



THREE RIVERS COLLEGE

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

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The following report contains the trend data results of the Registration Survey from Fall 2020 to Spring 2025. The report is divided into sections based on department-specific questions.

Communications

Registrar

Placement

Online Courses

Traditional Courses

Welcome Center

Advising

Financial Aid

The College Store

Student Accounts

General Questions

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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	Fall 2024
Total # of Students	424	419	449	555	536
New Student	38%	33%	40%	41%	45%
Returning Student	62%	67%	60%	59%	55%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	417	404	432	397	313
New Student	14%	22%	22%	17%	25%
Returning Student	86%	78%	78%	83%	75%

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Communications

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Communications

If the 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	Fall 2024
Total # of Students	152	137	179	226	237
Billboard	7%	6%	4%	5%	2%
Cell phone ad	5%	4%	2%	3%	4%
Friend and/or relative	42%	50%	52%	54%	54%
High school counselor	57%	48%	58%	42%	48%
Newspaper ad	3%	1%	1%	1%	1%
Online ads	17%	18%	8%	12%	14%
Postcard	5%	4%	2%	1%	3%
Radio ad	0%	4%	4%	2%	3%
Social media	16%	24%	15%	19%	16%
Streaming TV	1%	2%	1%	2%	<1%
TRC representative	18%	19%	12%	13%	14%
TRC website	25%	31%	21%	24%	23%
Other (please specify)	14%	15%	7%	15%	15%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	54	86	92	69	74
Billboard	6%	12%	9%	7%	6%
Cell phone ad	2%	5%	4%	3%	1%
Friend and/or relative	56%	64%	60%	45%	46%
High school counselor	46%	40%	34%	28%	30%
Newspaper ad	9%	7%	1%	0%	0%
Online ads	11%	17%	9%	13%	11%
Postcard	2%	6%	0%	1%	0%
Radio ad	9%	7%	4%	3%	4%
Social media	13%	22%	14%	14%	7%
Streaming TV	4%	1%	0%	1%	0%
TRC representative	9%	14%	8%	13%	7%
TRC website	22%	26%	22%	23%	22%
Other (please specify)	17%	10%	10%	17%	19%

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Communications

If the 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	Fall 2024
Total # of Students	152	137	179	226	237
Athletic Program	8%	8%	9%	12%	10%
Availability of Financial Aid	38%	44%	40%	42%	43%
Availability of Fully Online Programs	11%	13%	20%	29%	23%
Cost	47%	50%	53%	48%	49%
Friend and/or Relative attends Three Rivers College	19%	25%	23%	25%	21%
High School Counselor	16%	20%	17%	14%	12%
Interest in a Specific Program	26%	23%	18%	27%	26%
Location	56%	60%	59%	50%	60%
Quality of Education	19%	23%	14%	18%	18%
Three Rivers College representative	7%	8%	2%	5%	4%
Other (please specify)	9%	5%	2%	4%	4%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	54	86	92	69	74
Athletic Program	9%	7%	7%	4%	7%
Availability of Financial Aid	35%	51%	39%	35%	34%
Availability of Fully Online Programs	13%	34%	30%	32%	32%
Cost	28%	49%	45%	41%	38%
Friend and/or Relative attends Three Rivers College	20%	21%	22%	23%	19%
High School Counselor	9%	16%	8%	10%	10%
Interest in a Specific Program	39%	33%	30%	35%	27%
Location	37%	47%	49%	51%	42%
Quality of Education	17%	17%	14%	26%	15%
Three Rivers College representative	6%	12%	5%	10%	3%
Other (please specify)	2%	5%	3%	4%	12%

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Communications

Please indicate your agreement with the following statements regarding
Registration Communication.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	295	309	399	489	481
The registration information I receive from the College is timely.	97%	99%	99%	100%	99%
The registration information I receive from the College is relevant.	99%	99%	100%	100%	99%
The registration information I receive from the College is helpful.	99%	99%	100%	100%	100%
I regularly check my student email.	98%	97%	99%	98%	97%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	273	339	388	364	281
The registration information I receive from the College is timely.	99%	99%	99%	99%	99%
The registration information I receive from the College is relevant.	99%	100%	99%	99%	99%
The registration information I receive from the College is helpful.	99%	100%	99%	98%	99%
I regularly check my student email.	99%	99%	97%	98%	97%

