



**Spring 2016**

**Pearl River Community College**

**Focus Group Summary**

**and**

**Recommendations**

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## Introduction

The Campus Climate Survey is administered to students at all campuses on an annual basis in an ongoing effort to seek student input about the level of student satisfaction with various student services. The results of the Fall Semester 2015 were reviewed by a Focus Group Committee which was appointed by Dr. Adam Breerwood, Vice President of Poplarville and Hancock Campuses. The Focus Group is charged with making recommendations for improvement in any areas which received less than a 70 percent satisfaction level. This process is part of a continual effort on the part of Pearl River Community College to improve student services at the College.

### *Focus Group Committee Members:*

Dr. Adam Breerwood, Chair	
Mr. Raymunda Barnes	Ms. Maghan James
Ms. Karen Bond	Mr. Roger Knight
Mr. Tim Dedeaux	Mr. Jeff Long
Dr. Jana Causey	Mr. Doug Rowell
Ms. Candace Harper	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.

<i>Demographics of Student Respondents Fall 2015</i>		<i>Demographics of Student Population Fall 2015</i>	
<i>Overall</i>	1602 respondents 85% age 25 or under 64% Female/34% Male 89% Full-time 64% White/30% Black/6% other	<i>Overall</i>	4112 students enrolled 73% age 25 or under 62% Female/37% Male 71% Full-time 68% White/27% Black/5% Other

*Student Enrollment based on Fall 2015 10<sup>th</sup> Day Enrollment*

## MINUTES

### Focus Group Committee Meeting for Campus Climate Survey

February 10, 2016

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

The meeting was called to order by Dr. Adam Breerwood. Dr. Breerwood thanked everyone for attending the meeting and provided an overview of the Fall 2015 Campus Climate Survey results. He reported that the results from this survey were very positive and the overall feedback from students was very good.

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

Although no areas received less than 70 percent satisfaction, the Focus Group discussed the following items as possible areas of improvement.

- *Wi-Fi accessibility – Mr. Knight reported that a contract has been initiated to increase band-width and expects this area to be increased within the month of March.*
- *Recommendation was made to revise the question concerning the bookstore for online classes. Question (23) currently reads “I am satisfied with the services provided by the bookstore for online classes”. Recommendation is to change as follows: “The bookstore is meeting my needs for services, products, and merchandise selection.”*
- *Recommendation was made to revise the question concerning registration, Question (11) by adding an additional choice as follows: “all of the above”.*

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## 2015-2016 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 Services	<i>Wi-Fi accessibility</i>	<i>The Vice President for Business and Administrative Services has initiated a contract to increase band-width.</i>	Complete by end of March 2016.
	<i>Revise the question concerning the bookstore for online classes. Question (23) currently reads "I am satisfied with the services provided by the bookstore for online classes".</i>	<i>Recommendation is to change as follows: "The bookstore is meeting my needs for services, products, and merchandise selection."</i>	OPIR has made note of the change for Fall 2016.
	<i>Revise the question concerning registration, Question (11).</i>	<i>Add an additional choice as follows: "all of the above".</i>	OPIR has made note of the change for Fall 2016.

## CHANGES/IMPROVEMENTS FROM 2014-2015 TO 2015-2016

<b>OVERALL</b>			
<i>Area Focus</i>	<i>Recommendation</i>	<i>Action</i>	<i>Progress Made and/or Date</i>
Student complaints	<p><i>(Q8) – I have been advised of the procedure for expressing a complaint.</i></p> <p>Additional dissemination of information in the Drawl and through social media</p> <p>Develop Canvas template to include pertinent information for both online and face-to-face classes</p>	<p>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></p> <p>The Vice President for the Poplarville Campus and Hancock Center will request that information be placed in social media formats</p> <p>FCC Assistant VP will develop and implement PowerPoint screens outlining procedure and utilize TV screens in place.</p> <p>Vice-President for General Education will consult with Director of e-Learning to develop template for online and face-to-face classes to include</p>	<p>Handouts have been created and located in Campus Vice President's office.</p> <p>An email has been developed to assure confidentiality in an attempt to make students more comfortable.</p> <p>The student grievance policy is available online in the Cat Country Guide.</p>

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	Reword the question	<p>pertinent course details such as how to file a grievance.</p> <p>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></p>	Question was reworded.
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>"I do not take an online class"</i>.</li> </ul>	Responses were modified to include additional response.
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: <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>	Recommended changes were made.

## 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>	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.	Meetings were held to discuss streamlining guidelines.
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:	Recommended response was included.

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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>	
<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>Scantrons are available at the front desk.</p> <p>Meetings were held to discuss streamlining guidelines.</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	Learning lab was completed in Fall 2015 and is being used for adult education, workforce, and academics.
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.	The student grievance policy is available online in the Cat Country Guide.
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>	Recommended response was included.
<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:	Recommended response was included.

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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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