

2009-2010 SENIOR SURVEY



Fall 2009

Troy University Office of Institutional
Research, Planning, and Effectiveness

2009 - 2010 Senior Survey Report

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Troy University 2009-10 Senior Survey Report

Executive Summary

The purpose of this survey is to identify student satisfaction with their experiences at Troy University, recognize student development as a result of their Troy University education, and identify areas that need to be improved. Data collected in this survey are used to help the University strengthen its academic programs, better serve the needs of its students, and become more effective and efficient in accomplishing its mission and goals.

As an annual effort of institutional effectiveness, the Troy University Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the *Troy University Senior Survey* on all campuses of the University from November 10, 2009 to January 15, 2010. In the spring of 2009 the leadership of IRPE discussed the problems encountered with getting email addresses for the *Graduating Student Survey*. Because the prior practice of emailing all persons who had expressed an intent to graduate was so labor intensive and because it did not always yield good results, the decision was made to change the methodology for the survey. Beginning with the 2009-2010 Academic Year, the Senior Survey was administered once, during October and November, and all persons classified as Seniors in Datatel were invited to participate. Due to this change the survey was longer be called the *Graduating Student Survey*, but the *Senior Survey*.

The questionnaire for the survey contained 45 questions. The first 27 questions ask for information regarding students' demographics, academics, employment, and financial aid. Questions 28 – 44 of the survey, with a high reliability, focus on measuring students' perceptions about and satisfaction with their Troy experiences. The final question was an open-ended question allowing for additional comments.

For data analysis, descriptive methods were used for the overall University as well as for each individual campus, site, college, and degree. Questions 28 to 44 were tabulated and items were presented in a cross tabulation by campus so that comparison, if necessary, could be made between campuses or between campus and the overall University. Questions 28 - 31, which contain measures in 69 areas, are analyzed based on the factors defined from the same measures in the previous year's survey. Importantly, comparison was made between academic years 05-06, 06-07, 07-08, 08-09, and 09-10 responses to identify any possible improvement, as well as between campuses to explore in detail areas where improvement efforts can be focused. In the end, frequency tables for all survey questions were provided as appendices for the overall responses as well as for each of the campuses and colleges.

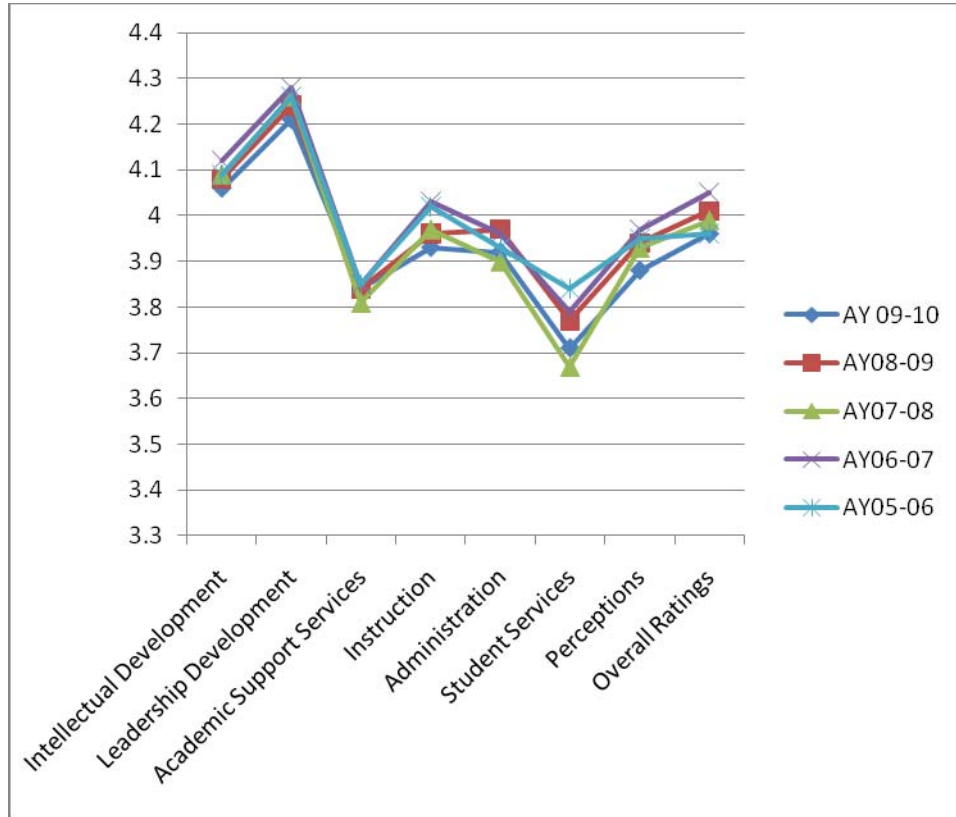
Major Findings

The *Troy University Senior Survey 2009 – 10* was administered from November 10, 2009 to January 15, 2010. During this time, students who were classified as seniors in Datatel were emailed the link to the survey. By the time data collection was closed on January 15, 2010, 1771 responses were received. This is down from the prior year's response rate of 2922 but up from that of two years ago of 1582. Part of the reason why the number of responses was lower this

year is that in the prior year graduate students were invited to participate in the survey. Without the 553 graduate students who participated in the survey last year the number of participants from last year would have been 2369. Graduate students were not considered as seniors and were not invited to participate in this year's survey. Even though the response rate was lower this year, the analysis of demographic factors was almost identical to the prior year. 7151 students were identified as seniors and were sent the invitation to participate email which resulted in a 25% response rate. The initial invitation to participate email was sent on 11/10/09. Reminder emails were sent to non-respondents on 11/16/09 and 12/1/09. Survey participation was submitted by hard copy from 71 students who classified themselves as Asian/Pacific Islander and were seniors at a Global Campus site. The characteristics of the survey respondents were determined to be similar to those of the total graduates of the year although some variation existed. Therefore, the responses to the survey could be considered representative of the ideas and opinions of the students who were graduating in during the 2009-2010 Academic Year.

It should be noted that more data was received from Global Campus sites in Asia for this 2009/2010 Senior Survey than had been submitted in the past. For the 09/10 survey 5.2% of respondents indicated "Asian/Pacific Islander" as their ethnicity while for the 08/09 survey only 1.9% of respondents were of that ethnicity. Report Six in this document presents a comparison of intellectual development and leadership development items by ethnicity.

The *Senior Survey* has been administered consecutively for five years. The results are almost parallel from each year. Over the past five years students have consistently rated the factor of leadership development the highest and student services the lowest. The chart and table below presents the mean scores for each factor measured by the *Senior Survey*. Each factor is measured on a scale with 1 being low satisfaction and 5 being high satisfaction.



	AY 09-10	AY08-09	AY07-08	AY06-07	AY05-06
Intellectual Development	4.06	4.08	4.09	4.12	4.09
Leadership Development	4.21	4.24	4.26	4.28	4.26
Academic Support Services	3.84	3.84	3.81	3.85	3.85
Instruction	3.93	3.96	3.97	4.03	4.02
Administration	3.92	3.97	3.9	3.96	3.93
Student Services	3.71	3.77	3.67	3.79	3.84
Perceptions	3.88	3.94	3.93	3.97	3.95
Overall Ratings	3.96	4.01	3.99	4.05	3.96

Demographic information

Of the 1771, respondents, 64% were female, 55% were White compared to 33% Black and 72% were aged 25 or older. While the majority (94%) were US citizens, the 6% international student participants represented 16 countries in various parts of the world. The largest percentage of respondents were from the eCampus, 35%. About 24% of the respondents were graduating from Troy Campus, 12% were Global Campus students, and the remainder of

the seniors were from Dothan (10%), Montgomery (9%) and Phenix City (8%). Additionally, Global Campus students responded from 32 different sites.

Academic information

Academically, 96% of the respondents were expecting to receive a Bachelor's degree and 4% were expecting to receive an Associate's degree. About 40% of the respondents were planning to graduate from the College of Arts and Sciences, 31% from Business, approximately 15% from Education, 10% from the College of Health and Human Services, and only about 3% from the College of Communication & Fine Arts.

According to the responses, approximately 83% of the students had transferred credit hours from other institutions and about 52% of them transferred more than 30 credit hours. The majority of participating seniors (65%) started Troy University as an undergraduate transfer student. About 29% started Troy University as a first-time freshman. While attending Troy University, 76% of the students had taken online courses. About 23% reported that their cumulative GPA's were between 3.5 and 4.0, and 38% had GPA's between 3.0 and 3.49. Of the 1771 respondents, about 81% indicated that they had studied at Troy University 4 years or less. About 9% reported 5 years and 3% six years, while the longest time a student studied at Troy University was over 10 years (1%) and the shortest was just 1 year (13%).

Employment and plan after graduation

Approximately 82% of the respondents reported that they worked while attending Troy University with about 65% working full-time (40 hours or over). Upon graduation, about 41% were planning to work in areas related to their majors at Troy University, 12% would continue to work in the jobs they had already, and approximately 37% were going to continue their education. The survey also found that about 71% of the respondents would pursue a Master's degree after they graduated, 16% would study for a doctoral degree, around 2% would seek an educational specialist degree, and another 5% would pursue a professional degree as their ultimate goal in education.

Financial aid information

While the financial aid options varied, over half of the respondents (54%) had received student loans, 38% obtained grants, 18% had scholarships or graduate assistantships, and about 16% received tuition assistance. Additionally, about 3% received a third party pay or other kind of financial aid, mostly from military or VA benefits.

Student satisfaction

- Student self-rated development (Report 1 – Q28)

Eighteen items related to knowledge, skills, and abilities were provided for the students to rate their development as a result of Troy University education. From the 18 items, two factors were identified - ***Intellectual Development*** and ***Leadership Development***. In comparison, the prior four academic years, respondents shared about the same opinions regarding their development in the areas measured, with an average rating for ***Intellectual Development*** as 4.06 for 09-10, 4.08 for 08-09, 4.09 for 07-08; 4.12 for 06-07; and 4.09 for 05-06 and a mean rating for ***Leadership Development*** as 4.21 for 09-10, 4.24 for 08-09, 4.26 for 07-08; 4.28 for 06-07; and 4.26 for 05-06, all in a 5-point scale with 1 as “Poor” and 5 as “Excellent.” However, it should be noted that a declining trend is developing.

As indicated in Table 1, the majority of the areas measured for student ***Intellectual Development*** were rated high above 4.00 (on a scale of 1 to 5) and 75% or more of the students rated their development in these areas as either “Excellent” or “Good.” In addition, almost all ratings on areas related to ***Intellectual Development*** were almost parallel over the past three years.

Table 1. Ratings on areas related to *Intellectual Development*: AY05 – 10

	AY 09-10		AY 08 -09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Excellent/Good	Mean	Excellent/Good	Mean	Excellent/Good	Mean	Excellent/Good	Mean	Excellent/Good	Mean
Critical thinking skills	89%	4.27	88%	4.30	90%	4.31	91%	4.28	90%	4.28
Problem solving skills	87%	4.23	86%	4.25	88%	4.25	88%	4.26	89%	4.26
Reading Skills	87%	4.25	86%	4.27	88%	4.26	88%	4.26	87%	4.26
Writing skills	85%	4.16	85%	4.20	88%	4.22	87%	4.26	87%	4.21
Research skills	83%	4.15	84%	4.22	88%	4.26	87%	4.24	86%	4.22
Speaking/presentation skills	81%	4.08	81%	4.10	85%	4.15	83%	4.16	81%	4.12
Understanding different philosophy/culture	77%	3.99	77%	4.05	80%	4.07	80%	4.09	78%	4.04
Computer technologies	81%	4.10	79%	4.07	79%	4.04	80%	4.07	79%	4.07
Scientific principles & methods	69%	3.82	67%	3.84	73%	3.91	73%	3.91	70%	3.86
Appreciation of the arts	73%	3.93	67%	3.84	69%	3.83	68%	3.86	68%	3.83
Mathematical skills	69%	3.76	63%	3.72	66%	3.78	69%	3.84	66%	3.81
Overall average ratings	4.06		4.08		4.09		4.12		4.09	

Similar to the ratings on *Intellectual Development*, ratings on *Leadership Development* were also strong but were showing a declining trend over the past four years. As illustrated in Table 2, more than 80% of the students gave positive ratings of either “Excellent” or “Good” to their development in almost all of the areas related to *Leadership Development*. All mean ratings for items were higher than 4.10, the factor mean was 4.21.

Table 2. Ratings on areas related to *Leadership Development*: AY05 – 10

	AY 09 - 10		AY 08 - 09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Excellent/Good	Mean	Excellent/Good	Mean	Excellent/Good	Mean	Excellent/Good	Mean	Excellent/Good	Mean
Planning and carrying out projects	88%	4.27	88%	4.33	89%	4.35	90%	4.35	89%	4.35
Management and organizational skills	87%	4.29	87%	4.32	88%	4.31	88%	4.33	88%	4.31
Strategies for applying skills in the field	87%	4.25	86%	4.26	88%	4.27	88%	4.3	88%	4.28
Working collaboratively in groups	81%	4.13	82%	4.18	86%	4.25	88%	4.29	86%	4.27
Time management	85%	4.24	85%	4.29	86%	4.29	87%	4.28	86%	4.28
Leadership skills	84%	4.20	84%	4.22	84%	4.22	86%	4.25	84%	4.21
Citizenship skills	80%	4.10	78%	4.08	81%	4.11	81%	4.15	82%	4.13
Overall average ratings	4.21		4.24		4.26		4.28		4.26	

For detailed ratings on areas included in these two factors, please see Report 1.

- Student ratings for quality of education and academic support services (Report 2 – Q28)

Eighteen items were measured in terms of what students thought about the quality of education and academic support services at Troy University. Again a factor analysis identified two factors, which include **Academic Support Services** and **Instruction**. The factor **Instruction**, or **Academics**, includes areas relating to instruction and faculty and has an average rating of 3.93 for 09 – 10, 3.96 for 08 – 09, 3.97 for 07 – 08, 4.03 for 06-07 and 4.02 for 05-06 respondents on a 5-point scale with 1 as “Poor” and 5 as “Excellent.”

Table 3. Ratings on areas of **Instruction**: AY05 - 10

	AY 09-10		AY 08 - 09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Excellent/Good	Mean	Excellent/Good	M	Excellent/Good	M	Excellent/Good	M	Excellent/Good	M
Overall quality of academic program	85%	4.17	86%	4.21	86%	4.2	88%	4.25	87%	4.24
Instruction in major courses	82%	4.1	82%	4.14	83%	4.13	85%	4.19	86%	4.19
Instruction in general education	76%	3.95	76%	4.01	78%	4	81%	4.08	80%	4.02
Communication between faculty and students	76%	3.96	77%	4.02	79%	4.02	80%	4.08	79%	4.07
Faculty’s use technologies to enhance teaching	76%	3.99	78%	4.05	78%	4.03	80%	4.07	78%	4.02
Faculty accessibility	72%	3.88	72%	3.89	71%	3.87	76%	4	76%	4.02
Course availability in your major	72%	3.87	75%	3.99	78%	4.04	75%	3.98	78%	4
Registration procedures	73%	3.9	74%	3.96	74%	3.91	74%	3.92	74%	3.9
Academic advising	64%	3.68	64%	3.67	67%	3.74	70%	3.85	71%	3.86
IMPACT/New Student Orientation Program	66%	3.77	64%	3.69	67%	3.75	68%	3.82	67%	3.75
Overall average ratings	3.93		3.96		3.97		4.03		4.02	

As indicated in the table above (Table 3), the majority of the students rated the areas related to *Instruction* as either “Excellent” or “Good,” which is about the same as found in the previous year’s survey. Two areas, however, were rated below 4.00 in 09-10, with the ratings on IMPACT/New Student Orientation Program and Academic Advising being the lowest. Further examination by campus (Table 4) found that eCampus students regularly ranked items in the factor of instruction higher than students from other campuses.

Table 4. Average ratings on *Instruction* by campus AY 09 - 10:

	Dothan	Montgomery	Phenix City	Troy	eCamp[us	Global Campus
	Mean	Mean	Mean	Mean	Mean	Mean
Overall quality of your academic program	3.97	4.12	4.32	4.12	4.24	4.19
Academic advising	3.51	3.65	3.99	3.73	3.61	3.73
Faculty accessibility	3.73	3.93	4.10	3.90	3.88	3.71
Instruction in major courses	3.99	4.05	4.25	4.10	4.12	4.04
Instruction in general education courses	3.84	3.98	4.22	3.71	4.09	3.92
Faculty's use of technologies to enhance teaching	3.83	4.00	4.23	3.80	4.11	4.01
Course availability in your major	3.28	3.73	4.02	3.68	4.18	3.79
Communication between faculty and students	3.76	3.93	4.08	3.99	4.03	3.81
Registration procedures	3.74	3.99	4.15	3.37	4.20	4.04
IMPACT/New Student Orientation Program	3.50	3.76	3.95	3.59	3.94	3.78
AVERAGE	3.71	3.92	4.13	3.80	4.04	3.90

The *Academic Support Services* include Library, Computer labs, Writing Center, Reading Center, Center for International Programs, etc., and the average rating for this factor is 3.95 for 09 - 10, 3.84 for 08 - 09, 3.81 for 07 - 08, 3.85 for 06-07 and 3.85 for 05-06, relatively lower than expected. Overall, as indicated in Table 5, no areas in *Academic Support Services* had an average rating of 4.00 or higher nor did they have ratings of “Excellent” or “Good” for more than 75% of the respondents.

Table 5. Ratings on areas related to *Academic Support Services*: AY05 – 10:

	AY 09-10		AY 08 - 09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Excellent/Good	M	Excellent/Good	M	Excellent/Good	M	Excellent/Good	M	Excellent/Good	M
Natural Science Center	68%	3.84	70%	3.87	70%	3.83	70%	3.89	68%	3.86
Writing Center	70%	3.87	71%	3.9	70%	3.85	70%	3.89	71%	3.89
Center for International Program	66%	3.81	68%	3.81	70%	3.84	70%	3.88	69%	3.8
Testing Center	69%	3.86	70%	3.85	72%	3.87	70%	3.87	70%	3.83
Computer labs	70%	3.85	70%	3.84	67%	3.74	70%	3.83	71%	3.9
Library	68%	3.83	66%	3.76	67%	3.74	70%	3.83	71%	3.86
Laboratory/instructional equipment	67%	3.8	68%	3.82	65%	3.72	67%	3.78	69%	3.82
Overall average ratings	3.84		3.84		3.81		3.85		3.85	

However, further examination by campus showed that ratings of students from different campuses varied (Table 6). Please be aware that only students who have used the services gave their ratings. The Natural Science Center, and Writing Center were rated by mostly Troy Campus students and only international students rated the Center for International Programs.

Table 6. Average ratings on *Academic Support Service* by campus for AY 09 - 10:

	Dothan	Montgomery	Phenix City	Troy	eCampus	Global Campus
	Mean	Mean	Mean	Mean	Mean	Mean
Library	4.13	4.10	3.97	3.46	3.99	3.67
Computer labs	4.27	3.97	4.34	3.48	3.94	3.61
Laboratory/instructional equipment	4.04	3.86	4.21	3.50	3.99	3.61
Testing Center	3.98	4.14	3.97	3.64	3.92	3.66
Writing Center	4.02	3.93	3.93	3.78	3.95	3.67
Natural Science Center	4.04	3.87	3.78	3.74	3.92	3.78
Center for International Programs	3.86	3.87	3.86	3.65	3.91	3.83
AVERAGE	4.05	3.96	4.01	3.61	3.94	3.69

- Student satisfaction with services provided by Troy University (Report 3 – Q30)

Twenty-four offices and services of the University were measured in terms of student satisfaction. Two factors were identified. They were *Student Services* and *Administration*. *Student Services* includes such areas as Career Services, Placement Services, Student Health Services, Recreational and Intramural Activities, Student Organizations, etc, while *Administration* includes the Admissions Office, Registrar/Records Office, Business Office, Financial Aid Office, Trojan WebExpress, and so on. Comparisons found that the participants in the past year’s surveys shared about the same level of satisfaction with *Student Services* and services provided by the *Administration* offices, with the overall average ratings for *Administration* being 3.92 in 09-10, 3.97 in 08-09, 3.90 in 07 – 08, 3.96 in 06-07 and 3.93 in 05-06 (on a 5-point scale with 1 as “Very Dissatisfied” and 5 as “Very Satisfied”).

As can be seen from Table 7, under *Administration*, Trojan Web Express, Admissions Office, and IT services were rated the best, with 75% or more of the students feeling “Satisfied” or “Very Satisfied” with their services. Several areas in *Administration* had relatively low ratings, below 4.00 (4.00 = Satisfied) on average, with the Financial Aid Office being rated the lowest and with less than 66% of the students feeling satisfied with the services they provided.

Table 7. Ratings on areas related to *Administration*: AY 05 – 10

	AY 09 -10		AY 08 - 09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M
	Trojan Web Express Admissions Office Information Technology Services Registrar/Records Office Business Office Veteran Services Financial Aid Services	83%	4.15	85%	4.21	80%	4.08	81%	4.08	81%
	76%	3.98	78%	4.02	76%	4	78%	4.03	77%	4.01
	73%	3.93	75%	4	72%	3.92	75%	3.94	74%	3.92
	73%	3.88	74%	3.9	72%	3.87	74%	3.93	74%	3.92
	70%	3.84	70%	3.87	69%	3.85	73%	3.92	73%	3.9
	68%	3.93	72%	4.05	66%	3.9	66%	3.83	68%	3.91
	66%	3.73	67%	3.76	64%	3.69	66%	3.75	63%	3.65
Overall average ratings	3.92		3.97		3.9		3.96		3.93	

A breakdown by campus showed that students from Troy and Global Campus had the lowest level of satisfaction with the *Administration*. Phenix City students were found to be most satisfied regarding services provided by the administration offices compared to students from other campuses.

Table 8. Average ratings on *Administration* by campus for AY 09-10:

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean
Admissions Office	Very Satisfied	63		46		63		100		208		52	
	Satisfied	74		88		57		193		215		59	
	Neutral	23		24		12		81		78		22	
	Dissatisfied	6		4		4		19		10		8	
	Very Dissatisfied	5		5		6		16		34		9	

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	Mean		4.08		3.99		4.18		3.84		4.01		3.91
Registrar/Records Office	Very Dissatisfied	8		8		8		26		37		8	
	Dissatisfied	10		8		5		38		18		7	
	Neutral	27		24		12		77		71		24	
	Satisfied	65		73		51		196		211		59	
	Very Satisfied	62		52		62		73		205		45	
	Mean		3.95		3.93		4.12		3.61		3.98		3.88
Veteran Services	Very Dissatisfied	3		2		1		8		15		7	
	Dissatisfied	1		2		3		4		4		1	
	Neutral	18		14		12		60		48		13	
	Satisfied	17		25		15		48		87		28	
	Very Satisfied	19		13		14		39		140		30	
	Mean		3.83		3.80		3.84		3.67		4.13		3.92
Financial Aid Services	Very Dissatisfied	4		12		16		35		37		6	
	Dissatisfied	11		9		5		51		23		7	
	Neutral	22		29		12		77		63		18	
	Satisfied	58		59		51		118		138		48	
	Very Satisfied	44		40		45		73		170		34	
	Mean		3.91		3.71		3.81		3.40		3.88		3.86
Business Office	Very Dissatisfied	7		5		6		20		27		6	
	Dissatisfied	4		7		3		22		11		4	
	Neutral	26		23		13		94		82		24	
	Satisfied	72		76		59		142		165		52	
	Very Satisfied	47		29		54		71		133		31	
	Mean		3.95		3.84		4.13		3.64		3.88		3.84
Information Technology (IT) Services	Very Dissatisfied	6		7		1		12		21		6	
	Dissatisfied	3		3		1		18		12		4	
	Neutral	25		25		15		90		66		22	
	Satisfied	66		59		53		137		173		51	
	Very Satisfied	50		38		49		63		166		32	

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Trojan Web Express	Mean		4.01		3.89		4.24		3.69		4.03		3.86
	Very Dissatisfied	8		8		4		15		34		9	
	Dissatisfied	4		1		0		31		10		6	
	Neutral	16		10		9		62		38		12	
	Satisfied	74		71		51		173		208		63	
	Very Satisfied	65		78		74		133		308		69	
	Mean		4.10		4.25		4.38		3.91		4.25		4.11
TOTAL AVERAGE			3.97		3.92		4.10		3.68		4.02		3.91

In the surveys from the past years, it seems that students were least satisfied with *Student Services*. As shown in Table 9, none of the areas in *Student Services* received an average rating of 4.00 or higher, with Parking Facilities, Housing and Residential Life, and Placement Service being the lowest. The overall average rating for AY 09-10 was 3.74, AY 08 – 09 was 3.77, AY 07 – 08 was 3.67, 3.79 for 06-07 and 3.84 for 05-06,

Table 9. Ratings in *Student Services*: 05 - 10

	AY 09-10		AY 08 - 09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M	Satisfied/ Very Satis.	M
Buildings and Grounds	75%	3.99	76%	4.04	69%	3.85	74%	3.96	73%	3.93
University media	70%	3.91	71%	3.95	66%	3.87	69%	3.88	70%	3.85
Safety and Security	69%	3.86	67%	3.86	62%	3.72	67%	3.82	70%	3.85
Student Support Services	68%	3.85	69%	3.86	65%	3.78	66%	3.81	66%	3.80
Student organizations	68%	3.87	65%	3.85	60%	3.71	63%	3.77	62%	3.74
Athletic programs	70%	3.96	69%	3.94	59%	3.72	63%	3.76	60%	3.70
Adaptive Needs										
Service	62%	3.77	64%	3.85	60%	3.73	61%	3.75	61%	3.76
Bookstore service	68%	3.77	70%	3.82	65%	3.73	67%	3.74	68%	3.75
Recreational and intramural	64%	3.81	63%	3.78	55%	3.65	62%	3.74	59%	3.66

activities											
Counseling service	60%	3.66	62%	3.70	59%	3.65	62%	3.70	63%	3.71	
Student Health Services	58%	3.67	60%	3.72	55%	3.63	60%	3.70	59%	3.67	
Trojan Fitness Center	68%	3.87	68%	3.92	58%	3.70	59%	3.62	57%	3.62	
Career Service	61%	3.68	58%	3.66	54%	3.59	58%	3.63	62%	3.70	
Placement Service	57%	3.60	54%	3.61	53%	3.55	55%	3.57	56%	3.59	
Housing and Residential Life	54%	3.57	53%	3.57	53%	3.57	54%	3.57	54%	3.54	
Parking facilities	44%	3.01	47%	3.13	48%	3.20	50%	3.26	48%	3.14	
Overall average ratings		3.74		3.77		3.67		3.79		3.84	

For Parking Facilities, approximately 38% of the students indicated that they were “Very Dissatisfied” or “Dissatisfied”. Further analysis found that Troy and Montgomery students were most dissatisfied with Parking Facilities. Table 10 shows mean ratings and counts on each of the areas related to *Student Services*. Further studies may be needed before actions are taken for improvement.

Table 10. Average ratings on *Student Services* by campus: AY 09-10

Note: The mean is calculated on a scale with 1 being Very Dissatisfied and 5 being Very Satisfied.

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean
Adaptive Needs Services	Very Dissatisfied	2		1		2		7		10		6	
	Dissatisfied	1		3		1		1		3		4	
	Neutral	20		15		11		56		48		13	

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Student Support Services (SSS)	Satisfied	19		34		19		37		64		23	
	Very Satisfied	22		9		16		32		54		14	
	Mean		3.91		3.76		3.94		3.65		3.83		3.58
	Very Dissatisfied	6		5		3		10		17		10	
	Dissatisfied	3		2		0		5		7		1	
	Neutral	22		19		14		63		65		16	
Career Services	Satisfied	32		49		31		67		89		43	
	Very Satisfied	31		31		28		48		101		23	
	Mean		3.84		3.93		4.07		3.72		3.90		3.73
	Very Dissatisfied	6		4		3		9		16		13	
	Dissatisfied	6		4		2		15		15		4	
	Neutral	25		20		13		65		58		14	
Placement Service	Satisfied	27		35		21		91		70		25	
	Very Satisfied	24		29		24		47		57		13	
	Mean		3.65		3.88		3.97		3.67		3.63		3.30
	Very Dissatisfied	7		6		3		10		14		11	
	Dissatisfied	3		1		1		10		8		3	
	Neutral	27		21		16		67		58		16	
Counseling Services	Satisfied	29		42		20		55		70		25	
	Very Satisfied	16		18		22		28		45		13	
	Mean		3.54		3.74		3.92		3.48		3.64		3.38
	Very Dissatisfied	6		11		4		7		24		15	
	Dissatisfied	2		3		2		8		27		8	
	Neutral	29		19		16		66		66		16	
Bookstore Services	Satisfied	28		34		24		68		79		29	
	Very Satisfied	27		22		27		44		85		23	
	Mean		3.74		3.60		3.93		3.69		3.62		3.41
	Very Dissatisfied	9		17		3		25		43		11	
	Dissatisfied	16		11		7		23		22		10	
	Neutral	27		31		20		79		67		19	

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Food Services	Satisfied	61		64		49		181		150		41	
	Very Satisfied	56		40		43		95		154		30	
	Mean		3.82		3.61		4.00		3.74		3.80		3.62
	Very Dissatisfied	5		6		3		23		7		4	
	Dissatisfied	10		6		4		28		1		4	
	Neutral	24		17		14		91		51		8	
Buildings and Grounds	Satisfied	63		59		15		151		32		14	
	Very Satisfied	52		36		10		78		29		6	
	Mean		3.95		3.91		3.54		3.63		3.63		3.39
	Very Dissatisfied	4		6		5		12		11		5	
	Dissatisfied	6		4		4		22		6		6	
	Neutral	15		15		12		68		43		13	
Housing and Residence Life	Satisfied	54		61		49		168		58		39	
	Very Satisfied	84		63		49		123		42		21	
	Mean		4.28		4.15		4.12		3.94		3.71		3.77
	Very Dissatisfied	3		1		1		12		5		4	
	Dissatisfied	1		1		0		31		1		1	
	Neutral	15		9		14		68		43		9	
Student Health Services	Satisfied	9		16		10		86		29		13	
	Very Satisfied	6		6		7		56		21		3	
	Mean		3.41		3.76		3.69		3.57		3.61		3.33
	Very Dissatisfied	3		2		1		10		6		5	
	Dissatisfied	1		1		0		22		1		1	
	Neutral	21		10		12		87		43		9	
Recreational and intramural activities	Satisfied	11		21		11		107		31		14	
	Very Satisfied	12		10		14		68		23		3	
	Mean		3.58		3.82		3.97		3.68		3.62		3.28
	Very Dissatisfied	3		1		3		7		6		4	
	Dissatisfied	3		1		0		12		1		2	
	Neutral	20		13		13		55		43		7	

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Athletic programs	Satisfied	12	16	12	118	30	15
	Very Satisfied	20	7	10	88	27	4
	Mean	3.74	3.71	3.68	3.96	3.66	3.41
	Very Dissatisfied	3	1	2	6	4	4
	Dissatisfied	4	1	0	5	2	2
	Neutral	14	7	11	43	45	6
Trojan Fitness Center	Satisfied	9	20	10	103	31	13
	Very Satisfied	17	6	8	126	32	4
	Mean	3.70	3.83	3.71	4.19	3.75	3.38
	Very Dissatisfied	5	1	3	11	5	5
	Dissatisfied	2	1	0	14	2	1
	Neutral	13	6	10	44	43	8
Student organizations	Satisfied	9	14	6	119	27	12
	Very Satisfied	12	4	7	132	26	3
	Mean	3.51	3.73	3.54	4.08	3.65	3.24
	Very Dissatisfied	6	4	4	10	8	5
	Dissatisfied	2	1	2	4	3	6
	Neutral	23	17	13	55	43	12
Safety and Security Services	Satisfied	32	31	16	144	32	12
	Very Satisfied	27	13	18	121	32	5
	Mean	3.80	3.73	3.79	4.08	3.65	3.15
	Very Dissatisfied	8	6	6	15	8	4
	Dissatisfied	3	2	1	28	5	3
	Neutral	26	16	14	74	44	12
Parking facilities	Satisfied	52	59	46	146	34	22
	Very Satisfied	57	39	47	97	31	10
	Mean	4.01	4.01	4.11	3.78	3.61	3.61
	Very Dissatisfied	12	22	9	181	11	8
	Dissatisfied	18	23	9	97	12	7
	Neutral	32	35	11	45	45	11

University Media (website, newsletters, radio, TV, etc)	Satisfied	59		48		58		54		42		32	
	Very Satisfied	44		27		40		23		29		20	
	Mean		3.64		3.23		3.87		2.10		3.47		3.63
	Very Dissatisfied	2		5		2		15		12		6	
	Dissatisfied	6		7		3		21		8		3	
	Neutral	26		21		14		101		63		22	
	Satisfied	63		44		46		151		109		35	
	Very Satisfied	48		43		48		92		106		25	
	Mean		4.03		3.94		4.19		3.75		3.97		3.77
TOTAL AVERAGE			3.77		3.78		3.89		3.69		3.69		3.47

- Student perceptions about Troy University (Report 4 – Q31)

In this section, ten statements regarding the University in a broad sense were provided for the students to rate their agreement. As indicated in Table 11 (derived from Report 4), over 80% of the students “Agree” or “Strongly Agree” with the first 3 statements, indicating strong satisfaction with the academic programs and confirming the findings in Table 3 above (derived from Report 2).

Table 11. Ratings on *Student Perceptions* about Troy University: 05-09

	AY 09-10		AY 08 - 09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Strongly Agree/	M	Strongly Agree/	M	Strongly Agree/	M	Strongly Agree/	M	Strongly Agree/	M
	Agree		Agree		Agree		Agree		Agree	
My academic program was intellectually challenging and stimulating.	86%	4.17	87%	4.20	85%	4.14	85%	4.16	85%	4.1
The degree program in which I enrolled is valuable for me in my employment.	83%	4.15	84%	4.20	82%	4.14	86%	4.18	83%	4.14

Courses in my curriculum contributed to the skills and knowledge required in my field.	84%	4.13	86%	4.19	84%	4.14	86%	4.16	86%	4.14
The goals, objectives, and requirements for my academic programs were clearly defined.	76%	3.89	78%	3.93	80%	3.98	81%	4.01	82%	4.02
The tuition and fees I paid at Troy University were a worthwhile investment.	71%	3.87	73%	3.91	74%	3.95	76%	3.97	76%	3.95
Troy University faculty care about students as individuals.	72%	3.84	73%	3.90	71%	3.87	76%	3.96	75%	3.94
Courses were offered frequently enough for timely completion of my degree program.	70%	3.76	75%	3.88	74%	3.89	75%	3.89	76%	3.90
The intellectual caliber of students in my academic	67%	3.73	70%	3.79	70%	3.81	71%	3.83	69%	3.79

program was high.										
Troy University is responsive to the needs of its students.	65%	3.68	66%	3.71	65%	3.70	69%	3.8	68%	3.78
Troy University faculty were helpful with my career plan.	59%	3.61	61%	3.65	61%	3.67	65%	3.75	65%	3.74
Overall average ratings		3.88		3.94		3.93		3.97		3.95

The lowest ratings in this section were “The University faculty were helpful with my career plan” (59% Agree/Strongly Agree; M=3.61) and “Troy University is responsive to the needs of its students” (65% Agree/Strongly Agree; M=3.68). (These were also the lowest rated areas in the previous four year’s surveys.) Course offerings and student intellectual caliber were rated low as well.

The following table (Table 12) shows a breakdown by campus for *Student Perceptions*.

Table 12. Mean ratings on *Student Perceptions* by campus: AY 09-10

	From which Troy University campus will you graduate?					
	Dothan	Montgomery	Phenix City	Troy	eCampus	Global Campus
	Mean	Mean	Mean	Mean	Mean	Mean
The goals, objectives, and requirements for my academic program were clearly defined.	3.68	3.85	4.02	3.87	3.95	3.86
My academic program was intellectually challenging and stimulating.	4.07	4.12	4.23	4.14	4.22	4.20
Courses in my curriculum contributed to the skills and knowledge required in my field.	4.02	4.01	4.18	4.11	4.21	4.11
Courses were offered frequently enough for timely completion of my degree program.	3.10	3.56	3.88	3.55	4.13	3.73
The intellectual caliber of students in my academic program was high.	3.65	3.75	3.79	3.70	3.79	3.58
The degree program in which I enrolled is valuable for me in my employment.	4.05	4.12	4.28	4.19	4.16	3.99
Troy University faculty care about students as individuals.	3.65	3.79	4.04	3.90	3.86	3.73

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Troy University faculty were helpful with my career plan.	3.38	3.61	3.88	3.74	3.54	3.49
Troy University is responsive to the needs of its students.	3.43	3.64	3.96	3.60	3.78	3.60
The tuition and fees I paid at Troy University were a worthwhile investment.	3.49	3.92	4.03	3.69	4.04	3.89
AVERAGE	3.65	3.84	4.03	3.85	3.97	3.82

- Overall ratings of Troy University (Report 5 – Q39)

Students were asked to rate their Troy preparation for employment and further education as well as to give an overall rating of their college experiences at Troy University. Between 70% - 80% of the students gave a positive rating to their overall college experiences at Troy University, with an mean rating of 3.96, while 69% and 76% of the respondents gave a rating of either “Excellent” or “Good” to their Troy preparation for employment and for further education, with a mean = 3.82 and 4.00 respectively. The graduating students from the past four years shared about the same opinions in their overall ratings of the University.

Table 13. Overall ratings on Troy University: 05-09

	AY 09-10		AY 08 - 09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Excellent/ Good	M	Excellent/ Good	M	Excellent/ Good	M	Excellent/ Good	M	Excellent/ Good	M
	How would you rate Troy University’s preparation of you for employment?	69%	3.82	73%	3.91	71%	3.88	74%	3.95	75%
How would you rate Troy University’s preparation of you for further education?	76%	4.00	77%	4.03	75%	4.00	78%	4.05	77%	3.94
What is your overall rating of your college experiences at Troy University?	78%	4.07	79%	4.10	80%	4.08	81%	4.14	84%	4.07
Average Ratings	3.96			4.01		3.99		4.05		3.96

Recommendation of Troy University (Report 6 – IF YOU WERE STARTING OVER, WOULD YOU ENROLL IN THE SAME PROGRAM?-WOULD YOU RECOMMEND TROY UNIVERSITY TO SOMEONE PLANNING TO GO TO COLLEGE?)

Important satisfaction indicators used by colleges and universities include whether students would re-enroll in the university, re-enroll in the same academic program, and recommend their university to others. The surveys over the past four years found that over 81% of the students indicated that they would enroll in the same academic programs and attend Troy University again if they could start all over. The most important finding, which indicates student

satisfaction with Troy University and academic programs, is that about 90% of the respondents would recommend Troy University and their academic programs.

Table 14. Recommendation of Troy University: 05 - 10

	AY 09-10		AY 08 - 09		AY 07 - 08		AY 06 - 07		AY 05 - 06	
	Definitely Yes	Probably Yes	Definitely Yes	Probably Yes	Definitely Yes	Probably Yes	Definitely Yes	Probably yes	Definitely Yes	Probably Yes
If you were starting over, would you enroll in the same program?	49%	32%	50%	32%	47%	37%	53%	34%	54%	32%
If you could start college over, would you attend Troy University again?	54%	31%	52%	32%	47%	40%	52%	35%	51%	38%
Would you recommend your academic program to other students?	58%	31%	56%	33%	54%	37%	59%	33%	59%	34%
Would you recommend Troy University to someone planning to go to college?	62%	27%	61%	28%	55%	35%	59%	32%	62%	32%

Student Organization information

Seniors were asked to identify which student organizations they belong to while attending Troy University. The vast majority of seniors who participated in this survey (n=1122, 63%) reported that they did not participate in any student organizations. The Honor Society was reported as the student organization with the most participation. Further analysis by campus revealed that the Troy Campus has the highest number of students participating in student organizations.

Table 15

	Count
None	1122
Honor Society	218
Departmental	183
Fraternity/Sorority	126
Professional	128
Leadership	107
Religions	92
Services	90
Art/Music/Drama	72
Sports	65

Political	29
Publication	19

Participation in Student Organizations by Campus:

Table 16

	Dothan	Montgomery	Phenix City	Troy	eCampus	Global Campus
	Count	Count	Count	Count	Count	Count
Departmental	5	3	5	157	3	7
Professional	8	4	2	94	12	7
Religious	3	2	1	77	3	5
Leadership	8	10	3	74	5	6
Services	17	5	1	56	2	7
Honor society	39	19	6	127	18	9
Publication	1	0	0	14	1	2
Political	0	2	0	23	1	3
Fraternity/Sorority	3	6	1	102	8	4
Art/Music/Drama	2	1	0	61	2	6
Sports	1	1	1	54	2	6
None	108	124	118	85	545	135

READING HABITS

As a measurement of the Quality Enhancement Plan of Troy University graduating seniors were ask to report factors about their reading habits. Seniors were asked about the degree to which their involvement in reading has: (1) Enhanced their ability to understand connections between the various materials they read, and (2) Enhanced they awareness of other people’s political and social view points. As is shown in tables 17 and 18 the greatest level of enhancement from reading was reported from students of the Montgomery campus and the College of Arts and Sciences.

