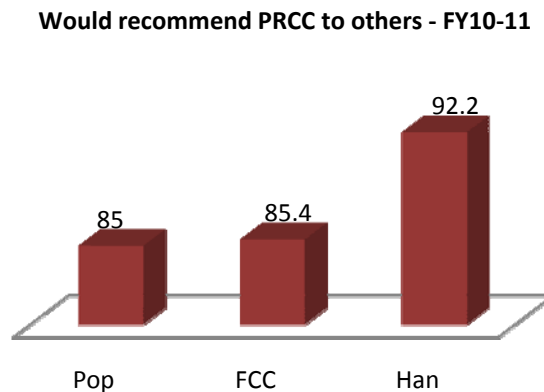


# Campus Climate Survey Report Pearl River Community College 2010-2011

Pearl River Community College (PRCC) is committed to serving the needs of our student body; therefore, 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 the College. After survey analysis is completed, the Campus Climate Survey Focus Group for the College reviews all survey results and recommends an action plan to address any areas which achieved less than a 70 percent satisfaction level. The annual Campus Climate Survey was administered during 2010 Fall Semester and the results of the survey are summarized below.

- **Overall satisfaction (Q29):**

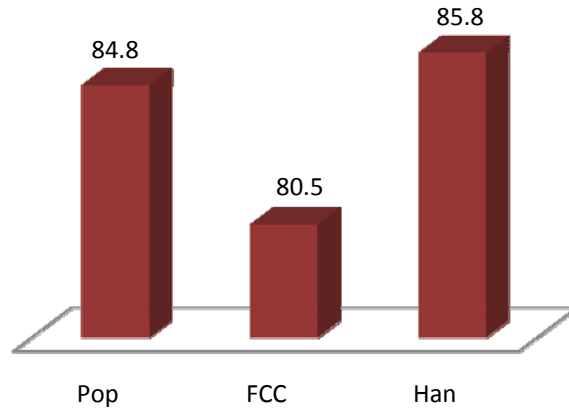
Students are satisfied overall with the services of PRCC as indicated by the 87 percent satisfaction rating and would recommend PRCC to others. Poplarville campus maintained an 85 percent satisfaction level; students at the Forrest County Center indicated an 85.4 percent satisfaction level; while the students at the Hancock Center displayed a satisfaction level of 92.2 percent.



- **Academic emphasis (Q18):**

Students are satisfied with the emphasis that PRCC places on academic achievement as evidenced by an increased level of satisfaction at all campuses, as follows: 84.8 percent satisfaction at the Poplarville campus, 80.5 percent satisfaction at the Forrest County Center, and an 85.8 percent satisfaction level at the Hancock Center.

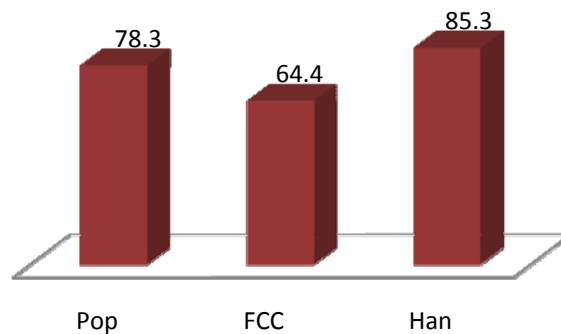
**Academic achievement is stressed - FY10-11**



- **Registration (Q11):**

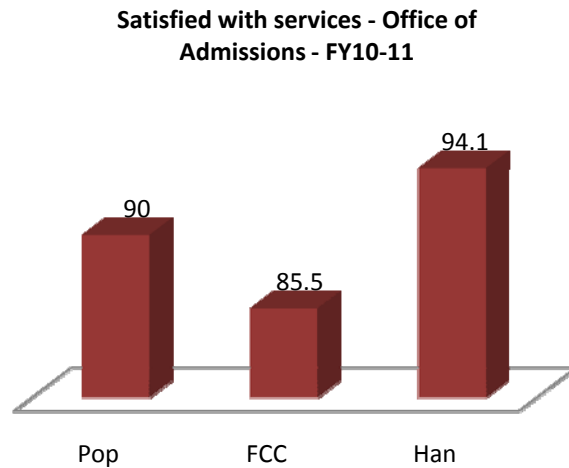
Student satisfaction with registration services at the Poplarville campus was 78.3 percent, while the 64.4 percent response at the Forrest County Center reflected a slight decline in satisfaction. Enrollment at the Forrest County Center has increased substantially, somewhat slowing the enrollment process, which may have resulted in some dissatisfaction. Satisfaction at the Hancock Center increased approximately nine (9) percentage points to 85.3 percent.

**Satisfied with services during registration - FY10-11**



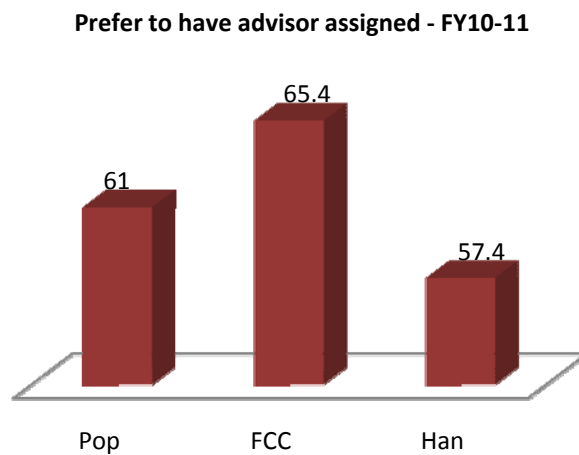
- **Admissions (Q6):**

Satisfaction with the services provided by the Admissions Office increased substantially at all locations: the Poplarville Campus increased to 90 percent (an increase of 15 percentage points); the Forrest County Center experienced an increase in satisfaction of seven points with survey results at 85.8 percent; and Hancock Center results increased 11 points to 94.1 percent.



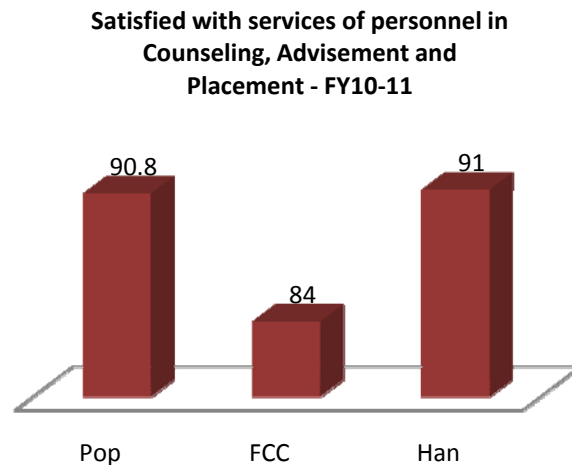
- **Advisement (Q16):**

Sixty-one percent (61%) of students continue to express a desire for an assigned advisor as evidenced by the breakdown of survey responses as follows: Poplarville Campus 61 percent; Forrest County Center 65.4 percent; Hancock Center 57.4 percent.



- **Counseling, Advisement, and Placement Center (Q6):**

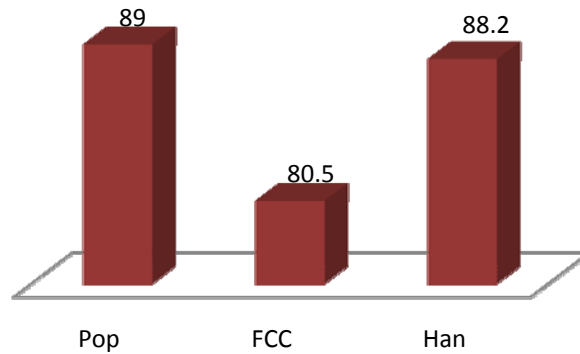
Overall satisfaction at all campuses concerning services provided by Counseling, Advisement and Placement Center is at 89 percent. The Poplarville Campus experienced an increase in satisfaction of approximately 14 percentage points (90.8 percent - up from 76.9 percent), while the Forrest County Center experienced an increase of seven (7) percentage points (84 percent – up from 77 percent). Student satisfaction at the Hancock Center increased 14 percentage points (91 percent – up from 77 percent last year). Increase in satisfaction could be attributed to recent changes. The Center eliminated large group registration for entering freshmen in Summer 2010 to incorporate more one-on-one advisement in a quiet and professional atmosphere. The Center also provided more advising concerning career planning and transferability.



- **Business Office (Q6):**

Survey results indicated that 89 percent of students at the Poplarville Campus are satisfied with services offered by the Business Office, an increase of approximately five (5) percentage points from last year. Results from the Forrest County Center reflected an increase of six (6) percentage points from 73.8 percent last year to 80.5 percent this year. The Hancock Center results also experienced an increase to 88.2 percent, an increase of 13 points from last year.

Satisfied with services of Business Office - FY10-11



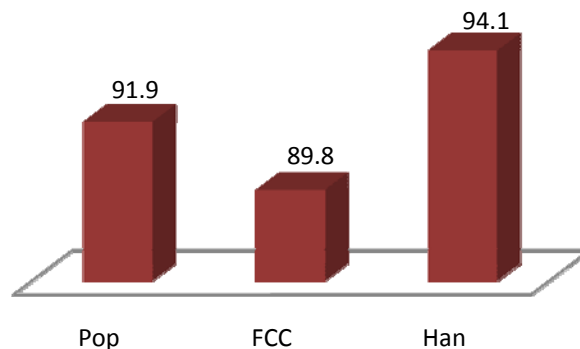
- **Bookstore (Q6):**

All campuses reflected an increase in satisfaction levels with bookstore services. At the Poplarville Campus, 91.9 percent of students surveyed were satisfied, up approximately four (4) percentage points. The Forrest County Center results indicated 89.8 percent satisfaction, an increase of three (3) percentage points. The Hancock Center results showed a substantial increase in student satisfaction by increasing 18 percentage points to 94.1 percent, due in part to the opening of a bookstore at the Hancock Center.

*Bookstore Online Services:*

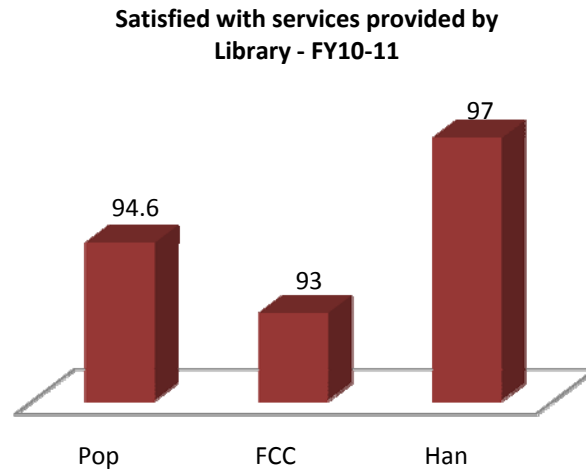
Services provided by the bookstore for online students received a cumulative satisfaction level of 70.9 percent, an increase of approximately five (5) percentage points.

Satisfied with services of personnel in Bookstore - FY10-11



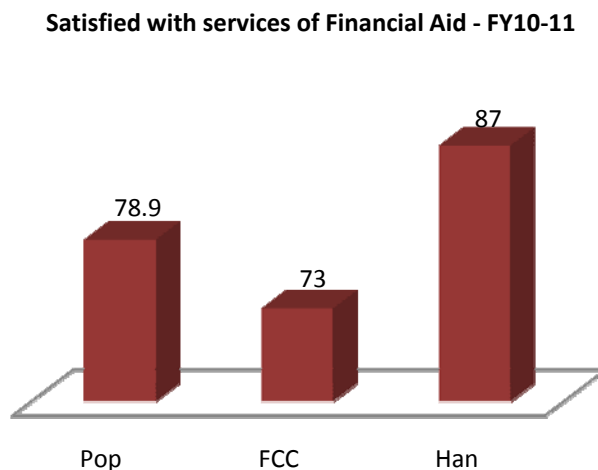
- **Library (Q6):**

Student satisfaction with services provided by the library was at 94.6 percent, an increase of 11 percentage points from 83.5 percent on the Poplarville Campus. The satisfaction level of the Forrest County Center was 93 percent, an increase in student satisfaction of approximately seven (7) percentage points, up from 86.4 percent. The Hancock Center student responses also reflected a substantial increase in satisfaction, with the satisfaction level at 97 percent now compared to 85 percent last year.



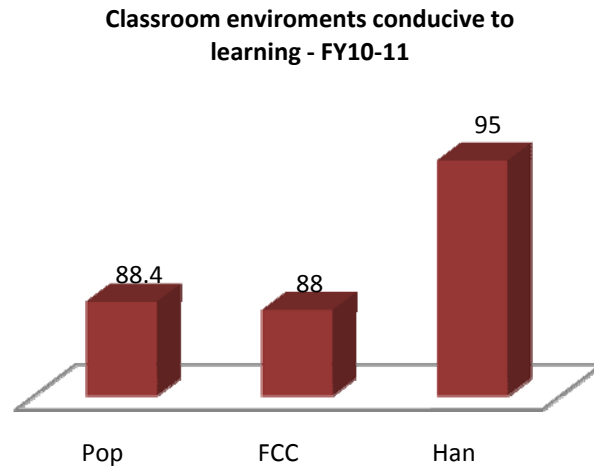
- **Financial Aid Office (Q6):**

When responding to questions concerning services provided by the Financial Aid Office personnel, students at the Poplarville Campus indicated a 78.9 percent satisfaction level (an increase of four (4) percentage points). The Forrest County Center survey results indicate 73 percent satisfaction (an increase in satisfaction of two (2) percentage points) Hancock Center increased to 87 percent, up 17 percentage points from last year.



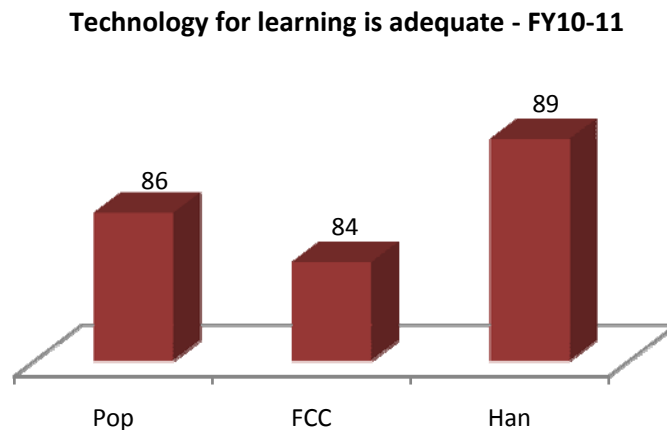
- **Classroom environments (Q21):**

PRCC's efforts to continually improve classrooms have resulted in an overall satisfaction of 90.4 percent with classroom environments reflected as follows: Poplarville 88.4 percent; Forrest County Center 88 percent, and Hancock Center 95 percent.



- **Technology (Q27):**

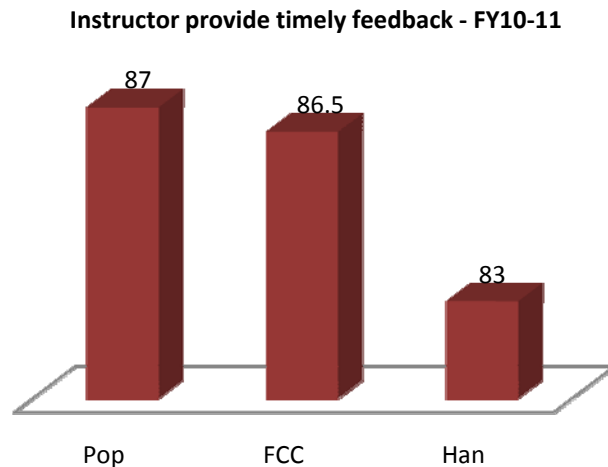
Overall, eighty-six (86%) percent of students expressed satisfaction with technology for learning in the classroom. At the Poplarville campus, 86 percent of students are satisfied with technology for learning. The Hattiesburg Campus expressed a satisfaction level of 84 percent, and the Hancock Center students expressed a satisfaction level of 89 percent with technology for learning.



- **Instructor Feedback (Q20):**

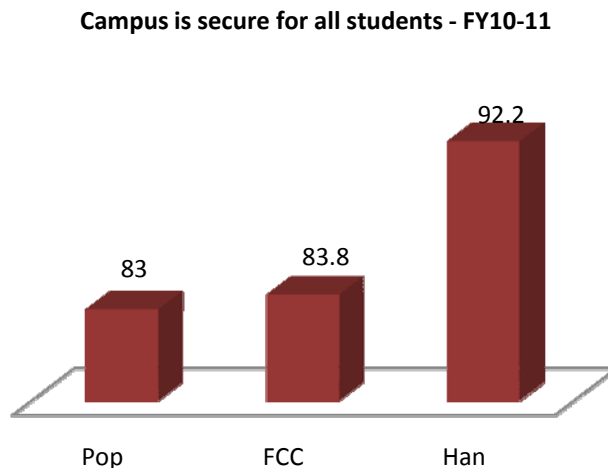
Student responses maintained an overall satisfactory average of 86 percent with the timeliness of instructor feedback, as reflected by ratings in student satisfaction at the Poplarville Campus of 87 percent, the Forrest County Center rating of 86.5 percent, and the Hancock Center rating of 83 percent.

PRCC instructors stress the importance of academic achievement as evidenced by overall student satisfaction of 83 percent.



- **Security (Q7 & Q13):**

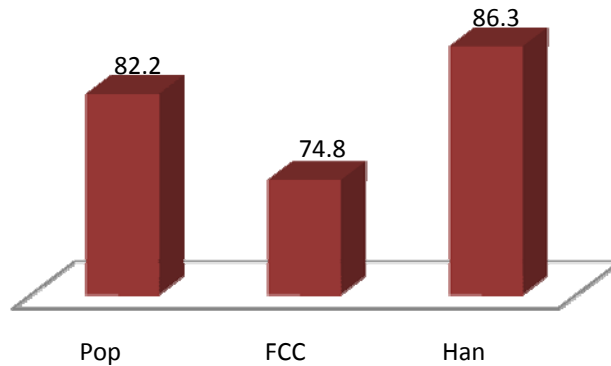
The majority of students surveyed (86.3 percent) responded that they think PRCC campuses are secure for all students as follows: Poplarville campus 83 percent; Forrest County Center 83.8 percent; and Hancock Center 92.2 percent. All campuses experienced an increase in student satisfaction concerning the security of the campuses.





The overall satisfaction level of students concerning the services provided by the personnel in the Police Office was 81percent. The Poplarville campus rating was 82.2 percent (an increase from 71.5 percent); the Forrest County Center maintained its rating of 74.8 percent; and the Hancock Center reflected an increase of two (2) percentage points to 86.3 percent.

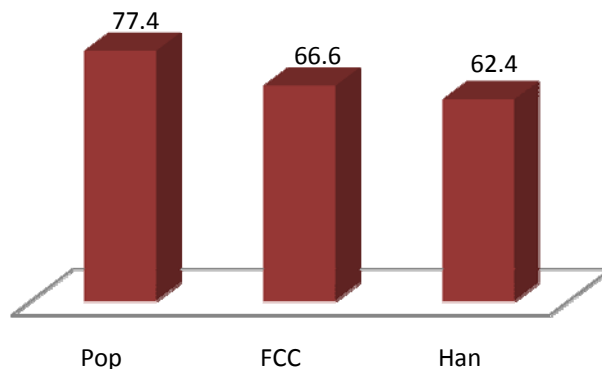
**Satisfied with services of Police Officers - FY10-11**



- **Student activities (Q14):**

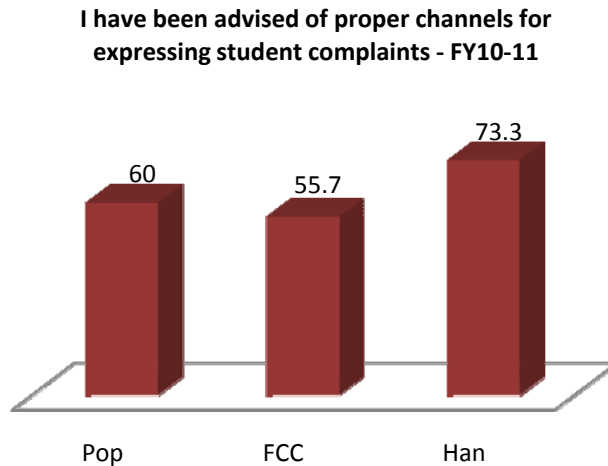
The Office of Student Services continues to implement activities designed to improve student life on campus. Survey responses indicate a continued interest for more student activities and involvement. Students at the Poplarville Campus had the highest satisfaction rating at 77.4 percent (an increase of four (4) percentage points), and the Forrest County Center students indicated an increase in satisfaction at 66.6 percent (up from 60.6 last year). Hancock Center students indicated a slight decrease in satisfaction to 62.4, down from 69.4 percent last year.

**Sufficient opportunity for student activities - FY10-11**



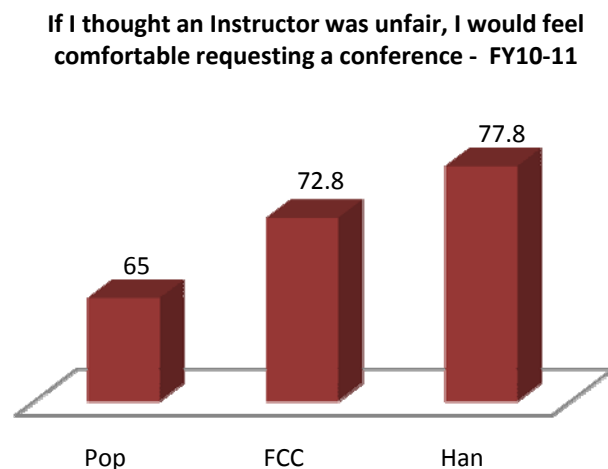
- **Student Complaints (Q8 & Q10):**

Administration and faculty continue to implement measures so that students are made aware of the proper channels for expressing complaints. The level of satisfaction concerning this issue was 60 percent at the Poplarville campus, 55.7 percent at the Forrest County Center, and 73.3 percent at the Hancock Center.



PRCC implemented an online orientation for students in the 2010 Fall Semester which provides details concerning expression of student complaints. This online orientation provides extensive information for students and should help alleviate confusion about the proper channels for expressing student complaints.

Sixty-five percent (65%) of students surveyed at the Poplarville campus indicated that they would feel comfortable requesting a conference to discuss what they perceive as an unfair instructor. Forrest County Center results were 72.8 percent satisfaction, and the Hancock Center rating was 77.8 percent.



- **General:**

- **Hours of Operation for Offices (Q22):**

Overall, 84 percent of students responding to the survey were satisfied with the hours of operation for various college offices.

- **College Catalog/Student Handbook (Q24 & Q25):**

Seventy-seven percent (77%) of students responding to the survey indicated that the College Catalog is useful, and 82 percent found the Student Handbook useful.

- **Student Support Services (Q26):**

Overall, 76 percent of students surveyed were satisfied with the availability of student support services.

<b>Demographics of Survey Respondents</b>	
Poplarville Campus	1,012 responded to survey 81% age 25 or under 60% Female/40% Male 94% Full-time 77% White/18% Black
Forrest County Center	803 responded to survey 72% age 25 or under 68% Female/32% Male 82% Full-time 53% White/43% Black
Hancock Center	102 responded to survey 68% age 25 or under 67% Female/33% Male 83% Full-time 85% White/6% Black

- *Pearl River Community College's action plan to address areas of concern will be outlined in the 2010-2011 Campus Climate Survey Focus Group report. This report will be available for review in the Office of Institutional Research by May 2011.*