



THREE RIVERS COLLEGE

REGISTRATION SURVEY TREND DATA RESULTS

FALL 2020 - SPRING 2024

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

The following report contains the trend data results of the Registration Survey from Fall 2020 to Spring 2024. The report is divided into sections based on department-specific questions. Each section has a corresponding page of additional feedback located at the end of the report.

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Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

Are you a new student (never attended Three Rivers College before) or returning student (have been to Three Rivers College in the past)?

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	424	419	449	555
New Student	38%	33%	40%	41%
Returning Student	62%	67%	60%	59%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	417	404	432	397
New Student	14%	22%	22%	17%
Returning Student	86%	78%	78%	83%

Communications

[Return](#)

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

If a student responded "New Student" on the previous question, they were asked the following question.

How did you learn about Three Rivers College? (Select all that apply.)

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	152	137	179	226
Billboard	7%	6%	4%	5%
Cell phone ad	5%	4%	2%	3%
Friend and/or relative	42%	50%	52%	54%
High school counselor	57%	48%	58%	42%
Newspaper ad	3%	1%	1%	1%
Online ads	17%	18%	8%	12%
Postcard	5%	4%	2%	1%
Radio ad	0%	4%	4%	2%
Social media	16%	24%	15%	19%
Streaming TV	1%	2%	1%	2%
TRC representative	18%	19%	12%	13%
TRC website	25%	31%	21%	24%
Other (please specify)	14%	15%	7%	15%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	54	86	92	69
Billboard	6%	12%	9%	7%
Cell phone ad	2%	5%	4%	3%
Friend and/or relative	56%	64%	60%	45%
High school counselor	46%	40%	34%	28%
Newspaper ad	9%	7%	1%	0%
Online ads	11%	17%	9%	13%
Postcard	2%	6%	0%	1%
Radio ad	9%	7%	4%	3%
Social media	13%	22%	14%	14%
Streaming TV	4%	1%	0%	1%
TRC representative	9%	14%	8%	13%
TRC website	22%	26%	22%	23%
Other (please specify)	17%	10%	10%	17%

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

If a student responded "New Student" previously, they were asked the following question.

What helped you make your final decision to attend Three Rivers College? (Select all that apply.)

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	152	137	179	226
Athletic Program	8%	8%	9%	12%
Availability of Financial Aid	38%	44%	40%	42%
Availability of Fully Online Programs	11%	13%	20%	29%
Cost	47%	50%	53%	48%
Friend and/or Relative attends Three Rivers College	19%	25%	23%	25%
High School Counselor	16%	20%	17%	14%
Interest in a Specific Program	26%	23%	18%	27%
Location	56%	60%	59%	50%
Quality of Education	19%	23%	14%	18%
Three Rivers College representative	7%	8%	2%	5%
Other (please specify)	9%	5%	2%	4%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	54	86	92	69
Athletic Program	9%	7%	7%	4%
Availability of Financial Aid	35%	51%	39%	35%
Availability of Fully Online Programs	13%	34%	30%	32%
Cost	28%	49%	45%	41%
Friend and/or Relative attends Three Rivers College	20%	21%	22%	23%
High School Counselor	9%	16%	8%	10%
Interest in a Specific Program	39%	33%	30%	35%
Location	37%	47%	49%	51%
Quality of Education	17%	17%	14%	26%
Three Rivers College representative	6%	12%	5%	10%
Other (please specify)	2%	5%	3%	4%

Communications

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	295	309	399	489
The registration information I receive from the College is timely.	97%	99%	99%	100%
The registration information I receive from the College is relevant.	99%	99%	100%	100%
The registration information I receive from the College is helpful.	99%	99%	100%	100%
I regularly check my student email.	98%	97%	99%	98%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	273	339	388	364
The registration information I receive from the College is timely.	99%	99%	99%	99%
The registration information I receive from the College is relevant.	99%	100%	99%	99%
The registration information I receive from the College is helpful.	99%	100%	99%	98%
I regularly check my student email.	99%	99%	97%	98%

Communications

I prefer to receive communication from the College by...(Select all that apply)

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	295	309	399	489
College Email	99%	98%	96%	97%
College Faculty Member	20%	24%	24%	18%
College Publications/Flyers	7%	10%	8%	5%
College Staff Member	13%	17%	16%	16%
College Website	24%	23%	25%	20%
Fellow Student	6%	5%	8%	6%
Local Newspaper	2%	2%	3%	1%
Social Media	16%	13%	14%	10%
Telephone	25%	24%	20%	21%
Text Message	59%	52%	52%	49%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	274	339	388	364
College Email	97%	97%	97%	96%
College Faculty Member	18%	19%	20%	18%
College Publications/Flyers	4%	7%	7%	5%
College Staff Member	10%	16%	16%	14%
College Website	26%	23%	23%	20%
Fellow Student	4%	7%	8%	5%
Local Newspaper	1%	2%	1%	1%
Social Media	18%	13%	14%	11%
Telephone	21%	24%	23%	21%
Text Message	66%	60%	58%	55%

Guided Self-Placement and Accuplacer

[Return](#)

Guided Self-Placement

If the student responded that they were a "New Student," they were asked to indicate their agreement with the following statement.

I used Guided Self-Placement this semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	152	137	179	226
Agree	50%	69%	75%	56%
Disagree	50%	31%	25%	44%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	54	86	92	69
Agree	50%	69%	78%	46%
Disagree	50%	31%	22%	54%

Guided Self-Placement

If the student responded "Agree" on the previous question, they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	74	92	130	125
Guided Self-Placement is convenient.	97%	99%	98%	98%
Guided Self-Placement is easy to understand.	93%	100%	98%	95%
Advisors explained my placement options to me.	95%	90%	92%	90%
I believe I am in the right course(s) based on my guided self-placement decision.	96%	96%	98%	94%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	26	58	73	33
Guided Self-Placement is convenient.	100%	100%	100%	100%
Guided Self-Placement is easy to understand.	100%	98%	97%	100%
Advisors explained my placement options to me.	92%	88%	96%	97%
I believe I am in the right course(s) based on my guided self-placement decision.	96%	97%	100%	97%

Accuplacer

If a new student responded that they did not use Guided Self-Placement, they were asked to indicate their agreement with the following statement.

I used Accuplacer this semester.

Semester	Fall 2023	Spring 2024
Total # of Students	100	37
Agree	37%	38%
Disagree	63%	62%

If the student responded "Agree" on the previous question, they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

Semester	Fall 2023	Spring 2024
Total # of Students	36	14
Accuplacer is convenient.	97%	100%
Accuplacer is easy to understand.	81%	86%
I believe I am in the right course(s) based on my Accuplacer scores.	92%	100%

Registrar

[Return](#)

Registrar

I attended another college or university prior to enrolling at Three Rivers College this semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	191	191	175	218
Agree	17%	23%	21%	20%
Disagree	83%	77%	79%	80%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	124	121	91	69
Agree	23%	25%	23%	32%
Disagree	77%	75%	77%	68%

Registrar

If the student responded "Agree" on the previous question, they were asked to indicate their agreement with the following statement.

I provided/sent my college transcript(s) to Three Rivers College.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	33	39	37	44
Agree	97%	85%	95%	100%
Disagree	3%	15%	5%	0%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	29	30	21	22
Agree	97%	93%	95%	91%
Disagree	3%	7%	5%	9%

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

If the student responded "Agree" on the previous question, they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the followings statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	31	39	35	44
Registrar staff are readily available by appointment.	*	*	*	100%
Registrar staff are friendly and polite.	*	*	*	100%
Registrar staff are knowledgeable.	*	*	*	100%
I believe my transcript(s) has been evaluated in a timely manner.	97%	100%	89%	93%
I was notified that my transcript has been received and evaluated.	62%	90%	86%	93%
My transcript(s) has been evaluated appropriately.	94%	100%	86%	98%
The evaluation of my transcript(s) has been explained to me.	71%	79%	88%	91%
Overall, I am satisfied with the level of service provided to me by the Registrar's Office.	*	*	*	100%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	28	28	20	20
Registrar staff are readily available by appointment.	*	*	*	100%
Registrar staff are friendly and polite.	*	*	*	100%
Registrar staff are knowledgeable.	*	*	*	100%
I believe my transcript(s) has been evaluated in a timely manner.	93%	100%	95%	100%
I was notified that my transcript has been received and evaluated.	79%	96%	85%	90%
My transcript(s) has been evaluated appropriately.	93%	96%	100%	95%
The evaluation of my transcript(s) has been explained to me.	79%	89%	80%	90%
Overall, I am satisfied with the level of service provided to me by the Registrar's Office.	*	*	*	100%

Online Courses

[Return](#)

Online Courses

I am taking one or more online courses this semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	405	415	443	542
Agree	85%	85%	84%	87%
Disagree	15%	15%	16%	13%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	406	397	428	397
Agree	80%	92%	85%	86%
Disagree	20%	8%	15%	14%

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

If the student responded "Agree" on the previous question, they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	326	340	368	469
My advisor asked me about my access to reliable equipment and internet access prior to registering for online classes.	81%	84%	90%	92%
My advisor asked me about my technological and computing skills.	73%	79%	85%	85%
I have reliable equipment and internet access for my online classes.	97%	98%	98%	99%
I have adequate technological and computing skills for online classes.	97%	97%	99%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	299	365	357	331
My advisor asked me about my access to reliable equipment and internet access prior to registering for online classes.	84%	87%	89%	89%
My advisor asked me about my technological and computing skills.	79%	81%	83%	84%
I have reliable equipment and internet access for my online classes.	86%	99%	98%	98%
I have adequate technological and computing skills for online classes.	98%	98%	97%	98%

Online Courses

If the student responded "Agree" when asked if they were taking online courses, they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	326	340	368	469
The courses I needed this semester were available online.	91%	95%	97%	98%
The courses I am taking online are easy to navigate.	87%	88%	89%	92%
I can easily communicate with my instructors online.	90%	95%	97%	97%
I am supported in the online learning environment.	91%	91%	89%	93%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	299	365	357	331
The courses I needed this semester were available online.	93%	98%	98%	95%
The courses I am taking online are easy to navigate.	92%	91%	93%	92%
I can easily communicate with my instructors online.	96%	96%	95%	97%
I am supported in the online learning environment.	89%	93%	90%	93%

Traditional Courses

[Return](#)

Traditional Courses

If the student responded "Disagree" when asked if they were taking online courses, they were asked to indicate their agreement with the following statement.

The data indicates the percentage of students who agree with the following statement.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	65	72	72	67
The courses I needed this semester were available to me.	94%	94%	96%	97%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	75	44	65	53
The courses I needed this semester were available to me.	100%	98%	95%	98%

Welcome Center

[Return](#)

Welcome Center

I have used the Welcome Center this semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	325	338	439	535
Agree	74%	70%	73%	70%
Disagree	26%	30%	27%	30%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	298	364	422	384
Agree	61%	63%	66%	68%
Disagree	39%	37%	34%	32%

Welcome Center

If the student responded "Agree" on the previous question, they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	236	233	318	372
Welcome Center Staff are readily available to provide assistance.	99%	99%	99%	100%
Welcome Center Staff are friendly and polite.	95%	99%	99%	100%
Welcome Center Staff are knowledgeable.	97%	98%	98%	99%
Overall, I am satisfied with the level of service provided to me at the Welcome Center.	98%	100%	99%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	179	228	278	258
Welcome Center Staff are readily available to provide assistance.	99%	99%	98%	98%
Welcome Center Staff are friendly and polite.	98%	100%	99%	99%
Welcome Center Staff are knowledgeable.	99%	99%	97%	98%
Overall, I am satisfied with the level of service provided to me at the Welcome Center.	99%	100%	99%	99%

Advising

[Return](#)

Advising

At which Three Rivers College location did you register?

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	320	334	435	528
Dexter	11%	7%	6%	6%
Kennett	8%	9%	6%	5%
Sikeston	13%	11%	9%	11%
Poplar Bluff	52%	58%	66%	64%
Virtually	12%	10%	11%	13%
Other (please specify)	4%	4%	1%	1%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	294	362	419	379
Dexter	5%	10%	8%	3%
Kennett	9%	6%	5%	6%
Sikeston	11%	9%	10%	9%
Poplar Bluff	60%	60%	63%	68%
Virtually	13%	13%	12%	11%
Other (please specify)	2%	2%	2%	2%

Advising

Who assisted you with registering for classes?

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	320	334	435	528
General Advisor (Poplar Bluff Only)	23%	22%	40%	49%
External Location Staff Member (Dexter, Kennett, Sikeston)	7%	6%	6%	17%
My Faculty Advisor	40%	48%	30%	18%
A Faculty Member	16%	13%	10%	6%
I do not remember who helped me.	15%	12%	13%	9%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	294	362	419	379
General Advisor (Poplar Bluff Only)	22%	25%	41%	48%
External Location Staff Member (Dexter, Kennett, Sikeston)	7%	6%	4%	12%
My Faculty Advisor	54%	48%	30%	24%
A Faculty Member	7%	9%	11%	7%
I do not remember who helped me.	9%	12%	15%	8%

Advising

What method of communication was used during your advising session?

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	320	334	435	528
Email conversation with advisor	33%	17%	23%	19%
In-person advising	39%	62%	63%	68%
Virtual Advising (Zoom, Stream, Facetime, etc.)	28%	20%	14%	13%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	294	362	419	379
Email conversation with advisor	39%	30%	22%	24%
In-person advising	49%	53%	63%	64%
Virtual Advising (Zoom, Stream, Facetime, etc.)	13%	16%	15%	12%

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

If the student responded "Virtual Advising" on the previous question, they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	89	67	62	68
Virtual advising is available when I need it.	98%	97%	97%	100%
Virtual advising is convenient.	94%	96%	98%	99%
My internet connectivity is adequate for virtual advising.	97%	100%	97%	99%
I was prepared for what occurred during my virtual advising appointment.	96%	99%	95%	97%
Overall, I am satisfied with the level of service provided to me during virtual advising.	96%	94%	98%	100%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	37	59	63	45
Virtual advising is available when I need it.	100%	100%	98%	98%
Virtual advising is convenient.	100%	98%	98%	100%
My internet connectivity is adequate for virtual advising.	95%	100%	100%	100%
I was prepared for what occurred during my virtual advising appointment.	95%	100%	97%	96%
Overall, I am satisfied with the level of service provided to me during virtual advising.	97%	100%	100%	93%

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

If the student responded "Virtual Advising," they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	89	67	62	68
Advisors are readily available by virtual appointment.	98%	96%	98%	96%
Advisors respond quickly when I request information during virtual appointments.	99%	96%	98%	100%
Advisors are friendly and polite during virtual appointments.	97%	99%	98%	100%
Advisors are knowledgeable during virtual appointments.	99%	96%	100%	100%
Overall, I am satisfied with the level of service provided to me during virtual advising.	100%	94%	98%	100%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	37	59	63	45
Advisors are readily available by virtual appointment.	92%	98%	97%	100%
Advisors respond quickly when I request information during virtual appointments.	92%	93%	100%	96%
Advisors are friendly and polite during virtual appointments.	97%	100%	98%	98%
Advisors are knowledgeable during virtual appointments.	95%	100%	98%	93%
Overall, I am satisfied with the level of service provided to me during virtual advising.	92%	100%	100%	96%

Advising

If the student responded "In-Person Advising" or "Email Conversation with Advisor," they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	227	265	372	452
Advising is available when I need it.	97%	96%	98%	98%
Advising is convenient.	97%	97%	98%	98%
I was prepared for what occurred during my advising appointment.	98%	96%	98%	96%
Overall, I am satisfied with the level of service provided to me during advising.	97%	97%	98%	98%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	254	301	351	332
Advising is available when I need it.	98%	99%	98%	97%
Advising is convenient.	97%	98%	97%	96%
I was prepared for what occurred during my advising appointment.	96%	99%	98%	97%
Overall, I am satisfied with the level of service provided to me during advising.	96%	97%	97%	96%

Advising

If the student responded "In-Person Advising" or "Email Conversation with Advisor," they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	227	265	372	452
Advisors are readily available by appointment.	98%	98%	99%	99%
Advisors are friendly and polite.	100%	98%	99%	100%
Advisors are knowledgeable.	97%	98%	99%	98%
Overall, I am satisfied with the level of service provided to me during advising.	97%	96%	99%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	254	301	351	332
Advisors are readily available by appointment.	97%	98%	98%	98%
Advisors are friendly and polite.	99%	99%	99%	99%
Advisors are knowledgeable.	97%	98%	98%	96%
Overall, I am satisfied with the level of service provided to me during advising.	97%	98%	97%	96%

Advising

The following information was discussed during my advising appointment (Select all that apply.)

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	314	328	430	519
Career	71%	77%	79%	80%
Financial Aid	79%	85%	84%	86%
Online Login (username/password)	56%	63%	56%	66%
Online Orientation (if applicable)	25%	34%	33%	*
ROCs Video (if applicable)	18%	15%	9%	*
Self-Service (myTRCC)	50%	54%	43%	67%
Student Billing	44%	49%	43%	58%
Ordering Course Materials Online and Pickup	59%	62%	57%	66%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	290	360	411	373
Career	70%	74%	79%	75%
Financial Aid	77%	75%	84%	76%
Online Login (username/password)	44%	49%	53%	47%
Online Orientation (if applicable)	22%	24%	25%	*
ROCs Video (if applicable)	8%	9%	8%	*
Self-Service (myTRCC)	4%	46%	47%	63%
Student Billing	41%	41%	42%	43%
Ordering Course Materials Online and Pickup	61%	59%	62%	54%

Financial Aid

[Return](#)

Financial Aid

I completed the Free Application for Federal Student Aid (FAFSA) prior to registering for classes this semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	314	328	430	519
Agree	92%	93%	94%	93%
Disagree	8%	7%	6%	7%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	290	360	411	373
Agree	94%	90%	91%	90%
Disagree	6%	10%	9%	10%

Financial Aid

If the student responded "Disagree" on the previous question, they were asked the following question.

You indicated you did not apply for Free Application for Federal Student Aid (FAFSA) prior to registering for classes. Please indicate the reason why from the selections provided below (select all that may apply).

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	26	23	27	34
Didn't know I needed to change school code	4%	4%	0%	3%
I forgot	4%	9%	11%	18%
I was unaware of annual renewal	4%	26%	7%	9%
Missing parental information	12%	17%	7%	35%
Originally planned to attend elsewhere	0%	0%	0%	3%
Submitted wrong application	4%	0%	0%	0%
Wasn't a high priority	15%	22%	22%	21%
Other (please specify)	69%	39%	59%	32%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	18	36	35	37
Didn't know I needed to change school code	11%	0%	3%	3%
I forgot	17%	8%	26%	14%
I was unaware of annual renewal	0%	11%	14%	22%
Missing parental information	17%	19%	23%	22%
Originally planned to attend elsewhere	0%	0%	0%	3%
Submitted wrong application	0%	3%	3%	0%
Wasn't a high priority	11%	14%	14%	24%
Other (please specify)	61%	56%	40%	38%

Financial Aid

Please indicate below the types of financial assistance you are receiving (select all that apply).

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	312	327	429	515
A+	28%	26%	25%	24%
Pell Grant	67%	70%	69%	72%
Loan	17%	17%	21%	21%
Scholarship	27%	27%	28%	25%
Veteran Benefits	3%	2%	2%	4%
TRA/ WIOA/ Vocational Rehab	1%	1%	0%	2%
I do not use financial assistance	7%	7%	8%	7%
Other (please specify)	7%	9%	5%	5%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	289	359	409	373
A+	24%	23%	24%	17%
Pell Grant	73%	69%	70%	70%
Loan	25%	20%	15%	17%
Scholarship	22%	22%	21%	19%
Veteran Benefits	2%	3%	5%	5%
TRA/ WIOA/ Vocational Rehab	2%	2%	0%	2%
I do not use financial assistance	8%	8%	8%	9%
Other (please specify)	3%	9%	9%	6%

Financial Aid

Please indicate below the reasons you have visited Office of Financial Aid this semester (Select all that apply).

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	312	325	428	514
A+ Assistance	10%	14%	13%	9%
FAFSA Completion	43%	43%	44%	41%
Refund Status	21%	22%	18%	19%
Scholarship Assistance	10%	13%	15%	13%
Student Loans	12%	14%	16%	16%
TRA/WIOA Assistance	1%	0%	0%	0%
Veteran Assistance	1%	2%	2%	3%
Work-Study Inquiry	3%	5%	5%	4%
Have not visited the Office of Financial Aid this semester	37%	40%	37%	37%
Other (please specify)	4%	3%	4%	3%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	288	357	409	373
A+ Assistance	10%	9%	11%	9%
FAFSA Completion	43%	46%	46%	37%
Refund Status	17%	16%	18%	16%
Scholarship Assistance	9%	10%	11%	10%
Student Loans	18%	16%	13%	14%
TRA/WIOA Assistance	0%	0%	0%	1%
Veteran Assistance	1%	2%	4%	3%
Work-Study Inquiry	3%	6%	4%	3%
Have not visited the Office of Financial Aid this semester	38%	39%	39%	42%
Other (please specify)	4%	4%	4%	6%

Financial Aid

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	311	322	425	511
Financial Aid Staff are readily available to provide assistance.	97%	99%	100%	99%
Financial Aid Staff are friendly and polite.	98%	100%	100%	99%
Financial Aid Staff are knowledgeable.	98%	100%	99%	99%
Financial Aid Staff respond to requested information in a timely manner.	98%	99%	99%	99%
Overall, I am satisfied with the level of service provided to me by the Office of Financial Aid.	98%	99%	99%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	288	350	403	373
Financial Aid Staff are readily available to provide assistance.	98%	99%	99%	98%
Financial Aid Staff are friendly and polite.	98%	100%	100%	98%
Financial Aid Staff are knowledgeable.	99%	99%	100%	98%
Financial Aid Staff respond to requested information in a timely manner.	97%	99%	99%	98%
Overall, I am satisfied with the level of service provided to me by the Office of Financial Aid.	98%	99%	99%	98%

The College Store

[Return](#)

The College Store

How did you obtain your course materials? (Check all that apply.)

Semester	Fall 2022	Spring 2023	Fall 2023	Spring 2024
Total # of Students	422	402	508	373
I visited The College Store	50%	52%	58%	57%
I ordered them online through The College Store website.	53%	49%	44%	43%
I obtained digital course materials through Blackboard.	18%	24%	26%	26%
Other (please specify)	2%	2%	2%	2%

Note: This question was added Fall 2022

The College Store

I visited a College Store Location to retrieve some of my course materials for the semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	309	322	422	508
Agree	80%	74%	59%	67%
Disagree	20%	26%	41%	33%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	287	350	402	373
Agree	83%	63%	58%	66%
Disagree	17%	37%	42%	34%

The College Store

If the student responded "Agree," they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	308	239	247	335
The College Store Staff are readily available to provide assistance.	97%	99%	99%	99%
The College Store Staff are friendly and polite.	97%	99%	99%	99%
The College Store Staff are knowledgeable.	97%	99%	98%	99%
The College Store Staff respond to requested information in a timely manner.	97%	100%	99%	99%
Overall, I am satisfied with the level of service provided to me at The College Store.	97%	99%	98%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	285	220	235	245
The College Store Staff are readily available to provide assistance.	98%	100%	100%	100%
The College Store Staff are friendly and polite.	97%	99%	99%	98%
The College Store Staff are knowledgeable.	98%	98%	99%	99%
The College Store Staff respond to requested information in a timely manner.	98%	100%	100%	100%
Overall, I am satisfied with the level of service provided to me at The College Store.	98%	97%	99%	98%

The College Store

I had some of my course materials shipped to me.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	305	81	420	505
Agree	32%	83%	57%	47%
Disagree	68%	17%	43%	53%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	285	129	402	373
Agree	29%	85%	53%	46%
Disagree	71%	16%	47%	54%

The College Store

If the student responded "Agree," they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	99	68	239	234
My course materials were shipped to me in a timely manner.	99%	99%	100%	100%
My course materials arrived undamaged.	98%	97%	99%	97%
The instructions for ordering course materials online are easy to follow.	96%	96%	98%	97%
The website is easy to use.	96%	97%	98%	98%
I can find my course materials quickly on the website.	98%	97%	99%	97%
Overall, I am satisfied with retrieving my course materials online.	99%	96%	100%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	83	108	210	171
My course materials were shipped to me in a timely manner.	99%	99%	99%	100%
My course materials arrived undamaged.	96%	97%	98%	98%
The instructions for ordering course materials online are easy to follow.	98%	99%	99%	98%
The website is easy to use.	95%	98%	99%	97%
I can find my course materials quickly on the website.	98%	97%	98%	96%
Overall, I am satisfied with retrieving my course materials online.	99%	98%	100%	99%

The College Store

I had all of my course materials (textbooks, lab manuals, access codes, etc.) for the first day of class(es).
 (Day One Access)

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	205	82	417	502
Agree	85%	89%	90%	93%
Disagree	15%	11%	10%	7%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	202	128	400	370
Agree	88%	93%	95%	94%
Disagree	12%	7%	5%	6%

The College Store

If the student responded "Agree," they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	173	72	376	465
Day One Access to my course materials was easy.	95%	99%	99%	98%
Day One Access met my needs.	95%	99%	100%	99%
The course materials I needed were available.	98%	100%	99%	98%
I would like to have Day One Access to my course materials in the future.	96%	100%	99%	99%
Overall, I am satisfied with receiving my course materials this way.	97%	100%	100%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	177	118	373	347
Day One Access to my course materials was easy.	96%	96%	98%	97%
Day One Access met my needs.	97%	96%	98%	98%
The course materials I needed were available.	99%	97%	99%	99%
I would like to have Day One Access to my course materials in the future.	97%	97%	100%	99%
Overall, I am satisfied with receiving my course materials this way.	98%	98%	99%	99%

Student Accounts

[Return](#)

Student Accounts

I have used Student Accounts this semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	303	316	415	496
Agree	68%	69%	68%	65%
Disagree	32%	31%	32%	35%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	283	345	391	370
Agree	61%	63%	63%	62%
Disagree	39%	37%	37%	38%

Student Accounts

If the student responded "Agree," they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	201	215	275	317
Student Accounts Staff are readily available to provide assistance.	99%	100%	100%	100%
Student Accounts Staff are friendly and polite.	99%	99%	99%	100%
Student Accounts Staff are knowledgeable.	100%	100%	99%	99%
Overall, I am satisfied with the level of service provided to me by Student Accounts.	99%	100%	100%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	170	216	249	227
Student Accounts Staff are readily available to provide assistance.	99%	100%	100%	99%
Student Accounts Staff are friendly and polite.	99%	100%	99%	99%
Student Accounts Staff are knowledgeable.	98%	100%	99%	99%
Overall, I am satisfied with the level of service provided to me by Student Accounts.	99%	100%	100%	99%

Student Accounts

I am aware of my account balance for the semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	299	312	409	493
Agree	93%	95%	94%	94%
Disagree	7%	5%	6%	6%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	278	343	391	368
Agree	92%	94%	95%	94%
Disagree	8%	6%	5%	6%

Student Accounts

I would prefer to receive any future notice regarding Billing Information (i.e. account balance, 100% drop date, balance owed, etc.) through...

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	299	312	409	493
Self-Service (myTRCC)	24%	30%	34%	34%
Statement in the Mail	13%	12%	11%	11%
Student Email	63%	58%	55%	55%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	278	343	391	368
Self-Service (myTRCC)	28%	29%	39%	38%
Statement in the Mail	11%	10%	10%	8%
Student Email	61%	61%	51%	54%

Student Accounts

If the student indicated they have used Self-Service (myTRCC) for Student Accounts, they were asked to indicate their agreement with the following statement.

I have completed direct deposit set up in Self-Service (myTRCC) for Financial Aid Reimbursement.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	20	27	31	49
Agree	30%	52%	48%	31%
Disagree	70%	48%	52%	69%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	16	21	24	31
Agree	31%	52%	50%	45%
Disagree	69%	48%	50%	55%

Student Accounts

If the student responded "Agree," they were asked to indicate their agreement with the following statements.

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	6	13	15	15
Direct Deposit is convenient for me.	83%	100%	100%	93%
Direct Deposit instructions for set up were easy to understand.	100%	100%	100%	93%
Overall, I am satisfied with Direct Deposit in Self-Service.	83%	100%	93%	100%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	5	11	12	14
Direct Deposit is convenient for me.	100%	100%	100%	100%
Direct Deposit instructions for set up were easy to understand.	100%	100%	100%	100%
Overall, I am satisfied with Direct Deposit in Self-Service.	100%	100%	100%	100%

myTRCC

[Return](#)

myTRCC

Please indicate which areas of Self-Service (myTRCC) you have used at this time. (Select all that apply.)

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	297	312	403	492
Apply for Graduation	9%	10%	8%	10%
Financial Aid (access financial aid data, forms, etc.)	77%	82%	78%	79%
Student Accounts (view statement, make payment online, etc.)	70%	76%	70%	75%
Student Planning (search for courses, plan your terms, schedule & Register for course sections)	73%	72%	71%	76%
View Final Grades	51%	49%	51%	49%
I have not used Self-Service (myTRCC) at this time.	10%	8%	8%	5%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	278	339	390	367
Apply for Graduation	26%	20%	17%	23%
Financial Aid (access financial aid data, forms, etc.)	83%	79%	81%	76%
Student Accounts (view statement, make payment online, etc.)	72%	70%	73%	68%
Student Planning (search for courses, plan your terms, schedule & Register for course sections)	75%	71%	73%	75%
View Final Grades	63%	60%	62%	59%
I have not used Self-Service (myTRCC) at this time.	5%	7%	6%	6%

General Questions

[Return](#)

General Questions

The data indicates the percentage of students who agree with the following statements.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	286	302	395	477
I was prepared for my first day of classes.	95%	95%	96%	97%
I am treated like an individual at Three Rivers College.	98%	99%	99%	99%
Three Rivers College has a positive student-focused culture.	98%	98%	99%	99%
I would recommend Three Rivers College to a friend or family member.	99%	99%	100%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	270	326	384	354
I was prepared for my first day of classes.	97%	96%	97%	95%
I am treated like an individual at Three Rivers College.	97%	99%	99%	98%
Three Rivers College has a positive student-focused culture.	99%	100%	99%	98%
I would recommend Three Rivers College to a friend or family member.	99%	99%	99%	98%

General Questions

Please indicate if you would like to be contacted by Career Services or the University Center at this time.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023
Total # of Students	286	302	395	477
Career Services (Resume Writing, Job Search, Career Advice, and/or Internships)	15%	11%	12%	12%
University Center (Transfer Advising, Bachelor Completion, University Partner Information)	13%	11%	11%	13%
I do not need to be contacted at this time.	80%	83%	83%	82%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024
Total # of Students	270	326	384	354
Career Services (Resume Writing, Job Search, Career Advice, and/or Internships)	7%	13%	14%	14%
University Center (Transfer Advising, Bachelor Completion, University Partner Information)	9%	12%	9%	10%
I do not need to be contacted at this time.	87%	82%	83%	82%

**Communitcations
Additional Feedback
Spring 2024**

Three Rivers College
 Registration Survey Trend Data Fall 2020-Spring 2024

How did you learn about Three Rivers College? (Select all that apply.)
Other (please specify)
Veteran walk in
Family friend
Caseworker
School E-mail
Needed VA info
a coworker attended TRC
Facebook
Athletics
Closest college near me and it's talked about
only college in town
Seeing it at my hometown
Athletics

What helped you make your final decision to attend Three Rivers College? (Select all that apply.)
Other (please specify)
either use my post911 or lose it
accepts A+ money and has all online courses
Parents

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

REGISTRATION COMMUNICATION
Please provide additional feedback in the space below as to how we can improve registration communication.
Great
There is nothing that needs to be improved.
Don't have any!!
No improvement needed
No feedback necessary.
I wish i had known what exactly classes i needed before starting my journey in 2020. I would have been done with classes for what i needed a lot sooner had i been informed of what was actually needed
I have found email is the best form of communication as most people have it through their phones. In my personal experience, I check my email 4-5 times a day due to receiving different emails from my jobs, school, etc
Stop funneling hundreds of students into stupid undeclared classes because it's ruining the real school system we're all here trying to use. You're forcing us around like cattle to make money off of us but not giving us anything to use in life in return.
I love that I get all my information through the email and so easy to check on anything at any time.
I didn't receive anything from registration.
Could have had the semester start date easier to find!
Registration communication is great. I love the emails, and I would like to have texts being sent to me as well for easier communication!

[Return](#)

Guided Self Placement and Accuplacer Additional Feedback Spring 2024

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

Guided Self-Placement

Please provide additional feedback in the space below as to how we can improve Guided Self-Placement.

I'm neutral over Guided Self-Placement

I think it was very easy to understand and work through. Counselors were there every step of the way in case I got stuck, they could quickly help to keep me going

I would like more face to face classes for the following up semester and for the rest of the year.

I think the guided self-placement is easy and very convenient for me. I am glad I am able to do work from home, be with my daughter and pursue a degree.

Accuplacer

Please provide additional feedback in the space below.

I think Accuplacer is very helpful and easy to understand. It does not take much to figure it out and find the right classes for you.

Every one is very helpful patient. Each person I spoke with took the time to fully answer any questions I had.

Taking the Accuplacer, was convenient and the young woman at the front desk was very helpful.

It's easy to get along with and it places you in classes that you should be taking based on your score

[Return](#)

**Registrar
Additional Feedback
Spring 2024**

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

You have indicated your official transcripts from your previous college have been provided/sent to Three Rivers College. Please provide your level of agreement with the following statements.

Please provide additional feedback in the space below as to how we can improve Transcript Evaluation.

as a disabled Vet 100%,I may be bed ridden for longer than a week & its scary to think that i could be kicked out of college if I'm a no show for 2 weeks.

It was fast and they did everything they could to make sure my transcript got sent on time for me to start classes.

Everyone has been exceptionally efficient and kind.

To my knowledge I never received any confirmation that my transcripts were received at Three Rivers. However, my scenario was a little different than most. I decided to enroll about a month prior to classes starting so my case was extremely fast paced. Even so, the registrar services were absolutely amazing and accommodating in every single way!!

3 Rivers was accommodating & covenant

I got an email that my transcript was sent! It was in a very timely matter too!

[Return](#)

**Online Courses
Additional Feedback
Spring 2024**

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

Online Courses
If you disagree with any of the above statements, please provide additional feedback in the space below as to how we can improve.
I did not need asked about this seeing how I was already a returning student and have taken computer class.
My internet is slow. I can't afford higher speeds. I take tests at the college so I won't drop signal during the test and possibly not be able to finish it.
Not much contact with advisors or instructors
I had already had an online class the semester before so there was no need to ask.
My ACHIEVE family asked me if I still needed the laptop they loaned to me after my last semester and this upcoming semester. I appreciate this so much, don't know what I would do if I didn't have access to a laptop. Thanks ACHIEVE!
I've always struggled with online things I need in person or I forget it is a thing also black board can be finaky and makes me cry
I am continuing my education after completing my Associates in Accounting in the Fall of 2023 . I am well aware of the online requirements and was no fault of my advisor who sat down with me and was able to communicate my options at attending CMU while still taking a course at TRC.
I do not recall this being asked
I have the technolgical, but my computing skills are not much, I wasn't raised in the computer area, so I'm learning as I go.
I need to borrow a computer for my class.
Advisors could ask more questions toward the students registering rather than only asking the student do you have any questions.
I was not asked about my computer availability or wifi access when it came to my online classes these were simply just the only classes available for me to take.
Same instructor. She knows I have access.
I'm having technological issues with my laptop due to it's age.
I have good enough internet access for all but one of my classes, so I do that one at the college.
I have never met my actual advisor, but I usually meet with Mrs WHite to register for classes, and she always makes sure that I am prepared.
No improvement needed. I have taken all online classes before and my advisor knows I have reliable equipment, internet access, and computing skills.
Mr. Witt was extremely helpful in aiding me to pick out my classes. He asked me a few different times to make sure I had reliable equipment at home or somewhere accessible to me at all times to make sure if I got signed up for online classes I wouldn't have issues accessing the course load
my advisor did not ask me any questions about my internet or computer or any required resources before taking my online classes.
The black board site is complex to use especially when the Professors don't update the site correctly or don' remove the work that's been completed. The Professors just keep shoveling more and more information and lessons into lesions that have been completed and don't say anything, as well as leaving notes and tips covering the main pages for week old assignments. I constantly feel like I'm going to miss an assignment or some class work and have to triple check old class files to see if something new was added after completion.
On a side note the internet can go out from time to time making it hard to complete courses.
Having adequate computing abilities nor reliable internet was discussed whatsoever during registration.
My advisor was not as helpful as in previous semesters.
My computer doesn't work well that I purchased from the college.

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

Online Courses (Continued)

If you disagree with any of the above statements, please provide additional feedback in the space below as to how we can improve.

I have been going here for the last three semesters so I did not think it was necessary to ask.

I think my advisor assumed I already knew how to do everything since I was a returning student but they have always been so helpful

I've been out of the workforce for 9 years now and out of college for 20 years. My skills are outdated at best. So I'm taking computer apps as a crash course, however, some of my other classes are using the same programs I'm learning so it truly is a crash course.

My advisor was very friendly and helpful the first day I talked to her but never asked the questions states above.

I am just now starting college 13 years after high school. So I am just now learning all the new technology and software's.

The dorms internet is godawful half the time

My advisor has never contacted me. She is not been any help whatsoever I have done everything on my own.

My advisor has not reached out to me.

Having taken an online class before, I already knew that I'd need reliable internet, a webcam for proctored tests, and a laptop or computer. I think explicitly asking a potential student if they have the skills and technology required for online learning would help ensure that students are prepared before registering for online classes.

My adviser did ask any of these questions

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

Online Courses
If you agreed you were supported in the online learning environment, please explain how you were supported in the space provided.
I have emailed my teachers in regards to several questions I have had about assignments and exams and have had a relatively quick response
All necessary class materials are available and neatly organized. If I have any questions regarding the class or materials, the instructors are available via email or phone; I have never waited more than 24 hours for a response, and they usually come much sooner. I feel that if I were having trouble, the instructors and fellow students would help.
Originally I had a problem with finding out where the book is online. After emailing my instructor which I didn't hear back from in time (weather had the school closed) I emailed the college store. They emailed me back and let me know the name of it and where to find it, The name was not the same as the class. It was Red Shelf Course Materials. I had not been familiar with online classes and really how it works.
My instructors always reply to emails quickly and take time to help me out.
The way I was supported most was through email.
Teachers were readily available to help me
Professors are available through email. I don't feel I have adequet written instructions in Algebra. I already had an issue with an algebra test that needed a password and I couldn't find the password. I eventually found instructions on how to obtain the password, but it would have been helpful to have that information in the assigments or an annoucement. When I emailed, I needed an urgent response. I got the response after taking the test. It was stressful and I had a minor panic attack over not knowing how to find the password.
My teachers are always fast to respond to emails and i can go into the college for help if needed
I agreed that reliable, efficient and effective support for the online learning environment is supported, however, I wanted to add that only some of the instructor's have been understanding of online class life.
My instructors are usually available and able to answer any questions I have within their sceduled office hours. My instructors often email me to check in, they set clear expectations etc.
My instructor is good at responding to questions through email.
I disagreed about courses as only one was available online of the courses that I needed. The others were available at the college.
The instructors are very easy to talk to and get to the point. They are helpful and have a lot of knowledge.
I appreciate the Blackboard platform and the recent updates. I can find all materials needed more efficiently.
My Professor, Dr. Sanders is the BEST!! She always gets right back to me when I have a question or problem & even went out of her way to set a special Zoom meeting with me to help me with an assignment I was really struggling with!
If I ever difficulty with the school website, I could rely on the school tech support to fix the issue. Also if anything happens to the overall site I am made aware.
I have had a hard time getting the classes I wanted, I wish I could select the classes that I would like from a list and not just given a few classes at the beginning of the semester.
My wonderful English teacher is really dedicated on making sure her students get a better understanding of their assignments, as well as letting you fix your mistakes after explaining everything to you. This is a very great learning environment.
Instructor available
I only have one instructor who emails me back within a reasonable time frame and gives me good feedback on anything I do and I really appreciate that.
I am supported in the online learning environment by having teachers who are available and encouraging.
The teachers are very helpful and always take time to make sure you understand the material.
I had access and support when I needed help with anything.
Supported by my teachers if I need anything they are quick to help.
my instructors were very responsive and resourceful.
I am a returning college student that is a husband, father and full time Firefighter/Paramedic. Online education is the only option that is feasible with my schedule to obtain a degree and further my education. This online education has supported my goals as well my family and employer have supported them.
On line learning is not good for people who are visual and audible learners like me

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Online Courses (Continued)
If you agreed you were supported in the online learning environment, please explain how you were supported in the space provided.
While the course I am taking this semester is person to person. The instructor I have is very good at relaying what the expectations are for the course and has a open dialogue.
My advisor agreed I would do well with online since I stay on top of my work.
The directions were very clear. It was easy to get to and work with.
When registered my advisor agreed that online was best for my work schedule. My family also helps me with my kid so I can get my assignments done and turned in on time.
My instructor goes above & beyond to help & support me all the time. My classmates are always helpful should we be having a "discussion board" assignment and I've had to reach out to Raider Connect and they helped me resolve my issue very promptly.
My teachers responded when i emailed and i was able to receive a for a class i am struggle in a little
My instructors are readily available to contact at any time and they work with me to root out my misunderstandings.
I think that 3 rivers is a great college to go to
I am able to contact my instructor and ask questions they reply usually though email or phone..
Some do not have a easy 'flow'
My professors always make sure to include that we are able to email them anytime we need help or need to ask them anything.
My family and fiancé are helping to make sure I succeed.
I can ask a tutor if need it.
My professor always reminds us that she is just an email or phone call a way and that makes it easier to reach when u think you are not being a bother and they care.
Most professors send emails and let students know they are there to help if it is needed.
I have advisors and the Archive program that supports me with my learning needs.
My instructors often inform me of their contact information if I was ever to find myself confused or in need of help.
(REDACTED) Is very hard to reach or not fast to respond. Feel like I'm out on a branch
My instructors responded to my emails in a timely and effective manner.
The teachers are very inclusive even though we aren't able to be in person.
Access to resources and availability to reach out.
The professors are very resourceful and are very willing to help out whenever called upon.
The online instructors always send out reminder emails and announcement posts to keep up informed and supported.
Instructors and Blackboard staff members are very responsive with any questions I've had.
My advisor and instructors have been very encouraging and understanding in any questions I had. They have returned emails promptly and been thorough in their answers.

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Online Courses (Continued)
If you agreed you were supported in the online learning environment, please explain how you were supported in the space provided.
I was supported in the online learning environment by having easy access to my course material and instructors being readily available in case I need help.
My teacher responds and offers plenty of time to get my work done along with help when I'm unsure of an assignment.
My instructors are friendly, helpful, and quick to respond with any questions I have regarding my courses.
I am provided with support and directions in order to succeed with my courses
I was supported because the office let me know if I'm unable to do work at home I can go to the computer lab and use their computers. They also helped me register for classes and helped me pick the best class for me in my career field.
The teachers have made it easier for me to understand. I do struggle online more in the past but I have figured out and talked to my instructors for help.
I have a space that is quite and easy to study and do homework and test.
My instructors have all been great; online and in person. They have been more than willing to help out and are readily available
If I have had a problem my instructors are very easy to get ahold of.
My instructors are easily available and I had very good explanations of help I can get
Through feedback from my instructors.
I was supported by an online teacher anytime I had a question and received a quick response.
My advisors often post several times a week to keep my classmates and I well informed as to what is expected of us and when our due dates are.
Am given a chair, table with a computer more than one room to complete assignments courses for this semester and for the remaining school year.
I a student, feel that the online courses are very useful, especially for those who cannot get to a campus because of transport or how busy the students' schedule is. it is a great schooling course.
the work they are giving us is not easy. how do you expect me to learn a chemistry equation out of the book but you're taking multiple days to teach it to your in person class. i think the works out should be the same OR give us better resources to solve problems since your office hours are during my class periods.
One class is an in-person class.
I feel supported only by the fact that a technical team and professors are standing by if I need them for something. Everything else is on my shoulders, and no one cares just like life....
All my instructors are very helpful when it comes to anything that I need. It makes me enjoy taking online classes.
frequent communication and feedback from instructors
Every online class i've taken, my advisors have always been supportive and helpful to any questions or concerns i have.
Some of the courses are not easy to navigate. I have problems finding the link to the classes other class. Like cengage for example. Some of the course materials don't match the stuff I am working with. For Example Outlook.
The course material the instructors have for us is easy to understand and navigate through. The instructors are very helpful when we have questions and respond quickly. We know the hours the instructors they are available and if we need to make an appointment with them, it is easy to do as well.

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Online Courses (Continued)
If you agreed you were supported in the online learning environment, please explain how you were supported in the space provided.
the instructors are all great helping you thru issues.
My instructors have wrote back to me in a fair amount of time.
My instructors are happy to assist with any questions I have. Weither it be about a specific assignment or just a basic question about navigating Blackboard. They are happy to help.
The course is easy to navigate, so assistance is seldom required. When I have questions, there are multiple methods to contact the instructor readily available. My advisor is also always available to answer any questions. This is the most supportive learning environment I have ever been part of.
The website/testing is easily assessable. Can test on my own time and leisure around my schedule.
can talk are text and call if I need help and everyone has been very responsive
My advisors-Gail Tinsley and Corey Reynolds have been amazing with trying to support me in the online experience.
My teachers answer my questions therally if I need help.
If i have any questions, my instructors are so helpful and respond pretty quickly. I really enjoy the online learning environment.
When I had trouble pulling up some videos, I emailed my instructor and blackboard, and it did not take them long to respond. My instructors always get back with me pretty quickly and that helps me to move on with the assignments.
I have amazing instructors who help if I have questions or point me in the direction of someone who cam.
I believe I am supported on my online classes because my professors maintain good communication and resources for tutoring if needed such as brainfuse live tutoring.
I'm agreeing only because I don't know if I am or not. the instructor does respond to emails, so I guess I am.
I am conflicted about being supported because I personal feel that when classes started and I was struggling to get logged in because I was given the wrong email. I found that it was very hard to get help from anyone. I emailed everyone I could think of and they would just brush me off and there was no follow up and at one point they just stopped emailing me back. I finally called and talked to another student and she helped me get logged in. This resulted in me being a week behind on class work. I get that I chose to do online classes but I believe that if one person would have actually listened to what I was saying the problem could have been fixed on day one instead of a week later.
Open communication
I have the achieve program. The girls in charge usually do a good job of helping me if I have questions.
By friends and teachers
My professors are quick to respond
Everything has been easy to get to and navigate
The is a mind tap program I'm not familiar with but I'm learning
Not always able to get a response from instructors in a timely manner.
My instructor has expressed their interest in my ability to thrive and has an open-door policy.
My teacher is very communicative and reaches out to let her students know her support and if we have any questions we can contact her at any time.

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Online Courses (Continued)
If you agreed you were supported in the online learning environment, please explain how you were supported in the space provided.
The instructors make it very easy to contact them. Also everything is easily accessible and easy to see when the due dates are for the assignments. My advisors were very helpful in the process of getting signed up for my online classes
My teachers are always able to help!
I was supported with positive communication and understanding.
It's easier for me to get work done week by week rather than day by day
I have wifi at home.
Instructor reply in a timely manor and are willing to help whenever it's needed.
I have had times where I've needed to email an advisor or professor throughout the past semesters and within 24 hours I have been replied to during school hours.

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Please provide additional feedback in the space below as to how we can improve online learning.
Responses
I believe that the online learning for me has been very beneficial although with certain classes having a video explaining the topic from the teacher might be handy (some teachers already do this)
My only suggestion is to make an electronic copy of each textbook available, perhaps via a link in the left-side menu. This would help students who might work from multiple locations, and don't always carry textbooks with them. It would allow students to rapidly conduct searches for key words. It would also reduce wear and tear on physical textbooks, extending their life and increasing resale value.
Have online books available in one place. Make sure at the start we know where to find them and what it is called to get to it.
I am actually having a really hard time with online but I'm trying my best.
Make sure the links being used have captions and alternate written instructions are available. I am having a difficult time learning how to use the graphing calculator for Algebra. There are no written instructions anywhere. So far videos don't have captions. Some captions on videos I have found don't match. I can't see what keys are being pressed; I can only see the general area. Support when asking the professor for help was not helpful.
cheaper classes. I don't understand how an online course can be as expensive as an in person course.
Grea
The course I am taking uses Mindtap/Cengage. Not impressed with the material or the navigation. There is no way to look at more than one tab for studying purposes. The server course I am currently in feels like a running advertisement for Windows. Lastly I don't feel like the quizzes reflect well the material that is covered in the course.
Bio for Majors is a very hard course to take online, especially the lab. The lab kits do not have everything we need for the lab, and the additional materials required can get expensive.

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Please provide additional feedback in the space below as to how we can improve online learning. (Continued)
Responses
My suggestion would be, before or after each week, there should be a scheduled Zoom meeting with the instructor. As an online student, we don't get the one-on-one or have the traditional classroom setup as those who's actually attending the campus, I believe that should be a refresher to start the week or end the week. Make sure everyone is in the correct mental space or to make sure everyone has the accurate information, resources, or help needed.
I'm not sure this is the first online program I have done and it seems just fine to me.
I feel that TRC does a great job with supporting students who take courses online.
school is going great so far!
Add more online classes
I personally would benefit from an online session with teacher especially before tests to get key points and better study plan
Online learning is set up perfectly, as of right now there are no needed improvements!
Offer everyone an in person option for ALL classes
Nothing, you guys are awesome, attentive, and informative
Online learning has a definite learning curve. This can sometimes be overwhelming especially for someone not adequately prepared for the expectations of each course.
The online book for HIST-122, the scrolling is horrible because the two different scroll bars, making losing you place happen often , since they don't having pages you scroll the entire time because each section is one long page, making a 2 hour reading assignment take much longer, they could at least make the book read out loud like my other trcc online classes with better books and page system . Also the activity quiz book is far worst, the drag and drop system is bad and the answers overlap you get wrong answers counted against you because of it.
more visitor parking at achieve would be nice I go for lessons in what I need help with and sometimes all 4 spots are taken I have a hard time walking up hills so the more parking would be nice.
It would be great to have a video on how to access online books
You know, I think you guys are doing pretty well with how its running right now. I had a little trouble at first but after talking with advisors and instructors I was able to get it figured out. I had missing assignments the 2nd week because I had trouble, but my instructor understood and still gave me full credit because I got everything turned in the next day.
I learn more with a teacher in my classes than just reading articles or pages.
I see no need for improvements at this time. Everything is great.
TRCC has been great with delivering information quickly.
(REDACTED) Is very hard to reach or not fast to respond. Feel like I'm out on a branch
Online learning is hard because, your not able to ask questions and listen to the instructor talk about the course in person. I have seen a lot written on these online modules like (what we discussed in class). It discourages me because us online people do not get to hear that so we do not know what they are meaning by that. These online courses you have to do the reading and write down almost everything you can because you have to guess what may or may not be important or on exams.

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Please provide additional feedback in the space below as to how we can improve online learning. (Continued)
Responses
more in person classes
Navigation tutorials
It's pretty sleek and user-friendly as it is, in my opinion. I don't believe I have any feedback.
I love three rivers, I have instructors contact me even being online telling me I need to work harder or go to tutoring and I really appreciate things like that because I send it in & just assume I'm good and they keep me in the reality of it
personally i don't have an issue with it now, but i could see the grade book updating being an issue
Access to blackboard prior to class start would be helpful for first time online students. It would provide time to explore and be familiar with it before classes begin.
I don't see any way of improving it.
I think certain courses are laid out in a confusing way; if there was a clearer separation between types of assignments, then students would probably find it easier to navigate.
Just less glitches in blackboard
Having help over night is the only improvement I could see being needed.
I personally learn better hearing the material than just reading the book. I think more classes need recorded lectures or videos to go along with the reading.
All of the improvements I have seen made from the last few years have been great.
online learning is easy to find the things that you need
I love going to Three Rivers! I live about 15 miles from MAC and my life would be a little easier if I went there, but they're not Three Rivers. My only wish would that there would be more online choices. Maybe let the first week of college not to so hectic. Meaning not four assignments plus a chapter 1 quiz on the first week is a bit much.
Improve blackboard UI if possible
Some of the classes are not easy to tell what assignments are due it says week three, instead a date would be nice
I am looking forward to continuing my education as long as I can at TRC.
Know your speed limits your acquired time. Well adjust yourself.
I feel that there could be less tabs to do homework
you can improve all learning by hiring new professors.
We should have access to online classes for every course.
In the Courses Link put the extra like Cengage below your course info. I have to go to an assignment just to locate it.
i can easily navigate and understand the instructions.

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Responses
Please provide additional feedback in the space below as to how we can improve online learning. (Continued)
I believe some ways to improve online learning is by having frequent check-ins bu the instructor. For example, perhaps students will have the check ins 1-4 times the semester to privately submit through text submissions what they are struggling with or feeling about the class so far. It's helpful that instructor emails are usually always open and available but not always do students wish to contact on sudden notice for help or opinions.
A practice week or maybe two of a mock course.
Having a direct link from our instructors pages to their email would safe a lot of time that and more visual and audio learning from teachers. I am very used to in person classes but one of my teachers does a lot of videos and that helps me so much more than just reading on a screen.
Maybe at least one 30 minute to an hour zoom call per week per class with instructors so students can be more engaged, ask questions, and so on. Instructors can go over course material and/or even help students with navigation, etc. I have yet to put a face to a name in some of my courses, the human connection is what i feel is missing from online courses.
No improvement is necessary. My only recommendation is to make electronic copies of all textbooks available online. This would help students who might be on the road and away from their physical textbooks. It is also easier to conduct a search of the electronic text.
The online options for some classes are wonderful, but some classes, such as college algebra, are not. I found it to be very frustrating and defeating in an online setting. These are almost impossible in self-study settings. Perhaps it's just me. But in courses like government or medical terminology, I have found I do just as well as I would have in person once I learned how to navigate Blackboard properly. I hope this was helpful
just keep on doing what you are doing
I feel that everything is good the way it is.
The only thing I can think of to improve would be more options for excel and IST classes help virtually
I have really enjoyed having the ability to do my courses online. Only thing I have had issues is understanding the books on redshelf. I'm the old fashion type who likes to have the actual book in hand, but learning how to use it is getting better.
I think the online program is very easy to navigate
I'm very happy with TRC
This is my first semester, and haven't been in a learning environment in 20 years. I've never taken an online class before so getting started was a little intimidating. trying to navigate a new system in which I have no idea what I'm doing.
I think the best thing that could help would be after hours IT support. A number or email the students can contact if they need help with IT issues.
I would love for there to be a sort of live chat. something that no matter what time or what question/issue your having someone can help you right away. this would be extremely helpful especially during the weekend when teachers and aids are not working.
I wouldn't say much communication happens in online courses, and there's a lack of effort from instructors in online courses
I cannot think of anything that needs changing at this time courses are easy to navigate.
Make blackboard have less issues
Please fix the internet in the college dorms, can't even load a webpage half the time

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Please provide additional feedback in the space below as to how we can improve online learning. (Continued)

Responses

I have to coordinate with others online to make videos because it's a Spanish class. I don't like relying on other people in order for me to complete an assignment

We need a messenger system besides emails.

Less mandatory discussion posts.

Allow face to face or zoom meetings with professors.

I don't have any

Some assignments are harder to do without watching someone explain it I personally have trouble starting assignments which is what causes me to dislike online classes.

It's pretty straightforward you just have to follow blackboard.

I don't think any lab class should only be online. There's no good way to get feedback on what you're doing, especially if you don't have anyone to do the lab with.

So far I really like the online learning and it has been easy to navigate!

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**Traditional Courses
Additional Feedback
Spring 2024**

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Traditional Courses (Face-to-Face classroom, ITV classroom)
Please provide additional feedback in the space below as to how we can improve.
I think that everything has went great!
The course i am taking had plenty of seats for me to attend
More communication with advisors
I am very pleased with the registration process overall.
School of nursing waited until the last minute to add classes to schedule. They knew who would be in these classes at the end of the previous semester.
The courses I needed were available to me. However, the classes I wanted was too late for me to sign up, and my advisor didn't make an effort to see what classes would be beneficial to me / sign me up in advance. I asked beforehand what classes I had available and what would be beneficial to my degree, and because of snow / closings, I did not have great communication with my advisor.

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**Welcome Center
Additional Feedback
Spring 2024**

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WELCOME CENTER
Please provide additional feedback in the space below as to how we can improve the Welcome Center.
Always greeted coming through the door and when leaving and always helpful
No improvement is necessary. Great team!
Great
For students with vehicles need to be informed where we may or may not park. Did not realize that Crisp parking lot was available
The welcome center can be improved by always having an advisor readily available. There are sometimes that I have went to the welcome center and have not been able to meet with someone regarding my courses.
They are always kind and willing to help.
I don't have any!! It's a good
Everyone is very friendly and helpful
I always have a good experience when I have to stop by or call.
I felt very good about my experience with the welcome center, they were not looking at me like I was too old, lol. They jumped in and made sure I was taken care of
Doing great.
I have never felt welcomed at the welcome center. they never have a smile on their face and it's honestly a bit intimidating going there so i try my best to avoid it. one time i went and asked one of the workers a question and she made me feel dumb about it. I didn't appreciate that. Also on the college tour before the first day of classes, the person who gave me my tour seemed to not know much about the school. He also seemed like it was an inconvenience to be giving me the tour. Both of those experiences happened before the first day of classes so i was already going in with negative thoughts unfortunately. i would say a way to improve the welcome center is to fire everyone at the front desk and hire nicer people!
The Welcome center is very nice and honestly there is not much you can do to improve it
I've not got a lot of info from the welcome center.
everyone is awesome
<p>I've been to the Welcome Center several times for advising, registering, and tech issues. All but one visit, I felt as though I was being "dealt with." A particular member of the Welcome Center front desk staff seemed to shrug off my concerns with myTRCC login problems, simply resetting my password or telling me to clear my cache when the myTRCC login kept failing, even after telling them that I'd already tried those solutions to no avail. After finally getting through to that staff member that my issue wasn't due to my personal failings, they ended up sending a tech ticket in for the 404 error I kept getting upon login.</p> <p>I'd like to actually be listened to when I seek help. I understand walking everyone through the troubleshooting tips, but I felt disrespected and unheard after leaving the Welcome Center with my problems unsolved multiple times.</p>
I used to welcome center to transfer me to my financial aid and other advisors. Also, I used them to reset my account and they did great!
The first time I came in to the welcome center I was lost in campus and I was late to a class so I asked one of the workers for help and they were VERY helpful and nice, they helped me get to my class

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WELCOME CENTER (Continued)
Please provide additional feedback in the space below as to how we can improve the Welcome Center.
I called the welcome center a couple of times and they have always been polite and answer any questions I have.
when ever I go to the welcome center, most of the time they don't know how to help me but they do point me in the right direction.
I found that some of the staff to be rude and not helpful with questions that I had in regards to my attendance there.
Very friendly and nice!
The staff you see when you first walk into the welcome center are very friendly and kind.
They all were very helpful for what I needed
I work at the welcome center so I can't really answer this.
All the people are nice. They sometimes even have snacks out for you.

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**Advising
Additional Feedback
Spring 2024**

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At which Three Rivers College location did you register?
Other (please specify)
With my previous Advisor via phone call.
sikeston and poplar bluff
PB online
Poplar Bluff and Sikeston
Poplar Bluff - Virtually
Sikeston and Poplar Bluff
Was registered by staff into SIK

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VIRTUAL ADVISING

Please provide additional feedback in the space below as to how we can improve Virtual Advising.

It was quick and easy!

i have never had a virtual meeting.

I have always had a great experience

From my experience, I have had no issues with the virtual advising.

It was missed that i needed 15 credits with the school and I was only notified 2 days before the last day to enroll. Very disappointed that this was not caught in the fall

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VIRTUAL ADVISORS
Please provide additional feedback in the space below as to how we can improve Virtual Advising.
I have never done a virtual appointment. I have had many different advisors. Some should not be advisors. my first year of college i got really bad help. Then one year I was told I was done when I was not. Which cost me more time because I could of taken more classes but they said I didn't need to. It caused me to graduate later. My new advisors rock and have helped me alot.
I love being able to ask questions and I know they will respond to me. It's been helpful trying to get back into college and having the support there been very grateful to have.
The last few times I've texted my student advisor it took a full day in between texts
They're fire

ADVISING
Please provide additional feedback in the space below as to how we can improve advising.
My advisor listened to what I wanted with my career path and helped choose a major and classes best suited to that path
Gail Tinsley is the best! She always goes out of her way to help me.
I dislike that I can not complete enrollment in any classes without an advisors approval.
If I want to get some on the fly assistance from the same advisor then I am usually disappointed. It is hard to get advisement without an appointment and with a consistent person. There is a lot of turnover with advisors in my experience.
Great
My advisors has been nothing but amazing! Appreciate them and giving me a clear understanding of my degree plan.
I am satisfied with my advisor through TRC.
The experience I had with Karen Lovette was exceptional.
She was very nice and made sure she need what my interest and wants were. She made sure I could take every class I needed to start out. She kept me up to date on everything I needed to know.
I think everyone is on their game at all times and have always been more than helpful to me and always makes sure I understand everything right.
Kathy with disability services is abustle amazing Lisa at archive is amazing all of achieve is fantastic so is the math touters. Melisa Davis is fantastic.
My advisor is extremely helpful with everything I asked of them.
I would like to have more options with the evening classes
Always having at least one person available would be nice.
Don't have any!! It was great!
really not effective on telling you what will or will not transfer, just what is available at TRCC. There is a female in the sikeston office (REDACTED) that is very informative

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ADVISING (Continued)
Please provide additional feedback in the space below as to how we can improve advising.
I wish I had more availability to advising when it is needed instead of having to be put on hold or my advisor only really being available by email.
No feedback necessary.
I was told a few different things about the same topic so maybe they could be more unified with the answers students ask and if they don't know maybe ask before telling us
They were friendly
I have had run ins with both advisors at Three Rivers, Sikeston. Mrs. Beth and Mr. Witt have been amazing in their services. I have come to them at different times throughout the semester to ask for help and have been counseled on exactly what steps needed to come next in order to accomplish the task at hand.
I couldn't agree with the first statement because it was hard to get ahold of them.
The advisors I met when I took the acuplacer tests and registered for classes were informative and organized. Michael Witt responds quickly to all emails and if he doesn't know the answer he gets me in touch with who may.
Convenience of the advising faculty isn't up for me to decide so it's quite cumbersome that you can't get help when needed.
Ivanna is a wonderful advisor!!
Advising was an overall good experience, I made an appointment and was seen at the appointed time. I think the advising department is doing a wonderful job.
I feel like the advisor who registered my classes was very rushed and did not care about how my semester turned out.
My previous advisor retired within the last year or two so I was speaking with an advisor from PB. So when the course that I had planned on taking was not available this semester, I logged into my academic information to see who my academic advisor was. A name was listed but an email and phone number were not. I called my financial advisor to find out what the issue was. She explained that my academic advisor is adjunct so her information is not in the directory. I asked how I was supposed to be able to get in contact with my academic advisor if her info isn't given. She said that she would have her contact me. Once my academic advisor contacted me, I explained what the issue was so she said that she would see what class she could put me in. I received an email that I was enrolled in a class that I took Spring of 2023. I immediately contacted her to let her know and so she enrolled me in my current class. However, when I went online to order the textbook for the class, I received an email that I wasn't enrolled. It has since been corrected and I am currently in the course.
Being able to walk in and get help (almost) immediately was nice.
The advisor that helped me enroll is not actually my advisor which I did not realize at first but she was nice and helped me get back in school. I have only talked to my general advisor one time through email and we are supposed to set up a meeting but have not yet done that.
there doesn't seem to be much organization. no one has ever been there when I needed them.
Did not have advising as completing a program with preset courses.
To have better communication with the students. We have email to connect and contact with our advisors. We should be able to get in touch with advisors, especially before school begins, when regarding questions for classes and activities that we can sign up for and do when school starts.
Don't have any

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

ADVISORS
Please provide additional feedback in the space below as to how we can improve advising.
Have more advisors like Gail Tinsley!
"Advisors are knowledgeable" is a broad and general term. It depends on what knowledge we are indicating. Mostly they did not understand why I had to take some of the classes I took, one of the advisors had to be corrected when analyzing my transcript. Long story short, the only amazing experience I had with an advisor here was in the beginning and that person long ago left the position.
I have an awesome advisor! Shout out to Mr. Witt!
Great advisors
My advisor (REDACTED) was very visibly not engaged in helping me with advising for my spring semester courses. That interaction alone truly drove me to not seek any future advising help because of how distasteful it was.
Nothing needs to be improved, I'm overly satisfied!
I feel comfortable asking my advisor for advice and my advisor also does check ins to make sure I am on track.
never made an appointment with advisor
Thank you.
Don't have any!!
really not effective on telling you what will or will not transfer. There is a female in the Sikeston office (REDACTED) that is very informative
I wish advisors were available more often.
Zach McKenny is very helpful
No feedback necessary.
Kayla is the best! Always very friendly and helpful
As stated in the prior column, both advisors have been exceptional in everything I have asked of them.
The advisors I met with at the Sikeston location were friendly and knew what they were talking about and answered every question I had.
Some advisors are knowledgeable others seem like they have a hard time understanding the needs of students
Most of the time you can get what you need, but the system is just as obnoxious as corporate America.
Excellent Advisors!
Overall it was still a good experience.
Even if the advisor is adjunct, their contact information needs to be provided in the system so that we may contact them without having to jump through hoops by contacting other people to get it.
I was enrolled in a class that I didn't need and actively questioned, by a general advisor. While planning my spring semester, they insisted that I needed ACAD, but could never give me a clear reason why. It came as a shock, especially since I'd registered for winter classes and planned my course load through summer semester with them and they'd never mentioned that I needed ACAD.
Once again, I wasn't really listened to, just shrugged off with unanswered questions and unsolved problems. I did, however, end up speaking to a different general advisor that got my schedule straightened out.

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ADVISORS (Continued)

Please provide additional feedback in the space below as to how we can improve advising.

When I came to poplar bluff one of my advisors told me wrong about a program I was interested in. I was interested in the behavior health support program and she told me it does not transfer into a bachelors which it does.

the person that I spoke with had no Idea what to put me in for my profession. I had to do all the research to find out what I had to take.

No advising needed during set program but faculty late in adding classes waiting until the week before they started.

To be more knowledgeable with the student they are advising, and to understand what would be beneficial to their degree that they are doing would be very nice. Having more and better communication would be great too. The last advisor I had would connect and talk to me even when school was out of session due to weather.

I don't have any

I live on campus so I typically go to CJ, the housing director, since she is my advisor and she has been amazing. She really cares that you are put into the right classes at the right times to fit your needs and accommodate to you

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The following information was discussed during my advising appointment... (Select all that apply.)
Other (please specify)
These items were only discussed with the first advisor I encountered when I first enrolled. After the first semester the amazing, friendly, helpful and knowledgeable advisor that covered a lot was gone. She either was promoted or left the school.
I spoke to my ACHIEVE advisor about my interest in taking Public Speaking in another form than online. I'm nervous about public speaking and I know I will not be able to find the adequate people to speak in front of, so I believe taking an in class course would be beneficial for me.
I requested FASFA information but never received it.
I didn't need Financial Aid, and I'm retired so I'm not looking for a career.
Specific course requirements
Class registration
Transfer options etc
My courses
The lady I had was amazing. I called on the last day to sign up for classes. Not only did I have lots of problems because of where I was I didn't have good service. With lots of back and forth phone calls that day. She got me all taken care of. She really went the extra extra mile for me.
We talked about how many semesters I need to take to be able to graduate with my associate's degree. We talked about the classes I need to take before I graduate.
I am undecided , have a career link site written given time to time to students to apply further steps toward your career pathway.
Everything is left for the student to figure out except for being put in a class there is little to no guided support.....
Parking Permit, class schedules and time frames.

Three Rivers College
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The following information was discussed during my advising appointment... (Select all that apply.) (Continued)
Other (please specify)
Classes
Gail Tinsley helped me drop a class after classes started. She was very helpful
As a past student, we talked about my hours and what I'm needing to finish my degree.
Timeline for graduation, best course path for my life and schedule.
the only time I met with an advisor was to register
No appt
Semester-Course planning
Nothing
When I first met my advisor, it was during the fall semester. It was only introduction because I transferred to a new advisor. We didn't talk about anything. I've never had a meeting with my advisor.
I had no advising appointment.
I don't remember

[Return](#)

**Financial Aid
Additional Feedback
Spring 2024**

Three Rivers College
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You indicated you did not apply for Free Application for Federal Student Aid (FAFSA) prior to registering for classes. Please indicate the reason why from the selections provided below (select all that may apply).

Other (please specify)

I was not eligible being an international student

I requested if I needed to but never heard a response back.

I am private pay.

I already did from the previous semester so this semester was already covered by FAFSA

I'm not an American citizen

Knew I would not qualify

I needed to make sure I was able to register for classes prior to filling out a FAFSA

The FAFSA was not ready online

paying out of pocket

I work a full time job and just didn't think I would receive anything.

I don't think I have any financial aide left to use

would not qualify

FAFSA did not finish/complete my application due to having to achieve confirmation on my parents' signatures and information. Because of this, I had to pay for my fall semester out of my own pocket. It was terrible service with FAFSA.

Three Rivers College
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Please indicate below the types of financial assistance you are receiving (select all that apply).
Other (please specify)
have not received
Personal and Missouri Access
financial aid
FAFSA
i don't know what it is called
self pay
Fafsa
FAFSA
Navy Tuition Assistance
Fasfa
Ambassador
still pending I have additional documents to fill out and I have planned a time to come in to the office to complete
FAFSA
WIOWA
Fasfa
One scholarship
work fast
Myself
Tuition remission
Used in previous semesters but not this spring.
Three Rivers Employee
FASA

Three Rivers College
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Please indicate below the reasons you have visited Office of Financial Aid this semester (Select all that apply).
Other (please specify)
Pay bills
Approval of FAFSA question
Didn't visit
Change of address
Disability Papers
I wanted to know the refund status because I wanted to purchase a laptop and return the one that is on loan to me.
Online communication
mostly curiosity
Talked about when I would finish school
Do not remember
Pay on a bill
issues with FAFSA
Fasfa
Warning
WIOWA
Didn't visit in person, did it all by myself.....
Email only-very easy
to see what was there that could help
Alysa is also my advisor
to talk about my Financial Aid Suspension
Will be attending to renew it tomorrow

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

OFFICE OF FINANCIAL AID
Please provide additional feedback in the space below as to how we can improve the Office of Financial Aid.
I didn't visit the office but the correspondence I've had about financial aid was wonderful and timely
I put disagree on these because in that office there is only one woman who is always welcoming, friendly, helpful, and regardless what she is going through she makes sure that students are getting what they need and that they understand everything. (REDACTED)
Great
Nothing needs to be improved, I just wish that financial aid would have a 1-2 week payout, especially those who attends class and have the adequate grades.
Financial Aid Staff were very friendly and helped me feel comfortable about asking questions.
When I do need assistance they are always available to help.
never went to office
exclent
I didn't apply for Aid.
They helped me all the way through with everything I needed.
They are amazing and make everything go so smoothly.
I have not need to use the financial aid office, but I'm sure they are very helpful.
No feedback necessary.
I cannot say enough about the TRC financial aid office. These ladies are truly the best on campus! They are always happy to help and go above and beyond to make sure any issues are taken care of and all my questions are answered.
I have not had any run ins with the finance department this year so I can not accurately say whether or not I agree or disagree with the following statements
The financial aid office is always very kind and polite. I always get my answers with any minutes of calling them they're always on top of things.
You can improve by training your staff better. Hiring people with more problem solving skills and expertise would also help
I'm sure I would have been able to get some help but I had to do everything by myself just like our country wants
I have called Financial Aid
Always nice and beyond helpful.
They are always very helpful with anything that comes up.
They are the reason I visited the welcoming center. They helped me with my application.
They've been very helpful with the knowledge of what I'm needing to get my Fasfa filled out.
Answers provided are based on previous visits and phone conversation
I am very satisfied with the financial aid office.
When I called over the phone the lady I spoke with was so helpful.
Did not contact financisl aid this semester not conversed in any form.
Have not spoke with them at all
I haven't visited the financial office yet this semester but last semester they were all very friendly.
I didn't go here But I'm sure they're nice people

[Return](#)

**The College Store
Additional Feedback
Spring 2024**

Three Rivers College
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How did you obtain your course materials? (Check all that apply.)
Other (please specify)
I didn't receive my materials.
i don't have books this semester
Yet to obtain materials for NUR 108
resources are limited and first come first serve so I got what I was able too, not everything I needed.
Through nursing program
I don't have any course that requires them

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

The College Store
Please provide additional feedback in the space below as to how we can improve the College Store.
They are always professional, helpful and informative if necessary. They are always paying attention to detail.
Great
I was given the wrong book for one of my courses so I was completely lost for the first four weeks of that class. My advisor helped me figure out that I had the wrong book.
The people in the college store are so nice and are quick to help with whatever I need!
Excellent!
Don't have any!!
I love the people in the College Store, they have always been super helpful every time I go in needing assistance. They are very kind and have a good atmosphere when you walk in.
Friendliness
Kat was very friendly and helped answer all the questions I had.
No feedback necessary.
The College store mailed my order our immediately and though my online A&P class does not require a physical copy of the textbook I was able to get one through the college store as I learn better with a book in my hand.
Me and my friend have both had negative experiences at the college store. One of the women who work there seems to have an attitude every time i visit. She needs to cheer up!
All staff are always very friendly and helpful.
I don't like that if your course is online, you have to pay extra for an actual book for your class.
I was happy to receive a gift from the college store. Thank you TRCC
There's been huge improvement with the college store from 2004 till now. I love that they get the books for you compared to when I had to do it when I first started going. I wish there was an easier way to getting to the bookstore when it's raining. We had to park in the main area and walked all the way there with my son.
I have not had the friendliest interactions with the workers. They don't have answers to any of my questions every time I go there. They have deleted orders for books when I was enrolled in classes and they couldn't figure out the issue. So I had to drive an hour to go pick up one of my books.
Having to print your schedule is annoying, there could be a more efficient way to get books
The staff in the college store are very kind and supportive.
Sometimes I can walk in there and be out faster than I thought and there has been some times where I have went and been the only one there and it taken twice as long.
They guided me to where I need stuff , they where cool when I need to get my books

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

The College Store Website

Please provide additional feedback in the space below as to how we can improve The College Store Website/Online Ordering.

I had a problem because I was not sure where to find it and the name of the book.

They come so fast.

I found it hard to figure out how to look up my books for my classes

All courses should provide paper books not just online access

Great

Nothing needs to be improved, I'm overly satisfied.

Anytime I had questions about items, the staff at the store were friendly and answered questions in a timely manner.

The material comes incredibly fast!

I was surprised at how easy and how quickly ordering and receiving my books was.

Highly recommend ordering materials online. They are shipped promptly and is a lot easier when you have a busy schedule.

I had to go to the registrar's office in order to order my books. My username and password would not work so when I went to order books, I had to reset them and still they did not work. After a few attempts, I went to Mrs. Beth and she ended up emailing the book store, after I had talked to them a couple times over the phone. Within hours the problem was solved and my books were being sent to me!

My order was shipped and received in a matter of two days.

Maybe where it says digital copy explain that it will be on Blackboard and the name of the material. Had problems finding mine. It was RedShelf Course Material. I did email the College Store and they Promptly Emailed me back with location and name, I could not call college was closed from the snow.

THE ARE SO FAST!!!!

Ordering my course work online was a breeze. I love that I didn't have to make a trip there until I added another course.

Great this spring semester but in the fall semester of 2023, I have entered the 4 classes I was taking into the bookstore website and it said I only need two books so that's what I was delivered; however upon starting classes I soon realized that I in fact needed three books and couldn't get the additional book until the third week of the semester. Everything eventually worked out but it would've been nice if the third book I needed was on the online bookstore.

I much rather ordering online than driving and hour to pick up my books.

Three Rivers College
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Day One Access
Please provide additional feedback in the space below as to how we can improve Day One Access.
One class only because I didnt know what I was looking for
Great
Nothing needs to be improved, I am overly satisfied.
Don't have any!!!
I actually had to go purchase my books because the online version that was available was very hard to access and understand. I could never get the book to go passed page 15 and it had all the credits on those pages. I think even if online you should get a book with the courses.
Easy to access. Reduces the number of books I have to carry around each semester
No feedback necessary.
I do wish we could have access to the course materials a few days before classes starts. There are lots of papers to print and alot of organizing especially if you're a full time student.
Idk what day one access is?
I would like to have books for all my classes. I am not good with digital books.
I was prepared and ready for day one of college. I setup my area and when it was time, I pulled my books out and started.
What is Day One Access????????
I had everything I needed for the first day of class.
Didn't use it

Three Rivers College
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Explain the challenges that prevented you from having access to your course materials on day one of class(es).
Responses
Delayed shipping.
had to drop two classes so did not have the replacement classes materials on day one because I was not in them.
Work.
honestly I didn't know where it was until the classmates told me where to go, me being a new student
I live 30 minutes away to the closest college and did not have the chance to get my items I needed. I also did not know that they could have been shipped to me.
There was an issue with one of the blackboard course books
wasn't explained the process very well
Somehow when entering my classes it did not show me I needed one of my books. I had it during week 2 of class
weather
Snow day
My class does not start until March 18th. There has been no issue with having materials shipped tr available on Blackboard by the start date.
I was having trouble ordering my books due to my username and password not working.
came in at the last min for registration & snow days prevented me from having everything first day
I did not realize I needed to get a textbook for my college writing class and did not have it available on the first day of class.
Not being signed up for the appropriate courses on time(Advisors/colleges fault) I'm still without 2/3rds of my classes materials.
It was my fault, just didn't pick them up from the college store in time.
One book was out of stock.
I was unprepared for day one of classes because my work and home schedules delayed me from going to pick up my books.
I wasn't fully registered with the school, so I was behind. The snow days at the beginning of the semester put me behind schedule
I am in the Lpn program and taking AHLE online, they said all books were ordered for us and would be ready to pick up but no one mentioned we needed to get the AHLE book ourselves
I registered late
I got my books at the end of semester and my lab manual was not included.

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**Student Accounts
Additional Feedback
Spring 2024**

Three Rivers College
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STUDENT ACCOUNTS

Please provide additional feedback in the space below as to how we can improve Student Accounts.
--

Great

Don't have any!!

No feedback necessary.

All the staff been so helpful and friendly.

Have not used them

They're good at their job

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myTRCC
Additional Feedback
Spring 2024

Three Rivers College
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Self-Service (myTRCC)
Please provide additional feedback in the space below as to how we can improve Self-Service (myTRCC).
I used Student Finances link also.
Great
There is nothing that needs to be improved, I am overly satisfied.
Give students an overall view of payments for each semester throughout the year(Fall, winter, spring, and summer).
I dropped one class and it flagged warning for financial aid. When I called I was told it was fine, it was just the one class that brought my percentage down, even though I currently had a 4.0 GPA. Then received an email a month later telling me I had to meet with my advisor for my warning. Because it was reading my classes I dropped 20 years ago!! I feel that after that many years it should not be held against me.
Don't have any!!
Self-Service is user friendly, easy to navigate, and very convenient when it actually works. It seems to crash at least once a week.
No feedback necessary.
I used this tool all the time. it's got all the information i need and it makes it very easy
This site is convenient and easy to use, unlike blackboard.
I find self-service to be the hardest part of Blackboard to navigate. I still can't locate any messages from my advisor that are left for me without having someone help me with finding them.
I love being able to click and find what I need.
I've only used it in an assignment.
Self Service (myTRCC) is easy to access and use. I really like the simple design of the website and how to easily find what I need

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**General Questions
Additional Feedback
Spring 2024**

Three Rivers College
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General
Please tell us how we can improve in the future using the space provided below.
Great
There is nothing that needs to be improved.
TRC has great educational opportunities and great staff members that are easy to work with.
Don't have any!!
As an online student it is hard for the instructor to treat you like your own individual because they have not meet you in person and do not interact with you weekly. Because I have never experienced the campus, I can not comment whether it is positive student focused culture. I would recommend friends to go to college but I would not recommend online because of the disconnect between instructor and learning. You have so many slides to go through, and it's hard to navigate sometimes.
All of my instructors have been great. Always willing to help and quick to respond with any questions I have.
No feedback necessary.
When enrolling in a class primarily composed of non-traditional students, it would be helpful to have a schedule in advance. Since many non-traditional students have work commitments, they need time to adjust their schedules. It was disheartening to discover that our class schedules will only be revealed on the day classes begin.
So far, I have been pleasantly surprised at how much I love Three Rivers. The atmosphere is absolutely amazing. It has been a wonderful experience and I would like to continue my education here in whatever I do!
I'm not sure, my experience was great
There is absolutely nothing for students to do here. The events that are hosted only cater to specific groups of people. There needs to be a better student body if there even is one.
STOP following the Government and give students a real education!!!
Clear program requirements
I know college is built for more of graduating seniors in high school, but having the online classes works for us older ones who's going back to get their degrees. I'm a working mother and finding time to go to college isn't a way I can do to keep a job. I'm grateful for having this opportunity.
Disorganization, faculty changes, lack of communication and direct answers to questions and sudden syllabus changes to my program do not lend it to referral.
To have more merchandise to buy for new students.
Three Rivers is very friendly with their students. They are kind and are helpful in almost every situation.

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How can Three Rivers College best serve you at this time?
Responses
by helping me get my financial aid going and tutoring.
Everything is pretty good at this time
The College has been very helpful, especially my Accounting instructor as my daughter and I are sick and she is willing to help me in any way possible.
Continue doing the same great work.
I don't need to be served at this time.
Keep providing helpful classes.
The best help would be to make sure I'm where I should be regarding my academics.
Win the drawing for a \$500 College Store gift card and coupon!
I need a tutor until I get the hang of things.
I'm graduating this semester and i feel thoroughly prepared to further my education thanks to three rivers!
Send my refund to my bank account
Great
I can't think of how they have not helped me at this time.
I have no inquiries or complaints.
Three Rivers College could best serve me by giving me scholarship opportunities and giving me a well rounded education.
I am doing good at this time. thank you for asking..
I am thankful that TRC is providing everything I need at this time.
Keep doing what they're doing!! I have zero complaints!! Everyone is EXTREMELY helpful!!!!
It's doing good as far as I know
I am completing my pre nursing coursework and I am excited to be applying for the nursing program! It will help me make a better life for my family!
Three Rivers is already the best!
It IS AVAILABLE TO ME ALL TIME
Stay the same
three rivers is doing great!
just want to complete my program as quick as possible to get back to workforce
make it easier to use the computer stuff.
Three rivers has successfully provided me with the opportunity to learn and get started on my life path.
They are meeting all my needs.
Provide after degree information.
Nothing at this time as it is my last semester.
They do great already
You guys are doing amazing!
I don't have no complaints
By giving me an education.

Three Rivers College
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How can Three Rivers College best serve you at this time? (Continued)
Responses
Just keep doing what you guys are doing! I am a second generation college student at Three Rivers and hope my kids continue on and go to this great college!
By not changing anything
help me get a job in my degree am receiving and with help with switching colleges
Unsure at this time. Everything is going good.
Helping me to obtain the guidance I'm seeking to accomplish my educational and career goals in the most effective manner.
Overall I think that three rivers is a great college to go to everyone is supper helpful
The number of non-traditional students have increased over the years but the information is still geared to students coming out of high school
they've been great so far.
help me along to graduate
Maybe help me find a phlebotomy program to get into when I am done with three rivers.
Have fun this do to
It's doing just fine*
have all classes one at a time and provide me with an educational goal or goals
They are doing great.
Just get me through college!!
They are doing just fine
I can not think of anything at this time, but if I think of anything I know I can reach out and help will be sent.
They provide help with everything I need I don't see a need to improve
continued support
Three Rivers is helping me get an education to further my career opportunities
Continue all the amazing things they are already doing!
Are there any part-time online jobs available through the college?
They can best serve my by doing just what they are doing now. Staying available when I need them, and helping making this process that I was never taught about.
I think that TRC has done great at helping me feel welcomed and included even though I am all online.
Continue operating.
I am planning on pursing nursing school so i think all i would need from Three rivers at this time is information on nursing school.
It already serves me best, everything is organized and staff are very friendly and knowledgeable.
They are doing everything I need already!
With all of my needs for the process
Three Rivers has been great. I love the teachers, atmosphere, and the home like feel it presents. I couldn't ask for a better place to obtain my nursing license from!
make school start @ 11 am, lol
Already doing a great job!
I think I'm set up for success, I like the self service and blackboard

Three Rivers College
Registration Survey Trend Data Fall 2020-Spring 2024

How can Three Rivers College best serve you at this time? (Continued)
Responses
I have no complaints
Help me find a job.
STOP following the Government and give students a real education!!!
I honestly have no complaints about Three Rivers. I absolutely love how easy and convenient everything is. I really enjoy attending college here.
I am transferring so can they look into that and see if there is anything I need to do or complete? I will attending evangel university
Continue to provide me with knowledge and growth for my future career
The college is doing amazing right now!
I do not believe I need any assistance at this time.
At the moment, everyone at the college has been very helpful. Such a great decision to to attend TRC.
keep my classes online
The best that will help me is knowing the plan for what's next and where I can go after this semester.
Be there when I need someone to help me through my semester or future semesters.
By providing me my associates degree so I can start the process of becoming a licensed therapist
Shorter surveys. More interaction, involvement, and engagement with instructors and classmates (like weekly zoom lectures, etc.)
Feeling like a regular individual and getting that education I need.
Keep up the excellent work.
I would like to know more about what I could do more with my major.
getting application prepared for the lab tech program
Keep up the good work!
by allowing me to continue taking classes.
I feel like everything is in place. Thank you!
Help me get my Sociology degree.
It is currently very helpful to me in finances and my continuing education. I will be forever grateful.
Just keep on doing what you do. It works and makes a huge difference in lives.
Three Rivers is currently serving me the best way it can and has helped me in furthering my education for several years now.
24 hour live chat 7 days a week just in case for help.
Everything is well at this time
I am already receiving all that I need, thank you.
Three rivers has done a great job at taking care of me and handling things.
Everything is perfect!
Fix the internet in the dorms
I would like the college to update its web version of Word to have more features. It is currently quite inferior to the standard version of Word, which has caused some trouble for me on some assignments, as I cannot download Microsoft Word on my computer and must use the college web version of Word instead.
More support on what order I am allowed to take my classes.

Three Rivers College
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How can Three Rivers College best serve you at this time? (Continued)
Responses
Three Rivers already does an amazing job
Keep being the best!
I am currently happy with the class(es) I am in and what I am doing so far at TRCC.
Fix the stuff that students can edit like their information
Prepare for a career path
I think Three Rivers is doing the best job!
Doing not wrong
They are already doing their best! I am completely satisfied:)
Providing support for classes.
There is nothing I need service for currently.
Continue to provide adequate support from staff and other students.
Everything has been great.
They've done all they can.
I currently do not need any serving.
Help me to prepare for my future career.
Everything has been great!
nothing, three rivers is the best!
Would be nice to have better staff education on neurodivergency, but that's kinda a high ask.
They're doing perfect
Help pay the bill! Lol

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