.2%	5.3%	9.5%	674
Classes are offered at convenient times.	4	5	6	1	84.8%	6.6%	8.6%	594
The online Schedule of Classes is informative and easy to follow.	5	3	2	5	84.2%	7.9%	7.9%	682
Troy University has a good reputation in my community.	6	12	11	7	81.1%	11.6%	7.2%	636
The University offers a variety of majors at my location.	7	14	14	16	80.0%	10.1%	9.9%	615
Purchasing textbooks through Troy Virtual Book Store is convenient.	8	15	17	19	79.6%	10.6%	9.8%	614
Class information provided prior to enrollment was helpful.	9	13	10	12	79.3%	9.5%	11.2%	681
The classes I attend are well organized and well taught.	10	8	8	9	79.1%	9.5%	11.4%	651
The printed Schedule of Classes is informative and easy to follow.	11	18	16	10	78.7%	13.9%	7.3%	545
Class drop/add procedures are appropriate.	12	16	15	8	78.0%	14.2%	7.8%	592
Troy personnel are knowledgeable and helpful.	13	6	9	11	77.8%	10.9%	11.3%	698
Registration dates, times, and procedures were made clear to me prior to enrollment.	14	7	4	6	77.8%	7.7%	14.5%	688
Sufficient financial aid options are available.	15	17	18	18	76.8%	11.7%	11.5%	617
The bill that I received from the University was easily understood.	16				76.5%	13.1%	10.4%	511
Faculty care about students as individuals.	17	10	12	13	75.5%	13.8%	10.6%	687
The online registration process is user-friendly.	18	9	7	14	75.3%	9.9%	14.8%	667
The tuition payment plan is beneficial for students.	19	20	19	17	74.8%	17.2%	8.1%	559
I feel I can talk to faculty about my academic concerns.	20	11	13	15	71.4%	16.3%	12.3%	682
The on-site registration process is user-friendly.	21	22	22	20	70.0%	20.8%	9.3%	443
Academic advising is adequate.	22	19	20	21	67.0%	16.1%	17.0%	672
Tutorial services are sufficient.	23	23	23	22	64.6%	25.8%	9.5%	472
On-campus bookstore hours are convenient for students.	24	24	24	24	63.3%	30.6%	6.1%	343
Students seldom get the “run around” when seeking information.	25	21	21	23	59.5%	15.1%	25.3%	667
Student organizations are available for my participation.	26	25	25	25	55.4%	33.6%	11.0%	381
Campus housing met my expectations upon arriving to campus.	27				39.0%	54.8%	6.1%	228

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 09 to Fall 2005

	Agree*						Disagree*					
	FA09	FA08	FA07	FA06	FA05	Diff	FA09	FA08	FA07	FA06	FA05	Diff
<b>Academic programs, services, and administration</b>												
Classes are offered at convenient times.	84.8%	76.2%	74.1%	85.3%	83.9%	0.9%	8.6%	4.5%	4.9%	6.8%	7.4%	1.2%
I am receiving a quality education at Troy University.	86.5%	83.3%	79.8%	85.1%	85.8%	0.7%	7.2%	4.5%	4.8%	7.0%	5.8%	1.4%
I would recommend Troy to a friend...	85.2%	81.7%	78.3%	84.6%	84.9%	0.3%	9.5%	7.0%	6.5%	7.8%	6.7%	2.8%
The semester/term format accommodates my learning.	85.5%	79.6%	76.2%	82.7%	83.8%	1.7%	7.2%	5.4%	4.9%	6.1%	5.8%	1.4%
The online Schedule of Classes is informative and easy to follow.	84.2%	79.6%	79.1%	80.7%	77.5%	6.7%	7.9%	8.6%	7.5%	10.1%	11.0%	-3.1%
Reg. dates, times, and procedures were made clear to me.	77.8%	74.9%	76.5%	79.8%	N/A	-2.0%	14.5%	12.7%	11.0%	12.2%	N/A	2.3%
Troy University has a good reputation in my community.	81.1%	72.0%	70.4%	79.6%	79.0%	2.1%	7.2%	5.2%	4.8%	6.6%	5.8%	1.4%
Class drop/add procedures are appropriate.	78.0%	65.0%	67.2%	76.8%	74.3%	3.7%	7.8%	6.3%	6.2%	7.6%	7.9%	-0.1%
The classes I attend are well organized and well taught.	79.1%	73.8%	72.1%	76.7%	79.6%	-0.5%	11.4%	7.9%	9.3%	10.3%	8.0%	3.4%
The printed Schedule of Classes is informative and easy to follow.	78.7%	61.8%	63.0%	76.4%	75.0%	3.7%	7.3%	5.2%	5.4%	9.2%	8.4%	-1.1%
Troy personnel are knowledgeable and helpful.	77.8%	76.0%	71.9%	76.0%	80.4%	-2.6%	11.3%	13.0%	12.0%	9.5%	8.0%	3.3%
Class information provided prior to enrollment was helpful.	79.3%	70.4%	71.3%	76.0%	N/A	3.3%	11.2%	14.4%	11.9%	12.4%	N/A	-1.2%
Faculty care about students as individuals.	75.5%	72.4%	69.9%	74.7%	78.0%	-2.5%	10.6%	8.6%	8.4%	8.1%	6.1%	4.5%
The online registration process is user-friendly.	75.3%	72.9%	72.9%	74.7%	72.9%	2.4%	14.8%	12.3%	11.5%	13.1%	13.7%	1.1%
I feel I can talk to faculty about my academic concerns.	71.4%	72.2%	68.1%	73.7%	76.0%	-4.6%	12.3%	10.6%	10.1%	11.8%	7.5%	4.8%
The University offers a variety of majors at my location.	80.0%	70.0%	67.5%	72.7%	73.0%	7.0%	9.9%	8.4%	9.1%	10.0%	10.9%	-1.0%
The tuition payment plan is beneficial for students.	74.8%	58.9%	60.6%	72.2%	73.9%	0.9%	8.1%	6.8%	6.7%	7.1%	5.9%	2.2%
Sufficient financial aid options are available.	76.8%	63.3%	60.8%	71.5%	71.5%	5.3%	11.5%	8.5%	7.7%	9.9%	7.8%	3.7%
Purchasing textbooks through Virtual BookStore is convenient.	79.6%	69.6%	62.4%	70.8%	65.8%	13.8%	9.8%	9.2%	8.6%	11.2%	10.6%	-0.8%
The on-site registration process is user-friendly.	70.0%	44.4%	45.2%	70.4%	66.7%	3.3%	9.3%	6.4%	6.2%	9.9%	8.1%	1.2%
Academic advising is adequate.	67.0%	59.8%	56.4%	66.9%	68.2%	-1.2%	17.0%	18.1%	16.0%	15.4%	12.7%	4.3%
Tutorial services are sufficient.	64.6%	37.9%	40.4%	63.8%	60.6%	4.0%	9.5%	6.3%	5.4%	9.3%	7.7%	1.8%
Students seldom get the “run around” when seeking information.	59.5%	51.0%	50.4%	61.0%	62.9%	-3.4%	25.3%	27.3%	25.7%	21.6%	20.5%	4.8%
On-campus bookstore hours are convenient for students.	63.3%	28.5%	33.2%	56.4%	51.5%	11.8%	6.1%	3.2%	3.9%	9.1%	9.9%	-3.8%
Student organizations are available for my participation.	55.4%	26.5%	29.7%	52.6%	46.9%	8.5%	11.0%	6.3%	6.3%	10.6%	12.2%	-1.2%
The bill that I received from the University was easily understood.	76.5%	N/A	N/A	N/A	N/A		10.4%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	39.0%	N/A	N/A	N/A	N/A		6.1%	N/A	N/A	N/A	N/A	

Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Total respondents = 524

<b>Academic programs, services, and administration</b>	<b>09 Rank</b>	<b>08 Rank</b>	<b>07 Rank</b>	<b>06 Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
I am receiving a quality education at Troy University.	1	1	2	1	89.6%	5.9%	4.5%	491
I would recommend Troy University to a friend who is planning to go to college.	2	2	1	3	87.5%	6.3%	6.3%	495
The semester/term format at my location accommodates my learning.	3	3	3	2	86.5%	9.3%	4.2%	474
Troy University has a good reputation in my community.	4	7	7	5	86.3%	10.0%	3.6%	468
Classes are offered at convenient times.	5	5	6	4	84.4%	8.6%	7.0%	474
The printed Schedule of Classes is informative and easy to follow.	6	13	14	6	83.7%	11.4%	4.9%	429
Troy personnel are knowledgeable and helpful.	7	6	8	7	83.6%	8.7%	7.7%	517
The online Schedule of Classes is informative and easy to follow.	8	9	5	10	83.2%	10.4%	6.4%	483
The classes I attend are well organized and well taught.	9	10	9	8	82.9%	8.0%	9.1%	497
Faculty care about students as individuals.	10	4	11	12	81.7%	11.4%	6.9%	507
Registration dates, times, and procedures were made clear to me prior to enrollment.	11	11	4	11	80.0%	9.9%	10.1%	504
The University offers a variety of majors at my location.	12	15	13	16	80.0%	11.1%	9.0%	469
Class information provided prior to enrollment was helpful.	13	12	10	15	78.6%	11.9%	9.5%	496
Sufficient financial aid options are available.	14	16	19	18	78.5%	13.3%	8.2%	451
Class drop/add procedures are appropriate.	15	17	15	14	78.1%	16.9%	5.1%	433
The tuition payment plan is beneficial for students.	16	20	18	13	77.6%	15.4%	7.0%	415
I feel I can talk to faculty about my academic concerns.	17	8	12	9	76.7%	16.5%	6.8%	498
The bill that I received from the University was easily understood.	18				76.1%	13.7%	10.2%	410
The on-site registration process is user-friendly.	19	22	22	20	74.6%	17.8%	7.7%	366
The online registration process is user-friendly.	20	14	16	17	74.4%	14.8%	10.8%	453
Purchasing textbooks through Troy Virtual Book Store is convenient.	21	18	20	21	69.4%	21.4%	9.3%	421
On-campus bookstore hours are convenient for students.	22	24	23	24	68.8%	23.6%	7.6%	301
Academic advising is adequate.	23	19	17	19	68.5%	17.6%	13.9%	489
Tutorial services are sufficient.	24	23	24	22	65.0%	26.3%	8.7%	346
Students seldom get the “run around” when seeking information.	25	21	21	23	61.3%	18.3%	20.4%	491
Student organizations are available for my participation.	26	25	25	25	60.2%	29.3%	10.5%	324
Campus housing met my expectations upon arriving to campus.	27				38.5%	47.1%	14.4%	187

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

<b>Academic programs, services, and administration</b>	<b>Agree*</b>					<b>Diff</b>	<b>Disagree*</b>					<b>Diff</b>
	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>		<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	
I am receiving a quality education at Troy University.	89.6%	85.2%	83.0%	86.3%	84.1%	5.5%	4.5%	4.0%	3.3%	5.1%	6.6%	-2.1%
The semester/term format accommodates my learning.	86.5%	81.6%	80.8%	86.1%	80.8%	5.7%	4.2%	4.6%	3.7%	5.4%	7.2%	-3.0%
I would recommend Troy to a friend,,,	87.5%	81.6%	83.4%	85.5%	82.1%	5.4%	6.3%	7.1%	3.9%	6.6%	9.0%	-2.7%
Classes are offered at convenient times.	84.4%	76.8%	77.3%	84.5%	76.5%	7.9%	7.0%	4.9%	4.9%	7.2%	11.0%	-4.0%
Troy University has a good reputation in my community.	86.3%	75.9%	77.1%	83.4%	80.0%	6.3%	3.6%	4.9%	3.1%	4.4%	6.5%	-2.9%
The printed Schedule of Classes is informative and easy to follow.	83.7%	67.9%	70.0%	81.8%	80.2%	3.5%	4.9%	4.6%	3.9%	6.3%	7.2%	-2.3%
Troy personnel are knowledgeable and helpful.	83.6%	76.5%	76.9%	81.5%	78.8%	4.8%	7.7%	10.4%	8.6%	6.7%	9.8%	-2.1%
The classes I attend are well organized and well taught.	82.9%	74.3%	76.7%	80.9%	77.2%	5.7%	9.1%	8.0%	8.1%	8.4%	9.6%	-0.5%
I feel I can talk to faculty about my academic concerns.	76.7%	75.4%	73.7%	80.6%	76.9%	-0.2%	6.8%	8.4%	8.4%	7.6%	9.1%	-2.3%
The online Schedule of Classes is informative and easy to follow.	83.2%	75.0%	78.0%	80.2%	75.2%	8.0%	6.4%	8.0%	4.6%	8.4%	10.7%	-4.3%
Reg. dates, times, and procedures were made clear to m.	80.0%	73.5%	80.0%	79.8%	N/A	0.2%	10.1%	13.3%	8.1%	9.4%	N/A	0.7%
Faculty care about students as individuals.	81.7%	78.1%	74.3%	78.6%	75.2%	6.5%	6.9%	6.9%	6.4%	6.2%	8.0%	-1.1%
The tuition payment plan is beneficial for students.	77.6%	59.1%	64.1%	77.4%	74.6%	3.0%	7.0%	6.2%	4.9%	5.2%	7.0%	0.0%
Class drop/add procedures are appropriate.	78.1%	62.2%	69.0%	77.1%	71.2%	6.9%	5.1%	6.2%	4.1%	7.4%	10.5%	-5.4%
Class information provided prior to enrollment was helpful.	78.6%	69.9%	74.5%	76.8%	N/A	1.8%	9.5%	13.3%	9.5%	9.8%	N/A	-0.3%
The University offers a variety of majors at my location.	80.0%	66.2%	71.9%	75.0%	71.7%	8.3%	9.0%	10.4%	10.0%	9.9%	14.0%	-5.0%
The online registration process is user-friendly.	74.4%	66.6%	68.1%	74.8%	67.6%	6.8%	10.8%	10.2%	8.5%	10.0%	14.3%	-3.5%
Sufficient financial aid options are available.	78.5%	64.8%	63.1%	72.9%	71.3%	7.2%	8.2%	8.8%	7.4%	8.7%	11.0%	-2.8%
Academic advising is adequate.	68.5%	60.6%	64.6%	72.8%	67.0%	1.5%	13.9%	13.7%	12.9%	10.5%	16.0%	-2.1%
The on-site registration process is user-friendly.	74.6%	50.9%	52.3%	72.5%	67.8%	6.8%	7.7%	5.3%	5.4%	11.0%	11.7%	-4.0%
Purchasing textbooks through Virtual Book Store is convenient.	69.4%	60.8%	55.7%	70.4%	58.8%	10.6%	9.3%	8.4%	9.5%	9.4%	13.1%	-3.8%
Tutorial services are sufficient.	65.0%	64.7%	42.6%	65.7%	59.7%	5.3%	8.7%	6.2%	6.1%	6.8%	10.5%	-1.8%
Students seldom get the “run around” when seeking information.	61.3%	54.0%	54.4%	65.3%	58.2%	3.1%	20.4%	24.3%	20.9%	17.4%	22.8%	-2.4%
On-campus bookstore hours are convenient for students.	68.8%	33.2%	43.8%	65.2%	59.2%	9.6%	7.6%	4.9%	4.0%	10.4%	11.9%	-4.3%
Student organizations are available for my participation.	60.2%	30.1%	37.2%	58.0%	54.1%	6.1%	10.5%	7.3%	7.6%	11.5%	12.8%	-2.3%
The bill that I received from the University was easily understood.	76.1%	N/A	N/A	N/A	N/A		10.2%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	38.5%	N/A	N/A	N/A	N/A		14.4%	N/A	N/A	N/A	N/A	



Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Total respondents = 520

	<b>09</b>	<b>08</b>	<b>07</b>	<b>06</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
<b>Academic programs, services, and administration</b>	<b>Rank</b>	<b>Rank</b>	<b>Rank</b>	<b>Rank</b>				
The semester/term format at my location accommodates my learning.	1	1	2	4	85.6%	6.7%	7.7%	479
I am receiving a quality education at Troy University.	2	2	1	1	85.2%	7.3%	7.5%	493
I would recommend Troy University to a friend who is planning to go to college.	3	3	3	3	83.7%	7.4%	8.9%	485
Troy University has a good reputation in my community.	4	11	6	5	80.7%	11.5%	7.9%	471
The printed Schedule of Classes is informative and easy to follow.	5	14	12	6	80.0%	11.2%	8.8%	445
Classes are offered at convenient times.	6	4	4	2	79.7%	9.7%	10.6%	454
Troy personnel are knowledgeable and helpful.	7	5	7	9	78.6%	9.9%	11.5%	505
Registration dates, times, and procedures were made clear to me prior to enrollment.	8	7	5	7	77.7%	8.0%	14.3%	498
The online Schedule of Classes is informative and easy to follow.	9	8	9	8	77.6%	12.2%	10.2%	459
Faculty care about students as individuals.	10	10	8	14	77.4%	12.7%	9.9%	504
The bill that I received from the University was easily understood.	11				77.4%	12.0%	10.5%	399
The University offers a variety of majors at my location.	12	12	13	17	77.0%	12.5%	10.5%	465
The classes I attend are well organized and well taught.	13	6	10	12	76.3%	12.6%	11.1%	476
The tuition payment plan is beneficial for students.	14	18	15	13	75.8%	16.0%	8.2%	425
Sufficient financial aid options are available.	15	19	17	16	75.5%	13.0%	11.5%	445
Class information provided prior to enrollment was helpful.	16	13	22	11	75.4%	12.2%	12.4%	499
Class drop/add procedures are appropriate.	17	16	14	10	75.1%	16.2%	8.7%	425
Purchasing textbooks through Troy Virtual BookStore is convenient.	18	20	21	21	74.6%	13.3%	12.1%	406
The on-site registration process is user-friendly.	19	22	19	18	73.6%	14.1%	12.3%	390
I feel I can talk to faculty about my academic concerns.	20	9	11	15	72.0%	16.1%	11.9%	496
Academic advising is adequate.	21	15	18	20	71.3%	15.0%	13.7%	488
The online registration process is user-friendly.	22	17	16	19	70.6%	13.7%	15.6%	422
On-campus bookstore hours are convenient for students.	23	24	23	24	65.6%	23.6%	10.7%	326
Tutorial services are sufficient.	24	23	24	22	63.1%	26.2%	10.8%	325
Student organizations are available for my participation.	25	25	25	25	60.6%	27.2%	12.2%	320
Students seldom get the “run around” when seeking information.	26	21	20	23	59.5%	16.0%	24.5%	482
Campus housing met my expectations upon arriving to campus.	27				37.7%	47.1%	15.2%	191

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

<b>Academic programs, services, and administration</b>	<b>Agree*</b>						<b>Disagree*</b>					
	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	<b>Diff</b>	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	<b>Diff</b>
I am receiving a quality education at Troy University.	85.2%	80.4%	79.1%	85.3%	85.4%	-0.2%	7.5%	6.0%	5.5%	6.6%	5.1%	2.4%
Classes are offered at convenient times.	79.7%	79.1%	75.7%	83.5%	83.1%	-3.4%	10.6%	7.0%	7.4%	8.1%	7.2%	3.4%
I would recommend Troy to a friend...	83.7%	79.3%	77.8%	83.1%	84.3%	-0.6%	8.9%	7.5%	6.5%	7.9%	7.3%	1.6%
The semester/term format accommodates my learning.	85.6%	81.0%	78.2%	81.6%	82.5%	3.1%	7.7%	5.7%	5.8%	5.7%	5.8%	1.9%
Troy University has a good reputation in my community.	80.7%	72.2%	73.8%	81.1%	80.2%	0.5%	7.9%	6.8%	6.5%	6.4%	6.7%	1.2%
The printed Schedule of Classes is informative and easy to follow.	80.0%	67.0%	69.6%	78.9%	79.1%	0.9%	8.8%	6.4%	7.3%	8.7%	7.0%	1.8%
Reg. dates, times, and procedures were made clear to me.	77.7%	74.0%	75.4%	78.8%	N/A	-1.1%	14.3%	13.6%	11.1%	12.7%	N/A	1.6%
The online Schedule of Classes is informative and easy to follow.	77.6%	72.9%	72.4%	78.2%	74.0%	3.6%	10.2%	8.4%	9.5%	10.0%	9.5%	0.7%
Troy personnel are knowledgeable and helpful.	78.6%	77.1%	72.9%	76.7%	78.6%	0.0%	11.5%	13.4%	11.0%	10.1%	8.8%	2.7%
Class drop/add procedures are appropriate.	75.1%	63.7%	66.1%	76.2%	72.8%	2.3%	8.7%	8.1%	7.1%	9.0%	7.6%	1.1%
Class information provided prior to enrollment was helpful.	75.4%	68.5%	50.8%	75.8%	N/A	-0.4%	12.4%	15.6%	11.3%	12.5%	N/A	-0.1%
The classes I attend are well organized and well taught.	76.3%	75.1%	72.4%	75.5%	77.8%	-1.5%	11.1%	10.6%	8.7%	10.6%	9.0%	2.1%
The tuition payment plan is beneficial for students.	75.8%	60.8%	65.5%	74.7%	73.9%	1.9%	8.2%	7.7%	7.2%	7.1%	6.5%	1.7%
Faculty care about students as individuals.	77.4%	72.7%	72.7%	74.3%	78.1%	-0.7%	9.9%	11.2%	7.9%	8.7%	7.2%	2.7%
I feel I can talk to faculty about my academic concerns.	72.0%	72.9%	71.5%	73.3%	77.1%	-5.1%	11.9%	12.5%	8.9%	12.5%	8.0%	3.9%
Sufficient financial aid options are available.	75.5%	59.5%	64.1%	72.7%	67.0%	8.5%	11.5%	11.4%	8.4%	11.4%	10.5%	1.0%
The University offers a variety of majors at my location.	77.0%	72.0%	66.9%	72.7%	71.3%	5.7%	10.5%	9.5%	11.4%	11.3%	10.8%	-0.3%
The on-site registration process is user-friendly.	73.6%	51.8%	58.9%	71.6%	69.7%	3.9%	12.3%	9.5%	7.8%	9.7%	11.2%	1.1%
The online registration process is user-friendly.	70.6%	61.4%	64.4%	70.1%	70.1%	0.5%	15.6%	11.9%	9.7%	14.6%	12.1%	3.5%
Academic advising is adequate.	71.3%	64.1%	61.4%	68.6%	67.7%	3.6%	13.7%	16.7%	14.0%	14.8%	13.7%	0.0%
Purchasing textbooks through Virtual Book Store is convenient.	74.6%	59.5%	52.5%	63.8%	59.2%	15.4%	12.1%	8.4%	10.3%	13.7%	12.1%	0.0%
Tutorial services are sufficient.	63.1%	40.8%	41.0%	59.5%	54.7%	8.4%	10.8%	7.7%	8.4%	10.1%	9.5%	1.3%
Students seldom get the “run around” when seeking information.	59.5%	52.9%	54.3%	59.4%	57.8%	1.7%	24.5%	24.7%	23.4%	22.6%	24.6%	-0.1%
On-campus bookstore hours are convenient for students.	65.6%	40.3%	44.5%	59.1%	59.0%	6.6%	10.7%	6.6%	7.6%	9.7%	12.6%	-1.9%
Student organizations are available for my participation.	60.6%	37.0%	39.2%	50.9%	49.9%	10.7%	12.2%	7.3%	9.2%	12.5%	15.6%	-3.4%
The bill that I received from the University was easily understood.	77.4%	N/A	N/A	N/A	N/A		10.5%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	37.7%	N/A	N/A	N/A	N/A		15.2%	N/A	N/A	N/A	N/A	

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

Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Total respondents = 369

<b>Academic programs, services, and administration</b>	<b>09 Rank</b>	<b>08 Rank</b>	<b>07 Rank</b>	<b>06 Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
I would recommend Troy to a friend who is planning to go to college.	1	3	2	1	86.4%	5.0%	8.6%	361
Troy University has a good reputation in my community.	2	9	5	3	85.6%	7.6%	6.8%	354
I am receiving a quality education at Troy University.	3	1	1	2	85.3%	8.6%	6.1%	361
The printed Schedule of Classes is informative and easy to follow.	4	10	7	9	85.1%	8.1%	6.9%	335
The semester/term format at my location accommodates my learning.	5	2	3	5	82.3%	10.3%	7.4%	350
Troy personnel are knowledgeable and helpful.	6	4	8	6	82.1%	6.9%	11.0%	364
The classes I attend are well organized and well taught.	7	5	9	10	80.3%	10.1%	9.6%	356
Reg. dates, times, and procedures were made clear to me prior to enrollment.	8	11	10	12	80.2%	8.5%	11.3%	363
Class drop/add procedures are appropriate.	9	20	18	16	80.1%	12.4%	7.5%	307
The online Schedule of Classes is informative and easy to follow.	10	12	15	13	79.9%	11.2%	8.8%	329
Classes are offered at convenient times.	11	6	11	4	79.7%	10.6%	9.7%	349
I feel I can talk to faculty about my academic concerns.	12	7	4	8	79.2%	11.1%	9.7%	361
Faculty care about students as individuals.	13	8	6	7	79.0%	12.2%	8.8%	362
The tuition payment plan is beneficial for students.	14	15	13	11	79.0%	14.8%	6.1%	310
The bill that I received from the University was easily understood.	15				77.9%	13.0%	9.1%	308
The on-site registration process is user-friendly.	16	18	19	18	75.9%	14.2%	9.9%	303
The University offers a variety of majors at my location.	17	13	17	19	75.2%	12.5%	12.2%	343
Academic advising is adequate.	18	14	12	17	74.8%	13.0%	12.2%	361
Sufficient financial aid options are available.	19	16	14	15	74.6%	13.0%	12.4%	338
The online registration process is user-friendly.	20	19	20	20	74.0%	14.7%	11.3%	300
Class information provided prior to enrollment was helpful.	21	17	16	14	73.3%	14.2%	12.5%	360
On-campus bookstore hours are convenient for students.	22	23	21	21	73.3%	18.3%	8.4%	273
Purchasing textbooks through Troy Virtual Book Store is convenient.	23	22	24	23	67.8%	20.1%	12.1%	264
Students seldom get the “run around” when seeking information.	24	21	22	22	63.9%	14.8%	21.3%	357
Tutorial services are sufficient.	25	25	23	24	63.8%	27.2%	8.9%	257
Student organizations are available for my participation.	26	24	25	25	61.6%	28.6%	9.8%	255
Campus housing met my expectations upon arriving to campus.	27				39.6%	43.9%	16.5%	139

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

<b>Academic programs, services, and administration</b>	<b>Agree*</b>					<b>Diff</b>	<b>Disagree*</b>					<b>Diff</b>
	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>		<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	
I would recommend Troy to a friend...	86.4%	76.2%	79.8%	88.5%	80.5%	5.9%	8.6%	10.3%	7.6%	5.0%	6.8%	1.8%
I am receiving a quality education at Troy University.	85.3%	79.0%	81.4%	88.2%	85.3%	0.0%	6.1%	5.3%	5.9%	5.0%	6.3%	-0.2%
Troy University has a good reputation in my community.	85.6%	72.6%	76.9%	86.4%	81.1%	4.5%	6.8%	6.4%	6.4%	4.1%	6.3%	0.5%
Classes are offered at convenient times.	79.7%	74.7%	70.4%	84.5%	81.3%	-1.6%	9.7%	7.8%	11.2%	7.3%	8.7%	1.0%
The semester/term format accommodates my learning.	82.3%	76.9%	79.6%	84.5%	86.7%	-4.4%	7.4%	7.1%	5.5%	4.6%	4.7%	2.7%
Troy personnel are knowledgeable and helpful.	82.1%	75.4%	74.6%	83.6%	72.5%	9.6%	11.0%	13.2%	11.2%	5.6%	12.5%	-1.5%
Faculty care about students as individuals.	79.0%	73.0%	76.8%	83.1%	74.5%	4.5%	8.8%	10.3%	7.7%	5.2%	8.3%	0.5%
I feel I can talk to faculty about my academic concerns.	79.2%	73.7%	77.2%	82.0%	76.1%	3.1%	9.7%	10.0%	8.3%	5.7%	8.4%	1.3%
The printed Schedule of Classes is informative and easy to follow.	85.1%	72.6%	75.2%	82.0%	83.8%	1.3%	6.9%	6.4%	5.5%	4.8%	4.7%	2.2%
The classes I attend are well organized and well taught.	80.3%	75.4%	72.4%	80.6%	81.0%	-0.7%	9.6%	8.5%	10.1%	6.7%	9.2%	0.4%
The tuition payment plan is beneficial for students.	79.0%	63.3%	69.8%	78.2%	77.7%	1.3%	6.1%	8.9%	5.1%	6.3%	6.0%	0.1%
Reg. dates, times, and procedures were made clear to me.	80.2%	69.0%	71.3%	78.2%	N/A	2.0%	11.3%	18.5%	13.6%	11.1%	N/A	0.2%
The online Schedule of Classes is informative and easy to follow.	79.9%	64.8%	66.9%	78.1%	75.5%	4.4%	8.8%	9.3%	7.4%	6.9%	10.0%	-1.2%
Class information provided prior to enrollment was helpful.	73.3%	61.2%	66.4%	76.6%	N/A	-3.3%	12.5%	21.0%	11.6%	9.3%	N/A	3.2%
Sufficient financial aid options are available.	74.6%	63.3%	68.4%	76.2%	73.4%	1.2%	12.4%	13.5%	7.8%	7.8%	10.8%	1.6%
Class drop/add procedures are appropriate.	80.1%	54.8%	60.8%	73.4%	67.2%	12.9%	7.5%	7.5%	5.9%	4.8%	8.0%	-0.5%
Academic advising is adequate.	74.8%	63.7%	70.4%	72.5%	67.4%	7.4%	12.2%	16.0%	12.5%	9.7%	13.0%	-0.8%
The on-site registration process is user-friendly.	75.9%	58.0%	58.4%	71.7%	65.7%	10.2%	9.9%	7.8%	9.6%	8.0%	14.3%	-4.4%
The University offers a variety of majors at my location.	75.2%	64.8%	65.6%	70.8%	69.7%	5.5%	12.2%	11.7%	11.6%	11.4%	14.5%	-2.3%
The online registration process is user-friendly.	74.0%	56.2%	57.4%	70.3%	61.4%	12.6%	11.3%	10.0%	7.3%	7.1%	13.9%	-2.6%
On-campus bookstore hours are convenient for students.	73.3%	43.8%	55.0%	67.0%	66.7%	6.6%	8.4%	6.4%	3.9%	7.4%	10.4%	-2.0%
Students seldom get the “run around” when seeking information.	63.9%	50.5%	52.0%	63.4%	53.6%	10.3%	21.3%	31.3%	21.5%	17.9%	29.5%	-8.2%
Purchasing textbooks through Virtual Book Store is convenient.	67.8%	48.4%	43.4%	60.4%	54.1%	13.7%	12.1%	8.5%	10.7%	8.4%	9.9%	2.2%
Tutorial services are sufficient.	63.8%	36.3%	44.1%	57.2%	56.0%	7.8%	8.9%	6.0%	4.4%	7.6%	4.6%	4.3%
Student organizations are available for my participation.	61.6%	38.1%	43.2%	56.2%	59.3%	2.3%	9.8%	8.2%	6.3%	8.0%	8.1%	1.7%
The bill that I received from the University was easily understood.	77.9%	N/A	N/A	N/A	N/A		9.1%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	39.6%	N/A	N/A	N/A	N/A		16.5%	N/A	N/A	N/A	N/A	

Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Total respondents = 58

<b>Academic programs, services, and administration</b>	<b>09 Rank</b>	<b>08 Rank</b>	<b>07 Rank</b>	<b>08 Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
The University offers a variety of majors at my location.	1	8	5	2	92.7%	3.6%	3.6%	55
Troy personnel are knowledgeable and helpful.	2	9	3	12	91.4%	5.2%	3.4%	58
The semester/term format at my location accommodates my learning.	3	7	4	1	91.1%	5.4%	3.6%	47
I am receiving a quality education at Troy University.	4	1	1	3	90.9%	5.5%	3.6%	55
Troy University has a good reputation in my community.	5	5	7	6	90.7%	5.6%	3.7%	54
Student organizations are available for my participation.	6	13	14	9	90.6%	3.8%	5.7%	53
Faculty care about students as individuals.	7	6	2	4	89.5%	8.8%	1.8%	57
I would recommend Troy University to a friend who is planning to go to college.	8	3	11	10	89.1%	5.5%	5.5%	55
The printed Schedule of Classes is informative and easy to follow.	9	10	9	7	89.1%	7.3%	3.6%	55
Registration dates, times, and procedures were made clear to me prior to enrollment.	10	12	13	8	86.2%	5.2%	8.6%	58
I feel I can talk to faculty about my academic concerns.	11	11	10	11	86.0%	10.5%	3.5%	57
Sufficient financial aid options are available.	12	20	17	17	85.7%	5.4%	8.9%	56
The classes I attend are well organized and well taught.	13	4	6	5	82.5%	12.3%	5.3%	57
The tuition payment plan is beneficial for students.	14	17	15	21	81.8%	14.5%	3.6%	55
Classes are offered at convenient times.	15	2	8	19	81.5%	11.1%	7.4%	54
The on-site registration process is user-friendly.	16	19	20	20	79.6%	16.3%	4.1%	49
The online Schedule of Classes is informative and easy to follow.	17	16	12	15	79.2%	13.2%	7.5%	53
Academic advising is adequate.	18	21	22	14	78.6%	12.5%	8.9%	56
Class drop/add procedures are appropriate.	19	23	16	16	78.4%	11.8%	9.8%	51
The bill that I received from the University was easily understood.	20				76.5%	19.6%	3.9%	51
On-campus bookstore hours are convenient for students.	21	18	21	22	76.4%	9.1%	14.5%	55
Class information provided prior to enrollment was helpful.	22	15	19	23	69.0%	17.2%	13.8%	58
Tutorial services are sufficient.	23	22	24	13	68.1%	27.7%	4.3%	47
The online registration process is user-friendly.	24	14	18	18	65.3%	18.4%	16.3%	49
Purchasing textbooks through Troy Virtual Book Store is convenient.	25	24	25	25	61.9%	23.8%	14.3%	42
Campus housing met my expectations upon arriving to campus.	26				56.1%	26.8%	17.1%	41
Students seldom get the “run around” when seeking information.	27	25	23	24	53.7%	22.2%	24.1%	54

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

<b>Academic programs, services, and administration</b>	<b>Agree*</b>					<b>Diff</b>	<b>Disagree*</b>					<b>Diff</b>
	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>		<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	
The semester/term format at my location accommodates my learning.	79.6%	80.9%	75.9%	87.5%	77.4%	2.2%	8.0%	4.3%	0.0%	4.2%	3.8%	4.2%
The University offers a variety of majors at my location.	80.7%	80.9%	73.5%	87.2%	74.1%	6.6%	6.4%	8.5%	6.0%	6.4%	11.1%	-4.7%
I am receiving a quality education at Troy University.	87.3%	91.5%	83.2%	84.1%	85.7%	1.6%	6.6%	4.3%	2.4%	6.8%	3.6%	3.0%
Faculty care about students as individuals.	74.5%	80.9%	80.7%	83.3%	72.7%	1.8%	11.3%	8.5%	2.4%	8.3%	10.9%	0.4%
The classes I attend are well organized and well taught.	77.1%	85.1%	73.5%	81.6%	80.7%	-3.6%	10.8%	10.6%	4.8%	6.1%	7.0%	3.8%
Troy University has a good reputation in my community.	83.5%	83.0%	73.5%	80.4%	77.8%	5.7%	5.5%	4.3%	3.6%	10.9%	9.3%	-3.8%
The printed Schedule of Classes is informative and easy to follow.	80.3%	74.5%	72.3%	80.0%	78.6%	1.7%	9.4%	8.5%	1.2%	8.9%	8.9%	0.5%
Reg. dates, times, and procedures were made clear to me .	79.5%	72.3%	67.4%	79.2%	N/A	0.3%	13.1%	17.0%	13.3%	14.6%	N/A	-1.5%
Student organizations are available for my participation.	69.8%	72.3%	65.0%	79.1%	71.4%	-1.6%	12.2%	8.5%	1.2%	9.3%	4.1%	8.1%
I would recommend Troy to a friend....	84.0%	87.2%	71.1%	78.3%	85.7%	-1.7%	8.4%	8.5%	1.2%	10.9%	3.6%	4.8%
I feel I can talk to faculty about my academic concerns.	74.6%	72.3%	72.3%	76.1%	77.2%	-2.6%	10.5%	12.8%	1.2%	8.7%	10.5%	0.0%
Troy personnel are knowledgeable and helpful.	81.4%	74.5%	78.4%	74.0%	71.9%	9.5%	10.4%	8.5%	2.4%	12.0%	14.0%	-3.6%
Tutorial services are sufficient.	65.1%	55.3%	47.0%	73.5%	56.8%	8.3%	8.1%	2.1%	1.2%	8.8%	4.5%	3.6%
Academic advising is adequate.	69.2%	57.4%	51.8%	73.3%	60.0%	9.2%	14.7%	19.1%	4.8%	8.9%	16.0%	-1.3%
The online Schedule of Classes is informative and easy to follow.	74.4%	68.1%	68.7%	72.7%	62.3%	12.1%	11.8%	4.3%	7.2%	11.4%	5.7%	6.1%
Class drop/add procedures are appropriate.	72.1%	53.2%	63.9%	72.5%	72.3%	-0.2%	10.0%	10.6%	3.6%	7.5%	6.4%	3.6%
Sufficient financial aid options are available.	73.6%	63.8%	63.9%	72.2%	71.2%	2.4%	10.8%	8.5%	2.4%	13.9%	5.8%	5.0%
The online registration process is user-friendly.	73.5%	70.2%	63.9%	71.1%	54.7%	18.8%	12.2%	12.8%	6.0%	13.2%	13.2%	-1.0%
Classes are offered at convenient times.	83.2%	87.2%	73.5%	70.2%	69.6%	13.6%	9.5%	4.3%	6.3%	10.6%	8.9%	0.6%
The on-site registration process is user-friendly.	76.0%	66.0%	59.0%	67.5%	51.1%	24.9%	12.5%	6.4%	6.0%	7.5%	17.0%	-4.5%
The tuition payment plan is beneficial for students.	78.3%	68.1%	65.0%	65.0%	73.5%	4.8%	9.4%	2.1%	2.4%	2.5%	6.1%	3.3%
On-campus bookstore hours are convenient for students.	71.1%	68.1%	57.8%	62.8%	60.8%	10.3%	10.5%	10.6%	2.4%	18.6%	13.7%	-3.2%
Class information provided prior to enrollment was helpful.	68.6%	70.2%	61.5%	60.9%	N/A	7.7%	17.9%	17.0%	9.6%	23.9%	N/A	-6.0%
Students seldom get the “run around” when seeking information.	56.4%	42.6%	50.6%	50.0%	37.5%	18.9%	23.1%	31.9%	24.0%	37.5%	33.9%	-10.8%
Purchasing textbooks through Virtual Book Store is convenient.	71.6%	44.7%	44.6%	44.8%	36.1%	35.5%	10.9%	6.4%	6.0%	13.8%	5.6%	5.3%
The bill that I received from the University was easily understood.	76.6%	N/A	N/A	N/A	N/A		12.4%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	46.6%	N/A	N/A	N/A	N/A		19.8%	N/A	N/A	N/A	N/A	

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

Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Level Total respondents = 236

	<b>09</b>	<b>08</b>	<b>07</b>	<b>06</b>				
<b>Academic programs, services, and administration</b>	<b>Rank</b>	<b>Rank</b>	<b>Rank</b>	<b>Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
I am receiving a quality education at Troy University.	1	1	1	1	87.3%	6.1%	6.6%	229
I would recommend Troy to a friend who is planning to go to college.	2	2	2	3	84.0%	7.6%	8.4%	225
Troy University has a good reputation in my community.	3	6	5	5	83.5%	11.0%	5.5%	218
Classes are offered at convenient times.	4	12	3	7	83.2%	7.3%	9.5%	220
Troy personnel are knowledgeable and helpful.	5	4	7	8	81.4%	8.2%	10.4%	231
The University offers a variety of majors at my location.	6	8	12	13	80.7%	12.8%	6.4%	218
The printed Schedule of Classes is informative and easy to follow.	7	11	9	4	80.3%	10.3%	9.4%	223
The semester/term format at my location accommodates my learning.	8	3	4	2	79.6%	12.4%	8.0%	226
Reg. dates, times, and procedures were made clear to me prior to enrollment.	9	9	8	11	79.5%	7.4%	13.1%	229
The tuition payment plan is beneficial for students.	10	14	14	16	78.3%	12.3%	9.4%	203
The classes I attend are well organized and well taught.	11	10	13	9	77.1%	12.1%	10.8%	223
The bill that I received from the University was easily understood.	12				76.6%	10.9%	12.4%	201
The on-site registration process is user-friendly.	13	19	20	17	76.0%	11.5%	12.5%	192
I feel I can talk to faculty about my academic concerns.	14	7	10	10	74.6%	14.9%	10.5%	228
Faculty care about students as individuals.	15	5	6	18	74.5%	14.3%	11.3%	231
The online Schedule of Classes is informative and easy to follow.	16	17	15	6	74.4%	13.7%	11.8%	211
Sufficient financial aid options are available.	17	16	11	12	73.6%	15.6%	10.8%	212
The online registration process is user-friendly.	18	22	19	19	73.5%	14.3%	12.2%	189
Class drop/add procedures are appropriate.	19	20	18	15	72.1%	17.9%	10.0%	201
Purchasing textbooks through Troy Virtual Book Store is convenient.	20	23	23	21	71.6%	17.5%	10.9%	183
On-campus bookstore hours are convenient for students.	21	21	21	20	71.1%	18.4%	10.5%	190
Student organizations are available for my participation.	22	25	25	24	69.8%	18.0%	12.2%	189
Academic advising is adequate.	23	13	17	22	69.2%	16.1%	14.7%	224
Class information provided prior to enrollment was helpful.	24	15	16	14	68.6%	13.5%	17.9%	223
Tutorial services are sufficient.	25	24	24	23	65.1%	26.9%	8.1%	186
Students seldom get the “run around” when seeking information.	26	18	22	25	56.4%	20.4%	23.1%	225
Campus housing met my expectations upon arriving to campus.	27				46.6%	33.6%	19.8%	116

