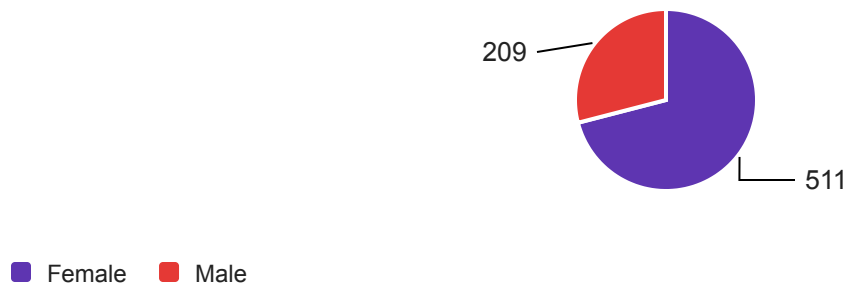


2020 New Student Survey Report

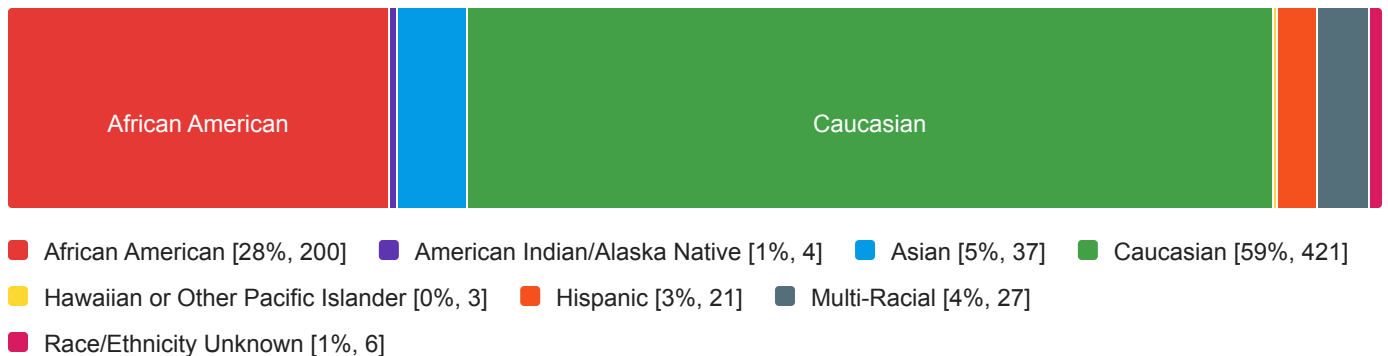
1

The Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the New Student Survey in spring 2020. (Year of COVID) The purpose of the survey was to identify the satisfaction of the fall 2019, 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 4,053 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 2019. After two follow up emails, on April 28, 2020 and May 14, 2020, a total of 728 responses were received; representing a 11.5% response rate.

Gender:



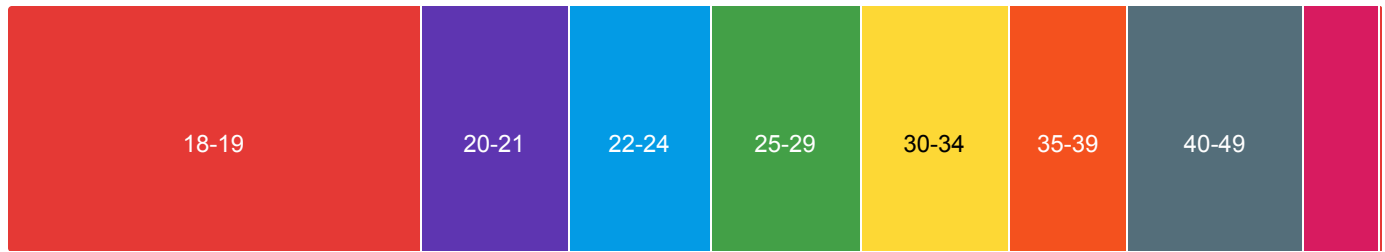
Ethnicity:



2020 New Student Survey Report

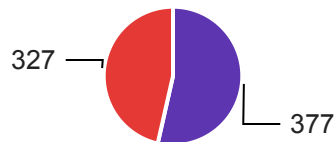
2

Age:



18-19 [30%, 215] 20-21 [11%, 77] 22-24 [10%, 74] 25-29 [11%, 78] 30-34 [11%, 77]
35-39 [9%, 62] 40-49 [13%, 91] 50-64 [6%, 40] 65 or over [0%, 1]

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



No Yes

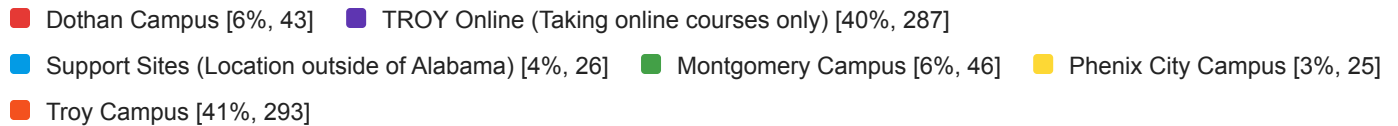
Enrollment Status:

Dually-enrolled high school student [1%, 7]
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 ...
Undergraduate transfer student (an undergraduate student who transferred to TROY from...
Graduate transfer student (a graduate student who transferred to TROY from another co...
Undergraduate transient student (an undergraduate student attending TROY temporarily)...
Graduate transient student (a graduate student attending TROY temporarily) [0%, 3] Other [7%, 52]

2020 New Student Survey Report

3

Which Troy University campus are you currently enrolled?



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	0
Augusta, GA	3
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

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Fort Lewis, WA	0
Fort Walton Beach, FL	3
Hanoi, Vietnam (HUST)	0
Hanoi, Vietnam (UEB-VNU)	1
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)	1
Pensacola, FL	7
Saigon, Vietnam	0
San Antonio, TX	0
Seoul (Yongsan Army Garrison)	0

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5

Sumter, SC

0

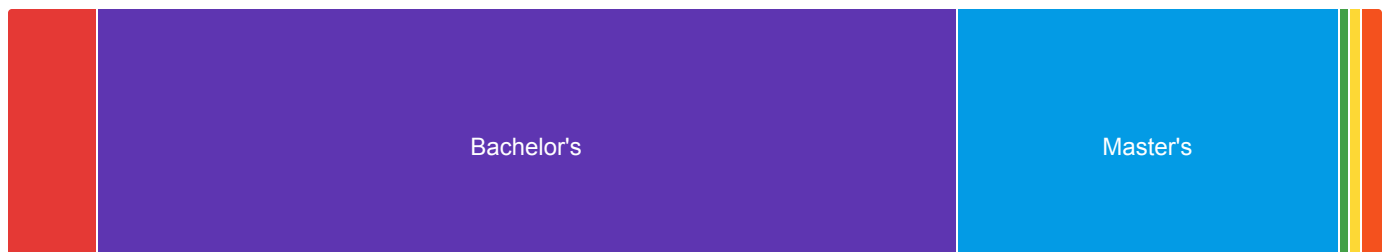
Tampa Bay, FL

5

Tyndall AFB (Panama City), FL

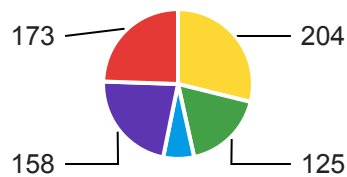
1

Degree program you are in:



Associate [7%, 47] Bachelor's [63%, 451] Master's [28%, 201] Education Specialist [1%, 5]
Doctorate [1%, 7] Other [1%, 10]

College you are attending:



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

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

Field	Choice Count
Anthropology Major	7
Biology Major	6
Biology Program	1
Biology, Preprofessional Major	8
Chemistry Major	1

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Chemistry Program	0
Comprehensive General Science Program	0
Computer Science	11
Computer Science, Applied Major	14
Criminal Justice	35
Environmental and Biological Sciences	0
Environmental Science Program	3
General Education	4
History Major	4
Liberal Studies	0
International Relations	11
Marine Biology Program	0
Mathematics Major	0
Political Science Major	8
Public Administration	11
Social Science Major	8
Sociology Major	3
Surveying and Geomatics Sciences Program	6
Other	28

What is your major in the Sorrell College of Business?

Field	Choice Count
Accounting Major	17
Business	16

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Business Administration	14
Executive Master of Business Administration	4
Finance Major	6
General Business Major	12
Human Resource Management	26
Information Systems Major	2
Management	38
Marketing Major	10
Resources and Technology Management	0
Risk Management and Insurance Major	0
Taxation	0
Other	13

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

Field	Choice Count
Art Major	3
Broadcast Journalism Major	9
Communication Arts Major - Communication Studies Track	6
Communication Arts Major - Theatre Track	3
Design, Technology and Innovation Program	1
English Major	4
Foreign Language Major	3
Journalism, Print Major	1
Music Major	6

2020 New Student Survey Report

8

Studio Arts

0

Other

10

What is your major in the College of Education?

