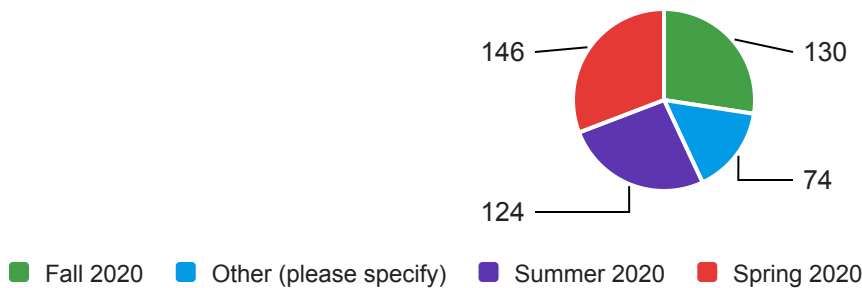


2020 Graduate Student Survey Report

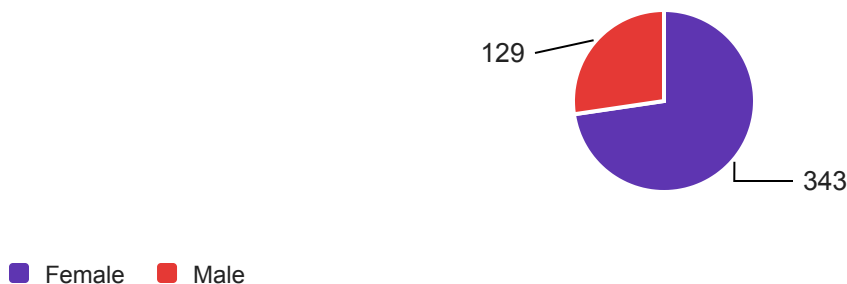
1

The Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the Graduate Student Survey in spring 2020. The purpose of the survey was to identify the satisfaction of the fall 2019, T1, T2 and T3 graduate students, recognize student development as a result of their Troy University education, and identify areas that need to be improved. Data collected in this survey are used to help the University strengthen its graduate degree programs, better serve the needs of its students, and become more effective and efficient in accomplishing its mission and goals. The survey was administered through the online survey program Qualtrics via email to a group of 4,552 students. The target population was students who were classified as graduate students during fall 2019, T1, T2 and T3. After two follow up emails on April 28, 2020 and May 14, 2020, a total of 487 responses were received, representing a 10.7% response rate.

Semester of Intended Graduation:



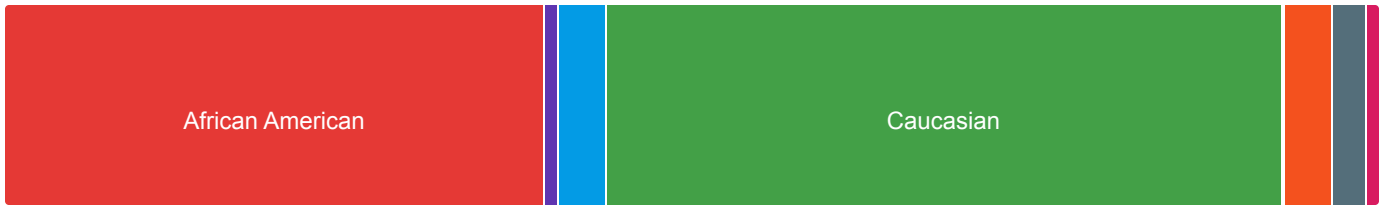
Gender:



2020 Graduate Student Survey Report

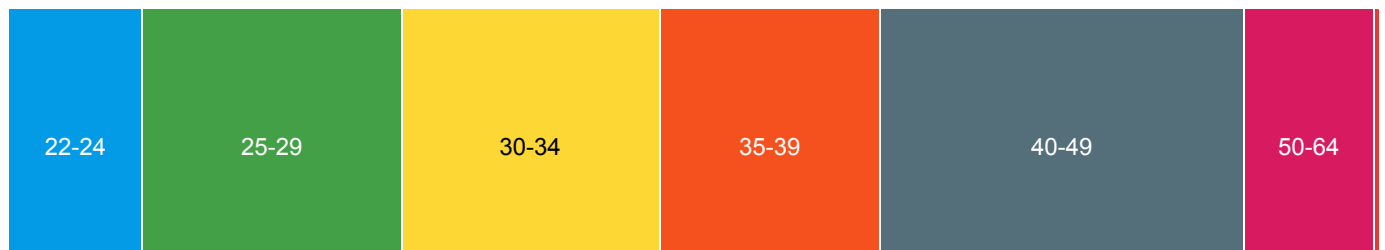
2

Ethnicity:



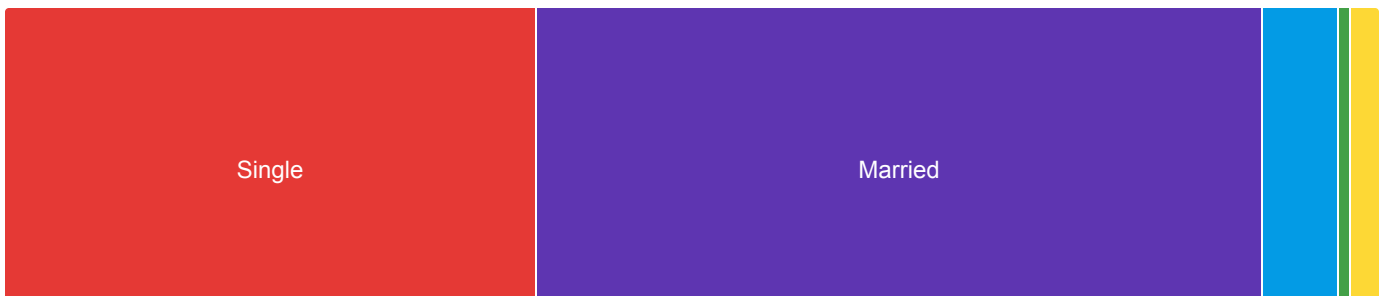
■ African American [39%, 186] ■ American Indian/Alaska Native [1%, 5] ■ Asian [3%, 16] ■ Caucasian [49%, 233]
■ Hawaiian or Other Pacific Islander [0%, 1] ■ Hispanic [3%, 16] ■ Multi-Racial [3%, 12]
■ Race/Ethnicity Unknown [1%, 4]

Age:



■ 18-19 [0%, 0] ■ 20-21 [0%, 1] ■ 22-24 [10%, 46] ■ 25-29 [19%, 89] ■ 30-34 [19%, 89] ■ 35-39 [16%, 76]
■ 40-49 [26%, 125] ■ 50-64 [10%, 45] ■ 65 or over [0%, 2]

Marital status:



■ Single [39%, 184] ■ Married [53%, 251] ■ Divorced [5%, 26] ■ Widowed [1%, 4] ■ Other [2%, 10]

2020 Graduate Student Survey Report

3

Are you a US citizen?



You indicated that you are a US citizen, which state is your permanent home state in the United States?

Field	Choice Count
Alabama	228
Arizona	0
Arkansas	0
California	4
Colorado	1
Connecticut	0
Delaware	0
District of Columbia	0
Florida	79
Georgia	68
Idaho	0
Illinois	1
Indiana	1
Iowa	1
Kansas	1

2020 Graduate Student Survey Report

4

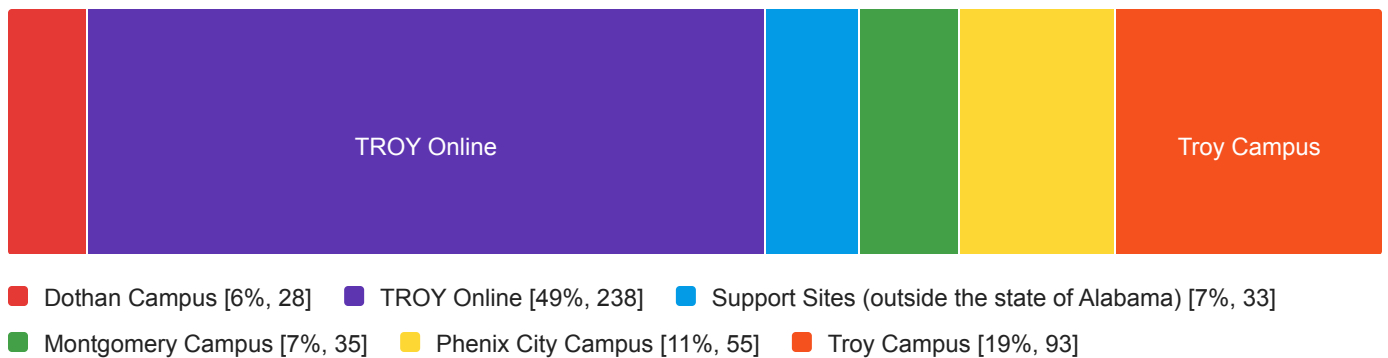
Kentucky	1
Louisiana	3
Maine	0
Maryland	2
Massachusetts	1
Michigan	3
Minnesota	0
Mississippi	2
Missouri	0
Montana	0
Nebraska	0
Nevada	1
New Hampshire	0
New Jersey	0
New Mexico	1
New York	4
North Carolina	3
North Dakota	0
Ohio	2
Oklahoma	0
Oregon	2
Pennsylvania	2
Rhode Island	2
South Carolina	1

2020 Graduate Student Survey Report

5

South Dakota	0
Tennessee	5
Texas	16
Utah	1
Vermont	0
Virginia	7
Washington	9
West Virginia	0
Wisconsin	0
Wyoming	0
Puerto Rico	0
Alaska	3
Hawaii	0
I do not reside in the United States	0

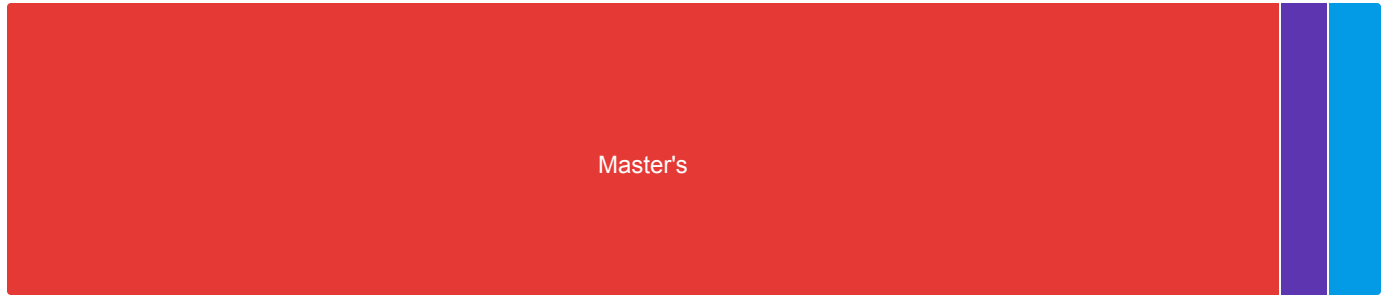
From which Troy University campus will you graduate?



2020 Graduate Student Survey Report

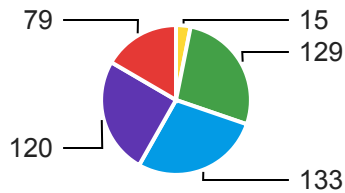
6

What degree program are you currently completing at Troy University?



Master's [93%, 446] Education Specialist [4%, 17] Doctoral [4%, 18]

From which college will you be graduating?



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

What is your degree program in the College of Arts and Sciences?



Computer Science [8%, 6] Criminal Justice [24%, 19] Environmental and Biological Science [3%, 2]
International Relations [16%, 13] Public Administration [27%, 21] Other (not listed) [6%, 5]
Biomedical Sciences [3%, 2] Social Science [14%, 11]

2020 Graduate Student Survey Report

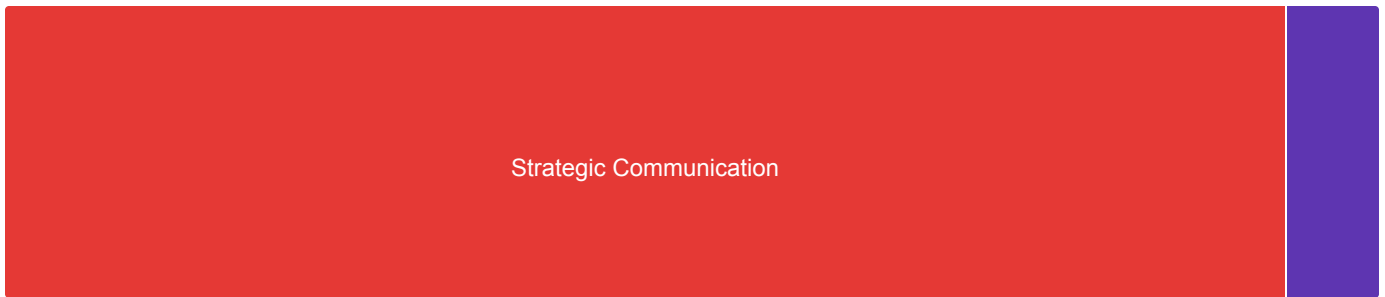
7

What is your degree program in the Sorrell College of Business?