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Communications

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

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	295	309	399	489	481
College Email	99%	98%	96%	97%	96%
College Faculty Member	20%	24%	24%	18%	22%
College Publications/Flyers	7%	10%	8%	5%	6%
College Staff Member	13%	17%	16%	16%	15%
College Website	24%	23%	25%	20%	22%
Fellow Student	6%	5%	8%	6%	5%
Local Newspaper	2%	2%	3%	1%	1%
Social Media	16%	13%	14%	10%	10%
Telephone	25%	24%	20%	21%	23%
Text Message	59%	52%	52%	49%	53%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	274	339	388	364	281
College Email	97%	97%	97%	96%	95%
College Faculty Member	18%	19%	20%	18%	19%
College Publications/Flyers	4%	7%	7%	5%	4%
College Staff Member	10%	16%	16%	14%	14%
College Website	26%	23%	23%	20%	20%
Fellow Student	4%	7%	8%	5%	5%
Local Newspaper	1%	2%	1%	1%	>1%
Social Media	18%	13%	14%	11%	9%
Telephone	21%	24%	23%	21%	26%
Text Message	66%	60%	58%	55%	60%

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Placement

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Placement

Indicate which option best describes your placement prior to registering for classes this semester.

SPRING

Semester	Spring 2025
Total # of Students	74
I completed placement testing	54%
I submitted my prior grades or transcript (such as High School, GED, HiSET)	41%
Other (please specify)	6%

Please select the Placement test(s) you completed.

SPRING

Semester	Spring 2025
Total # of Students	40
Accuplacer	95%
ACT	8%
SAT	3%
Other (please specify)	0%

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Placement

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

Please indicate your agreement or disagreement with the following statements regarding Placement Testing.

SPRING

Semester	Spring 2025
Total # of Students	40
Placement testing is convenient.	98%
The placement test I completed is easy to understand.	95%
Advisors explained my placement options to me.	100%
I believe I am in the right course(s) based on my placement decision.	100%

Please indicate your agreement or disagreement with the following statements regarding Placement Process.

SPRING

Semester	Fall 2024
Total # of Students	34
The placement process is easy to understand.	94%
Advisors explained my placement options to me.	94%
I believe I am in the right course(s) based on my placement decision.	100%

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Registrar

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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	Fall 2024
Total # of Students	191	191	175	218	235
Agree	17%	23%	21%	20%	15%
Disagree	83%	77%	79%	80%	85%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	124	121	91	69	74
Agree	23%	25%	23%	32%	24%
Disagree	77%	75%	77%	68%	76%

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

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	33	39	37	44	35
Agree	97%	85%	95%	100%	100%
Disagree	3%	15%	5%	0%	0%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	29	30	21	22	18
Agree	97%	93%	95%	91%	100%
Disagree	3%	7%	5%	9%	0%

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Registrar

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

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	31	39	35	44	34
Registrar staff are readily available by appointment.	*	*	*	100%	100%
Registrar staff are friendly and polite.	*	*	*	100%	100%
Registrar staff are knowledgeable.	*	*	*	100%	97%
I believe my transcript(s) has been evaluated in a timely manner.	97%	100%	89%	93%	97%
I was notified that my transcript has been received and evaluated.	62%	90%	86%	93%	94%
My transcript(s) has been evaluated appropriately.	94%	100%	86%	98%	97%
The evaluation of my transcript(s) has been explained to me.	71%	79%	88%	91%	82%
Overall, I am satisfied with the level of service provided to me by the Registrar's Office.	*	*	*	100%	94%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	28	28	20	20	18
Registrar staff are readily available by appointment.	*	*	*	100%	100%
Registrar staff are friendly and polite.	*	*	*	100%	94%
Registrar staff are knowledgeable.	*	*	*	100%	94%
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%	94%
My transcript(s) has been evaluated appropriately.	93%	96%	100%	95%	95%
The evaluation of my transcript(s) has been explained to me.	79%	89%	80%	90%	94%
Overall, I am satisfied with the level of service provided to me by the Registrar's Office.	*	*	*	100%	100%

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Online Courses

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Online Courses

I am taking one or more online courses this semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	405	415	443	542	525
Agree	85%	85%	84%	87%	83%
Disagree	15%	15%	16%	13%	17%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	406	397	428	397	306
Agree	80%	92%	85%	86%	89%
Disagree	20%	8%	15%	14%	11%

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FALL 2020-SPRING 2025

Online Courses

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

**Please indicate your agreement with the following statement
regarding Online Courses.**

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	326	340	368	469	425
The courses I needed this semester were available online.	91%	95%	97%	98%	97%
The courses I am taking online are easy to navigate.	87%	88%	89%	92%	96%
I can easily communicate with my instructors online.	90%	95%	97%	97%	98%
I am supported in the online learning environment.	91%	91%	89%	93%	98%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	299	365	357	331	262
The courses I needed this semester were available online.	93%	98%	98%	95%	98%
The courses I am taking online are easy to navigate.	92%	91%	93%	92%	96%
I can easily communicate with my instructors online.	96%	96%	95%	97%	99%
I am supported in the online learning environment.	89%	93%	90%	93%	98%

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FALL 2020-SPRING 2025

Online Classes

I am taking one or more online courses this semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	405	415	443	542	525
Agree	85%	85%	84%	87%	83%
Disagree	15%	15%	16%	13%	17%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	406	397	428	397	306
Agree	80%	92%	85%	86%	89%
Disagree	20%	8%	15%	14%	11%

What type of courses do you prefer?

SPRING

Semester	Spring 2025
Total # of Students	294
Online Courses	51%
Face-to-face Courses	30%
ITV Courses	0%
I have no preference	18%

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Online Courses

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

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

Please indicate your agreement with the following statement regarding Online Courses.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	326	340	368	469	425
My advisor asked me about my access to reliable equipment and internet access prior to registering for online classes.	81%	84%	90%	92%	92%
My advisor asked me about my technological and computing skills.	73%	79%	85%	85%	85%
I have reliable equipment and internet access for my online classes.	97%	98%	98%	99%	98%
I have adequate technological and computing skills for online classes.	97%	97%	99%	99%	98%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	299	365	357	331	262
My advisor asked me about my access to reliable equipment and internet access prior to registering for online classes.	84%	87%	89%	89%	90%
My advisor asked me about my technological and computing skills.	79%	81%	83%	84%	84%
I have reliable equipment and internet access for my online classes.	86%	99%	98%	98%	99%
I have adequate technological and computing skills for online classes.	98%	98%	97%	98%	97%

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FALL 2020-SPRING 2025

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.

Please indicate your agreement with the following statement regarding Online Courses.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	326	340	368	469	425
The courses I needed this semester were available online.	91%	95%	97%	98%	97%
The courses I am taking online are easy to navigate.	87%	88%	89%	92%	96%
I can easily communicate with my instructors online.	90%	95%	97%	97%	98%
I am supported in the online learning environment.	91%	91%	89%	93%	98%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	299	365	357	331	262
The courses I needed this semester were available online.	93%	98%	98%	95%	98%
The courses I am taking online are easy to navigate.	92%	91%	93%	92%	96%
I can easily communicate with my instructors online.	96%	96%	95%	97%	99%
I am supported in the online learning environment.	89%	93%	90%	93%	98%

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Traditional Courses

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FALL 2020-SPRING 2025

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.

**Please indicate your agreement with the following statement regarding Traditional Courses.
(Face-to-Face classroom, ITV classroom)**

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	65	72	72	67	224
The courses I needed this semester were available to me.	94%	94%	96%	97%	99%
Courses were scheduled at a convenient time.	*	*	*	*	98%
I can easily communicate with my instructor(s).	*	*	*	*	100%

* Answer options added Fall 2024

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	75	44	65	53	132
The courses I needed this semester were available to me.	100%	98%	95%	98%	98%
Courses were scheduled at a convenient time.	*	*	*	*	96%
I can easily communicate with my instructor(s).	*	*	*	*	99%

* Answer options added Fall 2024

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Welcome Center

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Welcome Center

I have used the Welcome Center this semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	325	338	439	535	514
Agree	74%	70%	73%	70%	74%
Disagree	26%	30%	27%	30%	26%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	298	364	422	384	294
Agree	61%	63%	66%	68%	66%
Disagree	39%	37%	34%	32%	34%

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FALL 2020-SPRING 2025

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	Fall 2024
Total # of Students	236	233	318	372	380
Welcome Center Staff are readily available to provide assistance.	99%	99%	99%	100%	100%
Welcome Center Staff are friendly and polite.	95%	99%	99%	100%	99%
Welcome Center Staff are knowledgeable.	97%	98%	98%	99%	100%
Overall, I am satisfied with the level of service provided to me at the Welcome Center.	98%	100%	99%	99%	100%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	179	228	278	258	193
Welcome Center Staff are readily available to provide assistance.	99%	99%	98%	98%	99%
Welcome Center Staff are friendly and polite.	98%	100%	99%	99%	99%
Welcome Center Staff are knowledgeable.	99%	99%	97%	98%	98%
Overall, I am satisfied with the level of service provided to me at the Welcome Center.	99%	100%	99%	99%	100%

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Advising

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Advising

At which Three Rivers College location did you register?

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	320	334	435	528	506
Dexter	11%	7%	6%	6%	5%
Kennett	8%	9%	6%	5%	4%
Sikeston	13%	11%	9%	11%	12%
Poplar Bluff	52%	58%	66%	64%	65%
Virtually	12%	10%	11%	13%	14%
Other (please specify)	4%	4%	1%	1%	0%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	294	362	419	379	293
Dexter	5%	10%	8%	3%	6%
Kennett	9%	6%	5%	6%	5%
Sikeston	11%	9%	10%	9%	7%
Poplar Bluff	60%	60%	63%	68%	69%
Virtually	13%	13%	12%	11%	13%
Other (please specify)	2%	2%	2%	2%	1%

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Advising

Who assisted you with registering for classes?

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	320	334	435	528	506
General Advisor (Poplar Bluff Only)	23%	22%	40%	49%	51%
External Location Staff Member (Dexter, Kennett, Sikeston)	7%	6%	6%	17%	13%
My Faculty Advisor	40%	48%	30%	18%	21%
A Faculty Member	16%	13%	10%	6%	7%
I do not remember who helped me.	15%	12%	13%	9%	9%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	294	362	419	379	293
General Advisor (Poplar Bluff Only)	22%	25%	41%	48%	50%
External Location Staff Member (Dexter, Kennett, Sikeston)	7%	6%	4%	12%	10%
My Faculty Advisor	54%	48%	30%	24%	24%
A Faculty Member	7%	9%	11%	7%	9%
I do not remember who helped me.	9%	12%	15%	8%	8%

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Advising

What method of communication was used during your advising session?

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	320	334	435	528	506
Email conversation with advisor	33%	17%	23%	19%	20%
In-person advising	39%	62%	63%	68%	63%
Virtual Advising (Zoom, Stream, Facetime, etc.)	28%	20%	14%	13%	17%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2024
Total # of Students	294	362	419	379	293
Email conversation with advisor	39%	30%	22%	24%	26%
In-person advising	49%	53%	63%	64%	62%
Virtual Advising (Zoom, Stream, Facetime, etc.)	13%	16%	15%	12%	12%

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Advising

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	Fall 2024
Total # of Students	89	67	62	68	86
Virtual advising is available when I need it.	98%	97%	97%	100%	98%
Virtual advising is convenient.	94%	96%	98%	99%	99%
My internet connectivity is adequate for virtual advising.	97%	100%	97%	99%	98%
I was prepared for what occurred during my virtual advising appointment.	96%	99%	95%	97%	98%
Overall, I am satisfied with the level of service provided to me during virtual advising.	96%	94%	98%	100%	98%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	37	59	63	45	36
Virtual advising is available when I need it.	100%	100%	98%	98%	100%
Virtual advising is convenient.	100%	98%	98%	100%	100%
My internet connectivity is adequate for virtual advising.	95%	100%	100%	100%	100%
I was prepared for what occurred during my virtual advising appointment.	95%	100%	97%	96%	100%
Overall, I am satisfied with the level of service provided to me during virtual advising.	97%	100%	100%	93%	100%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2024

Advising

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	Fall 2024
Total # of Students	89	67	62	68	86
Advisors are readily available by virtual appointment.	98%	96%	98%	96%	99%
Advisors respond quickly when I request information during virtual appointments.	99%	96%	98%	100%	99%
Advisors are friendly and polite during virtual appointments.	97%	99%	98%	100%	99%
Advisors are knowledgeable during virtual appointments.	99%	96%	100%	100%	99%
Overall, I am satisfied with the level of service provided to me during virtual advising.	100%	94%	98%	100%	98%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	37	59	63	45	36
Advisors are readily available by virtual appointment.	92%	98%	97%	100%	100%
Advisors respond quickly when I request information during virtual appointments.	92%	93%	100%	96%	100%
Advisors are friendly and polite during virtual appointments.	97%	100%	98%	98%	100%
Advisors are knowledgeable during virtual appointments.	95%	100%	98%	93%	100%
Overall, I am satisfied with the level of service provided to me during virtual advising.	92%	100%	100%	96%	100%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

