

2013 Associates Degree Survey



Spring 2013

Troy University Office of Institutional
Research, Planning, and Effectiveness

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Troy University 2013 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 April and May 2013. 351 students participated the survey, yielding a response rate of 18%. The department of Information Technology provided a list of 1,972 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 fourth 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 52% of survey participants plan to graduate in Spring, Summer, or Fall 2013.
- 74% of participants were female.
- 47% of participants were Black, non-Hispanic and 44% of participants were White, non-Hispanic.
- 51% were eTROY students and 36% were Montgomery Campus students.
- Global Campus was represented by 3% of the sample and the site with the strongest representation was Brunswick, GA with 4 participants.
- 40% of participants were enrolled in the General Education program, 34% in Business Administration, 22% in Nursing and 4% in Computer Science.
- The majority of participants, 65%, were unconditionally admitted undergraduate students when they first started at Troy University. 31% were conditionally admitted.
- 38% did not transfer any credit hours to Troy University.
- 69% had taken an online or distance education course through Troy University.
- 38% have only been enrolled with the University for one year or less and 24% for two years. 11% have been enrolled for more than five years.
- Nearly one third (31%) of participants self-reported an overall GPA of 2.50 to 2.99.
- Over half (54%) of the participants plan on continuing their education upon completion of the Associate's degree program. 32% plan on working in an area related to their degree.
- Among those who do plan to continue their education 57% envision a bachelor's degree as their ultimate educational goal and 29% a master's degree.
- 77% were employed while attending Troy University.
- Among those who are employed 67% work 40 or more hours per week.
- 63% reported receiving loans and 48% 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 2013 survey data shows an increase in satisfaction from the 2012 survey data in three of the nine areas listed in Table 1 and one of the three questions listed in Table 2.

Table 1	Excellent/Good				Fair/Poor			
	2013	2012	2011	2010	2013	2012	2011	2010
Overall quality of your academic program	88.3%	87.9%	87.0%	85.0%	2.6%	2.7%	3.0%	4.0%
Academic advising	74.3%	76.5%	70.0%	69.0%	11.9%	11.0%	12.0%	15.0%
Faculty accessibility	80.3%	78.4%	76.0%	77.0%	8.5%	9.3%	8.0%	7.0%
Instruction in major courses	83.2%	84.3%	81.0%	76.0%	4.7%	5.9%	6.0%	4.0%
Instruction in general education courses	83.0%	83.5%	82.0%	82.0%	4.6%	5.1%	4.0%	4.0%
Faculty's use of technologies to enhance teaching	81.8%	82.4%	79.0%	77.0%	5.6%	5.9%	7.0%	6.0%
Course availability in your major	84.5%	79.8%	78.0%	77.0%	7.1%	7.5%	7.0%	9.0%
Library	83.7%	81.0%	83.0%	79.0%	4.6%	5.7%	5.0%	8.0%
Tutorial support	72.3%	73.8%	67.0%	67.0%	10.4%	9.7%	13.0%	11.0%

Table 2	Excellent/Good				Fair/Poor			
	2013	2012	2011	2010	2013	2012	2011	2010
How would you rate Troy University's preparation of you for employment?	73.0%	73.4%	75%	78%	8.8%	7.9%	6%	6%
How would you rate Troy University's preparation of you for further education?	82.4%	80.6%	80%	84%	7.8%	5.7%	4%	5%
What is your overall rating of your college experiences at TROY?	82.8%	83.1%	81%	82%	8.7%	6.0%	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			
	2013	2012	2011	2010	2013	2012	2011	2010
If you were starting over, would you enroll in the same program?	80.3%	83.3%	86%	84%	19.7%	16.7%	13%	15%
If you could start college over, would you attend Troy University again?	87.1%	90.7%	88%	86%	12.9%	9.3%	11%	13%
Would you recommend your academic program to other students?	92.1%	91.0%	91%	89%	7.9%	9.0%	8%	10%
Would you recommend Troy University to someone planning to go to college?	91.2%	92.7%	92%	90%	8.8%	7.3%	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 eight of the nine items measured.
- Differences between ethnic groups depend on the satisfaction variable; black students had higher satisfaction ratings on five of the nine items listed while white students had higher satisfaction ratings on four of the nine items.
- The highest degrees of satisfaction were reported from Global Campus and eTROY students.
- Levels of satisfaction were consistently higher for students in the General Education degree programs than all other programs on each variable.

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

Attachment 4 is the 2013 Associate’s degree survey instrument.

Attachment 1: Overall and Demographic Variables

1) Semester of Intended Graduation:

Answer	Response	%
Fall 2012	0	0%
Spring 2013	63	19%
Summer 2013	46	14%
Fall 2013	64	19%
Other (please specify)	157	48%
Total	330	100%

2) Gender:

Answer	Response	%
Male	85	26%
Female	245	74%
Total	330	100%

3) Ethnicity:

Answer	Response	%
African American	157	47%
American Indian/Alaska Native	1	0%
Asian	2	1%
Caucasian	148	44%
Hawaiian or Other Pacific Islander	1	0%
Hispanic	12	4%
Multi-Racial	13	4%
Race/Ethnicity Unknown	0	0%
Total	334	100%

4) From which Troy University campus will you graduate?