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

Early Childhood Education (Grades P-3)

School Counseling (P-12)

Early Childhood Education (Grades P-3)

Counseling and Psychology - Clinical Mental Health Counseling

Psychology Major

Elementary Education (Grades K-6)

Elementary Education (Grades K-6)

Early Childhood Education (Grades P-3)

Psychology Major

Psychology Major

Elementary Education (Grades K-6)

Psychology Major

Psychology Major

Early Childhood Education (Grades P-3)

Elementary Education (Grades K-6)

Psychology Major

Elementary Education (Grades K-6)

Counseling and Psychology - Clinical Mental Health Counseling

Psychology Major

Adult Education

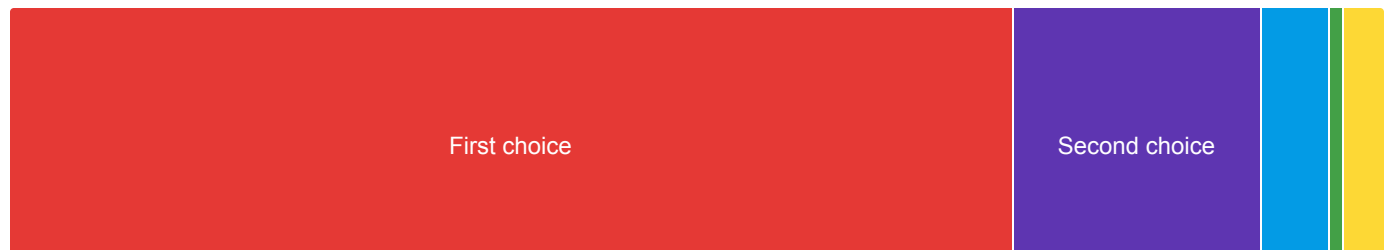
2020 New Student Survey Report

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

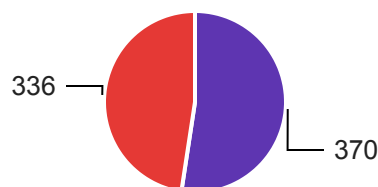
Field	Choice Count
Athletic Training	10
Health Education	0
Human Services	10
Nursing	72
Physical Education	0
Rehabilitation	5
Social Work	58
Sports & Fitness Management	11
Other	36

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



■ First choice [73%, 517] ■ Second choice [18%, 128] ■ Third choice [5%, 35] ■ Fourth choice [1%, 7]
■ Other (please specify) [3%, 21]

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



■ No ■ Yes

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

- Academic reputation [10%, 284] ■ Reputation for social activities [2%, 49] ■ Rankings in national magazines [1%, 41]
■ Graduates get good jobs [4%, 105] ■ Size of campus [6%, 174] ■ Location [11%, 321] ■ Affordability [11%, 323]
■ Availability of financial aid [6%, 171] ■ Admission standards [4%, 109] ■ Academic programs [10%, 291]
■ Flexibility of schedule [11%, 328] ■ Social atmosphere [4%, 120] ■ Diversity of student body [3%, 94]
■ Athletics [1%, 42] ■ Performing arts (band, collegiate singers... ■ Recommendation of high school counselor [...
■ Parents' recommendation [2%, 71] ■ Friends' recommendation [5%, 155] ■ Alumni recommendation [3%, 95]
■ Other (please specify) [2%, 67]

Other (please specify) - Text

Online Program

Troy offers good major fit for my 2 other sons and myself especially in ASL program and my son chose Troy for its athletics programs & it's adm standards.

250 per credit for Military

121project

tuition

Family attends the university

military friendly

My degree was offered online

I went to troy for my undergraduate studies.

Recommendation by college professor, invited Troy recruiters to present in class.

Can transfer from my country

Availability of online courses

Troy's partnership with Phenix City Schools was appealing and sparked my interest in wanting to attend.

College/workplace tuition discount

ROTC

Was offering my social work degree

course was available that I needed to graduate

was told they offered discounts to retirees, was not true but I had already began sending my info

Job recommendation

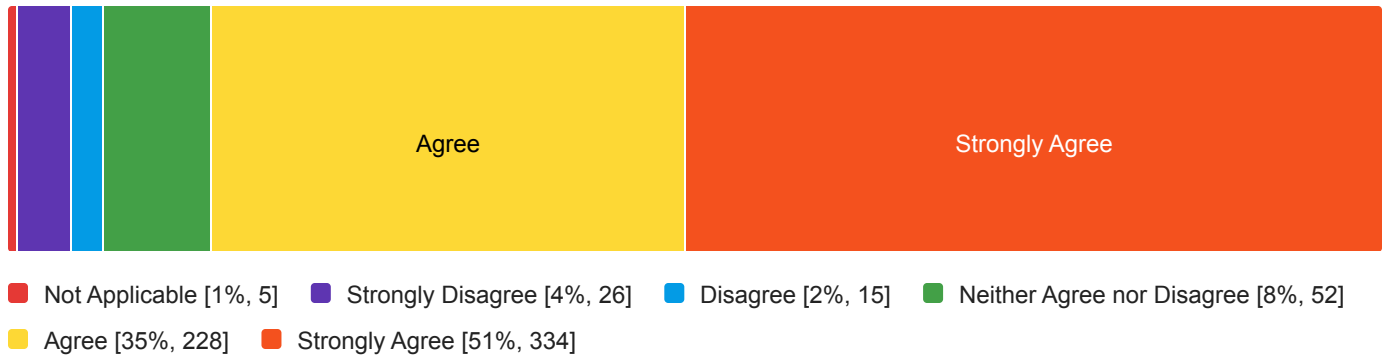
felt like home

**Please rate your agreement with the following statements in regard to Troy University
faculty- TROY personnel are knowledgeable and helpful.**

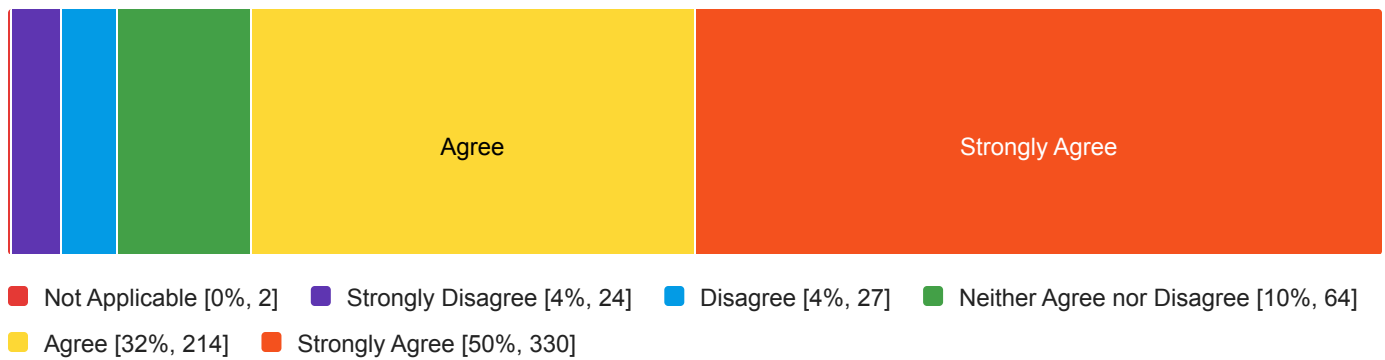


■ Not Applicable [1%, 4] ■ Strongly Disagree [3%, 23] ■ Disagree [2%, 12] ■ Neither Agree nor Disagree [6%, 37]
■ Agree [38%, 252] ■ Strongly Agree [51%, 336]

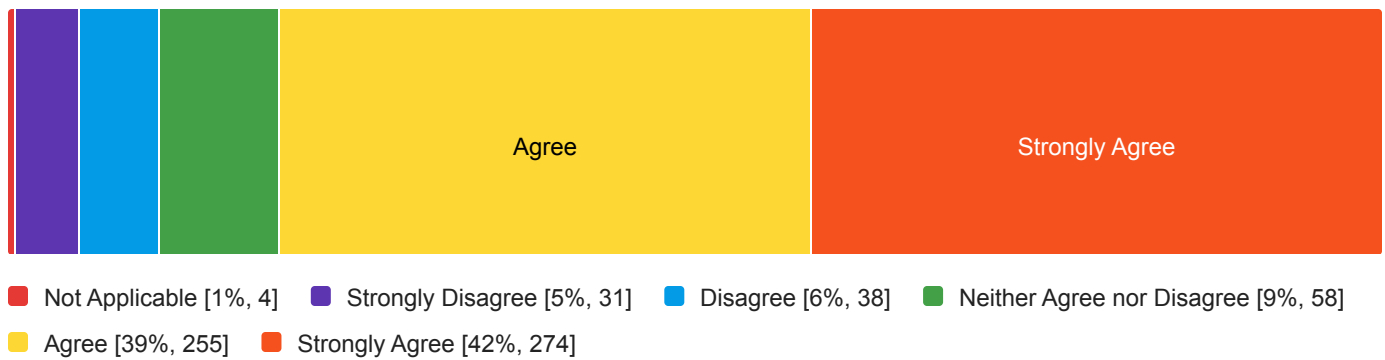
Faculty care about students as individuals.



