



Troy University Office of Institutional  
Research, Planning, and Effectiveness

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Troy University 2009-10 Graduate Student Survey Report

Executive Summary

The purpose of this survey is to identify graduate student satisfaction with their experiences at Troy University, 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 graduate degree programs, better serve the needs of its students, and become more effective and efficient in accomplishing its mission and goals.

As an effort of institutional effectiveness, the Troy University Office of Institutional

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This is the first year that the Graduate Student Survey has been administered. In some prior years some graduate students had submitted data on the Senior Survey. In academic year 09/10 graduate students were not invited to participate in the Senior Survey. For this reason the Senior Survey was adapted for use as a Graduate Student Survey.

Items in eight major categories were measured on a 5-point scale with 1 as “Poor” and 5 as “Excellent.” The mean ratings for each of these categories is shown below with Leadership Development rating the highest and Student Services the lowest.

	<i><b>AY 09-10</b></i>
<i><b>Intellectual Development</b></i>	4.01
<i><b>Leadership Development</b></i>	4.19
<i><b>Academic Support Services</b></i>	3.79
<i><b>Instruction</b></i>	3.93
<i><b>Administration</b></i>	3.93
<i><b>Student Services</b></i>	3.65
<i><b>Perceptions</b></i>	3.91
<i><b>Overall Ratings</b></i>	3.93

Demographic information

Of the 1601, respondents, 69% were female, 48% were White compared to 41% Black and 90% were aged 25 or older. While the majority (95%) were US citizens, the 5% international student participants represented 23 countries in various parts of the world. The largest percentage of respondents were from the eCampus, 30%. About 13% of the respondents were graduating from Troy Campus, 29% were Global Campus students, and the remainder of the students were from Dothan (5%), Montgomery (11%) and Phenix City (9%). Additionally, Global Campus students responded from 25 different sites.

Academic information

Academically, 99% of the respondents were expecting to receive a Master’s degree and 1% were expecting to receive an Education Specialist degree. About 29% of the respondents were planning to graduate from the College of Arts and Sciences, 33% from Business, approximately 26% from Education, 10% from the College of Health and Human Services.

According to the responses, approximately 89% of the students did not transfer graduate credit hours from other institutions. Of those who did transfer graduate credit hours 6% transferred from 3 to 6 credit hours and 4% transferred 7 – 12 credit hours. The majority of participating graduate students (55%) were conditionally admitted graduate students and 39% were unconditionally admitted. 2% were graduate transfer students and 1% were graduate transient or dually admitted.

While attending Troy University, 55% of the students had taken online courses. About 65% reported that their cumulative GPA's were between 3.5 and 4.0, and 30% had GPA's between 3.0 and 3.49. Of the 1601 respondents, about 60% indicated that they had been in pursuit of the graduate degree for one year or less and 27% for two years. Three students reported being in pursuit of the graduate degree for ten or more years.

#### Employment and plan after graduation

Approximately 85% of the respondents reported that they worked while attending Troy University with about 81% working full-time (40 hours or over). Upon graduation, about 52% were planning to work in areas related to their majors at Troy University, 22% would continue to work in the jobs they had already, and approximately 15% were going to continue their education. The survey also found that of those planning to continue their education about 59% would pursue a doctoral degree after they graduated, 26% would study for another masters degree, around 7% would seek an educational specialist degree, and another 6% would pursue a professional degree as their ultimate goal in education.

#### Financial aid information

While the financial aid options varied, over half of the respondents (59%) had received student loans, 3% obtained grants, 5% had scholarships or graduate assistantships, and about 12% received tuition assistance. Additionally, about 3% received a third party pay or other kind of financial aid, mostly from military or VA benefits.

#### Student satisfaction

- Student self-rated development (Report 1 – Q28)

Eighteen items related to knowledge, skills, and abilities were provided for the students to rate their development as a result of Troy University education. From the 18 items, two factors were identified - ***Intellectual Development*** and ***Leadership Development***. an average rating for ***Intellectual Development*** was 4.01 for 09-10 and a mean rating for ***Leadership Development*** as 4.19 for 09-10 all in a 5-point scale with 1 as “Poor” and 5 as “Excellent.”

As indicated in Table 1, the majority of the areas measured for student ***Intellectual Development*** were rated high above 4.00 (on a scale of 1 to 5) and the majority of the students rated their development in these areas as either “Excellent” or “Good.”

Table 1. Ratings on areas related to *Intellectual Development*: AY09-10

	AY 09-10	
	Excellent/Good	Mean
Critical thinking skills	89%	4.27
Reading Skills	86%	4.25
Problem solving skills	85%	4.21
Writing skills	84%	4.16
Research skills	84%	4.19
Speaking/presentation skills	78%	4.01
Understanding different philosophy/culture	78%	4.04
Computer technologies	76%	3.97
Scientific principles & methods	69%	3.82
Appreciation of the arts	60%	3.66
Mathematical skills	58%	3.59
Overall average ratings		4.01

Similar to the ratings on *Intellectual Development*, ratings on *Leadership Development* were also strong. As illustrated in Table 2, more than about 80% of the students gave positive ratings of either “Excellent” or “Good” to their development in almost all of the areas related to *Leadership Development*. All mean ratings for items were higher than 4.02, the factor mean was 4.19.



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Table 4. Average ratings on *Instruction* by campus AY 09 - 10:

	Dothan	Montgomery	Phenix City	Troy	eCampus	Global Campus
	Mean	Mean	Mean	Mean	Mean	Mean
Overall quality of your academic program	3.97	4.22	4.18	3.97	4.21	4.17
Academic advising	3.75	3.99	3.88	3.77	3.42	3.79
Faculty accessibility	3.77	4.10	3.96	4.00	3.78	3.92
Instruction in major courses	3.98	4.18	4.13	4.02	4.03	4.15
Instruction in general education courses	3.91	4.09	4.09	3.88	4.05	4.10
Faculty's use of technologies to enhance teaching	3.86	4.20	4.09	3.87	3.99	4.03
Course availability in your major	2.99	3.77	4.03	3.58	4.19	3.74
Communication between faculty and students	3.80	4.16	4.03	3.98	3.94	4.01
Registration procedures	3.73	4.09	3.93	3.70	3.87	4.02
IMPACT/New Student Orientation Program	3.14	3.90	3.86	3.44	3.50	3.77
AVERAGE						

The *Academic Support Services* include Library, Computer labs, Writing Center, Reading Center, Center for International Programs, etc., and the average rating for this factor is 3.79 for 09 - 10, relatively lower than expected. Overall, as indicated in Table 5, no areas in *Academic Support Services* had an average rating of 4.00 or higher nor did they have ratings of “Excellent” or “Good” for more than 71% of the respondents.

Table 5. Ratings on areas related to *Academic Sura*

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Laboratory/instructional equipment	66%	3.76
Natural Science Center	65%	3.74
Center for International Program	64%	3.69
<u>Overall average ratings</u>		<u>3.79</u>

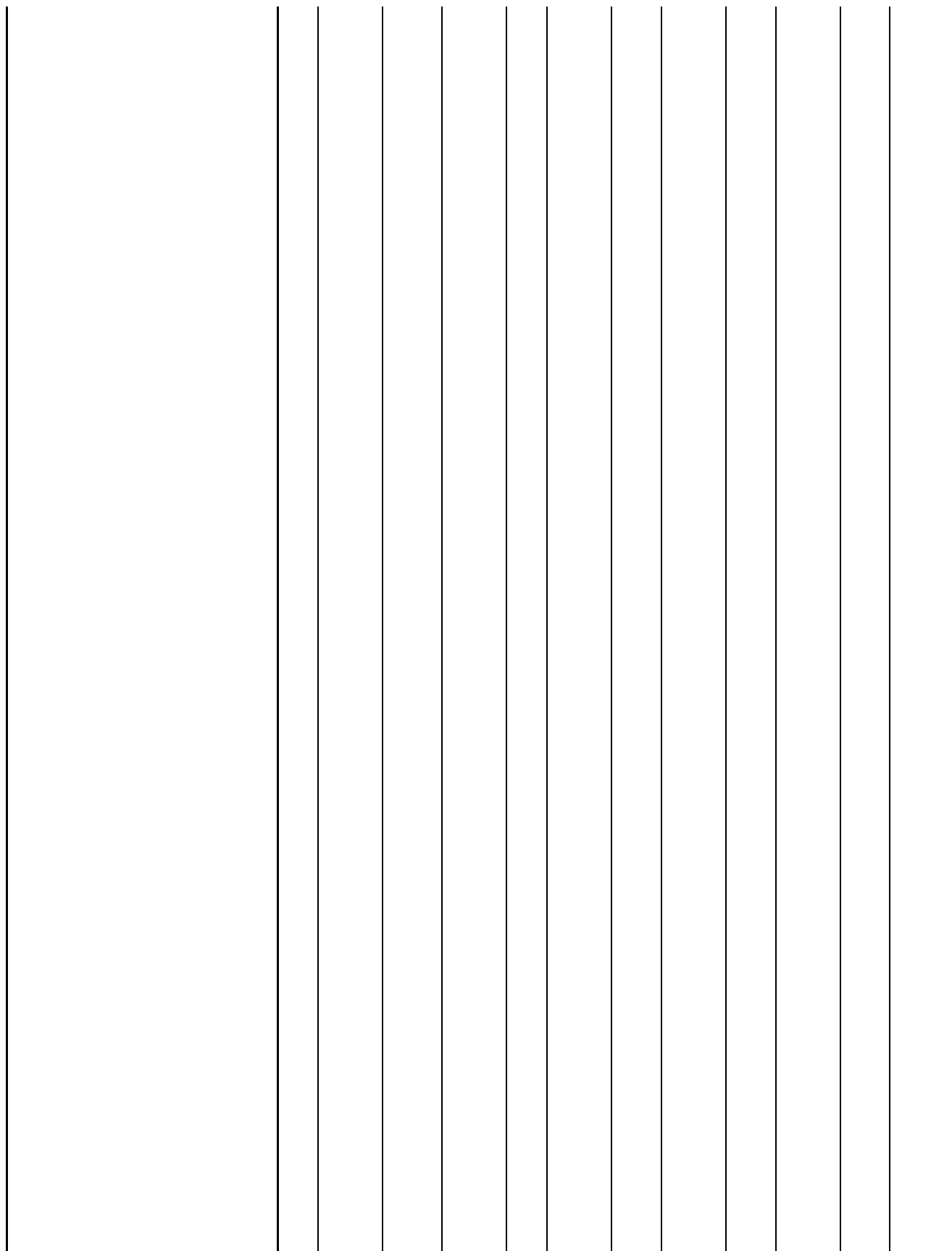
However, further examination by campus showed that ratings of students from different campuses varied (Table 6). Please be aware that only students who have used the services gave their ratings. The Natural Science Center, and Writing Center were rated by mostly Troy Campus students and only international students rated the Center for International Programs.

Table 6. \_\_\_\_\_


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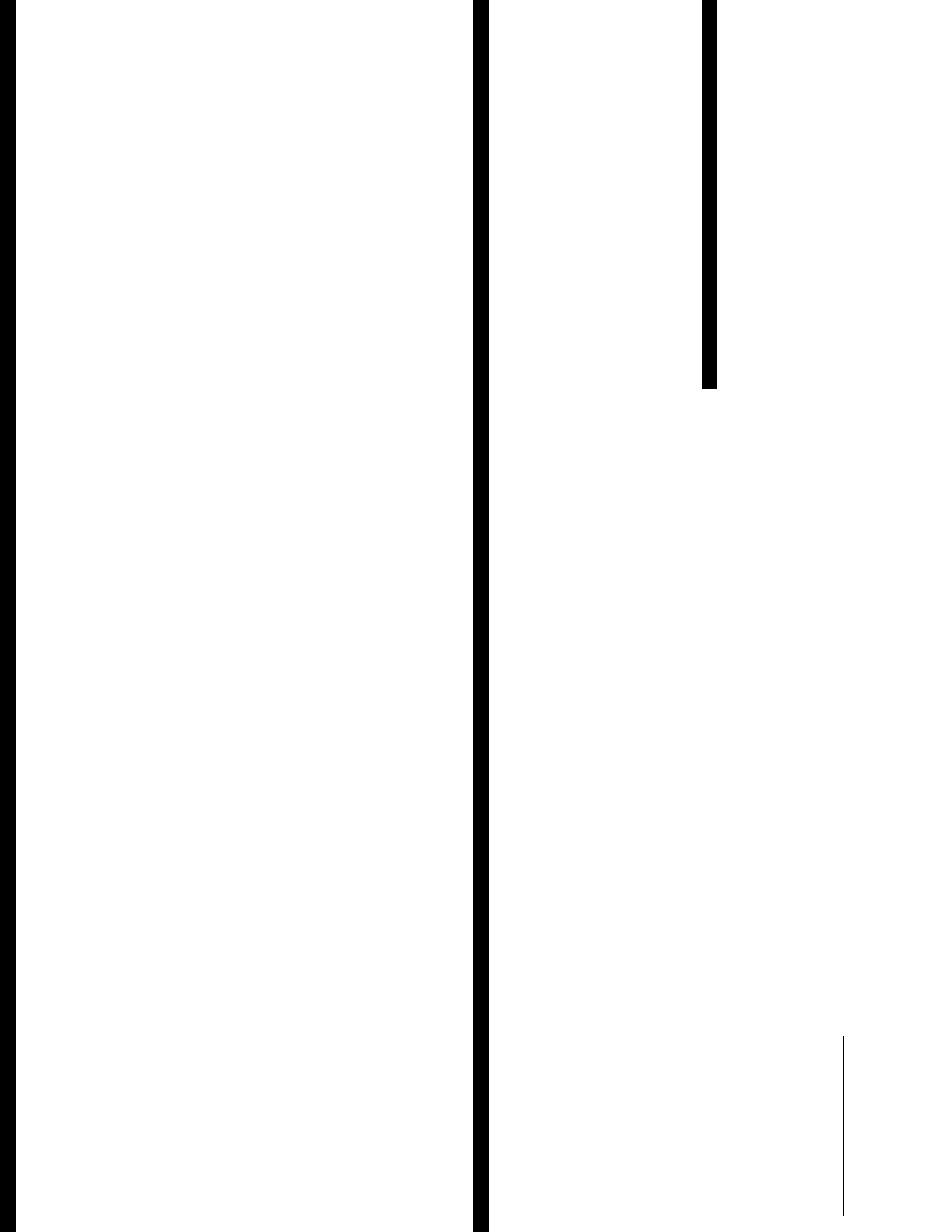
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etc)	Neutral	14		31		19		47		48		65
	Satisfied	28		67		63		77		110		124
	Very Satisfied	22		40		38		39		81		84
	Subtotal		3.78		3.90		3.98		3.69		3.93	3.87

- Student perceptions about Troy University (Report 4 – Q31)

In this section, ten statements regarding the University in a broad sense were provided for the students to rate their agreement on a scale with 1 being Strongly Disagree and 5 being Strongly Agree. As indicated in Table 11 (derived from Report 4), over 84% of the students “Agree” or “Strongly Agree” with the first 4 statements, indicating strong satisfaction with the academic programs and confirming the findings in Table 3 above (derived from Report 2).

Table 11. Ratings on *Student Perceptions* about Troy University: 09/10

	AY 09-10	
	Strongly Agree/ Agree	M
The degree program in which I enrolled is valuable for me in my employment.	85%	4.17
Courses in my curriculum contributed to the skills and knowledge required in my field.	86%	4.15
My academic program was intellectually challenging and stimulating.	85%	4.14
The goals, objectives, and requirements for my academic programs were clearly defined.	84%	4.03
Troy University faculty care about students as individuals.	74%	3.91
The tuition and fees I paid at Troy University were a worthwhile investment.	73%	3.9
The intellectual caliber of students in my academic program was high.	71%	3.8
Courses were offered frequently enough for timely completion of my degree program.	69%	3.74
Troy University is responsive to the needs of its students.	66%	3.72
Troy University faculty were helpful with my career plan.	57%	3.57
<b>Overall average ratings</b>	<b>3.91</b>	



The lowest ratings in this section were “The University faculty were helpful with my career plan” (57% Agree/Strongly Agree; M=3.57) and “Troy University is responsive to the needs of its students” (66% Agree/Strongly Agree; M=3.72). Course offerings and student intellectual caliber were rated low as well.

The following table (Table 12) shows a breakdown by campus for *Student Perceptions of Faculty*. ~~Table 12~~ ~~Report Appendix A~~

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would recommend Troy University and their academic programs strongly suggest that Troy University was effective in offering quality education to its students.

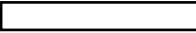
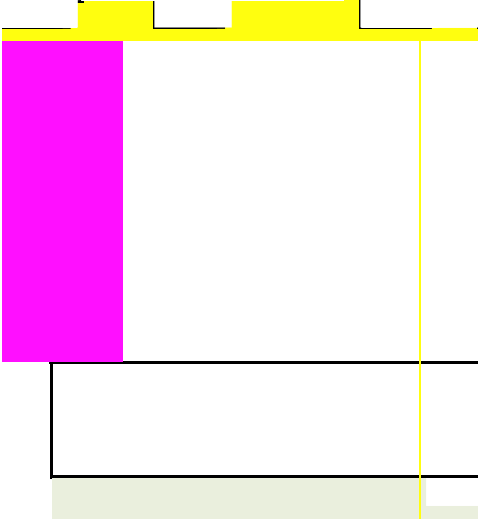
3. However, the *Graduate Student Survey* satisfaction measures have identified areas that need to be improved, especially in the areas of ***Academic Support Services*** and ***Student Services***.
4. Furthermore, based on survey responses, faculty should do more to help students in their career planning, the University should be more responsive to student needs, efforts should be made to raise student





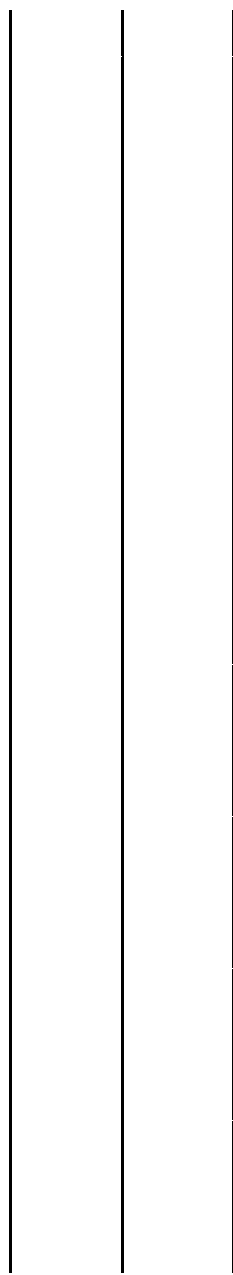






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**Report 6: Question 27: In regard to**



# *2009-10 Graduate Student Survey Report*

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2009-10 Graduate Student Survey Report

Excellent 18 9.6% 35 18.6% 30 16.0% 24 12.8% 32 17.0% 49 26.1%





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2009-10 Graduate Student Survey Report

University Media (website, newsletters, radio, TV, etc)	Very Dissatisfied	6	14.3%	5	11.9%	5	11.9%	8	19.0%	8	19.0%	10	23.8%
	Dissatisfied	3	6.1%	4	8.2%	3	6.1%	12	24.5%	13	26.5%	14	28.6%
	Neutral	14	6.3%	31	13.8%	19	8.5%	47	21.0%	48	21.4%	65	29.0%
	Satisfied	28	6.0%	67	14.3%	63	13.4%	77	16.4%	110	23.5%	124	26.4%
	Very Satisfied	22	7.2%	40	13.2%	38	12.5%	39	12.8%	81	26.6%	84	27.6%





