

PRCC Campus Climate

The Climate Survey is administered to Pearl River Community College (PRCC) students annually. This year, the Ruffalo Noel Levitz Student Satisfaction Inventory was selected and implemented as the survey instrument. Ruffalo Noel Levitz surveys approximately 1,900 campuses each year. PRCC accomplished a 49% participation rate for the 2019 survey, compared to a 27% completion rate for the 2017-2018 survey. Nationally, the average participation rate is 20%.

The PRCC minimum standard for student satisfaction is 70%. This standard supports Goal 2: To Provide Quality Student Services. Indicator 1 States: At least 70% of students participating in an annual campus climate survey will indicate that they are satisfied with the campus climate. Indicator 3 states: At least 70% of students participating in an annual campus climate survey will indicate they are satisfied with the services provided by various offices on campus.

2019

Academic Satisfaction Rates

Instruction	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Quality instruction in technical programs	68%	71%	72%	69%	60%
Overall quality instruction in most classes	67%	71%	75%	68%	64%
Faculty members are available after class and during office hours	71%	73%	80%	72%	69%

Academics	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Faculty members are interested in academic problems of students	62%	63%	73%	62%	58%
Academic support services meet student needs	66%	65%	81%	66%	61%
Academic reputation was a factor when enrolling at PRCC.	78%	76%	81%	78%	-----

Scheduling	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Classes are scheduled at convenient times	72%	74%	70%	72%	63%
Needed classes are available for registration with few conflicts.	69%	69%	73%	69%	65%

Campus Atmosphere Satisfaction Rates

Student Impression	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Faculty members are fair and unbiased in their treatment of students	66%	68%	84%	67%	65%
The campus is safe and secure for all students	70%	73%	83%	71%	71%
Channels for expressing complaints are readily available.	59%	59%	79%	60%	52%
The College shows concern for students as individuals.	59%	62%	71%	60%	56%

Student Services Satisfaction Rates

Financial Aid	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Adequate financial aid is available.	56%	58%	75%	57%	59%
Financial aid counselors are helpful.	55%	55%	72%	55%	56%
Financial aid staff is courteous.	60%	59%	79%	61%	-----
Financial aid office hours are appropriate to meet my needs.	66%	64%	80%	66%	-----
Financial aid was a factor for enrollment.	78%	80%	88%	79%	-----
Awards were announced quickly enough to aid in college planning.	53%	47%	64%	52%	53%

Student Services Satisfaction Rates

	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Admissions					
Admissions counselors accurately portray the campus.	66%	66%	76%	67%	59%
Admissions staff members are knowledgeable.	68%	69%	81%	69%	65%
Admissions staff members are courteous.	72%	72%	84%	72%	----
Admissions staff members respond to prospective students' unique requests.	65%	62%	76%	64%	60%
Admissions office hours are appropriate to meet my needs.	74%	72%	89%	74%	----

	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Bookstore					
Bookstore staff members are helpful.	77%	75%	83%	77%	69%
Bookstore staff members are courteous.	78%	76%	84%	78%	----
Campus bookstore hours are appropriate to meet my needs.	73%	76%	89%	74%	----

Student Services Satisfaction Rates

	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Business Office					
Business office staff members are courteous.	68%	65%	87%	68%	-----
Business office hours are appropriate to meet my needs.	66%	66%	82%	66%	64%

	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Learning Lab					
Learning lab staff members are courteous.	72%	75%	88%	73%	-----
Learning lab hours are appropriate to meet my needs.	71%	78%	86%	73%	-----

	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Library					
Library resources and services are adequate.	76%	70%	88%	75%	71%
Library staff members are helpful and approachable.	75%	70%	81%	74%	70%
Library hours are appropriate to meet my needs.	75%	76%	82%	75%	----

Student Services Satisfaction Rates

	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Advising					
Academic advisors are approachable.	78%	78%	86%	78%	67%
Academic advisors assist in goal setting.	69%	69%	75%	69%	57%
Academic advisors show concern for success of individual students.	69%	68%	73%	69%	58%
Academic advisors are knowledgeable about program requirements.	73%	73%	76%	74%	65%
Academic advisors are knowledgeable about transfer requirements.	67%	68%	84%	68%	59%

	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Career Services					
There are adequate services to help me decide upon a career.	66%	64%	79%	66%	59%
Career services provide assistance with securing a job.	62%	66%	68%	63%	54%

	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Academic Support					
Academic support services adequately meet the needs of students.	66%	65%	81%	66%	61%
Tutoring services are readily available.	69%	62%	67%	67%	67%

Student Services Satisfaction Rates

	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Registration					
Personnel involved with registration are helpful.	67%	65%	85%	67%	63%
Procedures for registration and course selection are clear and well publicized.	68%	68%	89%	68%	64%
Assessment and course placement procedures are reasonable.	68%	67%	84%	69%	---

	Campus Location			Overall	
	Poplarville	FCC	HCC	PRCC	National
Other					
Students seldom feel they get the “runaround” when seeking information.	58%	54%	72%	57%	56%