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



Academic advising is adequate.

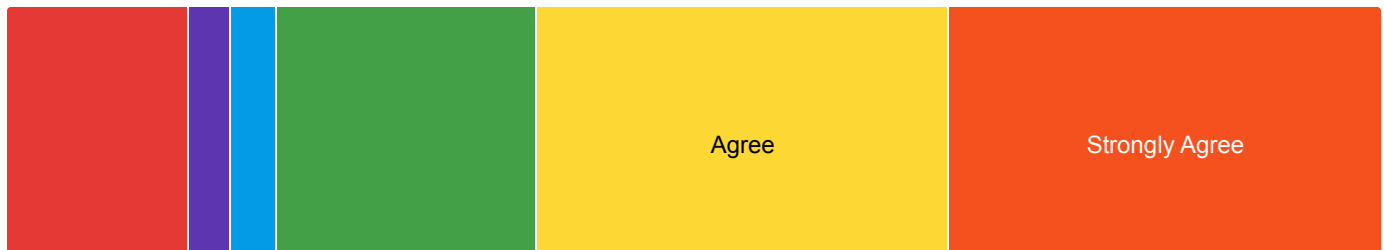


Sufficient financial aid options are available.



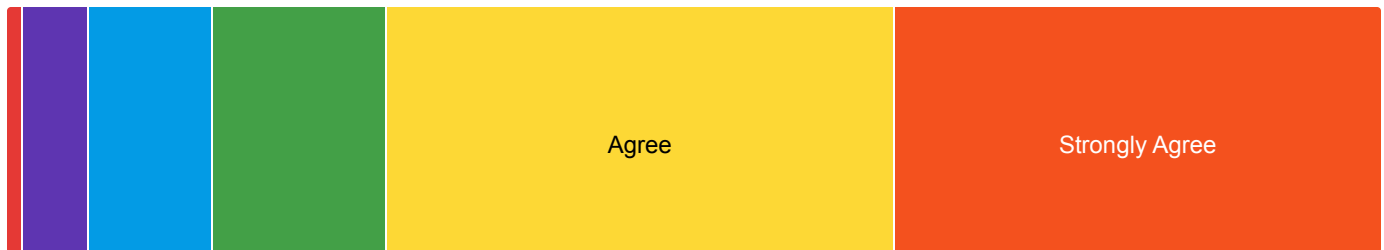
■ Not Applicable [7%, 49]
 ■ Strongly Disagree [4%, 26]
 ■ Disagree [6%, 38]
 ■ Neither Agree nor Disagree [13%, 84]
 ■ Agree [33%, 217]
 ■ Strongly Agree [37%, 247]

The tuition payment plan is beneficial for students.



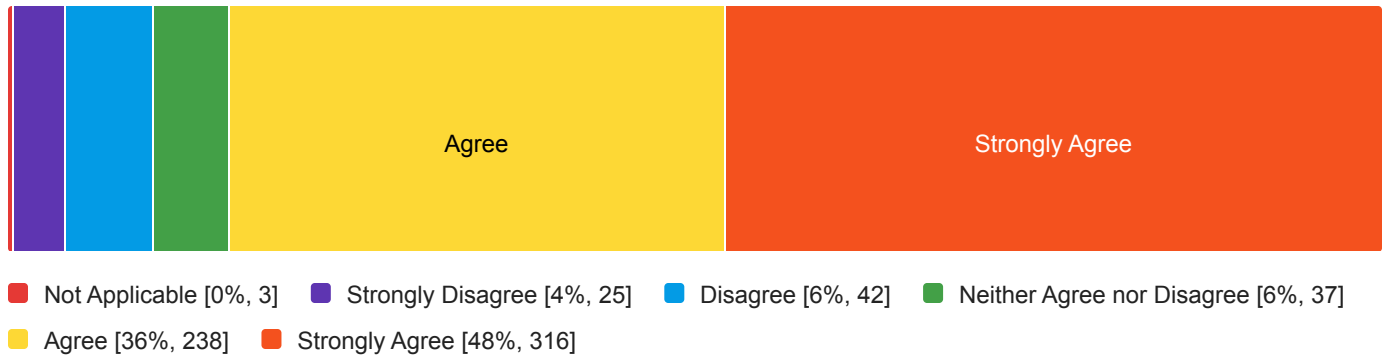
■ Not Applicable [13%, 87]
 ■ Strongly Disagree [3%, 21]
 ■ Disagree [3%, 22]
 ■ Neither Agree nor Disagree [19%, 125]
 ■ Agree [30%, 198]
 ■ Strongly Agree [31%, 207]

Class information provided prior to enrollment was helpful.

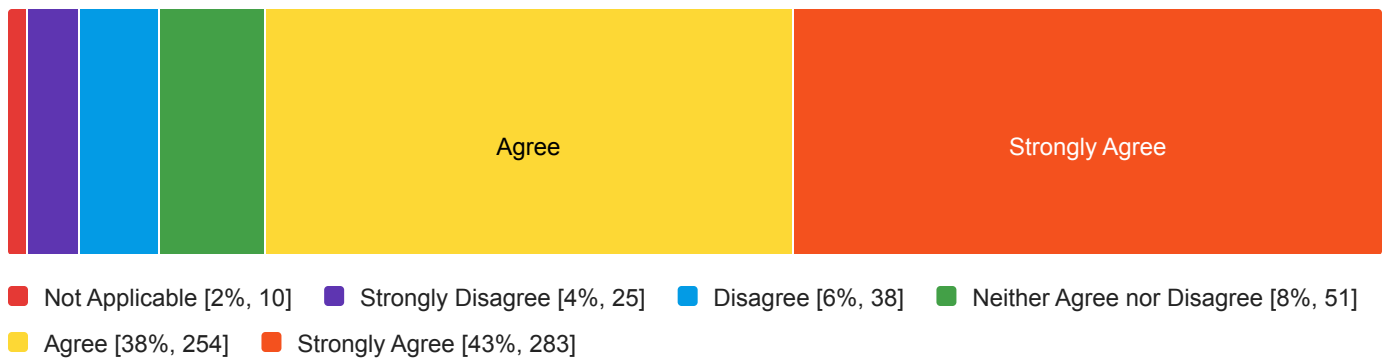


■ Not Applicable [1%, 8]
 ■ Strongly Disagree [5%, 31]
 ■ Disagree [9%, 60]
 ■ Neither Agree nor Disagree [13%, 84]
 ■ Agree [37%, 244]
 ■ Strongly Agree [35%, 234]

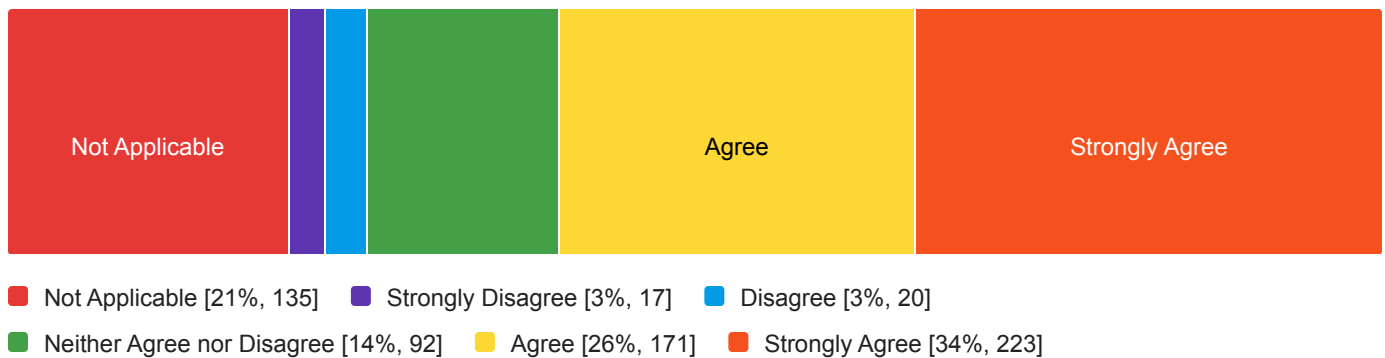
Registration dates, times, and procedures were made clear to me prior to enrollment.



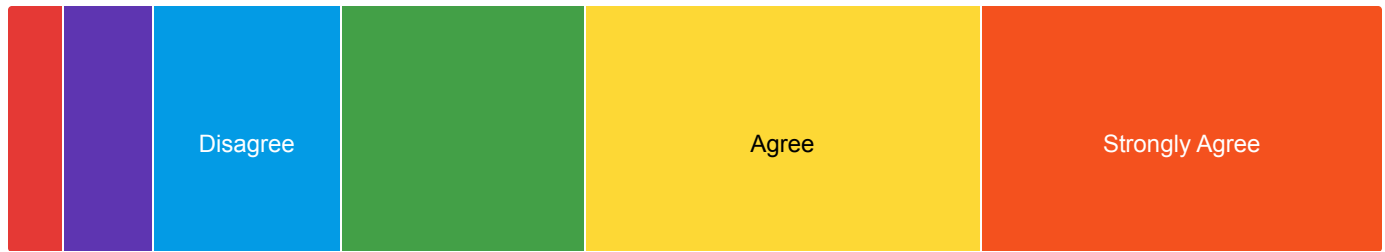
The online registration process is user-friendly.



The on-site registration process is user-friendly.

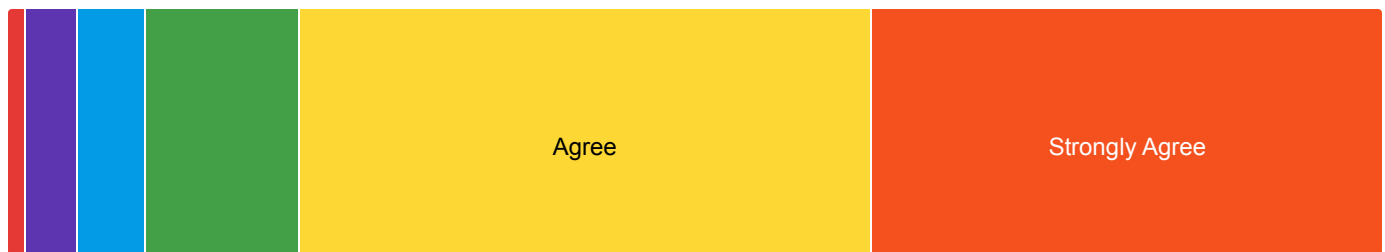


Students seldom get the “run around” when seeking information.



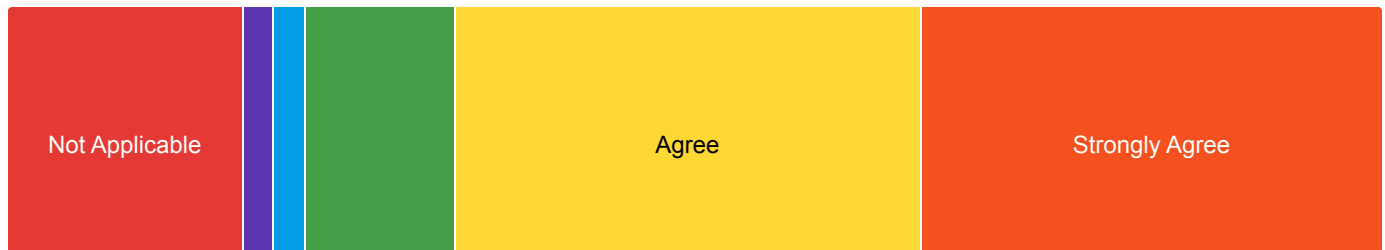
■ Not Applicable [4%, 27]
 ■ Strongly Disagree [7%, 43]
 ■ Disagree [14%, 90]
 ■ Neither Agree nor Disagree [18%, 117]
 ■ Agree [29%, 190]
 ■ Strongly Agree [29%, 192]

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



■ Not Applicable [1%, 9]
 ■ Strongly Disagree [4%, 24]
 ■ Disagree [5%, 33]
 ■ Neither Agree nor Disagree [11%, 73]
 ■ Agree [42%, 274]
 ■ Strongly Agree [37%, 243]

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

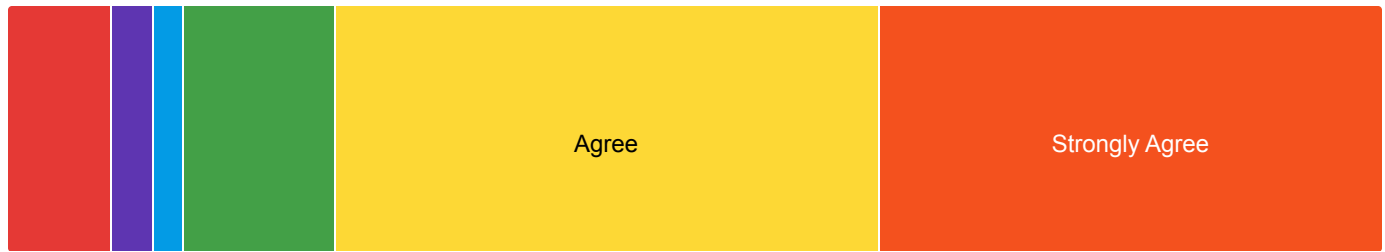


■ Not Applicable [17%, 113]
 ■ Strongly Disagree [2%, 15]
 ■ Disagree [2%, 15]
 ■ Neither Agree nor Disagree [11%, 72]
 ■ Agree [34%, 223]
 ■ Strongly Agree [34%, 221]

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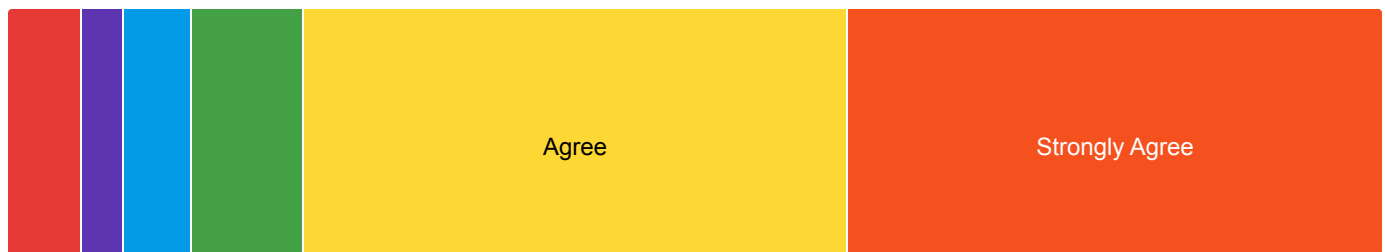
16

Class drop/add procedures are appropriate.



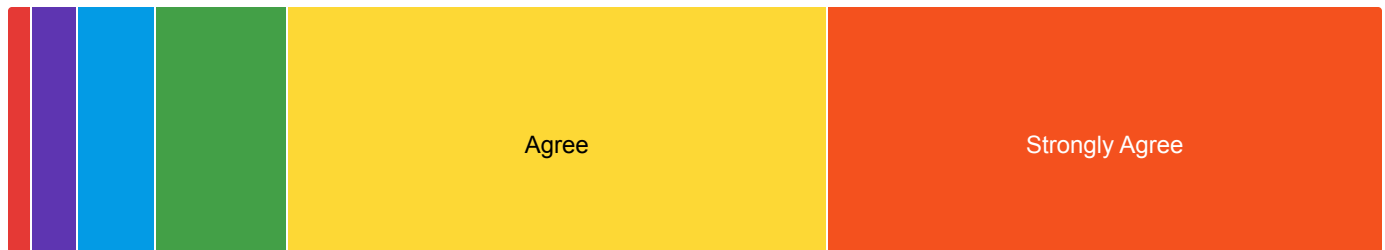
Not Applicable [8%, 50] Strongly Disagree [3%, 20] Disagree [2%, 14] Neither Agree nor Disagree [11%, 73]
Agree [40%, 261] Strongly Agree [37%, 241]

Classes are offered at convenient times.



Not Applicable [5%, 35] Strongly Disagree [3%, 20] Disagree [5%, 33] Neither Agree nor Disagree [8%, 53]
Agree [40%, 259] Strongly Agree [39%, 254]

The classes I attend are well organized and well taught.



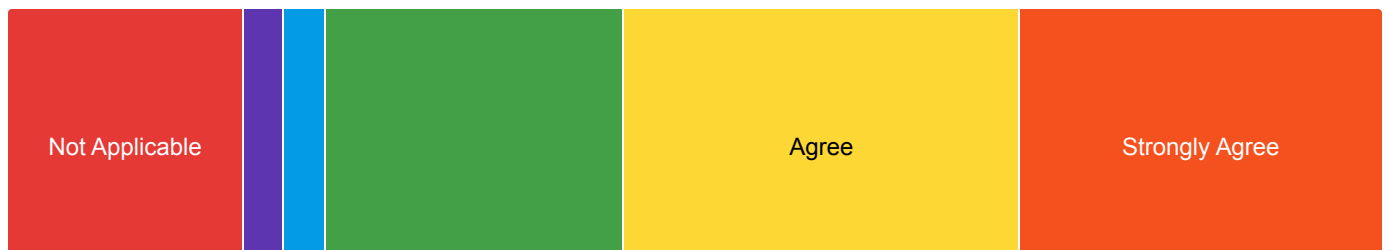
Not Applicable [2%, 11] Strongly Disagree [3%, 22] Disagree [6%, 38] Neither Agree nor Disagree [10%, 63]
Agree [39%, 258] Strongly Agree [40%, 265]

The University offers a variety of majors at my location.



■ Not Applicable [6%, 39]
 ■ Strongly Disagree [3%, 19]
 ■ Disagree [3%, 17]
 ■ Neither Agree nor Disagree [7%, 49]
 ■ Agree [38%, 252]
 ■ Strongly Agree [43%, 283]

Tutorial services are sufficient.



■ Not Applicable [17%, 113]
 ■ Strongly Disagree [3%, 19]
 ■ Disagree [3%, 20]
 ■ Neither Agree nor Disagree [22%, 143]
 ■ Agree [29%, 189]
 ■ Strongly Agree [26%, 173]

Please rate your agreement with the following services at Troy University: On-campus bookstore hours are convenient for students.



■ Not Applicable [29%, 188]
 ■ Strongly Disagree [3%, 18]
 ■ Disagree [6%, 37]
 ■ Neither Agree nor Disagree [13%, 80]
 ■ Agree [32%, 203]
 ■ Strongly Agree [18%, 112]

Purchasing textbooks through Troy Virtual BookStore is convenient.



■ Not Applicable [14%, 88] ■ Strongly Disagree [4%, 24] ■ Disagree [6%, 38]
■ Neither Agree nor Disagree [19%, 120] ■ Agree [30%, 192] ■ Strongly Agree [28%, 179]

Student organizations are available for my participation.



■ Not Applicable [24%, 156] ■ Strongly Disagree [4%, 23] ■ Disagree [3%, 22]
■ Neither Agree nor Disagree [15%, 93] ■ Agree [30%, 191] ■ Strongly Agree [24%, 153]

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



■ Not Applicable [2%, 12]
 ■ Strongly Disagree [3%, 18]
 ■ Disagree [2%, 12]
 ■ Neither Agree nor Disagree [7%, 45]
 ■ Agree [43%, 275]
 ■ Strongly Agree [43%, 277]

Troy University has a good reputation in my community.



■ Not Applicable [6%, 39]
 ■ Strongly Disagree [3%, 16]
 ■ Disagree [1%, 6]
 ■ Neither Agree nor Disagree [9%, 60]
 ■ Agree [35%, 225]
 ■ Strongly Agree [46%, 294]

I am receiving a quality education at Troy University.



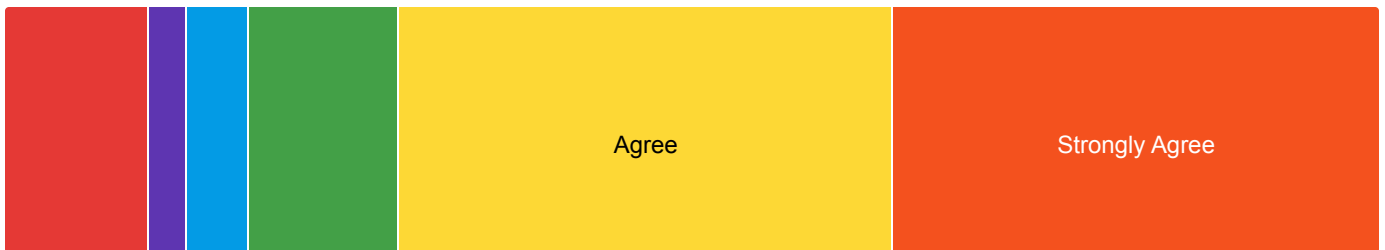
■ Not Applicable [0%, 3]
 ■ Strongly Disagree [3%, 17]
 ■ Disagree [3%, 16]
 ■ Neither Agree nor Disagree [6%, 40]
 ■ Agree [36%, 232]
 ■ Strongly Agree [52%, 332]

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



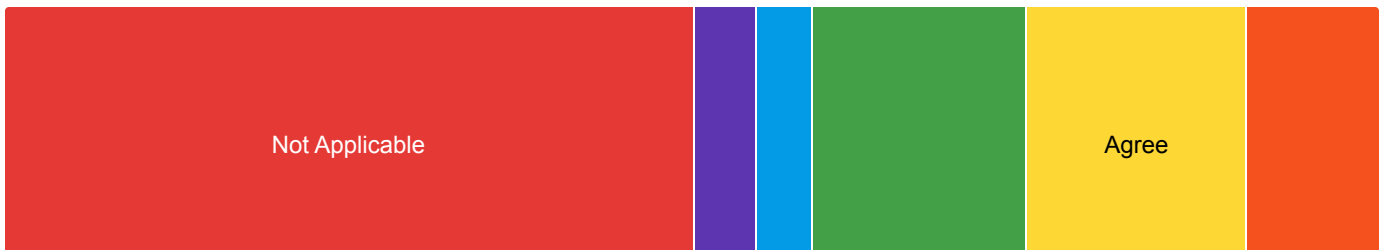
■ Not Applicable [0%, 2]
 ■ Strongly Disagree [3%, 20]
 ■ Disagree [2%, 14]
 ■ Neither Agree nor Disagree [7%, 43]
 ■ Agree [31%, 200]
 ■ Strongly Agree [56%, 362]

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



■ Not Applicable [10%, 67]
 ■ Strongly Disagree [3%, 18]
 ■ Disagree [5%, 29]
 ■ Neither Agree nor Disagree [11%, 70]
 ■ Agree [36%, 230]
 ■ Strongly Agree [35%, 226]

Campus housing met my expectations upon arriving to campus.



■ Not Applicable [50%, 320]
 ■ Strongly Disagree [5%, 29]
 ■ Disagree [4%, 26]
 ■ Neither Agree nor Disagree [16%, 100]
 ■ Agree [16%, 102]
 ■ Strongly Agree [10%, 61]

Student recreational opportunities and facilities have met my expectations.



■ Not Applicable [41%, 262]
 ■ Strongly Disagree [3%, 18]
 ■ Disagree [2%, 15]
 ■ Neither Agree nor Disagree [14%, 91]
 ■ Agree [22%, 141]
 ■ Strongly Agree [18%, 112]

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



■ Not Applicable [31%, 198]
 ■ Strongly Disagree [3%, 17]
 ■ Disagree [3%, 19]
 ■ Neither Agree nor Disagree [11%, 68]
 ■ Agree [27%, 172]
 ■ Strongly Agree [26%, 165]

How did you first learn about TROY? (select one) - Selected Choice



■ Alumni [26%, 163]
 ■ Billboard [2%, 10]
 ■ Direct Mail [0%, 2]
 ■ Guidance Counselor [6%, 40]
 ■ Internet [20%, 128]
 ■ Newspaper [0%, 1]
 ■ Radio [0%, 3]
 ■ Television [3%, 16]
 ■ Word of mouth [31%, 200]
 ■ Other (please specify) [12%, 75]

Other (please specify) - Text

First we looked up on internet about a hearing impaired baseball player which then led us to Troy University which also got us to learn more about Jack Hawkins' involvements in Deaf community/service. .

Reputation

My daughter

Former student

Friend

Work/Family

My sister attends

Military Education Center

Professor recommended/discussed Troy as an alternative to local universities for multiple reasons

Brochure

I was in band camp

sibling

Poster

Live nearby

Troy was available overseas in the 80's. Few others were. Supportive of military.