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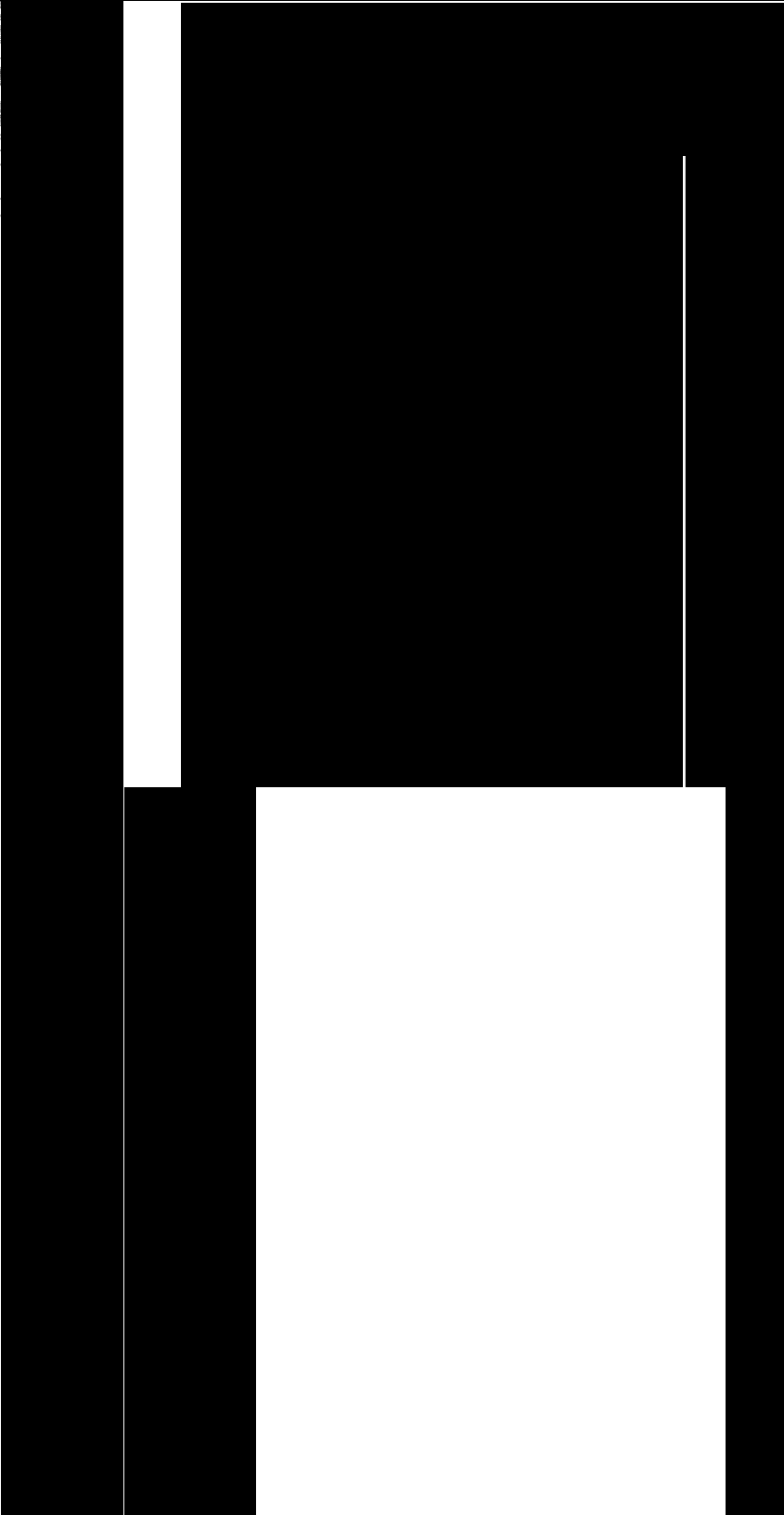
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Troy University faculty were helpful with my career plan.	Strongly Disagree	8	8.3%	5	5.2%	7	7.3%	12	12.5%	44	45.8%	20	20.8%
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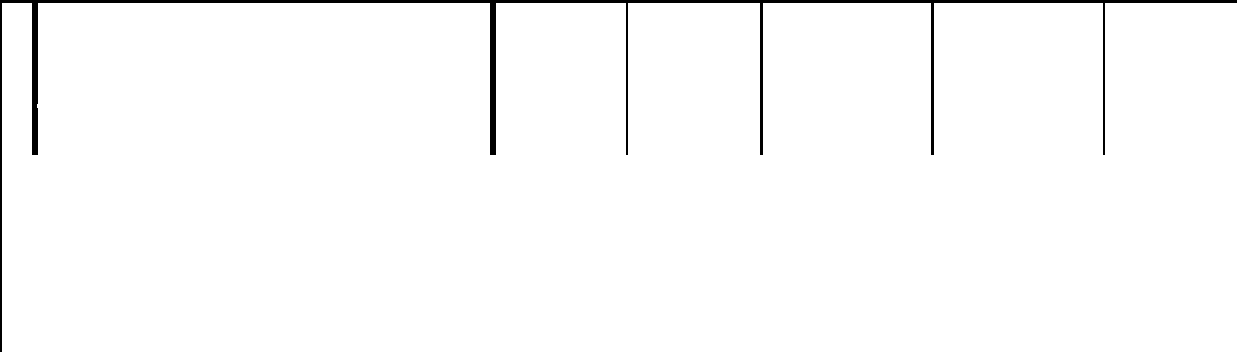
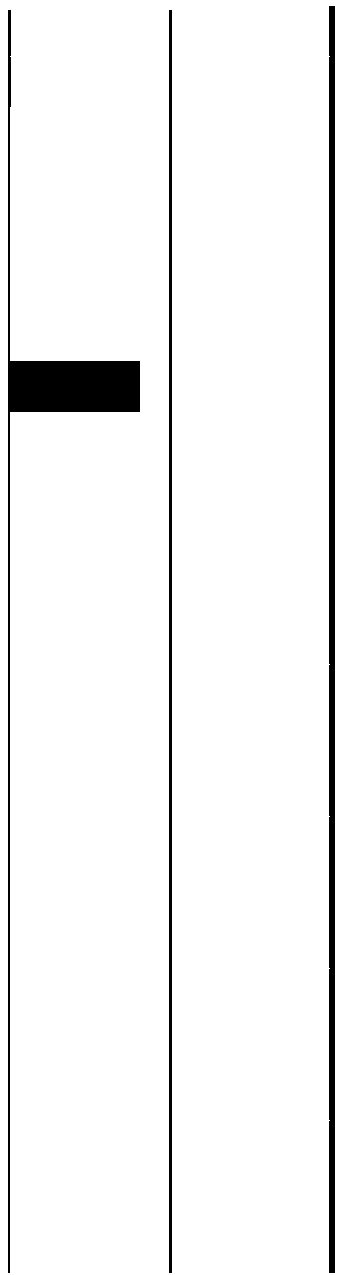
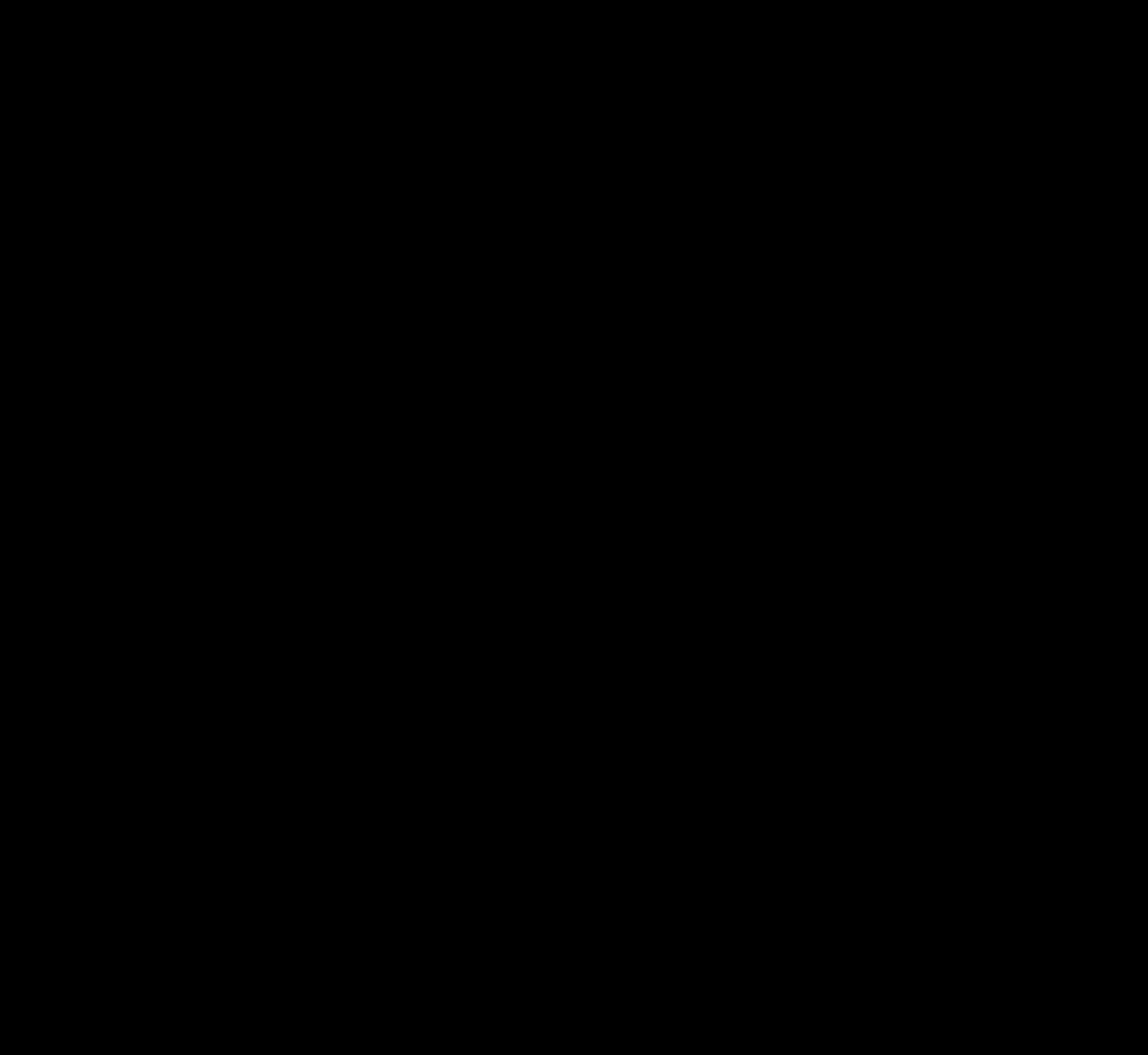


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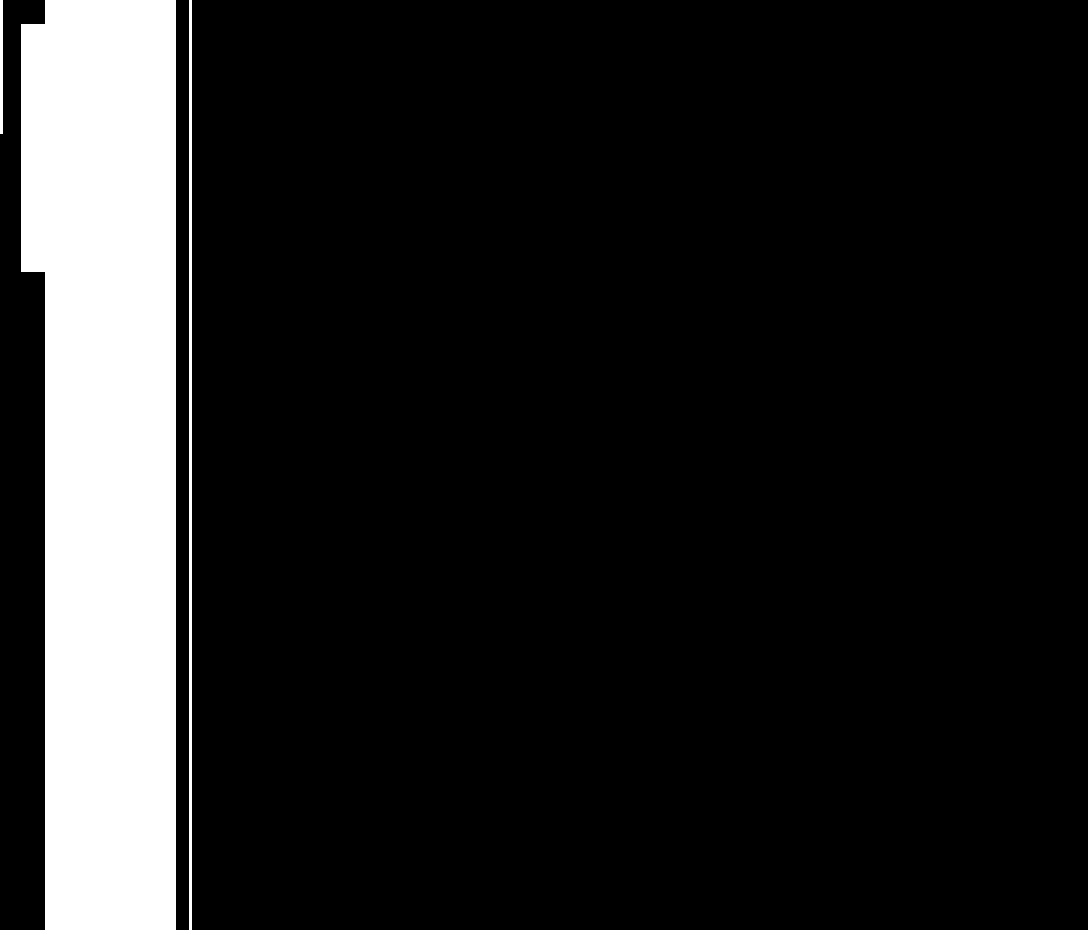












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2009-10 Graduate Student Survey Report

Testing Center	Excellent	22.0%	54	29.0%	77	41.4%	14	7.5%
	Poor	37.9%	8	27.6%	6	20.7%	4	13.8%
	Fair	17.1%	19	46.3%	12	29.3%	3	7.3%
	Average	28.7%	69	40.4%	34	19.9%	19	11.1%
	Good	32.1%	105	34.8%	67	22.2%	33	10.9%
Writing Center	Excellent	26.1%	76	36.7%	60	29.0%	17	8.2%
	Poor	29.2%	5	20.8%	6	25.0%	6	25.0%
	Fair	20.0%	8	40.0%	5	25.0%	3	15.0%
	Average	18.1%	45	42.9%	26	24.8%	15	14.3%
	Good	30.7%	74	34.4%	51	13.7%	24	11.2%
	Excellent	27.7%	40	29.2%				

.02 473.4 18.96 49.218.96 49.26 49.32 ref0 g234 572.94 1.5 00 9 -9 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		Education		Health & Human Services	
		N	%	N	%	N	%	N	%
Admissions Office	Very Dissatisfied	26	35.6%	20	27.4%	22	30.1%	5	6.8%
	Dissatisfied	27	34.2%	28	35.4%	15	19.0%		

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2009-10 Graduate Student Survey Report

Neutral	55	28.8%	69	36.1%	50	26.2%	17	8.9%
Satisfied	63	21.0%	104	34.7%	98	32.7%	35	11.7%

**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**

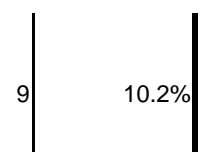
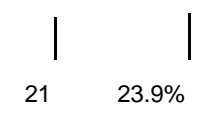
		From which college will you be graduating?							
		Arts & Sciences		Sorrell College of Business		Education		Health & Human Services	
		N	%	N	%	N	%	N	%
The goals, objectives, and requirements for my academic program were	Strongly Disagree	15	24.6%	19	31.1%	20	32.8%	7	11.5%
	Disagree	13	21.3%	18	29.5%	25	41.0%	5	8.2%

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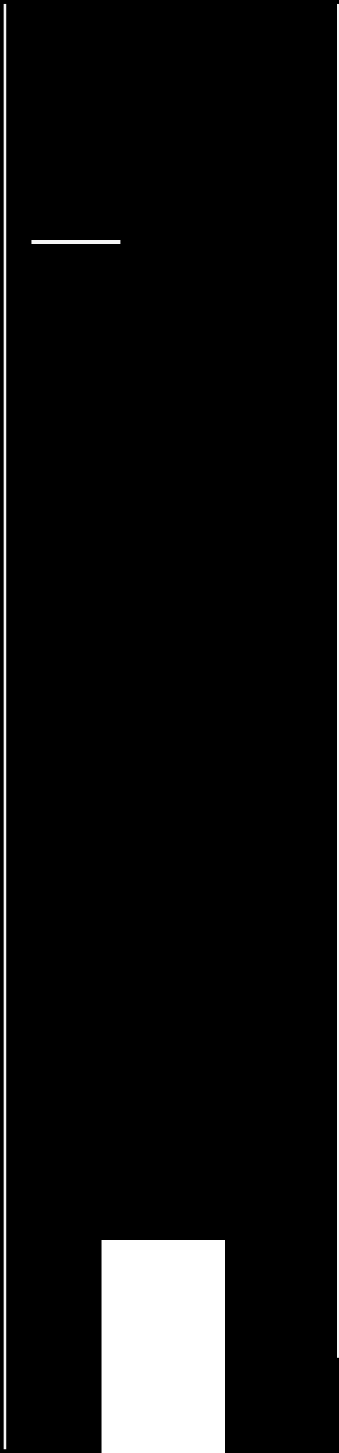
How do you rate your college experiences at TROY?

Fair



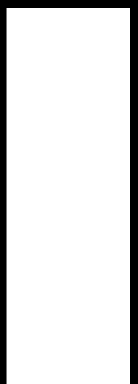
**Report 17: Recommendation of Troy University. CROSSTABULATION BY COLLEGE**

From which college will you be graduating?



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The diagram features a table with five columns and two rows. A vertical line extends from the top of the table down to the top edge of the page. On the right side of the table, there are several black rectangular markers: one in the top-right cell, one in the middle-right cell, and one in the bottom-right cell. A diagonal line is drawn from the bottom-right corner of the table towards the middle-right cell. A large black rectangular block is positioned at the bottom right of the table, partially overlapping the bottom-right cell.







2009-10 Graduate Student Survey Report

	Management	45	2.8	8.4	15.0
	Human Resource Management	75	4.7	14.0	29.0
	Information System	19	1.2	3.6	32.5
	International Economic Development	1	.1	.2	32.7
	General Business	15	.9	2.8	35.5
	Master of Business Administration (MBA)	180	11.2	33.6	69.2
	Executive Master of Business Administration	3	.2	.6	69.7
	Master of Science in Management (MSM)	98	6.1	18.3	88.0
	Master of Science in Human Resource Management (MSHRM)	64	4.0	12.0	100.0
	Total	535	33.4	100.0	
Missing	System	1066	66.6		
	Total	1601	100.0		

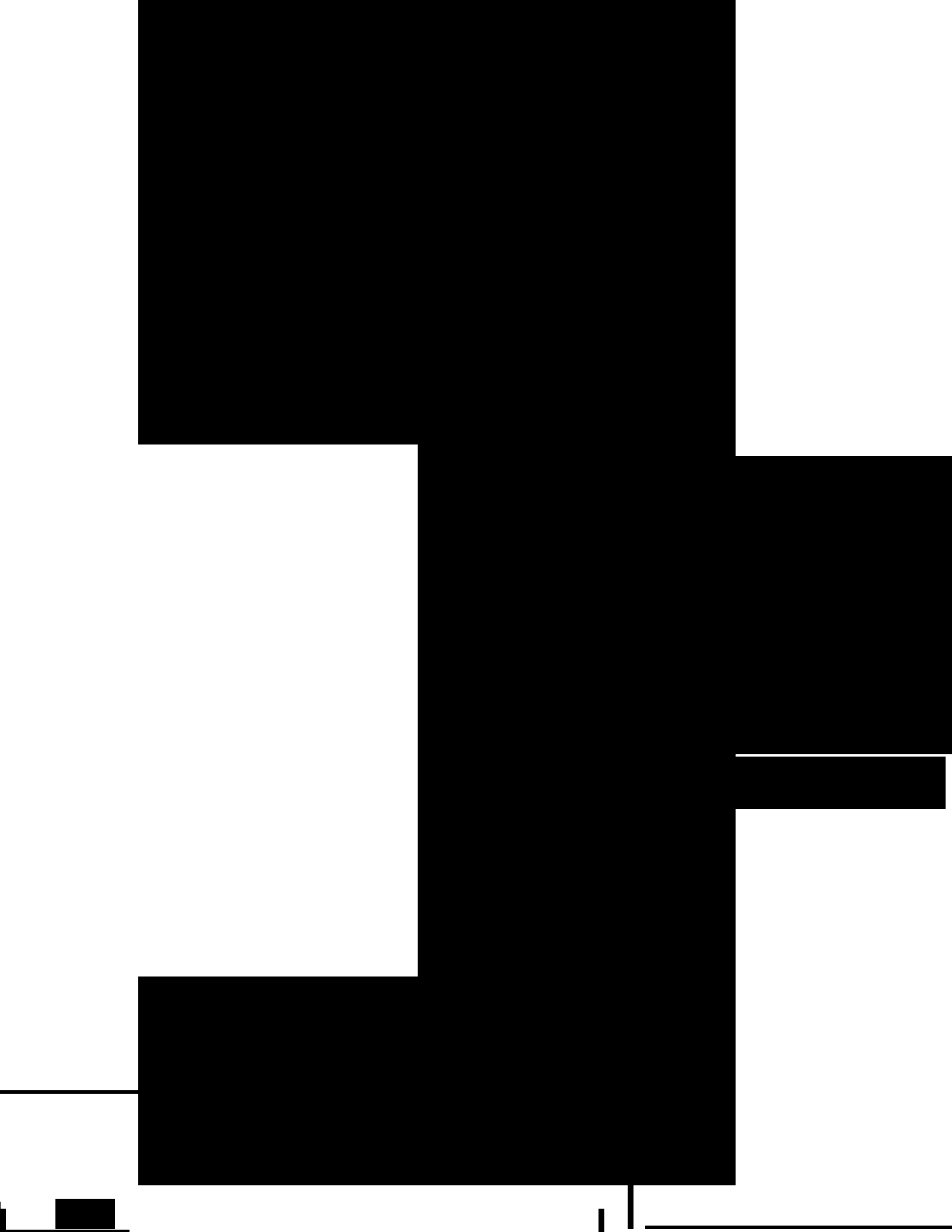
**What is your major/concentrati**







# 2009-10 Graduate Student Survey Report





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**What is your overall rating of your college experiences at TROY?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	574	35.9	36.6	36.6
	Good	630	39.4	40.2	76.8
	Average	240	15.0	15.3	92.1
	Fair	89	5.6	5.7	97.8
	Poor	35	2.2	2.2	100.0
	Total	1568	97.9	100.0	
Missing	System	33	2.1		
	Total	1601	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Definitely yes	827	51.7	52.1	52.1
	Probably yes	518	32.4	32.6	84.8
	Probably not	191	11.9	12.0	96.8
	Definitely not	51	3.2	3.2	100.0
	Total	1587	99.1	100.0	
Missing	System	14	.9		
	Total	1601	100.0		

