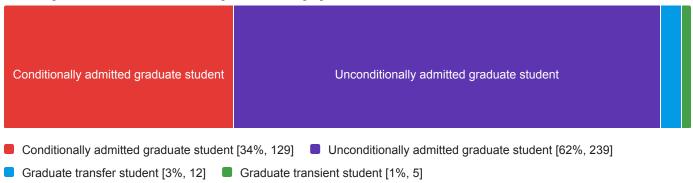
The Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the Graduate Student Survey in spring 2022. The purpose of the survey was to identify the satisfaction of the fall 2021, T1, T2 and T3 graduate students, recognize student development as a result of their Troy University 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 4,586 students. The target population was students who were classified as graduate students during fall 2021, T1, T2 and T3. After two follow up emails on April 26, 2022 and May 3, 2022, a total of 414 responses were received, representing a 9% response rate.

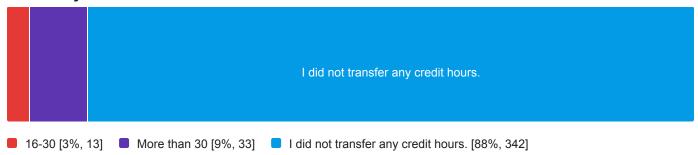
Semester of Intended Graduation



When you first started at Troy University, you were a



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



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

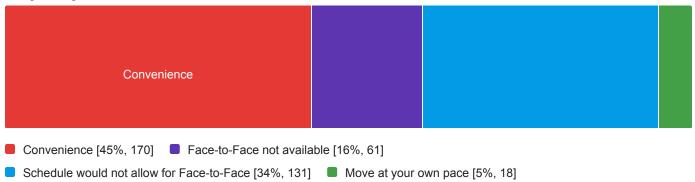


If given a choice, which method of teaching do you prefer?

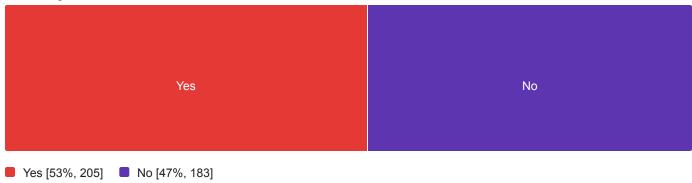
A mixture of Face-to-Face and Online classes [37%, 145]



Why did you select online classes?



Would you take more Face-to-Face classes, if available?



What do you prefer about online classes?

What do you prefer about online classes?

Schedule

I can work at my own pace.

At times I can work at my own pace

N/A

Fits into daily schedule.

A bit better to manage my schedule

The flexibility it allows me to complete my assignments while maintaining a work and home life.

The ability to learn at your own pace, do your own research, and fit school into your schedule when appropriate.

the convenience of on line.

I like the schedule for online classes. You do have the opportunity to go about your assignments at your own pace.

Being more interactive with Hybrid online.

Flexibility and no commute

The first one I took the pace was easier to handle. The second was too much.

Most importantly, I am from out of state. Secondly, I am a full time mother and job, online allowed me to go week by week at my own pace and at my available hours (most late nights).

Can take classes on my schedule instead of attend classes at a certain time

I can work better around my schedule, while still getting time to speak with professors if needed.

Flexibility in my schedule, able to complete classes while deployed.

Convenience and flexibility.

You can take a he from anywhere in the world.

The online cases are more flexible with my work schedule.

What do you prefer about Face-to-Face classes?

What do you prefer about Face-to-Face classes?

Get more out of them

I get to ask questions and get feedback on the assignments right away.

I pay attention better to the material being presented to me

There is more collaboration and I feel more direct support. It is also just a personality thing.

More hands on, able to ask questions in person.

Personal interaction with students and faculty.

They provide more engaging conversations between professors and peers.

A space for discussions, Q&A, get to know your classmates, and hear lectures that will help clarify lessons, concepts, and terms throughout the course.

I am a people person and enjoy the comradery from being among my peers.

Being engaging with other classmates and professors.

More interaction with faculty and classmates and it helps to build a network

Actually debate and learning from other students in a real and personal way.

Student and professor in person interaction and dynamics.

N/A

Actually have professors teach instead of giving readings and busy work assignments

I learn better in class rather than reading material on my own

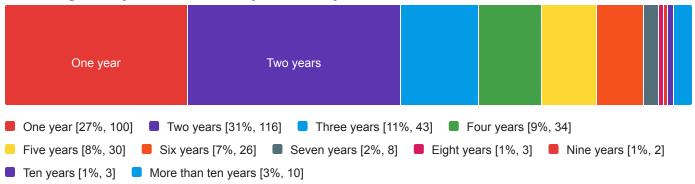
One on one attention, when necessary Better comprehension Peer dynamics

Verbal discussion

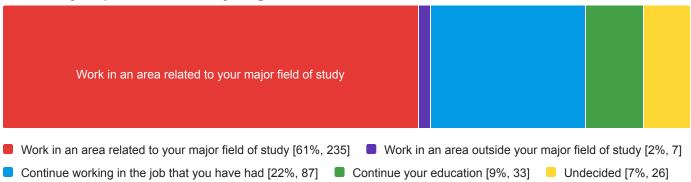
I can put a face to the name and be able to interact with the professor.

I like the interaction with the Professor and other students

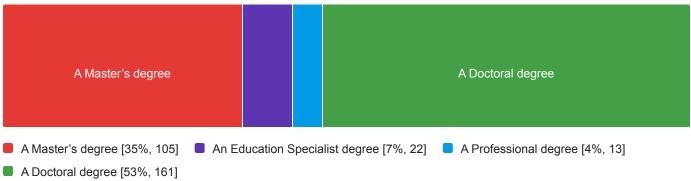
How long have you attended Troy University?



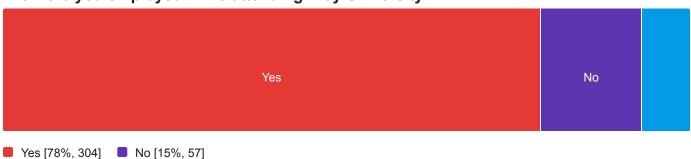
What do you plan to do after you graduate?



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

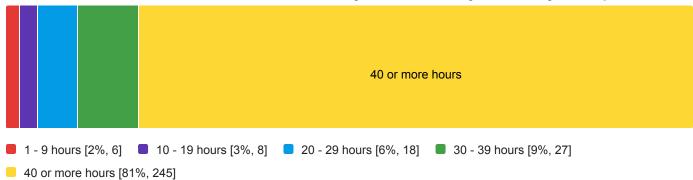


Are/were you employed while attending Troy University?



I am currently employed, but my job will change upon graduation to pursue a position ...

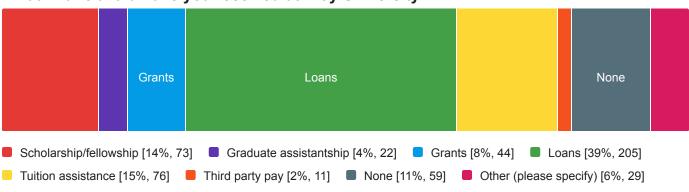
You answered "Yes" to Question 16, how many hours do/did you usually work per week?



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



What financial aid have you received at Troy University?



Other (please specify) - Text

VA benefits

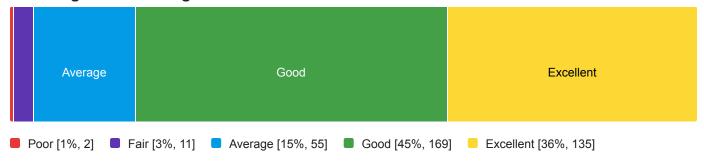
GI Bill

GI Bill

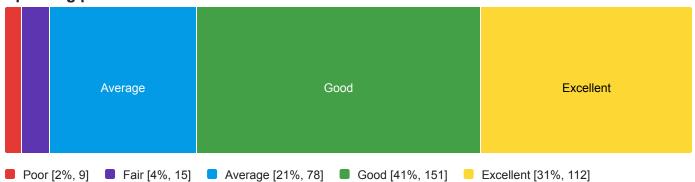
Cares Act self-pay for 95% of tuition GI Bill Paid out of pocket GI Bill Military Tuition assistance and GI Bill VA benefits VA benefits Post 911 GI Bill Military benefits GI Bill Chapter 35 Military Dependent self-pay GI Bill VA Post 9/11 VA benefits

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

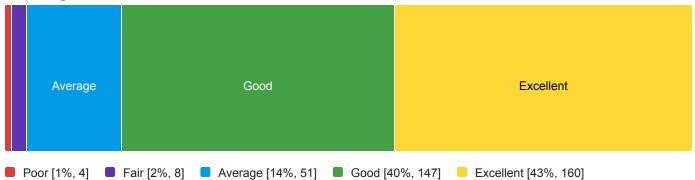
Covid Hardship Payments



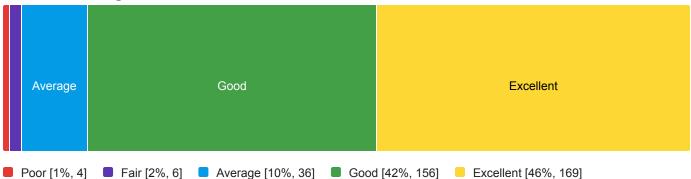
Speaking/presentation skills



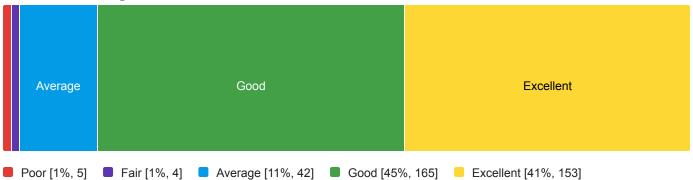
Reading skills



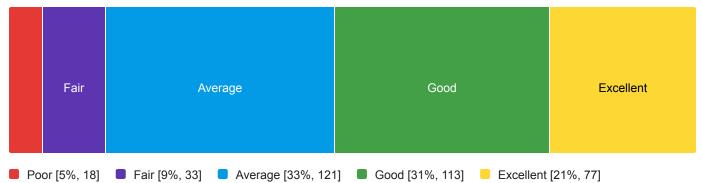
Critical thinking skills



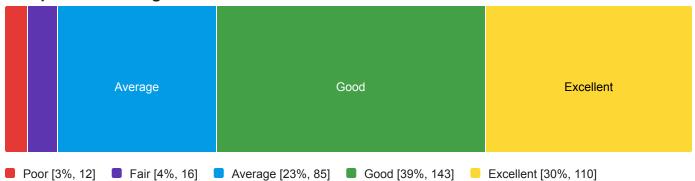
Problem solving skills



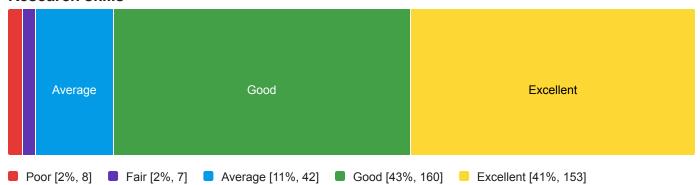
Mathematical skills



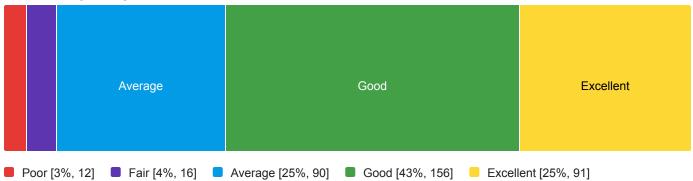
Computer technologies



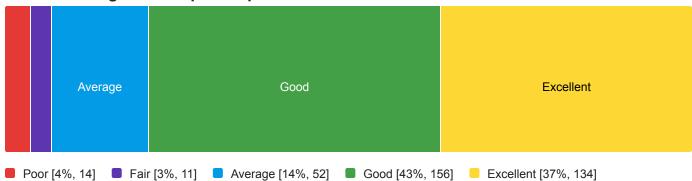
Research skills



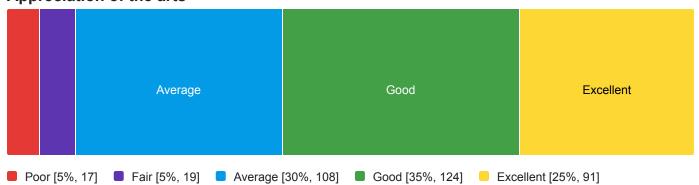
Scientific principles and methods



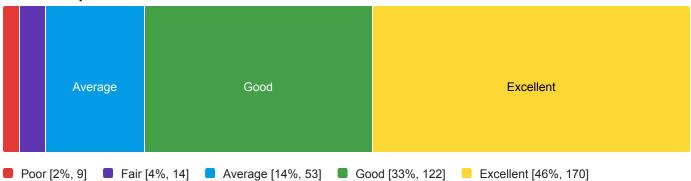
Understanding different philosophies and cultures



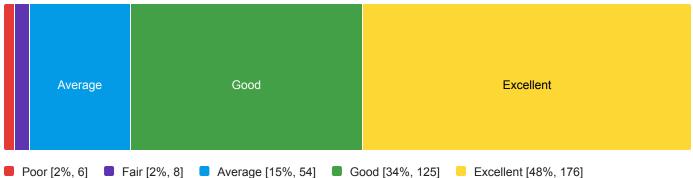
Appreciation of the arts



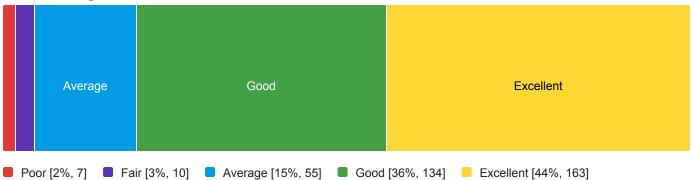
Leadership skills



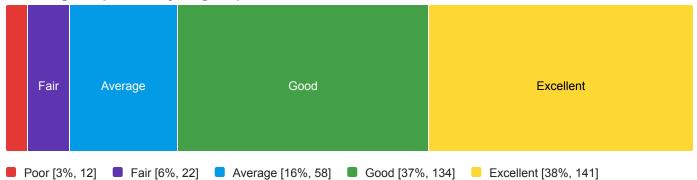
Management and organizational skills



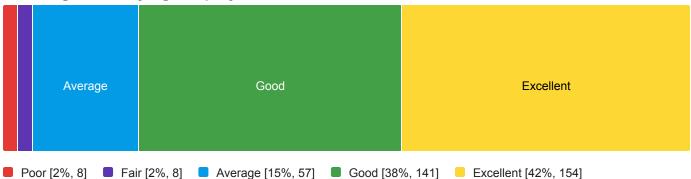
Time management



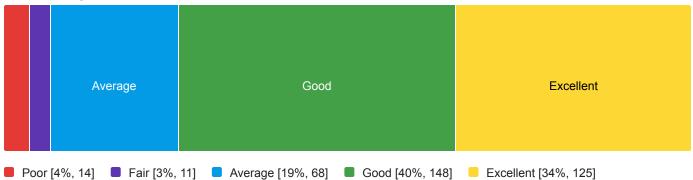
Working cooperatively in groups



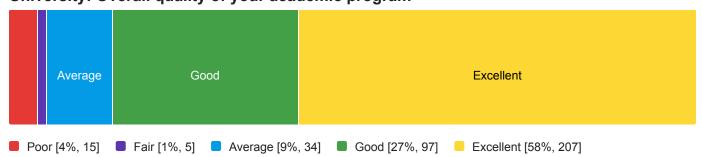
Planning and carrying out projects



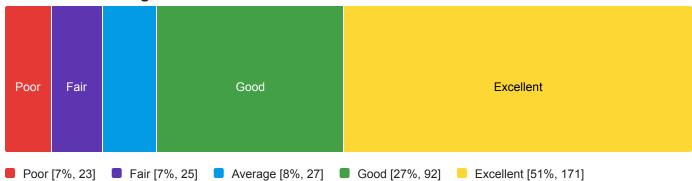
Citizenship skills



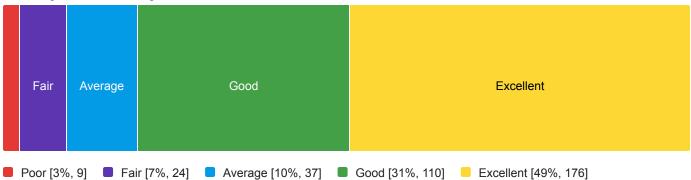
Please rate the following areas related to education and academic support at Troy University: Overall quality of your academic program



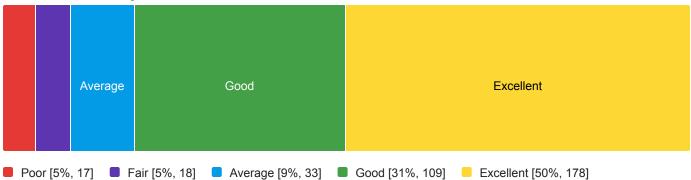
Academic advising



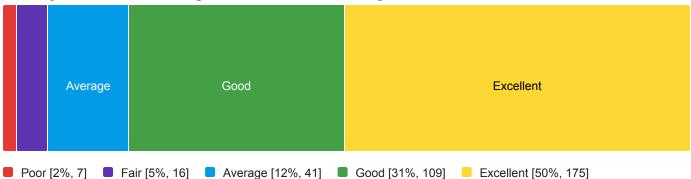
Faculty accessibility



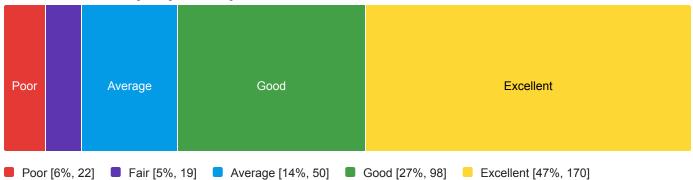
Instruction in major courses



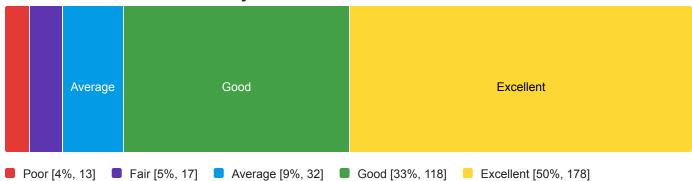
Faculty's use of technologies to enhance teaching



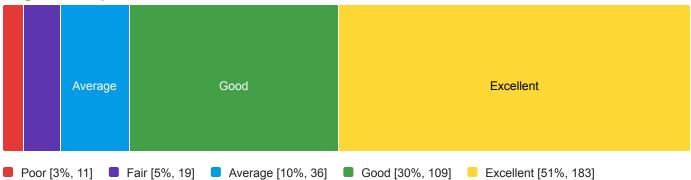
Course availability in your major



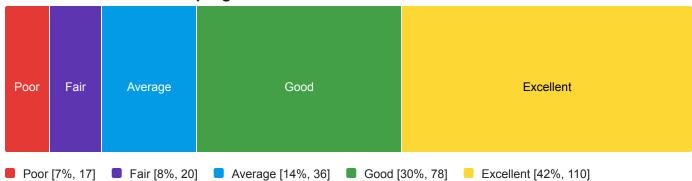
Communication between faculty and students



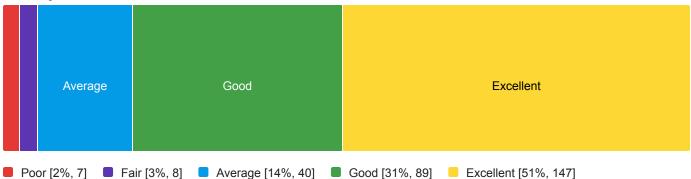
Registration procedures



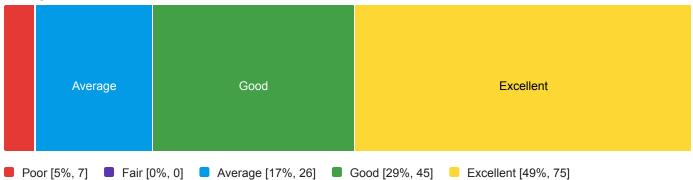
New Student Orientation program



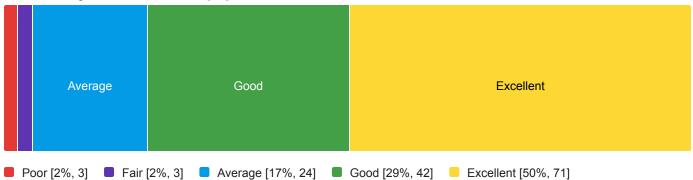
Library



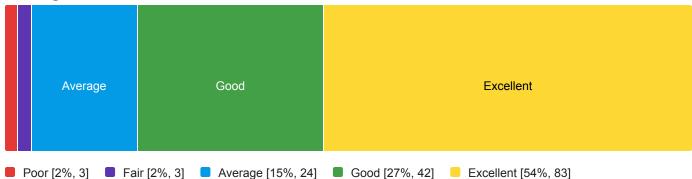
Computer labs



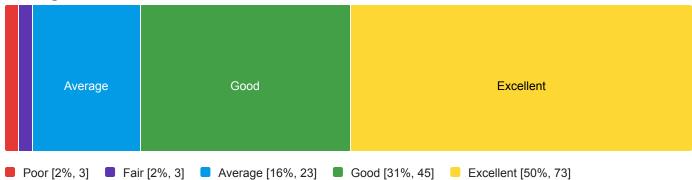
Laboratory/instructional equipment



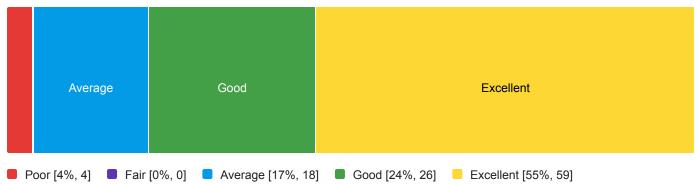
Testing Center



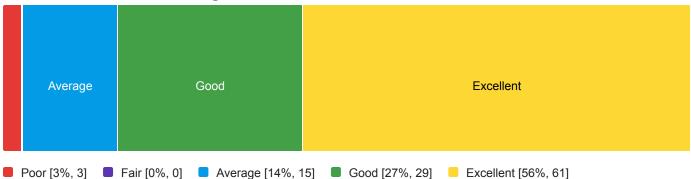
Writing Center



Natural Science Center

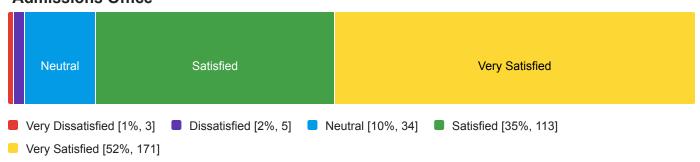


Center for International Programs

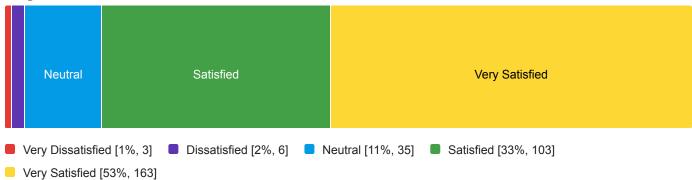


Please rate your satisfaction with the following offices at Troy University:

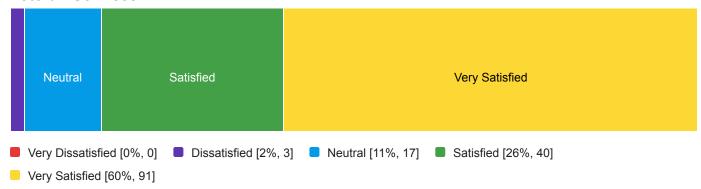
Admissions Office



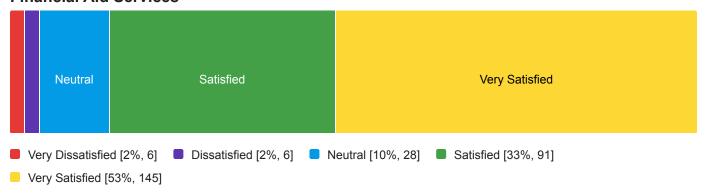
Registrar/Records Office



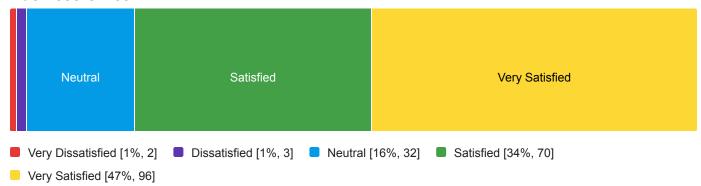
Veteran Services



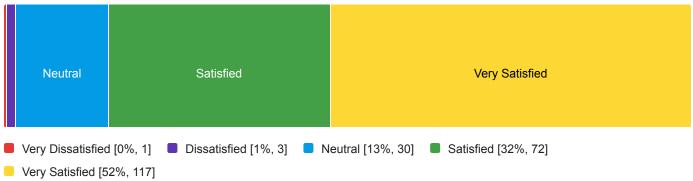
Financial Aid Services



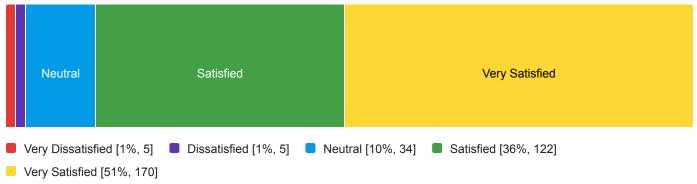
Business Office



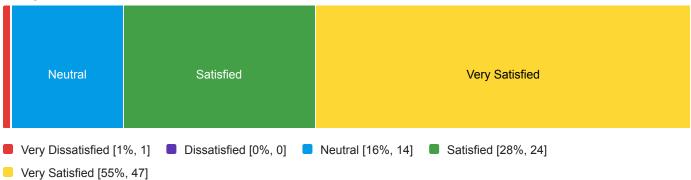
Information Technology (IT) Services



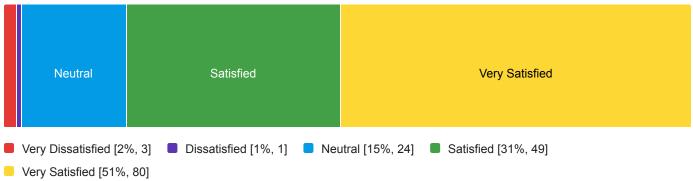
Trojan Web Express



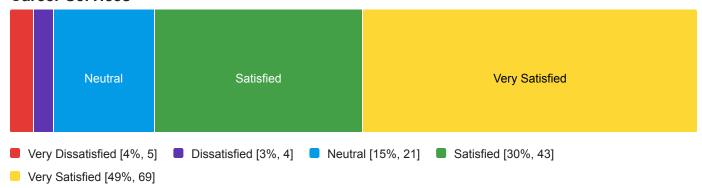
Adaptive Needs Services



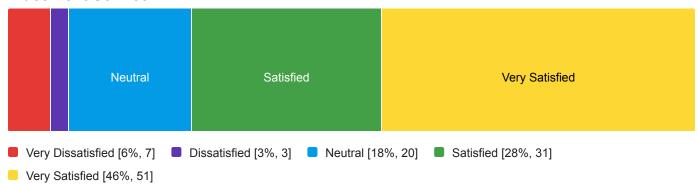
Student Support Services (SSS)



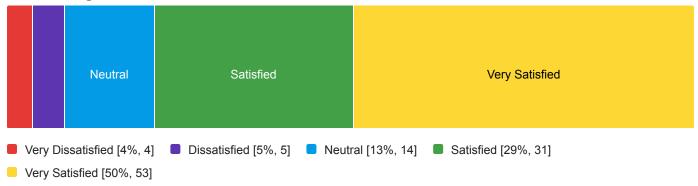
Career Services



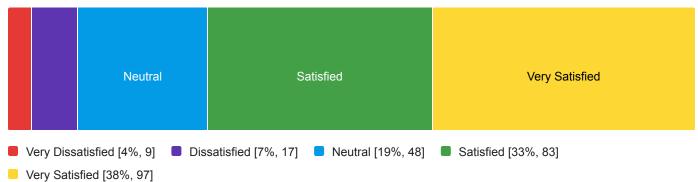
Placement Service



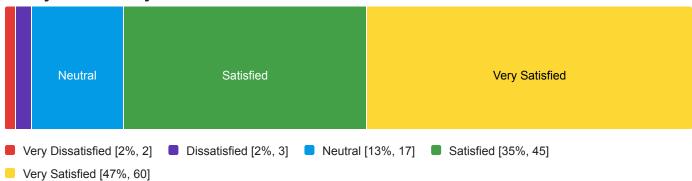
Counseling Services



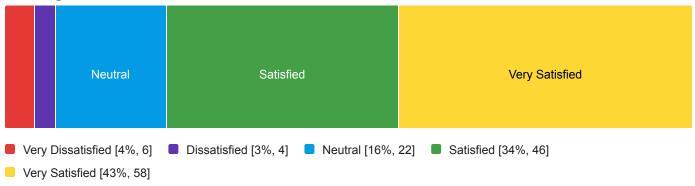
Bookstore Services



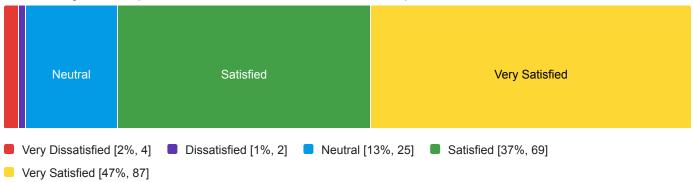
Safety and Security Services



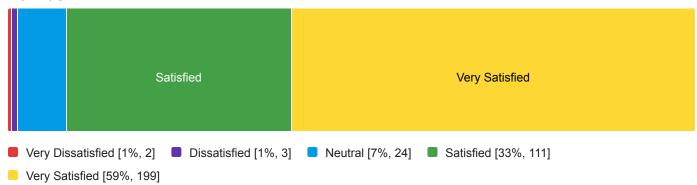
Parking facilities



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

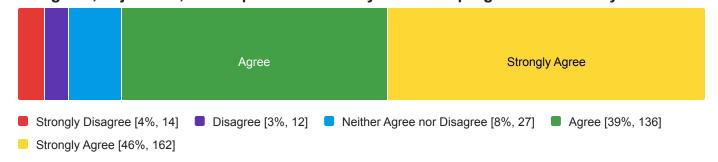


Canvas

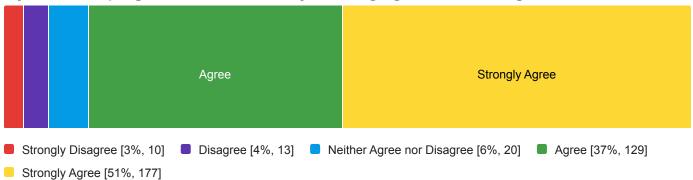


Please provide your opinion about the statements regarding the following areas:

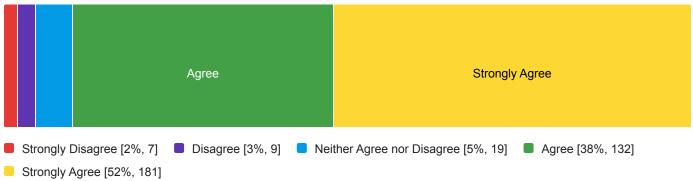
The goals, objectives, and requirements for my academic program were clearly defined.



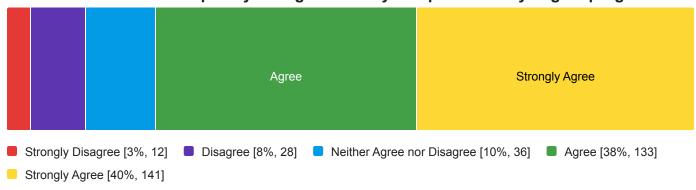
My academic program was intellectually challenging and stimulating.



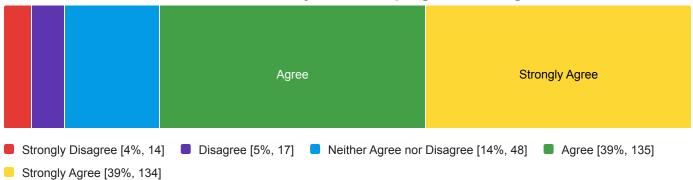
Courses in my curriculum contributed to the skills and knowledge required in my field.



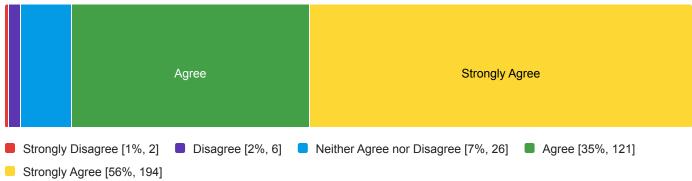
Courses were offered frequently enough for timely completion of my degree program.



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



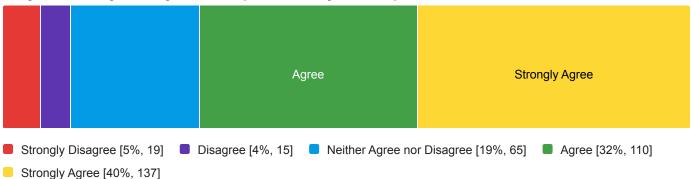
The degree program in which I enrolled is valuable for me in my employment.



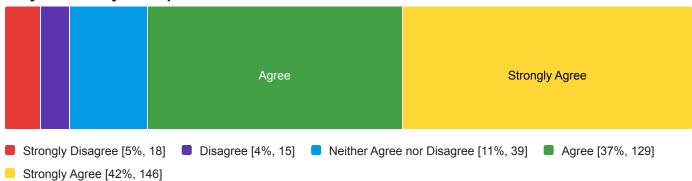
Troy University faculty care about students as individuals.



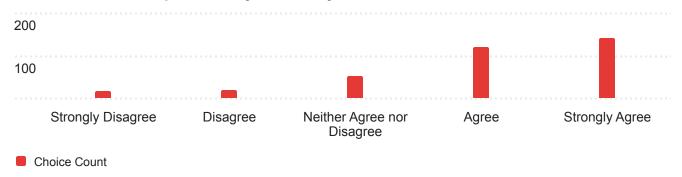
Troy University faculty were helpful with my career plan.



Troy University is responsive to the needs of its students.



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

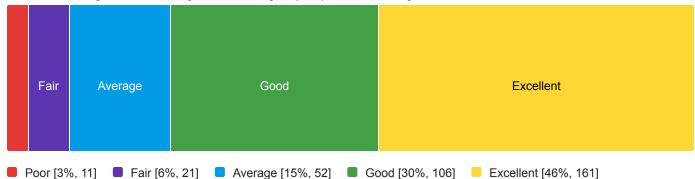


Please provide your overall rating of Troy University -

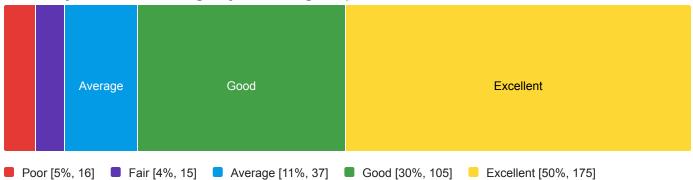
How would you rate Troy University's preparation of you for employment?



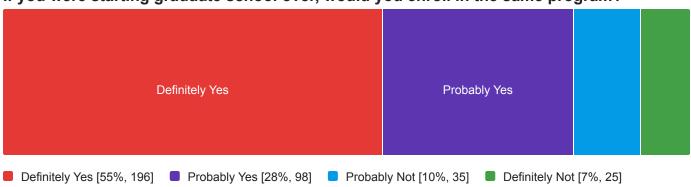
How would you rate Troy University's preparation of you for further education?



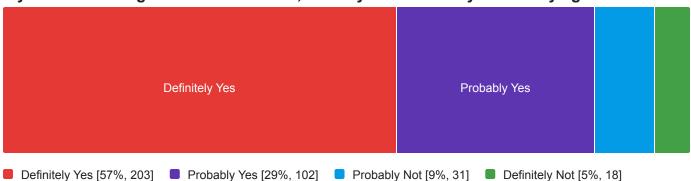
What is your overall rating of your college experiences at TROY?



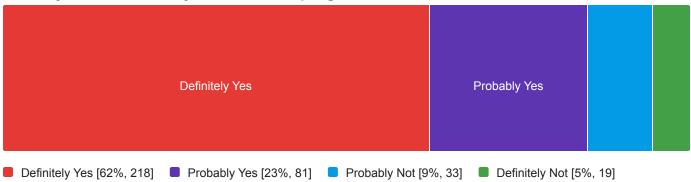
If you were starting graduate school over, would you enroll in the same program?



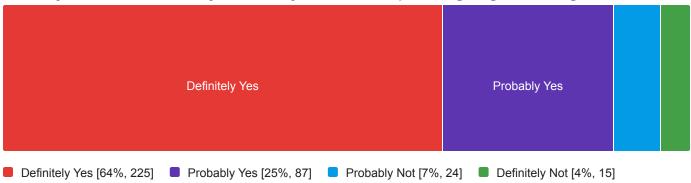
If you could start graduate school over, would you attend Troy University again?



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:

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The biggest issues I had throughout all of my courses were: lack of communication/comprehension skills from certain teachers, genuine lack of understanding of how students think and feel about some expectations and rather strict rules for the class, and canvas being a hindrance more than a help to learning with anything from a server error (turning in an assignment only to find out it does not save the entirety of your work), to canvas not giving a rationale as to why incorrect questions are wrong (which defeats the purpose of learning in a way because a student will probably not be able to find the answer themselves), and canvas shutting showing a due date that does not correspond with due dates in the syllabus for assignments and projects that have caused undue frustration and annoyance which misleads students to make them believe they have more time than what is the case to complete their work. In my opinion, if Troy did not rely so heavily on Canvas and its in-house generated quizes, tests, and exams then the student would receive a more proper education where teachers would have to plan and create their own tests ensuring less room for error when studying material that is critical to sucess. My point is if the tests were made by professors there would be no questions that would make the student overthink and later realize that certain questions cannot be found in the textbook or lesson plan.

I attended community colleges prior to attending Troy University. I was able to obtain many "core" classes towards a nursing degree. However, I had to drop out of nursing school to take care of my in-laws full time. I was able to transfer to Troy and completed my undergraduate degree while going to school at night. I found my time in my undergraduate program unbelievably fulfilling. I immediately knew this was the place that I needed to be. I graduated with my BS in Psychology in July of 2019. I applied for the Clinical Mental Health Counseling masters program in January 2020. I was accepted and have been taking courses to achieve my masters degree ever since. I have been overwhelmed by the support and comradery that I have such graciously received! I will graduate this summer!

I thoroughly enjoyed my experience at Troy University.

I would not recommend for myself or anyone else to attend Troy's nursing programs since there are no preceptors provided and that issue alone caused my mental health to deteriorate severely during my nursing program experience. If anything, I have convinced multiple people to not attend Troy's nursing program and to rather attend an institution that provides nursing preceptors.

Troy University is the best kept secret for military students. The TA matching scholarship adds tremendous value to an already good education. I learned of Troy through one of my coworkers who also did the MSM program. I encouraged one of my subordinates to pursue his master's through Troy and am convincing my brother-in-law to enroll at Troy after his poor experience at Eastern Washington University.

Based on my observations of my wife's recent master's program at the University of Hawaii for Human Resources and my co-worker's current MBA program at Central Michigan University, I feel Troy's business programs are more rigorous. My wife did not take exams in her program. My co-worker's exams are all open book. Neither of them had to do research like I did in the MSM program at their schools. I appreciate the challenge and think it adds more value.

I appreciate my time at Troy.

The lack of class offerings in my degree field were incredibly disappointing. If I had been told during my enrollment process how much patience and extended time it would take to eventually get the classes I needed to complete my degree I would have been so very grateful. The lack of course offerings for my plan and the availability of "seats" in must-have online classes has been the ultimate deterrent in my desire to give Troy University another dollar towards my educational goals.

In a specific instructors classes, it is entirely was too much work per Term and student expectations are too high for me, since I have NO experience in Adult Education. Dr Lawton, is an exceptional, PATIENT, and easy to understand professor and I truly enjoyed ALL of her classes! I do not think a student should be required to automatically understand what is expected and/or graded so harshly!

I would have liked to have been able to view recorded lectures that could simulate in-classroom classes. I don't feel completely capable of being competitive in seeking a job in my degree field but I recognize that that may be a common feeling regardless of institution. My advisors and educators were personable and easy to communicate with and I am appreciative of the opportunity to graduate using online learning. I decided not to use UAB online program because of the mounting extra fees I experienced in the RN-BSN online program, so I appreciate that Troy seemed to have limited fees each semester.

As far as the bookstore, I am an online learner and wanted to travel to my home campus to participate in the graduation ceremony. However, I couldn't identify any links on the bookstore site that clearly list what materials I would need to order to be able to walk in the ceremony (cap, gown, etc.). It required calling people or ordering through Balfour--which offered zero direction as to what to order. Graduation gear should have been automatically included in tuition and sent to students in the last semester, regardless of intent to participate in physical ceremony. I realize it is too late to call and find out who/how/where to order gown and necessary supplies but it shouldn't be so hard to identify and order supplies.

I responded to the wrong survey which was the new student survey. I am currently in the Mater's program.

I love this university. It taught me many things

The instructors in the DNP nursing program are assets to Troy University!

I appreciate all of my professor's commitment and encouragement during my tenure at Troy University.

Every final exam I took through the program I did poorly. I maintained 98-100% in every class until the final exam. The final exams do not cover in information being presented in the daily class work nor in the writing assignments. These outrageous final exams are extremely unfair. I would of maintained a 3.9 to 4.0 GPA if these finals were not weighted so heavily. In almost every class, none of the students received passing grades. This needs to be addressed, students are failing because of these finals but receiving quality grades in other course work.

My only suggestion is if Troy is offering a specific degree program, that they offer the courses to fulfill that degree program on a regular basis. Never should a student have to worry about whether or not the school is going to offer a class in order for them to graduate. That was my experience majoring in Geography. I was told it was due to understaffing issues. I changed my major to Anthropology and saw an improvement. Dr. Alagan is also an amazing professor.

Compared to other universities' online graduate programs, Troy University has exceed my expectations. My academic advisory showed compassion and interest in my educational goals, and always try to assist or provide an alterative resolution when challenges arise. The professors i have encounters are great educators.

Military scholarship is very helpful and online graduate program very accommodating to working students.

Hostile learning environment. Disrespectful and incompetent faculty with a few shining exceptions who are no longer employed.

Only complaint is that no one helped me with enrollment or planning classes. My professors didn't even know I had enrolled as a Thesis student.

NA