Table 17

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
My involvement in reading as part of my college experience has enhanced my ability to understand connections between the various materials I read.	Not at all	5	2.9%	5	3.0%	4	2.9%	27	6.5%	14	2.3%	6	4.1%
	In a very limited way	4	2.3%	6	3.6%	3	2.1%	41	9.8%	11	1.8%	1	.7%
	Somewhat	50	29.2%	40	23.7%	38	27.1%	137	32.9%	117	19.0%	32	22.1%
	In a noticeable way	68	39.8%	47	27.8%	53	37.9%	132	31.7%	259	42.0%	59	40.7%
	Greatly	44	25.7%	71	42.0%	42	30.0%	80	19.2%	215	34.9%	47	32.4%
My involvement in reading as a part of my college experience has enhanced my awareness of other people's political and social viewpoints.	Not at all	7	4.1%	5	3.0%	7	4.9%	33	8.0%	20	3.3%	8	5.6%
	In a very limited way	4	2.3%	11	6.6%	3	2.1%	36	8.7%	23	3.7%	5	3.5%
	Somewhat	50	29.1%	32	19.3%	38	26.8%	152	36.7%	139	22.6%	31	21.5%
	In a noticeable way	67	39.0%	46	27.7%	51	35.9%	115	27.8%	210	34.1%	54	37.5%
	Greatly	44	25.6%	72	43.4%	43	30.3%	78	18.8%	223	36.3%	46	31.9%

Table 18

		From which college will you be graduating?									
		Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services	
		N	%	N	%	N	%	N	%	N	%
My involvement in reading as part of my college experience has enhanced my ability to understand connections between the various materials I read.	Not at all	20	3.0%	18	3.5%	9	18.8%	8	3.2%	5	2.9%
	In a very limited way	22	3.3%	20	3.9%	7	14.6%	10	4.0%	7	4.0%
	Somewhat	140	21.1%	137	26.9%	15	31.3%	72	28.7%	49	28.0%
	In a noticeable way	248	37.5%	184	36.1%	13	27.1%	98	39.0%	68	38.9%
	Greatly	232	35.0%	151	29.6%	4	8.3%	63	25.1%	46	26.3%
My involvement in reading as a part of my college experience has enhanced my awareness of other people's political and social viewpoints.	Not at all	26	3.9%	23	4.6%	9	18.8%	13	5.2%	7	4.0%
	In a very limited way	28	4.2%	30	6.0%	5	10.4%	10	4.0%	9	5.1%
	Somewhat	152	22.9%	132	26.2%	21	43.8%	81	32.5%	55	31.3%
	In a noticeable way	206	31.1%	176	34.9%	10	20.8%	81	32.5%	64	36.4%
	Greatly	251	37.9%	143	28.4%	3	6.3%	64	25.7%	41	23.3%

Regarding the types of literature read by seniors, The top four types of literature that seniors reported reading were: (1) books assigned for class, (2) newspapers, (3) books read outside of class for pleasure, and (4) online websites. Self help literature and sports magazines were reported as the least frequently read type of literature. Table 19 indicates the percentages of seniors who reported reading each type of literature.

Table 19

	No		Yes	
	N	%	N	%
Books assigned for class	165	9.6%	1550	90.4%
Books I read outside of class for pleasure	491	28.6%	1224	71.4%

Cereal boxes, instructional pamphlets and other product packaging	773	45.1%	942	54.9%
Comic books or graphic novels	1522	88.7%	193	11.3%
Computer manuals or other electronic equipment manuals	1149	67.0%	566	33.0%
Fashion/Beauty magazines	984	57.4%	731	42.6%
Magazines about video games	1548	90.3%	167	9.7%
Music/Computers/Entertainment magazines	1176	68.6%	539	31.4%
News magazines	819	47.8%	896	52.2%
Newspapers	446	26.0%	1269	74.0%
Online websites or webzines	535	31.2%	1180	68.8%
Puzzles/Games/Humor magazines	1274	74.3%	441	25.7%
Religious literature/books	881	51.4%	834	48.6%
School papers or other newsletters	938	54.7%	777	45.3%
Self-help literature	1167	68.0%	548	32.0%
Sports magazines	1248	72.8%	467	27.2%
None of the above	1708	99.6%	7	.4%

Most seniors (53%) indicated that they do not have much time to read for pleasure, but they like to read when they get a chance. The most commonly cited reason (36%) for reading was to learn things on their own. Most students (74%) considered their reading level to be “advanced” or “above average.” Not including school assignments about one-third of students reported reading less than one book per month and about one third of students reported discussing books with others only a few times per year. Additional data regarding readings habits is included in the appendix of this report.

Implications

1. Overall, Troy University’s graduating students were satisfied with their college experiences over the years they studied at TROY. In particular, the students were satisfied with their educational experiences at the University – instruction, the quality of education, and their academic programs, specifically. Furthermore, the students thought highly of their intellectual development and leadership development as a result of their education at Troy University.
2. The survey findings that for the past five years about 80% of the graduating students would attend Troy University and enroll in the same programs again if they started over and that about 90% would recommend Troy University and their academic programs strongly suggest that Troy University was effective in offering quality education to its students.

3. However, the *Senior Survey's* satisfaction measures have identified areas that need to be improved, especially in the areas of ***Academic Support Services*** and ***Student Services***. Because many of the weak areas found in the previous four year's results still remain the same in the AY 09-10 survey results, University personnel (administrators, faculty, and staff) need to pay more attention to assessment information and use assessment results to improve University services.
4. Furthermore, based on survey responses, faculty should do more to help students in their career planning, the University should be more responsive to student needs, efforts should be made to raise student intellectual caliber, and more courses should be offered each term so that students can graduate as they have planned.
5. While building plans for improvement for areas in which students are less satisfied, University personnel need to be aware that different factors may contribute to the ratings; therefore, further studies should be conducted to look more closely into the areas of need before decisions for improvement are made or actions are taken.
6. The only campus with substantial participation in student organizations and community service was the Troy Campus. Efforts should be considered to foster participation in student organizations and community service which would appropriate for the students on other campuses.

Troy University 2009-2010 Senior Survey Report

Report 1 (Q28): Student self-rated development in their educational experiences

Rank	Knowledge, Skills & Abilities	Excellent		Good		Average		Fair		Poor		Mean	SD	Total N
		Count	%	Count	%	Count	%	Count	%	Count	%			
1	Management & organizational skills	762	45.2%	704	41.8%	176	10.4%	33	2.0%	11	.7%	4.29	.78	1686
2	Critical thinking skills	678	40.1%	830	49.1%	158	9.3%	16	.9%	8	.5%	4.27	.71	1690
3	Planning and carrying out projects	691	41.1%	791	47.0%	167	9.9%	22	1.3%	11	.7%	4.27	.74	1682
4	Strategies for applying skills in my field	700	41.8%	756	45.1%	178	10.6%	24	1.4%	18	1.1%	4.25	.78	1676
5	Reading skills	682	40.4%	787	46.6%	187	11.1%	25	1.5%	8	.5%	4.25	.74	1689
6	Time management	732	43.3%	709	41.9%	200	11.8%	34	2.0%	17	1.0%	4.24	.81	1692
7	Problem solving skills	655	38.8%	814	48.2%	192	11.4%	19	1.1%	10	.6%	4.23	.74	1690
8	Leadership skills	687	40.7%	728	43.2%	211	12.5%	41	2.4%	19	1.1%	4.20	.83	1686
9	Writing skills	561	32.1%	928	53.1%	234	13.4%	21	1.2%	4	.2%	4.16	.71	1748
10	Research skills	600	35.5%	806	47.7%	232	13.7%	40	2.4%	11	.7%	4.15	.79	1689
11	Working cooperatively in groups	639	38.0%	719	42.7%	247	14.7%	54	3.2%	24	1.4%	4.13	.88	1683
12	Citizenship skills	600	35.8%	747	44.5%	259	15.4%	44	2.6%	27	1.6%	4.10	.87	1677
13	Computer technologies	547	32.3%	829	48.9%	260	15.3%	52	3.1%	7	.4%	4.10	.79	1695
14	Speaking/presentation skills	512	30.3%	852	50.4%	280	16.6%	39	2.3%	8	.5%	4.08	.77	1691
15	Understanding different philosophies and cultures	473	28.0%	829	49.1%	304	18.0%	63	3.7%	19	1.1%	3.99	.84	1688
16	Appreciation of the arts	483	28.6%	745	44.1%	346	20.5%	83	4.9%	31	1.8%	3.93	.92	1688
17	Scientific principles and methods	339	20.1%	823	48.8%	430	25.5%	76	4.5%	18	1.1%	3.82	.84	1686
18	Mathematical skills	347	20.6%	748	44.3%	463	27.4%	101	6.0%	28	1.7%	3.76	.90	1687

*Notes: 1. The ranking is based on the mean. 2. Those that did not respond or responded with NA were not included in the calculation of the means.

Troy University 2009-2010 Senior Survey Report
Report 2 (Q29): Student ratings on education and academic support services

Rank		Poor		Fair		Average		Good		Excellent		Subtotal		
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	Mean	Standard Deviation
1	Overall quality of your academic program	28	1.7%	46	2.7%	185	11.0%	777	46.1%	651	38.6%	1687	4.17	.85
2	Instruction in major courses	42	2.5%	60	3.6%	205	12.3%	753	45.0%	612	36.6%	1672	4.10	.92
3	Faculty's use of technologies to enhance teaching	35	2.1%	78	4.7%	278	16.8%	737	44.6%	523	31.7%	1651	3.99	.93
4	Communication between faculty and students	63	3.8%	95	5.7%	249	14.9%	702	41.9%	566	33.8%	1675	3.96	1.03
5	Instruction in general education courses	30	1.9%	76	4.7%	287	17.9%	764	47.6%	449	28.0%	1606	3.95	.90
6	Registration procedures	89	5.3%	107	6.4%	253	15.1%	658	39.3%	567	33.9%	1674	3.90	1.10
7	Faculty accessibility	60	3.6%	120	7.3%	289	17.5%	675	40.9%	507	30.7%	1651	3.88	1.04
8	Writing Center	26	3.4%	33	4.3%	168	21.7%	335	43.3%	212	27.4%	774	3.87	.97
9	Course availability in your major	94	5.6%	122	7.3%	261	15.5%	639	38.0%	566	33.7%	1682	3.87	1.13
10	Testing Center	32	3.2%	51	5.1%	217	21.7%	419	42.0%	279	28.0%	998	3.86	.99
11	Computer labs	56	4.6%	71	5.9%	231	19.2%	487	40.4%	360	29.9%	1205	3.85	1.06
12	Natural Science Center	19	3.0%	29	4.6%	151	24.1%	261	41.7%	166	26.5%	626	3.84	.97
13	Library	47	3.5%	89	6.6%	283	21.1%	547	40.9%	373	27.9%	1339	3.83	1.02
14	Center for International Programs	18	3.6%	22	4.4%	128	25.3%	207	41.0%	130	25.7%	505	3.81	.99
15	Laboratory/instructional equipment	33	3.0%	74	6.7%	254	23.0%	466	42.2%	278	25.2%	1105	3.80	.99
16	IMPACT/New Student Orientation Program	42	3.7%	83	7.3%	266	23.3%	461	40.4%	290	25.4%	1142	3.77	1.03
17	Academic advising	164	9.9%	125	7.5%	304	18.3%	557	33.5%	512	30.8%	1662	3.68	1.26

*Notes: 1. The ranking is based on the mean. 2. Those who did not respond or responded with NA were not included in the calculation of the means.

Troy University 2009-2010 Senior Survey Report

Report 3 (Q30): Student satisfaction with the offices and services of Troy University

Rank		Very Dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied		Total N	Mean	Standard Deviation
		Count	%	Count	%	Count	%	Count	%	Count	%			
1	Trojan Web Express	78	4.7%	52	3.1%	148	9.0%	641	38.8%	732	44.3%	1651	4.15	1.03
2	Buildings and Grounds	44	4.1%	48	4.5%	166	15.5%	429	40.0%	385	35.9%	1072	3.99	1.03
3	Admissions Office	76	4.8%	51	3.2%	240	15.1%	686	43.1%	538	33.8%	1591	3.98	1.02
4	Athletic programs	21	3.9%	14	2.6%	126	23.2%	186	34.3%	195	36.0%	542	3.96	1.02
5	Information Technology (IT) Services	53	4.1%	41	3.2%	245	19.1%	539	42.1%	402	31.4%	1280	3.93	1.00
6	Veteran Services	37	5.3%	15	2.2%	165	23.7%	220	31.7%	258	37.1%	695	3.93	1.08
7	University Media	42	3.6%	48	4.2%	248	21.5%	448	38.9%	365	31.7%	1151	3.91	1.01
8	Registrar/Records Office	97	6.2%	86	5.5%	235	14.9%	655	41.5%	504	32.0%	1577	3.88	1.11
9	Trojan Fitness Center	31	5.6%	20	3.6%	124	22.6%	187	34.1%	187	34.1%	549	3.87	1.10
10	Student organizations	38	5.4%	18	2.6%	163	23.1%	267	37.9%	219	31.1%	705	3.87	1.05
11	Safety and Security Services	48	5.2%	42	4.6%	186	20.2%	359	39.1%	284	30.9%	919	3.86	1.07
12	Student Support Services	52	6.1%	18	2.1%	199	23.5%	311	36.8%	266	31.4%	846	3.85	1.08
13	Business Office	72	5.4%	51	3.9%	263	19.9%	566	42.8%	370	28.0%	1322	3.84	1.05
14	Recreational and intramural	25	4.5%	19	3.4%	151	27.1%	203	36.4%	159	28.5%	557	3.81	1.03
15	Adaptive Needs Services	29	5.3%	13	2.4%	163	29.6%	196	35.6%	149	27.1%	550	3.77	1.04
16	Bookstore Services	110	7.8%	89	6.3%	244	17.3%	546	38.7%	421	29.9%	1410	3.77	1.17
17	Financial Aid Services	112	8.5%	106	8.0%	221	16.7%	472	35.7%	411	31.1%	1322	3.73	1.22
18	Food Services	49	5.7%	53	6.2%	205	24.0%	334	39.1%	213	24.9%	854	3.71	1.08
19	Career Services	52	6.8%	46	6.0%	195	25.6%	269	35.3%	199	26.1%	761	3.68	1.13
20	Student Health Services	28	5.0%	26	4.6%	182	32.3%	195	34.6%	133	23.6%	564	3.67	1.04
21	Counseling Services	68	8.2%	50	6.1%	212	25.7%	262	31.8%	233	28.2%	825	3.66	1.19
22	Placement Service	52	7.8%	26	3.9%	205	30.6%	241	36.0%	145	21.7%	669	3.60	1.10
23	Housing and Residence Life	27	5.6%	35	7.2%	158	32.6%	163	33.7%	101	20.9%	484	3.57	1.07
24	Parking facilities	243	22.8%	166	15.5%	180	16.9%	293	27.4%	186	17.4%	1068	3.01	1.43

*Notes: 1. The ranking is based on the mean. 2. Those who did not respond or responded with NA were not included in the calculation of the means.

Troy University 2009-10 Graduating Student Survey Report

Report 4 (Q31): Student opinions and perceptions about Troy University

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Subtotal		
	N	%	N	%	N	%	N	%	N	%	Total N	Mean	Standard Deviation
The goals, objectives, and requirements for my academic program were clearly defined.	82	4.9%	111	6.6%	201	11.9%	812	48.2%	479	28.4%	1685	3.89	1.05
My academic program was intellectually challenging and stimulating.	40	2.4%	37	2.2%	145	8.6%	831	49.3%	631	37.5%	1684	4.17	.86
Courses in my curriculum contributed to the skills and knowledge required in my field.	41	2.4%	38	2.3%	183	10.9%	811	48.3%	606	36.1%	1679	4.13	.87
Courses were offered frequently enough for timely completion of my degree program.	107	6.4%	162	9.6%	221	13.1%	728	43.3%	465	27.6%	1683	3.76	1.14
The intellectual caliber of students in my academic program was high.	64	3.8%	96	5.7%	393	23.4%	799	47.6%	327	19.5%	1679	3.73	.96
The degree program in which I enrolled is valuable for me in my employment.	41	2.4%	39	2.3%	204	12.1%	749	44.5%	650	38.6%	1683	4.15	.89
Troy University faculty care about students as individuals.	89	5.3%	72	4.3%	304	18.1%	769	45.7%	448	26.6%	1682	3.84	1.03
Troy University faculty were helpful with my career plan.	116	6.9%	122	7.3%	441	26.3%	623	37.2%	374	22.3%	1676	3.61	1.12
Troy University is responsive to the needs of its students.	115	6.9%	103	6.2%	356	21.3%	723	43.2%	377	22.5%	1674	3.68	1.10
The tuition and fees I paid at Troy University were a worthwhile investment.	72	4.3%	73	4.3%	330	19.6%	733	43.6%	474	28.2%	1682	3.87	1.01

Troy University 2008-09 Graduating Student Survey Report

Report 5 (Q39): Overall ratings on Troy University

	Poor		Fair		Average		Good		Excellent		Subtotal		
	N	%	N	%	N	%	N	%	N	%	Total N	Mean	Standard Deviation
How would you rate Troy University's preparation of you for employment?	65	3.8%	86	5.1%	371	22.0%	733	43.4%	435	25.7%	1690	3.82	1.00
How would you rate Troy University's preparation of you for further education?	43	2.6%	68	4.0%	293	17.4%	732	43.4%	550	32.6%	1686	4.00	.94
What is your overall rating of your college experiences at TROY?	50	3.0%	69	4.1%	237	14.1%	684	40.6%	646	38.3%	1686	4.07	.97

Report 6: Question 27: In regard to your education at Troy University, please rate your development in the following areas:

CROSS TABULATION BY CAMPUS

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
Writing skills	Excellent	61	35.1%	66	39.1%	52	36.6%	120	28.4%	207	33.5%	54	25.0%
	Good	81	46.6%	86	50.9%	74	52.1%	225	53.3%	332	53.7%	125	57.9%
	Average	30	17.2%	15	8.9%	14	9.9%	69	16.4%	71	11.5%	35	16.2%
	Fair	2	1.1%	1	.6%	2	1.4%	7	1.7%	6	1.0%	2	.9%
	Poor	0	.0%	1	.6%	0	.0%	1	.2%	2	.3%	0	.0%
Speaking/presentation skills	Excellent	56	32.4%	57	33.5%	50	35.2%	132	31.4%	162	26.3%	54	33.3%
	Good	78	45.1%	82	48.2%	76	53.5%	212	50.5%	315	51.1%	84	51.9%
	Average	33	19.1%	26	15.3%	16	11.3%	64	15.2%	120	19.4%	21	13.0%
	Fair	6	3.5%	4	2.4%	0	.0%	11	2.6%	15	2.4%	2	1.2%
	Poor	0	.0%	1	.6%	0	.0%	1	.2%	5	.8%	1	.6%
Reading skills	Excellent	72	41.9%	80	47.1%	68	47.9%	149	35.6%	247	40.0%	64	39.8%
	Good	79	45.9%	72	42.4%	62	43.7%	186	44.4%	300	48.5%	84	52.2%
	Average	20	11.6%	14	8.2%	12	8.5%	65	15.5%	64	10.4%	12	7.5%
	Fair	1	.6%	2	1.2%	0	.0%	16	3.8%	5	.8%	0	.0%
	Poor	0	.0%	2	1.2%	0	.0%	3	.7%	2	.3%	1	.6%
Critical thinking skills	Excellent	58	33.5%	74	43.5%	59	41.5%	161	38.4%	263	42.5%	63	39.4%
	Good	98	56.6%	83	48.8%	69	48.6%	202	48.2%	292	47.2%	81	50.6%
	Average	16	9.2%	10	5.9%	13	9.2%	43	10.3%	60	9.7%	15	9.4%

Problem solving skills	Fair	1	.6%	2	1.2%	0	.0%	10	2.4%	2	.3%	0	.0%
	Poor	0	.0%	1	.6%	1	.7%	3	.7%	2	.3%	1	.6%
	Excellent	60	34.7%	69	40.8%	58	41.1%	155	37.1%	252	40.6%	61	37.7%
	Good	94	54.3%	85	50.3%	64	45.4%	196	46.9%	286	46.1%	85	52.5%
	Average	18	10.4%	11	6.5%	17	12.1%	56	13.4%	74	11.9%	14	8.6%
Mathematical skills	Fair	1	.6%	3	1.8%	1	.7%	6	1.4%	6	1.0%	1	.6%
	Poor	0	.0%	1	.6%	1	.7%	5	1.2%	2	.3%	1	.6%
	Excellent	52	30.2%	34	20.0%	29	20.6%	82	19.6%	116	18.8%	34	21.0%
	Good	67	39.0%	77	45.3%	80	56.7%	168	40.2%	279	45.2%	74	45.7%
	Average	40	23.3%	53	31.2%	24	17.0%	126	30.1%	176	28.5%	41	25.3%
Computer technologies	Fair	12	7.0%	5	2.9%	6	4.3%	33	7.9%	36	5.8%	8	4.9%
	Poor	1	.6%	1	.6%	2	1.4%	9	2.2%	10	1.6%	5	3.1%
	Excellent	61	35.5%	53	31.2%	52	36.6%	110	26.2%	219	35.2%	52	32.1%
	Good	81	47.1%	80	47.1%	68	47.9%	202	48.1%	320	51.4%	75	46.3%
	Average	26	15.1%	29	17.1%	19	13.4%	86	20.5%	65	10.5%	32	19.8%
Research skills	Fair	4	2.3%	7	4.1%	3	2.1%	20	4.8%	15	2.4%	2	1.2%
	Poor	0	.0%	1	.6%	0	.0%	2	.5%	3	.5%	1	.6%
	Excellent	63	36.6%	66	38.8%	60	42.3%	130	31.0%	230	37.2%	49	30.6%
	Good	84	48.8%	73	42.9%	55	38.7%	197	47.0%	307	49.6%	86	53.8%
	Average	21	12.2%	28	16.5%	19	13.4%	78	18.6%	66	10.7%	20	12.5%
Scientific principles and methods	Fair	3	1.7%	2	1.2%	7	4.9%	12	2.9%	11	1.8%	4	2.5%
	Poor	1	.6%	1	.6%	1	.7%	2	.5%	5	.8%	1	.6%
	Excellent	37	21.3%	35	20.6%	28	20.0%	74	17.7%	134	21.7%	30	18.9%
	Good	83	47.7%	85	50.0%	76	54.3%	173	41.4%	314	50.8%	89	56.0%
	Average	45	25.9%	42	24.7%	32	22.9%	132	31.6%	143	23.1%	34	21.4%

	Fair	8	4.6%	6	3.5%	3	2.1%	30	7.2%	24	3.9%	4	2.5%
	Poor	1	.6%	2	1.2%	1	.7%	9	2.2%	3	.5%	2	1.3%
Understanding different philosophies and cultures	Excellent	52	30.1%	49	28.8%	45	31.9%	103	24.6%	178	28.8%	42	26.1%
	Good	81	46.8%	81	47.6%	77	54.6%	194	46.4%	306	49.4%	90	55.9%
	Average	33	19.1%	33	19.4%	18	12.8%	82	19.6%	111	17.9%	25	15.5%
	Fair	7	4.0%	5	2.9%	1	.7%	28	6.7%	19	3.1%	3	1.9%
Appreciation of the arts	Poor	0	.0%	2	1.2%	0	.0%	11	2.6%	5	.8%	1	.6%
	Excellent	56	32.4%	41	24.1%	45	31.7%	135	32.2%	175	28.4%	29	18.1%
	Good	72	41.6%	80	47.1%	65	45.8%	149	35.6%	285	46.2%	90	56.3%
	Average	32	18.5%	40	23.5%	25	17.6%	91	21.7%	122	19.8%	35	21.9%
Leadership skills	Fair	9	5.2%	7	4.1%	5	3.5%	31	7.4%	27	4.4%	4	2.5%
	Poor	4	2.3%	2	1.2%	2	1.4%	13	3.1%	8	1.3%	2	1.3%
	Excellent	66	37.9%	67	39.4%	62	43.7%	185	44.0%	235	38.3%	70	44.0%
	Good	77	44.3%	78	45.9%	64	45.1%	160	38.1%	280	45.6%	66	41.5%
	Average	25	14.4%	20	11.8%	14	9.9%	54	12.9%	79	12.9%	17	10.7%
	Fair	3	1.7%	4	2.4%	1	.7%	14	3.3%	14	2.3%	5	3.1%
Management and organizational skills	Poor	3	1.7%	1	.6%	1	.7%	7	1.7%	6	1.0%	1	.6%
	Excellent	77	45.0%	75	44.1%	66	46.5%	190	45.5%	282	45.7%	71	44.1%
	Good	68	39.8%	73	42.9%	63	44.4%	160	38.3%	261	42.3%	74	46.0%
	Average	24	14.0%	18	10.6%	12	8.5%	50	12.0%	60	9.7%	12	7.5%
	Fair	1	.6%	3	1.8%	1	.7%	12	2.9%	12	1.9%	3	1.9%
Time management	Poor	1	.6%	1	.6%	0	.0%	6	1.4%	2	.3%	1	.6%
	Excellent	64	36.8%	74	43.5%	61	43.0%	180	42.9%	284	45.9%	67	41.9%
	Good	83	47.7%	70	41.2%	59	41.5%	158	37.6%	261	42.2%	76	47.5%
	Average	23	13.2%	21	12.4%	20	14.1%	59	14.0%	62	10.0%	13	8.1%

	Fair	3	1.7%	3	1.8%	0	.0%	16	3.8%	9	1.5%	2	1.3%
	Poor	1	.6%	2	1.2%	2	1.4%	7	1.7%	3	.5%	2	1.3%
Working cooperatively in groups	Excellent	80	46.0%	74	44.0%	70	49.6%	174	41.4%	183	29.8%	55	34.6%
	Good	72	41.4%	67	39.9%	54	38.3%	169	40.2%	276	45.0%	78	49.1%
	Average	19	10.9%	20	11.9%	11	7.8%	56	13.3%	121	19.7%	20	12.6%
	Fair	3	1.7%	5	3.0%	4	2.8%	15	3.6%	21	3.4%	5	3.1%
	Poor	0	.0%	2	1.2%	2	1.4%	6	1.4%	13	2.1%	1	.6%
Planning and carrying out projects	Excellent	83	47.7%	70	41.9%	65	46.4%	179	43.0%	230	37.3%	62	38.5%
	Good	70	40.2%	80	47.9%	59	42.1%	191	45.9%	303	49.1%	84	52.2%
	Average	20	11.5%	11	6.6%	13	9.3%	36	8.7%	75	12.2%	12	7.5%
	Fair	1	.6%	5	3.0%	1	.7%	7	1.7%	5	.8%	2	1.2%
	Poor	0	.0%	1	.6%	2	1.4%	3	.7%	4	.6%	1	.6%
Citizenship skills	Excellent	74	42.8%	61	36.5%	59	41.8%	139	33.1%	206	33.8%	58	36.3%
	Good	70	40.5%	75	44.9%	63	44.7%	178	42.4%	276	45.3%	82	51.3%
	Average	26	15.0%	25	15.0%	17	12.1%	76	18.1%	99	16.3%	16	10.0%
	Fair	2	1.2%	2	1.2%	1	.7%	19	4.5%	16	2.6%	3	1.9%
	Poor	1	.6%	4	2.4%	1	.7%	8	1.9%	12	2.0%	1	.6%
Strategies for applying skills in my field	Excellent	73	42.2%	75	44.6%	67	47.5%	197	47.0%	224	36.8%	61	38.4%
	Good	75	43.4%	69	41.1%	58	41.1%	165	39.4%	302	49.6%	84	52.8%
	Average	22	12.7%	17	10.1%	14	9.9%	42	10.0%	71	11.7%	12	7.5%
	Fair	2	1.2%	5	3.0%	0	.0%	7	1.7%	8	1.3%	1	.6%
	Poor	1	.6%	2	1.2%	2	1.4%	8	1.9%	4	.7%	1	.6%

Report 7: Question 28: Please rate the following areas related to the education and academic support services at Troy University: (Select “N/A” for any item that does not apply to you.) CROSS TABULATION BY CAMPUS

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
Overall quality of your academic program	Excellent	54	31.0%	59	34.9%	59	41.5%	146	34.8%	268	43.4%	61	38.1%
	Good	75	43.1%	80	47.3%	72	50.7%	210	50.1%	265	42.9%	74	46.3%
	Average	34	19.5%	24	14.2%	8	5.6%	41	9.8%	58	9.4%	20	12.5%
	Fair	8	4.6%	4	2.4%	3	2.1%	12	2.9%	16	2.6%	2	1.3%
	Poor	3	1.7%	2	1.2%	0	.0%	10	2.4%	10	1.6%	2	1.3%
	N/A	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	1	.6%
Academic advising	Excellent	39	22.4%	48	28.2%	53	37.3%	136	32.5%	179	28.9%	53	33.1%
	Good	60	34.5%	57	33.5%	57	40.1%	136	32.5%	200	32.3%	46	28.8%
	Average	34	19.5%	31	18.2%	16	11.3%	76	18.1%	115	18.6%	32	20.0%
	Fair	13	7.5%	13	7.6%	7	4.9%	35	8.4%	42	6.8%	14	8.8%
	Poor	20	11.5%	16	9.4%	8	5.6%	34	8.1%	73	11.8%	12	7.5%
	N/A	8	4.6%	5	2.9%	1	.7%	2	.5%	10	1.6%	3	1.9%
Faculty accessibility	Excellent	47	27.0%	54	31.8%	54	38.0%	133	31.7%	176	28.5%	40	25.0%
	Good	62	35.6%	72	42.4%	61	43.0%	164	39.1%	252	40.8%	63	39.4%
	Average	38	21.8%	26	15.3%	19	13.4%	77	18.4%	97	15.7%	31	19.4%
	Fair	14	8.0%	9	5.3%	3	2.1%	34	8.1%	44	7.1%	15	9.4%
	Poor	9	5.2%	7	4.1%	5	3.5%	10	2.4%	20	3.2%	8	5.0%

	N/A	4	2.3%	2	1.2%	0	.0%	1	.2%	28	4.5%	3	1.9%
Instruction in major courses	Excellent	59	33.9%	62	36.7%	57	40.1%	157	37.9%	229	37.1%	44	27.7%
	Good	74	42.5%	68	40.2%	68	47.9%	176	42.5%	280	45.3%	86	54.1%
	Average	24	13.8%	26	15.4%	11	7.7%	56	13.5%	65	10.5%	23	14.5%
	Fair	11	6.3%	6	3.6%	1	.7%	16	3.9%	24	3.9%	1	.6%
	Poor	5	2.9%	5	3.0%	3	2.1%	9	2.2%	15	2.4%	4	2.5%
	N/A	1	.6%	2	1.2%	2	1.4%	0	.0%	5	.8%	1	.6%
Instruction in general education courses	Excellent	39	22.4%	49	28.8%	49	35.0%	76	18.1%	196	31.8%	36	22.5%
	Good	72	41.4%	76	44.7%	65	46.4%	184	43.9%	279	45.3%	88	55.0%
	Average	42	24.1%	28	16.5%	11	7.9%	110	26.3%	77	12.5%	19	11.9%
	Fair	9	5.2%	6	3.5%	3	2.1%	25	6.0%	22	3.6%	10	6.3%
	Poor	2	1.1%	4	2.4%	1	.7%	12	2.9%	7	1.1%	3	1.9%
	N/A	10	5.7%	7	4.1%	11	7.9%	12	2.9%	35	5.7%	4	2.5%
Faculty's use of technologies to enhance teaching	Excellent	46	26.6%	60	35.3%	57	40.4%	99	23.6%	216	35.1%	42	26.6%
	Good	71	41.0%	69	40.6%	63	44.7%	192	45.8%	258	42.0%	83	52.5%
	Average	37	21.4%	25	14.7%	16	11.3%	87	20.8%	89	14.5%	24	15.2%
	Fair	15	8.7%	10	5.9%	3	2.1%	23	5.5%	18	2.9%	7	4.4%
	Poor	3	1.7%	5	2.9%	1	.7%	17	4.1%	8	1.3%	1	.6%
	N/A	1	.6%	1	.6%	1	.7%	1	.2%	26	4.2%	1	.6%
Course availability in your major	Excellent	38	21.8%	47	28.0%	54	38.0%	111	26.5%	264	42.8%	48	30.2%
	Good	44	25.3%	63	37.5%	60	42.3%	156	37.2%	254	41.2%	62	39.0%
	Average	44	25.3%	31	18.5%	13	9.2%	84	20.0%	61	9.9%	27	17.0%
	Fair	22	12.6%	14	8.3%	7	4.9%	42	10.0%	25	4.1%	11	6.9%
	Poor	25	14.4%	11	6.5%	8	5.6%	25	6.0%	13	2.1%	11	6.9%
	N/A	1	.6%	2	1.2%	0	.0%	1	.2%	0	.0%	0	.0%

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Communication between faculty and students	Excellent	50	28.9%	52	31.1%	56	39.7%	138	33.0%	225	36.6%	43	27.0%
	Good	65	37.6%	75	44.9%	58	41.1%	182	43.5%	251	40.8%	69	43.4%
	Average	32	18.5%	22	13.2%	13	9.2%	68	16.3%	87	14.1%	27	17.0%
	Fair	15	8.7%	9	5.4%	7	5.0%	16	3.8%	32	5.2%	14	8.8%
	Poor	10	5.8%	8	4.8%	6	4.3%	14	3.3%	19	3.1%	6	3.8%
	N/A	1	.6%	1	.6%	1	.7%	0	.0%	1	.2%	0	.0%
Registration procedures	Excellent	52	30.2%	55	32.5%	55	38.7%	79	18.9%	262	42.7%	61	38.1%
	Good	58	33.7%	74	43.8%	67	47.2%	145	34.6%	254	41.4%	59	36.9%
	Average	35	20.3%	28	16.6%	11	7.7%	94	22.4%	59	9.6%	25	15.6%
	Fair	19	11.0%	7	4.1%	4	2.8%	46	11.0%	21	3.4%	9	5.6%
	Poor	8	4.7%	5	3.0%	5	3.5%	52	12.4%	14	2.3%	4	2.5%
	N/A	0	.0%	0	.0%	0	.0%	3	.7%	3	.5%	2	1.3%
IMPACT/New Student Orientation Program	Excellent	25	14.4%	26	15.4%	31	22.0%	65	15.6%	113	18.4%	27	16.9%
	Good	32	18.4%	48	28.4%	38	27.0%	131	31.3%	156	25.4%	55	34.4%
	Average	25	14.4%	34	20.1%	18	12.8%	85	20.3%	80	13.0%	24	15.0%
	Fair	12	6.9%	7	4.1%	3	2.1%	33	7.9%	16	2.6%	10	6.3%
	Poor	9	5.2%	2	1.2%	4	2.8%	16	3.8%	8	1.3%	3	1.9%
	N/A	71	40.8%	52	30.8%	47	33.3%	88	21.1%	242	39.3%	41	25.6%
Library	Excellent	61	35.1%	62	36.5%	35	24.6%	69	16.5%	120	19.6%	23	14.4%
	Good	69	39.7%	62	36.5%	47	33.1%	148	35.4%	169	27.6%	50	31.3%
	Average	34	19.5%	28	16.5%	10	7.0%	109	26.1%	69	11.3%	33	20.6%
	Fair	3	1.7%	6	3.5%	5	3.5%	45	10.8%	16	2.6%	12	7.5%
	Poor	0	.0%	2	1.2%	6	4.2%	29	6.9%	8	1.3%	2	1.3%
	N/A	7	4.0%	10	5.9%	39	27.5%	18	4.3%	231	37.7%	40	25.0%
Computer labs	Excellent	72	41.9%	48	28.4%	67	47.2%	78	18.7%	69	11.2%	23	14.5%

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	Good	72	41.9%	63	37.3%	52	36.6%	147	35.2%	110	17.8%	41	25.8%
	Average	22	12.8%	20	11.8%	11	7.7%	98	23.4%	50	8.1%	30	18.9%
	Fair	2	1.2%	10	5.9%	2	1.4%	39	9.3%	8	1.3%	9	5.7%
	Poor	0	.0%	4	2.4%	2	1.4%	37	8.9%	6	1.0%	6	3.8%
	N/A	4	2.3%	24	14.2%	8	5.6%	19	4.5%	375	60.7%	50	31.4%
Laboratory/instructional equipment	Excellent	45	25.9%	35	20.6%	43	30.5%	66	15.8%	70	11.3%	16	10.0%
	Good	69	39.7%	64	37.6%	48	34.0%	135	32.4%	99	16.0%	49	30.6%
	Average	31	17.8%	24	14.1%	14	9.9%	111	26.6%	49	7.9%	25	15.6%
	Fair	4	2.3%	9	5.3%	3	2.1%	43	10.3%	6	1.0%	8	5.0%
	Poor	0	.0%	4	2.4%	0	.0%	19	4.6%	4	.6%	5	3.1%
	N/A	25	14.4%	34	20.0%	33	23.4%	43	10.3%	389	63.0%	57	35.6%
Testing Center	Excellent	31	18.0%	58	34.3%	26	18.3%	55	13.2%	82	13.3%	24	15.1%
	Good	55	32.0%	62	36.7%	41	28.9%	94	22.5%	122	19.8%	43	27.0%
	Average	21	12.2%	19	11.2%	17	12.0%	74	17.7%	54	8.8%	32	20.1%
	Fair	3	1.7%	5	3.0%	0	.0%	26	6.2%	8	1.3%	9	5.7%
	Poor	2	1.2%	3	1.8%	4	2.8%	7	1.7%	11	1.8%	4	2.5%
	N/A	60	34.9%	22	13.0%	54	38.0%	162	38.8%	339	55.0%	47	29.6%
Writing Center	Excellent	26	15.0%	28	16.5%	18	12.7%	66	15.8%	57	9.3%	14	8.9%
	Good	39	22.5%	42	24.7%	33	23.2%	105	25.1%	84	13.7%	30	19.1%
	Average	18	10.4%	10	5.9%	15	10.6%	70	16.7%	39	6.3%	16	10.2%
	Fair	3	1.7%	3	1.8%	1	.7%	13	3.1%	6	1.0%	6	3.8%
	Poor	0	.0%	6	3.5%	2	1.4%	9	2.1%	5	.8%	3	1.9%
	N/A	87	50.3%	81	47.6%	73	51.4%	156	37.2%	424	68.9%	88	56.1%
Natural Science Center	Excellent	24	14.0%	20	11.8%	14	10.0%	51	12.3%	42	6.8%	12	7.5%
	Good	30	17.5%	29	17.1%	25	17.9%	77	18.6%	74	12.0%	25	15.7%

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	Average	19	11.1%	13	7.6%	15	10.7%	56	13.5%	36	5.9%	12	7.5%
	Fair	1	.6%	5	2.9%	0	.0%	14	3.4%	5	.8%	3	1.9%
	Poor	0	.0%	2	1.2%	4	2.9%	7	1.7%	3	.5%	2	1.3%
	N/A	97	56.7%	101	59.4%	82	58.6%	210	50.6%	455	74.0%	105	66.0%
Center for International Programs	Excellent	18	10.5%	19	11.3%	15	11.0%	27	6.6%	38	6.2%	11	7.0%
	Good	25	14.5%	24	14.3%	19	14.0%	57	13.8%	59	9.7%	22	13.9%
	Average	16	9.3%	14	8.3%	13	9.6%	40	9.7%	33	5.4%	12	7.6%
	Fair	1	.6%	2	1.2%	0	.0%	10	2.4%	6	1.0%	2	1.3%
	Poor	3	1.7%	3	1.8%	3	2.2%	5	1.2%	2	.3%	1	.6%
	N/A	109	63.4%	106	63.1%	86	63.2%	273	66.3%	472	77.4%	110	69.6%

Report 8: Question 29: On a scale from 1 to 5, with 1 as “Very Dissatisfied” and 5 as “Very Satisfied,” please rate your satisfaction with the following offices and services of Troy University: (Select “Not Applicable” if the item does not apply to you.) CROSS TABULATION BY CAMPUS

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
Admissions Office	Very Dissatisfied	5	2.9%	5	2.9%	6	4.2%	16	3.8%	34	5.5%	9	5.6%
	Dissatisfied	6	3.5%	4	2.4%	4	2.8%	19	4.6%	10	1.6%	8	5.0%
	Neutral	23	13.3%	24	14.1%	12	8.5%	81	19.5%	78	12.6%	22	13.8%
	Satisfied	74	42.8%	88	51.8%	57	40.1%	193	46.4%	215	34.7%	59	36.9%
	Very Satisfied	63	36.4%	46	27.1%	63	44.4%	100	24.0%	208	33.6%	52	32.5%
	Not Applicable	2	1.2%	3	1.8%	0	.0%	7	1.7%	74	12.0%	10	6.3%
	Registrar/Records Office	Very Dissatisfied	8	4.6%	8	4.7%	8	5.6%	26	6.3%	37	6.0%	8
	Dissatisfied	10	5.7%	8	4.7%	5	3.5%	38	9.2%	18	2.9%	7	4.4%
	Neutral	27	15.5%	24	14.2%	12	8.5%	77	18.6%	71	11.5%	24	15.1%
	Satisfied	65	37.4%	73	43.2%	51	35.9%	196	47.3%	211	34.3%	59	37.1%
	Very Satisfied	62	35.6%	52	30.8%	62	43.7%	73	17.6%	205	33.3%	45	28.3%
	Not Applicable	2	1.1%	4	2.4%	4	2.8%	4	1.0%	74	12.0%	16	10.1%
Veteran Services	Very Dissatisfied	3	1.7%	2	1.2%	1	.7%	8	1.9%	15	2.4%	7	4.4%
	Dissatisfied												
	Dissatisfied	1	.6%	2	1.2%	3	2.1%	4	1.0%	4	.6%	1	.6%

	Neutral	18	10.3%	14	8.4%	12	8.5%	60	14.6%	48	7.8%	13	8.1%
	Satisfied	17	9.8%	25	15.0%	15	10.6%	48	11.7%	87	14.1%	28	17.5%
	Very Satisfied	19	10.9%	13	7.8%	14	9.9%	39	9.5%	140	22.7%	30	18.8%
	Not Applicable	116	66.7%	111	66.5%	96	68.1%	253	61.4%	324	52.4%	81	50.6%
Financial Aid Services	Very Dissatisfied	4	2.3%	12	7.1%	16	11.2%	35	8.5%	37	6.0%	6	3.8%
	Dissatisfied	11	6.3%	9	5.3%	5	3.5%	51	12.3%	23	3.7%	7	4.4%
	Neutral	22	12.6%	29	17.1%	12	8.4%	77	18.6%	63	10.2%	18	11.3%
	Satisfied	58	33.3%	59	34.7%	51	35.7%	118	28.5%	138	22.4%	48	30.0%
	Very Satisfied	44	25.3%	40	23.5%	45	31.5%	73	17.6%	170	27.6%	34	21.3%
	Not Applicable	35	20.1%	21	12.4%	14	9.8%	60	14.5%	185	30.0%	47	29.4%
Business Office	Very Dissatisfied	7	4.0%	5	3.0%	6	4.2%	20	4.8%	27	4.4%	6	3.7%
	Dissatisfied	4	2.3%	7	4.1%	3	2.1%	22	5.3%	11	1.8%	4	2.5%
	Neutral	26	15.0%	23	13.6%	13	9.1%	94	22.7%	82	13.3%	24	14.9%
	Satisfied	72	41.6%	76	45.0%	59	41.3%	142	34.3%	165	26.7%	52	32.3%
	Very Satisfied	47	27.2%	29	17.2%	54	37.8%	71	17.1%	133	21.5%	31	19.3%
	Not Applicable	17	9.8%	29	17.2%	8	5.6%	65	15.7%	200	32.4%	44	27.3%
Information Technology (IT) Services	Very Dissatisfied	6	3.4%	7	4.1%	1	.7%	12	2.9%	21	3.4%	6	3.9%
	Dissatisfied	3	1.7%	3	1.8%	1	.7%	18	4.3%	12	1.9%	4	2.6%
	Neutral	25	14.4%	25	14.7%	15	10.6%	90	21.7%	66	10.7%	22	14.2%
	Satisfied	66	37.9%	59	34.7%	53	37.3%	137	33.1%	173	28.0%	51	32.9%
	Very Satisfied	50	28.7%	38	22.4%	49	34.5%	63	15.2%	166	26.9%	32	20.6%
	Not Applicable	24	13.8%	38	22.4%	23	16.2%	94	22.7%	180	29.1%	40	25.8%

Trojan Web Express	Very Dissatisfied	8	4.7%	8	4.7%	4	2.8%	15	3.6%	34	5.5%	9	5.6%
	Dissatisfied	4	2.3%	1	.6%	0	.0%	31	7.5%	10	1.6%	6	3.8%
	Neutral	16	9.3%	10	5.9%	9	6.3%	62	14.9%	38	6.2%	12	7.5%
	Satisfied	74	43.0%	71	41.8%	51	35.9%	173	41.6%	208	33.8%	63	39.4%
	Very Satisfied	65	37.8%	78	45.9%	74	52.1%	133	32.0%	308	50.0%	69	43.1%
	Not Applicable	5	2.9%	2	1.2%	4	2.8%	2	.5%	18	2.9%	1	.6%
	Adaptive Needs Services	Very Dissatisfied	2	1.1%	1	.6%	2	1.4%	7	1.7%	10	1.6%	6
Adaptive Needs Services	Dissatisfied	1	.6%	3	1.8%	1	.7%	1	.2%	3	.5%	4	2.5%
	Neutral	20	11.5%	15	8.9%	11	7.7%	56	13.6%	48	7.8%	13	8.2%
	Satisfied	19	10.9%	34	20.1%	19	13.4%	37	9.0%	64	10.4%	23	14.5%
	Very Satisfied	22	12.6%	9	5.3%	16	11.3%	32	7.8%	54	8.8%	14	8.8%
	Not Applicable	110	63.2%	107	63.3%	93	65.5%	279	67.7%	436	70.9%	99	62.3%
	Student Support Services (SSS)	Very Dissatisfied	6	3.5%	5	3.0%	3	2.1%	10	2.4%	17	2.8%	10
Student Support Services (SSS)	Dissatisfied	3	1.7%	2	1.2%	0	.0%	5	1.2%	7	1.1%	1	.6%
	Neutral	22	12.7%	19	11.3%	14	10.0%	63	15.3%	65	10.6%	16	10.0%
	Satisfied	32	18.5%	49	29.2%	31	22.1%	67	16.3%	89	14.4%	43	26.9%
	Very Satisfied	31	17.9%	31	18.5%	28	20.0%	48	11.7%	101	16.4%	23	14.4%
	Not Applicable	79	45.7%	62	36.9%	64	45.7%	218	53.0%	337	54.7%	67	41.9%
	Career Services	Very Dissatisfied	6	3.5%	4	2.4%	3	2.1%	9	2.2%	16	2.6%	13
Career Services	Dissatisfied	6	3.5%	4	2.4%	2	1.4%	15	3.6%	15	2.4%	4	2.5%
	Neutral	25	14.5%	20	12.0%	13	9.2%	65	15.7%	58	9.4%	14	8.8%

Placement Service	Satisfied	27	15.6%	35	21.0%	21	14.9%	91	22.0%	70	11.4%	25	15.7%
	Very Satisfied	24	13.9%	29	17.4%	24	17.0%	47	11.4%	57	9.3%	13	8.2%
	Not Applicable	85	49.1%	75	44.9%	78	55.3%	187	45.2%	399	64.9%	90	56.6%
	Very Dissatisfied	7	4.1%	6	3.6%	3	2.1%	10	2.4%	14	2.3%	11	6.9%
	Dissatisfied												
	Dissatisfied	3	1.7%	1	.6%	1	.7%	10	2.4%	8	1.3%	3	1.9%
	Neutral	27	15.7%	21	12.7%	16	11.4%	67	16.2%	58	9.4%	16	10.1%
Counseling Services	Satisfied	29	16.9%	42	25.3%	20	14.3%	55	13.3%	70	11.3%	25	15.7%
	Very Satisfied	16	9.3%	18	10.8%	22	15.7%	28	6.8%	45	7.3%	13	8.2%
	Not Applicable	90	52.3%	78	47.0%	78	55.7%	243	58.8%	422	68.4%	91	57.2%
	Very Dissatisfied	6	3.4%	11	6.5%	4	2.8%	7	1.7%	24	3.9%	15	9.4%
	Dissatisfied												
	Dissatisfied	2	1.1%	3	1.8%	2	1.4%	8	1.9%	27	4.4%	8	5.0%
	Neutral	29	16.7%	19	11.3%	16	11.3%	66	15.9%	66	10.7%	16	10.1%
Bookstore Services	Satisfied	28	16.1%	34	20.2%	24	16.9%	68	16.4%	79	12.8%	29	18.2%
	Very Satisfied	27	15.5%	22	13.1%	27	19.0%	44	10.6%	85	13.8%	23	14.5%
	Not Applicable	82	47.1%	79	47.0%	69	48.6%	221	53.4%	337	54.5%	68	42.8%
	Very Dissatisfied	9	5.2%	17	10.2%	3	2.1%	25	6.1%	43	7.0%	11	6.9%
	Dissatisfied												
	Dissatisfied	16	9.2%	11	6.6%	7	4.9%	23	5.6%	22	3.6%	10	6.3%
	Neutral	27	15.5%	31	18.6%	20	14.1%	79	19.1%	67	10.9%	19	11.9%
Other Services	Satisfied	61	35.1%	64	38.3%	49	34.5%	181	43.8%	150	24.3%	41	25.8%
	Very Satisfied	56	32.2%	40	24.0%	43	30.3%	95	23.0%	154	25.0%	30	18.9%
	Not Applicable	5	2.9%	4	2.4%	20	14.1%	10	2.4%	181	29.3%	48	30.2%

Food Services	Very Dissatisfied	5	2.9%	6	3.6%	3	2.1%	23	5.6%	7	1.1%	4	2.5%
	Dissatisfied	10	5.8%	6	3.6%	4	2.8%	28	6.8%	1	.2%	4	2.5%
	Neutral	24	13.9%	17	10.2%	14	9.9%	91	22.0%	51	8.3%	8	5.0%
	Satisfied	63	36.4%	59	35.5%	15	10.6%	151	36.6%	32	5.2%	14	8.8%
	Very Satisfied	52	30.1%	36	21.7%	10	7.1%	78	18.9%	29	4.7%	6	3.8%
	Not Applicable	19	11.0%	42	25.3%	95	67.4%	42	10.2%	494	80.5%	123	77.4%
Buildings and Grounds	Very Dissatisfied	4	2.3%	6	3.6%	5	3.5%	12	2.9%	11	1.8%	5	3.1%
	Dissatisfied	6	3.5%	4	2.4%	4	2.8%	22	5.3%	6	1.0%	6	3.8%
	Neutral	15	8.7%	15	9.0%	12	8.4%	68	16.5%	43	7.0%	13	8.2%
	Satisfied	54	31.2%	61	36.7%	49	34.3%	168	40.7%	58	9.4%	39	24.5%
	Very Satisfied	84	48.6%	63	38.0%	49	34.3%	123	29.8%	42	6.8%	21	13.2%
	Not Applicable	10	5.8%	17	10.2%	24	16.8%	20	4.8%	455	74.0%	75	47.2%
Housing and Residence Life	Very Dissatisfied	3	1.7%	1	.6%	1	.7%	12	2.9%	5	.8%	4	2.5%
	Dissatisfied	1	.6%	1	.6%	0	.0%	31	7.5%	1	.2%	1	.6%
	Neutral	15	8.7%	9	5.4%	14	9.8%	68	16.5%	43	7.0%	9	5.7%
	Satisfied	9	5.2%	16	9.5%	10	7.0%	86	20.9%	29	4.7%	13	8.2%
	Very Satisfied	6	3.5%	6	3.6%	7	4.9%	56	13.6%	21	3.4%	3	1.9%
	Not Applicable	138	80.2%	135	80.4%	111	77.6%	158	38.4%	518	84.0%	129	81.1%
Student Health Services	Very Dissatisfied	3	1.7%	2	1.2%	1	.7%	10	2.4%	6	1.0%	5	3.2%
	Dissatisfied	1	.6%	1	.6%	0	.0%	22	5.3%	1	.2%	1	.6%
	Neutral	21	12.2%	10	6.0%	12	8.5%	87	21.1%	43	7.0%	9	5.7%

Recreational and intramural activities	Satisfied	11	6.4%	21	12.5%	11	7.7%	107	25.9%	31	5.0%	14	8.9%
	Very Satisfied	12	7.0%	10	6.0%	14	9.9%	68	16.5%	23	3.7%	3	1.9%
	Not Applicable	124	72.1%	124	73.8%	104	73.2%	119	28.8%	511	83.1%	126	79.7%
	Very Dissatisfied	3	1.8%	1	.6%	3	2.1%	7	1.7%	6	1.0%	4	2.5%
	Dissatisfied	3	1.8%	1	.6%	0	.0%	12	2.9%	1	.2%	2	1.3%
	Neutral	20	11.7%	13	7.8%	13	9.1%	55	13.3%	43	7.0%	7	4.4%
	Satisfied	12	7.0%	16	9.6%	12	8.4%	118	28.5%	30	4.9%	15	9.4%
Athletic programs	Very Satisfied	20	11.7%	7	4.2%	10	7.0%	88	21.3%	27	4.4%	4	2.5%
	Not Applicable	113	66.1%	128	77.1%	105	73.4%	134	32.4%	510	82.7%	127	79.9%
	Very	3	1.7%	1	.6%	2	1.4%	6	1.4%	4	.6%	4	2.5%
	Dissatisfied												
	Dissatisfied	4	2.3%	1	.6%	0	.0%	5	1.2%	2	.3%	2	1.3%
	Neutral	14	8.0%	7	4.1%	11	7.7%	43	10.4%	45	7.3%	6	3.8%
	Satisfied	9	5.2%	20	11.8%	10	7.0%	103	24.8%	31	5.0%	13	8.2%
Trojan Fitness Center	Very Satisfied	17	9.8%	6	3.6%	8	5.6%	126	30.4%	32	5.2%	4	2.5%
	Not Applicable	127	73.0%	134	79.3%	112	78.3%	132	31.8%	503	81.5%	129	81.6%
	Very	5	2.9%	1	.6%	3	2.1%	11	2.7%	5	.8%	5	3.2%
	Dissatisfied												
	Dissatisfied	2	1.2%	1	.6%	0	.0%	14	3.4%	2	.3%	1	.6%
	Neutral	13	7.6%	6	3.6%	10	7.0%	44	10.6%	43	7.0%	8	5.1%
	Satisfied	9	5.3%	14	8.4%	6	4.2%	119	28.7%	27	4.4%	12	7.6%
	Very Satisfied	12	7.0%	4	2.4%	7	4.9%	132	31.9%	26	4.2%	3	1.9%
	Not Applicable	130	76.0%	140	84.3%	116	81.7%	94	22.7%	510	83.2%	128	81.5%

Student organizations	Very Dissatisfied	6	3.5%	4	2.4%	4	2.8%	10	2.4%	8	1.3%	5	3.2%
	Dissatisfied	2	1.2%	1	.6%	2	1.4%	4	1.0%	3	.5%	6	3.9%
	Neutral	23	13.3%	17	10.2%	13	9.2%	55	13.3%	43	7.0%	12	7.7%
	Satisfied	32	18.5%	31	18.6%	16	11.3%	144	34.9%	32	5.2%	12	7.7%
	Very Satisfied	27	15.6%	13	7.8%	18	12.8%	121	29.3%	32	5.2%	5	3.2%
	Not Applicable	83	48.0%	101	60.5%	88	62.4%	79	19.1%	495	80.8%	115	74.2%
	Safety and Security Services	Very Dissatisfied	8	4.7%	6	3.6%	6	4.2%	15	3.7%	8	1.3%	4
Parking facilities	Dissatisfied	3	1.7%	2	1.2%	1	.7%	28	6.8%	5	.8%	3	1.9%
	Neutral	26	15.1%	16	9.6%	14	9.8%	74	18.0%	44	7.1%	12	7.7%
	Satisfied	52	30.2%	59	35.5%	46	32.2%	146	35.6%	34	5.5%	22	14.2%
	Very Satisfied	57	33.1%	39	23.5%	47	32.9%	97	23.7%	31	5.0%	10	6.5%
	Not Applicable	26	15.1%	44	26.5%	29	20.3%	50	12.2%	494	80.2%	104	67.1%
	Very Dissatisfied	12	6.9%	22	13.2%	9	6.4%	181	43.8%	11	1.8%	8	5.1%
University Media (website, newsletters, radio, TV, etc)	Dissatisfied	18	10.4%	23	13.8%	9	6.4%	97	23.5%	12	2.0%	7	4.4%
	Neutral	32	18.5%	35	21.0%	11	7.8%	45	10.9%	45	7.4%	11	7.0%
	Satisfied	59	34.1%	48	28.7%	58	41.1%	54	13.1%	42	6.9%	32	20.3%
	Very Satisfied	44	25.4%	27	16.2%	40	28.4%	23	5.6%	29	4.8%	20	12.7%
	Not Applicable	8	4.6%	12	7.2%	14	9.9%	13	3.1%	469	77.1%	80	50.6%
	Very Dissatisfied	2	1.2%	5	3.1%	2	1.4%	15	3.6%	12	2.0%	6	3.8%
	Dissatisfied	6	3.5%	7	4.3%	3	2.1%	21	5.1%	8	1.3%	3	1.9%
Neutral	26	15.2%	21	12.9%	14	9.9%	101	24.4%	63	10.3%	22	13.9%	

Satisfied	63	36.8%	44	27.0%	46	32.6%	151	36.5%	109	17.9%	35	22.2%
Very Satisfied	48	28.1%	43	26.4%	48	34.0%	92	22.2%	106	17.4%	25	15.8%
Not Applicable	26	15.2%	43	26.4%	28	19.9%	34	8.2%	311	51.1%	67	42.4%

Report 9: Question 30: On a scale from 1 to 5, with 1 as “Strongly Disagree” and 5 as “Strongly Agree,” please provide your opinion regarding the following areas: CROSS TABULATION BY CAMPUS

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
The goals, objectives, and requirements for my academic program were clearly defined.	Strongly Disagree	9	5.2%	8	4.7%	3	2.1%	16	3.8%	37	6.0%	8	5.0%
	Disagree	18	10.3%	14	8.3%	7	4.9%	30	7.2%	32	5.2%	10	6.3%
	Neutral	27	15.5%	22	13.0%	16	11.3%	53	12.7%	61	9.9%	21	13.2%
	Agree	85	48.9%	77	45.6%	74	52.1%	212	50.8%	284	46.0%	77	48.4%
	Strongly Agree	35	20.1%	48	28.4%	42	29.6%	106	25.4%	203	32.9%	43	27.0%
My academic program was intellectually challenging and stimulating.	Strongly Disagree	5	2.9%	5	3.0%	1	.7%	8	1.9%	17	2.8%	4	2.5%
	Disagree	7	4.0%	3	1.8%	2	1.4%	13	3.1%	11	1.8%	1	.6%
	Neutral	17	9.8%	18	10.7%	14	9.9%	42	10.1%	36	5.8%	16	10.1%
	Agree	86	49.4%	84	49.7%	72	50.7%	202	48.4%	309	50.1%	76	48.1%
	Strongly Agree	59	33.9%	59	34.9%	53	37.3%	152	36.5%	244	39.5%	61	38.6%
Courses in my curriculum contributed to the skills and knowledge required in my field.	Strongly Disagree	5	2.9%	7	4.1%	1	.7%	8	1.9%	17	2.8%	3	1.9%
	Disagree	8	4.6%	4	2.4%	4	2.8%	13	3.1%	6	1.0%	3	1.9%
	Neutral	20	11.5%	22	13.0%	10	7.0%	57	13.7%	50	8.2%	23	14.5%
	Agree	86	49.4%	83	49.1%	81	57.0%	183	44.1%	299	48.8%	75	47.2%
	Strongly Agree	55	31.6%	53	31.4%	46	32.4%	154	37.1%	241	39.3%	55	34.6%

Courses were offered frequently enough for timely completion of my degree program.	Strongly Disagree	26	14.9%	17	10.1%	6	4.2%	30	7.2%	22	3.6%	6	3.8%
	Disagree	34	19.5%	14	8.3%	11	7.7%	59	14.1%	22	3.6%	21	13.2%
	Neutral	34	19.5%	27	16.0%	20	14.1%	67	16.1%	46	7.5%	25	15.7%
	Agree	56	32.2%	79	46.7%	62	43.7%	174	41.7%	290	47.2%	65	40.9%
	Strongly Agree	24	13.8%	32	18.9%	43	30.3%	87	20.9%	235	38.2%	42	26.4%
The intellectual caliber of students in my academic program was high.	Strongly Disagree	5	2.9%	6	3.6%	5	3.6%	16	3.8%	25	4.1%	7	4.4%
	Disagree	10	5.8%	9	5.3%	8	5.7%	30	7.2%	27	4.4%	12	7.5%
	Neutral	52	30.1%	42	24.9%	27	19.3%	96	23.1%	131	21.3%	45	28.3%
	Agree	80	46.2%	76	45.0%	71	50.7%	193	46.4%	303	49.3%	71	44.7%
	Strongly Agree	26	15.0%	36	21.3%	29	20.7%	81	19.5%	129	21.0%	24	15.1%
The degree program in which I enrolled is valuable for me in my employment.	Strongly Disagree	6	3.4%	6	3.6%	2	1.4%	9	2.2%	15	2.4%	3	1.9%
	Disagree	3	1.7%	4	2.4%	2	1.4%	11	2.6%	14	2.3%	5	3.1%
	Neutral	29	16.7%	23	13.6%	10	7.0%	35	8.4%	73	11.9%	34	21.4%
	Agree	74	42.5%	66	39.1%	68	47.9%	199	47.8%	272	44.2%	65	40.9%
	Strongly Agree	62	35.6%	70	41.4%	60	42.3%	162	38.9%	242	39.3%	52	32.7%
Troy University faculty care about students as individuals.	Strongly Disagree	12	6.9%	9	5.3%	8	5.6%	18	4.3%	35	5.7%	6	3.8%
	Disagree	11	6.4%	10	5.9%	2	1.4%	15	3.6%	25	4.1%	9	5.7%
	Neutral	38	22.0%	32	18.9%	14	9.9%	72	17.3%	102	16.6%	45	28.3%
	Agree	76	43.9%	75	44.4%	70	49.3%	198	47.6%	286	46.4%	61	38.4%
	Strongly Agree	36	20.8%	43	25.4%	48	33.8%	113	27.2%	168	27.3%	38	23.9%

Troy University faculty were helpful with my career plan.	Strongly Disagree	20	11.5%	13	7.8%	7	4.9%	17	4.1%	47	7.7%	11	7.0%
	Disagree	17	9.8%	11	6.6%	3	2.1%	32	7.7%	46	7.5%	13	8.2%
	Neutral	45	25.9%	44	26.3%	33	23.2%	95	22.9%	172	28.0%	52	32.9%
	Agree	61	35.1%	59	35.3%	56	39.4%	166	40.1%	225	36.6%	52	32.9%
	Strongly Agree	31	17.8%	40	24.0%	43	30.3%	104	25.1%	124	20.2%	30	19.0%
Troy University is responsive to the needs of its students.	Strongly Disagree	12	6.9%	12	7.1%	7	5.0%	29	7.0%	43	7.0%	11	7.0%
	Disagree	23	13.3%	9	5.4%	2	1.4%	27	6.6%	27	4.4%	15	9.5%
	Neutral	47	27.2%	42	25.0%	24	17.0%	100	24.3%	107	17.4%	35	22.2%
	Agree	61	35.3%	70	41.7%	65	46.1%	181	43.9%	281	45.7%	62	39.2%
	Strongly Agree	30	17.3%	35	20.8%	43	30.5%	75	18.2%	157	25.5%	35	22.2%
The tuition and fees I paid at Troy University were a worthwhile investment.	Strongly Disagree	16	9.2%	7	4.1%	5	3.5%	15	3.6%	23	3.7%	6	3.8%
	Disagree	13	7.5%	4	2.4%	4	2.8%	27	6.5%	19	3.1%	6	3.8%
	Neutral	44	25.4%	31	18.3%	19	13.4%	109	26.3%	88	14.3%	37	23.1%
	Agree	70	40.5%	81	47.9%	68	47.9%	182	44.0%	268	43.4%	61	38.1%
	Strongly Agree	30	17.3%	46	27.2%	46	32.4%	81	19.6%	219	35.5%	50	31.3%

Report 10: Question 31: Please provide your overall ratings of Troy University: CROSS TABULATION BY CAMPUS

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
How would you rate Troy University's preparation of you for employment?	Excellent	28	16.0%	45	26.8%	49	34.8%	112	26.8%	163	26.5%	35	21.7%
	Good	81	46.3%	74	44.0%	56	39.7%	178	42.6%	261	42.4%	76	47.2%
	Average	44	25.1%	34	20.2%	27	19.1%	88	21.1%	138	22.4%	39	24.2%
	Fair	15	8.6%	12	7.1%	3	2.1%	25	6.0%	26	4.2%	5	3.1%
	Poor	7	4.0%	3	1.8%	6	4.3%	15	3.6%	28	4.5%	6	3.7%
How would you rate Troy University's preparation of you for further education?	Excellent	41	23.6%	57	34.1%	60	42.6%	119	28.5%	224	36.5%	45	28.0%
	Good	78	44.8%	73	43.7%	59	41.8%	189	45.2%	253	41.2%	74	46.0%
	Average	37	21.3%	28	16.8%	14	9.9%	74	17.7%	106	17.3%	33	20.5%
	Fair	12	6.9%	8	4.8%	4	2.8%	22	5.3%	18	2.9%	4	2.5%
	Poor	6	3.4%	1	.6%	4	2.8%	14	3.3%	13	2.1%	5	3.1%
What is your overall rating of your college experiences at TROY?	Excellent	42	24.1%	61	36.5%	62	44.0%	148	35.3%	274	44.6%	55	34.2%
	Good	70	40.2%	69	41.3%	59	41.8%	184	43.9%	227	37.0%	70	43.5%
	Average	41	23.6%	23	13.8%	14	9.9%	58	13.8%	77	12.5%	24	14.9%
	Fair	12	6.9%	10	6.0%	4	2.8%	15	3.6%	19	3.1%	9	5.6%
	Poor	9	5.2%	4	2.4%	2	1.4%	14	3.3%	17	2.8%	3	1.9%

Report 11: Recommendation of Troy University. CROSSTABULATION BY CAMPUS

		From which Troy University campus will you graduate?					
		Dothan	Montgomery	Phenix City	Troy	eCampus	University College
		Count	Count	Count	Count	Count	Count
If you were starting over, would you enroll in the same program?	Definitely yes	85	84	85	195	317	64
	Probably yes	49	45	38	159	200	58
	Probably not	35	33	15	49	88	29
	Definitely not	7	7	3	16	17	10
If you could start college over, would you attend Troy University again?	Definitely yes	77	109	91	186	381	71
	Probably yes	57	40	37	150	176	64
	Probably not	33	19	12	61	43	17
	Definitely not	8	1	2	21	21	10
Would you recommend your academic program to other students?	Definitely yes	84	103	95	221	402	75
	Probably yes	62	43	33	152	171	69
	Probably not	23	16	9	35	35	12
	Definitely not	6	6	1	11	14	5
Would you recommend Troy University to someone planning to go to college?	Definitely yes	81	114	99	248	431	83
	Probably yes	61	43	36	124	148	60
	Probably not	25	9	5	30	22	10
	Definitely not	8	3	1	18	19	9

Report 12: Question 27: In regard to your education at Troy University, please rate your development in the following areas:

CROSS TABULATION BY COLLEGE

		From which college will you be graduating? 									
		Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services	
		N	%	N	%	N	%	N	%	N	%
Writing skills	Excellent	234	35.0%	156	30.4%	14	28.6%	93	36.9%	54	30.9%
	Good	357	53.4%	286	55.8%	26	53.1%	115	45.6%	96	54.9%
	Average	65	9.7%	65	12.7%	9	18.4%	43	17.1%	21	12.0%
	Fair	11	1.6%	4	.8%	0	.0%	1	.4%	3	1.7%
	Poor	1	.1%	2	.4%	0	.0%	0	.0%	1	.6%
Speaking/presentation skills	Excellent	196	29.4%	153	29.8%	16	32.7%	92	36.5%	47	26.9%
	Good	349	52.4%	252	49.0%	25	51.0%	111	44.0%	97	55.4%
	Average	102	15.3%	91	17.7%	7	14.3%	45	17.9%	27	15.4%
	Fair	14	2.1%	16	3.1%	1	2.0%	4	1.6%	3	1.7%
	Poor	5	.8%	2	.4%	0	.0%	0	.0%	1	.6%
Reading skills	Excellent	283	42.4%	195	38.1%	16	32.7%	114	45.4%	67	38.3%
	Good	306	45.9%	249	48.6%	22	44.9%	106	42.2%	83	47.4%
	Average	66	9.9%	58	11.3%	7	14.3%	26	10.4%	24	13.7%
	Fair	9	1.3%	7	1.4%	2	4.1%	5	2.0%	1	.6%
	Poor	3	.4%	3	.6%	2	4.1%	0	.0%	0	.0%
Critical thinking skills	Excellent	294	44.1%	194	37.9%	18	36.7%	97	38.5%	65	37.1%

Problem solving skills	Good	313	47.0%	253	49.4%	26	53.1%	127	50.4%	94	53.7%
	Average	52	7.8%	57	11.1%	2	4.1%	24	9.5%	14	8.0%
	Fair	4	.6%	5	1.0%	2	4.1%	4	1.6%	1	.6%
	Poor	3	.5%	3	.6%	1	2.0%	0	.0%	1	.6%
	Excellent	280	42.0%	192	37.6%	16	33.3%	97	38.5%	61	34.7%
Mathematical skills	Good	312	46.8%	246	48.1%	20	41.7%	121	48.0%	95	54.0%
	Average	66	9.9%	64	12.5%	7	14.6%	31	12.3%	18	10.2%
	Fair	6	.9%	6	1.2%	2	4.2%	3	1.2%	1	.6%
	Poor	3	.4%	3	.6%	3	6.3%	0	.0%	1	.6%
	Excellent	127	19.1%	127	24.8%	4	8.2%	54	21.4%	30	17.2%
Computer technologies	Good	289	43.5%	238	46.5%	18	36.7%	112	44.4%	75	43.1%
	Average	191	28.7%	121	23.6%	17	34.7%	66	26.2%	59	33.9%
	Fair	45	6.8%	19	3.7%	8	16.3%	16	6.3%	8	4.6%
	Poor	13	2.0%	7	1.4%	2	4.1%	4	1.6%	2	1.1%
	Excellent	225	33.7%	171	33.3%	16	32.7%	78	31.0%	46	26.1%
Research skills	Good	327	49.0%	263	51.2%	24	49.0%	111	44.0%	89	50.6%
	Average	94	14.1%	62	12.1%	8	16.3%	57	22.6%	32	18.2%
	Fair	16	2.4%	17	3.3%	1	2.0%	6	2.4%	9	5.1%
	Poor	6	.9%	1	.2%	0	.0%	0	.0%	0	.0%
	Excellent	267	40.2%	168	32.8%	12	25.0%	93	36.9%	51	29.0%
Scientific principles and	Good	308	46.3%	258	50.4%	26	54.2%	106	42.1%	90	51.1%
	Average	77	11.6%	69	13.5%	9	18.8%	43	17.1%	28	15.9%
	Fair	8	1.2%	11	2.1%	1	2.1%	10	4.0%	7	4.0%
	Poor	5	.8%	6	1.2%	0	.0%	0	.0%	0	.0%
	Excellent	157	23.5%	91	17.8%	2	4.2%	46	18.3%	38	21.7%

methods	Good	339	50.8%	251	49.0%	16	33.3%	118	47.0%	82	46.9%
	Average	138	20.7%	140	27.3%	20	41.7%	73	29.1%	50	28.6%
	Fair	27	4.0%	25	4.9%	6	12.5%	12	4.8%	4	2.3%
	Poor	6	.9%	5	1.0%	4	8.3%	2	.8%	1	.6%
Understanding different philosophies and cultures	Excellent	208	31.2%	132	25.8%	8	16.3%	71	28.3%	45	25.9%
	Good	337	50.6%	245	47.9%	25	51.0%	116	46.2%	89	51.1%
	Average	92	13.8%	112	21.9%	9	18.4%	50	19.9%	32	18.4%
	Fair	20	3.0%	17	3.3%	5	10.2%	13	5.2%	7	4.0%
Appreciation of the arts	Poor	9	1.4%	6	1.2%	2	4.1%	1	.4%	1	.6%
	Excellent	204	30.6%	123	24.0%	29	59.2%	85	33.9%	36	20.7%
	Good	295	44.2%	236	46.1%	12	24.5%	104	41.4%	79	45.4%
	Average	127	19.0%	110	21.5%	5	10.2%	51	20.3%	45	25.9%
	Fair	29	4.3%	32	6.3%	2	4.1%	8	3.2%	10	5.7%
Leadership skills	Poor	12	1.8%	11	2.1%	1	2.0%	3	1.2%	4	2.3%
	Excellent	270	40.5%	199	39.2%	28	57.1%	107	42.5%	73	41.7%
	Good	287	43.1%	226	44.5%	15	30.6%	105	41.7%	78	44.6%
	Average	82	12.3%	66	13.0%	3	6.1%	35	13.9%	18	10.3%
	Fair	18	2.7%	10	2.0%	2	4.1%	4	1.6%	5	2.9%
Management and organizational skills	Poor	9	1.4%	7	1.4%	1	2.0%	1	.4%	1	.6%
	Excellent	291	43.7%	252	49.2%	23	46.9%	115	46.2%	72	41.4%
	Good	283	42.5%	211	41.2%	17	34.7%	99	39.8%	75	43.1%
	Average	73	11.0%	37	7.2%	7	14.3%	32	12.9%	21	12.1%
	Fair	13	2.0%	10	2.0%	1	2.0%	2	.8%	5	2.9%
Time management	Poor	6	.9%	2	.4%	1	2.0%	1	.4%	1	.6%
	Excellent	301	45.1%	221	43.2%	26	53.1%	98	38.9%	79	44.9%

	Good	277	41.5%	222	43.4%	10	20.4%	113	44.8%	69	39.2%
	Average	73	10.9%	51	10.0%	11	22.4%	33	13.1%	24	13.6%
	Fair	11	1.6%	11	2.2%	1	2.0%	6	2.4%	3	1.7%
	Poor	6	.9%	6	1.2%	1	2.0%	2	.8%	1	.6%
Working cooperatively in groups	Excellent	224	33.7%	191	37.5%	24	49.0%	125	49.8%	67	38.3%
	Good	300	45.2%	224	43.9%	19	38.8%	83	33.1%	76	43.4%
	Average	106	16.0%	74	14.5%	2	4.1%	35	13.9%	24	13.7%
	Fair	24	3.6%	13	2.5%	3	6.1%	7	2.8%	4	2.3%
Planning and carrying out projects	Poor	10	1.5%	8	1.6%	1	2.0%	1	.4%	4	2.3%
	Excellent	262	39.3%	210	41.2%	24	49.0%	119	48.0%	67	38.5%
	Good	328	49.2%	240	47.1%	21	42.9%	100	40.3%	85	48.9%
	Average	63	9.5%	47	9.2%	2	4.1%	28	11.3%	19	10.9%
Citizenship skills	Fair	8	1.2%	9	1.8%	1	2.0%	1	.4%	2	1.1%
	Poor	5	.8%	4	.8%	1	2.0%	0	.0%	1	.6%
	Excellent	241	36.4%	166	32.7%	16	32.7%	113	45.0%	55	31.6%
	Good	291	44.0%	242	47.7%	22	44.9%	95	37.8%	79	45.4%
Strategies for applying skills in my field	Average	98	14.8%	76	15.0%	9	18.4%	38	15.1%	32	18.4%
	Fair	18	2.7%	13	2.6%	2	4.1%	4	1.6%	6	3.4%
	Poor	14	2.1%	10	2.0%	0	.0%	1	.4%	2	1.1%
	Excellent	256	38.9%	205	40.4%	31	63.3%	122	48.8%	77	44.0%
	Good	316	48.0%	229	45.1%	16	32.7%	97	38.8%	78	44.6%
	Average	65	9.9%	58	11.4%	1	2.0%	29	11.6%	19	10.9%
	Fair	13	2.0%	7	1.4%	0	.0%	2	.8%	1	.6%
	Poor	8	1.2%	9	1.8%	1	2.0%	0	.0%	0	.0%

Report 13: Question 28: Please rate the following areas related to the education and academic support services at Troy University: (Select “N/A” for any item that does not apply to you.) CROSS TABULATION BY COLLEGE

		From which college will you be graduating?									
		Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services	
		N	%	N	%	N	%	N	%	N	%
Overall quality of your academic program	Excellent	288	43.4%	179	34.8%	21	42.9%	93	36.9%	59	34.1%
	Good	295	44.4%	246	47.9%	24	49.0%	107	42.5%	89	51.4%
	Average	50	7.5%	66	12.8%	3	6.1%	38	15.1%	20	11.6%
	Fair	18	2.7%	16	3.1%	0	.0%	9	3.6%	2	1.2%
	Poor	13	2.0%	6	1.2%	1	2.0%	5	2.0%	3	1.7%
	N/A	0	.0%	1	.2%	0	.0%	0	.0%	0	.0%
Academic advising	Excellent	226	33.9%	125	24.4%	20	40.8%	73	29.0%	59	33.9%
	Good	217	32.5%	160	31.2%	20	40.8%	85	33.7%	60	34.5%
	Average	115	17.2%	103	20.1%	6	12.2%	45	17.9%	25	14.4%
	Fair	40	6.0%	44	8.6%	1	2.0%	28	11.1%	11	6.3%
	Poor	60	9.0%	65	12.7%	2	4.1%	20	7.9%	16	9.2%
	N/A	9	1.3%	16	3.1%	0	.0%	1	.4%	3	1.7%
Faculty accessibility	Excellent	224	33.7%	130	25.3%	28	57.1%	65	25.8%	51	29.3%
	Good	269	40.5%	206	40.2%	14	28.6%	96	38.1%	78	44.8%
	Average	93	14.0%	89	17.3%	6	12.2%	61	24.2%	29	16.7%
	Fair	43	6.5%	44	8.6%	1	2.0%	20	7.9%	9	5.2%

Instruction in major courses	Poor	16	2.4%	30	5.8%	0	.0%	9	3.6%	4	2.3%
	N/A	20	3.0%	14	2.7%	0	.0%	1	.4%	3	1.7%
	Excellent	269	40.5%	155	30.3%	31	63.3%	85	33.9%	62	36.0%
	Good	293	44.1%	243	47.6%	11	22.4%	110	43.8%	81	47.1%
	Average	53	8.0%	77	15.1%	6	12.2%	37	14.7%	23	13.4%
	Fair	21	3.2%	20	3.9%	1	2.0%	12	4.8%	5	2.9%
	Poor	21	3.2%	14	2.7%	0	.0%	5	2.0%	1	.6%
Instruction in general education courses	N/A	7	1.1%	2	.4%	0	.0%	2	.8%	0	.0%
	Excellent	211	31.7%	124	24.3%	11	22.4%	61	24.3%	32	18.4%
	Good	298	44.8%	237	46.4%	24	49.0%	109	43.4%	83	47.7%
	Average	82	12.3%	91	17.8%	10	20.4%	53	21.1%	40	23.0%
	Fair	31	4.7%	26	5.1%	1	2.0%	11	4.4%	6	3.4%
	Poor	13	2.0%	8	1.6%	2	4.1%	4	1.6%	3	1.7%
	N/A	30	4.5%	25	4.9%	1	2.0%	13	5.2%	10	5.7%
Faculty's use of technologies to enhance teaching	Excellent	241	36.3%	130	25.4%	23	46.9%	77	30.7%	41	23.6%
	Good	279	42.1%	243	47.5%	10	20.4%	104	41.4%	87	50.0%
	Average	79	11.9%	94	18.4%	12	24.5%	49	19.5%	36	20.7%
	Fair	33	5.0%	29	5.7%	2	4.1%	10	4.0%	4	2.3%
	Poor	13	2.0%	7	1.4%	2	4.1%	9	3.6%	4	2.3%
	N/A	18	2.7%	9	1.8%	0	.0%	2	.8%	2	1.1%
	Excellent	264	39.8%	140	27.3%	16	32.7%	71	28.3%	64	36.8%
Course availability in your major	Good	254	38.3%	189	36.9%	16	32.7%	90	35.9%	74	42.5%
	Average	81	12.2%	93	18.2%	11	22.4%	46	18.3%	23	13.2%
	Fair	40	6.0%	45	8.8%	5	10.2%	23	9.2%	8	4.6%
	Poor	24	3.6%	43	8.4%	1	2.0%	21	8.4%	4	2.3%

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	N/A	1	.2%	2	.4%	0	.0%	0	.0%	1	.6%
Communication between faculty and students	Excellent	260	39.2%	142	28.0%	29	59.2%	72	28.8%	54	31.0%
	Good	271	40.9%	226	44.6%	16	32.7%	94	37.6%	78	44.8%
	Average	72	10.9%	82	16.2%	3	6.1%	56	22.4%	29	16.7%
	Fair	36	5.4%	36	7.1%	1	2.0%	12	4.8%	7	4.0%
	Poor	23	3.5%	18	3.6%	0	.0%	16	6.4%	6	3.4%
Registration procedures	N/A	1	.2%	3	.6%	0	.0%	0	.0%	0	.0%
	Excellent	260	39.3%	161	31.5%	11	22.4%	74	29.5%	48	27.6%
	Good	262	39.6%	199	38.9%	13	26.5%	92	36.7%	80	46.0%
	Average	83	12.6%	83	16.2%	13	26.5%	42	16.7%	24	13.8%
	Fair	26	3.9%	37	7.2%	5	10.2%	24	9.6%	13	7.5%
	Poor	27	4.1%	28	5.5%	7	14.3%	18	7.2%	8	4.6%
IMPACT/New Student Orientation Program	N/A	3	.5%	3	.6%	0	.0%	1	.4%	1	.6%
	Excellent	132	19.9%	75	14.6%	11	22.4%	36	14.3%	26	15.0%
	Good	184	27.8%	145	28.3%	7	14.3%	67	26.6%	48	27.7%
	Average	87	13.1%	91	17.8%	13	26.5%	40	15.9%	25	14.5%
	Fair	29	4.4%	24	4.7%	6	12.2%	15	6.0%	8	4.6%
	Poor	15	2.3%	9	1.8%	3	6.1%	10	4.0%	4	2.3%
Library	N/A	215	32.5%	168	32.8%	9	18.4%	84	33.3%	62	35.8%
	Excellent	163	24.6%	95	18.6%	8	16.3%	58	23.0%	39	22.7%
	Good	215	32.4%	155	30.3%	13	26.5%	89	35.3%	67	39.0%
	Average	99	14.9%	85	16.6%	15	30.6%	47	18.7%	28	16.3%
	Fair	24	3.6%	35	6.8%	5	10.2%	16	6.3%	9	5.2%
	Poor	13	2.0%	10	2.0%	5	10.2%	9	3.6%	7	4.1%
	N/A	149	22.5%	132	25.8%	3	6.1%	33	13.1%	22	12.8%

