

**Appendix 20. Alumni Ratings on TROY Experiences (Arts & Sciences)**

Total AS respondents: 279

| TROY Experiences                     | Excellent (4) |       | Good (3) |       | Fair (2) |       | Poor (1) |       | Total | AVG  |
|--------------------------------------|---------------|-------|----------|-------|----------|-------|----------|-------|-------|------|
|                                      | N             | %     | N        | %     | N        | %     | N        | %     |       |      |
| Academic/educational experiences     | 133           | 48.9% | 122      | 44.9% | 14       | 5.1%  | 3        | 1.1%  | 272   | 3.42 |
| Social experiences                   | 81            | 34.3% | 98       | 41.5% | 50       | 21.2% | 7        | 3.0%  | 236   | 3.07 |
| Quality of instruction               | 111           | 40.5% | 137      | 50.0% | 22       | 8.0%  | 4        | 1.5%  | 274   | 3.30 |
| Availability of classes              | 98            | 35.5% | 130      | 47.1% | 39       | 14.1% | 9        | 3.3%  | 276   | 3.15 |
| Courses                              | 106           | 38.5% | 136      | 49.5% | 31       | 11.3% | 2        | 0.7%  | 275   | 3.26 |
| Professors                           | 138           | 50.2% | 116      | 42.2% | 20       | 7.3%  | 1        | 0.4%  | 275   | 3.42 |
| Class size                           | 120           | 46.2% | 124      | 47.7% | 15       | 5.8%  | 1        | 0.4%  | 260   | 3.40 |
| Academic advising                    | 86            | 31.9% | 116      | 43.0% | 50       | 18.5% | 18       | 6.7%  | 270   | 3.00 |
| Grading procedures                   | 95            | 34.8% | 152      | 55.7% | 25       | 9.2%  | 1        | 0.4%  | 273   | 3.25 |
| Library services                     | 69            | 29.4% | 109      | 46.4% | 49       | 20.9% | 8        | 3.4%  | 235   | 3.02 |
| Computer services                    | 63            | 27.5% | 112      | 48.9% | 45       | 19.7% | 9        | 3.9%  | 229   | 3.00 |
| Instructional support services       | 64            | 28.4% | 114      | 50.7% | 44       | 19.6% | 3        | 1.3%  | 225   | 3.06 |
| Career services                      | 40            | 22.6% | 62       | 35.0% | 57       | 32.2% | 18       | 10.2% | 177   | 2.70 |
| Counseling services                  | 44            | 25.4% | 64       | 37.0% | 53       | 30.6% | 12       | 6.9%  | 173   | 2.81 |
| Recreational/intramural activities   | 33            | 28.7% | 38       | 33.0% | 33       | 28.7% | 11       | 9.6%  | 115   | 2.81 |
| Health services                      | 24            | 24.2% | 36       | 36.4% | 36       | 36.4% | 3        | 3.0%  | 99    | 2.82 |
| Financial aid services               | 52            | 29.9% | 73       | 42.0% | 44       | 25.3% | 5        | 2.9%  | 174   | 2.99 |
| On-campus residence halls/apartments | 18            | 26.9% | 28       | 41.8% | 18       | 26.9% | 3        | 4.5%  | 67    | 2.91 |
| Dining facilities                    | 18            | 21.2% | 39       | 45.9% | 21       | 24.7% | 7        | 8.2%  | 85    | 2.80 |
| Business Office services             | 43            | 22.2% | 98       | 50.5% | 43       | 22.2% | 10       | 5.2%  | 194   | 2.90 |