

Institutional Evaluation

**2006-2007 SUGGESTIONS
FOR IMPROVING
STUDENT RETENTION
FROM STUDENTS
[April, 2007]**



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**2006-2007 SUGGESTIONS FOR IMPROVING
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[April, 2007]

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On October 30, 2006, and October 31, 2006, students in Arts and Sciences, Business and Public Services, Comprehensive Studies, Health Education and Industrial and Engineering Technology were surveyed during 9 a.m. and 6 p.m. classes. The students were asked to respond to the following question: What can Tri-County Technical College do to better assist students in completing their programs of study and graduating from Tri-County Technical College? A total of one thousand four hundred and two students were surveyed. The following lists their responses to the question for 2006-2007.

Suggestions from Arts and Sciences Students

- More available classes to students in that major. Clearer courses on the major.
- Actually help them out by reaching out to them.
- Have better tools to assist in which classes are transferable to which schools. Have better communication with other four-year schools.
- Helping more by deciding what is best for the student.
- Fix the 2nd bridge kitty bus.
- Have childcare for mothers based on income.
- Everyone should know the correct information to tell students. Too many of us are given totally inaccurate information.
- Drop the cost.
- Get them better help.
- I had problems getting a class because they decided not to even have it.
- Better advising.
- Give determined allowances for parents with children to lessen the outside work load.
- Different problems for different students, it would be hard to satisfy everyone.
- Better progress tracking.
- When applying online, tell which classes are full on the front page.
- More online courses.
- Buying books for no reason.
- Need to have more of the basics offered and have college catalogs to analyze what classes university transfer students need to take.

- Advisors do a better job in advising the students and offer more of each class at more times of availability.
- Have more available morning classes.
- They could have a course requirement listed under the major offered at Tri-County Technical College.
- Offer the option of student loans as well as childcare assistance.
- Better advisors.
- More financial aid.
- Use the lottery the way it was intended for technical students when it was proposed in the beginning. Increase financial help and offer more classes at night and each semester.
- Schedule more classes.
- Have a better variety of instructors; don't let one instructor teach all the classes.
- Stop canceling classes and start some childcare with the YMCA.
- I don't like the bridge program. That is not fair; Clemson students are filling up my classes.
- Helping students who really don't have money for college. It's not fair to make them pay when they don't have the money.
- Get more knowledgeable about the university transfer program.
- Have more scholarships and grants for people without financial need. Because on everything I try and do my parents make too much money, but we do need help in paying for me and my sister to go to college.
- Funding for daycare would be good.
- Advisors that advise.
- Get better mom instructors. One of the instructors smells of alcohol and smoke.
- Help students who parents do not support them that need more funds.
- Have instructors be more helpful. Some instructors don't care about students.
- The instructors.
- More classes.

- Some students cannot afford tuition on books, extra funds should be allotted.
- Make sure tutors are helpful. Many have caused me to not do well on tests.
- Offering more sections to accommodate work schedules.
- The math lab is great but there are very limited resources for help with physics.
- They could offer public transportation to people other than the rich bridge students.
- Be patient with students and be compassionate and understanding.
- Offer Accounting 201 and 102 on Monday, Wednesday, and Friday.
- Math 212 should be at more than one time.
- More physics classes. One on Monday, Wednesday, and Friday would be great.
- Hire instructors and advisors who care; I'm paying for them to help and very few do.
- Offer a daycare facility. I don't have children, but I know people who have been forced to drop out due to childcare issues.
- Have transportation from smaller communities to school.
- Offer more times or spaces in classes.
- Don't omit chapters from textbooks.
- More financial aid.
- Offer more courses especially science related.
- To understand people are going to miss more than seven days.
- More options when you can take courses.
- I had problems finding a math class because mine was canceled, so I had to rebuild my schedule. The College should do more to make sure this doesn't happen.
- Listen to us.
- Maybe helping them to get at least one kind of payment for paying for school.
- More science labs at different times.
- More classes.

- Better financial assistance.
- Get advisors who really care about the direction the student goes toward. Mine doesn't know anything about scholarships.
- Be more specific when classifying majors and courses taken by that major.
- Better advising to bridge students.
- Make more classes available and give our money back when instructors cancel classes.
- See if you can get a CAT bus to run from Tri-County to Central directly.
- It should have a separate department for connecting students to the four-year college.

Suggestions from Business and Public Services Students

- More financial aid.
- Spread the word about grants, scholarships, and loans that are available.
- Offer more online courses.
- If they say you have money in your account and they pay for books they should not send you a letter saying you owe them money if they made the mistake.
- Offer more courses and make online less confusing; quit changing passwords, offer more lines for courses.
- More tutoring classes in other subjects, not just math and English.
- Make sure there are enough morning classes available to meet needs of fulltime workers at night.
- Offer more classes online each semester.
- Get better advisors who don't make you take unnecessary classes.
- More openings for classes at the same time.
- Child care facility on campus.
- You should be able to register yourself.
- Offer more classes during the summer and more than one class time per class.
- Need more help in registering for classes.

- Offer more online courses, offer more courses at more times.
- Start a childcare daycare center. Have classes for Radio and Television Broadcasting students in the afternoons.
- Busses to save gas and student housing.
- Offer financial aid for married families with higher incomes. We have bills just like everyone else.
- Tri-County Technical College does not accept loans, such as the Stafford loan. This would probably help more people.
- Offer classes with more variety of times.
- I really think that the College should have childcare.
- Offer more class times.
- More classes at night, for more to be able to receive financial aid.
- The instructors need to provide more adequate instruction. Teach the students and not reprimand us.
- Offer more classes at different times and offer more financial aid. Parking infractions should be lowered or none at all.
- Offer more of same classes throughout the day.
- More tutors.
- Offer more classes on Tuesday and Thursday
- Have more available classes at different times, so they won't be full. Need to get childcare on campus.
- Advise students from the beginning on every class needed in their major. Help some students with childcare so they don't have to pay if they can't afford it.
- Have better advisors, ones who know what their job is so they can instruct students.
- Lower tuition prices.
- Better parking.
- More childcare programs.
- More flexible course schedule.
- Offer physics both semesters. I can't take it next semester so it will prolong me graduating.

- More information on how to get into tutoring.
- Allow a few more days absent to the people with children.
- To offer students who have financial problems programs to help with gas or daycare expenses.
- Free laptops for computer related courses would help.
- Have more classes after 10 a.m. because everyone can't get here at 8 and 9 a.m.
- Have more courses available each semester in the evening.
- I think most classes should be offered in the morning and at night, as long as enough people register for the class.
- We need on campus daycare.
- The advisors need to have more time to advise. They teach so they always seem rushed.
- Understand we have more things going on in life besides school.
- Have more classes and more of a student environment. Try to get something everyone would like to be apart of. Get people connected and they will graduate.
- Offer more classes at more times.
- Don't offer online courses.
- Don't reserve student parking; make other parking arrangements for special visitors. More parking for students I've had to miss class a couple of times because parking was completely full, I have also been late.
- Offer more classes.
- Transportation for students after 8:40 p.m.
- Support counseling. A class on learning how to study.
- Childcare.
- Offer more financial aid.
- Provide a childcare service that isn't very expensive.
- Financial aid.
- Have it to where you can get financial aid (Pell grant) to cover books too.

- They need to keep in mind the young adults that are paying for their own education.
- Offer more night classes.
- More classes later at night.
- Stop canceling classes, it has messed up my schedule on numerous occasions.
- Dorms.
- Get more classes.
- Don't be so strict on the absence policy.
- Learn that people have to work, and their attendance policy is the most ridiculous thing I have ever heard of.
- Provide better financial assistance.
- The only answer to course availability would be larger facilities and increased staff.
- We need money.
- By offering a wide range of classes time wise to fit around the average working parent.
- Make sure you are told about placement tests.
- If the instructors can give extensions to the students who need it the most.
- The times and days of courses for working single mothers. They should be able to go two days for all their classes or three days. It gets hectic at times.
- Provide childcare for students.
- Saturday classes.
- Help more with financial aid and childcare, give people a chance and if you put students on probation, make sure you motivate them by having advisors watch over them so they can make it.

Suggestions from Health Education Students

- Have more classes available.
- Offer more night classes.
- For certain programs that have 1-2 year waiting list, I think that there needs to be more instructors and availability of the courses.

- Have more instructors and offer more openings for programs.
- Offer scholarship money for books because they sometimes cost more than the classes.
- Offer the classes at a range of times especially abnormal psychology.
- Be less expensive for out-of-state students or offer federal Stafford loans.
- Allow children on campus, offer more financial aid programs.
- By trying to raise tuition especially for those that work and do not receive Pell grant.
- Get better instructors and more of them to open more classes.
- Have more organization.
- Better advising.
- Saturday classes would be nice for individuals with children.
- More classes and instructors.
- Childcare on campus and participation in Stafford loans or something besides Palmetto assistance would help me a lot.
- A lot of classes get full right away and, frequently the ones left are at bad times.
- There are times when family emergencies or matters may interfere, but that stuff cannot really be helped.
- Offer more classes at night for working parents.
- Make some of the science classes more available.
- Need to offer more classes and class times.
- Help with more financial resources for those who fall in the cracks of not making enough for books and extra things for classes.
- Have bigger classes or more instructors.
- Lowering book cost, I can barely afford enrollment, forces me to take fewer classes, which is going to almost take me five years to graduate a two year program.
- Open more classes (it's hard to take them when they fill up quickly).
- Offer more class times for classes (e.g. management classes).

- Get dorms.
- Organize carpools.
- Let freshman know where to go and what help is offered like writing centers, financial aid.
- Better parking.
- Assist older incoming students with knowing what pre-requisites you need to avoid spending two years floundering.
- More times for classes.
- They could get the advisors to help us a little more in finding out what classes we need to take.
- Offer tutoring in major.
- To go to five week classes in nursing.
- Job placement while attending.
- Offer more classes and be willing to work with work schedules.
- Better ways to register for classes.
- Allow some radio and television broadcasting classes to be given at night.
- Better parking.
- Go by the curriculum.
- Maybe provide childcare.
- More classes needed in the evening for people who work in the mornings.
- Reform the English department.
- More advising.
- More along sciences, a little slower, too fast paced.
- Parking closer to the building.
- More available classes.
- If possible, more classes.

- They need to help us more on which classes we need to take instead making us figure it out by ourselves.
- A better funding program for people who work. Just because we work doesn't mean we have the finances to afford school.
- Don't have glitches in the computers when we are trying to register.
- Offer more availability of courses.
- Keep students informed that they need to do a completion form after prerequisites.
- More evening classes; more classes like micro applications.
- Offer more courses online when classrooms are full.
- Offer more sections at more diverse times.
- Don't make courses so hard to learn. Let student get into nursing faster.
- Be more specific in listing and explaining what students need, and childcare for those who need it. Too many students have had to leave because no one could watch their child.
- Clearer requirements in associates program.
- Allow students the ability to study on campus in a quiet environment.
- Have better information for those students wanting to transfer. What we are told to take here should be only what we need to get to where we are going.
- More transfer courses known publicly, hold a seminar concerning them. Make more programs transferable.
- Have more open classes or online courses.
- Offer more classes, be more flexible with times, have more online courses.
- Again my only problem with the College is the administration. Like financial aid and student services never know the answers to my questions.
- Better class advising.
- Offer more classes.
- Maybe inform students ahead of registration day which classes will be cancelled.
- Make more flexible class times, offer more openings so everything doesn't coincide.

- I work a fulltime job because I am poor. Because of this I can't take enough hours to keep my scholarship; I am being punished because I don't have money.
- Try to find out all things and be involved in the student's life before passing judgment.
- Parr up with Clemson so if someone is transferring they know exactly what to take.
- Classes offered at more times so as not to conflict with other classes that need to be taken as well.
- Student loan programs.
- Childcare center for students with young children.
- Offer more convenient class/lab times.
- My advisor seemed confused on what I needed to take.
- Get apartments for cheap.
- I think it's up to the person to push forward having a school that cares helps.
- More online classes with online help by chatting with an instructor.
- Offer classes all terms.
- Help students out at home.
- Offer classes at times they need them like in the morning and not so many internet courses in the morning (like CRJ125 or SP07).
- Be a little more understanding about students who miss days because of work or school.
- Offer the medical program in the spring and fall.
- More study assistants.
- Help them us ways to pay for school.
- Open more classes, larger classrooms, more instructors, and more available class times.
- Offer classes at night or on weekends. Have a childcare center on campus. Offer classes every semester.
- Help students to figure what classes or courses to take.
- More evening classes.
- Try to offer more classes in all areas for different times of the day.

- They could have some type of childcare available for parents.
- Help answer the student's questions when they ask about certain topics.
- I'm not sure, but I just know that I never have a clue about what is going on around this place; it confuses me and I don't know what classes I should take.
- Help to find a job in the field of study.
- Do more about financial aid.
- Maybe a childcare center.
- If classes seem to be filling quickly, offer more classes in that subject. Notify students sooner about classes being cancelled due to under-enrollment.
- Teach.
- Higher availability of classes, especially in nursing.
- Offer classes in day like AHS 117 or do not add prerequisites to programs after I have completed prerequisites and tell me I have more now.
- Onsite childcare.
- Offer the same classes with more sections at different times. Also, more online classes (really helpful for those who have families and small children).
- Offer more classes at different times.
- Have more experienced people helping in the labs. When students are registering, it is very stressing and confusing when you don't know what to do.
- Have more online classes.
- Keep them on track.
- There is no childcare program here and I wish that there were. Especially for those in night classes.
- Offer classes every semester and weekends.
- Having dorm rooms.
- Bigger classes.
- Have more loan providers accepted here.

- Instructors need to be more understanding about days we have to miss. Give us more days to miss. Also, more financial aid options.
- Have classes that are only available in the morning available at night as well.
- Make sure the advisors are doing their job in helping and assisting.
- Outside help with online classes when you get stuck.
- More ways to assist in sending money to attend. Middle-class people are stuck. If you're rich you can go, you can afford to go. If you're poor you can go free! What about the middle, either you don't qualify for assistance or your grades aren't high enough for scholarship programs.
- Offer nursing classes more semesters, not just fall semester.
- Offer reasonable and professional childcare and help with transportation.
- Night classes for majors.
- Have more instructors or something, because some classes I need to take I can't because they are full. I don't know what else to take.
- More financial aid. Make sure instructors realize we still have a life outside of here and sometimes it gets hard to juggle both.

Suggestions from Industrial and Engineering Technology Students

- More night classes, I have to work during the day.
- More help to students and letting them know what and when to take classes.
- Offer more classes at more times.
- They can communicate to students more about our options about certain programs we can enroll in.
- Have better labs, and instructors.
- Lower tuition prices.
- Books are too high.
- More instructors.
- Better selection of classes in evening program.
- Just keeping up-to-date technology.

- Pay attention to surveys, particularly the instructors.
- Offer the classes at the times needed to attend.
- Understand student's problems. Not everybody is perfect, family comes before school.
- Not as much homework because most of us work.
- Have better advisors for my major.
- Provide help in all areas of study. And if you do, make it better known.
- To have the course offered at different times, or to work with you on your job schedule.
- Have onsite daycare available for day and night classes.
- Have motorcycle parking, better explained class enrollment online (better navigated).
- Help students figure out exactly what they need to take and help them get into it.
- Get the computer (pipeline) system correct. I have had to report to administrative office five times to correct an address that was already correct to begin with.
- Get students more help when they need it.

Suggestions from Career Development Students

- Offer higher level math classes. Don't cancel a class I signed up for two months before it starts.
- Offer more night classes.

Summary of Major Findings

2002-2003 Student Survey Summary Results: Approximately 53% of the comments requested improved class offerings, 15% addressed increasing financial aid, 12% covered better advising, 7% desired improved childcare services, and 6% centered on modifying the attendance policy. The remaining 7% were unrelated suggestions.

2003-2004 Student Survey Summary Results: Approximately 59% of the comments requested improved class offerings, 10% addressed increasing financial aid, 6% covered better instruction, 5% covered better advising, 5% desired improved childcare services, 3% covered better transportation, 3% centered on modifying the attendance policy, 2% addressed rising tuition, and 2% indicated better parking. The remaining 5% were unrelated suggestions.

2004-2005 Student Survey Summary Results: Approximately 52% of the comments requested improved class offerings, 11% addressed increasing financial aid, 11% covered better advising, 7% covered better instruction, 5% centered on modifying the attendance policy, 4% desired improved childcare services, 3% addressed rising tuition, 2% covered better transportation, and 1% indicated better parking. The remaining 4% were unrelated suggestions.

2005-2006 Student Survey Summary Results: Approximately 52% of the comments requested improved class offerings, 11% addressed increasing financial aid, 11% covered better advising, 7% covered better instruction, 5% centered on modifying the attendance policy, 4% desired improved childcare services, 3% addressed rising tuition, 2% covered better transportation, and 1% indicated better parking. The remaining 4% were unrelated suggestions.

2006-2007 Student Survey Summary Results: Approximately 52% of the comments requested improved class offerings, 11% addressed increasing financial aid, 11% covered better advising, 7% covered better instruction, 5% centered on modifying the attendance policy, 4% desired improved childcare services, 3% addressed rising tuition, 2% covered better transportation, and 1% indicated better parking. The remaining 4% were unrelated suggestions.