

2013 NEW STUDENT SURVEY



Fall 2013

Troy University Office of Institutional
Research, Planning, and Effectiveness

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Troy University Fall 2013 New Student Survey Report

Executive Summary

As an annual institutional effectiveness effort, the Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the *New Student Survey* in fall 2013. This was the ninth consecutive year that this survey has been conducted. The purpose of the survey was to identify the satisfaction of the fall 2013 new students with their experiences at Troy University and to determine how well the University served their needs as new students.

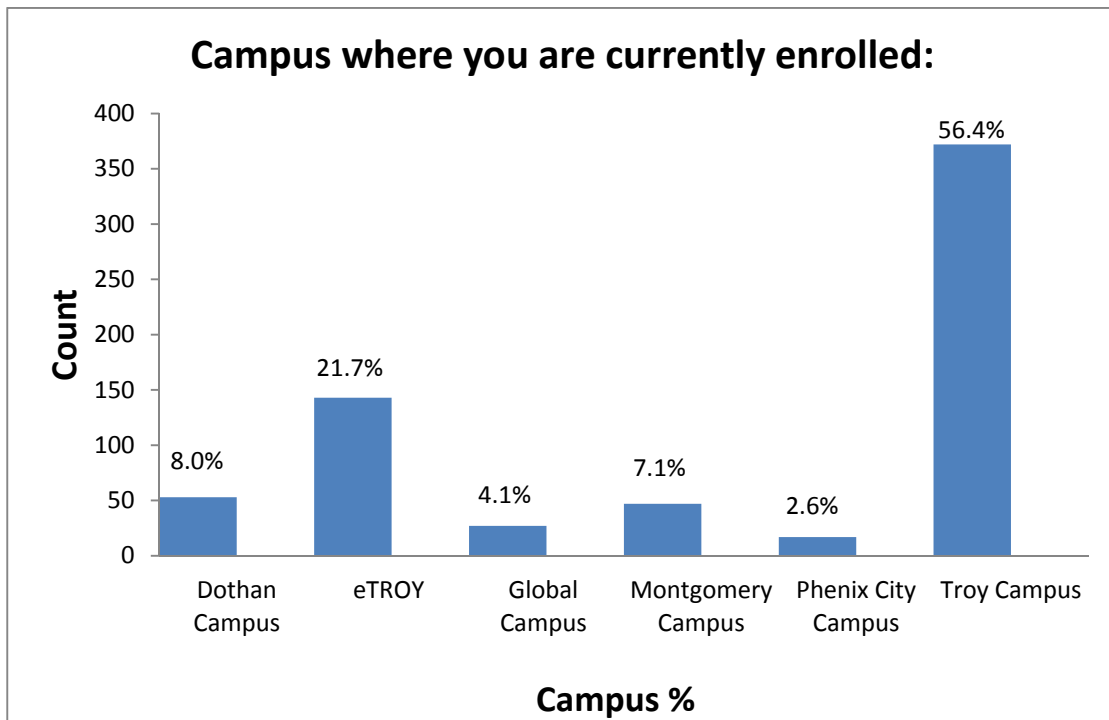
The *New Student Survey* was administered through an online survey program. The target population was the new students who enrolled at the University for the first time during the fall semester in 2013. On November 22, 2013 the online survey was distributed via email to the group of 3,490 students. After two follow up emails on December 12, 2013 and January 08, 2014, a total of 668 responses were received, representing a 19% response rate.

The descriptive method of data analysis was used to identify the areas with which students were most and least satisfied, based on campuses, colleges, and academic levels. Comparative analyses were also conducted to determine if significant differences existed in student satisfaction based on gender, ethnicity, age, and selection of Troy University as first choice. The major findings are reported in "Highlights of the Findings," and more detailed information, including frequencies of the responses, mean comparisons, demographic information and other related information can be found in the appendices.

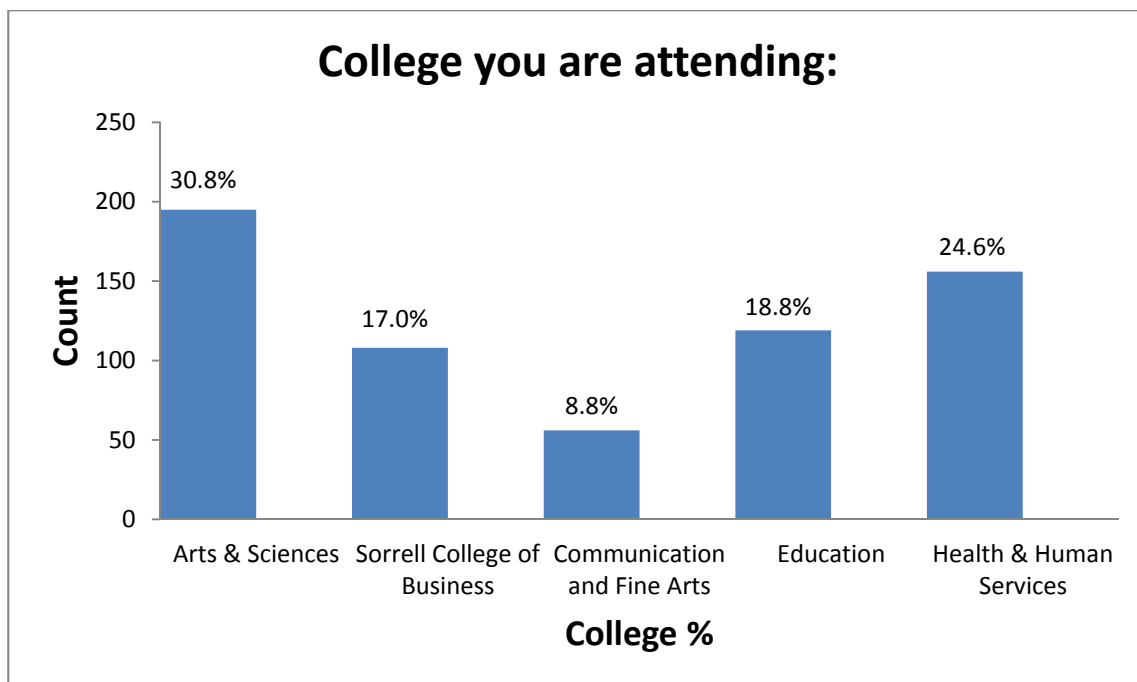
Highlights of the Findings

Demographic Information:

The majority of the respondents were female (75%), white (56%), and traditional students (24 years or younger) (62%). The 2013 Survey distribution is very similar to the 2012 distribution in that 56% of the respondents were from the Troy Campus, followed by eTROY students at 22%, then Dothan Campus at 8%, Montgomery Campus at 7%, Global Campus at 4%, and Phenix City Campus at 3%. Because the TROY campuses serve different types of students (Troy serves traditional students and other campuses serve predominantly non-traditional students), the generalization of survey findings should be made with caution.



Of all the respondents, 78% were undergraduate students (51% first-time freshmen, 26% transfer students, and 1% transient students) and 16% were graduate students (11% new graduate students, 3.5% transfer, and 1.5% transient). The remaining students selected “other.” Overall, 31% were Arts & Sciences students, 25% were Health and Human Services students, 19% were College of Education students, 17% were business majors, and 9% were Communication and Fine Arts students.



College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 61% selected Troy University as first choice when applying for college admission and 25% had Troy University as their second choice. The most common reasons why new students selected Troy University were Location (56%), Affordability (50%), and Academic Reputation (40%). Other common reasons included Size of Campus (39%) and Academic Programs (37%). Additionally, approximately 60% of the respondents had visited one of the Troy campuses before they enrolled at Troy University.

Please select the reasons why you have chosen to attend Troy University.	Count	%
Location	377	56.4%
Affordability	333	49.9%
Academic reputation	266	39.8%
Size of campus	258	38.6%
Academic programs	244	36.5%
Flexibility of schedule	234	35.0%
Availability of financial aid	207	31.0%
Friends' recommendation	156	23.4%
Admission standards	132	19.8%
Graduates get good jobs	129	19.3%
Social atmosphere	121	18.1%
Diversity of student body	116	17.4%
Parents' recommendation	113	16.9%
Alumni recommendation	107	16.0%
Reputation for social activities	70	10.5%
Other (please specify)	61	9.1%
Athletics	51	7.6%
Performing arts (band, collegiate singers, drama, etc.)	47	7.0%
Recommendation of high school counselor	40	6.0%
Rankings in national magazines	27	4.0%
Recommendation of college counselor	20	3.0%

Student Satisfaction - Strengths:

As indicated in Appendix 1, overall, new students were satisfied with their experiences at Troy University. The majority of the students (86.7%) agreed or strongly agreed that they were “receiving a quality education at Troy University.” Leading the top position by ranked level of agreement was 87.6% of the students feel that “TROY personnel are knowledgeable and helpful”. The top five items ranked by agreement level also included “The semester/term format accommodates my learning” (86.5%), “Faculty care about students as individuals” (86%) and 85.2% indicated that they would recommend Troy University to a friend.

The top three items were remained the same as from the prior year but the order shifted in rank with “TROY personnel are knowledgeable and helpful” moving up in rank from number three in 2012 to number one in 2013. Returning to the top five and coming fourth in rank was “faculty care about students as individuals”, this statement was ranked number eight in 2012 and significant improvements were seen in 2013.

Student Satisfaction – Weaknesses:

Based on the student agreement levels, the survey identified some areas of weakness. The five items that had the largest percentage marked disagree or strongly disagree in descending order are: students getting the “run around” when seeking information, campus housing meeting expectations when needed, class information provided prior to enrollment, student recreational opportunities and facilities, and classes offered at convenient times. In particular, 19.8% of the respondents disagreed that “Students seldom get the ‘run around’ when seeking information” (19% were neutral; and 61% agreed). Although these items show an overall need, there are notable differences between campus locations and colleges. Special attention should be directed to these items and plans to improve should be developed and implemented. (See reports in Appendices 1 – 12.)

Comparison:

This report includes comparisons among campuses and colleges based on rankings (See Appendices 17-18). The total list of 29 items was rank ordered according to agreement level. The total percentage of students who “Agree” with an item was calculated by adding the number of “Agree” and “Strongly Agree” responses together. This list was then sorted in descending order so that number 1 represents the statement of highest agreement level. Rankings among the five colleges showed large discrepancies in some areas, while rankings among campuses also represented location differences. For example, the Overall number 1 ranked item was “Troy personnel are knowledgeable and helpful” this ranking includes the eTROY Campus only; Troy, Dothan, and Global Campus each ranked this item number 2, while Phenix City campus ranked it number 5 and lastly Montgomery ranked it at number 12. Further analyses of the rank order comparisons can provide a useful tool in assessing strengths and weaknesses among the college divisions and campuses.

Group means for students with different characteristics were compared to identify possible significant differences in student agreeability/satisfaction for these groups. While the majority of the sample size was predominately female (75% vs 25% male), the analyses (See Appendix 19) found that the means for males and females were not significantly different on 28 of the 29 items. Although mean differences were not significant, they did still exist. The only significant difference in means occurred with females agreeing more that “the printed schedule of classes is informative”. The second largest difference was that females agreed more that “student recreational opportunities and facilities have met expectations.”

Furthermore, the agreeability/satisfaction means for students grouped by ethnicity of black, white, and other minorities were significantly different (See Appendix 20), for 8 of the 29 items; these items are listed below in order of highest significance level. The means were higher, showing more satisfaction among black students on seven of the eight items.

- Class information provided prior to enrollment was helpful. (B)
- Purchasing textbooks through Troy Virtual BookStore is convenient. (B)
- Classes are offered at convenient times. (B)
- The online Schedule of Classes is informative and easy to follow. (B)
- Registration dates, times, and procedures were made clear to me prior to enrollment. (B)
- Sufficient financial aid options are available. (W)
- The on-site registration process is user-friendly. (B)
- On-campus bookstore hours are convenient for students. (B)

Additionally, the agreeability/satisfaction means for non-traditional students (aged 25 or older) and traditional students (under age 25) were also significantly different (See Appendix 21) on seven items of the items with the non-traditional students having higher means on six of the seven significant items. These items are listed below in order of largest mean differences and highest significance level.

- Student organizations are available for my participation. (T)
- Purchasing textbooks through Troy Virtual BookStore is convenient. (NT)
- Faculty care about students as individuals. (NT)
- The on-site registration process is user-friendly. (NT)
- I feel I can talk to faculty about my academic concerns. (NT)
- Troy University has a good reputation in my community. (NT)
- Students seldom get the “run around” when seeking information. (NT)

The agreeability/satisfaction means for students who selected Troy University as their first choice were significantly higher than the means of students who did not select Troy as their first choice (See Appendix 22) for 12 of the 29 items (listed below in order of largest mean differences and highest significance level):

- I would recommend Troy University to a friend who is planning to go to college.
- Troy University has a good reputation in my community.
- I am receiving a quality education at Troy University.
- Tutorial Services are sufficient.
- The bill that I received from the University was easily understood.
- On-campus bookstore hours are convenient for students.
- Academic advising is adequate.
- I feel I can talk to faculty about my academic concerns.
- TROY personnel are knowledgeable and helpful.
- Sufficient financial aid options are available.

- The semester/term format at my location accommodates my learning.
- The University offers a variety of majors at my location.

Learning about Troy University: 36% of the new students indicated that they initially learned about Troy University through “Word of Mouth” (Question 13) and 59% learned about the registration dates and times via “Internet” (Question 14). (See Appendix 23)

Best way to advertise Troy University: 39% of the new students thought that “Word of Mouth” was the best way to advertise Troy University and 37% indicated that the best way was through “Internet” (Question 15). (See Appendix 23)

New Student Description of Troy University:

The majority of the new students would describe Troy University to a friend as “Convenient,” followed by “Friendly” and many would say it is a “Good Value for the price” and considered it to be “student-centered”. (Question16). (See Appendix 23)

How would you describe TROY to a friend?	Count	%
Convenient	387	57.9%
Friendly	363	54.3%
Good value for the price	325	48.7%
Student-centered	309	46.3%
Academically challenging	270	40.4%
Helpful	269	40.3%
Caring	256	38.3%
Other (please specify)	32	4.8%

A Culture of Reading:

Troy University is committed to fostering a culture of reading among its students. The Quality Enhancement Plan (QEP) of Troy University focuses on strengthening student literacy and learning by setting high expectations for reading and by supporting new initiatives that will enable students to become better readers. Detailed results of these questions (18-25) are presented in Appendix 23.

Frequency of reading (Q18): When asked about their general frequency of reading, most students (49%) reported that “I don’t have much time to read for pleasure, but I like to when I get the chance.” However, 27% of students reported, “I read constantly for my own personal satisfaction, and I love it.” 19% of new students reported that “I only read what I am supposed to for school.” Only 4% of new students reported that “I basically don’t read books much at all.”

Reason for reading (Q19): The most frequently reported reason for reading (37%) was “just for the pleasure of it,” followed closely by “because I have to for school” (33%). Reading for the sake of learning was important as 23% of survey

respondents reported that they read “to learn new things on my own.” Less than 9% reported that they read for the following reasons: “I don’t really read much” (3.9%), “because I get bored and have nothing else to do” (2.6%), and “because my parents encourage me to read.” (0.5%)

Reading ability (Q20): Almost all (98%) of new students reported that their reading level is average or above. The breakdown by category is represented with Average (27%), Above Average (40%), and Advanced (31%). Less than two percent of new students reported that their reading ability is Below Average (1.9%) and 1 individual student rated the reading level as Poor.

Reading materials (Q21): New students were asked what types of reading materials they read. The five most common responses were: Books assigned for class (84%), Books I read outside of class for pleasure (60%), Online websites or webzines (58%), Newspapers (46%), and Cereal boxes, instructional pamphlets and other product packaging (45%). The five types of resources which the lowest percentage of new students reported reading were: Magazines about video games (8%), Comic books or graphic novels (15%), Computer manuals or other electronic equipment manuals (16%), Sports magazines (17%), and Puzzles/Games/Humor magazines (20%).

Volume of reading (Q22): New students were asked “Not including school assignments, how much do you read?” “Under one book per month” was reported by 31% and “one book per month” by 25%. Higher volumes of reading were reported by a select group of new students, with 22% reading “2-3 books per month” and 12% reading four or more books per month. A small minority of new students (11%) reported that outside of school assignments they do not read at all.

Preferred genre (Q23): New students were asked to report what types of books they like to read for pleasure. The five most common answers were: Romance (46.0%), True stories (45.8%), Adventure (44.2%), Mystery (43.1%), and Fantasy (32.6%). The five least favored types were: Factual books, like a book about dinosaurs or space (13.0%), Sports (13.3%), Books about hobbies or collecting (18.1%), How-to books (18.7%), and Horror (18.9%).

Characters (Q24): New students were asked which characters/people they liked to read about. The five most common answers were: People or characters who are a lot like me (49.1%), People or characters my age who have done some cool or amazing thing (39.1%), People or characters my age wrestling with tough issues like crime, drug abuse or poverty (37.6%), People or characters who are a lot different than me (37.1%), and Historical figures (36.5%). The five least most common characters were: Sports figures (13.9%), Animals (16.8%), Musicians (18.3%), Celebrities (24.9%), and Characters from movies or television shows (25.9%).

Discussing reading (Q25): New students were asked to report how often they discuss books with others. The following percentages were reported: Daily (7.9%), Weekly (22.4%), Monthly (20.3%), A few times per year (27.2%), Once per year (6.4%), and Never (15.8%).

Implications

1. Troy University has done a good job in meeting the needs of new students even though there are areas that need to be improved.
2. The University might use the following in its recruitment and advancement efforts:
 - a. 87% of new students responded that they were receiving a quality education at Troy University.
 - b. 82% of new students agreed that Troy has a good reputation in their community.
 - c. 85% of the new students indicated that they would recommend Troy to a friend.
 - d. 87% of the new students indicated that the semester/term accommodated their learning.
 - e. 86% of the new students felt that faculty care about students as individuals.
3. New student satisfaction results may be used as information to assist student recruitment efforts.
4. Efforts should be made to maintain the strengths of the University and improve areas of weakness.
5. Significant differences in satisfaction of students with different characteristics should be considered as student services personnel work to meet the needs of a diverse student population.
6. Most new students consider themselves to be good readers, but they find little time for reading. Very few students are encouraged to read by their parents. While students are under the influence of Troy University, reading should be modeled and encouraged.

Notes: In Appendices 1-16, the instruction for all items was: "Q11: Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University." The original scale for these items included five points: 5-Strongly Agree, 4-Agree, 3-Neutral, 2-Disagree, 1-Strongly Disagree, and 0-Not Applicable. This scale was collapsed into three points, Agree, Neutral, and Disagree for reporting purposes and Not Applicable responses are not included in the tables. The means analyses reflect the full five point scale, excluding Not Applicable responses.

Appendix 1. 2013 New Student Perceptions about Troy University - Overall

Ranked by Frequency of Agreement

Total respondents = 612

	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
Academic programs, services, and administration									
TROY personnel are knowledgeable and helpful.	1	3	6	7	7	87.6%	7.7%	4.6%	607
I am receiving a quality education at Troy University.	2	1	1	1	1	86.7%	8.2%	5.0%	595
The semester/term format accommodates my learning.	3	2	4	2	3	86.5%	8.6%	4.9%	592
Faculty care about students as individuals.	4	8	5	15	11	86.0%	8.4%	5.6%	607
I would recommend Troy University to a friend who is planning to go to college.	5	4	3	3	2	85.2%	7.6%	7.2%	594
The printed Schedule of Classes is informative and easy to follow.	6	7	7	5	5	83.8%	9.8%	6.5%	573
I feel I can talk to faculty about my academic concerns.	7	9	11	14	17	83.6%	10.1%	6.3%	605
Class drop/add procedures are appropriate.	8	10	13	11	15	83.0%	11.6%	5.4%	559
Troy University has a good reputation in my community.	9	5	2	4	4	81.8%	12.3%	5.9%	593
The University offers a variety of majors at my location.	10	6	9	8	12	81.2%	11.0%	7.8%	580
Academic advising is adequate.	11	17	18	21	21	80.5%	11.7%	7.7%	596
The classes I attend are well organized and well taught	12	16	10	16	9	80.4%	10.6%	9.0%	597
The online registration process is user-friendly.	13	22	23	19	20	80.3%	10.9%	8.8%	580
The online Schedule of Classes is informative and easy to follow.	14	20	14	10	10	80.3%	12.1%	7.6%	593
Registration dates, times, and procedures were made clear to me.	15	14	17	17	8	80.1%	11.3%	8.6%	603
Classes are offered at convenient times.	16	11	8	6	6	79.6%	10.5%	9.8%	579
Student organizations are available for my participation.	17	21	22	25	25	78.7%	14.9%	6.4%	516
I feel that the campus is a safe and secure environment	18	18	15	12	N/A	78.1%	15.0%	6.9%	521
The bill that I received from the University was easily understood.	19	12	12	9	14	77.6%	14.2%	8.2%	548
Sufficient financial aid options are available.	20	13	16	13	16	77.3%	13.8%	8.9%	573
On-campus bookstore hours are convenient for students.	21	19	19	22	23	76.7%	15.2%	8.1%	519
The on-site registration process is user-friendly.	22	25	24	24	18	75.9%	17.8%	6.4%	518
The tuition payment plan is beneficial for students.	23	15	20	18	13	73.4%	20.8%	5.7%	523
Class information provided prior to enrollment was helpful.	24	24	21	23	19	70.3%	17.1%	12.6%	596
Tutorial services are sufficient.	25	26	26	26	24	69.4%	24.7%	6.0%	503
Student recreational opportunities and facilities have met my expectations.	26	27	27	27	N/A	67.9%	22.0%	10.1%	477
Purchasing textbooks through Virtual Book Store is convenient.	27	23	25	20	22	64.2%	26.9%	8.9%	505
Students seldom get the "run around" when seeking information.	28	28	28	28	26	60.9%	19.3%	19.8%	596
Campus housing met my expectations upon arriving to campus.	29	29	29	29	27	57.6%	27.7%	14.7%	429

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

Appendix 1A. 2013 New Student Perceptions about Troy University - Overall

Ranked by Frequency of Strongly Agree

Total respondents = 614

	Rankings										N
	2013	2012	2011	2010	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	
Academic programs, services, and administration											
I would recommend Troy University to a friend who is planning to go to college.	1	1	1	1	49.5%	33.4%	7.4%	2.8%	4.3%	2.6%	610
I am receiving a quality education at Troy University.	2	2	2	2	48.8%	36.3%	8.1%	1.8%	3.1%	1.8%	606
TROY personnel are knowledgeable and helpful.	3	4	5	7	44.5%	42.2%	7.7%	1.1%	3.4%	1.1%	614
I feel I can talk to faculty about my academic concerns.	4	3	6	8	44.3%	38.1%	9.9%	2.3%	3.9%	1.5%	614
Troy University has a good reputation in my community.	5	5	3	4	43.2%	36.5%	12.0%	2.6%	3.1%	2.6%	609
Faculty care about students as individuals.	6	6	7	13	43.0%	42.0%	8.3%	2.1%	3.4%	1.1%	614
The semester/term format at my location accommodates my learning.	7	8	4	3	40.3%	43.6%	8.4%	1.6%	3.1%	3.0%	610
Registration dates, times, and procedures were made clear to me prior to enrollment.	8	10	13	9	38.8%	40.0%	11.1%	3.9%	4.6%	1.6%	613
The University offers a variety of majors at my location.	9	7	10	12	38.3%	38.8%	10.5%	3.6%	3.8%	5.1%	611
The printed Schedule of Classes is informative and easy to follow.	10	15	9	11	37.7%	40.7%	9.2%	3.1%	2.9%	6.4%	612
The classes I attend are well organized and well taught.	11	11	14	14	37.5%	41.1%	10.3%	4.1%	4.7%	2.3%	611
The online registration process is user-friendly.	12	16	18	21	36.9%	39.2%	10.3%	4.1%	4.2%	5.4%	613
The online Schedule of Classes is informative and easy to follow.	13	19	15	18	36.5%	41.4%	11.8%	4.1%	3.3%	2.9%	611
Academic advising is adequate.	14	12	11	20	36.4%	42.3%	11.5%	3.6%	3.9%	2.3%	610
Classes are offered at convenient times.	15	14	12	5	35.6%	40.1%	10.0%	4.9%	4.4%	4.9%	609
Sufficient financial aid options are available.	16	9	8	6	34.7%	37.8%	12.9%	3.9%	4.4%	6.2%	611
Class drop/add procedures are appropriate.	17	17	19	19	33.5%	42.3%	10.6%	2.0%	2.9%	8.7%	612
The bill that I received from the University was easily understood.	18	18	16	10	33.0%	36.8%	12.8%	3.4%	3.9%	10.0%	609
I feel that the campus is a safe and secure environment	19	21	21	17	32.7%	34.2%	12.8%	2.0%	3.9%	14.4%	609
Student organizations are available for my participation.	20	23	22	24	32.0%	34.9%	12.7%	2.1%	3.3%	15.0%	607
The tuition payment plan is beneficial for students.	21	13	17	15	31.5%	31.5%	17.9%	1.6%	3.3%	14.1%	609

Appendix 1A. 2013 New Student Perceptions about Troy University - Overall

Ranked by Frequency of Strongly Agree

Total respondents = 614

Academic programs, services, and administration	Rankings				Strongly	Agree	Neutral	Disagree	Strongly	N/A	N
	2013	2012	2011	2010	Agree				Disagree		
Class information provided prior to enrollment was helpful.	22	20	20	23	30.4%	38.1%	16.7%	7.4%	4.9%	2.6%	612
The on-site registration process is user-friendly.	23	25	23	22	30.4%	34.2%	15.1%	2.0%	3.4%	14.9%	609
On-campus bookstore hours are convenient for students.	24	24	25	25	29.3%	35.9%	13.0%	3.8%	3.1%	14.9%	610
Tutorial services are sufficient.	25	26	27	26	28.2%	29.0%	20.3%	1.6%	3.3%	17.5%	610
Purchasing textbooks through TROY Virtual BookStore is convenient.	26	22	24	16	27.8%	25.5%	22.3%	3.3%	4.1%	17.1%	609
Students seldom get the “run around” when seeking information.	27	27	26	27	25.4%	34.0%	18.8%	11.9%	7.4%	2.5%	611
Student recreational opportunities and facilities have met my expectations.	28	28	28	28	23.9%	29.5%	17.3%	3.5%	4.4%	21.4%	607
Campus housing met my expectations upon arriving to campus.	29	29	29	29	16.0%	24.8%	19.6%	4.6%	5.8%	29.2%	606

Appendix 1.1. New Student Perceptions about Troy University - Overall Comparison

Five Year Trend from Fall 2009 through Fall 2013

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
TROY personnel are knowledgeable and helpful.	87.6%	87.2%	79.3%	78.3%	81.3%	6.3%	4.6%	7.7%	10.1%	12.7%	9.8%	-5.2%
I am receiving a quality education at Troy University.	86.7%	89.5%	85.7%	84.3%	86.7%	0.0%	5.0%	4.3%	6.7%	7.2%	6.2%	-1.2%
The semester/term format accommodates my learning.	86.5%	88.5%	80.8%	84.0%	83.9%	2.6%	4.9%	3.3%	7.8%	6.5%	6.6%	-1.7%
Faculty care about students as individuals.	86.0%	83.7%	79.9%	75.4%	78.4%	7.6%	5.6%	6.6%	9.5%	9.9%	9.0%	-3.4%
I would recommend Troy University to a friend who is planning to go to college.	85.2%	87.2%	82.6%	82.3%	85.3%	-0.1%	7.2%	5.8%	9.1%	10.9%	8.2%	-1.0%
The printed Schedule of Classes is informative and easy to follow.	83.8%	83.8%	78.3%	81.1%	82.3%	1.5%	6.5%	6.4%	9.5%	7.4%	7.5%	-1.0%
I feel I can talk to faculty about my academic concerns.	83.6%	83.0%	76.9%	75.5%	75.7%	7.9%	6.3%	7.8%	11.2%	10.9%	9.7%	-3.4%
Class drop/add procedures are appropriate.	83.0%	80.9%	75.2%	76.0%	76.2%	6.8%	5.4%	4.4%	9.6%	8.3%	8.0%	-2.6%
Troy University has a good reputation in my community.	81.8%	85.8%	82.6%	81.1%	83.7%	-1.9%	5.9%	5.4%	7.0%	7.8%	6.1%	-0.2%
The University offers a variety of majors at my location.	81.2%	84.3%	77.9%	77.6%	78.1%	3.1%	7.8%	7.4%	10.7%	10.2%	10.0%	-2.2%
Academic advising is adequate.	80.5%	76.9%	71.0%	69.7%	70.9%	9.6%	7.7%	11.0%	14.3%	16.5%	13.6%	-5.9%
The classes I attend are well organized and well taught.	80.4%	77.1%	77.1%	74.7%	79.1%	1.3%	9.0%	10.5%	11.3%	12.1%	10.1%	-1.1%
The online registration process is user-friendly.	80.3%	73.6%	68.1%	70.9%	72.5%	7.8%	8.8%	10.4%	17.1%	14.7%	13.0%	-4.2%
The online Schedule of Classes is informative and easy to follow.	80.3%	74.7%	74.0%	76.4%	79.1%	1.2%	7.6%	9.1%	11.9%	9.8%	9.1%	-1.5%
Reg. dates, times, & procedures were made clear to me.	80.1%	78.6%	72.1%	74.6%	79.2%	0.9%	8.6%	10.9%	17.3%	15.2%	12.2%	-3.6%

Appendix 1.1. New Student Perceptions about Troy University - Overall Comparison

Five Year Trend from Fall 2009 through Fall 2013

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Classes are offered at convenient times.	79.6%	80.3%	78.0%	80.9%	81.7%	-2.1%	9.8%	10.1%	10.5%	8.8%	9.2%	0.6%
Student organizations are available for my participation.	78.7%	74.7%	68.2%	66.3%	63.1%	15.6%	6.4%	7.6%	13.3%	10.5%	11.0%	-4.6%
I feel that the campus is a safe and secure environment.	78.1%	76.4%	73.5%	76.0%	N/A	2.1%	6.9%	5.9%	9.5%	8.0%	N/A	-1.1%
The bill that I received from the University was easily understood.	77.6%	79.6%	76.5%	77.2%	76.4%	1.2%	8.2%	6.6%	12.7%	9.1%	10.5%	-2.3%
Sufficient financial aid options are available.	77.3%	79.0%	73.0%	75.7%	76.0%	1.3%	8.9%	9.2%	12.2%	10.7%	10.8%	-1.9%
On-campus bookstore hours are convenient for students.	76.7%	75.9%	71.0%	69.1%	69.4%	7.3%	8.1%	8.6%	10.8%	10.5%	9.9%	-1.8%
The on-site registration process is user-friendly.	75.9%	69.6%	67.5%	68.4%	74.4%	1.5%	6.4%	8.7%	14.1%	13.2%	10.2%	-3.8%
The tuition payment plan is beneficial for students.	73.4%	77.4%	70.3%	74.6%	77.3%	-3.9%	5.7%	7.3%	9.3%	8.2%	7.7%	-2.0%
Class information provided prior to enrollment was helpful.	70.3%	70.6%	68.6%	68.6%	74.2%	-3.9%	12.6%	11.5%	16.0%	15.1%	12.6%	0.0%
Tutorial services are sufficient.	69.4%	68.9%	63.2%	65.0%	64.1%	5.3%	6.0%	5.7%	12.7%	9.9%	9.3%	-3.3%
Student recreational opportunities and facilities have met my expectations.	67.9%	65.9%	61.2%	58.7%	N/A	9.2%	10.1%	8.3%	15.3%	10.2%	N/A	-0.1%
Purchasing textbooks through Virtual BookStore is convenient.	64.2%	73.3%	63.9%	70.3%	70.2%	-6.0%	8.9%	8.1%	12.8%	9.7%	11.5%	-2.6%
Students seldom get the “run around” when seeking information.	60.9%	57.0%	53.5%	56.9%	59.8%	1.1%	19.8%	22.7%	27.4%	27.7%	22.8%	-3.0%
Campus housing met my expectations upon arriving to campus.	57.6%	52.7%	44.9%	41.5%	40.2%	17.4%	14.7%	13.1%	22.3%	15.9%	16.6%	-1.9%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)
Data sorted descending by level of agreement.

Appendix 2. New Student Perceptions about Troy University - Dothan

Ranked by Agreement Level

Total respondents = 47

	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
Academic programs, services, and administration									
I feel that the campus is a safe and secure environment.	1	3	2	8	N/A	95.7%	4.3%	0.0%	47
TROY personnel are knowledgeable and helpful.	2	1	6	3	8	93.6%	6.4%	0.0%	47
Troy University has a good reputation in my community.	3	7	5	1	9	93.6%	4.3%	2.1%	47
The printed Schedule of Classes is informative and easy to follow.	4	6	8	2	3	91.3%	8.7%	0.0%	46
Faculty care about students as individuals.	5	4	10	14	7	89.4%	8.5%	2.1%	47
On-campus bookstore hours are convenient for students.	6	19	21	11	11	89.1%	10.9%	0.0%	46
I am receiving a quality education at Troy University.	7	8	3	9	1	89.1%	10.9%	0.0%	46
The on-site registration process is user-friendly.	8	22	13	13	19	87.8%	4.9%	7.3%	41
The online registration process is user-friendly.	9	26	20	25	22	87.5%	7.5%	5.0%	40
The classes I attend are well organized and well taught.	10	5	7	24	6	86.7%	11.1%	2.2%	45
The online Schedule of Classes is informative and easy to follow.	11	20	19	16	18	86.4%	13.6%	0.0%	44
Class drop/add procedures are appropriate.	12	16	15	17	20	86.4%	9.1%	4.5%	44
The tuition payment plan is beneficial for students.	13	18	12	15	15	85.4%	12.2%	2.4%	41
I feel I can talk to faculty about my academic concerns.	14	2	1	5	5	85.1%	12.8%	2.1%	47
I would recommend Troy University to a friend who is planning to go to college.	15	11	11	10	2	85.1%	10.6%	4.3%	47
The semester/term format at my location accommodates my learning.	16	9	4	4	4	84.8%	13.0%	2.2%	46
Academic advising is adequate.	17	14	14	20	13	84.4%	11.1%	4.4%	45
The bill that I received from the University was easily understood.	18	13	9	12	26	83.3%	11.9%	4.8%	42
Student organizations are available for my participation.	19	24	24	18	21	79.5%	20.5%	0.0%	44
Reg. dates, times, and procedures were made clear to me prior to enrollment.	20	10	22	19	10	78.7%	10.6%	10.6%	47
Sufficient financial aid options are available.	21	12	16	7	14	78.3%	15.2%	6.5%	46
Class information provided prior to enrollment was helpful.	22	15	18	21	17	76.6%	10.6%	12.8%	47
The University offers a variety of majors at my location.	23	17	17	6	12	76.1%	19.6%	4.3%	46
Student recreational opportunities and facilities have met my expectations.	24	27	27	23	N/A	74.3%	22.9%	2.9%	35
Classes are offered at convenient times.	25	21	26	22	25	73.9%	6.5%	19.6%	46
Purchasing textbooks through TROY Virtual BookStore is convenient.	26	23	28	26	23	65.7%	34.3%	0.0%	35
Students seldom get the "run around" when seeking information.	27	28	23	28	16	61.7%	12.8%	25.5%	47
Tutorial services are sufficient.	28	25	25	27	24	61.1%	33.3%	5.6%	36
Campus housing met my expectations upon arriving to campus.	29	29	29	29	27	56.0%	40.0%	4.0%	25

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

Appendix 2.1. New Student Perceptions about Troy University - Dothan

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 47

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Academic programs, services, and administration												
I feel that the campus is a safe and secure environment.	95.7%	92.5%	89.5%	79.2%	N/A	16.5%	0.0%	0.0%	5.3%	10.4%	N/A	N/A
TROY personnel are knowledgeable and helpful.	93.6%	95.1%	83.8%	80.2%	87.6%	6.0%	0.0%	2.4%	5.4%	14.8%	6.2%	-6.2%
Troy University has a good reputation in my community.	93.6%	90.0%	86.5%	85.0%	89.5%	4.1%	2.1%	2.5%	5.4%	8.8%	0.8%	1.3%
The printed Schedule of Classes is informative and easy to follow.	91.3%	90.0%	83.3%	84.8%	86.3%	5.0%	0.0%	5.0%	8.3%	12.7%	6.5%	-6.5%
Faculty care about students as individuals.	89.4%	90.2%	81.6%	75.3%	93.8%	-4.4%	2.1%	2.4%	7.9%	11.1%	2.3%	-0.2%
On-campus bookstore hours are convenient for students.	89.1%	72.5%	67.6%	77.3%	86.2%	2.9%	0.0%	17.5%	5.9%	13.3%	3.3%	-3.3%
I am receiving a quality education at Troy University.	89.1%	90.0%	89.2%	79.0%	88.7%	0.4%	0.0%	0.0%	5.4%	11.1%	3.2%	-3.2%
The on-site registration process is user-friendly.	87.8%	68.4%	80.0%	75.9%	85.0%	2.8%	7.3%	7.9%	8.6%	15.2%	8.0%	-0.7%
The online registration process is user-friendly.	87.5%	61.3%	67.7%	64.8%	70.9%	16.6%	5.0%	3.2%	9.7%	18.3%	7.6%	-2.6%
The classes I attend are well organized and well taught.	86.7%	90.2%	83.8%	65.0%	83.9%	2.8%	2.2%	0.0%	8.1%	20.0%	5.6%	-3.4%
The online Schedule of Classes is informative and easy to follow.	86.4%	72.2%	70.6%	72.0%	77.1%	9.3%	0.0%	5.6%	14.7%	10.7%	5.5%	-5.5%
Class drop/add procedures are appropriate.	86.4%	75.0%	75.0%	70.6%	79.4%	7.0%	4.5%	2.8%	9.4%	16.2%	2.8%	1.7%
The tuition payment plan is beneficial for students.	85.4%	74.3%	81.3%	75.0%	83.8%	1.6%	2.4%	5.7%	6.3%	12.5%	2.9%	-0.5%
I feel I can talk to faculty about my academic concerns.	85.1%	92.7%	89.5%	80.0%	86.6%	-1.5%	2.1%	0.0%	5.3%	12.5%	3.9%	-1.8%
I would recommend Troy to a friend who is planning to go to college.	85.1%	87.5%	81.6%	77.5%	89.4%	-4.3%	4.3%	2.5%	5.3%	12.5%	3.3%	1.0%

Appendix 2.1. New Student Perceptions about Troy University - Dothan

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 47

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
The semester/term format at my location accommodates my learning.	84.8%	87.8%	86.8%	80.0%	86.7%	-1.9%	2.2%	0.0%	7.9%	7.5%	2.5%	-0.3%
Academic advising is adequate.	84.4%	80.5%	78.9%	67.1%	77.8%	6.6%	4.4%	7.3%	7.9%	17.7%	7.9%	-3.5%
The bill that I received from the University was easily understood.	83.3%	80.6%	82.9%	77.3%	83.8%	-0.5%	4.8%	5.6%	8.6%	10.7%	7.6%	-2.8%
Student organizations are available for my participation.	79.5%	63.4%	62.5%	69.1%	72.5%	7.0%	0.0%	4.9%	15.6%	8.8%	4.4%	-4.4%
Reg. dates, times, and procedures were made clear to me.	78.7%	87.5%	67.6%	67.5%	79.7%	-1.0%	10.6%	5.0%	18.9%	20.0%	7.8%	2.8%
Sufficient financial aid options are available.	78.3%	84.6%	74.3%	79.2%	77.2%	1.1%	6.5%	5.1%	5.7%	14.3%	3.5%	3.0%
Class information provided prior to enrollment was helpful.	76.6%	80.5%	72.2%	66.7%	73.2%	3.4%	12.8%	7.3%	13.9%	18.5%	8.7%	4.1%
The University offers a variety of majors at my location.	76.1%	75.0%	73.0%	79.5%	79.0%	-2.9%	4.3%	10.0%	13.5%	12.8%	5.9%	-1.6%
Student recreational opportunities and facilities	74.3%	58.1%	50.0%	65.3%	N/A	9.0%	2.9%	3.2%	25.0%	8.2%	N/A	-5.3%
Classes are offered at convenient times.	73.9%	70.7%	54.1%	65.4%	72.2%	1.7%	19.6%	14.6%	18.9%	21.8%	10.3%	9.3%
Purchasing textbooks through TROY Virtual BookStore is convenient.	65.7%	63.6%	44.0%	62.3%	61.8%	3.9%	0.0%	6.1%	12.0%	11.5%	10.5%	N/A
Students seldom get the "run around" when seeking information.	61.7%	46.3%	65.8%	59.7%	70.4%	-8.7%	25.5%	26.8%	15.8%	29.9%	13.6%	11.9%
Tutorial services are sufficient.	61.1%	62.1%	57.7%	62.1%	65.4%	-4.3%	5.6%	0.0%	7.7%	20.7%	6.4%	-0.8%
Campus housing met my expectations upon arriving to campus.	56.0%	41.2%	36.4%	39.4%	35.5%	20.5%	4.0%	0.0%	27.3%	12.1%	9.7%	-5.7%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Appendix 3. New Student Perceptions about Troy University - Montgomery

Ranked by Agreement Level

Total respondents = 39

	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
Academic programs, services, and administration									
I feel that the campus is a safe and secure environment	1	12	5	7	N/A	97.4%	2.6%	0.0%	38
I am receiving a quality education at Troy University.	2	3	2	9	5	94.7%	5.3%	0.0%	38
The printed Schedule of Classes is informative and easy to follow.	3	5	7	2	3	92.3%	5.1%	2.6%	39
I would recommend Troy University to a friend who is planning to go to college.	4	2	3	4	2	92.3%	5.1%	2.6%	39
I feel I can talk to faculty about my academic concerns.	5	17	15	5	17	89.7%	7.7%	2.6%	39
Troy University has a good reputation in my community.	6	1	1	1	1	89.2%	8.1%	2.7%	37
The semester/term format at my location accommodates my learning.	7	10	9	3	4	89.2%	8.1%	2.7%	37
Faculty care about students as individuals.	8	13	14	14	18	87.2%	10.3%	2.6%	39
Class drop/add procedures are appropriate.	9	20	16	17	19	87.2%	12.8%	0.0%	39
The classes I attend are well organized and well taught.	10	19	18	21	15	86.5%	8.1%	5.4%	37
On-campus bookstore hours are convenient for students.	11	18	4	16	8	86.1%	8.3%	5.6%	36
TROY personnel are knowledgeable and helpful.	12	16	19	10	13	84.6%	12.8%	2.6%	39
Reg. dates, times, and procedures were made clear to me prior to enrollment.	13	14	12	20	11	84.2%	5.3%	10.5%	38
The on-site registration process is user-friendly.	14	23	23	22	16	82.9%	17.1%	0.0%	35
The bill that I received from the University was easily understood.	15	6	11	8	9	82.4%	14.7%	2.9%	34
The online registration process is user-friendly.	16	21	10	24	22	81.6%	13.2%	5.3%	38
Sufficient financial aid options are available.	17	8	21	12	12	81.1%	16.2%	2.7%	37
Classes are offered at convenient times.	18	9	13	6	6	81.1%	13.5%	5.4%	37
The online Schedule of Classes is informative and easy to follow.	19	15	8	19	14	79.5%	17.9%	2.6%	39
Academic advising is adequate.	20	22	20	15	20	78.9%	18.4%	2.6%	38
Class information provided prior to enrollment was helpful.	21	7	17	18	21	75.7%	21.6%	2.7%	37
Student organizations are available for my participation.	22	25	24	23	24	73.3%	23.3%	3.3%	30
The University offers a variety of majors at my location.	23	11	6	13	10	73.0%	10.8%	16.2%	37
Purchasing textbooks through TROY Virtual BookStore is convenient.	24	24	25	25	23	69.0%	31.0%	0.0%	29
Students seldom get the "run around" when seeking information.	25	28	28	27	26	68.4%	15.8%	15.8%	38
Student recreational opportunities and facilities have met my expectations	26	27	27	28	N/A	66.7%	25.9%	7.4%	27
The tuition payment plan is beneficial for students.	27	4	22	11	7	64.7%	35.3%	0.0%	34
Tutorial services are sufficient.	28	26	26	26	25	58.1%	38.7%	3.2%	31
Campus housing met my expectations upon arriving to campus.	29	29	29	29	27	39.1%	52.2%	8.7%	23

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

Appendix 3.1. New Student Perceptions about Troy University - Montgomery

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 39

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
I feel that the campus is a safe and secure environment.	97.4%	85.7%	80.7%	78.0%	N/A	19.4%	0.0%	1.8%	10.5%	10.1%	N/A	N/A
I am receiving a quality education at Troy University.	94.7%	91.5%	84.5%	76.5%	83.6%	11.1%	0.0%	3.4%	8.6%	7.6%	8.2%	-8.2%
The printed Schedule of Classes is informative and easy to follow.	92.3%	87.5%	77.6%	82.1%	84.8%	7.5%	2.6%	0.0%	12.1%	6.8%	9.7%	-7.1%
I would recommend TROY to a friend ...	92.3%	93.1%	82.8%	79.7%	85.2%	7.1%	2.6%	3.4%	10.3%	11.9%	9.9%	-7.3%
I feel I can talk to faculty about my academic concerns.	89.7%	81.7%	74.6%	78.7%	71.0%	18.7%	2.6%	6.7%	15.3%	9.8%	11.7%	-9.1%
The semester/term format accommodates my learning.	89.2%	86.0%	76.8%	80.5%	84.6%	4.6%	2.7%	1.8%	8.9%	11.0%	6.3%	-3.6%
Troy University has a good reputation in my community.	89.2%	96.6%	86.0%	82.6%	85.4%	3.8%	2.7%	1.7%	8.8%	11.3%	6.6%	-3.9%
Faculty care about students as individuals.	87.2%	85.0%	75.0%	72.8%	70.7%	16.5%	2.6%	6.7%	18.3%	11.2%	12.9%	-8.6%
Class drop/add procedures are appropriate.	87.2%	79.6%	74.5%	70.1%	70.3%	16.9%	0.0%	1.9%	17.6%	8.4%	8.6%	-8.6%
The classes I attend are well organized and well taught.	86.5%	80.7%	73.2%	65.8%	72.0%	14.5%	5.4%	12.3%	17.9%	14.5%	12.6%	-7.2%
On-campus bookstore hours are convenient for students.	86.1%	80.8%	82.5%	70.4%	79.3%	6.8%	5.6%	0.0%	10.5%	12.0%	11.1%	-5.5%
TROY personnel are knowledgeable and helpful.	84.6%	81.7%	72.9%	75.0%	76.2%	8.4%	2.6%	6.7%	15.3%	12.9%	12.2%	-9.6%
Reg. dates, times, and procedures were made clear to me.	84.2%	83.1%	75.4%	67.8%	78.0%	6.2%	10.5%	5.1%	12.3%	18.2%	14.9%	-4.4%
The on-site registration process is user-friendly.	82.9%	72.7%	68.8%	64.3%	71.4%	11.5%	0.0%	9.1%	14.6%	13.4%	15.8%	N/A
The bill that I received from the University was easily understood.	82.4%	87.5%	75.4%	77.3%	78.5%	3.9%	2.9%	3.6%	14.0%	10.9%	7.7%	-4.8%

Appendix 3.1. New Student Perceptions about Troy University - Montgomery

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 39

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
The online registration process is user-friendly.	81.6%	77.8%	75.5%	62.7%	63.2%	18.4%	5.3%	9.3%	14.3%	17.3%	13.2%	-7.9%
Sufficient financial aid options are available.	81.1%	86.2%	72.4%	73.5%	76.5%	4.6%	2.7%	3.4%	17.2%	12.8%	11.0%	-8.3%
Classes are offered at convenient times.	81.1%	86.0%	75.4%	78.1%	81.4%	-0.3%	5.4%	12.3%	17.5%	8.8%	10.7%	-5.3%
The online Schedule of Classes is informative and easy to follow.	79.5%	82.1%	77.4%	69.6%	72.5%	7.0%	2.6%	3.6%	11.3%	10.7%	12.5%	-9.9%
Academic advising is adequate.	78.9%	77.2%	72.9%	72.1%	66.0%	12.9%	2.6%	10.5%	11.9%	14.8%	19.7%	-17.1%
Class information provided prior to enrollment was helpful.	75.7%	86.7%	73.3%	70.0%	66.0%	9.7%	2.7%	5.0%	10.0%	13.3%	16.0%	-13.3%
Student organizations are available for my participation.	73.3%	66.7%	63.5%	64.2%	58.9%	14.4%	3.3%	7.8%	25.0%	9.5%	12.5%	-9.2%
The University offers a variety of majors at my location.	73.0%	85.7%	79.3%	73.1%	78.1%	-5.1%	16.2%	7.1%	8.6%	9.2%	11.6%	4.6%
Purchasing textbooks through Virtual BookStore is convenient.	69.0%	70.0%	62.5%	61.1%	62.9%	6.1%	0.0%	4.0%	20.0%	8.4%	11.3%	-11.3%
Students seldom get the “run around” when seeking information.	68.4%	57.9%	48.2%	56.0%	55.7%	12.7%	15.8%	24.6%	41.1%	30.2%	26.4%	-10.6%
Student recreational opportunities and facilities have met my expectations.	66.7%	59.1%	55.0%	51.4%	N/A	15.3%	7.4%	4.5%	22.5%	9.7%	N/A	-2.3%
The tuition payment plan is beneficial for students.	64.7%	87.7%	70.9%	74.5%	80.0%	-15.3%	0.0%	0.0%	14.5%	6.6%	8.8%	-8.8%
Tutorial services are sufficient.	58.1%	64.0%	60.9%	58.0%	56.7%	1.4%	3.2%	4.0%	15.2%	10.2%	16.3%	-13.1%
Campus housing met my expectations upon arriving to campus.	39.1%	48.6%	44.4%	26.4%	25.0%	14.1%	8.7%	0.0%	14.8%	17.0%	12.5%	-3.8%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement Level

Total respondents = 17

	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
Academic programs, services, and administration									
The printed Schedule of Classes is informative and easy to follow.	1	12	16	8	7	100.0%	0.0%	0.0%	17
The online Schedule of Classes is informative and easy to follow.	2	29	25	15	18	100.0%	0.0%	0.0%	17
I feel that the campus is a safe and secure environment	3	10	6	10	N/A	94.1%	5.9%	0.0%	17
Troy University has a good reputation in my community.	4	7	1	1	1	94.1%	5.9%	0.0%	17
TROY personnel are knowledgeable and helpful.	5	4	2	18	4	94.1%	5.9%	0.0%	17
I am receiving a quality education at Troy University.	6	2	8	5	2	88.2%	5.9%	5.9%	17
I feel I can talk to faculty about my academic concerns.	7	6	5	16	14	88.2%	5.9%	5.9%	17
The semester/term format at my location accommodates my learning.	8	1	7	3	3	88.2%	5.9%	5.9%	17
Faculty care about students as individuals.	9	5	3	9	9	88.2%	11.8%	0.0%	17
Academic advising is adequate.	10	8	12	13	16	88.2%	11.8%	0.0%	17
Classes are offered at convenient times.	11	20	9	2	8	87.5%	6.3%	6.3%	16
The bill that I received from the University was easily understood.	12	11	14	6	11	84.6%	7.7%	7.7%	13
I would recommend Troy to a friend who is planning to go to college.	13	3	4	4	6	82.4%	5.9%	11.8%	17
The classes I attend are well organized and well taught.	14	9	10	11	13	82.4%	11.8%	5.9%	17
Students seldom get the "run around" when seeking information.	15	24	13	26	22	82.4%	11.8%	5.9%	17
Sufficient financial aid options are available.	16	17	18	17	17	81.3%	12.5%	6.3%	16
Class drop/add procedures are appropriate.	17	16	20	14	12	78.6%	21.4%	0.0%	14
Reg. dates, times, and procedures were made clear to me prior to enrollment.	18	14	11	20	15	76.5%	17.6%	5.9%	17
The on-site registration process is user-friendly.	19	22	19	21	10	76.5%	5.9%	17.6%	17
On-campus bookstore hours are convenient for students.	20	23	22	7	19	70.6%	23.5%	5.9%	17
Class information provided prior to enrollment was helpful.	21	13	17	27	20	70.6%	23.5%	5.9%	17
The online registration process is user-friendly.	22	25	29	23	23	68.8%	25.0%	6.3%	16
Purchasing textbooks through TROY Virtual BookStore is convenient.	23	19	24	22	24	61.5%	38.5%	0.0%	13
Student organizations are available for my participation.	24	27	26	25	26	57.1%	21.4%	21.4%	14
The tuition payment plan is beneficial for students.	25	18	21	12	5	56.3%	43.8%	0.0%	16
Tutorial services are sufficient.	26	21	27	24	25	53.8%	38.5%	7.7%	13
The University offers a variety of majors at my location.	27	15	15	19	21	47.1%	35.3%	17.6%	17
Student recreational opportunities and facilities have met my expectations	28	28	23	28	N/A	38.5%	53.8%	7.7%	13
Campus housing met my expectations upon arriving to campus.	29	26	28	29	27	33.3%	66.7%	0.0%	9

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

Appendix 4.1. New Student Perceptions about Troy University - Phenix City

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 17

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Academic programs, services, and administration												
The online Schedule of Classes is informative and easy to follow.	100.0%	54.2%	51.9%	77.0%	68.1%	31.9%	0.0%	33.3%	37.0%	8.2%	13.9%	N/A
The printed Schedule of Classes is informative and easy to follow.	100.0%	80.0%	69.2%	79.4%	81.4%	18.6%	0.0%	16.0%	11.5%	7.4%	11.6%	N/A
TROY personnel are knowledgeable and helpful.	94.1%	85.2%	88.9%	75.0%	82.8%	11.3%	0.0%	14.8%	7.4%	13.2%	12.6%	N/A
Troy University has a good reputation in my community.	94.1%	84.6%	92.6%	86.6%	87.1%	7.0%	0.0%	3.8%	7.4%	6.0%	7.1%	-7.1%
I feel that the campus is a safe and secure environment.	94.1%	83.3%	84.6%	78.1%	N/A	16.0%	0.0%	12.5%	3.8%	9.4%	N/A	N/A
Faculty care about students as individuals.	88.2%	85.2%	88.9%	78.8%	78.8%	9.4%	0.0%	11.1%	7.4%	10.6%	12.9%	N/A
I feel I can talk to faculty about my academic concerns.	88.2%	85.2%	85.2%	76.1%	73.5%	14.7%	5.9%	14.8%	11.1%	9.0%	14.5%	-8.6%
Academic advising is adequate.	88.2%	84.0%	70.4%	77.3%	72.6%	15.6%	0.0%	12.0%	14.8%	15.2%	13.1%	N/A
The semester/term format accommodates my learning.	88.2%	96.0%	80.8%	83.3%	83.5%	4.7%	5.9%	4.0%	7.7%	7.6%	11.8%	-5.9%
I am receiving a quality education at Troy University.	88.2%	88.5%	77.8%	81.5%	84.7%	3.5%	5.9%	3.8%	3.7%	6.2%	8.2%	-2.3%
Classes are offered at convenient times.	87.5%	73.1%	77.8%	85.3%	80.7%	6.8%	6.3%	19.2%	7.4%	5.9%	10.2%	-3.9%
The bill that I received from the University was easily understood.	84.6%	82.6%	69.6%	80.0%	76.5%	8.1%	7.7%	8.7%	13.0%	11.7%	11.1%	-3.4%
Students seldom get the "run around" when seeking information.	82.4%	65.4%	70.4%	60.3%	66.3%	16.1%	5.9%	19.2%	11.1%	27.9%	23.3%	-17.4%
The classes I attend are well organized and well taught.	82.4%	84.0%	77.8%	77.6%	75.9%	6.5%	5.9%	12.0%	7.4%	11.9%	11.5%	-5.6%
I would recommend TROY to a friend...	82.4%	88.5%	85.2%	82.1%	81.9%	0.5%	11.8%	7.7%	3.7%	10.4%	10.8%	1.0%

Appendix 4.1. New Student Perceptions about Troy University - Phenix City

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 17

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Sufficient financial aid options are available.	81.3%	74.1%	63.0%	75.4%	70.7%	10.6%	6.3%	18.5%	11.1%	15.4%	15.9%	-9.6%
Class drop/add procedures are appropriate.	78.6%	75.0%	60.0%	77.2%	76.4%	2.2%	0.0%	12.5%	4.0%	5.3%	6.9%	-6.9%
Reg. dates, times, and procedures were made clear to me.	76.5%	77.8%	74.1%	69.1%	73.3%	3.2%	5.9%	11.1%	7.4%	19.1%	14.0%	-8.1%
The on-site registration process is user-friendly.	76.5%	70.8%	60.9%	67.7%	78.0%	-1.5%	17.6%	16.7%	13.0%	21.0%	13.4%	4.2%
Class information provided prior to enrollment was helpful.	70.6%	77.8%	63.0%	58.8%	67.4%	3.2%	5.9%	14.8%	18.5%	23.5%	22.1%	-16.2%
On-campus bookstore hours are convenient for students.	70.6%	69.6%	58.3%	79.7%	67.5%	3.1%	5.9%	13.0%	12.5%	5.1%	14.3%	-8.4%
The online registration process is user-friendly.	68.8%	64.0%	48.0%	66.1%	62.1%	6.7%	6.3%	16.0%	20.0%	12.5%	15.5%	-9.2%
Purchasing textbooks through Virtual BookStore is convenient.	61.5%	73.3%	57.1%	66.7%	56.9%	4.6%	0.0%	26.7%	19.0%	7.4%	21.5%	-21.5%
Student organizations are available for my participation.	57.1%	55.0%	50.0%	63.6%	49.1%	8.0%	21.4%	25.0%	27.3%	9.1%	18.2%	3.2%
The tuition payment plan is beneficial for students.	56.3%	73.9%	60.0%	77.4%	82.3%	-26.0%	0.0%	13.0%	8.0%	9.7%	7.6%	-7.6%
Tutorial services are sufficient.	53.8%	71.4%	50.0%	64.4%	50.0%	3.8%	7.7%	14.3%	22.7%	0.0%	17.3%	-9.6%
The University offers a variety of majors at my location.	47.1%	76.0%	69.2%	71.6%	66.3%	-19.2%	17.6%	8.0%	15.4%	17.9%	16.9%	0.7%
Student recreational opportunities and facilities have met my expectations.	38.5%	54.5%	57.9%	55.0%	N/A	-16.5%	7.7%	27.3%	15.8%	7.5%	N/A	0.2%
Campus housing met my expectations upon arriving to campus.	33.3%	62.5%	50.0%	48.0%	34.5%	-1.2%	0.0%	12.5%	8.3%	4.0%	13.8%	-13.8%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Appendix 5. New Student Perceptions about Troy University - Troy

Ranked by Agreement Level

Total respondents = 346

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
The semester/term format at my location accommodates my learning.	1	3	6	4	7	88.2%	7.4%	4.4%	339
TROY personnel are knowledgeable and helpful.	2	4	13	6	2	87.6%	7.8%	4.6%	346
I am receiving a quality education at Troy University.	3	1	1	1	1	87.0%	8.0%	5.0%	339
The University offers a variety of majors at my location.	4	2	2	2	3	86.7%	7.7%	5.6%	339
Faculty care about students as individuals.	5	9	7	10	12	85.3%	8.4%	6.4%	346
Student organizations are available for my participation.	6	5	5	9	9	84.8%	9.1%	6.1%	330
The printed Schedule of Classes is informative and easy to follow.	7	6	8	3	6	84.7%	7.9%	7.4%	340
I would recommend Troy University to a friend who is planning to go to college.	8	7	3	7	4	84.5%	8.3%	7.1%	336
Academic advising is adequate.	9	13	23	22	18	82.5%	9.4%	8.2%	342
I feel I can talk to faculty about my academic concerns.	10	11	12	11	14	82.3%	10.1%	7.5%	345
Class drop/add procedures are appropriate.	11	10	16	16	23	82.3%	11.5%	6.2%	322
The classes I attend are well organized and well taught.	12	20	11	14	10	81.9%	8.5%	9.6%	343
Troy University has a good reputation in my community.	13	8	4	8	5	79.9%	12.7%	7.4%	339
On-campus bookstore hours are convenient for students.	14	12	10	15	15	79.3%	10.9%	9.8%	338
The online Schedule of Classes is informative and easy to follow.	15	23	20	12	17	79.2%	12.5%	8.3%	337
Classes are offered at convenient times.	16	14	9	13	8	78.8%	12.4%	8.8%	339
Reg. dates, times, and procedures were made clear to me prior to enrollment.	17	18	24	18	13	77.9%	13.7%	8.4%	344
I feel that the campus is a safe and secure environment	18	19	14	5	N/A	77.6%	13.0%	9.4%	339
The online registration process is user-friendly.	19	24	27	25	24	77.3%	13.3%	9.4%	330
Sufficient financial aid options are available.	20	15	15	20	22	77.2%	12.9%	9.9%	334
The bill that I received from the University was easily understood.	21	16	18	17	20	75.7%	14.3%	10.0%	329
The on-site registration process is user-friendly.	22	25	25	26	19	74.1%	18.7%	7.2%	321
The tuition payment plan is beneficial for students.	23	21	21	19	16	72.8%	20.0%	7.2%	305
Tutorial services are sufficient.	24	17	19	23	21	72.8%	20.7%	6.6%	305
Student recreational opportunities and facilities have met my expectations	25	22	17	21	N/A	72.0%	16.5%	11.6%	328
Class information provided prior to enrollment was helpful.	26	27	22	24	25	66.4%	19.3%	14.3%	342
Campus housing met my expectations upon arriving to campus.	27	28	28	29	28	61.9%	19.4%	18.7%	310
Students seldom get the "run around" when seeking information.	28	29	29	28	27	58.3%	21.3%	20.4%	338
Purchasing textbooks through TROY Virtual BookStore is convenient.	29	26	26	27	26	57.1%	31.0%	11.8%	287

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

Appendix 5.1. New Student Perceptions about Troy University - Troy

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 346

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
The semester/term format at my location accommodates my learning.	88.2%	89.1%	77.9%	84.5%	81.0%	7.2%	4.4%	3.0%	10.4%	3.5%	5.3%	-0.9%
I would recommend TROY to a friend ...	87.6%	88.6%	74.8%	81.5%	85.1%	2.5%	4.6%	5.9%	13.0%	9.6%	6.1%	-1.5%
I am receiving a quality education at Troy University.	87.0%	90.0%	84.2%	87.4%	88.4%	-1.4%	5.0%	4.4%	10.1%	4.6%	3.5%	1.5%
The University offers a variety of majors at my location.	86.7%	89.6%	81.7%	87.2%	85.4%	1.3%	5.6%	4.3%	10.0%	5.0%	5.8%	-0.2%
Faculty care about students as individuals.	85.3%	82.6%	77.6%	77.7%	79.5%	5.8%	6.4%	5.1%	11.4%	7.3%	5.9%	0.5%
Student organizations are available for my participation.	84.8%	86.8%	79.2%	80.3%	80.3%	4.5%	6.1%	5.3%	9.8%	6.4%	6.2%	-0.1%
The printed Schedule of Classes is informative and easy to follow.	84.7%	86.6%	77.4%	85.3%	84.0%	0.7%	7.4%	5.6%	12.1%	6.0%	6.1%	1.3%
TROY personnel are knowledgeable and helpful.	84.5%	85.7%	81.1%	81.5%	85.6%	-1.1%	7.1%	6.5%	12.9%	9.1%	6.1%	1.0%
Academic advising is adequate.	82.5%	78.8%	66.7%	71.4%	73.7%	8.8%	8.2%	8.2%	18.9%	13.1%	7.4%	0.8%
I feel I can talk to faculty about my academic concerns.	82.3%	81.8%	75.0%	76.9%	78.8%	3.5%	7.5%	8.1%	12.7%	6.5%	5.7%	1.8%
Class drop/add procedures are appropriate.	82.3%	81.9%	71.6%	73.2%	71.2%	11.1%	6.2%	4.6%	12.9%	6.9%	9.2%	-3.0%
The classes I attend are well organized and well taught.	81.9%	74.9%	75.2%	74.6%	79.8%	2.1%	9.6%	10.6%	12.0%	8.8%	7.6%	2.0%
Troy University has a good reputation in my community.	79.9%	85.5%	80.4%	80.4%	84.7%	-4.8%	7.4%	7.0%	10.4%	7.3%	5.4%	2.0%
On-campus bookstore hours are convenient for students.	79.3%	81.0%	76.1%	73.5%	75.6%	3.7%	9.8%	9.3%	13.2%	11.1%	11.5%	-1.7%
The online Schedule of Classes is informative and easy to follow.	79.2%	70.0%	68.1%	76.9%	75.4%	3.8%	8.3%	10.0%	14.0%	7.1%	9.2%	-0.9%

Appendix 5.1. New Student Perceptions about Troy University - Troy

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 346

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Classes are offered at convenient times.	78.8%	77.7%	76.8%	75.8%	80.3%	-1.5%	8.8%	11.6%	12.4%	9.4%	8.3%	0.5%
Reg. dates, times, and procedures were made clear to me.	77.9%	75.6%	62.0%	72.8%	79.0%	-1.1%	8.4%	13.2%	26.4%	14.9%	10.1%	-1.7%
I feel that the campus is a safe and secure environment.	77.6%	75.2%	72.6%	82.7%	N/A	-5.1%	9.4%	7.4%	11.7%	8.2%	N/A	1.2%
The online registration process is user-friendly.	77.3%	69.0%	56.2%	62.2%	69.7%	7.6%	9.4%	11.4%	26.6%	17.4%	10.0%	-0.6%
Sufficient financial aid options are available.	77.2%	76.7%	72.2%	71.9%	71.7%	5.5%	9.9%	11.0%	15.3%	10.8%	11.3%	-1.4%
The bill that I received from the University was easily understood.	75.7%	76.3%	68.9%	72.9%	72.2%	3.5%	10.0%	7.8%	19.9%	8.8%	11.3%	-1.3%
The on-site registration process is user-friendly.	74.1%	68.3%	61.8%	61.3%	73.1%	1.0%	7.2%	9.3%	20.6%	16.5%	9.3%	-2.1%
The tuition payment plan is beneficial for students.	72.8%	74.1%	67.7%	72.8%	75.5%	-2.7%	7.2%	8.5%	12.4%	8.2%	7.7%	-0.5%
Tutorial services are sufficient.	72.8%	76.2%	68.8%	67.6%	72.0%	0.8%	6.6%	5.9%	13.5%	9.7%	4.8%	1.8%
Student recreational opportunities and facilities have met my expectations.	72.0%	73.6%	69.9%	71.7%	N/A	0.3%	11.6%	8.2%	15.0%	10.3%	N/A	1.3%
Class information provided prior to enrollment was helpful.	66.4%	63.2%	67.3%	65.1%	67.6%	-1.2%	14.3%	13.0%	18.5%	14.3%	12.9%	1.4%
Campus housing met my expectations upon arriving to campus.	61.9%	56.2%	46.9%	48.4%	47.7%	14.2%	18.7%	18.4%	29.1%	22.6%	26.5%	-7.8%
Students seldom get the "run around" when seeking information.	58.3%	55.2%	45.6%	49.6%	53.8%	4.5%	20.4%	17.9%	29.4%	27.3%	22.2%	-1.8%
Purchasing textbooks through Virtual BookStore is convenient.	57.1%	66.1%	58.6%	60.9%	60.1%	-3.0%	11.8%	9.3%	13.4%	9.8%	11.0%	0.8%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Appendix 6. New Student Perceptions about Troy University - Global Campus

Ranked by Agreement Level

Total respondents = 26

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
Faculty care about students as individuals.	1	7	4	10	8	96.0%	0.0%	4.0%	25
TROY personnel are knowledgeable and helpful.	2	6	5	2	7	88.5%	7.7%	3.8%	26
I feel I can talk to faculty about my academic concerns.	3	8	15	9	10	88.0%	8.0%	4.0%	25
I would recommend Troy University to a friend who is planning to go to college.	4	1	3	4	2	84.6%	7.7%	7.7%	26
The online registration process is user-friendly.	5	15	17	19	20	84.0%	4.0%	12.0%	25
I am receiving a quality education at Troy University.	6	3	2	1	1	84.0%	12.0%	4.0%	25
Academic advising is adequate.	7	18	18	17	19	84.0%	8.0%	8.0%	25
Class information provided prior to enrollment was helpful.	8	19	23	16	16	83.3%	8.3%	8.3%	24
The bill that I received from the University was easily understood.	9	16	1	12	18	81.8%	13.6%	4.5%	22
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	9	11	8	3	80.8%	7.7%	11.5%	26
Class drop/add procedures are appropriate.	11	17	10	14	13	80.8%	15.4%	3.8%	26
The semester/term format at my location accommodates my learning.	12	2	8	5	6	80.8%	3.8%	15.4%	26
Classes are offered at convenient times.	13	11	14	3	9	80.8%	0.0%	19.2%	26
Troy University has a good reputation in my community.	14	4	9	11	4	80.8%	15.4%	3.8%	26
The classes I attend are well organized and well taught.	15	10	13	7	11	80.0%	12.0%	8.0%	25
The on-site registration process is user-friendly.	16	14	6	20	14	77.8%	16.7%	5.6%	18
The online Schedule of Classes is informative and easy to follow.	17	13	12	21	17	72.0%	16.0%	12.0%	25
Sufficient financial aid options are available.	18	21	16	15	12	68.4%	21.1%	10.5%	19
The tuition payment plan is beneficial for students.	19	23	20	18	15	68.4%	26.3%	5.3%	19
I feel that the campus is a safe and secure environment.	20	12	19	13	N/A	68.4%	21.1%	10.5%	19
Student organizations are available for my participation.	21	22	25	27	25	66.7%	13.3%	20.0%	15
Students seldom get the "run around" when seeking information.	22	24	21	22	22	65.4%	11.5%	23.1%	26
Purchasing textbooks through TROY Virtual BookStore is convenient.	23	20	22	23	21	65.0%	20.0%	15.0%	20
Student recreational opportunities and facilities have met my expectations	24	28	28	28	N/A	61.5%	23.1%	15.4%	13
The printed Schedule of Classes is informative and easy to follow.	25	5	7	6	5	60.9%	21.7%	17.4%	23
Tutorial services are sufficient.	26	29	27	25	24	50.0%	37.5%	12.5%	16
Campus housing met my expectations upon arriving to campus.	27	26	29	29	27	50.0%	40.0%	10.0%	10
On-campus bookstore hours are convenient for students.	28	25	26	26	26	46.2%	38.5%	15.4%	13
The University offers a variety of majors at my location.	29	27	24	24	23	43.5%	26.1%	30.4%	23

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

Appendix 6.1. New Student Perceptions about Troy University - Global Campus

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 26

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Academic programs, services, and administration												
Faculty care about students as individuals.	96.0%	90.3%	93.0%	80.7%	82.4%	13.6%	4.0%	3.2%	1.8%	8.1%	9.2%	-5.2%
TROY personnel are knowledgeable and helpful.	88.5%	90.3%	91.2%	86.3%	83.7%	4.8%	3.8%	6.5%	0.0%	10.6%	11.0%	-7.2%
I feel I can talk to faculty about my academic concerns.	88.0%	90.0%	83.9%	80.8%	81.3%	6.7%	4.0%	3.3%	5.4%	10.9%	9.3%	-5.3%
I would recommend TROY to a friend...	84.6%	96.6%	94.5%	84.3%	85.6%	-1.0%	7.7%	3.4%	0.0%	10.1%	8.6%	-0.9%
Academic advising is adequate.	84.0%	79.3%	80.4%	74.2%	77.0%	7.0%	8.0%	10.3%	8.9%	15.7%	13.3%	-5.3%
The online registration process is user-friendly.	84.0%	83.3%	80.8%	72.1%	76.0%	8.0%	12.0%	0.0%	7.7%	17.0%	13.4%	-1.4%
I am receiving a quality education at Troy University.	84.0%	93.1%	94.5%	87.4%	86.6%	-2.6%	4.0%	3.4%	0.0%	7.5%	7.7%	-3.7%
Class information provided prior to enrollment was helpful.	83.3%	76.7%	69.6%	75.6%	79.2%	4.1%	8.3%	3.3%	12.5%	13.1%	12.7%	-4.4%
The bill that I received from the University was easily understood.	81.8%	82.1%	95.9%	77.6%	78.7%	3.1%	4.5%	3.6%	0.0%	8.6%	12.7%	-8.2%
Reg. dates, times, and procedures were made clear to me.	80.8%	89.7%	86.0%	81.8%	85.4%	-4.6%	11.5%	3.4%	1.8%	11.9%	10.0%	1.5%
Class drop/add procedures are appropriate.	80.8%	81.5%	86.0%	76.8%	80.8%	0.0%	3.8%	0.0%	6.0%	9.4%	9.4%	-5.6%
Classes are offered at convenient times.	80.8%	86.2%	83.9%	84.8%	81.3%	-0.5%	19.2%	3.4%	8.9%	8.9%	10.9%	8.3%
The semester/term format accommodates my learning.	80.8%	96.4%	88.9%	83.8%	83.7%	-2.9%	15.4%	3.6%	1.9%	6.3%	7.8%	7.6%
Troy University has a good reputation in my community.	80.8%	92.9%	88.2%	79.4%	84.5%	-3.7%	3.8%	0.0%	0.0%	7.5%	6.4%	-2.6%
The classes I attend are well organized and well taught.	80.0%	86.7%	84.2%	82.1%	81.0%	-1.0%	8.0%	6.7%	7.0%	9.0%	10.9%	-2.9%

Appendix 6.1. New Student Perceptions about Troy University - Global Campus

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 26

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
The on-site registration process is user-friendly.	77.8%	84.2%	89.4%	71.6%	80.4%	-2.6%	5.6%	0.0%	2.1%	12.1%	10.7%	-5.1%
The online Schedule of Classes is informative and easy to follow.	72.0%	85.2%	85.2%	70.5%	78.7%	-6.7%	12.0%	3.7%	5.6%	12.9%	10.4%	1.6%
Sufficient financial aid options are available.	68.4%	71.4%	82.4%	76.7%	81.0%	-12.6%	10.5%	10.7%	2.0%	8.5%	10.2%	0.3%
The tuition payment plan is beneficial for students.	68.4%	67.9%	77.8%	72.2%	79.6%	-11.2%	5.3%	14.3%	0.0%	11.1%	8.6%	-3.3%
I feel that the campus is a safe and secure environment.	68.4%	85.7%	78.6%	76.9%	N/A	-8.5%	10.5%	0.0%	7.1%	8.5%	N/A	2.0%
Student organizations are available for my participation.	66.7%	70.6%	58.8%	52.6%	43.5%	23.2%	20.0%	11.8%	11.8%	16.5%	23.0%	-3.0%
Students seldom get the “run around” when seeking information.	65.4%	65.5%	75.4%	70.4%	66.7%	-1.3%	23.1%	20.7%	15.8%	20.8%	19.0%	4.1%
Purchasing textbooks through Virtual Book Store is convenient.	65.0%	73.1%	73.3%	65.3%	67.0%	-2.0%	15.0%	11.5%	6.7%	13.2%	14.4%	0.6%
Student recreational opportunities and facilities have met my expectations.	61.5%	57.1%	46.7%	43.4%	N/A	18.1%	15.4%	7.1%	16.7%	24.5%	N/A	-9.1%
The printed Schedule of Classes is informative and easy to follow.	60.9%	92.0%	89.1%	82.3%	83.9%	-23.0%	17.4%	0.0%	9.1%	8.2%	7.7%	9.7%
Tutorial services are sufficient.	50.0%	50.0%	55.3%	58.7%	54.5%	-4.5%	12.5%	8.3%	15.8%	13.5%	12.6%	-0.1%
Campus housing met my expectations upon arriving to campus.	50.0%	63.6%	45.5%	37.8%	29.6%	20.4%	10.0%	0.0%	9.1%	17.8%	17.3%	-7.3%
On-campus bookstore hours are convenient for students.	46.2%	64.7%	56.3%	55.3%	43.2%	3.0%	15.4%	11.8%	9.4%	15.8%	16.7%	-1.3%
The University offers a variety of majors at my location.	43.5%	59.3%	63.5%	61.1%	66.0%	-22.5%	30.4%	33.3%	19.2%	16.6%	16.6%	13.8%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Appendix 7. New Student Perceptions about Troy University - eTROY

Ranked by Agreement Level

Total respondents = 133

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
TROY personnel are knowledgeable and helpful.	1	6	7	17	13	85.6%	6.8%	7.6%	132
Reg. dates, times, and procedures were made clear to me prior to enrollment.	2	17	5	12	14	85.5%	6.9%	7.6%	131
The online registration process is user-friendly.	3	14	8	11	18	85.4%	6.9%	7.7%	130
I would recommend Troy University to a friend who is planning to go to college.	4	5	9	4	3	85.3%	5.4%	9.3%	129
Faculty care about students as individuals.	5	10	13	19	17	84.2%	9.0%	6.8%	133
I feel I can talk to faculty about my academic concerns.	6	12	16	20	20	83.3%	10.6%	6.1%	132
Class drop/add procedures are appropriate.	7	9	11	7	12	83.3%	10.5%	6.1%	114
I am receiving a quality education at Troy University.	8	2	1	3	1	83.1%	8.5%	8.5%	130
The semester/term format at my location accommodates my learning.	9	4	6	2	2	82.7%	11.8%	5.5%	127
Classes are offered at convenient times.	10	3	2	1	4	82.6%	8.7%	8.7%	115
The University offers a variety of majors at my location.	11	7	12	9	7	82.2%	11.0%	6.8%	118
The online Schedule of Classes is informative and easy to follow.	12	15	4	6	5	80.2%	9.9%	9.9%	131
Purchasing textbooks through TROY Virtual Book Store is convenient.	13	1	18	5	8	79.3%	14.0%	6.6%	121
Troy University has a good reputation in my community.	14	16	10	8	6	78.7%	15.7%	5.5%	127
The bill that I received from the University was easily understood.	15	13	3	10	16	77.8%	15.7%	6.5%	108
Sufficient financial aid options are available.	16	11	17	13	15	76.9%	14.0%	9.1%	121
The tuition payment plan is beneficial for students.	18	8	20	15	19	76.9%	17.6%	5.6%	108
The printed Schedule of Classes is informative and easy to follow.	17	21	15	14	11	76.9%	16.7%	6.5%	108
Class information provided prior to enrollment was helpful.	19	20	21	21	9	74.4%	13.2%	12.4%	129
Academic advising is adequate.	20	19	19	23	22	72.9%	17.1%	10.1%	129
The classes I attend are well organized and well taught.	21	18	14	16	10	72.3%	16.2%	11.5%	130
The on-site registration process is user-friendly.	22	22	22	18	21	72.1%	22.1%	5.8%	86
Tutorial services are sufficient.	23	24	23	22	23	70.6%	25.5%	3.9%	102
Students seldom get the "run around" when seeking information.	24	25	24	27	25	63.4%	18.3%	18.3%	131
Student organizations are available for my participation.	25	26	27	26	26	61.4%	31.3%	7.2%	83
On-campus bookstore hours are convenient for students.	26	23	25	24	24	58.0%	36.2%	5.8%	69
I feel that the campus is a safe and secure environment.	27	27	26	25	N/A	54.1%	42.6%	3.3%	61
Student recreational opportunities and facilities have met my expectations.	28	28	28	28	N/A	50.8%	42.6%	6.6%	61
Campus housing met my expectations upon arriving to campus.	29	29	29	29	27	46.2%	51.9%	1.9%	52

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
N/A responses and missing values were not included in the analysis.

Appendix 7.1. New Student Perceptions about Troy University - eTROY

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 133

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Academic programs, services, and administration												
TROY personnel are knowledgeable and helpful.	85.6%	84.3%	81.6%	74.7%	77.8%	7.8%	7.6%	11.9%	8.9%	15.2%	11.3%	-3.7%
Reg. dates, times, and procedures were made clear to me.	85.5%	77.6%	82.6%	78.0%	77.8%	7.7%	7.6%	12.7%	11.6%	14.2%	14.5%	-6.9%
The online registration process is user-friendly.	85.4%	80.2%	81.0%	79.6%	75.3%	10.1%	7.7%	12.2%	9.2%	11.4%	14.8%	-7.1%
I would recommend TROY to a friend...	85.3%	84.5%	80.1%	83.7%	85.2%	0.1%	9.3%	7.0%	7.7%	11.7%	9.5%	-0.2%
Faculty care about students as individuals.	84.2%	81.3%	78.6%	71.8%	75.5%	8.7%	6.8%	10.4%	6.5%	11.7%	10.6%	-3.8%
I feel I can talk to faculty about my academic concerns.	83.3%	80.6%	73.7%	70.9%	71.4%	11.9%	6.1%	9.7%	10.9%	13.7%	12.3%	-6.2%
Class drop/add procedures are appropriate.	83.3%	82.4%	79.6%	80.4%	78.0%	5.3%	6.1%	5.0%	4.1%	7.6%	7.8%	-1.7%
I am receiving a quality education at Troy University.	83.1%	87.0%	85.7%	84.9%	86.5%	-3.4%	8.5%	6.1%	3.9%	8.0%	7.2%	1.3%
The semester/term format accommodates my learning.	82.7%	85.7%	82.6%	85.5%	85.5%	-2.8%	5.5%	5.3%	5.4%	6.9%	7.2%	-1.7%
Classes are offered at convenient times.	82.6%	85.8%	85.6%	86.8%	84.8%	-2.2%	8.7%	4.2%	3.0%	6.3%	8.6%	0.1%
The University offers a variety of majors at my location.	82.2%	83.7%	79.1%	79.8%	80.0%	2.2%	6.8%	6.5%	7.5%	9.6%	9.9%	-3.1%
The online Schedule of Classes is informative and easy to follow.	80.2%	80.0%	82.7%	81.3%	84.2%	-4.0%	9.9%	10.8%	9.0%	10.1%	7.9%	2.0%
Purchasing textbooks through Virtual BookStore is convenient.	79.3%	87.7%	72.6%	81.7%	79.6%	-0.3%	6.6%	5.7%	11.1%	8.2%	9.8%	-3.2%
Troy University has a good reputation in my community.	78.7%	78.3%	79.9%	80.2%	81.1%	-2.4%	5.5%	6.7%	3.5%	7.4%	7.2%	-1.7%
The bill that I received from the University was easily understood.	77.8%	80.6%	83.3%	79.6%	76.5%	1.3%	6.5%	6.5%	4.2%	8.3%	10.4%	-3.9%

Appendix 7.1. New Student Perceptions about Troy University - eTROY

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 133

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Sufficient financial aid options are available.	76.9%	80.8%	72.6%	77.7%	76.8%	0.1%	9.1%	7.5%	10.3%	9.3%	11.5%	-2.4%
The tuition payment plan is beneficial for students.	76.9%	82.4%	70.9%	76.1%	74.8%	2.1%	5.6%	6.5%	6.0%	6.6%	8.1%	-2.5%
The printed Schedule of Classes is informative and easy to follow.	76.9%	70.3%	76.6%	77.4%	78.7%	-1.8%	6.5%	12.1%	3.2%	7.3%	7.3%	-0.8%
Class information provided prior to enrollment was helpful.	74.4%	71.0%	68.0%	70.1%	79.3%	-4.9%	12.4%	14.5%	15.7%	14.7%	11.2%	1.2%
Academic advising is adequate.	72.9%	71.2%	71.8%	65.2%	67.0%	5.9%	10.1%	17.4%	11.5%	19.6%	17.0%	-6.9%
The classes I attend are well organized and well taught.	72.3%	72.2%	77.2%	76.0%	79.1%	-6.8%	11.5%	13.5%	11.0%	13.3%	11.4%	0.1%
The on-site registration process is user-friendly.	72.1%	70.0%	64.4%	72.6%	70.0%	2.1%	5.8%	6.3%	7.7%	8.5%	9.3%	-3.5%
Tutorial services are sufficient.	70.6%	62.2%	59.4%	68.3%	64.6%	6.0%	3.9%	6.1%	7.9%	8.1%	9.5%	-5.6%
Students seldom get the “run around” when seeking information.	63.4%	62.1%	57.5%	55.8%	59.5%	3.9%	18.3%	27.3%	24.2%	29.9%	25.3%	-7.0%
Student organizations are available for my participation.	61.4%	57.1%	49.4%	57.9%	55.4%	6.0%	7.2%	10.4%	11.4%	13.3%	11.0%	-3.8%
On-campus bookstore hours are convenient for students.	58.0%	62.3%	57.3%	62.7%	63.3%	-5.3%	5.8%	5.8%	5.3%	7.2%	6.1%	-0.3%
I feel that the campus is a safe and secure environment	54.1%	51.9%	53.1%	61.2%	N/A	-7.1%	3.3%	7.7%	6.3%	4.2%	N/A	-0.9%
Student recreational opportunities and facilities have met my expectations.	50.8%	47.1%	43.4%	46.6%	N/A	4.2%	6.6%	11.8%	5.7%	6.8%	N/A	-0.2%
Campus housing met my expectations upon arriving to campus.	46.2%	37.5%	37.0%	39.1%	39.0%	7.2%	1.9%	7.5%	6.5%	8.6%	6.1%	-4.2%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement

Total respondents = 178

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
TROY personnel are knowledgeable and helpful.	1	1	4	6	7	86.0%	8.4%	5.6%	178
I am receiving a quality education at Troy University.	2	5	1	1	1	84.9%	9.3%	5.8%	172
Class drop/add procedures are appropriate.	3	9	12	9	15	83.9%	11.2%	5.0%	161
Faculty care about students as individuals.	4	6	9	13	10	83.1%	9.6%	7.3%	178
The semester/term format at my location accommodates my learning.	5	2	5	3	3	82.5%	11.1%	6.4%	171
I would recommend Troy University to a friend who is planning to go to college.	6	3	2	2	2	81.5%	10.4%	8.1%	173
The printed Schedule of Classes is informative and easy to follow.	7	13	8	5	6	80.8%	10.8%	8.4%	167
The University offers a variety of majors at my location.	8	12	14	7	12	80.8%	11.6%	7.6%	172
I feel I can talk to faculty about my academic concerns.	9	11	10	10	17	80.7%	12.5%	6.8%	176
The online registration process is user-friendly.	10	17	23	18	20	79.6%	12.0%	8.4%	167
Reg. dates, times, and procedures were made clear to me prior to enrollment.	11	15	15	15	11	78.5%	13.0%	8.5%	177
Classes are offered at convenient times.	12	7	6	4	5	78.3%	9.0%	12.7%	166
Academic advising is adequate.	13	19	17	22	23	77.6%	13.8%	8.6%	174
The classes I attend are well organized and well taught.	14	14	7	14	9	77.3%	9.7%	13.1%	176
The online Schedule of Classes is informative and easy to follow.	15	18	16	12	8	76.3%	14.5%	9.2%	173
I feel that the campus is a safe and secure environment	16	22	20	19	N/A	76.3%	18.0%	5.8%	139
The bill that I received from the University was easily understood.	17	16	11	11	18	75.8%	17.4%	6.8%	161
Troy University has a good reputation in my community.	18	4	3	8	4	74.9%	17.5%	7.6%	171
Sufficient financial aid options are available.	19	8	13	16	14	74.3%	15.0%	10.8%	167
On-campus bookstore hours are convenient for students.	20	21	19	24	22	73.6%	18.8%	7.6%	144
Student organizations are available for my participation.	21	24	22	25	26	70.0%	21.4%	8.6%	140
The tuition payment plan is beneficial for students.	22	10	18	17	16	69.0%	25.8%	5.2%	155
Class information provided prior to enrollment was helpful.	23	23	21	23	13	68.8%	17.9%	13.3%	173
The on-site registration process is user-friendly.	24	26	26	20	19	68.8%	24.1%	7.1%	141
Student recreational opportunities and facilities have met my expectations	25	28	27	28	N/A	64.8%	24.0%	11.2%	125
Tutorial services are sufficient.	26	25	24	26	24	64.6%	28.5%	6.9%	144
Purchasing textbooks through TROY Virtual BookStore is convenient.	27	20	25	21	21	61.6%	28.8%	9.6%	146
Students seldom get the "run around" when seeking information.	28	27	28	27	25	61.0%	19.2%	19.8%	177
Campus housing met my expectations upon arriving to campus.	29	29	29	29	27	53.0%	32.5%	14.5%	117

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
N/A responses and missing values were not included in the analysis.

Appendix 8.1. New Student Perceptions about Troy University - College of Arts & Sciences

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 178

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Academic programs, services, and administration												
TROY personnel are knowledgeable and helpful.	86.0%	89.1%	85.0%	81.2%	83.6%	2.4%	5.6%	4.8%	5.2%	10.6%	7.7%	-2.1%
I am receiving a quality education at Troy University.	84.9%	86.8%	88.2%	85.3%	89.6%	-4.7%	5.8%	4.2%	3.5%	7.5%	4.5%	1.3%
Class drop/add procedures are appropriate.	83.9%	84.3%	78.1%	79.9%	78.1%	5.8%	5.0%	3.0%	7.1%	6.0%	5.1%	-0.1%
Faculty care about students as individuals.	83.1%	85.7%	80.8%	76.2%	81.7%	1.4%	7.3%	6.1%	5.2%	7.4%	6.9%	0.4%
The semester/term format accommodates my learning.	82.5%	88.7%	83.4%	82.8%	86.5%	-4.0%	6.4%	1.4%	5.3%	6.3%	4.2%	2.2%
I would recommend TROY to a friend...	81.5%	87.5%	87.7%	85.1%	87.5%	-6.0%	8.1%	6.3%	5.8%	9.6%	6.3%	1.8%
The printed Schedule of Classes is informative and easy to follow.	80.8%	80.3%	81.2%	82.3%	83.7%	-2.9%	8.4%	6.6%	5.2%	5.3%	4.9%	3.5%
The University offers a variety of majors at my location.	80.8%	82.0%	76.6%	80.6%	80.0%	0.8%	7.6%	6.5%	10.2%	9.1%	9.0%	-1.4%
I feel I can talk to faculty about my academic concerns.	80.7%	83.0%	80.6%	79.1%	76.7%	4.0%	6.8%	4.8%	8.8%	10.9%	6.8%	0.0%
The online registration process is user-friendly.	79.6%	77.7%	69.3%	72.7%	74.4%	5.2%	8.4%	7.2%	12.7%	12.0%	10.8%	-2.4%
Reg. dates, times, and procedures were made clear to me.	78.5%	78.8%	76.3%	75.2%	80.0%	-1.5%	8.5%	11.0%	11.6%	14.7%	10.1%	-1.6%
Classes are offered at convenient times.	78.3%	85.1%	82.3%	82.6%	84.4%	-6.1%	12.7%	6.4%	8.5%	7.9%	7.0%	5.7%
Academic advising is adequate.	77.6%	77.1%	74.9%	69.4%	68.5%	9.1%	8.6%	8.3%	12.3%	15.4%	13.9%	-5.3%
The classes I attend are well organized and well taught.	77.3%	78.9%	81.8%	76.0%	82.9%	-5.6%	13.1%	9.2%	11.2%	10.7%	9.1%	4.0%
The online Schedule of Classes is informative and easy to follow.	76.3%	77.2%	75.6%	76.7%	83.2%	-6.9%	9.2%	6.2%	7.9%	8.4%	6.4%	2.8%

Appendix 8.1. New Student Perceptions about Troy University - College of Arts & Sciences

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 178

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
I feel that the campus is a safe and secure environment	76.3%	71.7%	72.0%	72.2%	N/A	4.1%	5.8%	2.8%	8.3%	7.9%	N/A	-2.1%
The bill that I received from the University was easily understood.	75.8%	78.1%	79.9%	77.8%	76.1%	-0.3%	6.8%	8.6%	8.4%	8.1%	10.2%	-3.4%
Troy University has a good reputation in my community.	74.9%	86.9%	86.5%	80.3%	86.3%	-11.4%	7.6%	4.4%	3.1%	8.3%	3.6%	4.0%
Sufficient financial aid options are available.	74.3%	84.8%	76.8%	74.9%	78.5%	-4.2%	10.8%	3.6%	7.9%	11.7%	8.2%	2.6%
On-campus bookstore hours are convenient for students.	73.6%	75.4%	72.8%	68.5%	68.8%	4.8%	7.6%	8.8%	3.7%	9.3%	7.6%	0.0%
Student organizations are available for my participation.	70.0%	69.9%	70.1%	64.9%	60.2%	9.8%	8.6%	9.7%	10.9%	10.1%	10.5%	-1.9%
The tuition payment plan is beneficial for students.	69.0%	83.7%	74.7%	73.6%	77.6%	-8.6%	5.2%	3.3%	5.2%	8.1%	7.0%	-1.8%
Class information provided prior to enrollment was helpful.	68.8%	70.5%	70.8%	69.3%	78.6%	-9.8%	13.3%	11.0%	13.7%	14.6%	9.5%	3.8%
The on-site registration process is user-friendly.	68.8%	68.5%	66.0%	70.3%	74.6%	-5.8%	7.1%	7.4%	9.9%	13.1%	7.7%	-0.6%
Student recreational opportunities and facilities have met my expectations.	64.8%	58.2%	57.0%	56.7%	N/A	8.1%	11.2%	8.8%	12.3%	8.2%	N/A	3.0%
Tutorial services are sufficient.	64.6%	68.8%	67.4%	64.8%	65.0%	-0.4%	6.9%	2.8%	9.3%	10.2%	8.7%	-1.8%
Purchasing textbooks through Virtual Book Store is convenient.	61.6%	75.8%	66.7%	69.5%	69.4%	-7.8%	9.6%	6.5%	8.1%	9.9%	9.3%	0.3%
Students seldom get the “run around” when seeking information.	61.0%	60.0%	52.3%	60.2%	61.3%	-0.3%	19.8%	22.8%	25.0%	23.2%	20.4%	-0.6%
Campus housing met my expectations upon arriving to campus.	53.0%	49.3%	46.8%	41.2%	38.5%	14.5%	14.5%	7.0%	13.8%	16.2%	14.4%	0.1%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Appendix 9. New Student Perceptions about Troy University - College of Business

Ranked by Agreement

Total respondents = 100

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
The semester/term format at my location accommodates my learning.	1	2	2	1	1	89.7%	5.2%	5.2%	97
TROY personnel are knowledgeable and helpful.	2	4	12	9	7	87.0%	8.0%	5.0%	100
I would recommend Troy University to a friend who is planning to go to college.	3	7	4	3	3	85.3%	6.3%	8.4%	95
The printed Schedule of Classes is informative and easy to follow.	4	9	6	6	5	84.9%	6.5%	8.6%	93
Troy University has a good reputation in my community.	5	6	3	4	4	83.3%	9.4%	7.3%	96
Faculty care about students as individuals.	6	10	11	18	10	83.0%	11.0%	6.0%	100
Student organizations are available for my participation.	7	25	25	26	25	81.9%	12.0%	6.0%	83
The tuition payment plan is beneficial for students.	8	18	21	19	14	81.7%	12.2%	6.1%	82
The online Schedule of Classes is informative and easy to follow.	9	15	14	11	9	81.6%	10.2%	8.2%	98
I am receiving a quality education at Troy University.	10	3	1	2	2	81.1%	11.6%	7.4%	95
Sufficient financial aid options are available.	11	19	8	17	15	80.9%	11.7%	7.4%	94
The bill that I received from the University was easily understood.	12	12	5	7	11	80.7%	11.4%	8.0%	88
The on-site registration process is user-friendly.	13	24	18	21	19	79.3%	13.8%	6.9%	87
Class drop/add procedures are appropriate.	14	16	7	8	17	79.3%	12.0%	8.7%	92
I feel I can talk to faculty about my academic concerns.	15	21	15	20	20	78.0%	13.0%	9.0%	100
Classes are offered at convenient times.	16	8	9	5	6	77.9%	10.5%	11.6%	95
The University offers a variety of majors at my location.	17	5	10	13	12	77.9%	10.5%	11.6%	95
The classes I attend are well organized and well taught.	18	20	20	14	13	77.3%	10.3%	12.4%	97
Reg. dates, times, and procedures were made clear to me prior to enrollment.	19	1	17	10	8	76.8%	12.1%	11.1%	99
Academic advising is adequate.	20	17	19	22	21	76.3%	16.5%	7.2%	97
I feel that the campus is a safe and secure environment	21	14	13	12	N/A	76.2%	15.5%	8.3%	84
On-campus bookstore hours are convenient for students.	22	23	22	25	23	74.7%	16.9%	8.4%	83
The online registration process is user-friendly.	23	13	16	15	22	74.5%	17.0%	8.5%	94
Student recreational opportunities and facilities have met my expectations.	24	26	27	28	N/A	70.5%	23.1%	6.4%	78
Tutorial services are sufficient.	25	27	26	24	24	69.5%	23.2%	7.3%	82
Class information provided prior to enrollment was helpful.	26	22	23	23	16	65.7%	14.1%	20.2%	99
Students seldom get the "run around" when seeking information.	27	28	28	27	26	65.6%	13.5%	20.8%	96
Purchasing textbooks through TROY Virtual BookStore is convenient.	28	11	24	16	18	65.5%	24.1%	10.3%	87
Campus housing met my expectations upon arriving to campus.	29	29	29	29	27	60.0%	24.3%	15.7%	70

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree
N/A responses and missing values were not included in the analysis.

