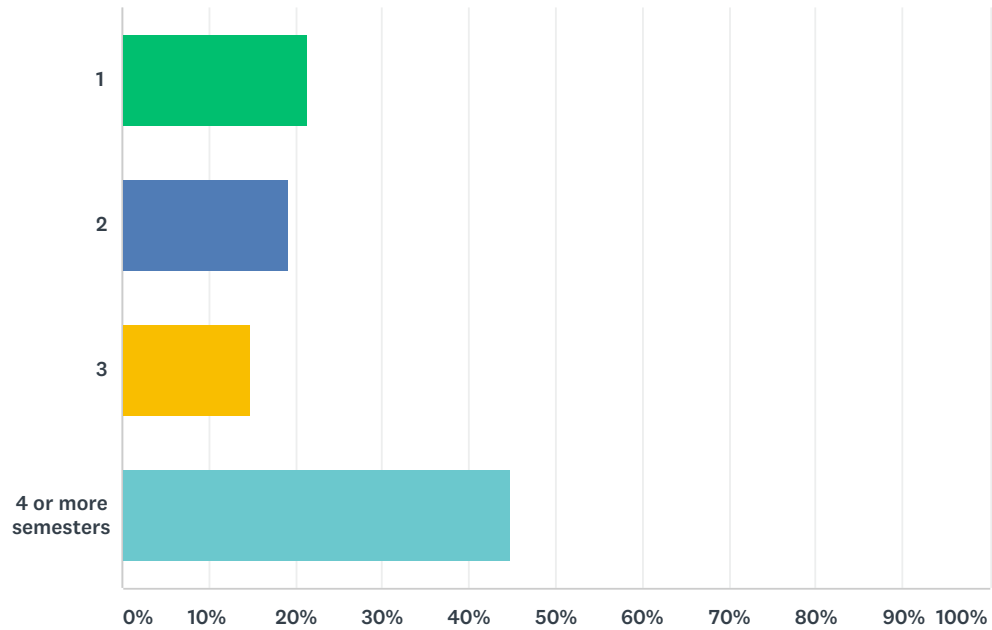


Q1 How many semesters have you been in the TRiO-SSS Program?

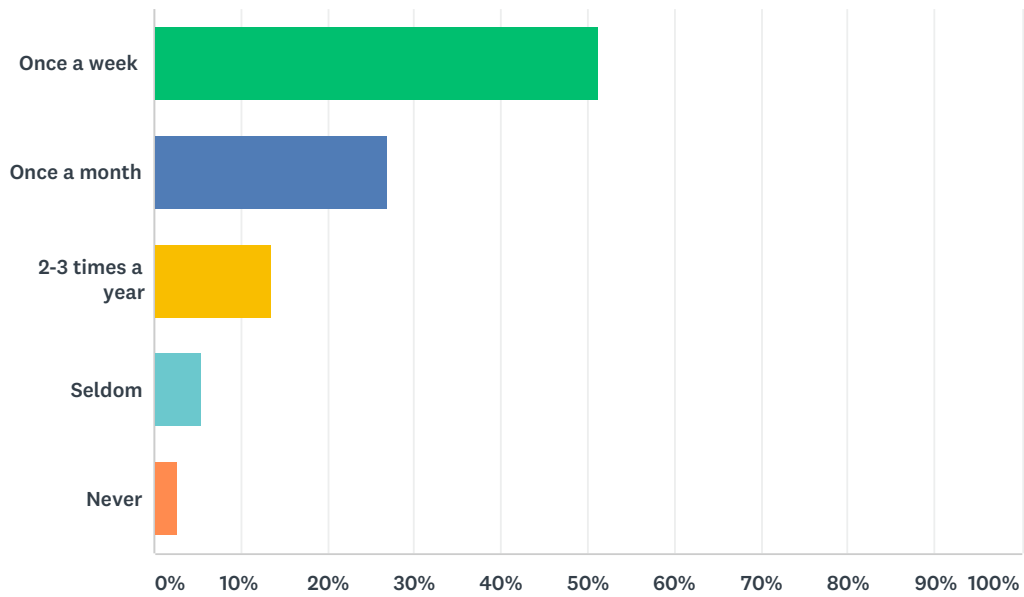
Answered: 47 Skipped: 0



ANSWER CHOICES	RESPONSES	
1	21.28%	10
2	19.15%	9
3	14.89%	7
4 or more semesters	44.68%	21
TOTAL		47

Q2 How often do you visit/contact TRiO Student Support Services in a semester?

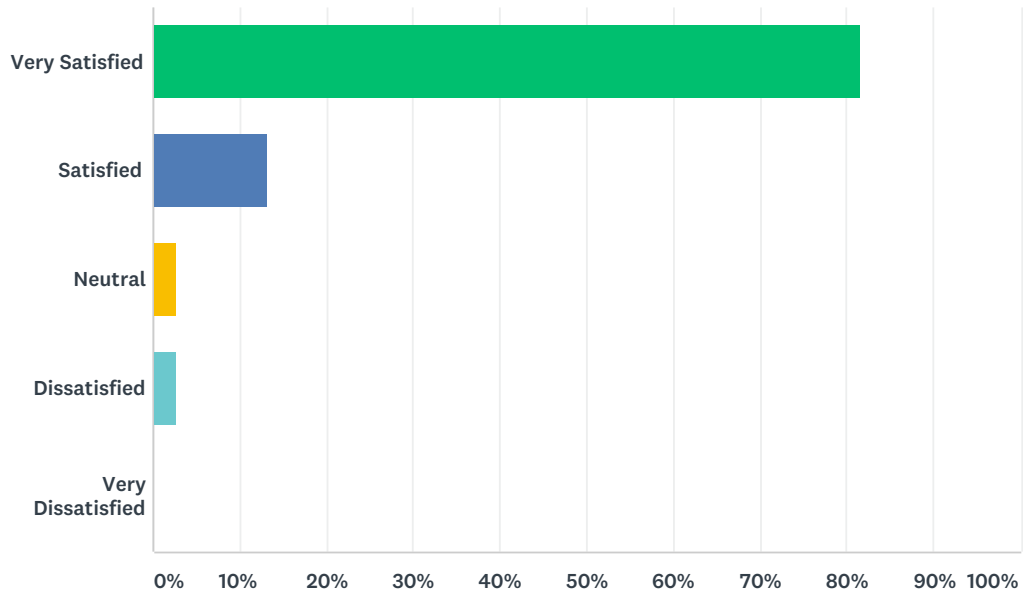
Answered: 37 Skipped: 10



ANSWER CHOICES	RESPONSES	
Once a week	51.35%	19
Once a month	27.03%	10
2-3 times a year	13.51%	5
Seldom	5.41%	2
Never	2.70%	1
TOTAL		37

Q3 Overall, how satisfied are you with TRiO-SSS Program?

