

Troy University
New Student Survey Report
Fall 2005



**Office of Institutional Research, Planning,
and Effectiveness**

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Troy University Fall 2005 New Student Survey Report

Executive Summary

As an annual institutional effectiveness effort, the Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted its first Troy University *New Student Survey* in Fall 2005. The purpose of the *survey* was to identify the satisfaction of the Fall 2005 new students with their experiences at Troy University and to determine how well the University served their needs as new students.

The *Survey* was administered through an online survey program. The target population was the new students who enrolled at the University for the first time in Fall 2005. On October 14, 2005, the online survey was distributed via email to the first group of 5,936 students who enrolled during the first part of the Fall semester, and on December 9, the second group of 2,234 students who started in Term 2 and Session 2 of the Fall Semester were surveyed. After two follow-up emails to each group every two weeks after the first emailing, data collection was completed in the middle of January 2006, and a total of 2,203 responses were received, representing a 27% response rate.

The descriptive method of data analysis was used to identify the areas with which students were most and least satisfied, based on campuses, colleges, and academic levels. Comparative analyses were also conducted to determine if significant differences existed in student satisfaction based on gender, ethnicity, age, and selection of Troy University as first choice. The major findings are reported in “Highlights of the Findings,” and more detailed information, including frequencies of the responses, mean comparisons, demographic information and other related information can be found in the appendices.

Highlights of the Findings

Demographic Information:

Compared with the response rates of similar surveys conducted previously on each of the campuses, the *Fall 2005 Survey* yielded a much better response rate, probably because the online survey mechanism was in place. The majority of the respondents were female (66%), white (54%), and non-traditional students (25 years or older) (70%). This distribution reflected the distribution of the new students in Fall 2005; however, because the TROY campuses serve different types of students (Troy serves traditional students and other campuses serve predominantly non-traditional students), the generalization of survey findings should be made with caution.

Of all the respondents, 59% were undergraduate students (24% first-time freshmen, 32% transfer students, and 2% transient students) and 33% were graduate students (26% new graduate students, 5% transfer, and 2% transient). Overall, 37% were business majors, 26% were Arts & Sciences students, 19% were College of Education students, 15% were Health and Human Services students, and 3% were Communication and Fine Arts students. Additionally, 48% of the students were enrolled on campuses in Alabama (28% in Troy and Phenix City, 14% in

Montgomery, 7% in Dothan), 18% were students of University College, and 34% were Distance Learning students.

College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 71% selected Troy University as first choice when applying for college admission and 23% had Troy University as their second choice. The survey also found that approximately 55 % of the students selected Troy University because of its flexibility of schedule, and approximately 44% indicated that they chose Troy University because of its academic programs and affordability. Additionally, approximately 39% of the respondents had visited the Troy campuses before they enrolled at Troy University.

Student Satisfaction - Strengths:

As indicated in Appendix 1, overall, new students were satisfied with their experiences at Troy University. The majority of the students (85%) agreed or strongly agreed that they were receiving a quality education at Troy University; 83% indicated that they would recommend Troy University to a friend; and 83% responded that the semester/term format implemented at Troy University accommodated their learning.

Among the top items ranked by agreement level were “The printed Schedule of Classes is informative and easy to follow” (80%) and “Troy University has a good reputation in their communities” (80%). Furthermore, the survey found that most of the new students were satisfied with the times classes were taught (79%), the classes they attended (78%), the knowledge and helpfulness of Troy personnel (77%), and care from the faculty (76%).

These were the strengths of the University as a whole, and these strengths were reflected in most of the campuses, colleges, and in different academic levels (Appendix 2 – 16). Analyses found strong positive correlations between all these areas and the item Q13: “I would recommend Troy University to a friend who is planning to go to college”. This item was ranked in second place of all satisfaction items (Appendix 1) and indicates that students might help advertise the University.

Student Satisfaction – Weaknesses

Based on the student agreement levels, the survey identified some areas of weakness. These include the convenience of on-campus bookstore hours, sufficiency of the convenience of tutorial services, purchasing textbooks through Troy Virtual Bookstore, the availability of student organizations, and the frequency of students getting the ‘run around’ when seeking information. In these areas, less than two-thirds of the respondents were satisfied. In particular, 25% of the respondents disagreed that “Students seldom get the ‘run around’ when seeking information” (18% were neutral; and 57% agreed). These items were also rated low or ranked at the bottom in most locations and colleges. Other areas, such as the registration process, academic advising, and class times, were in need of improvement on some campuses. Special attention should be directed to these items and plans to improve should be developed and implemented. (See reports in Appendixes 1 – 12.)

Comparison

Group means for students with different characteristics were compared to identify possible significant differences in student satisfaction for these groups. The analyses found that the satisfaction means for males and females were significantly different with males more satisfied for:

- Knowledge and helpfulness of personnel
- Faculty's concern for students as individuals
- Feeling of being able to talk with faculty about academic concerns
- Adequacy of academic advising
- User-friendliness of on-site registration
- Students seldom getting the 'run-around' when seeking information
- Online schedule of classes being informative and easy to follow
- Classes being offered at convenient times
- The University's offering of a variety of majors
- Sufficiency of tutorial services, and
- Semester/term format accommodating students' learning

(See Appendix 17)

Furthermore, the satisfaction means for students of Other Minorities/Blacks and Whites were significantly different, with Whites more satisfied for:

- Faculty's concern for students as individuals
- Feeling of being able to talk with faculty about academic concerns
- Availability of sufficient financial aid options
- Tuition payment plan being beneficial for students
- The University's offering a variety of majors
- Sufficiency of tutorial services
- Convenience of on-campus bookstore hours
- Convenience of purchasing textbooks through Troy Virtual BookStore
- Availability of student organizations
- Semester/term format accommodating student's learning
- Troy University having a good reputation in student's community
- Student's receiving a quality education at Troy University
- Student's recommending Troy University to a friend planning to attend college

(See Appendix 18)

Additionally, the satisfaction means for non-traditional students (aged 25 or older) and traditional students (under age 25) were significantly different with non-traditional students more satisfied for:

- Knowledge and helpfulness of personnel
- Faculty's concern about students as individuals
- Availability of sufficient financial aid options
- Tuition payment plan being beneficial for students
- User-friendliness of the on-site registration process
- Classes being offered at convenient times
- Classes being well-organized and well-taught
- Convenience of on-campus bookstore hours
- Convenience of purchasing textbooks through the Troy Virtual BookStore
- Availability of student organizations
- Semester/term format accommodating student's learning

(See Appendix 19)

Further analysis found that the satisfaction means for students who selected Troy University as their first choice were significantly different than the means of students who did not select Troy as their first choice for:

- Knowledge and helpfulness of personnel
- Faculty's concern about students as individuals
- Feeling of being able to talk with faculty about academic concerns
- Adequacy of academic advising
- Availability of sufficient financial aid options
- User-friendliness of the online registration process
- User-friendliness of the on-site registration process
- Students seldom getting the 'run-around' when seeking information
- Online schedule of classes being informative and easy to follow
- Appropriateness of the class drop/add procedure
- The University offering a variety of majors at student's location
- Troy University having a good reputation in the student's community
- Student recommending Troy University to a friend planning to attend college

(See Appendix 20)

Learning about Troy University: 46% of the new students indicated that they learned about Troy University through "Word of Mouth" (Question 12) while 45% learned about the registration dates and times via "Internet" (Question 13). (See Appendix 27)

Best way to advertise Troy University: 46% of the new students thought that "Word of Mouth" was the best way to advertise Troy University and 23% indicated that the best way was through "Internet" (Question 14). (See Appendix 27)

New Student Description of Troy University:

68% of the new students described Troy University as “Convenient,” 46% thought it was of a “Good Value for the price,” 43% considered it to be academically challenging, and 41% believed that the staff of the University were “Friendly” (Question 15). (Appendix 27)

Implications

1. Troy University has done a good job in meeting the needs of new students even though there are areas that need to be improved.
2. The University might use the following in its recruitment and advancement efforts:
 - 85% of new students responded that they were receiving a quality education at Troy University;
 - 83% of the new students indicated that the semester/term accommodated their learning;
 - 83% of the new students indicated that they would recommend Troy University to a friend;
 - 68% of the new students described Troy University as convenient;
 - 55% of the new students selected Troy University because of its flexibility of schedule.
3. New student satisfaction results may be used as information to assist student recruitment efforts.
4. Efforts should be made to maintain the strengths of the University and improve areas of weakness.
5. Significant differences in satisfaction of students with different characteristics should be considered as student services personnel work to meet the needs of a diverse student population.

Note: In Appendices 1-16 which follow, the instruction for all items was: “Q11: Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University.”

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%	201%	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

Troy University Fall 2005 New Student Survey

Appendix 2. New Student Perceptions about Troy University - Dothan

Ranked by Agreement Level

Total respondents = 151

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	86.3%	8.2%	5.5%	146
Troy University has a good reputation in my community.	2	86.1%	9.7%	4.2%	144
The printed Schedule of Classes is informative and easy to follow.	3	78.5%	14.6%	6.9%	144
The classes I attend are well organized and well taught.	4	78.1%	11.6%	10.3%	146
I would recommend Troy University to a friend who is planning to go to college.	5	77.8%	15.3%	6.9%	144
The semester/term format at my location accommodates my learning.	6	74.3%	18.8%	6.9%	144
I feel I can talk to faculty about my academic concerns.	7	73.5%	15.6%	10.9%	147
Troy personnel are knowledgeable and helpful.	8	72.5%	15.4%	12.1%	149
Faculty care about students as individuals.	9	70.9%	15.5%	13.5%	148
On-campus bookstore hours are convenient for students.	10	70.6%	17.5%	11.9%	143
Sufficient financial aid options are available.	11	68.1%	17.8%	14.1%	135
The tuition payment plan is beneficial for students.	12	66.7%	22.8%	10.6%	123
The online Schedule of Classes is informative and easy to follow.	13	66.2%	22.8%	11.0%	136
Student organizations are available for my participation.	14	64.0%	26.4%	9.6%	125
Class drop/add procedures are appropriate.	15	62.5%	26.6%	10.9%	128
The University offers a variety of majors at my location.	16	62.3%	21.9%	15.8%	146
Academic advising is adequate.	17	60.4%	19.4%	20.1%	139
The on-site registration process is user-friendly.	18	58.6%	15.8%	25.6%	133
Classes are offered at convenient times.	19	56.8%	24.3%	18.9%	148
The online registration process is user-friendly.	20	53.9%	31.3%	14.8%	115
Students seldom get the “run around” when seeking information.	21	49.0%	20.0%	31.0%	145
Purchasing textbooks through Troy Virtual BookStore is convenient.	22	44.4%	47.5%	8.1%	99
Tutorial services are sufficient.	23	38.2%	54.9%	6.9%	102

* Note: Agree = Agree + Strongly Agree
 Disagree = Disagree + Strongly Disagree

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Appendix 3. New Student Perceptions about Troy University - Montgomery

Ranked by Agreement

Total respondents = 306

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	83.6%	9.4%	7.0%	287
The printed Schedule of Classes is informative and easy to follow.	2	83.5%	11.3%	5.2%	291
Troy University has a good reputation in my community.	3	82.2%	10.5%	7.3%	287
I would recommend Troy University to a friend who is planning to go to college.	4	81.8%	9.6%	8.6%	287
The semester/term format at my location accommodates my learning.	5	80.6%	11.7%	7.8%	283
Classes are offered at convenient times.	6	77.5%	11.7%	10.7%	298
I feel I can talk to faculty about my academic concerns.	7	74.5%	14.8%	10.7%	298
Troy personnel are knowledgeable and helpful.	8	73.4%	13.6%	13.0%	301
The online Schedule of Classes is informative and easy to follow.	9	73.3%	18.8%	7.9%	266
The tuition payment plan is beneficial for students.	10	73.2%	19.3%	7.4%	269
Faculty care about students as individuals.	11	72.7%	18.2%	9.1%	286
The classes I attend are well organized and well taught.	12	72.7%	14.5%	12.8%	289
Academic advising is adequate.	13	71.7%	15.9%	12.4%	283
Class drop/add procedures are appropriate.	14	71.7%	20.2%	8.1%	258
On-campus bookstore hours are convenient for students.	15	71.2%	20.0%	8.8%	285
The University offers a variety of majors at my location.	16	69.0%	18.6%	12.4%	290
Sufficient financial aid options are available.	17	68.6%	20.4%	10.9%	274
The online registration process is user-friendly.	18	66.7%	19.8%	13.6%	258
The on-site registration process is user-friendly.	19	66.5%	19.6%	13.8%	275
Tutorial services are sufficient.	20	58.1%	32.9%	9.0%	129
Students seldom get the “run around” when seeking information.	21	54.5%	21.9%	23.6%	292
Purchasing textbooks through Troy Virtual BookStore is convenient.	22	54.3%	36.1%	9.6%	208
Student organizations are available for my participation.	23	49.4%	38.5%	12.1%	231

* Note: Agree = Agree + Strongly Agree
 Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 4. New Student Perceptions about Troy University - Phenix City

Ranked by Agreement

Total respondents = 146

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
The semester/term format at my location accommodates my learning.	1	91.5%	2.3%	6.2%	130
I would recommend Troy University to a friend who is planning to go to college.	2	85.3%	7.7%	7.0%	143
The printed Schedule of Classes is informative and easy to follow.	3	85.0%	7.1%	7.1%	140
The tuition payment plan is beneficial for students.	4	84.4%	11.5%	4.1%	122
Troy University has a good reputation in my community.	5	83.8%	9.2%	7.0%	142
I am receiving a quality education at Troy University.	6	83.8%	10.0%	6.2%	130
Classes are offered at convenient times.	7	80.7%	11.4%	7.9%	140
The classes I attend are well organized and well taught.	8	80.2%	11.5%	8.4%	131
Faculty care about students as individuals.	9	78.6%	13.7%	7.6%	131
I feel I can talk to faculty about my academic concerns.	10	75.9%	17.0%	7.1%	141
Troy personnel are knowledgeable and helpful.	11	75.7%	14.6%	9.7%	144
On-campus bookstore hours are convenient for students.	12	75.5%	12.2%	12.2%	139
The online Schedule of Classes is informative and easy to follow.	13	75.2%	12.4%	12.4%	113
Class drop/add procedures are appropriate.	14	74.3%	20.0%	5.7%	105
The University offers a variety of majors at my location.	15	71.7%	15.9%	12.3%	138
Sufficient financial aid options are available.	16	67.2%	20.3%	12.5%	128
Academic advising is adequate.	17	64.8%	16.8%	18.4%	125
The on-site registration process is user-friendly.	18	63.9%	24.6%	11.5%	122
The online registration process is user-friendly.	19	56.4%	29.9%	13.7%	117
Students seldom get the “run around” when seeking information.	20	55.0%	15.7%	29.3%	140
Tutorial services are sufficient.	21	54.7%	34.7%	10.5%	95
Purchasing textbooks through Troy Virtual BookStore is convenient.	22	51.5%	37.1%	11.3%	97
Student organizations are available for my participation.	23	50.5%	39.3%	10.3%	107

* Note: Agree = Agree + Strongly Agree
 Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 5. New Student Perceptions about Troy University - Troy

Ranked by Agreement

Total respondents = 448

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	84.8%	11.0%	4.3%	420
The printed Schedule of Classes is informative and easy to follow.	2	81.4%	12.6%	6.0%	414
I would recommend Troy University to a friend who is planning to go to college.	3	79.7%	9.9%	10.4%	424
The semester/term format at my location accommodates my learning.	4	79.5%	16.4%	4.1%	415
The University offers a variety of majors at my location.	5	78.4%	13.5%	8.1%	422
Troy University has a good reputation in my community.	6	77.7%	13.7%	8.5%	422
Student organizations are available for my participation.	7	77.6%	16.2%	6.2%	388
I feel I can talk to faculty about my academic concerns.	8	75.0%	14.8%	10.2%	432
Classes are offered at convenient times.	9	74.5%	15.1%	10.4%	423
The classes I attend are well organized and well taught.	10	73.6%	18.3%	8.1%	421
Troy personnel are knowledgeable and helpful.	11	73.1%	15.3%	11.6%	439
The tuition payment plan is beneficial for students.	12	72.1%	18.7%	9.2%	391
Faculty care about students as individuals.	13	71.9%	19.8%	8.4%	430
The online Schedule of Classes is informative and easy to follow.	14	70.7%	20.3%	9.0%	399
Class drop/add procedures are appropriate.	15	70.5%	19.4%	10.1%	376
On-campus bookstore hours are convenient for students.	16	68.7%	18.7%	12.6%	406
The online registration process is user-friendly.	17	67.1%	22.8%	10.1%	395
Sufficient financial aid options are available.	18	65.5%	19.0%	15.6%	411
The on-site registration process is user-friendly.	19	65.0%	23.7%	11.3%	380
Tutorial services are sufficient.	20	64.5%	27.8%	7.7%	363
Academic advising is adequate.	21	62.5%	20.8%	16.7%	408
Students seldom get the “run around” when seeking information.	22	46.4%	23.6%	30.0%	420
Purchasing textbooks through Troy Virtual BookStore is convenient.	23	45.3%	39.5%	15.2%	309

* Note: Agree = Agree + Strongly Agree

Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 6. New Student Perceptions about Troy University - University College

Ranked by Agreement

Total respondents = 397

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
Classes are offered at convenient times.	1	86.0%	7.2%	6.7%	387
I am receiving a quality education at Troy University.	2	85.6%	7.3%	7.1%	368
The semester/term format at my location accommodates my learning.	3	85.0%	8.6%	6.4%	361
I would recommend Troy University to a friend who is planning to go to college.	4	84.6%	8.4%	7.1%	382
The printed Schedule of Classes is informative and easy to follow.	5	83.2%	10.9%	6.0%	368
I feel I can talk to faculty about my academic concerns.	6	82.8%	9.5%	7.7%	389
The classes I attend are well organized and well taught.	7	82.6%	8.2%	9.3%	367
Troy personnel are knowledgeable and helpful.	8	82.1%	8.1%	9.8%	396
Faculty care about students as individuals.	9	80.2%	12.0%	7.8%	374
The tuition payment plan is beneficial for students.	10	79.2%	16.5%	4.3%	327
Troy University has a good reputation in my community.	11	77.4%	16.3%	6.3%	381
The online Schedule of Classes is informative and easy to follow.	12	76.6%	14.0%	9.4%	350
The on-site registration process is user-friendly.	13	75.4%	15.1%	9.5%	325
Sufficient financial aid options are available.	14	71.5%	19.0%	9.5%	337
Academic advising is adequate.	15	71.0%	17.0%	12.1%	348
Class drop/add procedures are appropriate.	16	68.4%	22.3%	9.4%	310
The online registration process is user-friendly.	17	67.3%	21.0%	11.7%	343
The University offers a variety of majors at my location.	18	66.2%	16.9%	16.9%	373
Purchasing textbooks through Troy Virtual BookStore is convenient.	19	62.4%	22.7%	14.9%	322
Students seldom get the “run around” when seeking information.	20	61.3%	14.5%	24.2%	380
Tutorial services are sufficient.	21	47.7%	43.4%	9.0%	256
On-campus bookstore hours are convenient for students.	22	39.5%	43.4%	17.1%	228
Student organizations are available for my participation.	23	36.5%	38.9%	24.6%	244

* Note: Agree = Agree + Strongly Agree
 Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 7. New Student Perceptions about Troy University – Distance Learning

Ranked by Agreement

Total respondents = 741

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	85.8%	8.4%	5.8%	703
I would recommend Troy University to a friend who is planning to go to college.	2	84.9%	8.4%	6.7%	713
Classes are offered at convenient times.	3	83.9%	8.7%	7.4%	666
The semester/term format at my location accommodates my learning.	4	83.8%	10.3%	5.8%	667
Troy personnel are knowledgeable and helpful.	5	80.4%	11.6%	8.0%	733
The classes I attend are well organized and well taught.	6	79.6%	12.4%	8.0%	677
Troy University has a good reputation in my community.	7	79.0%	15.1%	5.8%	668
Faculty care about students as individuals.	8	78.0%	15.9%	6.1%	692
The online Schedule of Classes is informative and easy to follow.	9	77.5%	11.5%	11.0%	684
I feel I can talk to faculty about my academic concerns.	10	76.0%	16.5%	7.5%	709
The printed Schedule of Classes is informative and easy to follow.	11	75.0%	16.5%	8.4%	617
Class drop/add procedures are appropriate.	12	74.3%	17.7%	7.9%	604
The tuition payment plan is beneficial for students.	13	73.9%	20.2%	5.9%	555
The University offers a variety of majors at my location.	14	73.0%	16.1%	10.9%	660
The online registration process is user-friendly.	15	72.9%	13.4%	13.7%	679
Sufficient financial aid options are available.	16	71.5%	20.8%	7.8%	592
Academic advising is adequate.	17	68.2%	19.1%	12.7%	661
The on-site registration process is user-friendly.	18	66.7%	24.4%	8.1%	516
Purchasing textbooks through Troy Virtual BookStore is convenient.	19	65.8%	23.6%	10.6%	564
Students seldom get the “run around” when seeking information.	20	62.9%	16.6%	20.5%	698
Tutorial services are sufficient.	21	60.6%	31.8%	7.7%	507
On-campus bookstore hours are convenient for students.	22	51.5%	38.7%	9.9%	406
Student organizations are available for my participation.	23	46.9%	40.9%	12.2%	435

* Note: Agree = Agree + Strongly Agree
 Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 8. New Student Perceptions about Troy University - College of Arts & Sciences

Ranked by Agreement

Total respondents = 548

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	84.1%	9.3%	6.6%	515
I would recommend Troy University to a friend who is planning to go to college.	2	82.1%	9.0%	9.0%	525
The semester/term format at my location accommodates my learning.	3	80.8%	12.0%	7.2%	500
The printed Schedule of Classes is informative and easy to follow.	4	80.2%	12.6%	7.2%	485
Troy University has a good reputation in my community.	5	80.0%	13.5%	6.5%	498
Troy personnel are knowledgeable and helpful.	6	78.8%	11.4%	9.8%	542
The classes I attend are well organized and well taught.	7	77.2%	13.2%	9.6%	508
I feel I can talk to faculty about my academic concerns.	8	76.9%	14.0%	9.1%	406
Classes are offered at convenient times.	9	76.5%	12.5%	11.0%	510
Faculty care about students as individuals.	10	75.2%	16.8%	8.0%	513
The online Schedule of Classes is informative and easy to follow.	11	75.2%	14.1%	10.7%	495
The tuition payment plan is beneficial for students.	12	74.6%	18.4%	7.0%	429
The University offers a variety of majors at my location.	13	71.7%	14.4%	14.0%	501
Sufficient financial aid options are available.	14	71.3%	17.7%	11.0%	464
Class drop/add procedures are appropriate.	15	71.2%	18.3%	10.5%	438
The on-site registration process is user-friendly.	16	67.8%	20.6%	11.7%	428
The online registration process is user-friendly.	17	67.6%	18.1%	14.3%	475
Academic advising is adequate.	18	67.0%	17.0%	16.0%	494
Tutorial services are sufficient.	19	59.7%	30.8%	10.5%	373
On-campus bookstore hours are convenient for students.	20	59.2%	28.9%	11.9%	360
Purchasing textbooks through Troy Virtual BookStore is convenient.	21	58.8%	28.1%	13.1%	388
Students seldom get the “run around” when seeking information.	22	58.2%	19.0%	22.8%	521
Student organizations are available for my participation.	23	54.1%	33.1%	12.8%	344

* Note: Agree = Agree + Strongly Agree
 Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 9. New Student Perceptions about Troy University - College of Business

Ranked by Agreement

Total respondents = 772

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	85.4%	9.5%	5.1%	727
I would recommend Troy University to a friend who is planning to go to college.	2	84.3%	8.4%	7.3%	739
Classes are offered at convenient times.	3	83.1%	9.8%	7.2%	726
The semester/term format at my location accommodates my learning.	4	82.5%	11.8%	5.8%	713
Troy University has a good reputation in my community.	5	80.2%	13.1%	6.7%	726
The printed Schedule of Classes is informative and easy to follow.	6	79.1%	14.0%	7.0%	688
Troy personnel are knowledgeable and helpful.	7	78.6%	12.6%	8.8%	763
Faculty care about students as individuals.	8	78.1%	14.6%	7.2%	732
The classes I attend are well organized and well taught.	9	77.8%	13.2%	9.0%	713
I feel I can talk to faculty about my academic concerns.	10	77.1%	14.9%	8.0%	746
The online Schedule of Classes is informative and easy to follow.	11	74.0%	16.5%	9.5%	695
The tuition payment plan is beneficial for students.	12	73.9%	19.6%	6.5%	628
Class drop/add procedures are appropriate.	13	72.8%	19.6%	7.6%	647
The University offers a variety of majors at my location.	14	71.3%	17.9%	10.8%	725
The online registration process is user-friendly.	15	70.1%	17.8%	12.1%	676
The on-site registration process is user-friendly.	16	69.7%	19.1%	11.2%	614
Academic advising is adequate.	17	67.7%	18.6%	13.7%	699
Sufficient financial aid options are available.	18	67.0%	22.4%	10.5%	637
Purchasing textbooks through Troy Virtual BookStore is convenient.	19	59.2%	28.7%	12.1%	578
On-campus bookstore hours are convenient for students.	20	59.0%	28.3%	12.6%	547
Students seldom get the “run around” when seeking information.	21	57.8%	17.6%	24.6%	728
Tutorial services are sufficient.	22	54.7%	35.8%	9.5%	536
Student organizations are available for my participation.	23	49.9%	34.5%	15.6%	531

* Note: Agree = Agree + Strongly Agree

Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 10. New Student Perceptions about Troy University - College of Education

Ranked by Agreement

Total respondents = 404

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
The semester/term format at my location accommodates my learning.	1	86.7%	8.6%	4.7%	361
I am receiving a quality education at Troy University.	2	85.3%	8.4%	6.3%	367
The printed Schedule of Classes is informative and easy to follow.	3	83.8%	11.5%	4.7%	383
Classes are offered at convenient times.	4	81.3%	10.0%	8.7%	391
Troy University has a good reputation in my community.	5	81.1%	12.6%	6.3%	381
The classes I attend are well organized and well taught.	6	81.0%	9.8%	9.2%	368
I would recommend Troy University to a friend who is planning to go to college.	7	80.5%	12.7%	6.8%	385
The tuition payment plan is beneficial for students.	8	77.7%	16.3%	6.0%	332
I feel I can talk to faculty about my academic concerns.	9	76.1%	15.5%	8.4%	394
The online Schedule of Classes is informative and easy to follow.	10	75.5%	14.5%	10.0%	351
Faculty care about students as individuals.	11	74.5%	17.2%	8.3%	372
Sufficient financial aid options are available.	12	73.4%	15.7%	10.8%	369
Troy personnel are knowledgeable and helpful.	13	72.5%	15.0%	12.5%	400
The University offers a variety of majors at my location.	14	69.7%	15.8%	14.5%	373
Academic advising is adequate.	15	67.4%	19.5%	13.0%	353
Class drop/add procedures are appropriate.	16	67.2%	24.8%	8.0%	314
On-campus bookstore hours are convenient for students.	17	66.7%	22.9%	10.4%	327
The on-site registration process is user-friendly.	18	65.7%	20.1%	14.3%	329
The online registration process is user-friendly.	19	61.4%	24.7%	13.9%	352
Student organizations are available for my participation.	20	59.3%	32.6%	8.1%	307
Tutorial services are sufficient.	21	56.0%	39.4%	4.6%	284
Purchasing textbooks through Troy Virtual BookStore is convenient.	22	54.1%	36.0%	9.9%	292
Students seldom get the “run around” when seeking information.	23	53.6%	16.8%	29.5%	386

* Note: Agree = Agree + Strongly Agree

Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 11. New Student Perceptions about Troy University - College of Comm. & Fine Arts

Ranked by Agreement

Total respondents = 60

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	85.7%	10.7%	3.6%	56
I would recommend Troy University to a friend who is planning to go to college.	2	85.7%	10.7%	3.6%	56
The classes I attend are well organized and well taught.	3	80.7%	12.3%	7.0%	57
The printed Schedule of Classes is informative and easy to follow.	4	78.6%	12.5%	8.9%	56
Troy University has a good reputation in my community.	5	77.8%	13.0%	9.3%	54
The semester/term format at my location accommodates my learning.	6	77.4%	18.9%	3.8%	53
I feel I can talk to faculty about my academic concerns.	7	77.2%	12.3%	10.5%	57
The University offers a variety of majors at my location.	8	74.1%	14.8%	11.1%	54
The tuition payment plan is beneficial for students.	9	73.5%	20.4%	6.1%	49
Faculty care about students as individuals.	10	72.7%	16.4%	10.9%	55
Class drop/add procedures are appropriate.	11	72.3%	21.3%	6.4%	47
Troy personnel are knowledgeable and helpful.	12	71.9%	14.0%	14.0%	57
Student organizations are available for my participation.	13	71.4%	24.5%	4.1%	49
Sufficient financial aid options are available.	14	71.2%	23.1%	5.8%	52
Classes are offered at convenient times.	15	69.6%	21.4%	8.9%	56
The online Schedule of Classes is informative and easy to follow.	16	62.3%	32.1%	5.7%	53
On-campus bookstore hours are convenient for students.	17	60.8%	25.5%	13.7%	51
Academic advising is adequate.	18	60.0%	24.0%	16.0%	50
Tutorial services are sufficient.	19	56.8%	38.6%	4.5%	44
The online registration process is user-friendly.	20	54.7%	32.1%	13.2%	53
The on-site registration process is user-friendly.	21	51.1%	31.9%	17.0%	47
Students seldom get the “run around” when seeking information.	22	37.5%	28.6%	33.9%	56
Purchasing textbooks through Troy Virtual BookStore is convenient.	23	36.1%	58.3%	5.6%	36

* Note: Agree = Agree + Strongly Agree

Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 12. New Student Perceptions about Troy University - College of Health & Human Service

Ranked by Agreement Level

Total respondents = 322

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	87.6%	6.2%	6.2%	307
I would recommend Troy University to a friend who is planning to go to college.	2	84.6%	6.8%	8.7%	311
The semester/term format at my location accommodates my learning.	3	82.8%	10.8%	6.4%	296
Troy University has a good reputation in my community.	4	79.5%	14.7%	5.9%	307
The printed Schedule of Classes is informative and easy to follow.	5	79.0%	13.1%	7.9%	290
Troy personnel are knowledgeable and helpful.	6	78.5%	10.4%	11.0%	317
I feel I can talk to faculty about my academic concerns.	7	78.0%	12.6%	9.4%	309
Faculty care about students as individuals.	8	76.4%	15.9%	7.8%	309
The classes I attend are well organized and well taught.	9	75.6%	15.8%	8.6%	303
The online Schedule of Classes is informative and easy to follow.	10	75.2%	14.5%	10.3%	282
The University offers a variety of majors at my location.	11	74.9%	16.1%	9.0%	299
Classes are offered at convenient times.	12	74.8%	13.6%	11.6%	302
The tuition payment plan is beneficial for students.	13	74.3%	18.1%	7.6%	276
Class drop/add procedures are appropriate.	14	73.4%	17.1%	9.5%	263
The online registration process is user-friendly.	15	71.6%	17.1%	11.3%	275
The on-site registration process is user-friendly.	16	67.7%	23.7%	8.6%	266
Academic advising is adequate.	17	67.6%	19.1%	13.3%	293
On-campus bookstore hours are convenient for students.	18	66.0%	24.3%	9.7%	259
Tutorial services are sufficient.	19	63.2%	29.6%	7.3%	247
Sufficient financial aid options are available.	20	63.0%	22.8%	14.1%	276
Student organizations are available for my participation.	21	61.1%	29.7%	9.2%	239
Purchasing textbooks through Troy Virtual BookStore is convenient.	22	59.4%	27.2%	13.4%	239
Students seldom get the “run around” when seeking information.	23	57.0%	19.3%	23.6%	305

* Note: Agree = Agree + Strongly Agree
 Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 13. New Student Perceptions about Troy University - Undergraduate Students

Ranked by Agreement Level

Total respondents = 1,285

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	85.4%	9.3%	5.3%	1,217
I would recommend Troy University to a friend who is planning to go to college.	2	82.3%	10.3%	7.4%	1,229
The semester/term format at my location accommodates my learning.	3	81.5%	13.2%	5.4%	1,193
Troy University has a good reputation in my community.	4	80.7%	13.2%	6.0%	1,193
The printed Schedule of Classes is informative and easy to follow.	5	79.7%	13.6%	6.7%	1,165
Classes are offered at convenient times.	6	78.1%	11.9%	10.0%	1,215
The classes I attend are well organized and well taught.	7	75.9%	15.0%	9.0%	1,203
Troy personnel are knowledgeable and helpful.	8	75.7%	13.7%	10.6%	1,264
I feel I can talk to faculty about my academic concerns.	9	75.0%	15.5%	9.5%	1,238
The online Schedule of Classes is informative and easy to follow.	10	74.8%	16.3%	9.0%	1,161
Faculty care about students as individuals.	11	74.6%	17.4%	8.0%	1,217
The University offers a variety of majors at my location.	12	74.4%	15.0%	10.6%	1,203
The tuition payment plan is beneficial for students.	13	74.1%	18.7%	7.2%	1,062
Class drop/add procedures are appropriate.	14	72.8%	19.6%	7.6%	1,081
Sufficient financial aid options are available.	15	70.0%	18.4%	11.5%	1,118
The online registration process is user-friendly.	16	67.9%	19.9%	12.2%	1,125
On-campus bookstore hours are convenient for students.	17	67.5%	21.9%	10.6%	1,016
The on-site registration process is user-friendly.	18	67.0%	21.7%	11.2%	1,044
Academic advising is adequate.	19	66.8%	18.5%	14.6%	1,161
Student organizations are available for my participation.	20	61.5%	28.8%	9.8%	984
Tutorial services are sufficient.	21	61.3%	30.9%	7.8%	980
Purchasing textbooks through Troy Virtual BookStore is convenient.	22	57.3%	31.8%	10.8%	942
Students seldom get the “run around” when seeking information.	23	54.2%	20.4%	25.4%	1,213

* Note: Agree = Agree + Strongly Agree

Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 14. New Student Perceptions about Troy University - Graduate Students

Ranked by Agreement Level

Total respondents = 726

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	85.3%	7.4%	7.3%	672
The semester/term format at my location accommodates my learning.	2	84.4%	8.6%	7.0%	653
I would recommend Troy University to a friend who is planning to go to college.	3	84.1%	7.3%	8.6%	700
Classes are offered at convenient times.	4	82.2%	9.6%	8.2%	686
The printed Schedule of Classes is informative and easy to follow.	5	81.9%	10.5%	7.6%	657
The classes I attend are well organized and well taught.	6	81.3%	9.1%	9.6%	668
Troy personnel are knowledgeable and helpful.	7	80.3%	10.1%	9.7%	725
Troy University has a good reputation in my community.	8	79.7%	12.5%	7.8%	690
I feel I can talk to faculty about my academic concerns.	9	79.6%	12.6%	7.8%	714
Faculty care about students as individuals.	10	78.4%	13.1%	8.5%	685
The tuition payment plan is beneficial for students.	11	76.1%	17.3%	6.6%	589
The online Schedule of Classes is informative and easy to follow.	12	75.0%	13.9%	11.1%	632
Sufficient financial aid options are available.	13	70.0%	19.9%	10.1%	624
Academic advising is adequate.	14	68.8%	17.1%	14.1%	651
The on-site registration process is user-friendly.	15	68.7%	19.3%	12.0%	581
Class drop/add procedures are appropriate.	16	68.7%	20.4%	10.8%	563
The University offers a variety of majors at my location.	17	68.3%	17.2%	14.5%	668
The online registration process is user-friendly.	18	67.6%	18.2%	14.2%	627
Students seldom get the “run around” when seeking information.	19	61.8%	13.7%	24.5%	699
Purchasing textbooks through Troy Virtual BookStore is convenient.	20	58.7%	27.3%	14.0%	535
Tutorial services are sufficient.	21	51.4%	39.7%	8.9%	463
On-campus bookstore hours are convenient for students.	22	50.8%	35.4%	13.8%	472
Student organizations are available for my participation.	23	42.7%	39.7%	17.6%	438

* Note: Agree = Agree + Strongly Agree
 Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 15. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen

Ranked by Agreement Level

Total respondents = 531

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	86.0%	9.7%	4.3%	507
I would recommend Troy University to a friend who is planning to go to college.	2	83.4%	10.0%	6.7%	511
The semester/term format at my location accommodates my learning.	3	80.7%	14.5%	4.8%	498
Troy University has a good reputation in my community.	4	80.4%	13.5%	6.1%	505
The printed Schedule of Classes is informative and easy to follow.	5	79.6%	14.1%	6.3%	495
Classes are offered at convenient times.	6	77.4%	14.5%	8.1%	509
Faculty care about students as individuals.	7	76.3%	18.0%	5.7%	506
Troy personnel are knowledgeable and helpful.	8	75.9%	15.1%	9.0%	522
The online Schedule of Classes is informative and easy to follow.	9	75.0%	16.6%	8.4%	488
The University offers a variety of majors at my location.	10	74.8%	15.9%	9.3%	508
The classes I attend are well organized and well taught.	11	74.4%	16.1%	9.5%	503
Class drop/add procedures are appropriate.	12	73.9%	20.3%	5.8%	448
I feel I can talk to faculty about my academic concerns.	13	73.5%	17.9%	8.6%	514
Sufficient financial aid options are available.	14	73.1%	16.5%	10.4%	483
The tuition payment plan is beneficial for students.	15	73.0%	19.6%	7.4%	460
The online registration process is user-friendly.	16	70.5%	20.2%	9.3%	471
On-campus bookstore hours are convenient for students.	17	70.5%	19.4%	10.0%	468
Student organizations are available for my participation.	18	68.4%	23.8%	7.7%	453
The on-site registration process is user-friendly.	19	68.3%	23.4%	8.3%	457
Academic advising is adequate.	20	66.6%	20.6%	12.8%	485
Tutorial services are sufficient.	21	66.4%	26.1%	7.4%	444
Purchasing textbooks through Troy Virtual BookStore is convenient.	22	53.9%	34.8%	11.3%	388
Students seldom get the “run around” when seeking information.	23	53.1%	24.2%	22.8%	501

* Note: Agree = Agree + Strongly Agree

Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 16. New Student Perceptions about Troy University - Undergraduate Transfer Students

Ranked by Agreement Level

Total respondents = 704

Academic programs, services, and administration	RANK	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	86.0%	8.6%	5.4%	663
The semester/term format at my location accommodates my learning.	2	82.8%	11.5%	5.7%	651
I would recommend Troy University to a friend who is planning to go to college.	3	82.6%	10.0%	7.5%	671
Troy University has a good reputation in my community.	4	81.7%	12.6%	5.7%	644
The printed Schedule of Classes is informative and easy to follow.	5	80.0%	13.0%	7.0%	631
Classes are offered at convenient times.	6	78.3%	10.2%	11.5%	659
The classes I attend are well organized and well taught.	7	77.6%	14.0%	8.4%	655
Troy personnel are knowledgeable and helpful.	8	75.8%	12.7%	11.5%	693
I feel I can talk to faculty about my academic concerns.	9	75.8%	14.0%	10.2%	678
The tuition payment plan is beneficial for students.	10	75.5%	17.8%	6.7%	568
The University offers a variety of majors at my location.	11	75.1%	14.4%	10.5%	658
The online Schedule of Classes is informative and easy to follow.	12	75.0%	15.8%	9.2%	628
Faculty care about students as individuals.	13	73.4%	17.4%	9.2%	686
Class drop/add procedures are appropriate.	14	72.3%	19.1%	8.6%	593
Sufficient financial aid options are available.	15	68.4%	19.1%	12.5%	602
Academic advising is adequate.	16	67.2%	16.8%	16.0%	638
The online registration process is user-friendly.	17	66.3%	19.9%	13.8%	614
The on-site registration process is user-friendly.	18	65.9%	20.8%	13.2%	552
On-campus bookstore hours are convenient for students.	19	65.7%	23.4%	10.9%	516
Purchasing textbooks through Troy Virtual BookStore is convenient.	20	60.5%	29.1%	10.4%	519
Tutorial services are sufficient.	21	57.3%	34.6%	8.2%	503
Student organizations are available for my participation.	22	55.9%	32.9%	11.5%	503
Students seldom get the “run around” when seeking information.	23	54.8%	17.7%	27.5%	666

* Note: Agree = Agree + Strongly Agree

Disagree = Disagree + Strongly Disagree

Troy University Fall 2005 New Student Survey

Appendix 17. New Student Perceptions about Troy University

Mean Comparison: Male vs. Female

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	Male		Female		SIG.*
	MEAN	SD	MEAN	SD	
Troy personnel are knowledgeable and helpful.	<i>4.09</i>	1.05	<i>3.92</i>	1.05	<i>0.001</i>
Faculty care about students as individuals.	<i>4.03</i>	0.99	<i>3.91</i>	0.99	<i>0.006</i>
I feel I can talk to faculty about my academic concerns.	<i>4.08</i>	0.98	<i>3.90</i>	1.03	<i>0.001</i>
Academic advising is adequate.	<i>3.81</i>	1.07	<i>3.68</i>	1.12	<i>0.013</i>
Sufficient financial aid options are available.	3.88	1.07	3.78	1.10	0.09
The tuition payment plan is beneficial for students.	3.97	1.00	3.99	1.00	0.72
The online registration process is user-friendly.	3.85	1.08	3.76	1.10	0.10
The on-site registration process is user-friendly.	<i>3.86</i>	1.05	<i>3.74</i>	1.09	<i>0.023</i>
Students seldom get the “run around” when seeking information.	<i>3.57</i>	1.23	<i>3.33</i>	1.28	<i>0.001</i>
The online Schedule of Classes is informative and easy to follow.	<i>3.98</i>	0.97	<i>3.87</i>	1.03	<i>0.026</i>
The printed Schedule of Classes is informative and easy to follow.	4.05	0.95	4.00	0.95	0.22
Class drop/add procedures are appropriate.	3.86	1.01	3.83	1.00	0.50
Classes are offered at convenient times.	<i>4.07</i>	0.99	<i>3.95</i>	1.04	<i>0.011</i>
The classes I attend are well organized and well taught.	4.03	1.01	3.95	1.02	0.06
The University offers a variety of majors at my location.	<i>3.89</i>	1.02	<i>3.76</i>	1.07	<i>0.013</i>
Tutorial services are sufficient.	<i>3.79</i>	0.96	<i>3.59</i>	0.99	<i>0.001</i>
On-campus bookstore hours are convenient for students.	3.66	1.08	3.64	1.06	0.71
Purchasing textbooks through Troy Virtual BookStore is convenient.	3.64	1.15	3.65	1.11	0.86
Student organizations are available for my participation.	3.60	1.09	3.55	1.10	0.39
The semester/term format at my location accommodates my learning.	<i>4.15</i>	0.93	<i>4.06</i>	0.96	<i>0.037</i>
Troy University has a good reputation in my community.	4.07	0.96	4.04	1.00	0.60
I am receiving a quality education at Troy University.	4.19	0.93	4.15	0.95	0.40
I would recommend Troy University to a friend who is planning to go to college	4.16	1.04	4.13	1.03	0.61

Notes:

1. Mean differences were found significant at the significance level = 0.05
2. The bold and italicized values underlined indicate that there is a significant difference between the two means.

Troy University Fall 2005 New Student Survey

Appendix 18. New Student Perceptions about Troy University

Mean Comparison: White vs. Black vs. Other Minorities

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	White		Black		Other Minor		SIG.*
	MEAN	SD	MEAN	SD	MEAN	SD	
Troy personnel are knowledgeable and helpful.	4.03	1.02	3.91	1.09	3.92	1.08	0.052
Faculty care about students as individuals.	<u>4.01</u>	0.95	<u>3.88</u>	1.03	<u>3.82</u>	1.10	0.004
I feel I can talk to faculty about my academic concerns.	<u>4.01</u>	0.98	<u>3.89</u>	1.07	3.95	1.04	0.043
Academic advising is adequate.	3.71	1.07	3.77	1.12	3.62	1.19	0.179
Sufficient financial aid options are available.	<u>3.85</u>	1.04	<u>3.82</u>	1.13	<u>3.58</u>	1.20	0.007
The tuition payment plan is beneficial for students.	<u>4.01</u>	0.94	<u>3.99</u>	1.04	<u>3.78</u>	1.08	0.015
The online registration process is user-friendly.	3.81	1.07	3.78	1.12	3.69	1.11	0.325
The on-site registration process is user-friendly.	3.76	1.08	3.81	1.07	3.73	1.06	0.471
Students seldom get the “run around” when seeking information.	3.41	1.27	3.42	1.28	3.40	1.26	0.965
The online Schedule of Classes is informative and easy to follow.	3.91	0.99	3.89	1.06	3.93	0.99	0.912
The printed Schedule of Classes is informative and easy to follow.	4.02	0.93	4.01	1.00	4.04	0.85	0.945
Class drop/add procedures are appropriate.	3.85	0.97	3.85	1.03	3.73	1.07	0.317
Classes are offered at convenient times.	4.02	0.99	3.97	1.06	3.91	1.07	0.285
The classes I attend are well organized and well taught.	3.98	0.97	3.98	1.06	3.88	1.08	0.404
The University offers a variety of majors at my location.	<u>3.85</u>	0.99	3.78	1.14	<u>3.63</u>	1.09	0.019
Tutorial services are sufficient.	<u>3.72</u>	0.90	3.62	1.06	<u>3.51</u>	1.05	0.026
On-campus bookstore hours are convenient for students.	<u>3.72</u>	0.95	3.60	1.18	<u>3.45</u>	1.07	0.007
Purchasing textbooks through Troy Virtual BookStore is convenient.	<u>3.70</u>	1.04	<u>3.65</u>	1.18	<u>3.38</u>	1.22	0.003
Student organizations are available for my participation.	<u>3.65</u>	1.02	3.51	1.19	<u>3.42</u>	1.01	0.015
The semester/term format at my location accommodates my learning.	<u>4.14</u>	0.88	4.06	1.02	<u>3.92</u>	1.02	0.005
Troy University has a good reputation in my community.	<u>4.09</u>	0.91	4.02	1.07	<u>3.91</u>	1.04	0.039
I am receiving a quality education at Troy University.	<u>4.21</u>	0.88	4.14	1.02	<u>3.99</u>	0.97	0.008
I would recommend Troy University to a friend who is planning to go to college.	<u>4.19</u>	0.95	<u>4.13</u>	1.10	<u>3.88</u>	1.22	0.001

Notes:

1. Mean differences were found significant at the significance level = 0.05
2. The bold and italicized values underlined indicate that there is a significant difference between the means.

Troy University Fall 2005 New Student Survey

Appendix 19. New Student Perceptions about Troy University

Mean Comparison: Traditional vs. Non-Traditional

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	Traditional		Non-Traditional		SIG.*
	MEAN	SD	MEAN	SD	
Troy personnel are knowledgeable and helpful.	<u>3.86</u>	1.05	<u>4.02</u>	1.06	0.001
Faculty care about students as individuals.	<u>3.88</u>	1.01	<u>3.97</u>	0.99	0.042
I feel I can talk to faculty about my academic concerns.	<u>3.88</u>	1.05	<u>3.99</u>	1.01	0.025
Academic advising is adequate.	3.65	1.09	3.75	1.12	0.057
Sufficient financial aid options are available.	<u>3.68</u>	1.17	<u>3.88</u>	1.05	0.001
The tuition payment plan is beneficial for students.	<u>3.89</u>	1.06	<u>4.03</u>	0.96	0.005
The online registration process is user-friendly.	3.74	1.08	3.81	1.10	0.21
The on-site registration process is user-friendly.	<u>3.65</u>	1.12	<u>3.84</u>	1.05	0.001
Students seldom get the “run around” when seeking information.	<u>3.20</u>	1.28	<u>3.50</u>	1.26	0.001
The online Schedule of Classes is informative and easy to follow.	3.85	1.02	3.93	1.01	0.085
The printed Schedule of Classes is informative and easy to follow.	4.00	0.91	4.02	0.96	0.619
Class drop/add procedures are appropriate.	3.81	1.02	3.85	1.01	0.473
Classes are offered at convenient times.	<u>3.84</u>	1.06	<u>4.06</u>	1.00	0.001
The classes I attend are well organized and well taught.	<u>3.88</u>	1.01	<u>4.02</u>	1.02	0.003
The University offers a variety of majors at my location.	3.82	1.05	3.80	1.06	0.627
Tutorial services are sufficient.	3.68	0.99	3.65	0.98	0.522
On-campus bookstore hours are convenient for students.	<u>3.74</u>	1.03	<u>3.59</u>	1.08	0.009
Purchasing textbooks through Troy Virtual BookStore is convenient.	<u>3.50</u>	1.08	<u>3.71</u>	1.13	0.001
Student organizations are available for my participation.	<u>3.78</u>	1.08	<u>3.45</u>	1.08	0.001
The semester/term format at my location accommodates my learning.	<u>4.01</u>	0.92	<u>4.13</u>	0.96	0.006
Troy University has a good reputation in my community.	4.00	1.03	4.07	0.96	0.106
I am receiving a quality education at Troy University.	4.11	0.92	4.18	0.95	0.119
I would recommend Troy University to a friend who is planning to go to college.	<u>4.08</u>	1.05	4.16	1.03	0.095

Notes:

1. Mean differences were found significant at the significance level = 0.05
2. The bold and italicized values underlined indicate that there is a significant difference between the two means.

Troy University Fall 2005 New Student Survey

Appendix 20. New Student Perceptions about Troy University

Mean Comparison: First Choice vs. Other Choices

5=Strongly Agree 4=Agree 3=Neutral 2=Disagree 1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	First Choice		Other Choices		SIG.*
	MEAN	SD	MEAN	SD	
Troy personnel are knowledgeable and helpful.	<i>4.02</i>	1.06	<i>3.84</i>	1.04	<i>0.001</i>
Faculty care about students as individuals.	<i>3.99</i>	1.00	<i>3.83</i>	0.99	<i>0.002</i>
I feel I can talk to faculty about my academic concerns.	<i>3.99</i>	1.04	<i>3.89</i>	0.97	<i>0.036</i>
Academic advising is adequate.	<i>3.77</i>	1.11	<i>3.59</i>	1.10	<i>0.001</i>
Sufficient financial aid options are available.	<i>3.85</i>	1.09	<i>3.70</i>	1.09	<i>0.008</i>
The tuition payment plan is beneficial for students.	4.01	1.00	3.92	0.98	0.082
The online registration process is user-friendly.	<i>3.82</i>	1.10	<i>3.69</i>	1.06	<i>0.019</i>
The on-site registration process is user-friendly.	<i>3.81</i>	1.08	<i>3.69</i>	1.07	<i>0.028</i>
Students seldom get the “run around” when seeking information.	<i>3.46</i>	1.27	<i>3.28</i>	1.27	<i>0.003</i>
The online Schedule of Classes is informative and easy to follow.	<i>3.94</i>	1.02	<i>3.80</i>	0.99	<i>0.005</i>
The printed Schedule of Classes is informative and easy to follow.	4.02	0.97	4.01	0.89	0.783
Class drop/add procedures are appropriate.	<i>3.87</i>	1.01	<i>3.76</i>	1.00	<i>0.041</i>
Classes are offered at convenient times.	4.00	1.04	3.96	0.98	0.386
The classes I attend are well organized and well taught.	3.99	1.03	3.93	0.99	0.171
The University offers a variety of majors at my location.	<i>3.83</i>	1.07	<i>3.73</i>	1.02	<i>0.047</i>
Tutorial services are sufficient.	3.68	0.99	3.59	0.96	0.104
On-campus bookstore hours are convenient for students.	3.66	1.07	3.61	1.04	0.321
Purchasing textbooks through Troy Virtual BookStore is convenient.	3.67	1.15	3.59	1.06	0.213
Student organizations are available for my participation.	3.57	1.11	3.55	1.05	0.678
The semester/term format at my location accommodates my learning.	4.11	0.98	4.05	0.87	0.19
Troy University has a good reputation in my community.	<i>4.08</i>	0.99	<i>3.96</i>	0.96	<i>0.01</i>
I am receiving a quality education at Troy University.	4.19	0.96	4.11	0.89	0.076
I would recommend Troy University to a friend who is planning to go to college.	<i>4.48</i>	1.02	<i>4.04</i>	1.06	<i>0.007</i>

Notes:

1. Mean differences were found significant at the significance level = 0.05
2. The bold and italicized values underlined indicate that there is a significant difference between the two means.

Appendix 21. Troy University Fall 2005 New Student Survey Responses - Dothan

Q1. Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	33	21.9	21.9	21.9
	Female	118	78.1	78.1	100.0
	Total	151	100.0	100.0	

Q2. Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alien	2	1.3	1.3	1.3
	Black	29	19.2	19.2	20.5
	Am Indian	3	2.0	2.0	22.5
	Asian	5	3.3	3.3	25.8
	Hispanic	4	2.6	2.6	28.5
	White	108	71.5	71.5	100.0
	Total	151	100.0	100.0	

Q3. Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	17	11.3	11.3	11.3
	20-21	17	11.3	11.3	22.5
	22-24	22	14.6	14.6	37.1
	25-29	32	21.2	21.2	58.3
	30-34	26	17.2	17.2	75.5
	35-39	12	7.9	7.9	83.4
	40-49	14	9.3	9.3	92.7
	50-64	11	7.3	7.3	100.0
	Total	151	100.0	100.0	

Q4. Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dually-enrolled high school student	1	.7	.7	.7
	First-Time Freshman	32	21.2	21.2	21.9
	First-Time Graduate	22	14.6	14.6	36.4
	UG Transfer	72	47.7	47.7	84.1
	GR Transfer	5	3.3	3.3	87.4
	UG Transient	3	2.0	2.0	89.4
	Other	16	10.6	10.6	100.0
	Total	151	100.0	100.0	

Q7. College

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	43	28.5	29.1	29.1
	BU	54	35.8	36.5	65.5
	ED	47	31.1	31.8	97.3
	CF	2	1.3	1.4	98.6
	HH	2	1.3	1.4	100.0
	Total	148	98.0	100.0	
Missing	0	3	2.0		
Total		151	100.0		

Q8. Choice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	116	76.8	77.9	77.9
	Second Choice	27	17.9	18.1	96.0
	Third Choice	3	2.0	2.0	98.0
	Fourth Choice	3	2.0	2.0	100.0
	Total	149	98.7	100.0	
Missing	0	2	1.3		
Total		151	100.0		

Q9. Pre-enrollment campus visit

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	65	43.0	43.6	43.6
	No	84	55.6	56.4	100.0
	Total	149	98.7	100.0	
Missing	0	2	1.3		
Total		151	100.0		

Q10-1: Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	123	81.5	81.5	81.5
	Yes	28	18.5	18.5	100.0
	Total	151	100.0	100.0	

Q10-2: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	13	8.6	8.6	8.6
	Yes	138	91.4	91.4	100.0
	Total	151	100.0	100.0	

Q10-3: Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	114	75.5	75.5	75.5
	Yes	37	24.5	24.5	100.0
	Total	151	100.0	100.0	

Q10-4: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	124	82.1	82.1	82.1
	Yes	27	17.9	17.9	100.0
	Total	151	100.0	100.0	

Q10-5: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	137	90.7	90.7	90.7
	Yes	14	9.3	9.3	100.0
Total		151	100.0	100.0	

Q10-6: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	105	69.5	69.5	69.5
	Yes	46	30.5	30.5	100.0
Total		151	100.0	100.0	

Q10-7: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	132	87.4	87.4	87.4
	Yes	19	12.6	12.6	100.0
Total		151	100.0	100.0	

Q10-8: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	90	59.6	59.6	59.6
	Yes	61	40.4	40.4	100.0
Total		151	100.0	100.0	

Q10-9: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	138	91.4	91.4	91.4
	Yes	13	8.6	8.6	100.0
Total		151	100.0	100.0	

Q10-10: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	134	88.7	88.7	88.7
	Yes	17	11.3	11.3	100.0
	Total	151	100.0	100.0	

Q10-11: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	150	99.3	99.3	99.3
	Yes	1	.7	.7	100.0
	Total	151	100.0	100.0	

Q10-12: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	150	99.3	99.3	99.3
	Yes	1	.7	.7	100.0
	Total	151	100.0	100.0	

Q10-13: Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	148	98.0	98.0	98.0
	Yes	3	2.0	2.0	100.0
	Total	151	100.0	100.0	

Q10-14: Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	148	98.0	98.0	98.0
	Yes	3	2.0	2.0	100.0
	Total	151	100.0	100.0	

Q10-15: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	144	95.4	95.4	95.4
	Yes	7	4.6	4.6	100.0
Total		151	100.0	100.0	

Q10-16: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	126	83.4	83.4	83.4
	Yes	25	16.6	16.6	100.0
Total		151	100.0	100.0	

Q10-17: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	145	96.0	96.0	96.0
	Yes	6	4.0	4.0	100.0
Total		151	100.0	100.0	

Q10-18: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	141	93.4	93.4	93.4
	Yes	10	6.6	6.6	100.0
Total		151	100.0	100.0	

For Q11, see Appendix 2.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	16	10.6	10.8	10.8
	Billboard	3	2.0	2.0	12.8
	Direct Mail	4	2.6	2.7	15.5
	Guidance Counselor	5	3.3	3.4	18.9
	Internet	10	6.6	6.8	25.7
	Newspaper	4	2.6	2.7	28.4
	Television	3	2.0	2.0	30.4
	Word of mouth	79	52.3	53.4	83.8
	Other	24	15.9	16.2	100.0
	Total	148	98.0	100.0	
Missing	0	3	2.0		
Total		151	100.0		

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	5	3.3	3.4	3.4
	Direct Mail	26	17.2	17.4	20.8
	Internet	50	33.1	33.6	54.4
	Newspaper	4	2.6	2.7	57.0
	Radio	1	.7	.7	57.7
	Television	1	.7	.7	58.4
	Word of mouth	45	29.8	30.2	88.6
	Other	17	11.3	11.4	100.0
	Total	149	98.7	100.0	
Missing	0	2	1.3		
Total		151	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	8	5.3	5.4	5.4
	Direct Mail	18	11.9	12.1	17.4
	Internet	20	13.2	13.4	30.9
	Newspaper	5	3.3	3.4	34.2
	Radio	11	7.3	7.4	41.6
	Television	15	9.9	10.1	51.7
	Word of mouth	72	47.7	48.3	100.0
	Total	149	98.7	100.0	
Missing	0	2	1.3		
Total		151	100.0		

15-1: Would you describe TROY to a friend as being academically challengin ?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	65	43.0	100.0	100.0
Missing	No	86	57.0		
Total		151	100.0		

Q15-2: Would you describe TROY to a friend as being caring?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	34	22.5	100.0	100.0
Missing	No	117	77.5		
Total		151	100.0		

Q15-3: Would you describe TROY to a friend as being convenient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	105	69.5	100.0	100.0
Missing	No	46	30.5		
Total		151	100.0		

Q15-4: Would you describe TROY to a friend as being friendly?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	60	39.7	100.0	100.0
Missing No	91	60.3		
Total	151	100.0		

Q15-5: Would you describe TROY to a friend as being a good value for the price?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	46	30.5	100.0	100.0
Missing No	105	69.5		
Total	151	100.0		

Q15-6: Would you describe TROY to a friend as being helpful?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	40	26.5	100.0	100.0
Missing No	111	73.5		
Total	151	100.0		

Q15-7: Would you describe TROY to a friend as being student-centered?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	41	27.2	100.0	100.0
Missing No	110	72.8		
Total	151	100.0		

Q15-8: Other

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	5	3.3	100.0	100.0
Missing No	146	96.7		
Total	151	100.0		

Appendix 22. Troy University Fall 2005 New Student Survey Responses - Montgomery

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	64	20.9	21.0	21.0
	Female	241	78.8	79.0	100.0
	Total	305	99.7	100.0	
Missing	0	1	.3		
Total		306	100.0		

Q2: Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black	156	51.0	51.1	51.1
	Asian	3	1.0	1.0	52.1
	Hispanic	4	1.3	1.3	53.4
	White	141	46.1	46.2	99.7
	Unknown	1	.3	.3	100.0
	Total	305	99.7	100.0	
Missing	0	1	.3		
Total		306	100.0		

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	32	10.5	10.5	10.5
	20-21	21	6.9	6.9	17.4
	22-24	52	17.0	17.1	34.5
	25-29	61	19.9	20.1	54.6
	30-34	54	17.6	17.8	72.4
	35-39	36	11.8	11.8	84.2
	40-49	43	14.1	14.1	98.4
	50-64	4	1.3	1.3	99.7
	65 or over	1	.3	.3	100.0
	Total	304	99.3	100.0	
Missing	0	2	.7		
Total		306	100.0		

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First-Time Freshman	104	34.0	34.6	34.6
	First-Time Graduate	55	18.0	18.3	52.8
	UG Transfer	99	32.4	32.9	85.7
	GR Transfer	9	2.9	3.0	88.7
	UG Transient	4	1.3	1.3	90.0
	GR Transient	4	1.3	1.3	91.4
	Other	26	8.5	8.6	100.0
	Total	301	98.4	100.0	
Missing	0	5	1.6		
Total		306	100.0		

Q7: College you are attending

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	50	16.3	17.1	17.1
	BU	124	40.5	42.3	59.4
	ED	32	10.5	10.9	70.3
	CF	3	1.0	1.0	71.3
	HH	84	27.5	28.7	100.0
	Total	293	95.8	100.0	
Missing	0	13	4.2		
Total		306	100.0		

Q8: When you applied for admission to college, Troy University was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	209	68.3	68.5	68.5
	Second Choice	82	26.8	26.9	95.4
	Third Choice	10	3.3	3.3	98.7
	Fourth Choice	4	1.3	1.3	100.0
	Total	305	99.7	100.0	
Missing	0	1	.3		
Total		306	100.0		

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	161	52.6	53.0	53.0
	No	143	46.7	47.0	100.0
	Total	304	99.3	100.0	
Missing	0	2	.7		
Total		306	100.0		

Q10: Reasons why selected Troy University

Q10-1: Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	259	84.6	84.6	84.6
	Yes	47	15.4	15.4	100.0
	Total	306	100.0	100.0	

Q10-2: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	76	24.8	24.8	24.8
	Yes	230	75.2	75.2	100.0
	Total	306	100.0	100.0	

Q10-3: Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	190	62.1	62.1	62.1
	Yes	116	37.9	37.9	100.0
	Total	306	100.0	100.0	

Q10-4: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	229	74.8	74.8	74.8
	Yes	77	25.2	25.2	100.0
	Total	306	100.0	100.0	

Q10-5: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	260	85.0	85.0	85.0
	Yes	46	15.0	15.0	100.0
	Total	306	100.0	100.0	

Q10-6: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	190	62.1	62.1	62.1
	Yes	116	37.9	37.9	100.0
	Total	306	100.0	100.0	

Q10-7: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	245	80.1	80.1	80.1
	Yes	61	19.9	19.9	100.0
	Total	306	100.0	100.0	

Q10-8: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	91	29.7	29.7	29.7
	Yes	215	70.3	70.3	100.0
	Total	306	100.0	100.0	

Q10-9: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	267	87.3	87.3	87.3
	Yes	39	12.7	12.7	100.0
	Total	306	100.0	100.0	

Q10-10: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	258	84.3	84.3	84.3
	Yes	48	15.7	15.7	100.0
	Total	306	100.0	100.0	

Q10-11: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	303	99.0	99.0	99.0
	Yes	3	1.0	1.0	100.0
	Total	306	100.0	100.0	

Q10-12: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	305	99.7	99.7	99.7
	Yes	1	.3	.3	100.0
	Total	306	100.0	100.0	

Q10-13: Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	300	98.0	98.0	98.0
	Yes	6	2.0	2.0	100.0
	Total	306	100.0	100.0	

Q10-14: Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	302	98.7	98.7	98.7
	Yes	4	1.3	1.3	100.0
	Total	306	100.0	100.0	

Q10-15: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	286	93.5	93.5	93.5
	Yes	20	6.5	6.5	100.0
Total		306	100.0	100.0	

Q10-16: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	226	73.9	73.9	73.9
	Yes	80	26.1	26.1	100.0
Total		306	100.0	100.0	

Q10-17: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	283	92.5	92.5	92.5
	Yes	23	7.5	7.5	100.0
Total		306	100.0	100.0	

Q10-18: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	275	89.9	89.9	89.9
	Yes	31	10.1	10.1	100.0
Total		306	100.0	100.0	

For Q11, see Appendix 3.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	30	9.8	9.9	9.9
	Billboard	7	2.3	2.3	12.3
	Direct Mail	22	7.2	7.3	19.5
	Guidance Counselor	10	3.3	3.3	22.8
	Internet	18	5.9	6.0	28.8
	Newspaper	6	2.0	2.0	30.8
	Radio	2	.7	.7	31.5
	Television	22	7.2	7.3	38.7
	Word of mouth	153	50.0	50.7	89.4
	Other	32	10.5	10.6	100.0
	Total	302	98.7	100.0	
Missing	0	4	1.3		
Total		306	100.0		

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	4	1.3	1.3	1.3
	Direct Mail	82	26.8	27.2	28.5
	Internet	75	24.5	24.8	53.3
	Newspaper	28	9.2	9.3	62.6
	Radio	1	.3	.3	62.9
	Television	6	2.0	2.0	64.9
	Word of mouth	62	20.3	20.5	85.4
	Other	44	14.4	14.6	100.0
	Total	302	98.7	100.0	
Missing	0	4	1.3		
Total		306	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	4	1.3	1.3	1.3
	Direct Mail	55	18.0	18.1	19.4
	Internet	45	14.7	14.8	34.2
	Newspaper	10	3.3	3.3	37.5
	Radio	24	7.8	7.9	45.4
	Television	46	15.0	15.1	60.5
	Word of mouth	116	37.9	38.2	98.7
	Other	4	1.3	1.3	100.0
	Total	304	99.3	100.0	
Missing	0	2	.7		
Total		306	100.0		

Q15-1: Would you describe Troy University to a friend as being academically challenging?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	134	43.8	100.0	100.0
Missing	No	172	56.2		
Total		306	100.0		

Q15-2: Would you describe Troy University to a friend as being caring?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	101	33.0	100.0	100.0
Missing	No	205	67.0		
Total		306	100.0		

Q15-3: Would you describe Troy University to a friend as being convenient?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	221	72.2	100.0	100.0
Missing	No	85	27.8		
Total		306	100.0		

Q15-4: Would you describe Troy University to a friend as being friendly?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	144	47.1	100.0	100.0
Missing	No	162	52.9		
Total		306	100.0		

Q15-5: Would you describe Troy University to a friend as being a good value or the price?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	120	39.2	100.0	100.0
Missing	No	186	60.8		
Total		306	100.0		

Q15-6: Would you describe Troy University to a friend as being helpful?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	117	38.2	100.0	100.0
Missing	No	189	61.8		
Total		306	100.0		

Q15-7: Would you describe Troy University to a friend as being student-centered?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	133	43.5	100.0	100.0
Missing	No	173	56.5		
Total		306	100.0		

Q15-8: Would you describe Troy University to a friend as being Other?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	4.2	100.0	100.0
Missing	No	293	95.8		
Total		306	100.0		

Appendix 23. Troy University Fall 2005 New Student Survey Responses - Phenix City

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	24	16.4	16.6	16.6
	Female	121	82.9	83.4	100.0
	Total	145	99.3	100.0	
Missing	0	1	.7		
Total		146	100.0		

Q2: Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black	63	43.2	43.8	43.8
	Am Indian	2	1.4	1.4	45.1
	Asian	3	2.1	2.1	47.2
	Hispanic	2	1.4	1.4	48.6
	White	74	50.7	51.4	100.0
	Total	144	98.6	100.0	
Missing	0	2	1.4		
Total		146	100.0		

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-21	2	1.4	1.4	1.4
	22-24	15	10.3	10.3	11.6
	25-29	36	24.7	24.7	36.3
	30-34	30	20.5	20.5	56.8
	35-39	22	15.1	15.1	71.9
	40-49	31	21.2	21.2	93.2
	50-64	10	6.8	6.8	100.0
	Total	146	100.0	100.0	

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First-Time Freshman	7	4.8	4.8	4.8
	First-Time Graduate	56	38.4	38.6	43.4
	UG Transfer	56	38.4	38.6	82.1
	GR Transfer	7	4.8	4.8	86.9
	UG Transient	1	.7	.7	87.6
	GR Transient	2	1.4	1.4	89.0
	Other	16	11.0	11.0	100.0
	Total	145	99.3	100.0	
Missing	0	1	.7		
Total		146	100.0		

Q7: College

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	7	4.8	4.9	4.9
	BU	40	27.4	28.2	33.1
	ED	70	47.9	49.3	82.4
	HH	25	17.1	17.6	100.0
	Total	142	97.3	100.0	
Missing	0	4	2.7		
Total		146	100.0		

Q8: When you applied for admission to college, Troy University was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	108	74.0	74.5	74.5
	Second Choice	32	21.9	22.1	96.6
	Third Choice	4	2.7	2.8	99.3
	Fourth Choice	1	.7	.7	100.0
	Total	145	99.3	100.0	
Missing	0	1	.7		
Total		146	100.0		

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	75	51.4	51.4	51.4
	No	71	48.6	48.6	100.0
	Total	146	100.0	100.0	

Q10-1: Select the reasons why you have chosen to attend Troy University. Size of Campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	118	80.8	80.8	80.8
	Yes	28	19.2	19.2	100.0
	Total	146	100.0	100.0	

Q10-2: Select the reasons why you have chosen to attend Troy University: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	43	29.5	29.5	29.5
	Yes	103	70.5	70.5	100.0
	Total	146	100.0	100.0	

Q10-3: Select the reasons why you have chosen to attend Troy University. Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	86	58.9	58.9	58.9
	Yes	60	41.1	41.1	100.0
	Total	146	100.0	100.0	

Q10-4: Select the reasons why you have chosen to attend Troy University: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	116	79.5	79.5	79.5
	Yes	30	20.5	20.5	100.0
	Total	146	100.0	100.0	

Q10-5: Select the reasons why you have chosen to attend Troy University: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	124	84.9	84.9	84.9
	Yes	22	15.1	15.1	100.0
	Total	146	100.0	100.0	

Q10-6: Select the reasons why you have chosen to attend Troy University: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	84	57.5	57.5	57.5
	Yes	62	42.5	42.5	100.0
	Total	146	100.0	100.0	

Q10-7: Select the reasons why you have chosen to attend Troy University: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	121	82.9	82.9	82.9
	Yes	25	17.1	17.1	100.0
	Total	146	100.0	100.0	

Q10-8: Select the reasons why you have chosen to attend Troy University: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	48	32.9	32.9	32.9
	Yes	98	67.1	67.1	100.0
	Total	146	100.0	100.0	

Q10-9: Select the reasons why you have chosen to attend Troy University: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	136	93.2	93.2	93.2
	Yes	10	6.8	6.8	100.0
	Total	146	100.0	100.0	

Q10-10: Select the reasons why you have chosen to attend Troy University: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	133	91.1	91.1	91.1
	Yes	13	8.9	8.9	100.0
	Total	146	100.0	100.0	

Q10-11: Select the reasons why you have chosen to attend Troy University: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	146	100.0	100.0	100.0

Q10-12: Select the reasons why you have chosen to attend Troy University: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	146	100.0	100.0	100.0

Q10-13: Select the reasons why you have chosen to attend Troy University: Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	146	100.0	100.0	100.0

Q10-14: Select the reasons why you have chosen to attend Troy University: Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	141	96.6	96.6	96.6
	Yes	5	3.4	3.4	100.0
	Total	146	100.0	100.0	

Q10-15: Select the reasons why you have chosen to attend Troy University: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	144	98.6	98.6	98.6
	Yes	2	1.4	1.4	100.0
	Total	146	100.0	100.0	

Q10-16: Select the reasons why you have chosen to attend Troy University: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	106	72.6	72.6	72.6
	Yes	40	27.4	27.4	100.0
	Total	146	100.0	100.0	

Q10-17: Select the reasons why you have chosen to attend Troy University: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	131	89.7	89.7	89.7
	Yes	15	10.3	10.3	100.0
	Total	146	100.0	100.0	

Q10-18: Select the reasons why you have chosen to attend Troy University: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	131	89.7	89.7	89.7
	Yes	15	10.3	10.3	100.0
	Total	146	100.0	100.0	

For Q11, see Appendix 4.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	31	21.2	21.4	21.4
	Billboard	4	2.7	2.8	24.1
	Direct Mail	1	.7	.7	24.8
	Guidance Counselor	2	1.4	1.4	26.2
	Internet	5	3.4	3.4	29.7
	Newspaper	1	.7	.7	30.3
	Television	3	2.1	2.1	32.4
	Word of mouth	80	54.8	55.2	87.6
	Other	18	12.3	12.4	100.0
	Total	145	99.3	100.0	
	Missing	0	1	.7	
Total	146	100.0			

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	6	4.1	4.1	4.1
	Internet	70	47.9	48.3	52.4
	Newspaper	4	2.7	2.8	55.2
	Television	3	2.1	2.1	57.2
	Word of mouth	33	22.6	22.8	80.0
	Other	29	19.9	20.0	100.0
	Total	145	99.3	100.0	
Missing	0	1	.7		
Total		146	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	4	2.7	2.7	2.7
	Direct Mail	14	9.6	9.6	12.3
	Internet	32	21.9	21.9	34.2
	Newspaper	5	3.4	3.4	37.7
	Radio	3	2.1	2.1	39.7
	Television	15	10.3	10.3	50.0
	Word of mouth	70	47.9	47.9	97.9
	Other	3	2.1	2.1	100.0
	Total	146	100.0	100.0	

Q15-1: Would you describe to a friend Troy University as being academically challenging?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	62	42.5	100.0	100.0
Missing	No	84	57.5		
Total		146	100.0		

Q15-2: Would you describe to a friend Troy University as being caring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	39	26.7	100.0	100.0
Missing	No	107	73.3		
Total		146	100.0		

Q15-3: Would you describe to a friend Troy University as being convenient

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	98	67.1	100.0	100.0
Missing No	48	32.9		
Total	146	100.0		

Q15-4: Would you describe to a friend Troy University as being friendly

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	48	32.9	100.0	100.0
Missing No	98	67.1		
Total	146	100.0		

Q15-5: Would you describe to a friend Troy University as being a good value for the price

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	63	43.2	100.0	100.0
Missing No	83	56.8		
Total	146	100.0		

Q15-6: Would you describe to a friend Troy University as being helpful

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	42	28.8	100.0	100.0
Missing No	104	71.2		
Total	146	100.0		

Q15-7: Would you describe to a friend Troy University as being student-centered

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	53	36.3	100.0	100.0
Missing No	93	63.7		
Total	146	100.0		

Q15-8: Would you describe to a friend Troy University as being Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	6.2	100.0	100.0
Missing	No	137	93.8		
Total		146	100.0		

Appendix 24. Troy University Fall 2005 New Student Survey Responses - Troy

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	148	33.0	33.2	33.2
	Female	298	66.5	66.8	100.0
	Total	446	99.6	100.0	
Missing	0	2	.4		
Total		448	100.0		

Q2: Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alien	10	2.2	2.2	2.2
	Black	108	24.1	24.2	26.5
	Am Indian	3	.7	.7	27.1
	Asian	47	10.5	10.5	37.7
	Hispanic	11	2.5	2.5	40.1
	White	258	57.6	57.8	98.0
	Unknown	9	2.0	2.0	100.0
	Total	446	99.6	100.0	
Missing	0	2	.4		
Total		448	100.0		

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	223	49.8	49.9	49.9
	20-21	44	9.8	9.8	59.7
	22-24	50	11.2	11.2	70.9
	25-29	42	9.4	9.4	80.3
	30-34	25	5.6	5.6	85.9
	35-39	24	5.4	5.4	91.3
	40-49	33	7.4	7.4	98.7
	50-64	6	1.3	1.3	100.0
	Total	447	99.8	100.0	
Missing	0	1	.2		
Total		448	100.0		

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dually-enrolled high school student	2	.4	.5	.5
	First-Time Freshman	248	55.4	55.9	56.3
	First-Time Graduate	52	11.6	11.7	68.0
	UG Transfer	107	23.9	24.1	92.1
	GR Transfer	10	2.2	2.3	94.4
	UG Transient	4	.9	.9	95.3
	GR Transient	4	.9	.9	96.2
	Other	17	3.8	3.8	100.0
	Total	444	99.1	100.0	
Missing	0	4	.9		
Total		448	100.0		

Q7: Which college are you attending?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	104	23.2	24.5	24.5
	BU	116	25.9	27.3	51.8
	ED	71	15.8	16.7	68.5
	CF	44	9.8	10.4	78.8
	HH	90	20.1	21.2	100.0
	Total	425	94.9	100.0	
Missing	0	23	5.1		
Total		448	100.0		

Q8: When you applied for admission to college, Troy University was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	294	65.6	65.9	65.9
	Second Choice	112	25.0	25.1	91.0
	Third Choice	24	5.4	5.4	96.4
	Fourth Choice	16	3.6	3.6	100.0
	Total	446	99.6	100.0	
Missing	0	2	.4		
Total		448	100.0		

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	275	61.4	61.7	61.7
	No	171	38.2	38.3	100.0
	Total	446	99.6	100.0	
Missing	0	2	.4		
Total		448	100.0		

Q10-1: Select the reasons why you have chosen to attend Troy University: Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	253	56.5	56.6	56.6
	Yes	194	43.3	43.4	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

Q10-2: Select the reasons why you have chosen to attend Troy University: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	177	39.5	39.5	39.5
	Yes	271	60.5	60.5	100.0
	Total	448	100.0	100.0	

Q10-3: Select the reasons why you have chosen to attend Troy University: Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	233	52.0	52.0	52.0
	Yes	215	48.0	48.0	100.0
	Total	448	100.0	100.0	

Q10-4: Select the reasons why you have chosen to attend Troy University: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	294	65.6	65.6	65.6
	Yes	154	34.4	34.4	100.0
	Total	448	100.0	100.0	

Q10-5: Select the reasons why you have chosen to attend Troy University: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	358	79.9	79.9	79.9
	Yes	90	20.1	20.1	100.0
	Total	448	100.0	100.0	

Q10-6: Select the reasons why you have chosen to attend Troy University: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	270	60.3	60.4	60.4
	Yes	177	39.5	39.6	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

Q10-7: Select the reasons why you have chosen to attend Troy University: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	348	77.7	77.9	77.9
	Yes	99	22.1	22.1	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

Q10-8: Select the reasons why you have chosen to attend Troy University: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	325	72.5	72.5	72.5
	Yes	123	27.5	27.5	100.0
	Total	448	100.0	100.0	

Q10-9: Select the reasons why you have chosen to attend Troy University: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	353	78.8	79.0	79.0
	Yes	94	21.0	21.0	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

Q10-10: Select the reasons why you have chosen to attend Troy University: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	381	85.0	85.2	85.2
	Yes	66	14.7	14.8	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

Q10-11: Select the reasons why you have chosen to attend Troy University: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	403	90.0	90.2	90.2
	Yes	44	9.8	9.8	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

Q10-12: Select the reasons why you have chosen to attend Troy University: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	403	90.0	90.2	90.2
	Yes	44	9.8	9.8	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

Q10-13: Select the reasons why you have chosen to attend Troy University: Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	414	92.4	92.6	92.6
	Yes	33	7.4	7.4	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

Q10-14: Select the reasons why you have chosen to attend Troy University: Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	429	95.8	96.0	96.0
	Yes	18	4.0	4.0	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

10-15: Select the reasons why you have chosen to attend Troy University: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	360	80.4	80.5	80.5
	Yes	87	19.4	19.5	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

Q10-16: Select the reasons why you have chosen to attend Troy University: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	306	68.3	68.5	68.5
	Yes	141	31.5	31.5	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

Q10-17: Select the reasons why you have chosen to attend Troy University: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	374	83.5	83.7	83.7
	Yes	73	16.3	16.3	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

Q10-18: Select the reasons why you have chosen to attend Troy University: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	392	87.5	87.7	87.7
	Yes	55	12.3	12.3	100.0
	Total	447	99.8	100.0	
Missing	System	1	.2		
Total		448	100.0		

For Q11, see Appendix 5.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	75	16.7	16.9	16.9
	Billboard	10	2.2	2.3	19.1
	Direct Mail	8	1.8	1.8	20.9
	Guidance Counselor	35	7.8	7.9	28.8
	Internet	26	5.8	5.9	34.7
	Newspaper	2	.4	.5	35.1
	Radio	1	.2	.2	35.4
	Television	14	3.1	3.2	38.5
	Word of mouth	177	39.5	39.9	78.4
	Other	96	21.4	21.6	100.0
	Total	444	99.1	100.0	
	Missing	0	4	.9	
Total		448	100.0		

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	11	2.5	2.5	2.5
	Direct Mail	141	31.5	32.0	34.5
	Internet	165	36.8	37.4	71.9
	Newspaper	2	.4	.5	72.3
	Radio	5	1.1	1.1	73.5
	Television	2	.4	.5	73.9
	Word of mouth	67	15.0	15.2	89.1
	Other	48	10.7	10.9	100.0
	Total	441	98.4	100.0	
Missing	0	7	1.6		
Total		448	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	4	.9	.9	.9
	Direct Mail	91	20.3	20.9	21.8
	Internet	89	19.9	20.5	42.3
	Newspaper	3	.7	.7	43.0
	Radio	11	2.5	2.5	45.5
	Television	39	8.7	9.0	54.5
	Word of mouth	183	40.8	42.1	96.6
	Other	15	3.3	3.4	100.0
	Total	435	97.1	100.0	
Missing	0	13	2.9		
Total		448	100.0		

Q15-1: How would you describe TROY to a friend: Academically challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	167	37.3	100.0	100.0
Missing	No	281	62.7		
Total		448	100.0		

Q15-2: How would you describe TROY to a friend: Caring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	158	35.3	100.0	100.0
Missing	No	289	64.5		
	System	1	.2		
	Total	290	64.7		
Total		448	100.0		

Q15-3: How would you describe TROY to a friend: Convenient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	256	57.1	100.0	100.0
Missing	No	191	42.6		
	System	1	.2		
	Total	192	42.9		
Total		448	100.0		

Q15-4: How would you describe TROY to a friend: Friendly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	232	51.8	100.0	100.0
Missing	No	215	48.0		
	System	1	.2		
	Total	216	48.2		
Total		448	100.0		

Q15-5: How would you describe TROY to a friend: Good value for the price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	215	48.0	100.0	100.0
Missing	No	232	51.8		
	System	1	.2		
	Total	233	52.0		
Total		448	100.0		

Q15-6: How would you describe TROY to a friend: Helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	157	35.0	100.0	100.0
Missing	No	290	64.7		
	System	1	.2		
	Total	291	65.0		
Total		448	100.0		

Q15-7: How would you describe TROY to a friend: Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	212	47.3	100.0	100.0
Missing	No	235	52.5		
	System	1	.2		
	Total	236	52.7		
Total		448	100.0		

Q15-8: How would you describe TROY to a friend: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	44	9.8	100.0	100.0
Missing	No	403	90.0		
	System	1	.2		
	Total	404	90.2		
Total		448	100.0		

Appendix 25. Troy University Fall 2005 New Student Survey Responses - University College

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	149	37.5	37.6	37.6
	Female	247	62.2	62.4	100.0
	Total	396	99.7	100.0	
Missing	0	1	.3		
Total		397	100.0		

Q2: Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black	167	42.1	42.6	42.6
	Am Indian	2	.5	.5	43.1
	Asian	5	1.3	1.3	44.4
	Hispanic	16	4.0	4.1	48.5
	White	196	49.4	50.0	98.5
	Unknown	6	1.5	1.5	100.0
	Total	392	98.7	100.0	
Missing	0	5	1.3		
Total		397	100.0		

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	2	.5	.5	.5
	20-21	3	.8	.8	1.3
	22-24	41	10.3	10.4	11.6
	25-29	80	20.2	20.2	31.8
	30-34	80	20.2	20.2	52.0
	35-39	70	17.6	17.7	69.7
	40-49	89	22.4	22.5	92.2
	50-64	31	7.8	7.8	100.0
	Total	396	99.7	100.0	
Missing	0	1	.3		
Total		397	100.0		

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First-Time Freshman	18	4.5	4.6	4.6
	First-Time Graduate	234	58.9	59.2	63.8
	UG Transfer	52	13.1	13.2	77.0
	GR Transfer	47	11.8	11.9	88.9
	UG Transient	6	1.5	1.5	90.4
	GR Transient	10	2.5	2.5	92.9
	Other	28	7.1	7.1	100.0
	Total	395	99.5	100.0	
Missing	0	2	.5		
Total		397	100.0		

Q 7: College

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	93	23.4	24.3	24.3
	BU	145	36.5	37.9	62.1
	ED	106	26.7	27.7	89.8
	CF	3	.8	.8	90.6
	HH	36	9.1	9.4	100.0
	Total	383	96.5	100.0	
Missing	0	14	3.5		
Total		397	100.0		

Q8: When you applied for admission to college, Troy university was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	294	74.1	74.6	74.6
	Second Choice	77	19.4	19.5	94.2
	Third Choice	20	5.0	5.1	99.2
	Fourth Choice	3	.8	.8	100.0
	Total	394	99.2	100.0	
Missing	0	3	.8		
Total		397	100.0		

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	170	42.8	43.3	43.3
	No	223	56.2	56.7	100.0
	Total	393	99.0	100.0	
Missing	0	4	1.0		
Total		397	100.0		

Q10-1: Select the reasons why you have chosen to attend Troy University. Size of campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	349	87.9	87.9	87.9
	Yes	48	12.1	12.1	100.0
	Total	397	100.0	100.0	

Q10-2: Select the reasons why you have chosen to attend Troy University. Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	113	28.5	28.5	28.5
	Yes	284	71.5	71.5	100.0
	Total	397	100.0	100.0	

Q10-3: Select the reasons why you have chosen to attend Troy University. Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	197	49.6	49.6	49.6
	Yes	200	50.4	50.4	100.0
	Total	397	100.0	100.0	

Q10-4: Select the reasons why you have chosen to attend Troy University. Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	314	79.1	79.1	79.1
	Yes	83	20.9	20.9	100.0
	Total	397	100.0	100.0	

Q10-5: Select the reasons why you have chosen to attend Troy University. Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	322	81.1	81.1	81.1
	Yes	75	18.9	18.9	100.0
	Total	397	100.0	100.0	

Q10-6: Select the reasons why you have chosen to attend Troy University. Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	187	47.1	47.1	47.1
	Yes	210	52.9	52.9	100.0
	Total	397	100.0	100.0	

Q10-7: Select the reasons why you have chosen to attend Troy University. Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	319	80.4	80.4	80.4
	Yes	78	19.6	19.6	100.0
	Total	397	100.0	100.0	

Q10-8: Select the reasons why you have chosen to attend Troy University. Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	132	33.2	33.2	33.2
	Yes	265	66.8	66.8	100.0
	Total	397	100.0	100.0	

Q10-9: Select the reasons why you have chosen to attend Troy University. Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	381	96.0	96.0	96.0
	Yes	16	4.0	4.0	100.0
	Total	397	100.0	100.0	

Q10-10: Select the reasons why you have chosen to attend Troy University. Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	363	91.4	91.4	91.4
	Yes	34	8.6	8.6	100.0
	Total	397	100.0	100.0	

Q10-11: Select the reasons why you have chosen to attend Troy University. Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	397	100.0	100.0	100.0

Q10-12: Select the reasons why you have chosen to attend Troy University. Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	397	100.0	100.0	100.0

Q10-13: Select the reasons why you have chosen to attend Troy University. Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	397	100.0	100.0	100.0

Q10-14: Select the reasons why you have chosen to attend Troy University. Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	393	99.0	99.0	99.0
	Yes	4	1.0	1.0	100.0
	Total	397	100.0	100.0	

Q10-15: Select the reasons why you have chosen to attend Troy University. Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	392	98.7	98.7	98.7
	Yes	5	1.3	1.3	100.0
	Total	397	100.0	100.0	

Q10-16: Select the reasons why you have chosen to attend Troy University. Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	286	72.0	72.0	72.0
	Yes	111	28.0	28.0	100.0
	Total	397	100.0	100.0	

Q10-17: Select the reasons why you have chosen to attend Troy University. Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	343	86.4	86.4	86.4
	Yes	54	13.6	13.6	100.0
	Total	397	100.0	100.0	

Q10-18: Select the reasons why you have chosen to attend Troy University. Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	359	90.4	90.4	90.4
	Yes	38	9.6	9.6	100.0
	Total	397	100.0	100.0	

For Q11, see Appendix 6.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	72	18.1	18.3	18.3
	Billboard	11	2.8	2.8	21.1
	Direct Mail	3	.8	.8	21.8
	Guidance Counselor	14	3.5	3.6	25.4
	Internet	23	5.8	5.8	31.2
	Newspaper	12	3.0	3.0	34.3
	Radio	6	1.5	1.5	35.8
	Television	3	.8	.8	36.5
	Word of mouth	191	48.1	48.5	85.0
	Other	59	14.9	15.0	100.0
	Total	394	99.2	100.0	
Missing	0	3	.8		
Total		397	100.0		

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	4	1.0	1.0	1.0
	Direct Mail	12	3.0	3.1	4.1
	Internet	162	40.8	41.6	45.8
	Newspaper	20	5.0	5.1	50.9
	Radio	3	.8	.8	51.7
	Television	2	.5	.5	52.2
	Word of mouth	91	22.9	23.4	75.6
	Other	95	23.9	24.4	100.0
	Total	389	98.0	100.0	
	Missing	0	8	2.0	
Total		397	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	8	2.0	2.1	2.1
	Direct Mail	23	5.8	6.0	8.1
	Internet	71	17.9	18.4	26.5
	Newspaper	16	4.0	4.2	30.6
	Radio	25	6.3	6.5	37.1
	Television	29	7.3	7.5	44.7
	Word of mouth	200	50.4	51.9	96.6
	Other	13	3.3	3.4	100.0
	Total	385	97.0	100.0	
	Missing	0	12	3.0	
Total		397	100.0		

Q15-1: Would you describe Troy University to a friend as being: Academically challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	173	43.6	100.0	100.0
Missing	No	224	56.4		
Total		397	100.0		

Q15-2: Would you describe Troy University to a friend as being: Caring

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	106	26.7	100.0	100.0
Missing No	291	73.3		
Total	397	100.0		

Q15-3: Would you describe Troy University to a friend as being: Convenient

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	296	74.6	100.0	100.0
Missing No	101	25.4		
Total	397	100.0		

Q15-4: Would you describe Troy University to a friend as being: Friendly

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	153	38.5	100.0	100.0
Missing No	244	61.5		
Total	397	100.0		

Q15-5: Would you describe Troy University to a friend as being: Good value for the price

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	209	52.6	100.0	100.0
Missing No	188	47.4		
Total	397	100.0		

Q15-6: Would you describe Troy University to a friend as being: Helpful

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	118	29.7	100.0	100.0
Missing No	279	70.3		
Total	397	100.0		

Q15-7: Would you describe Troy University to a friend as being: Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	151	38.0	100.0	100.0
Missing	No	246	62.0		
Total		397	100.0		

Q15-8: Would you describe Troy University to a friend as being: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	19	4.8	100.0	100.0
Missing	No	378	95.2		
Total		397	100.0		

Appendix 26. Troy University Fall 2005 New Student Survey Responses - Distance Learning

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	314	42.4	42.8	42.8
	Female	419	56.5	57.2	100.0
	Total	733	98.9	100.0	
Missing	0	8	1.1		
Total		741	100.0		

Q2: Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alien	1	.1	.1	.1
	Black	253	34.1	34.6	34.7
	Am Indian	4	.5	.5	35.3
	Asian	20	2.7	2.7	38.0
	Hispanic	45	6.1	6.2	44.2
	White	395	53.3	54.0	98.2
	Unknown	13	1.8	1.8	100.0
	Total	731	98.7	100.0	
Missing	0	10	1.3		
Total		741	100.0		

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	7	.9	.9	.9
	20-21	19	2.6	2.6	3.5
	22-24	92	12.4	12.4	15.9
	25-29	172	23.2	23.2	39.2
	30-34	157	21.2	21.2	60.4
	35-39	141	19.0	19.1	79.5
	40-49	120	16.2	16.2	95.7
	50-64	31	4.2	4.2	99.9
	65 or over	1	.1	.1	100.0
	Total	740	99.9	100.0	
Missing	0	1	.1		
Total		741	100.0		

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First-Time Freshman	121	16.3	16.3	16.3
	First-Time Graduate	150	20.2	20.2	36.6
	UG Transfer	318	42.9	42.9	79.5
	GR Transfer	37	5.0	5.0	84.5
	UG Transient	27	3.6	3.6	88.1
	GR Transient	20	2.7	2.7	90.8
	Other	68	9.2	9.2	100.0
	Total	741	100.0	100.0	

Q7: College

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	251	33.9	35.5	35.5
	BU	291	39.3	41.1	76.6
	ED	74	10.0	10.5	87.0
	CF	8	1.1	1.1	88.1
	HH	84	11.3	11.9	100.0
	Total	708	95.5	100.0	
Missing	0	33	4.5		
Total		741	100.0		

Q8: When you applied for admission to college, Troy University was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	522	70.4	71.4	71.4
	Second Choice	169	22.8	23.1	94.5
	Third Choice	29	3.9	4.0	98.5
	Fourth Choice	11	1.5	1.5	100.0
	Total	731	98.7	100.0	
Missing	0	10	1.3		
Total		741	100.0		

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	108	14.6	14.7	14.7
	No	627	84.6	85.3	100.0
	Total	735	99.2	100.0	
Missing	0	6	.8		
Total		741	100.0		

Q10-1: Select the reasons why you have chosen to attend Troy University: Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	724	97.7	97.7	97.7
	Yes	17	2.3	2.3	100.0
	Total	741	100.0	100.0	

Q10-2: Select the reasons why you have chosen to attend Troy University: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	595	80.3	80.3	80.3
	Yes	146	19.7	19.7	100.0
	Total	741	100.0	100.0	

Q10-3: Select the reasons why you have chosen to attend Troy University: Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	418	56.4	56.4	56.4
	Yes	323	43.6	43.6	100.0
	Total	741	100.0	100.0	

Q10-4: Select the reasons why you have chosen to attend Troy University: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	604	81.5	81.5	81.5
	Yes	137	18.5	18.5	100.0
	Total	741	100.0	100.0	

Q10-5: Select the reasons why you have chosen to attend Troy University: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	645	87.0	87.0	87.0
	Yes	96	13.0	13.0	100.0
	Total	741	100.0	100.0	

Q10-6: Select the reasons why you have chosen to attend Troy University: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	383	51.7	51.7	51.7
	Yes	358	48.3	48.3	100.0
	Total	741	100.0	100.0	

Q10-7: Select the reasons why you have chosen to attend Troy University: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	607	81.9	81.9	81.9
	Yes	134	18.1	18.1	100.0
	Total	741	100.0	100.0	

Q10-8: Select the reasons why you have chosen to attend Troy University: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	286	38.6	38.6	38.6
	Yes	455	61.4	61.4	100.0
	Total	741	100.0	100.0	

Q10-9: Select the reasons why you have chosen to attend Troy University: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	733	98.9	98.9	98.9
	Yes	8	1.1	1.1	100.0
	Total	741	100.0	100.0	

Q10-10: Select the reasons why you have chosen to attend Troy University: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	713	96.2	96.2	96.2
	Yes	28	3.8	3.8	100.0
	Total	741	100.0	100.0	

Q10-11: Select the reasons why you have chosen to attend Troy University: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	740	99.9	99.9	99.9
	Yes	1	.1	.1	100.0
	Total	741	100.0	100.0	

Q10-12: Select the reasons why you have chosen to attend Troy University: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	741	100.0	100.0	100.0

Q10-13: Select the reasons why you have chosen to attend Troy University Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	738	99.6	99.6	99.6
	Yes	3	.4	.4	100.0
	Total	741	100.0	100.0	

Q10-14: Select the reasons why you have chosen to attend Troy University Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	685	92.4	92.4	92.4
	Yes	56	7.6	7.6	100.0
	Total	741	100.0	100.0	

Q10-15: Select the reasons why you have chosen to attend Troy University: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	733	98.9	98.9	98.9
	Yes	8	1.1	1.1	100.0
	Total	741	100.0	100.0	

Q10-16: Select the reasons why you have chosen to attend Troy University: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	556	75.0	75.0	75.0
	Yes	185	25.0	25.0	100.0
	Total	741	100.0	100.0	

Q10-17: Select the reasons why you have chosen to attend Troy University: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	708	95.5	95.5	95.5
	Yes	33	4.5	4.5	100.0
	Total	741	100.0	100.0	

Q10-18: Select the reasons why you have chosen to attend Troy University: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	599	80.8	80.8	80.8
	Yes	142	19.2	19.2	100.0
	Total	741	100.0	100.0	

For Q11, see Appendix 7.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	56	7.6	7.6	7.6
	Billboard	15	2.0	2.0	9.6
	Direct Mail	2	.3	.3	9.9
	Guidance Counselor	100	13.5	13.6	23.5
	Internet	113	15.2	15.4	38.9
	Newspaper	11	1.5	1.5	40.4
	Radio	2	.3	.3	40.6
	Television	8	1.1	1.1	41.7
	Word of mouth	313	42.2	42.5	84.2
	Other	116	15.7	15.8	100.0
	Total	736	99.3	100.0	
Missing	0	5	.7		
	Total	741	100.0		

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	8	1.1	1.1	1.1
	Direct Mail	28	3.8	3.8	4.9
	Internet	441	59.5	60.0	64.9
	Newspaper	11	1.5	1.5	66.4
	Television	1	.1	.1	66.5
	Word of mouth	118	15.9	16.1	82.6
	Other	128	17.3	17.4	100.0
	Total	735	99.2	100.0	
Missing	0	6	.8		
Total		741	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	8	1.1	1.1	1.1
	Direct Mail	41	5.5	5.7	6.8
	Internet	241	32.5	33.3	40.1
	Newspaper	14	1.9	1.9	42.0
	Radio	20	2.7	2.8	44.8
	Television	36	4.9	5.0	49.8
	Word of mouth	343	46.3	47.4	97.2
	Other	20	2.7	2.8	100.0
	Total	723	97.6	100.0	
Missing	0	18	2.4		
Total		741	100.0		

Q15-1: Would you describe Troy University to your friends as being: Academically challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	338	45.6	100.0	100.0
Missing	No	403	54.4		
Total		741	100.0		

Q15-2: Would you describe Troy University to your friends as being: Caring

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	143	19.3	100.0	100.0
Missing No	598	80.7		
Total	741	100.0		

Q15-3: Would you describe Troy University to your friends as being: Convenient

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	519	70.0	100.0	100.0
Missing No	222	30.0		
Total	741	100.0		

Q15-4: Would you describe Troy University to your friends as being: Friendly

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	262	35.4	100.0	100.0
Missing No	479	64.6		
Total	741	100.0		

Q15-5: Would you describe Troy University to your friends as being: Good value for the price

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	355	47.9	100.0	100.0
Missing No	386	52.1		
Total	741	100.0		

Q15-6: Would you describe Troy University to your friends as being: Helpful

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	242	32.7	100.0	100.0
Missing No	499	67.3		
Total	741	100.0		

Q15-7: Would you describe Troy University to your friends as being: Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	241	32.5	100.0	100.0
Missing	No	500	67.5		
Total		741	100.0		

Q15-8: Would you describe Troy University to your friends as being: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	45	6.1	100.0	100.0
Missing	No	696	93.9		
Total		741	100.0		

Appendix 27. Troy University Fall 2005 New Student Survey Responses - Overall

Q1: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	736	33.4	33.6	33.6
	Female	1454	66.0	66.4	100.0
	Total	2190	99.4	100.0	
Missing	0	13	.6		
Total		2203	100.0		

Q2: Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alien	13	.6	.6	.6
	Black	785	35.6	36.0	36.6
	Am Indian	14	.6	.6	37.2
	Asian	83	3.8	3.8	41.0
	Hispanic	82	3.7	3.8	44.8
	White	1176	53.4	53.9	98.7
	Unknown	29	1.3	1.3	100.0
	Total	2182	99.0	100.0	
Missing	0	21	1.0		
Total		2203	100.0		

Q3: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	283	12.8	12.9	12.9
	20-21	106	4.8	4.8	17.7
	22-24	273	12.4	12.4	30.1
	25-29	424	19.2	19.3	49.4
	30-34	372	16.9	16.9	66.4
	35-39	306	13.9	13.9	80.3
	40-49	334	15.2	15.2	95.5
	50-64	97	4.4	4.4	99.9
	65 or over	2	.1	.1	100.0
	Total	2197	99.7	100.0	
Missing	0	6	.3		
Total		2203	100.0		

Q4: Enrollment Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dually-enrolled high school student	3	.1	.1	.1
	First-Time Freshman	531	24.1	24.3	24.4
	First-Time Graduate	569	25.8	26.0	50.4
	UG Transfer	704	32.0	32.2	82.6
	GR Transfer	116	5.3	5.3	87.9
	UG Transient	47	2.1	2.1	90.1
	GR Transient	41	1.9	1.9	92.0
	Other	176	8.0	8.0	100.0
	Total	2187	99.3	100.0	
Missing	0	16	.7		
Total		2203	100.0		

Q5: Campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dothan	151	6.9	6.9	6.9
	Montgomery	306	13.9	14.0	20.9
	Phenix City	146	6.6	6.7	27.5
	Troy	448	20.3	20.5	48.0
	University College	397	18.0	18.1	66.1
	eCampus	741	33.6	33.9	100.0
	Total	2189	99.4	100.0	
Missing	0	14	.6		
Total		2203	100.0		

Q7: College

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AS	548	24.9	26.0	26.0
	BU	772	35.0	36.7	62.7
	ED	404	18.3	19.2	81.9
	CF	60	2.7	2.8	84.7
	HH	322	14.6	15.3	100.0
	Total	2106	95.6	100.0	
Missing	0	97	4.4		
Total		2203	100.0		

Q8: When you applied for admission to college, Troy University was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First Choice	1549	70.3	71.2	71.2
	Second Choice	500	22.7	23.0	94.1
	Third Choice	90	4.1	4.1	98.3
	Fourth Choice	38	1.7	1.7	100.0
	Total	2177	98.8	100.0	
Missing	0	26	1.2		
Total		2203	100.0		

Q9: Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	855	38.8	39.2	39.2
	No	1328	60.3	60.8	100.0
	Total	2183	99.1	100.0	
Missing	0	20	.9		
Total		2203	100.0		

Q10-1: Select the reasons why you have chosen to attend Troy University: Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1838	83.4	83.5	83.5
	Yes	364	16.5	16.5	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

Q10-2: Select the reasons why you have chosen to attend Troy University: Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1024	46.5	46.5	46.5
	Yes	1179	53.5	53.5	100.0
	Total	2203	100.0	100.0	

Q10-3: Select the reasons why you have chosen to attend Troy University: Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1250	56.7	56.7	56.7
	Yes	953	43.3	43.3	100.0
Total		2203	100.0	100.0	

Q10-4: Select the reasons why you have chosen to attend Troy University: Availability of Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1694	76.9	76.9	76.9
	Yes	509	23.1	23.1	100.0
Total		2203	100.0	100.0	

Q10-5: Select the reasons why you have chosen to attend Troy University: Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1858	84.3	84.3	84.3
	Yes	345	15.7	15.7	100.0
Total		2203	100.0	100.0	

Q10-6: Select the reasons why you have chosen to attend Troy University: Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1230	55.8	55.9	55.9
	Yes	972	44.1	44.1	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

Q10-7: Select the reasons why you have chosen to attend Troy University: Academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1785	81.0	81.1	81.1
	Yes	417	18.9	18.9	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

Q10-8: Select the reasons why you have chosen to attend Troy University: Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	982	44.6	44.6	44.6
	Yes	1221	55.4	55.4	100.0
	Total	2203	100.0	100.0	

Q10-9: Select the reasons why you have chosen to attend Troy University: Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2021	91.7	91.8	91.8
	Yes	181	8.2	8.2	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

Q10-10: Select the reasons why you have chosen to attend Troy University: Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1994	90.5	90.6	90.6
	Yes	208	9.4	9.4	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

Q10-11: Select the reasons why you have chosen to attend Troy University: Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2153	97.7	97.8	97.8
	Yes	49	2.2	2.2	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

Q10-12: Select the reasons why you have chosen to attend Troy University: Performing arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2156	97.9	97.9	97.9
	Yes	46	2.1	2.1	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

Q10-13: Select the reasons why you have chosen to attend Troy University: Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2157	97.9	98.0	98.0
	Yes	45	2.0	2.0	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

Q10-14: Select the reasons why you have chosen to attend Troy University: Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2112	95.9	95.9	95.9
	Yes	90	4.1	4.1	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

Q10-15: Select the reasons why you have chosen to attend Troy University: Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2073	94.1	94.1	94.1
	Yes	129	5.9	5.9	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

Q10-16: Select the reasons why you have chosen to attend Troy University: Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1619	73.5	73.5	73.5
	Yes	583	26.5	26.5	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

Q10-17: Select the reasons why you have chosen to attend Troy University: Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1998	90.7	90.7	90.7
	Yes	204	9.3	9.3	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

Q10-18: Select the reasons why you have chosen to attend Troy University: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1909	86.7	86.7	86.7
	Yes	293	13.3	13.3	100.0
	Total	2202	100.0	100.0	
Missing	System	1	.0		
Total		2203	100.0		

For Q11, see Appendix 1.

Q12: How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alumni	280	12.7	12.9	12.9
	Billboard	50	2.3	2.3	15.2
	Direct Mail	40	1.8	1.8	17.0
	Guidance Counselor	167	7.6	7.7	24.7
	Internet	195	8.9	9.0	33.6
	Newspaper	36	1.6	1.7	35.3
	Radio	11	.5	.5	35.8
	Television	53	2.4	2.4	38.2
	Word of mouth	998	45.3	45.8	84.0
	Other	348	15.8	16.0	100.0
	Total	2178	98.9	100.0	
Missing	0	25	1.1		
Total		2203	100.0		

Q13: How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	38	1.7	1.8	1.8
	Direct Mail	291	13.2	13.4	15.2
	Internet	965	43.8	44.5	59.6
	Newspaper	69	3.1	3.2	62.8
	Radio	10	.5	.5	63.3
	Television	15	.7	.7	64.0
	Word of mouth	417	18.9	19.2	83.2
	Other	365	16.6	16.8	100.0
	Total	2170	98.5	100.0	
Missing	0	33	1.5		
Total		2203	100.0		

Q14: What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Billboard	36	1.6	1.7	1.7
	Direct Mail	243	11.0	11.3	13.0
	Internet	499	22.7	23.2	36.2
	Newspaper	53	2.4	2.5	38.6
	Radio	94	4.3	4.4	43.0
	Television	182	8.3	8.5	51.5
	Word of mouth	989	44.9	46.0	97.4
	Other	55	2.5	2.6	100.0
	Total	2151	97.6	100.0	
Missing	0	52	2.4		
Total		2203	100.0		

Q15-1: Would you describe Troy University to your friends as being: Academically challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	943	42.8	100.0	100.0
Missing	No	1260	57.2		
Total		2203	100.0		

Q15-2: Would you describe Troy University to your friends as being: Caring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	585	26.6	100.0	100.0
Missing	No	1617	73.4		
	System	1	.0		
	Total	1618	73.4		
Total		2203	100.0		

Q15-3: Would you describe Troy University to your friends as being: Convenient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1502	68.2	100.0	100.0
Missing	No	700	31.8		
	System	1	.0		
	Total	701	31.8		
Total		2203	100.0		

Q15-4: Would you describe Troy University to your friends as being: Friendly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	904	41.0	100.0	100.0
Missing	No	1298	58.9		
	System	1	.0		
	Total	1299	59.0		
Total		2203	100.0		

Q15-5: Would you describe Troy University to your friends as being: Good value for the price

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1010	45.8	100.0	100.0
Missing	No	1192	54.1		
	System	1	.0		
	Total	1193	54.2		
Total		2203	100.0		

Q15-6: Would you describe Troy University to your friends as being: Helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	718	32.6	100.0	100.0
Missing	No	1484	67.4		
	System	1	.0		
	Total	1485	67.4		
Total		2203	100.0		

Q15-7: Would you describe Troy University to your friends as being: Student-centered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	833	37.8	100.0	100.0
Missing	No	1369	62.1		
	System	1	.0		
	Total	1370	62.2		
Total		2203	100.0		

Q15-8: Would you describe Troy University to your friends as being: Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	135	6.1	100.0	100.0
Missing	No	2067	93.8		
	System	1	.0		
	Total	2068	93.9		
Total		2203	100.0		