- Accounting [4%, 5]
- Economics [3%, 3]
- Management [7%, 8]
- Human Resource Management [21%, 25]
- General Business [2%, 2]
- International Business [0%, 0]
- Master of Business Administration (MBA) [13%, 16]
- Master of Science in Management (MSM) [43%, 51]
- Master of Science in Human Resource Management (MSHRM) [8%, 9]
- Other (not listed) [1%, 1]

What is your degree program in the College of Communication and Fine Arts?



- Strategic Communication [93%, 14]
- Other [7%, 1]

What is your degree program in the College of Education?

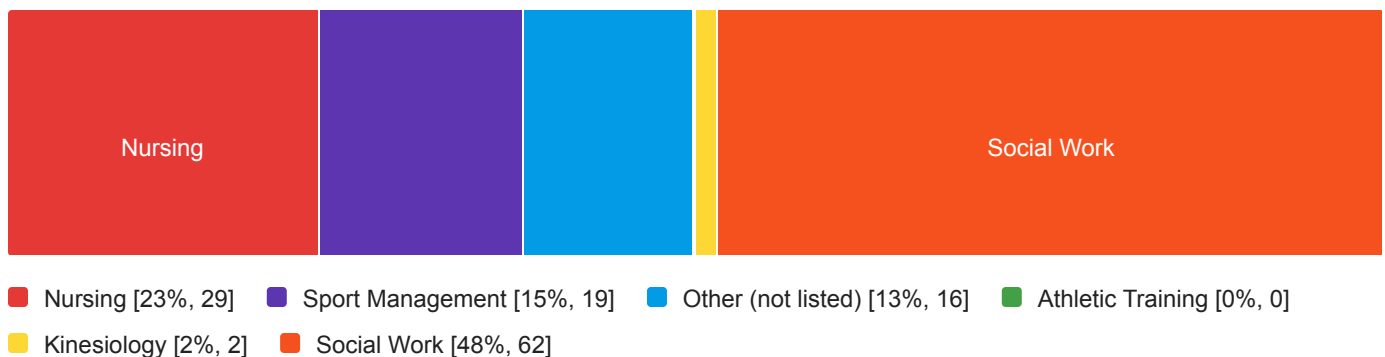
Field	Choice Count
Early Childhood Education	6
Elementary Education	25
Secondary Education	3
Interdisciplinary Education	0
Gifted Education	6
Collaborative/Special Education K-6	1
Collaborative/Special Education 6-12	2
Adult Education	10
Teacher Leader	3

2020 Graduate Student Survey Report

8

Second Language Instruction	4
School Counseling	1
Instructional Leadership & Administration	9
Rehabilitation Counseling	7
General Counseling	7
Substance Abuse Counseling	1
Clinical Mental Counseling	37
Community Counseling	2
Global Leadership, PhD	0
Student Services Counseling	4
Psychology	1
Other (not listed)	3

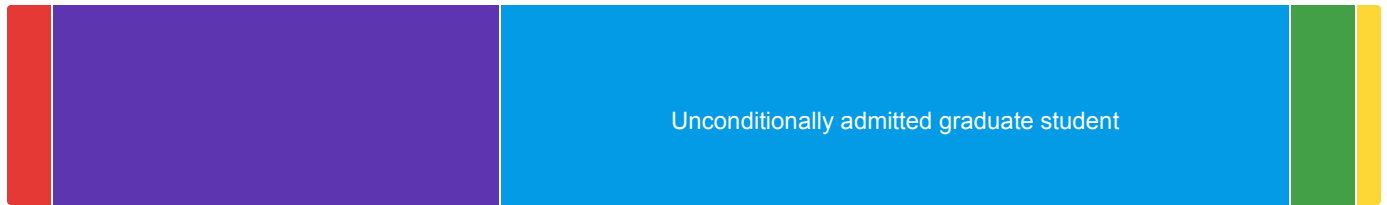
What is your degree program in the College of Health and Human Services?



2020 Graduate Student Survey Report

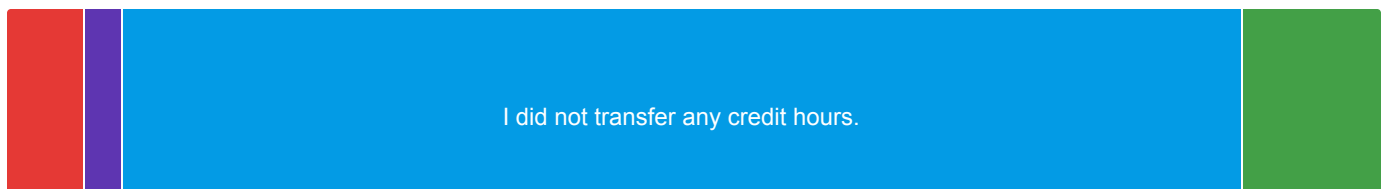
9

When you first started at Troy University, you were a:



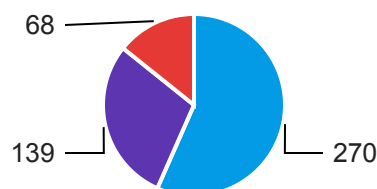
- Dually-admitted student [3%, 16]
- Conditionally admitted graduate student [33%, 155]
- Unconditionally admitted graduate student [57%, 273]
- Graduate transfer student [5%, 23]
- Graduate transient student [2%, 8]

How many credit hours did you transfer to Troy University from another college or university?



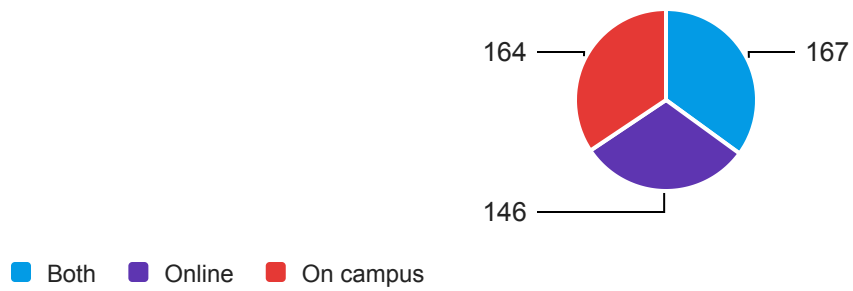
- 16-30 [6%, 27]
- More than 30 [3%, 13]
- I did not transfer any credit hours. [82%, 389]
- Click to write Choice 4 [10%, 48]

Please select the choice below if your Program was on campus, online, or both.

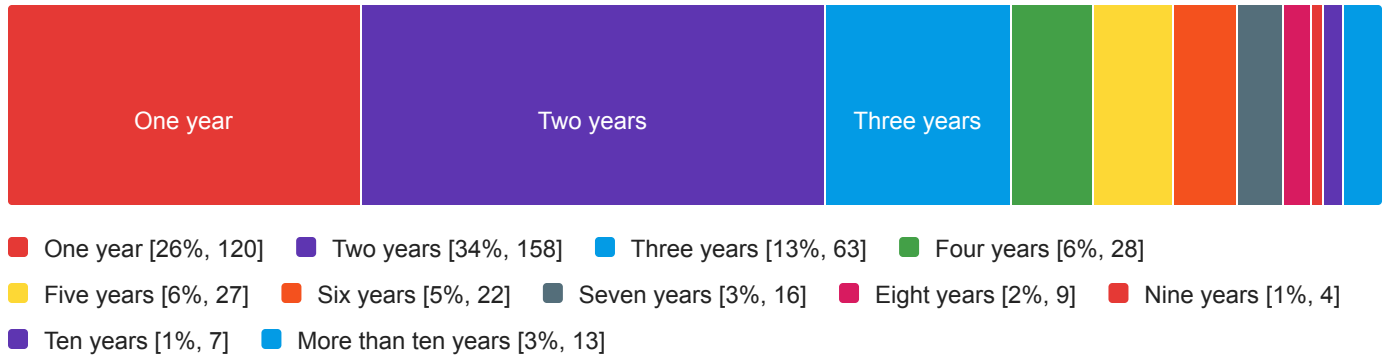


- Online
- Both
- On campus

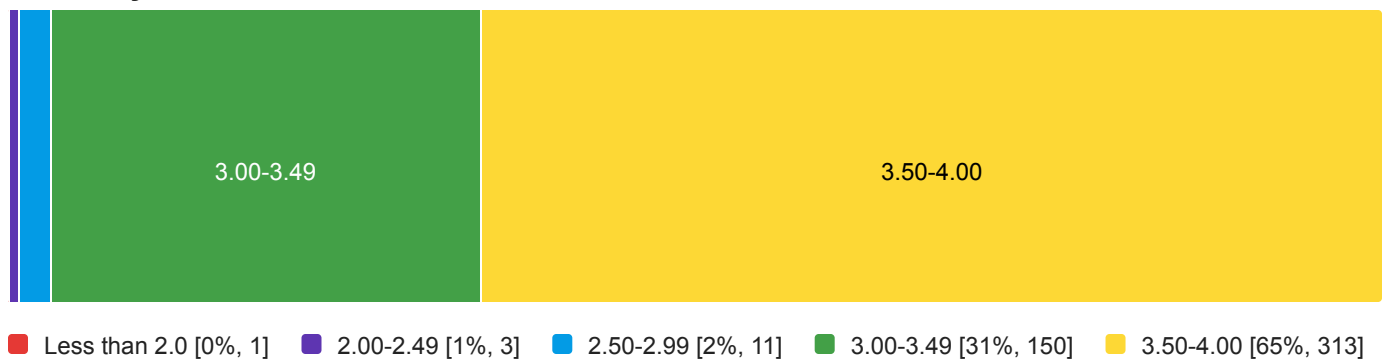
If given a choice, which method of teaching do you prefer?



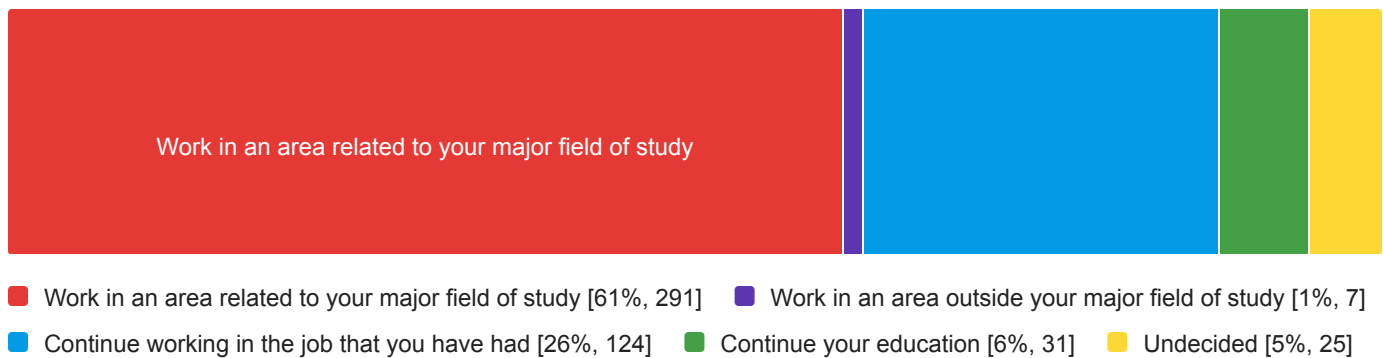
How long have you attended Troy University?



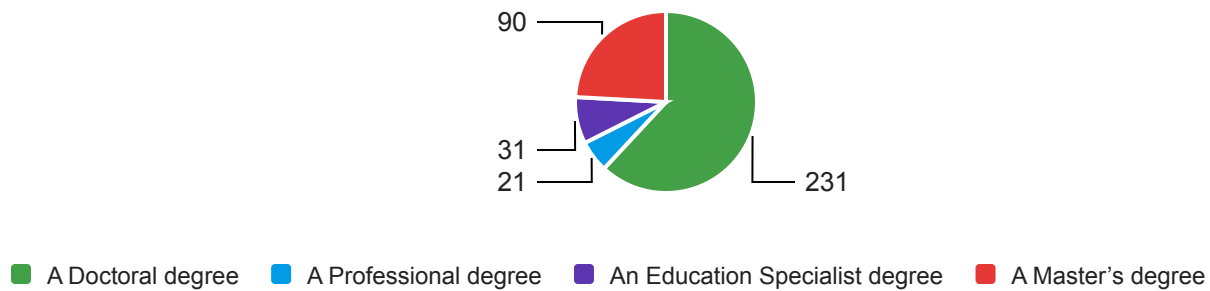
What is your overall GPA?



What do you plan to do after you graduate?



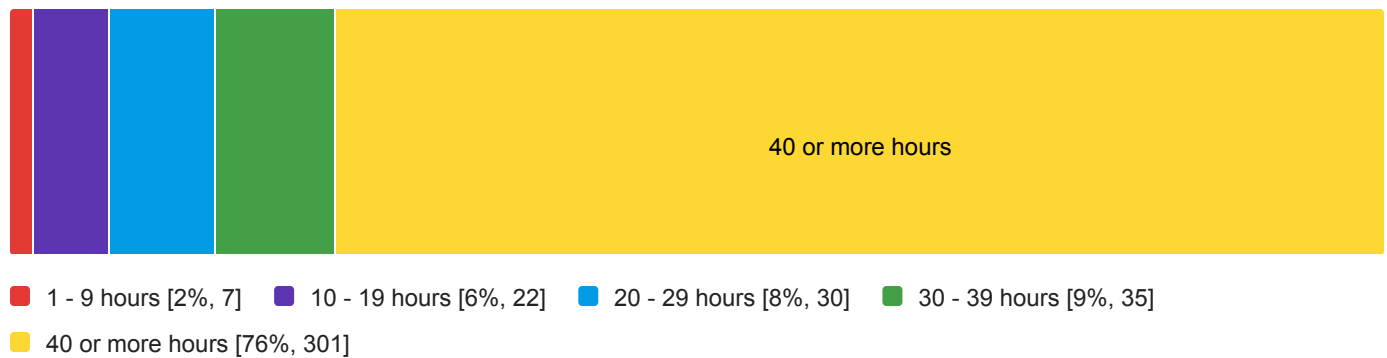
If you plan to continue your education, what is your ultimate goal?



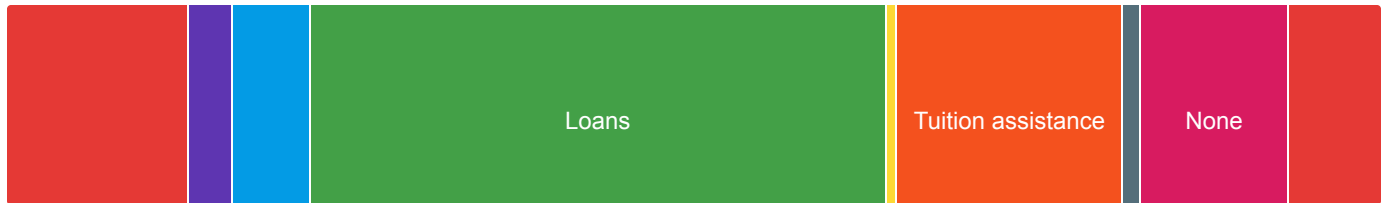
Are/were you employed while attending Troy University?



You answered "Yes" to Question 19, how many hours do/did you usually work per week?



What financial aid have you received at Troy University?



- Scholarship/fellowship [13%, 81]
- Graduate assistantship [3%, 20]
- Grants [6%, 35]
- Loans [42%, 257]
- Work study [1%, 5]
- Tuition assistance [16%, 101]
- Third party pay [1%, 8]
- None [11%, 66]
- Other (please specify) [7%, 41]

Other (please specify) - Text

Self pay

GI Bill

POST 9/11 GI BILL/ Out of pocket

Loans and out of pocket

GI Bill

Tuition discount

Employer Funded Tuition

Government Financial Aid

VA Voc Rehab

VA benefits

ENGEAP

VA

post 911 Montgomery G.I. Bill

FASFA

Fed student loan

GI Bill

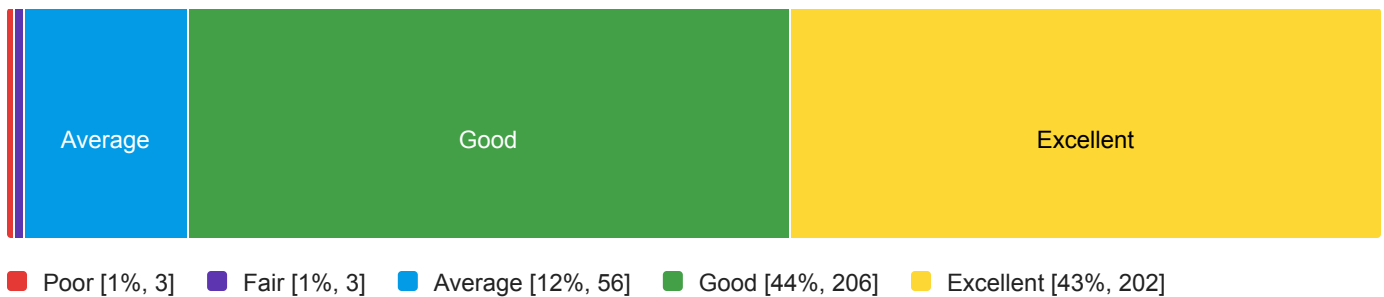
Military Rate

Chapter 35

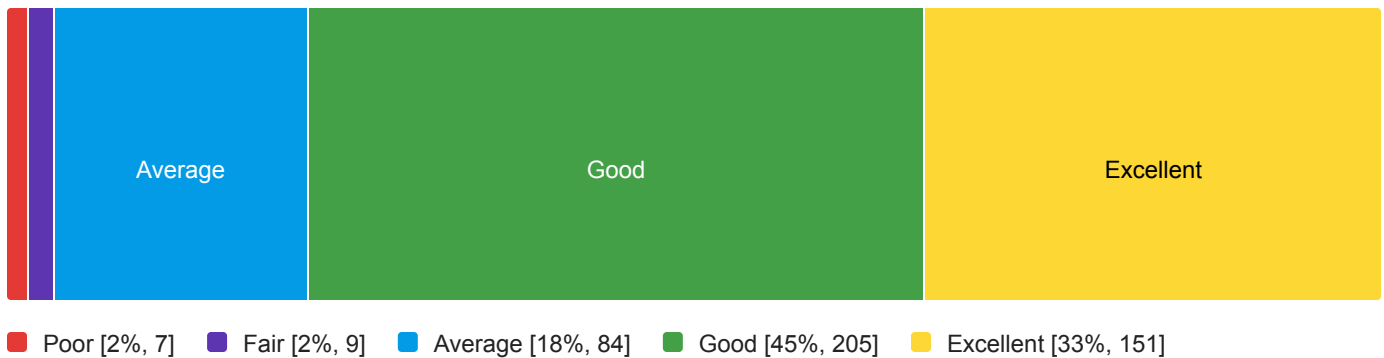
GI

GI Bill post 911

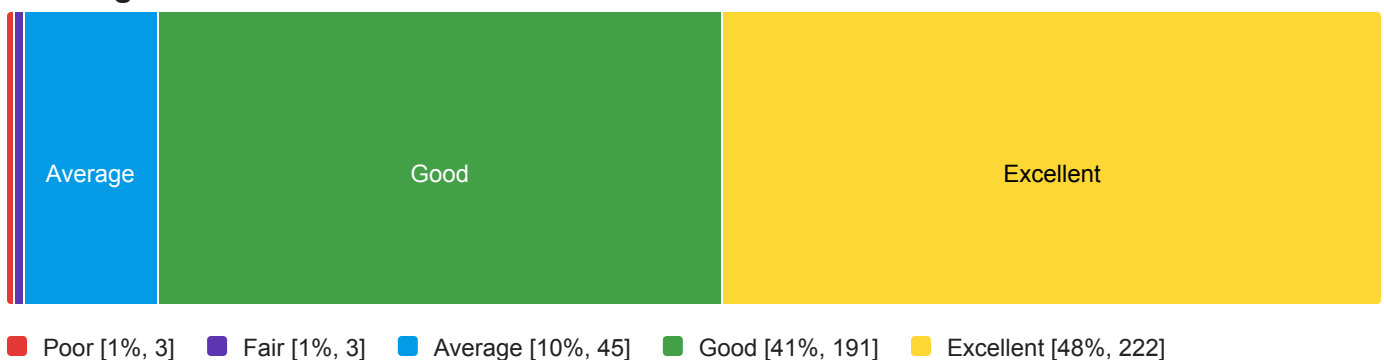
In regard to your education at Troy University, please rate your development in the following areas: Writing skills



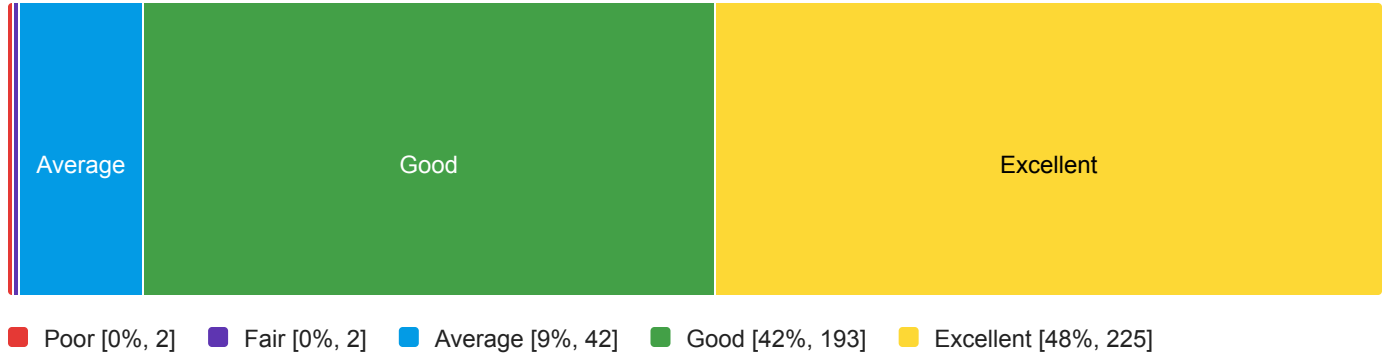
Speaking/presentation skills



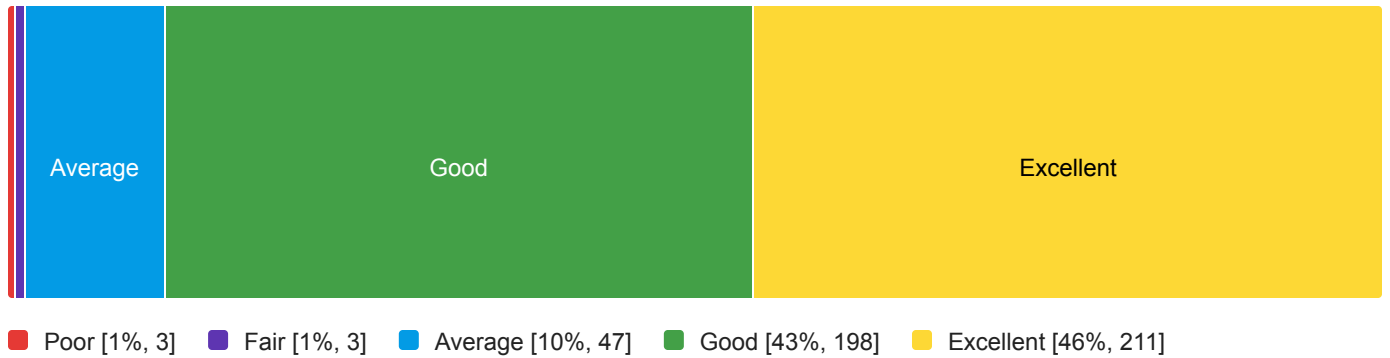
Reading skills



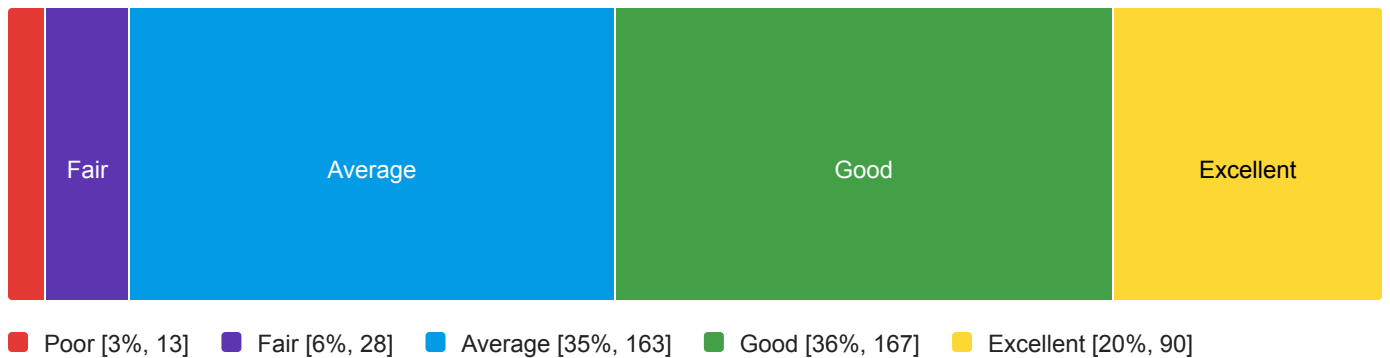
Critical thinking skills



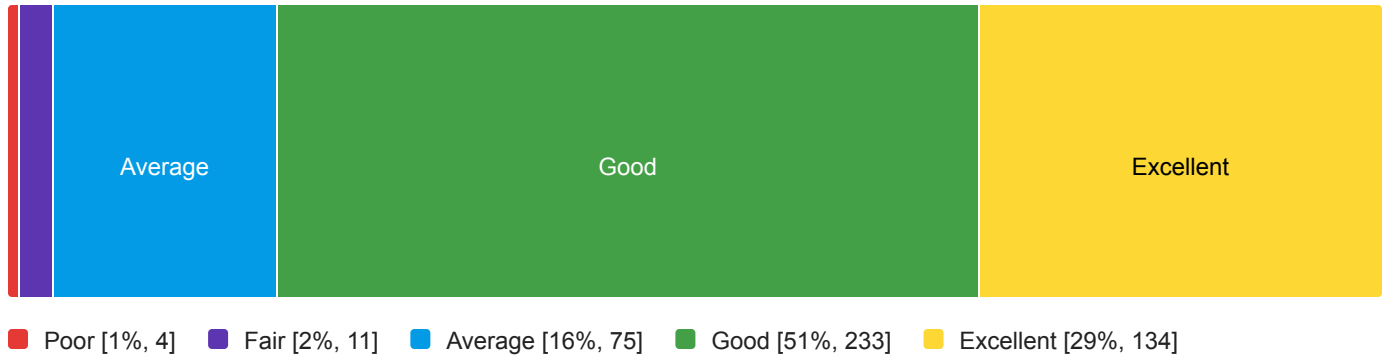
Problem solving skills



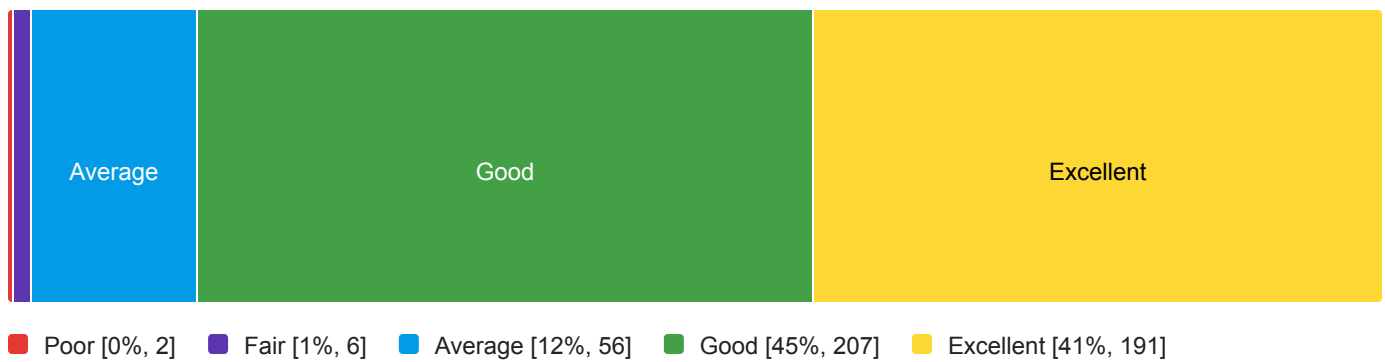
Mathematical skills



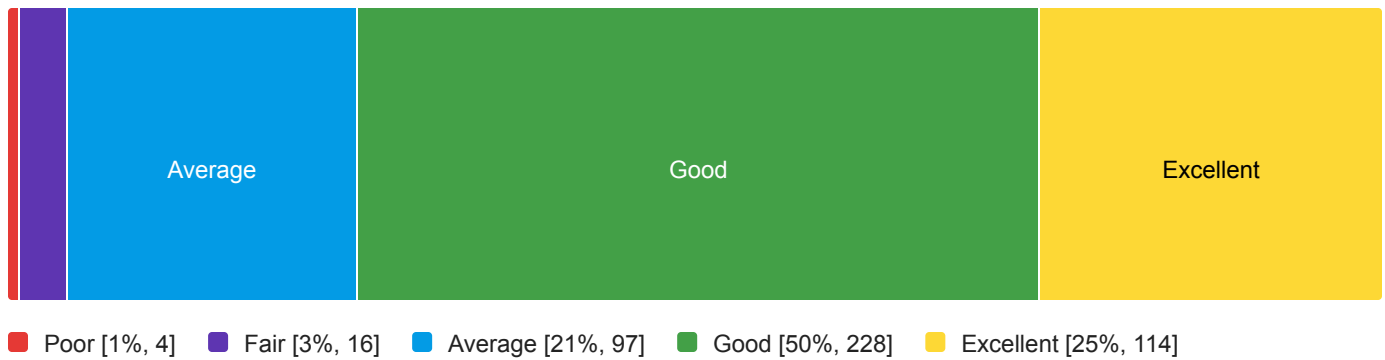
Computer technologies



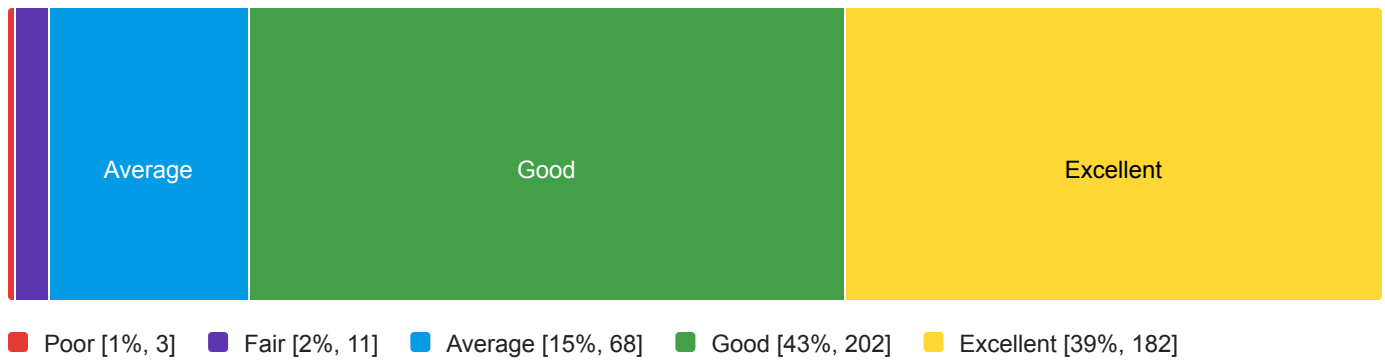
Research skills



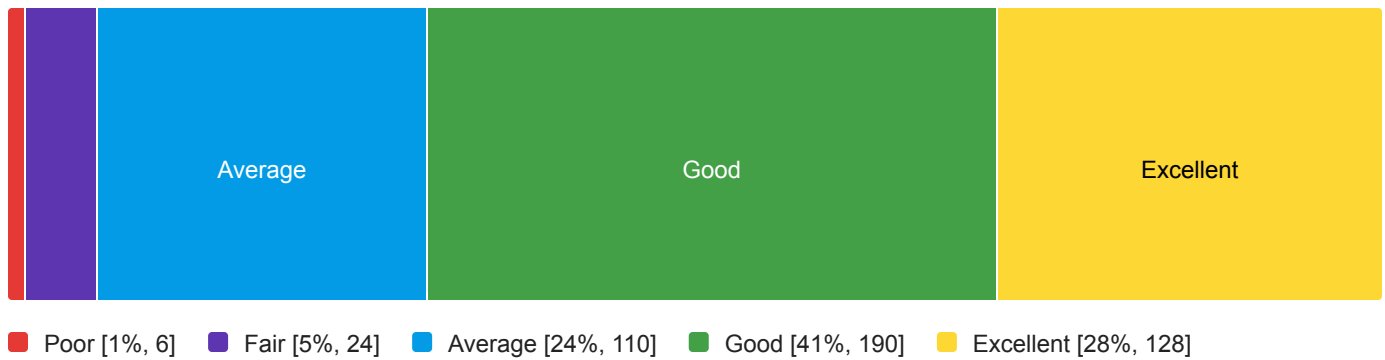
Scientific principles and methods



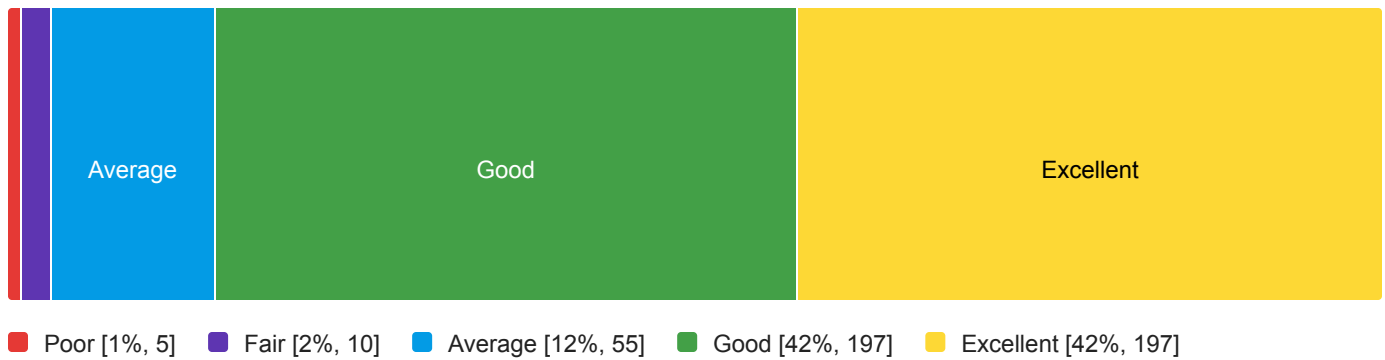
Understanding different philosophies and cultures



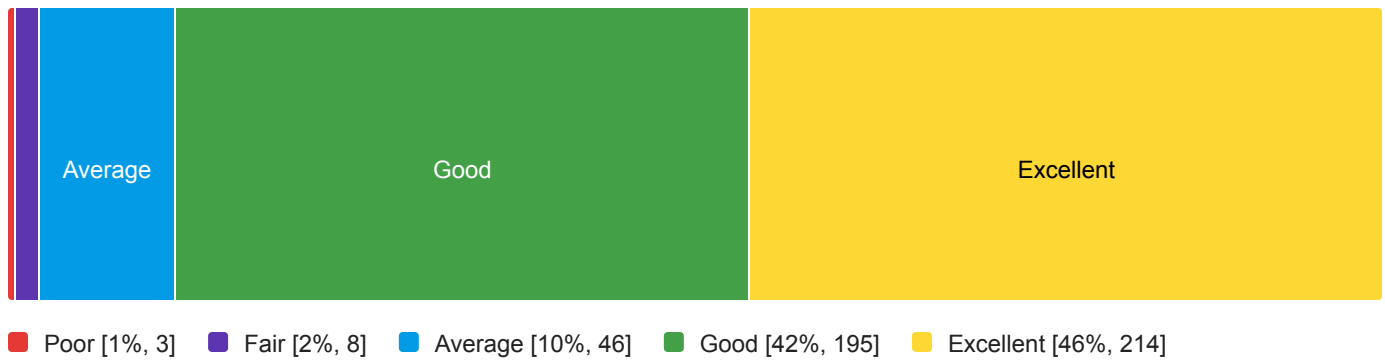
Appreciation of the arts



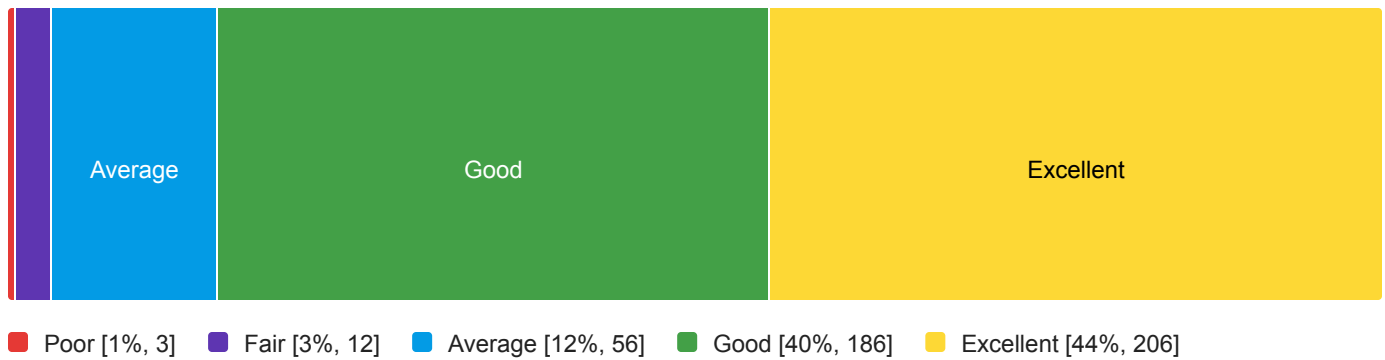
Leadership skills



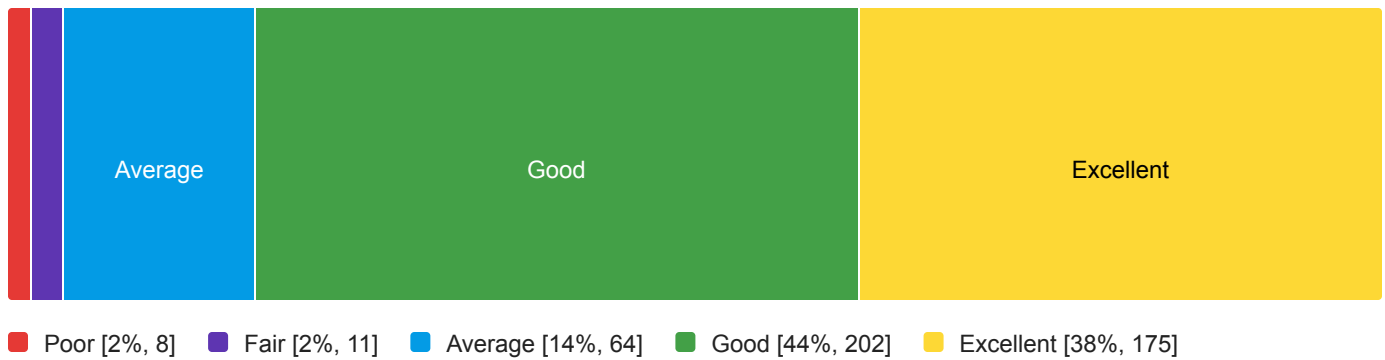
Management and organizational skills



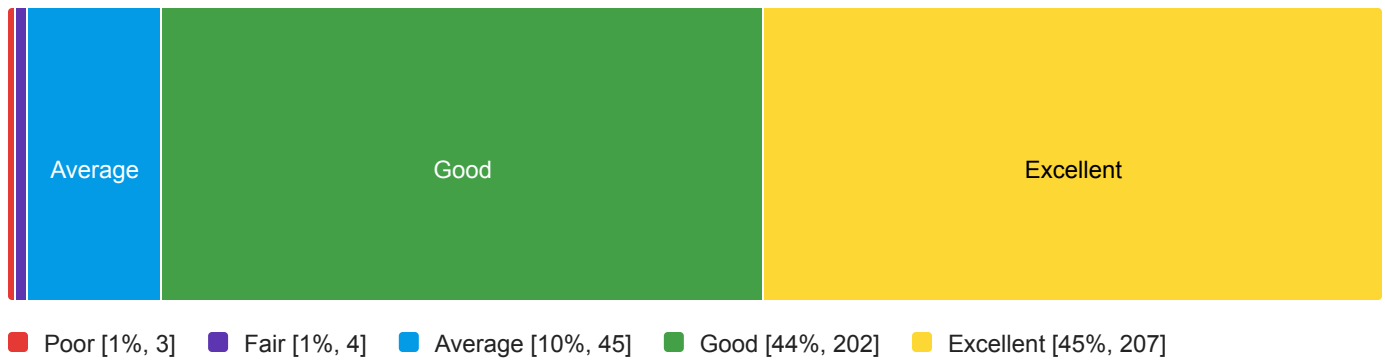
Time management



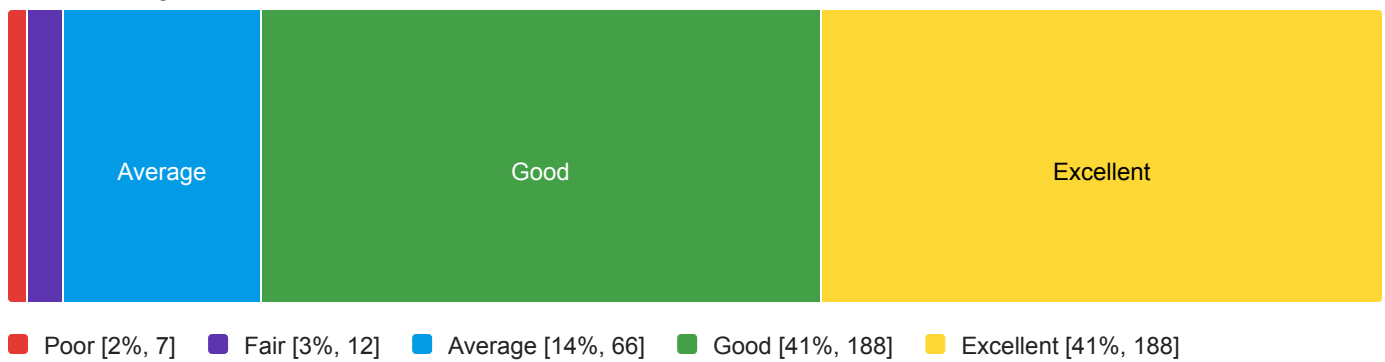
Working cooperatively in groups



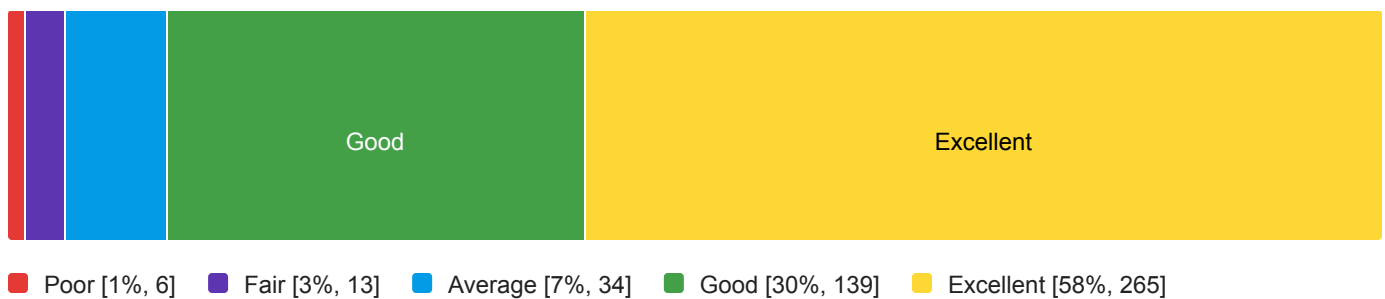
Planning and carrying out projects



Citizenship skills



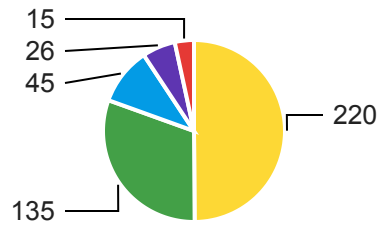
Please rate the following areas related to the education and academic support at Troy University - Overall quality of your academic program



2020 Graduate Student Survey Report

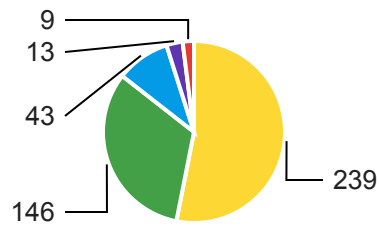
20

Academic advising



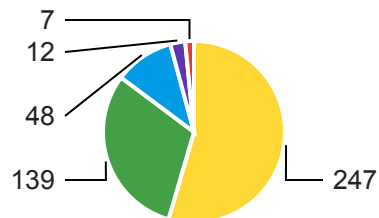
Excellent Good Average Fair Poor

Faculty accessibility



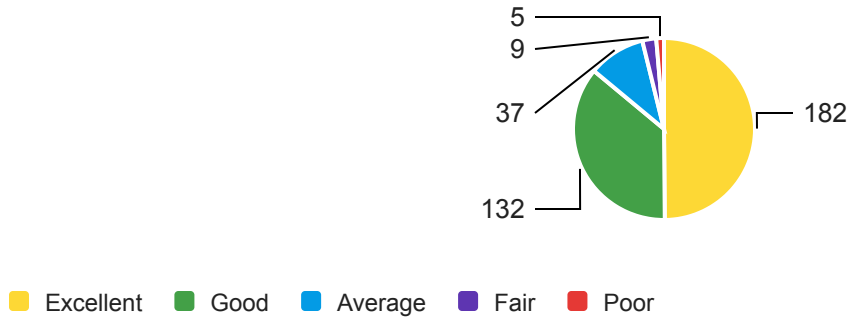
Excellent Good Average Fair Poor

Instruction in major courses

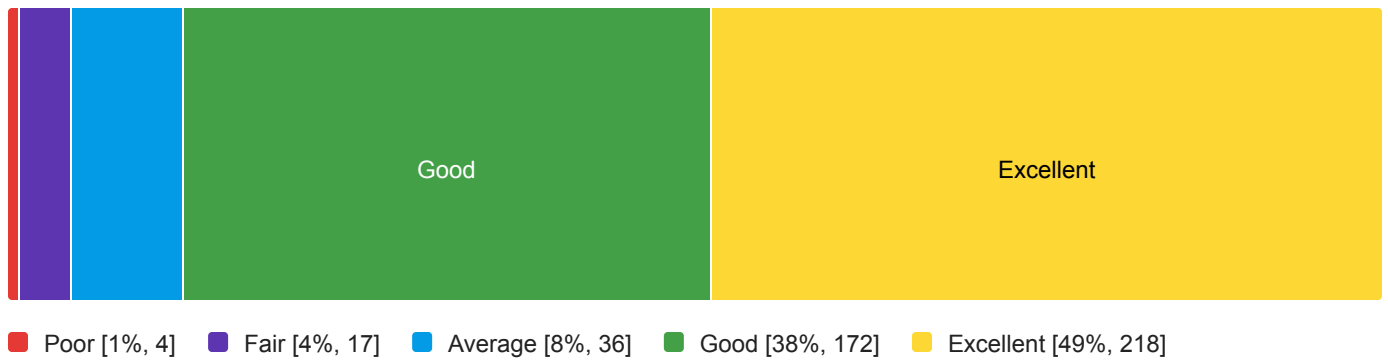


Excellent Good Average Fair Poor

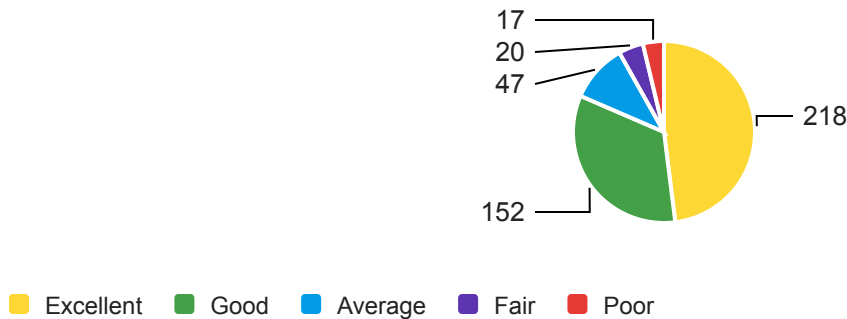
Instruction in general education courses