Advising

If the student responded "In-Person Advising" or "Email Conversation with Advisor" when asked about their advising session, 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	Fall 2024
Total # of Students	227	265	372	452	416
Advising is available when I need it.	97%	96%	98%	98%	99%
Advising is convenient.	97%	97%	98%	98%	98%
I was prepared for what occurred during my advising appointment.	98%	96%	98%	96%	95%
Overall, I am satisfied with the level of service provided to me during advising.	97%	97%	98%	98%	98%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	254	301	351	332	257
Advising is available when I need it.	98%	99%	98%	97%	99%
Advising is convenient.	97%	98%	97%	96%	98%
I was prepared for what occurred during my advising appointment.	96%	99%	98%	97%	99%
Overall, I am satisfied with the level of service provided to me during advising.	96%	97%	97%	96%	99%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

Advising

If the student responded "In-Person Advising" or "Email Conversation with Advisor" when asked about their advising session, 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	Fall 2024
Total # of Students	227	265	372	452	416
Advisors are readily available by appointment.	98%	98%	99%	99%	98%
Advisors are friendly and polite.	100%	98%	99%	100%	100%
Advisors are knowledgeable.	97%	98%	99%	98%	97%
Overall, I am satisfied with the level of service provided to me during advising.	97%	96%	99%	99%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	254	301	351	332	257
Advisors are readily available by appointment.	97%	98%	98%	98%	99%
Advisors are friendly and polite.	99%	99%	99%	99%	99%
Advisors are knowledgeable.	97%	98%	98%	96%	98%
Overall, I am satisfied with the level of service provided to me during advising.	97%	98%	97%	96%	99%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

Advising

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

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	314	328	430	519	501
Career	71%	77%	79%	80%	79%
Financial Aid	79%	85%	84%	86%	81%
Online Login (username/password)	56%	63%	56%	66%	63%
Online Orientation (if applicable)	25%	34%	33%	*	*
ROCs Video (if applicable)	18%	15%	9%	*	*
Self-Service (myTRCC)	50%	54%	43%	67%	55%
Student Billing	44%	49%	43%	58%	55%
Ordering Course Materials Online and Pickup	59%	62%	57%	66%	63%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	290	360	411	373	292
Career	70%	74%	79%	75%	77%
Financial Aid	77%	75%	84%	76%	73%
Online Login (username/password)	44%	49%	53%	47%	54%
Online Orientation (if applicable)	22%	24%	25%	*	*
ROCs Video (if applicable)	8%	9%	8%	*	*
Self-Service (myTRCC)	4%	46%	47%	63%	64%
Student Billing	41%	41%	42%	43%	51%
Ordering Course Materials Online and Pickup	61%	59%	62%	54%	58 %

FALL 2020-SPRING 2025

Financial Aid

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

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	Fall 2024
Total # of Students	314	328	430	519	460
Agree	92%	93%	94%	93%	92%
Disagree	8%	7%	6%	7%	8%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	290	360	411	373	292
Agree	94%	90%	91%	90%	89%
Disagree	6%	10%	9%	10%	11%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

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	Fall 2024
Total # of Students	26	23	27	34	41
Didn't know I needed to change school code	4%	4%	0%	3%	2%
I forgot	4%	9%	11%	18%	20%
I was unaware of annual renewal	4%	26%	7%	9%	10%
Missing parental information	12%	17%	7%	35%	24%
Originally planned to attend elsewhere	0%	0%	0%	3%	0%
Submitted wrong application	4%	0%	0%	0%	0%
Wasn't a high priority	15%	22%	22%	21%	20%
Other (please specify)	69%	39%	59%	32%	41%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	18	36	35	37	31
Didn't know I needed to change school code	11%	0%	3%	3%	0%
I forgot	17%	8%	26%	14%	26%
I was unaware of annual renewal	0%	11%	14%	22%	0%
Missing parental information	17%	19%	23%	22%	13%
Originally planned to attend elsewhere	0%	0%	0%	3%	3%
Submitted wrong application	0%	3%	3%	0%	3%
Wasn't a high priority	11%	14%	14%	24%	23%
Other (please specify)	61%	56%	40%	38%	45%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

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	Fall 2024
Total # of Students	312	327	429	515	497
A+	28%	26%	25%	24%	23%
Pell Grant	67%	70%	69%	72%	73%
Loan	17%	17%	21%	21%	17%
Scholarship	27%	27%	28%	25%	26%
Veteran Benefits	3%	2%	2%	4%	5%
TRA/ WIOA/ Vocational Rehab	1%	1%	0%	2%	1%
I do not use financial assistance	7%	7%	8%	7%	8%
Other (please specify)	7%	9%	5%	5%	5%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	289	359	409	373	291
A+	24%	23%	24%	17%	16%
Pell Grant	73%	69%	70%	70%	70%
Loan	25%	20%	15%	17%	21%
Scholarship	22%	22%	21%	19%	21%
Veteran Benefits	2%	3%	5%	5%	5%
TRA/ WIOA/ Vocational Rehab	2%	2%	0%	2%	2%
I do not use financial assistance	8%	8%	8%	9%	10%
Other (please specify)	3%	9%	9%	6%	9%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

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	Fall 2024
Total # of Students	312	325	428	514	496
A+ Assistance	10%	14%	13%	9%	8%
FAFSA Completion	43%	43%	44%	41%	40%
Refund Status	21%	22%	18%	19%	12%
Scholarship Assistance	10%	13%	15%	13%	13%
Student Loans	12%	14%	16%	16%	14%
TRA/WIOA Assistance	1%	0%	0%	0%	0%
Veteran Assistance	1%	2%	2%	3%	4%
Work-Study Inquiry	3%	5%	5%	4%	3%
Have not visited the Office of Financial Aid this semester	37%	40%	37%	37%	40%
Other (please specify)	4%	3%	4%	3%	5%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	288	357	409	373	290
A+ Assistance	10%	9%	11%	9%	6%
FAFSA Completion	43%	46%	46%	37%	34%
Refund Status	17%	16%	18%	16%	12%
Scholarship Assistance	9%	10%	11%	10%	9%
Student Loans	18%	16%	13%	14%	12%
TRA/WIOA Assistance	0%	0%	0%	1%	1%
Veteran Assistance	1%	2%	4%	3%	4%
Work-Study Inquiry	3%	6%	4%	3%	2%
Have not visited the Office of Financial Aid this semester	38%	39%	39%	42%	46%
Other (please specify)	4%	4%	4%	6%	5%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

Financial Aid

Please indicate your agreement with the following statements regarding Office of Financial Aid.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	311	322	425	511	496
Financial Aid Staff are readily available to provide assistance.	97%	99%	100%	99%	98%
Financial Aid Staff are friendly and polite.	98%	100%	100%	99%	98%
Financial Aid Staff are knowledgeable.	98%	100%	99%	99%	98%
Financial Aid Staff respond to requested information in a timely manner.	98%	99%	99%	99%	98%
Overall, I am satisfied with the level of service provided to me by the Office of Financial Aid.	98%	99%	99%	99%	98%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	288	350	403	373	290
Financial Aid Staff are readily available to provide assistance.	98%	99%	99%	98%	98%
Financial Aid Staff are friendly and polite.	98%	100%	100%	98%	98%
Financial Aid Staff are knowledgeable.	99%	99%	100%	98%	98%
Financial Aid Staff respond to requested information in a timely manner.	97%	99%	99%	98%	98%
Overall, I am satisfied with the level of service provided to me by the Office of Financial Aid.	98%	99%	99%	98%	98%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

The College Store

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

The College Store

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

Semester	Fall 2022	Spring 2023	Fall 2023	Spring 2024	Fall 2024	Spring 2025
Total # of Students	422	402	508	373	495	290
I visited The College Store	50%	52%	58%	57%	58%	59%
I ordered them online through The College Store website.	53%	49%	44%	43%	39%	34%
I obtained digital course materials through Blackboard.	18%	24%	26%	26%	33%	32%
Other (please specify)	2%	2%	2%	2%	2%	5%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-FALL 2024

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	Fall 2024
Total # of Students	309	322	422	508	495
Agree	80%	74%	59%	67%	67%
Disagree	20%	26%	41%	33%	33%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	287	350	402	373	290
Agree	83%	63%	58%	66%	66%
Disagree	17%	37%	42%	34%	34%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

The College Store

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.

Please indicate your agreement or disagreement with the following statements regarding The College Store.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	308	239	247	335	329
The College Store Staff are readily available to provide assistance.	97%	99%	99%	99%	99%
The College Store Staff are friendly and polite.	97%	99%	99%	99%	99%
The College Store Staff are knowledgeable.	97%	99%	98%	99%	99%
The College Store Staff respond to requested information in a timely manner.	97%	100%	99%	99%	100%
Overall, I am satisfied with the level of service provided to me at The College Store.	97%	99%	98%	99%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	285	220	235	245	191
The College Store Staff are readily available to provide assistance.	98%	100%	100%	100%	99%
The College Store Staff are friendly and polite.	97%	99%	99%	98%	99%
The College Store Staff are knowledgeable.	98%	98%	99%	99%	99%
The College Store Staff respond to requested information in a timely manner.	98%	100%	100%	100%	99%
Overall, I am satisfied with the level of service provided to me at The College Store.	98%	97%	99%	98%	99%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

The College Store

I had some of my course materials shipped to me.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	305	81	420	505	494
Agree	32%	83%	57%	47%	43%
Disagree	68%	17%	43%	53%	57%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	285	129	402	373	290
Agree	29%	85%	53%	46%	38%
Disagree	71%	16%	47%	54%	62%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

The College Store

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	Fall 2024
Total # of Students	99	68	239	234	207
My course materials were shipped to me in a timely manner.	99%	99%	100%	100%	100%
My course materials arrived undamaged.	98%	97%	99%	97%	99%
The instructions for ordering course materials online are easy to follow.	96%	96%	98%	97%	100%
The website is easy to use.	96%	97%	98%	98%	100%
I can find my course materials quickly on the website.	98%	97%	99%	97%	99%
Overall, I am satisfied with retrieving my course materials online.	99%	96%	100%	99%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	83	108	210	171	111
My course materials were shipped to me in a timely manner.	99%	99%	99%	100%	99%
My course materials arrived undamaged.	96%	97%	98%	98%	99%
The instructions for ordering course materials online are easy to follow.	98%	99%	99%	98%	98%
The website is easy to use.	95%	98%	99%	97%	99%
I can find my course materials quickly on the website.	98%	97%	98%	96%	99%
Overall, I am satisfied with retrieving my course materials online.	99%	98%	100%	99%	100%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

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	Fall 2024
Total # of Students	205	82	417	502	491
Agree	85%	89%	90%	93%	91%
Disagree	15%	11%	10%	7%	9%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	202	128	400	370	289
Agree	88%	93%	95%	94%	92%
Disagree	12%	7%	5%	6%	8%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

The College Store

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	Fall 2024
Total # of Students	173	72	376	465	447
Day One Access to my course materials was easy.	95%	99%	99%	98%	98%
Day One Access met my needs.	95%	99%	100%	99%	99%
The course materials I needed were available.	98%	100%	99%	98%	100%
I would like to have Day One Access to my course materials in the future.	96%	100%	99%	99%	100%
Overall, I am satisfied with receiving my course materials this way.	97%	100%	100%	99%	100%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	177	118	373	347	266
Day One Access to my course materials was easy.	96%	96%	98%	97%	99%
Day One Access met my needs.	97%	96%	98%	98%	100%
The course materials I needed were available.	99%	97%	99%	99%	100%
I would like to have Day One Access to my course materials in the future.	97%	97%	100%	99%	100%
Overall, I am satisfied with receiving my course materials this way.	98%	98%	99%	99%	100%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

Student Accounts

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

Student Accounts

I have used Student Accounts this semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	303	316	415	496	488
Agree	68%	69%	68%	65%	63%
Disagree	32%	31%	32%	35%	37%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	283	345	391	370	288
Agree	61%	63%	63%	62%	56%
Disagree	39%	37%	37%	38%	44%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

Student Accounts

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	Fall 2024
Total # of Students	201	215	275	317	310
Student Accounts Staff are readily available to provide assistance.	99%	100%	100%	100%	100%
Student Accounts Staff are friendly and polite.	99%	99%	99%	100%	100%
Student Accounts Staff are knowledgeable.	100%	100%	99%	99%	99%
Overall, I am satisfied with the level of service provided to me by Student Accounts.	99%	100%	100%	99%	100%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	170	216	249	227	160
Student Accounts Staff are readily available to provide assistance.	99%	100%	100%	99%	99%
Student Accounts Staff are friendly and polite.	99%	100%	99%	99%	99%
Student Accounts Staff are knowledgeable.	98%	100%	99%	99%	99%
Overall, I am satisfied with the level of service provided to me by Student Accounts.	99%	100%	100%	99%	100%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

Student Accounts

I am aware of my account balance for the semester.

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	299	312	409	493	487
Agree	93%	95%	94%	94%	93%
Disagree	7%	5%	6%	6%	7%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	278	343	391	368	283
Agree	92%	94%	95%	94%	93%
Disagree	8%	6%	5%	6%	7%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

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	Fall 2024
Total # of Students	299	312	409	493	487
Self-Service (myTRCC)	24%	30%	34%	34%	34%
Statement in the Mail	13%	12%	11%	11%	13%
Student Email	63%	58%	55%	55%	53%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	278	343	391	368	283
Self-Service (myTRCC)	28%	29%	39%	38%	42%
Statement in the Mail	11%	10%	10%	8%	11%
Student Email	61%	61%	51%	54%	48%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

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	Fall 2024
Total # of Students	20	27	31	49	37
Agree	30%	52%	48%	31%	32%
Disagree	70%	48%	52%	69%	68%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	16	21	24	31	26
Agree	31%	52%	50%	45%	54%
Disagree	69%	48%	50%	55%	46%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

Student Accounts

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

FALL

Semester	Fall 2020	Fall 2021	Fall 2022	Fall 2023	Fall 2024
Total # of Students	297	312	403	492	482
Apply for Graduation	9%	10%	8%	10%	8%
Financial Aid (access financial aid data, forms, etc.)	77%	82%	78%	79%	79%
Student Accounts (view statement, make payment online, etc.)	70%	76%	70%	75%	69%
Student Planning (search for courses, plan your terms, schedule & Register for course sections)	73%	72%	71%	76%	71%
View Final Grades	51%	49%	51%	49%	49%
I have not used Self-Service (myTRCC) at this time.	10%	8%	8%	5%	6%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	278	339	390	367	283
Apply for Graduation	26%	20%	17%	23%	19%
Financial Aid (access financial aid data, forms, etc.)	83%	79%	81%	76%	77%
Student Accounts (view statement, make payment online, etc.)	72%	70%	73%	68%	70%
Student Planning (search for courses, plan your terms, schedule & Register for course sections)	75%	71%	73%	75%	75%
View Final Grades	63%	60%	62%	59%	56%
I have not used Self-Service (myTRCC) at this time.	5%	7%	6%	6%	5%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

General Questions

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

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	Fall 2024
Total # of Students	286	302	395	477	476
I was prepared for my first day of classes.	95%	95%	96%	97%	97%
I am treated like an individual at Three Rivers College.	98%	99%	99%	99%	100%
Three Rivers College has a positive student-focused culture.	98%	98%	99%	99%	100%
I would recommend Three Rivers College to a friend or family member.	99%	99%	100%	99%	99%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	270	326	384	354	277
I was prepared for my first day of classes.	97%	96%	97%	95%	96%
I am treated like an individual at Three Rivers College.	97%	99%	99%	98%	99%
Three Rivers College has a positive student-focused culture.	99%	100%	99%	98%	99%
I would recommend Three Rivers College to a friend or family member.	99%	99%	99%	98%	99%

THREE RIVERS COLLEGE
Registration Survey Trend Data

FALL 2020-SPRING 2025

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	Fall 2024
Total # of Students	286	302	395	477	476
Career Services (Resume Writing, Job Search, Career Advice, and/or Internships)	15%	11%	12%	12%	15%
University Center (Transfer Advising, Bachelor Completion, University Partner Information)	13%	11%	11%	13%	12%
I do not need to be contacted at this time.	80%	83%	83%	82%	82%

SPRING

Semester	Spring 2021	Spring 2022	Spring 2023	Spring 2024	Spring 2025
Total # of Students	270	326	384	354	277
Career Services (Resume Writing, Job Search, Career Advice, and/or Internships)	7%	13%	14%	14%	15%
University Center (Transfer Advising, Bachelor Completion, University Partner Information)	9%	12%	9%	10%	13%
I do not need to be contacted at this time.	87%	82%	83%	82%	82%

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