

Appendix 1. New Student Perceptions about Troy University - Overall

Ranked by Frequency of Agreement

Total respondents = 2,540

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

* Note: Agree = Agree + Strongly Agree

Disagree = Disagree + Strongly Disagree