Answered: 38 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very Satisfied	81.58%	31
Satisfied	13.16%	5
Neutral	2.63%	1
Dissatisfied	2.63%	1
Very Dissatisfied	0.00%	0
TOTAL		38

Q4 You responded that you are Very Satisfied or Satisfied with our program, please tell us why?

Answered: 36 Skipped: 11

#	RESPONSES	DATE
1	I am very satisfied with the extra support that Trio offers. They have a counselor and tutors willing to help. In addition, they offer workshops that range in topics from distressing to study tips. They also offer field trips to universities or museums. Furthermore, they offer an annual luncheon where were students in the program are awarded for having good grades. They offer so much more. This people involved in the program have really helped my succeed in college being a first generation student to go to college.	6/15/2017 2:54 PM
2	The staff is very helpful and encouraging.	6/13/2017 6:34 PM
3	Reason being that there is a great environment there, and specially that the faculty is just amazing there.	6/13/2017 4:24 PM
4	Everyone is very kind and very attentive towards my needs and very helpful in helping achieve my goals.	6/13/2017 4:11 PM
5	i am very satisfied with the help they have given me plus the tutoring that helped me out a lot in this semesters course.	6/8/2017 8:56 PM
6	Everyone is nice and helpful.	6/8/2017 5:08 AM
7	they were very helpful and always checking up on you to make sure your path to success was on track. Amazing people who i was lucky to meet and thankful for all their help.	6/5/2017 8:22 AM
8	Everyone is always helpful. I feel welcomed everytime I set foot in trio. I always try to recommend people to join.	6/2/2017 12:37 PM
9	I can do my work in a peaceful environment. I also can connect with other students and tutors. And everyone staff member is so friendly and ready to help you	6/2/2017 12:35 PM
10	Whenever I needed any advise as to what classes I needed to take I know I was able to count on trio	6/1/2017 8:30 PM
11	because the staff is very helpful and they will care about your goals. i also like that the program has requirements that helps keep you on track.	5/31/2017 10:40 PM
12	Everyone in the office is always super friendly and accommodating. Making appointments is swift and easy and they really help out with supplies as well.	5/31/2017 5:52 PM
13	Tutoring is great but not enough high level math tutors and for chemistry too.	5/31/2017 10:00 AM
14	TRIO program provide students with the tools a student needs to succeed in college such as counseling, and tutoring services.	5/24/2017 11:41 AM
15	Very helpful with students	5/23/2017 12:57 PM
16	I get the help I need for my class work	5/23/2017 5:00 AM
17	Friendly staff, insightful counseling	5/23/2017 1:20 AM
18	The computers are available when ever I need them !!	5/22/2017 11:19 AM
19	The whole staff is very helpful and amazing when in need of help	5/22/2017 10:19 AM
20	Tutors working personally with only you and are very helpful. The atmosphere in trio is nice and quite, like at home.	5/17/2017 1:51 PM
21	It has the tools I need to succeed.	5/14/2017 4:15 PM

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22	I would like it if there were more experienced and more math tutors. As well as English tutors. I would love for there to be more interesting workshops about student success from transferring student or Honors students. I would love for there to be more student field trips. Maybe do a survey online of various places to chose from by TRiO students. I would love for there to be more scholarship opportunities as well. I am so happy for the new computers. Thank you!	5/11/2017 11:07 PM
23	because they're always very helpful	5/3/2017 5:48 PM
24	The TRiO faculty is beyond helpful and accommodating. It is because of all of the assistance that I have been provided by this program that I am now transferring and graduating this semester.	5/3/2017 4:35 PM
25	I am extremely sanctified with the staff, faculty, and student workers/tutors. Especially the director, is one of the sweetest and sincere person who is approachable. In addition the filed trips and new computers in the Trio lab are great gifts to the students.	5/2/2017 11:51 AM
26	the people are very nice and helpful.	5/1/2017 9:00 PM
27	I'm satisfied with the counseling thats helped establish the necessary classes need for my major.	4/29/2017 1:25 PM
28	The resources and people are always available to us and it has helped me pass my classes and helped me create a plan to graduate faster.	4/29/2017 9:48 AM
29	It just great	4/27/2017 6:49 PM
30	Whenever I have questions about my college crowd map I can always find answers at trio. Or any help I may need either tutoring or the transfer process I get help at trio. Everyone is always friendly and welcoming.	4/27/2017 4:49 PM
31	family friendly environment	4/27/2017 2:13 PM
32	They are always willing to help out students and go way out of their way	4/27/2017 12:07 PM
33	I responded in the like because I am thankful how campus success is accessible from trusted friends	4/27/2017 9:38 AM
34	They provide me computers, school objects, and the counselors are the best! Overall all trio faculty are the nicest.	4/27/2017 9:05 AM
35	What is awesome about the Trio Program is that there are field trips to Universitys every semester.	4/27/2017 8:26 AM
36	I have help that's more accessible versus other students who struggle to get counseling appointments or one on one math tutoring.	4/27/2017 8:14 AM

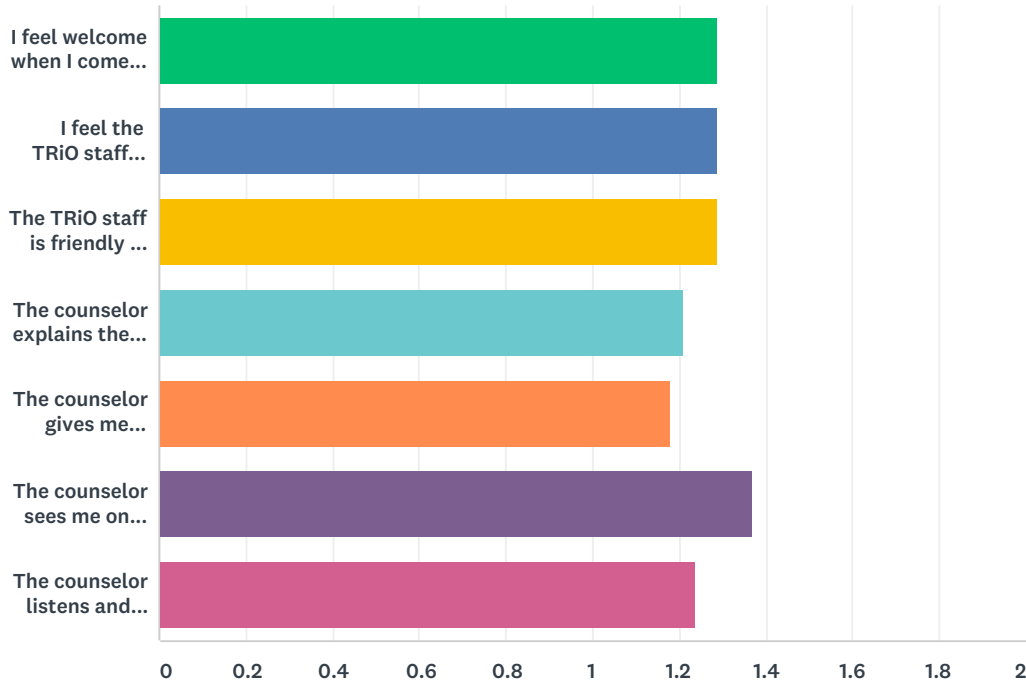
Q5 You responded that you are Very Dissatisfied or Dissatisfied with our program, please tell us why?

