

Focus Group Committee Summary

and

Recommendations

Spring 2013

Pearl River Community College

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Pearl River Community College

Introduction

A Campus Climate Survey was administered to students at all campuses during Fall Semester 2012 as part of an ongoing effort to improve student services at Pearl River Community College. Dr. Adam Breerwood, Vice President of Poplarville and Hancock Campuses, appointed the following Focus Group Committee members to review the Campus Climate Survey results and make recommendations for improvement for areas that received a less than 70 percent satisfaction level.

Focus Group Committee Members:

Dr. Adam Breerwood, Chair	Ms. Maghan James
Dr. Cecil Burt	Mr. Roger Knight
Mr. Raymunda Barnes	Dr. Martha Smith
Dr. Kyle Hill	Ms. Brenda Wells

The Focus Group Report is a compilation of the minutes from the Focus Group meeting and recommendations made by members of the committee to address any areas of concern.

Below are the demographics of student respondents to the Campus Climate Survey.

Demographics of Student Respondents

Forrest County Center	390 responded to survey 69% age 25 or under 74% Female/26% Male 89% Full-time 64% White/27% Black
Hancock Center	140 responded to survey 71% age 25 or under 70% Female/ 30% Male 75% Full-time 78% White/14% Black
Poplarville Campus	770 responded to survey 79% age 25 or under 63% Female/37% Male 95% Full-time 72% White/22% Black

Pearl River Community College

Minutes

Focus Group Committee Meeting

April 16, 2013

Committee Members Present: Dr. Adam Breerwood, Mr. Raymunda Barnes, Mr. Roger Knight, and Ms. Brenda Wells

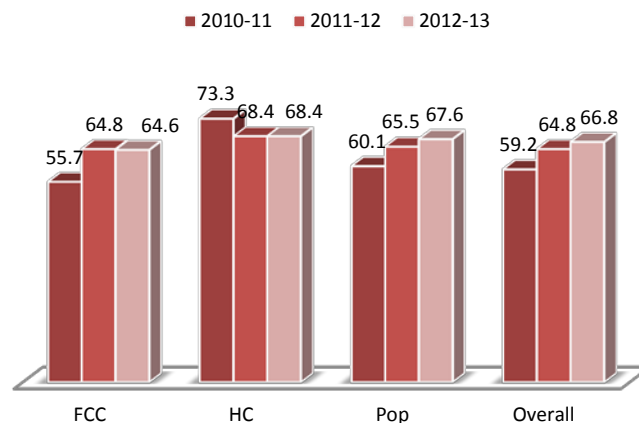
Dr. Breerwood called the meeting to order and provided a summary report of the 2012-2013 Campus Climate Survey. All members of the Focus Group Committee were provided detailed reports of the Campus Climate Survey for review and were asked to submit their recommendations for improvement via email prior to the meeting.

The areas that received less than 70 percent satisfaction ratings were discussed and recommendations for improvement are outlined as follows:

All Campuses:

- Q5 – I have been advised of the procedure for expressing a complaint.

A concerted effort has been made to see that this information is disseminated to the student body in a variety of ways. Although all campuses received less than 70 percent in this area, the graph below shows that the overall percentage has increased over the past three years from 59.2 percent to 67 percent. This information will continue to be provided in the College Catalog and the Student Handbook, and efforts to disseminate this information using a variety of methods will continue.



Observations, Concerns, and Recommendations

Hancock Center:

- *Q3 – I am satisfied with the hours of operation for various offices on campus.*

The Hancock Center received 60.2 percent student satisfaction level concerning the bookstore. The bookstore at the Hancock Center is to be closed by summer 2013 due to budget constraints. The online textbook ordering system should be live by Summer 2013, so this should be more beneficial to students.

- *Q28 – For MSVCC (online) students only: I am satisfied with the services provided by the bookstore for online classes.*

The Hancock Center received a satisfaction level of 65.7% for bookstore services from MSVCC (online) students. As mentioned above, the online textbook ordering system will be live by Summer 2013, which should be more beneficial to students. It was also noted by committee members that online students have a number of options available to them for acquiring textbooks, such as purchasing directly from the publisher or other online vendors.

Other Recommendations:

The following issues were addressed because there were sufficient written comments to warrant action.

- Emails for specific campuses are currently being distributed to all students. The Committee suggested that the Office of Information Technology be requested to develop specific distribution lists for each campus to help alleviate this issue.
- Student comments expressed a need for more parking on the Poplarville campus. Two major construction projects are currently underway on the Poplarville campus which will add additional parking and allow for better flow of traffic.

Committee members also suggested that the Campus Climate Survey be revised and include questions to address a variety of other areas. Revisions are to be made to the survey and the survey link sent to all committee members for review and approval.

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2012-2013 ACTION TIMELINE FOCUS GROUP COMMITTEE RECOMMENDATIONS

* Some issues, although not scoring on the 70% or below satisfaction level for any campus, are addressed because there were sufficient written comments to warrant action.

ALL CAMPUSES			
Area Focus	Recommendation	Action	Progress Made and/or Date
Student Complaints	<ul style="list-style-type: none"> Q5 – I have been advised of the procedure for expressing a complaint. <p>Continue to disseminate information through a variety of methods concerning procedures for expressing a complaint.</p> <p>Emphasize procedure in face-to-face orientation</p>	<p>The Vice President for Poplarville Campus and Hancock Center will continue to disseminate information through Student Handbook and College Catalog. The Student Handbook link is emailed to all students.</p> <p>The Vice President for Poplarville Campus and Hancock Center will discuss need for emphasis with Director of Recruitment and Orientation</p>	<p>Fall 2013 and ongoing</p> <p>Fall 2013 and ongoing</p>
HANCOCK CENTER			
Area Focus	Recommendation	Action	Progress/Date
Bookstore	Q3 – I am satisfied with the hours of operation for various offices on campus.	<p>The bookstore at the Hancock Center is to be closed due to budget constraints.</p> <p>The online textbook ordering system should be live by Summer 2013.</p>	Summer 2013 and ongoing
	Q28 – For MSVCC (online) students only: I am satisfied with the services provided by the bookstore for online classes.	The online textbook ordering system should be live by Summer 2013.	Fall 2013 and ongoing
OTHER RECOMMENDATIONS			
Student Services	<p>Emails for specific campuses going to all students.</p> <p>Need for more parking issues on campus (Poplarville)</p>	<p>Request that the IT Department develop distribution lists for specific campuses.</p> <p>Two major construction projects are currently underway on the Poplarville campus which will add additional parking and allow better flow of traffic.</p>	<p>Fall 2013 and ongoing</p> <p>Summer 2013 and ongoing</p> <p>Spring 2013 and ongoing</p>