

Campus Climate Survey Report Pearl River Community College 2009-2010



Because Pearl River Community College (PRCC) is committed to serving the needs of our student body, a Campus Climate Survey is administered on an annual basis to the student body to ascertain student level of satisfaction with the services offered by Pearl River Community College. After survey analysis is completed, the Campus Climate Survey Focus Group for the College reviews all results of the surveys and recommends an action plan to address any areas which achieved less than a 70% satisfaction level. Based upon recommendation by the Focus Group Committee, the Annual Campus Climate Survey was administered during 2009 Fall Semester and the results of the 2009-2010 Campus Climate Survey are summarized below. You will find that most satisfaction levels either improved or remained at approximately the same level of satisfaction.

- **Overall satisfaction:**

Students participating in the survey indicated great satisfaction with the overall services of Pearl River Community College. Survey results reveal that the majority of students participating in the survey would recommend PRCC to others. Eighty-five percent (85%) of the students on the Poplarville Campus were satisfied, reflecting a five percent (5%) increase from last fall. Forrest County Center students indicated an eighty-nine percent level of satisfaction (89%), demonstrating an increase of 14.4 points from last year. Hancock Center students displayed a moderate increase of two percentage points in level of satisfaction (89% up from 87.7%).

- **Academic emphasis:**

All campuses received a satisfactory rating concerning emphasis placed on academic achievement. Results of students surveyed from the Poplarville Campus show a rating of 77.6% (an increase of three percentage points from 74.45%); the Forrest County Center survey results indicated 79.9% (an increase of six percentage points from 73.5%); and the Hancock Center rating was 83.7% (increasing three percentage points from 80.3%) for stressing academic achievement.

- **Registration:**

Student satisfaction with registration services reflected an increase of 73.8% (up seven points from last year's 66%), while the Forrest County Center student responses

reflected a 75.1% satisfaction rating (an increase of 12 percentage points). Although 76.4% of the students at the Hancock Center were satisfied with the registration process, there was a slight decrease in level of satisfaction from last year's survey results. The decline in satisfaction at the Hancock Center could be due, in part, to stricter adherence to pre-registration dates and referral of students after that time period to official registration dates.

- **Admissions:**

Satisfaction with the services provided by the Admissions Office was maintained at a level of 75% at the Poplarville Campus. The Forrest County Center experienced an increase in satisfaction of 15 percentage points with survey results at 78.6%, which is an increase from 63% last year. Satisfaction levels were maintained at 83% with the Admissions Office services at the Hancock Center

- **Advisement:**

Students continue to express a desire for an assigned advisor as evidenced by the breakdown of survey responses as follows: 58.6%% of students surveyed on the Poplarville Campus, 62.7% of Forrest County Center students surveyed, and 69.2% of Hancock Center students surveyed would like an assigned advisor to assist them.

- **Counseling, Advisement, and Placement Center:**

Overall satisfaction at all campuses concerning services provided by Counseling, Advisement and Placement Center is at 77%. The Poplarville Campus experienced an increase in satisfaction of ten (10) percentage points (76.9% up from 66.68%), while the Forrest County Center experienced an increase of five (5) percentage points (77% up from 72%).The Hancock Center maintained its level of satisfaction results at 77% for counseling and advisement services.

- **Business Office:**

Survey results indicated that 84% of students at the Poplarville Campus are satisfied with services offered by the Business Office, an increase of approximately four (4) percentage points from last year. Results from the Forrest County Center reflected a slight decrease of one point from 75% last year to 73.8% this year, and the Hancock Center results remained the same at 75%.

- **Bookstore:**

Regarding bookstore services, all campuses reflected an increase in satisfaction levels. At the Poplarville Campus, 87.5% of students surveyed were satisfied, up six (6) points

from 81.5%. The Forrest County Center results indicated 87.2% satisfaction, an increase of four (4) percentage points from 83%, and Hancock Center results indicated a substantial increase of seven (7) percentage points (76.1 up from 69.2%).

Bookstore Online Services:

Services provided by the bookstore for online students received a cumulative satisfaction level of 66%. This item was added to the survey this year.

- **Classroom environments:**

PRCC administrators continually seek to improve classrooms and this effort is reflected by an overall satisfaction level with classroom environments of 88% (Poplarville 87%; Forrest County Center 90%, and Hancock Center 87%).

- **Financial Aid Office:**

When responding to questions concerning services provided by the Financial Aid Office personnel, students at the Poplarville Campus indicated a 75% satisfaction level (an increase from 68.16% of approximately seven (7) points). The Forrest County Center survey results indicate 71.3% satisfaction (an increase in satisfaction of three (3) percentage points from 68%). The Hancock Center student satisfaction was sustained at the rate of 70%.

- **Instructor Feedback:**

Student responses reflected an overall satisfactory average of 86% with the timeliness of instructor feedback, as reflected by ratings in student satisfaction at the Poplarville Campus of 83% (increasing from 80.55%), the Forrest County Center rating of 87.8% (increasing from 82.7%), and the Hancock Center rating of 87.6% (an insignificant decrease from 87.9%).

PRCC instructors stress the importance of academic achievement as evidenced by student responses of 77.6% (increasing from 74.45%) from the Poplarville Campus; 79.9% (increasing from 73.5%) from Forrest County Center; and 83.7% (increasing from 80.3%) from the Hancock Center concerning emphasis on academic achievement.

- **Library**

Student satisfaction with services provided by the library increased three percentage points from 80% to 83.5% on the Poplarville Campus. The satisfaction level of the Forrest County Center showed an increase in student satisfaction to 86.4% from 79%, an increase of seven (7) percentage points. The Hancock Center student responses reflected the slightest decrease of 85% from 87.9%

- **Security:**

A majority of students surveyed (81%) responded that they think PRCC campuses are secure for all students as follows: 78% of students surveyed on the Poplarville Campus (an increase of 18 percentage points from last year's 60%). The Forrest County Center results remained the same at 79%; and the response at the Hancock Center was 85.5%, down slightly from last year's 91%.

Regarding the satisfaction level of students with the services provided by the personnel in the Police Office, 71.5% (an increase from 63%) of students surveyed on the Poplarville Campus; 74.9% (an increase from 61.8%) of students surveyed at the Forrest County Center, and 84.1% (a slight decrease from 88.1%) of students surveyed at the Hancock Center are satisfied with personnel in the Police Office.

- **Student activities:**

Although the Office of Student Services implemented a number of activities designed to improve student life on campus, surveys completed indicate a continued interest among students for increased opportunities for student activities and involvement. Students at the Poplarville Campus had the highest satisfaction rating at 73.5%, while the Forrest County Center students indicated a 60.6% satisfaction level and Hancock Center students indicated a 69.4% satisfaction level.

- **Student Complaints:**

Administration and faculty continue to implement measures so that students are made aware of the proper channels for expressing complaints, and this effort is reflected in the increasing levels of satisfaction on the Poplarville Campus and at the Forrest County Center (Poplarville – now 64.3%, an increase from 50%; FCC – now 72.8%, an increase from 65%). The Hancock Center reflects a satisfaction level of 72.8%, which is a decrease of 8.7 percentage points from 81.5%.

Only 64.8% of students at the Poplarville Campus agree or strongly agree that they would feel comfortable requesting a conference to discuss what they perceive as an unfair instructor, which is still below PRCC's acceptable rating of 70%. However, there has been a marked improvement in the level of student satisfaction as follows: Poplarville results were 73.6%, up from 65% - an increase of seven (7) percentage points; Forrest County Center results up from 62.5% to 81.5% - an increase of approximately nine (9) percentage points. The Hancock Center has experienced a decrease of 8.7 percentage points from 81.5% 72.8%.

Demographics of Survey Respondents	
Poplarville Campus	1491 responded to survey 81% age 25 or under 12% age 26-35
Forrest County Center	521 responded to survey 81% age 25 or under 14 % age 26-35
Hancock Center	66 responded to survey 77% age 25 or under 9% age 26-35

- *Pearl River Community College's action plan to address areas of concern will be outlined in the 2009-2010 Campus Climate Survey Focus Group report. This report will be available for review in the Office of Institutional Research by May 2010.*