Troy University

Institutional Research, Planning, and Effectiveness

New Student Survey Report
Fall 2006

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Office of Institutional Research, Planning, and Effectiveness

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Troy University Fall 2006 New Student Survey Report

Executive Summary

As an annual institutional effectiveness effort, the Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the Troy University *New Student Survey* in Fall 2006. The purpose of the S*urvey* was to identify the satisfaction of the Fall 2006 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 new students who enrolled at the University for the first time in Fall 2006. On September 11, 2006, the survey was distributed via email to the first group of 6,869 students who enrolled in the first part of the Fall semester, and on October 25, the second group of 2,216 students who started in Term 2 and Session 2 of the Fall Semester were surveyed. After two follow-up emails to each group every two weeks after the first emailing, data collection was completed on November 27, 2006, and a total of 2,540 responses were received, representing a 29% response rate, excluding about 3% of the email addresses that were not valid.

For data analysis, descriptive statistics were first used to identify the areas with which students were most and least satisfied, based on campuses, colleges, and academic levels. Comparative analyses were then conducted to determine if significant differences existed in student satisfaction based on gender, ethnicity, age, and selection of Troy University as first choice. Comparison was also made between Fall 2005 and Fall 2006 responses to identify any improvement over the past year. 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:

Compared with responses to the *Fall 2005 Troy University New Student Survey*, this year's survey yielded a better response rate (27% vs. 29%). The majority of the respondents were female (62%), white (53%), and non-traditional students (25 years or older) (73%) which reflected the distribution of the new students in Fall 2006 in terms of student demographics. However, almost half (47%) of the respondents were eCampus students, which alerts our caution in generalizing the findings to the entire new student population.

Of all the respondents, 60% were undergraduate students (24% first-time freshmen, 33% transfer students, and 3% transient students) and 32% were graduate students (24% new graduate students, 5% transfer, and 2% transient). Six respondents (0.2%) were dually-enrolled high school students and 196 (7.7%) enrolled with other admit statuses. Overall, 37% were business majors, 29% were Arts & Sciences students, 18% were from College of Education, 14% were Health and Human Services, and 2% were Communication and Fine Arts students. Additionally,

38% of the students were enrolled on in-state campuses (22% in Troy and Phenix City, 11% in Montgomery, and 5% in Dothan) (48% in Fall 2005 Survey), 15% were students of University College, and 47% were eCampus students (34% in Fall 2005 Survey).

College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 74% selected Troy University as first choice when applying for college admission and 21% had Troy University as their second choice. The survey also found that approximately 55% of the students selected Troy University because of its flexibility of schedule, and approximately 50% indicated that they chose Troy University because of its location. The other two major reasons why students selected Troy University were "academic programs" (44%) and "affordability" (41%). Additionally, approximately 36% of the respondents had visited the Troy campuses before they enrolled at Troy University.

Student Satisfaction - Strengths:

Compared to the ratings from *Fall 2005 New Student Survey*, 57% of the ratings from this year's survey were significantly higher (Appendixes 2 and 17). This is a strong indication of the improvement the University has made and of its commitment to serving its new students in the best way possible. As shown in Appendix1.1, the percentages of "Agree" for all areas measured Fall 2006 were higher than those in Fall 2005, while the percentages of "Disagree" were lower in most of the areas. Furthermore, Appendix 17 illustrates that in 13 of the 23 areas compared, significant differences were found between students enrolled in Fall 2005 and Fall 2006 in their agreement ratings, signifying more satisfaction on the part of the Fall 2006 new students.

In particular, as indicated in Appendix 1, 85.8% of the new students in Fall 2006 agreed or strongly agreed that they were receiving a quality education at Troy University and 84.6% indicated that they would recommend Troy University to a friend planning to go to college. Additionally, 83% of the students had favorable ratings on "The semester/term format implemented at Troy University accommodates my learning," "Classes are offered at convenient times," and "Troy University has a good reputation in my community." These areas were also ranked at the highest level in *Fall 2005 New Student Survey*.

Also among the top rankings by agreement level in this year's survey were "The printed Schedule of Classes is informative and easy to follow" (81%) and "Troy personnel are knowledgeable and helpful" (79%). Additionally, the survey found that most of the new students were satisfied with the registration information they received prior to enrollment (78%), the online schedule of classes (78%), the classes they attended (78%), their being able to talk to faculty about their academic concerns (77%), and faculty's care about students as individuals (77%).

These were the strengths of the University as a whole, which were also reflected in most of the campuses, colleges, and in different academic levels (Appendix 2 – 16). Analyses found strong positive correlations between all these areas and "I would recommend Troy University to

a friend who is planning to go to college." This correlation suggests that the more students were satisfied with their college experiences, the more likely they would recommend the university.

Correlations between "Recommending TROY" and areas best rated:

	I would recommend Troy University to a friend planning to go to college
I am receiving a quality education at Troy University	0.888
Troy University has a good reputation in my community	0.821
The semester/term format at my location accommodates my learning	0.747
TROY personnel are knowledgeable and helpful	0.724
The classes I attend are well organized and well taught	0.721
Faculty care about students as individuals	0.708
Classes are offered at convenient times	0.678

Note: A correlation coefficient takes on values between -1.0 and +1.0, with "1" being the strongest correlation and "0" being no relationship.

Student Satisfaction – Weaknesses

Although the *Fall 2006 New Student Survey* found significant improvement in many of the areas measured, some areas of weakness still existed, and some of these weaknesses were found and reported in last year's survey. These include on-campus bookstore hours, tutorial services, purchasing textbooks through Troy Virtual Bookstore, the availability of student organizations, and students having to "run around" when seeking information. With these areas, less than two-thirds of the respondents were satisfied. In particular, over 20% of the respondents disagreed that "Students seldom get the 'run around' when seeking information" (18% were neutral; and 62% agreed). These areas were also rated low or ranked at the bottom in most locations and colleges, even though some other areas, such as the registration process (either online or on-site) and academic advising were also in need of improvement on some campuses. It is recommended that special attention be directed to these items and improvement plans be developed and implemented in these areas. (See reports in Appendices 1 – 16.)

Comparison

Fall 2005 vs. Fall 2006   The mean agreement ratings of the Fall 2005 and Fall 2006 responses were compared to identify improvements the University made over the past year in the areas of academic programs, student services, and administration. As mentioned above, the mean ratings of 13 areas (out of 23) were significantly higher in Fall 2006 than Fall 2005, indicating that new students were more satisfied this Fall (See Appendix 17). Although some of the areas were still found to be areas of weakness that need further improvement, the significant

differences did suggest that all campuses, colleges, and administrative divisions had acted upon the findings of Fall 2005 New Student Survey and improved their services and operation to better serve the needs of the students. These improved areas include:

- Academic advising
- Sufficient financial aid options are available
- The online registration process is user-friendly
- The on-site registration process is user-friendly
- Students seldom get the "run around" when seeking information
- The online Schedule of Classes is informative and easy to follow
- Class drop/add procedures are appropriate
- Classes are offered at convenient times
- The University offers a variety of majors at my location
- On-campus bookstore hours are convenient for students
- Purchasing textbooks through Troy Virtual Bookstore is convenient
- Troy University has a good reputation in my community
- I would recommend Troy University to a friend who is planning to go to college

In addition, comparisons were also made of the percentages of "Agree" and "Disagree" between Fall 2005 and Fall 2006 responses by campus, college, and academic level, and these comparisons are found in the Appendices.

In-State Campuses vs. University College vs. eCampus   Comparisons were made between campuses to determine if there were any significant differences between in-state campuses, University College, and eCampus in the areas measured. The findings showed that significant differences existed in 17 of the 25 areas and that University College respondents had higher levels of agreement in most of the areas than in-state campus students and eCampus students. In addition, it should be noted that University College and eCampus students were more satisfied that classes were offered at convenient times, compared to in-state campus students, and that University College students tended to respond that there were not sufficient tutorial services or enough majors offered through their locations. (See Appendix 18)

Undergraduate vs. Graduate   As illustrated in Appendix 19, in 11 of the 25 areas measured, significant differences were identified between undergraduate and graduate students. Graduate respondents agreed at higher levels than undergraduate respondents in the following areas:

- 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
- Class information provided prior to enrollment was helpful
- 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

And undergraduate respondents tended to agree more than graduate respondents that:

- The University offers a variety of majors at my location
- Tutorial services are sufficient
- Student organizations are available for my participation.

Choice of Troy University   In all the 25 areas measured, the means of the students who selected Troy University as their first choice were significantly higher than the means of students who did not select Troy as their first choice (See Appendix 23). This suggests that university choice level is important to the students' satisfaction with the university, and satisfaction with choice of university may lead to student success in academic pursuits.

Gender   Group means for students with different characteristics were compared to identify possible significant differences in student satisfaction for these groups. Males and females shared about the same opinions regarding the academic programs, services, and administration except in the following 5 areas, in which male students were found to agree significantly more than females (See Appendix 20):

- Troy personnel are knowledgeable and helpful
- I feel I can talk to faculty about my academic concerns
- Students seldom get the 'run-around' when seeking information
- The University offers a variety of majors at my location
- Purchasing textbooks through Troy Virtual BookStore is convenient

In last year's Fall 2005 findings, significant differences were found between males and females in approximately 50% of the areas measured.

Ethnicity   The satisfaction means for students of different ethnic backgrounds were found significantly different for the following items, with Blacks agreeing more often than other ethnic groups (See Appendix 21):

- Academic advising is adequate
- Sufficient financial aid options are available
- Class information provided prior to enrollment was helpful
- The on-site registration process is user-friendly
- Students seldom get the "run around" when seeking information
- Classes are offered at convenient times
- On-campus bookstore hours are convenient for students
- Purchasing textbooks through Troy Virtual BookStore is convenient
- The semester/term format accommodates may learning
- Troy University has a good reputation in my community
- I am receiving a quality education at Troy University
- I would recommend Troy University to a friend planning to attend college

(Whites were found more satisfied in *Fall 2005 New Student Survey*)

Traditional vs. Non-Traditional   Compared with responses to the *Fall 2005 New Student Survey*, there were less differences found between traditional students (under the age of 25) and non-traditional students (aged 25 or older). For these two groups of students there were significant differences in approximately 50% of the areas measured in Fall 2005 with higher

means for non-traditional students. In the *2006 New Student Survey*, significant differences were found between the traditional and non-traditional students in only 4 areas. Traditional students rated significantly higher in their agreement with (Appendix 22):

- Tutorial services are sufficient
- On-campus bookstore hours are convenient for students
- Student organizations are available for my participation

And non-traditional students agreed more with:

- Classes are offered at convenient times

Learning about Troy University: 43% of the new students indicated that they learned about Troy University through "Word of Mouth," while 48% learned about the registration dates and times via "Internet."

Best way to advertise Troy University: 48% of the new students thought that "Word of Mouth" was the best way to advertise Troy University and 26% indicated that the best way was through the "Internet."

New Student Description of Troy University: The new students of Fall 2006 shared about the same opinions as those in Fall 2005 in their descriptions about Troy University:

- Troy University is convenient   67%
- Troy University is of a good value for the price   45%
- Troy University is academically challenging   40%
- Troy University is a friendly institution   39%
- Troy University is student-centered   38%

Implications

1. Overall, the new students of Fall 2006 were satisfied with their experiences at Troy University. There was an overall improvement in student ratings when compared to those of Fall 2005 new students.
2. Student college choice plays a significant role in students' attitudes and perceptions about a university.
3. The higher ratings of the Fall 2006 new students indicate the effectiveness of the University's programs and services in assisting new students in their transition to a new college environment and in helping them meet their needs.
4. The difference between Fall 2005 and Fall 2006 responses suggest that the University used the assessment results to make changes to improve programs and services for new students, and using assessment results to improve is the essence of institutional effectiveness and will enable the University to continue improving in the future.
5. The significant differences between different campuses and students of different characteristics should be considered as the University works to meet the needs of a diverse student population.
6. Because almost half of the respondents were eCampus students, generalizations should be made with caution. It is recommended that the results for each campus and college be used when considering changes to be made.

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

Total respondents = 2,540

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	85.8%	8.3%	5.9%	2,410
I would recommend Troy University to a friend who is planning to go to college.	2	84.6%	8.3%	7.1%	2,404
The semester/term format at my location accommodates my learning.	3	83.3%	11.1%	5.5%	2,335
Classes are offered at convenient times.	4	82.6%	9.6%	7.7%	2,326
Troy University has a good reputation in my community.	5	82.6%	11.7%	5.7%	2,319
The printed Schedule of Classes is informative and easy to follow.	6	80.5%	12.1%	7.4%	2,193
Troy personnel are knowledgeable and helpful.	7	79.2%	12.5%	8.4%	2,454
Reg. dates, times, and procedures were made clear to me prior to enrollment.	8	78.4%	9.6%	12.0%	2,425
The online Schedule of Classes is informative and easy to follow.	9	78.4%	12.7%	8.9%	2,306
The classes I attend are well organized and well taught.	10	78.2%	12.7%	9.1%	2,361
I feel I can talk to faculty about my academic concerns.	11	77.2%	13.2%	9.6%	2,411
Faculty care about students as individuals.	12	76.8%	15.8%	7.3%	2,422
The tuition payment plan is beneficial for students.	13	75.3%	18.3%	6.4%	2,078
Class drop/add procedures are appropriate.	14	75.3%	17.0%	7.7%	2,103
Class information provided prior to enrollment was helpful.	15	75.2%	13.2%	11.6%	2,420
Sufficient financial aid options are available.	16	73.2%	16.6%	10.1%	2,099
The University offers a variety of majors at my location.	17	73.2%	16.0%	10.8%	2,282
The on-site registration process is user-friendly.	18	71.6%	18.7%	9.7%	1,967
The online registration process is user-friendly.	19	71.2%	17.1%	11.6%	2,166
Academic advising is adequate.	20	69.8%	17.7%	12.5%	2,344
Purchasing textbooks through Troy Virtual BookStore is convenient.	21	64.7%	24.2%	11.1%	1,885
On-campus bookstore hours are convenient for students.	22	63.2%	26.9%	9.9%	1,697
Tutorial services are sufficient.	23	61.6%	30.0%	8.4%	1,718
Students seldom get the "run around" when seeking information.	24	61.5%	17.6%	20.9%	2,368
Student organizations are available for my participation.	25	55.8%	33.3%	11.0%	1,677

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

Appendix 1.1. New Student Perceptions about Troy University - Overall Comparison
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	FA05	Diff	FA06	FA05	Diff
I am receiving a quality education at Troy University.	85.8%	85.2%	0.6%	5.9%	5.9%	0.0%
I would recommend Troy Univ. to a friend planning to go to college.	84.6%	83.0%	1.6%	7.1%	7.8%	-0.7%
The semester/term format at my location accommodates my learning.	83.3%	82.6%	0.7%	5.5%	5.9%	-0.4%
Classes are offered at convenient times.	82.6%	79.3%	3.3%	7.7%	9.2%	-1.5%
Troy University has a good reputation in my community.	82.6%	79.8%	2.8%	5.7%	6.6%	-0.9%
The printed Schedule of Classes is informative and easy to follow.	80.5%	80.2%	0.3%	7.4%	6.8%	0.6%
Troy personnel are knowledgeable and helpful.	79.2%	77.4%	1.8%	8.4%	10.1%	-1.7%
Reg. dates, times, and procedures were made clear before enrollment.	78.4%	N/A		12.0%	N/A	
The online Schedule of Classes is informative and easy to follow.	78.4%	74.5%	3.9%	8.9%	9.9%	-1.0%
The classes I attend are well organized and well taught.	78.2%	77.9%	0.3%	9.1%	9.1%	0.0%
I feel I can talk to faculty about my academic concerns.	77.2%	76.7%	0.5%	9.6%	8.7%	0.9%
Faculty care about students as individuals.	76.8%	76.0%	0.8%	7.3%	7.9%	-0.6%
The tuition payment plan is beneficial for students.	75.3%	74.6%	0.7%	6.4%	6.8%	-0.4%
Class drop/add procedures are appropriate.	75.3%	71.3%	4.0%	7.7%	8.7%	-1.0%
Class information provided prior to enrollment was helpful.	75.2%	N/A		11.6%	N/A	
Sufficient financial aid options are available.	73.2%	69.3%	3.9%	10.1%	11.0%	-0.9%
The University offers a variety of majors at my location.	73.2%	71.5%	1.7%	10.8%	12.0%	-1.2%
The on-site registration process is user-friendly.	71.6%	67.4%	4.2%	9.7%	11.5%	-1.8%
The online registration process is user-friendly.	71.2%	67.8%	3.4%	11.6%	12.6%	-1.0%
Academic advising is adequate.	69.8%	67.3%	2.5%	12.5%	14.2%	-1.7%
Purchasing textbooks through Troy Virtual BookStore is convenient.	64.7%	57.4%	7.3%	11.1%	12.1%	-1.0%
On-campus bookstore hours are convenient for students.	63.2%	61.4%	1.8%	9.9%	11.7%	-1.8%
Tutorial services are sufficient.	61.6%	57.2%	4.4%	8.4%	8.2%	0.2%
Students seldom get the "run around" when seeking information.	61.5%	56.7%	4.8%	20.9%	24.8%	-3.9%
Student organizations are available for my participation.	55.8%	55.0%	0.8%	11.0%	12.2%	-1.2%

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

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

Total respondents = 134

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	84.4%	10.9%	4.7%	128
Troy University has a good reputation in my community.	2	83.8%	12.3%	3.8%	130
The printed Schedule of Classes is informative and easy to follow.	3	82.8%	11.7%	5.5%	128
I would recommend Troy University to a friend who is planning to go to college.	4	82.8%	10.2%	7.0%	128
Troy personnel are knowledgeable and helpful.	5	82.2%	12.4%	5.4%	129
The semester/term format at my location accommodates my learning.	6	80.2%	13.5%	6.3%	126
Faculty care about students as individuals.	7	79.7%	14.8%	5.5%	128
The tuition payment plan is beneficial for students.	8	78.0%	17.8%	4.2%	118
The classes I attend are well organized and well taught.	9	75.8%	17.2%	7.0%	128
On-campus bookstore hours are convenient for students.	10	75.8%	14.8%	9.4%	128
Class drop/add procedures are appropriate.	11	75.7%	15.0%	9.3%	107
I feel I can talk to faculty about my academic concerns.	12	75.0%	13.3%	11.7%	128
The online Schedule of Classes is informative and easy to follow.	13	72.8%	19.3%	7.9%	114
Sufficient financial aid options are available.	14	70.1%	20.5%	9.4%	117
Reg. dates, times, and procedures were made clear to me prior to enrollment.	15	70.0%	15.4%	14.6%	130
The University offers a variety of majors at my location.	16	70.0%	14.6%	15.4%	130
Academic advising is adequate.	17	69.0%	20.9%	10.1%	129
Classes are offered at convenient times.	18	66.9%	17.7%	15.4%	130
The on-site registration process is user-friendly.	19	65.3%	16.9%	17.8%	118
Class information provided prior to enrollment was helpful.	20	63.1%	20.8%	16.2%	130
Student organizations are available for my participation.	21	62.7%	27.5%	9.8%	102
The online registration process is user-friendly.	22	61.7%	28.7%	9.6%	94
Tutorial services are sufficient.	23	57.3%	34.1%	8.5%	82
Purchasing textbooks through Troy Virtual BookStore is convenient.	24	54.8%	35.7%	9.5%	84
Students seldom get the "run around" when seeking information.	25	52.0%	22.4%	25.6%	125

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

Appendix 2.1. New Student Perceptions about Troy University - Dothan
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	**FA05**	**Diff**	**FA06**	**FA05**	**Diff**
I am receiving a quality education at Troy University.	84.4%	86.3%	-1.9%	4.7%	5.5%	-0.8%
Troy University has a good reputation in my community.	83.8%	86.1%	-2.3%	3.8%	4.2%	-0.4%
The printed Schedule of Classes is informative and easy to follow.	82.8%	78.5%	4.3%	5.5%	6.9%	-1.4%
I would recommend Troy Univ. to a friend planning to go to college.	82.8%	77.8%	5.0%	7.0%	6.9%	0.1%
Troy personnel are knowledgeable and helpful.	82.2%	72.5%	9.7%	5.4%	12.1%	-6.7%
The semester/term format at my location accommodates my learning.	80.2%	74.3%	5.9%	6.3%	6.9%	-0.6%
Faculty care about students as individuals.	79.7%	70.9%	8.8%	5.5%	13.5%	-8.0%
The tuition payment plan is beneficial for students.	78.0%	66.7%	11.3%	4.2%	10.6%	-6.4%
The classes I attend are well organized and well taught.	75.8%	78.1%	-2.3%	7.0%	10.3%	-3.3%
On-campus bookstore hours are convenient for students.	75.8%	70.6%	5.2%	9.4%	11.9%	-2.5%
Class drop/add procedures are appropriate.	75.7%	62.5%	13.2%	9.3%	10.9%	-1.6%
I feel I can talk to faculty about my academic concerns.	75.0%	73.5%	1.5%	11.7%	10.9%	0.8%
The online Schedule of Classes is informative and easy to follow.	72.8%	66.2%	6.6%	7.9%	11.0%	-3.1%
Sufficient financial aid options are available.	70.1%	68.1%	2.0%	9.4%	14.1%	-4.7%
Reg. dates, times, and procedures were made clear prior to enrollment.	70.0%			14.6%		
The University offers a variety of majors at my location.	70.0%	62.3%	7.7%	15.4%	15.8%	-0.4%
Academic advising is adequate.	69.0%	60.4%	8.6%	10.1%	20.1%	-10.0%
Classes are offered at convenient times.	66.9%	56.8%	10.1%	15.4%	18.9%	-3.5%
The on-site registration process is user-friendly.	65.3%	58.6%	6.7%	17.8%	25.6%	-7.8%
Class information provided prior to enrollment was helpful.	63.1%			16.2%		
Student organizations are available for my participation.	62.7%	64.0%	-1.3%	9.8%	9.6%	0.2%
The online registration process is user-friendly.	61.7%	53.9%	7.8%	9.6%	14.8%	-5.2%
Tutorial services are sufficient.	57.3%	38.2%	19.1%	8.5%	6.9%	1.6%
Purchasing textbooks through Troy Virtual BookStore is convenient.	54.8%	44.4%	10.4%	9.5%	8.1%	1.4%
Students seldom get the "run around" when seeking information.	52.0%	49.0%	3.0%	25.6%	31.0%	-5.4%

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

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

Total respondents = 277

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
Troy University has a good reputation in my community.	1	89.5%	6.6%	3.9%	258
I am receiving a quality education at Troy University.	2	85.3%	9.7%	5.0%	258
Classes are offered at convenient times.	3	83.4%	8.1%	8.5%	259
I would recommend Troy University to a friend who is planning to go to college.	4	83.4%	10.8%	5.8%	259
The semester/term format at my location accommodates my learning.	5	83.3%	12.8%	3.9%	257
The printed Schedule of Classes is informative and easy to follow.	6	82.5%	12.7%	4.8%	252
The tuition payment plan is beneficial for students.	7	82.2%	13.1%	4.7%	236
Sufficient financial aid options are available.	8	81.8%	10.6%	7.6%	236
Troy personnel are knowledgeable and helpful.	9	80.5%	12.7%	6.7%	267
The classes I attend are well organized and well taught.	10	78.5%	11.9%	9.6%	261
On-campus bookstore hours are convenient for students.	11	78.4%	16.7%	4.9%	245
I feel I can talk to faculty about my academic concerns.	12	77.5%	14.3%	8.1%	258
Faculty care about students as individuals.	13	75.7%	16.7%	7.6%	263
Reg. dates, times, and procedures were made clear to me prior to enrollment.	14	75.6%	13.8%	10.6%	254
Class drop/add procedures are appropriate.	15	75.3%	16.6%	8.1%	223
The University offers a variety of majors at my location.	16	75.2%	16.9%	7.9%	254
The online Schedule of Classes is informative and easy to follow.	17	73.4%	20.2%	6.4%	233
Class information provided prior to enrollment was helpful.	18	73.3%	15.7%	11.0%	255
The on-site registration process is user-friendly.	19	72.5%	18.5%	9.0%	233
Academic advising is adequate.	20	69.4%	20.8%	9.8%	255
The online registration process is user-friendly.	21	67.3%	23.6%	9.1%	208
Students seldom get the "run around" when seeking information.	22	59.8%	18.1%	22.0%	254
Purchasing textbooks through Troy Virtual BookStore is convenient.	23	59.5%	35.7%	4.9%	185
Tutorial services are sufficient.	24	57.6%	35.9%	6.6%	198
Student organizations are available for my participation.	25	50.7%	41.2%	8.1%	211

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

Appendix 3.1. New Student Perceptions about Troy University - Montgomery
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	FA05	Diff	FA06	FA05	Diff
Troy University has a good reputation in my community.	89.5%	82.2%	7.3%	3.9%	7.3%	-3.4%
I am receiving a quality education at Troy University.	85.3%	83.6%	1.7%	5.0%	7.0%	-2.0%
Classes are offered at convenient times.	83.4%	77.5%	5.9%	8.5%	10.7%	-2.2%
I would recommend Troy Univ. to a friend planning to go to college.	83.4%	81.8%	1.6%	5.8%	8.6%	-2.8%
The semester/term format at my location accommodates my learning.	83.3%	80.6%	2.7%	3.9%	7.8%	-3.9%
The printed Schedule of Classes is informative and easy to follow.	82.5%	83.5%	-1.0%	4.8%	5.2%	-0.4%
The tuition payment plan is beneficial for students.	82.2%	73.2%	9.0%	4.7%	7.4%	-2.7%
Sufficient financial aid options are available.	81.8%	68.6%	13.2%	7.6%	10.9%	-3.3%
Troy personnel are knowledgeable and helpful.	80.5%	73.4%	7.1%	6.7%	13.0%	-6.3%
The classes I attend are well organized and well taught.	78.5%	72.7%	5.8%	9.6%	12.8%	-3.2%
On-campus bookstore hours are convenient for students.	78.4%	71.2%	7.2%	4.9%	8.8%	-3.9%
I feel I can talk to faculty about my academic concerns.	77.5%	74.5%	3.0%	8.1%	10.7%	-2.6%
Faculty care about students as individuals.	75.7%	72.7%	3.0%	7.6%	9.1%	-1.5%
Reg. dates, times, and procedures were made clear prior to enrollment.	75.6%			10.6%		
Class drop/add procedures are appropriate.	75.3%	71.7%	3.6%	8.1%	8.1%	0.0%
The University offers a variety of majors at my location.	75.2%	69.0%	6.2%	7.9%	12.4%	-4.5%
The online Schedule of Classes is informative and easy to follow.	73.4%	73.3%	0.1%	6.4%	7.9%	-1.5%
Class information provided prior to enrollment was helpful.	73.3%			11.0%		
The on-site registration process is user-friendly.	72.5%	66.5%	6.0%	9.0%	13.8%	-4.8%
Academic advising is adequate.	69.4%	71.7%	-2.3%	9.8%	12.4%	-2.6%
The online registration process is user-friendly.	67.3%	66.7%	0.6%	9.1%	13.6%	-4.5%
Students seldom get the "run around" when seeking information.	59.8%	54.5%	5.3%	22.0%	23.6%	-1.6%
Purchasing textbooks through Troy Virtual BookStore is convenient.	59.5%	54.3%	5.2%	4.9%	9.6%	-4.7%
Tutorial services are sufficient.	57.6%	58.1%	-0.5%	6.6%	9.0%	-2.4%
Student organizations are available for my participation.	50.7%	49.4%	1.3%	8.1%	12.1%	-4.0%

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

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

Total respondents = 122

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	89.3%	4.1%	6.6%	121
I would recommend Troy University to a friend who is planning to go to college.	2	88.4%	3.3%	8.3%	121
The printed Schedule of Classes is informative and easy to follow.	3	87.6%	3.3%	9.1%	121
The classes I attend are well organized and well taught.	4	87.4%	5.0%	7.6%	119
Troy University has a good reputation in my community.	5	87.4%	5.9%	6.7%	119
The semester/term format at my location accommodates my learning.	6	83.3%	8.3%	8.3%	120
The online Schedule of Classes is informative and easy to follow.	7	82.1%	8.9%	8.9%	112
The tuition payment plan is beneficial for students.	8	81.4%	8.0%	10.6%	113
I feel I can talk to faculty about my academic concerns.	9	80.2%	10.7%	9.1%	121
Sufficient financial aid options are available.	10	78.9%	10.5%	10.5%	114
Troy personnel are knowledgeable and helpful.	11	78.7%	8.2%	13.1%	122
Classes are offered at convenient times.	12	78.6%	9.4%	12.0%	117
Class drop/add procedures are appropriate.	13	76.2%	15.8%	7.9%	101
The on-site registration process is user-friendly.	14	76.1%	13.3%	10.6%	113
Reg. dates, times, and procedures were made clear to me prior to enrollment.	15	74.4%	9.1%	16.5%	121
Faculty care about students as individuals.	16	73.0%	18.0%	9.0%	122
The University offers a variety of majors at my location.	17	72.9%	11.0%	16.1%	118
Class information provided prior to enrollment was helpful.	18	72.5%	15.0%	12.5%	120
Academic advising is adequate.	19	70.6%	14.3%	15.1%	119
On-campus bookstore hours are convenient for students.	20	68.1%	20.7%	11.2%	116
The online registration process is user-friendly.	21	64.0%	24.4%	11.6%	86
Purchasing textbooks through Troy Virtual BookStore is convenient.	22	58.5%	24.4%	17.1%	82
Students seldom get the "run around" when seeking information.	23	55.4%	18.2%	26.4%	121
Tutorial services are sufficient.	24	54.1%	35.1%	10.8%	74
Student organizations are available for my participation.	25	51.7%	37.1%	11.2%	89

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

Appendix 4.1. New Student Perceptions about Troy University - Phenix City
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	FA05	Diff	FA06	FA05	Diff
I am receiving a quality education at Troy University.	89.3%	83.8%	5.5%	6.6%	6.2%	0.4%
I would recommend Troy Univ. to a friend planning to go to college.	88.4%	85.3%	3.1%	8.3%	7.0%	1.3%
The printed Schedule of Classes is informative and easy to follow.	87.6%	85.0%	2.6%	9.1%	7.1%	2.0%
The classes I attend are well organized and well taught.	87.4%	80.2%	7.2%	7.6%	8.4%	-0.8%
Troy University has a good reputation in my community.	87.4%	83.8%	3.6%	6.7%	7.0%	-0.3%
The semester/term format at my location accommodates my learning.	83.3%	91.5%	-8.2%	8.3%	6.2%	2.1%
The online Schedule of Classes is informative and easy to follow.	82.1%	75.2%	6.9%	8.9%	12.4%	-3.5%
The tuition payment plan is beneficial for students.	81.4%	84.4%	-3.0%	10.6%	4.1%	6.5%
I feel I can talk to faculty about my academic concerns.	80.2%	75.9%	4.3%	9.1%	7.1%	2.0%
Sufficient financial aid options are available.	78.9%	67.2%	11.7%	10.5%	12.5%	-2.0%
Troy personnel are knowledgeable and helpful.	78.7%	75.7%	3.0%	13.1%	9.7%	3.4%
Classes are offered at convenient times.	78.6%	80.7%	-2.1%	12.0%	7.9%	4.1%
Class drop/add procedures are appropriate.	76.2%	74.3%	1.9%	7.9%	5.7%	2.2%
The on-site registration process is user-friendly.	76.1%	63.9%	12.2%	10.6%	11.5%	-0.9%
Reg. dates, times, and procedures were made clear prior to enrollment.	74.4%			16.5%		
Faculty care about students as individuals.	73.0%	78.6%	-5.6%	9.0%	7.6%	1.4%
The University offers a variety of majors at my location.	72.9%	71.7%	1.2%	16.1%	12.3%	3.8%
Class information provided prior to enrollment was helpful.	72.5%			12.5%		
Academic advising is adequate.	70.6%	64.8%	5.8%	15.1%	18.4%	-3.3%
On-campus bookstore hours are convenient for students.	68.1%	75.5%	-7.4%	11.2%	12.2%	-1.0%
The online registration process is user-friendly.	64.0%	56.4%	7.6%	11.6%	13.7%	-2.1%
Purchasing textbooks through Troy Virtual BookStore is convenient.	58.5%	51.5%	7.0%	17.1%	11.3%	5.8%
Students seldom get the "run around" when seeking information.	55.4%	55.0%	0.4%	26.4%	29.3%	-2.9%
Tutorial services are sufficient.	54.1%	54.7%	-0.6%	10.8%	10.5%	0.3%
Student organizations are available for my participation.	51.7%	50.5%	1.2%	11.2%	10.3%	0.9%

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

Appendix 5. New Student Perceptions about Troy University - Troy

Ranked by Agreement

Total respondents = 432

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	86.8%	9.5%	3.7%	410
Troy University has a good reputation in my community.	2	83.9%	11.1%	5.0%	398
The printed Schedule of Classes is informative and easy to follow.	3	83.5%	11.0%	5.5%	399
I would recommend Troy University to a friend who is planning to go to college.	4	82.0%	10.8%	7.1%	406
The semester/term format at my location accommodates my learning.	5	81.7%	14.5%	3.8%	394
Troy personnel are knowledgeable and helpful.	6	81.3%	11.8%	7.0%	416
The University offers a variety of majors at my location.	7	79.5%	14.4%	6.1%	396
I feel I can talk to faculty about my academic concerns.	8	79.0%	13.9%	7.1%	409
The classes I attend are well organized and well taught.	9	78.5%	14.6%	6.9%	405
Classes are offered at convenient times.	10	77.5%	15.1%	7.4%	405
Reg. dates, times, and procedures were made clear to me prior to enrollment.	11	76.8%	11.1%	12.1%	406
Faculty care about students as individuals.	12	76.6%	16.7%	6.8%	414
The online Schedule of Classes is informative and easy to follow.	13	76.2%	16.4%	7.3%	383
Student organizations are available for my participation.	14	75.0%	18.3%	6.7%	372
The tuition payment plan is beneficial for students.	15	73.9%	20.6%	5.5%	379
Class information provided prior to enrollment was helpful.	16	73.5%	16.4%	10.0%	408
Class drop/add procedures are appropriate.	17	72.4%	19.9%	7.7%	362
Academic advising is adequate.	18	71.6%	19.2%	9.2%	402
Tutorial services are sufficient.	19	70.4%	24.5%	5.1%	331
On-campus bookstore hours are convenient for students.	20	70.1%	17.9%	12.0%	375
Sufficient financial aid options are available.	21	69.3%	16.9%	13.8%	384
The online registration process is user-friendly.	22	69.3%	21.7%	9.0%	368
The on-site registration process is user-friendly.	23	68.6%	23.3%	8.1%	369
Students seldom get the "run around" when seeking information.	24	60.7%	19.2%	20.1%	402
Purchasing textbooks through Troy Virtual BookStore is convenient.	25	59.2%	28.8%	11.9%	319

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

Appendix 5.1. New Student Perceptions about Troy University - Troy
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	FA05	Diff	FA06	FA05	Diff
I am receiving a quality education at Troy University.	86.8%	84.8%	2.0%	3.7%	4.3%	-0.6%
Troy University has a good reputation in my community.	83.9%	77.7%	6.2%	5.0%	8.5%	-3.5%
The printed Schedule of Classes is informative and easy to follow.	83.5%	81.4%	2.1%	5.5%	6.0%	-0.5%
I would recommend Troy Univ. to a friend planning to go to college.	82.0%	79.7%	2.3%	7.1%	10.4%	-3.3%
The semester/term format at my location accommodates my learning.	81.7%	79.5%	2.2%	3.8%	4.1%	-0.3%
Troy personnel are knowledgeable and helpful.	81.3%	73.1%	8.2%	7.0%	11.6%	-4.6%
The University offers a variety of majors at my location.	79.5%	78.4%	1.1%	6.1%	8.1%	-2.0%
I feel I can talk to faculty about my academic concerns.	79.0%	75.0%	4.0%	7.1%	10.2%	-3.1%
The classes I attend are well organized and well taught.	78.5%	73.6%	4.9%	6.9%	8.1%	-1.2%
Classes are offered at convenient times.	77.5%	74.5%	3.0%	7.4%	10.4%	-3.0%
Reg. dates, times, and procedures were made clear prior to enrollment.	76.8%			12.1%		
Faculty care about students as individuals.	76.6%	71.9%	4.7%	6.8%	8.4%	-1.6%
The online Schedule of Classes is informative and easy to follow.	76.2%	70.7%	5.5%	7.3%	9.0%	-1.7%
Student organizations are available for my participation.	75.0%	77.6%	-2.6%	6.7%	6.2%	0.5%
The tuition payment plan is beneficial for students.	73.9%	72.1%	1.8%	5.5%	9.2%	-3.7%
Class information provided prior to enrollment was helpful.	73.5%			10.0%		
Class drop/add procedures are appropriate.	72.4%	70.5%	1.9%	7.7%	10.1%	-2.4%
Academic advising is adequate.	71.6%	62.5%	9.1%	9.2%	16.7%	-7.5%
Tutorial services are sufficient.	70.4%	64.5%	5.9%	5.1%	7.7%	-2.6%
On-campus bookstore hours are convenient for students.	70.1%	68.7%	1.4%	12.0%	12.6%	-0.6%
Sufficient financial aid options are available.	69.3%	65.5%	3.8%	13.8%	15.6%	-1.8%
The online registration process is user-friendly.	69.3%	67.1%	2.2%	9.0%	10.1%	-1.1%
The on-site registration process is user-friendly.	68.6%	65.0%	3.6%	8.1%	11.3%	-3.2%
Students seldom get the "run around" when seeking information.	60.7%	46.4%	14.3%	20.1%	30.0%	-9.9%
Purchasing textbooks through Troy Virtual BookStore is convenient.	59.2%	45.3%	13.9%	11.9%	15.2%	-3.3%

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

Appendix 6. New Student Perceptions about Troy University - University College

Ranked by Agreement

Total respondents = 385

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
The semester/term format at my location accommodates my learning.	1	88.0%	6.8%	5.2%	367
I would recommend Troy University to a friend who is planning to go to college.	2	87.9%	6.7%	5.4%	371
Classes are offered at convenient times.	3	87.1%	6.7%	6.2%	373
I am receiving a quality education at Troy University.	4	86.8%	7.8%	5.4%	370
I feel I can talk to faculty about my academic concerns.	5	85.3%	8.8%	5.9%	373
Faculty care about students as individuals.	6	84.8%	9.9%	5.3%	374
Troy personnel are knowledgeable and helpful.	7	84.6%	8.5%	6.9%	377
The printed Schedule of Classes is informative and easy to follow.	8	83.6%	10.0%	6.4%	359
Troy University has a good reputation in my community.	9	83.1%	11.7%	5.2%	367
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	81.8%	8.8%	9.4%	373
Class information provided prior to enrollment was helpful.	11	81.1%	9.6%	9.3%	375
The classes I attend are well organized and well taught.	12	79.9%	11.7%	8.4%	369
The on-site registration process is user-friendly.	13	78.3%	13.6%	8.0%	323
The online Schedule of Classes is informative and easy to follow.	14	77.5%	13.8%	8.7%	355
The tuition payment plan is beneficial for students.	15	77.0%	17.3%	5.8%	330
Academic advising is adequate.	16	76.3%	14.2%	9.5%	359
Sufficient financial aid options are available.	17	75.5%	16.4%	8.2%	318
Class drop/add procedures are appropriate.	18	73.4%	19.9%	6.6%	316
Students seldom get the "run around" when seeking information.	19	70.1%	14.3%	15.7%	364
The online registration process is user-friendly.	20	68.7%	19.6%	11.7%	316
The University offers a variety of majors at my location.	21	67.7%	15.3%	17.0%	359
Purchasing textbooks through Troy Virtual BookStore is convenient.	22	60.3%	27.2%	12.5%	305
Tutorial services are sufficient.	23	50.2%	39.7%	10.0%	239
On-campus bookstore hours are convenient for students.	24	43.1%	43.1%	13.9%	209
Student organizations are available for my participation.	25	37.7%	41.0%	21.3%	244

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

Appendix 6.1. New Student Perceptions about Troy University - University College
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	**FA05**	**Diff**	**FA06**	**FA05**	**Diff**
The semester/term format at my location accommodates my learning.	88.0%	85.0%	3.0%	5.2%	6.4%	-1.2%
I would recommend Troy Univ. to a friend planning to go to college.	87.9%	84.6%	3.3%	5.4%	7.1%	-1.7%
Classes are offered at convenient times.	87.1%	86.0%	1.1%	6.2%	6.7%	-0.5%
I am receiving a quality education at Troy University.	86.8%	85.6%	1.2%	5.4%	7.1%	-1.7%
I feel I can talk to faculty about my academic concerns.	85.3%	82.8%	2.5%	5.9%	7.7%	-1.8%
Faculty care about students as individuals.	84.8%	80.2%	4.6%	5.3%	7.8%	-2.5%
Troy personnel are knowledgeable and helpful.	84.6%	82.1%	2.5%	6.9%	9.8%	-2.9%
The printed Schedule of Classes is informative and easy to follow.	83.6%	83.2%	0.4%	6.4%	6.0%	0.4%
Troy University has a good reputation in my community.	83.1%	77.4%	5.7%	5.2%	6.3%	-1.1%
Reg. dates, times, and procedures were made clear prior to enrollment.	81.8%			9.4%		
Class information provided prior to enrollment was helpful.	81.1%			9.3%		
The classes I attend are well organized and well taught.	79.9%	82.6%	-2.7%	8.4%	9.3%	-0.9%
The on-site registration process is user-friendly.	78.3%	75.4%	2.9%	8.0%	9.5%	-1.5%
The online Schedule of Classes is informative and easy to follow.	77.5%	76.6%	0.9%	8.7%	9.4%	-0.7%
The tuition payment plan is beneficial for students.	77.0%	79.2%	-2.2%	5.8%	4.3%	1.5%
Academic advising is adequate.	76.3%	71.0%	5.3%	9.5%	12.1%	-2.6%
Sufficient financial aid options are available.	75.5%	71.5%	4.0%	8.2%	9.5%	-1.3%
Class drop/add procedures are appropriate.	73.4%	68.4%	5.0%	6.6%	9.4%	-2.8%
Students seldom get the "run around" when seeking information.	70.1%	61.3%	8.8%	15.7%	24.2%	-8.5%
The online registration process is user-friendly.	68.7%	67.3%	1.4%	11.7%	11.7%	0.0%
The University offers a variety of majors at my location.	67.7%	66.2%	1.5%	17.0%	16.9%	0.1%
Purchasing textbooks through Troy Virtual BookStore is convenient.	60.3%	62.4%	-2.1%	12.5%	14.9%	-2.4%
Tutorial services are sufficient.	50.2%	47.7%	2.5%	10.0%	9.0%	1.0%
On-campus bookstore hours are convenient for students.	43.1%	39.5%	3.6%	13.9%	17.1%	-3.2%
Student organizations are available for my participation.	37.7%	36.5%	1.2%	21.3%	24.6%	-3.3%

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

Appendix 7. New Student Perceptions about Troy University - eCampus
Ranked by Agreement

Total respondents = 1,175

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
Classes are offered at convenient times.	1	85.3%	8.0%	6.8%	1031
I am receiving a quality education at Troy University.	2	85.1%	7.8%	7.0%	1111
I would recommend Troy University to a friend who is planning to go to college.	3	84.6%	7.7%	7.8%	1107
The semester/term format at my location accommodates my learning.	4	82.7%	11.1%	6.1%	1060
The online Schedule of Classes is informative and easy to follow.	5	80.7%	9.2%	10.1%	1098
Reg. dates, times, and procedures were made clear to me prior to enrollment.	6	79.8%	8.0%	12.2%	1130
Troy University has a good reputation in my community.	7	79.6%	13.8%	6.6%	1036
Class drop/add procedures are appropriate.	8	76.8%	15.5%	7.6%	984
The classes I attend are well organized and well taught.	9	76.7%	13.0%	10.3%	1068
The printed Schedule of Classes is informative and easy to follow.	10	76.4%	14.4%	9.2%	924
Troy personnel are knowledgeable and helpful.	11	76.0%	14.6%	9.5%	1131
Class information provided prior to enrollment was helpful.	12	76.0%	11.6%	12.4%	1120
Faculty care about students as individuals.	13	74.7%	17.2%	8.1%	1109
The online registration process is user-friendly.	14	74.7%	12.2%	13.1%	1084
I feel I can talk to faculty about my academic concerns.	15	73.7%	14.5%	11.8%	1110
The University offers a variety of majors at my location.	16	72.7%	17.4%	10.0%	1014
The tuition payment plan is beneficial for students.	17	72.2%	20.7%	7.1%	890
Sufficient financial aid options are available.	18	71.5%	18.6%	9.9%	919
Purchasing textbooks through Troy Virtual BookStore is convenient.	19	70.8%	18.0%	11.2%	900
The on-site registration process is user-friendly.	20	70.4%	19.8%	9.9%	800
Academic advising is adequate.	21	66.9%	17.7%	15.4%	1068
Tutorial services are sufficient.	22	63.8%	26.9%	9.3%	785
Students seldom get the "run around" when seeking information.	23	61.0%	17.4%	21.6%	1090
On-campus bookstore hours are convenient for students.	24	56.4%	34.5%	9.1%	615
Student organizations are available for my participation.	25	52.6%	36.8%	10.6%	650

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

Appendix 7.1. New Student Perceptions about Troy University - eCampus
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	FA05	Diff	FA06	FA05	Diff
Classes are offered at convenient times.	85.3%	83.9%	1.4%	6.8%	7.4%	-0.6%
I am receiving a quality education at Troy University.	85.1%	85.8%	-0.7%	7.0%	5.8%	1.2%
I would recommend Troy Univ. to a friend planning to go to college.	84.6%	84.9%	-0.3%	7.8%	6.7%	1.1%
The semester/term format at my location accommodates my learning.	82.7%	83.8%	-1.1%	6.1%	5.8%	0.3%
The online Schedule of Classes is informative and easy to follow.	80.7%	77.5%	3.2%	10.1%	11.0%	-0.9%
Reg. dates, times, and procedures were made clear prior to enrollment.	79.8%			12.2%		
Troy University has a good reputation in my community.	79.6%	79.0%	0.6%	6.6%	5.8%	0.8%
Class drop/add procedures are appropriate.	76.8%	74.3%	2.5%	7.6%	7.9%	-0.3%
The classes I attend are well organized and well taught.	76.7%	79.6%	-2.9%	10.3%	8.0%	2.3%
The printed Schedule of Classes is informative and easy to follow.	76.4%	75.0%	1.4%	9.2%	8.4%	0.8%
Troy personnel are knowledgeable and helpful.	76.0%	80.4%	-4.4%	9.5%	8.0%	1.5%
Class information provided prior to enrollment was helpful.	76.0%			12.4%		
Faculty care about students as individuals.	74.7%	78.0%	-3.3%	8.1%	6.1%	2.0%
The online registration process is user-friendly.	74.7%	72.9%	1.8%	13.1%	13.7%	-0.6%
I feel I can talk to faculty about my academic concerns.	73.7%	76.0%	-2.3%	11.8%	7.5%	4.3%
The University offers a variety of majors at my location.	72.7%	73.0%	-0.3%	10.0%	10.9%	-0.9%
The tuition payment plan is beneficial for students.	72.2%	73.9%	-1.7%	7.1%	5.9%	1.2%
Sufficient financial aid options are available.	71.5%	71.5%	0.0%	9.9%	7.8%	2.1%
Purchasing textbooks through Troy Virtual BookStore is convenient.	70.8%	65.8%	5.0%	11.2%	10.6%	0.6%
The on-site registration process is user-friendly.	70.4%	66.7%	3.7%	9.9%	8.1%	1.8%
Academic advising is adequate.	66.9%	68.2%	-1.3%	15.4%	12.7%	2.7%
Tutorial services are sufficient.	63.8%	60.6%	3.2%	9.3%	7.7%	1.6%
Students seldom get the "run around" when seeking information.	61.0%	62.9%	-1.9%	21.6%	20.5%	1.1%
On-campus bookstore hours are convenient for students.	56.4%	51.5%	4.9%	9.1%	9.9%	-0.8%
Student organizations are available for my participation.	52.6%	46.9%	5.7%	10.6%	12.2%	-1.6%

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

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

Ranked by Agreement

Total respondents = 692

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	86.3%	8.6%	5.1%	663
The semester/term format at my location accommodates my learning.	2	86.1%	8.5%	5.4%	646
I would recommend Troy University to a friend who is planning to go to college.	3	85.5%	7.8%	6.6%	663
Classes are offered at convenient times.	4	84.5%	8.3%	7.2%	625
Troy University has a good reputation in my community.	5	83.4%	12.2%	4.4%	631
The printed Schedule of Classes is informative and easy to follow.	6	81.8%	11.9%	6.3%	587
Troy personnel are knowledgeable and helpful.	7	81.5%	11.8%	6.7%	672
The classes I attend are well organized and well taught.	8	80.9%	10.7%	8.4%	645
I feel I can talk to faculty about my academic concerns.	9	80.6%	11.8%	7.6%	661
The online Schedule of Classes is informative and easy to follow.	10	80.2%	11.5%	8.4%	646
Reg. dates, times, and procedures were made clear to me prior to enrollment.	11	79.8%	10.9%	9.4%	662
Faculty care about students as individuals.	12	78.6%	15.2%	6.2%	664
The tuition payment plan is beneficial for students.	13	77.4%	17.4%	5.2%	558
Class drop/add procedures are appropriate.	14	77.1%	15.5%	7.4%	595
Class information provided prior to enrollment was helpful.	15	76.8%	13.4%	9.8%	663
The University offers a variety of majors at my location.	16	75.0%	15.2%	9.9%	627
The online registration process is user-friendly.	17	74.8%	15.3%	10.0%	603
Sufficient financial aid options are available.	18	72.9%	18.3%	8.7%	573
Academic advising is adequate.	19	72.8%	16.8%	10.5%	650
The on-site registration process is user-friendly.	20	72.5%	16.5%	11.0%	527
Purchasing textbooks through Troy Virtual BookStore is convenient.	21	70.4%	20.3%	9.4%	533
Tutorial services are sufficient.	22	65.7%	27.4%	6.8%	470
Students seldom get the "run around" when seeking information.	23	65.3%	17.3%	17.4%	654
On-campus bookstore hours are convenient for students.	24	65.2%	24.4%	10.4%	431
Student organizations are available for my participation.	25	58.0%	30.5%	11.5%	462

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

Appendix 8.1. New Student Perceptions about Troy University - College of Arts & Sciences
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	FA05	Diff	FA06	FA05	Diff
I am receiving a quality education at Troy University.	86.3%	84.1%	2.2%	5.1%	6.6%	-1.5%
The semester/term format at my location accommodates my learning.	86.1%	80.8%	5.3%	5.4%	7.2%	-1.8%
I would recommend Troy Univ. to a friend planning to go to college.	85.5%	82.1%	3.4%	6.6%	9.0%	-2.4%
Classes are offered at convenient times.	84.5%	76.5%	8.0%	7.2%	11.0%	-3.8%
Troy University has a good reputation in my community.	83.4%	80.0%	3.4%	4.4%	6.5%	-2.1%
The printed Schedule of Classes is informative and easy to follow.	81.8%	80.2%	1.6%	6.3%	7.2%	-0.9%
Troy personnel are knowledgeable and helpful.	81.5%	78.8%	2.7%	6.7%	9.8%	-3.1%
The classes I attend are well organized and well taught.	80.9%	77.2%	3.7%	8.4%	9.6%	-1.2%
I feel I can talk to faculty about my academic concerns.	80.6%	76.9%	3.7%	7.6%	9.1%	-1.5%
The online Schedule of Classes is informative and easy to follow.	80.2%	75.2%	5.0%	8.4%	10.7%	-2.3%
Reg. dates, times, and procedures were made clear prior to enrollment.	79.8%			9.4%		
Faculty care about students as individuals.	78.6%	75.2%	3.4%	6.2%	8.0%	-1.8%
The tuition payment plan is beneficial for students.	77.4%	74.6%	2.8%	5.2%	7.0%	-1.8%
Class drop/add procedures are appropriate.	77.1%	71.2%	5.9%	7.4%	10.5%	-3.1%
Class information provided prior to enrollment was helpful.	76.8%			9.8%		
The University offers a variety of majors at my location.	75.0%	71.7%	3.3%	9.9%	14.0%	-4.1%
The online registration process is user-friendly.	74.8%	67.6%	7.2%	10.0%	14.3%	-4.3%
Sufficient financial aid options are available.	72.9%	71.3%	1.6%	8.7%	11.0%	-2.3%
Academic advising is adequate.	72.8%	67.0%	5.8%	10.5%	16.0%	-5.5%
The on-site registration process is user-friendly.	72.5%	67.8%	4.7%	11.0%	11.7%	-0.7%
Purchasing textbooks through Troy Virtual BookStore is convenient.	70.4%	58.8%	11.6%	9.4%	13.1%	-3.7%
Tutorial services are sufficient.	65.7%	59.7%	6.0%	6.8%	10.5%	-3.7%
Students seldom get the "run around" when seeking information.	65.3%	58.2%	7.1%	17.4%	22.8%	-5.4%
On-campus bookstore hours are convenient for students.	65.2%	59.2%	6.0%	10.4%	11.9%	-1.5%
Student organizations are available for my participation.	58.0%	54.1%	3.9%	11.5%	12.8%	-1.3%

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

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

Total respondents = 772

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	85.3%	8.1%	6.6%	866
Classes are offered at convenient times.	2	83.5%	8.4%	8.1%	838
I would recommend Troy University to a friend who is planning to go to college.	3	83.1%	9.0%	7.9%	866
The semester/term format at my location accommodates my learning.	4	81.6%	12.7%	5.7%	825
Troy University has a good reputation in my community.	5	81.1%	12.5%	6.4%	831
The printed Schedule of Classes is informative and easy to follow.	6	78.9%	12.3%	8.7%	779
Reg. dates, times, and procedures were made clear to me prior to enrollment.	7	78.8%	8.5%	12.7%	873
The online Schedule of Classes is informative and easy to follow.	8	78.2%	11.7%	10.0%	827
Troy personnel are knowledgeable and helpful.	9	76.7%	13.2%	10.1%	878
Class drop/add procedures are appropriate.	10	76.2%	14.7%	9.0%	753
Class information provided prior to enrollment was helpful.	11	75.8%	11.7%	12.5%	873
The classes I attend are well organized and well taught.	12	75.5%	13.9%	10.6%	842
The tuition payment plan is beneficial for students.	13	74.7%	18.3%	7.1%	723
Faculty care about students as individuals.	14	74.3%	17.1%	8.7%	867
I feel I can talk to faculty about my academic concerns.	15	73.3%	14.1%	12.5%	863
Sufficient financial aid options are available.	16	72.7%	15.9%	11.4%	735
The University offers a variety of majors at my location.	17	72.7%	16.0%	11.3%	812
The on-site registration process is user-friendly.	18	71.6%	18.7%	9.7%	691
The online registration process is user-friendly.	19	70.1%	15.3%	14.6%	793
Academic advising is adequate.	20	68.6%	16.6%	14.8%	830
Purchasing textbooks through Troy Virtual BookStore is convenient.	21	63.8%	22.5%	13.7%	680
Tutorial services are sufficient.	22	59.5%	30.4%	10.1%	615
Students seldom get the "run around" when seeking information.	23	59.4%	18.0%	22.6%	845
On-campus bookstore hours are convenient for students.	24	59.1%	31.1%	9.7%	575
Student organizations are available for my participation.	25	50.9%	36.6%	12.5%	558

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

Appendix 9.1. New Student Perceptions about Troy University - Sorrell College of Business
Fall 2006 vs. Fall 2005

	Agree*			Disagree*		
Academic programs, services, and administration	**FA06**	**FA05**	**Diff**	**FA06**	**FA05**	**Diff**
I am receiving a quality education at Troy University.	85.3%	85.4%	-0.1%	6.6%	5.1%	1.5%
Classes are offered at convenient times.	83.5%	83.1%	0.4%	8.1%	7.2%	0.9%
I would recommend Troy Univ. to a friend planning to go to college.	83.1%	84.3%	-1.2%	7.9%	7.3%	0.6%
The semester/term format at my location accommodates my learning.	81.6%	82.5%	-0.9%	5.7%	5.8%	-0.1%
Troy University has a good reputation in my community.	81.1%	80.2%	0.9%	6.4%	6.7%	-0.3%
The printed Schedule of Classes is informative and easy to follow.	78.9%	79.1%	-0.2%	8.7%	7.0%	1.7%
Reg. dates, times, and procedures were made clear prior to enrollment.	78.8%			12.7%		
The online Schedule of Classes is informative and easy to follow.	78.2%	74.0%	4.2%	10.0%	9.5%	0.5%
Troy personnel are knowledgeable and helpful.	76.7%	78.6%	-1.9%	10.1%	8.8%	1.3%
Class drop/add procedures are appropriate.	76.2%	72.8%	3.4%	9.0%	7.6%	1.4%
Class information provided prior to enrollment was helpful.	75.8%			12.5%		
The classes I attend are well organized and well taught.	75.5%	77.8%	-2.3%	10.6%	9.0%	1.6%
The tuition payment plan is beneficial for students.	74.7%	73.9%	0.8%	7.1%	6.5%	0.6%
Faculty care about students as individuals.	74.3%	78.1%	-3.8%	8.7%	7.2%	1.5%
I feel I can talk to faculty about my academic concerns.	73.3%	77.1%	-3.8%	12.5%	8.0%	4.5%
Sufficient financial aid options are available.	72.7%	67.0%	5.7%	11.4%	10.5%	0.9%
The University offers a variety of majors at my location.	72.7%	71.3%	1.4%	11.3%	10.8%	0.5%
The on-site registration process is user-friendly.	71.6%	69.7%	1.9%	9.7%	11.2%	-1.5%
The online registration process is user-friendly.	70.1%	70.1%	0.0%	14.6%	12.1%	2.5%
Academic advising is adequate.	68.6%	67.7%	0.9%	14.8%	13.7%	1.1%
Purchasing textbooks through Troy Virtual BookStore is convenient.	63.8%	59.2%	4.6%	13.7%	12.1%	1.6%
Tutorial services are sufficient.	59.5%	54.7%	4.8%	10.1%	9.5%	0.6%
Students seldom get the "run around" when seeking information.	59.4%	57.8%	1.6%	22.6%	24.6%	-2.0%
On-campus bookstore hours are convenient for students.	59.1%	59.0%	0.1%	9.7%	12.6%	-2.9%
Student organizations are available for my participation.	50.9%	49.9%	1.0%	12.5%	15.6%	-3.1%

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

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

Total respondents = 439

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I would recommend Troy University to a friend who is planning to go to college.	1	88.5%	6.5%	5.0%	416
I am receiving a quality education at Troy University.	2	88.2%	6.9%	5.0%	423
Troy University has a good reputation in my community.	3	86.4%	9.5%	4.1%	419
Classes are offered at convenient times.	4	84.5%	8.3%	7.3%	412
The semester/term format at my location accommodates my learning.	5	84.5%	10.9%	4.6%	413
Troy personnel are knowledgeable and helpful.	6	83.6%	10.8%	5.6%	426
Faculty care about students as individuals.	7	83.1%	11.8%	5.2%	425
I feel I can talk to faculty about my academic concerns.	8	82.0%	12.3%	5.7%	422
The printed Schedule of Classes is informative and easy to follow.	9	82.0%	13.2%	4.8%	394
The classes I attend are well organized and well taught.	10	80.6%	12.7%	6.7%	417
The tuition payment plan is beneficial for students.	11	78.2%	15.5%	6.3%	381
Reg. dates, times, and procedures were made clear to me prior to enrollment.	12	78.2%	10.7%	11.1%	422
The online Schedule of Classes is informative and easy to follow.	13	78.1%	15.1%	6.9%	392
Class information provided prior to enrollment was helpful.	14	76.6%	14.1%	9.3%	419
Sufficient financial aid options are available.	15	76.2%	16.1%	7.8%	386
Class drop/add procedures are appropriate.	16	73.4%	21.8%	4.8%	357
Academic advising is adequate.	17	72.5%	17.9%	9.7%	414
The on-site registration process is user-friendly.	18	71.7%	20.2%	8.0%	361
The University offers a variety of majors at my location.	19	70.8%	17.8%	11.4%	404
The online registration process is user-friendly.	20	70.3%	22.7%	7.1%	353
On-campus bookstore hours are convenient for students.	21	67.0%	25.6%	7.4%	324
Students seldom get the "run around" when seeking information.	22	63.4%	18.6%	17.9%	413
Purchasing textbooks through Troy Virtual BookStore is convenient.	23	60.4%	31.2%	8.4%	321
Tutorial services are sufficient.	24	57.2%	35.2%	7.6%	290
Student organizations are available for my participation.	25	56.2%	34.8%	8.0%	290

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

Appendix 10.1. New Student Perceptions about Troy University - College of Education
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	**FA05**	**Diff**	**FA06**	**FA05**	**Diff**
I would recommend Troy Univ. to a friend planning to go to college.	88.5%	80.5%	8.0%	5.0%	6.8%	-1.8%
I am receiving a quality education at Troy University.	88.2%	85.3%	2.9%	5.0%	6.3%	-1.3%
Troy University has a good reputation in my community.	86.4%	81.1%	5.3%	4.1%	6.3%	-2.2%
Classes are offered at convenient times.	84.5%	81.3%	3.2%	7.3%	8.7%	-1.4%
The semester/term format at my location accommodates my learning.	84.5%	86.7%	-2.2%	4.6%	4.7%	-0.1%
Troy personnel are knowledgeable and helpful.	83.6%	72.5%	11.1%	5.6%	12.5%	-6.9%
Faculty care about students as individuals.	83.1%	74.5%	8.6%	5.2%	8.3%	-3.1%
I feel I can talk to faculty about my academic concerns.	82.0%	76.1%	5.9%	5.7%	8.4%	-2.7%
The printed Schedule of Classes is informative and easy to follow.	82.0%	83.8%	-1.8%	4.8%	4.7%	0.1%
The classes I attend are well organized and well taught.	80.6%	81.0%	-0.4%	6.7%	9.2%	-2.5%
The tuition payment plan is beneficial for students.	78.2%	77.7%	0.5%	6.3%	6.0%	0.3%
Reg. dates, times, and procedures were made clear prior to enrollment.	78.2%			11.1%		
The online Schedule of Classes is informative and easy to follow.	78.1%	75.5%	2.6%	6.9%	10.0%	-3.1%
Class information provided prior to enrollment was helpful.	76.6%			9.3%		
Sufficient financial aid options are available.	76.2%	73.4%	2.8%	7.8%	10.8%	-3.0%
Class drop/add procedures are appropriate.	73.4%	67.2%	6.2%	4.8%	8.0%	-3.2%
Academic advising is adequate.	72.5%	67.4%	5.1%	9.7%	13.0%	-3.3%
The on-site registration process is user-friendly.	71.7%	65.7%	6.0%	8.0%	14.3%	-6.3%
The University offers a variety of majors at my location.	70.8%	69.7%	1.1%	11.4%	14.5%	-3.1%
The online registration process is user-friendly.	70.3%	61.4%	8.9%	7.1%	13.9%	-6.8%
On-campus bookstore hours are convenient for students.	67.0%	66.7%	0.3%	7.4%	10.4%	-3.0%
Students seldom get the "run around" when seeking information.	63.4%	53.6%	9.8%	17.9%	29.5%	-11.6%
Purchasing textbooks through Troy Virtual BookStore is convenient.	60.4%	54.1%	6.3%	8.4%	9.9%	-1.5%
Tutorial services are sufficient.	57.2%	56.0%	1.2%	7.6%	4.6%	3.0%
Student organizations are available for my participation.	56.2%	59.3%	-3.1%	8.0%	8.1%	-0.1%

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

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

Total respondents = 52

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
The semester/term format at my location accommodates my learning.	1	87.5%	8.3%	4.2%	48
The University offers a variety of majors at my location.	2	87.2%	6.4%	6.4%	47
I am receiving a quality education at Troy University.	3	84.1%	9.1%	6.8%	44
Faculty care about students as individuals.	4	83.3%	8.3%	8.3%	48
The classes I attend are well organized and well taught.	5	81.6%	12.2%	6.1%	49
Troy University has a good reputation in my community.	6	80.4%	8.7%	10.9%	46
The printed Schedule of Classes is informative and easy to follow.	7	80.0%	11.1%	8.9%	45
Reg. dates, times, and procedures were made clear to me prior to enrollment.	8	79.2%	6.3%	14.6%	48
Student organizations are available for my participation.	9	79.1%	11.6%	9.3%	43
I would recommend Troy University to a friend who is planning to go to college.	10	78.3%	10.9%	10.9%	46
I feel I can talk to faculty about my academic concerns.	11	76.1%	15.2%	8.7%	46
Troy personnel are knowledgeable and helpful.	12	74.0%	14.0%	12.0%	50
Tutorial services are sufficient.	13	73.5%	17.6%	8.8%	34
Academic advising is adequate.	14	73.3%	17.8%	8.9%	45
The online Schedule of Classes is informative and easy to follow.	15	72.7%	15.9%	11.4%	44
Class drop/add procedures are appropriate.	16	72.5%	20.0%	7.5%	40
Sufficient financial aid options are available.	17	72.2%	13.9%	13.9%	36
The online registration process is user-friendly.	18	71.1%	15.8%	13.2%	38
Classes are offered at convenient times.	19	70.2%	19.1%	10.6%	47
The on-site registration process is user-friendly.	20	67.5%	25.0%	7.5%	40
The tuition payment plan is beneficial for students.	21	65.0%	32.5%	2.5%	40
On-campus bookstore hours are convenient for students.	22	62.8%	18.6%	18.6%	43
Class information provided prior to enrollment was helpful.	23	60.9%	15.2%	23.9%	46
Students seldom get the "run around" when seeking information.	24	50.0%	12.5%	37.5%	48
Purchasing textbooks through Troy Virtual BookStore is convenient.	25	44.8%	41.4%	13.8%	29

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

Appendix 11.1. New Student Perceptions about Troy University - College of Communication & Fine Arts
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	FA05	Diff	FA06	FA05	Diff
The semester/term format at my location accommodates my learning.	87.5%	77.4%	10.1%	4.2%	3.8%	0.4%
The University offers a variety of majors at my location.	87.2%	74.1%	13.1%	6.4%	11.1%	-4.7%
I am receiving a quality education at Troy University.	84.1%	85.7%	-1.6%	6.8%	3.6%	3.2%
Faculty care about students as individuals.	83.3%	72.7%	10.6%	8.3%	10.9%	-2.6%
The classes I attend are well organized and well taught.	81.6%	80.7%	0.9%	6.1%	7.0%	-0.9%
Troy University has a good reputation in my community.	80.4%	77.8%	2.6%	10.9%	9.3%	1.6%
The printed Schedule of Classes is informative and easy to follow.	80.0%	78.6%	1.4%	8.9%	8.9%	0.0%
Reg. dates, times, and procedures were made clear prior to enrollment.	79.2%			14.6%		
Student organizations are available for my participation.	79.1%	71.4%	7.7%	9.3%	4.1%	5.2%
I would recommend Troy Univ. to a friend planning to go to college.	78.3%	85.7%	-7.4%	10.9%	3.6%	7.3%
I feel I can talk to faculty about my academic concerns.	76.1%	77.2%	-1.1%	8.7%	10.5%	-1.8%
Troy personnel are knowledgeable and helpful.	74.0%	71.9%	2.1%	12.0%	14.0%	-2.0%
Tutorial services are sufficient.	73.5%	56.8%	16.7%	8.8%	4.5%	4.3%
Academic advising is adequate.	73.3%	60.0%	13.3%	8.9%	16.0%	-7.1%
The online Schedule of Classes is informative and easy to follow.	72.7%	62.3%	10.4%	11.4%	5.7%	5.7%
Class drop/add procedures are appropriate.	72.5%	72.3%	0.2%	7.5%	6.4%	1.1%
Sufficient financial aid options are available.	72.2%	71.2%	1.0%	13.9%	5.8%	8.1%
The online registration process is user-friendly.	71.1%	54.7%	16.4%	13.2%	13.2%	0.0%
Classes are offered at convenient times.	70.2%	69.6%	0.6%	10.6%	8.9%	1.7%
The on-site registration process is user-friendly.	67.5%	51.1%	16.4%	7.5%	17.0%	-9.5%
The tuition payment plan is beneficial for students.	65.0%	73.5%	-8.5%	2.5%	6.1%	-3.6%
On-campus bookstore hours are convenient for students.	62.8%	60.8%	2.0%	18.6%	13.7%	4.9%
Class information provided prior to enrollment was helpful.	60.9%			23.9%		
Students seldom get the "run around" when seeking information.	50.0%	37.5%	12.5%	37.5%	33.9%	3.6%
Purchasing textbooks through Troy Virtual BookStore is convenient.	44.8%	36.1%	8.7%	13.8%	5.6%	8.2%

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

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

Total respondents = 339

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	81.4%	10.4%	8.2%	317
The semester/term format at my location accommodates my learning.	2	80.6%	11.9%	7.4%	310
I would recommend Troy University to a friend who is planning to go to college.	3	79.7%	10.4%	9.8%	316
The printed Schedule of Classes is informative and easy to follow.	4	78.3%	11.8%	9.9%	304
Troy University has a good reputation in my community.	5	78.2%	13.4%	8.4%	298
The online Schedule of Classes is informative and easy to follow.	6	77.2%	12.4%	10.4%	307
Classes are offered at convenient times.	7	77.2%	14.5%	8.4%	311
Troy personnel are knowledgeable and helpful.	8	75.2%	13.9%	10.9%	330
The classes I attend are well organized and well taught.	9	74.4%	14.4%	11.2%	313
I feel I can talk to faculty about my academic concerns.	10	74.1%	13.9%	12.0%	324
Reg. dates, times, and procedures were made clear to me prior to enrollment.	11	72.8%	10.5%	16.7%	323
Sufficient financial aid options are available.	12	71.3%	15.7%	12.9%	286
The University offers a variety of majors at my location.	13	71.2%	15.4%	13.4%	306
Class information provided prior to enrollment was helpful.	14	70.8%	14.9%	14.3%	322
Class drop/add procedures are appropriate.	15	70.8%	19.5%	9.7%	277
The tuition payment plan is beneficial for students.	16	70.5%	21.4%	8.1%	295
The on-site registration process is user-friendly.	17	70.3%	19.0%	10.8%	269
Faculty care about students as individuals.	18	69.0%	21.4%	9.6%	323
The online registration process is user-friendly.	19	66.8%	18.7%	14.5%	289
On-campus bookstore hours are convenient for students.	20	64.7%	24.6%	10.7%	252
Purchasing textbooks through Troy Virtual BookStore is convenient.	21	63.3%	25.0%	11.7%	248
Academic advising is adequate.	22	62.2%	22.4%	15.4%	312
Tutorial services are sufficient.	23	60.7%	29.8%	9.5%	242
Student organizations are available for my participation.	24	57.4%	31.3%	11.2%	249
Students seldom get the "run around" when seeking information.	25	57.3%	16.5%	26.3%	316

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

Appendix 12.1. New Student Perceptions about Troy University - College of Health & Human Service
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	FA05	Diff	FA06	FA05	Diff
I am receiving a quality education at Troy University.	81.4%	87.6%	-6.2%	8.2%	6.2%	2.0%
The semester/term format at my location accommodates my learning.	80.6%	82.8%	-2.2%	7.4%	6.4%	1.0%
I would recommend Troy Univ. to a friend planning to go to college.	79.7%	84.6%	-4.9%	9.8%	8.7%	1.1%
The printed Schedule of Classes is informative and easy to follow.	78.3%	79.0%	-0.7%	9.9%	7.9%	2.0%
Troy University has a good reputation in my community.	78.2%	79.5%	-1.3%	8.4%	5.9%	2.5%
The online Schedule of Classes is informative and easy to follow.	77.2%	75.2%	2.0%	10.4%	10.3%	0.1%
Classes are offered at convenient times.	77.2%	74.8%	2.4%	8.4%	11.6%	-3.2%
Troy personnel are knowledgeable and helpful.	75.2%	78.5%	-3.3%	10.9%	11.0%	-0.1%
The classes I attend are well organized and well taught.	74.4%	75.6%	-1.2%	11.2%	8.6%	2.6%
I feel I can talk to faculty about my academic concerns.	74.1%	78.0%	-3.9%	12.0%	9.4%	2.6%
Reg. dates, times, and procedures were made clear prior to enrollment.	72.8%			16.7%		
Sufficient financial aid options are available.	71.3%	63.0%	8.3%	12.9%	14.1%	-1.2%
The University offers a variety of majors at my location.	71.2%	74.9%	-3.7%	13.4%	9.0%	4.4%
Class information provided prior to enrollment was helpful.	70.8%			14.3%		
Class drop/add procedures are appropriate.	70.8%	73.4%	-2.6%	9.7%	9.5%	0.2%
The tuition payment plan is beneficial for students.	70.5%	74.3%	-3.8%	8.1%	7.6%	0.5%
The on-site registration process is user-friendly.	70.3%	67.7%	2.6%	10.8%	8.6%	2.2%
Faculty care about students as individuals.	69.0%	76.4%	-7.4%	9.6%	7.8%	1.8%
The online registration process is user-friendly.	66.8%	71.6%	-4.8%	14.5%	11.3%	3.2%
On-campus bookstore hours are convenient for students.	64.7%	66.0%	-1.3%	10.7%	9.7%	1.0%
Purchasing textbooks through Troy Virtual BookStore is convenient.	63.3%	59.4%	3.9%	11.7%	13.4%	-1.7%
Academic advising is adequate.	62.2%	67.6%	-5.4%	15.4%	13.3%	2.1%
Tutorial services are sufficient.	60.7%	63.2%	-2.5%	9.5%	7.3%	2.2%
Student organizations are available for my participation.	57.4%	61.1%	-3.7%	11.2%	9.2%	2.0%
Students seldom get the "run around" when seeking information.	57.3%	57.0%	0.3%	26.3%	23.6%	2.7%

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

Appendix 13. New Student Perceptions about Troy University - Undergraduate Students
Ranked by Agreement Level

Total respondents = 1,528

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	85.8%	8.3%	6.0%	1,442
I would recommend Troy University to a friend who is planning to go to college.	2	84.3%	8.1%	7.6%	1,434
Troy University has a good reputation in my community.	3	83.4%	10.8%	5.8%	1,383
The semester/term format at my location accommodates my learning.	4	82.1%	12.1%	5.8%	1,391
The printed Schedule of Classes is informative and easy to follow.	5	81.1%	11.4%	7.5%	1,321
Classes are offered at convenient times.	6	80.5%	11.0%	8.5%	1,387
The online Schedule of Classes is informative and easy to follow.	7	78.9%	12.2%	8.9%	1,384
The classes I attend are well organized and well taught.	8	77.7%	13.3%	9.0%	1,411
Troy personnel are knowledgeable and helpful.	9	77.1%	13.3%	9.6%	1,469
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	76.9%	10.7%	12.4%	1,453
Class drop/add procedures are appropriate.	11	76.0%	16.3%	7.8%	1,285
The tuition payment plan is beneficial for students.	12	75.1%	18.3%	6.6%	1,235
I feel I can talk to faculty about my academic concerns.	13	74.9%	14.0%	11.1%	1,436
The University offers a variety of majors at my location.	14	74.6%	16.1%	9.3%	1,369
Faculty care about students as individuals.	15	74.3%	17.2%	8.5%	1,451
Sufficient financial aid options are available.	16	73.2%	16.1%	10.7%	1,267
Class information provided prior to enrollment was helpful.	17	73.1%	14.7%	12.2%	1,446
The on-site registration process is user-friendly.	18	71.4%	18.7%	9.9%	1,174
The online registration process is user-friendly.	19	71.2%	17.3%	11.5%	1,310
Academic advising is adequate.	20	68.3%	17.7%	14.0%	1,417
Purchasing textbooks through Troy Virtual BookStore is convenient.	21	65.7%	23.3%	10.9%	1,127
On-campus bookstore hours are convenient for students.	22	65.5%	23.8%	10.7%	1,085
Tutorial services are sufficient.	23	64.7%	27.0%	8.4%	1,101
Student organizations are available for my participation.	24	60.1%	30.0%	9.9%	1,074
Students seldom get the "run around" when seeking information.	25	59.3%	18.1%	22.6%	1,416

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

Appendix 13.1. New Student Perceptions about Troy University - Undergraduate Students
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	**FA05**	**Diff**	**FA06**	**FA05**	**Diff**
I am receiving a quality education at Troy University.	85.8%	85.4%	0.4%	6.0%	5.3%	0.7%
I would recommend Troy Univ. to a friend planning to go to college.	84.3%	82.3%	2.0%	7.6%	7.4%	0.2%
Troy University has a good reputation in my community.	83.4%	80.7%	2.7%	5.8%	6.0%	-0.2%
The semester/term format at my location accommodates my learning.	82.1%	81.5%	0.6%	5.8%	5.4%	0.4%
The printed Schedule of Classes is informative and easy to follow.	81.1%	79.7%	1.4%	7.5%	6.7%	0.8%
Classes are offered at convenient times.	80.5%	78.1%	2.4%	8.5%	10.0%	-1.5%
The online Schedule of Classes is informative and easy to follow.	78.9%	74.8%	4.1%	8.9%	9.0%	-0.1%
The classes I attend are well organized and well taught.	77.7%	75.9%	1.8%	9.0%	9.0%	0.0%
Troy personnel are knowledgeable and helpful.	77.1%	75.7%	1.4%	9.6%	10.6%	-1.0%
Reg. dates, times, and procedures were made clear prior to enrollment.	76.9%			12.4%		
Class drop/add procedures are appropriate.	76.0%	72.8%	3.2%	7.8%	7.6%	0.2%
The tuition payment plan is beneficial for students.	75.1%	74.1%	1.0%	6.6%	7.2%	-0.6%
I feel I can talk to faculty about my academic concerns.	74.9%	75.0%	-0.1%	11.1%	9.5%	1.6%
The University offers a variety of majors at my location.	74.6%	74.4%	0.2%	9.3%	10.6%	-1.3%
Faculty care about students as individuals.	74.3%	74.6%	-0.3%	8.5%	8.0%	0.5%
Sufficient financial aid options are available.	73.2%	70.0%	3.2%	10.7%	11.5%	-0.8%
Class information provided prior to enrollment was helpful.	73.1%			12.2%		
The on-site registration process is user-friendly.	71.4%	67.0%	4.4%	9.9%	11.2%	-1.3%
The online registration process is user-friendly.	71.2%	67.9%	3.3%	11.5%	12.2%	-0.7%
Academic advising is adequate.	68.3%	66.8%	1.5%	14.0%	14.6%	-0.6%
Purchasing textbooks through Troy Virtual BookStore is convenient.	65.7%	57.3%	8.4%	10.9%	10.8%	0.1%
On-campus bookstore hours are convenient for students.	65.5%	67.5%	-2.0%	10.7%	10.6%	0.1%
Tutorial services are sufficient.	64.7%	61.3%	3.4%	8.4%	7.8%	0.6%
Student organizations are available for my participation.	60.1%	61.5%	-1.4%	9.9%	9.8%	0.1%
Students seldom get the "run around" when seeking information.	59.3%	54.2%	5.1%	22.6%	25.4%	-2.8%

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

Appendix 14. New Student Perceptions about Troy University - Graduate Students
Ranked by Agreement Level

Total respondents = 800

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
Classes are offered at convenient times.	1	86.3%	7.1%	6.6%	743
The semester/term format at my location accommodates my learning.	2	86.1%	8.4%	5.5%	747
I am receiving a quality education at Troy University.	3	86.1%	8.2%	5.7%	771
I would recommend Troy University to a friend who is planning to go to college.	4	85.1%	8.2%	6.7%	776
Faculty care about students as individuals.	5	81.1%	13.5%	5.3%	768
Troy University has a good reputation in my community.	6	81.1%	13.1%	5.8%	742
Troy personnel are knowledgeable and helpful.	7	80.9%	11.9%	7.2%	781
I feel I can talk to faculty about my academic concerns.	8	80.6%	12.0%	7.4%	775
Reg. dates, times, and procedures were made clear to me prior to enrollment.	9	80.3%	7.8%	11.9%	771
The printed Schedule of Classes is informative and easy to follow.	10	79.6%	12.8%	7.6%	696
Class information provided prior to enrollment was helpful.	11	79.4%	9.4%	11.1%	773
The classes I attend are well organized and well taught.	12	79.4%	11.3%	9.2%	759
The online Schedule of Classes is informative and easy to follow.	13	77.2%	13.7%	9.1%	724
The tuition payment plan is beneficial for students.	14	76.8%	16.5%	6.7%	667
Class drop/add procedures are appropriate.	15	74.8%	17.5%	7.6%	644
Sufficient financial aid options are available.	16	73.3%	16.6%	10.1%	664
The on-site registration process is user-friendly.	17	72.1%	18.5%	9.3%	621
Academic advising is adequate.	18	71.9%	17.6%	10.6%	739
The online registration process is user-friendly.	19	71.3%	16.6%	12.1%	679
The University offers a variety of majors at my location.	20	71.3%	15.0%	13.8%	720
Students seldom get the "run around" when seeking information.	21	64.6%	16.0%	19.4%	754
Purchasing textbooks through Troy Virtual BookStore is convenient.	22	62.2%	25.0%	12.8%	609
On-campus bookstore hours are convenient for students.	23	57.8%	33.1%	9.1%	472
Tutorial services are sufficient.	24	55.4%	35.5%	9.1%	482
Student organizations are available for my participation.	25	48.2%	37.5%	14.3%	477

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

Appendix 14.1. New Student Perceptions about Troy University - Graduate Students
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	**FA05**	**Diff**	**FA06**	**FA05**	**Diff**
Classes are offered at convenient times.	86.3%	82.2%	4.1%	6.6%	8.2%	-1.6%
The semester/term format at my location accommodates my learning.	86.1%	84.4%	1.7%	5.5%	7.0%	-1.5%
I am receiving a quality education at Troy University.	86.1%	85.3%	0.8%	5.7%	7.3%	-1.6%
I would recommend Troy Univ. to a friend planning to go to college.	85.1%	84.1%	1.0%	6.7%	8.6%	-1.9%
Faculty care about students as individuals.	81.1%	78.4%	2.7%	5.3%	8.5%	-3.2%
Troy University has a good reputation in my community.	81.1%	79.7%	1.4%	5.8%	7.8%	-2.0%
Troy personnel are knowledgeable and helpful.	80.9%	80.3%	0.6%	7.2%	9.7%	-2.5%
I feel I can talk to faculty about my academic concerns.	80.6%	79.6%	1.0%	7.4%	7.8%	-0.4%
Reg. dates, times, and procedures were made clear prior to enrollment.	80.3%		80.3%	11.9%		11.9%
The printed Schedule of Classes is informative and easy to follow.	79.6%	81.9%	-2.3%	7.6%	7.6%	0.0%
Class information provided prior to enrollment was helpful.	79.4%		79.4%	11.1%		11.1%
The classes I attend are well organized and well taught.	79.4%	81.3%	-1.9%	9.2%	9.6%	-0.4%
The online Schedule of Classes is informative and easy to follow.	77.2%	75.0%	2.2%	9.1%	11.1%	-2.0%
The tuition payment plan is beneficial for students.	76.8%	76.1%	0.7%	6.7%	6.6%	0.1%
Class drop/add procedures are appropriate.	74.8%	68.7%	6.1%	7.6%	10.8%	-3.2%
Sufficient financial aid options are available.	73.3%	70.0%	3.3%	10.1%	10.1%	0.0%
The on-site registration process is user-friendly.	72.1%	68.7%	3.4%	9.3%	12.0%	-2.7%
Academic advising is adequate.	71.9%	68.8%	3.1%	10.6%	14.1%	-3.5%
The online registration process is user-friendly.	71.3%	67.6%	3.7%	12.1%	14.2%	-2.1%
The University offers a variety of majors at my location.	71.3%	68.3%	3.0%	13.8%	14.5%	-0.7%
Students seldom get the "run around" when seeking information.	64.6%	61.8%	2.8%	19.4%	24.5%	-5.1%
Purchasing textbooks through Troy Virtual BookStore is convenient.	62.2%	58.7%	3.5%	12.8%	14.0%	-1.2%
On-campus bookstore hours are convenient for students.	57.8%	50.8%	7.0%	9.1%	13.8%	-4.7%
Tutorial services are sufficient.	55.4%	51.4%	4.0%	9.1%	8.9%	0.2%
Student organizations are available for my participation.	48.2%	42.7%	5.5%	14.3%	17.6%	-3.3%

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

Appendix 15. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen
Ranked by Agreement Level

Total respondents = 612

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	87.3%	7.3%	5.4%	573
Troy University has a good reputation in my community.	2	86.0%	7.9%	6.1%	557
I would recommend Troy University to a friend who is planning to go to college.	3	85.2%	7.6%	7.2%	567
The printed Schedule of Classes is informative and easy to follow.	4	83.5%	10.1%	6.4%	544
The semester/term format at my location accommodates my learning.	5	82.9%	11.6%	5.5%	561
Troy personnel are knowledgeable and helpful.	6	82.0%	11.7%	6.3%	583
Classes are offered at convenient times.	7	80.3%	11.3%	8.4%	558
The classes I attend are well organized and well taught.	8	79.7%	12.9%	7.4%	566
Faculty care about students as individuals.	9	79.1%	14.4%	6.4%	575
The online Schedule of Classes is informative and easy to follow.	10	78.9%	13.7%	7.5%	549
I feel I can talk to faculty about my academic concerns.	11	78.8%	13.8%	7.4%	567
Reg. dates, times, and procedures were made clear to me prior to enrollment.	12	78.3%	10.6%	11.1%	577
The University offers a variety of majors at my location.	13	78.1%	13.9%	8.0%	547
The tuition payment plan is beneficial for students.	14	76.2%	16.6%	7.2%	501
Class drop/add procedures are appropriate.	15	76.2%	16.7%	7.1%	520
Class information provided prior to enrollment was helpful.	16	75.7%	14.4%	9.9%	575
Sufficient financial aid options are available.	17	75.1%	13.5%	11.4%	527
Academic advising is adequate.	18	74.2%	16.0%	9.8%	569
The online registration process is user-friendly.	19	73.7%	16.7%	9.6%	533
The on-site registration process is user-friendly.	20	72.7%	19.3%	8.0%	498
Tutorial services are sufficient.	21	69.9%	22.4%	7.7%	465
On-campus bookstore hours are convenient for students.	22	69.9%	18.9%	11.2%	481
Student organizations are available for my participation.	23	68.8%	22.9%	8.4%	477
Purchasing textbooks through Troy Virtual BookStore is convenient.	24	65.7%	25.2%	9.1%	452
Students seldom get the "run around" when seeking information.	25	63.9%	17.6%	18.5%	562

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

Appendix 15.1. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	FA05	Diff	FA06	FA05	Diff
I am receiving a quality education at Troy University.	87.3%	86.0%	1.3%	5.4%	4.3%	1.1%
Troy University has a good reputation in my community.	86.0%	80.4%	5.6%	6.1%	6.1%	0.0%
I would recommend Troy Univ. to a friend planning to go to college.	85.2%	83.4%	1.8%	7.2%	6.7%	0.5%
The printed Schedule of Classes is informative and easy to follow.	83.5%	79.6%	3.9%	6.4%	6.3%	0.1%
The semester/term format at my location accommodates my learning.	82.9%	80.7%	2.2%	5.5%	4.8%	0.7%
Troy personnel are knowledgeable and helpful.	82.0%	75.9%	6.1%	6.3%	9.0%	-2.7%
Classes are offered at convenient times.	80.3%	77.4%	2.9%	8.4%	8.1%	0.3%
The classes I attend are well organized and well taught.	79.7%	74.4%	5.3%	7.4%	9.5%	-2.1%
Faculty care about students as individuals.	79.1%	76.3%	2.8%	6.4%	5.7%	0.7%
The online Schedule of Classes is informative and easy to follow.	78.9%	75.0%	3.9%	7.5%	8.4%	-0.9%
I feel I can talk to faculty about my academic concerns.	78.8%	73.5%	5.3%	7.4%	8.6%	-1.2%
Reg. dates, times, and procedures were made clear prior to enrollment.	78.3%			11.1%		
The University offers a variety of majors at my location.	78.1%	74.8%	3.3%	8.0%	9.3%	-1.3%
The tuition payment plan is beneficial for students.	76.2%	73.0%	3.2%	7.2%	7.4%	-0.2%
Class drop/add procedures are appropriate.	76.2%	73.9%	2.3%	7.1%	5.8%	1.3%
Class information provided prior to enrollment was helpful.	75.7%			9.9%		
Sufficient financial aid options are available.	75.1%	73.1%	2.0%	11.4%	10.4%	1.0%
Academic advising is adequate.	74.2%	66.6%	7.6%	9.8%	12.8%	-3.0%
The online registration process is user-friendly.	73.7%	70.5%	3.2%	9.6%	9.3%	0.3%
The on-site registration process is user-friendly.	72.7%	68.3%	4.4%	8.0%	8.3%	-0.3%
Tutorial services are sufficient.	69.9%	66.4%	3.5%	7.7%	7.4%	0.3%
On-campus bookstore hours are convenient for students.	69.9%	70.5%	-0.6%	11.2%	10.0%	1.2%
Student organizations are available for my participation.	68.8%	68.4%	0.4%	8.4%	7.7%	0.7%
Purchasing textbooks through Troy Virtual BookStore is convenient.	65.7%	53.9%	11.8%	9.1%	11.3%	-2.2%
Students seldom get the "run around" when seeking information.	63.9%	53.1%	10.8%	18.5%	22.8%	-4.3%

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

Appendix 16. New Student Perceptions about Troy University - Undergraduate Transfer Students
Ranked by Agreement Level

Total respondents = 836

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	85.1%	8.8%	6.0%	794
I would recommend Troy University to a friend who is planning to go to college.	2	84.3%	8.4%	7.3%	795
Troy University has a good reputation in my community.	3	82.7%	11.9%	5.4%	762
The semester/term format at my location accommodates my learning.	4	82.4%	12.0%	5.6%	767
Classes are offered at convenient times.	5	80.7%	10.8%	8.6%	760
The printed Schedule of Classes is informative and easy to follow.	6	80.1%	12.5%	7.4%	713
The online Schedule of Classes is informative and easy to follow.	7	79.6%	11.3%	9.2%	763
Reg. dates, times, and procedures were made clear to me prior to enrollment.	8	77.1%	10.1%	12.8%	799
The classes I attend are well organized and well taught.	9	76.9%	13.3%	9.8%	776
Class drop/add procedures are appropriate.	10	76.3%	15.4%	8.3%	710
The tuition payment plan is beneficial for students.	11	74.9%	18.9%	6.2%	678
Troy personnel are knowledgeable and helpful.	12	74.1%	14.4%	11.5%	812
I feel I can talk to faculty about my academic concerns.	13	72.9%	13.6%	13.6%	797
Sufficient financial aid options are available.	14	72.9%	17.0%	10.2%	689
The University offers a variety of majors at my location.	15	72.5%	16.8%	10.7%	757
Class information provided prior to enrollment was helpful.	16	71.8%	15.0%	13.2%	798
The on-site registration process is user-friendly.	17	71.4%	18.0%	10.6%	616
Faculty care about students as individuals.	18	71.3%	19.4%	9.3%	806
The online registration process is user-friendly.	19	70.2%	17.7%	12.1%	711
Purchasing textbooks through Troy Virtual BookStore is convenient.	20	66.6%	21.1%	12.3%	626
Academic advising is adequate.	21	64.8%	18.3%	16.9%	782
On-campus bookstore hours are convenient for students.	22	62.4%	27.3%	10.3%	556
Tutorial services are sufficient.	23	60.9%	30.2%	8.9%	586
Students seldom get the "run around" when seeking information.	24	56.2%	18.9%	25.0%	785
Student organizations are available for my participation.	25	54.2%	34.4%	11.4%	555

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

Appendix 16.1. New Student Perceptions about Troy University - Undergraduate Transfer Students
Fall 2006 vs. Fall 2005

Academic programs, services, and administration	Agree*			Disagree*		
	FA06	**FA05**	**Diff**	**FA06**	**FA05**	**Diff**
I am receiving a quality education at Troy University.	85.1%	86.0%	-0.9%	6.0%	5.4%	0.6%
I would recommend Troy Univ. to a friend planning to go to college.	84.3%	82.6%	1.7%	7.3%	7.5%	-0.2%
Troy University has a good reputation in my community.	82.7%	81.7%	1.0%	5.4%	5.7%	-0.3%
The semester/term format at my location accommodates my learning.	82.4%	82.8%	-0.4%	5.6%	5.7%	-0.1%
Classes are offered at convenient times.	80.7%	78.3%	2.4%	8.6%	11.5%	-2.9%
The printed Schedule of Classes is informative and easy to follow.	80.1%	80.0%	0.1%	7.4%	7.0%	0.4%
The online Schedule of Classes is informative and easy to follow.	79.6%	75.0%	4.6%	9.2%	9.2%	0.0%
Reg. dates, times, and procedures were made clear prior to enrollment.	77.1%		77.1%	12.8%		12.8%
The classes I attend are well organized and well taught.	76.9%	77.6%	-0.7%	9.8%	8.4%	1.4%
Class drop/add procedures are appropriate.	76.3%	72.3%	4.0%	8.3%	8.6%	-0.3%
The tuition payment plan is beneficial for students.	74.9%	75.5%	-0.6%	6.2%	6.7%	-0.5%
Troy personnel are knowledgeable and helpful.	74.1%	75.8%	-1.7%	11.5%	11.5%	0.0%
I feel I can talk to faculty about my academic concerns.	72.9%	75.8%	-2.9%	13.6%	10.2%	3.4%
Sufficient financial aid options are available.	72.9%	68.4%	4.5%	10.2%	12.5%	-2.3%
The University offers a variety of majors at my location.	72.5%	75.1%	-2.6%	10.7%	10.5%	0.2%
Class information provided prior to enrollment was helpful.	71.8%		71.8%	13.2%		13.2%
The on-site registration process is user-friendly.	71.4%	65.9%	5.5%	10.6%	13.2%	-2.6%
Faculty care about students as individuals.	71.3%	73.4%	-2.1%	9.3%	9.2%	0.1%
The online registration process is user-friendly.	70.2%	66.3%	3.9%	12.1%	13.8%	-1.7%
Purchasing textbooks through Troy Virtual BookStore is convenient.	66.6%	60.5%	6.1%	12.3%	10.4%	1.9%
Academic advising is adequate.	64.8%	67.2%	-2.4%	16.9%	16.0%	0.9%
On-campus bookstore hours are convenient for students.	62.4%	65.7%	-3.3%	10.3%	10.9%	-0.6%
Tutorial services are sufficient.	60.9%	57.3%	3.6%	8.9%	8.2%	0.7%
Students seldom get the "run around" when seeking information.	56.2%	54.8%	1.4%	25.0%	27.5%	-2.5%
Student organizations are available for my participation.	54.2%	55.9%	-1.7%	11.4%	11.5%	-0.1%

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

Appendix 17 . New Student Perceptions about Troy University
Mean Comparison: Fall 2005 vs.Fall 2006
5=Strongly Agree   4=Agree   3=Neutral   2=Disagree   1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	FA05		FA06		Sig.*
	Mean	**SD**	**Mean**	**SD**	
Troy personnel are knowledgeable and helpful.	3.97	1.06	4.03	1.04	0.057
Faculty care about students as individuals.	3.94	1.00	3.99	1.01	0.121
I feel I can talk to faculty about my academic concerns.	3.96	1.02	3.97	1.04	0.765
Academic advising is adequate.	3.72	1.11	3.81	1.11	*0.008*
Sufficient financial aid options are available.	3.81	1.10	3.92	1.09	*0.002*
The tuition payment plan is beneficial for students.	3.99	1.00	4.01	1.01	0.439
Class information provided prior to enrollment was helpful.					
Registration dates, times, and procedures were made clear to me prior to enrollment.					
The online registration process is user-friendly.	3.79	1.09	3.87	1.12	*0.023*
The on-site registration process is user-friendly.	3.78	1.08	3.89	1.08	*0.002*
Students seldom get the "run around" when seeking information.	3.41	1.27	3.55	1.25	*0.000*
The online Schedule of Classes is informative and easy to follow.	3.91	1.01	4.00	1.02	*0.005*
The printed Schedule of Classes is informative and easy to follow.	4.02	0.95	4.04	1.00	0.524
Class drop/add procedures are appropriate.	3.84	1.01	3.95	1.01	*0.001*
Classes are offered at convenient times.	3.99	1.02	4.10	1.01	*0.001*
The classes I attend are well organized and well taught.	3.98	1.02	4.01	1.05	0.309
The University offers a variety of majors at my location.	3.81	1.06	3.88	1.07	*0.020*
Tutorial services are sufficient.	3.66	0.98	3.71	1.01	0.120
On-campus bookstore hours are convenient for students.	3.65	1.06	3.72	1.05	*0.032*
Purchasing textbooks through Troy Virtual BookStore is convenient.	3.65	1.12	3.77	1.10	*0.001*
Student organizations are available for my participation.	3.57	1.09	3.62	1.07	0.166
The semester/term format at my location accommodates my learning.	4.09	0.95	4.14	0.96	0.094
Troy University has a good reputation in my community.	4.05	0.98	4.13	0.97	*0.004*
I am receiving a quality education at Troy University.	4.16	0.94	4.21	0.97	0.126
I would recommend Troy University to a friend who is planning to go to college.	4.14	1.04	4.21	1.04	*0.024*

Notes:
1. Significance level = 0.05
2. The bold and italicized values under "**Sig.**" indicate that there is a significant difference between the means.

Appendix 18. New Student Perceptions about Troy University
Mean Comparison: In-State Campuses vs. University College vs. Distance Learning
5=Strongly Agree   4=Agree   3=Neutral   2=Disagree   1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	In-State Camp.		Univ. College		eCampus		Sig.*
	Mean	SD	Mean	SD	Mean	SD	
Troy personnel are knowledgeable and helpful.	4.06	0.99	4.16	1.00	3.96	1.07	*0.002*
Faculty care about students as individuals.	3.97	0.97	4.18	0.94	3.94	1.04	*0.000*
I feel I can talk to faculty about my academic concerns.	3.99	0.99	4.18	0.94	3.88	1.10	*0.000*
Academic advising is adequate.	3.85	1.02	3.98	1.06	3.72	1.19	*0.000*
Sufficient financial aid options are available.	3.91	1.07	3.97	1.05	3.92	1.11	0.627
The tuition payment plan is beneficial for students.	4.04	0.94	4.03	1.00	3.98	1.06	0.430
Class information provided prior to enrollment was helpful.	3.83	1.06	4.06	1.03	3.92	1.12	*0.002*
Reg. dates, times, and procedures were made clear prior to enrollment.	3.91	1.09	4.09	1.04	4.00	1.14	*0.020*
The online registration process is user-friendly.	3.82	1.04	3.85	1.12	3.91	1.17	0.235
The on-site registration process is user-friendly.	3.84	1.06	4.04	1.04	3.88	1.12	*0.017*
Students seldom get the "run around" when seeking information.	3.46	1.24	3.79	1.19	3.54	1.27	*0.000*
The online Schedule of Classes is informative and easy to follow.	3.96	0.95	3.99	1.02	4.03	1.08	0.259
The printed Schedule of Classes is informative and easy to follow.	4.10	0.92	4.08	0.95	3.96	1.08	*0.006*
Class drop/add procedures are appropriate.	3.92	1.01	3.92	1.00	3.97	1.01	0.486
Classes are offered at convenient times.	3.97	1.02	4.17	0.94	4.18	1.02	*0.000*
The classes I attend are well organized and well taught.	4.00	0.98	4.11	1.04	3.98	1.11	0.108
The University offers a variety of majors at my location.	3.92	1.00	3.71	1.15	3.91	1.08	*0.003*
Tutorial services are sufficient.	3.75	0.96	3.52	1.02	3.74	1.05	*0.005*
On-campus bookstore hours are convenient for students.	3.87	1.00	3.36	1.05	3.65	1.08	*0.000*
Purchasing textbooks through Troy Virtual BookStore is convenient.	3.68	1.03	3.65	1.12	3.87	1.14	*0.000*
Student organizations are available for my participation.	3.79	1.01	3.20	1.17	3.58	1.06	*0.000*
The semester/term format at my location accommodates my learning.	4.09	0.90	4.25	0.94	4.15	1.00	*0.027*
Troy University has a good reputation in my community.	4.20	0.90	4.15	0.96	4.08	1.02	*0.024*
I am receiving a quality education at Troy University.	4.22	0.90	4.21	0.95	4.20	1.03	0.928
I would recommend Troy Univ. to a friend planning to go to college.	4.19	1.00	4.27	0.97	4.21	1.08	0.432

Notes:
1. Significance level = 0.05
2. The bold and italicized values under "**Sig.**" indicate that there is a significant difference between the means.

Appendix 19. New Student Perceptions about Troy University
Mean Comparison: Undergraduate vs. Graduate
5=Strongly Agree   4=Agree   3=Neutral   2=Disagree   1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	UG		GR		Sig.*
	Mean	**SD**	**Mean**	**SD**	
Troy personnel are knowledgeable and helpful.	3.97	1.06	4.09	1.01	***0.011***
Faculty care about students as individuals.	3.93	1.03	4.09	0.95	***0.000***
I feel I can talk to faculty about my academic concerns.	3.91	1.07	4.06	1.00	***0.002***
Academic advising is adequate.	3.76	1.13	3.88	1.09	***0.014***
Sufficient financial aid options are available.	3.91	1.10	3.94	1.08	0.577
The tuition payment plan is beneficial for students.	4.00	1.01	4.02	1.02	0.740
Class information provided prior to enrollment was helpful.	3.86	1.10	3.98	1.06	***0.007***
Registration dates, times, and procedures were made clear to me prior to enrollment.	3.94	1.11	4.02	1.11	0.118
The online registration process is user-friendly.	3.86	1.11	3.87	1.14	0.796
The on-site registration process is user-friendly.	3.87	1.08	3.91	1.10	0.524
Students seldom get the "run around" when seeking information.	3.50	1.27	3.60	1.23	***0.056***
The online Schedule of Classes is informative and easy to follow.	4.00	1.02	3.98	1.04	0.617
The printed Schedule of Classes is informative and easy to follow.	4.04	0.99	4.02	1.02	0.602
Class drop/add procedures are appropriate.	3.95	1.00	3.94	1.03	0.913
Classes are offered at convenient times.	4.04	1.03	4.18	0.97	***0.003***
The classes I attend are well organized and well taught.	3.98	1.04	4.06	1.07	0.095
The University offers a variety of majors at my location.	3.93	1.04	3.80	1.11	***0.010***
Tutorial services are sufficient.	3.76	1.01	3.60	1.04	***0.006***
On-campus bookstore hours are convenient for students.	3.75	1.06	3.65	1.04	0.071
Purchasing textbooks through Troy Virtual BookStore is convenient.	3.79	1.11	3.71	1.13	0.166
Student organizations are available for my participation.	3.71	1.05	3.44	1.12	***0.000***
The semester/term format at my location accommodates my learning.	4.11	0.97	4.20	0.95	***0.044***
Troy University has a good reputation in my community.	4.15	0.97	4.10	0.98	0.309
I am receiving a quality education at Troy University.	4.20	0.98	4.21	0.96	0.801
I would recommend Troy University to a friend who is planning to go to college.	4.19	1.06	4.22	1.01	0.484

Notes:
1. Significance level = 0.05
2. The bold and italicized values under "**Sig.**" indicate that there is a significant difference between the means.

Appendix 20. New Student Perceptions about Troy University
Mean Comparison: Male vs. Female
5=Strongly Agree   4=Agree   3=Neutral   2=Disagree   1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	Male		Female		Sig.*
	Mean	**SD**	**Mean**	**SD**	
Troy personnel are knowledgeable and helpful.	4.08	1.00	4.00	1.06	*0.044*
Faculty care about students as individuals.	4.01	0.99	3.98	1.01	0.456
I feel I can talk to faculty about my academic concerns.	4.04	1.01	3.93	1.06	*0.009*
Academic advising is adequate.	3.83	1.11	3.80	1.11	0.572
Sufficient financial aid options are available.	3.93	1.07	3.92	1.09	0.756
The tuition payment plan is beneficial for students.	4.03	1.02	4.00	1.00	0.589
Class information provided prior to enrollment was helpful.	3.95	1.08	3.88	1.09	0.115
Registration dates, times, and procedures were made clear to me prior to enrollment.	4.03	1.10	3.95	1.11	0.088
The online registration process is user-friendly.	3.88	1.13	3.86	1.11	0.710
The on-site registration process is user-friendly.	3.90	1.08	3.88	1.08	0.793
Students seldom get the "run around" when seeking information.	3.66	1.18	3.48	1.29	*0.001*
The online Schedule of Classes is informative and easy to follow.	3.99	1.03	4.00	1.02	0.693
The printed Schedule of Classes is informative and easy to follow.	4.01	1.01	4.06	1.00	0.262
Class drop/add procedures are appropriate.	3.92	1.01	3.96	1.01	0.442
Classes are offered at convenient times.	4.13	0.97	4.08	1.03	0.260
The classes I attend are well organized and well taught.	4.02	1.06	4.01	1.05	0.762
The University offers a variety of majors at my location.	3.96	1.02	3.84	1.09	*0.010*
Tutorial services are sufficient.	3.75	0.98	3.69	1.04	0.222
On-campus bookstore hours are convenient for students.	3.73	0.99	3.72	1.08	0.912
Purchasing textbooks through Troy Virtual BookStore is convenient.	3.84	1.06	3.72	1.13	*0.025*
Student organizations are available for my participation.	3.66	1.02	3.59	1.11	0.201
The semester/term format at my location accommodates my learning.	4.14	0.95	4.14	0.96	0.986
Troy University has a good reputation in my community.	4.14	0.94	4.14	0.99	0.995
I am receiving a quality education at Troy University.	4.22	0.97	4.20	0.97	0.669
I would recommend Troy University to a friend who is planning to go to college.	4.21	1.03	4.21	1.04	0.875

Notes:
1. Significance level = 0.05

2. The bold and italicized values under "**Sig.**" indicate that there is a significant difference between the means.

Appendix 21. 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

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	White		Black		Other Minor		Sig.*
	Mean	SD	Mean	SD	Mean	SD	
Troy personnel are knowledgeable and helpful.	4.03	1.01	4.05	1.05	3.93	1.12	0.298
Faculty care about students as individuals.	4.02	0.97	3.97	1.03	3.87	1.11	0.082
I feel I can talk to faculty about my academic concerns.	3.98	1.03	4.00	1.05	3.82	1.10	0.060
Academic advising is adequate.	3.77	1.10	3.91	1.11	3.65	1.18	*0.001*
Sufficient financial aid options are available.	3.90	1.05	4.00	1.09	3.70	1.19	*0.002*
The tuition payment plan is beneficial for students.	4.03	0.97	4.03	1.02	3.85	1.15	0.070
Class information provided prior to enrollment was helpful.	3.84	1.09	4.00	1.06	3.88	1.18	*0.004*
Reg. dates, times, and procedures were made clear prior to enrollment.	3.96	1.07	4.03	1.12	3.89	1.23	0.161
The online registration process is user-friendly.	3.84	1.08	3.92	1.16	3.85	1.19	0.302
The on-site registration process is user-friendly.	3.82	1.08	4.01	1.06	3.76	1.14	*0.000*
Students seldom get the "run around" when seeking information.	3.51	1.24	3.65	1.24	3.40	1.33	*0.008*
The online Schedule of Classes is informative and easy to follow.	3.97	1.00	4.04	1.04	3.97	1.10	0.246
The printed Schedule of Classes is informative and easy to follow.	4.02	0.96	4.08	1.02	3.97	1.12	0.240
Class drop/add procedures are appropriate.	3.94	0.98	3.98	1.03	3.82	1.10	0.135
Classes are offered at convenient times.	4.10	0.98	4.13	1.01	3.93	1.15	*0.025*
The classes I attend are well organized and well taught.	3.99	1.04	4.06	1.05	3.94	1.16	0.181
The University offers a variety of majors at my location.	3.91	1.03	3.88	1.09	3.77	1.13	0.229
Tutorial services are sufficient.	3.72	0.96	3.73	1.05	3.61	1.11	0.378
On-campus bookstore hours are convenient for students.	3.78	0.99	3.72	1.09	3.47	1.16	*0.003*
Purchasing textbooks through Troy Virtual BookStore is convenient.	3.83	1.08	3.73	1.12	3.61	1.15	*0.027*
Student organizations are available for my participation.	3.66	1.02	3.61	1.12	3.48	1.15	0.170
The semester/term format at my location accommodates my learning.	4.18	0.91	4.13	0.98	3.97	1.10	*0.009*
Troy University has a good reputation in my community.	4.16	0.93	4.15	1.00	3.94	1.03	*0.010*
I am receiving a quality education at Troy University.	4.22	0.94	4.22	0.96	4.04	1.13	*0.025*
I would recommend Troy Univ. to a friend planning to go to college.	4.23	0.99	4.25	1.03	3.93	1.25	*0.000*

Notes:
1. Significance level = 0.05

2. The bold and italicized values under "**Sig.**" indicate that there is a significant difference between the means.

Appendix 22. New Student Perceptions about Troy University
Mean Comparison: Traditional vs. Non-Traditional
5=Strongly Agree   4=Agree   3=Neutral   2=Disagree   1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	Traditional		Non-Traditional		Sig.*
	Mean	SD	Mean	SD	
Troy personnel are knowledgeable and helpful.	4.05	0.99	4.02	1.05	0.613
Faculty care about students as individuals.	4.01	0.97	3.99	1.02	0.651
I feel I can talk to faculty about my academic concerns.	4.02	0.99	3.95	1.06	0.154
Academic advising is adequate.	3.86	1.02	3.79	1.15	0.151
Sufficient financial aid options are available.	3.85	1.08	3.95	1.09	0.068
The tuition payment plan is beneficial for students.	4.01	0.95	4.01	1.03	0.982
Class information provided prior to enrollment was helpful.	3.89	1.04	3.91	1.11	0.627
Registration dates, times, and procedures were made clear to me prior to enrollment.	3.94	1.06	3.99	1.13	0.299
The online registration process is user-friendly.	3.87	1.02	3.87	1.16	0.892
The on-site registration process is user-friendly.	3.88	1.04	3.89	1.10	0.765
Students seldom get the "run around" when seeking information.	3.47	1.24	3.58	1.26	0.064
The online Schedule of Classes is informative and easy to follow.	3.99	0.95	4.00	1.05	0.794
The printed Schedule of Classes is informative and easy to follow.	4.08	0.92	4.02	1.03	0.226
Class drop/add procedures are appropriate.	3.90	0.98	3.96	1.02	0.197
Classes are offered at convenient times.	3.97	0.99	4.14	1.01	***0.000***
The classes I attend are well organized and well taught.	4.02	0.95	4.01	1.09	0.828
The University offers a variety of majors at my location.	3.94	0.98	3.86	1.10	0.096
Tutorial services are sufficient.	3.85	0.92	3.66	1.05	***0.000***
On-campus bookstore hours are convenient for students.	3.86	0.98	3.66	1.08	***0.000***
Purchasing textbooks through Troy Virtual BookStore is convenient.	3.77	1.03	3.77	1.13	0.940
Student organizations are available for my participation.	3.85	1.06	3.51	1.06	***0.000***
The semester/term format at my location accommodates my learning.	4.09	0.90	4.16	0.98	0.106
Troy University has a good reputation in my community.	4.18	0.90	4.12	0.99	0.204
I am receiving a quality education at Troy University.	4.22	0.88	4.20	1.00	0.628
I would recommend Troy University to a friend who is planning to go to college.	4.21	0.98	4.21	1.06	0.959

Notes:
1. Significance level = 0.05

2. The bold and italicized values under "**Sig.**" indicate that there is a significant difference between the means.

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Appendix 23. 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

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	First Choice		Other Choices		Sig.*
	Mean	SD	Mean	SD	
Troy personnel are knowledgeable and helpful.	4.09	1.01	3.85	1.10	*0.000*
Faculty care about students as individuals.	4.05	0.99	3.83	1.04	*0.000*
I feel I can talk to faculty about my academic concerns.	4.03	1.02	3.80	1.09	*0.000*
Academic advising is adequate.	3.88	1.09	3.63	1.15	*0.000*
Sufficient financial aid options are available.	3.98	1.06	3.77	1.14	*0.000*
The tuition payment plan is beneficial for students.	4.06	1.00	3.87	1.01	*0.000*
Class information provided prior to enrollment was helpful.	3.98	1.06	3.70	1.16	*0.000*
Registration dates, times, and procedures were made clear to me prior to enrollment.	4.04	1.08	3.81	1.17	*0.000*
The online registration process is user-friendly.	3.93	1.10	3.71	1.15	*0.000*
The on-site registration process is user-friendly.	3.94	1.08	3.74	1.08	*0.000*
Students seldom get the "run around" when seeking information.	3.64	1.23	3.32	1.29	*0.000*
The online Schedule of Classes is informative and easy to follow.	4.05	1.02	3.86	1.02	*0.003*
The printed Schedule of Classes is informative and easy to follow.	4.08	1.00	3.93	1.01	*0.000*
Class drop/add procedures are appropriate.	4.00	1.00	3.80	1.03	*0.000*
Classes are offered at convenient times.	4.15	1.00	3.95	1.03	*0.000*
The classes I attend are well organized and well taught.	4.06	1.04	3.87	1.08	*0.000*
The University offers a variety of majors at my location.	3.94	1.06	3.72	1.07	*0.000*
Tutorial services are sufficient.	3.75	1.02	3.60	0.99	*0.005*
On-campus bookstore hours are convenient for students.	3.77	1.05	3.61	1.04	*0.005*
Purchasing textbooks through Troy Virtual BookStore is convenient.	3.84	1.09	3.58	1.12	*0.000*
Student organizations are available for my participation.	3.66	1.09	3.51	1.03	*0.008*
The semester/term format at my location accommodates my learning.	4.20	0.95	3.97	0.96	*0.000*
Troy University has a good reputation in my community.	4.20	0.96	3.94	0.97	*0.000*
I am receiving a quality education at Troy University.	4.27	0.96	4.03	0.98	*0.000*
I would recommend Troy University to a friend who is planning to go to college.	4.30	0.99	3.97	1.11	*0.000*

Notes:
1. Significance level = 0.05

2. The bold and italicized values under "**Sig.**" indicate that there is a significant difference between the means.

Fall 2006 Troy University New Student Survey Responses - Dothan

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	24	17.9	18.0	18.0
	Female	109	81.3	82.0	100.0
	Total	133	99.3	100.0	
Missing	0	1	.7		
Total		134	100.0		

Q2: Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black	23	17.2	17.4	17.4
	Am Indian	3	2.2	2.3	19.7
	Asian	3	2.2	2.3	22.0
	Hispanic	1	.7	.8	22.7
	White	98	73.1	74.2	97.0
	Unknown	4	3.0	3.0	100.0
	Total	132	98.5	100.0	
Missing	0	2	1.5		
Total		134	100.0		

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	21	15.7	15.7	15.7
	20-21	14	10.4	10.4	26.1
	22-24	24	17.9	17.9	44.0
	25-29	25	18.7	18.7	62.7
	30-34	17	12.7	12.7	75.4
	35-39	10	7.5	7.5	82.8
	40-49	16	11.9	11.9	94.8
	50-64	7	5.2	5.2	100.0
	Total	134	100.0	100.0	

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First-Time Freshman	26	19.4	19.5	19.5
	First-Time Graduate	31	23.1	23.3	42.9
	UG Transfer	55	41.0	41.4	84.2
	GR Transfer	1	.7	.8	85.0
	UG Transient	3	2.2	2.3	87.2
	GR Transient	2	1.5	1.5	88.7
	Other	15	11.2	11.3	100.0
	Total	133	99.3	100.0	
Missing	0	1	.7		
Total		134	100.0		

Q5 and Q6: Campus where you are currently enrolled (Dothan); if UC or eCampus, select the site from which you are taking classes now.

Q7: College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	48	35.8	35.8	35.8
	BU	37	27.6	27.6	63.4
	ED	44	32.8	32.8	96.3
	HH	5	3.7	3.7	100.0
	Total	134	100.0	100.0	

Q8: When you applied for admission to college, Troy University was your ____ choice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	112	83.6	83.6	83.6
	Second Choice	17	12.7	12.7	96.3
	Third Choice	3	2.2	2.2	98.5
	Fourth Choice	2	1.5	1.5	100.0
	Total	134	100.0	100.0	

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	76	56.7	57.1	57.1
	No	57	42.5	42.9	100.0
	Total	133	99.3	100.0	
Missing	0	1	.7		
Total		134	100.0		

Q10: Please select the reasons why you have chosen to attend Troy University (select as many as apply):

Q10 - Reason 1: Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	92	68.7	68.7	68.7
	Yes	42	31.3	31.3	100.0
	Total	134	100.0	100.0	

Q10 - Reason 2: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	15	11.2	11.2	11.2
	Yes	119	88.8	88.8	100.0
	Total	134	100.0	100.0	

Q10 - Reason 3: Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	87	64.9	64.9	64.9
	Yes	47	35.1	35.1	100.0
	Total	134	100.0	100.0	

Q10 - Reason 4: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	104	77.6	77.6	77.6
	Yes	30	22.4	22.4	100.0
	Total	134	100.0	100.0	

Q10 - Reason 5: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	111	82.8	82.8	82.8
	Yes	23	17.2	17.2	100.0
	Total	134	100.0	100.0	

Q10 - Reason 6: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	86	64.2	64.2	64.2
	Yes	48	35.8	35.8	100.0
	Total	134	100.0	100.0	

Q10 - Reason 7: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	109	81.3	81.3	81.3
	Yes	25	18.7	18.7	100.0
	Total	134	100.0	100.0	

Q10 - Reason 8: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	68	50.7	50.7	50.7
	Yes	66	49.3	49.3	100.0
	Total	134	100.0	100.0	

Q10 - Reason 9: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	120	89.6	89.6	89.6
	Yes	14	10.4	10.4	100.0
	Total	134	100.0	100.0	

Q10 - Reason 10: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	124	92.5	92.5	92.5
	Yes	10	7.5	7.5	100.0
	Total	134	100.0	100.0	

Q10 - Reason 11: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	133	99.3	99.3	99.3
	Yes	1	.7	.7	100.0
	Total	134	100.0	100.0	

Q10 - Reason 12: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	134	100.0	100.0	100.0

Q10 - Reason 13: Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	129	96.3	96.3	96.3
	Yes	5	3.7	3.7	100.0
	Total	134	100.0	100.0	

Q10 - Reason 14: Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	133	99.3	99.3	99.3
	Yes	1	.7	.7	100.0
	Total	134	100.0	100.0	

Q10 - Reason 15: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	123	91.8	91.8	91.8
	Yes	11	8.2	8.2	100.0
	Total	134	100.0	100.0	

Q10 - Reason 16: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	109	81.3	81.3	81.3
	Yes	25	18.7	18.7	100.0
	Total	134	100.0	100.0	

Q10 - Reason 17: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	126	94.0	94.0	94.0
	Yes	8	6.0	6.0	100.0
	Total	134	100.0	100.0	

Q10 - Reason 18: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	120	89.6	89.6	89.6
	Yes	14	10.4	10.4	100.0
	Total	134	100.0	100.0	

Q11: See Appendices 2 and 2.1.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	15	11.2	11.3	11.3
	Billboard	3	2.2	2.3	13.5
	Direct Mail	3	2.2	2.3	15.8
	Guidance Counselor	9	6.7	6.8	22.6
	Internet	8	6.0	6.0	28.6
	Newspaper	2	1.5	1.5	30.1
	Television	1	.7	.8	30.8
	Word of mouth	69	51.5	51.9	82.7
	Other	23	17.2	17.3	100.0
	Total	133	99.3	100.0	
Missing	0	1	.7		
Total		134	100.0		

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	3	2.2	2.3	2.3
	Direct Mail	26	19.4	19.5	21.8
	Internet	54	40.3	40.6	62.4
	Newspaper	5	3.7	3.8	66.2
	Radio	1	.7	.8	66.9
	Television	2	1.5	1.5	68.4
	Word of mouth	18	13.4	13.5	82.0
	Other	24	17.9	18.0	100.0
	Total	133	99.3	100.0	
Missing	0	1	.7		
Total		134	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	6	4.5	4.6	4.6
	Direct Mail	14	10.4	10.7	15.3
	Internet	31	23.1	23.7	38.9
	Newspaper	3	2.2	2.3	41.2
	Radio	8	6.0	6.1	47.3
	Television	13	9.7	9.9	57.3
	Word of mouth	55	41.0	42.0	99.2
	Other	1	.7	.8	100.0
	Total	131	97.8	100.0	
Missing	0	3	2.2		
Total		134	100.0		

Q15: How would you describe TROY to a friend?

Q15 - Description 1: Academically challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	72	53.7	53.7	53.7
	Yes	62	46.3	46.3	100.0
	Total	134	100.0	100.0	

Q15 - Description 2: Caring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	90	67.2	67.2	67.2
	Yes	44	32.8	32.8	100.0
	Total	134	100.0	100.0	

Q15 - Description 3: Convenient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	47	35.1	35.1	35.1
	Yes	87	64.9	64.9	100.0
	Total	134	100.0	100.0	

Q15 - Description 4: Friendly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	63	47.0	47.0	47.0
	Yes	71	53.0	53.0	100.0
	Total	134	100.0	100.0	

Q15 - Description 5: Good value for the price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	81	60.4	60.4	60.4
	Yes	53	39.6	39.6	100.0
	Total	134	100.0	100.0	

Q15 - Description 6: Helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	89	66.4	66.4	66.4
	Yes	45	33.6	33.6	100.0
	Total	134	100.0	100.0	

Q15 - Description 7: Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	85	63.4	63.4	63.4
	Yes	49	36.6	36.6	100.0
	Total	134	100.0	100.0	

Q15 - Description 8: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	123	91.8	91.8	91.8
	Yes	11	8.2	8.2	100.0
	Total	134	100.0	100.0	

Q16: Additional Comments. (See Comments in the Troy IRPE Office.)

Fall 2006 Troy University New Student Survey Responses - Montgomery

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	52	18.8	18.9	18.9
	Female	223	80.5	81.1	100.0
	Total	275	99.3	100.0	
Missing	0	2	.7		
Total		277	100.0		

Q2: Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alien	1	.4	.4	.4
	Black	146	52.7	53.3	53.6
	Am Indian	2	.7	.7	54.4
	Asian	2	.7	.7	55.1
	Hispanic	5	1.8	1.8	56.9
	White	117	42.2	42.7	99.6
	Unknown	1	.4	.4	100.0
	Total	274	98.9	100.0	
Missing	0	3	1.1		
Total		277	100.0		

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	34	12.3	12.3	12.3
	20-21	15	5.4	5.4	17.7
	22-24	41	14.8	14.8	32.5
	25-29	69	24.9	24.9	57.4
	30-34	54	19.5	19.5	76.9
	35-39	31	11.2	11.2	88.1
	40-49	30	10.8	10.8	98.9
	50-64	3	1.1	1.1	100.0
	Total	277	100.0	100.0	

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dually-enrolled high school student	1	.4	.4	.4
	First-Time Freshman	97	35.0	35.1	35.5
	First-Time Graduate	53	19.1	19.2	54.7
	UG Transfer	71	25.6	25.7	80.4
	GR Transfer	11	4.0	4.0	84.4
	UG Transient	8	2.9	2.9	87.3
	GR Transient	4	1.4	1.4	88.8
	Other	31	11.2	11.2	100.0
	Total	276	99.6	100.0	
Missing	0	1	.4		
Total		277	100.0		

Q5 and Q6: Camus where you are currently enrolled (Montgomery); if UC or eCampus, select the site from which you are taking classes now.

Q7: College you are attending

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	53	19.1	20.5	20.5
	BU	112	40.4	43.4	64.0
	ED	41	14.8	15.9	79.8
	CF	6	2.2	2.3	82.2
	HH	46	16.6	17.8	100.0
	Total	258	93.1	100.0	
Missing	0	19	6.9		
Total		277	100.0		

Q8: When you applied for admission to college, Troy University was your _____ choice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	202	72.9	73.7	73.7
	Second Choice	54	19.5	19.7	93.4
	Third Choice	16	5.8	5.8	99.3
	Fourth Choice	2	.7	.7	100.0
	Total	274	98.9	100.0	
Missing	0	3	1.1		
Total		277	100.0		

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	137	49.5	50.2	50.2
	No	136	49.1	49.8	100.0
	Total	273	98.6	100.0	
Missing	0	4	1.4		
Total		277	100.0		

Q10: Please select the reasons why you have chosen to attend Troy University (select as many as apply).

Q10 - Reason 1: Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	229	82.7	82.7	82.7
	Yes	48	17.3	17.3	100.0
	Total	277	100.0	100.0	

Q10 - Reason 2: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	62	22.4	22.4	22.4
	Yes	215	77.6	77.6	100.0
	Total	277	100.0	100.0	

Q10 - Reason 3: Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	180	65.0	65.0	65.0
	Yes	97	35.0	35.0	100.0
	Total	277	100.0	100.0	

Q10 - Reason 4: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	220	79.4	79.4	79.4
	Yes	57	20.6	20.6	100.0
	Total	277	100.0	100.0	

Q10 - Reason 5: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	236	85.2	85.2	85.2
	Yes	41	14.8	14.8	100.0
	Total	277	100.0	100.0	

Q10 - Reason 6: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	180	65.0	65.0	65.0
	Yes	97	35.0	35.0	100.0
	Total	277	100.0	100.0	

Q10 - Reason 7: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	232	83.8	83.8	83.8
	Yes	45	16.2	16.2	100.0
	Total	277	100.0	100.0	

Q10 - Reason 8: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	104	37.5	37.5	37.5
	Yes	173	62.5	62.5	100.0
	Total	277	100.0	100.0	

Q10 - Reason 9: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	253	91.3	91.3	91.3
	Yes	24	8.7	8.7	100.0
	Total	277	100.0	100.0	

Q10 - Reason 10: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	251	90.6	90.6	90.6
	Yes	26	9.4	9.4	100.0
	Total	277	100.0	100.0	

Q10 - Reason 11: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	276	99.6	99.6	99.6
	Yes	1	.4	.4	100.0
	Total	277	100.0	100.0	

Q10 - Reason 12: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	276	99.6	99.6	99.6
	Yes	1	.4	.4	100.0
	Total	277	100.0	100.0	

Q10 - Reason 13: Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	273	98.6	98.6	98.6
	Yes	4	1.4	1.4	100.0
	Total	277	100.0	100.0	

Q10 - Reason 14: Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	275	99.3	99.3	99.3
	Yes	2	.7	.7	100.0
	Total	277	100.0	100.0	

Q10 - Reason 15: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	253	91.3	91.3	91.3
	Yes	24	8.7	8.7	100.0
	Total	277	100.0	100.0	

Q10 - Reason 16: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	202	72.9	72.9	72.9
	Yes	75	27.1	27.1	100.0
	Total	277	100.0	100.0	

Q10 - Reason 17: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	258	93.1	93.1	93.1
	Yes	19	6.9	6.9	100.0
	Total	277	100.0	100.0	

Q10 - Reason 18: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	249	89.9	89.9	89.9
	Yes	28	10.1	10.1	100.0
	Total	277	100.0	100.0	

Q11: See Appendices 3 and 3.1.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	28	10.1	10.1	10.1
	Billboard	3	1.1	1.1	11.2
	Direct Mail	14	5.1	5.1	16.2
	Guidance Counselor	4	1.4	1.4	17.7
	Internet	13	4.7	4.7	22.4
	Newspaper	3	1.1	1.1	23.5
	Radio	3	1.1	1.1	24.5
	Television	17	6.1	6.1	30.7
	Word of mouth	153	55.2	55.2	85.9
	Other	39	14.1	14.1	100.0
	Total	277	100.0	100.0	

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	9	3.2	3.3	3.3
	Direct Mail	45	16.2	16.4	19.6
	Internet	86	31.0	31.3	50.9
	Newspaper	5	1.8	1.8	52.7
	Radio	2	.7	.7	53.5
	Television	6	2.2	2.2	55.6
	Word of mouth	80	28.9	29.1	84.7
	Other	42	15.2	15.3	100.0
	Total	275	99.3	100.0	
Missing	0	2	.7		
Total		277	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	11	4.0	4.0	4.0
	Direct Mail	29	10.5	10.6	14.7
	Internet	41	14.8	15.0	29.7
	Newspaper	5	1.8	1.8	31.5
	Radio	12	4.3	4.4	35.9
	Television	45	16.2	16.5	52.4
	Word of mouth	122	44.0	44.7	97.1
	Other	8	2.9	2.9	100.0
	Total	273	98.6	100.0	
Missing	0	4	1.4		
Total		277	100.0		

Q15: How you describe TROY to a friend?

Q15 - Description 1: Academically challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	178	64.3	64.3	64.3
	Yes	99	35.7	35.7	100.0
	Total	277	100.0	100.0	

Q15 - Description 2: Caring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	208	75.1	75.1	75.1
	Yes	69	24.9	24.9	100.0
	Total	277	100.0	100.0	

Q15 - Description 3: Convenient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	91	32.9	32.9	32.9
	Yes	186	67.1	67.1	100.0
	Total	277	100.0	100.0	

Q15 - Description 4: Friendly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	172	62.1	62.1	62.1
	Yes	105	37.9	37.9	100.0
	Total	277	100.0	100.0	

Q15 - Description 5: Good value for the price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	192	69.3	69.3	69.3
	Yes	85	30.7	30.7	100.0
	Total	277	100.0	100.0	

Q15 - Description 6: Helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	186	67.1	67.1	67.1
	Yes	91	32.9	32.9	100.0
	Total	277	100.0	100.0	

Q15 - Description 7: Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	176	63.5	63.5	63.5
	Yes	101	36.5	36.5	100.0
	Total	277	100.0	100.0	

Q15 - Description 8: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	251	90.6	90.6	90.6
	Yes	26	9.4	9.4	100.0
	Total	277	100.0	100.0	

Q16: Additional Comments. (See Comments in the Troy IRPE Office.)

Fall 2006 Troy University New Student Survey Responses
- Phenix City

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	16	13.1	13.1	13.1
	Female	106	86.9	86.9	100.0
	Total	122	100.0	100.0	

Q2: Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black	61	50.0	50.0	50.0
	White	59	48.4	48.4	98.4
	Unknown	2	1.6	1.6	100.0
	Total	122	100.0	100.0	

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	2	1.6	1.7	1.7
	20-21	3	2.5	2.5	4.2
	22-24	12	9.8	10.0	14.2
	25-29	26	21.3	21.7	35.8
	30-34	16	13.1	13.3	49.2
	35-39	25	20.5	20.8	70.0
	40-49	22	18.0	18.3	88.3
	50-64	14	11.5	11.7	100.0
	Total	120	98.4	100.0	
Missing	0	2	1.6		
Total		122	100.0		

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First-Time Freshman	11	9.0	9.0	9.0
	First-Time Graduate	26	21.3	21.3	30.3
	UG Transfer	60	49.2	49.2	79.5
	GR Transfer	11	9.0	9.0	88.5
	UG Transient	1	.8	.8	89.3
	GR Transient	5	4.1	4.1	93.4
	Other	8	6.6	6.6	100.0
	Total	122	100.0	100.0	

Q5 and Q6: Campus where you are currently enrolled (Phenix City); if you UC or eCampus, select the site from which you are taking classes.

Q7: College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	2	1.6	1.7	1.7
	BU	28	23.0	23.7	25.4
	ED	60	49.2	50.8	76.3
	HH	28	23.0	23.7	100.0
	Total	118	96.7	100.0	
Missing	0	4	3.3		
Total		122	100.0		

Q8: When you applied for admission to college, Troy University was your ____ choice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	98	80.3	81.0	81.0
	Second Choice	19	15.6	15.7	96.7
	Third Choice	4	3.3	3.3	100.0
	Total	121	99.2	100.0	
Missing	0	1	.8		
Total		122	100.0		

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	59	48.4	48.8	48.8
	No	62	50.8	51.2	100.0
	Total	121	99.2	100.0	
Missing	0	1	.8		
Total		122	100.0		

Q10: Please select the reasons why you have chosen to attend Troy University (select as many as apply).

Q10 - Reason 1: Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	90	73.8	73.8	73.8
	Yes	32	26.2	26.2	100.0
	Total	122	100.0	100.0	

Q10 - Reason 2: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	29	23.8	23.8	23.8
	Yes	93	76.2	76.2	100.0
	Total	122	100.0	100.0	

Q10 - Reason 3: Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	73	59.8	59.8	59.8
	Yes	49	40.2	40.2	100.0
	Total	122	100.0	100.0	

Q10 - Reason 4: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	90	73.8	73.8	73.8
	Yes	32	26.2	26.2	100.0
	Total	122	100.0	100.0	

Q10 - Reason 5: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	100	82.0	82.0	82.0
	Yes	22	18.0	18.0	100.0
	Total	122	100.0	100.0	

Q10 - Reason 6: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	63	51.6	51.6	51.6
	Yes	59	48.4	48.4	100.0
	Total	122	100.0	100.0	

Q10 - Reason 7: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	86	70.5	70.5	70.5
	Yes	36	29.5	29.5	100.0
	Total	122	100.0	100.0	

Q10 - Reason 8: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	36	29.5	29.5	29.5
	Yes	86	70.5	70.5	100.0
	Total	122	100.0	100.0	

Q10 - Reason 9: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	112	91.8	91.8	91.8
	Yes	10	8.2	8.2	100.0
	Total	122	100.0	100.0	

Q10 - Reason 10: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	104	85.2	85.2	85.2
	Yes	18	14.8	14.8	100.0
	Total	122	100.0	100.0	

Q10 - Reason 11: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	122	100.0	100.0	100.0

Q10 - Reason 12: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	122	100.0	100.0	100.0

Q10 - Reason 13: Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	122	100.0	100.0	100.0

Q10 - Reason 14: Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	118	96.7	96.7	96.7
	Yes	4	3.3	3.3	100.0
	Total	122	100.0	100.0	

Q10 - Reason 15: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	114	93.4	93.4	93.4
	Yes	8	6.6	6.6	100.0
	Total	122	100.0	100.0	

Q10 - Reason 16: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	82	67.2	67.2	67.2
	Yes	40	32.8	32.8	100.0
	Total	122	100.0	100.0	

Q10 - Reason 17: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	107	87.7	87.7	87.7
	Yes	15	12.3	12.3	100.0
	Total	122	100.0	100.0	

Q10 - Reason 18: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	116	95.1	95.1	95.1
	Yes	6	4.9	4.9	100.0
	Total	122	100.0	100.0	

Q11: See Appendices 4 and 4.1.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	27	22.1	22.1	22.1
	Billboard	2	1.6	1.6	23.8
	Direct Mail	2	1.6	1.6	25.4
	Guidance Counselor	3	2.5	2.5	27.9
	Internet	3	2.5	2.5	30.3
	Television	7	5.7	5.7	36.1
	Word of mouth	63	51.6	51.6	87.7
	Other	15	12.3	12.3	100.0
	Total	122	100.0	100.0	

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	1	.8	.8	.8
	Direct Mail	8	6.6	6.6	7.4
	Internet	64	52.5	52.5	59.8
	Newspaper	2	1.6	1.6	61.5
	Word of mouth	22	18.0	18.0	79.5
	Other	25	20.5	20.5	100.0
	Total	122	100.0	100.0	

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	6	4.9	4.9	4.9
	Direct Mail	11	9.0	9.0	13.9
	Internet	36	29.5	29.5	43.4
	Newspaper	2	1.6	1.6	45.1
	Radio	4	3.3	3.3	48.4
	Television	13	10.7	10.7	59.0
	Word of mouth	49	40.2	40.2	99.2
	Other	1	.8	.8	100.0
	Total	122	100.0	100.0	

Q15: How would you describe TROY to a friend? (Choose all that apply.)

Q15 - Description 1: Academically challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	62	50.8	50.8	50.8
	Yes	60	49.2	49.2	100.0
	Total	122	100.0	100.0	

Q15 - Description 2: Caring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	80	65.6	65.6	65.6
	Yes	42	34.4	34.4	100.0
	Total	122	100.0	100.0	

Q15 - Description 3: Convenient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	30	24.6	24.6	24.6
	Yes	92	75.4	75.4	100.0
	Total	122	100.0	100.0	

Q15 - Description 4: Friendly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	66	54.1	54.1	54.1
	Yes	56	45.9	45.9	100.0
	Total	122	100.0	100.0	

Q15 - Description 5: Good value for the price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	68	55.7	55.7	55.7
	Yes	54	44.3	44.3	100.0
	Total	122	100.0	100.0	

Q15 - Description 6: Helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	81	66.4	66.4	66.4
	Yes	41	33.6	33.6	100.0
	Total	122	100.0	100.0	

Q15 - Description 7: Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	71	58.2	58.2	58.2
	Yes	51	41.8	41.8	100.0
	Total	122	100.0	100.0	

Q15 - Description 8: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	114	93.4	93.4	93.4
	Yes	8	6.6	6.6	100.0
	Total	122	100.0	100.0	

Q16: Additional Comments: (See Comments in the Troy IRPE Office.)

Fall 2006 Troy University New Student Survey Responses
- Troy

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	161	37.3	37.3	37.3
	Female	271	62.7	62.7	100.0
	Total	432	100.0	100.0	

Q2: Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alien	2	.5	.5	.5
	Black	119	27.5	27.7	28.1
	Am Indian	2	.5	.5	28.6
	Asian	36	8.3	8.4	37.0
	Hispanic	16	3.7	3.7	40.7
	White	248	57.4	57.7	98.4
	Unknown	7	1.6	1.6	100.0
	Total	430	99.5	100.0	
Missing	0	2	.5		
Total		432	100.0		

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	207	47.9	48.0	48.0
	20-21	45	10.4	10.4	58.5
	22-24	47	10.9	10.9	69.4
	25-29	40	9.3	9.3	78.7
	30-34	31	7.2	7.2	85.8
	35-39	30	6.9	7.0	92.8
	40-49	20	4.6	4.6	97.4
	50-64	10	2.3	2.3	99.8
	65 or over	1	.2	.2	100.0
	Total	431	99.8	100.0	
Missing	0	1	.2		
Total		432	100.0		

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dually-enrolled high school student	4	.9	.9	.9
	First-Time Freshman	240	55.6	55.7	56.6
	First-Time Graduate	51	11.8	11.8	68.4
	UG Transfer	99	22.9	23.0	91.4
	GR Transfer	19	4.4	4.4	95.8
	UG Transient	6	1.4	1.4	97.2
	Other	12	2.8	2.8	100.0
	Total	431	99.8	100.0	
Missing	0	1	.2		
Total		432	100.0		

Q5 and Q6: Campus where you are currently enrolled (Troy); if UC or eCampus, select the site from which you are taking classes now.

Q7: College you are currently attending.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	112	25.9	27.7	27.7
	BU	106	24.5	26.2	53.8
	ED	60	13.9	14.8	68.6
	CF	33	7.6	8.1	76.8
	HH	94	21.8	23.2	100.0
	Total	405	93.8	100.0	
Missing	0	27	6.3		
Total		432	100.0		

Q8: When you applied for admission to college, Troy University was your _____ choice.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	286	66.2	66.5	66.5
	Second Choice	99	22.9	23.0	89.5
	Third Choice	29	6.7	6.7	96.3
	Fourth Choice	16	3.7	3.7	100.0
	Total	430	99.5	100.0	
Missing	0	2	.5		
Total		432	100.0		

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	273	63.2	63.9	63.9
	No	154	35.6	36.1	100.0
	Total	427	98.8	100.0	
Missing	0	5	1.2		
Total		432	100.0		

Q10: Please select the reasons why you have chosen to attend Troy University (select as many as apply).

Q10 - Reason 1: Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	261	60.4	60.4	60.4
	Yes	171	39.6	39.6	100.0
	Total	432	100.0	100.0	

Q10 - Reason 2: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	172	39.8	39.8	39.8
	Yes	260	60.2	60.2	100.0
	Total	432	100.0	100.0	

Q10 - Reason 3: Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	232	53.7	53.7	53.7
	Yes	200	46.3	46.3	100.0
	Total	432	100.0	100.0	

Q10 - Reason 4: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	311	72.0	72.0	72.0
	Yes	121	28.0	28.0	100.0
	Total	432	100.0	100.0	

Q10 - Reason 5: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	359	83.1	83.1	83.1
	Yes	73	16.9	16.9	100.0
	Total	432	100.0	100.0	

Q10 - Reason 6: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	260	60.2	60.2	60.2
	Yes	172	39.8	39.8	100.0
	Total	432	100.0	100.0	

Q10 - Reason 7: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	347	80.3	80.3	80.3
	Yes	85	19.7	19.7	100.0
	Total	432	100.0	100.0	

Q10 - Reason 8: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	308	71.3	71.3	71.3
	Yes	124	28.7	28.7	100.0
	Total	432	100.0	100.0	

Q10 - Reason 9: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	341	78.9	78.9	78.9
	Yes	91	21.1	21.1	100.0
	Total	432	100.0	100.0	

Q10 - Reason 10: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	373	86.3	86.3	86.3
	Yes	59	13.7	13.7	100.0
	Total	432	100.0	100.0	

Q10 - Reason 11: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	377	87.3	87.3	87.3
	Yes	55	12.7	12.7	100.0
	Total	432	100.0	100.0	

Q10 - Reason 12: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	391	90.5	90.5	90.5
	Yes	41	9.5	9.5	100.0
	Total	432	100.0	100.0	

Q10 - Reason 13: Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	401	92.8	92.8	92.8
	Yes	31	7.2	7.2	100.0
	Total	432	100.0	100.0	

Q10 - Reason 14: Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	422	97.7	97.7	97.7
	Yes	10	2.3	2.3	100.0
	Total	432	100.0	100.0	

Q10 - Reason 15: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	360	83.3	83.3	83.3
	Yes	72	16.7	16.7	100.0
	Total	432	100.0	100.0	

Q10 - Reason 16: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	302	69.9	69.9	69.9
	Yes	130	30.1	30.1	100.0
	Total	432	100.0	100.0	

Q10 - Reason 17: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	398	92.1	92.1	92.1
	Yes	34	7.9	7.9	100.0
	Total	432	100.0	100.0	

Q10 - Reason 18: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	392	90.7	90.7	90.7
	Yes	40	9.3	9.3	100.0
	Total	432	100.0	100.0	

Q11: See Appendices 5 and 5.1.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	60	13.9	14.1	14.1
	Billboard	4	.9	.9	15.0
	Direct Mail	12	2.8	2.8	17.8
	Guidance Counselor	39	9.0	9.2	27.0
	Internet	35	8.1	8.2	35.2
	Newspaper	6	1.4	1.4	36.6
	Radio	3	.7	.7	37.3
	Television	6	1.4	1.4	38.7
	Word of mouth	158	36.6	37.1	75.8
	Other	103	23.8	24.2	100.0
	Total	426	98.6	100.0	
Missing	0	6	1.4		
Total		432	100.0		

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	9	2.1	2.1	2.1
	Direct Mail	116	26.9	27.6	29.7
	Internet	170	39.4	40.4	70.1
	Newspaper	1	.2	.2	70.3
	Word of mouth	70	16.2	16.6	86.9
	Other	55	12.7	13.1	100.0
	Total	421	97.5	100.0	
Missing	0	11	2.5		
Total		432	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	6	1.4	1.4	1.4
	Direct Mail	57	13.2	13.5	15.0
	Internet	117	27.1	27.8	42.8
	Newspaper	5	1.2	1.2	43.9
	Radio	9	2.1	2.1	46.1
	Television	43	10.0	10.2	56.3
	Word of mouth	178	41.2	42.3	98.6
	Other	6	1.4	1.4	100.0
	Total	421	97.5	100.0	
Missing	0	11	2.5		
Total		432	100.0		

Q15: How would you describe TROY to a friend? (Choose all that apply.)

Q15 - Description 1: Academically challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	272	63.0	63.0	63.0
	Yes	160	37.0	37.0	100.0
	Total	432	100.0	100.0	

Q15 - Description 2: Caring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	295	68.3	68.3	68.3
	Yes	137	31.7	31.7	100.0
	Total	432	100.0	100.0	

Q15 - Description 3: Convenient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	205	47.5	47.5	47.5
	Yes	227	52.5	52.5	100.0
	Total	432	100.0	100.0	

Q15 - Description 4: Friendly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	225	52.1	52.1	52.1
	Yes	207	47.9	47.9	100.0
	Total	432	100.0	100.0	

Q15 - Description 5: Good value for the price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	244	56.5	56.5	56.5
	Yes	188	43.5	43.5	100.0
	Total	432	100.0	100.0	

Q15 - Description 6: Helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	299	69.2	69.2	69.2
	Yes	133	30.8	30.8	100.0
	Total	432	100.0	100.0	

Q15 - Description 7: Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	238	55.1	55.1	55.1
	Yes	194	44.9	44.9	100.0
	Total	432	100.0	100.0	

Q15 - Description 8: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	396	91.7	91.7	91.7
	Yes	36	8.3	8.3	100.0
	Total	432	100.0	100.0	

Q16: Additional Comments. (See Comments in the Troy IRPE Office.)

Fall 2006 Troy University New Student Survey Responses
- University College

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	140	36.4	36.4	36.4
	Female	245	63.6	63.6	100.0
	Total	385	100.0	100.0	

Q2: Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black	186	48.3	48.6	48.6
	Am Indian	2	.5	.5	49.1
	Asian	14	3.6	3.7	52.7
	Hispanic	20	5.2	5.2	58.0
	White	156	40.5	40.7	98.7
	Unknown	5	1.3	1.3	100.0
	Total	383	99.5	100.0	
Missing	0	2	.5		
Total		385	100.0		

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	2	.5	.5	.5
	20-21	6	1.6	1.6	2.1
	22-24	35	9.1	9.1	11.2
	25-29	92	23.9	24.0	35.2
	30-34	68	17.7	17.7	52.9
	35-39	61	15.8	15.9	68.8
	40-49	81	21.0	21.1	89.8
	50-64	38	9.9	9.9	99.7
	65 or over	1	.3	.3	100.0
	Total	384	99.7	100.0	
Missing	0	1	.3		
Total		385	100.0		

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dually-enrolled high school student	1	.3	.3	.3
	First-Time Freshman	18	4.7	4.7	4.9
	First-Time Graduate	215	55.8	56.0	60.9
	UG Transfer	63	16.4	16.4	77.3
	GR Transfer	35	9.1	9.1	86.5
	UG Transient	4	1.0	1.0	87.5
	GR Transient	12	3.1	3.1	90.6
	Other	36	9.4	9.4	100.0
	Total	384	99.7	100.0	
Missing	0	1	.3		
Total		385	100.0		

Q5 and Q6: Campus where you are currently enrolled; if UC or eCampus, select the site from which you are taking classes now.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Albany, Georgia	41	10.6	10.9	10.9
	Atlanta, Georgia	56	14.5	14.9	25.8
	Augusta, Georgia	42	10.9	11.2	37.0
	Bethesda, Maryland	1	.3	.3	37.2
	Brunswick, Georgia	19	4.9	5.1	42.3
	Covington, Georgia	25	6.5	6.6	48.9
	Davis-Monthan AFB, Arizona	12	3.1	3.2	52.1
	Distance Learning, Florida/Western Region	5	1.3	1.3	53.5
	Distance Learning, Troy, Alabama	3	.8	.8	54.3
	Fayetteville, North Carolina	2	.5	.5	54.8
	Fort Belvoir, Virginia	2	.5	.5	55.3
	Fort Benning, Georgia	12	3.1	3.2	58.5
	Fort Bragg, North Carolina	9	2.3	2.4	60.9
	Fort Carson/Colorado Springs, Colorado	2	.5	.5	61.4
	Fort Eustis, Virginia	4	1.0	1.1	62.5
	Fort Gordon, Georgia	9	2.3	2.4	64.9
	Fort Lewis, Washington	4	1.0	1.1	66.0
	Fort Monroe, Virginia	3	.8	.8	66.8
	Fort Walton Beach Area	28	7.3	7.4	74.2
	Jacksonville, Florida	1	.3	.3	74.5
	Kadena AB, Okinawa, Japan	4	1.0	1.1	75.5
	Langley AFB, Virginia	6	1.6	1.6	77.1
	Little Creek Amphibious Base, Virginia	1	.3	.3	77.4
	Malmstrom AFB	1	.3	.3	77.7
	Maxwell AFB	2	.5	.5	78.2
	Misawa AB, Japan	3	.8	.8	79.0
	Norfolk Naval Station, Virginia	6	1.6	1.6	80.6
	Norfolk Regional Office, Virginia	4	1.0	1.1	81.6
	Oceana NAS, Virginia	1	.3	.3	81.9
	Orlando, Florida	8	2.1	2.1	84.0
	Pensacola, Florida	17	4.4	4.5	88.6
	Savannah, Georgia	1	.3	.3	88.8
	Shaw AFB, South Carolina	8	2.1	2.1	91.0
	Tampa/MacDill AFB, Florida	7	1.8	1.9	92.8
	Tyndall AFB, Florida	11	2.9	2.9	95.7
	Vidalia, Georgia	4	1.0	1.1	96.8
	Yongsan Garrison, Seoul, Korea	1	.3	.3	97.1
	Other	11	2.9	2.9	100.0
	Total	376	97.7	100.0	
Missing	0	9	2.3		
Total		385	100.0		

Q7: College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	85	22.1	23.0	23.0
	BU	132	34.3	35.8	58.8
	ED	108	28.1	29.3	88.1
	CF	1	.3	.3	88.3
	HH	43	11.2	11.7	100.0
	Total	369	95.8	100.0	
Missing	0	16	4.2		
Total		385	100.0		

Q 8: When you applied for admission to college, Troy University was your _____ choice.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	287	74.5	74.9	74.9
	Second Choice	78	20.3	20.4	95.3
	Third Choice	14	3.6	3.7	99.0
	Fourth Choice	4	1.0	1.0	100.0
	Total	383	99.5	100.0	
Missing	0	2	.5		
Total		385	100.0		

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	149	38.7	38.7	38.7
	No	236	61.3	61.3	100.0
	Total	385	100.0	100.0	

Q10: Please select the reasons why you have chosen to attend Troy University (select as many as apply:

Q10 - Reason 1: Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	351	91.2	91.2	91.2
	Yes	34	8.8	8.8	100.0
	Total	385	100.0	100.0	

Q10 - Reason 2: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	90	23.4	23.4	23.4
	Yes	295	76.6	76.6	100.0
	Total	385	100.0	100.0	

Q10 - Reason 3: Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	203	52.7	52.7	52.7
	Yes	182	47.3	47.3	100.0
	Total	385	100.0	100.0	

Q10 - Reason 4: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	306	79.5	79.5	79.5
	Yes	79	20.5	20.5	100.0
	Total	385	100.0	100.0	

Q10 - Reason 5: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	303	78.7	78.7	78.7
	Yes	82	21.3	21.3	100.0
	Total	385	100.0	100.0	

Q10 - Reason 6: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	187	48.6	48.6	48.6
	Yes	198	51.4	51.4	100.0
	Total	385	100.0	100.0	

Q10 - Reason 7: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	303	78.7	78.7	78.7
	Yes	82	21.3	21.3	100.0
	Total	385	100.0	100.0	

Q10 - Reason 8: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	133	34.5	34.5	34.5
	Yes	252	65.5	65.5	100.0
	Total	385	100.0	100.0	

Q10 - Reason 9: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	367	95.3	95.3	95.3
	Yes	18	4.7	4.7	100.0
	Total	385	100.0	100.0	

Q10 - Reason 10: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	357	92.7	92.7	92.7
	Yes	28	7.3	7.3	100.0
	Total	385	100.0	100.0	

Q10 - Reason 11: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	384	99.7	99.7	99.7
	Yes	1	.3	.3	100.0
	Total	385	100.0	100.0	

Q10 - Reason 12: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	385	100.0	100.0	100.0

Q10 - Reason 13: Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	384	99.7	99.7	99.7
	Yes	1	.3	.3	100.0
	Total	385	100.0	100.0	

Q10 - Reason 14: Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	380	98.7	98.7	98.7
	Yes	5	1.3	1.3	100.0
	Total	385	100.0	100.0	

Q10 - Reason 15: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	381	99.0	99.0	99.0
	Yes	4	1.0	1.0	100.0
	Total	385	100.0	100.0	

Q10 - Reason 16: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	254	66.0	66.0	66.0
	Yes	131	34.0	34.0	100.0
	Total	385	100.0	100.0	

Q10 - Reason 17: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	345	89.6	89.6	89.6
	Yes	40	10.4	10.4	100.0
	Total	385	100.0	100.0	

Q10 - Reason 18: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	354	91.9	91.9	91.9
	Yes	31	8.1	8.1	100.0
	Total	385	100.0	100.0	

Q11: See Appendices 6 and 6.1.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	59	15.3	15.5	15.5
	Billboard	18	4.7	4.7	20.2
	Direct Mail	7	1.8	1.8	22.0
	Guidance Counselor	6	1.6	1.6	23.6
	Internet	29	7.5	7.6	31.2
	Newspaper	10	2.6	2.6	33.9
	Radio	3	.8	.8	34.6
	Television	2	.5	.5	35.2
	Word of mouth	179	46.5	47.0	82.2
	Other	68	17.7	17.8	100.0
	Total	381	99.0	100.0	
Missing	0	4	1.0		
Total		385	100.0		

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	10	2.6	2.6	2.6
	Direct Mail	25	6.5	6.5	9.2
	Internet	129	33.5	33.8	42.9
	Newspaper	15	3.9	3.9	46.9
	Television	2	.5	.5	47.4
	Word of mouth	98	25.5	25.7	73.0
	Other	103	26.8	27.0	100.0
	Total	382	99.2	100.0	
Missing	0	3	.8		
Total		385	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	12	3.1	3.2	3.2
	Direct Mail	27	7.0	7.1	10.3
	Internet	75	19.5	19.8	30.2
	Newspaper	13	3.4	3.4	33.6
	Radio	10	2.6	2.6	36.2
	Television	26	6.8	6.9	43.1
	Word of mouth	207	53.8	54.8	97.9
	Other	8	2.1	2.1	100.0
	Total	378	98.2	100.0	
Missing	0	7	1.8		
Total		385	100.0		

Q15: How would you describe TROY to a friend? (Choose all that apply.)

Q15 - Description 1: Academically challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	229	59.5	59.5	59.5
	Yes	156	40.5	40.5	100.0
	Total	385	100.0	100.0	

Q15 - Description 2: Caring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	264	68.6	68.6	68.6
	Yes	121	31.4	31.4	100.0
	Total	385	100.0	100.0	

Q15 - Description 3: Convenient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	108	28.1	28.1	28.1
	Yes	277	71.9	71.9	100.0
	Total	385	100.0	100.0	

Q15 - Description 4: Friendly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	234	60.8	60.8	60.8
	Yes	151	39.2	39.2	100.0
	Total	385	100.0	100.0	

Q15 - Description 5: Good value for the price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	179	46.5	46.5	46.5
	Yes	206	53.5	53.5	100.0
	Total	385	100.0	100.0	

Q15 - Description 6: Helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	252	65.5	65.5	65.5
	Yes	133	34.5	34.5	100.0
	Total	385	100.0	100.0	

Q15 - Description 7: Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	221	57.4	57.4	57.4
	Yes	164	42.6	42.6	100.0
	Total	385	100.0	100.0	

Q15 - Description 8: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	366	95.1	95.1	95.1
	Yes	19	4.9	4.9	100.0
	Total	385	100.0	100.0	

Q16: Additional Comments: (See Comments in the Troy IRPE Office).

Fall 2006 Troy University New Student Survey Responses
- eCampus

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	564	48.0	48.3	48.3
	Female	604	51.4	51.7	100.0
	Total	1168	99.4	100.0	
Missing	0	7	.6		
Total		1175	100.0		

Q2: Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black	409	34.8	35.0	35.0
	Am Indian	8	.7	.7	35.7
	Asian	16	1.4	1.4	37.0
	Hispanic	56	4.8	4.8	41.8
	White	658	56.0	56.3	98.1
	Unknown	22	1.9	1.9	100.0
	Total	1169	99.5	100.0	
Missing	0	6	.5		
Total		1175	100.0		

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	4	.3	.3	.3
	20-21	24	2.0	2.0	2.4
	22-24	151	12.9	12.9	15.2
	25-29	300	25.5	25.6	40.8
	30-34	259	22.0	22.1	62.9
	35-39	217	18.5	18.5	81.3
	40-49	184	15.7	15.7	97.0
	50-64	35	3.0	3.0	100.0
	Total	1174	99.9	100.0	
Missing	0	1	.1		
Total		1175	100.0		

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First-Time Freshman	216	18.4	18.4	18.4
	First-Time Graduate	234	19.9	20.0	38.4
	UG Transfer	488	41.5	41.6	80.0
	GR Transfer	58	4.9	4.9	85.0
	UG Transient	58	4.9	4.9	89.9
	GR Transient	26	2.2	2.2	92.2
	Other	92	7.8	7.8	100.0
	Total	1172	99.7	100.0	
Missing	0	3	.3		
Total		1175	100.0		

Q5 and Q6: Campus where you are currently enrolled (eCampus); if UC or eCampus, select the site from which you are taking classes.

Q7: College you are attending.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	391	33.3	34.4	34.4
	BU	487	41.4	42.8	77.2
	ED	125	10.6	11.0	88.2
	CF	12	1.0	1.1	89.3
	HH	122	10.4	10.7	100.0
	Total	1137	96.8	100.0	
Missing	0	38	3.2		
Total		1175	100.0		

Q8: When you applied for admission to college, Troy University was your _____ choice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	875	74.5	75.2	75.2
	Second Choice	247	21.0	21.2	96.5
	Third Choice	26	2.2	2.2	98.7
	Fourth Choice	15	1.3	1.3	100.0
	Total	1163	99.0	100.0	
Missing	0	12	1.0		
Total		1175	100.0		

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	209	17.8	17.9	17.9
	No	957	81.4	82.1	100.0
	Total	1166	99.2	100.0	
Missing	0	9	.8		
Total		1175	100.0		

Q10: Please select the reasons why you have chosen to attend Troy University (select as many as apply):

Q10 - Reason 1: Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1147	97.6	97.6	97.6
	Yes	28	2.4	2.4	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 2: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	899	76.5	76.5	76.5
	Yes	276	23.5	23.5	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 3: Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	724	61.6	61.6	61.6
	Yes	451	38.4	38.4	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 4: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	957	81.4	81.4	81.4
	Yes	218	18.6	18.6	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 5: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1019	86.7	86.7	86.7
	Yes	156	13.3	13.3	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 6: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	633	53.9	53.9	53.9
	Yes	542	46.1	46.1	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 7: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	906	77.1	77.1	77.1
	Yes	269	22.9	22.9	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 8: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	486	41.4	41.4	41.4
	Yes	689	58.6	58.6	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 9: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1159	98.6	98.6	98.6
	Yes	16	1.4	1.4	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 10: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1124	95.7	95.7	95.7
	Yes	51	4.3	4.3	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 11: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1165	99.1	99.1	99.1
	Yes	10	.9	.9	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 12: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1175	100.0	100.0	100.0

Q10 - Reason 13: Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1174	99.9	99.9	99.9
	Yes	1	.1	.1	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 14: Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1072	91.2	91.2	91.2
	Yes	103	8.8	8.8	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 15: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1158	98.6	98.6	98.6
	Yes	17	1.4	1.4	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 16: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	877	74.6	74.6	74.6
	Yes	298	25.4	25.4	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 17: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1089	92.7	92.7	92.7
	Yes	86	7.3	7.3	100.0
	Total	1175	100.0	100.0	

Q10 - Reason 18: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	979	83.3	83.3	83.3
	Yes	196	16.7	16.7	100.0
	Total	1175	100.0	100.0	

Q11: See Appendices 7 and 7.1.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	112	9.5	9.6	9.6
	Billboard	32	2.7	2.7	12.3
	Direct Mail	4	.3	.3	12.7
	Guidance Counselor	123	10.5	10.5	23.2
	Internet	176	15.0	15.1	38.3
	Newspaper	12	1.0	1.0	39.4
	Radio	8	.7	.7	40.1
	Television	20	1.7	1.7	41.8
	Word of mouth	462	39.3	39.6	81.4
	Other	217	18.5	18.6	100.0
	Total	1166	99.2	100.0	
Missing	0	9	.8		
Total		1175	100.0		

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	28	2.4	2.4	2.4
	Direct Mail	28	2.4	2.4	4.8
	Internet	696	59.2	59.8	64.6
	Newspaper	12	1.0	1.0	65.6
	Radio	2	.2	.2	65.8
	Television	1	.1	.1	65.9
	Word of mouth	172	14.6	14.8	80.7
	Other	225	19.1	19.3	100.0
	Total	1164	99.1	100.0	
Missing	0	11	.9		
Total		1175	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	19	1.6	1.7	1.7
	Direct Mail	58	4.9	5.1	6.7
	Internet	352	30.0	30.7	37.4
	Newspaper	10	.9	.9	38.3
	Radio	36	3.1	3.1	41.4
	Television	61	5.2	5.3	46.8
	Word of mouth	576	49.0	50.3	97.0
	Other	34	2.9	3.0	100.0
	Total	1146	97.5	100.0	
Missing	0	29	2.5		
Total		1175	100.0		

Q15: How would you describe TROY to a friend? (Choose all that apply.)

