

# 2019 New Student Survey Report

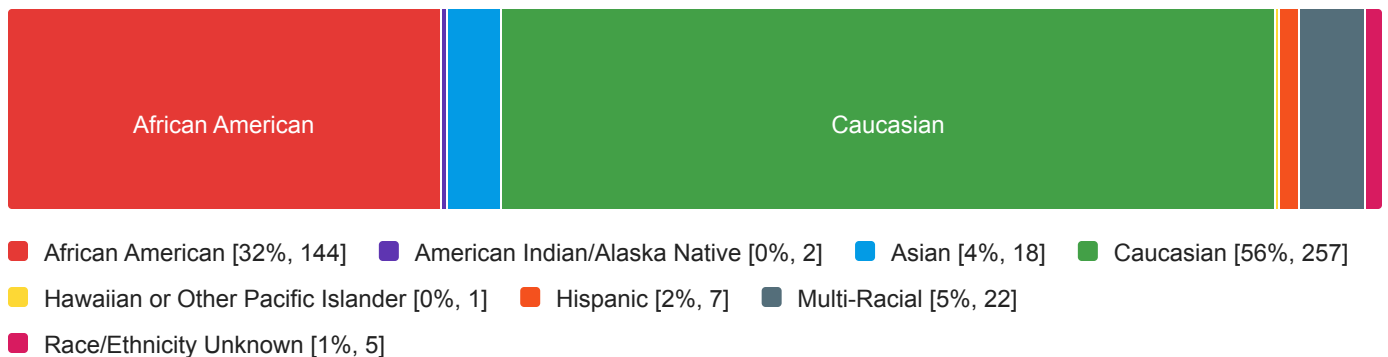
1

*The Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the New Student Survey in spring 2019. The purpose of the survey was to identify the satisfaction of the fall 2018, T1, T2 and T3 new students with their experiences at Troy University and to determine how well the University served their needs as new undergraduate students. The survey was administered through the online survey program Qualtrics via email to a group of 4,174 students. The target population was the new students who enrolled at the University for the first time during the fall semester, T1, T2 and T3 in 2018. After two follow up emails, on February 4, 2019 and March 19, 2019, a total of 464 responses were received; representing a 11% response rate.*

## Gender:



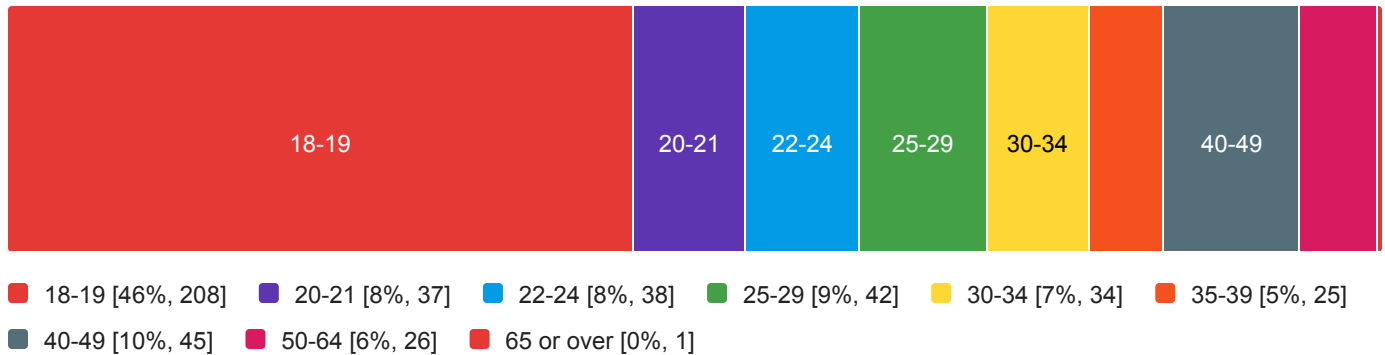
## Ethnicity:



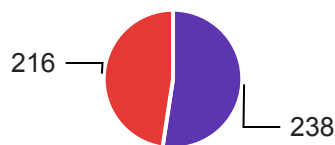
# 2019 New Student Survey Report

2

## Age:

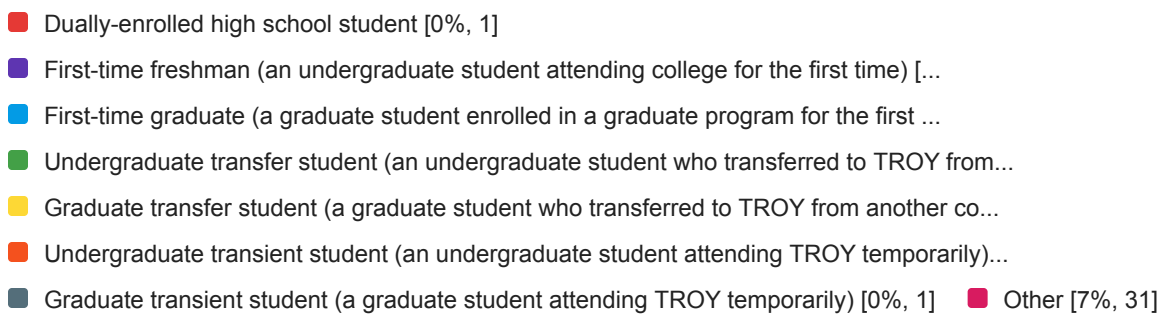


## First-Generation Status: Did the parent(s) with whom you reside/resided receive a baccalaureate degree from a college or university?



No Yes

## Enrollment Status:



# 2019 New Student Survey Report

3

## Which Troy University campus are you currently enrolled?



- Dothan Campus [6%, 27]
- TROY Online (Taking online courses only) [26%, 119]
- Support Sites (Campuses or sites outside of Alabama) [4%, 18]
- Montgomery Campus [6%, 29]
- Phenix City Campus [4%, 18]
- Troy Campus [54%, 247]

## If you selected Support Sites in the prior question, please select the site from which you are taking classes now:

Field	Choice Count
Albany, GA	0
Atlanta, GA	1
Augusta, GA	4
Brunswick, GA	2
Colorado Springs, CO (Off Base- Explorer Dr)	0
Columbus, GA (Off Base- Manchester Exp)	0
Covington, GA	0
Davis Monthan AFB (Tucson), AZ	0
Eglin AFB, FL	0
Fayetteville, NC	0
Fort Belvoir, VA	0
Fort Benning (Columbus), GA	0
Fort Carson (Colorado Springs), CO	0
Fort Eustis, VA	0
Fort Gordon (Augusta), GA	0

## 2019 New Student Survey Report

4

Fort Lewis, WA	0
Fort Walton Beach, FL	0
Hanoi, Vietnam (HUST)	0
Hanoi, Vietnam (UEB-VNU)	0
Hanoi, Vietnam (UET-VNU)	0
Harrisburg, PA	0
Hurlburt Field, FL	0
JEB Little Creek - Ft. Story (VA)	0
Jubail, Saudi Arabia	0
Langley AFB, VA	0
Malmstrom AFB, MT	0
Marianna, FL	0
Melaka, Malaysia	0
Misawa (Misawa Air Base)	0
Naval Station Norfolk (Norfolk, VA)	0
Norfolk Regional, VA	0
Okinawa (Kadena Air Base)	0
Orlando, FL	2
Osan Air Base	0
Panama City, FL (Off Base- Airport Road)	0
Pensacola, FL	1
Saigon, Vietnam	0
San Antonio, TX	0
Seoul (Yongsan Army Garrison)	0

# 2019 New Student Survey Report

5

Sumter, SC

0

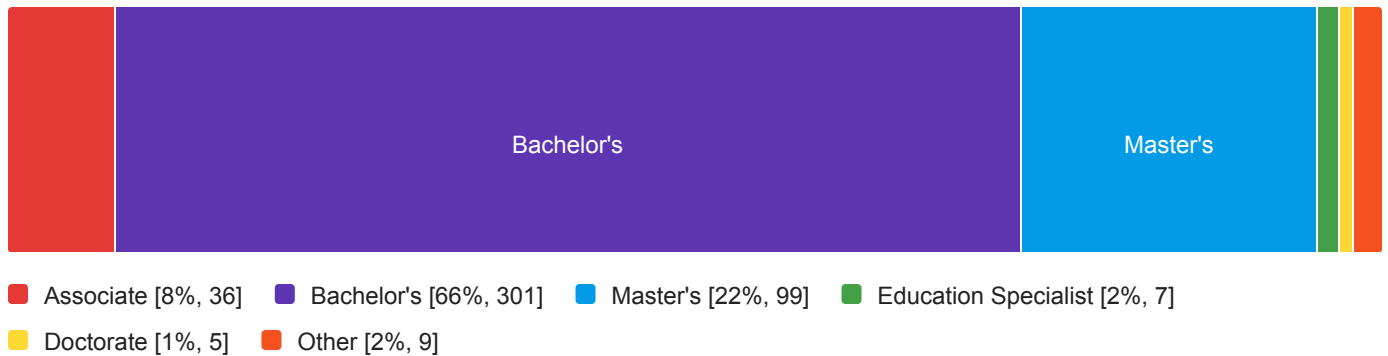
Tampa Bay, FL

5

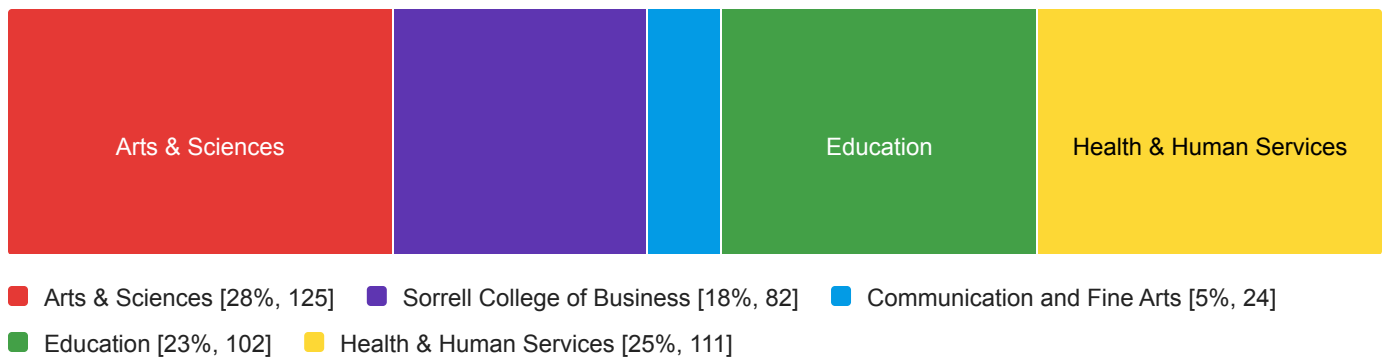
Tyndall AFB (Panama City), FL

1

## Degree program you are in:



## College you are attending:



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

Field	Choice Count
Anthropology Major	2
Biology Major	12
Biology Program	7
Biology, Preprofessional Major	11
Chemistry Major	0

## 2019 New Student Survey Report

6

Chemistry Program	0
Comprehensive General Science Program	1
Computer Science	17
Computer Science, Applied Major	5
Criminal Justice	19
Environmental and Biological Sciences	0
Environmental Science Program	2
General Education	3
History Major	2
Liberal Studies	0
International Relations	4
Marine Biology Program	2
Mathematics Major	2
Political Science Major	6
Public Administration	4
Social Science Major	3
Sociology Major	0
Surveying and Geomatics Sciences Program	0
Other	21

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

Field	Choice Count
Accounting Major	12
Business	6

# 2019 New Student Survey Report

7

Business Administration	6
Executive Master of Business Administration	1
Finance Major	5
General Business Major	10
Human Resource Management	12
Information Systems Major	5
Management	13
Marketing Major	5
Resources and Technology Management	0
Risk Management and Insurance Major	1
Taxation	0
Other	5

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



■ Art Major [4%, 1]  
 ■ Broadcast Journalism Major [25%, 6]  
 ■ Communication Arts Major - Communication Studies Track [4%, 1]  
 ■ Communication Arts Major - Theatre Track [13%, 3]  
 ■ Design, Technology and Innovation Program [4%, 1]  
 ■ English Major [13%, 3]  
 ■ Foreign Language Major [4%, 1]  
 ■ Journalism, Print Major [0%, 0]  
 ■ Music Major [21%, 5]  
 ■ Studio Arts [0%, 0]  
 ■ Other [13%, 3]

## What is your major in the College of Education?

Field	Choice Count
Adult Education	4
Collaborative Teacher (Grades 6-12)	1
Collaborative Teacher (Grades K-6)	2

# 2019 New Student Survey Report

8

Community Counseling (Non-Certificate Program)	1
Counseling and Psychology - Clinical Mental Health Counseling	11
Counseling and Psychology - Rehabilitation Counseling Counseling	2
Counseling and Psychology - Social Services Counseling	1
Counseling and Psychology - Student Affairs Counseling	0
Counseling and Psychology - Substance Abuse Counseling	0
Early Childhood Education (Grades P-3)	5
Educational Administration and Leadership	1
Elementary Education (Grades K-6)	25
Instructional Leadership and Administration	3
Interdisciplinary Education (Grades P-12) - Art Education	0
Interdisciplinary Education (Grades P-12) - Music, Choral Education	1
Interdisciplinary Education (Grades P-12) - Music, Instrumental Education	2
Interdisciplinary Education (Grades P-12) - Physical Education	0
Interdisciplinary Education (Grades P-12) - Theatre Education	0
Interdisciplinary Education (P-12) - Gifted Education	0
Interpreter Training Program	5
Post Secondary Education	0
Psychology Comprehensive Program	0
Psychology Major	22
School Counseling - Certification Program	0
School Counseling (P-12)	2
School Psychology (P-12)	0
School Psychometry - Certification Program	0



## 2019 New Student Survey Report

9

Secondary Education (Grades 6-12) - Biology Education	0
Secondary Education (Grades 6-12) - Chemistry Education	0
Secondary Education (Grades 6-12) - English-Language Arts Education	0
Secondary Education (Grades 6-12) - General Science Education	0
Secondary Education (Grades 6-12) - Health Education	0
Secondary Education (Grades 6-12) - History Education	1
Secondary Education (Grades 6-12) - Mathematics Education	5
Secondary Education (Grades 6-12) - Social Science Education	1
Other	6

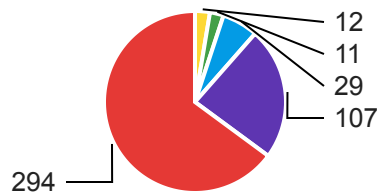
### What is your major in the College of Health and Human Services?

Field	Choice Count
Athletic Training	3
Health Education	0
Human Services	6
Nursing	40
Physical Education	0
Rehabilitation	3
Social Work	35
Sports & Fitness Management	10
Other	13

# 2019 New Student Survey Report

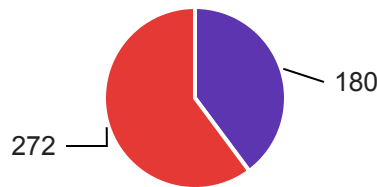
10

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



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

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



No Yes

## Please select the reasons why you have chosen to attend Troy University:

Academic reputation [8%, 166] Reputation for social activities [2%, 34] Rankings in national magazines [1%, 20]  
 Graduates get good jobs [3%, 56] Size of campus [8%, 159] Location [12%, 235] Affordability [11%, 214]  
 Availability of financial aid [7%, 133] Admission standards [4%, 71] Academic programs [9%, 176]  
 Flexibility of schedule [8%, 165] Social atmosphere [5%, 97] Diversity of student body [5%, 107]  
 Athletics [1%, 26] Performing arts (band, collegiate singers... Recommendation of high school counselor [...]  
 Recommendation of college counselor [1%, 16] Parents' recommendation [3%, 61]  
 Friends' recommendation [4%, 87] Alumni recommendation [3%, 64] Other (please specify) [2%, 35]

Other (please specify) - Text

Military friendliness and resources

Fraternity Pi Kappa Phi

Took most of my other credits

# 2019 New Student Survey Report

11

Troy for Troops

Programs for Active Duty Military and Veterans.

Online classes

Community

121program

Everything

Family attended Troy.

