

## TRIO Student Support Services - Program Survey Spring 2023

**This is your \_\_\_\_\_ year in TRIO Student Support Services.**

92 Responses

Field	Choice Count
First	43
Second	28
Third	15
Fourth or more	6

**What is your college grade level?**

94 Responses

Field	Choice Count
Freshman	29
Sophomore	29
Junior	24
Senior	7
Graduating Spring 2023	3
Graduating Summer 2023	0
Graduating Fall 2023	2

**Your major is in which college?**

92 Responses

Field	Choice Count
College of the Arts	3
College of Agriculture and Applied Sciences	10
College of Engineering	4
College of Humanities and Social Sciences	17
College of Science	14
School of Business	13
College of Natural Resources	5
College of Education and Human Services	19
Exploratory	7
Total	92

**Not including tutoring or classes, during the current academic year (Fall 2022-Spring 2023), how many contacts do you recall having with TRIO Student Support Services? This includes office visits, academic advising, phone calls, emails, workshops, luncheons, picking up supplies, registration, etc.**

90 Responses

Field	Choice Count
0-5	29
6-10	43
11-15	14
16-20	2
More than 20	2

**How often this year did you utilize or have contact with the following USU resources?**

88 Responses

Field	Weekly	Monthly	Once a Semester	Not Used
University Math/Stat Tutor Lab	9	10	15	54
Writing Center	2	9	26	50
Non-traditional Student Association	0	0	5	82
USU Inclusion Center	5	7	7	68
Financial Aid Office	1	7	44	36
Your Major Advisor	2	20	59	7
Career Design Center	1	3	21	62
Professor Office Hours	10	32	23	22
USU Clubs/Organizations	18	15	9	43
Aggies First Scholars Program	6	9	17	54
Other Tutoring (non-TRIO)	5	16	12	53

**Which of the following TRIO SSS resources did you use this school year?**

86 Responses

Field	Choice Count
Took a TRIO SSS Course (Fall 2022, this semester, or both)	45
Academic Advising	50
Learning Specialist Help (study skills, learning strategies, etc.)	24
Check-in Visits	73
Early Registration	78
Supplies (notebooks, scantrons, pencils, etc.)	32
TRIO SSS Math/Stat Tutoring	25
TRIO SSS Writing Tutor	18

**Please rate each of the following resources.**

86 Responses

Field	Very Helpful	Helpful	Slightly Helpful	Neutral	Not Helpful
Took a TRIO SSS Course (Fall 2022, this semester, or both)	37	3	3	1	0
Academic Advising	38	11	0	1	0
Learning Specialist Help (study skills, learning strategies, etc.)	20	1	3	0	0
Check-in Visits	46	22	4	1	0
Early Registration	75	2	0	0	0
Supplies (notebooks, scantrons, pencils, etc.)	20	10	1	0	0
TRIO SSS Math/Stat Tutoring	22	3	0	0	0
TRIO SSS Writing Tutor	13	4	0	1	0

**Please select the reason you did not use each resource.**

84 Responses

Field	Not Interested	Not Aware	Not needed
Took a TRIO SSS Course (Fall 2022, this semester, or both)	3	4	34
Academic Advising	3	13	20
Learning Specialist Help (study skills, learning strategies, etc.)	6	12	44
Check-in Visits	2	4	7
Early Registration	0	7	1
Supplies (notebooks, scantrons, pencils, etc.)	1	13	40
TRIO SSS Math/Stat Tutoring	1	5	55
TRIO SSS Writing Tutor	3	5	60

### Which TRIO SSS workshops did you attend this year? (Either Fall 2022 or Spring 2023?)

37 Responses

Field	Choice Count
Academic Planning Workshop in USU 1730	19
Grad School Workshop	6
Preparing for Finals Workshop	10
Math Anxiety Workshop	11
Financial Aid and Budgeting Workshop in USU 1730	15
Financial Literacy Workshop in USU 1730	13
Scholarship Applications / FAFSA Workshop	11

### Why did you not attend the following workshops?

83 Responses

Field	Not Interested	Time Conflict	Not Aware
Academic Planning Workshop in USU 1730	25	24	16
Grad School Workshop	40	27	11
Preparing for Finals Workshop	22	31	21
Math Anxiety Workshop	35	22	16
Financial Aid and Budgeting Workshop in USU 1730	23	30	16
Financial Literacy Workshop in USU 1730	27	27	17
Scholarship Applications / FAFSA Workshop	16	48	9

**TRIO SSS Course - Enrolled Fall 2022 or Spring 2023**

45 Responses

Field	Didn't take	Very helpful	Helpful	Neutral	Not helpful
USU 1060 - Strategies for Reading	33	6	3	2	0
USU 1730 - Academic Success Strategies	14	19	5	7	0
Math 0995	26	14	0	2	0
Math 1050	27	11	3	2	0
Stat 1045	30	8	3	3	0

**Which TRIO SSS communication methods do you receive? (Check all that apply.)**

85 Responses

Field	Choice Count
Emails	77
Text message	38
Canvas	61
Instragram	0

**How do you most prefer to be contacted?**

85 Responses

Field	Choice Count
Emails	46
Text message	25
Canvas	14

**How often do you use or check the TRIO Student Support Services Canvas page?**

61 Responses

Field	Choice Count
Daily	3
2-3 times a week	10
Once a week	14
Once a month	25
Once a semester	6
Never	3

### How useful do you find the TRIO SSS Canvas site?

61 Responses

Field	Choice Count
Very useful	16
Useful	28
Neutral	12
Not useful	1
Not accessed	3
Not aware	1

### How useful have you found the following TRIO SSS Canvas site sections?

61 Responses

Field	Very Useful	Useful	Neutral	Not Aware	Not Accessed
Announcements	32	21	5	0	3
Tutoring Hours	23	13	12	1	11
Financial Aid	20	15	16	1	9
Money Matters	14	12	19	6	9
Academic Support	17	21	9	0	13
Scholarships	21	17	9	2	12
Grad School	11	12	17	1	19

### Please rate the level of your agreement or disagreement with the following...

83 Responses

Field	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
TRIO SSS is a friendly, comfortable place to be.	69	13	1	0	0
TRIO SSS is a good resource for information.	64	18	1	0	0
When I have a question about my needs at USU, I go to TRIO SSS first.	40	23	12	6	2
The TRIO SSS staff is concerned about my success at USU.	65	15	3	0	0
TRIO SSS helped me stay enrolled and be successful at USU.	54	21	5	1	2
I am satisfied with the overall assistance and services I receive from TRIO SSS.	65	15	2	1	0
I would recommend TRIO SSS to a fellow student.	67	15	1	0	0
TRIO SSS provides opportunities to meet and connect to fellow students.	50	22	11	0	0

## Comment Questions

**You reported 5 or fewer contacts with TRIO SSS. Are there any TRIO events or services you wanted to access but could not? If so, which ones?**

18 Responses

Not specifically, but I work during a lot of the evens so I don't get to attend very often.

I need to attend more.

Fasfa And tutoring

TRIO is awesome, I'm just really bad at asking for help

Just started the program.

No

Nope!

na

Not sure, I've just been struggling to be on campus outside of my one in-person lecture due to mobility, time management, and juggling school with my job.

Mostly around noon or because I am still new.

N/A

I wish that I could have gone to the career fair

There were a few when I had classes because I have a few late afternoon classes

I wanted to go to the scholarship workshops and luncheons, but I am usually in class. Most events are when I am busy with other stuff, so I usually don't pay attention to the event beyond the time.

I believe I could've I just didn't have the time with the available dates.

I was very grateful for the zoom option for the scholarship workshop. Thank you

My life is really busy and I forget to make appointments. I do love going to say hello to everyone tho. It's nice to feel like there is somewhere I can go where I don't feel completely out of place!

That's all I've needed!

**Other than TRIO SSS, where have you received tutoring?**

28 Responses

Writing Fellows

I have not received any other tutoring

through TAs

Usu Math

Through office hours/TA's/SI review sessions

Animal science

Just the school

I have received tutoring from my TA.

All my classes are online except my Stats-1045 class. When I need tutoring I email my professors.

Private Math Tutoring

Peer help in classes.

None

Respective tutoring places (writing center/math tutors/science tutors)

math tutoring center and engineering tutoring center

I go to my Professor's and TA's office hours frequently.

The writing center.

I have been attending the study sessions/tutoring offered by my TA's in my anatomy class.

I have received tutoring at the math tutoring center and CS coaching center.

Office hours

Writing Center in the Library

Aggie Math Learning Center and my roommate

Huntsman School of Business. FJ Career Management Center.

From a friend and from the math center here on campus

Teacher assistant office hours.

Science tutoring for chemistry

Math center is really the only other place.

None

Online

### **What other resources/offices have you found valuable?**

DRC

My coworkers that work in the field I am studying teach me a lot

Writing tutor

Office hours

Having a support system in my classes.

Course SI sessions

Recitation for data

None really

Meeting with the professor after class has been the most helpful and useful strategy for understanding the content better. Studying on my own time and looking through lectures and content has been the most useful way for me to learn.

Trio

The UX lab in Ray B West

I really utilize the study materials and study strategies that I've learned from previous Trio classes. Those help the most.

None



Sustainability Office

Snac pantry, and financial aid has been helpful

whenever I need something I would just use a lot of my professor.

Talking about graduate school.

I use the financial aid office and the different advising offices once in a while.

Res Life

na

I know this is a trio survey, but trio has been the best resource for me so far

CAPS, USU clubs, Inclusion center

Youtube

NA

I have found that even being in the Library to do homework or to have better wifi is a great resource. I do my homework there and it is really nice to have a change of scenery.

N/A

I have found USU 1050 interesting because of the awareness they bring through the classes about resources available.

Veterans Resource Office

The usu 1700 Class has helped me find a lot of helpful resources

financial aid

I have really loved having a human anatomy tutor available.

Scholarships and FAFSA advising are useful, as well as simply the encouragement and emotional support of the incredible TRIO staff!

I find study groups are very beneficial for homework and preparation for upcoming exams.

career center

I only go to TRIO if I have questions about anything.

The writing lab.

Using the library as a place to study and do homework.

N/A

The TRIO office has been my most valuable resource through my college experience.

The office of Heidi Hodgson is the nicest office in the world.

recitation

Trio, DRC, office hours of professors and TA for their perspective classes

Student Money Management Center would be one example of a valuable resource that I've used.

I have appreciated SI sessions

I have a study group that I meet with once a week for Organic Chemistry.

DRC/CAPS

The Latinx center has been a huge help.

I don't use any other resources but have thought about getting the disability resource center application started again.

Trio SSS

Writing Tutors SSS

DRC

Financial Aid

being able to talk to my professors- questions, need help, etc.

Moral and personal support from professors and peers

Academic advising is great for making a semester plan.

Advising, office hours of professors

The Latinx cultural center, huntsman scholars, career advising

### How can we improve TRIO SSS communications methods to reach you?

36 Responses

nothing I am aware of almost all the events

I actually really love how it is already and it's very helpful for me.

More noticed

Reaching out to me was effective, I just never checked my messages, didn't need it at the time, or had other resources available for me

I think TRIO does well to contact me. I am generally aware of events going on.

na

Not sure

Utilizing both texts and emails are best at ensuring I see the message.

none its great

NA

I think TRIO has done a great job with communications. Maybe give a reminder for meetings or important dates the day of and the day before.

Current methods seem suitable

I find with how TRIO SSS has been communicating with me.

nothing it is good

reminders for upcoming meetings through email/text

So far I just need to be better about opening emails

Nothing! I get text messages and I feel comfortable reaching out if I need help with something.

Have more times available for workshops and activities.