Answered: 1 Skipped: 46

#	RESPONSES	DATE
1	I e tried making appointments for me SEP and to talk to the counselor ([REDACTED]) and every time I set an appointment, it's always been rescheduled or not put into the system.. it's quite frustrating when I actually want to do well and can't get the help I need	4/27/2017 2:56 PM

Q6 How much do you agree with the following statements:

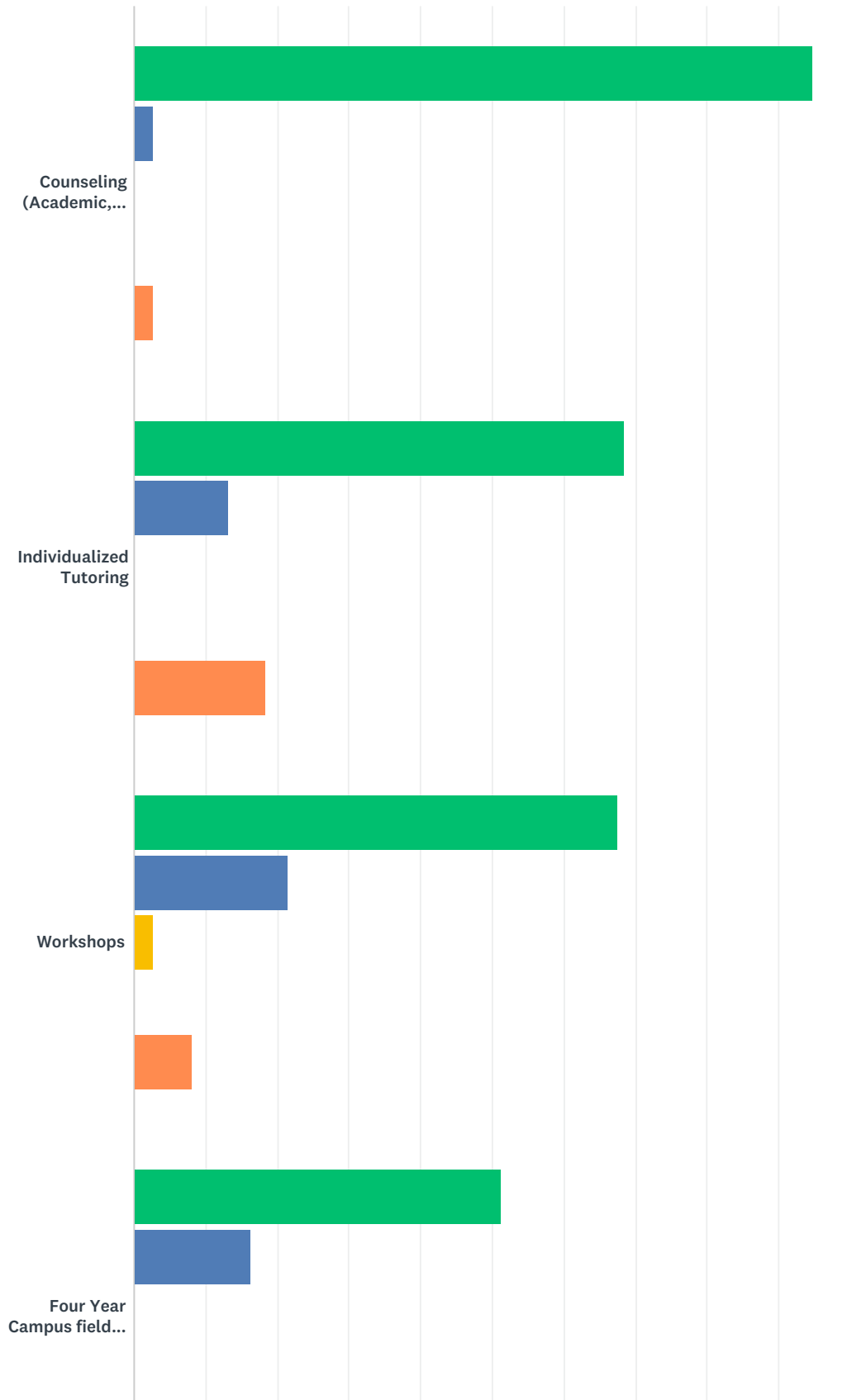
Answered: 38 Skipped: 9



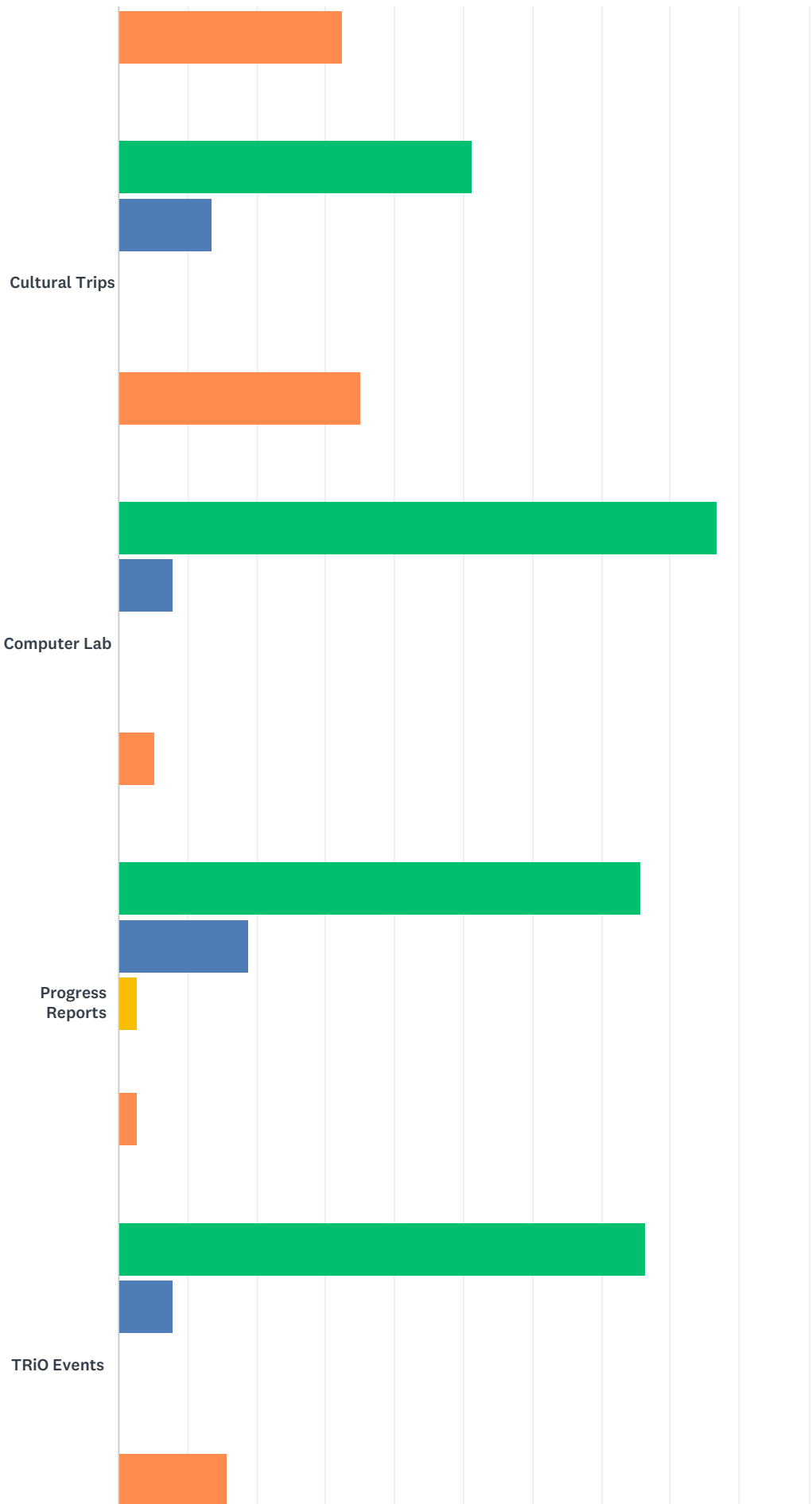
	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I feel welcome when I come into TRiO. It is a comfortable environment.	73.68% 28	23.68% 9	2.63% 1	0.00% 0	0.00% 0	38	1.29
I feel the TRiO staff answers all my questions.	73.68% 28	23.68% 9	2.63% 1	0.00% 0	0.00% 0	38	1.29
The TRiO staff is friendly and always available.	73.68% 28	23.68% 9	2.63% 1	0.00% 0	0.00% 0	38	1.29
The counselor explains the classes I need for my major	86.84% 33	10.53% 4	0.00% 0	0.00% 0	2.63% 1	38	1.21
The counselor gives me information about degree and transfer requirements.	89.47% 34	7.89% 3	0.00% 0	0.00% 0	2.63% 1	38	1.18
The counselor sees me on time.	76.32% 29	15.79% 6	5.26% 2	0.00% 0	2.63% 1	38	1.37
