



**Spring 2017**

**Pearl River Community College**

**2017 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 2016 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.

### *Demographics of Student Respondents Fall 2016*

|                |                                    |
|----------------|------------------------------------|
| <i>Overall</i> | 1,368 respondents                  |
|                | 84.3% age 25 or under              |
|                | 63.5% Female/36.5% Male            |
|                | 89% Full-time; 10.75 – Part-time   |
|                | 67.5% White/26.4% Black/6.1% other |

## MINUTES

### Focus Group Committee Meeting for Campus Climate Survey

March 6, 2017

Committee Members Present: *Mr. Raymunda Barnes, Ms. Karen Bond, Dr. Tim Dedeaux, Dr. Kyle Hill, Ms. Maghan James, Mr. Roger Knight, Mr. Jeff Long, Dr. Martha Smith, and Ms. Brenda Wells*

The meeting was called to order by Ms. Brenda Wells, who conducted the meeting in Dr. Breerwood's absence due to a SACS-COC meeting. Ms. Wells thanked everyone for attending the meeting and provided a brief overview of the Fall 2016 Campus Climate Survey results. She reported that the results from this survey were very positive with no satisfaction levels under an 80 percent satisfaction level and the overall feedback from students was very good.

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

Although no areas received less than 80 percent satisfaction, the Focus Group discussed the following items mentioned in student comments as possible areas of improvement.

- *Bookstore hours at the Forrest County Center – Mr. Knight discussed with Ms. Harper, Bookstore Director, that a summer schedule be established for Monday through Thursday at the Forrest County Center to improve the bookstore hours. This will be implemented during summer 2017. Expanding bookstore hours on the Poplarville Campus has already been addressed.*
- *WiFi accessibility in dorms – Dr. Smith indicated that although band width has been increased, students are increasing the number of devices that they are using on campus. Dr. Dedeaux suggested that we also consider the video-rich content in online classes and the amount of interactive labs that students must access for class. Dr. Smith will consult with the IT Department to review peak usage times by students and determine next steps.*
- *Parking accessibility at the Forrest County Center and Poplarville Campus – As campus improvements are made on both campuses, additional parking is being added to compensate for any loss of parking due to building projects.*
- *Maintenance/Improvements for bathrooms at the Forrest County Center – A report outlining needs has been submitted to the Maintenance Supervisor and projects should be completed by end of summer, 2017.*
- *Question 13 on Campus Climate Survey should be revised to reflect advisement as follows: I prefer advisement via: Face to face; Email; Online chat; Telephone*

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## 2016-2017 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>Bookstore hours at the Forrest County Center</i>                              | <i>The Vice President for Business and Administrative Services and the Director of Bookstore Services have determined that there is a need for a summer schedule to be established for the bookstore for Monday through Thursday.</i> | Implement Summer 2017  |
|                   | <i>Wi-Fi accessibility in dorms</i>  | <i>The Vice President for General Education and Technology will consult with the IT Department to determine peak usage times for students and determine next steps.</i>   | Complete by end of May 2017  |
|                   | <i>Parking accessibility at the Forrest County Center and Poplarville Campus</i> | <i>The Vice President for Business and Administrative Services indicates that additional parking is being added to compensate for any parking loss due to building projects.</i>  | Ongoing<br><br>FCC – dirt work has been completed that will provide for 150 parking spaces – operable by August 2017 |
|                   | <i>Bathroom maintenance and/or improvements at FCC</i>                           | <i>The Vice President for Forrest County Operations indicated that a report outlining needs checklist has been submitted to maintenance supervisor</i>  | Complete by summer   |
|                   | <i>Change wording of Question 13 to reflect advisement</i>                       | <i>Change wording as follows:<br/>I prefer advisement via: Face to face;<br/>Email; Online chat; Telephone</i>  | OPIR has made note of the change for Fall 2017   |

## CHANGES/IMPROVEMENTS FROM 2015-2016 TO 2016-2017

| <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> | Band-width was increased in 2016.                      |
|                   | <i>Revise the question concerning the bookstore for online classes. Question (23) currently reads "I am</i> | <i>Recommendation is to change as follows:<br/>"The bookstore is meeting my needs for</i>                           | Change was made by OPIR for Campus Climate Survey that |

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|                   |   |   |   |
|-------------------|---|---|---|
|                   | <i>satisfied with the services provided by the bookstore for online classes”.</i> | <i>services, products, and merchandise selection.”</i>          | was administered in Fall 2016   |
| <b>OVERALL</b>    |   |   |   |
| <i>Area Focus</i> | <i>Recommendation</i>   | <i>Action</i>   | <i>Progress Made and/or Date</i>  |
|                   | <i>Revise the question concerning registration, Question (11).</i>                | <i>Add an additional choice as follows: “all of the above”.</i> | Change was made by OPIR for Campus Climate Survey administered in Fall 2016 |