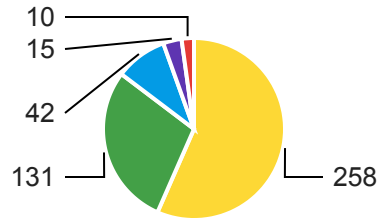
Faculty's use of technologies to enhance teaching



Course availability in your major



Communication between faculty and students



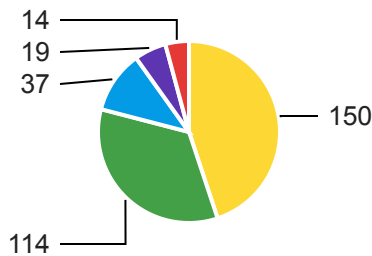
Excellent Good Average Fair Poor

Registration procedures



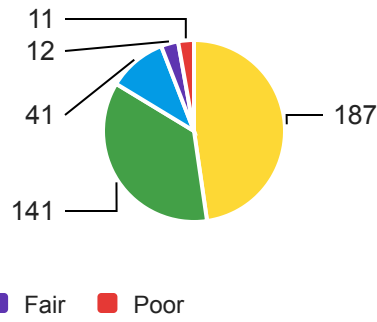
Poor [2%, 10] Fair [5%, 21] Average [8%, 36] Good [33%, 149] Excellent [52%, 238]

New Student Orientation program

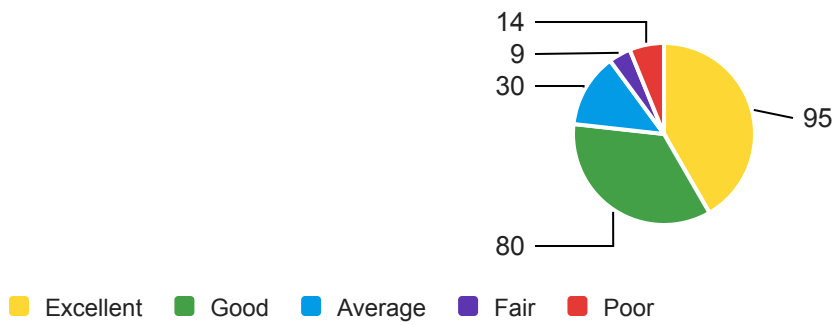


Excellent Good Average Fair Poor

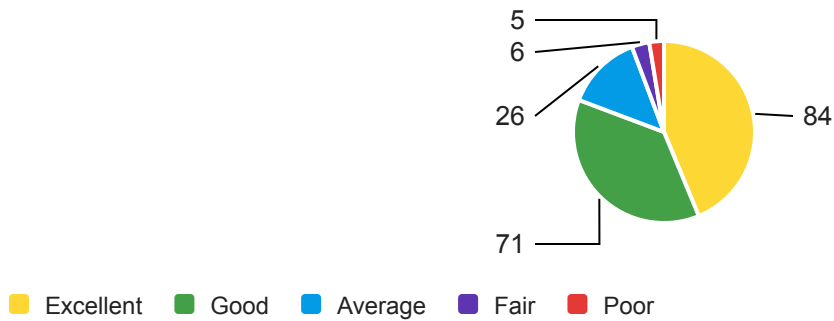
Library



Computer labs



Laboratory/instructional equipment



2020 Graduate Student Survey Report

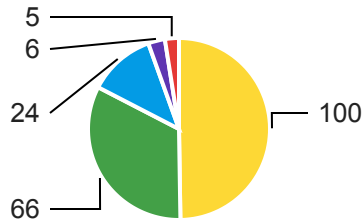
24

Testing Center



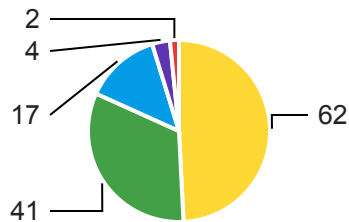
■ Poor [3%, 7] ■ Fair [1%, 3] ■ Average [15%, 33] ■ Good [35%, 79] ■ Excellent [46%, 104]

Writing Center



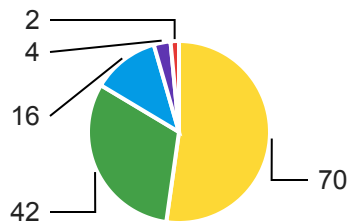
■ Excellent ■ Good ■ Average ■ Fair ■ Poor

Natural Science Center



■ Excellent
 ■ Good
 ■ Average
 ■ Fair
 ■ Poor

Center for International Programs



■ Excellent
 ■ Good
 ■ Average
 ■ Fair
 ■ Poor

Please rate your satisfaction with the following offices and services at Troy University-

Admissions Office



■ Very Dissatisfied [0%, 1]
 ■ Dissatisfied [1%, 6]
 ■ Neutral [9%, 40]
 ■ Satisfied [38%, 164]
 ■ Very Satisfied [51%, 219]

Registrar/Records Office



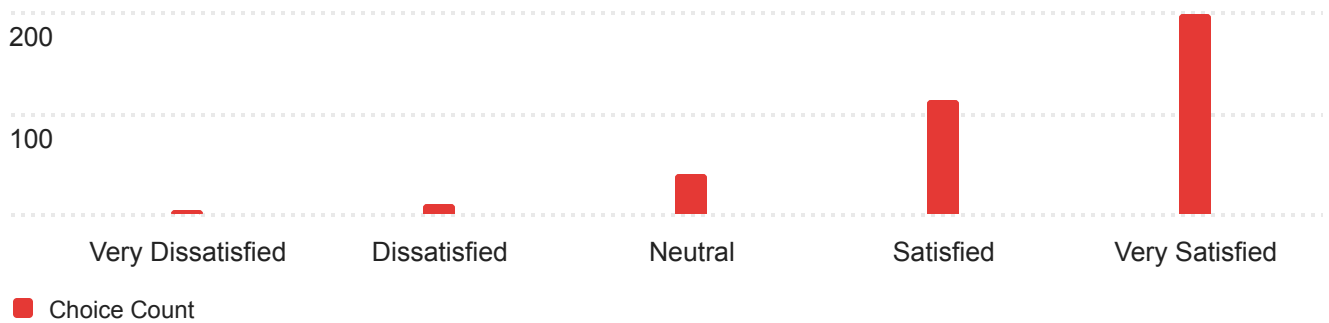
■ Very Dissatisfied [0%, 2]
 ■ Dissatisfied [1%, 6]
 ■ Neutral [9%, 40]
 ■ Satisfied [39%, 165]
 ■ Very Satisfied [50%, 215]

Veteran Services

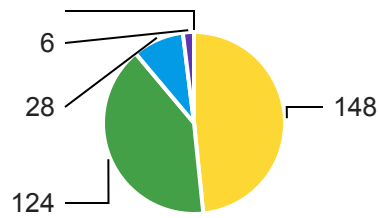


■ Very Dissatisfied [0%, 0]
 ■ Dissatisfied [2%, 3]
 ■ Neutral [12%, 24]
 ■ Satisfied [27%, 52]
 ■ Very Satisfied [59%, 116]

Financial Aid Services

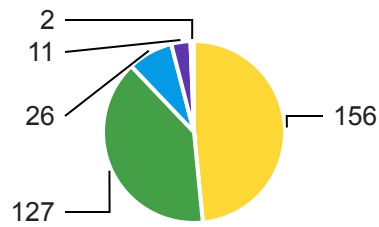


Business Office



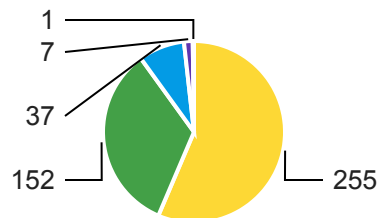
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Information Technology (IT) Services



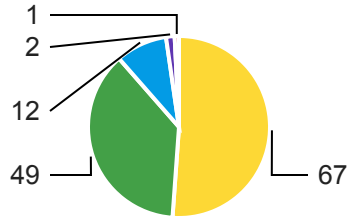
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Trojan Web Express



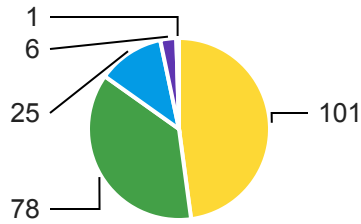
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Adaptive Needs Services



Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Student Support Services (SSS)



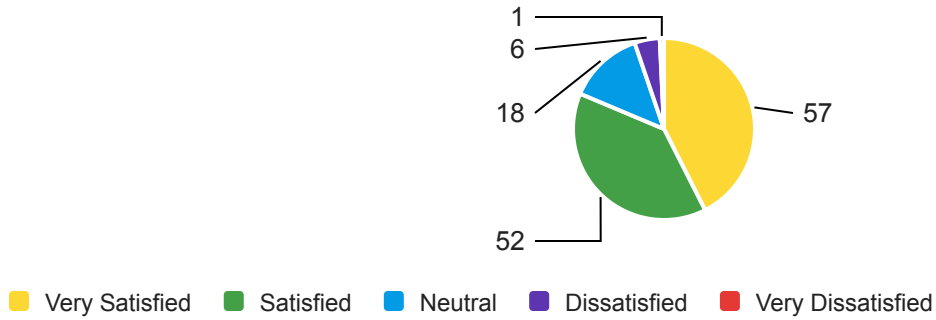
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Career Services

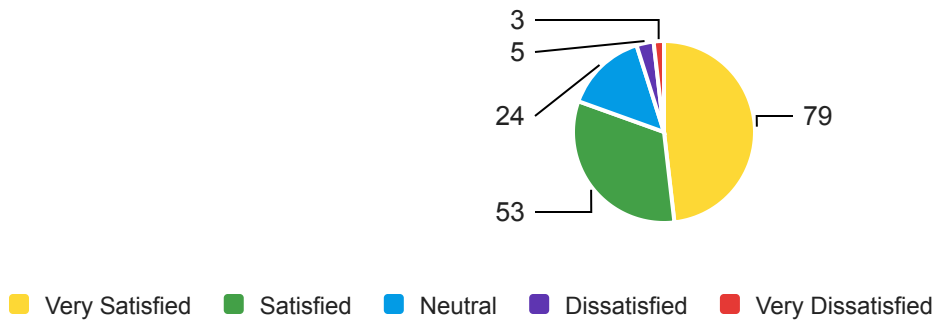


Very Dissatisfied [2%, 3] Dissatisfied [2%, 4] Neutral [12%, 24] Satisfied [37%, 72]
Very Satisfied [47%, 90]