Q15 - Description 1: Academically challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	694	59.1	59.1	59.1
	Yes	481	40.9	40.9	100.0
	Total	1175	100.0	100.0	

Q15 - Description 2: Caring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	946	80.5	80.5	80.5
	Yes	229	19.5	19.5	100.0
	Total	1175	100.0	100.0	

Q15 - Description 3: Convenient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	348	29.6	29.6	29.6
	Yes	827	70.4	70.4	100.0
	Total	1175	100.0	100.0	

Q15 - Description 4: Friendly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	776	66.0	66.0	66.0
	Yes	399	34.0	34.0	100.0
	Total	1175	100.0	100.0	

Q15 - Description 5: Good value for the price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	615	52.3	52.3	52.3
	Yes	560	47.7	47.7	100.0
	Total	1175	100.0	100.0	

Q15 - Description 6: Helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	822	70.0	70.0	70.0
	Yes	353	30.0	30.0	100.0
	Total	1175	100.0	100.0	

Q15 - Description 7: Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	781	66.5	66.5	66.5
	Yes	394	33.5	33.5	100.0
	Total	1175	100.0	100.0	

Q15 - Description 8: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1107	94.2	94.2	94.2
	Yes	68	5.8	5.8	100.0
	Total	1175	100.0	100.0	

Q16: Additional Comments. (See Comments in the Troy IRPE Office.)

Fall 2006 Troy University New Student Survey Responses
- Overall

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	961	37.8	38.0	38.0
	Female	1567	61.7	62.0	100.0
	Total	2528	99.5	100.0	
Missing	0	12	.5		
Total		2540	100.0		

Q2: Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alien	3	.1	.1	.1
	Black	952	37.5	37.7	37.9
	Am Indian	17	.7	.7	38.5
	Asian	72	2.8	2.9	41.4
	Hispanic	100	3.9	4.0	45.3
	White	1338	52.7	53.0	98.4
	Unknown	41	1.6	1.6	100.0
	Total	2523	99.3	100.0	
Missing	0	17	.7		
Total		2540	100.0		

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	271	10.7	10.7	10.7
	20-21	107	4.2	4.2	14.9
	22-24	310	12.2	12.2	27.2
	25-29	552	21.7	21.8	49.0
	30-34	447	17.6	17.7	66.6
	35-39	378	14.9	14.9	81.6
	40-49	357	14.1	14.1	95.7
	50-64	108	4.3	4.3	99.9
	65 or over	2	.1	.1	100.0
	Total	2532	99.7	100.0	
Missing	0	8	.3		
Total		2540	100.0		

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dually-enrolled high school student	6	.2	.2	.2
	First-Time Freshman	612	24.1	24.2	24.4
	First-Time Graduate	614	24.2	24.3	48.7
	UG Transfer	836	32.9	33.0	81.7
	GR Transfer	137	5.4	5.4	87.2
	UG Transient	80	3.1	3.2	90.3
	GR Transient	49	1.9	1.9	92.3
	Other	196	7.7	7.7	100.0
	Total	2530	99.6	100.0	
Missing	0	10	.4		
Total		2540	100.0		

Q5 and Q6: Campus where you are currently enrolled (TROY Overall); if UC or eCampus, select the site from which you are taking classes.

Q5: Campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dothan	134	5.3	5.3	5.3
	Montgomery	277	10.9	11.0	16.3
	Phenix City	122	4.8	4.8	21.1
	Troy	432	17.0	17.1	38.2
	University College	385	15.2	15.2	53.5
	eCampus	1175	46.3	46.5	100.0
	Total	2525	99.4	100.0	
Missing	0	15	.6		
Total		2540	100.0		

Q6: UC Site/eCampus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Albany, Georgia	92	3.6	5.3	5.3
	Atlanta, Georgia	90	3.5	5.2	10.5
	Augusta, Georgia	110	4.3	6.4	16.9
	Bangkok, Thailand	1	.0	.1	17.0
	Bethesda, Maryland	3	.1	.2	17.1
	Brunswick, Georgia	37	1.5	2.1	19.3
	Clarksville, Tennessee	6	.2	.3	19.6
	Covington, Georgia	36	1.4	2.1	21.7
	Dam Neck, Virginia	1	.0	.1	21.8
	Davis-Monthan AFB, Arizona	22	.9	1.3	23.0
	Distance Learning, Florida/Western Region	125	4.9	7.2	30.3
	Distance Learning, Pacific Region	4	.2	.2	30.5
	Distance Learning, Troy, Alabama	142	5.6	8.2	38.7
	Dothan, Alabama	19	.7	1.1	39.8
	eArmyU Programs	153	6.0	8.9	48.7
	Fayetteville, North Carolina	9	.4	.5	49.2
	Fort Belvoir, Virginia	9	.4	.5	49.7
	Fort Benning, Georgia	102	4.0	5.9	55.6
	Fort Bragg, North Carolina	31	1.2	1.8	57.4
	Fort Carson/Colorado Springs, Colorado	22	.9	1.3	58.7
	Fort Eustis, Virginia	5	.2	.3	59.0
	Fort Gordon, Georgia	26	1.0	1.5	60.5
	Fort Lewis, Washington	16	.6	.9	61.4
	Fort Monroe, Virginia	3	.1	.2	61.6
	Fort Myer, Virginia/Pentagon	3	.1	.2	61.7
	Fort Rucker, Alabama	10	.4	.6	62.3
	Fort Walton Beach Area	77	3.0	4.5	66.8
	Gunter AFB	3	.1	.2	67.0
	Heidelberg, Germany	4	.2	.2	67.2
	Holloman AFB, New Mexico	1	.0	.1	67.2
	Jacksonville, Florida	5	.2	.3	67.5
	Kadena AB, Okinawa, Japan	10	.4	.6	68.1
	Langley AFB, Virginia	9	.4	.5	68.6
	Little Creek Amphibious Base, Virginia	2	.1	.1	68.8
	Malmstrom AFB	2	.1	.1	68.9
	Maxwell AFB	6	.2	.3	69.2
	Misawa AB, Japan	6	.2	.3	69.6
	Montgomery, Alabama	84	3.3	4.9	74.4
	New Orleans, Louisiana	1	.0	.1	74.5
	Norfolk Naval Station, Virginia	14	.6	.8	75.3
	Norfolk Regional Office, Virginia	6	.2	.3	75.6
	Oceana NAS, Virginia	3	.1	.2	75.8
	Orlando, Florida	20	.8	1.2	77.0
	Pensacola, Florida	37	1.5	2.1	79.1
	Phenix City, Alabama	27	1.1	1.6	80.7
	Savannah, Georgia	16	.6	.9	81.6
	Seoul, Korea	6	.2	.3	81.9
	Shaw AFB, South Carolina	18	.7	1.0	83.0
	Taipei, Taiwan	1	.0	.1	83.0

Q7: College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	692	27.2	28.5	28.5
	BU	910	35.8	37.4	65.9
	ED	439	17.3	18.1	83.9
	CF	52	2.0	2.1	86.1
	HH	339	13.3	13.9	100.0
	Total	2432	95.7	100.0	
Missing	0	108	4.3		
Total		2540	100.0		

Q8: Troy University was you _____ choice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	1867	73.5	74.2	74.2
	Second Choice	518	20.4	20.6	94.8
	Third Choice	92	3.6	3.7	98.4
	Fourth Choice	39	1.5	1.6	100.0
	Total	2516	99.1	100.0	
Missing	0	24	.9		
Total		2540	100.0		

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	908	35.7	36.1	36.1
	No	1608	63.3	63.9	100.0
	Total	2516	99.1	100.0	
Missing	0	24	.9		
Total		2540	100.0		

Q10: Please select the reasons why you have chosen Troy University (select as many as apply).

Q10 - Reason 1: Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2184	86.0	86.0	86.0
	Yes	356	14.0	14.0	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 2: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1273	50.1	50.1	50.1
	Yes	1267	49.9	49.9	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 3: Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1510	59.4	59.4	59.4
	Yes	1030	40.6	40.6	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 4: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2001	78.8	78.8	78.8
	Yes	539	21.2	21.2	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 5: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2141	84.3	84.3	84.3
	Yes	399	15.7	15.7	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 6: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1421	55.9	55.9	55.9
	Yes	1119	44.1	44.1	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 7: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1995	78.5	78.5	78.5
	Yes	545	21.5	21.5	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 8: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1146	45.1	45.1	45.1
	Yes	1394	54.9	54.9	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 9: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2365	93.1	93.1	93.1
	Yes	175	6.9	6.9	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 10: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2347	92.4	92.4	92.4
	Yes	193	7.6	7.6	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 11: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2472	97.3	97.3	97.3
	Yes	68	2.7	2.7	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 12: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2498	98.3	98.3	98.3
	Yes	42	1.7	1.7	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 13: Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2498	98.3	98.3	98.3
	Yes	42	1.7	1.7	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 14: Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2415	95.1	95.1	95.1
	Yes	125	4.9	4.9	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 15: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2403	94.6	94.6	94.6
	Yes	137	5.4	5.4	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 16: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1838	72.4	72.4	72.4
	Yes	702	27.6	27.6	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 17: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2337	92.0	92.0	92.0
	Yes	203	8.0	8.0	100.0
	Total	2540	100.0	100.0	

Q10 - Reason 18: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2223	87.5	87.5	87.5
	Yes	317	12.5	12.5	100.0
	Total	2540	100.0	100.0	

Q11: See Appendices 1 and 1.1.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	302	11.9	12.0	12.0
	Billboard	62	2.4	2.5	14.5
	Direct Mail	42	1.7	1.7	16.1
	Guidance Counselor	184	7.2	7.3	23.4
	Internet	264	10.4	10.5	33.9
	Newspaper	33	1.3	1.3	35.2
	Radio	17	.7	.7	35.9
	Television	53	2.1	2.1	38.0
	Word of mouth	1089	42.9	43.3	81.3
	Other	471	18.5	18.7	100.0
	Total	2517	99.1	100.0	
Missing	0	23	.9		
Total		2540	100.0		

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	62	2.4	2.5	2.5
	Direct Mail	248	9.8	9.9	12.4
	Internet	1203	47.4	47.9	60.3
	Newspaper	40	1.6	1.6	61.9
	Radio	5	.2	.2	62.1
	Television	11	.4	.4	62.5
	Word of mouth	463	18.2	18.5	81.0
	Other	477	18.8	19.0	100.0
	Total	2509	98.8	100.0	
Missing	0	31	1.2		
Total		2540	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	60	2.4	2.4	2.4
	Direct Mail	197	7.8	7.9	10.4
	Internet	654	25.7	26.3	36.7
	Newspaper	38	1.5	1.5	38.2
	Radio	79	3.1	3.2	41.4
	Television	201	7.9	8.1	49.5
	Word of mouth	1195	47.0	48.1	97.6
	Other	59	2.3	2.4	100.0
	Total	2483	97.8	100.0	
Missing	0	57	2.2		
Total		2540	100.0		

Q15: How would you describe TROY to a friend? (Choose all that apply.)

Q15 - Description 1: Academically challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1515	59.6	59.6	59.6
	Yes	1025	40.4	40.4	100.0
	Total	2540	100.0	100.0	

Q15 - Description 2: Caring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1891	74.4	74.4	74.4
	Yes	649	25.6	25.6	100.0
	Total	2540	100.0	100.0	

Q15 - Description 3: Convenient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	834	32.8	32.8	32.8
	Yes	1706	67.2	67.2	100.0
	Total	2540	100.0	100.0	

Q15 - Description 4: Friendly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1544	60.8	60.8	60.8
	Yes	996	39.2	39.2	100.0
	Total	2540	100.0	100.0	

Q15 - Description 5: Good value for the price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1387	54.6	54.6	54.6
	Yes	1153	45.4	45.4	100.0
	Total	2540	100.0	100.0	

Q15 - Description 6: Helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1737	68.4	68.4	68.4
	Yes	803	31.6	31.6	100.0
	Total	2540	100.0	100.0	

Q15 - Description 7: Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1580	62.2	62.2	62.2
	Yes	960	37.8	37.8	100.0
	Total	2540	100.0	100.0	

Q15 - Description 8: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2370	93.3	93.3	93.3
	Yes	170	6.7	6.7	100.0
	Total	2540	100.0	100.0	

Q16: Additional Comments. (See Comments in the Troy IRPE Office.)

New Student Survey Fall 2006

Troy University is interested in your success as a 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.

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 gradaute 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 (Specify) _____

5. **Campus where you are currently enrolled:**
   - ○ Dothan
   - ○ Montgomery
   - ○ Phenix City
   - ○ Troy

○ University College (Campuses outside of Alabama)
○ eCampus (Distance Learning)

6. **If you selected University College or eCampus in Question 5, 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
○ Dothan, 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 Rucker, Alabama
○ Fort Walton Beach Area
○ Guam Campus
○ Guantanamo Bay, Cuba
○ Gunter AFB
○ 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
○ Maxwell AFB

- ○ Misawa AB, Japan
- ○ Montgomery, Alabama
- ○ Mumbai, India
- ○ New Orleans, Louisiana
- ○ Norfolk Naval Station, Virginia
- ○ Norfolk Regional Office, Virginia
- ○ Oceana NAS, Virginia
- ○ Orlando, Florida
- ○ Pensacola, Florida
- ○ Phenix City, Alabama
- ○ Portsmouth
- ○ Savannah, Georgia
- ○ Seoul, Korea
- ○ Sharjah, United Arab Emirates
- ○ Shaw AFB, South Carolina
- ○ Taipei, Taiwan
- ○ Tampa/MacDill AFB, Florida
- ○ Troy, Alabama
- ○ Tyndall AFB, Florida
- ○ Vidalia, Georgia
- ○ Yongsan Garrison, Seoul, Korea
- ○ Other

7. **College you are attending:**
- ○ Arts & Sciences
- ○ Business
- ○ Education
- ○ Communication and Fine Arts
- ○ Health and Human Services

8. **When you applied for admission to college, Troy University was your:**
- ○ First choice
- ○ Second choice
- ○ Third choice
- ○ Fourth choice

9. **Prior to enrollment in Troy University, did you visit the campus where you enrolled?**
- ○ Yes
- ○ No

10. **Please select the reasons why you have chosen to attend Troy University (select as many as apply):**
- ❑ Size of campus
- ❑ Location
- ❑ Affordability
- ❑ Availability of financial aid
- ❑ Admission standards
- ❑ Academic programs
- ❑ Academic reputation

❑ 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 (specify) _____

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

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.
Sufficient financial aid options are available.
The tuition payment plan is beneficial for students.
The online registration process is user-friendly.
The on-site registration process is user-friendly.
Students seldom get the "run around" when seeking information.
The online Schedule of Classes is informative and easy to follow.
The printed Schedule of Classes is informative and easy to follow.
Class drop/add procedures are appropriate.
Classes are offered at convenient times.
The classes I attend are well organized and well taught.
The University offers a variety of majors at my location.
Tutorial services are sufficient.
On-campus bookstore hours are convenient for students.
Purchasing textbooks through Troy Virtual BookStore is convenient.
Student organizations are available for my participation.
The semester/term format at my location accommodates my learning.
Troy University has a good reputation in my

❖ Strongly Disagree
❖ Disagree
❖ Neutral
❖ Agree
❖ Strongly Agree
❖ Not Applicable
❍ 1
❍ 2
❍ 3
❍ 4
❍ 5
❍ 6

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community.
I am receiving a quality education at Troy
University.
I would recommend Troy University to a
friend who is planning to go to college.

12. **How did you first learn about TROY?**
- ❍ Alumni
- ❍ Billboard
- ❍ Direct Mail
- ❍ Guidance Counselor
- ❍ Internet
- ❍ Newspaper
- ❍ Radio
- ❍ Television
- ❍ Word of mouth
- ❍ Other (Specify) _____

13. **How did you learn about registration dates and times?**
- ❍ Billboard
- ❍ Direct Mail
- ❍ Internet
- ❍ Newspaper
- ❍ Radio
- ❍ Television
- ❍ Word of mouth
- ❍ Other (Specify) _____

14. **What is the best way to advertise to your friends?**
- ❍ Billboard
- ❍ Direct Mail
- ❍ Internet
- ❍ Newspaper
- ❍ Radio
- ❍ Television
- ❍ Word of mouth
- ❍ Other (Specify) _____

15. **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 (Specify) _____

16. **Additional Comments:**

_____
_____
_____
_____

Purpose of the Survey

- To determine the level of satisfaction of the Fall 2006 new students with their experiences at Troy University.

- To find out how well Troy University served the needs of new students and helped them in their transition to a new college environment.

- To identify areas for improvement to better serve the students.

Data Collection

- Method: Online survey
- Timeline: Sept. 2006 – Nov. 2006
- Target population: New students enrolled at Troy University in Fall 2006   9,085
- Responses: 2,540
- Response rate: 29%

Note: About 3% of new students had invalid email addresses and were excluded from the calculation of the response rate.

Respondents by Gender

Female, 62% Male, 38%
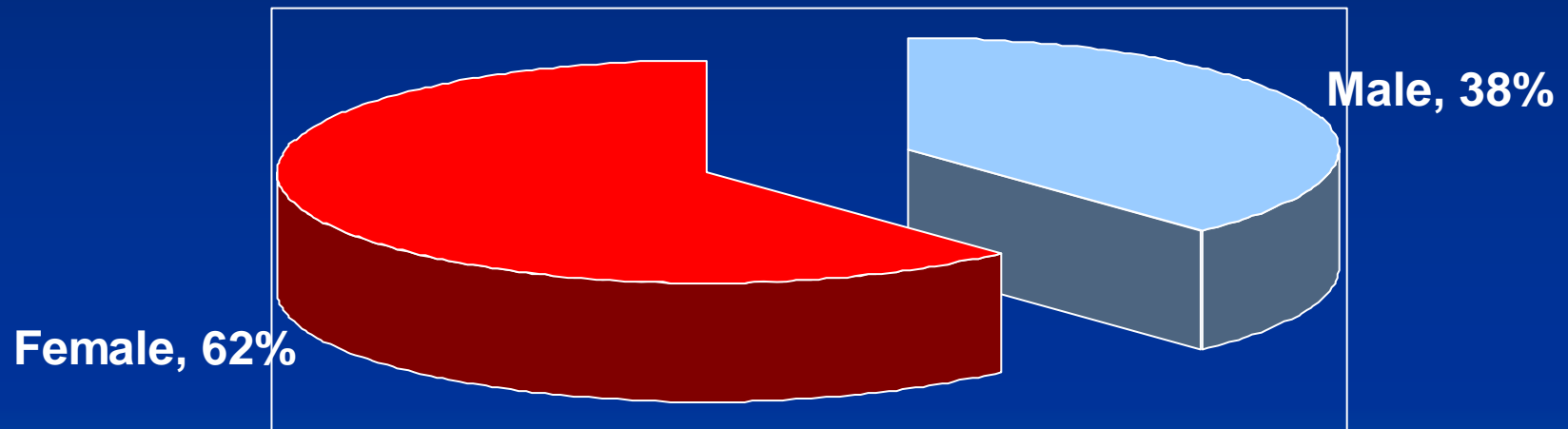
Respondents by Race
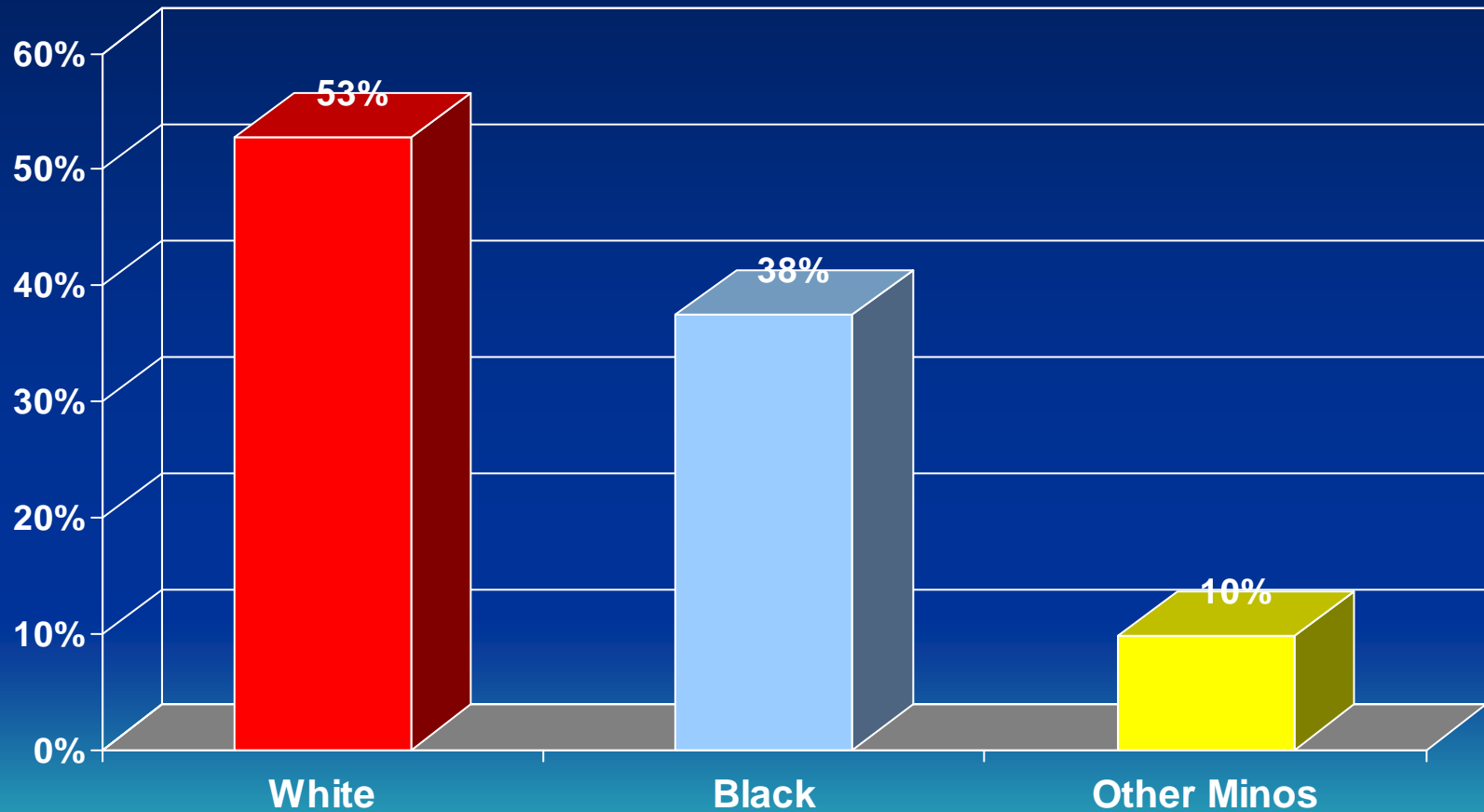
Respondents by Age
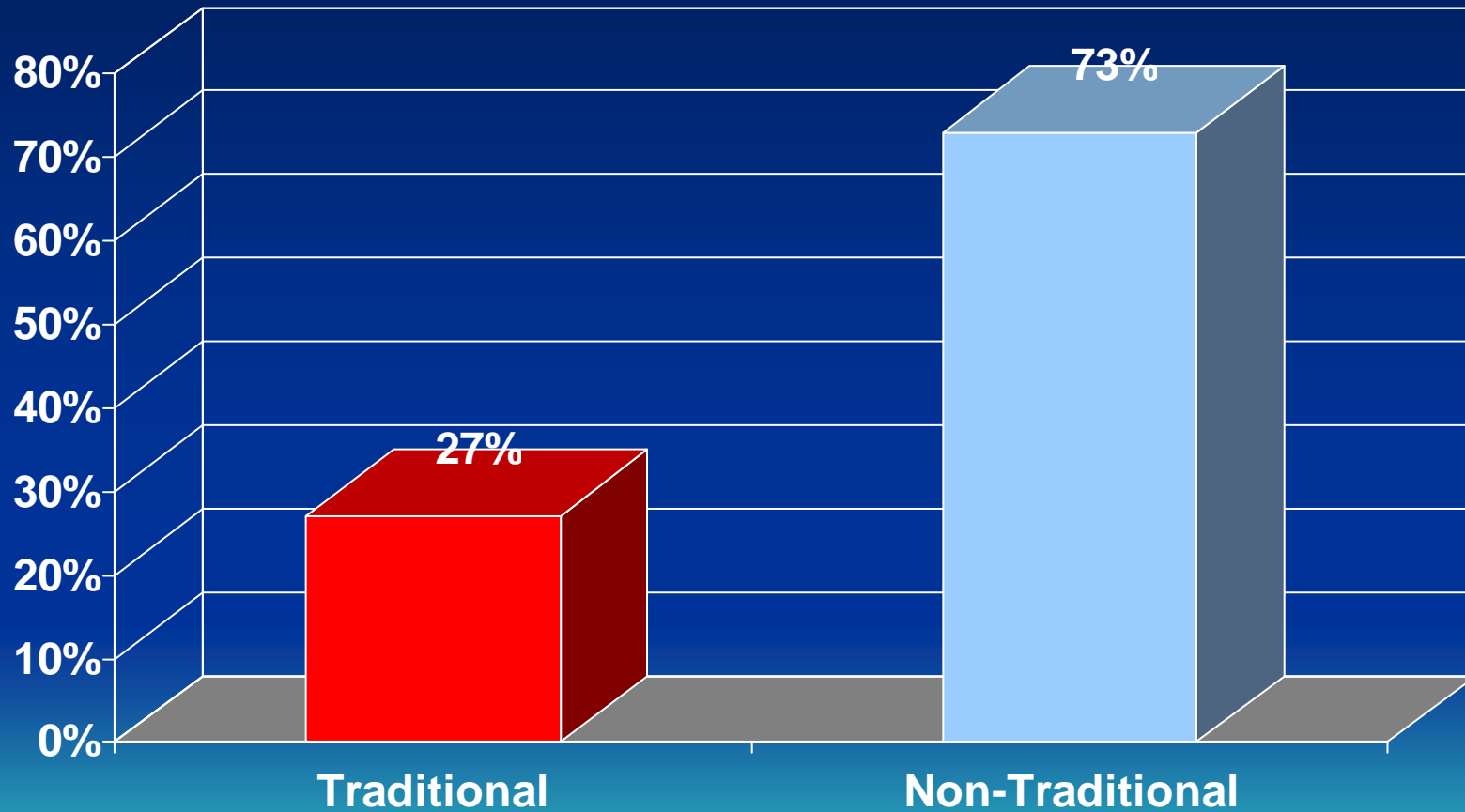
Respondents by Admit Status
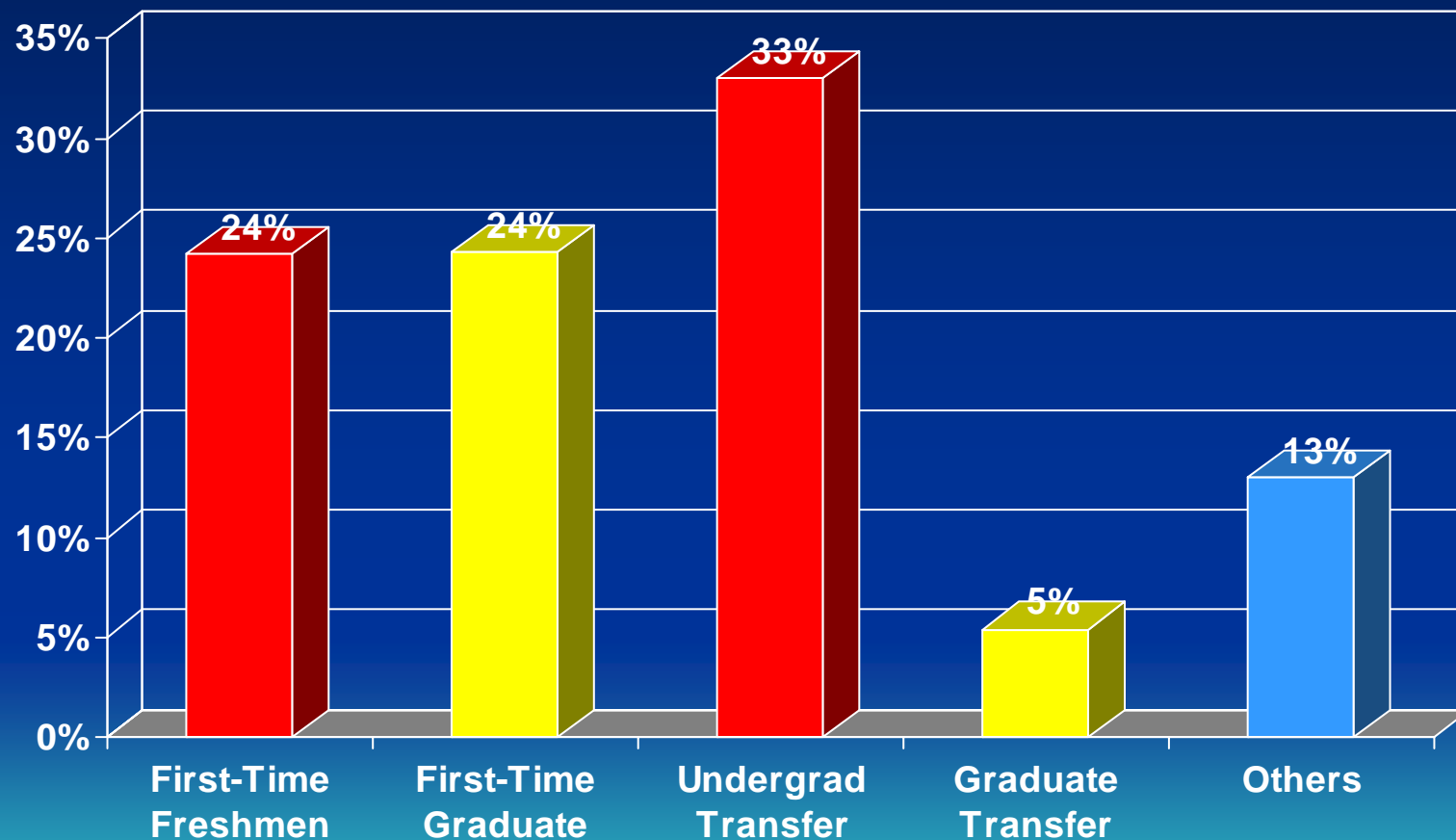
Respondents by Campus
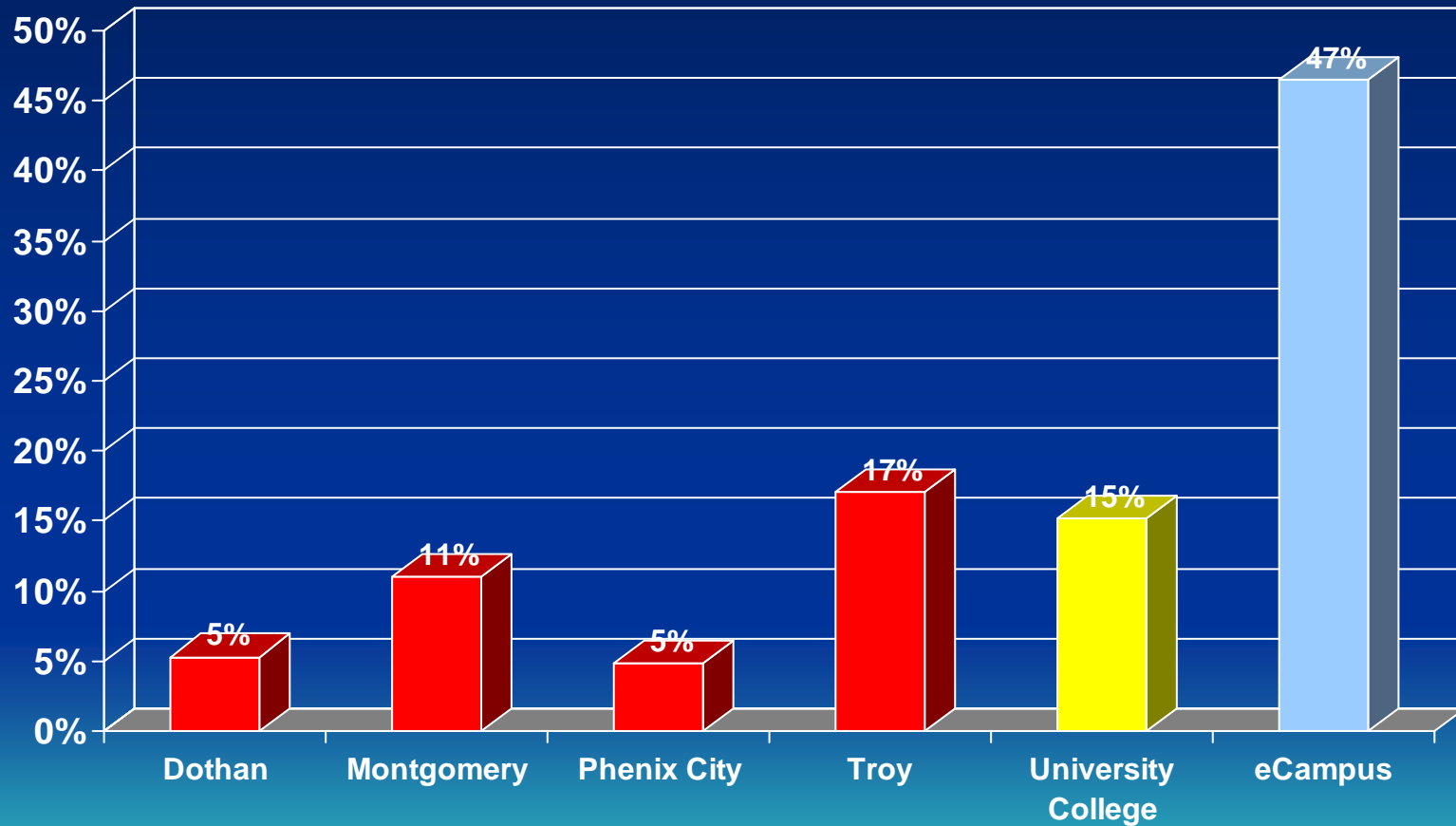
Respondents by College
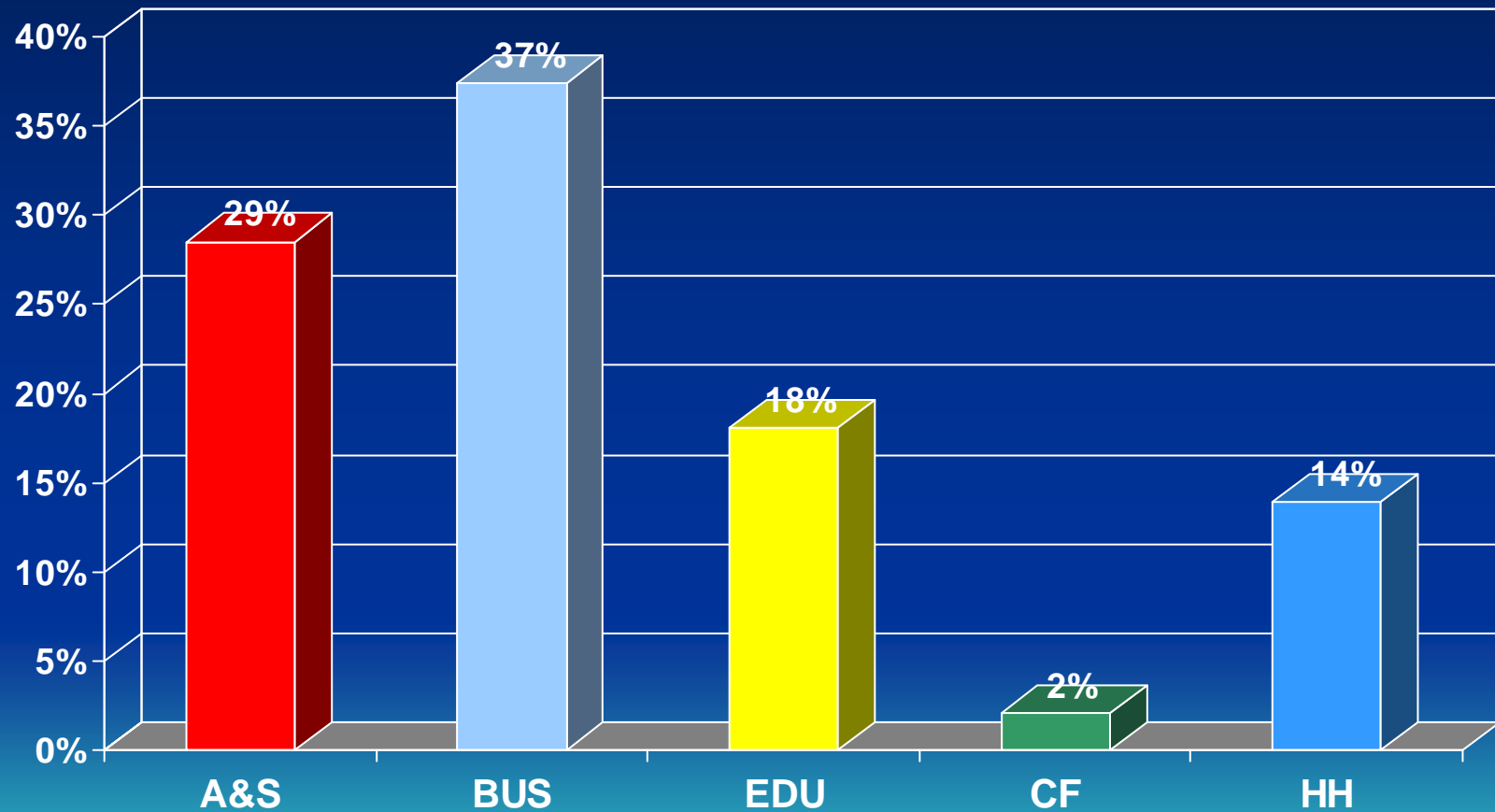
Selecting Troy University
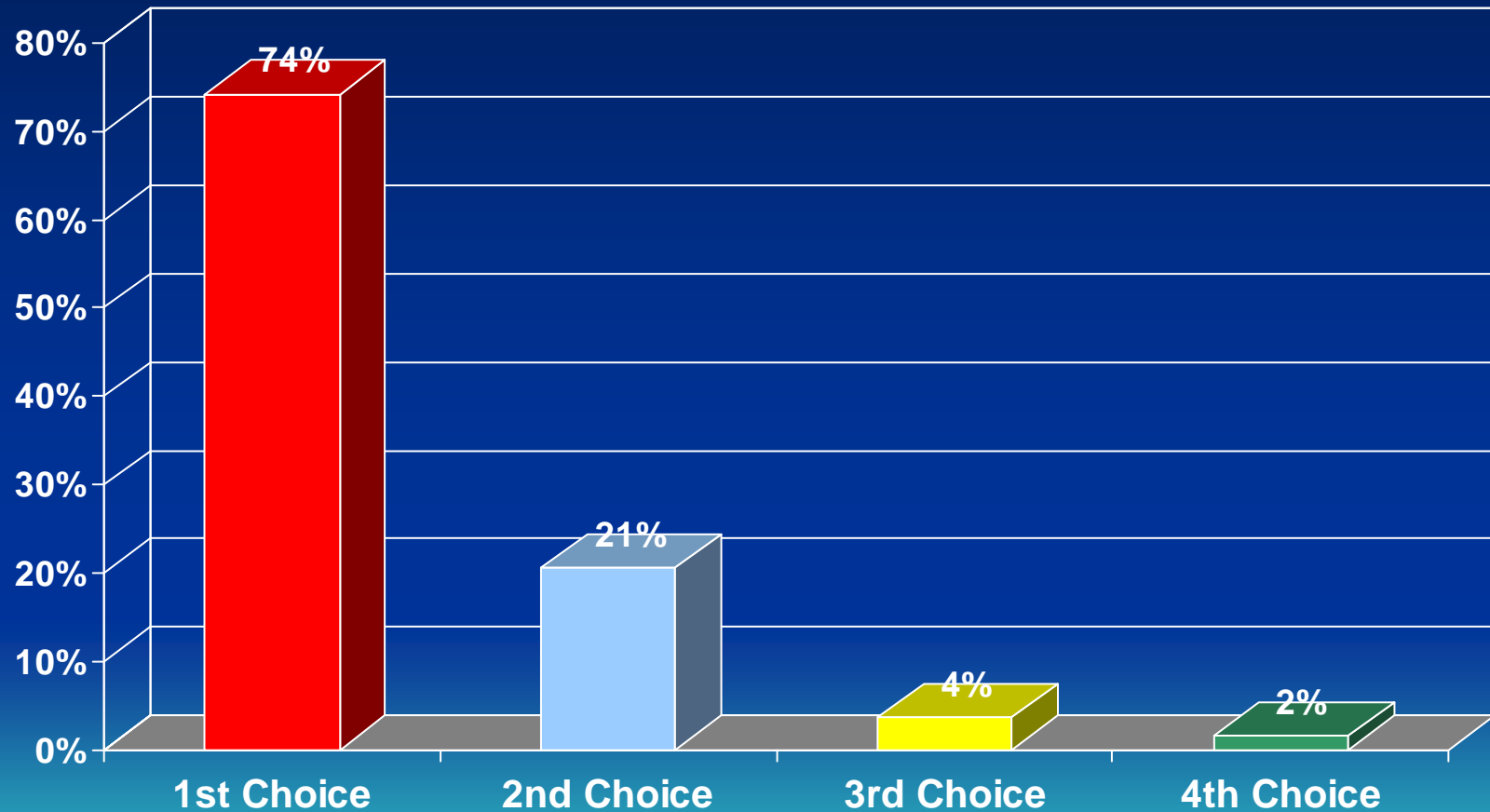
Visiting Troy Campus Before Enrolled
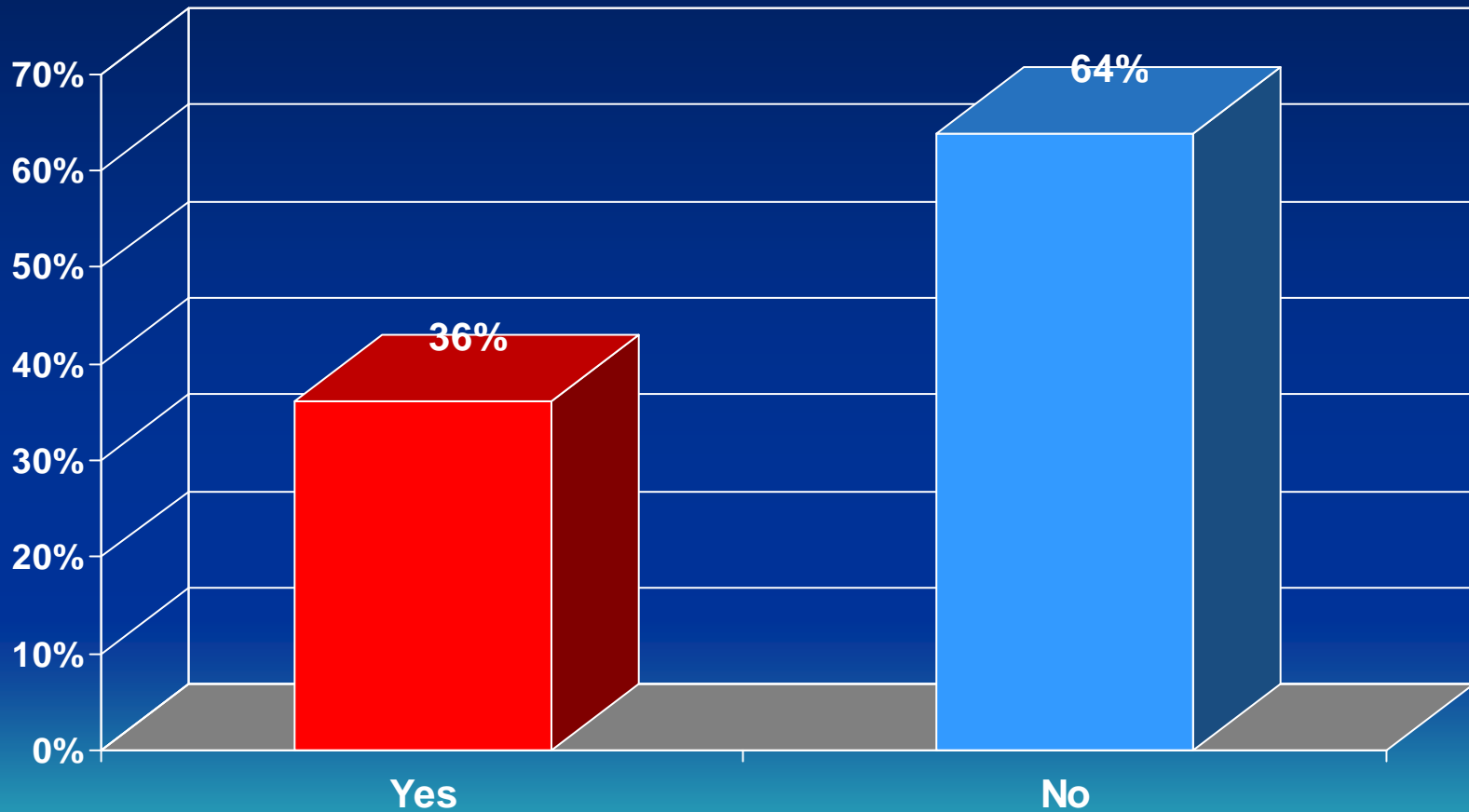
Reasons for Attending Troy University

