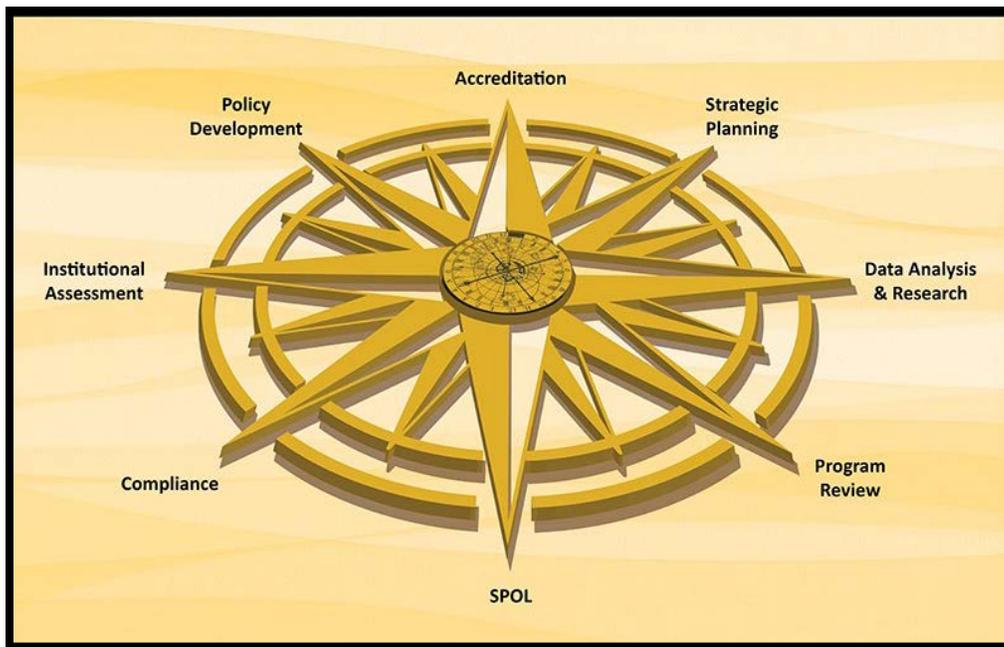


# THREE RIVERS COLLEGE

## Office of Institutional Effectiveness

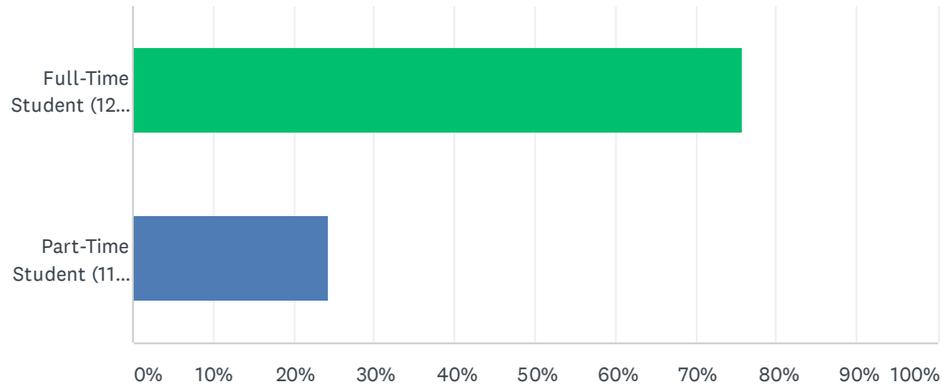


## Student COVID Response Survey Results

Spring 2020

## Q1 Are you a full-time or part-time student?

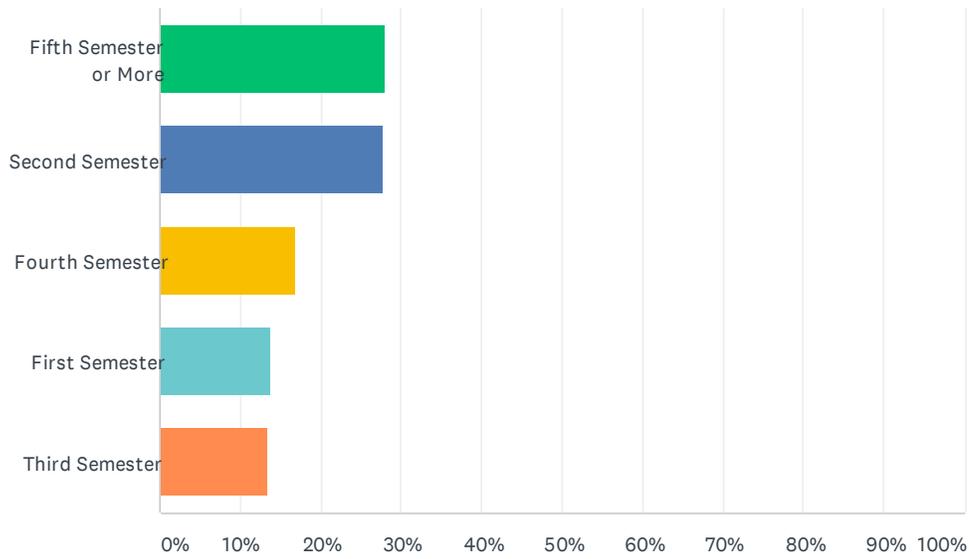
Answered: 353 Skipped: 0



ANSWER CHOICES	RESPONSES	
Full-Time Student (12 credit hours or more)	75.64%	267
Part-Time Student (11 credit hours or less)	24.36%	86
TOTAL		353

## Q2 What is your current class level?

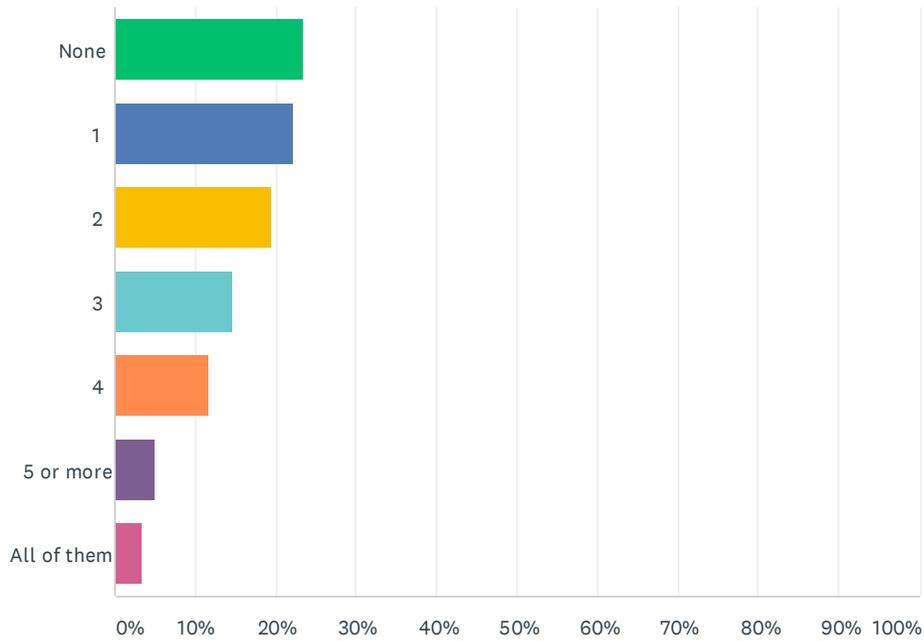
Answered: 353 Skipped: 0



ANSWER CHOICES	RESPONSES	
Fifth Semester or More	28.05%	99
Second Semester	27.76%	98
Fourth Semester	17.00%	60
First Semester	13.88%	49
Third Semester	13.31%	47
<b>TOTAL</b>		<b>353</b>

### Q3 How many online courses were you originally registered for during the spring 2020 semester?

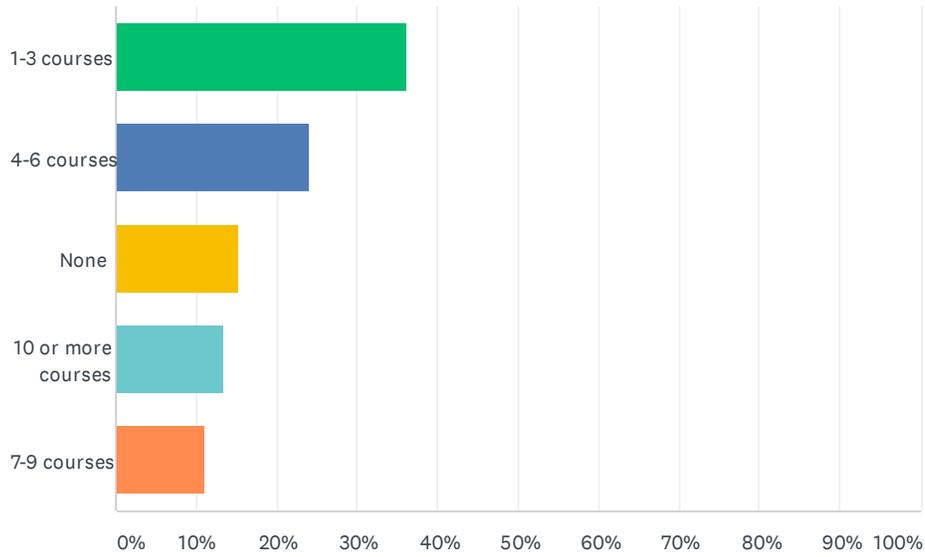
Answered: 353 Skipped: 0



ANSWER CHOICES	RESPONSES	
None	23.51%	83
1	22.10%	78
2	19.55%	69
3	14.73%	52
4	11.61%	41
5 or more	5.10%	18
All of them	3.40%	12
<b>TOTAL</b>		<b>353</b>

### Q4 How many online courses have you completed prior to this semester?

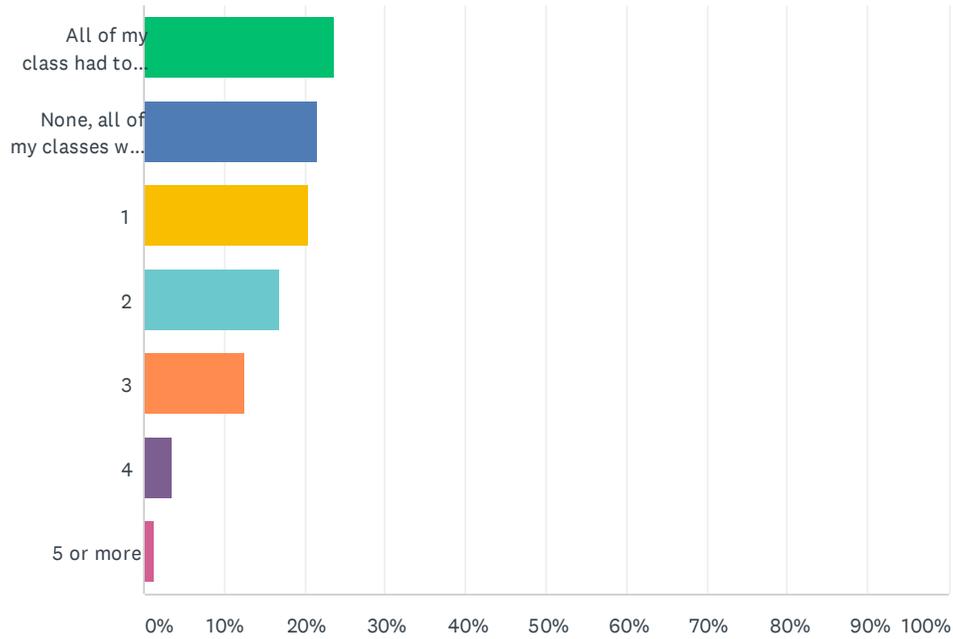
Answered: 353 Skipped: 0



ANSWER CHOICES	RESPONSES	
1-3 courses	36.26%	128
4-6 courses	24.08%	85
None	15.30%	54
10 or more courses	13.31%	47
7-9 courses	11.05%	39
<b>TOTAL</b>		<b>353</b>

## Q5 How many of your registered courses had to be converted from face-to-face to remote instruction the spring 2020 semester?

Answered: 317 Skipped: 36



ANSWER CHOICES	RESPONSES	
All of my class had to be converted to remote instruction.	23.66%	75
None, all of my classes were already online.	21.45%	68
1	20.50%	65
2	17.03%	54
3	12.62%	40
4	3.47%	11
5 or more	1.26%	4
<b>TOTAL</b>		<b>317</b>

# THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
Responses

	Positive Responses
1	it was such a smooth transition from Arkansas to three rivers everyone was helpful and the teacher were all very understanding
2	I was struggling to know I had to stop sitting anat.and phsy.II class and had to taking it through online because I'm in dissability and I live with dissability income and I don't have internet at home and I had to take my video anat.and.phsy.II class and my exames and finals through my cell ph.and it cooperated with my oppression and depression situation, and my lack of knowledge to have things easy done to helped me. It was extremelly hard to me by the fact that I didn't had internet connected in my place and the streess that caused me taking online class through my cell being a cancer pacience and can't have stress in my life! I really strougled to complited the class and it drove me into deep depression and oppression to the point that I couldn't take any more, and I thank YHWH(Yah) that this semester is over. I was traumatized because I didn't choose class online, but I couldn't dropped the class, but my professor Mr.Joseph GioSSI is a great professor and made the videos that were much better then the book, eventhough that the material, information were the same! I believe if Mr.Joseph GioSSI wasn't an awesome professor that he is and I recomended him highly, I would had dropped the class, to let you know how hard it was for me as a 59years student fighting cancer!!! I'm extremelly glad that the semester is over!!!!
3	Zoom was a godsend. It helped with my Spanish class.
4	It went good for me
5	My online experience was good.
6	Even though I was not able to see the instructor face to face he was still available by email/phone. I did not really have any challenges with anything pertaining to this.
7	It was a bit challenging, but overall, my experience was a good one. The school definitely handled it the best way possible.
8	I love taking online courses. It is sometimes more challenging than being in a classroom but it allows me to work at my own pace and still hold a full time job and gets things done in the evening.
9	I feel that the college has been an amazing with as many challenges that had to be dealt with this semester. I feel that it was very difficult decisions from everyone involved to be made. The students were always kept up to date with information and we all finished this semester strong.
10	I felt badly for two of my teachers who had no online experience with their classes. Yet they were outstanding in communication, even calling when I didn't reply in 24 hours. These teachers kept my grades up.  One had not used online before and barely communicated, and rarely returned an email.

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
Responses

	Positive Responses
11	It was hard to get used to taking online College Writing. I like to have my instructor in the same room. My other classes were ITV classes, so they weren't in the same classroom, but it was still "live". I don't retain the info as well online as I did in person or ITV, but I am glad that we were able to finish the year with online classes.
12	My instructor did a wonderful job moving to remote learning so quickly
13	One of my professors was terrible at communicating but other than that the rest of my classes and professors were fine.
14	It was good
15	I was already taking online courses and wasn't affected by the experience.
16	All of my classes were already online.
17	Online classes was a switch for me and it was a little hard to adapt, but I did it. I will continue it in the future.
18	I felt like I could learn more because of more time to read/study instead of getting ready, commuting and classroom conversations that did not pertain or help with the book content because everyone has their own questions which can sometimes interfere with time on most important content. If I had questions I could email or use discussion boards to get answers to my own questions. Sometimes in the classroom there isn't time for all questions. You can email but by the time you get home to email, you're mind is shifted to other things due to driving/daily activities. Online experience has been better.
19	It was hard to transition and figure out what I was supposed to do, but it gave me a better understanding of doing classes online.
20	Absolutely loved my professor! He did a really great job teaching everything!
21	Stressful but I made it through
22	Easy to work with
23	All my instructors were ready to offer assistance in the unforeseen circumstances.
24	I had only positive experiences with the changes. I feel the college took steps immediately to fix the virus. They let us know what was going to happen and did it quickly. The college did a great job keeping us informed and being available during the shutdown for covid 19.
25	Thankfully my English teacher was more than advanced in her online instruction, so her class was easy and she was very easily accessible and helpful. On the other hand my Biology class was challenging (though the instructor worked hard to help me), due to the lack of his knowledge on blackboard. I do wish I would have dropped though, due to my lower than average grades from the overwhelming online coursework as I had little access to a computer and internet.
26	I thought that doing all of my classes online was fairly easy and it worked with my schedule. It was kind of hard in the beginning getting into my own personal groove and then with the blackboard app being down. But other than that the classes, instructors, everything was fantastic. It was very easy to get the work and tests done and my instructors were nothing short of helpful and understanding. Especially when everything happened with Covid-19.

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
Responses

	Positive Responses
27	Most of my teachers handled it well and made sure we understood what to do. There was only one who did not communicate very well.
28	I prefer the traditional classroom setting, but I have enjoyed my online classes as well. The only thing that I miss about traditional versus online is the social aspect. I like to be face-to-face with my teacher instead of e-mailing them.
29	My teacher was wonderful. She helped us through the difficult times with extended deadlines and all of the help we needed to succeed in her class. It was challenging to reset my work schedule between this online class and my fave to face classes I was taking at SEMO that were converted to online only. It was very stressful, but I somehow got it done.
30	I made all of my classes online this semester, due to personal reasons that would keep me from going in person. I though Online would be very difficult for me but it actually was not that bad. I like that it tells you what is due and when. Everything is available when it needs to be and as long as you complete your assignments, you are good. The only downside I can think of would be that I do not have the constant reminder of assignments, as I would if I had a teacher in class reminding me. Therefore, I am more likely to forget those assignments. That is a me issue though, not the class issue. All in all it went pretty well for me.
31	I think the remote instruction was easy to adapt to. Both of my Professors, Kristy Niblock, and Shawn Westbrooks, made Blackboard instructions easy to follow. Although, it was a challenge to teach myself all the material since I learn better hands-on.
32	My challenges was that I could go to school library like I have in past. Had to find a regular library. Plus asking questions was harder and the teachers was so preoccupied with more online students than normal that it was hard to contact them and sometime made certain classes so scrambled up it was hard to know what to do at times. Very unorganized
33	Chemistry 2 was an interesting change to remote learning, because of the type of class that it is. The labs were harder online, but the tests were way less anxiety giving. I missed being taught in person, but there were definitely positive elements as well. My Trigonometry class wasn't too much of a change, so I wouldn't say there were any specific strengths or weaknesses. I was happy to not have to sit in the classroom we were in, because it smelt horrible. So I guess that is a positive!
34	The remote instruction ended up being ok. It didn't bother me a lot because I have taken multiple online courses.
35	I was already an opponent only student. I do believe the college as a whole did a great job explaining everything to students.
36	Online courses are just a little more difficult I feel. It was a eventful semester. Professor DeAngelo did an amazing job makeing sure you knew what you were doing. He was very quick to respond to any questions even if it was 10 at nite.
37	All of my classes were online so I was ready for all of this.
38	I adapted just fine. I did miss the social aspect of being with others in a classroom environment!

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
Responses

	Positive Responses
39	College Writing was more of a challenge then if we were able to get the instructions in class.
40	overall the experience was good
41	I actually enjoyed the remote instruction more than the face to face classes. Of course, sometimes I wish I could ask my teacher questions about an assignment face to face instead of having to hear back through email, but overall I enjoyed the remote classes. It made me want to take more online classes next semester.
42	I think that Mr. Bixby did a great job transitioning to online classes because he already has online classes that he teaches. He made it very easy to transition over and I wouldn't mind doing it again.
43	Nothing changed for me because my classes were already online.
44	I liked it much better
45	Most of my teachers stayed in contact with me and still did recorded lectures or zoom meetings. However one of my teachers did not have any contact with me unless I emailed her. I would have liked to have heard a lecture or something from her instead of teaching myself everything.
46	Hi, I started the 2020 semester with a goal, and that goal was to stay in contact with my instructors about anything that seemed difficult for me to understand so that I could finish the semester with a 4.0 GPA. It started off really good. My agriculture instructor had some really good lectures while in class and I took notes every class. All of the sudden the RYUK threat hit and I could not understand what was going on. Then the COVID pandemic. What a terrible thing. Anyways, I just want to say thank you to each and everyone of you who were able to help me keep my confidence in completing this semester. I am going to finish with the 4.0 GPA because of that and I am very thankful for that and everyone who has helped me. God Bless All Of You Sincerely, Mr. Tope Raider Nation
47	If was ok and difficult at times. But I think at times the correspondence with students to certain teachers could hv been more frequent. Because of the sudden changes it effected the capability of being able to communicate as frequently as desired.
48	The one class that moved from remote did very well as students still turned their homework in through blackboard and zoom classes were always there for us to go to.
49	Since all homework was turned in online anyways, my classes were fine and those that were remote at first held zoom classes to help us.

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
Responses

	Positive Responses
50	I think it worked out in the end. A&P was great, Mr. Giossi did a fantastic job getting us the recorded lectures and was very tentative about answering questions. I think it made the nursing classes a lot harder. I felt like we were given a power point and was told here go learn this. I would have liked to have had more zoom lectures so you get the face time. But like I said it all worked out.
51	Personally, I love it! I do my work and my classes on my own time. This is a convenience to me especially having 2 kids at home. The only struggle that I had in the semester was when the website would shut down every night. After my family goes to bed is when I would typically do my work. Overall, remote classes are my favorite!
52	Remote instruction is great for me due to work/life schedules.
53	I didn't have any problems with remote instruction. The instructors were great at communicating with me when I needed them.
54	Going completely online posed some challenges in the first week or so but turned out great!
55	It was easy and seamless.
56	I did not have any problems with the remote instruction this semester. I think the most challenging part was trying to remember what I had already learned in the computer classes once our system was restored.
57	Since I already had 4 other classes online, it was actually convenient.
58	Sometimes it's better online because you can post your assignments early and get ahead. Other times it gives you the window for procrastination.  There are also times it's difficult to get an understanding of what is needed from the instructor based on online. Just depends on the class and th content.
59	I found the remote instruction intriguing and interesting.
60	all was good.
61	I enjoyed it, absolutely no problem at all.
62	Professors made certain that you were able to communicate with them at all times and be as lenient as they could with deadlines.
63	I enjoyed the remote instruction better than in person classes. I felt i could ask questions more freely during our zoom meetings than i could in classes.
64	It was an easy transfer to face to face to online
65	I didn't really mind the change. I only had a few classes on campus anyway and this actually let me work more which is what I want anyway. I try to keep as many of my classes as possible online so I can work.
66	I just prefer face to face classes. The down side finishing this A&P 2 class online, we were unable to complete some labs. Plus seemed more chapters were crammed together in order to complete the required material. Strength- Our instructor made videos of his lectures so it was helpful understanding the material.
67	I had good organized instructors so I had a good experience.

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
Responses

	Positive Responses
68	I love the flexibility of remote instruction.
69	Allows time for work better and study
70	I think it was a good idea on the part of the college, it was just hard to remember to always do them during our covid break.
71	It all went well with my professor who used zoom. I actually liked it better than normal class.
72	I didn't have any issues. It was pretty normal to me.
73	Well I have already have had remote instructions and for me I thinks it's easier because I can read and learn at my pace.
74	I loved my experience so far. I don't have any complaints.
75	My classes were all online to begin with. I thought all my instructors did well. There were some weak points in the semester, but I understand everyone is doing the best they can.
76	I am currently a student in the nursing day program. It was weird going to online classes in this program but the transition was excellent by the staff. I know you can't easily do clinicals online but I am hoping we get to do our OR and Wound Clinic rotations that we were supposed to have this semester in the next semester.
77	The professor was very helpful and understanding
78	It was a uneasy adjustment but I adapted pretty well with most of my classes one of my classes my teacher was not very responsive but the rest of my classes are great.
79	I have absolutely loved remote learning.
80	My experience with certain classes were fine others were should not be recommended to take online and have really hindered my grade in the class computer accounting quickbooks with Mrs Jennifer Inman. Mrs Inman went above above and beyond to help but to me it u need to be face to face.
81	By doing Read-02 online from home I can work at my own pace instead of the 1-2 hours at the school in class. From what Read-02 has taught me I can read a story better and be able to comprehend it. Sometimes I would have to read that story multiple times to understand it.
82	It was easier for myself because most online classes allow you to work ahead. I did however have to redo some of my work because I had worked ahead and with the ransomware attack my work was not restored.
83	It's been fine. All three of my courses translated well to online. As far as weaknesses, I would have liked and benefited from more group discussions. At least having a discussion board available would have been nice.
84	I feel like the teachers really helped us students during this difficult time. It was a hard adjustment but it was manageable with the teachers help.
85	I anticipated AP 2 to be very challenging once it switched to an online format but Mr. Joe made the transition easy and was always there to help via email, zoom, etc.

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
Responses

	Positive Responses
86	At first it was challenging trying to play catch up due to the ransomware attack and not being able to access anything or communicate with instructors, but when things went back online instructors were very helpful and communicated clearly what had to be done and how to do it while giving us adequate time to complete these things. When COVID19 hit, I found that remote instruction was wonderful and helped me not to be overwhelmed with my day to day life and schoolwork by letting work at my own pace and completing assignments ahead of time.
87	All of my classes this semester were already online, i think that the school did a really good job of handling the situation and getting Things switched from face to face to online with the limited amount of time that they had.
88	The experience I had this semester was different but I liked it, since it strengthened my online skills when it comes to have online classes for all this of COVID-19.
89	Although this was a very interesting semester for us all I don't have any complaints with anything. I hate that some of the work that we did couldn't be retrieved but I know with technology you never know what is going to happen.
90	I enjoyed the online classes and how easy they were to operate.
91	Everything was great
92	It was an experience that I could not put into words. It really cool to experience with the classes and actually be apart of that experience
93	It wasn't that bad of a change I just missed the interaction we were able to do and the demonstration watches of others as we worked together on subjects for further knowledge of what was expected
94	I think the professors handled the transition very well.
95	I only had one class through TRCC with Ms. Seabaugh. She was absolutely fantastic with the transition. Nothing came by surprise and we were given the adequate amount of time to finish assignments. She was very on top of things and very quick to respond to any questions or concerns I may have had. I face absolutely zero challenges with Ms. Seabaugh.
96	It was good
97	I had no issues regarding the college having to switch to remote instruction because my instructors on top of answering my questions at a reasonable time and were very understanding when I had technical difficulties.
98	Online classes are more convenient easy to access and learn
99	I have had a little difficulty not having hands on and visible what my instructions are but adjusting with how things are.
100	The nursing department worked hard to provide us with all information needed for our transition
101	This semester was a challenge. Between the ransomware attack, and the coronavirus shut down it has been very tough this semester. Although we had unprecedented setbacks and hurdles this semester I believe the college handled it with grace. Even so some teachers could have put in more effort to record lectures or something. It isn't easy to teach yourself chemistry or business law.
102	It all worked out pretty well for me. No complaints.

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
Responses

	Positive Responses
103	My instructors did an amazing job from this switch. It has been a unique experience for sure and I was nervous about the switch at first but my instructors did everything they could to help me succeed.
104	It was a little stressful and difficult at first but after making a schedule for each class it became less stressful and much more easier
105	It was very well organized. The college did a great job on the way they handled things despite all the challenges they were faced with.
106	The instructors I had that went online have been fantasist. All strengths no weakness.
107	My instructors have been wonderful, available, throughout this ordeal
108	I really didn't enjoy taking nursing classes online because they were much more difficult. But I thank my teachers for helping me as much as they did. They were extremely kind and helped me so much throughout this last bit of the semester.
109	Remote instruction has always been my go-to since I started at TRCC about four years ago.
110	It hasn't been as bad as I initially thought it was going to be! Our instructor Joseph Giossi has made it an easy transition!
111	My teachers struggled which made me struggle some but I managed and I'm completing my second semester with A's I've worked very hard for what I have achieved. I struggled at first mainly with managing my time and figuring out when things were posted. But finally figured it out.
112	It was a little harder to understand, but I was able to do my own research. It made my school life more flexible.
113	I had a great experience this semester.
114	it has actually been easier than i thought it would be. challenges were big research paper that are due.
115	I did not face any challenges. One strength was professors would communicate regularly with the assignments due for the upcoming week.
116	It was easy since the nursing program had a plan. But I missed out on vital experience. Also got missed out on our pinning which made us upset because we worked hrsrd
117	Zoom is awful, but otherwise all of my online classes were well constructed and well taught. The one class I had that was converted was handled very well by the instructor. I have no complaints.
118	Everything went well for the circumstances we had.
119	It's been very hard as a nursing student to transition from face to face learning of everything I need to know to become a nurse. We cannot do our clinicals in a traditional setting but have transitioned you doing online scenarios . Our instructors have been so very gracious during this time.
120	I actually like the online class
121	My classes where already online.
122	It was all easy to understand

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
Responses

	Positive Responses
123	It's was very different but it was a good experience, because we have never been through this and I've never really had online class it was really fun to do.
124	I'm a single mother of two, so my only in-person class turning into an online class was actually a blessing for me. It made the remainder of the semester go a lot smoother.
125	It was basically online classes which I was used to. I didn't really have a problem.
126	Instructors were great. Classes were great.

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
 Responses

Responses that may need more Attention	
1	All around it was a terrible experience. My professor through TRCC had no idea how to work the technology. Instead of using blackboard he had us either email him or mail our assignments in to him.
2	One of my teachers was already hard to get in touch with. After the remote instruction, it was even harder.
3	It was particularly challenging with finals. I'm supposed to get a distraction free environment and that is not possible at my house.
4	I didn't like how I couldn't see the exact grades and due dates on the "grades" tab on Blackboard.
5	This semester has been the worst so far for me at TRC. Very poor communication between instructors and students and I have had terrible luck with getting anyone to work with me. The lack of face-to-face has made it difficult to explain my difficulties. If I had to base my college experience on this semester I would say I want to drop out now more than ever. I feel hopeless and as if I am stuck with grades that I was cut short on.
6	It was very difficult with 2 of my classes because the teacher didn't really know much about online so she didn't teach at all after school was switched to online. Plus she didnt communicate at all which made it even harder to know what to do.
7	It's definitely different from being in a classroom. I feel that there is less contact with the instructor so it makes it a little harder to become involved in the class. The pace was doable until the hack. Once we returned to class, the instructor doubled the chapters per week to get up caught up. Even though we were told the hack wouldn't be held against us. I feel that in this instance it was because we were still responsible for the material just at a faster pace. And when you're having trouble comprehending at the original pace, the double pace was even more difficult and grades reflected it. Instead of just telling us which answers were wrong, give us the correct answer. If we don't know the correct answers to the questions we got wrong, how are we supposed to learn from our mistakes? How are we supposed to understand what we did wrong?
8	It was tough so I dropped them

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
 Responses

Responses for Additional Consideration	
1	<p>I had a terrible experienced with classe online because I didn't had internet connected at my place and I had to wached my class that was on videos through my cell</p> <p>Also I had to take my exames and finals through my cells that gave me a amount of stress and being a cancer pacience I can't have stress that it increase cancer and could kill me quick! Eventhough I had double time because my dissability and 9mine strokes that gave me the right to have the double time I couldn't used it for my benefit because I had to rush through the exames because I wasn't sure if my ph.would ringing thrwoing me out of the blackboard while I was taking my exames or finals!! Also while I was taking class wacting the videos online I had to strougles with the cell when I didn't place my fingers to the right point that I needed to place the finger to move the video foward or rewind it! It was hell in Earth to me, and I do not think it was all right with me that I had to be place in a online class without having a computer internet connected then I wouldn't need to go through hell in Earth that I went through to complete the class.</p>
2	<p>I was struggling to know I had to stop sitting anat.and phsy.II class and had to taking it through online because I'm in dissability and I live with dissability income and I don't have internet at home and I had to take my video anat.and.phsy.II class and my exames and finals through my cell ph.and it cooperated with my oppression and deppression situation, and my lack of knowledge to have things easy done to helped me. It was extremelly hard to me by the fact that I didn't had internet connected in my place and the streess that caused me taking online class through my cell being a cancer pacience and can't have stress in my life! I really strougled to complited the class and it drove me into deep deppression and oppression to the point that I couldn't take any more, and I thank YHWH(Yah) that this semester is over. I was traumatized because I didn't choose class online, but I couldn't dropped the class, but my professor Mr.Joseph Giossi is a great professor and made the videos that were much better then the book, eventhough that the material, information were the same! I believe if Mr.Joseph Giossi wasn't an awesome professor that he is and I recomended him highly, I would had dropped the class, to let you know how hard it was for me as a 59years student fighting cancer!!! I'm extremelly glad that the semester is over!!!!</p>
3	<p>My challenges with remote learning was the inability to ask questions and get answers to course work i didnt understand face to face. I had to email and wait for a reply a day or two later. I also had trouble learning and staying focused when I am not in the actual classroom.</p>
4	<p>Next time please have a system other than zoom available. Zoom was limited to about a hour per session and it was hard to get anything accomplished especially if there were very many people in the meeting. I really struggled with english this year and not having an in person tutor really made it worse.</p>

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
 Responses

Responses for Additional Consideration	
5	It was the most challenging experience I have ever had. It was my first semester in college and I really needed that one on one with the face to face classes. I actually had to drop by College writing. Between the system being hacked and losing all of my hard work, Covid happening and having to be converted to online, I just couldn't physically or mentally do it. I put forth 1000% effort in every one of my classes and having to lose those three credits I worked so hard for really bummed me out. But I will continue to push forward and I won't give up until I have accomplished my goal and received my degree.
6	It was hard to understand some assignments due to not being able to communicate face to face. I had to ask many questions before I could complete the assignments but teachers did respond in timely manner most of the time.
7	Teachers that are not good with technology are hindering students, and making more work than needs to be done.
8	The workload went up tremendously when changed to online. Learning also became more challenging bc the teachers were not there face to face when I needed to ask a question. We used the zoom app a lot but I would still prefer to be face to face.
9	I possibly failed a class because ei misunderstood. Miss communication.
10	I felt badly for two of my teachers who had no online experience with their classes. Yet they were outstanding in communication, even calling when I didn't reply in 24 hours. These teachers kept my grades up. One had not used online before and barely communicated, and rarely returned an email.
11	The remote instruction course was very difficult for me. I do not do well with online courses, especially for English.
12	I took my math class this semester because it was face to face. Changing to online was hard for me because I needed that face to face class to understand.
13	I already really don't like online courses, I like having an instructor there in the front of the classroom teaching the lesson and being there for help if I have a question. I know that I can email them, but often times they don't receive the email, or the email gets lost in their messages. So, while I don't like online courses, I understand that there was a need to make our classes all online.
14	I lost all of my motivation to do anything and barely found the will to turn anything. Moving back home with toxic family members didn't help. I lost my job I had no choice.
15	One of my professors was terrible at communicating but other than that the rest of my classes and professors were fine.
16	All around it was a terrible experience. My professor through TRCC had no idea how to work the technology. Instead of using blackboard he had us either email him or mail our assignments in to him.

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 Responses

Responses for Additional Consideration	
17	It was definitely a tough semester and I feel I missed out on a lot.
18	Math was definitely harder. I was finally starting to understand math more until the virus occurred and it got moved to online. I enjoyed it more in a face to face setting.
19	It was alright but the teachers needed to do something for us that lost grades from the hack because that hurt us pretty bad
20	I feel that my grades suffered due to the change.
21	Most of my teachers handled it well and made sure we understood what to do. There was only one who did not communicate very well.
22	It was particularly challenging with finals. I'm supposed to get a distraction free environment and that is not possible at my house.
23	I loved it, I could do my class work and studies right from the safety of my own home..No Complaints here.
24	One of my classes was online from the beginning and the teacher was basically useless the entire semester. The transition wasn't difficult for me, but the way the teachers that had to transition handled it could've been much smoother.
25	Some of the classes weren't that bad but some were really stressful and aggravating trying to figure it all out basically on your own.
26	I actually enjoyed the remote instruction more than the face to face classes. Of course, sometimes I wish I could ask my teacher questions about an assignment face to face instead of having to hear back through email, but overall I enjoyed the remote classes. It made me want to take more online classes next semester.
27	It is very challenging especially if you have lots of question and you have to wait for the teacher to email you back.
28	It was honestly very convenient switching to online classes as I had gotten a new job and I work night shift. It was very hard to understand what to do at some points.
29	It was all pretty challenging and very confusing at first. I feel that the communication at first was fairly poor.
30	My suggestion is that all the class "sites" be the same. On the left hand side of the class page in Blackboard lists things such as Syllabus, Announcements, Discussion Boards, etc. Either list these in alphabetical order or have all instructors list them with the same "label" in the same order.  My second suggestions is for instructors to use either the "assignments" section for assignments or use the modules for the assignments. It is very confusing when instructors sometimes post things in the "assignments" section or sometimes they post the assignments in the modules. I do not have a preference, but I do think it would be helpful and less confusing for ALL online students if information for all online courses was uniform. Other than the above suggestions, I like the online courses at TRC.

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 Responses

Responses for Additional Consideration	
31	Most of my teachers stayed in contact with me and still did recorded lectures or zoom meetings. However one of my teachers did not have any contact with me unless I emailed her. I would have liked to have heard a lecture or something from her instead of teaching myself everything.
32	If was ok and difficult at times. But I think at times the correspondence with students to certain teachers could hv been more frequent. Because of the sudden changes it effected the capability of being able to communicate as frequently as desired.
33	I think it worked out in the end. A&P was great, Mr. Giossi did a fantastic job getting us the recorded lectures and was very tentative about answering questions. I think it made the nursing classes a lot harder. I felt like we were given a power point and was told here go learn this. I would have liked to have had more zoom lectures so you get the face time. But like I said it all worked out.
34	Sometimes it was very challenging to communicate with professors and help them understand what you didn't understand. I learn better in physical class and seeing it and talking vs doing it through email. Some instructors didn't communicate well at all!
35	Personally, I love it! I do my work and my classes on my own time. This is a convenience to me especially having 2 kids at home. The only struggle that I had in the semester was when the website would shut down every night. After my family goes to bed is when I would typically do my work. Overall, remote classes are my favorite!
36	If I got confused I had to email and wait for them to email me back. Luckily I didn't have to wait long
37	The teacher I had was good in person but as a online or video person, not so much. Teacher talked in one smooth voice level. It was REALLY hard to watch is 2 hour videos.
38	Sometimes it's better online because you can post your assignments early and get ahead. Other times it gives you the window for procrastination. There are also times it's difficult to get an understanding of what is needed from the instructor based on online. Just depends on the class and th content.
39	Math is not a good subject for me to take online. I opted for an in person class for this reason. My grades were lost halfway through the semester due to the hacker and then we went completely online. I was counting on my in class grades to keep up my GPA. Most of those grades were lost. I am very concerned about not being able to pass this class, having to retake it and paying double through no fault of my own.
40	This semester has been a great challenge. With many interruptions and technical issues. I do not like online classes as it seems easier to forget due dates and homework.

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 Responses

Responses for Additional Consideration	
41	I feel the online classes made it harder for communication. I wasn't clear on some assignments and I did not like having to zoom them for clarifications.
42	I preferred doing my music classes on campus. Anatomy and physiology was not as difficult as I expected it to be through remote instruction. Three rivers should consider offering it as an online class in future semesters.
43	Remote instruction had many challenges. None of my instructors did anything the same way so it was a three fold learning process. It has been such a challenge to basically teach yourself in many aspects. One of my instructors just gave us power points (which we already had) and that was the only instruction that was available.  If I had to name a strength I would say that email communications became much more efficient. It was very nice to get an email back on a question within 20 minutes of sending.
44	English writing was one of the most difficult subjects to suddenly have to take online. I am not a strong writer, and felt like I had so many questions that couldn't be answered or explained as you would normally have in a traditional classroom. My professor for English has been great, but I will likely have to repeat this course, and unfortunately I do not qualify for financial aid and have to pay out of pocket.
45	It was difficult to switch over from going to class to keeping motivated to join into a zoom meeting. It was also more difficult to ask questions when something didn't make sense.
46	This semester has been challenging because of the network issues and classes being interrupted. With Covid-19, it just continued the challenge with trying to understand how to focus on assignments and making sure that class work was done properly.
47	It was a uneasy adjustment but I adapted pretty well with most of my classes one of my classes my teacher was not very responsive but the rest of my classes are great.
48	By doing Read-02 online from home I can work at my own pace instead of the 1-2 hours at the school in class. From what Read-02 has taught me I can read a story better and be able to comprehend it. Sometimes I would have to read that story multiple times to understand it.
49	It's been fine. All three of my courses translated well to online. As far as weaknesses, I would have liked and benefited from more group discussions. At least having a discussion board available would have been nice.
50	Lots of challenges. I'm not the best at remembering due dates on my own or teaching myself without help from a teacher. I also feel less motivated to do my work when I don't go to school. But I guess not having to drive to or schedule work around school is nice.

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317 Total  
 Responses

Responses for Additional Consideration	
51	I found myself not understanding the material as well. Also because I did not have access to face to face time with instructors.
52	Mostly just challenges with switching to remote learning I had to drop a class due to lack of access to learning materials, it was had to get ahold of teachers, and I missed out on the in-class experiences that I needed to learn.
53	This semester has been the worst so far for me at TRC. Very poor communication between instructors and students and I have had terrible luck with getting anyone to work with me. The lack of face-to-face has made it difficult to explain my difficulties. If I had to base my college experience on this semester I would say I want to drop out now more than ever. I feel hopeless and as if I am stuck with grades that I was cut short on.
54	It's harder to contact instructors and get feedback in time. It's easier to work at your own pace.
55	It's definitely different from being in a classroom. I feel that there is less contact with the instructor so it makes it a little harder to become involved in the class. The pace was doable until the hack. Once we returned to class, the instructor doubled the chapters per week to get up caught up. Even though we were told the hack wouldn't be held against us. I feel that in this instance it was because we were still responsible for the material just at a faster pace. And when you're having trouble comprehending at the original pace, the double pace was even more difficult and grades reflected it. Instead of just telling us which answers were wrong, give us the correct answer. If we don't know the correct answers to the questions we got wrong, how are we supposed to learn from our mistakes? How are we supposed to understand what we did wrong?
56	I had different experiences with different classes. Most of my instructors did really well and were right there if we had any problems. The class I had the most problems with was algebra I don't feel like I got nowhere near the instruction and education that I was getting in the classroom and I have really struggled with that class online
57	I did not face any challenges. One strength was professors would communicate regularly with the assignments due for the upcoming week.
58	A lot of glitches in the blackboard system. Parts of documents that are getting turned in are turned to blank pages or it cuts off a couple pages.
59	It was easy since the nursing program had a plan. But I missed out on vital experience. Also got missed out on our pinning which made us upset because we worked hard
60	It has been challenging due to the fact that the only way you may contact an instructor is through e-mail.
61	I really didn't like the online classes because I didn't have as much communication as I would like to

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 Responses

Students who Expressed Personal Issues or Difficulty	
1	Remote classes allowed me to work and go to college. But when covid happened I lost my babysitter and did not have any way to get my work done, therefore, I failed my classes. :(
2	I had a terrible experieciend with classe online because I didn't had internet connected at my place and I had to wached my class that was on videos through my cell Also I had to take my exames and finals through my cells that gave me a amount of stress and being a cancer pacience I can't have stress that it increase cancer and could kill me quick! Eventhough I had double time because my dissability and 9mine strokes that gave me the right to have the double time I couldn't used it for my benefit because I had to rush through the exames because I wasn't sure if my ph.would ringing thrwoing me out of the blackboard while I was taking my exames or finals!! Also while I was taking class wacting the videos online I had to strougles with the cell when I didn't place my fingers to the right point that I needed to place the finger to move the video foward or rewind it! It was hell in Earth to me, and I do not think it was all right with me that I had to be place in a online class without having a computer internet connected then I wouldn't need to go through hell in Earth that I went through to complete the class.
3	I was struggling to know I had to stop sitting anat.and phsy.II class and had to taking it through online because I'm in dissability and I live with dissability income and I don't have internet at home and I had to take my video anat.and.phsy.II class and my exames and finals through my cell ph.and it cooperated with my oppression and depression situation, and my lack of knowledge to have things easy done to helped me. It was extremelly hard to me by the fact that I didn't had internet connected in my place and the streess that caused me taking online class through my cell being a cancer pacience and can't have stress in my life! I really strougled to complited the class and it drove me into deep depression and oppression to the point that I couldn't take any more, and I thank YHWH(Yah) that this semester is over. I was traumatized because I didn't choose class online, but I couldn't dropped the class, but my professor Mr.Joseph Gioffi is a great professor and made the videos that were much better then the book, eventhough that the material, information were the same! I believe if Mr.Joseph Gioffi wasn't an awesome professor that he is and I recomended him highly, I would had dropped the class, to let you know how hard it was for me as a 59years student fighting cancer!!! I'm extremelly glad that the semester is over!!!!
4	I needed help with my classes and could not get it my grades are proof of that. This was the worst semester I have had and it was supposed to be my last for my associates.
5	I wish to do face to face. This semester is the first semester that I will fail. Mainly trying to do all classes from home with kids isn't for me.
6	The remote instruction course was very difficult for me. I do not do well with online courses, especially for English.
7	Was very challenging and difficult.

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317 Total  
 Responses

Students who Expressed Personal Issues or Difficulty	
8	I took my math class this semester because it was face to face. Changing to online was hard for me because I needed that face to face class to understand.
9	Remote instruction was easier for time management, but there were many more assignments that I had to do than the normal face to face therefore I was more stressed going online than having a face-to-face class. A strength of remote instruction is it helped me with time management & being able to schedule & pan everything out. A challenge was definitely more homework assignments were assigned on top of what I already had.
10	It's hard to really know what's going on without face to face instruction and having to just find help on blackboard.
11	I am a face to face learner and everything about this transition was extremely hard and difficult for me.
12	It was hard to get used to taking online College Writing. I like to have my instructor in the same room. My other classes were ITV classes, so they weren't in the same classroom, but it was still "live". I don't retain the info as well online as I did in person or ITV, but I am glad that we were able to finish the year with online classes.
13	Very difficult. I do not learn well online. I am stressed about my grades going down due to the situation. I pride myself on being on the deans list. I work hard. It has been frustrating. I had added stress due to my mother having an almost fatal car wreck. As well as trying to learn with 3 young children at home.
14	it was hard to keep up with them, like face-to-face classes i felt like i learned more and enjoyed it more. online just felt like a hassle.
15	Having to take my nursing class online has been difficult. When I am doing the work I try to envision that I am in the clinical setting but it still is not like the real experience. I am one that learns better hands on and in a classroom setting. The instructors have been great to help and make sure that all the material is covered and understood. This semester has been challenging.
16	It was hard considering as a nursing student we needed to do clinicals but was unable too.
17	In my opinion, it allows the students to manage their time more freely being online. The downfall of remote classes is that I personally do not learn as well online as I do in traditional face-to-face classes.
18	It's challenging to be disciplined enough to set aside enough time to complete the course work
19	My experience with the remote instruction was not the best. It is hard for me to learn through online classes and having science classes online made it very difficult.
20	I will never do online classes that's for sure. It was very challenging for me considering I learn best face to face and with lectures instead of reading directions.
21	Challenge I faced with time management !

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 Responses

Students who Expressed Personal Issues or Difficulty	
22	I struggled with online classes in my previous semesters. So this semester I decided to do all on campus classes but one. After having no classes for nearly a month and then having to go all online I really struggled. dropped 3 out of my 4 classes because I could not seem to keep up.
23	My experience with remote instruction that were originally face-to-face classes were not ideal. It would have been TONS better to have lecture via zoom with adjusted times/lectures. The guidance and information we were given was little to none, which is pretty disappointing given the time and money we as students have to put in.
24	Nursing school isn't made for online!! But the instructors did a great job adapting to the change
25	Didn't really affect my grades on two of my classes, but in one of them it dropped it.
26	Had a horrible time due to internet access and barely managed to pass with decent grades. I would have preferred to just receive a waiver.
27	Converting to online classes was difficult for me because i signed up to take my classes in class. I learn better when i have my instructor in the room with me. So, going online was harder for me. I would forget to log on and see when i had assignments due.
28	It was hard. I lean better in a lecture setting and changing to all online was hard, especially my math class.
29	1st semester nursing school online seemed to be a bit difficult but enjoyable. Work at your own pace.
30	It was harder since the one on one time was not there and zoom is so limited, especially when more than a few people are in the zoom meeting.
31	It was hard because I am in a health program that was scheduled to be in the hospital for clinicals at the end of the semester. But we were not able to be in the hospital for that hands on learning so it was challenging for me to comprehend the information without applying it. I do enjoy online classes and the freedom of being able to do class when I have the chance but for a major that needs to see how stuff is done it can be hard at times.
32	It was really hard for me because we have no home internet. I was doing most of my work on my phone. I have 3 kids that were home during this time which made it extremely difficult to study & take tests. My instructor was the greatest though, he really made this as easy as they possibly could be.
33	It was difficult if I had an issue with a problem or was confused. I tend to learn better with face to face learning.
34	Struggled, I am a non traditional student who works full time as a paramedic I rearranged my work schedule to meet the needs of having a face-to-face instructor so I would succeed better in my class then I was not allowed to have these courses which I feel Cox me increase stress mental anguish and also lowered my test scores and my overall grade and GPA.
35	It's difficult to answer this as a nursing student. But I feel I'm not ready to care for patients.

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 Responses

Students who Expressed Personal Issues or Difficulty	
36	I hate online classes that's why I had none this semester, so I've really struggled with this last semester
37	It was all pretty challenging and very confusing at first. I feel that the communication at first was fairly poor.
38	This semester was very challenging and I hope this pandemic is over soon.
39	Sometimes it was very challenging to communicate with professors and help them understand what you didn't understand. I learn better in physical class and seeing it and talking vs doing it through email. Some instructors didn't communicate well at all!
40	The teacher I had was good in person but as a online or video person, not so much. Teacher talked in one smooth voice level. It was REALLY hard to watch is 2 hour videos.
41	I was taking guitar in person and trying to take that as online class is not easy. Taking online classes can be challenging but having the college closed on top of it has made this semester twice as stressful.
42	It was pretty difficult especially the chemistry classes and trying to do those online because I learn better in a classroom so everything got changed.
43	There were numerous challenges to being fully online for all classes, as far as I am concerned. Having to deal with the challenges of everyday life while trying to find time to do the numerous assignments given to us, especially after being out of class for a month from the hack. Not only were we playing catch up from that, but we are also having to deal with our face-to-face classes being online. This was too much to deal with in one semester.
44	I do not like the remote classes as they call it. they made everything more difficult and harder to understand. I would much rather do on campus in person classes any time over an on-line class.
45	It is a lot harder to learn with remote instruction, especially with nursing classes. I feel like my education was hindered as I basically had to teach myself the information.
46	Very very difficult beyond belief for a student who came from a small school that didn't teach.
47	Challenges included the quality of internet access at my home.
48	I didn't have a lot of remote instruction but found all of this very difficult to deal with and felt I lost a lot of opportunity and education because of school closing down and feel that I will not do very well and may fail my spring semester.
49	To go from face to face to online with not as much communication, was the most challenging part about this.
50	Troubles keeping track of work that needs to be turned in.

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317 Total  
Responses

Students who Expressed Personal Issues or Difficulty	
51	<p>Remote instruction had many challenges. None of my instructors did anything the same way so it was a three fold learning process. It has been such a challenge to basically teach yourself in many aspects. One of my instructors just gave us power points (which we already had) and that was the only instruction that was available.</p> <p>If I had to name a strength I would say that email communications became much more efficient. It was very nice to get an email back on a question within 20 minutes of sending.</p>
52	<p>English writing was one of the most difficult subjects to suddenly have to take online. I am not a strong writer, and felt like I had so many questions that couldn't be answered or explained as you would normally have in a traditional classroom. My professor for English has been great, but I will likely have to repeat this course, and unfortunately I do not qualify for financial aid and have to pay out of pocket.</p>
53	<p>it was very difficult to do nursing school online along with a&amp;p2 it was difficult to know when things were due and when to complete lessons it took more time to complete the lessons and assignments remotely than we would have been in actual class</p>
54	<p>Challenges faced this semester was trying to set time aside for lectures that normally were distraction free but now with my kids running around and time management was also a challenge! All the teachers were nice to clarify anything needed in an email or even offered zoom as well!</p>
55	<p>It has been tough and not exactly what I was looking forward too. Nothing against my teachers, just wish I could be back to face to face teaching.</p>
56	<p>It has been a hard semester with the hack covid loss of job and then loss of home.. Being homeless and jobless was a big problem but I am working on it...</p>
57	<p>It was defiantly a challenge for me because I learn better with face to face structure or with one on one tutoring, but taking all online classes was a learning experience in itself.</p>
58	<p>I found myself not understanding the material as well. Also because I did not have access to face to face time with instructors.</p>
59	<p>There are several challenges associated with moving to online classes. One of which has been finding the time to keep up with my work since staying home with my children. Going to class was my way of being able to keep up but now I can't do that. So I'm struggling to keep up with all of my work.</p>
60	<p>Time doesn't exist in pandemics so due dates shouldn't either.</p>
61	<p>I only struggled with my math class that go converted to online just because I am not good at math anyway and I was not able to teach myself.</p>
62	<p>I had differant exeriances with differant classes. most of my instructors did really well and where right there if we had any problems. the class I had the most problems with was algebra I dont feel like I got no where near the instruction and education that I was getting in the class room and I have really struggled with that class online</p>

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Students who Expressed Personal Issues or Difficulty	
63	It was difficult a few classes that were switched from face to face to zoom/big blue button meetings, due to lagging and everyone talking at once and loud noises from others while the teacher was talking, with the lag of everyone being in one meeting made it very hard to get through that class period. I finally just had to leave the class
64	I took my math for elementary teachers in class because I knew it would be hard to pass online. I think it becoming an online class has made it more difficult.
65	It was very difficult to go through the nursing program online. We were not able to do the precept part of our program. That made us all feel very unprepared.

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

Question 6: Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
Responses

Quote-Worthy Responses	
1	My instructor was always available and very quick to return emails and give effective feedback.
2	I feel that the college has been an amazing with as many challenges that had to be dealt with this semester. I feel that it was very difficult decisions from everyone involved to be made. The students were always kept up to date with information and we all finished this semester strong.
3	I had only positive experiences with the changes. I feel the college took steps immediately to fix the virus. They let us know what was going to happen and did it quickly. The college did a great job keeping us informed and being available during the shutdown for covid 19.
4	All my instructors did such a good job at helping me in any way I needed it.
5	I made all of my classes online this semester, due to personal reasons that would keep me from going in person. I thought Online would be very difficult for me but it actually was not that bad. I like that it tells you what is due and when. Everything is available when it needs to be and as long as you complete your assignments, you are good. The only downside I can think of would be that I do not have the constant reminder of assignments, as I would if I had a teacher in class reminding me. Therefore, I am more likely to forget those assignments. That is a me issue though, not the class issue. All in all it went pretty well for me.
6	My challenges was that I could go to school library like I have in past. Had to find a regular library. Plus asking questions was harder and the teachers was so preoccupied with more online students than normal that it was hard to contact them and sometime made certain classes so scrambled up it was hard to know what to do at times. Very unorganized
7	I thought given everything that happened over the course of this semester that the transition from on campus to online went pretty smoothly.
8	I loved having online classes. The class that got switched over in my opinion should of been online in the first place. If I would of had the option to take it online at the start of the semester I would have. Overall the semester was not bad for me just stressful at times trying to get it all done.
9	All instructors were very understanding and cooperative and did all they could to accommodate very impressed!
10	It was definitely a challenge not being able to be face to face with the instructor, but with the help of being able to zoom helped me out a lot! After completing this semester I would rather all my classes be online! I wanna thank all my instructors for helping me get through this semester, because I'm sure it was a challenge for them as well.
11	the teachers did the best they could do but some students didn't have upgraded computers. and had difficulties like me I could see the teacher but they couldn't see me or hear me I could see and hear them.
12	At the beginning it was a challenge because I was taking A&P 2. However the instructor, Joseph Gioosi, got the hang of it and it was better. I missed being able to do the labs in the class but overall it was a good transition.

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317 Total  
 Responses

Quote-Worthy Responses	
13	All of the instructors were awesome with the transition. They communicated with us, and assured us we would get through this!
14	Hi, I started the 2020 semester with a goal, and that goal was to stay in contact with my instructors about anything that seemed difficult for me to understand so that I could finish the semester with a 4.0 GPA. It started off really good. My agriculture instructor had some really good lectures while in class and I took notes every class. All of the sudden the RYUK threat hit and I could not understand what was going on. Then the COVID pandemic. What a terrible thing. Anyways, I just want to say thank you to each and everyone of you who were able to help me keep my confidence in completing this semester. I am going to finish with the 4.0 GPA because of that and I am very thankful for that and everyone who has helped me. God Bless All Of You Sincerely, Mr. Tope Raider Nation
15	It actually went fairly well all things considered. Dr. Kopf did an amazing job of converting Chem 1 from a face to face lab based class to a web based class. That had to be hard to do, and she did it very quickly with very few issues.
16	All of my professors were very professional about the switch and very patient with me towards the beginning of the transition as I had a bit of trouble with the transition myself. In the end, I did not have many problems with remote instruction and finished the semester with a higher GPA than I did last semester. Overall, I was satisfied.
17	The communication from the college professors through this ordeal was excellent, they were understanding about the work load and the new situation and were attentive to student's needs. Although it is more difficult to communicate when it is not face to face, and for me, learning online is more difficult in general, it was a great semester.
18	My experience with certain classes were fine others were should not be recommended to take online and have really hindered my grade in the class computer accounting quickbooks with Mrs Jennifer Inman. Mrs Inman went above above and beyond to help but to me it u need to be face to face.
19	At first it was challenging trying to play catch up due to the ransomware attack and not being able to access anything or communicate with instructors, but when things went back online instructors were very helpful and communicated clearly what had to be done and how to do it while giving us adequate time to complete these things. When COVID19 hit, I found that remote instruction was wonderful and helped me not to be overwhelmed with my day to day life and schoolwork by letting work at my own pace and completing assignments ahead of time.

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 6:** Please tell us more about your experience with remote instruction this semester. (Any strengths, challenges, etc.)

317 Total  
 Responses

Quote-Worthy Responses	
20	I only had one class through TRCC with Ms. Seabaugh. She was absolutely fantastic with the transition. Nothing came by surprise and we were given the adequate amount of time to finish assignments. She was very on top of things and very quick to respond to any questions or concerns I may have had. I face absolutely zero challenges with Ms. Seabaugh.
21	This semester was a challenge. Between the ransomware attack, and the coronavirus shut down it has been very tough this semester. Although we had unprecedented setbacks and hurdles this semester I believe the college handled it with grace. Even so some teachers could have put in more effort to record lectures or something. It isn't easy to teach yourself chemistry or business law.
22	My instructors did an amazing job from this switch. It has been a unique experience for sure and I was nervous about the switch at first but my instructors did everything they could to help me succeed.
23	My instructors have been wonderful, available, throughout this ordeal
24	I really didn't enjoy taking nursing classes online because they were much more difficult. But I thank my teachers for helping me as much as they did. They were extremely kind and helped me so much throughout this last bit of the semester.

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**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
 Responses

Responses regarding Communication	
1	no comment
2	all of my classes were online anyways, but explaining in greater detail about assignments would be nice
3	I would advice TRCC to have more consideration with the dissable person that lives in an small fixed income and can't afford to have internet service connected at home and can't use the computer to take the online class and must wacth their videos through their cells as I had to do it, and had to take their exames and finals through their cells as I had to take it, and had to deal with the amount of unecessary stress and oppression and depression that I had to deal with to acomplished the class without had the option to study through the computer that will provide us a better view of the videos being thought throught online class and avoid then the huge amount of stress that I had in my blood circulatory sistema influencing in my disease as colon cancer and lung cancer to get worse, without a way of controlling it for lack of internet service to properly take the class online that was demanded on us!!! TRCC failed to give me a call to know if I as a student had the apropieted material required as the internet connection to my place and a computer to take such demanded class that was online. I felt that I was left behind by the fact that TRCC didn't gave me a call to know if I had internet connected at home to complied with the instructions gave to me by TRCC regarding taking class online, and I did felt neglected having to take online class through my cell that drove me deep into oppression and depression! It wasn't right!!!
4	I had no problems. However, my son was a full time student at TRC during this time and his workload increased significantly due to remote learning. My advice would be that the college and instructors need to be more cognizant of lengthy, in-depth assignments without any class instruction. He also had problems with internet availability.

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
 Responses

Responses regarding Communication	
5	I would ask college to pay for dissable students to have internet connected to our place then we didn't have to go under such stress that I went under not having internet connected to my computer and had to take my classes online through my cell and also my exames and my finals that is extremelly hard to take it through my cell that didn't moved fast enough to help me with the time on my exames eventhough I had double time, I went as quick I could because I was extremelly stress without knowing if my cell would had interferencies as facebook messages coming in or calls coming in and I would lose my term taking my exames, so I had to hurry my self under stress and oppression and depression without relaxing to take my time to think without being afraid to be interrupted with a call in my cell! I used to take my exames under stress and dreeping swet from my face because I didn't had internet to connect my computer then I could see better and not take my exame under so much, huge stress!! I'm a cancer pacience, and I can't have stress! I do hope TRCC could open the door soon and in fall I could take my class sitting face to face with a professor. Only thing was great taking anat.and.phsy.II online was that we had the video and we could rewind as many time that we needed if we don't understand the subject! This was the only fact that was a plus.
6	I would say post videos of the teachers explaining the coursework thoroughly.i would also suggest an easier way to be able to ask qustions and get help without waiting two or three days.
7	Require all of the instructors to teach class via zoom.
8	To instructor, message us back!
9	Make more face time meetings more than once a week.
11	I wouldn't be able to do only online, I'm not very good with technology and there is times I don't have internet available.
15	More videos
18	Don't make the assignment difficult to understand break it down for students to understand before they do it not after the grade.
19	Just make sure that all of the teachers that need help with technology can get it.
20	Be aware that students also have a life outside of college. Even though there are credit hours for a reason, we still have families, jobs, and other classes to take care of. Our lives are not just college bound.
22	To make it pass or fail instead of getting an actual letter grade
24	Being in the LPN program I think it is very beneficial to be in the classroom and be hands-on in lab so I feel like that made the change much harder. I do not really have any advice to help make that easier.
25	Could probably be more clear in giving instructions. Make sure everyone understands what they are suppose to do. Too easy to misunderstand something which can cause you to fail the whole class.

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
Responses

Responses regarding Communication	
27	Quick response to mails should be promoted by all instuctors.
28	Keep the system updated often. Too many glitches and no access at times
30	It would be best to train/retrain all your instructors to use blackboard incorporating all it's features into all classes. Also, please advise them to keep hand written records of grades, or use the instructors online grade book that is separate from Blackboard. The more you know ... fewer the disasters.
33	I would advise the instructors to be more thorough with their instructions.
34	Be more responsive to questions about assignments.
40	Put the assignments on the calendar on blackboard. Email back faster
45	Clear frequent communication. Some instructors were great at communication and making uncertain times easier. Some not so much. Dr. Bixby is excellent at this. He could teach the other instructors a thing or two.
50	Faster responses and faster grades.
51	I would ask my professor to send out the times and dates of zoom meetings prior to meeting times rather than leaving the students guessing as to if we will have class or not. Though, I do know it was a big change for everyone.
52	Provide more informational emails
57	Better replies
63	We need a better way fo communication from the instructors to the students. The emails don't really work because we get a lot of spam emails.
66	Instructors need to be available to respond to questions and concerns in a timely manner.
67	I would tell them to keep in touch more with their students
69	To keep everything at a consistent pace and check in with students.
70	To keep in contact with students more.
73	Make sure everyone is responding to emails promptly, this is key in online courses.
74	Better instructions and guidance
84	Please keep strong communication or just offer a optional waiver to students.
100	Some advice that I would give is to allow zoom calls. Sometimes there are problems that really just need to be explained in person, face to face. It makes things easier to understand. So please, if a student asks, be willing to video call them so that you can discuss whatever issue they are having.

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
Responses

Responses regarding Communication	
102	I'm very impressed with how the College and my instructors handled the human and computer viruses all at once! Every time Professor Westbrook heard an update, he was sure to inform his students of the situation. The only advice I would give Professor Westbrook is to be more specific with his final exams on Blackboard. I had trouble determining what material the exam would cover as to which chapters, notes, etc. I didn't have any problems with contacting him about the exams, for he responds quickly and is specific!
115	Be very detailed with assignments. Be especially fluid in answering emails.
118	Teachers - Don't respond to your students questions in a way that makes them feel stupid, only to realize the email directions you sent them previously made absolutely no sense. Double check your own work before speaking to students like THEY made the mistake.
121	If we had to convert to remote instruction again, I would make sure the teacher responded in a timely manner to emails that they receive from students. Most of my teachers did, but I had some that it took 2 or 3 days to get a response. Normally, when I email my instructor, it's an important question about an assignment and I need a response back.
122	I had no issues, so I don't think I would give them any advice. The only thing is, I know that teachers are busy so they might have missed an email, so when you had a question it sometimes took a couple of days to get a response, but it was always before the assignment was due.
124	I did not have many troubles this semester. The only advice I would give is try to have a time where they could be contacted, maybe through the phone because through email it can be confusing sometimes.
135	Communication and more instruction or clarifications on courses
140	I think my instructors did a fine job staying in touch and assisting me.
142	Please check emails and voicemails as frequently as possible.
143	Make sure professors have a way to reach out and make sure advisors can be in contact too!
146	More zoom lectures so that you get that face time, and other people asking questions that you may not have thought about.
151	To check in with students one on one.
153	If it is normally an in person class, PLEASE consider doing zoom meetings. Going from in person instruction to youtube links or the occasional email was frustrating. We are paying to learn and so if this happens again I think there are improvements that could be made.
178	Cut out participation pointed grades. Cut to the chase. Direct directions.
180	Make sure the instructor is checking on students to see if they are adjusting okay.

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SPRING 2020 SURVEY COMMENTS

**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
Responses

Responses regarding Communication	
194	I would recommend that instructors make themselves available via zoom or something similar by means of appointment. Say 5 minute blocks or so that you could email them and request a one on one without feeling like you are being a burden on their time. They could set their availability and students could respond with a time if they were interested. That would be different than saying "let me know if you need a zoom meeting." The situation becomes much more approachable if the students know the instructor has already set aside a time frame. My instructors were great with emailing me back when I had questions. However, an email can only go so far in explaining what I needed to know.
197	Quicker response time
198	To make sure that you take more time than usual to explain things and make sure to respond quickly to emails since that is the easiest line of communication.
208	I think more lecture videos or zoom meetings should be done. There is no point in just assigning work and teaching yourself.
209	Just to be responsive and thorough to student's questions.
214	Communication is key
215	Quicker response times
219	I would suggest to my instructor that she be more attentive to her emails and to not make finding assignments and what we need to do so difficult and to have scheduled zoom meetings and have more of an open mind and understand that we as adults have lives and to have a make up work available
224	To do facetime or something, have access of cell phone text and call in order to proceed.
227	I would suggest using Zoom.
230	My instructor made it such a nice transition from in the classroom to going online. Even though we couldn't see face to face, Mr. Joe was there via email and zoom to help with any and all questions!
236	Just communication is the major key with all students
241	We should be able to talk on the phone more some things I didn't understand
243	I think that my class that was converted went very well. I appreciate the instructors patience and correspondence in the switch.
245	More interaction to let the students know how they are doing and feedback from the instructor
246	Just make sure to be active with the students. Keep the students up to date with everything.
247	Be more like Ms. Seabaugh! She was very straight to the point and you knew exactly what to expect. Not only was she clear and precise, but she gave great feedback and constantly sent out reminders.

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**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
Responses

Responses regarding Communication	
248	Make the zoom program available for all of the classes. I used zoom for Spanish 102 with Mr. Rivetti and it was wonderful. It made it easier.
249	Lots of reminders of up coming dues dates and easy to understand instructions for assignments.
254	It's hard because you never realize you need help until your instructors are unavailable. It's usually during hours they not available or on weekends. For me when I needed help the instructors didn't have time to get back with me before my assignment was due. Also it seemed that what I needed help with tutoring was not available. Some instructors are obviously better at getting back with you and providing help.
256	More communications with students.
257	More frequently checking in with students
258	My instructors need to update students weekly as well as communicate with them about assignment timelines. I didn't hear from one of my instructors for three weeks, even after emailing him repeatedly. Also if a class is going to zoom, that we have a proper warning before. I had one instructor who wanted to zoom but would send the email out at 2 am the morning of the meeting, which is very inconvenient.
260	Include 1 on 1 zoom meetings for students if needed.
262	TALK TO YHE STUDENTS AND ACTUALLY WORK WITH THEM. WE ARE STRUGGLING MORE THAN ANYONE DURING THIS TIME.
263	Make sure the teachers know what they are doing and communicate better
265	I wouldn't give my instructors any advice. All of them did an excellent job of communicating with homework and tests also by helping me with any question I had for them. I was very proud of Three Rivers and all the instructors this semester. I'm excited for next semester.
268	The instructors should give more feedback on assignments.
269	Go by the material in the textbook to see if students understand the concepts before applying them.  If the student has questions, bring referred to the tutoring center or collaborating with other students shouldn't be the first option.  Why should we go to the instructor if we're told to go elsewhere? We're 1. not getting the support from the instructor like we were told we would, 2. Getting frustrated with the course and the instructor, 3. Not getting the benefit of the education of the class if we have to go to other resources.
272	Just to be more clear on when assignments are due.
274	I honestly didn't have any problem from the switch. All my instructors answered my questions and helped all that they could. I was very proud of Three Rivers and all the instructors.

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 SPRING 2020 SURVEY COMMENTS

**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
 Responses

Responses regarding Communication	
281	Give more thorough instructions on assignments. But that's it. I really appreciate what they were able to do. I also want a zoom meeting once a week if possible.
283	Make sure to explain what you want from students out of their assignments. Regular class discussion of requirements is no longer an option, so type out anything you would have told the students in person.
287	keep in touch with students
291	Pick one way to have "class" and stick with it. I had one class where we started out in zoom, then switched to another program, then to big blue button. It is easier to learn 1 program and stick with it since everything is already messed up since we had to go to online anyway
293	Make zoom meetings mandatory for face-face interactions.
307	For the instructors to give more information about what to do. My instructor was new and she had trouble getting the hang of it at first.
309	Communicate as much as possible with your students as much as possible
310	At least weekly emails

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
 Responses

Responses re: Academics	
1	all of my classes were online anyways, but explaining in greater detail about assignments would be nice
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THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
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Responses re: Academics	
4	I would ask college to pay for dissable students to have internet connected to our place then we didn't have to go under such stress that I went under not having internet connected to my computer and had to take my classes online through my cell and also my exames and my finals that is extremelly hard to take it through my cell that didn't moved fast enough to help me with the time on my exames eventhough I had double time, I went as quick I could because I was extremelly stress without knowing if my cell would had interferences as facebook messages coming in or calls coming in and I would lose my term taking my exames, so I had to hurry my self under stress and oppression and depression without relaxing to take my time to think without being afraid to be interrupted with a call in my cell! I used to take my exames under stress and dreeping swet from my face because I didn't had internet to connect my computer then I could see better and not take my exam under so much, huge stress!! I'm a cancer pacience, and I can't have stress! I do hope TRCC could open the door soon and in fall I could take my class sitting face to face with a professor. Only thing was great taking anat.and.phsy.II online was that we had the video and we could rewind as many time that we needed if we don't understand the subject! This was the only fact that was a plus.
5	I would say post videos of the teachers explaining the coursework thoroughly.i would also suggest an easier way to be able to ask qustions and get help without waiting two or three days.
6	Require all of the instructors to teach class via zoom.
7	To instructor, message us back!
8	Make more face time meetings more than once a week.
9	I wouldn't be able to do only online, I'm not very good with technology and there is times I don't have internet available.
10	More videos
11	Don't make the assignment difficult to understand break it down for students to understand before they do it not after the grade.
12	To make it pass or fail instead of getting an actual letter grade
13	Being in the LPN program I think it is very beneficial to be in the classroom and be hands-on in lab so I feel like that made the change much harder. I do not really have any advice to help make that easier.
14	Could probably be more clear in giving instructions. Make sure everyone understands what they are suppose to do. Too easy to misunderstand something which can cause you to fail the whole class.
15	Please be patient with the more slower working students. The constant pile up of big assignments are overwhelming.

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**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
 Responses

Responses re: Academics	
16	Making the assignments more online friendly. I had a class that had a book & you did the assignments in the book than had to take a picture & upload it. This was an issue considering I have a MacBook, it kept going to the wrong format & I would have to submit 2-3 times before my professor was able to actually see it & grade it.
17	Give less home work just so the students can stay on top of their grades.
18	I don't know. probably don't make a ton of assignments due all at the same time. like i had 6 chapter tests all due on the same day and that was kind of stupid.
19	I would definitely have more lectures. I would have more help and instruction on blackboard. Also, just because we are online does not mean that assigning more work makes sense.
20	Be prepared with other assignments if something like this were to happen again.
21	That all the instructors be required to do lecture videos.
22	I would advise for us to have required zoom meetings at a set time 2-3 times per week.
23	The remote instruction has been good for me. I don't have any advice at this point. I love the project based learning I'm doing in my class. Scenarios are presented which I use content I learn to put in to practice which is helping information to be comprehended and learned for retention.
24	To keep everything at a consistent pace and check in with students.
25	For the ones that don't know how to do it take a week and learn it and don't push a whole semester in the small amount of time we have left
26	ZOOM classes. Lectures via computer.
27	Explain the assignments with more detail or maybe do a zoom meeting once a week to have face to face interaction.
28	Teach JUST like you would in face-to-face classes.
29	I would say, make the teachers give class or upload it online

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**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
 Responses

Responses re: Academics	
30	<p>Don't assign more work just because we are online. We still have lives that we have to attend to. Most of my classes doubled the work when we moved to online. I understand that we aren't having a lecture anymore, but don't double the work because of it. It caused me to have a lot more stress about time and if I was going to be able to complete it or not.</p> <p>If classes are going to be online next semester, change the attendance policy. It is unfair that if we miss 2 weeks we are dropped from the class. If it were a lecture class we would have to miss double the credit hours before we are dropped. It's unfair for those of us who have jobs and families and aren't able to get our work done on time. It should be decided by the professor whether we get dropped or not. They are in contact with us more than the people making the attendance rules.</p>
31	I would like the option to meet with instructors one on one with coursework, as I can not teach myself certain subjects.
32	Be more prepared next time. Give your class a lecture at the beginning of the semester on how to use Zoom or other online learning tools just in case the school has to convert to online learning again.
33	Be more clearer add more instructions
34	I'm very impressed with how the College and my instructors handled the human and computer viruses all at once! Every time Professor Westbrook heard an update, he was sure to inform his students of the situation. The only advice I would give Professor Westbrook is to be more specific with his final exams on Blackboard. I had trouble determining what material the exam would cover as to which chapters, notes, etc. I didn't have any problems with contacting him about the exams, for he responds quickly and is specific!
35	To not double the work since the students are converted to online. This is the biggest mistake because this puts a lot of pressure on the student at home and makes it worse than it was during in person class time. At home students may not have as much time as teachers think because we also have things we have to do at our houses. We have other responsibilities to attend to like taking care of kids or other family members and when we were allowed to be in the classroom we could get away from the family for a while and focus solely on class instead of juggling it.
36	Be more clear on instructions
37	Keep in mind that even though we may be doing classes at home, some of us have a full time job we still do, and homeschool our children now and have multiple children to take care of , as well as do all of our schooling
38	Be very detailed with assignments. Be especially fluid in answering emails.

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**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
Responses

Responses re: Academics	
39	Better lay out for psychology classes on blackboard
40	Make a lot of time for your homework's and listen to your instructor carefully during zoom time.
41	There has to be some kind of exercise done with the instructor that promotes nurse thinking. Homework and test questions don't teach me how to be a nurse.
42	I ask them explain the assignments a little better sometimes.
43	For every instructor to reissue and updated syllabus schedule.
44	See above...I think the above needs to be done for all online courses whether or not the college has to convert to remote instruction in the future. Keep it simple and uniform which will make things easier for students and instructors.
45	Keep meeting with your classes. I know that having human interaction during this time improved my mental state and gave me a better understanding of what was expected of me.
46	<p>Please take this as constructive criticism, but I am also taking online classes through Saint Louis Community College. Their Blackboard use is years ahead of TRCC. One thing STLCC offers that TRCC should really look into is the online tutoring. I could pick the subject, and there were 30 minute time blocks to select when a tutor was available. It was kind of like a zoom meeting, but I could share my whole screen, just a browser tab, or I could doodle on the screen to draw. I used this multiple times and it was amazing. This was integrated into Blackboard and is seriously something worth looking into.</p> <p>As for instructor advice, I really couldn't offer any because Dr. Kopf did an amazing job.</p>
47	Realize that students do not have extra time given to them if they are forced to stay home, so extra work that wasn't on the syllabus shouldn't be added.
48	Instructors and the college need to realize that if something is so serious has made us go to fully web classes again, that the students are still dealing with their own issues and do not have time for extra homework that wasn't originally planned in the syllabus.
49	If it is normally an in person class, PLEASE consider doing zoom meetings. Going from in person instruction to youtube links or the occasional email was frustrating. We are paying to learn and so if this happens again I think there are improvements that could be made.
50	More PowerPoints or lessons videos with them teaching it.
51	We need to allow the students to see their grades and due dates on the "grades" tab for EVERY class.

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**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
 Responses

Responses re: Academics	
52	Not everyone is adept at doing classes online. Some prefer the face-to-face classes. The advice I would give to the College would be this: shorten the amount of work due for each class. A lot of people have children or older parents that they have to care for. I have older parents that I have to take to doctor's appointments and such and have a hard time finding the right amount of time I need to study and complete the work while giving my parent's the care that they need. Also, If someone does not complete the work due for a specific day or week, they should be allowed to give an excuse, as long as it is not a stupid reason, and be allowed to make up the work.
53	Have a full breakdown with instructions simpler for assignments and due dates besides the syllabus. Sometimes the syllabus are hard to follow.
54	Be more laid back with deadlines and insure that you give ample time for the work to be done. Without having time in class we need to do the lesson then do other things for the class. That alone takes time and now we have all of our classes online and sometimes ESPECIALLY with a job as well school gets a little behind.
55	The instructors to do lectures as they would in the class. If the lectures could be live instead of recorded that would help when question arise as in a face to face class
56	Do not allow all your instructors to make their due dates on the same day of the week.
57	It would be good if classes was offered to be taught over zoom so you could have as close as possible to a face to face classroom environment.
58	More flexible due dates because of internet issues. Since quarantine started, my internet has had endless problems.
59	I would tell my probability teacher to not make only 4 tests with no bonus or homework assignments making it nearly impossible to have more than a 40% passing rate...
60	Be accepting of assignments being turned in late. It's very hard to keep up with difficult subjects when our entire lives are flipped upside down.
61	I think all original face to face professors should be required to do zoom meetings.
62	I think all teachers should have to keep a written grade book. I had to make up several weeks worth of work because my grades were lost during the hack. That put a strain on me because I was having to complete my current work and work I had already done for something that wasn't my fault. I feel all teachers need a written grade book to be prepared for an event like this occurring again. Students shouldn't have to make up work that was already graded because their grades weren't recorded outside of blackboard.
63	That they should email students the plan for the week.

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
Responses

Responses re: Academics	
64	make a lesson plan with a schedule of when to do lessons and when every assignment is due when the course begins
65	They should take a course on how to utalized all of the functions on black borders.
66	Transfer original assignments into online homework and don't create busywork assignments as some people still have to go to jobs during the pandemic.
67	My advice for the college and/or instructors would be to make sure that all students are prepared and have assignments extended due to unseen circumstances.
68	I would give my instructors the advice of elaborating on assignments better, and the due dates. Some of things this semester was hard to decode because things wasn't explained correctly the first time, so it affected my grade.
69	I would say that everyone should have the same set up. Most already online classes do where as the classes that were originally face to face had things scattered in places and some took me weeks to figure out.
70	Be more thorough when asking questions on assignments.
71	Maintain good records in the form of backups of the grades and student's work assignments.
72	Do not overload us with work. I feel like most teachers gave us 5x amount the homework than they usually do.
73	Announce the new week and it's chapters every week. Offer a discussion board/forum.
74	I would just suggest for instructors to always have a back up syllabus for remote instruction specially. There are some things you can't do online as you could do in class so there should always be a plan set aside for points and assignments that could be missed.
75	In general, I think that the teachers and the office are very well organized and usually know what to do when faced with a different challenge, the only thing I would like to recommend is to check more often the internet and system for the TV classes.
76	Some of the classes needed a little bit more instructor explanation
77	The instructor should record their lecture first and then after a few days of the students looking it over, only have a zoom meeting for anybody who has questions.
78	To make sure content is posted for the week
79	To make an online class just for the class and figure out maybe zoom meeting to do the labs because they are stressful and hard.
80	No attendance and loser late work policy.

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
 Responses

Responses re: Academics	
81	the thing that helped me the most was the instructors that recorded the lectures and we could watch them online
82	My advice would be that I think I am doing better with both face to face and remote instruction.
83	A lot of my instructors need to be educated on how to utilize our Blackboard. Most of them were technology deficient.
84	To make sure they were patient with the student and make sure they don't overwhelm the student especially if the student is not familiar with online classes.
85	No more Zoom!
86	Try to get a set schedule in place ahead of time and maybe have a plan b syllabus ready.
87	The college should reduce the students' workloads since they are having to learn classes online that are meant to be taught in person.
88	Do not do the nursing online

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
 Responses

Responses re: Technology	
1	I would ask college to pay for disssable students to have internet connected to our place then we didn't have to go under such stress that I went under not having internet connected to my computer and had to take my classes online through my cell and also my exames and my finals that is extremelly hard to take it through my cell that didn't moved fast enough to help me with the time on my exames eventhough I had double time, I went as quick I could because I was extremelly stress without knowing if my cell would had interferences as facebook messages coming in or calls coming in and I would lose my term taking my exames, so I had to hurry my self under streess and oppression and depression without relaxing to take my time to think without being afraid to be interrupted with a call in my cell!! I used to take my exames under stress and dreeping swet from my face because I didn't had internet to connect my computer then I could see better and not take my exam under so much, huge stress!! I'm a cancer pacience, and I can't have stress! I do hope TRCC could open the door soon and in fall I could take my class sitting face to face with a professor. Only thing was great taking anat.and.phsy.II online was that we had the video and we could rewind as many time that we needed if we don't understand the subject! This was the only fact that was a plus.
2	Require all of the instructors to teach class via zoom.
3	To instructor, message us back!
4	All instructors were great! They were lenient and were able to help at all times when sent a email!
5	I really don't have any advice. It went about as well as it could, I believe.
6	Keep the system updated often. Too many glitches and no access at times
7	Making the assignments more online friendly. I had a class that had a book & you did the assignments in the book than had to take a picture & upload it. This was an issue considering I have a MacBook, it kept going to the wrong format & I would have to submit 2-3 times before my professor was able to actually see it & grade it.
8	Invest in a network that allows users more time.
9	A lot of people didn't have wifi, and concentrating in a parking lot in your car would be incredibly difficult.
10	Make sure you have access to internet for each student somewhere they can go to do homework
11	For the college I would tell them to make sure that they have a secure firewall to protect all of our data so that way we don't get another cyber attack again.

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
 Responses

Responses re: Academic Supports	
1	Better tutoring opportunities for all classes not just core classes.
2	I would say to be sure that if there are issues being able to visit a library make sure to adjust the course, taking that into consideration. Three Rivers has the online library, but there are times when an actual book is needed.
3	<p>Please take this as constructive criticism, but I am also taking online classes through Saint Louis Community College. Their Blackboard use is years ahead of TRCC. One thing STLCC offers that TRCC should really look into is the online tutoring. I could pick the subject, and there were 30 minute time blocks to select when a tutor was available. It was kind of like a zoom meeting, but I could share my whole screen, just a browser tab, or I could doodle on the screen to draw. I used this multiple times and it was amazing. This was integrated into Blackboard and is seriously something worth looking into.</p> <p>As for instructor advice, I really couldn't offer any because Dr. Kopf did an amazing job.</p>
4	I wish there was a way the ARC was open. My only way to get web is thru my phone. I depended on the ARC alot but was unable to use this resource due to covid.
5	<p>Go by the material in the textbook to see if students understand the concepts before applying them.</p> <p>If the student has questions, bring referred to the tutoring center or collaborating with other students shouldn't be the first option.</p> <p>Why should we go to the instructor if we're told to go elsewhere? We're 1. not getting the support from the instructor like we were told we would, 2. Getting frustrated with the course and the instructor, 3. Not getting the benefit of the education of the class if we have to go to other resources.</p>

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

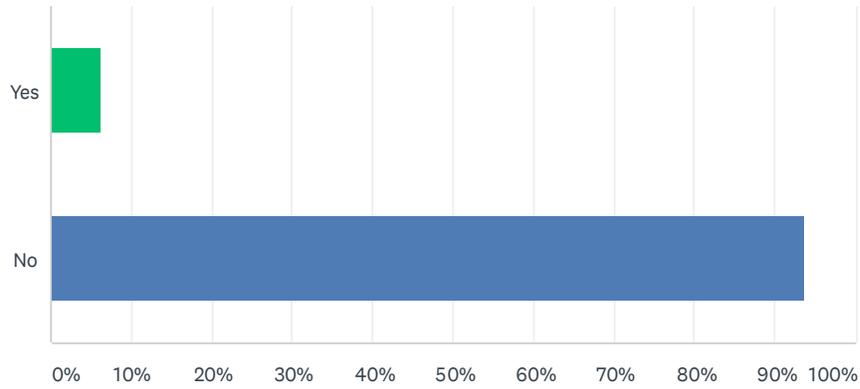
**Question 7:** If we had to convert to remote instruction again, what advice would you give the College or your instructor?

317 Total  
 Responses

Responses re: Professional Development	
1	Just make sure that all of the teachers that need help with technology can get it.
2	Just don't it isn't good for me. However, if you must I would say for them to do zoom every week and to not be to relaxed on when assignments are due. With my kids being home I think that is what got me this semester.
3	It would be best to train/retrain all your instructors to use blackboard incorporating all it's features into all classes.  Also, please advise them to keep hand written records of grades, or use the instructors online grade book that is separate from Blackboard.  The more you know ... fewer the disasters.
4	Just be better prepared for this kind of thing in the future! Don't wait until something dramatic like this happens. Teach your staff how to use technology and make sure they are comfortable with it!
5	I would just make sure all the instructors are tech savvy and know how to teach online. I had one class that was all around horrible to do online. But it is okay
6	I have none to be offered. My program was not offered remote instruction.
7	Help them set it up because some of them don't know what there doing .

### Q8 Have you used the Virtual Tutoring online resource this semester?

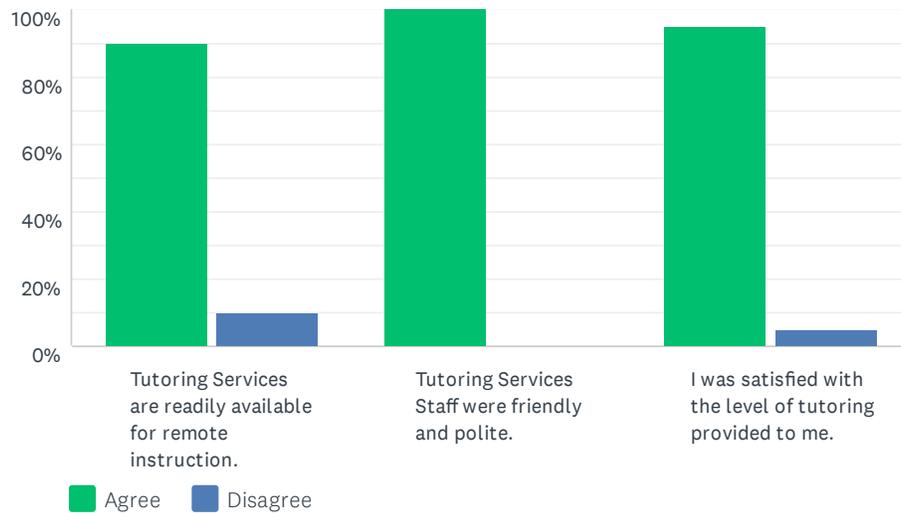
Answered: 317 Skipped: 36



ANSWER CHOICES	RESPONSES
Yes	6.31% 20
No	93.69% 297
TOTAL	317

## Q9 Please indicate your agreement or disagreement with the following statements - TUTORING.

Answered: 20 Skipped: 333

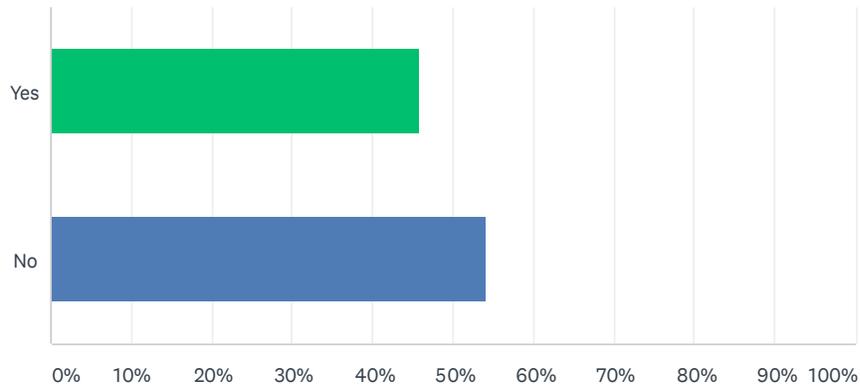


	AGREE	DISAGREE	TOTAL
Tutoring Services are readily available for remote instruction.	90.00% 18	10.00% 2	20
Tutoring Services Staff were friendly and polite.	100.00% 20	0.00% 0	20
I was satisfied with the level of tutoring provided to me.	95.00% 19	5.00% 1	20

#	IF YOU DISAGREE WITH ANY OF THE ABOVE STATEMENTS, PLEASE PROVIDE ADDITIONAL FEEDBACK IN THE SPACE PROVIDED BELOW AS TO HOW WE CAN IMPROVE.	DATE
1	There would be times I would be late coming home and wouldn't be able to contact anyone	5/12/2020 10:14 AM
2	I was overall very satisfied with my tutoring experience this semester.	5/6/2020 9:00 PM
3	It's hard over the internet	5/4/2020 12:52 PM

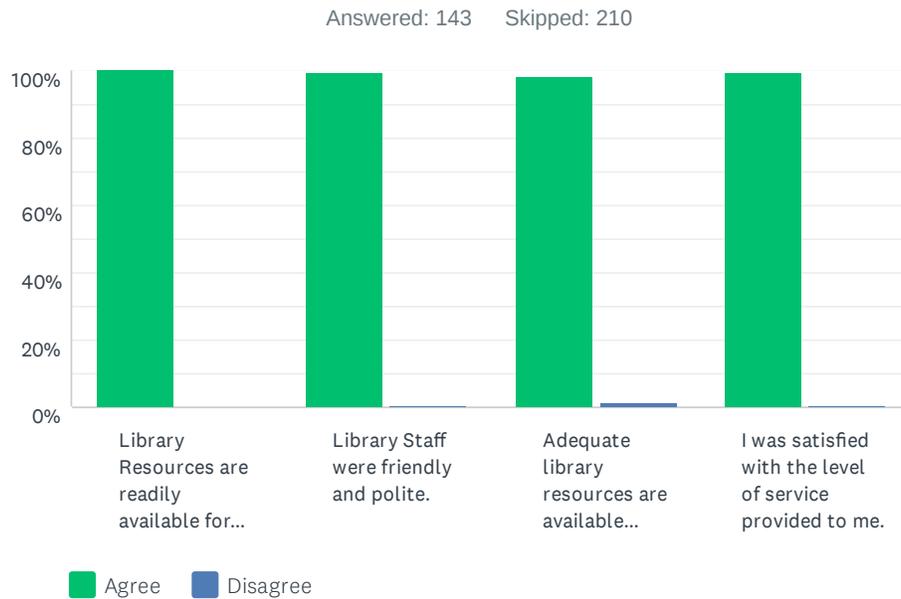
### Q10 Have you used any Library Resources available online this semester?

Answered: 317 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes	45.74%	145
No	54.26%	172
TOTAL		317

## Q11 Please indicate your agreement or disagreement with the following statements - LIBRARY RESOURCES.

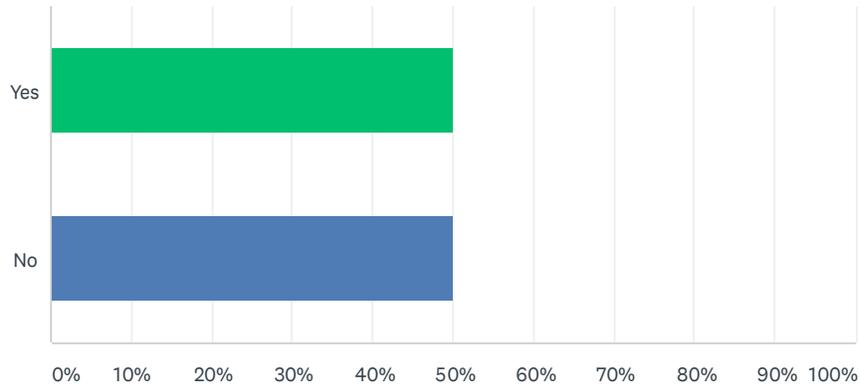


	AGREE	DISAGREE	TOTAL
Library Resources are readily available for remote instruction.	100.00% 143	0.00% 0	143
Library Staff were friendly and polite.	99.30% 142	0.70% 1	143
Adequate library resources are available online.	98.60% 141	1.40% 2	143
I was satisfied with the level of service provided to me.	99.30% 142	0.70% 1	143

#	IF YOU DISAGREE WITH ANY OF THE ABOVE STATEMENTS, PLEASE PROVIDE ADDITIONAL FEEDBACK IN THE SPACE PROVIDED BELOW AS TO HOW WE CAN IMPROVE.	DATE
1	I selected disagree because I have not come into contact with the library staff this semester. I have used the resources online though.	5/13/2020 2:22 PM
2	N/A	5/12/2020 11:28 PM
3	N/A	5/12/2020 4:49 PM
4	Finding source for my essays is really hard, but that might just be me.	5/4/2020 1:35 PM
5	N/a	5/4/2020 12:42 PM

## Q12 Did you need to contact the Welcome Center this semester?

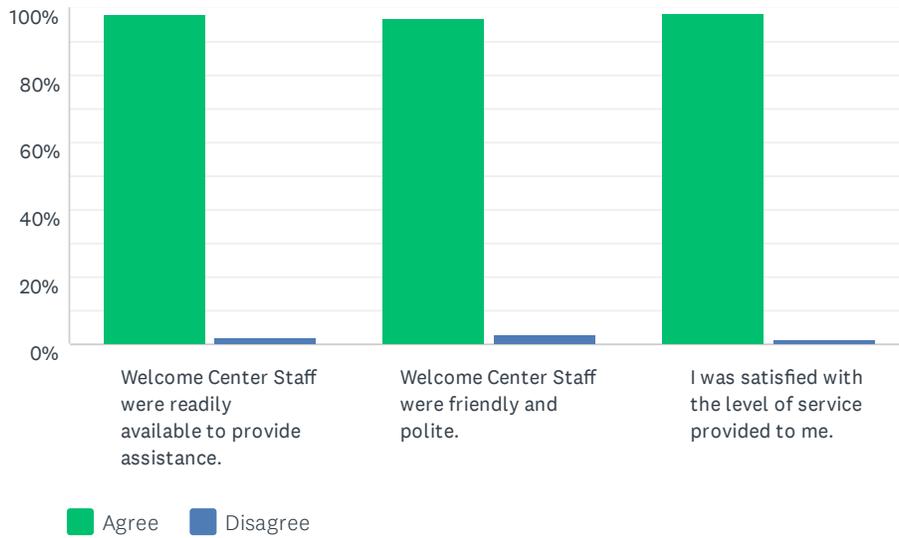
Answered: 314 Skipped: 39



ANSWER CHOICES	RESPONSES	
Yes	50.00%	157
No	50.00%	157
TOTAL		314

### Q13 Please indicate your agreement or disagreement with the following statements - WELCOME CENTER.

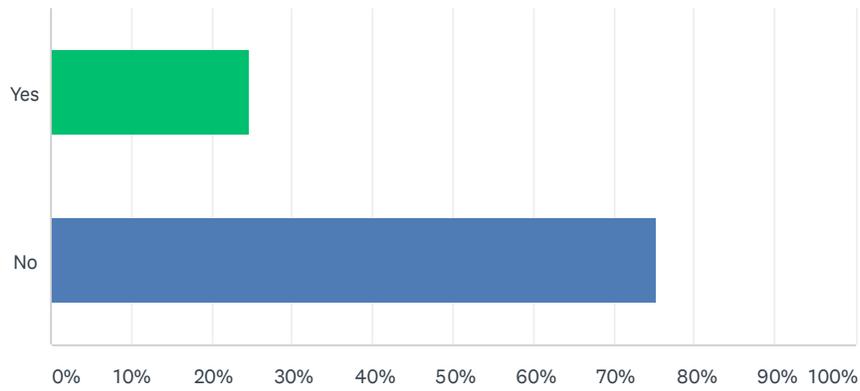
Answered: 157 Skipped: 196



	AGREE	DISAGREE	TOTAL
Welcome Center Staff were readily available to provide assistance.	98.09% 154	1.91% 3	157
Welcome Center Staff were friendly and polite.	96.82% 152	3.18% 5	157
I was satisfied with the level of service provided to me.	98.73% 155	1.27% 2	157

### Q14 Did you participate in any Virtual Advising this semester?

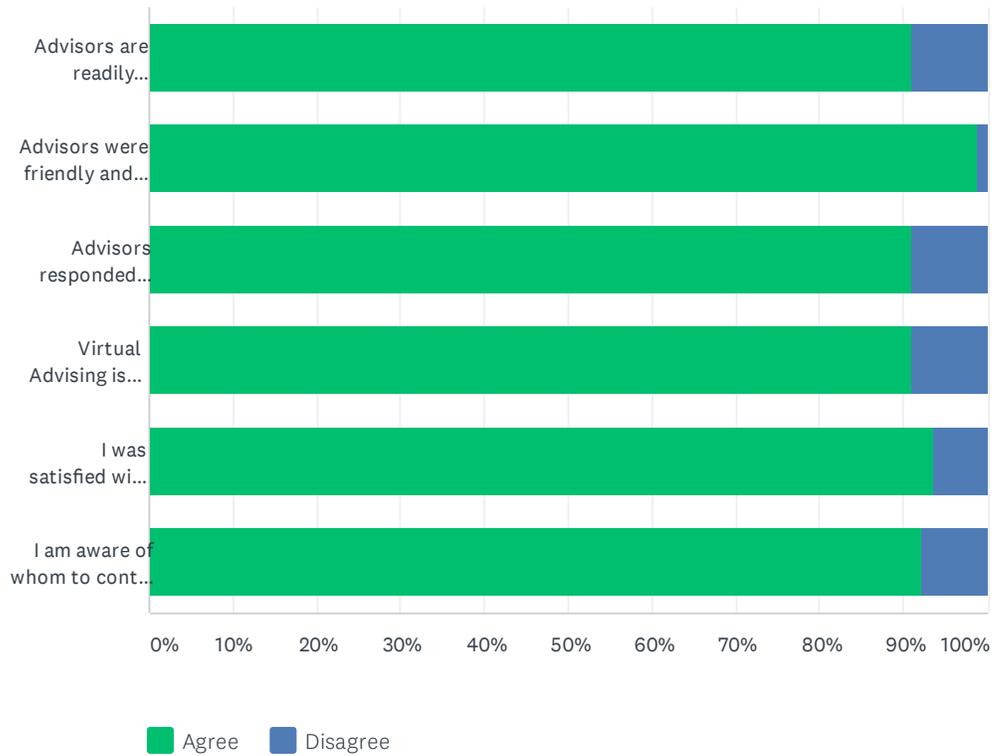
Answered: 313 Skipped: 40



ANSWER CHOICES	RESPONSES
Yes	24.60% 77
No	75.40% 236
TOTAL	313

### Q15 Please indicate your agreement or disagreement with the following statements - ADVISING.

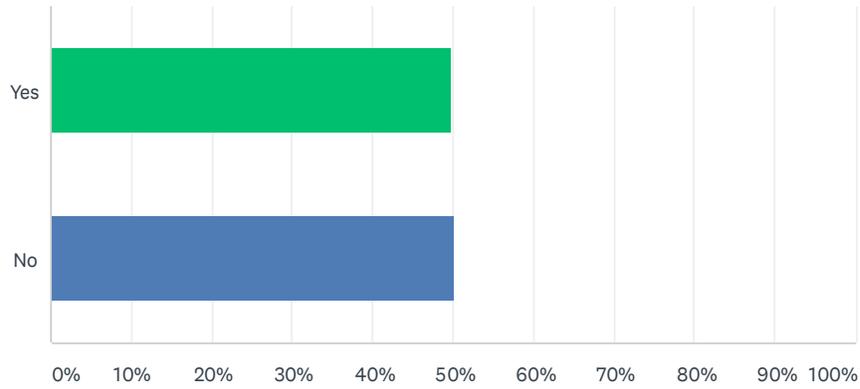
Answered: 77 Skipped: 276



	AGREE	DISAGREE	TOTAL
Advisors are readily available by telephone, email, and/or virtual appointment.	90.91% 70	9.09% 7	77
Advisors were friendly and polite.	98.70% 76	1.30% 1	77
Advisors responded quickly when I requested information.	90.91% 70	9.09% 7	77
Virtual Advising is convenient.	90.91% 70	9.09% 7	77
I was satisfied with the level of service provided to me.	93.51% 72	6.49% 5	77
I am aware of whom to contact for questions about programs and services.	92.21% 71	7.79% 6	77

### Q16 Did you need to contact Financial Aid this semester?

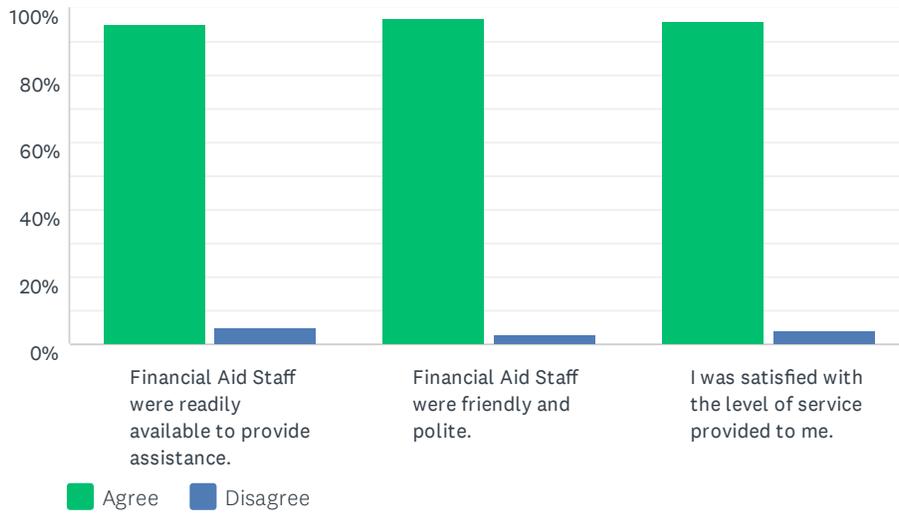
Answered: 313 Skipped: 40



ANSWER CHOICES	RESPONSES
Yes	49.84% 156
No	50.16% 157
TOTAL	313

### Q17 Please indicate your agreement or disagreement with the following statements - FINANCIAL AID.

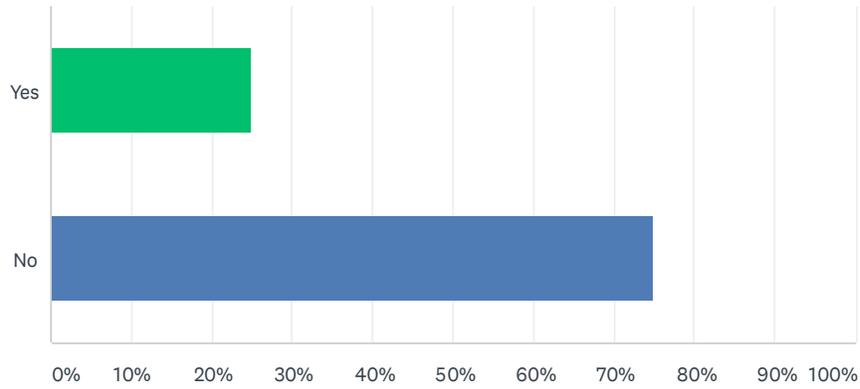
Answered: 156 Skipped: 197



	AGREE	DISAGREE	TOTAL
Financial Aid Staff were readily available to provide assistance.	94.87% 148	5.13% 8	156
Financial Aid Staff were friendly and polite.	96.79% 151	3.21% 5	156
I was satisfied with the level of service provided to me.	96.15% 150	3.85% 6	156

### Q18 Did you need to contact Student Accounts this semester?

Answered: 312 Skipped: 41



ANSWER CHOICES	RESPONSES
Yes	25.00% 78
No	75.00% 234
TOTAL	312

## Q19 Please indicate your agreement or disagreement with the following statements - STUDENT ACCOUNTS.

Answered: 78 Skipped: 275

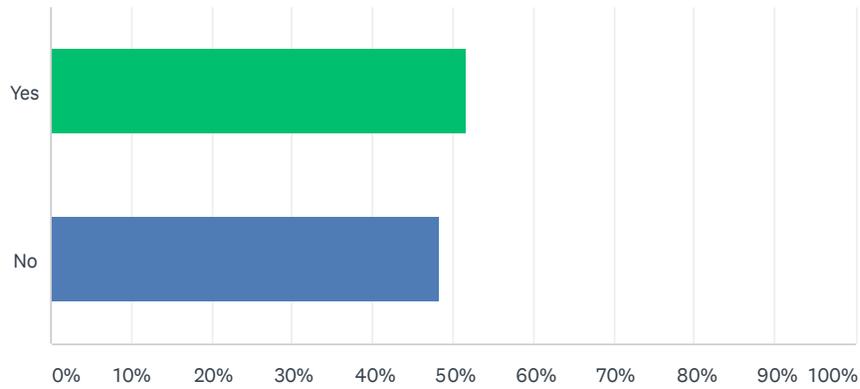


	AGREE	DISAGREE	TOTAL
Student Accounts Staff were readily available to provide assistance.	97.44% 76	2.56% 2	78
Student Accounts Staff were friendly and polite.	97.44% 76	2.56% 2	78
I was satisfied with the level of service provided to me.	96.15% 75	3.85% 3	78

#	IF YOU DISAGREE WITH ANY OF THE ABOVE STATEMENTS, PLEASE PROVIDE ADDITIONAL FEEDBACK IN THE SPACE PROVIDED BELOW AS TO HOW WE CAN IMPROVE.	DATE
1	na	5/13/2020 12:02 AM
2	It took them forever to reply back. And o never got my ptk membership because they wouldn't take my debit card over the phone for payment	5/12/2020 8:31 AM
3	It took them forever to answer me back	5/4/2020 3:41 PM
4	I teacher dropped me from a class 2 weeks before finals, resulting in my account being altered	5/4/2020 1:05 PM

## Q20 Did you participate in any Virtual Registration this semester for Summer and/or Fall 2020 classes?

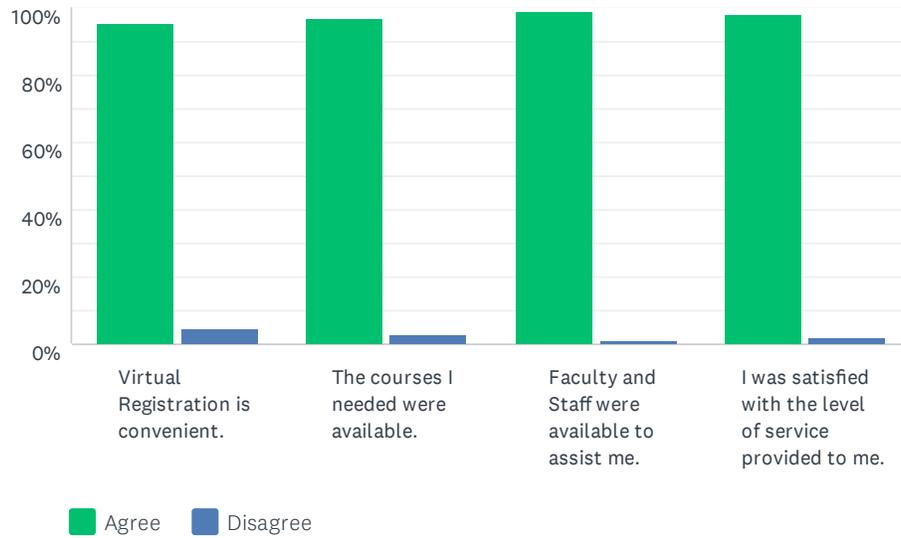
Answered: 312 Skipped: 41



ANSWER CHOICES	RESPONSES
Yes	51.60% 161
No	48.40% 151
TOTAL	312

## Q21 Please indicate your agreement or disagreement with the following statements - REGISTRATION.

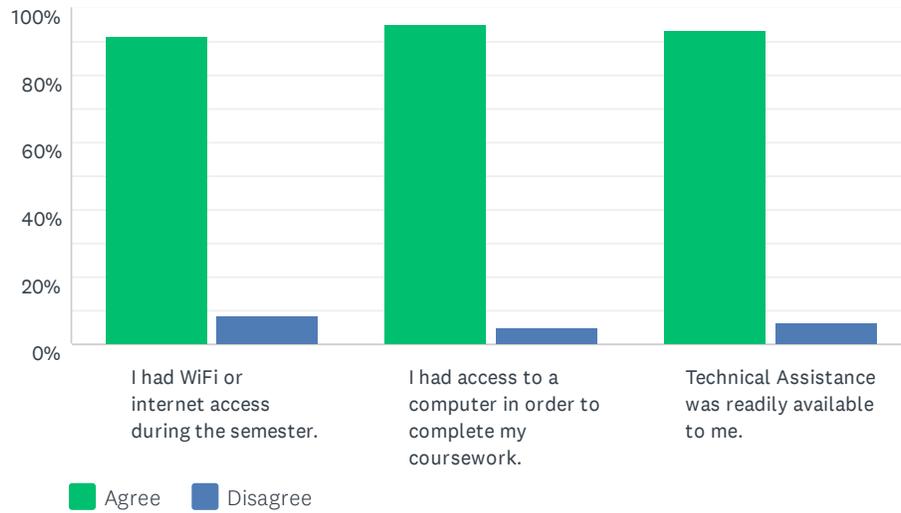
Answered: 162 Skipped: 191



	AGREE	DISAGREE	TOTAL
Virtual Registration is convenient.	95.68% 155	4.32% 7	162
The courses I needed were available.	96.91% 157	3.09% 5	162
Faculty and Staff were available to assist me.	98.77% 160	1.23% 2	162
I was satisfied with the level of service provided to me.	98.15% 159	1.85% 3	162

### Q23 Please indicate your agreement or disagreement with the following statements - TECHNOLOGY SUPPORT.

Answered: 309 Skipped: 44



	AGREE	DISAGREE	TOTAL
I had WiFi or internet access during the semester.	91.59% 283	8.41% 26	309
I had access to a computer in order to complete my coursework.	94.82% 293	5.18% 16	309
Technical Assistance was readily available to me.	93.53% 289	6.47% 20	309

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 23:** Please indicate your agreement or disagreement with the following statements -  
**TECHNOLOGY SUPPORT.**

**Internet Access Issues**

If you disagree with any of the above statements, please provide additional feedback in the space provided below as to how we can improve.	
1	TRCC in my opinion failed to give me a call to know if I had the material needed that was required to take the online class! I'm in a dissability and I'm in a dissability small fixed income and I couldn't afford to have internet service connected to my place and I had to take my class video, exams and final through my cell that gave me a high amount of unnecessary amount of stress that I didn't need to had that drove me deep into oppression and depression because of colon cancer and lung cancer that gave my blood circulatory system stress and could had improve cancer in my organism with could had be avoided if TRCC had consideration with my self as a dissable and cancer pacience. If situations like this happened in the future I advice TRCC to contacte the dissable studantes that are in a fixed income and provide internet service then their don't need to go under such stress, depression and oppression that I was under that turned my experience in spring semester as hell im Earth instead of a pleasant experience that any student deserve and paid to have it!!!
2	I had no car to go to the college campus for wifi. So having wifi to do my work was hard.
3	I had a lot of issues accessing assignments and took a while to get assistance which put me behind. I feel between that and things I had going on personally set me up for failure.
4	I went a month without internet, places were closed for me to sit there plus i did not have reailable transpotion to the places.
5	For about three weeks I didn't have wifi and struggled to do anything. I have it now though.
6	There was a period when it was very difficult to get any homework done because of the WiFi situation.
7	I had mostly used mobile hotspot but didnt have enough and would have to borrow my families phones which is why I mostly opted for on campus classes.
8	At the beginning of virtual learning, I had to get WiFi installed at my residence to continue schooling. Also, during the terrible storms that came through Eastwood a week or so ago, I had lost electricity for almost a week and was unable to keep up with assignments. I contacted Professor Westbrook and informed him of my situation, and he was understanding.
9	I had to drive to hot spots, assistance doesn't help with gas when ur broke
10	I had several issues with internet access when the COVID-19 shut down a lot of business and my car was broke down and could not make it to the TRCC poplar bluff campus to get the free WIFI. I had challenges with computer access too.
11	The wifi often drops where I am and had troubles with my laptop freezing up when doing assignments.

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 23:** Please indicate your agreement or disagreement with the following statements -  
**TECHNOLOGY SUPPORT.**

**Internet Access Issues**

If you disagree with any of the above statements, please provide additional feedback in the space provided below as to how we can improve.	
12	When the school had been hacked, we had no access to school WiFi and during quarantine, we had no access to computers.
13	I didn't have access the whole semester, but it was still doable.
14	WiFi was not available during the whole semester. I did not have Internet at home, but I do now. I have not used Technical Assistance.
15	At first I did not have wifi, and then I was able to get connected, so all went well.
16	I used my work's WI-FI and my dad's labtop to do my school work that past month

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 23:** Please indicate your agreement or disagreement with the following statements -  
**TECHNOLOGY SUPPORT.**

**Internet Reliability**

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

1	At the beginning of virtual learning, I had to get WiFi installed at my residence to continue schooling. Also, during the terrible storms that came through Eastwood a week or so ago, I had lost electricity for almost a week and was unable to keep up with assignments. I contacted Professor Westbrook and informed him of my situation, and he was understanding.
2	The wifi often drops where I am and had troubles with my laptop freezing up when doing assignments.

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 23:** Please indicate your agreement or disagreement with the following statements -  
**TECHNOLOGY SUPPORT.**

**Equipment Issues**

If you disagree with any of the above statements, please provide additional feedback in the space provided below as to how we can improve.	
1	I had to complete my coursework at my job on my lunchbreak as I had no laptop or other computer available to me.
2	I had several issues with internet access when the COVID-19 shut down a lot of business and my car was broke down and could not make it to the TRCC poplar bluff campus to get the free WIFI. I had challenges with computer access too.
3	I usually used the computers in the library on campus or the public library to do my online course work. I did have to purchase a new computer for home since I was unable to use the public computers.
4	I used my work's WI-FI and my dad's labtop to do my school work that past month
5	Harder for many people to have printer access or computer access with correct programs needed

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 23:** Please indicate your agreement or disagreement with the following statements - **TECHNOLOGY SUPPORT.**

**Personal Difficulties**

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

1	TRCC in my opinion failed to give me a call to know if I had the material needed that was required to take the online class! I'm in a dissability and I'm in a dissability small fixed income and I couldn't afford to have internet service connected to my place and I had to take my class video, exams and final through my cell that gave me a high amount of unecessarry amount of stress that I didn't need to had that drove me deep into oppression and depression because of colon cancer and lung cancer that gave my blood circulatory system stress and could had improve cancer in my organism with could had be avoided if TRCC had consideration with my self as a dissable and cancer pacience. If situations like this happened in the future I advice TRCC to contacte the dissable studantes that are in a fixed income and provide internet service then their don't need to go under such stress, depression and oppression that I was under that turned my experience in spring semester as hell im Earth instead of a pleasant experience that any student deserve and paid to have it!!!
2	I had no car to go to the college campus for wifi. So having wifi to do my work was hard.
3	I had a lot of issues accessing assignments and took a while to get assistance which put me behind. I feel between that and things I had going on personally set me up for failure.
4	I went a month without internet, places were closed for me to sit there plus i did not have reailable transportation to the places.
5	I had mostly used mobile hotspot but didnt have enough and would have to borrow my families phones which is why I mostly opted for on campus classes.
6	I had to drive to hot spots, assistance doesn't help with gas when ur broke
7	I had several issues with internet access when the COVID-19 shut down a lot of business and my car was broke down and could not make it to the TRCC poplar bluff campus to get the free WIFI. I had challenges with computer access too.

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 23:** Please indicate your agreement or disagreement with the following statements - **TECHNOLOGY SUPPORT.**

**Lack of Technology Skills**

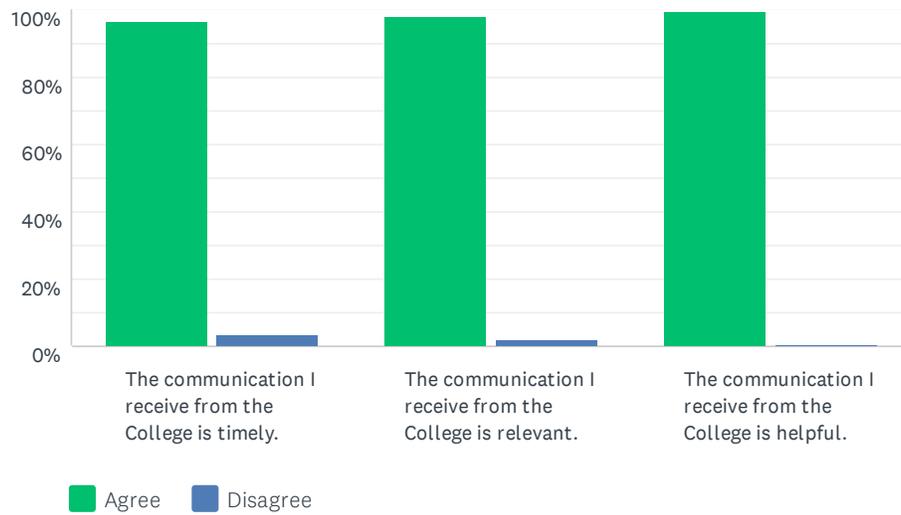
If you disagree with any of the above statements, please provide additional feedback in the space provided below as to how we can improve.

1

I had a few major issues with uploading through blackboard so a few of my assignments were submitted late I informed Mrs. Becker of all these times that I had these issues and I informed the welcome center.

## Q24 Please indicate your agreement or disagreement with the following statements - COMMUNICATION.

Answered: 302 Skipped: 51



	AGREE	DISAGREE	TOTAL
The communication I receive from the College is timely.	96.36% 291	3.64% 11	302
The communication I receive from the College is relevant.	98.01% 296	1.99% 6	302
The communication I receive from the College is helpful.	99.34% 300	0.66% 2	302

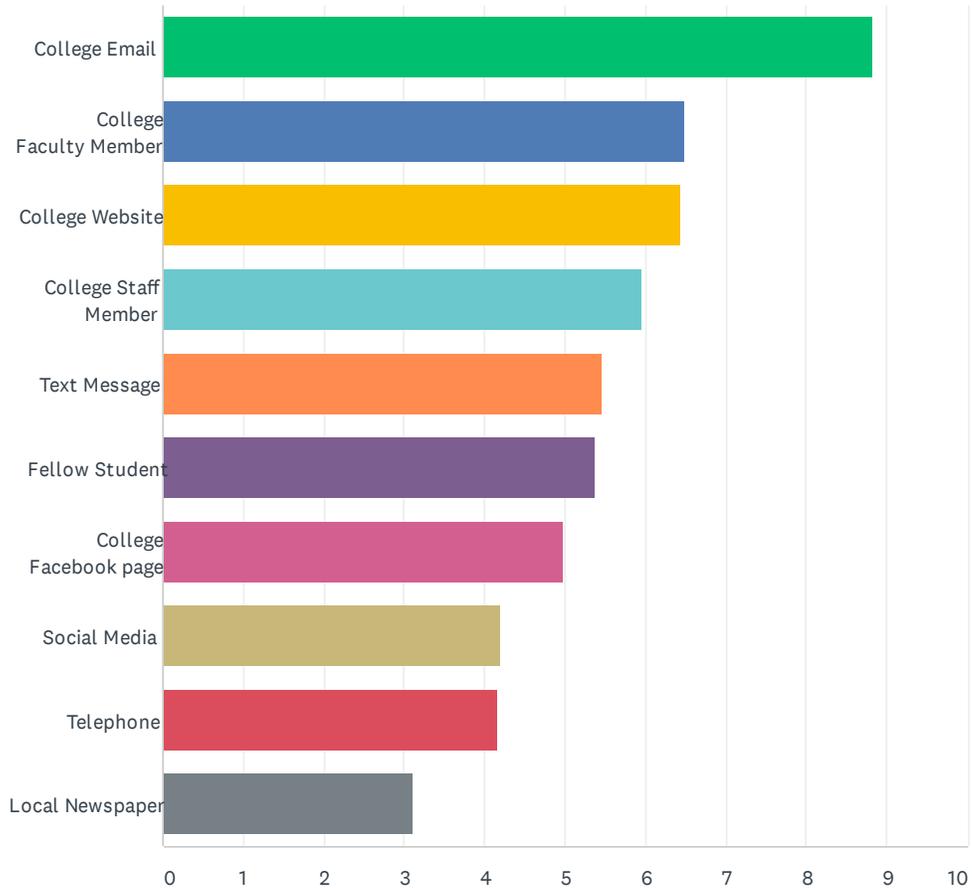
THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 24:** Please indicate your agreement or disagreement with the following statements -  
**COMMUNICATION.**

If you disagree with any of the above statements, please provide additional feedback in the space provided below as to how we can improve.	
1	Communication took longer because it had to be online and wait for a reply
2	At times it took several attempts to get responses due to schedule and office hours Changing
3	Kept getting memo stuff when I am going to the Cape College Center...didn't mind but it was kind of annoying.
4	I felt during the hacking and during the Corona situation it took a long time for any information to be given to us students. I felt like we were just being pushed off to the side and not told a whole lot of information during these times.
5	One of my professors would frequently go a week or more without emailing me back. That same professor didn't put anything at all on Blackboard, so I went the entire semester without knowing my grade. The other professors were great.
6	I had to email Jennifer a couple times before I got a response.
7	I felt like the communication from the nursing offices and staff was not done in a timely manner. I feel like they jumped the gun on canceling the pinning and I'm very upset about the lack of communication
8	Better communication between instructors and students. A lot of the time if I had a question about an assignment, by the time I received an answer, the assignment's due date had passed.
9	Keep us informed by continuing to send out emails. Make sure the website is quickly updated to reflect any changes in the schedule.
10	Maybe a weekly email with all information that is going on pertaining to school. Maybe a weekly or daily email from teachers to their classes. We felt left in the dark so much
11	More follow up calls and emails
12	Keeps the students more in the loop on changes to the college.
13	More communication from the teachers.
14	Continue to help us and not make us feel ashamed when asking a question about what to do next.
15	Communication
16	Some of the emails I received didn't pertain to me at all.

### Q25 Please rank your answers 1-10 (1 being most used) to the following statement..."I receive the majority of my information from the College during the spring 2020 semester via..."

Answered: 302 Skipped: 51

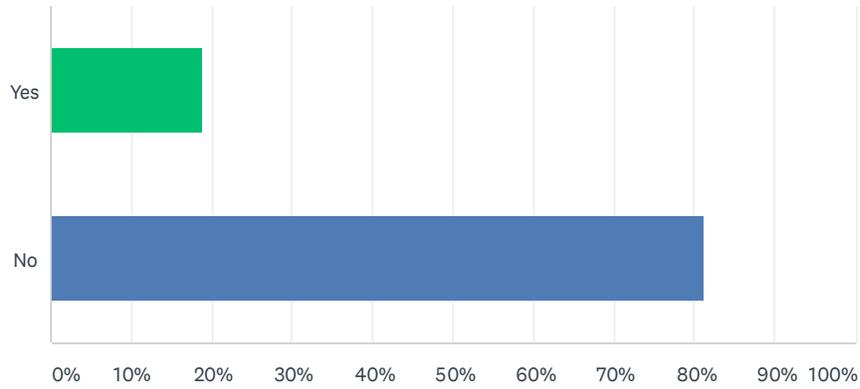


## Spring 2020 Survey

	1	2	3	4	5	6	7	8	9	10	TOTAL	SCO
College Email	70.86% 214	11.26% 34	5.30% 16	0.99% 3	0.33% 1	1.32% 4	0.66% 2	0.00% 0	1.99% 6	7.28% 22	302	8
College Faculty Member	3.97% 12	17.55% 53	19.87% 60	16.56% 50	9.93% 30	9.93% 30	7.95% 24	8.28% 25	3.64% 11	2.32% 7	302	6
College Website	3.31% 10	15.56% 47	14.90% 45	16.89% 51	20.53% 62	14.24% 43	4.30% 13	3.97% 12	4.30% 13	1.99% 6	302	6
College Staff Member	2.32% 7	9.27% 28	15.56% 47	17.88% 54	18.87% 57	9.93% 30	9.60% 29	7.95% 24	5.96% 18	2.65% 8	302	5
Text Message	5.96% 18	16.23% 49	12.25% 37	10.26% 31	5.30% 16	8.61% 26	8.94% 27	9.60% 29	7.62% 23	15.23% 46	302	5
Fellow Student	2.65% 8	6.62% 20	9.27% 28	12.58% 38	15.23% 46	21.19% 64	12.25% 37	8.61% 26	6.29% 19	5.30% 16	302	5
College Facebook page	4.64% 14	13.58% 41	7.95% 24	8.61% 26	10.26% 31	8.61% 26	7.95% 24	7.62% 23	14.90% 45	15.89% 48	302	4
Social Media	0.99% 3	3.64% 11	4.97% 15	7.95% 24	8.28% 25	8.28% 25	20.86% 63	22.19% 67	17.88% 54	4.97% 15	302	4
Telephone	0.99% 3	4.97% 15	8.28% 25	6.95% 21	7.95% 24	10.26% 31	10.26% 31	17.22% 52	22.85% 69	10.26% 31	302	4
Local Newspaper	4.30% 13	1.32% 4	1.66% 5	1.32% 4	3.31% 10	7.62% 23	17.22% 52	14.57% 44	14.57% 44	34.11% 103	302	3

## Q26 Will you be graduating this semester?

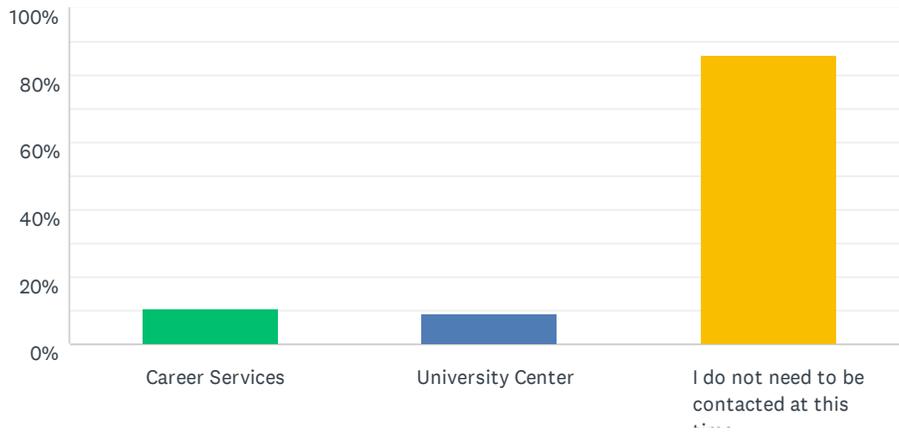
Answered: 302 Skipped: 51



ANSWER CHOICES	RESPONSES
Yes	18.87% 57
No	81.13% 245
TOTAL	302

## Q27 Please select if you would like to be contacted by Career Services or the University Center at this time?

Answered: 57 Skipped: 296



ANSWER CHOICES	RESPONSES	
Career Services	10.53%	6
University Center	8.77%	5
I do not need to be contacted at this time.	85.96%	49
Total Respondents: 57		

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 29:** How can Three Rivers College improve your learning experience?

290 Total  
Responses

Responses re: Academics	
1	Some students (like me) need more independent study so we can do our work as needed.
2	more details on assignments
4	Continue to offer more classes.
5	To improve the learning experience. I would suggest we do more textbook work rather than going online.
6	Do not allow instructors to change the due date of the finals. Make all of them due at the same day and time.
7	Blackboard is confusing.
8	Make zoom meetings longer.
9	Just keep doing the best you can. Just make sure teachers are proficient in technology
11	Convince the instructors to fully communicate weekly through Blackboard with their in class and online classes.  I cannot stress the utilitarian exceptional and professional use of Blackboard to it's fullest capability.
12	Offer more online classes.
13	Making sure the staff and professors understand that we are still learning. To be mindful of that at all times.
14	Better communication between instructors and students. A lot of the time if I had a question about an assignment, by the time I received an answer, the assignments due date had done passed.
15	make the classes more challenging like make the online teachers actually over look peoples work and not look at at and say hey it looks good. i feel like they don't read students papers but just look at them see if the formatted them right then give a grade. because i know it has happened to me before and that is annoying.
17	Make class schedules more flexible by making more class slots.
18	I just think more explaining in the classrooms would be better.
19	Make a variety of classes more online capable
20	By giving me more English course work.
21	I am learning from the things provided by the instructor via internet. This is fine, but I wish there were a way to be more connected to the instructor other than email.
22	I do believe students should have been helped out more considering the cyber attack and then switching directly to online remote classes. We lost a month and a half of grades and/or time to learn this material and, my and many others I talked to, our grades suffered for a while. One of my classes finished with 84 total possible points. One difficult test was enough to drop your grade significantly, and make it difficult to bring it back up. Some more ways to earn points would have been helpful for this semester.

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 29:** How can Three Rivers College improve your learning experience?

290 Total  
Responses

Responses re: Academics	
24	No more online classes
25	They did well, just make sure the instructors know how to do online
26	Had more face to face opportunities.
27	Give more options for bonus points or extra credit.
28	Certain online classes had too much work-unnecessary busy work. It was overwhelming, so to improve my learning experience, I would suggest less busy work but still the right amount of work.  Also, resources on the website would be easier to navigate
29	Improve blackboard
31	My learning experience has been wonderful through TRCC
32	Better prepare your instructors who have to teach a shared course with other classrooms.
33	If I ever have math again I would want a book to learn. All the math I have had was over the computer without a book. You can't learn math over a computer when you never had some of the math they teach today. like I never had algebra.
34	Adding practice quizzes
35	Fix the blackboard mobile app! Also, mimic the Blackboard tutoring that Saint Louis Community College offers. It's dynamite!
37	Offer classes more than just one semester some of the classes may not always be able to be taken in the semester available.
38	I would like to have to have the option to take all of my classes online until I get into a specific program.
39	Do zoom meetings or some form of instruction for online classes, especially like econ and psych classes!
40	Just understand this is new for us and to give us time to turn in assignments.
41	I would say having more internet classes available.
42	Don't allow professors who aren't familiar with technology teach classes.
44	Make allowances for those that have family to take care of. Give the students a certain amount of excused absences to take care of these needs. Not having any excused absences is hurting some of us in the student body. Also, if the absence is excused allow the student's to make up the work!
45	Teach the professors a "proper" or more uniform way of doing online learning.
46	Having a little less material to have to learn in one semester, such as in A&P courses. As a single mom it is just a lot of info in a very short time.
47	Make the online instructor fair yo everyone or offer full refund
48	Offer more classes through a program like zoom or at the piedmont location through the itv room.

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 29:** How can Three Rivers College improve your learning experience?

290 Total  
Responses

Responses re: Academics	
50	More online classes
51	Make the blackboard more fun to use.
52	I think the learning experience was overall good given the situations we have faced this semester.
53	Make more ATV courses available in the Sikeston and Dexter campuses. There are some courses such as trigonometry that are only available in Poplar Bluff, and I live an hour and a half away from the main campus.
54	I believe all math courses should be face to face with a lecture.
55	I wish more classes were offered online or through the Dexter campus. I may have to drive to Poplar Bluff campus next semester and it is really hard to work that into my work schedule. All classes were done online for a major portion of this semester, I feel like this proves more could be done online in the future.
57	making sure teachers have all needed information provided in a timely fashion
58	I think the online classes need to add in more lecture style elements to their classes.
59	Providing more online courses would be great, I have to travel alot.
60	Having instructors explain things better and also have assignments that work with other better for the people who work and also attending college full time.
61	Have my teachers be available thru text, call, or video call to answer my question.
62	More in person classes.
64	More online classes
65	E textbooks
66	Have teachers more available and have a another platform other than zoom for students to see the lectures maybe later since some work or need to rewatch them
67	Instructors need to put in more effort.
68	Give us a break. I absolutely hate that I have to settle with these grades and theres little to nothing I can do about it.
70	Not allow teachers to drop students 2 weeks before finals
71	By not putting everything online. Or somehow make it easier to learn online.
72	Hopefully, get a back in class-room and math books instead of computer math. you have to have a math book to learn.
73	Improve blackboard.
74	help the more technilogically challanged instructors with the online instruction
75	Better training for teachers on how to use the technology so that things could transition smoothly if this would ever happen again.
77	It would have been a big help to have the "assignments due this week" tab on blackboard like they do in the app. I found that very helpful when checking to make sure I had all my work done
78	Make somewhere that complaints can be heard about teachers if we are having difficulties with the teacher so it can be addressed accordingly and professionally.

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 29:** How can Three Rivers College improve your learning experience?

290 Total  
Responses

Responses re: Academics	
79	I would offer more classes online. I understand some cannot be offered online, but upper SCOM classes would be nice.
80	more online nursing classes
81	I think overall the nursing program should have more assignments that can be added to your grade, not just tests. Some people are not test takers but are really good students and their grades do not fully show how much effort they put into these classes.
83	Certain teachers I have problems with their methods, but as a whole it wasn't a bad experience.
84	Offer more classes online

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 29:** How can Three Rivers College improve your learning experience?

290 Total  
 Responses

Responses re: Services to Students	
1	Explain blackboard to new students when they start more thoroughly.
2	Try to incorporate mental health into the system a little better.
3	i would like an easier to track the classes i need and when i could possibly take them instead of just relying on an advisor, although they are very helpful. Also, more options to buy laptops that are not refurbished for cheaper prices.
4	Just communicate better also maybe look at getting a grant to supply students who don't have the funds to have a computer and giving them one for times like these! Maybe contact Jackson R-2 to see what they did for there students in order to get chrome books for everyone!
5	Fix the internet service that is in the library. Otherwise, learning is fine.
6	Better guidance for online
7	I hope that when things are back to normal Three Rivers does more for the students for engagement and helping us be social with one another out of class. College is not just about the learning but about the lifelong friendships we make. I would love to see dances come back (like from my moms year of graduating) as well as clubs and student life.
8	Three Rivers College has an amazing team leading it through and I think they are doing a great job at constantly trying to improve. The only thing I had trouble with this semester is registering. That kind of coordination is just difficult online in general.
9	Opening up the library and making us have inside access somewhere with wifi and just implement social distancing.
10	I think we need more student involvement with clubs, team spirit events, more interaction between students more excitement on campus to rally around our school and attract new recruits.
11	To be honest I am very satisfied with my courses and classes at TRCC I would just say to bring a counselor sometimes to the college to help students with questions.
12	There isn't anything I can think of as I believe my experience is great so far.
13	I wish there was more ways to have one on one with certain staff members. For certain classes.
14	In my opinion the college has done everything needed to help me do my best this semester from setting up WiFi at the school to giving me access to someone to help me get a computer.
15	Better resources

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 29:** How can Three Rivers College improve your learning experience?

290 Total  
Responses

Responses = Overall Praise	
1	So far I am content with everything.
2	I have enjoyed my first year at 3 Rivers and my learning experience has been great.
3	They are doing a great job.
4	I have no complaints
5	The learning experience was fine.
6	Besides the website being shutdown for so long, I enjoyed this semester.
7	Three rivers in general is very good and the learning experience was good
8	Everyone is so helpful at the college and feel like they all go out of their way to make sure my needs are taken care of.
9	I feel that Three Rivers College is doing a great job with my learning experience. I didn't think that college was an option for me but with web-based courses, my dreams have become a reality.
10	Honestly, I could not think of anything. I think TRCC did a great job especially with all the issues they went through this year with the website & switching to remote learning.
11	I don't think there is any more TRC could do. I think the college handled the cyber attack as well as the COVID-19 very well, especially since it was back to back.
12	I think TRCC is a great school. This semester was crazy.
13	TRCC has been great at providing the resources needed to continue with my degree. I am very happy that they were able to provide ZOOM meetings so that I could finish my third semester. Without these it may have pushed back my graduation and future plans to start my nursing career.
14	I do not have any suggestions. I loved my experience here and will forever be grateful for staff and faculty!
15	Everything was great
16	Everything was great
17	Three river is very good as is
18	The teachers were great.
19	My experience was fine this semester.
20	Everything was well
21	I feel that TRCC Does a great job at trying to help the students. I've gone to other colleges and the only thing they did better was financial aid. The other college was much quicker with the process.
22	I was fine with my experience
23	I think the college did a job switching everything over. I have no complaints.
24	Did extremely great
25	Continue to do exactly what your doing
26	Everything was great
27	I have no complaints.

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 29:** How can Three Rivers College improve your learning experience?

290 Total  
Responses

Responses = Overall Praise	
28	I just hope we never have to revert back to online classes again everything else is excellent.
29	I learn better in a class setting but given the circumstances, I enjoyed online.
30	Three Rivers has helped me smash all of my learning goals I've set for myself. They've also been so helpful whenever I needed it. I don't think anything can be done to improve my experience.
31	For what we had I think TRC made the most of it and did an excellent job.
32	I think Three Rivers College is doing an excellent job with my learning experiences.
33	You guys are doing a good job keep up the good work!
34	I can not think of anything at the moment.
35	do not need improving
36	I feel that everything was readily available if I needed.
37	Three Rivers College has an amazing team leading it through and I think they are doing a great job at constantly trying to improve. The only thing I had trouble with this semester is registering. That kind of coordination is just difficult online in general.
38	I've been very satisfied with my college experience, I've been at Three Rivers several years now, and I have No Complaints
39	I am satisfied with the way class is ran.
40	I think Three Rivers College has been a great learning experience while I have been here. I have no complaints.
41	I loved my time here at Three Rivers College. This college is a good transition from high school to college and in my case eventually a university. I can't think of anything that would make my learning experience better.
42	I think Three Rivers is excellent and has done very well despite all the road bumps they have encountered this semester.
43	Three Rivers is an excellent college and even though I am graduating this semester, I have changed my degree and I will continue going to Three Rivers until December of 2020, when I graduate again with my new associates degree. Three Rivers made it an easy transfer from one degree plan to the next, I am pleased with my experience here and I will be sad when my time at Three Rivers ends.
44	They really have everything that I need.
45	I think that TRC did a great job during this difficult time.
46	It was great
47	they are doing great
48	Right now, I am having a good learning experience and cannot think of ways to improve.
49	I love trcc
50	Next semester, I will be a junior. I was so impressed with how smoothly the Three Rivers College adapted to this pandemic that I have decided to stay and further my education here. I am very pleased with the number of resources and assistance I have at this school.

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 29:** How can Three Rivers College improve your learning experience?

290 Total  
Responses

Responses = Overall Praise	
51	I'm satisfied with how things are now.
52	I'm very satisfied with the quality education I receive at Three Rivers
53	Nothing, TRCC staff and faculty have always been so helpful.
54	I have been very satisfied with my classes amidst this semester.
55	I cant think of anything they did a good job.
56	I think Three Rivers is already doing great.
57	I enjoy online learning at three rivers
58	I enjoyed my experience and I have no complaints.
59	In my opinion, I don't think the college could improve my learning experience because I usually take online classes and teach myself.
60	I see no improvements that need ty o be made
61	No changes need to be made. I had immediate assistance anytime I needed help.
62	I think over all it was good. I'm not sure with circumstances there is more you all could've done.
63	I love three Rivers I have no complaints the staff is friendly and always willing to help
64	I believe TRC is doing a great job.
65	I will be leaving this semester. And other than this semester the school has been great
66	Everything has been great so far!
67	I think everything is fine.
68	I am satisfied with my learning experience.
69	Nothing they are doing a great job!
70	Great experience
71	To be honest I am very satisfied with my courses and classes at TRCC I would just say to bring a counselor sometimes to the college to help students with questions.
72	I am so thankful for Three Rivers College. I never thought that I could attend college and with web-based classes it is possible. I feel that technology has come such a long way that it is now easier to have the best learning experience possible.
73	Keep up the good work!
74	My learning experience has been great through the semester I have learned a lot. I would fully recommend the classes to my fellow family and friends and tell them how great trcc is.
75	Better access to blackboard and mylabs+
76	The College can keep giving us good communication.
77	Talk to the students more to help us further understand the material.
78	The Three Rivers College can improve my learning experience by making sure there is a way for me to get help with anything.
79	My learning experience at Three Rivers has been great! I can definitely tell I'm headed in the right direction for my career.
80	Three Rivers always staff ready to assist you with any classes. Teachers are dedicated to their students learning.

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 29:** How can Three Rivers College improve your learning experience?

290 Total  
Responses

Responses = Overall Praise	
81	Continue keeping the student first.
82	Provide virtual learning assistance to those in need.
83	I feel like the college is doing a great job as it is.
84	Three Rivers gave me a good first college experience.
85	Three Rivers college provides a good learning experience and is very helpful.
86	I don't really feel anything need changed for my learning experience. It's been great while I've been attending.
87	I'm happy

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 29:** How can Three Rivers College improve your learning experience?

290 Total  
Responses

Responses = Overall Concern	
1	Please get us back to face to face classes
2	The only problems I had were with specific teachers and their lack of or method of teaching
3	Quick response to mails

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 30:** How can Three Rivers College best serve you at this time?

290 Total  
 Responses

Responses re: Access to Resources	
1	Help me get ahold of Donna Pirc
2	Be mindful that during this time of Covid-19 and resorting to online, not everyone has wifi and or internet.
3	Nothing, I had problems with my username & password a week or so ago and the faculty and staff really helped me fix the problem in a timely matter.
4	Information for BSN in nursing
5	Fasfa
6	I only have one computer so I have to share it with all of the other 5 members of my family, so computer access availability is a good way.
7	By helping us to solve Financial AID or FAFSA questions.
8	Three Rivers has always been there for me. But I really need to get a hold of someone to update my address in the school system. I graduate this semester, and do not want my certificate mailed to the wrong place.

THREE RIVERS COLLEGE  
SPRING 2020 SURVEY COMMENTS

**Question 30:** How can Three Rivers College best serve you at this time?

290 Total  
Responses

Responses re: Communication with Students	
1	Help me get ahold of Donna Pirc
2	Have a scheduled time every week with my professor(s) to go over my work or grades.
3	Continue to be available when I need assistance or have questions.
4	Keeping us updated;
5	Keep students up to date with required dates for registration and guidance for upcoming semesters. Possible funding ?
6	Make email response time quicker
7	By teaching good and calling me every time I have a question
8	Being able to talk to my advisor in a way other than email so I can get registered. Preferably face-to-face. But phone would be fine too, I guess.
9	Keep me informed on when the school will reopen. And how to pickup textbooks for the next semester.
10	Reach out to me BEFORE my summer classes begin to inform me when I can pick up my books and materials so I am ready the first day of my classes.
11	Check up on students
12	Make sure your teachers are putting in the same work demanded of the students.
13	Communicate when books are do and how to turn them in at non main campuses.
14	By checking up on emails.
15	Just keep up with updates through text more.
16	Emails by letting us know everything.
17	Keep us informed with dates for certifications.
18	Just keep me updated in my emails.
19	I would really like to know the status of my nursing school application. Other than that I have no complaints.
20	Email back in a timely manner.
21	Continue keeping us students updated!
22	Continue providing assistance as needed
23	Just to be there for us and understand that this time is hard for all of us.
24	Just keep communication lines open
25	Continue to remind us of assignments me have due and other reminders that are important.
26	The Three Rivers College can best serve my by reassuring me that I have all my classes I need and that my financial aid is good.
27	Having a hard time getting ahold of nursing area
28	Continue keeping me informed.
29	Providing information on how to get my diploma.
30	Informative emails.
31	Confirmation of class registration.
32	To always be reachable via email or telephone

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 30:** How can Three Rivers College best serve you at this time?

290 Total  
 Responses

Responses = Student Suggestions for Improvement	
1	Offer more online support, facetime?
2	Hear sooner on a suspension over ride for financial aide.
3	I would like to see partial reimbursement for courses for delays and the time that I had to miss instruction due to the ransomware and the corona virus shutdowns.
4	Make more classes available for online students
5	Require lecture videos online if this is to happen again.
6	By making sure all instructors are being attentive to their students
7	The only thing I could possibly think of would be a cool alarm system. Something that goes off and says "Exam 2 due tonight".
8	help with book costs
9	Move more classes online. Specifically Calculus classes. Other colleges offer them online, which is why I'm taking them there, and not at TRCC.
10	get closer parking space for disabled people
11	make sure everything works correctly (blackboard, email, etc)
12	help with the cost of tuition from the Spring 2020 semester.
13	Make teachers be available thru text,video call so they can see my question and help me step by step
14	I only have one computer so I have to share it with all of the other 5 members of my family, so computer access availability is a good way.
15	Open the occupational therapy assistant program back up for 2020 applicants.
16	More online and night classes
17	Continue to remind us of assignments me have due and other reminders that are important.
18	Tell instructors to offer extra credit or accept assignments from the cyber attack
19	Opening the school back up to allow students to get help face to face.
20	Allow an extened time frame to turn in books.
21	more online nursing classes

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 30:** How can Three Rivers College best serve you at this time?

290 Total  
 Responses

Responses = Overall Concern	
1	Give me a call to set an appointment to help me to replay for FAFSA for fall, 2020 and 2021. As I'm not computer wise and replying for FAFSA stressed me out and through me into oppression and depression for lacking computer knowledge and trying to avoid stress that could kill me quicker!!!
2	Many of us sustained financial burdens even if we was online classes. Driving to locations to do homework so we had internet. Many lost jobs. We know the government gave money to colleges. It's not right that only campus students get money. We all should. I drove an hour a day and had to by a laptop to finish classes using a remote location with WiFi. We deserve money back too.
3	I feel due to the lack of class room instruction a discount should be given.
4	Reach out to my English professor and beg her to still accept my late paper.
5	The shutdown due to the viral attack has had a horrible effect on my grades. My 4.0 GPA will most likely be ruined because many of my assignments I put a lot of time in effort into were just gone. All of my professors said that they would just be exempt from grades. I relied on those points in the beginning to keep my grade up when things got more challenging to the end of the semester. My grades are now lower than they would have been. This really upsets me. I have not even been given bonus opportunities for some of my classes. I know it was out of the school's control but it is extremely frustrating. I feel as if my effort was pointless.
6	Please there are a few of us that have lost quite alot with this and this has affected our school work please be working with us all
7	I'm practically teaching myself at this point so does it really matter.

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

### Question 30: How can Three Rivers College best serve you at this time?

290 Total  
Responses

Responses = Overall Praise	
1	To continue doing what the college has been doing. I have no complaints and I am very pleased.
2	I am thankful the college has been so open to transitioning, and have no suggestions.
3	The college has served me in all possible ways. I'm very satisfied with them.
4	I can ask for nothing more. Applying for Three Rivers College was the best decision I have ever made. It turned my life around and has helped me tremendously from education to my financial situation. Thank you for everything you do!
5	I have all the classes for summer and doing great with my adviser great help.
6	it is a good college
7	With the situations that occurred during this semester, I feel that Three Rivers did the best it could with handling the situation.
8	Keeping us safe from this virus has been a task, but Three Rivers has done their part in keeping our education on track...i loved doing my classes from the safety of my home.
9	It truly has been an enjoyable experience!
10	TRCC has done great and I will be attending classes in the fall again
11	I have had to contact Three Rivers welcome center a couple times and they have helped me. I think Three Rivers has done a good job of serving the students.
12	I believe just keeping us updated with information and communication is the best way at this time.
13	To continue to keep me updated on how the school will be moving forward admist the covid-19 pandemic.
14	I have every thing that I need, but I like that Three Rivers is always so willing to help when their students need it.
15	Everything is very convenient
16	I love everything about TRCC,staff and instructors have been a BIG help
17	They're doing everything they can for me.
18	Staying in contact with us.
19	They've done a great job
20	I think you all have done great. At this time, there is nothing that I think could be done better or changed. With the chaos that happened this semester, the Three Rivers staff has been amazing with keeping us all up to date and working with us to help us succeed.
21	Serving me well, thank you.
22	Nothing. Great job
23	N/A  I was contacted by faculty and they helped me get registered for next semester which I really appreciate.
24	Three Rivers has already served me well at this time with the smooth transition to remote teaching and professionalism of my teachers. I have felt like I can ask a faculty or staff member anything and they most likely will have the answer I am looking for.

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 30:** How can Three Rivers College best serve you at this time?

290 Total  
 Responses

Responses = Overall Praise	
25	I think Three Rivers College has done really well serving me during everything we have went through that was out of their hands this semester.
26	I have no complaints with the way Three Rivers handled this situation
27	Three Rivers has been great.
28	I believe all my needs have been met at this time
29	Doing what they have done so far as kept me motivated and enjoying college.
30	It is serving me just fine at this time.
31	TrCC is already serving me just fine.
32	Three Rivers has always been there for me. But I really need to get a hold of someone to update my address in the school system. I graduate this semester, and do not want my certificate mailed to the wrong place.
33	I have to give a huge shout out to Davina Bixby! I couldn't have got everything done this semester without her. I feel that she did amazing for me to keep me on track so that I can graduate in December.
34	Keep up the good work!
35	Honestly TRCC is already doing their best, I believe that they have already done a great job so far.
36	TRCC was available for all that I needed during this Pandemic.
37	Three Rivers has served me great at any time I have needed them.
38	Three Rivers has helped me achieve a dream of working my way to become a teacher
39	There is nothing to complain about. I enjoy taking classes here. But I just wish as a nursing student I didn't have to take online classes only. I understand that the pandemic is real and very important to restrain as much as possible. But I really miss just being in classes.
40	They are serving me very well.

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 31:** Overall, how was your experience during the 2020 spring semester?

290 Total  
Responses

"Excellent" Responses	
1	great
2	Great!
3	It was very good
4	It's was awesome
5	Great
6	Overall it was Awesome.
7	Great!
8	My experience was great & I can't wait for the next semester to come!
9	On a scale of 1-10, 10 being great, it would be a 10. Jennifer Whitesell at Dexter is the absolute best at giving information and making time for the students. Without her guidance, from registration to when we had to move to online only, she was right there to answer all of my questions.
10	This was by far my favorite semester. Even with the technology issues the college experienced and COVID-19, I had a wonderful learning experience.
11	Great
12	It was great!
13	My experience was great considering everything that happened this semester.
14	Great
15	best ive ever had
16	It was great even through the unforeseen circumstances!!
17	All things considered it was a great experience and I continued to try to excel regardless of the circumstances. My continued growth is my responsibility regardless of what circumstances in the world that may arise.
18	Great experience
19	Great.
20	Great
21	Overall, this 2020 spring semester has been quite the experience with all the chaos and last minute tasks to get things back on track. The College and my Professors did an amazing job!
22	10 Out of a 10
23	I honestly have no complaints. My advisor Cassie Knox and the SEMO representative, Pauletta Burns, were amazing in being patient with me helping get my courses on track. They were willing to work around my schedule and discuss important matters with me. I genuinely appreciate how helpful they, and everyone else, has been.
24	My experience was great, I don't feel as if I missed anything not being in a classroom setting
25	It was very good
26	On a scale of 1-10, I would say an 11!
27	My experience was great
28	Overall it was excellent, as usual.
29	It was great.
30	Great
31	Considering the circumstances the college was outstanding.

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 31:** Overall, how was your experience during the 2020 spring semester?

290 Total  
 Responses

"Excellent" Responses	
32	Great but challenging
33	very good
34	It was very, very difficult yet I was able to pull through with the contact of my instructors. Very well done.
35	Very good
36	While stressful due to worldwide situations, it went very well.
37	I had an amazing experience and I cannot wait to start my summer semester.
38	Great.
39	Wonderful
40	Great
41	I enjoy it for real
42	Exceptional.
43	On a scale of 1-10...probably a 7
44	Love love loved it!!
45	Very good
46	Great
47	I enjoyed it, and I didn't mind working from home at all..
48	It was great, can't wait for next semester.
49	It was interesting but very good once being switched to remote during Coronavirus.
50	Great.
51	It has been a wild ride, one I am unlikely to forget any time soon. There were definitely some growing pains as we adjusted to the new normal but I think its fantastic that you found a way for us to continue to learn and finish the semester with minimal issues. Job well done!
52	I absolutely loved it and very excited for the next semester.
53	My experience was very good.
54	Really good
55	My experience overall was very good.
56	I have enjoyed the semester. Yes it was stressful because of the hack and COVID but all in all the teachers and staff have also been very understanding and willing to help and give us extra time if needed
57	I have had a very enjoyable experience.
58	Fantastic with Ms Amy Hodges, she makes learning fun, and I can always access her.
59	Very good.
60	Great!
61	Even through the ransomware and pandemic, this semester was probably the best one yet.
62	I really enjoyed it.
63	Experience was great!
64	Great!
65	It was a difficult one but a great semester.
66	I had a really good experience. I think everyone handled this transition very well.
67	Nothing short of fabulous!

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 31:** Overall, how was your experience during the 2020 spring semester?

290 Total  
 Responses

"Excellent" Responses	
68	I love the was my law professor Mr. Westbrook teaches. I also enjoyed all the people that were in my law classes this semester so I was sad by this virus breaking us all up for the remainder of spring semester. My experience was a 10/10!
69	Great
70	9/10. Everything still worked great it was just a little more difficult to learn without being face-to-face.
71	One of my classes was amazing. I learned a lot from the assignments. I thoroughly enjoyed the class.  The other class, however, my frustration level was higher than my learning level. Doubling up of chapters for something beyond the students control, lack of support from the instructor, and not enough comprehension before actual application of the concepts in the chapter made for a difficult learning environment and experience.
72	It was really great for me
73	I had a great experience and look forward to my next semester.
74	Pretty good
75	very good
76	Great! You guys did a great job managing the dumpster fire that was the ransomware attack and the global pandemic. You should be proud of your efforts.
77	Great
78	Great!
79	Great. I had good instructors who went out of their way to help even with the given circumstances.

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 31:** Overall, how was your experience during the 2020 spring semester?

290 Total  
Responses

"Fair" Responses	
1	It has been fine.
2	My experience was good overall. I just wish we could have been in a face to face classroom more dueing this semester.
3	Good
4	It was not bad. I learned a lot in some of my classes.
5	my Experience was good
6	Other then being shut down for a long period of time I feel it was a good semester back. I will hopefully be able to continue my education with out any hiccups along the way.
7	Though a very different experience, I feel as though this semester went well for me.
8	It was still a good experience, considering what all is going on.
9	Started off great. Once it went online I don't feel like I learned all that I should have to prep me for next semester but maybe I did, we'll see. Mrs. Miles and McKinney are the best though. So glad to have them as teachers.
10	The Instructor was great about communicating and helping us get through the semester as smoothly as possible considering everything that went on during the semester.
11	good
12	The experience at the college for the Spring 2020 semester was okay. All of my classes were online anyway.
13	It was stressful with all of the problems but other than that good.
14	It was very difficult at times considering the cyber attack and the pandemic. Overall, I feel like the entire staff went out of their way to accommodate with the issues.
15	I feel that for as many trials that were thrown to all of us it was such a blessing to take that last final. It was such a weird semester but all my instructors made sure we were kept informed and helped along the way with any questions.  I also feel that Davina Bixby is excellent with her work. I was having some problems with my advisor contacting me and she stepped in and made sure that I was given the correct answers so that I, in fact, can graduate in December 2020.
16	It was fine.
17	good
18	Good.
19	It was different and awkward, but I made it through to the end because of exceptional staff in the ACHIEVE program.
20	It was okay.
21	5
22	My experience during the spring 2020 semester was tough, but I made it through and hopefully I've passed all my courses.
23	Good until corona happened.
24	Stressful
25	pretty good
26	It was OK. After everything that happened the college did what they could to help student get through the semester.
27	It was definitely one to remember. There was struggling times but I was able to overcome them and end my semester with knowledge and the drive to move forward.
28	Overall good

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 31:** Overall, how was your experience during the 2020 spring semester?

290 Total  
Responses

"Fair" Responses	
29	I could see that the college was thoroughly trying to work with students over this trying semester. Even though there has been unexpected events, I was satisfied with how the college responded. Although, I wish more information was put out concerning the cyber attack, though I know some of the information could not have been released.
30	The 2020 spring semester was not the greatest. There were a lot of bumps in the road and I would have liked to had a better semester.
31	My semester was good overall.
32	It's been very good but so struggle
33	it was stressful, but it all turned out okay. My instructor, was very helpful. She was always available via email to answer any questions i had.
34	It was fine for me.
35	My classes were already all online so I didn't have much change due to the COVID-19. I feel like I had a good semester.
36	Overall it was fine
37	It was good and stressful.
38	Good, but stressful at times not knowing what was going to happen
39	It was good it could have been better but that's not the colleges fault
40	Ok
41	Good
42	Not the best, but made the best out of what was required.
43	It was very nice unique
44	8/10
45	It was great at the beginning. With all of this covid-19 stuff it got stressful.
46	It would have been better if we could have stayed in our lecture classes.  Other than that it was a good semester.
47	Good.
48	I had a good experience. I liked my classes and my instructors.
49	It was different, but overall it was decent
50	Although challenging, I am thankful I stuck with it and learned my limits on online courses.
51	I had a very good experience during the spring semester. The courses were challenging, the technology was easy to use, and my instructors were great.
52	Mostly positive, but without the pandemic, it would have been great.
53	It wasn't awful. I just enjoy being able to be on campus to take my classes.
54	It was good considering all that has happened!
55	I had a good experience I learned alot
56	This semester kind of threw everyone off but I feel that we did the best we could with the situation.
57	It was an interesting time for sure, but I wouldn't say it was bad in any way. Just a little chaotic and unsure, but that is life.
58	Pretty good considering
59	It was very challenging. I broke my arm. And other challenges came up. But I persevered. And overcame.

# THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 31:** Overall, how was your experience during the 2020 spring semester?

290 Total  
Responses

"Fair" Responses	
60	It was good. My instructors were very understandable and did everything they good to help us.
61	Decent
62	It was more than I was prepared for after the virus, I was able to transition pretty smoothly to online classes, but it was unexpected and somewhat intimidating at first. But, even through it being hetic, I still felt as though I had a great level of learning experience, and my instructors were always available to me.
63	Considering everything we went though as a college and a world, not bad. I'm impressed with the college as whole except for Mr. Willis.
64	It was a struggle that we had to endeavor but we made it
65	This semester was kind of crazy but it was good. I enjoyed my classes and I am happy with my teachers that I got.
66	It was rough but I made it through with hard work, dedication and God's grace.
67	Couldve been worse, but also couldve been WAY better.
68	Overall my experience was not bad at all. It was rocky yes but not horrible. I understand this was not everyone's experience because they may not have access to internet or a computer but for me I really enjoyed it.
69	Overall it was a good experience. Had some issues that put me in a time crunch to be able to get work done in a timely manner due to internet and computer issues.
70	Good
71	Could have been better but was ok
72	Other than all the craziness with the cyberattack and the virus, they took really good care of me and they helped me with any questions that I had.
73	It was a different experience but i still feel like I got the best edit that I could.
74	With the challenges the college faced along with the Coronavirus, my experience was good during this semester.
75	It wasn't terrible I just feel I would have gotten more out of it if I actually got to take the class in person like I paid for.
76	My experience was good. Everyone was there to help me when I needed it. Even though we did not get to go very much everyone was ready to help when I asked them.
77	It was alright could've been alot better due to everything happening.
78	My experience was very different due to the COVID-19 outbreak but as far as education, I enjoyed this semester. I would have rather stayed in my dorm room but given the situation that is still currently going on, I completely understand.
79	My experience was great minus missing those weeks from the system being hacked and the virus.
80	It was chaotic to say the least.
81	It was a little rocky but overall, good.
82	A little overwhelming at first but with the help of the instructors everything got back on track fast.
83	It was less enjoyable than previous semesters, but the college did the best they could with the situation at hand.
84	It was alright but that's not the colleges fault it's the fact that we got hacked and lost some of our grades and the covid-19 thing
85	It was definitely a weird semester but i enjoyed it overall.
86	would have been a decent semester minus all of the disruptions.

# THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 31:** Overall, how was your experience during the 2020 spring semester?

290 Total  
Responses

"Fair" Responses	
87	Good
88	The experience wasn't bad. I do think professors need to back off on student deadlines and give some room for error as we are now switching to ALL of our work having to be done at home while most of us are still working.  I also don't like how I had to email two to three times just to get a response and then made to feel almost like a burden.
89	Besides being shutdown for the ransom ware incident, I have been happy with how this semester has gone even when the situations were not ideal.
90	Instructor was very helpful in explaining material.
91	Unique that is for sure but it was not bad.
92	It was a little tricky but I did well.
93	It was there and was okay. It wasn't the best and I felt we need more full time and not 2 days a week
94	Just okay!
95	It was stressful at times but overall it has not been an incredibly rough semester. All of my professors have been really good about working through this pandemic and remote instruction and they have been very promptly responding to any questions I have had. I really appreciate all of the help from all the faculty members at three rivers during these trying times.
96	Good
97	Overall it was an okay semester.
98	It was tough but in the end it has worked out.
99	It was very different and my grades did drop a bit but overall it was successful
100	202 semester was chaotic, but I feel Three Rivers College did a wonderful job of getting us through.
101	Good!
102	Horrible but nothing the college could fix! We experienced the hacker situation and then Covid19.
103	It has been rough. I took 18 Credit Hours and over did myself. As long as I pass my courses things will be fine.
104	not the best experience. it was hard to transition from in class to online, but if everything was prepared in advance, it would be easier to do again
105	Good.
106	It was okay, everything was online.
107	Experience was as good as could be with the hacking and pandemic that occurred
108	It was a unique one, but managed to get through it.
109	It was Rocky but I can say it's been great a little stressful but I pushed through
110	It was ok Stressful once everything went online and I had to learn quickbooks online. That is not a recommendation.
111	It was an experience for sure haha. A crazy road of ups and downs all semester.
112	Its was good considering all the stuff that has happened this semester.
113	I loved it. That is until COVID-19 hit.
114	My experience was good other than the fact that I had to redo some assignments because I had worked ahead and they had not been graded yet.

## THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 31:** Overall, how was your experience during the 2020 spring semester?

290 Total  
Responses

"Fair" Responses	
115	It was definitely a different semester. From being hacked to quarantined it's been difficult but I was still able to learn during this time.
116	Different and I think it was new for everybody but teachers and the office always tried to do their best to help us always with anything.
117	This was definitely a trying and challenging semester with the college problems that we had along with COVID-19, there were setbacks and a lot of lost work, but the teacher did a really good job of working through these things with us. As a graduating student this semester there were some definite downs involved.
118	my experience overall has been challenging, but i wan to say that it has been by best semester. the reason why I say that is because this semester, I have been more determined now than I have ever been to get it done.
119	it has been interesting to say the least but I want to say thank you from the bottom of my heart
120	This was a crazy time for all of us. With my classes being online I don't feel that I had any different experience rather than just not being able to access the website.  I think Three Rivers handled the ransom and then COVID-19 great. I am looking forward to finishing the two semesters I have left before graduation.
121	I really loved my teachers & how much they were willing to help. I enjoyed my online classes, how easy they were to operate, & how organized the course was.
122	Good
123	This experience is something that I never experienced before. I never thought that we would go on a lockdown and ending up having all online classes. I liked the experience.
124	Overall my experience with this semester was not stressful. All my instructors help me with anything i was worried about and had nice classmates.
125	Not to bad. It could be worse.
126	It was good
127	My experience was okay.
128	Overall good
129	The experience was difficult but not overwhelming.
130	Okay. I am ending with decent grades so thats all that matters.
131	The experience was good except for the classes being switched.
132	It was for sure a difficult semester because of the hack and the virus.
133	Pretty good.
134	My experience was a bit stressful due to some miscommunication but over all it was not to bad.
135	Pretty good except for the several weeks when y'all had the technology breach, or whatever it was.
136	Overall, very well as usual. Aside from the teacher on a power trip I had.
137	This semester was interesting. I really enjoyed classes in person. I learned a lot about my degree and myself too.
138	Interestingly I wish it would have been better. It was harder being at home instead of class you learn more in a classroom with books.
139	It was good
140	Challenging, but rewarding and humbling.
141	interesting but not too bad

# THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 31:** Overall, how was your experience during the 2020 spring semester?

290 Total  
Responses

"Fair" Responses	
142	It was STRESSFUL but overall okay given all the stuff we have had to deal with.
143	Not as bad as it could have been!
144	It was hectic but I made it!
145	It was a relatively good experience.
146	It's been difficult. This is not how I expected to be attending LPN school.
147	It was good. I felt like this semester went by rather quickly.
148	It was good before the corona buh I still think I do good this semester
149	It was great and seemed to go by quickly.
150	good other than the hack and the pandemic
151	Overall it was not great, but that is not the schools fault. We were hacked and then had to deal with COVID-19.
152	My experience was good.
153	It was crazy but good.
154	I had a good semester even with everything going on in the world and with the campus.
155	It was good
156	hectic but we made it.
157	Unique, but manageable.
158	It was a long journey but I'm slowly but surely getting through it
159	Really fun honestly
160	A lot better than expected, I was sure that with the ransomware and Covid-19 things would become overly chaotic. I was surprised to see that the semester went much smoother than anticipated.
161	It was ok and bumpy but my teachers have been very considerate and helpful during this time
162	It was a good experience and I look forward to continuing my education with this school.
163	Good
164	Good

# THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 31:** Overall, how was your experience during the 2020 spring semester?

290 Total  
Responses

"Not Good" Responses	
1	Not really good because not having internet service and had to used my cell to take online class, exames and final thowed me into a deep depression and oppression guiving me lots of stress that could agraveted cancer in my body. It was hell in Earth lacking the internet connection and a big computer scream to better take the class and learn better in a peaceful ambient!!! I felt neglected by TRCC Administrations to provided for my needs since I didn't choose to take online class, I felt the TRCC felt to have consideration with me alowing me for not having a back up plan to take care the dissable student and make me enjoy the semester avoiding all the stress,depression and oppression that they could had avoid if they care enough to give me one call to asked me if I had the material necessary to comply with the mandatory online class that was required from me.
2	My experience was challenging due to online course work for some of the classes.
3	Horrible
4	Horrible 😞
5	I got a 0 on a test because of a misunderstanding. Now I failed the class because I didnt know about the test.
6	I enjoyed my semester. It was nice to have a little break because of the website shut down but it was hard getting back in the groove of things. Also, we were told we would be given many due date extension and that instructors would work with us on our work. They did a little but some instructors just piled on more homework in a week then usual to try to catch up so it was a little tough.
7	It was very rough and heartbreaking. Sometimes even harder than others, but I still tried my best to come out okay in the end.
8	It was not a good experience.
9	Awful. I know it will be better next semester. I know now that I finished this semester what I am capable of.
10	Not good, as stated before I struggle with online classes so this semester I have really struggled
11	In class was fine however as soon as we switched to remote learning it was all down hill.
12	Hectic. Looking forward to next semester.
13	It was stressful but that comes with the program and the additional covid restrictions and the hacking of the computer systems this term. I didn't mention, the library study rooms I used a lot and most of the time, internet services were hard to access so the library study rooms were not as useful for me to keep going to them due to it. The network was consistently limited. I'm not sure how to fix this but it was an every day experience when I was using the rooms.
14	Very different. Very stressful and financially draining.
15	Stressful, unorganized and a lack of trust in the college due to the breach.
16	Stressful
17	It was crappy
18	Difficult and challenging
19	hard
20	Kinda made me want to drop out of school. I am hoping to have a better Fall semester.
21	This may have been one of the hardest semesters of school for me, and not because the school wasn't doing it's job.

# THREE RIVERS COLLEGE SPRING 2020 SURVEY COMMENTS

**Question 31:** Overall, how was your experience during the 2020 spring semester?

290 Total  
Responses

"Not Good" Responses	
22	Not very good. I don't do well with online classes. I might do good if the classes was done over zoom similar to a face to face class environment.
23	There was a lot of complication with testing and applying to the nursing program.
24	It was not great.
25	One of my classes was amazing. I learned a lot from the assignments. I thoroughly enjoyed the class. The other class, however, my frustration level was higher than my learning level. Doubling up of chapters for something beyond the students control, lack of support from the instructor, and not enough comprehension before actual application of the concepts in the chapter made for a difficult learning environment and experience.
26	Wack.
27	Hectic, and a bit confusing at times
28	Eh. We missed out on a lot

THREE RIVERS COLLEGE  
 SPRING 2020 SURVEY COMMENTS

**Question 31:** Overall, how was your experience during the 2020 spring semester?

290 Total  
 Responses

"Worst Experience" Responses	
1	It was the most stressful period of college I've had. Loosing my babysitter I had no way of being able to do homework with a 4 and 2 year old, my husband works full time and most of the time until dark in the fields and I had no other help with them because I couldn't send them with grandparents to watch so I could do homework due to the quarantine. I was absolutely devastated!
2	More stressful than any other semester.
3	It was very poor and really affected me mentally and physically on finding available internet to do my work.
4	My personal option is that I will be transferring to MAC due to the pricing I am in district with TRC and pay more for this college than I have in the past going to MAC even with me paying out of pocket for books at MAC I still pay more with TRC.
5	it has been horrible. it was great up until we went to virtual classes then my grades and everything just dropped because I am not god with online stuff. I learn better in person.
6	Terrible. Due to the virus and switching to all classes online was terrible for me. I never learned these things in high school so this transition was awful as I learn best in school with no other distractions of home. To the point I had to drop half of my classes and almost all.
7	This may have been one of the hardest semesters of school for me, and not because the school wasn't doing it's job.
8	Horrible semester, true disaster
9	As I said before, the school shutting down has made this a bad semester for me. I've never had a semester with this much frustration. My work just disappearing and getting no credit for it just really does not seem right. I'm sure it was a good thing for some but not for me.
10	My overall experience during this semester has been the absolute worst experience. I was told from an advisor that I could change majors after she told me to graduate. I followed and then was told that I cannot pursue another degree. Then was told that I cannot use financial aid because I could take classes without it. Ultimately, I could have taken a course program and used sources to help me.
11	Bad but that was due to alot of things. Like my schedule kept getting messed up and it became hard to work my two different part time jobs around that. Blackboard being hacked and my computer class was out for a month, but at least my teacher is giving us slack. And then obviously covid-19.
12	Very poor. I have more anxiety about my courses than ever. I feel hopeless and completing work feels pointless. I have no drive because theres nothing I can do.
14	Terrible. I am very disappointed on how they handled this and I feel like the backlash from all this will effect your bottom dollar.