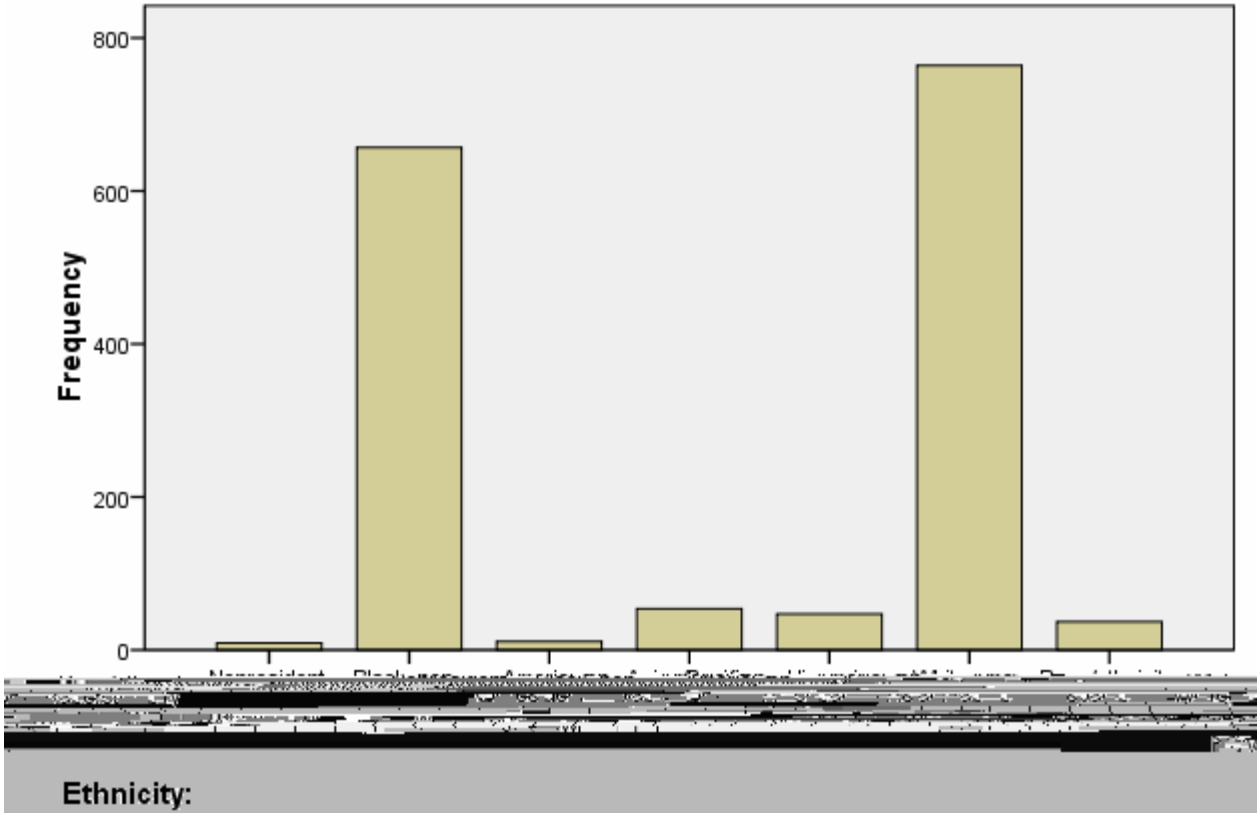
**If you could start college over, would you attend Troy University again?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Definitely yes	770	48.1	48.7	48.7
	Probably yes	583	36.4	36.9	85.6
	Probably not	164	10.2	10.4	96.0
	Definitely not	63	3.9	4.0	100.0



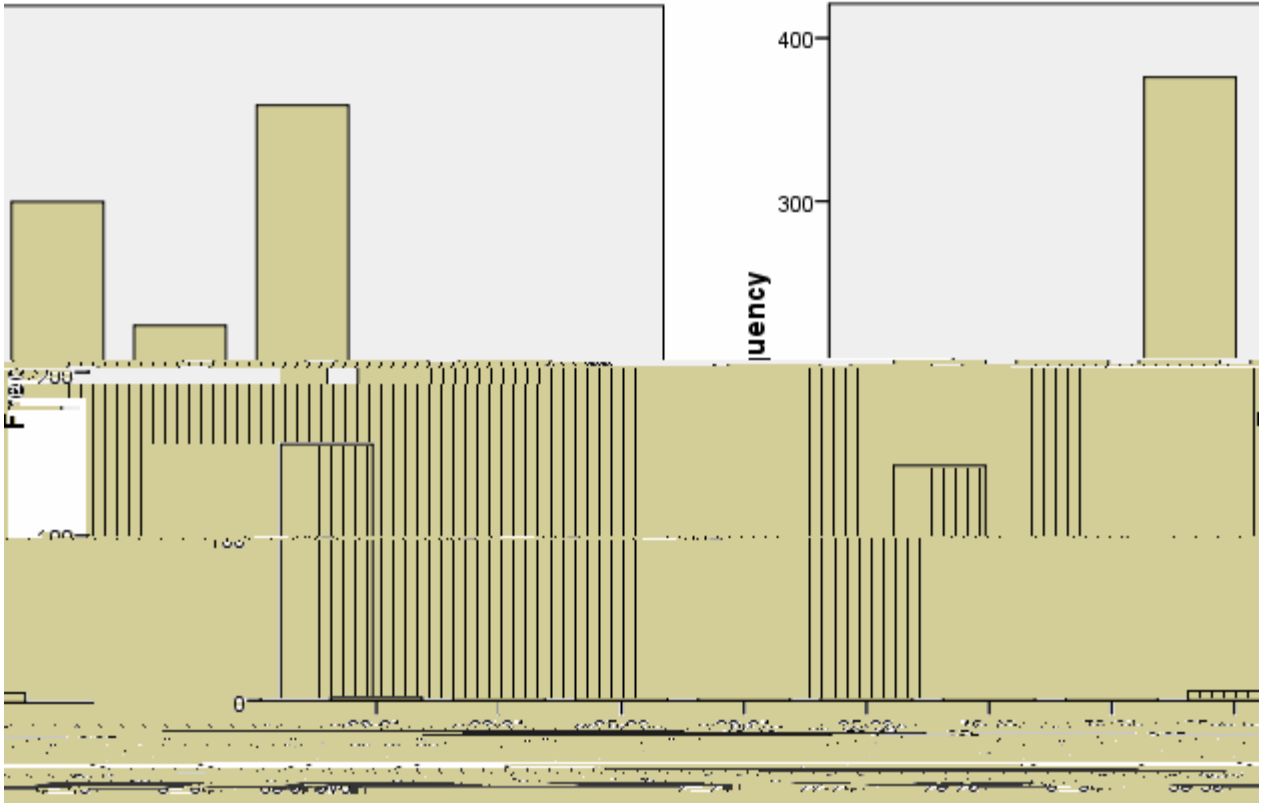


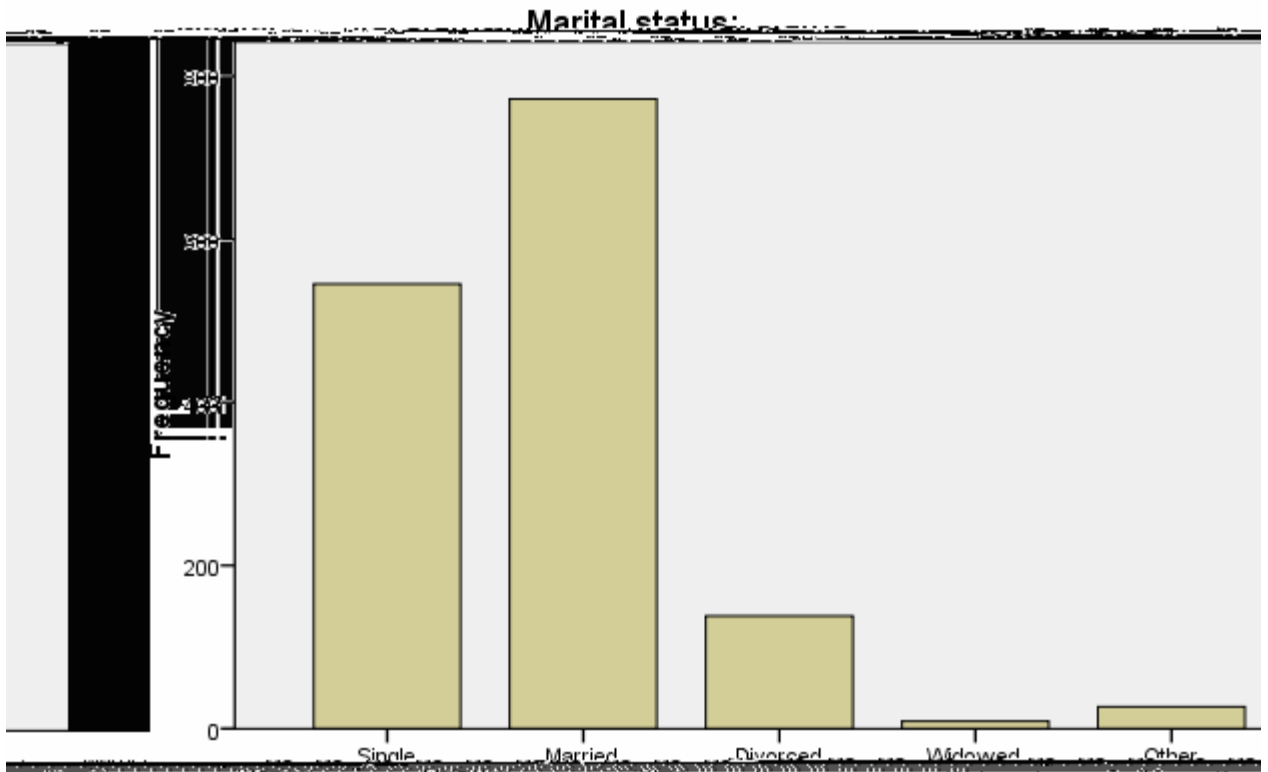
**Ethnicity:**





Age:

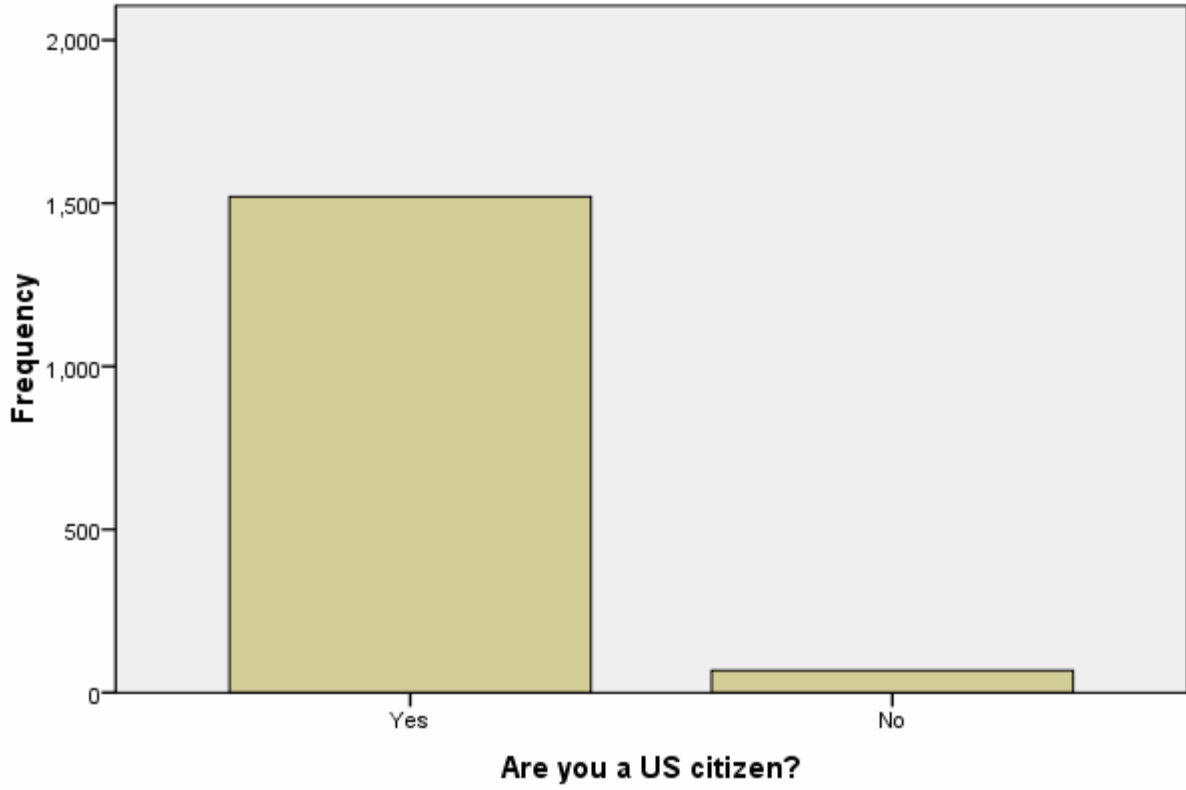




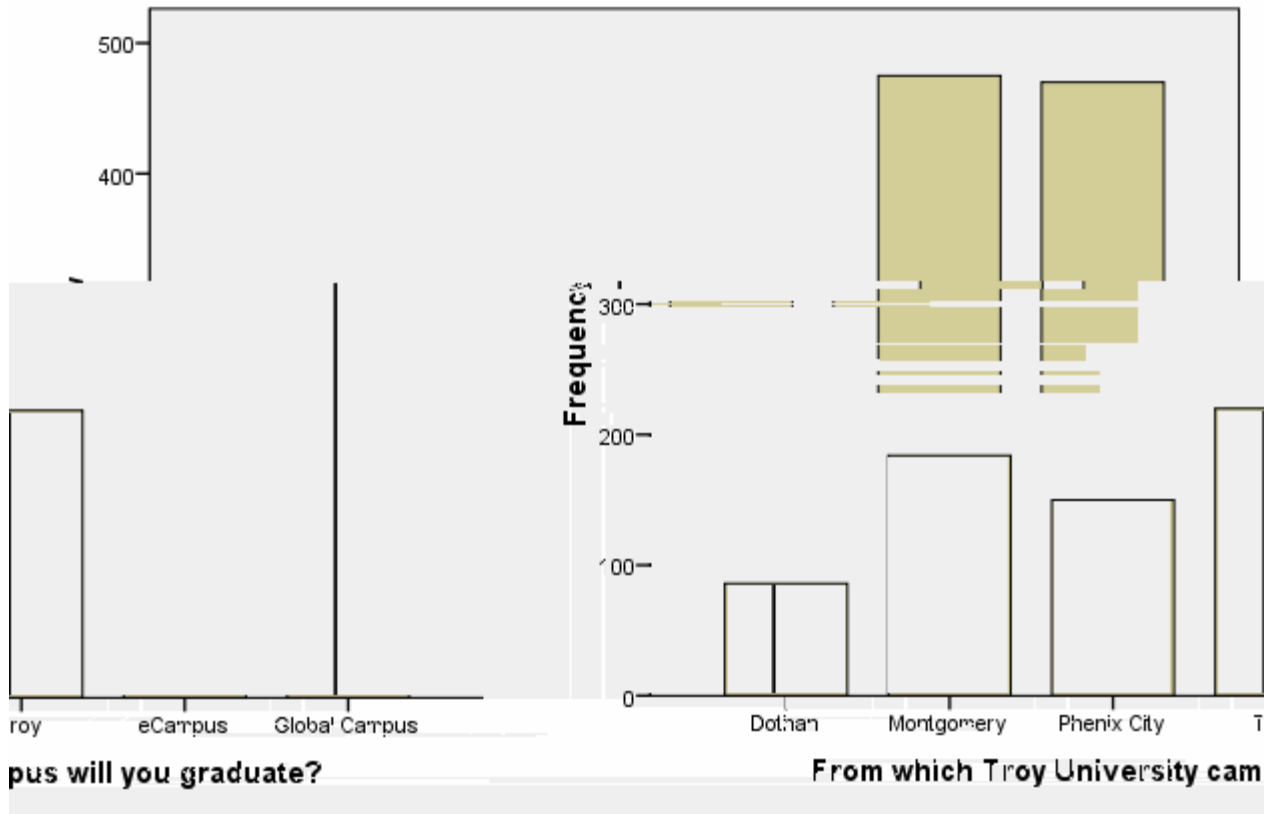
**Marital status:**

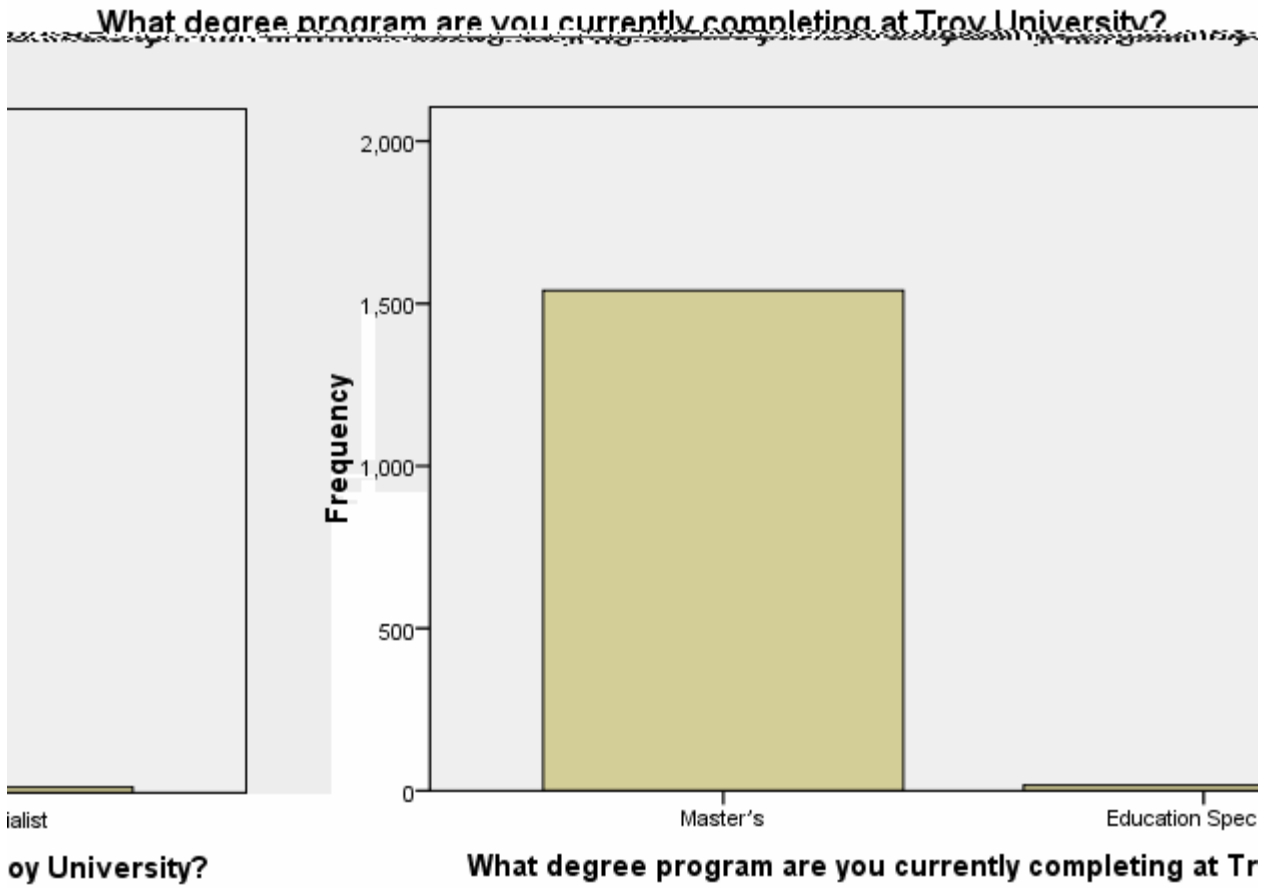


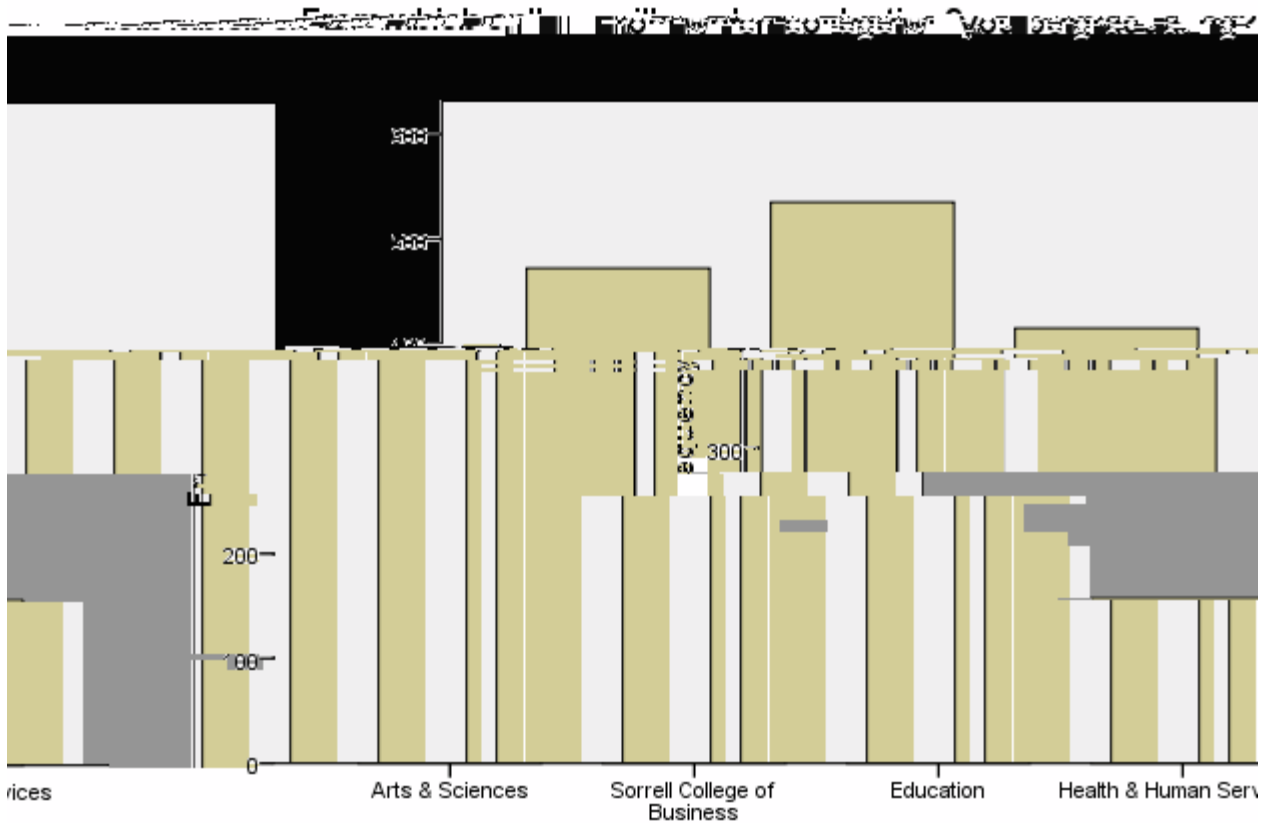
**Are you a US citizen?**



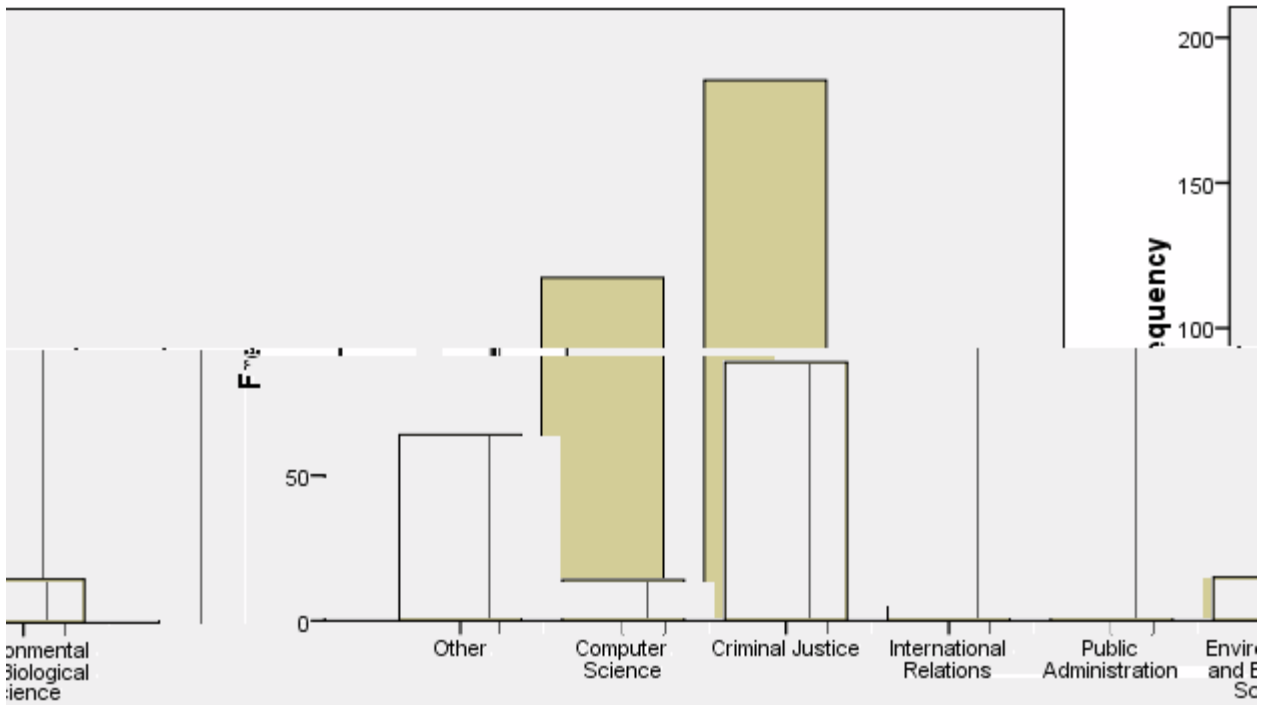
### From which Troy University campus will you graduate?





