

Pearl River Community College



Focus Group Summary

and

Recommendations

Spring 2014

TABLE OF CONTENTS

Contents

Introduction	3
Minutes from 02/06/14	4
Minutes from 04/07/14	6
Observations, Concerns, and Recommendations	7
2013-2014 ACTION TIMELINE	9
CHANGES/IMPROVEMENTS FROM 2012-13 TO 2013-2014	12

Introduction

As part of an ongoing effort to improve student services at Pearl River Community College, the Campus Climate Survey was administered to students at all campuses during Fall Semester 2013. The following Focus Group Committee members were appointed Dr. Adam Breerwood, Vice President of Poplarville and Hancock Campuses, to review the Campus Climate Survey results and make recommendations for improvement. The committee unanimously agreed that areas receiving less than a 70 percent satisfaction level would need review and action.

Focus Group Committee Members:

	Dr. Adam Breerwood, Chair	
Mr. Raymunda Barnes		Ms. Maghan James
Ms. Karen Bond		Mr. Roger Knight
Dr. Cecil Burt		Mr. Doug Rowell
Ms. Jana Causey		Dr. Martha Smith
Dr. Kyle Hill		Ms. Brenda Wells

The Focus Group Report is a compilation of the minutes from the Focus Group meetings 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 Fall 2013

<i>Overall</i>	1,831 responded to survey
	81.6% age 25 or under
	62.1% Female/37.9% Male
	90.7% Full-time
	70.2% White/24.9%
	Black/4.9% other

Pearl River Community College

Minutes

Focus Group Committee Meeting

February 6, 2014

Committee Members Present: *Dr. Adam Breerwood, Mr. Raymunda Barnes, Ms. Karen Bond, Dr. Cecil Burt, Ms. Jana Causey, Mr. Kyle Hill, Ms. Meghan James, Mr. Roger Knight, Mr. Doug Rowell, Dr. Martha Smith, and Ms. Brenda Wells*

Dr. Breerwood called the meeting to order promptly at 10:00 a.m. and thanked everyone for attending the meeting. He provided a brief overview of the Campus Climate Survey, changes that had been made, and additional topics that had been included in the survey. All members of the Focus Group Committee had been provided detailed reports of the Campus Climate Survey for review prior to the meeting. Dr. Breerwood stressed the importance that those responsible for specific areas review those areas and make recommendations for changes at the next scheduled Focus Group Committee meeting. He also mentioned that the Campus Climate Survey is used to collect various items of specific information when requested, such as information for the Trio grant and the Wellness Center. Dr. Breerwood also expressed the need in the future to restrict the Campus Climate Survey to only questions related to student services.

Dr. Breerwood reminded committee members that they had determined that 70 percent be the point of satisfaction for which to strive. Dr. Breerwood addressed the issue of student complaints and shared the following information with the committee. He also asked for any recommendations to improve this specific area.

Overall:

- 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 less than 70 percent was achieved overall in this area, the chart below reflects that improvement has been made over the past several years.

	FY 07-08	FY 08-09	FY 09-10	FY 10-11	FY 11-12	FY 12-13	FY 13-14
Pop	41.8	49.49	64.3	60	65.5	67.6	68
FCC	45.8	49.7	59.1	55.7	63	64.6	67.2
Han	57.5	66.7	68.4	73.3	68	68.4	72.4

Pearl River Community College

The question was asked if the response choices to the question were the same every year and the committee was assured that response choices have remained the same (*strongly agree, agree, undecided, disagree, and strongly disagree*).

Other Recommendations:

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

- The committee discussed the need to emphasize positive customer service in student service areas at all campuses.
- Email messages for specific campuses are currently being distributed to all students. The Committee suggested that IT again be requested to develop specific distribution lists for each campus to help alleviate this issue.
- Dr. Breerwood will be providing informational sessions concerning the Campus Climate Survey results for faculty and staff, and will emphasize the importance of positive customer service.

Dr. Breerwood charged everyone with an area of responsibility to develop a list of suggestions/recommendations for addressing their areas of responsibility.

An announcement will be sent out for the next meeting after allowing sufficient time for review. There being no further business to discuss, the meeting was adjourned.

Pearl River Community College

Minutes

Focus Group Committee Meeting

April 7, 2014

Committee Members Present: *Dr. Adam Breerwood, Ms. Karen Bond, Ms. Maghan James, Dr. Martha Smith, and Ms. Brenda Wells*

The meeting was called to order at 10:00 a.m. by Dr. Breerwood. Minutes of the February meeting were reviewed and approved upon motion by Dr. Martha Smith, seconded by Karen Bond. Recommendations for the Hancock Center and the Forrest County Center had been emailed by Mr. Barnes and Dr. Burt prior to the meeting and were distributed for review by the committee.

Discussion about Hancock Center recommendations:

- Bookstore facilities (Q5) - closed due to budget
 - In the past, bookstore personnel took books for all classes to Center – perhaps reinstate
 - To address student needs for supplies (paper, scantrons, pencils, etc), use library for distribution point or look into vending machines
 - Textbooks – Provide options such as rental or ordering online
 - Make students aware of options - provide signage; handouts/emails
- Student Services (Q5)
 - Host somebody from financial aid office once a week for the first four weeks to address student concerning/questions
- Course offerings (Q2)
 - Need for fully equipped science lab
 - Promote online offerings or course kits
 - More electives
 - Offer online options

Poplarville Campus recommendations:

- Wellness Center hours extended (Q6) – effective Fall 2014 as follows:
Monday – Friday 6:30 a.m. – 9:00 p.m.; Sunday 5:00 p.m. – 9:00 p.m.
- Student activities (Q21) –access to Shivers Gym effective Summer 2014
- Procedure for expressing complaints (Q8) - get student feedback from Student Government Association

Forrest County Center recommendations

- Sub-committee recommendations were reviewed.

There being no further business, the meeting was adjourned by unanimous consent.

Pearl River Community College

Observations, Concerns, and Recommendations

Hancock Center:

- Bookstore facilities (Q5) - closed due to budget
 - In the past, bookstore personnel took books for all classes to Center – perhaps reinstate
 - To address student needs for supplies (paper, scantrons, pencils, etc), use library for distribution point or look into vending machines
 - Textbooks – Provide options such as rental or ordering online
 - Make students aware of options - provide signage; handouts/emails
- Student Services (Q5)
 - Host somebody from financial aid office once a week for the first four weeks to address student concerning/questions
- Course offerings (Q2)
 - Need for fully equipped science lab
 - More electives

Forrest County Center

Based upon review of satisfaction rating and student comments, the Forrest County sub-committee made the following recommendations:

College Operations

- Financial Aid- arm the advisors/faculty with information pertaining to this (already in the works)
- Provide Faculty Advisement Training
- Provide software that will allow students to self-register, so advisement is truly advising, not managing student's time
- Provide professional coaching and professional development to staff for dealing with student incivility and customer service
- Eliminate the need for students to go to different parts of the campus for registration, orientation, and advisement by providing a central location for student services
- Extend the bookstore hours to be open 7:45-4:00 during the semester and keep the bookstore open until 6 during the registration and first week of school

Infrastructure

- Provide student workout facility with plenty of options on our campus
- Provide better dining facility for students and staff
- Expand wireless Internet capability

Student needs

- Provide a Nurse Practitioner for campuses
- Provide a childcare option

Pearl River Community College

- Provide a booklet of information (survival kit) that gives students information about the local area about programs and options for childcare, crisis intervention, health care, and basic needs
- Offer smoking cessation opportunity through the dental program
- Develop a “Wildcat Bucks” program similar to “Bengal Bucks” in which students that receive financial aid could receive a card at the beginning of the semester that could be used in certain locations for gas, school supplies, and food at a discount from participating locations
- Offer a licensed counselor once a week or partner with the program at USM that offers this service

Poplarville Campus

- Wellness Center hours extended (Q6) – effective Fall 2014 as follows:
Monday – Friday 6:30 a.m. – 9:00 p.m.; Sunday 5:00 p.m. – 9:00 p.m.
- Student activities (Q21) – provide access to Shivers Gym effective Summer 2014
- Procedure for expressing complaints (Q8) - get student feedback from Student Government Association

Pearl River Community College

2013-2014 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.

POPLARVILLE CAMPUS			
Area Focus	Recommendation	Action	Progress Made and/or Date
Office Hours	Q 6 - Wellness Center hours Extend hours, effective Fall 2014 as follows: Monday – Friday - 6:30 am – 9:00 p.m.; Sunday – 5:00 p.m. – 9:00 p.m.	The Vice President for the Poplarville Campus and Hancock Center will meet with the Director of the Wellness Center to discuss implementation	Fall 2014
Student Activities	Q21 – Opportunities for student activities Provide access to Shivers Gym for more activities	Assistant Dean for Student Life, will implement more activities utilizing Shivers Gym	Summer 2014
Student Complaints	<ul style="list-style-type: none"> Q8– I have been advised of the procedure for expressing a complaint. Solicit Student Government Association for student input Continue to disseminate information through a variety of methods concerning procedures for expressing a complaint. Emphasize procedure in face-to-face orientation	Assistant Dean for Student Life will discuss with members of the Student Government Association to get student input. The Vice President for the 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. The Vice President for Poplarville Campus and Hancock Center will discuss need for emphasis with Director of Recruitment and Orientation	Spring 2014 Fall 2014 and ongoing Fall 2014 and ongoing
HANCOCK CENTER			
Area Focus	Recommendation	Action	Progress/Date
Bookstore	<ul style="list-style-type: none"> Q5 – Satisfied with Bookstore In the past, bookstore personnel took books for all classes to Center – perhaps reinstate	The Vice President for Poplarville Campus and Hancock Center and the Director of the Hancock Center will meet with the Vice President for Business and Administrative Services to discuss possibility.	Spring 2014

Pearl River Community College

	<p>To address student needs for supplies (paper, scantrons, pencils, etc), use library for distribution point or look into vending machines</p> <p>Textbooks – Provide options such as rental or ordering online</p> <p>Make students aware of options - provide signage; handouts/ emails</p>	<p>The Vice President for Poplarville Campus and Hancock Center will meet with the Vice President for Business and Administrative Services to discuss providing supplies that students need for purchase (scantrons, paper, pencils, etc.)through the library or use of vending machines</p> <p>The Director of the Hancock Center will coordinate.</p>	<p><i>Spring 2014</i></p> <p><i>Summer 2014</i></p>
<i>Course offerings</i>	<i>Increase the number of course offerings and include a science lab</i>	The Vice President for the Poplarville Campus and the Hancock Center will discuss other options available (online courses and science kits) with the Director of the Hancock Center.	<i>Spring 2014</i>
<i>Students Services</i>	<i>Host a financial aid officer at Hancock Center once a week to address student questions</i>	The Vice President for the Poplarville Campus and the Hancock Center and the Director of the Hancock Center will meet with the Director of the Financial Aid office to coordinate.	<i>Spring 2014</i>
FORREST COUNTY CENTER			
College Operations	Financial Aid- arm the advisors/faculty with information pertaining to student concerns	The Assistant Vice-President for Forrest County Operations will arrange professional development regarding this topic.	<i>Summer 2014 and ongoing</i>
	Faculty Advisement Training	The Assistant Vice-President for Forrest County Operations will arrange professional development regarding this topic.	<i>Summer 2014 and ongoing</i>
	Software that will allow students to self-register, so advisement is truly advising, not managing student's time	The Assistant Vice-President for Forrest County Operations will meet with the Vice-President for General Education and Technology Services to discuss the possibility of acquiring this software.	<i>Summer 2014</i>
	Provide professional coaching and professional development to staff for dealing with student incivility and customer service	The Assistant Vice-President for Forrest County Operations will arrange professional development regarding this topic.	<i>Fall 2014 and ongoing</i>
	Eliminate the need for students to go to different parts of the campus for registration, orientation, and advisement by providing a central location for student services.	The master plan has this in place. As building and remodeling takes place, this will be achieved.	<i>Summer 2014 and ongoing</i>

Pearl River Community College

	Extend the bookstore hours as follows: 7:45-4:00 during the semester and keep the bookstore open until 6 during the registration and first week of school.	The Assistant Vice-President for Forrest County Operations will meet with the Vice President for Business and Administrative Services to discuss	<i>Fall 2014 and ongoing</i>
Infrastructure	Provide student workout facility with plenty of options on our campus.	The master plan has this in place. As building and remodeling takes place, this will be achieved.	<i>Summer 2014 and ongoing</i>
	Provide better dining facility for students and staff.	The master plan has this in place. As building and remodeling takes place, this will be achieved.	<i>Summer 2014 and ongoing</i>
	Expand wireless Internet capability.	Increase internet capability as the budget permits.	<i>Ongoing</i>
Student needs	Provide Nurse Practitioner for campuses.	The Assistant Vice-President for Forrest County Operations will meet with the Vice President for the Poplarville Campus and the Hancock Center to discuss this possibility.	<i>Summer 2014</i>
	Provide childcare option.	The Assistant Vice-President for Forrest County Operations will meet with appropriate personnel to discuss.	<i>Summer 2014 and ongoing</i>
	Provide a booklet of information (survival kit) that gives students information about the local area programs and options for childcare, crisis intervention, health care, and basic needs.	The Assistant Vice-President for Forrest County Operations will meet with Phi Theta Kappa to get their input.	<i>Fall 2014</i>
	Provide smoking cessation opportunity through the dental program.	The Assistant Vice-President for Forrest County Operations will meet with the Dentist/Department Chair to discuss	<i>Fall 2014</i>
	Develop a "Wildcat Bucks" program similar to "Bengal Bucks" in which students who receive financial aid could receive a card at the beginning of the semester that could be used in certain locations for gas, school supplies, and food at a discount from participating locations	The Assistant Vice-President for Forrest County Operations will meet with the Vice President for Business and Administrative Services to discuss.	<i>Summer 2014 and ongoing</i>
	Offer a licensed counselor once a week or partner with the program at USM that offers this service	The Assistant Vice-President for Forrest County Operations will meet with appropriate individuals to determine if this is possible.	<i>Summer 2014 and ongoing</i>

Pearl River Community College

CHANGES/IMPROVEMENTS FROM 2012-13 TO 2013-2014

ALL CAMPUSES			
Area Focus	Recommendation	Action	Progress Made and/or Date
<p><i>Student Complaints</i></p>	<ul style="list-style-type: none"> • <i>Q5 – I have been advised of the procedure for expressing a complaint.</i> <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><i>As of Fall 2013, all campuses have shown improvement.</i></p>
HANCOCK CENTER			
Area Focus	Recommendation	Action	Progress/Date
<p><i>Bookstore</i></p>	<p><i>Q3 – I am satisfied with the hours of operation for various offices on campus.</i></p>	<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>	<p><i>Closed in Summer 2013</i></p> <p><i>Online ordering system now in place</i></p>
	<p><i>Q28 – For MSVCC (online) students only: I am satisfied with the services provided by the bookstore for online classes.</i></p>	<p>The online textbook ordering system should be live by Summer 2013.</p>	<p><i>Online ordering system now in place</i></p>
OTHER RECOMMENDATIONS			
<p><i>Student Services</i></p>	<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><i>Fall 2013 and ongoing</i></p> <p><i>Parking lots completed</i></p>