N/A

You guys do great

I think emailing has worked really well for me because I check my USU email daily.

You can improve TRIO SSS communications methods by having more walk-ins for students to receive help.

Reminder texts day prior and day off would be appreciative.

At the moment it looks good. Perhaps encourage more participation on the canvas page to familiarize yourself with the resources at students' disposal.

N/A

I used to be able to receive TRIO texts, but they stopped last semester.

You guys do great already :)

No improvement needed

Anything works for me!!

I feel that this office has been perfectly accommodating to me and I don't feel any improvements could be made. They reach out often and I haven't been as responsive.

Thank you

Everything is already great!

N/A

Communication is great and plenty.

Engaging more with instagram!

### How has TRIO Student Support Services made a difference in your university experience this year?

58 Responses

It has really helped me succeed in college, by offering financial support as well as academic support.

It has helped me with math to be able to learn and feel More confident

Yes very much

It has made planning for my future years at USU significantly easier

Yes it has. It made math make sense to me again.

Trio helps students who come from low-income background, students with disabilities and first-generation college students.

Made my transition smooth

They have helped me feel more comfortable in school and realizing I can reach out for support when I need it.

They are all very welcoming and friendly. They have all made an effort to get to know me and it is nice to have a little place I know I can go and everyone knows my name

The check-ins have saved me. I always need someone to talk to but I never know how to ask for help. Trio has always been there for me.

Last year was my first year of college. I was quite nervous because I was not confident in my academic abilities, and I wasn't sure what I wanted to study yet. Now with the help of Trio I have found the best degree for me. This is my second year now and I believe I've taken every Trio class that's offered. This year I've applied my reading and study strategies, and with the help of math 0995 and 1050 I'm a lot more confident about my math skills. This year I am taking STAT-1045 and currently have a B+ which I'm thrilled about.

Talking with Anthonie helped me devise a plan for fall and ways to keep the most of my FAFSA benefits.

Math was MUCH easier

The biggest asset for me is being able to get into the technical electives in my program that I want to take through the early registration. I also think the check-in meetings have been helpful for making decisions/goals for grad school.

Huge help to successfully study, support, and socials.

Being a non-traditional student. TRIO made me feel comfortable if I had any questions, or was confused about something.

They have helped me be strong when I am worried about my class. They help me make a dissuasions when I need one.

Trio make my university experience very helpful and useful.

registration was so much easier than my friends say it was since i could regis early

College doesn't feel as intimidating anymore

It helps a lot knowing there's a place on campus where I can go for support from a familiar group of people who are happy to offer encouragement and enjoy seeing how I'm doing.

It give me alot of support and I feel I cared for

Made taking classes and learning a lot easier then previous.

It has made my classes a lot easier, Janice Bodily is a great teacher. It has helped me know strategies for studying, tests, reading, and time management.

It's nice knowing that there's a support net that I have access to, even if I don't always use it. There have been times when the program has offered clarity and help when it otherwise would have been unavailable.

It has made me accountable with my goals and how I preform in my classes.

Helped me to find helpful resources

Getting one on one help for math that helps me better understand the material

Definitely and I wish it operated during the summer, pretty please just one section of math 1050 please?

TRIO made it possible for me to attend this semester, as well as providing crucial support to making it through last semester.

I could take STATS through TRIO Fall 2022, which was very beneficial for me so I can continue with my math classes. I went with the writing tutor a couple of times and they were very helpful in how I could improve my writing.

It's helped me feel less anxious when a problem arises that I do not know the answer to.

Yes

The early registration reduces a lot of stress, as well as the smaller class sizes of the math classes.

TRIO has provided me a safety net to fall back on when I'm struggling in school... My favorite thing about TRIO, which may seem odd, is that everyone who works in TRIO (Heidi, Carol, Anthonie, etc.) knows my name. This may seem like such a small detail, but, is important to me. They know me on a personal level and have created that connection with me. I have other advisors or mentors who can't even remember my name, this makes me feel less inclined to return. TRIO has given me support from the very beginning!

The TRIO crew makes us feel at home at USU and always is there for us when we need someone.

I have absolutely loved TRIO and everything they have had to offer. Its really been a game changer for me to feel like I'm apart of something and to have the SSS staff there who actually cares and wants to help me. I like feeling like its a club or organization where we can make friends and connect with people so you actually feel seen and recognized. Nothing better than when you stop into the office and everyone there is happy to see you, and are willing to help in anyway. I also think its played a huge part in my success so far in college. I've gotten all A's since being at USU, even in stats which I was very worried about. All thanks to the trio classes, staff, and resourses that have helped me get to this point.

The TRIO student Support Services have a really big difference in my semester experience by listening to all of my worries and struggles that I kept facing during the semester. TRIO helped me realize the importance of appreciating who I was and why my effort should be valued.

A huge difference, there was an issue with math taking place with another course. Without the help from Carol and the team, I would in fact need to retake all math courses to hit a pre-req. This would cause a significant delay in my graduation and completion of other courses.

I am able to pick the classes I need and be able to pass them with resources found in TRIO

Honestly MATH 1050 was such an incredible help to me this year. I really enjoyed that class and it was so nice to have it with a slower pace, and with smaller class size! Janice is an outstanding instructor and it was so nice!

The financial help for SSS classes and having lots of information on FAFSA and scholarships has been nice. TRIO SSS offices are welcoming and everyone is very friendly. Thanks for all you all do!

It helped me decide to switch my major

It's helped me understand where I need to pivot so I can prepare for what's to come post-graduation.

I would not have passed my stats class without trio so I'm very grateful.

I don't think I would have been able to pass math without the help from TRIO. At least it would have been very very difficult. I took math 1050 last semester and I actually learned how to do hard math and it was actually enjoyable.

TRIO is such a great program, the staff always welcomes me with enthusiasm and friendliness. TRIO is one of the reasons I was able to continue my education and I am just a few semesters away from graduation. Their constant encouragement and support made a huge difference in my college experience.

TRIO helped push me to do better academically by encouraging study sessions, helping to improve my study skills, and are always on top of my grades and schedule.

I feel like I have people rallying behind me. This helps keep me accountable to people other than myself.

It has given me the comfort to ask for help when I needed it the most.

As a non-traditional student I feel out of place a lot. It is awesome to go in this office and feel that the people in there care. They are ALL wonderful and I have appreciated all that they have done to help me thus far. What amazing people we have here!

Thank you for all your support, help, so I can do well in all my classes. Your helpful tips/advice really does help me. In a positive way.

I know there is always someone keeping an eye out for things I may have missed. I would have ended up having to do a summer class or extra semester if a missing GenEd credit hadn't been caught! I didn't know the protocol for getting that covered and Trio helped me get it all sorted out when I was fumbling it on my own.

They have helped me to not feel so alone in my process of taking on college.

If I don't know what to do I know I can ask TRIO and they may not know the answer but will know where to direct me, and help me get there.

The trio office is a stable support system for me!

It has allowed me to build a home away from home

I feel like for once people are actually devoted to seeing that I do well and succeed in a academic setting

Taking classes offered through TRIO not only has been incredibly helpful academically, but has also connected me with some amazing peers who I wouldn't have encountered otherwise

### Any additional comments?

26 Responses

no

It's very helpful for me and the others

NA

Nope.

I thank all the TRIO servies members for making me feel safe in college.

Thank you

na

You guys are great! Sorry I haven't been able to stop by and say hi very much!

none

Nope, you guys are doing great

Nope

N/A

Will there be tutors here in the summer?

TRIO Rocks!

I love TRIO!

Thank you guys!

Everyone is always so eager to help and I appreciate everyone that has helped me so far. There has not been one negative experience I've had with the office and I will continue to go and refer people to the trio program.

You all rock!

n/a

Nope.

Thank you.

Thank you for your help this year so far

Keep up the fantastic work!

thank you.