The counselor listens and comprehends my circumstances and assists me in planning accordingly.	84.21% 32	13.16% 5	0.00% 0	0.00% 0	2.63% 1	38	1.24

Q7 Please rate the helpfulness of the following service:

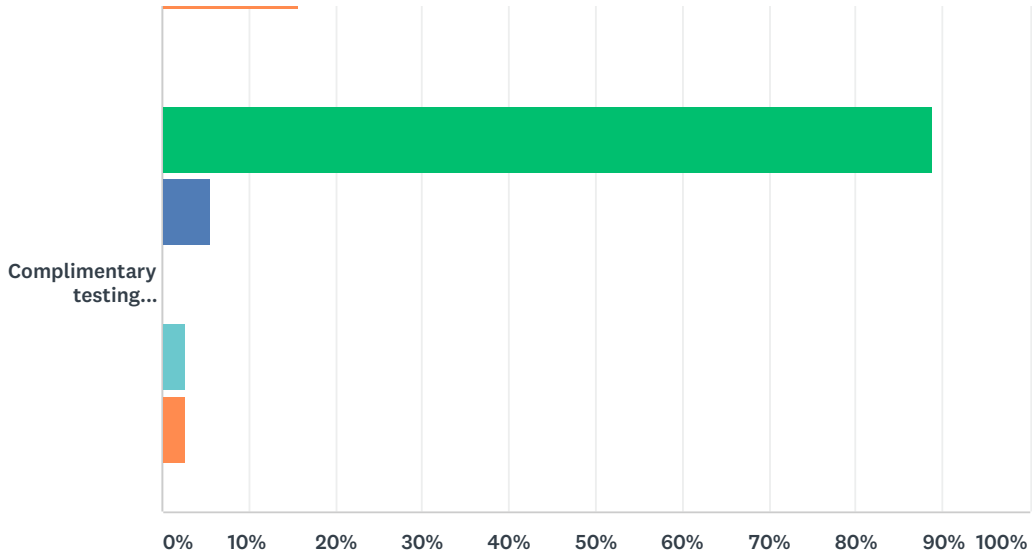
Answered: 38 Skipped: 9



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■ Very Helpful
 ■ Somewhat Helpful
 ■ A little Helpful
 ■ Not at all Helpful
■ Not Applicable- Did not attend

	VERY HELPFUL	SOMEWHAT HELPFUL	A LITTLE HELPFUL	NOT AT ALL HELPFUL	NOT APPLICABLE- DID NOT ATTEND	TOTAL
Counseling (Academic, Personal, Career, Transfer)	94.74% 36	2.63% 1	0.00% 0	0.00% 0	2.63% 1	38
Individualized Tutoring	68.42% 26	13.16% 5	0.00% 0	0.00% 0	18.42% 7	38
Workshops	67.57% 25	21.62% 8	2.70% 1	0.00% 0	8.11% 3	37
Four Year Campus field trips	51.35% 19	16.22% 6	0.00% 0	0.00% 0	32.43% 12	37
Cultural Trips	51.35% 19	13.51% 5	0.00% 0	0.00% 0	35.14% 13	37
Computer Lab	86.84% 33	7.89% 3	0.00% 0	0.00% 0	5.26% 2	38
Progress Reports	75.68% 28	18.92% 7	2.70% 1	0.00% 0	2.70% 1	37
TRiO Events	76.32% 29	7.89% 3	0.00% 0	0.00% 0	15.79% 6	38
Complimentary testing supplies	88.89% 32	5.56% 2	0.00% 0	2.78% 1	2.78% 1	36

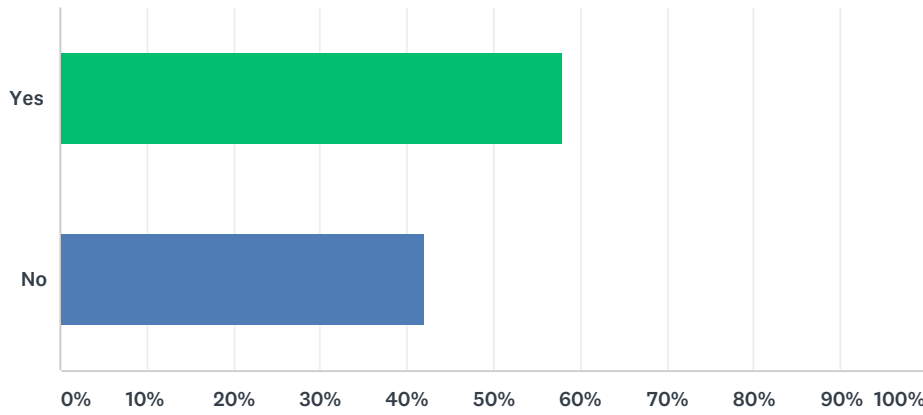
Q8 If you responded that any of the services were not helpful, please tell us why.

Answered: 2 Skipped: 45

#	RESPONSES	DATE
1	██████████ worker does not make me feel comfortable at all. Do not like going to TRiO because of him.	5/11/2017 11:12 PM
2	I was very discouraged when I couldn't sit with the counselor after numerous attempts	4/27/2017 2:58 PM

Q9 Did you utilize the individual tutoring service this year?

Answered: 38 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	57.89%	22
No	42.11%	16
TOTAL		38

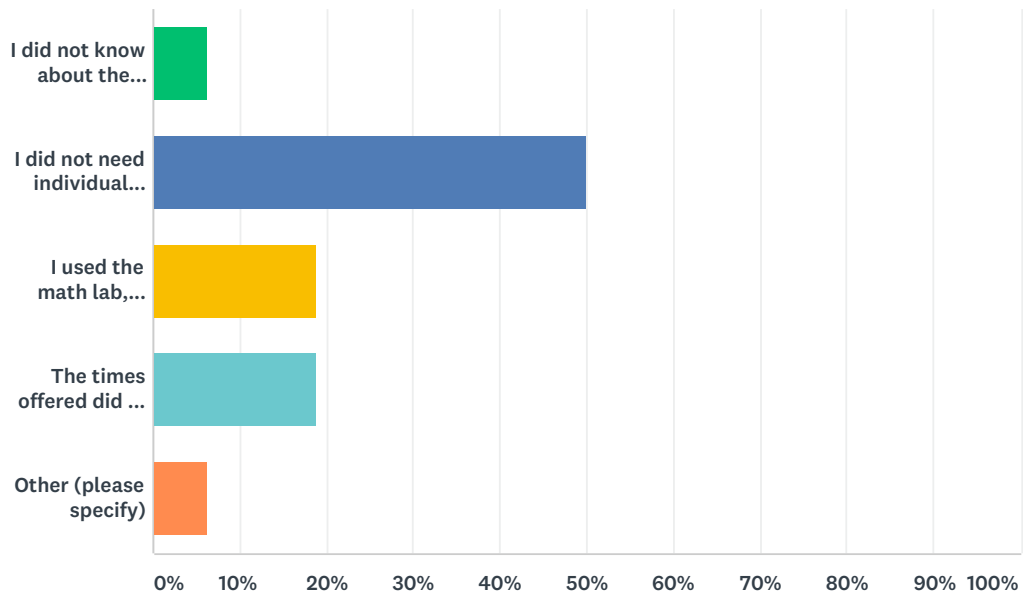
Q10 How did the individual tutoring help you improve your grades?

Answered: 22 Skipped: 25

#	RESPONSES	DATE
1	The tutors have the knowledge to answer the questions that I have for any specific assignment. They are extra help besides our professors and help me understand certain concepts that I did not get in class.	6/15/2017 2:57 PM
2	I was able to understand the subject better.	6/13/2017 6:35 PM
3	By helping me to understand the material.	6/13/2017 4:26 PM
4	I passed my classes.	6/13/2017 4:13 PM
5	it helped me with knowing what i needed to do and change which has helped increase my grade	6/8/2017 8:58 PM
6	Been patient.	6/8/2017 5:09 AM
7	Very helpful when it came to helping me with my essay, he explained how it needs to sound and how to write/ His help was good.	6/5/2017 8:27 AM
8	They help me with my classes my not just telling me what to do but showing me so I can be able to do it for later classes or asimennts	6/2/2017 12:38 PM
9	it went well. very helpful and nice to be in a one on one situation	5/31/2017 10:41 PM
10	Steven is awesome	5/31/2017 10:01 AM
11	the explanation is always thorough	5/23/2017 5:05 AM
12	Stephen the math tutor made me understand and help me get from a C to an A	5/22/2017 10:20 AM
13	extremely	5/17/2017 1:53 PM
14	Great for getting another viewpoint of the subject you are learning. Great for before your test reviews!!! Very helpful to get another person's eyes on your work to double check something you might have missed!	5/11/2017 11:14 PM
15	This helped get the one on one concentration I needed with the tutor and was able to get all of my questions answered.	5/3/2017 4:36 PM
16	Going over the mistakes I did on my stats home work prior to turning it in really helped me get a perfect score.	5/2/2017 11:53 AM
17	Help me study	4/27/2017 6:50 PM
18	Tutoring help me a lot in comprehending the material I struggled with in class.	4/27/2017 4:51 PM
19	helps on a time i needed additional help	4/27/2017 2:15 PM
20	I improved	4/27/2017 12:08 PM
21	I have received a lot of extra help and grateful for the growth that I've had in my grammar and other related skills	4/27/2017 9:41 AM
22	It forced me to set aside time to study and ask questions for things I did not understand.	4/27/2017 8:15 AM

Q11 What was the reason you did not utilize the individual tutoring service this year?

Answered: 16 Skipped: 31

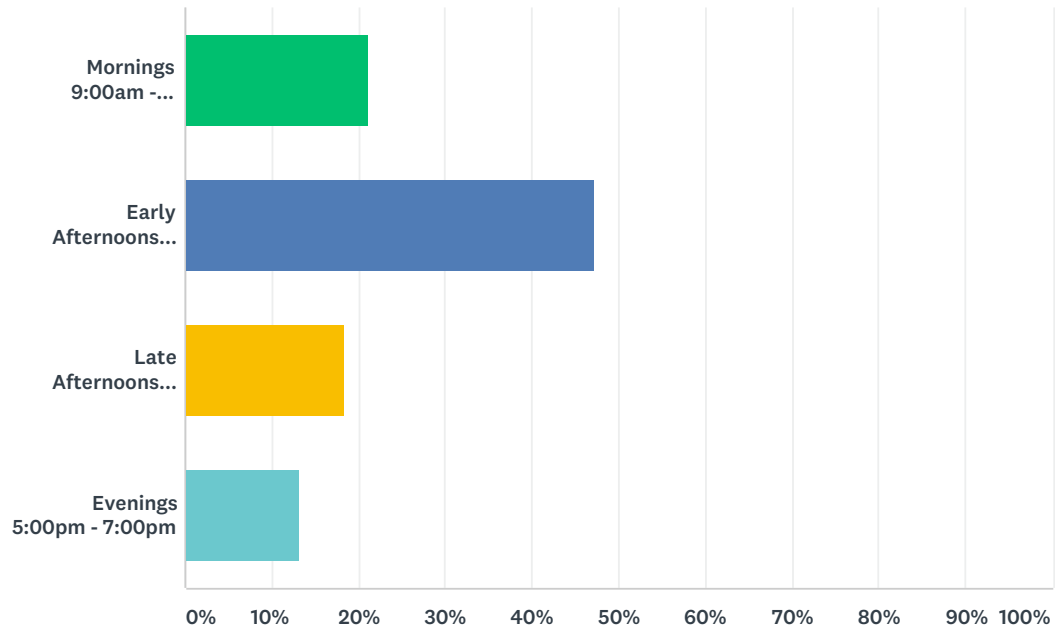


ANSWER CHOICES	RESPONSES
I did not know about the service.	6.25% 1
I did not need individual tutoring this year.	50.00% 8
I used the math lab, writing center and/or the Learning Center for academic support.	18.75% 3
The times offered did not suit my schedule.	18.75% 3
Other (please specify)	6.25% 1
TOTAL	16

#	OTHER (PLEASE SPECIFY)	DATE
1	Had many problems going on. Was the worst semester of my college career	6/2/2017 12:40 PM

Q12 What times typically work best for you to attend tutoring?

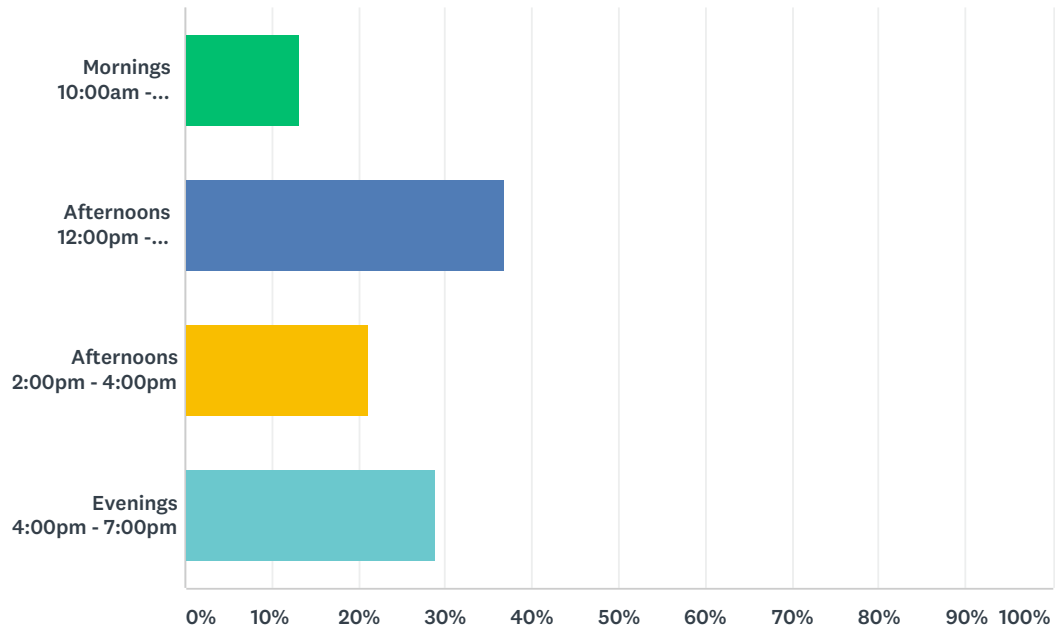
Answered: 38 Skipped: 9



ANSWER CHOICES	RESPONSES	
Mornings 9:00am - 12:00pm	21.05%	8
Early Afternoons 12:00pm - 3:00pm	47.37%	18
Late Afternoons 3:00pm - 5:00pm	18.42%	7
Evenings 5:00pm - 7:00pm	13.16%	5
TOTAL		38

Q13 What times work best for you to attend workshops?

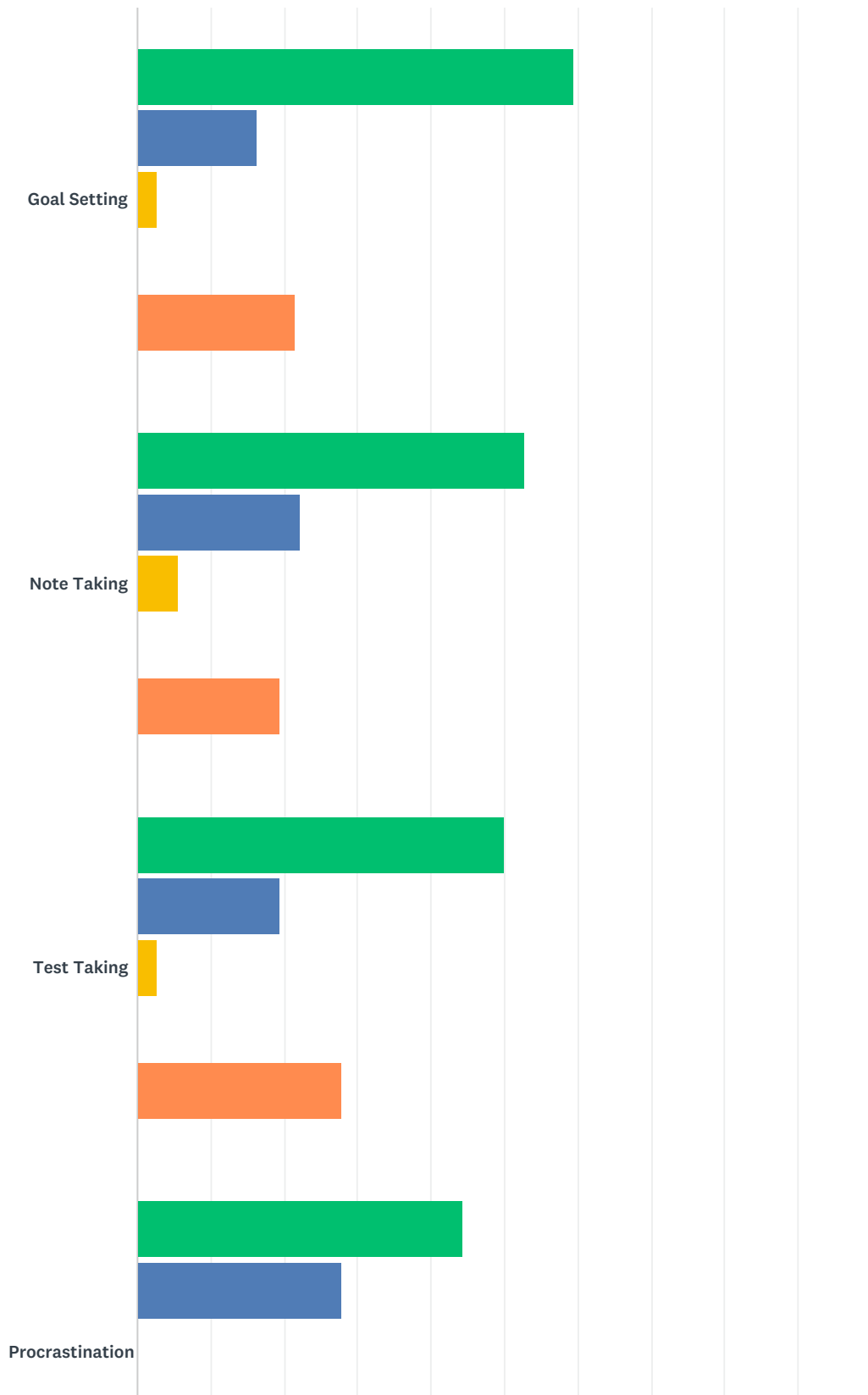
Answered: 38 Skipped: 9



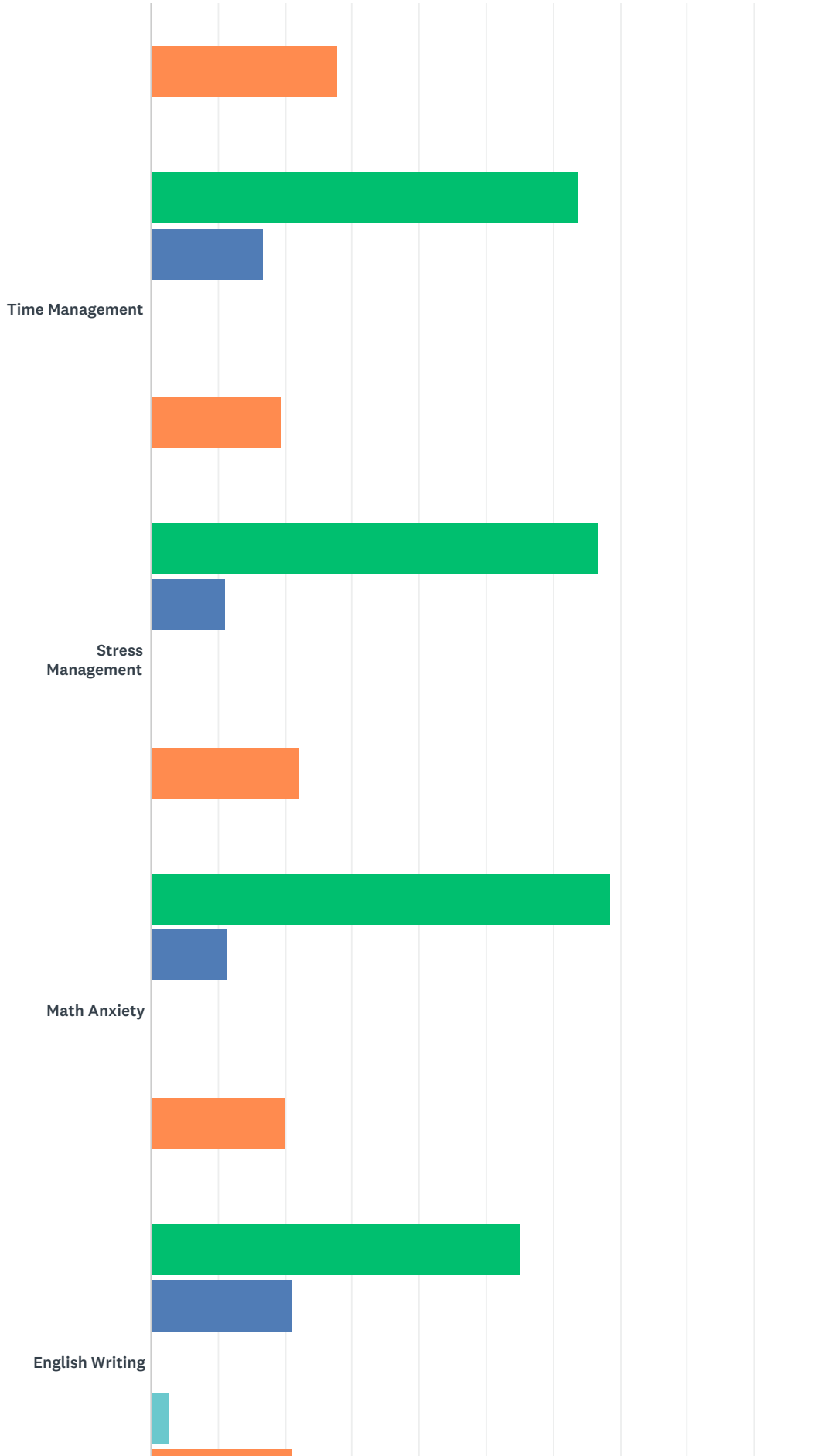
ANSWER CHOICES	RESPONSES	
Mornings 10:00am - 12:00pm	13.16%	5
Afternoons 12:00pm - 2:00pm	36.84%	14
Afternoons 2:00pm - 4:00pm	21.05%	8
Evenings 4:00pm - 7:00pm	28.95%	11
TOTAL		38

Q14 If you attend workshops, please rate the helpfulness of each workshop:

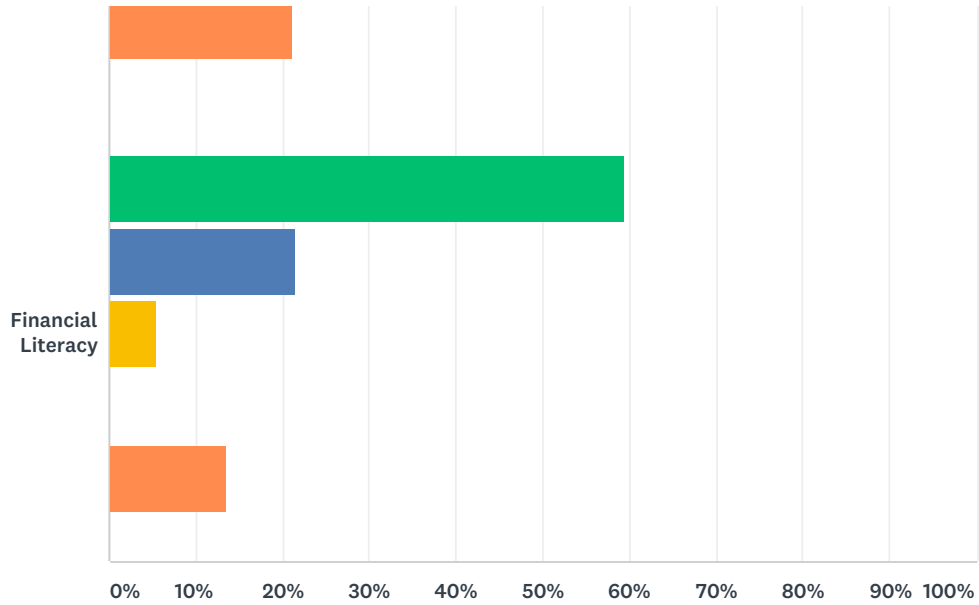
Answered: 38 Skipped: 9



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■ Very Helpful
 ■ Somewhat Helpful
 ■ A little Helpful
 ■ Not at all Helpful
■ Not Applicable- Did not attend

