

**Troy University 2008-2009 Senior Survey Report**  
Report 3 (Q29): Student satisfaction with the offices and services of Troy University

*Rank		Very Dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied		Total	Mean	SD
		Count	%	Count	%	Count	%	Count	%	Count	%			
1	Trojan Web Express	90	3.2%	81	2.9%	240	8.6%	1116	39.9%	1267	45.3%	2794	4.21	0.95
2	Veteran Services	36	3.5%	27	2.6%	222	21.3%	318	30.5%	439	42.1%	1042	4.05	1.02
3	Buildings and Grounds	46	2.7%	67	3.9%	287	16.7%	695	40.5%	621	36.2%	1716	4.04	0.96
4	Admissions Office	113	4.2%	90	3.3%	378	14.0%	1180	43.7%	938	34.8%	2699	4.02	1.00
5	Information Technology (IT) Services	65	3.0%	63	2.9%	389	18.2%	915	42.8%	707	33.1%	2139	4.00	0.95
6	University Media	51	2.8%	67	3.7%	392	21.9%	695	38.7%	589	32.8%	1794	3.95	0.97
7	Athletic programs	31	3.8%	14	1.7%	206	25.2%	287	35.0%	281	34.3%	819	3.94	1.00
8	Trojan Fitness Center	32	3.9%	25	3.1%	203	24.9%	269	33.0%	285	35.0%	814	3.92	1.04
9	Registrar/Records Office	152	5.7%	153	5.7%	382	14.3%	1111	41.5%	880	32.9%	2678	3.90	1.10
10	Business Office	101	4.6%	105	4.8%	428	19.7%	883	40.6%	657	30.2%	2174	3.87	1.05
11	Student Support Services (SSS)	78	5.8%	53	4.0%	275	20.6%	494	37.0%	434	32.5%	1334	3.86	1.10
12	Safety and Security Services	53	3.7%	73	5.1%	338	23.6%	526	36.7%	443	30.9%	1433	3.86	1.03
13	Adaptive Needs Services	28	3.4%	19	2.3%	247	29.7%	290	34.9%	247	29.7%	831	3.85	0.98
14	Student organizations	44	4.0%	51	4.6%	281	25.6%	371	33.8%	351	32.0%	1098	3.85	1.05
15	Bookstore Services	128	5.6%	159	7.0%	390	17.2%	901	39.7%	690	30.4%	2268	3.82	1.11
16	Recreational and intramural activities	39	4.8%	24	2.9%	236	28.9%	293	35.9%	224	27.5%	816	3.78	1.03
17	Financial Aid Services	162	7.4%	185	8.5%	354	16.3%	782	35.9%	693	31.8%	2176	3.76	1.20
18	Student Health Services	31	4.0%	29	3.7%	252	32.1%	285	36.4%	187	23.9%	784	3.72	0.99
19	Food Services	58	4.4%	85	6.5%	336	25.6%	518	39.5%	316	24.1%	1313	3.72	1.04
20	Counseling Services	86	6.8%	94	7.4%	297	23.4%	423	33.4%	368	29.0%	1268	3.70	1.16
21	Career Services	74	6.2%	68	5.7%	355	30.0%	383	32.3%	305	25.7%	1185	3.66	1.11
22	Placement Service	60	6.0%	49	4.9%	341	34.3%	313	31.5%	230	23.2%	993	3.61	1.08
23	Housing and Residence Life	37	5.2%	54	7.6%	235	33.3%	227	32.2%	153	21.7%	706	3.57	1.07
24	Parking facilities	349	20.2%	234	13.6%	327	18.9%	476	27.6%	340	19.7%	1726	3.13	1.41

\*Notes: 1. The ranking is based on the mean. 2. Those who did not respond or responded with NA were not included in the calculation of the means.