



**Pearl River Community College**

**Focus Group Summary**

**and**

**Recommendations**

**Spring 2015**

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## Introduction

The Campus Climate Survey was administered to students at all campuses during Fall Semester 2014. Results provide insight into the level of student satisfaction with various student services and are used as part of an ongoing effort to improve student services at Pearl River Community College. The following Focus Group Committee members were appointed by 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	Dr. Kyle Hill
Ms. Karen Bond	Ms. Maghan James
Dr. Cecil Burt	Mr. Roger Knight
Mr. Tim Dedeaux	Mr. Doug Rowell
Dr. Jana Causey	Dr. Martha Smith
Ms. Candace Harper	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 2014*

<i>Overall</i>	1622 responded to survey 81% age 25 or under 62% Female/38% Male 89% Full-time 11% White/24.9% 28% Black/65% other
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## MINUTES

### Focus Group Committee Meeting for Campus Climate Survey

February 10, 2015

Committee Members Present: *Dr. Adam Breerwood, Mr. Raymunda Barnes, Ms. Karen Bond, Dr. Jana Causey, Ms. Candace Harper, Mr. Kyle Hill, Ms. Maghan James, Mr. Roger Knight, Dr. Martha Smith, and Ms. Brenda Wells*

Dr. Smith presided over the meeting at Dr. Breerwood's request since he was called out of the meeting due to a campus emergency. Dr. Smith asked that the group focus on the areas that had received less than 70 percent satisfaction level. All members of the Focus Group Committee had been provided summary results of the Campus Climate Survey prior to the meeting and asked to review results and formulate questions and recommendations for improvement.

Dr. Smith began with a discussion and review of overall results, followed by campus results, outlined as follows:

#### Overall:

- *Q8 – I have been advised of the procedure for expressing a complaint.*

The following recommendations for additional dissemination of information were made:

- Include information in the campus newspaper, *The Drawl*, in the following language: *"You can locate the procedure for filing a grievance on page xxx of the Student Handbook."*
- The Forrest County Center plans to provide a PowerPoint screen outlining the procedure for filing a complaint utilizing the TV screens in place.
- Student email and social media can be used to provide the information.

Discussion ensued about providing the procedure for filing complaint information in a Canvas template provided for both online and campus classes.

- The Committee recommends that the Director of e-Learning will be consulted about the development of a template to include pertinent course details which also include how to file a grievance.
- The committee recommends that the question be reworded as follows: *I know that I can find the procedure for filing a student complaint in the Student Handbook.*
- It was also the recommendation of the Committee that the "Neutral" response category be removed from this and all other questions.

- *Q 24 – For MSVCC (Online) students only: I am satisfied with the services provided by the bookstore for online classes*

It was recommended that the responses for Question 24 include an additional choice “*I do not take an online class*”.

There are questions on the survey concerning the Wellness Center, Student Health Clinic, and bookstore facilities which may not exist to the same extent on other campuses as at the main campus, so student responses naturally reflect dissatisfaction. Recent updates to survey software allow logic progression which can be utilized based upon student response to their primary campus location. This should alleviate some skewing of results in the future.

It was also noted that student complaints which identified specific employees by name could be used as a personnel evaluation tool.

- *Q 32 – Which of the following best describes your program of study? (check all that apply)*

It was recommended that the question be changed to the following: *What are your educational goals? (Check all that apply)*

It was also recommended that the responses be changed as follows:

I plan to graduate from PRCC; I plan to transfer to a four-year university; I plan to obtain an Associate of Arts degree; I plan to obtain an Associate of Applied Science degree in a technical program (specific technical training for employment); I plan to obtain a Certificate of Proficiency in a specific skill area); I am undecided about my educational goals.

### **Forrest County Center:**

- *Q 5 – I am satisfied with the personal attention given by the following offices on campus.*

Financial Aid – Committee recommendation is that there be a discussion with the financial aid offices to discuss the issue and establish guidelines that would streamline the process for financial aid at all locations.

- *Q 24 – For MSVCC (Online) students only: I am satisfied with the services provided by the bookstore for online classes*

It was recommended that the responses for Question 24 include an additional choice “*I do not take an online class*”.

### **Hancock Center**

- *Q 5 – I am satisfied with the personal attention given by the following offices on campus.*

*Bookstore* - Recommendation for students needs in regards to supplies from Bookstore is that the Director of the Hancock Center contact the vendors who own the vending machines in the building and request that the company include scantrons in the vending machines.

*Financial Aid* – Committee recommendation is that there be a discussion with the financial aid offices to discuss the issue and establish guidelines that would streamline the process for financial aid at all locations.

- Q6 – I am satisfied with the hours of operation for various offices on campus.

*Learning Lab* – Committee recommendation is that an additional lab be established at the Hancock Center

- Q21 – I find the following useful: College Catalog and College Handbook

The Committee recommendation is that the Director of e-Learning be consulted as mentioned previously in the overall category recommendation about the development of a template to include pertinent course details and also provide a link to the College Catalog and to the Student Handbook, as well as to include how to file a grievance.

- Q 24 – For MSVCC (Online) students only: I am satisfied with the services provided by the bookstore for online classes.

It was recommended that the responses for Question 24 include an additional choice “I do not take an online class”.

## **Poplarville**

- Q 24 – For MSVCC (Online) students only: I am satisfied with the services provided by the bookstore for online classes.

It was recommended that the responses for Question 24 include an additional choice “I do not take an online class”.

Specific committee members were asked to review last year’s Action Plan and provide updates.

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

## ***Observations, Concerns, and Recommendations***

### **Overall:**

- *Procedure for expressing student complaints (Q8)*
  - Additional dissemination of information as follows:
    - Include information in the campus newspaper, The Drawl, using the following language: *“You can locate the procedure for filing a grievance on page xxx of the Student Handbook.”*
    - The Forrest County Center will utilize TV screens in place by providing a PowerPoint screen outlining the procedure for filing a complaint.
    - Utilize student email and social media to provide the information.

Committee discussion ensued about development of a Canvas template for both online and face-to-face classes, and the following recommendations concerning this tool were made:

- Consult with Director of e-Learning to develop template for online and face-to-face classes to include pertinent course details such as how to file a grievance.
  - Reword the question as follows: *I know that I can find the procedure for filing a student complaint in the Student Handbook.*
  - Remove the “Neutral” response category from all questions.
- *Bookstore services for MSVCC (Online) students (Q 24).*
    - Include an additional response choice, *“I do not take an online class”*.

Currently there are survey questions about the Wellness Center, Student Health Clinic, and bookstore facilities. Since these facilities/services are not equitable on all campuses, student responses may reflect dissatisfaction. The survey software now includes logic progression based upon student response about primary campus location which should address this issue.

General student complaints referring to specific employees by name can be utilized during personal evaluations.

- *Program of study (Q 32)*
  - Change wording to question as follows: *What are your educational goals? (check all that apply)*
  - *Change responses as follows:*
    - I plan to graduate from PRCC;
    - I plan to transfer to a four-year university;
    - I plan to obtain an Associate of Arts degree;
    - I plan to obtain an Associate of Applied Science degree in a technical program (specific technical training for employment);

- I plan to obtain a Certificate of Proficiency in a specific skill area); I am undecided about my educational goals.

## **Forrest County Center:**

- *Personal attention given by the select offices on campus (Q 5).*
  - Financial Aid – Initiate discussion with the financial aid offices and establish guidelines to streamline the process for financial aid at all locations.
- *Bookstore services for MSVCC (Online) students (Q 24).*
  - Include an additional response choice, “I do not take an online class”.

## **Hancock Center**

- *Personal attention given by the select offices on campus (Q 5).*
  - Bookstore - Director of the Hancock Center contact the vendors who own the vending machines in the building and request that the company include student supplies such as scantrons in the vending machines.
  - Financial Aid – Initiate discussion with the financial aid offices and establish guidelines to streamline the process for financial aid at all locations.
- *Hours of operation for various campus offices (Q6).*
  - Learning Lab – An additional lab is needed at the Hancock Center
- *Usefulness of College Catalog and College Handbook (Q21)*
  - Consult with Director of e-Learning to develop template for online and face-to-face classes to include pertinent course details and provide links to the catalog and handbook.
- *Bookstore services for MSVCC (Online) students (Q 24).*
  - Include an additional response choice, “I do not take an online class”.

## **Poplarville**

- *Bookstore services for MSVCC (Online) students (Q 24).*
  - Include an additional response choice, “I do not take an online class”.



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## 2014-2015 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.*

<b>OVERALL</b>			
<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress Made and/or Date</i>
Student complaints	<i>(Q8) – I have been advised of the procedure for expressing a complaint.</i>	The Vice President for the Poplarville Campus and Hancock Center will request that information be placed in the campus newspaper, The Drawl, using the following language: <i>“You can locate the procedure for filing a grievance on page xxx of the Student Handbook.”</i>	Summer and Fall 2015
	Additional dissemination of information in the Drawl and through social media	The Vice President for the Poplarville Campus and Hancock Center will request that information be placed in social media formats	Summer and Fall 2015
	Develop Canvas template to include pertinent information for both online and face-to-face classes	FCC Assistant VP will develop and implement PowerPoint screens outlining procedure and utilize TV screens in place.	Summer and Fall 2015
	Reword the question	Vice-President for General Education will consult with Director of e-Learning to develop template for online and face-to-face classes to include pertinent course details such as how to file a grievance.  Vice-President for Poplarville Campus and Hancock center will instruct Office of Institutional Research to change wording on question as follows:  <i>I know that I can find the procedure for filing a student complaint in the Student Handbook.</i>	Summer and Fall 2015  Fall 2015
Bookstore	<ul style="list-style-type: none"> <li><i>Bookstore services for MSVCC (Online) students (Q 24).</i></li> </ul>	Vice-President for Poplarville Campus and Hancock center will instruct Office of Institutional Research to change wording on question as follows:	Fall 2015

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		<ul style="list-style-type: none"> <li>• Include an additional response choice, "I do not take an online class".</li> </ul>	
Degree Plan	<p><i>Program of study (Q 32)</i></p> <p>Change wording of question</p> <p><i>Change responses selection</i></p>	<p>Vice-President for Poplarville Campus and Hancock center will instruct Office of Institutional Research to change wording on question as follows:</p> <p><i>What are your educational goals? (check all that apply)</i></p> <p>Change response selection as follows:            I plan to graduate from PRCC;            I plan to transfer to a four-year university;            I plan to obtain an Associate of Arts degree;            I plan to obtain an Associate of Applied Science degree in a technical program (specific technical training for employment);</p>	Fall 2015

## FORREST COUNTY CENTER

<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress Made and/or Date</i>
Offices	<p><i>Personal attention given by the select offices on campus (Q 5).</i></p> <p><u>Financial Aid</u></p> <ul style="list-style-type: none"> <li>○</li> </ul>	The Vice President for the Poplarville Campus and Hancock Center will request a meeting with appropriate personnel to initiate discussion with the financial aid offices and establish guidelines to streamline the process for financial aid at all locations.	Summer 2015 ongoing
Bookstore	<ul style="list-style-type: none"> <li>• <i>Bookstore services for MSVCC (Online) students (Q 24).</i></li> </ul>	<p>Vice-President for Poplarville Campus and Hancock center will instruct Office of Institutional Research to change wording on question as follows:</p> <ul style="list-style-type: none"> <li>• Include an additional response choice, "I do not take an online class".</li> </ul>	Fall 2015

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<b>HANCOCK CENTER</b>			
<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress Made and/or Date</i>
Bookstore	<p><i>Personal attention given by the select offices on campus (Q 5).</i></p> <p><u>Bookstore</u> –</p> <p><u>Financial Aid</u> -</p>	<p>Director of the Hancock Center is to contact the vendors who own the vending machines in the building and request that the company include student supplies such as scantrons in the vending machines.</p> <p>Initiate discussion with the financial aid offices and establish guidelines to streamline the process for financial aid at all locations.</p>	<p>Summer 2015</p> <p>Fall 2015 – a Financial Aid officer will be on campus one day a week</p>
Office Hours	<p><i>Hours of operation for various campus offices (Q6)</i></p> <p><u>Learning Lab</u> –</p>	Vice-President for Poplarville Campus and Hancock center and Director of Hancock center will implement process to establish an additional lab at the Hancock Center	Fall 2015
College Catalog and Student Handbook	Usefulness of College Catalog and College Handbook (Q21)	Vice-President for General Education will consult with Director of e-Learning to develop template for online and face-to-face classes to include pertinent course details and links to catalog and handbook.	Fall 2015
Bookstore	Bookstore services for MSVCC (Online) students (Q 24).	<p>Vice-President for Poplarville Campus and Hancock center will instruct Office of Institutional Research to change wording on question as follows:</p> <ul style="list-style-type: none"> <li>• Include an additional response choice, “I do not take an online class”.</li> </ul>	Fall 2015
<b>POPLARVILLE CAMPUS</b>			
<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress Made and/or Date</i>
Bookstore	Bookstore services for MSVCC (Online) students (Q 24).	Vice-President for Poplarville Campus and Hancock center will instruct Office of Institutional Research to change wording on question as follows:	Fall 2015

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		<ul style="list-style-type: none"><li>• Include an additional response choice, <i>"I do not take an online class"</i>.</li></ul>	
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## CHANGES/IMPROVEMENTS FROM 2013-2014 TO 2014-2015

<b>FORREST COUNTY CENTER</b>			
<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress Made and/or Date</i>
Faculty Advisement Training	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 arrange professional development regarding advisement.	Fall 2014 - Title III provided special training to select faculty for students who needed 2 or more developmental classes. This initiative gave special support to students who are at most risk.
Infrastructure	Increase internet capability as the budget permits.	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.	Fall 2014 - The IT department has undergone a major transformation by hiring the company Ellucian. Ellucian has already begun increasing access points, replacing switches and implementation of equipment to expand the wireless Internet capability of the campus
Student Needs	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.	Fall 2015 - The Assistant Vice President met with Phi Theta Kappa to encourage them to add this endeavor to their research project. They developed a one on one mentor approach to help students learn this information. These students attended all the orientations and decided to take 10 students each to mentor during their first year.
<b>HANCOCK CENTER</b>			
<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress Made and/or Date</i>
<i>Bookstore</i>	To address student needs for supplies (paper, scantrons, pencils, etc), use library for distribution point or look into vending machines	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	These items available for student purchase at the front desk and in the library
<i>Course Offerings</i>	Increase the number of course offerings and include a science lab	The Vice President for Poplarville Campus and Hancock Center will discuss options available with Director of Hancock Center	Physical Science I and Lab was added in Fall 2013. Calculus I and Calculus II were offered in Summer 2014 to draw students from Stennis Space Center.
<b>POPLARVILLE CAMPUS</b>			
Office Hours	<i>Q 6 - Wellness Center hours</i>	The Vice President for the Poplarville Campus and Hancock Center will meet	Beginning Fall 2014, hours of operation have been extended

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	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.	with the Director of the Wellness Center to discuss implementation	
Student Activities	<i>Q21 – Opportunities for student activities</i> Provide access to Shivers Gym for more activities	Assistant Dean for Student Life, will implement more activities utilizing Shivers Gym	Beginning in August 2014, the Student Life Office began utilizing Shivers Gym for student activities (movie night, bingo night, game nights, etc.)
<i>Student Complaints</i>	<i>Q8– I have been advised of the procedure for expressing a complaint.</i>	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	Student awareness level of 71.6% indicates that the concerted effort to improve dissemination of this information is showing improvement in this area.