

Troy University

Institutional Research, Planning, and
Effectiveness



**International Student Survey
Report
October 2006**

Table of Contents

Executive Summary	Page 2
Major Findings:	Page 3
Demographic Information	Page 4
Educational Goals Information	Page 4
Learning about Troy University Information	Page 4
First Impression Information	Page 4
Student Satisfaction Information	Page 5
Student Opinions	Page 7
Implications	Page 8
Reports	Page 10
Report 1 (Q11): First Impression of Troy University	Page 11
Report 2 (Q12): Student Satisfaction with Troy University Experiences	Page 12
Report 3 (Q13): Student Opinions about Troy University	Page 13
Report 4 (Q18-23): Recommendation of Troy University	Page 14
Report 5: Comparison Between Countries on Positive Ratings	Page 15
Frequencies/Results	Page 16
Factors	Page 21
Troy University International Student Survey	Page 37

Executive Summary

Troy University International Student Survey Fall 2006

Executive Summary

Troy University is enrolling more and more international students. From Fall 2001 to Fall 2006, international student enrollment has more than doubled. Since Fall 2004, the average increase in international student enrollment has been 32% each year, and currently over 700 international students are studying at Troy University. To better serve the needs of the international students and help them achieve their educational goals, the Office of Institutional Research, Planning and Effectiveness conducted the first *Troy University International Survey* in Fall 2006. The purpose of the survey was to determine how well Troy University is serving the international student population, how satisfied the international students are with their TROY experiences, and what areas need to be improved for international students.

The online *International Student Survey* contained 16 questions regarding student demographics, academics, educational goals, and satisfaction with international student services, academic programs, faculty, university resources and facilities. In addition, students' opinions of Troy University were solicited. On August 24, 2006, the *Survey* was emailed to 630 international students who were currently enrolled and who had valid University email addresses. After two email follow-ups, the data collection was closed in early October. Two hundred twelve (212) international students responded to the *Survey*, which represented a 34% response rate.

For data analysis, descriptive statistics were used to explain the responses, and comparisons were made, as needed, to identify possible differences in students' satisfaction or opinions. A reliability test was performed on Q11 with 5 items, Q12 with 18 items, and Q13 with 11 items, and each of the questions had a reliability coefficient score of 0.80 or higher. These reliability scores suggest that data collected in the 3 questions are reliable. This report includes:

- a summary of the major findings,
- implications of findings,
- detailed reports for Q11 - Q13 and Q18 - Q23 of the *Survey* findings in tables,
- Frequencies/Results for *Survey* questions,
- a copy of the *Survey* instrument.

The Center for International Programs provided help and support in designing the *Survey* and collecting the data, and we appreciate the Center's assistance. We also thank Chancellor Jack Hawkins, who encouraged us in this effort and assisted by reviewing the questionnaire and providing feedback.

Major Findings

Overall, the international students who responded to the *Survey* were moderate in their ratings of satisfaction with TROY experiences and in their opinions about the University. However, the responses do not mean that the international students are not

pleased with Troy University, because, according to empirical research, people from different countries respond to survey questions differently. The moderate ratings of the students are possibly due to the cultural differences or bias. Knowing this will aid in better understanding the findings of the *Survey*.

As indicated in Tables 1, 2, 3, 4, 5, and 6 below, as well as in Reports 1-5, most of the areas surveyed received positive ratings (“Excellent” or “Good,” “Very Satisfied” or Satisfied,” and “Strongly Agree” or “Agree”) from 50-70% of the respondents. A few areas were rated “Fair” or “Poor,” “Dissatisfied” or “Very Dissatisfied,” and “Disagree” or “Strongly Disagree” by more than 20% of the students. The survey found that students of different gender, from different countries, or at different academic levels shared about the same opinions of TROY; however, students from China gave positive ratings on their TROY experiences and their opinions about the University (See Report 5) more often than students from other countries.

Demographics of the Respondents The demographic information of the survey participants reflected that of the total international student population. The 212 respondents represented 28 countries and regions, with 32% from China, 24% from Nepal, 7.5% from Japan and South Korea respectively, 5.7% from India, and 24% from other countries. Of all respondents, 75% had a student (F-1) visa and 24% had visiting scholar (J-1) visa. The majority (60%) of the students were undergraduate students, with more than 52% males and 78% under the age of 25. Considering the response rate and the student characteristics, we may conclude that the students responding to the survey were a representative sample of the total international student population of the Troy University.

Educational Goals The international students at Troy University were ambitious in their educational goals. The educational goal of 51% of the respondents was a Bachelor’s degree at TROY, and the goal of 43% of the students was a Master’s degree. Educational goals in the United States were 50% for Master’s degrees and 26% for doctoral degrees. Of the 124 (60% of total) respondents currently enrolled at the undergraduate level, more than 15% indicated their educational goals were a Master’s degree at TROY, 44% intended to pursue a Master’s degree within the United States, and 21% hoped to receive a doctoral degree. Furthermore, of those who were currently graduate students at Troy University, 38% indicated their educational goals were a doctoral degree in the United States.

Learning about Troy University The largest number of international students learned about Troy University through educational exchange agencies. Over 30% of the respondents learned about TROY from those agencies. Additionally, students learned about TROY through the Internet (21%) and family members (18%) and about 12% of the students learned about Troy University through the universities in their countries.

First Impression As illustrated in Table 1, of the five areas rated for students’ first impression about Troy University, the highest rated was “Appearance of Troy Campus,” with approximately 70% of the students rating the campus appearance

“Excellent” or “Good.” Between 30-43% of the respondents rated the other 4 areas positively.

Table 1. First Impression of Troy University:

	Excellent or Good	Fair or Poor
International student services	43%	32%
Campus housing for international students	30%	37%
Campus dining	30%	28%
Appearance of the Center for International Programs	39%	28%
Appearance of the Troy Campus	69%	10%

While most of the areas measured here had low ratings, students from China, as well as female students, were more likely to have an excellent or good impression of what they saw and experienced when they first arrived on campus. (See Report 5)

Satisfaction with Faculty Four areas measured the satisfaction of the students with TROY faculty’s care and concern towards international students. As indicated in Table 2, over half of the respondents were satisfied with the responsiveness of the faculty to their needs and the sensitivity of the faculty to their cultural differences. However, around 17% of the students were dissatisfied with faculty’s help in overcoming language difficulties, and 18% were dissatisfied with faculty concern with their academic progress.

Table 2. Satisfaction with Care and Concern of Faculty:

	Very Satisfied or Satisfied	Very Dissatisfied or Dissatisfied
Faculty’s responsiveness to student needs	61.3%	11.6%
Faculty’s sensitivity to cultural differences	56.1%	11.1%
Faculty’s help in overcoming language difficulties	52.3%	16.6%
Faculty’s concern with academic progress of international students	49.5%	18.2%

Female students tended to agree more that faculty were responsive to student needs and aware of the cultural differences, while Chinese students were more satisfied with faculty’s concern with the academic progress of the international students.

Satisfaction with Academics Ratings for academic areas were better than other areas in terms of student satisfaction. According to the survey findings in Table 3, around two-thirds of the respondents were very satisfied or satisfied with the “Quality of instruction in major programs” and “Quality of faculty in major programs.” However, percentages of students who were satisfied with “Course availability” and “Course sequencing” were less than 50%, and 14% indicated that they were very dissatisfied or dissatisfied with “Course availability.”

Table 3. Satisfaction with Quality of Instruction:

	Very Satisfied or Satisfied	Very Dissatisfied or Dissatisfied
Quality of instruction in major programs	68.7%	4.0%
Quality of faculty in major programs	66.2%	5.0%
Academic challenge of major programs	62.1%	5.0%
Academic advising	56.2%	7.0%
Course availability	49.2%	14.1%
Course Sequencing	41.7%	9.0%

While students of different gender, academic level, living on and off campus, and from different countries were more or less the same in their satisfaction with the quality of education at Troy University, students from China were more likely than average to be satisfied with academic advising. (See Report 5)

Satisfaction with International Student Services and Activities The area of international student services and activities received the lowest satisfaction ratings. Except for “Opportunities to meet with people from other countries,” less than 50% of the students were satisfied with orientation, admissions, organizations and activities, and Career Center services.

Table 4. Satisfaction with International Student Services and Activities:

	Very Satisfied or Satisfied	Very Dissatisfied or Dissatisfied
Orientation for international students	46.7%	18.8%
International admission procedures	42.5%	17.5%
Opportunities to meet with people from other countries	59.0%	14.5%
Student organizations and activities	48.7%	15.6%
Support from Career Center for job placement	21.6%	40.7%

Undergraduate students, students under the age 25, and students from China seemed to be more satisfied with student organizations and activities. Additionally, Chinese students were found to like orientations for international students and international student admission procedures better. (See Report 5)

Satisfaction with University Resources and Facilities Around 60% of the respondents were very satisfied or satisfied with the University resources and facilities. However, 14-18% of the students were not satisfied with campus computers or library resources and availability.

Table 5. Satisfaction with University Resources and Facilities:

	Very Satisfied or Satisfied	Very Dissatisfied or Dissatisfied
Quality of recreational facilities and activities	58.0%	9.0%
Availability of and access to campus computers	61.5%	14.0%
Library resources and availability	59.8%	17.6%

Student Opinions about Troy University As illustrated in Table 6, 55-65% of the students were positive in their opinions about 7 out of the 11 areas measured. Over 20% of the respondents, however, disagreed or strongly disagreed with 3 of the areas, which were also the lowest in the agreement level. The three areas are: (1) Troy University cares about international students; (2) Troy University helps international students, and (3) The personnel in the Center for International Programs are friendly and helpful. These three areas should be researched to find means for improvement.

Table 6. Student Opinions about Troy University:

	Strongly Agree or Agree	Strongly Disagree or Disagree
Troy University cares about international students.	50.0%	25.0%
Troy University helps international students adjust and transition well to college life in USA.	39.0%	22.9%
People at Troy University are nice and friendly.	64.7%	8.3%
Troy University personnel are knowledgeable and helpful.	55.7%	9.4%
Troy University faculty are readily available to discuss my academic concerns with me.	55.9%	7.4%
I get along well with American students.	51.0%	14.2%
Troy University is a safe place to live and study.	62.2%	9.0%
The cost of living in Troy is reasonable.	62.6%	9.4%
At Troy University, I will be able to achieve my educational goals in the USA.	63.5%	9.4%
The personnel in the Center for International Programs are friendly and helpful.	50.0%	21.8%
I am enthusiastic about Troy University.	57.9%	6.4%

Comparison found that Chinese students were more positive in their opinions about the areas measured above. In particular, as illustrated in Report 5, about two-thirds of the students from China agreed that Troy University cared about international students, helped international students adjust and transition well to college life in the USA, and agreed that personnel in the Center for International Programs were friendly and helpful. The Chinese students also thought that they got along well with American students. Students living on campus were more likely than those living off campus to agree that Troy University cared about international students and helped international students adjust and transition well to college life in the USA, and female students tended to agree more that Troy University personnel were knowledgeable and helpful.

Choice of Troy University and Satisfaction with TROY-Sponsored Recruiters

According to the responses, 62% of the students selected Troy University as their first choice when they applied to come to study in the United States and 20% had TROY as their second choice. Additionally, 53 respondents (28%) indicated that they had used a TROY-sponsored recruiter in their recruitment to Troy University, and 85% of these respondents agreed that Troy University met the expectations promised by the recruiters.

Recommendations of Troy University as well as the United States

The students were asked if they would choose Troy University and the United States if they were given the opportunity to begin their study again. Furthermore, the students were also asked if they would recommend Troy University and the United States to other students in their home countries who were planning to study abroad. As indicated in Table 7, the responses to the questions were positive, with 50% - 86% of the students indicating that they would select the United States (86%) as well as Troy University (50%) if they could choose again and they would recommend the United States (86%) and Troy University (61%) to other students in their home countries.

Table 7. Re-selection and Recommendation of the United States and Troy University:

	YES	NO
Would you select the USA again as your place to study...?	86%	14%
Would you select Troy University again as your location to study in USA...?	50%	50%
Would you recommend the United States to other students in your home country...?	86%	14%
Would you recommend Troy University to other students in your home country...?	61%	39%

Implications

1. Considering the response rate and the students' characteristics, the survey sample was representative of the international student population at the University.
2. Respondents to the survey were moderate in their ratings in terms of satisfaction with and opinions about Troy University possibly because of their cultural differences; therefore, interpretation of the survey results should be done with caution.
3. Considering cultural differences, Troy University has done an adequate job in meeting the needs of the international students in the following areas:
 - Appearance of Troy University
 - Quality of instruction in major programs
 - Quality of faculty in major programs
 - Academic challenge of major programs
 - People at Troy University are nice and friendly

- Faculty's responsiveness to student needs
- Troy University is a safe place to live and study
- The cost of living in Troy is reasonable
- Availability of and access to campus computers
- Library resources and availability

Approximately two-thirds of the international students believed that they would be able to achieve their educational goals in the USA at Troy University.

4. The international students at Troy University were pleased that they selected the United States as the country in which to pursue their educational goals, and they indicated that they would select the United States again if they were given another opportunity to choose and that they would recommend the United States to other students in their home countries.

5. Over 60% of the international students would recommend Troy University, indicating that Troy University international students were satisfied with their college experiences at the University.

7. While we acknowledge the cultural differences or bias that may have impact on the ratings of the international students, the following areas may require further research for improvement:

- International student services
- Orientation for international students
- International admission procedures
- Student organizations and activities
- Campus housing for international students
- Campus dining
- Faculty's concern with academic progress of international students
- Troy University's help with international students in their adjustment and transition to college life in US
- Support from Career Center for job placement

Reports

Troy University Fall 06 International Student Survey Report

Report 1 (Q11): First Impression of Troy University

First Impression on the Following	Excellent		Good		Average		Fair		Poor		Total
	N	%	N	%	N	%	N	%	N	%	
International Student Services	18	9%	71	35%	50	25%	16	8%	49	24%	204
Campus Housing for International Students	19	10%	42	22%	52	28%	23	12%	53	28%	189
Campus Dining	6	3%	54	31%	60	34%	29	16%	27	15%	176
Appearance of the Center for International Programs	19	10%	61	31%	63	32%	32	16%	25	13%	200
Appearance of the Troy Campus	47	23%	96	47%	42	20%	13	6%	7	3%	205

Troy University Fall 06 International Student Survey Report

Report 2 (Q12): Student Satisfaction with Troy University Experiences

Troy University Experiences	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Total
	N	%	N	%	N	%	N	%	N	%	
Quality of instruction in major programs	31	16%	105	53%	54	27%	8	4%	0	0%	198
Academic advising	35	17%	78	39%	74	37%	10	5%	4	2%	201
Course availability	21	11%	77	39%	73	37%	24	12%	4	2%	199
Course sequencing	22	11%	83	42%	76	38%	17	9%	1	1%	199
Academic challenge of major programs	22	11%	101	51%	65	33%	8	4%	2	1%	198
Quality of faculty in major programs	35	17%	98	49%	58	29%	9	4%	1	0%	201
Faculty's concern with academic progress of international students	30	15%	68	34%	64	32%	30	15%	6	3%	198
Faculty's responsiveness to student needs	32	16%	90	45%	54	27%	17	9%	6	3%	199
Faculty's help in overcoming language difficulties	30	15%	74	37%	62	31%	29	15%	4	2%	199
Faculty's sensitivity to cultural differences	30	15%	81	41%	65	33%	17	9%	5	3%	198
International admission procedures	25	13%	60	30%	80	40%	20	10%	15	8%	200
Orientation for international students	26	13%	66	34%	68	35%	24	12%	13	7%	197
Library resources and availability	39	20%	80	40%	45	23%	31	16%	4	2%	199
Availability of and access to campus computers	42	21%	81	41%	49	25%	24	12%	4	2%	200
Quality of recreational facilities and activities	34	17%	82	41%	66	33%	17	9%	1	1%	200
Opportunities to meet with people from other countries	33	17%	85	43%	53	27%	25	13%	4	2%	200

Troy University Fall 06 International Student Survey Report

Report 3 (Q13): Student Opinions about Troy University

Offices and Services	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Total
	N	%	N	%	N	%	N	%	N	%	
Troy University cares about International students.	30	15%	72	35%	51	25%	28	14%	23	11%	204
Troy University helps international students adjust and transition well to college life in the USA.	19	9%	61	30%	78	38%	28	14%	19	9%	205
People at Troy University are nice and friendly.	41	20%	91	45%	55	27%	13	6%	4	2%	204
Troy University personnel are knowledgeable and helpful.	29	14%	84	41%	71	35%	13	6%	6	3%	203
Troy University faculty are readily available to discuss my academic concerns with me.	36	18%	78	38%	75	37%	11	5%	4	2%	204
I get along well with American students.	25	12%	79	39%	71	35%	21	10%	8	4%	204
Troy University is a safe place to live and study.	36	18%	89	44%	58	29%	10	5%	8	4%	201
The cost of living in Troy is reasonable.	37	18%	90	44%	57	28%	13	6%	6	3%	203
At Troy University, I will be able to achieve my educational goals in the USA.	39	19%	90	44%	55	27%	13	6%	6	3%	203
The personnel in the Center for International Programs are friendly and helpful.	31	15%	70	35%	57	28%	24	12%	20	10%	202
I am enthusiastic about Troy University.	36	18%	81	40%	72	36%	10	5%	3	1%	202

Troy University Fall 06 International Student Survey Report

Report 4 (Q18-23): Recommendation of Troy University

Student Opinions and Perceptions on		YES		NO		Total
		N	%	N	%	
Q18	In your recruitment to Troy University to study, did your use a TROY-sponsored recruiter?	53	28%	138	72%	191
Q19	If you used a TROY-sponsored recruiter, did Troy University meet the expectations promised by the recruiter?	45	85%	8	15%	53
Q20	If you were given the opportunity to begin your study again, would you select the United States as your place to study?	164	86%	26	14%	190
Q21	If you were given the opportunity to begin your study again, would you select Troy University as your location to study?	96	50%	97	50%	193
Q22	Would you recommend the United States to other students in your home country who are planning to study abroad?	168	86%	27	14%	195
Q23	Would you recommend Troy University to other students in your home country who are planning to study in the United States?	118	61%	75	39%	193

Troy University Fall 06 International Student Survey Report

Report 5: Comparison between countries on positive ratings

	China		Nepal		Other		Average
	N	%	N	%	N	%	%
International student services	40	64%	9	18%	40	44%	44%
Campus housing for international students	31	48%	6	14%	24	29%	32%
Appearance of the Center for International Programs	35	53%	13	27%	32	37%	40%
Academic advising	46	71%	23	49%	44	49%	56%
Faculty's concern with academic progress of international students	37	58%	19	40%	42	48%	50%
International admission procedures	36	56%	8	17%	41	47%	43%
Orientation for international students	39	60%	16	36%	37	43%	47%
Student organizations and activities	40	63%	18	38%	39	45%	49%
Support from Career Center for job placement	22	33%	4	9%	17	20%	22%
Troy University cares about international students	42	66%	14	29%	46	51%	50%
Troy University helps international students adjust and transition well to college life in the USA	37	58%	10	20%	33	36%	39%
I get along well with American students	37	58%	22	45%	45	50%	51%
Troy University is a safe place to live and study	40	63%	18	38%	67	75%	62%
The personnel in the Center for International Programs are friendly and helpful	40	63%	16	34%	45	50%	50%

Frequencies/Results

Troy University Fall 2006 International Student Survey - Frequencies/Results

Q1: What is your home country?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1.4	1.4	1.4
ANT	1	.5	.5	1.9
AUS	2	.9	.9	2.8
BRA	2	.9	.9	3.8
CAN	4	1.9	1.9	5.7
CHN	67	31.6	31.6	37.3
DEU	3	1.4	1.4	38.7
FRA	2	.9	.9	39.6
GUY	1	.5	.5	40.1
IDN	1	.5	.5	40.6
IND	12	5.7	5.7	46.2
IRL	1	.5	.5	46.7
JPN	16	7.5	7.5	54.2
KEN	8	3.8	3.8	58.0
KGZ	1	.5	.5	58.5
KOR	16	7.5	7.5	66.0
KWT	1	.5	.5	66.5
MYS	1	.5	.5	67.0
NPL	51	24.1	24.1	91.0
NZL	1	.5	.5	91.5
PAK	2	.9	.9	92.5
POL	1	.5	.5	92.9
RUS	1	.5	.5	93.4
SAU	6	2.8	2.8	96.2
TUN	1	.5	.5	96.7
TUR	2	.9	.9	97.6
UKR	3	1.4	1.4	99.1
UZB	1	.5	.5	99.5
ZWE	1	.5	.5	100.0
Total	212	100.0	100.0	

* In reference to Q1, the two largest groups responding were from China (67) and Nepal (51).