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

Academic programs, services, and administration	Agree*						Disagree*					
	FA09	FA08	FA07	FA06	FA05	Diff	FA09	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	87.3%	87.6%	78.8%	81.4%	87.6%	-0.3%	6.6%	3.5%	4.4%	8.2%	6.2%	0.4%
The semester/term format accommodates my learning.	79.6%	81.8%	77.2%	80.6%	82.8%	-3.2%	8.0%	4.1%	3.0%	7.4%	6.4%	1.6%
I would recommend Troy to a friend...	84.0%	85.3%	78.8%	79.7%	84.6%	-0.6%	8.4%	5.3%	6.8%	9.8%	8.7%	-0.3%
The printed Schedule of Classes is informative and easy to follow.	80.3%	74.1%	72.9%	78.3%	79.0%	1.3%	9.4%	7.6%	6.2%	9.9%	7.9%	1.5%
Troy University has a good reputation in my community.	83.5%	79.4%	76.9%	78.2%	79.5%	4.0%	5.5%	3.5%	4.6%	8.4%	5.9%	-0.4%
The online Schedule of Classes is informative and easy to follow.	74.4%	65.3%	67.3%	77.2%	75.2%	-0.8%	11.8%	7.1%	7.0%	10.4%	10.3%	1.5%
Classes are offered at convenient times.	83.2%	72.9%	78.3%	77.2%	74.8%	8.4%	9.5%	8.2%	5.7%	8.4%	11.6%	-2.1%
Troy personnel are knowledgeable and helpful.	81.4%	81.2%	75.6%	75.2%	78.5%	2.9%	10.4%	7.1%	12.0%	10.9%	11.0%	-0.6%
The classes I attend are well organized and well taught.	77.1%	75.3%	69.1%	74.4%	75.6%	1.5%	10.8%	6.5%	10.3%	11.2%	8.6%	2.2%
I feel I can talk to faculty about my academic concerns.	74.6%	77.1%	70.4%	74.1%	78.0%	-3.4%	10.5%	5.3%	9.2%	12.0%	9.4%	1.1%
Reg. dates, times, and procedures were made clear to me.	79.5%	75.3%	73.4%	72.8%	N/A	6.7%	13.1%	10.6%	10.9%	16.7%	N/A	-3.6%
Sufficient financial aid options are available.	73.6%	67.1%	69.8%	71.3%	63.0%	10.6%	10.8%	8.8%	7.1%	12.9%	14.1%	-3.3%
The University offers a variety of majors at my location.	80.7%	76.5%	69.3%	71.2%	74.9%	5.8%	6.4%	6.5%	8.7%	13.4%	9.0%	-2.6%
Class information provided prior to enrollment was helpful.	68.6%	68.2%	64.9%	70.8%	N/A	-2.2%	17.9%	15.3%	12.5%	14.3%	N/A	3.6%
Class drop/add procedures are appropriate.	72.1%	60.6%	62.2%	70.8%	73.4%	-1.3%	10.0%	5.3%	6.2%	9.7%	9.5%	0.5%
The tuition payment plan is beneficial for students.	78.3%	68.2%	68.8%	70.5%	74.3%	4.0%	9.4%	7.1%	4.6%	8.1%	7.6%	1.8%
The on-site registration process is user-friendly.	76.0%	61.8%	57.9%	70.3%	67.7%	8.3%	12.5%	6.5%	9.0%	10.8%	8.6%	3.9%
Faculty care about students as individuals.	74.5%	80.0%	76.0%	69.0%	76.4%	-1.9%	11.3%	5.9%	7.3%	9.6%	7.8%	3.5%
The online registration process is user-friendly.	73.5%	56.5%	60.0%	66.8%	71.6%	1.9%	12.2%	11.2%	11.2%	14.5%	11.3%	0.9%
On-campus bookstore hours are convenient for students.	71.1%	60.0%	54.0%	64.7%	66.0%	5.1%	10.5%	4.7%	5.7%	10.7%	9.7%	0.8%
Purchasing textbooks through Virtual Book Store is convenient.	71.6%	54.1%	50.8%	63.3%	59.4%	12.2%	10.9%	8.8%	8.4%	11.7%	13.4%	-2.5%
Academic advising is adequate.	69.2%	72.4%	64.2%	62.2%	67.6%	1.6%	14.7%	10.6%	11.4%	15.4%	13.3%	1.4%
Tutorial services are sufficient.	65.1%	54.1%	46.5%	60.7%	63.2%	1.9%	8.1%	4.7%	3.5%	9.5%	7.3%	0.8%
Student organizations are available for my participation.	69.8%	50.0%	46.2%	57.4%	61.1%	8.7%	12.2%	4.1%	7.1%	11.2%	9.2%	3.0%
Students seldom get the "run around" when seeking information.	56.4%	62.4%	53.5%	57.3%	57.0%	-0.6%	23.1%	16.5%	22.8%	26.3%	23.6%	-0.5%
The bill that I received from the University was easily understood.	76.6%	N/A	N/A	N/A	N/A		12.4%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	46.6%	N/A	N/A	N/A	N/A		19.8%	N/A	N/A	N/A	N/A	

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



Troy University Fall 2009 New Student Survey

**Appendix 1. New Student Perceptions about Troy University - Undergraduate Students**

Ranked by Frequency of Agreement Total respondents = 1180

<b>Academic programs, services, and administration</b>	<b>09 Rank</b>	<b>08 Rank</b>	<b>07 Rank</b>	<b>06 Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
I am receiving a quality education at Troy University.	1	1	1	1	87.6%	6.2%	6.2%	1,116
I would recommend Troy to a friend who is planning to go to college.	2	3	2	2	86.4%	5.9%	7.6%	1,112
Troy University has a good reputation in my community.	3	4	4	3	84.3%	9.6%	6.1%	1,078
The semester/term format at my location accommodates my learning.	4	2	3	4	83.7%	9.6%	6.7%	1,093
The printed Schedule of Classes is informative and easy to follow.	5	13	9	5	81.6%	9.9%	8.5%	1,037
Troy personnel are knowledgeable and helpful.	6	5	8	9	80.4%	9.3%	10.3%	1,156
Classes are offered at convenient times.	7	6	6	6	80.0%	10.2%	9.8%	1,075
The University offers a variety of majors at my location.	8	10	12	14	79.9%	10.7%	9.4%	1,080
The classes I attend are well organized and well taught.	9	8	7	8	79.0%	11.1%	9.9%	1,105
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	11	5	10	78.4%	9.2%	12.4%	1,141
The online Schedule of Classes is informative and easy to follow.	11	12	11	7	77.3%	12.9%	9.8%	1,062
Faculty care about students as individuals.	12	7	10	15	77.2%	13.4%	9.4%	1,149
The tuition payment plan is beneficial for students.	13	17	16	12	75.5%	16.3%	8.2%	989
Sufficient financial aid options are available.	14	15	17	16	74.9%	14.4%	10.7%	1,062
Class drop/add procedures are appropriate.	15	18	15	11	74.5%	17.2%	8.2%	994
The bill that I received from the University was easily understood.	16				74.4%	14.7%	11.0%	940
I feel I can talk to faculty about my academic concerns.	17	9	13	13	74.2%	15.7%	10.1%	1,134
The on-site registration process is user-friendly.	18	21	20	18	72.9%	17.6%	9.6%	899
Class information provided prior to enrollment was helpful.	19	14	14	17	72.5%	14.7%	12.8%	1,130
The online registration process is user-friendly.	20	19	18	19	72.1%	15.3%	12.7%	977
On-campus bookstore hours are convenient for students.	21	23	21	22	70.7%	19.8%	9.4%	837
Purchasing textbooks through Troy Virtual Book Store is convenient.	22	20	22	21	69.6%	18.6%	11.8%	915
Academic advising is adequate.	23	16	19	20	69.4%	16.3%	14.3%	1,125
Student organizations are available for my participation.	24	25	25	24	65.9%	24.2%	9.8%	833
Tutorial services are sufficient.	25	24	24	23	65.6%	24.9%	9.4%	847
Students seldom get the “run around” when seeking information.	26	22	23	25	57.8%	18.6%	23.6%	1,110
Campus housing met my expectations upon arriving to campus.	27				39.9%	42.7%	17.5%	504

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

<b>Academic programs, services, and administration</b>	<b>Agree*</b>					<b>Diff</b>	<b>Disagree*</b>					<b>Diff</b>
	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>		<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	
I am receiving a quality education at Troy University.	87.6%	84.4%	80.2%	85.8%	85.4%	2.2%	6.2%	4.5%	4.4%	6.0%	5.3%	0.9%
I would recommend Troy to a friend...	86.4%	81.8%	79.4%	84.3%	82.3%	4.1%	7.6%	6.8%	5.5%	7.6%	7.4%	0.2%
Troy University has a good reputation in my community.	84.3%	78.2%	76.2%	83.4%	80.7%	3.6%	6.1%	4.5%	4.4%	5.8%	6.0%	0.1%
The semester/term format accommodates my learning.	83.7%	51.9%	78.7%	82.1%	81.5%	2.2%	6.7%	4.7%	4.1%	5.8%	5.4%	1.3%
The printed Schedule of Classes is informative and easy to follow.	81.6%	70.4%	72.9%	81.1%	79.7%	1.9%	8.5%	5.9%	5.4%	7.5%	6.7%	1.8%
Classes are offered at convenient times.	80.0%	77.1%	74.8%	80.5%	78.1%	1.9%	9.8%	6.2%	6.8%	8.5%	10.0%	-0.2%
The online Schedule of Classes is informative and easy to follow.	77.3%	72.2%	72.7%	78.9%	74.8%	2.5%	9.8%	8.2%	6.5%	8.9%	9.0%	0.8%
The classes I attend are well organized and well taught.	79.0%	76.0%	74.0%	77.7%	75.9%	3.1%	9.9%	7.9%	8.4%	9.0%	9.0%	0.9%
Troy personnel are knowledgeable and helpful.	80.4%	77.5%	74.0%	77.1%	75.7%	4.7%	10.3%	10.4%	10.2%	9.6%	10.6%	-0.3%
Reg. dates, times, and procedures were made clear to me.	78.4%	72.9%	75.5%	76.9%	N/A	1.5%	12.4%	12.9%	10.1%	12.4%	N/A	0.0%
Class drop/add procedures are appropriate.	74.5%	63.3%	66.5%	76.0%	72.8%	1.7%	8.2%	6.7%	5.6%	7.8%	7.6%	0.6%
The tuition payment plan is beneficial for students.	75.5%	64.7%	66.3%	75.1%	74.1%	1.4%	8.2%	7.1%	5.2%	6.6%	7.2%	1.0%
I feel I can talk to faculty about my academic concerns.	74.2%	75.6%	71.3%	74.9%	75.0%	-0.8%	10.1%	9.1%	9.1%	11.1%	9.5%	0.6%
The University offers a variety of majors at my location.	79.9%	74.2%	71.8%	74.6%	74.4%	5.5%	9.4%	8.2%	8.2%	9.3%	10.6%	-1.2%
Faculty care about students as individuals.	77.2%	76.3%	72.8%	74.3%	74.6%	2.6%	9.4%	8.5%	7.7%	8.5%	8.0%	1.4%
Sufficient financial aid options are available.	74.9%	66.7%	66.2%	73.2%	70.0%	4.9%	10.7%	9.4%	7.0%	10.7%	11.5%	-0.8%
Class information provided prior to enrollment was helpful.	72.5%	69.4%	68.7%	73.1%	N/A	-0.6%	12.8%	14.2%	10.9%	12.2%	N/A	0.6%
The on-site registration process is user-friendly.	72.9%	56.0%	56.3%	71.4%	67.0%	5.9%	9.6%	7.1%	7.2%	9.9%	11.2%	-1.6%
The online registration process is user-friendly.	72.1%	62.5%	63.5%	71.2%	67.9%	4.2%	12.7%	10.1%	8.6%	11.5%	12.2%	0.5%
Academic advising is adequate.	69.4%	64.8%	62.8%	68.3%	66.8%	2.6%	14.3%	14.9%	13.2%	14.0%	14.6%	-0.3%
Purchasing textbooks through Virtual Book Store is convenient.	69.6%	59.8%	52.0%	65.7%	57.3%	12.3%	11.8%	7.2%	9.2%	10.9%	10.8%	1.0%
On-campus bookstore hours are convenient for students.	70.7%	48.8%	53.6%	65.5%	67.5%	3.2%	9.4%	5.1%	5.2%	10.7%	10.6%	-1.2%
Tutorial services are sufficient.	65.6%	46.2%	47.4%	64.7%	61.3%	4.3%	9.4%	5.6%	5.3%	8.4%	7.8%	1.6%
Student organizations are available for my participation.	65.9%	43.9%	46.7%	60.1%	61.5%	4.4%	9.8%	5.6%	6.7%	9.9%	9.8%	0.0%
Students seldom get the "run around" when seeking information.	57.8%	53.3%	51.4%	59.3%	54.2%	3.6%	23.6%	24.4%	23.4%	22.6%	25.4%	-1.8%
The bill that I received from the University was easily understood.	74.4%	N/A	N/A	N/A	N/A		11.0%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	39.9%	N/A	N/A	N/A	N/A		17.5%	N/A	N/A	N/A	N/A	

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

Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Level Total respondents = 537

<b>Academic programs, services, and administration</b>	<b>09 Rank</b>	<b>08 Rank</b>	<b>07 Rank</b>	<b>08 Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
I am receiving a quality education at Troy University.	1	1	1	3	85.9%	7.8%	6.3%	524
The semester/term format at my location accommodates my learning.	2	2	3	2	84.5%	8.5%	7.0%	503
Classes are offered at convenient times.	3	3	4	1	84.5%	7.0%	8.6%	489
The online Schedule of Classes is informative and easy to follow.	4	10	10	13	83.9%	8.4%	7.7%	478
I would recommend Troy to a friend who is planning to go to college.	5	4	2	4	83.4%	7.4%	9.3%	517
The printed Schedule of Classes is informative and easy to follow.	6	11	13	10	83.3%	10.8%	5.9%	461
Troy personnel are knowledgeable and helpful.	7	5	8	7	83.2%	7.9%	8.9%	531
Troy University has a good reputation in my community.	8	12	9	6	82.5%	11.0%	6.4%	498
Faculty care about students as individuals.	9	6	5	5	82.0%	9.9%	8.0%	523
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	8	7	9	81.9%	6.3%	11.7%	520
The bill that I received from the University was easily understood.	11				80.8%	9.5%	9.7%	443
The tuition payment plan is beneficial for students.	12	17	16	14	80.6%	12.2%	7.1%	434
Class drop/add procedures are appropriate.	13	19	19	15	80.0%	12.2%	7.8%	435
The classes I attend are well organized and well taught.	14	7	12	12	79.9%	9.4%	10.7%	512
Class information provided prior to enrollment was helpful.	15	13	11	11	79.4%	8.2%	12.4%	515
I feel I can talk to faculty about my academic concerns.	16	9	6	8	79.1%	12.2%	8.7%	517
Sufficient financial aid options are available.	17	18	18	16	78.6%	10.5%	10.9%	458
The on-site registration process is user-friendly.	18	22	21	17	77.3%	11.2%	11.5%	409
The online registration process is user-friendly.	19	15	15	19	74.7%	11.8%	13.5%	451
Academic advising is adequate.	20	14	14	18	74.0%	13.4%	12.6%	508
The University offers a variety of majors at my location.	21	16	17	20	73.2%	14.3%	12.5%	481
Purchasing textbooks through Troy Virtual Book Store is convenient.	22	21	22	22	72.4%	16.6%	11.0%	409
Students seldom get the “run around” when seeking information.	23	20	20	21	65.1%	13.5%	21.4%	510
On-campus bookstore hours are convenient for students.	24	23	23	23	63.9%	24.0%	12.1%	313
Tutorial services are sufficient.	25	24	24	24	58.8%	32.0%	9.2%	325
Student organizations are available for my participation.	26	25	25	25	53.9%	31.3%	14.7%	319
Campus housing met my expectations upon arriving to campus.	27				40.0%	46.3%	13.7%	175

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 Fall 2005

<b>Academic programs, services, and administration</b>	<b>Agree*</b>					<b>Diff</b>	<b>Disagree*</b>					<b>Diff</b>
	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>		<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	
Classes are offered at convenient times.	84.5%	78.2%	77.9%	86.3%	82.2%	2.3%	8.6%	7.1%	6.5%	6.6%	8.2%	0.4%
The semester/term format accommodates my learning.	84.5%	78.2%	79.4%	86.1%	84.4%	0.1%	7.0%	7.3%	5.9%	5.5%	7.0%	0.0%
I am receiving a quality education at Troy University.	85.9%	80.2%	80.9%	86.1%	85.3%	0.6%	6.3%	6.1%	5.8%	5.7%	7.3%	-1.0%
I would recommend Troy to a friend.	83.4%	78.0%	80.5%	85.1%	84.1%	-0.7%	9.3%	9.8%	6.4%	6.7%	8.6%	0.7%
Faculty care about students as individuals.	82.0%	14.7%	77.8%	81.1%	78.4%	3.6%	8.0%	9.8%	6.5%	5.3%	8.5%	-0.5%
Troy University has a good reputation in my community.	82.5%	68.0%	75.2%	81.1%	79.7%	2.8%	6.4%	8.0%	6.2%	5.8%	7.8%	-1.4%
Troy personnel are knowledgeable and helpful.	83.2%	76.7%	75.6%	80.9%	80.3%	2.9%	8.9%	13.9%	10.5%	7.2%	9.7%	-0.8%
I feel I can talk to faculty about my academic concerns.	79.1%	72.0%	76.3%	80.6%	79.6%	-0.5%	8.7%	12.0%	7.5%	7.4%	7.8%	0.9%
Reg. dates, times, and procedures were made clear to me.	81.9%	73.1%	75.8%	80.3%	N/A	1.6%	11.7%	16.9%	11.0%	11.9%	N/A	-0.2%
The printed Schedule of Classes is informative and easy to follow.	83.3%	68.2%	68.3%	79.6%	81.9%	1.4%	5.9%	6.7%	6.2%	7.6%	7.6%	-1.7%
Class information provided prior to enrollment was helpful.	79.4%	64.9%	74.1%	79.4%	N/A	0.0%	12.4%	19.2%	11.6%	11.1%	N/A	1.3%
The classes I attend are well organized and well taught.	79.9%	74.1%	72.8%	79.4%	81.3%	-1.4%	10.7%	10.4%	9.7%	9.2%	9.6%	1.1%
The online Schedule of Classes is informative and easy to follow.	83.9%	68.8%	74.9%	77.2%	75.0%	8.9%	7.7%	8.6%	8.2%	9.1%	11.1%	-3.4%
The tuition payment plan is beneficial for students.	80.6%	56.3%	64.3%	76.8%	76.1%	4.5%	7.1%	7.6%	6.6%	6.7%	6.6%	0.5%
Class drop/add procedures are appropriate.	80.0%	56.1%	62.2%	74.8%	68.7%	11.3%	7.8%	8.4%	6.3%	7.6%	10.8%	-3.0%
Sufficient financial aid options are available.	78.6%	56.1%	63.3%	73.3%	70.0%	8.6%	10.9%	12.9%	8.1%	10.1%	10.1%	0.8%
The on-site registration process is user-friendly.	77.3%	50.8%	56.9%	72.1%	68.7%	8.6%	11.5%	8.6%	7.7%	9.3%	12.0%	-0.5%
Academic advising is adequate.	74.0%	62.7%	66.2%	71.9%	68.8%	5.2%	12.6%	14.7%	12.7%	10.6%	14.1%	-1.5%
The online registration process is user-friendly.	74.7%	60.4%	66.0%	71.3%	67.6%	7.1%	13.5%	12.9%	9.8%	12.1%	14.2%	-0.7%
The University offers a variety of majors at my location.	73.2%	60.2%	63.9%	71.3%	68.3%	4.9%	12.5%	13.3%	13.3%	13.8%	14.5%	-2.0%
Students seldom get the “run around” when seeking information.	65.1%	53.9%	57.4%	64.6%	61.8%	3.3%	21.4%	26.3%	22.0%	19.4%	24.5%	-3.1%
Purchasing textbooks through Virtual Book Store is convenient.	72.4%	51.8%	51.7%	62.2%	58.7%	13.7%	11.0%	11.2%	9.8%	12.8%	14.0%	-3.0%
On-campus bookstore hours are convenient for students.	63.9%	27.8%	34.8%	57.8%	50.8%	13.1%	12.1%	7.3%	5.4%	9.1%	13.8%	-1.7%
Tutorial services are sufficient.	58.8%	27.8%	34.0%	55.4%	51.4%	7.4%	9.2%	8.6%	6.9%	9.1%	8.9%	0.3%
Student organizations are available for my participation.	53.9%	24.9%	27.7%	48.2%	42.7%	11.2%	14.7%	10.0%	8.8%	14.3%	17.6%	-2.9%
The bill that I received from the University was easily understood.	80.8%	N/A	N/A	N/A	N/A		9.7%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	40.0%	N/A	N/A	N/A	N/A		13.7%	N/A	N/A	N/A	N/A	

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

Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Level Total respondents = 537

<b>Academic programs, services, and administration</b>	<b>09 Rank</b>	<b>08 Rank</b>	<b>07 Rank</b>	<b>06 Rank</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
I would recommend Troy to a friend who is planning to go to college.	1	2	2	3	89.2%	5.1%	5.7%	508
I am receiving a quality education at Troy University.	2	1	1	1	88.8%	6.1%	5.1%	511
Troy University has a good reputation in my community.	3	4	3	2	85.8%	8.4%	5.8%	500
Troy personnel are knowledgeable and helpful.	4	7	6	6	85.8%	7.6%	6.6%	528
The University offers a variety of majors at my location.	5	10	8	13	84.8%	7.8%	7.4%	500
Classes are offered at convenient times.	6	5	4	7	83.8%	8.9%	7.3%	507
The semester/term format at my location accommodates my learning.	7	3	5	5	82.6%	11.2%	6.2%	499
The printed Schedule of Classes is informative and easy to follow.	8	11	7	4	82.0%	9.6%	8.4%	490
Reg. dates, times, and procedures were made clear to me prior to enrollment.	9	12	11	12	81.3%	8.1%	10.6%	520
The classes I attend are well organized and well taught.	10	6	10	8	80.6%	11.2%	8.2%	500
Sufficient financial aid options are available.	11	13	13	17	80.0%	11.9%	8.1%	495
Faculty care about students as individuals.	12	9	9	9	78.9%	13.3%	7.8%	526
I feel I can talk to faculty about my academic concerns.	13	8	12	11	78.8%	14.4%	6.7%	520
The tuition payment plan is beneficial for students.	14	17	14	14	78.1%	13.9%	8.0%	475
The online Schedule of Classes is informative and easy to follow.	15	16	18	10	76.5%	13.8%	9.8%	480
Class drop/add procedures are appropriate.	16	18	19	15	76.3%	16.3%	7.4%	472
The online registration process is user-friendly.	17	22	22	19	76.3%	14.0%	9.8%	451
The on-site registration process is user-friendly.	18	21	21	20	76.2%	16.9%	6.9%	433
Student organizations are available for my participation.	19	20	20	23	75.9%	16.5%	7.6%	449
On-campus bookstore hours are convenient for students.	20	19	16	22	75.7%	13.8%	10.6%	436
Tutorial services are sufficient.	21	23	23	21	73.9%	19.8%	6.4%	440
Academic advising is adequate.	22	14	15	18	73.2%	16.3%	10.4%	508
The bill that I received from the University was easily understood.	23				72.3%	16.4%	11.3%	451
Class information provided prior to enrollment was helpful.	24	15	17	16	71.7%	15.6%	12.7%	512
Purchasing textbooks through Troy Virtual Book Store is convenient.	25	25	25	24	70.6%	19.2%	10.2%	402
Students seldom get the “run around” when seeking information.	26	24	24	25	61.4%	20.9%	17.7%	503
Campus housing met my expectations upon arriving to campus.	27				47.9%	29.8%	22.3%	305

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

<b>Academic programs, services, and administration</b>	<b>Agree*</b>						<b>Disagree*</b>					
	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	<b>Diff</b>	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	<b>Diff</b>
I am receiving a quality education at Troy University.	88.8%	86.8%	81.3%	87.3%	86.0%	2.8%	5.1%	2.9%	3.7%	5.4%	4.3%	0.8%
Troy University has a good reputation in my community.	85.8%	82.0%	79.2%	86.0%	80.4%	5.4%	5.8%	3.7%	4.6%	6.1%	6.1%	-0.3%
I would recommend Troy to a friend...	89.2%	85.6%	80.8%	85.2%	83.4%	5.8%	5.7%	5.1%	5.0%	7.2%	6.7%	-1.0%
The printed Schedule of Classes is informative and easy to follow.	82.0%	76.3%	77.0%	83.5%	79.6%	2.4%	8.4%	4.9%	6.1%	6.4%	6.3%	2.1%
The semester/term format accommodates my learning.	82.6%	84.1%	78.2%	82.9%	80.7%	1.9%	6.2%	3.2%	4.2%	5.5%	4.8%	1.4%
Troy personnel are knowledgeable and helpful.	85.8%	80.0%	77.8%	82.0%	75.9%	9.9%	6.6%	7.8%	8.1%	6.3%	9.0%	-2.4%
Classes are offered at convenient times.	83.8%	80.7%	78.5%	80.3%	77.4%	6.4%	7.3%	4.9%	5.4%	8.4%	8.1%	-0.8%
The classes I attend are well organized and well taught.	80.6%	80.5%	75.7%	79.7%	74.4%	6.2%	8.2%	5.4%	7.1%	7.4%	9.5%	-1.3%
Faculty care about students as individuals.	78.9%	79.5%	76.4%	79.1%	76.3%	2.6%	7.8%	5.4%	6.5%	6.4%	5.7%	2.1%
The online Schedule of Classes is informative and easy to follow.	76.5%	70.5%	68.0%	78.9%	75.0%	1.5%	9.8%	6.6%	7.2%	7.5%	8.4%	1.4%
I feel I can talk to faculty about my academic concerns.	78.8%	79.8%	73.8%	78.8%	73.5%	5.3%	6.7%	6.8%	6.9%	7.4%	8.6%	-1.9%
Reg. dates, times, and procedures were made clear to me.	81.3%	74.9%	74.9%	78.3%	N/A	3.0%	10.6%	11.2%	9.6%	11.1%	N/A	-0.5%
The University offers a variety of majors at my location.	84.8%	78.5%	76.5%	78.1%	74.8%	10.0%	7.4%	4.9%	8.7%	8.0%	9.3%	-1.9%
The tuition payment plan is beneficial for students.	78.1%	68.3%	69.9%	76.2%	73.0%	5.1%	8.0%	6.3%	4.9%	7.2%	7.4%	0.6%
Class drop/add procedures are appropriate.	76.3%	65.9%	66.1%	76.2%	73.9%	2.4%	7.4%	5.9%	5.1%	7.1%	5.8%	1.6%
Class information provided prior to enrollment was helpful.	71.7%	70.5%	68.4%	75.7%	N/A	-4.0%	12.7%	12.9%	8.6%	9.9%	N/A	2.8%
Sufficient financial aid options are available.	80.0%	72.9%	72.5%	75.1%	73.1%	6.9%	8.1%	9.3%	6.0%	11.4%	10.4%	-2.3%
Academic advising is adequate.	73.2%	71.0%	69.4%	74.2%	66.6%	6.6%	10.4%	10.0%	8.2%	9.8%	12.8%	-2.4%
The online registration process is user-friendly.	76.3%	62.7%	61.0%	73.7%	70.5%	5.8%	9.8%	7.8%	7.0%	9.6%	9.3%	0.5%
The on-site registration process is user-friendly.	76.2%	63.9%	61.1%	72.7%	68.3%	7.9%	6.9%	5.6%	6.4%	8.0%	8.3%	-1.4%
Tutorial services are sufficient.	73.9%	59.8%	55.6%	69.9%	66.4%	7.5%	6.4%	4.4%	5.5%	7.7%	7.4%	-1.0%
On-campus bookstore hours are convenient for students.	75.7%	64.6%	68.5%	69.9%	70.5%	5.2%	10.6%	6.1%	5.7%	11.2%	10.0%	0.6%
Student organizations are available for my participation.	75.9%	64.1%	63.5%	68.8%	68.4%	7.5%	7.6%	3.9%	6.4%	8.4%	7.7%	-0.1%
Purchasing textbooks through Virtual Book Store is convenient.	70.6%	58.3%	48.5%	65.7%	53.9%	16.7%	10.2%	6.3%	9.4%	9.1%	11.3%	-1.1%
Students seldom get the "run around" when seeking information.	61.4%	54.4%	53.0%	63.9%	53.1%	8.3%	17.7%	22.2%	17.8%	18.5%	22.8%	-5.1%
The bill that I received from the University was easily understood.	72.3%	N/A	N/A	N/A	N/A		11.3%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	47.9%	N/A	N/A	N/A	N/A		22.3%	N/A	N/A	N/A	N/A	

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

Troy University Fall 2009 New Student Survey

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

Ranked by Agreement Level Total respondents = 607

	<b>09</b>	<b>08</b>	<b>07</b>	<b>06</b>	<b>Agree*</b>	<b>Neutral</b>	<b>Disagree*</b>	<b>N</b>
<b>Academic programs, services, and administration</b>	<b>Rank</b>	<b>Rank</b>	<b>Rank</b>	<b>Rank</b>				
Campus housing met my expectations upon arriving to campus.	1				34.0%	55.7%	10.3%	203
Students seldom get the “run around” when seeking information.	2	21	22	24	56.4%	16.2%	27.4%	574
Student organizations are available for my participation.	3	25	25	25	57.7%	31.2%	11.2%	385
Tutorial services are sufficient.	4	24	24	23	60.6%	28.9%	10.6%	398
Academic advising is adequate.	5	19	19	21	67.2%	16.9%	15.9%	585
Purchasing textbooks through Troy Virtual Book Store is convenient.	6	20	20	20	69.2%	18.4%	12.4%	490
On-campus bookstore hours are convenient for students.	7	23	23	22	69.3%	23.7%	7.0%	388
The online registration process is user-friendly.	8	18	17	19	69.7%	16.2%	14.2%	501
I feel I can talk to faculty about my academic concerns.	9	10	10	13	72.1%	15.9%	12.0%	584
Sufficient financial aid options are available.	10	15	18	14	72.9%	14.8%	12.4%	542
Class drop/add procedures are appropriate.	11	16	15	10	73.3%	18.2%	8.6%	501
The on-site registration process is user-friendly.	12	22	21	17	73.3%	16.2%	10.4%	450
Class information provided prior to enrollment was helpful.	13	14	13	16	74.2%	14.5%	11.3%	585
The tuition payment plan is beneficial for students.	14	17	16	11	74.9%	18.1%	6.9%	491
The bill that I received from the University was easily understood.	15				76.2%	13.2%	10.6%	462
Faculty care about students as individuals.	16	8	11	18	77.1%	13.4%	9.5%	589
Reg. dates, times, and procedures were made clear to me prior to enrollment.	17	12	4	8	77.2%	9.9%	12.9%	588
Troy personnel are knowledgeable and helpful.	18	4	8	12	77.4%	10.1%	12.6%	597
The University offers a variety of majors at my location.	19	11	14	15	77.9%	12.3%	9.8%	551
The online Schedule of Classes is informative and easy to follow.	20	9	6	7	78.5%	12.6%	8.9%	548
The classes I attend are well organized and well taught.	21	7	7	9	78.7%	11.0%	10.3%	572
Classes are offered at convenient times.	22	6	9	5	79.2%	10.6%	10.2%	539
The printed Schedule of Classes is informative and easy to follow.	23	13	12	6	82.1%	10.2%	7.7%	520
Troy University has a good reputation in my community.	24	5	5	3	84.2%	10.3%	5.5%	546
I would recommend Troy to a friend who is planning to go to college.	25	2	2	2	85.5%	6.6%	7.9%	573
The semester/term format at my location accommodates my learning.	26	3	3	4	85.7%	8.5%	5.8%	565
I am receiving a quality education at Troy University.	27	1	1	1	87.6%	6.3%	6.1%	573

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

Troy University Fall 2009 New Student Survey

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

Trend Fall 2009 to Fall 2005

<b>Academic programs, services, and administration</b>	<b>Agree*</b>						<b>Disagree*</b>					
	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	<b>Diff</b>	<b>FA09</b>	<b>FA08</b>	<b>FA07</b>	<b>FA06</b>	<b>FA05</b>	<b>Diff</b>
I am receiving a quality education at Troy University.	87.6%	82.5%	80.6%	85.1%	86.0%	1.6%	6.1%	5.6%	4.2%	6.0%	5.4%	0.7%
I would recommend Troy to a friend ...	85.5%	79.4%	79.6%	84.3%	82.6%	2.9%	7.9%	7.5%	5.0%	7.3%	7.5%	0.4%
Troy University has a good reputation in my community.	84.2%	75.5%	75.6%	82.7%	81.7%	2.5%	5.5%	5.6%	3.9%	5.4%	5.7%	-0.2%
The semester/term format accommodates my learning.	85.7%	78.7%	79.4%	82.4%	82.8%	2.9%	5.8%	5.9%	3.5%	5.6%	5.7%	0.1%
Classes are offered at convenient times.	79.2%	74.7%	72.3%	80.7%	78.3%	0.9%	10.2%	6.8%	7.6%	8.6%	11.5%	-1.3%
The printed Schedule of Classes is informative and easy to follow.	82.1%	67.8%	70.6%	80.1%	80.0%	2.1%	7.7%	6.5%	4.5%	7.4%	7.0%	0.7%
The online Schedule of Classes is informative and easy to follow.	78.5%	72.9%	75.3%	79.6%	75.0%	3.5%	8.9%	9.4%	5.7%	9.2%	9.2%	-0.3%
Reg. dates, times, and procedures were made clear to me.	77.2%	71.3%	75.8%	77.1%	N/A	0.1%	12.9%	14.0%	10.3%	12.8%	N/A	0.1%
The classes I attend are well organized and well taught.	78.7%	74.1%	73.6%	76.9%	77.6%	1.1%	10.3%	9.4%	7.8%	9.8%	8.4%	1.9%
Class drop/add procedures are appropriate.	73.3%	62.2%	67.1%	76.3%	72.3%	1.0%	8.6%	7.0%	5.2%	8.3%	8.6%	0.0%
The tuition payment plan is beneficial for students.	74.9%	62.1%	65.7%	74.9%	75.5%	-0.6%	6.9%	7.7%	5.1%	6.2%	6.7%	0.2%
Troy personnel are knowledgeable and helpful.	77.4%	75.7%	72.5%	74.1%	75.8%	1.6%	12.6%	12.1%	10.2%	11.5%	11.5%	1.1%
I feel I can talk to faculty about my academic concerns.	72.1%	72.2%	71.1%	72.9%	75.8%	-3.7%	12.0%	10.5%	9.7%	13.6%	10.2%	1.8%
Sufficient financial aid options are available.	72.9%	63.1%	62.7%	72.9%	68.4%	4.5%	12.4%	9.6%	8.1%	10.2%	12.5%	-0.1%
The University offers a variety of majors at my location.	77.9%	72.2%	68.6%	72.5%	75.1%	2.8%	9.8%	10.7%	9.8%	10.7%	10.5%	-0.7%
Class information provided prior to enrollment was helpful.	74.2%	67.8%	70.3%	71.8%	N/A	2.4%	11.3%	15.2%	11.3%	13.2%	N/A	-1.9%
The on-site registration process is user-friendly.	73.3%	51.6%	54.1%	71.4%	65.9%	7.4%	10.4%	8.2%	7.1%	10.6%	13.2%	-2.8%
Faculty care about students as individuals.	77.1%	73.3%	71.1%	71.3%	73.4%	3.7%	9.5%	10.7%	7.8%	9.3%	9.2%	0.3%
The online registration process is user-friendly.	69.7%	61.4%	65.0%	70.2%	66.3%	3.4%	14.2%	11.5%	8.6%	12.1%	13.8%	0.4%
Purchasing textbooks through Virtual Book Store is convenient.	69.2%	60.7%	55.3%	66.6%	60.5%	8.7%	12.4%	7.3%	8.4%	12.3%	10.4%	2.0%
Academic advising is adequate.	67.2%	61.4%	60.2%	64.8%	67.2%	0.0%	15.9%	17.8%	15.8%	16.9%	16.0%	-0.1%
On-campus bookstore hours are convenient for students.	69.3%	40.0%	46.9%	62.4%	65.7%	3.6%	7.0%	4.7%	4.8%	10.3%	10.9%	-3.9%
Tutorial services are sufficient.	60.6%	38.1%	43.6%	60.9%	57.3%	3.3%	10.6%	6.3%	5.3%	8.9%	8.2%	2.4%
Students seldom get the “run around” when seeking information.	56.4%	52.6%	51.8%	56.2%	54.8%	1.6%	27.4%	24.8%	24.8%	25.0%	27.5%	-0.1%
Student organizations are available for my participation.	57.7%	31.6%	38.9%	54.2%	55.9%	1.8%	11.2%	7.0%	7.3%	11.4%	11.5%	-0.3%
The bill that I received from the University was easily understood.	76.2%	N/A	N/A	N/A	N/A		10.6%	N/A	N/A	N/A	N/A	
Campus housing met my expectations upon arriving to campus.	34.0%	N/A	N/A	N/A	N/A		10.3%	N/A	N/A	N/A	N/A	

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



Troy University Fall 2009 New Student Survey

**Appendix 17. 2008 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

**ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION**

	Male		Female		SIG*
	Mean	Standard Deviation	Mean	Standard Deviation	
TROY personnel are knowledgeable and helpful.	4.19	.96	4.06	1.13	<b>.017</b>
Faculty care about students as individuals.	4.15	1.00	4.02	1.12	.178
I feel I can talk to faculty about my academic concerns.	4.12	1.00	3.97	1.14	.032
Academic advising is adequate.	3.91	1.07	3.83	1.19	<b>.001</b>
Sufficient financial aid options are available.	3.98	1.13	4.02	1.16	.379
The tuition payment plan is beneficial for students.	4.02	1.03	4.08	1.08	.291
Class information provided prior to enrollment was helpful.	3.98	1.05	3.93	1.17	<b>.005</b>
Registration dates, times, and procedures were made clear to me prior to enrollment	4.11	1.05	4.03	1.18	<b>.045</b>
The online registration process is user-friendly.	3.90	1.10	3.94	1.20	.155
The on-site registration process is user-friendly.	3.94	1.06	3.98	1.14	.388
Students seldom get the "run around" when seeking information.	3.67	1.23	3.49	1.36	<b>.000</b>
The online Schedule of Classes is informative and easy to follow.	4.11	1.01	4.06	1.10	.145
The printed Schedule of Classes is informative and easy to follow.	4.16	.96	4.11	1.06	.175
Class drop/add procedures are appropriate.	4.00	.98	3.99	1.09	<b>.024</b>
Classes are offered at convenient times.	4.12	1.00	4.14	1.10	<b>.020</b>
The classes I attend are well organized and well taught.	4.13	1.05	4.04	1.14	.334
The University offers a variety of majors at my location.	4.10	1.00	4.02	1.12	<b>.050</b>
Tutorial services are sufficient.	3.83	1.02	3.78	1.12	.107
On-campus bookstore hours are convenient for students.	3.90	1.07	3.86	1.13	.179
Purchasing textbooks through Troy Virtual Book Store is convenient.	3.93	1.13	3.91	1.20	.171
Student organizations are available for my participation.	3.82	1.09	3.77	1.16	.094
The semester/term format at my location accommodates my learning.	4.19	.94	4.19	1.05	.065
Troy University has a good reputation in my community.	4.23	.90	4.22	1.04	<b>.004</b>
I am receiving a quality education at Troy University.	4.30	.92	4.28	1.02	.067
I would recommend Troy University to a friend who is planning to go to college.	4.26	1.03	4.27	1.10	.263
The bill that I received from the University was easily understood.	3.92	1.09	4.04	1.13	.934
Campus housing met my expectations upon arriving to campus.	3.36	1.22	3.33	1.14	.178

Troy University Fall 2009 New Student Survey

**Appendix 18. 2008 New Student Perceptions about Troy University**

Mean Comparison: White vs. Black vs. Other Minorities

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

	White		Black		Other		SIG*
	Mean	SD	Mean	SD	Mean	SD	
TROY personnel are knowledgeable and helpful.	4.18	1.02	4.00	1.16	4.08	1.01	<b>.004</b>
Faculty care about students as individuals.	4.13	1.02	3.95	1.18	4.06	.99	<b>.006</b>
I feel I can talk to faculty about my academic concerns.	4.08	1.04	3.93	1.19	3.95	1.01	<b>.017</b>
Academic advising is adequate.	3.86	1.13	3.85	1.22	3.89	.98	.896
Sufficient financial aid options are available.	4.06	1.05	3.99	1.24	3.80	1.26	.062
The tuition payment plan is beneficial for students.	4.10	1.00	4.04	1.15	4.00	1.02	.478
Class information provided prior to enrollment was helpful.	3.92	1.12	3.98	1.19	3.93	1.05	.631
Registration dates, times, and procedures were made clear to me.	4.10	1.09	3.99	1.26	4.04	1.00	.169
The online registration process is user-friendly.	3.94	1.14	3.91	1.25	3.92	.98	.858
The on-site registration process is user-friendly.	3.98	1.06	3.98	1.22	3.86	.98	.575
Students seldom get the "run around" when seeking information.	3.58	1.29	3.47	1.40	3.61	1.17	.202
The online Schedule of Classes is informative and easy to follow.	4.09	1.00	4.04	1.18	4.12	.94	.585
The printed Schedule of Classes is informative and easy to follow.	4.15	.94	4.10	1.14	4.09	.97	0.625
Class drop/add procedures are appropriate.	4.03	.99	3.98	1.15	3.93	.99	.556
Classes are offered at convenient times.	4.16	1.01	4.11	1.17	4.08	1.05	.565
The classes I attend are well organized and well taught.	4.11	1.07	4.03	1.18	4.00	1.05	.253
The University offers a variety of majors at my location.	4.14	.99	3.94	1.21	3.90	1.05	<b>.001</b>
Tutorial services are sufficient.	3.84	1.03	3.74	1.19	3.82	.93	.283
On-campus bookstore hours are convenient for students.	3.92	1.06	3.86	1.19	3.63	1.08	.055.
Purchasing textbooks through Troy Virtual Book Store is convenient.	3.95	1.13	3.89	1.23	3.76	1.18	.265
Student organizations are available for my participation.	3.87	1.08	3.71	1.23	3.66	1.01	<b>.037</b>
The semester/term format at my location accommodates my learning.	4.27	.92	4.12	1.13	4.02	1.00	<b>.002</b>
Troy University has a good reputation in my community.	4.31	.91	4.17	1.11	3.98	1.03	<b>.001</b>
I am receiving a quality education at Troy University.	4.34	.91	4.24	1.09	4.22	.93	.106
I would recommend Troy University to a friend who is planning to go to college.	4.33	1.00	4.21	1.18	4.15	1.04	.044
The bill that I received from the University was easily understood.	3.97	1.11	4.06	1.16	3.97	1.04	.308
Campus housing met my expectations upon arriving to campus.	3.28	1.14	3.40	1.19	3.39	1.15	.444

Troy University Fall 2009 New Student Survey

**Appendix 19. 2008 New Student Perceptions about Troy University**

Mean Comparison: Traditional vs. Non-Traditional

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

Notes: 1. Mean differences were found significant at the significance level = 0.05

	Traditional		Non-Traditional		*SIG
	Mean	SD	Mean	SD	
TROY personnel are knowledgeable and helpful.	4.16	1.00	4.07	1.12	<b>.011</b>
Faculty care about students as individuals.	4.07	1.01	4.05	1.13	<b>.027</b>
I feel I can talk to faculty about my academic concerns.	4.03	1.02	4.00	1.15	<b>.001</b>
Academic advising is adequate.	3.92	1.03	3.82	1.22	<b>.000</b>
Sufficient financial aid options are available.	4.00	1.11	4.02	1.18	.178
The tuition payment plan is beneficial for students.	4.00	1.02	4.10	1.09	<b>.021</b>
Class information provided prior to enrollment was helpful.	3.87	1.12	3.98	1.15	.585
Registration dates, times, and procedures were made clear to me prior to enrollment.	4.03	1.08	4.06	1.19	<b>.005</b>
The online registration process is user-friendly.	3.95	1.09	3.92	1.22	<b>.01</b>
The on-site registration process is user-friendly.	3.94	1.07	3.99	1.15	.177
Students seldom get the "run around" when seeking information.	3.52	1.26	3.55	1.37	<b>.001</b>
The online Schedule of Classes is informative and easy to follow.	4.00	1.05	4.11	1.09	.065
The printed Schedule of Classes is informative and easy to follow.	4.12	1.00	4.12	1.05	.082
Class drop/add procedures are appropriate.	3.92	1.06	4.04	1.06	.861
Classes are offered at convenient times.	4.07	1.03	4.16	1.10	<b>.021</b>
The classes I attend are well organized and well taught.	4.07	1.01	4.07	1.17	<b>.001</b>
The University offers a variety of majors at my location.	4.10	1.01	4.01	1.13	.066
Tutorial services are sufficient.	3.92	1.04	3.71	1.12	<b>.002</b>
On-campus bookstore hours are convenient for students.	3.91	1.09	3.84	1.14	<b>.020</b>
Purchasing textbooks through Troy Virtual Book Store is convenient.	3.72	1.16	3.99	1.18	.459
Student organizations are available for my participation.	4.02	1.08	3.62	1.16	<b>.000</b>
The semester/term format at my location accommodates my learning.	4.13	.96	4.22	1.05	<b>.023</b>
Troy University has a good reputation in my community.	4.22	.96	4.23	1.04	<b>.045</b>
I am receiving a quality education at Troy University.	4.28	.91	4.29	1.03	<b>.016</b>
I would recommend Troy University to a friend who is planning to go to college.	4.27	1.02	4.27	1.11	.125
The bill that I received from the University was easily understood.	3.90	1.12	4.07	1.13	.804
Campus housing met my expectations upon arriving to campus.	3.28	1.29	3.39	1.03	<b>.000</b>

Troy University Fall 2009 New Student Survey

**Appendix 20. 2008 New Student Perceptions about Troy University**

Mean Comparison: First Choice vs. Other Choices

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

	First Choice		Other Choices		SIG*
	Mean	SD	Mean	SD	
TROY personnel are knowledgeable and helpful.	4.16	1.07	3.94	1.12	.645
Faculty care about students as individuals.	4.11	1.08	3.90	1.12	.213
I feel I can talk to faculty about my academic concerns.	4.07	1.10	3.86	1.13	.151
Academic advising is adequate.	3.91	1.15	3.69	1.18	.057
Sufficient financial aid options are available.	4.08	1.14	3.84	1.19	.031
The tuition payment plan is beneficial for students.	4.13	1.06	3.90	1.07	.756
Class information provided prior to enrollment was helpful.	4.00	1.13	3.80	1.16	<b>.026</b>
Registration dates, times, and procedures were made clear to me prior to enrollment.	4.09	1.15	3.94	1.16	.736
The online registration process is user-friendly.	3.98	1.16	3.78	1.19	.133
The on-site registration process is user-friendly.	4.01	1.12	3.87	1.13	.527
Students seldom get the "run around" when seeking information.	3.61	1.32	3.32	1.35	.295
The online Schedule of Classes is informative and easy to follow.	4.13	1.05	3.91	1.14	.141
The printed Schedule of Classes is informative and easy to follow.	4.17	1.03	3.99	1.04	.427
Class drop/add procedures are appropriate.	4.05	1.05	3.84	1.09	.130
Classes are offered at convenient times.	4.16	1.07	4.03	1.09	.790
The classes I attend are well organized and well taught.	4.13	1.11	3.92	1.13	.935
The University offers a variety of majors at my location.	4.11	1.07	3.85	1.15	.070
Tutorial services are sufficient.	3.83	1.09	3.69	1.11	.444
On-campus bookstore hours are convenient for students.	3.94	1.10	3.69	1.14	.050
Purchasing textbooks through Troy Virtual Book Store is convenient.	3.98	1.17	3.73	1.20	<b>.038</b>
Student organizations are available for my participation.	3.85	1.13	3.59	1.17	.147
The semester/term format at my location accommodates my learning.	4.25	1.01	4.02	1.04	.167
Troy University has a good reputation in my community.	4.29	1.00	4.02	1.02	.130
I am receiving a quality education at Troy University.	4.35	.99	4.12	.99	.395
I would recommend Troy University to a friend who is planning to go to college.	4.34	1.05	4.06	1.15	.073
The bill that I received from the University was easily understood.	4.06	1.13	3.87	1.11	.706
Campus housing met my expectations upon arriving to campus.	3.38	1.14	3.24	1.22	.293

# Frequencies by Campus

**Appendix 21. Troy University Fall 2009 New Student Survey Responses – Dothan**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	18	14.0	14.0	14.0
	Female	111	86.0	86.0	100.0
	Total	129	100.0	100.0	

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	23	17.8	17.8	17.8
	American Indian/Alaska Native	1	.8	.8	18.6
	Asian/Pacific Islander	3	2.3	2.3	20.9
	Hispanic	2	1.6	1.6	22.5
	White, non-Hispanic	99	76.7	76.7	99.2
	Race/ethnicity unknown	1	.8	.8	100.0
	Total	129	100.0	100.0	

**Age:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	16	12.4	12.5	12.5
	20-21	17	13.2	13.3	25.8
	21-24	17	13.2	13.3	39.1
	25-29	24	18.6	18.8	57.8
	30-34	17	13.2	13.3	71.1

Troy University Fall 2009 New Student Survey

	35-39	16	12.4	12.5	83.6
	40-49	12	9.3	9.4	93.0
	50-64	9	7.0	7.0	100.0
	Total	128	99.2	100.0	
Missing	System	1	.8		
Total		129	100.0		

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	13	10.1	10.1	10.1
	First-time freshman (an undergraduate student attending coll	23	17.8	17.8	27.9
	First-time graduate (a graduate student enrolled in a gradua	16	12.4	12.4	40.3
	Undergraduate transfer student (an undergraduate student who	72	55.8	55.8	96.1
	Graduate transfer student (a graduate student who transferre	1	.8	.8	96.9
	Undergraduate transient student (an undergraduate student at	3	2.3	2.3	99.2
	Graduate transient student (a graduate student attending TRO	1	.8	.8	100.0
	Total	129	100.0	100.0	

**College you are attending:**

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	29	22.5	23.0	23.0
	Business	35	27.1	27.8	50.8
	Education	57	44.2	45.2	96.0
	Communication and Fine Arts	2	1.6	1.6	97.6
	Health and Human Services	3	2.3	2.4	100.0
	Total	126	97.7	100.0	
Missing	System	3	2.3		
Total		129	100.0		

**Degree program you are in:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	5	3.9	3.9	3.9
	Bachelor's	94	72.9	73.4	77.3
	Master's	25	19.4	19.5	96.9
	Other	4	3.1	3.1	100.0
	Total	128	99.2	100.0	
Missing	System	1	.8		
Total		129	100.0		

**What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	11	8.5	23.4	23.4
	Applied Computer Science	3	2.3	6.4	29.8
	Computer Science	1	.8	2.1	31.9
	Biology	9	7.0	19.1	51.1



Troy University Fall 2009 New Student Survey

	Chemistry	2	1.6	4.3	55.3
	Criminal Justice	8	6.2	17.0	72.3
	English	3	2.3	6.4	78.7
	English Language Arts Education	2	1.6	4.3	83.0
	General Education	2	1.6	4.3	87.2
	History	2	1.6	4.3	91.5
	International Relations	1	.8	2.1	93.6
	Mathematics Education	2	1.6	4.3	97.9
	Political Science	1	.8	2.1	100.0
	Total	47	36.4	100.0	
Missing	System	82	63.6		
Total		129	100.0		

**Sorrell College of Business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Accounting	9	7.0	26.5	26.5
	Finance	3	2.3	8.8	35.3
	Marketing	1	.8	2.9	38.2
	Management	6	4.7	17.6	55.9
	Human Resource Management	3	2.3	8.8	64.7
	General Business	8	6.2	23.5	88.2
	Technology and Resource Management	1	.8	2.9	91.2
	Master of Business Administration	2	1.6	5.9	97.1
	Executive Master of Business Administration	1	.8	2.9	100.0
	Total	34	26.4	100.0	

Troy University Fall 2009 New Student Survey

Missing	System	95	73.6	
Total		129	100.0	

**College of Communication and Fine Arts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Art	1	.8	100.0	100.0
Missing	System	128	99.2		
Total		129	100.0		

**College of Education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Early Childhood Education	8	6.2	14.5	14.5
	Elementary Education	17	13.2	30.9	45.5
	Secondary Education	9	7.0	16.4	61.8
	Gifted Education	1	.8	1.8	63.6
	Collaborative Teacher K – 6	2	1.6	3.6	67.3
	Education Administration and Leadership	2	1.6	3.6	70.9
	School Psychometry	1	.8	1.8	72.7
	Substance Abuse Counseling	1	.8	1.8	74.5
	Community Counseling	5	3.9	9.1	83.6
	Psychology	9	7.0	16.4	100.0
	Total	55	42.6	100.0	
Missing	System	74	57.4		
Total		129	100.0		

**College of Health and Human Services**

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nursing	1	.8	50.0	50.0
	Social Work	1	.8	50.0	100.0
	Total	2	1.6	100.0	
Missing	System	127	98.4		
Total		129	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	98	76.0	77.8	77.8
	Second choice	24	18.6	19.0	96.8
	Third choice	4	3.1	3.2	100.0
	Total	126	97.7	100.0	
Missing	System	3	2.3		
Total		129	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	67	51.9	51.9	51.9
	No	62	48.1	48.1	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	62	48.1	48.1	48.1
	Yes	67	51.9	51.9	100.0
	Total	129	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Good reputation for social activities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	123	95.3	95.3	95.3
	Yes	6	4.7	4.7	100.0
	Total	129	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Rankings in national magazines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	125	96.9	96.9	96.9
	Yes	4	3.1	3.1	100.0
	Total	129	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Graduates get good jobs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	112	86.8	86.8	86.8
	Yes	17	13.2	13.2	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	79	61.2	61.2	61.2
	Yes	50	38.8	38.8	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	10	7.8	7.8	7.8
	Yes	119	92.2	92.2	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	79	61.2	61.2	61.2
	Yes	50	38.8	38.8	100.0
	Total	129	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Availability of financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent

Troy University Fall 2009 New Student Survey

Valid	No	92	71.3	71.3	71.3
	Yes	37	28.7	28.7	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	112	86.8	86.8	86.8
	Yes	17	13.2	13.2	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	85	65.9	65.9	65.9
	Yes	44	34.1	34.1	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	70	54.3	54.3	54.3
	Yes	59	45.7	45.7	100.0
	Total	129	100.0	100.0	

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

(select as many as apply) : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	116	89.9	89.9	89.9
	Yes	13	10.1	10.1	100.0
	Total	129	100.0	100.0	

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

(select as many as apply) : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	116	89.9	89.9	89.9
	Yes	13	10.1	10.1	100.0
	Total	129	100.0	100.0	

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

(select as many as apply) : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	127	98.4	98.4	98.4
	Yes	2	1.6	1.6	100.0
	Total	129	100.0	100.0	

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

(select as many as apply) : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	129	100.0	100.0	100.0

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Recommendation of high school counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	126	97.7	97.7	97.7
	Yes	3	2.3	2.3	100.0
	Total	129	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Recommendation of college counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	128	99.2	99.2	99.2
	Yes	1	.8	.8	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	119	92.2	92.2	92.2
	Yes	10	7.8	7.8	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent



Troy University Fall 2009 New Student Survey

Valid	No	102	79.1	79.1	79.1
	Yes	27	20.9	20.9	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	122	94.6	94.6	94.6
	Yes	7	5.4	5.4	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	121	93.8	93.8	93.8
	Yes	8	6.2	6.2	100.0
	Total	129	100.0	100.0	

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	14	10.9	11.0	11.0
	Alumni	21	16.3	16.5	27.6
	Direct Mail	1	.8	.8	28.3
	Guidance Counselor	4	3.1	3.1	31.5
	Internet	9	7.0	7.1	38.6
	Newspaper	2	1.6	1.6	40.2

Troy University Fall 2009 New Student Survey

	Television	5	3.9	3.9	44.1
	Word of mouth	71	55.0	55.9	100.0
	Total	127	98.4	100.0	
Missing	System	2	1.6		
Total		129	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	14	10.9	11.0	11.0
	Billboard	2	1.6	1.6	12.6
	Direct Mail	29	22.5	22.8	35.4
	Internet	56	43.4	44.1	79.5
	Newspaper	2	1.6	1.6	81.1
	Television	2	1.6	1.6	82.7
	Word of mouth	22	17.1	17.3	100.0
	Total	127	98.4	100.0	
Missing	System	2	1.6		
Total		129	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	2	1.6	1.6	1.6
	Direct Mail	12	9.3	9.4	10.9
	Internet	32	24.8	25.0	35.9
	Newspaper	3	2.3	2.3	38.3
	Radio	6	4.7	4.7	43.0
	Television	12	9.3	9.4	52.3

Word of mouth	61	47.3	47.7	100.0
Total	128	99.2	100.0	
Missing System	1	.8		
Total	129	100.0		

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

**Academically challenging**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	69	53.5	53.5	53.5
Yes	60	46.5	46.5	100.0
Total	129	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	86	66.7	66.7	66.7
Yes	43	33.3	33.3	100.0
Total	129	100.0	100.0	

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

**Convenient**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	32	24.8	24.8	24.8
Yes	97	75.2	75.2	100.0
Total	129	100.0	100.0	

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

**Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	56	43.4	43.4	43.4
	Yes	73	56.6	56.6	100.0
	Total	129	100.0	100.0	

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

**value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	86	66.7	66.7	66.7
	Yes	43	33.3	33.3	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	71	55.0	55.0	55.0
	Yes	58	45.0	45.0	100.0
	Total	129	100.0	100.0	

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

**Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	76	58.9	58.9	58.9
	Yes	53	41.1	41.1	100.0

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

**Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	76	58.9	58.9	58.9
	Yes	53	41.1	41.1	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	125	96.9	96.9	96.9
	Yes	4	3.1	3.1	100.0
	Total	129	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	125	96.9	96.9	96.9
	No	4	3.1	3.1	100.0
	Total	129	100.0	100.0	

**Appendix 22. Troy University Fall 2009 New Student Survey Responses - Montgomery**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	22	14.8	15.1	15.1
	Female	124	83.2	84.9	100.0
	Total	146	98.0	100.0	
Missing	System	3	2.0		
Total		149	100.0		

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	94	63.1	63.9	63.9
	American Indian/Alaska Native	3	2.0	2.0	66.0
	Hispanic	3	2.0	2.0	68.0
	White, non-Hispanic	46	30.9	31.3	99.3
	Race/ethnicity unknown	1	.7	.7	100.0
	Total	147	98.7	100.0	
	Missing	System	2	1.3	
Total		149	100.0		

**Age:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	16	10.7	10.7	10.7
	20-21	10	6.7	6.7	17.4

Troy University Fall 2009 New Student Survey

21-24	13	8.7	8.7	26.2
25-29	34	22.8	22.8	49.0
30-34	24	16.1	16.1	65.1
35-39	20	13.4	13.4	78.5
40-49	21	14.1	14.1	92.6
50-64	10	6.7	6.7	99.3
65 or over	1	.7	.7	100.0
Total	149	100.0	100.0	

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	18	12.1	12.1	12.1
	First-time freshman (an undergraduate student attending coll	55	36.9	36.9	49.0
	First-time graduate (a graduate student enrolled in a gradua	31	20.8	20.8	69.8
	Undergraduate transfer student (an undergraduate student who	38	25.5	25.5	95.3
	Graduate transfer student (a graduate student who transferre	3	2.0	2.0	97.3
	Undergraduate transient student (an undergraduate student at	3	2.0	2.0	99.3
	Graduate transient student (a graduate student attending TRO	1	.7	.7	100.0
	Total	149	100.0	100.0	

**College you are attending:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	26	17.4	18.2	18.2
	Business	45	30.2	31.5	49.7
	Education	32	21.5	22.4	72.0
	Communication and Fine Arts	1	.7	.7	72.7
	Health and Human Services	39	26.2	27.3	100.0
	Total	143	96.0	100.0	
Missing	System	6	4.0		
Total		149	100.0		

**Degree program you are in:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	44	29.5	29.5	29.5
	Bachelor's	63	42.3	42.3	71.8
	Master's	39	26.2	26.2	98.0
	Other	3	2.0	2.0	100.0
	Total	149	100.0	100.0	

**What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	18	12.1	38.3	38.3
	Applied Computer Science	2	1.3	4.3	42.6
	Computer Science	7	4.7	14.9	57.4
	Biology	1	.7	2.1	59.6



Troy University Fall 2009 New Student Survey

	Criminal Justice	1	.7	2.1	61.7
	English	4	2.7	8.5	70.2
	General Education	4	2.7	8.5	78.7
	History	2	1.3	4.3	83.0
	Mathematics	2	1.3	4.3	87.2
	Political Science	2	1.3	4.3	91.5
	Social Science	3	2.0	6.4	97.9
	Sociology	1	.7	2.1	100.0
	Total	47	31.5	100.0	
Missing	System	102	68.5		
Total		149	100.0		

**Sorrell College of Business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.7	2.0	2.0
	Associate of Science in Business	3	2.0	6.1	8.2
	Accounting	9	6.0	18.4	26.5
	Marketing	2	1.3	4.1	30.6
	Management	11	7.4	22.4	53.1
	Human Resource Management	7	4.7	14.3	67.3
	Hospitality and Tourism Management	1	.7	2.0	69.4
	Information System	1	.7	2.0	71.4
	General Business	9	6.0	18.4	89.8
	Technology and Resource Management	1	.7	2.0	91.8
	Master of Business Administration	4	2.7	8.2	100.0

Troy University Fall 2009 New Student Survey

Total	49	32.9	100.0
Missing System	100	67.1	
Total	149	100.0	

**College of Communication and Fine Arts**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Other	3	2.0	42.9	42.9
Art	2	1.3	28.6	71.4
Communication Arts - Dramatic Arts	1	.7	14.3	85.7
Communication Arts - Speech Communication	1	.7	14.3	100.0
Total	7	4.7	100.0	
Missing System	142	95.3		
Total	149	100.0		

**College of Education**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Elementary Education	3	2.0	8.8	8.8
Secondary Education	2	1.3	5.9	14.7
Post-Secondary Education	2	1.3	5.9	20.6
Adult Education	1	.7	2.9	23.5
Education Administration and Leadership	1	.7	2.9	26.5
School Counseling	2	1.3	5.9	32.4
School Psychometry	2	1.3	5.9	38.2
Rehabilitation Counseling	1	.7	2.9	41.2
Community Counseling	5	3.4	14.7	55.9

Troy University Fall 2009 New Student Survey

	Psychology	15	10.1	44.1	100.0
	Total	34	22.8	100.0	
Missing	System	115	77.2		
Total		149	100.0		

**College of Health and Human Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.7	2.8	2.8
	Human Services	1	.7	2.8	5.6
	Rehabilitation	1	.7	2.8	8.3
	Nursing	31	20.8	86.1	94.4
	Social Work	2	1.3	5.6	100.0
	Total	36	24.2	100.0	
Missing	System	113	75.8		
Total		149	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	118	79.2	79.2	79.2
	Second choice	25	16.8	16.8	96.0
	Third choice	5	3.4	3.4	99.3
	Fourth choice	1	.7	.7	100.0
	Total	149	100.0	100.0	

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

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	82	55.0	55.4	55.4
	No	66	44.3	44.6	100.0
	Total	148	99.3	100.0	
Missing	System	1	.7		
Total		149	100.0		

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

(select as many as apply): : Good academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	63	42.3	42.3	42.3
	Yes	86	57.7	57.7	100.0
	Total	149	100.0	100.0	

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

(select as many as apply): : Good reputation for social activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	138	92.6	92.6	92.6
	Yes	11	7.4	7.4	100.0
	Total	149	100.0	100.0	

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

(select as many as apply): : Rankings in national magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	139	93.3	93.3	93.3

Troy University Fall 2009 New Student Survey

Yes	10	6.7	6.7	100.0
Total	149	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Graduates get good jobs

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	125	83.9	83.9	83.9
Yes	24	16.1	16.1	100.0
Total	149	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	115	77.2	77.2	77.2
Yes	34	22.8	22.8	100.0
Total	149	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	42	28.2	28.2	28.2
Yes	107	71.8	71.8	100.0
Total	149	100.0	100.0	

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

(select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	93	62.4	62.4	62.4
	Yes	56	37.6	37.6	100.0
	Total	149	100.0	100.0	

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

(select as many as apply): : Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	99	66.4	66.4	66.4
	Yes	50	33.6	33.6	100.0
	Total	149	100.0	100.0	

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

(select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	121	81.2	81.2	81.2
	Yes	28	18.8	18.8	100.0
	Total	149	100.0	100.0	

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	111	74.5	74.5	74.5
	Yes	38	25.5	25.5	100.0

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

(select as many as apply) : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	111	74.5	74.5	74.5
	Yes	38	25.5	25.5	100.0
	Total	149	100.0	100.0	

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

(select as many as apply) : Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	46	30.9	30.9	30.9
	Yes	103	69.1	69.1	100.0
	Total	149	100.0	100.0	

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

(select as many as apply) : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	134	89.9	89.9	89.9
	Yes	15	10.1	10.1	100.0
	Total	149	100.0	100.0	

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

(select as many as apply) : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	124	83.2	83.2	83.2
	Yes	25	16.8	16.8	100.0

Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	124	83.2	83.2	83.2
	Yes	25	16.8	16.8	100.0
	Total	149	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	149	100.0	100.0	100.0

Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	148	99.3	99.3	99.3
	Yes	1	.7	.7	100.0
	Total	149	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	145	97.3	97.3	97.3
	Yes	4	2.7	2.7	100.0
	Total	149	100.0	100.0	



**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Recommendation of college counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	149	100.0	100.0	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	134	89.9	89.9	89.9
	Yes	15	10.1	10.1	100.0
	Total	149	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	101	67.8	67.8	67.8
	Yes	48	32.2	32.2	100.0
	Total	149	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	138	92.6	92.6	92.6
	Yes	11	7.4	7.4	100.0

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

**(select as many as apply): : Alumni recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	138	92.6	92.6	92.6
	Yes	11	7.4	7.4	100.0
	Total	149	100.0	100.0	

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

**(select as many as apply): : Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	141	94.6	94.6	94.6
	Yes	8	5.4	5.4	100.0
	Total	149	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	16	10.7	10.8	10.8
	Alumni	16	10.7	10.8	21.6
	Billboard	1	.7	.7	22.3
	Direct Mail	1	.7	.7	23.0
	Guidance Counselor	3	2.0	2.0	25.0
	Internet	11	7.4	7.4	32.4
	Newspaper	1	.7	.7	33.1
	Television	6	4.0	4.1	37.2
	Word of mouth	93	62.4	62.8	100.0
	Total	148	99.3	100.0	
Missing	System	1	.7		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	16	10.7	10.8	10.8
	Alumni	16	10.7	10.8	21.6
	Billboard	1	.7	.7	22.3
	Direct Mail	1	.7	.7	23.0
	Guidance Counselor	3	2.0	2.0	25.0
	Internet	11	7.4	7.4	32.4
	Newspaper	1	.7	.7	33.1
	Television	6	4.0	4.1	37.2
	Word of mouth	93	62.4	62.8	100.0
	Total	148	99.3	100.0	
Missing	System	1	.7		
Total		149	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	24	16.1	17.0	17.0
	Billboard	2	1.3	1.4	18.4
	Direct Mail	16	10.7	11.3	29.8
	Internet	61	40.9	43.3	73.0
	Word of mouth	38	25.5	27.0	100.0
	Total	141	94.6	100.0	
Missing	System	8	5.4		
Total		149	100.0		

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

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.7	.7	.7
	Billboard	7	4.7	4.8	5.4
	Direct Mail	13	8.7	8.8	14.3
	Internet	44	29.5	29.9	44.2
	Newspaper	1	.7	.7	44.9
	Radio	6	4.0	4.1	49.0
	Television	16	10.7	10.9	59.9
	Word of mouth	59	39.6	40.1	100.0
	Total	147	98.7	100.0	
Missing	System	2	1.3		
Total		149	100.0		

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

**Academically challenging**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	88	59.1	59.1	59.1
	Yes	61	40.9	40.9	100.0
	Total	149	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	95	63.8	63.8	63.8
	Yes	54	36.2	36.2	100.0
	Total	149	100.0	100.0	

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

**Convenient**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	45	30.2	30.2	30.2
	Yes	104	69.8	69.8	100.0
	Total	149	100.0	100.0	

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

**Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	79	53.0	53.0	53.0
	Yes	70	47.0	47.0	100.0
	Total	149	100.0	100.0	

How would you describe TROY to a friend? (Choose all that apply) : Good value for the price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	97	65.1	65.1	65.1
	Yes	52	34.9	34.9	100.0
	Total	149	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	82	55.0	55.0	55.0
	Yes	67	45.0	45.0	100.0

**How would you describe TROY to a friend? (Choose all that apply) : Helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	82	55.0	55.0	55.0
	Yes	67	45.0	45.0	100.0
	Total	149	100.0	100.0	

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

**Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	90	60.4	60.4	60.4
	Yes	59	39.6	39.6	100.0
	Total	149	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	141	94.6	94.6	94.6
	Yes	8	5.4	5.4	100.0
	Total	149	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	136	91.3	93.2	93.2
	No	10	6.7	6.8	100.0
	Total	146	98.0	100.0	

Troy University Fall 2009 New Student Survey

Missing	System	3	2.0		
Total		149	100.0		

**Appendix 23. Troy University Fall 2009 New Student Survey Responses - Phenix City**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	10	11.2	11.4	11.4
	Female	78	87.6	88.6	100.0
	Total	88	98.9	100.0	
Missing	System	1	1.1		
Total		89	100.0		

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	42	47.2	47.7	47.7
	Asian/Pacific Islander	3	3.4	3.4	51.1
	Hispanic	3	3.4	3.4	54.5
	White, non-Hispanic	39	43.8	44.3	98.9
	Race/ethnicity unknown	1	1.1	1.1	100.0
	Total	88	98.9	100.0	
Missing	System	1	1.1		
Total		89	100.0		

**Age:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	1	1.1	1.1	1.1
	20-21	3	3.4	3.4	4.5



Troy University Fall 2009 New Student Survey

21-24	11	12.4	12.4	16.9
25-29	17	19.1	19.1	36.0
30-34	11	12.4	12.4	48.3
35-39	13	14.6	14.6	62.9
40-49	23	25.8	25.8	88.8
50-64	10	11.2	11.2	100.0
Total	89	100.0	100.0	

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	10	11.2	11.4	11.4
	First-time freshman (an undergraduate student attending coll	9	10.1	10.2	21.6
	First-time graduate (a graduate student enrolled in a gradua	24	27.0	27.3	48.9
	Undergraduate transfer student (an undergraduate student who	39	43.8	44.3	93.2
	Graduate transfer student (a graduate student who transferre	4	4.5	4.5	97.7
	Undergraduate transient student (an undergraduate student at	1	1.1	1.1	98.9
	Graduate transient student (a graduate student attending TRO	1	1.1	1.1	100.0
	Total	88	98.9	100.0	
Missing	System	1	1.1		
Total		89	100.0		

**College you are attending:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	5	5.6	5.7	5.7
	Business	22	24.7	25.0	30.7
	Education	41	46.1	46.6	77.3
	Health and Human Services	20	22.5	22.7	100.0
	Total	88	98.9	100.0	
Missing	System	1	1.1		
Total		89	100.0		

**Degree program you are in:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	2	2.2	2.2	2.2
	Bachelor's	49	55.1	55.1	57.3
	Master's	30	33.7	33.7	91.0
	Education Specialist	4	4.5	4.5	95.5
	Other	4	4.5	4.5	100.0
	Total	89	100.0	100.0	

**What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	10	11.2	52.6	52.6
	Applied Computer Science	1	1.1	5.3	57.9
	Computer Science	1	1.1	5.3	63.2

Troy University Fall 2009 New Student Survey

	Biology	1	1.1	5.3	68.4
	Criminal Justice	1	1.1	5.3	73.7
	General Education	4	4.5	21.1	94.7
	Sociology	1	1.1	5.3	100.0
	Total	19	21.3	100.0	
Missing	System	70	78.7		
Total		89	100.0		

**Sorrell College of Business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	3	3.4	11.5	11.5
	Associate of Science in Business	1	1.1	3.8	15.4
	Accounting	4	4.5	15.4	30.8
	Management	3	3.4	11.5	42.3
	Human Resource Management	2	2.2	7.7	50.0
	Information System	2	2.2	7.7	57.7
	General Business	2	2.2	7.7	65.4
	Master of Business Administration	9	10.1	34.6	100.0
	Total	26	29.2	100.0	
Missing	System	63	70.8		
Total		89	100.0		

**College of Communication and Fine Arts**

		Frequency	Percent
Missing	System	89	100.0

**College of Education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	1.1	2.1	2.1
	Early Childhood Education	9	10.1	19.1	21.3
	Elementary Education	19	21.3	40.4	61.7
	Secondary Education	1	1.1	2.1	63.8
	Educational Administration	3	3.4	6.4	70.2
	Rehabilitation Counseling	2	2.2	4.3	74.5
	Social Services Counseling	2	2.2	4.3	78.7
	Community Counseling	6	6.7	12.8	91.5
	Psychology	4	4.5	8.5	100.0
	Total	47	52.8	100.0	
Missing	System	42	47.2		
Total		89	100.0		

**College of Health and Human Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	2.2	10.5	10.5
	Human Services	4	4.5	21.1	31.6
	Rehabilitation	2	2.2	10.5	42.1
	Nursing	6	6.7	31.6	73.7
	Social Work	5	5.6	26.3	100.0
	Total	19	21.3	100.0	
Missing	System	70	78.7		
Total		89	100.0		

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

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	67	75.3	76.1	76.1
	Second choice	17	19.1	19.3	95.5
	Third choice	4	4.5	4.5	100.0
	Total	88	98.9	100.0	
Missing	System	1	1.1		
Total		89	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	43	48.3	48.9	48.9
	No	45	50.6	51.1	100.0
	Total	88	98.9	100.0	
Missing	System	1	1.1		
Total		89	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	34	38.2	38.2	38.2
	Yes	55	61.8	61.8	100.0
	Total	89	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good reputation for social activities**

Troy University Fall 2009 New Student Survey

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	83	93.3	93.3	93.3
Yes	6	6.7	6.7	100.0
Total	89	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Rankings in national magazines**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	85	95.5	95.5	95.5
Yes	4	4.5	4.5	100.0
Total	89	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Graduates get good jobs**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	75	84.3	84.3	84.3
Yes	14	15.7	15.7	100.0
Total	89	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	68	76.4	76.4	76.4
Yes	21	23.6	23.6	100.0
Total	89	100.0	100.0	

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

(select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15	16.9	16.9	16.9
	Yes	74	83.1	83.1	100.0
	Total	89	100.0	100.0	

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

(select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	41	46.1	46.1	46.1
	Yes	48	53.9	53.9	100.0
	Total	89	100.0	100.0	

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

(select as many as apply): : Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	51	57.3	57.3	57.3
	Yes	38	42.7	42.7	100.0
	Total	89	100.0	100.0	

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

(select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	70	78.7	78.7	78.7
	Yes	19	21.3	21.3	100.0

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

(select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	70	78.7	78.7	78.7
	Yes	19	21.3	21.3	100.0
	Total	89	100.0	100.0	

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	62	69.7	69.7	69.7
	Yes	27	30.3	30.3	100.0
	Total	89	100.0	100.0	

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

(select as many as apply): : Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	33	37.1	37.1	37.1
	Yes	56	62.9	62.9	100.0
	Total	89	100.0	100.0	

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

(select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	80	89.9	89.9	89.9
	Yes	9	10.1	10.1	100.0



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

(select as many as apply) : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	80	89.9	89.9	89.9
	Yes	9	10.1	10.1	100.0
	Total	89	100.0	100.0	

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

(select as many as apply) : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	76	85.4	85.4	85.4
	Yes	13	14.6	14.6	100.0
	Total	89	100.0	100.0	

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

(select as many as apply) : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	88	98.9	98.9	98.9
	Yes	1	1.1	1.1	100.0
	Total	89	100.0	100.0	

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

(select as many as apply) : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	89	100.0	100.0	100.0

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Recommendation of high school counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	88	98.9	98.9	98.9
	Yes	1	1.1	1.1	100.0
	Total	89	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Recommendation of college counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	86	96.6	96.6	96.6
	Yes	3	3.4	3.4	100.0
	Total	89	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	89	100.0	100.0	100.0

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	61	68.5	68.5	68.5
	Yes	28	31.5	31.5	100.0

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

(select as many as apply) : Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	61	68.5	68.5	68.5
	Yes	28	31.5	31.5	100.0
	Total	89	100.0	100.0	

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

(select as many as apply) : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	75	84.3	84.3	84.3
	Yes	14	15.7	15.7	100.0
	Total	89	100.0	100.0	

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

(select as many as apply) : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	83	93.3	93.3	93.3
	Yes	6	6.7	6.7	100.0
	Total	89	100.0	100.0	

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	12	13.5	14.0	14.0
	Alumni	15	16.9	17.4	31.4

Troy University Fall 2009 New Student Survey

	Billboard	1	1.1	1.2	32.6
	Direct Mail	1	1.1	1.2	33.7
	Guidance Counselor	2	2.2	2.3	36.0
	Internet	8	9.0	9.3	45.3
	Newspaper	1	1.1	1.2	46.5
	Television	2	2.2	2.3	48.8
	Word of mouth	44	49.4	51.2	100.0
	Total	86	96.6	100.0	
Missing	System	3	3.4		
Total		89	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	16	18.0	18.4	18.4
	Billboard	3	3.4	3.4	21.8
	Direct Mail	13	14.6	14.9	36.8
	Internet	31	34.8	35.6	72.4
	Newspaper	2	2.2	2.3	74.7
	Radio	2	2.2	2.3	77.0
	Television	4	4.5	4.6	81.6
	Word of mouth	16	18.0	18.4	100.0
	Total	87	97.8	100.0	
Missing	System	2	2.2		
Total		89	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
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Troy University Fall 2009 New Student Survey

Valid	Other	3	3.4	3.4	3.4
	Billboard	3	3.4	3.4	6.9
	Direct Mail	6	6.7	6.9	13.8
	Internet	23	25.8	26.4	40.2
	Newspaper	2	2.2	2.3	42.5
	Radio	5	5.6	5.7	48.3
	Television	8	9.0	9.2	57.5
	Word of mouth	37	41.6	42.5	100.0
	Total	87	97.8	100.0	
Missing	System	2	2.2		
Total		89	100.0		

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

**Academically challenging**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	47	52.8	52.8	52.8
	Yes	42	47.2	47.2	100.0
	Total	89	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	58	65.2	65.2	65.2
	Yes	31	34.8	34.8	100.0
	Total	89	100.0	100.0	

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

**Convenient**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	32	36.0	36.0	36.0
	Yes	57	64.0	64.0	100.0
	Total	89	100.0	100.0	

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

**Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	47	52.8	52.8	52.8
	Yes	42	47.2	47.2	100.0
	Total	89	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Good value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	46	51.7	51.7	51.7
	Yes	43	48.3	48.3	100.0
	Total	89	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	58	65.2	65.2	65.2
	Yes	31	34.8	34.8	100.0
	Total	89	100.0	100.0	

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

**Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	44	49.4	49.4	49.4
	Yes	45	50.6	50.6	100.0
Total		89	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	85	95.5	95.5	95.5
	Yes	4	4.5	4.5	100.0
Total		89	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	82	92.1	94.3	94.3
	No	5	5.6	5.7	100.0
	Total	87	97.8	100.0	
Missing	System	2	2.2		
Total		89	100.0		

**Appendix 24. Troy University Fall 2009 New Student Survey Responses – Troy**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	134	32.1	32.1	32.1
	Female	283	67.9	67.9	100.0
	Total	417	100.0	100.0	

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nonresident Alien	9	2.2	2.2	2.2
	Black, non-Hispanic	99	23.7	23.7	25.9
	American Indian/Alaska Native	1	.2	.2	26.1
	Asian/Pacific Islander	27	6.5	6.5	32.6
	Hispanic	5	1.2	1.2	33.8
	White, non-Hispanic	272	65.2	65.2	99.0
	Race/ethnicity unknown	4	1.0	1.0	100.0
	Total	417	100.0	100.0	

**Age:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	262	62.8	63.0	63.0
	20-21	39	9.4	9.4	72.4
	21-24	44	10.6	10.6	82.9
	25-29	21	5.0	5.0	88.0



Troy University Fall 2009 New Student Survey

	30-34	16	3.8	3.8	91.8
	35-39	18	4.3	4.3	96.2
	40-49	10	2.4	2.4	98.6
	50-64	6	1.4	1.4	100.0
	Total	416	99.8	100.0	
Missing	System	1	.2		
Total		417	100.0		

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	13	3.1	3.1	3.1
	Dually-enrolled high school student	3	.7	.7	3.8
	First-time freshman (an undergraduate student attending coll	267	64.0	64.0	67.9
	First-time graduate (a graduate student enrolled in a gradua	41	9.8	9.8	77.7
	Undergraduate transfer student (an undergraduate student who	77	18.5	18.5	96.2
	Graduate transfer student (a graduate student who transferre	8	1.9	1.9	98.1
	Undergraduate transient student (an undergraduate student at	7	1.7	1.7	99.8
	Graduate transient student (a graduate student attending TRO	1	.2	.2	100.0
	Total	417	100.0	100.0	

**College you are attending:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	98	23.5	24.7	24.7
	Business	83	19.9	20.9	45.6
	Education	68	16.3	17.1	62.7
	Communication and Fine Arts	47	11.3	11.8	74.6
	Health and Human Services	101	24.2	25.4	100.0
	Total	397	95.2	100.0	
Missing	System	20	4.8		
Total		417	100.0		

**Degree program you are in:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	34	8.2	8.4	8.4
	Bachelor's	285	68.3	70.5	79.0
	Master's	67	16.1	16.6	95.5
	Other	18	4.3	4.5	100.0
	Total	404	96.9	100.0	
Missing	System	13	3.1		
Total		417	100.0		

**What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	28	6.7	22.0	22.0

Troy University Fall 2009 New Student Survey

Applied Computer Science	2	.5	1.6	23.6
Computer Science	2	.5	1.6	25.2
Biology	29	7.0	22.8	48.0
Biology Education	2	.5	1.6	49.6
Chemistry	3	.7	2.4	52.0
Comprehensive General Science Education	1	.2	.8	52.8
Criminal Justice	15	3.6	11.8	64.6
English	8	1.9	6.3	70.9
English Language Arts Education	2	.5	1.6	72.4
Environmental and Biological Science	3	.7	2.4	74.8
Environmental Science	5	1.2	3.9	78.7
General Education	1	.2	.8	79.5
Geomatics	5	1.2	3.9	83.5
History	1	.2	.8	84.3
International Relations	3	.7	2.4	86.6
Mathematics	5	1.2	3.9	90.6
Mathematics Education	1	.2	.8	91.3
Political Science	2	.5	1.6	92.9
Public Administration	5	1.2	3.9	96.9
Social Science Education	2	.5	1.6	98.4
Sociology	2	.5	1.6	100.0
Total	127	30.5	100.0	
Missing System	290	69.5		
Total	417	100.0		

**Sorrell College of Business**

	Frequency	Percent	Valid Percent	Cumulative Percent
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Troy University Fall 2009 New Student Survey

Valid	Other	1	.2	1.2	1.2
	Associate of Science in Business	1	.2	1.2	2.4
	Accounting	28	6.7	33.7	36.1
	Economics	2	.5	2.4	38.6
	Finance	7	1.7	8.4	47.0
	Marketing	3	.7	3.6	50.6
	Management	7	1.7	8.4	59.0
	Human Resource Management	5	1.2	6.0	65.1
	Hospitality and Tourism Management	2	.5	2.4	67.5
	Information System	7	1.7	8.4	75.9
	General Business	7	1.7	8.4	84.3
	International Business	1	.2	1.2	85.5
	Small Business and Entrepreneurship	2	.5	2.4	88.0
	Master of Business Administration	10	2.4	12.0	100.0
	Total	83	19.9	100.0	
Missing	System	334	80.1		
Total		417	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	5	1.2	9.4	9.4
	Art	3	.7	5.7	15.1
	Art Education	1	.2	1.9	17.0
	Communication Arts - Dramatic Arts	6	1.4	11.3	28.3

Troy University Fall 2009 New Student Survey

	Communication Arts - Communication Studies	2	.5	3.8	32.1
	Design, Technology, and Industry	3	.7	5.7	37.7
	Journalism	6	1.4	11.3	49.1
	Broadcast Journalism	8	1.9	15.1	64.2
	Music	3	.7	5.7	69.8
	Music Education	13	3.1	24.5	94.3
	Foreign Language	3	.7	5.7	100.0
	Total	53	12.7	100.0	
Missing	System	364	87.3		
Total		417	100.0		

**College of Education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	10	2.4	14.1	14.1
	Elementary Education	21	5.0	29.6	43.7
	Secondary Education	13	3.1	18.3	62.0
	Post-Secondary Education	3	.7	4.2	66.2
	Gifted Education	1	.2	1.4	67.6
	Collaborative Teacher K – 6	3	.7	4.2	71.8
	Collaborative Teacher 6 – 12	1	.2	1.4	73.2
	Adult Education	1	.2	1.4	74.6
	Rehabilitation Counseling	1	.2	1.4	76.1
	Substance Abuse Counseling	1	.2	1.4	77.5
	Clinical Mental Counseling	1	.2	1.4	78.9
	Community Counseling	2	.5	2.8	81.7
	Student Services Counseling	1	.2	1.4	83.1
	Psychology	12	2.9	16.9	100.0

Troy University Fall 2009 New Student Survey

Total	71	17.0	100.0
Missing System	346	83.0	
Total	417	100.0	

**College of Health and Human Services**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Other	7	1.7	6.9	6.9
Athletic Training	8	1.9	7.9	14.9
Human Services	2	.5	2.0	16.8
Rehabilitation	2	.5	2.0	18.8
Health and Physical Education	4	1.0	4.0	22.8
Physical Education	2	.5	2.0	24.8
Nursing	54	12.9	53.5	78.2
Social Work	14	3.4	13.9	92.1
Sport and Fitness Management	8	1.9	7.9	100.0
Total	101	24.2	100.0	
Missing System	316	75.8		
Total	417	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid First choice	277	66.4	66.7	66.7
Second choice	99	23.7	23.9	90.6
Third choice	22	5.3	5.3	95.9
Fourth choice	17	4.1	4.1	100.0
Total	415	99.5	100.0	

Troy University Fall 2009 New Student Survey

Missing	System	2	.5	
Total		417	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	318	76.3	77.2	77.2
	No	94	22.5	22.8	100.0
	Total	412	98.8	100.0	
Missing	System	5	1.2		
Total		417	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	164	39.3	39.3	39.3
	Yes	253	60.7	60.7	100.0
	Total	417	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good reputation for social activities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	318	76.3	76.3	76.3
	Yes	99	23.7	23.7	100.0
	Total	417	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Rankings in national magazines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	360	86.3	86.3	86.3
	Yes	57	13.7	13.7	100.0
	Total	417	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Graduates get good jobs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	322	77.2	77.2	77.2
	Yes	95	22.8	22.8	100.0
	Total	417	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	175	42.0	42.0	42.0
	Yes	242	58.0	58.0	100.0
	Total	417	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	133	31.9	31.9	31.9