Answer	Response	%
Dothan Campus	8	2%
eTROY	168	51%
Global Campus	9	3%
Montgomery Campus	120	36%
Phenix City Campus	4	1%
Troy Campus	22	7%
Total	331	100%

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

Answer	Response	%
Albany, GA	1	11%
Arlington, VA	0	0%
Atlanta, GA	0	0%
Augusta, GA	1	11%
Brunswick, GA	4	44%
Clarksville, TN	0	0%
Columbus, GA	1	11%
Covington, GA	1	11%
Pensacola, FL	1	11%
Total	9	100%

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

Answer	Response	%
Business Administration	108	34%
Computer Science	13	4%
General Education	128	40%
Nursing	70	22%
Total	319	100%

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

Answer	Response	%
Dually-admitted student	12	4%
Conditionally admitted undergraduate student	99	31%
Unconditionally admitted undergraduate student	209	65%
Total	320	100%

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

Answer	Response	%
1-15	71	22%
16-30	63	19%
More than 30	66	20%
I did not transfer any credit hours.	125	38%
Total	325	100%

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

Answer	Response	%
Yes	226	69%
No	101	31%
Total	327	100%

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

Answer	Response	%
1 year	122	38%
2 years	75	24%
3 years	61	19%
4 years	24	8%
5 years	7	2%
6 years	10	3%
7 years	7	2%
8 years	4	1%
9 years	0	0%
10 years	3	1%
More than 10years	6	2%
Total	319	100%

10) What is your overall GPA?

Answer	Response	%
Less than 2.0	8	2%
2.00-2.49	58	18%
2.50-2.99	102	31%
3.00-3.49	103	32%
3.50-4.00	54	17%
Total	325	100%

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

Answer	Response	%
Work in an area related to your major field of study	105	32%
Work in an area outside your major field of study	1	0%
Continue working in the job that you have had	23	7%
Continue your education	176	54%
Undecided	21	6%
Total	326	100%

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

Answer	Response	%
A Bachelor's degree	178	57%
A Master's degree	91	29%
An Education Specialist degree	4	1%
A Professional degree	5	2%
A Doctoral degree	36	11%
Total	314	100%

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

Answer	Response	%
Yes	249	77%
No	75	23%
Total	324	100%

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

Answer	Response	%
1 - 9 hours	9	4%
10 - 19 hours	16	6%
20 - 29 hours	33	13%
30 - 39 hours	26	10%
40 or more hours	167	67%
Total	251	100%

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

Answer	Response	%
Scholarship/fellowship	16	5%
Graduate assistantship	0	0%
Grants	156	48%
Loans	203	63%
Work study	8	2%
Tuition assistance	76	23%
Third party pay	12	4%
None	32	10%
Other (please specify)	29	9%

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.)

Question	Poor	Fair	Average	Good	Excellent	Total	Mean
Overall quality of your academic program	0.0%	2.6%	9.1%	40.9%	47.4%	308	4.3
Academic advising	5.1%	6.8%	13.8%	37.0%	37.3%	311	3.9
Faculty accessibility	3.0%	5.6%	11.1%	42.3%	38.0%	305	4.1
Instruction in major courses	1.3%	3.4%	12.1%	41.3%	41.9%	298	4.2
Instruction in general education courses	0.7%	3.9%	12.5%	43.9%	39.0%	305	4.2
Faculty's use of technologies to enhance teaching	2.0%	3.6%	12.6%	41.7%	40.1%	302	4.1
Course availability in your major	3.2%	3.9%	8.4%	37.2%	47.2%	309	4.2
Library	1.7%	2.9%	11.7%	38.9%	44.8%	239	4.2
Tutorial support	4.5%	5.9%	17.3%	36.1%	36.1%	202	3.9

17) Please provide your overall ratings of Troy University:

Question	Poor	Fair	Average	Good	Excellent	Total	Mean
How would you rate Troy University's preparation of you for employment?	2.6%	6.2%	18.2%	47.2%	25.7%	307	3.9
How would you rate Troy University's preparation of you for further education?	1.3%	6.5%	9.8%	45.9%	36.5%	307	4.1
What is your overall rating of your college experiences at TROY?	1.6%	7.1%	8.4%	44.0%	38.8%	309	4.1

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

Answer	Response	%
Definitely Yes	124	39%
Probably Yes	132	41%
Probably Not	53	17%
Definitely Not	10	3%
Total	319	100%

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

Answer	Response	%
Definitely Yes	160	50%
Probably Yes	116	37%
Probably Not	31	10%
Definitely Not	10	3%
Total	317	100%

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

Answer	Response	%
Definitely Yes	161	51%
Probably Yes	131	41%
Probably Not	21	7%
Definitely Not	4	1%
Total	317	100%

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

Answer	Response	%
Definitely Yes	180	57%
Probably Yes	110	35%
Probably Not	21	7%
Definitely Not	7	2%
Total	318	100%

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

2013 Associates Degree Survey Data		Gender:			
		Male		Female	
		N	%	N	%
Overall quality of your academic program	Excellent/Good	75	92.6%	195	87.1%
	Average	5	6.2%	22	9.8%
	Fair/Poor	1	1.2%	7	3.1%
	Total	81	100.0%	224	100.0%
Academic advising	Excellent/Good	67	82.7%	162	71.4%
	Average	6	7.4%	37	16.3%
	Fair/Poor	8	9.9%	28	12.3%
	Total	81	100.0%	227	100.0%
Faculty accessibility	Excellent/Good	68	88.3%	175	77.8%
	Average	6	7.8%	28	12.4%
	Fair/Poor	3	3.9%	22	9.8%
	Total	77	100.0%	225	100.0%
Instruction in major courses	Excellent/Good	64	86.5%	182	82.4%
	Average	7	9.5%	28	12.7%
	Fair/Poor	3	4.1%	11	5.0%
	Total	74	100.0%	221	100.0%
Instruction in general education courses	Excellent/Good	70	86.4%	181	81.9%
	Average	8	9.9%	29	13.1%
	Fair/Poor	3	3.7%	11	5.0%
	Total	81	100.0%	221	100.0%

Faculty's use of technologies to enhance teaching	Excellent/Good	61	81.3%	184	82.1%
	Average	11	14.7%	27	12.1%
	Fair/Poor	3	4.0%	13	5.8%
	Total	75	100.0%	224	100.0%
Course availability in your major	Excellent/Good	70	87.5%	189	83.6%
	Average	3	3.8%	22	9.7%
	Fair/Poor	7	8.8%	15	6.6%
	Total	80	100.0%	226	100.0%
Library	Excellent/Good	48	87.3%	151	82.5%
	Average	5	9.1%	23	12.6%
	Fair/Poor	2	3.6%	9	4.9%
	Total	55	100.0%	183	100.0%
Tutorial support	Excellent/Good	39	79.6%	106	69.7%
	Average	7	14.3%	28	18.4%
	Fair/Poor	3	6.1%	18	11.8%
	Total	49	100.0%	152	100.0%

Ethnicity

2013 Associates Degree Survey Data		Ethnicity:													
		African American		American Indian/ Alaska Native		Asian		Caucasian		Hawaiian or Other Pacific Islander		Hispanic		Multi-Racial	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
Overall quality of your academic program	Excellent/Good	126	88.7%	1	100.0%	1	50.0%	123	88.5%	0	0.0%	12	100.0%	9	81.8%
	Average	14	9.9%	0	0.0%	1	50.0%	10	7.2%	1	100.0%	0	0.0%	2	18.2%
	Fair/Poor	2	1.4%	0	0.0%	0	0.0%	6	4.3%	0	0.0%	0	0.0%	0	0.0%
	Total	142	100.0%	1	100.0%	2	100.0%	139	100.0%	1	100.0%	12	100.0%	11	100.0%
Academic advising	Excellent/Good	113	77.4%	1	100.0%	1	50.0%	95	68.8%	0	0.0%	11	100.0%	10	83.3%
	Average	19	13.0%	0	0.0%	0	0.0%	22	15.9%	0	0.0%	0	0.0%	2	16.7%
	Fair/Poor	14	9.6%	0	0.0%	1	50.0%	21	15.2%	1	100.0%	0	0.0%	0	0.0%
	Total	146	100.0%	1	100.0%	2	100.0%	138	100.0%	1	100.0%	11	100.0%	12	100.0%
Faculty accessibility	Excellent/Good	110	78.0%	0	0.0%	1	50.0%	112	81.2%	0	0.0%	11	100.0%	11	91.7%
	Average	17	12.1%	0	0.0%	1	50.0%	15	10.9%	0	0.0%	0	0.0%	1	8.3%
	Fair/Poor	14	9.9%	0	0.0%	0	0.0%	11	8.0%	1	100.0%	0	0.0%	0	0.0%
	Total	141	100.0%	0	0.0%	2	100.0%	138	100.0%	1	100.0%	11	100.0%	12	100.0%
Instruction in major courses	Excellent/Good	115	82.7%	1	100.0%	1	50.0%	111	84.1%	0	0.0%	11	91.7%	9	81.8%
	Average	19	13.7%	0	0.0%	1	50.0%	12	9.1%	1	100.0%	1	8.3%	2	18.2%
	Fair/Poor	5	3.6%	0	0.0%	0	0.0%	9	6.8%	0	0.0%	0	0.0%	0	0.0%
	Total	139	100.0%	1	100.0%	2	100.0%	132	100.0%	1	100.0%	12	100.0%	11	100.0%
Instruction in general education courses	Excellent/Good	119	85.6%	1	100.0%	1	50.0%	111	80.4%	1	100.0%	11	91.7%	9	75.0%
	Average	15	10.8%	0	0.0%	1	50.0%	18	13.0%	0	0.0%	1	8.3%	3	25.0%
	Fair/Poor	5	3.6%	0	0.0%	0	0.0%	9	6.5%	0	0.0%	0	0.0%	0	0.0%
	Total	139	100.0%	1	100.0%	2	100.0%	138	100.0%	1	100.0%	12	100.0%	12	100.0%

Faculty's use of technologies to enhance teaching	Excellent/Good	117	84.2%	0	0.0%	1	50.0%	107	78.1%	0	0.0%	12	100.0%	10	90.9%
	Average	16	11.5%	0	0.0%	1	50.0%	19	13.9%	1	100.0%	0	0.0%	1	9.1%
	Fair/Poor	6	4.3%	0	0.0%	0	0.0%	11	8.0%	0	0.0%	0	0.0%	0	0.0%
	Total	139	100.0%	0	0.0%	2	100.0%	137	100.0%	1	100.0%	12	100.0%	11	100.0%
Course availability in your major	Excellent/Good	117	81.3%	1	100.0%	2	100.0%	117	85.4%	0	0.0%	12	100.0%	12	100.0%
	Average	16	11.1%	0	0.0%	0	0.0%	10	7.3%	0	0.0%	0	0.0%	0	0.0%
	Fair/Poor	11	7.6%	0	0.0%	0	0.0%	10	7.3%	1	100.0%	0	0.0%	0	0.0%
	Total	144	100.0%	1	100.0%	2	100.0%	137	100.0%	1	100.0%	12	100.0%	12	100.0%
Library	Excellent/Good	92	82.9%	0	0.0%	1	50.0%	93	84.5%	0	0.0%	6	100.0%	8	88.9%
	Average	13	11.7%	0	0.0%	0	0.0%	13	11.8%	1	100.0%	0	0.0%	1	11.1%
	Fair/Poor	6	5.4%	0	0.0%	1	50.0%	4	3.6%	0	0.0%	0	0.0%	0	0.0%
	Total	111	100.0%	0	0.0%	2	100.0%	110	100.0%	1	100.0%	6	100.0%	9	100.0%
Tutorial support	Excellent/Good	71	74.7%	1	100.0%	0	0.0%	61	67.8%	0	0.0%	7	100.0%	6	75.0%
	Average	16	16.8%	0	0.0%	0	0.0%	18	20.0%	0	0.0%	0	0.0%	1	12.5%
	Fair/Poor	8	8.4%	0	0.0%	0	0.0%	11	12.2%	1	100.0%	0	0.0%	1	12.5%
	Total	95	100.0%	1	100.0%	0	0.0%	90	100.0%	1	100.0%	7	100.0%	8	100.0%

Campus

2013 Associates Degree Survey Data		Campus:											
		eTROY		Montgomery Campus		Troy Campus		Global Campus		Dothan Campus		Phenix City Campus	
		N	%	N	%	N	%	N	%	N	%	N	%
Overall quality of your academic program	Excellent/Good	143	91.1%	95	86.4%	14	77.8%	9	100.0%	6	85.7%	4	100.0%
	Average	11	7.0%	11	10.0%	3	16.7%	0	0.0%	1	14.3%	0	0.0%
	Fair/Poor	3	1.9%	4	3.6%	1	5.6%	0	0.0%	0	0.0%	0	0.0%
	Total	157	100.0%	110	100.0%	18	100.0%	9	100.0%	7	100.0%	4	100.0%
Academic advising	Excellent/Good	124	78.5%	81	71.1%	12	70.6%	8	88.9%	3	50.0%	2	50.0%
	Average	17	10.8%	18	15.8%	1	5.9%	1	11.1%	3	50.0%	2	50.0%
	Fair/Poor	17	10.8%	15	13.2%	4	23.5%	0	0.0%	0	0.0%	0	0.0%
	Total	158	100.0%	114	100.0%	17	100.0%	9	100.0%	6	100.0%	4	100.0%
Faculty accessibility	Excellent/Good	120	78.9%	91	80.5%	13	76.5%	9	100.0%	6	85.7%	4	100.0%
	Average	16	10.5%	16	14.2%	1	5.9%	0	0.0%	1	14.3%	0	0.0%
	Fair/Poor	16	10.5%	6	5.3%	3	17.6%	0	0.0%	0	0.0%	0	0.0%
	Total	152	100.0%	113	100.0%	17	100.0%	9	100.0%	7	100.0%	4	100.0%
Instruction in major courses	Excellent/Good	123	83.7%	94	83.2%	13	76.5%	7	100.0%	6	85.7%	4	100.0%
	Average	17	11.6%	15	13.3%	1	5.9%	0	0.0%	1	14.3%	0	0.0%
	Fair/Poor	7	4.8%	4	3.5%	3	17.6%	0	0.0%	0	0.0%	0	0.0%
	Total	147	100.0%	113	100.0%	17	100.0%	7	100.0%	7	100.0%	4	100.0%
Instruction in general education courses	Excellent/Good	130	84.4%	92	82.9%	14	77.8%	8	88.9%	4	66.7%	4	100.0%
	Average	16	10.4%	16	14.4%	1	5.6%	1	11.1%	2	33.3%	0	0.0%
	Fair/Poor	8	5.2%	3	2.7%	3	16.7%	0	0.0%	0	0.0%	0	0.0%
	Total	154	100.0%	111	100.0%	18	100.0%	9	100.0%	6	100.0%	4	100.0%
Faculty's use of technologies to enhance teaching	Excellent/Good	125	83.9%	90	79.6%	14	77.8%	8	88.9%	6	85.7%	3	100.0%
	Average	14	9.4%	20	17.7%	1	5.6%	1	11.1%	1	14.3%	0	0.0%
	Fair/Poor	10	6.7%	3	2.7%	3	16.7%	0	0.0%	0	0.0%	0	0.0%
	Total	149	100.0%	113	100.0%	18	100.0%	9	100.0%	7	100.0%	3	100.0%

Course availability in your major	Excellent/Good	138	87.9%	91	81.3%	14	82.4%	8	88.9%	5	71.4%	4	100.0%
	Average	11	7.0%	13	11.6%	1	5.9%	0	0.0%	1	14.3%	0	0.0%
	Fair/Poor	8	5.1%	8	7.1%	2	11.8%	1	11.1%	1	14.3%	0	0.0%
	Total	157	100.0%	112	100.0%	17	100.0%	9	100.0%	7	100.0%	4	100.0%
Library	Excellent/Good	90	82.6%	89	88.1%	7	63.6%	6	85.7%	4	80.0%	3	100.0%
	Average	13	11.9%	9	8.9%	2	18.2%	1	14.3%	1	20.0%	0	0.0%
	Fair/Poor	6	5.5%	3	3.0%	2	18.2%	0	0.0%	0	0.0%	0	0.0%
	Total	109	100.0%	101	100.0%	11	100.0%	7	100.0%	5	100.0%	3	100.0%
Tutorial support	Excellent/Good	77	76.2%	56	69.1%	6	60.0%	3	75.0%	2	66.7%	1	100.0%
	Average	15	14.9%	15	18.5%	2	20.0%	1	25.0%	1	33.3%	0	0.0%
	Fair/Poor	9	8.9%	10	12.3%	2	20.0%	0	0.0%	0	0.0%	0	0.0%
	Total	101	100.0%	81	100.0%	10	100.0%	4	100.0%	3	100.0%	1	100.0%

Degree Program

2013 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	89	86.4%	9	75.0%	113	94.2%	54	83.1%
	Average	11	10.7%	2	16.7%	6	5.0%	8	12.3%
	Fair/Poor	3	2.9%	1	8.3%	1	.8%	3	4.6%
	Total	103	100.0%	12	100.0%	120	100.0%	65	100.0%
Academic advising	Excellent/Good	77	74.0%	9	75.0%	98	81.7%	42	62.7%
	Average	17	16.3%	2	16.7%	10	8.3%	12	17.9%
	Fair/Poor	10	9.6%	1	8.3%	12	10.0%	13	19.4%
	Total	104	100.0%	12	100.0%	120	100.0%	67	100.0%
Faculty accessibility	Excellent/Good	80	78.4%	9	75.0%	97	82.9%	52	77.6%
	Average	13	12.7%	2	16.7%	8	6.8%	11	16.4%
	Fair/Poor	9	8.8%	1	8.3%	12	10.3%	4	6.0%
	Total	102	100.0%	12	100.0%	117	100.0%	67	100.0%
Instruction in major courses	Excellent/Good	84	82.4%	8	66.7%	96	88.1%	54	80.6%
	Average	12	11.8%	3	25.0%	11	10.1%	8	11.9%
	Fair/Poor	6	5.9%	1	8.3%	2	1.8%	5	7.5%
	Total	102	100.0%	12	100.0%	109	100.0%	67	100.0%
Instruction in general education courses	Excellent/Good	84	83.2%	8	66.7%	103	85.8%	53	80.3%
	Average	12	11.9%	2	16.7%	13	10.8%	10	15.2%
	Fair/Poor	5	5.0%	2	16.7%	4	3.3%	3	4.5%
	Total	101	100.0%	12	100.0%	120	100.0%	66	100.0%
Faculty's use of technologies to enhance teaching	Excellent/Good	81	82.7%	8	66.7%	102	86.4%	50	74.6%
	Average	10	10.2%	3	25.0%	10	8.5%	14	20.9%
	Fair/Poor	7	7.1%	1	8.3%	6	5.1%	3	4.5%
	Total	98	100.0%	12	100.0%	118	100.0%	67	100.0%

Course availability in your major	Excellent/Good	89	85.6%	8	66.7%	104	87.4%	54	81.8%
	Average	8	7.7%	3	25.0%	8	6.7%	7	10.6%
	Fair/Poor	7	6.7%	1	8.3%	7	5.9%	5	7.6%
	Total	104	100.0%	12	100.0%	119	100.0%	66	100.0%
Library	Excellent/Good	63	84.0%	8	80.0%	72	84.7%	52	82.5%
	Average	7	9.3%	2	20.0%	9	10.6%	9	14.3%
	Fair/Poor	5	6.7%	0	0.0%	4	4.7%	2	3.2%
	Total	75	100.0%	10	100.0%	85	100.0%	63	100.0%
Tutorial support	Excellent/Good	52	75.4%	7	70.0%	57	79.2%	28	58.3%
	Average	11	15.9%	2	20.0%	9	12.5%	12	25.0%
	Fair/Poor	6	8.7%	1	10.0%	6	8.3%	8	16.7%
	Total	69	100.0%	10	100.0%	72	100.0%	48	100.0%

Attachment 3: General Comments

Text Response

Troy University students would benefit from an Ipad version of the Troy Mobile App. The Blackboard design could be a little more dynamic for Troy classes.

Troy Worries student's to death!!!! Too many emails. People have to work and trying to do online classes. Can't do class work for emails from TROY. Leave the students along and let them do the work that is needed to complete the class work. If online student wanted someone to hold their hand, they would be in a class room with the instructor. Please consider the student needs and not what the student thinks of TROY. Thank You

Some of the Instructors were not clear in their syllabus causing me to have to spend more money on the same courses and also they had very arrogant attitudes. If I were a young person taking online classes I probably would have dropped out. I expressed this to this professor as well. Another thing is that the Math required for an AS Degree doesn't make since. I never took Calculus a day in my life but have worked in the law enforcement field and numerous of other jobs and never had to use that as a function of my job. I know that some say that it enhances your problem solving skills but that can also be learned from life experiences. That's where my disconnect come in between Troy and myself. Waste of money- I spent part of my money retaking senseless classes. I don't want to spend my Social Security check on paying back student loans. Troy has some strong points but the small bad things can have an affect on the large amount of good things that Troy has to offer.

I would like to have more in class courses, like courses in computer programming. great school and instructors, enjoy every bit of it.

I have actually recommended two people as of today to attend Troy

The financial aid needs to be a little more money for supplies.

I have enjoyed the overall experience since I've returned to school after ten years. The advisors were very helpful when I needed to know what path to take to pursue my educdational goals. I love this school!

For nursing ASN students, a prerequisite for entrance into the BSN program is chemistry and chemistry lab. The BSN only starts in the fall semester. For students graduating in May, there is NEVER a chemistry class offered in the summer so that they can have it taken in time to start in the fall. As such, Most people who graduate in May will end up going elsewhere because it will be 15-16 months before they can start the Troy Montgomery BSN program. There has been a big push for ASN to attend Troy for their BSN, IF that is truly a priority for Troy Montgomery, they should make Chenestry available in the summer, or have another BSN class start in the Spring.

As a student attending Troy online classes in states without a campus or office, I find it difficult at times when dealing with administrative or financial issues. Additionally I believe the placement exams could be made more convenient by allowing more testing locations or ProctorU services to administer.

I have recommended Troy's Nursing program to many people. I love Troy!

I [REDACTED], thinks that troy university is a great school but etroy online is not for me. For me someone who hadn't been in school a long time and never did online school before, I am not getting enough help or feedback and its too much work, I am taking three courses and one of them is orientation and they give me more work than my math class and my art class over load assignments also, I have two small children and its a

little two much.
n/a
Troy meets the needs of non-traditional students in the Brunswick Georgia area. I would not recommend this to someone just starting out. Great for all others.
Thanks for this opportunity to further my education.
Thanks for all the assistance during the years!!
Great experience!
I started my education while I was still in service, and thanks to the new GI Bill, I'm finally able to get back in school. Troy State was my first choice while I was in service, and I enjoyed the experience then, and was very happy I could continue with Troy now.
I have enjoyed attending Troy University and would love to continue my education, but I cannot afford it at this time. Tuition rates seem to always keep rising and I am having to take less and less classes per semester due to the rising costs.
Student Advisor [REDACTED] has not done a very good job assisting me with my academic career. Just because a student is an online student doesn't make them any less of a student. I have found my academic path myself and have spent hours researching what it is I need to know. She never answers all the questions in an email and the staff in general take forever to get back to me. I continuously have to follow up. I do my part as a student, the staff needs to step up and do their part as well.
I think the general studies courses we are required to take should be more geared toward what our major choice is instead of having the general classification that everyone has to complete.
The only major issues I had with the Troy program was the lack of technical support for issues of homeworks sites not working properly and not being able to get the support I needed to get it fixed.
I've had my ups and downs while attending Troy University. But the Human Services program has been fun and I've had really good teachers. I think the only things about Troy is that if you are an independent then no one really knows you. It is up to the person though, so can't blame it on the school. But also, there should be more guidance for students like myself who are a little clueless about things. and more of the classes offered for majors each semester, not every other semester. thank you.
Troy Books were expensive and often were obsolete by the next semester.
Jobs in my field are never posted as an intern or at all. This concerns me. If possible, a little more help regarding this issue would be great!
Troy is an education Institution and have been excellence in preparing me for my further life.
I think Troy is a very good College to attend for anyone. Troy University rocks!!
I love Troy University it's a great school to attend they have great teachers that are always there to help you when you need it. I would recommend people to attend Troy University.
Troy needs to have just a BSN program for nursing
I dislike having to pay money for the orientation course, buy a book for common reading initiative, and pay money to access the course material. First, the entire thing feels like a hidden fee for the opportunity of going to Troy. Secondly, paying for the course was bad enough, but paying for a code to access the material? This was like paying for the orientation twice. Finally, the orientation does not add to one's program through credits for graduation so it feels like a millstone around the neck. The course takes up a significant chunk of time to complete. We all know time is the most valuable resource we have as it cannot be replaced. So the orientation, while good information is sprinkled throughout the course, does not seem to be worth the time and money. As a side note,

it was the only negative thing I have to say about the university. Everything else has been excellent!
You are nickled and dimed for access to Troy campus activities and to pay for an arena you never step foot in. The program literally tries to weed you out from beginning to end; but the reason is to plump up their NCLEX pass rate on the first attempt versus truly prepare future nurses. I will never attend any Troy campus again and will and have encouraged others to go elsewhere.
I received a degree from Troy U in a mixed format, which was excellent for an adult student who is working. The nursing program advertises itself as part of Troy University, a university for adult students; however, does not make itself available for this same population. The faculty uses phrases to the students such as, "you will just have to set your priorities," or "well, I guess you'll have to decide what's more important." Such condescension is simply unacceptable in an adult academic setting. This program also advertises as a 5-semester program; however, they fail to advertise that this does not include the summer - meaning these adult students have to skip the summer, which they would otherwise be utilizing for school simply because these faculty members want to take vacations (their words, not mine). It would appear that this particular faculty is better suited for the high school academic setting rather than adult collegiate. Internet classes are far underutilized in this program. Demand for students to drive to class to sit through lectures that are powerpoint driven when WIMBA could be utilized saving fuel and the environment would seem to be a better decision, both in terms of economy of time and money for the student and the 'earth', especially for a university calling out to adult students. I was accepted to the ASN program at Central Alabama and Jeff State, but chose Troy, not knowing that the summer was not included in the curriculum and not understanding that the internet was excluded from the learning process. I would have chosen differently had there been full program disclosure. Having said all that, I am here, doing well and will graduate. Hopefully things will change for future adult students so that life will be easier to manage for those who work and go to school to become nurses in the Montgomery area.
I was a bit disappointed in the instructor of the class that I'm currently enrolled in (Bus Law 2221). Blackboard was not available to the students until two days prior to the THIRD week of class. This was very stressful for those of us that work and have other obligations. Our study time is very limited and not having the tools we needed to get ahead of or to stay on top of the lessons was extremely unfair. My grades on the quiz's/test were unbelievable low and now I feel that my entire grade point average is going to suffer. I would hope that it is a REQUIREMENT for blackboard to be available, at minumum, first day of class.
Although I found there were some challenges to on-line classes, I really enjoyed the accessibility. I would not have been able to attend these classes with my work schedule if they weren't offered on-line.
New students such as myself should have the proper help and guidance with classes, financial aid, and understanding on how the school operates. I didn't know how to do anything. Jasmine and Ms. Harvey at the Albany Campus helped and guided me along. I would have missed out on the first term if it was not for their help.
Entering college a again was a little hard but after getting help from staff members it was worth it. Thanks for caring.
Financial aid is a pain everytime I have attempted to apply for it. It's almost not worth trying to get it even though I deserve it.
I Love Troy University!
N/A

<p>None of the courses needed to complete my degree are being offered online. I decided to work towards another degree (Cyber Security) and now find that most of those courses will not be available either. Note*: I haven't yet bothered to officially change my degree track, because I want to see if the technology classes will be available in the fall. My ENG 1101 instructor () was a joke and failed to prepare me for ENG 1102. I have no academic advisor on record, am I supposed to request one or was one supposed to be assigned to me?</p>
<p>I don't understand why we are charged a lab fee when we take Music Appreciation. There is only one class room that you attend when taking this coarse but we are charge for two separate classes. When you take Science,there is a lab class that goes along with that coarse so I can understand paying for two classes but Music Appreciation has only one class so why are we paying \$95 dollars for a lab class that we don't have.I really would like to know the answer to this question because something is not right with this picture.</p>
<p>I have been in the US Army for over 12 years. I have based my life around protecting our country. Troy University has been amazing at working with me to achieve my goals through a hectic military schedule. From the advising staff to the instructors, I have yet to find someone that would not go out of there way to help me. I love Troy and suggest them to everyone I meet, who will listen. Thanks guys.</p>
<p>Troy is a good school and I would recommend it to anyone. I have had good experience while at Troy.</p>
<p>With the instructors that I had, it was very difficult to learn online. With all the technological resources available with the school it should be mandated that the instructors use it. There is absolutely no reason whatsoever that the use of the wimba classroom at least once a week be mandated. Only 2 instructors utilized this over the 6 year period that I have been taking classes. Maybe a handful would get on the Blackboard Messenger app and be available to answer questions. Nothing is worse than getting stuck and having to send an email and then wait for a reply a day or two later. Too many instructors are collecting a paycheck just to grade papers. I find this unfortunate and unacceptable.</p>
<p>The Troy experience has been great so far.</p>
<p>Attending Troy has been a great experience for me. Sometime there were difficuties with some of my Professors, but for the most part it has been great. I love persuing my degree here at troy. Thanks to all that have helped me along the way.</p>
<p>Most, not all online teachers are non existent. I feel like I have taught myself these classes just to get through. I don't think overall I have taken away what I needed in order to do advance my current career.</p>
<p>Outstanding college. I wish I was able to attend the football games, but I am in the military, stationed in San Antonio, TX.</p>
<p>This is a great school for students around the country.</p>
<p>I am very pleased with Troy University, I have a learning disability, and Troy as a whole has been very accomadating. I am even impressed withthe assesability of the online instructors, as they too have made sure they were aessential to me.. Thanks Troy</p>
<p>I had a great experience from the beginning of my first semester with Troy and will continue to further my education as a business major at Troy University. I am constantly encouraging others to become a Troy student when they are undecided about which school to attended. I have taken courses with two other universities and prefer to remain a dedicated student of Troy University. Thanks to the staff at the Ft. Gordon office, Augusta campus, and certainly my in class and online professors.</p>
<p>I have learned so much attending Troy University and this has been a valuable</p>

experience. It became really hard at time but the teachers were very helpful.
I switched my degree after the death of my parents in 2011, which threw me behind schedule. I am finding what areas I am really good and that excite me more while in college- English and Psychology-
More support and emphasis should be placed on those students that DO NOT have some sort of subsidized educational or financial support. The poor attitude of most of the students that are getting assistance effect the manner in which most classes are presented. Preferential treatment seems to be the common practice related to students that do not care about anything except a "free" ride..... both financially and educationally.
I have greatly enjoyed my time here at Troy. The only thing that concerned me with Troy is price of each credit hour.
I rated Troy University the way that I did because the Business Degree Program for which I am enrolled did not have any business classes in a classroom setting at its locations in Georgia. I feel that I have taught myself and when asked over and over for tutoring or classroom help, I was told there was none. There are only Master Program curriculum offered in the classroom at the Atlanta location of Troy University. Thank God that I have passed the classes for my degree but I still feel that I could have retained more if more classes were offered in the classroom so I could have more dialogue and discussion. I definitely believe that Troy University is a great school but I probably should have attended the Alabama campus for my Associate Degree. I probably will change my location for future studies.
We need more classes held on campus rather than online. If more classes are offered in a classroom setting I may have to transfer.
I feel Troy need to start back having classroom classes for students that interested in Business Admin. We should not have to do all online classes. Everyone is not comforts with doing online classes. So please bring them back to your global campus.
All of the professor's that I have had so far have been good.
I really liked my Troy experience. I am looking foward to taking my degree out into the world to make a difference in the lives of many. I also plan to go back to school to further my education while working in a job that fits my current degree. Thanks Troy!!
Overall the university was above my expectations. The SON seems a little disorganized at times but they still managed to complete the goal.
I really love Troy because it caters to the working adult.
Great school!
Troy is awesome! Great atmosphere and the instructors though different bring an ease of learning to each class. I have had both online and in class experiences and I say both are great but what a great opportunity to have both choices. I'd attend Troy over and over and over again!
Inclass computer class were terminated while I was in pursit of my degree, causing me to go to another university for a brief time. I eventuall went back to Troy because I had so many credits, but its so hard to find Computer Science classes inclass.
i have enjoyed troy since i been taking classes
My first term attending troy is was great, and I started having problems. I started having issues with my seizure disorder, I had teachers that were willing to work with me on making up my work. In there was this one teacher I felt like she didn't handle the situation like she should. She reply to my email with words that sent me into a deep depression in I gave up on my work.
This University has terrible communication issues between branches and does not properly apply other college credits transferred in ways that make sense, they automatically put eveything into a free electives. I am constantly on the phone trying to

'fix' mistakes made with them charging too much money. I have never had so many problems with a school.
E-library is too confusing to navigate and too difficult to find anything. Too many courses with "busy work" (too many discussion board requirements, too many papers). Academic Advisor is not proactive and seems she couldn't care less. I've had multiple issues with my student account being put on hold to straighten out financial issues that shouldn't exist in the first place (I'm active duty military and utilize tuition assistance - there should be no issues). Too many different passwords (why can't there be one password for Trojan Web Express/Blackboard/Troy email?????)
I would like to see more teachers take advantage of the ITUNESU for lectures.
I have been very please with my overall experience at Troy Montgomery. My professors have been wonderful, very understanding, and helpful. Please keep up the good work!
Troy in Columbus, GA needs their advisors back to make it easier on the students. The professors I have had so far though have been amazing!
I wish we had better access to our advisors over at the Montgomery campus. Also, the financial aid office is so unprofessional and not very helpful.
Troy University is the best college I've attended, I have an different perceptive about how classes are offered. For instance, Nutrition was last semester this semester it is not offered at all; Microbiology & Lab both being offered at night as late as 8:05pm-10:25pm which is entirely too late when students have jobs and has to travel over an hour away. I have no objections to the school itself it is some classes are offered one semester then the next semester they're not offered at all then when they are offered it is so late at night. I am wondering if more instructors are needed or what?
Enjoying the quality education I am receiving from this institution
i have had the WORST time with admissions and financial aid. It seems like the people in these offices are ill informed and have no upper management. It seems unorganized and I have had to hunt and peck in order to get myself on the correct academic path with this school. I do wish some organization and good management skills were put in action here. There is definite room for improvement. I have received more professionalism from community colleges. I expected to transfer to Troy with smooth transitions because of how old the establishment is, and I was rudely awoken to the fact that age in this case does not reflect sophistication. I will say that my instructors however, have soften the blow of all the other bad experiences.
My youngest daughter graduated from Troy with Criminal Justice degree, my oldest daughter just transfered from AUM for teaching degree, I am hoping I can graduate with Business Finance degree and I really hope that my 14 year old son decides to go to Troy when he graduates, and gets a baseball scholarship.
There should be more computer courses offered. Troy needs more than one CS instructor. Although he is a great instructor, it's impossible for one person to have the classes offered for a student to complete their degree on time. Furthering my education is not an option with a limited number of classes. Also, there should be more elective courses offered.
I have enjoyed the helpfulness of the faculty. They make the transition for an older person who is starting back to school late an easier process. Having a campus that is in town makes it better for those of us who are in Montgomery.
Troy needs to get a better organized plan about tuition and a more variety of scholarships.
Troy is not adult friendly. This was my first time attending college and It was the worst experience ever.
I'm really overjoyed that I decided to attend Troy University. It worked out very well for

me offering night classes and a lot of online classes. So although I plan on continuing on to fulfill a Bachelors and Master's, if I decide to get back into the workforce, I know it won't be too difficult being that a variety of classes are offered in the evening and online.
While I started this program in 2007, it was great how I was able to do everything online. Being in the military and deploying multiple times, college would not have accessible if online classes were not available. I am glad that I was able to complete this degree with Troy and look forward to getting my Bachelors from Troy in the future.
I have been going to Troy University, since October 2011. I have enjoyed this great educational opportunity that Troy University has provided me. My educational journey here at Troy University has truly been rewarding for me to pursue my educational and long term goals. The instructors that I have encountered while attending Troy University have displayed an genuine concern for the students welfare helping to reach their educational goals. The administration staff has also been very helpful throughout this process. This experience at Troy University has been rewarding. GREAT INSTITUTION for students looking to pursue their educational goals that they have set in life to achieve.
n/a
n/a
Not enough in class sessions
The adviser that I had was not very helpful and always seemed short to me. I came back to school after being out for several years. She was a older lady and made me feel uncomfortable by asking her questions.
I can say that so far the teachers really love their jobs and pass it on to the students, at least me!
Needs updating!! Most of the experience was negative because the same staff has been employed and they don't seem to have any room for change. Unfortunately, this is not beneficial to a field that is constantly changing and growing. I also felt some bullying/ threats from instructors, which took away from my enjoyment of learning a new profession. It's very old school!!

Total Responses	90
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Attachment 4: Survey Instrument

ASSOCIATE'S DEGREE SATISFACTION SURVEY 2012/2013

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:

- 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
- Harrisburg, PA
- Hurlburt Field, FL
- Marianna, FL
- Oceana NAS, VA
- Pensacola, FL
- Rock Hill, SC
- San Antonio, TX
- Savannah, GA
- 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: