

Troy University Fall 2006 New Student Survey

**Appendix 21. 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	1.01	4.05	1.05	3.93	1.12	0.298
Faculty care about students as individuals.	4.02	0.97	3.97	1.03	3.87	1.11	0.082
I feel I can talk to faculty about my academic concerns.	3.98	1.03	4.00	1.05	3.82	1.10	0.060
Academic advising is adequate.	<i>3.77</i>	1.10	<i>3.91</i>	1.11	<i>3.65</i>	1.18	<b>0.001</b>
Sufficient financial aid options are available.	<i>3.90</i>	1.05	<i>4.00</i>	1.09	<i>3.70</i>	1.19	<b>0.002</b>
The tuition payment plan is beneficial for students.	4.03	0.97	4.03	1.02	3.85	1.15	0.070
Class information provided prior to enrollment was helpful.	<i>3.84</i>	1.09	<i>4.00</i>	1.06	3.88	1.18	<b>0.004</b>
Reg. dates, times, and procedures were made clear prior to enrollment.	3.96	1.07	4.03	1.12	3.89	1.23	0.161
The online registration process is user-friendly.	3.84	1.08	3.92	1.16	3.85	1.19	0.302
The on-site registration process is user-friendly.	<i>3.82</i>	1.08	<i>4.01</i>	1.06	<i>3.76</i>	1.14	<b>0.000</b>
Students seldom get the “run around” when seeking information.	<i>3.51</i>	1.24	<i>3.65</i>	1.24	<i>3.40</i>	1.33	<b>0.008</b>
The online Schedule of Classes is informative and easy to follow.	3.97	1.00	4.04	1.04	3.97	1.10	0.246
The printed Schedule of Classes is informative and easy to follow.	4.02	0.96	4.08	1.02	3.97	1.12	0.240
Class drop/add procedures are appropriate.	3.94	0.98	3.98	1.03	3.82	1.10	0.135
Classes are offered at convenient times.	4.10	0.98	<i>4.13</i>	1.01	<i>3.93</i>	1.15	<b>0.025</b>
The classes I attend are well organized and well taught.	3.99	1.04	4.06	1.05	3.94	1.16	0.181
The University offers a variety of majors at my location.	3.91	1.03	3.88	1.09	3.77	1.13	0.229
Tutorial services are sufficient.	3.72	0.96	3.73	1.05	3.61	1.11	0.378
On-campus bookstore hours are convenient for students.	<i>3.78</i>	0.99	<i>3.72</i>	1.09	<i>3.47</i>	1.16	<b>0.003</b>
Purchasing textbooks through Troy Virtual BookStore is convenient.	<i>3.83</i>	1.08	3.73	1.12	<i>3.61</i>	1.15	<b>0.027</b>
Student organizations are available for my participation.	3.66	1.02	3.61	1.12	3.48	1.15	0.170
The semester/term format at my location accommodates my learning.	<i>4.18</i>	0.91	4.13	0.98	<i>3.97</i>	1.10	<b>0.009</b>
Troy University has a good reputation in my community.	<i>4.16</i>	0.93	<i>4.15</i>	1.00	<i>3.94</i>	1.03	<b>0.010</b>
I am receiving a quality education at Troy University.	<i>4.22</i>	0.94	<i>4.22</i>	0.96	<i>4.04</i>	1.13	<b>0.025</b>
I would recommend Troy Univ. to a friend planning to go to college.	<i>4.23</i>	0.99	<i>4.25</i>	1.03	<i>3.93</i>	1.25	<b>0.000</b>

Notes:

1. Significance level = 0.05

2. The bold and italicized values under "Sig." indicate that there is a significant difference between the means.