Military affiliated

I graduated Troy's Undergrad Social Science program.

Military scholarship

Good Online program

had the degree I wanted online

received honors admission into the graduate program

It was one of the only accredited online social work schools in Alabama

greek life

Tuition Assistance \$750

GI Benefits

**Please rate your agreement with the following statements with regard to Faculty:**

**TROY personnel are knowledgeable and helpful.**



■ Not Applicable [0%, 1] ■ Strongly Disagree [4%, 16] ■ Disagree [3%, 15] ■ Neither Agree nor Disagree [6%, 27]  
■ Agree [43%, 184] ■ Strongly Agree [43%, 187]

## Faculty care about students as individuals.



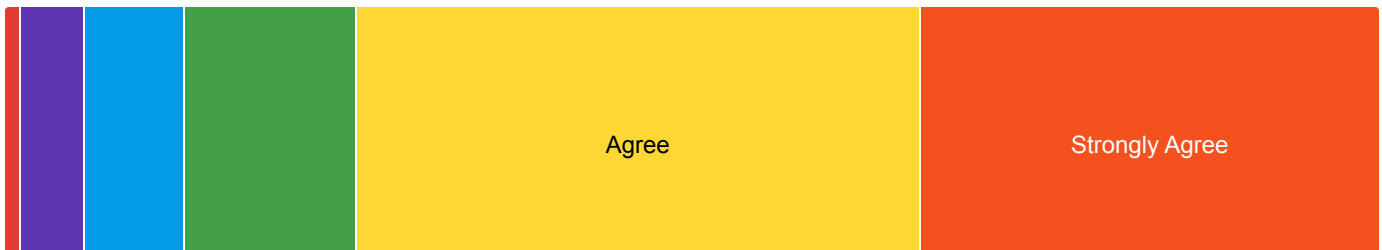
Not Applicable [0%, 1] Strongly Disagree [3%, 14] Disagree [3%, 14] Neither Agree nor Disagree [8%, 35]  
Agree [45%, 192] Strongly Agree [40%, 173]

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



Not Applicable [0%, 0] Strongly Disagree [4%, 16] Disagree [3%, 12] Neither Agree nor Disagree [10%, 42]  
Agree [40%, 171] Strongly Agree [44%, 187]

## Academic advising is adequate.



Not Applicable [1%, 5] Strongly Disagree [5%, 20] Disagree [7%, 31] Neither Agree nor Disagree [12%, 53]  
Agree [41%, 175] Strongly Agree [33%, 142]

# 2019 New Student Survey Report

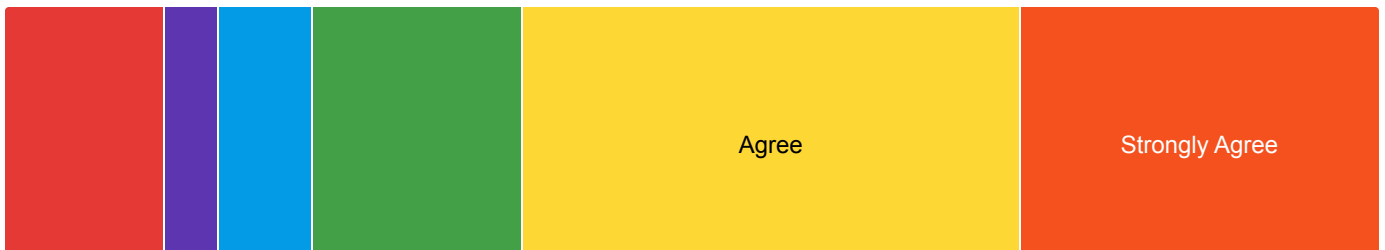
13

## Sufficient financial aid options are available.



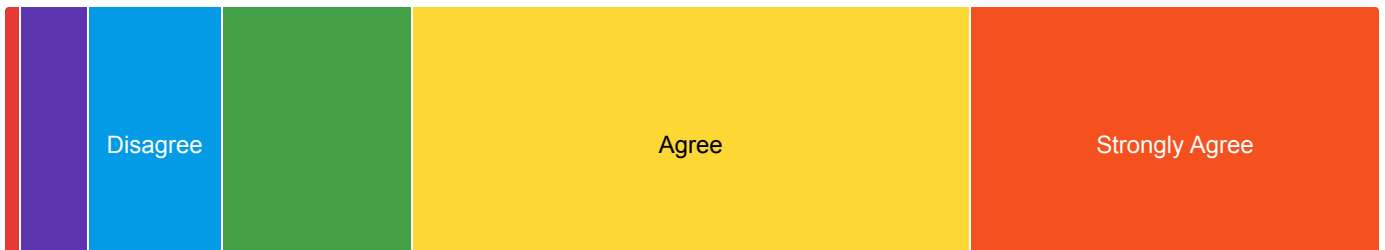
■ Not Applicable [5%, 20] ■ Strongly Disagree [4%, 19] ■ Disagree [9%, 37] ■ Neither Agree nor Disagree [12%, 53]  
■ Agree [39%, 169] ■ Strongly Agree [30%, 130]

## The tuition payment plan is beneficial for students.



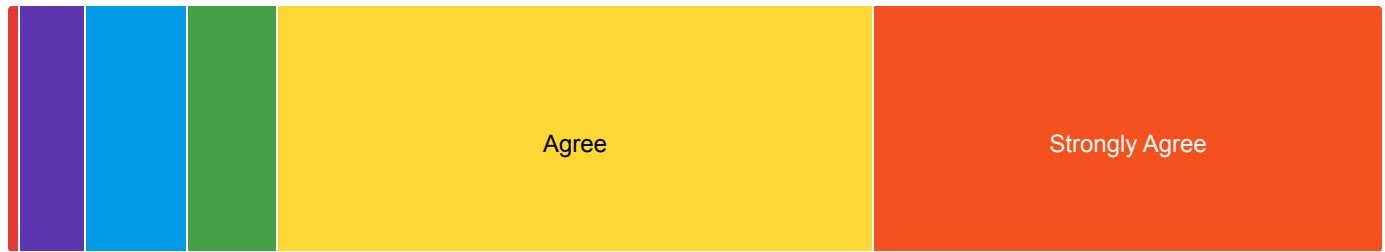
■ Not Applicable [12%, 50] ■ Strongly Disagree [4%, 17] ■ Disagree [7%, 29]  
■ Neither Agree nor Disagree [15%, 66] ■ Agree [36%, 155] ■ Strongly Agree [26%, 112]

## Class information provided prior to enrollment was helpful.



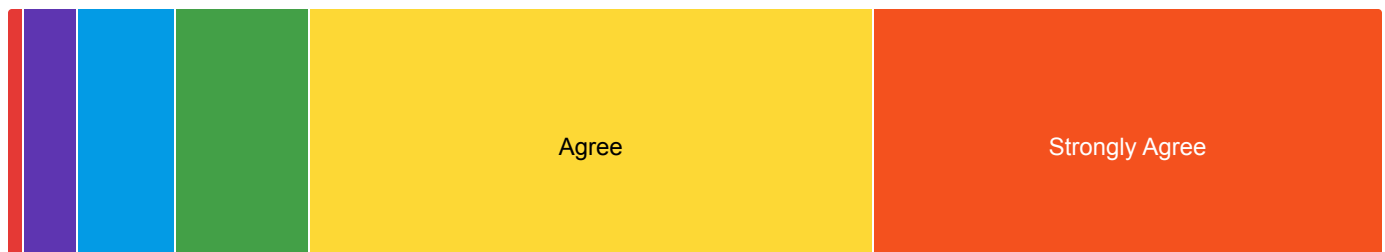
■ Not Applicable [1%, 5] ■ Strongly Disagree [5%, 21] ■ Disagree [10%, 42] ■ Neither Agree nor Disagree [14%, 59]  
■ Agree [41%, 174] ■ Strongly Agree [30%, 127]

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



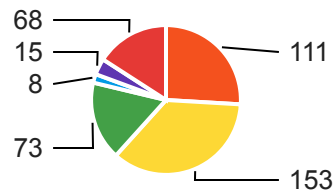
■ Not Applicable [1%, 4] 
 ■ Strongly Disagree [5%, 20] 
 ■ Disagree [7%, 32] 
 ■ Neither Agree nor Disagree [7%, 28] 
 ■ Agree [43%, 186] 
 ■ Strongly Agree [37%, 158]

## The online registration process is user-friendly.



■ Not Applicable [1%, 5] 
 ■ Strongly Disagree [4%, 17] 
 ■ Disagree [7%, 30] 
 ■ Neither Agree nor Disagree [10%, 42] 
 ■ Agree [41%, 175] 
 ■ Strongly Agree [37%, 158]

## The on-site registration process is user-friendly.



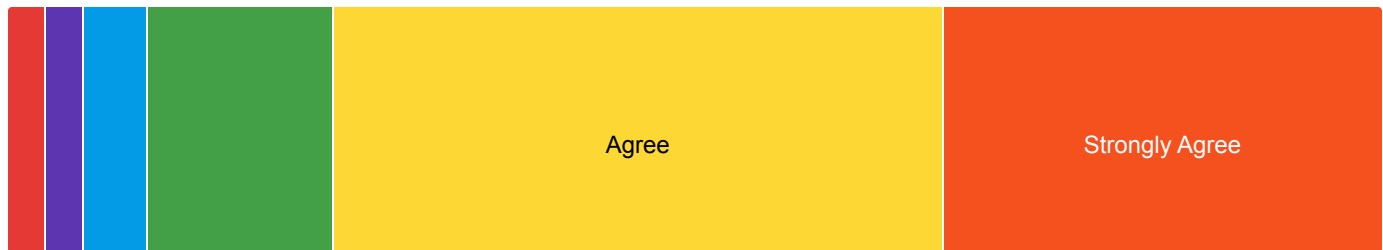
■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree 
 ■ Not Applicable

## Students seldom get the “run around” when seeking information.



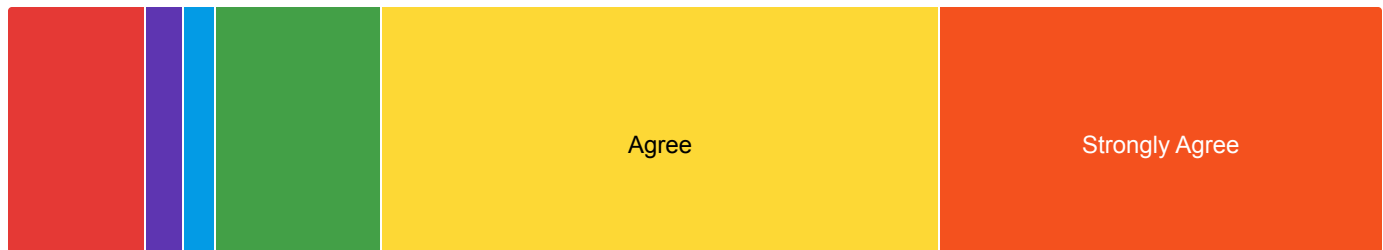
■ Not Applicable [3%, 14] 
 ■ Strongly Disagree [8%, 35] 
 ■ Disagree [12%, 51] 
 ■ Neither Agree nor Disagree [22%, 96] 
 ■ Agree [34%, 147] 
 ■ Strongly Agree [20%, 86]

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



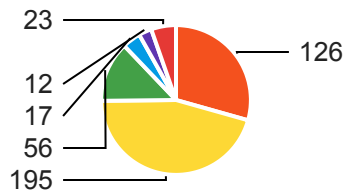
■ Not Applicable [3%, 12] 
 ■ Strongly Disagree [3%, 12] 
 ■ Disagree [5%, 20] 
 ■ Neither Agree nor Disagree [14%, 58] 
 ■ Agree [44%, 190] 
 ■ Strongly Agree [32%, 137]

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



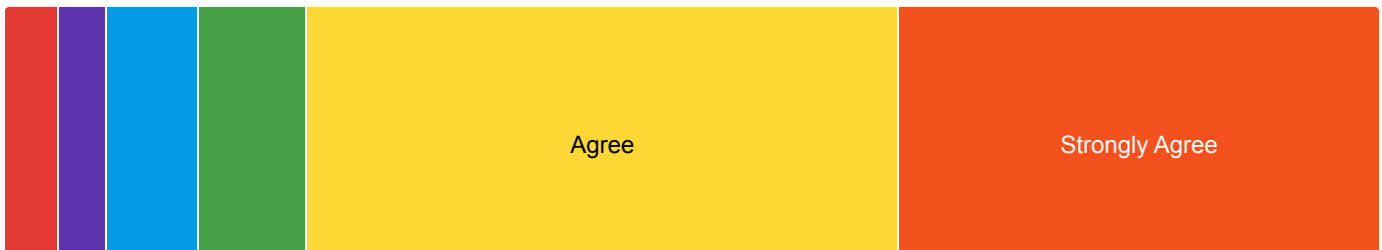
■ Not Applicable [10%, 43] 
 ■ Strongly Disagree [3%, 12] 
 ■ Disagree [2%, 10] 
 ■ Neither Agree nor Disagree [12%, 52] 
 ■ Agree [41%, 174] 
 ■ Strongly Agree [32%, 138]

## Class drop/add procedures are appropriate.



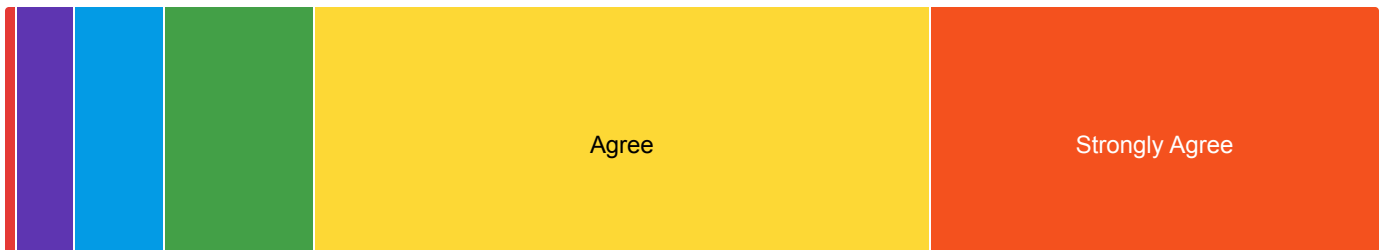
■ Strongly Agree   
 ■ Agree   
 ■ Neither Agree nor Disagree   
 ■ Disagree   
 ■ Strongly Disagree   
 ■ Not Applicable

## Classes are offered at convenient times.



■ Not Applicable [4%, 17]   
 ■ Strongly Disagree [4%, 15]   
 ■ Disagree [7%, 28]   
 ■ Neither Agree nor Disagree [8%, 34]   
 ■ Agree [43%, 184]   
 ■ Strongly Agree [35%, 149]

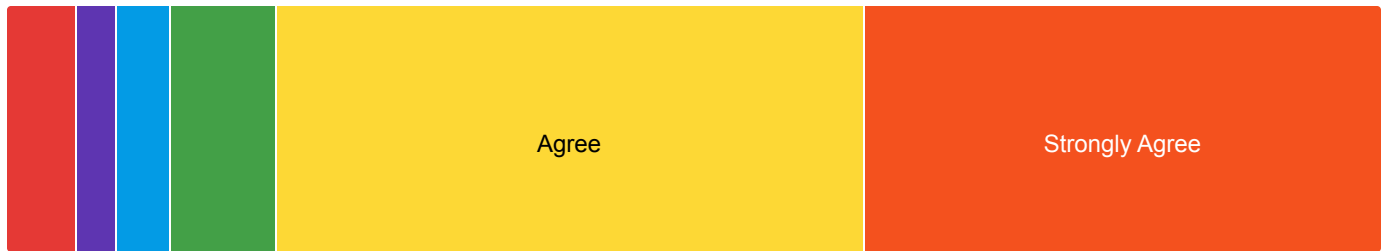
## The classes I attend are well organized and well taught.



■ Not Applicable [1%, 4]   
 ■ Strongly Disagree [4%, 18]   
 ■ Disagree [7%, 28]   
 ■ Neither Agree nor Disagree [11%, 47]   
 ■ Agree [45%, 192]   
 ■ Strongly Agree [33%, 140]

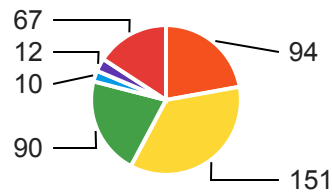


## The University offers a variety of majors at my location.



■ Not Applicable [5%, 22] 
 ■ Strongly Disagree [3%, 12] 
 ■ Disagree [4%, 17] 
 ■ Neither Agree nor Disagree [8%, 33] 
 ■ Agree [43%, 183] 
 ■ Strongly Agree [38%, 161]

## Tutorial services are sufficient.



■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree 
 ■ Not Applicable

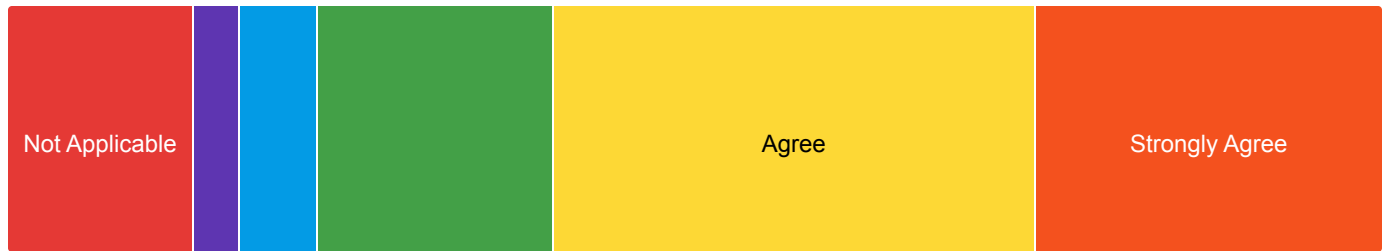
## Please rate your agreement with the following statements:

### On-campus bookstore hours are convenient for students.



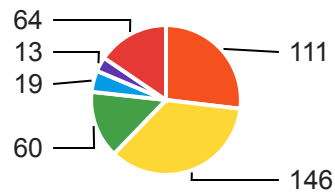
■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree 
 ■ Not Applicable

## Purchasing textbooks through Troy Virtual BookStore is convenient.



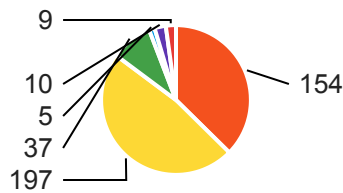
■ Not Applicable [14%, 56] 
 ■ Strongly Disagree [3%, 14] 
 ■ Disagree [6%, 23] 
 ■ Neither Agree nor Disagree [17%, 71] 
 ■ Agree [35%, 145] 
 ■ Strongly Agree [25%, 104]

## Student organizations are available for my participation.



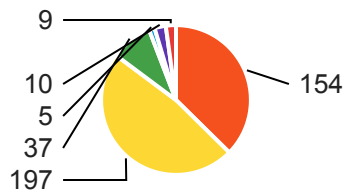
■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree 
 ■ Not Applicable

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



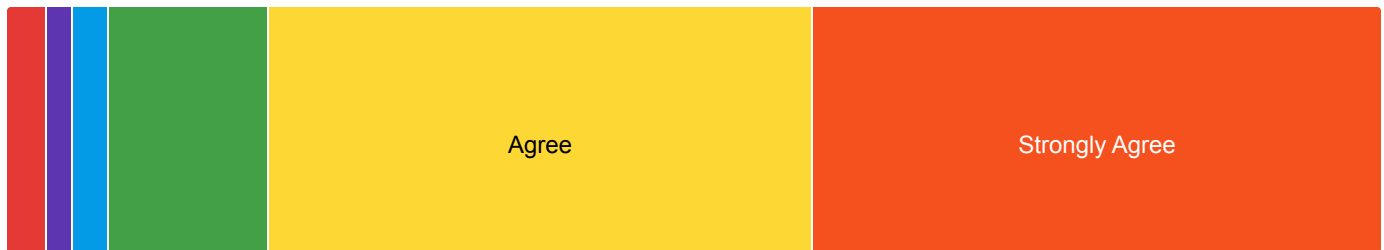
■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree
 ■ Strongly Disagree
 ■ Not Applicable

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



■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree
 ■ Strongly Disagree
 ■ Not Applicable

## Troy University has a good reputation in my community.



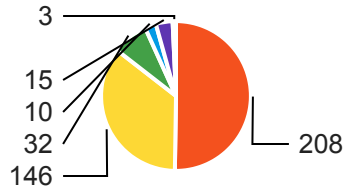
■ Not Applicable [3%, 12]
 ■ Strongly Disagree [2%, 8]
 ■ Disagree [3%, 11]
 ■ Neither Agree nor Disagree [12%, 48]
 ■ Agree [40%, 164]
 ■ Strongly Agree [41%, 171]

## I am receiving a quality education at Troy University.



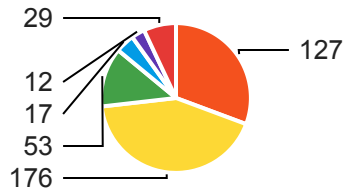
■ Not Applicable [1%, 3] 
 ■ Strongly Disagree [2%, 10] 
 ■ Disagree [2%, 7] 
 ■ Neither Agree nor Disagree [8%, 34] 
 ■ Agree [42%, 175] 
 ■ Strongly Agree [44%, 183]

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



■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree 
 ■ Not Applicable

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



■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree 
 ■ Not Applicable

## Campus housing met my expectations upon arriving to campus.



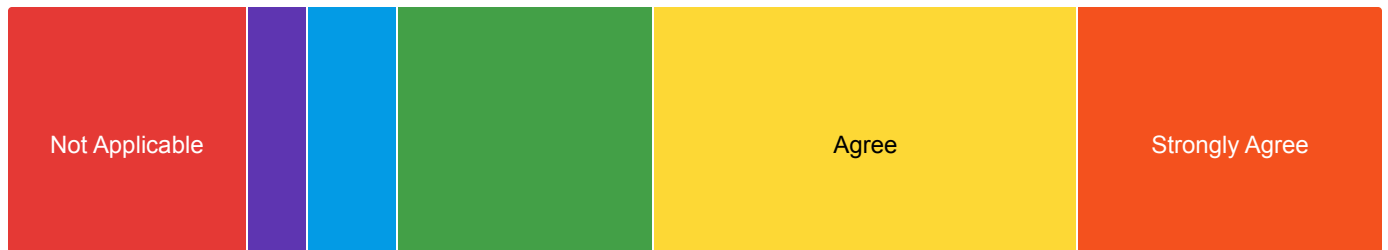
■ Not Applicable [37%, 152] 
 ■ Strongly Disagree [5%, 21] 
 ■ Disagree [7%, 28] 
 ■ Neither Agree nor Disagree [17%, 70] 
 ■ Agree [23%, 94] 
 ■ Strongly Agree [11%, 46]

## Student recreational opportunities and facilities have met my expectations.



■ Not Applicable [31%, 127] 
 ■ Strongly Disagree [5%, 20] 
 ■ Disagree [3%, 14] 
 ■ Neither Agree nor Disagree [17%, 69] 
 ■ Agree [30%, 123] 
 ■ Strongly Agree [14%, 59]

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



■ Not Applicable [17%, 72] 
 ■ Strongly Disagree [4%, 18] 
 ■ Disagree [7%, 27] 
 ■ Neither Agree nor Disagree [19%, 77] 
 ■ Agree [31%, 127] 
 ■ Strongly Agree [22%, 91]

# 2019 New Student Survey Report

22

## How did you first learn about TROY?



■ Alumni [25%, 105] ■ Billboard [1%, 6] ■ Direct Mail [1%, 6] ■ Guidance Counselor [7%, 29]  
■ Internet [14%, 56] ■ Newspaper [0%, 0] ■ Radio [1%, 3] ■ Television [1%, 5] ■ Word of mouth [35%, 144]  
■ Other (please specify) [14%, 60]

Other (please specify) - Text

Recruiter

Job fair

Advertised on Fort Gordon

military education office

recruiter came to my school

College Fair

Completed undergraduate with Troy.

College Fair

friend

Originally heard from a recruiter in high school.