Q2: If your home country is China, are you part of the 1-2-1 program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	39	18.4	30.2	30.2
	No	90	42.5	69.8	100.0
	Total	129	60.8	100.0	
Missing	0	83	39.2		
Total		212	100.0		

Q3: What type of visa are you holding?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	F - 1	156	73.6	75.4	75.4
	J - 1	49	23.1	23.7	99.0
	Other	2	.9	1.0	100.0
	Total	207	97.6	100.0	
Missing	0	5	2.4		
Total		212	100.0		

Q4: What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	100	47.2	47.8	47.8
	Male	109	51.4	52.2	100.0
	Total	209	98.6	100.0	
Missing	0	3	1.4		
Total		212	100.0		

Q5: How old are you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 -19	37	17.5	17.6	17.6
	20 - 24	127	59.9	60.5	78.1
	25 - 29	37	17.5	17.6	95.7
	30 - 34	5	2.4	2.4	98.1
	35 or over	4	1.9	1.9	100.0
	Total	210	99.1	100.0	
Missing	0	2	.9		
Total		212	100.0		

* In reference to Q5, 164 respondents were under 25 years of age (traditional age students), and 46 respondents were 25 years or older (non-traditional age students).

Q6: Where do you live while attending Troy University?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	On campus	65	30.7	31.1	31.1
	Off campus	144	67.9	68.9	100.0
	Total	209	98.6	100.0	
Missing	0	3	1.4		
Total		212	100.0		

Q7: How long have you been studying at TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	103	48.6	49.5	49.5
	1 - < 2 years	55	25.9	26.4	76.0
	2 - < 3 years	22	10.4	10.6	86.5
	3 years or more	28	13.2	13.5	100.0
	Total	208	98.1	100.0	
Missing	0	4	1.9		
Total		212	100.0		

Q8: What is your current academic level?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Undergraduate	124	58.5	60.2	60.2
	Graduate	68	32.1	33.0	93.2
	English language program	14	6.6	6.8	100.0
	Total	206	97.2	100.0	
Missing	0	6	2.8		
Total		212	100.0		

Q9: What is your educational goal at Troy University?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor's degree	107	50.5	51.4	51.4
	Master's degree	90	42.5	43.3	94.7
	Other	11	5.2	5.3	100.0
	Total	208	98.1	100.0	
Missing	0	4	1.9		
Total		212	100.0		

Q10: What is your educational goal in the United States?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor's degree	37	17.5	17.6	17.6
	Master's degree	104	49.1	49.5	67.1
	Doctoral degree	54	25.5	25.7	92.9
	Other	15	7.1	7.1	100.0
	Total	210	99.1	100.0	
Missing	0	2	.9		
Total		212	100.0		

* For Q11, Q12, and Q13, see Reports 1, 2, and 3.

Q16: How did you learn about Troy University?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Internet	41	19.3	20.6	20.6
	Publication	4	1.9	2.0	22.6
	Friends	35	16.5	17.6	40.2
	Family member	7	3.3	3.5	43.7
	My professors	6	2.8	3.0	46.7
	My University	24	11.3	12.1	58.8
	Educational exchange agencies	60	28.3	30.2	88.9
	Other	22	10.4	11.1	100.0
	Total	199	93.9	100.0	
Missing	0	13	6.1		
Total		212	100.0		

Q17: Troy University was your ___ choice when you applied to come to study in the USA.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First	123	58.0	62.1	62.1
	Second	40	18.9	20.2	82.3
	Third	19	9.0	9.6	91.9
	Fourth	16	7.5	8.1	100.0
	Total	198	93.4	100.0	
Missing	0	14	6.6		
Total		212	100.0		

* For Q18-Q23, see Report 4.

Factors

Q14: Please list three (3) factors that made adjustment to Troy University difficult:

Factor 1_Factors that made your adjustment to Troy University difficult

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	76	35.8	35.8	35.8
academic advisor	1	.5	.5	36.3
academic level	1	.5	.5	36.8
apartment	1	.5	.5	37.3
Appartment	1	.5	.5	37.7
availability of jobs	1	.5	.5	38.2
books' prices	1	.5	.5	38.7
Cathy Pobanz	1	.5	.5	39.2
climate	1	.5	.5	39.6
Club	1	.5	.5	40.1
co-operation	1	.5	.5	40.6
conflict in my major (there is no Management Information System -Information Technology based)	1	.5	.5	41.0
conveyance	1	.5	.5	41.5
culture	1	.5	.5	42.0
different environment	1	.5	.5	42.5
Difficult to meet American except for the classmate.	1	.5	.5	42.9
disconcern of internaltional office	1	.5	.5	43.4
Discrimination	1	.5	.5	43.9
dnt have any company to go and eat	1	.5	.5	44.3
education	1	.5	.5	44.8
Employment	1	.5	.5	45.3
faculty unkindness	2	.9	.9	46.2
Faculty? responsiveness to student needs	1	.5	.5	46.7
far away from home	1	.5	.5	47.2
Far from my parents	1	.5	.5	47.6
FINANCE	1	.5	.5	48.1
food	4	1.9	1.9	50.0
Food	1	.5	.5	50.5
for not providing thesocial security number	1	.5	.5	50.9
GA	1	.5	.5	51.4
guidence from international student program	1	.5	.5	51.9
house	1	.5	.5	52.4
housing	7	3.3	3.3	55.7
Housing	1	.5	.5	56.1
housing problem	1	.5	.5	56.6
housing, few	1	.5	.5	57.1
i have no car	1	.5	.5	57.5
i have not got yet	1	.5	.5	58.0
i just want on-campus job please sir	2	.9	.9	59.0

I tried to use office hours , but I couldn't use it well.	1	.5	.5	59.4
increasing tuition cost	1	.5	.5	59.9
information wasn't always clear	1	.5	.5	60.4
International Admission Office	1	.5	.5	60.8
international advisor are always too busy to help	1	.5	.5	61.3
international office's officers are mean sometimes	1	.5	.5	61.8
International Office's respond abd cooperation	1	.5	.5	62.3
International office staff	1	.5	.5	62.7
job	1	.5	.5	63.2
job placement	1	.5	.5	63.7
lack of teachers in the pace hall	1	.5	.5	64.2
lack of public transport	1	.5	.5	64.6
lack of Shuttle Bus source	1	.5	.5	65.1
language	8	3.8	3.8	68.9
Language	2	.9	.9	69.8
Language barrier	1	.5	.5	70.3
language to communicate	1	.5	.5	70.8
library	1	.5	.5	71.2
Living away from home	1	.5	.5	71.7
make local friends	1	.5	.5	72.2
na	1	.5	.5	72.6
NA	1	.5	.5	73.1
no cellphone	1	.5	.5	73.6
NO CHANCE WORKING	1	.5	.5	74.1
no cooperation from international admission office	2	.9	.9	75.0
No coperation by international office	1	.5	.5	75.5
no facility of jobs	1	.5	.5	75.9
no good scholarship schemes	1	.5	.5	76.4
no on-campus jobs	1	.5	.5	76.9
no public transportation	1	.5	.5	77.4
No public transportation	1	.5	.5	77.8
no social security number	1	.5	.5	78.3
none	3	1.4	1.4	79.7
not being informed about various requirements for international students	1	.5	.5	80.2
not being shown around sooner	1	.5	.5	80.7
on campus job	1	.5	.5	81.1
parking	1	.5	.5	81.6
personnel in the center for internation program	1	.5	.5	82.1
poor public transport	1	.5	.5	82.5
quality of water	1	.5	.5	83.0
Security and Saftey	1	.5	.5	83.5

SHELTER	1	.5	.5	84.0
shopping	1	.5	.5	84.4
shortage of transportation	1	.5	.5	84.9
slow process sometimes	1	.5	.5	85.4
social security number	1	.5	.5	85.8
some faculties don't care about our language and culture barrier	1	.5	.5	86.3
some instructors speak too fast	1	.5	.5	86.8
some people were not accommodative	1	.5	.5	87.3
some peoples	1	.5	.5	87.7
some ppl at international programs	1	.5	.5	88.2
ss number	1	.5	.5	88.7
SS NUMBER	1	.5	.5	89.2
ssn	1	.5	.5	89.6
students	1	.5	.5	90.1
study	1	.5	.5	90.6
Tax	1	.5	.5	91.0
the food in dining hall	1	.5	.5	91.5
the people in international office are lack of patient and very rude.	1	.5	.5	92.0
the traffic is not convenient	1	.5	.5	92.5
too expensive to wash clothes	1	.5	.5	92.9
traffic is not convenient	1	.5	.5	93.4
transportation problem	1	.5	.5	93.9
transportation	3	1.4	1.4	95.3
Transportation	2	.9	.9	96.2
Transportation in Troy is very lousy; no buses, no taxi. Shuttle bus only travel to Walmart twice in a week, and that's only limited to one hour. If I'm sick at night, I'm still wondering how could I get to the hospital.	1	.5	.5	96.7
troy is small	1	.5	.5	97.2
Tuition system	1	.5	.5	97.6
undefined procedures	1	.5	.5	98.1
understanding professors tone and speed	1	.5	.5	98.6
unsafe environment in off campus , we have been threatened by black neighbour of our area(hillside G9)	1	.5	.5	99.1
Unsecured	1	.5	.5	99.5
climate and weather	1	.5	.5	100.0
Total	212	100.0	100.0	

Q14: Factor 2_Factors that made your adjustment to Troy University difficult

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	94	44.3	44.3	44.3
.	1	.5	.5	44.8
A female professor in Accounting treat Chinese students unfair, that make me so disappoint at TU	1	.5	.5	45.3
adapt new environment	1	.5	.5	45.8
advicers	1	.5	.5	46.2
another language	1	.5	.5	46.7
Apartment facilities	1	.5	.5	47.2
bad food	1	.5	.5	47.6
bad orientation	1	.5	.5	48.1
behave good	1	.5	.5	48.6
Cheaper living cost	1	.5	.5	49.1
climate	1	.5	.5	49.5
close mind people!!!!	1	.5	.5	50.0
cockroach	1	.5	.5	50.5
communicate with some Americans	1	.5	.5	50.9
complex admission system	1	.5	.5	51.4
computer is too old	1	.5	.5	51.9
Computers in library can't recognize .doc files	1	.5	.5	52.4
culture	2	.9	.9	53.3
didn't get a student ID quick enough	1	.5	.5	53.8
difficulty of getting on-campus job, Social Security Number	1	.5	.5	54.2
dining, undiversified	1	.5	.5	54.7
do not have enough part time jod for international students	1	.5	.5	55.2
Dormitory	1	.5	.5	55.7
Employment	1	.5	.5	56.1
English	1	.5	.5	56.6
facility	1	.5	.5	57.1
food	5	2.4	2.4	59.4
Food	1	.5	.5	59.9
friend	2	.9	.9	60.8
friends from kenya studing here	1	.5	.5	61.3
getting the "run-around" from university personnel when I was trying to resolve a problem	1	.5	.5	61.8
go outside	1	.5	.5	62.3
helpful personnel	1	.5	.5	62.7
Home sickness	1	.5	.5	63.2
hot climate	1	.5	.5	63.7
hot weather. lol	1	.5	.5	64.2
housig	1	.5	.5	64.6

housing	2	.9	.9	65.6
HOUSING	1	.5	.5	66.0
housing problem	1	.5	.5	66.5
Improper security	1	.5	.5	67.0
ineffective official system	2	.9	.9	67.9
international program	1	.5	.5	68.4
job	1	.5	.5	68.9
Job (on campus)	1	.5	.5	69.3
JOB EMPLOYMENT	1	.5	.5	69.8
JOBS	1	.5	.5	70.3
lack of computers in the library	1	.5	.5	70.8
lack of on campus job	1	.5	.5	71.2
Lack of opportunity	1	.5	.5	71.7
language	2	.9	.9	72.6
Language	1	.5	.5	73.1
less availability of off campus apartments	1	.5	.5	73.6
living condition is poor	1	.5	.5	74.1
local accent	1	.5	.5	74.5
local transport	1	.5	.5	75.0
lodging	1	.5	.5	75.5
long distanse from cities and down town	1	.5	.5	75.9
means of transport	1	.5	.5	76.4
more preference given to chinese and napali students	1	.5	.5	76.9
NA	2	.9	.9	77.8
no apartments	1	.5	.5	78.3
NO CAR	1	.5	.5	78.8
no car to go anywhere	1	.5	.5	79.2
No opportunity of oncampus jobs	1	.5	.5	79.7
no place in on campus housing	1	.5	.5	80.2
no public transportation	1	.5	.5	80.7
no S.S.No	1	.5	.5	81.1
no scholarship	1	.5	.5	81.6
NO SSN	1	.5	.5	82.1
no sufficient scholarship	1	.5	.5	82.5
NonAvialiability of On Campus Job	1	.5	.5	83.0
none	2	.9	.9	84.0
not being able to have a car	1	.5	.5	84.4
not giving on campus job	1	.5	.5	84.9
on campus job	2	.9	.9	85.8
on campus job is not available	1	.5	.5	86.3
others not understanding my english accent	1	.5	.5	86.8
Parking lots are not enough.	1	.5	.5	87.3
poor entertainment in town	1	.5	.5	87.7
problems with insurance	1	.5	.5	88.2
roach	1	.5	.5	88.7
rural	1	.5	.5	89.2

Security	1	.5	.5	89.6
shuttle	1	.5	.5	90.1
social security	1	.5	.5	90.6
Social Security number	1	.5	.5	91.0
some ppl at international programs	1	.5	.5	91.5
Support from Career Center for job placement	1	.5	.5	92.0
the AEG class is too crowd	1	.5	.5	92.5
the policy of international students always change, it is unfair that the international students get so many troubles to transfer to other school since troy university do not transfer the credits within two years study here.	1	.5	.5	92.9
the printer is too busy	1	.5	.5	93.4
Time management with school and sports	1	.5	.5	93.9
toefl problem	1	.5	.5	94.3
too few availabilities for courses	1	.5	.5	94.8
transporattion	1	.5	.5	95.3
transportation	3	1.4	1.4	96.7
Transportation	1	.5	.5	97.2
transpotation	1	.5	.5	97.6
treatment of international students	1	.5	.5	98.1
Trouble with isurace frm international programs	1	.5	.5	98.6
unaware from some things	1	.5	.5	99.1
University office staff	1	.5	.5	99.5
very hot	1	.5	.5	100.0
Total	212	100.0	100.0	

Q14: Factor 3_Factors that made your adjustment to Troy University difficult

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	119	56.1	56.1	56.1
.	1	.5	.5	56.6
`security	1	.5	.5	57.1
academic	1	.5	.5	57.5
American people	1	.5	.5	58.0
American Students	1	.5	.5	58.5
ATMOSPHERE	1	.5	.5	59.0
behaviour at international student centre	1	.5	.5	59.4
climate	1	.5	.5	59.9
CLIMATE	1	.5	.5	60.4
cockroach	2	.9	.9	61.3
communication	1	.5	.5	61.8

communication gap	1	.5	.5	62.3
confusing I-20 issued	1	.5	.5	62.7
cramped dorm	1	.5	.5	63.2
daily life	1	.5	.5	63.7
DIFFERENT TO COMM.	1	.5	.5	64.2
dining hall	1	.5	.5	64.6
dining on compus should be improved	1	.5	.5	65.1
don't have enough place to play basketball	1	.5	.5	65.6
Education	1	.5	.5	66.0
Employment	1	.5	.5	66.5
expensive books and extra expenses	1	.5	.5	67.0
Expensive texts	1	.5	.5	67.5
facilites to students	1	.5	.5	67.9
faculties work too slowly. Sometime I cannot see any responsibility from them.	1	.5	.5	68.4
Fees	1	.5	.5	68.9
food	1	.5	.5	69.3
food..i don't like american food much.	1	.5	.5	69.8
fun	1	.5	.5	70.3
getting driver's license.....etc	1	.5	.5	70.8
hard to travel	1	.5	.5	71.2
High Tuition Fee	1	.5	.5	71.7
hot outside and cold in classroom	1	.5	.5	72.2
Housing problem	1	.5	.5	72.6
Isolated location	1	.5	.5	73.1
Juggling athletics and school	1	.5	.5	73.6
lack of entertainment	1	.5	.5	74.1
lack of on campus job	1	.5	.5	74.5
lack of oncampus job/SSN	1	.5	.5	75.0
lack of parking spot	1	.5	.5	75.5
lack of restroom in library	1	.5	.5	75.9
language	3	1.4	1.4	77.4
less part time job opportunities	1	.5	.5	77.8
less scholarship opportunities	1	.5	.5	78.3
libary too small	1	.5	.5	78.8
liberary	1	.5	.5	79.2
living expenses	1	.5	.5	79.7
meal	1	.5	.5	80.2
money	1	.5	.5	80.7
NA	1	.5	.5	81.1
no car	1	.5	.5	81.6
No my car	1	.5	.5	82.1
no oncampus job	1	.5	.5	82.5
No one cares and discuss about our problem	1	.5	.5	83.0
no public transportation	1	.5	.5	83.5
no shopping mall near the university	1	.5	.5	84.0
no transportation	1	.5	.5	84.4

NO VISA GO BACK IN SECOND YEAR	1	.5	.5	84.9
none	2	.9	.9	85.8
not having all my clothes here	1	.5	.5	86.3
on campus job	2	.9	.9	87.3
On campus job	1	.5	.5	87.7
only taking care of chinese!!!why?! i don't know why.	1	.5	.5	88.2
party	1	.5	.5	88.7
poor dorms	1	.5	.5	89.2
PRICE OF FACULTY BOOKS(HIGH)	1	.5	.5	89.6
problem in getting ssn.	1	.5	.5	90.1
respond to international student	1	.5	.5	90.6
roommate	1	.5	.5	91.0
rude behaviour shown to the international students from international students centeroffice	1	.5	.5	91.5
scholarship	2	.9	.9	92.5
service	1	.5	.5	92.9
Small city	1	.5	.5	93.4
Small town	1	.5	.5	93.9
social security number	1	.5	.5	94.3
socila security code	1	.5	.5	94.8
some discriminative behavior	1	.5	.5	95.3
some ppl at international programs!!!!	1	.5	.5	95.8
taxes if somebody have full scholarship	1	.5	.5	96.2
the weather is too hot	1	.5	.5	96.7
this troy university is getting bigger and bigger, but the living place is not enough for sutdent ,especially for international students.	1	.5	.5	97.2
transportation	1	.5	.5	97.6
Transportation	1	.5	.5	98.1
TU should organize more event for American and international students together, and make the information easy to notice	1	.5	.5	98.6
university personnel's unwillingness to help	1	.5	.5	99.1
weather	1	.5	.5	99.5
Work permition	1	.5	.5	100.0
Total	212	100.0	100.0	

Q15: Please list three (3) factors that made your adjustment to Troy University easy:

Factor 1_Factors that made your adjustment to Troy University easy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	97	45.8	45.8	45.8
academic advisors are very good	1	.5	.5	46.2
advisor	1	.5	.5	46.7

affordable with compare to other universities	1	.5	.5	47.2
AIR	1	.5	.5	47.6
atmosphere	1	.5	.5	48.1
Being a member of a varsity team	1	.5	.5	48.6
being a part of athletics	1	.5	.5	49.1
campus	1	.5	.5	49.5
can get information immediately	1	.5	.5	50.0
cheap	1	.5	.5	50.5
cheap living cost	1	.5	.5	50.9
Cheap to study here	1	.5	.5	51.4
church	1	.5	.5	51.9
climate	1	.5	.5	52.4
Coach Murphy	1	.5	.5	52.8
Cost	1	.5	.5	53.3
Debbie Davis	1	.5	.5	53.8
easy to drive around	1	.5	.5	54.2
education	1	.5	.5	54.7
enviroment	1	.5	.5	55.2
faculty	2	.9	.9	56.1
faculty help	1	.5	.5	56.6
faculty staffs	1	.5	.5	57.1
fellow country men	1	.5	.5	57.5
former students	1	.5	.5	58.0
free net	1	.5	.5	58.5
freindly environment	1	.5	.5	59.0
fren	1	.5	.5	59.4
friend	1	.5	.5	59.9
friendliness	1	.5	.5	60.4
friendly and helpful people	1	.5	.5	60.8
friendly friends	1	.5	.5	61.3
friendly helpful people	1	.5	.5	61.8
friendly people	6	2.8	2.8	64.6
Friendly People	2	.9	.9	65.6
Friendly students	1	.5	.5	66.0
friends	6	2.8	2.8	68.9
Friends	3	1.4	1.4	70.3
Full coopration of International Office	1	.5	.5	70.8
ggod education	1	.5	.5	71.2
good environment	1	.5	.5	71.7
good friend	1	.5	.5	72.2
good instructors/lecturers	1	.5	.5	72.6
Good teachers	1	.5	.5	73.1
good teaching faculties	1	.5	.5	73.6
good teaching techniques	1	.5	.5	74.1
helpful teachers	1	.5	.5	74.5
HOSPITALITY	1	.5	.5	75.0
i am part of the tennis team	1	.5	.5	75.5

international office	1	.5	.5	75.9
International student service (such as shuttle bus program for international student, activities for international student)	1	.5	.5	76.4
kind people	1	.5	.5	76.9
lab	1	.5	.5	77.4
Living fee	1	.5	.5	77.8
low cost of living off compus housing	1	.5	.5	78.3
major choices of subjects	1	.5	.5	78.8
many international students	1	.5	.5	79.2
Ms Debbie Devis	1	.5	.5	79.7
My belief and determination	1	.5	.5	80.2
my fellow country mates	1	.5	.5	80.7
my own friends	1	.5	.5	81.1
NA	1	.5	.5	81.6
Nepali friends	1	.5	.5	82.1
Nice environment	1	.5	.5	82.5
nice people	2	.9	.9	83.5
Nice People	1	.5	.5	84.0
none	2	.9	.9	84.9
Not all but pretty many American friends are kind.	1	.5	.5	85.4
peaceful	1	.5	.5	85.8
People's friendliness	1	.5	.5	86.3
people	2	.9	.9	87.3
PEOPLE	1	.5	.5	87.7
People are friendly	1	.5	.5	88.2
people in Troy are nice	1	.5	.5	88.7
personnal in the international programs are very helpful especially ms.davis	1	.5	.5	89.2
profs.	1	.5	.5	89.6
quality education	1	.5	.5	90.1
resonable living expences	1	.5	.5	90.6
room	1	.5	.5	91.0
Senior Nepalese Help	1	.5	.5	91.5
shuttle bus	1	.5	.5	92.0
some people were nice	1	.5	.5	92.5
SS NUMBER	1	.5	.5	92.9
SSNUMBER	1	.5	.5	93.4
student center	1	.5	.5	93.9
study different culture	1	.5	.5	94.3
teacher	1	.5	.5	94.8
teachers are cool	1	.5	.5	95.3
Teammates, friends	1	.5	.5	95.8
the enviroment is good	1	.5	.5	96.2
the old student always tell me what to do	1	.5	.5	96.7
TUTION FEES	1	.5	.5	97.2
university orientation	1	.5	.5	97.6

weather	2	.9	.9	98.6
writing center	3	1.4	1.4	100.0
Total	212	100.0	100.0	

Q15: Factor 2_Factors that made your adjustment to Troy University easy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	110	51.9	51.9	51.9
advisor concerns	2	.9	.9	52.8
already had a visit	1	.5	.5	53.3
appearance	2	.9	.9	54.2
athletic training facility	1	.5	.5	54.7
beautiful campus	2	.9	.9	55.7
church	1	.5	.5	56.1
climate	1	.5	.5	56.6
CLIMATE	1	.5	.5	57.1
communicate with other international students	1	.5	.5	57.5
Cost	1	.5	.5	58.0
cost of living	1	.5	.5	58.5
culture	1	.5	.5	59.0
DRIVING LISENSE	1	.5	.5	59.4
Easy access to campus	1	.5	.5	59.9
economics	1	.5	.5	60.4
educational environment	1	.5	.5	60.8
email	1	.5	.5	61.3
environment of collage	1	.5	.5	61.8
equipment	1	.5	.5	62.3
everything is close	1	.5	.5	62.7
FACULTY	1	.5	.5	63.2
free food	1	.5	.5	63.7
free print	1	.5	.5	64.2
freiendly students	1	.5	.5	64.6
friend	1	.5	.5	65.1
friendly	1	.5	.5	65.6
Friendly	1	.5	.5	66.0
Friendly Americans that I met	1	.5	.5	66.5
Friendly athletic department	1	.5	.5	67.0
friendly n helpful personnel	1	.5	.5	67.5
friendly people	3	1.4	1.4	68.9
Friendly people	1	.5	.5	69.3
friendly professors	1	.5	.5	69.8
friends	3	1.4	1.4	71.2
Good class sizes	1	.5	.5	71.7
good faculty members	1	.5	.5	72.2

Good Friends	1	.5	.5	72.6
good international friend	1	.5	.5	73.1
good library facility	1	.5	.5	73.6
Good teachers	1	.5	.5	74.1
great international students helping out other international students	1	.5	.5	74.5
I have an American roommate	1	.5	.5	75.0
infrastructure	1	.5	.5	75.5
international student centre	1	.5	.5	75.9
international students	1	.5	.5	76.4
its gettin harder	1	.5	.5	76.9
living	1	.5	.5	77.4
location	1	.5	.5	77.8
lots of activities	1	.5	.5	78.3
many international students	1	.5	.5	78.8
moderate difficulty of study	1	.5	.5	79.2
ms.ludmila belaia	1	.5	.5	79.7
My friends	1	.5	.5	80.2
N/A	1	.5	.5	80.7
NA	1	.5	.5	81.1
Nepali friends	1	.5	.5	81.6
nice people	1	.5	.5	82.1
none	1	.5	.5	82.5
ON CAMPUS JOB	1	.5	.5	83.0
own abality towards study	1	.5	.5	83.5
pace is comfortable	1	.5	.5	84.0
peaceful (college environment)	1	.5	.5	84.4
people	1	.5	.5	84.9
people are friendly	1	.5	.5	85.4
people friedly	1	.5	.5	85.8
people from homeland	1	.5	.5	86.3
people from my own country	1	.5	.5	86.8
peoples	1	.5	.5	87.3
Prof.	1	.5	.5	87.7
reasonable expences	1	.5	.5	88.2
reasonable living expenses	1	.5	.5	88.7
Reasonable Living Expenses	1	.5	.5	89.2
resonable living cost	1	.5	.5	89.6
safe campus	1	.5	.5	90.1
safe environment	2	.9	.9	91.0
SAFEST CAMPUS	1	.5	.5	91.5
scholarship	1	.5	.5	92.0
senior brothers (i respect Richard) he did a lot for us	1	.5	.5	92.5
shopping	1	.5	.5	92.9
Shuttle Facility	1	.5	.5	93.4
small campus	1	.5	.5	93.9

some faculty members	1	.5	.5	94.3
Some help in Tution fee for this and other semesters	1	.5	.5	94.8
Students' help	1	.5	.5	95.3
students	1	.5	.5	95.8
teachers	1	.5	.5	96.2
teachers and students are friendly	1	.5	.5	96.7
Teachers are patient	1	.5	.5	97.2
team	1	.5	.5	97.6
the chancellor	1	.5	.5	98.1
trojan email	1	.5	.5	98.6
unversity help like shuttle bus	1	.5	.5	99.1
wonderful activities	1	.5	.5	99.5
Writing Center	1	.5	.5	100.0
Total	212	100.0	100.0	

Q15: Factor 3_Factors that made your adjustment to Troy University easy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	131	61.8	61.8	61.8
.	1	.5	.5	62.3
activity	1	.5	.5	62.7
advisors' help	1	.5	.5	63.2
affordable	1	.5	.5	63.7
and harder	1	.5	.5	64.2
atheletic facility	1	.5	.5	64.6
atmosphere	1	.5	.5	65.1
calm	1	.5	.5	65.6
cares about international students	1	.5	.5	66.0
Cathy Pobanz	1	.5	.5	66.5
cheap fee	1	.5	.5	67.0
class	1	.5	.5	67.5
climate	1	.5	.5	67.9
Computer Lab	1	.5	.5	68.4
computer lab availability	1	.5	.5	68.9
computer works	1	.5	.5	69.3
CURRICULUM/CO-CIRRICULUM ACTIVITIES	1	.5	.5	69.8
climate	1	.5	.5	70.3
Education	1	.5	.5	70.8
Entertainment	1	.5	.5	71.2
environment	1	.5	.5	71.7
excellent faculties in the major department	1	.5	.5	72.2
exchage of culture	1	.5	.5	72.6
faculty	1	.5	.5	73.1

free sports ground	1	.5	.5	73.6
free t shirts	1	.5	.5	74.1
friendly american people	1	.5	.5	74.5
friends	2	.9	.9	75.5
friends from same country	1	.5	.5	75.9
good background of university	1	.5	.5	76.4
Good coach	1	.5	.5	76.9
good college acedimics and location	1	.5	.5	77.4
Good Education Style	1	.5	.5	77.8
good english right from home	1	.5	.5	78.3
good environment	1	.5	.5	78.8
good facilities	1	.5	.5	79.2
good faculties	1	.5	.5	79.7
good fitness facility	1	.5	.5	80.2
good teacher	1	.5	.5	80.7
Good University	1	.5	.5	81.1
Great advisor	1	.5	.5	81.6
great weather	1	.5	.5	82.1
helpful people	1	.5	.5	82.5
housing	1	.5	.5	83.0
I always walk along in campus	1	.5	.5	83.5
If possible, provide on campus jobs	1	.5	.5	84.0
less expensive accommodation	1	.5	.5	84.4
local peoples' help	1	.5	.5	84.9
location	1	.5	.5	85.4
many activities	2	.9	.9	86.3
many international students	1	.5	.5	86.8
many people is friendly	1	.5	.5	87.3
my country peers	1	.5	.5	87.7
myself	1	.5	.5	88.2
N/A	1	.5	.5	88.7
NA	1	.5	.5	89.2
Nepali friends	1	.5	.5	89.6
none	1	.5	.5	90.1
not too expensive	1	.5	.5	90.6
nothing	1	.5	.5	91.0
peace and not overcrowded	1	.5	.5	91.5
people	1	.5	.5	92.0
personnel in troy	1	.5	.5	92.5
Priority to International Students by Other Members	1	.5	.5	92.9
professors	1	.5	.5	93.4
Radu haha	1	.5	.5	93.9
reasonable living cost	1	.5	.5	94.3
safe	1	.5	.5	94.8
Safe campus	1	.5	.5	95.3
scholarship	1	.5	.5	95.8

SECURITY	1	.5	.5	96.2
self effort	1	.5	.5	96.7
shuttel facilities	1	.5	.5	97.2
Small class sizes	1	.5	.5	97.6
SPORTS UNIVERSITY	1	.5	.5	98.1
studyroom	1	.5	.5	98.6
the campus are small	1	.5	.5	99.1
Troy University cares about international students	1	.5	.5	99.5
willing to be here	1	.5	.5	100.0
Total	212	100.0	100.0	

Survey

Troy University International Student Survey

Troy University cares about your success as an international student; therefore, you are requested to complete this *Troy University International Student Survey* so that the University may determine how to better serve your needs and assist you in achieving your educational goals. Thank you in advance for your participation in this institutional effectiveness effort.

1. What is your home country?

Country _____

2. If your home country is China, are you part of the 1-2-1 program?

- Yes
- No

3. What type of visa are you holding?

- F-1
- J-1
- Other, please specify _____

4. What is your gender?

- Female
- Male

5. How old are you?

- 18-19
- 20-24
- 25-29
- 30-34
- 35 or over

6. Where do you live while attending Troy University?

- On campus
- Off campus

7. How long have you been studying at Troy University?

- <1 year
- 1 - <2 Year
- 2 - <3 years
- 3 years or more

8. What is your current academic level?

- Undergraduate
- Graduate
- English Language

9. What is your educational goal at Troy University?

- Bachelor's degree
- Master's degree
- Education Specialist degree
- Other

10. What is your educational goal in the United States?

- Bachelor's degree
- Master's degree
- Doctoral degree
- Other

11. Please rate your impressions of the following areas of Troy University when you first arrived on the Troy Campus:

International student services
Campus housing for international students
Campus dining
Appearance of the Center for International Programs
Appearance of the Troy Campus

- Excellent**
- Good**
- Average**
- Fair**
- Poor**
- N/A**

12. Please rate your satisfaction with your college experiences at Troy University in the following areas:

Quality of instruction in major program(s)
Academic advising
Course availability
Course sequencing
Academic challenge of major program(s)
Quality of faculty in major program(s)
Faculty's concern with academic progress of international students
Faculty's responsiveness to student needs
Faculty's help in overcoming language difficulties
Faculty's sensitivity to cultural differences
International admission procedures
Orientation for international students
Library resources and availability
Availability of and access to campus computers
Quality of recreational facilities and activities
Student organizations and activities
Opportunities to meet with people from other countries

- Very Satisfied**
- Satisfied**
- Neutral**
- Dissatisfied**
- Very Dissatisfied**

Support from Career Center for job placement

13. Please rate your level of agreement with the following statements about Troy University:

Troy University cares about international students.
Troy University helps international students adjust and transition well to college life in the USA.
People at Troy University are nice and friendly.
Troy University personnel are knowledgeable and helpful.
Troy University faculty are readily available to discuss my academic concerns with me.
I get along well with American students.
Troy University is a safe place to live and study.
The cost of living in Troy is reasonable.
At Troy University, I will be able to achieve my educational goals in the United States.
The personnel in the Center for International Programs are friendly and helpful.
I am enthusiastic about Troy University.

- Strongly Agree**
- Agree**
- Neutral**
- Disagree**
- Strongly Disagree**

14. Please list three (3) factors that made your adjustment to Troy University difficult:

14-1 _____
14-2 _____
14-3 _____

15. Please list three (3) factors that made your adjustment to Troy University easy:

15-1 _____

15-2 _____

15-3 _____

16. How did you learn about Troy University?

- Internet
- Publication
- Friends
- Family member
- My professors
- My University
- Educational exchange agencies
- Other, please specify _____

17. Troy University was your _____ choice when you applied to come to study in the United States.

- First
- Second
- Third
- Fourth

18. In your recruitment to Troy University to study, did you use a TROY-sponsored recruiter?

- Yes
- No

19. If you used a TROY-sponsored recruiter, did Troy University meet the expectations promised by the recruiter?

- Yes
- No

20. If you were given the opportunity to begin your study again, would you select the United States as your place to study?

- Yes
- No

21. If you were given the opportunity to begin your study again, would you select Troy University as your location to study?

- Yes
- No

22. Would you recommend the United States to other students in your home country who are planning to study abroad?

- Yes
- No

23. Would you recommend Troy University to other students in your home country who are planning to study in the United States?

- Yes
- No

24. What could Troy University do to make your adjustment to the University easier?

25. How could your campus experience be improved?

26. Additional comments:

Thank you very much for your participation in this survey!

Troy University International Student Survey Fall 2006

Institutional Research, Planning, and
Effectiveness (IRPE) Office

Presented: November 8, 2006

By: Dr. Bai Kang & Dr. Angie Roling

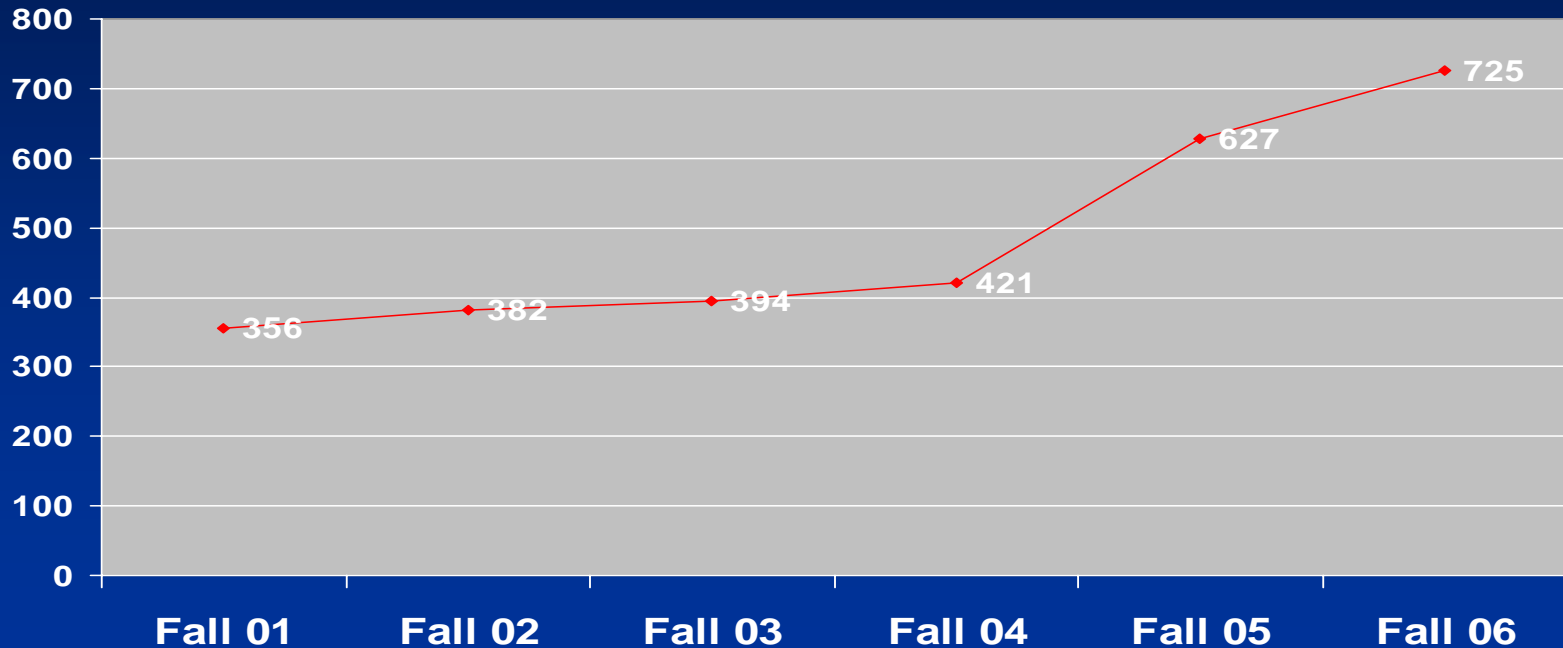


Background

- Troy University is enrolling more and more international students each year
- International student enrollment has increased by 104% over the past 5 years from Fall 2001 to Fall 2006
- Currently there are over 700 international students studying at Troy University



International student enrollment Fall 2001 – Fall 2006



- Average increase Fall 01-- Fall 06: 16.4%
- Average increase Fall 01– Fall 04: 5.8%
- Average increase since Fall 04: 32.3%

Purpose

To better serve the needs of international students and help them achieve their educational goals, the first *International Student Survey* was conducted this fall 2006 to determine:

- how well Troy University is serving the international student population
- how satisfied the international students are with their TROY experiences, and
- what areas need to be improved for international students



Data Collection

- In-house developed survey of 26 questions with 16 questions dealing with demographics, academics, educational goals, & satisfaction with programs and services and other questions seeking students' opinions.
- Online survey website was sent to students via email 3 times (initial and 2 follow-up requests)
- Administered: Fall 2006
- Sampling Pool: 630
- Responses: 212
- Response rate: 34%



Sample vs. TROY Population

- Countries:

– China	32%
– Nepal	24%
– Japan	8%
– S. Korea	8%
– India	6%
– Others	24%

- Gender

– Male	52%
– Female	48%

- Countries:

– China	38%
– Nepal	21%
– Japan	7%
– S. Korea	6%
– India	5%
– Others	23%

- Gender

– Male	59%
– Female	41%



Sample vs. TROY Population

- Age
 - Under 25 78%
 - 25 or older 22%
- Level
 - UG 67%
 - GR 33%
- Visa
 - F – 1 75%
 - J – 1 24%
 - Other 1%

- Age
 - Under 25 78%
 - 25 or older 22%
- Level
 - UG 80%
 - GR 20%
- Visa
 - F – 1 80%
 - J – 1 19%
 - Other 1%

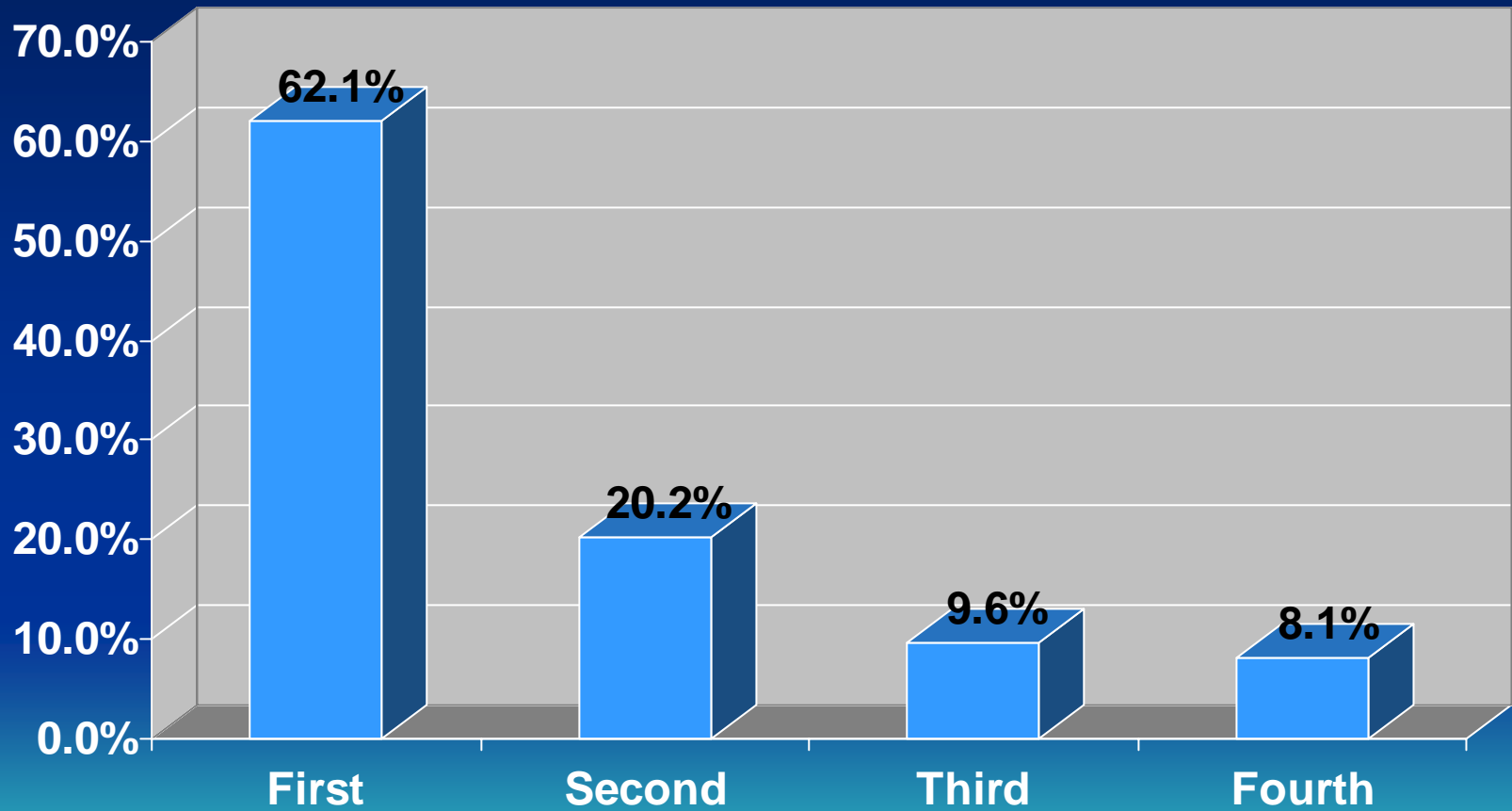


More about the Respondents

- 30% are part of the 1-2-1 program
- 31% live on campus
- 76% have studied at TROY 1-2 years
- 30% learned about TROY through educational exchange agencies, and 21%, from the Internet



Choice of Troy University



Q9: Educational Goals in TROY

Current academic level at TROY	Educational Goals in TROY		
	Bachelor's	Master's	Other
ELP = 14	64%	29%	7%
UG = 124	78%	15%	7%
GR = 68		97%	3%
Total = 206	51%	43%	5%

Q10: Educational Goals in USA

Current academic level at TROY	Educational Goals in USA			
	Bachelor's	Master's	Doctoral	Other
ELP = 14	29%	57%	7%	7%
UG = 124	27%	44%	21%	8%
GR = 68		57%	38%	4%
Total = 206	18%	50%	26%	7%

Q11: First Impression of Troy University

	Excellent or Good	Fair or Poor
International student services	43%	32%
Campus housing for international students	30%	37%
Campus dining	30%	28%
Appearance of Center for International Programs	39%	28%
Appearance of Troy University	69%	10%

Q12: Satisfaction with Faculty

	Satisfied	Dissatisfied
Faculty's responsiveness to student needs	61.3%	11.6%
Faculty's sensitivity to cultural differences	56.1%	11.1%
Faculty's help in overcoming language difficulties	52.3%	16.6%
Faculty's concern with academic progress of international students	49.5%	18.2%

Q12: Satisfaction with Quality of Instruction

	Satisfied	Dissatisfied
Quality of instruction in major programs	68.7%	4.0%
Quality of faculty in major programs	66.2%	5.0%
Academic challenge of major programs	62.1%	5.0%
Academic advising	56.2%	7.0%
Course availability	49.2%	14.1%
Course sequencing	41.7%	9.0%

Q12: Satisfaction with International Student Services and Activities

	Satisfied	Dissatisfied
Orientation for international students	46.7%	18.8%
International admission procedures	42.5%	17.5%
Opportunities to meet with people from other countries	59.0%	14.5%
Student organizations and activities	48.7%	15.6%
Support from Career Center for job placement	21.6%	40.7%

Q12: Satisfaction with University Resources and Facilities

	Satisfied	Dissatisfied
Quality of recreational facilities and activities	58.0%	9.0%
Availability of and access to campus computers	61.5%	14.0%
Library resources and availability	59.8%	17.6%



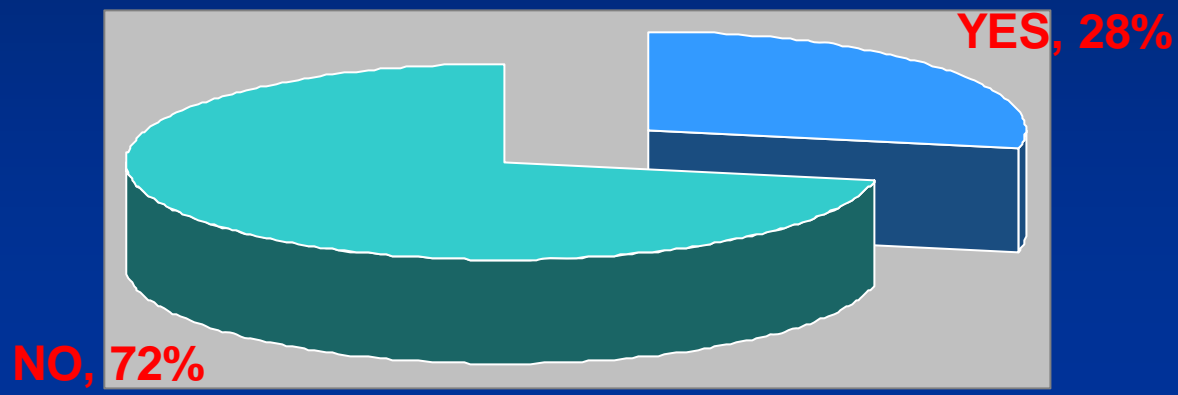
Q13: Student Opinions about Troy University

	Agree	Disagree
Troy University cares about international students	50.0%	25.0%
Troy University helps intl. students adjust & transition well to college life in USA	39.0%	22.9%
People at TROY are nice and friendly	64.7%	8.3%
Troy University personnel are knowledgeable and helpful.	55.7%	9.4%
Troy Univ. faculty are readily available to discuss my academic concerns with me	55.9%	7.4%

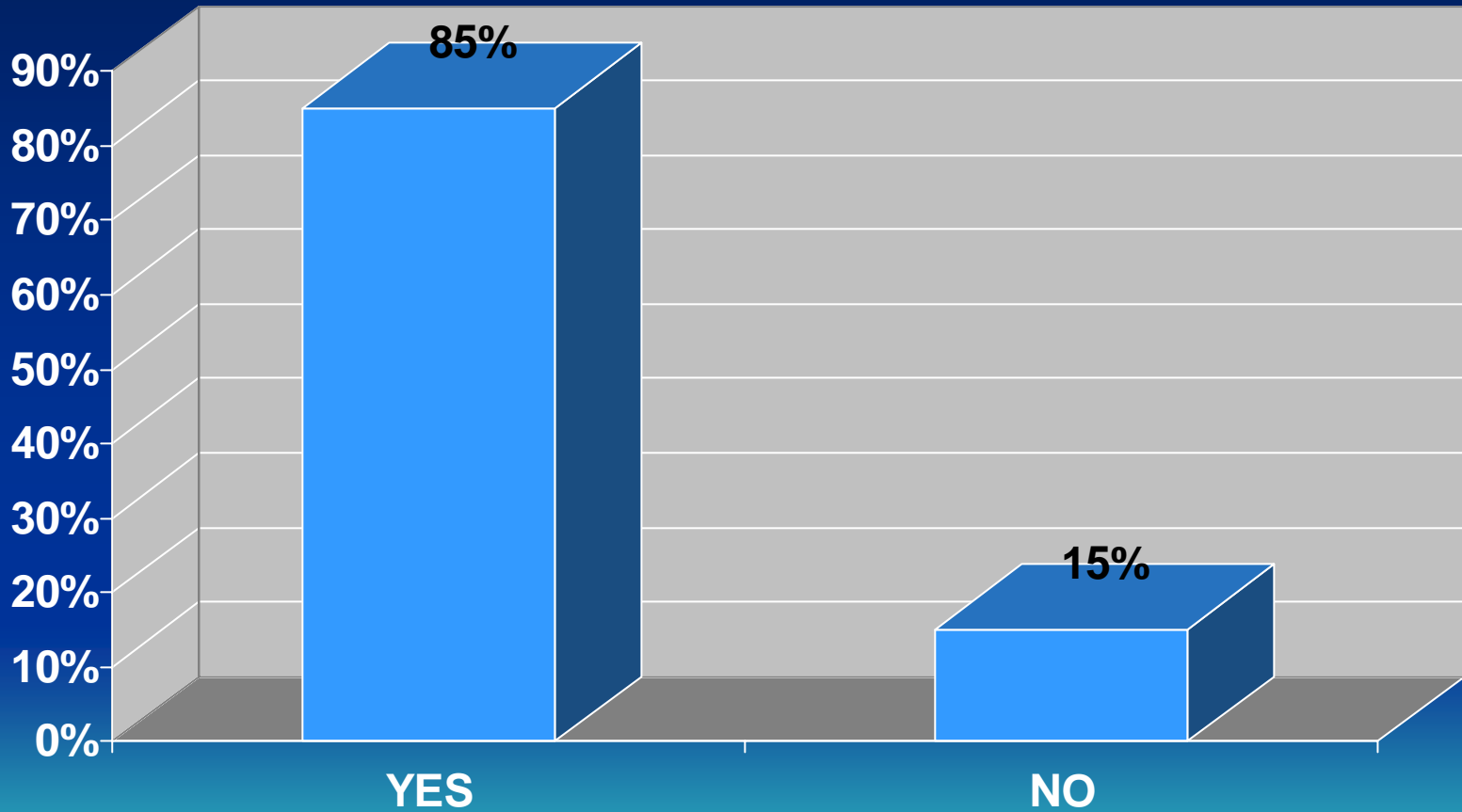
Q13: Student Opinions about Troy University continued

	Agree	Disagree
I get along well with American students	51.0%	14.2%
Troy Univ. is a safe place to live and study	62.2%	9.0%
The cost of living in Troy is reasonable	62.6%	9.4%
At Troy Univ., I will be able to achieve my educational goals in the USA.	63.5%	9.4%
The personnel in Center for International Programs are friendly and helpful.	50.0%	21.8%
I am enthusiastic about Troy University	57.9%	6.4%

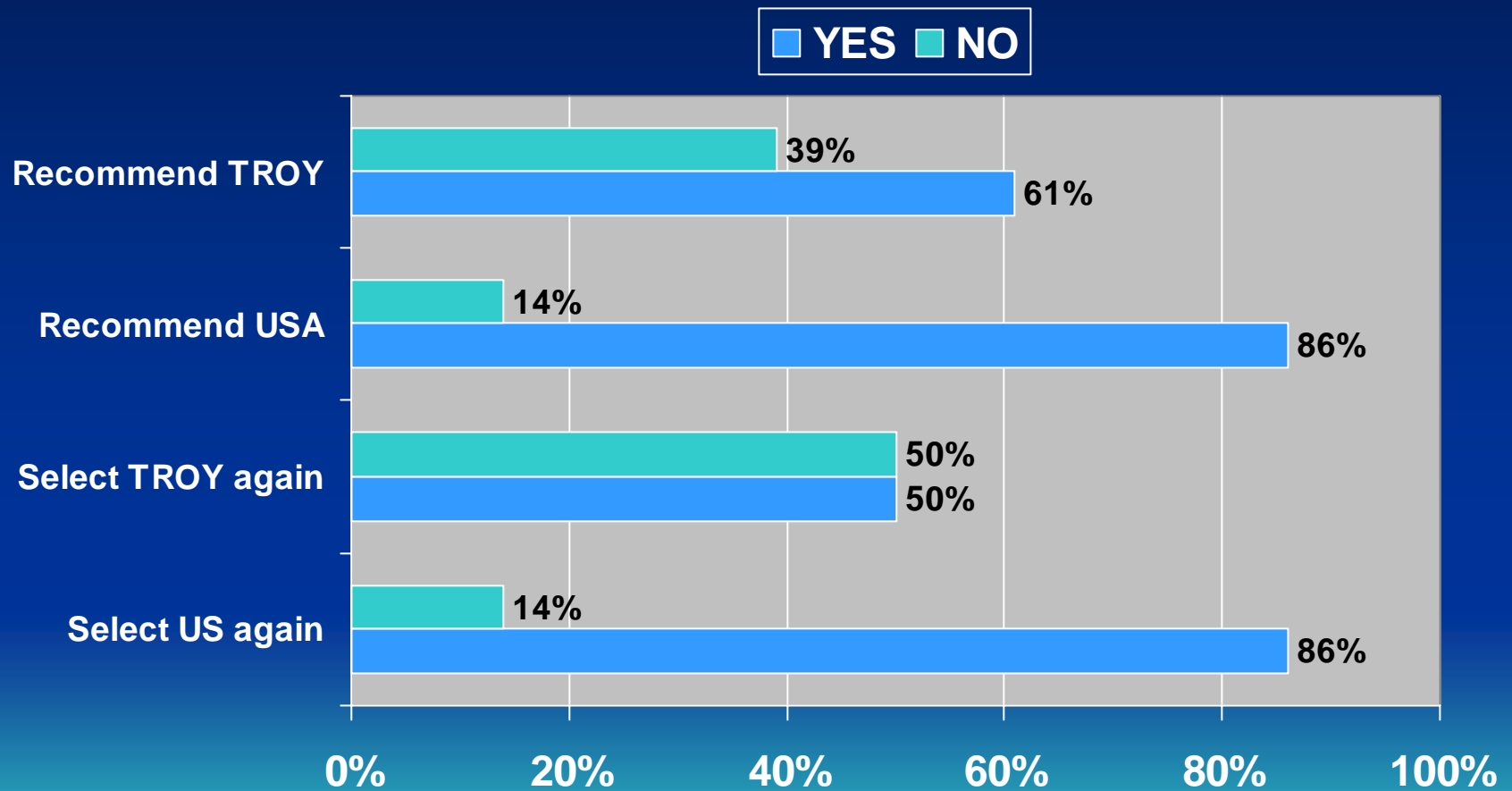
In your recruitment to Troy University to study, did you use a TROY-sponsored recruiter?



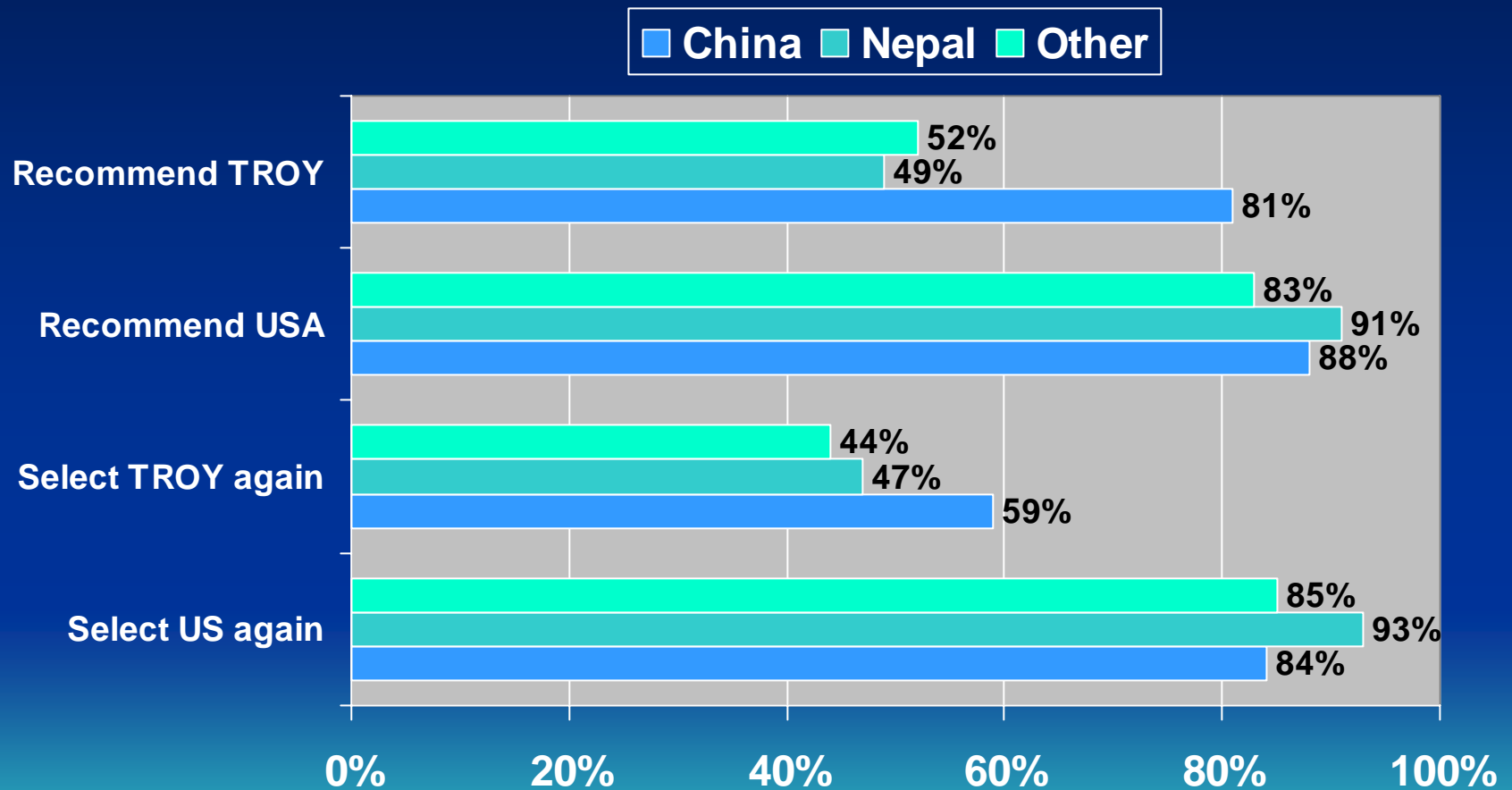
If you used a TROY-sponsored recruiter, did Troy University meet the expectations promised by the recruiter?



Recommendation of USA and TROY



Recommendation of USA and TROY – YES By Country



Summary

- Overall, the international students at Troy University were moderate in their ratings in terms of satisfaction with and opinions about the University;
- Taking cultural differences into consideration, Troy University has done an adequate job in meeting the needs of the international students and helping them accomplish their educational goals in the USA;
- International students were most satisfied with the quality education Troy University provided which included quality of instruction, quality of faculty, and academic challenge in the major programs;



Summary continued

- 86% of international students indicated that they would select the United States if they were given the opportunity to begin study again and that they would recommend the USA to other students in their home countries who were planning to study abroad;
- 61% of the international students would recommend Troy University to other students in their home countries who were planning to study in the United States;
- Chinese students were more satisfied with their TROY experiences and more positive in their opinions about Troy University than other international students;



Summary continued

- While we acknowledge that cultural differences or bias may have impact on the international students' ratings, the following areas require further research for improvement:
 - International student services and activities, including orientation for international students, international student admission procedures, student organizations and activities, etc.
 - Campus housing for international students
 - Campus dining
 - Faculty's concern w/ academic progress of international students
 - TROY's help with international students in their adjustment and transition to college life in the USA
 - Support from Career Center for job placement



Conclusions

- Because of the response rate and similarity in student characteristics, the survey findings were representative of the international students at Troy University;
- Interpretation of survey findings should be made with consideration of cultural differences and/or bias;
- The moderate ratings by respondents suggest that more research (focus groups, specific-area surveys, etc.) be done so that TROY can find ways to better serve the needs of international students;
- The survey should be continued on a regular basis so that TROY can improve programs and services for international students and determine changes in the ratings of international students over time.



Are there Questions?