College Advisor

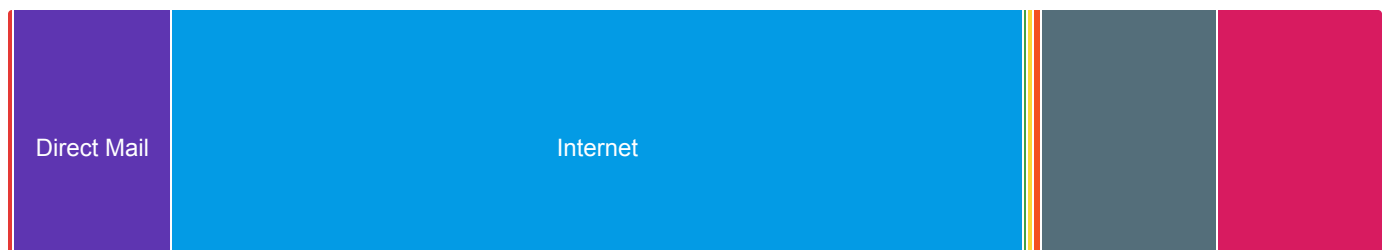
I've known about Troy University my entire life. I've heard about the college on all platforms above

Friend

I grew up here

attended hoby

How did you learn about registration dates and times?



■ Billboard [0%, 3]
 ■ Direct Mail [11%, 73]
 ■ Internet [62%, 394]
 ■ Newspaper [0%, 1]
 ■ Radio [0%, 3]
 ■ Television [1%, 4]
 ■ Word of mouth [13%, 81]
 ■ Other (please specify) [12%, 76]

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Other (please specify) - Text

Meeting with Dr. Small on Pensacola FL campus.

Ed center

Email

Social Media

Friend

Jacquelyn Prestwood-recruiter for my area

My sister attends

My own research online

Email

Walk in on campus site

Inquired in Person

Website/Internet

Tyndall education office

I called to get further information regarding enrollment

email

through Ms. Jennifer Vinning

Associate

Email

When I first did Impact.

Alumni friend referred me to call the offices, they were very helpful!

What is the best way to advertise to your friends?



■ Billboard [1%, 7]
 ■ Direct Mail [4%, 26]
 ■ Internet [48%, 301]
 ■ Newspaper [0%, 1]
 ■ Radio [1%, 9]
 ■ Television [3%, 16]
 ■ Word of mouth [40%, 250]
 ■ Other (please specify) [3%, 22]

Other (please specify) - Text

Social Media

social media

social media

Social Media

I have no friends

social media

email

Social media

Email

Career Fair

Facebook

social media

Social Media

Social Media

social media

Social Media

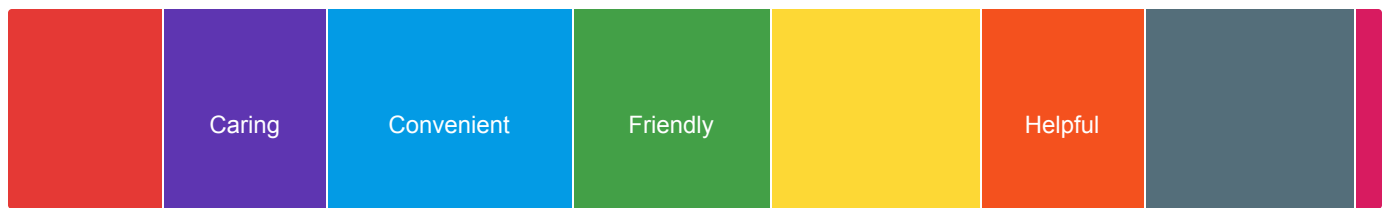
You shouldn't advertise a school, different people need different environments and financial assistance and will find a school that meets their need

Social media platforms

Instagram or TV

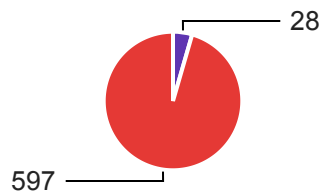
Military Education Centers

How would you describe TROY to a friend?



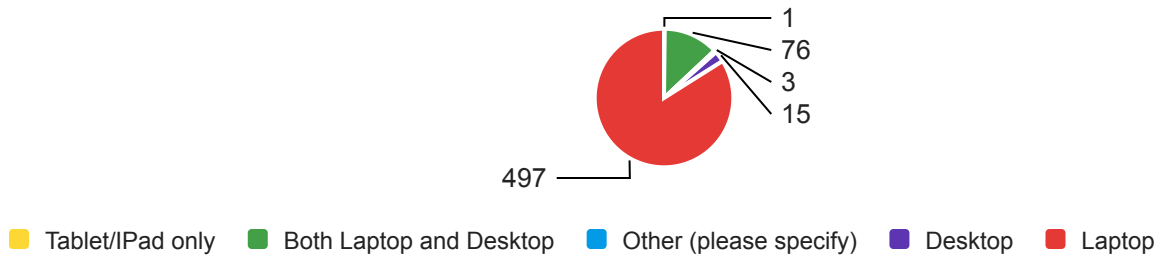
■ Academically challenging [11%, 221]
 ■ Caring [12%, 230]
 ■ Convenient [18%, 347]
 ■ Friendly [14%, 280]
 ■ Good value for the price [15%, 296]
 ■ Helpful [12%, 232]
 ■ Student-centered [15%, 297]
 ■ Other (please specify) [2%, 37]

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

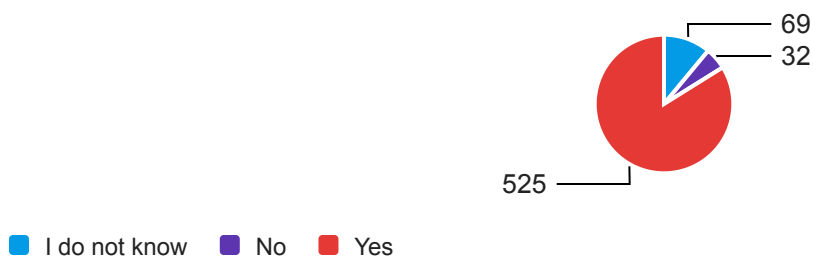


■ No
 ■ Yes

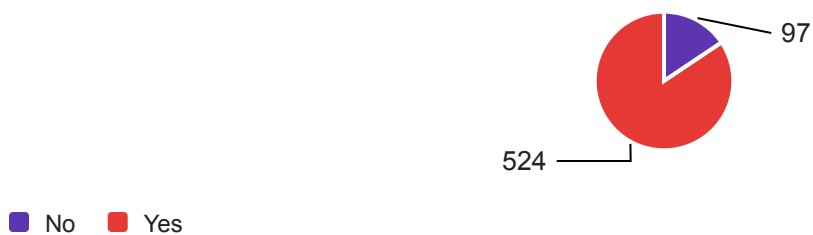
You answered "Yes" that you have your own computer, is that computer a laptop or a desktop?



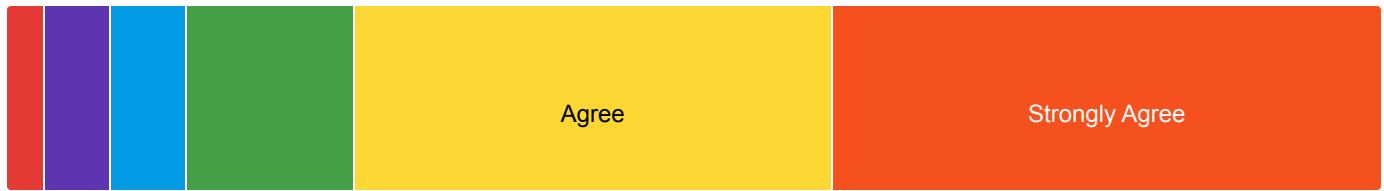
Was an academic advisor assigned to you prior to enrolling or during your first semester/term at TROY?



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

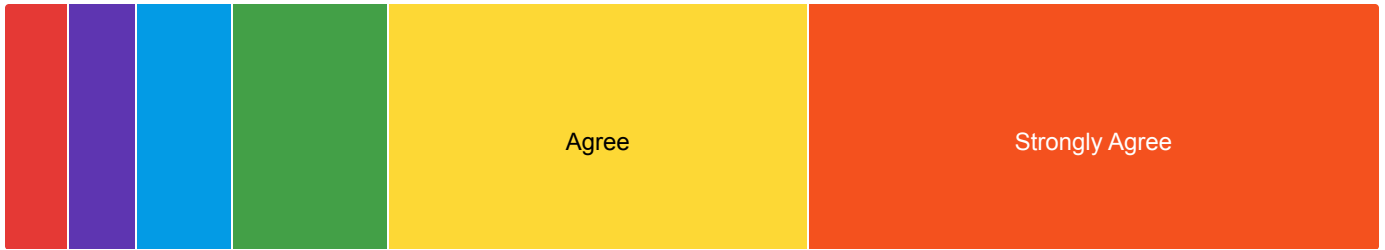


Please select one choice that indicates your level of agreement regarding academic support: My academic advisor is readily available.



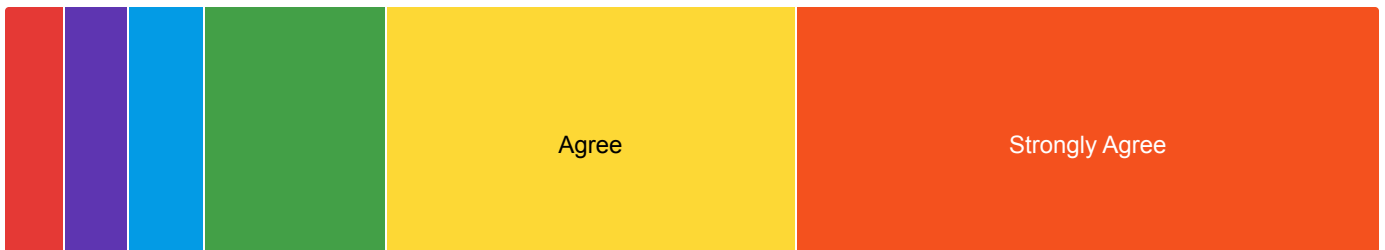
■ Not Applicable [3%, 17] ■ Strongly Disagree [5%, 30] ■ Disagree [6%, 35] ■ Neither Agree nor Disagree [12%, 76]
■ Agree [35%, 217] ■ Strongly Agree [40%, 249]

My academic advisor is helpful in scheduling my classes.



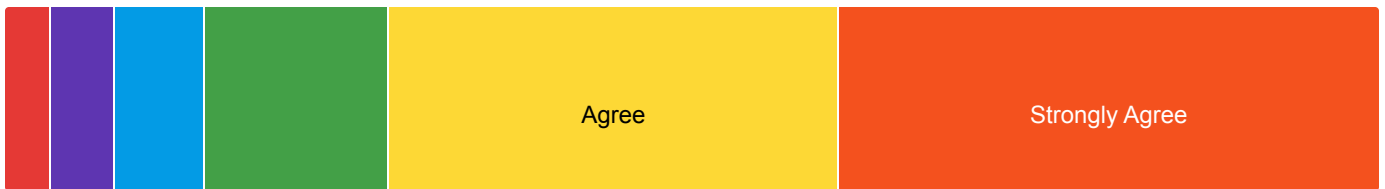
■ Not Applicable [5%, 29]
 ■ Strongly Disagree [5%, 31]
 ■ Disagree [7%, 43]
 ■ Neither Agree nor Disagree [11%, 71]
 ■ Agree [30%, 189]
 ■ Strongly Agree [42%, 258]

My academic advisor is helpful in the registration process.



■ Not Applicable [4%, 27]
 ■ Strongly Disagree [5%, 29]
 ■ Disagree [6%, 35]
 ■ Neither Agree nor Disagree [13%, 82]
 ■ Agree [30%, 186]
 ■ Strongly Agree [42%, 264]

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



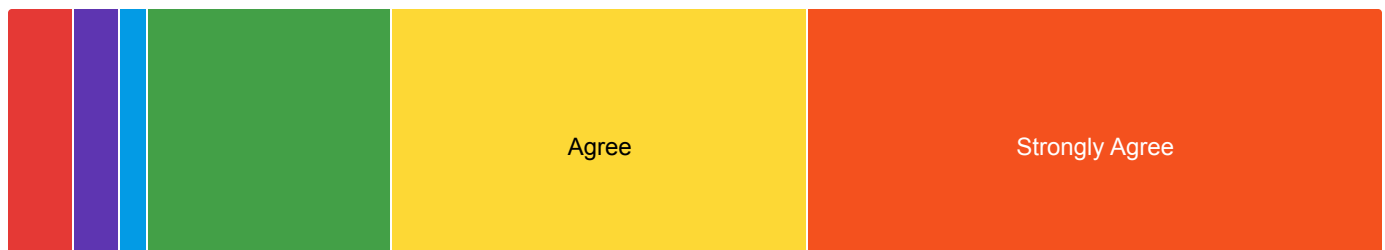
■ Not Applicable [3%, 21]
 ■ Strongly Disagree [5%, 29]
 ■ Disagree [6%, 40]
 ■ Neither Agree nor Disagree [14%, 84]
 ■ Agree [33%, 203]
 ■ Strongly Agree [39%, 244]

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



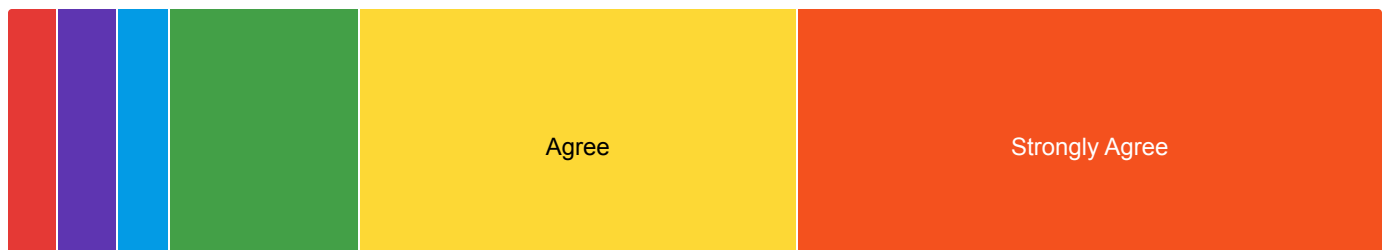
■ Not Applicable [6%, 37]
 ■ Strongly Disagree [4%, 28]
 ■ Disagree [7%, 41]
 ■ Neither Agree nor Disagree [16%, 99]
 ■ Agree [28%, 177]
 ■ Strongly Agree [39%, 241]

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



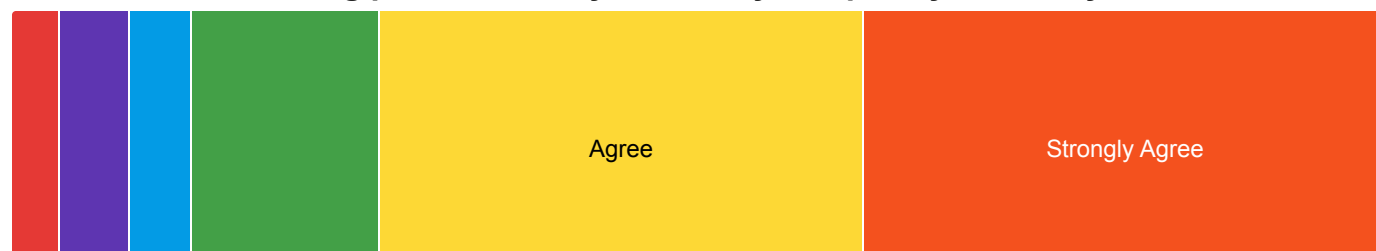
■ Not Applicable [5%, 30]
 ■ Strongly Disagree [3%, 21]
 ■ Disagree [2%, 12]
 ■ Neither Agree nor Disagree [18%, 111]
 ■ Agree [30%, 188]
 ■ Strongly Agree [42%, 259]

I feel comfortable working with my academic advisor.



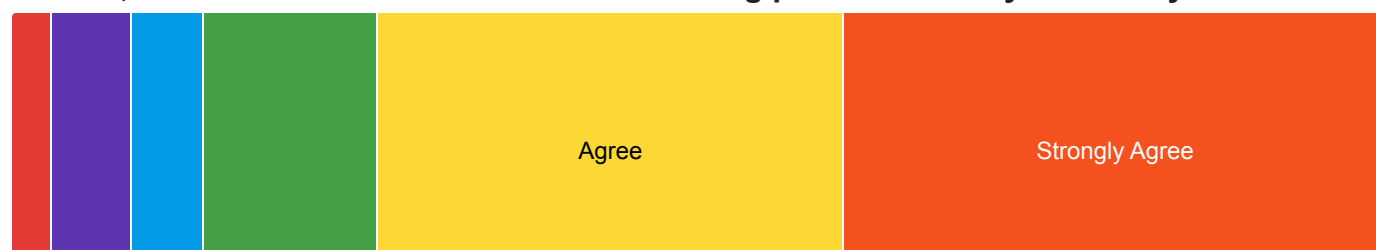
■ Not Applicable [4%, 23]
 ■ Strongly Disagree [4%, 27]
 ■ Disagree [4%, 23]
 ■ Neither Agree nor Disagree [14%, 86]
 ■ Agree [32%, 198]
 ■ Strongly Agree [43%, 264]

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



■ Not Applicable [4%, 22]
 ■ Strongly Disagree [5%, 31]
 ■ Disagree [5%, 28]
 ■ Neither Agree nor Disagree [14%, 85]
 ■ Agree [35%, 218]
 ■ Strongly Agree [38%, 235]

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



■ Not Applicable [3%, 18]
 ■ Strongly Disagree [6%, 36]
 ■ Disagree [5%, 33]
 ■ Neither Agree nor Disagree [13%, 79]
 ■ Agree [34%, 211]
 ■ Strongly Agree [39%, 245]

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:

I met with Dr. Smalls in Pensacola FL. I am not sure if he is my academic advisor. He, however, has been a great resource for me.

Due to covid-19 I have not been able to meet with adviser but will look for virtual alternative.

I have no doubt that if I sought advise from my advisor they would be able to help.

Dr. Tabitha Hall is amazing.

My advisor was amazing in introducing me back to college learning. She did a wonderful job marrying me up with the appropriate professors and worked well with my schedule. I could not be happier.

None

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I was never able to have a face to face meeting with my advisor, after multiple attempts. I emailed my advisor to schedule a meeting (more than once) & they seemed as if they didn't want a meeting.

No purpose in having an academic advisor has been found. There is no benefit or negative for me in having an advisor that I am aware of and communication does not occur. Emails sometimes go unanswered and requested information is already available but sometimes hard to find but I am able to work without them.

I wish we could know earlier when a class is dropped.

Mrs. Alison Hughes is the best!

N/A

Any questions I have had through my process of enrolling were always answered in a friendly and timely manner!

I emailed my advisor about signing up for T4 and she answered one email and not the rest. I can't even tell you her name. I had to call and speak to someone else and they helped me sign up for my T4 classes.

Very understanding.

My academic advisor was not as helpful as I had thought or expected and I had often went to other advisors for help. During my first semester, I had no idea who my advisor was, and when I did I often did not get a chance to meet or speak with them about any issues I had scheduling. The one time or few times the second semester that I was able to, it was around lunch break, and when I had asked for easier classes for my gpa, I was stuck with harder ones or early morning ones as options. Biology was also not my strong suit class, yet I had preferred it over chemistry. I did not want to take biology, and most of the classes that I took had nothing to do with my major. My advisor said that I had to retake biology because I did not pass it in high school, which did not make any sense and I did not have to take it last year. As well as world history. I had passed world history in high school and said that I needed it for my gpa/ major, which did not make any sense. I had already taken world and American History, which felt like a dozen times in high school, and passed and did not want to take again because it is a long lecture class. There was one class that did have to do with my major, but I had to drop it as well as history because it was a hard lecture class with only 5 tests to fix your grade. Which, did not help me with my situation. On top of that, I had already signed up for the classes that I had wanted, but I did not figure out till a few days later, my advisor said, btw, I forgot to click the register now button. Which was a tiny, little button, in which I did not see, in the top left or right corner. So, I had to reschedule for the last minute classes and not go to economics class or Kirby's math class, or any of the others that I had originally had signed up for, and was attending for the past few days before this last little mention. On top of that, when I had registered to remove some of my classes due to the crisis, I had originally scheduled to remove these classes days before the deadline, in which you can do it. My advisor did not follow me up on that. When I had emailed to tell my advisor about it again, they said that it was too late for me to remove classes, as I had reminded them after the deadline. So I had went back, and told my advisor that I had asked in an email prior to the deadline to remove these 2 classes, and sent an attachment of the first email. Then my advisor tried to fix the mistake.

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My current advisor is polite and answers my questions or helps me when I need, but she is definitely not the proactive type. When she took over my student account, there were some hiccups and slow goings that I think could have got me started at Troy sooner if she would have been a little more on the ball. Additionally, I don't know if she actually looks at my student file/transcripts when I seek advice, because she has recommended classes or given advice on things that I have already completed.

I would also like to note that this is the second or third advisor that has been assigned to me.

On a positive note, I would really like to say that in my initial intake process and with various items I needed help with admissions and registration, Matt Williams was so helpful and wonderful!

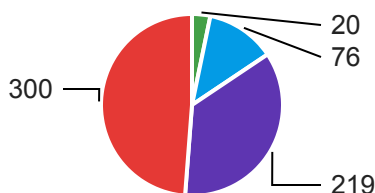
Don't use.

Normal

Great Information Given. Very understanding.

I will continue taking these surveys. Helping make any necessary Trojan adjustments for the program.

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



Other (please specify) Via phone Online Face-to-face

Other (please specify) - Text

Face to face but I am flexible.

hybrid, face to face and on line

Both Face to face and email.

Email considering I am taking online courses

facetime because i have to make sure she is not laughing at me

Either one of these would work. The advisor just needs to be competent enough to help the students.

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Combination of all 3,due to location

Email

None. I know what I want.

Email

I think a mixture for the students would be best

Phone and Email

Face to face but if that is not available then face time or phone call

All are acceptable

I prefer phone but honestly, either one is fine with me as long as the person I'm speaking with is knowledgeable on at least SOMETHING I'm asking about.

All of the above work for me.

I would like to be able to talk in chat to schedule everything more easily not through email

Video conference

Video Chat via Microsoft Teams or Zoom

I have only emailed my advisor a couple of times

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

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

I love everything about Troy University. I only wish Troy would offer take out or to go meals at all time, so I could eat and study at the same time at the comfort of my own places. We were surprised that Troy University lacked in providing a video phone especially in the office of Development Center, and library, so we are hoping Troy will fix that. So this way we would be able to have equal access to phone service and be able to place our call with IT dept, staff, facilities or emergency service any time rather than having to wait until we get home to make the call.

Term 4 was a bit challenging for me with the transfer to courses to online due to Covid 19. I had never had online classes in the past.I feel more work was issued then work we normally received via classroom. I tried my best to be a good student completing my work and working with instructors, while working full time and dealing with life.

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Everything was great. I have not been a college student in more than 20 years. My advisor and my professors did a wonderful job in helping me make that transition; however, no one could have predicted the pandemic. I made the tough decision to drop my courses when we were forced to do online classes. The learning curve was something I could not overcome. I plan on attending classes as soon as they resume. Thank you.

none

The setup of the bookstore seems pretty crooked. It's hard to buy the books from another website since you're not able to find out what books you need until right before the class starts and then you're expected to have them right away. Also if i am a day late returning a book i should not be charged full price for the book. That is a very greedy system that preys on poor young adults.

Thank you, it's been great.

I absolutely love the online courses! I am excited about my time with Troy and I am completely satisfied at the time of the service and classes that I have taken! The opportunity I have been afforded with Troy is amazing!

Excellent school that helped me find myself.

Other than some few difficulties that I had as a freshman, I had a great experience at Troy. The housing issue does need to be fixed, however. Since every time I register for housing, I get the exact opposite of the options that I had put down. Most of the time, I do not get any of the options that I had requested, and am not told about where I'll be housing at/ the issue is not fixed till last minute. Yet even then, they just say sorry but your option is not available anymore, even if you were one of the first few to register or file a cancelation form. However, regardless of that and a few minor difficulties, Troy is still a great place, and I would love to continue my education there soon. As well as go study at the library, seek opportunities on campus that is hard to find anywhere else, be a part of the extracurricular activities including attending football games, and learn plenty of things as well as have opportunities to advance in my Business & Animation career.

Overall, I have enjoyed my experience as a student at Troy University. I am very confident that the Sorrell College of Business is giving me a quality education. I do wish that faculty rather than students helped to make our schedules at IMPACT. Some of the advice that they gave me was inaccurate.

I really love Troy so far, for the most part I have had positive experiences with faculty and students, and the online learning environment is so nicely organized. Some things have taken learning (self service) but it's pretty intuitive. I would like to note that the actual troy website (troy.edu) is so hard to navigate and search through! It's easier to navigate by googling what I'm looking for and adding "troy university" to find links!

Some local students still racist international students

The amount of work required per course is not designed for people that work. It is overwhelming.

I have enjoyed Troy as a first time graduate these past 4 semesters. It really means alot that I can come back to school and futher my education. Thank you for all that you do.

none

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As an online student, not only during social distancing but at all times, it is difficult to get information about student involvement activities. I haven't been able to meet any new people and I thought college was supposed to be one of the more social and exploratory time periods in people's lives. Unfortunately, I'm not quite getting the "college experience" from Troy University. There could be an virtual forum, where online college students could log in to attend various events. Maybe a small subscription fee to watch a sporting event. Or invitations sent by the school to attend a theatrical performance. Get a password and "attend" a frat party.

The two courses I have completed so far have relied on student discussion for learning and have not presented much new information. I am hopeful future classes will be more challenging and professors will better share their knowledge.

N/A

I will not be re enrolling. i am not enjoying my experience.

Overall it has been a great experience. I would have liked to see online extracurricular activities, clubs, or groups we could join, if there were some I was not aware of them, I did join in on some groups created for the coronavirus, but need some specific to my degree, they are offered at school but not online.