	VERY HELPFUL	SOMEWHAT HELPFUL	A LITTLE HELPFUL	NOT AT ALL HELPFUL	NOT APPLICABLE- DID NOT ATTEND	TOTAL
Goal Setting	59.46% 22	16.22% 6	2.70% 1	0.00% 0	21.62% 8	37
Note Taking	52.78% 19	22.22% 8	5.56% 2	0.00% 0	19.44% 7	36
Test Taking	50.00% 18	19.44% 7	2.78% 1	0.00% 0	27.78% 10	36
Procrastination	44.44% 16	27.78% 10	0.00% 0	0.00% 0	27.78% 10	36
Time Management	63.89% 23	16.67% 6	0.00% 0	0.00% 0	19.44% 7	36
Stress Management	66.67% 24	11.11% 4	0.00% 0	0.00% 0	22.22% 8	36
Math Anxiety	68.57% 24	11.43% 4	0.00% 0	0.00% 0	20.00% 7	35
English Writing	55.26% 21	21.05% 8	0.00% 0	2.63% 1	21.05% 8	38
Financial Literacy	59.46% 22	21.62% 8	5.41% 2	0.00% 0	13.51% 5	37

Q15 If there was one thing that TRiO could change, what would it be?

Answered: 37 Skipped: 10

#	RESPONSES	DATE
1	One thing that Trio could change is offer more tutors during summer.	6/15/2017 3:01 PM
2	Offer appointments for evening students	6/13/2017 6:36 PM
3	To get a bigger space for students, and get white boards.	6/13/2017 4:29 PM
4	Nothing	6/13/2017 4:14 PM
5	i am not very sure	6/8/2017 9:00 PM
6	Give snacks	6/8/2017 5:11 AM
7	None	6/5/2017 8:30 AM
8	I was going to say the computers but they bought new ones already	6/2/2017 12:43 PM
9	I guess that there is only one printer	6/2/2017 12:41 PM
10	No. Keep up the good work	6/1/2017 8:33 PM
11	an actually tutoring room	5/31/2017 10:43 PM
12	Can't think of one.	5/31/2017 5:56 PM
13	More tutors like Steven	5/31/2017 10:03 AM
14	Tutoring times	5/26/2017 11:04 PM
15	have more tutors for different subjects	5/24/2017 11:53 AM
16	I would change the requirements to stay in trio	5/23/2017 1:01 PM
17	I don't see any area to change.	5/23/2017 5:10 AM
18	Give more supplies in terms of test materials	5/23/2017 1:23 AM
19	Nothing	5/22/2017 12:05 PM
20	More field trip	5/22/2017 10:21 AM
21	nothing	5/17/2017 1:55 PM
22	Nothing.	5/14/2017 4:17 PM
23	Get a better printer, possibly two so that if one breaks, another is there. Have scantrons ready at all times. Stay open either later or earlier for people with 8AM classes.	5/11/2017 11:18 PM
24	Better at following back with appointments. Sometime's i'll missy app. and they'll text me asking if I want to make an appointment and when, so I reply, but receive no response.	5/3/2017 5:52 PM
25	N/A	5/3/2017 4:37 PM
26	Perhaps open on Saturdays, although I can not think of anything else.	5/2/2017 11:56 AM
27	Nothing	5/1/2017 9:03 PM
28	Everything's well as far as I can notice.	4/29/2017 1:31 PM
29	Maybe to have more workshops and to extend the time on progress reports.	4/29/2017 9:52 AM
30	No	4/27/2017 6:51 PM
31	That there should always be someone working the front desk.	4/27/2017 4:53 PM
32	Follow through with appointments and do not cancel. Make sure staff is actually inputting appointments correctly	4/27/2017 3:00 PM
33	maybe less emails but it is helpful	4/27/2017 2:17 PM

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34	Color printing	4/27/2017 12:09 PM
35	Nothing trio is great as it is.	4/27/2017 9:10 AM
36	More field trips offered during the semester.	4/27/2017 8:33 AM
37	Be consistent	4/27/2017 8:17 AM

Q16 What do you think the TRiO-SSS staff does especially well?

Answered: 37 Skipped: 10

#	RESPONSES	DATE
1	The Trio staff is especially well at willing to help out when we need it. Whether its for making an appointment, getting materials or having a question, they are always seem happy to help.	6/15/2017 3:01 PM
2	Support and guide their students.	6/13/2017 6:36 PM
3	Making you feel welcome.	6/13/2017 4:29 PM
4	Accommodating to everyone's needs.	6/13/2017 4:14 PM
5	with responding and helping students when needed	6/8/2017 9:00 PM
6	Listens and understands.	6/8/2017 5:11 AM
7	Be Attentive to Students, always helping us to what is needed.	6/5/2017 8:30 AM
8	They make me feel like they're there for me when i need them	6/2/2017 12:43 PM
9	Always ask how we are doing and if w need help	6/2/2017 12:41 PM
10	They're always very welcoming and they always answer questions and if they don't have an answer they'll find a solution	6/1/2017 8:33 PM
11	keep you notice about events	5/31/2017 10:43 PM
12	They are extremely caring about everyone in the program.	5/31/2017 5:56 PM
13	Their nice people who care about the students academic life.	5/31/2017 10:03 AM
14	Answer my questions.	5/26/2017 11:04 PM
15	they are very organized with the activities of the program.	5/24/2017 11:53 AM
16	They try to help every student succeed in college	5/23/2017 1:01 PM
17	tutoring	5/23/2017 5:10 AM
18	Greeting, welcome people	5/23/2017 1:23 AM
19	Answering questions	5/22/2017 12:05 PM
20	Listens	5/22/2017 10:21 AM
21	makes fill you like at home, comfortable	5/17/2017 1:55 PM
22	Telling us about events.	5/14/2017 4:17 PM
23	Great at reminding students with reminders for appointments. Greatly appreciated.	5/11/2017 11:18 PM
24	Verry amiable and encourage students to go within questions or needs.	5/3/2017 5:52 PM
25	Have a safe, friendly, and engaging environment.	5/3/2017 4:37 PM
26	There reminders about appointments and emails.	5/2/2017 11:56 AM
27	treats students really well	5/1/2017 9:03 PM
28	They're amiable and are willing to assist us.	4/29/2017 1:31 PM
29	They are good with being available most times, have access to resources I need for school, and the counseling is excellent as well as the tutors. The workshops are also well done and moitivate me.	4/29/2017 9:52 AM
30	Communication	4/27/2017 6:51 PM
31	Making students feel welcome.	4/27/2017 4:53 PM
32	Notify about workshops via email	4/27/2017 3:00 PM

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33	make you feel welcome always	4/27/2017 2:17 PM
34	Be on time	4/27/2017 12:09 PM
35	They really care for us the students. They always check up on us and always send emails to invite us to workshops, fieldtrips, or just to remind us to go to our counseling appointment. They are very helpful.	4/27/2017 9:10 AM
36	Taking you into consideration and taking your concerns very serious as well.	4/27/2017 8:33 AM
37	Being friendly!	4/27/2017 8:17 AM