

### Troy University 2009-2010 Senior Survey Report

Report 1 (Q28): Student self-rated development in their educational experiences

Rank	Knowledge, Skills & Abilities	Excellent		Good		Average		Fair		Poor		Mean	SD	Total N
		Count	%	Count	%	Count	%	Count	%	Count	%			
1	Management & organizational skills	762	45.2%	704	41.8%	176	10.4%	33	2.0%	11	.7%	4.29	.78	1686
2	Critical thinking skills	678	40.1%	830	49.1%	158	9.3%	16	.9%	8	.5%	4.27	.71	1690
3	Planning and carrying out projects	691	41.1%	791	47.0%	167	9.9%	22	1.3%	11	.7%	4.27	.74	1682
4	Strategies for applying skills in my field	700	41.8%	756	45.1%	178	10.6%	24	1.4%	18	1.1%	4.25	.78	1676
5	Reading skills	682	40.4%	787	46.6%	187	11.1%	25	1.5%	8	.5%	4.25	.74	1689
6	Time management	732	43.3%	709	41.9%	200	11.8%	34	2.0%	17	1.0%	4.24	.81	1692
7	Problem solving skills	655	38.8%	814	48.2%	192	11.4%	19	1.1%	10	.6%	4.23	.74	1690
8	Leadership skills	687	40.7%	728	43.2%	211	12.5%	41	2.4%	19	1.1%	4.20	.83	1686
9	Writing skills	561	32.1%	928	53.1%	234	13.4%	21	1.2%	4	.2%	4.16	.71	1748
10	Research skills	600	35.5%	806	47.7%	232	13.7%	40	2.4%	11	.7%	4.15	.79	1689
11	Working cooperatively in groups	639	38.0%	719	42.7%	247	14.7%	54	3.2%	24	1.4%	4.13	.88	1683
12	Citizenship skills	600	35.8%	747	44.5%	259	15.4%	44	2.6%	27	1.6%	4.10	.87	1677
13	Computer technologies	547	32.3%	829	48.9%	260	15.3%	52	3.1%	7	.4%	4.10	.79	1695
14	Speaking/presentation skills	512	30.3%	852	50.4%	280	16.6%	39	2.3%	8	.5%	4.08	.77	1691
15	Understanding different philosophies and cultures	473	28.0%	829	49.1%	304	18.0%	63	3.7%	19	1.1%	3.99	.84	1688
16	Appreciation of the arts	483	28.6%	745	44.1%	346	20.5%	83	4.9%	31	1.8%	3.93	.92	1688
17	Scientific principles and methods	339	20.1%	823	48.8%	430	25.5%	76	4.5%	18	1.1%	3.82	.84	1686
18	Mathematical skills	347	20.6%	748	44.3%	463	27.4%	101	6.0%	28	1.7%	3.76	.90	1687

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

**Troy University 2009-2010 Senior Survey Report**  
Report 2 (Q29): Student ratings on education and academic support services

Rank		Poor		Fair		Average		Good		Excellent		N	Mean	Std. Deviation
		Count	%	Count	%	Count	%	Count	%	Count	%			
1	Overall quality of your academic program	28	1.7%	0	.0%	185	11.3%	777	47.3%	651	39.7%	1641	4.2328	.78051
2	Instruction in major courses	42	2.6%	0	.0%	205	12.7%	753	46.7%	612	38.0%	1612	4.1743	.84343
3	Faculty's use of technologies to enhance teaching	35	2.2%	0	.0%	278	17.7%	737	46.9%	523	33.2%	1573	4.0890	.83785
4	Communication between faculty and students	63	4.0%	0	.0%	249	15.8%	702	44.4%	566	35.8%	1580	4.0810	.93202
5	Instruction in general education courses	30	2.0%	0	.0%	287	18.8%	764	49.9%	449	29.3%	1530	4.0471	.80977
6	Registration procedures	89	5.7%	0	.0%	253	16.1%	658	42.0%	567	36.2%	1567	4.0300	1.01697
7	Faculty accessibility	60	3.9%	0	.0%	289	18.9%	675	44.1%	507	33.1%	1531	4.0248	.93412
8	Course availability in your major	94	6.0%	0	.0%	261	16.7%	639	41.0%	566	36.3%	1560	4.0147	1.03581
9	Computer labs	56	4.9%	0	.0%	231	20.4%	487	42.9%	360	31.7%	1134	3.9656	.98249
10	Library	47	3.8%	0	.0%	283	22.6%	547	43.8%	373	29.8%	1250	3.9592	.92856
11	Testing Center	32	3.4%	0	.0%	217	22.9%	419	44.2%	279	29.5%	947	3.9641	.90965
12	Writing Center	26	3.5%	0	.0%	168	22.7%	335	45.2%	212	28.6%	741	3.9541	.90974
13	Natural Science Center	19	3.2%	0	.0%	151	25.3%	261	43.7%	166	27.8%	597	3.9296	.90213
14	Laboratory/instructional equipment	33	3.2%	0	.0%	254	24.6%	466	45.2%	278	27.0%	1031	3.9273	.89418
15	IMPACT/New Student Orientation Program	42	4.0%	0	.0%	266	25.1%	461	43.5%	290	27.4%	1059	3.9037	.93462
16	Center for International Programs	18	3.7%	0	.0%	128	26.5%	207	42.9%	130	26.9%	483	3.8923	.92723
17	Academic advising	164	10.7%	0	.0%	304	19.8%	557	36.2%	512	33.3%	1537	3.8152	1.20749

\*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.

### Troy University 2009-2010 Senior Survey Report

Report 3 (Q30): Student satisfaction with the offices and services of Troy University

Rank		Very Dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied		Total N	Mean	Standard Deviation
		Count	%	Count	%	Count	%	Count	%	Count	%			
1	Trojan Web Express	78	4.7%	52	3.1%	148	9.0%	641	38.8%	732	44.3%	1651	4.15	1.03
2	Buildings and Grounds	44	4.1%	48	4.5%	166	15.5%	429	40.0%	385	35.9%	1072	3.99	1.03
3	Admissions Office	76	4.8%	51	3.2%	240	15.1%	686	43.1%	538	33.8%	1591	3.98	1.02
4	Athletic programs	21	3.9%	14	2.6%	126	23.2%	186	34.3%	195	36.0%	542	3.96	1.02
5	Information Technology (IT) Services	53	4.1%	41	3.2%	245	19.1%	539	42.1%	402	31.4%	1280	3.93	1.00
6	Veteran Services	37	5.3%	15	2.2%	165	23.7%	220	31.7%	258	37.1%	695	3.93	1.08
7	University Media	42	3.6%	48	4.2%	248	21.5%	448	38.9%	365	31.7%	1151	3.91	1.01
8	Registrar/Records Office	97	6.2%	86	5.5%	235	14.9%	655	41.5%	504	32.0%	1577	3.88	1.11
9	Trojan Fitness Center	31	5.6%	20	3.6%	124	22.6%	187	34.1%	187	34.1%	549	3.87	1.10
10	Student organizations	38	5.4%	18	2.6%	163	23.1%	267	37.9%	219	31.1%	705	3.87	1.05
11	Safety and Security Services	48	5.2%	42	4.6%	186	20.2%	359	39.1%	284	30.9%	919	3.86	1.07
12	Student Support Services	52	6.1%	18	2.1%	199	23.5%	311	36.8%	266	31.4%	846	3.85	1.08
13	Business Office	72	5.4%	51	3.9%	263	19.9%	566	42.8%	370	28.0%	1322	3.84	1.05
14	Recreational and intramural	25	4.5%	19	3.4%	151	27.1%	203	36.4%	159	28.5%	557	3.81	1.03
15	Adaptive Needs Services	29	5.3%	13	2.4%	163	29.6%	196	35.6%	149	27.1%	550	3.77	1.04
16	Bookstore Services	110	7.8%	89	6.3%	244	17.3%	546	38.7%	421	29.9%	1410	3.77	1.17
17	Financial Aid Services	112	8.5%	106	8.0%	221	16.7%	472	35.7%	411	31.1%	1322	3.73	1.22
18	Food Services	49	5.7%	53	6.2%	205	24.0%	334	39.1%	213	24.9%	854	3.71	1.08
19	Career Services	52	6.8%	46	6.0%	195	25.6%	269	35.3%	199	26.1%	761	3.68	1.13
20	Student Health Services	28	5.0%	26	4.6%	182	32.3%	195	34.6%	133	23.6%	564	3.67	1.04
21	Counseling Services	68	8.2%	50	6.1%	212	25.7%	262	31.8%	233	28.2%	825	3.66	1.19
22	Placement Service	52	7.8%	26	3.9%	205	30.6%	241	36.0%	145	21.7%	669	3.60	1.10
23	Housing and Residence Life	27	5.6%	35	7.2%	158	32.6%	163	33.7%	101	20.9%	484	3.57	1.07
24	Parking facilities	243	22.8%	166	15.5%	180	16.9%	293	27.4%	186	17.4%	1068	3.01	1.43

\*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.

### Troy University 2009-10 Graduating Student Survey Report

Report 4 (Q31): Student opinions and perceptions about Troy University

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree		Subtotal		
	N	%	N	%	N	%	N	%	N	%	Total N	Mean	Standard Deviation
The goals, objectives, and requirements for my academic program were clearly defined.	82	4.9%	111	6.6%	201	11.9%	812	48.2%	479	28.4%	1685	3.89	1.05
My academic program was intellectually challenging and stimulating.	40	2.4%	37	2.2%	145	8.6%	831	49.3%	631	37.5%	1684	4.17	.86
Courses in my curriculum contributed to the skills and knowledge required in my field.	41	2.4%	38	2.3%	183	10.9%	811	48.3%	606	36.1%	1679	4.13	.87
Courses were offered frequently enough for timely completion of my degree program.	107	6.4%	162	9.6%	221	13.1%	728	43.3%	465	27.6%	1683	3.76	1.14
The intellectual caliber of students in my academic program was high.	64	3.8%	96	5.7%	393	23.4%	799	47.6%	327	19.5%	1679	3.73	.96
The degree program in which I enrolled is valuable for me in my employment.	41	2.4%	39	2.3%	204	12.1%	749	44.5%	650	38.6%	1683	4.15	.89
Troy University faculty care about students as individuals.	89	5.3%	72	4.3%	304	18.1%	769	45.7%	448	26.6%	1682	3.84	1.03
Troy University faculty were helpful with my career plan.	116	6.9%	122	7.3%	441	26.3%	623	37.2%	374	22.3%	1676	3.61	1.12
Troy University is responsive to the needs of its students.	115	6.9%	103	6.2%	356	21.3%	723	43.2%	377	22.5%	1674	3.68	1.10
The tuition and fees I paid at Troy University were a worthwhile investment.	72	4.3%	73	4.3%	330	19.6%	733	43.6%	474	28.2%	1682	3.87	1.01

**Troy University 2008-09 Graduating Student Survey Report**

Report 5 (Q39): Overall ratings on Troy University

	Poor		Fair		Average		Good		Excellent		Subtotal		
	N	%	N	%	N	%	N	%	N	%	Total N	Mean	Standard Deviation
How would you rate Troy University's preparation of you for employment?	65	3.8%	86	5.1%	371	22.0%	733	43.4%	435	25.7%	1690	3.82	1.00
How would you rate Troy University's preparation of you for further education?	43	2.6%	68	4.0%	293	17.4%	732	43.4%	550	32.6%	1686	4.00	.94
What is your overall rating of your college experiences at TROY?	50	3.0%	69	4.1%	237	14.1%	684	40.6%	646	38.3%	1686	4.07	.97

**Report 6: Question 27: In regard to your education at Troy University, please rate your development in the following areas:**

**CROSS TABULATION BY CAMPUS**

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
Writing skills	Excellent	61	35.1%	66	39.1%	52	36.6%	120	28.4%	207	33.5%	54	25.0%
	Good	81	46.6%	86	50.9%	74	52.1%	225	53.3%	332	53.7%	125	57.9%
	Average	30	17.2%	15	8.9%	14	9.9%	69	16.4%	71	11.5%	35	16.2%
	Fair	2	1.1%	1	.6%	2	1.4%	7	1.7%	6	1.0%	2	.9%
	Poor	0	.0%	1	.6%	0	.0%	1	.2%	2	.3%	0	.0%
Speaking/presentation skills	Excellent	56	32.4%	57	33.5%	50	35.2%	132	31.4%	162	26.3%	54	33.3%
	Good	78	45.1%	82	48.2%	76	53.5%	212	50.5%	315	51.1%	84	51.9%
	Average	33	19.1%	26	15.3%	16	11.3%	64	15.2%	120	19.4%	21	13.0%
	Fair	6	3.5%	4	2.4%	0	.0%	11	2.6%	15	2.4%	2	1.2%
	Poor	0	.0%	1	.6%	0	.0%	1	.2%	5	.8%	1	.6%
Reading skills	Excellent	72	41.9%	80	47.1%	68	47.9%	149	35.6%	247	40.0%	64	39.8%
	Good	79	45.9%	72	42.4%	62	43.7%	186	44.4%	300	48.5%	84	52.2%
	Average	20	11.6%	14	8.2%	12	8.5%	65	15.5%	64	10.4%	12	7.5%
	Fair	1	.6%	2	1.2%	0	.0%	16	3.8%	5	.8%	0	.0%
	Poor	0	.0%	2	1.2%	0	.0%	3	.7%	2	.3%	1	.6%
Critical thinking skills	Excellent	58	33.5%	74	43.5%	59	41.5%	161	38.4%	263	42.5%	63	39.4%
	Good	98	56.6%	83	48.8%	69	48.6%	202	48.2%	292	47.2%	81	50.6%
	Average	16	9.2%	10	5.9%	13	9.2%	43	10.3%	60	9.7%	15	9.4%

Problem solving skills	Fair	1	.6%	2	1.2%	0	.0%	10	2.4%	2	.3%	0	.0%
	Poor	0	.0%	1	.6%	1	.7%	3	.7%	2	.3%	1	.6%
	Excellent	60	34.7%	69	40.8%	58	41.1%	155	37.1%	252	40.6%	61	37.7%
	Good	94	54.3%	85	50.3%	64	45.4%	196	46.9%	286	46.1%	85	52.5%
	Average	18	10.4%	11	6.5%	17	12.1%	56	13.4%	74	11.9%	14	8.6%
Mathematical skills	Fair	1	.6%	3	1.8%	1	.7%	6	1.4%	6	1.0%	1	.6%
	Poor	0	.0%	1	.6%	1	.7%	5	1.2%	2	.3%	1	.6%
	Excellent	52	30.2%	34	20.0%	29	20.6%	82	19.6%	116	18.8%	34	21.0%
	Good	67	39.0%	77	45.3%	80	56.7%	168	40.2%	279	45.2%	74	45.7%
	Average	40	23.3%	53	31.2%	24	17.0%	126	30.1%	176	28.5%	41	25.3%
Computer technologies	Fair	12	7.0%	5	2.9%	6	4.3%	33	7.9%	36	5.8%	8	4.9%
	Poor	1	.6%	1	.6%	2	1.4%	9	2.2%	10	1.6%	5	3.1%
	Excellent	61	35.5%	53	31.2%	52	36.6%	110	26.2%	219	35.2%	52	32.1%
	Good	81	47.1%	80	47.1%	68	47.9%	202	48.1%	320	51.4%	75	46.3%
	Average	26	15.1%	29	17.1%	19	13.4%	86	20.5%	65	10.5%	32	19.8%
Research skills	Fair	4	2.3%	7	4.1%	3	2.1%	20	4.8%	15	2.4%	2	1.2%
	Poor	0	.0%	1	.6%	0	.0%	2	.5%	3	.5%	1	.6%
	Excellent	63	36.6%	66	38.8%	60	42.3%	130	31.0%	230	37.2%	49	30.6%
	Good	84	48.8%	73	42.9%	55	38.7%	197	47.0%	307	49.6%	86	53.8%
	Average	21	12.2%	28	16.5%	19	13.4%	78	18.6%	66	10.7%	20	12.5%
Scientific principles and methods	Fair	3	1.7%	2	1.2%	7	4.9%	12	2.9%	11	1.8%	4	2.5%
	Poor	1	.6%	1	.6%	1	.7%	2	.5%	5	.8%	1	.6%
	Excellent	37	21.3%	35	20.6%	28	20.0%	74	17.7%	134	21.7%	30	18.9%
	Good	83	47.7%	85	50.0%	76	54.3%	173	41.4%	314	50.8%	89	56.0%
	Average	45	25.9%	42	24.7%	32	22.9%	132	31.6%	143	23.1%	34	21.4%

	Fair	8	4.6%	6	3.5%	3	2.1%	30	7.2%	24	3.9%	4	2.5%
	Poor	1	.6%	2	1.2%	1	.7%	9	2.2%	3	.5%	2	1.3%
Understanding different philosophies and cultures	Excellent	52	30.1%	49	28.8%	45	31.9%	103	24.6%	178	28.8%	42	26.1%
	Good	81	46.8%	81	47.6%	77	54.6%	194	46.4%	306	49.4%	90	55.9%
	Average	33	19.1%	33	19.4%	18	12.8%	82	19.6%	111	17.9%	25	15.5%
	Fair	7	4.0%	5	2.9%	1	.7%	28	6.7%	19	3.1%	3	1.9%
Appreciation of the arts	Poor	0	.0%	2	1.2%	0	.0%	11	2.6%	5	.8%	1	.6%
	Excellent	56	32.4%	41	24.1%	45	31.7%	135	32.2%	175	28.4%	29	18.1%
	Good	72	41.6%	80	47.1%	65	45.8%	149	35.6%	285	46.2%	90	56.3%
	Average	32	18.5%	40	23.5%	25	17.6%	91	21.7%	122	19.8%	35	21.9%
Leadership skills	Fair	9	5.2%	7	4.1%	5	3.5%	31	7.4%	27	4.4%	4	2.5%
	Poor	4	2.3%	2	1.2%	2	1.4%	13	3.1%	8	1.3%	2	1.3%
	Excellent	66	37.9%	67	39.4%	62	43.7%	185	44.0%	235	38.3%	70	44.0%
	Good	77	44.3%	78	45.9%	64	45.1%	160	38.1%	280	45.6%	66	41.5%
	Average	25	14.4%	20	11.8%	14	9.9%	54	12.9%	79	12.9%	17	10.7%
	Fair	3	1.7%	4	2.4%	1	.7%	14	3.3%	14	2.3%	5	3.1%
Management and organizational skills	Poor	3	1.7%	1	.6%	1	.7%	7	1.7%	6	1.0%	1	.6%
	Excellent	77	45.0%	75	44.1%	66	46.5%	190	45.5%	282	45.7%	71	44.1%
	Good	68	39.8%	73	42.9%	63	44.4%	160	38.3%	261	42.3%	74	46.0%
	Average	24	14.0%	18	10.6%	12	8.5%	50	12.0%	60	9.7%	12	7.5%
	Fair	1	.6%	3	1.8%	1	.7%	12	2.9%	12	1.9%	3	1.9%
Time management	Poor	1	.6%	1	.6%	0	.0%	6	1.4%	2	.3%	1	.6%
	Excellent	64	36.8%	74	43.5%	61	43.0%	180	42.9%	284	45.9%	67	41.9%
	Good	83	47.7%	70	41.2%	59	41.5%	158	37.6%	261	42.2%	76	47.5%
	Average	23	13.2%	21	12.4%	20	14.1%	59	14.0%	62	10.0%	13	8.1%



	Fair	3	1.7%	3	1.8%	0	.0%	16	3.8%	9	1.5%	2	1.3%
	Poor	1	.6%	2	1.2%	2	1.4%	7	1.7%	3	.5%	2	1.3%
Working cooperatively in groups	Excellent	80	46.0%	74	44.0%	70	49.6%	174	41.4%	183	29.8%	55	34.6%
	Good	72	41.4%	67	39.9%	54	38.3%	169	40.2%	276	45.0%	78	49.1%
	Average	19	10.9%	20	11.9%	11	7.8%	56	13.3%	121	19.7%	20	12.6%
	Fair	3	1.7%	5	3.0%	4	2.8%	15	3.6%	21	3.4%	5	3.1%
	Poor	0	.0%	2	1.2%	2	1.4%	6	1.4%	13	2.1%	1	.6%
Planning and carrying out projects	Excellent	83	47.7%	70	41.9%	65	46.4%	179	43.0%	230	37.3%	62	38.5%
	Good	70	40.2%	80	47.9%	59	42.1%	191	45.9%	303	49.1%	84	52.2%
	Average	20	11.5%	11	6.6%	13	9.3%	36	8.7%	75	12.2%	12	7.5%
	Fair	1	.6%	5	3.0%	1	.7%	7	1.7%	5	.8%	2	1.2%
	Poor	0	.0%	1	.6%	2	1.4%	3	.7%	4	.6%	1	.6%
Citizenship skills	Excellent	74	42.8%	61	36.5%	59	41.8%	139	33.1%	206	33.8%	58	36.3%
	Good	70	40.5%	75	44.9%	63	44.7%	178	42.4%	276	45.3%	82	51.3%
	Average	26	15.0%	25	15.0%	17	12.1%	76	18.1%	99	16.3%	16	10.0%
	Fair	2	1.2%	2	1.2%	1	.7%	19	4.5%	16	2.6%	3	1.9%
	Poor	1	.6%	4	2.4%	1	.7%	8	1.9%	12	2.0%	1	.6%
Strategies for applying skills in my field	Excellent	73	42.2%	75	44.6%	67	47.5%	197	47.0%	224	36.8%	61	38.4%
	Good	75	43.4%	69	41.1%	58	41.1%	165	39.4%	302	49.6%	84	52.8%
	Average	22	12.7%	17	10.1%	14	9.9%	42	10.0%	71	11.7%	12	7.5%
	Fair	2	1.2%	5	3.0%	0	.0%	7	1.7%	8	1.3%	1	.6%
	Poor	1	.6%	2	1.2%	2	1.4%	8	1.9%	4	.7%	1	.6%

**Report 7: Question 28: Please rate the following areas related to the education and academic support services at Troy University: (Select “N/A” for any item that does not apply to you.) CROSS TABULATION BY CAMPUS**

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
Overall quality of your academic program	Excellent	54	31.0%	59	34.9%	59	41.5%	146	34.8%	268	43.4%	61	38.1%
	Good	75	43.1%	80	47.3%	72	50.7%	210	50.1%	265	42.9%	74	46.3%
	Average	34	19.5%	24	14.2%	8	5.6%	41	9.8%	58	9.4%	20	12.5%
	Fair	8	4.6%	4	2.4%	3	2.1%	12	2.9%	16	2.6%	2	1.3%
	Poor	3	1.7%	2	1.2%	0	.0%	10	2.4%	10	1.6%	2	1.3%
	N/A	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	1	.6%
Academic advising	Excellent	39	22.4%	48	28.2%	53	37.3%	136	32.5%	179	28.9%	53	33.1%
	Good	60	34.5%	57	33.5%	57	40.1%	136	32.5%	200	32.3%	46	28.8%
	Average	34	19.5%	31	18.2%	16	11.3%	76	18.1%	115	18.6%	32	20.0%
	Fair	13	7.5%	13	7.6%	7	4.9%	35	8.4%	42	6.8%	14	8.8%
	Poor	20	11.5%	16	9.4%	8	5.6%	34	8.1%	73	11.8%	12	7.5%
	N/A	8	4.6%	5	2.9%	1	.7%	2	.5%	10	1.6%	3	1.9%
Faculty accessibility	Excellent	47	27.0%	54	31.8%	54	38.0%	133	31.7%	176	28.5%	40	25.0%
	Good	62	35.6%	72	42.4%	61	43.0%	164	39.1%	252	40.8%	63	39.4%
	Average	38	21.8%	26	15.3%	19	13.4%	77	18.4%	97	15.7%	31	19.4%
	Fair	14	8.0%	9	5.3%	3	2.1%	34	8.1%	44	7.1%	15	9.4%
	Poor	9	5.2%	7	4.1%	5	3.5%	10	2.4%	20	3.2%	8	5.0%

	N/A	4	2.3%	2	1.2%	0	.0%	1	.2%	28	4.5%	3	1.9%
Instruction in major courses	Excellent	59	33.9%	62	36.7%	57	40.1%	157	37.9%	229	37.1%	44	27.7%
	Good	74	42.5%	68	40.2%	68	47.9%	176	42.5%	280	45.3%	86	54.1%
	Average	24	13.8%	26	15.4%	11	7.7%	56	13.5%	65	10.5%	23	14.5%
	Fair	11	6.3%	6	3.6%	1	.7%	16	3.9%	24	3.9%	1	.6%
	Poor	5	2.9%	5	3.0%	3	2.1%	9	2.2%	15	2.4%	4	2.5%
	N/A	1	.6%	2	1.2%	2	1.4%	0	.0%	5	.8%	1	.6%
Instruction in general education courses	Excellent	39	22.4%	49	28.8%	49	35.0%	76	18.1%	196	31.8%	36	22.5%
	Good	72	41.4%	76	44.7%	65	46.4%	184	43.9%	279	45.3%	88	55.0%
	Average	42	24.1%	28	16.5%	11	7.9%	110	26.3%	77	12.5%	19	11.9%
	Fair	9	5.2%	6	3.5%	3	2.1%	25	6.0%	22	3.6%	10	6.3%
	Poor	2	1.1%	4	2.4%	1	.7%	12	2.9%	7	1.1%	3	1.9%
	N/A	10	5.7%	7	4.1%	11	7.9%	12	2.9%	35	5.7%	4	2.5%
Faculty's use of technologies to enhance teaching	Excellent	46	26.6%	60	35.3%	57	40.4%	99	23.6%	216	35.1%	42	26.6%
	Good	71	41.0%	69	40.6%	63	44.7%	192	45.8%	258	42.0%	83	52.5%
	Average	37	21.4%	25	14.7%	16	11.3%	87	20.8%	89	14.5%	24	15.2%
	Fair	15	8.7%	10	5.9%	3	2.1%	23	5.5%	18	2.9%	7	4.4%
	Poor	3	1.7%	5	2.9%	1	.7%	17	4.1%	8	1.3%	1	.6%
	N/A	1	.6%	1	.6%	1	.7%	1	.2%	26	4.2%	1	.6%
Course availability in your major	Excellent	38	21.8%	47	28.0%	54	38.0%	111	26.5%	264	42.8%	48	30.2%
	Good	44	25.3%	63	37.5%	60	42.3%	156	37.2%	254	41.2%	62	39.0%
	Average	44	25.3%	31	18.5%	13	9.2%	84	20.0%	61	9.9%	27	17.0%
	Fair	22	12.6%	14	8.3%	7	4.9%	42	10.0%	25	4.1%	11	6.9%
	Poor	25	14.4%	11	6.5%	8	5.6%	25	6.0%	13	2.1%	11	6.9%
	N/A	1	.6%	2	1.2%	0	.0%	1	.2%	0	.0%	0	.0%

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Communication between faculty and students	Excellent	50	28.9%	52	31.1%	56	39.7%	138	33.0%	225	36.6%	43	27.0%
	Good	65	37.6%	75	44.9%	58	41.1%	182	43.5%	251	40.8%	69	43.4%
	Average	32	18.5%	22	13.2%	13	9.2%	68	16.3%	87	14.1%	27	17.0%
	Fair	15	8.7%	9	5.4%	7	5.0%	16	3.8%	32	5.2%	14	8.8%
	Poor	10	5.8%	8	4.8%	6	4.3%	14	3.3%	19	3.1%	6	3.8%
	N/A	1	.6%	1	.6%	1	.7%	0	.0%	1	.2%	0	.0%
Registration procedures	Excellent	52	30.2%	55	32.5%	55	38.7%	79	18.9%	262	42.7%	61	38.1%
	Good	58	33.7%	74	43.8%	67	47.2%	145	34.6%	254	41.4%	59	36.9%
	Average	35	20.3%	28	16.6%	11	7.7%	94	22.4%	59	9.6%	25	15.6%
	Fair	19	11.0%	7	4.1%	4	2.8%	46	11.0%	21	3.4%	9	5.6%
	Poor	8	4.7%	5	3.0%	5	3.5%	52	12.4%	14	2.3%	4	2.5%
	N/A	0	.0%	0	.0%	0	.0%	3	.7%	3	.5%	2	1.3%
IMPACT/New Student Orientation Program	Excellent	25	14.4%	26	15.4%	31	22.0%	65	15.6%	113	18.4%	27	16.9%
	Good	32	18.4%	48	28.4%	38	27.0%	131	31.3%	156	25.4%	55	34.4%
	Average	25	14.4%	34	20.1%	18	12.8%	85	20.3%	80	13.0%	24	15.0%
	Fair	12	6.9%	7	4.1%	3	2.1%	33	7.9%	16	2.6%	10	6.3%
	Poor	9	5.2%	2	1.2%	4	2.8%	16	3.8%	8	1.3%	3	1.9%
	N/A	71	40.8%	52	30.8%	47	33.3%	88	21.1%	242	39.3%	41	25.6%
Library	Excellent	61	35.1%	62	36.5%	35	24.6%	69	16.5%	120	19.6%	23	14.4%
	Good	69	39.7%	62	36.5%	47	33.1%	148	35.4%	169	27.6%	50	31.3%
	Average	34	19.5%	28	16.5%	10	7.0%	109	26.1%	69	11.3%	33	20.6%
	Fair	3	1.7%	6	3.5%	5	3.5%	45	10.8%	16	2.6%	12	7.5%
	Poor	0	.0%	2	1.2%	6	4.2%	29	6.9%	8	1.3%	2	1.3%
	N/A	7	4.0%	10	5.9%	39	27.5%	18	4.3%	231	37.7%	40	25.0%
Computer labs	Excellent	72	41.9%	48	28.4%	67	47.2%	78	18.7%	69	11.2%	23	14.5%

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	Good	72	41.9%	63	37.3%	52	36.6%	147	35.2%	110	17.8%	41	25.8%
	Average	22	12.8%	20	11.8%	11	7.7%	98	23.4%	50	8.1%	30	18.9%
	Fair	2	1.2%	10	5.9%	2	1.4%	39	9.3%	8	1.3%	9	5.7%
	Poor	0	.0%	4	2.4%	2	1.4%	37	8.9%	6	1.0%	6	3.8%
	N/A	4	2.3%	24	14.2%	8	5.6%	19	4.5%	375	60.7%	50	31.4%
Laboratory/instructional equipment	Excellent	45	25.9%	35	20.6%	43	30.5%	66	15.8%	70	11.3%	16	10.0%
	Good	69	39.7%	64	37.6%	48	34.0%	135	32.4%	99	16.0%	49	30.6%
	Average	31	17.8%	24	14.1%	14	9.9%	111	26.6%	49	7.9%	25	15.6%
	Fair	4	2.3%	9	5.3%	3	2.1%	43	10.3%	6	1.0%	8	5.0%
	Poor	0	.0%	4	2.4%	0	.0%	19	4.6%	4	.6%	5	3.1%
	N/A	25	14.4%	34	20.0%	33	23.4%	43	10.3%	389	63.0%	57	35.6%
Testing Center	Excellent	31	18.0%	58	34.3%	26	18.3%	55	13.2%	82	13.3%	24	15.1%
	Good	55	32.0%	62	36.7%	41	28.9%	94	22.5%	122	19.8%	43	27.0%
	Average	21	12.2%	19	11.2%	17	12.0%	74	17.7%	54	8.8%	32	20.1%
	Fair	3	1.7%	5	3.0%	0	.0%	26	6.2%	8	1.3%	9	5.7%
	Poor	2	1.2%	3	1.8%	4	2.8%	7	1.7%	11	1.8%	4	2.5%
	N/A	60	34.9%	22	13.0%	54	38.0%	162	38.8%	339	55.0%	47	29.6%
Writing Center	Excellent	26	15.0%	28	16.5%	18	12.7%	66	15.8%	57	9.3%	14	8.9%
	Good	39	22.5%	42	24.7%	33	23.2%	105	25.1%	84	13.7%	30	19.1%
	Average	18	10.4%	10	5.9%	15	10.6%	70	16.7%	39	6.3%	16	10.2%
	Fair	3	1.7%	3	1.8%	1	.7%	13	3.1%	6	1.0%	6	3.8%
	Poor	0	.0%	6	3.5%	2	1.4%	9	2.1%	5	.8%	3	1.9%
	N/A	87	50.3%	81	47.6%	73	51.4%	156	37.2%	424	68.9%	88	56.1%
Natural Science Center	Excellent	24	14.0%	20	11.8%	14	10.0%	51	12.3%	42	6.8%	12	7.5%
	Good	30	17.5%	29	17.1%	25	17.9%	77	18.6%	74	12.0%	25	15.7%

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Center for International Programs	Average	19	11.1%	13	7.6%	15	10.7%	56	13.5%	36	5.9%	12	7.5%
	Fair	1	.6%	5	2.9%	0	.0%	14	3.4%	5	.8%	3	1.9%
	Poor	0	.0%	2	1.2%	4	2.9%	7	1.7%	3	.5%	2	1.3%
	N/A	97	56.7%	101	59.4%	82	58.6%	210	50.6%	455	74.0%	105	66.0%
	Excellent	18	10.5%	19	11.3%	15	11.0%	27	6.6%	38	6.2%	11	7.0%
	Good	25	14.5%	24	14.3%	19	14.0%	57	13.8%	59	9.7%	22	13.9%
	Average	16	9.3%	14	8.3%	13	9.6%	40	9.7%	33	5.4%	12	7.6%
	Fair	1	.6%	2	1.2%	0	.0%	10	2.4%	6	1.0%	2	1.3%
	Poor	3	1.7%	3	1.8%	3	2.2%	5	1.2%	2	.3%	1	.6%
N/A	109	63.4%	106	63.1%	86	63.2%	273	66.3%	472	77.4%	110	69.6%	

**Report 8: Question 29: 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.) CROSS TABULATION BY CAMPUS**

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
Admissions Office	Very Dissatisfied	5	2.9%	5	2.9%	6	4.2%	16	3.8%	34	5.5%	9	5.6%
	Dissatisfied	6	3.5%	4	2.4%	4	2.8%	19	4.6%	10	1.6%	8	5.0%
	Neutral	23	13.3%	24	14.1%	12	8.5%	81	19.5%	78	12.6%	22	13.8%
	Satisfied	74	42.8%	88	51.8%	57	40.1%	193	46.4%	215	34.7%	59	36.9%
	Very Satisfied	63	36.4%	46	27.1%	63	44.4%	100	24.0%	208	33.6%	52	32.5%
	Not Applicable	2	1.2%	3	1.8%	0	.0%	7	1.7%	74	12.0%	10	6.3%
	Registrar/Records Office	Very Dissatisfied	8	4.6%	8	4.7%	8	5.6%	26	6.3%	37	6.0%	8
	Dissatisfied	10	5.7%	8	4.7%	5	3.5%	38	9.2%	18	2.9%	7	4.4%
	Neutral	27	15.5%	24	14.2%	12	8.5%	77	18.6%	71	11.5%	24	15.1%
	Satisfied	65	37.4%	73	43.2%	51	35.9%	196	47.3%	211	34.3%	59	37.1%
	Very Satisfied	62	35.6%	52	30.8%	62	43.7%	73	17.6%	205	33.3%	45	28.3%
	Not Applicable	2	1.1%	4	2.4%	4	2.8%	4	1.0%	74	12.0%	16	10.1%
Veteran Services	Very Dissatisfied	3	1.7%	2	1.2%	1	.7%	8	1.9%	15	2.4%	7	4.4%
	Dissatisfied												
	Dissatisfied	1	.6%	2	1.2%	3	2.1%	4	1.0%	4	.6%	1	.6%

	Neutral	18	10.3%	14	8.4%	12	8.5%	60	14.6%	48	7.8%	13	8.1%
	Satisfied	17	9.8%	25	15.0%	15	10.6%	48	11.7%	87	14.1%	28	17.5%
	Very Satisfied	19	10.9%	13	7.8%	14	9.9%	39	9.5%	140	22.7%	30	18.8%
	Not Applicable	116	66.7%	111	66.5%	96	68.1%	253	61.4%	324	52.4%	81	50.6%
Financial Aid Services	Very Dissatisfied	4	2.3%	12	7.1%	16	11.2%	35	8.5%	37	6.0%	6	3.8%
	Dissatisfied	11	6.3%	9	5.3%	5	3.5%	51	12.3%	23	3.7%	7	4.4%
	Neutral	22	12.6%	29	17.1%	12	8.4%	77	18.6%	63	10.2%	18	11.3%
	Satisfied	58	33.3%	59	34.7%	51	35.7%	118	28.5%	138	22.4%	48	30.0%
	Very Satisfied	44	25.3%	40	23.5%	45	31.5%	73	17.6%	170	27.6%	34	21.3%
	Not Applicable	35	20.1%	21	12.4%	14	9.8%	60	14.5%	185	30.0%	47	29.4%
Business Office	Very Dissatisfied	7	4.0%	5	3.0%	6	4.2%	20	4.8%	27	4.4%	6	3.7%
	Dissatisfied	4	2.3%	7	4.1%	3	2.1%	22	5.3%	11	1.8%	4	2.5%
	Neutral	26	15.0%	23	13.6%	13	9.1%	94	22.7%	82	13.3%	24	14.9%
	Satisfied	72	41.6%	76	45.0%	59	41.3%	142	34.3%	165	26.7%	52	32.3%
	Very Satisfied	47	27.2%	29	17.2%	54	37.8%	71	17.1%	133	21.5%	31	19.3%
	Not Applicable	17	9.8%	29	17.2%	8	5.6%	65	15.7%	200	32.4%	44	27.3%
Information Technology (IT) Services	Very Dissatisfied	6	3.4%	7	4.1%	1	.7%	12	2.9%	21	3.4%	6	3.9%
	Dissatisfied	3	1.7%	3	1.8%	1	.7%	18	4.3%	12	1.9%	4	2.6%
	Neutral	25	14.4%	25	14.7%	15	10.6%	90	21.7%	66	10.7%	22	14.2%
	Satisfied	66	37.9%	59	34.7%	53	37.3%	137	33.1%	173	28.0%	51	32.9%
	Very Satisfied	50	28.7%	38	22.4%	49	34.5%	63	15.2%	166	26.9%	32	20.6%
	Not Applicable	24	13.8%	38	22.4%	23	16.2%	94	22.7%	180	29.1%	40	25.8%



Trojan Web Express	Very Dissatisfied	8	4.7%	8	4.7%	4	2.8%	15	3.6%	34	5.5%	9	5.6%
	Dissatisfied	4	2.3%	1	.6%	0	.0%	31	7.5%	10	1.6%	6	3.8%
	Neutral	16	9.3%	10	5.9%	9	6.3%	62	14.9%	38	6.2%	12	7.5%
	Satisfied	74	43.0%	71	41.8%	51	35.9%	173	41.6%	208	33.8%	63	39.4%
	Very Satisfied	65	37.8%	78	45.9%	74	52.1%	133	32.0%	308	50.0%	69	43.1%
	Not Applicable	5	2.9%	2	1.2%	4	2.8%	2	.5%	18	2.9%	1	.6%
	Adaptive Needs Services	Very Dissatisfied	2	1.1%	1	.6%	2	1.4%	7	1.7%	10	1.6%	6
Adaptive Needs Services	Dissatisfied	1	.6%	3	1.8%	1	.7%	1	.2%	3	.5%	4	2.5%
	Neutral	20	11.5%	15	8.9%	11	7.7%	56	13.6%	48	7.8%	13	8.2%
	Satisfied	19	10.9%	34	20.1%	19	13.4%	37	9.0%	64	10.4%	23	14.5%
	Very Satisfied	22	12.6%	9	5.3%	16	11.3%	32	7.8%	54	8.8%	14	8.8%
	Not Applicable	110	63.2%	107	63.3%	93	65.5%	279	67.7%	436	70.9%	99	62.3%
	Student Support Services (SSS)	Very Dissatisfied	6	3.5%	5	3.0%	3	2.1%	10	2.4%	17	2.8%	10
Student Support Services (SSS)	Dissatisfied	3	1.7%	2	1.2%	0	.0%	5	1.2%	7	1.1%	1	.6%
	Neutral	22	12.7%	19	11.3%	14	10.0%	63	15.3%	65	10.6%	16	10.0%
	Satisfied	32	18.5%	49	29.2%	31	22.1%	67	16.3%	89	14.4%	43	26.9%
	Very Satisfied	31	17.9%	31	18.5%	28	20.0%	48	11.7%	101	16.4%	23	14.4%
	Not Applicable	79	45.7%	62	36.9%	64	45.7%	218	53.0%	337	54.7%	67	41.9%
	Career Services	Very Dissatisfied	6	3.5%	4	2.4%	3	2.1%	9	2.2%	16	2.6%	13
Career Services	Dissatisfied	6	3.5%	4	2.4%	2	1.4%	15	3.6%	15	2.4%	4	2.5%
	Neutral	25	14.5%	20	12.0%	13	9.2%	65	15.7%	58	9.4%	14	8.8%

Placement Service	Satisfied	27	15.6%	35	21.0%	21	14.9%	91	22.0%	70	11.4%	25	15.7%
	Very Satisfied	24	13.9%	29	17.4%	24	17.0%	47	11.4%	57	9.3%	13	8.2%
	Not Applicable	85	49.1%	75	44.9%	78	55.3%	187	45.2%	399	64.9%	90	56.6%
	Very Dissatisfied	7	4.1%	6	3.6%	3	2.1%	10	2.4%	14	2.3%	11	6.9%
	Dissatisfied												
	Dissatisfied	3	1.7%	1	.6%	1	.7%	10	2.4%	8	1.3%	3	1.9%
	Neutral	27	15.7%	21	12.7%	16	11.4%	67	16.2%	58	9.4%	16	10.1%
Counseling Services	Satisfied	29	16.9%	42	25.3%	20	14.3%	55	13.3%	70	11.3%	25	15.7%
	Very Satisfied	16	9.3%	18	10.8%	22	15.7%	28	6.8%	45	7.3%	13	8.2%
	Not Applicable	90	52.3%	78	47.0%	78	55.7%	243	58.8%	422	68.4%	91	57.2%
	Very Dissatisfied	6	3.4%	11	6.5%	4	2.8%	7	1.7%	24	3.9%	15	9.4%
	Dissatisfied												
	Dissatisfied	2	1.1%	3	1.8%	2	1.4%	8	1.9%	27	4.4%	8	5.0%
	Neutral	29	16.7%	19	11.3%	16	11.3%	66	15.9%	66	10.7%	16	10.1%
Bookstore Services	Satisfied	28	16.1%	34	20.2%	24	16.9%	68	16.4%	79	12.8%	29	18.2%
	Very Satisfied	27	15.5%	22	13.1%	27	19.0%	44	10.6%	85	13.8%	23	14.5%
	Not Applicable	82	47.1%	79	47.0%	69	48.6%	221	53.4%	337	54.5%	68	42.8%
	Very Dissatisfied	9	5.2%	17	10.2%	3	2.1%	25	6.1%	43	7.0%	11	6.9%
	Dissatisfied												
	Dissatisfied	16	9.2%	11	6.6%	7	4.9%	23	5.6%	22	3.6%	10	6.3%
	Neutral	27	15.5%	31	18.6%	20	14.1%	79	19.1%	67	10.9%	19	11.9%
Other Services	Satisfied	61	35.1%	64	38.3%	49	34.5%	181	43.8%	150	24.3%	41	25.8%
	Very Satisfied	56	32.2%	40	24.0%	43	30.3%	95	23.0%	154	25.0%	30	18.9%
	Not Applicable	5	2.9%	4	2.4%	20	14.1%	10	2.4%	181	29.3%	48	30.2%

Food Services	Very Dissatisfied	5	2.9%	6	3.6%	3	2.1%	23	5.6%	7	1.1%	4	2.5%
	Dissatisfied	10	5.8%	6	3.6%	4	2.8%	28	6.8%	1	.2%	4	2.5%
	Neutral	24	13.9%	17	10.2%	14	9.9%	91	22.0%	51	8.3%	8	5.0%
	Satisfied	63	36.4%	59	35.5%	15	10.6%	151	36.6%	32	5.2%	14	8.8%
	Very Satisfied	52	30.1%	36	21.7%	10	7.1%	78	18.9%	29	4.7%	6	3.8%
	Not Applicable	19	11.0%	42	25.3%	95	67.4%	42	10.2%	494	80.5%	123	77.4%
Buildings and Grounds	Very Dissatisfied	4	2.3%	6	3.6%	5	3.5%	12	2.9%	11	1.8%	5	3.1%
	Dissatisfied	6	3.5%	4	2.4%	4	2.8%	22	5.3%	6	1.0%	6	3.8%
	Neutral	15	8.7%	15	9.0%	12	8.4%	68	16.5%	43	7.0%	13	8.2%
	Satisfied	54	31.2%	61	36.7%	49	34.3%	168	40.7%	58	9.4%	39	24.5%
	Very Satisfied	84	48.6%	63	38.0%	49	34.3%	123	29.8%	42	6.8%	21	13.2%
	Not Applicable	10	5.8%	17	10.2%	24	16.8%	20	4.8%	455	74.0%	75	47.2%
Housing and Residence Life	Very Dissatisfied	3	1.7%	1	.6%	1	.7%	12	2.9%	5	.8%	4	2.5%
	Dissatisfied	1	.6%	1	.6%	0	.0%	31	7.5%	1	.2%	1	.6%
	Neutral	15	8.7%	9	5.4%	14	9.8%	68	16.5%	43	7.0%	9	5.7%
	Satisfied	9	5.2%	16	9.5%	10	7.0%	86	20.9%	29	4.7%	13	8.2%
	Very Satisfied	6	3.5%	6	3.6%	7	4.9%	56	13.6%	21	3.4%	3	1.9%
	Not Applicable	138	80.2%	135	80.4%	111	77.6%	158	38.4%	518	84.0%	129	81.1%
Student Health Services	Very Dissatisfied	3	1.7%	2	1.2%	1	.7%	10	2.4%	6	1.0%	5	3.2%
	Dissatisfied	1	.6%	1	.6%	0	.0%	22	5.3%	1	.2%	1	.6%
	Neutral	21	12.2%	10	6.0%	12	8.5%	87	21.1%	43	7.0%	9	5.7%

Recreational and intramural activities	Satisfied	11	6.4%	21	12.5%	11	7.7%	107	25.9%	31	5.0%	14	8.9%
	Very Satisfied	12	7.0%	10	6.0%	14	9.9%	68	16.5%	23	3.7%	3	1.9%
	Not Applicable	124	72.1%	124	73.8%	104	73.2%	119	28.8%	511	83.1%	126	79.7%
	Very Dissatisfied	3	1.8%	1	.6%	3	2.1%	7	1.7%	6	1.0%	4	2.5%
	Dissatisfied	3	1.8%	1	.6%	0	.0%	12	2.9%	1	.2%	2	1.3%
	Neutral	20	11.7%	13	7.8%	13	9.1%	55	13.3%	43	7.0%	7	4.4%
	Satisfied	12	7.0%	16	9.6%	12	8.4%	118	28.5%	30	4.9%	15	9.4%
Athletic programs	Very Satisfied	20	11.7%	7	4.2%	10	7.0%	88	21.3%	27	4.4%	4	2.5%
	Not Applicable	113	66.1%	128	77.1%	105	73.4%	134	32.4%	510	82.7%	127	79.9%
	Very	3	1.7%	1	.6%	2	1.4%	6	1.4%	4	.6%	4	2.5%
	Dissatisfied												
	Dissatisfied	4	2.3%	1	.6%	0	.0%	5	1.2%	2	.3%	2	1.3%
	Neutral	14	8.0%	7	4.1%	11	7.7%	43	10.4%	45	7.3%	6	3.8%
	Satisfied	9	5.2%	20	11.8%	10	7.0%	103	24.8%	31	5.0%	13	8.2%
Trojan Fitness Center	Very Satisfied	17	9.8%	6	3.6%	8	5.6%	126	30.4%	32	5.2%	4	2.5%
	Not Applicable	127	73.0%	134	79.3%	112	78.3%	132	31.8%	503	81.5%	129	81.6%
	Very	5	2.9%	1	.6%	3	2.1%	11	2.7%	5	.8%	5	3.2%
	Dissatisfied												
	Dissatisfied	2	1.2%	1	.6%	0	.0%	14	3.4%	2	.3%	1	.6%
	Neutral	13	7.6%	6	3.6%	10	7.0%	44	10.6%	43	7.0%	8	5.1%
	Satisfied	9	5.3%	14	8.4%	6	4.2%	119	28.7%	27	4.4%	12	7.6%
	Very Satisfied	12	7.0%	4	2.4%	7	4.9%	132	31.9%	26	4.2%	3	1.9%
	Not Applicable	130	76.0%	140	84.3%	116	81.7%	94	22.7%	510	83.2%	128	81.5%

Student organizations	Very Dissatisfied	6	3.5%	4	2.4%	4	2.8%	10	2.4%	8	1.3%	5	3.2%
	Dissatisfied	2	1.2%	1	.6%	2	1.4%	4	1.0%	3	.5%	6	3.9%
	Neutral	23	13.3%	17	10.2%	13	9.2%	55	13.3%	43	7.0%	12	7.7%
	Satisfied	32	18.5%	31	18.6%	16	11.3%	144	34.9%	32	5.2%	12	7.7%
	Very Satisfied	27	15.6%	13	7.8%	18	12.8%	121	29.3%	32	5.2%	5	3.2%
	Not Applicable	83	48.0%	101	60.5%	88	62.4%	79	19.1%	495	80.8%	115	74.2%
	Safety and Security Services	Very Dissatisfied	8	4.7%	6	3.6%	6	4.2%	15	3.7%	8	1.3%	4
Parking facilities	Dissatisfied	3	1.7%	2	1.2%	1	.7%	28	6.8%	5	.8%	3	1.9%
	Neutral	26	15.1%	16	9.6%	14	9.8%	74	18.0%	44	7.1%	12	7.7%
	Satisfied	52	30.2%	59	35.5%	46	32.2%	146	35.6%	34	5.5%	22	14.2%
	Very Satisfied	57	33.1%	39	23.5%	47	32.9%	97	23.7%	31	5.0%	10	6.5%
	Not Applicable	26	15.1%	44	26.5%	29	20.3%	50	12.2%	494	80.2%	104	67.1%
	Very Dissatisfied	12	6.9%	22	13.2%	9	6.4%	181	43.8%	11	1.8%	8	5.1%
University Media (website, newsletters, radio, TV, etc)	Dissatisfied	18	10.4%	23	13.8%	9	6.4%	97	23.5%	12	2.0%	7	4.4%
	Neutral	32	18.5%	35	21.0%	11	7.8%	45	10.9%	45	7.4%	11	7.0%
	Satisfied	59	34.1%	48	28.7%	58	41.1%	54	13.1%	42	6.9%	32	20.3%
	Very Satisfied	44	25.4%	27	16.2%	40	28.4%	23	5.6%	29	4.8%	20	12.7%
	Not Applicable	8	4.6%	12	7.2%	14	9.9%	13	3.1%	469	77.1%	80	50.6%
	Very Dissatisfied	2	1.2%	5	3.1%	2	1.4%	15	3.6%	12	2.0%	6	3.8%
	Dissatisfied	6	3.5%	7	4.3%	3	2.1%	21	5.1%	8	1.3%	3	1.9%
Neutral	26	15.2%	21	12.9%	14	9.9%	101	24.4%	63	10.3%	22	13.9%	

Satisfied	63	36.8%	44	27.0%	46	32.6%	151	36.5%	109	17.9%	35	22.2%
Very Satisfied	48	28.1%	43	26.4%	48	34.0%	92	22.2%	106	17.4%	25	15.8%
Not Applicable	26	15.2%	43	26.4%	28	19.9%	34	8.2%	311	51.1%	67	42.4%

**Report 9: Question 30: On a scale from 1 to 5, with 1 as “Strongly Disagree” and 5 as “Strongly Agree,” please provide your opinion regarding the following areas: CROSS TABULATION BY CAMPUS**

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
The goals, objectives, and requirements for my academic program were clearly defined.	Strongly Disagree	9	5.2%	8	4.7%	3	2.1%	16	3.8%	37	6.0%	8	5.0%
	Disagree	18	10.3%	14	8.3%	7	4.9%	30	7.2%	32	5.2%	10	6.3%
	Neutral	27	15.5%	22	13.0%	16	11.3%	53	12.7%	61	9.9%	21	13.2%
	Agree	85	48.9%	77	45.6%	74	52.1%	212	50.8%	284	46.0%	77	48.4%
	Strongly Agree	35	20.1%	48	28.4%	42	29.6%	106	25.4%	203	32.9%	43	27.0%
My academic program was intellectually challenging and stimulating.	Strongly Disagree	5	2.9%	5	3.0%	1	.7%	8	1.9%	17	2.8%	4	2.5%
	Disagree	7	4.0%	3	1.8%	2	1.4%	13	3.1%	11	1.8%	1	.6%
	Neutral	17	9.8%	18	10.7%	14	9.9%	42	10.1%	36	5.8%	16	10.1%
	Agree	86	49.4%	84	49.7%	72	50.7%	202	48.4%	309	50.1%	76	48.1%
	Strongly Agree	59	33.9%	59	34.9%	53	37.3%	152	36.5%	244	39.5%	61	38.6%
Courses in my curriculum contributed to the skills and knowledge required in my field.	Strongly Disagree	5	2.9%	7	4.1%	1	.7%	8	1.9%	17	2.8%	3	1.9%
	Disagree	8	4.6%	4	2.4%	4	2.8%	13	3.1%	6	1.0%	3	1.9%
	Neutral	20	11.5%	22	13.0%	10	7.0%	57	13.7%	50	8.2%	23	14.5%
	Agree	86	49.4%	83	49.1%	81	57.0%	183	44.1%	299	48.8%	75	47.2%
	Strongly Agree	55	31.6%	53	31.4%	46	32.4%	154	37.1%	241	39.3%	55	34.6%

Courses were offered frequently enough for timely completion of my degree program.	Strongly Disagree	26	14.9%	17	10.1%	6	4.2%	30	7.2%	22	3.6%	6	3.8%
	Disagree	34	19.5%	14	8.3%	11	7.7%	59	14.1%	22	3.6%	21	13.2%
	Neutral	34	19.5%	27	16.0%	20	14.1%	67	16.1%	46	7.5%	25	15.7%
	Agree	56	32.2%	79	46.7%	62	43.7%	174	41.7%	290	47.2%	65	40.9%
	Strongly Agree	24	13.8%	32	18.9%	43	30.3%	87	20.9%	235	38.2%	42	26.4%
The intellectual caliber of students in my academic program was high.	Strongly Disagree	5	2.9%	6	3.6%	5	3.6%	16	3.8%	25	4.1%	7	4.4%
	Disagree	10	5.8%	9	5.3%	8	5.7%	30	7.2%	27	4.4%	12	7.5%
	Neutral	52	30.1%	42	24.9%	27	19.3%	96	23.1%	131	21.3%	45	28.3%
	Agree	80	46.2%	76	45.0%	71	50.7%	193	46.4%	303	49.3%	71	44.7%
	Strongly Agree	26	15.0%	36	21.3%	29	20.7%	81	19.5%	129	21.0%	24	15.1%
The degree program in which I enrolled is valuable for me in my employment.	Strongly Disagree	6	3.4%	6	3.6%	2	1.4%	9	2.2%	15	2.4%	3	1.9%
	Disagree	3	1.7%	4	2.4%	2	1.4%	11	2.6%	14	2.3%	5	3.1%
	Neutral	29	16.7%	23	13.6%	10	7.0%	35	8.4%	73	11.9%	34	21.4%
	Agree	74	42.5%	66	39.1%	68	47.9%	199	47.8%	272	44.2%	65	40.9%
	Strongly Agree	62	35.6%	70	41.4%	60	42.3%	162	38.9%	242	39.3%	52	32.7%
Troy University faculty care about students as individuals.	Strongly Disagree	12	6.9%	9	5.3%	8	5.6%	18	4.3%	35	5.7%	6	3.8%
	Disagree	11	6.4%	10	5.9%	2	1.4%	15	3.6%	25	4.1%	9	5.7%
	Neutral	38	22.0%	32	18.9%	14	9.9%	72	17.3%	102	16.6%	45	28.3%
	Agree	76	43.9%	75	44.4%	70	49.3%	198	47.6%	286	46.4%	61	38.4%
	Strongly Agree	36	20.8%	43	25.4%	48	33.8%	113	27.2%	168	27.3%	38	23.9%



Troy University faculty were helpful with my career plan.	Strongly Disagree	20	11.5%	13	7.8%	7	4.9%	17	4.1%	47	7.7%	11	7.0%
	Disagree	17	9.8%	11	6.6%	3	2.1%	32	7.7%	46	7.5%	13	8.2%
	Neutral	45	25.9%	44	26.3%	33	23.2%	95	22.9%	172	28.0%	52	32.9%
	Agree	61	35.1%	59	35.3%	56	39.4%	166	40.1%	225	36.6%	52	32.9%
	Strongly Agree	31	17.8%	40	24.0%	43	30.3%	104	25.1%	124	20.2%	30	19.0%
Troy University is responsive to the needs of its students.	Strongly Disagree	12	6.9%	12	7.1%	7	5.0%	29	7.0%	43	7.0%	11	7.0%
	Disagree	23	13.3%	9	5.4%	2	1.4%	27	6.6%	27	4.4%	15	9.5%
	Neutral	47	27.2%	42	25.0%	24	17.0%	100	24.3%	107	17.4%	35	22.2%
	Agree	61	35.3%	70	41.7%	65	46.1%	181	43.9%	281	45.7%	62	39.2%
	Strongly Agree	30	17.3%	35	20.8%	43	30.5%	75	18.2%	157	25.5%	35	22.2%
The tuition and fees I paid at Troy University were a worthwhile investment.	Strongly Disagree	16	9.2%	7	4.1%	5	3.5%	15	3.6%	23	3.7%	6	3.8%
	Disagree	13	7.5%	4	2.4%	4	2.8%	27	6.5%	19	3.1%	6	3.8%
	Neutral	44	25.4%	31	18.3%	19	13.4%	109	26.3%	88	14.3%	37	23.1%
	Agree	70	40.5%	81	47.9%	68	47.9%	182	44.0%	268	43.4%	61	38.1%
	Strongly Agree	30	17.3%	46	27.2%	46	32.4%	81	19.6%	219	35.5%	50	31.3%

**Report 10: Question 31: Please provide your overall ratings of Troy University: CROSS TABULATION BY CAMPUS**

		From which Troy University campus will you graduate?											
		Dothan		Montgomery		Phenix City		Troy		eCampus		Global Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
How would you rate Troy University's preparation of you for employment?	Excellent	28	16.0%	45	26.8%	49	34.8%	112	26.8%	163	26.5%	35	21.7%
	Good	81	46.3%	74	44.0%	56	39.7%	178	42.6%	261	42.4%	76	47.2%
	Average	44	25.1%	34	20.2%	27	19.1%	88	21.1%	138	22.4%	39	24.2%
	Fair	15	8.6%	12	7.1%	3	2.1%	25	6.0%	26	4.2%	5	3.1%
	Poor	7	4.0%	3	1.8%	6	4.3%	15	3.6%	28	4.5%	6	3.7%
How would you rate Troy University's preparation of you for further education?	Excellent	41	23.6%	57	34.1%	60	42.6%	119	28.5%	224	36.5%	45	28.0%
	Good	78	44.8%	73	43.7%	59	41.8%	189	45.2%	253	41.2%	74	46.0%
	Average	37	21.3%	28	16.8%	14	9.9%	74	17.7%	106	17.3%	33	20.5%
	Fair	12	6.9%	8	4.8%	4	2.8%	22	5.3%	18	2.9%	4	2.5%
	Poor	6	3.4%	1	.6%	4	2.8%	14	3.3%	13	2.1%	5	3.1%
What is your overall rating of your college experiences at TROY?	Excellent	42	24.1%	61	36.5%	62	44.0%	148	35.3%	274	44.6%	55	34.2%
	Good	70	40.2%	69	41.3%	59	41.8%	184	43.9%	227	37.0%	70	43.5%
	Average	41	23.6%	23	13.8%	14	9.9%	58	13.8%	77	12.5%	24	14.9%
	Fair	12	6.9%	10	6.0%	4	2.8%	15	3.6%	19	3.1%	9	5.6%
	Poor	9	5.2%	4	2.4%	2	1.4%	14	3.3%	17	2.8%	3	1.9%

**Report 11: Recommendation of Troy University. CROSSTABULATION BY CAMPUS**

		From which Troy University campus will you graduate?					
		Dothan	Montgomery	Phenix City	Troy	eCampus	University College
		Count	Count	Count	Count	Count	Count
If you were starting over, would you enroll in the same program?	Definitely yes	85	84	85	195	317	64
	Probably yes	49	45	38	159	200	58
	Probably not	35	33	15	49	88	29
	Definitely not	7	7	3	16	17	10
If you could start college over, would you attend Troy University again?	Definitely yes	77	109	91	186	381	71
	Probably yes	57	40	37	150	176	64
	Probably not	33	19	12	61	43	17
	Definitely not	8	1	2	21	21	10
Would you recommend your academic program to other students?	Definitely yes	84	103	95	221	402	75
	Probably yes	62	43	33	152	171	69
	Probably not	23	16	9	35	35	12
	Definitely not	6	6	1	11	14	5
Would you recommend Troy University to someone planning to go to college?	Definitely yes	81	114	99	248	431	83
	Probably yes	61	43	36	124	148	60
	Probably not	25	9	5	30	22	10
	Definitely not	8	3	1	18	19	9

**Report 12: Question 27: In regard to your education at Troy University, please rate your development in the following areas:**

**CROSS TABULATION BY COLLEGE**

		From which college will you be graduating?&nbsp;									
		Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services	
		N	%	N	%	N	%	N	%	N	%
Writing skills	Excellent	234	35.0%	156	30.4%	14	28.6%	93	36.9%	54	30.9%
	Good	357	53.4%	286	55.8%	26	53.1%	115	45.6%	96	54.9%
	Average	65	9.7%	65	12.7%	9	18.4%	43	17.1%	21	12.0%
	Fair	11	1.6%	4	.8%	0	.0%	1	.4%	3	1.7%
	Poor	1	.1%	2	.4%	0	.0%	0	.0%	1	.6%
Speaking/presentation skills	Excellent	196	29.4%	153	29.8%	16	32.7%	92	36.5%	47	26.9%
	Good	349	52.4%	252	49.0%	25	51.0%	111	44.0%	97	55.4%
	Average	102	15.3%	91	17.7%	7	14.3%	45	17.9%	27	15.4%
	Fair	14	2.1%	16	3.1%	1	2.0%	4	1.6%	3	1.7%
	Poor	5	.8%	2	.4%	0	.0%	0	.0%	1	.6%
Reading skills	Excellent	283	42.4%	195	38.1%	16	32.7%	114	45.4%	67	38.3%
	Good	306	45.9%	249	48.6%	22	44.9%	106	42.2%	83	47.4%
	Average	66	9.9%	58	11.3%	7	14.3%	26	10.4%	24	13.7%
	Fair	9	1.3%	7	1.4%	2	4.1%	5	2.0%	1	.6%
	Poor	3	.4%	3	.6%	2	4.1%	0	.0%	0	.0%
Critical thinking skills	Excellent	294	44.1%	194	37.9%	18	36.7%	97	38.5%	65	37.1%

Problem solving skills	Good	313	47.0%	253	49.4%	26	53.1%	127	50.4%	94	53.7%
	Average	52	7.8%	57	11.1%	2	4.1%	24	9.5%	14	8.0%
	Fair	4	.6%	5	1.0%	2	4.1%	4	1.6%	1	.6%
	Poor	3	.5%	3	.6%	1	2.0%	0	.0%	1	.6%
	Excellent	280	42.0%	192	37.6%	16	33.3%	97	38.5%	61	34.7%
Mathematical skills	Good	312	46.8%	246	48.1%	20	41.7%	121	48.0%	95	54.0%
	Average	66	9.9%	64	12.5%	7	14.6%	31	12.3%	18	10.2%
	Fair	6	.9%	6	1.2%	2	4.2%	3	1.2%	1	.6%
	Poor	3	.4%	3	.6%	3	6.3%	0	.0%	1	.6%
	Excellent	127	19.1%	127	24.8%	4	8.2%	54	21.4%	30	17.2%
Computer technologies	Good	289	43.5%	238	46.5%	18	36.7%	112	44.4%	75	43.1%
	Average	191	28.7%	121	23.6%	17	34.7%	66	26.2%	59	33.9%
	Fair	45	6.8%	19	3.7%	8	16.3%	16	6.3%	8	4.6%
	Poor	13	2.0%	7	1.4%	2	4.1%	4	1.6%	2	1.1%
	Excellent	225	33.7%	171	33.3%	16	32.7%	78	31.0%	46	26.1%
Research skills	Good	327	49.0%	263	51.2%	24	49.0%	111	44.0%	89	50.6%
	Average	94	14.1%	62	12.1%	8	16.3%	57	22.6%	32	18.2%
	Fair	16	2.4%	17	3.3%	1	2.0%	6	2.4%	9	5.1%
	Poor	6	.9%	1	.2%	0	.0%	0	.0%	0	.0%
	Excellent	267	40.2%	168	32.8%	12	25.0%	93	36.9%	51	29.0%
Scientific principles and	Good	308	46.3%	258	50.4%	26	54.2%	106	42.1%	90	51.1%
	Average	77	11.6%	69	13.5%	9	18.8%	43	17.1%	28	15.9%
	Fair	8	1.2%	11	2.1%	1	2.1%	10	4.0%	7	4.0%
	Poor	5	.8%	6	1.2%	0	.0%	0	.0%	0	.0%
	Excellent	157	23.5%	91	17.8%	2	4.2%	46	18.3%	38	21.7%

methods	Good	339	50.8%	251	49.0%	16	33.3%	118	47.0%	82	46.9%
	Average	138	20.7%	140	27.3%	20	41.7%	73	29.1%	50	28.6%
	Fair	27	4.0%	25	4.9%	6	12.5%	12	4.8%	4	2.3%
	Poor	6	.9%	5	1.0%	4	8.3%	2	.8%	1	.6%
Understanding different philosophies and cultures	Excellent	208	31.2%	132	25.8%	8	16.3%	71	28.3%	45	25.9%
	Good	337	50.6%	245	47.9%	25	51.0%	116	46.2%	89	51.1%
	Average	92	13.8%	112	21.9%	9	18.4%	50	19.9%	32	18.4%
	Fair	20	3.0%	17	3.3%	5	10.2%	13	5.2%	7	4.0%
Appreciation of the arts	Poor	9	1.4%	6	1.2%	2	4.1%	1	.4%	1	.6%
	Excellent	204	30.6%	123	24.0%	29	59.2%	85	33.9%	36	20.7%
	Good	295	44.2%	236	46.1%	12	24.5%	104	41.4%	79	45.4%
	Average	127	19.0%	110	21.5%	5	10.2%	51	20.3%	45	25.9%
	Fair	29	4.3%	32	6.3%	2	4.1%	8	3.2%	10	5.7%
Leadership skills	Poor	12	1.8%	11	2.1%	1	2.0%	3	1.2%	4	2.3%
	Excellent	270	40.5%	199	39.2%	28	57.1%	107	42.5%	73	41.7%
	Good	287	43.1%	226	44.5%	15	30.6%	105	41.7%	78	44.6%
	Average	82	12.3%	66	13.0%	3	6.1%	35	13.9%	18	10.3%
	Fair	18	2.7%	10	2.0%	2	4.1%	4	1.6%	5	2.9%
Management and organizational skills	Poor	9	1.4%	7	1.4%	1	2.0%	1	.4%	1	.6%
	Excellent	291	43.7%	252	49.2%	23	46.9%	115	46.2%	72	41.4%
	Good	283	42.5%	211	41.2%	17	34.7%	99	39.8%	75	43.1%
	Average	73	11.0%	37	7.2%	7	14.3%	32	12.9%	21	12.1%
	Fair	13	2.0%	10	2.0%	1	2.0%	2	.8%	5	2.9%
Time management	Poor	6	.9%	2	.4%	1	2.0%	1	.4%	1	.6%
	Excellent	301	45.1%	221	43.2%	26	53.1%	98	38.9%	79	44.9%

	Good	277	41.5%	222	43.4%	10	20.4%	113	44.8%	69	39.2%
	Average	73	10.9%	51	10.0%	11	22.4%	33	13.1%	24	13.6%
	Fair	11	1.6%	11	2.2%	1	2.0%	6	2.4%	3	1.7%
	Poor	6	.9%	6	1.2%	1	2.0%	2	.8%	1	.6%
Working cooperatively in groups	Excellent	224	33.7%	191	37.5%	24	49.0%	125	49.8%	67	38.3%
	Good	300	45.2%	224	43.9%	19	38.8%	83	33.1%	76	43.4%
	Average	106	16.0%	74	14.5%	2	4.1%	35	13.9%	24	13.7%
	Fair	24	3.6%	13	2.5%	3	6.1%	7	2.8%	4	2.3%
Planning and carrying out projects	Poor	10	1.5%	8	1.6%	1	2.0%	1	.4%	4	2.3%
	Excellent	262	39.3%	210	41.2%	24	49.0%	119	48.0%	67	38.5%
	Good	328	49.2%	240	47.1%	21	42.9%	100	40.3%	85	48.9%
	Average	63	9.5%	47	9.2%	2	4.1%	28	11.3%	19	10.9%
Citizenship skills	Fair	8	1.2%	9	1.8%	1	2.0%	1	.4%	2	1.1%
	Poor	5	.8%	4	.8%	1	2.0%	0	.0%	1	.6%
	Excellent	241	36.4%	166	32.7%	16	32.7%	113	45.0%	55	31.6%
	Good	291	44.0%	242	47.7%	22	44.9%	95	37.8%	79	45.4%
Strategies for applying skills in my field	Average	98	14.8%	76	15.0%	9	18.4%	38	15.1%	32	18.4%
	Fair	18	2.7%	13	2.6%	2	4.1%	4	1.6%	6	3.4%
	Poor	14	2.1%	10	2.0%	0	.0%	1	.4%	2	1.1%
	Excellent	256	38.9%	205	40.4%	31	63.3%	122	48.8%	77	44.0%
	Good	316	48.0%	229	45.1%	16	32.7%	97	38.8%	78	44.6%
	Average	65	9.9%	58	11.4%	1	2.0%	29	11.6%	19	10.9%
	Fair	13	2.0%	7	1.4%	0	.0%	2	.8%	1	.6%
	Poor	8	1.2%	9	1.8%	1	2.0%	0	.0%	0	.0%

**Report 13: Question 28: Please rate the following areas related to the education and academic support services at Troy University: (Select “N/A” for any item that does not apply to you.) CROSS TABULATION BY COLLEGE**

		From which college will you be graduating?									
		Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services	
		N	%	N	%	N	%	N	%	N	%
Overall quality of your academic program	Excellent	288	43.4%	179	34.8%	21	42.9%	93	36.9%	59	34.1%
	Good	295	44.4%	246	47.9%	24	49.0%	107	42.5%	89	51.4%
	Average	50	7.5%	66	12.8%	3	6.1%	38	15.1%	20	11.6%
	Fair	18	2.7%	16	3.1%	0	.0%	9	3.6%	2	1.2%
	Poor	13	2.0%	6	1.2%	1	2.0%	5	2.0%	3	1.7%
	N/A	0	.0%	1	.2%	0	.0%	0	.0%	0	.0%
Academic advising	Excellent	226	33.9%	125	24.4%	20	40.8%	73	29.0%	59	33.9%
	Good	217	32.5%	160	31.2%	20	40.8%	85	33.7%	60	34.5%
	Average	115	17.2%	103	20.1%	6	12.2%	45	17.9%	25	14.4%
	Fair	40	6.0%	44	8.6%	1	2.0%	28	11.1%	11	6.3%
	Poor	60	9.0%	65	12.7%	2	4.1%	20	7.9%	16	9.2%
	N/A	9	1.3%	16	3.1%	0	.0%	1	.4%	3	1.7%
Faculty accessibility	Excellent	224	33.7%	130	25.3%	28	57.1%	65	25.8%	51	29.3%
	Good	269	40.5%	206	40.2%	14	28.6%	96	38.1%	78	44.8%
	Average	93	14.0%	89	17.3%	6	12.2%	61	24.2%	29	16.7%
	Fair	43	6.5%	44	8.6%	1	2.0%	20	7.9%	9	5.2%



Instruction in major courses	Poor	16	2.4%	30	5.8%	0	.0%	9	3.6%	4	2.3%
	N/A	20	3.0%	14	2.7%	0	.0%	1	.4%	3	1.7%
	Excellent	269	40.5%	155	30.3%	31	63.3%	85	33.9%	62	36.0%
	Good	293	44.1%	243	47.6%	11	22.4%	110	43.8%	81	47.1%
	Average	53	8.0%	77	15.1%	6	12.2%	37	14.7%	23	13.4%
	Fair	21	3.2%	20	3.9%	1	2.0%	12	4.8%	5	2.9%
	Poor	21	3.2%	14	2.7%	0	.0%	5	2.0%	1	.6%
Instruction in general education courses	N/A	7	1.1%	2	.4%	0	.0%	2	.8%	0	.0%
	Excellent	211	31.7%	124	24.3%	11	22.4%	61	24.3%	32	18.4%
	Good	298	44.8%	237	46.4%	24	49.0%	109	43.4%	83	47.7%
	Average	82	12.3%	91	17.8%	10	20.4%	53	21.1%	40	23.0%
	Fair	31	4.7%	26	5.1%	1	2.0%	11	4.4%	6	3.4%
	Poor	13	2.0%	8	1.6%	2	4.1%	4	1.6%	3	1.7%
	N/A	30	4.5%	25	4.9%	1	2.0%	13	5.2%	10	5.7%
Faculty's use of technologies to enhance teaching	Excellent	241	36.3%	130	25.4%	23	46.9%	77	30.7%	41	23.6%
	Good	279	42.1%	243	47.5%	10	20.4%	104	41.4%	87	50.0%
	Average	79	11.9%	94	18.4%	12	24.5%	49	19.5%	36	20.7%
	Fair	33	5.0%	29	5.7%	2	4.1%	10	4.0%	4	2.3%
	Poor	13	2.0%	7	1.4%	2	4.1%	9	3.6%	4	2.3%
	N/A	18	2.7%	9	1.8%	0	.0%	2	.8%	2	1.1%
	Excellent	264	39.8%	140	27.3%	16	32.7%	71	28.3%	64	36.8%
Course availability in your major	Good	254	38.3%	189	36.9%	16	32.7%	90	35.9%	74	42.5%
	Average	81	12.2%	93	18.2%	11	22.4%	46	18.3%	23	13.2%
	Fair	40	6.0%	45	8.8%	5	10.2%	23	9.2%	8	4.6%
	Poor	24	3.6%	43	8.4%	1	2.0%	21	8.4%	4	2.3%

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	N/A	1	.2%	2	.4%	0	.0%	0	.0%	1	.6%
Communication between faculty and students	Excellent	260	39.2%	142	28.0%	29	59.2%	72	28.8%	54	31.0%
	Good	271	40.9%	226	44.6%	16	32.7%	94	37.6%	78	44.8%
	Average	72	10.9%	82	16.2%	3	6.1%	56	22.4%	29	16.7%
	Fair	36	5.4%	36	7.1%	1	2.0%	12	4.8%	7	4.0%
	Poor	23	3.5%	18	3.6%	0	.0%	16	6.4%	6	3.4%
Registration procedures	N/A	1	.2%	3	.6%	0	.0%	0	.0%	0	.0%
	Excellent	260	39.3%	161	31.5%	11	22.4%	74	29.5%	48	27.6%
	Good	262	39.6%	199	38.9%	13	26.5%	92	36.7%	80	46.0%
	Average	83	12.6%	83	16.2%	13	26.5%	42	16.7%	24	13.8%
	Fair	26	3.9%	37	7.2%	5	10.2%	24	9.6%	13	7.5%
	Poor	27	4.1%	28	5.5%	7	14.3%	18	7.2%	8	4.6%
IMPACT/New Student Orientation Program	N/A	3	.5%	3	.6%	0	.0%	1	.4%	1	.6%
	Excellent	132	19.9%	75	14.6%	11	22.4%	36	14.3%	26	15.0%
	Good	184	27.8%	145	28.3%	7	14.3%	67	26.6%	48	27.7%
	Average	87	13.1%	91	17.8%	13	26.5%	40	15.9%	25	14.5%
	Fair	29	4.4%	24	4.7%	6	12.2%	15	6.0%	8	4.6%
	Poor	15	2.3%	9	1.8%	3	6.1%	10	4.0%	4	2.3%
Library	N/A	215	32.5%	168	32.8%	9	18.4%	84	33.3%	62	35.8%
	Excellent	163	24.6%	95	18.6%	8	16.3%	58	23.0%	39	22.7%
	Good	215	32.4%	155	30.3%	13	26.5%	89	35.3%	67	39.0%
	Average	99	14.9%	85	16.6%	15	30.6%	47	18.7%	28	16.3%
	Fair	24	3.6%	35	6.8%	5	10.2%	16	6.3%	9	5.2%
	Poor	13	2.0%	10	2.0%	5	10.2%	9	3.6%	7	4.1%
	N/A	149	22.5%	132	25.8%	3	6.1%	33	13.1%	22	12.8%

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Computer labs	Excellent	130	19.6%	100	19.5%	13	26.5%	73	29.0%	35	20.2%
	Good	166	25.0%	169	33.0%	13	26.5%	77	30.6%	56	32.4%
	Average	79	11.9%	63	12.3%	14	28.6%	37	14.7%	29	16.8%
	Fair	17	2.6%	21	4.1%	3	6.1%	15	6.0%	12	6.9%
	Poor	11	1.7%	10	2.0%	4	8.2%	22	8.7%	8	4.6%
	N/A	260	39.2%	149	29.1%	2	4.1%	28	11.1%	33	19.1%
Laboratory/instructional equipment	Excellent	109	16.4%	66	12.9%	12	24.5%	49	19.4%	33	19.1%
	Good	167	25.1%	146	28.6%	9	18.4%	82	32.5%	53	30.6%
	Average	80	12.0%	73	14.3%	14	28.6%	50	19.8%	27	15.6%
	Fair	17	2.6%	22	4.3%	5	10.2%	16	6.3%	13	7.5%
	Poor	13	2.0%	10	2.0%	2	4.1%	6	2.4%	2	1.2%
	N/A	280	42.0%	193	37.8%	7	14.3%	49	19.4%	45	26.0%
Testing Center	Excellent	125	18.9%	87	17.1%	8	16.3%	29	11.5%	24	13.8%
	Good	158	23.8%	131	25.7%	4	8.2%	78	31.0%	40	23.0%
	Average	73	11.0%	62	12.2%	10	20.4%	39	15.5%	24	13.8%
	Fair	15	2.3%	15	2.9%	7	14.3%	7	2.8%	6	3.4%
	Poor	9	1.4%	10	2.0%	1	2.0%	6	2.4%	5	2.9%
	N/A	283	42.7%	205	40.2%	19	38.8%	93	36.9%	75	43.1%
Writing Center	Excellent	87	13.1%	54	10.6%	9	18.4%	31	12.4%	24	13.8%
	Good	119	18.0%	94	18.4%	9	18.4%	63	25.1%	41	23.6%
	Average	59	8.9%	46	9.0%	7	14.3%	30	12.0%	20	11.5%
	Fair	9	1.4%	9	1.8%	2	4.1%	6	2.4%	4	2.3%
	Poor	8	1.2%	8	1.6%	1	2.0%	2	.8%	6	3.4%
	N/A	380	57.4%	300	58.7%	21	42.9%	119	47.4%	79	45.4%
Natural Science Center	Excellent	78	11.8%	43	8.4%	5	10.2%	19	7.6%	15	8.7%

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	Good	100	15.2%	72	14.1%	4	8.2%	46	18.4%	30	17.4%
	Average	47	7.1%	45	8.8%	6	12.2%	31	12.4%	16	9.3%
	Fair	9	1.4%	6	1.2%	3	6.1%	6	2.4%	3	1.7%
	Poor	6	.9%	5	1.0%	1	2.0%	3	1.2%	3	1.7%
	N/A	420	63.6%	339	66.5%	30	61.2%	145	58.0%	105	61.0%
Center for International Programs	Excellent	54	8.2%	40	8.0%	4	8.3%	14	5.6%	12	7.1%
	Good	82	12.4%	55	11.0%	4	8.3%	38	15.3%	20	11.8%
	Average	42	6.4%	39	7.8%	4	8.3%	22	8.9%	15	8.8%
	Fair	8	1.2%	5	1.0%	3	6.3%	3	1.2%	2	1.2%
	Poor	6	.9%	6	1.2%	1	2.1%	2	.8%	2	1.2%
	N/A	469	71.0%	357	71.1%	32	66.7%	169	68.1%	119	70.0%

**Report 14: Question 29: 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.) CROSS TABULATION BY COLLEGE**

		From which college will you be graduating?									
		Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services	
		N	%	N	%	N	%	N	%	N	%
Admissions Office	Very Dissatisfied	34	5.1%	21	4.1%	1	2.1%	8	3.2%	9	5.2%
	Dissatisfied	18	2.7%	14	2.7%	2	4.2%	9	3.6%	7	4.0%
	Neutral	77	11.6%	76	14.8%	12	25.0%	35	14.0%	34	19.5%
	Satisfied	238	35.8%	228	44.3%	20	41.7%	111	44.4%	76	43.7%
	Very Satisfied	246	37.0%	149	28.9%	10	20.8%	82	32.8%	40	23.0%
	Not Applicable	51	7.7%	27	5.2%	3	6.3%	5	2.0%	8	4.6%
	Registrar/Records Office	Very Dissatisfied	40	6.0%	33	6.4%	4	8.3%	10	4.0%	8
	Dissatisfied	25	3.8%	24	4.7%	6	12.5%	15	6.0%	14	8.1%
	Neutral	81	12.2%	73	14.2%	16	33.3%	34	13.6%	29	16.8%
	Satisfied	235	35.5%	209	40.7%	15	31.3%	106	42.4%	73	42.2%
	Very Satisfied	226	34.1%	148	28.8%	6	12.5%	77	30.8%	38	22.0%
	Not Applicable	55	8.3%	26	5.1%	1	2.1%	8	3.2%	11	6.4%
Veteran Services	Very Dissatisfied	22	3.3%	8	1.6%	1	2.2%	4	1.6%	0	.0%

	Dissatisfied	5	.8%	2	.4%	0	.0%	5	2.0%	2	1.2%
	Neutral	55	8.3%	43	8.4%	8	17.4%	31	12.4%	24	14.0%
	Satisfied	83	12.5%	72	14.0%	7	15.2%	27	10.8%	17	9.9%
	Very Satisfied	127	19.2%	72	14.0%	3	6.5%	27	10.8%	24	14.0%
	Not Applicable	371	56.0%	316	61.6%	27	58.7%	155	62.2%	105	61.0%
Financial Aid Services	Very	39	5.9%	34	6.6%	7	14.6%	16	6.4%	13	7.5%
	Dissatisfied										
	Dissatisfied	31	4.7%	30	5.8%	5	10.4%	27	10.8%	12	6.9%
	Neutral	82	12.4%	63	12.3%	8	16.7%	35	13.9%	30	17.3%
	Satisfied	165	24.9%	145	28.2%	15	31.3%	72	28.7%	60	34.7%
	Very Satisfied	182	27.5%	107	20.8%	9	18.8%	72	28.7%	34	19.7%
	Not Applicable	163	24.6%	135	26.3%	4	8.3%	29	11.6%	24	13.9%
Business Office	Very	29	4.4%	22	4.3%	6	12.5%	8	3.2%	5	2.9%
	Dissatisfied										
	Dissatisfied	15	2.3%	17	3.3%	1	2.1%	9	3.6%	7	4.0%
	Neutral	86	12.9%	73	14.2%	13	27.1%	49	19.6%	37	21.3%
	Satisfied	182	27.4%	194	37.8%	19	39.6%	92	36.8%	65	37.4%
	Very Satisfied	153	23.0%	127	24.8%	4	8.3%	56	22.4%	26	14.9%
	Not Applicable	200	30.1%	80	15.6%	5	10.4%	36	14.4%	34	19.5%
Information Technology (IT) Services	Very	23	3.5%	15	2.9%	3	6.3%	7	2.8%	3	1.7%
	Dissatisfied										
	Dissatisfied	12	1.8%	11	2.1%	4	8.3%	6	2.4%	4	2.3%
	Neutral	77	11.6%	77	15.0%	14	29.2%	39	15.6%	36	20.8%
	Satisfied	196	29.6%	163	31.8%	12	25.0%	92	36.8%	61	35.3%
	Very Satisfied	178	26.8%	120	23.4%	8	16.7%	61	24.4%	30	17.3%

	Not Applicable	177	26.7%	127	24.8%	7	14.6%	45	18.0%	39	22.5%
Trojan Web Express	Very Dissatisfied	35	5.3%	22	4.3%	1	2.1%	11	4.4%	5	2.9%
	Dissatisfied	9	1.4%	12	2.3%	8	16.7%	14	5.6%	7	4.0%
	Neutral	51	7.7%	52	10.2%	8	16.7%	14	5.6%	20	11.5%
	Satisfied	217	32.8%	201	39.3%	15	31.3%	117	46.6%	73	42.0%
	Very Satisfied	336	50.8%	216	42.2%	16	33.3%	88	35.1%	68	39.1%
	Not Applicable	14	2.1%	9	1.8%	0	.0%	7	2.8%	1	.6%
Adaptive Needs Services	Very Dissatisfied	12	1.8%	6	1.2%	3	6.4%	4	1.6%	1	.6%
	Dissatisfied	6	.9%	4	.8%	0	.0%	1	.4%	1	.6%
	Neutral	58	8.8%	38	7.4%	7	14.9%	30	12.0%	25	14.5%
	Satisfied	67	10.2%	72	14.1%	5	10.6%	23	9.2%	16	9.3%
	Very Satisfied	61	9.2%	43	8.4%	4	8.5%	22	8.8%	16	9.3%
	Not Applicable	456	69.1%	349	68.2%	28	59.6%	171	68.1%	113	65.7%
Student Support Services (SSS)	Very Dissatisfied	19	2.9%	19	3.7%	1	2.1%	5	2.0%	5	2.9%
	Dissatisfied	6	.9%	7	1.4%	0	.0%	3	1.2%	1	.6%
	Neutral	76	11.5%	57	11.2%	8	16.7%	30	12.1%	22	12.8%
	Satisfied	104	15.7%	108	21.2%	6	12.5%	47	19.0%	34	19.8%
	Very Satisfied	122	18.4%	69	13.6%	8	16.7%	41	16.5%	22	12.8%
	Not Applicable	335	50.6%	249	48.9%	25	52.1%	122	49.2%	88	51.2%
Career Services	Very Dissatisfied	22	3.3%	17	3.3%	0	.0%	6	2.4%	5	2.9%
	Dissatisfied	19	2.9%	14	2.7%	0	.0%	6	2.4%	5	2.9%

Placement Service	Neutral	61	9.3%	65	12.7%	6	12.5%	36	14.3%	22	12.8%
	Satisfied	86	13.1%	82	16.0%	16	33.3%	42	16.7%	31	18.0%
	Very Satisfied	80	12.2%	57	11.2%	5	10.4%	35	13.9%	17	9.9%
	Not Applicable	390	59.3%	276	54.0%	21	43.8%	126	50.2%	92	53.5%
	Very Dissatisfied	20	3.0%	17	3.3%	0	.0%	7	2.8%	5	2.9%
	Dissatisfied	11	1.7%	5	1.0%	1	2.1%	5	2.0%	3	1.7%
	Neutral	69	10.5%	66	13.0%	9	19.1%	33	13.2%	24	13.9%
Counseling Services	Satisfied	83	12.6%	73	14.3%	7	14.9%	42	16.8%	23	13.3%
	Very Satisfied	59	9.0%	45	8.8%	1	2.1%	24	9.6%	13	7.5%
	Not Applicable	417	63.3%	303	59.5%	29	61.7%	139	55.6%	105	60.7%
	Very Dissatisfied	29	4.4%	22	4.3%	0	.0%	6	2.4%	7	4.1%
	Dissatisfied	19	2.9%	17	3.3%	1	2.1%	5	2.0%	4	2.3%
	Neutral	75	11.3%	67	13.0%	7	14.6%	37	14.7%	20	11.6%
	Satisfied	87	13.2%	82	16.0%	9	18.8%	41	16.3%	31	18.0%
Bookstore Services	Very Satisfied	113	17.1%	56	10.9%	3	6.3%	37	14.7%	18	10.5%
	Not Applicable	338	51.1%	270	52.5%	28	58.3%	125	49.8%	92	53.5%
	Very Dissatisfied	39	5.9%	45	8.8%	1	2.1%	11	4.4%	9	5.2%
	Dissatisfied	39	5.9%	27	5.3%	2	4.2%	15	6.0%	5	2.9%
	Neutral	75	11.4%	73	14.3%	14	29.2%	46	18.4%	30	17.3%
	Satisfied	189	28.6%	162	31.6%	21	43.8%	97	38.8%	65	37.6%
	Very Satisfied	185	28.0%	116	22.7%	9	18.8%	63	25.2%	39	22.5%
Not Applicable	133	20.2%	89	17.4%	1	2.1%	18	7.2%	25	14.5%	



Food Services	Very Dissatisfied	21	3.2%	12	2.3%	2	4.3%	9	3.6%	2	1.2%
	Dissatisfied	22	3.3%	12	2.3%	5	10.6%	6	2.4%	5	2.9%
	Neutral	71	10.8%	61	11.9%	12	25.5%	35	14.1%	22	12.8%
	Satisfied	84	12.8%	105	20.5%	17	36.2%	71	28.5%	47	27.3%
	Very Satisfied	78	11.9%	52	10.2%	9	19.1%	44	17.7%	27	15.7%
	Not Applicable	382	58.1%	269	52.6%	2	4.3%	84	33.7%	69	40.1%
	Buildings and Grounds	Very Dissatisfied	16	2.4%	13	2.5%	2	4.2%	6	2.4%	4
	Dissatisfied	13	2.0%	16	3.1%	3	6.3%	7	2.8%	8	4.6%
	Neutral	53	8.0%	52	10.2%	8	16.7%	27	10.9%	19	11.0%
	Satisfied	121	18.3%	136	26.6%	19	39.6%	79	31.9%	63	36.4%
	Very Satisfied	131	19.8%	111	21.7%	15	31.3%	88	35.5%	37	21.4%
	Not Applicable	326	49.4%	183	35.8%	1	2.1%	41	16.5%	42	24.3%
Housing and Residence	Very Dissatisfied	14	2.1%	4	.8%	0	.0%	4	1.6%	3	1.7%
Life	Dissatisfied	9	1.4%	4	.8%	8	17.0%	8	3.2%	5	2.9%
	Neutral	49	7.4%	53	10.4%	5	10.6%	22	8.8%	23	13.4%
	Satisfied	45	6.8%	40	7.8%	15	31.9%	28	11.2%	25	14.5%
	Very Satisfied	37	5.6%	28	5.5%	9	19.1%	14	5.6%	10	5.8%
	Not Applicable	506	76.7%	383	74.8%	10	21.3%	174	69.6%	106	61.6%
Student Health	Very Dissatisfied	10	1.5%	7	1.4%	3	6.3%	4	1.6%	1	.6%
Services	Dissatisfied	10	1.5%	3	.6%	4	8.3%	4	1.6%	4	2.3%
	Neutral	59	8.9%	53	10.4%	15	31.3%	33	13.3%	17	9.9%

	Satisfied	51	7.7%	48	9.4%	13	27.1%	33	13.3%	39	22.7%
	Very Satisfied	46	7.0%	37	7.2%	4	8.3%	19	7.6%	24	14.0%
	Not Applicable	484	73.3%	363	71.0%	9	18.8%	156	62.7%	87	50.6%
Recreational and intramural activities	Very Dissatisfied	9	1.4%	5	1.0%	0	.0%	4	1.6%	5	2.9%
	Dissatisfied	9	1.4%	4	.8%	0	.0%	3	1.2%	1	.6%
	Neutral	50	7.6%	47	9.2%	7	14.6%	28	11.2%	14	8.1%
	Satisfied	59	8.9%	50	9.8%	14	29.2%	31	12.4%	39	22.7%
	Very Satisfied	53	8.0%	39	7.6%	14	29.2%	27	10.8%	22	12.8%
	Not Applicable	481	72.8%	365	71.6%	13	27.1%	157	62.8%	91	52.9%
Athletic programs	Very Dissatisfied	9	1.4%	4	.8%	0	.0%	3	1.2%	3	1.7%
	Dissatisfied	5	.8%	1	.2%	0	.0%	4	1.6%	2	1.2%
	Neutral	45	6.8%	39	7.6%	5	10.4%	20	8.0%	13	7.5%
	Satisfied	47	7.1%	50	9.8%	14	29.2%	32	12.7%	33	19.1%
	Very Satisfied	66	10.0%	52	10.2%	16	33.3%	29	11.6%	29	16.8%
	Not Applicable	491	74.1%	366	71.5%	13	27.1%	163	64.9%	93	53.8%
Trojan Fitness Center	Very Dissatisfied	10	1.5%	8	1.6%	0	.0%	7	2.8%	3	1.7%
	Dissatisfied	9	1.4%	5	1.0%	2	4.3%	1	.4%	2	1.2%
	Neutral	38	5.8%	41	8.1%	5	10.6%	22	8.8%	12	6.9%
	Satisfied	52	7.9%	45	8.9%	15	31.9%	30	12.0%	35	20.2%
	Very Satisfied	55	8.4%	46	9.1%	15	31.9%	34	13.5%	34	19.7%
	Not Applicable	492	75.0%	362	71.4%	10	21.3%	157	62.5%	87	50.3%

Student organizations	Very Dissatisfied	15	2.3%	11	2.2%	2	4.2%	4	1.6%	4	2.3%	
	Dissatisfied	8	1.2%	2	.4%	0	.0%	4	1.6%	1	.6%	
	Neutral	53	8.0%	53	10.5%	9	18.8%	27	10.8%	14	8.1%	
	Satisfied	71	10.8%	77	15.2%	13	27.1%	55	22.1%	43	25.0%	
	Very Satisfied	72	10.9%	48	9.5%	17	35.4%	48	19.3%	29	16.9%	
	Not Applicable	440	66.8%	315	62.3%	7	14.6%	111	44.6%	81	47.1%	
	Safety and Security Services	Very Dissatisfied	16	2.4%	13	2.6%	3	6.3%	9	3.6%	4	2.3%
	Dissatisfied	14	2.1%	8	1.6%	5	10.4%	7	2.8%	6	3.5%	
	Neutral	56	8.5%	64	12.6%	14	29.2%	27	10.8%	21	12.3%	
	Satisfied	87	13.3%	112	22.0%	14	29.2%	80	31.9%	55	32.2%	
	Very Satisfied	92	14.0%	76	15.0%	10	20.8%	75	29.9%	27	15.8%	
	Not Applicable	391	59.6%	235	46.3%	2	4.2%	53	21.1%	58	33.9%	
	Parking facilities	Very Dissatisfied	68	10.4%	61	12.1%	25	52.1%	51	20.4%	35	20.3%
	Dissatisfied	40	6.1%	56	11.1%	8	16.7%	28	11.2%	31	18.0%	
	Neutral	58	8.8%	66	13.1%	6	12.5%	30	12.0%	15	8.7%	
	Satisfied	87	13.2%	91	18.1%	7	14.6%	61	24.4%	38	22.1%	
	Very Satisfied	68	10.4%	48	9.5%	1	2.1%	46	18.4%	18	10.5%	
	Not Applicable	336	51.1%	182	36.1%	1	2.1%	34	13.6%	35	20.3%	
	University Media (website, newsletters, radio, TV, etc)	Very Dissatisfied	15	2.3%	11	2.2%	3	6.4%	5	2.0%	4	2.3%
	Dissatisfied	20	3.0%	15	3.0%	1	2.1%	5	2.0%	5	2.9%	
Neutral	84	12.8%	75	14.8%	7	14.9%	44	17.7%	31	18.1%		

Satisfied	146	22.3%	127	25.1%	18	38.3%	88	35.5%	57	33.3%
Very Satisfied	150	22.9%	98	19.4%	16	34.0%	62	25.0%	36	21.1%
Not Applicable	241	36.7%	180	35.6%	2	4.3%	44	17.7%	38	22.2%

**Report 15: Question 30: On a scale from 1 to 5, with 1 as “Strongly Disagree” and 5 as “Strongly Agree,” please provide your opinion regarding the following areas: CROSS TABULATION BY COLLEGE**

		From which college will you be graduating?									
		Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services	
		N	%	N	%	N	%	N	%	N	%
The goals, objectives, and requirements for my academic program were clearly defined.	Strongly Disagree	35	5.3%	23	4.5%	2	4.2%	14	5.6%	6	3.4%
	Disagree	34	5.1%	37	7.2%	5	10.4%	21	8.3%	13	7.5%
	Neutral	55	8.3%	80	15.6%	8	16.7%	34	13.5%	17	9.8%
	Agree	326	49.2%	242	47.3%	19	39.6%	120	47.6%	88	50.6%
	Strongly Agree	213	32.1%	130	25.4%	14	29.2%	63	25.0%	50	28.7%
My academic program was intellectually challenging and stimulating.	Strongly Disagree	17	2.6%	12	2.3%	1	2.1%	6	2.4%	2	1.1%
	Disagree	13	2.0%	8	1.6%	0	.0%	12	4.8%	3	1.7%
	Neutral	44	6.6%	53	10.4%	8	16.7%	25	10.0%	9	5.2%
	Agree	318	47.9%	260	50.9%	17	35.4%	127	50.6%	91	52.3%
	Strongly Agree	272	41.0%	178	34.8%	22	45.8%	81	32.3%	69	39.7%
Courses in my curriculum contributed to the skills and knowledge required in my field.	Strongly Disagree	19	2.9%	13	2.6%	0	.0%	6	2.4%	1	.6%
	Disagree	10	1.5%	19	3.7%	0	.0%	9	3.6%	0	.0%
	Neutral	59	8.9%	70	13.8%	6	12.5%	25	9.9%	14	8.1%
	Agree	313	47.2%	243	47.8%	16	33.3%	137	54.4%	86	50.0%

	Strongly Agree	262	39.5%	163	32.1%	26	54.2%	75	29.8%	71	41.3%
Courses were offered frequently enough for timely completion of my degree program.	Strongly Disagree	30	4.5%	45	8.8%	3	6.3%	16	6.4%	10	5.7%
	Disagree	53	8.0%	54	10.6%	8	16.7%	30	12.0%	14	8.0%
	Neutral	71	10.7%	68	13.3%	7	14.6%	42	16.8%	24	13.8%
	Agree	300	45.2%	214	41.9%	20	41.7%	108	43.2%	73	42.0%
The intellectual caliber of students in my academic program was high.	Strongly Agree	210	31.6%	130	25.4%	10	20.8%	54	21.6%	53	30.5%
	Strongly Disagree	29	4.4%	18	3.6%	2	4.2%	10	4.0%	3	1.7%
	Disagree	32	4.8%	33	6.5%	2	4.2%	18	7.1%	11	6.3%
	Neutral	149	22.5%	119	23.5%	10	20.8%	62	24.6%	40	23.0%
	Agree	315	47.6%	247	48.7%	24	50.0%	120	47.6%	78	44.8%
The degree program in which I enrolled is valuable for me in my employment.	Strongly Agree	137	20.7%	90	17.8%	10	20.8%	42	16.7%	42	24.1%
	Strongly Disagree	19	2.9%	12	2.3%	0	.0%	5	2.0%	3	1.7%
	Disagree	21	3.2%	10	2.0%	1	2.1%	4	1.6%	2	1.1%
	Neutral	95	14.4%	52	10.2%	1	2.1%	31	12.3%	17	9.8%
	Agree	293	44.3%	228	44.5%	20	41.7%	113	44.8%	79	45.4%
Troy University faculty care about students as individuals.	Strongly Agree	233	35.2%	210	41.0%	26	54.2%	99	39.3%	73	42.0%
	Strongly Disagree	32	4.8%	31	6.1%	1	2.1%	9	3.6%	13	7.5%
	Disagree	24	3.6%	27	5.3%	1	2.1%	10	4.0%	10	5.7%
	Neutral	103	15.6%	113	22.1%	2	4.2%	49	19.6%	26	14.9%
	Agree	306	46.2%	231	45.1%	21	43.8%	119	47.6%	79	45.4%
	Strongly Agree	197	29.8%	110	21.5%	23	47.9%	63	25.2%	46	26.4%

Troy University faculty were helpful with my career plan.	Strongly Disagree	46	7.0%	45	8.8%	1	2.1%	11	4.4%	11	6.4%
	Disagree	43	6.5%	41	8.0%	1	2.1%	21	8.4%	14	8.2%
	Neutral	166	25.1%	146	28.6%	6	12.5%	64	25.6%	47	27.5%
	Agree	249	37.7%	182	35.7%	19	39.6%	100	40.0%	60	35.1%
	Strongly Agree	157	23.8%	96	18.8%	21	43.8%	54	21.6%	39	22.8%
Troy University is responsive to the needs of its students.	Strongly Disagree	39	5.9%	37	7.3%	3	6.4%	15	6.0%	18	10.5%
	Disagree	32	4.9%	34	6.7%	4	8.5%	25	10.0%	6	3.5%
	Neutral	126	19.1%	120	23.5%	6	12.8%	55	21.9%	41	23.8%
	Agree	290	44.1%	221	43.3%	17	36.2%	105	41.8%	75	43.6%
	Strongly Agree	171	26.0%	98	19.2%	17	36.2%	51	20.3%	32	18.6%
The tuition and fees I paid at Troy University were a worthwhile investment.	Strongly Disagree	25	3.8%	21	4.1%	2	4.2%	13	5.2%	9	5.2%
	Disagree	20	3.0%	19	3.7%	2	4.2%	20	8.0%	10	5.8%
	Neutral	115	17.3%	108	21.1%	11	22.9%	54	21.6%	35	20.2%
	Agree	287	43.3%	223	43.6%	20	41.7%	110	44.0%	77	44.5%
	Strongly Agree	216	32.6%	141	27.5%	13	27.1%	53	21.2%	42	24.3%

**Report 16: Question 31: Please provide your overall ratings of Troy University: CROSS TABULATION BY COLLEGE**

		From which college will you be graduating?									
		Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services	
		N	%	N	%	N	%	N	%	N	%
How would you rate Troy University's preparation of you for employment?	Excellent	157	23.8%	128	24.8%	16	33.3%	70	27.9%	51	29.3%
	Good	295	44.6%	221	42.8%	19	39.6%	110	43.8%	72	41.4%
	Average	147	22.2%	122	23.6%	11	22.9%	50	19.9%	33	19.0%
	Fair	31	4.7%	31	6.0%	1	2.1%	11	4.4%	11	6.3%
	Poor	31	4.7%	14	2.7%	1	2.1%	10	4.0%	7	4.0%
How would you rate Troy University's preparation of you for further education?	Excellent	231	35.1%	161	31.3%	17	36.2%	80	31.7%	49	28.2%
	Good	277	42.0%	226	44.0%	17	36.2%	109	43.3%	85	48.9%
	Average	112	17.0%	93	18.1%	10	21.3%	45	17.9%	24	13.8%
	Fair	25	3.8%	25	4.9%	2	4.3%	7	2.8%	9	5.2%
	Poor	14	2.1%	9	1.8%	1	2.1%	11	4.4%	7	4.0%
What is your overall rating of your college experiences at TROY?	Excellent	285	43.1%	180	35.1%	23	47.9%	88	35.1%	58	33.5%
	Good	260	39.3%	213	41.5%	16	33.3%	100	39.8%	77	44.5%
	Average	77	11.6%	79	15.4%	7	14.6%	40	15.9%	26	15.0%
	Fair	24	3.6%	26	5.1%	0	.0%	14	5.6%	4	2.3%
	Poor	15	2.3%	15	2.9%	2	4.2%	9	3.6%	8	4.6%



**Report 17: Recommendation of Troy University. CROSSTABULATION BY COLLEGE**

		From which college will you be graduating?									
		Arts & Sciences		Sorrell College of Business		Communication and Fine Arts		Education		Health & Human Services	
		N	%	N	%	N	%	N	%	N	%
If you were starting over, would you enroll in the same program?	Definitely yes	334	50.0%	226	43.8%	33	68.8%	144	56.9%	83	47.4%
	Probably yes	223	33.4%	181	35.1%	13	27.1%	71	28.1%	49	28.0%
	Probably not	90	13.5%	90	17.4%	1	2.1%	33	13.0%	32	18.3%
	Definitely not	21	3.1%	19	3.7%	1	2.1%	5	2.0%	11	6.3%
If you could start college over, would you attend Troy University again?	Definitely yes	392	58.6%	280	54.6%	27	56.3%	118	46.8%	88	50.0%
	Probably yes	202	30.2%	159	31.0%	14	29.2%	84	33.3%	52	29.5%
	Probably not	54	8.1%	56	10.9%	3	6.3%	41	16.3%	26	14.8%
	Definitely not	21	3.1%	18	3.5%	4	8.3%	9	3.6%	10	5.7%
Would you recommend your academic program to other students?	Definitely yes	403	60.4%	287	55.7%	38	79.2%	144	58.1%	97	55.1%
	Probably yes	205	30.7%	169	32.8%	8	16.7%	81	32.7%	51	29.0%
	Probably not	44	6.6%	46	8.9%	1	2.1%	19	7.7%	18	10.2%
	Definitely not	15	2.2%	13	2.5%	1	2.1%	4	1.6%	10	5.7%
Would you recommend Troy University to someone planning to go to college?	Definitely yes	450	67.3%	313	60.8%	31	64.6%	141	56.0%	108	62.1%
	Probably yes	173	25.9%	153	29.7%	11	22.9%	77	30.6%	45	25.9%
	Probably not	25	3.7%	34	6.6%	2	4.2%	26	10.3%	11	6.3%
	Definitely not	21	3.1%	15	2.9%	4	8.3%	8	3.2%	10	5.7%

**Report 18 2009/2010 Comparison of Intellectual Development and Leadership Development Items by Ethnicity**

		Ethnicity:													
		Nonresident alien		Black, non-Hispanic		American Indian/Alaska Native		Asian/Pacific Islander		Hispanic		White, non-Hispanic		Race/ethnicity unknown	
		Count	Column N %	Count	Column N %	Count	Column N %	Count	Column N %	Count	Column N %	Count	Column N %	Count	Column N %
Writing skills	Poor to Avg	0	.0%	71	12.3%	1	11.1%	31	33.7%	9	14.1%	138	14.3%	6	33.3%
	Good/Excellent	4	100.0%	507	87.7%	8	88.9%	61	66.3%	55	85.9%	830	85.7%	12	66.7%
Speaking/presentation skills	Poor to Avg	0	.0%	104	18.0%	2	22.2%	9	24.3%	8	12.5%	196	20.3%	5	27.8%
	Good/Excellent	4	100.0%	475	82.0%	7	77.8%	28	75.7%	56	87.5%	770	79.7%	13	72.2%
Reading skills	Poor to Avg	1	25.0%	53	9.2%	2	22.2%	8	21.6%	9	14.1%	141	14.6%	3	16.7%
	Good/Excellent	3	75.0%	525	90.8%	7	77.8%	29	78.4%	55	85.9%	824	85.4%	15	83.3%
Critical thinking skills	Poor to Avg	1	25.0%	63	10.9%	0	.0%	8	21.6%	5	7.9%	99	10.2%	4	22.2%
	Good/Excellent	3	75.0%	514	89.1%	9	100.0%	29	78.4%	58	92.1%	869	89.8%	14	77.8%
Problem solving skills	Poor to Avg	2	50.0%	80	13.8%	0	.0%	2	5.4%	6	9.8%	123	12.7%	6	33.3%
	Good/Excellent	2	50.0%	498	86.2%	9	100.0%	35	94.6%	55	90.2%	846	87.3%	12	66.7%
Mathematical skills	Poor to Avg	2	50.0%	213	36.9%	3	33.3%	5	13.5%	22	34.4%	332	34.4%	8	44.4%
	Good/Excellent	2	50.0%	364	63.1%	6	66.7%	32	86.5%	42	65.6%	632	65.6%	10	55.6%
Computer technologies	Poor to Avg	1	25.0%	93	16.0%	1	11.1%	6	16.2%	11	17.2%	194	20.0%	5	27.8%
	Good/Excellent	3	75.0%	487	84.0%	8	88.9%	31	83.8%	53	82.8%	775	80.0%	13	72.2%
Research skills	Poor to Avg	1	25.0%	95	16.5%	2	22.2%	6	16.2%	11	17.2%	163	16.9%	3	17.6%
	Good/Excellent	3	75.0%	482	83.5%	7	77.8%	31	83.8%	53	82.8%	804	83.1%	14	82.4%

2009-10 Senior Survey Report

Scientific principles and methods	Poor to Avg	3	75.0%	170	29.6%	1	12.5%	9	24.3%	22	34.4%	310	32.1%	5	27.8%
	Good/Excellent	1	25.0%	405	70.4%	7	87.5%	28	75.7%	42	65.6%	656	67.9%	13	72.2%
Understanding different philosophies and cultures	Poor to Avg	1	25.0%	120	20.8%	2	22.2%	6	16.2%	13	20.3%	233	24.1%	7	38.9%
	Good/Excellent	3	75.0%	457	79.2%	7	77.8%	31	83.8%	51	79.7%	732	75.9%	11	61.1%
Appreciation of the arts	Poor to Avg	4	100.0%	143	24.8%	2	22.2%	10	27.0%	17	27.0%	273	28.3%	7	38.9%
	Good/Excellent	0	.0%	434	75.2%	7	77.8%	27	73.0%	46	73.0%	693	71.7%	11	61.1%
Leadership skills	Poor to Avg	3	75.0%	68	11.8%	1	11.1%	10	27.0%	8	12.7%	175	18.1%	5	27.8%
	Good/Excellent	1	25.0%	508	88.2%	8	88.9%	27	73.0%	55	87.3%	790	81.9%	13	72.2%
Management and organizational skills	Poor to Avg	2	50.0%	64	11.1%	1	11.1%	9	24.3%	4	6.3%	133	13.8%	5	27.8%
	Good/Excellent	2	50.0%	511	88.9%	8	88.9%	28	75.7%	60	93.8%	832	86.2%	13	72.2%
Time management	Poor to Avg	2	50.0%	84	14.6%	1	11.1%	7	18.9%	7	10.9%	141	14.6%	5	27.8%
	Good/Excellent	2	50.0%	493	85.4%	8	88.9%	30	81.1%	57	89.1%	828	85.4%	13	72.2%
Working cooperatively in groups	Poor to Avg	3	75.0%	75	13.0%	2	22.2%	7	18.9%	13	20.3%	217	22.6%	6	33.3%
	Good/Excellent	1	25.0%	501	87.0%	7	77.8%	30	81.1%	51	79.7%	744	77.4%	12	66.7%
Planning and carrying out projects	Poor to Avg	1	25.0%	53	9.2%	1	11.1%	6	16.2%	9	14.1%	122	12.7%	6	33.3%
	Good/Excellent	3	75.0%	522	90.8%	8	88.9%	31	83.8%	55	85.9%	839	87.3%	12	66.7%
Citizenship skills	Poor to Avg	2	50.0%	72	12.6%	2	22.2%	10	27.0%	11	17.5%	225	23.5%	6	33.3%
	Good/Excellent	2	50.0%	501	87.4%	7	77.8%	27	73.0%	52	82.5%	734	76.5%	12	66.7%
Strategies for applying skills in my field	Poor to Avg	3	75.0%	59	10.4%	0	.0%	7	18.9%	8	12.7%	134	13.9%	4	23.5%
	Good/Excellent	1	25.0%	511	89.6%	9	100.0%	30	81.1%	55	87.3%	828	86.1%	13	76.5%