Appendix 9.1. New Student Perceptions about Troy University - College of Business

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 100

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Academic programs, services, and administration												
The semester/term format accommodates my learning.	89.7%	90.3%	82.4%	85.8%	85.6%	4.1%	5.2%	2.2%	6.7%	5.9%	7.7%	-2.5%
TROY personnel are knowledgeable and helpful.	87.0%	87.6%	77.4%	76.9%	78.6%	8.4%	5.0%	6.2%	10.5%	14.5%	11.5%	-6.5%
I would recommend TROY to a friend...	85.3%	84.6%	81.3%	83.4%	83.7%	1.6%	8.4%	4.4%	7.3%	8.7%	8.9%	-0.5%
The printed Schedule of Classes is informative and easy to follow.	84.9%	78.8%	80.5%	79.7%	80.0%	4.9%	8.6%	8.2%	8.8%	7.2%	8.8%	-0.2%
Troy University has a good reputation in my community.	83.3%	85.6%	81.9%	80.6%	80.7%	2.6%	7.3%	4.4%	6.0%	6.6%	7.9%	-0.6%
Faculty care about students as individuals.	83.0%	78.1%	77.6%	73.5%	77.4%	5.6%	6.0%	9.4%	9.6%	9.6%	9.9%	-3.9%
Student organizations are available for my participation.	81.9%	71.6%	61.7%	62.3%	60.6%	21.3%	6.0%	2.7%	11.1%	11.2%	12.2%	-6.2%
The tuition payment plan is beneficial for students.	81.7%	76.2%	68.3%	73.0%	75.8%	5.9%	6.1%	7.1%	5.8%	8.1%	8.2%	-2.1%
The online Schedule of Classes is informative and easy to follow.	81.6%	76.7%	75.8%	76.5%	77.6%	4.0%	8.2%	6.7%	10.8%	9.0%	10.2%	-2.0%
I am receiving a quality education at Troy University.	81.1%	90.3%	82.6%	84.7%	85.2%	-4.1%	7.4%	3.2%	5.8%	6.1%	7.5%	-0.1%
Sufficient financial aid options are available.	80.9%	76.1%	79.7%	74.4%	75.5%	5.4%	7.4%	8.7%	7.6%	10.0%	11.5%	-4.1%
The bill that I received from the University was easily understood.	80.7%	78.0%	81.2%	78.0%	77.4%	3.3%	8.0%	1.2%	7.9%	7.8%	10.5%	-2.5%
The on-site registration process is user-friendly.	79.3%	72.2%	71.7%	69.6%	73.6%	5.7%	6.9%	5.1%	12.0%	9.6%	12.3%	-5.4%
Class drop/add procedures are appropriate.	79.3%	76.4%	80.5%	77.9%	75.1%	4.2%	8.7%	2.2%	4.4%	6.2%	8.7%	0.0%
I feel I can talk to faculty about my academic concerns.	78.0%	75.0%	75.8%	73.0%	72.0%	6.0%	9.0%	9.4%	13.7%	9.9%	11.9%	-2.9%
Classes are offered at convenient times.	77.9%	83.3%	79.5%	80.0%	79.7%	-1.8%	11.6%	7.8%	8.0%	7.7%	10.6%	1.0%
The University offers a variety of majors at my location.	77.9%	86.7%	78.8%	75.2%	77.0%	0.9%	11.6%	5.6%	9.7%	10.2%	10.5%	1.1%
The classes I attend are well organized and well taught.	77.3%	75.3%	68.4%	74.8%	76.3%	1.0%	12.4%	10.8%	11.1%	11.0%	11.1%	1.3%

Appendix 9.1. New Student Perceptions about Troy University - College of Business

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 100

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Academic programs, services, and administration												
Reg. dates, times, and procedures were made clear to me.	76.8%	90.5%	74.6%	76.9%	77.7%	-0.9%	11.1%	5.3%	17.2%	13.2%	14.3%	-3.2%
Academic advising is adequate.	76.3%	76.3%	71.0%	69.0%	71.3%	5.0%	7.2%	6.5%	15.3%	17.2%	13.7%	-6.5%
I feel that the campus is a safe and secure environment	76.2%	77.8%	76.2%	75.8%	N/A	0.4%	8.3%	5.6%	6.0%	7.3%	N/A	1.0%
On-campus bookstore hours are convenient for students.	74.7%	74.0%	68.2%	64.7%	65.6%	9.1%	8.4%	1.4%	9.4%	11.6%	10.7%	-2.3%
The online registration process is user-friendly.	74.5%	77.9%	75.2%	74.7%	70.6%	3.9%	8.5%	9.3%	13.8%	14.0%	15.6%	-7.1%
Student recreational opportunities and facilities have met my expectations.	70.5%	64.6%	57.8%	55.5%	N/A	15.0%	6.4%	1.5%	15.6%	11.6%	N/A	-5.2%
Tutorial services are sufficient.	69.5%	63.3%	59.8%	66.8%	63.1%	6.4%	7.3%	5.1%	11.5%	8.6%	10.8%	-3.5%
Class information provided prior to enrollment was helpful.	65.7%	75.0%	68.0%	67.9%	75.4%	-9.7%	20.2%	10.4%	18.0%	13.2%	12.4%	7.8%
Students seldom get the “run around” when seeking information.	65.6%	60.2%	57.0%	55.6%	59.5%	6.1%	20.8%	23.7%	27.3%	27.8%	24.5%	-3.7%
Purchasing textbooks through Virtual Book Store is convenient.	65.5%	78.1%	64.0%	74.5%	74.6%	-9.1%	10.3%	5.5%	10.0%	9.1%	12.1%	-1.8%
Campus housing met my expectations upon arriving to campus.	60.0%	48.9%	44.0%	38.7%	37.7%	22.3%	15.7%	10.6%	18.0%	12.9%	15.2%	0.5%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement

Total respondents = 112

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
Faculty care about students as individuals.	1	7	1	17	13	92.0%	5.4%	2.7%	112
I am receiving a quality education at Troy University.	2	3	2	3	3	92.0%	5.4%	2.7%	112
TROY personnel are knowledgeable and helpful.	3	4	6	9	6	88.4%	8.9%	2.7%	112
I feel I can talk to faculty about my academic concerns.	4	2	9	16	12	88.4%	7.1%	4.5%	112
The printed Schedule of Classes is informative and easy to follow.	5	6	10	5	4	87.7%	9.4%	2.8%	106
I would recommend TROY to a friend who is planning to go to college.	6	1	4	7	1	87.4%	7.2%	5.4%	111
The classes I attend are well organized and well taught.	7	13	3	15	7	87.2%	8.3%	4.6%	109
The semester/term format at my location accommodates my learning.	8	5	8	1	5	86.5%	9.9%	3.6%	111
Class drop/add procedures are appropriate.	9	16	16	14	9	86.4%	11.7%	1.9%	103
Troy University has a good reputation in my community.	10	8	5	2	2	85.7%	9.8%	4.5%	112
Academic advising is adequate.	11	12	25	20	18	85.6%	7.2%	7.2%	111
The online registration process is user-friendly.	12	26	21	25	20	84.5%	10.0%	5.5%	110
The online Schedule of Classes is informative and easy to follow.	13	25	11	11	10	84.3%	12.0%	3.7%	108
I feel that the campus is a safe and secure environment	14	9	15	6	N/A	83.7%	10.6%	5.8%	104
On-campus bookstore hours are convenient for students.	15	22	12	18	22	81.8%	13.1%	5.1%	99
Sufficient financial aid options are available.	16	14	24	10	19	81.6%	11.7%	6.8%	103
Reg. dates, times, and procedures were made clear to me prior to enrollment.	17	20	17	19	8	81.3%	11.6%	7.1%	112
The bill that I received from the University was easily understood.	18	10	14	4	15	80.8%	13.1%	6.1%	99
The on-site registration process is user-friendly.	19	24	22	23	16	80.2%	16.7%	3.1%	96
Classes are offered at convenient times.	20	15	13	8	11	79.3%	11.7%	9.0%	111
The University offers a variety of majors at my location.	21	11	7	12	17	77.4%	16.0%	6.6%	106
Student organizations are available for my participation.	22	19	20	24	26	76.5%	18.4%	5.1%	98
The tuition payment plan is beneficial for students.	23	17	19	13	14	74.4%	22.2%	3.3%	90
Class information provided prior to enrollment was helpful.	24	21	18	21	21	70.9%	20.0%	9.1%	110
Tutorial services are sufficient.	25	27	26	26	25	65.6%	31.1%	3.3%	90
Student recreational opportunities and facilities have met my expectations.	26	23	27	27	N/A	65.5%	24.1%	10.3%	87
Purchasing textbooks through TROY Virtual Book Store is convenient.	27	18	23	22	23	64.0%	31.5%	4.5%	89
Students seldom get the "run around" when seeking information.	28	28	28	28	24	58.2%	20.9%	20.9%	110
Campus housing met my expectations upon arriving to campus.	29	29	29	29	27	54.5%	36.4%	9.1%	66

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

Appendix 10.1. New Student Perceptions about Troy University - College of Education

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 112

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Academic programs, services, and administration												
Faculty care about students as individuals. I am receiving a quality education at Troy University.	92.0%	83.2%	87.0%	73.7%	79.0%	13.0%	2.7%	6.9%	9.0%	14.1%	8.8%	-6.1%
TROY personnel are knowledgeable and helpful. I feel I can talk to faculty about my academic concerns.	92.0%	85.4%	85.9%	81.3%	85.3%	6.7%	2.7%	6.3%	7.1%	8.1%	6.1%	-3.4%
The printed Schedule of Classes is informative and easy to follow.	88.4%	85.1%	80.0%	76.5%	82.1%	6.3%	2.7%	11.9%	8.0%	16.0%	11.0%	-8.3%
I would recommend TROY to a friend...	88.4%	86.1%	78.2%	73.9%	79.2%	9.2%	4.5%	8.9%	8.9%	11.8%	9.7%	-5.2%
The classes I attend are well organized and well taught.	87.7%	84.4%	77.7%	79.4%	85.1%	2.6%	2.8%	7.8%	10.6%	10.8%	6.9%	-4.1%
The semester/term format accommodates my learning.	87.4%	89.6%	81.6%	77.5%	86.4%	1.0%	5.4%	6.3%	10.2%	13.9%	8.6%	-3.2%
Class drop/add procedures are appropriate.	87.2%	75.5%	81.8%	74.2%	80.3%	6.9%	4.6%	9.2%	7.1%	13.4%	9.6%	-5.0%
Troy University has a good reputation in my community.	86.5%	85.0%	79.6%	82.2%	82.3%	4.2%	3.6%	6.0%	8.2%	8.4%	7.4%	-3.8%
Academic advising is adequate.	86.4%	73.3%	71.6%	74.7%	80.1%	6.3%	1.9%	8.9%	8.0%	9.7%	7.5%	-5.6%
The online registration process is user-friendly.	85.7%	82.3%	80.9%	82.0%	85.6%	0.1%	4.5%	8.3%	7.4%	9.7%	6.8%	-2.3%
The online Schedule of Classes is informative and easy to follow.	85.6%	75.8%	66.0%	68.8%	74.8%	10.8%	7.2%	13.1%	14.0%	16.8%	12.2%	-5.0%
I feel that the campus is a safe and secure environment.	84.5%	61.3%	68.9%	64.0%	74.0%	10.5%	5.5%	17.2%	15.6%	20.6%	11.3%	-5.8%
On-campus bookstore hours are convenient for students.	84.3%	63.4%	76.6%	75.4%	79.9%	4.4%	3.7%	16.1%	11.7%	12.8%	8.8%	-5.1%
	83.7%	80.2%	71.9%	78.6%	N/A	5.1%	5.8%	11.1%	9.0%	9.8%	N/A	-4.0%
	81.8%	67.1%	75.9%	73.1%	73.3%	8.5%	5.1%	19.0%	11.4%	10.0%	8.4%	-3.3%

Appendix 10.1. New Student Perceptions about Troy University - College of Education

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 112

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Sufficient financial aid options are available.	81.6%	74.7%	67.4%	75.9%	74.6%	7.0%	6.8%	13.1%	15.8%	13.1%	12.4%	-5.6%
Reg. dates, times, and procedures were made clear to me.	81.3%	69.7%	71.4%	69.7%	80.2%	1.1%	7.1%	16.2%	16.3%	19.9%	11.3%	-4.2%
The bill that I received from the University was easily understood.	80.8%	78.4%	72.2%	79.5%	77.9%	2.9%	6.1%	6.8%	12.2%	11.9%	9.1%	-3.0%
The on-site registration process is user-friendly.	80.2%	65.8%	68.9%	65.9%	75.9%	4.3%	3.1%	11.4%	11.1%	17.0%	9.9%	-6.8%
Classes are offered at convenient times.	79.3%	73.5%	75.0%	77.2%	79.7%	-0.4%	9.0%	15.3%	12.5%	15.3%	9.7%	-0.7%
The University offers a variety of majors at my location.	77.4%	77.1%	79.8%	75.4%	75.2%	2.2%	6.6%	11.5%	11.7%	12.1%	12.2%	-5.6%
Student organizations are available for my participation.	76.5%	69.9%	69.4%	64.8%	61.6%	14.9%	5.1%	8.4%	9.4%	13.6%	9.8%	-4.7%
The tuition payment plan is beneficial for students.	74.4%	72.5%	70.2%	75.3%	79.0%	-4.6%	3.3%	11.0%	8.3%	10.3%	6.1%	-2.8%
Class information provided prior to enrollment was helpful.	70.9%	67.3%	70.7%	68.2%	73.3%	-2.4%	9.1%	12.2%	16.2%	19.9%	12.5%	-3.4%
Tutorial services are sufficient.	65.6%	58.7%	65.4%	62.3%	63.8%	1.8%	3.3%	10.7%	10.3%	9.9%	8.9%	-5.6%
Student recreational opportunities and facilities have met my expectations.	65.5%	66.2%	61.8%	56.6%	N/A	8.9%	10.3%	7.4%	13.2%	11.5%	N/A	-1.2%
Purchasing textbooks through Virtual BookStore is convenient.	64.0%	70.9%	67.6%	66.1%	67.8%	-3.8%	4.5%	12.7%	10.3%	10.9%	12.1%	-7.6%
Students seldom get the "run around" when seeking information.	58.2%	52.6%	57.6%	56.3%	63.9%	-5.7%	20.9%	21.6%	31.3%	31.3%	21.3%	-0.4%
Campus housing met my expectations upon arriving to campus.	54.5%	45.5%	46.0%	40.9%	39.6%	14.9%	9.1%	9.1%	28.0%	19.3%	16.5%	-7.4%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement

Total respondents = 52

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
Student organizations are available for my participation.	1	8	7	1	6	100.0%	0.0%	0.0%	48
TROY personnel are knowledgeable and helpful.	2	4	15	19	2	96.2%	3.8%	0.0%	52
The semester/term format at my location accommodates my learning.	3	3	4	8	3	94.3%	5.7%	0.0%	53
I feel I can talk to faculty about my academic concerns.	4	2	6	14	11	94.2%	1.9%	3.8%	52
I am receiving a quality education at Troy University.	5	1	1	9	4	92.3%	7.7%	0.0%	52
Troy University has a good reputation in my community.	6	5	5	10	5	92.2%	3.9%	3.9%	51
I would recommend Troy University to a friend who is planning to go to college.	7	10	3	15	8	92.2%	5.9%	2.0%	51
Faculty care about students as individuals.	8	6	14	6	7	90.6%	5.7%	3.8%	53
Academic advising is adequate.	9	14	16	18	18	90.2%	5.9%	3.9%	51
The University offers a variety of majors at my location.	10	7	2	7	1	88.5%	3.8%	7.7%	52
Sufficient financial aid options are available.	11	19	19	2	12	84.0%	8.0%	8.0%	50
The printed Schedule of Classes is informative and easy to follow.	12	9	9	3	9	84.0%	10.0%	6.0%	50
The on-site registration process is user-friendly.	13	26	24	29	16	83.0%	10.6%	6.4%	47
The classes I attend are well organized and well taught.	14	13	8	22	13	82.7%	11.5%	5.8%	52
The online registration process is user-friendly.	15	21	26	21	24	82.0%	12.0%	6.0%	50
I feel that the campus is a safe and secure environment	16	12	10	4	N/A	81.3%	12.5%	6.3%	48
The tuition payment plan is beneficial for students.	17	15	20	17	14	80.4%	15.2%	4.3%	46
On-campus bookstore hours are convenient for students.	18	18	23	13	21	79.2%	10.4%	10.4%	48
Student recreational opportunities and facilities have met my expectations.	19	22	17	5	N/A	78.7%	12.8%	8.5%	47
Class drop/add procedures are appropriate.	20	11	12	24	19	78.4%	11.8%	9.8%	51
Classes are offered at convenient times.	21	20	11	16	15	78.0%	14.0%	8.0%	50
The bill that I received from the University was easily understood.	22	17	13	28	20	77.6%	12.2%	10.2%	49
The online Schedule of Classes is informative and easy to follow.	23	16	18	12	17	77.4%	13.2%	9.4%	53
Reg. dates, times, and procedures were made clear to me prior to enrollment.	24	23	22	23	10	76.9%	15.4%	7.7%	52
Tutorial services are sufficient.	25	25	25	20	23	75.0%	25.0%	0.0%	44
Campus housing met my expectations upon arriving to campus.	26	28	27	26	26	70.5%	15.9%	13.6%	44
Class information provided prior to enrollment was helpful.	27	24	21	25	22	68.6%	21.6%	9.8%	51
Purchasing textbooks through TROY Virtual Book Store is convenient.	28	27	29	11	25	61.9%	31.0%	7.1%	42
Students seldom get the "run around" when seeking information.	29	29	28	27	27	59.6%	25.0%	15.4%	52

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

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

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 52

Academic programs, services, and administration

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Student organizations are available for my participation.	100.0%	82.9%	73.9%	92.9%	69.8%	30.2%	0.0%	14.3%	17.4%	3.6%	12.2%	N/A
TROY personnel are knowledgeable and helpful.	96.2%	86.8%	68.0%	76.5%	81.4%	14.8%	0.0%	10.5%	22.0%	11.8%	10.4%	N/A
The semester/term format at my location accommodates my learning.	94.3%	88.9%	78.7%	87.1%	79.6%	14.7%	0.0%	5.6%	10.6%	0.0%	8.0%	-8.0%
I feel I can talk to faculty about my academic concerns.	94.2%	89.5%	74.0%	79.4%	74.6%	19.6%	3.8%	7.9%	18.0%	11.8%	10.5%	-6.7%
I am receiving a quality education at Troy University.	92.3%	91.9%	83.3%	85.3%	87.3%	5.0%	0.0%	8.1%	10.4%	5.9%	6.6%	-6.6%
Troy University has a good reputation in my community.	92.2%	86.1%	78.3%	83.3%	83.5%	8.7%	3.9%	11.1%	13.0%	3.3%	5.5%	-1.6%
I would recommend TROY to a friend....	92.2%	81.1%	79.6%	78.8%	84.0%	8.2%	2.0%	8.1%	12.2%	9.1%	8.4%	-6.4%
Faculty care about students as individuals.	90.6%	84.2%	68.0%	88.2%	74.5%	16.1%	3.8%	5.3%	18.0%	8.8%	11.3%	-7.5%
Academic advising is adequate.	90.2%	73.0%	66.7%	77.4%	69.2%	21.0%	3.9%	16.2%	22.9%	16.1%	14.7%	-10.8%
The University offers a variety of majors at my location.	88.5%	83.8%	81.3%	87.9%	80.7%	7.8%	7.7%	10.8%	12.5%	3.0%	6.4%	1.3%
Sufficient financial aid options are available.	84.0%	68.6%	64.0%	90.3%	73.6%	10.4%	8.0%	17.1%	18.0%	0.0%	10.8%	-2.8%
The printed Schedule of Classes is informative and easy to follow.	84.0%	82.4%	72.9%	90.0%	80.3%	3.7%	6.0%	8.8%	14.6%	0.0%	9.4%	-3.4%
The on-site registration process is user-friendly.	83.0%	53.3%	55.3%	60.7%	76.0%	7.0%	6.4%	13.3%	27.7%	14.3%	12.5%	-6.1%
The classes I attend are well organized and well taught.	82.7%	73.7%	72.9%	73.5%	77.1%	5.6%	5.8%	15.8%	14.6%	11.8%	10.8%	-5.0%
The online registration process is user-friendly.	82.0%	64.5%	45.8%	74.2%	73.5%	8.5%	6.0%	12.9%	33.3%	6.5%	12.2%	-6.2%

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

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 52

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
I feel that the campus is a safe and secure environment	81.3%	74.3%	72.3%	90.0%	N/A	-8.7%	6.3%	11.4%	17.0%	3.3%	N/A	3.0%
The tuition payment plan is beneficial for students.	80.4%	71.9%	62.8%	78.6%	78.3%	2.1%	4.3%	12.5%	18.6%	0.0%	9.4%	-5.1%
On-campus bookstore hours are convenient for students.	79.2%	70.3%	56.5%	80.6%	71.1%	8.1%	10.4%	13.5%	23.9%	6.5%	10.5%	-0.1%
Student recreational opportunities and facilities have met my expectations.	78.7%	64.5%	66.7%	88.9%	N/A	-10.2%	8.5%	19.4%	23.1%	3.7%	N/A	4.8%
Class drop/add procedures are appropriate.	78.4%	79.4%	69.8%	71.4%	72.1%	6.3%	9.8%	8.8%	23.3%	3.6%	10.0%	-0.2%
Classes are offered at convenient times.	78.0%	66.7%	70.8%	78.8%	83.2%	-5.2%	8.0%	19.4%	16.7%	3.0%	9.5%	-1.5%
The bill that I received from the University was easily understood.	77.6%	70.6%	69.6%	61.3%	76.6%	1.0%	10.2%	17.6%	30.4%	6.5%	12.4%	-2.2%
The online Schedule of Classes is informative and easy to follow.	77.4%	71.9%	65.1%	80.6%	74.4%	3.0%	9.4%	12.5%	18.6%	6.5%	11.8%	-2.4%
Reg. dates, times, and procedures were made clear to me.	76.9%	63.2%	59.2%	72.7%	79.5%	-2.6%	7.7%	15.8%	32.7%	6.1%	13.1%	-5.4%
Tutorial services are sufficient.	75.0%	58.6%	52.9%	75.0%	65.1%	9.9%	0.0%	13.8%	29.4%	8.3%	8.1%	-8.1%
Campus housing met my expectations upon arriving to campus.	70.5%	51.6%	39.5%	70.0%	46.6%	23.9%	13.6%	22.6%	39.5%	10.0%	19.8%	-6.2%
Class information provided prior to enrollment was helpful.	68.6%	61.1%	61.2%	70.6%	68.6%	0.0%	9.8%	19.4%	20.4%	5.9%	17.9%	-8.1%
Purchasing textbooks through Virtual Book Store is convenient.	61.9%	51.7%	37.8%	83.3%	71.6%	-9.7%	7.1%	24.1%	27.0%	4.2%	10.9%	-3.8%
Students seldom get the "run around" when seeking information.	59.6%	45.7%	38.8%	62.5%	56.4%	3.2%	15.4%	28.6%	30.6%	28.1%	23.1%	-7.7%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

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

Ranked by Agreement Level

Total respondents = 141

Academic programs, services, and administration	Ranking					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
TROY personnel are knowledgeable and helpful.	1	8	5	9	5	89.4%	5.7%	5.0%	141
I am receiving a quality education at Troy University.	2	1	1	1	1	89.3%	5.7%	5.0%	140
The semester/term format at my location accommodates my learning.	3	3	6	3	8	88.4%	6.5%	5.1%	138
I would recommend TROY to a friend who is planning to go to college.	4	5	3	6	2	87.9%	4.3%	7.9%	140
The University offers a variety of majors at my location.	5	4	9	10	6	87.1%	6.8%	6.1%	132
I feel I can talk to faculty about my academic concerns.	6	11	13	14	14	86.5%	8.5%	5.0%	141
The printed Schedule of Classes is informative and easy to follow.	7	2	8	5	7	86.1%	9.5%	4.4%	137
Faculty care about students as individuals.	8	9	4	11	15	85.7%	9.3%	5.0%	140
Reg. dates, times, and procedures were made clear to me prior to enrollment.	9	17	21	15	9	85.6%	7.2%	7.2%	139
Troy University has a good reputation in my community.	10	6	2	2	3	85.6%	10.1%	4.3%	139
Class drop/add procedures are appropriate.	11	7	17	21	19	85.5%	10.7%	3.8%	131
The online Schedule of Classes is informative and easy to follow.	12	16	18	12	16	84.8%	10.1%	5.1%	138
Classes are offered at convenient times.	13	13	12	4	4	83.7%	9.6%	6.7%	135
Academic advising is adequate.	14	19	15	19	23	82.7%	11.5%	5.8%	139
The online registration process is user-friendly.	15	22	23	22	18	82.4%	5.9%	11.8%	136
Student organizations are available for my participation.	16	14	24	20	22	82.3%	10.8%	6.9%	130
The classes I attend are well organized and well taught.	17	20	7	17	11	82.0%	11.5%	6.5%	139
On-campus bookstore hours are convenient for students.	18	12	14	18	21	79.5%	11.8%	8.7%	127
The on-site registration process is user-friendly.	19	25	22	25	13	79.1%	14.7%	6.2%	129
I feel that the campus is a safe and secure environment.	20	21	10	8	N/A	78.7%	14.2%	7.1%	127
Class information provided prior to enrollment was helpful.	21	24	20	23	24	78.4%	13.7%	7.9%	139
Tutorial services are sufficient.	22	15	27	26	25	76.8%	16.8%	6.4%	125
Sufficient financial aid options are available.	23	18	16	16	17	76.3%	16.5%	7.2%	139
The bill that I received from the University was easily understood.	24	10	11	13	12	76.3%	13.7%	9.9%	131
The tuition payment plan is beneficial for students.	25	23	19	7	10	73.8%	20.8%	5.4%	130
Student recreational opportunities and facilities have met my expectations.	26	27	25	27	N/A	69.9%	19.5%	10.6%	123
Purchasing textbooks through TROY Virtual Book Store is convenient.	27	26	26	24	20	66.4%	23.5%	10.1%	119
Students seldom get the "run around" when seeking information.	28	29	28	28	26	63.0%	18.1%	18.8%	138
Campus housing met my expectations upon arriving to campus.	29	28	29	29	27	58.6%	24.1%	17.2%	116

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

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

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 141

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Academic programs, services, and administration												
TROY personnel are knowledgeable and helpful.	89.4%	88.3%	77.5%	78.4%	81.4%	8.0%	5.0%	6.3%	14.2%	10.5%	10.4%	-5.4%
I am receiving a quality education at Troy University.	89.3%	95.3%	84.6%	86.3%	87.3%	2.0%	5.0%	3.1%	10.3%	7.1%	6.6%	-1.6%
The semester/term format accommodates my learning.	88.4%	90.5%	76.3%	83.3%	79.6%	8.8%	5.1%	3.2%	11.4%	6.8%	8.0%	-2.9%
I would recommend TROY to a friend...	87.9%	89.1%	79.5%	80.7%	84.0%	3.9%	7.9%	4.7%	13.7%	13.9%	8.4%	-0.5%
The University offers a variety of majors at my location.	87.1%	90.2%	75.7%	78.4%	80.7%	6.4%	6.1%	5.7%	11.7%	9.3%	6.4%	-0.3%
I feel I can talk to faculty about my academic concerns.	86.5%	85.9%	72.9%	75.9%	74.6%	11.9%	5.0%	7.0%	11.9%	10.6%	10.5%	-5.5%
The printed Schedule of Classes is informative and easy to follow.	86.1%	91.8%	76.1%	82.4%	80.3%	5.8%	4.4%	2.5%	12.4%	7.5%	9.4%	-5.0%
Faculty care about students as individuals.	85.7%	86.7%	78.8%	77.6%	74.5%	11.2%	5.0%	4.7%	12.7%	10.0%	11.3%	-6.3%
Reg. dates, times, and procedures were made clear to me.	85.6%	82.0%	68.1%	75.0%	79.5%	6.1%	7.2%	7.8%	20.7%	16.1%	13.1%	-5.9%
Troy University has a good reputation in my community.	85.6%	88.6%	81.6%	83.9%	83.5%	2.1%	4.3%	3.3%	10.5%	6.5%	5.5%	-1.2%
Class drop/add procedures are appropriate.	85.5%	88.5%	70.1%	69.3%	72.1%	13.4%	3.8%	2.7%	15.0%	13.7%	10.0%	-6.2%
The online Schedule of Classes is informative and easy to follow.	84.8%	82.1%	70.0%	76.7%	74.4%	10.4%	5.1%	5.1%	16.4%	10.7%	11.8%	-6.7%
Classes are offered at convenient times.	83.7%	84.0%	74.3%	82.7%	83.2%	0.5%	6.7%	7.2%	13.3%	6.2%	9.5%	-2.8%
Academic advising is adequate.	82.7%	81.5%	70.9%	71.4%	69.2%	13.5%	5.8%	11.3%	14.5%	16.7%	14.7%	-8.9%
The online registration process is user-friendly.	82.4%	78.1%	66.4%	67.1%	73.5%	8.9%	11.8%	7.9%	21.5%	16.1%	12.2%	-0.4%

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

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 141

Academic programs, services, and administration	Agree						Diff	Disagree					
	FA13	FA12	FA11	FA10	FA09	FA13		FA12	FA11	FA10	FA09	Diff	
Student organizations are available for my participation.	82.3%	83.2%	66.3%	69.4%	69.8%	12.5%	6.9%	5.3%	19.4%	6.7%	12.2%	-5.3%	
The classes I attend are well organized and well taught.	82.0%	81.0%	76.1%	73.6%	77.1%	4.9%	6.5%	9.5%	14.2%	15.3%	10.8%	-4.3%	
On-campus bookstore hours are convenient for students.	79.5%	85.3%	72.7%	72.9%	71.1%	8.4%	8.7%	4.6%	14.1%	9.3%	10.5%	-1.8%	
The on-site registration process is user-friendly.	79.1%	74.8%	66.7%	66.2%	76.0%	3.1%	6.2%	9.9%	19.6%	15.2%	12.5%	-6.3%	
I feel that the campus is a safe and secure environment.	78.7%	80.5%	75.2%	78.7%	N/A	0.0%	7.1%	3.5%	9.9%	6.3%	N/A	0.8%	
Class information provided prior to enrollment was helpful.	78.4%	74.8%	68.6%	66.9%	68.6%	9.8%	7.9%	8.7%	13.6%	16.6%	17.9%	-10.0%	
Tutorial services are sufficient.	76.8%	82.6%	60.6%	65.4%	65.1%	11.7%	6.4%	3.7%	14.1%	10.2%	8.1%	-1.7%	
Sufficient financial aid options are available.	76.3%	81.8%	70.8%	75.0%	73.6%	2.7%	7.2%	10.7%	16.8%	10.3%	10.8%	-3.6%	
The bill that I received from the University was easily understood.	76.3%	86.1%	74.8%	76.5%	76.6%	-0.3%	9.9%	4.9%	15.3%	9.8%	12.4%	-2.5%	
The tuition payment plan is beneficial for students.	73.8%	77.8%	70.0%	80.1%	78.3%	-4.5%	5.4%	6.8%	14.5%	6.8%	9.4%	-4.0%	
Student recreational opportunities and facilities have met my expectations.	69.9%	74.3%	65.2%	62.6%	N/A	7.3%	10.6%	6.9%	16.9%	10.1%	N/A	0.5%	
Purchasing textbooks through Virtual Book Store is convenient.	66.4%	74.5%	62.4%	66.4%	71.6%	-5.2%	10.1%	5.7%	20.4%	10.4%	10.9%	-0.8%	
Students seldom get the “run around” when seeking information.	63.0%	59.7%	52.1%	53.1%	56.4%	6.6%	18.8%	20.2%	27.4%	32.1%	23.1%	-4.3%	
Campus housing met my expectations upon arriving to campus.	58.6%	61.5%	46.3%	44.0%	46.6%	12.0%	17.2%	18.8%	23.9%	16.0%	19.8%	-2.6%	

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Appendix 13. New Student Perceptions about Troy University - Undergraduate Students

