

THREE RIVERS COLLEGE

Noel Levitz

Priority Survey for Online Learners (PSOL)

Results

2019 and 2021

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Three Rivers College administered the Noel Levitz Priority Survey for Online Learners to online students in 2019 and 2021. Navigate this document by clicking on a report below.

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Strength and Challenges

Benchmarking

Strengths _____



No	Item	vs. Comparis...	Imp Rank
★ 36	Campus item: Online students are informed of important dates, dea...		1
★ 9	Adequate financial aid is available.	▲	2
★ 23	Billing and payment procedures are convenient for me.	▲	2
★ 18	Registration for online courses is convenient.	▲	4
★ 2	My program advisor is accessible by telephone and e-mail.	▲	7
★ 14	I receive timely information on the availability of financial aid.	▲	8
★ 26	The bookstore provides timely service to students.	▲	13
★ 16	Appropriate technical assistance is readily available.		17

Challenges _____



No	Item	vs. Comparis...	Imp Rank
🚩 7	Program requirements are clear and reasonable.		11
🚩 35	Campus item: My instructor responds quickly to my questions.		11
🚩 4	Faculty provide timely feedback about student progress.		13
🚩 25	Faculty are responsive to student needs.		17

Three Rivers College - PSOL 05/2021



Three Rivers College - PSOL

National Online Learners

Scale	①				①				①	
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
Academic Services	6.62	6.26	1.04	0.36	6.48	6.02	1.03	0.46	0.24	★
Enrollment Services	6.71	6.44	0.80	0.27	6.54	6.08	1.11	0.46	0.36	★★★
Institutional Perceptions	6.45	6.09	1.24	0.36	6.53	5.94	1.23	0.59	0.15	
Instructional Services	6.42	5.96	1.27	0.46	6.42	5.91	1.09	0.51	0.05	
Student Services	6.54	6.25	1.00	0.29	6.41	5.95	1.18	0.46	0.30	★★

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 103,662 records

Three Rivers College - PSOL 05/2021



Three Rivers College - PSOL

National Online Learners

Scale

All

S/C	No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
	1	This institution has a good reputation.	6.39	6.10	1.36	0.29	6.47	6.06	1.23	0.41	0.04	
★	2	My program advisor is accessible by telephone and e-mail.	6.67	6.62	0.76	0.05	6.53	6.14	1.35	0.39	0.48	★★★
	3	Instructional materials are appropriate for program content.	6.64	6.28	1.22	0.36	6.65	6.02	1.27	0.63	0.26	★
🚩	4	Faculty provide timely feedback about student progress.	6.64	5.95	1.45	0.69	6.61	5.92	1.37	0.69	0.03	
	5	My program advisor helps me work toward career goals.	6.66	6.24	1.24	0.42	6.35	5.71	1.64	0.64	0.53	★★
	6	Tuition paid is a worthwhile investment.	6.52	6.09	1.47	0.43	6.60	5.83	1.48	0.77	0.26	
🚩	7	Program requirements are clear and reasonable.	6.65	5.98	1.48	0.67	6.64	6.01	1.33	0.63	-0.03	
	8	Student-to-student collaborations are valuable to me.	5.20	5.27	2.00	-0.07	5.16	5.42	1.59	-0.26	-0.15	
★	9	Adequate financial aid is available.	6.73	6.30	1.27	0.43	6.45	5.79	1.63	0.66	0.51	★★
	10	This institution responds quickly when I request information.	6.55	6.12	1.37	0.43	6.58	6.04	1.38	0.54	0.08	
	11	Student assignments are clearly defined in the syllabus.	6.59	5.99	1.44	0.60	6.66	6.03	1.32	0.63	-0.04	
	12	There are sufficient offerings within my program of study.	6.54	6.06	1.46	0.48	6.57	6.02	1.30	0.55	0.04	
	13	The frequency of student and instructor interactions is adequate.	6.44	5.93	1.56	0.51	6.40	5.94	1.35	0.46	-0.01	
★	14	I receive timely information on the availability of financial aid.	6.66	6.32	1.26	0.34	6.43	5.87	1.55	0.56	0.45	★★
	15	Channels are available for providing timely responses to student complaints.	6.30	5.86	1.62	0.44	6.34	5.66	1.65	0.68	0.20	
★	16	Appropriate technical assistance is readily available.	6.62	6.40	1.01	0.22	6.52	6.16	1.27	0.36	0.24	
	17	Assessment and evaluation procedures are clear and reasonable.	6.59	6.12	1.37	0.47	6.56	6.07	1.27	0.49	0.05	
★	18	Registration for online courses is convenient.	6.72	6.63	0.81	0.09	6.68	6.40	1.13	0.28	0.23	★
	19	Online career services are available.	6.53	6.36	1.22	0.17	6.18	5.86	1.47	0.32	0.50	★★
	20	The quality of online instruction is excellent.	6.60	5.97	1.49	0.63	6.67	5.86	1.44	0.81	0.11	
	21	Adequate online library resources are provided.	6.56	6.25	1.24	0.31	6.56	6.23	1.21	0.33	0.02	

	22	I am aware of whom to contact for questions about programs and services.	6.66	6.24	1.26	0.42	6.52	6.01	1.43	0.51	0.23	
★	23	Billing and payment procedures are convenient for me.	6.73	6.51	1.06	0.22	6.57	6.21	1.29	0.36	0.30	★
	24	Tutoring services are readily available for online courses.	6.61	6.27	1.35	0.34	6.18	5.79	1.57	0.39	0.48	★★
🚩	25	Faculty are responsive to student needs.	6.62	6.08	1.53	0.54	6.65	6.00	1.37	0.65	0.08	
★	26	The bookstore provides timely service to students.	6.64	6.66	0.85	-0.02	6.37	6.15	1.30	0.22	0.51	★★★
	27	Campus item: Learning outcomes are clearly communicated to online students.	6.71	6.24	1.32	0.47						
	28	Campus item: I feel a sense of belonging to Three Rivers College as an online student.	6.47	5.78	1.75	0.69						
	29	Campus item: Online faculty use a variety of technology, tools, and methods in the onli...	6.70	6.28	1.24	0.42						
	30	Campus item: The quality of online tutoring services provided by Three Rivers College ...	6.40	6.10	1.62	0.30						
	31	Campus item: My online instructor actively participates in weekly threaded discussion f...	6.06	5.79	1.76	0.27						
	32	Campus item: The online weekly threaded discussion forums are relevant to my course ...	6.54	6.14	1.52	0.40						
	33	Campus item: The amount of online courses at Three Rivers College are readily availabl...	6.63	6.21	1.46	0.42						
	34	Campus item: I am most interested in seeking a 100% fully online degree program.	6.34	6.11	1.44	0.23						
🚩	35	Campus item: My instructor responds quickly to my questions.	6.65	6.10	1.61	0.55						
★	36	Campus item: Online students are informed of important dates, deadlines relevant to th...	6.74	6.38	1.24	0.36						
	37	Source of information: Catalog and brochures (printed)	5.93				5.34					
	38	Source of information: Catalog (online)	6.26				6.32					
	39	Source of information: College representatives	6.00				5.80					
	40	Source of information: Web site	6.46				6.49					
	41	Source of information: Advertisements	5.45				4.87					
	42	Source of information: Recommendation from instructor or program advisor	6.27				6.10					
	43	Source of information: Contact with current students and / or recent graduates of the p...	5.79				5.53					
	44	Factor to enroll: Ability to transfer credits	6.20				6.30					
	45	Factor to enroll: Cost	6.41				6.37					
	46	Factor to enroll: Financial assistance available	6.51				6.28					
	47	Factor to enroll: Future employment opportunities	6.43				6.24					
	48	Factor to enroll: Reputation of institution	6.22				6.34					
	49	Factor to enroll: Work schedule	6.58				6.57					
	50	Factor to enroll: Flexible pacing for completing a program	6.59				6.58					
	51	Factor to enroll: Convenience	6.57				6.66					
	52	Factor to enroll: Distance from campus	6.27				5.42					
	53	Factor to enroll: Program requirements	6.43				6.39					
	54	Factor to enroll: Recommendations from employer	5.92				5.34					

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 103,662 records

Three Rivers College - PSOL 05/2021



This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey; 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

Three Rivers College - PSOL

National Online Learners

①				①			①	
No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
1	This institution has a good reputation.	84 %	75 %	9 %	87 %	76 %	11 %	-1 %
★ 2	My program advisor is accessible by telephone and e-mail.	93 %	91 %	2 %	89 %	78 %	11 %	13 %
3	Instructional materials are appropriate for program content.	90 %	82 %	8 %	93 %	74 %	19 %	8 %
🚩 4	Faculty provide timely feedback about student progress.	91 %	71 %	20 %	92 %	71 %	21 %	0 %
5	My program advisor helps me work toward career goals.	91 %	75 %	16 %	83 %	66 %	17 %	9 %
6	Tuition paid is a worthwhile investment.	88 %	73 %	15 %	91 %	68 %	23 %	5 %
🚩 7	Program requirements are clear and reasonable.	92 %	72 %	20 %	93 %	75 %	18 %	-3 %
8	Student-to-student collaborations are valuable to me.	52 %	57 %	-5 %	49 %	56 %	-7 %	1 %
★ 9	Adequate financial aid is available.	92 %	82 %	10 %	87 %	68 %	19 %	14 %
10	This institution responds quickly when I request information.	89 %	78 %	11 %	91 %	76 %	15 %	2 %
11	Student assignments are clearly defined in the syllabus.	89 %	71 %	18 %	93 %	75 %	18 %	-4 %
12	There are sufficient offerings within my program of study.	87 %	71 %	16 %	91 %	74 %	17 %	-3 %
13	The frequency of student and instructor interactions is adequate.	84 %	70 %	14 %	86 %	72 %	14 %	-2 %
★ 14	I receive timely information on the availability of financial aid.	91 %	81 %	10 %	87 %	71 %	16 %	10 %
15	Channels are available for providing timely responses to student complaints.	80 %	69 %	11 %	83 %	65 %	18 %	4 %
★ 16	Appropriate technical assistance is readily available.	90 %	86 %	4 %	89 %	79 %	10 %	7 %
17	Assessment and evaluation procedures are clear and reasonable.	90 %	76 %	14 %	91 %	77 %	14 %	-1 %
★ 18	Registration for online courses is convenient.	92 %	88 %	4 %	93 %	86 %	7 %	2 %
19	Online career services are available.	87 %	83 %	4 %	78 %	69 %	9 %	14 %
20	The quality of online instruction is excellent.	92 %	71 %	21 %	94 %	70 %	24 %	1 %

21	Adequate online library resources are provided.	85 %	77 %	8 %	90 %	80 %	10 %	-3 %
22	I am aware of whom to contact for questions about programs and services.	90 %	80 %	10 %	89 %	74 %	15 %	6 %
★	23 Billing and payment procedures are convenient for me.	95 %	89 %	6 %	90 %	81 %	9 %	8 %
	24 Tutoring services are readily available for online courses.	91 %	81 %	10 %	78 %	68 %	10 %	13 %
🚩	25 Faculty are responsive to student needs.	90 %	79 %	11 %	93 %	75 %	18 %	4 %
★	26 The bookstore provides timely service to students.	90 %	93 %	-3 %	84 %	78 %	6 %	15 %
	27 Campus item: Learning outcomes are clearly communicated to online students.	90 %	77 %	13 %				
	28 Campus item: I feel a sense of belonging to Three Rivers College as an online student.	85 %	68 %	17 %				
	29 Campus item: Online faculty use a variety of technology, tools, and methods in the onl...	92 %	79 %	13 %				
	30 Campus item: The quality of online tutoring services provided by Three Rivers College ...	85 %	77 %	8 %				
	31 Campus item: My online instructor actively participates in weekly threaded discussion f...	73 %	69 %	4 %				
	32 Campus item: The online weekly threaded discussion forums are relevant to my course...	88 %	76 %	12 %				
	33 Campus item: The amount of online courses at Three Rivers College are readily availabl...	91 %	79 %	12 %				
	34 Campus item: I am most interested in seeking a 100% fully online degree program.	85 %	72 %	13 %				
🚩	35 Campus item: My instructor responds quickly to my questions.	93 %	77 %	16 %				
★	36 Campus item: Online students are informed of important dates, deadlines relevant to t...	94 %	83 %	11 %				
	37 Source of information: Catalog and brochures (printed)	66 %			58 %			
	38 Source of information: Catalog (online)	78 %			83 %			
	39 Source of information: College representatives	66 %			69 %			
	40 Source of information: Web site	84 %			89 %			
	41 Source of information: Advertisements	55 %			46 %			
	42 Source of information: Recommendation from instructor or program advisor	82 %			78 %			
	43 Source of information: Contact with current students and / or recent graduates of the p...	65 %			62 %			
	44 Factor to enroll: Ability to transfer credits	77 %			84 %			
	45 Factor to enroll: Cost	84 %			84 %			
	46 Factor to enroll: Financial assistance available	86 %			83 %			
	47 Factor to enroll: Future employment opportunities	80 %			81 %			
	48 Factor to enroll: Reputation of institution	75 %			83 %			
	49 Factor to enroll: Work schedule	88 %			90 %			
	50 Factor to enroll: Flexible pacing for completing a program	90 %			91 %			
	51 Factor to enroll: Convenience	86 %			93 %			
	52 Factor to enroll: Distance from campus	81 %			64 %			
	53 Factor to enroll: Program requirements	83 %			85 %			
	54 Factor to enroll: Recommendations from employer	70 %			60 %			

National Group Means are based on 103,662 records

Three Rivers College - PSOL 05/2021



Three Rivers College - PSOL

National Online Learners

Summary	Institution	National Norms	Difference	SS
So far, how has your college experience met your expectations?	5.37	5.17	0.20	
1= Much worse than I expected	2%	2%		
2= Quite a bit worse than I expected	0%	1%		
3= Worse than I expected	5%	6%		
4= About what I expected	25%	24%		
5= Better than I expected	19%	22%		
6= Quite a bit better than I expected	18%	15%		
7= Much better than I expected	31%	26%		
Rate your overall satisfaction with your experience here thus far.	5.77	5.79	-0.02	
1= Not satisfied at all	1%	1%		
2= Not very satisfied	3%	2%		
3= Somewhat dissatisfied	6%	5%		
4= Neutral	6%	6%		
5= Somewhat satisfied	10%	11%		
6= Satisfied	38%	36%		
7= Very satisfied	34%	36%		
All in all, if you had it to do over again, would you enroll here?	6.02	5.86	0.16	
1= Definitely not	2%	3%		
2= Probably not	4%	4%		
3= Maybe not	1%	3%		
4= I don't know	7%	6%		
5= Maybe yes	5%	7%		
6= Probably yes	29%	26%		
7= Definitely yes	51%	48%		

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

National Group Means are based on 103,662 records

Priority Survey for Online Learners, Strengths and Challenges, 2021

Strengths

S/C	StrengthAr No	Item	Imp Rank
1 Strength	36	Campus item: Online students are informed of important dates, deadlines relevant to their education, support services, and college events.	1
1 Strength	9	Adequate financial aid is available.	2
1 Strength	23	Billing and payment procedures are convenient for me.	2
1 Strength	18	Registration for online courses is convenient.	4
1 Strength	2	My program advisor is accessible by telephone and e-mail.	7
1 Strength	14	I receive timely information on the availability of financial aid.	8
1 Strength	26	The bookstore provides timely service to students.	13
1 Strength	16	Appropriate technical assistance is readily available.	17

Challenges

S/C	StrengthAr No	Item	Imp Rank
2 Challenge	7	Program requirements are clear and reasonable.	11
2 Challenge	35	Campus item: My instructor responds quickly to my questions.	11
2 Challenge	4	Faculty provide timely feedback about student progress.	13
2 Challenge	25	Faculty are responsive to student needs.	17

Priority Survey For Online Learners - Comments

Three Rivers College | Spring 2021

Comments

I've been out of school for over 20 years. I've always considered going back, but the financial aspect and the fear of failing certain courses has always deterred me. With the opportunity to receive a Pell Grant, I decided to dive right in. TRC has made this a completely enjoyable experience. My instructors have been extremely understanding and very helpful! Having a FT job and 3 children in grade school has added an extra challenge and the staff at TRC has definitely assisted with any questions or concerns I have.

I am very satisfied with Three Rivers Community college and would highly recommend it too anyone who has the A+ scholarship. It has helped me out with paying for school tremendously!

This institution has made gaining a career easy for me. With working, four children and playing adult ball, the online courses make it feasible for me to work toward my goals. All of the staff have been so helpful from day one. I couldn't have asked for a better college to attend!

I have had an amazing experience through Three Rivers and am almost done with my college experience. I have successfully done it all online and would not change a thing. Thank you for the experience and making my second chance with college a great one!

I think that TRCC is a great college with great staff that want to make sure that you are achieving academically and they check with you to make sure you are doing good in your classes. I think that it is great that they do offer online tutoring for the ones that have to take online classes like myself. I would like for them to try and create LPN night classes for those of us who have to work during the week, but I know that is hard to do with the amount of hours that goes into medical school. Overall, it is a great school and I would recommend it to anyone who asks me.

Wonderful institution!

I enjoyed my time at three rivers. I had great advisors

I wish there were more opportunities for classes.

The school is amazing, close to home which was great for me for that I only live 20 minutes away or can have the option to do it all at home. One thing I was always having trouble with though was the financial aid with certain scholarships that I had received or been promised by either the college or other private scholarships. I would have to wait months to receive a scholarship even though it was going to be refunded straight to me anyway or other miscommunications happened with scholarships I had received from the college that was pronto me but was moved without my knowledge.

I do not have any other comments, Three Rivers is a good Community College , it's not super big but it's not super small either, if you are looking for something a little close to home this would be a great choice.

My Acad instructor does once-a-week zoom meetings. These are really helpful. I also am taking a math class and I enjoy the work at my own pace.

I had the best time in this college to learn.

I wish more classes were offered at the external locations. I wanted to take science in person, but the class was dropped due to low enrollment at the external location closest to me. I would have gotten a better education and a better grade had I been able to take this course in person. I do like the option of taking some courses online, though, as well.

As a full time online college student, I would encourage teachers at TRC to use zoom classes or pre recorded lectures for their online students. Trying to figure the material out and know exactly what is expected of us on homework, is very stressful. Doing a group project in an online class is frustrating and an unnecessary stress. Half the people in the group don't communicate and just do their own thing and the rest of us are sweating cause our grade is depending on other people pulling their load. In person group projects are fine cause you see each other 1-2 times a week and can talk about the work. Online, there are only so many ways to try and get ahold of a classmate to work on the project. If a teacher wants to use honor lock to proctor a test, please don't set it up to ask for a 360 of my room! Honorlock doesn't bother me because I want to "cheat" it bothers me because I am sitting in my own house where there are usually other people and it feels invasive to have a camera recording what is going on in my home while I am taking a test. If teachers are that preoccupied with cheating, I would be fine with going to the school to have a proctored test, or, just make it to where you can't open other tabs on the computer. Please do not use a camera/recording device for students working in their home.

I have had a great time at Three Rivers College and have no complaints.

Overall it was a great college experience.

Wish I would qualify for scholarships. I think out of all the scholarships at three rivers college I only applied for one of the scholarships. Honesty that is pretty poor. I graduated with a 4.18 gpa in highschool, get straight As through college and can not get any form of help or financial assistance. Just because I have some cash in the bank or my parents do should not dequalify me from applying for all of the scholarships. Maybe we have a little put back in the bank because we do not want to live pay check to pay check. We are prepared for things that could happen and costs money. I have never been on a vacation because they are so darn expensive. Yes, that is our choice to not take one but why do we always have to suffer and pay for everything just because we are smart with our money instead of blowing every cent we make. C'mon now really, you guys can't do any better. It's just such a shame honestly. Rewarding these poor kids that are lazy bums. Tell them go get a job and pay for their own college like I am having to do. I don't get jack from anybody. Hard earned cash is what is paying for my 50 cent piece of paper I will get in return after four years.

I wanted to do online college classes because I live about 45 minutes away from the campus but I really wanted to go to TRCC. At first I went to the Cape College Center and did a semester there, I did not like it. I was scared that this college would be just like that one but I was completely wrong. TRCC is so helpful in everything and I love it.

Online course would be much better if they were learn at your own pace. During certain times students maybe able to complete work quickly while other times may not have the time to do so. Being able to log in and complete as much of the course as you can at your own pace would be much better. All courses should have a paper textbook sent to the student. Ebooks are more difficult to make notes and go back and reference. Degree programs should focus on the actual degree and less general education. There are several accounting courses that I would like to take but do to having some of the general ed courses I will not have time. I feel like I am having to spend a considerable amount of time and money on classes that are not related to the degree program. Why does an accounting degree need biology. This seems like a way that colleges have came up with to make more money.

I am not sure which deficits are more detrimental to my education ; a math instructor who can not accurately compute or teach , or a pre-med course taught by a Doctor who ignores blatant plagiarism.

This institution allows you to get your two year degree and continue online if you want to finish schooling from home. this is an amazing college and they help you as much as possible to succeed.

This school is very nice and almost everyone there is friendly. I didn't complete the original coursework intended but that was of my own volition. The courses are easy to comprehend mostly and additional help can be found if needed. All the instructors I've encountered have been thoughtful and help to the best of their ability. The library's resources are incredible and provide so many different forms of literature that anyone could imagine. The tutoring services (the tlc and achieve) are also very helpful. The achieve program provides a unique set of people from all backgrounds and are also quite helpful. Any tutor that is found in these areas are really knowledgeable on the subject and are willing to offer any services in and outside of the institution. Achieve's student aid is quite helpful for those who may not have as much aid as they need and can help provide students with financial aid. The financial aid department has also been extremely helpful as well. They have always been willing to break down information for any student needing help with their billing and payments. They provide breakdowns on what is being charged, how much, and the reason for each charge. The front desk (of the admin building) are very helpful as well as they have always either got the person in question needed or have been able to provide information on things that a student may not be aware of. The testing services are very helpful with setting up for test and overall helping students to take their test. They are also willing to reschedule in the case a student may not be able to attend a testing date. There is an array of programs that can be chosen from. The advisors are helpful to help a student that may be questioning on what degree they may be seeking. Most of the time the advisors know about each program of study and provide breakdowns on what each program of study requires grade wise, time wise, and course wise. They are able to provide descriptions of the courses in question and when it would be easiest to take the courses.

Would like more information and important dates for cut off times for programs.

Some of my instructors are great at communicating when I have a question and are quick to reply and clarify. There are some that I can send multiple messages in an attempt to try to make contact with questions or clarifications, the responses I receive leave me more puzzled or they do not answer at all.

Very nice!!!!!!

i have had a great experience with my psych 111 class the instructor and course work everything has been enjoyable. The math 161 class has not been so enjoyable the instructor has not ever got back with e in a timely manner and when she has she has been very rude and not willing to help at all.

Financially I was able to complete my degree..

I am a very easy going and respectable person but I was highly unsatisfied with a meeting that I had with Mr. Chris Adams. He came off as rude and questioned whether or not I was actually attending classes without any reason. I have always been an accountable student and have been doing my best to obtain my degree for the past 3 years. Mr. Adams seemed very inconsiderate and judgmental. I had no previous interactions with Mr. Adams.

This first semester of college has been fairly well for the time being

Great college to go to and very helpful when needed.

Wonderful institution

I enjoy 3 rivers and it's staff.

This college needs work. Most the instructors are terrible, with spotty instructions and guidance. I'd give this college like a 2/10, would not recommend.

The only issue I had was with my Biology teacher for most of the semester. They never emailed back until recently, which I think its a new one now.

Curriculum is almost self taught due to not having an instructor you can speak with immediately. This is a downside of the online course.

Love TRC in fact my son will be enrolling for this summer.

I wish there were more classes available online. When I registered for this semester, a class I wanted to take was not available online at the time.

Very easy to navigate all around

Having already obtained one Associate's degree from Three Rivers, I did not even consider another school when I decided to earn a second one. Three Rivers has always been welcoming and the staff eager to help with anything I've needed.

Everything has been great and smooth! It has been a good experience overall and the online classes are perfect for my busy schedule!

Math 102 & 103 would be better taught and learned with a Math textbook. I am all online, and this is the one course(s) that I have the least involvement from an instructor. Sometimes the videos don't explain how to do something, in detail or in a way for someone like me who hasn't been in school for 14+ years, to understand the material. I find myself printing alot of pages from the event and would be much easier to have the textbook to reference when I can't remember an exact formula during homework. Instead of being able to grab my textbook and look up how to do something, I have to save what I'm working on, back out to the main main menu, go to my etext, and then find the chapter and read what I need help with, back out and go back to the assignment. So much easier to grab the book and be able to physically see instructions as I relate it to my assignment.

Very good place to get your degree.

I needed the class I am taking to begin my Masters program in Social Work. I have a child starting TRC soon and could really use the help.

I was lied to and words kept switching and the classes I needed kept switching every semester to get my degree.

I feel I have had some of the best instructors this semester. Mr Steven Lewis is one of the most engaging instructors I have ever had. He takes the time to provide valuable feedback and has made me a much better public speaker. Dr Gragg and Mrs. Cagle have been great, too. Mr. Bess is super quick to grade items which I appreciate!

Classes have been awesome this year!

Love this school, however, some online instructors are not very communicative to their students. I had a lot of confusion during economics and answers were not met. Also, some teachers fail to get the grades in properly and it is hard for me to see my progress.

It is really friendly college and the advisor helped out alot. The only problems that I had was to transfer over emails or when the blackboard would be worked on throughout the night or day.

It would be a better institution if they took the time to help the students when needed

Great place to attend school

Dr. Michael Willis does not respond to his students when they email him!

Unfortunately, highly considering transferring colleges due to the cancellation of evening nursing courses.

Priority Survey for Online Learners, 2021 Results vs 2019 Results

Scale ▲	May 2021				① Gap	May 2019				Difference	SS
	Importance	Satisfaction	SD	Gap		Importance	Satisfaction	SD	Gap		
Academic Services	6.62	6.26	1.04	0.36	6.53	6.33	0.74	0.20	-0.07		
Enrollment Services	6.71	6.44	0.80	0.27	6.50	6.26	0.93	0.24	0.18		
Institutional Perceptions	6.45	6.09	1.24	0.36	6.40	6.26	1.03	0.14	-0.17		
Instructional Services	6.42	5.96	1.27	0.46	6.38	6.32	0.68	0.06	-0.36	★	
Student Services	6.54	6.25	1.00	0.29	6.32	6.20	0.94	0.12	0.05		

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

Three Rivers College - PSOL 05/2021



Scale

Academic Services

May 2021

May 2019

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
★ 2	My program advisor is accessible by telephone and e-mail.	6.67	6.62	0.76	0.05	6.54	6.41	1.11	0.13	0.21	
5	My program advisor helps me work toward career goals.	6.66	6.24	1.24	0.42	6.56	6.35	1.08	0.21	-0.11	
🚩 7	Program requirements are clear and reasonable.	6.65	5.98	1.48	0.67	6.61	6.35	1.01	0.26	-0.37	
12	There are sufficient offerings within my program of study.	6.54	6.06	1.46	0.48	6.54	6.20	1.10	0.34	-0.14	
★ 16	Appropriate technical assistance is readily available.	6.62	6.40	1.01	0.22	6.52	6.37	0.89	0.15	0.03	
21	Adequate online library resources are provided.	6.56	6.25	1.24	0.31	6.44	6.47	0.74	-0.03	-0.22	
24	Tutoring services are readily available for online courses.	6.61	6.27	1.35	0.34	6.51	6.14	1.40	0.37	0.13	

Three Rivers College - PSOL 05/2021



Scale

Enrollment Services

May 2021

May 2019

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
★ 9	Adequate financial aid is available.	6.73	6.30	1.27	0.43	6.46	6.07	1.50	0.39	0.23	
★ 14	I receive timely information on the availability of financial aid.	6.66	6.32	1.26	0.34	6.39	6.09	1.46	0.30	0.23	
★ 18	Registration for online courses is convenient.	6.72	6.63	0.81	0.09	6.64	6.46	1.01	0.18	0.17	
★ 23	Billing and payment procedures are convenient for me.	6.73	6.51	1.06	0.22	6.51	6.43	1.14	0.08	0.08	

Three Rivers College - PSOL 05/2021



Scale

Student Services

May 2021

May 2019

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
10	This institution responds quickly when I request information.	6.55	6.12	1.37	0.43	6.46	6.22	1.26	0.24	-0.10	
15	Channels are available for providing timely responses to student complaints.	6.30	5.86	1.62	0.44	6.28	6.24	0.95	0.04	-0.38	
19	Online career services are available.	6.53	6.36	1.22	0.17	6.00	6.02	1.22	-0.02	0.34	
22	I am aware of whom to contact for questions about programs and services.	6.66	6.24	1.26	0.42	6.39	6.13	1.21	0.26	0.11	
★ 26	The bookstore provides timely service to students.	6.64	6.66	0.85	-0.02	6.45	6.41	0.99	0.04	0.25	

Three Rivers College - PSOL 05/2021



Scale

Instructional Services

May 2021

May 2019

		May 2021				May 2019					
No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
3	Instructional materials are appropriate for program content.	6.64	6.28	1.22	0.36	6.51	6.46	0.88	0.05	-0.18	
4	Faculty provide timely feedback about student progress.	6.64	5.95	1.45	0.69	6.59	6.41	0.87	0.18	-0.46	★
8	Student-to-student collaborations are valuable to me.	5.20	5.27	2.00	-0.07	5.39	5.83	1.28	-0.44	-0.56	
11	Student assignments are clearly defined in the syllabus.	6.59	5.99	1.44	0.60	6.66	6.42	1.01	0.24	-0.43	★
13	The frequency of student and instructor interactions is adequate.	6.44	5.93	1.56	0.51	6.36	6.26	0.97	0.10	-0.33	
17	Assessment and evaluation procedures are clear and reasonable.	6.59	6.12	1.37	0.47	6.41	6.43	0.85	-0.02	-0.31	
20	The quality of online instruction is excellent.	6.60	5.97	1.49	0.63	6.48	6.29	0.99	0.19	-0.32	
25	Faculty are responsive to student needs.	6.62	6.08	1.53	0.54	6.58	6.42	0.92	0.16	-0.34	

