



Student Campus Climate Survey Report Pearl River Community College 2013-2014

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 Focus Group reviews the results of the student 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 95.8 percent with their student experience at Pearl River Community College (PRCC). A majority of student respondents (86.8 percent) would recommend PRCC to others interested in attending college, and 91.4 percent of students overall indicated that they received fair and equitable treatment. See Table 1 below for breakdown of student percentages by campus who responded as satisfied or very satisfied.

TABLE I

Student Experience	Campus Location			Overall
	FCC	HC	Pop	PRCC
Satisfied with student experience at PRCC	97.3	96.5	95.2	95.8
Would recommend PRCC to others	90	91.4	85.2	86.8
Treated fairly-equitably	91.7	94.7	91.2	91.4

Student Service Offices

The majority of students are satisfied with the personal attention received by the support offices at PRCC as evidenced by all student service offices receiving an average satisfaction percentage greater than 70 percent. Overall, the top five support offices according to student respondents are as follows:

- Library
- Student Health Clinic
- Learning Lab
- Wellness Center
- Campus Police Department



Table II below provides a breakdown of student satisfaction ratings with the personal attention given by various student support offices by campus. Percentages represent those responses of satisfied or very satisfied.

Table II

Office Services – Personal Attention	FCC	HC	Pop	PRCC
Admissions	91.3	97.9	95.7	94.4
Business Office	84.5	95.7	95.1	91.8
Bookstore	95.9	71.4	95.1	94.5
Campus Police Department	97.2	100	94.8	95.7
Counseling, Advisement, and Placement	94.6	100	94.4	94.4
Financial Aid	80.7	90.2	87.6	85.4
Learning Lab	86.6	100	97.2	97.6
Library	98.7	98	98.3	98.4
Student Health Clinic	96.3	94.4	98.8	97.9
Wellness Center	95.2	94.4	98.6	97.6

Office Hours of Operation

Outlined below in Table III are the satisfaction levels pertaining to hours of operation of various offices by campus and include responses of satisfied or very satisfied.

TABLE III

Office – Hours of Operation	FCC	HC	Pop	PRCC
Admissions	81.7	84.5	82.8	82.3
Business Office	79.7	84.5	81.6	81
Bookstore	80.6	59.7	78.7	78.6
Campus Police Department	82.3	77.6	81.5	81.4
Counseling, Advisement, and Placement	79.7	84.5	81.5	80.8
Financial Aid	78.1	75.8	80.6	79.2
Learning Lab	83.9	75.8	82	82.2
Library	85.4	86.2	83.8	84.1
Student Health Clinic	74.3	69	77.9	76.3
Wellness Center	72.7	67.3	77.1	75.3



Academic Environment/Instruction

Over 90 percent of 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 pertaining to academic environment and instruction are shown in Table IV below and reflect responses of agree or strongly agree.

Table IV

Academic Environment/Instruction	FCC	HC	Pop	PRCC
Technology in Classrooms/labs	93.3	91.4	91	91.7
Timely feedback from instructors	91.5	86.3	88.5	89.4
Classroom environments	93.9	91.3	90.7	91.7
Academic achievement stressed	92	86.3	89.2	90
Availability of instructors outside class	92	86.2	92	91.8
Class size	96.7	96.5	94.1	94.9
Quality of Instruction	93.5	91.4	90.5	91.5

Registration:

Responses by campus concerning registration are outlined in Table V below and reflect responses of agree or strongly agree.

Table V

Service	FCC	HC	Pop	PRCC
Services provided during registration	79.9	91.4	87.2	84.8
Clear, well-publicized registration/course selection	80.6	82.8	81.2	81

Reasons for Selecting PRCC

The top five choices indicated by students as their reason for selecting PRCC to attend are as follows:

- Location
- Low Cost
- Scholarship/Financial Aid
- Course Selection



- Recommendation of Friends/Relatives

Security:

Overall, approximately 88 percent of student respondents indicated that the campus is safe. Responses of agree or strongly agree by campus are shown in Table VI below.

Table VI

Security	FCC	HC	Pop	PRCC
Campus is safe for all	92.5	94.8	85.1	87.9

Facilities

Students are satisfied with the condition of classrooms and lab facilities as well as the overall appearance of the campuses as shown in Table VII below. Percentages represent responses of satisfied or very satisfied.

Table VII

Facilities	FCC	HC	Pop	PRCC
Classroom	93.6	94.8	91.7	92.3
Labs	90.8	85.7	89.3	89.5
Campus appearance	89.2	89.7	89	89.3

General:

As reflected in Table VII below, over 87 percent of students are satisfied with availability of student services at each campus. Student responses indicate that approximately 73 percent of students responding to the survey find the college catalog and student handbook to have useful information. Students are aware of the procedures in place to seek disability accommodations as evidenced by the 84 percent response rate. Administration and faculty continue to implement measures to make students aware of the procedures for expressing student complaints, and the responses have improved at both the Forrest County Center and Hancock Center and have maintained approximately the same level at the Poplarville Campus. Percentages reflect responses of agree or strongly agree.



Table VII

Service	FCC	HC	Pop	PRCC
Availability of student services	87.7	88	87.4	87.3
Usefulness of College Catalog	76.9	77.6	70.6	72.5
Usefulness of Student Handbook	78.5	84.5	70.2	73.1
Awareness of procedures to seek disability accommodations	87.6	75.9	82.8	84
Advised of the procedure for expressing a complaint	67.2	72.4	68	68
Available resources for career decisions	89	82.7	88.4	88
Concern is shown for student	88.5	87.8	87.2	87.5
Opportunities for student activities	80.3	79.3	79.1	79.3

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

Demographics of Student Respondents	
Overall	1,831 responded to survey Age 25 or under – 81.6% Female – 62.1%; Male – 37.9% Race – White – 70.2%; Black -24.9%; Other – 4.8% Status: Full-time 90.7% Part-time 9.3%