Ranked by Frequency of Agreement

Total respondents = 476

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
TROY personnel are knowledgeable and helpful.	1	2	6	8	6	88.4%	7.6%	4.0%	476
I am receiving a quality education at Troy University.	2	1	1	1	1	88.2%	7.9%	3.9%	466
The semester/term format at my location accommodates my learning.	3	3	4	2	4	86.9%	9.2%	3.9%	466
I would recommend TROY to a friend who is planning to go to college.	4	4	2	3	2	85.8%	8.0%	6.2%	465
Faculty care about students as individuals.	5	8	5	17	12	85.7%	9.0%	5.3%	476
The printed Schedule of Classes is informative and easy to follow.	6	7	9	5	5	84.7%	10.1%	5.3%	457
Class drop/add procedures are appropriate.	7	12	12	11	15	84.6%	11.3%	4.1%	442
I feel I can talk to faculty about my academic concerns.	8	9	8	12	17	83.2%	11.2%	5.7%	475
The University offers a variety of majors at my location.	9	5	7	6	8	83.0%	9.5%	7.5%	464
Troy University has a good reputation in my community.	10	6	3	4	3	82.6%	12.2%	5.2%	466
The classes I attend are well organized and well taught.	11	17	10	15	9	81.8%	10.3%	7.9%	468
Academic advising is adequate.	12	14	19	22	23	81.7%	11.5%	6.8%	470
Student organizations are available for my participation.	13	18	21	23	24	81.3%	14.1%	4.7%	427
The online registration process is user-friendly.	14	21	23	20	20	81.1%	11.9%	7.0%	455
The online Schedule of Classes is informative and easy to follow.	15	22	16	13	11	80.4%	13.4%	6.3%	464
Reg. dates, times, and procedures were made clear to me prior to enrollment.	16	13	18	16	10	79.9%	12.7%	7.4%	473
Classes are offered at convenient times.	17	11	11	7	7	79.7%	11.1%	9.2%	459
Sufficient financial aid options are available.	18	10	14	10	14	79.0%	13.3%	7.6%	458
On-campus bookstore hours are convenient for students.	19	16	17	19	21	78.4%	14.2%	7.3%	436
I feel that the campus is a safe and secure environment.	20	19	15	9	N/A	78.4%	15.1%	6.4%	436
The bill that I received from the University was easily understood.	21	15	13	14	16	76.2%	15.5%	8.3%	433
The on-site registration process is user-friendly.	22	26	24	25	18	75.9%	18.5%	5.6%	427
The tuition payment plan is beneficial for students.	23	20	20	18	13	74.0%	20.4%	5.5%	416
Tutorial services are sufficient.	24	24	25	24	25	71.9%	23.0%	5.1%	409
Student recreational opportunities and facilities have met my expectations.	25	27	26	27	N/A	70.5%	20.2%	9.3%	397
Class information provided prior to enrollment was helpful.	26	25	22	26	19	69.1%	19.2%	11.7%	469
Purchasing textbooks through TROY Virtual Book Store is convenient.	27	23	27	21	22	64.5%	28.2%	7.3%	397
Students seldom get the "run around" when seeking information.	28	28	28	28	26	60.3%	20.6%	19.1%	466
Campus housing met my expectations upon arriving to campus.	29	29	29	29	27	59.1%	25.6%	15.3%	367

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

Appendix 13.1. New Student Perceptions about Troy University - Undergraduate Students

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 476

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
TROY personnel are knowledgeable and helpful.	88.4%	88.3%	80.0%	78.4%	80.4%	8.0%	4.0%	6.7%	10.6%	12.4%	10.3%	-6.3%
I am receiving a quality education at Troy University.	88.2%	90.1%	86.1%	84.9%	87.6%	0.6%	3.9%	3.6%	7.0%	6.7%	6.2%	-2.3%
The semester/term format accommodates my learning.	86.9%	88.3%	81.2%	84.0%	83.7%	3.2%	3.9%	3.0%	7.9%	5.8%	6.7%	-2.8%
I would recommend TROY to a friend...	85.8%	87.2%	83.2%	83.5%	86.4%	-0.6%	6.2%	5.9%	9.3%	10.0%	7.6%	-1.4%
Faculty care about students as individuals.	85.7%	83.3%	81.0%	75.2%	77.2%	8.5%	5.3%	5.5%	9.2%	9.0%	9.4%	-4.1%
The printed Schedule of Classes is informative and easy to follow.	84.7%	84.7%	78.7%	81.9%	81.6%	3.1%	5.3%	7.1%	9.3%	7.5%	8.5%	-3.2%
I feel I can talk to faculty about my academic concerns.	84.6%	80.2%	74.9%	76.4%	74.2%	10.4%	4.1%	4.3%	10.6%	10.1%	10.1%	-6.0%
Sufficient financial aid options are available.	83.2%	83.1%	78.8%	76.4%	74.9%	8.3%	5.7%	6.7%	10.1%	10.4%	10.7%	-5.0%
The University offers a variety of majors at my location.	83.0%	86.0%	79.6%	81.1%	79.9%	3.1%	7.5%	6.1%	9.9%	8.9%	9.4%	-1.9%
Troy University has a good reputation in my community.	82.6%	85.3%	82.5%	82.2%	84.3%	-1.7%	5.2%	5.8%	7.6%	6.7%	6.1%	-0.9%
The classes I attend are well organized and well taught.	81.8%	77.0%	76.8%	75.5%	79.0%	2.8%	7.9%	8.6%	11.3%	11.1%	9.9%	-2.0%
Academic advising is adequate.	81.7%	77.9%	71.2%	70.1%	69.4%	12.3%	6.8%	9.9%	14.6%	16.4%	14.3%	-7.5%
Student organizations are available for my participation.	81.3%	76.6%	69.3%	69.1%	65.9%	15.4%	4.7%	6.8%	13.6%	8.8%	9.8%	-5.1%
The online registration process is user-friendly.	81.1%	73.6%	67.5%	71.3%	72.1%	9.0%	7.0%	9.2%	16.8%	14.4%	12.7%	-5.7%
The online Schedule of Classes is informative and easy to follow.	80.4%	73.3%	73.0%	76.3%	77.3%	3.1%	6.3%	9.2%	13.0%	9.6%	9.8%	-3.5%

Appendix 13.1. New Student Perceptions about Troy University - Undergraduate Students

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 476

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Reg. dates, times, and procedures were made clear to me.	79.9%	79.3%	71.7%	75.3%	78.4%	1.5%	7.4%	10.0%	18.6%	15.0%	12.4%	-5.0%
Classes are offered at convenient times.	79.7%	80.3%	76.7%	80.1%	80.0%	-0.3%	9.2%	10.0%	11.1%	8.9%	9.8%	-0.6%
Class drop/add procedures are appropriate.	79.0%	80.7%	73.7%	76.4%	74.5%	4.5%	7.6%	8.5%	13.6%	7.9%	8.2%	-0.6%
On-campus bookstore hours are convenient for students.	78.4%	77.3%	72.6%	72.1%	70.7%	7.7%	7.3%	9.0%	11.3%	9.9%	9.4%	-2.1%
I feel that the campus is a safe and secure environment.	78.4%	76.6%	73.5%	76.9%	N/A	1.5%	6.4%	6.2%	9.2%	8.1%	N/A	-1.7%
The bill that I received from the University was easily understood.	76.2%	77.8%	73.9%	76.3%	74.4%	1.8%	8.3%	6.7%	14.7%	9.5%	11.0%	-2.7%
The on-site registration process is user-friendly.	75.9%	69.4%	66.3%	68.5%	72.9%	3.0%	5.6%	8.4%	14.6%	13.3%	9.6%	-4.0%
The tuition payment plan is beneficial for students.	74.0%	75.9%	69.5%	74.9%	75.5%	-1.5%	5.5%	7.0%	10.3%	8.2%	8.2%	-2.7%
Tutorial services are sufficient.	71.9%	71.1%	64.3%	68.6%	65.6%	6.3%	5.1%	4.8%	12.0%	8.6%	9.4%	-4.3%
Student recreational opportunities and facilities have met my expectations.	70.5%	68.9%	63.0%	63.3%	N/A	7.2%	9.3%	7.9%	15.7%	9.2%	N/A	0.1%
Class information provided prior to enrollment was helpful.	69.1%	70.2%	68.0%	68.4%	72.5%	-3.4%	11.7%	11.1%	16.5%	15.1%	12.8%	-1.1%
Purchasing textbooks through Virtual Book Store is convenient.	64.5%	72.5%	62.5%	70.9%	69.6%	-5.1%	7.3%	7.8%	13.6%	9.1%	11.8%	-4.5%
Students seldom get the "run around" when seeking information.	60.3%	54.9%	53.0%	56.3%	57.8%	2.5%	19.1%	21.4%	27.4%	27.5%	23.6%	-4.5%
Campus housing met my expectations upon arriving to campus.	59.1%	53.8%	45.9%	44.1%	39.9%	19.2%	15.3%	13.7%	22.9%	16.1%	17.5%	-2.2%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Appendix 14. New Student Perceptions about Troy University - Graduate Students

Ranked by Agreement Level

Total respondents = 97

Academic programs, services, and administration	Ranking					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
Faculty care about students as individuals.	1	5	11	10	9	87.6%	5.2%	7.2%	97
I feel I can talk to faculty about my academic concerns.	2	8	23	13	16	84.4%	6.3%	9.4%	96
The bill that I received from the University was easily understood.	3	6	1	5	11	84.3%	9.0%	6.7%	89
The semester/term format at my location accommodates my learning.	4	2	5	2	2	84.0%	7.4%	8.5%	94
TROY personnel are knowledgeable and helpful.	5	7	12	8	7	83.5%	9.3%	7.2%	97
I am receiving a quality education at Troy University.	6	4	2	3	1	83.3%	9.4%	7.3%	96
I would recommend TROY to a friend who is planning to go to college.	7	1	8	4	5	83.3%	6.3%	10.4%	96
The online Schedule of Classes is informative and easy to follow.	8	18	6	9	4	83.2%	6.3%	10.5%	95
The printed Schedule of Classes is informative and easy to follow.	9	14	7	6	6	82.8%	6.9%	10.3%	87
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	11	13	15	10	81.3%	5.2%	13.5%	96
Class drop/add procedures are appropriate.	11	10	10	11	13	80.9%	10.1%	9.0%	89
The on-site registration process is user-friendly.	12	23	17	18	18	79.7%	13.0%	7.2%	69
The online registration process is user-friendly.	13	21	15	19	19	79.6%	6.5%	14.0%	93
Classes are offered at convenient times.	14	12	4	1	3	78.9%	8.9%	12.2%	90
Academic advising is adequate.	15	16	22	23	20	78.7%	10.6%	10.6%	94
Troy University has a good reputation in my community.	16	3	3	7	8	77.4%	15.1%	7.5%	93
Class information provided prior to enrollment was helpful.	17	22	18	20	15	76.6%	10.6%	12.8%	94
I feel that the campus is a safe and secure environment	18	19	20	14	N/A	76.6%	15.6%	7.8%	64
The classes I attend are well organized and well taught.	19	13	9	17	14	76.0%	11.5%	12.5%	96
The University offers a variety of majors at my location.	20	15	19	21	21	74.7%	17.2%	8.0%	87
The tuition payment plan is beneficial for students.	21	9	14	12	12	73.8%	20.0%	6.3%	80
Sufficient financial aid options are available.	22	20	16	16	17	73.6%	13.8%	12.6%	87
Student organizations are available for my participation.	23	26	24	26	26	68.2%	19.7%	12.1%	66
On-campus bookstore hours are convenient for students.	24	24	25	25	24	66.1%	24.2%	9.7%	62
Students seldom get the "run around" when seeking information.	25	25	27	24	23	63.3%	14.3%	22.4%	98
Purchasing textbooks through TROY Virtual Book Store is convenient.	26	17	21	22	22	60.3%	24.4%	15.4%	78
Tutorial services are sufficient.	27	27	26	27	25	58.8%	32.4%	8.8%	68
Student recreational opportunities and facilities have met my expectations.	28	28	28	28	N/A	55.0%	30.0%	15.0%	60
Campus housing met my expectations upon arriving to campus.	29	29	29	29	27	46.7%	44.4%	8.9%	45

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

Appendix 14.1. New Student Perceptions about Troy University - Graduate Students

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 97

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Academic programs, services, and administration												
Faculty care about students as individuals.	87.6%	87.4%	77.0%	76.4%	82.0%	5.6%	7.2%	8.4%	9.0%	12.7%	8.0%	-0.8%
I feel I can talk to faculty about my academic concerns.	84.4%	86.3%	70.7%	74.4%	79.1%	5.3%	9.4%	9.5%	16.2%	12.6%	8.7%	0.7%
The bill that I received from the University was easily understood.	84.3%	87.1%	87.1%	79.8%	80.8%	3.5%	6.7%	3.5%	3.5%	7.7%	9.7%	-3.0%
The semester/term format accommodates my learning.	84.0%	91.1%	81.7%	84.3%	84.5%	-0.5%	8.5%	1.1%	5.4%	8.0%	7.0%	1.5%
TROY personnel are knowledgeable and helpful.	83.5%	86.3%	75.8%	77.5%	83.2%	0.3%	7.2%	7.4%	8.1%	13.8%	8.9%	-1.7%
I am receiving a quality education at Troy University.	83.3%	89.9%	83.5%	83.2%	85.9%	-2.6%	7.3%	4.5%	4.1%	8.6%	6.3%	1.0%
I would recommend TROY to a friend.	83.3%	91.2%	79.4%	80.4%	83.4%	-0.1%	10.4%	3.3%	8.2%	12.4%	9.3%	1.1%
The online Schedule of Classes is informative and easy to follow.	83.2%	78.3%	81.5%	77.3%	83.9%	-0.7%	10.5%	8.4%	6.5%	10.3%	7.7%	2.8%
The printed Schedule of Classes is informative and easy to follow.	82.8%	80.8%	80.6%	79.7%	83.3%	-0.5%	10.3%	2.6%	8.6%	6.4%	5.9%	4.4%
Reg. dates, times, and procedures were made clear to me.	81.3%	82.6%	75.8%	73.3%	81.9%	-0.6%	13.5%	9.8%	8.1%	16.8%	11.7%	1.8%
Class drop/add procedures are appropriate.	80.9%	85.0%	78.3%	75.1%	80.0%	0.9%	9.0%	2.5%	6.0%	8.0%	7.8%	1.2%
The on-site registration process is user-friendly.	79.7%	72.2%	73.0%	70.6%	77.3%	2.4%	7.2%	5.6%	10.8%	13.2%	11.5%	-4.3%
The online registration process is user-friendly.	79.6%	76.5%	73.6%	70.0%	74.7%	4.9%	14.0%	10.6%	14.9%	15.6%	13.5%	0.5%
Classes are offered at convenient times.	78.9%	82.6%	81.7%	84.6%	84.5%	-5.6%	12.2%	5.8%	8.6%	8.2%	8.6%	3.6%
Academic advising is adequate.	78.7%	78.9%	71.1%	68.3%	74.0%	4.7%	10.6%	10.0%	13.4%	16.7%	12.6%	-2.0%

Appendix 14.1. New Student Perceptions about Troy University - Graduate Students

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 97

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Troy University has a good reputation in my community.	77.4%	91.0%	82.4%	79.1%	82.5%	-5.1%	7.5%	0.0%	3.3%	9.8%	6.4%	1.1%
Class information provided prior to enrollment was helpful.	76.6%	76.3%	72.9%	69.5%	79.4%	-2.8%	12.8%	9.7%	12.5%	15.4%	12.4%	0.4%
I feel that the campus is a safe and secure environment	76.6%	77.8%	72.3%	74.3%	N/A	2.3%	7.8%	3.2%	12.3%	7.5%	N/A	0.3%
The classes I attend are well organized and well taught.	76.0%	82.2%	78.6%	72.9%	79.9%	-3.9%	12.5%	13.3%	11.2%	14.8%	10.7%	1.8%
The University offers a variety of majors at my location.	74.7%	79.5%	72.3%	69.3%	73.2%	1.5%	8.0%	12.0%	14.5%	12.1%	12.5%	-4.5%
The tuition payment plan is beneficial for students.	73.8%	85.2%	73.8%	74.7%	80.6%	-6.8%	6.3%	4.9%	3.8%	7.2%	7.1%	-0.8%
Sufficient financial aid options are available.	73.6%	76.7%	73.3%	73.2%	78.6%	-5.0%	12.6%	8.1%	4.7%	10.8%	10.9%	1.7%
Student organizations are available for my participation.	68.2%	65.1%	62.1%	55.4%	53.9%	14.3%	12.1%	11.1%	12.1%	16.4%	14.7%	-2.6%
On-campus bookstore hours are convenient for students.	66.1%	67.7%	56.9%	59.0%	63.9%	2.2%	9.7%	6.5%	8.6%	12.1%	12.1%	-2.4%
Students seldom get the “run around” when seeking information.	63.3%	67.0%	56.1%	59.9%	65.1%	-1.8%	22.4%	23.1%	26.5%	27.2%	21.4%	1.0%
Purchasing textbooks through Virtual Book Store is convenient.	60.3%	78.6%	71.6%	69.1%	72.4%	-12.1%	15.4%	5.7%	9.0%	10.3%	11.0%	4.4%
Tutorial services are sufficient.	58.8%	60.0%	56.5%	52.5%	58.8%	0.0%	8.8%	6.2%	16.1%	13.6%	9.2%	-0.4%
Student recreational opportunities and facilities have met my expectations.	55.0%	54.0%	50.0%	39.4%	N/A	15.6%	15.0%	8.0%	13.6%	14.7%	N/A	0.3%
Campus housing met my expectations upon arriving to campus.	46.7%	52.8%	36.4%	32.6%	40.0%	6.7%	8.9%	8.3%	21.2%	12.8%	13.7%	-4.8%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Appendix 15. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen

Ranked by Agreement Level

Total respondents = 307

	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
Academic programs, services, and administration									
TROY personnel are knowledgeable and helpful.	1	3	7	5	4	89.6%	7.2%	3.3%	307
I am receiving a quality education at Troy University.	2	1	1	1	2	89.4%	7.0%	3.7%	301
The University offers a variety of majors at my location.	3	2	3	6	5	88.7%	6.6%	4.7%	301
The semester/term format at my location accommodates my learning.	4	4	6	2	7	88.1%	9.6%	2.3%	303
Faculty care about students as individuals.	5	10	8	12	12	87.0%	7.5%	5.5%	307
Student organizations are available for my participation.	6	6	11	9	19	86.8%	9.0%	4.2%	288
I would recommend TROY to a friend who is planning to go to college.	7	5	2	3	1	85.7%	8.7%	5.7%	300
The printed Schedule of Classes is informative and easy to follow.	8	7	12	4	8	84.2%	9.6%	6.3%	303
Class drop/add procedures are appropriate.	9	12	16	17	16	83.8%	12.4%	3.8%	291
The classes I attend are well organized and well taught.	10	20	10	16	10	83.6%	8.6%	7.9%	304
I feel I can talk to faculty about my academic concerns.	11	11	9	11	13	83.3%	10.1%	6.5%	306
Academic advising is adequate.	12	16	19	19	22	83.0%	10.2%	6.9%	305
Classes are offered at convenient times.	13	14	5	8	6	81.3%	12.4%	6.4%	299
Troy University has a good reputation in my community.	14	8	4	7	3	81.1%	13.6%	5.3%	301
On-campus bookstore hours are convenient for students.	15	9	13	21	20	80.9%	11.4%	7.7%	298
The online registration process is user-friendly.	16	24	27	24	17	80.5%	11.6%	7.8%	293
The online Schedule of Classes is informative and easy to follow.	17	23	22	14	15	79.2%	13.2%	7.6%	303
Sufficient financial aid options are available.	18	13	14	10	11	78.9%	13.4%	7.7%	299
Reg. dates, times, and procedures were made clear to me prior to enrollment.	19	17	24	13	9	78.7%	14.1%	7.2%	305
I feel that the campus is a safe and secure environment.	20	22	15	15	N/A	78.5%	13.4%	8.1%	298
Tutorial services are sufficient.	21	15	20	23	21	75.9%	19.6%	4.4%	270
The bill that I received from the University was easily understood.	22	18	17	20	23	74.9%	16.8%	8.2%	291
The on-site registration process is user-friendly.	23	26	25	26	18	74.6%	19.7%	5.6%	284
The tuition payment plan is beneficial for students.	24	19	21	18	14	74.3%	19.5%	6.3%	272
Student recreational opportunities and facilities have met my expectations.	25	21	23	22	N/A	73.7%	17.5%	8.8%	285
Class information provided prior to enrollment was helpful.	26	27	18	25	24	65.5%	22.0%	12.5%	304
Campus housing met my expectations upon arriving to campus.	27	28	28	29	27	62.5%	19.9%	17.7%	277
Purchasing textbooks through TROY Virtual Book Store is convenient.	28	25	26	27	25	60.9%	30.9%	8.2%	256
Students seldom get the "run around" when seeking information.	29	29	29	28	26	57.3%	23.8%	18.9%	302

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

Appendix 15.1. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 307

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Academic programs, services, and administration												
TROY personnel are knowledgeable and helpful.	89.6%	89.9%	77.5%	82.0%	85.8%	3.8%	3.3%	4.8%	12.9%	11.0%	6.6%	-3.3%
I am receiving a quality education at Troy University.	89.4%	91.3%	84.3%	86.9%	88.8%	0.6%	3.7%	3.3%	10.2%	6.9%	5.1%	-1.4%
The University offers a variety of majors at my location.	88.7%	90.7%	81.4%	81.0%	84.8%	3.9%	4.7%	3.8%	8.9%	8.7%	7.4%	-2.7%
The semester/term format accommodates my learning.	88.1%	87.8%	78.0%	85.2%	82.6%	5.5%	2.3%	3.9%	10.8%	6.1%	6.2%	-3.9%
Faculty care about students as individuals.	87.0%	82.4%	77.0%	77.4%	78.9%	8.1%	5.5%	4.8%	12.6%	8.2%	7.8%	-2.3%
Student organizations are available for my participation.	86.8%	86.3%	75.9%	78.1%	75.9%	10.9%	4.2%	4.4%	13.8%	7.9%	7.6%	-3.4%
I would recommend TROY to a friend...	85.7%	86.8%	82.3%	85.1%	89.2%	-3.5%	5.7%	6.0%	11.8%	10.1%	5.7%	0.0%
The printed Schedule of Classes is informative and easy to follow.	84.2%	85.6%	75.2%	84.3%	82.0%	2.2%	6.3%	6.7%	10.7%	7.4%	8.4%	-2.1%
Class drop/add procedures are appropriate.	83.8%	81.0%	71.3%	74.8%	76.3%	7.5%	3.8%	5.7%	13.4%	8.3%	7.4%	-3.6%
The classes I attend are well organized and well taught.	83.6%	74.5%	75.9%	76.3%	80.6%	3.0%	7.9%	9.8%	13.9%	10.9%	8.2%	-0.3%
I feel I can talk to faculty about my academic concerns.	83.3%	81.9%	76.6%	77.6%	78.8%	4.5%	6.5%	6.9%	12.6%	10.1%	6.7%	-0.2%
Academic advising is adequate.	83.0%	78.4%	68.2%	74.3%	73.2%	9.8%	6.9%	7.0%	16.1%	13.3%	10.4%	-3.5%
Classes are offered at convenient times.	81.3%	80.0%	78.2%	80.2%	83.8%	-2.5%	6.4%	8.1%	10.7%	9.0%	7.3%	-0.9%
Troy University has a good reputation in my community.	81.1%	84.1%	80.1%	80.7%	85.8%	-4.7%	5.3%	6.6%	10.6%	8.3%	5.8%	-0.5%
On-campus bookstore hours are convenient for students.	80.9%	82.8%	73.2%	73.4%	75.7%	5.2%	7.7%	10.6%	13.6%	12.5%	10.6%	-2.9%

Appendix 15.1. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 307

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
The online registration process is user-friendly.	80.5%	71.3%	60.1%	70.5%	76.3%	4.2%	7.8%	9.8%	23.8%	15.4%	9.8%	-2.0%
The online Schedule of Classes is informative and easy to follow.	79.2%	73.9%	67.4%	77.2%	76.5%	2.7%	7.6%	10.8%	14.2%	9.0%	9.8%	-2.2%
Sufficient financial aid options are available.	78.9%	80.9%	72.9%	77.6%	80.0%	-1.1%	7.7%	10.4%	15.7%	8.6%	8.1%	-0.4%
Reg. dates, times, and procedures were made clear to me.	78.7%	77.5%	66.0%	77.2%	81.3%	-2.6%	7.2%	12.8%	21.7%	14.5%	10.6%	-3.4%
I feel that the campus is a safe and secure environment	78.5%	74.4%	71.8%	77.1%	N/A	1.4%	8.1%	7.4%	11.5%	12.0%	N/A	-3.9%
Tutorial services are sufficient.	75.9%	78.8%	68.2%	71.2%	73.9%	2.0%	4.4%	6.1%	11.8%	9.1%	6.4%	-2.0%
The bill that I received from the University was easily understood.	74.9%	76.0%	69.5%	74.1%	72.3%	2.6%	8.2%	8.8%	18.1%	10.4%	11.3%	-3.1%
The on-site registration process is user-friendly.	74.6%	67.5%	65.3%	67.2%	76.2%	-1.6%	5.6%	11.0%	18.8%	14.2%	6.9%	-1.3%
The tuition payment plan is beneficial for students.	74.3%	75.0%	67.6%	74.4%	78.1%	-3.8%	6.3%	8.1%	12.0%	8.9%	8.0%	-1.7%
Student recreational opportunities and facilities have met my expectations.	73.7%	74.5%	67.0%	71.4%	N/A	2.3%	8.8%	7.3%	15.8%	10.2%	N/A	-1.4%
Class information provided prior to enrollment was helpful.	65.5%	67.2%	68.9%	69.3%	71.7%	-6.2%	12.5%	12.4%	17.0%	14.2%	12.7%	-0.2%
Campus housing met my expectations upon arriving to campus.	62.5%	59.0%	49.7%	47.5%	47.9%	14.6%	17.7%	17.3%	26.5%	19.8%	22.3%	-4.6%
Purchasing textbooks through Virtual Book Store is convenient.	60.9%	68.9%	62.1%	66.5%	70.6%	-9.7%	8.2%	7.9%	14.3%	11.2%	10.2%	-2.0%
Students seldom get the "run around" when seeking information.	57.3%	48.0%	47.2%	55.8%	61.4%	-4.1%	18.9%	20.9%	28.9%	25.8%	17.7%	1.2%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Appendix 16. New Student Perceptions about Troy University - Undergraduate Transfer Students

Ranked by Agreement Level

Total respondents = 165

Academic programs, services, and administration	Rankings					Agree*	Neutral	Disagree*	N
	2013	2012	2011	2010	2009				
TROY personnel are knowledgeable and helpful.	1	4	6	10	10	86.7%	7.9%	5.5%	165
I would recommend TROY to a friend who is planning to go to college.	2	3	3	5	3	86.3%	6.2%	7.5%	161
Class drop/add procedures are appropriate.	3	14	12	11	17	85.7%	9.5%	4.8%	147
Troy University has a good reputation in my community.	4	5	2	8	4	85.7%	9.3%	5.0%	161
I am receiving a quality education at Troy University.	5	1	1	2	1	85.7%	9.9%	4.3%	161
The printed Schedule of Classes is informative and easy to follow.	6	8	8	7	5	85.3%	11.3%	3.3%	150
The semester/term format at my location accommodates my learning.	7	2	5	1	2	84.9%	8.8%	6.3%	159
Faculty care about students as individuals.	8	7	4	9	12	83.6%	11.5%	4.8%	165
The online Schedule of Classes is informative and easy to follow.	9	21	13	4	8	82.8%	13.4%	3.8%	157
I feel I can talk to faculty about my academic concerns.	10	6	7	18	19	82.4%	13.3%	4.2%	165
Reg. dates, times, and procedures were made clear to me prior to enrollment.	11	11	14	16	11	81.7%	10.4%	7.9%	164
The online registration process is user-friendly.	12	19	18	17	20	81.6%	12.7%	5.7%	158
Sufficient financial aid options are available.	13	10	19	14	18	80.5%	11.7%	7.8%	154
Academic advising is adequate.	14	16	17	23	23	78.9%	14.3%	6.8%	161
The on-site registration process is user-friendly.	15	24	23	19	16	78.4%	15.8%	5.8%	139
I feel that the campus is a safe and secure environment.	16	17	15	15	N/A	78.4%	18.7%	3.0%	134
The classes I attend are well organized and well taught.	17	15	11	13	7	78.1%	13.8%	8.1%	160
The bill that I received from the University was easily understood.	18	12	9	6	13	78.1%	13.1%	8.8%	137
Classes are offered at convenient times.	19	13	16	3	6	76.9%	8.3%	14.7%	156
Class information provided prior to enrollment was helpful.	20	22	22	22	15	75.2%	14.3%	10.6%	161
The tuition payment plan is beneficial for students.	21	18	21	12	14	74.1%	21.6%	4.3%	139
On-campus bookstore hours are convenient for students.	22	23	20	24	21	72.4%	20.9%	6.7%	134
Purchasing textbooks through TROY Virtual Book Store is convenient.	23	20	25	20	22	72.1%	22.1%	5.9%	136
The University offers a variety of majors at my location.	24	9	10	21	9	71.7%	15.1%	13.2%	159
Student organizations are available for my participation.	25	25	24	26	25	68.9%	25.2%	5.9%	135
Students seldom get the "run around" when seeking information.	26	28	27	25	26	65.6%	15.0%	19.4%	160
Tutorial services are sufficient.	27	26	26	27	24	63.7%	29.6%	6.7%	135
Student recreational opportunities and facilities have met my expectations.	28	27	28	28	N/A	62.6%	26.2%	11.2%	107
Campus housing met my expectations upon arriving to campus.	29	29	29	29	27	48.2%	43.5%	8.2%	85

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree

N/A responses and missing values were not included in the analysis.

