



Student Campus Climate Survey Report Pearl River Community College 2016-2017

The Campus Climate Survey is administered by PRCC on an annual basis, and results provide important information about the student level of satisfaction with various services offered by Pearl River Community College (PRCC). A Campus Climate Focus Group composed of members from administration, faculty, and staff, has the responsibility of reviewing all results of the Campus Climate student survey. If any areas receive less than a 70 percent level of satisfaction, the Campus Climate Focus Group submits recommendations for improvement following review and analysis. The 2016-2017 Campus Climate Survey results are summarized below.

Overall Satisfaction

Students attending PRCC indicated that they are satisfied with their student experience (95.2 percent). The majority of student respondents (93.7 percent) would recommend PRCC to others who are interested in attending college, and 92.8 percent of students overall indicated that they received fair and equitable treatment while attending PRCC. Table 1 below provides a breakdown of student percentages by campus who responded as **satisfied** or **very satisfied**.

TABLE I

Student Experience	Campus Location			Overall
	FCC	HC	Pop	PRCC
Satisfied with student experience at PRCC	96.9	96.4	94.3	95.2
Would recommend PRCC to others	96.2	94.7	92.4	93.7
Treated fairly-equitably	95.1	96.6	91.4	92.8

Student Service Offices

Overall, no student service office received less than 70 percent satisfaction level. The majority of students are satisfied with the personal attention they receive as well as the hours of operation of the support offices at PRCC. Overall, the top five support offices according to student respondents are as follows:

1. Library
2. Learning Lab
3. Admissions
4. Bookstore
5. Counseling, Advisement and Placement



Table II below outlines percentages which reflect responses of **satisfied** or **very satisfied** with the personal attention given by various student support offices by campus.

Table II

Office Services – Personal Attention	FCC	HC	Pop	PRCC
Admissions	96.0	96.6	97.3	96.8
Business Office	94.0	89.7	94.9	94.4
Bookstore	94.8	92.7	96.8	96.0
Campus Police Department	92.2	98.2	92.9	92.8
Counseling, Advisement, and Placement	96.9	91.2	93.7	94.7
Financial Aid	86.4	87.7	87.1	86.9
Learning Lab	98.6	91.4	97.6	97.7
Library	98.4	94.8	98.6	98.4

Office Hours of Operation

The satisfaction levels pertaining to hours of operation of various offices by campus are outlined below in Table III and reflect responses of **satisfied** or **very satisfied**.

TABLE III

Office – Hours of Operation	FCC	HC	Pop	PRCC
Admissions	98.7	96.5	97.2	97.6
Business Office	98.0	94.5	96.5	96.9
Bookstore	95.5	94.5	93.5	94.2
Campus Police Department	97.3	94.7	96.4	96.6
Counseling, Advisement, and Placement	99.1	96.5	97.5	98.0
Financial Aid	96.9	91.2	95.0	95.4
Learning Lab	99.3	94.4	97.3	97.8
Library	98.4	96.4	96.5	97.1



Academic Environment/Instruction

The survey responses pertaining to academic environment and instruction are shown in Table IV below and reflect responses of students who **agree** or **strongly agree**.

Table IV

Academic Environment/Instruction	FCC	HC	Pop	PRCC
Technology in classrooms/labs	94.5	96.6	95.4	95.2
Timely feedback from instructors	94.2	93.1	88.9	90.8
Classroom environments	97.1	98.3	95.8	96.3
Academic achievement stressed	95.8	91.4	93.7	94.3
Availability of instructors outside class	97.3	96.5	95.5	96.2
Class size	98.4	100.0	97.3	97.8
Quality of Instruction	98.2	96.6	95.1	96.2

Registration:

Responses concerning registration by campus are outlined in Table V below and reflect responses of **agree** or **strongly agree**.

Table V

Registration	FCC	HC	Pop	PRCC
Services provided during registration	95.1	91.4	95.6	95.2
Clear, well-publicized registration/course selection	92.7	91.4	90.6	91.3

Security:

Overall, approximately 97 percent of student respondents indicated that the campus is safe. Responses of **agree** or **strongly agree** by campus are shown in Table VI below.

Table VI

Security	FCC	HC	Pop	PRCC
Campus is safe for all	97.1	94.7	96.7	96.8



Facilities

Student satisfaction with the condition of classrooms, lab facilities, and the overall appearance of the campuses is shown in Table VII below. Percentages represent **satisfied** or **very satisfied** responses.

Table VII

Facilities	FCC	HC	Pop	PRCC
Classroom	97.5	98.2	96.9	97.2
Labs	96.0	98.2	96.0	96.1
Campus appearance	95.7	96.6	98.2	97.3

Reasons for Selecting PRCC

The top five choices indicated by students as their reason for selecting PRCC to attend are as follows:

- Location
- Availability of Scholarships/Financial Aid
- Course Selection
- Low Tuition Costs
- Recommendation of Friends and/or Relatives

General:

As reflected in Table VIII below, over 96 percent of students overall are satisfied with availability of student services at each campus. Students are aware of the procedures in place to seek disability accommodations as evidenced by the 94.1 percent response rate, and approximately 91 percent of students overall indicated that they are aware of the procedures for expressing student complaints.

Table VIII

General	FCC	HC	Pop	PRCC
Availability of student services	98.0	94.8	95.4	96.2
Usefulness of College Catalog	93.5	91.4	91.1	91.9
Usefulness of Student Handbook	93.5	89.7	91.8	92.3
Awareness of procedures to seek disability accommodations	95.3	94.6	93.4	94.1
Advised of the procedure for expressing a complaint	90.9	94.8	90.6	90.9
Available resources for career decisions	97.8	94.8	95.8	96.4
Concern is shown for student	94.6	91.4	92.1	92.9
Opportunities for student activities	94.4	94.7	94.7	94.6



Below are the responses for students who indicated such satisfaction that they would choose to attend Pearl River Community College again.

	FCC	HC	Pop	PRCC
Would attend PRCC again	94.9	94.8	90.3	92.0

The Focus Group Committee makes recommendations for improvement in the areas which reflect less than 70 percent student satisfaction and for any other areas deemed appropriate. For the 2016-2017 Campus Climate Survey, no categories received a satisfaction level less than 80 percent. The Focus Group Committee also reviews student comments to look for any trends of dissatisfaction that may need to be addressed, and any recommendations for improvement are compiled in the Focus Group Report.

Demographics of Student Respondents	
Overall	1,368 respondents to survey Age 25 or under - 84.3% Female – 63.5%; Male – 36.5% Race: White – 67.5%; Black -26.4; Other – 6.1% Status: Full-time – 89.3%; Part-time – 10.7%