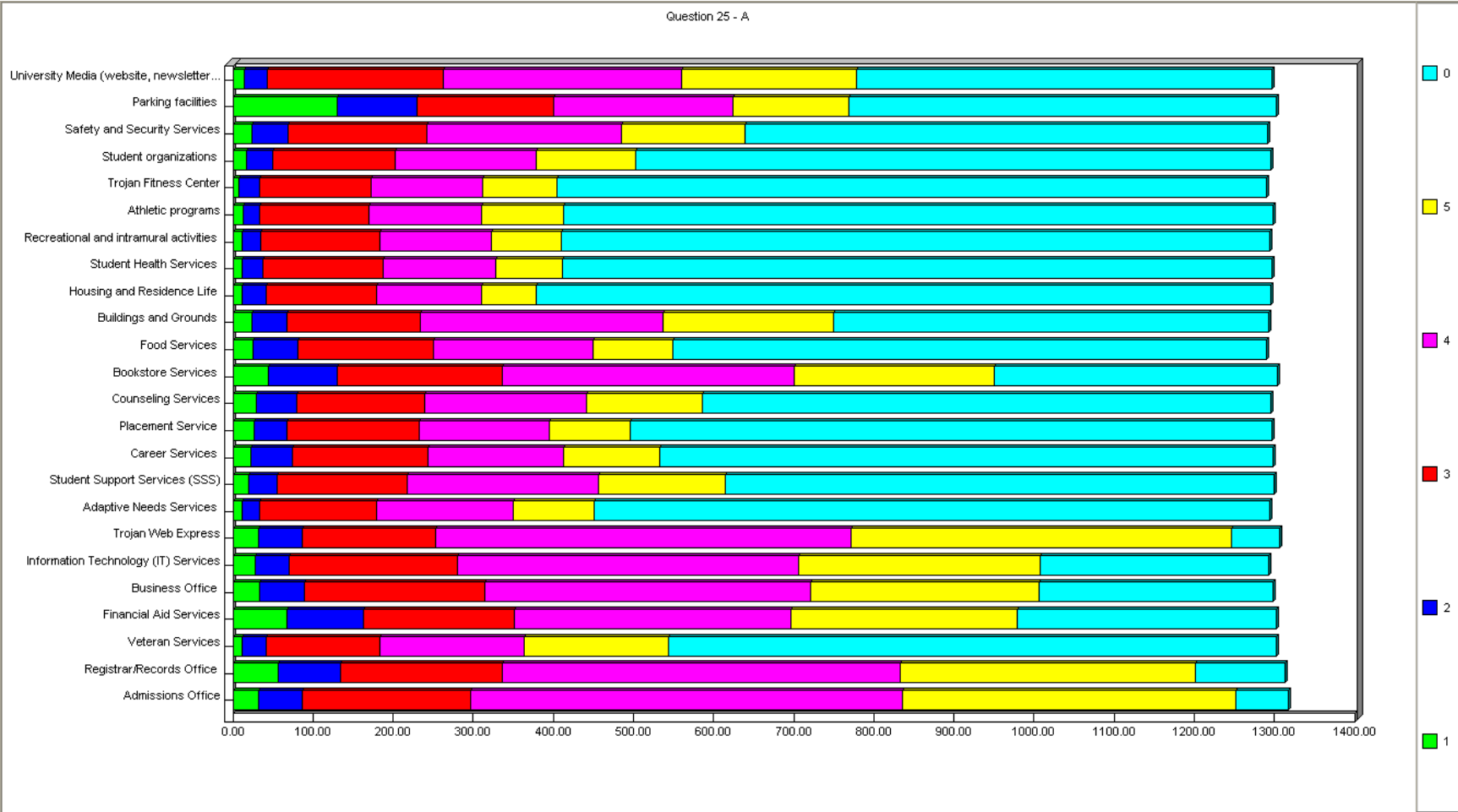


Question 25: On a scale from 1 to 5, with 1 as “Very Dissatisfied” and 5 as “Very Satisfied,” please rate your satisfaction with the following offices and services of Troy University: (Select “Not Applicable” if the item does not apply to you.)



Troy University 2007-08 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	32	3%	54	4%	167	13%	519	42%	474	38%	1246	4.08	0.96
2	Admissions Office	32	3%	55	4%	210	17%	539	43%	416	33%	1252	4.00	0.95
3	Information Technology (IT) Services	28	3%	42	4%	211	21%	425	42%	302	30%	1008	3.92	0.96
4	Veteran Services	11	2%	31	6%	141	26%	181	33%	180	33%	544	3.90	0.99
5	Registrar/Records Office	56	5%	79	7%	201	17%	497	41%	368	31%	1201	3.87	1.07
6	University Media (website, newsletter, radio, TV, etc.)	14	2%	29	4%	219	28%	298	38%	219	28%	779	3.87	0.92
7	Buildings and Grounds	24	3%	44	6%	166	22%	303	40%	213	28%	750	3.85	1.00
8	Business Office	34	3%	56	6%	225	22%	406	40%	285	28%	1006	3.85	1.00
9	Student Support Services (SSS)	20	3%	35	6%	162	26%	240	39%	158	26%	615	3.78	0.99
10	Adaptive Needs Services	12	3%	21	5%	146	32%	171	38%	101	22%	451	3.73	0.95
11	Bookstore Services	45	5%	85	9%	206	22%	365	38%	250	26%	951	3.73	1.01
12	Athletic programs	13	3%	21	5%	136	33%	141	34%	102	25%	413	3.72	0.99
13	Safety and Security Services	24	4%	45	7%	173	27%	243	38%	154	24%	639	3.72	1.03
14	Student organizations	17	3%	33	7%	152	30%	177	35%	124	25%	503	3.71	1.02
15	Trojan Fitness Center	8	2%	25	6%	139	34%	140	35%	93	23%	405	3.70	0.95
16	Financial Aid Services	67	7%	96	10%	188	19%	346	35%	282	29%	979	3.69	1.19
17	Recreational and intramural activities	12	3%	23	6%	149	36%	139	34%	87	21%	410	3.65	0.97
18	Counseling Service	29	5%	51	9%	159	27%	203	35%	144	25%	586	3.65	1.09
19	Student Health Services	11	3%	26	6%	150	36%	141	34%	83	20%	411	3.63	0.96
20	Career Service	22	4%	52	10%	170	32%	169	32%	120	23%	533	3.59	1.07
21	Food Services	25	5%	56	10%	169	31%	199	36%	100	18%	549	3.53	1.04
22	Placement Service	27	5%	40	8%	165	33%	163	33%	101	20%	496	3.55	1.07
23	Housing and Residential Life	12	3%	29	8%	139	37%	130	34%	69	18%	379	3.57	0.97
24	Parking facilities	130	17%	100	13%	170	22%	224	29%	145	19%	769	3.20	1.35

* 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