College Fair at Northwest Shoals Community College

already enrolled

Former coworker

Research, Word of mouth and Guidance Counselor

Campus visits

College fair

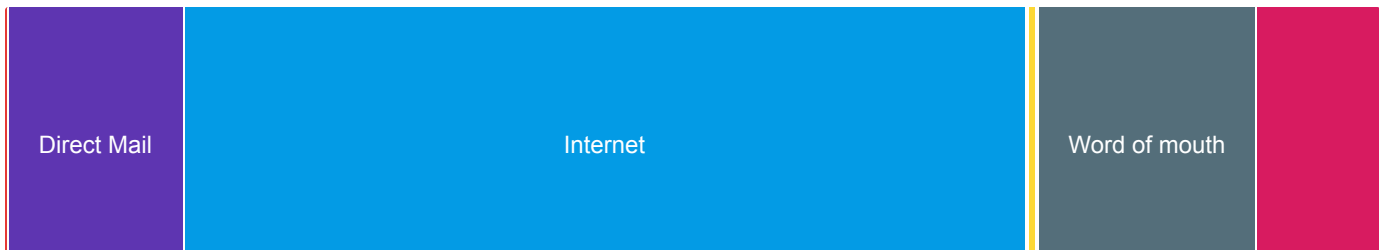
My school went on a tour

I have always known about Troy.

Advisor at previous college

I live in Troy.

## How did you learn about registration dates and times?



■ Billboard [0%, 1] 
 ■ Direct Mail [13%, 53] 
 ■ Internet [61%, 253] 
 ■ Newspaper [0%, 1] 
 ■ Radio [0%, 2] 
 ■ Television [0%, 0] 
 ■ Word of mouth [16%, 66] 
 ■ Other (please specify) [9%, 37]

Other (please specify) - Text

Recruiter

Campus flyer

Web site

Email from my advisor

Email

Emails from Troy

I looked it up online.

school

Through Troy

Discusison with Guidance Counselor, and Troy website

email

Email

With the recruiter at Troy

counselor at troy

Email

by asking repeatedly

e-mail

advisor

troy.edu

Recruiter

## What is the best way to advertise to your friends?



■ Billboard [1%, 5] 
 ■ Direct Mail [8%, 31] 
 ■ Internet [40%, 166] 
 ■ Newspaper [0%, 0] 
 ■ Radio [1%, 3] 
 ■ Television [4%, 15] 
 ■ Word of mouth [43%, 176] 
 ■ Other (please specify) [4%, 17]

Other (please specify) - Text

All of the above; different strokes for different folks.

Social media

Social Media

Social Media

Social media

All of the above

Really?

social media



Military: ESO

Social media

Social media

Facebook page

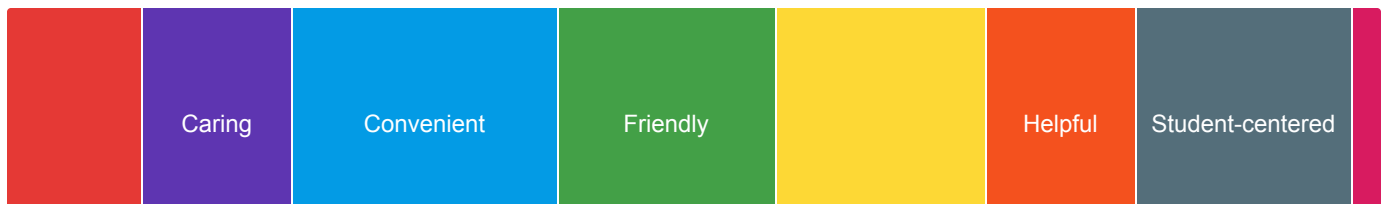
Social Media

Military scholarships that are not restricted.

Social Media

School visit

## How would you describe TROY to a friend?



- Academically challenging [10%, 123]
- Caring [11%, 135]
- Convenient [19%, 240]
- Friendly [16%, 197]
- Good value for the price [15%, 190]
- Helpful [11%, 135]
- Student-centered [16%, 196]
- Other (please specify) [2%, 25]

Other (please specify) - Text

Like a berry bush. There are plenty of berries to enjoy and eat but there are also bitter berries in the form of pieces of shit people.

Diverse, Close to home

none

Diverse

Focused to desired outcomes

Unorganized

Small yet accommodating

social

self-teaching for online learning

Personal

good size

Red tape.Silly and inflexible requirements.

Do not go to Troy.

A little boring

Don't come

sick

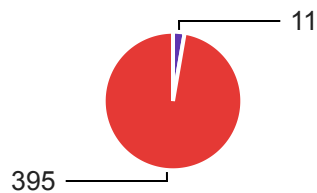
Expensive for a public institution

convenient and academically challenging

None of the above apply. My Troy experience has been terrible

In some class, teachers will simplified science.

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

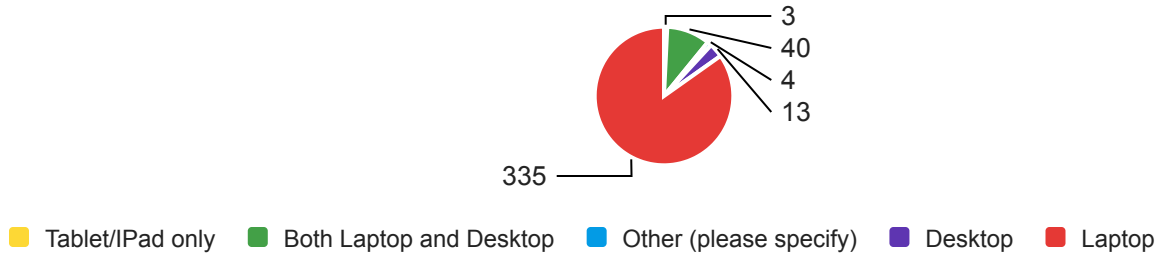


■ No ■ Yes

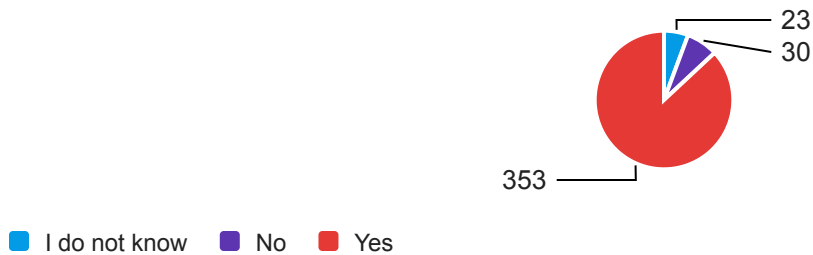
## 2019 New Student Survey Report

27

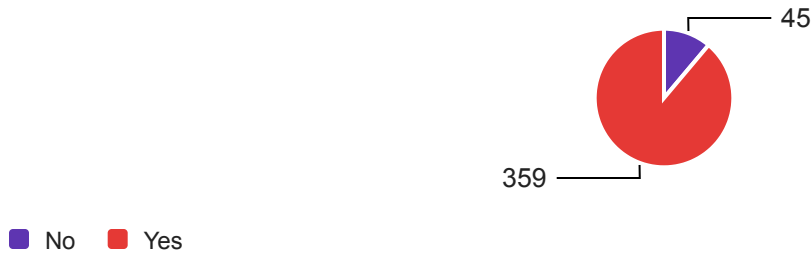
**You answered "Yes" that you have your own computer, is that computer a laptop or a desktop?**



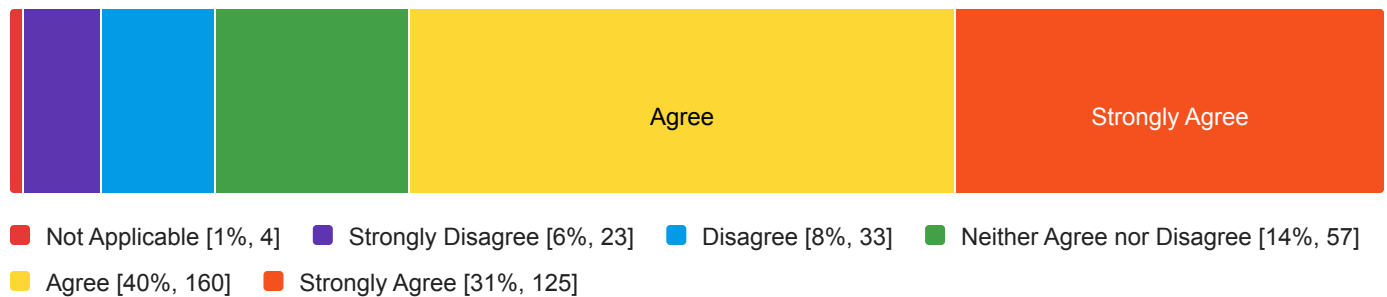
**Was an academic advisor assigned to you prior to enrolling or during your first semester/term at TROY?**



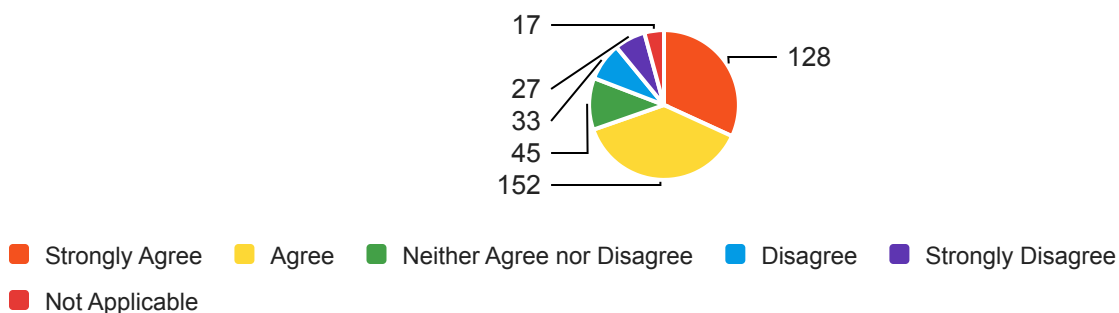
**If you have been assigned an academic advisor, did you have any contact with your advisor during your first semester/term at TROY?**



**Select one choice that indicates your level of agreement with academic support at Troy University- My academic advisor is readily available.**



**My academic advisor is helpful in scheduling my classes.**



## My academic advisor is helpful in the registration process.



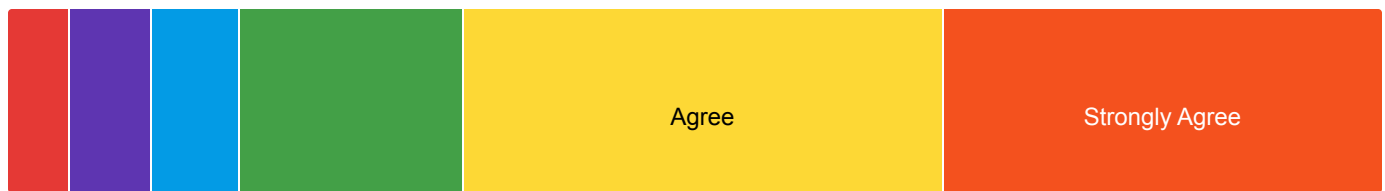
■ Not Applicable [4%, 18] 
 ■ Strongly Disagree [6%, 26] 
 ■ Disagree [8%, 34] 
 ■ Neither Agree nor Disagree [12%, 48] 
 ■ Agree [35%, 142] 
 ■ Strongly Agree [33%, 133]

## My academic advisor provides accurate info about my major and my program requirements.



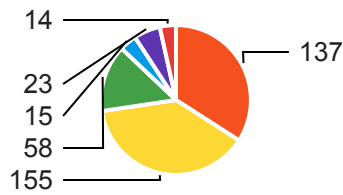
■ Strongly Agree 
 ■ Agree 
 ■ Neither Agree nor Disagree 
 ■ Disagree 
 ■ Strongly Disagree 
 ■ Not Applicable

## Consulting with my academic advisor enables me to better understand my program of study.



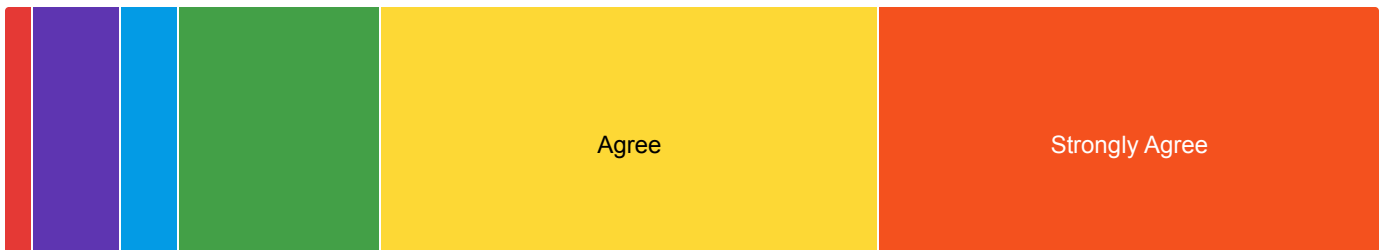
■ Not Applicable [4%, 18] 
 ■ Strongly Disagree [6%, 24] 
 ■ Disagree [6%, 26] 
 ■ Neither Agree nor Disagree [16%, 65] 
 ■ Agree [35%, 140] 
 ■ Strongly Agree [32%, 128]

## My academic advisor respects his/her students and is interested in them as individuals.



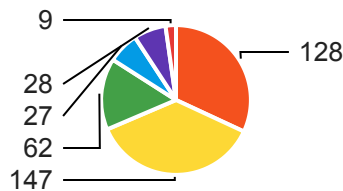
Strongly Agree   Agree   Neither Agree nor Disagree   Disagree   Strongly Disagree  
Not Applicable

## I feel comfortable working with my academic advisor.



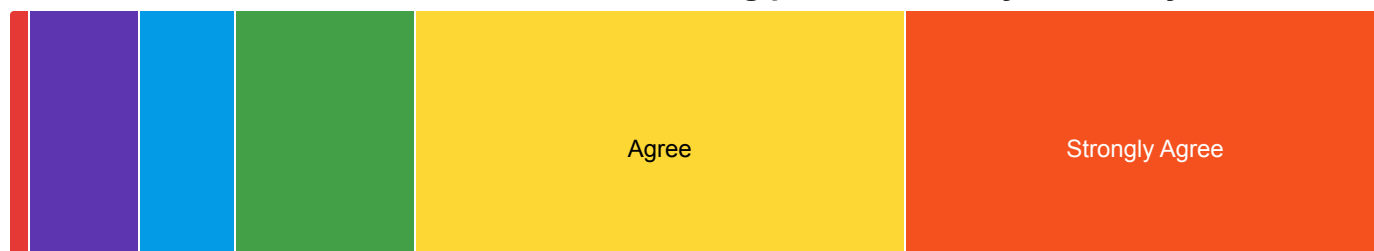
Not Applicable [2%, 8]   Strongly Disagree [6%, 26]   Disagree [4%, 17]   Neither Agree nor Disagree [15%, 59]  
Agree [36%, 146]   Strongly Agree [36%, 146]

## The academic advising process at Troy University adequately meets my needs.



Strongly Agree   Agree   Neither Agree nor Disagree   Disagree   Strongly Disagree  
Not Applicable

## Overall, I am satisfied with the academic advising provided at Troy University.



■ Not Applicable [2%, 6] 
 ■ Strongly Disagree [8%, 32] 
 ■ Disagree [7%, 28] 
 ■ Neither Agree nor Disagree [13%, 52] 
 ■ Agree [36%, 143] 
 ■ Strongly Agree [35%, 139]

## Please enter any additional comments you have regarding your academic advising experience in the box below:

21) Please enter any additional comments you have regarding your academic advising experience in the box below:

As an online student, I would love an opportunity for a face to face meeting. At this time, I email my advisor with questions. He is always quick to respond. I am looking for a better way to discuss big picture questions I have.

My academic advisor met me for coffee and I was able to sit with her as she helped me register for my first term of classes. It made a huge impact and a great impression on me for the school!! :)

Eden Ward is extremely helpful and I am glad she is my academic advisor.

She is very quick to respond to any questions or concerns that I have. Very supportive and always encouraging

I believe my actual academic advisor has never gotten back to me when I tried to ask a registration question before. So I have been using a Student advisor who, I believe, was only supposed to help get me registered at the school. Most things I have done on my own.

Trish (3348086517)

I have no clue what her job is but EVERY TIME I call her, she's ready to help!  
Another student gave me her number and she's always readily available.

My advisor no longer works with Troy so this answers may no longer be applicable

I feel as though advisors are just there for when we need them, it feels very reactive rather than proactive.

Once I switched my major to another one the advising process was better. Maybe because it was in a different section of the school not sure. However, through my years of attending school here, everything has improved overall.

Both my undergraduate and graduate advisors have been outstanding.

## 2019 New Student Survey Report

32

My academic advisor was hard to reach and meet with. He wasn't in his office during meeting time. He told me I was set to register for classes, but when I attempted to, it didn't work. I had to go to the department for my major to register.

N/A

I would have benefited from an academic advisor, however, when I tried to schedule a meeting with her to discuss my plans for classes and what I needed to do in order to prepare myself in earning a degree in Biology (pre vet track) she would always just suggest that it would be easier if she just emailed me and that she would make sure that she'd take the advisor hold off online registering so I could hit register. She never actually answered my questions and did not officially agree to meet with me. Since I am trying to earn a pre-professional degree it is absolutely necessary that I take the classes and prepare for tests regarding vet school admissions as well as taking classes that are required in order to move on to my desired graduate program. I have just been consulting the head of the Bio department as well as some of my Biology teachers for what I can do. I'm not necessarily disappointed with the advisor system in general (it is an amazing idea and could benefit me) it is just my advisor that I am very disappointed in.

I haven't had much contact with my academic adviser. Just a few emails.

I have had three academic advisers during my time at Troy's Dothan campus, and each one was helpful, insightful, and made their office times clear.

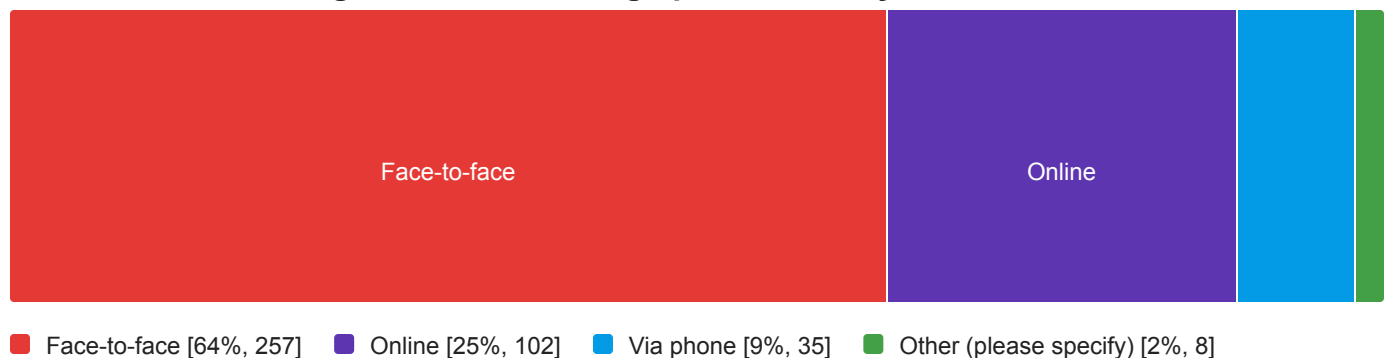
My advisor has been a great help !!

Most of my classes went well, however the main advisor here has been rude, disrespectful, indigent and condescending. I suffer with a 100 percent disability and the entire experience has been terrible.

Felt as though he was unavailable a lot of times, even when I would follow his office hours he had posted on his door. Just didn't feel that he cared about the registration process / advising.

Casey Davis is extremely helpful, patient and available to me. I appreciate her timely responses to my emails or voicemails and appreciate her knowledge.

### Which of the following academic advising options would you like best?





Other (please specify) - Text

none

All of the above

Combination of all 3.

standard online, but phone contact when needed.

A new one would be great

Email

Any of the three listed options is fine, no preference.

Email

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

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

Troy online has been a great all around experience for me. I'm so thankful for the opportunity to complete my degree online.

I feel like I am drowning with the technology. I have to use livetext which is extremely difficult. I was given no training on this. As a woman in her 50's, I have no trouble whatsoever with the academic content. I often struggle with the ways I am to deliver my information. I don't know where I am to go with this. Since I am already not attending physical classes, why can there not be a video that would explain some things? I am having to check You Tube to get trained on things randomly that I believe Troy could be proactive about for the online students. I notice that lots of the students do an immediate turn around-bachelor's to master's. However that does not cover the demographics of all your online students.

I was anxious when I first started, but the pace of the courses are challenging yet manageable and the instructors are willing to help answer any questions. It's been a very good experience so far and I can't wait to continue to learn. I've already been able to apply skills learned in class to my job and career goals.

Overall, it has been a wonderful experience. Sometimes it is a little frustrating being an online-only student but I have found that when I reach out to the right people they are prompt and caring in looking into my requests and/or issues.

Enrollment was extremely easy and they provided me with step by step instructions to successfully enroll and helped make my financial aid easy to apply for and understand

## 2019 New Student Survey Report

34

As with any school, there are some really great online professors and then there are some very poor ones. In the two terms I have completed I have had a 50/50 result on good online professors and ones that were either unorganized or MIA. With online courses, you need an instructor that is very well organized when posting assignments and due dates, as well as descriptive when explaining assignments. But overall, this is getting the job done.

Last semester I felt very left out of my online class. On our discussion posts, 98% of the class posted their discussions the last 30 minutes before the time ran out. I did not receive hardly any responses to my posts. Even the professor barely responded to me, (maybe a half sentence to my posts) but he responded with several paragraphs to the late discussion posts. I did not like the assignments because most of the reading was about (evil white people). I do not think other races are oppressed in America. I believe we are all equal in today's world. I feel like this is a liberal college and I am conservative. I am hoping my next two classes are better. Also, my other class on our exams there were about 100 questions on the test and I hardly had enough time to take the exam. I could not even check my work. We had less than a minute to read the question and respond.

I think in comparison to the college I attended prior to, Troy seems to lack in communication with students. The way information is retrieved by students seems to be through their own work at finding it.

It was certainly a crazy experience here at Troy. I wouldn't have ever known about this place if it wasn't for my cousin. His daughter went here and graduated. It was certainly a wild ride that's for sure. Switching majors till I found the one I love and I have. Crazy thing about that is that after I graduated with my Bachelor's here, the school employed me so not only I received a degree here but employment as well. This school does look out for a person that's for sure. Soon my days here at this school are numbered... Nearing completion of my master's here and preparing to take my career to the next level. Constantly at awe, every time I look around and see how much this place has changed. I was the last class that lived in Alumni Hall before they rebuild it... Crazy... But it truly was a great experience here... One I will never forget.

I am not a new student, I started with Troy in 2014.

The proctor times are not ideal. The Augusta office times are from 12-3 Monday -Friday. I am an online student to avoid having to miss work, this does not help when I have to take off every couple of weeks to take exams.

need more parking

Arriving at a new college is a thrilling and stressful experience, but Troy University's Dothan campus made the experience less intimidating due to its campus size and ease of navigating. The faculty are all helpful and pleasant, especially so towards new students.

Troy is a great school and I'm proud to be a Trojan !!!

I love it here at Troy but some of the teachers in the college of business I feel have been there too long and are stuck in their ways such as their way of teaching or grading. I have one teacher now that doesn't post anything on canvas & I have no clue what my grade is in his class.

Need more basketball court! !

## 2019 New Student Survey Report

35

I think Troy is a beautiful school and it makes me feel comfortable to live and study.

The fact that we are online students and we are not able to participate in the electing of the students who represent us. It is not fair that I live in the city of Troy, work on the campus, am the Vice President of a club and I cannot vote on things that are important!!! I would also like for the hours to our gym be lengthened because I would like to use it but with my work schedule I work late and I usually want to go when I get off work but it's usually closed.

As a new student I am struggling with finding parking and having a dorm next school year. Other than these things I love it here at Troy.

As I new student, I have really enjoyed my time her at Troy U and can't wait to Experience more.