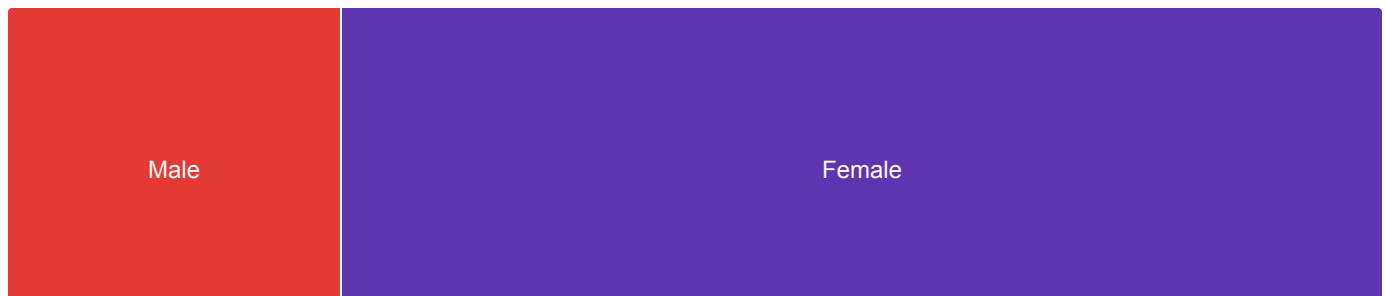


# 2022 New Student Survey Report

1

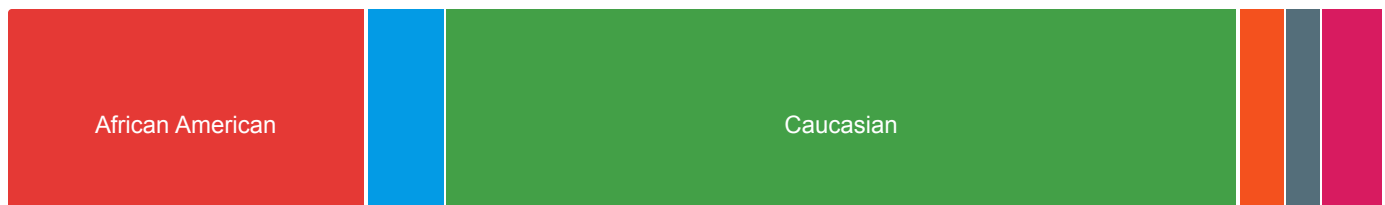
*The Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the New Student Survey in spring 2022. The purpose of the survey was to identify the satisfaction of the fall 2021, T1, T2 and T3 new students with their experiences at Troy University and to determine how well the University served their needs as new undergraduate students. The survey was administered through the online survey program Qualtrics via email to a group of 5,289 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 2024. After two follow up emails, on April 26, 2022 and May 3, 2022, a total of 370 responses were received; representing a 7% response rate.*

## Gender



Male [24%, 90] Female [76%, 280]

## Ethnicity

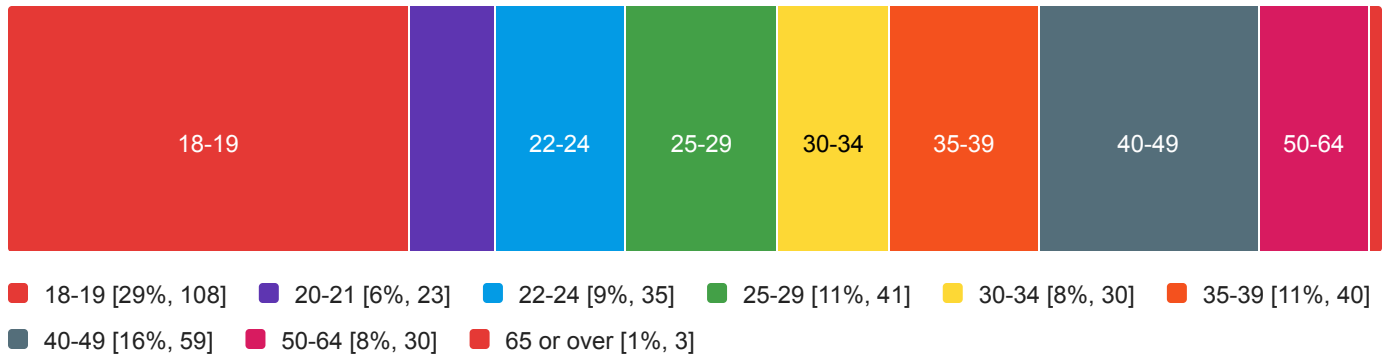


African American [26%, 96] American Indian/Alaska Native [0%, 0] Asian [6%, 21] Caucasian [58%, 213]  
Hawaiian or Other Pacific Islander [0%, 0] Hispanic [3%, 12] Multi-Racial [3%, 10]  
Race/Ethnicity Unknown [5%, 17]

# 2022 New Student Survey Report

2

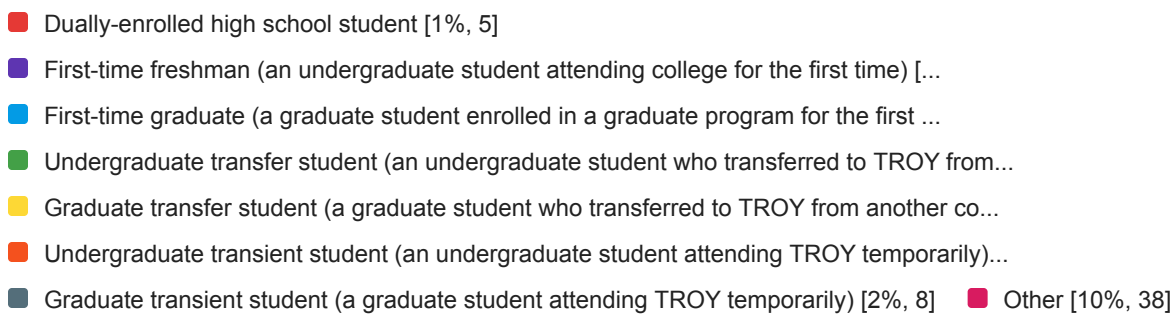
## Age



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



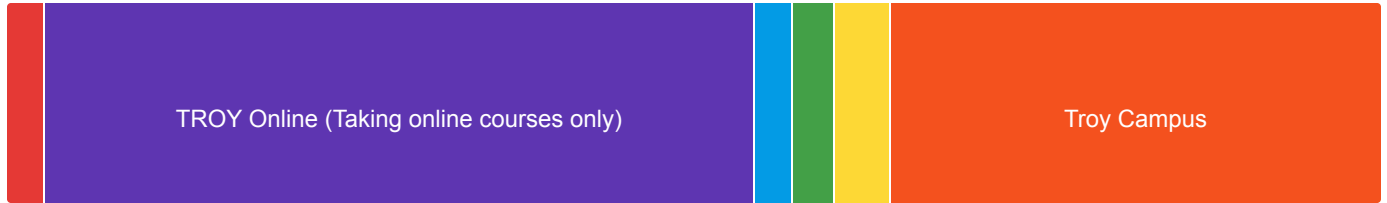
## Enrollment Status



# 2022 New Student Survey Report

3

## Which Troy University campus are you currently enrolled?

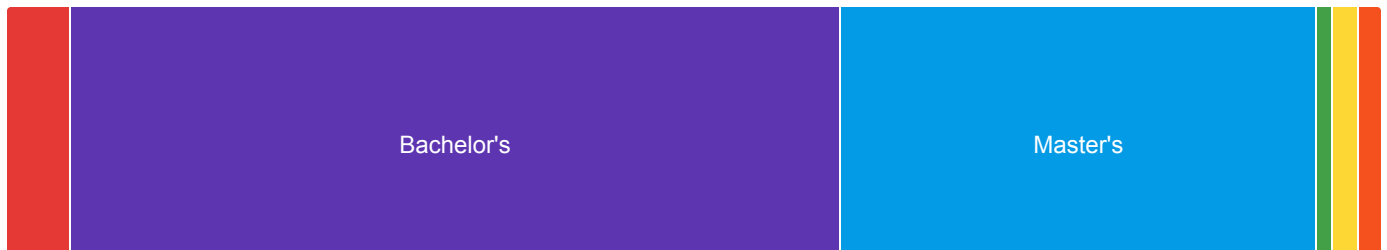


- Dothan Campus [3%, 10]
- TROY Online (Taking online courses only) [52%, 190]
- Support Sites (Location outside of Alabama) [3%, 10]
- Montgomery Campus [3%, 11]
- Phenix City Campus [4%, 15]
- Troy Campus [36%, 131]

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

- Albany, GA [0%, 0]
- Atlanta, GA [0%, 0]
- Augusta, GA [30%, 11]
- Brunswick, GA [0%, 0]
- Colorado Springs, CO [0%, 0]
- Columbus, GA (Off...)
- Covington, GA [0%, 0]
- Davis Monthan AFB, AZ [0%, 0]
- Eglin AFB, FL [0%, 0]
- Fayetteville, NC ...
- Fort Belvoir, VA ...
- Fort Benning (Col...)
- Fort Carson (Colo...)
- Fort Eustis, VA [...]
- Fort Gordon (Augu...)
- Fort Lewis, WA [0%, 0]
- Fort Walton Beach...
- Hanoi, Vietnam (H...)
- Hanoi, Vietnam (U...)
- Hanoi, Vietnam (U...)
- Harrisburg, PA [0%, 0]
- Hurlburt Field, F...
- JEB Little Creek ...
- Jubail, Saudi Ara...
- Langley AFB, VA [...]
- Malmstrom AFB, MT...
- Marianna, FL [0%, 0]

## Degree program you are in:



- Associate [5%, 17]
- Bachelor's [56%, 206]
- Master's [35%, 127]
- Education Specialist [1%, 4]
- Doctorate [2%, 7]
- Other [2%, 6]

# 2022 New Student Survey Report

4

## College you are attending:



Arts & Sciences [24%, 84] Sorrell College of Business [20%, 73] Communication and Fine Arts [6%, 23]  
Education [21%, 74] Health & Human Services [29%, 103]

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

Anthropology Major [2%, 2] Biology Major [0%, 0] Biology Program [0%, 0] Biology, Preprofessional M...  
Chemistry Major [0%, 0] Chemistry Program [0%, 0] Comprehensive General Scie...  
Computer Science [22%, 18] Computer Science, Applied ... Criminal Justice [17%, 14]  
Environmental and Biologic... Environmental Science Prog... General Education [1%, 1]  
History Major [1%, 1] Liberal Studies [0%, 0] International Relations [7... Marine Biology Program [0%...  
Mathematics Major [1%, 1] Political Science Major [1... Public Administration [5%, 4]  
Social Science Major [5%, 4] Sociology Major [1%, 1] Surveying and Geomatics Sc... Other [18%, 15]

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



Accounting Major [7%, 5] Business [8%, 6] Business Administration [14%, 10]  
Executive Master of Business Administrati... Finance Major [1%, 1] General Business Major [7%, 5]  
Human Resource Management [13%, 9] Information Systems Major [1%, 1] Management [31%, 22]  
Marketing Major [3%, 2] Resources and Technology Management [0%, 0]  
Risk Management and Insurance Major [1%, 1] Taxation [0%, 0] Other [8%, 6]

# 2022 New Student Survey Report

5

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



■ Art Major [0%, 0]   
 ■ Broadcast Journalism Major [0%, 0]   
 ■ Communication Arts Major - Communication Studies Track [9%, 2]   
 ■ Communication Arts Major - Theatre Track [9%, 2]   
 ■ Design, Technology and Innovation Program [9%, 2]   
 ■ English Major [30%, 7]   
 ■ Foreign Language Major [9%, 2]   
 ■ Journalism, Print Major [4%, 1]   
 ■ Music Major [13%, 3]   
 ■ Studio Arts [0%, 0]   
 ■ Other [17%, 4]

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

Field	Choice Count
Adult Education	2
Collaborative Teacher (Grades 6-12)	0
Collaborative Teacher (Grades K-6)	2
Community Counseling (Non-Certificate Program)	0
Counseling and Psychology - Clinical Mental Health Counseling	10
Counseling and Psychology - Rehabilitation Counseling Counseling	2
Counseling and Psychology - Social Services Counseling	0
Counseling and Psychology - Student Affairs Counseling	0
Counseling and Psychology - Substance Abuse Counseling	0
Early Childhood Education (Grades P-3)	6
Educational Administration and Leadership	1
Elementary Education (Grades K-6)	14
Instructional Leadership and Administration	3
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

# 2022 New Student Survey Report

6

Interdisciplinary Education (Grades P-12) - Physical Education	1
Interdisciplinary Education (Grades P-12) - Theatre Education	0
Interdisciplinary Education (P-12) - Gifted Education	3
Interpreter Training Program	2
Post Secondary Education	0
Psychology Comprehensive Program	0
Psychology Major	12
School Counseling - Certification Program	1
School Counseling (P-12)	1
School Psychology (P-12)	0
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	4
Secondary Education (Grades 6-12) - General Science Education	1
Secondary Education (Grades 6-12) - Health Education	0
Secondary Education (Grades 6-12) - History Education	3
Secondary Education (Grades 6-12) - Mathematics Education	2
Secondary Education (Grades 6-12) - Social Science Education	0
Other	1

# 2022 New Student Survey Report

7

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



■ Athletic Training [2%, 2] ■ Health Education [0%, 0] ■ Human Services [9%, 9] ■ Nursing [38%, 39]  
■ Physical Education [1%, 1] ■ Rehabilitation [0%, 0] ■ Social Work [32%, 33]  
■ Sports & Fitness Management [2%, 2] ■ Other [16%, 16]

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



■ First choice [67%, 240] ■ Second choice [22%, 79] ■ Third choice [4%, 15] ■ Fourth choice [3%, 9]  
■ Other (please specify) [4%, 15]

Other (please specify) - Text

I have degrees from Asbury University and Asbury Theological Seminary and have done graduate work at USA. I'm enrolled in a creative writing class at Troy/Online as a senior adult.

Only Local College offering Calculus

Was the best choice. I needed an online BSW Program because I am active duty military

One of the choices

partnered school for the learning 1st program

last

Only choice

only college i applied to but kept bc nursing program

Not in my choices.

# 2022 New Student Survey Report

8

I had hoped to apply to Troy when I first attempted to go back to college but the degree plan and path I needed were not available at that time. I registered with another college but it did not meet my needs. Finally the path I needed was made available at Troy and I applied.

Only one I applied for, but I had other schools I would have preferred to attend they just couldn't accommodate online learning.

I was looking countlessly for a college until I spoke to a co-worker, who gave me a referral.

My first choice when I decided to do online schooling.

tied for the first choice

Seventh Choice

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



Yes [35%, 126] No [65%, 234]

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

- Academic reputation [9%, 128]
- Reputation for social activities [2%, 22]
- Rankings in national magazines [1%, 10]
- Graduates get good jobs [3%, 38]
- Size of campus [5%, 78]
- Location [10%, 151]
- Affordability [13%, 183]
- Availability of financial aid [7%, 103]
- Admission standards [4%, 58]
- Academic programs [11%, 159]
- Flexibility of schedule [13%, 189]
- Social atmosphere [4%, 57]
- Diversity of student body [2%, 36]
- Athletics [1%, 10]
- Performing arts (band, collegiate singers...)
- Recommendation of high school counselor [...]
- Parents' recommendation [3%, 42]
- Friends' recommendation [4%, 65]
- Alumni recommendation [4%, 58]
- Other (please specify) [3%, 39]

Other (please specify) - Text

scholarship



## 2022 New Student Survey Report

9

Availability of online programs.

Military Friendly

Robust online program with a degree path that worked well with my transfer credits for my goals.

It gave me the opportunity to be able to work and be in school

Military & Family Scholarship

My wife graduated troy

Great Active Army TA matching program

Legacy - Great Great Niece of Jeff Sorrell

It allowed me (international student) to be enrolled in Biomedical program

online

Military Friendly

Initial communication was wanted & top tier

Greek life

Accept military TA and match the cap per semester hour

military friendly

program offered through current employer

Tuition assistance/military scholarship.

Ability to work while I earn my degree and not move my family

veteran friendly

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



■ Not Applicable [0%, 1] 
 ■ Strongly Disagree [3%, 9] 
 ■ Disagree [3%, 10] 
 ■ Neither Agree nor Disagree [6%, 21] 
 ■ Agree [39%, 131] 
 ■ Strongly Agree [49%, 168]

**Faculty care about students as individuals.**



■ Not Applicable [1%, 2] 
 ■ Strongly Disagree [3%, 11] 
 ■ Disagree [3%, 11] 
 ■ Neither Agree nor Disagree [11%, 36] 
 ■ Agree [38%, 130] 
 ■ Strongly Agree [44%, 150]

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



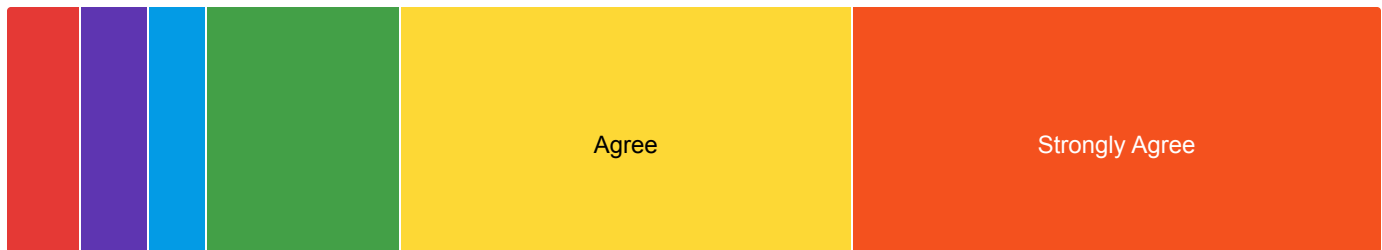
■ Not Applicable [1%, 4] 
 ■ Strongly Disagree [3%, 10] 
 ■ Disagree [4%, 14] 
 ■ Neither Agree nor Disagree [10%, 35] 
 ■ Agree [37%, 125] 
 ■ Strongly Agree [44%, 149]

## Academic advising is adequate.



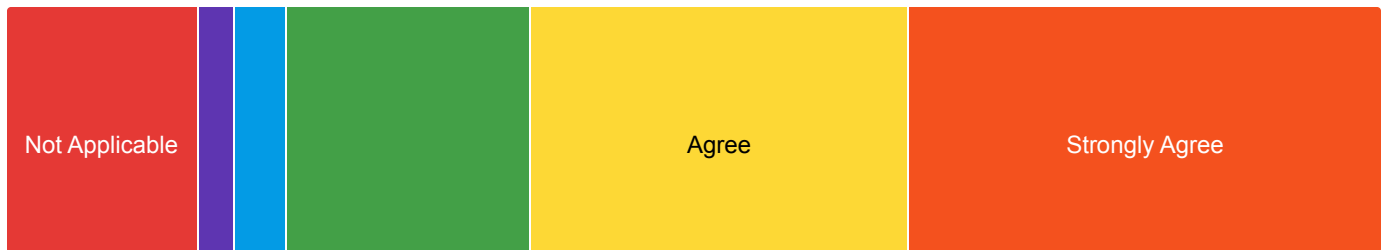
■ Not Applicable [1%, 3] 
 ■ Strongly Disagree [4%, 15] 
 ■ Disagree [4%, 14] 
 ■ Neither Agree nor Disagree [10%, 34] 
 ■ Agree [35%, 118] 
 ■ Strongly Agree [46%, 154]

## Sufficient financial aid options are available.



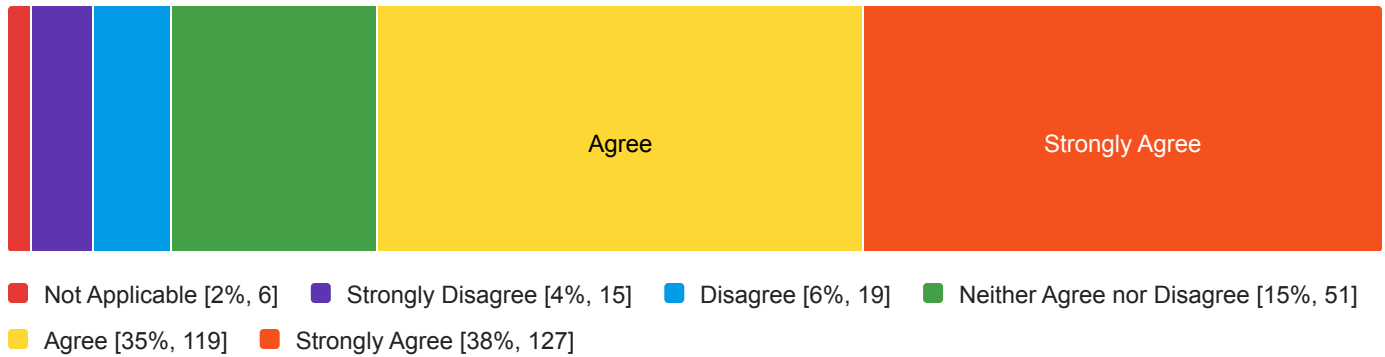
■ Not Applicable [5%, 18] 
 ■ Strongly Disagree [5%, 17] 
 ■ Disagree [4%, 14] 
 ■ Neither Agree nor Disagree [14%, 48] 
 ■ Agree [33%, 111] 
 ■ Strongly Agree [38%, 130]

## The tuition payment plan is beneficial for students.

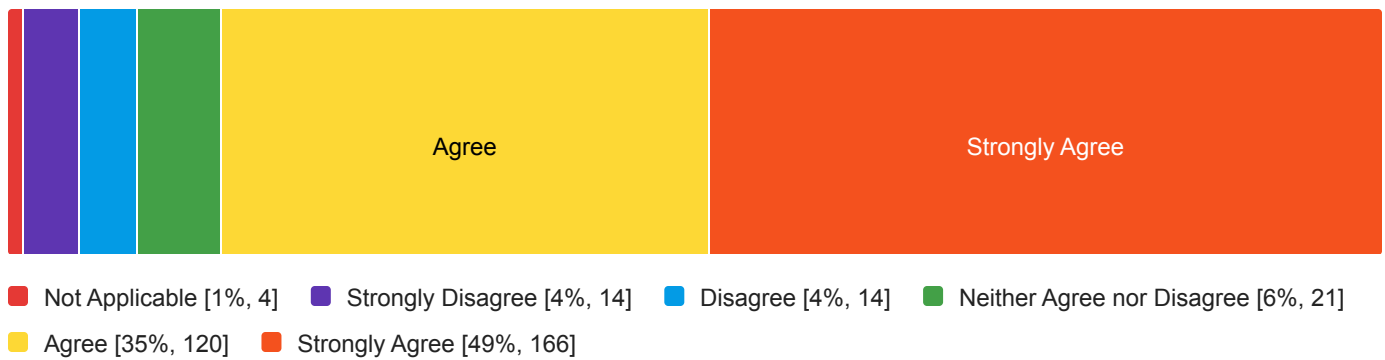


■ Not Applicable [14%, 47] 
 ■ Strongly Disagree [3%, 9] 
 ■ Disagree [4%, 13] 
 ■ Neither Agree nor Disagree [18%, 60] 
 ■ Agree [28%, 93] 
 ■ Strongly Agree [34%, 116]

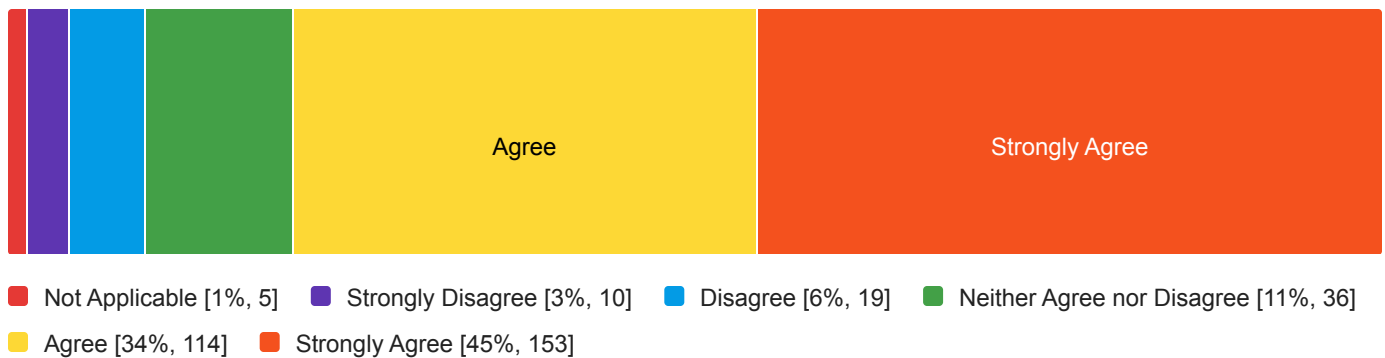
## Class information provided prior to enrollment was helpful.



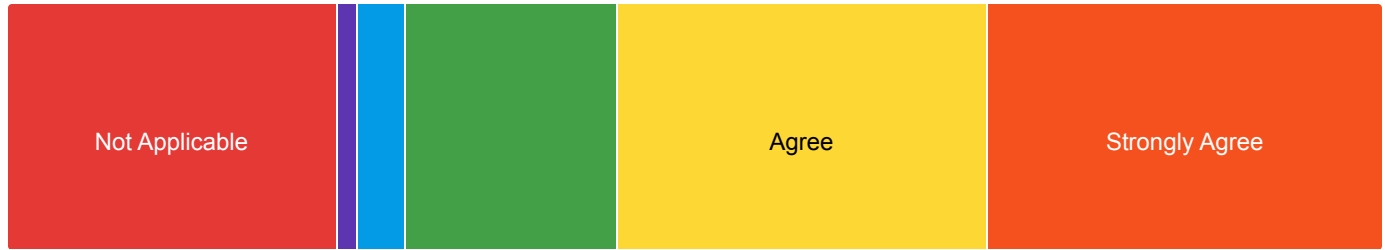
## Registration dates, times, and procedures were made clear to me prior to enrollment.



## The online registration process is user-friendly.

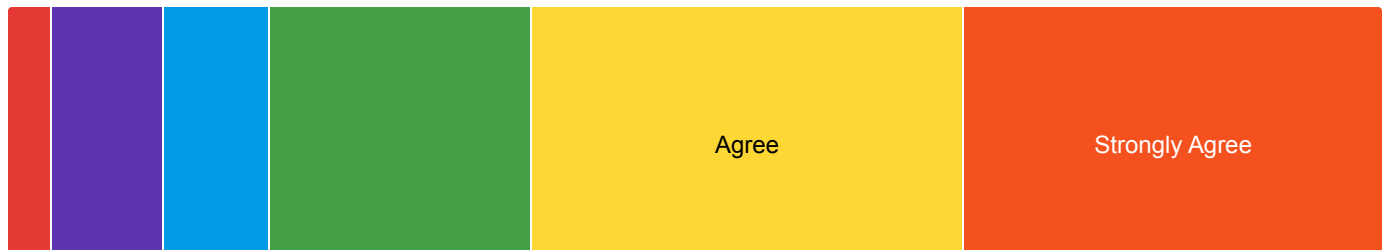


## The on-site registration process is user-friendly.



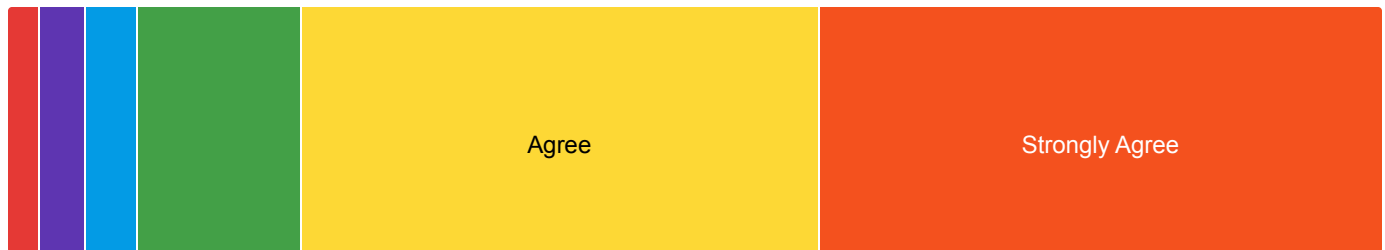
■ Not Applicable [24%, 81] 
 ■ Strongly Disagree [1%, 5] 
 ■ Disagree [4%, 12] 
 ■ Neither Agree nor Disagree [15%, 52] 
 ■ Agree [27%, 91] 
 ■ Strongly Agree [29%, 97]

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



■ Not Applicable [3%, 11] 
 ■ Strongly Disagree [8%, 27] 
 ■ Disagree [8%, 26] 
 ■ Neither Agree nor Disagree [19%, 64] 
 ■ Agree [32%, 106] 
 ■ Strongly Agree [30%, 102]

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



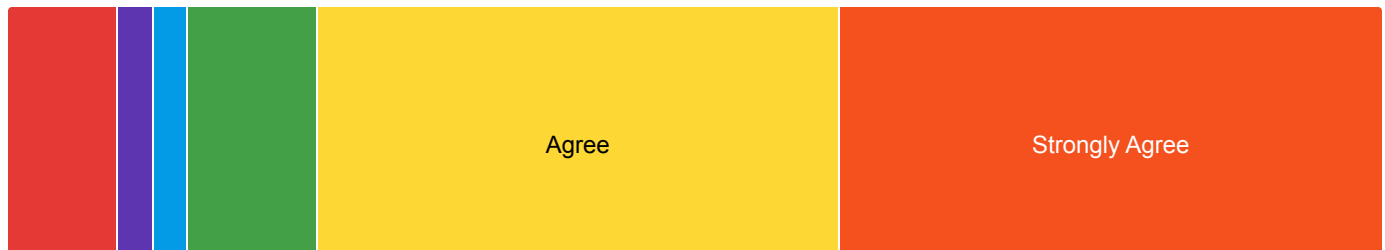
■ Not Applicable [2%, 8] 
 ■ Strongly Disagree [3%, 11] 
 ■ Disagree [4%, 13] 
 ■ Neither Agree nor Disagree [12%, 40] 
 ■ Agree [38%, 127] 
 ■ Strongly Agree [41%, 138]

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



■ Not Applicable [22%, 74] 
 ■ Strongly Disagree [2%, 8] 
 ■ Disagree [2%, 6] 
 ■ Neither Agree nor Disagree [14%, 48] 
 ■ Agree [30%, 100] 
 ■ Strongly Agree [30%, 102]

## Class drop/add procedures are appropriate.



■ Not Applicable [8%, 27] 
 ■ Strongly Disagree [3%, 9] 
 ■ Disagree [2%, 8] 
 ■ Neither Agree nor Disagree [9%, 32] 
 ■ Agree [38%, 128] 
 ■ Strongly Agree [39%, 133]

## Classes are offered at convenient times.



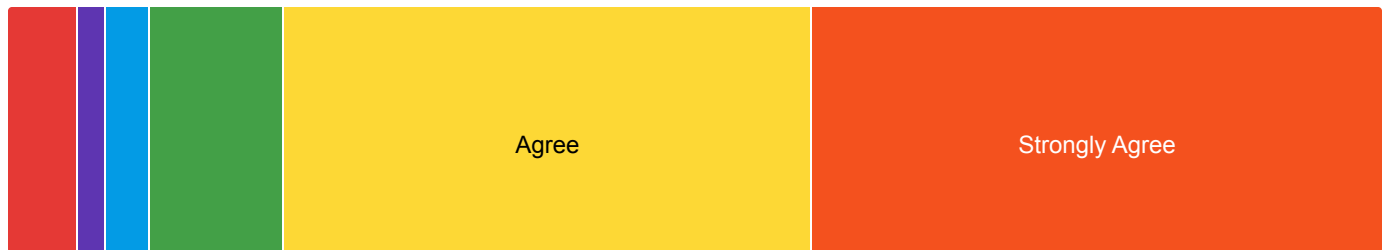
■ Not Applicable [5%, 18] 
 ■ Strongly Disagree [4%, 12] 
 ■ Disagree [4%, 13] 
 ■ Neither Agree nor Disagree [11%, 37] 
 ■ Agree [35%, 118] 
 ■ Strongly Agree [41%, 140]

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



■ Not Applicable [2%, 7] 
 ■ Strongly Disagree [4%, 15] 
 ■ Disagree [6%, 20] 
 ■ Neither Agree nor Disagree [15%, 52] 
 ■ Agree [35%, 117] 
 ■ Strongly Agree [38%, 127]

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



■ Not Applicable [5%, 17] 
 ■ Strongly Disagree [2%, 7] 
 ■ Disagree [3%, 11] 
 ■ Neither Agree nor Disagree [10%, 33] 
 ■ Agree [38%, 130] 
 ■ Strongly Agree [41%, 140]

## Tutorial services are sufficient.



■ Not Applicable [22%, 74] 
 ■ Strongly Disagree [2%, 7] 
 ■ Disagree [1%, 5] 
 ■ Neither Agree nor Disagree [22%, 73] 
 ■ Agree [31%, 106] 
 ■ Strongly Agree [21%, 72]

## 2022 New Student Survey Report

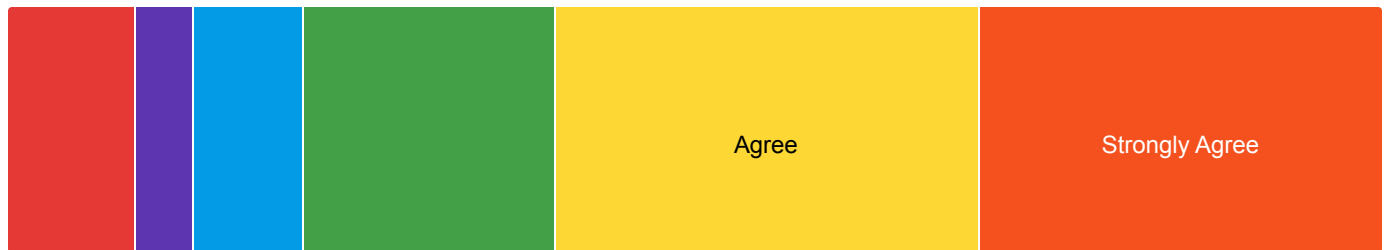
16

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



■ Not Applicable [34%, 111] ■ Strongly Disagree [4%, 12] ■ Disagree [6%, 18]  
■ Neither Agree nor Disagree [16%, 52] ■ Agree [24%, 79] ■ Strongly Agree [16%, 51]

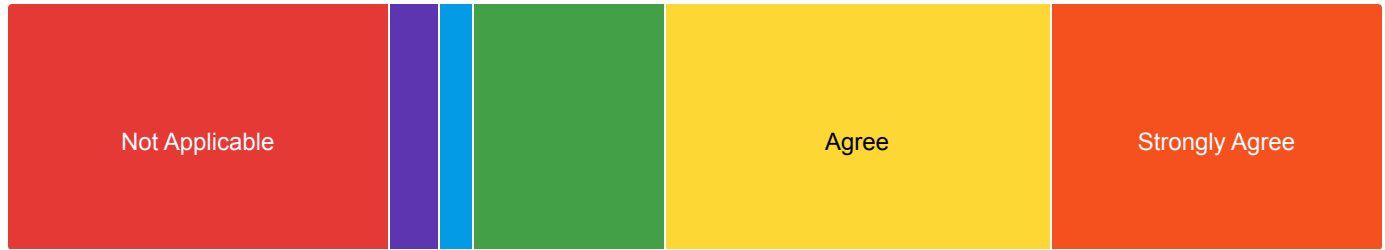
### Purchasing textbooks through Troy Virtual BookStore is convenient.



■ Not Applicable [9%, 30] ■ Strongly Disagree [4%, 14] ■ Disagree [8%, 26] ■ Neither Agree nor Disagree [18%, 59]  
■ Agree [31%, 100] ■ Strongly Agree [29%, 95]

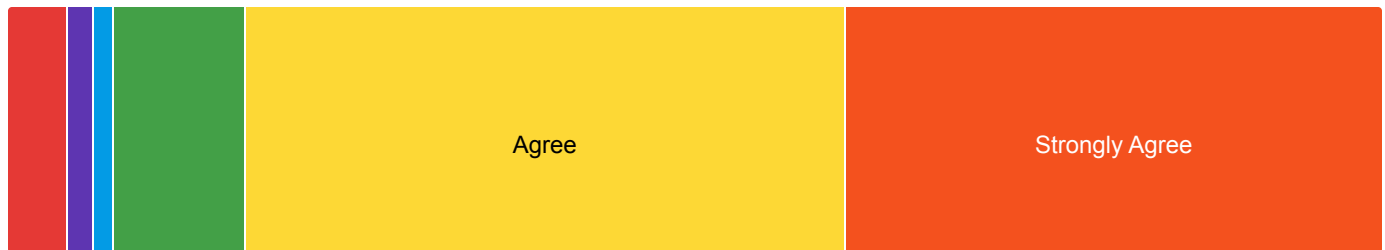


## Student organizations are available for my participation.



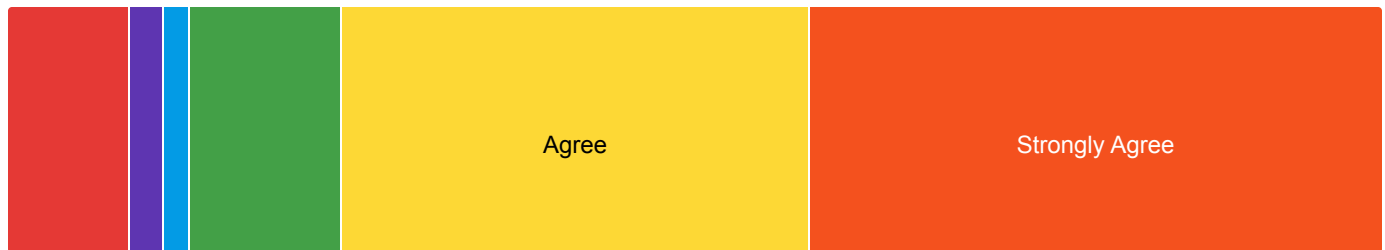
■ Not Applicable [28%, 90] 
 ■ Strongly Disagree [4%, 12] 
 ■ Disagree [2%, 8] 
 ■ Neither Agree nor Disagree [14%, 45] 
 ■ Agree [28%, 91] 
 ■ Strongly Agree [24%, 78]

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



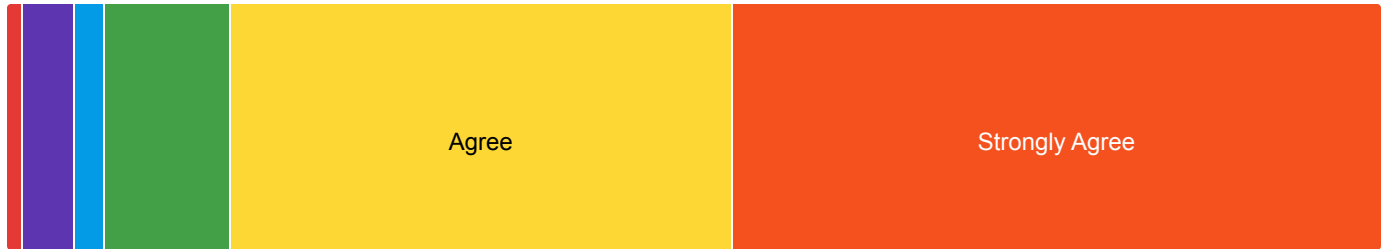
■ Not Applicable [4%, 14] 
 ■ Strongly Disagree [2%, 6] 
 ■ Disagree [2%, 5] 
 ■ Neither Agree nor Disagree [10%, 31] 
 ■ Agree [44%, 141] 
 ■ Strongly Agree [39%, 126]

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



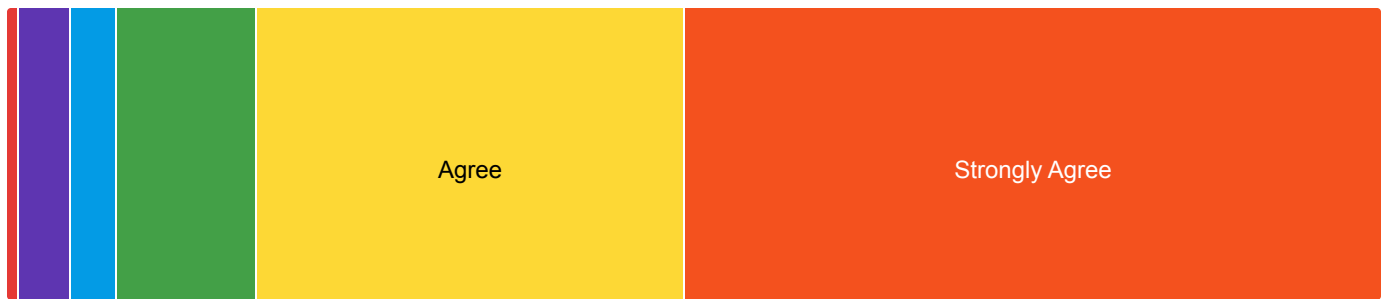
■ Not Applicable [9%, 29] 
 ■ Strongly Disagree [2%, 8] 
 ■ Disagree [2%, 6] 
 ■ Neither Agree nor Disagree [11%, 36] 
 ■ Agree [34%, 110] 
 ■ Strongly Agree [42%, 135]

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



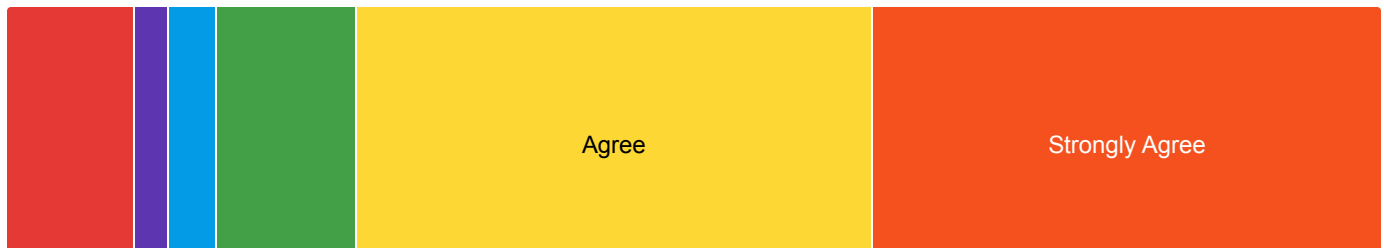
■ Not Applicable [1%, 4] 
 ■ Strongly Disagree [4%, 12] 
 ■ Disagree [2%, 7] 
 ■ Neither Agree nor Disagree [9%, 30] 
 ■ Agree [36%, 118] 
 ■ Strongly Agree [47%, 153]

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



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

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



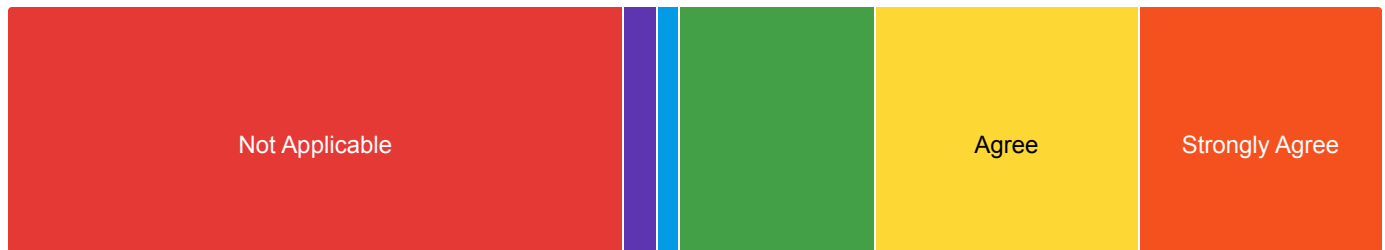
■ Not Applicable [9%, 30] 
 ■ Strongly Disagree [2%, 8] 
 ■ Disagree [3%, 11] 
 ■ Neither Agree nor Disagree [10%, 33] 
 ■ Agree [38%, 121] 
 ■ Strongly Agree [37%, 119]

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



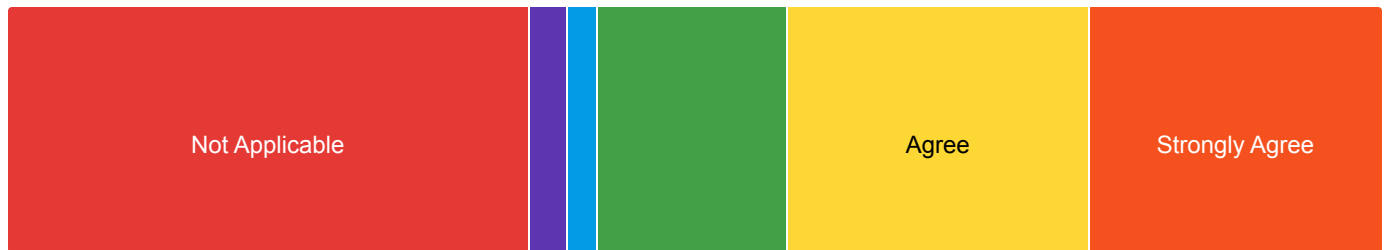
■ Not Applicable [50%, 161] 
 ■ Strongly Disagree [4%, 12] 
 ■ Disagree [2%, 8] 
 ■ Neither Agree nor Disagree [18%, 59] 
 ■ Agree [13%, 42] 
 ■ Strongly Agree [13%, 42]

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



■ Not Applicable [45%, 145] 
 ■ Strongly Disagree [2%, 8] 
 ■ Disagree [2%, 5] 
 ■ Neither Agree nor Disagree [14%, 46] 
 ■ Agree [19%, 62] 
 ■ Strongly Agree [18%, 57]

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



■ Not Applicable [38%, 123] 
 ■ Strongly Disagree [3%, 9] 
 ■ Disagree [2%, 7] 
 ■ Neither Agree nor Disagree [14%, 45] 
 ■ Agree [22%, 71] 
 ■ Strongly Agree [21%, 69]

# 2022 New Student Survey Report

20

## How did you first learn about TROY?



- Alumni [26%, 83]
- Billboard [0%, 1]
- Direct Mail [1%, 3]
- Guidance Counselor [7%, 23]
- Internet [19%, 61]
- Newspaper [0%, 0]
- Radio [0%, 1]
- Television [2%, 7]
- Word of mouth [31%, 99]
- Other (please specify) [14%, 44]

Other (please specify) - Text

school district email

friend

Family

Military Education Center

I used to live in Alabama.

My son was hired to do a promo video for Troy. I went with him and became interested in the school.

Military Education Office

I'm from Alabama. I've heard of Troy since I was a kid; don't remember when, where, or how I would have first heard about it.

alumni

IT IS THE ONLY 4 YR UNIVERSITY IN MY CITY

Live in vicinity

Education Center at Ft Drum

Grew up in area

Sound of the south leadership camp

Parents

military education office

# 2022 New Student Survey Report

21

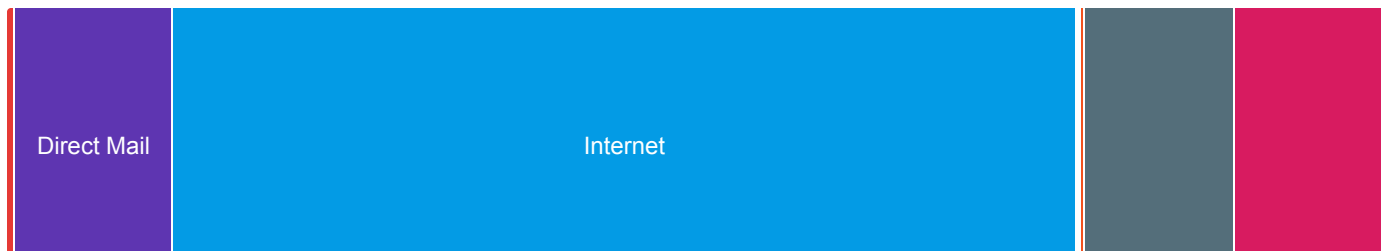
School System

military education office

Ben Hudnell Foundation

Junior College Counselor

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



Billboard [1%, 2] Direct Mail [12%, 37] Internet [66%, 211] Newspaper [0%, 0] Radio [0%, 0]  
Television [0%, 1] Word of mouth [11%, 35] Other (please specify) [11%, 35]

Other (please specify) - Text

instructor

Connecting with Troy University

Instructor was helpful

Email, Advisor, Instructor

Contact with Veterans Enrollment and Registrar

Student Advisor. Mr. Martin is amazing!

Troy website

Advisor

Email and professors

The university

My transfer recruiter

counselor

I contacted the school

Troy website

um the website...

Academic advisor

Dr. Lemoine

email

Advisor

Called them

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



■ Billboard [2%, 6] 
 ■ Direct Mail [5%, 16] 
 ■ Internet [42%, 133] 
 ■ Newspaper [0%, 1] 
 ■ Radio [1%, 2] 
 ■ Television [2%, 5] 
 ■ Word of mouth [44%, 141] 
 ■ Other (please specify) [5%, 15]

Other (please specify) - Text

social media

Internet

social media

Social media

Not at all

Nobody likes adverstising

N/A

Social media

Social media

social media

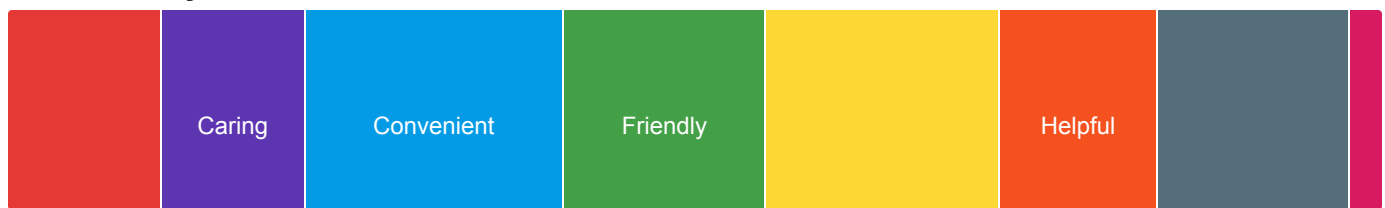
Social media

email

Social Media Ads. I am located on the West Coast, I would not see any ads on TV, Radio, Billboard, or Newspaper

Social Media

## How would you describe TROY to a friend?



- Academically challenging [11%, 110]
- Caring [10%, 102]
- Convenient [19%, 185]
- Friendly [15%, 144]
- Good value for the price [17%, 167]
- Helpful [11%, 112]
- Student-centered [14%, 137]
- Other (please specify) [2%, 23]

Other (please specify) - Text

Flexible

Military Friendly

As a senior adult I'm enjoying the challenge and the convenience of online learning.

Military Friendly

Military Friendly

Absolutely not

Improvements are needed but so far it's good enough

## 2022 New Student Survey Report

24

Professors don't care about students.

Acceptable, but not special.

success depends on the curriculum. Some classes are not set up for full-time working adults. Too many assignments with too little time to complete and way too much reading!!!

Because of some of the financial issues at Troy, I would not recommend Troy to others. There is some nickel/diming like online students having to pay \$25 to take exams, the proctoring is awful. I also found out that Troy didn't give students as much of the Cares grant money, a friend at another school got 3 times what I got and we both had an EFC of 0. And the fact that if you drop a class you have to pay the school, even though the student financial aid paid for it already, so you have to pay double for a class you did not take.

NOT convenient for my degree plan

A place to get my degree

basic

pretty campus

I did not enjoy my time here at Troy.

Disorganized, but the best option available in Dothan.

Depends on the person

The Geomatics program is aggressive in bringing employers on campus.

Difficult communication wise.

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

Yes

■ Yes [98%, 306] ■ No [2%, 5]

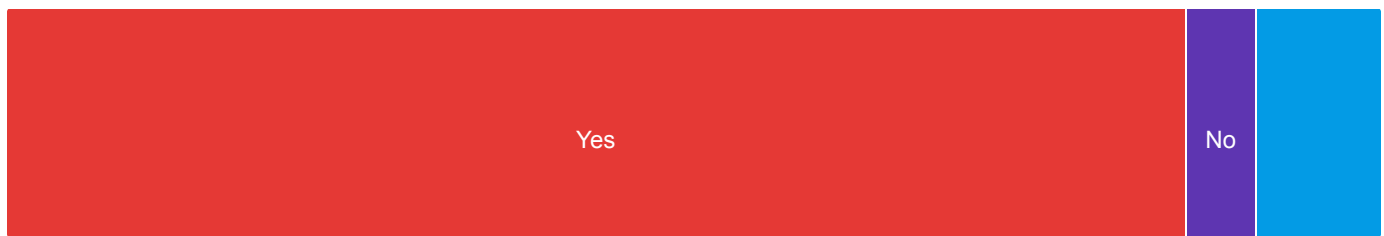


**You answered "Yes" that you have your own computer, is that computer a laptop or a desktop?**



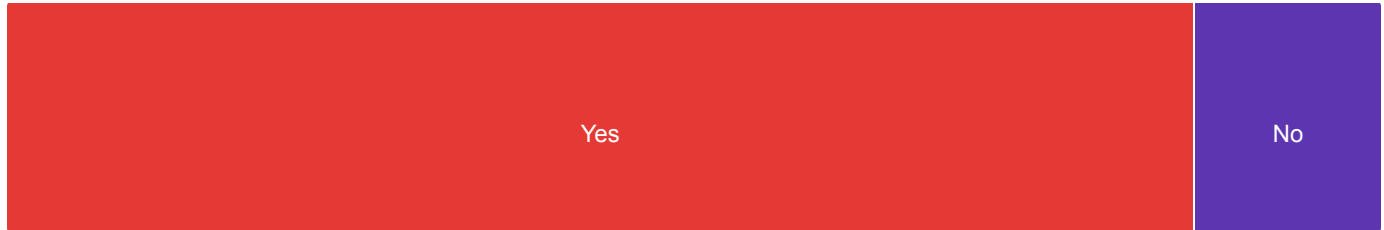
■ Laptop [81%, 249] 
 ■ Desktop [1%, 4] 
 ■ Other (please specify) [1%, 3] 
 ■ Both Laptop and Desktop [14%, 43] 
 ■ Tablet/iPad only [2%, 7]

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



■ Yes [86%, 267] 
 ■ No [5%, 16] 
 ■ I do not know [9%, 28]

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



■ Yes [87%, 263] ■ No [13%, 41]

**Indicate your level of agreement regarding academic support:**

**My academic advisor is readily available.**



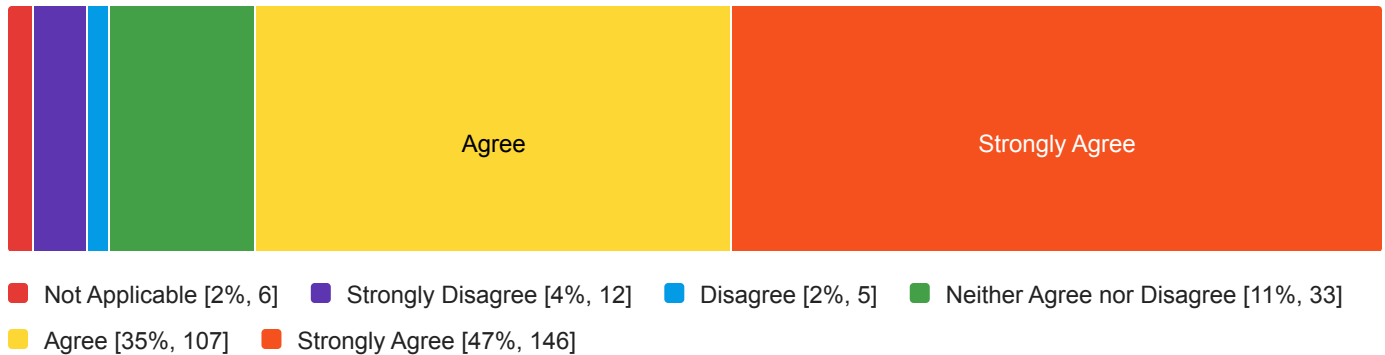
■ Not Applicable [2%, 5] ■ Strongly Disagree [3%, 10] ■ Disagree [3%, 8] ■ Neither Agree nor Disagree [11%, 33]  
 ■ Agree [38%, 119] ■ Strongly Agree [44%, 135]

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

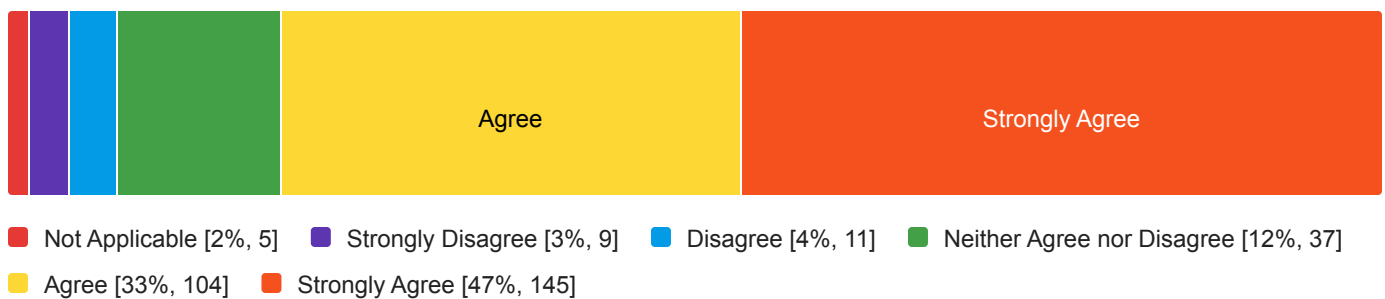


■ Not Applicable [2%, 6] ■ Strongly Disagree [5%, 15] ■ Disagree [3%, 10] ■ Neither Agree nor Disagree [11%, 33]  
 ■ Agree [31%, 97] ■ Strongly Agree [48%, 150]

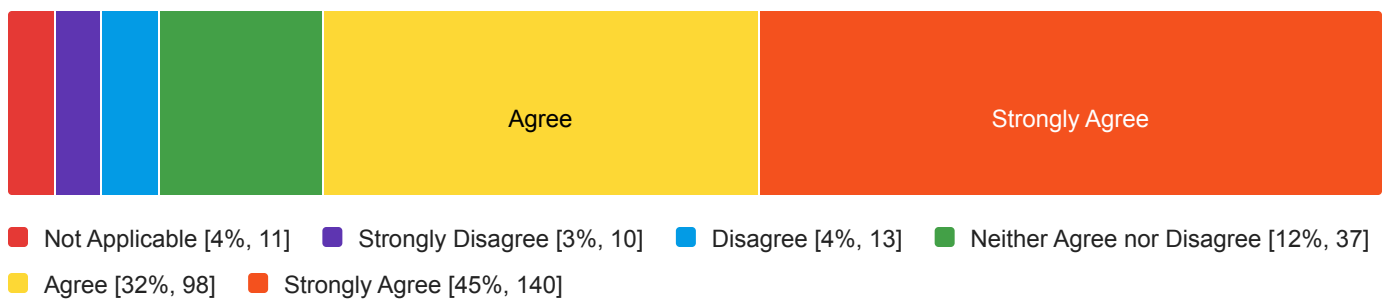
## My academic advisor is helpful in the registration process.



## 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.

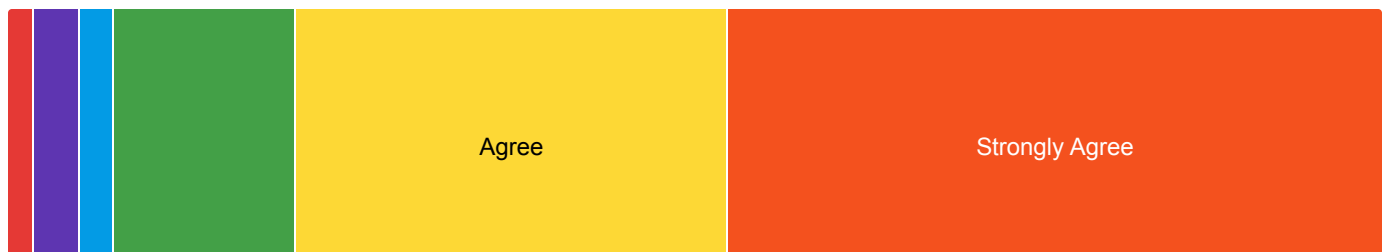


## My academic advisor respects his/her students and is interested in them as individuals.



■ Not Applicable [3%, 8] 
 ■ Strongly Disagree [4%, 11] 
 ■ Disagree [2%, 5] 
 ■ Neither Agree nor Disagree [15%, 48] 
 ■ Agree [30%, 92] 
 ■ Strongly Agree [47%, 146]

## I feel comfortable working with my academic advisor.

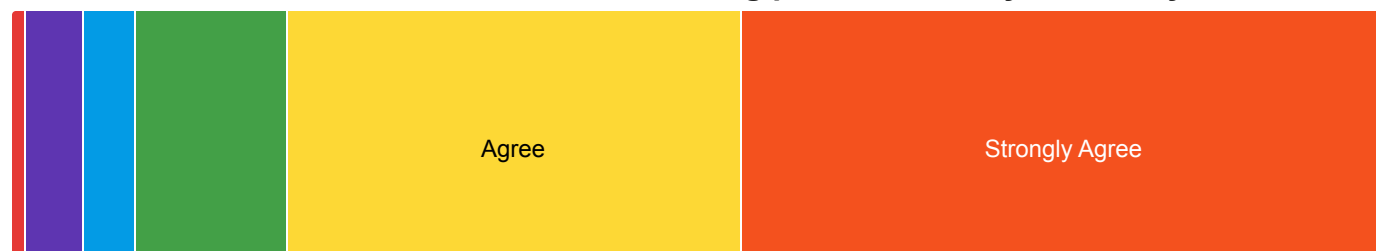


■ Not Applicable [2%, 6] 
 ■ Strongly Disagree [3%, 10] 
 ■ Disagree [3%, 8] 
 ■ Neither Agree nor Disagree [13%, 41] 
 ■ Agree [31%, 97] 
 ■ Strongly Agree [48%, 147]

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



■ Not Applicable [2%, 5] 
 ■ Strongly Disagree [4%, 12] 
 ■ Disagree [4%, 11] 
 ■ Neither Agree nor Disagree [12%, 37] 
 ■ Agree [33%, 103] 
 ■ Strongly Agree [45%, 140]

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

■ Not Applicable [1%, 3] 
 ■ Strongly Disagree [4%, 13] 
 ■ Disagree [4%, 12] 
 ■ Neither Agree nor Disagree [11%, 34] 
 ■ Agree [33%, 102] 
 ■ Strongly Agree [47%, 145]

**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:

Fine.

My advisor was very informing and continues to keep me up on my academic needs.

NA

Kim Kerr is a well thought-out advisor. She really breaks down what I need to do to accomplish my goals as a Troy student. She sweet and have great patience when it comes to my frustrations when I feel overwhelmed. I am glad that I have her as a academic advisor.

I have thoroughly enjoyed attending the Phenix City Troy University campus. I have enjoyed meeting new friends, attending different functions, working with staff and my professors and I have gained a lot of knowledge to help me prepare for my career. I would highly recommend my family and friends to attend the Phenix City campus. My overall experience has been great, however, my complaint is that I do not like when professors do not accept late assignment's. Is this a University rule or an individual choice. I can understand perhaps taking points off for late assignments, but not to accept the work submitted, I DO NOT AGREE. I personally have experienced great losses during this pandemic which has affected me a great deal. I strive to maintain a certain grade point average and because I forgot to submit a paper in which I thought I submitted and emailed it to my professor explaining/realizing that I thought I had submitted it. This was a two part paper in which I submitted one page, but did not submit the other. This dropped my GPA from an A to B, (worth 30 points). When I asked to meet with my professor face to face to discuss the matter, I was told that she does not accept late work and that I still had time to bring the grade up, (disappointing/not the point).The work that I put into the assignment was a complete waste, which also affected my anxiety/depression. This is my first experience with a teacher/professor not accepting late assignments and I personally think that this rule needs to be reviewed since we pay to attend the University and also help pay employees salaries. I do plan to follow up on this matter. Ty

I would like free laptop

## 2022 New Student Survey Report

30

N/A

N/A

Social Work advisor incredibly empathetic and tenacious.

My academic advising was great but this semester has been one of my worst of my collegiate career. The instructor I felt was very unreasonable. They forgot the start date of our class and the expectations that were places with course work is unmanagable. I have been to three differnt colleges and this was by far my worst experience I have ever had.

Honestly, I hate to voice complaints, however, I know someone had to speak up in order for improvement to happen. After completing my application for RN to BSN mobility program I received an automated acceptance email from Ms. Crystal Bishop with program info and instructions. I had some questions so I reached out to Ms. Gowin via email and phone on several occasions. Most attempts at contacting her resulted in an email response several days after the attempt. I submitted official transcripts several times and it took her quite some time to view my transcripts and tell me which classes I need to take at troy to complete my BSN. When she finally did review the transcript that I had sent multiple times, she emailed me a list of classes she says I needed to take. I was a bit confused because 1 of the courses she had listed was on my transcript. I questioned this and she reviewed them again and agreed the class was not needed as I had already taken it. I take this very seriously considering I am paying for my education. This was memorable for me because during this time our interactions or lack thereof caused me to question enrolling into troy. This was my initial contact person at troy and honestly i felt that my education was insignificant to her and me me getting registered was not a priority of hers. This concerned me because I had been informed that as a mobility major I could not register unless she okayed me to do so. So my initial impression of troy was not good. I can only hope the process for incoming new college students is better. Due to my having been to college I was able to advocate for myself and seek out information for myself. I also received several different start dates for the RN to BSN program. This was very confusing. However at some point during my process of trying to get into troy I was connected with Ms. Kelly Sneed Johnson and I must say she was amazing and assisted me in any and every way she could. She was very knowledgeable about the program and was ready and willing to answer all of my questions. This experience with her aided in getting rid of my fears about going to troy. I had begun to think If this individual is any indication of how this school and program are Im not certain if I want to attend. Ms. Johnson is amazing and the University should be proud to have someone like her who truly care about the education of the students. She even messages me at the end of Term four and offered to assist me with registration if needed. The review above reflects the performance of Ms. Kelly Johnson.

As stated before, Mr. Martin has been amazing. He has been attentive and helpful with every question I have asked him. My situation is different due to my location in the military and being on a base that has no access to going off base. He has aided me in so many things and is amazing at his job.

It would be helpful to talk to them more, versus getting what seems like scripted/automated emails. When talking about the things that were happening in my personal life that affected my education, she listened, but didn't seem to really care/understand the gravity of it all because that was the first time I have ever talked to her on the phone. I have had the same Academic Advisor since mid 2019, and the first time I talked to her on the phone was in March of 2022, when I was placed on academic suspension due to the family matters I had.

My academic advising experience was very unpleasant. When I told my concerns, I felt uncomfortable because of the lack of enthusiasm and caring. Negative energy and attitude was given to me when I was trying to have positive energy and interaction.

Clayton graham is my advisor and has been incredibly helpful from the beginning. Much more than other schools i have attended.

My academic advisor is literally the BEST person ever. She honestly does more than she probably is assigned too. Mrs. Howe made me feel so comfortable. I am a transfer student from The University of Alabama and after two months of being here I had already re-applied to transfer back because i felt this was NOT the school for me though it was closer to home something I wanted. After speaking with her and telling her that my grades were poor, and how lonely I feel and that I never left my room really except for class she literally made me feel 10 times better and I decided not to transfer back and I will be doing summer classes to better my GPA and help with the classes I did not do well in. If it was not for her Alisha Scott would be withdrawn, I appreciate her so much.

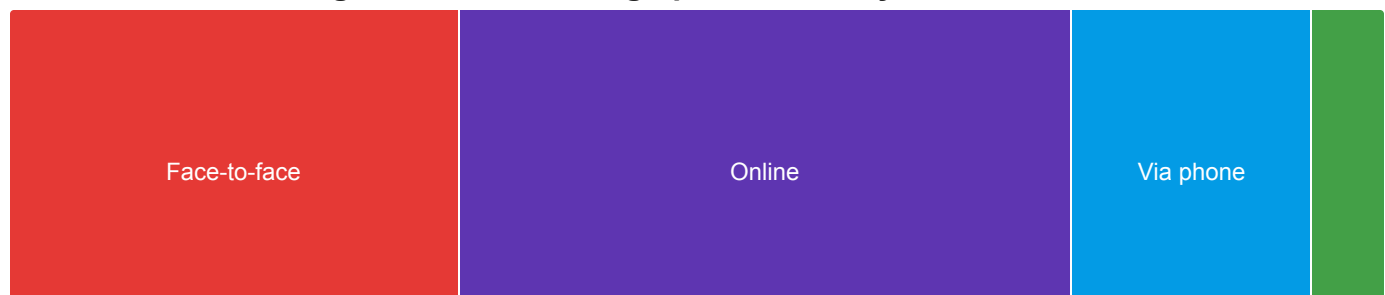
I feel that all of the academic advisors are not on the same page. Different advisors tell students different things. There have been several occasions where I have received false information from an advisor. I feel like students are expected to know which courses they need to take and why, but in reality, we don't know what paths we are supposed to be taking and we need help with that.

N/A

In my two terms at Troy I have already had my advisor change 3 times. It has been hard to keep information straight working with so many different people.

I do not have any comments at the moment.

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



■ Face-to-face [33%, 101] ■ Online [45%, 138] ■ Via phone [17%, 54] ■ Other (please specify) [5%, 16]

## Q36\_4\_TEXT - Other (please specify) - Text

Other (please specify) - Text

I like both face-to-face and via phone.

## 2022 New Student Survey Report

32

I enjoy attending both which accommodated my personal and work schedule.

I have primarily used the online and e-mail options.

All above

online or via phone

email

Hybrid of Face to Face and Online

Email

N/A

Email has been sufficient with an occasional phone call for clarification if needed

Video call

since I attend online meeting through Zoom would be nice

Any of these options work

email

I've used both phone and online

Email correspondence are great. Students that live close to a campus should be offered the choice of having online or face-to-face.

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

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

fine.

Troy has been a great learning experience for me, and I would recommend this place of learning to anyone.

NA

Proud to be attending Troy University. Very military friendly.

Better times

n/a



## 2022 New Student Survey Report

33

My experience thus far has been Great!!

I am finding the challenge and the format to be convenient and appropriate for me at this stage of life. It's been good to be back in a university setting and explore creative writing.

The enrollment was a little challenging, but my Veteran's Officer was helpful.

N/A

I appreciate the care and military friendly environment.

Everything's fine so far, but it is pretty early in my experience. Online classes are a very different experience than my prior time in college, and they take some getting used to, as well as a general inconsistency among them in how they operate and what to expect, which is an extra challenging element.

Financial aid needs work. The individuals who work in that department are so dismissive towards the students. When I submitted my application for FAFSA and completed all of my financial aid documents, I received an email stating they would contact me via email for anything needed to complete financial aid requirements. So over the first few weeks before school started I would call at least twice a week to check on the status of my financial aid. Each time the individual I spoke with would just say don't worry about it it will come through just give it some time to process. This continued until school began and it was getting closer to the tuition payment deadline. Then she says well go check and see if you submitted the correct year FAFSA. This was so upsetting to me because I had been calling for weeks to check on the status and was simply told don't worry about it. But no one ever thought to ask if I had submitted the correct year. There is absolutely no support or guidance for new or returning students who have gotten out of the swing of college. Then the second thing that really raised concern about the financial aid office. So after submitting the correct year FAFSA the school needed some type of verification for my financial aid to be granted. I never received an email or anything about this nor was anything on my profile. I called them for 2 days, and also left messages. No one responded so I took it upon myself just to go to campus and check on the status of my financial aid. I get there and I am informed that you need to verify, I was spoken to in a very dismissive tone and handed a piece of paper and told to bring it back. So I read the paper and it stated I could verify using my transcripts. I told the lady at the desk that I had submitted a transcript when I applied for troy and asked her If I could just check that option, sign the form, and if she could verify using the official transcripts that I submitted to apply. She stated yes. I was just dumbfounded because I have never experienced a school financial aid office care as little as the Troy Dothan campus financial aid did about a new student trying to complete financial aid requirements. Oh and once they get used to you on the caller I.D. they no longer answer your calls. I suspected this was happening towards the end of this ordeal and decided to call financial aid office from outside the office. and just as I suspected they did not answer my calls. So from that point on I simply drove to troy to check on the status of my aid. The Registration and recruiting offices were amazing and had excellent, kind, and helpful staff.

Thank you for everything. I am hoping to finish my BSW and go straight into getting my MSW. You guys rock. Keep it up.

Great

## 2022 New Student Survey Report

34

I have really enjoyed the Graduate Management program. It is challenging and insightful, making me a better leader for others. I have been impressed with the knowledge and professionalism of the staff, especially with taking only online courses.

I absolutely love it.

I've been going to college off and on for around 10 years now and in my past experiences i have never had the support like what i have received from Troy's entire administration. Troy WANTS you to succeed and that has made such a positive difference in my education.

Honestly, Troy University has provided me with close friends. However, the curriculum has caused my mental health to plummet. Throughout many situations this semester, I have been met with challenges that have caused everything in my life to feel like it's falling apart. There has been little to no lenience from some of my professors, while those have allowed it have been extremely helpful.

On top of this all, I have been consistently worried about my safety on campus. I feel as if I cannot walk alone anywhere and that my overall health is generally not cared about from most of the faculty. Some of the professors are predatory and generally uncomfortable to be around and make it hard to enjoy college entirely. I should not have to worry about walking into class and being approached by my professor in a way that would make anyone uncomfortable.

Troy University must improve their campus and curriculum a great deal. There are many many things to be worked on before I would even recommend a friend, let alone family, to attend this school.

No.