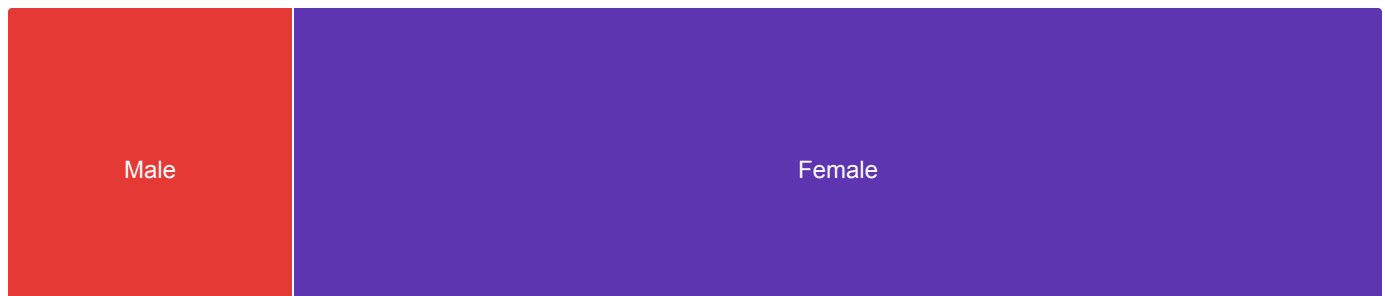


# 2021 New Student Survey Report

1

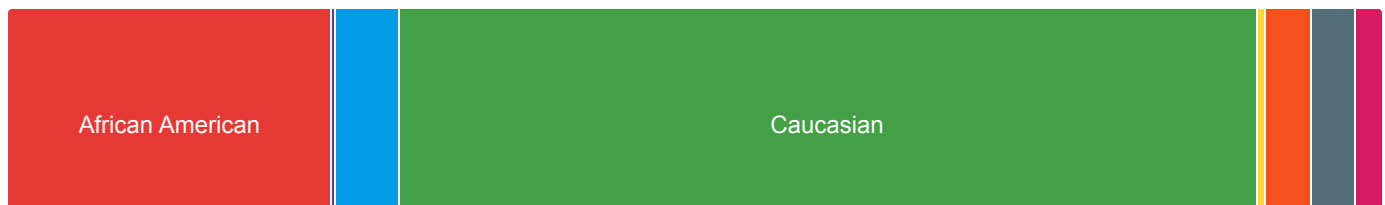
*The Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the New Student Survey in spring 2021. The purpose of the survey was to identify the satisfaction of the fall 2020, T1, T2 and T3 new students with their experiences at Troy University and to determine how well the University served their needs as new undergraduate students. The survey was administered through the online survey program Qualtrics via email to a group of 4,436 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 2021. After two follow up emails, on April 26, 2021 and May 10, 2021, a total of 331 responses were received; representing a 7.5% response rate.*

## Gender:



Male [21%, 69] Female [79%, 262]

## Ethnicity:

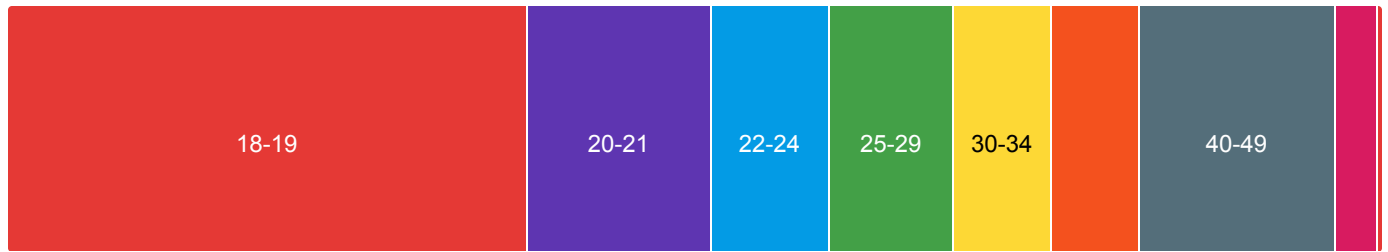


African American [24%, 78] American Indian/Alaska Native [0%, 1] Asian [5%, 15] Caucasian [62%, 206]  
Hawaiian or Other Pacific Islander [1%, 2] Hispanic [3%, 11] Multi-Racial [3%, 11]  
Race/Ethnicity Unknown [2%, 6]

# 2021 New Student Survey Report

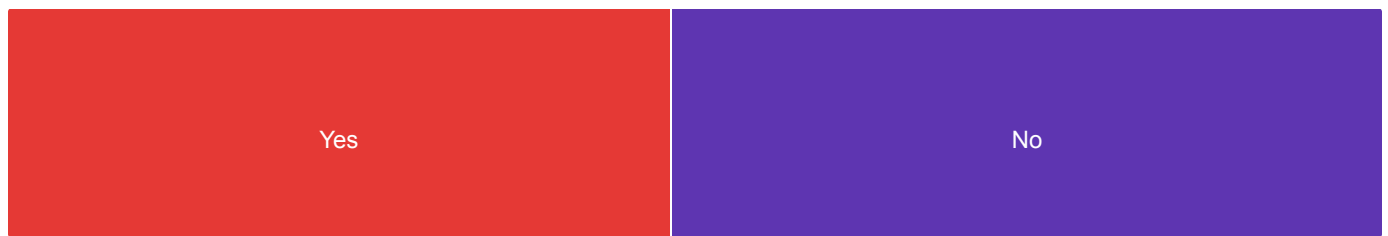
2

## Age:



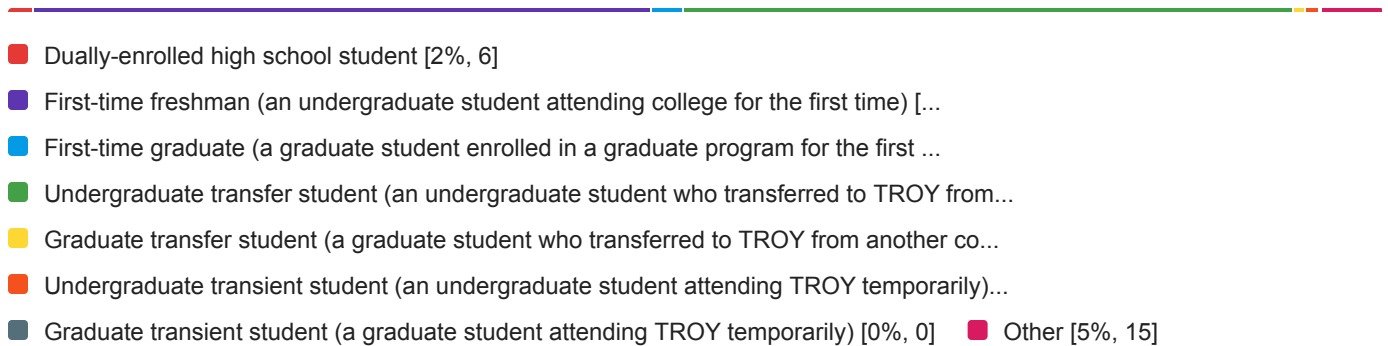
18-19 [38%, 124] 20-21 [13%, 44] 22-24 [9%, 28] 25-29 [9%, 30] 30-34 [7%, 23] 35-39 [6%, 21] 40-49 [14%, 47] 50-64 [3%, 10] 65 or over [0%, 1]

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



Yes [48%, 160] No [52%, 171]

## Enrollment Status:



# 2021 New Student Survey Report

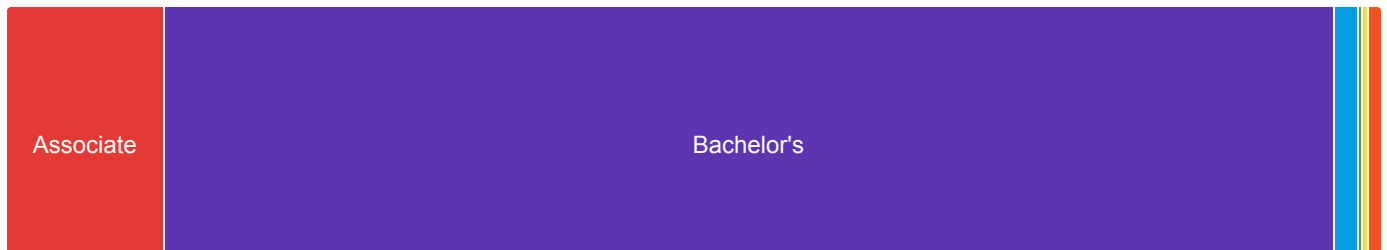
3

## Which Troy University campus are you currently enrolled?



■ Dothan Campus [6%, 18] ■ TROY Online (Taking online courses only) [43%, 140]  
■ Support Sites (Location outside of Alabama) [0%, 1] ■ Montgomery Campus [6%, 18] ■ Phenix City Campus [2%, 8]  
■ Troy Campus [43%, 137]

## Degree program you are in:



■ Associate [11%, 37] ■ Bachelor's [85%, 274] ■ Master's [2%, 6] ■ Education Specialist [0%, 1]  
■ Doctorate [0%, 1] ■ Other [1%, 3]

## College you are attending:

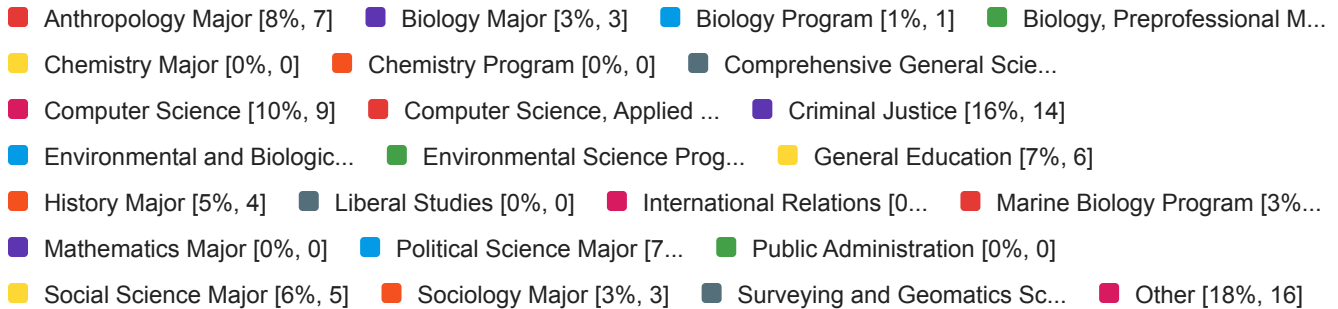


■ Arts & Sciences [28%, 89] ■ Sorrell College of Business [17%, 52] ■ Communication and Fine Arts [11%, 33]  
■ Education [18%, 56] ■ Health & Human Services [27%, 84]

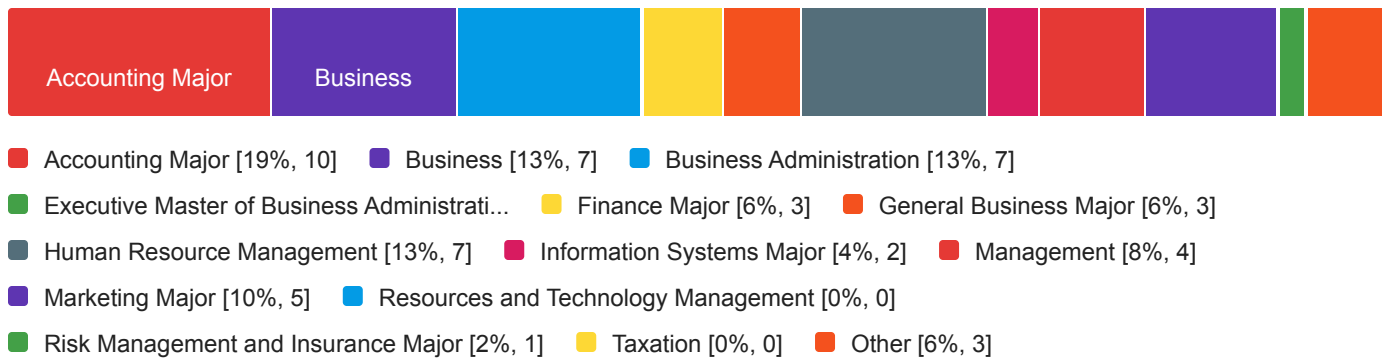
# 2021 New Student Survey Report

4

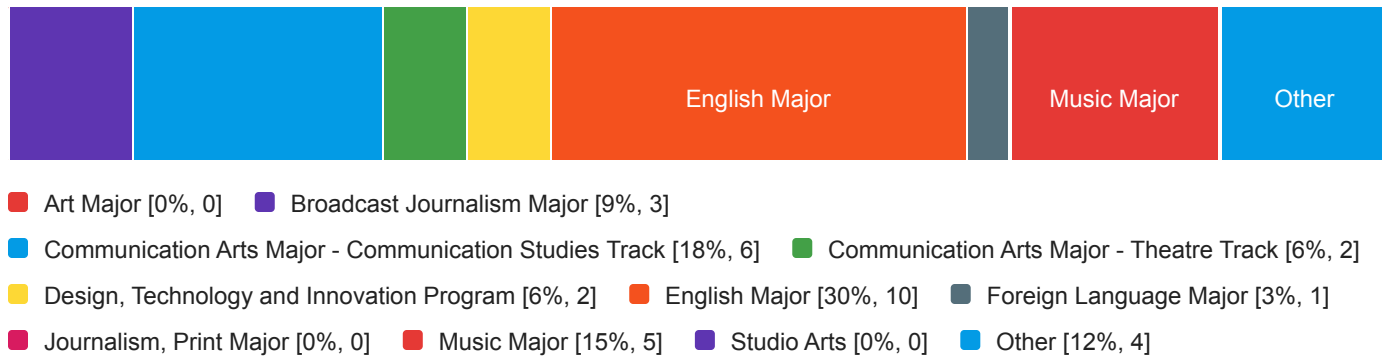
## What is your major in the College of Arts and Sciences?



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



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



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

Field	Choice Count
Adult Education	1
Collaborative Teacher (Grades 6-12)	0

# 2021 New Student Survey Report

5

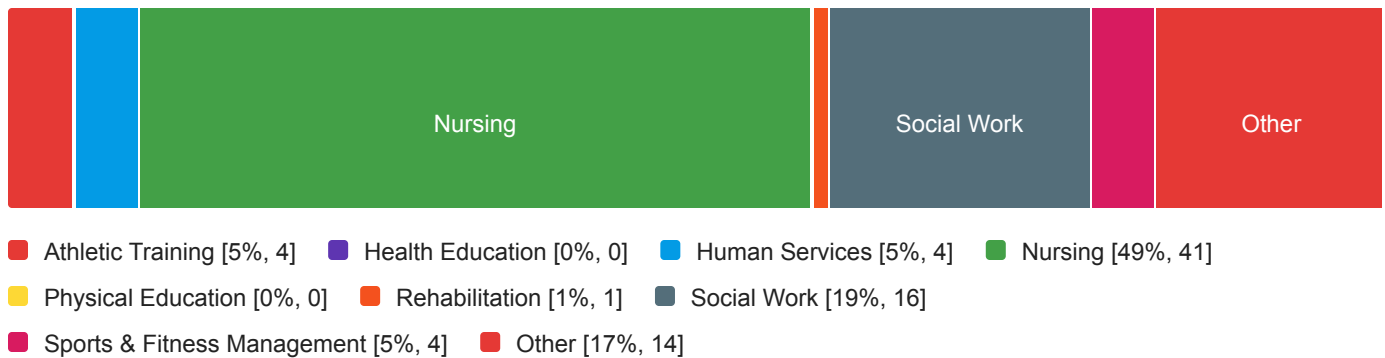
Collaborative Teacher (Grades K-6)	1
Community Counseling (Non-Certificate Program)	0
Counseling and Psychology - Clinical Mental Health Counseling	1
Counseling and Psychology - Rehabilitation Counseling Counseling	1
Counseling and Psychology - Social Services Counseling	1
Counseling and Psychology - Student Affairs Counseling	0
Counseling and Psychology - Substance Abuse Counseling	1
Early Childhood Education (Grades P-3)	3
Educational Administration and Leadership	0
Elementary Education (Grades K-6)	15
Instructional Leadership and Administration	0
Interdisciplinary Education (Grades P-12) - Art Education	0
Interdisciplinary Education (Grades P-12) - Music, Choral Education	0
Interdisciplinary Education (Grades P-12) - Music, Instrumental Education	0
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	1
Post Secondary Education	0
Psychology Comprehensive Program	0
Psychology Major	23
School Counseling - Certification Program	0
School Counseling (P-12)	0
School Psychology (P-12)	0

# 2021 New Student Survey Report

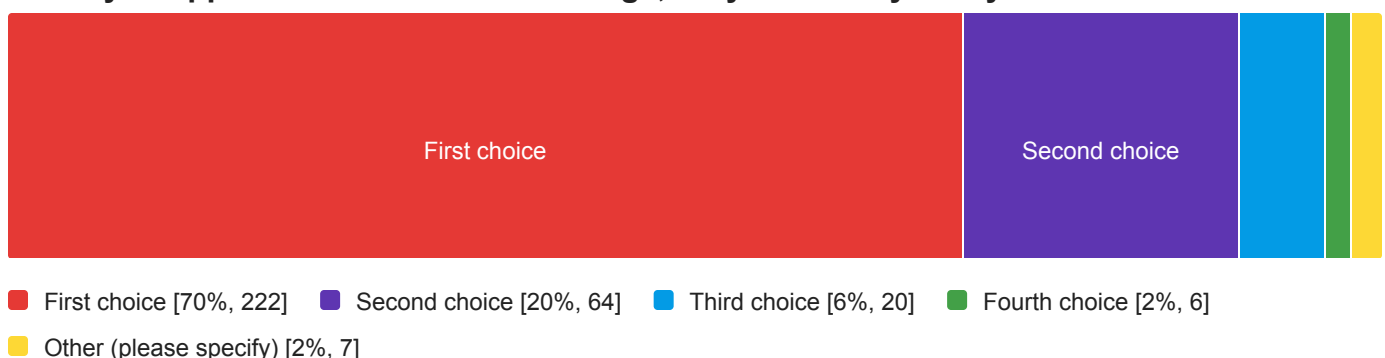
6

School Psychometry - Certification Program	0
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	1
Secondary Education (Grades 6-12) - General Science Education	0
Secondary Education (Grades 6-12) - Health Education	0
Secondary Education (Grades 6-12) - History Education	0
Secondary Education (Grades 6-12) - Mathematics Education	2
Secondary Education (Grades 6-12) - Social Science Education	1
Other	4

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



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



# 2021 New Student Survey Report

7

Other (please specify) - Text

1 of 3

At the college and career fair hosted by my employer, Troy was the only school that that reached out to me when I was unable to attend my appointment.

This is my 3rd university, but I have considered many.

Partnership school from employer

Dual Enrollment

As a freshman, I only applied to one school. I left after 1 yearN went to a community college as a sophomore, then Troy as a junior/third year and it was my first choice then.

I started working in the Department of Education and decided I wanted to major in Early Childhood Education

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



■ Yes [45%, 144] ■ No [55%, 175]

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

- Academic reputation [9%, 135]
- Reputation for social activities [2%, 26]
- Rankings in national magazines [1%, 17]
- Graduates get good jobs [4%, 55]
- Size of campus [7%, 94]
- Location [11%, 153]
- Affordability [10%, 150]
- Availability of financial aid [8%, 111]
- Admission standards [4%, 53]
- Academic programs [11%, 154]
- Flexibility of schedule [11%, 165]
- Social atmosphere [4%, 55]
- Diversity of student body [3%, 46]
- Athletics [1%, 20]
- Performing arts (band, collegiate singers...)
- Recommendation of high school counselor [...]
- Parents' recommendation [3%, 44]
- Friends' recommendation [4%, 59]
- Alumni recommendation [3%, 45]
- Other (please specify) [2%, 24]

Other (please specify) - Text

# 2021 New Student Survey Report

8

contracted with employer and offer my major

classes offered

GEM/AU-ABC

ABA Minor

rejected from other schools

I liked not having to pay out of state tuition for online courses. It helped make college 10x more affordable for me

I received a Masters from Troy in 2003 so was familiar with it's non-traditional programs

Military family support

Troy fit my educational needs.

Scholarships, study abroad opportunities, international mindset/opportunities to interact with people from many countries

Terms as apposed to semesters

Military scholarship reducing the cost to that of the military tuition assistance

Accelerated law program. However it was a lie

My college here was almost completely paid for

the option for online courses

Available online

Incentives for daycare

Online

Employer recommendation

Military-friendly



## 2021 New Student Survey Report

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**Please rate your agreement with the following statements with regard to the following areas: TROY personnel are knowledgeable and helpful.**



■ Not Applicable [0%, 0] ■ Strongly Disagree [4%, 13] ■ Disagree [1%, 4] ■ Neither Agree nor Disagree [6%, 18]  
■ Agree [39%, 116] ■ Strongly Agree [49%, 146]

# 2021 New Student Survey Report

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## Faculty care about students as individuals.



Not Applicable [0%, 1] Strongly Disagree [4%, 12] Disagree [3%, 9] Neither Agree nor Disagree [11%, 34]  
Agree [38%, 112] Strongly Agree [43%, 128]

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



Not Applicable [1%, 2] Strongly Disagree [5%, 14] Disagree [4%, 11] Neither Agree nor Disagree [11%, 32]  
Agree [35%, 104] Strongly Agree [44%, 130]

## Academic advising is adequate.



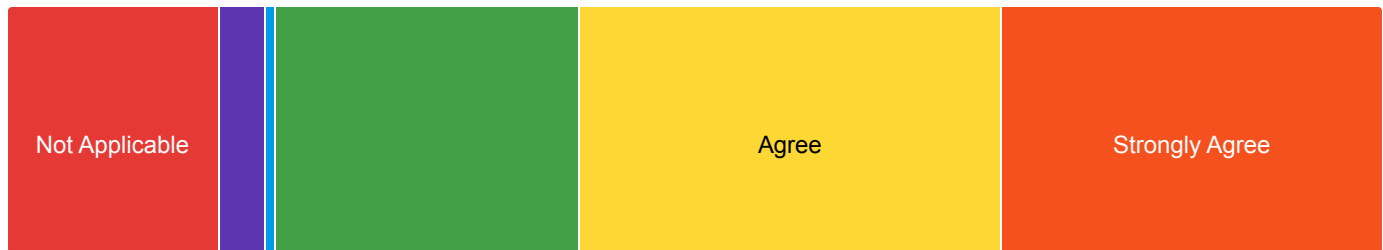
Not Applicable [0%, 1] Strongly Disagree [6%, 17] Disagree [8%, 22] Neither Agree nor Disagree [9%, 27]  
Agree [33%, 96] Strongly Agree [44%, 128]

## Sufficient financial aid options are available.



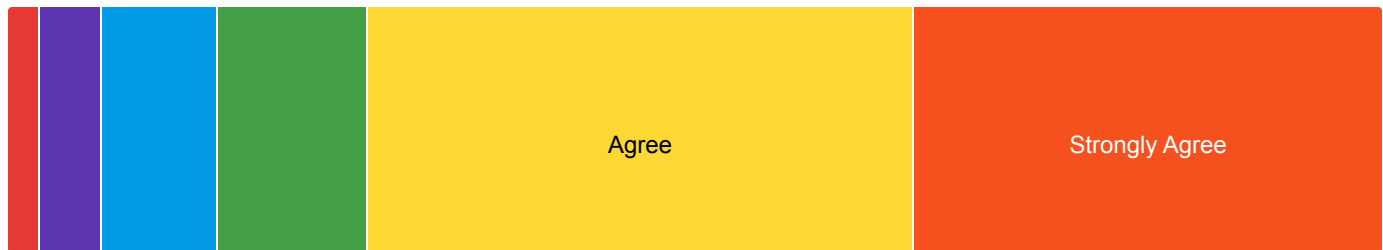
■ Not Applicable [7%, 21] 
 ■ Strongly Disagree [2%, 7] 
 ■ Disagree [5%, 16] 
 ■ Neither Agree nor Disagree [14%, 42] 
 ■ Agree [35%, 103] 
 ■ Strongly Agree [36%, 106]

## The tuition payment plan is beneficial for students.



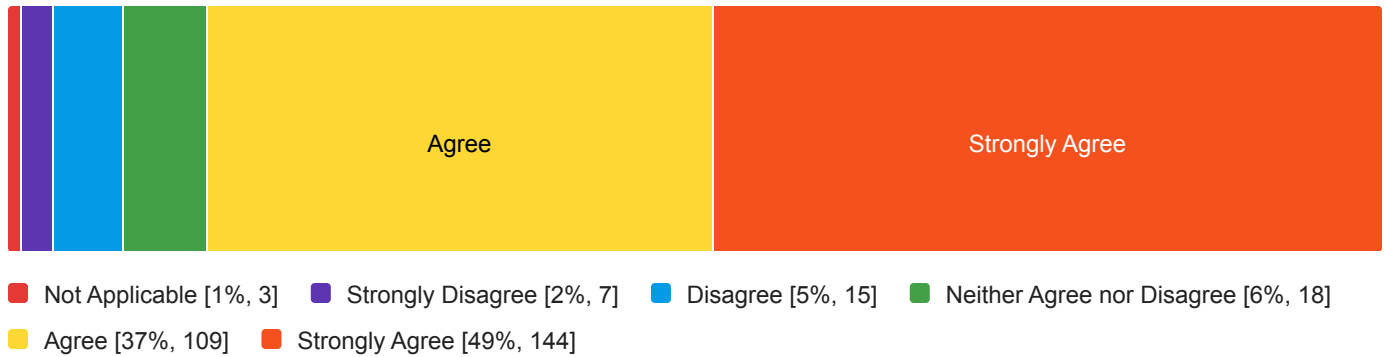
■ Not Applicable [15%, 45] 
 ■ Strongly Disagree [3%, 10] 
 ■ Disagree [1%, 2] 
 ■ Neither Agree nor Disagree [22%, 65] 
 ■ Agree [31%, 90] 
 ■ Strongly Agree [28%, 81]

## Class information provided prior to enrollment was helpful.

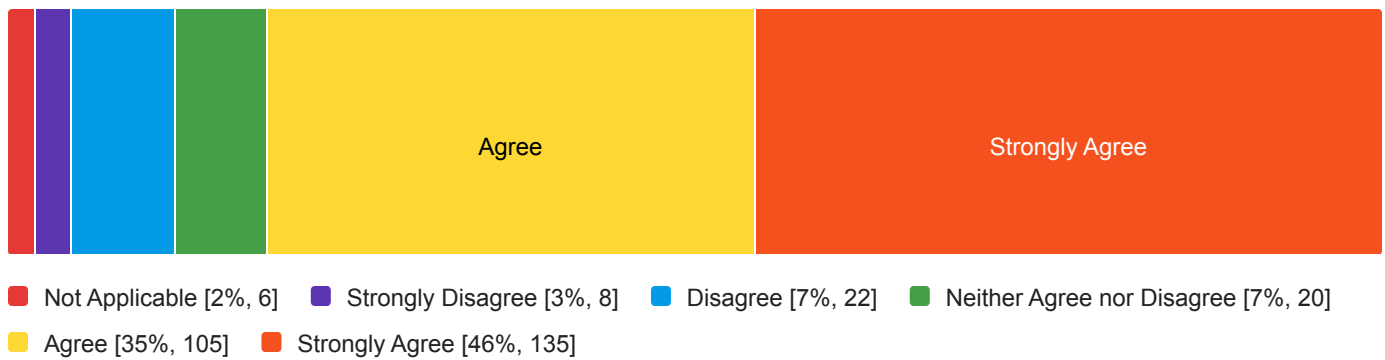


■ Not Applicable [2%, 7] 
 ■ Strongly Disagree [4%, 13] 
 ■ Disagree [9%, 25] 
 ■ Neither Agree nor Disagree [11%, 32] 
 ■ Agree [40%, 117] 
 ■ Strongly Agree [34%, 100]

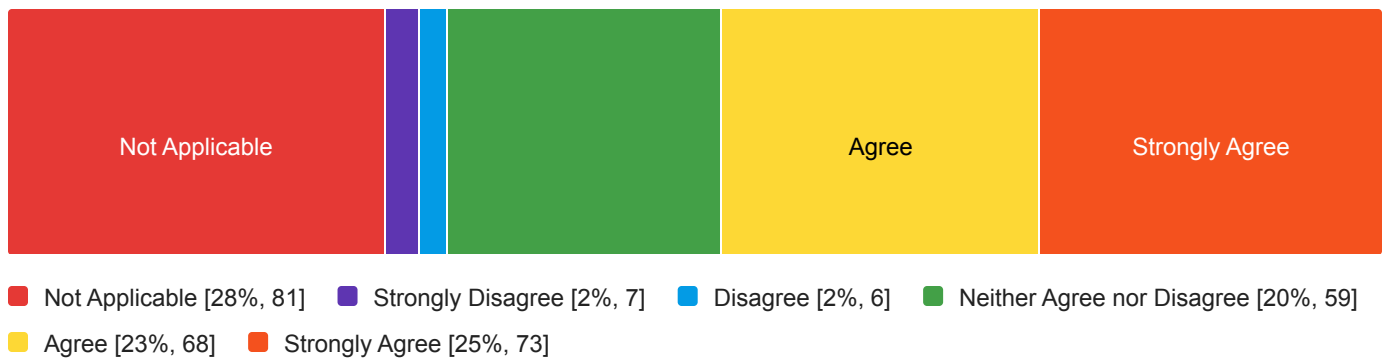
## Registration dates, times, and procedures were made clear to me prior to enrollment.



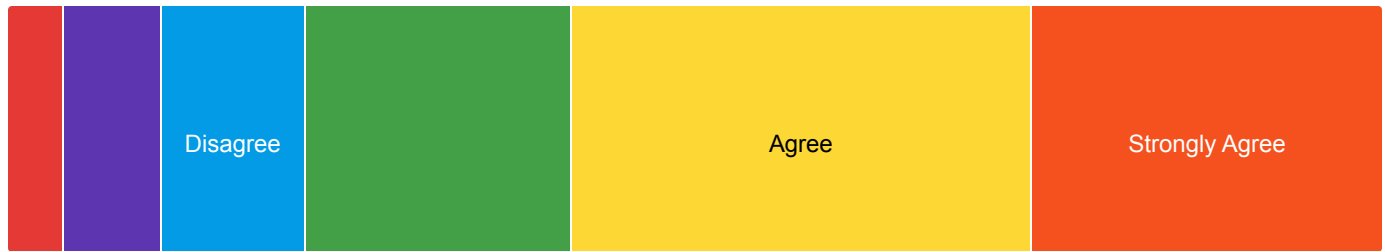
## The online registration process is user-friendly.



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

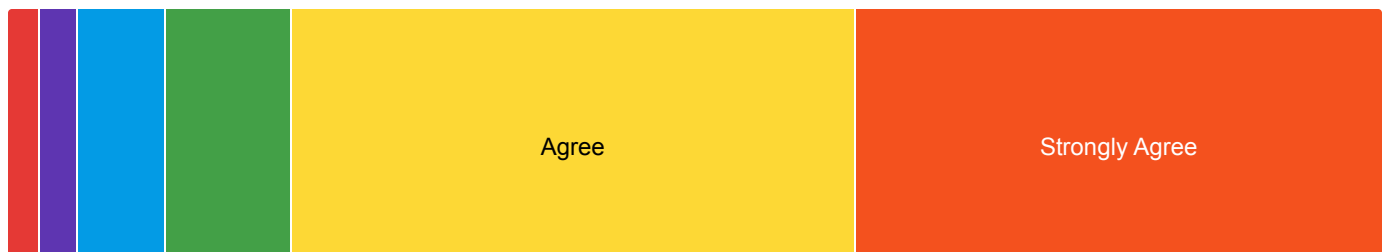


## Students seldom get the “run around” when seeking information.



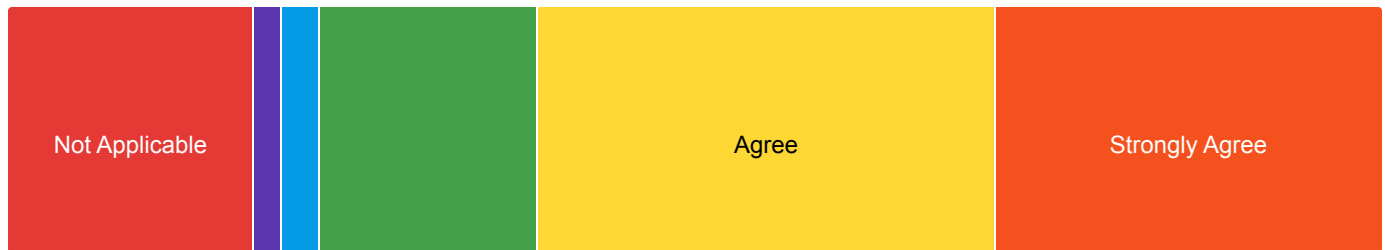
■ Not Applicable [4%, 12] 
 ■ Strongly Disagree [7%, 21] 
 ■ Disagree [11%, 31] 
 ■ Neither Agree nor Disagree [19%, 57] 
 ■ Agree [34%, 99] 
 ■ Strongly Agree [25%, 75]

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



■ Not Applicable [2%, 7] 
 ■ Strongly Disagree [3%, 8] 
 ■ Disagree [6%, 19] 
 ■ Neither Agree nor Disagree [9%, 27] 
 ■ Agree [41%, 121] 
 ■ Strongly Agree [38%, 113]

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

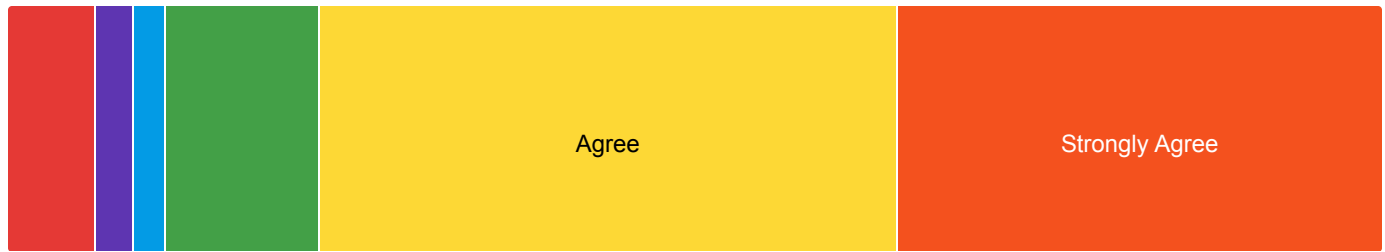


■ Not Applicable [18%, 53] 
 ■ Strongly Disagree [2%, 6] 
 ■ Disagree [3%, 8] 
 ■ Neither Agree nor Disagree [16%, 47] 
 ■ Agree [33%, 98] 
 ■ Strongly Agree [28%, 83]

# 2021 New Student Survey Report

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## Class drop/add procedures are appropriate.



■ Not Applicable [6%, 19] ■ Strongly Disagree [3%, 8] ■ Disagree [2%, 7] ■ Neither Agree nor Disagree [11%, 33]  
■ Agree [42%, 124] ■ Strongly Agree [35%, 104]

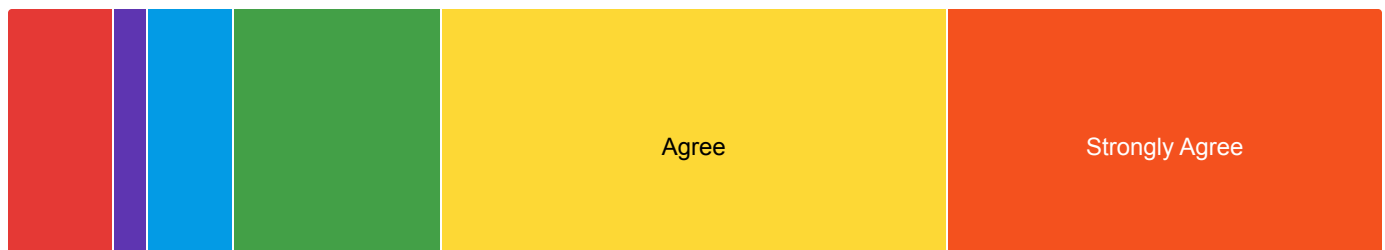
## Please continue to rate your agreement with the following statements with regard to the services at Troy University:

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



■ Not Applicable [29%, 82] ■ Strongly Disagree [2%, 6] ■ Disagree [5%, 14] ■ Neither Agree nor Disagree [14%, 39]  
■ Agree [33%, 94] ■ Strongly Agree [18%, 50]

### Purchasing textbooks through Troy Virtual BookStore is convenient.



■ Not Applicable [8%, 22] ■ Strongly Disagree [2%, 7] ■ Disagree [6%, 18] ■ Neither Agree nor Disagree [15%, 43]  
■ Agree [37%, 105] ■ Strongly Agree [32%, 90]

## Student organizations are available for my participation.



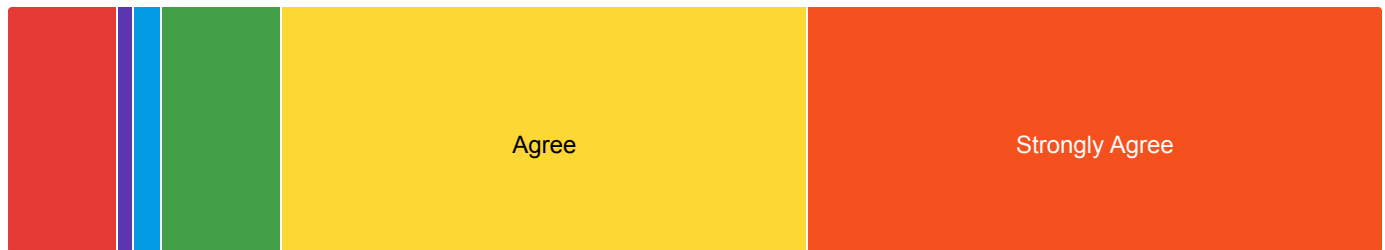
■ Not Applicable [26%, 75] 
 ■ Strongly Disagree [3%, 9] 
 ■ Disagree [2%, 6] 
 ■ Neither Agree nor Disagree [17%, 49] 
 ■ Agree [30%, 85] 
 ■ Strongly Agree [21%, 61]

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



■ Not Applicable [3%, 9] 
 ■ Strongly Disagree [4%, 10] 
 ■ Disagree [1%, 3] 
 ■ Neither Agree nor Disagree [7%, 21] 
 ■ Agree [45%, 127] 
 ■ Strongly Agree [40%, 115]

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



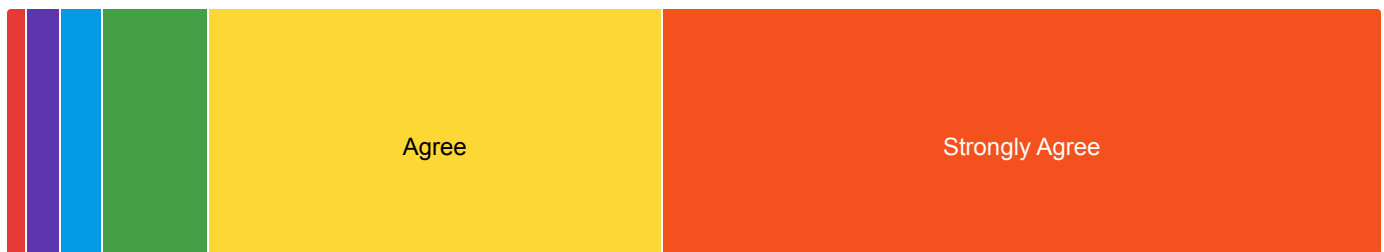
■ Not Applicable [8%, 23] 
 ■ Strongly Disagree [1%, 3] 
 ■ Disagree [2%, 6] 
 ■ Neither Agree nor Disagree [9%, 25] 
 ■ Agree [38%, 109] 
 ■ Strongly Agree [42%, 119]

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



■ Not Applicable [0%, 1] ■ Strongly Disagree [2%, 5] ■ Disagree [2%, 5] ■ Neither Agree nor Disagree [7%, 20]  
■ Agree [39%, 111] ■ Strongly Agree [50%, 141]

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



■ Not Applicable [1%, 4] ■ Strongly Disagree [2%, 7] ■ Disagree [3%, 9] ■ Neither Agree nor Disagree [8%, 22]  
■ Agree [33%, 94] ■ Strongly Agree [52%, 149]



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



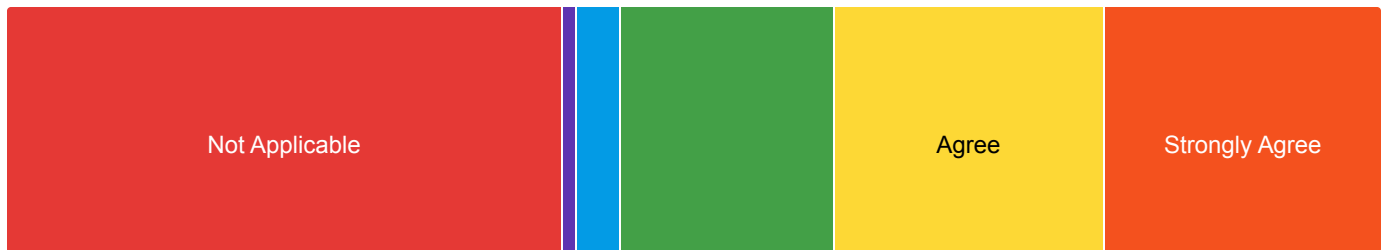
■ Not Applicable [11%, 31] 
 ■ Strongly Disagree [2%, 7] 
 ■ Disagree [5%, 14] 
 ■ Neither Agree nor Disagree [11%, 30] 
 ■ Agree [38%, 109] 
 ■ Strongly Agree [33%, 94]

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



■ Not Applicable [46%, 131] 
 ■ Strongly Disagree [2%, 5] 
 ■ Disagree [4%, 10] 
 ■ Neither Agree nor Disagree [18%, 52] 
 ■ Agree [18%, 50] 
 ■ Strongly Agree [13%, 36]

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



■ Not Applicable [40%, 115] 
 ■ Strongly Disagree [1%, 3] 
 ■ Disagree [3%, 9] 
 ■ Neither Agree nor Disagree [15%, 44] 
 ■ Agree [20%, 56] 
 ■ Strongly Agree [20%, 57]

# 2021 New Student Survey Report

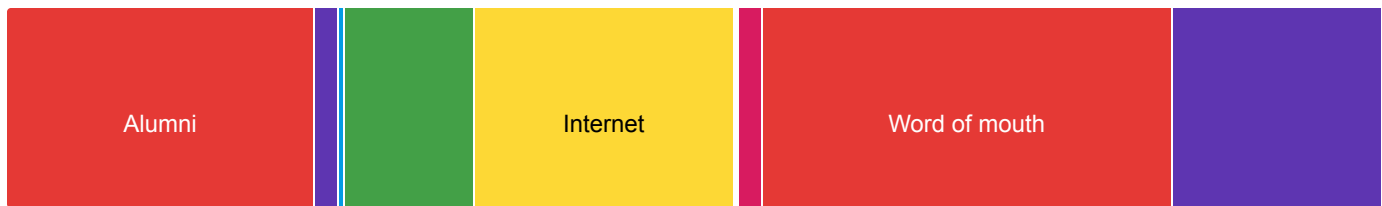
18

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



■ Not Applicable [30%, 86] ■ Strongly Disagree [2%, 6] ■ Disagree [5%, 13] ■ Neither Agree nor Disagree [13%, 36]  
■ Agree [28%, 80] ■ Strongly Agree [22%, 62]

## How did you first learn about TROY?



■ Alumni [22%, 64] ■ Billboard [2%, 5] ■ Direct Mail [0%, 1] ■ Guidance Counselor [9%, 27] ■ Internet [19%, 54]  
■ Newspaper [0%, 0] ■ Radio [0%, 0] ■ Television [2%, 5] ■ Word of mouth [30%, 85]  
■ Other (please specify) [15%, 44]

Other (please specify) - Text

From here

Employer

social media

Former colleague

Military Education Specialist

GEO Day Invitation

VA

My highschool college day

My previous school

College fair

# 2021 New Student Survey Report

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Advisor visited my high school

Saw the Marching Band perform

The college in my hometown plays Troy In the sunbelt conference

TRIO Program

Mother from Troy Alabama

my wife

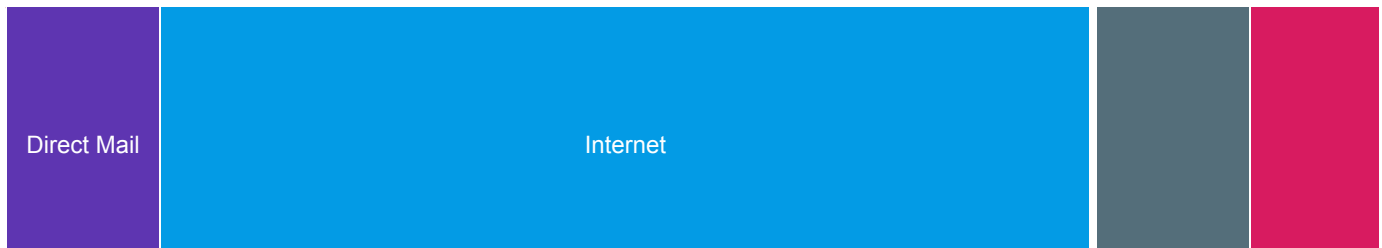
College Fair

Military

Family- I grew up in Dothan

High school

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



Billboard [0%, 0] Direct Mail [11%, 32] Internet [68%, 193] Newspaper [0%, 0] Radio [0%, 0]  
Television [0%, 0] Word of mouth [11%, 32] Other (please specify) [10%, 28]

Other (please specify) - Text

school advisor

VA Counselor

Website

Student Email

Called and talked to someone in admissions

Student email

# 2021 New Student Survey Report

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Email

Your Website

Academic Advisor

VA

IMPACT session

Email from TU personnel

Guidance Counselor

my job

my wife

Friend That Attended

Education counselor at Ft. Rucker

Ryan Renfrow

I received a bookmark with the dates. It's getting to the end. Hope I get a new one.

I searched for this information myself

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



Billboard [0%, 0] Direct Mail [5%, 13] Internet [50%, 143] Newspaper [0%, 0] Radio [1%, 3]  
Television [1%, 3] Word of mouth [41%, 118] Other (please specify) [2%, 5]

Other (please specify) - Text

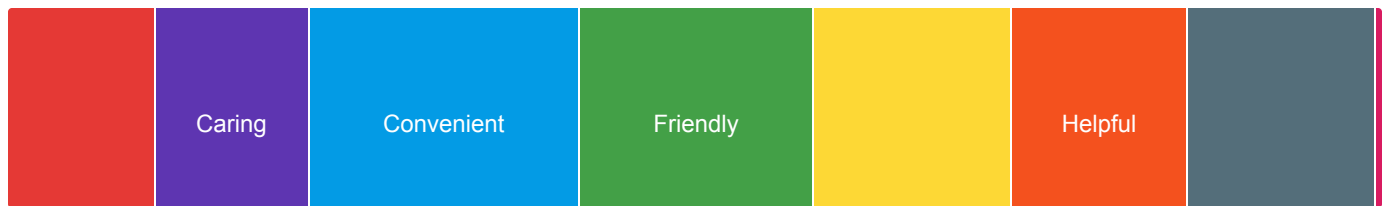
Social media

Social media

Social Media

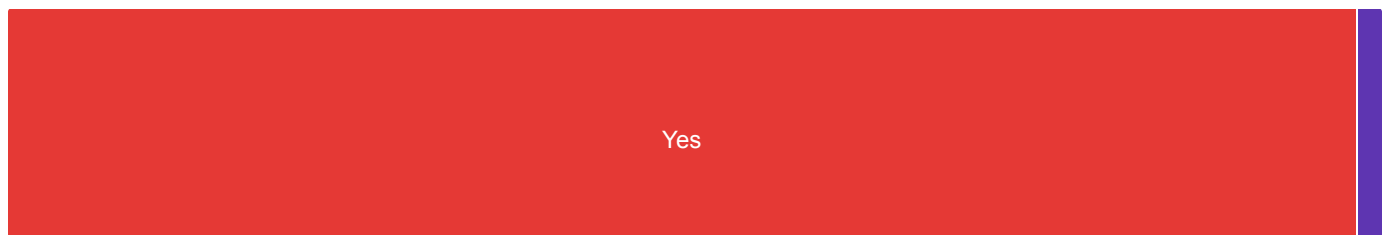
Don't have any friends

## How would you describe TROY to a friend?



- Academically challenging [11%, 96]
- Caring [11%, 99]
- Convenient [20%, 176]
- Friendly [17%, 151]
- Good value for the price [14%, 129]
- Helpful [13%, 113]
- Student-centered [14%, 122]
- Other (please specify) [0%, 4]

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



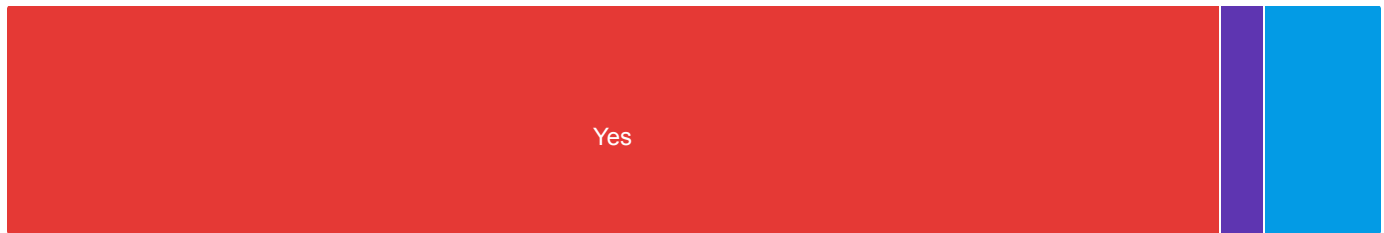
- Yes [98%, 277]
- No [2%, 5]

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



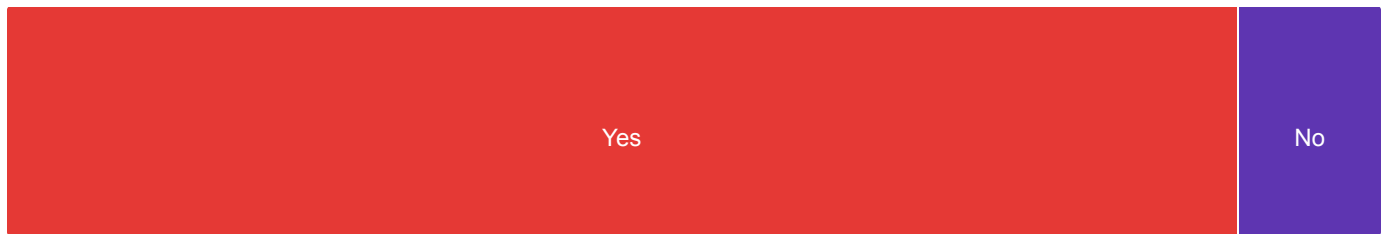
- Laptop [79%, 220]
- Desktop [5%, 15]
- Other (please specify) [1%, 3]
- Both Laptop and Desktop [13%, 35]
- Tablet/iPad only [1%, 4]

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



Yes [88%, 249] No [3%, 9] I do not know [9%, 24]

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



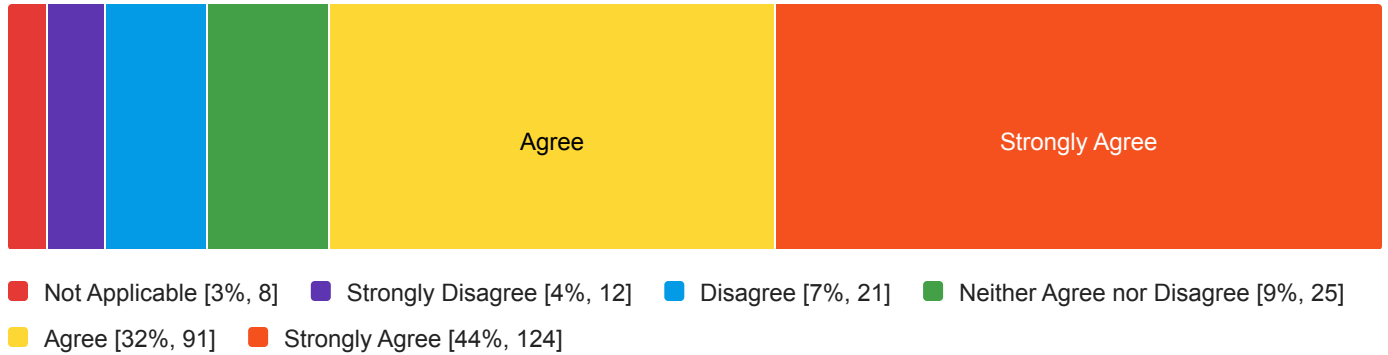
Yes [90%, 251] No [10%, 29]

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

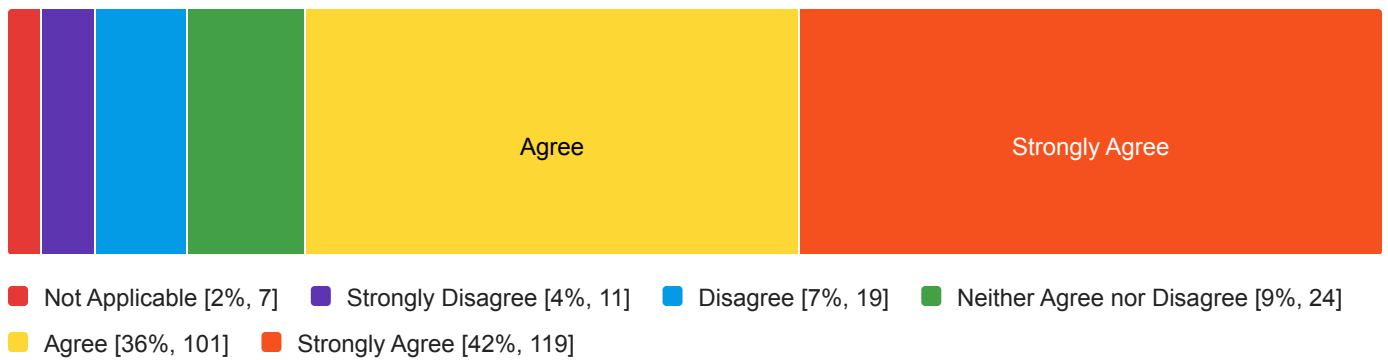


Not Applicable [1%, 4] Strongly Disagree [3%, 9] Disagree [4%, 12] Neither Agree nor Disagree [15%, 41] Agree [34%, 96] Strongly Agree [43%, 120]

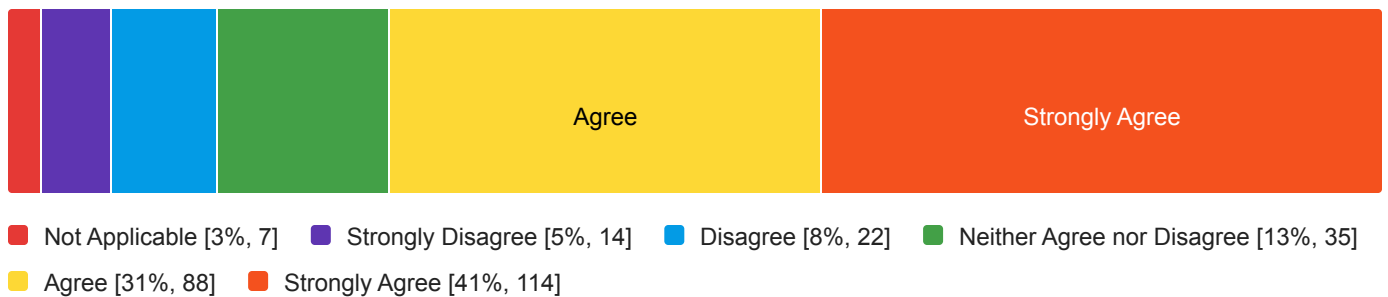
## My academic advisor is helpful in scheduling my classes.



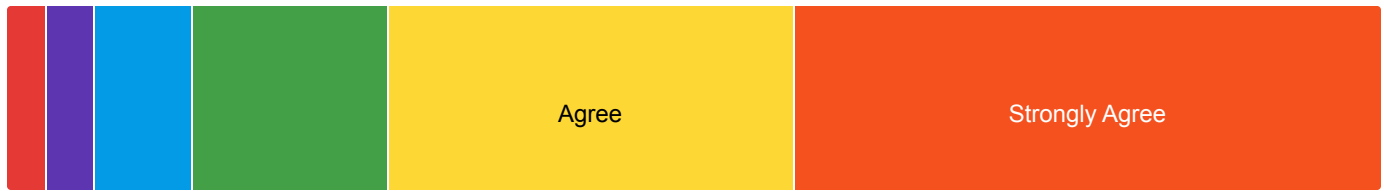
## My academic advisor is helpful in the registration process.



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



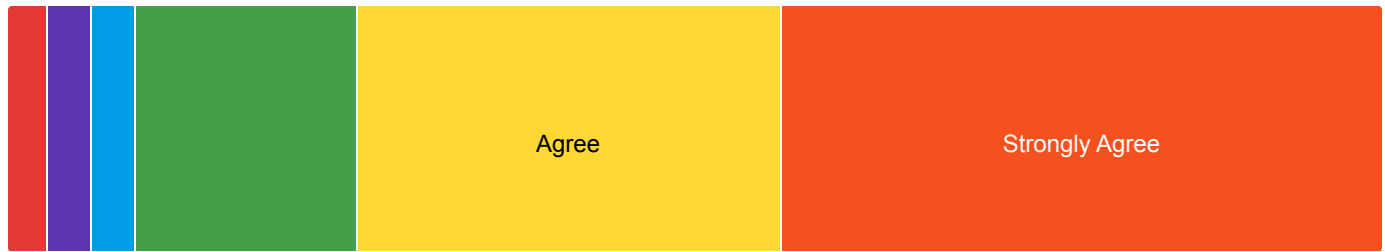
**Consulting with my academic advisor enables me to better understand my program of study.**



■ Not Applicable [3%, 8] ■ Strongly Disagree [4%, 10] ■ Disagree [7%, 20] ■ Neither Agree nor Disagree [14%, 40]  
■ Agree [30%, 83] ■ Strongly Agree [43%, 120]

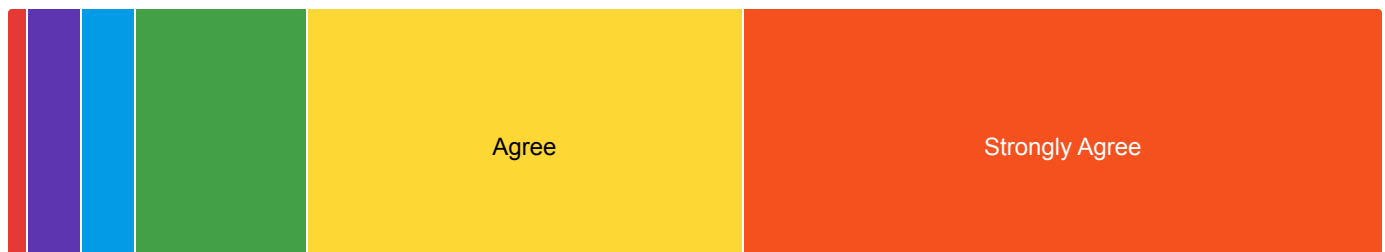


## My academic advisor respects his/her students and is interested in them as individuals.



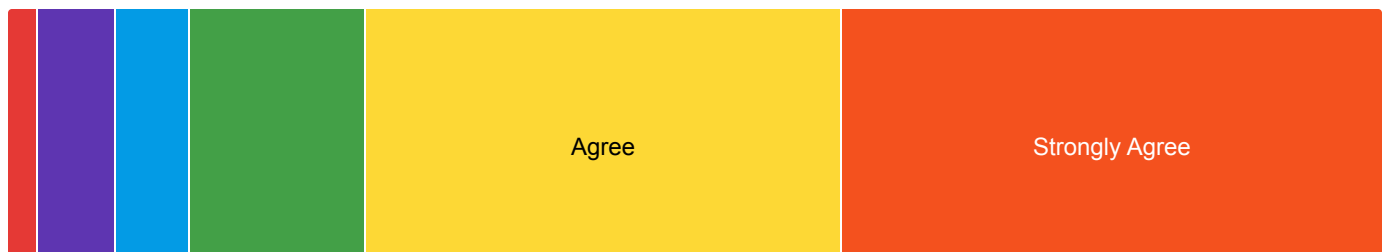
■ Not Applicable [3%, 8] 
 ■ Strongly Disagree [3%, 9] 
 ■ Disagree [3%, 9] 
 ■ Neither Agree nor Disagree [16%, 45] 
 ■ Agree [31%, 86] 
 ■ Strongly Agree [44%, 122]

## I feel comfortable working with my academic advisor.



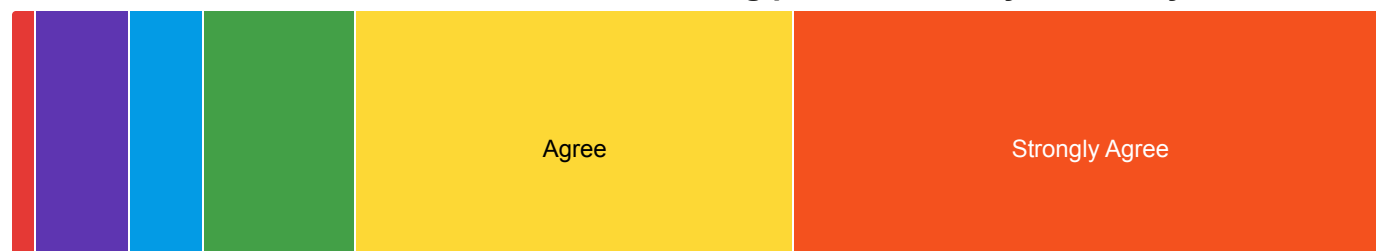
■ Not Applicable [1%, 4] 
 ■ Strongly Disagree [4%, 11] 
 ■ Disagree [4%, 11] 
 ■ Neither Agree nor Disagree [13%, 35] 
 ■ Agree [32%, 89] 
 ■ Strongly Agree [46%, 130]

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



■ Not Applicable [2%, 6] 
 ■ Strongly Disagree [6%, 16] 
 ■ Disagree [5%, 15] 
 ■ Neither Agree nor Disagree [13%, 36] 
 ■ Agree [35%, 97] 
 ■ Strongly Agree [39%, 110]

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



■ Not Applicable [2%, 5] 
 ■ Strongly Disagree [7%, 19] 
 ■ Disagree [5%, 15] 
 ■ Neither Agree nor Disagree [11%, 31] 
 ■ Agree [32%, 89] 
 ■ Strongly Agree [43%, 120]

## 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:

n/a

The transfer process for me has been horrible. It is less of the fault of my academic advisor although I would have appreciated more help on her end. Transferring over I have one last art history class to take at my community college. I had originally thought my art history class would transfer as art history requirement which it hasn't. A lot of my classes didn't transfer over as much as I thought they would. Now because I can't get the transcript until the end of May I can't take summer classes. It has put me soooo far behind and I would have never chosen Troy honestly if I knew it would be like this. I have had way to many full blown crying sessions over this. So now I am going into another term where apparently I can't even take any classes which is so frustrating and I just don't feel like I have any sense of direction.

My advisor is really cool. He helps me a lot when it comes to plan my courses. He is very helpful and kind.

My advisor has been extremely helpful during my first semester at Troy. He has responded promptly, either same-day or beginning of day.

I've had a great first year at Troy and I am grateful to my academic counselor.

Na

My advisor is extremely helpful!

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I felt my first advisor did not take the time to notice what requirements I actually needed. I emailed my first advisor and included my student ID at the top of the email, like what was told in auto-generate emails, and asked her a question about what classes to take next. In her response she reminded me to include my student ID in my email, and then recommended classes I already has credits for. I felt as if she had a sheet of classes she normally recommends and just copied and pasted it without looking into what was needed specifically for me as a student. I have ended up not even contacting her since and figuring out my requirements and taking the classes provided to me in the self service portal. I now have a new advisor, and have not contacted them yet. I hope this new advisor is able to help me as I am soon transitioning from my general education classes to my program for my major.

I contacted the academic advisor and head of department before enrolling to determine whether pursuing a BS or jumping into an MS was more appropriate for the change in field I'm attempting. They were both extremely helpful, friendly, and encouraging.

I think it would be helpful to have a department advisor for incoming freshmen who have decided on a major and who have dual enrollment credit from high school.

Give students advisors that go along with their program of choice stop giving them to advisors that do not anything about their program of choice.

My academic advisor changed during the term, leaving me a bit lost. I will be contacting her replacements soon, so I don't know yet if they will be as helpful.

The availability of contact with my academic advisor is greatly appreciated. Being able to contact them over the phone and with e-mail helps if I have any questions or concerns.

I am in the Hospitality Management program, and have worked in the hospitality career field for 24 years in jobs ranging from entry-level, supervisor, and manager. The degree program requires an internship for an entry-level position within the hospitality career field. Why is this required when I have documentation proving my experience? And then there's the fact that I am married, supporting a family. Am I expected to quit my job just to do an internship that pays less than what I currently make? I think there should be some adjustments to the policy for persons with real life experience (that is documented). I did contact my Academic Advisor/Associate, and I communicated with the head of the Hospitality Department. It should not matter what I do with my degree in regards to the workforce after graduation. The internship should be optional credits for those who want to get experience, not a requirement for those who already have experience.

I was not able to get in contact with my advisor. I emailed serval times and never got a response from her. I was left one on may one to figure what classes to take. I reached out to Professor Ricciardelli who was kind enough to help me navigate through the advising process and meet with me in person.

Was good

My Academic Advisor is a Very caring person that takes the time to help with what ever my educational needs may be. Justin Royal is a great addition to the Troy family, we need more like him awesome person.

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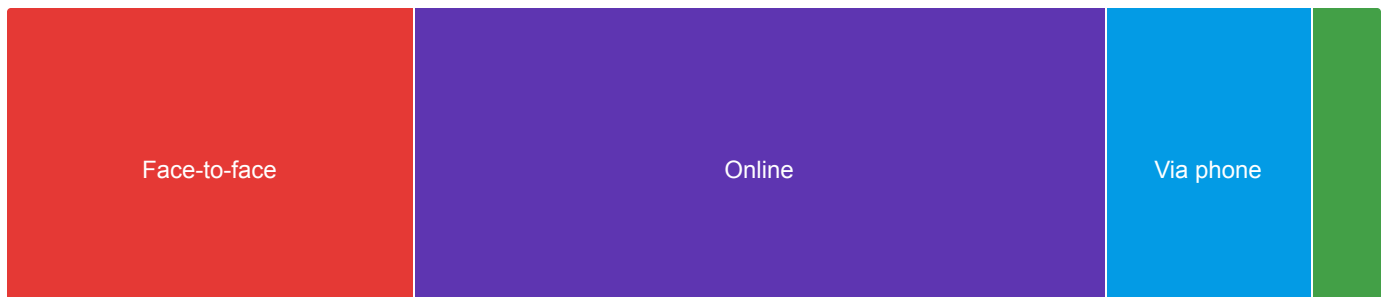
The statements above apply to the freshman advisors I have had contact with through the JWS center. I am part of an honors program through the Sorrell College of Business, and have noticed a severe lack of understanding of the program's requirements by the JWS advisors, leading to confusion and difficulty regarding the classes I needed to plan and register for.

I have recently had Dr Clint Relyea from the college of business added to my team of advisors, who is one of the directors of my honors program. None of these statements are referring to Dr Relyea, as he has guided me with the utmost care from the very beginning of my time at Troy even before he was assigned as one of my advisors. Without Dr Relyea's guidance I would not have been informed enough to take the classes required for my program, as the JWS center advisors have not been trained in our program's requirements.

My academic advisor (Dr. Todd) and staff are incredibly helpful and gives me a quick response whenever I need them. They're awesome in advising me, helping me register for classes as well as answering all questions I have asked them.

Most of our advisors are ignorant about the requirements of international students which disappoints me. Apart from that, they are really helpful.

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



■ Face-to-face [30%, 83] ■ Online [50%, 141] ■ Via phone [15%, 42] ■ Other (please specify) [5%, 14]

Other (please specify) - Text

E-mail

Via Email

Phone and Face to Face

email

I'm currently in Korea so email, while often inefficient, is most viable solution.

Online and phone

zoom

both phone and face to face

Email or phone

Combination of online and phone

Zoom meeting

emails

Email is my current preference

Or 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:

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n/a

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My last thing that I have struggled with as a Troy Student is ProctorU. I actually wrote about it in one of my classes and will post what I wrote below:

A product that continually annoys me is ProctorU. ProctorU although not a tangible product is a service used for students to take tests through a proctoring system. My issue with ProctorU is how unreliable it is. I have used this product multiple times since transferring and have every single time had an issue with it on my computer. I have tried different browser extensions as well as testing it ahead of time. Without a doubt it never actually works the time I need to take a test. Therefore I spend usually 20-60 minutes with a representative who struggles helping me with my situation. One of the best responses being "get a different computer". If only I had the money to do that. On top of that I feel the price is completely unreasonable for students who have no other option when taking online classes.

Although I do understand that for taking these tests they do need to make sure our browsers are clear there was one instance when I took a test and it deleted a lot of information from my computer including my background desktop images as well as any saved passwords for any sites. That was a fun one to rectify for the next few weeks. I would love for developers to go through all of these kinks so that when someone needs to take a test it is as simple as taking the test and just blocking other browsers. It is nice that they have live representatives however if things ran smoothly to begin with they wouldn't be necessary.

I don't think these needs are met because it is hard to accomodate many different individuals with many different computer systems, browsers, and web extensions. There are also not enough representatives who know how the site well enough to help students through issues when they have them which I believe is due to lack of training which probably occurs because of the expense it takes to train representatives.

I think that developers definitely deliberately ignored these needs. The ratings for this site are 1.1 with 279 reviews which is pretty horrible. As well as they have me fill out a survey at times to see how my experience was. Even with every survey I have filled out I have never heard back from their customer service team nor seen any improvement. This shows that these developers are deliberately ignoring these needs. I am unsure why they deliberately ignore these needs, but they probably have something themselves to gain. It is extremely smart how it is set up because no matter what students have to use this service to take tests to pass their classes. This gives a great opportunity for them to set a high price because us students have no other option. On top of that the service itself doesn't even have to be very good since students are required to use this site and left with no other option.

It causes a lot of stress on me and I assume many other consumers. This unnecessary stress especially right before a test doesn't help with performance. I don't know how many other students have this issue, but based on reviews I know I am not the only one. It harms the reputation for ProctorU as well as the institutions who use it.

I have been thoroughly advised regarding my academics and schedule in order for me to pursue my degree. The overall staff as a whole works in a unified manner. By everyone working together it helps build my confidence in a friendly and safe environment. I am grateful that the Lord has given me an opportunity to go Troy University. My husband and family are my biggest supporters.

Troy is a great school and fits my schedule perfectly in my efforts to meet my educational goals.

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Troy University faculty is really helpful. It is really hard to find a negative thing while studying at Troy. The only thing I saw that need some improvement is the library and student tutoring. The sitting area in library is little and most of the computers don't work or out.

I came from AUM where I struggled for years because of poor advising (student advisors who didn't follow up to make sure I was on a path), lack of guidance from financial aid staff, etc. I attempted to complete my degree twice there and it never felt like I was a priority as a student. I can't say enough good things about Troy. I have several friends who have participated in the nursing programs who suggested I try Troy and I love it here. The extra care that goes into making sure students succeed is not lost on me!!

Great school!

I enjoyed my first year at Troy, although there were setbacks that could've been avoided. Information about registration, financial aid, and certain payment requirements could've been told ahead of time to some students.

Ns

This school has completely let me down in so many ways. I am very upset that I even wasted my time enrolling in this school I would have been better off going somewhere else. I had such HIGH hopes for this school. But regardless I will keep moving forward and will teach myself since your professors can not do what I AM PAYING them for.

Out of all of my college experience Troy University has been the very best. I feel understood as a student and very welcomed. I'm so happy to be apart of this program

It has been a blessing so far just can't wait to finish with my Degree in hand.

I do not enjoy the outrageous workload put on me by my online classes with no lectures or really teaching of the material. There is no concrete guidance for study information for midterms and finals and they are weighted too heavily in my opinion. Also, I would love to have the option to do semester hours verses mini terms online and at the Dothan campus. The workload would not be as rough if they were semester hours. I do not know if all institutions work this way, but I may research in order to maybe transfer.

Troy has exceeded my expectations as a non-traditional student and I could not be more thankful for my experience. Even with the time difference and the pandemic, my advisors have superceded those I had at Penn State during my years there. I genuinely feel heard and cared about by the staff and my teachers have all been responsive and engaging. I could not be more thankful for my Troy University experience so far.

Overall, I love Troy. Professors Linda Rodriquez and Kelly Berwager are the BEST!

Classes are very expensive, especially the term courses. I had to pay \$1,000 for a term psychology course. It's ridiculous!

The professor for my English 1100 class didn't properly teach in the class. She told us we would never actually get above a C in her class.

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Overall I have enjoyed my experience. This is not my first degree, but my first time taking online courses. So far only one of the instructors has been engaging with the students. The rest of the classes have been a self-learn setup. I feel I am paying an expense just to take exams that cover the material. The online instructors should engage with the students more. A simple lecture for each chapter covering the material would be a step in the right direction.

I came across a RUDE man named Matthew on the 5th floor. He is rude and unprofessional. He has an attitude problem. And told me it was going to be extra work on him when I told him I wanted to request a new advisor. Who does that?

I told him my complaint and he flipped it on me saying my communication is bad. He makes Troy look even worse!!!!

I'm just glad to call Troy University my home...thanks to friends, Professors, and Dean Reeves!