Appendix 16.1. New Student Perceptions about Troy University - Undergraduate Transfer Students

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 165

	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
Academic programs, services, and administration												
TROY personnel are knowledgeable and helpful.	86.7%	86.8%	80.8%	76.2%	77.4%	9.3%	5.5%	8.3%	7.7%	13.2%	12.6%	-7.1%
I would recommend TROY to a friend ...	86.3%	87.5%	84.3%	82.4%	85.5%	0.8%	7.5%	5.5%	6.1%	9.6%	7.9%	-0.4%
Class drop/add procedures are appropriate.	85.7%	79.1%	78.0%	77.8%	73.3%	12.4%	4.8%	3.2%	6.1%	7.5%	8.6%	-3.8%
Troy University has a good reputation in my community.	85.7%	86.4%	85.5%	84.1%	84.2%	1.5%	5.0%	4.7%	4.1%	5.4%	5.5%	-0.5%
I am receiving a quality education at Troy University.	85.7%	89.1%	88.1%	84.3%	87.6%	-1.9%	4.3%	3.5%	3.1%	6.3%	6.1%	-1.8%
The printed Schedule of Classes is informative and easy to follow.	85.3%	83.2%	80.4%	79.4%	82.1%	3.2%	3.3%	7.8%	8.3%	8.2%	7.7%	-4.4%
The semester/term format accommodates my learning.	84.9%	88.2%	83.8%	84.4%	85.7%	-0.8%	6.3%	2.5%	5.2%	4.8%	5.8%	0.5%
Faculty care about students as individuals.	83.6%	84.3%	84.1%	74.7%	77.1%	6.5%	4.8%	5.9%	6.0%	9.2%	9.5%	-4.7%
The online Schedule of Classes is informative and easy to follow.	82.8%	72.6%	77.2%	75.8%	78.5%	4.3%	3.8%	7.6%	11.6%	10.4%	8.9%	-5.1%
I feel I can talk to faculty about my academic concerns.	82.4%	84.9%	80.5%	76.2%	72.1%	10.3%	4.2%	5.9%	7.8%	10.2%	12.0%	-7.8%
Reg. dates, times, and procedures were made clear to me.	81.7%	80.4%	75.8%	74.5%	77.2%	4.5%	7.9%	7.4%	16.0%	14.3%	12.9%	-5.0%
The online registration process is user-friendly.	81.6%	76.2%	73.8%	71.7%	69.7%	11.9%	5.7%	8.6%	11.2%	13.3%	14.2%	-8.5%
Sufficient financial aid options are available.	80.5%	80.7%	73.5%	75.1%	72.9%	7.6%	7.8%	7.1%	10.6%	12.5%	12.4%	-4.6%
Academic advising is adequate.	78.9%	78.0%	73.8%	69.2%	67.2%	11.7%	6.8%	12.5%	12.9%	18.0%	15.9%	-9.1%
The on-site registration process is user-friendly.	78.4%	70.1%	67.2%	68.8%	73.3%	5.1%	5.8%	6.1%	10.9%	12.7%	10.4%	-4.6%

Appendix 16.1. New Student Perceptions about Troy University - Undergraduate Transfer Students

Five Year Trend from Fall 2009 through Fall 2013

Total respondents = 165

Academic programs, services, and administration	Agree						Disagree					
	FA13	FA12	FA11	FA10	FA09	Diff	FA13	FA12	FA11	FA10	FA09	Diff
I feel that the campus is a safe and secure environment.	78.4%	77.9%	75.3%	76.4%	N/A	2.0%	3.0%	5.2%	7.1%	4.8%	N/A	-1.8%
The classes I attend are well organized and well taught.	78.1%	79.1%	78.1%	74.8%	78.7%	-0.6%	8.1%	7.5%	7.8%	10.7%	10.3%	-2.2%
The bill that I received from the University was easily understood.	78.1%	80.2%	79.1%	77.1%	76.2%	1.9%	8.8%	4.5%	10.0%	9.7%	10.6%	-1.8%
Classes are offered at convenient times.	76.9%	79.5%	75.2%	80.3%	79.2%	-2.3%	14.7%	12.3%	11.2%	8.7%	10.2%	4.5%
Class information provided prior to enrollment was helpful.	75.2%	72.5%	67.4%	68.7%	74.2%	1.0%	10.6%	10.0%	15.7%	16.2%	11.3%	-0.7%
The tuition payment plan is beneficial for students.	74.1%	76.8%	71.5%	75.4%	74.9%	-0.8%	4.3%	5.1%	7.5%	7.1%	6.9%	-2.6%
On-campus bookstore hours are convenient for students.	72.4%	72.0%	72.0%	73.3%	69.3%	3.1%	6.7%	7.0%	8.3%	5.8%	7.0%	-0.3%
Purchasing textbooks through Virtual Book Store is convenient.	72.1%	75.4%	64.2%	74.6%	69.2%	2.9%	5.9%	7.4%	11.6%	7.9%	12.4%	-6.5%
The University offers a variety of majors at my location.	71.7%	81.6%	78.5%	82.2%	77.9%	-6.2%	13.2%	8.0%	10.3%	9.0%	9.8%	3.4%
Student organizations are available for my participation.	68.9%	64.6%	65.3%	62.7%	57.7%	11.2%	5.9%	9.9%	11.8%	9.6%	11.2%	-5.3%
Students seldom get the “run around” when seeking information.	65.6%	59.6%	58.4%	57.0%	56.4%	9.2%	19.4%	22.2%	25.2%	29.4%	27.4%	-8.0%
Tutorial services are sufficient.	63.7%	62.0%	61.3%	69.0%	60.6%	3.1%	6.7%	3.8%	11.7%	8.0%	10.6%	-3.9%
Student recreational opportunities and facilities have met my expectations.	62.6%	60.9%	57.9%	59.4%	N/A	3.2%	11.2%	8.3%	15.0%	6.4%	N/A	4.8%
Campus housing met my expectations upon arriving to campus.	48.2%	44.0%	38.5%	42.5%	34.0%	14.2%	8.2%	8.0%	18.7%	11.1%	10.3%	-2.1%

* Notes: Agree = Agree + Strongly Agree; Disagree = Disagree + Strongly Disagree (in 2009 Neutral values were handled differently.)

Data sorted descending by level of agreement.

N/A responses and missing values were not included in the analysis.

Appendix 17. 2013 New Student Perceptions about Troy University

Ranking Comparisons by Campus

Academic programs, services, and administration	Overall Rank	Dothan Rank	Montgomery Rank	Phenix			Global Campus Rank
				City Rank	Troy Rank	eTROY Rank	
TROY personnel are knowledgeable and helpful.	1	2	12	5	2	1	2
I am receiving a quality education at Troy University.	2	7	2	6	3	8	6
The semester/term format at my location accommodates my learning.	3	16	7	8	1	9	12
Faculty care about students as individuals.	4	5	8	9	5	5	1
I would recommend Troy University to a friend who is planning to go to college.	5	15	4	13	8	4	4
The printed Schedule of Classes is informative and easy to follow.	6	4	3	1	7	17	25
I feel I can talk to faculty about my academic concerns.	7	14	5	7	10	6	3
Class drop/add procedures are appropriate.	8	12	9	17	11	7	11
Troy University has a good reputation in my community.	9	3	6	4	13	14	14
The University offers a variety of majors at my location.	10	23	23	27	4	11	29
Academic advising is adequate.	11	17	20	10	9	20	7
The classes I attend are well organized and well taught.	12	10	10	14	12	21	15
The online registration process is user-friendly.	13	9	16	19	19	3	5
The online Schedule of Classes is informative and easy to follow.	14	11	19	2	15	12	17
Registration dates, times, and procedures were made clear to me prior to enrollment.	15	20	13	18	17	2	10
Classes are offered at convenient times.	16	25	18	11	16	10	13
Student organizations are available for my participation.	17	19	22	24	6	25	21
I feel that the campus is a safe and secure environment.	18	1	1	3	18	27	20
The bill that I received from the University was easily understood.	19	18	15	12	21	15	9
Sufficient financial aid options are available.	20	21	17	16	20	16	18
On-campus bookstore hours are convenient for students.	21	6	11	20	14	26	28
The on-site registration process is user-friendly.	22	8	14	15	22	22	16
The tuition payment plan is beneficial for students.	23	13	27	25	23	18	19
Class information provided prior to enrollment was helpful.	24	22	21	21	26	19	8

Appendix 17. 2013 New Student Perceptions about Troy University

Ranking Comparisons by Campus

Academic programs, services, and administration	Overall Rank	Dothan Rank	Montgomery Rank	Phenix			Global Campus Rank
				City Rank	Troy Rank	eTROY Rank	
Tutorial services are sufficient.	25	28	28	26	24	23	26
Student recreational opportunities and facilities have met my expectations.	26	24	26	28	25	28	24
Purchasing textbooks through Troy Virtual BookStore is convenient.	27	26	24	23	29	13	23
Students seldom get the “run around” when seeking information.	28	27	25	22	28	24	22
Campus housing met my expectations upon arriving to campus.	29	29	29	29	27	29	27

Appendix 18. 2013 New Student Perceptions about Troy University

Ranking Comparisons by College

Academic programs, services, and administration	Overall Rank	A&S Rank	SCOB Rank	COE Rank	CCFA Rank	HHS Rank
TROY personnel are knowledgeable and helpful.	1	1	2	3	2	1
I am receiving a quality education at Troy University.	2	2	10	1	5	2
The semester/term format at my location accommodates my learning.	3	5	1	8	3	3
Faculty care about students as individuals.	4	4	6	2	8	8
I would recommend Troy University to a friend who is planning to go to college.	5	6	3	6	6	4
The printed Schedule of Classes is informative and easy to follow.	6	7	4	5	11	7
I feel I can talk to faculty about my academic concerns.	7	9	15	4	4	6
Class drop/add procedures are appropriate.	8	3	13	9	20	11
Troy University has a good reputation in my community.	9	18	5	10	7	9
The University offers a variety of majors at my location.	10	8	16	21	10	5
Academic advising is adequate.	11	13	20	11	9	14
The classes I attend are well organized and well taught.	12	14	18	7	14	17
The online registration process is user-friendly.	13	10	23	12	15	15
The online Schedule of Classes is informative and easy to follow.	14	15	9	13	23	12
Registration dates, times, and procedures were made clear to me prior to enrollment.	15	11	19	17	24	10
Classes are offered at convenient times.	16	12	17	20	21	13
Student organizations are available for my participation.	17	21	7	22	1	16
I feel that the campus is a safe and secure environment.	18	16	21	14	16	20
The bill that I received from the University was easily understood.	19	17	12	18	22	23
Sufficient financial aid options are available.	20	19	11	16	12	24
On-campus bookstore hours are convenient for students.	21	20	22	15	18	18
The on-site registration process is user-friendly.	22	23	14	19	13	19
The tuition payment plan is beneficial for students.	23	22	8	23	17	25
Class information provided prior to enrollment was helpful.	24	24	26	24	27	21
Tutorial services are sufficient.	25	26	25	25	25	22
Student recreational opportunities and facilities have met my expectations.	26	25	24	26	19	26
Purchasing textbooks through Troy Virtual BookStore is convenient.	27	27	28	27	28	27
Students seldom get the "run around" when seeking information.	28	28	27	28	29	28
Campus housing met my expectations upon arriving to campus.	29	29	29	29	26	29

Appendix 19. 2013 New Student Perceptions about Troy University

Mean Comparison: Male vs. Female

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

*Mean differences were found significant at the significance level = 0.05

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.	Male	143	4.3147	.89929	.281
	Female	462	4.2208	.91206	
	Total	605	4.2430	.90919	
2. Faculty care about students as individuals.	Male	143	4.2028	.96822	.987
	Female	462	4.2013	.92715	
	Total	605	4.2017	.93621	
3. I feel I can talk to faculty about my academic concerns.	Male	142	4.2254	.99213	.537
	Female	461	4.1670	.98261	
	Total	603	4.1808	.98434	
4. Academic advising is adequate.	Male	141	3.9716	1.06867	.236
	Female	453	4.0861	.97722	
	Total	594	4.0589	.99995	
5. Sufficient financial aid options are available.	Male	133	4.0827	.99274	.321
	Female	438	3.9795	1.06624	
	Total	571	4.0035	1.04964	
6. The tuition payment plan is beneficial for students.	Male	123	4.0000	1.03227	.981
	Female	398	4.0025	.98987	
	Total	521	4.0019	.99904	
7. Class information provided prior to enrollment was helpful.	Male	141	3.7943	1.11815	.616
	Female	453	3.8477	1.09755	
	Total	594	3.8350	1.10176	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	Male	141	4.0426	1.10759	.821
	Female	460	4.0652	1.02053	
	Total	601	4.0599	1.04071	
9. The online registration process is user-friendly.	Male	137	4.0219	1.01798	.649
	Female	441	4.0680	1.04224	
	Total	578	4.0571	1.03585	
10. The on-site registration process is user-friendly.	Male	120	4.0083	.98301	.987
	Female	397	4.0101	1.00247	
	Total	517	4.0097	.99704	
11. Students seldom get the "run around" when seeking information.	Male	141	3.6312	1.19171	.665
	Female	453	3.5806	1.21596	
	Total	594	3.5926	1.20944	
12. The online Schedule of Classes is informative and easy to follow.	Male	143	4.0070	1.04475	.410
	Female	448	4.0848	.96328	
	Total	591	4.0660	.98327	
13. The printed Schedule of Classes is informative and easy to follow. *	Male	138	3.9928	1.01447	.034
	Female	433	4.1894	.92104	
	Total	571	4.1419	.94730	
14. Class drop/add procedures are appropriate.	Male	132	4.0530	.95161	.435
	Female	425	4.1247	.91165	
	Total	557	4.1077	.92092	
15. Classes are offered at convenient times.	Male	136	4.0441	1.03185	.785
	Female	441	4.0159	1.06054	
	Total	577	4.0225	1.05303	

Appendix 19. 2013 New Student Perceptions about Troy University

Mean Comparison: Male vs. Female

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

*Mean differences were found significant at the significance level = 0.05

		N	Mean	Std. Deviation	Sig.
16. The classes I attend are well organized and well taught.	Male	142	4.0282	1.05819	.822
	Female	453	4.0508	1.04313	
	Total	595	4.0454	1.04590	
17. The University offers a variety of majors at my location.	Male	139	4.0360	1.08621	.427
	Female	439	4.1139	.98192	
	Total	578	4.0952	1.00757	
18. Tutorial services are sufficient.	Male	122	3.9098	1.02855	.780
	Female	379	3.9393	1.00739	
	Total	501	3.9321	1.01163	
19. On-campus bookstore hours are convenient for students.	Male	124	3.9194	1.04840	.367
	Female	393	4.0127	.98837	
	Total	517	3.9903	1.00286	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.	Male	123	3.8211	1.11644	.889
	Female	380	3.8368	1.07978	
	Total	503	3.8330	1.08776	
21. Student organizations are available for my participation.	Male	119	4.0168	1.08130	.584
	Female	395	4.0734	.95703	
	Total	514	4.0603	.98639	
22. The semester/term format at my location accommodates my learning.	Male	141	4.1631	1.00445	.615
	Female	449	4.2071	.87339	
	Total	590	4.1966	.90574	
23. Troy University has a good reputation in my community.	Male	140	4.1429	1.02887	.730
	Female	451	4.1752	.94887	
	Total	591	4.1675	.96763	
24. I am receiving a quality education at Troy University.	Male	139	4.2158	1.00551	.344
	Female	455	4.3011	.90489	
	Total	594	4.2811	.92924	
25. I would recommend Troy University to a friend who is planning to go to college.	Male	137	4.1679	1.08851	.326
	Female	456	4.2654	.99548	
	Total	593	4.2428	1.01761	
26. The bill that I received from the University was easily understood.	Male	133	4.0000	1.03719	.851
	Female	414	4.0193	1.02729	
	Total	547	4.0146	1.02878	
27. Campus housing met my expectations upon arriving to campus.	Male	105	3.5429	1.23279	.754
	Female	324	3.5833	1.12218	
	Total	429	3.5734	1.14889	
28. Student recreational opportunities and facilities have met my expectations.	Male	109	3.7064	1.19647	.200
	Female	367	3.8583	1.05145	
	Total	476	3.8235	1.08693	
29. I feel that the campus is a safe and secure environment.	Male	122	4.0082	1.03250	.639
	Female	398	4.0578	1.01583	
	Total	520	4.0462	1.01898	

Appendix 20. 2013 New Student Perceptions about Troy University

Mean Comparison: Black vs. White vs. Other

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

*Mean differences were found significant at the significance level = 0.05

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.	Black	168	4.2083	.98403	.286
	White	336	4.2946	.84612	
	Other	103	4.1456	.97425	
	Total	607	4.2455	.90873	
2. Faculty care about students as individuals.	Black	167	4.2036	.97893	.697
	White	337	4.2255	.89785	
	Other	103	4.1359	.99063	
	Total	607	4.2043	.93578	
3. I feel I can talk to faculty about my academic concerns.	Black	167	4.1856	1.02159	.999
	White	336	4.1815	.97418	
	Other	102	4.1863	.96195	
	Total	605	4.1835	.98384	
4. Academic advising is adequate.	Black	164	4.2073	.94301	.086
	White	331	4.0060	1.00301	
	Other	101	4.0000	1.05830	
	Total	596	4.0604	.99901	
5. Sufficient financial aid options are available.*	Black	167	4.0299	1.09997	.039
	White	309	4.0712	.95420	
	Other	97	3.7629	1.21427	
	Total	573	4.0070	1.04945	
6. The tuition payment plan is beneficial for students.	Black	156	4.0641	1.03910	.599
	White	277	3.9964	.97244	
	Other	90	3.9333	1.01450	
	Total	523	4.0057	.99903	
7. Class information provided prior to enrollment was helpful.*	Black	166	4.0602	1.06001	.005
	White	331	3.7190	1.09941	
	Other	99	3.8687	1.13071	
	Total	596	3.8389	1.10197	
8. Registration dates, times, and procedures were made clear to me prior to enrollment. *	Black	166	4.2108	1.00188	.038
	White	334	4.0449	1.01391	
	Other	103	3.8835	1.15725	
	Total	603	4.0630	1.04038	
9. The online registration process is user-friendly.*	Black	163	4.1656	1.00163	.169
	White	320	4.0500	.99403	
	Other	97	3.9175	1.20477	
	Total	580	4.0603	1.03554	
10. The on-site registration process is user-friendly. *	Black	150	4.1800	.96981	.041
	White	280	3.9607	.95896	
	Other	88	3.8864	1.12885	
	Total	518	4.0116	.99703	
11. Students seldom get the "run around" when seeking information.	Black	164	3.6159	1.32183	.945
	White	334	3.5808	1.14598	
	Other	98	3.6122	1.23215	
	Total	596	3.5956	1.20889	

Appendix 20. 2013 New Student Perceptions about Troy University

Mean Comparison: Black vs. White vs. Other

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

*Mean differences were found significant at the significance level = 0.05

		N	Mean	Std. Deviation	Sig.
12. The online Schedule of Classes is informative and easy to follow. *	Black	163	4.2331	.96590	.029
	White	334	4.0299	.92301	
	Other	96	3.9271	1.17200	
	Total	593	4.0691	.98310	
13. The printed Schedule of Classes is informative and easy to follow.	Black	162	4.2531	.99883	.222
	White	313	4.0958	.88998	
	Other	98	4.1224	1.02811	
	Total	573	4.1449	.94700	
14. Class drop/add procedures are appropriate.	Black	160	4.2063	.97836	.247
	White	303	4.0891	.87382	
	Other	96	4.0208	.96223	
	Total	559	4.1109	.92081	
15. Classes are offered at convenient times. *	Black	164	4.2073	1.04779	.026
	White	317	3.9748	1.04306	
	Other	98	3.8878	1.06377	
	Total	579	4.0259	1.05277	
15. The classes I attend are well organized and well taught.	Black	166	4.1145	1.10871	.447
	White	331	4.0000	1.02986	
	Other	100	4.1000	.98985	
	Total	597	4.0486	1.04560	
17. The University offers a variety of majors at my location.	Black	161	4.1366	1.03981	.097
	White	322	4.1398	.95818	
	Other	97	3.8969	1.09435	
	Total	580	4.0983	1.00723	
18. Tutorial services are sufficient.	Black	142	4.0141	1.05847	.448
	White	271	3.9262	.97473	
	Other	90	3.8444	1.04839	
	Total	503	3.9364	1.01185	
19. On-campus bookstore hours are convenient for students.*	Black	142	4.0915	1.05121	.043
	White	290	4.0172	.92806	
	Other	87	3.7586	1.13061	
	Total	519	3.9942	1.00287	
20. Purchasing textbooks through Troy Virtual BookStore is convenient. *	Black	147	4.0136	1.08531	.008
	White	270	3.8333	1.01568	
	Other	88	3.5568	1.24898	
	Total	505	3.8376	1.08807	
21. Student organizations are available for my participation.	Black	141	4.0567	1.07420	.309
	White	286	4.1049	.91547	
	Other	89	3.9213	1.05771	
	Total	516	4.0601	.98645	
22. The semester/term format at my location accommodates my learning.	Black	164	4.2500	.98064	.296
	White	332	4.2108	.83583	
	Other	96	4.0729	.99731	
	Total	592	4.1993	.90541	
23. Troy University has a good reputation in my community.	Black	162	4.2037	.99775	.287
	White	332	4.1958	.91690	
	Other	99	4.0303	1.07337	
	Total	593	4.1703	.96720	

Appendix 20. 2013 New Student Perceptions about Troy University

Mean Comparison: Black vs. White vs. Other

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

*Mean differences were found significant at the significance level = 0.05

		N	Mean	Std. Deviation	Sig.
24. I am receiving a quality education at Troy University.	Black	165	4.3697	.95779	.078
	White	333	4.2913	.87939	
	Other	97	4.1031	1.02555	
	Total	595	4.2824	.92893	
25. I would recommend Troy University to a friend who is planning to go to college.	Black	165	4.3030	1.04429	.312
	White	329	4.2553	1.00084	
	Other	100	4.1100	1.02391	
	Total	594	4.2441	1.01722	
26. The bill that I received from the University was easily understood.	Black	155	4.0387	1.13894	.794
	White	297	3.9899	.97081	
	Other	96	4.0625	1.02405	
	Total	548	4.0164	1.02870	
27. Campus housing met my expectations upon arriving to campus.	Black	123	3.4309	1.23528	.055
	White	231	3.6970	1.05663	
	Other	75	3.4267	1.24307	
	Total	429	3.5734	1.14889	
28. Student recreational opportunities and facilities have met my expectations.	Black	136	3.9191	1.10925	.385
	White	261	3.8123	1.06663	
	Other	80	3.7125	1.11598	
	Total	477	3.8260	1.08713	
29. I feel that the campus is a safe and secure environment.	Black	146	4.1575	1.01498	.250
	White	289	4.0242	.99098	
	Other	86	3.9419	1.10990	
	Total	521	4.0480	1.01886	

Appendix 21. 2013 New Student Perceptions about Troy University

Mean Comparison: **Traditional vs. Non-Traditional Age Students
 5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

*Mean differences were found significant at the significance level = 0.05

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.	Traditional	376	4.2128	.88088	.258
	Non-Traditional	231	4.2987	.95186	
	Total	607	4.2455	.90873	
2. Faculty care about students as individuals. *	Traditional	377	4.1379	.93517	.025
	<i>Non-Traditional</i>	230	4.3130	.92859	
	Total	607	4.2043	.93578	
3. I feel I can talk to faculty about my academic concerns. *	Traditional	376	4.1170	.98638	.033
	<i>Non-Traditional</i>	229	4.2926	.97197	
	Total	605	4.1835	.98384	
4. Academic advising is adequate.	Traditional	370	4.0730	.92691	.695
	Non-Traditional	226	4.0398	1.10884	
	Total	596	4.0604	.99901	
5. Sufficient financial aid options are available.	Traditional	362	3.9751	1.00522	.342
	Non-Traditional	211	4.0616	1.12165	
	Total	573	4.0070	1.04945	
6. The tuition payment plan is beneficial for students.	Traditional	334	3.9611	.98410	.174
	Non-Traditional	189	4.0847	1.02273	
	Total	523	4.0057	.99903	
7. Class information provided prior to enrollment was helpful.	Traditional	372	3.7769	1.07468	.076
	Non-Traditional	224	3.9420	1.14085	
	Total	596	3.8389	1.10197	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	Traditional	373	4.0188	1.00652	.184
	Non-Traditional	230	4.1348	1.09149	
	Total	603	4.0630	1.04038	
9. The online registration process is user-friendly.	Traditional	361	4.0028	.98742	.086
	Non-Traditional	219	4.1553	1.10612	
	Total	580	4.0603	1.03554	
10. The on-site registration process is user-friendly. *	Traditional	343	3.9417	.93476	.025
	<i>Non-Traditional</i>	175	4.1486	1.09895	
	Total	518	4.0116	.99703	
11. Students seldom get the "run around" when seeking information. *	Traditional	370	3.5162	1.13863	.040
	<i>Non-Traditional</i>	226	3.7257	1.30808	
	Total	596	3.5956	1.20889	
12. The online Schedule of Classes is informative and easy to follow.	Traditional	370	4.0162	.93400	.091
	Non-Traditional	223	4.1570	1.05589	
	Total	593	4.0691	.98310	
13. The printed Schedule of Classes is informative and easy to follow.	Traditional	364	4.1016	.92298	.150
	Non-Traditional	209	4.2201	.98517	
	Total	573	4.1449	.94700	
14. Class drop/add procedures are appropriate.	Traditional	355	4.0817	.88718	.323
	Non-Traditional	204	4.1618	.97673	
	Total	559	4.1109	.92081	
15. Classes are offered at convenient times.	Traditional	365	3.9753	.99003	.131
	Non-Traditional	214	4.1121	1.14922	
	Total	579	4.0259	1.05277	

Appendix 21. 2013 New Student Perceptions about Troy University

Mean Comparison: **Traditional vs. Non-Traditional Age Students
 5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

*Mean differences were found significant at the significance level = 0.05

		N	Mean	Std. Deviation	Sig.
16. The classes I attend are well organized and well taught.	Traditional	372	3.9892	1.03309	.075
	Non-Traditional	225	4.1467	1.06100	
	Total	597	4.0486	1.04560	
17. The University offers a variety of majors at my location.	Traditional	367	4.1362	.95412	.234
	Non-Traditional	213	4.0329	1.09193	
	Total	580	4.0983	1.00723	
18. Tutorial services are sufficient.	Traditional	327	3.9480	.99093	.726
	Non-Traditional	176	3.9148	1.05213	
	Total	503	3.9364	1.01185	
19. On-campus bookstore hours are convenient for students.	Traditional	358	4.0000	.98162	.845
	Non-Traditional	161	3.9814	1.05162	
	Total	519	3.9942	1.00287	
20. Purchasing textbooks through Troy Virtual BookStore is convenient. *	Traditional	314	3.7293	1.06046	.004
	Non-Traditional	191	4.0157	1.11202	
	Total	505	3.8376	1.08807	
21. Student organizations are available for my participation.*	Traditional	351	4.1567	.90772	.001
	Non-Traditional	165	3.8545	1.11122	
	Total	516	4.0601	.98645	
22. The semester/term format at my location accommodates my learning.	Traditional	370	4.1622	.83337	.198
	Non-Traditional	222	4.2613	1.01314	
	Total	592	4.1993	.90541	
23. Troy University has a good reputation in my community. *	Traditional	367	4.1063	.95651	.040
	Non-Traditional	226	4.2743	.97751	
	Total	593	4.1703	.96720	
24. I am receiving a quality education at Troy University.	Traditional	369	4.2656	.88461	.574
	Non-Traditional	226	4.3097	.99848	
	Total	595	4.2824	.92893	
25. I would recommend Troy University to a friend who is planning to go to college.	Traditional	367	4.2125	.97709	.337
	Non-Traditional	227	4.2952	1.07922	
	Total	594	4.2441	1.01722	
26. The bill that I received from the University was easily understood.	Traditional	355	3.9634	1.02307	.102
	Non-Traditional	193	4.1140	1.03454	
	Total	548	4.0164	1.02870	
27. Campus housing met my expectations upon arriving to campus.	Traditional	327	3.5841	1.17677	.731
	Non-Traditional	102	3.5392	1.05934	
	Total	429	3.5734	1.14889	
28. Student recreational opportunities and facilities have met my expectations.	Traditional	345	3.8783	1.04671	.090
	Non-Traditional	132	3.6894	1.17955	
	Total	477	3.8260	1.08713	
29. I feel that the campus is a safe and secure environment.	Traditional	360	4.0083	1.03285	.184
	Non-Traditional	161	4.1366	.98423	
	Total	521	4.0480	1.01886	

**Note: Traditional Age = 17-24; Non-Traditional Age = 25 and older

Appendix 22. 2013 New Student Perceptions about Troy University

Mean Comparison: First Choices vs. Other Choices

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

*Mean differences were found significant at the significance level = 0.05

		N	Mean	Std. Deviation	Sig.
1. TROY personnel are knowledgeable and helpful.*	<i>First Choice</i>	374	4.3102	.91461	.026
	Other Choices	233	4.1416	.89135	
	Total	607	4.2455	.90873	
2. Faculty care about students as individuals.	First Choice	372	4.2608	.97365	.061
	Other Choices	235	4.1149	.86701	
	Total	607	4.2043	.93578	
3. I feel I can talk to faculty about my academic concerns.*	<i>First Choice</i>	371	4.2561	.97907	.022
	Other Choices	234	4.0684	.98248	
	Total	605	4.1835	.98384	
4. Academic advising is adequate.*	<i>First Choice</i>	369	4.1355	.99622	.019
	Other Choices	227	3.9383	.99364	
	Total	596	4.0604	.99901	
5. Sufficient financial aid options are available.*	<i>First Choice</i>	349	4.0802	1.05829	.037
	Other Choices	224	3.8929	1.02749	
	Total	573	4.0070	1.04945	
6. The tuition payment plan is beneficial for students.	First Choice	315	4.0508	1.04544	.205
	Other Choices	208	3.9375	.92258	
	Total	523	4.0057	.99903	
7. Class information provided prior to enrollment was helpful.	First Choice	367	3.8965	1.13810	.107
	Other Choices	229	3.7467	1.03727	
	Total	596	3.8389	1.10197	
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	First Choice	371	4.1240	1.08590	.069
	Other Choices	232	3.9655	.95737	
	Total	603	4.0630	1.04038	
9. The online registration process is user-friendly.	First Choice	355	4.0817	1.11820	.533
	Other Choices	225	4.0267	.89103	
	Total	580	4.0603	1.03554	
10. The on-site registration process is user-friendly.	First Choice	304	4.0625	1.05275	.166
	Other Choices	214	3.9393	.90955	
	Total	518	4.0116	.99703	
11. Students seldom get the "run around" when seeking information.*	<i>First Choice</i>	367	3.6676	1.24734	.066
	Other Choices	229	3.4803	1.13779	
	Total	596	3.5956	1.20889	
12. The online Schedule of Classes is informative and easy to follow.	First Choice	363	4.1157	1.02879	.148
	Other Choices	230	3.9957	.90365	
	Total	593	4.0691	.98310	
13. The printed Schedule of Classes is informative and easy to follow.	First Choice	347	4.2046	.97730	.061
	Other Choices	226	4.0531	.89284	
	Total	573	4.1449	.94700	
14. Class drop/add procedures are appropriate.	First Choice	338	4.1391	.96599	.372
	Other Choices	221	4.0679	.84741	
	Total	559	4.1109	.92081	
15. Classes are offered at convenient times.	First Choice	352	4.0881	1.05985	.077
	Other Choices	227	3.9295	1.03666	
	Total	579	4.0259	1.05277	

Appendix 22. 2013 New Student Perceptions about Troy University

Mean Comparison: First Choices vs. Other Choices

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

*Mean differences were found significant at the significance level = 0.05

		N	Mean	Std. Deviation	Sig.
16. The classes I attend are well organized and well taught.	First Choice	363	4.1129	1.04375	.061
	Other Choices	234	3.9487	1.04283	
	Total	597	4.0486	1.04560	
17. The University offers a variety of majors at my location.*	<i>First Choice</i>	352	4.1648	1.03286	.048
	Other Choices	228	3.9956	.95952	
	Total	580	4.0983	1.00723	
18. Tutorial services are sufficient. *	<i>First Choice</i>	298	4.0336	1.05356	.009
	Other Choices	205	3.7951	.93251	
	Total	503	3.9364	1.01185	
19. On-campus bookstore hours are convenient for students.*	<i>First Choice</i>	311	4.0804	1.00802	.017
	Other Choices	208	3.8654	.98351	
	Total	519	3.9942	1.00287	
20. Purchasing textbooks through Troy Virtual BookStore is convenient.	First Choice	301	3.9103	1.11740	.068
	Other Choices	204	3.7304	1.03670	
	Total	505	3.8376	1.08807	
21. Student organizations are available for my participation.	First Choice	309	4.0841	1.05346	.499
	Other Choices	207	4.0242	.87821	
	Total	516	4.0601	.98645	
22. The semester/term format at my location accommodates my learning.*	<i>First Choice</i>	363	4.2590	.92787	.044
	Other Choices	229	4.1048	.86218	
	Total	592	4.1993	.90541	
23. Troy University has a good reputation in my community.*	<i>First Choice</i>	366	4.2869	.94634	.000
	Other Choices	227	3.9824	.97293	
	Total	593	4.1703	.96720	
24. I am receiving a quality education at Troy University.*	<i>First Choice</i>	366	4.3661	.93184	.005
	Other Choices	229	4.1485	.91035	
	Total	595	4.2824	.92893	
25. I would recommend Troy University to a friend who is planning to go to college.*	<i>First Choice</i>	364	4.3709	.97479	.000
	Other Choices	230	4.0435	1.05227	
	Total	594	4.2441	1.01722	
26. The bill that I received from the University was easily understood.*	<i>First Choice</i>	329	4.1033	1.03371	.015
	Other Choices	219	3.8858	1.00946	
	Total	548	4.0164	1.02870	
27. Campus housing met my expectations upon arriving to campus.	First Choice	243	3.6296	1.22080	.247
	Other Choices	186	3.5000	1.04623	
	Total	429	3.5734	1.14889	
28. Student recreational opportunities and facilities have met my expectations.	First Choice	279	3.8961	1.10262	.095
	Other Choices	198	3.7273	1.05982	
	Total	477	3.8260	1.08713	
29. I feel that the campus is a safe and secure environment.	First Choice	308	4.0909	1.05462	.248
	Other Choices	213	3.9859	.96387	
	Total	521	4.0480	1.01886	

Appendix 23. 2013 Overall Demographics and Frequencies

Ethnicity

		Frequency	Valid Percent
Valid	Black	183	27.4
	White	370	55.4
	Other	115	17.2
	Total	668	100.0

Age

		Frequency	Valid Percent
Valid	Traditional	416	62.3
	Non-Traditional	252	37.7
	Total	668	100.0

Level

		Frequency	Valid Percent
Valid	Undergraduate	517	82.7
	Graduate	108	17.3
	Total	625	100.0
Missing	System	43	
Total		668	

Choice

		Frequency	Valid Percent
Valid	First Choice	400	59.9
	Other Choice	268	40.1
	Total	668	100.0

1) Gender:

		Frequency	Valid Percent
Valid	Male	163	24.6
	Female	500	75.4
	Total	663	100.0
Missing	System	5	
Total		668	

2) Ethnicity:

		Frequency	Valid Percent
Valid	African American	183	27.8
	American Indian/Alaska Native	7	1.1
	Asian	40	6.1
	Caucasian	370	56.1
	Hawaiian or Other Pacific Islander	2	.3
	Hispanic	15	2.3
	Multi-Racial	26	3.9
	Race/Ethnicity Unknown	16	2.4
	Total	659	100.0
Missing	System	9	
Total		668	

3) Age:

		Frequency	Valid Percent
Valid	18-19	303	45.8
	20-21	55	8.3
	22-24	58	8.8
	25-29	81	12.2
	30-34	48	7.3
	35-39	42	6.3
	40-49	49	7.4
	50-64	25	3.8
	65 or over	1	.2
	Total	662	100.0
Missing	System	6	
Total		668	

4) Enrollment Status:

		Frequency	Valid Percent
Valid	Dually-enrolled high school student	4	.6
	First-time freshman (an undergraduate student attending college for the first time)	337	50.7
	First-time graduate (a graduate student enrolled in a graduate program for the first time)	75	11.3
	Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university)	175	26.3
	Graduate transfer student (a graduate student who transferred to TROY from another college or university)	23	3.5
	Undergraduate transient student (an undergraduate student attending TROY temporarily)	5	.8
	Graduate transient student (a graduate student attending TROY temporarily)	10	1.5
	Other	36	5.4
	Total	665	100.0
Missing	System	3	
Total		668	

5) Which Troy University campus are you currently enrolled?

