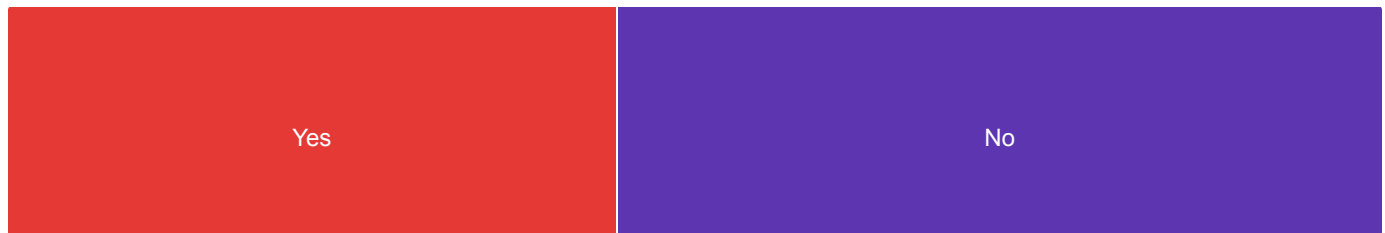


2024 New Student Survey Report

1

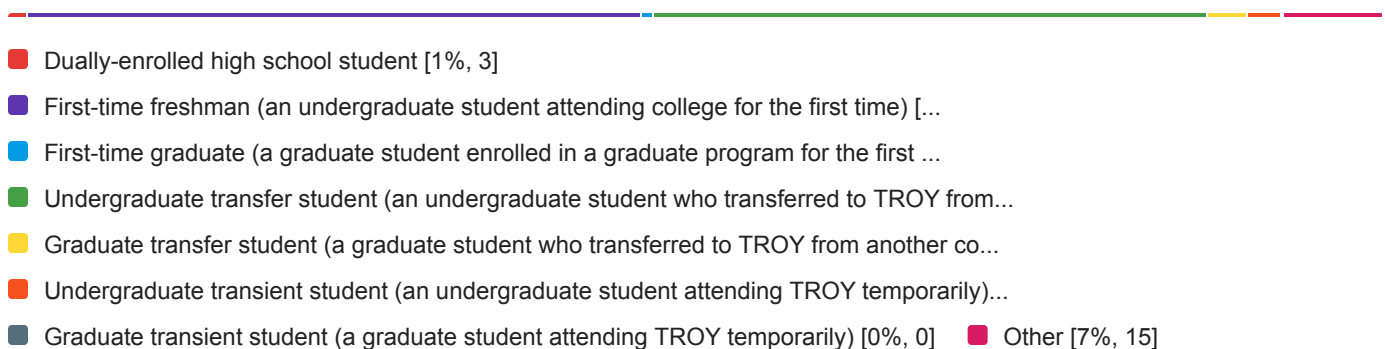
The Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the New Student Survey in spring 2024. The purpose of the survey was to identify the satisfaction of the fall 2023, T1, T2 and T3 new students with their experiences at Troy University and to determine how well the University served their needs as new undergraduate students. The survey was administered through the online survey program Qualtrics via email to a group of 3,960 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 2023. After two follow up emails, on April 23, 2024 and April 30, 2024, a total of 216 responses were received; representing a 5.5% response rate.

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

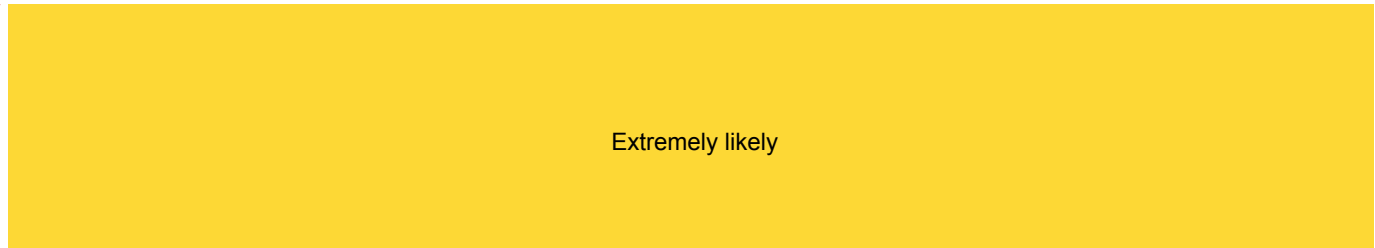


■ Yes [44%, 91] ■ No [56%, 114]

Enrollment Status:



How likely are you to attend Troy University after high school graduation?



Extremely unlikely [0%, 0] Somewhat unlikely [0%, 0] Neither likely nor unlikely [0%, 0] Somewhat likely [0%, 0] Extremely likely [100%, 3]

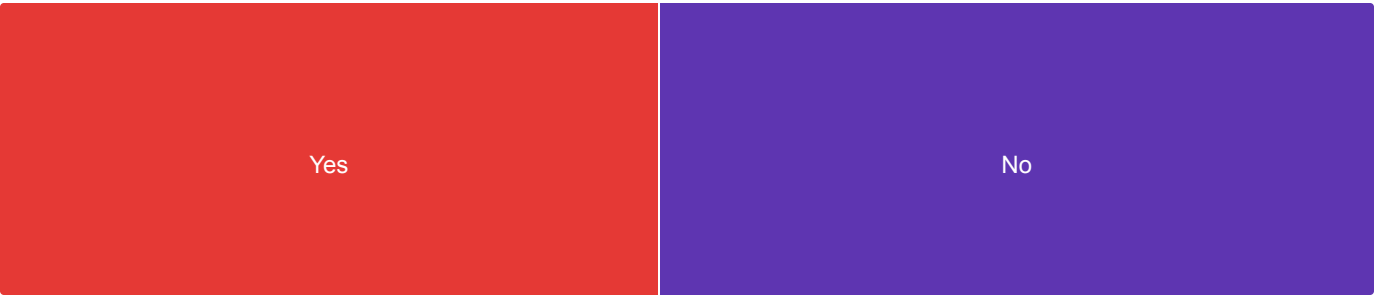
When you applied for admission to college, Troy University was your:



First choice [65%, 133] Second choice [24%, 48] Third choice [4%, 8] Fourth choice [3%, 6] Other (please specify) [4%, 9]

- Other (please specify) - Text
- Football
 - Applied to several nursing programs.
 - Not on the list. Troy came about years later as an adult learner
 - Not a choice
 - I originally received a Bachelors degree in Business from The University of North Alabama in 2014 and recently wanted to become a ASL interpreter which led me to enrolling at Troy.
 - Selected only because my siblings went, it is an hour from home, and was supposed to be affordable.
 - Closest choice

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



Yes [48%, 98] No [52%, 106]

Please select the reasons why you have chosen to attend Troy University (select as many as apply): - Selected Choice

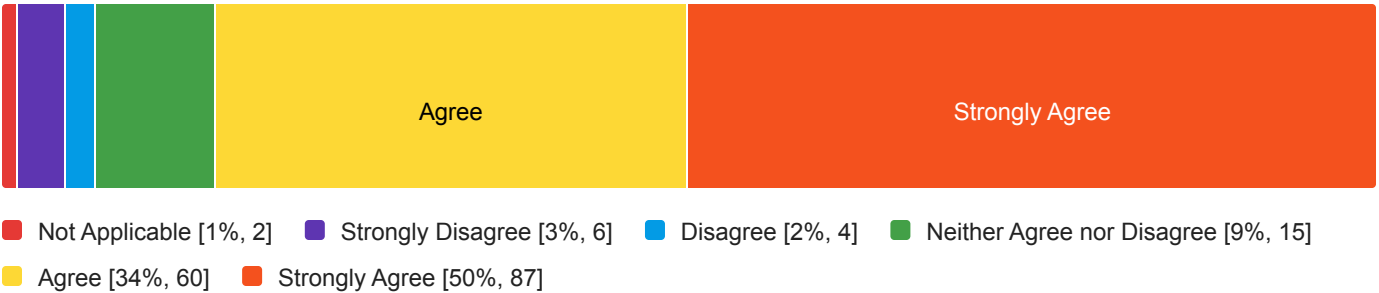
Field	Choice Count
Academic reputation	70
Reputation for social activities	21
Rankings in national magazines	10
Graduates get good jobs	26
Size of campus	57
Location	85
Affordability	86
Availability of financial aid	63
Admission standards	24
Academic programs	85
Flexibility of schedule	90
Social atmosphere	28
Diversity of student body	22
Athletics	19
Performing arts (band, collegiate singers, drama, etc.)	8

2024 New Student Survey Report

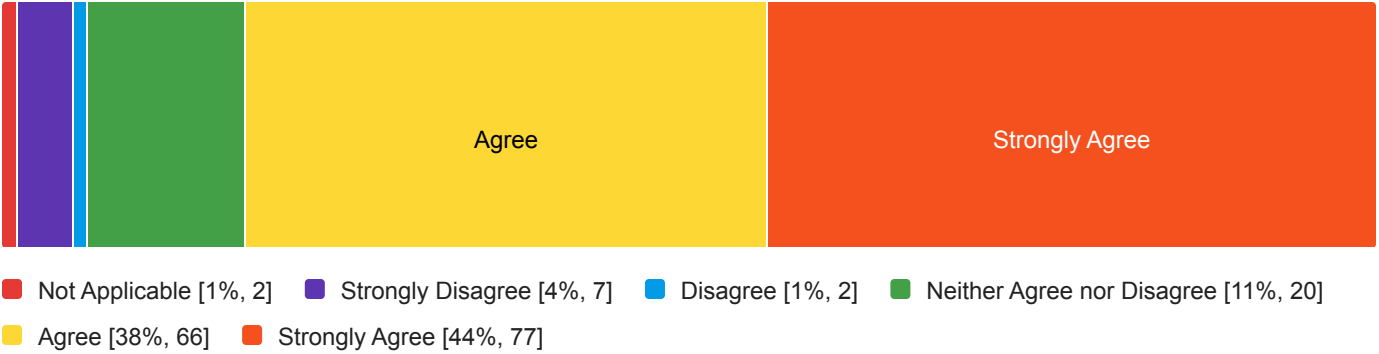
Recommendation of high school counselor	6
Parents' recommendation	28
Friends' recommendation	37
Alumni recommendation	24
Other (please specify)	17
Attractiveness of Campus	42

Please rate your agreement with the following statements with regard to academics:

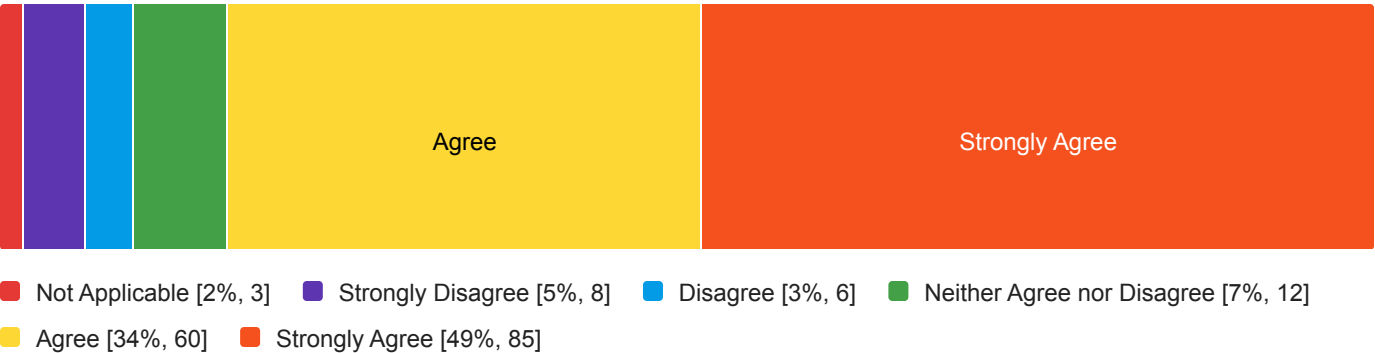
TROY personnel are knowledgeable and helpful.



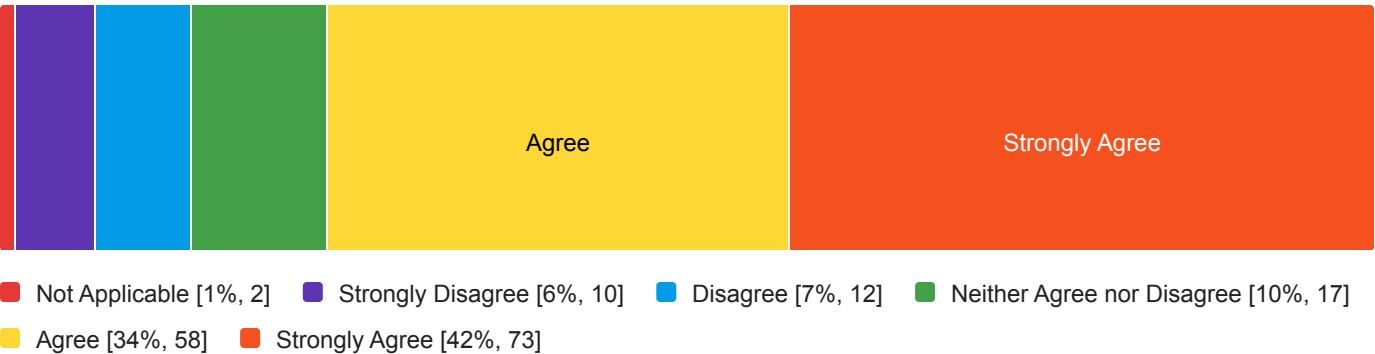
Faculty care about students as individuals.



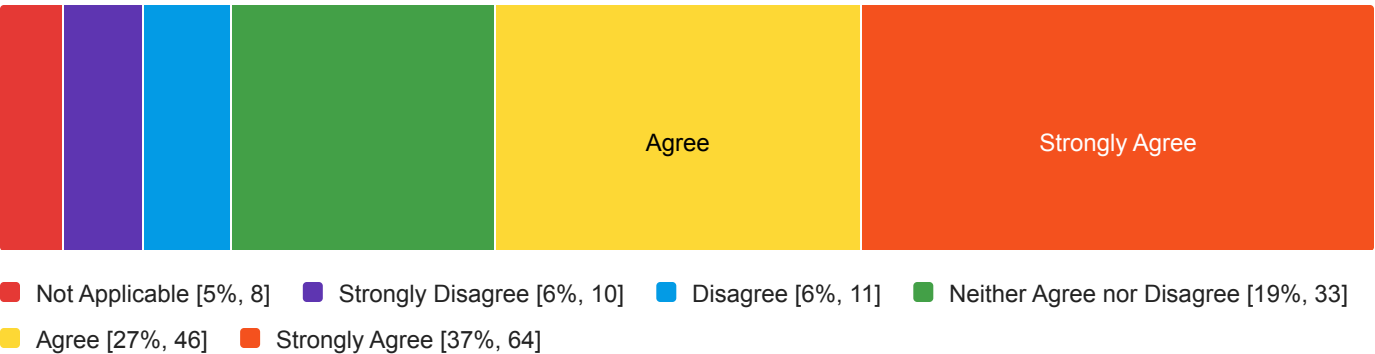
I feel I can talk to faculty about my academic concerns.



Academic advising is adequate.



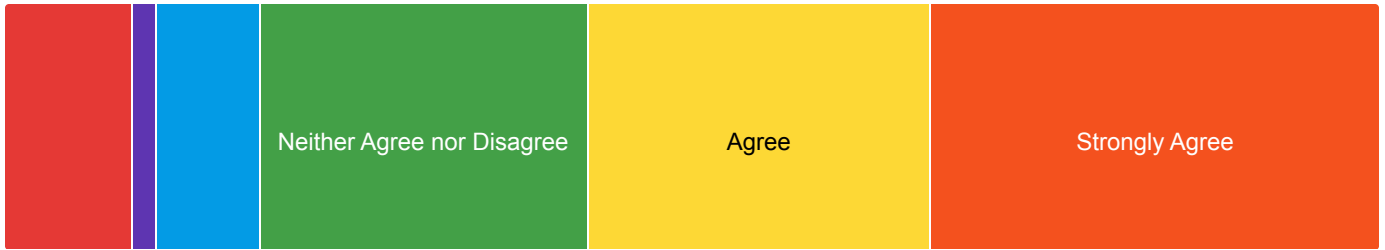
Sufficient financial aid options are available.



2024 New Student Survey Report

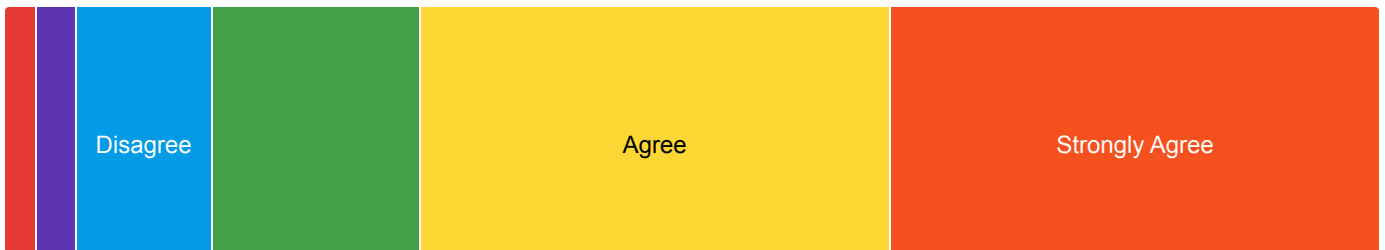
6

The tuition payment plan is beneficial for students.



■ Not Applicable [9%, 16] ■ Strongly Disagree [2%, 3] ■ Disagree [8%, 13] ■ Neither Agree nor Disagree [24%, 41]
■ Agree [25%, 43] ■ Strongly Agree [33%, 56]

Class information provided prior to enrollment was helpful.



■ Not Applicable [2%, 4] ■ Strongly Disagree [3%, 5] ■ Disagree [10%, 17] ■ Neither Agree nor Disagree [15%, 26]
■ Agree [34%, 59] ■ Strongly Agree [35%, 61]

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

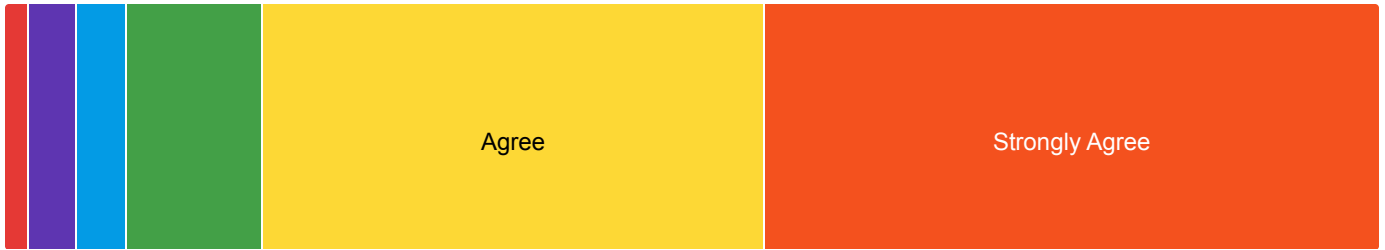


■ Not Applicable [0%, 0] ■ Strongly Disagree [5%, 9] ■ Disagree [5%, 9] ■ Neither Agree nor Disagree [9%, 16]
■ Agree [36%, 61] ■ Strongly Agree [44%, 76]

2024 New Student Survey Report

7

The course registration process is user-friendly.



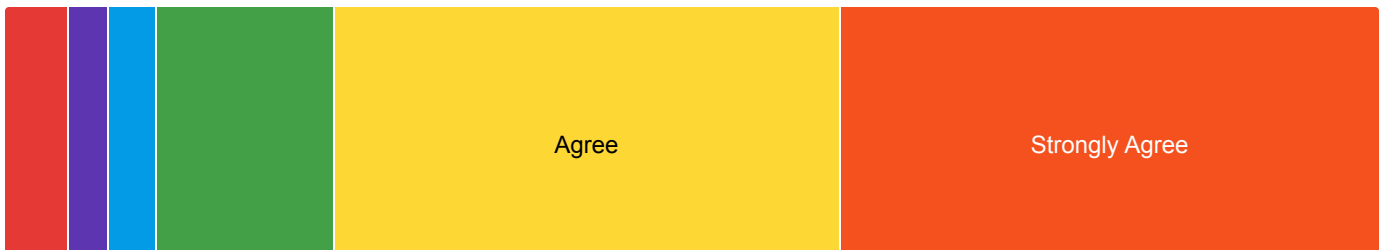
Not Applicable [2%, 3] Strongly Disagree [4%, 6] Disagree [4%, 6] Neither Agree nor Disagree [10%, 17]
Agree [36%, 62] Strongly Agree [45%, 76]

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



Not Applicable [5%, 8] Strongly Disagree [6%, 11] Disagree [9%, 15] Neither Agree nor Disagree [23%, 39]
Agree [29%, 50] Strongly Agree [28%, 47]

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



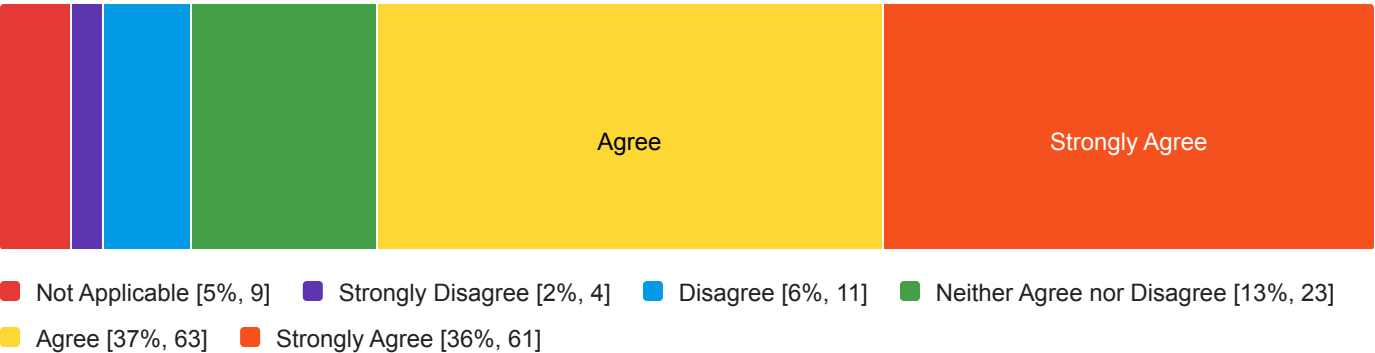
Not Applicable [5%, 8] Strongly Disagree [3%, 5] Disagree [4%, 6] Neither Agree nor Disagree [13%, 22]
Agree [37%, 63] Strongly Agree [39%, 67]

Class drop/add procedures are appropriate.

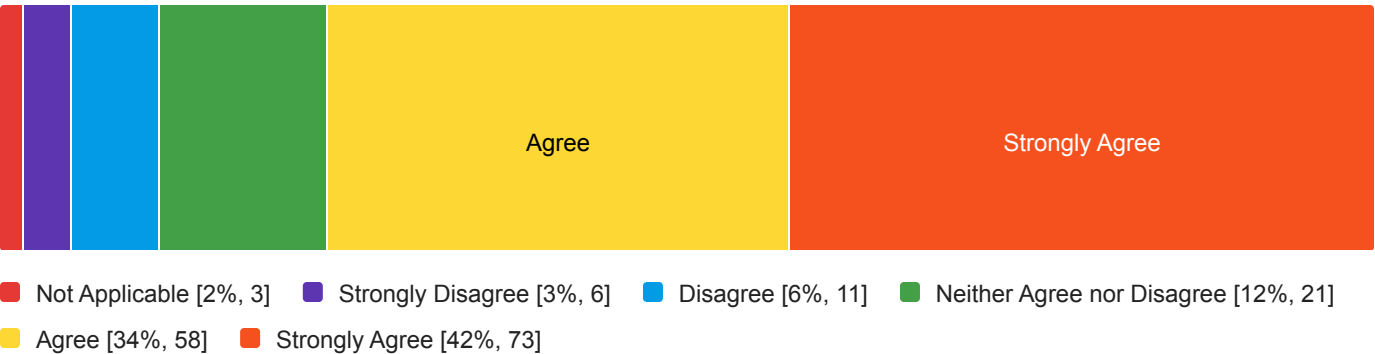


■ Not Applicable [9%, 15] ■ Strongly Disagree [2%, 4] ■ Disagree [2%, 3] ■ Neither Agree nor Disagree [13%, 22]
■ Agree [38%, 66] ■ Strongly Agree [36%, 62]

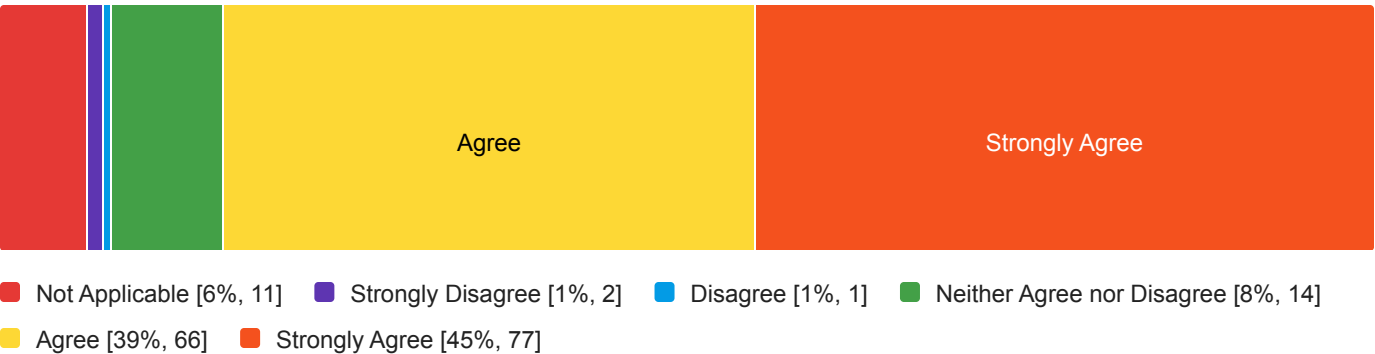
Classes are offered at convenient times.



The classes I attend are well organized and well taught.



The University offers a variety of majors at my location.



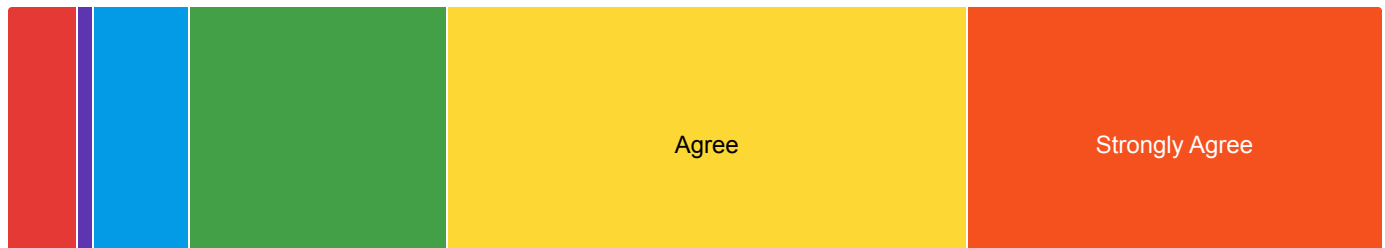
Please rate your agreement with the following statements:

On-campus bookstore hours are convenient for students.



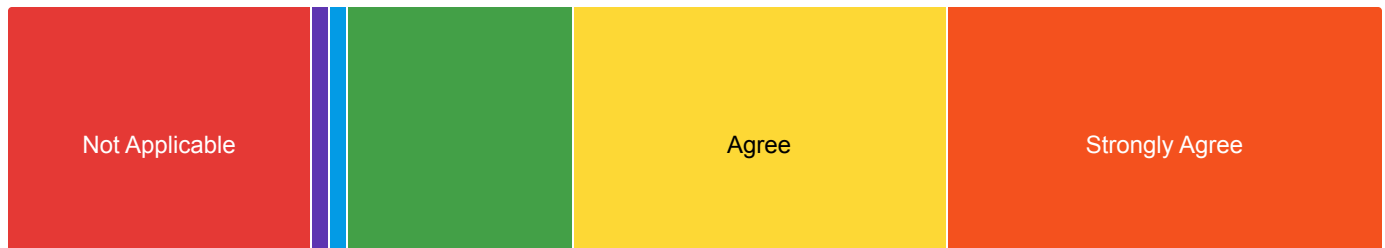
■ Not Applicable [27%, 43]
 ■ Strongly Disagree [2%, 3]
 ■ Disagree [4%, 6]
 ■ Neither Agree nor Disagree [18%, 28]
 ■ Agree [30%, 47]
 ■ Strongly Agree [20%, 32]

Purchasing textbooks through Troy Virtual BookStore is convenient.



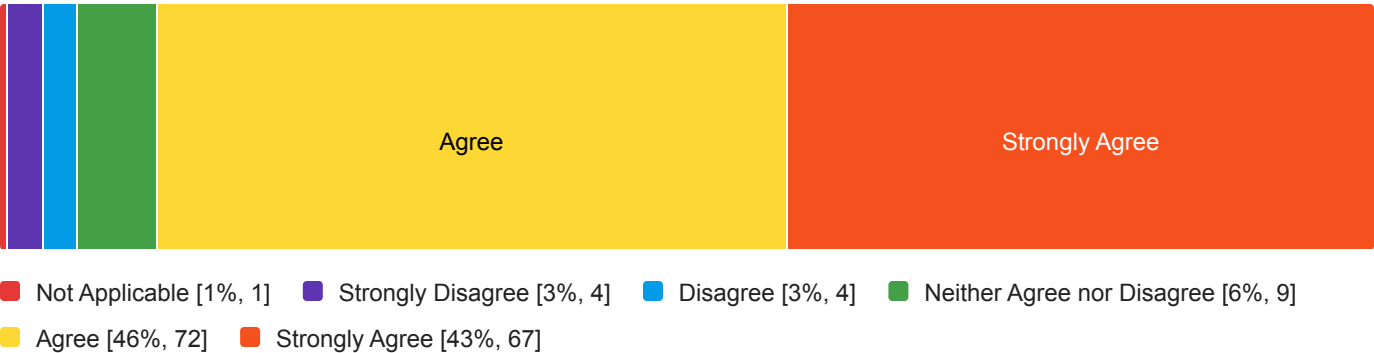
■ Not Applicable [5%, 8]
 ■ Strongly Disagree [1%, 2]
 ■ Disagree [7%, 11]
 ■ Neither Agree nor Disagree [19%, 30]
 ■ Agree [38%, 60]
 ■ Strongly Agree [30%, 48]

Student organizations are available for my participation.

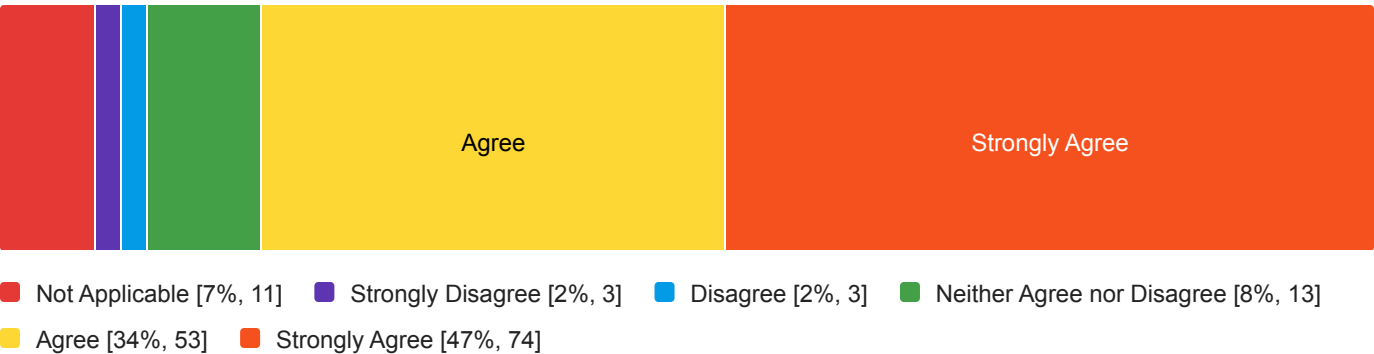


■ Not Applicable [22%, 35]
 ■ Strongly Disagree [1%, 2]
 ■ Disagree [1%, 2]
 ■ Neither Agree nor Disagree [16%, 26]
 ■ Agree [27%, 43]
 ■ Strongly Agree [32%, 50]

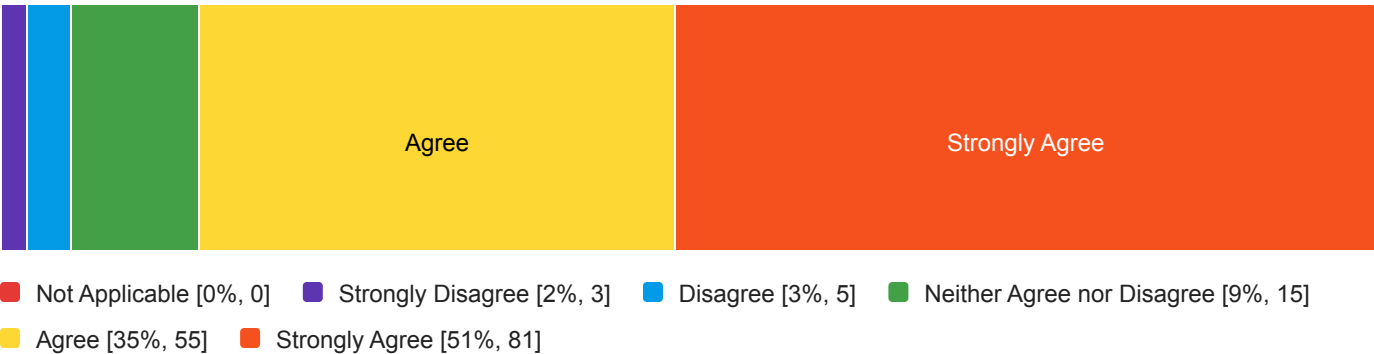
The semester/term format at my location accommodates my learning.



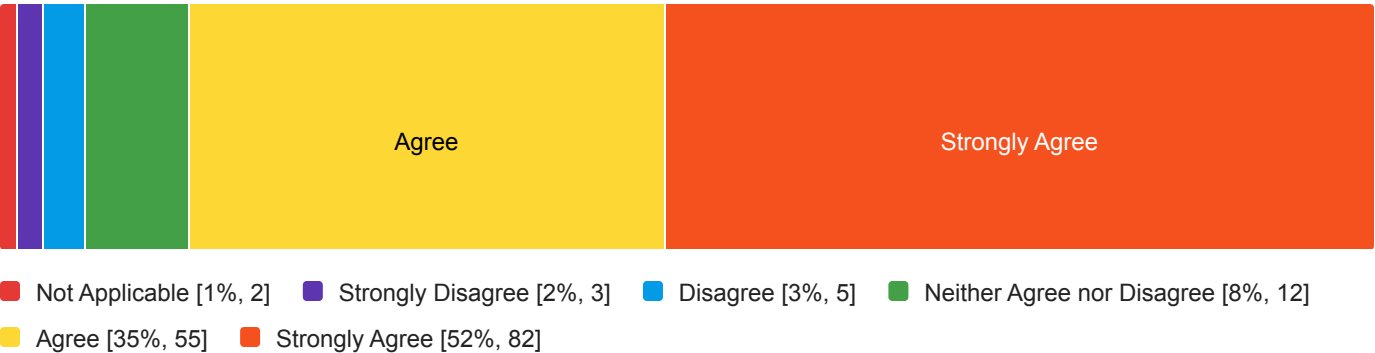
Troy University has a good reputation in my community.



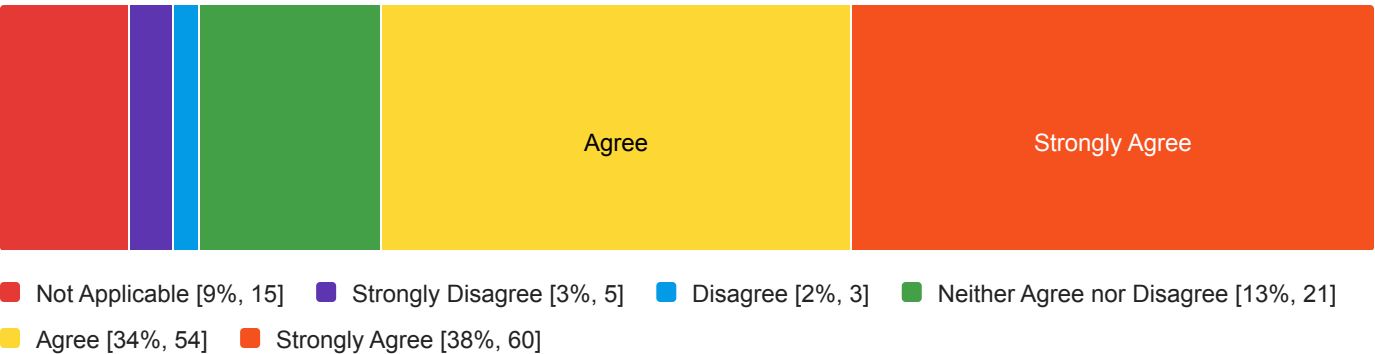
I am receiving a quality education at Troy University.



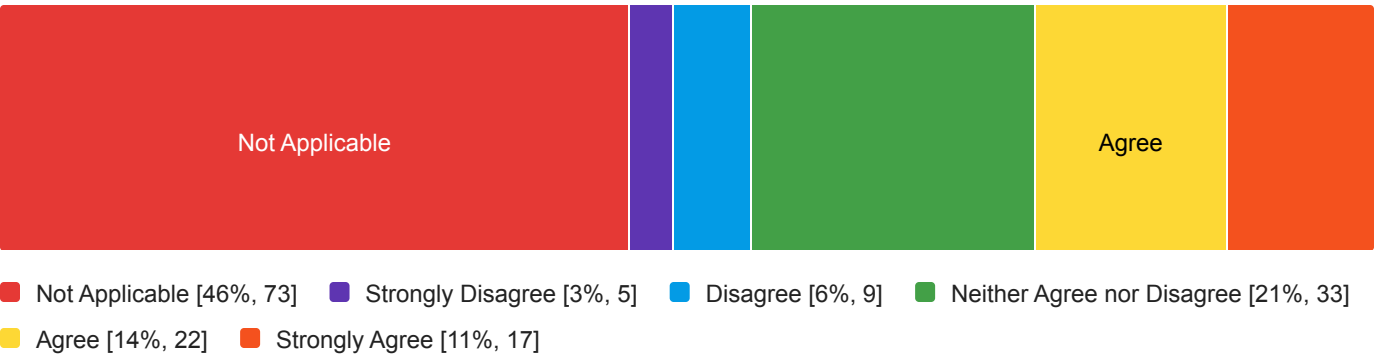
I would recommend Troy University to a friend who is planning to go to college.



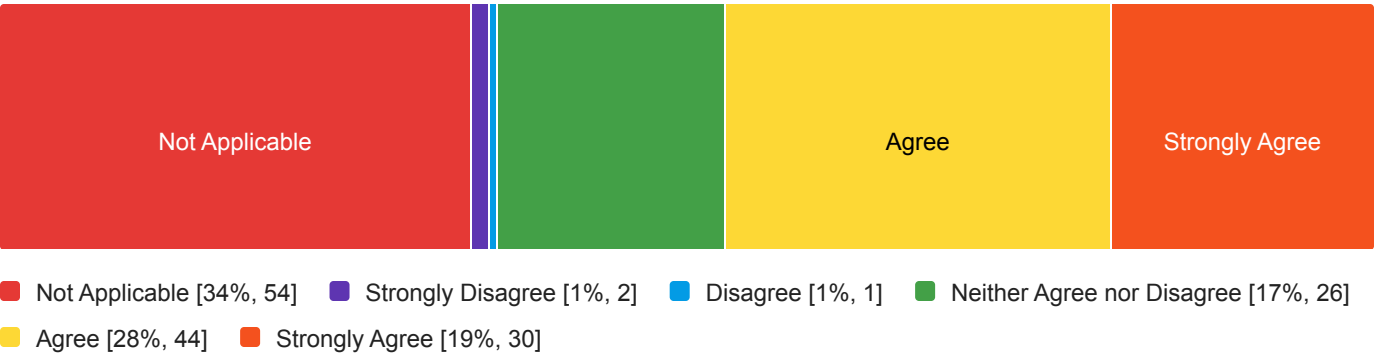
The bill that I received from the University was easily understood.



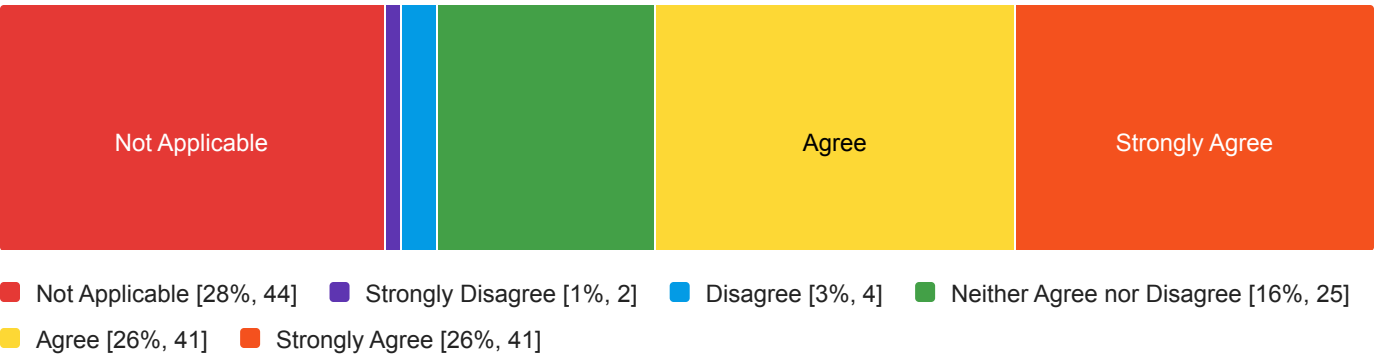
Campus housing met my expectations upon arriving to campus.



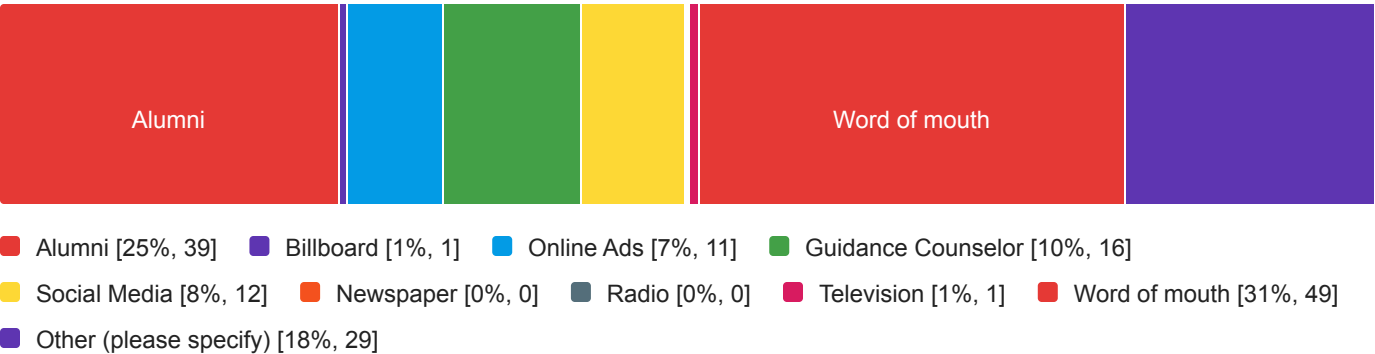
Student recreational opportunities and facilities have met my expectations.



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



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



Other (please specify) - Text

VA Education Benefits

Hometown

work schools available

teacher

Learned about it many years ago in high school

Website

Online

from troy

Hear from someone

Local

Military education speacialist on base

I live 30 minutes west of Troy and my father has worked there for 15+ years

Look Troy up online

My best friend goes there

Google search for reputable online ASL interpreter programs

Aflac

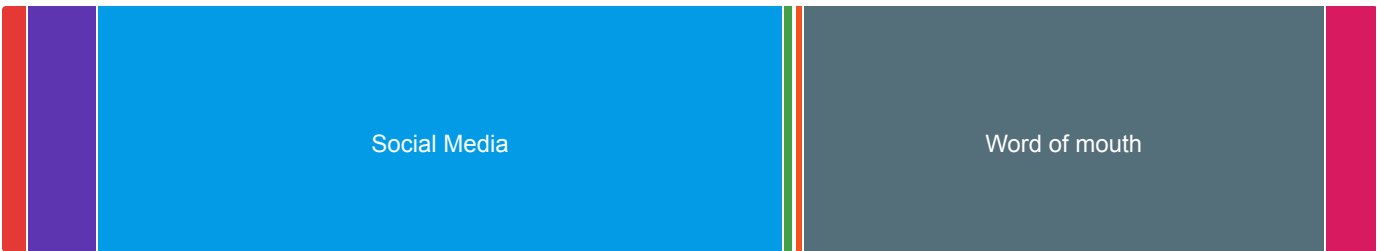
Employer's Tuition Reimbursement Program

Education Center at Fort Moore, Georgia

from my transfer program (collaboration process with another University: HUST)

My parents met at Troy but didn't finish

What is the best way to advertise to your friends?



Billboard [2%, 3] Online Ads [5%, 8] Social Media [50%, 79] Newspaper [1%, 1] Radio [0%, 0]
Television [1%, 1] Word of mouth [38%, 60] Other (please specify) [4%, 6]

Other (please specify) - Text

Tell friends about it

I don't have many friends

School presentations

Question unclear. Advertise this college? I wouldn't. Advertise in general? Word of mouth, I suppose.

we shouldnt advertise to friends?

How would you describe TROY to a friend?



- Academically challenging [11%, 49]
- Caring [11%, 51]
- Convenient [21%, 95]
- Friendly [15%, 69]
- Good value for the price [13%, 58]
- Helpful [13%, 59]
- Student-centered [16%, 74]
- Other (please specify) [2%, 7]

Other (please specify) - Text

expensive

independent and need to do things on your own. Don't get a lot of assistance

Great if you have other commitments and need a check in the box degree

It would be open , but If you not adaptive and have discipline, this may not suitable for you

Draining my spirit out of my body

Troy, like every school, is good at extracting money from students. Well done!

Good scholarship opportunities and lower end tuition costs, but beware of a few teachers that care more about the paycheck than the students

My academic advisor is a:



Professor/Faculty [25%, 38] Staff advisor (e.g., ASA, CSS, TRIO, etc) [34%, 52] Not sure [40%, 62]
I do not have an advisor [0%, 0] Other [2%, 3]

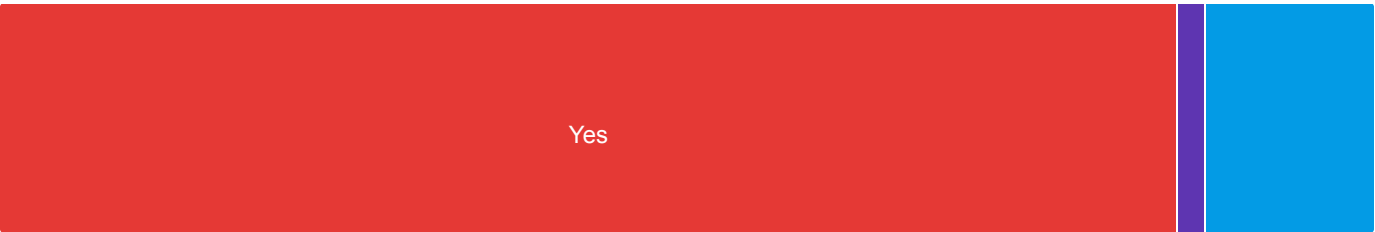
Other - Text

Director of BSW Program

an automaton that sends form emails and only gives advice if you actually call her.

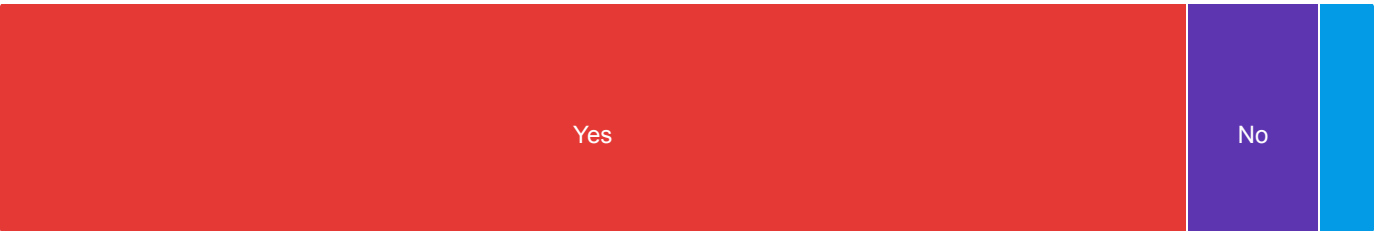
I have a JWS advisor and a Faculty advisor

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



Yes [86%, 133] No [2%, 3] I do not know [12%, 19]

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



Yes [86%, 134] No [10%, 15] I do not know [4%, 6]

2024 New Student Survey Report

17

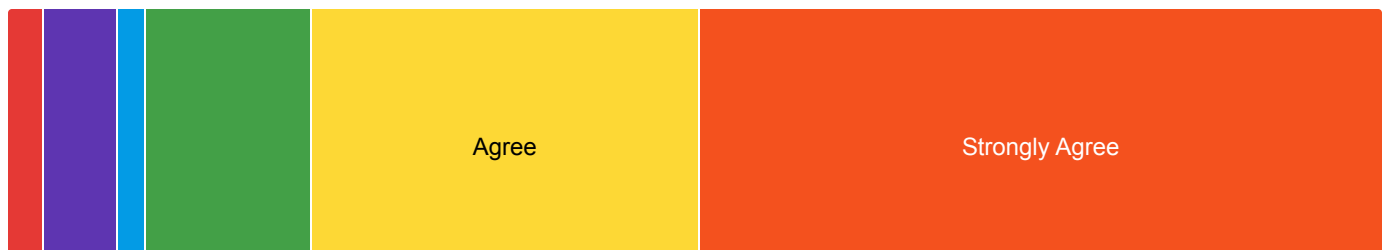
Level of agreement regarding academic advisors:

My academic advisor is readily available.



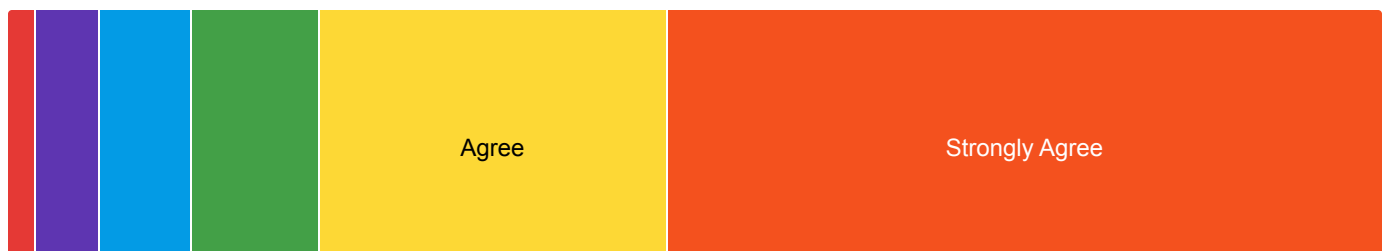
Not Applicable [1.34%, 2] Strongly Disagree [4.03%, 6] Disagree [2.68%, 4]
Neither Agree nor Disagree [11.41%, 17] Agree [34.90%, 52] Strongly Agree [45.64%, 68]

My academic advisor is helpful in scheduling my classes.



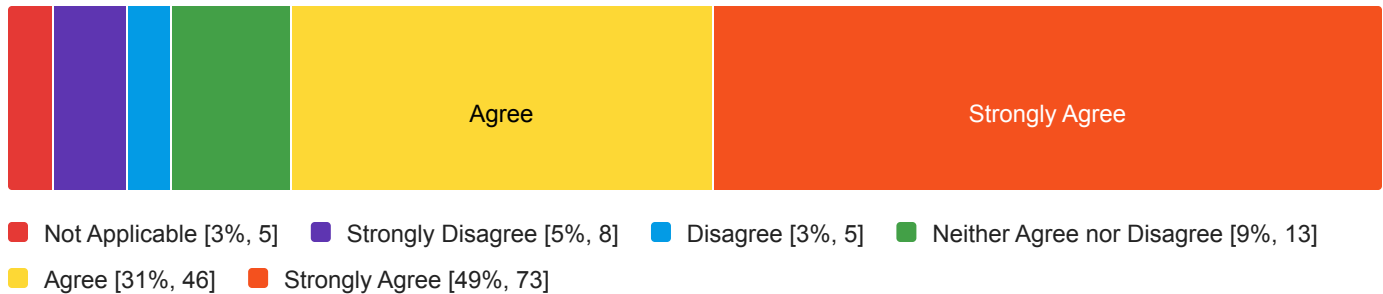
Not Applicable [3%, 4] Strongly Disagree [5%, 8] Disagree [2%, 3] Neither Agree nor Disagree [12%, 18]
Agree [28%, 42] Strongly Agree [50%, 74]

My academic advisor is helpful in the registration process.

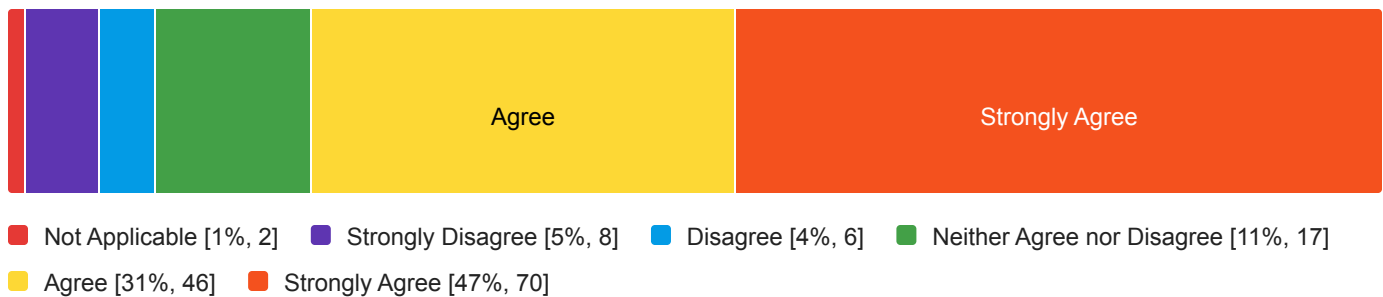


Not Applicable [2%, 3] Strongly Disagree [5%, 7] Disagree [7%, 10] Neither Agree nor Disagree [9%, 14]
Agree [25%, 38] Strongly Agree [52%, 78]

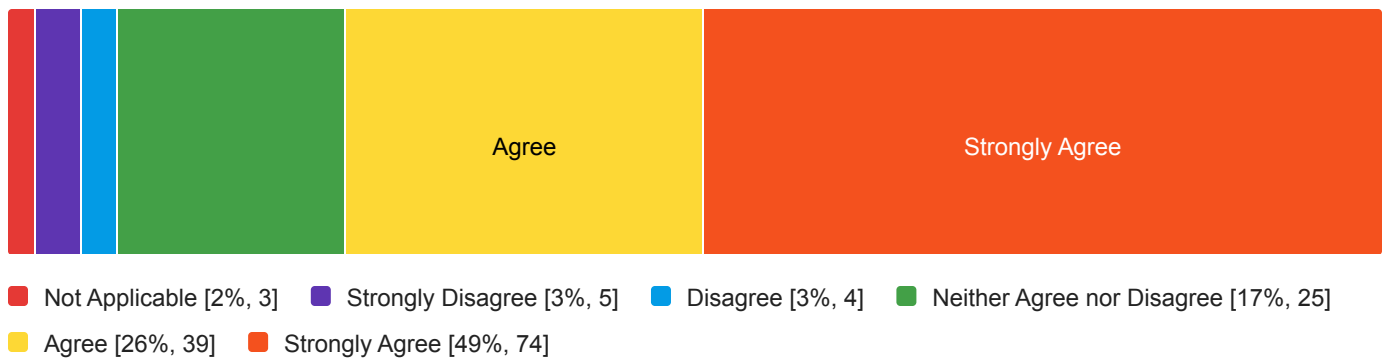
My academic advisor provides accurate info about my major and my program requirements.



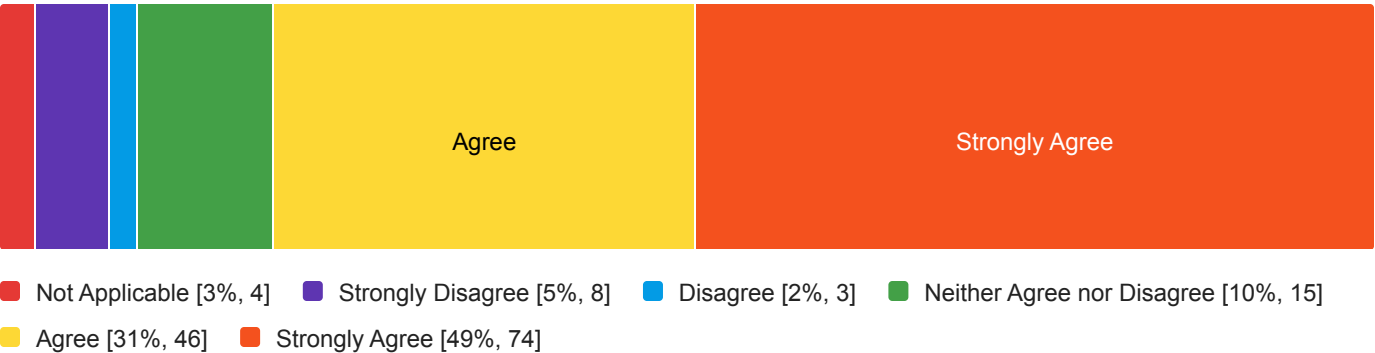
Consulting with my academic advisor enables me to better understand my program of study.



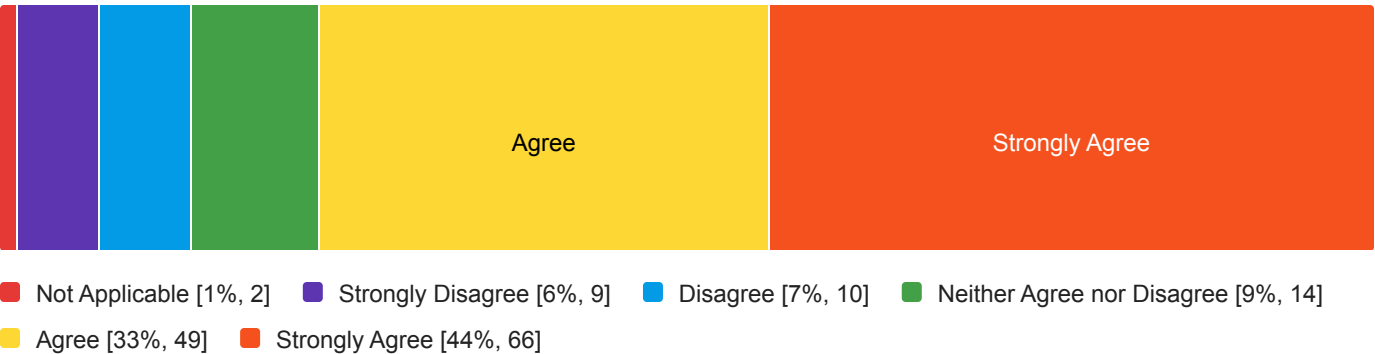
My academic advisor respects his/her students and is interested in them as individuals.



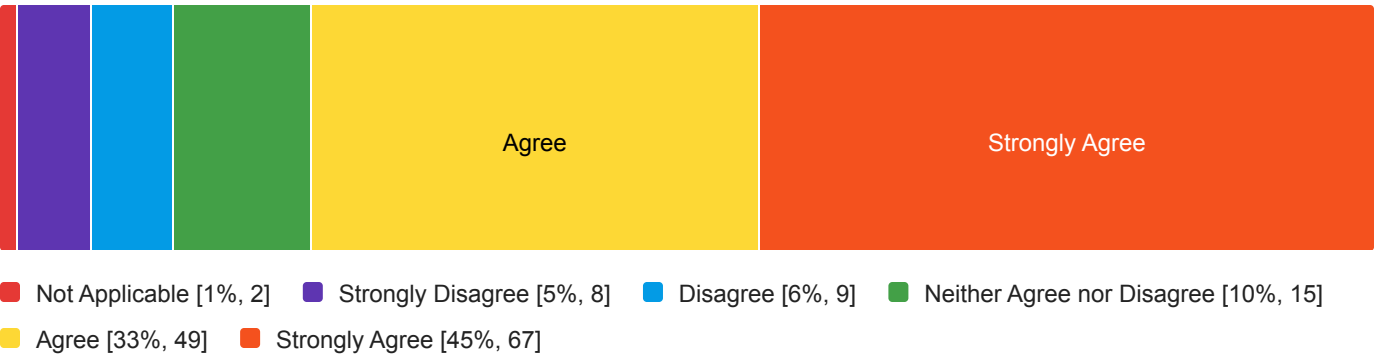
I feel comfortable working with my academic advisor.



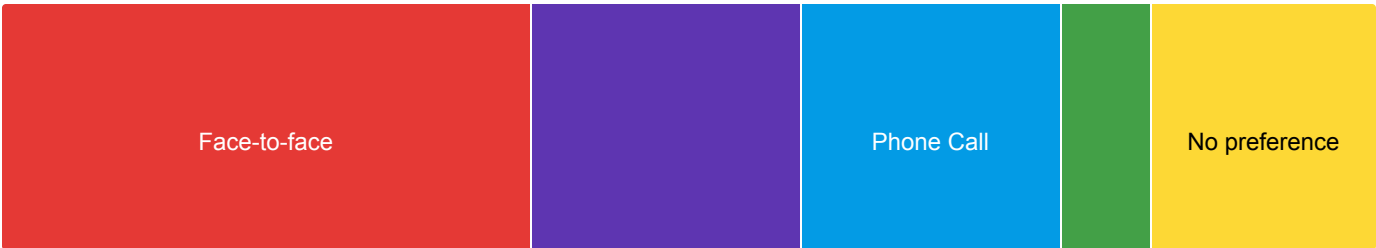
The academic advising process at Troy University adequately meets my needs.



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



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



Face-to-face [39%, 59] Online (Zoom, Teams, etc.) [20%, 30] Phone Call [19%, 29]
Other (please specify) [7%, 10] No preference [16%, 25]

Other (please specify) - Text

e mail

email

E-mail

Email

Email

Email

email or phone call

Multiple Options to meet needs-e-mail/Zoom/etc.

Email

Please enter any additional comments you have regarding your academic advising experience in the box below:

I have consulted my academic advisor numerous times since I enrolled at Troy, without her help I would have been totally lost in the registration process and understanding my program, and I feel comfortable communicating with her. I feel that my advisor treats me like a friend instead of just another voice on the phone, and that in itself makes me glad that I chose Troy.

Justin Royale has been my advisor and he reached out as soon as I was registered. I am nearly 40 and college has changed a lot since I last attended. Justin has been a big part of my first-semester success. I feel a lot more confident heading into the fall semester thanks to him.

He's great and has made my return to college a easy transition

2024 New Student Survey Report

21

I have not had the best experience my first semester her at Troy and has this been my first college ever i probably wouldn't come back. I have reached out several times to staff/advisor and don't get assistance other than it's in the advising guide or you need to read the advising guide. When explaining that I have and ask for clarification or why I am retaking classes or not understanding. There is no response or again told to read. I am well aware how to read and understand but have not gotten a lot of help or clarification on things when ask. It seems that our Major tends to have to work with other students to try and figure out what to do. I think there could be more assistance and some courteousness when speaking with students.

n/a

None at this time.

I love everything about Troy University. My advisor Sarah Wagoner is the best. She always returns my messages as quickly as possible. She has made my decisions at Troy easy.

I was completely lost concerning academic advising last semester and I went to one who was not the advisor for my hall school purely because I didn't know any better. Our zoom meeting was a nightmare and it felt like she definitely did not care to explain anything to me. The only reason that my academic advising is currently well regarded is because one of my professors told us that she would help us out with our planning out of the kindness of her own heart.

I have very little contact with my academic advisor, and we have only communicated through email.

Academic advisor put me in classes that were not required and also put me in a higher level course when i hadn't taken the lower level one yet that was required for my major.

Both in person and phone call will be the best ways for you and your advisor to get the things you need done.

My advisor is the program director for my undergraduate degree so he is very knowledgeable and helpful. As a transfer student I have not had any experience with the undergraduate admissions department.

Perfect amount of reaching out - not too much or little, available and quick to respond when a question arises.

I had no idea I had an advisor until very late in the semester and as a result of that, I took several classes that could have been better tailored to my future degree plan/master's degree. When I tried to find my advisor, I was given the run-around and eventually I was shunted upwards to the third floor of the science building, where I am still unsure who my advisor is and what I need to do in order to have the best chances of getting a master's degree or a doctorate.

I was assigned a "sort-of" advisor that was extremely, extremely difficult to get ahold of and even now I'm very unclear as to who I need to talk to and trust in regards to getting my classes sorted and scheduled for the future so now I just do it myself and hope for the best.

I would love to change advisors as my advisor seems to lack knowledge of me or the willingness to learn. Unfortunately, there is no clear recourse for an online student about how you would go about changing advisors.

2024 New Student Survey Report

22

I cannot even get a meeting with my advisor

N/A

Academic advising at Troy is a JOKE. Please take notes from Wallace. The advisor at Troy don't know anything about ANYTHING.

Everyone has been very kind and nice. I feel like Troy and the classes are worth the \$1,000 plus dollars I paid for a class. Everyone has made it worth it by calling and checking up on how I am doing and I am doing better then I have ever before thanks to Troy and the teachers

I like doing it via email so that I can go back and look at what I need to do.

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

I had one bad experience with a course that I eventually dropped. To me, the coursework was so heavy that my grades in my other courses fell tremendously because I was trying to keep up with that one course. All my other courses and Instructors have been good.

I love it here . Everything about the school , dorms , atmosphere & housing

I have enjoyed every term I've been here.

Very helpful and caring staff and faculty. They answered any questions I had as far as registering, selecting classes, help with which classes to select, if they didn't have an answer for me they would look into it and get back to me. The advisor maintained communication through my enrollment process.

No.

Classes are very new to me online, and I have been able to complete my assignments with ease.

Troy University is a fairly good campus and the communities created inside of many of my classes are really nice. That being said, the communities outside of the classroom are extremely sparing and aversive. There are a fair amount of clubs on campus, but I feel that none really appeal to me. My first year here was the most I have ever felt that I did not fit in and the most I have ever felt that I needed to fit in. Frankly, I'm disappointed in the lack of social events and clubs offered on campus. I've thought about transferring to universities that have more social opportunities routinely throughout my first year at Troy University, so I hope there is a larger focus on student clubs, organizations, and social events next fall semester. I'm also extremely disappointed in the tuition raises recently. I have also thought about transferring to different universities since I could get more for the same price. A driving factor for my attendance at Troy University was its affordability, but it seems that as time goes on that affordability diminishes exponentially. I'm also extremely disappointed in the fact that I will absolutely not be able to live on campus next year. I honestly expect what little social life there is on campus to be completely gone for me by next semester since it will be so unavailable. I hope that the student body feels the positive impact in the tuition raises by next semester in both facilities and social opportunity.

2024 New Student Survey Report

23

I am an older non-traditional student, so my perspective on attending college is different than that of a younger person.

The teachers here are a mixed bag. It seems to be a fifty-fifty split between those who love teaching and are passionate about their field and those who view teaching as more of a chore to get through than something they are obligated to do.

I've had several teachers that seem to regard teaching as some kind of torture they are forced to endure rather than their chosen field of vocation. I understand that some, if not most, of the faculty at the science building actually view their research work as their primary motivation for working here, but I would really rather not be viewed as a side hustle when I'm paying so much money to be here. Curriculums vary wildly between teachers teaching the same class, which is to be expected, but the lecture and lab segments of the same class being taught as if they are on different planets is a huge problem if you are interested in getting good grades in both. Teachers don't seem to really communicate with each other and you can get extremely different experiences in curriculum quality not just semester to semester, but class to class.

And the main issue is that teachers just don't seem to want to be here. I understand that, I really do, but if THEY don't want to be here, what should I be feeling? It really feels like I'm having to teach myself most basic concepts and when teachers are pressed for further information or resources they shut down and answer with some kind of vague affirmation that is designed to get you off of their back than reassure you. Additionally, more than half of these teachers have no idea how to use Canvas efficiently and the platform is just moot at this point. They don't enter grades at all, so you can't check your scores, inter-connectivity between Canvas and other platforms like Cengage or MindTap is fraught with errors, both teacher and platform-based, modules aren't used properly and are scattered to the four corners of the Earth so actually finding the appropriate information you need to pass the class and get a good grade is next to impossible.

Some teachers upload 300-slide PowerPoints to Canvas and expect you to be able to figure out which parts of it are the ones you need to focus on instead of streamlining the process and trimming it down to just the slides the class needs to focus on. Some teachers take literal months to grade basic assignments. Some don't reply to your emails. Some change the test content so that it doesn't match the study content. Some are just straight up unhelpful. A little more consistency would be very much welcome here.

N/A

Everything and everyone has been great so

I enjoyed this semester. I learned so much and my teachers were helpful..Amazing Semester!

The Troy online experience as a transient student was great. It was easily convenient for myself and my home situation. I would gladly take courses at Troy again.

i love troy

I'm enjoying my experience thus far.

2024 New Student Survey Report

24

Online school programs are great to navigate as a full-time employee. So far, I am having a smooth experience at Troy Online.

Overall my experience at Troy University so far has been good. The only complaints I have is with the advising procedures and getting clear information from faculty on campus. I have had advisors put me in classes which I had already taken and put me in classes that were not required for my major so I had to pay for it at the last minute. I feel like I should have been made aware of the fact that I was being put in a class that financial aid would not help pay for as it was very challenging to come up with the money at the last minute before the payment was due. I did not get the bill in my email until about a week before it was due. I have also had holds on my account when planning classes or questions about financial issues and many times I had to go to multiple places on campus to find out what it was and I would leave unsure and have to ask/call even more people later on to figure it out. Everyone is very nice but sometimes cannot answer questions I have or will refer me to other people who are also unsure which can make everything a bit stressful.

Troy has boosted my confidence in knowing I can and will reach my educational goals. This confidence has inspired me to give my all and do my best.

Great experience.

I loved getting to be a part of the campus ministries. It gave me the opportunity to find like-minded people who are serious about the relationship with the Lord. I also enjoyed getting to go to The Living Stones Retreat. This retreat helped me grow closer to God and grow in my faith.

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