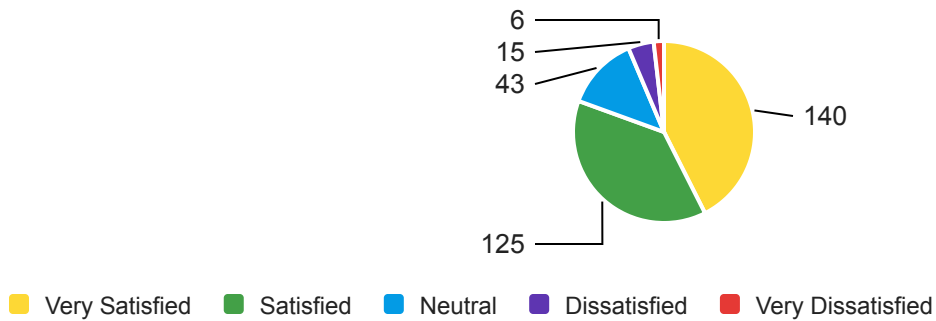
Placement Service



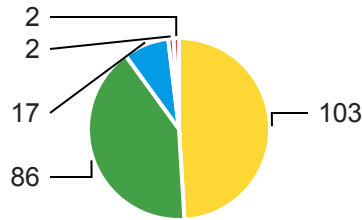
Counseling Services



Bookstore Services

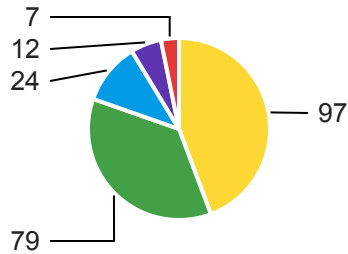


Safety and Security Services



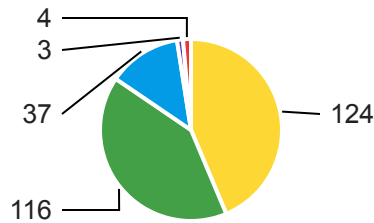
■ Very Satisfied
 ■ Satisfied
 ■ Neutral
 ■ Dissatisfied
 ■ Very Dissatisfied

Parking facilities



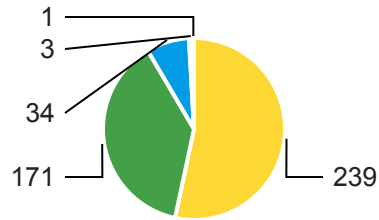
■ Very Satisfied
 ■ Satisfied
 ■ Neutral
 ■ Dissatisfied
 ■ Very Dissatisfied

University Media (website, newsletters, radio, TV, etc)



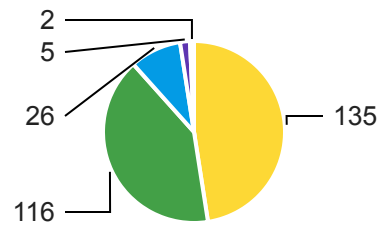
■ Very Satisfied
 ■ Satisfied
 ■ Neutral
 ■ Dissatisfied
 ■ Very Dissatisfied

Canvas



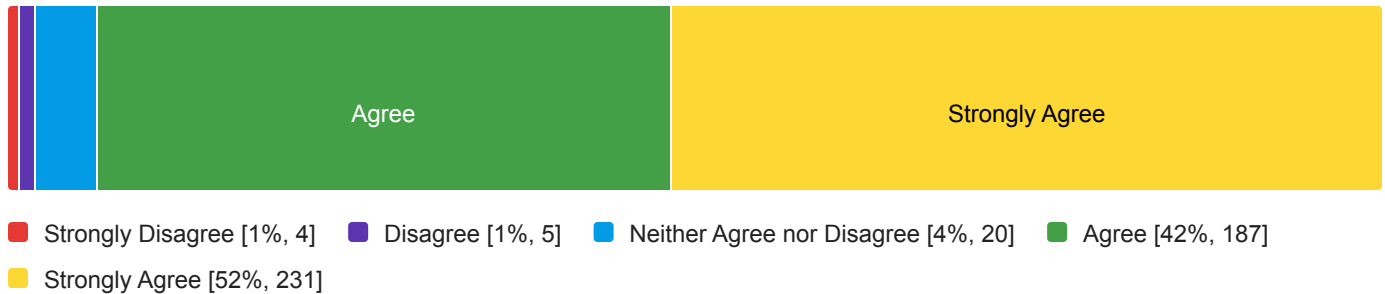
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Educational Technology Services

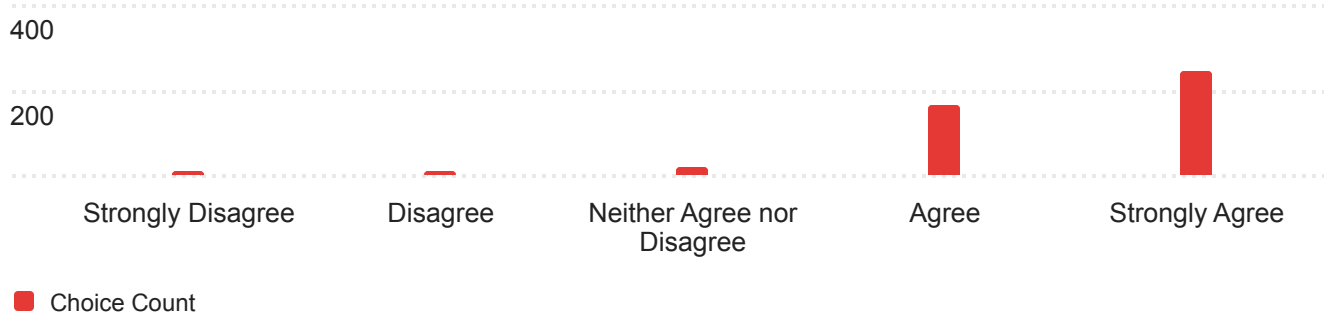


Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

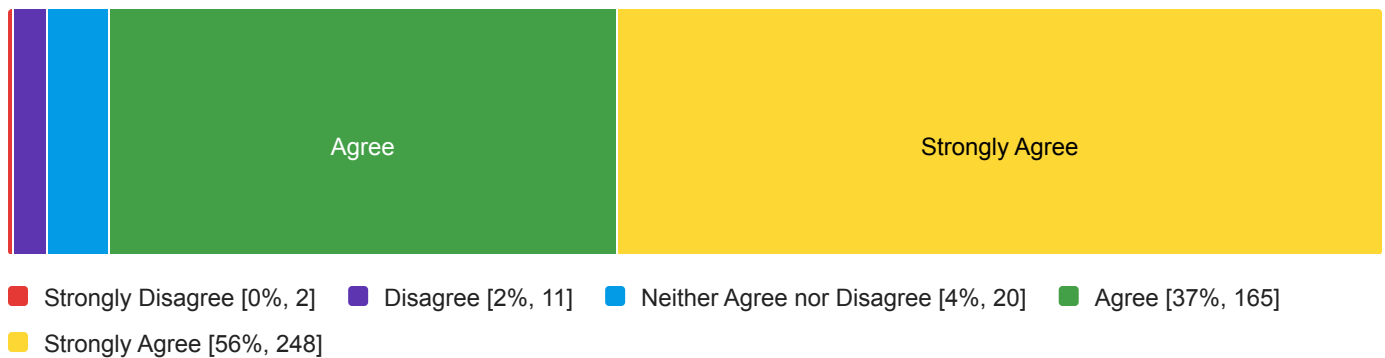
Please provide your opinion about the following statements - The goals, objectives, and requirements for my academic program were clearly defined.



My academic program was intellectually challenging and stimulating.



Courses in my curriculum contributed to the skills and knowledge required in my field.

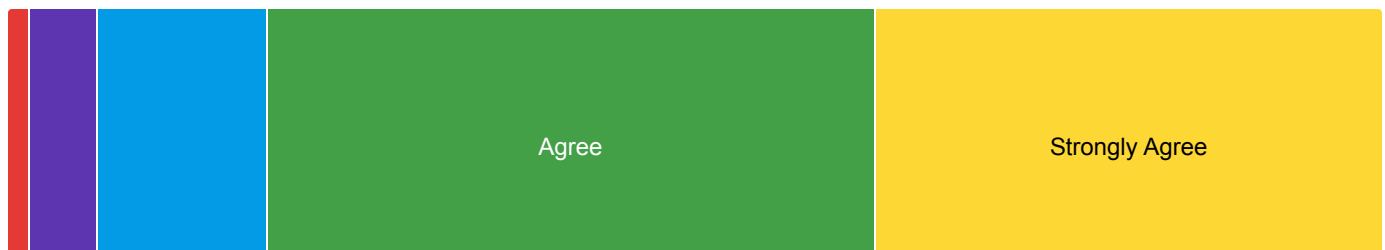


Courses were offered frequently enough for timely completion of my degree program.



■ Strongly Disagree [3%, 13]
 ■ Disagree [5%, 24]
 ■ Neither Agree nor Disagree [9%, 39]
 ■ Agree [37%, 166]
 ■ Strongly Agree [46%, 205]

The intellectual caliber of students in my academic program was high.



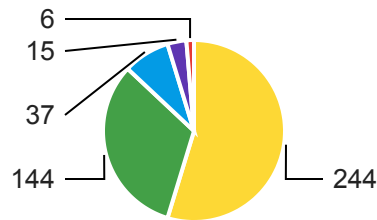
■ Strongly Disagree [2%, 7]
 ■ Disagree [5%, 22]
 ■ Neither Agree nor Disagree [12%, 55]
 ■ Agree [44%, 197]
 ■ Strongly Agree [37%, 164]

The degree program in which I enrolled is valuable for me in my employment.



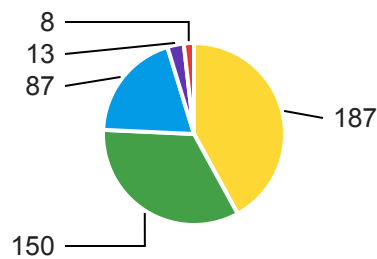
■ Strongly Disagree [1%, 3]
 ■ Disagree [0%, 2]
 ■ Neither Agree nor Disagree [5%, 24]
 ■ Agree [34%, 153]
 ■ Strongly Agree [59%, 264]

Troy University faculty care about students as individuals.



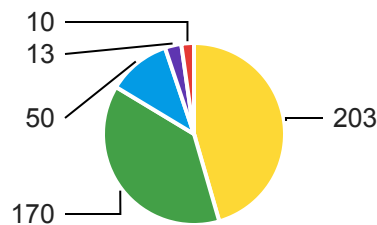
Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Troy University faculty were helpful with my career plan.



Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Troy University is responsive to the needs of its students.



Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

The tuition and fees I paid at Troy University were a worthwhile investment.



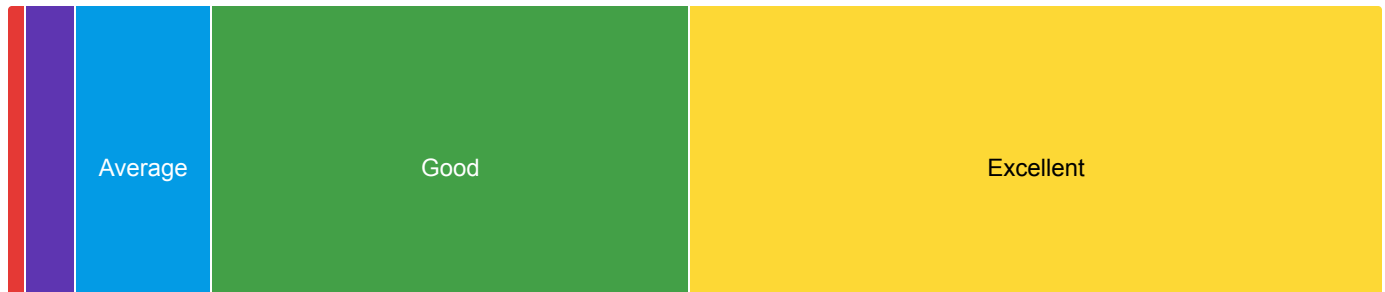
Strongly Disagree [2%, 7] Disagree [4%, 16] Neither Agree nor Disagree [13%, 58] Agree [38%, 171]
Strongly Agree [43%, 194]

Please provide your overall ratings of Troy University - How would you rate Troy University's preparation of you for employment?



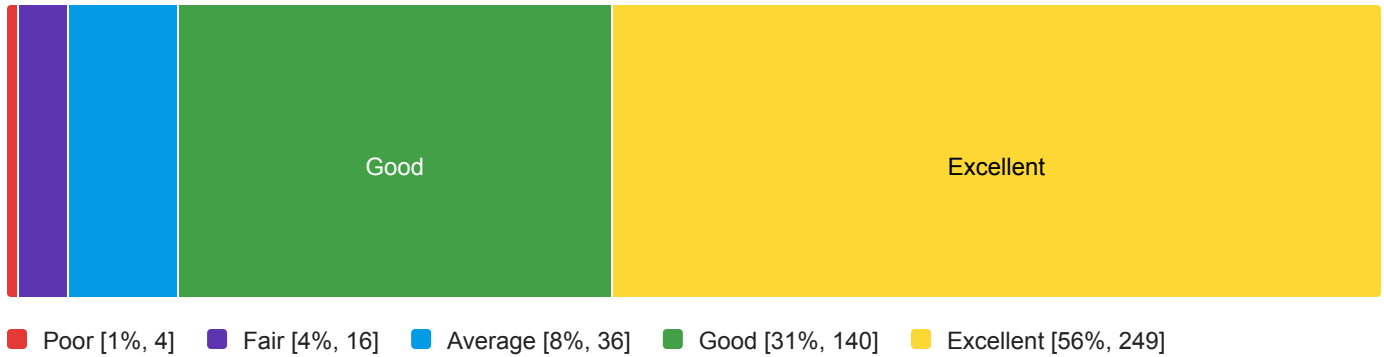
Poor [2%, 7] Fair [4%, 18] Average [14%, 60] Good [36%, 159] Excellent [45%, 200]

How would you rate Troy University's preparation of you for further education?

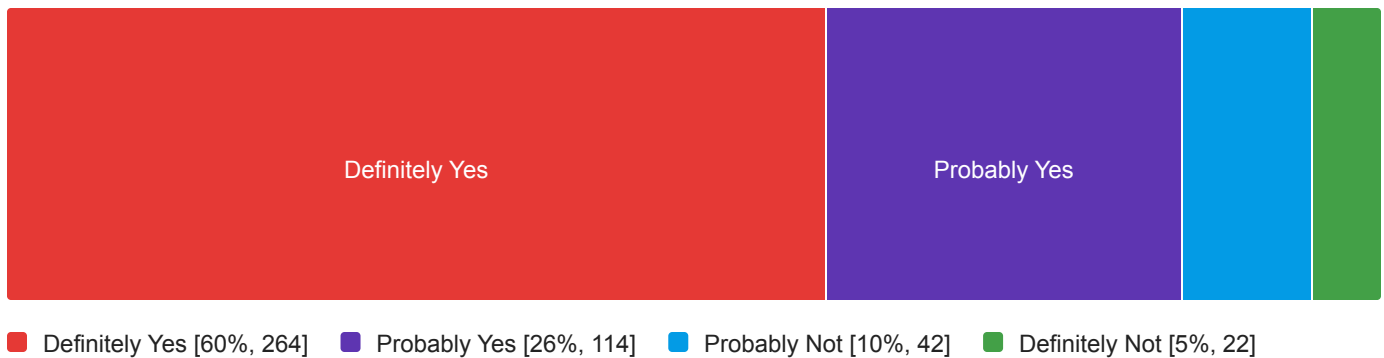


Poor [1%, 6] Fair [4%, 16] Average [10%, 44] Good [35%, 154] Excellent [50%, 223]

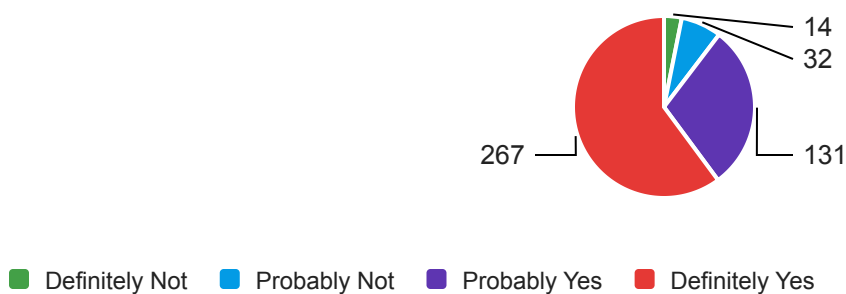
What is your overall rating of your college experiences at TROY?



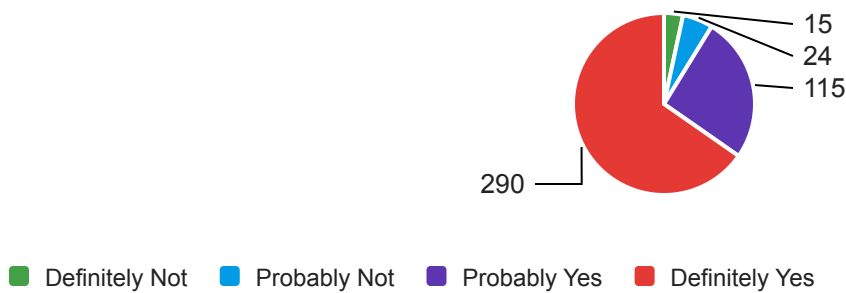
If you were starting graduate school over, would you enroll in the same program?



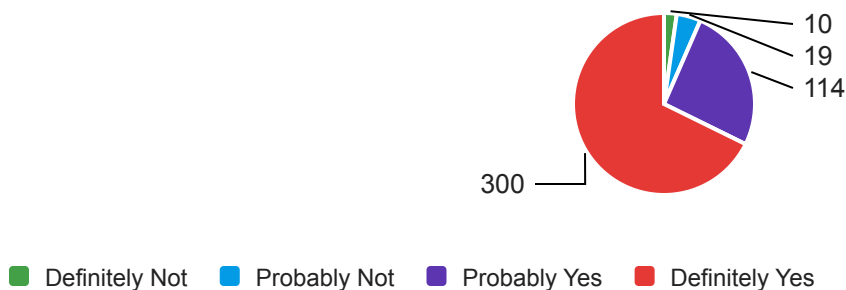
If you could start graduate school over, would you attend Troy University again?



Would you recommend your academic program to other students?



Would you recommend Troy University to someone planning to go to college?



Please type any additional comments you have regarding Troy University below:

30) Please type any additional comments you have regarding Troy University below:

Great Over all university. Military friendly.

I absolutely love the Troy Counseling Program at the Pensacola campus!

I am unhappy with how unorganized so many of the professors in my program are. In my current class-I made a 100 on all quizzes and a 96 on my midterm. However-due to the laziness and poor communication of my group I was assigned for the entire semester, I barely made a B in the class. I STRONGLY disagree that an ONLINE class should have such heavy weighted group assignments.

The only thing that was a bit of a struggle for me was I did not know what order to take my classes in so it took me a little longer because I had to wait for the courses to be available.

The only part of my program that has been unclear is the timing and expectations of the comp exam. I'm still waiting on a study guide and confirmation of my testing site/proctor. It's important to me to finalize my degree as soon as possible because I have worked straight through to finish all course work.

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It is not military friendly and some instructors do not care for students. They are not responsive to student's questions.

The Professors at the Clinical and Mental Health Department were willing to teach and help students learn. I appreciate the opportunity I had to improve my knowledge, skills and professional development I hope to be an effective and efficient Clinical Mental Health Counselor.

Much of the work in the program appeared to be busy work and many of the students in the online graduate program are also full time workers so there should be a balance.

I really hope the evaluation of faculty are taking into consideration that the students complaints needs to be heard and taking seriously. It would be nice to have a choice to choose between faculties. I believe then, one would be lenient to the students needs.

Through two courses, I don't feel I've learned much new information. Teachers rely on student discussion for learning. I am hopeful specialized classes on my field will be a more fulfilling experience.

As an active duty military student taking online courses, the degree program offered at Troy was a perfect fit. I was able to earn my graduate degree and work and operate full time. The staff was very helpful and understanding along the way. I had a great experience and have recommended this program to several of my colleagues.

The online staff throughout my academic program were a delight to work with. They had my best interest in mind. They helped out so much from the very beginning starting with the recruiter.

- Helped out in enrollment when I couldn't find a class to enroll in, they made it happen.
- Helped out in testing, when I forget to submit for testing site approval, they were on the phone with the testing site to make sure I was able to take a test.
- Helped out in explaining some financial fees and made using the GI Bill for my last couple of classes an easy process,

It was a pleasure.

Thank you

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Overall, I am as pleased with my graduate experience as I was with my undergraduate experience. However, I feel some graduate courses were not taught to their full potential. For example, classes where all that was required were reading and quizzes and no discussions or interactions with the professor do a disservice to students. It doesn't seem to make financial sense for a student to, essentially pay to teach themselves the material.

Dr. Padgett does an excellent job teaching his courses! I would suggest that all other professors be required or urged to implement some of his techniques. He was innovative, present and responsive in his methods the ENTIRE course of the term. In comparison, I took a class with Dr. Spurlock, and there were about 4 quizzes and 1 paper....and that's it. We weren't "taught" anything. I've had a few other courses taught in a similar manner and I was left disappointed.

I'm pleased to know that Dr. Padgett is still associated with Troy! He's everything that I remember him to be from when I was an undergrad and it's always a pleasure and great learning experience to be a student of anything he teaches!

He is the standard and it would be awesome if all other faculty were on his level, in terms of teaching techniques!

I have enjoyed my experience at Troy

I wish that some of the professors were easier to work with. We are in graduate school and most of us work full-time jobs and want to better our career.

Troy provides a great opportunity for the pursuit of a graduate degree while employed in a full time position.

This is my first time going back to school after I obtained my Master's Degree from Troy 12 years ago. It has been very difficult for me not to have the classroom experience and I understand that due to the Covid-19 pandemic the two classes I was enrolled in went to online classes. When I was in college I never had an online class or having to do everything online. I also notified my teacher within the first week that I have a learning disability plus my student advocate yet did not get any assistances in one of my classes so I got a C on my final. I did not feel that I got assistance with learning how to use the online services that Troy offers or what services were available to me. I asked but did not get the help that I needed and would have helped me. Still I don't know what online services are available to me or how to access them. I have found this term has been very stressful which has made me rethink if I even want to complete the classes so I can get my LMHC. I have had to notify my cardiologist because the anxiety and stress that one of my classes caused made me have heart rates as high as 250 beats per minute which could cause me to have a stroke due to a medical condition I have. Yet my other class I had was warm, educational, and had great discussions. I came back to Troy to complete the hours that the state requires me to have now because I learned so much when I was a student years ago but now I don't feel the same way.

None.

The courses offered infrequent exams that covered so much information for a small amount of questions, it left students feeling unfair. Learning and testing methods.

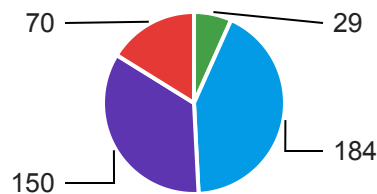
The faculty at the Troy University Graduate Nursing programs have been exceptional. Each of them have been very helpful to me in successfully achieving my degree and were always available when I needed them. I am very pleased with my experience at Troy University.

What are your plans upon graduation?



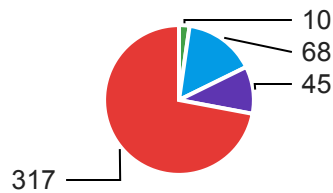
- Serve in the Military [4%, 19] ■ Continue my education as a full-time student in a Graduate or Professional school [4%...
- Take time off from school and work for personal reasons [2%, 11] ■ Continue working at current job [44%, 192]
- Seek full-time employment [32%, 143] ■ Seek part-time employment [1%, 4]
- Continue my education and work part-time or full-time [13%, 56]

Will you be continuing your education through Troy University?



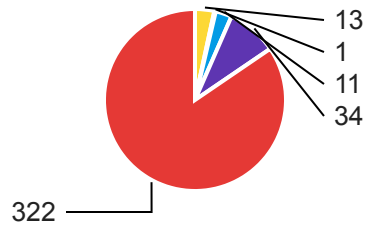
- I have not applied to a graduate program at this time ■ No ■ Maybe ■ Yes

Are you currently employed?



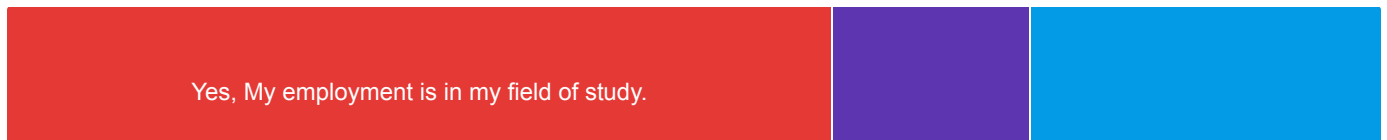
- I am not currently employed but I have accepted a job offer
- No
- I am currently employed but my job status will change upon graduation
- Yes

Please select your current employment status:



- Graduate Assistantship
- Work Study
- Temporary or Contract
- Part Time
- Full Time

Would you classify your current or future (accepted job offer) employment as being in your field of study?



- Yes, My employment is in my field of study. [60%, 257]
- No, I am employed in a field that is unrelated to my academic degree. [14%, 61]
- Somewhat - I am employed in a field that uses skills I learned from my academic degree...