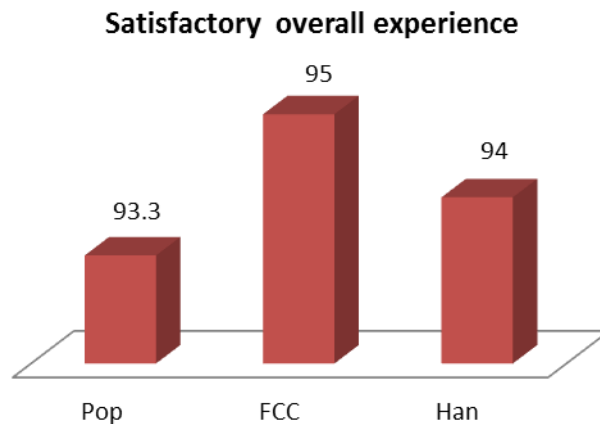


# Campus Climate Survey Report Pearl River Community College 2011-2012

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. Following survey analysis, 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 2011 Fall Semester and the results of the survey are summarized below.

- **Overall satisfaction (Q1):**

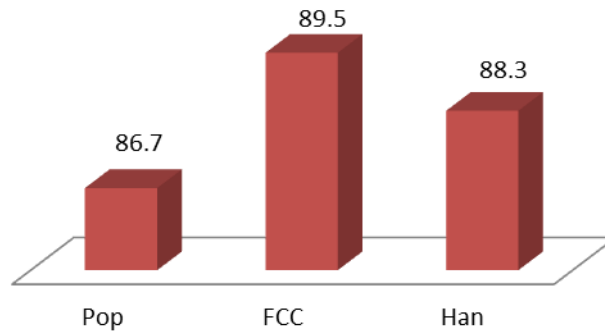
Students are satisfied with their overall experience at PRCC as indicated by a 94 percent satisfaction rating. Poplarville campus results reflected a 93.3 percent satisfaction level; students at the Forrest County Center indicated a 95 percent satisfaction level; and the students at the Hancock Center displayed a satisfaction level of 94 percent.



- **Academic emphasis (Q14):**

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: 86.7 percent satisfaction at the Poplarville campus, 89.5 percent satisfaction at the Forrest County Center, and an 88.3 percent satisfaction level at the Hancock Center.

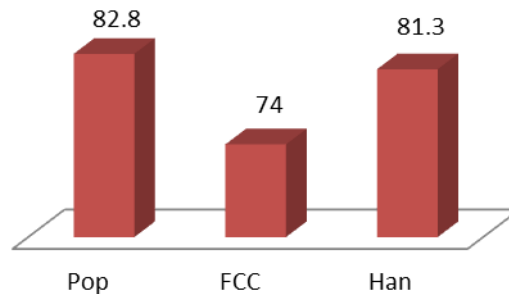
### Academic achievement is stressed



- **Registration (Q8 & 10):**

Student satisfaction with registration services at the Poplarville campus increased four percentage points to 82.8 percent, while the 74 percent response at the Forrest County Center reflected a substantial increase in satisfaction (up from 64.4 percent last year). Satisfaction at the Hancock Center decreased approximately four (4) percentage points to 81.3 percent. Students also indicated satisfaction with the clear and well-publicized registration times, as well as course information. Results are as follows:

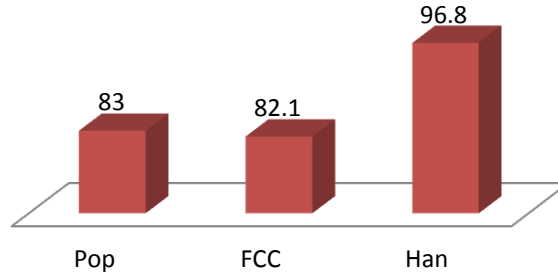
### Registration



- **Admissions (Q2):**

Satisfaction with the services provided by the Admissions Office was as follows: the Poplarville Campus decreased to 83 percent (a decrease of seven (7) percentage points); the Forrest County Center experienced a decrease in satisfaction of three points with survey results at 82.1 percent; and Hancock Center satisfaction level was 96.8 percent.

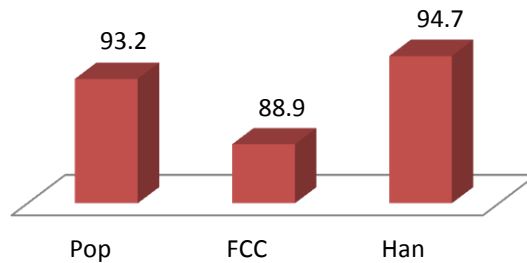
### Admissions



- **Counseling, Advisement, and Placement Center (Q2):**

There was an increase in overall satisfaction at all campuses concerning services provided by Counseling, Advisement and Placement Center is at 91.7 percent. The Poplarville Campus experienced an increase in satisfaction of approximately three (3) percentage points (93.2 percent – up from 90.8 percent), while the Forrest County Center experienced an increase in satisfaction level of four (4) percentage points (88.9 percent – up from 84 percent). Student satisfaction at the Hancock Center increased 3 percentage points (94.7 percent – slightly up from 91 percent last year). The Center continues to try to incorporate more one-on-one advisement in a quiet and professional atmosphere for entering freshman, and to provide more advising concerning career planning and transferability for all students.

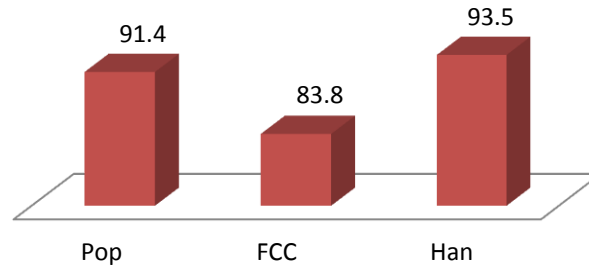
### Counseling, Advisement, & Placement



- **Business Office (Q2):**

Survey results indicated that 91.4 percent of students at the Poplarville Campus are satisfied with services offered by the Business Office. Results from the Forrest County Center reflected satisfaction at 83.8 percent this year. The Hancock Center results increased to 93.5 percent.

### Business Office



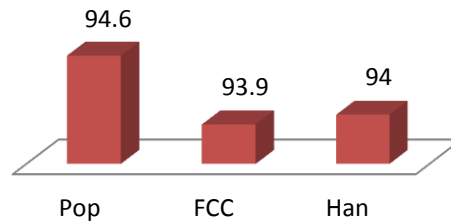
- **Bookstore (Q3):**

All campuses reflected an increase in satisfaction levels with bookstore services. At the Poplarville Campus, 94.6 percent of students surveyed were satisfied. The Forrest County Center results indicated 93.9 percent satisfaction. The Hancock Center results showed student satisfaction at 94 percent.

*Bookstore Online Services (Q16):*

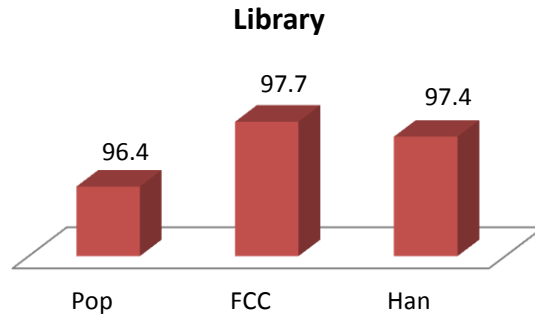
Services provided by the bookstore for online students received a cumulative satisfaction level of 67 percent, a decrease of approximately four (4) percentage points.

### Bookstore



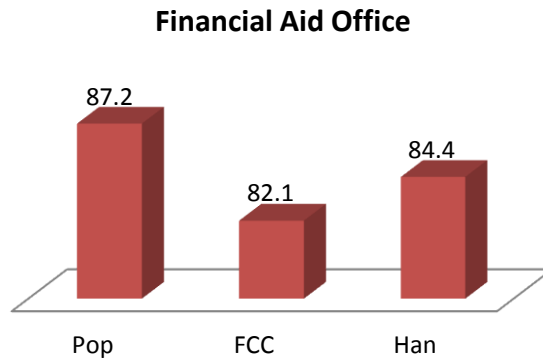
- **Library (Q3):**

Student satisfaction with services provided by the library at the Poplarville Campus was at 97.7 percent. The satisfaction level of the Forrest County Center was 96.4 percent. The Hancock Center student responses also reflected a satisfaction level at 97.4 percent.



- **Financial Aid Office (Q2):**

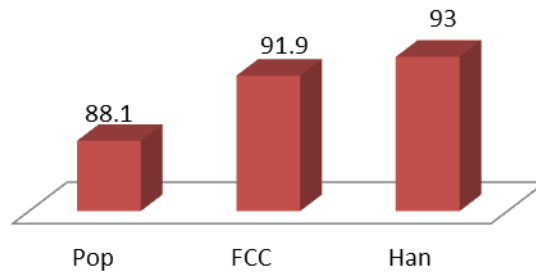
When responding to questions concerning services provided by the Financial Aid Office personnel, students at the Poplarville Campus indicated a 87.2 percent satisfaction level. The Forrest County Center survey results indicate 82.1 percent satisfaction (an increase in satisfaction of six (6) percentage points). Hancock Center decreased to 84.4 percent, down slightly by two (2) percentage points from last year.



- **Classroom environments (Q14):**

PRCC's continued efforts to improve classroom environments has resulted in an overall satisfaction of 90 percent with classroom environments reflected as follows: Poplarville 88.1 percent; Forrest County Center 91.9 percent, and Hancock Center 93 percent.

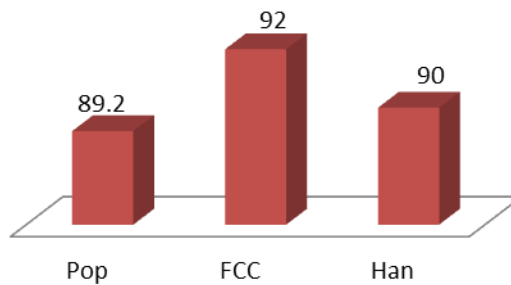
### Classroom environments



- **Technology (Q14):**

Overall, ninety (90%) percent of students expressed satisfaction with technology for learning in the classroom. At the Poplarville campus, 89.2 percent of students are satisfied with technology for learning. The Hattiesburg Campus expressed a satisfaction level of 92 percent, and the Hancock Center students expressed a satisfaction level of 90 percent with technology for learning.

### Technology



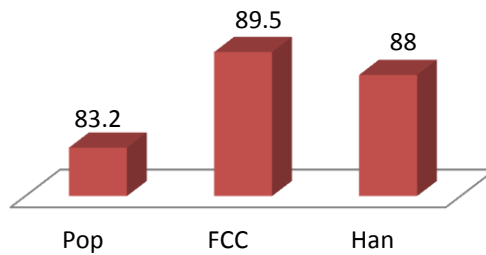
- **Instructor Feedback (Q14):**

Student responses continue to maintain 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 83.2 percent, the Forrest County Center rating of 89.5 percent, and the Hancock Center rating of 88 percent.

PRCC instructors stress the importance of academic achievement as evidenced by overall student satisfaction of 88 percent.

Students are also satisfied with the availability of instructors outside of class as evidenced by the following: satisfaction at Poplarville Campus was 88.9 percent, the Forrest County was 90 percent, and Hancock Center was 88.4 percent.

### Instructor Feedback

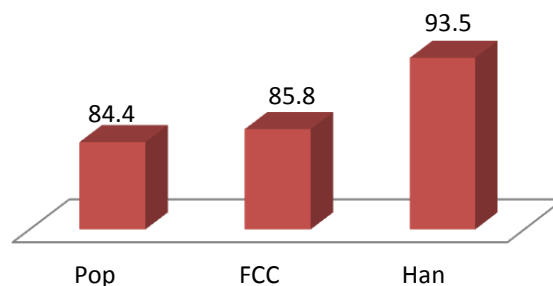


- **Security (Q4 & Q2):**

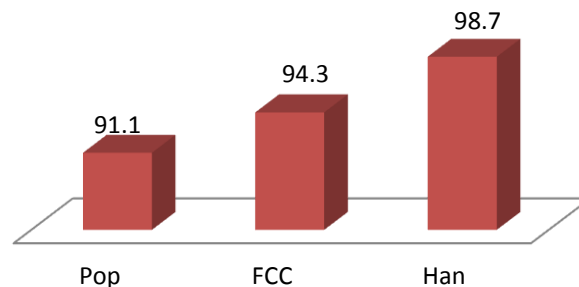
The majority of students surveyed (85.5 percent) responded that they think PRCC campuses are secure for all students as follows: Poplarville campus 84.4 percent; Forrest County Center 85.8 percent; and Hancock Center 93.5 percent. All campuses experienced an increase in student satisfaction concerning the security of the campuses.

The overall satisfaction level of students concerning the services and personal attention provided by the personnel in the Police Office increased to 92.8 percent. The Poplarville campus rating was 91.1 percent; the rating at Forrest County Center increased 94.3 percent; and the Hancock Center reflected an increase of thirteen (13) percentage points to 98.7 percent.

### Security

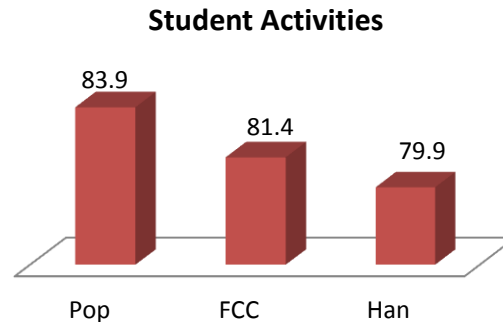


### Services



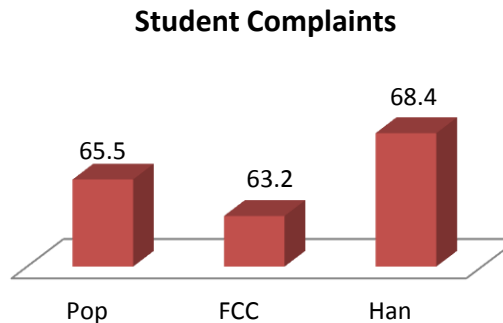
- **Student activities (Q14):**

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 83.9 percent and the Forrest County Center students indicated an increase in satisfaction at 81.4 percent (up from 66 last year). Hancock Center students indicated satisfaction of 79.9 percent.



- **Student Complaints (Q5 & Q7):**

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 65.5 percent at the Poplarville campus, 63.2 percent at the Forrest County Center, and 68.4 percent at the Hancock Center.



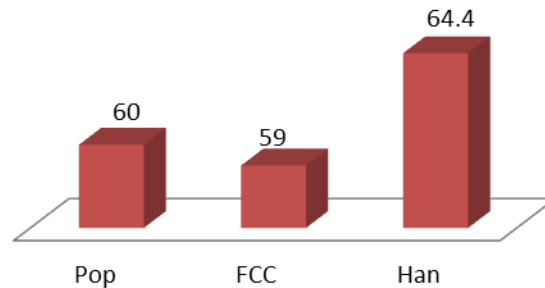
PRCC continues with an online orientation for students which provide details concerning expression of student complaints. This online orientation provides extensive information for students in order to help alleviate confusion about the proper channels for expressing student complaints.

Sixty percent (60%) of students surveyed at the Poplarville campus, 59 percent at the Forrest County Center and 64.4 percent at the Hancock Center indicated that they



would feel comfortable requesting a conference to discuss what they perceive as an unfair instructor.

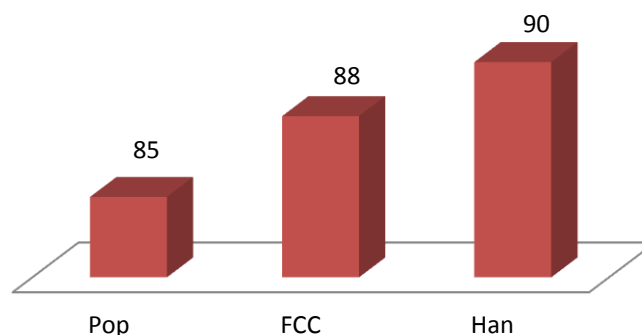
**Student Complaints - Fairness**



- **General (Q15):**

When students were asked if they would recommend PRCC to another person, the majority responded favorably as evidenced by the following results. Eighty-eight percent (88%) of students at the Forrest County Center, ninety percent (90%) of students at the Hancock Center, and eighty-five percent (85%) of students at the Poplarville Campus agreed or strongly agreed that they would recommend PRCC.

**Students would recommend PRCC**



- **Hours of Operation for Offices (Q3):**

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

- **College Catalog/Student Handbook (Q14):**

Eighty percent (80%) of students responding to the survey indicated that the College Catalog is useful, and 82 percent found the Student Handbook useful.

- **Student Support Services (Q6):**

Overall, 83 percent of students surveyed were satisfied with the availability of student support services.

- **Equitable Treatment (Q17):**

Ninety percent (90%) of students surveyed were satisfied with their treatment at PRCC.

<b>Demographics of Survey Respondents</b>	
Poplarville Campus	1,274 responded to survey 76.9% age 25 or under 57.1% Female/42.9% Male 93.8% Full-time 72.4% White/22.3% Black
Forrest County Center	875 responded to survey 67.5% age 25 or under 69.8% Female/30.2% Male 85.7% Full-time 55.7% White/38.1% Black
Hancock Center	155 responded to survey 75% age 25 or under 61.3% Female/38.7% Male 79.4% Full-time 85% White/7.7% Black

*Pearl River Community College's action plan to address areas of concern will be outlined in the 2011-2012 Campus Climate Survey Focus Group report. This report will be available for review following recommendations of the Focus Group in the Office of Institutional Research.*