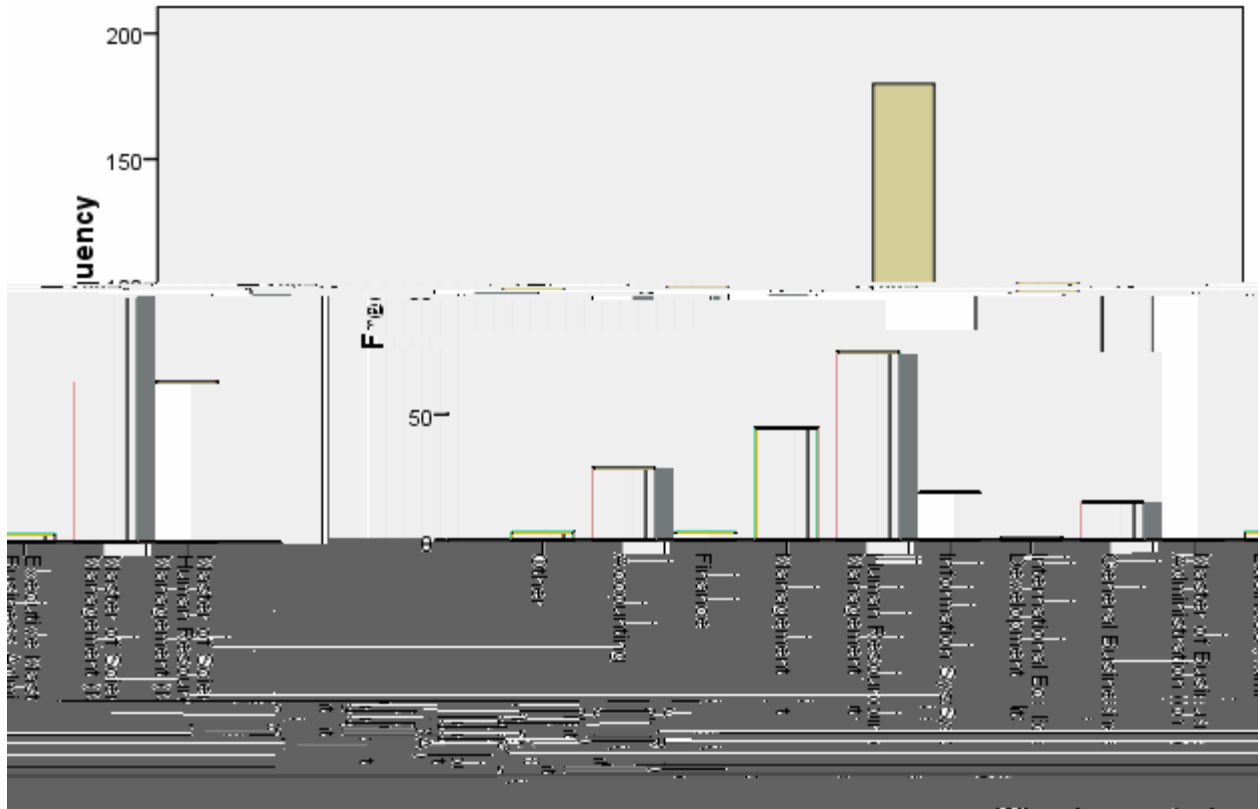


**From which college will you be graduating?**



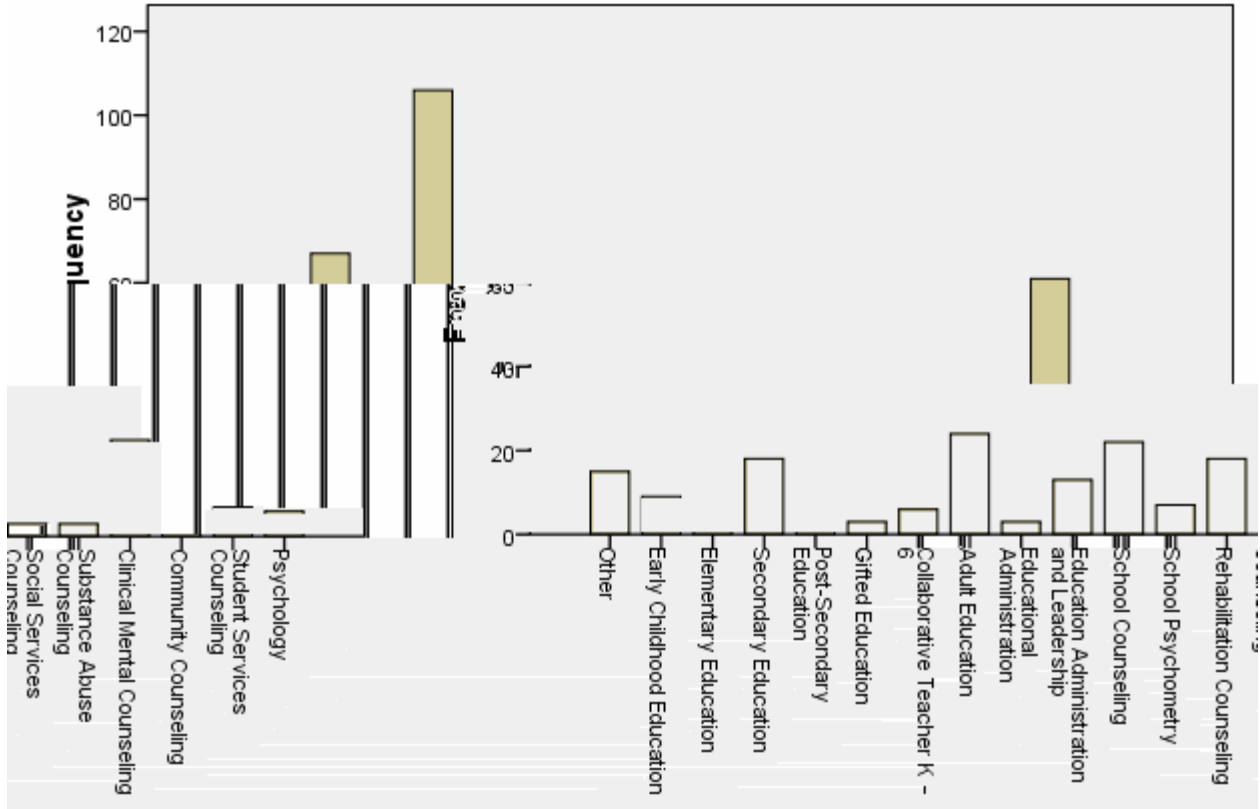
ts and What is your degree program in the College of Arts and Sciences?

What is your degree program in the Sorrell College of Business?

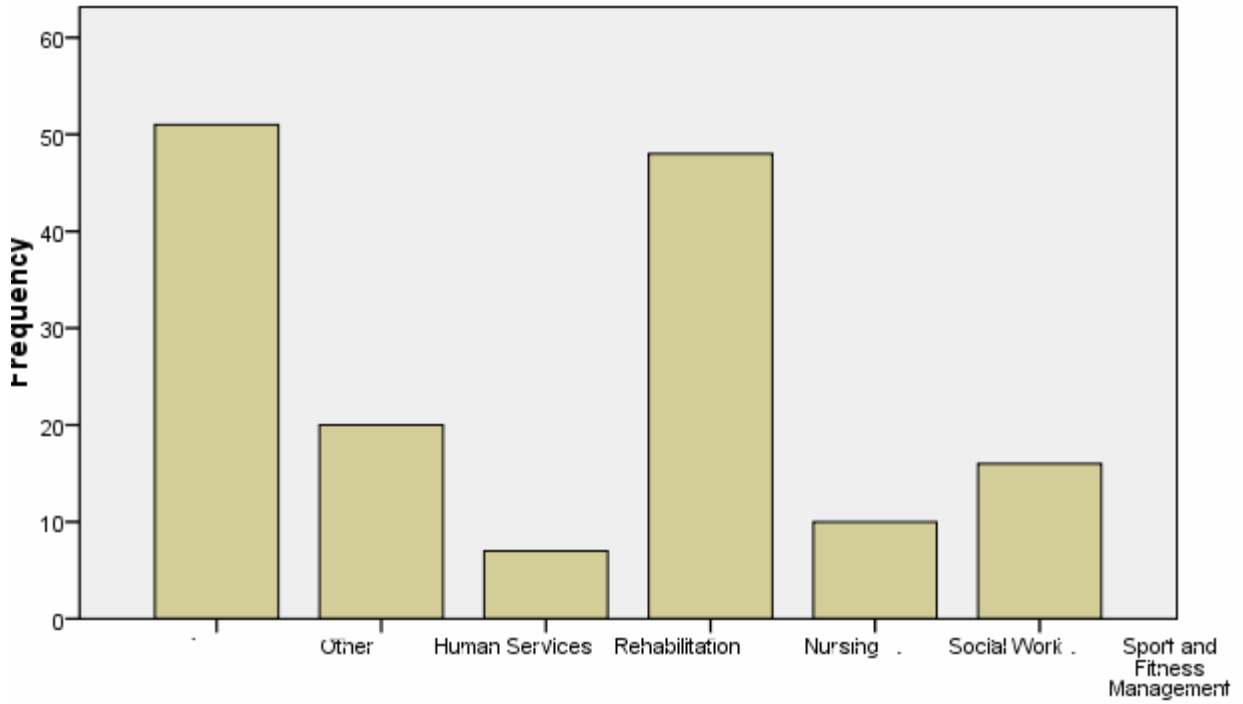




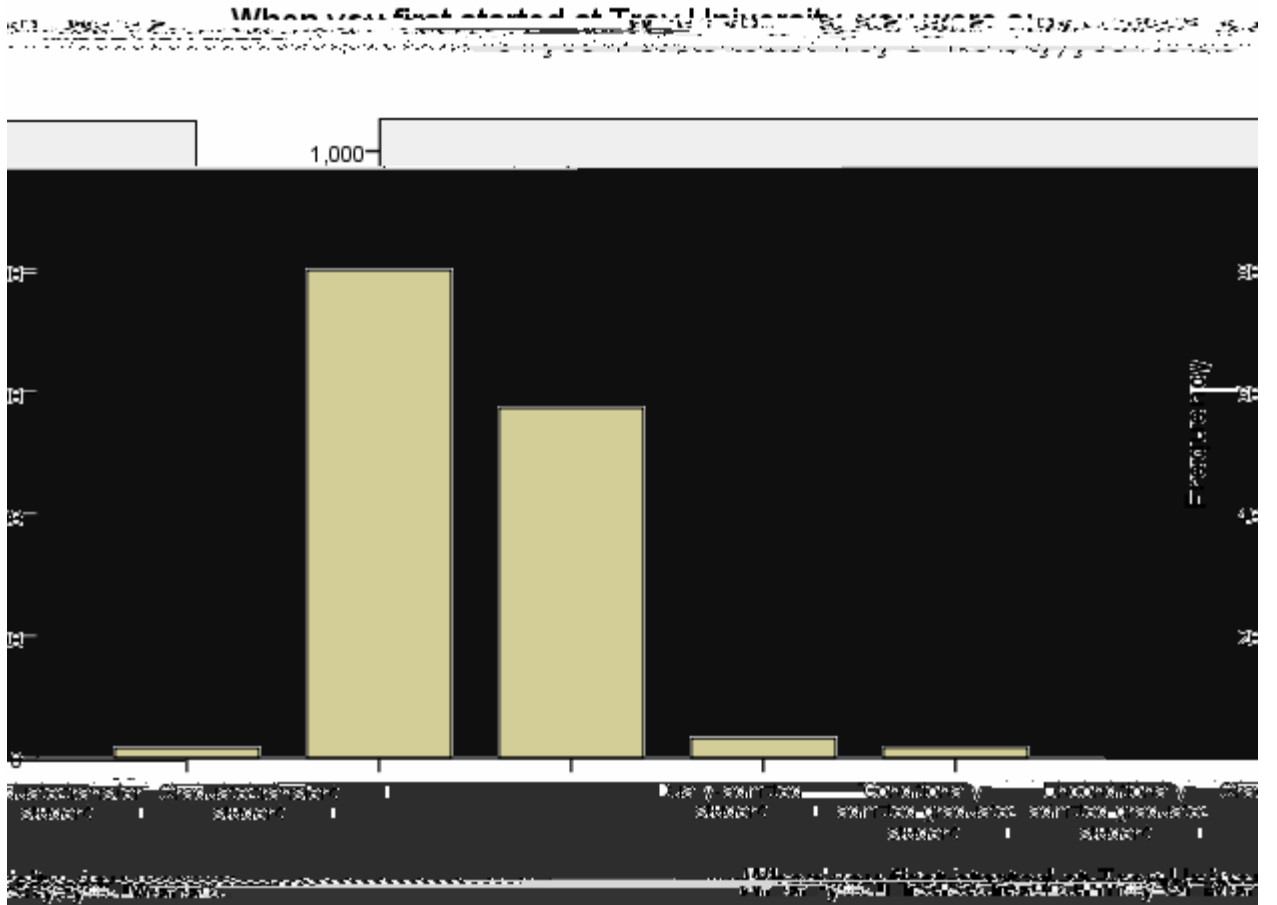
**What is your major/concentration in the College of Education?**



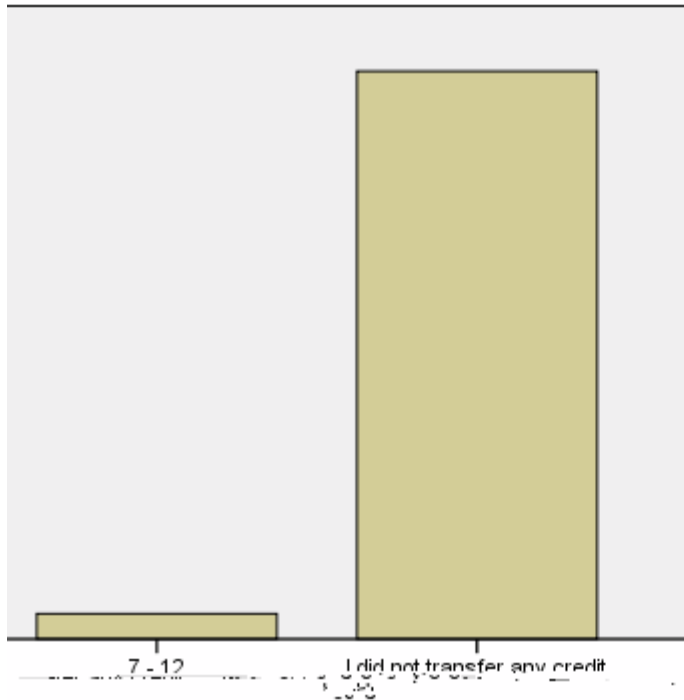
What is your major area of study?  
Survey?



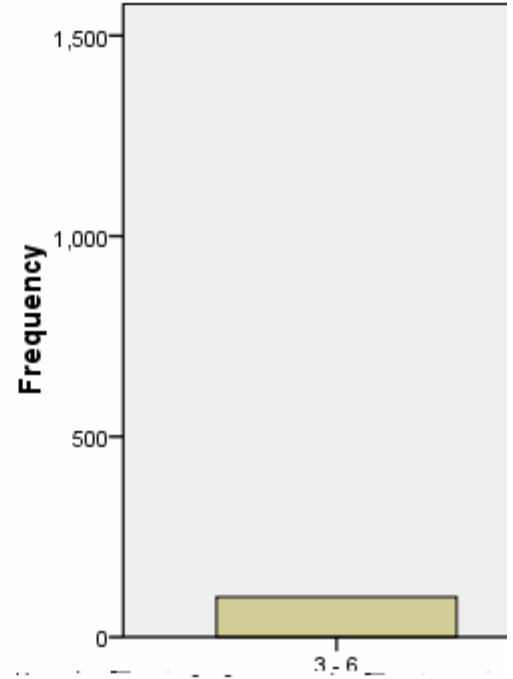
Survey?



How many credit hours did you transfer to Troy University from another university?



How many credit hours did you transfer to Troy University from another university?

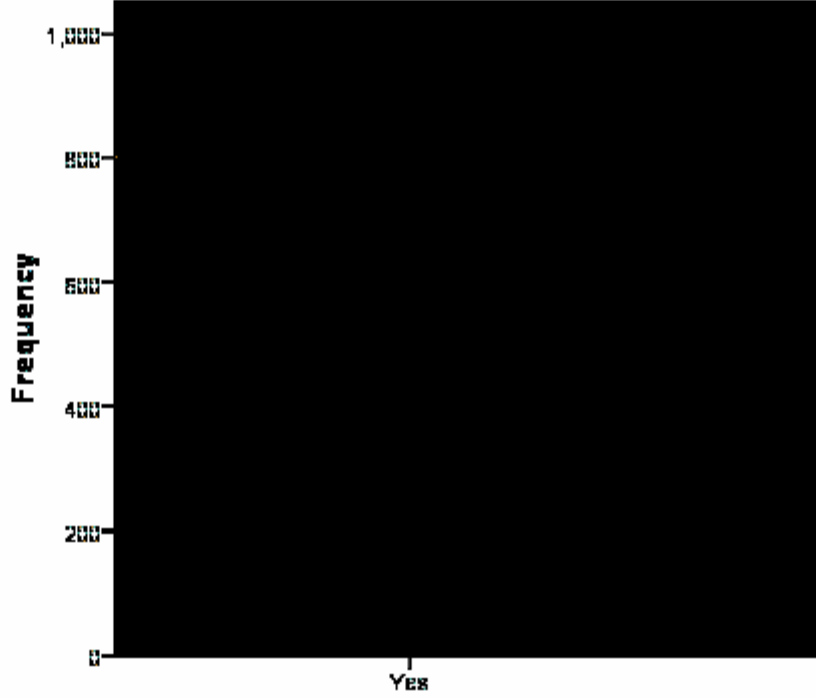


How many credit hours did you transfer from college?