Three Rivers College - PSOL 05/2021



Scale

Institutional Perceptions

May 2021

May 2019

		May 2021				May 2019					
No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
1	This institution has a good reputation.	6.39	6.10	1.36	0.29	6.34	6.29	1.18	0.05	-0.19	
6	Tuition paid is a worthwhile investment.	6.52	6.09	1.47	0.43	6.45	6.24	1.10	0.21	-0.15	

Priority Survey For Online Learners
Item % Report, May 2021 vs May 2019

1= Strength, 2=Challenge	No	Item	May 2021 Importance %	May 2021 Satisfaction %	May 2021 Gap %	Space	May 2019 Importance %	May 2019 Satisfaction %	May 2019 Gap %	Difference
0	1	This institution has a good reputation.	84%	75%	9%		84%	85%	-1%	-10%
1	2	My program advisor is accessible by telephone and e-mail.	93%	91%	2%		85%	83%	2%	8%
0	3	Instructional materials are appropriate for program content.	90%	82%	8%		89%	86%	3%	-4%
2	4	Faculty provide timely feedback about student progress.	91%	71%	20%		89%	81%	8%	-10%
0	5	My program advisor helps me work toward career goals.	91%	75%	16%		89%	81%	8%	-6%
0	6	Tuition paid is a worthwhile investment.	88%	73%	15%		88%	81%	7%	-8%
2	7	Program requirements are clear and reasonable.	92%	72%	20%		90%	85%	5%	-13%
0	8	Student-to-student collaborations are valuable to me.	52%	57%	-5%		54%	60%	-6%	-3%
1	9	Adequate financial aid is available.	92%	82%	10%		83%	76%	7%	6%
0	10	This institution responds quickly when I request information.	89%	78%	11%		85%	85%	0%	-7%
0	11	Student assignments are clearly defined in the syllabus.	89%	71%	18%		92%	83%	9%	-12%
0	12	There are sufficient offerings within my program of study.	87%	71%	16%		90%	77%	13%	-6%
0	13	The frequency of student and instructor interactions is adequate.	84%	70%	14%		83%	81%	2%	-11%
1	14	I receive timely information on the availability of financial aid.	91%	81%	10%		86%	79%	7%	2%
0	15	Channels are available for providing timely responses to student complaints.	80%	69%	11%		75%	80%	-5%	-11%
1	16	Appropriate technical assistance is readily available.	90%	86%	4%		88%	85%	3%	1%
0	17	Assessment and evaluation procedures are clear and reasonable.	90%	76%	14%		89%	90%	-1%	-14%
1	18	Registration for online courses is convenient.	92%	88%	4%		90%	84%	6%	4%
0	19	Online career services are available.	87%	83%	4%		63%	69%	-6%	14%
0	20	The quality of online instruction is excellent.	92%	71%	21%		85%	79%	6%	-8%
0	21	Adequate online library resources are provided.	85%	77%	8%		85%	89%	-4%	-12%
0	22	I am aware of whom to contact for questions about programs and services.	90%	80%	10%		79%	73%	6%	7%
1	23	Billing and payment procedures are convenient for me.	95%	89%	6%		84%	88%	-4%	1%
0	24	Tutoring services are readily available for online courses.	91%	81%	10%		85%	80%	5%	1%
2	25	Faculty are responsive to student needs.	90%	79%	11%		90%	82%	8%	-3%
1	26	The bookstore provides timely service to students.	90%	93%	-3%		84%	84%	0%	9%
0	27	Campus item: Learning outcomes are clearly communicated to online students.	90%	77%	13%		83%	87%	-4%	-10%

0	28	Campus item: I feel a sense of belonging to Three Rivers College as an online student.	85%	68%	17%	79%	78%	1%	-10%
0	29	Campus item: Online faculty use a variety of technology, tools, and methods in the online classroom(s).	92%	79%	13%	84%	85%	-1%	-6%
0	30	Campus item: The quality of online tutoring services provided by Three Rivers College meets my academic needs.	85%	77%	8%	80%	80%	0%	-3%
0	31	Campus item: My online instructor actively participates in weekly threaded discussion forums.	73%	69%	4%	72%	65%	7%	4%
0	32	Campus item: The online weekly threaded discussion forums are relevant to my course material for that week.	88%	76%	12%	82%	84%	-2%	-8%
0	33	Campus item: The amount of online courses at Three Rivers College are readily available to meet my educational needs.	91%	79%	12%	90%	86%	4%	-7%
0	34	Campus item: I am most interested in seeking a 100% fully online degree program.	85%	72%	13%	75%	83%	-8%	-11%
2	35	Campus item: My instructor responds quickly to my questions.	93%	77%	16%	90%	85%	5%	-8%
1	36	Campus item: Online students are informed of important dates, deadlines relevant to their education, support services, and college events.	94%	83%	11%	91%	87%	4%	-4%
0	37	Source of information: Catalog and brochures (printed)	66%			80%			
0	38	Source of information: Catalog (online)	78%			87%			
0	39	Source of information: College representatives	66%			73%			
0	40	Source of information: Web site	84%			90%			
0	41	Source of information: Advertisements	55%			65%			
0	42	Source of information: Recommendation from instructor or program advisor	82%			88%			
0	43	Source of information: Contact with current students and / or recent graduates of the program	65%			78%			
0	44	Factor to enroll: Ability to transfer credits	77%			93%			
0	45	Factor to enroll: Cost	84%			93%			
0	46	Factor to enroll: Financial assistance available	86%			93%			
0	47	Factor to enroll: Future employment opportunities	80%			83%			
0	48	Factor to enroll: Reputation of institution	75%			85%			
0	49	Factor to enroll: Work schedule	88%			90%			
0	50	Factor to enroll: Flexible pacing for completing a program	90%			90%			
0	51	Factor to enroll: Convenience	86%			92%			
0	52	Factor to enroll: Distance from campus	81%			77%			
0	53	Factor to enroll: Program requirements	83%			87%			
0	54	Factor to enroll: Recommendations from employer	70%			74%			

**Priority Survey For Online Learners
Summary Report - May 21 vs May 19**

Summary	QA_description	May-21	May-19	Difference
So far, how has your college experience met your expectations?	1 = Much worse than I expected	2%	0%	-0.12
So far, how has your college experience met your expectations?	2 = Quite a bit worse than I expected	0%	0%	
So far, how has your college experience met your expectations?	3 = Worse than I expected	5%	3%	
So far, how has your college experience met your expectations?	4 = About what I expected	25%	28%	
So far, how has your college experience met your expectations?	5 = Better than I expected	19%	19%	
So far, how has your college experience met your expectations?	6 = Quite a bit better than I expected	18%	14%	
So far, how has your college experience met your expectations?	7 = Much better than I expected	31%	34%	
Rate your overall satisfaction with your experience here thus far.	1 = Not satisfied at all	1%	0%	-0.38
Rate your overall satisfaction with your experience here thus far.	2 = Not very satisfied	3%	0%	
Rate your overall satisfaction with your experience here thus far.	3 = Somewhat dissatisfied	6%	5%	
Rate your overall satisfaction with your experience here thus far.	4 = Neutral	6%	3%	
Rate your overall satisfaction with your experience here thus far.	5 = Somewhat satisfied	10%	6%	
Rate your overall satisfaction with your experience here thus far.	6 = Satisfied	38%	41%	
Rate your overall satisfaction with your experience here thus far.	7 = Very satisfied	34%	43%	
All in all, if you had it to do over again, would you enroll here?	1 = Definitely not	2%	0%	-0.29
All in all, if you had it to do over again, would you enroll here?	2 = Probably not	4%	1%	
All in all, if you had it to do over again, would you enroll here?	3 = Maybe not	1%	0%	
All in all, if you had it to do over again, would you enroll here?	4 = I don't know	7%	9%	
All in all, if you had it to do over again, would you enroll here?	5 = Maybe yes	5%	4%	
All in all, if you had it to do over again, would you enroll here?	6 = Probably yes	29%	21%	
All in all, if you had it to do over again, would you enroll here?	7 = Definitely yes	51%	62%	

Three Rivers College - PSOL - 05/2019



Priorities Survey for Online Learners

Welcome

Welcome and thank you for administering this Ruffalo Noel Levitz survey. This HTML version of your report contains results of the Satisfaction and Priorities Survey (SPS) administered on your campus.

Below are short descriptions of the reports you may find within this document. Please refer to the SPS Interpretive Guide delivered with your results for additional details. This document contain direction on all aspects of your results and can also be found at

www.RuffaloNL.com/SPSInterpretiveGuides

You are encouraged to schedule a free report review discussion with a Ruffalo Noel Levitz consultant at a mutually convenient time. This phone call can be one-on-one or with a group you gather. We will walk through your results and brainstorm on next step steps. Contact Ruffalo Noel Levitz for more information.

As you review and analyze your results, you may consider ordering additional reporting options. For more information on these options and applicable fees, please contact Ruffalo Noel Levitz at 800-876-1117 or at SPS.Tech@RuffaloNL.com.

Saving and Sharing Your Reports

We strongly encourage you to save all documents to a safe location on your own computer right away. SafeMail files will remain available within your myRuffaloNL account for only 90 days.

Save your files on your computer in order to access them again at another time. Once on your computer, the files can be forwarded as attachments to others on your campus or posted to a secured, shared area of your local network.

Electronic reports

The HTML results are delivered to you with reports reflected in a tabulated view. Select the report page by clicking the related tab. Reports are interactive - sorting by column header and expand/toggle options are available to view the data in several ways. Information buttons can be found in various areas to provide additional guidance about the data presented.

You may print each of these reports or all of the reports at once. The document(s) will print as you have adjusted each report and as it appears on the screen. Note, however, every time the HTML is opened, it is in the original delivery format. It will not remember the previous sorting.

You may need to allow blocked content to fully review your report.

HTML results*:

- Strategic Planning Overview (not included with all reporting): an executive summary of your strengths and challenges for the first column of data, as well as information on how the two columns of data compare
- Item Report: responses for each individual item on the survey
- Scale Report: responses for the survey scales and the items clustered within the scales
- Summary Report: responses to the summary items on the survey
- Item Percentage Report: reflects the percent of responses for answers 6 and 7 for all items on the survey
- Demographic Report: responses to the demographic items on the survey

* Not all HTML files will include all of these reports and some reports will have different combinations. The report segments are dependent on the standard reporting for the specific survey version and the optional, value-added reporting selected.

Reviewing Your Data

Strategic Planning Overview (if included):

This report provides the best summary of your results for immediate action planning. It lists strengths (high importance and high satisfaction) and challenges (high importance and low satisfaction and/or large performance gap) for the first column of data in your report. It also compares your first column of data to your second column of data and identifies where satisfaction levels are significantly higher or lower, as well as any large differences in importance scores.

For your strengths and challenges, additional indicators are also included. These indicators allow you to easily see if the item is significantly higher in satisfaction (reflected with a plus sign for significantly greater) or if the item is significantly lower in satisfaction (shown with a minus sign for significantly less) as compared with your comparison group.

Item Report

This report provides the detailed scores for all items on the survey, including campus-defined items you may have chosen to include. You have the option to sort on any of the columns on this screen by simply selecting the column you want to sort on. The first selection will sort in descending order and the second selection will sort in ascending order. Indicators are included in this report with a green star for items that are strengths or a red flag for items that are challenges, as originally listed in your Strategic Planning Overview.

The SD in the Satisfaction column refers to the standard deviation. This is the amount of variability in the responses.

The far right mean difference column reflects the column one satisfaction score minus the column two satisfaction score. The asterisks in this mean difference column indicate statistical significance. The key is as follows:

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

When the second column of data is a national comparison group, the number of student records included in the group is reported at the bottom of the item report. This number also appears at the bottom of the scale report.

Scale Report

This report provides a top line overview of your results and shows the items clustered within the scales or categories on the survey. Collapse and expand by selecting the arrow to the left of the desired scale to see the items within each scale. You can also choose to expand/toggle all scales at one time. You may sort on the scale name, importance, satisfaction, performance gap, and mean difference columns as outlined above.

Indicators are included in this report with a green star for items that are strengths or a red flag for items that are challenges.

Summary Report

The summary report includes the average score for the responses to the summary items on the survey, as well as the percentage of responses for each of the possible indications. The percentages are truncated rather than rounded, so they may not equal 100 percent. These scores provide a bottom line on the experience at your institution.

Item Percentage Report

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied." The gap percentage equals the importance percentage minus the satisfaction percentage. The difference column provides the difference between the first column satisfaction percentage and the second column satisfaction percentage for each item. You may sort on any of the columns, as described above. The percentage responses may be better understood on your campus than the average scores reported in the other segments of the results.

Indicators are included in this report with a green star for items that are strengths or a red flag for items that are challenges.

Demographic Report

This report provides the overview of the individuals who completed the survey. You can collapse and expand individual demographic populations by selecting the arrow to the left of the desired demographic category. You also have the option to expand all/toggle all demographic categories at the same time. A gold burst indicates the response option that was selected by the majority of survey participants.

Note: The demographic segment is not included with all of the target group reports.

Printing Your Reports

You may print from any of the HTML report pages. The report will print as it appears on your screen. An alternative option for printing your reports is to use the PDF version of your report(s) included with your Zip file. Note that not all report segments found in the HTML are included in the PDF version.

Copying the HTML version items into Excel

You can copy and paste the items and data from the HTML Item Report and Item Percentage Report into Excel. Start from the bottom right corner to select the text and then use "paste special" into Excel.

We know you will find these data to be very valuable. Please contact us at 800-876-1117 or at SPS.Tech@RufaloNL.com to let us know how else we can be helpful.

Strengths and Challenges	
Strengths	vs. Comparison
11. Student assignments are clearly defined in the syllabus.	
18. Registration for online courses is convenient.	
36. Campus item: Online students are informed of important dates, deadlines relevant to their education, support services, and college events.	
25. Faculty are responsive to student needs.	
23. Billing and payment procedures are convenient for me.	
3. Instructional materials are appropriate for program content.	
27. Campus item: Learning outcomes are clearly communicated to online students.	
Challenges	
11. Student assignments are clearly defined in the syllabus.	
7. Program requirements are clear and reasonable.	
33. Campus item: The amount of online courses at Three Rivers College are readily available to meet my educational needs.	
5. My program advisor helps me work toward career goals.	
12. There are sufficient offerings within my program of study.	
24. Tutoring services are readily available for online courses.	
10. This institution responds quickly when I request information.	
9. Adequate financial aid is available.	
Benchmarks	
Higher Satisfaction vs. National Online Learners	
11. Student assignments are clearly defined in the syllabus.	
7. Program requirements are clear and reasonable.	
4. Faculty provide timely feedback about student progress.	
25. Faculty are responsive to student needs.	
5. My program advisor helps me work toward career goals.	
3. Instructional materials are appropriate for program content.	
20. The quality of online instruction is excellent.	
Higher Importance vs. National Online Learners	
5. My program advisor helps me work toward career goals.	
24. Tutoring services are readily available for online courses.	

Sort on each column to see data from highest to lowest.

Item	Three Rivers College - PSOL			National Online Learners			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
1. This institution has a good reputation.	6.34	6.29 / 1.18	0.05	6.47	6.02 / 1.23	0.45	0.27
2. My program advisor is accessible by telephone and e-mail.	6.54	6.41 / 1.11	0.13	6.51	6.12 / 1.34	0.39	0.29
★ 3. Instructional materials are appropriate for program content.	6.51	6.46 / 0.88	0.05	6.64	6.02 / 1.25	0.62	0.44 **
4. Faculty provide timely feedback about student progress.	6.59	6.41 / 0.87	0.18	6.62	5.90 / 1.37	0.72	0.51 **
❏ 5. My program advisor helps me work toward career goals.	6.56	6.35 / 1.08	0.21	6.32	5.68 / 1.62	0.64	0.67 **
6. Tuition paid is a worthwhile investment.	6.45	6.24 / 1.10	0.21	6.62	5.80 / 1.48	0.82	0.44 *
❏ 7. Program requirements are clear and reasonable.	6.61	6.35 / 1.01	0.26	6.64	5.99 / 1.32	0.65	0.36 *
8. Student-to-student collaborations are valuable to me.	5.39	5.83 / 1.28	-0.44	5.19	5.44 / 1.54	-0.25	0.39
❏ 9. Adequate financial aid is available.	6.46	6.07 / 1.50	0.39	6.46	5.79 / 1.60	0.67	0.28
❏ 10. This institution responds quickly when I request information.	6.46	6.22 / 1.26	0.24	6.59	6.02 / 1.37	0.57	0.20
❏ 11. Student assignments are clearly defined in the syllabus.	6.66	6.42 / 1.01	0.24	6.68	6.02 / 1.30	0.66	0.40 *
❏ 12. There are sufficient offerings within my program of study.	6.54	6.20 / 1.10	0.34	6.57	5.99 / 1.30	0.58	0.21
13. The frequency of student and instructor interactions is adequate.	6.36	6.26 / 0.97	0.10	6.39	5.91 / 1.34	0.48	0.35 *
14. I receive timely information on the availability of financial aid.	6.39	6.09 / 1.46	0.30	6.43	5.84 / 1.54	0.59	0.25
15. Channels are available for providing timely responses to student complaints.	6.28	6.24 / 0.95	0.04	6.33	5.61 / 1.64	0.72	0.63 **
16. Appropriate technical assistance is readily available.	6.52	6.37 / 0.89	0.15	6.51	6.12 / 1.26	0.39	0.25
17. Assessment and evaluation procedures are clear and reasonable.	6.41	6.43 / 0.85	-0.02	6.55	6.05 / 1.26	0.50	0.38 *
★ 18. Registration for online courses is convenient.	6.64	6.46 / 1.01	0.18	6.67	6.40 / 1.10	0.27	0.06
19. Online career services are available.	6.00	6.02 / 1.22	-0.02	6.15	5.79 / 1.48	0.36	0.23
20. The quality of online instruction is excellent.	6.48	6.29 / 0.99	0.19	6.68	5.88 / 1.41	0.80	0.41 *
21. Adequate online library resources are provided.	6.44	6.47 / 0.74	-0.03	6.56	6.19 / 1.22	0.37	0.28
22. I am aware of whom to contact for questions about programs and services.	6.39	6.13 / 1.21	0.26	6.53	6.00 / 1.41	0.53	0.13
★ 23. Billing and payment procedures are convenient for me.	6.51	6.43 / 1.14	0.08	6.57	6.19 / 1.28	0.38	0.24

Item	Three Rivers College - PSOL			National Online Learners			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
24. Tutoring services are readily available for online courses.	6.51	6.14 / 1.40	0.37	6.15	5.72 / 1.58	0.43	0.42
25. Faculty are responsive to student needs.	6.58	6.42 / 0.92	0.16	6.66	5.99 / 1.35	0.67	0.43 *
26. The bookstore provides timely service to students.	6.45	6.41 / 0.99	0.04	6.35	6.10 / 1.31	0.25	0.31
27. Campus item: Learning outcomes are clearly communicated to online students.	6.46	6.50 / 0.77	-0.04				
28. Campus item: I feel a sense of belonging to Three Rivers College as an online student.	6.28	6.12 / 1.37	0.16				
29. Campus item: Online faculty use a variety of technology, tools, and methods in the online classroom(s).	6.34	6.44 / 0.86	-0.10				
30. Campus item: The quality of online tutoring services provided by Three Rivers College meets my academic needs.	6.37	6.30 / 1.15	0.07				
31. Campus item: My online instructor actively participates in weekly threaded discussion forums.	6.10	5.93 / 1.54	0.17				
32. Campus item: The online weekly threaded discussion forums are relevant to my course material for that week.	6.46	6.41 / 0.94	0.05				
33. Campus item: The amount of online courses at Three Rivers College are readily available to meet my educational needs.	6.60	6.39 / 1.05	0.21				
34. Campus item: I am most interested in seeking a 100% fully online degree program.	5.98	6.26 / 1.39	-0.28				
35. Campus item: I was adequately prepared to be successful in the online learning environment prior to taking this online course.	6.46	6.40 / 0.92	0.06				
36. Campus item: Online students are informed of important dates, deadlines relevant to their education, support services, and college events.	6.60	6.50 / 0.80	0.10				
37. Source of information: Catalog and brochures (printed)	6.07			4.89			
38. Source of information: Catalog (online)	6.40			6.14			
39. Source of information: College representatives	6.08			5.70			

Item	Three Rivers College - PSOL			National Online Learners			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
40. Source of information: Web site	6.47			6.43			
41. Source of information: Advertisements	5.71			4.63			
42. Source of information: Recommendation from instructor or program advisor	6.42			5.91			
43. Source of information: Contact with current students and / or recent graduates of the program	6.00			5.34			
44. Factor to enroll: Ability to transfer credits	6.60			6.26			
45. Factor to enroll: Cost	6.57			6.37			
46. Factor to enroll: Financial assistance available	6.67			6.30			
47. Factor to enroll: Future employment opportunities	6.38			6.24			
48. Factor to enroll: Reputation of institution	6.34			6.35			
49. Factor to enroll: Work schedule	6.37			6.59			
50. Factor to enroll: Flexible pacing for completing a program	6.58			6.61			
51. Factor to enroll: Convenience	6.65			6.71			
52. Factor to enroll: Distance from campus	6.18			5.31			
53. Factor to enroll: Program requirements	6.49			6.43			
54. Factor to enroll: Recommendations from employer	5.87			5.29			

National Group Means are based on 126748 records

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

Sort on each column to see data from highest to lowest.

Scale / Item	Three Rivers College - PSOL			National Online Learners			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
Institutional Perceptions	6.40	6.26 / 1.03	0.14	6.54	5.91 / 1.22	0.63	0.35 *
Academic Services	6.53	6.33 / 0.74	0.20	6.47	5.98 / 1.02	0.49	0.35 **
Instructional Services	6.38	6.32 / 0.68	0.06	6.43	5.90 / 1.07	0.53	0.42 **
Enrollment Services	6.50	6.26 / 0.93	0.24	6.54	6.07 / 1.11	0.47	0.19
Student Services	6.32	6.20 / 0.94	0.12	6.40	5.91 / 1.17	0.49	0.29 *

National Group Means are based on 126748 records

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

	Three Rivers College - PSOL	National Online Learners	
Summary			Difference
So far, how has your college experience met your expectations?	5.49	5.18	0.31
1=Much worse than expected	0%	2%	
2=Quite a bit worse than I expected	0%	1%	
3=Worse than I expected	3%	6%	
4=About what I expected	28%	24%	
5=Better than I expected	19%	23%	
6=Quite a bit better than I expected	14%	15%	
7=Much better than expected	34%	26%	
Rate your overall satisfaction with your experience here thus far.	6.15	5.82	0.33
1=Not satisfied at all	0%	1%	
2=Not very satisfied	0%	2%	
3=Somewhat dissatisfied	5%	5%	
4=Neutral	3%	5%	
5=Somewhat satisfied	6%	11%	
6=Satisfied	41%	36%	
7=Very satisfied	43%	37%	
All in all, if you had to do it over, would you enroll here again?	6.31	5.86	0.45 *
1=Definitely not	0%	3%	
2=Probably not	1%	4%	
3=Maybe not	0%	3%	
4=I don't know	9%	6%	
5=Maybe yes	4%	7%	
6=Probably yes	21%	26%	
7=Definitely yes	62%	49%	

Sort on each column to see data from highest to lowest.

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

Item	Three Rivers College - PSOL			National Online Learners			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
1. This institution has a good reputation.	84%	85%	-1%	88%	75%	13%	10%
2. My program advisor is accessible by telephone and e-mail.	85%	83%	2%	88%	78%	10%	5%
★ 3. Instructional materials are appropriate for program content.	89%	86%	3%	94%	75%	19%	11%
4. Faculty provide timely feedback about student progress.	89%	81%	8%	93%	71%	22%	10%
🚩 5. My program advisor helps me work toward career goals.	89%	81%	8%	83%	66%	17%	15%
6. Tuition paid is a worthwhile investment.	88%	81%	7%	92%	68%	24%	13%
🚩 7. Program requirements are clear and reasonable.	90%	85%	5%	93%	75%	18%	10%
8. Student-to-student collaborations are valuable to me.	54%	60%	-6%	50%	56%	-6%	4%
🚩 9. Adequate financial aid is available.	83%	76%	7%	87%	69%	18%	7%
🚩 10. This institution responds quickly when I request information.	85%	85%	0%	92%	76%	16%	9%
🚩 11. Student assignments are clearly defined in the syllabus.	92%	83%	9%	94%	75%	19%	8%
🚩 12. There are sufficient offerings within my program of study.	90%	77%	13%	91%	74%	17%	3%
13. The frequency of student and instructor interactions is adequate.	83%	81%	2%	86%	72%	14%	9%
14. I receive timely information on the availability of financial aid.	86%	79%	7%	87%	71%	16%	8%
15. Channels are available for providing timely responses to student complaints.	75%	80%	-5%	83%	65%	18%	15%
16. Appropriate technical assistance is readily available.	88%	85%	3%	89%	79%	10%	6%
17. Assessment and evaluation procedures are clear and reasonable.	89%	90%	-1%	91%	77%	14%	13%
★ 18. Registration for online courses is convenient.	90%	84%	6%	94%	87%	7%	-3%
19. Online career services are available.	63%	69%	-6%	77%	67%	10%	2%
20. The quality of online instruction is excellent.	85%	79%	6%	94%	71%	23%	8%
21. Adequate online library resources are provided.	85%	89%	-4%	90%	80%	10%	9%
22. I am aware of whom to contact for questions about programs and services.	79%	73%	6%	90%	75%	15%	-2%
★ 23. Billing and payment procedures are convenient for me.	84%	88%	-4%	91%	81%	10%	7%

Item	Three Rivers College - PSOL			National Online Learners			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
24. Tutoring services are readily available for online courses.	85%	80%	5%	78%	66%	12%	14%
25. Faculty are responsive to student needs.	90%	82%	8%	94%	75%	19%	7%
26. The bookstore provides timely service to students.	84%	84%	0%	84%	78%	6%	6%
27. Campus item: Learning outcomes are clearly communicated to online students.	83%	87%	-4%				
28. Campus item: I feel a sense of belonging to Three Rivers College as an online student.	79%	78%	1%				
29. Campus item: Online faculty use a variety of technology, tools, and methods in the online classroom(s).	84%	85%	-1%				
30. Campus item: The quality of online tutoring services provided by Three Rivers College meets my academic needs.	80%	80%	0%				
31. Campus item: My online instructor actively participates in weekly threaded discussion forums.	72%	65%	7%				
32. Campus item: The online weekly threaded discussion forums are relevant to my course material for that week.	82%	84%	-2%				
33. Campus item: The amount of online courses at Three Rivers College are readily available to meet my educational needs.	90%	86%	4%				
34. Campus item: I am most interested in seeking a 100% fully online degree program.	75%	83%	-8%				
35. Campus item: I was adequately prepared to be successful in the online learning environment prior to taking this online course.	90%	85%	5%				
36. Campus item: Online students are informed of important dates, deadlines relevant to their education, support services, and college events.	91%	87%	4%				
37. Source of information: Catalog and brochures (printed)	80%			49%			
38. Source of information: Catalog (online)	87%			79%			
39. Source of information: College representatives	73%			67%			
40. Source of information: Web site	90%			87%			
41. Source of information: Advertisements	65%			41%			
42. Source of information: Recommendation from instructor or program advisor	88%			74%			
43. Source of information: Contact with current students and / or recent graduates of the program	78%			58%			
44. Factor to enroll: Ability to transfer credits	93%			83%			
45. Factor to enroll: Cost	93%			84%			

Item	Three Rivers College - PSOL			National Online Learners			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
46. Factor to enroll: Financial assistance available	93%			83%			
47. Factor to enroll: Future employment opportunities	83%			81%			
48. Factor to enroll: Reputation of institution	85%			84%			
49. Factor to enroll: Work schedule	90%			91%			
50. Factor to enroll: Flexible pacing for completing a program	90%			92%			
51. Factor to enroll: Convenience	92%			94%			
52. Factor to enroll: Distance from campus	77%			62%			
53. Factor to enroll: Program requirements	87%			87%			
54. Factor to enroll: Recommendations from employer	74%			59%			

National Group Means are based on 126748 records

 Indicates the response option that was selected by the majority of survey participants.

Gender

Marital Status

Age

Current Plans

Ethnicity/Race

Current Online Enrollment

Current Enrollment Status

Previous Online Enrollment

Current Class Load

In which field of study is your intended major?

Class Level

What is most likely to prevent you from continuing with College?

Educational Goal

Employment

Group Code

Current Residence

Three Rivers College - PSOL - 05/2019



Priorities Survey for Online Learners

Strengths and Challenges	
Strengths	vs. Comparison
11. Student assignments are clearly defined in the syllabus.	
18. Registration for online courses is convenient.	
36. Campus item: Online students are informed of important dates, deadlines relevant to their education, support services, and college events.	
25. Faculty are responsive to student needs.	
23. Billing and payment procedures are convenient for me.	
3. Instructional materials are appropriate for program content.	
27. Campus item: Learning outcomes are clearly communicated to online students.	
Challenges	
11. Student assignments are clearly defined in the syllabus.	
7. Program requirements are clear and reasonable.	
33. Campus item: The amount of online courses at Three Rivers College are readily available to meet my educational needs.	
5. My program advisor helps me work toward career goals.	
12. There are sufficient offerings within my program of study.	
24. Tutoring services are readily available for online courses.	
10. This institution responds quickly when I request information.	
9. Adequate financial aid is available.	
Benchmarks	
Higher Satisfaction vs. National Online Learners	
11. Student assignments are clearly defined in the syllabus.	
7. Program requirements are clear and reasonable.	
4. Faculty provide timely feedback about student progress.	
25. Faculty are responsive to student needs.	
5. My program advisor helps me work toward career goals.	
3. Instructional materials are appropriate for program content.	
20. The quality of online instruction is excellent.	
Higher Importance vs. National Online Learners	
5. My program advisor helps me work toward career goals.	
24. Tutoring services are readily available for online courses.	