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Computer labs	Excellent	130	19.6%	100	19.5%	13	26.5%	73	29.0%	35	20.2%
	Good	166	25.0%	169	33.0%	13	26.5%	77	30.6%	56	32.4%
	Average	79	11.9%	63	12.3%	14	28.6%	37	14.7%	29	16.8%
	Fair	17	2.6%	21	4.1%	3	6.1%	15	6.0%	12	6.9%
	Poor	11	1.7%	10	2.0%	4	8.2%	22	8.7%	8	4.6%
	N/A	260	39.2%	149	29.1%	2	4.1%	28	11.1%	33	19.1%
Laboratory/instructional equipment	Excellent	109	16.4%	66	12.9%	12	24.5%	49	19.4%	33	19.1%
	Good	167	25.1%	146	28.6%	9	18.4%	82	32.5%	53	30.6%
	Average	80	12.0%	73	14.3%	14	28.6%	50	19.8%	27	15.6%
	Fair	17	2.6%	22	4.3%	5	10.2%	16	6.3%	13	7.5%
	Poor	13	2.0%	10	2.0%	2	4.1%	6	2.4%	2	1.2%
	N/A	280	42.0%	193	37.8%	7	14.3%	49	19.4%	45	26.0%
Testing Center	Excellent	125	18.9%	87	17.1%	8	16.3%	29	11.5%	24	13.8%
	Good	158	23.8%	131	25.7%	4	8.2%	78	31.0%	40	23.0%
	Average	73	11.0%	62	12.2%	10	20.4%	39	15.5%	24	13.8%
	Fair	15	2.3%	15	2.9%	7	14.3%	7	2.8%	6	3.4%
	Poor	9	1.4%	10	2.0%	1	2.0%	6	2.4%	5	2.9%
	N/A	283	42.7%	205	40.2%	19	38.8%	93	36.9%	75	43.1%
Writing Center	Excellent	87	13.1%	54	10.6%	9	18.4%	31	12.4%	24	13.8%
	Good	119	18.0%	94	18.4%	9	18.4%	63	25.1%	41	23.6%
	Average	59	8.9%	46	9.0%	7	14.3%	30	12.0%	20	11.5%
	Fair	9	1.4%	9	1.8%	2	4.1%	6	2.4%	4	2.3%
	Poor	8	1.2%	8	1.6%	1	2.0%	2	.8%	6	3.4%
	N/A	380	57.4%	300	58.7%	21	42.9%	119	47.4%	79	45.4%
Natural Science Center	Excellent	78	11.8%	43	8.4%	5	10.2%	19	7.6%	15	8.7%

2009-10 Senior Survey Report

	Good	100	15.2%	72	14.1%	4	8.2%	46	18.4%	30	17.4%
	Average	47	7.1%	45	8.8%	6	12.2%	31	12.4%	16	9.3%
	Fair	9	1.4%	6	1.2%	3	6.1%	6	2.4%	3	1.7%
	Poor	6	.9%	5	1.0%	1	2.0%	3	1.2%	3	1.7%
	N/A	420	63.6%	339	66.5%	30	61.2%	145	58.0%	105	61.0%
Center for International Programs	Excellent	54	8.2%	40	8.0%	4	8.3%	14	5.6%	12	7.1%
	Good	82	12.4%	55	11.0%	4	8.3%	38	15.3%	20	11.8%
	Average	42	6.4%	39	7.8%	4	8.3%	22	8.9%	15	8.8%
	Fair	8	1.2%	5	1.0%	3	6.3%	3	1.2%	2	1.2%
	Poor	6	.9%	6	1.2%	1	2.1%	2	.8%	2	1.2%
	N/A	469	71.0%	357	71.1%	32	66.7%	169	68.1%	119	70.0%

Report 14: Question 29: On a scale from 1 to 5, with 1 as “Very Dissatisfied” and 5 as “Very Satisfied,” please rate your satisfaction with the following offices and services of Troy University: (Select “Not Applicable” if the item does not apply to you.) CROSS TABULATION BY COLLEGE

		From which college will you be graduating?									
		Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services	
		N	%	N	%	N	%	N	%	N	%
Admissions Office	Very Dissatisfied	34	5.1%	21	4.1%	1	2.1%	8	3.2%	9	5.2%
	Dissatisfied	18	2.7%	14	2.7%	2	4.2%	9	3.6%	7	4.0%
	Neutral	77	11.6%	76	14.8%	12	25.0%	35	14.0%	34	19.5%
	Satisfied	238	35.8%	228	44.3%	20	41.7%	111	44.4%	76	43.7%
	Very Satisfied	246	37.0%	149	28.9%	10	20.8%	82	32.8%	40	23.0%
	Not Applicable	51	7.7%	27	5.2%	3	6.3%	5	2.0%	8	4.6%
	Registrar/Records Office	Very Dissatisfied	40	6.0%	33	6.4%	4	8.3%	10	4.0%	8
	Dissatisfied	25	3.8%	24	4.7%	6	12.5%	15	6.0%	14	8.1%
	Neutral	81	12.2%	73	14.2%	16	33.3%	34	13.6%	29	16.8%
	Satisfied	235	35.5%	209	40.7%	15	31.3%	106	42.4%	73	42.2%
	Very Satisfied	226	34.1%	148	28.8%	6	12.5%	77	30.8%	38	22.0%
	Not Applicable	55	8.3%	26	5.1%	1	2.1%	8	3.2%	11	6.4%
Veteran Services	Very Dissatisfied	22	3.3%	8	1.6%	1	2.2%	4	1.6%	0	.0%

	Dissatisfied	5	.8%	2	.4%	0	.0%	5	2.0%	2	1.2%
	Neutral	55	8.3%	43	8.4%	8	17.4%	31	12.4%	24	14.0%
	Satisfied	83	12.5%	72	14.0%	7	15.2%	27	10.8%	17	9.9%
	Very Satisfied	127	19.2%	72	14.0%	3	6.5%	27	10.8%	24	14.0%
	Not Applicable	371	56.0%	316	61.6%	27	58.7%	155	62.2%	105	61.0%
Financial Aid Services	Very	39	5.9%	34	6.6%	7	14.6%	16	6.4%	13	7.5%
	Dissatisfied										
	Dissatisfied	31	4.7%	30	5.8%	5	10.4%	27	10.8%	12	6.9%
	Neutral	82	12.4%	63	12.3%	8	16.7%	35	13.9%	30	17.3%
	Satisfied	165	24.9%	145	28.2%	15	31.3%	72	28.7%	60	34.7%
	Very Satisfied	182	27.5%	107	20.8%	9	18.8%	72	28.7%	34	19.7%
	Not Applicable	163	24.6%	135	26.3%	4	8.3%	29	11.6%	24	13.9%
Business Office	Very	29	4.4%	22	4.3%	6	12.5%	8	3.2%	5	2.9%
	Dissatisfied										
	Dissatisfied	15	2.3%	17	3.3%	1	2.1%	9	3.6%	7	4.0%
	Neutral	86	12.9%	73	14.2%	13	27.1%	49	19.6%	37	21.3%
	Satisfied	182	27.4%	194	37.8%	19	39.6%	92	36.8%	65	37.4%
	Very Satisfied	153	23.0%	127	24.8%	4	8.3%	56	22.4%	26	14.9%
	Not Applicable	200	30.1%	80	15.6%	5	10.4%	36	14.4%	34	19.5%
Information Technology (IT) Services	Very	23	3.5%	15	2.9%	3	6.3%	7	2.8%	3	1.7%
	Dissatisfied										
	Dissatisfied	12	1.8%	11	2.1%	4	8.3%	6	2.4%	4	2.3%
	Neutral	77	11.6%	77	15.0%	14	29.2%	39	15.6%	36	20.8%
	Satisfied	196	29.6%	163	31.8%	12	25.0%	92	36.8%	61	35.3%
	Very Satisfied	178	26.8%	120	23.4%	8	16.7%	61	24.4%	30	17.3%

	Not Applicable	177	26.7%	127	24.8%	7	14.6%	45	18.0%	39	22.5%
Trojan Web Express	Very Dissatisfied	35	5.3%	22	4.3%	1	2.1%	11	4.4%	5	2.9%
	Dissatisfied	9	1.4%	12	2.3%	8	16.7%	14	5.6%	7	4.0%
	Neutral	51	7.7%	52	10.2%	8	16.7%	14	5.6%	20	11.5%
	Satisfied	217	32.8%	201	39.3%	15	31.3%	117	46.6%	73	42.0%
	Very Satisfied	336	50.8%	216	42.2%	16	33.3%	88	35.1%	68	39.1%
	Not Applicable	14	2.1%	9	1.8%	0	.0%	7	2.8%	1	.6%
Adaptive Needs Services	Very Dissatisfied	12	1.8%	6	1.2%	3	6.4%	4	1.6%	1	.6%
	Dissatisfied	6	.9%	4	.8%	0	.0%	1	.4%	1	.6%
	Neutral	58	8.8%	38	7.4%	7	14.9%	30	12.0%	25	14.5%
	Satisfied	67	10.2%	72	14.1%	5	10.6%	23	9.2%	16	9.3%
	Very Satisfied	61	9.2%	43	8.4%	4	8.5%	22	8.8%	16	9.3%
	Not Applicable	456	69.1%	349	68.2%	28	59.6%	171	68.1%	113	65.7%
Student Support Services (SSS)	Very Dissatisfied	19	2.9%	19	3.7%	1	2.1%	5	2.0%	5	2.9%
	Dissatisfied	6	.9%	7	1.4%	0	.0%	3	1.2%	1	.6%
	Neutral	76	11.5%	57	11.2%	8	16.7%	30	12.1%	22	12.8%
	Satisfied	104	15.7%	108	21.2%	6	12.5%	47	19.0%	34	19.8%
	Very Satisfied	122	18.4%	69	13.6%	8	16.7%	41	16.5%	22	12.8%
	Not Applicable	335	50.6%	249	48.9%	25	52.1%	122	49.2%	88	51.2%
Career Services	Very Dissatisfied	22	3.3%	17	3.3%	0	.0%	6	2.4%	5	2.9%
	Dissatisfied	19	2.9%	14	2.7%	0	.0%	6	2.4%	5	2.9%

Placement Service	Neutral	61	9.3%	65	12.7%	6	12.5%	36	14.3%	22	12.8%
	Satisfied	86	13.1%	82	16.0%	16	33.3%	42	16.7%	31	18.0%
	Very Satisfied	80	12.2%	57	11.2%	5	10.4%	35	13.9%	17	9.9%
	Not Applicable	390	59.3%	276	54.0%	21	43.8%	126	50.2%	92	53.5%
	Very Dissatisfied	20	3.0%	17	3.3%	0	.0%	7	2.8%	5	2.9%
	Dissatisfied	11	1.7%	5	1.0%	1	2.1%	5	2.0%	3	1.7%
	Neutral	69	10.5%	66	13.0%	9	19.1%	33	13.2%	24	13.9%
Counseling Services	Satisfied	83	12.6%	73	14.3%	7	14.9%	42	16.8%	23	13.3%
	Very Satisfied	59	9.0%	45	8.8%	1	2.1%	24	9.6%	13	7.5%
	Not Applicable	417	63.3%	303	59.5%	29	61.7%	139	55.6%	105	60.7%
	Very Dissatisfied	29	4.4%	22	4.3%	0	.0%	6	2.4%	7	4.1%
	Dissatisfied	19	2.9%	17	3.3%	1	2.1%	5	2.0%	4	2.3%
	Neutral	75	11.3%	67	13.0%	7	14.6%	37	14.7%	20	11.6%
	Satisfied	87	13.2%	82	16.0%	9	18.8%	41	16.3%	31	18.0%
Bookstore Services	Very Satisfied	113	17.1%	56	10.9%	3	6.3%	37	14.7%	18	10.5%
	Not Applicable	338	51.1%	270	52.5%	28	58.3%	125	49.8%	92	53.5%
	Very Dissatisfied	39	5.9%	45	8.8%	1	2.1%	11	4.4%	9	5.2%
	Dissatisfied	39	5.9%	27	5.3%	2	4.2%	15	6.0%	5	2.9%
	Neutral	75	11.4%	73	14.3%	14	29.2%	46	18.4%	30	17.3%
	Satisfied	189	28.6%	162	31.6%	21	43.8%	97	38.8%	65	37.6%
	Very Satisfied	185	28.0%	116	22.7%	9	18.8%	63	25.2%	39	22.5%
Not Applicable	133	20.2%	89	17.4%	1	2.1%	18	7.2%	25	14.5%	

Food Services	Very Dissatisfied	21	3.2%	12	2.3%	2	4.3%	9	3.6%	2	1.2%
	Dissatisfied	22	3.3%	12	2.3%	5	10.6%	6	2.4%	5	2.9%
	Neutral	71	10.8%	61	11.9%	12	25.5%	35	14.1%	22	12.8%
	Satisfied	84	12.8%	105	20.5%	17	36.2%	71	28.5%	47	27.3%
	Very Satisfied	78	11.9%	52	10.2%	9	19.1%	44	17.7%	27	15.7%
	Not Applicable	382	58.1%	269	52.6%	2	4.3%	84	33.7%	69	40.1%
	Buildings and Grounds	Very Dissatisfied	16	2.4%	13	2.5%	2	4.2%	6	2.4%	4
Dissatisfied		13	2.0%	16	3.1%	3	6.3%	7	2.8%	8	4.6%
Neutral		53	8.0%	52	10.2%	8	16.7%	27	10.9%	19	11.0%
Satisfied		121	18.3%	136	26.6%	19	39.6%	79	31.9%	63	36.4%
Very Satisfied		131	19.8%	111	21.7%	15	31.3%	88	35.5%	37	21.4%
Not Applicable		326	49.4%	183	35.8%	1	2.1%	41	16.5%	42	24.3%
Housing and Residence Life		Very Dissatisfied	14	2.1%	4	.8%	0	.0%	4	1.6%	3
	Dissatisfied	9	1.4%	4	.8%	8	17.0%	8	3.2%	5	2.9%
Life	Neutral	49	7.4%	53	10.4%	5	10.6%	22	8.8%	23	13.4%
	Satisfied	45	6.8%	40	7.8%	15	31.9%	28	11.2%	25	14.5%
	Very Satisfied	37	5.6%	28	5.5%	9	19.1%	14	5.6%	10	5.8%
	Not Applicable	506	76.7%	383	74.8%	10	21.3%	174	69.6%	106	61.6%
	Student Health Services	Very Dissatisfied	10	1.5%	7	1.4%	3	6.3%	4	1.6%	1
Dissatisfied		10	1.5%	3	.6%	4	8.3%	4	1.6%	4	2.3%
Neutral		59	8.9%	53	10.4%	15	31.3%	33	13.3%	17	9.9%

	Satisfied	51	7.7%	48	9.4%	13	27.1%	33	13.3%	39	22.7%
	Very Satisfied	46	7.0%	37	7.2%	4	8.3%	19	7.6%	24	14.0%
	Not Applicable	484	73.3%	363	71.0%	9	18.8%	156	62.7%	87	50.6%
Recreational and intramural activities	Very Dissatisfied	9	1.4%	5	1.0%	0	.0%	4	1.6%	5	2.9%
	Dissatisfied	9	1.4%	4	.8%	0	.0%	3	1.2%	1	.6%
	Neutral	50	7.6%	47	9.2%	7	14.6%	28	11.2%	14	8.1%
	Satisfied	59	8.9%	50	9.8%	14	29.2%	31	12.4%	39	22.7%
	Very Satisfied	53	8.0%	39	7.6%	14	29.2%	27	10.8%	22	12.8%
	Not Applicable	481	72.8%	365	71.6%	13	27.1%	157	62.8%	91	52.9%
Athletic programs	Very Dissatisfied	9	1.4%	4	.8%	0	.0%	3	1.2%	3	1.7%
	Dissatisfied	5	.8%	1	.2%	0	.0%	4	1.6%	2	1.2%
	Neutral	45	6.8%	39	7.6%	5	10.4%	20	8.0%	13	7.5%
	Satisfied	47	7.1%	50	9.8%	14	29.2%	32	12.7%	33	19.1%
	Very Satisfied	66	10.0%	52	10.2%	16	33.3%	29	11.6%	29	16.8%
	Not Applicable	491	74.1%	366	71.5%	13	27.1%	163	64.9%	93	53.8%
Trojan Fitness Center	Very Dissatisfied	10	1.5%	8	1.6%	0	.0%	7	2.8%	3	1.7%
	Dissatisfied	9	1.4%	5	1.0%	2	4.3%	1	.4%	2	1.2%
	Neutral	38	5.8%	41	8.1%	5	10.6%	22	8.8%	12	6.9%
	Satisfied	52	7.9%	45	8.9%	15	31.9%	30	12.0%	35	20.2%
	Very Satisfied	55	8.4%	46	9.1%	15	31.9%	34	13.5%	34	19.7%
	Not Applicable	492	75.0%	362	71.4%	10	21.3%	157	62.5%	87	50.3%

Student organizations	Very Dissatisfied	15	2.3%	11	2.2%	2	4.2%	4	1.6%	4	2.3%	
	Dissatisfied	8	1.2%	2	.4%	0	.0%	4	1.6%	1	.6%	
	Neutral	53	8.0%	53	10.5%	9	18.8%	27	10.8%	14	8.1%	
	Satisfied	71	10.8%	77	15.2%	13	27.1%	55	22.1%	43	25.0%	
	Very Satisfied	72	10.9%	48	9.5%	17	35.4%	48	19.3%	29	16.9%	
	Not Applicable	440	66.8%	315	62.3%	7	14.6%	111	44.6%	81	47.1%	
	Safety and Security Services	Very Dissatisfied	16	2.4%	13	2.6%	3	6.3%	9	3.6%	4	2.3%
	Dissatisfied	14	2.1%	8	1.6%	5	10.4%	7	2.8%	6	3.5%	
	Neutral	56	8.5%	64	12.6%	14	29.2%	27	10.8%	21	12.3%	
	Satisfied	87	13.3%	112	22.0%	14	29.2%	80	31.9%	55	32.2%	
	Very Satisfied	92	14.0%	76	15.0%	10	20.8%	75	29.9%	27	15.8%	
	Not Applicable	391	59.6%	235	46.3%	2	4.2%	53	21.1%	58	33.9%	
	Parking facilities	Very Dissatisfied	68	10.4%	61	12.1%	25	52.1%	51	20.4%	35	20.3%
	Dissatisfied	40	6.1%	56	11.1%	8	16.7%	28	11.2%	31	18.0%	
	Neutral	58	8.8%	66	13.1%	6	12.5%	30	12.0%	15	8.7%	
	Satisfied	87	13.2%	91	18.1%	7	14.6%	61	24.4%	38	22.1%	
	Very Satisfied	68	10.4%	48	9.5%	1	2.1%	46	18.4%	18	10.5%	
	Not Applicable	336	51.1%	182	36.1%	1	2.1%	34	13.6%	35	20.3%	
	University Media (website, newsletters, radio, TV, etc)	Very Dissatisfied	15	2.3%	11	2.2%	3	6.4%	5	2.0%	4	2.3%
	Dissatisfied	20	3.0%	15	3.0%	1	2.1%	5	2.0%	5	2.9%	
Neutral	84	12.8%	75	14.8%	7	14.9%	44	17.7%	31	18.1%		

Satisfied	146	22.3%	127	25.1%	18	38.3%	88	35.5%	57	33.3%
Very Satisfied	150	22.9%	98	19.4%	16	34.0%	62	25.0%	36	21.1%
Not Applicable	241	36.7%	180	35.6%	2	4.3%	44	17.7%	38	22.2%

Report 15: Question 30: On a scale from 1 to 5, with 1 as “Strongly Disagree” and 5 as “Strongly Agree,” please provide your opinion regarding the following areas: CROSS TABULATION BY COLLEGE

		From which college will you be graduating?									
		Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services	
		N	%	N	%	N	%	N	%	N	%
The goals, objectives, and requirements for my academic program were clearly defined.	Strongly Disagree	35	5.3%	23	4.5%	2	4.2%	14	5.6%	6	3.4%
	Disagree	34	5.1%	37	7.2%	5	10.4%	21	8.3%	13	7.5%
	Neutral	55	8.3%	80	15.6%	8	16.7%	34	13.5%	17	9.8%
	Agree	326	49.2%	242	47.3%	19	39.6%	120	47.6%	88	50.6%
	Strongly Agree	213	32.1%	130	25.4%	14	29.2%	63	25.0%	50	28.7%
My academic program was intellectually challenging and stimulating.	Strongly Disagree	17	2.6%	12	2.3%	1	2.1%	6	2.4%	2	1.1%
	Disagree	13	2.0%	8	1.6%	0	.0%	12	4.8%	3	1.7%
	Neutral	44	6.6%	53	10.4%	8	16.7%	25	10.0%	9	5.2%
	Agree	318	47.9%	260	50.9%	17	35.4%	127	50.6%	91	52.3%
	Strongly Agree	272	41.0%	178	34.8%	22	45.8%	81	32.3%	69	39.7%
Courses in my curriculum contributed to the skills and knowledge required in my field.	Strongly Disagree	19	2.9%	13	2.6%	0	.0%	6	2.4%	1	.6%
	Disagree	10	1.5%	19	3.7%	0	.0%	9	3.6%	0	.0%
	Neutral	59	8.9%	70	13.8%	6	12.5%	25	9.9%	14	8.1%
	Agree	313	47.2%	243	47.8%	16	33.3%	137	54.4%	86	50.0%

	Strongly Agree	262	39.5%	163	32.1%	26	54.2%	75	29.8%	71	41.3%
Courses were offered frequently enough for timely completion of my degree program.	Strongly Disagree	30	4.5%	45	8.8%	3	6.3%	16	6.4%	10	5.7%
	Disagree	53	8.0%	54	10.6%	8	16.7%	30	12.0%	14	8.0%
	Neutral	71	10.7%	68	13.3%	7	14.6%	42	16.8%	24	13.8%
	Agree	300	45.2%	214	41.9%	20	41.7%	108	43.2%	73	42.0%
The intellectual caliber of students in my academic program was high.	Strongly Agree	210	31.6%	130	25.4%	10	20.8%	54	21.6%	53	30.5%
	Strongly Disagree	29	4.4%	18	3.6%	2	4.2%	10	4.0%	3	1.7%
	Disagree	32	4.8%	33	6.5%	2	4.2%	18	7.1%	11	6.3%
	Neutral	149	22.5%	119	23.5%	10	20.8%	62	24.6%	40	23.0%
	Agree	315	47.6%	247	48.7%	24	50.0%	120	47.6%	78	44.8%
The degree program in which I enrolled is valuable for me in my employment.	Strongly Agree	137	20.7%	90	17.8%	10	20.8%	42	16.7%	42	24.1%
	Strongly Disagree	19	2.9%	12	2.3%	0	.0%	5	2.0%	3	1.7%
	Disagree	21	3.2%	10	2.0%	1	2.1%	4	1.6%	2	1.1%
	Neutral	95	14.4%	52	10.2%	1	2.1%	31	12.3%	17	9.8%
	Agree	293	44.3%	228	44.5%	20	41.7%	113	44.8%	79	45.4%
Troy University faculty care about students as individuals.	Strongly Agree	233	35.2%	210	41.0%	26	54.2%	99	39.3%	73	42.0%
	Strongly Disagree	32	4.8%	31	6.1%	1	2.1%	9	3.6%	13	7.5%
	Disagree	24	3.6%	27	5.3%	1	2.1%	10	4.0%	10	5.7%
	Neutral	103	15.6%	113	22.1%	2	4.2%	49	19.6%	26	14.9%
	Agree	306	46.2%	231	45.1%	21	43.8%	119	47.6%	79	45.4%
	Strongly Agree	197	29.8%	110	21.5%	23	47.9%	63	25.2%	46	26.4%

Troy University faculty were helpful with my career plan.	Strongly Disagree	46	7.0%	45	8.8%	1	2.1%	11	4.4%	11	6.4%
	Disagree	43	6.5%	41	8.0%	1	2.1%	21	8.4%	14	8.2%
	Neutral	166	25.1%	146	28.6%	6	12.5%	64	25.6%	47	27.5%
	Agree	249	37.7%	182	35.7%	19	39.6%	100	40.0%	60	35.1%
	Strongly Agree	157	23.8%	96	18.8%	21	43.8%	54	21.6%	39	22.8%
Troy University is responsive to the needs of its students.	Strongly Disagree	39	5.9%	37	7.3%	3	6.4%	15	6.0%	18	10.5%
	Disagree	32	4.9%	34	6.7%	4	8.5%	25	10.0%	6	3.5%
	Neutral	126	19.1%	120	23.5%	6	12.8%	55	21.9%	41	23.8%
	Agree	290	44.1%	221	43.3%	17	36.2%	105	41.8%	75	43.6%
	Strongly Agree	171	26.0%	98	19.2%	17	36.2%	51	20.3%	32	18.6%
The tuition and fees I paid at Troy University were a worthwhile investment.	Strongly Disagree	25	3.8%	21	4.1%	2	4.2%	13	5.2%	9	5.2%
	Disagree	20	3.0%	19	3.7%	2	4.2%	20	8.0%	10	5.8%
	Neutral	115	17.3%	108	21.1%	11	22.9%	54	21.6%	35	20.2%
	Agree	287	43.3%	223	43.6%	20	41.7%	110	44.0%	77	44.5%
	Strongly Agree	216	32.6%	141	27.5%	13	27.1%	53	21.2%	42	24.3%

Report 16: Question 31: Please provide your overall ratings of Troy University: CROSS TABULATION BY COLLEGE

	From which college will you be graduating?										
	Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services		
	N	%	N	%	N	%	N	%	N	%	
How would you rate Troy University's preparation of you for employment?	Excellent	157	23.8%	128	24.8%	16	33.3%	70	27.9%	51	29.3%
	Good	295	44.6%	221	42.8%	19	39.6%	110	43.8%	72	41.4%
	Average	147	22.2%	122	23.6%	11	22.9%	50	19.9%	33	19.0%
	Fair	31	4.7%	31	6.0%	1	2.1%	11	4.4%	11	6.3%
	Poor	31	4.7%	14	2.7%	1	2.1%	10	4.0%	7	4.0%
How would you rate Troy University's preparation of you for further education?	Excellent	231	35.1%	161	31.3%	17	36.2%	80	31.7%	49	28.2%
	Good	277	42.0%	226	44.0%	17	36.2%	109	43.3%	85	48.9%
	Average	112	17.0%	93	18.1%	10	21.3%	45	17.9%	24	13.8%
	Fair	25	3.8%	25	4.9%	2	4.3%	7	2.8%	9	5.2%
	Poor	14	2.1%	9	1.8%	1	2.1%	11	4.4%	7	4.0%
What is your overall rating of your college experiences at TROY?	Excellent	285	43.1%	180	35.1%	23	47.9%	88	35.1%	58	33.5%
	Good	260	39.3%	213	41.5%	16	33.3%	100	39.8%	77	44.5%
	Average	77	11.6%	79	15.4%	7	14.6%	40	15.9%	26	15.0%
	Fair	24	3.6%	26	5.1%	0	.0%	14	5.6%	4	2.3%
	Poor	15	2.3%	15	2.9%	2	4.2%	9	3.6%	8	4.6%

Report 17: Recommendation of Troy University. CROSSTABULATION BY COLLEGE

		From which college will you be graduating?									
		Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services	
		N	%	N	%	N	%	N	%	N	%
If you were starting over, would you enroll in the same program?	Definitely yes	334	50.0%	226	43.8%	33	68.8%	144	56.9%	83	47.4%
	Probably yes	223	33.4%	181	35.1%	13	27.1%	71	28.1%	49	28.0%
	Probably not	90	13.5%	90	17.4%	1	2.1%	33	13.0%	32	18.3%
	Definitely not	21	3.1%	19	3.7%	1	2.1%	5	2.0%	11	6.3%
If you could start college over, would you attend Troy University again?	Definitely yes	392	58.6%	280	54.6%	27	56.3%	118	46.8%	88	50.0%
	Probably yes	202	30.2%	159	31.0%	14	29.2%	84	33.3%	52	29.5%
	Probably not	54	8.1%	56	10.9%	3	6.3%	41	16.3%	26	14.8%
	Definitely not	21	3.1%	18	3.5%	4	8.3%	9	3.6%	10	5.7%
Would you recommend your academic program to other students?	Definitely yes	403	60.4%	287	55.7%	38	79.2%	144	58.1%	97	55.1%
	Probably yes	205	30.7%	169	32.8%	8	16.7%	81	32.7%	51	29.0%
	Probably not	44	6.6%	46	8.9%	1	2.1%	19	7.7%	18	10.2%
	Definitely not	15	2.2%	13	2.5%	1	2.1%	4	1.6%	10	5.7%
Would you recommend Troy University to someone planning to go to college?	Definitely yes	450	67.3%	313	60.8%	31	64.6%	141	56.0%	108	62.1%
	Probably yes	173	25.9%	153	29.7%	11	22.9%	77	30.6%	45	25.9%
	Probably not	25	3.7%	34	6.6%	2	4.2%	26	10.3%	11	6.3%
	Definitely not	21	3.1%	15	2.9%	4	8.3%	8	3.2%	10	5.7%

Report 18 2009/2010 Comparison of Intellectual Development and Leadership Development Items by Ethnicity

		Ethnicity:													
		Nonresident alien		Black, non-Hispanic		American Indian/Alaska Native		Asian/Pacific Islander		Hispanic		White, non-Hispanic		Race/ethnicity unknown	
		Count	Column N %	Count	Column N %	Count	Column N %	Count	Column N %	Count	Column N %	Count	Column N %	Count	Column N %
Writing skills	Poor to Avg	0	.0%	71	12.3%	1	11.1%	31	33.7%	9	14.1%	138	14.3%	6	33.3%
	Good/Excellent	4	100.0%	507	87.7%	8	88.9%	61	66.3%	55	85.9%	830	85.7%	12	66.7%
Speaking/presentation skills	Poor to Avg	0	.0%	104	18.0%	2	22.2%	9	24.3%	8	12.5%	196	20.3%	5	27.8%
	Good/Excellent	4	100.0%	475	82.0%	7	77.8%	28	75.7%	56	87.5%	770	79.7%	13	72.2%
Reading skills	Poor to Avg	1	25.0%	53	9.2%	2	22.2%	8	21.6%	9	14.1%	141	14.6%	3	16.7%
	Good/Excellent	3	75.0%	525	90.8%	7	77.8%	29	78.4%	55	85.9%	824	85.4%	15	83.3%
Critical thinking skills	Poor to Avg	1	25.0%	63	10.9%	0	.0%	8	21.6%	5	7.9%	99	10.2%	4	22.2%
	Good/Excellent	3	75.0%	514	89.1%	9	100.0%	29	78.4%	58	92.1%	869	89.8%	14	77.8%
Problem solving skills	Poor to Avg	2	50.0%	80	13.8%	0	.0%	2	5.4%	6	9.8%	123	12.7%	6	33.3%
	Good/Excellent	2	50.0%	498	86.2%	9	100.0%	35	94.6%	55	90.2%	846	87.3%	12	66.7%
Mathematical skills	Poor to Avg	2	50.0%	213	36.9%	3	33.3%	5	13.5%	22	34.4%	332	34.4%	8	44.4%
	Good/Excellent	2	50.0%	364	63.1%	6	66.7%	32	86.5%	42	65.6%	632	65.6%	10	55.6%
Computer technologies	Poor to Avg	1	25.0%	93	16.0%	1	11.1%	6	16.2%	11	17.2%	194	20.0%	5	27.8%
	Good/Excellent	3	75.0%	487	84.0%	8	88.9%	31	83.8%	53	82.8%	775	80.0%	13	72.2%
Research skills	Poor to Avg	1	25.0%	95	16.5%	2	22.2%	6	16.2%	11	17.2%	163	16.9%	3	17.6%
	Good/Excellent	3	75.0%	482	83.5%	7	77.8%	31	83.8%	53	82.8%	804	83.1%	14	82.4%

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Scientific principles and methods	Poor to Avg	3	75.0%	170	29.6%	1	12.5%	9	24.3%	22	34.4%	310	32.1%	5	27.8%
	Good/Excellent	1	25.0%	405	70.4%	7	87.5%	28	75.7%	42	65.6%	656	67.9%	13	72.2%
Understanding different philosophies and cultures	Poor to Avg	1	25.0%	120	20.8%	2	22.2%	6	16.2%	13	20.3%	233	24.1%	7	38.9%
	Good/Excellent	3	75.0%	457	79.2%	7	77.8%	31	83.8%	51	79.7%	732	75.9%	11	61.1%
Appreciation of the arts	Poor to Avg	4	100.0%	143	24.8%	2	22.2%	10	27.0%	17	27.0%	273	28.3%	7	38.9%
	Good/Excellent	0	.0%	434	75.2%	7	77.8%	27	73.0%	46	73.0%	693	71.7%	11	61.1%
Leadership skills	Poor to Avg	3	75.0%	68	11.8%	1	11.1%	10	27.0%	8	12.7%	175	18.1%	5	27.8%
	Good/Excellent	1	25.0%	508	88.2%	8	88.9%	27	73.0%	55	87.3%	790	81.9%	13	72.2%
Management and organizational skills	Poor to Avg	2	50.0%	64	11.1%	1	11.1%	9	24.3%	4	6.3%	133	13.8%	5	27.8%
	Good/Excellent	2	50.0%	511	88.9%	8	88.9%	28	75.7%	60	93.8%	832	86.2%	13	72.2%
Time management	Poor to Avg	2	50.0%	84	14.6%	1	11.1%	7	18.9%	7	10.9%	141	14.6%	5	27.8%
	Good/Excellent	2	50.0%	493	85.4%	8	88.9%	30	81.1%	57	89.1%	828	85.4%	13	72.2%
Working cooperatively in groups	Poor to Avg	3	75.0%	75	13.0%	2	22.2%	7	18.9%	13	20.3%	217	22.6%	6	33.3%
	Good/Excellent	1	25.0%	501	87.0%	7	77.8%	30	81.1%	51	79.7%	744	77.4%	12	66.7%
Planning and carrying out projects	Poor to Avg	1	25.0%	53	9.2%	1	11.1%	6	16.2%	9	14.1%	122	12.7%	6	33.3%
	Good/Excellent	3	75.0%	522	90.8%	8	88.9%	31	83.8%	55	85.9%	839	87.3%	12	66.7%
Citizenship skills	Poor to Avg	2	50.0%	72	12.6%	2	22.2%	10	27.0%	11	17.5%	225	23.5%	6	33.3%
	Good/Excellent	2	50.0%	501	87.4%	7	77.8%	27	73.0%	52	82.5%	734	76.5%	12	66.7%
Strategies for applying skills in my field	Poor to Avg	3	75.0%	59	10.4%	0	.0%	7	18.9%	8	12.7%	134	13.9%	4	23.5%
	Good/Excellent	1	25.0%	511	89.6%	9	100.0%	30	81.1%	55	87.3%	828	86.1%	13	76.5%

Troy University 09-10 Senior Survey Frequencies - Overall

Frequency Tables for All Data

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	624	35.2	35.5	35.5
	Female	1133	64.0	64.5	100.0
	Total	1757	99.2	100.0	
Missing	System	14	.8		
	Total	1771	100.0		

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nonresident alien	4	.2	.2	.2
	Black, non-Hispanic	584	33.0	33.3	33.6
	American Indian/Alaska Native	9	.5	.5	34.1
	Asian/Pacific Islander	92	5.2	5.3	39.3
	Hispanic	64	3.6	3.7	43.0
	White, non-Hispanic	980	55.3	55.9	98.9
	Race/ethnicity unknown	19	1.1	1.1	100.0
	Total	1752	98.9	100.0	
	Missing	System	19	1.1	
Total	1771	100.0			

Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	1	.1	.1	.1
	20-21	149	8.4	8.6	8.6
	22-24	353	19.9	20.3	28.9
	25-29	293	16.5	16.8	45.7
	30-34	266	15.0	15.3	61.0
	35-39	255	14.4	14.6	75.6
	40-49	318	18.0	18.3	93.9
	50-64	105	5.9	6.0	99.9
	65 or over	1	.1	.1	100.0
	Total	1741	98.3	100.0	
Missing	System	30	1.7		
	Total	1771	100.0		

Marital status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	738	41.7	44.1	44.1
	Married	767	43.3	45.9	90.0
	Divorced	123	6.9	7.4	97.4
	Widowed	13	.7	.8	98.1
	Other	31	1.8	1.9	100.0
	Total	1672	94.4	100.0	
Missing	System	99	5.6		
	Total	1771	100.0		

Are you a US citizen?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1663	93.9	94.8	94.8
	No	91	5.1	5.2	100.0
	Total	1754	99.0	100.0	
Missing	System	17	1.0		
	Total	1771	100.0		

From which Troy University campus will you graduate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dothan	178	10.1	10.1	10.1
	Montgomery	171	9.7	9.7	19.8
	Phenix City	143	8.1	8.1	28.0
	Troy	425	24.0	24.1	52.1
	eCampus	627	35.4	35.6	87.7
	Global Campus	216	12.2	12.3	100.0
	Total	1760	99.4	100.0	
Missing	System	11	.6		
	Total	1771	100.0		

What degree program are you currently completing at Troy University?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate	56	3.2	3.2	3.2
	Bachelor's	1670	94.3	96.0	99.2
	Master's	9	.5	.5	99.7
	Education Specialist	1	.1	.1	99.8
	Other	4	.2	.2	100.0
	Total	1740	98.2	100.0	

Missing	System	31	1.8	
	Total	1771	100.0	

**From which college will you be graduating? **

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	674	38.1	40.2	40.2
	Sorrell College of Business	520	29.4	31.0	71.3
	Communication and Fine Arts	49	2.8	2.9	74.2
	Education	255	14.4	15.2	89.4
	Health & Human Services	177	10.0	10.6	100.0
	Total	1675	94.6	100.0	
Missing	System	96	5.4		
	Total	1771	100.0		

What is your major/concentration in the College of Arts and Sciences?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Applied Computer Science	62	3.5	8.9	8.9
	Computer Science	25	1.4	3.6	12.5
	Biology	26	1.5	3.7	16.2
	Chemistry	2	.1	.3	16.5
	Chemistry Education	1	.1	.1	16.7
	Comprehensive General Science	2	.1	.3	17.0
	Comprehensive General Science Education	2	.1	.3	17.2
	Criminal Justice	235	13.3	33.8	51.0
	English	19	1.1	2.7	53.7

	English Language Arts Education	1	.1	.1	53.9
	Environmental and Biological Science	1	.1	.1	54.0
	Environmental Science	1	.1	.1	54.2
	General Education	8	.5	1.1	55.3
	Geomatics	9	.5	1.3	56.6
	History	19	1.1	2.7	59.3
	History Education	1	.1	.1	59.5
	International Relations	3	.2	.4	59.9
	Mathematics	11	.6	1.6	61.5
	Mathematics Education	1	.1	.1	61.6
	Political Science	37	2.1	5.3	67.0
	Public Administration	2	.1	.3	67.2
	Social Science	90	5.1	12.9	80.2
	Social Science Education	3	.2	.4	80.6
	Sociology	8	.5	1.1	81.8
	Other	127	7.2	18.2	100.0
	Total	696	39.3	100.0	
Missing	System	1075	60.7		
	Total	1771	100.0		

What is your major/concentration in the Sorrell College of Business?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate of Science in Business	13	.7	2.2	2.2
	Accounting	98	5.5	16.6	18.8
	Economics	1	.1	.2	19.0
	Finance	37	2.1	6.3	25.3
	Marketing	40	2.3	6.8	32.0

	Management	142	8.0	24.1	56.1
	Human Resource Management	67	3.8	11.4	67.5
	Hospitality and Tourism Management	2	.1	.3	67.8
	Information System	13	.7	2.2	70.0
	General Business	81	4.6	13.7	83.7
	International Business	32	1.8	5.4	89.2
	Small Business and Entrepreneurship	4	.2	.7	89.8
	Risk Management and Insurance	2	.1	.3	90.2
	Technology and Resource Management	51	2.9	8.6	98.8
	Master of Business Administration	1	.1	.2	99.0
	Other	6	.3	1.0	100.0
	Total	590	33.3	100.0	
Missing	System	1181	66.7		
	Total	1771	100.0		

What is your major/concentration in the College of Communication and Fine Arts?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Art	2	.1	3.9	3.9
	Art Studio	2	.1	3.9	7.8
	Communication Arts - Dramatic Arts	3	.2	5.9	13.7
	Communication Arts - Speech Communication	1	.1	2.0	15.7
	Communication Arts - Communication Studies	2	.1	3.9	19.6

	Design, Technology, and Industry	9	.5	17.6	37.3
	Journalism	6	.3	11.8	49.0
	Broadcast Journalism	14	.8	27.5	76.5
	Music	4	.2	7.8	84.3
	Music Education	5	.3	9.8	94.1
	Foreign Language	2	.1	3.9	98.0
	Other	1	.1	2.0	100.0
	Total	51	2.9	100.0	
Missing	System	1720	97.1		
	Total	1771	100.0		

What is your major/concentration in the College of Education?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Early Childhood Education	10	.6	3.9	3.9
	Elementary Education	108	6.1	42.0	45.9
	Secondary Education	22	1.2	8.6	54.5
	Post-Secondary Education	1	.1	.4	54.9
	Interdisciplinary Education	1	.1	.4	55.3
	Collaborative Teacher K – 6	2	.1	.8	56.0
	Collaborative Teacher 6 – 12	1	.1	.4	56.4
	Educational Administration	2	.1	.8	57.2
	School Counseling	1	.1	.4	57.6
	Clinical Mental Counseling	1	.1	.4	58.0
	Psychology	94	5.3	36.6	94.6
	Other	14	.8	5.4	100.0
	Total	257	14.5	100.0	
Missing	System	1514	85.5		
	Total	1771	100.0		

What is your major/concentration in the College of Health and Human Services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Athletic Training	7	.4	3.8	3.8
	Human Services	20	1.1	10.9	14.8
	Rehabilitation	5	.3	2.7	17.5
	Health and Physical Education	5	.3	2.7	20.2
	Physical Education	1	.1	.5	20.8
	Nursing	68	3.8	37.2	57.9
	Social Work	24	1.4	13.1	71.0
	Sport and Fitness Management	31	1.8	16.9	88.0
	Other	22	1.2	12.0	100.0
	Total	183	10.3	100.0	
	Missing	System	1588	89.7	
Total		1771	100.0		

When you first started at Troy University, you were a:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dually-admitted student	16	.9	1.1	1.1
	First-time freshman	408	23.0	28.6	29.7
	Undergraduate transfer student	937	52.9	65.6	95.2
	Undergraduate transient student	51	2.9	3.6	98.8
	First-time graduate student	7	.4	.5	99.3
	Graduate transfer student	10	.6	.7	100.0

	Total	1429	80.7	100.0
Missing	System	342	19.3	
	Total	1771	100.0	

How many credit hours did you transfer to Troy University from another college or university?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-15	233	13.2	13.7	13.7
	16-30	304	17.2	17.9	31.6
	More than 30	882	49.8	51.9	83.5
	I did not transfer any credit hours.	281	15.9	16.5	100.0
	Total	1700	96.0	100.0	
Missing	System	71	4.0		
	Total	1771	100.0		

Have you taken any courses online or in any other Distance Learning format at Troy University?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1298	73.3	76.3	76.3
	No	404	22.8	23.7	100.0
	Total	1702	96.1	100.0	
Missing	System	69	3.9		
	Total	1771	100.0		

How long have you attended Troy University?

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	One year	232	13.1	13.6	13.6
	Two years	463	26.1	27.2	40.8
	Three years	358	20.2	21.0	61.8
	Four years	333	18.8	19.6	81.4
	Five years	155	8.8	9.1	90.5
	Six years	58	3.3	3.4	93.9
	Seven years	43	2.4	2.5	96.4
	Eight years	12	.7	.7	97.1
	Nine years	13	.7	.8	97.9
	Ten years	11	.6	.6	98.5
	More than ten years	25	1.4	1.5	100.0
	Total	1703	96.2	100.0	
	Missing	System	68	3.8	
Total		1771	100.0		

What is your overall GPA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2.0	8	.5	.5	.5
	2.00-2.49	140	7.9	8.2	8.7
	2.50-2.99	499	28.2	29.2	37.9
	3.00-3.49	656	37.0	38.5	76.4
	3.50-4.00	403	22.8	23.6	100.0
	Total	1706	96.3	100.0	
Missing	System	65	3.7		
	Total	1771	100.0		

What do you plan to do after you graduate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Work in an area related to your major field of study	702	39.6	41.1	41.1
	Work in an area outside your major field of study	37	2.1	2.2	43.3
	Continue working in the job that you have had	203	11.5	11.9	55.2
	Continue your education	632	35.7	37.0	92.3
	Undecided	132	7.5	7.7	100.0
	Total	1706	96.3	100.0	
Missing	System	65	3.7		
	Total	1771	100.0		

Are/were you employed while attending Troy University?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1386	78.3	81.6	81.6
	No	313	17.7	18.4	100.0
	Total	1699	95.9	100.0	
Missing	System	72	4.1		
	Total	1771	100.0		

What financial aid have you received at Troy University? (Choose as many as apply) : Scholarship/fellowship

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1404	79.3	81.9	81.9
	Yes	311	17.6	18.1	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		

What financial aid have you received at Troy University? (Choose as many as apply) : Scholarship/fellowship

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1404	79.3	81.9	81.9
	Yes	311	17.6	18.1	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

What financial aid have you received at Troy University? (Choose as many as apply) : Graduate assistantship

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1712	96.7	99.8	99.8
	Yes	3	.2	.2	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

What financial aid have you received at Troy University? (Choose as many as apply) : Grants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1056	59.6	61.6	61.6
	Yes	659	37.2	38.4	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

What financial aid have you received at Troy University? (Choose as many as apply) : Loans

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	795	44.9	46.1	46.1
	Yes	929	52.5	53.9	100.0
	Total	1724	97.3	100.0	
Missing	System	47	2.7		
	Total	1771	100.0		

What financial aid have you received at Troy University? (Choose as many as apply) : Work study

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1683	95.0	95.0	95.0
	Yes	88	5.0	5.0	100.0
	Total	1771	100.0	100.0	

What financial aid have you received at Troy University? (Choose as many as apply) : Tuition assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1483	83.7	83.7	83.7
	Yes	288	16.3	16.3	100.0
	Total	1771	100.0	100.0	

What financial aid have you received at Troy University? (Choose as many as apply) : Third party pay

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	No	1714	96.8	96.8	96.8
	Yes	57	3.2	3.2	100.0
	Total	1771	100.0	100.0	

What financial aid have you received at Troy University? (Choose as many as apply) : None

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1491	84.2	84.2	84.2
	Yes	280	15.8	15.8	100.0
	Total	1771	100.0	100.0	

What financial aid have you received at Troy University? (Choose as many as apply) : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1588	89.7	89.7	89.7
	Yes	183	10.3	10.3	100.0
	Total	1771	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Just for the pleasure of it	543	30.7	32.3	32.3
	Because I have to for school	460	26.0	27.4	59.7
	Because I get bored and have nothing else to do	22	1.2	1.3	61.0
	To learn new things on my own	600	33.9	35.7	96.7

	I don't really read much	50	2.8	3.0	99.7
	Because my parents encourage me to	5	.3	.3	100.0
	Total	1680	94.9	100.0	
Missing	System	91	5.1		
	Total	1771	100.0		

How would you rate your reading level?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Advanced	501	28.3	29.8	29.8
	Above average	744	42.0	44.3	74.1
	Average	425	24.0	25.3	99.3
	Below average	9	.5	.5	99.9
	Poor	2	.1	.1	100.0
	Total	1681	94.9	100.0	
Missing	System	90	5.1		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. : Books assigned for class

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	165	9.3	9.6	9.6
	Yes	1550	87.5	90.4	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. : Books I read outside of class for pleasure

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	491	27.7	28.6	28.6
	Yes	1224	69.1	71.4	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. : Cereal boxes, instructional pamphlets and other product packaging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	773	43.6	45.1	45.1
	Yes	942	53.2	54.9	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. : Comic books or graphic novels

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1522	85.9	88.7	88.7
	Yes	193	10.9	11.3	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

**Which of the following do you read? Check all that apply. : Computer manuals
or other electronic equipment manuals**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1149	64.9	67.0	67.0
	Yes	566	32.0	33.0	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

**Which of the following do you read? Check all that apply. : Fashion/Beauty
magazines**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	984	55.6	57.4	57.4
	Yes	731	41.3	42.6	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

**Which of the following do you read? Check all that apply. : Magazines about
video games**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1548	87.4	90.3	90.3
	Yes	167	9.4	9.7	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. :

Music/Computers/Entertainment magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1176	66.4	68.6	68.6
	Yes	539	30.4	31.4	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. : News magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	819	46.2	47.8	47.8
	Yes	896	50.6	52.2	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. : Newspapers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	446	25.2	26.0	26.0
	Yes	1269	71.7	74.0	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. : Online websites or webzines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	535	30.2	31.2	31.2
	Yes	1180	66.6	68.8	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. :

Puzzles/Games/Humor magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1274	71.9	74.3	74.3
	Yes	441	24.9	25.7	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. : Religious

literature/books

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	881	49.7	51.4	51.4
	Yes	834	47.1	48.6	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. : School papers or other newsletters

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	938	53.0	54.7	54.7
	Yes	777	43.9	45.3	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. : Self-help literature

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1167	65.9	68.0	68.0
	Yes	548	30.9	32.0	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. : Sports magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1248	70.5	72.8	72.8
	Yes	467	26.4	27.2	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Which of the following do you read? Check all that apply. : None of the above

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	No	1708	96.4	99.6	99.6
	Yes	7	.4	.4	100.0
	Total	1715	96.8	100.0	
Missing	System	56	3.2		
	Total	1771	100.0		

Not including school assignments, how much do you read?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Outside of school assignments, I don't read at all	127	7.2	7.6	7.6
	Under one book per month	523	29.5	31.3	38.9
	One book per month	424	23.9	25.4	64.2
	2-3 books per month	359	20.3	21.5	85.7
	3-5 books per month	147	8.3	8.8	94.5
	5-10 books per month	64	3.6	3.8	98.3
	10-20 books per month	16	.9	1.0	99.3
	More than 20 books per month	12	.7	.7	100.0
	Total	1672	94.4	100.0	
Missing	System	99	5.6		
	Total	1771	100.0		

About how often do you discuss books with others?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	130	7.3	7.7	7.7
	Weekly	414	23.4	24.6	32.4
	Monthly	316	17.8	18.8	51.2

2009-10 Senior Survey Report

	A few times per year	496	28.0	29.5	80.7
	Once per year	113	6.4	6.7	87.4
	Never	212	12.0	12.6	100.0
	Total	1681	94.9	100.0	
Missing	System	90	5.1		
	Total	1771	100.0		

Reading Habits Data

Which statement below do you agree with most?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I read constantly for my own personal satisfaction, and I lo	530	29.9	31.6	31.6
	I don't have much time to read for pleasure, but I like to w	893	50.4	53.3	84.9
	I only read what I'm supposed to for school.	201	11.3	12.0	96.9
	I basically don't read books much at all.	52	2.9	3.1	100.0
	Total	1676	94.6	100.0	
Missing	System	95	5.4		
Total		1771	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Just for the pleasure of it	543	30.7	32.3	32.3
	Because I have to for school	460	26.0	27.4	59.7
	Because I get bored and have nothing else to do	22	1.2	1.3	61.0
	To learn new things on my own	600	33.9	35.7	96.7
	I don't really read much	50	2.8	3.0	99.7
	Because my parents encourage me to	5	.3	.3	100.0
	Total	1680	94.9	100.0	
Missing	System	91	5.1		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Just for the pleasure of it	543	30.7	32.3	32.3
	Because I have to for school	460	26.0	27.4	59.7
	Because I get bored and have nothing else to do	22	1.2	1.3	61.0
	To learn new things on my own	600	33.9	35.7	96.7
	I don't really read much	50	2.8	3.0	99.7
	Because my parents encourage me to	5	.3	.3	100.0
	Total	1680	94.9	100.0	
Missing	System	91	5.1		
Total		1771	100.0		

How would you rate your reading level?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Advanced	501	28.3	29.8	29.8
	Above average	744	42.0	44.3	74.1
	Average	425	24.0	25.3	99.3
	Below average	9	.5	.5	99.9
	Poor	2	.1	.1	100.0
	Total	1681	94.9	100.0	
Missing	System	90	5.1		
Total		1771	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
--	--	-----------	---------	---------------	--------------------

Valid	Just for the pleasure of it	543	30.7	32.3	32.3
	Because I have to for school	460	26.0	27.4	59.7
	Because I get bored and have nothing else to do	22	1.2	1.3	61.0
	To learn new things on my own	600	33.9	35.7	96.7
	I don't really read much	50	2.8	3.0	99.7
	Because my parents encourage me to	5	.3	.3	100.0
	Total	1680	94.9	100.0	
Missing	System	91	5.1		
Total		1771	100.0		

Not including school assignments, how much do you read?

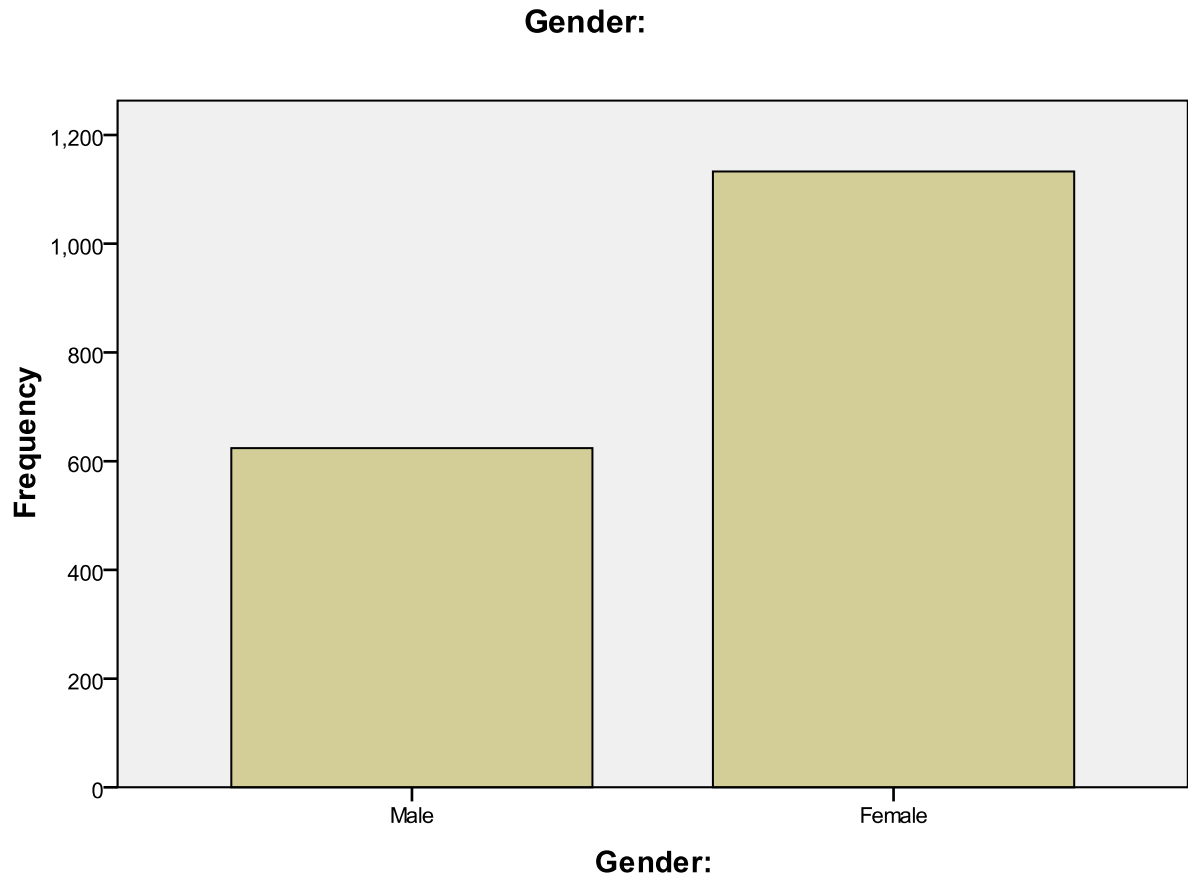
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Outside of school assignments, I don't read at all	127	7.2	7.6	7.6
	Under one book per month	523	29.5	31.3	38.9
	One book per month	424	23.9	25.4	64.2
	2-3 books per month	359	20.3	21.5	85.7
	3-5 books per month	147	8.3	8.8	94.5
	5-10 books per month	64	3.6	3.8	98.3
	10-20 books per month	16	.9	1.0	99.3
	More than 20 books per month	12	.7	.7	100.0
	Total	1672	94.4	100.0	
Missing	System	99	5.6		
Total		1771	100.0		

About how often do you discuss books with others?

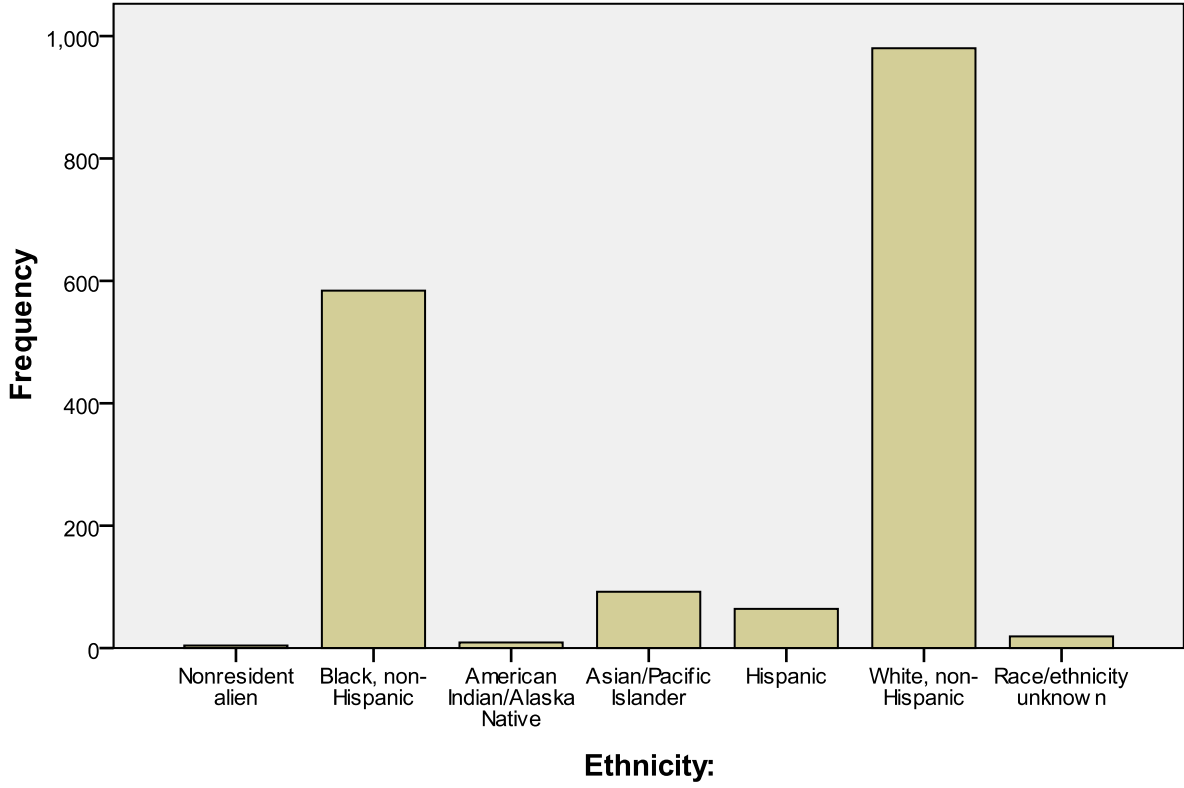
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	130	7.3	7.7	7.7
	Weekly	414	23.4	24.6	32.4
	Monthly	316	17.8	18.8	51.2
	A few times per year	496	28.0	29.5	80.7
	Once per year	113	6.4	6.7	87.4
	Never	212	12.0	12.6	100.0
	Total	1681	94.9	100.0	
Missing	System	90	5.1		
Total		1771	100.0		

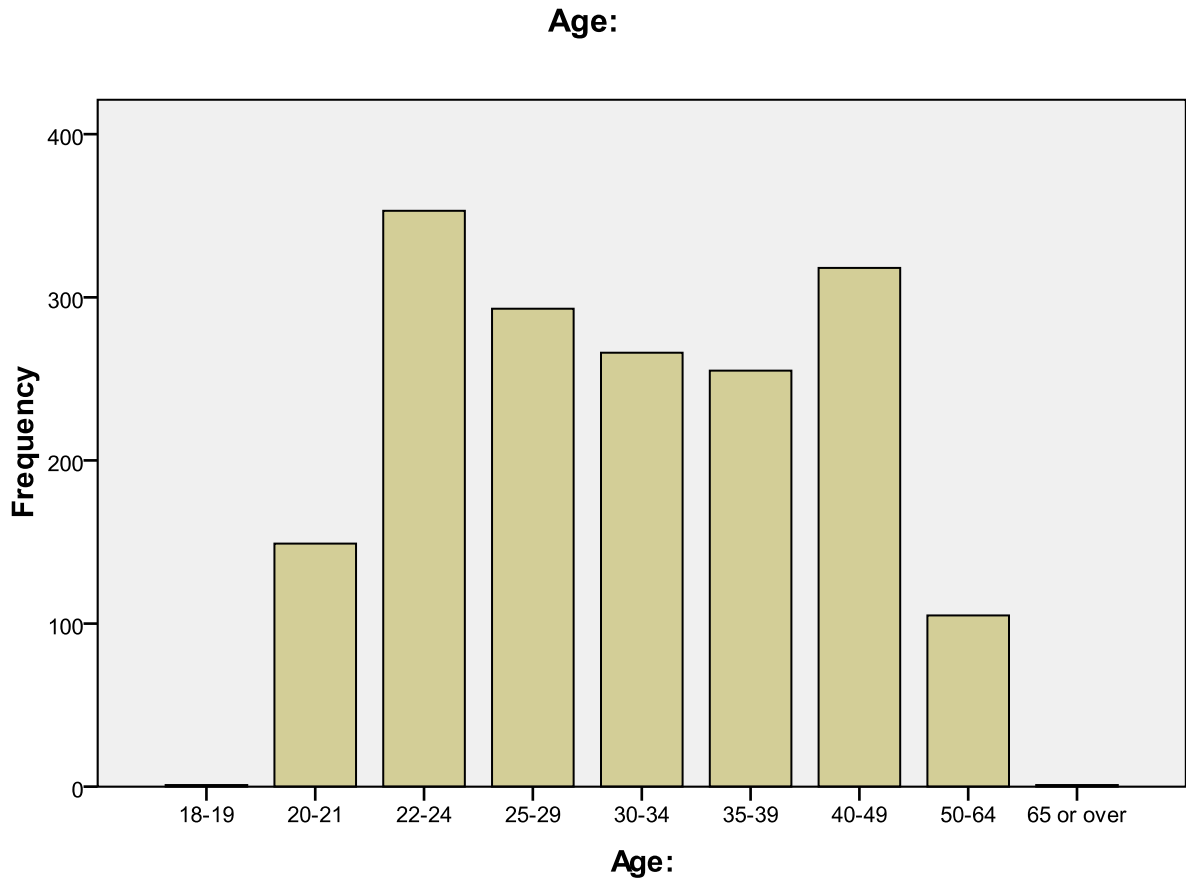
Troy University 09-10 Graduating Student Survey Overall Charts

Bar Chart

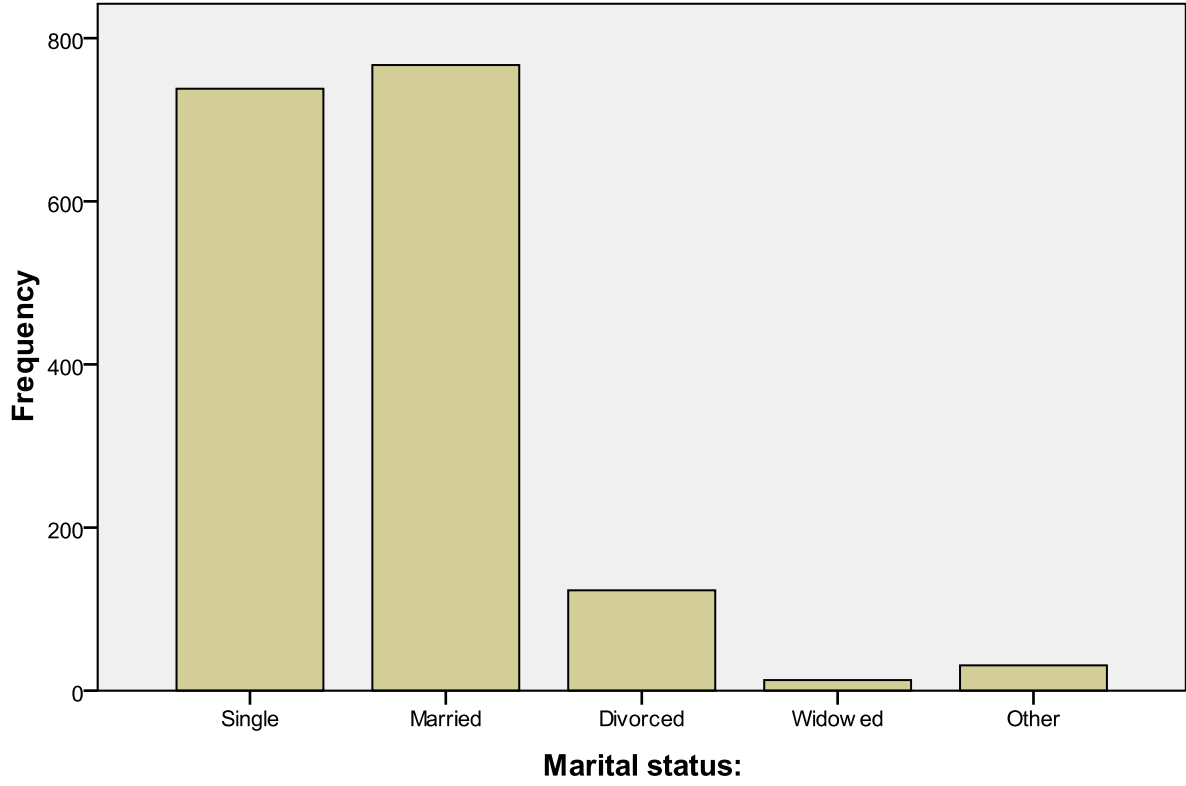


Ethnicity:

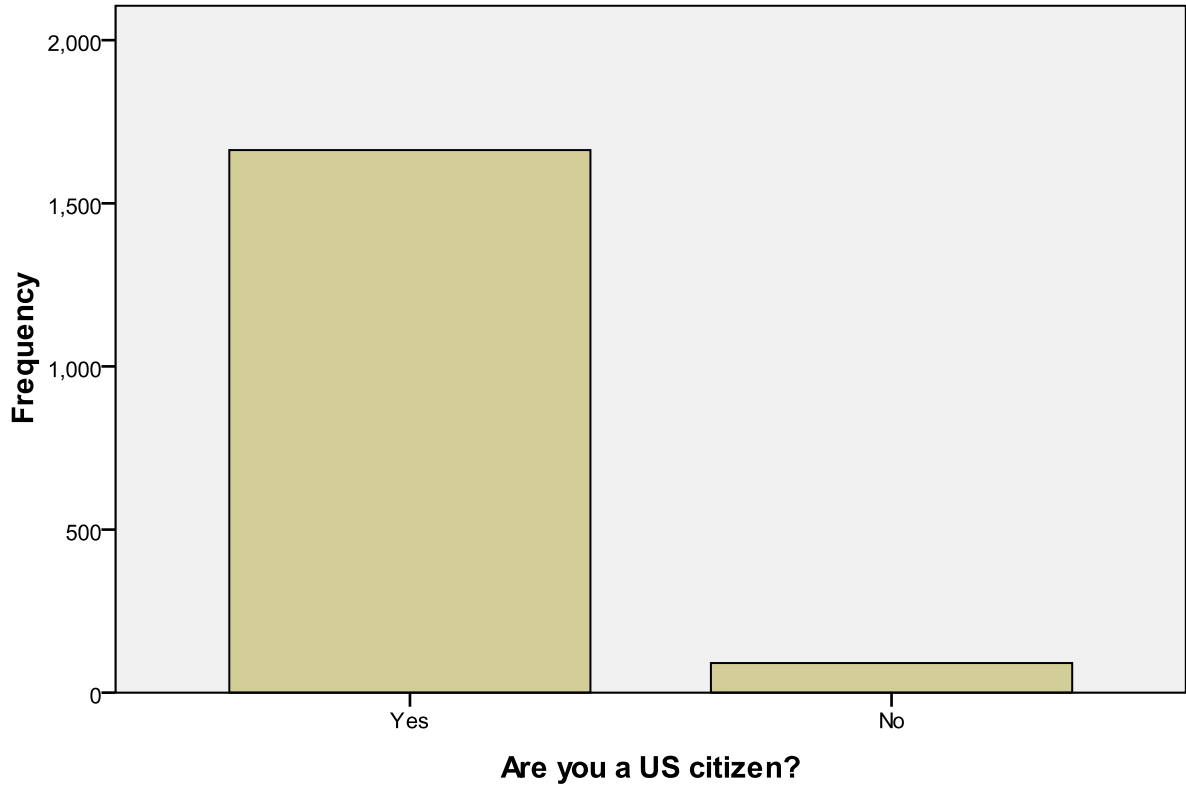




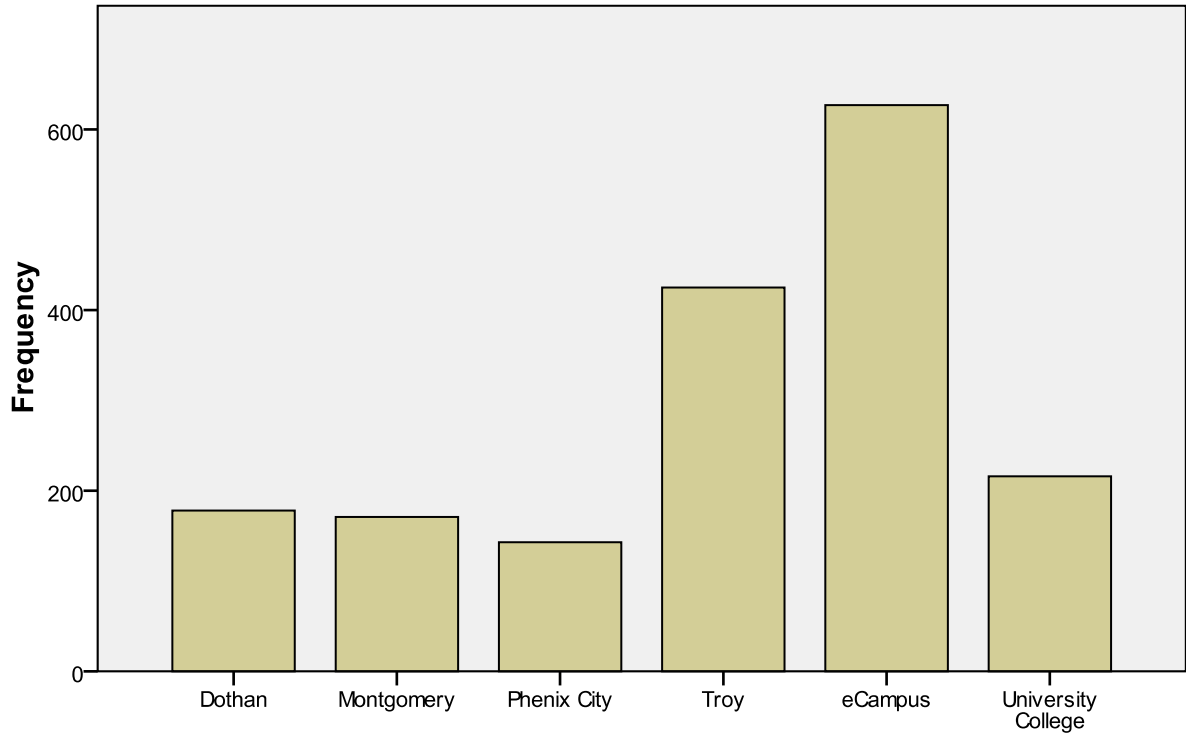
Marital status:



Are you a US citizen?

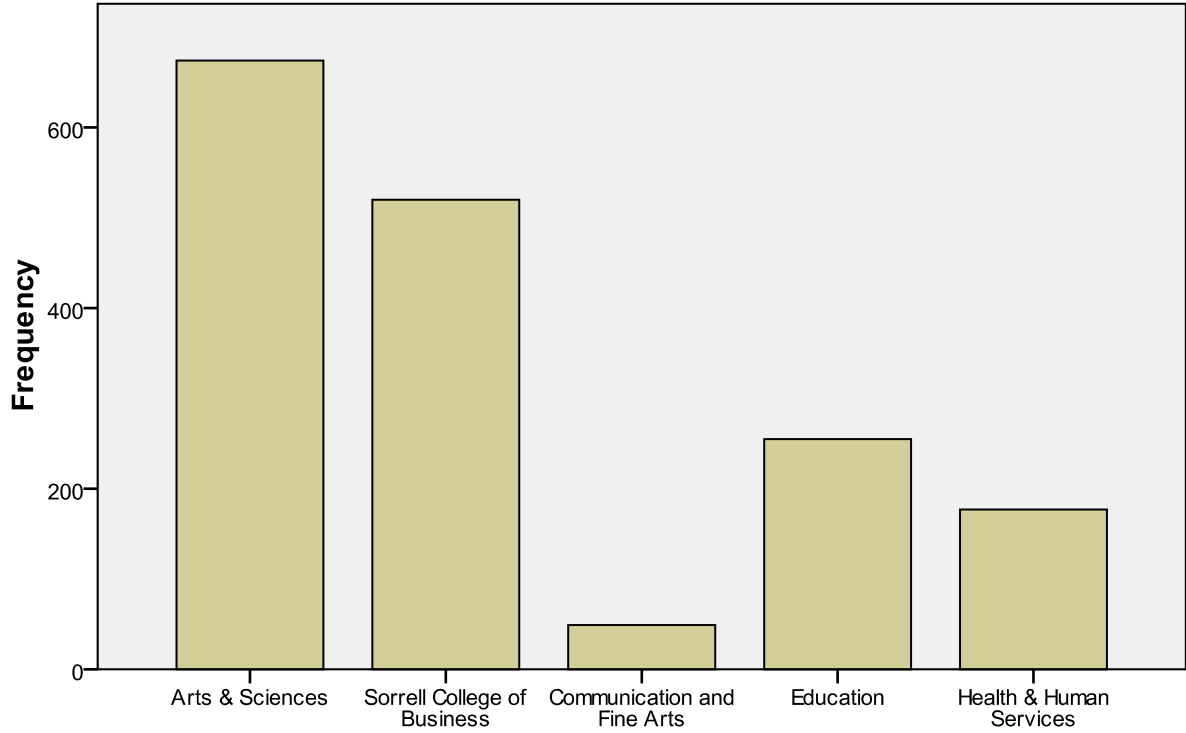


From which Troy University campus will you graduate?



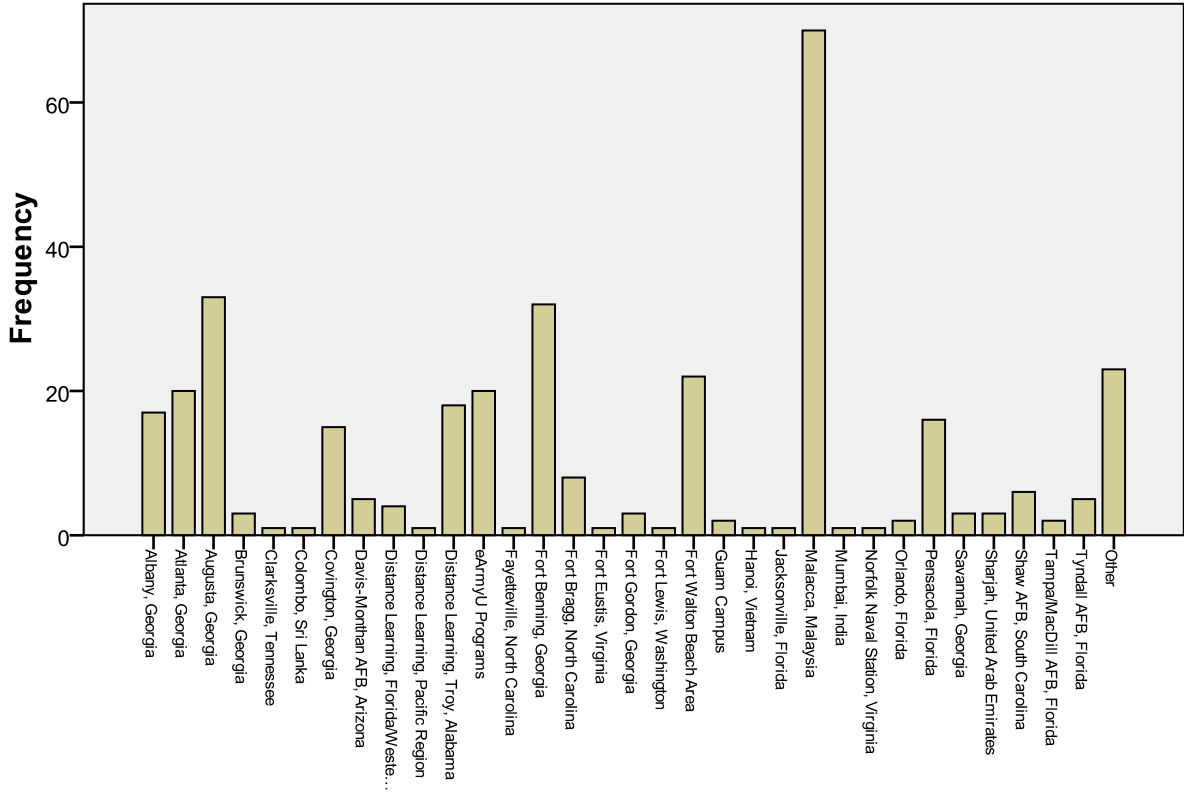
From which Troy University campus will you graduate?

**From which college will you be graduating? **

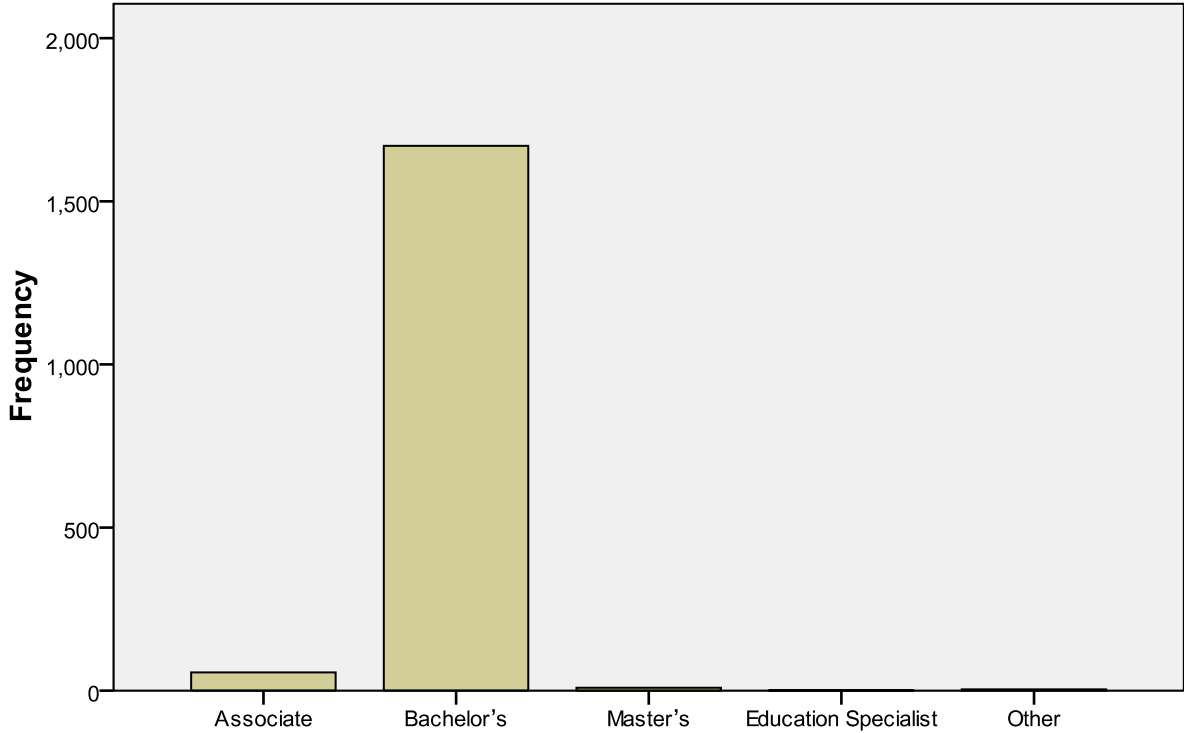


**From which college will you be graduating? **

If you chose "University College" in Question 9, from which site did you file your intent to graduate?

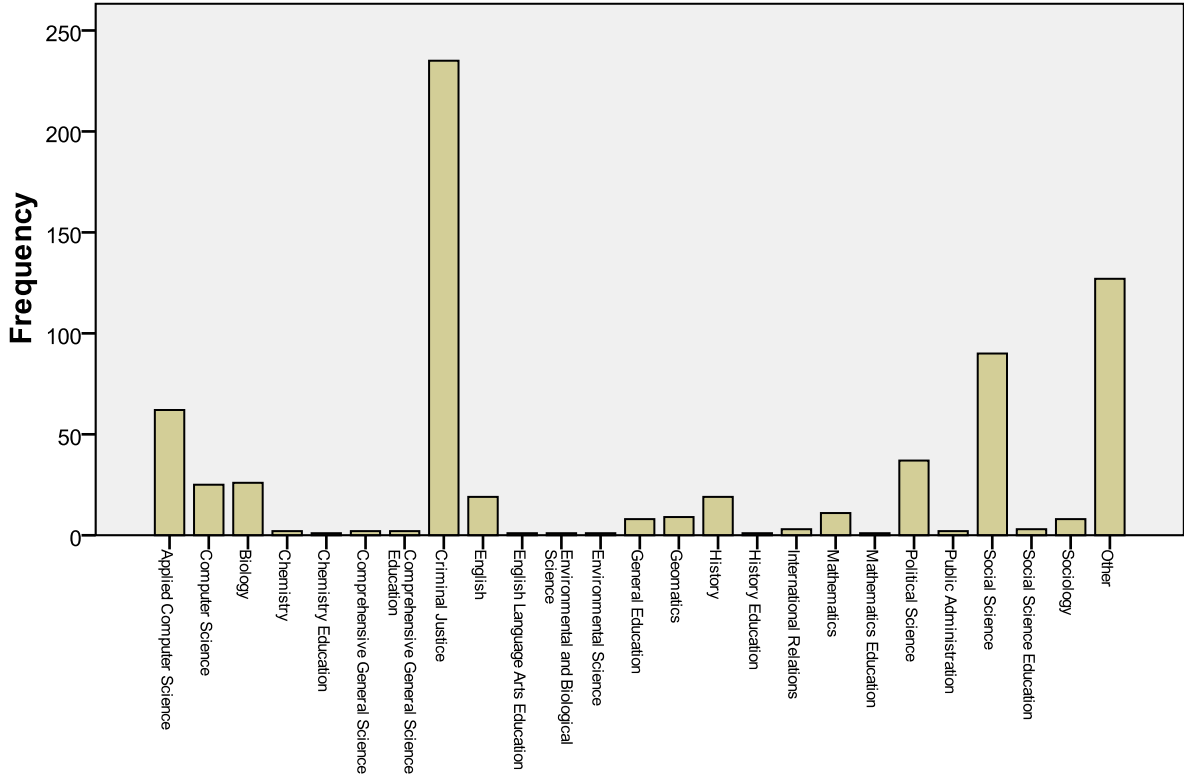


What degree program are you currently completing at Troy University?



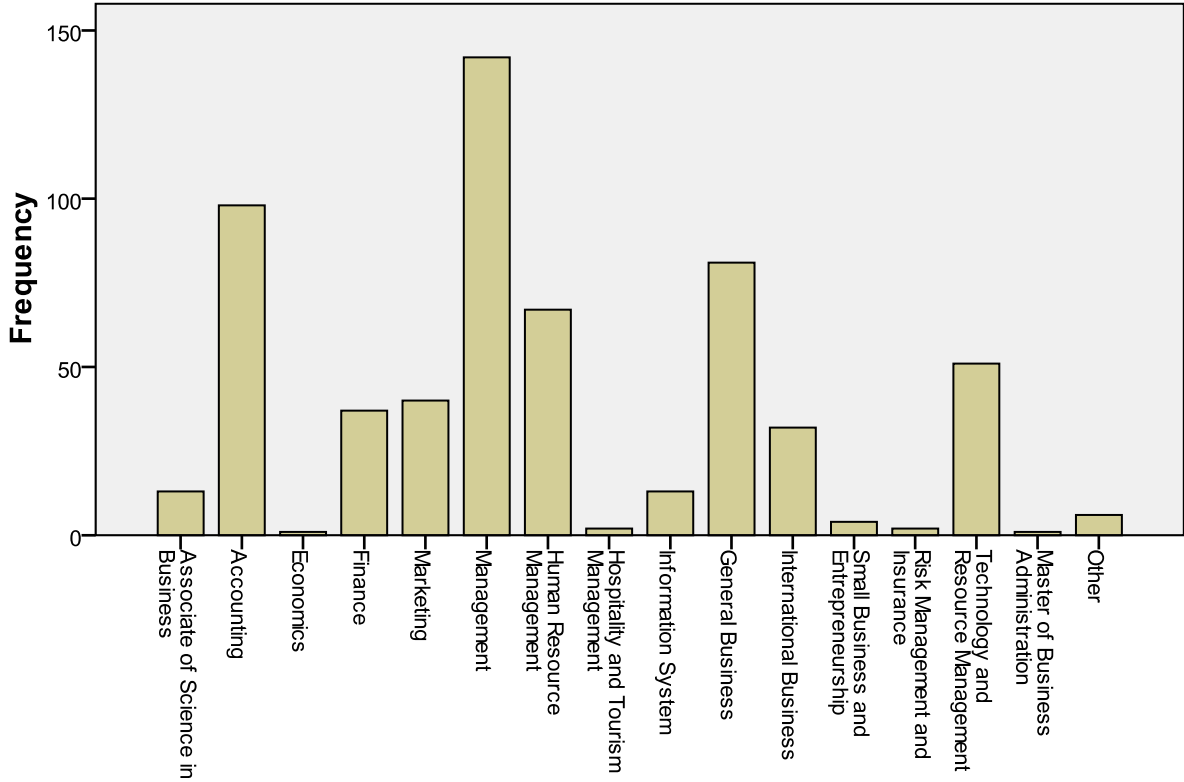
What degree program are you currently completing at Troy University?

What is your major/concentration in the College of Arts and Sciences?



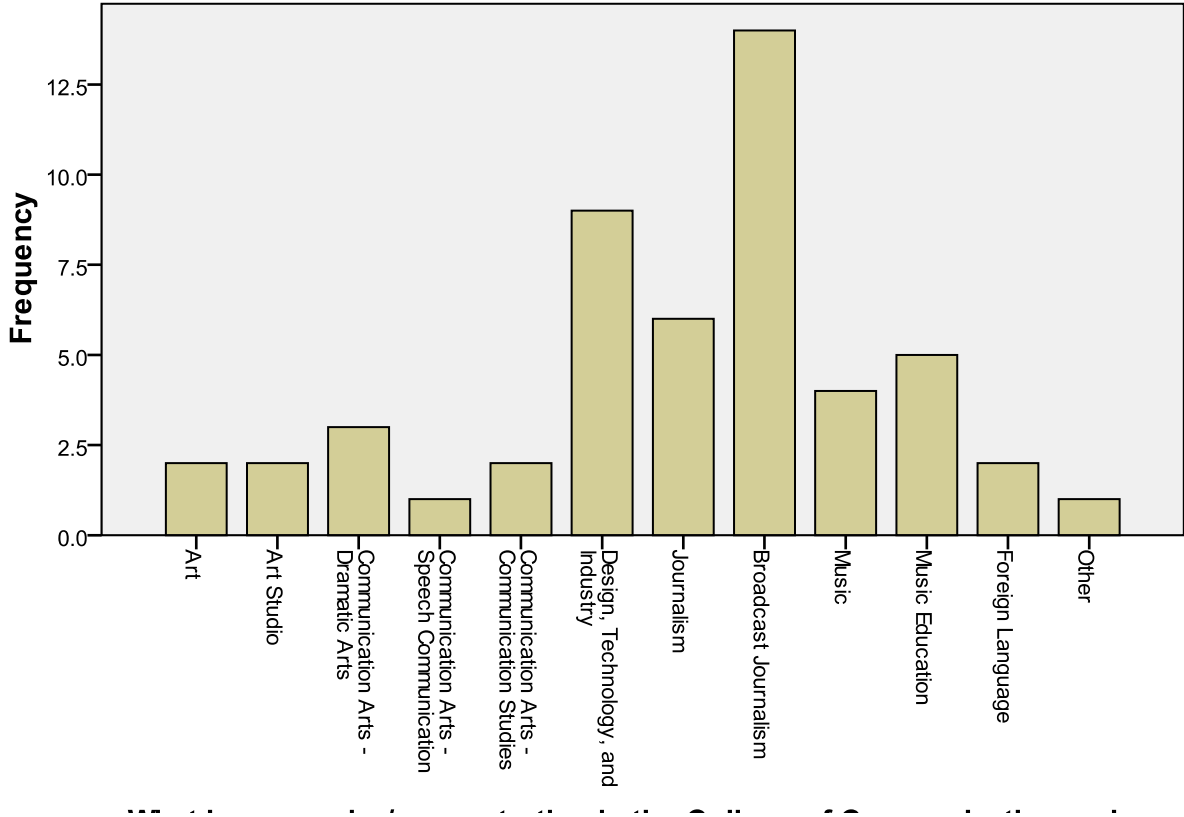
What is your major/concentration in the College of Arts and Sciences?

What is your major/concentration in the Sorrell College of Business?

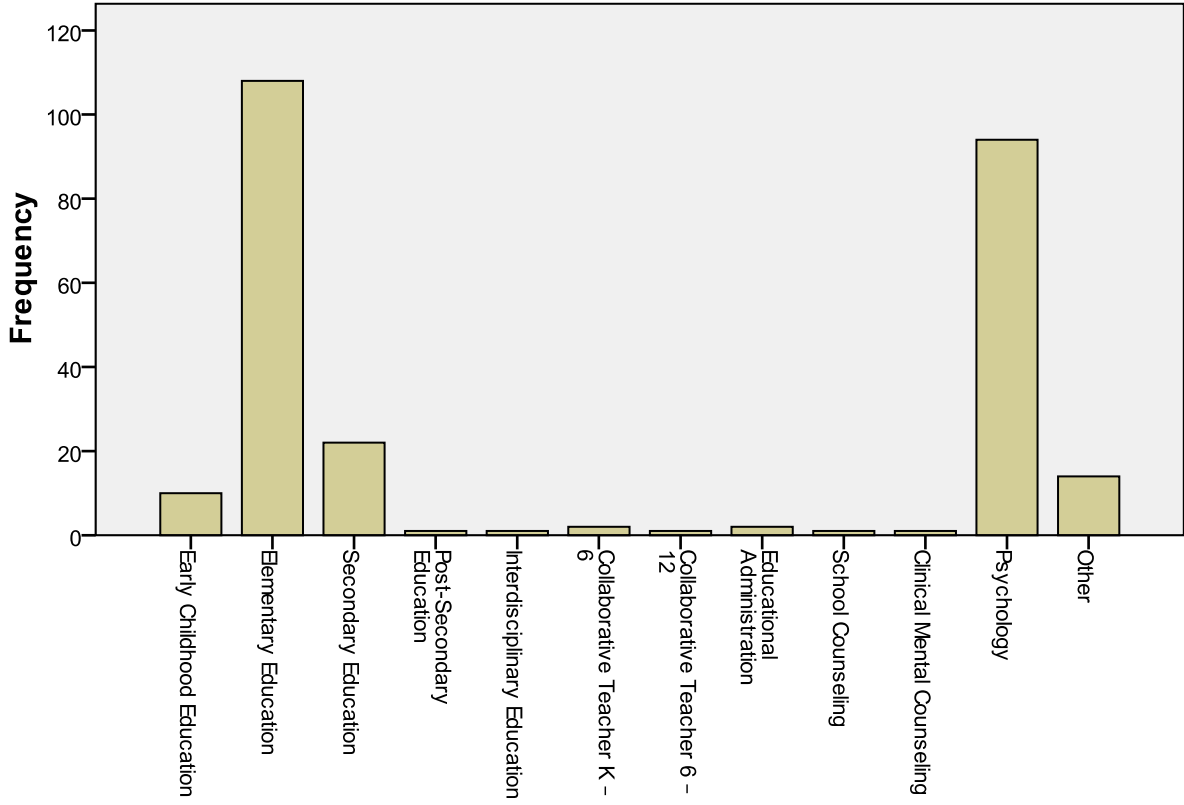


What is your major/concentration in the Sorrell College of Business?

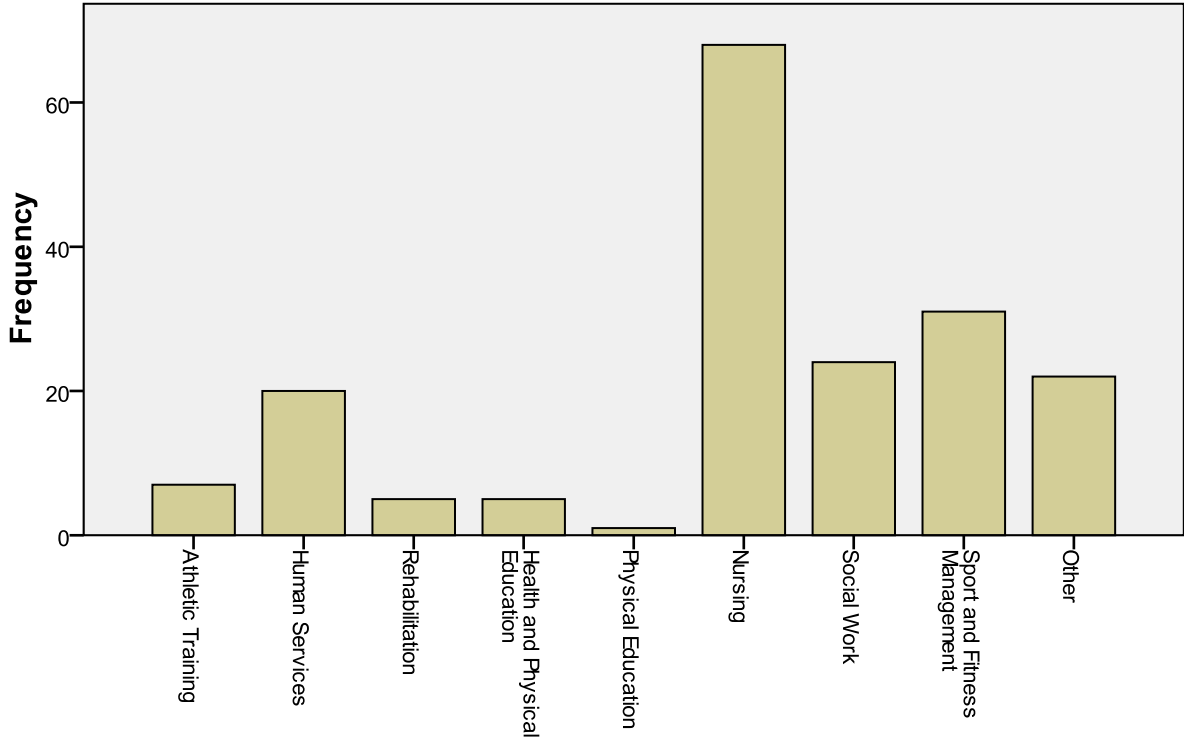
What is your major/concentration in the College of Communication and Fine Arts?



What is your major/concentration in the College of Education?

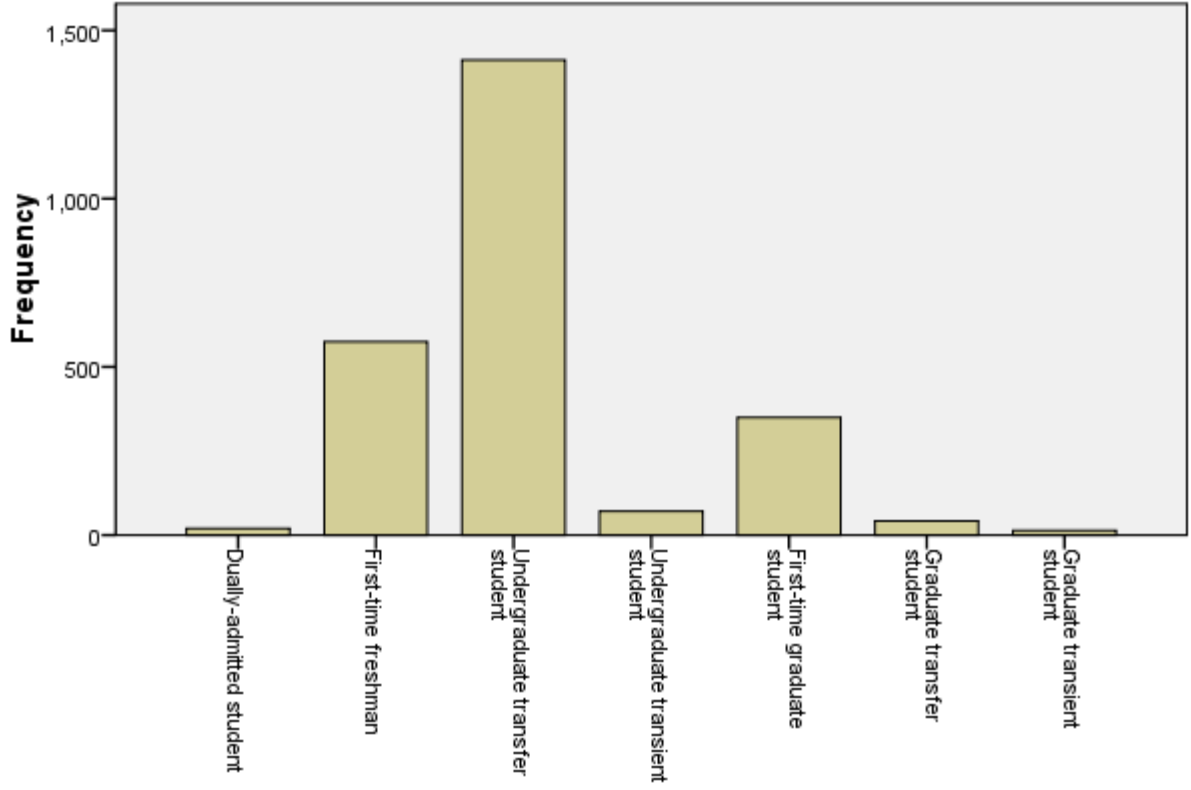


What is your major/concentration in the College of Health and Human Services?

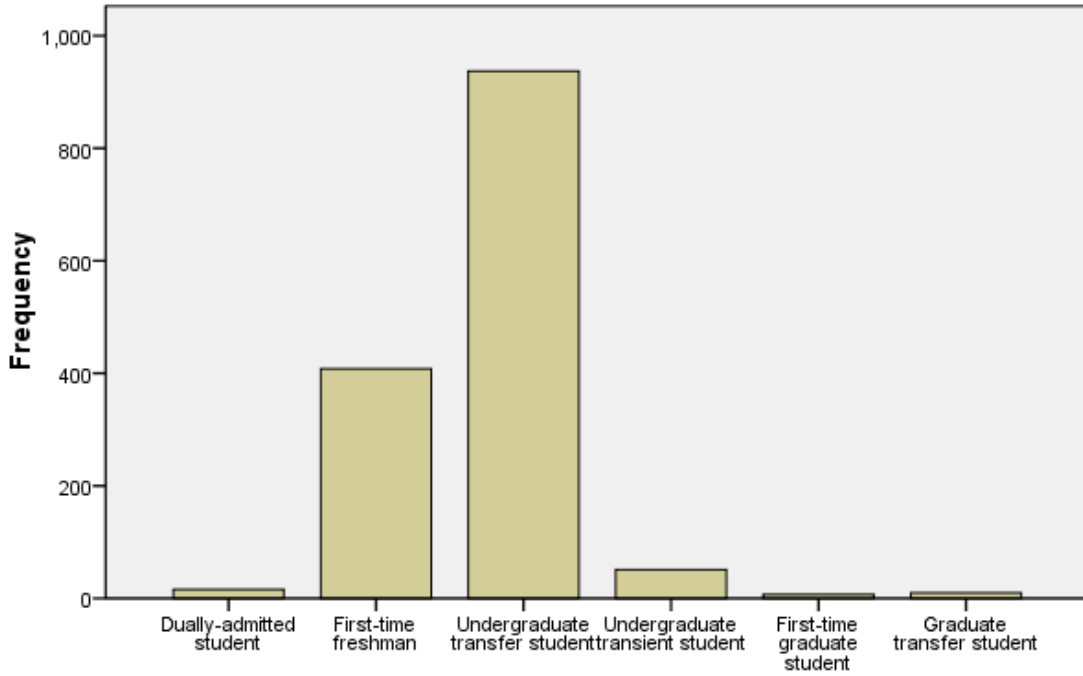


What is your major/concentration in the College of Health and Human ...

When you first started at Troy University, you were a:

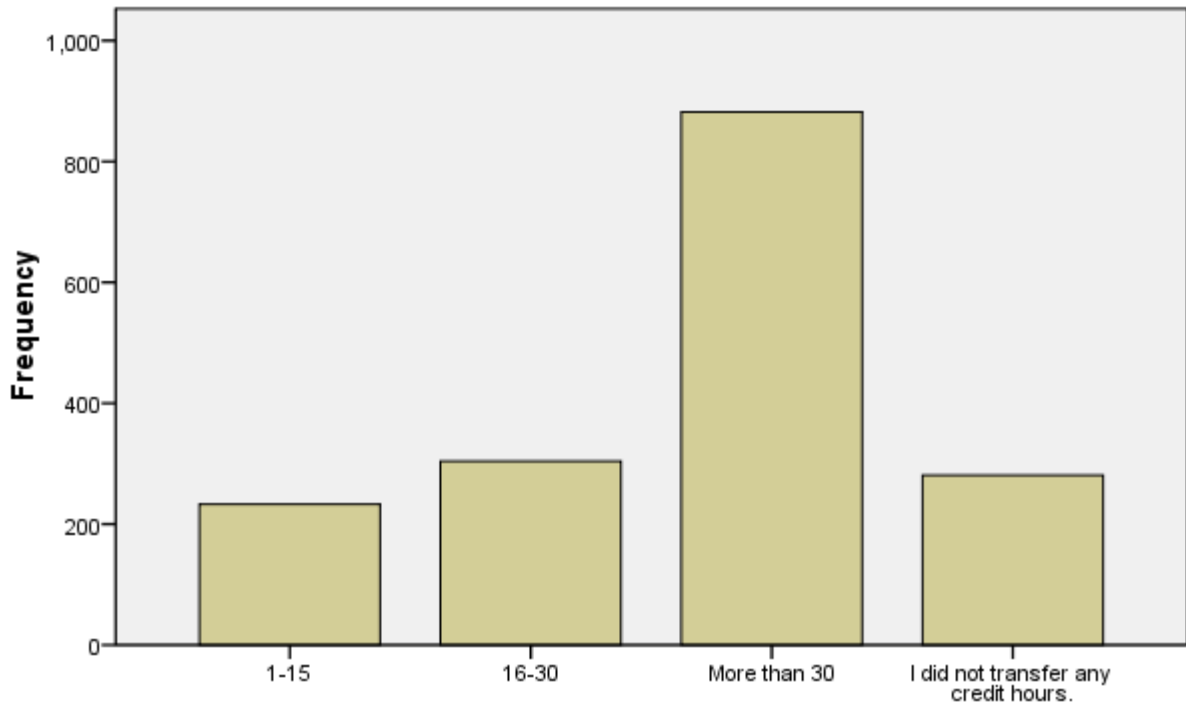


When you first started at Troy University, you were a:



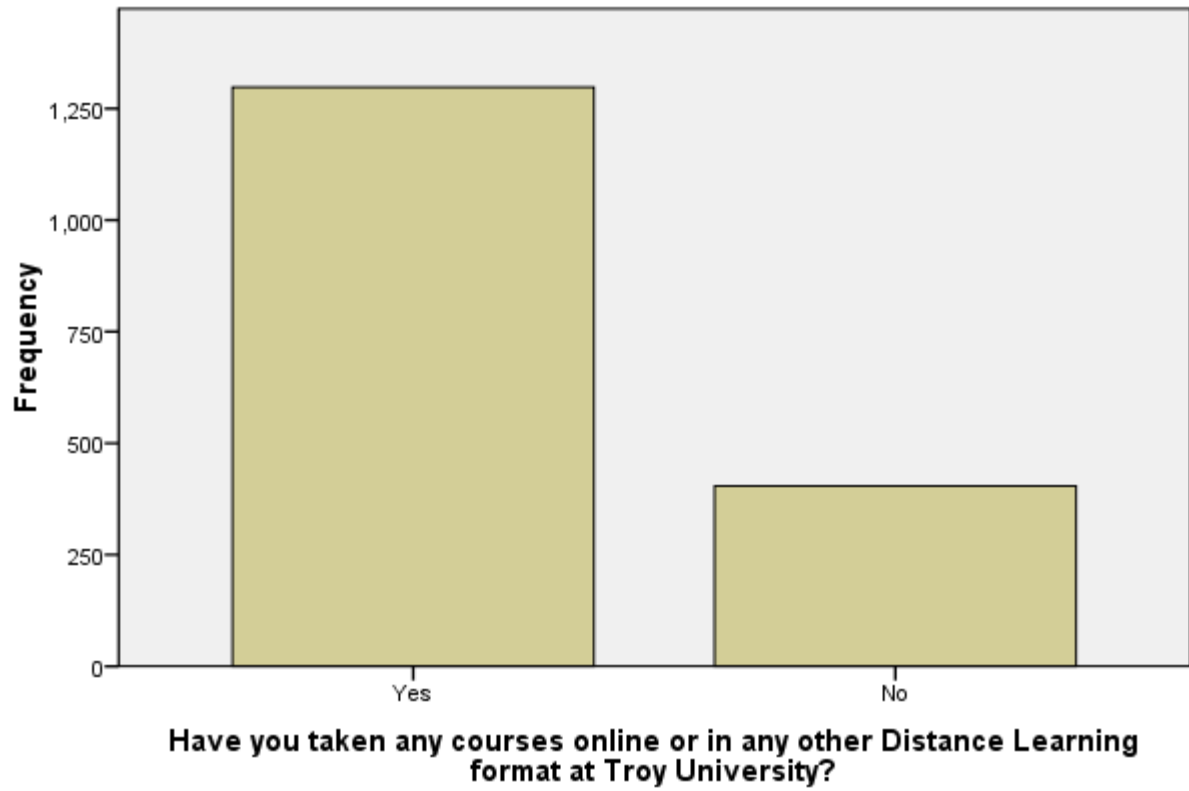
When you first started at Troy University, you were a:

How many credit hours did you transfer to Troy University from another college or university?

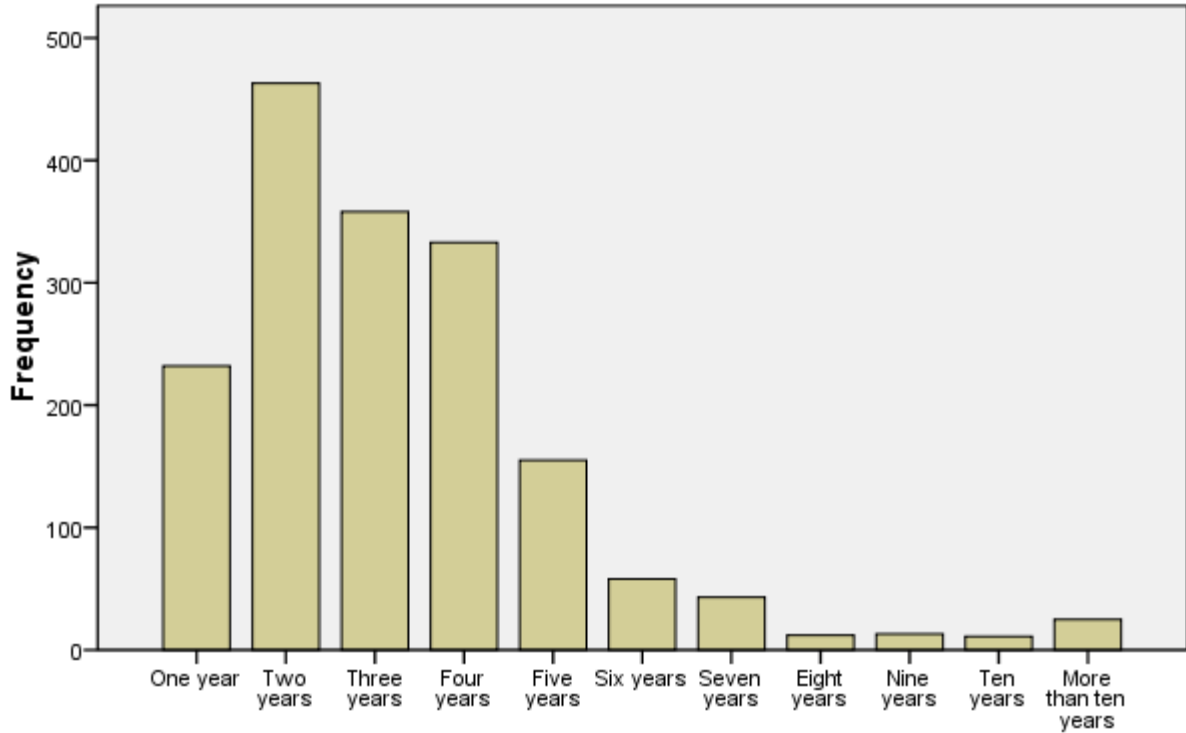


How many credit hours did you transfer to Troy University from another college or university?

Have you taken any courses online or in any other Distance Learning format at Troy University?

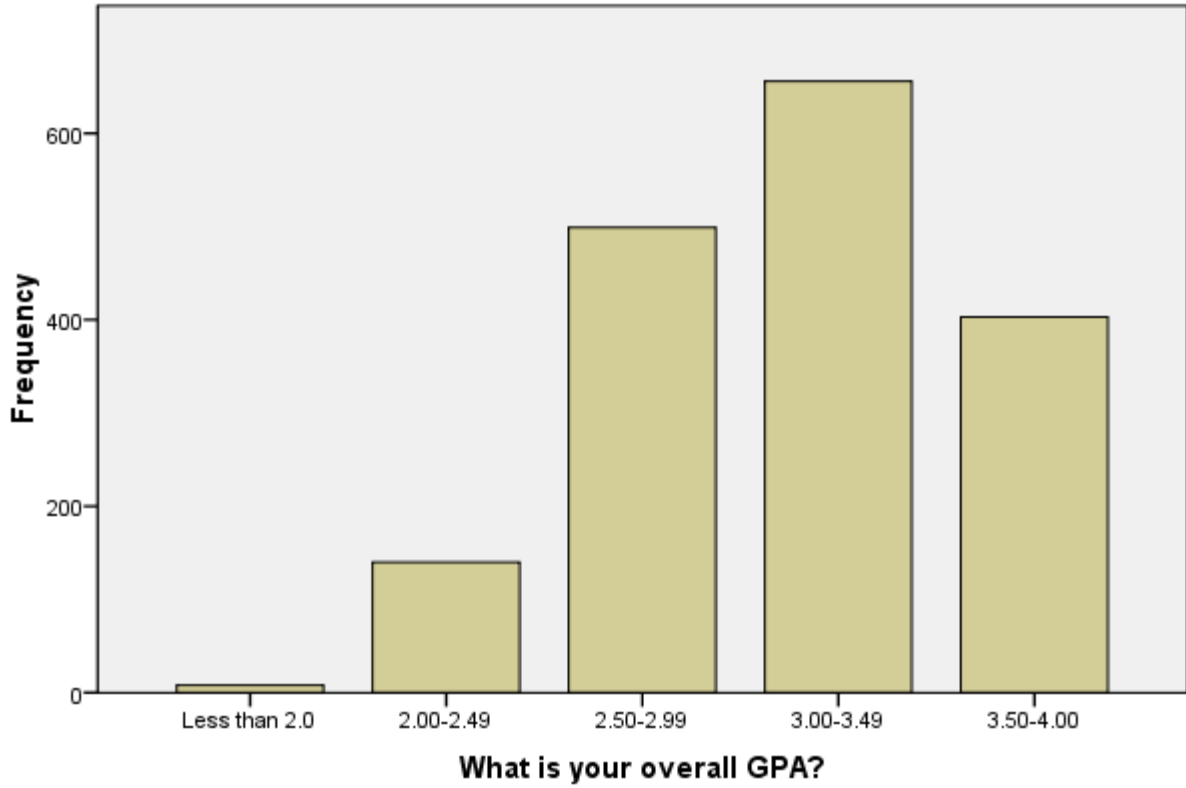


How long have you attended Troy University?

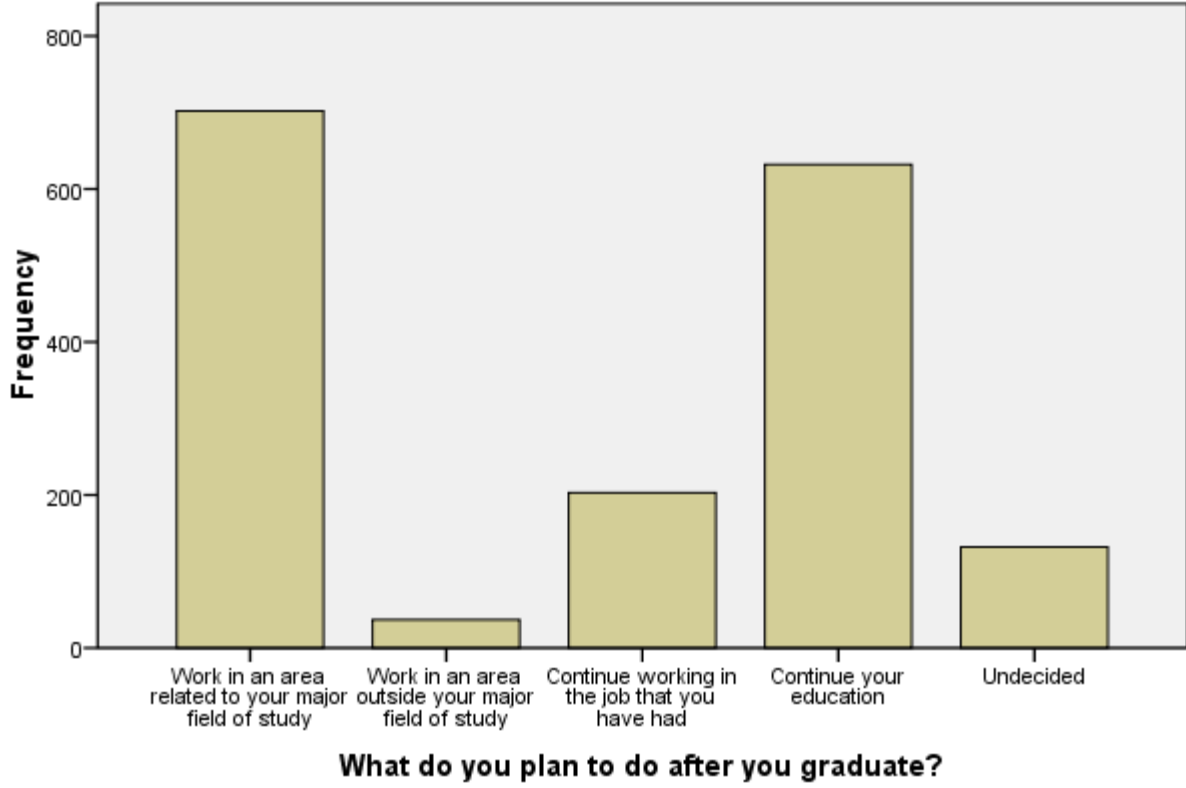


How long have you attended Troy University?

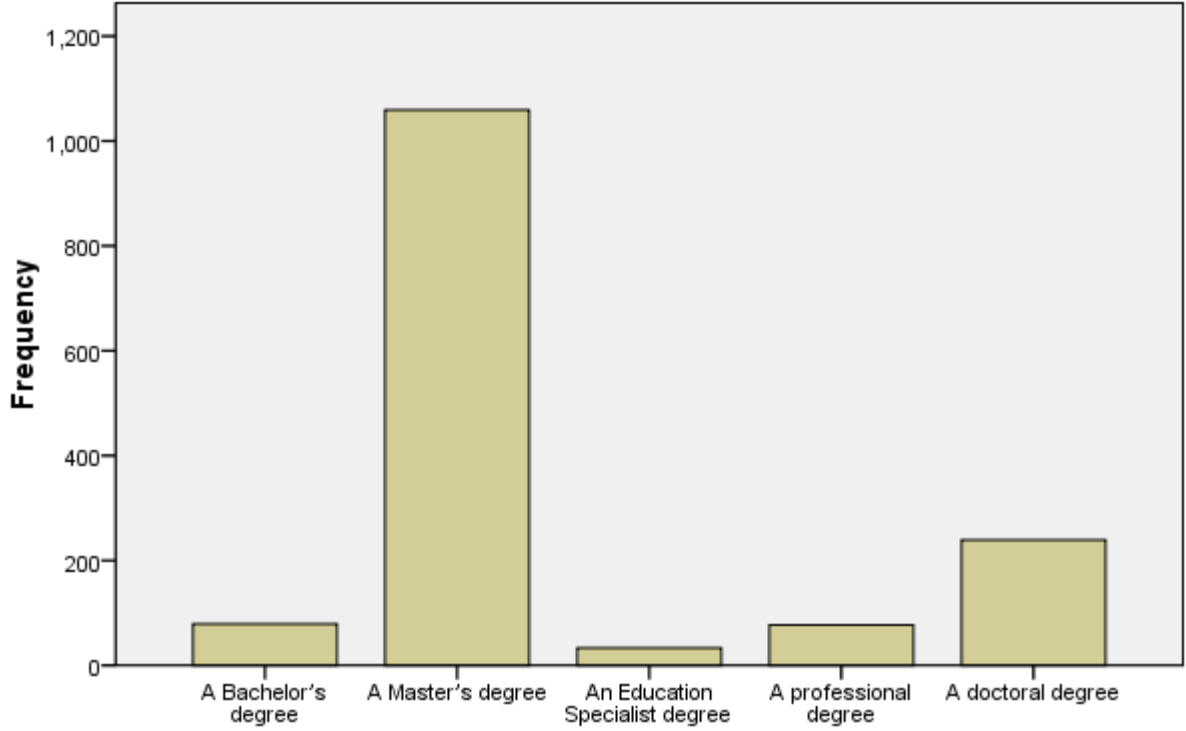
What is your overall GPA?



What do you plan to do after you graduate?

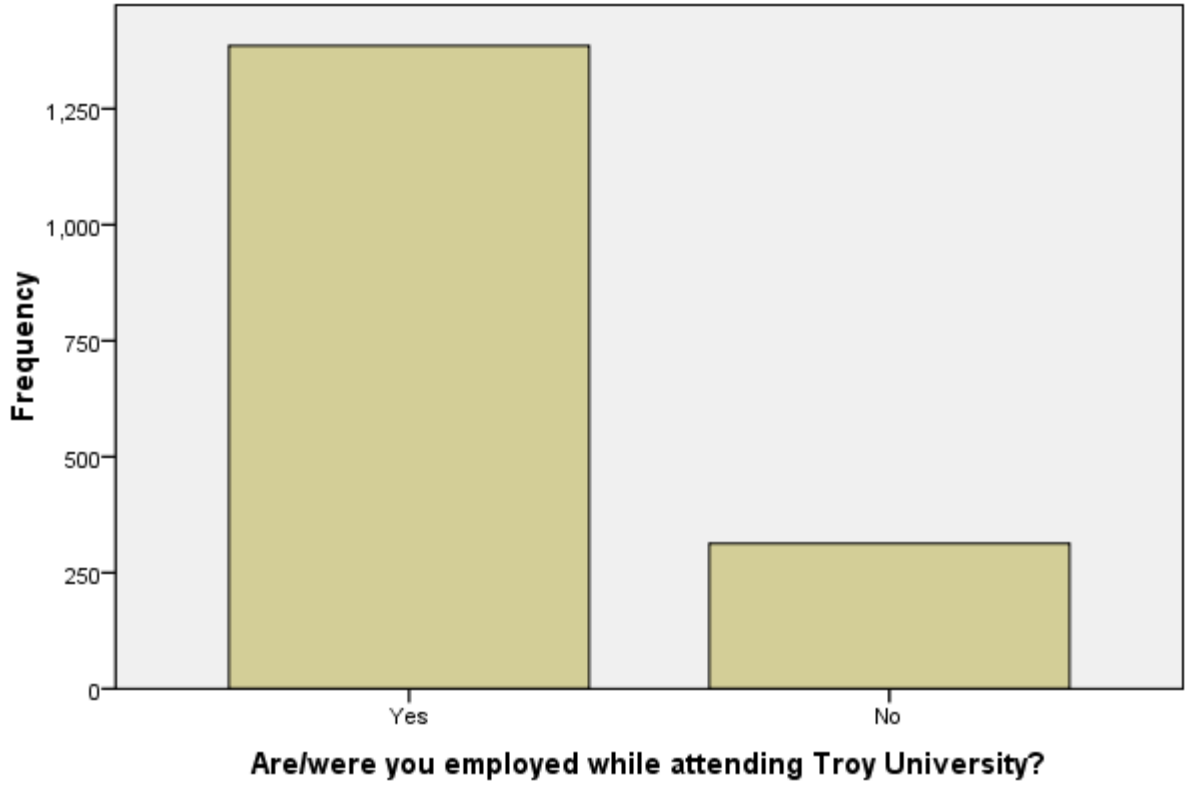


If you plan to continue your education, what is your ultimate goal?

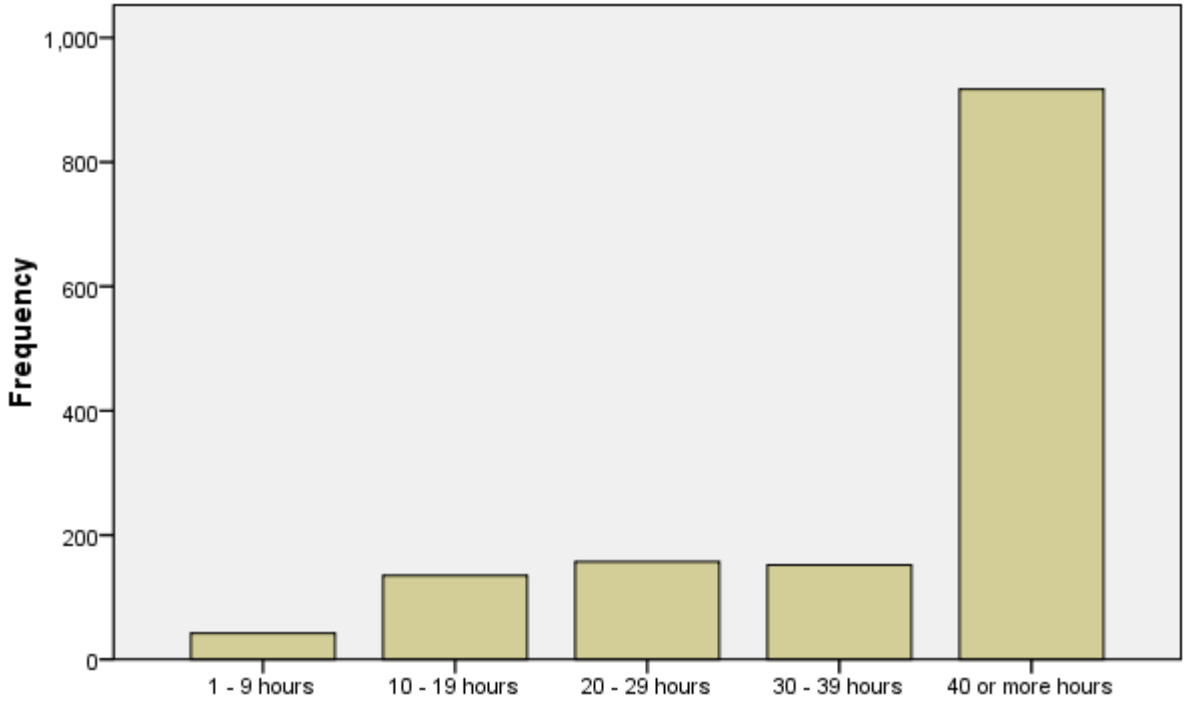


If you plan to continue your education, what is your ultimate goal?

Are/were you employed while attending Troy University?

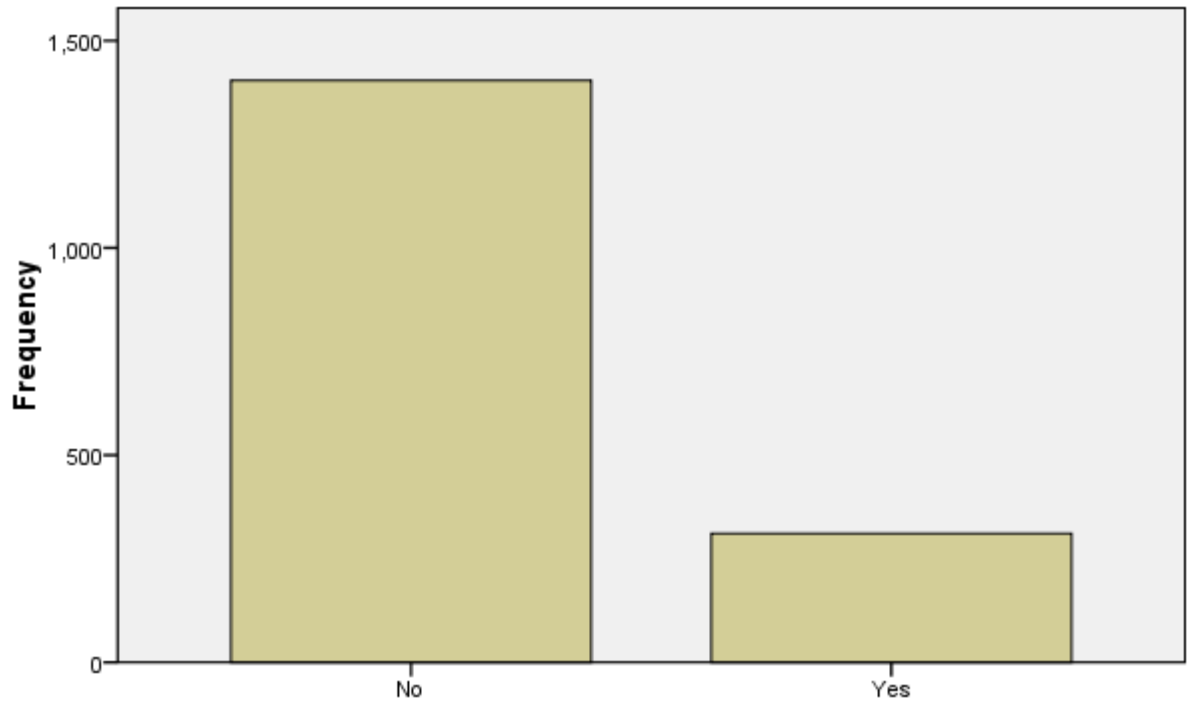


If you answered "Yes" to Question 24, how many hours do/did you usually work per week?



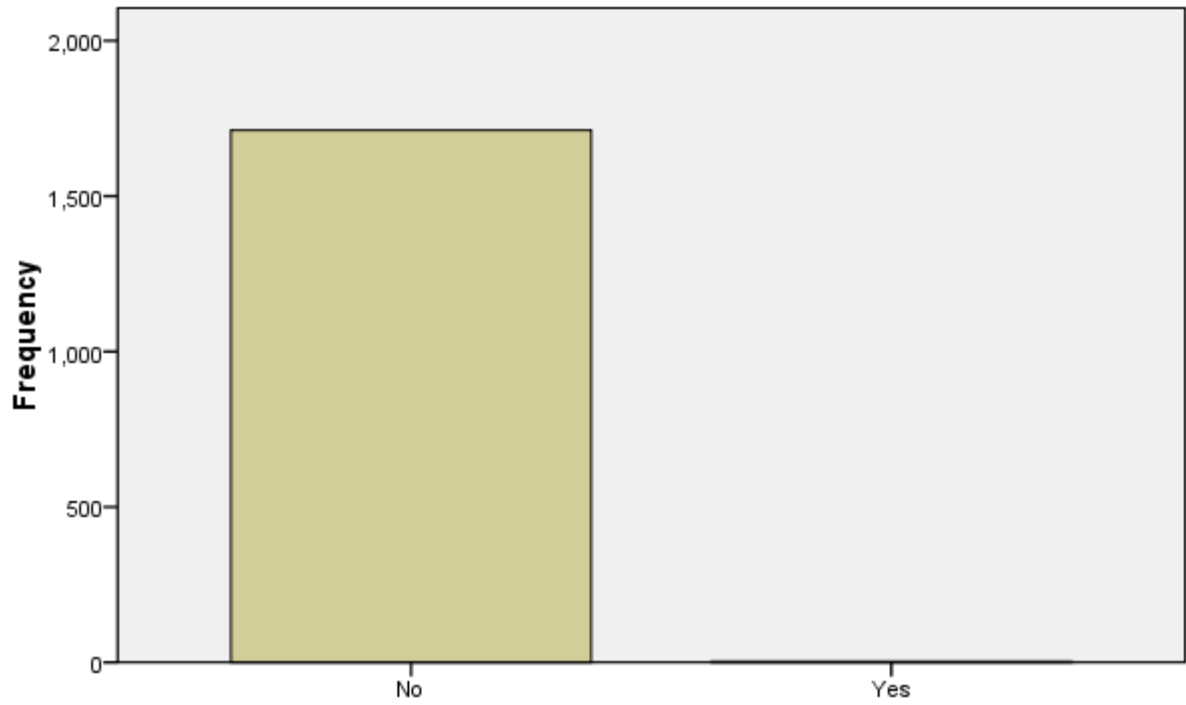
If you answered "Yes" to Question 24, how many hours do/did you usually work per week?

What financial aid have you received at Troy University? (Choose as many as apply) : Scholarship/fellowship



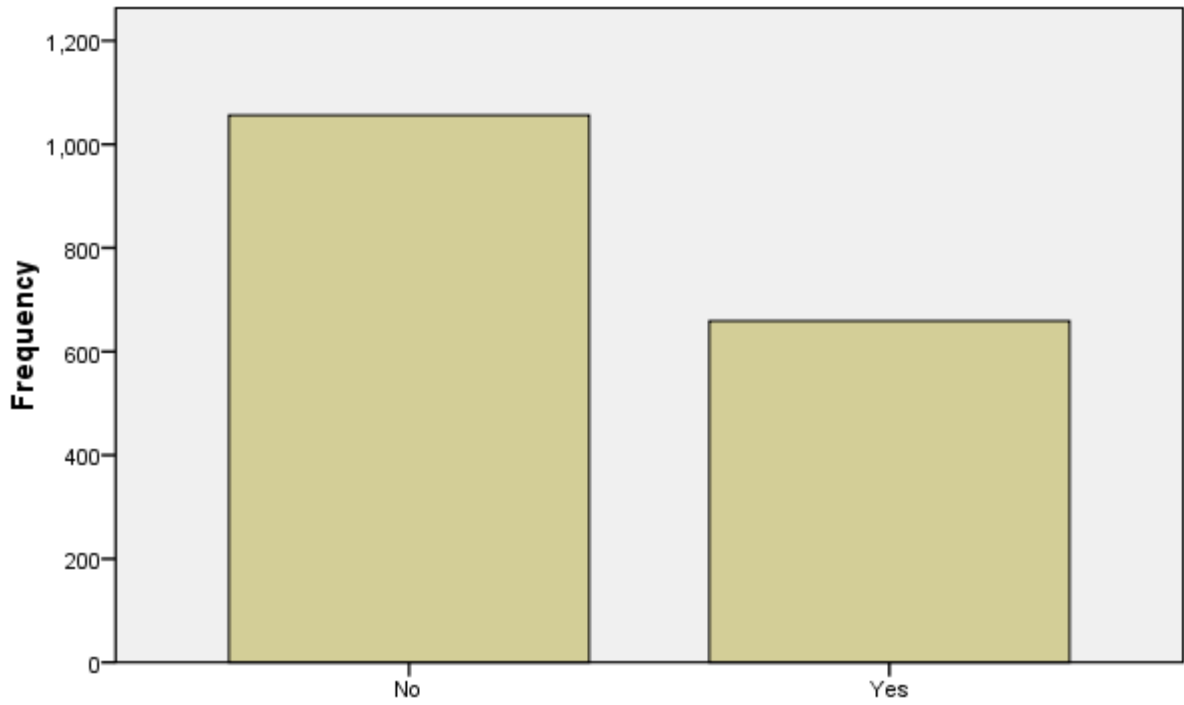
What financial aid have you received at Troy University? (Choose as many as apply) : Scholarship/fellowship

What financial aid have you received at Troy University? (Choose as many as apply) : Graduate assistantship



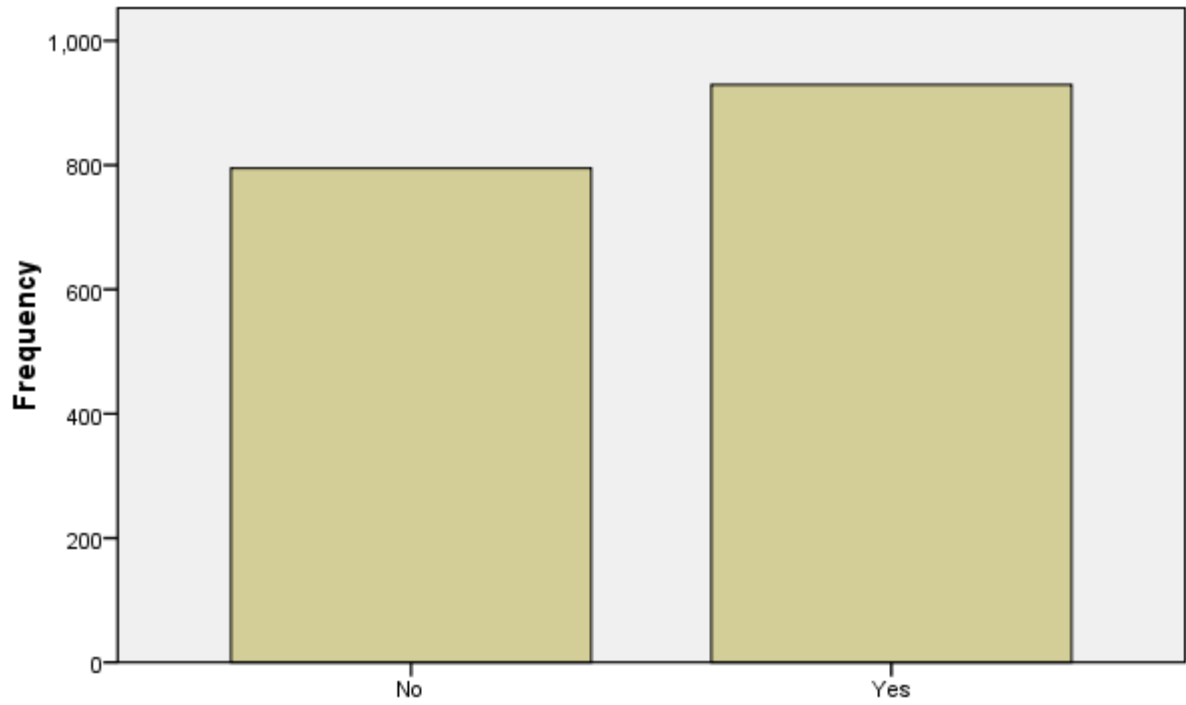
What financial aid have you received at Troy University? (Choose as many as apply) : Graduate assistantship

What financial aid have you received at Troy University? (Choose as many as apply) : Grants



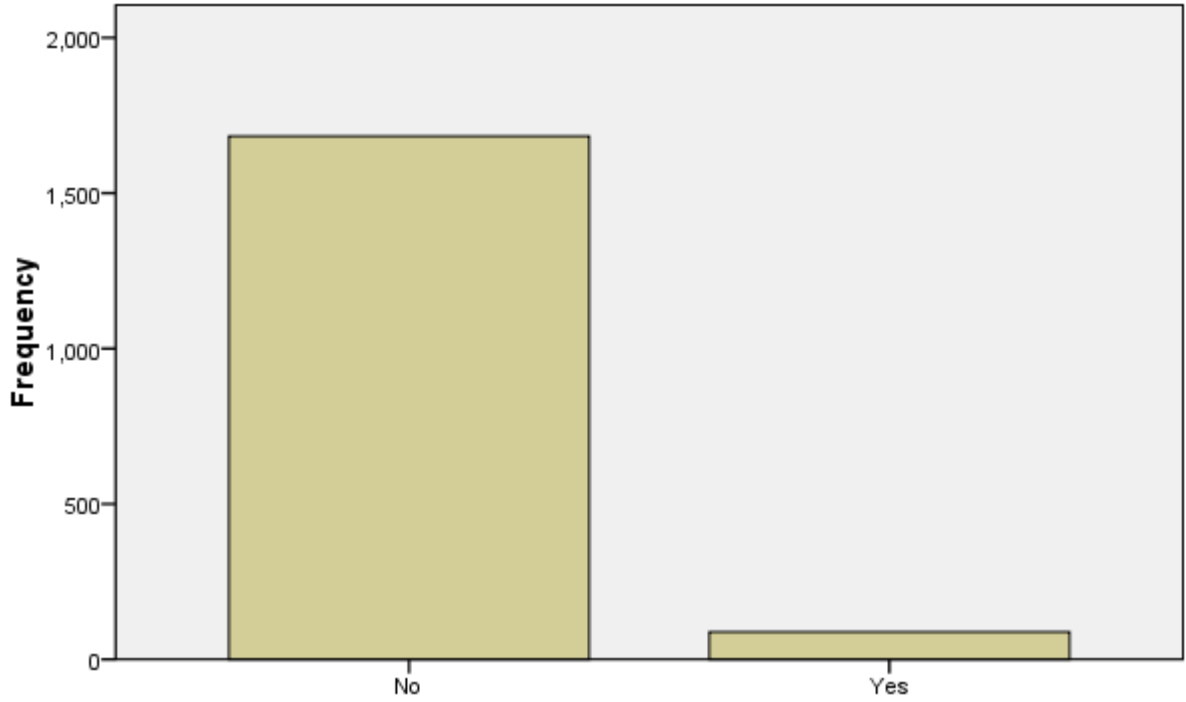
What financial aid have you received at Troy University? (Choose as many as apply) : Grants

What financial aid have you received at Troy University? (Choose as many as apply) : Loans



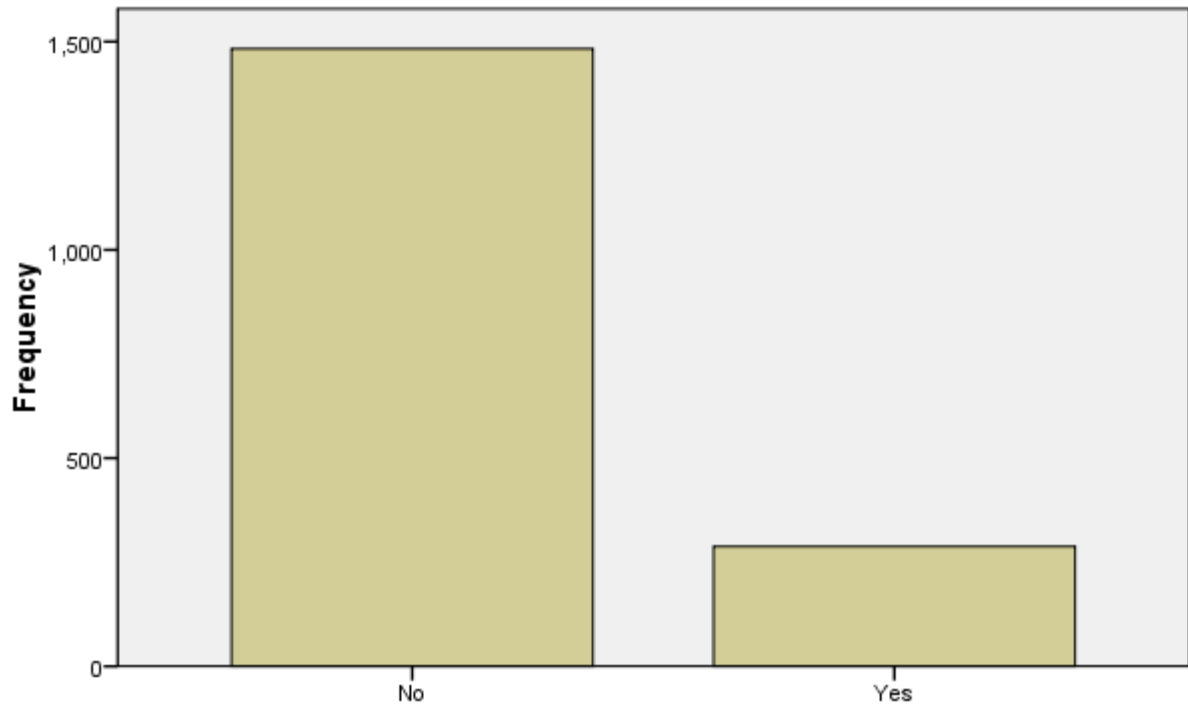
What financial aid have you received at Troy University? (Choose as many as apply) : Loans

What financial aid have you received at Troy University? (Choose as many as apply) : Work study



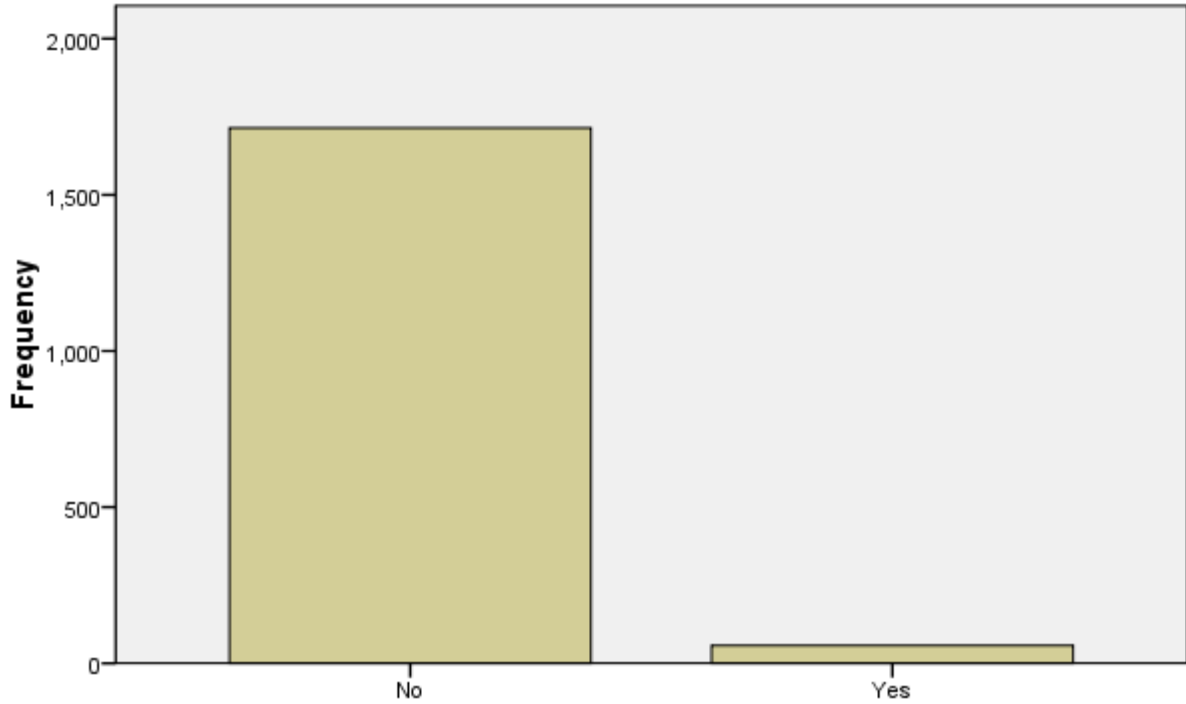
What financial aid have you received at Troy University? (Choose as many as apply) : Work study

What financial aid have you received at Troy University? (Choose as many as apply) : Tuition assistance



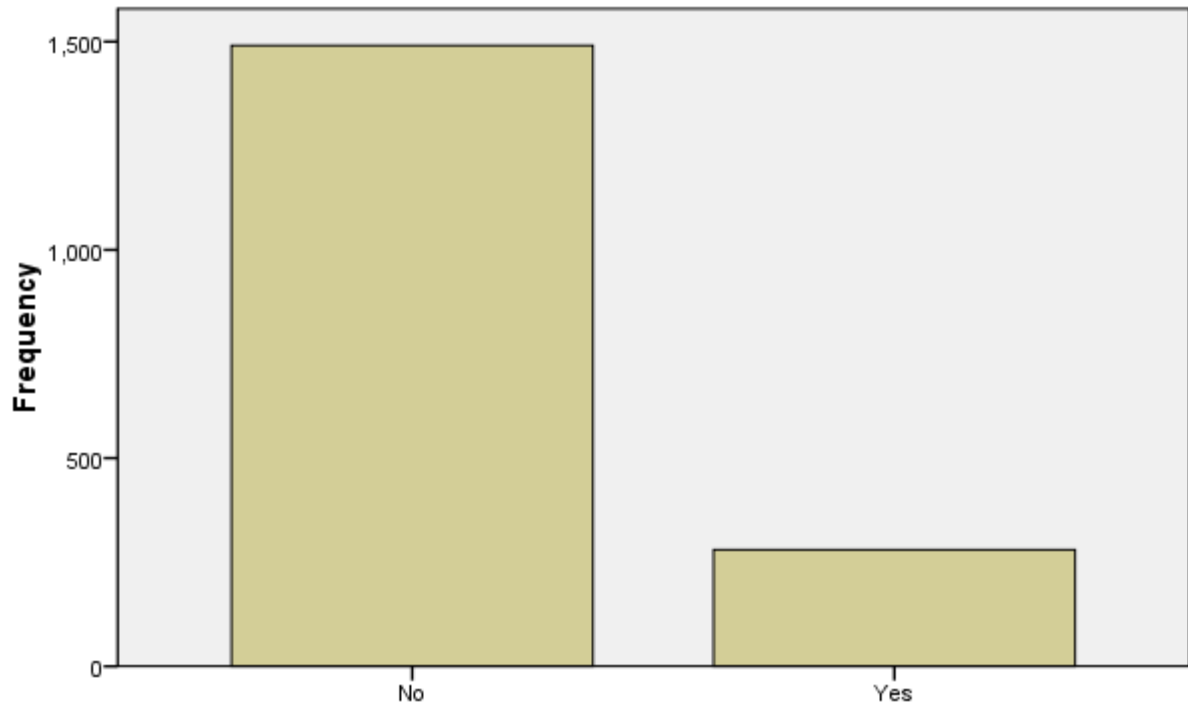
What financial aid have you received at Troy University? (Choose as many as apply) : Tuition assistance

What financial aid have you received at Troy University? (Choose as many as apply) : Third party pay



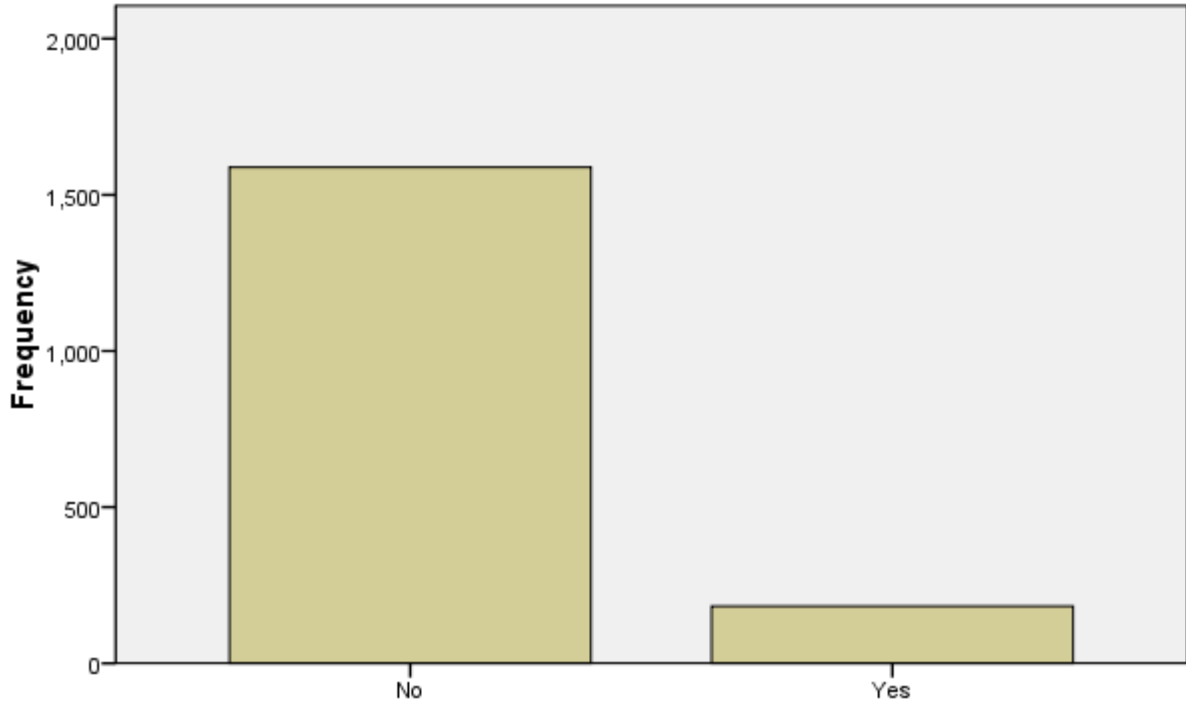
What financial aid have you received at Troy University? (Choose as many as apply) : Third party pay

What financial aid have you received at Troy University? (Choose as many as apply) : None



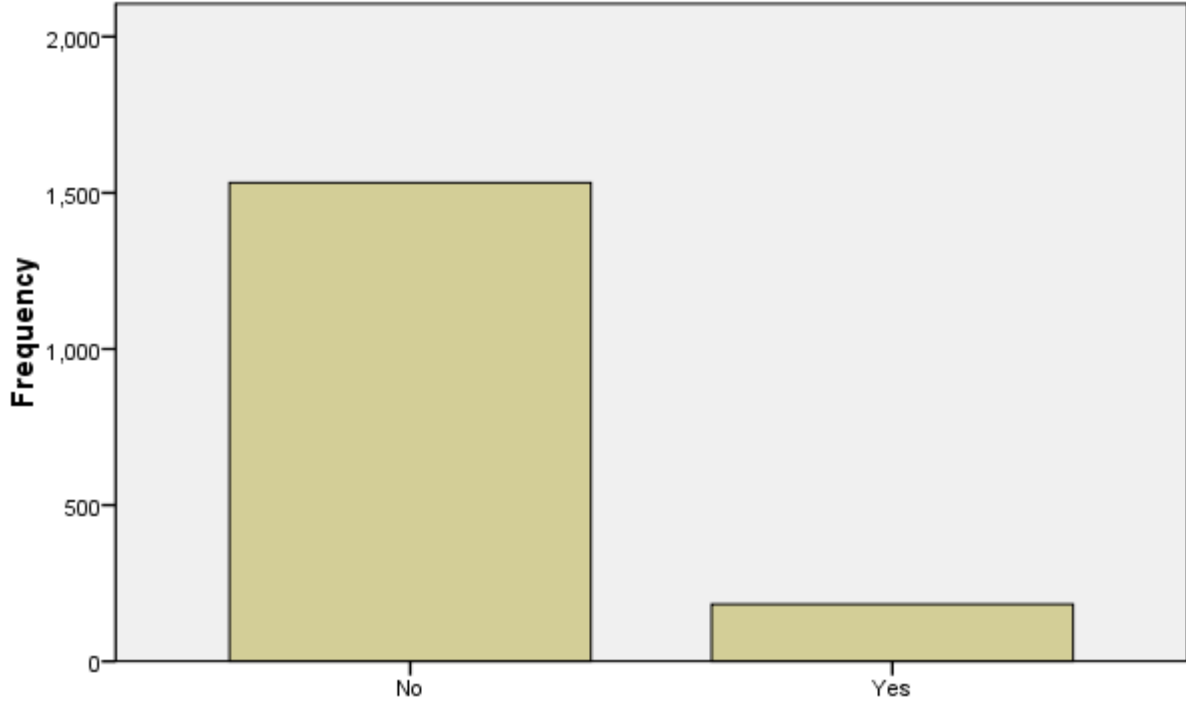
What financial aid have you received at Troy University? (Choose as many as apply) : None

What financial aid have you received at Troy University? (Choose as many as apply) : Other



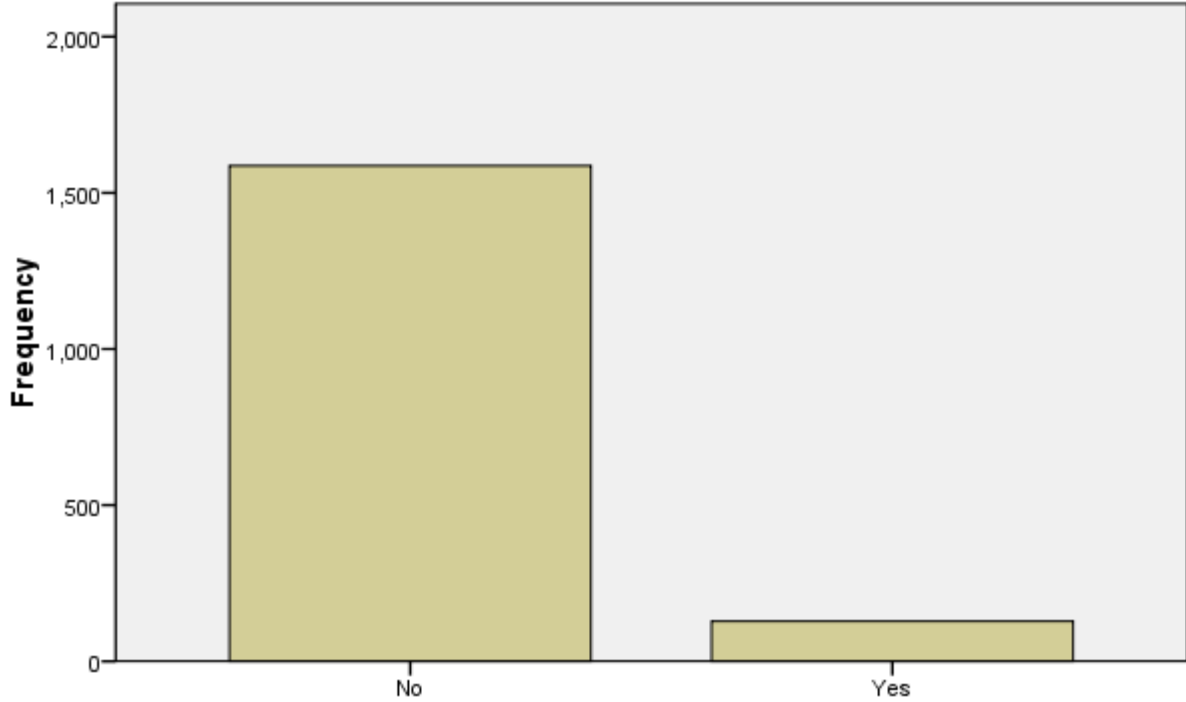
What financial aid have you received at Troy University? (Choose as many as apply) : Other

**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Departmental**



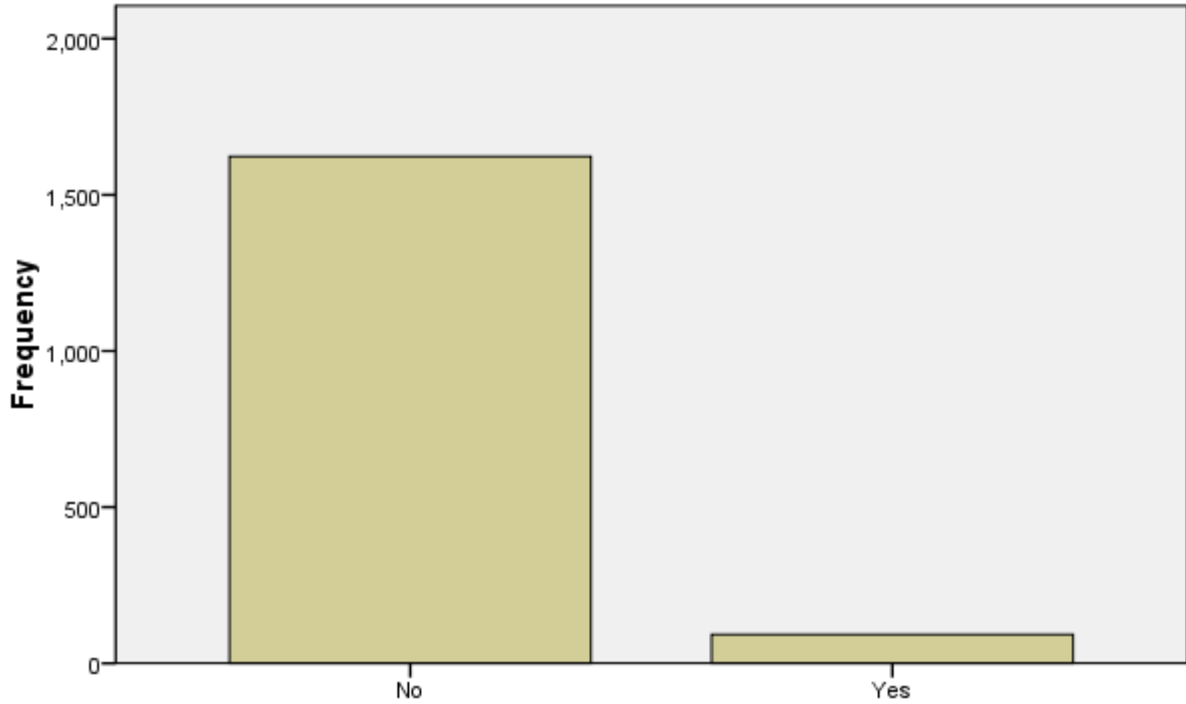
**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Departmental**

**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Professional**



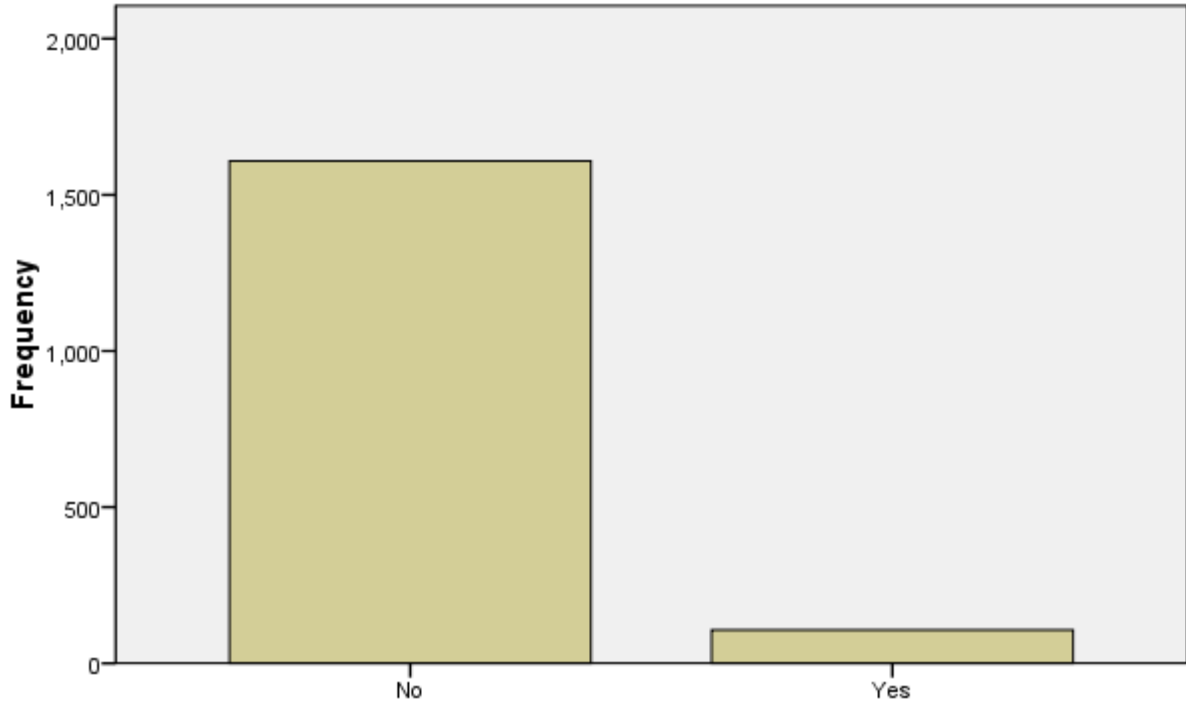
**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Professional**

**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Religious**



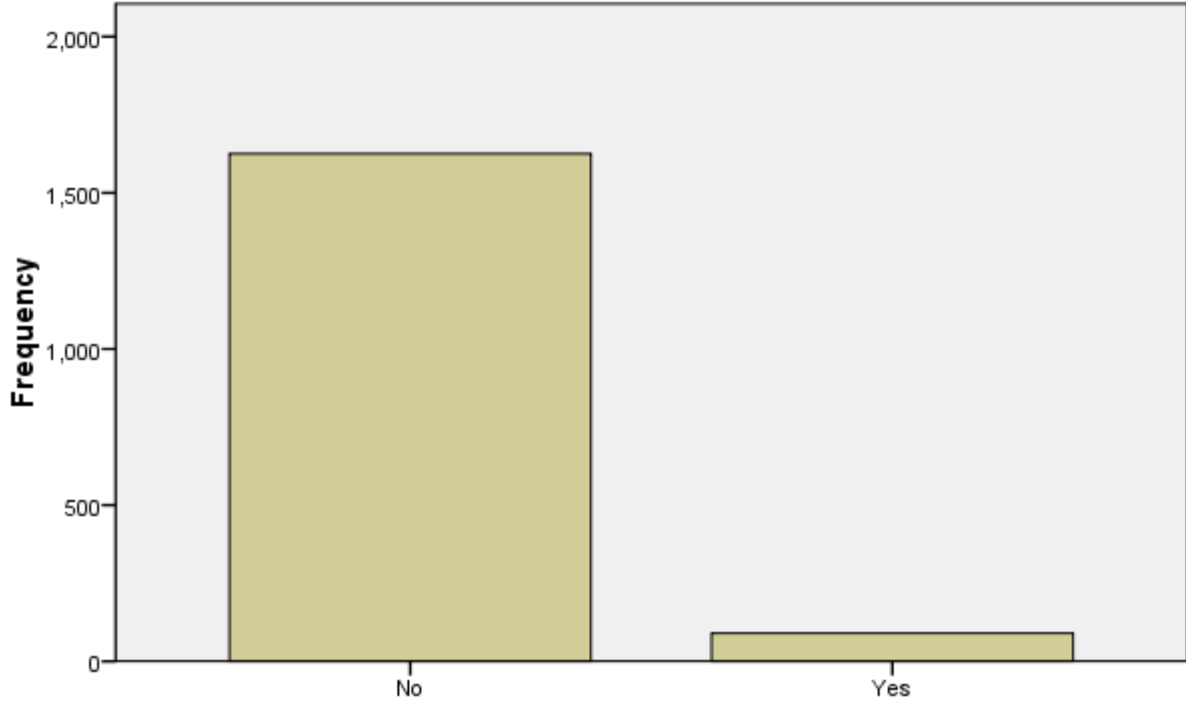
**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Religious**

**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Leadership**



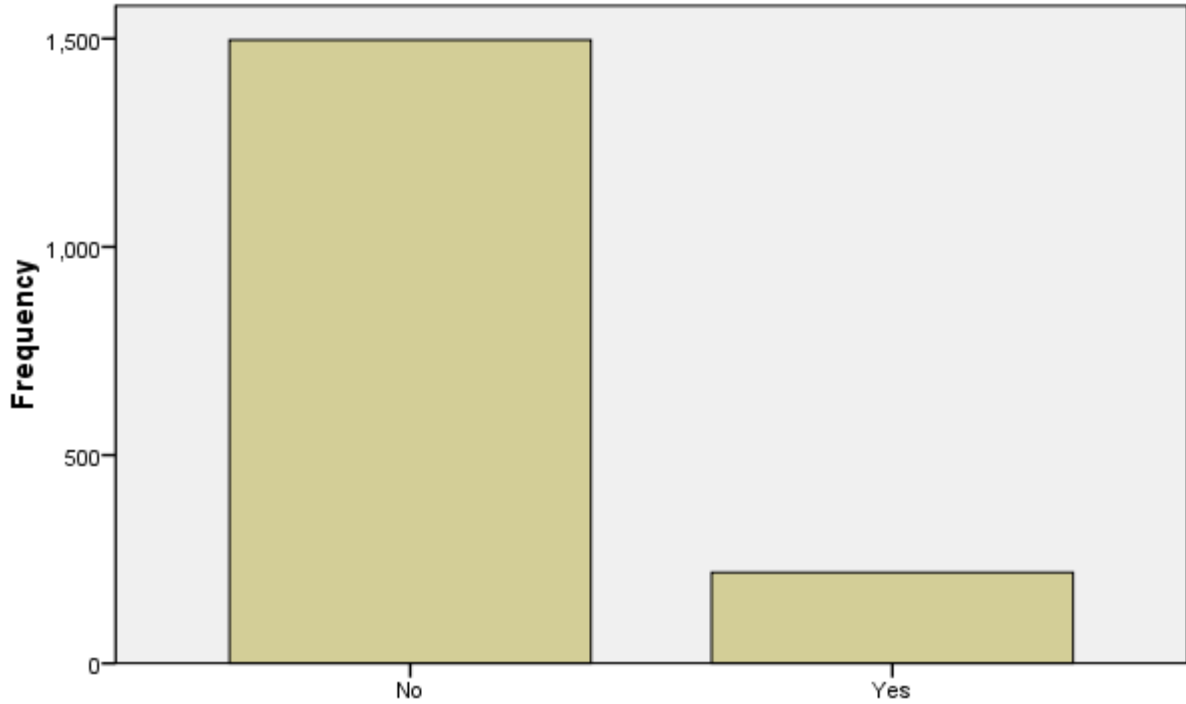
**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Leadership**

**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Services**



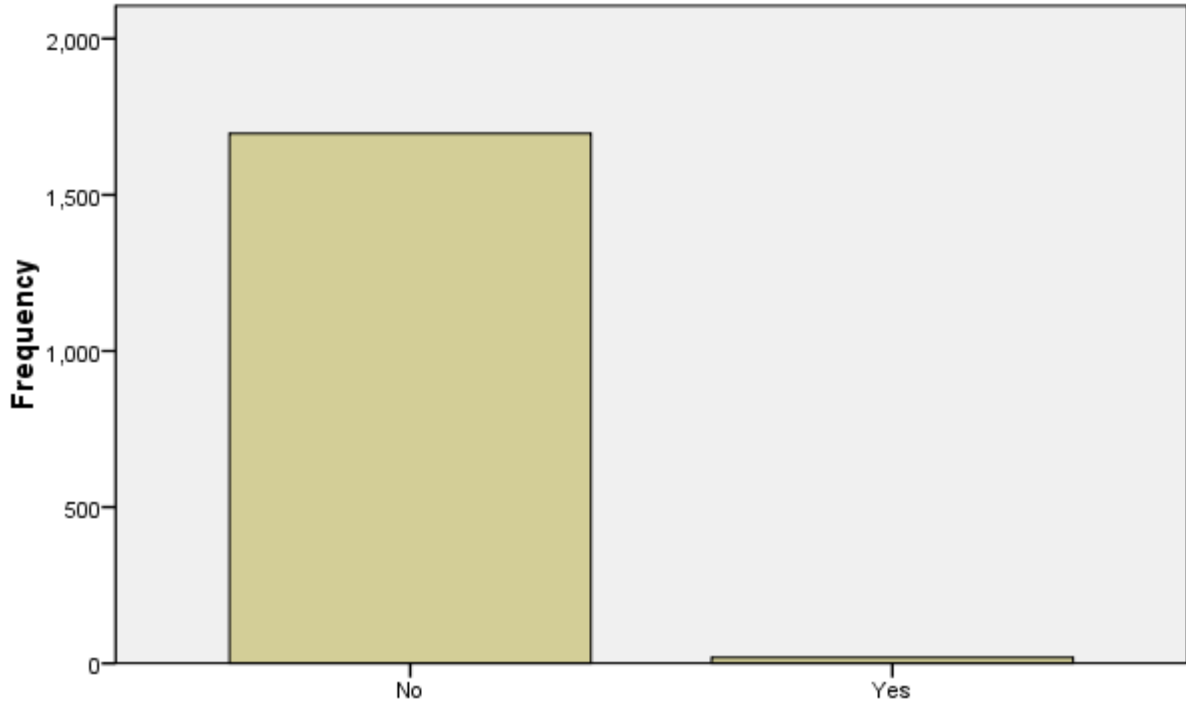
**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Services**

**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Honor society**



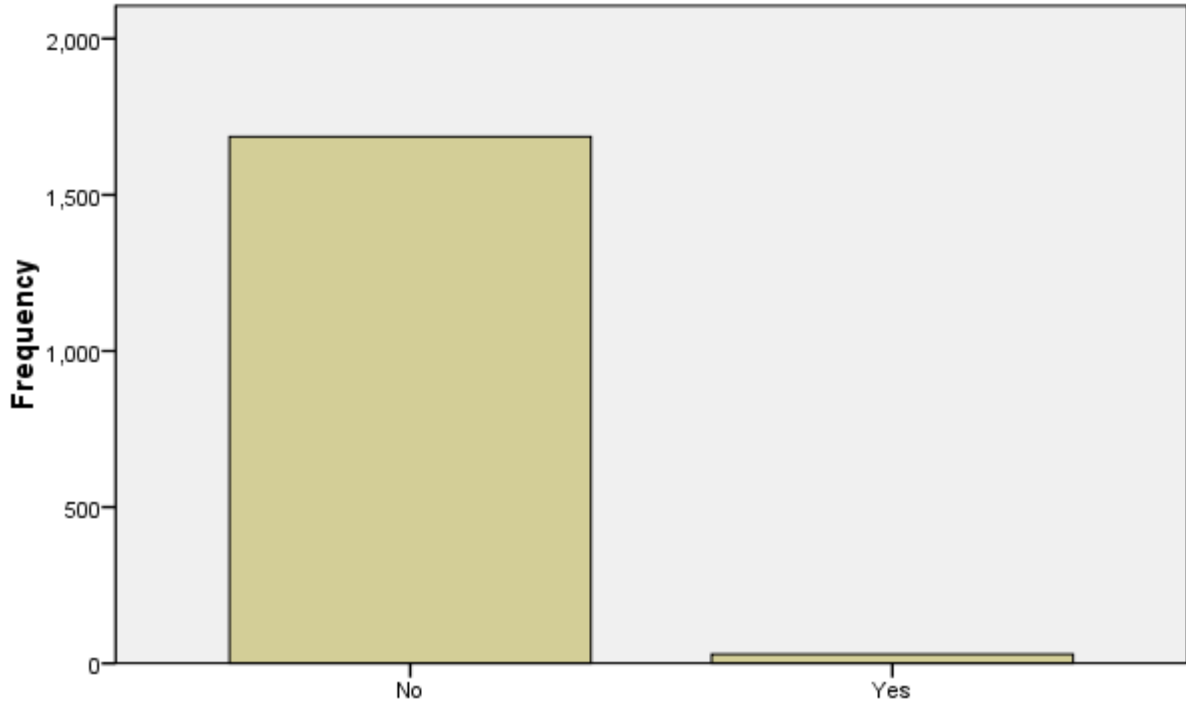
**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Honor society**

**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Publication**



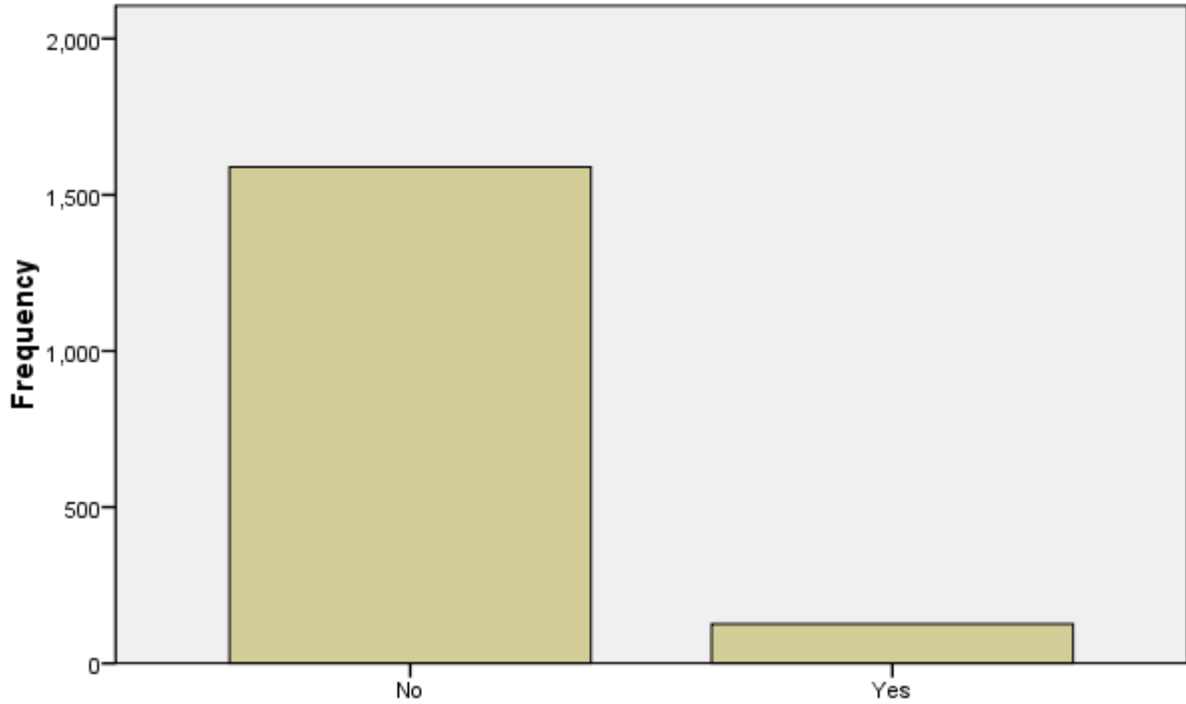
**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Publication**

**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Political**



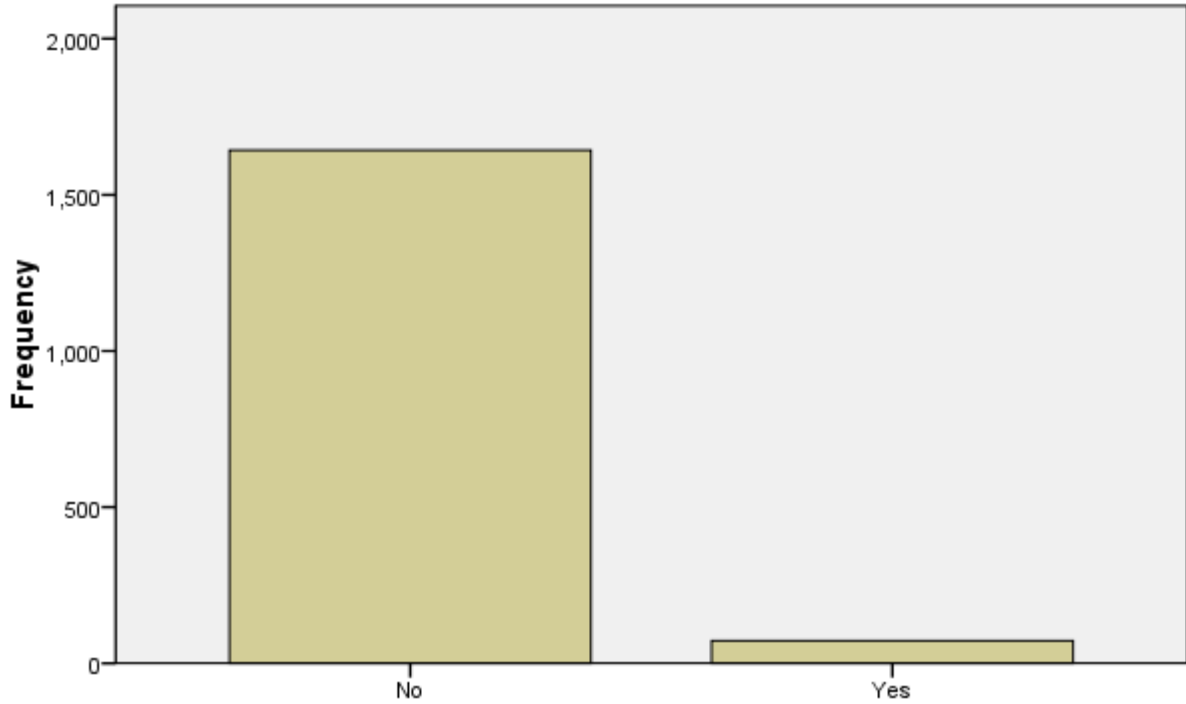
**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Political**

**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Fraternity/Sorority**



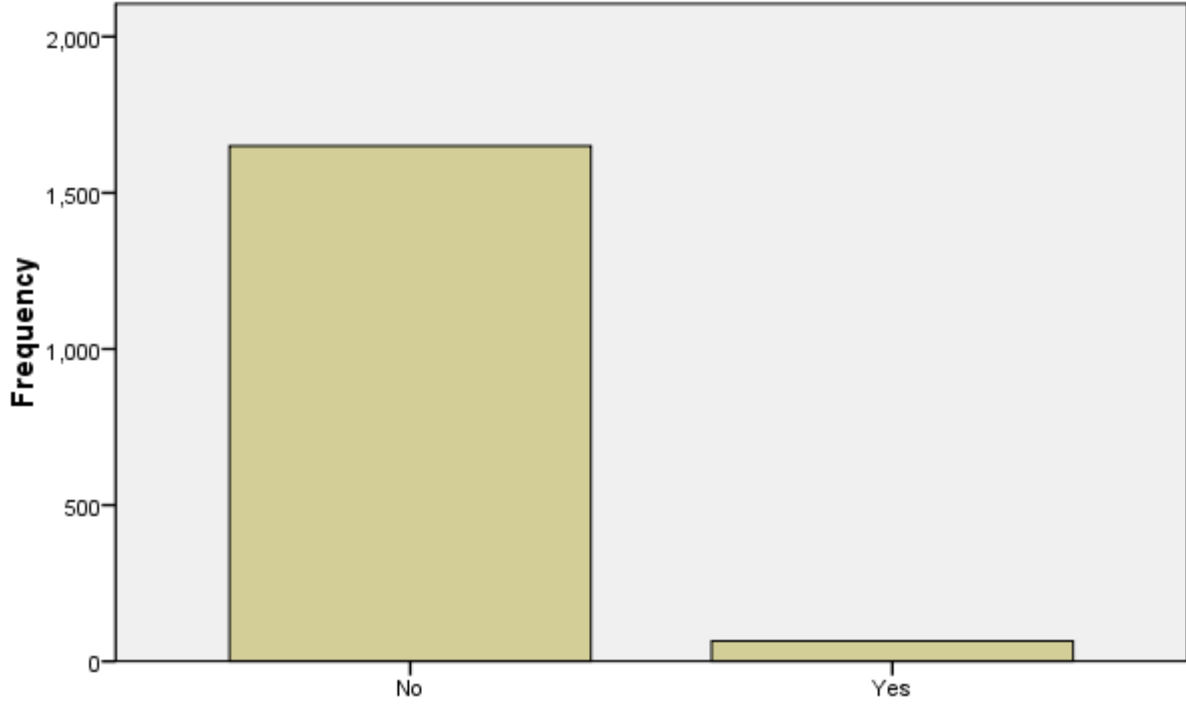
**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Fraternity/Sorority**

**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Art/Music/Drama**



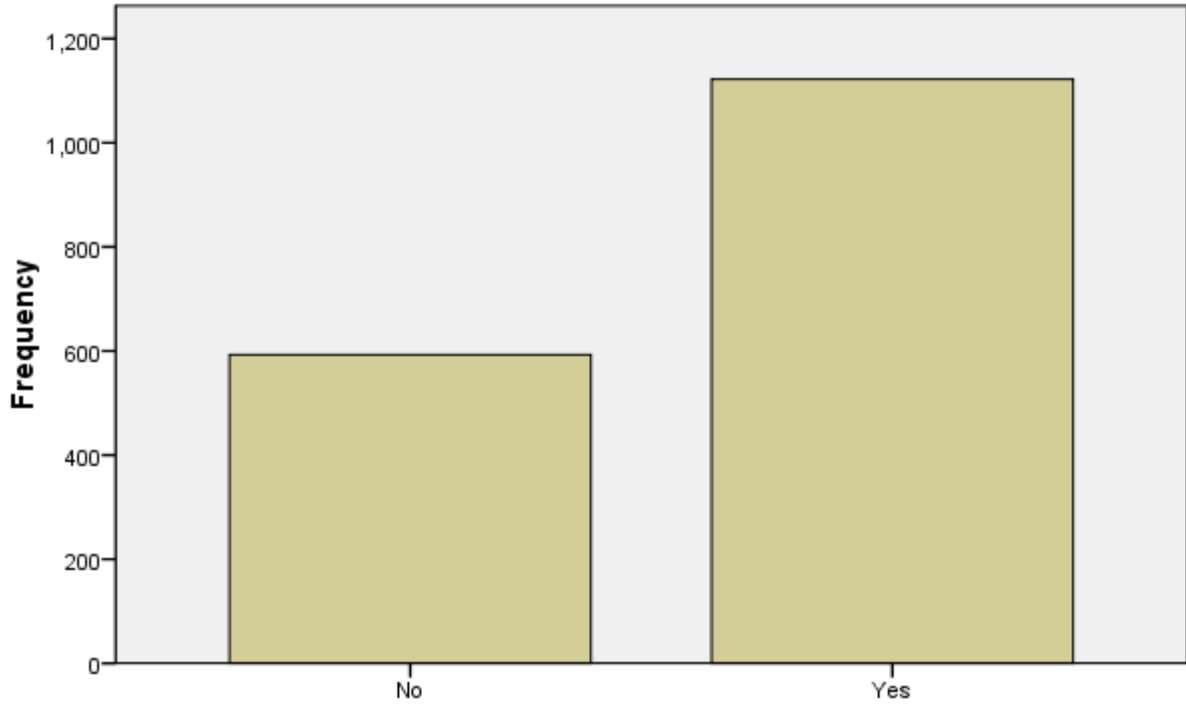
**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Art/Music/Drama**

**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Sports**



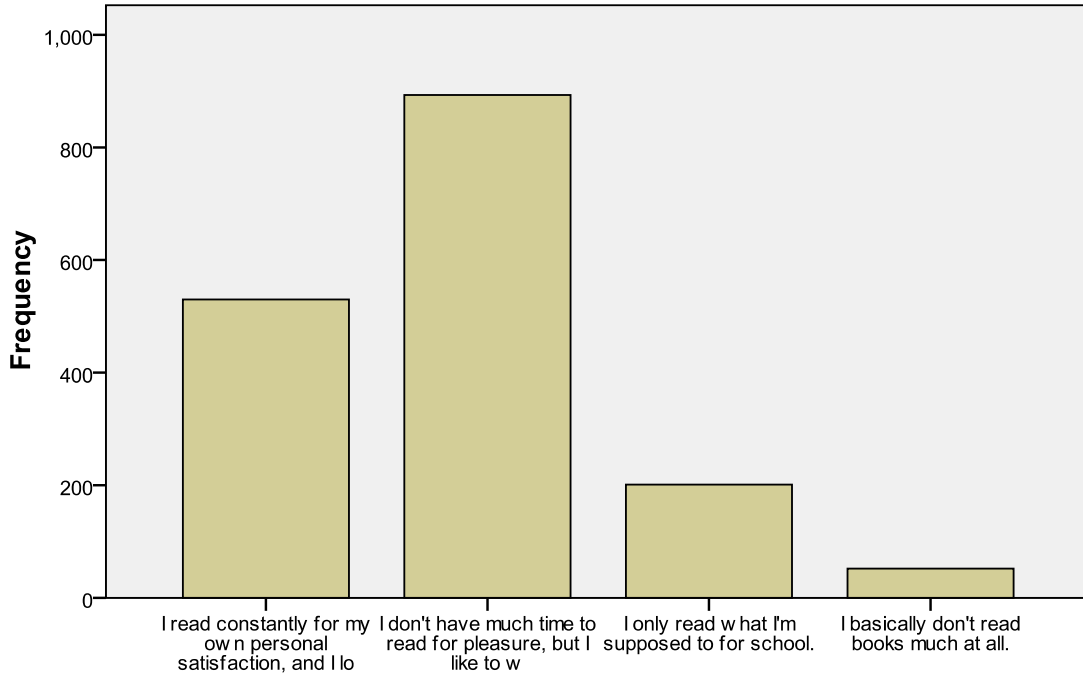
**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : Sports**

**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : None**



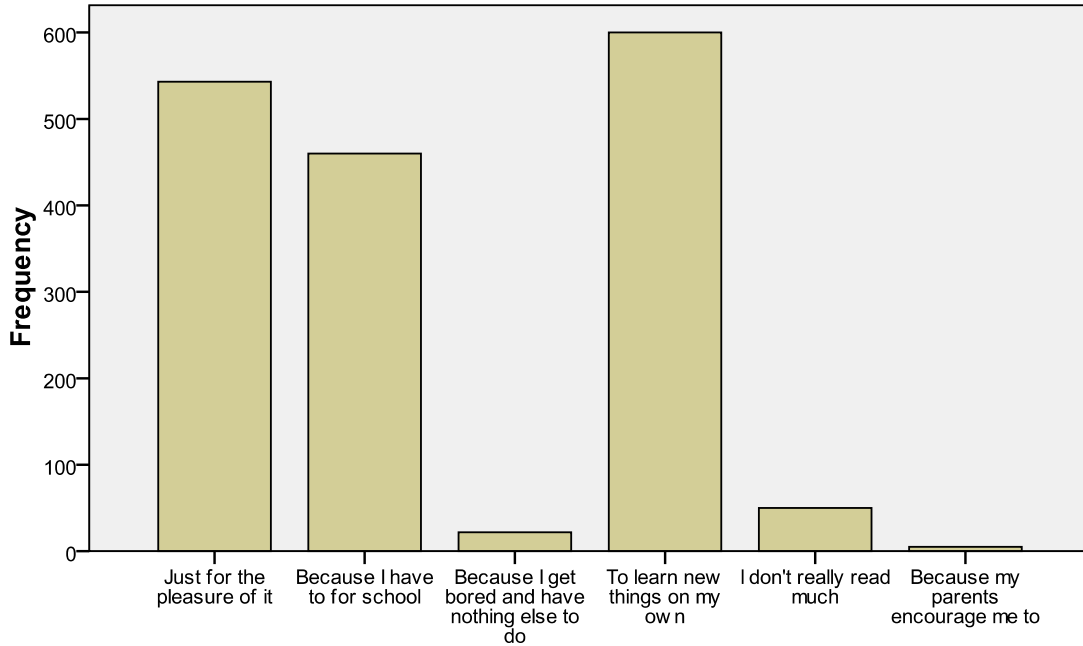
**To which student organizations did you belong while attending TROY?
(Choose as many as apply) : None**

Which statement below do you agree with most?



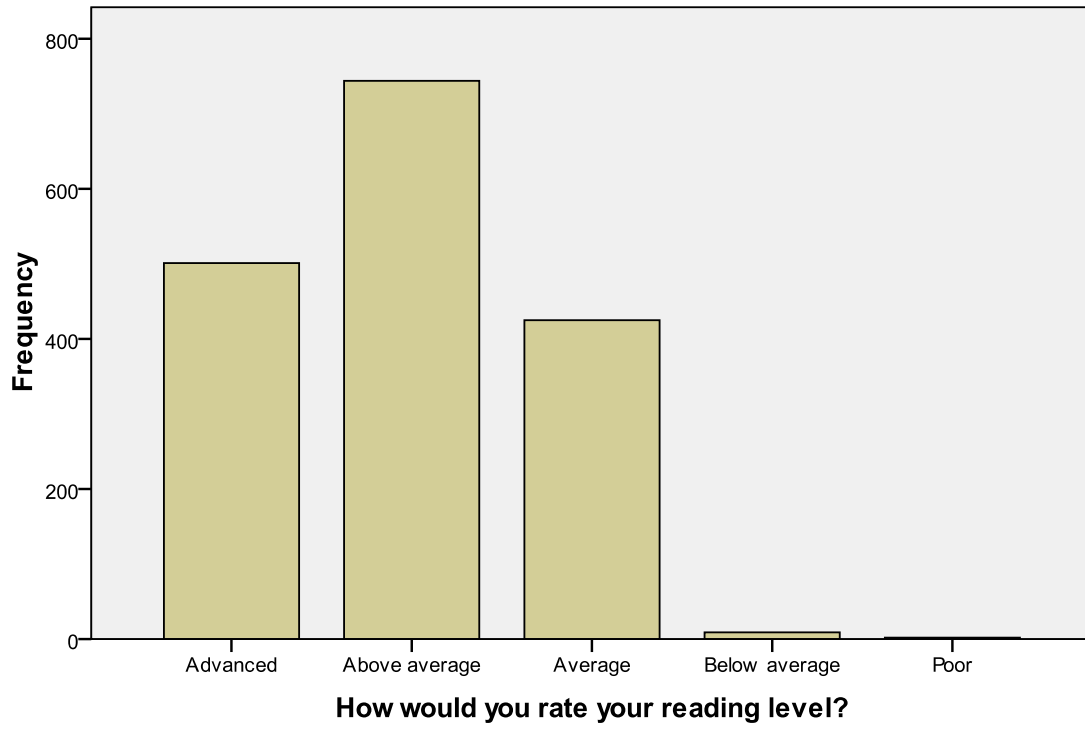
Which statement below do you agree with most?

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

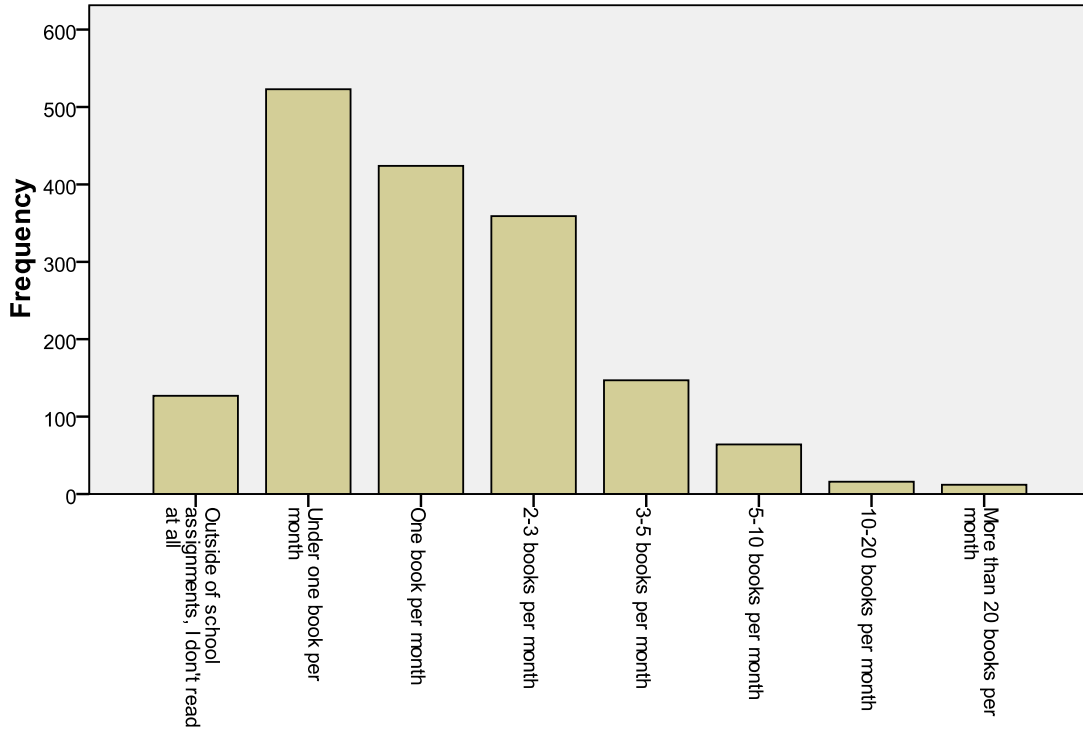


Most often, the reason I read is... (Please choose the best answer from this selection).

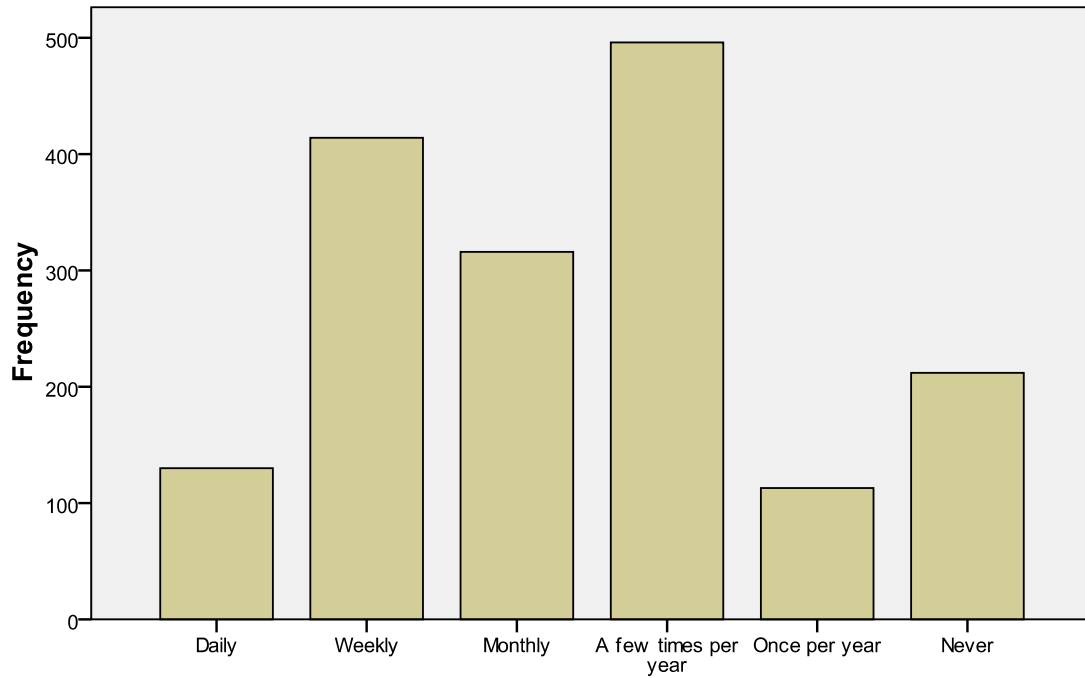
How would you rate your reading level?



Not including school assignments, how much do you read?



About how often do you discuss books with others?



About how often do you discuss books with others?

2009 - 2010 SENIOR SURVEY

Troy University Senior Survey

Please complete this survey and submit it online. The information you provide will help Troy University improve and enhance its programs and services so that the University can better serve the educational needs of its students. Your responses will be kept strictly confidential and only group data will be reported. We thank you in advance for your participation in this survey.

All students who are classified as "seniors" were sent an email inviting them to participate in this survey. However, some students are classified as "seniors" for more than one academic year. If you plan on graduating later than the Summer Semester of 2009, do not complete this survey. You will be offered another chance during the next academic year.

GENERAL INFORMATION

1) Semester of Intended Graduation:

- Fall 2009
- Spring 2010
- Summer 2010
- Other (please specify)

If you selected other, please specify

2) Gender:

- Male
- Female

3) Ethnicity:

- Nonresident alien
- Black, non-Hispanic
- American Indian/Alaska Native
- Asian/Pacific Islander
- Hispanic
- White, non-Hispanic
- Race/ethnicity unknown

4) Age:

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

5) Marital status:

- Single
- Married
- Divorced
- Widowed
- Other

6) Are you a US citizen?

- Yes
- No

7) If you answered "No" to Question 6, which country are you from?

Country _____

8) If you answered "Yes" to Question 6, which state is your permanent home state in the United States?

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland

- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- Washington, D.C.
- West Virginia
- Wisconsin
- Wyoming

9) From which Troy University campus will you graduate?

- Dothan
- Montgomery
- Phenix City
- Troy
- eCampus
- Global Campus

10) If you chose "Global Campus" in Question 9, from which site did you file your intent to graduate?

- Albany, Georgia
- Atlanta, Georgia
- Augusta, Georgia
- Bangkok, Thailand
- Bethesda, Maryland
- Brunswick, Georgia
- Clarksville, Tennessee
- Colombo, Sri Lanka
- Covington, Georgia

- Dam Neck, Virginia
- Davis-Monthan AFB, Arizona
- Distance Learning, Florida/Western Region
- Distance Learning, Pacific Region
- Distance Learning, Troy, Alabama
- eArmyU Programs
- Fayetteville, North Carolina
- Fort Belvoir, Virginia
- Fort Benning, Georgia
- Fort Bragg, North Carolina
- Fort Carson/Colorado Springs, Colorado
- Fort Eustis, Virginia
- Fort Gordon, Georgia
- Fort Lewis, Washington
- Fort Monroe, Virginia
- Fort Myer, Virginia/Pentagon
- Fort Walton Beach Area
- Guam Campus
- Guantanamo Bay, Cuba
- Guayaquil, Ecuador
- Hanoi, Vietnam
- Heidelberg, Germany
- Ho Chi Minh City, Vietnam
- Holloman AFB, New Mexico
- Hong Kong
- Jacksonville, Florida
- Kadena AB, Okinawa, Japan
- Kuala Lumpur, Malaysia
- Langley AFB, Virginia
- Little Creek Amphibious Base, Virginia
- Malacca, Malaysia
- Malmstrom AFB
- Misawa AB, Japan
- Mumbai, India
- New Orleans, Louisiana
- Norfolk Naval Station, Virginia
- Norfolk Regional Office, Virginia
- Oceana NAS, Virginia
- Orlando, Florida
- Pensacola, Florida
- Portsmouth
- Savannah, Georgia
- Seoul, Korea
- Sharjah, United Arab Emirates
- Shaw AFB, South Carolina
- Taipei, Taiwan
- Tampa/MacDill AFB, Florida
- Tyndall AFB, Florida
- Vidalia, Georgia
- Yongsan Garrison, Seoul, Korea
- Other

11) What degree program are you currently completing at Troy University?

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

12) From which college will you be graduating?

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

13) What is your major/concentration in the College of Arts and Sciences?

- Applied Computer Science
- Computer Science
- Biology
- Biology Education
- Chemistry
- Chemistry Education
- Comprehensive General Science
- Comprehensive General Science Education
- Criminal Justice
- English
- English Language Arts Education
- Environmental and Biological Science
- Environmental Science
- General Education
- Geomatics
- History
- History Education
- International Relations
- Mathematics
- Mathematics Education
- Political Science
- Public Administration
- Social Science
- Social Science Education
- Sociology
- Other

14) What is your major/concentration in the Sorrell College of Business?

- Associate of Science in Business
- Accounting
- Economics
- Finance
- Marketing
- Management
- Human Resource Management

- Hospitality and Tourism Management
- Information System
- International Economic Development
- General Business
- International Business
- Small Business and Entrepreneurship
- Risk Management and Insurance
- Technology and Resource Management
- Production & Operation Management
- Master of Business Administration
- Executive Master of Business Administration
- Other

15) What is your major/concentration in the College of Communication and Fine Arts?

- Art
- Art Education
- Art Studio
- Communication Arts - Dramatic Arts
- Communication Arts - Speech Communication
- Communication Arts - Communication Studies
- Design, Technology, and Industry
- Journalism
- Broadcast Journalism
- Music
- Music Education
- Foreign Language
- Other

16) What is your major/concentration in the College of Education?

- Early Childhood Education
- Elementary Education
- Secondary Education
- Post-Secondary Education
- Interdisciplinary Education
- Gifted Education
- Reading Specialist Education
- Collaborative Teacher K – 6
- Collaborative Teacher 6 – 12
- Adult Education
- Educational Administration
- Education Administration and Leadership
- School Counseling
- School Psychometry
- Rehabilitation Counseling
- Social Services Counseling
- Substance Abuse Counseling
- Clinical Mental Counseling
- Community Counseling
- Correction Counseling
- Student Services Counseling
- Psychology

- Other

17) What is your major/concentration in the College of Health and Human Services?

- Athletic Training
- Human Services
- Rehabilitation
- Health and Physical Education
- Physical Education
- Nursing
- Social Work
- Sport and Fitness Management
- Other

18) When you first started at Troy University, you were a:

- Dually-admitted student
- First-time freshman
- Undergraduate transfer student
- Undergraduate transient student
- First-time graduate student
- Graduate transfer student
- Graduate transient student

19) How many credit hours did you transfer to Troy University from another college or university?

- 1-15
- 16-30
- More than 30
- I did not transfer any credit hours.

20) Have you taken any courses online or in any other Distance Learning format at Troy University?

- Yes
- No

21) How long have you attended Troy University?

- One year
- Two years
- Three years
- Four years
- Five years
- Six years
- Seven years
- Eight years
- Nine years
- Ten years
- More than ten years

22) What is your overall GPA?

- Less than 2.0
- 2.00-2.49
- 2.50-2.99
- 3.00-3.49
- 3.50-4.00

GRADUATION / EMPLOYMENT PLANS

23) What do you plan to do after you graduate?

- Work in an area related to your major field of study
- Work in an area outside your major field of study
- Continue working in the job that you have had
- Continue your education
- Undecided

24) If you plan to continue your education, what is your ultimate goal?

- A Bachelor's degree
- A Master's degree
- An Education Specialist degree
- A professional degree
- A doctoral degree

25) Are/were you employed while attending Troy University?

- Yes
- No

26) If you answered "Yes" to Question 24, how many hours do/did you usually work per week?

- 1 - 9 hours
- 10 - 19 hours
- 20 - 29 hours
- 30 - 39 hours
- 40 or more hours

27) What financial aid have you received at Troy University? (Choose as many as apply)

- Scholarship/fellowship
- Graduate assistantship
- Grants
- Loans
- Work study
- Tuition assistance
- Third party pay

- None
- Other (please specify)

If you selected other, please specify

PERCEPTIONS OF TROY UNIVERSITY

28) In regard to your education at Troy University, please rate your development in the following areas:

	Excellent	Good	Average	Fair	Poor
Writing skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking/presentation skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Critical thinking skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem solving skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mathematical skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scientific principles and methods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding different philosophies and cultures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appreciation of the arts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leadership skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management and organizational skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working cooperatively in groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning and carrying out projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Citizenship skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strategies for applying skills in my field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29) Please rate the following areas related to the education and academic support services at Troy University: (Select "N/A" for any item that does not apply to you.)

	Excellent	Good	Average	Fair	Poor	N/A
Overall quality of your academic program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instruction in major courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instruction in general education courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty's use of technologies to enhance teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course availability in your major	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication between faculty and students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Registration procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IMPACT/New Student Orientation Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laboratory/instructional equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Testing Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural Science Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Center for International Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30) On a scale from 1 to 5, with 1 as “Very Dissatisfied” and 5 as “Very Satisfied,” please rate your satisfaction with the following offices and services at Troy University: (Select “Not Applicable” if the item does not apply to you.)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Admissions Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registrar/Records Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veteran Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Technology (IT) Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trojan Web Express	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adaptive Needs Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Support Services (SSS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placement Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bookstore Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buildings and Grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing and Residence Life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Health Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational and intramural activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Athletic programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trojan Fitness Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety and Security Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
University Media (website, newsletters, radio, TV, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31) On a scale from 1 to 5, with 1 as “Strongly Disagree” and 5 as “Strongly Agree,” please provide your opinion regarding the following areas:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The goals, objectives, and requirements for my academic program were clearly defined.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My academic program was intellectually challenging and stimulating.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courses in my curriculum contributed to the skills and knowledge required in my field.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courses were offered frequently enough for timely completion of my degree program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The intellectual caliber of students in my academic program was high.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The degree program in which I enrolled is valuable for me in my employment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Troy University faculty care about students as individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Troy University faculty were helpful with my career plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Troy University is responsive to the needs of its students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The tuition and fees I paid at Troy University were a worthwhile investment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

READING HABITS

32) Please indicate your level of involvement in reading.

	Not at all	In a very limited way	Somewhat	In a noticeable way	Greatly
My involvement in reading as part of my college experience has enhanced my ability to understand connections between the various materials I read.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My involvement in reading as a part of my college experience has enhanced my awareness of other people's political and social viewpoints.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33) Which statement below do you agree with most?

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

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

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

35) How would you rate your reading level?

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

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

- Books assigned for class
- Books I read outside of class for pleasure
- Cereal boxes, instructional pamphlets and other product packaging
- Comic books or graphic novels
- Computer manuals or other electronic equipment manuals
- Fashion/Beauty magazines
- Magazines about video games
- Music/Computers/Entertainment magazines
- News magazines
- Newspapers
- Online websites or webzines
- Puzzles/Games/Humor magazines
- Religious literature/books
- School papers or other newsletters
- Self-help literature
- Sports magazines
- None of the above

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

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

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

- Daily

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

OVERLL PERCEPTIONS

39) Please provide your overall ratings of Troy University:

	Excellent	Good	Average	Fair	Poor
How would you rate Troy University's preparation of you for employment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate Troy University's preparation of you for further education?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is your overall rating of your college experiences at TROY?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40) If you were starting over, would you enroll in the same program?

- Definitely yes
- Probably yes
- Probably not
- Definitely not

41) If you could start college over, would you attend Troy University again?

- Definitely yes
- Probably yes
- Probably not
- Definitely not

42) Would you recommend your academic program to other students?

- Definitely yes
- Probably yes
- Probably not
- Definitely not

43) Would you recommend Troy University to someone planning to go to college?

- Definitely yes
- Probably yes
- Probably not
- Definitely not

44) To which student organizations did you belong while attending TROY? (Choose

as many as apply)

- Departmental
- Professional
- Religious
- Leadership
- Services
- Honor society
- Publication
- Political
- Fraternity/Sorority
- Art/Music/Drama
- Sports
- None

45) Additional comments:
