

# Student Perceptions of Student Support Services

## Crosstabulations by Campus

Source: 2007 – 2008 Graduating Student Survey

Q9 \* Overall\_Program\_Quality Crosstabulation

			Overall_Program_Quality					Total
			Poor	Fair	Average	Good	Excellent	
Q9	Not Answered	Count	0	1	1	10	6	18
		% within Q9	.0%	5.6%	5.6%	55.6%	33.3%	100.0%
	Dothan	Count	0	0	1	1	2	4
		% within Q9	.0%	.0%	25.0%	25.0%	50.0%	100.0%
	Montgomery	Count	3	0	14	82	43	142
		% within Q9	2.1%	.0%	9.9%	57.7%	30.3%	100.0%
	Phenix City	Count	3	8	17	61	52	141
		% within Q9	2.1%	5.7%	12.1%	43.3%	36.9%	100.0%
	Troy	Count	1	8	31	141	100	281
		% within Q9	.4%	2.8%	11.0%	50.2%	35.6%	100.0%
	eCampus	Count	0	7	21	142	153	323
		% within Q9	.0%	2.2%	6.5%	44.0%	47.4%	100.0%
	University College	Count	2	10	50	190	138	390
		% within Q9	.5%	2.6%	12.8%	48.7%	35.4%	100.0%
	Total	Count	9	34	135	627	494	1299
		% within Q9	.7%	2.6%	10.4%	48.3%	38.0%	100.0%

Q9 \* Academic\_Advising Crosstabulation

			Academic_Advising					Total
			Poor	Fair	Average	Good	Excellent	
Q9	Not Answered	Count	0	0	4	12	3	19
		% within Q9	.0%	.0%	21.1%	63.2%	15.8%	100.0%
	Dothan	Count	0	1	1	0	2	4
		% within Q9	.0%	25.0%	25.0%	.0%	50.0%	100.0%
	Montgomery	Count	10	15	25	68	24	142

	% within Q9	7.0%	10.6%	17.6%	47.9%	16.9%	100.0%
Phenix City	Count	19	5	27	45	45	141
	% within Q9	13.5%	3.5%	19.1%	31.9%	31.9%	100.0%
Troy	Count	13	15	51	102	96	277
	% within Q9	4.7%	5.4%	18.4%	36.8%	34.7%	100.0%
eCampus	Count	24	26	52	110	96	308
	% within Q9	7.8%	8.4%	16.9%	35.7%	31.2%	100.0%
University College	Count	26	28	78	148	101	381
	% within Q9	6.8%	7.3%	20.5%	38.8%	26.5%	100.0%
Total	Count	92	90	238	485	367	1272
	% within Q9	7.2%	7.1%	18.7%	38.1%	28.9%	100.0%

**Q9 \* Faculty\_Accessibility Crosstabulation**

			Faculty_Accessibility					Total
			Poor	Fair	Average	Good	Excellent	
Q9	Not Answered	Count	0	0	2	10	7	19
		% within Q9	.0%	.0%	10.5%	52.6%	36.8%	100.0%
	Dothan	Count	0	0	2	0	2	4
		% within Q9	.0%	.0%	50.0%	.0%	50.0%	100.0%
	Montgomery	Count	5	12	20	74	29	140
		% within Q9	3.6%	8.6%	14.3%	52.9%	20.7%	100.0%
	Phenix City	Count	11	9	28	39	54	141
		% within Q9	7.8%	6.4%	19.9%	27.7%	38.3%	100.0%
	Troy	Count	10	23	50	111	87	281
		% within Q9	3.6%	8.2%	17.8%	39.5%	31.0%	100.0%
	eCampus	Count	12	14	53	139	97	315
		% within Q9	3.8%	4.4%	16.8%	44.1%	30.8%	100.0%
	University College	Count	13	27	78	157	114	389
		% within Q9	3.3%	6.9%	20.1%	40.4%	29.3%	100.0%
Total	Count	Count	51	85	233	530	390	1289
		% within Q9	4.0%	6.6%	18.1%	41.1%	30.3%	100.0%

