

## 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 leadership development and intellectual development as a result of their education at Troy University.
2. The survey findings over for the past five years strongly suggest that Troy University was effective in offering quality education to its students. The data over the past five years consistently show that about 85% of the graduating students would attend Troy University if they could start college over. 80% or more would enroll in the same programs again and about 90% would recommend Troy University and their academic programs to others.
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 five year's results still remain the same in the AY 11-12 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.