	TROY N=2,525	Troy N=432	Dothan N=134	Mtgry N=277
Flexibility of schedule	55.0%	28.7%	49.3%	62.5%
Location	49.8%	60.2%	88.8%	77.6%
Academic programs	44.2%	39.8%	35.8%	35.0%
Affordability	40.6%	46.3%	35.1%	35.0%
Friends' recommendation	27.7%	30.1%	18.7%	27.1%
Academic reputation	21.5%	19.7%	18.7%	16.2%
Financial aid availability	21.3%	28.0%	22.4%	20.6%
Admission standards	15.7%	16.9%	17.2%	14.8%

Reasons for Attending Troy University, cont.

	Phenix City N=122	Univ C N=385	eCampus N=1,175
Flexibility of schedule	70.5%	65.5%	58.6%
Location	76.2%	76.6%	23.5%
Academic programs	48.4%	51.4%	46.1%
Affordability	40.2%	47.3%	38.4%
Friends' recommendation	32.8%	34.0%	25.4%
Academic reputation	29.5%	21.3%	22.9%
Financial aid availability	26.2%	20.5%	18.6%
Admission standards	18.0%	21.3%	13.3%

Learning about Troy University

- How did you first learn about Troy University?

- How did you learn about registration dates and times?

--Word of mouth   43.3%

--Alumni   12.0%

--Internet   10.5%

--Internet   47.9%

--Word of mouth   18.5%

--Direct mail   9.9%

Best Ways to Advertise Troy University

- Word of mouth   48.1%
- Internet   26.3%
- Television   8.1%
- Direct mail   7.9%
- Radio   3.2%
- Newspaper   1.5%

How students described Troy University

- Convenient   67.2%
- Good value for the price   45.4%
- Academically challenging   40.4%
- Friendly   39.2%
- Student-centered   37.8%
- Helpful   31.6%
- Caring   25.6%

Areas of highest student satisfaction

	Fall 06	Fall 05
I am receiving a quality education at Troy University.	85.8%	85.2%
I would recommend Troy University to a friend who is planning to go to college.	84.6%	83.0%
The semester/term format at my location accommodate my learning.	83.3%	82.6%
Classes are offered at convenient times.	82.6%	79.3%
Troy University has a good reputation in my community.	82.6%	79.8
The printed Schedule of Classes is informative and easy to follow.	80.5%	80.2%
Troy personnel are knowledgeable and helpful.	79.2%	77.4%

I am receiving a quality education at Troy University
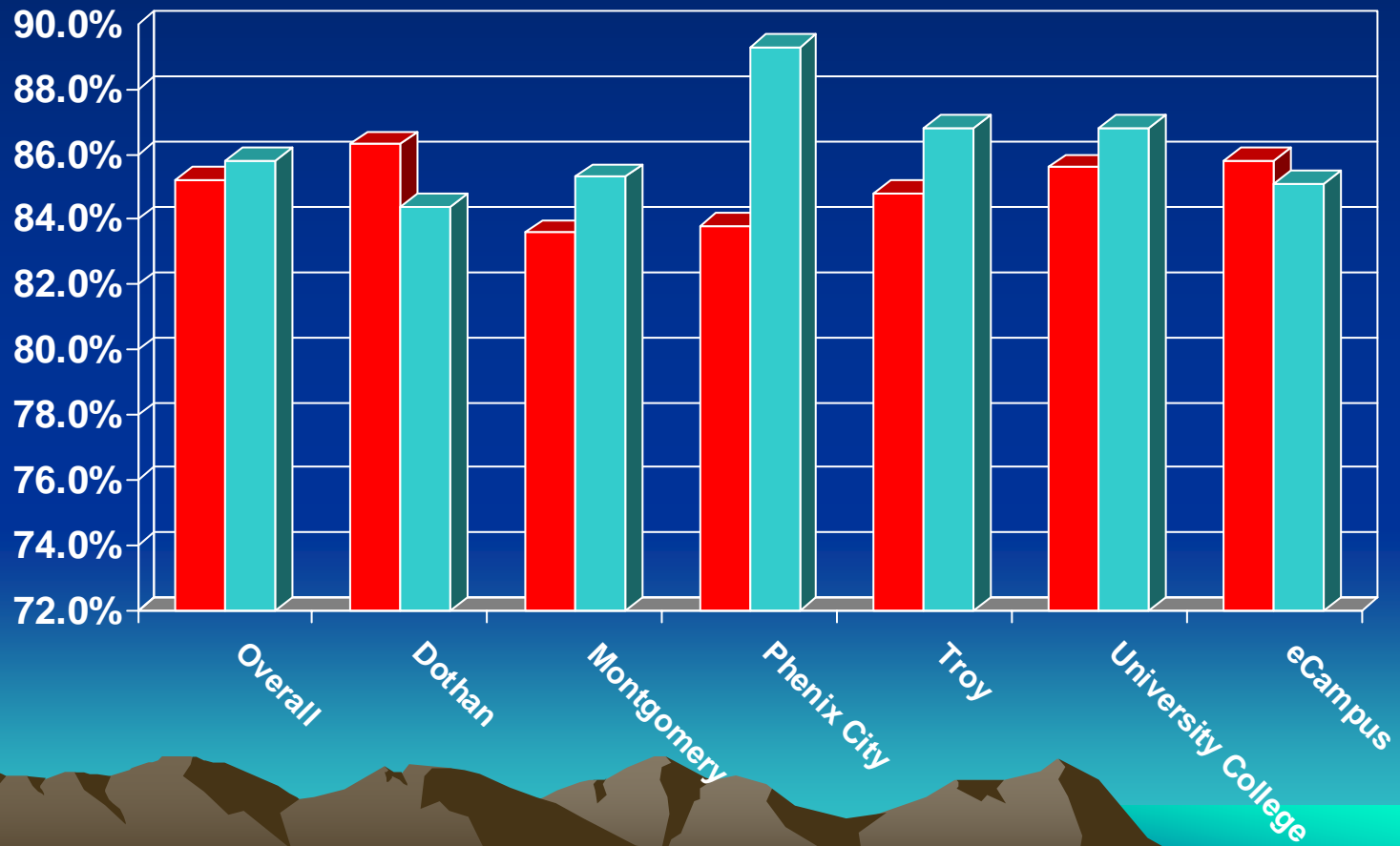
Legend: **FA05** (red) **FA06** (cyan)

Y-axis: 72.0% to 90.0%

Categories: Overall, Dothan, Montgomery, Phenix City, Troy, University College, eCampus
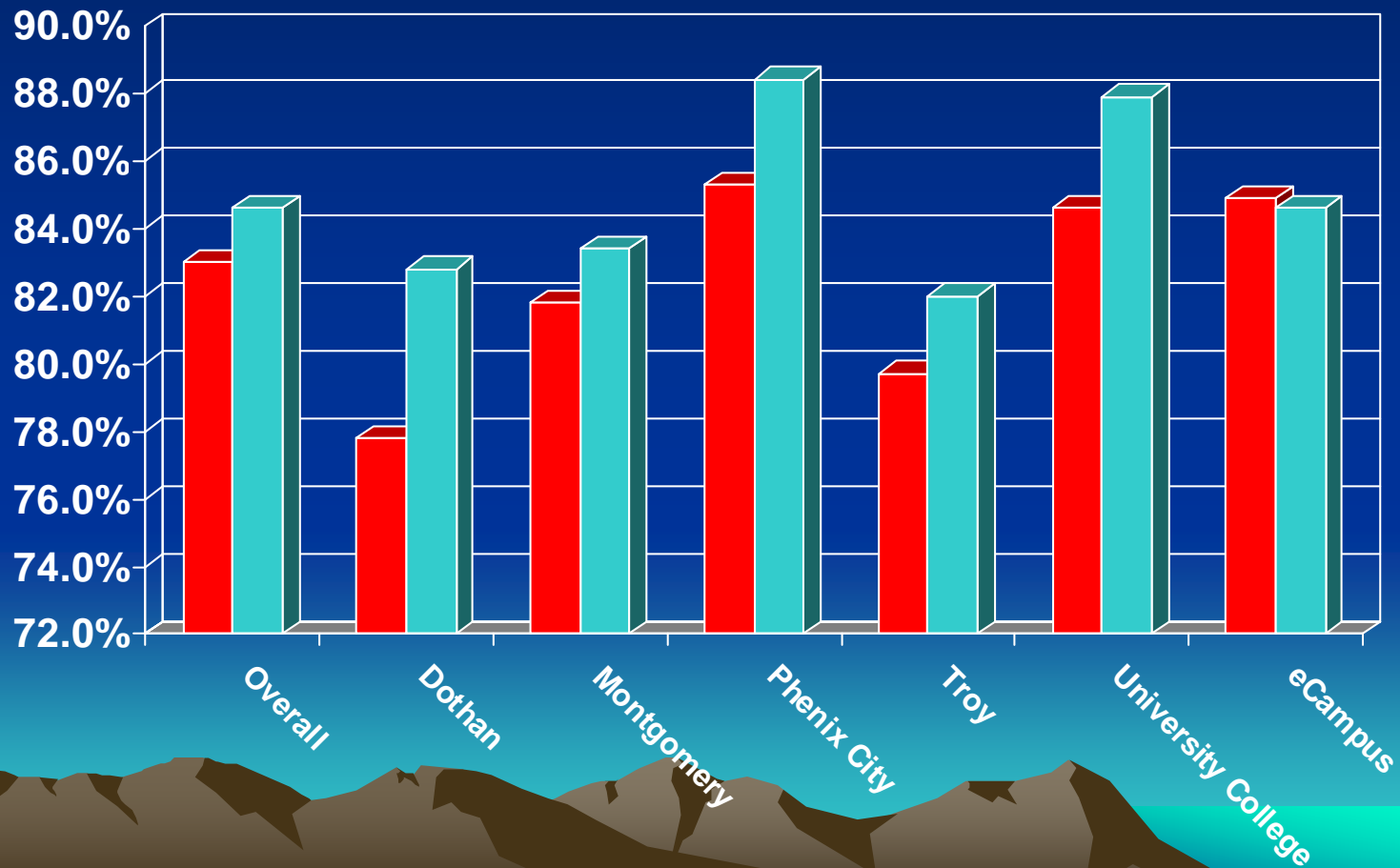
The semester/term format at my location accommodates my learning
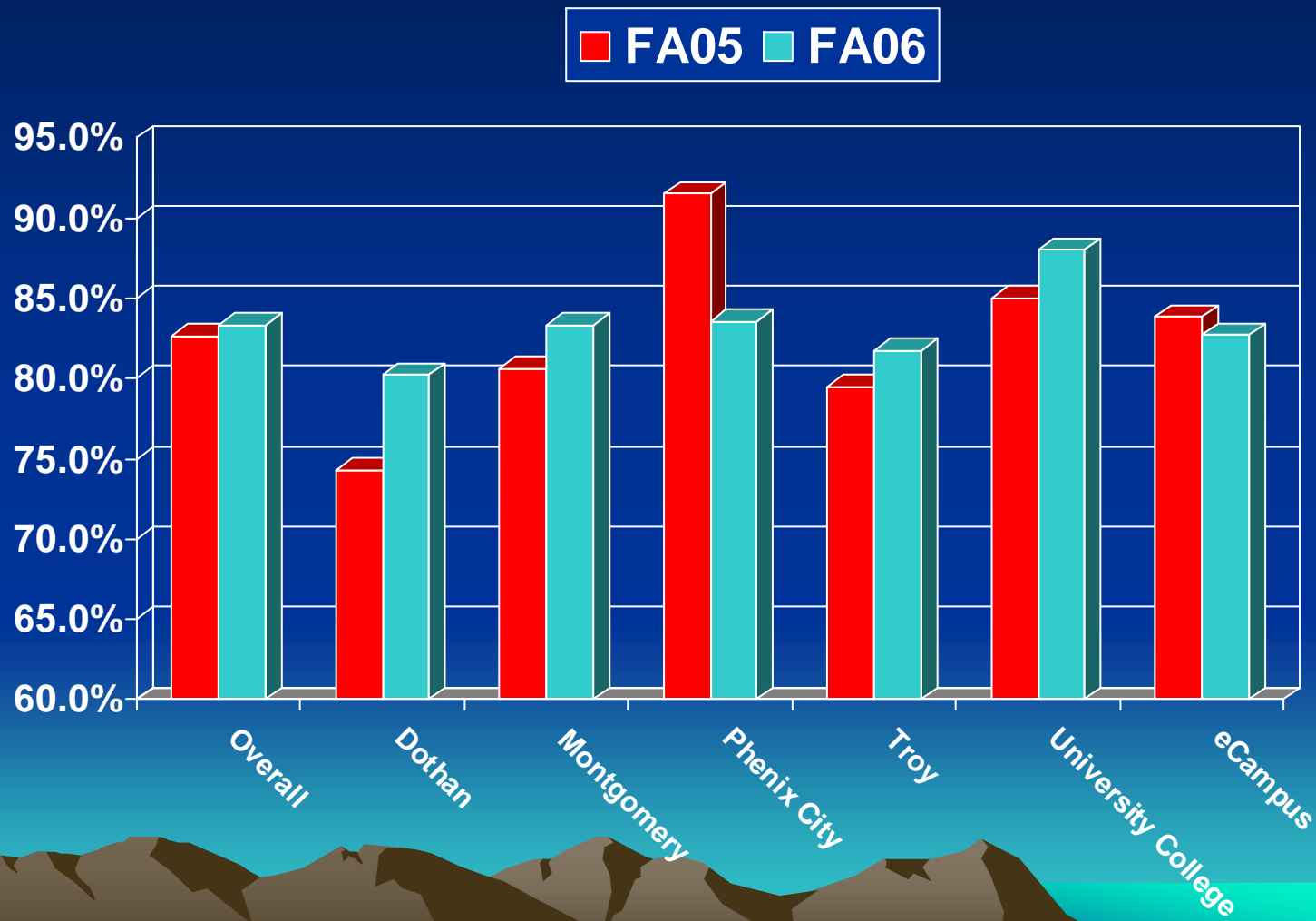
Classes are offered at convenient times
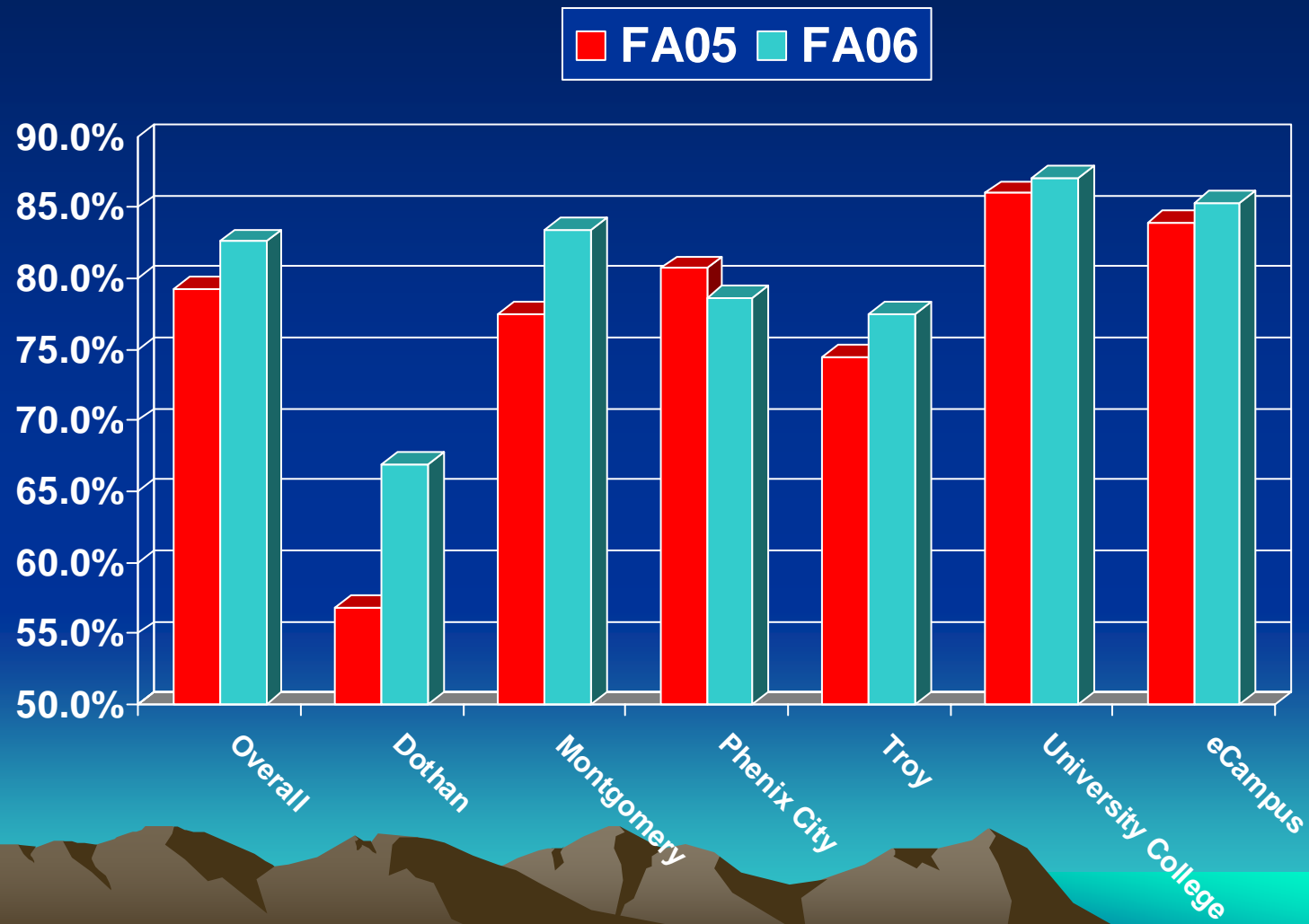
Troy University has a good reputation in my community
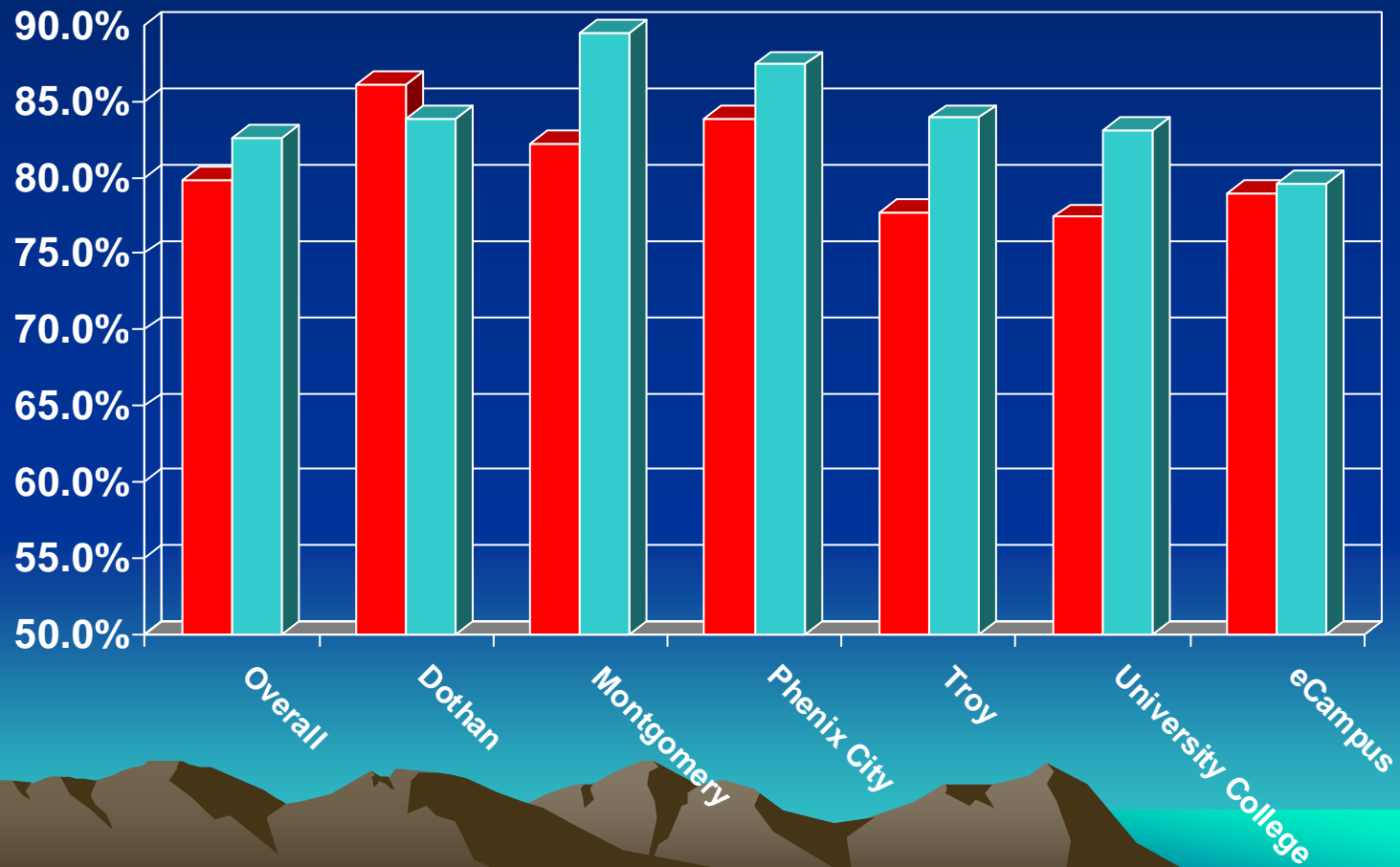
The printed Schedule of Classes is informative and easy to follow
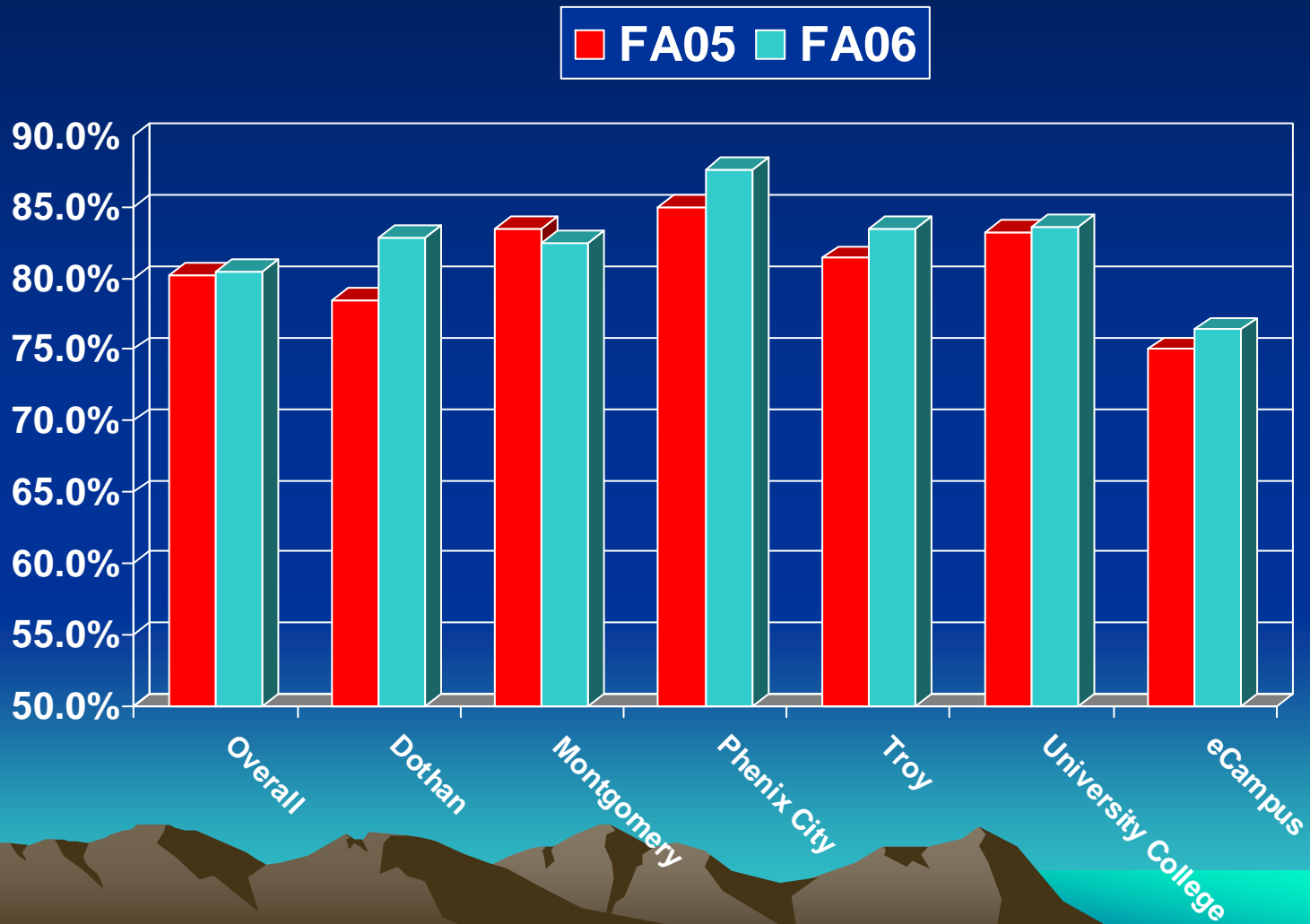
Troy personnel are knowledgeable and helpful.
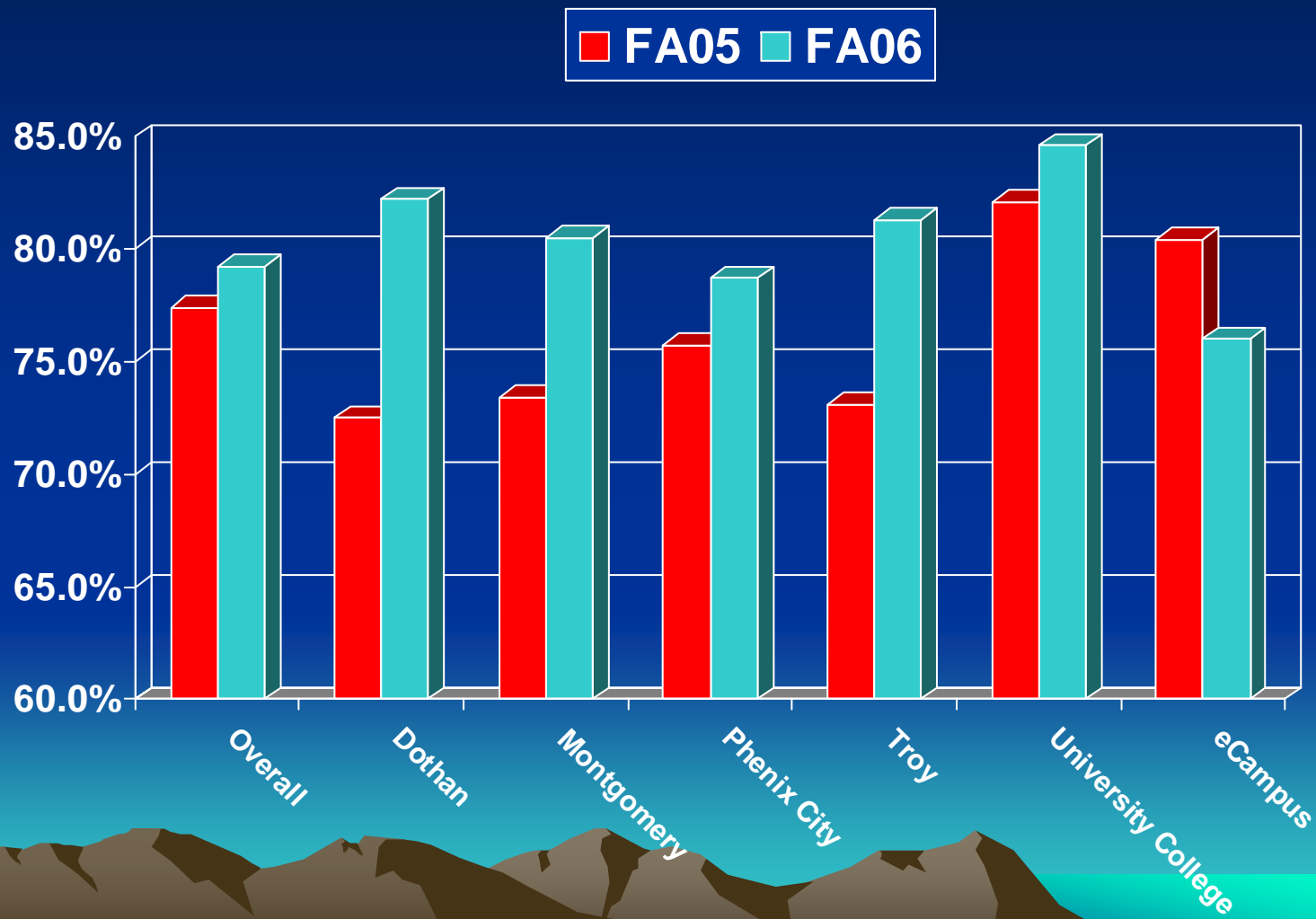
Areas of Least Student Satisfaction

	Fall 06	Fall 05
Student organizations are available for my participation.	55.8%	55.0%
Students seldom get the "run around" when seeking information.	61.5%	56.7%
Tutorial services are sufficient.	61.6%	57.2%
On-campus bookstore hours are convenient for students.	63.2%	61.4%
Purchasing textbooks through Troy University Virtual Bookstore is convenient	64.7%	57.4%

Students seldom get the "run Around" when seeking information.
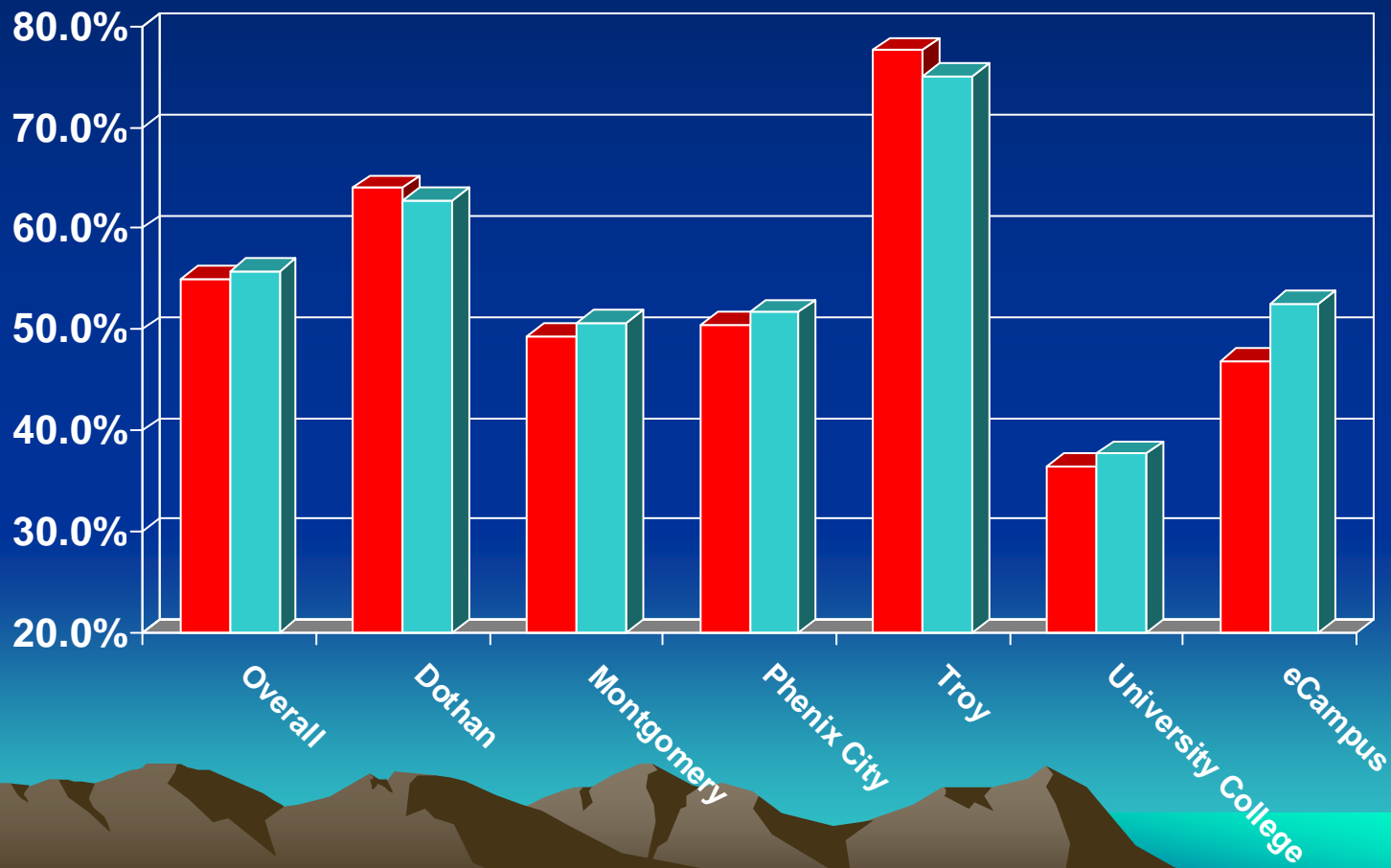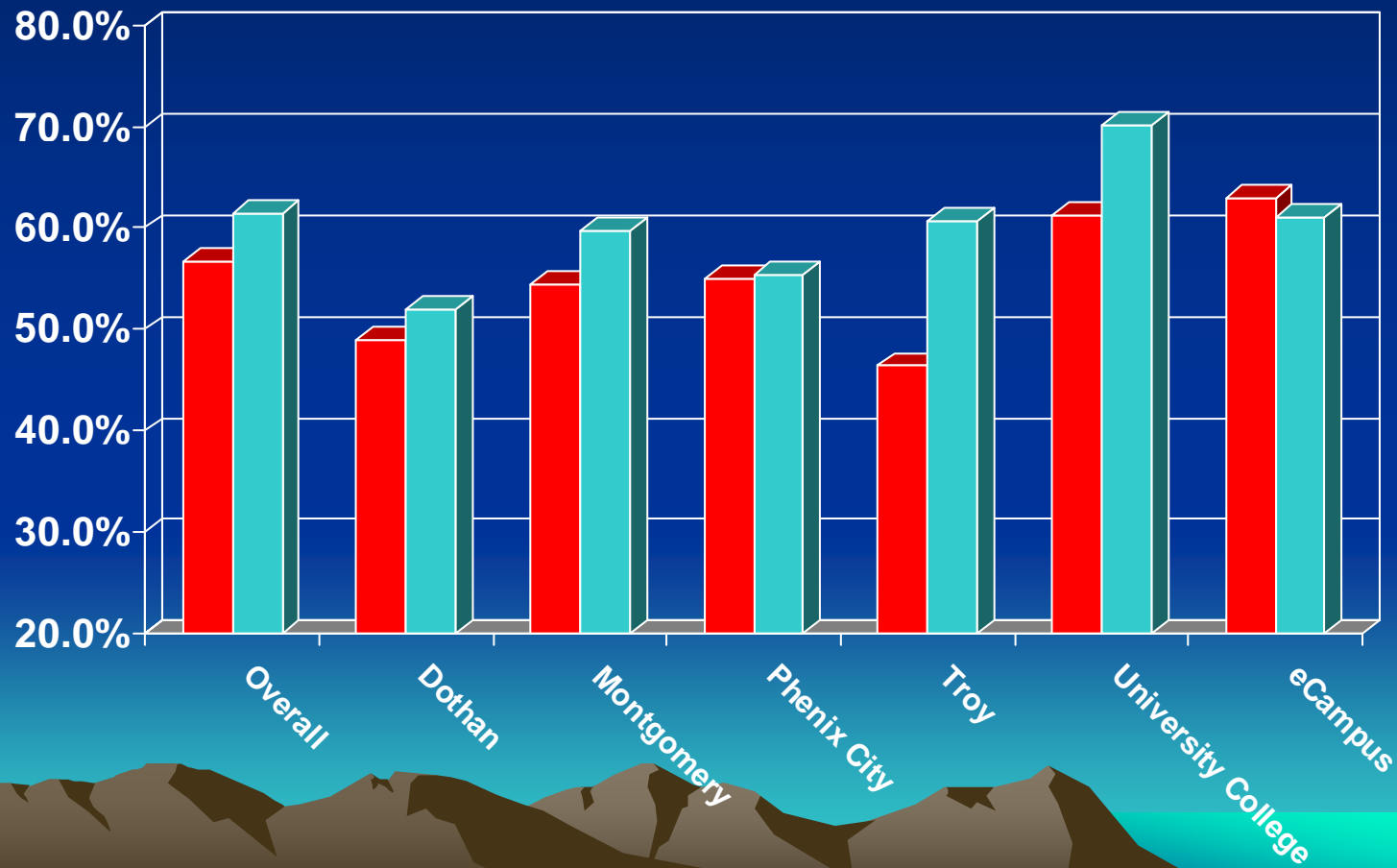
Tutorial services are sufficient.
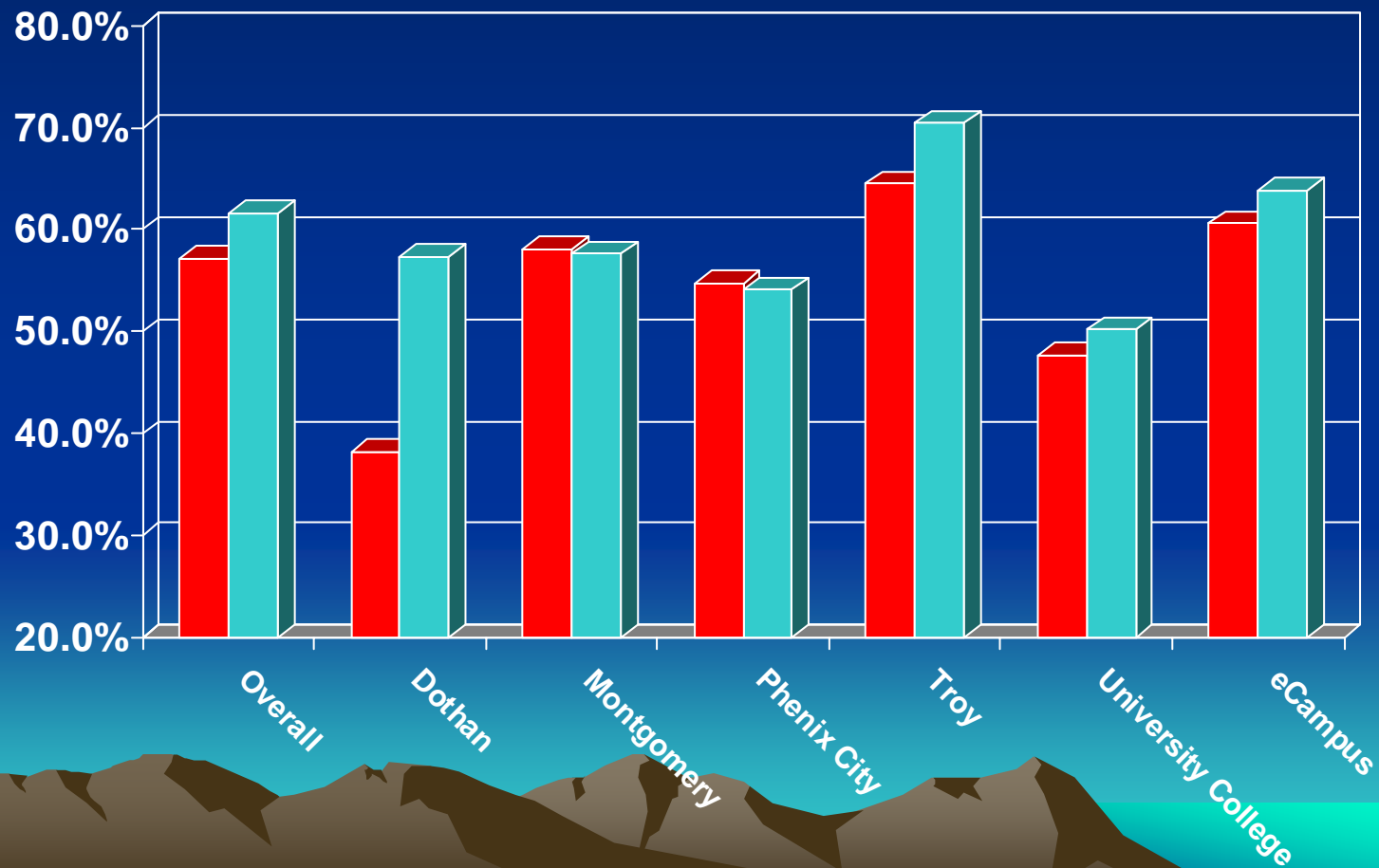
Purchasing textbooks through Troy University Virtual Bookstore is convenient.
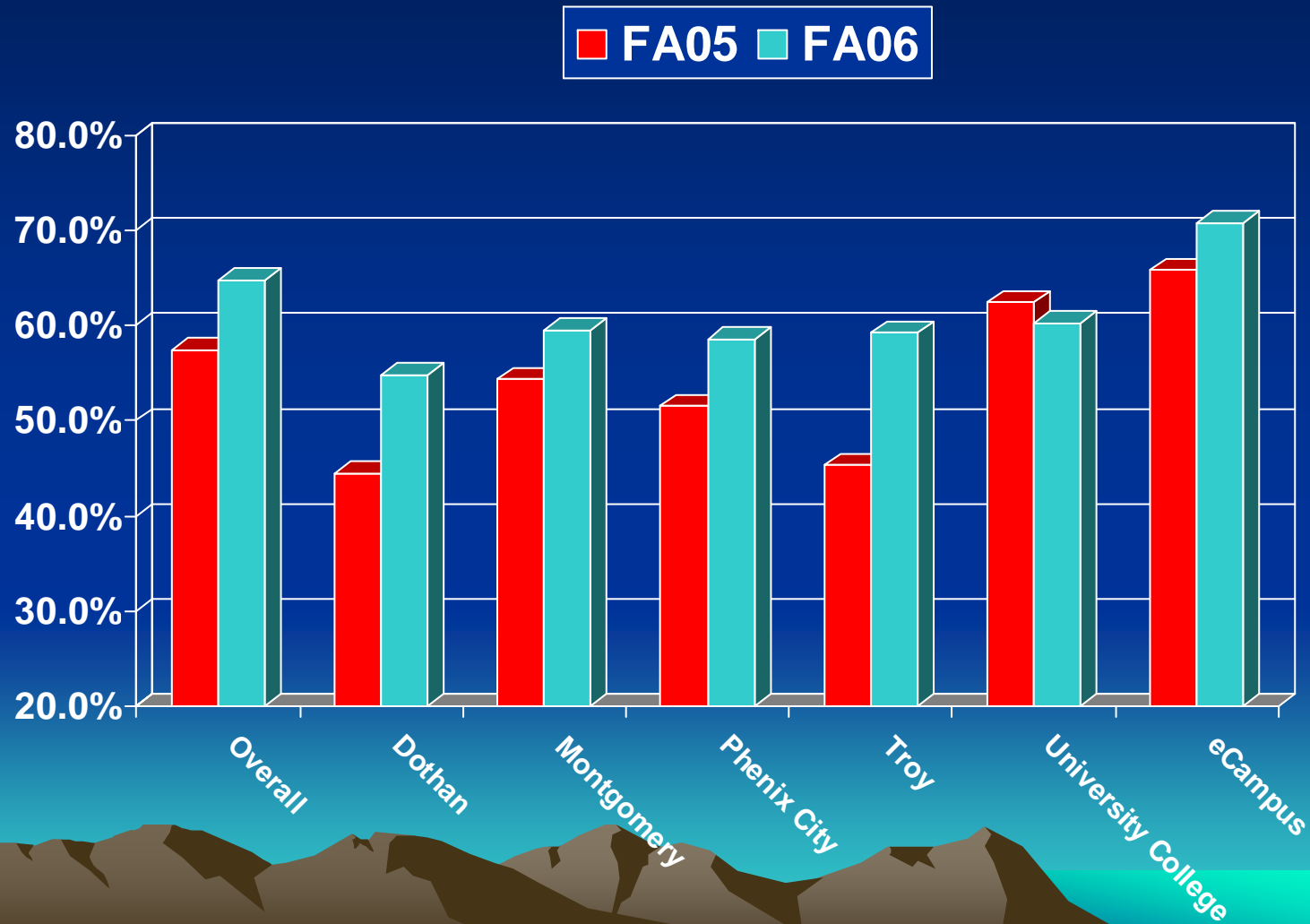
On-campus bookstore hours are convenient for students
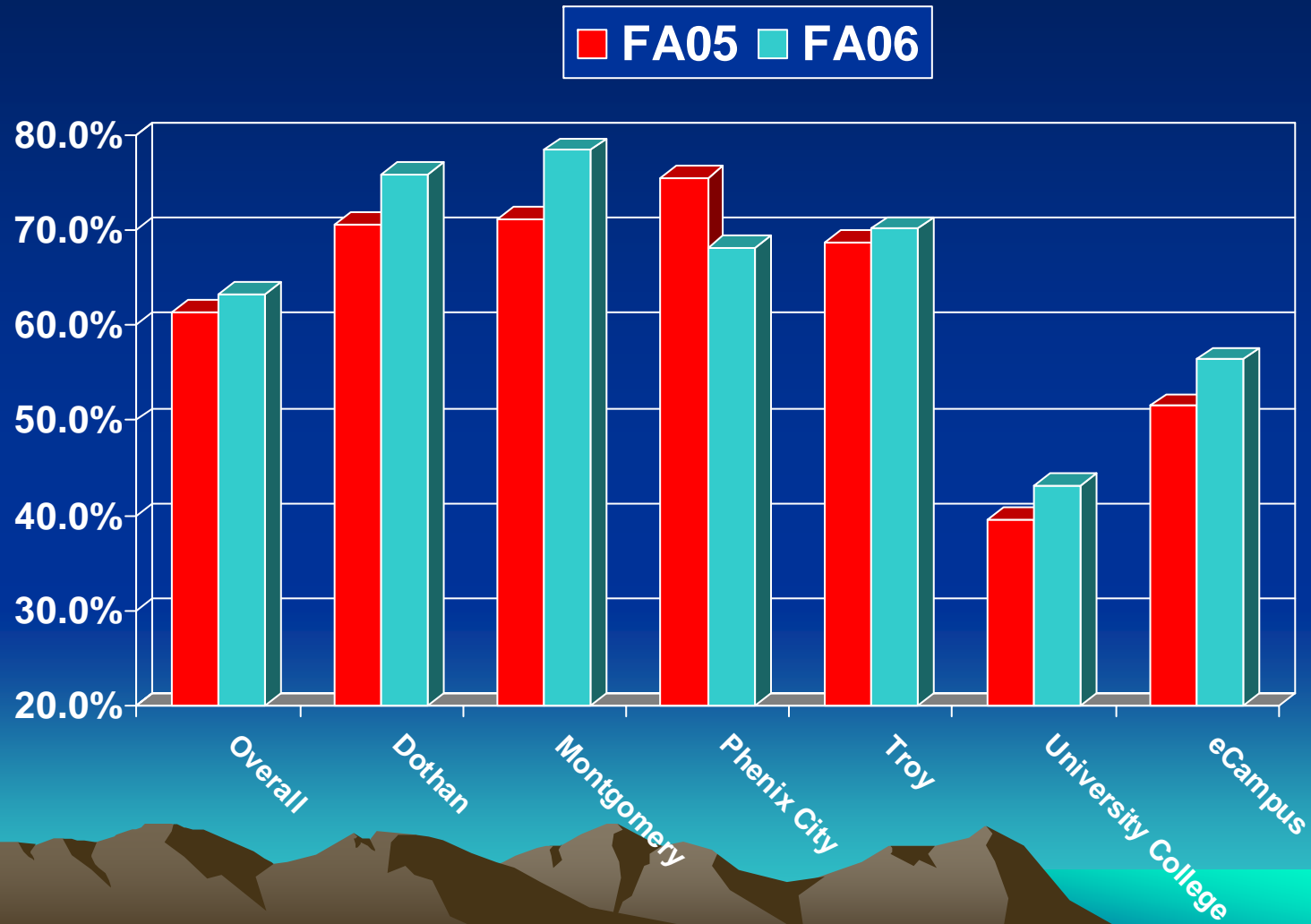
Comparisons

- Compared with in-state campus and eCampus students, University College students tended to be more satisfied with their new college experiences at TROY.

- Graduate students were more likely to be satisfied with areas relating to faculty and staff, academic advising, class times, and semester format, while undergraduates were more satisfied with the variety of majors, tutorial services, and student organizations.

Comparisons Continued

- Students who selected TROY as their first choice were more satisfied than those who did not select TROY as their first choice.

- African American students were found to be more satisfied than White and other minority students in this year's survey, while in Fall 2005's survey, Whites were found to be more satisfied.

- Female and male, traditional and non-traditional students were more or less the same in their opinions about their new college experiences at TROY.

Correlations with "I would recommend Troy University to a friend who is planning to go to college"

_r_

- I am receiving a quality education at Troy University.   0.888
- Troy University has a good reputation in my community.   0.821
- The semester/term format at my location
  accommodates my learning.   0.747
- Troy personnel are knowledgeable and helpful.   0.724
  The classes I attend are well organized and well taught.   0.721
- Faculty care about students as individuals.   0.708

Note: A correlation coefficient takes on values between -1.0 and +1.0, with "1" being the strongest correlation and "0" being no relationship.

Implications

- Overall, the new students of Fall 2006 were satisfied with their experiences at Troy University. There was an overall improvement in student ratings when compared to those of Fall 2005 new students.

- Student college choice plays a significant role in students' attitudes and perceptions about a university.

- The higher ratings of the Fall 2006 new students indicate the effectiveness of the University's programs and services in assisting new students in their transition to a new college environment and in helping them meet their needs.

Implications Continued

- The differences between Fall 2005 and Fall 2006 responses suggest that the University used the assessment results to make changes to improve programs and services for new students, and using assessment results to improve is the essence of institutional effectiveness and will enable the University to continue improving in the future.

- The significant differences between different campuses and students of different characteristics should be considered as the University works to meet the needs of a diverse student population.

- Because almost half of the respondents were eCampus students, generalizations should be made with caution. It is recommended that the results for each campus and college be used when considering changes to be made.