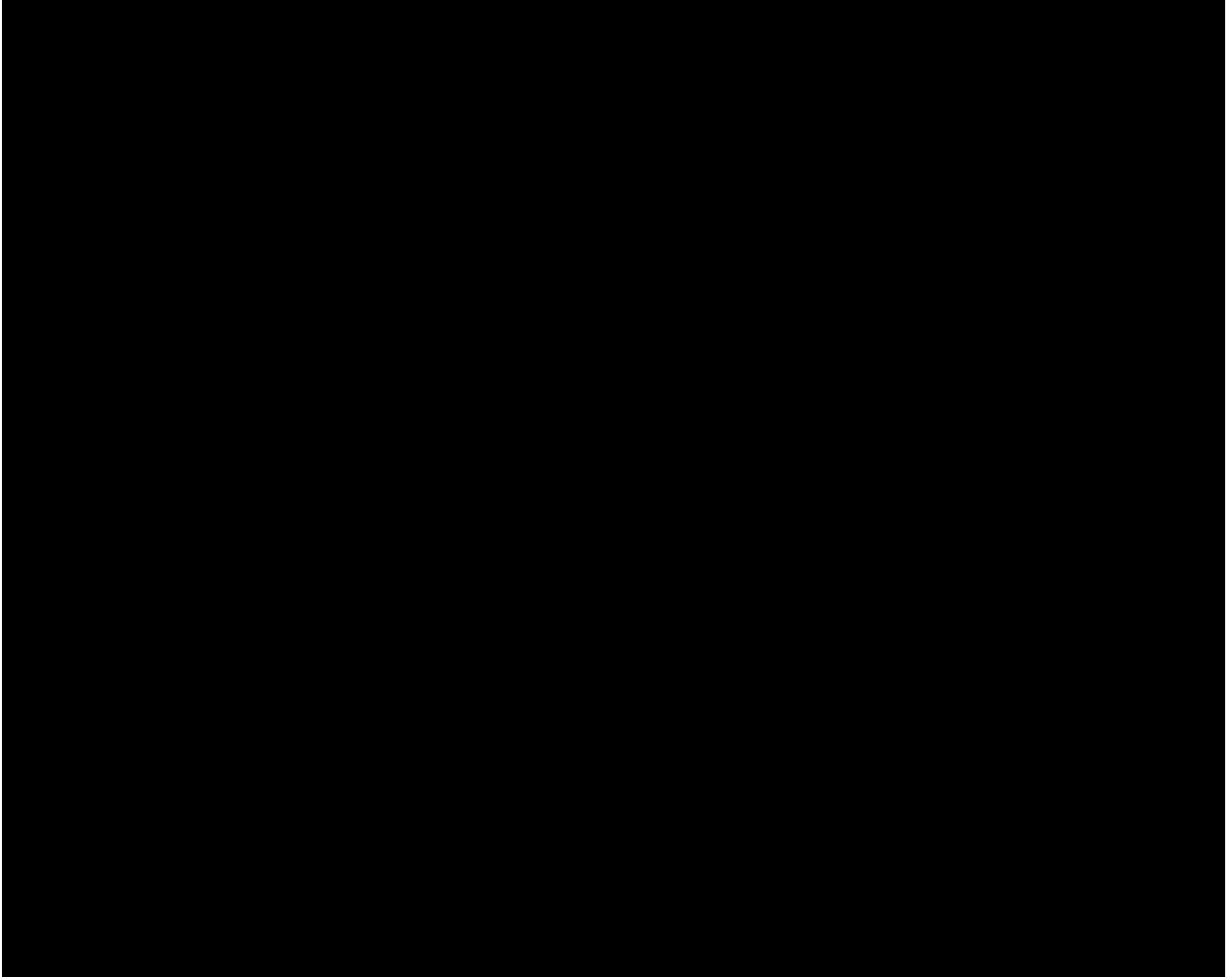
**Have you taken any courses online or in any other Distance Learning format at Troy University?**



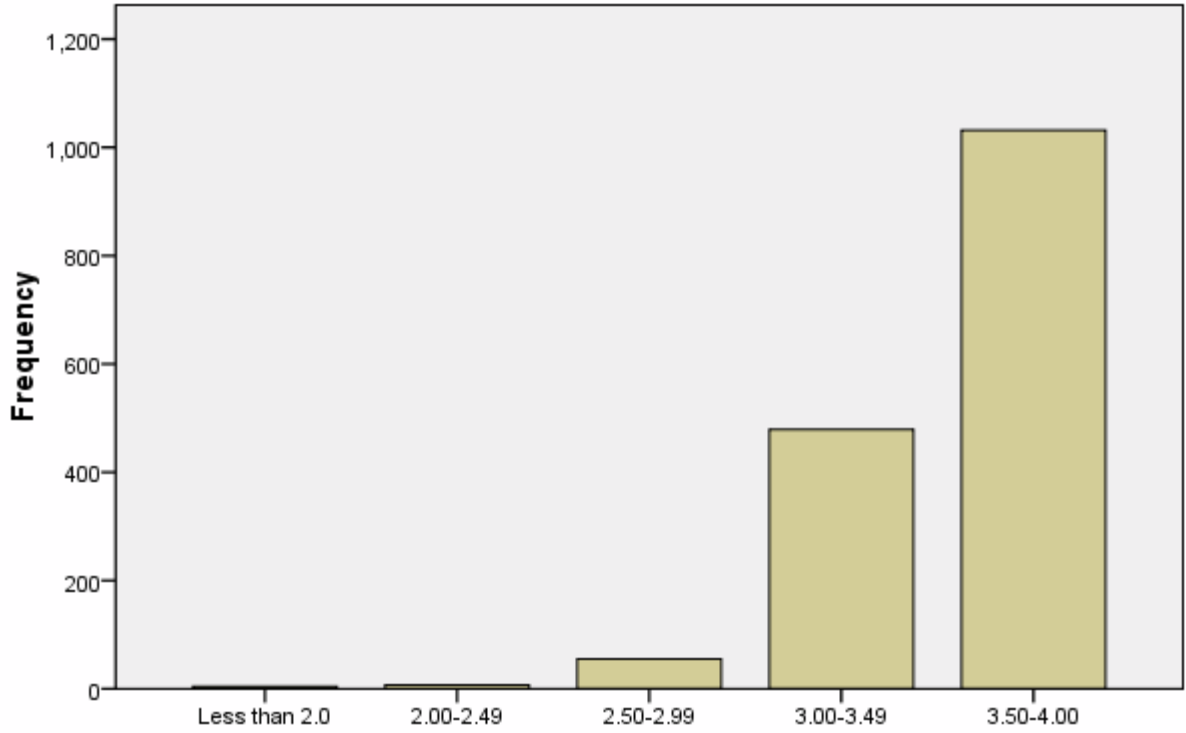
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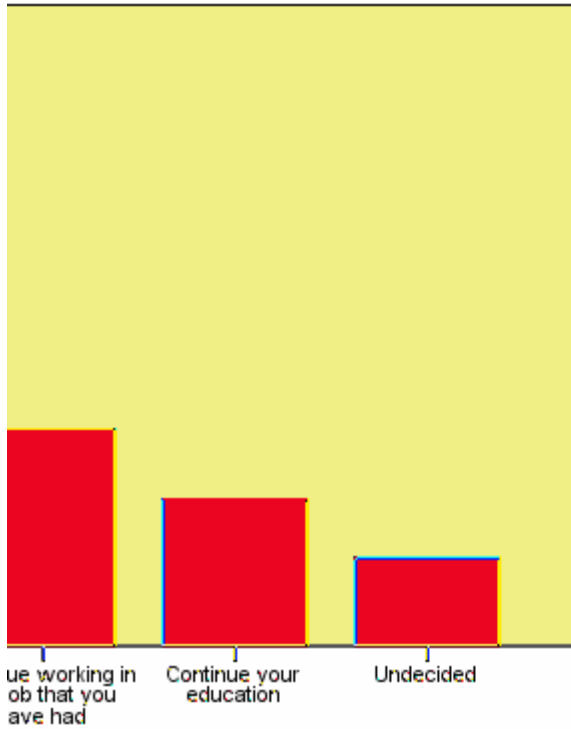


**What is your overall GPA?**

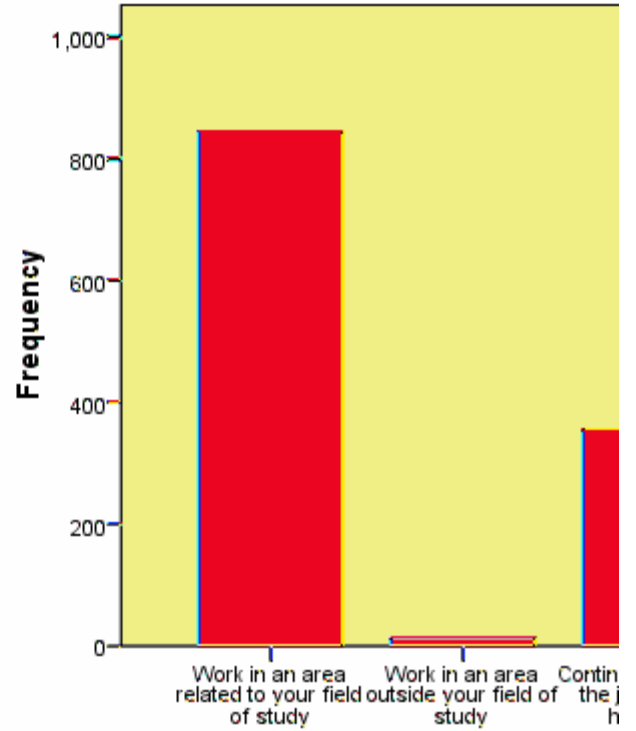


**What is your overall GPA?**

What do you plan to do after you graduate?



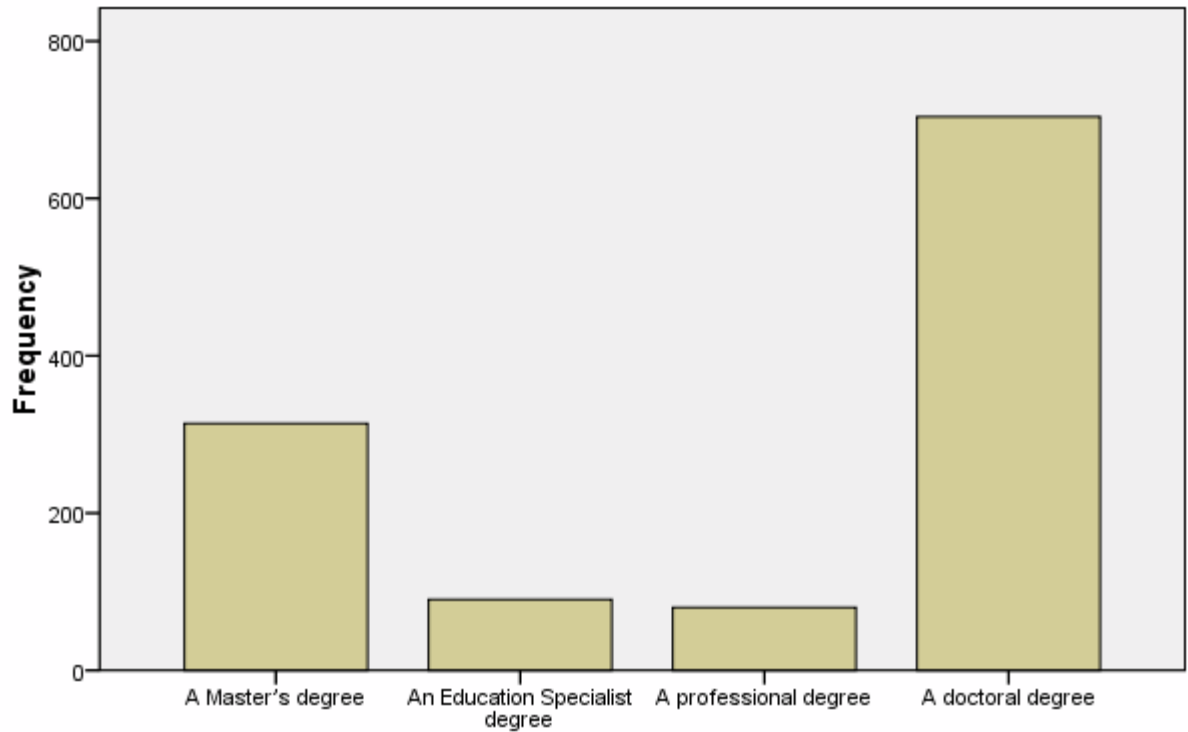
What do you plan to do after you graduate?



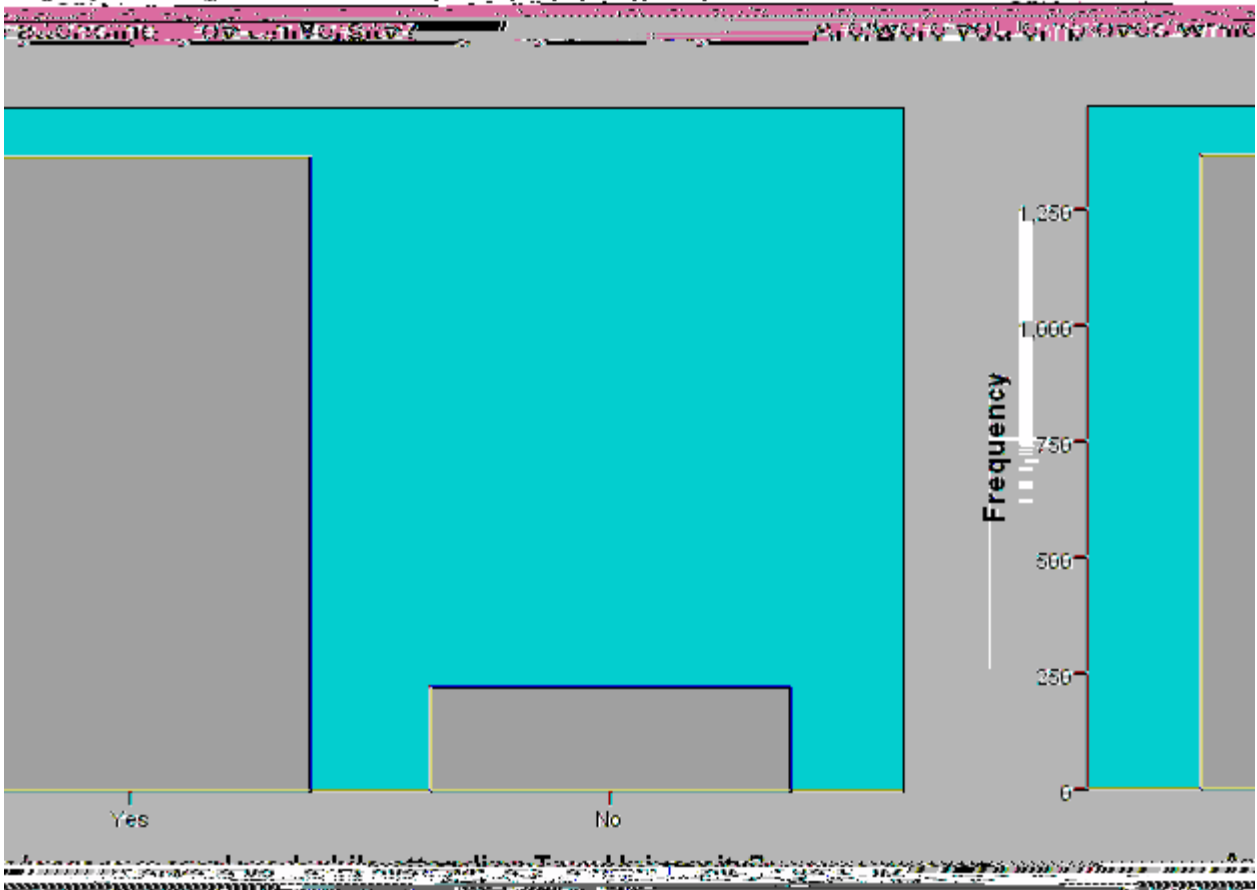
What do you plan to do after you graduate?

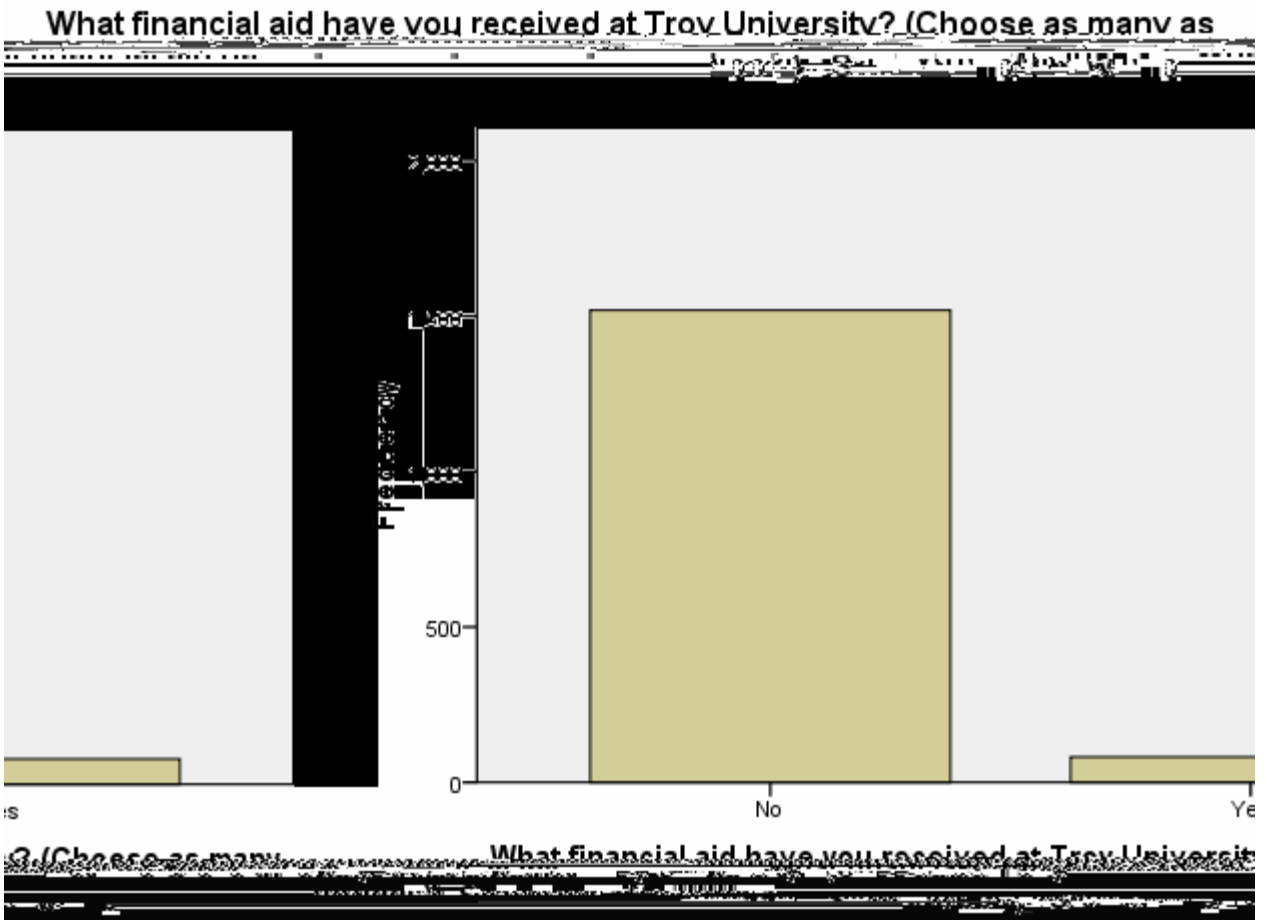


**If you plan to continue your education, what is your ultimate goal?**

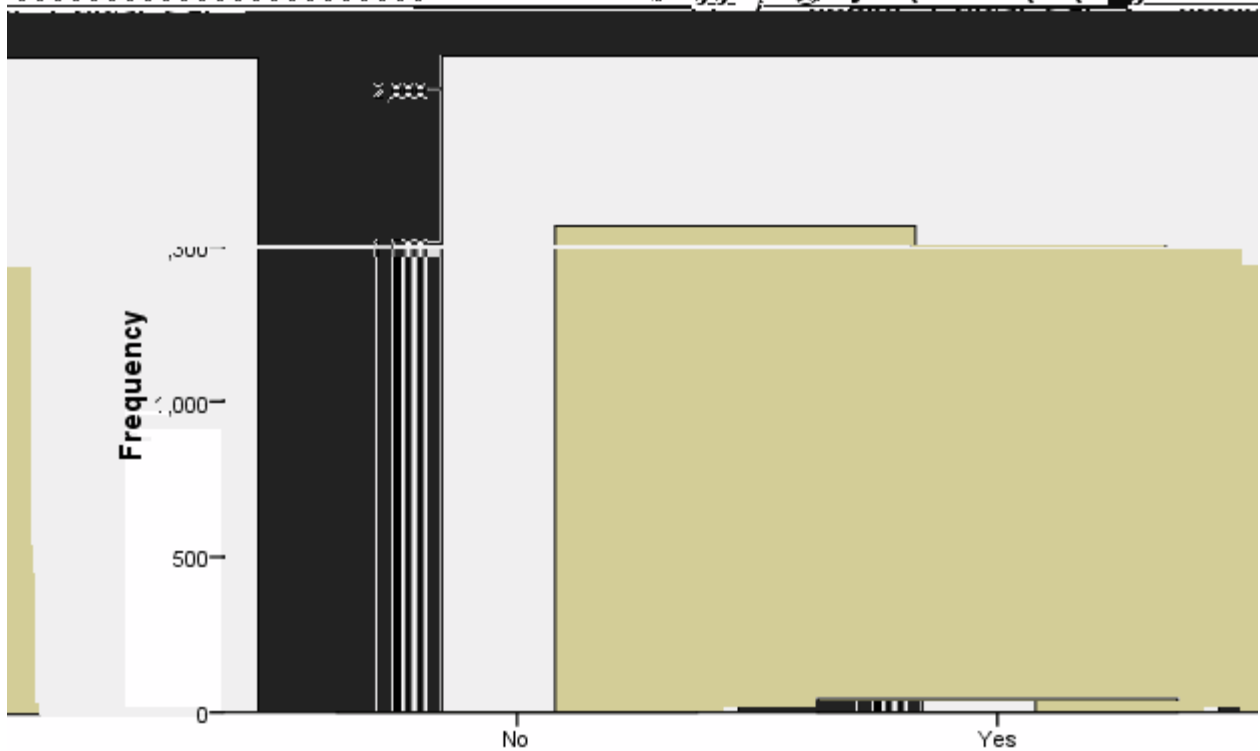


**If you plan to continue your education, what is your ultimate goal?**





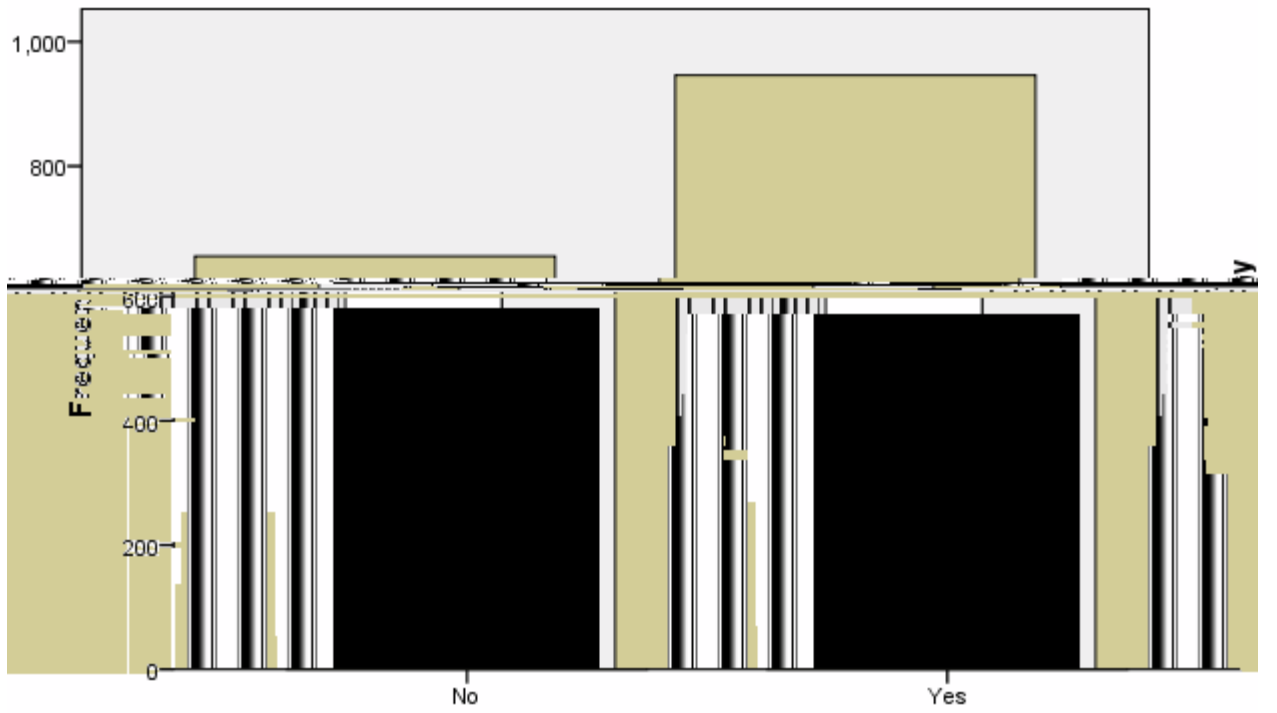
What financial aid have you received at Troy University? (Choose as many as apply) : Graduate assistantship



