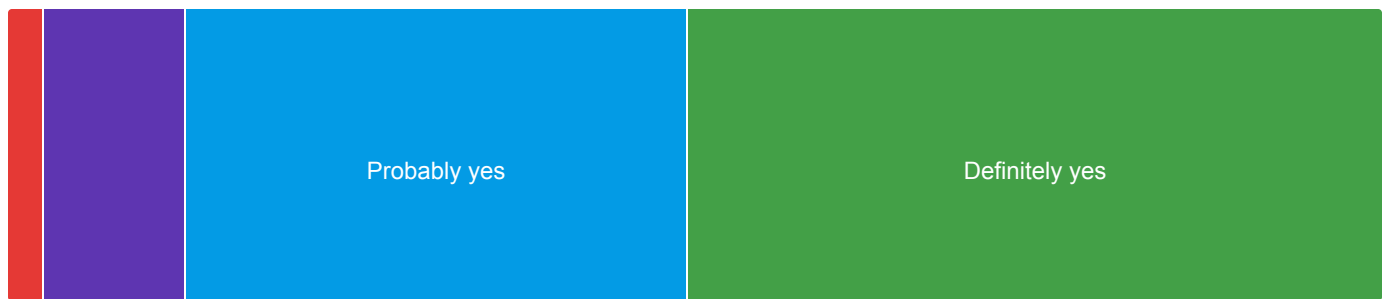


2024 Graduate Student Survey Report

1

The Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the Graduate Student Survey in spring 2024. The purpose of the survey was to identify the satisfaction of the fall 2023, 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 4,480 students. The target population was students who were classified as graduate students during fall 2023, T1, T2 and T3. After two follow up emails on April 23, 2024 and April 30, 2024, a total of 576 responses were received, representing a 13% response rate.

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



Definitely not [3%, 14] Probably not [10%, 56] Probably yes [37%, 198] Definitely yes [50%, 273]

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



Definitely not [2%, 13] Probably not [8%, 42] Probably yes [37%, 202] Definitely yes [52%, 283]

What feedback do you have about your graduate degree program?

Dr. Clark is a phenomenal professor!

Everyone is very helpful

2024 Graduate Student Survey Report

2

Some of my professors aren't compassionate nor understanding. some of them give busy work, don't respond to emails, and will post grades 4 weeks after an assignment is done.

Some will not work with you even though you are a working adult with families. Some try and treat you like you're an undergraduate student.

My over all experience here has not been good and had I known this is how it would have been I would have been quit.

This is my first time going through college through an online program, so my feedback is limited by experience. I have been frustrated with the class schedules. The only way to maintain a consistent schedule of classes was to take two classes simultaneously. Having a full time demanding career makes it tiresome to keep up with one class, let alone two. Now I have a break in my learning mindset for 5 months, meaning I am behind two terms. At this point, I am finding it difficult to want to continue with this program and am considering working through another university. My advisor was not amendable either.

The program is fine

The internship requirements are unrealistic for a working adult.

This has been the most applicable schooling that I have received and has been a tremendous help for my career. The only thing about the program is that the content after the first 2 mandatory courses can feel a bit repetitive. I wish I understood more about the end of degree qualifying exam.

fgd

My masters was all online. Big mistake, the majority of the professors I had I wasn't even sure if they were alive or not. It was impossible to get in contact with them or receive viable feedback. If I were to go back to grad school, I would find out what I could pursue to become one of the online professors at Troy University so I can do nothing all year and get paid to do it.

I enjoy it , it's not too hard . I hope it does help me get further in my career.

I am learning the components of being a Teacher Leader. The courses I am taking this term are challenging but I know that the challenges will help me to be an effective Teacher Leader. I think that it should not be a requirement to take 2 courses at a time. I am sure that all students have full-time jobs and busy schedules.

I would recommend entry into classes that don't close, I would also like to see help with placements because some students do not have funds to continue school if they can't find internships placements. I would also like to see some scholarships for graduate students. Some graduate students are already in student loan debt. It would be nice to have a resource for graduate school grants and a list of employers (directly connected to the school upon graduation) that will pay them off.

Thank you.

2024 Graduate Student Survey Report

3

I really like how many course options are online. I wish every class was a term class, however, I do see the benefit in the semester long classes for some of the courses.

The workload and requirements are unrealistic. This may be because of the ALSDE. 100 hours of documentation with citations should not be required for teachers who have a masters degree and are seeking an additional endorsement. If I had devoted 40 hours a week to my classes, I still would not be able to complete all of the assignments. I love learning. This is my first experience with online classes. I need to interact with other students and it's not possible. I do not feel successful. I love and admire my professor but this has been the most stressful learning experience in my life. It has actually negatively impacted my health. I understand now why there is a shortage of gifted specialists in Alabama.

I've tried to write the experience but the stress of it is too much.

I have learned a lot of useful material that has been applicable to my life and to my career. I enjoyed the level of engagement that my professors have had despite the fact that my program is 100% online, and have found the course material to be adequate in helping students grasp the concepts. The course work is difficult but manageable and teachers have been understanding and helpful throughout the program. I also think that graduate programs at Troy University are a great option for military members because of the generous military scholarship.

None thus far.

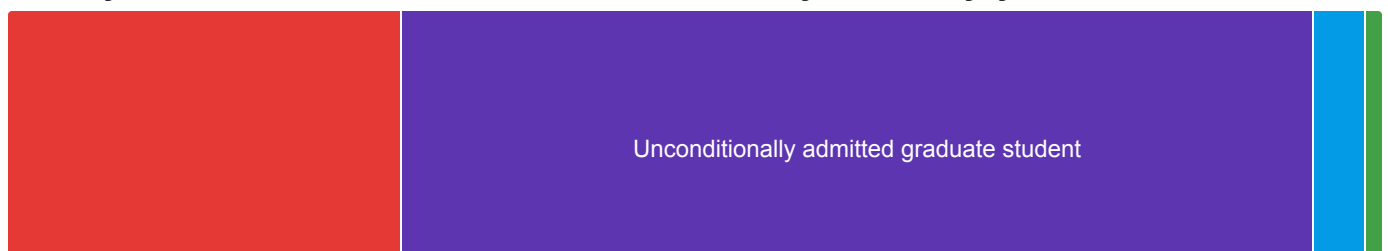
Want a bit more hands on exercises on particular classes.

Dr. Long Ma is a great professor! It was great taking his classes.

So far, I have loved my graduate program! I like having a smaller class size, and I feel like the professors care about my time here at Troy.

The program is very beneficial, helpful, manageable, and slow paced. I'm very appreciative of the professors and advisor. They are truly a big help.

When you first started in the Graduate School at Troy University, you were a:

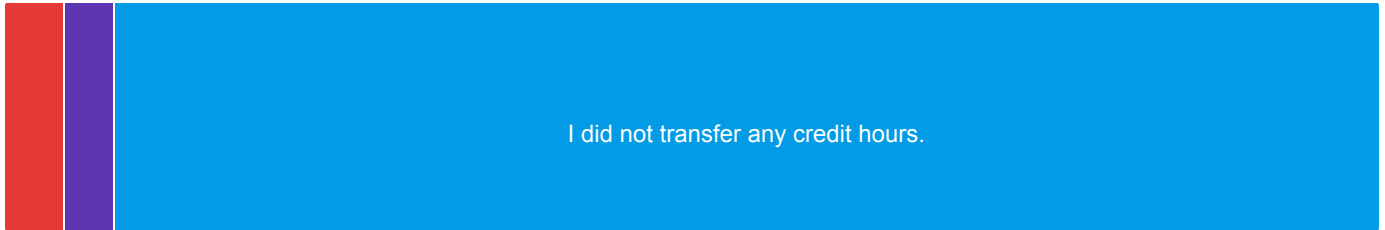


■ Conditionally admitted graduate student [29%, 151] ■ Unconditionally admitted graduate student [66%, 349]
■ Graduate transfer student [4%, 20] ■ Graduate transient student [1%, 6]

2024 Graduate Student Survey Report

4

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



■ 16-30 [4%, 23] ■ More than 30 [4%, 19] ■ I did not transfer any credit hours. [92%, 485]

What do you like about online classes, if applicable?

What do you like about online classes, if applicable?

I have only had one and it was Dr. Crawford in the counseling department and she was wonderful. I enjoyed the class and she made it easy to follow.

The flexibility to learn as my schedule week to week changes.

The flexible schedule and it fits with my work life

Ease

Flexible with my work schedule

It saves me gas money

The non-traditional assignments.

I really like the format they have all been reasonable to achieve working full time at around 50-60 hours a week.

They're more efficient that's it. Everything else is negative

Flexibility

East, because I work full time and I am a mom

Self paced

Its a time saving and we can do a lots of things while taking online classes

Freedom to work whenever I want. My schedule with 2 kids is crazy and I theres no way to commit to a certain time during the week. Online classes allow me to work when I can.

2024 Graduate Student Survey Report

5

I liked my class with Fagliano. I like sharing products with one another. I have a tremendous amount of class resources because of this. The convenience.

Own pace (sort of)

structure, organization

Most professors have recorded lectures which made it feel like we still got to participate in a traditional class. Canvas was easy to navigate and the course material as a whole was good quality.

Flexibility

Convenience

What do you like about Face-to-Face classes, if applicable?

What do you like about Face-to-Face classes, if applicable?

They are necessary at times so I do not like nor dislike them.

N/A

I liked the interaction with my classmates. I was able to ask questions and get an answer right away.

N/A

More engaging, learning more, communication is now held accountable by the fact that I'm going to see you at least once or twice a week in person.

NA

If we are taking face to face classes we are getting lots of class activity to do and we learn a lot of things and its very easy to understand the course and interact with the professor.

Questions are hard to ask sometimes, let alone to type it out in a way that makes sense. Also, most people (me) probably read it back and think 1. this makes no sense or 2. this is a stupid question and then don't send. Also Real-time questions answered.

I enjoy real-time interaction, working with other students, asking questions, and getting feedback immediately. I am not my best when I am solo, and I learn more efficiently in person. I have taken PLTW classes online, and I have faired better with their format. Part of the class is live. I also benefit from lecture more than independent reading.

Understand material better

2024 Graduate Student Survey Report

6

Energy, interaction, campus experience, **** Instructor there for face to face questions instead of 5-10 days waiting for an email to be answered****

N/A

Real time feedback

Havent taken any

More hand-on, visual experience which is how I learn!

Face to face classes provides me with a better sense of understanding and I am able to concentrate and focus better. I do feel more productive in person.

N/A

The discussion in face-to-face environments can add value to learning, but the obligatory times for class allows much less flexibility for working professionals.

Being able to interact with my classmates and professor.

I personally feel that I learn better in face to face classes. One of the downsides to online class is that you are not face to face. I find times where I am teaching myself the subject.

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

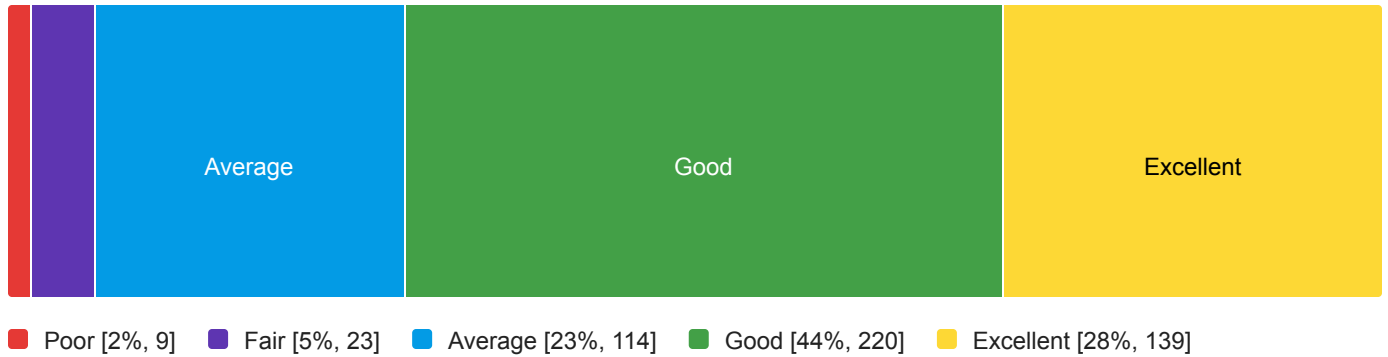


■ Poor [1%, 5] ■ Fair [3%, 14] ■ Average [11%, 57] ■ Good [48%, 245] ■ Excellent [37%, 189]

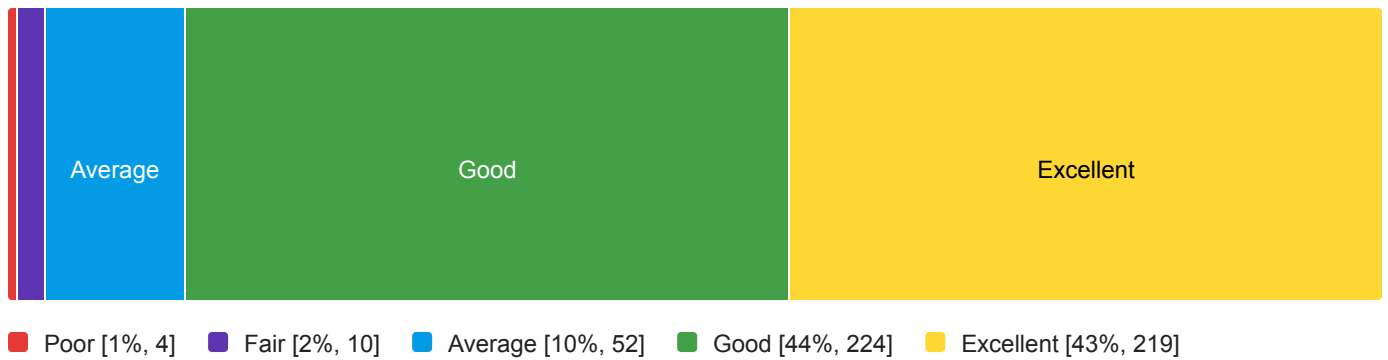
2024 Graduate Student Survey Report

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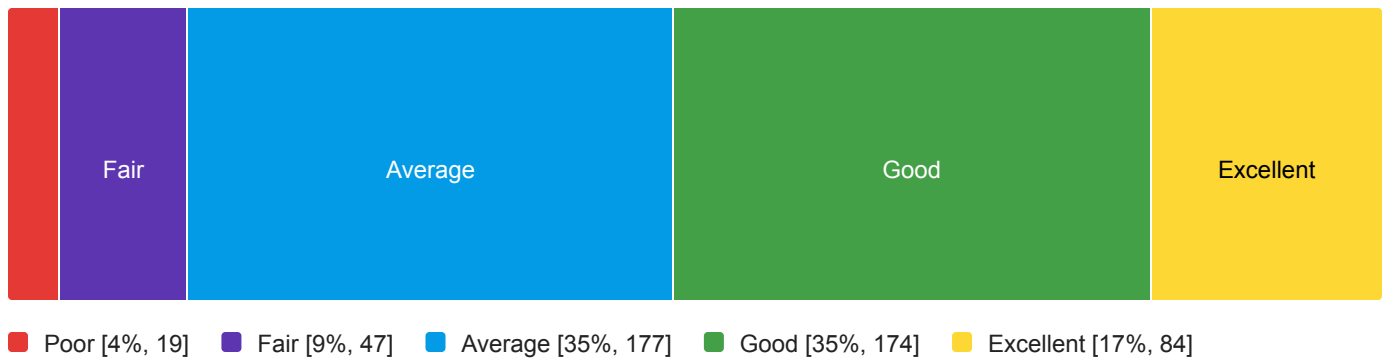
Speaking/presentation skills



Critical thinking skills



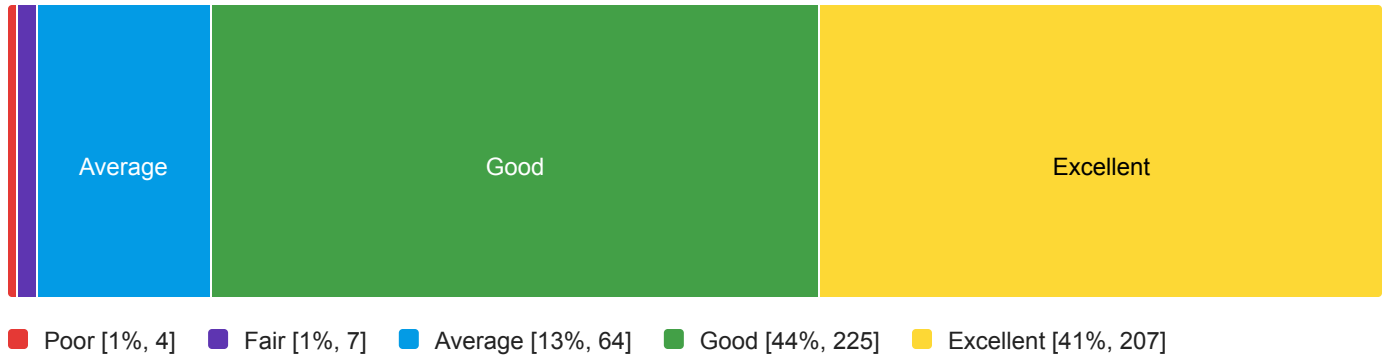
Mathematical skills



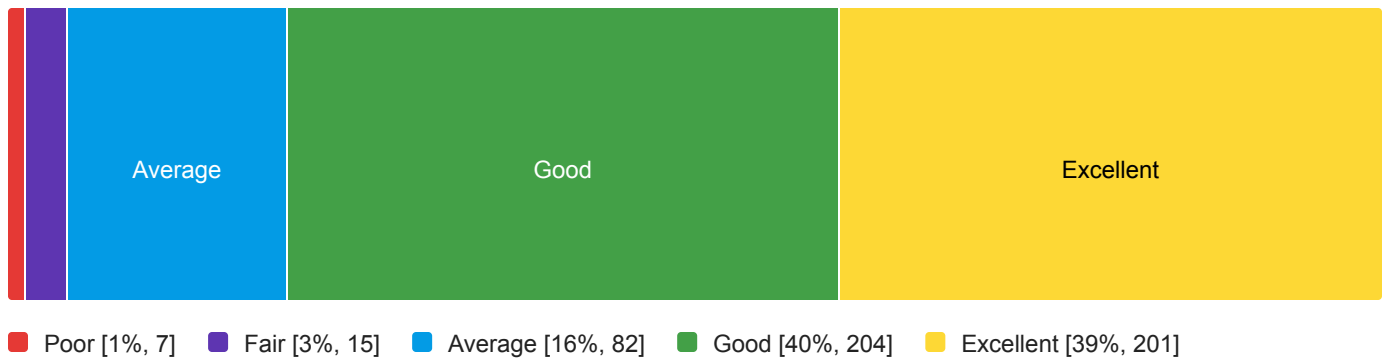
2024 Graduate Student Survey Report

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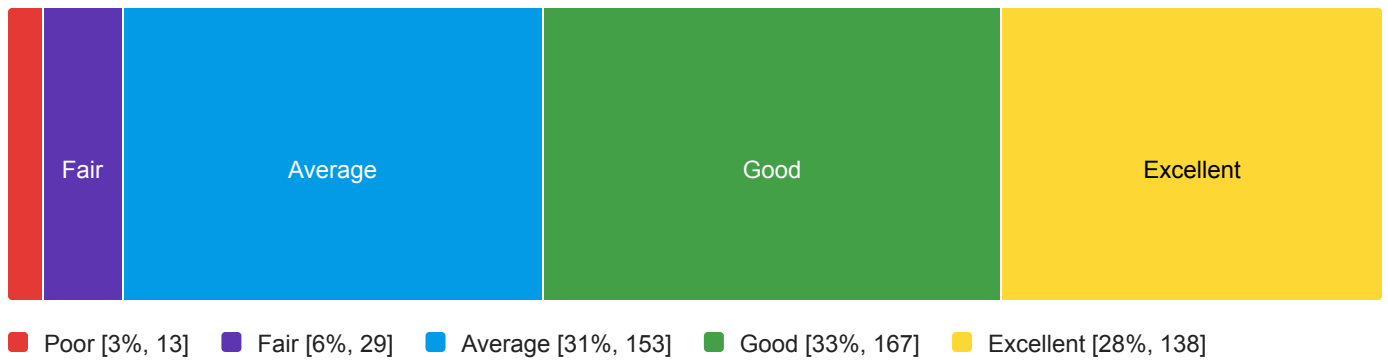
Problem solving skills



Understanding different philosophies and cultures



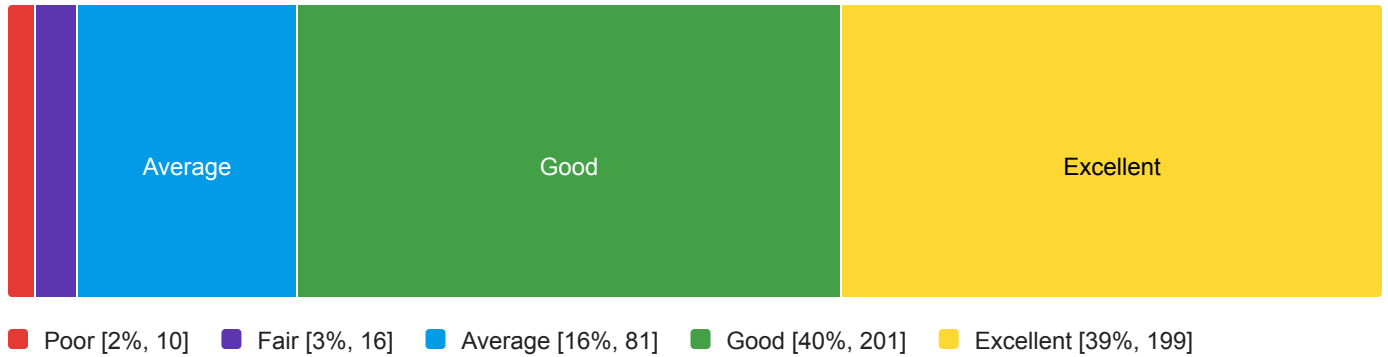
Appreciation of the arts



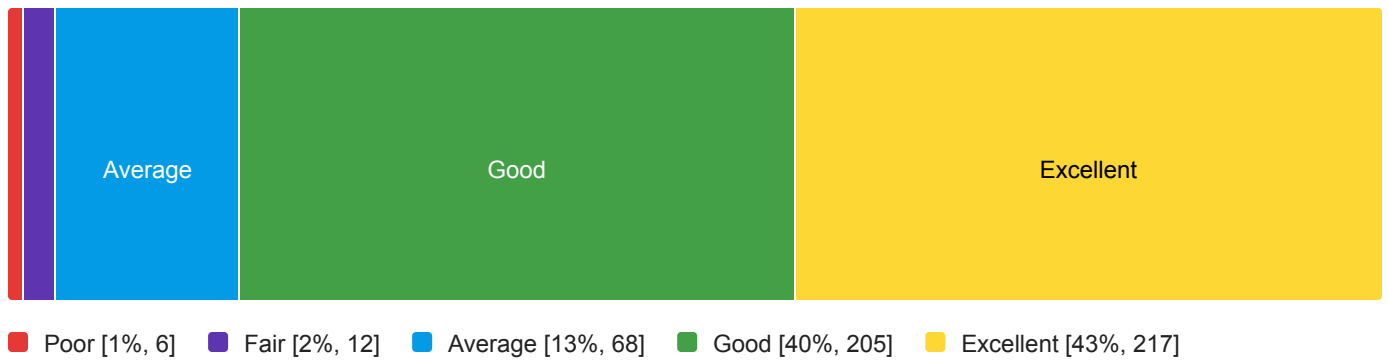
2024 Graduate Student Survey Report

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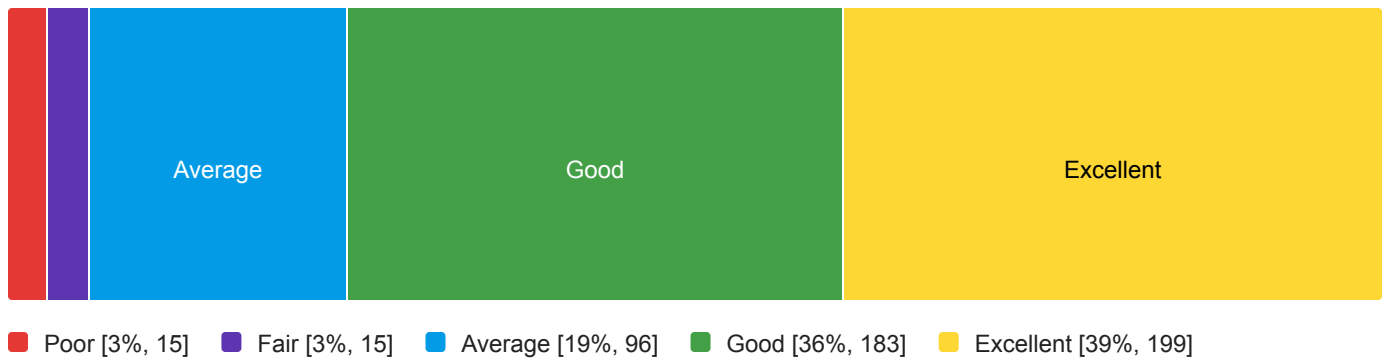
Leadership skills



Management and organizational skills



Working cooperatively in groups

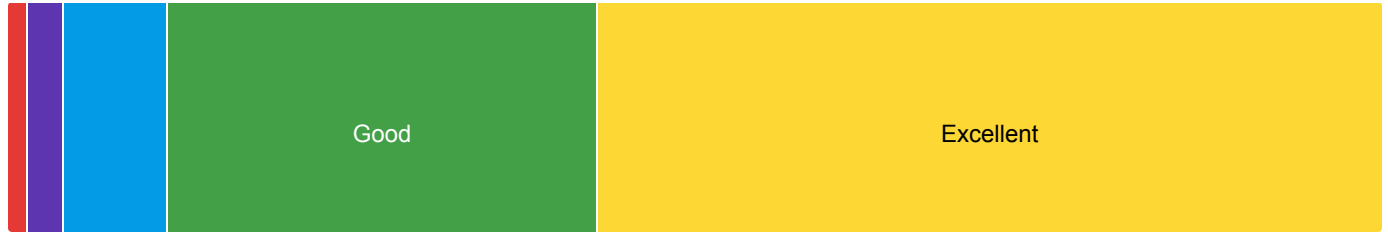


2024 Graduate Student Survey Report

10

Please rate the following areas related to the education and academic support:

Overall quality of your academic program



Poor [1%, 7] Fair [3%, 13] Average [8%, 38] Good [31%, 155] Excellent [57%, 283]

Academic advising

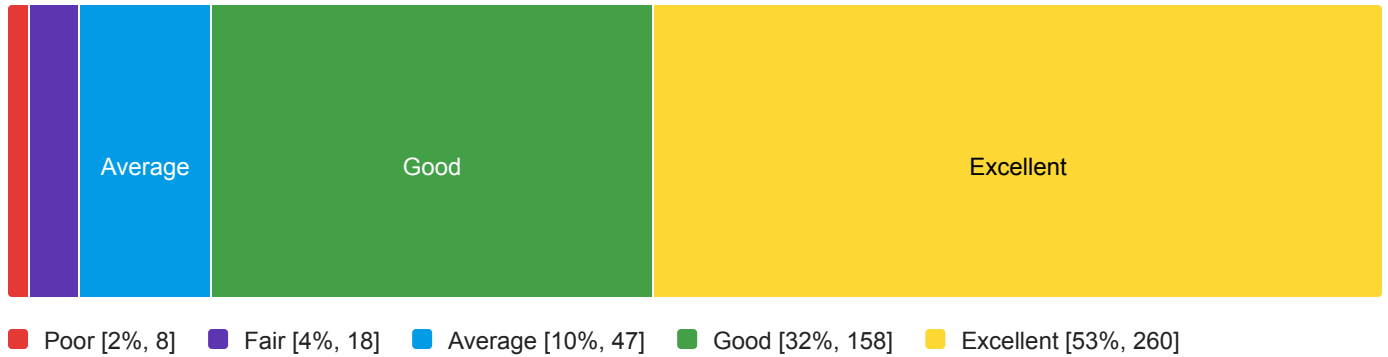


Poor [3%, 16] Fair [5%, 26] Average [10%, 48] Good [29%, 141] Excellent [52%, 251]

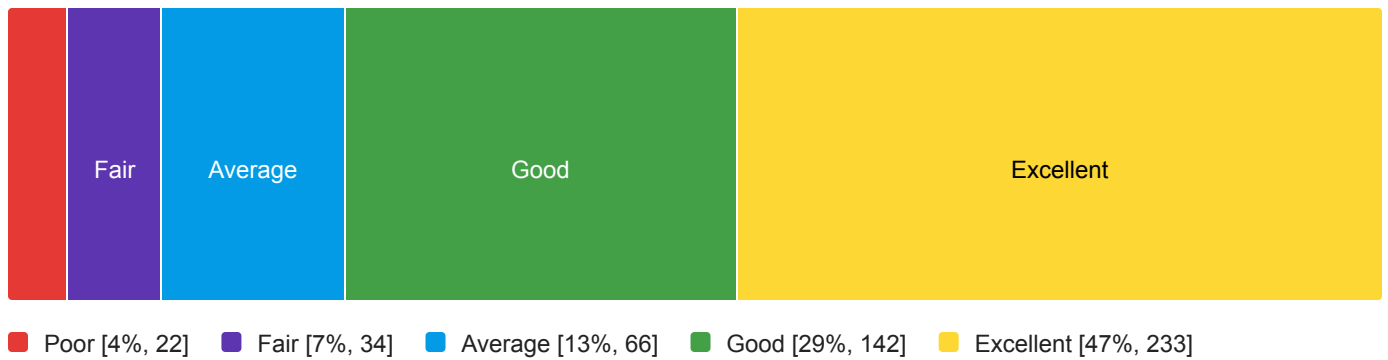
2024 Graduate Student Survey Report

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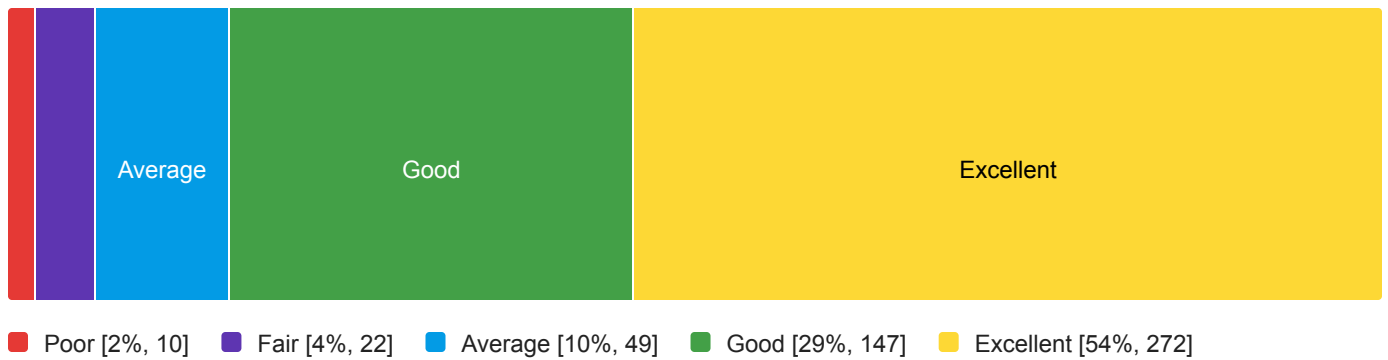
Faculty accessibility



Course availability in your major



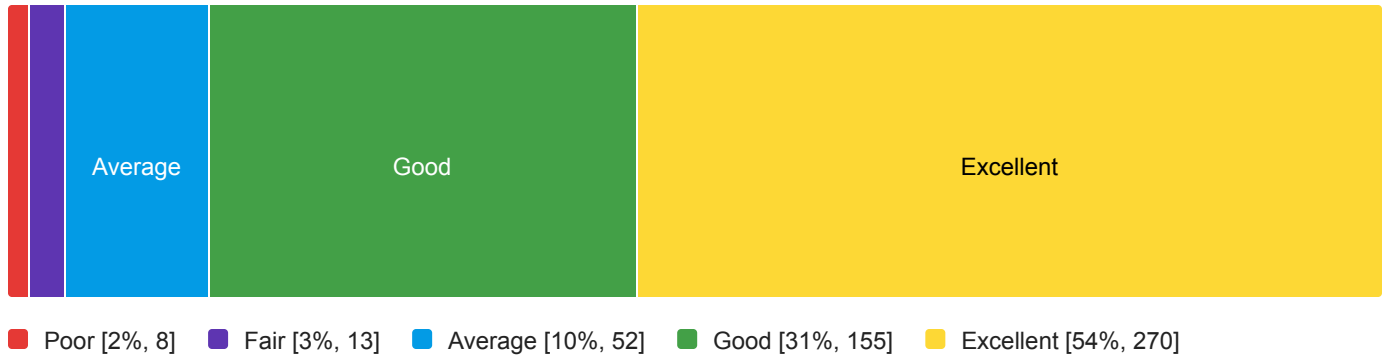
Communication between faculty and students



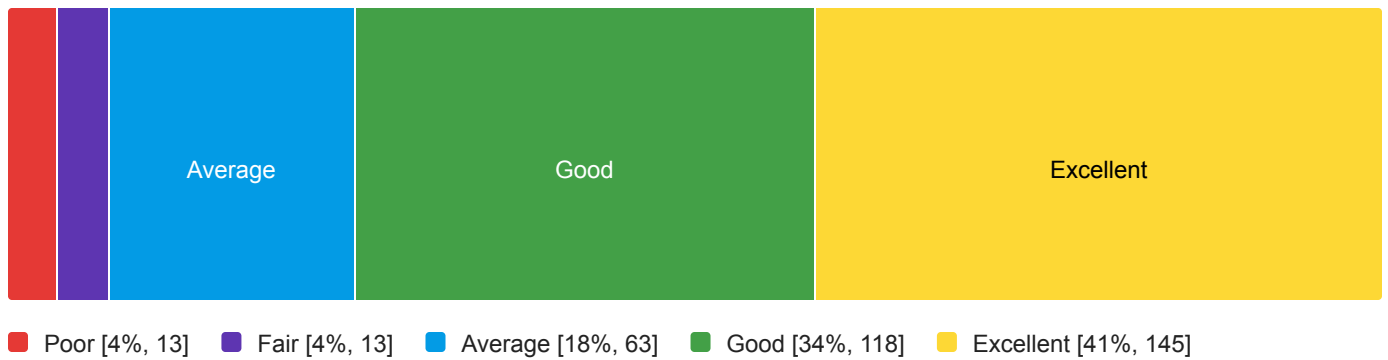
2024 Graduate Student Survey Report

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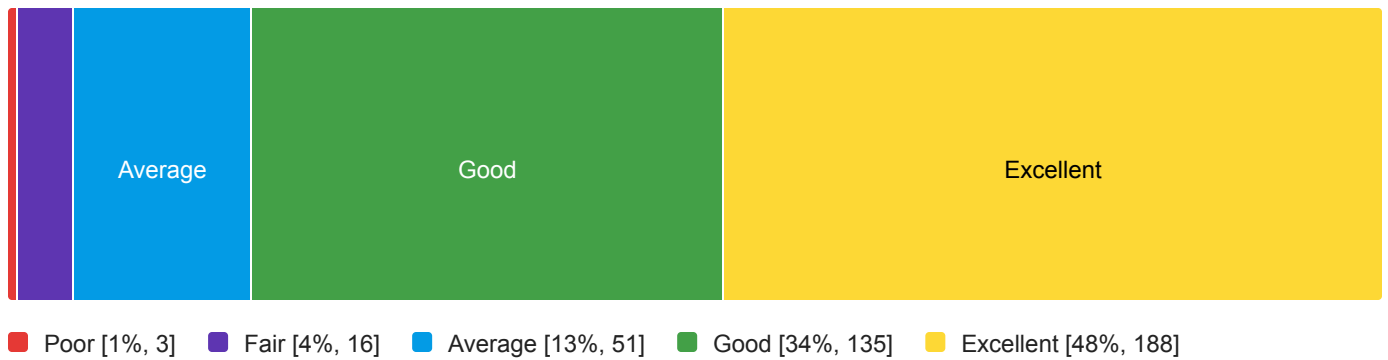
Registration procedures



New Student Orientation program



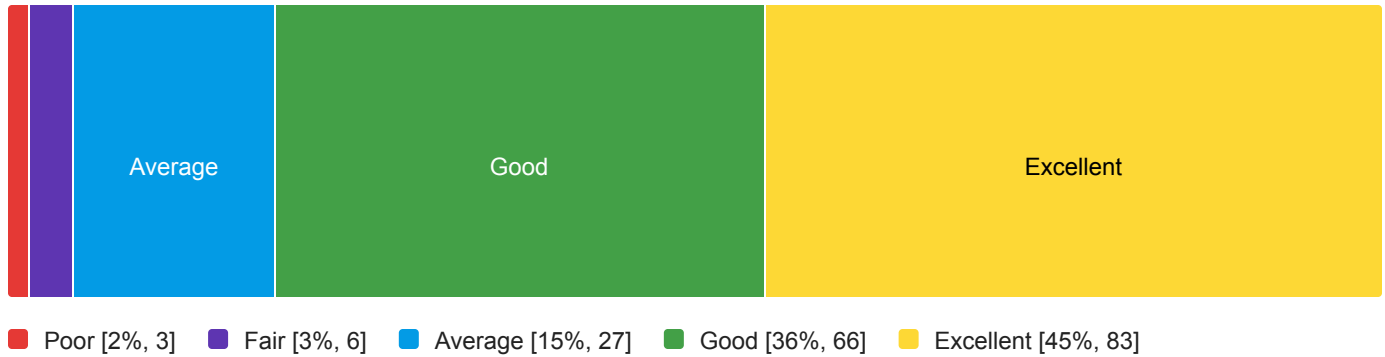
Library



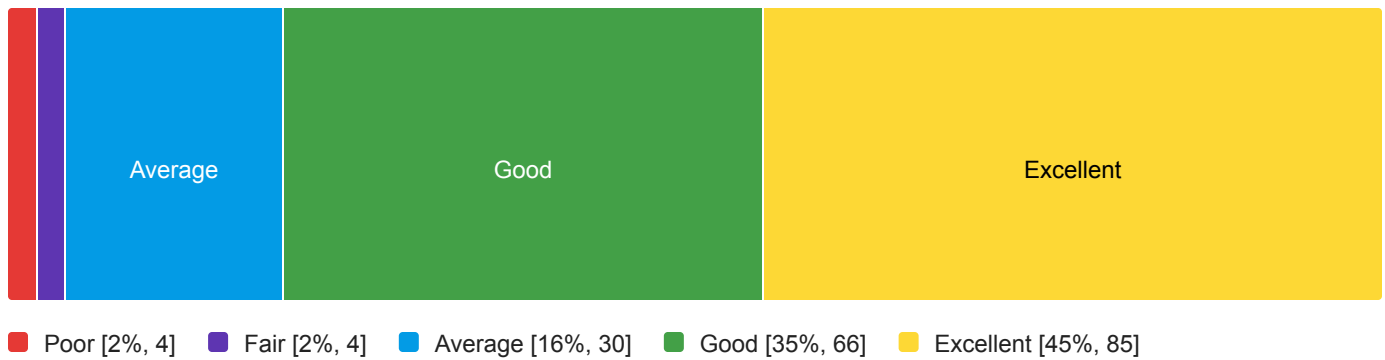
2024 Graduate Student Survey Report

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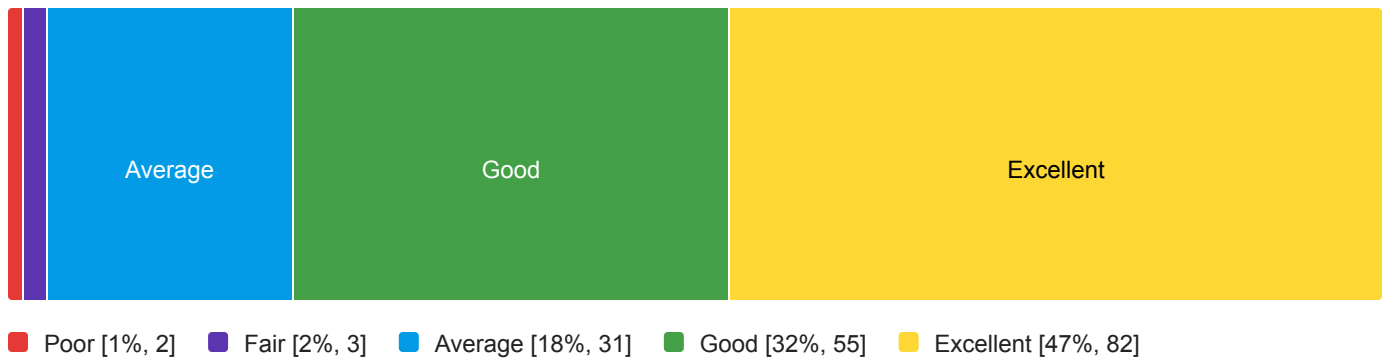
Laboratory/instructional equipment



Testing Center



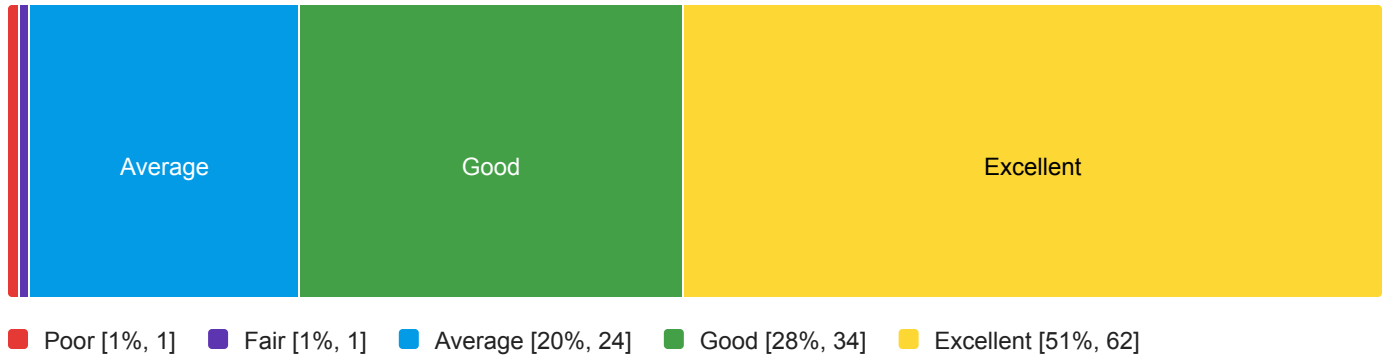
Learning Center



2024 Graduate Student Survey Report

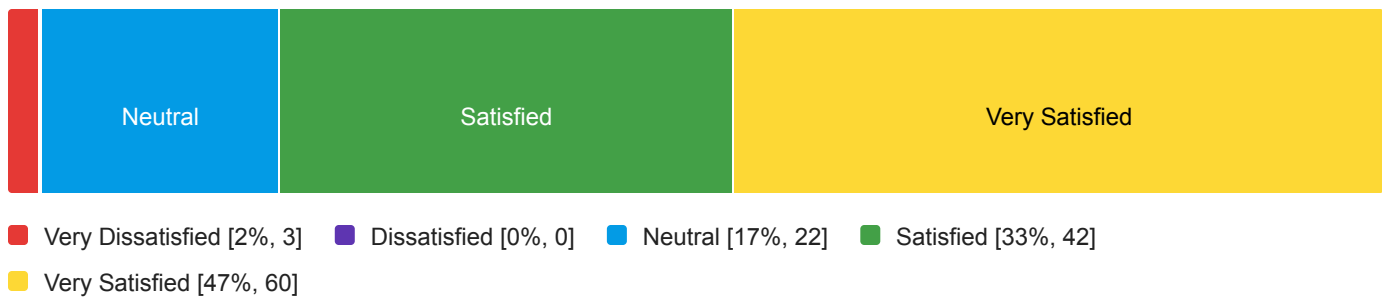
14

Center for International Programs

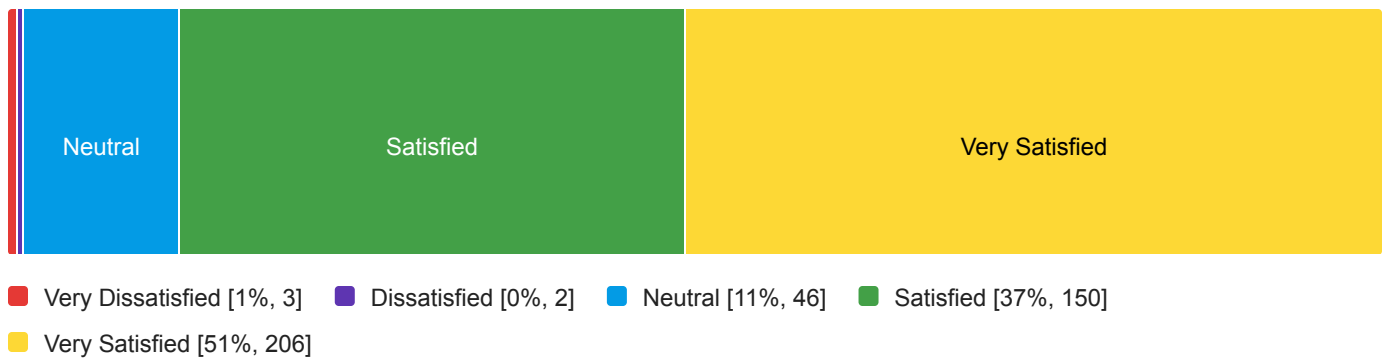


Please rate your satisfaction with the following offices and services at Troy University:

Adaptive Needs Services



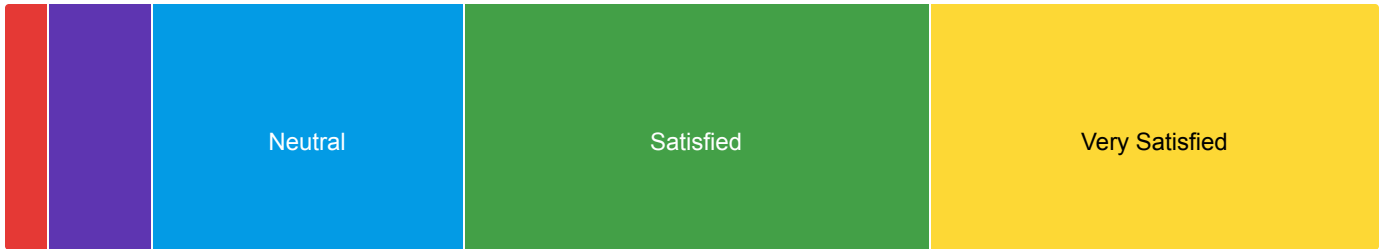
Admissions Office



2024 Graduate Student Survey Report

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Bookstore Services



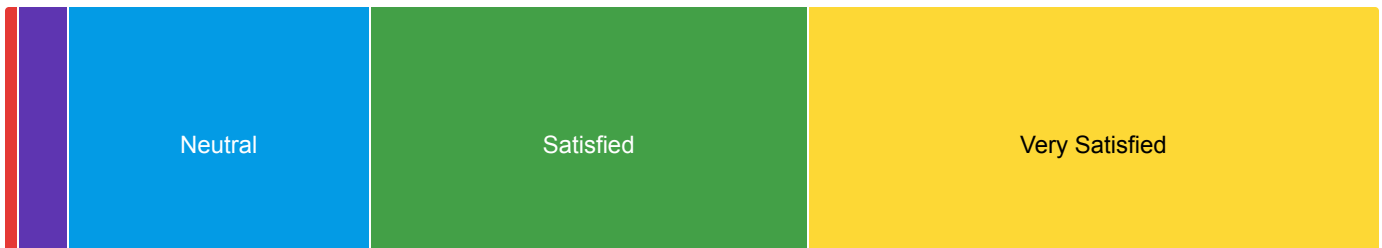
Very Dissatisfied [3%, 12] Dissatisfied [8%, 29] Neutral [23%, 87] Satisfied [34%, 130]
Very Satisfied [33%, 125]

Business Office



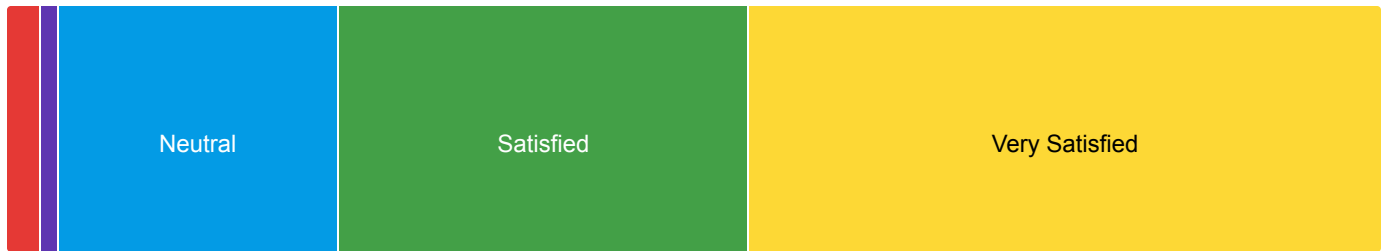
Very Dissatisfied [0%, 1] Dissatisfied [1%, 3] Neutral [16%, 45] Satisfied [41%, 113]
Very Satisfied [42%, 117]

Career Services



Very Dissatisfied [1%, 2] Dissatisfied [4%, 7] Neutral [22%, 43] Satisfied [32%, 62]
Very Satisfied [42%, 81]

Counseling Services



Very Dissatisfied [2%, 4] Dissatisfied [1%, 2] Neutral [20%, 33] Satisfied [30%, 48]
Very Satisfied [46%, 74]

Financial Aid Services



Very Dissatisfied [1%, 4] Dissatisfied [2%, 6] Neutral [13%, 47] Satisfied [37%, 128]
Very Satisfied [47%, 165]

Information Technology (IT) Services



Very Dissatisfied [1%, 4] Dissatisfied [1%, 3] Neutral [13%, 40] Satisfied [38%, 118]
Very Satisfied [47%, 145]

Registrar/Records Office



Very Dissatisfied [1%, 2] Dissatisfied [1%, 5] Neutral [13%, 45] Satisfied [39%, 134]
Very Satisfied [46%, 158]

Safety and Security Services



Very Dissatisfied [1%, 1] Dissatisfied [0%, 0] Neutral [19%, 34] Satisfied [36%, 64]
Very Satisfied [44%, 77]

Student Support Services (SSS)



Very Dissatisfied [1%, 2] Dissatisfied [2%, 4] Neutral [15%, 34] Satisfied [34%, 77]
Very Satisfied [48%, 107]

Self-Service: Student Planning



Very Dissatisfied [1%, 3] Dissatisfied [1%, 6] Neutral [8%, 37] Satisfied [31%, 138]
Very Satisfied [59%, 264]

Veteran Services



Very Dissatisfied [1%, 2] Dissatisfied [1%, 2] Neutral [14%, 23] Satisfied [30%, 50]
Very Satisfied [54%, 91]

Canvas



Very Dissatisfied [1%, 3] Dissatisfied [1%, 4] Neutral [6%, 31] Satisfied [33%, 158]
 Very Satisfied [59%, 283]

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



Strongly Disagree [1%, 6] Disagree [3%, 13] Neither Agree nor Disagree [5%, 26] Agree [42%, 201]
 Strongly Agree [49%, 237]

My academic program was intellectually challenging and stimulating.



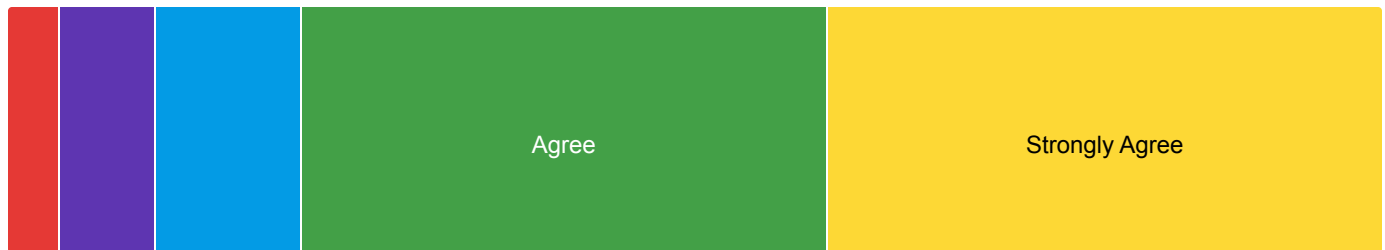
Strongly Disagree [1%, 5] Disagree [3%, 13] Neither Agree nor Disagree [5%, 24] Agree [39%, 188]
 Strongly Agree [52%, 251]

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



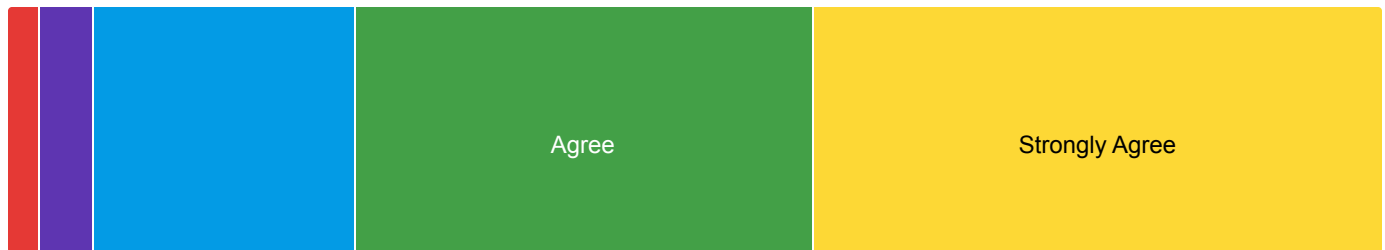
■ Strongly Disagree [1%, 5]
 ■ Disagree [2%, 11]
 ■ Neither Agree nor Disagree [5%, 23]
 ■ Agree [38%, 184]
 ■ Strongly Agree [54%, 260]

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



■ Strongly Disagree [4%, 18]
 ■ Disagree [7%, 34]
 ■ Neither Agree nor Disagree [11%, 51]
 ■ Agree [38%, 184]
 ■ Strongly Agree [40%, 194]

Troy University faculty were helpful with my career plan.



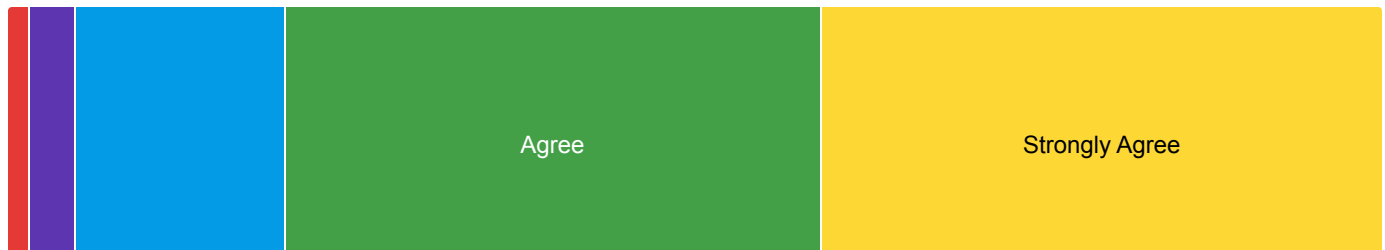
■ Strongly Disagree [2%, 11]
 ■ Disagree [4%, 19]
 ■ Neither Agree nor Disagree [19%, 92]
 ■ Agree [33%, 161]
 ■ Strongly Agree [41%, 200]

Troy University is responsive to the needs of its students.



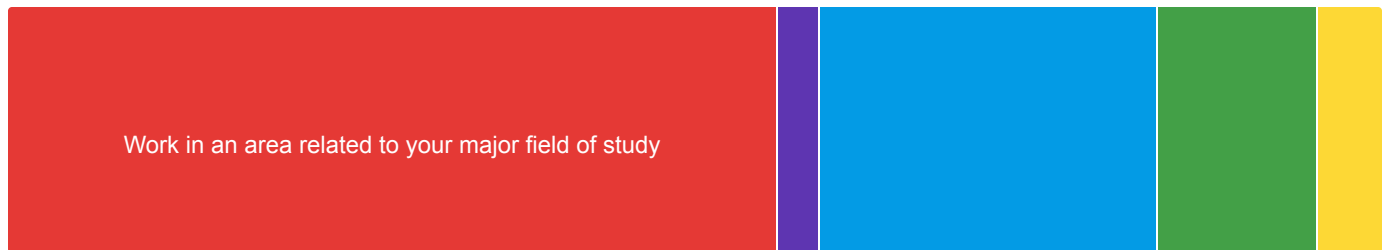
Strongly Disagree [2%, 12] Disagree [4%, 18] Neither Agree nor Disagree [13%, 61] Agree [39%, 190]
Strongly Agree [42%, 201]

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



Strongly Disagree [2%, 8] Disagree [3%, 16] Neither Agree nor Disagree [15%, 73] Agree [39%, 188]
Strongly Agree [41%, 196]

What do you plan to do after you graduate?



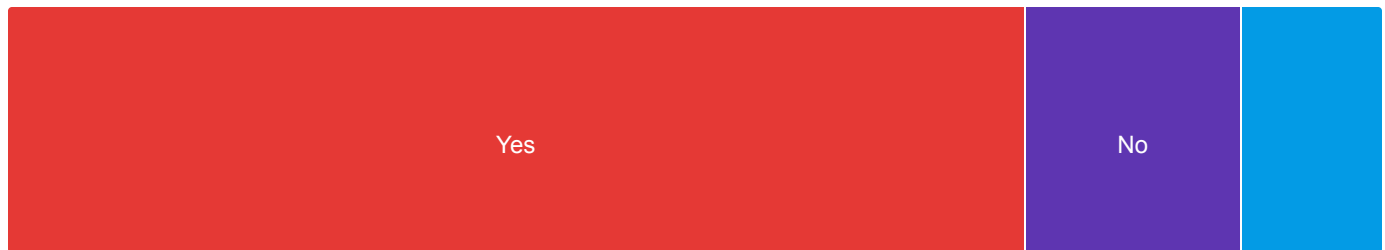
Work in an area related to your major field of study [56%, 350] Work in an area outside your major field of study [3%, 19]
Continue working in the job that you have had [25%, 153] Continue your education [12%, 73] Undecided [5%, 29]

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



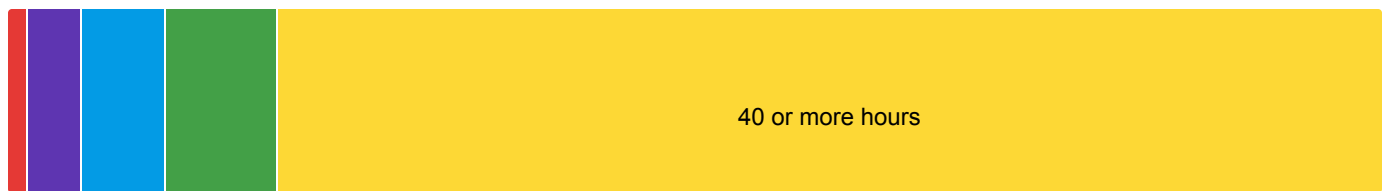
■ A Master's degree [29%, 104]
 ■ An Education Specialist degree [7%, 25]
 ■ A Professional degree [5%, 18]
 ■ A Doctoral degree [59%, 213]

Are/were you employed while attending Troy University?



■ Yes [74%, 357]
 ■ No [16%, 76]
 ■ I am currently employed, but my job will change upon graduation to pursue a position ...

If you answered "Yes" to question above, how many hours do/did you usually work per week?



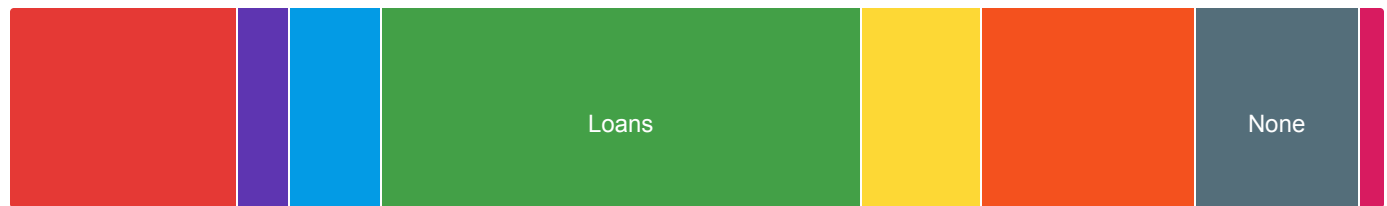
■ 1 - 9 hours [1%, 5]
 ■ 10 - 19 hours [4%, 14]
 ■ 20 - 29 hours [6%, 22]
 ■ 30 - 39 hours [8%, 29]
 ■ 40 or more hours [80%, 287]

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



- Yes, My employment is in my field of study. [54%, 258]
- No, I am employed in a field that is unrelated to my academic degree. [11%, 55]
- Somewhat - I am employed in a field that uses skills I learned from my academic degree...
- N/A-I am currently seeking employment. [10%, 48]

What financial aid have you received at Troy University?



- Scholarship/fellowship [17%, 103]
- Graduate assistantship [4%, 24]
- Grants [7%, 41]
- Loans [35%, 217]
- Tuition assistance [9%, 54]
- Third party pay (employer TA, VA, military) [16%, 97]
- None [12%, 74]
- Other (please specify) [2%, 11]

Other (please specify) - Text

Military Scholarship

Military/Veteran Scholarship

FASA, other normal Graduate program FA

tuition discount through Troy due to employment at ECSD

Chancellor's Scholarship for Global Competiveness

Self Pay

In-state-tuition

Military spouse

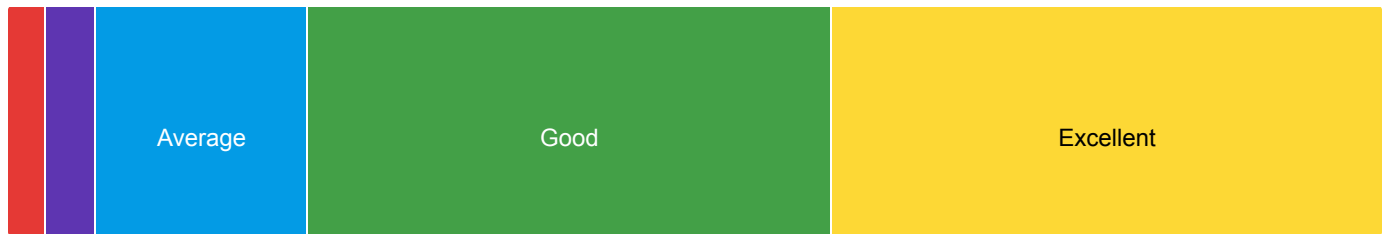
employer 10% discount

Self-pay

My own income.

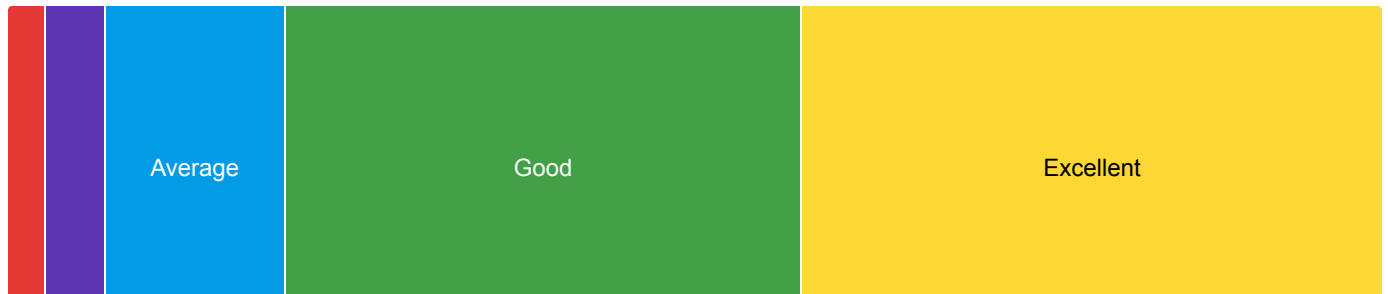
Please provide your overall ratings of Troy University:

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



■ Poor [3%, 13] ■ Fair [4%, 18] ■ Average [15%, 74] ■ Good [38%, 183] ■ Excellent [40%, 192]

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



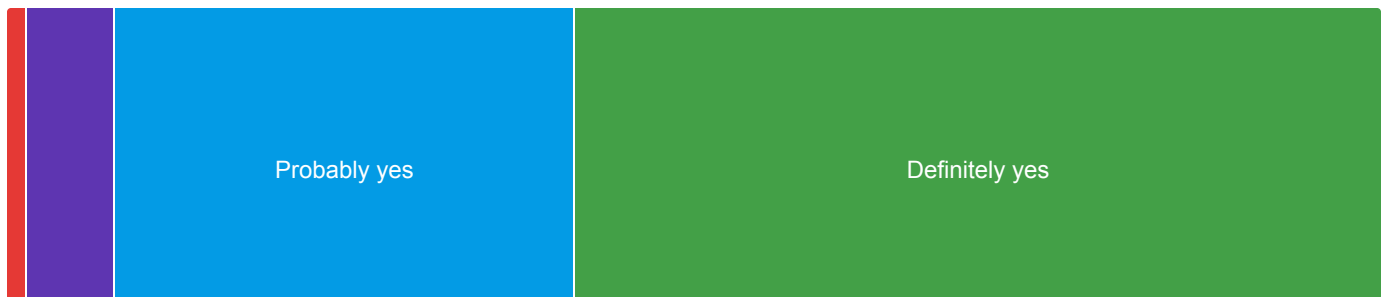
■ Poor [3%, 13] ■ Fair [4%, 21] ■ Average [13%, 63] ■ Good [38%, 180] ■ Excellent [42%, 202]

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



■ Poor [2%, 10]
 ■ Fair [3%, 14]
 ■ Average [10%, 47]
 ■ Good [38%, 180]
 ■ Excellent [48%, 229]

Would you recommend your academic program to other students?



■ Definitely not [1%, 7]
 ■ Probably not [6%, 31]
 ■ Probably yes [33%, 161]
 ■ Definitely yes [59%, 282]

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



■ Definitely not [1%, 7]
 ■ Probably not [6%, 27]
 ■ Probably yes [31%, 147]
 ■ Definitely yes [62%, 298]

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

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

Troy Universities environment is very good . The professors are good . There are so many things provided to the students . Education system is good.

2024 Graduate Student Survey Report

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I am currently a high school teacher and I always recommend Troy University to my students. I think it is a great school with many educational and social opportunities.

Troy is a fantastic school for the money for those seeking to be practitioners in their field.

Organization is a big factor. Adding things in the curriculum at any given moment can be a lot sometimes. If things can be added there's really no need for a curriculum in the beginning of the semester. The confidentiality of students could be better, sometimes it seems like nothing is private (I don't feel like it's intentional just a lack of thinking in the moment). Communication is also a big thing...learning the students you have and how to communicate with them is very important. Everyone cannot be handled and talked to the same, so actually really getting to know your students can help future situations. Overall, not a bad first year and I think once the kinks (from being a new Masters level program) get sorted out this could be an exceptional program.

It would be amazing if Troy was able to provide a part-time cohort alongside a full-time cohort.

I did not have experience with Troy University prior to enrolling into the IECMHC courses. But, being apart of the K -12 educational system, I know several students who have attended Troy and it was a PERFECT fit for them. The campus is neat, clean and relatively small. The school system I worked in for almost 30 years was small, so encouraged our students to attend smaller college campuses, especially if I thought they would get lost in a larger setting.

NA

Overall Troy is ok, but the MBA department needs to get its act together. For a graduate program to have so many issues (classes not being offered, the program requirements changing multiple times, and not knowing how to execute a HyFlex course) doesn't make sense and makes the university seem like a for-profit one.

I am still in graduate school, and I love Troy. It was difficult to answer overall because so far I have had good experiences AND bad. This term I have had a professor on each end of the spectrum. One professor has been extremely informative, readily available for assistance, and has graded quickly for feedback before the next assignment. Everything throughout the class has abided by the syllabus, which is the student-professor contract. This experience would be very highly rated. However, the other class has been awful. The professor was replaced in the middle of the term. At the point of replacement, he was already three weeks behind on grading. The new professor has not been able to catch up. There has been little to no instruction, no feedback/grades before the next assignment's due date, and very little contact from the professor. I strive to be an exceptional student, but classes like this make it very difficult. I have learned more from youtube than the class I am spending close to \$3000 on. I am hopeful I will not have another experience like this during my program.

My friend recommended Troy to me. I am happy with my decision to pursue my education through Troy University.

The faculty and staff at the Panama City campus are excellent. They made this experience and program engaging, challenging, worthwhile and enjoyable. The classes were pertinent and I feel prepared to pursue life as a mental health counselor. I am thankful for the experience and I plan to remain in contact with them as colleagues.

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I find immense joy in every moment of educating my mind to think critically, my body to feel deeply, and my body to act purposefully. I have discovered a supportive environment that values holistic learning and personal development. The university's diverse programs and dedicated faculty have been instrumental in shaping my academic journey and expanding my horizons. I appreciate Troy University's emphasis on student engagement and the opportunities provided for real-world experiences, which have enriched my education beyond the classroom. Aligning my passion for growth with the university's values has been a fulfilling experience, and I look forward to continuing my educational endeavors with optimism and enthusiasm.

Go Trojans

This is my 5th degree program with Troy University. From the beginning, I have found the quality of instruction to be excellent. I came to Alabama from out of state. Since living in Alabama, I have always considered myself a Troy Trojan...go Troy!

I do not know much about Troy University as an online graduate student, but I have appreciated what I know about the University.

For people in the military and accepting military tuition assistance Troy is the best option. They are extremely responsive, work with the students, there is a testing center in Okinawa Japan, and I have never experienced one problem with my payment, registration or course completion.

amazing.

I received my undergraduate from Troy but my the times sure have changed with the quality of interactive people to include professors and all staffers.

Overall I enjoy my experience at Troy, I just wish that there was more flexibility for the independent sites that are not on Troy's main campus. Being told that I should basically quit my job in this economy was astonishing. I was also told by the same person that they could help me find another job. Not only is that unrealistic, it's not something that I asked for. I made this person aware that I was okay delaying my time (it would only be a term worth of a delay not anything longer than a year), and they told me "your job is interfering with school". I live by myself and have bills to pay like the average American. They are obviously in a position where this is no longer a worry and that's okay but to speak to me in a way that disregards my reality isn't right. My points to this faculty member weren't excuses, I just made them aware of what's happening in my life while also making them aware that I'm okay with delaying my graduation a bit, that way I am able to make proper arrangements with my job.

The admissions process failed meeting my needs as a student, but I would still recommend Troy to students on the condition that they need the skills provided by the programs available.

The following data fields were embedded in this survey rather than including questions to collect this information:

- Academic Program
- Age
- College
- Country of Origin
- Department
- Ethnicity/Race
- Gender
- GPA
- Home Location Code
- Marital Status
- Program Code
- State
- US Citizen