

**Student Campus Climate Survey Report
 Pearl River Community College
 2012-2013**

As part of Pearl River Community College’s commitment to serving our students, the Campus Climate Survey is administered annually in order to ascertain the student level of satisfaction with various services offered by the College. Following collection and analysis of data, a Campus Climate Survey Focus Group reviews the results of the survey and makes recommendations for improvement for any areas which received less than a 70 percent level of satisfaction. The results of the survey are summarized below.

Overall satisfaction

Students indicated an overall satisfaction level of 94 percent with their student experience at Pearl River Community College (PRCC), and 90 percent of students overall indicated that they received fair and equitable treatment. A majority of student respondents (86 percent) would recommend PRCC to others interested in attending college. See Table 1 below for breakdown of student percentages by campus.

TABLE I

Student Experience	Campus Location			Overall
	FCC	HC	Pop	PRCC
Satisfied with student experience at PRCC	95%	96%	92%	94%
Would recommend PRCC to others	89%	89%	84%	86%
Treated fairly-equitably	91%	96%	89%	90%

Student Service Offices

All student service offices received an average satisfaction percentage greater than 70 percent indicating that the majority of students are satisfied with support offices at PRCC. The overall top five support offices according to student respondents are:

- Library
- Police Department
- Counseling, Advisement and Placement
- Admissions
- Bookstore

Table II below provides a breakdown of student satisfaction ratings with the personal attention given by various student support offices by campus.

Table II

Office Services	FCC	HC	Pop	PRCC
Admissions	88%	95%	94%	93%
Business Office	80%	92%	93%	89%
Financial Aid	74%	82%	79%	78%
Bookstore	90%	86%	89%	89%
Library	97%	96%	97%	97%
Counseling, Advisement, and Placement	93%	92%	94%	93%
Police Department	95%	100%	93%	94%

Office Hours of Operation

Outlined below in Table III are the satisfaction levels pertaining to hours of operation of various offices by campus.

TABLE III

Office – Hours of Operation	FCC	HC	Pop	PRCC
Admissions	83%	89%	83%	84%
Business Office	80%	86%	82%	82%
Financial Aid	77%	77%	78%	77%
Bookstore	77%	60%	79%	76%
Library	84%	83%	85%	84%
Counseling, Advisement, and Placement	80%	86%	84%	83%
Police Department	84%	92%	85%	85%

Academic Environment/Instruction

Over 90 percent of all students responding to the survey indicated satisfaction with classroom technology and environments, as well as with the availability of instructors outside class. The survey responses by campus pertaining to academic environment and instruction are shown in Table IV below.

Table IV

Academic Environment/Instruction	FCC	HC	Pop	PRCC
Technology in Classrooms/labs	94%	90%	90%	91%
Timely feedback from instructors	90%	91%	84%	87%
Classroom environments	94%	94%	90%	92%
Academic achievement stressed	91%	89%	89%	89%
Availability of instructors outside class	90%	91%	91%	91%

Registration:

Responses by campus concerning registration are outlined in Table V below.

Table V

Service	FCC	HC	Pop	PRCC
Services provided during registration	72%	86%	81%	79%
Clear, well-publicized registration/course selection	77%	82%	82%	80%

Security :

Over 85 percent of student respondents indicated that the campus is safe. Responses by campus are shown in Table VI below.

Table VI

Security	FCC	HC	Pop	PRCC
Campus is safe for all	89.20%	97.90%	88%	89.30%

General:

As reflected in Table VII below, over 80 percent of students are satisfied with opportunities for student activities on campus and the availability of student services at each campus. Student responses indicate that over 75 percent of students responding to the survey find the college catalog useful and over 80 percent find the student handbook to have useful information. Students are aware of the procedures in place to seek disability accommodations as evidenced by the more than 85 percent response rate. With the exception of the Hancock Center, over 70 percent of online students are satisfied with the bookstore services. Administration and faculty continue to implement measures to make students aware of the procedures for expressing student complaints, and the responses have improved at each campus (*FCC improved from 63 to 65 percent; Poplarville improved from 65.5 to 68 percent; and the Hancock Center improved from 63.2 to 68.4 percent*).

Table VII

Service	FCC	HC	Pop	PRCC
Opportunities for student activities	83.2%	85.6%	88%	86.1%
Availability of student services	81.3%	80.7%	83.8%	82.50%
College catalog is useful	78.6%	81.2%	76.8%	77.8%
Student handbook is useful	82.3%	83.4%	82.9%	82.8%
Aware of procedures to seek disability accommodations	86.6%	84.3%	84.9%	85.30%
Bookstore services for MSVCC (online) classes	71.2%	65.7%	74.6%	72.50%
I have been advised of the procedure for expressing a complaint	64.6%	68.4%	67.6%	66.8%
Resources are available to help me decide on a career	82.8%	81.4%	85.9%	84.4%

The Focus Group Committee makes recommendations for improvement in the areas which reflect less than 70 percent student satisfaction.

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