**Q9 \* Instruction\_in\_Major\_Courses Crosstabulation**

			Instruction_in_Major_Courses					Total
			Poor	Fair	Average	Good	Excellent	
Q9	Not Answered	Count	0	0	1	12	6	19
		% within Q9	.0%	.0%	5.3%	63.2%	31.6%	100.0%
	Dothan	Count	0	0	2	0	2	4
		% within Q9	.0%	.0%	50.0%	.0%	50.0%	100.0%
	Montgomery	Count	4	2	19	68	49	142
		% within Q9	2.8%	1.4%	13.4%	47.9%	34.5%	100.0%
	Phenix City	Count	1	10	18	55	58	142
		% within Q9	.7%	7.0%	12.7%	38.7%	40.8%	100.0%
	Troy	Count	3	8	44	124	101	280
		% within Q9	1.1%	2.9%	15.7%	44.3%	36.1%	100.0%
	eCampus	Count	2	6	28	165	117	318
		% within Q9	.6%	1.9%	8.8%	51.9%	36.8%	100.0%
	University College	Count	3	12	62	189	127	393
		% within Q9	.8%	3.1%	15.8%	48.1%	32.3%	100.0%
	Total	Count	13	38	174	613	460	1298
		% within Q9	1.0%	2.9%	13.4%	47.2%	35.4%	100.0%

**Q9 \* Instruction\_in\_General\_Education\_Courses Crosstabulation**

			Instruction_in_General_Education_Courses					Total
			Poor	Fair	Average	Good	Excellent	
Q9	Not Answered	Count	0	0	2	11	4	17
		% within Q9	.0%	.0%	11.8%	64.7%	23.5%	100.0%
	Montgomery	Count	4	3	18	82	33	140
		% within Q9	2.9%	2.1%	12.9%	58.6%	23.6%	100.0%
	Phenix City	Count	3	7	27	47	42	126
		% within Q9	2.4%	5.6%	21.4%	37.3%	33.3%	100.0%
	Troy	Count	4	13	60	126	49	252
		% within Q9	1.6%	5.2%	23.8%	50.0%	19.4%	100.0%
	eCampus	Count	1	6	31	156	91	285
		% within Q9	.4%	2.1%	10.9%	54.7%	31.9%	100.0%

University College	Count	1	11	61	165	102	340
	% within Q9	.3%	3.2%	17.9%	48.5%	30.0%	100.0%
Total	Count	13	40	199	587	321	1160
	% within Q9	1.1%	3.4%	17.2%	50.6%	27.7%	100.0%

**Q9 \* Faculty\_use\_of\_Technology Crosstabulation**

			Faculty_use_of_Technology					Total
			Poor	Fair	Average	Good	Excellent	
Q9	Not Answered	Count	0	1	1	12	5	19
		% within Q9	.0%	5.3%	5.3%	63.2%	26.3%	100.0%
	Dothan	Count	0	1	1	0	0	2
		% within Q9	.0%	50.0%	50.0%	.0%	.0%	100.0%
	Montgomery	Count	5	5	21	77	37	145
		% within Q9	3.4%	3.4%	14.5%	53.1%	25.5%	100.0%
	Phenix City	Count	3	12	26	50	49	140
		% within Q9	2.1%	8.6%	18.6%	35.7%	35.0%	100.0%
	Troy	Count	4	9	59	134	74	280
		% within Q9	1.4%	3.2%	21.1%	47.9%	26.4%	100.0%
	eCampus	Count	3	9	37	150	117	316
		% within Q9	.9%	2.8%	11.7%	47.5%	37.0%	100.0%
	University College	Count	4	13	76	166	132	391
		% within Q9	1.0%	3.3%	19.4%	42.5%	33.8%	100.0%
Total	Count	19	50	221	589	414	1293	
	% within Q9	1.5%	3.9%	17.1%	45.6%	32.0%	100.0%	

**Q9 \* Course\_Availability\_in\_Major Crosstabulation**

			Course_Availability_in_Major					Total
			Poor	Fair	Average	Good	Excellent	
Q9	Not Answered	Count	0	0	2	13	4	19
		% within Q9	.0%	.0%	10.5%	68.4%	21.1%	100.0%
	Dothan	Count	0	0	1	0	3	4
		% within Q9	.0%	.0%	25.0%	.0%	75.0%	100.0%

Montgomery	Count	7	14	25	64	35	145
	% within Q9	4.8%	9.7%	17.2%	44.1%	24.1%	100.0%
Phenix City	Count	2	13	20	50	57	142
	% within Q9	1.4%	9.2%	14.1%	35.2%	40.1%	100.0%
Troy	Count	9	16	46	115	96	282
	% within Q9	3.2%	5.7%	16.3%	40.8%	34.0%	100.0%
eCampus	Count	5	7	30	135	146	323
	% within Q9	1.5%	2.2%	9.3%	41.8%	45.2%	100.0%
University College	Count	11	16	60	174	130	391
	% within Q9	2.8%	4.1%	15.3%	44.5%	33.2%	100.0%
Total	Count	34	66	184	551	471	1306
	% within Q9	2.6%	5.1%	14.1%	42.2%	36.1%	100.0%

**Q9 \* Communication\_Between\_Faculty\_and\_Students Crosstabulation**

			Communication_Between_Faculty_and_Students					Total
			Poor	Fair	Average	Good	Excellent	
Q9	Not Answered	Count	0	0	1	15	3	19
		% within Q9	.0%	.0%	5.3%	78.9%	15.8%	100.0%
	Dothan	Count	0	0	1	1	2	4
		% within Q9	.0%	.0%	25.0%	25.0%	50.0%	100.0%
	Montgomery	Count	3	9	21	75	36	144
		% within Q9	2.1%	6.2%	14.6%	52.1%	25.0%	100.0%
	Phenix City	Count	7	12	21	50	52	142
		% within Q9	4.9%	8.5%	14.8%	35.2%	36.6%	100.0%
	Troy	Count	6	12	46	129	88	281
		% within Q9	2.1%	4.3%	16.4%	45.9%	31.3%	100.0%
	eCampus	Count	2	13	40	155	115	325
		% within Q9	.6%	4.0%	12.3%	47.7%	35.4%	100.0%
	University College	Count	9	14	61	185	125	394
		% within Q9	2.3%	3.6%	15.5%	47.0%	31.7%	100.0%
Total	Count		27	60	191	610	421	1309
		% within Q9	2.1%	4.6%	14.6%	46.6%	32.2%	100.0%

**Q9 \* Registration\_Procedures Crosstabulation**

			Registration_Procedures					
			Poor	Fair	Average	Good	Excellent	Total
Q9	Not Answered	Count	0	0	4	10	5	19
		% within Q9	.0%	.0%	21.1%	52.6%	26.3%	100.0%
Dothan		Count	0	1	1	0	2	4
		% within Q9	.0%	25.0%	25.0%	.0%	50.0%	100.0%
Montgomery		Count	11	9	21	69	30	140
		% within Q9	7.9%	6.4%	15.0%	49.3%	21.4%	100.0%
Phenix City		Count	6	10	27	53	44	140
		% within Q9	4.3%	7.1%	19.3%	37.9%	31.4%	100.0%
Troy		Count	17	22	59	122	63	283
		% within Q9	6.0%	7.8%	20.8%	43.1%	22.3%	100.0%
eCampus		Count	6	6	41	156	116	325
		% within Q9	1.8%	1.8%	12.6%	48.0%	35.7%	100.0%
University College		Count	16	23	56	154	145	394
		% within Q9	4.1%	5.8%	14.2%	39.1%	36.8%	100.0%
Total		Count	56	71	209	564	405	1305
		% within Q9	4.3%	5.4%	16.0%	43.2%	31.0%	100.0%

**Q9 \* IMPACT\_New\_Student\_Orientation Crosstabulation**

			IMPACT_New_Student_Orientation					
			Poor	Fair	Average	Good	Excellent	Total
Q9	Not Answered	Count	1	0	1	11	2	15
		% within Q9	6.7%	.0%	6.7%	73.3%	13.3%	100.0%
Dothan		Count	1	0	0	0	0	1
		% within Q9	100.0%	.0%	.0%	.0%	.0%	100.0%
Montgomery		Count	4	2	16	48	13	83
		% within Q9	4.8%	2.4%	19.3%	57.8%	15.7%	100.0%
Phenix City		Count	2	9	12	17	20	60
		% within Q9	3.3%	15.0%	20.0%	28.3%	33.3%	100.0%
Troy		Count	5	20	56	97	49	227

	% within Q9	2.2%	8.8%	24.7%	42.7%	21.6%	100.0%
eCampus	Count	8	7	34	85	41	175
	% within Q9	4.6%	4.0%	19.4%	48.6%	23.4%	100.0%
University College	Count	13	19	54	105	62	253
	% within Q9	5.1%	7.5%	21.3%	41.5%	24.5%	100.0%
Total	Count	34	57	173	363	187	814
	% within Q9	4.2%	7.0%	21.3%	44.6%	23.0%	100.0%

#### Q9 \* Library Crosstabulation

			Library					
			Poor	Fair	Average	Good	Excellent	Total
Q9	Not Answered	Count	0	0	1	10	6	17
		% within Q9	.0%	.0%	5.9%	58.8%	35.3%	100.0%
	Dothan	Count	1	0	0	3	0	4
		% within Q9	25.0%	.0%	.0%	75.0%	.0%	100.0%
	Montgomery	Count	3	4	19	67	33	126
		% within Q9	2.4%	3.2%	15.1%	53.2%	26.2%	100.0%
	Phenix City	Count	2	11	22	36	22	93
		% within Q9	2.2%	11.8%	23.7%	38.7%	23.7%	100.0%
	Troy	Count	18	27	58	100	56	259
		% within Q9	6.9%	10.4%	22.4%	38.6%	21.6%	100.0%
	eCampus	Count	4	16	39	101	52	212
		% within Q9	1.9%	7.5%	18.4%	47.6%	24.5%	100.0%
	University College	Count	17	17	73	124	64	295
		% within Q9	5.8%	5.8%	24.7%	42.0%	21.7%	100.0%
Total	Count	Count	45	75	212	441	233	1006
		% within Q9	4.5%	7.5%	21.1%	43.8%	23.2%	100.0%

#### Q9 \* Computer\_Labs Crosstabulation

			Computer_Labs					
			Poor	Fair	Average	Good	Excellent	Total
Q9	Not Answered	Count	0	2	1	7	4	14

	% within Q9	.0%	14.3%	7.1%	50.0%	28.6%	100.0%
Dothan	Count	1	0	0	0	1	2
	% within Q9	50.0%	.0%	.0%	.0%	50.0%	100.0%
Montgomery	Count	3	2	22	62	36	125
	% within Q9	2.4%	1.6%	17.6%	49.6%	28.8%	100.0%
Phenix City	Count	0	9	18	49	54	130
	% within Q9	.0%	6.9%	13.8%	37.7%	41.5%	100.0%
Troy	Count	26	29	57	97	46	255
	% within Q9	10.2%	11.4%	22.4%	38.0%	18.0%	100.0%
eCampus	Count	2	5	20	50	21	98
	% within Q9	2.0%	5.1%	20.4%	51.0%	21.4%	100.0%
University College	Count	14	26	48	88	61	237
	% within Q9	5.9%	11.0%	20.3%	37.1%	25.7%	100.0%
Total	Count	46	73	166	353	223	861
	% within Q9	5.3%	8.5%	19.3%	41.0%	25.9%	100.0%

**Q9 \* Laboratory\_Instructional\_Equipment Crosstabulation**

			Laboratory_Instructional_Equipment					
			Poor	Fair	Average	Good	Excellent	Total
Q9	Not Answered	Count	0	1	0	8	2	11
		% within Q9	.0%	9.1%	.0%	72.7%	18.2%	100.0%
Dothan	Count	Count	1	0	1	0	0	2
		% within Q9	50.0%	.0%	50.0%	.0%	.0%	100.0%
Montgomery	Count	Count	6	5	19	65	21	116
		% within Q9	5.2%	4.3%	16.4%	56.0%	18.1%	100.0%
Phenix City	Count	Count	0	5	20	34	31	90
		% within Q9	.0%	5.6%	22.2%	37.8%	34.4%	100.0%
Troy	Count	Count	12	22	63	85	41	223
		% within Q9	5.4%	9.9%	28.3%	38.1%	18.4%	100.0%
eCampus	Count	Count	3	4	20	44	21	92
		% within Q9	3.3%	4.3%	21.7%	47.8%	22.8%	100.0%
University College	Count	Count	8	14	49	80	44	195
		% within Q9	4.1%	7.2%	25.1%	41.0%	22.6%	100.0%



Total	Count	30	51	172	316	160	729
	% within Q9	4.1%	7.0%	23.6%	43.3%	21.9%	100.0%

**Q9 \* Testing\_Center Crosstabulation**

			Testing_Center					
			Poor	Fair	Average	Good	Excellent	Total
Q9	Not Answered	Count	0	1	0	7	2	10
		% within Q9	.0%	10.0%	.0%	70.0%	20.0%	100.0%
	Dothan	Count	1	0	0	1	0	2
		% within Q9	50.0%	.0%	.0%	50.0%	.0%	100.0%
	Montgomery	Count	1	3	18	68	30	120
		% within Q9	.8%	2.5%	15.0%	56.7%	25.0%	100.0%
	Phenix City	Count	0	2	11	21	24	58
		% within Q9	.0%	3.4%	19.0%	36.2%	41.4%	100.0%
	Troy	Count	8	12	45	61	36	162
		% within Q9	4.9%	7.4%	27.8%	37.7%	22.2%	100.0%
	eCampus	Count	3	5	16	52	28	104
		% within Q9	2.9%	4.8%	15.4%	50.0%	26.9%	100.0%
	University College	Count	6	10	38	92	48	194
		% within Q9	3.1%	5.2%	19.6%	47.4%	24.7%	100.0%
	Total	Count	19	33	128	302	168	650
		% within Q9	2.9%	5.1%	19.7%	46.5%	25.8%	100.0%

**Q9 \* Writing\_Center Crosstabulation**

			Writing_Center					
			Poor	Fair	Average	Good	Excellent	Total
Q9	Not Answered	Count	0	1	0	6	2	9
		% within Q9	.0%	11.1%	.0%	66.7%	22.2%	100.0%
	Dothan	Count	1	0	0	0	0	1
		% within Q9	100.0%	.0%	.0%	.0%	.0%	100.0%
	Montgomery	Count	0	0	13	45	15	73
		% within Q9	.0%	.0%	17.8%	61.6%	20.5%	100.0%

Phenix City	Count	0	3	8	16	18	45
	% within Q9	.0%	6.7%	17.8%	35.6%	40.0%	100.0%
Troy	Count	6	19	42	70	40	177
	% within Q9	3.4%	10.7%	23.7%	39.5%	22.6%	100.0%
eCampus	Count	1	3	17	34	19	74
	% within Q9	1.4%	4.1%	23.0%	45.9%	25.7%	100.0%
University College	Count	2	6	33	56	37	134
	% within Q9	1.5%	4.5%	24.6%	41.8%	27.6%	100.0%
Total	Count	10	32	113	227	131	513
	% within Q9	1.9%	6.2%	22.0%	44.2%	25.5%	100.0%

**Q9 \* Reading\_Center Crosstabulation**

			Reading_Center					Total
			Poor	Fair	Average	Good	Excellent	
Q9	Not Answered	Count	0	1	0	6	2	9
		% within Q9	.0%	11.1%	.0%	66.7%	22.2%	100.0%
	Dothan	Count	1	0	0	0	0	1
		% within Q9	100.0%	.0%	.0%	.0%	.0%	100.0%
	Montgomery	Count	0	0	14	43	15	72
		% within Q9	.0%	.0%	19.4%	59.7%	20.8%	100.0%
	Phenix City	Count	0	3	9	16	17	45
		% within Q9	.0%	6.7%	20.0%	35.6%	37.8%	100.0%
	Troy	Count	6	8	35	54	26	129
		% within Q9	4.7%	6.2%	27.1%	41.9%	20.2%	100.0%
	eCampus	Count	1	3	14	34	14	66
		% within Q9	1.5%	4.5%	21.2%	51.5%	21.2%	100.0%
	University College	Count	2	4	32	55	32	125
		% within Q9	1.6%	3.2%	25.6%	44.0%	25.6%	100.0%
Total	Count	10	19	104	208	106	447	
	% within Q9	2.2%	4.3%	23.3%	46.5%	23.7%	100.0%	

**Q9 \* Natural\_Science\_Center Crosstabulation**

			Natural_Science_Center					Total
			Poor	Fair	Average	Good	Excellent	
Q9	Not Answered	Count	0	1	0	7	1	9
		% within Q9	.0%	11.1%	.0%	77.8%	11.1%	100.0%
Dothan		Count	1	0	0	0	0	1
		% within Q9	100.0%	.0%	.0%	.0%	.0%	100.0%
Montgomery		Count	1	0	6	36	13	56
		% within Q9	1.8%	.0%	10.7%	64.3%	23.2%	100.0%
Phenix City		Count	0	3	6	13	15	37
		% within Q9	.0%	8.1%	16.2%	35.1%	40.5%	100.0%
Troy		Count	5	11	33	53	29	131
		% within Q9	3.8%	8.4%	25.2%	40.5%	22.1%	100.0%
eCampus		Count	1	3	13	31	12	60
		% within Q9	1.7%	5.0%	21.7%	51.7%	20.0%	100.0%
University College		Count	2	5	29	53	23	112
		% within Q9	1.8%	4.5%	25.9%	47.3%	20.5%	100.0%
Total		Count	10	23	87	193	93	406
		% within Q9	2.5%	5.7%	21.4%	47.5%	22.9%	100.0%

**Q9 \* Center\_For\_International\_Programs Crosstabulation**

			Center_For_International_Programs					Total
			Poor	Fair	Average	Good	Excellent	
Q9	Not Answered	Count	0	0	1	7	1	9
		% within Q9	.0%	.0%	11.1%	77.8%	11.1%	100.0%
Dothan		Count	1	0	0	0	0	1
		% within Q9	100.0%	.0%	.0%	.0%	.0%	100.0%
Montgomery		Count	0	2	3	32	11	48
		% within Q9	.0%	4.2%	6.2%	66.7%	22.9%	100.0%
Phenix City		Count	0	3	7	12	15	37
		% within Q9	.0%	8.1%	18.9%	32.4%	40.5%	100.0%
Troy		Count	5	8	28	48	20	109
		% within Q9	4.6%	7.3%	25.7%	44.0%	18.3%	100.0%
eCampus		Count	0	1	12	25	11	49
		% within Q9						

	% within Q9	.0%	2.0%	24.5%	51.0%	22.4%	100.0%
University College	Count	2	4	30	48	25	109
	% within Q9	1.8%	3.7%	27.5%	44.0%	22.9%	100.0%
Total	Count	8	18	81	172	83	362
	% within Q9	2.2%	5.0%	22.4%	47.5%	22.9%	100.0%