# 2025 New Student Survey

**2025 New Student Survey Report**

The Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the New Student Survey in spring 2025. The purpose of the survey was to identify the satisfaction of the fall 2024, T1,T2 and T3 new students with their experiences at Troy University and to determine how well the University served their needs as new undergraduate students. The survey was administered through the online survey program Qualtrics via email to a group of 4,053 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 28, 2025 and May 5, 2025, a total of 273 responses were received; representing a 7% response rate.

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

Yes	No
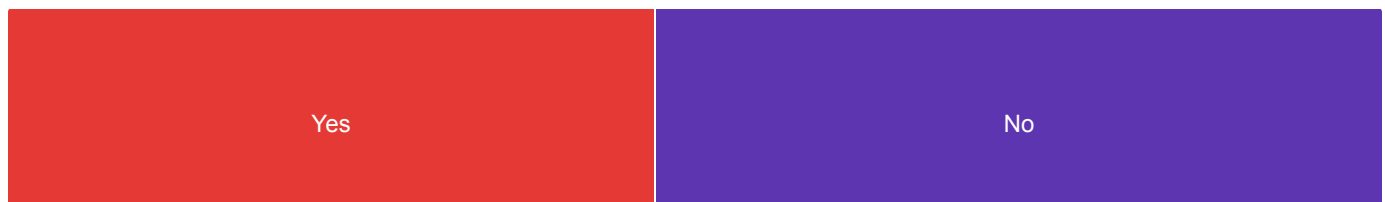
- Yes [47%, 109]
- No [53%, 122]

Enrollment Status:
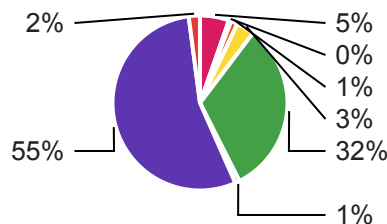
- Other
- Graduate transient student (a graduate...
- Undergraduate transient student (an un...
- Graduate transfer student (a graduate ...
- Undergraduate transfer student (an und...
- First-time graduate (a graduate studen...
- First-time freshman (an undergraduate ...
- Dually-enrolled high school student

Pie chart values: 2%, 5%, 0%, 1%, 3%, 32%, 1%, 55%

2025 New Student Survey

Enrollment Status:

Field	Choice Count
Dually-enrolled high school student	5
First-time freshman (an undergraduate student attending college for the first time)	132
First-time graduate (a graduate student enrolled in a graduate program for the first time)	2
Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university)	78
Graduate transfer student (a graduate student who transferred to TROY from another college or university)	8
Undergraduate transient student (an undergraduate student attending TROY temporarily)	3
Graduate transient student (a graduate student attending TROY temporarily)	1
Other	13

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

Somewhat likely	Extremely likely

- Extremely unlikely [0%, 0]
- Somewhat unlikely [0%, 0]
- Neither likely nor unlikely [0%, 0]
- Somewhat likely [25%, 1]
- Extremely likely [75%, 3]

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

First choice	Second choice			

- First choice [64%, 148]
- Second choice [21%, 49]
- Third choice [7%, 16]
- Fourth choice [3%, 8]
- Other (please specify) [5%, 12]

Other (please specify) - Text

I came last minute

the only place around me that offered the class i needed

I attended several colleges before attending Troy

I didn't want to come here

Second Bachelor's

student athelte scholarship, only option

I never planned on getting a Bachelor's Degree.

Most recommended in the area. Would have gone to a different school if I'd been in a different state.

The college that offered me the most money

Concurrent student

Only choice

The online program made it one of the only choices

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

Yes	No

Yes [62%, 145]   No [38%, 88]

2025 New Student Survey

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

Field	Choice Count
Academic reputation	93
Reputation for social activities	23
Rankings in national magazines	11
Graduates get good jobs	39
Size of campus	69
Location	100
Affordability	127
Availability of financial aid	86
Admission standards	34
Academic programs	111
Flexibility of schedule	98
Social atmosphere	39
Diversity of student body	30
Athletics	20
Performing arts (band, collegiate singers, drama, etc.)	23
Recommendation of high school counselor	6
Parents' recommendation	40
Friends' recommendation	31
Alumni recommendation	33
Other (please specify)	18
Attractiveness of Campus	71

TROY personnel are knowledgeable and helpful

| | Agree | Strongly Agree |

- Not Applicable [0.00%, 0]
- Strongly Disagree [3.30%, 7]
- Disagree [0.94%, 2]
- Neither Agree nor Disagree [6.60%, 14]
- Agree [38.21%, 81]
- Strongly Agree [50.94%, 108]

Faculty care about students as individuals

| | Agree | Strongly Agree |

- Not Applicable [0%, 0]
- Strongly Disagree [3%, 6]
- Disagree [1%, 3]
- Neither Agree nor Disagree [10%, 21]
- Agree [41%, 86]
- Strongly Agree [45%, 94]

I feel I can talk to faculty about my academic concerns

| | Agree | Strongly Agree |

- Not Applicable [0%, 0]
- Strongly Disagree [2%, 5]
- Disagree [3%, 7]
- Neither Agree nor Disagree [10%, 22]
- Agree [34%, 72]
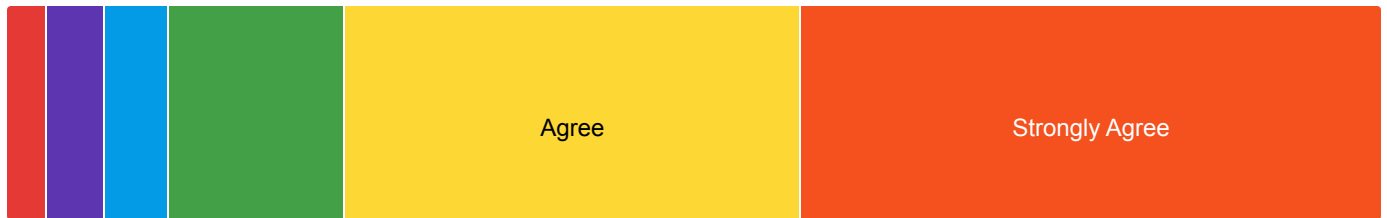- Strongly Agree [50%, 105]

2025 New Student Survey

Academic advising is adequate

Agree

Strongly Agree

■ Not Applicable [1%, 2]   ■ Strongly Disagree [5%, 11]   ■ Disagree [7%, 14]   ■ Neither Agree nor Disagree [12%, 25]
■ Agree [33%, 70]   ■ Strongly Agree [42%, 88]

Sufficient financial aid options are available

Agree

Strongly Agree

■ Not Applicable [3%, 6]   ■ Strongly Disagree [4%, 9]   ■ Disagree [5%, 10]   ■ Neither Agree nor Disagree [13%, 27]
■ Agree [33%, 70]   ■ Strongly Agree [42%, 89]

The tuition payment plan is beneficial for students

Not Applicable

Agree
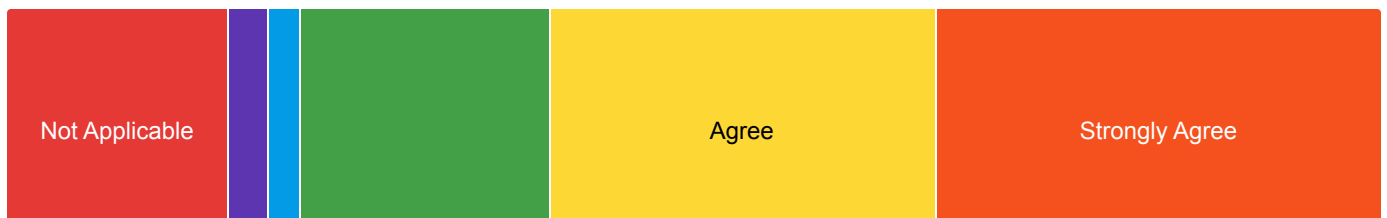
Strongly Agree

■ Not Applicable [16%, 34]   ■ Strongly Disagree [3%, 6]   ■ Disagree [2%, 5]   ■ Neither Agree nor Disagree [18%, 38]
■ Agree [28%, 59]   ■ Strongly Agree [32%, 68]

## Class information provided prior to enrollment was helpful

Agree

Strongly Agree

■ Not Applicable [2%, 4]   ■ Strongly Disagree [4%, 8]   ■ Disagree [4%, 8]   ■ Neither Agree nor Disagree [10%, 21]
■ Agree [41%, 86]   ■ Strongly Agree [40%, 84]

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

			Agree	Strongly Agree

■ Not Applicable [0%, 1] ■ Strongly Disagree [3%, 6] ■ Disagree [4%, 8] ■ Neither Agree nor Disagree [7%, 14]

■ Agree [40%, 83] ■ Strongly Agree [47%, 98]
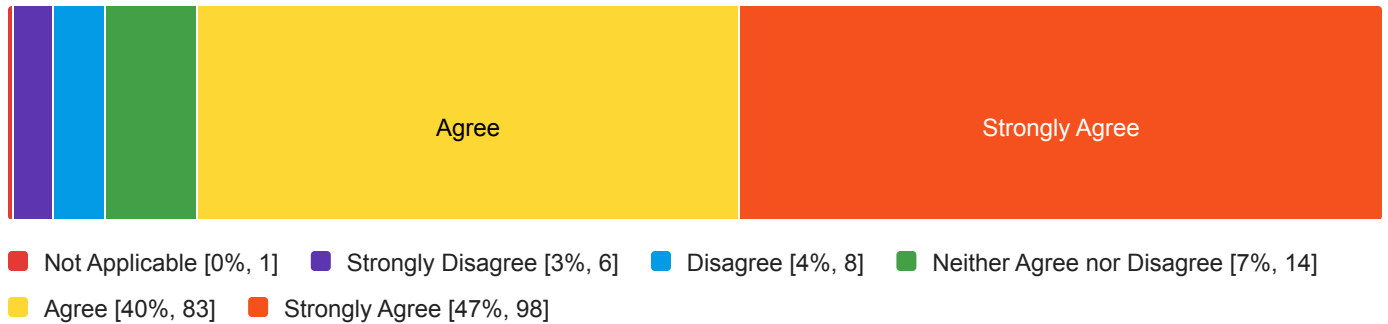
The course registration process is user-friendly

			Agree	Strongly Agree

■ Not Applicable [1%, 3] ■ Strongly Disagree [4%, 8] ■ Disagree [5%, 11] ■ Neither Agree nor Disagree [5%, 11]

■ Agree [39%, 82] ■ Strongly Agree [45%, 96]
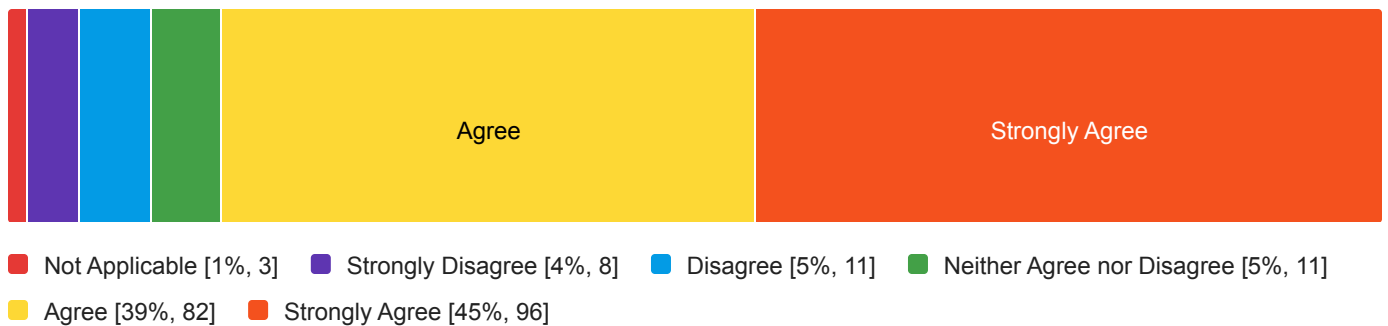
Students seldom get the "run around" when seeking information

			Agree	Strongly Agree

■ Not Applicable [1%, 3] ■ Strongly Disagree [6%, 12] ■ Disagree [9%, 18] ■ Neither Agree nor Disagree [20%, 41]
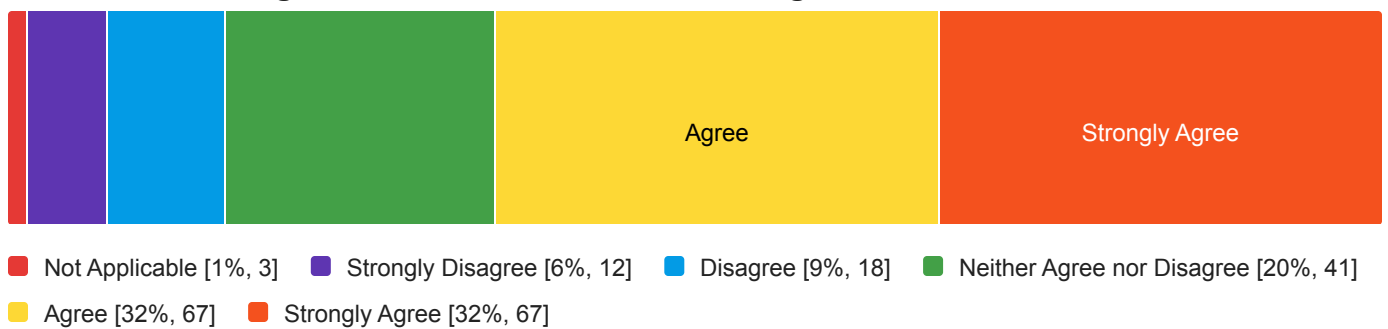
■ Agree [32%, 67] ■ Strongly Agree [32%, 67]

The online Schedule of Classes is informative and easy to follow

		Agree	Strongly Agree

- ■ Not Applicable [2%, 4] ■ Strongly Disagree [2%, 5] ■ Disagree [1%, 2] ■ Neither Agree nor Disagree [15%, 32]
- ■ Agree [39%, 83] ■ Strongly Agree [40%, 85]

Class drop/add procedures are appropriate

		Agree	Strongly Agree

- ■ Not Applicable [5%, 11] ■ Strongly Disagree [3%, 7] ■ Disagree [3%, 6] ■ Neither Agree nor Disagree [7%, 15]
- ■ Agree [39%, 82] ■ Strongly Agree [42%, 89]

Classes are offered at convenient times

| | | | | Agree | Strongly Agree |

- ■ Not Applicable [5%, 10] ■ Strongly Disagree [4%, 8] ■ Disagree [6%, 13] ■ Neither Agree nor Disagree [11%, 23]
- ■ Agree [37%, 78] ■ Strongly Agree [37%, 79]

The classes I attend are well organized and well taught
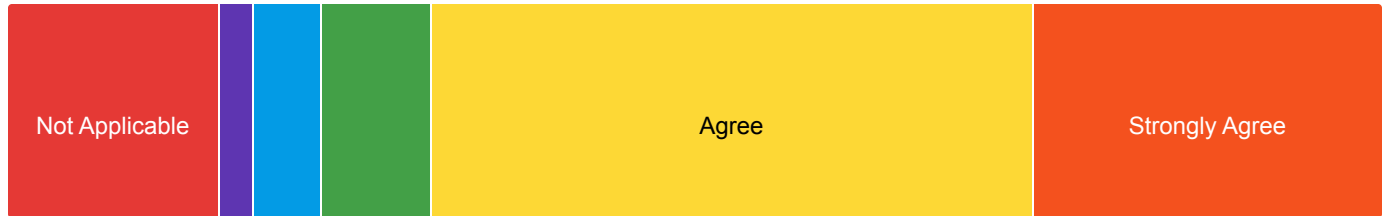
| | | | Agree | Strongly Agree |

- ■ Not Applicable [0%, 1] ■ Strongly Disagree [3%, 6] ■ Disagree [3%, 7] ■ Neither Agree nor Disagree [14%, 30]
- ■ Agree [40%, 85] ■ Strongly Agree [39%, 81]

The University offers a variety of majors at my location
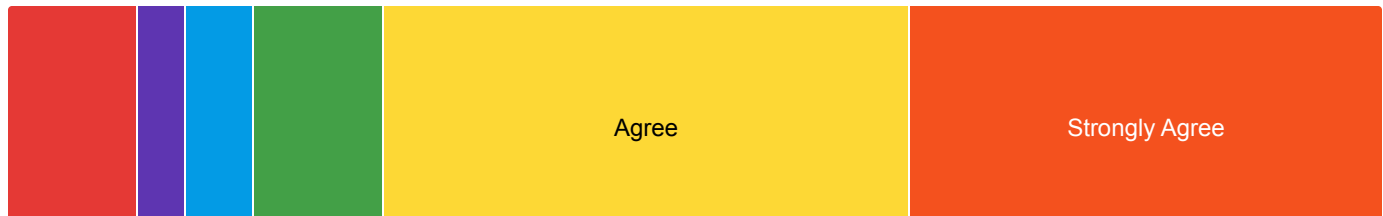
| | | | | Agree | Strongly Agree |

- ■ Not Applicable [1%, 3] ■ Strongly Disagree [3%, 7] ■ Disagree [3%, 6] ■ Neither Agree nor Disagree [6%, 12]
- ■ Agree [41%, 86] ■ Strongly Agree [46%, 96]

## On-campus bookstore hours are convenient for students

| Not Applicable | | | Agree | Strongly Agree |

- Not Applicable [15%, 31]
- Strongly Disagree [2%, 5]
- Disagree [5%, 10]
- Neither Agree nor Disagree [8%, 16]
- Agree [44%, 88]
- Strongly Agree [25%, 51]

Purchasing textbooks through Troy Virtual BookStore is convenient

| | | Agree | Strongly Agree |

- Not Applicable [9%, 19]
- Strongly Disagree [3%, 7]
- Disagree [5%, 10]
- Neither Agree nor Disagree [9%, 19]
- Agree [38%, 77]
- Strongly Agree [34%, 69]

Student organizations are available for my participation

| | | Agree | Strongly Agree |
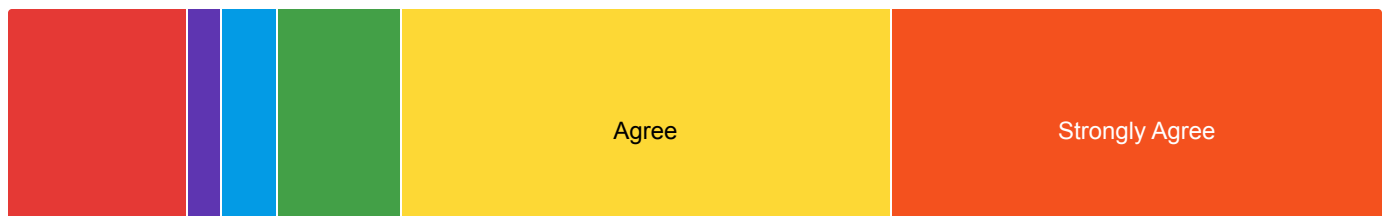
- Not Applicable [13%, 26]
- Strongly Disagree [3%, 5]
- Disagree [4%, 8]
- Neither Agree nor Disagree [9%, 18]
- Agree [36%, 71]
- Strongly Agree [36%, 71]

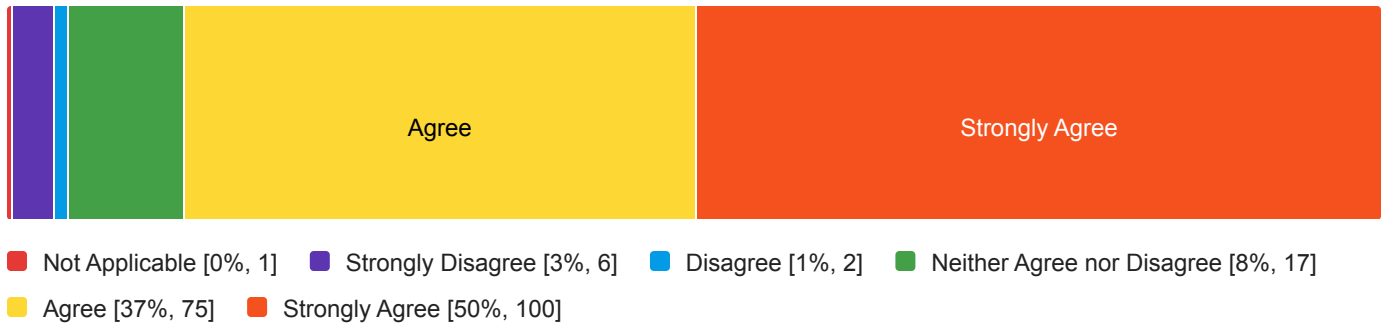## The semester/term format at my location accommodates my learning

| | | Agree | Strongly Agree |

- Not Applicable [3%, 6]
- Strongly Disagree [3%, 6]
- Disagree [2%, 4]
- Neither Agree nor Disagree [5%, 10]
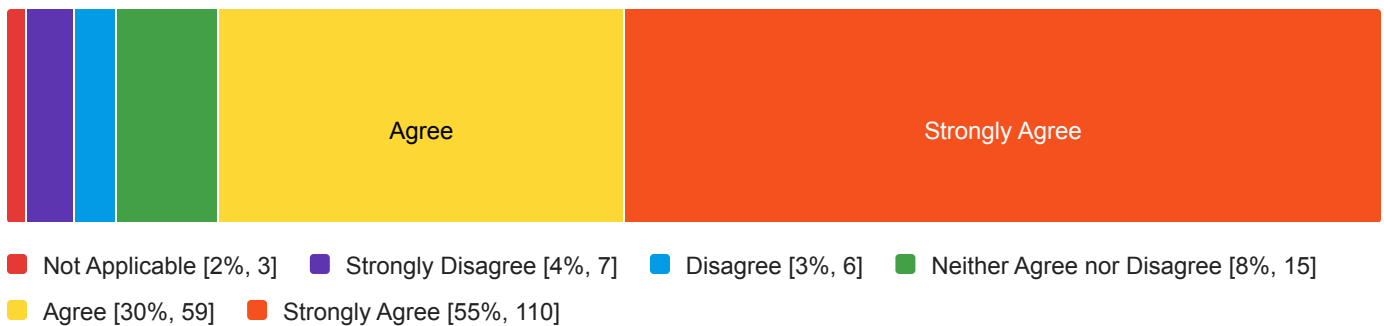- Agree [44%, 88]
- Strongly Agree [43%, 86]

2025 New Student Survey

Troy University has a good reputation in my community

Agree

Strongly Agree

■ Not Applicable [3%, 6]   ■ Strongly Disagree [4%, 7]   ■ Disagree [3%, 5]   ■ Neither Agree nor Disagree [7%, 14]
■ Agree [34%, 67]   ■ Strongly Agree [51%, 101]
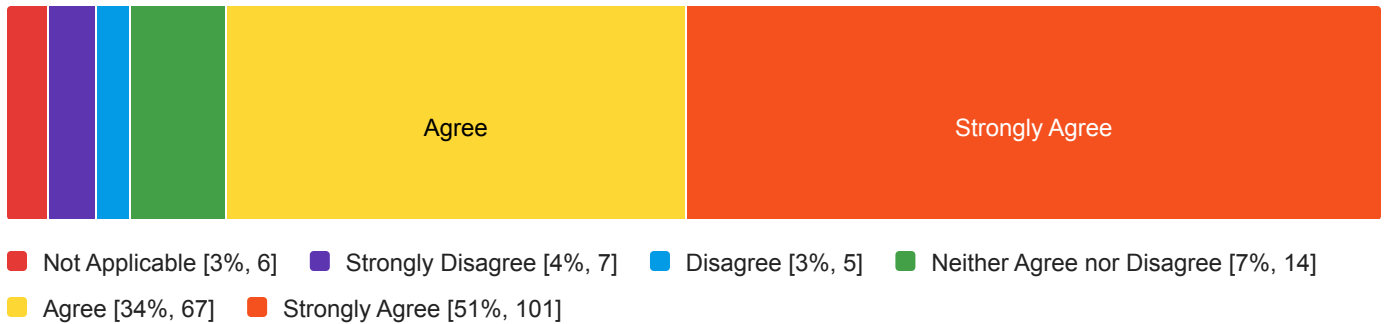
I am receiving a quality education at Troy University

Agree

Strongly Agree

■ Not Applicable [0%, 1]   ■ Strongly Disagree [3%, 6]   ■ Disagree [1%, 2]   ■ Neither Agree nor Disagree [8%, 17]
■ Agree [37%, 75]   ■ Strongly Agree [50%, 100]

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

Agree

Strongly Agree

■ Not Applicable [2%, 3]   ■ Strongly Disagree [4%, 7]   ■ Disagree [3%, 6]   ■ Neither Agree nor Disagree [8%, 15]
■ Agree [30%, 59]   ■ Strongly Agree [55%, 110]

The bill that I received from the University was easily understood

Agree

Strongly Agree

■ Not Applicable [7%, 14]   ■ Strongly Disagree [4%, 8]   ■ Disagree [1%, 3]   ■ Neither Agree nor Disagree [8%, 16]
■ Agree [38%, 76]   ■ Strongly Agree [42%, 84]

2025 New Student Survey
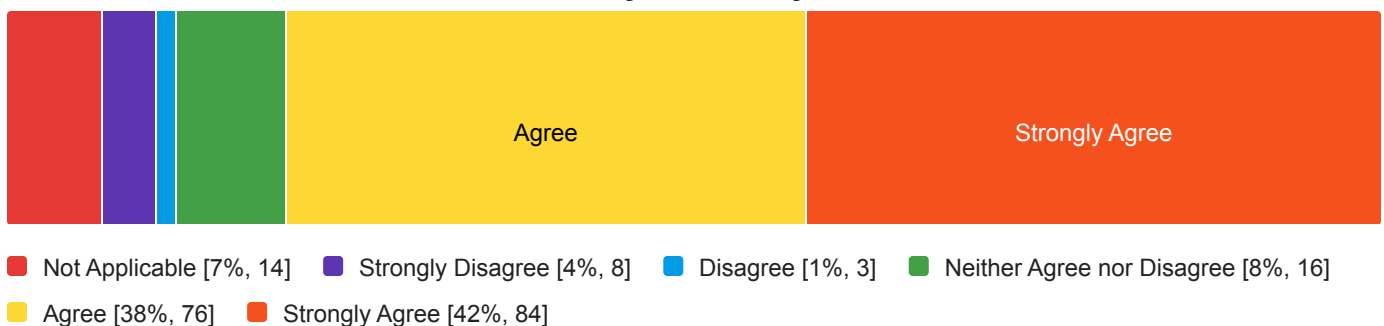
Campus housing met my expectations upon arriving to campus
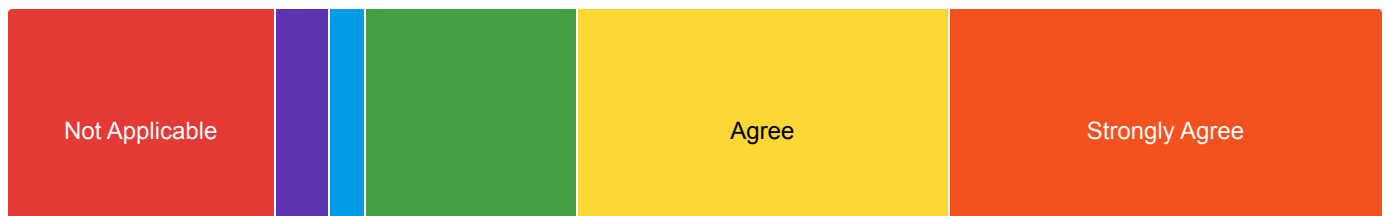
| Not Applicable | | | | Agree | Strongly Agree |

- Not Applicable [31%, 62]
- Strongly Disagree [5%, 9]
- Disagree [5%, 10]
- Neither Agree nor Disagree [19%, 38]
- Agree [24%, 48]
- Strongly Agree [16%, 32]

Student recreational opportunities and facilities have met my expectations

| Not Applicable | | | Agree | Strongly Agree |
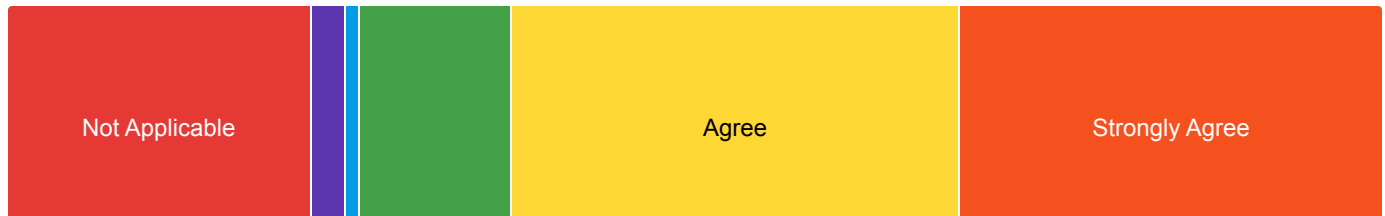
- Not Applicable [22%, 44]
- Strongly Disagree [3%, 5]
- Disagree [1%, 2]
- Neither Agree nor Disagree [11%, 22]
- Agree [33%, 65]
- Strongly Agree [31%, 61]

I feel that the campus is a safe and secure environment

| Not Applicable | | | Agree | Strongly Agree |

- Not Applicable [20%, 39]
- Strongly Disagree [4%, 8]
- Disagree [3%, 5]
- Neither Agree nor Disagree [16%, 31]
- Agree [27%, 54]
- Strongly Agree [32%, 63]

2025 New Student Survey

How did you first learn about TROY?

Field	Choice Count
Alumni	46
Billboard	5
Online Ads	10
Guidance Counselor	13
Social Media	17
Newspaper	0
Radio	1
Television	2
Word of mouth	73
Other (please specify)	34

Other (please specify):

Other (please specify) - Text
Parents
Program Director at 2 year college
My dad attended Troy and I lvoed in Troy many years ago
Parent
Boys State
Was searching for nearby colleges that would give me scholarships and had the academic programs I needed.
Boys State
Research
ABET

Friend who toured

Its near to my house

athletic rankings

College Fair

Probably through Basketball, but I don't know.

It is represented on base where my husband is stationed for flight training

Google search

College fair

Trumbauer

Family members enrolled

Family Member

What is the best way to advertise to your friends?

■ Billboard [0%, 0]   ■ Online Ads [6%, 12]   ■ Social Media [53%, 108]   ■ Newspaper [0%, 1]   ■ Radio [0%, 1]
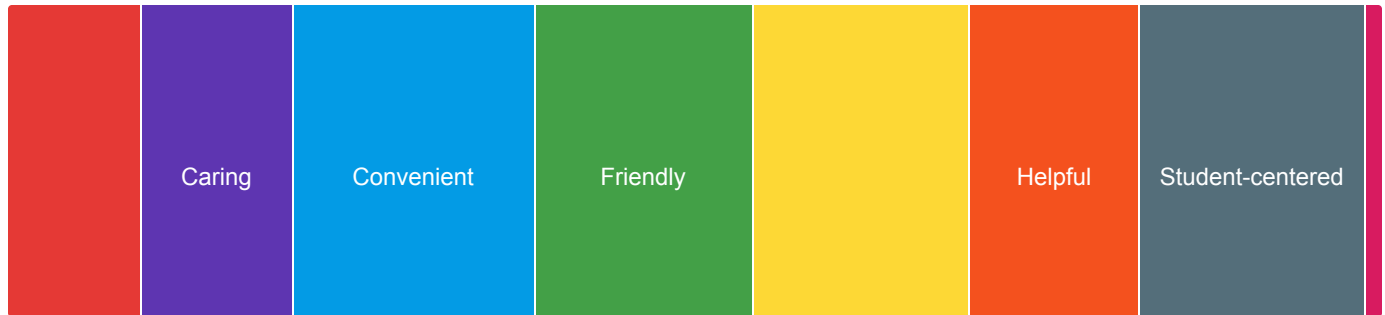■ Television [0%, 0]   ■ Word of mouth [38%, 77]   ■ Other (please specify) [1%, 3]

Other (please specify) - Text

ii would not

What

Tell people about the scholarships!!!

How would you describe TROY to a friend?

| | Caring | Convenient | Friendly | | Helpful | Student-centered | |

- ■ Academically challenging [10%, 58]
- ■ Caring [11%, 66]
- ■ Convenient [18%, 105]
- ■ Friendly [16%, 95]
- ■ Good value for the price [16%, 94]
- ■ Helpful [12%, 74]
- ■ Student-centered [16%, 98]
- ■ Other (please specify) [1%, 7]

Other (please specify) - Text

i wouldnt lol

A scam that employs less effective teaching with no housing opportunities after the first year. It is also situated in a less than fortunate area with relaxed policies on who is able to enter campus. Troy also increases tuition, defeating the purpose of an "affordable" school.

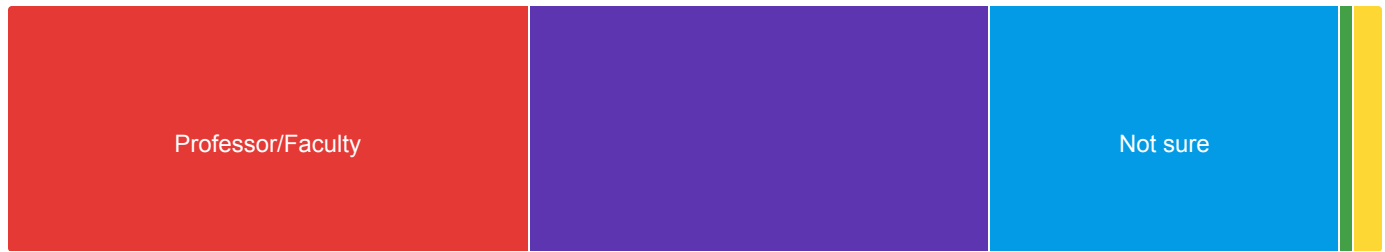troy need to make some changes

Flexible

Moldly

Perfect Fit

I really wish it was more academically challenging/ prestigious

My academic advisor is a:

| Professor/Faculty | | Not sure | | |

- ■ Professor/Faculty [38%, 76]   ■ Staff advisor (e.g., ASA, CSS, TRIO, etc) [34%, 67]   ■ Not sure [26%, 51]
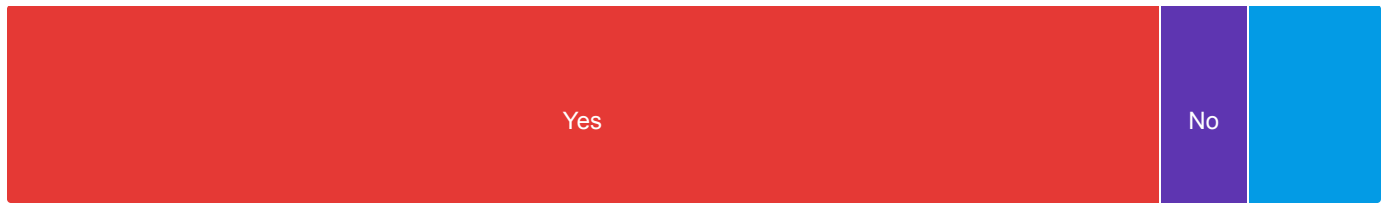- ■ I do not have an advisor [1%, 2]   ■ Other [2%, 4]

Other - Text

I have both a JWS and two Faculty advisors.

atheltic academic advisor

My advisor is temporary. Not sure what her title is.

I have a temp advisor since mine recently moved departments so Idk

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

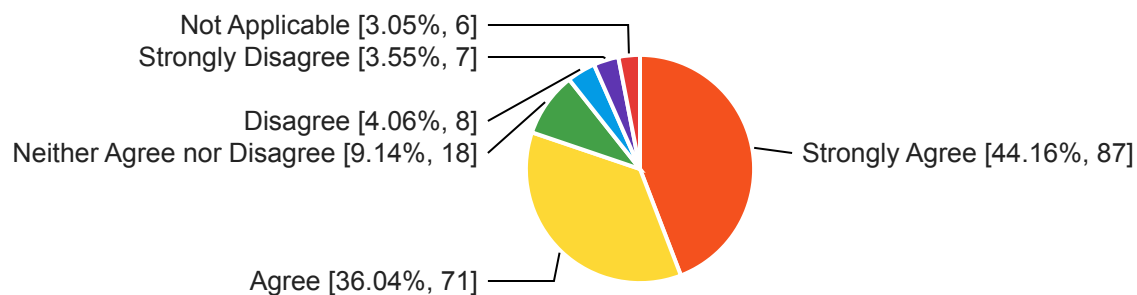| Yes		No

■ Yes [84%, 167] ■ No [7%, 13] ■ I do not know [10%, 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		No
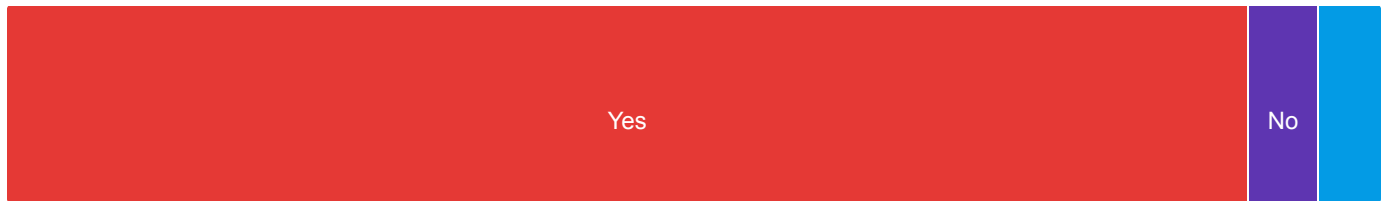
■ Yes [90%, 180] ■ No [5%, 10] ■ I do not know [5%, 9]

My academic advisor is readily available

Not Applicable [3.05%, 6]
Strongly Disagree [3.55%, 7]
Disagree [4.06%, 8]
Neither Agree nor Disagree [9.14%, 18]
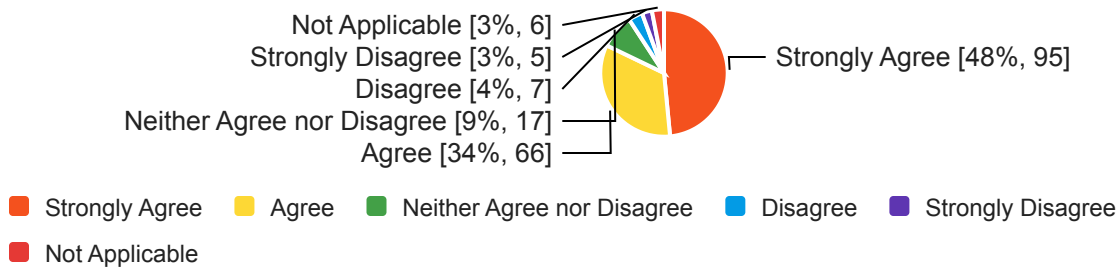Strongly Agree [44.16%, 87]
Agree [36.04%, 71]

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

My academic advisor is helpful in scheduling my classes

Not Applicable [4%, 7]
Strongly Disagree [4%, 7]
Disagree [4%, 7]
Neither Agree nor Disagree [10%, 19]
Agree [34%, 67]
Strongly Agree [46%, 90]

■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree
■ Not Applicable
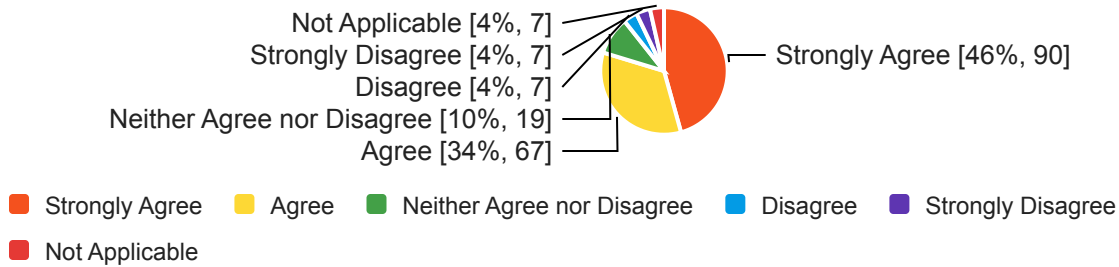
My academic advisor is helpful in the registration process

Not Applicable [3%, 6]
Strongly Disagree [3%, 5]
Disagree [4%, 7]
Neither Agree nor Disagree [9%, 17]
Agree [34%, 66]
Strongly Agree [48%, 95]

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

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

Disagree [5%, 9]
Neither Agree nor Disagree [9%, 17]
Agree [33%, 64]
Strongly Agree [47%, 92]

■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree
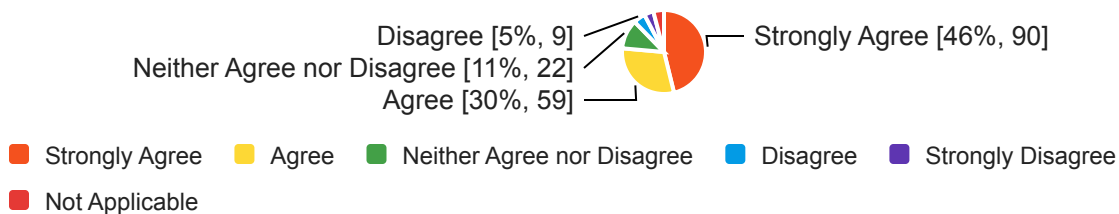■ Not Applicable
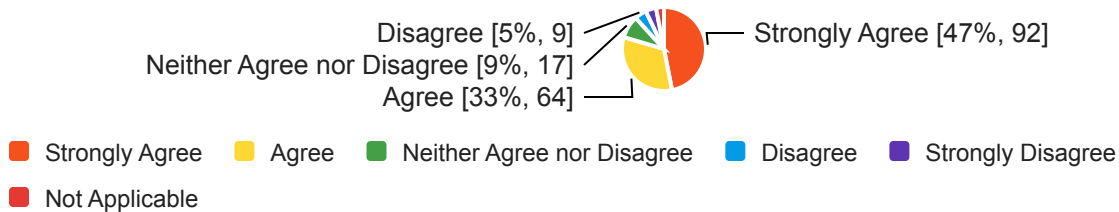
Consulting with my academic advisor enables me to better understand my program of study

Disagree [5%, 9]
Neither Agree nor Disagree [11%, 22]
Agree [30%, 59]
Strongly Agree [46%, 90]

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

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

Not Applicable [3%, 6]
Strongly Disagree [2%, 4]
Disagree [6%, 12]
Neither Agree nor Disagree [13%, 26]
Agree [27%, 52]
Strongly Agree [49%, 96]

■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree
■ Not Applicable
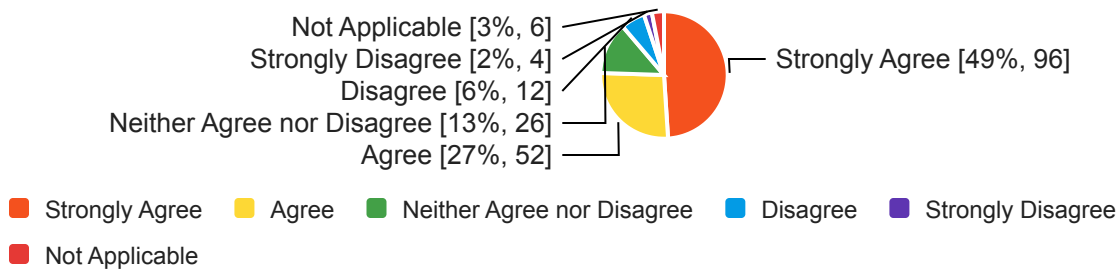
I feel comfortable working with my academic advisor

Not Applicable [3%, 5]
Strongly Disagree [3%, 5]
Disagree [4%, 8]
Neither Agree nor Disagree [11%, 21]
Agree [30%, 59]
Strongly Agree [50%, 99]

■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree
■ Not Applicable
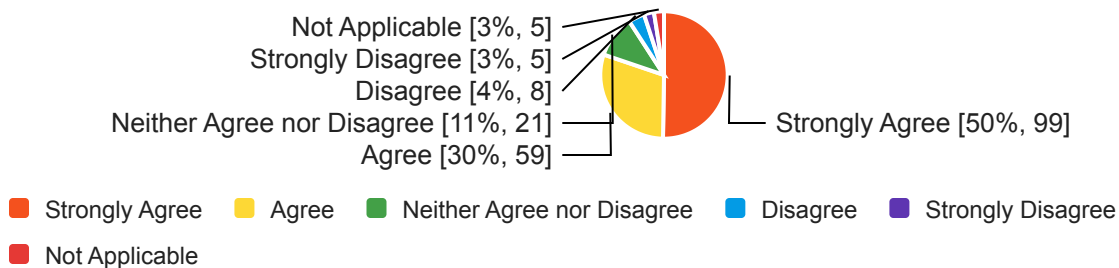
The academic advising process at Troy University adequately meets my needs

Not Applicable [3%, 5]
Strongly Disagree [3%, 5]
Disagree [7%, 13]
Neither Agree nor Disagree [11%, 22]
Agree [32%, 64]
Strongly Agree [45%, 88]

■ Strongly Agree   ■ Agree   ■ Neither Agree nor Disagree   ■ Disagree   ■ Strongly Disagree
■ Not Applicable
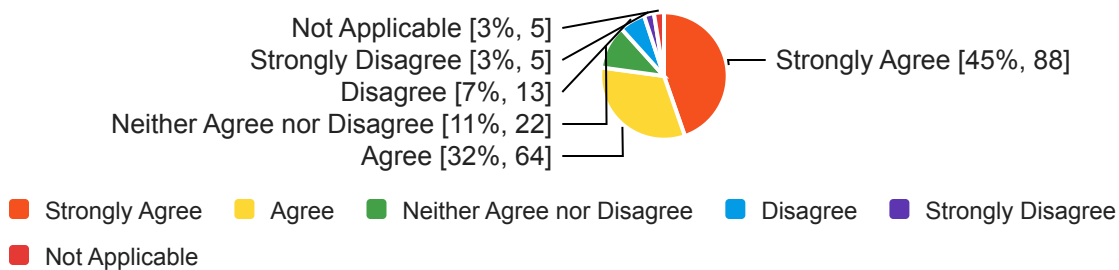
Overall, I am satisfied with the academic advising provided at Troy University

Not Applicable [3%, 5]
Strongly Disagree [3%, 6]
Disagree [6%, 11]
Neither Agree nor Disagree [9%, 18]
Agree [33%, 65]
Strongly Agree [47%, 92]

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

Select a field

2025 New Student Survey
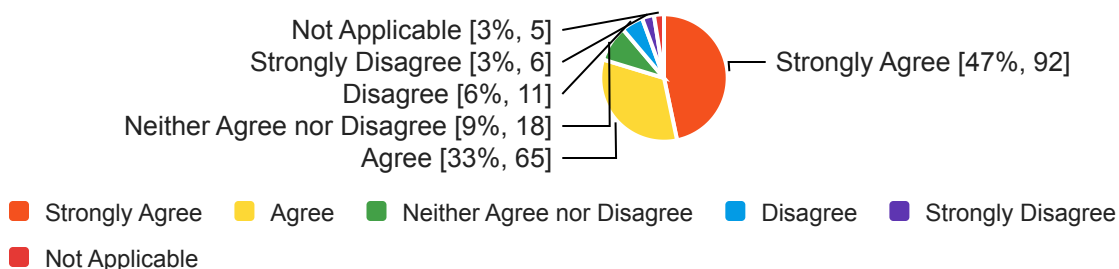
Select a field

Which of the following academic advising options would you like best?
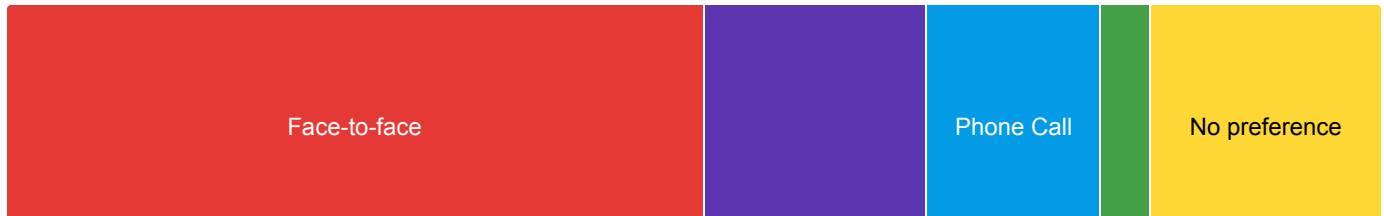
- Face-to-face [51%, 100]
- Online (Zoom, Teams, etc.) [16%, 32]
- Phone Call [13%, 25]
- Other (please specify) [4%, 7]
- No preference [17%, 33]

Other = Email

Open ended comments available upon request