

2011-2012 ASSOCIATES DEGREE SURVEY



Spring 2012

Troy University Office of Institutional
Research, Planning, and Effectiveness

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Troy University 2011-12 Associates Degree Survey Report

Executive Summary

The purpose of this survey is to identify student satisfaction with their experiences at Troy University in an Associate's Degree program, recognize student development as a result of their Troy University education, and identify areas that need to be improved. Data collected in this survey are used to help the University strengthen its academic programs, better serve the needs of its students, and become more effective and efficient in accomplishing its mission and goals.

As an annual effort of institutional effectiveness, the Troy University Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the *Troy University Associates Degree Survey* on all campuses of the University during the months of May and June 2012. 612 students started the survey with a completion rate of 571 students, yielding a response rate of 26% of those that completed the survey. This is an increase from the 460 responses (17%) in 2011 and 397 responses in 2010. The department of Information Technology provided a list of 2176 persons identified as being enrolled in an Associate's degree program; these individuals were then sent an invitation to participate via email. This is the third year that the *Associate's Degree Survey* has been administered at Troy University.

The questionnaire for the survey contained 22 questions. One question contained nine parts and another question contained three parts. The first 15 questions ask for information regarding students' demographics, academics, employment, and financial aid. Questions 16 – 22 of the survey focus on measuring students' perceptions about and satisfaction with their experiences in the Associate's degree program. The final question was an open-ended question allowing for additional comments.

For data analysis, descriptive methods were used for the overall University as well as for each individual campus, and degree. Questions 18 to 21 were tabulated and items were presented in a cross tabulation by several demographic variables. Questions 16 - 21, which contain measures in 16 areas, are analyzed based on the factors defined from the same measures in the previous year's survey.

Descriptive Statistics of Demographic Variables

Attachment one contains a graphical representation of each of the descriptive variables measured through the survey.

Summary statements from demographic variables:

- A combined 44% of survey participants plan to graduate in Spring, Summer, or Fall 2012.
- 71% of participants were female.
- 51% of participants were Black, non-Hispanic and 40% of participants were White, non-Hispanic.
- 58% were eTROY students and 26% were Montgomery Campus students.
- Global Campus was represented by 4% of the sample and the site with the strongest representation was Albany, GA with 9 participants.
- 52% of participants were enrolled in the General Education program, 28% in Business Administration, 6% in Computer Science and 14% in Nursing.
- The majority of participants, 60%, were unconditionally admitted undergraduate students when they first started at Troy University. 34% were conditionally admitted.
- 35% did not transfer any credit hours to Troy University.
- 71% had taken an online or distance education course through Troy University.
- 37% have only been enrolled with the University for one year or less and 37% for two years. 4% have been enrolled for more than five years.
- One third of participants self-reported an overall GPA of 2.50 to 2.99.
- Over half (55%) of the participants plan on continuing their education upon completion of the Associate's degree program. 30% plan on working in an area related to their degree.
- Among those who do plan to continue their education 55% envision a bachelor's degree as their ultimate educational goal and 34% a master's degree.
- 82% were employed while attending Troy University.
- Among those who are employed 73% work 40 or more hours per week.
- 63% reported receiving loans and 45% reported receiving grants as forms of financial aid.

Student Satisfaction Measurements

Associate's degree students were asked to rate their satisfaction with nine aspects of the degree program. Responses were collected on a five-point scale of Excellent, Good, Average, Fair or Poor.

The percentage of students who rated these aspects as Excellent/Good or Fair/Poor are compared to prior years in Tables 1 and 2. It should be noted that student input of "Not Applicable" was removed from these calculations so that the percentages of satisfaction are representative only of students who did receive these services. The percentages in this table may not equal 100% because percentages of participants who reported the services as "average" are not displayed in the table. The 2012 survey data shows an increase in satisfaction from the 2011 survey data in eight of the nine areas listed in Table 1 and two of the three questions listed in Table 2.

Table 1	Excellent/Good			Fair/Poor		
	2012	2011	2010	2012	2011	2010
Overall quality of your academic program	88%	87%	85%	3%	3%	4%
Academic advising	77%	70%	69%	11%	12%	15%
Faculty accessibility	78%	76%	77%	9%	8%	7%
Instruction in major courses	84%	81%	76%	6%	6%	4%
Instruction in general education courses	83%	82%	82%	5%	4%	4%
Faculty's use of technologies to enhance teaching	82%	79%	77%	6%	7%	6%
Course availability in your major	80%	78%	77%	8%	7%	9%
Library	81%	83%	79%	6%	5%	8%
Tutorial support	74%	67%	67%	10%	13%	11%

Table 2	Excellent/Good			Fair/Poor		
	2012	2011	2010	2012	2011	2010
How would you rate Troy University's preparation of you for employment?	73%	75%	78%	8%	6%	6%
How would you rate Troy University's preparation of you for further education?	81%	80%	84%	6%	4%	5%
What is your overall rating of your college experiences at TROY?	83%	81%	82%	6%	4%	7%

Regarding whether or not students would make the same academic choices again and if they would recommend the Associate's degree program to others four questions were asked on a four point scale of "Definitely yes, Probably yes, Probably No, Definitely No" For the purposes of data analysis the yes and no responses were grouped together in Table 3.

Table 3	Yes			No		
	2012	2011	2010	2012	2011	2010
If you were starting over, would you enroll in the same program?	83%	86%	84%	17%	13%	15%
If you could start college over, would you attend Troy University again?	91%	88%	86%	9%	11%	13%
Would you recommend your academic program to other students?	91%	91%	89%	9%	8%	10%
Would you recommend Troy University to someone planning to go to college?	93%	92%	90%	7%	7%	9%

Further analysis was conducted to determine the degree to which there were differences across demographic variables on the items related to student satisfaction. Attachment 2 contains a detailed report of this analysis by gender, ethnicity, campus, and degree program. The following observations emerged from that analysis:

- A difference exists between gender groups with satisfaction among male students being higher (as indicated by the percentage reporting "excellent/good") than satisfaction among female students for each of nine items measured.
- Differences between ethnic groups depend on the satisfaction variable; black students had higher satisfaction rates on five of the nine items listed while white students had higher satisfaction rates on four of the nine items.
- The highest degrees of satisfaction (100% reporting "excellent/good") were reported from Dothan and Phenix City students on seven of the nine items.
- Levels of satisfaction varied between degree programs depending on the satisfaction variable.

Attachment 3 contains the general comments that were submitted by survey participants.

Attachment 4 is the 2012 Associate's degree survey instrument.

Attachment 1 Demographic Variables

1) Semester of Intended Graduation:

Answer	Response	%
Spring 2012	96	16%
Summer 2012	80	13%
Fall 2012	89	15%
Spring 2013	72	12%
Summer 2013	48	8%
Fall 2013	134	22%
Other (please specify)	90	15%
Total	609	100%

2) Gender:

Answer	Response	%
Male	175	29%
Female	433	71%
Total	608	100%

3) Ethnicity:


Answer	Response	%
African American	309	51%
American Indian/Alaska Native	2	0%
Asian	4	1%
Caucasian	246	40%
Hawaiian or Other Pacific Islander	2	0%
Hispanic	22	4%
Multi-Racial	21	3%
Race/Ethnicity Unknown	3	0%
Total	609	100%

4) From which Troy University campus will you graduate?




Answer	Response	%
Dothan Campus	7	1%
eTROY	350	58%
Global Campus	25	4%
Montgomery Campus	159	26%
Phenix City Campus	9	1%
Troy Campus	51	8%
Total	601	100%

You selected Global Campus, from which site did you file your intent to graduate?

Answer	Response	%
Albany, GA	9	50%
Arlington, VA	0	0%
Atlanta, GA	0	0%
Augusta, GA	0	0%
Brunswick, GA	3	17%
Clarksville, TN	0	0%
Columbus, GA	1	6%
Covington, GA	3	17%
Crestview, FL	0	0%
Davis-Monthan AFB, AZ	0	0%
Eglin AFB, FL	1	6%
El Paso, TX	0	0%
Elizabethtown, KY	0	0%
Fort Walton Beach, FL	0	0%
Ft. Lee, VA	0	0%
Ft. Myer, VA	0	0%
Gulfport, MS	0	0%
Hanoi, Vietnam (HUST)	0	0%
Hanoi, Vietnam (UEB-VNU)	0	0%
Hanoi, Vietnam (UET-VNU)	0	0%

Harrisburg, PA		0	0%
Ho Chi Minh City, Vietnam (STU)		0	0%
Hurlburt Field, FL		0	0%
Malacca, Malaysia (PIC)		0	0%
Marianna, FL		0	0%
Oceana NAS, VA		0	0%
Pensacola, FL		0	0%
Rock Hill, SC		0	0%
San Antonio, TX		0	0%
Savannah, GA		0	0%
Sharjah, U.A.E.		0	0%
Sumter, SC		0	0%
Tifton, GA		0	0%
Wallops Island, VA		0	0%
Whiting Field, FL		0	0%
Other		1	6%
Total		18	100%

6) When you first started at Troy University, you were a:

Answer		Response	%
Dually-admitted student		32	6%
Conditionally admitted undergraduate student		197	34%
Unconditionally admitted undergraduate student		343	60%
Total		572	100%

7) How many credit hours did you transfer to Troy University from another college or university?

Answer	Response	%
1-15	134	23%
16-30	126	22%
More than 30	121	21%
I did not transfer any credit hours.	205	35%
Total	586	100%

8) Have you taken any courses online or in any other Distance Learning format at Troy University?

Answer	Response	%
Yes	411	71%
No	170	29%
Total	581	100%

9) How long have you attended Troy University in pursuit of this Associate's Degree?

Answer	Response	%
1 year	213	37%
2 years	159	27%
3 years	107	18%
4 years	39	7%
5 years	24	4%
6 years	13	2%
7 years	3	1%
8 years	7	1%
9 years	1	0%
10 years	8	1%
More than 10years	5	1%
Total	579	100%

10) What is your overall GPA?

Answer	Response	%
Less than 2.0	19	3%
2.00-2.49	101	17%
2.50-2.99	183	31%
3.00-3.49	184	32%
3.50-4.00	94	16%
Total	581	100%

11) What do you plan to do after you graduate?

Answer	Response	%
Work in an area related to your major field of study	171	30%
Work in an area outside your major field of study	6	1%
Continue working in the job that you have had	49	8%
Continue your education	319	55%
Undecided	34	6%
Total	579	100%

12) If you plan to continue your education, what is your ultimate goal?

Answer	Response	%
A Bachelor's degree	307	55%
A Master's degree	190	34%
An Education Specialist degree	7	1%
A Professional degree	11	2%
A Doctoral degree	46	8%
Total	561	100%

13) Are/were you employed while attending Troy University?

Answer	Response	%
Yes	476	82%
No	103	18%
Total	579	100%

14) If you answered "Yes" to Question 13, how many hours do/did you usually work per week?

Answer	Response	%
1 - 9 hours	14	3%
10 - 19 hours	27	6%
20 - 29 hours	36	8%
30 - 39 hours	50	10%
40 or more hours	351	73%
Total	478	100%

15) What financial aid have you received at Troy University? (Choose as many as apply)

Answer	Response	%
Scholarship/fellowship	18	3%
Graduate assistantship	0	0%
Grants	262	45%
Loans	365	63%
Work study	6	1%
Tuition assistance	141	24%
Third party pay	20	3%
None	48	8%
Other (please specify)	49	9%

Attachment 2 Analysis of Student Satisfaction by Demographic Variables

Additional analysis was conducted to determine the level of student satisfaction across several demographic variables.

Gender

2012 Associates Degree Survey Data		Gender:			
		Male		Female	
		N	%	N	%
Overall quality of your academic program	Excellent/Good	145	93.5%	349	85.7%
	Fair/Poor	4	2.6%	11	2.7%
	Average	6	3.9%	47	11.5%
	<i>Total</i>	<i>155</i>	<i>100.0%</i>	<i>407</i>	<i>100.0%</i>
Academic advising	Excellent/Good	126	81.3%	306	74.8%
	Fair/Poor	17	11.0%	45	11.0%
	Average	12	7.7%	58	14.2%
	<i>Total</i>	<i>155</i>	<i>100.0%</i>	<i>409</i>	<i>100.0%</i>
Faculty accessibility	Excellent/Good	127	88.2%	293	74.7%
	Fair/Poor	9	6.3%	41	10.5%
	Average	8	5.6%	58	14.8%
	<i>Total</i>	<i>144</i>	<i>100.0%</i>	<i>392</i>	<i>100.0%</i>
Instruction in major courses	Excellent/Good	130	90.9%	325	81.9%
	Fair/Poor	8	5.6%	24	6.0%
	Average	5	3.5%	48	12.1%
	<i>Total</i>	<i>143</i>	<i>100.0%</i>	<i>397</i>	<i>100.0%</i>

Instruction in general education courses	Excellent/Good	136	89.5%	322	81.1%
	Fair/Poor	7	4.6%	21	5.3%
	Average	9	5.9%	54	13.6%
	<i>Total</i>	<i>152</i>	<i>100.0%</i>	<i>397</i>	<i>100.0%</i>
Faculty's use of technologies to enhance teaching	Excellent/Good	127	86.4%	322	80.9%
	Fair/Poor	6	4.1%	26	6.5%
	Average	14	9.5%	50	12.6%
	<i>Total</i>	<i>147</i>	<i>100.0%</i>	<i>398</i>	<i>100.0%</i>
Course availability in your major	Excellent/Good	128	84.2%	316	78.0%
	Fair/Poor	9	5.9%	33	8.1%
	Average	15	9.9%	56	13.8%
	<i>Total</i>	<i>152</i>	<i>100.0%</i>	<i>405</i>	<i>100.0%</i>
Library	Excellent/Good	92	86.0%	261	79.6%
	Fair/Poor	3	2.8%	22	6.7%
	Average	12	11.2%	45	13.7%
	<i>Total</i>	<i>107</i>	<i>100.0%</i>	<i>328</i>	<i>100.0%</i>
Tutorial support	Excellent/Good	80	82.5%	200	70.7%
	Fair/Poor	7	7.2%	30	10.6%
	Average	10	10.3%	53	18.7%
	<i>Total</i>	<i>97</i>	<i>100.0%</i>	<i>283</i>	<i>100.0%</i>

Ethnicity

2012 Associates Degree Survey Data		Ethnicity:															
		African American		American Indian/Alaska Native		Asian		Caucasian		Hawaiian or Other Pacific Islander		Hispanic		Multi-Racial		Race/Ethnicity Unknown	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Overall quality of your academic program	Excellent/Good	255	87.9%	2	100.0%	4	100.0%	194	87.0%	2	100.0%	19	90.5%	17	94.4%	2	66.7%
	Fair/Poor	8	2.8%	0	0.0%	0	0.0%	7	3.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Average	27	9.3%	0	0.0%	0	0.0%	22	9.9%	0	0.0%	2	9.5%	1	5.6%	1	33.3%
	<i>Total</i>	290	100.0%	2	100.0%	4	100.0%	223	100.0%	2	100.0%	21	100.0%	18	100.0%	3	100.0%
Academic advising	Excellent/Good	228	79.2%	2	100.0%	4	100.0%	165	72.7%	2	100.0%	14	70.0%	15	78.9%	2	66.7%
	Fair/Poor	24	8.3%	0	0.0%	0	0.0%	35	15.4%	0	0.0%	0	0.0%	3	15.8%	0	0.0%
	Average	36	12.5%	0	0.0%	0	0.0%	27	11.9%	0	0.0%	6	30.0%	1	5.3%	1	33.3%
	<i>Total</i>	288	100.0%	2	100.0%	4	100.0%	227	100.0%	2	100.0%	20	100.0%	19	100.0%	3	100.0%
Faculty accessibility	Excellent/Good	213	78.3%	2	100.0%	3	100.0%	167	77.3%	2	100.0%	14	73.7%	18	90.0%	2	66.7%
	Fair/Poor	27	9.9%	0	0.0%	0	0.0%	21	9.7%	0	0.0%	0	0.0%	1	5.0%	1	33.3%
	Average	32	11.8%	0	0.0%	0	0.0%	28	13.0%	0	0.0%	5	26.3%	1	5.0%	0	0.0%
	<i>Total</i>	272	100.0%	2	100.0%	3	100.0%	216	100.0%	2	100.0%	19	100.0%	20	100.0%	3	100.0%
Instruction in major courses	Excellent/Good	230	82.1%	2	100.0%	4	100.0%	181	85.0%	2	100.0%	18	94.7%	17	89.5%	2	100.0%
	Fair/Poor	20	7.1%	0	0.0%	0	0.0%	11	5.2%	0	0.0%	0	0.0%	1	5.3%	0	0.0%
	Average	30	10.7%	0	0.0%	0	0.0%	21	9.9%	0	0.0%	1	5.3%	1	5.3%	0	0.0%
	<i>Total</i>	280	100.0%	2	100.0%	4	100.0%	213	100.0%	2	100.0%	19	100.0%	19	100.0%	2	100.0%
Instruction in general education courses	Excellent/Good	233	82.0%	2	100.0%	4	100.0%	182	83.5%	2	100.0%	16	94.1%	18	90.0%	2	66.7%
	Fair/Poor	18	6.3%	0	0.0%	0	0.0%	9	4.1%	0	0.0%	0	0.0%	1	5.0%	0	0.0%
	Average	33	11.6%	0	0.0%	0	0.0%	27	12.4%	0	0.0%	1	5.9%	1	5.0%	1	33.3%
	<i>Total</i>	284	100.0%	2	100.0%	4	100.0%	218	100.0%	2	100.0%	17	100.0%	20	100.0%	3	100.0%

Faculty's use of technologies to enhance teaching	Excellent/Good	226	82.2%	2	100.0%	3	100.0%	179	80.6%	2	100.0%	18	90.0%	18	94.7%	2	66.7%
	Fair/Poor	18	6.5%	0	0.0%	0	0.0%	12	5.4%	0	0.0%	1	5.0%	1	5.3%	0	0.0%
	Average	31	11.3%	0	0.0%	0	0.0%	31	14.0%	0	0.0%	1	5.0%	0	0.0%	1	33.3%
	<i>Total</i>	275	100.0%	2	100.0%	3	100.0%	222	100.0%	2	100.0%	20	100.0%	19	100.0%	3	100.0%
Course availability in your major	Excellent/Good	220	77.5%	2	100.0%	3	100.0%	184	82.5%	2	100.0%	17	81.0%	16	80.0%	2	66.7%
	Fair/Poor	25	8.8%	0	0.0%	0	0.0%	13	5.8%	0	0.0%	1	4.8%	2	10.0%	0	0.0%
	Average	39	13.7%	0	0.0%	0	0.0%	26	11.7%	0	0.0%	3	14.3%	2	10.0%	1	33.3%
	<i>Total</i>	284	100.0%	2	100.0%	3	100.0%	223	100.0%	2	100.0%	21	100.0%	20	100.0%	3	100.0%
Library	Excellent/Good	196	84.1%	2	100.0%	2	66.7%	130	79.3%	2	100.0%	5	35.7%	15	93.8%	1	50.0%
	Fair/Poor	15	6.4%	0	0.0%	0	0.0%	9	5.5%	0	0.0%	1	7.1%	0	0.0%	0	0.0%
	Average	22	9.4%	0	0.0%	1	33.3%	25	15.2%	0	0.0%	8	57.1%	1	6.3%	1	50.0%
	<i>Total</i>	233	100.0%	2	100.0%	3	100.0%	164	100.0%	2	100.0%	14	100.0%	16	100.0%	2	100.0%
Tutorial support	Excellent/Good	149	73.8%	1	100.0%	2	100.0%	110	74.3%	2	100.0%	5	45.5%	11	91.7%	1	50.0%
	Fair/Poor	24	11.9%	0	0.0%	0	0.0%	12	8.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Average	29	14.4%	0	0.0%	0	0.0%	26	17.6%	0	0.0%	6	54.5%	1	8.3%	1	50.0%
	<i>Total</i>	202	100.0%	1	100.0%	2	100.0%	148	100.0%	2	100.0%	11	100.0%	12	100.0%	2	100.0%

Campus

2012 Associates Degree Survey Data		Campus:											
		Dothan Campus		eTROY		Global Campus		Montgomery Campus		Phenix City Campus		Troy Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
Overall quality of your academic program	Excellent/Good	7	100.0%	298	91.1%	18	81.8%	119	83.2%	8	100.0%	39	81.3%
	Fair/Poor	0	0.0%	7	2.1%	1	4.5%	3	2.1%	0	0.0%	3	6.3%
	Average	0	0.0%	22	6.7%	3	13.6%	21	14.7%	0	0.0%	6	12.5%
	<i>Total</i>	7	100.0%	327	100.0%	22	100.0%	143	100.0%	8	100.0%	48	100.0%
Academic advising	Excellent/Good	7	100.0%	249	76.6%	19	82.6%	109	75.2%	5	55.6%	38	79.2%
	Fair/Poor	0	0.0%	35	10.8%	2	8.7%	16	11.0%	1	11.1%	5	10.4%
	Average	0	0.0%	41	12.6%	2	8.7%	20	13.8%	3	33.3%	5	10.4%
	<i>Total</i>	7	100.0%	325	100.0%	23	100.0%	145	100.0%	9	100.0%	48	100.0%
Faculty accessibility	Excellent/Good	7	100.0%	240	80.5%	15	65.2%	111	76.6%	8	88.9%	36	75.0%
	Fair/Poor	0	0.0%	28	9.4%	5	21.7%	13	9.0%	0	0.0%	4	8.3%
	Average	0	0.0%	30	10.1%	3	13.0%	21	14.5%	1	11.1%	8	16.7%
	<i>Total</i>	7	100.0%	298	100.0%	23	100.0%	145	100.0%	9	100.0%	48	100.0%
Instruction in major courses	Excellent/Good	7	100.0%	269	87.9%	14	63.6%	117	81.3%	8	100.0%	36	78.3%
	Fair/Poor	0	0.0%	17	5.6%	3	13.6%	8	5.6%	0	0.0%	3	6.5%
	Average	0	0.0%	20	6.5%	5	22.7%	19	13.2%	0	0.0%	7	15.2%
	<i>Total</i>	7	100.0%	306	100.0%	22	100.0%	144	100.0%	8	100.0%	46	100.0%
Instruction in general education courses	Excellent/Good	7	100.0%	279	87.2%	16	76.2%	107	76.4%	7	100.0%	38	80.9%
	Fair/Poor	0	0.0%	15	4.7%	1	4.8%	8	5.7%	0	0.0%	3	6.4%
	Average	0	0.0%	26	8.1%	4	19.0%	25	17.9%	0	0.0%	6	12.8%
	<i>Total</i>	7	100.0%	320	100.0%	21	100.0%	140	100.0%	7	100.0%	47	100.0%
Faculty's use of technologies to enhance teaching	Excellent/Good	7	100.0%	263	85.4%	14	66.7%	114	78.1%	9	100.0%	40	83.3%
	Fair/Poor	0	0.0%	17	5.5%	1	4.8%	11	7.5%	0	0.0%	1	2.1%
	Average	0	0.0%	28	9.1%	6	28.6%	21	14.4%	0	0.0%	7	14.6%
	<i>Total</i>	7	100.0%	308	100.0%	21	100.0%	146	100.0%	9	100.0%	48	100.0%

Course availability in your major	Excellent/Good	4	57.1%	272	84.5%	18	81.8%	108	73.5%	6	85.7%	35	77.8%
	Fair/Poor	2	28.6%	17	5.3%	2	9.1%	15	10.2%	0	0.0%	4	8.9%
	Average	1	14.3%	33	10.2%	2	9.1%	24	16.3%	1	14.3%	6	13.3%
	<i>Total</i>	7	100.0%	322	100.0%	22	100.0%	147	100.0%	7	100.0%	45	100.0%
Library	Excellent/Good	7	100.0%	178	77.7%	13	86.7%	120	88.9%	4	100.0%	29	72.5%
	Fair/Poor	0	0.0%	19	8.3%	1	6.7%	2	1.5%	0	0.0%	1	2.5%
	Average	0	0.0%	32	14.0%	1	6.7%	13	9.6%	0	0.0%	10	25.0%
	<i>Total</i>	7	100.0%	229	100.0%	15	100.0%	135	100.0%	4	100.0%	40	100.0%
Tutorial support	Excellent/Good	7	100.0%	157	75.5%	11	78.6%	75	72.1%	4	100.0%	24	64.9%
	Fair/Poor	0	0.0%	20	9.6%	1	7.1%	11	10.6%	0	0.0%	2	5.4%
	Average	0	0.0%	31	14.9%	2	14.3%	18	17.3%	0	0.0%	11	29.7%
	<i>Total</i>	7	100.0%	208	100.0%	14	100.0%	104	100.0%	4	100.0%	37	100.0%

Degree Program

2012 Associates Degree Survey Data		Degree Program:							
		Business Administration		Computer Science		General Education		Nursing	
		N	%	N	%	N	%	N	%
Overall quality of your academic program	Excellent/Good	144	91.1%	28	82.4%	262	89.4%	58	78.4%
	Fair/Poor	3	1.9%	1	2.9%	8	2.7%	2	2.7%
	Average	11	7.0%	5	14.7%	23	7.8%	14	18.9%
	<i>Total</i>	<i>158</i>	<i>100.0%</i>	<i>34</i>	<i>100.0%</i>	<i>293</i>	<i>100.0%</i>	<i>74</i>	<i>100.0%</i>
Academic advising	Excellent/Good	114	72.2%	29	85.3%	234	79.9%	52	68.4%
	Fair/Poor	20	12.7%	3	8.8%	25	8.5%	13	17.1%
	Average	24	15.2%	2	5.9%	34	11.6%	11	14.5%
	<i>Total</i>	<i>158</i>	<i>100.0%</i>	<i>34</i>	<i>100.0%</i>	<i>293</i>	<i>100.0%</i>	<i>76</i>	<i>100.0%</i>
Faculty accessibility	Excellent/Good	116	78.9%	26	74.3%	221	80.1%	56	74.7%
	Fair/Poor	15	10.2%	2	5.7%	26	9.4%	7	9.3%
	Average	16	10.9%	7	20.0%	29	10.5%	12	16.0%
	<i>Total</i>	<i>147</i>	<i>100.0%</i>	<i>35</i>	<i>100.0%</i>	<i>276</i>	<i>100.0%</i>	<i>75</i>	<i>100.0%</i>
Instruction in major courses	Excellent/Good	125	84.5%	25	78.1%	241	85.2%	62	83.8%
	Fair/Poor	6	4.1%	4	12.5%	17	6.0%	4	5.4%
	Average	17	11.5%	3	9.4%	25	8.8%	8	10.8%
	<i>Total</i>	<i>148</i>	<i>100.0%</i>	<i>32</i>	<i>100.0%</i>	<i>283</i>	<i>100.0%</i>	<i>74</i>	<i>100.0%</i>
Instruction in general education courses	Excellent/Good	129	84.9%	28	82.4%	246	85.1%	53	74.6%
	Fair/Poor	6	3.9%	3	8.8%	16	5.5%	3	4.2%
	Average	17	11.2%	3	8.8%	27	9.3%	15	21.1%
	<i>Total</i>	<i>152</i>	<i>100.0%</i>	<i>34</i>	<i>100.0%</i>	<i>289</i>	<i>100.0%</i>	<i>71</i>	<i>100.0%</i>
Faculty's use of technologies to enhance teaching	Excellent/Good	131	86.2%	26	76.5%	231	82.8%	59	76.6%
	Fair/Poor	5	3.3%	3	8.8%	16	5.7%	7	9.1%
	Average	16	10.5%	5	14.7%	32	11.5%	11	14.3%
	<i>Total</i>	<i>152</i>	<i>100.0%</i>	<i>34</i>	<i>100.0%</i>	<i>279</i>	<i>100.0%</i>	<i>77</i>	<i>100.0%</i>

Course availability in your major	Excellent/Good	126	81.3%	24	70.6%	230	79.6%	62	81.6%
	Fair/Poor	11	7.1%	3	8.8%	23	8.0%	5	6.6%
	Average	18	11.6%	7	20.6%	36	12.5%	9	11.8%
	<i>Total</i>	<i>155</i>	<i>100.0%</i>	<i>34</i>	<i>100.0%</i>	<i>289</i>	<i>100.0%</i>	<i>76</i>	<i>100.0%</i>
Library	Excellent/Good	91	81.3%	24	85.7%	175	79.2%	63	87.5%
	Fair/Poor	10	8.9%	2	7.1%	13	5.9%	0	0.0%
	Average	11	9.8%	2	7.1%	33	14.9%	9	12.5%
	<i>Total</i>	<i>112</i>	<i>100.0%</i>	<i>28</i>	<i>100.0%</i>	<i>221</i>	<i>100.0%</i>	<i>72</i>	<i>100.0%</i>
Tutorial support	Excellent/Good	80	76.9%	19	76.0%	146	73.7%	33	66.0%
	Fair/Poor	9	8.7%	3	12.0%	19	9.6%	5	10.0%
	Average	15	14.4%	3	12.0%	33	16.7%	12	24.0%
	<i>Total</i>	<i>104</i>	<i>100.0%</i>	<i>25</i>	<i>100.0%</i>	<i>198</i>	<i>100.0%</i>	<i>50</i>	<i>100.0%</i>

Attachment 3: General comments

Faculty and Administrators who would like a copy of the unedited general comments may send a request to the Director for Institutional Surveys at smgivens@troy.edu.

Attachment 4: Survey Instrument

ASSOCIATE'S DEGREE SATISFACTION SURVEY 2011/2012

Please complete this survey and submit it online. The information you provide will help Troy University improve and enhance its programs and services so that the University can better serve the educational needs of its students. Your responses will be kept strictly confidential and only group data will be reported. We thank you in advance for your participation in this survey.

GENERAL INFORMATION

1) Semester of Intended Graduation:

- Spring 2012
- Summer 2012
- Fall 2012
- Spring 2013
- Summer 2013
- Fall 2013
- Other (please specify) _____

2) Gender:

- Male
- Female

3) Ethnicity:

- African American
- American Indian/Alaska Native
- Asian
- Caucasian
- Hawaiian or Other Pacific Islander
- Hispanic
- Multi-Racial
- Race/Ethnicity Unknown

4) From which Troy University campus will you graduate?

- Dothan Campus
- eTROY
- Global Campus
- Montgomery Campus
- Phenix City Campus
- Troy Campus

You selected Global Campus, from which site did you file your intent to graduate?

- Albany, GA
- Arlington, VA
- Atlanta, GA
- Augusta, GA
- Brunswick, GA
- Clarksville, TN
- Columbus, GA
- Covington, GA
- Crestview, FL
- Davis-Monthan AFB, AZ
- Eglin AFB, FL
- El Paso, TX
- Elizabethtown, KY
- Fort Walton Beach, FL
- Ft. Lee, VA
- Ft. Myer, VA
- Gulfport, MS
- Hanoi, Vietnam (HUST)
- Hanoi, Vietnam (UEB-VNU)
- Hanoi, Vietnam (UET-VNU)
- Harrisburg, PA
- Ho Chi Minh City, Vietnam (STU)
- Hurlburt Field, FL
- Malacca, Malaysia (PIC)
- Marianna, FL
- Oceana NAS, VA
- Pensacola, FL
- Rock Hill, SC
- San Antonio, TX
- Savannah, GA
- Sharjah, U.A.E.
- Sumter, SC
- Tifton, GA
- Wallops Island, VA
- Whiting Field, FL
- Other

5) In which Associate's Degree Program are you enrolled?

- Business Administration
- Computer Science
- General Education
- Nursing

6) When you first started at Troy University, you were a:

- Dually-admitted student
- Conditionally admitted undergraduate student
- Unconditionally admitted undergraduate student

7) How many credit hours did you transfer to Troy University from another college or university?

- 1-15
- 16-30
- More than 30
- I did not transfer any credit hours.

8) Have you taken any courses online or in any other Distance Learning format at Troy University?

- Yes
- No

9) How long have you attended Troy University in pursuit of this Associate's Degree?

- 1 year
- 2 years
- 3 years
- 4 years
- 5 years
- 6 years
- 7 years
- 8 years
- 9 years
- 10 years
- More than 10years

10) What is your overall GPA?

- Less than 2.0
- 2.00-2.49
- 2.50-2.99
- 3.00-3.49
- 3.50-4.00

GRADUATION / EMPLOYMENT PLANS

11) What do you plan to do after you graduate?

- Work in an area related to your major field of study
- Work in an area outside your major field of study
- Continue working in the job that you have had
- Continue your education
- Undecided

12) If you plan to continue your education, what is your ultimate goal?

- A Bachelor's degree
- A Master's degree
- An Education Specialist degree
- A Professional degree
- A Doctoral degree

13) Are/were you employed while attending Troy University?

- Yes
- No

14) If you answered "Yes" to Question 13, how many hours do/did you usually work per week?

- 1 - 9 hours
- 10 - 19 hours
- 20 - 29 hours
- 30 - 39 hours
- 40 or more hours

15) What financial aid have you received at Troy University? (Choose as many as apply)

- Scholarship/fellowship
- Graduate assistantship
- Grants
- Loans
- Work study
- Tuition assistance
- Third party pay
- None
- Other (please specify) _____

PERCEPTIONS OF TROY UNIVERSITY

16) 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.)

	Poor	Fair	Average	Good	Excellent	N/A
Overall quality of your academic program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instruction in major courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instruction in general education courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty's use of technologies to enhance teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course availability in your major	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutorial support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

OVERALL PERCEPTIONS

17) Please provide your overall ratings of Troy University:

	Poor	Fair	Average	Good	Excellent
How would you rate Troy University's preparation of you for employment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate Troy University's preparation of you for further education?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is your overall rating of your college experiences at TROY?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18) If you were starting over, would you enroll in the same program?

- Definitely Yes
- Probably Yes
- Probably Not
- Definitely Not

19) If you could start college over, would you attend Troy University again?

- Definitely Yes
- Probably Yes
- Probably Not
- Definitely Not

20) Would you recommend your academic program to other students?

- Definitely Yes
- Probably Yes
- Probably Not
- Definitely Not

21) Would you recommend Troy University to someone planning to go to college?

- Definitely Yes
- Probably Yes
- Probably Not
- Definitely Not

Please type any additional comments you have regarding Troy University below: