

Appendix 1. New Student Perceptions about Troy University - Overall

Ranked by Frequency of Agreement

Total respondents = 2,203

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	85.2%	8.9%	5.9%	2061
I would recommend Troy University to a friend who is planning to go to college.	2	83.0%	9.3%	7.8%	2106
The semester/term format at my location accommodates my learning.	3	82.6%	11.5%	5.9%	2006
The printed Schedule of Classes is informative and easy to follow.	4	80.2%	13.0%	6.8%	1981
Troy University has a good reputation in my community.	5	79.8%	13.5%	6.6%	2052
Classes are offered at convenient times.	6	79.3%	11.5%	9.2%	2070
The classes I attend are well organized and well taught.	7	77.9%	13.0%	9.1%	2038
Troy personnel are knowledgeable and helpful.	8	77.4%	12.4%	10.1%	2170
I feel I can talk to faculty about my academic concerns.	9	76.7%	14.6%	8.7%	2125
Faculty care about students as individuals.	10	76.0%	16.1%	7.9%	2068
The tuition payment plan is beneficial for students.	11	74.6%	18.6%	6.8%	1793
The online Schedule of Classes is informative and easy to follow.	12	74.5%	15.5%	9.9%	1955
The University offers a variety of majors at my location.	13	71.5%	16.4%	12.0%	2037
Class drop/add procedures are appropriate.	14	71.3%	20.0%	8.7%	1788
Sufficient financial aid options are available.	15	69.3%	19.7%	11.0%	1884
The online registration process is user-friendly.	16	67.8%	19.6%	12.6%	1914
The on-site registration process is user-friendly.	17	67.4%	21.1%	11.5%	1757
Academic advising is adequate.	18	67.3%	18.5%	14.2%	1970
On-campus bookstore hours are convenient for students.	19	61.4%	26.8%	11.7%	1613
Purchasing textbooks through Troy Virtual BookStore is convenient.	20	57.4%	30.5%	12.1%	1604
Tutorial services are sufficient.	21	57.2%	34.6%	8.2%	1550
Students seldom get the “run around” when seeking information.	22	56.7%	18.5%	24.8%	2083
Student organizations are available for my participation.	23	55.0%	32.7%	12.2%	1536

* Note: Agree = Agree + Strong Agree

Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 1A. New Student Perceptions about Troy University – Overall
 Ranked by Frequency of Agreement and Broken Out by All Response Options

Q11: Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University.

Total respondents = 2,203

Academic programs, services, and administration

	Rank	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N
I am receiving a quality education at Troy University	1	40.7%	44.5%	8.9%	2.2%	3.7%	2061
I would recommend Troy University to a friend who is planning to go to college	2	43.8%	39.2%	9.3%	2.8%	5.0%	2106
The semester/term format at my location accommodates my learning	3	36.5%	46.1%	11.5%	20.1%	3.8%	2006
The printed Schedule of Classes is informative and easy to follow	4	31.9%	48.3%	13.0%	3.3%	3.5%	1981
Troy University has a good reputation in my community	5	36.0%	43.8%	13.5%	2.4%	4.2%	2052
Classes are offered at convenient times	6	33.7%	45.6%	11.5%	4.6%	4.5%	2070
The classes I attend are well organized and well taught	7	33.1%	44.8%	13.0%	4.9%	4.2%	2038
Troy personnel are knowledgeable and helpful	8	34.7%	42.7%	12.4%	5.3%	4.9%	2170
I feel I can talk to faculty about my academic concerns	9	32.6%	44.1%	14.6%	4.2%	4.5%	2125
Faculty care about students as individuals	10	30.7%	45.4%	16.1%	3.5%	4.4%	2068
The tuition payment plan is beneficial for students	11	34.5%	40.1%	18.6%	3.1%	3.7%	1793
The online Schedule of Classes is informative and easy to follow	12	30.0%	44.6%	15.5%	6.2%	3.7%	1955
The University offers a variety of majors at my location	13	26.1%	45.4%	16.4%	7.1%	4.9%	2037
Class drop/add procedures are appropriate	14	25.7%	45.6%	20.0%	4.0%	4.8%	1788
Sufficient financial aid options are available	15	29.1%	40.1%	19.7%	4.9%	6.1%	1884
The online registration process is user-friendly	16	28.7%	39.0%	19.6%	7.7%	4.9%	1914
The on-site registration process is user friendly	17	27.1%	40.2%	21.1%	6.2%	5.3%	1757
Academic advising is adequate	18	25.1%	42.2%	18.5%	8.1%	6.1%	1970
On-Campus bookstore hours are convenient for students	19	21.0%	40.4%	26.8%	5.6%	6.1%	1613
Purchasing textbooks through Troy Virtual BookStore is convenient	20	26.1%	31.3%	30.5%	5.4%	6.7%	1604
Tutorial services are sufficient	21	20.8%	36.3%	34.6%	4.1%	4.1%	1550
Students seldom get the 'run around' when seeking information	22	20.6%	36.1%	18.5%	13.1%	11.7%	2083
Student organizations are available for my participation	23	21.0%	34.0%	32.7%	5.2%	7.0%	1536