Troy University Fall 2009 New Student Survey

Yes	284	68.1	68.1	100.0
Total	417	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	155	37.2	37.2	37.2
Yes	262	62.8	62.8	100.0
Total	417	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Availability of financial aid

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	264	63.3	63.3	63.3
Yes	153	36.7	36.7	100.0
Total	417	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	320	76.7	76.7	76.7
Yes	97	23.3	23.3	100.0
Total	417	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	270	64.7	64.7	64.7
	Yes	147	35.3	35.3	100.0
	Total	417	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	297	71.2	71.2	71.2
	Yes	120	28.8	28.8	100.0
	Total	417	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	298	71.5	71.5	71.5
	Yes	119	28.5	28.5	100.0
	Total	417	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Diversity of student body**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	307	73.6	73.6	73.6
	Yes	110	26.4	26.4	100.0

Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	307	73.6	73.6	73.6
	Yes	110	26.4	26.4	100.0
	Total	417	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	348	83.5	83.5	83.5
	Yes	69	16.5	16.5	100.0
	Total	417	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	353	84.7	84.7	84.7
	Yes	64	15.3	15.3	100.0
	Total	417	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	375	89.9	89.9	89.9

Yes	42	10.1	10.1	100.0
Total	417	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Recommendation of college counselor**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	402	96.4	96.4	96.4
Yes	15	3.6	3.6	100.0
Total	417	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	309	74.1	74.1	74.1
Yes	108	25.9	25.9	100.0
Total	417	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	295	70.7	70.7	70.7
Yes	122	29.3	29.3	100.0
Total	417	100.0	100.0	

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

**(select as many as apply): : Alumni recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	341	81.8	81.8	81.8
	Yes	76	18.2	18.2	100.0
	Total	417	100.0	100.0	

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

**(select as many as apply): : Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	379	90.9	90.9	90.9
	Yes	38	9.1	9.1	100.0
	Total	417	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	71	17.0	17.5	17.5
	Alumni	62	14.9	15.3	32.8
	Billboard	6	1.4	1.5	34.2
	Direct Mail	8	1.9	2.0	36.2
	Guidance Counselor	35	8.4	8.6	44.8
	Internet	37	8.9	9.1	53.9
	Radio	1	.2	.2	54.2
	Television	5	1.2	1.2	55.4
	Word of mouth	181	43.4	44.6	100.0
	Total	406	97.4	100.0	
Missing	System	11	2.6		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	71	17.0	17.5	17.5
	Alumni	62	14.9	15.3	32.8
	Billboard	6	1.4	1.5	34.2
	Direct Mail	8	1.9	2.0	36.2
	Guidance Counselor	35	8.4	8.6	44.8
	Internet	37	8.9	9.1	53.9
	Radio	1	.2	.2	54.2
	Television	5	1.2	1.2	55.4
	Word of mouth	181	43.4	44.6	100.0
	Total	406	97.4	100.0	
Missing	System	11	2.6		
Total		417	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	40	9.6	9.9	9.9
	Direct Mail	108	25.9	26.7	36.5
	Internet	200	48.0	49.4	85.9
	Newspaper	1	.2	.2	86.2
	Word of mouth	56	13.4	13.8	100.0
	Total	405	97.1	100.0	
Missing	System	12	2.9		
Total		417	100.0		

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

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	9	2.2	2.2	2.2
	Billboard	3	.7	.7	2.9
	Direct Mail	58	13.9	14.2	17.1
	Internet	130	31.2	31.8	48.9
	Newspaper	4	1.0	1.0	49.9
	Radio	4	1.0	1.0	50.9
	Television	35	8.4	8.6	59.4
	Word of mouth	166	39.8	40.6	100.0
	Total	409	98.1	100.0	
Missing	System	8	1.9		
Total		417	100.0		

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

**Academically challenging**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	252	60.4	60.4	60.4
	Yes	165	39.6	39.6	100.0
	Total	417	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	236	56.6	56.6	56.6
	Yes	181	43.4	43.4	100.0
	Total	417	100.0	100.0	

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

**Convenient**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	178	42.7	42.7	42.7
	Yes	239	57.3	57.3	100.0
	Total	417	100.0	100.0	

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

**Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	144	34.5	34.5	34.5
	Yes	273	65.5	65.5	100.0
	Total	417	100.0	100.0	

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

**value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	176	42.2	42.2	42.2
	Yes	241	57.8	57.8	100.0
	Total	417	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	235	56.4	56.4	56.4
	Yes	182	43.6	43.6	100.0



**How would you describe TROY to a friend? (Choose all that apply) : Helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	235	56.4	56.4	56.4
	Yes	182	43.6	43.6	100.0
	Total	417	100.0	100.0	

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

**Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	184	44.1	44.1	44.1
	Yes	233	55.9	55.9	100.0
	Total	417	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	395	94.7	94.7	94.7
	Yes	22	5.3	5.3	100.0
	Total	417	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	384	92.1	93.2	93.2
	No	28	6.7	6.8	100.0
	Total	412	98.8	100.0	

Troy University Fall 2009 New Student Survey

Missing	System	5	1.2		
Total		417	100.0		

**Appendix 25. Troy University Fall 2009 New Student Survey Responses – eCampus**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	197	27.6	27.7	27.7
	Female	514	71.9	72.3	100.0
	Total	711	99.4	100.0	
Missing	System	4	.6		
Total		715	100.0		

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nonresident Alien	1	.1	.1	.1
	Black, non-Hispanic	340	47.6	47.9	48.0
	Asian/Pacific Islander	8	1.1	1.1	49.2
	Hispanic	25	3.5	3.5	52.7
	White, non-Hispanic	325	45.5	45.8	98.5
	Race/ethnicity unknown	11	1.5	1.5	100.0
	Total	710	99.3	100.0	
Missing	System	5	.7		
Total		715	100.0		

**Age:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	7	1.0	1.0	1.0
	20-21	12	1.7	1.7	2.7

Troy University Fall 2009 New Student Survey

	21-24	81	11.3	11.4	14.1
	25-29	184	25.7	25.9	39.9
	30-34	155	21.7	21.8	61.7
	35-39	130	18.2	18.3	80.0
	40-49	106	14.8	14.9	94.9
	50-64	36	5.0	5.1	100.0
	Total	711	99.4	100.0	
Missing	System	4	.6		
Total		715	100.0		

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	29	4.1	4.1	4.1
	Dually-enrolled high school student	2	.3	.3	4.4
	First-time freshman (an undergraduate student attending coll	139	19.4	19.6	23.9
	First-time graduate (a graduate student enrolled in a gradua	163	22.8	23.0	46.9
	Undergraduate transfer student (an undergraduate student who	316	44.2	44.5	91.4
	Graduate transfer student (a graduate student who transferre	34	4.8	4.8	96.2
	Undergraduate transient student (an undergraduate student at	16	2.2	2.3	98.5

Troy University Fall 2009 New Student Survey

	Graduate transient student (a graduate student attending TRO	11	1.5	1.5	100.0
	Total	710	99.3	100.0	
Missing	System	5	.7		
Total		715	100.0		

**College you are attending:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	266	37.2	38.8	38.8
	Business	252	35.2	36.8	75.6
	Education	111	15.5	16.2	91.8
	Communication and Fine Arts	7	1.0	1.0	92.8
	Health and Human Services	49	6.9	7.2	100.0
	Total	685	95.8	100.0	
Missing	System	30	4.2		
Total		715	100.0		

**Degree program you are in:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	110	15.4	15.5	15.5
	Bachelor's	374	52.3	52.8	68.4
	Master's	209	29.2	29.5	97.9
	Education Specialist	3	.4	.4	98.3
	Other	12	1.7	1.7	100.0
	Total	708	99.0	100.0	
Missing	System	7	1.0		
Total		715	100.0		

**What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	60	8.4	16.8	16.8
	Applied Computer Science	21	2.9	5.9	22.6
	Computer Science	21	2.9	5.9	28.5
	Biology	3	.4	.8	29.3
	Comprehensive General Science Education	1	.1	.3	29.6
	Criminal Justice	98	13.7	27.4	57.0
	General Education	22	3.1	6.1	63.1
	History	13	1.8	3.6	66.8
	History Education	5	.7	1.4	68.2
	International Relations	25	3.5	7.0	75.1
	Political Science	13	1.8	3.6	78.8
	Public Administration	39	5.5	10.9	89.7
	Social Science	27	3.8	7.5	97.2
	Social Science Education	4	.6	1.1	98.3
	Sociology	6	.8	1.7	100.0
	Total	358	50.1	100.0	
Missing	System	357	49.9		
Total		715	100.0		

**Sorrell College of Business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	7	1.0	2.9	2.9

Troy University Fall 2009 New Student Survey

	Associate of Science in Business	27	3.8	11.1	13.9
	Accounting	12	1.7	4.9	18.9
	Finance	2	.3	.8	19.7
	Marketing	1	.1	.4	20.1
	Management	58	8.1	23.8	43.9
	Human Resource Management	51	7.1	20.9	64.8
	Hospitality and Tourism Management	4	.6	1.6	66.4
	Information System	5	.7	2.0	68.4
	General Business	46	6.4	18.9	87.3
	International Business	6	.8	2.5	89.8
	Small Business and Entrepreneurship	1	.1	.4	90.2
	Risk Management and Insurance	1	.1	.4	90.6
	Technology and Resource Management	6	.8	2.5	93.0
	Production & Operation Management	1	.1	.4	93.4
	Master of Business Administration	16	2.2	6.6	100.0
	Total	244	34.1	100.0	
Missing	System	471	65.9		
Total		715	100.0		

**College of Communication and Fine Arts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	6	.8	33.3	33.3
	Art	2	.3	11.1	44.4

Troy University Fall 2009 New Student Survey

	Art Education	2	.3	11.1	55.6
	Art Studio	1	.1	5.6	61.1
	Communication Arts - Communication Studies	1	.1	5.6	66.7
	Journalism	1	.1	5.6	72.2
	Music	1	.1	5.6	77.8
	Music Education	1	.1	5.6	83.3
	Foreign Language	3	.4	16.7	100.0
	Total	18	2.5	100.0	
Missing	System	697	97.5		
Total		715	100.0		

**College of Education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	12	1.7	10.1	10.1
	Early Childhood Education	4	.6	3.4	13.4
	Elementary Education	6	.8	5.0	18.5
	Secondary Education	1	.1	.8	19.3
	Post-Secondary Education	19	2.7	16.0	35.3
	Reading Specialist Education	1	.1	.8	36.1
	Collaborative Teacher 6 – 12	1	.1	.8	37.0
	Adult Education	9	1.3	7.6	44.5
	Social Services Counseling	2	.3	1.7	46.2
	Community Counseling	1	.1	.8	47.1
	Student Services Counseling	1	.1	.8	47.9
	Psychology	62	8.7	52.1	100.0
	Total	119	16.6	100.0	
Missing	System	596	83.4		
Total		715	100.0		



**College of Health and Human Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	6	.8	13.0	13.0
	Human Services	8	1.1	17.4	30.4
	Health and Physical Education	1	.1	2.2	32.6
	Physical Education	1	.1	2.2	34.8
	Nursing	15	2.1	32.6	67.4
	Social Work	4	.6	8.7	76.1
	Sport and Fitness Management	11	1.5	23.9	100.0
	Total	46	6.4	100.0	
Missing	System	669	93.6		
Total		715	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	527	73.7	74.4	74.4
	Second choice	145	20.3	20.5	94.9
	Third choice	28	3.9	4.0	98.9
	Fourth choice	8	1.1	1.1	100.0
	Total	708	99.0	100.0	
Missing	System	7	1.0		
Total		715	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	171	23.9	24.2	24.2
	No	536	75.0	75.8	100.0
	Total	707	98.9	100.0	
Missing	System	8	1.1		
Total		715	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	302	42.2	42.2	42.2
	Yes	413	57.8	57.8	100.0
	Total	715	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good reputation for social activities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	676	94.5	94.5	94.5
	Yes	39	5.5	5.5	100.0
	Total	715	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Rankings in national magazines**

		Frequency	Percent	Valid Percent	Cumulative Percent
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Troy University Fall 2009 New Student Survey

Valid	No	643	89.9	89.9	89.9
	Yes	72	10.1	10.1	100.0
	Total	715	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Graduates get good jobs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	643	89.9	89.9	89.9
	Yes	72	10.1	10.1	100.0
	Total	715	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	687	96.1	96.1	96.1
	Yes	28	3.9	3.9	100.0
	Total	715	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	479	67.0	67.0	67.0
	Yes	236	33.0	33.0	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	415	58.0	58.0	58.0
	Yes	300	42.0	42.0	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	512	71.6	71.6	71.6
	Yes	203	28.4	28.4	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	586	82.0	82.0	82.0
	Yes	129	18.0	18.0	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	404	56.5	56.5	56.5
	Yes	311	43.5	43.5	100.0

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	404	56.5	56.5	56.5
	Yes	311	43.5	43.5	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	266	37.2	37.2	37.2
	Yes	449	62.8	62.8	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	693	96.9	96.9	96.9
	Yes	22	3.1	3.1	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	663	92.7	92.7	92.7
	Yes	52	7.3	7.3	100.0

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

(select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	663	92.7	92.7	92.7
	Yes	52	7.3	7.3	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	702	98.2	98.2	98.2
	Yes	13	1.8	1.8	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	711	99.4	99.4	99.4
	Yes	4	.6	.6	100.0
	Total	715	100.0	100.0	

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

(select as many as apply): : Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	706	98.7	98.7	98.7

Yes	9	1.3	1.3	100.0
Total	715	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Recommendation of college counselor**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	684	95.7	95.7	95.7
Yes	31	4.3	4.3	100.0
Total	715	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	679	95.0	95.0	95.0
Yes	36	5.0	5.0	100.0
Total	715	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	504	70.5	70.5	70.5
Yes	211	29.5	29.5	100.0
Total	715	100.0	100.0	

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

**(select as many as apply): : Alumni recommendation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	634	88.7	88.7	88.7
	Yes	81	11.3	11.3	100.0
	Total	715	100.0	100.0	

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

**(select as many as apply): : Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	626	87.6	87.6	87.6
	Yes	89	12.4	12.4	100.0
	Total	715	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	93	13.0	13.2	13.2
	Alumni	91	12.7	13.0	26.2
	Billboard	15	2.1	2.1	28.3
	Direct Mail	3	.4	.4	28.8
	Guidance Counselor	19	2.7	2.7	31.5
	Internet	115	16.1	16.4	47.9
	Newspaper	6	.8	.9	48.7
	Radio	6	.8	.9	49.6
	Television	27	3.8	3.8	53.4
	Word of mouth	327	45.7	46.6	100.0
	Total	702	98.2	100.0	



Troy University Fall 2009 New Student Survey

Missing	System	13	1.8	
Total		715	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	87	12.2	12.5	12.5
	Billboard	11	1.5	1.6	14.1
	Direct Mail	17	2.4	2.4	16.5
	Internet	488	68.3	70.0	86.5
	Newspaper	6	.8	.9	87.4
	Radio	1	.1	.1	87.5
	Television	4	.6	.6	88.1
	Word of mouth	83	11.6	11.9	100.0
	Total	697	97.5	100.0	
Missing	System	18	2.5		
Total		715	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	11	1.5	1.6	1.6
	Billboard	5	.7	.7	2.3
	Direct Mail	25	3.5	3.6	5.9
	Internet	234	32.7	33.7	39.6
	Newspaper	5	.7	.7	40.3
	Radio	14	2.0	2.0	42.3
	Television	53	7.4	7.6	49.9
	Word of mouth	348	48.7	50.1	100.0

Total	695	97.2	100.0
Missing System	20	2.8	
Total	715	100.0	

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

**Academically challenging**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	368	51.5	51.5	51.5
Yes	347	48.5	48.5	100.0
Total	715	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	546	76.4	76.4	76.4
Yes	169	23.6	23.6	100.0
Total	715	100.0	100.0	

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

**Convenient**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	210	29.4	29.4	29.4
Yes	505	70.6	70.6	100.0
Total	715	100.0	100.0	

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

**Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	460	64.3	64.3	64.3
	Yes	255	35.7	35.7	100.0
	Total	715	100.0	100.0	

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

**value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	387	54.1	54.1	54.1
	Yes	328	45.9	45.9	100.0
	Total	715	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	484	67.7	67.7	67.7
	Yes	231	32.3	32.3	100.0
	Total	715	100.0	100.0	

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

**Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	462	64.6	64.6	64.6
	Yes	253	35.4	35.4	100.0

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

**Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	462	64.6	64.6	64.6
	Yes	253	35.4	35.4	100.0
	Total	715	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	682	95.4	95.4	95.4
	Yes	33	4.6	4.6	100.0
	Total	715	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	693	96.9	99.0	99.0
	No	7	1.0	1.0	100.0
	Total	700	97.9	100.0	
Missing	System	15	2.1		
Total		715	100.0		

**Appendix 26. Troy University Fall 2009 New Student Survey Responses - Global Campus**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	85	31.7	31.8	31.8
	Female	182	67.9	68.2	100.0
	Total	267	99.6	100.0	
Missing	System	1	.4		
Total		268	100.0		

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	134	50.0	51.1	51.1
	American Indian/Alaska Native	1	.4	.4	51.5
	Asian/Pacific Islander	3	1.1	1.1	52.7
	Hispanic	11	4.1	4.2	56.9
	White, non-Hispanic	105	39.2	40.1	96.9
	Race/ethnicity unknown	8	3.0	3.1	100.0
	Total	262	97.8	100.0	
	Missing	System	6	2.2	
Total		268	100.0		

**Age:**

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	3	1.1	1.1	1.1
	20-21	1	.4	.4	1.5
	21-24	33	12.3	12.3	13.8
	25-29	55	20.5	20.5	34.3
	30-34	36	13.4	13.4	47.8
	35-39	41	15.3	15.3	63.1
	40-49	76	28.4	28.4	91.4
	50-64	23	8.6	8.6	100.0
	Total	268	100.0	100.0	

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	20	7.5	7.6	7.6
	First-time freshman (an undergraduate student attending coll	36	13.4	13.7	21.3
	First-time graduate (a graduate student enrolled in a gradua	123	45.9	46.8	68.1
	Undergraduate transfer student (an undergraduate student who	63	23.5	24.0	92.0
	Graduate transfer student (a graduate student who transferre	18	6.7	6.8	98.9
	Undergraduate transient student (an undergraduate student at	2	.7	.8	99.6

Troy University Fall 2009 New Student Survey

	Graduate transient student (a graduate student attending TRO	1	.4	.4	100.0
	Total	263	98.1	100.0	
Missing	System	5	1.9		
Total		268	100.0		

**College you are attending:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	95	35.4	37.1	37.1
	Business	81	30.2	31.6	68.8
	Education	57	21.3	22.3	91.0
	Communication and Fine Arts	1	.4	.4	91.4
	Health and Human Services	22	8.2	8.6	100.0
	Total	256	95.5	100.0	
Missing	System	12	4.5		
Total		268	100.0		

**Degree program you are in:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	27	10.1	10.1	10.1
	Bachelor's	83	31.0	31.1	41.2
	Master's	155	57.8	58.1	99.3
	Other	2	.7	.7	100.0
	Total	267	99.6	100.0	
Missing	System	1	.4		
Total		268	100.0		

**What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	32	11.9	22.7	22.7
	Applied Computer Science	1	.4	.7	23.4
	Computer Science	7	2.6	5.0	28.4
	Criminal Justice	18	6.7	12.8	41.1
	English	1	.4	.7	41.8
	General Education	6	2.2	4.3	46.1
	History	3	1.1	2.1	48.2
	International Relations	13	4.9	9.2	57.4
	Political Science	1	.4	.7	58.2
	Public Administration	46	17.2	32.6	90.8
	Social Science	11	4.1	7.8	98.6
	Sociology	2	.7	1.4	100.0
	Total	141	52.6	100.0	
Missing	System	127	47.4		
Total		268	100.0		

**Sorrell College of Business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	.7	2.4	2.4
	Associate of Science in Business	13	4.9	15.9	18.3
	Accounting	1	.4	1.2	19.5
	Marketing	2	.7	2.4	22.0
	Management	25	9.3	30.5	52.4



Troy University Fall 2009 New Student Survey

	Human Resource Management	20	7.5	24.4	76.8
	Information System	1	.4	1.2	78.0
	General Business	9	3.4	11.0	89.0
	Technology and Resource Management	3	1.1	3.7	92.7
	Master of Business Administration	6	2.2	7.3	100.0
	Total	82	30.6	100.0	
Missing	System	186	69.4		
Total		268	100.0		

**College of Communication and Fine Arts**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.4	33.3	33.3
	Journalism	1	.4	33.3	66.7
	Foreign Language	1	.4	33.3	100.0
	Total	3	1.1	100.0	
Missing	System	265	98.9		
Total		268	100.0		

**College of Education**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	6	2.2	8.7	8.7
	Elementary Education	5	1.9	7.2	15.9
	Secondary Education	2	.7	2.9	18.8
	Post-Secondary Education	9	3.4	13.0	31.9
	Collaborative Teacher 6 – 12	1	.4	1.4	33.3

Troy University Fall 2009 New Student Survey

	Adult Education	2	.7	2.9	36.2
	School Counseling	1	.4	1.4	37.7
	Social Services Counseling	3	1.1	4.3	42.0
	Substance Abuse Counseling	1	.4	1.4	43.5
	Clinical Mental Counseling	10	3.7	14.5	58.0
	Community Counseling	2	.7	2.9	60.9
	Psychology	27	10.1	39.1	100.0
	Total	69	25.7	100.0	
Missing	System	199	74.3		
Total		268	100.0		

**College of Health and Human Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	7	2.6	46.7	46.7
	Human Services	3	1.1	20.0	66.7
	Social Work	4	1.5	26.7	93.3
	Sport and Fitness Management	1	.4	6.7	100.0
	Total	15	5.6	100.0	
Missing	System	253	94.4		
Total		268	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	181	67.5	68.0	68.0
	Second choice	70	26.1	26.3	94.4
	Third choice	12	4.5	4.5	98.9
	Fourth choice	3	1.1	1.1	100.0

Troy University Fall 2009 New Student Survey

Total	266	99.3	100.0
Missing System	2	.7	
Total	268	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	136	50.7	50.9	50.9
No	131	48.9	49.1	100.0
Total	267	99.6	100.0	
Missing System	1	.4		
Total	268	100.0		

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	135	50.4	50.4	50.4
Yes	133	49.6	49.6	100.0
Total	268	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good reputation for social activities**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	254	94.8	94.8	94.8
Yes	14	5.2	5.2	100.0
Total	268	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Rankings in national magazines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	245	91.4	91.4	91.4
	Yes	23	8.6	8.6	100.0
	Total	268	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Graduates get good jobs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	234	87.3	87.3	87.3
	Yes	34	12.7	12.7	100.0
	Total	268	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	233	86.9	86.9	86.9
	Yes	35	13.1	13.1	100.0
	Total	268	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent

Troy University Fall 2009 New Student Survey

Valid	No	71	26.5	26.5	26.5
	Yes	197	73.5	73.5	100.0
	Total	268	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	131	48.9	48.9	48.9
	Yes	137	51.1	51.1	100.0
	Total	268	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	200	74.6	74.6	74.6
	Yes	68	25.4	25.4	100.0
	Total	268	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	204	76.1	76.1	76.1
	Yes	64	23.9	23.9	100.0
	Total	268	100.0	100.0	

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

(select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	162	60.4	60.4	60.4
	Yes	106	39.6	39.6	100.0
	Total	268	100.0	100.0	

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

(select as many as apply): : Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	102	38.1	38.1	38.1
	Yes	166	61.9	61.9	100.0
	Total	268	100.0	100.0	

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

(select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	246	91.8	91.8	91.8
	Yes	22	8.2	8.2	100.0
	Total	268	100.0	100.0	

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

(select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	241	89.9	89.9	89.9
	Yes	27	10.1	10.1	100.0

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Diversity of student body**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	241	89.9	89.9	89.9
	Yes	27	10.1	10.1	100.0
	Total	268	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	266	99.3	99.3	99.3
	Yes	2	.7	.7	100.0
	Total	268	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	268	100.0	100.0	100.0

**Please select the reasons why you have chosen to attend Troy University  
(select as many as apply): : Recommendation of high school counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	268	100.0	100.0	100.0

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

(select as many as apply) : Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	265	98.9	98.9	98.9
	Yes	3	1.1	1.1	100.0
	Total	268	100.0	100.0	

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

(select as many as apply) : Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	262	97.8	97.8	97.8
	Yes	6	2.2	2.2	100.0
	Total	268	100.0	100.0	

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

(select as many as apply) : Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	187	69.8	69.8	69.8
	Yes	81	30.2	30.2	100.0
	Total	268	100.0	100.0	

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

(select as many as apply) : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	234	87.3	87.3	87.3
	Yes	34	12.7	12.7	100.0



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

(select as many as apply): : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	234	87.3	87.3	87.3
	Yes	34	12.7	12.7	100.0
	Total	268	100.0	100.0	

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

(select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	236	88.1	88.1	88.1
	Yes	32	11.9	11.9	100.0
	Total	268	100.0	100.0	

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	49	18.3	18.9	18.9
	Alumni	35	13.1	13.5	32.4
	Billboard	11	4.1	4.2	36.7
	Guidance Counselor	6	2.2	2.3	39.0
	Internet	26	9.7	10.0	49.0
	Newspaper	3	1.1	1.2	50.2
	Radio	7	2.6	2.7	52.9
	Television	4	1.5	1.5	54.4
	Word of mouth	118	44.0	45.6	100.0
	Total	259	96.6	100.0	
Missing	System	9	3.4		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	49	18.3	18.9	18.9
	Alumni	35	13.1	13.5	32.4
	Billboard	11	4.1	4.2	36.7
	Guidance Counselor	6	2.2	2.3	39.0
	Internet	26	9.7	10.0	49.0
	Newspaper	3	1.1	1.2	50.2
	Radio	7	2.6	2.7	52.9
	Television	4	1.5	1.5	54.4
	Word of mouth	118	44.0	45.6	100.0
	Total	259	96.6	100.0	
Missing	System	9	3.4		
Total		268	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	58	21.6	22.8	22.8
	Billboard	9	3.4	3.5	26.4
	Direct Mail	10	3.7	3.9	30.3
	Internet	109	40.7	42.9	73.2
	Newspaper	6	2.2	2.4	75.6
	Radio	3	1.1	1.2	76.8
	Television	2	.7	.8	77.6
	Word of mouth	57	21.3	22.4	100.0
	Total	254	94.8	100.0	
Missing	System	14	5.2		
Total		268	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	4	1.5	1.6	1.6
	Billboard	11	4.1	4.3	5.8
	Direct Mail	13	4.9	5.1	10.9
	Internet	66	24.6	25.7	36.6
	Newspaper	4	1.5	1.6	38.1
	Radio	5	1.9	1.9	40.1
	Television	26	9.7	10.1	50.2
	Word of mouth	128	47.8	49.8	100.0
	Total	257	95.9	100.0	
Missing	System	11	4.1		
Total		268	100.0		

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

**Academically challenging**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	152	56.7	56.7	56.7
	Yes	116	43.3	43.3	100.0
	Total	268	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Caring**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	190	70.9	70.9	70.9
	Yes	78	29.1	29.1	100.0

**How would you describe TROY to a friend? (Choose all that apply) : Caring**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	190	70.9	70.9	70.9
	Yes	78	29.1	29.1	100.0
	Total	268	100.0	100.0	

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

**Convenient**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	89	33.2	33.2	33.2
	Yes	179	66.8	66.8	100.0
	Total	268	100.0	100.0	

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

**Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	164	61.2	61.2	61.2
	Yes	104	38.8	38.8	100.0
	Total	268	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Good value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	132	49.3	49.3	49.3
	Yes	136	50.7	50.7	100.0

**How would you describe TROY to a friend? (Choose all that apply) : Good value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	132	49.3	49.3	49.3
	Yes	136	50.7	50.7	100.0
	Total	268	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	188	70.1	70.1	70.1
	Yes	80	29.9	29.9	100.0
	Total	268	100.0	100.0	

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

**Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	154	57.5	57.5	57.5
	Yes	114	42.5	42.5	100.0
	Total	268	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	252	94.0	94.0	94.0
	Yes	16	6.0	6.0	100.0
	Total	268	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	254	94.8	97.3	97.3
	No	7	2.6	2.7	100.0
	Total	261	97.4	100.0	
Missing	System	7	2.6		
Total		268	100.0		

**Appendix 27. Troy University Fall 2009 New Student Survey Responses - All Campuses**

**Gender:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	473	26.4	26.6	26.6
	Female	1306	73.0	73.4	100.0
	Total	1779	99.4	100.0	
Missing	System	10	.6		
Total		1789	100.0		

**Ethnicity:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nonresident Alien	10	.6	.6	.6
	Black, non-Hispanic	743	41.5	41.9	42.5
	American Indian/Alaska Native	6	.3	.3	42.8
	Asian/Pacific Islander	44	2.5	2.5	45.3
	Hispanic	50	2.8	2.8	48.1
	White, non-Hispanic	894	50.0	50.4	98.5
	Race/ethnicity unknown	26	1.5	1.5	100.0
	Total	1773	99.1	100.0	
Missing	System	16	.9		
Total		1789	100.0		

**Age:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	307	17.2	17.3	17.3
	20-21	82	4.6	4.6	21.9
	21-24	201	11.2	11.3	33.2

Troy University Fall 2009 New Student Survey

	25-29	340	19.0	19.1	52.3
	30-34	261	14.6	14.7	67.0
	35-39	240	13.4	13.5	80.5
	40-49	250	14.0	14.1	94.5
	50-64	96	5.4	5.4	99.9
	65 or over	1	.1	.1	100.0
	Total	1778	99.4	100.0	
Missing	System	11	.6		
Total		1789	100.0		

**Enrollment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	105	5.9	5.9	5.9
	Dually-enrolled high school student	5	.3	.3	6.2
	First-time freshman (an undergraduate student attending coll	537	30.0	30.3	36.5
	First-time graduate (a graduate student enrolled in a gradua	402	22.5	22.7	59.2
	Undergraduate transfer student (an undergraduate student who	607	33.9	34.3	93.5
	Graduate transfer student (a graduate student who transferre	68	3.8	3.8	97.3
	Undergraduate transient student (an undergraduate student at	32	1.8	1.8	99.1
	Graduate transient student (a graduate student attending TRO	16	.9	.9	100.0
	Total	1772	99.0	100.0	
Missing	System	17	1.0		
Total		1789	100.0		



Troy University Fall 2009 New Student Survey

**College you are attending:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	524	29.3	30.7	30.7
	Business	520	29.1	30.5	61.2
	Education	369	20.6	21.6	82.8
	Communication and Fine Arts	58	3.2	3.4	86.2
	Health and Human Services	236	13.2	13.8	100.0
	Total	1707	95.4	100.0	
Missing	System	82	4.6		
Total		1789	100.0		

**Degree program you are in:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	227	12.7	12.9	12.9
	Bachelor's	953	53.3	54.1	67.0
	Master's	530	29.6	30.1	97.2
	Education Specialist	7	.4	.4	97.6
	Other	43	2.4	2.4	100.0
	Total	1760	98.4	100.0	
Missing	System	29	1.6		
Total		1789	100.0		

**What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	160	8.9	21.5	21.5
	Applied Computer Science	30	1.7	4.0	25.5
	Computer Science	40	2.2	5.4	30.9

Troy University Fall 2009 New Student Survey

	Biology	43	2.4	5.8	36.7
	Biology Education	2	.1	.3	37.0
	Chemistry	5	.3	.7	37.6
	Comprehensive General Science Education	2	.1	.3	37.9
	Criminal Justice	143	8.0	19.2	57.1
	English	16	.9	2.2	59.3
	English Language Arts Education	4	.2	.5	59.8
	Environmental and Biological Science	3	.2	.4	60.2
	Environmental Science	5	.3	.7	60.9
	General Education	39	2.2	5.2	66.1
	Geomatics	5	.3	.7	66.8
	History	21	1.2	2.8	69.6
	History Education	5	.3	.7	70.3
	International Relations	42	2.3	5.6	75.9
	Mathematics	7	.4	.9	76.9
	Mathematics Education	3	.2	.4	77.3
	Political Science	19	1.1	2.6	79.8
	Public Administration	90	5.0	12.1	91.9
	Social Science	42	2.3	5.6	97.6
	Social Science Education	6	.3	.8	98.4
	Sociology	12	.7	1.6	100.0
	Total	744	41.6	100.0	
Missing	System	1045	58.4		
Total		1789	100.0		

**Sorrell College of Business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	15	.8	2.9	2.9

Troy University Fall 2009 New Student Survey

	Associate of Science in Business	45	2.5	8.6	11.5
	Accounting	64	3.6	12.3	23.8
	Economics	2	.1	.4	24.1
	Finance	12	.7	2.3	26.4
	Marketing	9	.5	1.7	28.2
	Management	110	6.1	21.1	49.2
	Human Resource Management	88	4.9	16.9	66.1
	Hospitality and Tourism Management	7	.4	1.3	67.4
	Information System	17	1.0	3.3	70.7
	General Business	81	4.5	15.5	86.2
	International Business	7	.4	1.3	87.5
	Small Business and Entrepreneurship	3	.2	.6	88.1
	Risk Management and Insurance	2	.1	.4	88.5
	Technology and Resource Management	11	.6	2.1	90.6
	Production & Operation Management	1	.1	.2	90.8
	Master of Business Administration	47	2.6	9.0	99.8
	Executive Master of Business Administration	1	.1	.2	100.0
	Total	522	29.2	100.0	
Missing	System	1267	70.8		
Total		1789	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	15	.8	18.3	18.3
	Art	8	.4	9.8	28.0

Troy University Fall 2009 New Student Survey

	Art Education	3	.2	3.7	31.7
	Art Studio	1	.1	1.2	32.9
	Communication Arts - Dramatic Arts	7	.4	8.5	41.5
	Communication Arts - Speech Communication	1	.1	1.2	42.7
	Communication Arts - Communication Studies	3	.2	3.7	46.3
	Design, Technology, and Industry	3	.2	3.7	50.0
	Journalism	8	.4	9.8	59.8
	Broadcast Journalism	8	.4	9.8	69.5
	Music	4	.2	4.9	74.4
	Music Education	14	.8	17.1	91.5
	Foreign Language	7	.4	8.5	100.0
	Total	82	4.6	100.0	
Missing	System	1707	95.4		
Total		1789	100.0		

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	29	1.6	7.2	7.2
	Early Childhood Education	21	1.2	5.2	12.5
	Elementary Education	72	4.0	18.0	30.4
	Secondary Education	28	1.6	7.0	37.4
	Post-Secondary Education	33	1.8	8.2	45.6
	Gifted Education	2	.1	.5	46.1
	Reading Specialist Education	1	.1	.2	46.4
	Collaborative Teacher K – 6	5	.3	1.2	47.6
	Collaborative Teacher 6 – 12	3	.2	.7	48.4
	Adult Education	13	.7	3.2	51.6

Troy University Fall 2009 New Student Survey

	Educational Administration	3	.2	.7	52.4
	Education Administration and Leadership	3	.2	.7	53.1
	School Counseling	3	.2	.7	53.9
	School Psychometry	3	.2	.7	54.6
	Rehabilitation Counseling	4	.2	1.0	55.6
	Social Services Counseling	7	.4	1.7	57.4
	Substance Abuse Counseling	3	.2	.7	58.1
	Clinical Mental Counseling	11	.6	2.7	60.8
	Community Counseling	21	1.2	5.2	66.1
	Student Services Counseling	2	.1	.5	66.6
	Psychology	134	7.5	33.4	100.0
	Total	401	22.4	100.0	
Missing	System	1388	77.6		
Total		1789	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	24	1.3	10.8	10.8
	Athletic Training	8	.4	3.6	14.4
	Human Services	18	1.0	8.1	22.5
	Rehabilitation	5	.3	2.3	24.8
	Health and Physical Education	5	.3	2.3	27.0
	Physical Education	3	.2	1.4	28.4
	Nursing	108	6.0	48.6	77.0
	Social Work	31	1.7	14.0	91.0
	Sport and Fitness Management	20	1.1	9.0	100.0
	Total	222	12.4	100.0	
Missing	System	1567	87.6		
Total		1789	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	1280	71.5	72.4	72.4
	Second choice	383	21.4	21.7	94.1
	Third choice	75	4.2	4.2	98.4
	Fourth choice	29	1.6	1.6	100.0
	Total	1767	98.8	100.0	
Missing	System	22	1.2		
Total		1789	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	823	46.0	46.6	46.6
	No	943	52.7	53.4	100.0
	Total	1766	98.7	100.0	
Missing	System	23	1.3		
Total		1789	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	775	43.3	43.3	43.3
	Yes	1014	56.7	56.7	100.0
	Total	1789	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good reputation for social activities**

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1612	90.1	90.1	90.1
	Yes	177	9.9	9.9	100.0
	Total	1789	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Rankings in national magazines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1619	90.5	90.5	90.5
	Yes	170	9.5	9.5	100.0
	Total	1789	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Graduates get good jobs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1531	85.6	85.6	85.6
	Yes	258	14.4	14.4	100.0
	Total	1789	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1376	76.9	76.9	76.9
	Yes	413	23.1	23.1	100.0
	Total	1789	100.0	100.0	

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

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	763	42.6	42.6	42.6
	Yes	1026	57.4	57.4	100.0
	Total	1789	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	929	51.9	51.9	51.9
	Yes	860	48.1	48.1	100.0
	Total	1789	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Availability of financial aid**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1237	69.1	69.1	69.1
	Yes	552	30.9	30.9	100.0
	Total	1789	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1432	80.0	80.0	80.0
	Yes	357	20.0	20.0	100.0
	Total	1789	100.0	100.0	

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



Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1111	62.1	62.1	62.1
	Yes	678	37.9	37.9	100.0
	Total	1789	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	829	46.3	46.3	46.3
	Yes	960	53.7	53.7	100.0
	Total	1789	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1588	88.8	88.8	88.8
	Yes	201	11.2	11.2	100.0
	Total	1789	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1549	86.6	86.6	86.6
	Yes	240	13.4	13.4	100.0
	Total	1789	100.0	100.0	

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

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1702	95.1	95.1	95.1
	Yes	87	4.9	4.9	100.0
	Total	1789	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1720	96.1	96.1	96.1
	Yes	69	3.9	3.9	100.0
	Total	1789	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of high school counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1730	96.7	96.7	96.7
	Yes	59	3.3	3.3	100.0
	Total	1789	100.0	100.0	

**Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of college counselor**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1736	97.0	97.0	97.0
	Yes	53	3.0	3.0	100.0
	Total	1789	100.0	100.0	

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

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1613	90.2	90.2	90.2
	Yes	176	9.8	9.8	100.0
	Total	1789	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1267	70.8	70.8	70.8
	Yes	522	29.2	29.2	100.0
	Total	1789	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1565	87.5	87.5	87.5
	Yes	224	12.5	12.5	100.0
	Total	1789	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1607	89.8	89.8	89.8
	Yes	182	10.2	10.2	100.0
	Total	1789	100.0	100.0	

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

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	257	14.4	14.7	14.7
	Alumni	241	13.5	13.8	28.6
	Billboard	34	1.9	1.9	30.5
	Direct Mail	14	.8	.8	31.3
	Guidance Counselor	70	3.9	4.0	35.3
	Internet	207	11.6	11.9	47.2
	Newspaper	13	.7	.7	47.9
	Radio	14	.8	.8	48.7
	Television	50	2.8	2.9	51.6
	Word of mouth	844	47.2	48.4	100.0
	Total	1744	97.5	100.0	
Missing	System	45	2.5		
Total		1789	100.0		

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	242	13.5	14.0	14.0
	Billboard	27	1.5	1.6	15.6
	Direct Mail	193	10.8	11.2	26.8
	Internet	952	53.2	55.1	81.9
	Newspaper	17	1.0	1.0	82.9
	Radio	6	.3	.3	83.2
	Television	12	.7	.7	83.9
	Word of mouth	278	15.5	16.1	100.0
	Total	1727	96.5	100.0	
Missing	System	62	3.5		
Total		1789	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	28	1.6	1.6	1.6
	Billboard	31	1.7	1.8	3.4
	Direct Mail	127	7.1	7.3	10.7
	Internet	533	29.8	30.7	41.4
	Newspaper	19	1.1	1.1	42.5
	Radio	41	2.3	2.4	44.8
	Television	152	8.5	8.7	53.6
	Word of mouth	807	45.1	46.4	100.0
	Total	1738	97.1	100.0	
Missing	System	51	2.9		
Total		1789	100.0		

**How would you describe TROY to a friend? (Choose all that apply) : Academically challenging**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	994	55.6	55.6	55.6
	Yes	795	44.4	44.4	100.0
	Total	1789	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Caring**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1229	68.7	68.7	68.7
	Yes	560	31.3	31.3	100.0
	Total	1789	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Convenient**

Troy University Fall 2009 New Student Survey

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	600	33.5	33.5	33.5
	Yes	1189	66.5	66.5	100.0
	Total	1789	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Friendly**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	968	54.1	54.1	54.1
	Yes	821	45.9	45.9	100.0
	Total	1789	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Good value for the price**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	941	52.6	52.6	52.6
	Yes	848	47.4	47.4	100.0
	Total	1789	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Helpful**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1136	63.5	63.5	63.5
	Yes	653	36.5	36.5	100.0
	Total	1789	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Student-centered**

		Frequency	Percent	Valid Percent	Cumulative Percent
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Troy University Fall 2009 New Student Survey

Valid	No	1026	57.4	57.4	57.4
	Yes	763	42.6	42.6	100.0
	Total	1789	100.0	100.0	

**How would you describe TROY to a friend? (Choose all that apply) : Other**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1701	95.1	95.1	95.1
	Yes	88	4.9	4.9	100.0
	Total	1789	100.0	100.0	

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

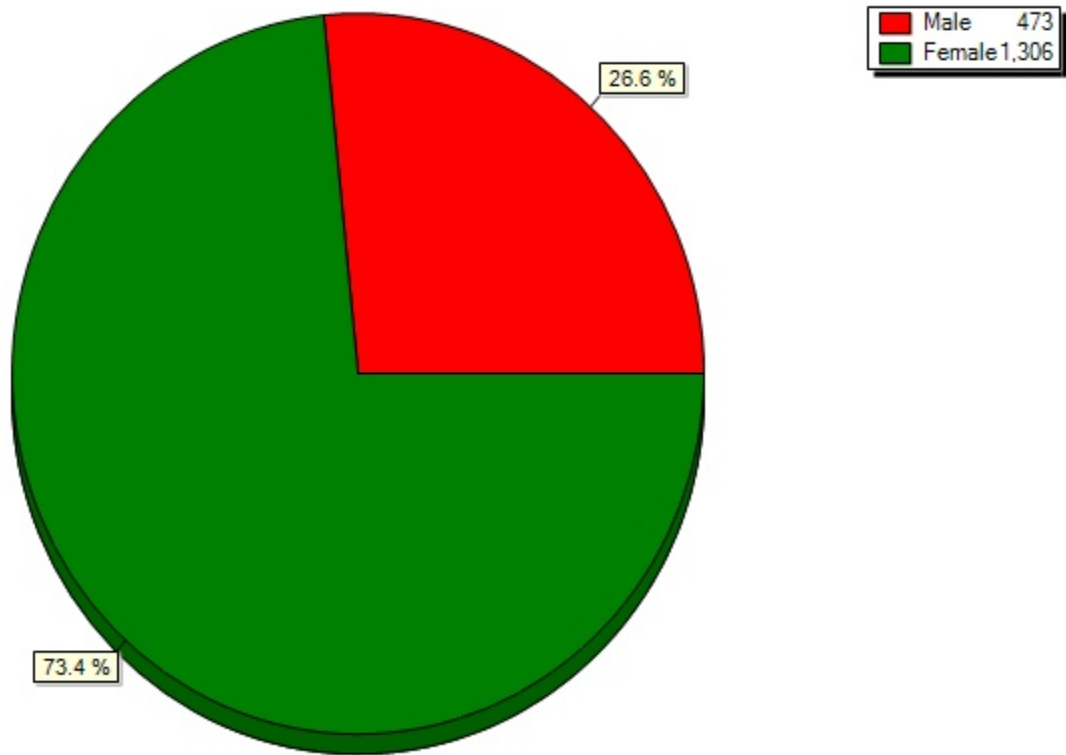
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1689	94.4	96.5	96.5
	No	61	3.4	3.5	100.0
	Total	1750	97.8	100.0	
Missing	System	39	2.2		
Total		1789	100.0		

## Appendix 28 – 2009 Results in Graphics for All Campuses

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### 1) Gender:

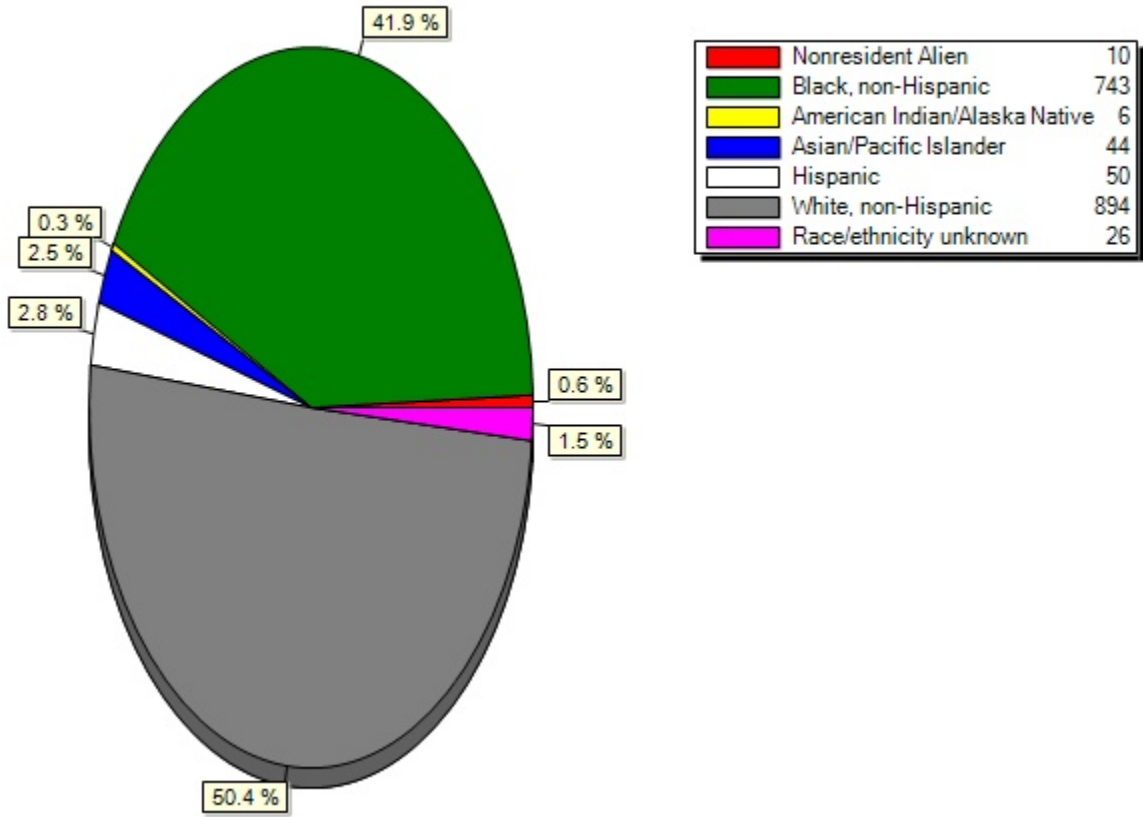
#### 1) Gender:





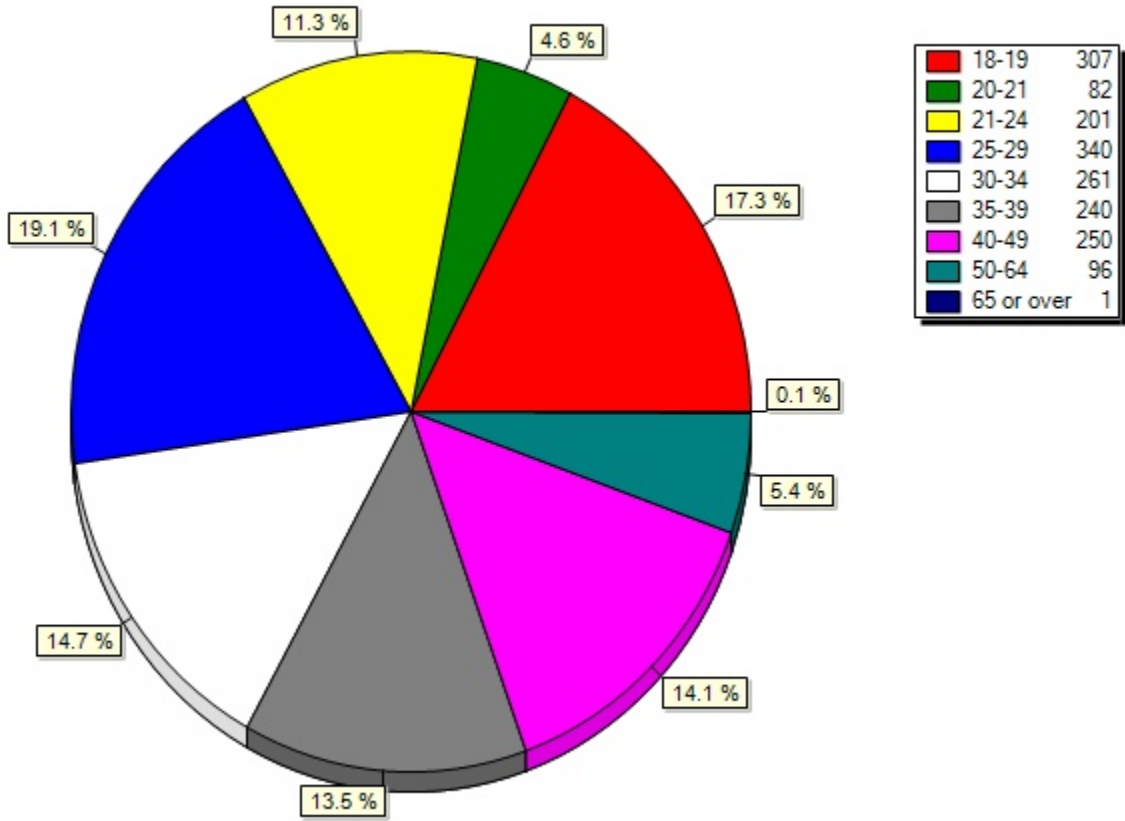
2) Ethnicity:

2) Ethnicity:



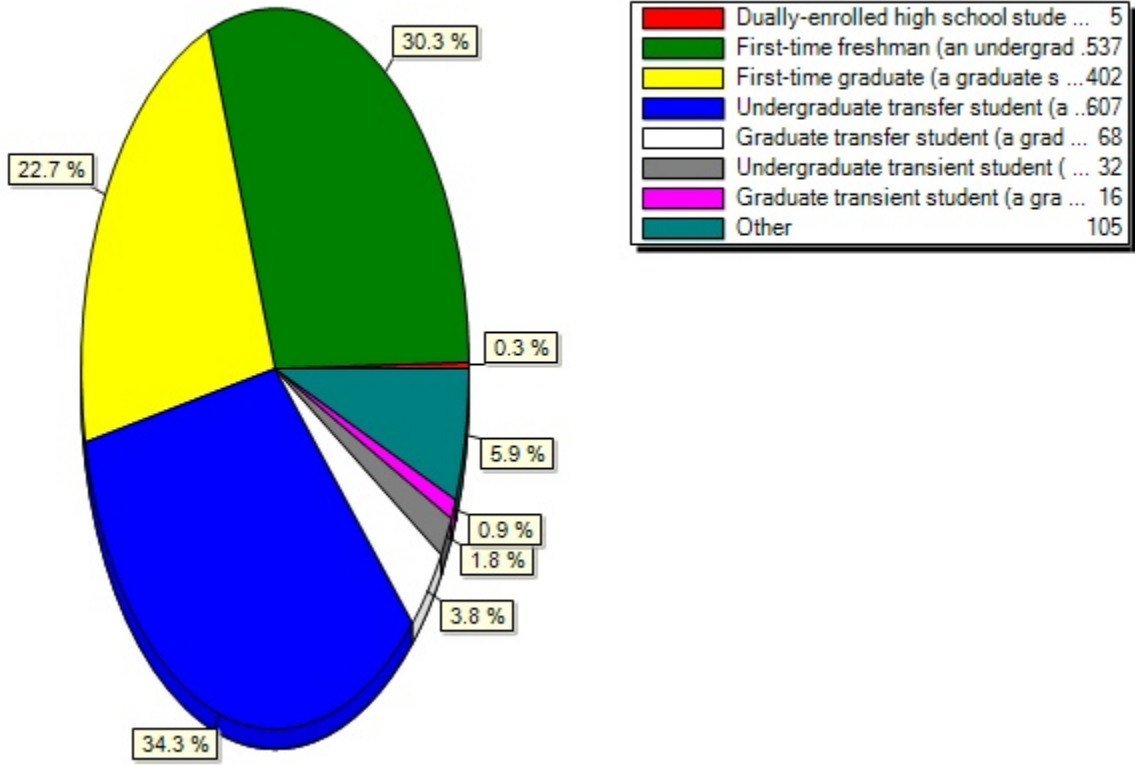
3) Age:

3) Age:



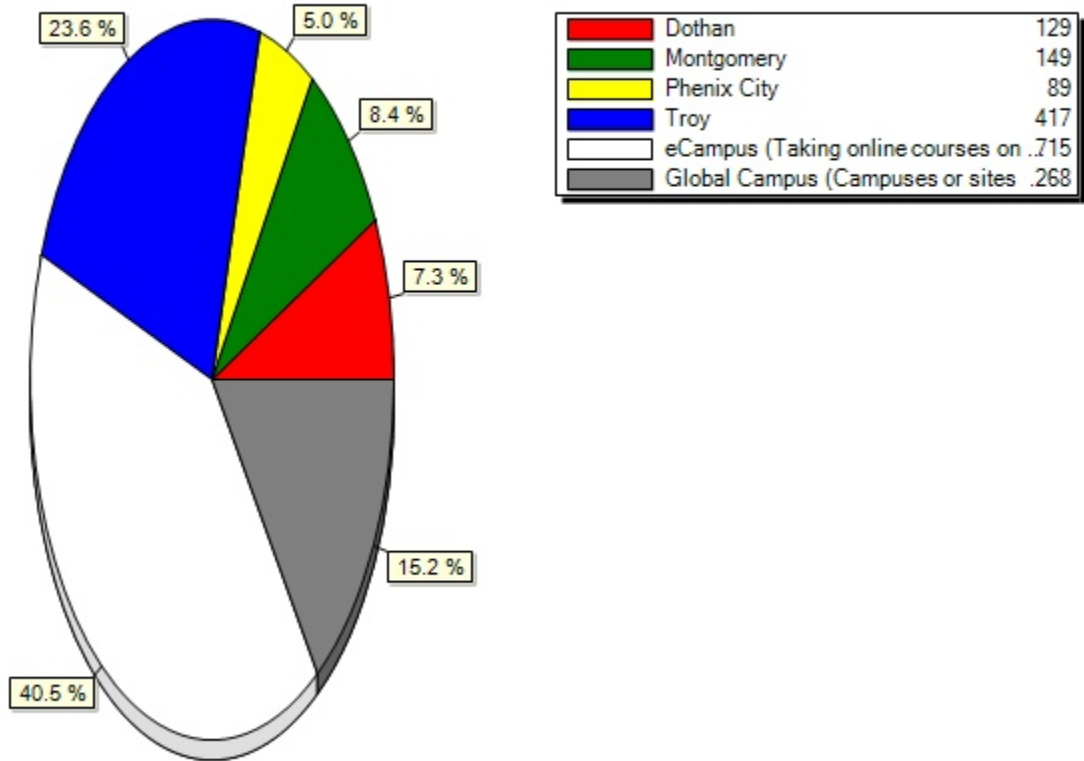
4) Enrollment Status:

4) Enrollment Status:



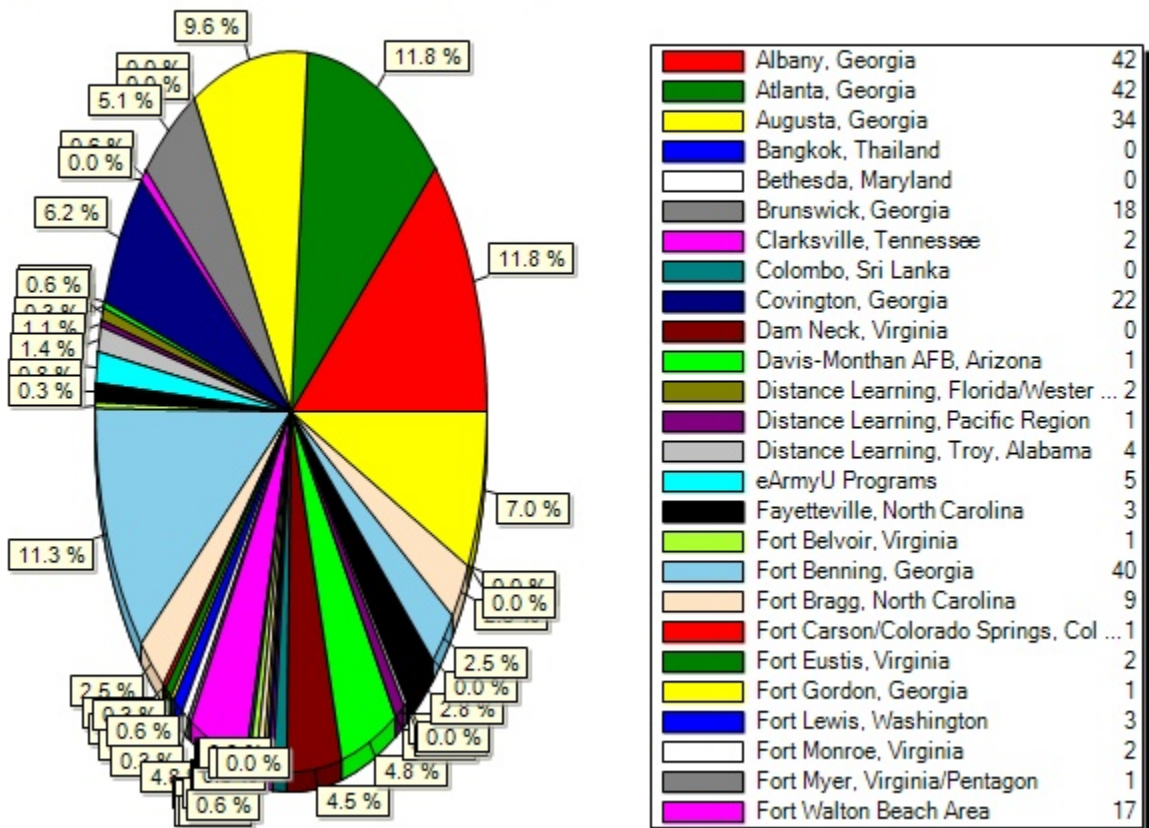
5) Campus where you are currently enrolled:

5) Campus where you are currently enrolled:



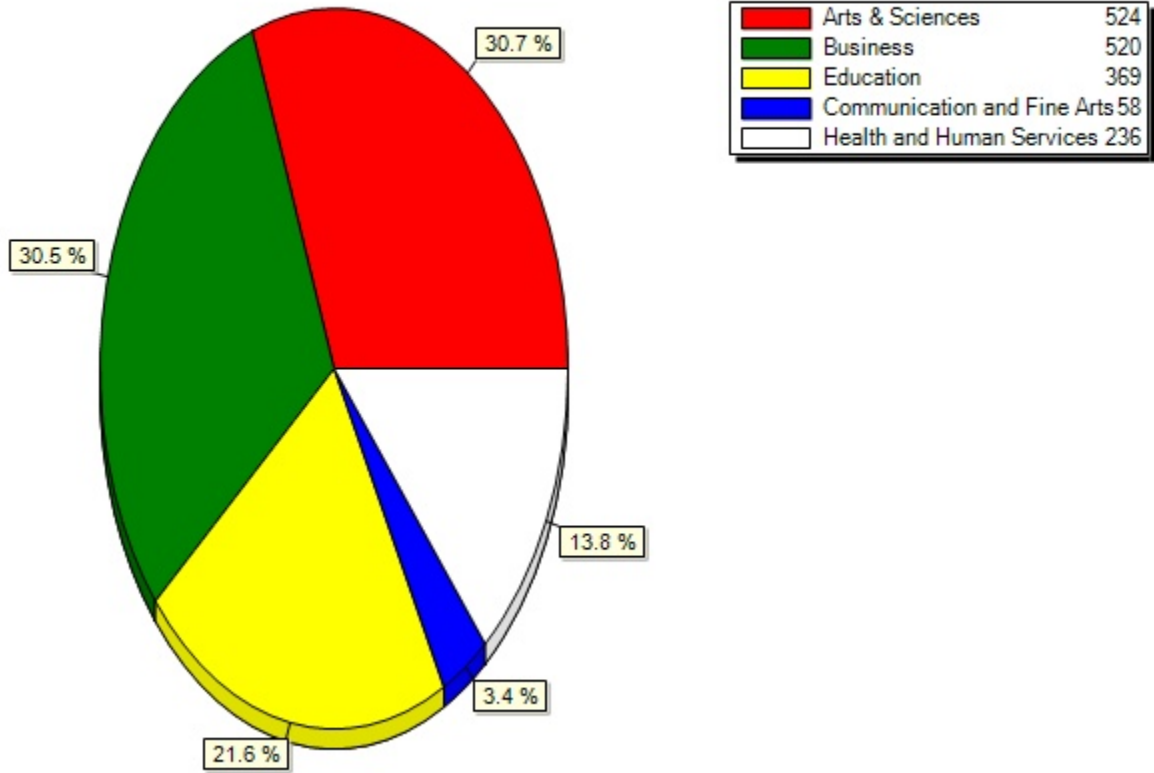
6) If you selected Global Campus in the prior question, please select the site from which you are taking classes now:

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



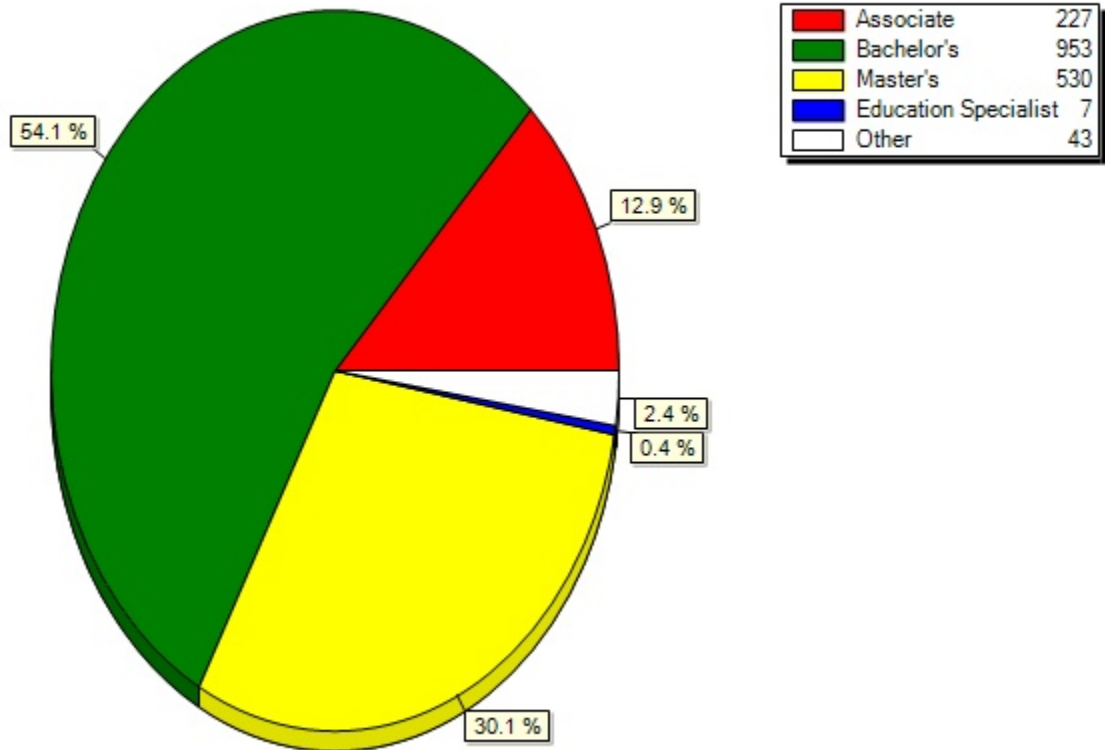
7) College you are attending:

7) College you are attending:



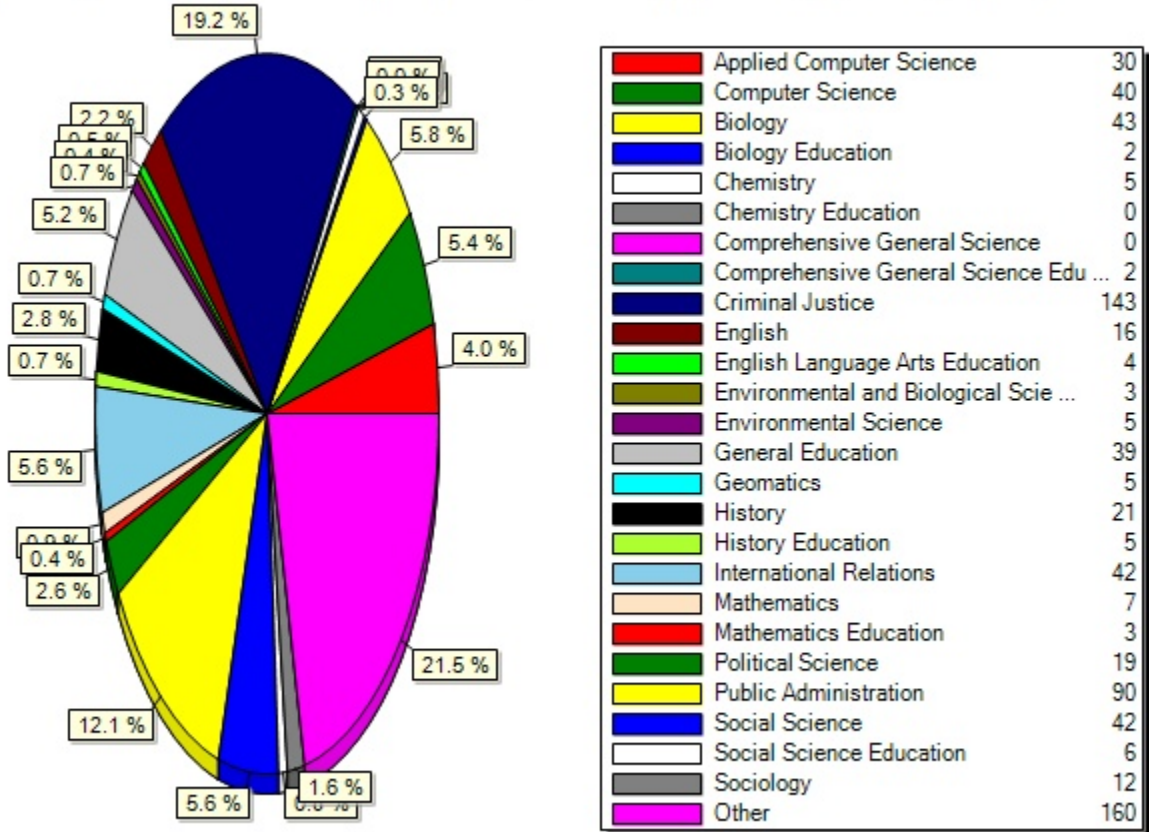
8) Degree program you are in:

8) Degree program you are in:



9) What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

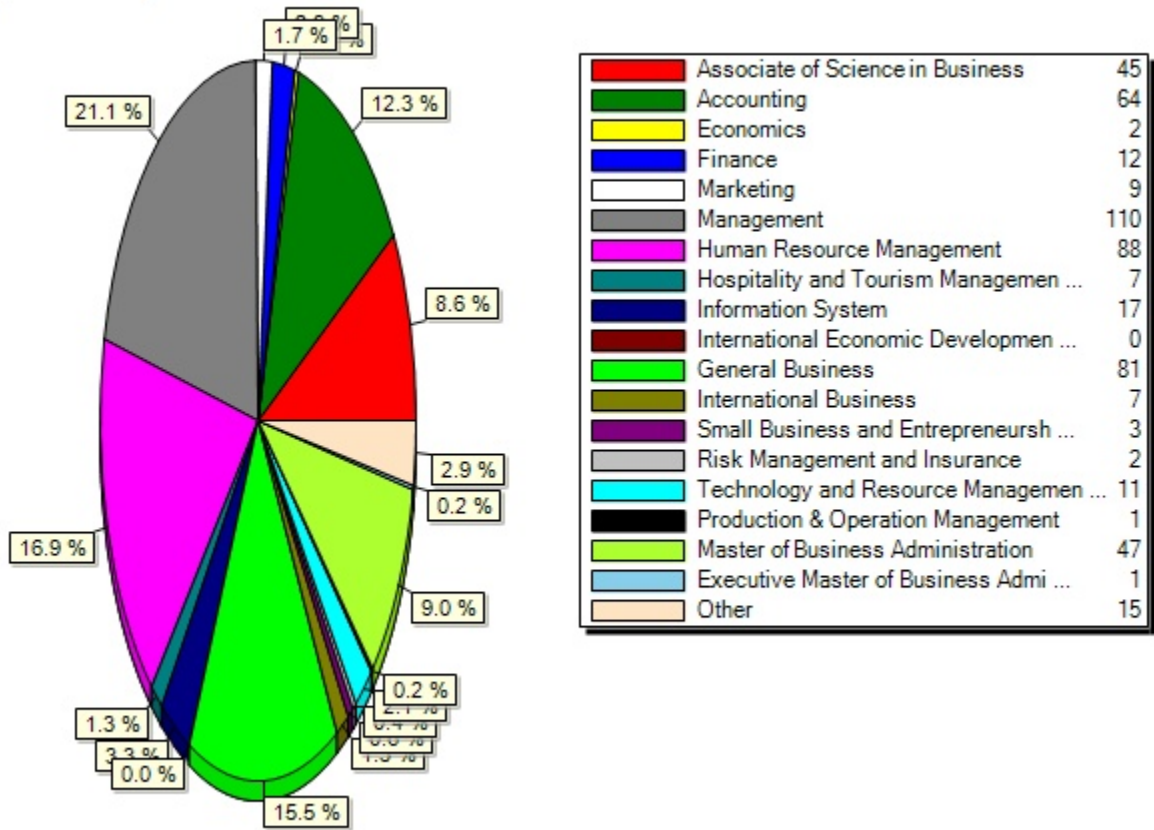
9) What is your major/concentration? (Select your major from the appropriate college you belong to.)Colleg





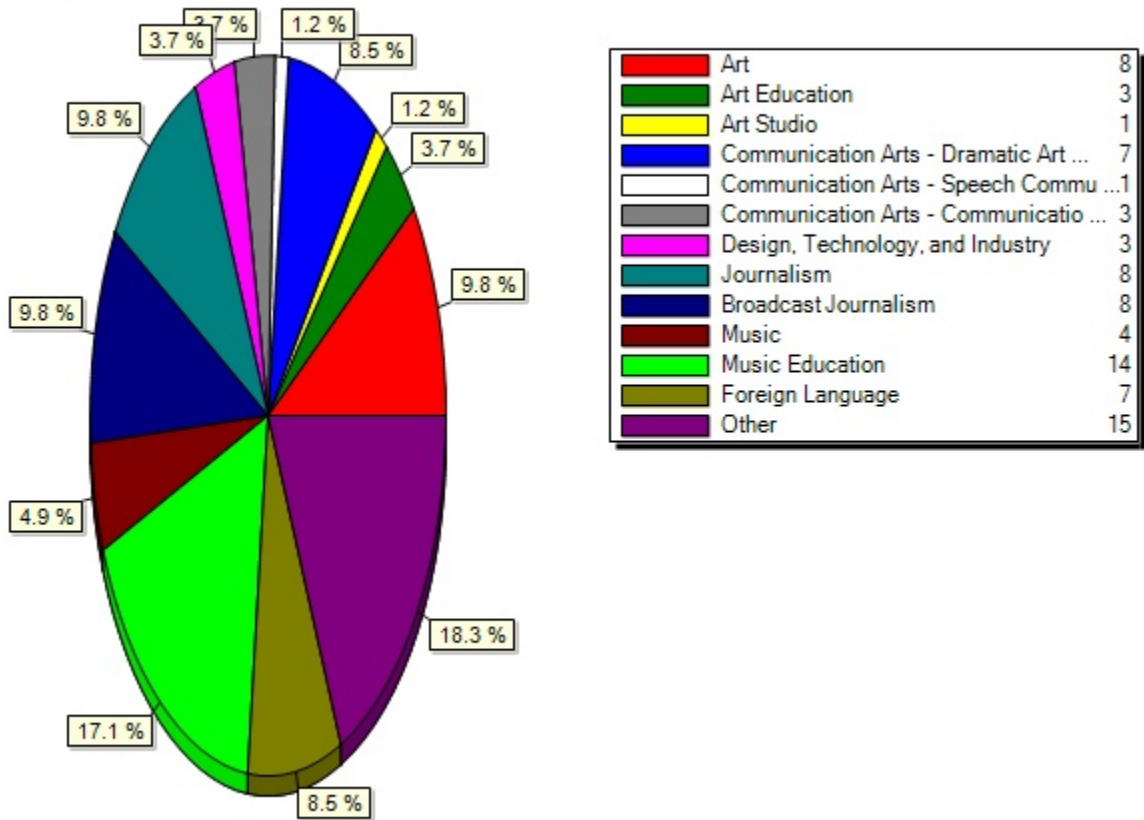
### 10) Sorrell College of Business

10) Sorrell College of Business



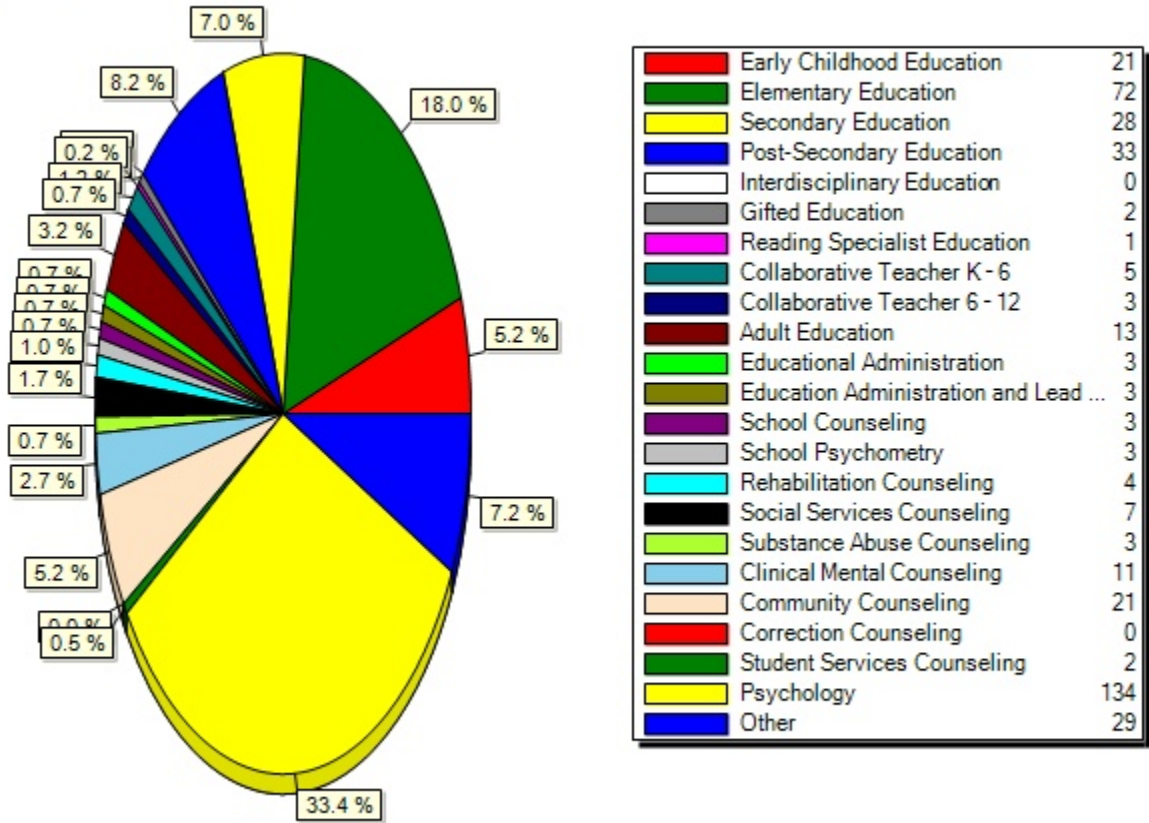
### 11) College of Communication and Fine Arts

11) College of Communication and Fine Arts



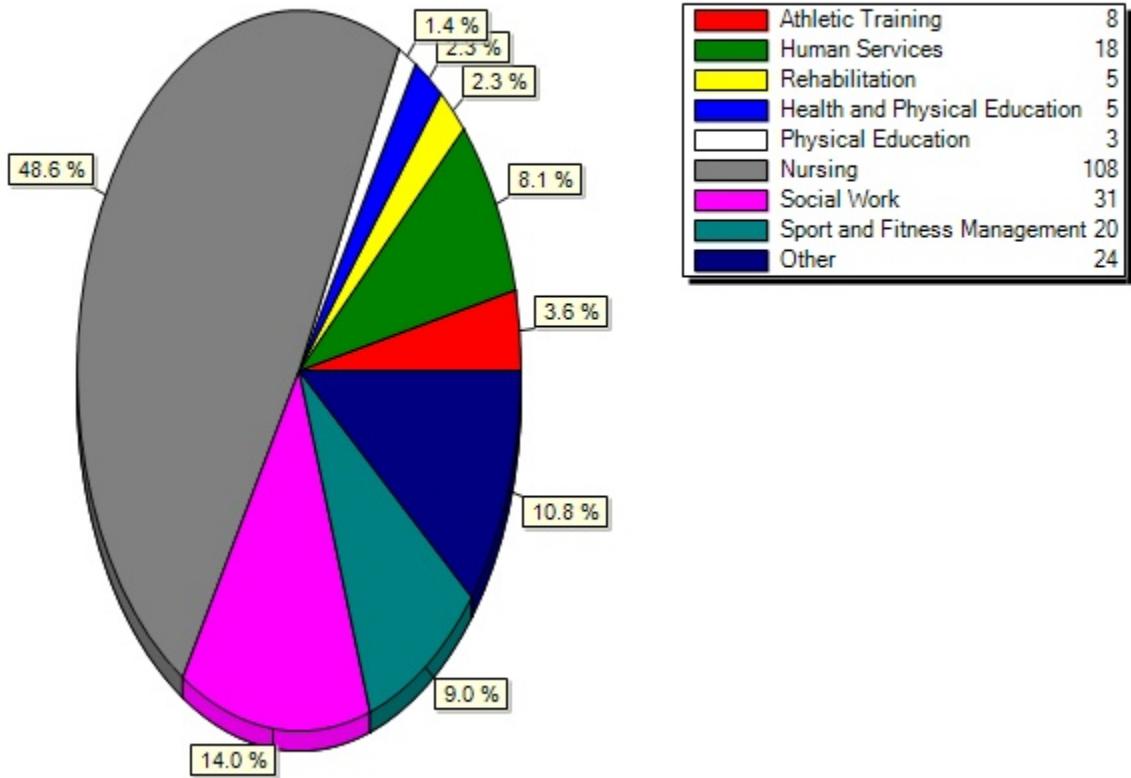
## 12) College of Education

12) College of Education



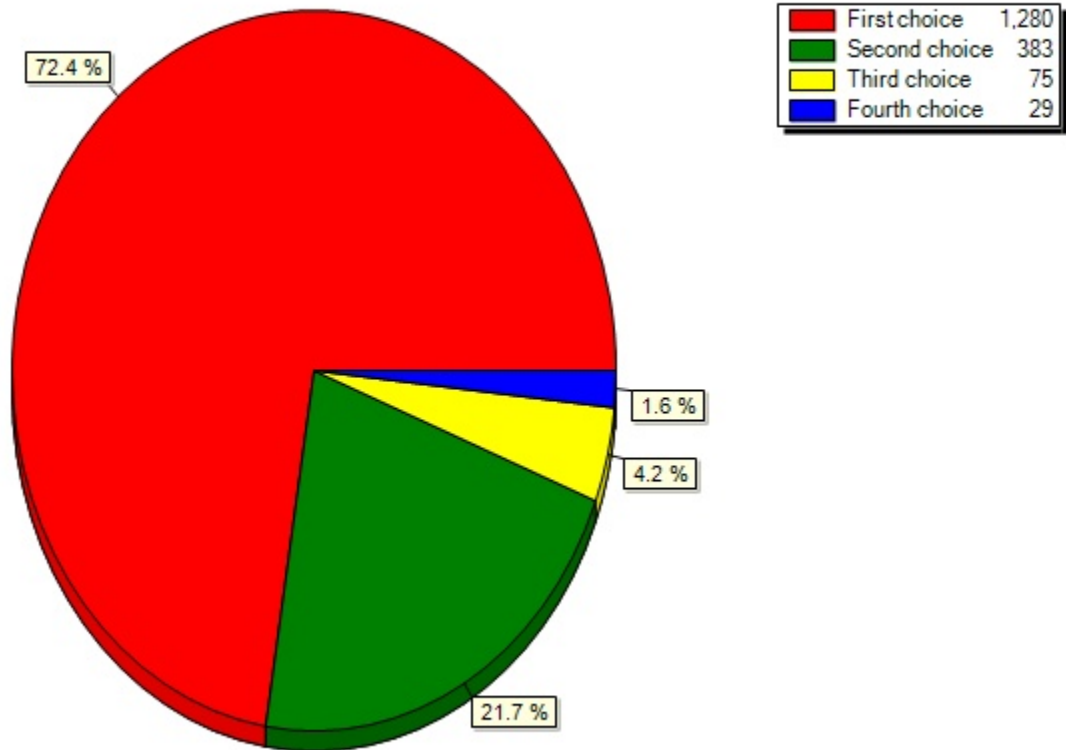
### 13) College of Health and Human Services

13) College of Health and Human Services



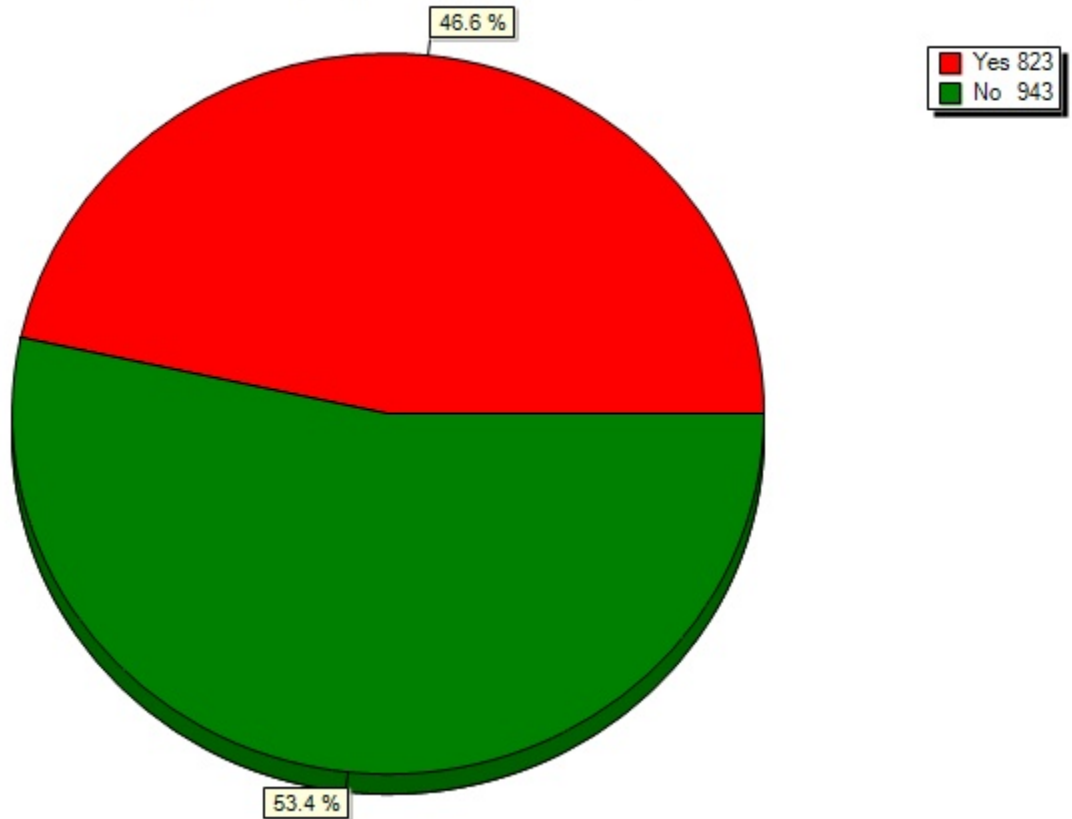
14) When you applied for admission to college, Troy University was your:

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



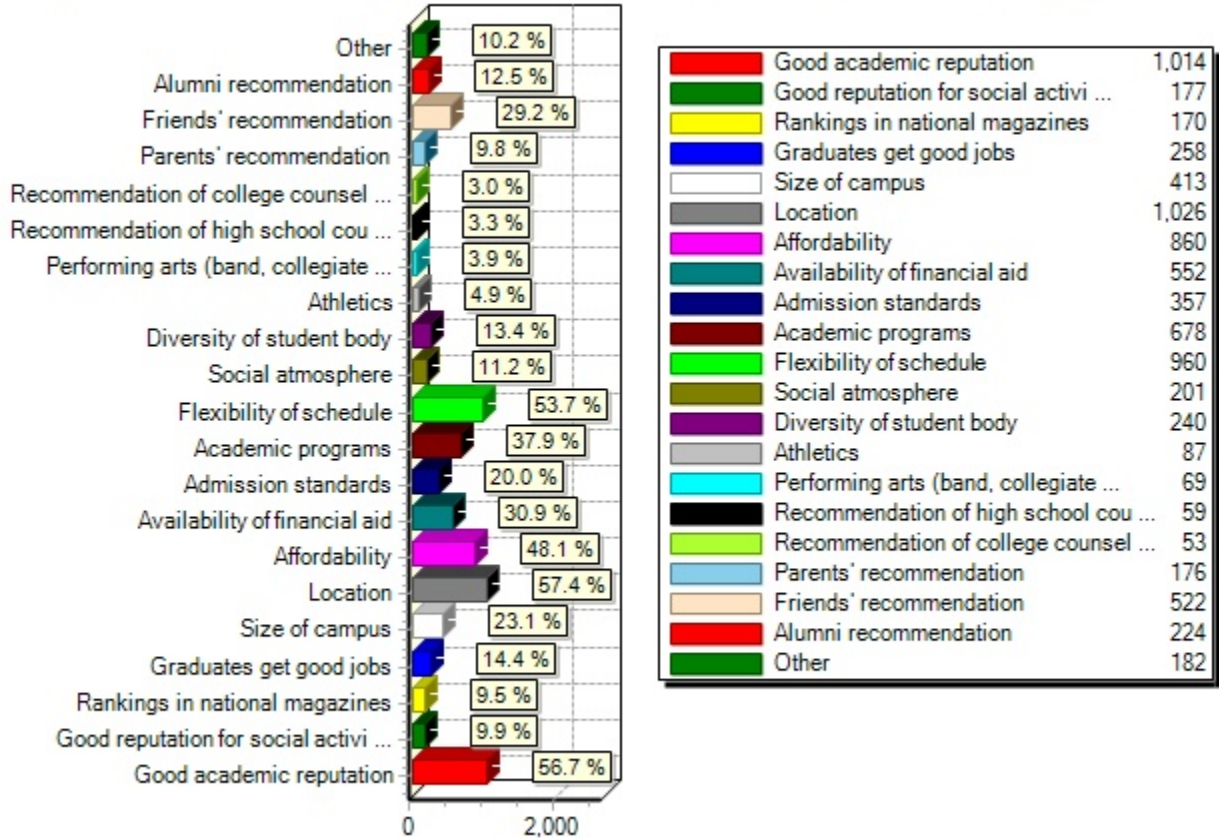
15) Prior to enrollment in Troy University, did you visit the campus where you enrolled?

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



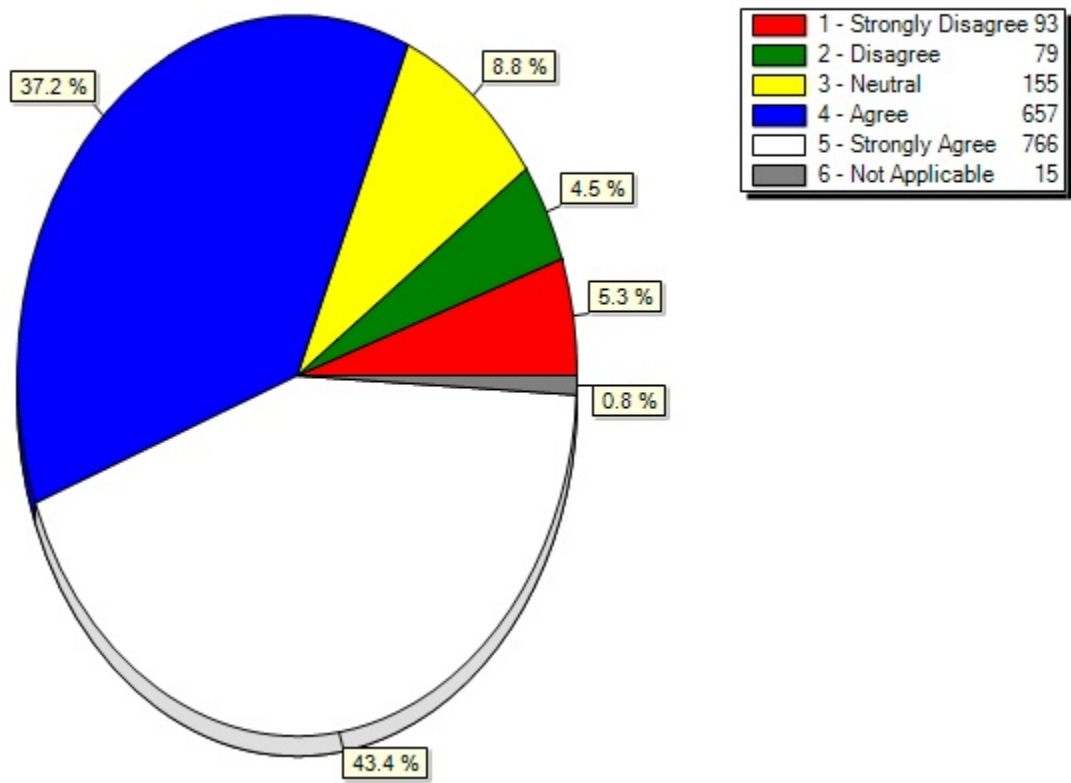
**16) Please select the reasons why you have chosen to attend Troy University (select as many as apply):**

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



**17.1) TROY personnel are knowledgeable and helpful.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

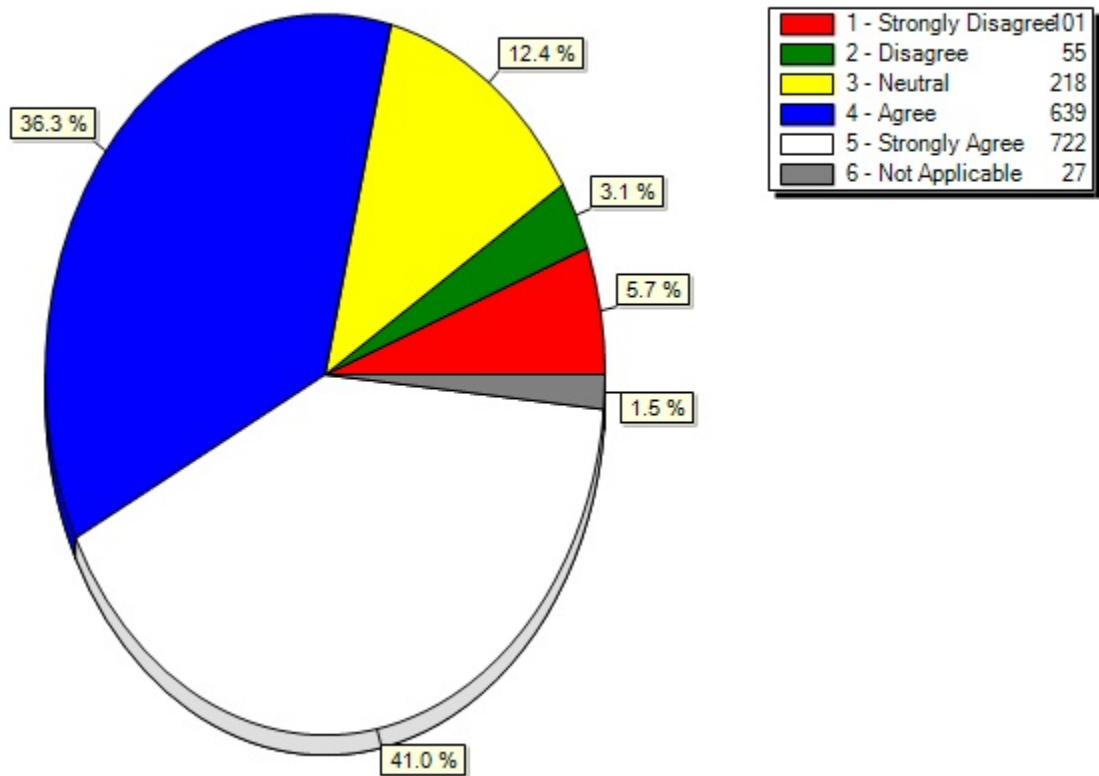
**17.1) TROY personnel are knowledgeable and helpful.(Please rate your agreement with the following statemen**





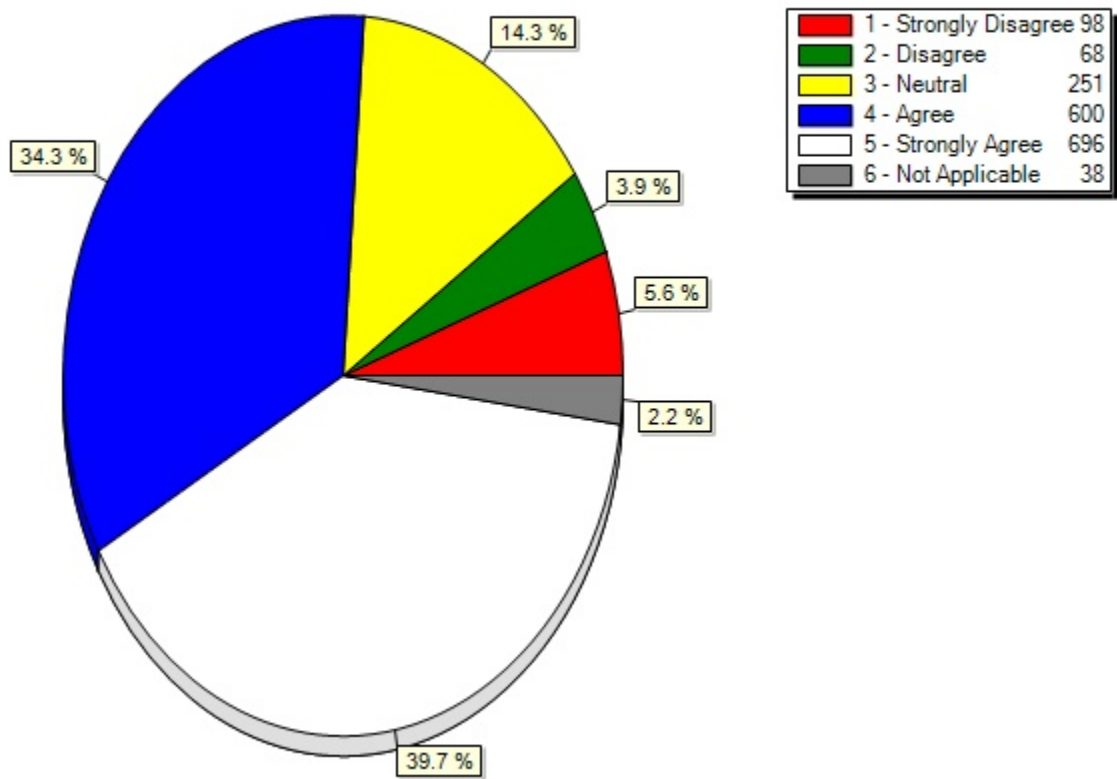
**17.2) Faculty care about students as individuals.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

**17.2) Faculty care about students as individuals.(Please rate your agreement with the following statements**



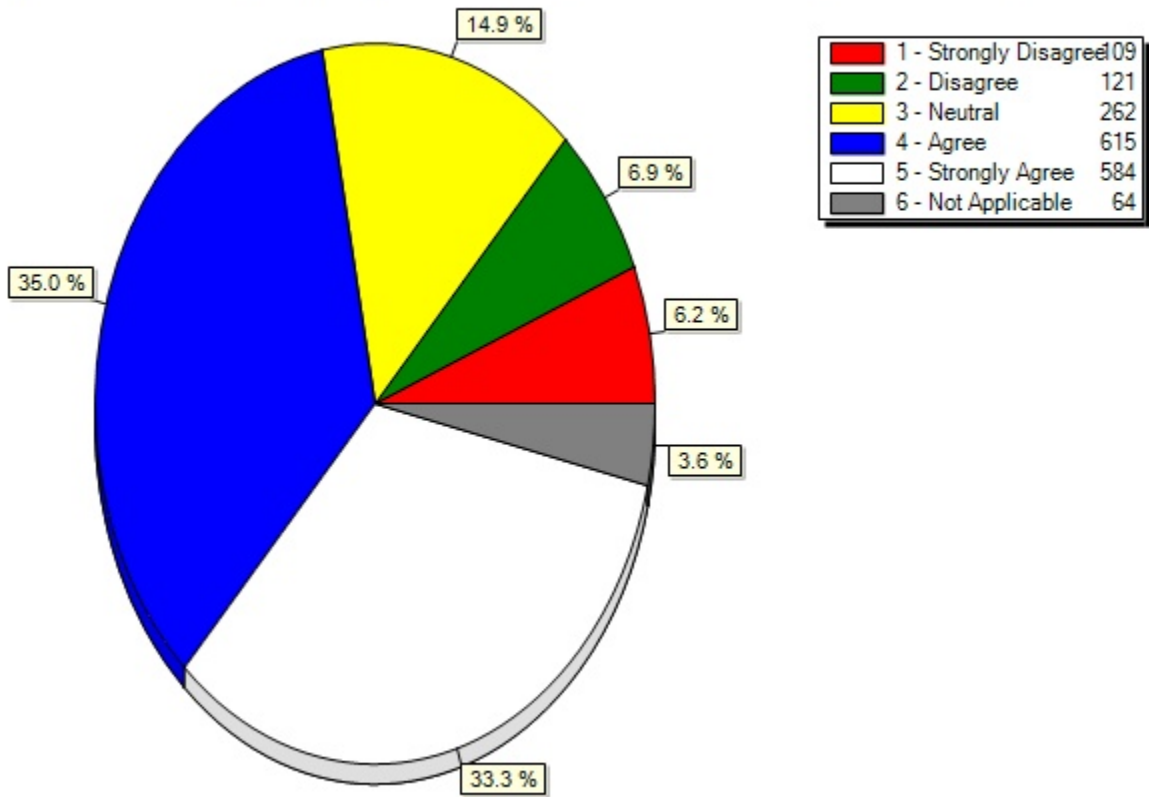
**17.3) I feel I can talk to faculty about my academic concerns.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

17.3) I feel I can talk to faculty about my academic concerns.(Please rate your agreement with the followi



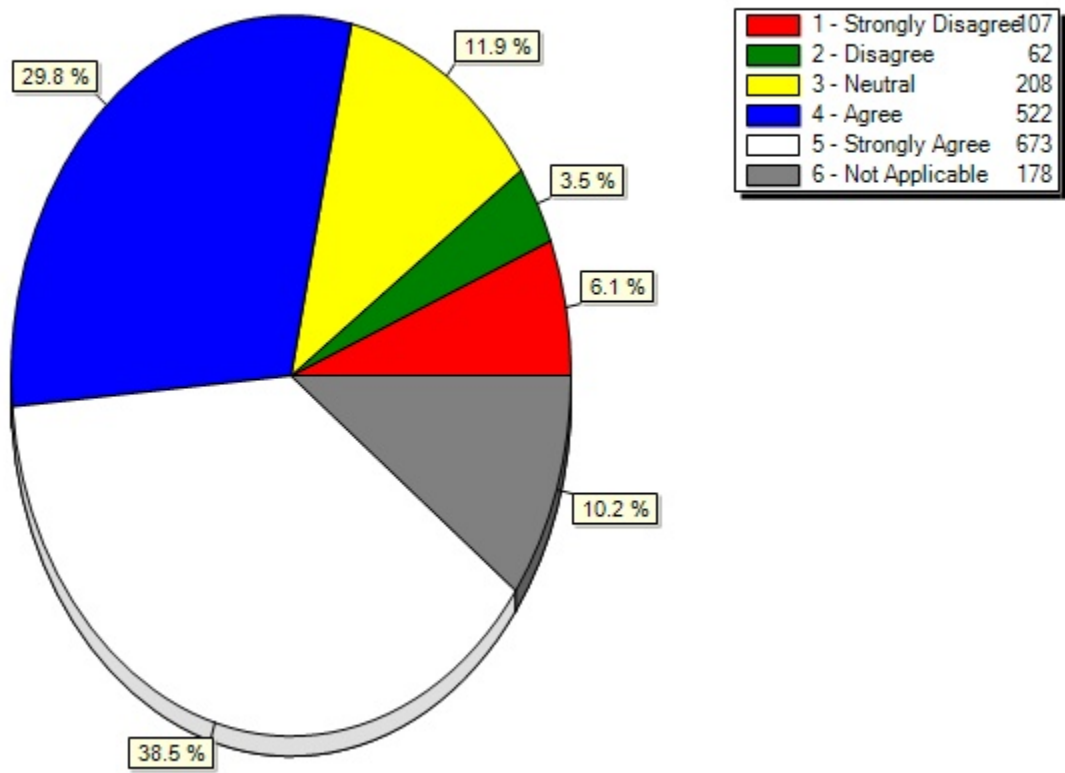
**17.4) Academic advising is adequate.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

17.4) Academic advising is adequate.(Please rate your agreement with the following statements with regard



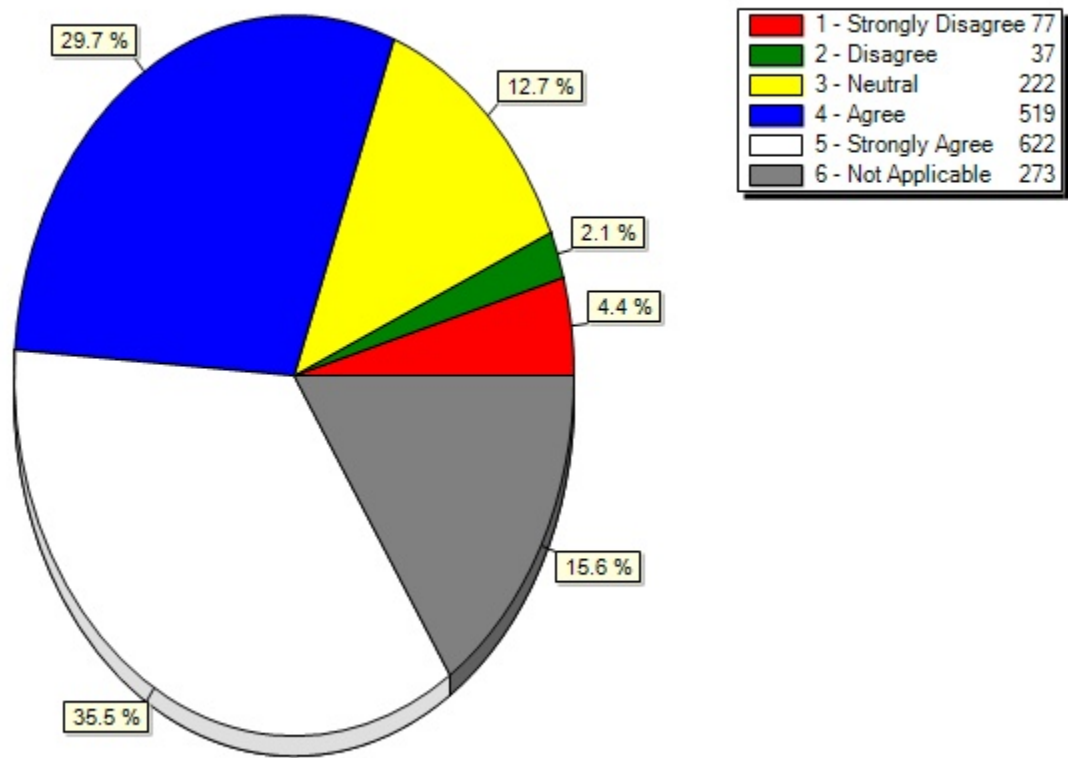
**17.5) Sufficient financial aid options are available.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

17.5) Sufficient financial aid options are available.(Please rate your agreement with the following statem



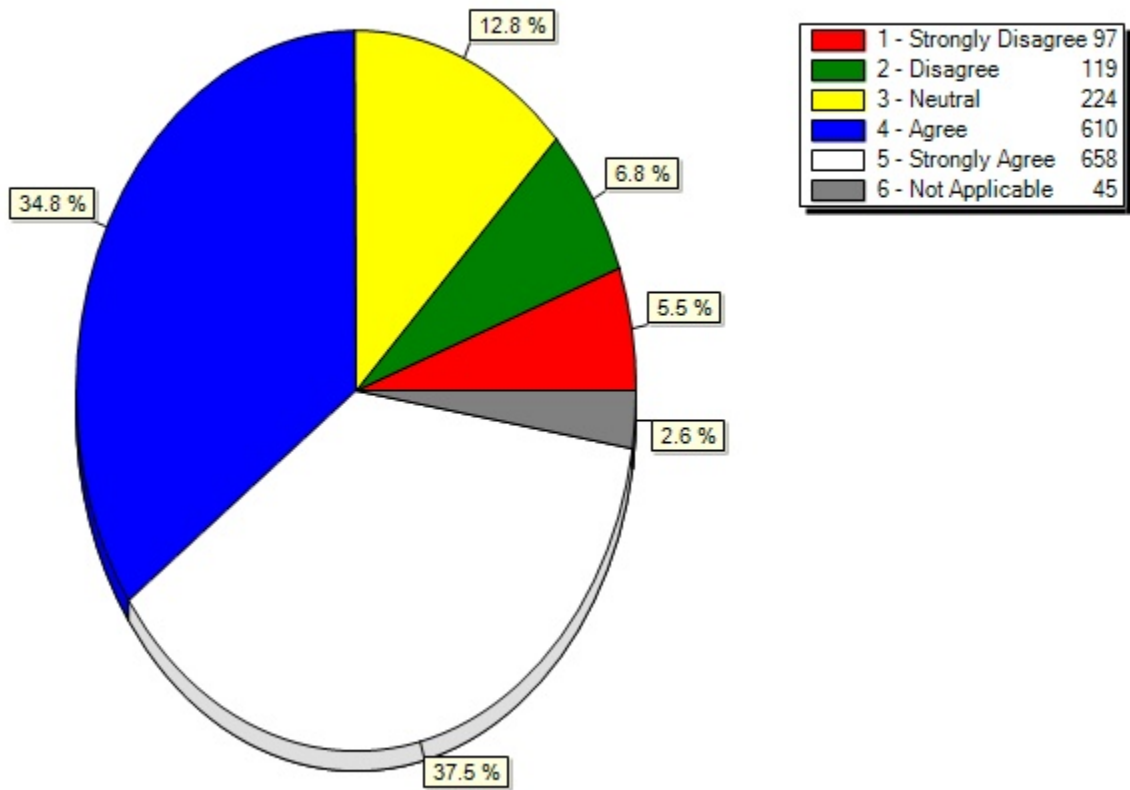
**17.6) The tuition payment plan is beneficial for students.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

**17.6) The tuition payment plan is beneficial for students.(Please rate your agreement with the following s**



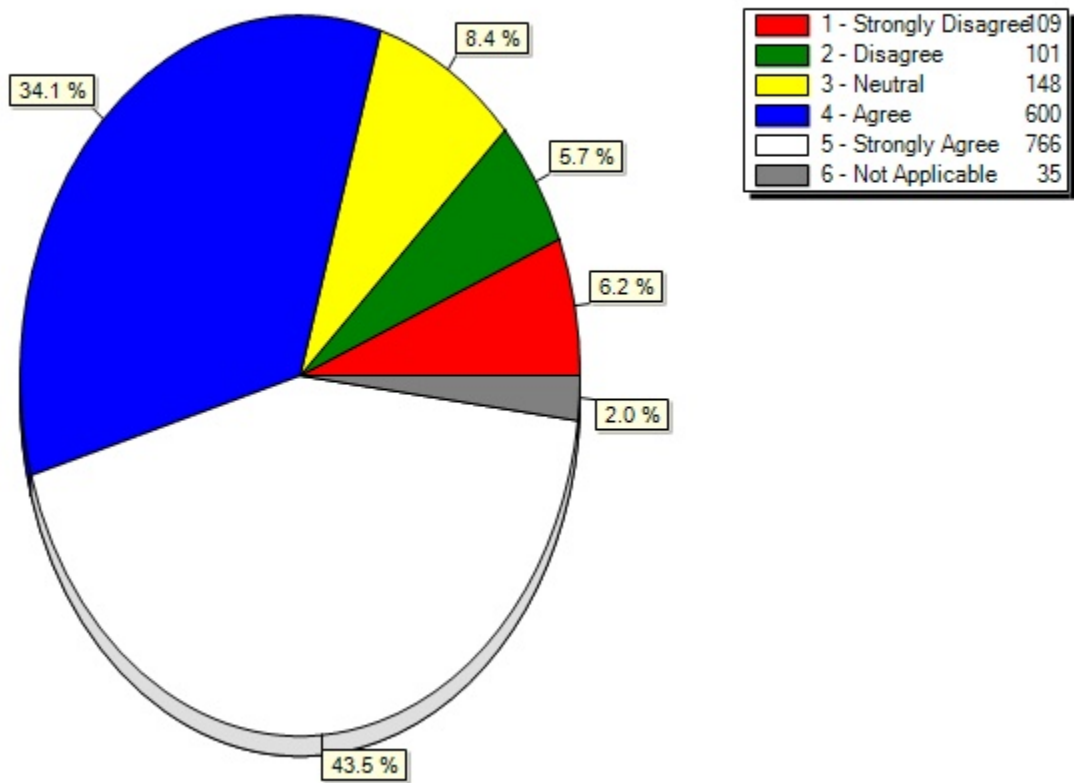
**17.7) Class information provided prior to enrollment was helpful.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

**17.7) Class information provided prior to enrollment was helpful.(Please rate your agreement with the foll**



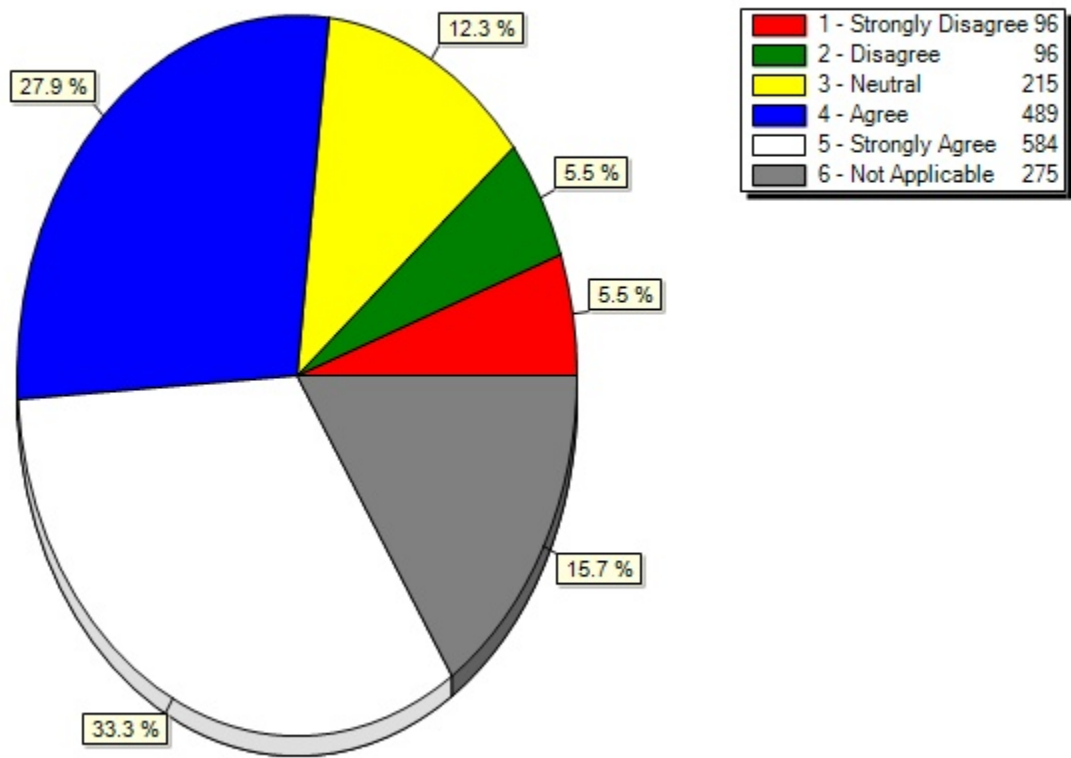
**17.8) Registration dates, times, and procedures were made clear to me prior to enrollment. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

17.8) Registration dates, times, and procedures were made clear to me prior to enrollment. (Please rate you



**17.9) The online registration process is user-friendly. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

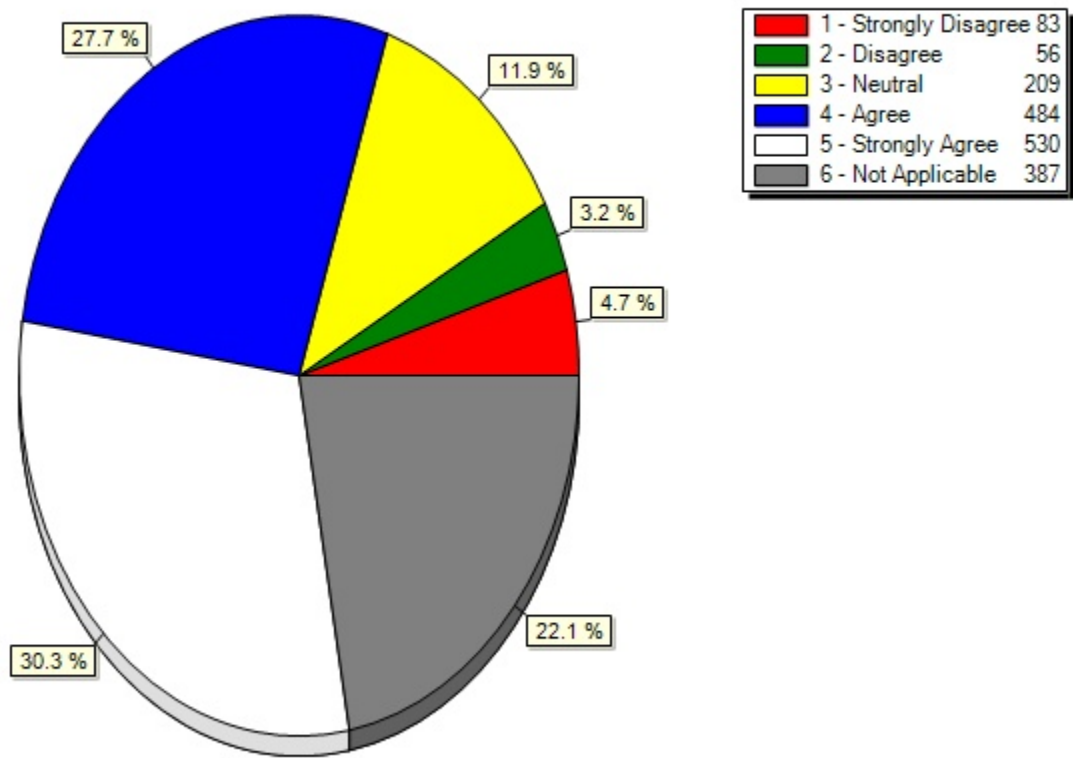
17.9) The online registration process is user-friendly. (Please rate your agreement with the following stat





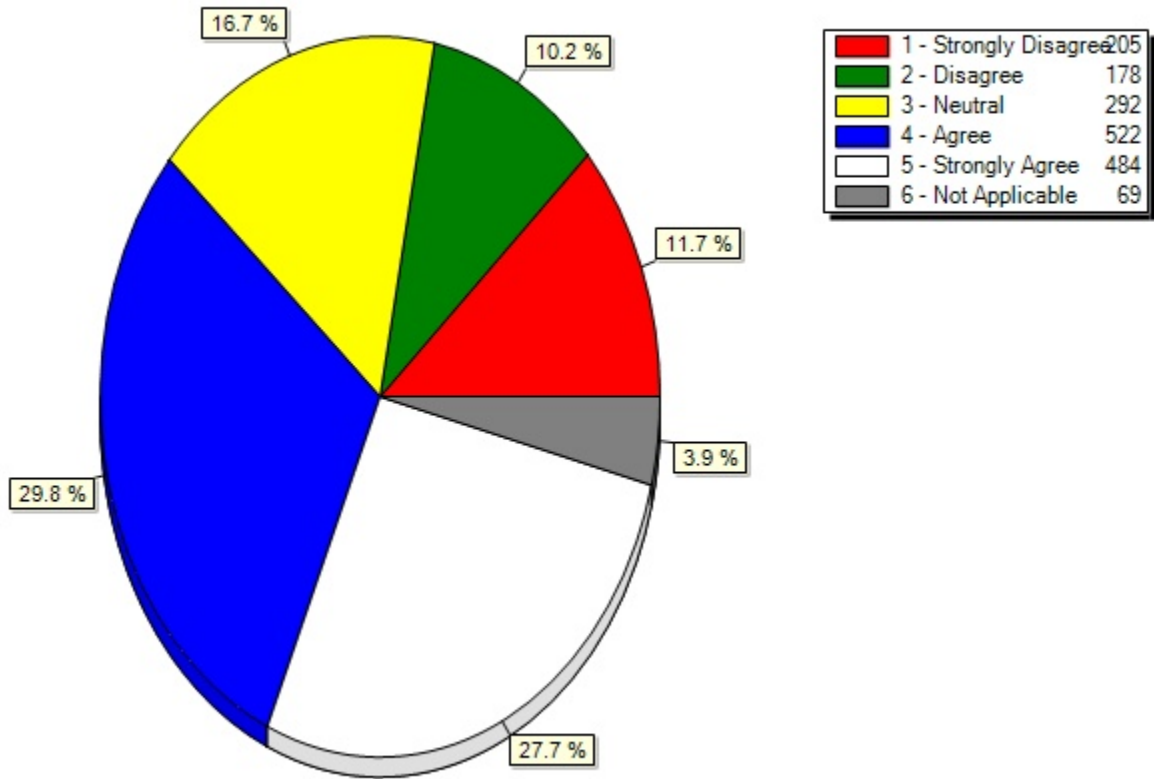
**17.10) The on-site registration process is user-friendly.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

**17.10) The on-site registration process is user-friendly.(Please rate your agreement with the following st**



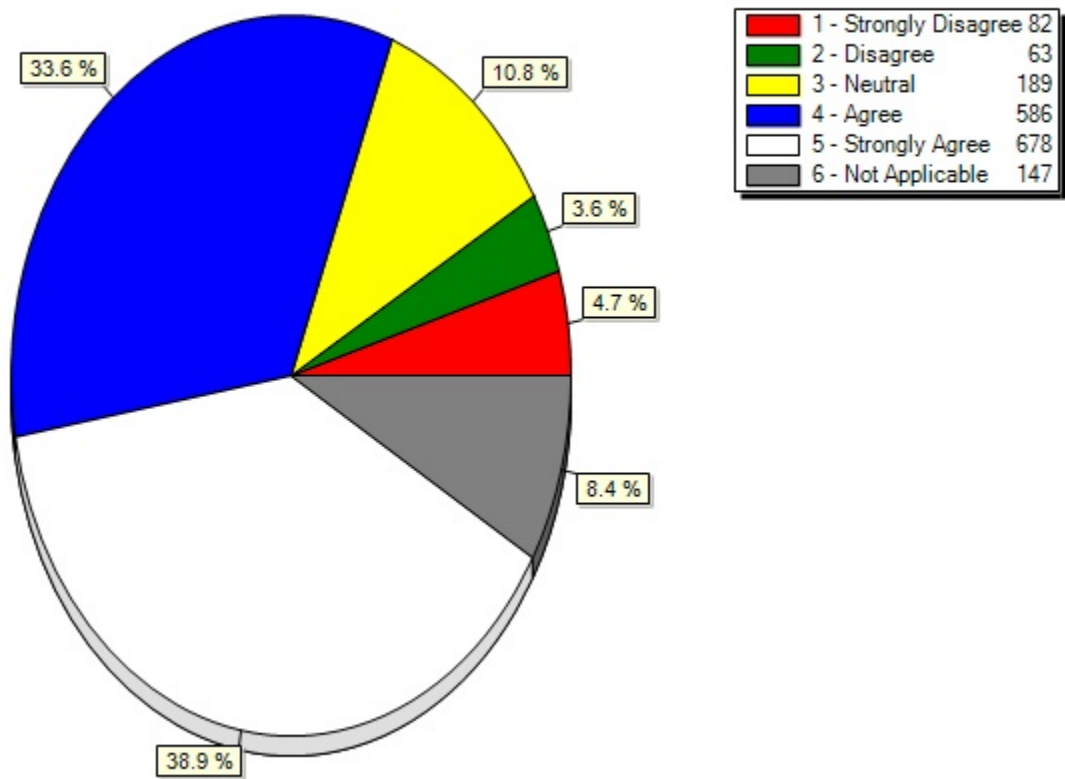
**17.11) Students seldom get the “run around” when seeking information.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

17.11) Students seldom get the “run around” when seeking information.(Please rate your agreement with the



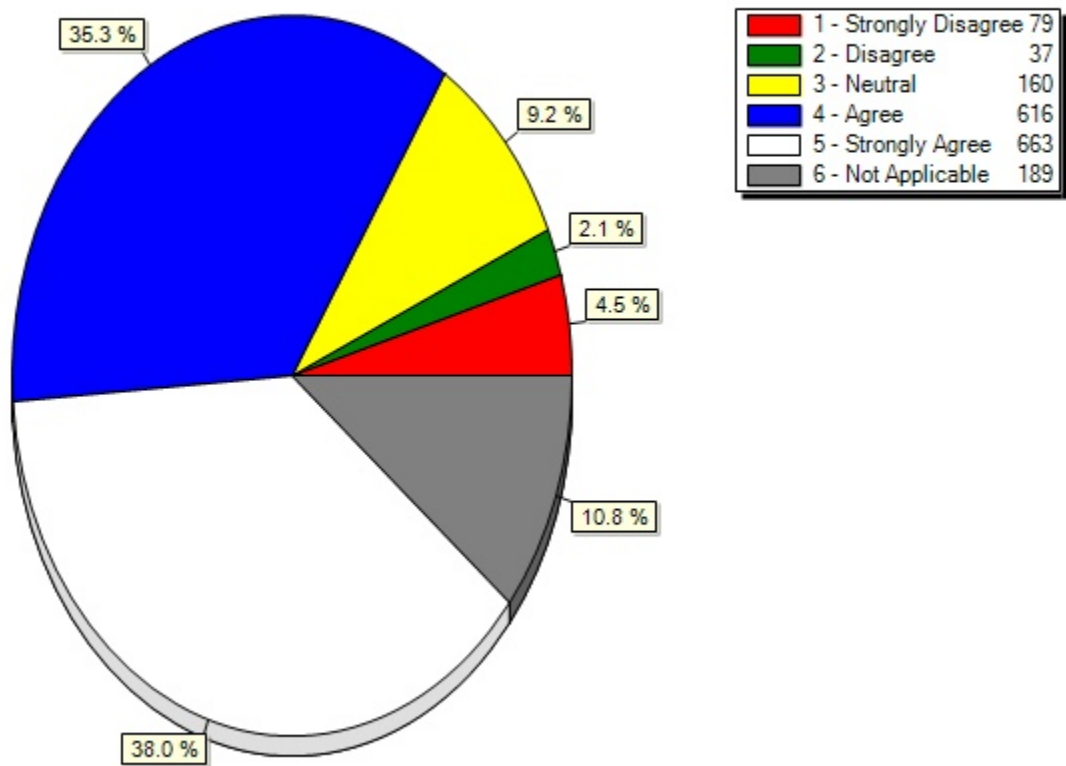
**17.12) The online Schedule of Classes is informative and easy to follow. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

17.12) The online Schedule of Classes is informative and easy to follow. (Please rate your agreement with t



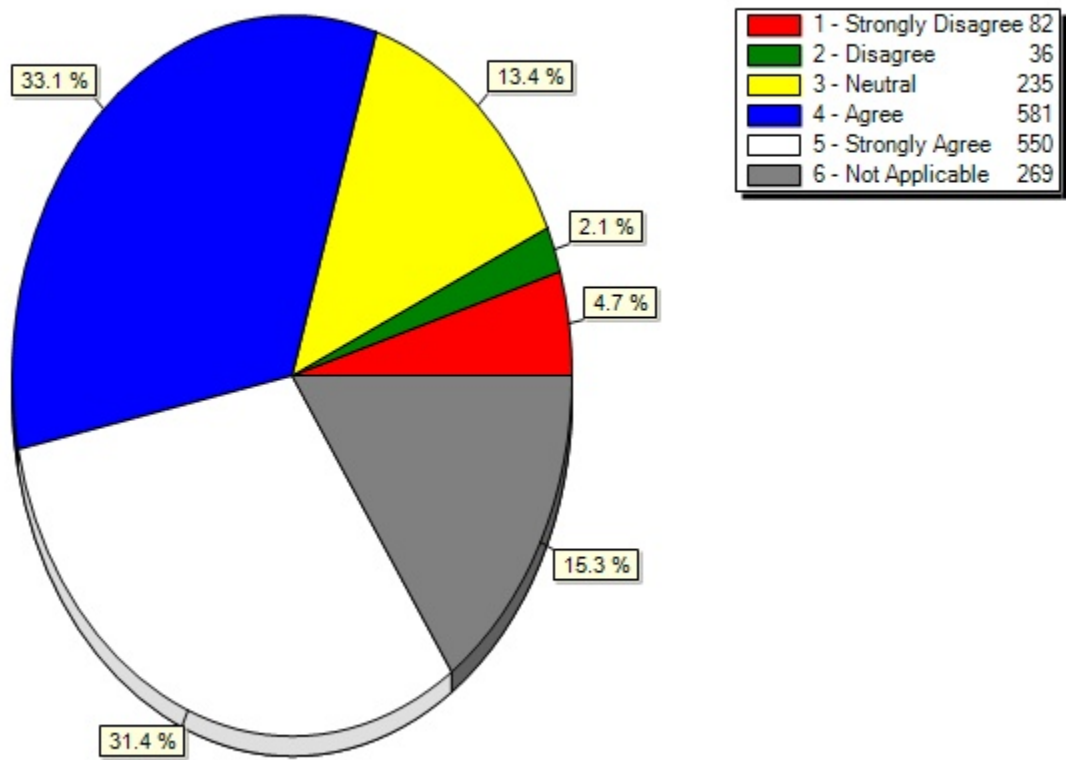
**17.13) The printed Schedule of Classes is informative and easy to follow. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

**17.13) The printed Schedule of Classes is informative and easy to follow. (Please rate your agreement with**



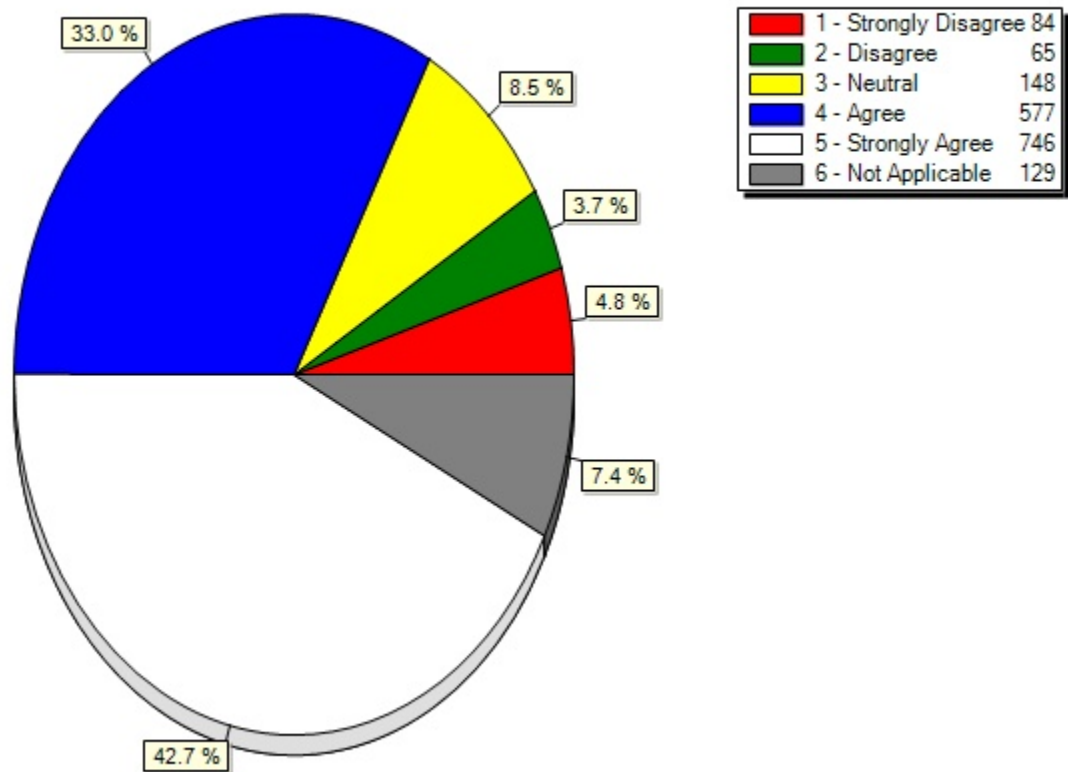
**17.14) Class drop/add procedures are appropriate.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

**17.14) Class drop/add procedures are appropriate.(Please rate your agreement with the following statements**



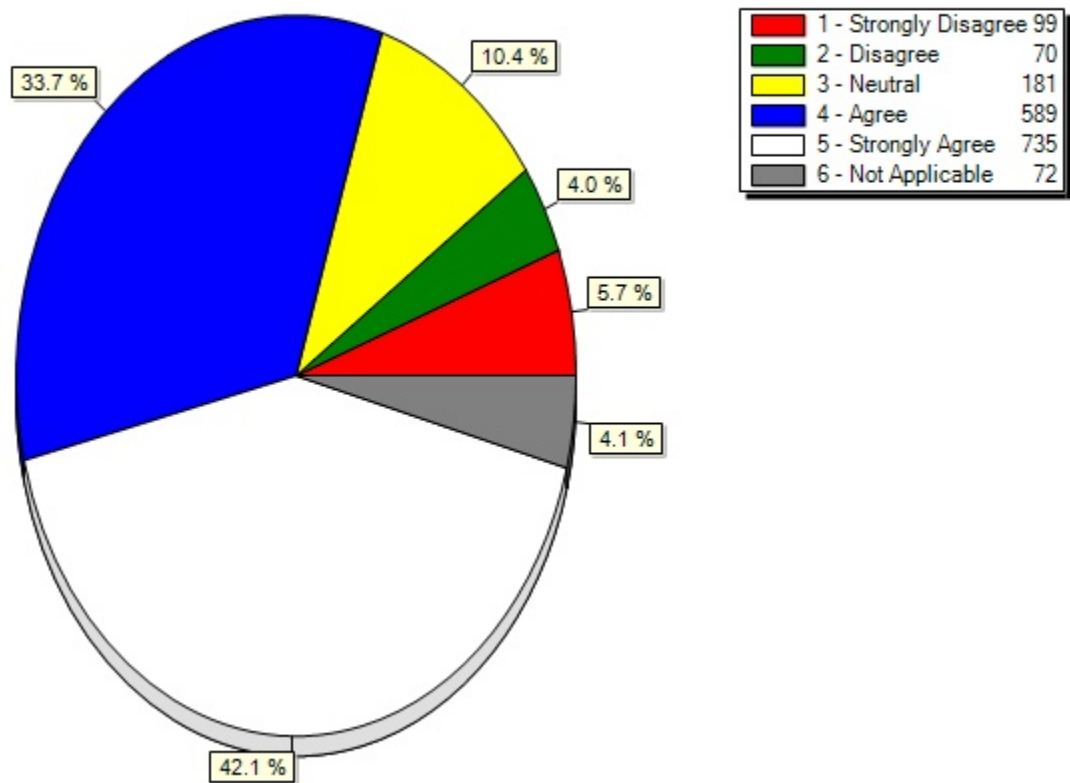
**17.15) Classes are offered at convenient times.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

**17.15) Classes are offered at convenient times.(Please rate your agreement with the following statements w**



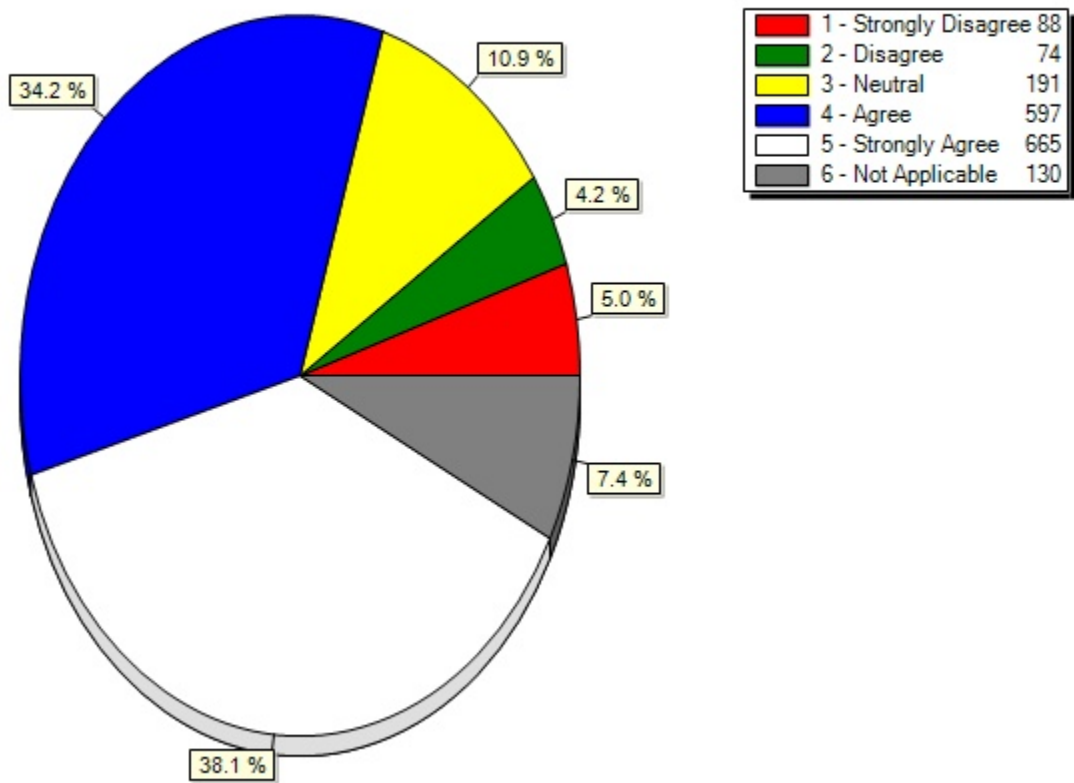
**17.16) The classes I attend are well organized and well taught. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

**17.16) The classes I attend are well organized and well taught. (Please rate your agreement with the follow**



**17.17) The University offers a variety of majors at my location.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

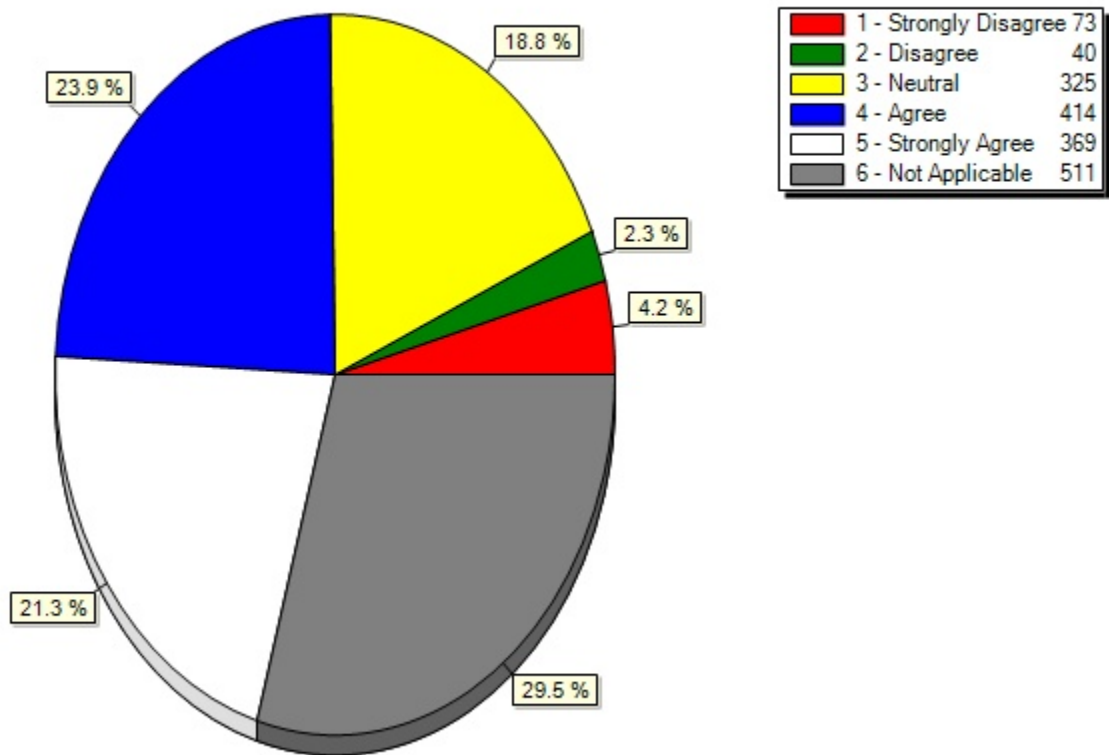
**17.17) The University offers a variety of majors at my location.(Please rate your agreement with the follo**





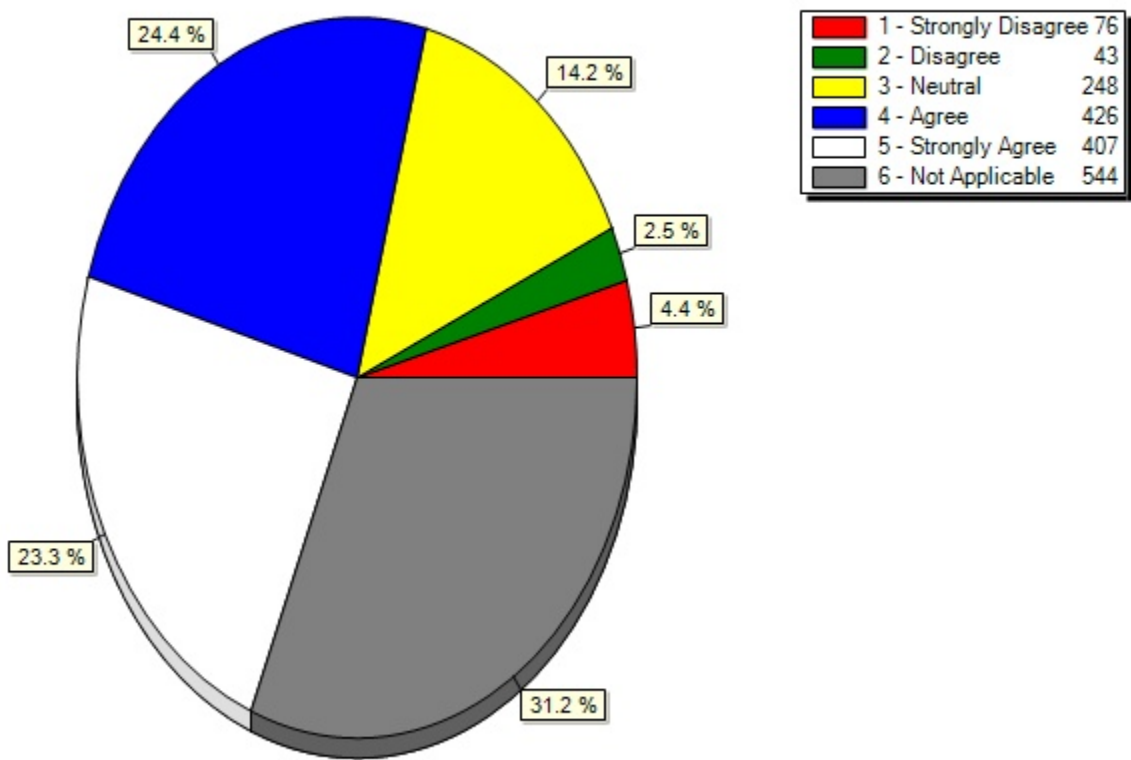
**17.18) Tutorial services are sufficient.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

17.18) Tutorial services are sufficient.(Please rate your agreement with the following statements with reg



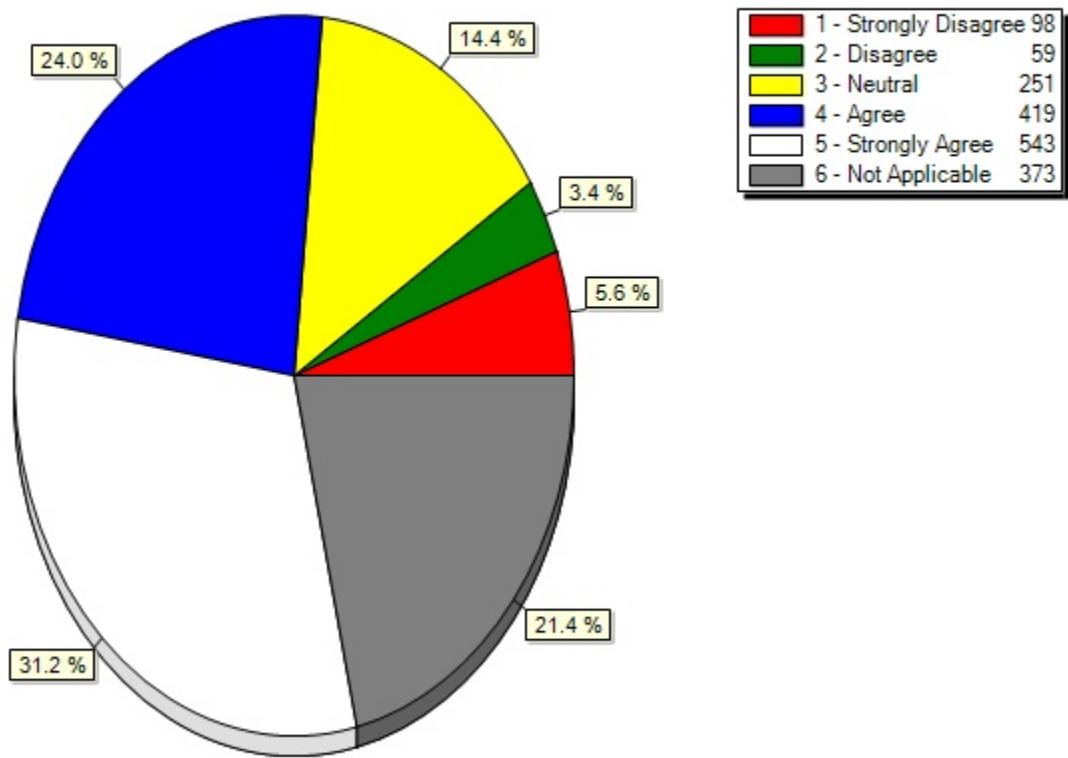
**17.19) On-campus bookstore hours are convenient for students.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

**17.19) On-campus bookstore hours are convenient for students.(Please rate your agreement with the followin**



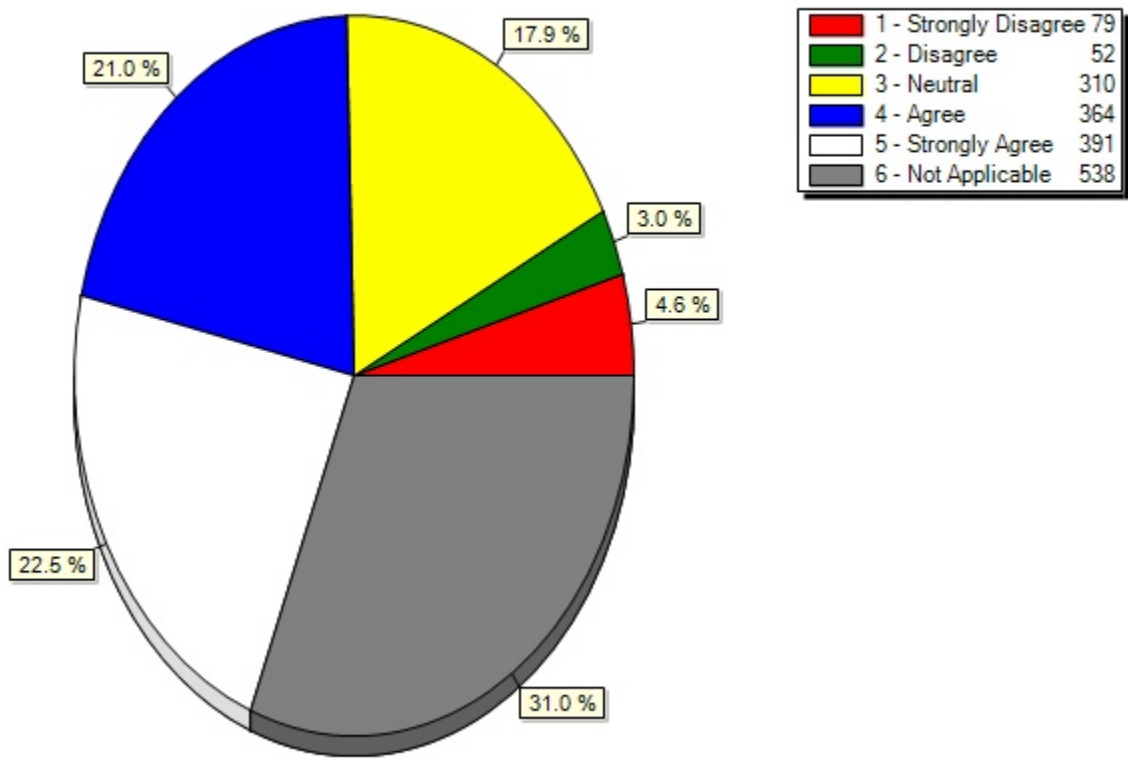
**17.20) Purchasing textbooks through Troy Virtual BookStore is convenient.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

17.20) Purchasing textbooks through Troy Virtual BookStore is convenient.(Please rate your agreement with



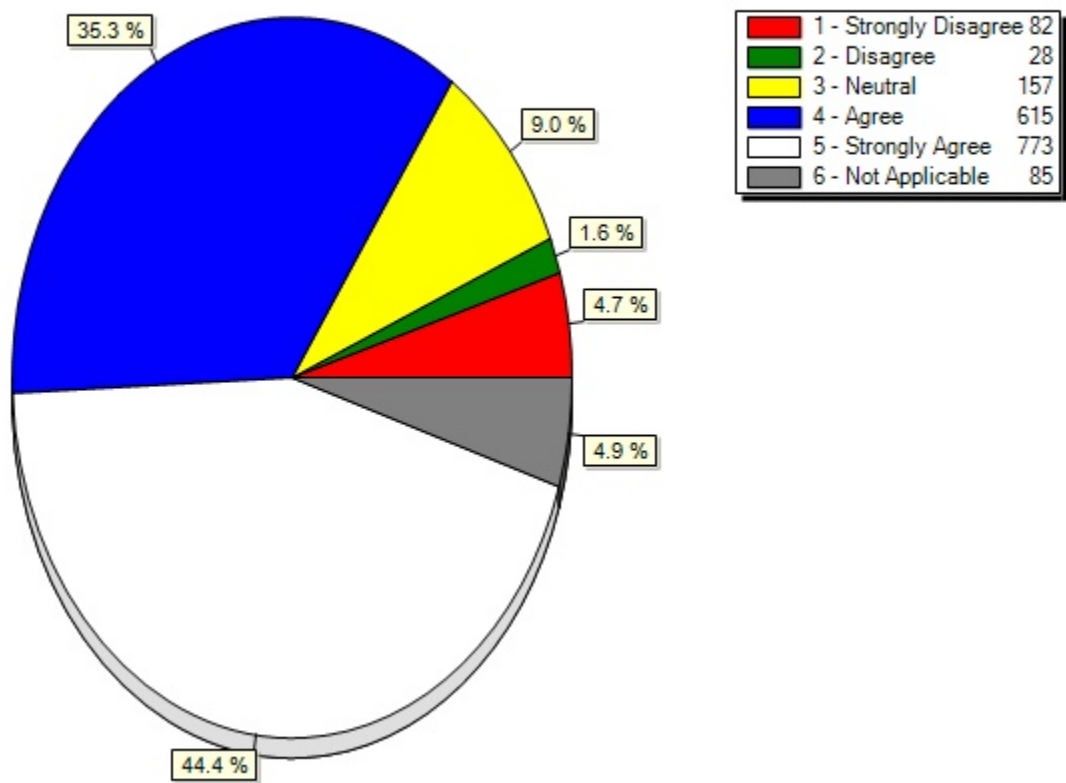
**17.21) Student organizations are available for my participation.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

**17.21) Student organizations are available for my participation.(Please rate your agreement with the follo**



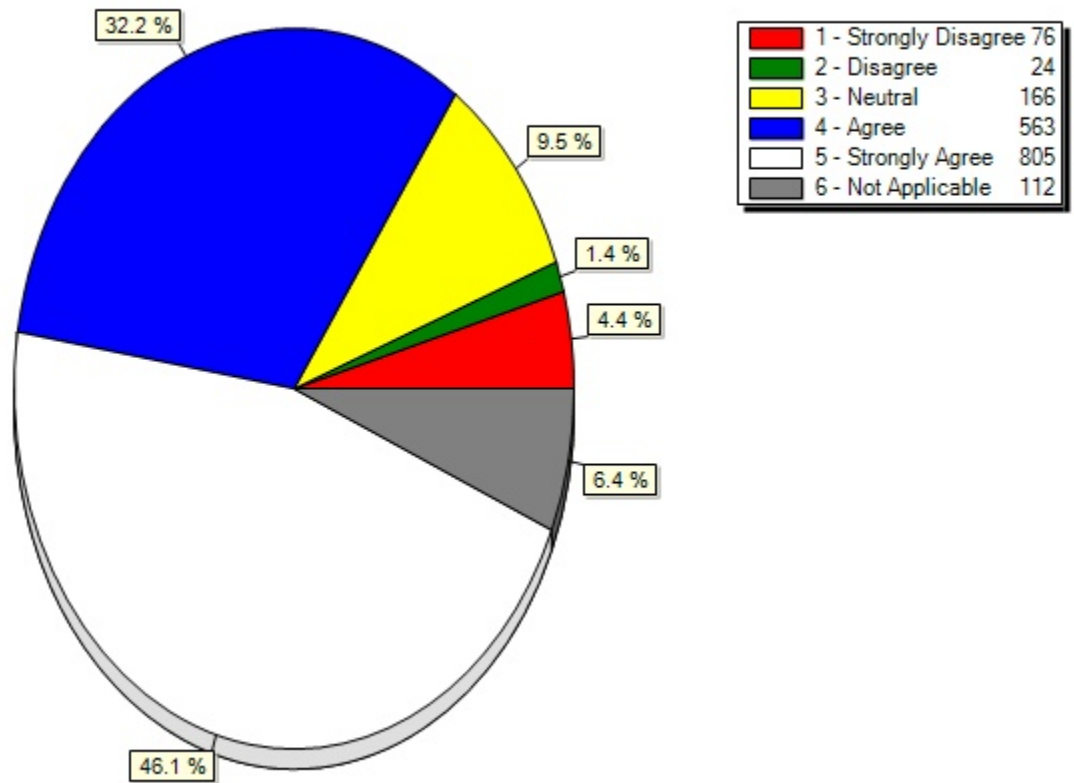
17.22) The semester/term format at my location accommodates my learning.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.22) The semester/term format at my location accommodates my learning.(Please rate your agreement with t



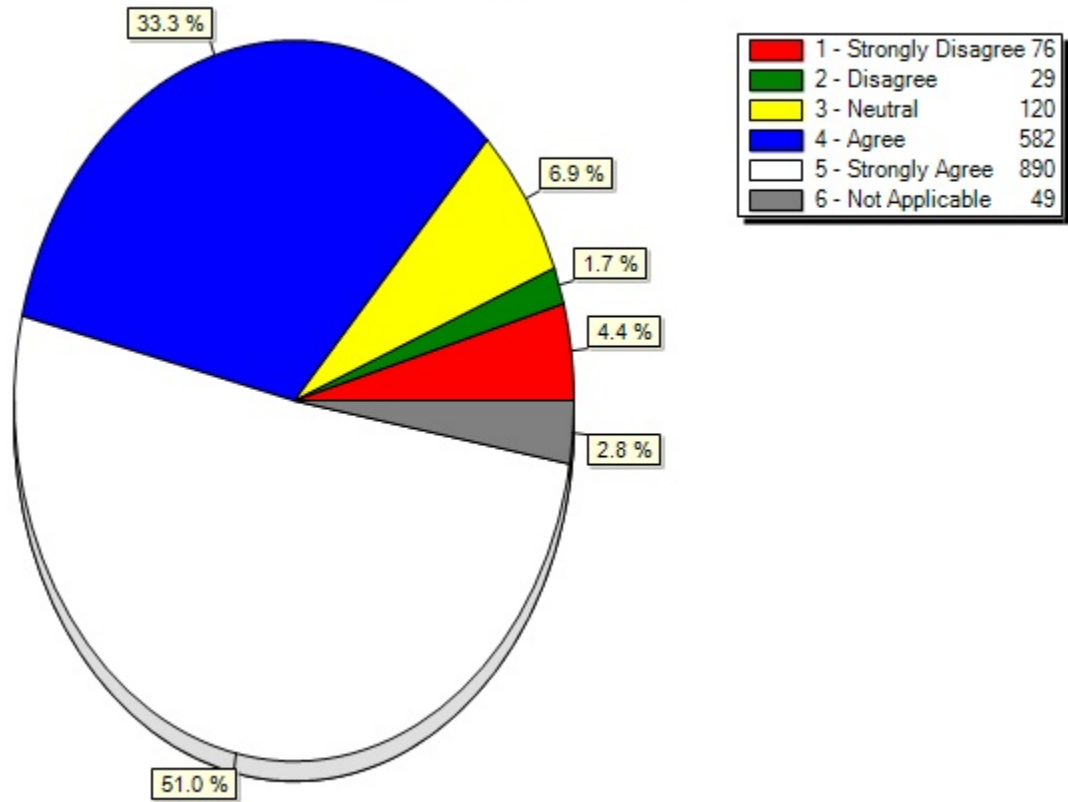
**17.23) Troy University has a good reputation in my community.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

17.23) Troy University has a good reputation in my community.(Please rate your agreement with the followin



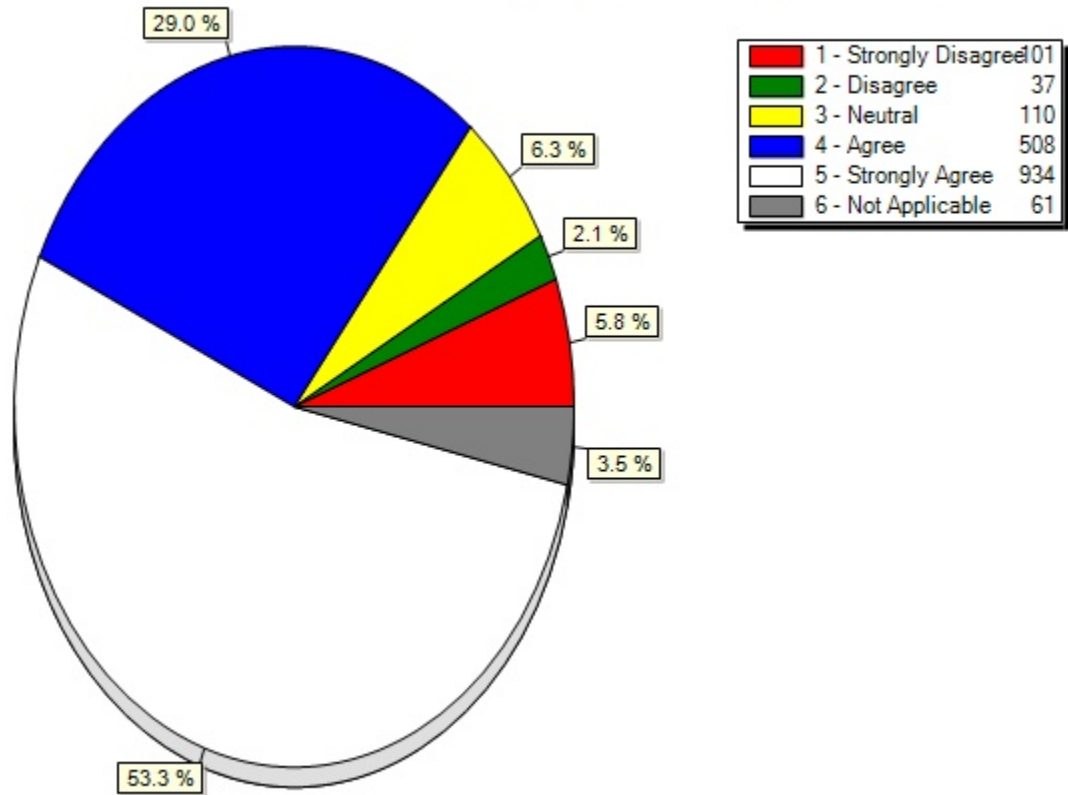
**17.24) I am receiving a quality education at Troy University.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

**17.24) I am receiving a quality education at Troy University.(Please rate your agreement with the followin**



17.25) I would recommend Troy University to a friend who is planning to go to college. (Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

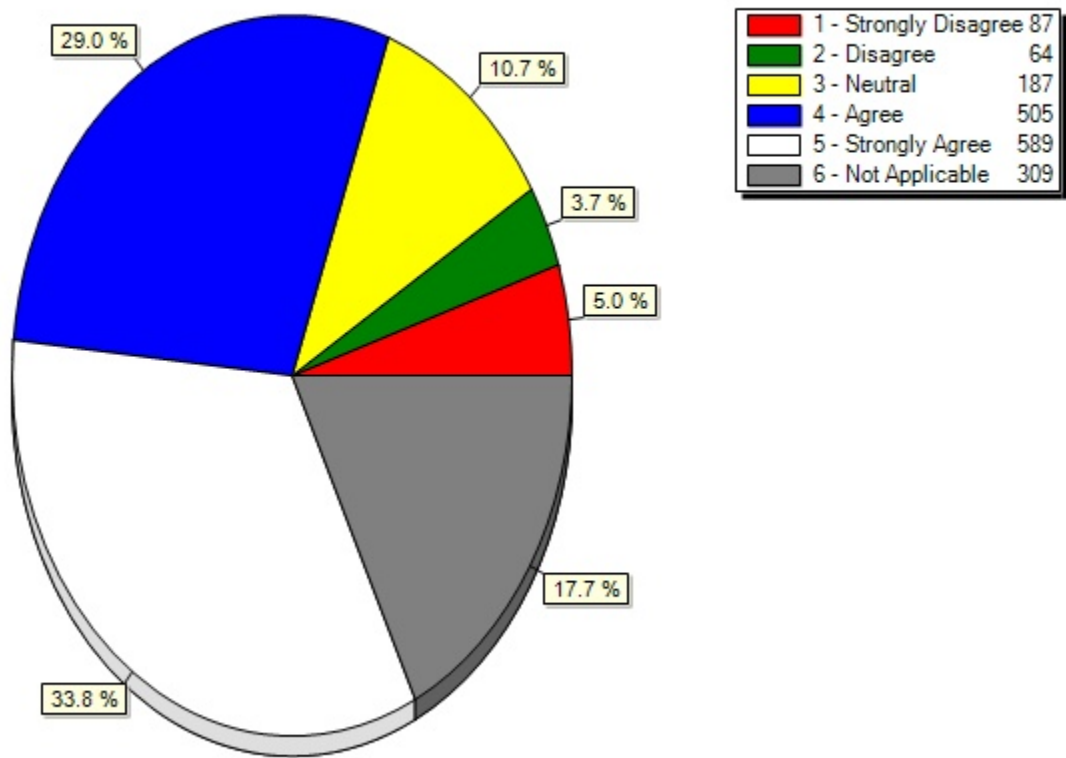
17.25) I would recommend Troy University to a friend who is planning to go to college. (Please rate your ag





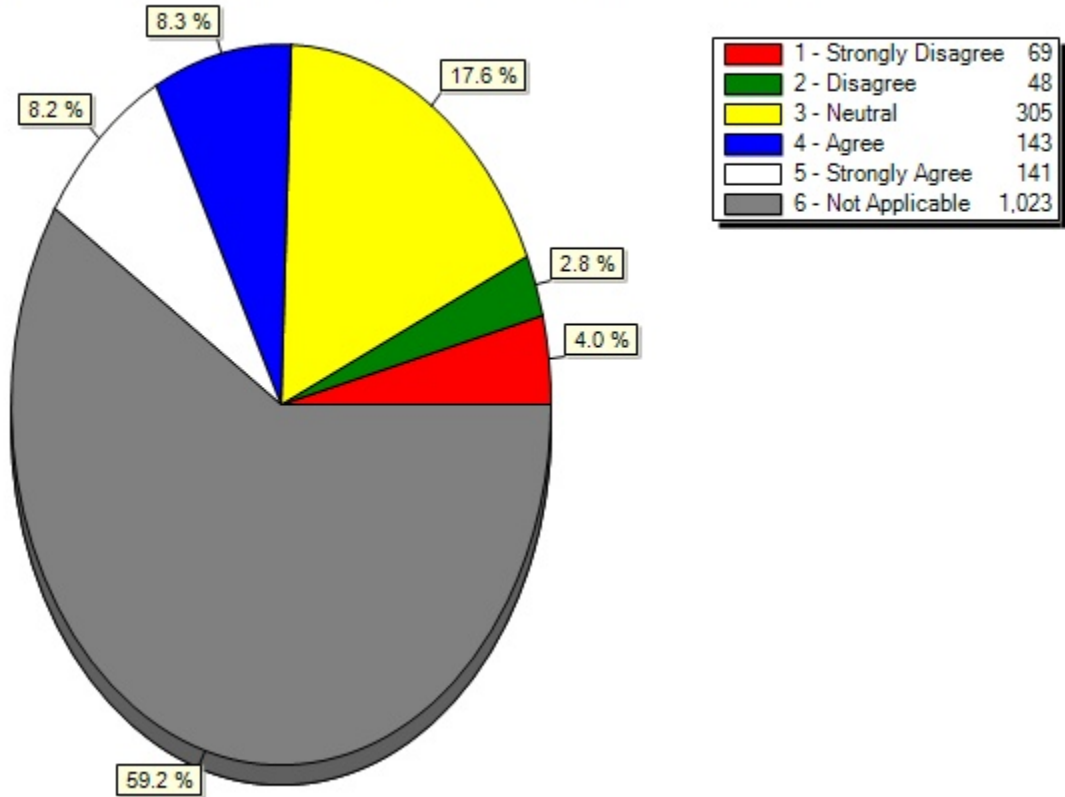
**17.26) The bill that I received from the University was easily understood.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

**17.26) The bill that I received from the University was easily understood.(Please rate your agreement with**



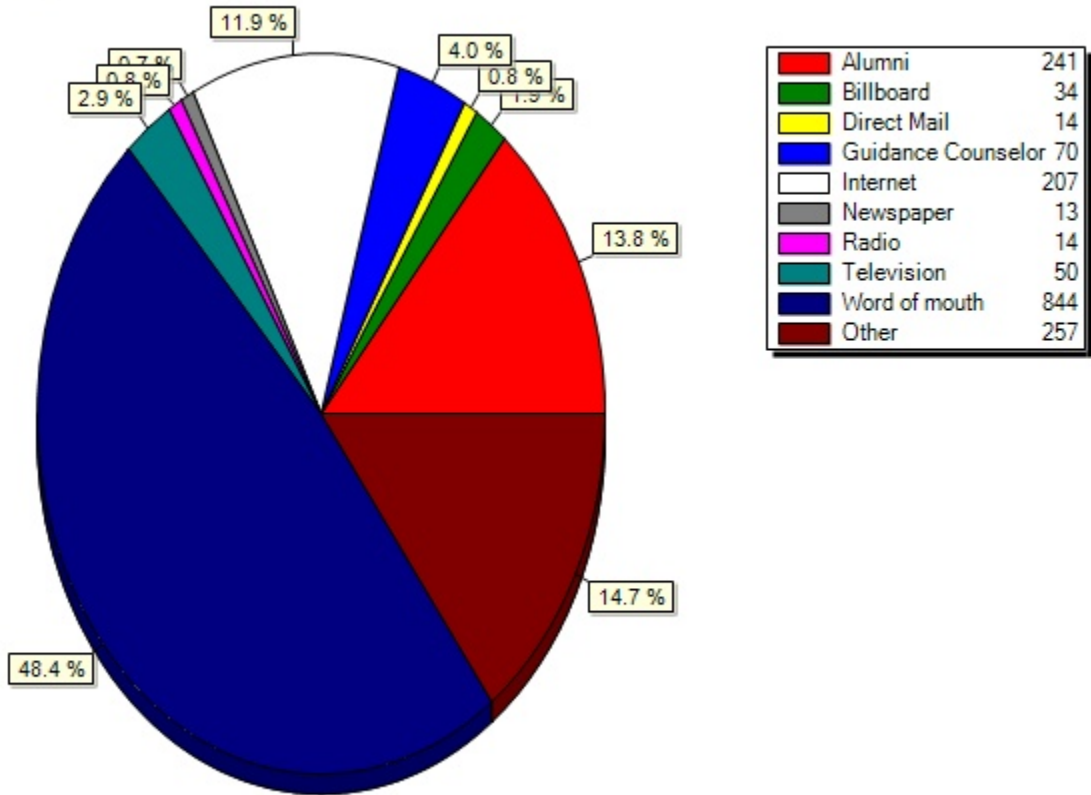
**17.27) Campus housing met my expectations upon arriving to campus.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

17.27) Campus housing met my expectations upon arriving to campus.(Please rate your agreement with the fol



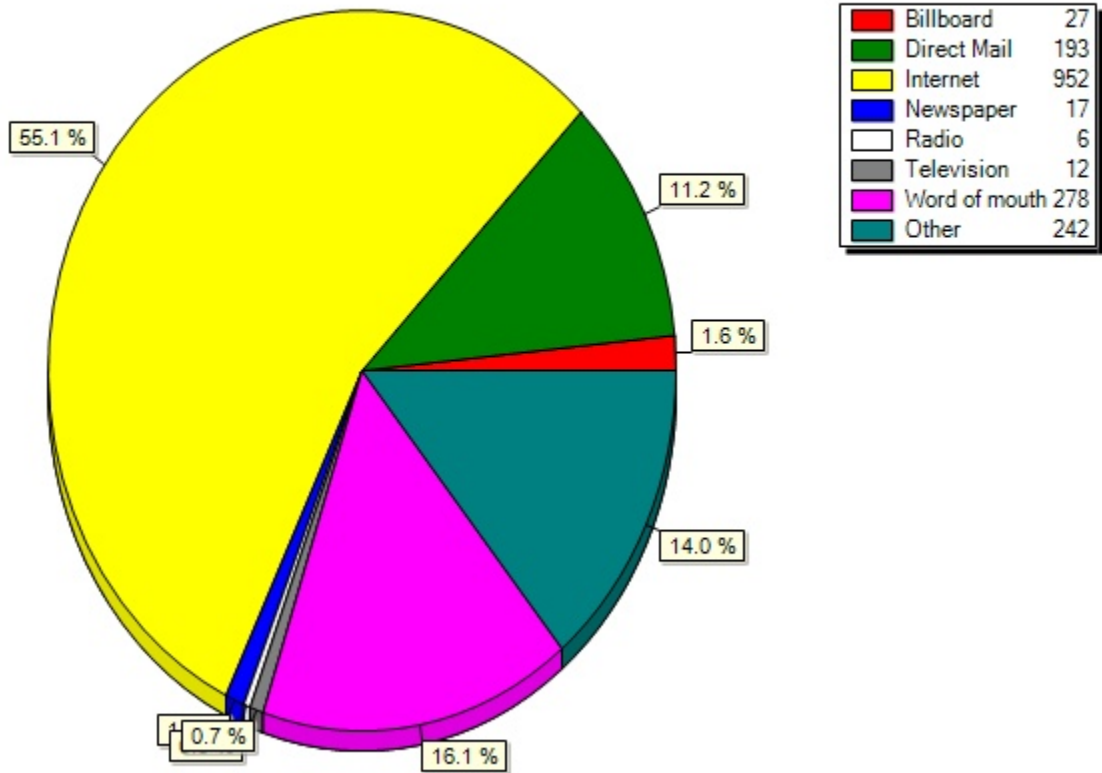
18) How did you first learn about TROY?

18) How did you first learn about TROY?



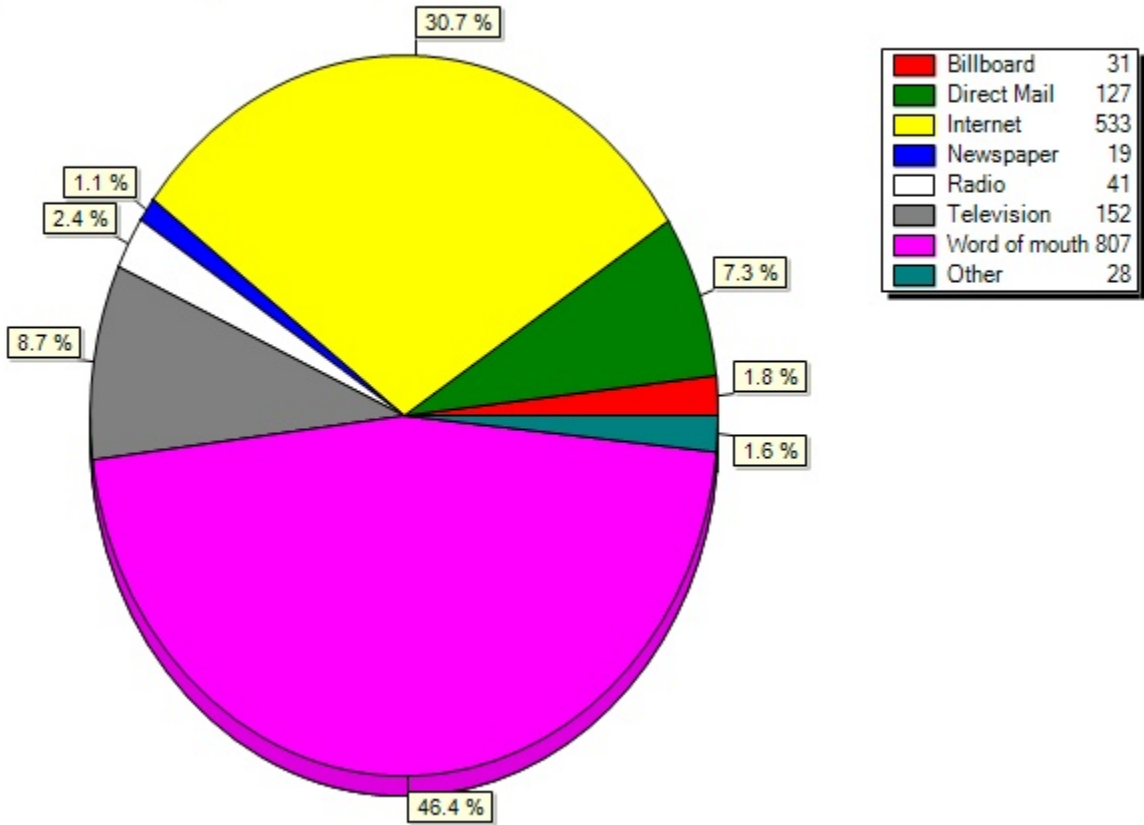
19) How did you learn about registration dates and times?

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

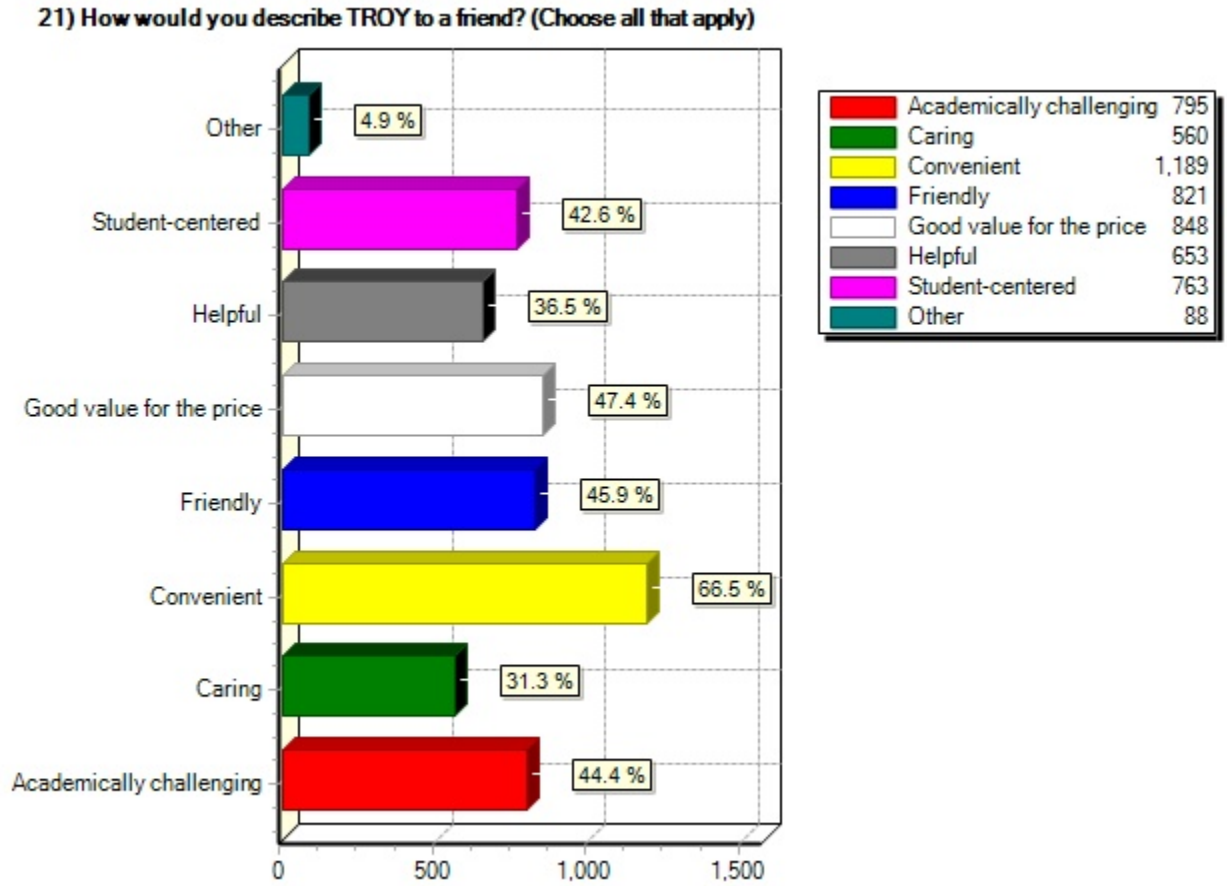


20) What is the best way to advertise to your friends?

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

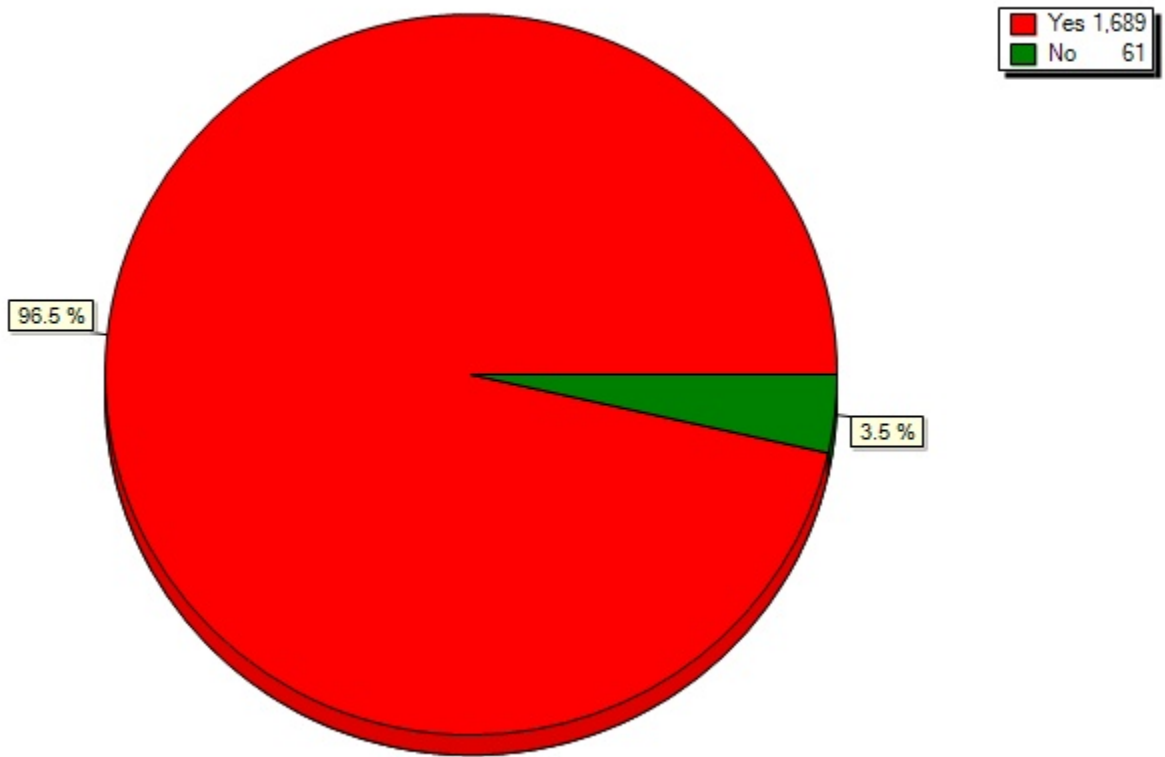


21) How would you describe TROY to a friend? (Choose all that apply)



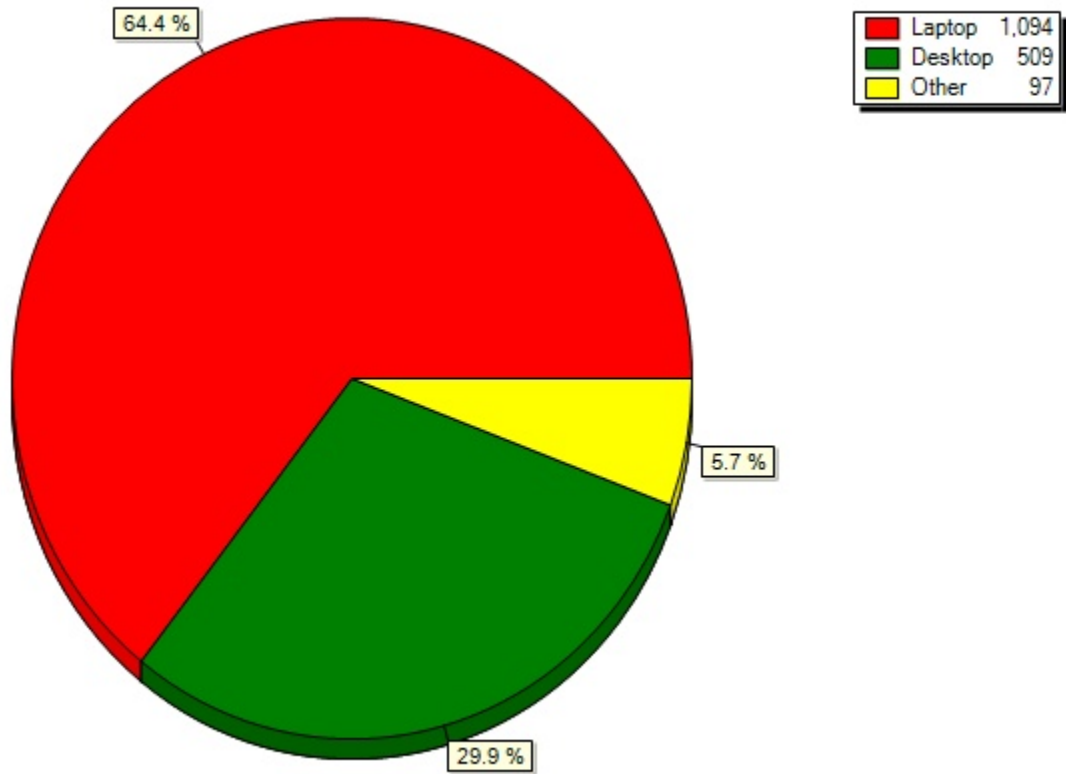
22) Do you have your own personal computer that you will be using to complete assigned work in your courses?

22) Do you have your own personal comptuer that you will be using to complete assigned work in your course



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

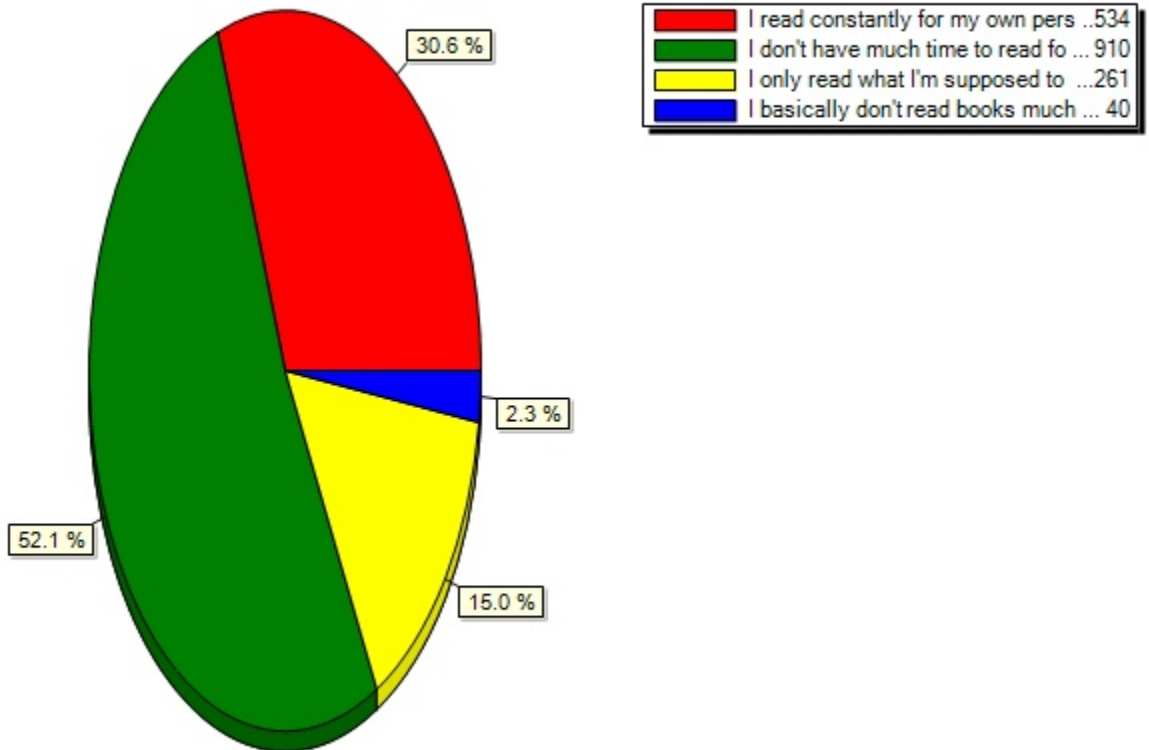
23) If you answered "Yes" that you have your own computer, is that computer a laptop or a desktop?





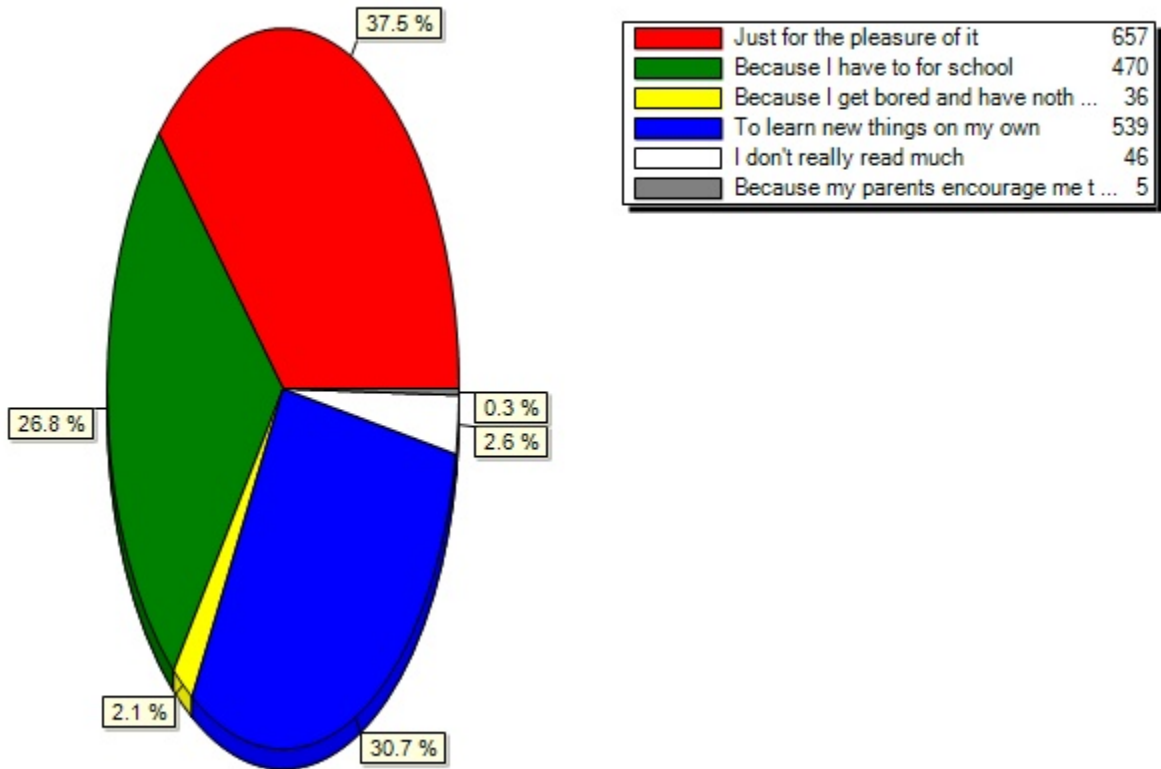
24) Which statement below do you agree with most?

24) Which statement below do you agree with most?



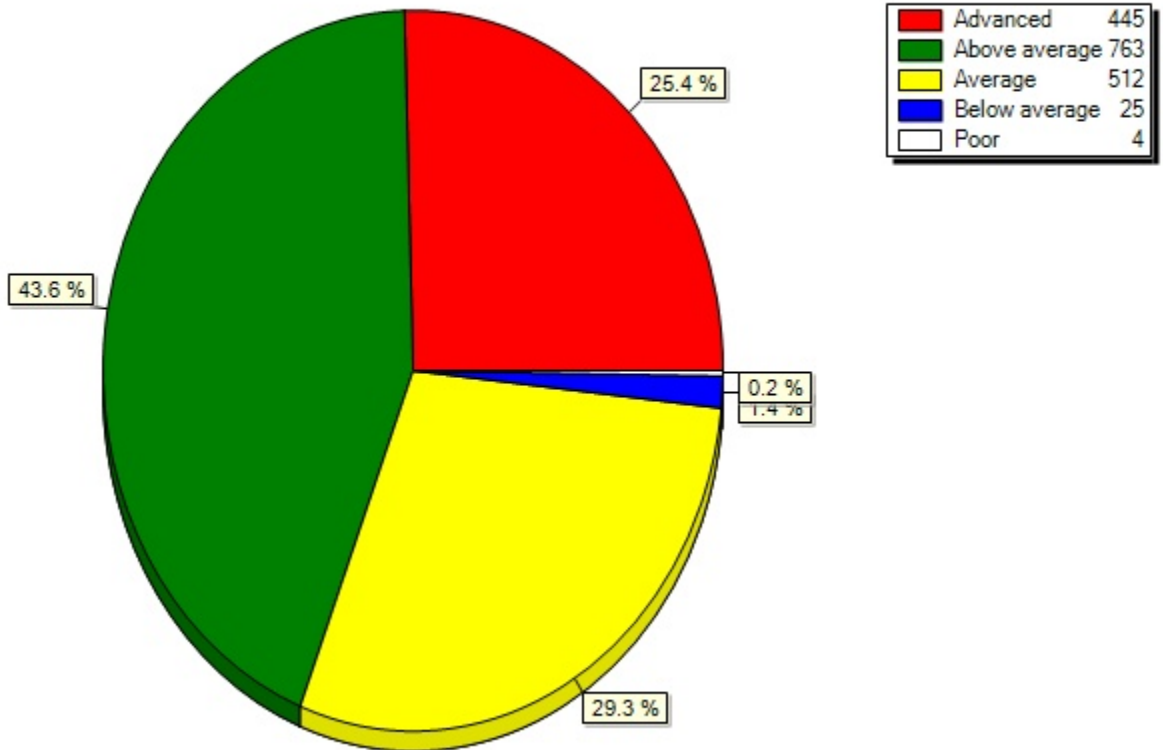
25) Most often, the reason I read is... (Please choose the best answer from this selection).

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

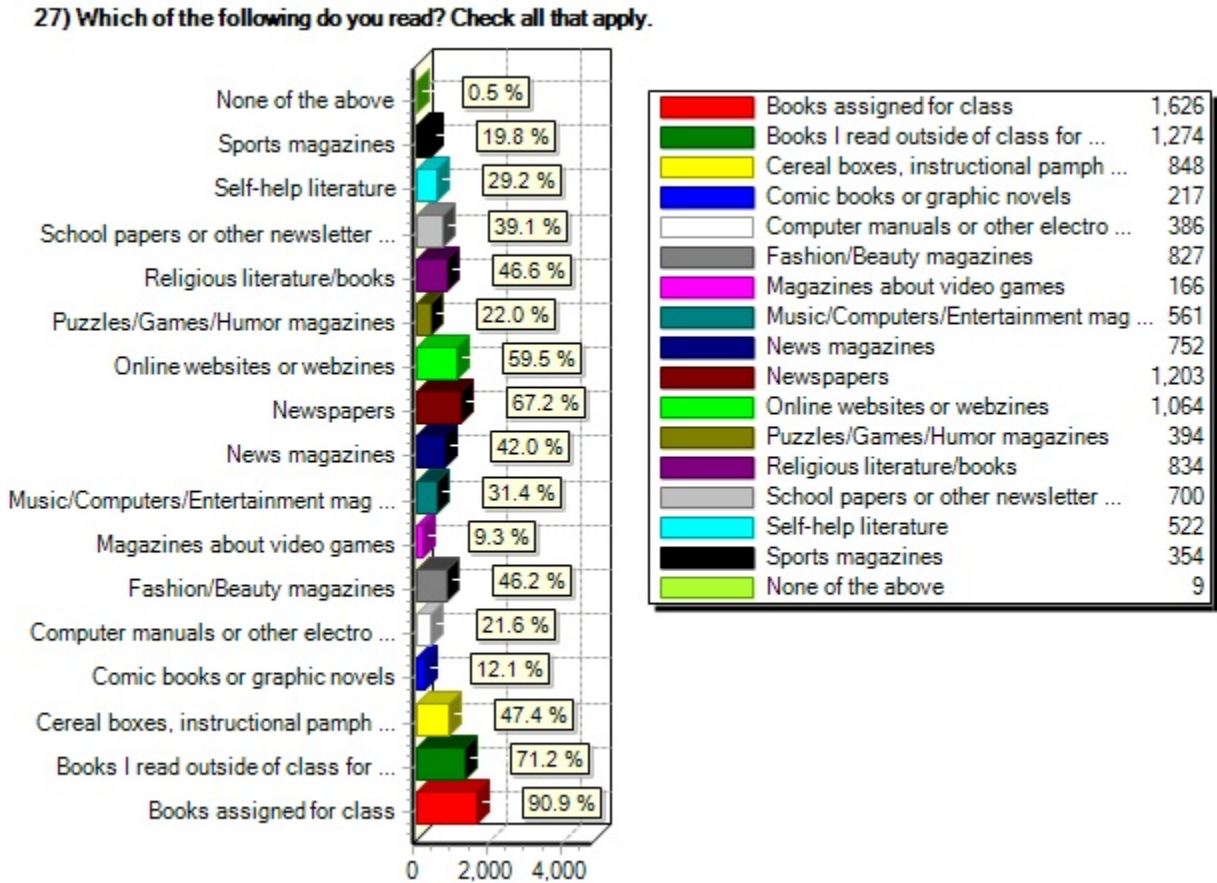


26) How would you rate your reading level?

26) How would you rate your reading level?

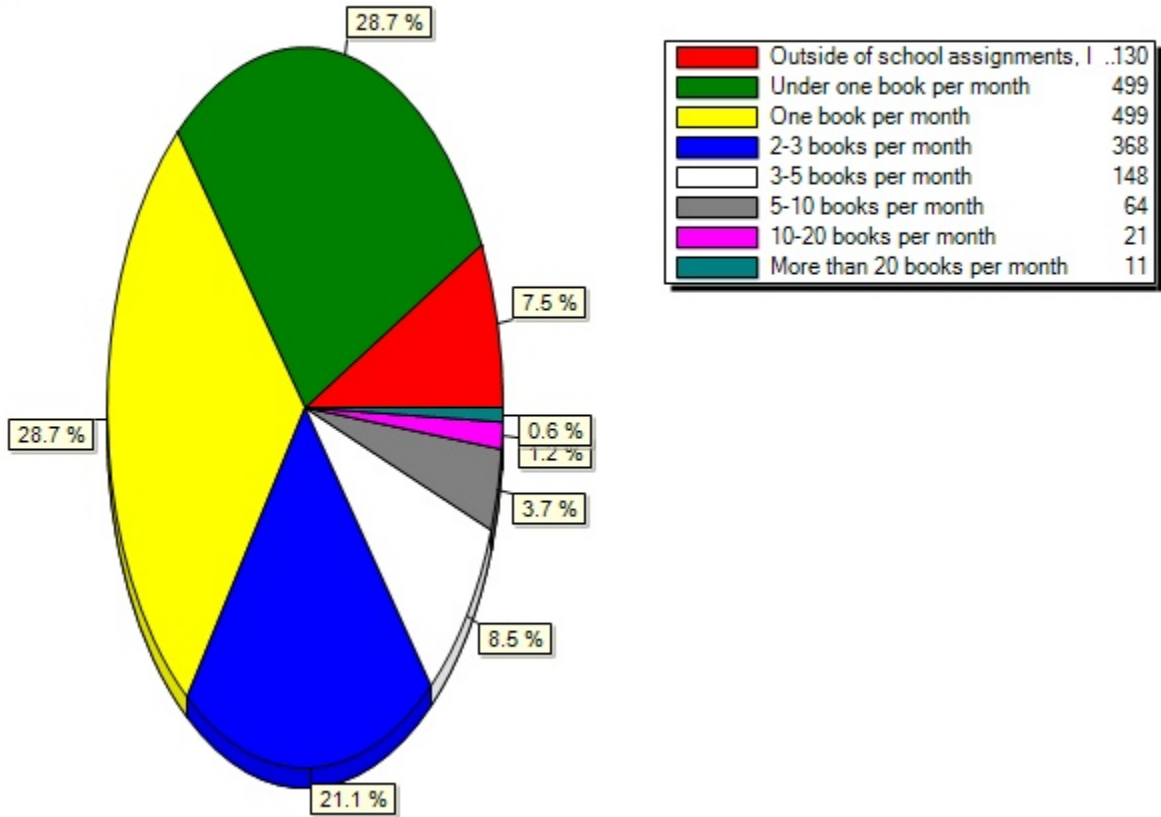


27) Which of the following do you read? Check all that apply.



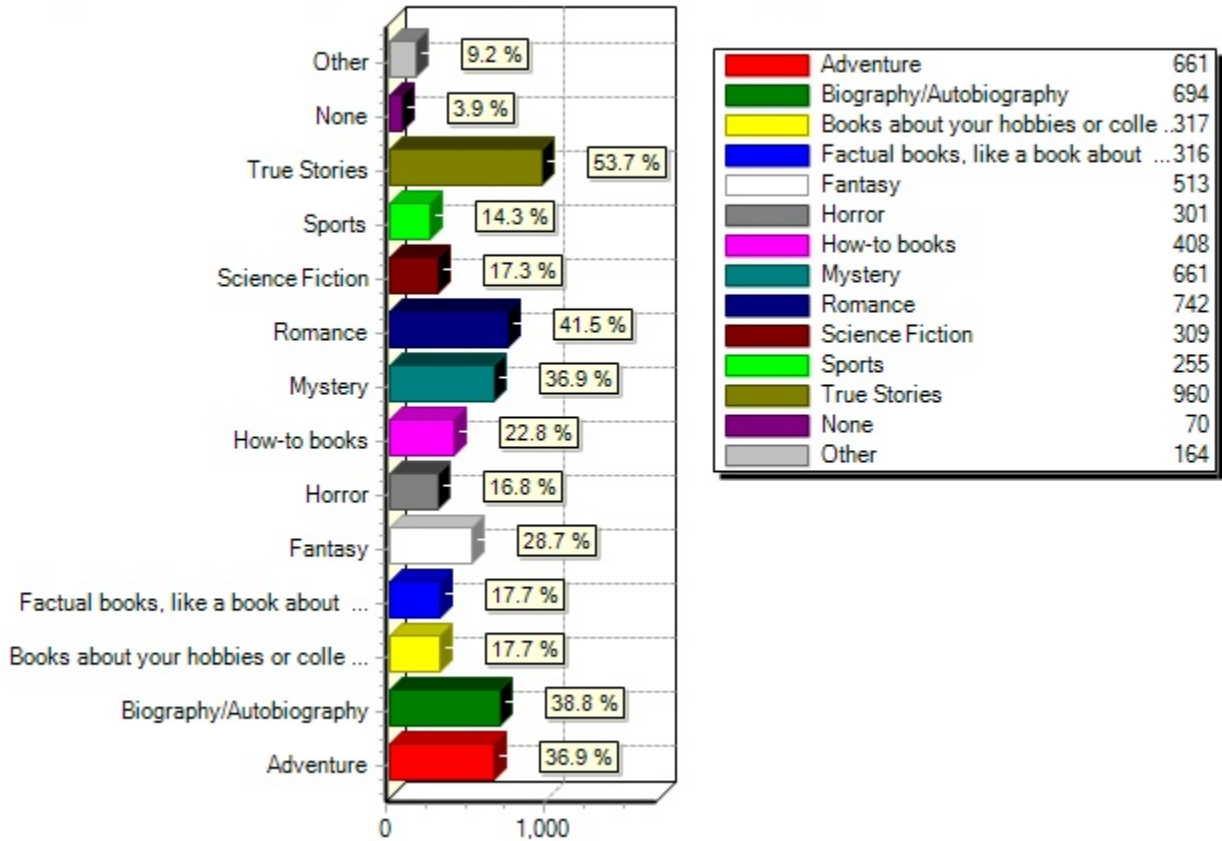
28) Not including school assignments, how much do you read?

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



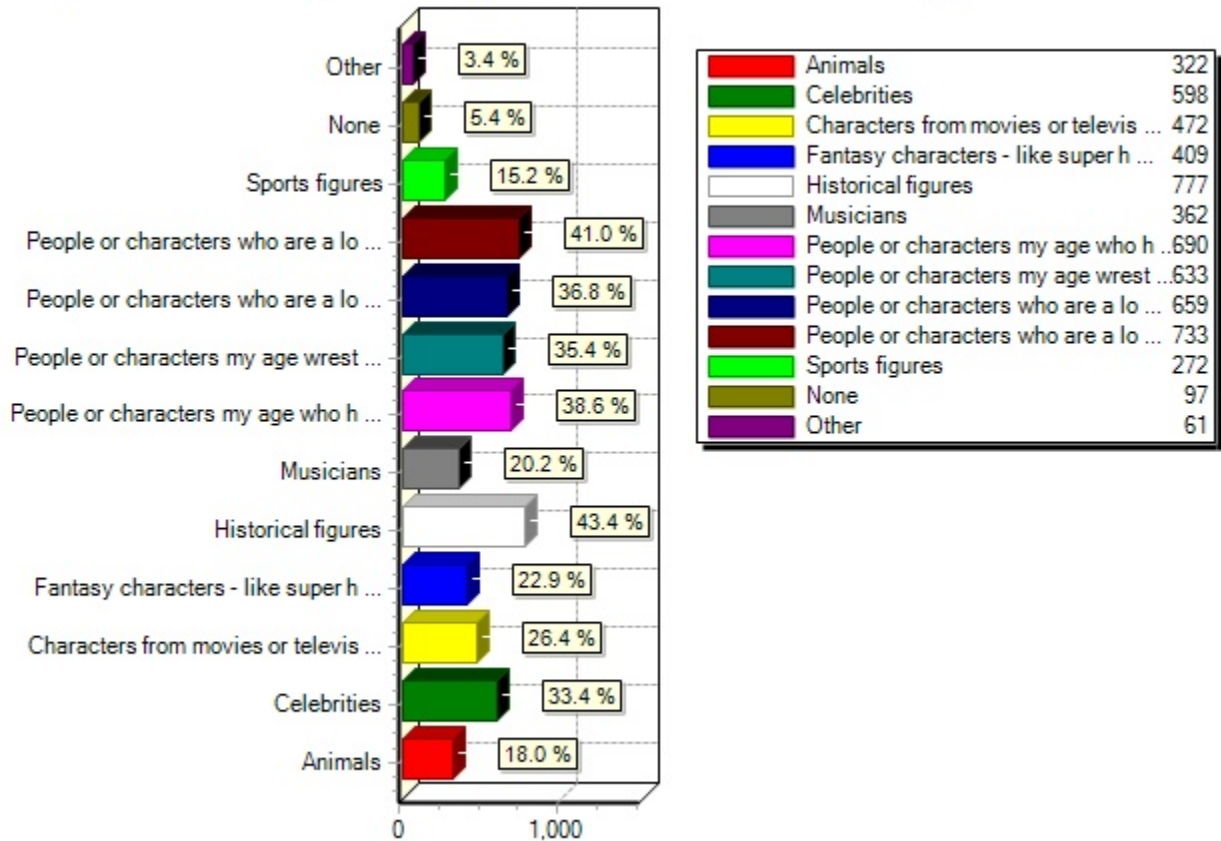
29) What kind of books do you like to read for pleasure? Check all that apply.

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



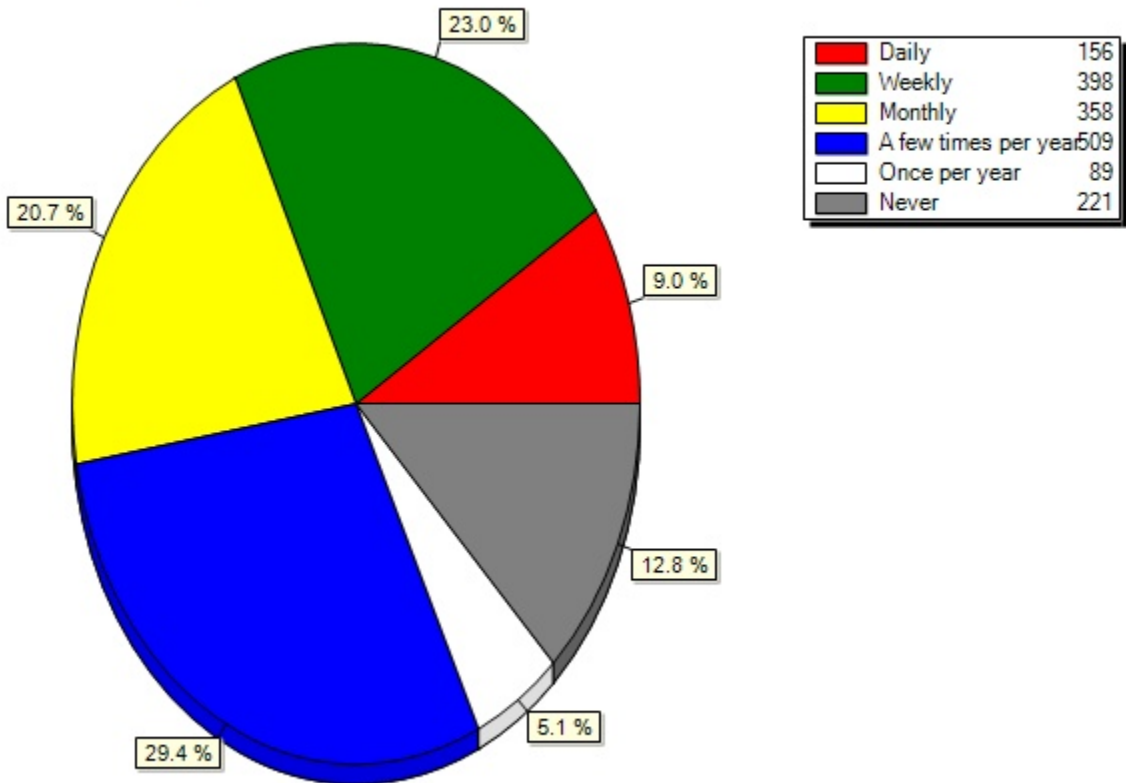
**30) Which of the following characters/people do you like to read about?  
Check all that apply.**

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



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

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





## Appendix 30 – 2009 New Student Survey Instrument

# 2009 New Student Survey

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

## GENERAL INFORMATION

### 1) Gender:

- Male
- Female

### 2) Ethnicity:

- Nonresident Alien
- Black, non-Hispanic
- American Indian/Alaska Native
- Asian/Pacific Islander
- Hispanic
- White, non-Hispanic
- Race/ethnicity unknown

### 3) Age:

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

### 4) Enrollment Status:

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

- Undergraduate transient student (an undergraduate student attending TROY temporarily)
- Graduate transient student (a graduate student attending TROY temporarily)
- Other (please specify)

If you selected other, please specify

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**5) Campus where you are currently enrolled:**

- Dothan
- Montgomery
- Phenix City
- Troy
- eCampus (Taking online courses only)
- Global Campus (Campuses or sites outside of Alabama formerly called University College)

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

- Albany, Georgia
- Atlanta, Georgia
- Augusta, Georgia
- Bangkok, Thailand
- Bethesda, Maryland
- Brunswick, Georgia
- Clarksville, Tennessee
- Colombo, Sri Lanka
- Covington, Georgia
- Dam Neck, Virginia
- Davis-Monthan AFB, Arizona
- Distance Learning, Florida/Western Region
- Distance Learning, Pacific Region
- Distance Learning, Troy, Alabama
- eArmyU Programs
- Fayetteville, North Carolina
- Fort Belvoir, Virginia
- Fort Benning, Georgia
- Fort Bragg, North Carolina
- Fort Carson/Colorado Springs, Colorado
- Fort Eustis, Virginia
- Fort Gordon, Georgia
- Fort Lewis, Washington
- Fort Monroe, Virginia
- Fort Myer, Virginia/Pentagon
- Fort Walton Beach Area
- Guam Campus
- Guantanamo Bay, Cuba
- Guayaquil, Ecuador
- Hanoi, Vietnam
- Heidelberg, Germany
- Ho Chi Minh City, Vietnam
- Holloman AFB, New Mexico

- Hong Kong
- Jacksonville, Florida
- Kadena AB, Okinawa, Japan
- Kuala Lumpur, Malaysia
- Langley AFB, Virginia
- Little Creek Amphibious Base, Virginia
- Malacca, Malaysia
- Malmstrom AFB
- Misawa AB, Japan
- Mumbai, India
- New Orleans, Louisiana
- Norfolk Naval Station, Virginia
- Norfolk Regional Office, Virginia
- Oceana NAS, Virginia
- Orlando, Florida
- Pensacola, Florida
- Portsmouth
- Savannah, Georgia
- Seoul, Korea
- Sharjah, United Arab Emirates
- Shaw AFB, South Carolina
- Taipei, Taiwan
- Tampa/MacDill AFB, Florida
- Tyndall AFB, Florida
- Vidalia, Georgia
- Yongsan Garrison, Seoul, Korea
- Other (please specify)

If you selected other, please specify

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**7) College you are attending:**

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

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

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

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

**College of Arts & Sciences**

- Applied Computer Science
- Computer Science
- Biology
- Biology Education
- Chemistry
- Chemistry Education
- Comprehensive General Science
- Comprehensive General Science Education
- Criminal Justice
- English
- English Language Arts Education
- Environmental and Biological Science
- Environmental Science
- General Education
- Geomatics
- History
- History Education
- International Relations
- Mathematics
- Mathematics Education
- Political Science
- Public Administration
- Social Science
- Social Science Education
- Sociology
- Other (please specify)

If you selected other, please specify

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**10) Sorrell College of Business**

- Associate of Science in Business
- Accounting
- Economics
- Finance
- Marketing
- Management
- Human Resource Management
- Hospitality and Tourism Management
- Information System
- International Economic Development
- General Business
- International Business
- Small Business and Entrepreneurship
- Risk Management and Insurance
- Technology and Resource Management
- Production & Operation Management
- Master of Business Administration
- Executive Master of Business Administration
- Other (please specify)

If you selected other, please specify

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**11) College of Communication and Fine Arts**

- Art
- Art Education
- Art Studio
- Communication Arts - Dramatic Arts
- Communication Arts - Speech Communication
- Communication Arts - Communication Studies
- Design, Technology, and Industry
- Journalism
- Broadcast Journalism
- Music
- Music Education
- Foreign Language
- Other (please specify)

If you selected other, please specify

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**12) College of Education**

- Early Childhood Education
- Elementary Education
- Secondary Education
- Post-Secondary Education
- Interdisciplinary Education
- Gifted Education
- Reading Specialist Education
- Collaborative Teacher K – 6
- Collaborative Teacher 6 – 12
- Adult Education
- Educational Administration
- Education Administration and Leadership
- School Counseling
- School Psychometry
- Rehabilitation Counseling
- Social Services Counseling
- Substance Abuse Counseling
- Clinical Mental Counseling
- Community Counseling
- Correction Counseling
- Student Services Counseling
- Psychology
- Other (please specify)

If you selected other, please specify

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**13) College of Health and Human Services**

- Athletic Training
- Human Services
- Rehabilitation
- Health and Physical Education
- Physical Education
- Nursing
- Social Work
- Sport and Fitness Management
- Other (please specify)

If you selected other, please specify

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**CHOICE OF TROY UNIVERSITY**

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

- First choice
- Second choice
- Third choice
- Fourth choice

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

- Yes
- No

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

- Good academic reputation
- Good reputation for social activities
- Rankings in national magazines
- Graduates get good jobs
- Size of campus
- Location
- Affordability
- Availability of financial aid
- Admission standards
- Academic programs
- Flexibility of schedule
- Social atmosphere
- Diversity of student body
- Athletics
- Performing arts (band, collegiate singers, drama, etc.)
- Recommendation of high school counselor

- Recommendation of college counselor
- Parents' recommendation
- Friends' recommendation
- Alumni recommendation
- Other (please specify)

If you selected other, please specify

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## SATISFACTION WITH TROY UNIVERSITY

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

	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	6 - Not Applicable
TROY personnel are knowledgeable and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty care about students as individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I can talk to faculty about my academic concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sufficient financial aid options are available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The tuition payment plan is beneficial for students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Class information provided prior to enrollment was helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration dates, times, and procedures were made clear to me prior to enrollment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The online registration process is user-friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The on-site registration process is user-friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Students seldom get the "run around" when seeking information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The online Schedule of Classes is informative and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The printed Schedule of Classes is informative and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Class drop/add procedures are appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classes are offered at convenient times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The classes I attend are well organized and well taught.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The University offers a variety of majors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

at my location.						
Tutorial services are sufficient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-campus bookstore hours are convenient for students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing textbooks through Troy Virtual BookStore is convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student organizations are available for my participation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The semester/term format at my location accommodates my learning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Troy University has a good reputation in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am receiving a quality education at Troy University.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend Troy University to a friend who is planning to go to college.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The bill that I received from the University was easily understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus housing met my expectations upon arriving to campus.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## RECEIVING INFORMATION ABOUT TROY UNIVERSITY

### 18) How did you first learn about TROY?

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

If you selected other, please specify

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### 19) How did you learn about registration dates and times?

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



If you selected other, please specify

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

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

If you selected other, please specify

---

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

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

If you selected other, please specify

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## **COMPUTER ACCESS**

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

- Yes
- No

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

- Laptop
- Desktop
- Other (please specify)

If you selected other, please specify

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## READING HABITS

24) Which statement below do you agree with most?

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

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

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

26) How would you rate your reading level?

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

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

- Books assigned for class
- Books I read outside of class for pleasure
- Cereal boxes, instructional pamphlets and other product packaging
- Comic books or graphic novels
- Computer manuals or other electronic equipment manuals
- Fashion/Beauty magazines
- Magazines about video games
- Music/Computers/Entertainment magazines
- News magazines
- Newspapers
- Online websites or webzines
- Puzzles/Games/Humor magazines
- Religious literature/books
- School papers or other newsletters
- Self-help literature
- Sports magazines
- None of the above

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

- Outside of school assignments, I don't read at all

- Under one book per month
- One book per month
- 2-3 books per month
- 3-5 books per month
- 5-10 books per month
- 10-20 books per month
- More than 20 books per month

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

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

If you selected other, please specify

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

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

If you selected other, please specify

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

- Daily
- Weekly

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

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

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Thank you for participating in the Troy University New Student Survey.