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

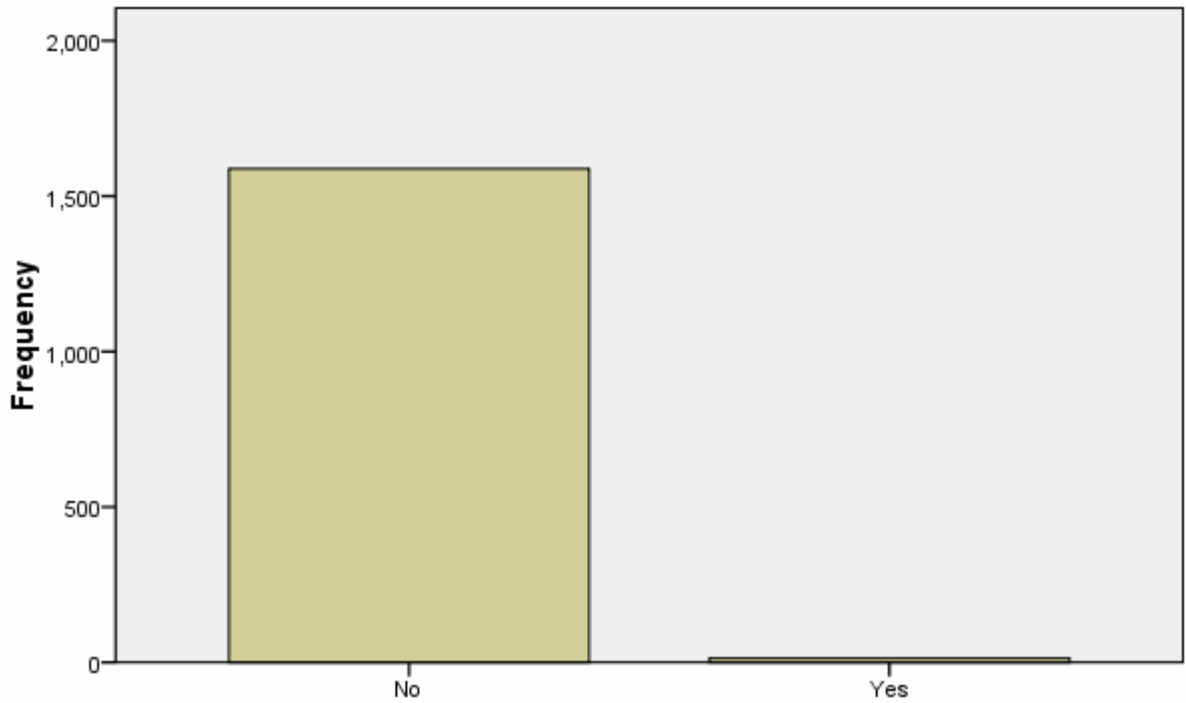


What financial aid have you received at Troy University? (Choose as many as apply)



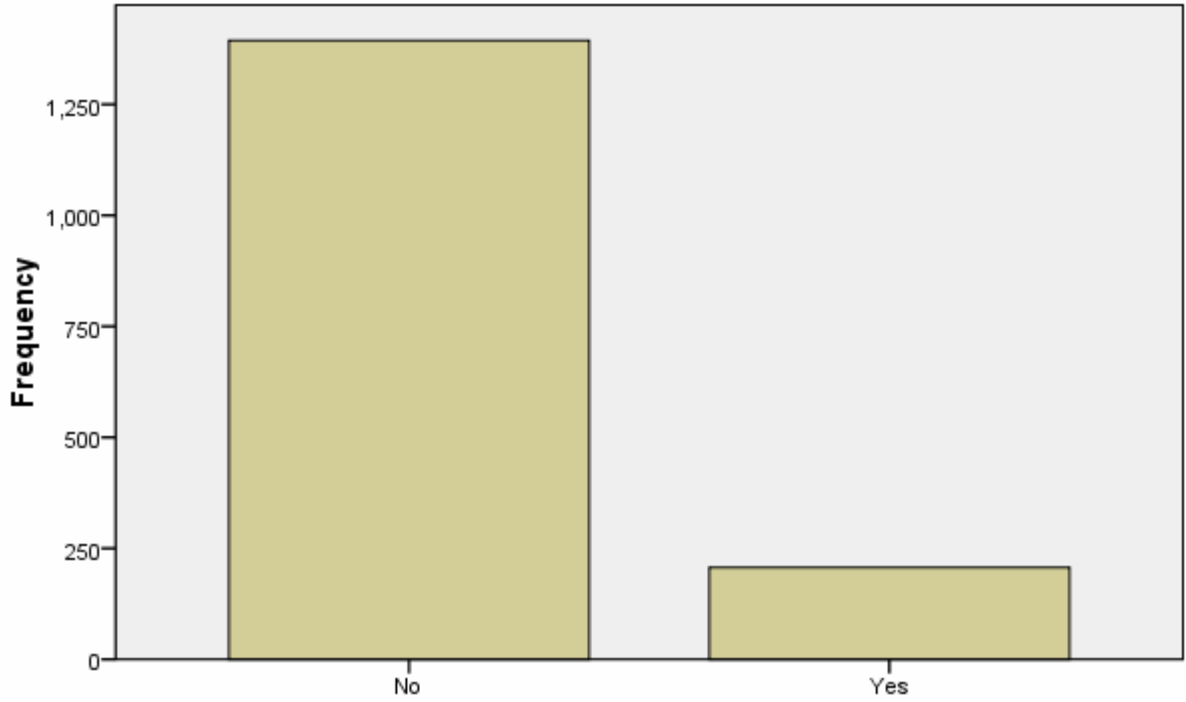
What financial aid have you received at Troy University? (Choose as many as apply)

**What financial aid have you received at Troy University? (Choose as many as apply) : Work study**



**What financial aid have you received at Troy University? (Choose as many as apply) : Work study**

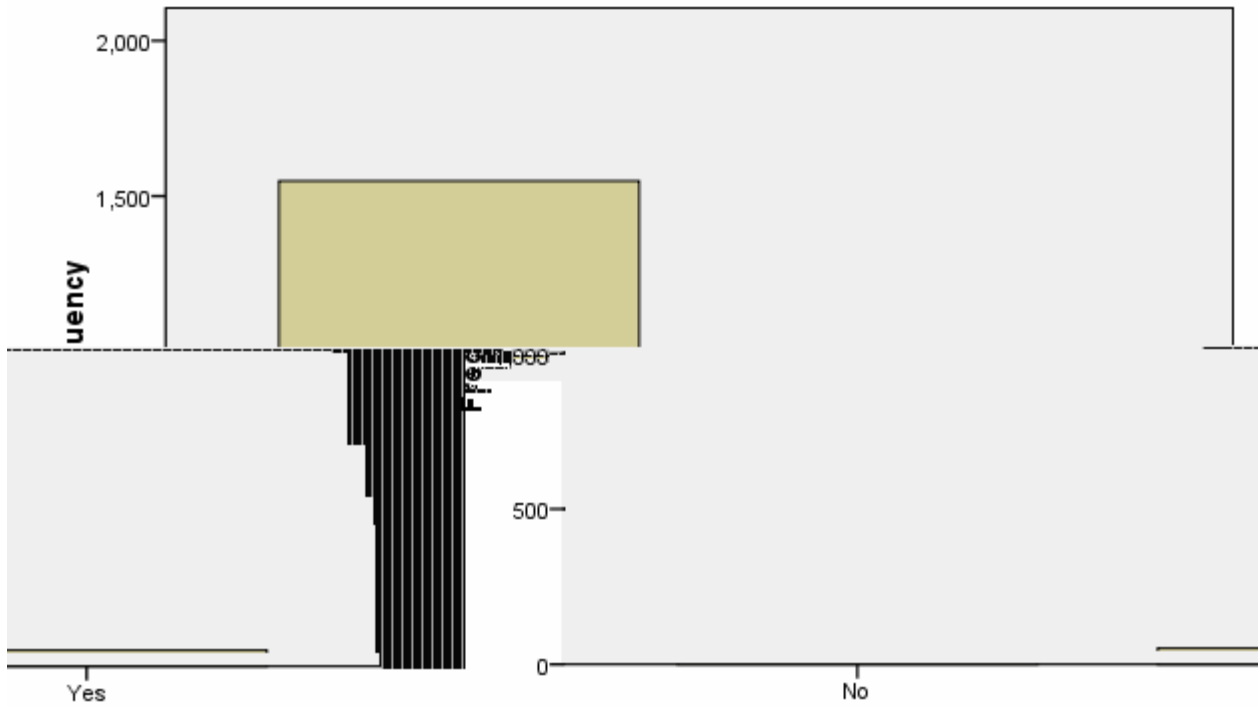
**What financial aid have you received at Troy University? (Choose as many as apply) : Tuition assistance**



**What financial aid have you received at Troy University? (Choose as many as apply) : Tuition assistance**

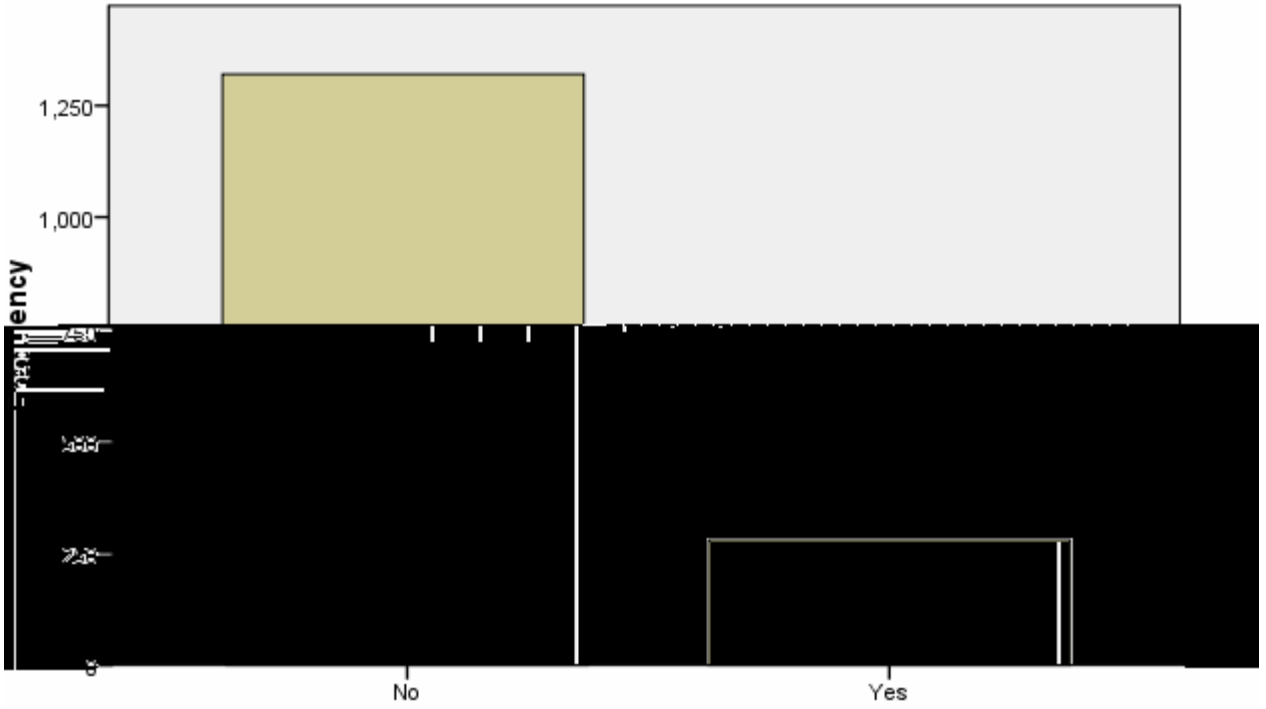


**What financial aid have you received at Troy University? (Choose as many as apply) : Third party pay**



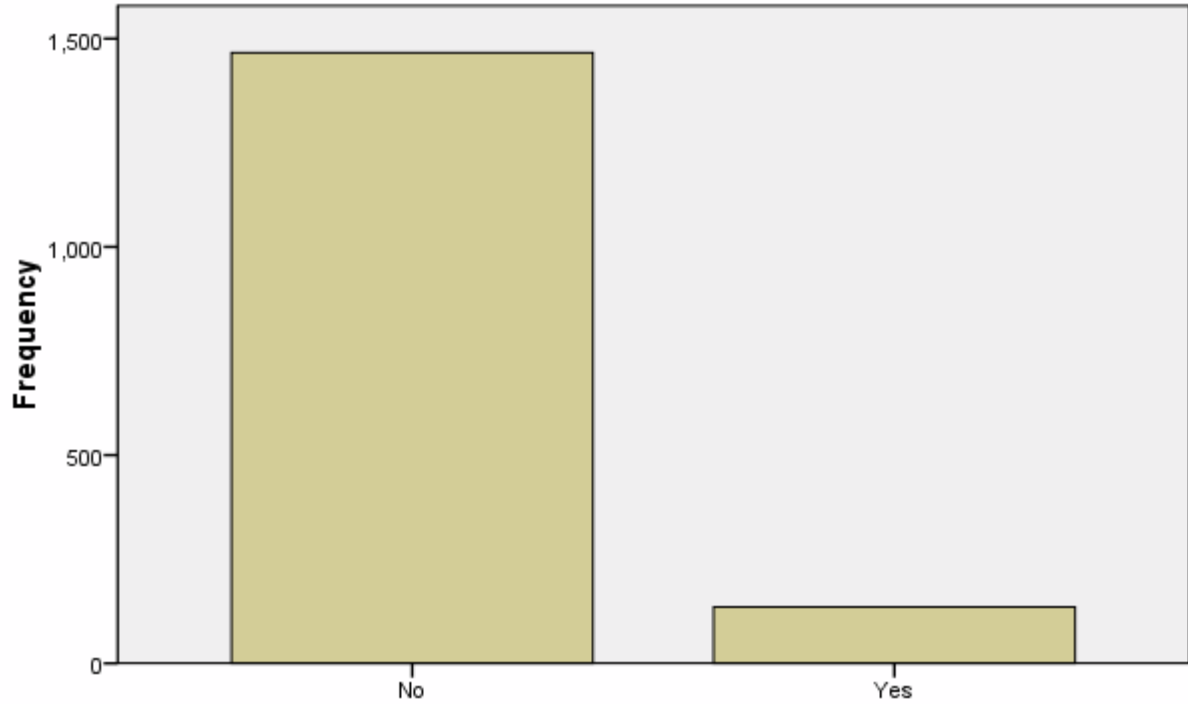
What financial aid have you received at Troy Uni  
What financial aid have you received at Troy Uni

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

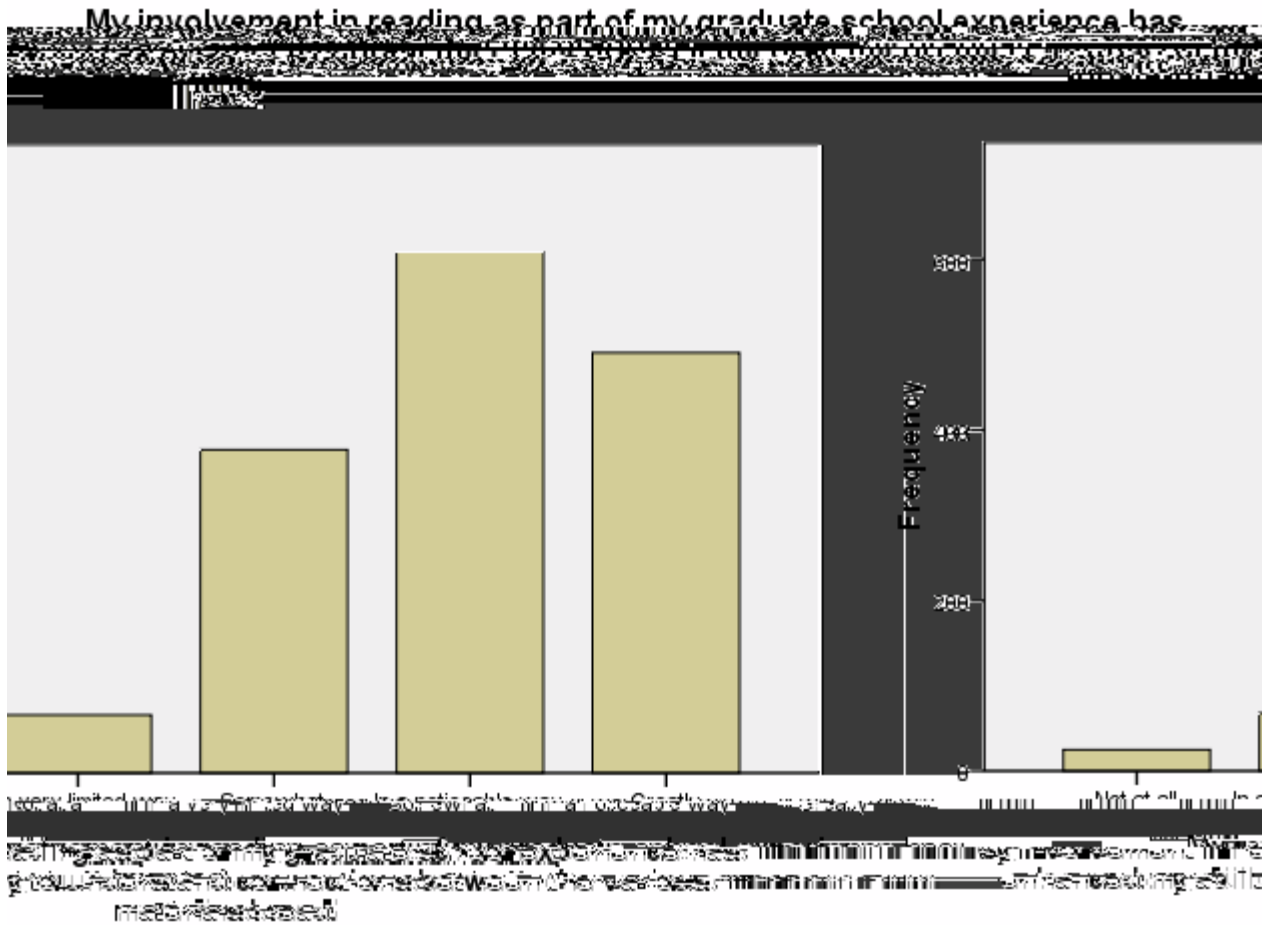


What financial aid have you received at Tusculum University? (Choose as many as apply)

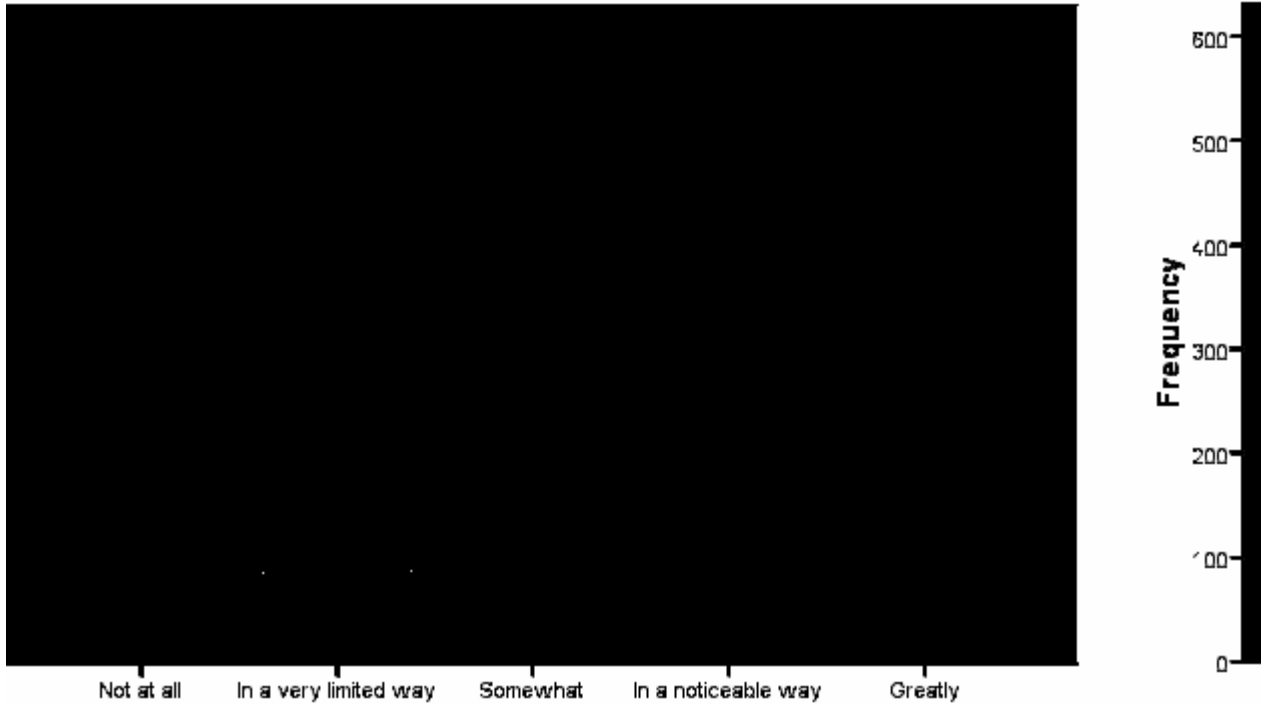
**What financial aid have you received at Troy University? (Choose as many as apply) : Other**



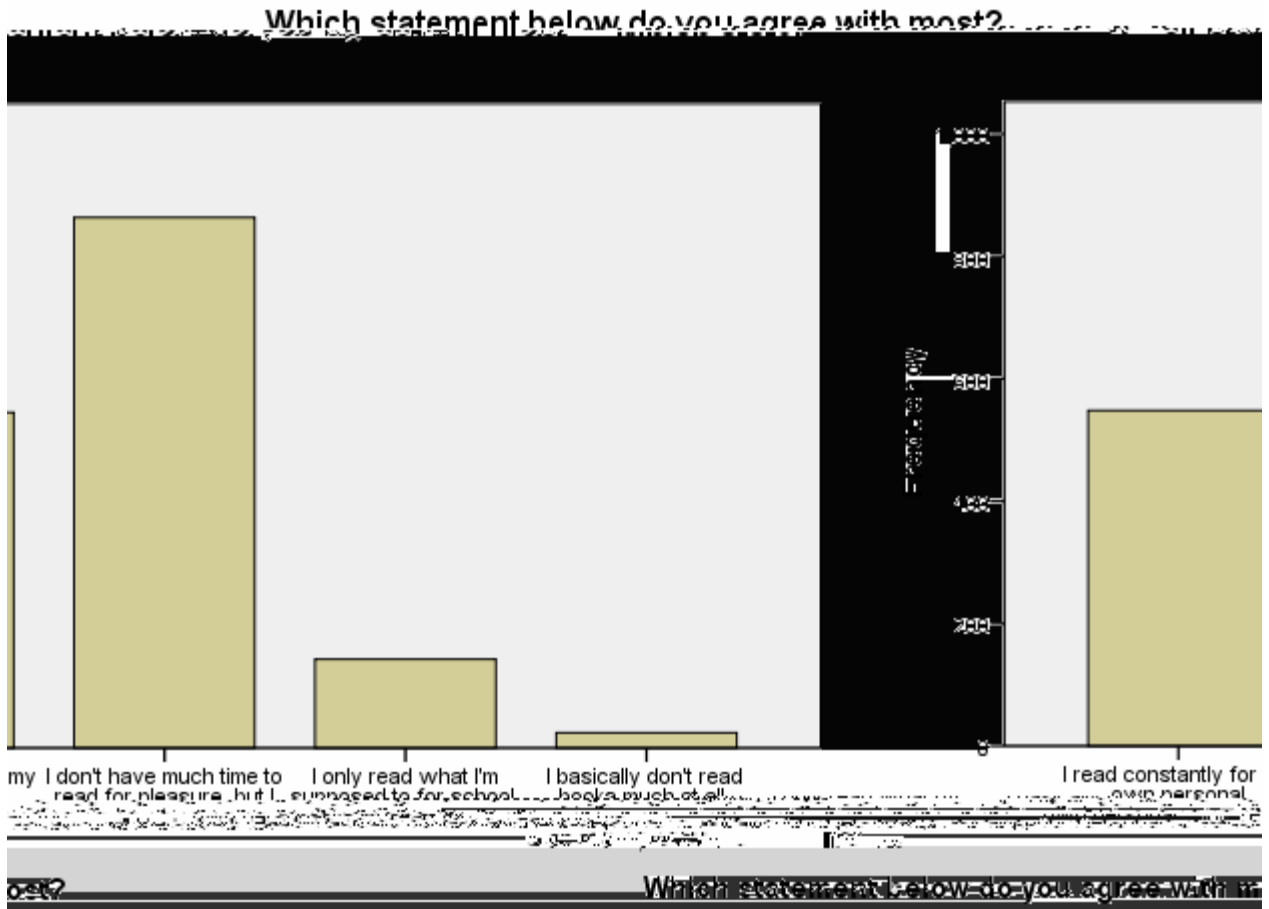
**What financial aid have you received at Troy University? (Choose as many as apply) : Other**



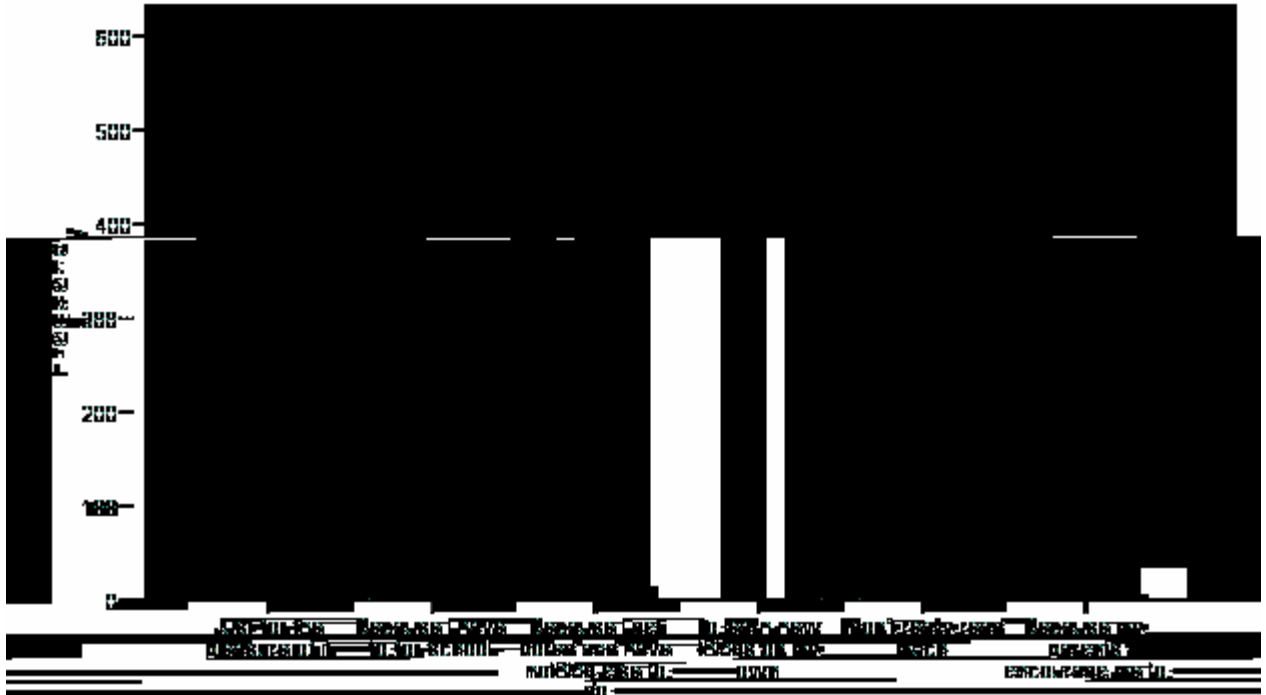
**My involvement in reading as a part of my graduate school experience has**  
**enhanced my understanding of others and the world.**



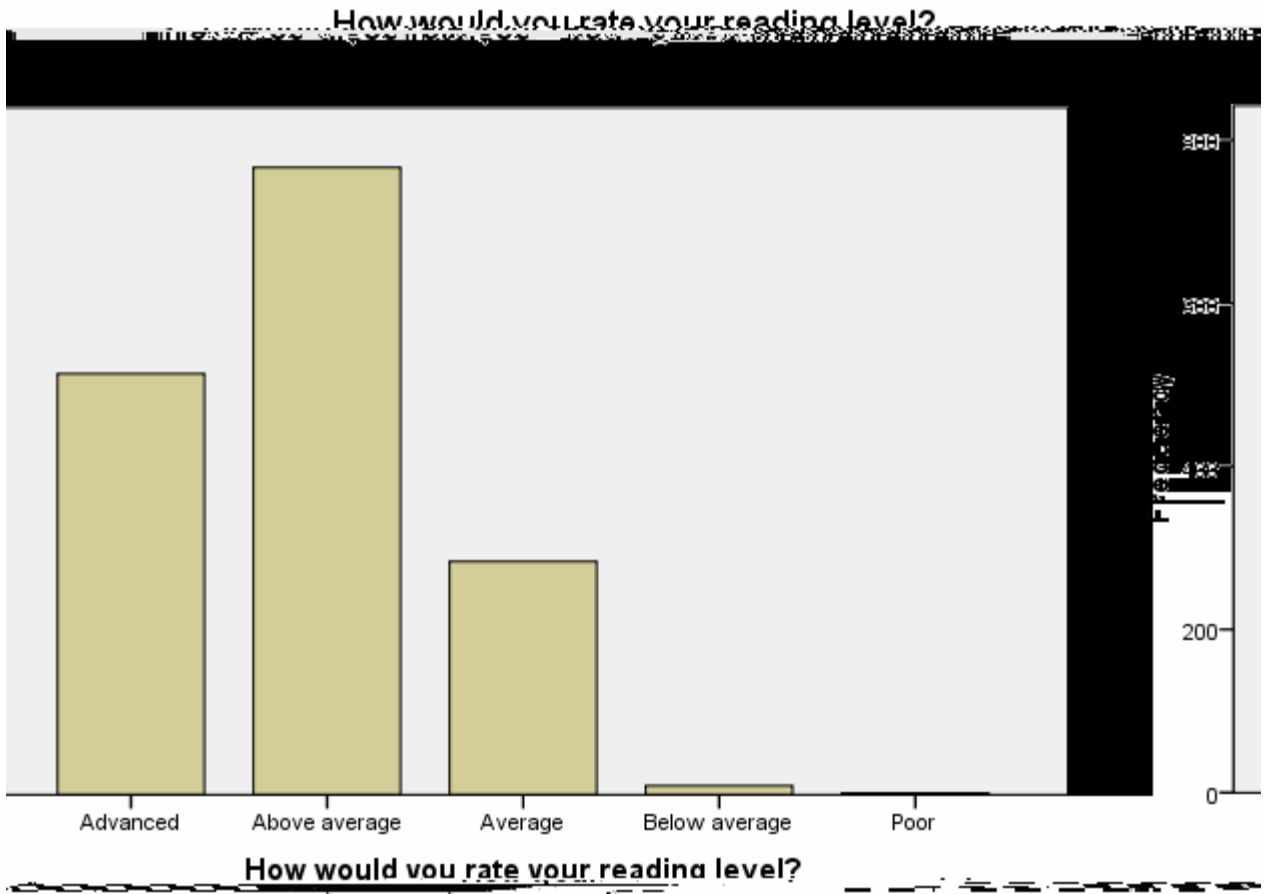
**My involvement in reading as a part of my graduate school experience has**



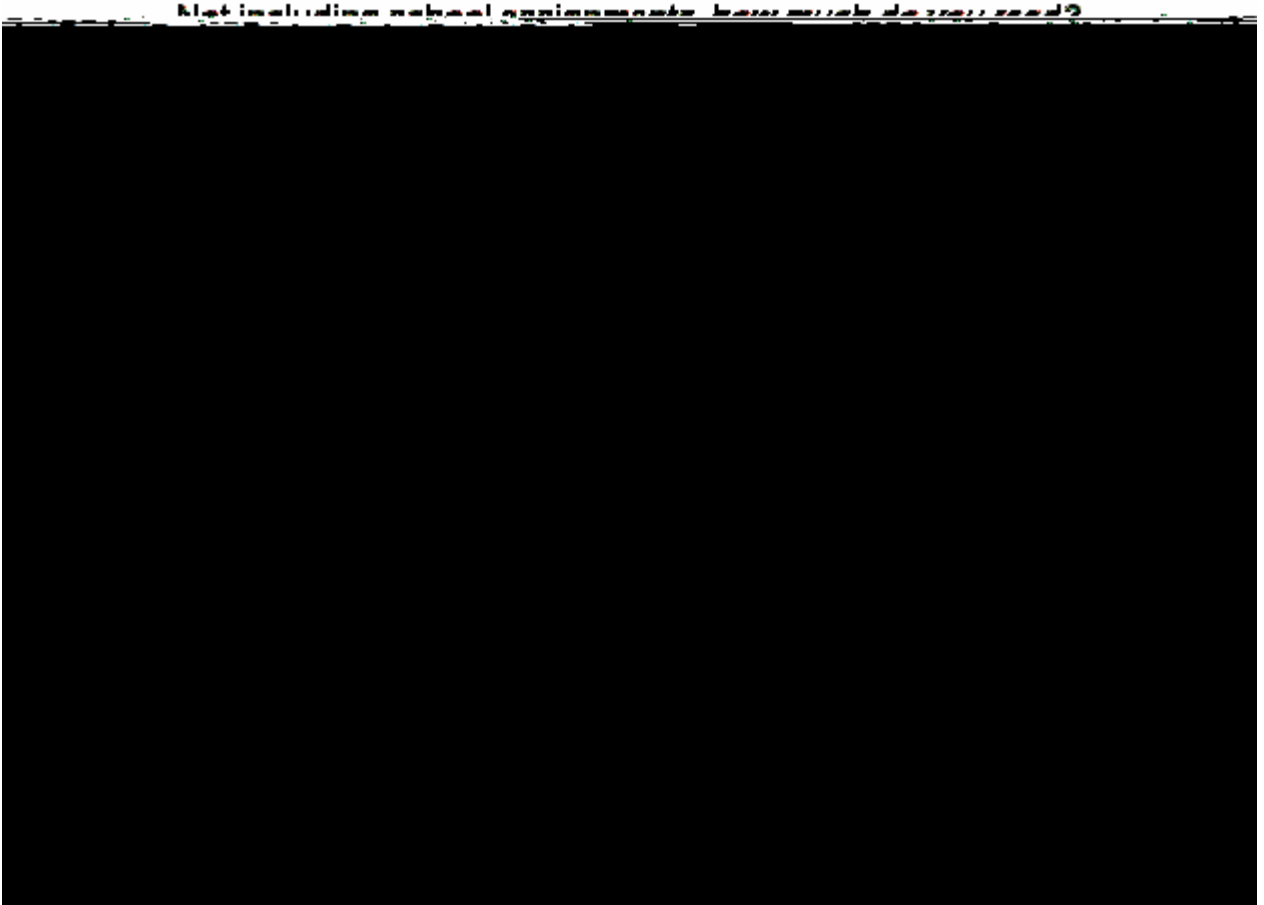
**Most often, the reason I read is... (Please choose the best answer from this selection).**



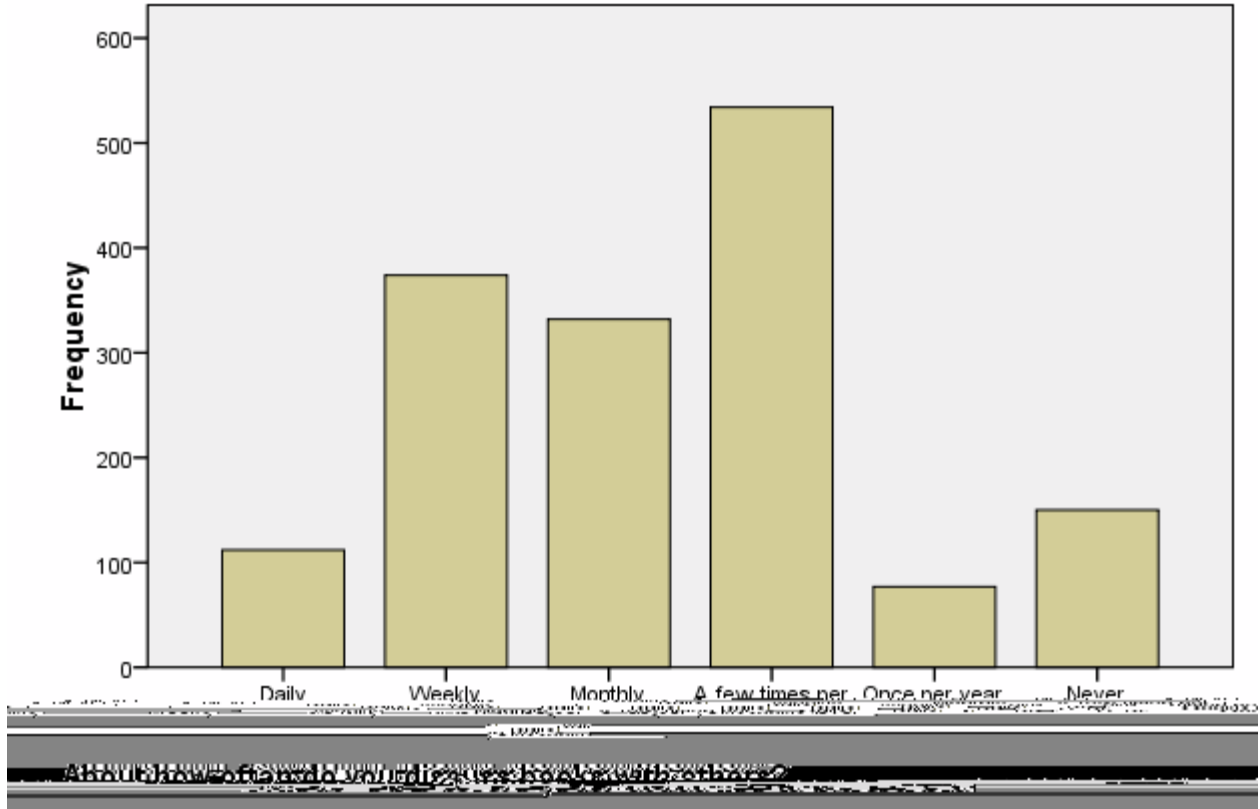
**Most often, the reason I read is... (Please choose the best answer from this selection).**

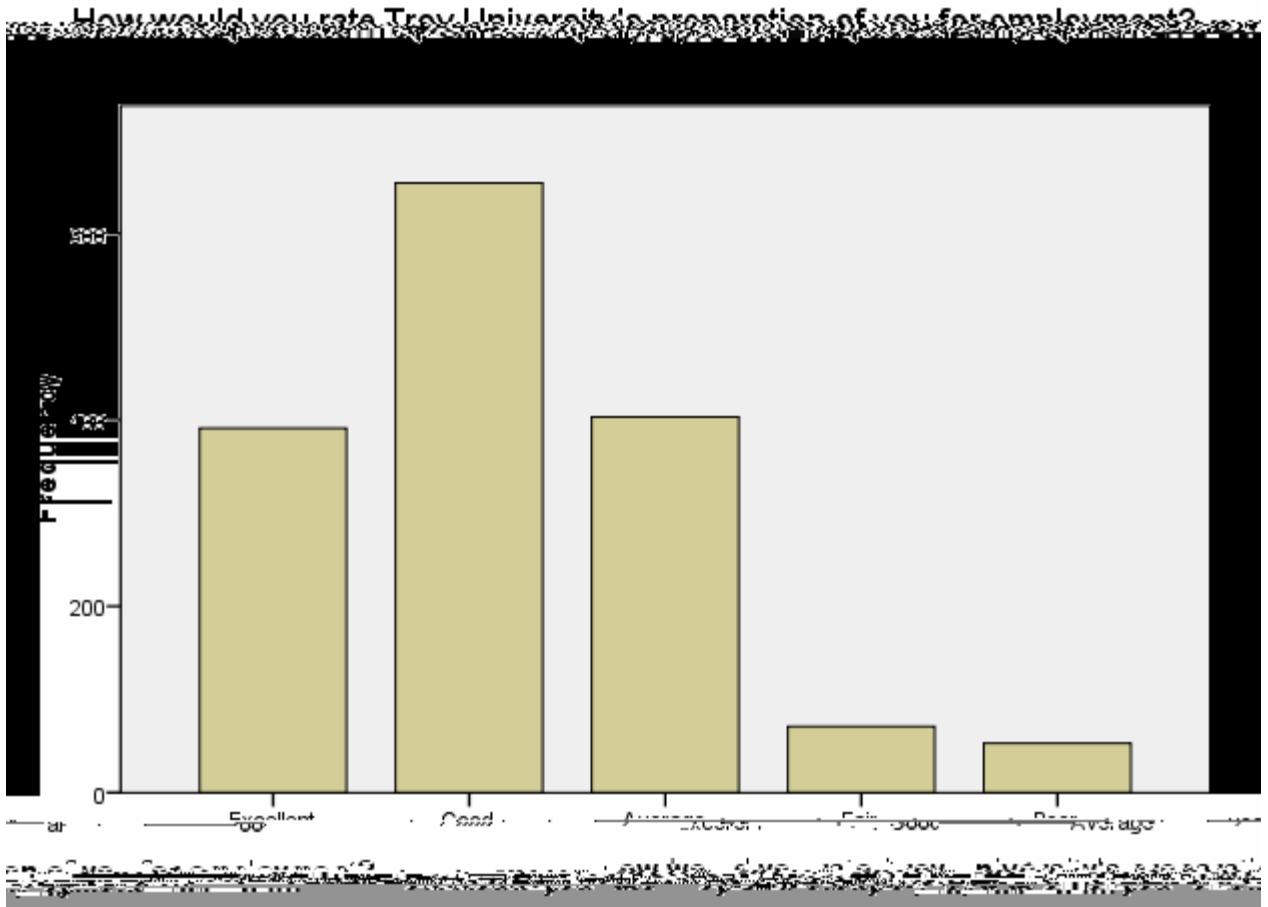




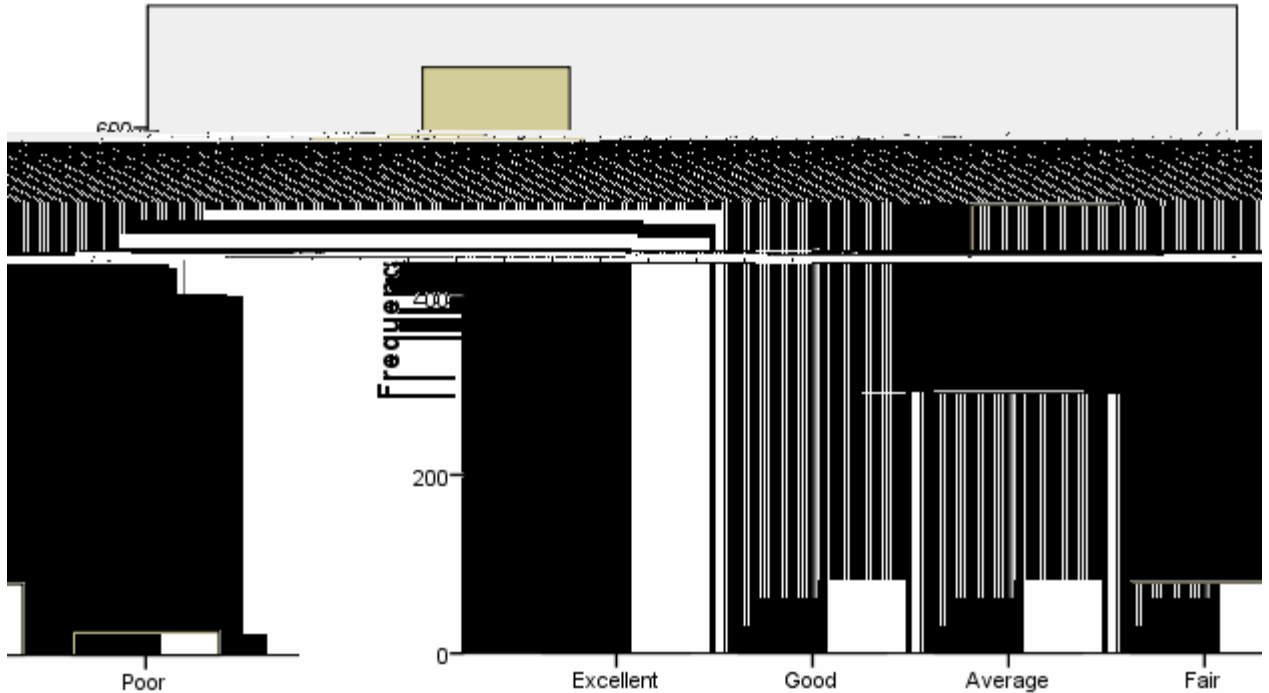


**About how often do you discuss books with others?**



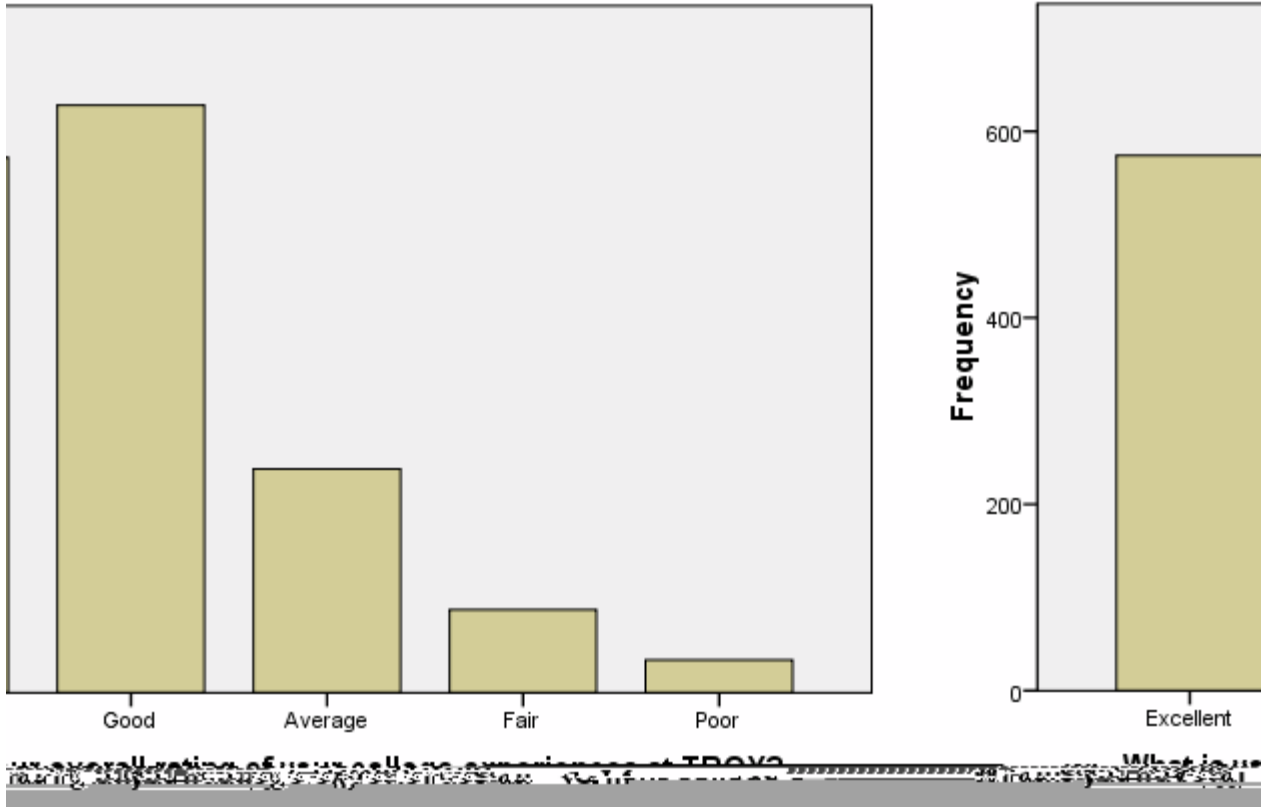


How would you rate Troy University's preparation of you for further education?

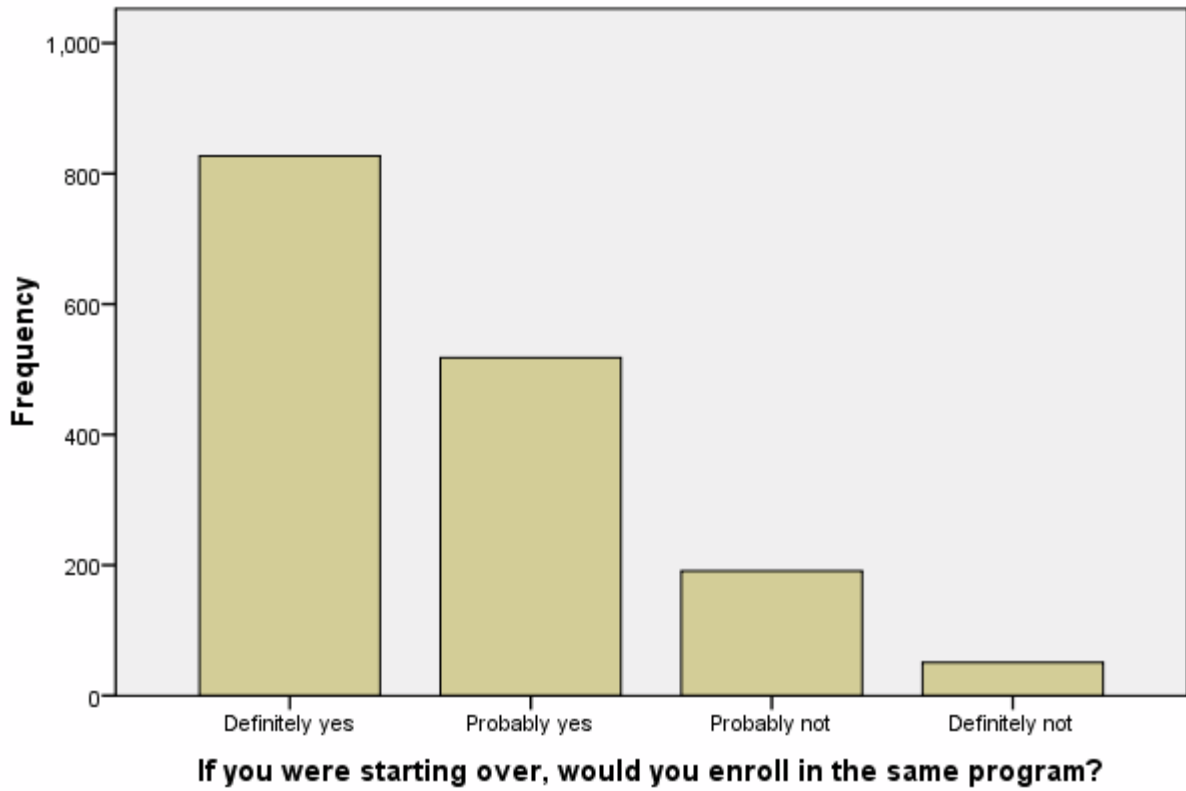


Frequency of responses for Troy University's preparation of you for further education.

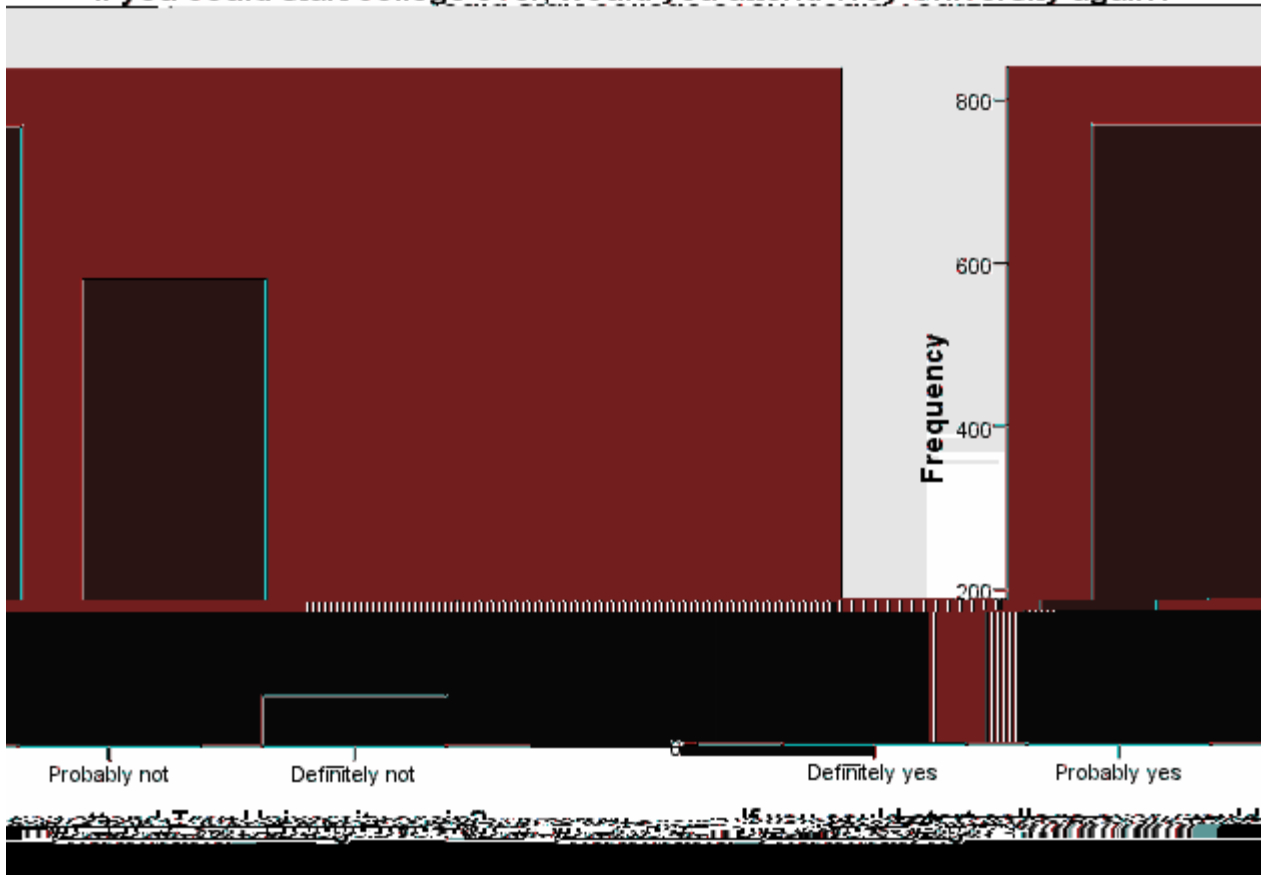
**What is your overall rating of your college experiences at TROY?**

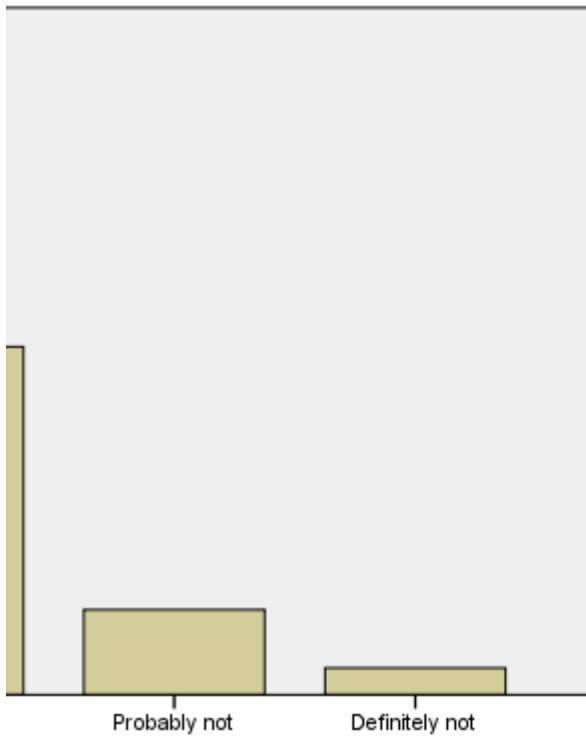


**If you were starting over, would you enroll in the same program?**

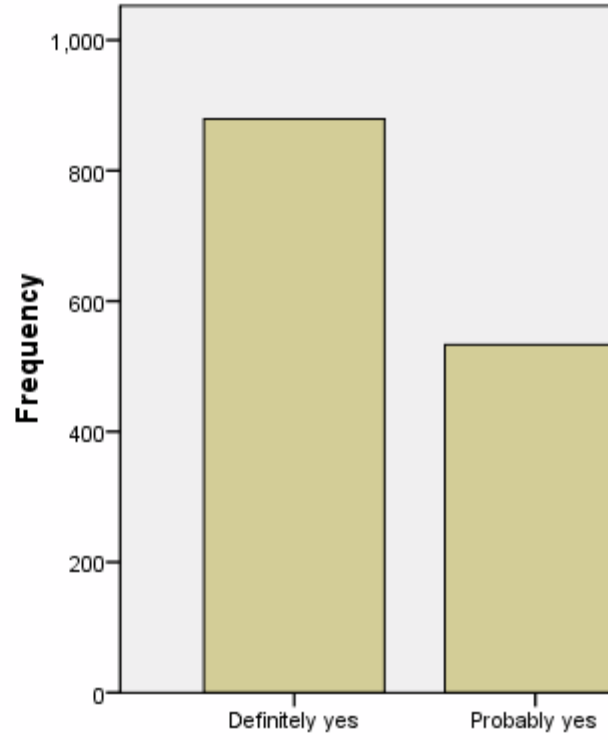


**If you could start college over, would you attend Troy University again?**



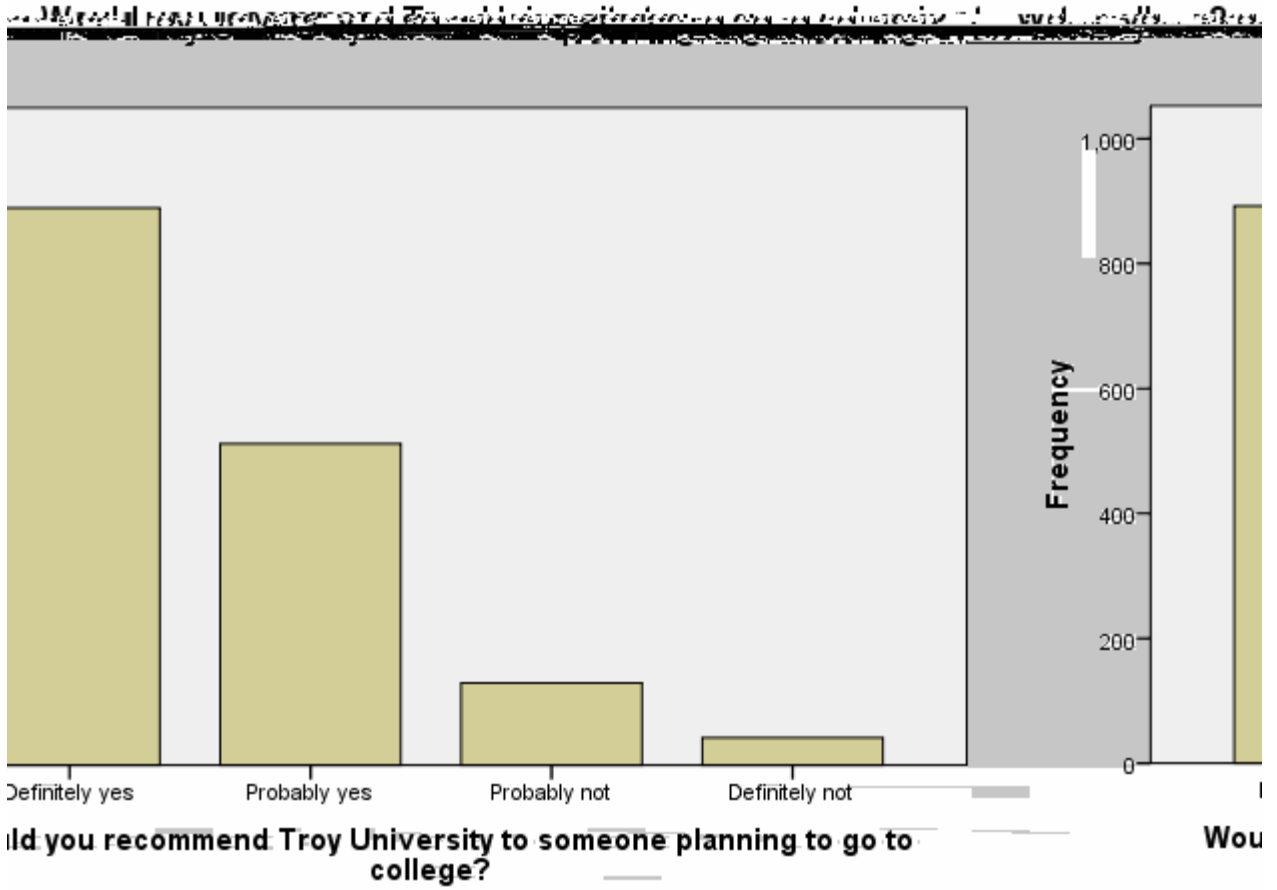


academic program to other students?



Would you recommend your a





## 2010 Graduate Student Satisfaction Survey

### Troy University Graduate Student Satisfaction Survey

**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.**

**All students who are classified as graduate students were sent an email invitation to participate in this survey.**

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- Secondary Education
- Post-Secondary Education
- Interdisciplinary Education
- Gifted Education
- Reading Specialist Education
- Collaborative Teacher K – 6
- Collaborative Teacher 6 – 12
- Adult Education
- Educational Administration
- Education Administration and Leadership
- School Counseling
- School Psychometry
- Rehabilitation Counseling
- Social Services Counseling
- Substance Abuse Counseling
- Clinical Mental Counseling
- Community Counseling
- Correction Counseling
- Student Services Counseling
- Psychology
- Other (please specify)

If you selected other, please specify

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**16) What is your major/concentration in the College of Health and Human Services?**

- Athletic Training
- Human Services
- Rehabilitation
- Health and Physical Education
- Physical Education
- Nursing
- Social Work
- Sport and Fitness Management
- Other (please specify)

If you selected other, please specify

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

- Dually-admitted student
- Conditionally admitted graduate student
- Unconditionally admitted graduate student
- Graduate transfer student
- Graduate transient student

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











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- f. Sports magazines
- f. None of the above

**36) Not including school assignments, how much do you read?**

- ~ Outside of school assignments, I don't read at all
- ~ Under one book per month
- ~ One book per month
- ~ 2-3 books per month
- ~ 3-5 books per month
- ~ 5-10 books per month
- ~ 10-20 books per month
- ~ More than 20 books per month

**37) About how often do you discuss books with others?**

- ~ Daily
- ~ Weekly
- ~ Monthly
- ~ A few times per year
- ~ Once per year
- ~ Never

**OVERLL PERCEPTIONS**

**38) Please provide your overall ratings of Troy University:**

	Excellent				

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