		Frequency	Valid Percent
Valid	Dothan Campus	53	8.0
	eTROY (Taking online courses only)	143	21.7
	Global Campus (Campuses or sites outside of Alabama)	27	4.1
	Montgomery Campus	47	7.1
	Phenix City Campus	17	2.6
	Troy Campus	372	56.4
	Total	659	100.0
Missing	System	9	
Total		668	

If you selected Global Campus in the prior question, please select the site from which you are taking courses

		Frequency	Valid Percent
Valid	Albany, GA	1	3.8
	Atlanta, GA	1	3.8
	Augusta, GA	2	7.7
	Brunswick, GA	2	7.7
	Columbus, GA (Off Base- Manchester Exp)	1	3.8
	Fort Benning (Columbus), GA	2	7.7
	Fort Walton Beach, FL	3	11.5
	Hanoi, Vietnam (UEB-VNU)	2	7.7
	Okinawa (Kadena Air Base)	1	3.8
	Orlando, FL	3	11.5
	Panama City, FL (Off Base- Airport Road)	1	3.8
	Pensacola, FL	6	23.1
	Tampa Bay, FL	1	3.8
	Total	26	100.0
Missing	System	642	
Total		668	

6) Degree program you are in:

		Frequency	Valid Percent
Valid	Associate	60	9.1
	Bachelor's	446	67.9
	Master's	119	18.1
	Education Specialist	2	.3
	Doctorate	1	.2
	Other	29	4.4
	Total	657	100.0
Missing	System	11	
Total		668	

7) College you are attending:

		Frequency	Valid Percent
Valid	Arts & Sciences	195	30.8
	Sorrell College of Business	108	17.0
	Communication and Fine Arts	56	8.8
	Education	119	18.8
	Health & Human Services	156	24.6
	Total	634	100.0
Missing	System	34	
Total		668	

8) What is your major in the College of Arts and Sciences?

		Frequency	Valid Percent
Valid	Biology Major	4	2.1
	Biology Program	6	3.2
	Biology, Preprofessional Major	22	11.6
	Chemistry Major	3	1.6
	Computer Science	27	14.2
	Computer Science, Applied Major	10	5.3
	Criminal Justice	39	20.5
	Environmental and Biological Sciences	1	.5
	Environmental Science Program	4	2.1
	General Education	1	.5
	History Major	6	3.2
	Liberal Studies	1	.5
	International Relations	9	4.7
	Marine Biology Program	2	1.1
	Mathematics Major	4	2.1
	Political Science Major	7	3.7
	Public Administration	8	4.2
	Social Science Major	2	1.1
	Sociology Major	6	3.2
	Other	28	14.7
	Total	190	100.0
Missing	System	478	
Total		668	

8) What is your major in the Sorrell College of Business?

		Frequency	Valid Percent
Valid	Accounting Major	21	20.0
	Business	10	9.5
	Business Administration	18	17.1
	Finance Major	1	1.0
	General Business Major	7	6.7
	Human Resource Management	13	12.4
	Information Systems Major	2	1.9
	Management	12	11.4
	Marketing Major	13	12.4
	Resources and Technology Management	1	1.0
	Taxation	2	1.9
	Other	5	4.8
	Total	105	100.0
Missing	System	563	
Total		668	

8) What is your major in the College of Communication and Fine Arts?

		Frequency	Valid Percent
Valid	Broadcast Journalism Major	7	13.0
	Communication Arts Major - Communication Studies Track	2	3.7
	Communication Arts Major - Theatre Track	5	9.3
	Design, Technology and Innovation Program	4	7.4
	English Major	8	14.8
	Foreign Language Major	3	5.6
	Journalism, Print Major	3	5.6
	Music Major	8	14.8
	Other	14	25.9
	Total	54	100.0
Missing	System	614	
Total		668	

8) What is your major in the College of Education?

		Frequency	Valid Percent
Valid	Adult Education	2	1.7
	Collaborative Teacher (Grades 6-12)	2	1.7
	Collaborative Teacher (Grades K-6)	4	3.5
	Counseling and Psychology - Clinical Mental Health Counseling	15	13.0
	Counseling and Psychology - Rehabilitation Counseling Counseling	1	.9
	Counseling and Psychology - Social Services Counseling	2	1.7
	Counseling and Psychology - Student Affairs Counseling	1	.9
	Counseling and Psychology - Substance Abuse Counseling	1	.9
	Early Childhood Education (Grades P-3)	4	3.5
	Educational Administration and Leadership	1	.9
	Elementary Education (Grades K-6)	28	24.3
	Interdisciplinary Education (Grades P-12) - Music, Instrumental Education	1	.9
	Interdisciplinary Education (Grades P-12) - Theatre Education	1	.9
	Interpreter Training Program	8	7.0
	Post Secondary Education	1	.9
	Psychology Major	17	14.8
	School Counseling (P-12)	2	1.7
	Secondary Education (Grades 6-12) - Biology Education	1	.9
	Secondary Education (Grades 6-12) - English-Language Arts Education	5	4.3
	Secondary Education (Grades 6-12) - History Education	2	1.7
	Secondary Education (Grades 6-12) - Mathematics Education	4	3.5
	Secondary Education (Grades 6-12) - Social Science Education	7	6.1
	Other	5	4.3
	Total	115	100.0
Missing	System	553	
Total		668	

8) What is your major in the College of Health and Human Services?

		Frequency	Valid Percent
Valid	Athletic Training	17	11.0
	Health Education	1	.6
	Human Services	6	3.9
	Nursing	76	49.4
	Physical Education	1	.6
	Rehabilitation	1	.6
	Social Work	16	10.4
	Sports & Fitness Management	8	5.2
	Other	28	18.2
	Total	154	100.0
Missing	System	514	
Total		668	

CHOICE OF TROY UNIVERSITY

9) When you applied for admission to college, Troy University was your:

		Frequency	Valid Percent
Valid	First choice	400	61.3
	Second choice	163	25.0
	Third choice	48	7.4
	Fourth choice	16	2.5
	Other (please specify)	25	3.8
	Total	652	100.0
Missing	System	16	
	Total	668	

10) Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Valid Percent
Valid	Yes	389	59.5
	No	265	40.5
	Total	654	100.0
Missing	System	14	
	Total	668	

11) Please select the reasons why you have chosen to attend Troy University

Academic reputation

		Frequency	Valid Percent
Valid	Not Selected	402	60.2
	Selected	266	39.8
	Total	668	100.0

Reputation for social activities

		Frequency	Valid Percent
Valid	Not Selected	598	89.5
	Selected	70	10.5
	Total	668	100.0

Rankings in national magazines

		Frequency	Valid Percent
Valid	Not Selected	641	96.0
	Selected	27	4.0
	Total	668	100.0

Graduates get good jobs

		Frequency	Valid Percent
Valid	Not Selected	539	80.7
	Selected	129	19.3
	Total	668	100.0

Size of campus

		Frequency	Valid Percent
Valid	Not Selected	410	61.4
	Selected	258	38.6
	Total	668	100.0

Location

		Frequency	Valid Percent
Valid	Not Selected	291	43.6
	Selected	377	56.4
	Total	668	100.0

Affordability

		Frequency	Valid Percent
Valid	Not Selected	335	50.1
	Selected	333	49.9
	Total	668	100.0

Availability of financial aid

		Frequency	Valid Percent
Valid	Not Selected	461	69.0
	Selected	207	31.0
	Total	668	100.0

Admission standards

		Frequency	Valid Percent
Valid	Not Selected	536	80.2
	Selected	132	19.8
	Total	668	100.0

Academic programs

		Frequency	Valid Percent
Valid	Not Selected	424	63.5
	Selected	244	36.5
	Total	668	100.0

Flexibility of schedule

		Frequency	Valid Percent
Valid	Not Selected	434	65.0
	Selected	234	35.0
	Total	668	100.0

Social atmosphere

		Frequency	Valid Percent
Valid	Not Selected	547	81.9
	Selected	121	18.1
	Total	668	100.0

Diversity of student body

		Frequency	Valid Percent
Valid	Not Selected	552	82.6
	Selected	116	17.4
	Total	668	100.0

Athletics

		Frequency	Valid Percent
Valid	Not Selected	617	92.4
	Selected	51	7.6
	Total	668	100.0

Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Valid Percent
Valid	Not Selected	621	93.0
	Selected	47	7.0
	Total	668	100.0

Recommendation of high school counselor

		Frequency	Valid Percent
Valid	Not Selected	628	94.0
	Selected	40	6.0
	Total	668	100.0

Recommendation of college counselor

		Frequency	Valid Percent
Valid	Not Selected	648	97.0
	Selected	20	3.0
	Total	668	100.0

Parents' recommendation

		Frequency	Valid Percent
Valid	Not Selected	555	83.1
	Selected	113	16.9
	Total	668	100.0

Friends' recommendation

		Frequency	Valid Percent
Valid	Not Selected	512	76.6
	Selected	156	23.4
	Total	668	100.0

Alumni recommendation

		Frequency	Valid Percent
Valid	Not Selected	561	84.0
	Selected	107	16.0
	Total	668	100.0

Other (please specify)

		Frequency	Valid Percent
Valid	Not Selected	607	90.9
	Selected	61	9.1
	Total	668	100.0

12) SATISFACTION WITH TROY UNIVERSITY

TROY personnel are knowledgeable and helpful.

		Frequency	Valid Percent
Valid	Strongly Disagree	21	3.4
	Disagree	7	1.1
	Neither Agree nor Disagree	47	7.7
	Agree	259	42.2
	Strongly Agree	273	44.5
	Not Applicable	7	1.1
	Total	614	100.0
Missing	System	54	
	Total	668	

Faculty care about students as individuals.

		Frequency	Valid Percent
Valid	Strongly Disagree	21	3.4
	Disagree	13	2.1
	Neither Agree nor Disagree	51	8.3
	Agree	258	42.0
	Strongly Agree	264	43.0
	Not Applicable	7	1.1
	Total	614	100.0
Missing	System	54	
	Total	668	

I feel I can talk to faculty about my academic concerns.

		Frequency	Valid Percent
Valid	Strongly Disagree	24	3.9
	Disagree	14	2.3
	Neither Agree nor Disagree	61	9.9
	Agree	234	38.1
	Strongly Agree	272	44.3
	Not Applicable	9	1.5
	Total	614	100.0
Missing	System	54	
Total		668	

Academic advising is adequate.

		Frequency	Valid Percent
Valid	Strongly Disagree	24	3.9
	Disagree	22	3.6
	Neither Agree nor Disagree	70	11.5
	Agree	258	42.3
	Strongly Agree	222	36.4
	Not Applicable	14	2.3
	Total	610	100.0
Missing	System	58	
Total		668	

Sufficient financial aid options are available.

		Frequency	Valid Percent
Valid	Strongly Disagree	27	4.4
	Disagree	24	3.9
	Neither Agree nor Disagree	79	12.9
	Agree	231	37.8
	Strongly Agree	212	34.7
	Not Applicable	38	6.2
	Total	611	100.0
Missing	System	57	
Total		668	

The tuition payment plan is beneficial for students.

		Frequency	Valid Percent
Valid	Strongly Disagree	20	3.3
	Disagree	10	1.6
	Neither Agree nor Disagree	109	17.9
	Agree	192	31.5
	Strongly Agree	192	31.5
	Not Applicable	86	14.1
	Total	609	100.0
Missing	System	59	
Total		668	

Class information provided prior to enrollment was helpful.

		Frequency	Valid Percent
Valid	Strongly Disagree	30	4.9
	Disagree	45	7.4
	Neither Agree nor Disagree	102	16.7
	Agree	233	38.1
	Strongly Agree	186	30.4
	Not Applicable	16	2.6
	Total	612	100.0
Missing	System	56	
Total		668	

Registration dates, times, and procedures were made clear to me prior to enrollment.

		Frequency	Valid Percent
Valid	Strongly Disagree	28	4.6
	Disagree	24	3.9
	Neither Agree nor Disagree	68	11.1
	Agree	245	40.0
	Strongly Agree	238	38.8
	Not Applicable	10	1.6
	Total	613	100.0
Missing	System	55	
Total		668	

The online registration process is user-friendly.

		Frequency	Valid Percent
Valid	Strongly Disagree	26	4.2
	Disagree	25	4.1
	Neither Agree nor Disagree	63	10.3
	Agree	240	39.2
	Strongly Agree	226	36.9
	Not Applicable	33	5.4
	Total	613	100.0
Missing	System	55	
Total		668	

The on-site registration process is user-friendly.

		Frequency	Valid Percent
Valid	Strongly Disagree	21	3.4
	Disagree	12	2.0
	Neither Agree nor Disagree	92	15.1
	Agree	208	34.2
	Strongly Agree	185	30.4
	Not Applicable	91	14.9
	Total	609	100.0
Missing	System	59	
Total		668	

Students seldom get the "run around" when seeking information.

		Frequency	Valid Percent
Valid	Strongly Disagree	45	7.4
	Disagree	73	11.9
	Neither Agree nor Disagree	115	18.8
	Agree	208	34.0
	Strongly Agree	155	25.4
	Not Applicable	15	2.5
	Total	611	100.0
Missing	System	57	
Total		668	

The online Schedule of Classes is informative and easy to follow.

		Frequency	Valid Percent
Valid	Strongly Disagree	20	3.3
	Disagree	25	4.1
	Neither Agree nor Disagree	72	11.8
	Agree	253	41.4
	Strongly Agree	223	36.5
	Not Applicable	18	2.9
	Total	611	100.0
Missing	System	57	
Total		668	

The printed Schedule of Classes is informative and easy to follow.

		Frequency	Valid Percent
Valid	Strongly Disagree	18	2.9
	Disagree	19	3.1
	Neither Agree nor Disagree	56	9.2
	Agree	249	40.7
	Strongly Agree	231	37.7
	Not Applicable	39	6.4
	Total	612	100.0
Missing	System	56	
Total		668	

Class drop/add procedures are appropriate.

		Frequency	Valid Percent
Valid	Strongly Disagree	18	2.9
	Disagree	12	2.0
	Neither Agree nor Disagree	65	10.6
	Agree	259	42.3
	Strongly Agree	205	33.5
	Not Applicable	53	8.7
	Total	612	100.0
Missing	System	56	
Total		668	

Classes are offered at convenient times.

		Frequency	Valid Percent
Valid	Strongly Disagree	27	4.4
	Disagree	30	4.9
	Neither Agree nor Disagree	61	10.0
	Agree	244	40.1
	Strongly Agree	217	35.6
	Not Applicable	30	4.9
	Total	609	100.0
Missing	System	59	
Total		668	

The classes I attend are well organized and well taught.

		Frequency	Valid Percent
Valid	Strongly Disagree	29	4.7
	Disagree	25	4.1
	Neither Agree nor Disagree	63	10.3
	Agree	251	41.1
	Strongly Agree	229	37.5
	Not Applicable	14	2.3
	Total	611	100.0
Missing	System	57	
Total		668	

The University offers a variety of majors at my location.

		Frequency	Valid Percent
Valid	Strongly Disagree	23	3.8
	Disagree	22	3.6
	Neither Agree nor Disagree	64	10.5
	Agree	237	38.8
	Strongly Agree	234	38.3
	Not Applicable	31	5.1
	Total	611	100.0
Missing	System	57	
Total		668	

Tutorial services are sufficient.

		Frequency	Valid Percent
Valid	Strongly Disagree	20	3.3
	Disagree	10	1.6
	Neither Agree nor Disagree	124	20.3
	Agree	177	29.0
	Strongly Agree	172	28.2
	Not Applicable	107	17.5
	Total	610	100.0
Missing	System	58	
Total		668	

On-campus bookstore hours are convenient for students.

		Frequency	Valid Percent
Valid	Strongly Disagree	19	3.1
	Disagree	23	3.8
	Neither Agree nor Disagree	79	13.0
	Agree	219	35.9
	Strongly Agree	179	29.3
	Not Applicable	91	14.9
	Total	610	100.0
Missing	System	58	
Total		668	

Purchasing textbooks through Troy Virtual BookStore is convenient.

		Frequency	Valid Percent
Valid	Strongly Disagree	25	4.1
	Disagree	20	3.3
	Neither Agree nor Disagree	136	22.3
	Agree	155	25.5
	Strongly Agree	169	27.8
	Not Applicable	104	17.1
	Total	609	100.0
Missing	System	59	
Total		668	

Student organizations are available for my participation.

		Frequency	Valid Percent
Valid	Strongly Disagree	20	3.3
	Disagree	13	2.1
	Neither Agree nor Disagree	77	12.7
	Agree	212	34.9
	Strongly Agree	194	32.0
	Not Applicable	91	15.0
	Total	607	100.0
Missing	System	61	
Total		668	

The semester/term format at my location accommodates my learning.

		Frequency	Valid Percent
Valid	Strongly Disagree	19	3.1
	Disagree	10	1.6
	Neither Agree nor Disagree	51	8.4
	Agree	266	43.6
	Strongly Agree	246	40.3
	Not Applicable	18	3.0
	Total	610	100.0
Missing	System	58	
Total		668	

Troy University has a good reputation in my community.

		Frequency	Valid Percent
Valid	Strongly Disagree	19	3.1
	Disagree	16	2.6
	Neither Agree nor Disagree	73	12.0
	Agree	222	36.5
	Strongly Agree	263	43.2
	Not Applicable	16	2.6
	Total	609	100.0
Missing	System	59	
Total		668	

I am receiving a quality education at Troy University.

		Frequency	Valid Percent
Valid	Strongly Disagree	19	3.1
	Disagree	11	1.8
	Neither Agree nor Disagree	49	8.1
	Agree	220	36.3
	Strongly Agree	296	48.8
	Not Applicable	11	1.8
	Total	606	100.0
Missing	System	62	
Total		668	

I would recommend Troy University to a friend who is planning to go to college.

		Frequency	Valid Percent
Valid	Strongly Disagree	26	4.3
	Disagree	17	2.8
	Neither Agree nor Disagree	45	7.4
	Agree	204	33.4
	Strongly Agree	302	49.5
	Not Applicable	16	2.6
	Total	610	100.0
Missing	System	58	
Total		668	

The bill that I received from the University was easily understood.

		Frequency	Valid Percent
Valid	Strongly Disagree	24	3.9
	Disagree	21	3.4
	Neither Agree nor Disagree	78	12.8
	Agree	224	36.8
	Strongly Agree	201	33.0
	Not Applicable	61	10.0
	Total	609	100.0
Missing	System	59	
Total		668	

Campus housing met my expectations upon arriving to campus.

		Frequency	Valid Percent
Valid	Strongly Disagree	35	5.8
	Disagree	28	4.6
	Neither Agree nor Disagree	119	19.6
	Agree	150	24.8
	Strongly Agree	97	16.0
	Not Applicable	177	29.2
	Total	606	100.0
Missing	System	62	
Total		668	

Student recreational opportunities and facilities have met my expectations.

		Frequency	Valid Percent
Valid	Strongly Disagree	27	4.4
	Disagree	21	3.5
	Neither Agree nor Disagree	105	17.3
	Agree	179	29.5
	Strongly Agree	145	23.9
	Not Applicable	130	21.4
	Total	607	100.0
Missing	System	61	
Total		668	

I feel that the campus is a safe and secure environment.

		Frequency	Valid Percent
Valid	Strongly Disagree	24	3.9
	Disagree	12	2.0
	Neither Agree nor Disagree	78	12.8
	Agree	208	34.2
	Strongly Agree	199	32.7
	Not Applicable	88	14.4
	Total	609	100.0
Missing	System	59	
Total		668	

RECEIVING INFORMATION ABOUT TROY UNIVERSITY

13) How did you first learn about TROY? (select one)

		Frequency	Valid Percent
Valid	Alumni	128	20.9
	Billboard	12	2.0
	Direct Mail	12	2.0
	Guidance Counselor	37	6.1
	Internet	85	13.9
	Newspaper	3	.5
	Radio	2	.3
	Television	24	3.9
	Word of mouth	221	36.2
	Other (please specify)	87	14.2
	Total	611	100.0
Missing	System	57	
Total		668	

14) How did you learn about registration dates and times? (select one)

		Frequency	Valid Percent
Valid	Billboard	6	1.0
	Direct Mail	88	14.4
	Internet	360	59.1
	Newspaper	2	.3
	Radio	1	.2
	Television	5	.8
	Word of mouth	73	12.0
	Other (please specify)	74	12.2
	Total	609	100.0
Missing	System	59	
Total		668	

15) What is the best way to advertise to your friends? (select one)

		Frequency	Valid Percent
Valid	Billboard	11	1.8
	Direct Mail	75	12.4
	Internet	222	36.6
	Newspaper	2	.3
	Radio	8	1.3
	Television	40	6.6
	Word of mouth	234	38.6
	Other (please specify)	14	2.3
	Total	606	100.0
Missing	System	62	
Total		668	

16) How would you describe TROY to a friend?

Academically challenging

		Frequency	Valid Percent
Valid	Not Selected	398	59.6
	Selected	270	40.4
	Total	668	100.0

Caring

		Frequency	Valid Percent
Valid	Not Selected	412	61.7
	Selected	256	38.3
	Total	668	100.0

Convenient

		Frequency	Valid Percent
Valid	Not Selected	281	42.1
	Selected	387	57.9
	Total	668	100.0

Friendly

		Frequency	Valid Percent
Valid	Not Selected	305	45.7
	Selected	363	54.3
	Total	668	100.0

Good value for the price

		Frequency	Valid Percent
Valid	Not Selected	343	51.3
	Selected	325	48.7
	Total	668	100.0

Helpful

		Frequency	Valid Percent
Valid	Not Selected	399	59.7
	Selected	269	40.3
	Total	668	100.0

Student-centered

		Frequency	Valid Percent
Valid	Not Selected	359	53.7
	Selected	309	46.3
	Total	668	100.0

Other (please specify)

		Frequency	Valid Percent
Valid	Not Selected	636	95.2
	Selected	32	4.8
	Total	668	100.0

COMPUTER ACCESS

17) Do you have your own personal computer that you will be using to complete assigned work in your...

	Frequency	Valid Percent
Valid Yes	585	96.2
No	23	3.8
Total	608	100.0
Missing System	60	
Total	668	

You answered "Yes" that you have your own computer, is that computer a laptop or a desktop?

	Frequency	Valid Percent
Valid Laptop	500	85.8
Desktop	53	9.1
Other (please specify)	30	5.1
Total	583	100.0
Missing System	85	
Total	668	

READING HABITS

18) Which statement below do you agree with most?

	Frequency	Valid Percent
Valid I read constantly for my own personal satisfaction, and I love it.	166	27.3
I don't have much time to read for pleasure, but I like to when I get the chance.	300	49.4
I only read what I'm supposed to for school.	117	19.3
I basically don't read books much at all.	24	4.0
Total	607	100.0
Missing System	61	
Total	668	

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

	Frequency	Valid Percent
Valid Just for the pleasure of it	225	36.9
Because I have to for school	202	33.1
Because I get bored and have nothing else to do	16	2.6
To learn new things on my own	140	23.0
I don't really read much	24	3.9
Because my parents encourage me to	3	.5
Total	610	100.0
Missing System	58	
Total	668	

20) How would you rate your reading level?

	Frequency	Valid Percent
Valid Advanced	186	30.5
Above average	246	40.3
Average	166	27.2
Below average	11	1.8
Poor	1	.2
Total	610	100.0
Missing System	58	
Total	668	

21) Which of the following do you read? Books assigned for class

	Frequency	Valid Percent
Valid Not Selected	110	16.5
Selected	558	83.5
Total	668	100.0

21) Which of the following do you read? Books I read outside of class for pleasure

		Frequency	Valid Percent
Valid	Not Selected	265	39.7
	Selected	403	60.3
	Total	668	100.0

21) Which of the following do you read? Cereal boxes, instructional pamphlets and other product packaging

		Frequency	Valid Percent
Valid	Not Selected	369	55.2
	Selected	299	44.8
	Total	668	100.0

21) Which of the following do you read? Comic books or graphic novels

		Frequency	Valid Percent
Valid	Not Selected	565	84.6
	Selected	103	15.4
	Total	668	100.0

21) Which of the following do you read? Computer manuals or other electronic equipment manuals

		Frequency	Valid Percent
Valid	Not Selected	563	84.3
	Selected	105	15.7
	Total	668	100.0

21) Which of the following do you read? Fashion/Beauty magazines

		Frequency	Valid Percent
Valid	Not Selected	419	62.7
	Selected	249	37.3
	Total	668	100.0

21) Which of the following do you read? Magazines about video games

		Frequency	Valid Percent
Valid	Not Selected	613	91.8
	Selected	55	8.2
	Total	668	100.0

21) Which of the following do you read? Music/Computers/Entertainment magazines

		Frequency	Valid Percent
Valid	Not Selected	493	73.8
	Selected	175	26.2
	Total	668	100.0

21) Which of the following do you read? News magazines

		Frequency	Valid Percent
Valid	Not Selected	477	71.4
	Selected	191	28.6
	Total	668	100.0

21) Which of the following do you read? Newspapers

		Frequency	Valid Percent
Valid	Not Selected	364	54.5
	Selected	304	45.5
	Total	668	100.0

21) Which of the following do you read? Online websites or webzines

		Frequency	Valid Percent
Valid	Not Selected	284	42.5
	Selected	384	57.5
	Total	668	100.0

21) Which of the following do you read? Puzzles/Games/Humor magazines

		Frequency	Valid Percent
Valid	Not Selected	535	80.1
	Selected	133	19.9
	Total	668	100.0

21) Which of the following do you read? Religious literature/books

		Frequency	Valid Percent
Valid	Not Selected	395	59.1
	Selected	273	40.9
	Total	668	100.0

21) Which of the following do you read? School papers or other newsletters

		Frequency	Valid Percent
Valid	Not Selected	454	68.0
	Selected	214	32.0
	Total	668	100.0

21) Which of the following do you read? Self-help literature

		Frequency	Valid Percent
Valid	Not Selected	525	78.6
	Selected	143	21.4
	Total	668	100.0

21) Which of the following do you read? Sports magazines

		Frequency	Valid Percent
Valid	Not Selected	557	83.4
	Selected	111	16.6
	Total	668	100.0

21) Which of the following do you read? None of the above

		Frequency	Valid Percent
Valid	Not Selected	666	99.7
	Selected	2	.3
	Total	668	100.0

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

		Frequency	Valid Percent
Valid	Outside of school assignments, I don't read at all	66	10.8
	Under one book per month	186	30.5
	One book per month	152	24.9
	2-3 books per month	136	22.3
	4-5 books per month	44	7.2
	6-10 books per month	17	2.8
	11-20 books per month	6	1.0
	More than 20 books per month	3	.5
	Total	610	100.0
Missing	System	58	
	Total	668	

23) What kind of books do you like to read for pleasure? Adventure

		Frequency	Valid Percent
Valid	Not Selected	373	55.8
	Selected	295	44.2
	Total	668	100.0

23) What kind of books do you like to read for pleasure? Biography/Autobiography

		Frequency	Valid Percent
Valid	Not Selected	489	73.2
	Selected	179	26.8
	Total	668	100.0

23) What kind of books do you like to read for pleasure? Books about your hobbies or collecting

		Frequency	Valid Percent
Valid	Not Selected	547	81.9
	Selected	121	18.1
	Total	668	100.0

23) What kind of books do you like to read for pleasure? Factual books, like a book about dinosaurs or space

		Frequency	Valid Percent
Valid	Not Selected	581	87.0
	Selected	87	13.0
	Total	668	100.0

23) What kind of books do you like to read for pleasure? Fantasy

		Frequency	Valid Percent
Valid	Not Selected	450	67.4
	Selected	218	32.6
	Total	668	100.0

23) What kind of books do you like to read for pleasure? Horror

		Frequency	Valid Percent
Valid	Not Selected	542	81.1
	Selected	126	18.9
	Total	668	100.0

23) What kind of books do you like to read for pleasure? How-to books

		Frequency	Valid Percent
Valid	Not Selected	543	81.3
	Selected	125	18.7
	Total	668	100.0

23) What kind of books do you like to read for pleasure? Mystery

		Frequency	Valid Percent
Valid	Not Selected	380	56.9
	Selected	288	43.1
	Total	668	100.0

23) What kind of books do you like to read for pleasure? Romance

		Frequency	Valid Percent
Valid	Not Selected	361	54.0
	Selected	307	46.0
	Total	668	100.0

23) What kind of books do you like to read for pleasure? Science Fiction

		Frequency	Valid Percent
Valid	Not Selected	515	77.1
	Selected	153	22.9
	Total	668	100.0

23) What kind of books do you like to read for pleasure? Sports

		Frequency	Valid Percent
Valid	Not Selected	579	86.7
	Selected	89	13.3
	Total	668	100.0

23) What kind of books do you like to read for pleasure? True Stories

		Frequency	Valid Percent
Valid	Not Selected	362	54.2
	Selected	306	45.8
	Total	668	100.0

23) What kind of books do you like to read for pleasure? None

		Frequency	Valid Percent
Valid	Not Selected	642	96.1
	Selected	26	3.9
	Total	668	100.0

23) What kind of books do you like to read for pleasure? Other (please specify)

		Frequency	Valid Percent
Valid	Not Selected	609	91.2
	Selected	59	8.8
	Total	668	100.0

24) Which of the following characters/people do you like to read about? Animals

		Frequency	Valid Percent
Valid	Not Selected	556	83.2
	Selected	112	16.8
	Total	668	100.0

24) Which of the following characters/people do you like to read about? Celebrities

		Frequency	Valid Percent
Valid	Not Selected	502	75.1
	Selected	166	24.9
	Total	668	100.0

24) Which of the following characters/people do you like to read about? Characters from movies or television shows

		Frequency	Valid Percent
Valid	Not Selected	495	74.1
	Selected	173	25.9
	Total	668	100.0

24) Which of the following characters/people do you like to read about? Fantasy characters - like super heroes, people from other worlds, or the future

		Frequency	Valid Percent
Valid	Not Selected	462	69.2
	Selected	206	30.8
	Total	668	100.0

24) Which of the following characters/people do you like to read about? Historical figures

		Frequency	Valid Percent
Valid	Not Selected	424	63.5
	Selected	244	36.5
	Total	668	100.0

24) Which of the following characters/people do you like to read about? Musicians

		Frequency	Valid Percent
Valid	Not Selected	546	81.7
	Selected	122	18.3
	Total	668	100.0

24) Which of the following characters/people do you like to read about? People or characters my age who have done some cool or amazing thing

		Frequency	Valid Percent
Valid	Not Selected	407	60.9
	Selected	261	39.1
	Total	668	100.0

24) Which of the following characters/people do you like to read about? People or characters my age wrestling with tough issues, like crime, drug abuse or poverty

		Frequency	Valid Percent
Valid	Not Selected	417	62.4
	Selected	251	37.6
	Total	668	100.0

24) Which of the following characters/people do you like to read about? People or characters who are a lot different than me

		Frequency	Valid Percent
Valid	Not Selected	420	62.9
	Selected	248	37.1
	Total	668	100.0

24) Which of the following characters/people do you like to read about? People or characters who are a lot like me

		Frequency	Valid Percent
Valid	Not Selected	340	50.9
	Selected	328	49.1
	Total	668	100.0

24) Which of the following characters/people do you like to read about? Sports figures

		Frequency	Valid Percent
Valid	Not Selected	575	86.1
	Selected	93	13.9
	Total	668	100.0

24) Which of the following characters/people do you like to read about? None

		Frequency	Valid Percent
Valid	Not Selected	631	94.5
	Selected	37	5.5
	Total	668	100.0

24) Which of the following characters/people do you like to read about? Other (please specify)

		Frequency	Valid Percent
Valid	Not Selected	644	96.4
	Selected	24	3.6
	Total	668	100.0

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

		Frequency	Valid Percent
Valid	Daily	48	7.9
	Weekly	136	22.4
	Monthly	123	20.3
	A few times per year	165	27.2
	Once per year	39	6.4
	Never	96	15.8
	Total	607	100.0
Missing	System	61	
	Total	668	

Appendix 23.1 2013 Overall Additional Comments

Additional comments about your experience as a new student at Troy University:

- 1 I love Being a Troy Trojan!!!
- 2 My online student experience has been very good. I have enjoyed being able to work at my own place and what ever time of day or night I have the opportunity to "go to school".
- 3 !GO TROY!
- 4 All I can say is that because of the lack of communication I have had with Troy State, I am transferring back to UMUC for next fall. Transferring to Troy was a waste of my time and I wish I had known what i was going through before I transferred out. Cant even keep an adviser with this short of time I have been with Troy. I have gone through 7 advisers since May 2013. I was not told about Proctored exams or other things. Cannot wait until I am done with this 2013/14 year so I can go back to UMUC
- 5 Amazing. Love it here at troy dothan
- 6 As a new student, being out of school for many years I have found it difficult to get simple answers or academic advice. Most of my previo us instructors were very willing to help, but one class was totally confusing & any questions I had were never clerly answered. I ended up failing the class, although I attended all but 2 meetings. The material given did not match test that were given, no homework was given and no extra credit. So studying the material given was not helpful for the test, and the testwere the only grades.
- 7 Being an older student I have found Troy to be challenging especially having to learn new technology. I decided on Troy for it's excellent reputation and having been established for 125 years. The staff has been very professional and friendly. My profesors have outstanding resumes. I am very proud to tell everyone I am a Troy University student and my next move is to buy a Troy sweatshirt. Go Trojans!
- 8 Best university.
- 9 Could use bigger workout facility, over crowded as is.
- 10 desperate need of television exposure. troy needs to put themselves out there more. need more financial aid information. change everything that says troy state university to troy university because that's not the name of this school anymore so it should nt be on the statue or on some papers that I have seen. university police needs better equipment.
- 11 Each day I am learning more and more. My experience has been very positive.
- 12 generally,i like it here
- 13 Go Trojans!!!!!!!!!!!!
- 14 GOOD SCHOOL
- 15 Great campus, horrible parking!!!!
- 16 Great school!!!
- 17 I absolutely love everything at Troy!
- 18 I absolutely LOVE Troy!
- 19 I absolutely love TROY. I feel as though I was warmly welcomed and I threw myself into academics and organizations. Thus, I feel as if I belong. I've made wonderful friends and all of my professors are kind and helpful.
- 20 I am extremely glad that I chose Troy University! My first semester here was absolutely amazing with the help of my teachers, friends, TrojanVision News, and the Sound of the South
- 21 I am in the MSIR program with the Regional Affairs: Asia specialty. The below courses are in the catalog, but I saw that they were not offered online last year or this year, and I am curious if there is a plan to offer them in future years or if they shold be deleted. This is over half of the "available" Asian electives. So instead of pick 3 of 9, it is more like pick 3 of 4. Asian Affairs Electives not offered between 2012-2014: GEO 5526 3 Geography of the Russian Realm HIS 5551 3 Modern East Asia HIS 6614 3 Contemporary Japan IR 5570 3 Politics of Southeast Asia IR 6646 3 South Asia in World Affairs
- 22 I am pleased with my studies except for an online music class that has really messed up my GPA. I could never officially log in and I stressed this 1,000 times and instead of receiving what should've been an I (incomplete) I received a F! I am now on probtion because of something I could not help!
- 23 I am really enjoying attending Troy University very much. It is perfect and fits my schedule.
- 24 I am very pleased with my experience with Troy University thus far.
- 25 I can honestly say that I am learning new information and enjoying my experience! Thanks to all of my facilitators!

- 26 I do have some very well teaching professors, and then I have some that could care less about us students, that are so disorganized that I miss assignments, and that never answer their e-mail. Troy is a great place for education but some of the teachers lack true desire to further their students.
- 27 I do not like the meal plan. I have the 75 meals in the Trojan Dining hall and 650 flex dollars. I am nearing the end of the semester and still have close to \$200 left and over 40 meals in the Dining hall. There is NO WAY I am able to finish these off before the semester is over. There should be plans that offer fewer of both so students are not losing money that they could be spending elsewhere.
- 28 I don't like when my teachers do not call roll because they aren't learning our names.
- 29 I don't regret coming to Troy.
- 30 I enjoy attending the university and strongly recommend it to others!!
- 31 I enjoyed my first time college experience with Troy.
- 32 I feel like many of the students in my master's classes don't have a grasp on the English language. Their grammar and vocabulary usage worries me that this isn't the program for me.
- 33 I find it stupid that students get their car towed because of people who want to go to the football games. At the Troy campus everyone knows that there is not enough parking for students and faculty; even on the weekends one can hardly find a place to park. Well I am in the south and it's my first year here at this campus...I had no where to move my car to and did not know it was that big of an issue for students to leave their car parked in the CORRECT parking lot on game day. My car got towed and I had no money and no one to take me to get my car. That is pathetic for students of a college to get their car towed for being in the correct spot. Also.. I find it pathetic that an officer tells me to park in a certain spot and within that half hour the same officer gives me a ticket. Seriously... if you need our money that bad then do something different than towing cars and writing tickets for doing the correct thing. I honestly thought Troy had a bit more respect for students.
- 34 I had hoped that Troy would really fit my needs, but so far I haven't managed to get "accepted". Being at an office campus site has made the entire application process really confusing. I have four different contacts who constantly refer me to someone else!
- 35 I have absolutely enjoyed my experience at Troy University thus far. My expectations for this school (academically, socially, etc.) have went beyond what I could have ever dreamed. My classes are challenging and useful, the staff and faculty are extremely helpful and caring, and the social atmosphere is small enough that I have the chance to meet plenty of people on a regular basis, but diverse enough (especially including the international students) that I have the chance to gain perspective into other cultures. I am so grateful to Troy University for bestowing upon me the Millennium Scholarship; without it, I probably couldn't have afforded to go to college. This is the best university ever! The only issue I have had this semester is that my credits from dual enrollment at another college have still not been added to my program evaluation and transcript, even though the records department knows about these credits and has agreed that they transfer properly to Troy University. It was only just recently, that the Admissions department completed my file and added me to the system. Records still hasn't added my Dual Enrollment credits and it is essential that they do so my advisor is able to properly help me. The employees in both departments though are very nice and try to be helpful (it just seems that my file keeps getting lost in the clutter).
- 36 I have absolutely enjoyed my first semester here at Troy! It was very easy to transition into and I had so much fun meeting new people!
- 37 I have been extremely disappointed by Troy refusing to transfer in credits from other schools that do not match up identically to their course. For instance, if someone has taken a visual arts class at another university but that class was photography, or another type of art course, it should be transferred in. It does not affect a student's degree plan if those courses are slightly different so it makes Troy look like a greedy institution instead of a military friendly university. As an Army spouse who has been working on a degree for more than seven years to come here with 104 hours and be told by Troy they only want to take 40 is disgusting and PLAIN WRONG!! Also, your availability of classes is TERRIBLE!! Students should be able to take a full course load Monday - Thursday without having to attend evening classes. I've never seen such a horrible class schedule offering in any other state or school than that of the Dothan campus.

- 38 I have enjoyed my experience of returning to school at Troy. My sister is a graduate and encouraged me to attend. Every class both online and in the classroom has been outstanding this semester. The only exception for me is going to be the nutrition class That was an online only class without a book. I think after discussing with several classmates we all agree that it would have been better if it was an in-person class. Thankfully, I was able to successfully complete the course but it was not enjoyable. nother suggestion for first time students is to have a checkoff list available informing them of what steps need to be taken for enrollment, financial aid, etc. It would have been a very overwhelming process if it not for my sister helping me. A lot of oter students that I have spoken with also agree with that. This is just feedback because you are requesting it because I have been incredibly pleased with my experience at Troy and would (and have) recommended friends and family to attend. I will have a dughter that is now wanting to attend when she graduates in 2015!!
- 39 I like being in Troy especially the fact that it is international student friendly. But I hope we could have more on-campus and student oriented publications.
- 40 I like Troy a lot and have enjoyed my first semester here, however I was discouraged when I learned that many of my classes from my previous school hadn't transferred especially since I was told that Troy was good about collaborating with my previous schol (NWFSC). I am a junior but I'm having to take general studies classes again that are very similar to college courses I have taken before. Now it seems that I won't be graduating on time, which is hard because I can barely afford Troy as it is and havig to pay for an extra year will be very difficult. I can only hope that the education I receive will be well worth it.
- 41 I look forward to a great spring semester
- 42 I love attending Troy University Dothan. My first semester at Troy has been a wonderful and fufilling educational experience.
- 43 I love being a Troy Trojan!!!! (:
- 44 I love being at Troy. Definitely a great school and I'm so glad that I'm attending school here now. But, I have only one complaint, and that is the financial service department or whoever deals with putting the PACT program on my bill. I have been to two iffereent state colleges in Alabama before attending Troy, and they had no problem with adding the PACT program on my bill. My father and I had so much difficulty getting in touch with someone to add the PACT to my bill. We kept getting the "run around" an talked to five different people in the financial services department until we got transferred to someone back in Montgomery's campus that actually knew what we were talking about. Then, I get my bill for this semester and they did not add the PACT progra on it this time either! This definitely needs some improvement.
- 45 I love it and wouldn't pick any other school to attend.
- 46 I love the school and thank you for all the support!
- 47 I love Troy and could not imagine myself at any other school. I have fallen in love with the campus and with most of the faculty. I was challenged but not to the point where I couldn't succeed. I look forward to the next 3.5 years at Troy!
- 48 I love Troy University, and so far have had a great time learning and being social
- 49 I love Troy!
- 50 I love Troy! The staff is helpful and supportive
- 51 I really appreciate the faculty; they do what they can to help you succeed and find your niche. I also enjoy the many ways that are available for one to maintain or improve his or her health like the gyms and pool and the healthy options at the dining hal.
- 52 I really dont like this school.
- 53 I really enjoyed attending troy university, I'm will recommended this to everyone I come across about attend college in the future.
- 54 I really enjoyed my 1st semester at Troy, but I will probably be transferring to Grand Canyon University in the spring to pursue a MS in Leadership. I feel it will open more doors for me in the future than a MS in Athletic Administration.
- 55 I really have enjoyed Troy a lot. I definitely feel like I made the right decision to attend college here.
- 56 I really have truely enjoyed my experience as a student of Troy University. My other suggestions/complaints are that there should be more outlets for stress available to students, wider variety of food choices in SAGA, and much later bookstore hours so tat students actually have time to get the things that they may need. Thank you!
- 57 I really love the dance program and the art program at Troy, but I do not like its location because I feel like it is not as culturally or artistically stimulating as a more urban area might be. The school, itself, is satisfactory, but its location is not for me at least.

- 58 I stayed in the dorm this semester and the only thing that was not good was the internet service. It seemed like every time I tried to get on the internet it was down. This was a big problem because most of my homework was online.
- 59 I think that the fitness center should have hours for women only. I am tired of being hit on when trying to work out. It is distracting and disrespectful.
- 60 I think the only problem there is at Troy is that there isn't enough parking places. Other than that, I love everything about Troy.
- 61 I used to read a lot but, do not have time to read books as often as once did. I mostly read to learn.
- 62 I was extremely nervous at first because Troy was so far away from home, but after rushing and joining a sorority it began to feel like a home away from home. After school started I truly fell in love with the campus and all of my teachers were extremely helpful. Now, I couldn't imagine being at any other school
- 63 I will not live on campus next year simply due to the fact of your lack of parking. You are losing big \$\$\$ by not having enough parking. You also need to relax on the rules of housing on the visitor policy... 12:00?? That's crazy. Troy did not impress me or my very first semester...
- 64 I would be a lot happier with Troy if the Cafeteria (Saga) had better hours. I think it is ridiculous that I can not eat past 7 on the weekdays and 6 on the weekends.
- 65 I would like to see more classes available in Fort Rucker and less night classes available for Accounting majors in Dothan. Thank you and God bless!
- 66 I'm enjoying my experience at Troy University and I look forward to gaining much success in the future.
- 67 I'm actually enjoying my time here. I can actually say that the teachers and other students making my first time experience at Troy University unbelievable. It has so much new information that I have learned at this University.
- 68 I've enjoyed it thus far
- 69 I've had a great first semester.
- 70 In the survey I responded that I was not satisfied with the way my classes were taught/ organized. I believe it is necessary that I add that this was my first attempt at online learning, and I don't believe it is a good fit for my learning style. My professors were knowledgeable and attentive, however, the course structure was not conducive to my current work schedule. In addition, the online environment left me feeling disconnected from my professors and classmates. I felt like I was turning in assignment, but not really actively engaged in the learning process. Again, this isn't necessarily a reflection of Troy University or my professors, but perhaps an indication that an online learning environment is not for me.
- 71 In the words of Queen Victoria... we are not amused.
- 72 instructor for my class was very difficult to work with. Never responded timely; nor offer any help or guidance on homework. This is the reason I will not be attending Troy anymore
- 73 international students need more job opportunities. because they do not have financial aid.
- 74 It has been an extremely fun and fulfilling first semester, and I'm looking forward to spending the next four years here until I get my degree!
- 75 it is a good campus. for academic part, it could do better than now.
- 76 it is a great campus. i love it, but i want that there can be more single room for students.
- 77 it was cool
- 78 it's a very good school
- 79 Love it!
- 80 Loved my first semester, and definitely looking forward to the next.
- 81 More business and accounting courses need to be offered in Dothan every grading period. Many that are offered are held at exactly the same time which makes it difficult to take all necessary classes in a timely manner.
- 82 My experience at Troy has been great! I couldn't have picked a more perfect school to attend! Go Trojans!
- 83 My first semester has been both good and bad. Some of the teachers are approachable and assisted in helping me in areas where I was struggling and other teachers were not. Because I work as well as attend classes (not work-study), doing the Orientation passport was hard to complete as many activities were during the hours that I worked. There should be another project that freshman who do not live on campus and who work can do besides the Passport project.

- 84 My first semester I should have been only allowed to take the courses I needed as a foundation for the rest. For instance, Methods of Research for my chosen field of study. My undergraduate degree was in 1994 and it was the last time in about 20 years I took academic type classes (graduate courses). Two, I am service connected disabled, 70%. during my first two weeks I was hospitalized under the Department of Veterans Affairs direction and during my hospitalization I had an assignment due: I was given a "0 for not handing my assignment even after I said I was hospitalized. The "condition" I am disabled for requires some high powered medications but even without the medications my concentration can be affected. In several of the courses I took that mention the middle east a lot, well, what was talked about academically, I experienced in reality in Iraq. While I am on the subject of Iraq, ALL THE TEXTBOOKS I READ STATED IRAQ WAS A MILITARY BLUNDER OR MISTAKE. I SPENT 3 TOURS IN IRAQ, MY HEALTH IS WRETCHED BECAUSE OF IT, I SEEN SOME GREAT YOUNG PEOPLE DIE OR SEVERELY INJURED AND I KEEP READING HOW ITS ALL A BIG MISTAKE, AND THOSE GUYS AND GIRLS DIED FOR NOTHING! I had 38 months in Iraq, the second tour was a 15 month tour because it was part of that 20,000 man "surge" in 2007 and I went to the worst place in Iraq, Ramadi, Anbar Province, in 2007 to "clean house" of that worst place and made it into the safest city in Iraq up to 2012. So, I read about "Iraq being a mistake" then read about some of the actual battles or places I was at in the textbook, then hear it was all a big mistake. Now I am looking at being put out of the graduate program. I WISH I WOULD HAVE BEEN CONTACTED BY THE DISABILITY OF YOUR INSTITUTION SO THEY COULD HAVE EXPLAINED SOME "ACCOMODATION" I COULD HAVE HAD AS PROSCRIBED BY FEDERAL LAW. Its okay, me and other go fight the wars for everyone else while everyone else stays home and enjoys the American dream. Meantime, I get hand shakes "thanking me for my military service" but got to look forward to the rest of my life selling fruit at a fruit stand on some high way somewhere. Me and some other people either got wounded or killed so the rest of society can go to school or trade school and get a decent life. Please enjoy that privilege, because a lot of good people paid for it with their lives. I am sure you have other veterans you can bring up that have the same problem but they past, so what's my excuse? I am sure that is what I am going to hear but I am still sharing my opinion anyways. So, in summary: the instructors needed to be better organized, they should have been more knowledgeable about when someone goes to the hospital, and I should have been in contact with the disability services to see if I needed to be going to school in the first place, or if I can go with "accommodations." I just used four months of my Post 9/11 educational assistance, and "entitlement" I felt I earned literally with my blood. PLEASE IN THE FUTURE, REQUIRE GRADUATE STUDENTS TO TAKE THE REQUIRED COURSES THEY NEED TO SUCCEED; PLEASE DON'T MAKE ME HAVE TO CALL AROUND AND EVENTUALLY CONTACT A VICE PRESIDENT AT TROY TO EVEN FIND OUT WHO MY ACADEMIC ADVISOR IS (AUGUST 2013 I SPENT THREE DAYS LOOKING FOR WHO MY ACADEMIC ADVISOR AND IT TOOK A CALL TO A "VICE PRESIDENT" OR SOMEONE WITH THAT STATUS TO GET IT STRAIGHTENED OUT. I AM NOT RECOMMENDING THE UNIVERSITY TO ANY VETERAN AND I HAVE GOOD MIND TO CALL "ARMY TIMES" TO SEE WHAT THEY THINK OF THE MATTER. THESE ARE JUST ADDITIONAL COMMENTS SO I DOUBT IT WILL BE TAKEN SERIOUSLY BTW, I HAD SOME VERY SERIOUS RESPONSIBILITIES IN IRAQ, MULTI TASKED AND EVEN ABOVE MY PAY GRADE (WORKING IN A POSITION THAT IS NORMALLY AN OFFICER OR SENIOR NCO JOB) BUT NOW I CANT GO TO SCHOOL TO HAVE A NORMAL LIFE!
- 85 My orientation class was completely out of hand. My blackboard had problems all year and I was not able to get the grade I earned with a uncommunicative teacher.
- 86 My roommate and I hate each other. My dorm sucks. I don't have hardly any friends.
- 87 N/A
- 88 No
- 89 No additional comments.
- 90 none
- 91 none.
- 92 Online classes setup needs to be simpler. Too many conflicting dates. Some instructors use the same exact wording every term and don't change the dates so it's confusing about when deadlines actually are.
- 93 Out of the other College I have been to I very much enjoy attending Troy in Phenix City and really like that it is broken into terms because I feel like I am having more time for my classes when its two at a time. Also the teachers are easy to reach and tend to be interested in my education.

- 94 Overall expectation has been fulfilled as an International Student . Troy University authority take care all of the International Student as a Family member. But I was expecting more convenient for International students regarding Financial Assistance by providing on campus recruiting for job as we the International Student don't have any window to work off campus. As a Graduate Student I was expecting I will get a job as a Graduate Assistantship but there are quite few opportunities with the proportion of students.... But I already love Troy and it's my University. I am proud of my University..... All hail Troy University. With Trojan Spirit.....
- 95 Overall I am happy with Troy. I marked down a few items mainly due to the fact that there are not many in-residence classes here in the Fort Walton Beach area. There are a lot of retired military in this area that are looking to take advantage of their Post 911 GI bill. Troy is attractive for this because you get 100% of your Housing allowance for 6 credit hours (3 in residence and 3 online). To be honest there are a lot of folks, like me, that are going back to take advantage of this. At some point, very soon, I will have to transfer to another school that offers more in-residence opportunities to get the max VA benefit. I wish Troy would offer more in-residence courses in the Fort Walton area. I am sure you could fill them up.
- 96 Overall I enjoyed my first semester at Troy University.
- 97 So far I am pleased with everything I've been involved in around the campus.
- 98 So far I love it here at Troy. I've made lots of friends, I love the atmosphere, and I'm enjoying my classes.
- 99 So far so good! I believe Troy University is a great fit for me.
- 100 So far, so good. I have found my student services advisor and everyone in the financial aid office to be far more available and helpful than my academic advisor. I'm actually about to request an advisor change, if that can be done. Otherwise, I've taken four classes so far and have enjoyed each one for different reasons. In the online community, I find each teacher uses Blackboard a little differently and some harness or leverage its benefits far better than others.
- 101 Thank you for having a campus available in PENSACOLA, FLORIDA
- 102 Thank you for this opportunity and chance to make a career as a student.
- 103 The first class I took was an online class and it was difficult for me. Reply to students was slow, or none. The first on-campus class was a great experience. The undergraduate catalog and the online catalog of majors that are showing are not available for the Montgomery campus. Three majors that I looked to apply for are no longer available at this campus according to the advisor that was very disappointing.
- 104 The school itself is a great school, I love it but it could use some work. Troy as a community and school need to grow and provide more activities for college students to keep themselves entertained.
- 105 The faculty and staff at Troy University are caring to students well to me. It makes a difference in the atmosphere.
- 106 They need to pave the gravel parking lot near Hawkins Hall for transient students!!! I have almost twisted my ankle on the rocks!!! The Professors for ITP are awesome!!!
- 107 This has been a great experience!
- 108 This is my third term at Troy University and I am enjoying this learning experience.
- 109 Troy really makes you feel like a warm friendly place. A home that one enjoys returning to after a tough day's work.
- 110 Troy University is a learning experience for me.
- 111 Troy University needs a new recreational facility. The gym is too small and becomes crowded easily. The pool is also disgusting and could use an upgrade.
- 112 We could really use more parking areas. Tickets are only \$10 but they really add up when there is literally nowhere to park.
- 113 We request Troy University to provide on-campus jobs for students and increase the graduate assistance jobs more. It will be helpful for students a lot..thank you..

Appendix 24 – 2013 New Student Survey Instrument

2013 New Student Survey

Troy University is interested in your success as a new student. Your feedback is needed to help evaluate the University's programs and services. Your thoughtful and honest responses to the survey questions are highly appreciated. Your input is confidential.

GENERAL INFORMATION

1) Gender:

- Male
- Female

2) Ethnicity:

- African American
- American Indian/Alaska Native
- Asian
- Caucasian
- Hawaiian or Other Pacific Islander
- Hispanic
- Multi-Racial
- Race/Ethnicity Unknown

3) Age:

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

4) Enrollment Status:

- Dually-enrolled high school student
- First-time freshman (an undergraduate student attending college for the first time)
- First-time graduate (a graduate student enrolled in a graduate program for the first time)
- Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university)
- Graduate transfer student (a graduate student who transferred to TROY from another college or university)
- Undergraduate transient student (an undergraduate student attending TROY temporarily)
- Graduate transient student (a graduate student attending TROY temporarily)
- Other

5) Which Troy University campus are you currently enrolled?

- Dothan Campus
- eTROY (Taking online courses only)
- Global Campus (Campuses or sites outside of Alabama)
- Montgomery Campus
- Phenix City Campus
- Troy Campus

If you selected Global Campus in the prior question, please select the site from which you are taking classes now:

- Albany, GA
- Atlanta, GA
- Augusta, GA
- Brunswick, GA
- Colorado Springs, CO (Off Base- Explorer Dr)
- Columbus, GA (Off Base- Manchester Exp)
- Covington, GA
- Davis Monthan AFB (Tucson), AZ
- Eglin AFB, FL
- Fayetteville, NC
- Fort Belvoir, VA
- Fort Benning (Columbus), GA
- Fort Carson (Colorado Springs), CO
- Fort Eustis, VA
- Fort Gordon (Augusta), GA
- Fort Lewis, WA
- Fort Walton Beach, FL
- Hanoi, Vietnam (HUST)
- Hanoi, Vietnam (UEB-VNU)
- Hanoi, Vietnam (UET-VNU)
- Harrisburg, PA
- Hurlburt Field, FL
- JEB Little Creek - Ft. Story (VA)
- Jubail, Saudi Arabia
- Langley AFB, VA
- Malmstrom AFB, MT
- Marianna, FL
- Melaka, Malaysia
- Misawa (Misawa Air Base)
- Naval Station Norfolk (Norfolk, VA)
- Norfolk Regional, VA
- Okinawa (Kadena Air Base)
- Orlando, FL
- Osan Air Base

- Panama City, FL (Off Base- Airport Road)
- Pensacola, FL
- Saigon, Vietnam
- San Antonio, TX
- Seoul (Yongsan Army Garrison)
- Sumter, SC
- Tampa Bay, FL
- Tyndall AFB (Panama City), FL

6) Degree program you are in:

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

7) College you are attending:

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

8) What is your major in the **College of Arts and Sciences**?

- Anthropology Major
- Biology Major
- Biology Program
- Biology, Preprofessional Major
- Chemistry Major
- Chemistry Program
- Comprehensive General Science Program
- Computer Science
- Computer Science, Applied Major
- Criminal Justice
- Environmental and Biological Sciences
- Environmental Science Program
- General Education
- History Major
- Liberal Studies
- International Relations
- Marine Biology Program
- Mathematics Major
- Political Science Major
- Public Administration

- Social Science Major
- Sociology Major
- Surveying and Geomatics Sciences Program
- Other

8) What is your major in the **Sorrell College of Business**?

- Accounting Major
- Business
- Business Administration
- Executive Master of Business Administration
- Finance Major
- General Business Major
- Human Resource Management
- Information Systems Major
- Management
- Marketing Major
- Resources and Technology Management
- Risk Management and Insurance Major
- Taxation
- Other

8) What is your major in the **College of Communication and Fine Arts**?

- Art Major
- Broadcast Journalism Major
- Communication Arts Major - Communication Studies Track
- Communication Arts Major - Theatre Track
- Design, Technology and Innovation Program
- English Major
- Foreign Language Major
- Journalism, Print Major
- Music Major
- Studio Arts
- Other

8) What is your major in the **College of Education**?

- Adult Education
- Collaborative Teacher (Grades 6-12)
- Collaborative Teacher (Grades K-6)
- Community Counseling (Non-Certificate Program)
- Counseling and Psychology - Clinical Mental Health Counseling
- Counseling and Psychology - Rehabilitation Counseling Counseling
- Counseling and Psychology - Social Services Counseling
- Counseling and Psychology - Student Affairs Counseling
- Counseling and Psychology - Substance Abuse Counseling
- Early Childhood Education (Grades P-3)

- Educational Administration and Leadership
- Elementary Education (Grades K-6)
- Instructional Leadership and Administration
- Interdisciplinary Education (Grades P-12) - Art Education
- Interdisciplinary Education (Grades P-12) - Music, Choral Education
- Interdisciplinary Education (Grades P-12) - Music, Instrumental Education
- Interdisciplinary Education (Grades P-12) - Physical Education
- Interdisciplinary Education (Grades P-12) - Theatre Education
- Interdisciplinary Education (P-12) - Gifted Education
- Interpreter Training Program
- Post Secondary Education
- Psychology Comprehensive Program
- Psychology Major
- School Counseling - Certification Program
- School Counseling (P-12)
- School Psychology (P-12)
- School Psychometry - Certification Program
- Secondary Education (Grades 6-12) - Biology Education
- Secondary Education (Grades 6-12) - Chemistry Education
- Secondary Education (Grades 6-12) - English-Language Arts Education
- Secondary Education (Grades 6-12) - General Science Education
- Secondary Education (Grades 6-12) - Health Education
- Secondary Education (Grades 6-12) - History Education
- Secondary Education (Grades 6-12) - Mathematics Education
- Secondary Education (Grades 6-12) - Social Science Education
- Other

8) What is your major in the ***College of Health and Human Services?***

- Athletic Training
- Health Education
- Human Services
- Nursing
- Physical Education
- Rehabilitation
- Social Work
- Sports & Fitness Management
- Other

CHOICE OF TROY UNIVERSITY

9) When you applied for admission to college, Troy University was your:

- First choice
- Second choice
- Third choice
- Fourth choice
- Other (please specify) _____

10) Prior to enrollment in Troy University, did you visit the campus where you enrolled?

- Yes
- No

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

- Academic reputation
- Reputation for social activities
- Rankings in national magazines
- Graduates get good jobs
- Size of campus
- Location
- Affordability
- Availability of financial aid
- Admission standards
- Academic programs
- Flexibility of schedule
- Social atmosphere
- Diversity of student body
- Athletics
- Performing arts (band, collegiate singers, drama, etc.)
- Recommendation of high school counselor
- Recommendation of college counselor
- Parents' recommendation
- Friends' recommendation
- Alumni recommendation
- Other (please specify) _____

SATISFACTION WITH TROY UNIVERSITY

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

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1. TROY personnel are knowledgeable and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Faculty care about students as individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I feel I can talk to faculty about my academic concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Academic advising is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Sufficient financial aid options are available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The tuition payment plan is beneficial for students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Class information provided prior to enrollment was helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Registration dates, times, and procedures were made clear to me prior to enrollment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The online registration process is user-friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The on-site registration process is user-friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Students seldom get the "run around" when seeking information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. The online Schedule of Classes is informative and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The printed Schedule of Classes is informative and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Class drop/add procedures are appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Classes are offered at convenient times.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. The classes I attend are well organized and well taught.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. The University offers a variety of majors at my location.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Tutorial services are sufficient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. On-campus bookstore hours are convenient for students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Purchasing textbooks through Troy Virtual BookStore is convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Student organizations are available for my participation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. The semester/term format at my location accommodates my learning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Troy University has a good reputation in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I am receiving a quality education at Troy University.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I would recommend Troy University to a friend who is planning to go to college.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. The bill that I received from the University was easily understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Campus housing met my expectations upon arriving to campus.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Student recreational opportunities and facilities have met my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. I feel that the campus is a safe and secure environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

RECEIVING INFORMATION ABOUT TROY UNIVERSITY

13) How did you first learn about TROY?

- Alumni
- Billboard
- Direct Mail
- Guidance Counselor
- Internet
- Newspaper
- Radio
- Television
- Word of mouth
- Other (please specify) _____

14) How did you learn about registration dates and times?

- Billboard
- Direct Mail
- Internet
- Newspaper
- Radio
- Television
- Word of mouth
- Other (please specify) _____

15) What is the best way to advertise to your friends?

- Billboard
- Direct Mail
- Internet
- Newspaper
- Radio
- Television
- Word of mouth
- Other (please specify) _____

16) How would you describe TROY to a friend? (Choose all that apply)

- Academically challenging
- Caring
- Convenient
- Friendly
- Good value for the price
- Helpful
- Student-centered
- Other (please specify) _____

COMPUTER ACCESS

17) Do you have your own personal computer that you will be using to complete assigned work in your courses?

- Yes
- No

If you answered "Yes" that you have your own computer, is that computer a laptop or a desktop?

- Laptop
- Desktop
- Other (please specify) _____

READING HABITS

18) 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.

19) 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

20) How would you rate your reading level?

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

21) 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

22) 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
- 4-5 books per month
- 6-10 books per month
- 11-20 books per month
- More than 20 books per month

23) What kind of books do you like to read for pleasure? Check all that apply.

- Adventure
- Biography/Autobiography
- Books about your hobbies or collecting
- Factual books, like a book about dinosaurs or space
- Fantasy
- Horror
- How-to books
- Mystery
- Romance
- Science Fiction
- Sports
- True Stories
- None
- Other (please specify) _____

24) Which of the following characters/people do you like to read about? Check all that apply.

- Animals
- Celebrities
- Characters from movies or television shows
- Fantasy characters - like super heroes, people from other worlds, or the future
- Historical figures
- Musicians
- People or characters my age who have done some cool or amazing thing
- People or characters my age wrestling with tough issues, like crime, drug abuse or poverty
- People or characters who are a lot different than me
- People or characters who are a lot like me
- Sports figures
- None
- Other (please specify) _____

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

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

Additional comments about your experience as a new student at Troy University: