

## Troy University 2006-07 Graduating Student Survey Report

### Report 3 (Q25): Student satisfaction with the offices and services at Troy University

Rank*	Offices and Services	Very Dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied		Total	Mean*	SD
		N	%	N	%	N	%	N	%	N	%			
1	Trojan WebExpress	62	3%	75	4%	220	12%	788	43%	705	38%	1850	4.08	0.98
2	Admissions Office	61	3%	54	3%	294	16%	816	44%	637	34%	1862	4.03	0.95
3	Buildings and Grounds	32	2%	67	5%	237	18%	539	42%	419	32%	1294	3.96	0.97
4	Information Technology (IT) Services	54	4%	52	4%	261	18%	648	45%	438	30%	1453	3.94	0.98
5	Registrar/Records Office	72	4%	83	5%	303	17%	772	43%	552	31%	1782	3.93	1.01
6	Business Office	55	3%	58	4%	317	20%	677	43%	466	30%	1573	3.92	0.98
7	Unversity Media (website, newsletter, radio, TV, etc.)	40	3%	43	3%	327	25%	540	41%	378	28%	1328	3.88	0.96
8	Veteran Services	33	4%	28	4%	210	27%	281	36%	235	30%	787	3.83	1.03
9	Safety and Security Services	42	4%	59	6%	243	23%	432	40%	292	27%	1068	3.82	1.02
10	Student Support Services (SSS)	42	4%	30	3%	249	26%	367	39%	255	27%	943	3.81	1.01
11	Student organization	31	4%	34	4%	230	29%	299	37%	210	26%	804	3.77	1.01
12	Athletic programs	30	4%	22	3%	198	30%	248	37%	171	26%	669	3.76	1.02
13	Financial Aid Services	86	6%	115	8%	276	19%	531	37%	412	29%	1420	3.75	1.14
14	Adaptive Needs Services	25	4%	12	2%	215	33%	238	37%	154	24%	644	3.75	0.97
15	Bookstore Services	91	6%	132	9%	282	18%	619	40%	422	27%	1546	3.74	1.12
16	Recreational and intramural activities	22	3%	26	4%	206	31%	263	40%	148	22%	665	3.74	0.96
17	Counseling Service	46	5%	56	6%	243	27%	329	37%	225	25%	899	3.70	1.07
18	Student Health Services	18	3%	33	5%	213	32%	255	39%	137	21%	656	3.70	0.95
19	Food Services	40	4%	73	8%	234	26%	361	40%	203	22%	911	3.67	1.04
20	Career Service	44	5%	52	6%	244	30%	309	37%	176	21%	825	3.63	1.05
21	Trojan Fitness Center	38	6%	46	7%	190	29%	246	37%	146	22%	666	3.62	1.07
22	Placement Service	43	6%	49	7%	240	32%	268	36%	145	19%	745	3.57	1.06
23	Housing and Residential Life	23	4%	47	8%	204	34%	208	35%	110	19%	592	3.57	1.01
24	Parking facilities	202	16%	167	13%	276	21%	394	30%	259	20%	1298	3.26	1.34

\* Note: 1. The ranking is based on the mean.

2. Those who did not respond or responded with N/A were not included in the calculation of the means